

COVID-19 Frequently Asked Questions

Q: What steps can I take to protect myself and others?

A: During this time, it is very important to take the following steps in order to decrease your risk of contracting the virus.

1. **Wash Your Hands** – You should wash your hands often especially after coughing, sneezing, blowing your nose or being in a public space. It is recommended that you wash your hands with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer that contains at least 60-95% alcohol.
2. **Avoid Touching Your Eyes, Nose and Mouth** – Again, please try to wash your hands or use hand sanitizer frequently.
3. **Avoid Contact with Others When Able** – Avoid large crowds or crowded areas. Practice social distancing when able – Production teammates working closely together on repairs should wear the respirators provided to them to avoid the potential for spread.
4. **Stay Home if Sick** – If you are not feeling well, please stay home and seek medical assistance.
5. **Cover Coughs and Sneezes** – Whenever you cough or sneeze, cover your mouth and nose with a tissue or the inside of your elbow. Be sure to discard of any used tissues and immediately wash your hands.
6. **Clean and Disinfect** – Make sure the area around you and frequently touched surfaces are frequently cleaned and disinfected. This includes doorknobs, tables, light switches, phones, keyboards, etc.

Q: How often should I wash my hands?

A: Handwashing is one of the best ways to protect yourself and others from getting sick. Therefore, it is recommended that you wash your hands often, especially in the following circumstances:

- Before, during and after preparing food
- Before eating food
- Before and after coming into contact with someone who is ill
- After using the restroom
- After touching garbage

Q: What is the proper handwashing technique?

- A:
1. Wet your hands with clean running water and apply soap.
 2. Lather your hands by rubbing them together with soap. Make sure that you later the backs of your hands, between your fingers and under your nails.
 3. Scrub your hands for at least 20 seconds.
This is about the amount of time it would take to hum the “Happy Birthday” song from beginning to end twice.
 4. Rinse your hands well under clean, running water.
 5. Dry your hands using a clean towel or air dry.

Q: Is hand sanitizer as effective as washing your hands?

A: Hand sanitizers can quickly reduce the number of germs on hands in many situations. However, washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, make sure you use an alcohol-based hand sanitizer that contains at least

60% alcohol.

Q: What are the symptoms of COVID-19?

A: Symptoms can range from mild to severe and may appear 2-14 days after exposure. Common symptoms include fever, cough and shortness of breath. If you are experiencing any of these symptoms, please remain at home and call a medical professional. If you develop any emergency warning signs including difficulty of breathing, persistent pain or pressure in the chest, confusion, or bluish tint to the face or lips seek medical attention immediately.

Q: What should I do if I am sick?

A: Stay home if you are sick. Do not report to work if you are experiencing respiratory symptoms such as fever, cough, and shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue.

Q: What should I do if my spouse or child is sick?

A: If someone in your household tests positive for COVID-19 or shows symptoms but has not yet been tested, please self-quarantine and contact your Manager to make them aware of the situation.

Q: What should I do if I notice that a teammate looks sick?

A: If you notice someone looks ill, please report it to your Manager.

Q: What happens to my compensation if I am sick?

A: Service King offers paid time off to our teammates to use when they are sick. If a teammate has exhausted his/her sick time and needs to self-quarantine, Service King is temporarily providing a "Quarantine Pay" benefit to include 5 additional days paid at 40% of Rate 1 for hourly and commissioned teammates. More on this policy enhancement can be found on skbenefits.com.

We have been working closely with our short-term disability provider, VOYA, to ensure teammates who may fall ill will have extended financial coverage. Steps to file a disability claim can be found on skbenefits.com.

Q: How are we going to ensure our customers are protected?

A: All Detailers will be provided respirators to wear during final car cleaning and provided with additional steps to disinfect the car. Doing so will provide our customers confidence that the car we are returning to them is not contaminated.

Q: Will larger-scale meetings and other gatherings still take place?

A: Shop lunches and other shop gatherings should be postponed until further notice. We have also either moved to virtual settings or cancelled larger-scale meetings and gatherings such as Leadership Academy, MORs, and Carry the Load relay activities.

Q: Should I wear a facemask?

A: Facemasks are an important part of our safety culture in the back of the shop. It is important to note face masks are not recommended by CDC for general use. As such, our supplies should be used for their business purpose.

Q: I am a salaried employee. Do I qualify for the Quarantine Pay?

A: Personalized Paid Time-Off for Salaried Exempt Teammates is discretionary and used when deemed necessary and appropriate, as approved by management.

Q: What should I do if I have children, and school is cancelled?

A: We are following business as usual practice and protocol. You may request to leverage your PTO.

Q: If I tested positive for COVID-19, showed symptoms or was sent home for exhibiting symptoms, when should I return to work?

A: The CDC has indicated that employees may return to work at least 72 hours after no longer having or exhibiting a fever, signs of fever, and any other symptoms, without the aid of fever-reducing medications or other symptom-altering medicines (e.g. cough suppressants).

Q: The government has recommended that I isolate due to my age. Can I still work?

A: Teammates who are 65 years of age and older are permitted to work voluntarily but are not required to work. At this time, the orders are not mandatory for teammates over 65 years old to stay home. However, if you would like to isolate at this time, you are able to do so.

Please note: The information above can change if the provisions around age become mandatory.

Teammates can use, but are not required to use, Paid Sick Time and vacation/PTO. Service King is temporarily providing a "Quarantine Pay" benefit to include 5 additional days paid at 40% of Rate 1 for hourly and commissioned teammates who have exhausted their sick pay. More on this policy enhancement can be found on skbenefits.com.

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