

COVID-19 Flash Brief

Tuesday, Nov. 17, 2020

Holding Yourself & Others Accountable (Personal, Work & Social Impact)

With the recent escalation in the number of COVID-19 cases worldwide, the need for personal vigilance and accountability is more important than ever. Our customers are counting on us to provide the fuel they need to heat their homes and businesses as weather is turning colder. That means we need to do our best to remain healthy and safe so we can keep serving our customers during this critical time.

During the COVID-19 pandemic, as with normal cold and flu seasons, safeguarding our health and well-being means being accountable and taking steps to minimize exposure and risks to ourselves and to those around us.

Personal accountability means being responsible for our own actions while keeping others in mind. That means we can control how we act in social settings or around family. As always, the most effective steps we can take are the Preventive Measures we reference again and again: frequent handwashing, covering coughs, avoiding contact with the face and/or wearing face coverings, keeping our distance, frequent cleaning and disinfecting. Keep an eye on your own health and potential symptoms. Check your temperature regularly. If you exhibit any symptoms or have a fever, stay home and contact your manager. Compliance with local, state and federal guidelines goes without saying.

The more challenging part can be how we minimize the risk posed by interactions with friends, family and customers in the course of our daily lives. It's not hard to find good and bad examples of how to approach and respond to others about COVID-19 safety. We might not be able to control others' behaviors but we can serve as a leader to those around us. Set a positive example by doing your part, wearing appropriate PPE and educating those around you about healthy habits to prevent exposure. The decisions we make can impact others and the company as a whole. Here are some things to consider:

At Home

- If you don't feel well, don't put your family at risk.
- Encourage frequent hand-washing and other preventive measures at home.
- Know the plan for managing potential outbreaks at your spouse's workplace and your children's school, as well as for Superior Plus, so you can respond quickly and appropriately if needed. Communicate among your family about any potential exposure.
- If a member of your family has been potentially exposed, you should ... [HSE fill in]
- If you believe you have been exposed, do not report to work. Get tested, seek medical care and contact your manager for direction.
- Keep two weeks' worth of food, medicine and basic necessities on hand in the event you need to isolate.

When Interacting with Customers

In This Issue

- **Holding Yourself & Others Accountability for Health & Well-Being During COVID-19 Outbreaks**
- [CDC Resource: How to Protect Yourself & Others](#)

- Set a positive example by always using appropriate PPE and safety protocols at work and when interacting with coworkers and customers.
- As always, be polite and professional.
- Enforce all COVID-19 protocols within CSCs, including use of face coverings.
- Wear PPE in cases where social distancing is not possible.
- Ensure you have an adequate supply of hand sanitizer, tissues, cleaning supplies and face covering on hand.
- Follow all current HSE protocols for entering customers' homes. If you have questions about these, contact your CSCM or HSE professional.

With Co-Workers

- Always remember we're on the same team, working toward the same goals.
- Treat each other with respect and kindness, as always.
- Guidelines can change quickly; ensure all changes are communicated quickly to all members of your team. Answer any questions to clarify protocols and expectations.
- If you observe non-compliant actions or conditions, correct the condition and/or politely ask your coworkers to address the behavior.
- In cases where there are questions or confusion over how to handle a given situation, talk to your manager.
- Wear PPE in cases where social distancing is not possible.

When Gathering

- If you feel a situation presents significant risk, stay home.
- Consider how many people will attend and from where.
- Use caution about gatherings during active community outbreaks.
- Favor gatherings in large or outdoor spaces that accommodate plenty of personal distancing.
- Look for virtual alternatives.
- Minimize the overall number of gatherings to limit potential for exposure and spread.

No matter what, treat each other the way you'd want to be treated. Give one another the benefit of the doubt, and a little bit of grace. Ask for help or advice when you need it – you can talk with your manager, HSE rep, HR business partner or any member of the leadership team, or email hrsupport@superiorplusenergy.com. Stay safe!

Remember the Preventive Measures!

While the news and guidance about COVID-19 continues to evolve, our Personal Preventive Measures remain the most effective steps YOU can take every day to protect your health and those around you. **Wash Your Hands • Cover Your Cough • Avoid Touching Your Face (Eyes, Nose, Mouth) • Keep Your Distance (6 Feet) • Clean & Disinfect High-Touch Areas • Stay Home if You Feel Sick and Communicate with Your Manager**

We are using Pipeline (the SPP intranet portal) to provide an archive of all our COVID-19 information, guidance, and updates. All employees can log into the SPP portal from their work or personal device to access the latest information.