



Five Minute Meeting:



Date: March 26, 2020
(updated June 2022)

Topic:
COVID19-Related
Personal Protective
Equipment

Audience:
Customer-Facing
Leaders and Employees

The key thing you need to know

PG&E wants to emphasize the importance of customer-facing employees wearing proper PPE and following specific practices to prevent contracting and spreading COVID-19. **If an employee feels they're not prepared to protect themselves against COVID-19 on the job, they should stop work immediately and discuss their needs with their supervisor.**

Why it matters to you

Nothing is more important than the health and safety of our employees. Minimizing exposure is key protecting our workforce and avoiding disruption to business operations and the delivery of essential services to our customers.

Key discussion points

Customer-facing employees

- PG&E has defined customer facing employees as those who are required to perform work in environments such as hospitals, morgues, senior centers, and homes with individuals that have symptoms of COVID-19. Job classifications include, but are not limited to, Gas Service Representatives, Electric Meter Technicians and Public Safety Specialists. Important: If your work assignment(s) requires you to work in the environments described above, please ask your supervisor to provide the appropriate PPE, such as disposable respirators and nitrile gloves.

Customer-facing employee PPE

- **Disposable nitrile gloves** should be worn in the customer-facing work environments described above. For maximum protection, employees should put the gloves on before entering a customer's residence or building and place them in a garbage receptacle after leaving. When removing gloves, pull the glove over the hand so the inside is facing outward to prevent touching the glove's exterior with work gloves. Be sure to wash your hands after removing nitrile gloves. If hand washing is not feasible, then use hand sanitizer and wash your hands as soon as possible.
- Using an **N95 or KN95 respirator** is discretionary and dependent on the situation. Customer-facing employees should wear a disposable respirator when entering facilities such as those described above. Employees electing to wear a disposable respirator will receive training regarding the use and fit requirements (in accordance with Cal-OSHA 5141 section D). Masks with exhalation valves or vents should not be worn.
- **Surgical masks** and **approved face coverings** are also available for those who prefer to wear them. They are not as effective as a disposable respirator.



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- There is very little risk associated with the transmission of the virus through **clothing and shoes**. Out of an abundance of caution, employees are encouraged to wash their PPE daily.

Ordering proper COVID-related PPE

- Employees should request PPE through their supervisor, who should evaluate individual needs and authorize equipment orders through Ariba or directly through the MROIS catalog. If an on-line catalog request cannot be fulfilled, supplies can be ordered directly from the Materials and Transportation Coordination Center (MTCC) via email: MTCCRequests@pge.com or phone: 510-659-2666. Note: Authorized ordering personnel are encouraged to continue to check the on-line catalogs frequently as stock on hand changes daily.

Interacting with customers in the field

- Use these talking points to help protect your safety in customer-facing work:
 1. Politely ask the customer to maintain the recommended social distancing of six feet and thank them in advance for their cooperation and consideration for your wellbeing and theirs.
 2. Inform them that you will not be shaking hands in accordance with recommendations from the Centers for Disease Control and local county officials.
 3. Let them know that you remain committed to addressing their service needs and ask if there is anyone sick in the household. If so, request that they remain in a room other than where you will be working and that all persons in the household maintain a six feet distance from you, in accordance with the recommendation of public health officials.
- If the customer needs to use your cell phone, hold your phone in your hand and place it on speaker phone.
- If conditions at a home or business appear to be unsafe, per current company policy, you may leave the customer's home and contact your supervisor for further direction.

Interacting with other employees or contractors in the field

- Practice social distancing—ideally six feet apart. If this is not possible, consider wearing an approved face covering or disposable respirator.
- Avoid shaking hands or hugging employees. Instead, practice the new elbow bump, foot bump or air bumps.



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Make personal hygiene a top priority

- Washing hands with soap and water for at least 20 seconds remains the best protection against the spread of germs, regardless of vaccination status. Hands should be washed frequently, especially before and after visiting a customer's home or business and after using equipment or tools. Liquid soap and water containers will be provided to employees to keep in their assigned vehicle.
- Avoid touching the eyes, nose and mouth to prevent the spread of the virus from the hands to these areas of the body.
- Cover the mouth and nose with a bent elbow or a tissue when sneezing or coughing. Dispose of the used tissue promptly.
- Wipe down high-touch surfaces frequently and disinfect any shared equipment before and after use.

Contacts

- Employees should discuss PPE needs with their supervisor before ordering equipment. PPE questions should be emailed to COVID19PPE@pge.com.
- Supervisor should evaluate and approve PPE orders administered by their designated personnel.
- When questions arise, supervisors should request employee PPE evaluations by emailing COVID19PPE@pge.com. This staffed mailbox will respond quickly to ensure rapid PPE evaluation and delivery, as appropriate.
- Ordering questions should be directed to the MTCC at 510-659-2666 or MTCCrequests@pge.com.