

Terracon Business Continuity Plan for Mitigating COVID-19 Exposure - Scenarios and Protocols

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Standing Together (at a social distance)

The evolving reality of COVID-19 is one we are facing together. Terracon has a deep belief in being the best we can for people – you, our employees, and everyone we work around. Throughout this experience, we are working to create responsible actions that respect our communities, protect our employees' safety, and maintain operations to meet our clients' needs.

We are continuing to follow the guidance issued by the [CDC](#) and our local authorities, and adapting, as necessary, for the well-being of our staff. We want to let you know what you can expect from Terracon as we partner in this together.

The purpose of this document is to keep our clients informed of the actions we are taking to mitigate the spread of COVID-19, the various scenarios that could happen in this ever-evolving crisis, and a comprehensive review of our Pre-task Planning Protocols that have been implemented nationwide.

Terracon Task Force

We established a Task Force, comprised of key individuals from Executive Leadership, Safety, Industrial Hygiene, Human Resources, Communications, IT and Accounting corporate departments. This group meets daily to review current developments, create scenarios and protocols that will guide our decisions moving forward, and determine communications protocols to our leaders, employees, and clients. This group's work is reviewed by our executive team.

Company Precautionary Actions

This list summarizes the broader actions we've taken as a company to mitigate risk to our employees and clients.

- Created a specific COVID-19 pre-project planning procedure for our field and office employees to mitigate exposure. (See attached)
- Implemented daily cleaning protocol for vehicles, offices, equipment, and laboratories as recommended by our industrial hygiene experts.
- Stopped all business travel requiring public transportation until further notice and following CDC travel restrictions.
- Postponed or canceled large-scale meetings including conferences, training workshops, and internal meetings
- Enabled employees to work remotely across all offices in advance of shelter in place orders, and abiding by all state, county and city shelter-in-place orders

Potential Scenarios and Protocols

Environmental



Facilities



Geotechnical



Materials

The Task Force has outlined a number of scenarios that are possible as this situation continues to evolve. These include clarity on the different courses of action each scenario will require. Our task force is established with leads and back-ups that can move quickly when situations occur and offer swift guidance to our office managers, so they can remove infected employees from the office and jobsites and respond to staffing needs. Real-time, client communications are also built into our plan. We expect the current environment will change daily and it's imperative we are constantly working to be innovative in how we respond to our clients' business needs while keeping our teams healthy.

Below are likely scenarios for which we have established protocols.

Employee Scenarios

IF

- **Employee is subject to quarantine, voluntary self-isolation, or forced to stay home due to COVID-19 mandated school or daycare closure**

THEN

- Employees showing symptoms that establish a reasonable belief of possible infection or secondary contact to the virus requires self-quarantine for 14 days. Working from home is the preferred option. Employee may come back to work at the sooner of 14 days if evidence of a negative test (doctor's note).
- Employees who are unable to work due to school or day-care closures due to the virus will be allowed to work from home when possible and will not be reprimanded or termed for failing to perform job duties when not
- We will reach out immediately to clients regarding the situation and next steps.

IF

- **Employee is subject to diagnosis**

THEN

- Employees who test positive for the COVID-19 virus may not return to work without a doctor's note.
- We will reach out immediately to clients regarding the situation and next steps.



IF

- **Other Employee Issues - Employee refuses to go to jobsite, or refuses work due to co-worker concerns, or refuses to quarantine**

THEN

- Employee refusing to go to jobsite due to virus concerns
 - Confirm safety of jobsite
 - Employee will not be reprimanded/termed
- Employee refuses to work due to co-worker virus concerns
 - Confirm safety of situation
 - Review work from home options for concerned employee
 - Employee will not be reprimanded/termed
- Employee refuses to quarantine
 - Still must be absent for 14 days

Office Scenarios**IF**

- **Office is at risk due to employee with potential contact**

THEN

- Risk assessment performed by IH/Safety
- Work with division/office management to determine next steps based on risk assessment
- Cleaning protocols will be decided by IH/Safety
- We have prepared and ready draft communications and talking points to employee, office, and clients on this issue
- If “closure” is recommended, will move to next scenario

IF

- **Office Closing**

THEN

- Closing decision made by IH/Safety/HR in consultation with division/office management
- Part or all of office depending on risk assessment
- Cleaning protocols will be decided by IH/Safety

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- Office can re-open once cleaned and approved by IH/Safety
- Work from home should be strongly encouraged while closed
- Protocols offer specific guidance for office, lab, and field staff on operating through closure to best serve our clients during this period.

Project Scenarios

IF

- **Client's project site has had exposure**

THEN

- We will use our pre-task planning protocols to prepare COVID-19 project site risk assessment
- Risk assessment performed by IH/Safety
- Work with division/office management to determine next steps based on risk assessment
- Communication through conversations on decision will be key – we have drafted internal and external talking points/communications to assist with conversations on this issue

Government Scenarios

IF

- **A federal/state/county order to shelter-in-place**

THEN

- Discuss with clients their ability to work within the order and if they are resuming work, determine risk of project sites to see if the project can be staffed safely within CDC social distancing guidelines.
- Make a determination of applicable exemptions to the order to support essential businesses
- Communicate with our clients our decisions in that regard and coordinate any project-specific implications to the decision. In most instances, our services are deemed in support of essential business or critical infrastructure and we are able to continue to provide services.

It is an unsettling situation in which we are leaning into innovation and challenging ourselves to work differently. We are a company of employee-owners, working together for a common purpose and committed to being here for our clients. We appreciate the confidence you have shown in us, and we are grateful for your business. We expect the situation will continue to require close collaboration in the coming weeks, though we look forward to getting back to normal operations.

If you have questions about this plan or would like more information, please contact the following people:

Environmental



Facilities



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Materials

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- Terracon's [office manager who can be found on our website under that office location](#).
 - Your local office project manager

As new information becomes available, or if we experience any changes impacting our ability to perform our work, we will keep you informed.

