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## **JGW Group's Statement on COVID-19**

At JGW Group, we believe the health and well-being of our customers, clients and team is paramount. Because of the uncertainty surrounding the coronavirus COVID-19, we want to take a moment and update our clients and team members who process and handle mail regarding the way this outbreak impacts mail operations, and the procedures you use to safeguard your personnel and facility.

First, currently there is little or no indication by the Center for Disease Control (CDC) or World Health Organization (WHO) that mail or packages moving through the existing mail stream and other long-range delivery services such as FedEx or UPS are in danger of transmitting the virus to recipients or handlers. While some studies indicate such risk are possible, as of now, because the CDC indicates that the virus has a low probability of surviving on the surface of packages or letters shipped through traditional means, the risk to handlers who follow existing personal protective handling protocols is low. As we state in all of our mail center training however, mail, regardless of the circumstance, is dirty and the use of proper personal protective equipment (PPE) is encouraged at all times. To this point, we would like to reiterate the following information to our clients and anyone handling incoming mail or packages.

- 1: Continue to follow personal safety protocols including the use of eye protection, gloves and, if available, N-95 mask. While the mask and eye protection are optional, gloves are not. Using these simple personal protective tools during handling, sorting, and distribution is the best way to prevent contamination and is highly recommended.
- 2: Follow proper donning and doffing protocols. If you are not sure how to safely put on, take off, and dispose of protective equipment contact JGW for more information.
- 3: Thoroughly wash your hands with soap and warm water prior to donning gloves and immediately following their removal. Hand sanitizers are fine for quick cleaning, but do not replace the need to thoroughly wash your hands with soap and water.
- 4: Don't reuse or share protective equipment. Don't place mask or eye protection on the same surface that is being used to process mail.
- 5: Avoid touching your face, mouth, eyes or nose. Because we do this unconsciously, this is the primary reason we recommend the use of N-95 mask and eye protection.
- 6: Keep your work area clean. At the start and stop of each handling cycle, take a moment and sanitize work surfaces. Spray any surface that may be exposed to incoming mail with a disinfectant solution and wipe dry. Repeat this process throughout the day and when processing is complete.



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7: If you are not feeling well, or you are concerned that someone you come in direct contact with is sick, tell your supervisor and follow your organization's recommendations.

Remember, as we say in every class, the most effective tool for staying safe is between your ears. Follow protocols, stay informed, and be vigilant.

If you have any questions or need assistance in developing your mail handling protocols, please contact JGW Group at [Training@jgwgroup.com](mailto:Training@jgwgroup.com).