



From Our ERC and Safety Teams: Stay Calm; Stay Safe.

Keeping yourself and your family safe!

During the past several months, Frontier's Emergency Response and Safety Team have been monitoring the progression of the Coronavirus Disease, which is known as COVID-19. Information has been tracked from primary sources throughout the medical and scientific community, including the World Health Organization (WHO), Center for Disease Control (CDC), and State/County Health Departments covering the Frontier footprint. The Government considers us a critical part of the infrastructure in protecting public safety during this outbreak.

The Health & Safety of our employees is very important. Medical and scientific experts are still sorting out the nature of this new virus. The purpose of this ALERT is to provide our employees with relevant information that is currently known to the experts, and to outline some of the steps that Frontier is recommending to maintain a safe work environment.

The most important thing to remember is to stay safe, stay calm, be wary of media hype, and look for information directly from recognized authorities. Frontier will be periodically sharing and updating the facts as they evolve over the coming months to ensure the safety of our employees.

The following is information about COVID-19 you should be aware of, along with recommended precautions to keep you and your family safe!

If you have questions? Please contact members of the Environmental Health & Safety or Emergency Response Center teams.

General Information about Covid-19:

- The virus is mainly spread from person to person, typically at a distance within 6 feet, through respiratory droplets resulting from a cough or a sneeze.
- The virus may also be spread by contact with an infected surface or object, and then touching your eyes, nose or mouth.
- People are the most contagious when they are symptomatic, although there have been reports of spread by people who were asymptomatic.
- The primary symptoms are fever (100.4 degrees or higher), cough and shortness of breath, and these may appear 2 to 14 days after exposure.
- Not everyone who gets COVID-19 is seriously ill, as many of the confirmed cases have mild symptoms.
- People who are most likely to have severe symptoms from COVID-19, are those who have preexisting underlying medical conditions (e.g., diabetes, heart disease, lung disease, or a weakened immune system), are very old or very young.

- If you have ever had a cold, then chances are you've had a coronavirus. The COVID-19 is a new variation of an illness that has been around for a long time.
- The current outbreak may last well into the remainder of 2020, and possibly into 2021.
- The Government is currently not recommending any changes in your daily activity.
- The following websites are resources for current information on the COVID-19 virus:
 - CDC: www.cdc.gov/coronavirus
 - WHO: www.who.int
 - U.S. Dept. of State: www.state.gov

Recommendations and Plan Of Action To Stay Safe

- FREQUENTLY WASH YOUR HANDS – The single most effective measure to stop the spread. Use soap and water for at least 20 seconds, especially after using a bathroom, before eating, and after blowing your nose, coughing or sneezing.
- If soap and water are not available, use an alcohol-based hand sanitizer that contains 60%-95% alcohol.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue and dispose in the trash. Immediately wash your hands.
- Avoid close contact with people who are sick. Stay home if you are sick with a respiratory illness or temperature >100.4 degrees.
- Clean and disinfect frequently touched objects and surfaces, using a household spray or wipe, such as Lysol or Clorox.
- Frontier will instruct its cleaners to pay particularly close attention to commonly used “high-touch” surfaces, such as railings on stairs, doorknobs, refrigerator handles, counters, bathroom fixtures, and shared use electronics such as copiers and fax machines.
- The Government is recommending against use of respirators and masks at this time. Frontier is working with suppliers to order this equipment in the event of a change in the directive.
- All HR and CBA time-off and compensation policies remain in effect. Frontier is reviewing these policies to determine if any changes are necessary in light of COVID-19.
- Employees are encouraged to report any COVID-19 exposure that they or a household family member may have had, to their supervisor, so that Frontier may assess the risks. If you have symptoms CALL your medical provider and stay home.

Additional Measures for Customer-Facing Employees

- Frequently use the hand sanitizer provided by Frontier during and after your work with a customer.
- If a customer is symptomatic, politely request that they keep distant from you as you perform services. If they refuse, leave the premises and call your Supervisor for guidance.

- Wear your safety eyewear with shields on customer premises, and don't touch your eyes, nose or mouth until after you have cleaned your hands.
- Use disposable gloves when practical.
- If going to a medical facility (hospital, nursing home, MD office, clinic), ask the customer about known hazards, and if they have protective equipment that you should be using.

Tips on Airplane Travel

- Select a seat by the window to minimize contact with others.
- Wipe down your seat, armrest, tray table, and entertainment screens with a disinfecting wipe. Avoid using seat pockets.
- Open your air vent to a medium flow and direct the air towards your lap, as this will keep germs away from your face. Recirculating air in planes goes through a HEPA filter which keeps it relatively clean.
- Drink plenty of water to stay hydrated, but only if it comes from a bottle or a can. Airplane water is often contaminated.
- Avoid using airline pillows, blankets or magazines.
- Wash hands frequently, and avoid touching eyes, nose & mouth.
- Get plenty of rest before and after your flight to build up immunity.

STAY CALM – STAY SAFE!