

COVID-19 Update
DIY Face Mask
COVID-19 Scams
Birthdays & Anniversaries



Welcome to Handex

Safety Leaders

A true Safety Leader understands that safety performance is more than a reflection of the leader. It is a team effort of commitment to a common goal.

It's called safety management for a reason. It is made up of two parts: safety and management. The best safety processes and procedures can still fail in the absence of good management. You may know processes and procedures like the back of your hand. But now, you must get more familiar in driving better team safety performance.

Employees perform better when they feel that they are valued and cared for. Safety rules don't make people feel valued. People do. So, it takes good people skills to get better safety performance from your team.

Here are five things you should be doing with your people to build better teamwork and drive better performance in safety:

1. Focus on People Improvements
2. Compliment more than criticize
3. Inspect, don't expect
4. Advocate for your crew
5. Give the team credit

Source: Kevin Burns, <https://www.kevburns.com/>

Lessons Learned from Pandemic Planning and Natural Disaster Response By Randy Thomson

During my career at Marathon I was fortunate to participate in some high-level crisis planning teams and as an Operations Section Chief on the Corporate Emergency Response Team. One team of relevance today was a Pandemic Planning Team in 2004 - preparing for Avian H5N1 Influenza, better known as Bird Flu. Then, in August of 2007, I led the Humanitarian Response Team when the Marathon Corporate Headquarters was hit with a 1/1000-year flood event. In both cases, existing plans were in place, but lessons learned were still numerous.

On the Pandemic Planning Team our focus was on both the health of our employees, including their families, and business continuity. For the workplace plan we included safe work practices, engineering controls, administrative controls, and PPE. Safe work practices include things like personal hygiene, current flu shots, and the minimization of interpersonal contact. Engineering controls considered things like barriers, sneeze guards, and negative pressure ventilation. Administrative controls are things like work from home policies, travel limitations, and emergency communications plans. PPE included masks, gloves, and goggles.

The work continuity planning was complex as we considered the critical functions of upstream, midstream, and downstream operations. Non-operations roles such as scheduling and finance also emerged as critical to ensuring uninterrupted product supply. Plans for staffing of critical functions, succession planning for critical positions, crisis and risk communication, along with assessing the plans of all critical suppliers and vendors made it a monumental undertaking. Fortunately, the Bird Flu never hit pandemic levels, but all the planning efforts put in place paid off in preparedness, and subsequent response planning efforts.

The Findlay, Ohio flood in August of 2007 was an event that tested, in an extreme way, the quality of our emergency planning. My first assignment was to take care of the 60+ families who's loved ones were relocated to the backup pipeline operations center near Dayton, Ohio about 100 miles away. In most cases the families said they were either out of the flood zone or safe with family, but many others needed our help. We utilized employee volunteers who pitched in on

things like monitoring crawl space sump pumps, cleaning out flooded basements, and providing temporary housing. I was given a very generous budget and resources like generators, pumps, and dehumidifiers were quickly purchased and dispatched along with volunteers to help set them up.

Within a few short days we had the pipeline families' immediate needs taken care of and longer-term actions like insulation replacement, and mold treatment underway. I then got the call that I was now to lead a similar effort for Marathon's other 1800 families in the Findlay area. Long story short, our already tired volunteers, joined now by many more, continued the effort until all 1800 families were contacted and their needs addressed. It was an exhausting but rewarding time that is still remembered and appreciated by recipients of our assistance.

I say all this to emphasize several points. Pre-planning is vital. Our co-workers and industry partners can quickly become like family, meaning primary support system in times of crisis. We must diligently plan, but never know for sure what our needs will be in times of extreme illness or natural disaster. Overcommunication becomes important because sometimes the simplest act of a phone call can make a significant difference in a rare time of need. Staying informed, flexible, and ready to fill a unique role when called on, goes a long way toward making the best of a challenging situation.



COVID-19 UPDATE

To All Field Staff;

As we continue to adapt to changes in both our personal and professional life, we continue to be grateful to each of you for following CDC guidelines of hygiene and physical distancing. Both are critical steps in stopping the transmission of COVID-19. Late yesterday, the CDC provided new recommendations regarding the use of cloth face coverings when going out in public.

Handex will follow these updated recommendations in all facets of our daily field operations, effective immediately. Not only is this requirement essential to the well-being of everyone, it will not negatively impact the supply of masks crucial to those most at risk, our healthcare professionals on the front lines. We are requiring that you review and adopt these measures of hygiene. When entering any site, office, trailer, residence or basement in a working capacity. Our efforts to stop the spread of COVID-19 also require every Handex field employee to wear a cloth mask consistent with CDC guidance in all operating conditions. 100% adherence to this CDC recommendation is our minimum standard and we appreciate the cooperation of our team members in following our protocols and requirements.

In addition to the mandatory mask, below is a link of an instructional DIY “How To” make a mask:

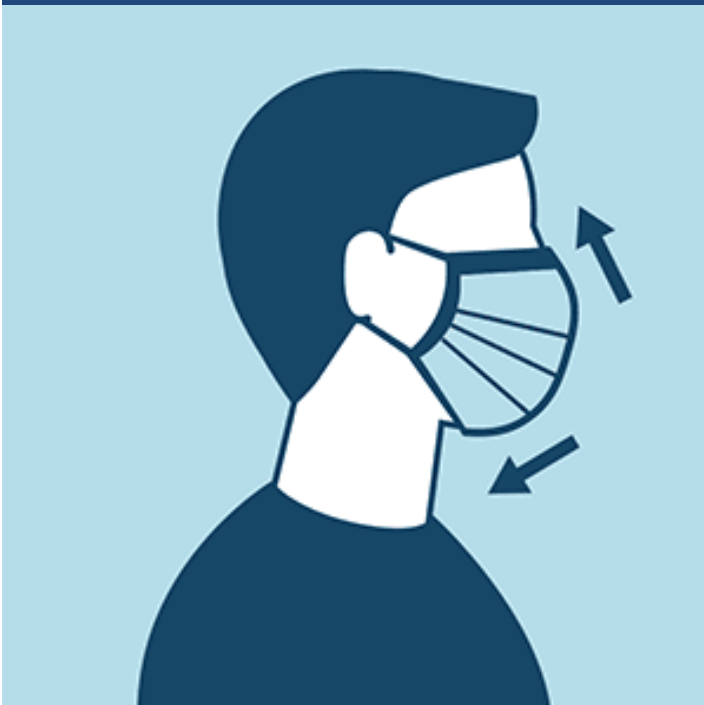
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

In summary, Handex is employing the following steps on each site:

- Wearing a cloth facemask at all times when working on any Handex project site
- Maintaining physical distancing
- Avoiding touching your face
- Covering your mouth and nose and sneezing into your elbow
- Conducting any and all face to face communication outside of site offices or enclosed structures
- We are asking any employees that feel ill to stay home and if they show signs of COVID-19 and that they reach out to their physicians.
- They are required to self isolate if they have been in contact with anyone that may have tested positive with COVID-19 or show symptoms of the virus
- Before engaging with each other or any customer, ask:
 - if they have had signs or symptoms of COVID-19
 - if they recently traveled from areas where travel is the subject of a national or local self-isolation
 - if they have been in contact with anyone that has either tested positive with COVID-19 or is symptomatic of the virus

Make Sure it is Safe to Proceed!

HOW TO WEAR A CLOTH FACE COVERING



Cloth face coverings should —

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to shape

USE OF CLOTH FACE COVERINGS TO HELP SLOW THE SPREAD

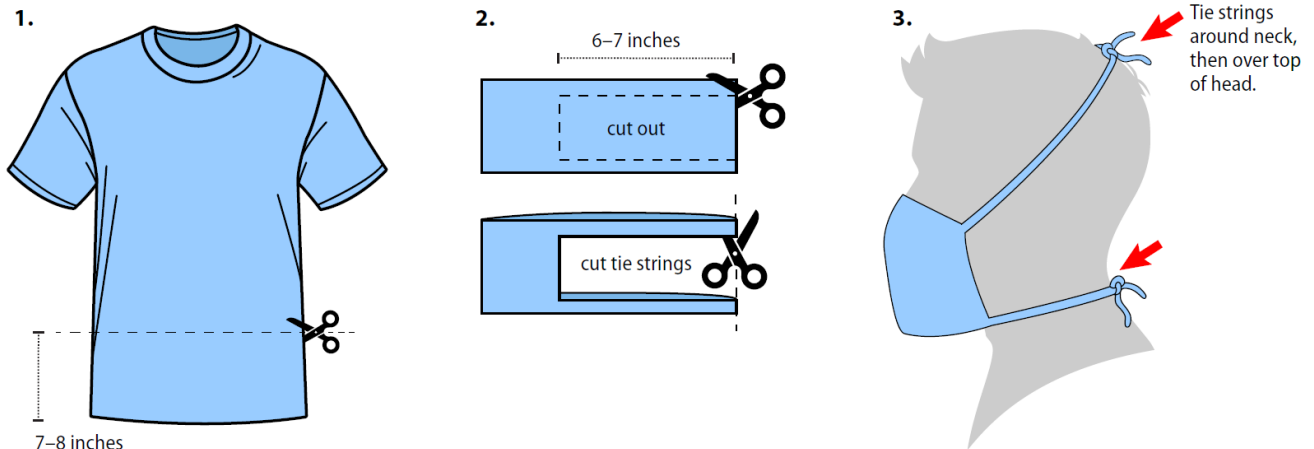
cdc.gov/coronavirus

Quick Cut T-shirt Cloth Face Covering (no sew method)

Materials

- T-shirt
- Scissors

Tutorial



COVID-19-RELATED SCAMS

Phone Scams

CDC has become aware that members of the general public are receiving calls appearing to originate from CDC through caller ID, or they are receiving scammer voice mail messages saying the caller is from the Centers for Disease Control and Prevention (CDC). Some calls are requesting donations.

Downloadable apps and some free websites now make it simple for anyone to “spoof” a phone call and make it appear to come from any phone number. This is usually done by unscrupulous salespeople, in hopes that people are more likely to pick up the phone if the caller has a number similar to theirs.

Unfortunately, current technology doesn’t make it easy to block these spoofed calls, either on business or personal phones. A spoofed call does not mean that anyone’s telephone has been hacked, so you can simply hang up.

These calls are a scam and are referred to as “government impersonation fraud,” meaning criminals are impersonating government officials for nefarious purposes. Scammers are becoming more sophisticated and organized in their approach. They are technologically savvy and often target young people and the elderly.

To protect yourself from falling victim to these scams, be wary of answering phone calls from numbers you do not recognize. Federal agencies do not request donations from the general public. Do not give out your personal information, including banking information, Social Security number or other personally identifiable information over the phone or to individuals you do not know.

You can also report these calls to the Federal Communications Commission (FCC).

Phishing Attacks

Malicious cyber criminals are also attempting to leverage interest and activity in COVID-19 to launch coronavirus-themed phishing emails. These phishing emails contain links and downloads for malware that can allow them to takeover healthcare IT systems and steal information.

At least one campaign is pretending to send emails from CDC, and targets Americans and other English-speaking victims with attached notices regarding infection-prevention measures for the disease.

It is critical to stay vigilant and follow good security practices to help reduce the likelihood of falling victim to phishing attacks.

- Don’t open unsolicited email from people you don’t know.
- Be wary of third-party sources spreading information about COVID-19. Refer to the official CDC gov website for updates on COVID-19.
- Hover your mouse over links to see where they lead.
- Do not click links in emails. If you think the address is correct, retype it in a browser window.
- Be wary of attachments in any email.
- Do not supply any personal information, especially passwords, to anyone via email.

Additional resources:

- Centers for Disease Control (CDC)
- Department of Homeland Security Cybersecurity & Infrastructure Security Agency (DHS CISA)
- Federal Trade Commission (FTC) COVID-19 scams
- Department of Justice (DOJ)

HANDEX ANNIVERSARIES

1st Quarter 2020

2 Years

Curtis Odom 02/19/2018

3 Years

William Shoulders 02/09/2017

William Kramer 03/06/2017

Eric Andersen 03/11/2017

4 Years

Steve Kinsella 01/11/2016

Marty Solomon 03/07/2016

9 Years

Robin Meeley 03/21/2011

John D'Orsi 03/28/2011

11 Years

Joseph Lundquist 03/16/2009

12 Years

Justin Neel 02/05/2008

Ryan Scherrer 03/31/2008

22 Years

Christian Holmstrom 03/09/1998

30 Years

John Meyers 02/26/1990

HANDEX NEW HIRES

1st Quarter 2020

Tammy Mayer, Project Manager / Ft Lauderdale
Ben Miller, Sr. Relationship Manager / Florida
Jacqueline Currie, Staff Scientist / New Jersey



HANDEX BIRTHDAYS

1st Quarter 2020 (& April)

Dennis Fisher	-	1/4/2020
Kenneth Hulick	-	1/6/2020
Philip Della-Torre	-	1/14/2020
John D'Orsi	-	1/15/2020
Nancy Pfaff	-	1/21/2020
Aurel Poirier	-	1/25/2020
Eric Andersen	-	2/4/2020
Bryan Valladares	-	2/4/2020
Robin Meeley	-	2/7/2020
Brian Bausback	-	2/9/2020
John Crumrine	-	2/11/2020
Nordhen Awal	-	2/13/2020
Enrique Bosques	-	2/17/2020
Shelia Douglas	-	2/20/2020
Scott Fadeley	-	2/22/2020
William Shoulders	-	2/24/2020
Maureen Davis	-	2/26/2020
Robert Beginski	-	3/20/2020
Ryan Scherrer	-	3/28/2020
Christian Holmstrom	-	4/3/2020
Melissa Ericson	-	4/7/2020
Benjamin Miller	-	4/9/2020
Randall Caccese	-	4/18/2020
Marty Solomon	-	4/18/2020
William Kramer	-	4/24/2020
Jacqueline Currie	-	4/28/2020

Front page picture : Robert "Cap" Beginski in Niles, OH

Newsletter Editors: Andy and Maureen

Congratulations!