



FREQUENTLY ASKED QUESTIONS CORONAVIRUS (COVID-19)

Reference <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

NOVEL CORONAVIRUS AND COVID-19 QUESTIONS

- How is Coronavirus transmitted?
- What are the symptoms of COVID-19?
- What is the definition of “close contact”?
- What if I come in close contact with someone who has a laboratory-confirmed case of COVID-19?
- Where will I find the most recent information from TEAM regarding COVID-19?

TEAM EMPLOYEE EXPOSURES

- What is CareOnSite’s role?
- If I am showing symptoms of Coronavirus, should I be tested?
- If I may have contracted the virus, how can I prevent the spread of the virus?
- What if there is a confirmed case of COVID-19 with a TEAM employee at a TEAM facility or client location?
- If I become symptomatic consistent COVID-19 while on a project or a job will TEAM pay for me to go to the doctor?
- When must an employee be quarantined from work?

WHILE TRAVELLING IN U.S. OR INTERNATIONALLY

- What if I am out of town (inside US) and I start exhibiting symptoms of Coronavirus?
- What if I am out of town outside the US and I start exhibiting symptoms of Coronavirus?
- If one our Project Managers and/or Technicians are exposed to COVID-19, does the 14 Day Self Quarantine occur at hotel or temporary residence where they are located at the project?
- Should you encourage an employee who is exhibiting symptoms to return home via plane?
- If I am travelling on behalf of the company and am quarantined at a hotel, will I be paid, and will my hotel/per diem be covered by TEAM?

WORK SCHEDULING AND WORKING FROM HOME

- Will TEAM be implementing alternating work schedules/work from home opportunities?
- If I am unable to work from home, what precautions should I take in the office?



CLIENT REQUIREMENTS

- TEAM's Project Managers, Technicians, Safety Personnel are often required to attend daily turnaround meetings with many meeting attendees. How do we prevent contact with potentially sick workers?
- If a client is requiring us to observe a 14-day quarantine of employees who are being reassigned from a state which is classified as high risk, what is TEAM's position?
- Do we have a client response protocol regarding COVID-19?

TEAM LOCATIONS OUTSIDE OF U.S.

- What is the current information regarding TEAM's international locations?

NEW FIXED FACILITY SCREENING QUESTIONNAIRE

- What if I do not have a thermometer?
- How often do I need to answer all the screening questions and record temperature?
- If during a shift the employee's temperature rises and begins reporting symptoms such as chills, cough, difficulty breathing?

NEW RETURN TO WORK PROTOCOL

- If I have been in quarantine due to potential exposure to a COVID-19 case, when can I return to work?
- If I have been in quarantine due to being symptomatic for COVID-19, but have not been tested and confirmed, when can I return to work?
- If I have been in quarantine due to a confirmed case of COVID-19, when can I return to work?

NEW

- If I become symptomatic consistent with COVID-19, should I call CareOnSite?
- What current travel restrictions are affecting TEAM's business?
- What is the difference between isolation and quarantine?
- How do we keep track of current travel restrictions by U.S. State and Country?
U.S. State-specific COVID-19 Travel Restrictions and Quarantine Requirements

HSE ORGANIZATION CONTACT INFORMATION

FLOWCHART: EMPLOYEE WITH CONFIRMED OR PRESUMPTIVE COVID-19 DIAGNOSIS

FLOWCHART: EMPLOYEE REPORTS SYMPTOMS OF COVID-19

FLOWCHART: EMPLOYEE REPORTS HIGH OR MEDIUM RISK CLOSE CONTACT



Novel Coronavirus and covid-19 questions

How is Coronavirus transmitted?

The virus is spread person-to-person, primarily through coughing or sneezing. The virus can be transmitted by someone whether they are actively exhibiting symptoms or not. Exposure through contact with contaminated surfaces is possible if you touch your face.

What are the symptoms of COVID-19?

COVID-19 symptoms are similar to influenza and include:

- A fever above 100.4°F or 38°C
- Persistent, dry cough
- Body aches
- Sore throat

What is the definition of “close contact”?

Close contact is defined as being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time (greater than 10 minutes). Close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case or having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on).

What if I come in close contact with someone who has a laboratory-confirmed case of COVID-19?

Close contact is defined as being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time (10 minutes or longer); close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case OR having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on).

You must contact your supervisor and your Division HSE Manager, as well as your primary healthcare provider. We must also work with the client to ensure the appropriate response is actioned at client location.

The risk levels of individuals who come in close contact with others **who have a laboratory-confirmed case of COVID-19** are as follows:

- **High Risk** – Living in the same household as, being an intimate partner of, or providing care for that person without using recommended precautions for home care and home isolation
- **Medium Risk** – Close contact with a person with symptomatic laboratory-confirmed COVID-19 or the same criteria as High Risk while consistently using recommended precautions for home care and home isolation
- **Low Risk** – Being in the same indoor environment (e.g., a classroom, a hospital waiting room) as a person with symptomatic laboratory-confirmed COVID-19 for a prolonged period of time but not meeting the definition of close contact (as defined by the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>)

TEAM employees who are either High Risk or Medium Risk will be subject to a 14 day quarantine and will not be permitted to return to work unless they have not developed any symptoms. If the employee does develop symptoms, the return to work procedures outlined in Question 9 will dictate.

TEAM employees who are Low Risk or have no identifiable risk will be permitted to report to work.

The HR Business Partner will manage the expectations for the employee.

Where will I find the most recent information from TEAM regarding COVID-19?

The TeamWorks Portal will contain the most up to date information on TEAM's position and procedures around COVID-19



TEAM Employee Exposures

What is CareOnSite's role?

CareOnSite is TEAM's Medical Director and is consulting to TEAM on all matters involving employee health and safety, including coronavirus and COVID-19 issues.

- CareOnSite will NOT be providing coronavirus testing or COVID-19 diagnoses.
- CareOnSite will clear precautionary quarantined, symptomatic and confirmed COVID-19 cases to return to work via a telephonic nurse triage consultation.

If I am showing symptoms of Coronavirus, should I be tested?

Your healthcare provider will work with your state or country's public health department and the U.S. Centers for Disease Control and Prevention (CDC) or World Health Organization (WHO) to determine if you should be tested. **Do not contact CareOnSite.** Stay home and self-isolate as described in Question 7 until directed otherwise by your healthcare provider or local health department. Also, contact your Division Safety Manager and supervisor to notify them of your condition.

If I may have contracted the virus, how can I prevent the spread of the virus?

By washing your hands often for at least 20 seconds after you have come in contact with hard surfaces such as door handles and packaging or sneezing/coughing.

- If soap and water is not readily available, use hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes/nose/mouth with your hands without washing them.
- Do not attend large gatherings.
- Wear a face mask or respirator, if you will be out in the public.
- Practice routine cleaning of high-touch surfaces.

What if there is a confirmed case of COVID-19 with a TEAM employee at a TEAM facility or client location?

- TEAM employee will notify supervisor who will notify Location Manager, District Project Manager and Division Safety Manager.
- District/PSL manager will notify the HR Business Partner and the client if appropriate.
- In conjunction with the client, TEAM will notify the local health department of the confirmed case for national recordkeeping purposes and if required.
- TEAM will notify the client if that employee has been on the client site/Team facility in the last 14 days and will investigate with the client to determine who has come into close contact with that employee.
- TEAM will work with the client as appropriate to clean and sanitise our locations/client stations according to the below criteria (further explained on CDC website):
 - If possible, wait up to 24 hours before beginning cleaning and disinfection **if location does not house people overnight** and open up doors/windows to allow air circulation into area.
 - If surfaces are dirty, they should be cleaned with water and detergent soap before disinfecting.
 - For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.



If I become symptomatic consistent COVID-19 while on a project or a job will TEAM pay for me to go to the doctor?

Contact your supervisor and HR Business Partner. Then call your primary care physician to be directed towards the appropriate contacts for COVID-19 related symptoms. As with all safety incidents, an investigation will be completed by the Division Safety Manager (or designee) to determine possible contacts the employee had and if there is a correlation to work. Based on the outcome of the investigation will determine if contracting the coronavirus was work related.

When must an employee be quarantined from work?

- You have been in close contact with anyone who has or is under surveillance for having COVID-19 in the last 14 days
- You have not been in close contact with anybody that has been in a region of the US or foreign country which requires a 14-day quarantine upon return
- You have been to a region of the US or foreign country which requires a 14-day quarantine upon return

While Travelling in U.S. or Internationally

What if I am out of town (inside US) and I start exhibiting symptoms of Coronavirus?

Notify your Division Safety Manager and supervisor, then notify your primary healthcare provider. Your primary healthcare provider should help you locate the appropriate contacts in the area for COVID-19 related illnesses.

What if I am out of town outside the US and I start exhibiting symptoms of Coronavirus?

Notify your HQSE Manager and supervisor, who will contact International SOS. You will be evaluated by ISOS medical team and directed to call a local healthcare authority for instructions on next steps.

If one our Project Managers and/or Technicians are exposed to COVID-19, does the 14 Day Self Quarantine occur at hotel or temporary residence where they are located at the project?

This will be managed on a case by case basis by the Project Manager, District Manager and HR business partner.

Should you encourage an employee who is exhibiting symptoms to return home via plane?

No. In order to prevent possible spread of the virus, travel by plane is not recommended. The employee must notify the supervisor immediately if they are feeling ill on a job or project. Based on the location and the employees' condition, the employee will need to contact either their primary care physician or an urgent care clinic.

If I am travelling on behalf of the company and am quarantined at a hotel, will I be paid, and will my hotel/per diem be covered by TEAM?

In most cases, yes. This will be managed on a case-by-case basis with your District Manager (or PSL Director), Division (HQSE) Safety Manager, District Manager and HR Business Partner.

Work Scheduling and Working From Home

Will TEAM be implementing alternating work schedules/work from home opportunities?

District managers will work in conjunction with their EVP to develop and implement alternating work schedules and/or work from home plans. TEAM will follow the mandatory stay at home declarations within state and federal requirements. All employees must take their laptops and work materials home with them each day to accommodate these changes.



If I am unable to work from home, what precautions should I take in the office?

All in-person meetings should be avoided, and a minimum distance of six feet should be maintained between all personnel in the office. If you begin exhibiting symptoms, do not come to work, and contact your Division HSE Manager and supervisor for further instructions. Disinfect all high-touch surfaces every day using a household disinfecting spray or wipe, according to the label instructions.

Client Requirements

TEAM's Project Managers, Technicians, Safety Personnel are often required to attend daily turnaround meetings with many meeting attendees. How do we prevent contact with potentially sick workers?

Clients have adjusted these meetings and restricted numbers of attendees. It is prudent to have one of the Project Managers or Safety Representatives on the turnaround attend the meeting or recommend to the client the meetings be held virtually (Teams, Webex, etc) and share the learnings/communications with the crew.

If a client is requiring us to observe a 14-day quarantine of employees who are being reassigned from a state which is classified as high risk, what is TEAM's position?

TEAM will abide by the client's restrictions and will manage the workforce such that the client needs are met. As this is a rapidly evolving situation, TEAM's position will be evaluated in each case by the HR Business Partner and District or Project Manager or PSL Director to determine next steps

Do we have a client response protocol regarding COVID-19?

Yes, any inquiries or instance where client expectations conflict with TEAM/Quest's, please direct client requests to Mike Wood, SVP HSE or Jim McCloskey, SVP Commercial.

TEAM Locations Outside of U.S.

What is the current information regarding TEAM's international locations?

Currently, the expectation is as follows:

- If you have "a high temperature" or "a new continuous cough", you should stay at home "self-isolate" for 7 days and monitor the symptoms.
- If you do have any of these symptoms you should stay away from work and "self-isolate", and then inform your HQSE or District Manager as soon as possible, for those personnel who have a laptop please ensure that you take this home with you on a daily basis so that you have the ability to work from home should the need arise.
- It should be noted that if any of these symptoms are showing it does not mean that you have "confirmed" coronavirus, it may just be that you have a common cold or flu, so it is important not to panic and worry unnecessarily, it is however important that you seek advice if your symptoms persist or get worse during home isolation or are no better after 7 days.

*****NEW*** Fixed Facility Screening Questionnaire**

What if I do not have a thermometer?

It is not required that you have a thermometer to complete the questionnaire, there is a self-check method described in the questionnaire.



How often do I need to answer all the screening questions and record temperature?

If all questions are answered No, record responses daily on the log. If any answer is Yes then the questionnaire document must be filled out for that employee and further guidance followed.

If during a shift the employee's temperature rises and begins reporting symptoms such as chills, cough, difficulty breathing?

- Immediately quarantine any areas that employee may have contaminated. The area shall be disinfected prior to allowing anyone to access that area.
- Notify the district manager and division safety manager.
- Follow the CDC Risk Assessment Protocols outlined.

*****NEW*** Return to Work Protocol**

If I have been in quarantine due to potential exposure to a COVID-19 case, when can I return to work?

You may return to work after clearance from either your Primary Care Physician or CareOnSite telephonic nurse triage at 1833 TEAMRPT (1833-832-6778) Option 1. The CareOnSite nurse will evaluate you using the following protocol:

- You have had no symptoms for 14 days (fever, cough, sore throat, chills, shortness of breath, etc.).
- You have not been in close contact with someone who has been in a country or region of the U.S. in the last 14 days that requires/suggests a 14-day quarantine due to a COVID-19 outbreak.
- You have not been in any of the regions mentioned in the previous question in the last 14 days.
- You have not been in close contact with any confirmed COVID-19 case in the last 14 days.

If I have been in quarantine due to being symptomatic for COVID-19, but have not been tested and confirmed, when can I return to work?

If seeking return to work from CareOnSite for this situation, additional questions posed by the CareOnSite telephonic nurse will include:

- Your flu-like symptoms are nearly or completely resolved.
- At least 7 days have passed since your first symptoms appeared.
- You have objectively measured your temperature in the last 72 hours and have had no results over 100.4°F (38°C).

If I have been in quarantine due to a confirmed case of COVID-19, when can I return to work?

If seeking return to work from CareOnSite, all questions from 26 and 27 and the following additional questions/stipulations will be posed by the CareOnSite telephonic nurse:

- Wear a facemask at all times until symptoms are completely resolved, or 14 days after illness onset, whichever is longer.
- Be restricted from contact with immuno-compromised people until 14 days after illness onset.
- Adhere to hand hygiene, respiratory hygiene, and cough etiquette as outlined by the CDC.
- Self-monitor for symptoms, and seek re-evaluation from occupational health if symptoms reoccur or worsen.



NEW

If I become symptomatic consistent with COVID-19, should I call CareOnSite?

No, there is no need to call CareOnSite for COVID-19 related illness or symptoms. As stated, notify your personal physician.

CareOnSite will only be providing clearance to return to work for confirmed or presumed cases of COVID-19.

What current travel restrictions are affecting TEAM's business?

U.S. and international travel restrictions are rapidly changing, sometimes multiple times a day. You should consult local authorities before making any travel arrangements that are absolutely necessary.

What is the difference between isolation and quarantine?

- Isolation separates sick people with a contagious disease from people who are not sick.
- Quarantine separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.

How do we keep track of current travel restrictions by U.S. State and Country?

U.S. state travel restrictions can be reviewed at the Healthcare Ready website below or at the individual state websites listed in the table following.

International travel restrictions can be reviewed at the following website: [International SOS Restricted Country List](#) or by visiting the respective country's governmental website.

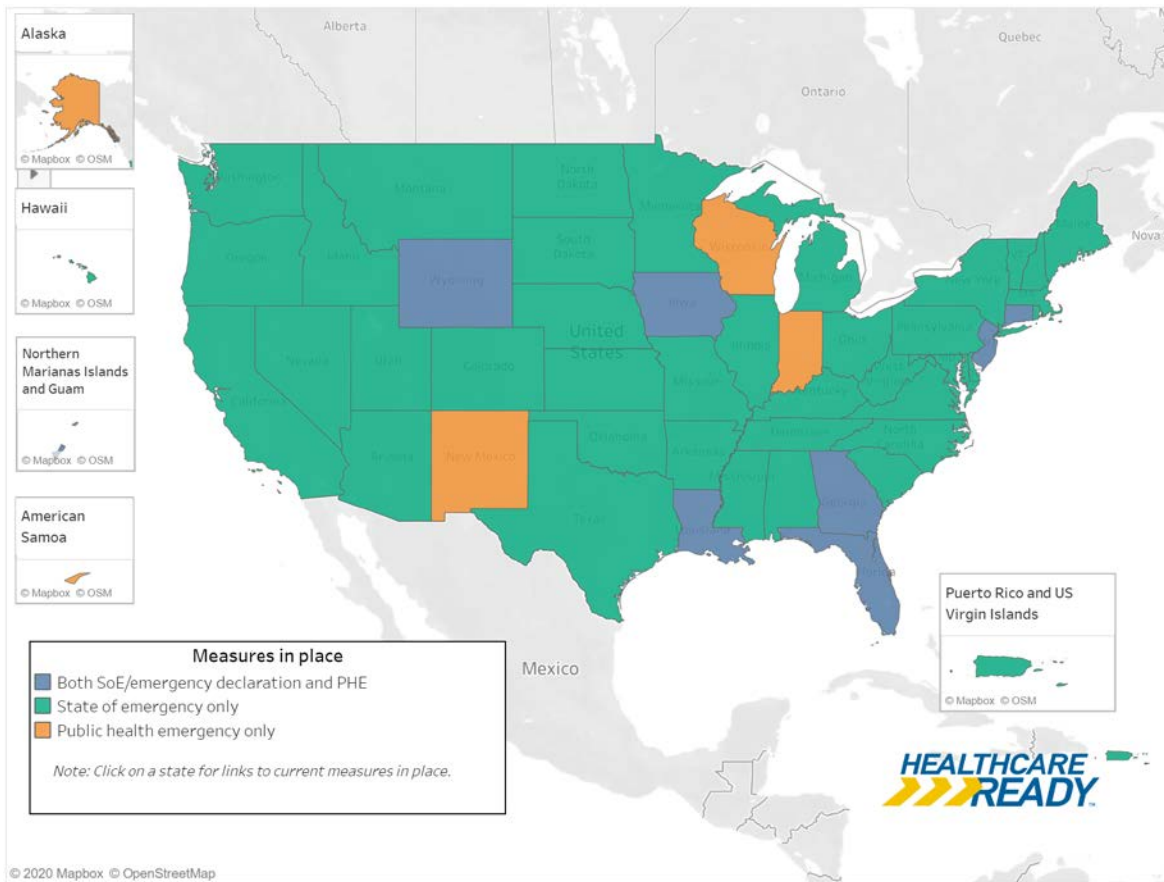
Validate any State or Country specific quarantine measures and restrictions and understand the situation at the destination including: Lodging considerations (if quarantine is possible), accessibility to food, travel authorizations and medical facilities capabilities.



U.S. State-specific COVID-19 Travel Restrictions and Quarantine Requirements

The following link contains a map to each states' declarations, executive orders and/or press releases related to state-specific travel restrictions and quarantine requirements. District management should evaluate each state to state travel requirement based on the restrictions and/or quarantine established by each state. Hover over the state you are searching for on the map to see the information.

[Link to Healthcare Ready COVID-19 Map](#)





U.S. State-specific COVID-19 Travel Restrictions and Quarantine Requirements

The following table contains links to each states' declarations, executive orders and/or press releases related to state-specific travel restrictions and quarantine requirements. District management should evaluate each state to state travel requirement based on the restrictions and/or quarantine established by each state.

State	Access to Current Restrictions by State via Press Release or Executive Order
Alabama	https://governor.alabama.gov/newsroom/category/press-releases/
Alaska	https://gov.alaska.gov/newsroom/
Arizona	https://azgovernor.gov/newsroom
Arkansas	https://governor.arkansas.gov/news-media/press-releases/
California	https://www.gov.ca.gov/newsroom/
Colorado	https://covid19.colorado.gov/
Connecticut	https://portal.ct.gov/Office-of-the-Governor/News
Delaware	https://governor.delaware.gov/newsroom/
Florida	https://www.flgov.com/
Georgia	https://gov.georgia.gov/press-releases
Hawaii	https://health.hawaii.gov/news/category/corona-virus/
Idaho	https://gov.idaho.gov/pressrelease/
Illinois	https://www2.illinois.gov/sites/gov/newsroom/Pages/default.aspx
Indiana	https://www.in.gov/gov/newsroom.htm
Iowa	https://governor.iowa.gov/newsroom
Kansas	https://governor.kansas.gov/newsroom/press-releases/
Kentucky	https://governor.ky.gov/news
Louisiana	https://gov.louisiana.gov/index.cfm/newsroom/home
Maine	https://www.maine.gov/governor/mills/newsroom/
Maryland	https://governor.maryland.gov/category/press-releases/
Massachusetts	https://www.mass.gov/orgs/office-of-the-governor/news
Michigan	https://www.michigan.gov/whitmer/0,9309,7-387-90499---,00.html



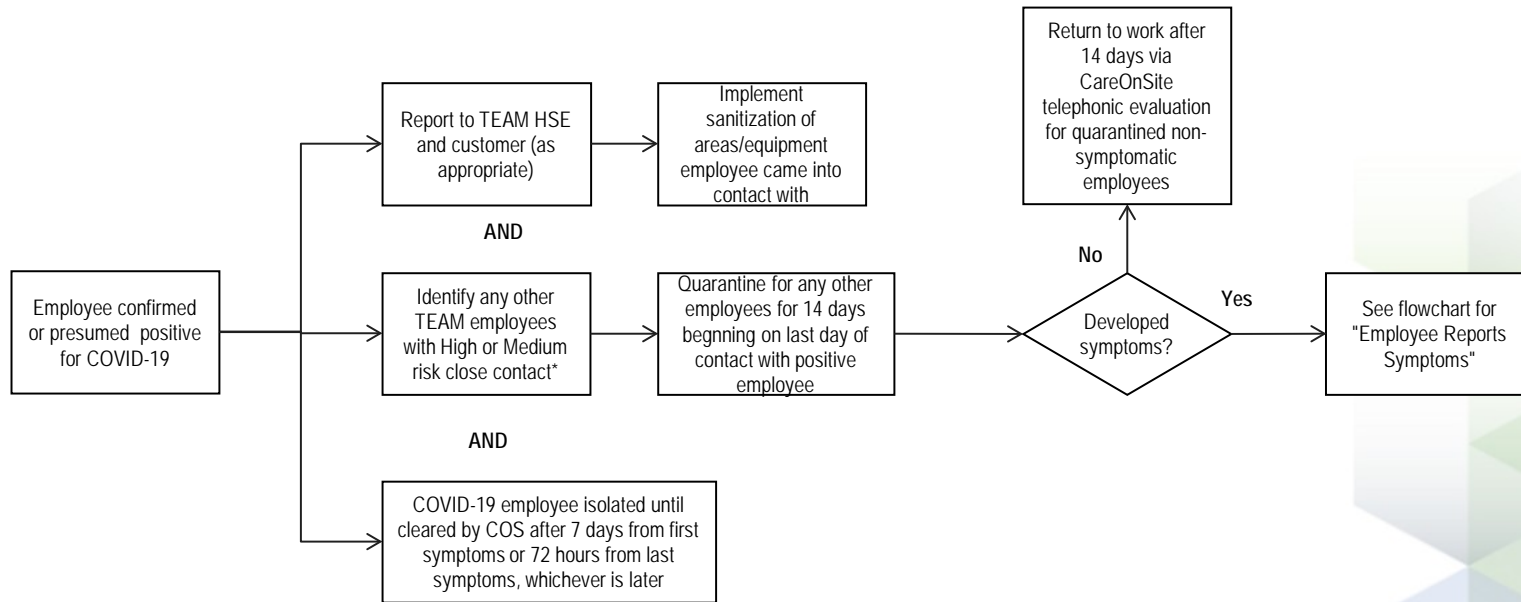
U.S. State-specific COVID-19 Travel Restrictions and Quarantine Requirements, continued

Minnesota	https://mn.gov/governor/news/
Mississippi	https://www.sos.ms.gov/About/Pages/Press-Releases.aspx
Missouri	https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/travelers.php
Montana	https://dphhs.mt.gov/publichealth/cdepi/diseases/coronavirusmt%20-%209247810173-information-for-travelers/
Nebraska	https://governor.nebraska.gov/press-releases/
Nevada	https://nvhealthresponse.nv.gov/news-resources/
New Hampshire	https://www.governor.nh.gov/news-media/emergency-orders/index.htm
New Jersey	https://nj.gov/governor/news/news/562020/approved/news_archive.shtml
New Mexico	https://www.governor.state.nm.us/about-the-governor/executive-orders/
New York	https://www.governor.ny.gov/executiveorders
North Carolina	https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/covid-19-travel
North Dakota	https://www.health.nd.gov/diseases-conditions/coronavirus/travel-quarantine-orders
Ohio	https://coronavirus.ohio.gov/wps/portal/gov/covid-19/home/public-health-orders/public-health-orders
Oklahoma	https://www.governor.ok.gov/newsroom/
Oregon	https://www.oregon.gov/newsroom/Pages/Agency.aspx?page=0&pageSize=10&agency=GOV
Pennsylvania	https://www.health.pa.gov/topics/disease/coronavirus/Pages/Coronavirus.aspx
Rhode Island	http://www.governor.ri.gov/newsroom/orders/
South Carolina	https://governor.sc.gov/executive-branch/executive-orders
South Dakota	https://sd.gov/governor/governor/pressreleases.aspx
Tennessee	https://www.tn.gov/education/health-and-safety/update-on-coronavirus.html
Texas	https://gov.texas.gov/news
Utah	https://coronavirus.utah.gov/special-orders/
Vermont	https://governor.vermont.gov/document-types/executive-orders
Virginia	https://www.virginia.gov/coronavirus-updates/
Washington	https://coronavirus.wa.gov/travelers-commuters
West Virginia	https://dhhr.wv.gov/COVID-19/Pages/default.aspx
Wisconsin	https://www.dhs.wisconsin.gov/covid-19/travel.htm
Wyoming	https://governor.wyo.gov/media/news-releases



Flowchart: Employee with Confirmed or presumptive COVID-19 Diagnosis

Employee name: _____ Date of first symptoms: _____ Date of last symptoms: _____
Date employee cleared to return to work: _____



*close contact is defined as being within 6 feet of the individual for 10 minutes or longer

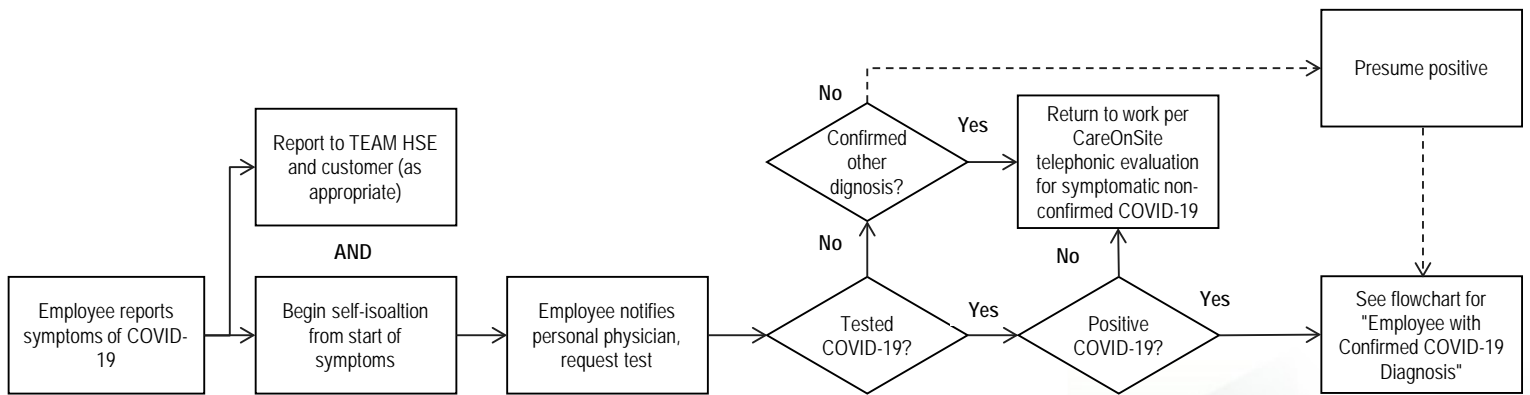
Note: Employees (at their discretion) may choose to seek clearance from their personal physician or healthcare provider in lieu of CareOnSite.



Flowchart: Employee Reports Symptoms of COVID-19

Employee name: _____ Date of first symptoms: _____ Date of last symptoms: _____

Date employee cleared to return to work: _____



Note: Employees (at their discretion) may choose to seek clearance from their personal physician or healthcare provider in lieu of CareOnSite.

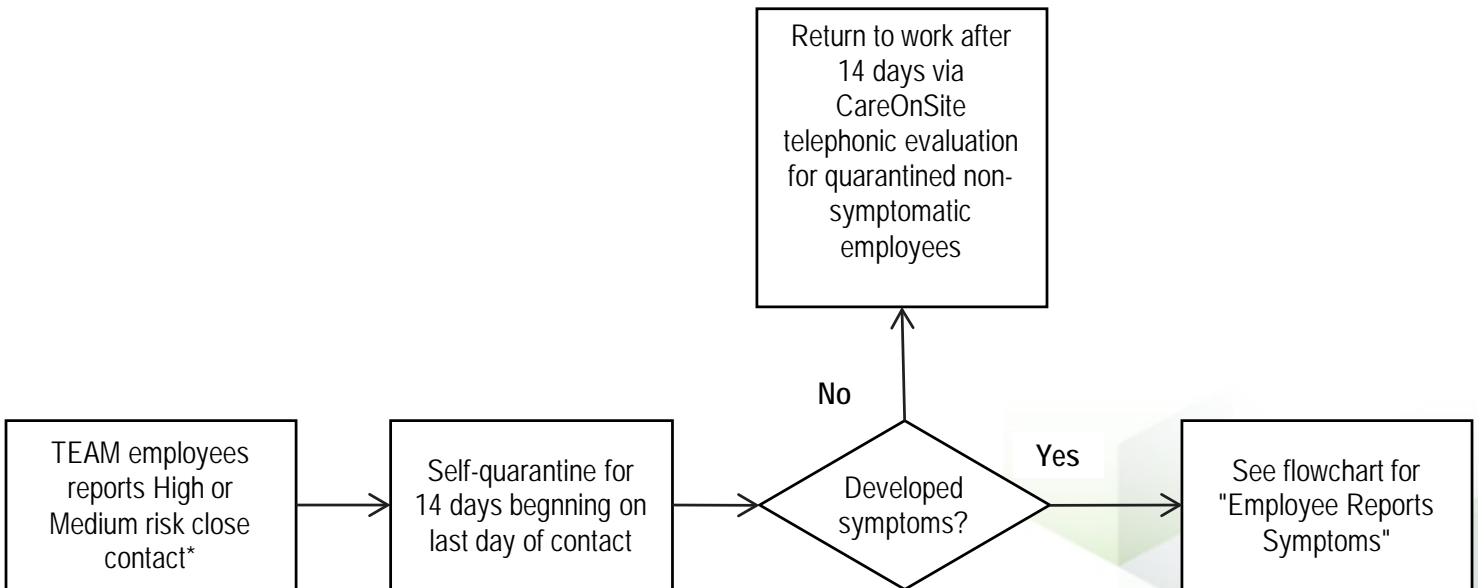


Flowchart: Employee Reports High or Medium Risk Close Contact

Employee name: _____ Date of last contact: _____

Did employee develop symptoms: Yes / No

Date employee cleared to return to work: _____



*close contact is defined as being within 6 feet of the individual for 10 minutes or longer

Note: Employees (at their discretion) may choose to seek clearance from their personal physician or healthcare provider in lieu of CareOnSite.