



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

To: Northline Utilities and NorPro Employees
From: Emergency Operations Team
Re: Guidance Sheet #16 – Coronavirus Disease (COVID-19)
Date: March 31, 2020

Dashboard

Our Northline Utilities Emergency Operations Team feels that it is important to share an overview of the Northline Family as we monitor how COVID-19 is impacting our population.

Employees Tested for COVID-19	Employees with a Negative Test Result	Employees with COVID-19 Test Results Pending	Employees with a Positive Test Result
6	6	0	0

Strategy Guidance

Our Daily Lives – Going to Public Places



We are employees of a critical infrastructure industry and therefore deemed “essential”. As such, we have a special responsibility to maintain normal work schedules and this requires us to be out in public more than other people.

Our days may consist of a visit to the gas station, the post office, the bank, etc... We also have a special responsibility to stop the spread of COVID-19 and exercise good judgement when we are conducting business.



The same holds true when we are not at work, but taking care of our personal business. We still have to go grocery shopping, pay bills, pick-up the mail, get prescriptions filled, etc...

Everytime we go out in public, we need to be vigilant in protecting ourselves and others. We also need to be patient and understanding. This is an uncertain time and people are extremely emotional. Be a role model and practice compassion and empathy with others.





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Whether in the workplace or out in public, the steps you take to protect yourself and others are similar.

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact – maintain 6' distance between one another
- Avoid close contact with people who are sick
- Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick. Run errands individually – leave other members of the household at home.
- Be aware of frequently touched surfaces. This includes doorknobs, countertops, cart handles, gas pumps, coffee pot handles, key pads, toilets, and faucets.



Please share your best practices for public spaces with each other in your group meetings tomorrow. We can learn from each other and work to identify and mitigate exposure.





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Working Remotely – Tip of the Day

Assume Positive Intent



One limitation of working from home is that team chat messaging sometimes falls short of expressing ideas clearly. It's easy to think a quick remark was made to be rude or even flippant. Remind yourself not to take seemingly short or snide responses offensively. For some members of the remote workforce, they are just efficient in their replies. Consider using emoji to support your intent in your declarations with your team.

Focus on the facts and assume positive intent where it might not otherwise be seen. Use emoji and emoticons to convey emotions with your team.

Emergency Operations Team

The Northline Utilities COVID-19 Emergency Operations Team is meeting daily to monitor the wide range of issues associated with COVID-19. The Team reviews the evolving recommendations from the appropriate regulatory agencies so that they can be incorporated into our strategy and developing processes.

We ask that if you receive information or inquiries from customers, trade partners, or suppliers that you direct them to the COVID-19 Emergency Operations Team. We want to ensure that these items are addressed in a timely and consistent manner. Northline is committed to providing a safe place to work and maintaining the level of service to which our customers are accustomed.

“Courage doesn’t always roar. Sometimes courage is the quiet voice at the end of the day saying, ‘I will try again tomorrow’.” – Mary Anne Radmacher





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Notification

Remember, as part of our Northline Notification Protocol:

These are the reasons to contact Ricardo Aguilar (raguilar@northlinellc.com), Emergency Operations Team Liaison Officer:

- I went home with COVID-19 symptoms
- I stayed home sick with COVID-19 symptoms
- I was advised by a Health Care Provider to be tested
- I was made aware of someone else that has COVID-19 symptoms or stayed home
- I was asked to leave the jobsite by the customer due to a potential exposure
- I tested positive for COVID-19
- I encountered someone known to have tested positive for COVID-19 or
- I completed a trip to a CDC-categorized Coronavirus Warning Level 3 location

This notice must be directed to Ricardo Aguilar, Emergency Operations Team Liaison Officer at raguilar@northlinellc.com or by cell phone (518)-420-7078. The assigned Northline Project Manager will be notified and in turn the Project Owner, trade contractors and suppliers of the situation.

If you have any questions regarding this guidance, please do not hesitate to contact a member of the Emergency Operations Team. You are encouraged to send e-mails to Covid19EmOps@northlinellc.com or to specific individuals on the team.

Name	ICS Role	Office Number	Cell Number	E-mail Address
Jamie Atkins	Incident Commander	518-647-8198 ext. 201	518-569-8702	jatkins@northlinellc.com
Lori Mayott	Public Information Officer/Incident Commander (Alt)	518-647-8198 ext. 322	518-488-8730	lmayott@northlinellc.com
Rick Aguilar	Liaison Officer/Public Information Officer (Alt)	518-647-8198 ext. 324	518-420-7078	raguilar@northlinellc.com
Rudy Kunz	Safety Officer/Liaison Officer (Alt)	518-647-8198 ext. 227	518-275-5583	rkunz@northlinellc.com
William Straight	Business-Customer Liaison/Incident Commander (Alt)	518-647-8198 ext. 231	518-569-4140	wstraight@northlinellc.com
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