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March 13, 2020

Dear TDS Family,

The safety of our employees, their families, our neighbors, our customers and our community at large are the highest priority for our company. Because of that, we want to keep you updated on what we're doing as a company to mitigate the risk of [the coronavirus COVID-19](#). As of now, health officials have [deemed the immediate health risk from COVID-19 as a low risk](#). However, we are taking health measures out of an abundance of caution. Unless otherwise instructed by federal, state and local public health officials, our teams will continue to work as usual at all our business units.

Because this viral disease is [transmitted from person-to-person](#), our facilities team will focus on proactive measures to promote a healthy workplace. As additional information becomes available, we will evaluate and take appropriate actions. We are posting educational signage throughout our facilities. Please watch the monitors in our facilities for any updates.

Please help us responsibly prevent COVID-19 from spreading by following the methods listed below, suggested by the CDC:

- Clean your hands often (either by washing your hands with soap and water for 20 seconds or sanitizing with hand-sanitizer)
- Avoid touching your face, especially your nose, mouth or eyes
- Avoid close contact with those who are sick, especially those with COVID-19 symptoms
- Cover your mouth and nose when you cough or sneeze
- Throw used tissues in the trash
- [Clean and disinfect](#) frequently touched surfaces often
- Responsibly avoid exposing yourselves and others to anyone infected by the coronavirus COVID-19 and immediately inform your manager and our HR department if you or those you have been in close contact with have been diagnosed as positive for infection by this virus

The following Disaster Declarations have been issued by the City of Austin and Travis County on March 6, 2020. Please take time to review the information provided by both the City and County.

- [http://www.austintexas.gov/sites/default/files/files/COVID-19%20Declaration\(2\).pdf](http://www.austintexas.gov/sites/default/files/files/COVID-19%20Declaration(2).pdf)
- <https://www.traviscountytx.gov/images/docs/disaster-declaration-03-06-2020.pdf>

Thank you for committing to team safety and thank you for serving our community when they need our services the most.

Bobby, Jimmy, and Tom