



MEMORANDUM

To: North American Pest Management Customers
From: Charles Lanman, President
Date: 3/19/2020
Regarding: Service Protocol (COVID-19 Vector Control)

At North American Pest Management (NAPM), our people and clients are our top priority, and we are committed to doing what we need to do to protect them while helping stop the spread of COVID-19.

The Sacramento County Public Health Order Dated March 19, 2020 <https://www.saccounty.net/COVID-19/Documents/Public%20Health%20Order%203.19.2020.pdf>, requires that all individuals are ordered to stay at home or place of residence with the exception of those that receive or provide essential services. Under Section 10, Item G, Number IX, "exterminators" fall within those companies identified to provide "essential services."

The professional pest control industry, an essential service, is responsible for the protection of public health, food, and property. The EPA, Department of Health and Human Services, and the U.S. Department of Agriculture have prepared a list of significant public health pests <https://www.epa.gov/insect-repellents/list-pests-significant-public-health-importance>, many of which are controlled by the professional pest control industry. We play a vital role in protecting our nation's public health and food supply. We control the spread of infectious diseases such as West Nile virus, Lyme disease, salmonellosis, hantavirus and encephalitis. Additionally, cockroach and rodent allergens trigger asthma attacks in children and the elderly, and contaminate our food supply, while bed bugs can cause allergic reactions.

During these trying times our industry is here to assist in protecting People, Property and our Food Supply.

PEST CONTROL SERVICE PROTOCOL

The following describes NAPM's pest service protocol, which is defined in three parts; State of California-Structural Pest Control Board regulations, Center for Disease guidelines relative to COVID-19, and additional safety precautions that the Company has implemented to limit the spread of infectious diseases.

Structural Pest Control Board- Personal Protective Equipment

NAPM's State of California licensed Field Representative Branch II personnel have been required since 1935 to follow the Structural Pest Control Board mandated procedures that involve, but are not limited to: training, testing, and certification in the use of personal protective equipment (PPE).

- Wear 5 ml. gloves at all times. Typically these are latex gloves.
- Wear a mask respirator (CFR-1, half masks, or full masks) at all times when applying pesticides.
- Wear safety glasses
- Wear company provided uniforms; long sleeved shirts and pants



Center for Disease Control Guidelines (Covid 19)

Additionally, we have implemented the current Center for Disease Control guidelines for our Field Representatives to limit the spread of infectious diseases.

- No handshaking- Use other non-contact methods of greeting.
- Maintain a minimum distance of 6 feet or 2 meters.
- Wash your hands frequently and use hand sanitizer often with at least 60% alcohol. (Hand sanitizer is stored in employee vehicles)
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Immediately wash your hands, or use hand sanitizer.

North American Pest Management Safety Precautions

- Attempt to contact the customer via telephone prior to knocking on the door.
- If there is no answer to the phone call and knocking on the door is necessary, make sure you step 10 feet or more away from the door.
- Wear a mask respirator, as defined above, when entering structures, or within 10 feet of physical contact with another person.
- Providing service inside the structure is optional. If providing service inside the home or business is required, adhere to Structural Pest Control, CDC, and Company policies.
- Wear booties inside the home or business

Thank you for taking the time to review the above information as the North American Pest Management team take our current national crisis seriously. As always, if you have any questions or concerns, please do not hesitate to contact us at 916.481.0268.