

METUS Team,

As a part of our ongoing communication with you throughout this pandemic, you were recently assigned a task to complete a [METUS COVID-19 Training](#) module in Success Factors. The course was designed to remind everyone of the precautions METUS has put in place over the last 6 months as well as your responsibilities to ensure all employee's health and safety. If you are in a supervisor or manager role, the module also includes a section on how to handle an employee request for an accommodation due to a personal disability under the Americans With Disabilities Act (ADA). If you have not yet completed this training, please do so by September 30.

Balancing action and communication with privacy of health related concerns is essential and managers should work with a member of the Human Resources staff when those situations arise. Beyond that, we are seeing great examples of managers working with their people to identify the best ways to support you as we gradually find new routines for work and life.

Below are some of the safety protocols that remain in place. It is important for us all to continue to follow these in order to minimize the risk of exposure:

- Assess your health every morning and do not come to the office if you do not feel well or exhibit any symptoms associated with COVID-19; contact your supervisor.
- Wear a face covering properly over your nose and mouth in any public area of the building, while standing at your desk and if conversing in person with another employee while at your desk.
- Wash your hands frequently throughout the day and before touching any shared items such as copy machines, coffee dispensers, refrigerators, etc.
- PRACTICE SOCIAL DISTANCING – According to the CDC, if you stay at least 6 feet apart, you are not considered to be in “close contact” even if you are with someone for 15 minutes or more.
- NEW – Please use the main hallways as much as possible rather than walking through work spaces that are occupied by other colleagues.
- Inform a member of HR if you suspect you have the virus or suspect you have been exposed to someone who has the virus.
- Our goal is to have zero exposure in the workplace.

As Mark Kuntz mentioned in our recent TEAM meeting, twelve METUS employees have tested positive for the virus and they have all recovered. Last week an employee who works from a home office outside of Suwanee tested positive and we confirmed the person had not been in close contact with other employees or customers. Earlier this week, an additional employee notified us that they tested positive over the weekend. This person works in a business unit and after contact tracing, no other employees were required to quarantine. Most employees who have tested positive tracked their exposure directly back to someone they were around outside of work and there have been no confirmed cases of one employee spreading the virus to another employee. We have a process that follows CDC guidelines for addressing any suspected or confirmed cases:

- If someone tests positive for the virus, we remove them from the workplace for a minimum of 10 days after the onset of symptoms. They can only return after at least 24 hours without a fever and when they no longer have symptoms.
- If someone tests positive for the virus but had no symptoms, the guidance is to isolate for 10 days after the date of the test that showed positive results.
- If someone has been in close contact with someone who has tested positive, we ask that person to leave the workplace for a period of 14 days from the exposure, monitor their health and encourage them to get tested. This applies if the close contact occurred in or outside of the office.
- In all confirmed positive cases, we follow up to determine if that person has been in “close contact” with anyone at METUS or in the course of their work. If any of those individuals confirm they were in “close contact”, they are treated as if they have been exposed.
- **This is why wearing a mask and staying at a distance are so important!**

To reiterate, we strive to protect personal health information while communicating appropriately to those who need to know. Our goal has been and will always be to provide a safe, healthy work environment and to share appropriate facts throughout this process. If you have questions or concerns, please speak with your supervisor, a member of the METUS leadership team or to a member of Human Resources. Our confidential Employee Assistance Program is also available and ready to assist as needed. They can be reached at 800-327-6393 or via [www.MagellanAscend.com](http://www.MagellanAscend.com). Thank you for your cooperation as we move through the phases of this pandemic the best way possible.

Sincerely,

**Michelle Thomas**

Senior Director, Human Resources

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