TO: All IKECA Members and Support Team

FROM: Brian S. Smith, PhD Associate Board Member – IA Business Advisors

In Re: COVID-19 aka Coronavirus

IKECA Team –

This has been a difficult week for all our clients, but I have taken more calls from our KEC clients than any other business sector. Due to the impact of COVID-19 (coronavirus) on the public, specifically as it relates to gathering places such as restaurants, hotels, and other spaces where larger groups commingle in both social and work atmospheres, we have heard about these establishments canceling KEC services.

IA provides the following guidance to our KEC clients as well as any client that has any type of ventilation system service:

1. Cleaning of the ventilation systems is a vital aspect of the overall health and welfare of the people in commercial establishments.

2. Prolonging the maintenance of HVAC or kitchen exhaust systems only creates potential compound issues for the establishment, its workers, and visitors.

3. If you have customers calling to cancel cleanings, remind them that a clean exhaust system is one way to maintain a healthy and safe environment, as well as preventing against the spread of diseases.

4. Having a clean HVAC and/or kitchen exhaust system will ensure better and cleaner air circulation once the immediate threat of COVID-19 has been contained; leaving systems to be cleaned after this threat is over could be a risk.

5. Your customers may be canceling their kitchen exhaust or HVAC cleaning services due to a fear of loss of customers and revenue during this time; remind them that this is a perfect time to continue with their services so they will be better prepared for when their customers start to come back.

6. Listen to the CDC (Center for Disease Control) and not the media for factual information regarding COVID-19. Their website is: https://www.cdc.gov/coronavirusJ2019ncov/jndexhm

7. Please refer to the attached CDC documents that provide simple and effective guidance on keeping your workplace, schools, homes and commercial establishments safe.

8. Do not panic.

9. Make sure you maintain communication with your teams during this crisis and help them to understand the facts so they can get and remain prepared to deal with this issue.
IA has clients in 36 countries and is experiencing a tremendous influx of information from our teams, peers, and clients. This issue is global and, regardless of the hype portrayed in the media, all of our information points to a united reaction that identifies that calm and simple measures as outlined in the attached documents are having a positive effect on the spread of the virus.

Please do not hesitate to reach out with any questions or comments regarding the current COVID-19 issue, or any other business issue related to its effects on your business.

Sincerely,

[Signature]

Brian S. Smith, PhD
Senior Managing Partner
What every American and community can do now to decrease the spread of the coronavirus

- They have a sick family member in their home
- They are feeling sick

Stay home if...

- Ensure cafeteria staff and their close contacts practice strict hygiene
- Strengthen health screening for cafeteria staff and their close contacts
- Limit food sharing

Handle food carefully...

- Assess the risks of business travel
- Consider adjusting or postponing large meetings or gatherings
- When not possible, hold meetings in open, well-ventilated spaces
- Use videoconferencing for meetings when possible

Be careful with meetings and travel...

- Increase ventilation by opening windows or adjusting air conditioning
- Disinfect surfaces like door knobs, tables, desks, and handrails regularly
- Create habits and reminders to avoid touching their faces and cover coughs and sneezes
- Clean hands at the door and schedule regular hand washing reminders by email
- Stop handshaking – use other non-contact methods of greeting

Practice good hygiene...

Encourage your employees to...

Keeping the workplace safe
What every American and community can do now to decrease the spread of the coronavirus

- They have a sick family member in their home
- They are feeling sick

Stay home if...
- Ensure cafeteria staff and their close contacts practicing strict hygiene
- Strengthen health screening for cafeteria staff and their close contacts
- Limit food sharing

Handle food carefully
- When possible, hold classes outdoors or in open, well-ventilated spaces
- Adjust after-school arrangements to avoid mixing between classes and grades
- Consider adjusting or postponing gatherings that mix between classes and grades

Consider rearranging large activities and gatherings
- Increase ventilation by opening windows or adjusting air conditioning
- Disinfect surfaces like doorknobs, tables, desks, and handrails regularly
- Create habits and reminders to avoid touching their faces and cover coughs and sneezes
- Clean hands at the door and at regular intervals
- Stop handshaking – use other non-contact methods of greeting

Practice good hygiene

Encourage your faculty, staff, and students to...

Keeping the school safe
What every American and community can do now to decrease the spread of the coronavirus

Households with sick family members

- Ensure all utensils and surfaces are cleaned regularly
- If possible, provide a protected space for vulnerable household members
- Have the healthy people in the household conduct themselves as if they were a significant risk to the person with underlying conditions
- Significant underlying conditions include heart, lung, kidney disease, diabetes,

Households with vulnerable seniors or those with significant underlying conditions

- Increase ventilation by opening windows or adjusting air conditioning
- Disinfect surfaces like doorknobs, tables, and handrails regularly
- Create habits and reminders to avoid touching their face and cover coughs and sneezes
- Clean hands at the door and at regular intervals

All households

Encourage your family members to...

Keeping the home safe
What every American and community can do now to decrease the spread of the Coronavirus

- Regularly disinfect surfaces
- Increase ventilation
- Keep windows open when possible

For transportation businesses, taxis, and ride shares

- Consider limiting attendance at larger gatherings
- Use online transactions where possible
- Use booking and scheduling to stagger customer flow

Avoid Crowding

- Increase ventilation by opening windows or adjusting air conditioning
- Disinfect surfaces like doorknobs, table, desks, and handles regularly
- Promote tap and pay to limit handling of cash
- Clean hands at the door and schedule regular hand washing reminders by email
- Stop handshaking – use other non-contact methods of greeting

Practice Good Hygiene

Encourage your employees and customers to...

Keeping commercial establishments safe