



# NELSON'S PANDEMIC PREPAREDNESS PLAN

## A MESSAGE TO OUR CUSTOMERS

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Nelson Tree Service has a long history of safely conducting operations in emergency situations to ensure our customers can keep the power on in their communities. In our line of work, we are continually planning for and facing head-on hazardous situations around the globe. Whether it is a downed tree or a devastating hurricane, we understand our customers depend on our reliable presence. A health emergency, such as a pandemic, requires the highest level of responsibility from our employees, and we have measures in place to ensure our company will continue to provide safe and reliable operations during this time.

With the increased media coverage surrounding the coronavirus, we feel it prudent to assure you that we are continuously monitoring the situation and our focus remains on the health and welfare of our employees and our customers around the world.

The U.S. Centers for Disease Control and Prevention (CDC) as well as other health organizations are actively monitoring developments and providing information to help us respond properly. We will address the needs of each of our regions and adjust business operations as needed. The following information is designed to provide an overview to our pandemic preparedness plan.

### What steps is Nelson taking to prepare for the coronavirus?

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Nelson has taken multiple steps in order to effectively prepare for this pandemic. These are broken down into four phases: (1) Review and monitor the situation; (2) Develop an actionable plan; (3) Communicate plan and safety procedures; (4) Control and reduce chances of spreading the infection.

#### Review and monitor the situation

We are constantly evaluating the coronavirus impact and reviewing information as the CDC releases updates. As their recommendations change, we will thoroughly review them and, if needed, update our safety policies and procedures to protect the well-being of our employees and customers.

#### Develop an actionable plan

Nelson's action plan is segregated into two components. The first covers our Field Operations and the second is for our Corporate & Administrative Staff (back office operations). The plan is also broken down to reflect the intensity of the pandemic and the level of impact on the organization. The breakdown is determined by the percentage of employees impacted and gives weight to the restrictions that will be imposed

Please visit the CDC website for up-to-date information:  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

by government authorities, such as the CDC.

The key assumption that is used to derive the plan is the necessity to keep critical infrastructure operational during such a crisis. In our business, the critical infrastructure we support is the operation of transmission and distribution systems of our utility customers. In a pandemic crisis, keeping the energy flowing to the systems that support the government and essential services (i.e. government offices, police stations, military bases, hospitals, shelters, healthcare/ pharmaceutical facilities, etc.) is of highest importance. As such, our plan allocates resources to ensure the continued operations of these systems.

Nelson provides each employee, whether in the field or in the office, with a strong safety policy. Specifically, for the coronavirus, we are focusing on the health-related safety procedures based on the published CDC guidelines aimed at maintaining a healthy environment across your service territory. Our management and leadership teams crafted an informative plan for employees that promotes healthy hygiene in their work environments as well as what to do in case of illness.

## **Communicating our plan and safety procedures**

Our company is actively relaying information to our Field Operations and providing training as necessary to increase awareness. Proper preventive steps to protect oneself against the impacts of the coronavirus are at the forefront of our communication. We have also provided guidelines and set forth procedures in the event an illness arises, including: direct communication tools to Human Resources for reporting absenteeism; IT for telework and remote technology support; and Supply Chain Management/Procurement for purchasing or replenishing health supplies in every work location.

The following actions will also be taken to minimize the impact on the company and our employees.

- Communication with employees that states that if they are sick, they should not come to work
- Postponement or cancellation of all non-mission critical meetings and gatherings if and where needed
- Instituting “social distancing” etiquette, including limiting physical contact and maintaining space of three to six feet

between individuals when possible

- Restriction of travel by company employees to allow for only mission-critical activities.
- Adhering to government restrictions on travel and movement within geographic areas.

## **Control and reduce chances of spreading the infection**

We understand the environments our employees work in every day are unique and, therefore, it can be challenging to control illnesses. However, we are taking action to minimize any potential risk by emphasizing good personal hygiene practices.

We are encouraging everyone to take an active role in keeping their vehicles, office spaces and equipment, among others, safe by frequently disinfecting them.

Additionally, we have alerted our employees of the CDC’s Level 3 Travel Advisory locations. We are enforcing a policy of avoiding business-related travel to these particular locations and requiring employees who have traveled to an affected area to remain out of work for the CDC-suggested period of time.

## How is Nelson handling storm restoration/emergency work?

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The coronavirus is constantly evolving, and we understand that weather-related or other types of outages may happen concurrently that will require our assistance. As a company that is relied upon to help restore power during these situations, we acknowledge that an outage could happen in an outbreak location. Our crews that are assigned to an outbreak location will be aware of the risks and prepared with health and safety information per our coronavirus plan. They will be also be informed to take effective actions to secure the health and well-being of those around them.

We have provided communication protocols to our employees in the event they become ill. These protocols ensure the proper levels of management as well as the proper departments are aware of such illnesses. In the event any employee has been diagnosed with the coronavirus, we have set forth procedures to work remotely or take time off in accordance with the CDC guidelines.

## Preparation is key

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Our employees' and customers' health and safety are valued, especially during times of a pandemic.

Since the coronavirus appears to mainly be spread through close person-to-person contact, we are taking these preventive measures according to the CDC's recommendations:

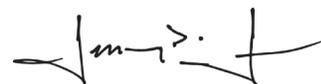
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing. If soap and water aren't available, use an alcohol-based sanitizer that is at least 60% alcohol.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

In our offices, site leaders and maintenance personnel are replenishing supplies in common areas to help with maintaining healthy hygiene.

These will include:

- Kleenex Antiviral Tissues
- Clorox Disinfectant Wipes
- Purell Advanced Hand Sanitizer

Stay Safe,



**Jeffrey Jones**

President