



BUSINESS CONTINUITY PREPAREDNESS PLAN

RESPONSE TO CORONAVIRUS (COVID-19)

March 13, 2020

TEAM Industrial Services, Inc (“TEAM”) takes the concerns of our customers, business partners, governments, employees, and all agencies and local communities very seriously and is taking concerted steps to build and refine appropriate emergency response plans to deal effectively with a pandemic influenza threat as specifically related to Coronavirus (COVID-19).

Emergency Response and Business Interruption / Continuity planning is a key TEAM business process that all global operations participate in and prepare. To aid in these efforts, TEAM is using the Business Pandemic Influenza Planning guidelines established jointly by the **U.S. Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC)**, as well as sources from the **World Health Organization (WHO)**, **Occupational Health and Safety Administration (OSHA)** and the **National Strategy for Pandemic Influenza** for further guidance.

As part of the planning process, TEAM is engaging critical supply chain partners (suppliers, contractors and distributors) to discuss, review, and put into place specific contingencies consistent with our current operations. Full development, alignment, and coordination of these extensive and complex plans will continue to evolve as our collective understanding of both the threat and mitigation tactics and knowledge continues to grow.

CURRENT MITIGATION ACTIVITIES

On March 10, 2020, TEAM held a company-wide conference call sharing specific information about the COVID-19, which included a presentation on specifics related to the illness, how it is spread, signs and symptoms, best practices to avoid contracting or spreading, and what to do if you have symptoms. (See Presentation attached.)

Based on OSHA Workplace Classifications, TEAM is likely considered Lower Exposure Risk for Pandemic Influenza as our operations do not require frequent contact with the general public. Therefore, in addition to the general hygiene and social distancing practices outlined in the Presentation, TEAM is working on the following:

- Communicate to employees what options may be available to them for working from home.
- Communicate the office leave policies, policies for getting paid, transportation issues, and day care concerns.
- Make sure that your employees know where supplies for hand hygiene are located.
- Monitor public health communications about pandemic flu recommendations and ensure that your employees also have access to that information.



- Work with your employees to designate a person(s), website, bulletin board or other means of communicating important pandemic flu information.
- District Manager action packs that include planning and preparedness action lists, information materials and Frequently Asks Questions (FAQ's).

STAFFING FOR CUSTOMER – CALL OUT

1. TEAM technicians will continue to be mobilized from District offices where they get work instructions, safety training, tools, equipment and personal protective equipment.
2. Regional and District management will continue to emphasize hygiene guidance to avoid and mitigate the contracting and spreading of COVID-19.
3. Regional and District management will closely monitor staff and evaluate employee absenteeism for signs and trends related to COVID-19.
4. TEAM maintains an active list of technicians it can call upon to supplement its regular workforce in the event significant increased illness levels.
5. TEAM has provided training related to symptom identification and reporting procedures.
6. TEAM has contracted with Care Onsite to provide medical support to instruct in matters related to testing, quarantining and treatment.

STAFFING FOR CUSTOMERS – NESTED

1. Regional and District management will continue to emphasize hygiene guidance to avoid and mitigate the contracting and spreading of COVID-19.
2. Regional and District management will closely monitor staff and evaluate employee absenteeism for signs and trends related to COVID-19.
3. TEAM maintains an active list of technicians it can call upon to supplement its regular workforce in the event significant increased illness levels.
4. TEAM has provided training related to symptom identification and reporting procedures.
5. TEAM has contracted with Care Onsite to provide on-site medical support to instruct in matters related to testing, quarantining and treatment.

REGIONAL OR DISTRICT OFFICE CLOSURES

1. TEAM has multiple operating locations in most Divisions throughout its worldwide operations that contain similar tools, equipment and other items needed to support its operations.
2. TEAM has multiple locations throughout its worldwide operations from which personnel, tools and equipment can be mobilized, if required.
3. TEAM Regional and District management have access to and can communicate with technicians and other personnel through a variety of platforms, such as:
 - a. Telephone
 - b. Email



- c. Text messaging
- d. TEAM Apps
- 4. District personnel will be provided contact information and procedures for obtaining work assignments, equipment and personnel mobilization in the event of an office closure.

PROCUREMENT

- 1. 1. TEAM has been in communication with key primary suppliers to confirm the availability of sufficient inventories of supplies to meet expected customer needs.
- 2. 2. TEAM is evaluating alternative suppliers in those areas where the availability of inventory is uncertain.