



Frequently Asked Questions: COVID-19

As you are aware, world health experts continue to closely monitor COVID-19 as it spreads throughout the world. G4S continues to monitor the ongoing COVID-19 situation worldwide with your health in mind. Please take a moment to read through the following FAQs for more information about COVID-19 and the proactive response we are taking.

ABOUT THE VIRUS

WHAT IS COVID-19?

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

WHAT ARE THE SYMPTOMS OF COVID-19?

The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness.

HOW DOES COVID-19 SPREAD?

People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth, which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. It is important to note that you do not have to have direct contact with someone who has contracted COVID-19, it can be from indirect contact.

CAN THE VIRUS THAT CAUSES COVID-19 BE TRANSMITTED THROUGH THE AIR?

Studies to date suggest that the virus that causes COVID-19 is mainly transmitted through contact with respiratory droplets rather than through the air. See previous answer on "How does COVID-19 spread?"

CAN YOU CATCH COVID-19 FROM A PERSON WHO SHOWS NO SYMPTOMS?

The main way the disease spreads is through respiratory droplets expelled by someone who is coughing. The risk of catching COVID-19 from someone with no symptoms at all is very low. However, many people with COVID-19 experience only mild symptoms. This is particularly true at the early stages of the disease. It is therefore possible to catch COVID-19 from someone who has, for example, just a mild cough and does not feel ill. WHO is assessing ongoing research on the period of transmission of COVID-19 and will continue to share updated findings.

TRAVEL

IS G4S BANNING OR RESTRICTING TRAVEL FOR EMPLOYEES?

International business travel has been restricted for G4S Employees, and requires a Group Executive Committee member's approval (John Kenning for the Americas). In addition, we have implemented a ban on internal business travel through the end of April. We will revisit this as needed. Please plan to conduct all internal meetings remotely (that would have required transportation to/from). For everyone's health and well-being, please consider limiting unnecessary travel, both domestic and international, as we continue to monitor the situation.

Depending on your travel history, you may be asked to stay home for a period of 14 days from the time you left an area with widespread or ongoing community spread as designated by the CDC. Currently we are including countries with a CDC Level 2 or 3 Travel Health Notice, as well as travel on cruise ships. This currently includes: **China, Iran, Italy, Japan, South Korea and Cruise Ship travel.**

If you have recently traveled to one of the countries listed above or have been on a cruise in the past 14 days, you must immediately inform G4S via email: covid19-Americas@g4s.com. An HR representative will contact you to discuss your potential exposure, and will keep your information confidential.

If you are found to have falsified any travel declarations to the G4S team, there may be disciplinary action, up to, and including, termination.

PROTECT & PREVENT

WHAT CAN I DO TO PROTECT MYSELF AND PREVENT THE SPREAD OF DISEASE?

Stay aware of the latest information on the COVID-19 outbreak, available on the WHO and CDC websites and through your national and local public health authority. Most people who become infected experience mild illness and recover, but it can be more severe for others. Take care of your health and protect others by doing the following:

- Practice good hand hygiene, cleaning hands often and thoroughly with soap and water for 20 seconds at the beginning of your shift; after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing. Make an effort to wash with soap and water at least once per hour. Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
- If they are available, utilize hand sanitizer dispensers. Do this in between the hand washing with soap and water. This will help to keep your hands clean when you aren't able to wash them.
- Avoid touching eyes, nose and mouth. Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze, then dispose of the used tissue immediately. Droplets spread viruses. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.
- Avoid close contact with people who are sick. Maintain three feet of distance from individuals when possible. This helps distance you from any droplets that might contain a virus.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe. This will prevent the spread of germs to other people.
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention. This will also protect you and help prevent the spread of viruses and other infections.
- Use your training and expertise to ensure you follow the processes and procedures when exposures are possible.

In addition, [Aetna Resources for Living](#) is regularly updating its website with relevant information and resources. Please follow the link above to access Aetna. The Username is **G4S**, Password is **eap4u**.

Aetna has also prepared this helpful video: [Coronavirus Fears: Ways to Keep Calm](#) and a [list of resources](#).

SHOULD I WEAR A MASK?

People with no respiratory symptoms, such as cough, do not need to wear a medical mask. WHO recommends the use of masks for people who have symptoms of COVID-19 and for those caring for individuals who have symptoms, such as cough and fever. In fact, wearing a mask can lead to other health issues due to incorrect usage, for example, many masks are made for one-use and prolonged use can lead to bacteria / mold build-up within the mask itself.

The use of masks is crucial for health workers and people who are taking care of someone (at home or in a healthcare facility).

Use a mask only if you have respiratory symptoms (coughing or sneezing), have suspected COVID-19 infection with mild symptoms, or are caring for someone with suspected COVID-19 infection. A suspected COVID-19 infection is linked to travel in areas where cases have been reported, or close contact with someone who has travelled in these areas and has become ill.

The most effective ways to protect yourself and others against COVID-19 are to frequently clean your hands, cover your cough with the bend of elbow or tissue and maintain a distance of at least 3 feet (1 meter) from people who are coughing or sneezing.

WHAT IF I AM CONCERNED THAT I AM AT A HIGHER RISK THAN OTHERS?

Please talk to the Human Resources team at your branch office about your concerns and be assured of confidentiality. If you feel unsafe, or if you are concerned about transmitting the virus to a member of your family who is at a higher risk, please discuss your concerns with HR. You will not be forced to perform a duty that you consider unsafe. Having health and safety concerns is a protected activity and you will not be retaliated against for having raised the issue.

WORKPLACE SAFETY/OTHER CONCERNS

WHAT IF I AM SICK?

If you are not feeling well, contact your supervisor and/or District Manager and stay home from work. The CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath or fever) upon arrival to work or become sick during the work day be separated from other employees, sent home and advised to be tested immediately.

Do not report back to work until you have been entirely fever and symptom free and without medication for 24-hours, or cleared for duty by a medical provider. All responses, medical records and information will be kept confidential.

WHAT IF I AM DIAGNOSED WITH COVID-19?

If you are diagnosed with COVID-19, immediately inform your line manager and District Manager, or Project Manager for RSS employees. You will be asked to remain in quarantine for 14 days, and will need to provide clearance by a medical provider before returning to work.

WHAT IF I HAVE BEEN EXPOSED TO SOMEONE WITH COVID-19?

If you have come into contact with someone who has COVID-19, immediately inform your line manager and District Manager, or Project Manager for RSS employees. You will be asked to stay home for a 14 day quarantine period. If you are symptom free after 14 days, you will not be required to provide a note from a medical care provider before returning to work.

WILL I BE PAID IF I AM NOT ALLOWED TO WORK?

Any non productive time and pay is being evaluated for those quarantined. Due to variances in state laws and regulations, please reach out to your local HR leader to discuss your specific situation.

WILL MY HEALTH DOCUMENTATION AND INFORMATION BE KEPT PRIVATE?

G4S follows all laws that address the privacy of employee health records.

HOW DO I REPORT AN UNSAFE WORKING CONDITION?

G4S takes the health and safety of its employees seriously. Report any unsafe working conditions to your supervisor, branch office or Health and Safety team: safety@usa.g4s.com.

I FEEL LIKE I AM BEING MISTREATED BECAUSE MY FAMILY IS FROM ONE OF THE CDC IDENTIFIED COUNTRIES OF RISK. WHAT SHOULD I DO?

G4S believes in our values and in treating all employees with dignity and respect. If you feel you are being mistreated or discriminated against, please report the behavior to your supervisor or to your branch management. You may also use our employee concerns hotline for confidential reporting:

G4S Regulated Security Solutions: (866) 464-0225

G4S Secure Solutions (USA): (800) 307-9005

MY CHILD'S SCHOOL HAS CLOSED TEMPORARILY AND I DON'T HAVE CHILDCARE. WHAT ARE MY OPTIONS?

Please discuss this concern with your supervisor or local branch office. Our schedulers will do the best they can to work with you regarding your schedule. Personal leave may also be available if necessary.

MORE INFORMATION

WHERE CAN I FIND INFORMATION ABOUT COVID-19?

The [U.S. Centers for Disease Control and Prevention](https://www.cdc.gov/) (CDC) is the best government resource for updates regarding the virus in the United States. The [World Health Organization](https://www.who.int/) (WHO) is also an excellent resource for a more global perspective.

UPDATE YOUR EMPLOYEE PROFILE

We will periodically send updates regarding the virus via text message. Please make sure your mobile phone number is up to date with G4S. Check with your District Manager or their branch office to make sure your current mobile phone number is on file.

WHAT IF I HAVE A QUESTION THAT ISN'T ANSWERED HERE?

If you have a question that isn't answered here, please email it to: covid19-americas@g4s.com.