Covington Business Continuity and Disaster Plan Highlights

Covington has formal business continuity and disaster recovery plans in place that actively manage risk in a number of different ways:

- In the event one or more of our offices cannot operate in a normal manner, phone calls and emails are routed to other offices.
- Centralized operational services are protected from power interruption by battery backup systems
- Covington owns power generation equipment to continue services during extended power outages.
- In the rare event that all our offices are disrupted, we forward calls to our after-hours service, Travel Helpline. With their locations in New York, Ireland, and Colorado, we mitigate risk by having a support system that is physically located in geographic areas far from our own offices, ensuring a worst-case business continuity solution.
- Physical security at our office locations include our receptionists, who make certain that all guests and vendors are escorted when visiting.
- Keycard readers and keys are required to access our offices after hours.
- Access to our servers and network equipment is restricted.

With our own IT Department, internal system failures are extremely rare; however, disruptions are usually controlled, repaired, and back in service without any disruption or notice to our customers. Our networks are protected by

- Firewalls
- Latest operating system upgrades and patches
- Trend Micro anti-virus software on servers and workstations

Incoming email is scanned for:

- Viruses
- Trojan horse programs
- Spyware
- Malware
- Spam

Interoffice communication (voice and data) is encrypted by triple DES. Access to the network, databases and the GDS is limited to authenticated users with valid usernames and passwords.

Cornerstone provides our mid-office quality assurance system (QCX) and our corporate reporting system (iBank). As a leading provider of both types of systems, Cornerstone mitigates risk for us by maintaining state of the art technical systems, as well as ensuring a redundant source of customer transaction data.

Travelport is the largest provider of travel reservation systems in the world. Our use of their Apollo system serves as a redundant source of traveler profile and reservation information.

The Online booking tools (OBT) provide additional redundancy for traveler profile and reservation information while also serving an important role in business continuity. The OBT is independent of our offices and would continue to function during any disruption at our physical locations. Unscheduled interruptions to the OBT will be monitored and communicated to customers with no less than hourly updates. Users would still have access to agents or the after-hours service in order to make future travel plans or get assistance with trips in progress. These types of interruptions are rare, and service interruptions on the OBT are normally pre-planned service upgrades that are communicated well in advance, and take place during the least disruptive consumer hours.

DATA SECURITY

We exchange profile data with our online booking tools and our profile system using XML and Web Services. We also support configuring HR feeds using XML and Web Services directly with our online booking tools. All data is exchanged using flat files secured with PGP and transferred via email or FTP.

All profile information is stored in our proprietary database, Maestro, which is used to synchronize traveler profiles between the Global Distribution System (GDS) and online booking tools. Maestro is a SQL 2005 database with a .NET front end and Covington Travel owns the source code for Maestro. Maestro is PCI compliant and encrypts all passport, credit card, and birth date information. It also provides additional information such as travel history in order to help facilitate future bookings.

The most recent copy of Covington's Trustwave Vulnerability Report is available for your review.

Covington Emergency and Incident Response Plan

(For Covington and Customer Review)

Covington has prepared this document to assist in the evaluation of our company's emergency and incident response programs, and to assist our employees in the evaluation of our corporate customers' emergency plans. We want to ensure the processes and procedures for our customers are in place for quick, efficient action.

The focal point of our emergency plan is to guarantee the safety of travelers and our staff by using the most expeditious methods. Communication is crucial, and we have implemented several new processes to make certain that news and information is available as soon as we identify any situation that could impact our company or customers.

We have enhanced our technology and operational systems to provide a professional level of incident response service. Likewise, we have elevated our emergency communications and disaster plans. Elements of these plans are in effect at all times.

Emergency News Communication

Covington continues to improve our alert service. This service provides our clients with worldwide alert coverage for events that significantly impact travel and supplements the existing communications many of our clients already receive through various sites. These alerts are delivered directly to the clients' desktop from Covington Corporate Services during normal business hours.

The alert coverage includes:

- Weather and natural disaster
- Health warning and quarantine
- Country-specific threats
- Security warning by the U.S. State Department and other similar agencies worldwide
- Airline, rail, hotel or other commercial transportation incident
- Major city impact
- Industry Union actions

We automatically grant all customers copyright permission to re-publish any traveler alert information we provide. We encourage you to use these sources, though we ask the Covington source designator be included.

Incident Response – Loss of Life or Major Injury

Covington's 24-hour Emergency Services is the "command center" for any severe worldwide incident response. This center provides reservation redundancy at multiple locations. Accessing all major GDSs, our 24-hour Emergency Services center allows Covington to provide travel itineraries for any impacted client travelers ticketed through Covington. Reports may not reflect travelers that have made changes directly with the airline. The following process outlines the Covington actions taken for loss of life or major disaster events. Each incident is evaluated on a case-by-case basis for the appropriate course of action.

- **Notification** - Our incident response process is set in motion by notification of an incident received through any of our sources 24/7 or notification by any Covington employee or client traveler.

- **Reporting** – Response team immediately requests the appropriate reports from our Corporate Services to identify any Covington client travelers impacted by the incident.

- **Client Notification** - A notification email is sent directly to the customers' corporate designated contacts.

- **Internal Communication Team** – Telephone notification is initiated immediately to Covington's incident response team. Results from the reporting activity are communicated via telephone to each of the designated Covington divisional contacts based on impacted client travelers.

- **Client Impact Notification** – Covington management then directly notifies the appropriate client corporate contact to begin verification of the reporting detail.

  Note: Covington employees are not allowed to contact any family of travelers who are presumed to be involved in an incident. Also, Covington is not allowed to contact the effected airline or hotel property directly, as we attempt to verify traveler information, due to client and traveler confidentiality issues. Since our records may inadvertently indicate that a traveler was impacted by an incident (when actual plans had changed outside of our services), we recommend the traveler's company contact the airline or hotel directly to verify the information. Because of traveler confidentiality, it is the responsibility of the individual company to communicate further to the employee level.

- **Additional Client Notification** – Covington will initiate an alert for incidents that impact travelers or your travel program. Covington will also issue an alert on announced events that do not meet our report generation guidelines. Report exclusions include: military, private, charter aircraft, non-ARC airline. Middle Eastern countries with ongoing terrorist/war activity: Afghanistan, Iraq and Israel. (This is subject to change based upon world events).

Global Coordination

Through our BCD partnership, we are able to provide up-to-date information on a local country level when incidents occur. Direct telephone and email communications are initiated to confirm news reports or to follow up on current situations. BCD global coordination occurs at many levels within our organization. Based on the information needed, communication may occur at the account management and or the senior management level.

Supplier Coordination

The Covington incident response team is in constant contact with our supplier partners to stay abreast of airline, airport and hotel information. As with any breaking news, many mass media reports are vague and the details can be reported incorrectly. Our incident response team communicates directly with our supplier representatives providing accurate up-to-date information to allow you to navigate with knowledgeable confidence.

Account Management Response

Each Covington division has local account management expertise to assist you in incident response preparation. In addition, we provide companywide resources to our account management team to further support your local efforts.

An effective travel-related crisis management plan requires close coordination between the client company and the travel management company. The plan begins with centralized internal coordination at the company level and an aggressive traveler communication and education program.

Additional Resources

We provide our account management with in-depth emergency procedure tools to evaluate existing plans and allow for adjustments before a crisis occurs.

Below are some industry resources and links to further assist Covington account managers in evaluation of a corporations' incident response and traveler security program.

Traveler Security Information and Resources

State Department Travel Advisories, http://www.state.gov

Transportation Safety Administration, http://www.tsa.gov

On the following page, a checklist is provided to use as a framework for the evaluation of our corporate customers' incident response plans.

COMPANY INCIDENT RESPONSE AND SECURITY PROGRAM CHECKLIST*

Company Incident Response Team

☐ Established company incident response team

☐ Internal 24/7 communication tree for incident response team

☐ Ability to quickly activate a dedicated toll-free emergency number

☐ Pre-recorded outgoing messages for travelers

☐ 24-hour emergency hotline

☐ Emergency contact email box

☐ Emergency email blast communication for all employees

☐ Voicemail broadcast of critical telephone numbers and contacts

☐ External Web site for corporate emergency information (in the event of major telecom disruption)

☐ Ability to immediately locate all travelers in global destinations

☐ Established contacts for quick communication with all global company locations

☐ Review of company global medical insurance coverage (may exclude payment to foreign medical facilities)

☐ Review of company traveler insurance (may exclude Acts of War – declared or undeclared and/or Acts of Terrorism)

☐ Review company charge card expense limit (limit may be inadequate for extended stays should the traveler become stranded)

Corporate Traveler Communication

☐ Provide telephone check-in for global travelers

☐ Communicate security procedures to all employees

☐ Communicate travel policy restrictions for travel to high-risk regions

☐ Distribute emergency contact cards for travelers

☐ Review global communication devices (global cell phones, global pagers, global calling cards, palm pilot email capabilities)

☐ Update traveler profiles with emergency contact and personal information

☐ Provide process to exchange traveler lists between global company locations to identify company travelers worldwide

☐ Identify traveler information sources for quick access: U.S. State Department Travel Advisories, U.S. Embassy locations, global office locations and contacts (include toll-free and collect call numbers – in an emergency the traveler may not have access to Internet services)

Travel Policy Review - Security Procedures

- ❑ Mandatory use of the preferred travel management company to enable traveler tracking
- ❑ Mandatory management approval prior to travel
- ❑ Restricted travel to high-risk geographic regions
- ❑ Limitation of the number of employees on same flight
- ❑ Subscription for security and medical evacuation services
- ❑ Mandatory use of preferred suppliers to enable quick location of travelers

Educate the Traveler for Secure Business Travel

- ❑ Stress importance of booking travel through company's designated agency for traveler tracking and emergency travel assistance
- ❑ Stress importance of using preferred suppliers for travel arrangements
- ❑ Advise travelers to prepare for long-term travel (medicine, batteries, financial resources, medical care, etc.)
- ❑ Advise travelers to register with the U.S. Embassy in the destination country
- ❑ Ensure traveler knows company emergency processes to initiate if stranded

- Please note: Not all items in this checklist will apply to a company's individual needs. This list is provided to help ensure that these suggestions are recommended to each corporate customer within their travel security procedures.

Covington Internal Emergency, Incident, and Disaster Guidelines

Covington International Travel is the largest travel management firm in Central Virginia. We serve a large client base and we are the sole travel management support for some of the nation's largest and most prestigious corporations. We are also the largest cruise, tour and vacation travel agency in Central Virginia, and our leisure clients depend on us to care for them when issues arise. Consequently, our clients expect us to be on duty to serve them during our business hours.

Covington currently has a procedure and policy statement in effect for weather issues during regular business hours, and a procedure in place for any type of emergency that may require us to staff after regular business hours.

Inclement Weather Policy for Scheduled Operating Hours
Effective January 17, 2000, Revised February 21, 2013

Article I.

Declaration of an inclement weather event condition.

An inclement weather event condition is declared by Covington International Travel management any time the local governmental offices in Richmond, Charlottesville, and/or Newport News declare their normal office hours altered by weather conditions. It is reasoned that if such a weather event exists, special considerations should be taken with regard to the safe commuting of Covington International Travel staff members. The president of Covington International Travel has the final word as to whether such a condition exists and may deviate from the standard above. In certain rare instances, the president may declare the offices closed for the day or delay the opening.

Article II.

Communication of a declaration of an inclement weather event condition.

The Innsbrook Operations Manager coordinates the communication of an inclement weather event condition among all operating managers. The voice-mail systems are used to broadcast information and instructions to all staff members. Staff members in doubt, or unable to access their voice-mail box from home, are responsible for calling their immediate supervisor for information and instructions.

Expectations of staff members to arrive and perform normal duties.

When offices are open during an inclement weather event, the following expectations prevail. Staff residing:

- within 12 miles of office: to arrive up to one hour late, if unable to arrive on time
- more than 12 miles from office: to arrive up to 90 minutes late, if unable to arrive on time

Article IV.

Transportation assistance during an inclement weather event.

When accumulation of frozen precipitation on streets, roads, and highways prevents the passage of normal automobiles due to poor or non-existent traction, staff members with four-wheel-drive vehicles may be asked to volunteer to assist fellow staff members in commuting to and from work. Staff members with four-wheel-drive vehicles are encouraged to notify their immediate supervisor of their willingness to assist so that a coordinated effort may be executed during periods of accumulated frozen precipitation.

Staff members living in remote and/or hilly areas are expected to take reasonable steps in positioning their automobiles so as to have immediate access to main roads that are routinely plowed and sanded.

Article V.

Delivery of travel documents during an inclement weather event.

When the weather is forecast to be so significantly inclement as to disrupt the orderly delivery of travel documents to clients:

Travel counselors advise their clients that normal deliveries will not take place.

Article VI.

Staff member safety during an inclement weather event.

Notwithstanding all directives, understandings, and expectations iterated in this policy, Covington International Travel places the health and safety of its staff members above all other considerations. Staff members are encouraged to use their own good judgment during an inclement weather event. The following is a clarification of our inclement weather policy; this clarification applies to Article III.

If your office is declared to be open for business, it is your responsibility to decide whether or not it is safe for you to come to work. Your manager does not make that decision for you. If you do come in, your day is considered a normal workday. If you do not come in, you need to have a conversation with your immediate supervisor as to how your absence should be applied, i.e. used as a sick day, birthday off, vacation day, etc.

Your health and safety are our utmost concern, and we do not want you to feel any obligation to come to work during inclement weather if you feel that your health and safety would be compromised in any way.

However, in fairness to those who do report to work, there must be a time reconciliation made for those who do not come in. Best efforts are made to make the reconciliation between you and your immediate supervisor as satisfactory as possible. Supervisors have the discretion to negotiate a satisfactory choice of the use of a sick day, a vacation day, personal time or, if applicable, comp time.

Incident and Emergency Plan for Non-Scheduled Operating Hours
Revised February 21, 2013

The following guidelines are to assist our employees in the execution of a Covington Emergency Plan. We want to ensure the processes and procedures are in place for quick, efficient action in the recovery from natural disasters, as well as action for emergencies and incidents.

We must focus on the safety of travelers and our staff by using the most expeditious methods. Communication is crucial, and we have implemented several new processes to make certain that news and information is available as soon as we identify any situation that could impact our company or customers.

This plan will be provided to each manager in the form of a document, which will include all contact information for management and employees who are part of the incident response plan.

Activation of Response Team

For each calendar week of the year, a Covington Manager will be assigned as the Lead for incident response. This Lead will be responsible for the activation of the plan, after consultation with other Covington Managers to determine if the incident requires activation. A minimum of three Covington Managers must approve any action taken in regard to activation of a response team. At least one of the three approvals will be Josée Covington, Paul Covington, Denny Covington, or Barry Weisiger.

The following are types of incidents that may be just cause for Covington to activate a response team:

- Weather and natural disaster
- Country or Regional-specific threats
- Airline, rail, hotel or other commercial transportation incident
- Major city impacted by any threat
- Terrorist attacks
- Major Supplier Strike

Incidents that require attention will require the activation of one of three plans:

Plan A – All team members will report to a designated location (see attachment)

Plan B – Some team members will report to a designated location, and some will work virtually (see attachment)

Plan C – All team members will work virtually (see attachment)

Phase 1

The Management Activation of the Plan will require the following procedure in Phase 1:

1. Once a possible event has occurred, the Lead will begin contacting other Managers
2. In the case of specific accounts, the account will have contact information for more than one Manager, and the first manager to be reached will then contact the Lead.
3. When a quorum has been obtained, and the decision is to activate, the next steps will be taken.
4. A decision will be made as to the Plan that will be activated
5. A decision will be made by managers as to which employee response teams will be activated
6. Managers will be assigned to begin Phase 2
7. Travel Helpline, our 24/7 service, will be contacted and updated on the plan
8. A timeline will be agreed upon by management (expected start-up of response team)
9. In the event of weather anomalies that require activation of the plan, management will contact specific corporations to notify them that we are engaged and provide a timeline for service

Phase 2

All employees who are on an incident response team will be alerted to activation by one or all of the following means when the event is after regular business hours:

- Home Telephone
- Business Cell Phone
- Personal Cell Phone
- Blackberry
- Business email
- Personal email
- Broadcast Voice Mail to each employees business VM Box*

    *It is expected that every member of a Covington Response Team check their business VM when they become aware of any event that could result in activation.

Phase 3

- A determination will be made by Management and Corporate Services as to which corporate customers are impacted by this incident
- The Response Team reacts to the type of incident (incidents in which customers will be calling us vs incidents in which we are notifying customers)

Covington Pandemic Plan

Last Modified 01/13

PURPOSE

The Covington Pandemic Plan addresses Covington Travel's response to and recovery from a disease pandemic in a comprehensive and coordinated manner to ensure that our essential services can be maintained throughout the event period, which may last as long as 18-24 months.

The Virginia Department of Health developed an Influenza Pandemic Plan in 2002, which has been subsequently updated. The VDH plan defines the health role in response to an influenza pandemic and provides planning guidance for local health departments, as well as healthcare and private-sector partners. The VDH plan is used as a basis for the Covington plan herein.

The Governor of the Commonwealth of Virginia and /or the Virginia Department of Health (VDH) will declare a pandemic, and while many of the best practices outlined in this plan are encouraged in daily business, some parts of this plan will apply only to a declared pandemic.

SITUATION AND ASSUMPTIONS

A. Pre-event planning is critical to ensure a prompt and effective response to an pandemic, as its spread could be rapid, reoccurring (in multiple waves), and difficult to stop once it begins.

B. A pandemic disease outbreak may precipitate infection rates exceeding 25 percent in an affected population, with projected mortality rates as high as 2 percent among those infected.

C. Workforce absenteeism may rise as high as 50 percent at the height of a given pandemic wave for periods of about two weeks.

D. All essential operations and services will be compromised in varying degrees throughout the response and recovery phases; however, proper planning and adequate resources may sustain essential operations/services and mitigate the effects of the event across all sectors of our company.

E. Due to the universal susceptibility of the public to an influenza virus and the anticipated pervasive impact on all segments of society, the majority of the medical and non-medical consequences of the event will be addressed by the public and private sectors in the context of the existing emergency management framework, supporting infrastructure, available resources, and associated supply chains with marginal support from new or external parties.

F. Although technical assistance and support will be available through the federal government prior to, during, and following the event period, it will be limited in contrast to other natural and man-made events that impact a specific geographic area in a more defined, shorter, and nonrecurring timeframe.

G. A comprehensive and integrated strategy will require the involvement of all employees.

H. Covington Management will provide the framework to coordinate response and recovery operations and associated support to address the consequences of a pandemic disease outbreak.

I. Pandemic flu planning builds upon and enhances current continuity of operations and business planning by developing and implementing strategies that provide management with the necessary tools and flexibility to adapt quickly to an environment where there is a reduced capacity to sustain essential operations,

services, resource support, and critical infrastructure due to increased illness and death rates.

J. Although the Commonwealth of Virginia continues to develop an inventory of antivirals adequate enough to treat the projected population that may be affected, there will be a significant and sustained increase in demand for medical services during each wave that will overwhelm the healthcare system and compromise the overall standard of care provided.

K. Vaccines will probably not be available for six months following identification of the virus and will be in limited quantities when made available.

L. Local and regional health infrastructure and associated resources will be quickly committed to providing the necessary treatment and supporting strategies to effectively respond to a potentially developing or actual event.

M. Non-pharmaceutical interventions, if applied in a timely manner, will play a significant role in mitigating the impacts of the disease.

N. Telecommunications connectivity may be limited.

PANDEMIC STRATEGY

Pandemic Severity Index (as defined by the VDH) provides a framework that integrates the types of partially effective non-pharmaceutical interventions with suggested implementation and duration times in an attempt maximize the overall benefit to the community, while minimizing the potential cascading consequences of implementing recommended interventions. The PSI uses a case fatality ratio as the critical factor in categorizing the severity of a pandemic. The interventions that comprise the pandemic mitigation strategy include the following:

• Isolation and treatment (as appropriate) with influenza antiviral medication of all persons with confirmed or probable pandemic influenza. Isolation may occur in the home or healthcare setting, depending on the severity of an individual's illness and/or the current capacity of the healthcare infrastructure.

• Voluntary home quarantine of members of households with confirmed or probable influenza case(s) and consideration of combining this intervention with the prophylactic use of antiviral medications, provided sufficient quantities of effective medications exist and that a feasible means of distributing them is in place.

- Parents should attempt to protect children and teenagers through social distancing in the community to achieve reductions of out-of-school social contacts and community mixing.

- Use of social distancing measures to reduce contact between adults in the community and the workplace in order to decrease social density and preserve a healthy workplace to the greatest extent possible without disrupting essential services. Examples include:

    a) Cancellation of participation in large public gatherings
    b) Cancellation of trips that involve public transportation
    c) Alteration of workplace environments and schedules
    d) Implementation of remote access/telecommute strategies.
    e) Enable institution of workplace leave

RATIONALE

Aside from the potentially severe physical impact of influenza on individuals, families, and communities, an influenza pandemic may cause prolonged social disruption through:

- Absenteeism - A pandemic could affect as many as 50 percent of the workforce during periods of peak influenza illness. Employees could be absent because they are sick, must care for sick family members, or for children if schools or daycare centers are closed, or are afraid to come to work.

- Change in patterns of commerce - During a pandemic, consumer demand for items related to infection control is likely to increase dramatically, while consumer interest in other goods may decline. Consumers may also change the ways in which they shop as a result of the pandemic: consumers may try to shop at off-peak hours to reduce contact with other people, show increased interest in home delivery services, or prefer other options, such as drive-through service, to reduce person-to-person contact.

- Interrupted supply/delivery - Shipments of items from those geographic areas severely affected by the pandemic may be delayed or cancelled. Therefore, planning must occur at all levels of society to prepare strategies that minimize the social and economic impact of pandemic influenza.

Careful evaluation of infection control strategies by individuals and organizations may help to mitigate the impact of an influenza pandemic. In general, strategies to prevent the spread of pandemic influenza are the same as those for seasonal influenza. These include: vaccination, early detection and treatment with antiviral medication, and the use of

infection control measures. However, when a pandemic begins a vaccine may not yet be widely available, and the supply of antiviral drugs may be limited. The ability to limit transmission will, therefore, rely heavily on the appropriate and thorough application of infection control measures, as well as community mitigation interventions.

PANDEMIC INFECTION CONTROL MEASURES - GENERAL

A wide range of infection control practices may be adopted to mitigate the impact of an influenza pandemic. In most situations, proper hygiene (disinfecting hands and surfaces), cough etiquette, staying home when ill, and practicing social distancing (reducing the frequency, proximity, and duration of contact between people) should be effective.

Additional controls, such as engineering, administrative, work practice, and personal protective equipment (PPE - any type of specialized clothing, barrier product, or breathing device used to protect individuals) may be selected based on specific individual, community, or facility/establishment risks of exposure to a pandemic influenza virus, as well as the potential impact on an individual, family, community, or business/facility.

However, there are advantages and disadvantages to each type of control measure when considering the ease of implementation, effectiveness, and cost. A combination of control methods will offer the most protection. The following general recommendations, adapted from recommendations for healthcare environments, could be applied to any setting where individuals infected with pandemic influenza might be present:

- Limit contact between persons (especially between infected and non-infected persons).

- Isolate infected persons (i.e., confine to a defined area or exclude from an environment).

- Limit contact between nonessential personnel and other persons (e.g., social visitors) and individuals who may be ill with pandemic influenza.

- Promote spatial separation (e.g., space individuals as far away as possible - at least three feet, ideally six feet or more – from potentially infectious persons).

- Use negative pressure isolation rooms for patients, to the extent possible based on availability.

- Perform hand hygiene (e.g., hand washing with non-antimicrobial soap and water, alcohol-based hand rub, or antiseptic handwash) regularly and after contact with respiratory secretions and contaminated objects/materials.

- Contain infectious respiratory secretions through respiratory hygiene/cough etiquette.

Respiratory hygiene/cough etiquette has been promoted as a strategy to contain respiratory viruses at the source and to limit their spread. The impact of covering sneezes and coughs and/or placing a mask on a coughing individual on the containment of respiratory secretions or on the transmission of respiratory infections has not been systematically studied. In theory, however, any measure that limits the dispersal of respiratory droplets should reduce the opportunity for transmission. The elements of respiratory hygiene/cough etiquette include:

- Education of individuals on the importance of containing respiratory secretions to help prevent the transmission of influenza and other respiratory viruses.

- Posting signs in languages appropriate to the populations served by facilities or organizations with instructions to immediately report symptoms of a respiratory infection as directed.

- Source control measures (e.g., covering the mouth/nose with a tissue when coughing and disposing of used tissues properly; using masks on the coughing person when they can be tolerated and are appropriate).

- Hand hygiene after contact with respiratory secretions, and

- Spatial separation (at least three feet, ideally six feet or more) of persons, especially those with signs/symptoms of respiratory infections, when possible.

Individuals with known or suspected pandemic influenza should be placed on droplet precautions for a minimum of five days from the onset of symptoms (this may change as strain-specific data are developed). Because immunocompromised patients may shed virus for longer periods, they may need to be placed on droplet precautions for the duration of their illness. If the pandemic virus is associated with diarrhea, contact precautions (i.e., gowns and gloves during patient contact) may need to be added.

Note: when illness is potentially caused by a novel influenza virus, or early in a pandemic, use of airborne precautions by healthcare professionals may be considered to further reduce the risk of transmission if the event that the virus may be transmitted by

the airborne route – as the pandemic progresses, if resources (e.g., respirators, negative pressure rooms) become limited then droplet precautions should be adequate for control.

SITUATION-SPECIFIC INFECTION CONTROL MEASURES

Where applicable, infection control options are divided according to the principle of a hierarchy of controls, where the types of measures that may be used (listed from most likely to least likely to be effective) are:

- Engineering controls – adapting the environment to reduce hazards. These types of controls are preferred because they make permanent changes that reduce exposure to hazards and do not rely on individual behavior. An example is a sneeze guard between customers and employees.

- Administrative controls - scheduling tasks or activities in ways that minimize exposure levels. Examples include policies that encourage ill employees to stay at home without fear of any reprisals or home delivery of goods and services;

- Work practices - procedures for safe and proper work that are used to reduce the duration, frequency, or intensity of exposure to a hazard. Examples include providing a work environment and resources that promote personal hygiene;

- Personal protective equipment (PPE) – individual physical barriers used to prevent the transmission of an infectious disease from one person to another. Examples include gloves and surgical/procedural masks.

Most situations will benefit from a combination of these control methods, although the specific options selected may vary by environment. Since organizations and individuals must identify critical measures for a specific environment, stockpile critical supplies, develop policies, identify critical organizational functions and training, implement potential engineering controls, evaluation of these infection control measures for implementation needs to occur prior to a pandemic.

Additional guidance that is beyond the scope of this document may be needed to select appropriate personal protective equipment (PPE); optimal hand hygiene and safe work practices, and options for cleaning and disinfection of environmental surfaces.

Detailed recommendations are available from the Centers for Disease Control and Prevention (CDC), Environmental Protection Agency (EPA), Occupational Safety and

Health Administration (OSHA), as well as state and local health departments. It should be noted that these recommendations do not preempt applicable laws and regulations (e.g., for protection of employees).

COVINGTON SPECIFIC ACTIONS

- Educate/train employees about protective clothing/equipment appropriate to duties.

- Provide stock of PPE for employee use.

- Make sure that employees know where supplies for hand hygiene are located.

- Designate a person, website, or bulletin board for communicating information

- Communicate availability of medical screening/other health resources.

- Communicate to employees options available for working at home

- Communicate leave, pay, and transportation policies and daycare concerns

- Expand internet, phone, or home service strategies to minimize face-to-face contact.

- Consider installation of temporary physical barriers where possible.

ADMINISTRATIVE CONTROLS AND RECOMMENDATIONS

- Avoid close contact with other employees and the general public.

- Those who work with people known or suspected pandemic influenza patients should wear N-95 or higher rated filter for most situations

- Use signs to keep customers informed about symptoms of influenza and ask sick customers to minimize contact with your employees until they are well.

- Consider limiting access to customers and the general public.

- Wash hands frequently and educate employees about appropriate PPE use.