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## October 1, 2020 UPDATE ~ COVID 19 Response Plan

As an essential business, Phoenix Environmental Laboratories, Inc. continues to remain OPEN and fully operational during the various phases of our Governor's reopen plan. With Phase III on the horizon, October 8, 2020, the health and safety of our clients and employees remains to be a top priority. Our sample receiving department remains open from 8am to 6pm M-F. Operating multiple shifts including weekends allows flexibility to receive samples outside these hours with advanced notice.

All sample deliveries and bottle order pick-ups continue utilizing the Atrium located on the Vernon Street entrance instead of our sample receiving area inside the laboratory. You will be asked to either leave your cooler or transfer samples into one of the empty coolers available. At that time, we ask that you leave the atrium and call our front desk (860-645-1102) and let us know you have just dropped off samples. Standard sample acceptance procedures will continue at this point. The chain of custody will be signed "as received" and a copy will be emailed to the address listed.

When utilizing courier services please keep the proper distance and minimize person to person contact when possible.

We continue to ensure the health and safety of our employees and clients during these unprecedented times, while maintaining the level of service our clients have become accustomed to. Some of the changes we have implemented in response to CDC and State guidelines include:

- Reduced on site staff. A majority of our administrative staff is able to work from home and is accessible by phone and email.
- Strict cleaning and disinfection protocols.
- Limited capacity in common areas.
- Face masks have been provided to all employees and are required in all open areas of the building.
- Social distancing protocol is followed as established by the CDC.
- Hand sanitizer stations are located throughout the building to include all entrances and exits.
- Self-monitoring protocol for all staff is required.
- Group activities such as meetings and lunches have been suspended.
- Commercial carrier services (FedEx, UPS, etc.) have been directed to leave packages in a separate receiving area that does not require entry into the building.

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