

Attn: DPHSS (PCOR2Plans@dphss.guam.gov)

Hafa Adai Director DeNourcy -

As we worked toward the PCOR2 date of the reopening of authorized businesses on May 11, 2020, AB Risk Solutions, hereby to referred to as “AB” will continue to implement new policies as developed since the start of the shutdown on March 16, 2020.

Please note these changes below:

Employees, Customers, & Vendors Policy

1. Facemasks are required to enter AB premises.
2. Temperature readings are a requirement to enter AB premises. All employees, customers, and vendors are subject to this procedure. A touchless thermometer is currently being utilized by AB. AB will continue the following procedures for Employees, Customers, and Vendors:
 - Employees** will be required to undergo a temperature scan every morning prior to entering the premises.
 - The thermometer is a touchless thermometer which gauges temperature through scanning your forehead.
 - Your temperature will be taken every day.
 - Should the employee be running a temperature between **37.5 or 38.3°C (99.5 or 100.9°F)**, the employee will be advised to stay home for the day
 - Customers** will be required to undergo a temperature scan prior to entering the premises.
 - Our office doors will remain locked and a door bell will be available and placed outside the main lobby doors.
 - When a customer requests entry to the premises, an assigned representative will open the door and scan temperature reading of the customer.
 - Should the customer run a temperature between **37.5 or 38.3°C (99.5 or 100.9°F)**, they will be advised they will not be allowed to enter the premises. Customers will be advised to call or email their customer service representative should they need assistance.

- Signage has been placed at the front door to explain this required procedure for AB.
 - In the event an issue be raised by a customer who refuses to follow procedure, designated management team members have been assigned for additional assistance.
 - Should the customer be combative and resistant to company procedures, our team is instructed to call 911.
- **Vendors** will be required to undergo a temperature scan prior to entering the premises.
- Our office doors will remain locked and a door bell will be available and placed outside the main lobby doors.
 - When a vendor requests entry to the premises, an assigned representative will open the door and scan temperature reading of the vendor.
 - Should the vendor run a temperature between **37.5 or 38.3°C (99.5 or 100.9°F)**, they will be advised they will not be allowed to enter the premises. Customers will be advised to call or email their customer service representative should they need assistance Signage has been placed at the front door to explain this required procedure for AB.
3. For employees who are impacted and must self-quarantine for 14-days, AB policy is as follows: Upon declaration of an epidemic or a pandemic by the World Health Organization or, the (U. S.) Center for Disease Control,
- a. Employees who have travelled to an area designated as a Level 2 or above risk area of disease, will be subject to a 14-day quarantine period upon arrival back to work to ensure non-infection and avoid spreading of the disease to your co-workers. Employees will have the option to utilize Personal Time Off or (Administrative) Leave Without Pay during this time.
 - b. Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.

Hours of Operation

1. Company office hours will remain from **8:00am to 5:00pm (Monday through Friday)** or by appointment
 - Not more than 2 customers or vendors will be allowed in the premises at any one given time

Safety Policies

1. Surfaces will be thoroughly cleaned by AB's third-party cleaner every work day morning: door handles will be wiped, desktop counters, office chairs, break rooms and other common areas will be sanitized and wiped
2. Every Friday at 5:00 pm, the office will be disinfected via spray by the AB's third-party cleaner
3. Common areas (waiting rooms) for customers and vendors will situate chairs separated in accordance with the 6ft social distancing policy
4. Designated check in spots will continue to enforce the 6ft social distancing policy
5. Restrooms will be cleaned every day by the landlord's maintenance staff
6. Restrooms will be filled with hand disinfectant soap everyday by the landlord's maintenance staff
7. Hand sanitizers/wipes will be provided at the main entrance counter, and provided to all employees (subject to availability) by the company
8. Plexiglass will be mounted on the reception and cashier's desk to give protection to both the customer and employee

Should you have further questions, please feel free to contact me at 671.648.3681 ext 135.

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