



## Focus on Our Primary Mission Amid the COVID-19 Pandemic

With the continued spread of the now pandemic COVID-19 (the Novel Coronavirus), we know there are worries and concerns. As a national provider of air, ground and managed medical transportation, and community, industrial/specialty and wildland fire services, we are responding to this healthcare emergency in thousands of communities across the country. To ensure we have the latest information, we are in regular communication with the CDC, state and local health departments, other healthcare providers and health systems.

At no other time will our resolve to fulfill our mission of providing care to the world at a moment's notice be more relevant and tested. And most importantly we want to ensure that we are keeping each of you safe.

GMR has extensive preparedness plans to respond to these types of emergencies. Forty-four days ago, we activated our National Command Center in Dallas to oversee emergency operations across the company. Like we always do, we have been responding across the country. We currently have strike teams and an incident command team to help the state and other EMS providers in California, and several operations across the country are responding to local, state and federal entities. To ensure consistency and coordination, the Office of Emergency Management, Clinical Leadership, Functional teams and Operations leaders conduct a daily review of staff levels, safety guidelines, resources and supply chain to ensure we can cover the need to respond to the outbreak. This also helps us determine where GMR may need to deploy resources and supplies to support daily operations in the communities we serve. In some cases, we have sent in leaders to supplement operations that are feeling the additional strain due to outbreaks.

As we are working at a sustained high cadence, our most important focus as a company is to keep our front-line caregivers, patients and support personnel safe. This is a unique balance that all healthcare providers face and all of us are in this together. We have developed guidelines that are specific to this virus and are updating them as the evidence evolves and practice recommendations change. We established and communicated [GMR COVID-19 Guidelines for Preparation and Response](#) as the single source document to communicate that information. We make regular updates to these guidelines, so if you have printed them, please print a new copy or check the site for the latest version. At all times, you can find the current [Guidelines here](#). These have clinical protocols in addition to functional processes for all employees.

We ask for your help understanding that we must be adaptive as this disease is evolving and we are learning about it every day. While navigating this uncharted territory, we may make plans today that could change tomorrow. We will also need to customize our plans for the variety of operations, facilities and support functions. What's critically important is that we communicate and implement those changes in an effective way.

**Today, we are focused on the following:**

- **In-Person Meetings.** All GMR large in-person meetings and gatherings (10 people or more) that require attendees to travel over the next 30 days should be rescheduled, cancelled or determined if they can be held virtually. Any exceptions need to be approved by Randy or Ted. We are also constantly evaluating whether we postpone or cancel large meetings that are planned after that time period.
- **Business Travel.** We understand business travel is sometimes necessary for critical business purposes and we ask that you reach out to customers and partners to see if you can replace with telephone calls and other technology if that works for all parties involved. We do think we should all be prepared to eliminate travel altogether if public health or further restrictions are implemented.
- **In-Office/Facility Safety Protocols.** Locations that have the ability to space out employees' desks differently for a period of time will do so. Facilities will also be increasing cleaning services and communications protocols related to the pandemic. Everyone should immediately implement social distancing, respiratory etiquette and strict hand hygiene protocols:
  - Avoid large gatherings of people
  - Try to stay at least six feet away from others if possible
  - Stay home if you are sick
  - Cough or sneeze into a tissue and dispose of properly
  - Don't touch your eyes, nose or mouth
  - Wash your hands often with soap and water or use an alcohol-based hand sanitizer (60% alcohol or greater)
  - Avoid shaking hands as a greeting
- **School Closings and Childcare.** Given the number of school closings announced over night and today, we recognize the effects on families who have childcare issues. We know this is causing added stress. We are *immediately* looking into all aspects of this and hope to have some solutions very soon. In the meantime, we also ask that you start to develop a childcare plan in case your children's schools close.
- **Teleworking.** Given the rapidly changing environment and in an effort to reduce exposure, GMR functional leaders are evaluating the necessity to transition specific functions to a temporary telework environment. We are evaluating based on a number of factors, including function, capability to telework, specific locations and number of people in each location. Once these decisions are made, there will be specific processes, requirements, time frames and guidelines for functions or locations determined to temporarily telework. No final determinations have been made. It is critical that all departments still function so that GMR can continue to operate and support the caregiving missions during this pandemic.
- **Nurse Navigation Line (NNL).** For all our employees, we have staffed a 24/7 Nurse Navigation Line with supporting Physician consultation if necessary. They will answer questions you have about symptoms you might experience and what steps to take. The NNL also fields calls from caregivers before, during and after transports of potential COVID-19 patients. The use of the NNL for this pandemic has increased so we are bringing in additional nurses from across the company to supplement this critical support line. The phone number is 855.361.1996.

- **Taking Care of Each Other.** We have embedded a GMR Wellbeing team from GMR Life in Dallas with the local NNL to oversee how this COVID-19 outbreak is affecting our team members. For prolonged events such as this one, we know that the pandemic can wear on caregivers and functional support teams, and we want to focus on all aspects of wellbeing – physical, mental and emotional.
- **Personal Travel.** Employees who are returning from overseas trips are asked to contact the Nurse Navigation Line to document the locations and time period of travel and identify any potential exposure risk. We are advising our teams to carefully consider personal travel decisions and consult the CDC materials located here: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

For all GMR team members, we regularly update the website where we share all information related to COVID-19: [globalmedicalresponse.com/coronavirus](http://globalmedicalresponse.com/coronavirus).

We take our mission of providing care to the world at a moment's notice seriously. We're here for you, our patients and our communities.

On behalf of all of us in GMR, thank you for what you're doing for the communities you serve.

Sincerely,



Randy Owen  
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Ted Van Horne  
Chief Operating Officer, GMR



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