

# RA Companies Coronavirus Protocol

Royal American Companies values the trust you place in us as an employer to maintain a healthy workplace environment. Considering the current environment, it's important for all of us to continuously monitor the Coronavirus or COVID-19 through the CDC and Florida Blue websites which we have posted on the Dispatch. The web addresses are: <https://www.cdc.gov/>; <https://www.floridablue.com/blog/covid-cases-confirmed-in-florida>, and <http://thedispatch.us/>.

The health and safety of our employees, residents, guests, customers, business partners, and vendors is a top priority. Therefore, we have implemented the following precautionary measures to address COVID-19:

- Any employee not feeling well is asked to stay at home and consult with their doctor and with their supervisor;
- Employees that test positive or are required to self-isolate by their physician, should inform their supervisor, immediately. Supervisors must inform Human Resources as soon as they are aware;
- Supervisors are asked to send employees home who are displaying symptoms of COVID-19. (Refer to CDC website for a list of symptoms <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>.);
- Employees are restricted from returning to work until they are symptom free (including fever) for a minimum of 24 hours;
- Teladoc telemedicine service is available for all employees enrolled in the company's Florida Blue health plan at no cost; contact information for this service is 1-800-835-2362. Employees not enrolled in the company's health plan can use the Teladoc service for a minimal fee and avoid the doctor's office waiting room. We encourage employees to register in advance for this service for easier access at <https://www.teladoc.com/>;
- Corporate employees may be asked to work from home or in shifts to avoid disruption of business operations;
- We have adopted a "no hand-shake policy". Please maintain six feet from other individuals when possible;
- Business travel is limited to only that essential to business operations. We are conducting meetings by phone or video whenever possible;
- We have cancelled upcoming group meetings and events to help prevent the spread and/or acquisition of the virus;

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- Employees who have traveled for business or personal reasons to any [high-risk coronavirus area](#) (per the CDC), have had immediate family members who have done so, and/or who have been in proximity to anyone suspected of having or confirmed with the virus or who have traveled on a cruise ship within the last 14 days, are instructed to self-isolate at home for the next 14 days;
- Employees that may not have enough paid-time-off (PTO) to cover a 14-day self-isolation can apply to the Leave Bank for additional hours needed;
- Our Corporate, Satellite/Regional, and residential offices have been instructed to sanitize high-touch areas at least once daily. The company will supply products needed for this. Employees should consult their supervisor for more direction on required sanitizing;
- Employees must wash hands with soap and water frequently, for 20 seconds, and avoid touching their faces;
- We are communicating these policies to our suppliers and partners and have asked them to apply similar guidance to their employees who might visit any of the Royal American Management residential communities or our Corporate or Satellite/Regional locations.

If you are working at or visiting a Royal American Companies residential community, or one of our office locations, we thank you in advance for joining our “no hand-shake” policy. We ask that you take similar precautions outside the workplace to mitigate the spread and/or acquisition of the virus and protect yourself and others.

These precautionary measures may seem troublesome; however, they are being taken to protect you, our residents, vendors, and visitors from spreading and/ or acquiring the virus. These measures may change as the coronavirus situation evolves. Updates will be provided as changes are implemented.

Thank you for your understanding and commitment during this time. Should you have any questions or concerns about this protocol, please contact your supervisor, the HR Hotline 850-914-8456, or email [HRDept@royalamerican.com](mailto:HRDept@royalamerican.com).

Regards,

Human Resources  
850-914-8456