

Frequently Asked Questions (FAQs) Coronavirus Disease (COVID-19)

As the novel coronavirus, known as COVID-19, has spread globally and in the United States, our company is following the developments closely. We care about your health and your family's health. Please take time to read the FAQs provided as we continue to monitor this situation and encourage you to only gather information from credible and verified sources as referenced below.

What is the “coronavirus” and how is it transmitted?

The 2019 novel coronavirus (COVID-19) causes respiratory illness in people and can spread from person-to-person. According to the Centers for Disease Control and Prevention (“CDC”), the virus is principally spread person-to-person mainly via respiratory droplets produced when an infected person coughs or sneezes, similar to how influenza and other viruses that cause respiratory illness spread. According to the CDC, the virus may also spread when a person touches a surface or object that has virus upon it and then touches their eyes, nose, or mouth or in other ways.

How can I help prevent the spread of respiratory viruses like the coronavirus?

Per the CDC's guidelines, you should adhere to the following to avoid contracting or spreading the virus:

- Wash your hands frequently with soap and hot water for at least 20 seconds.
- If soap and water are not available, use alcohol-based hand sanitizers containing at least 60% alcohol.
- Avoid close contact with people who are sick.
- Take simple measures to ensure cough and sneeze etiquette: cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.
- Avoid touching your eyes, nose and mouth with your hands.
- Routinely clean all frequently touched surfaces in your workspace and doorknobs.
- If you are sick, the CDC advises that you stay home and seek medical attention. If you have symptoms of COVID-19, the CDC recommends that you seek immediate medical attention.
- Wear a face mask at all times while in the facility, except when eating or drinking.

What are the symptoms?

According to the CDC, the most common COVID-19 symptoms include fever, cough and shortness of breath.

What if I am feeling sick but am not sure if I have coronavirus?

If you have any symptoms, you should stay home and notify your supervisor.

What if I have come in contact with someone who has been exposed to the virus or feels sick?

Do not return to work without seeking medical attention/advice. Please follow the instructions noted below prior to any absence and before returning to work.

What should I do if I shouldn't return to work due to possible exposure?

- Immediately contact both your local HR department and your supervisor. Your HR department will assist you and notify you of all available benefits.
- Seek immediate medical attention and/or advice from your doctor.
- Complete the necessary paperwork and follow all instructions provided to you by your HR Department.

What should I do before returning to work if exposed?

- Please contact the HR Department before you to return to work.
- Do not report to work if you are sick or not feeling well, for any reason.

What if I am prohibited from returning to work? What happens to my pay and benefits?

Depending on your status, affected employees will be allowed to utilize their accrued PTO (sick / vacation) time for the days that they have missed. If you are a represented employee, your leave will be governed by the applicable collective bargaining agreement. Contact your local HR Department for any additional questions regarding your pay and benefits while you are on a Leave of Absence. Additionally, certain county specific benefits in California may apply to you and your local HR Department will provide you with information on those benefits.

Is the company restricting travel?

International business travel is currently prohibited by the company. Domestic travel is not prohibited but only permitted in essential situations and only after you have received approval from your supervisor. If you travel, you should monitor requirements, warnings and alerts from the U.S. State Department. You should also understand that you may not be permitted to return to work immediately upon your return from travel.

What type of personal protective equipment (PPE) should I wear when handling potentially contaminated soiled linen?

Angelica's standard PPE requirements for handling potentially contaminated soiled linen comply with applicable laws and regulations under the Occupational Safety and Health Act ("OSHA"). These include safety glasses, gowns and fluid-impervious gloves as well as sharp-resistant gloves for soil sort employees. We will continue to adhere to existing government regulations and recommendations and will continue to monitor recommended and required safety equipment. Additionally, everyone should wear a face-mask at all times while in the

facility, except when eating or drinking.

Do I need to wear a mask or respirator while working at an Angelica facility?

Per applicable OSHA regulations and company policies, masks and respirators are not required for our operations.

Should our Customers be using a different colored bag or label for COVID-19 contaminated linen?

No. Since Angelica handles all soiled linen with universal / standard precautions, there is no requirement for our Customers to bag or label COVID-19 contaminated linen any differently than other soiled linen.

Does Angelica's cleaning process kill COVID-19?

Angelica utilizes various disinfectants registered with the Environmental Protection Agency ("EPA") as part of its laundry process and cleaning of its facilities. According to the CDC, these disinfectants effectively eliminate the COVID-19 virus.

What is social distancing and what is Angelica doing to promote social distancing?

According to the CDC, appropriate social distancing means remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others when possible. Many state and local governments have currently banned social gatherings of 10 or more individuals. In compliance with the CDC's guidance, social distancing recommendations at Angelica include, but are not limited to, avoid handshaking, staying six-feet apart (where possible), suspending employee gatherings such as monthly luncheons and splitting up breaks / lunch into smaller groups.

HELPFUL RESOURCES FOR MORE INFORMATION

There are several resources to assist you in keeping up with the latest facts related to the coronavirus.

- CDC- COVID-19 Website <https://www.cdc.gov/coronavirus/2019-nCoV/>
- Travelers' Health Website <https://wwwnc.cdc.gov/travel>
- Health Alert Network <https://emergency.cdc.gov/han/>
- OSHA Guidance at <https://www.osha.gov/SLTC/covid-19/>
- World Health Organization <https://www.who.int/>