



## LTI COVID-19 Mitigation and Customer/Visitor/Contractor Policies and Instructions - [December 15, 2020](#)

Dear Valued Customer/Vendor/Contractor,

All of us at Laboratory Testing Inc. (LTI) deeply value our customers, vendors and all those that do business with us. LTI works diligently to protect our customer and other relationships to ensure we meet testing and compliance requirements for critical essential infrastructure and other vital industries. The safety and well-being of LTI employees and their families are also of the utmost concern, leading us to provide resources and ensure practices that enable us to provide accurate and on-time testing and other services. As such, the impacts of the COVID-19 (“coronavirus”) pandemic presents a unique challenge to which we must dynamically respond in order to protect our employees and continue to satisfy our customers.

### Risk Mitigation and Precautionary Measures to Ensure Safety and Operational Continuity

In accordance with government and health agency orders and guidance to limit the potential impact of COVID-19 and other communicable illnesses on employees, company operations and the valued customers we serve, LTI has applied many risk mitigation and precautionary measures to assure safety and well-being and also to ensure ongoing conformance and effective business/operational continuity. These measures include, but are not limited to:

- Documented internal Emergency Response and other procedures are in effect and updated as needed to align with the latest health agency guidance and orders applicable to Pennsylvania essential businesses.
- Encouraging LTI employees to practice, as a minimum, the same hygiene habits at work and at home that protect against the spread of the flu in order to protect against exposure to coronavirus, and to stay at home when sick and seek appropriate medical care and be released before coming back to work.
- Providing guidance and resources to our employees, along with enforcement of specific procedures and requirements, to maintain a safe and healthy work environment. Enhanced and more frequent cleaning and sanitizing, social-distancing and other safety protocols are also in effect.
- If any employee/visitor, or member of their household, is experiencing or has experienced any “flu-like” symptoms, tested positive for COVID-19, traveled outside of Pennsylvania, or participated in group gatherings as described on the current disclosure or screening forms and/or PA Dept. of Health orders, the employee/visitor is instructed and required to remain away from LTI facilities unless meeting authorized exceptions or current release to work requirements (symptom, testing and/or time-based).
- All business travel is suspended unless approved by company President.
- Upgraded network servers and internet, and enhanced cybersecurity to ensure network capacity, bandwidth and security required for effective remote work.
- A significant portion of administrative, managerial and support staff are working remotely.
- Sound financial management, accounting and monitoring to protect assets, capital, revenue and control expenditures to ensure continuity of all critical operations, high-performance and customer satisfaction.
- Risk assessment/mitigation of quality system program requirements and conformance activities.

### Customers / Visits / Audits / Deliveries / Contractors Policies

**As a LIFE-SUSTAINING ESSENTIAL BUSINESS, LTI continues with all critical operations! *However***, in order to comply with the latest public health guidance and official orders for COVID-19, we kindly advise that non-essential visits are not permitted nor practical at this time. Virtual/Remote audits or meetings, video-conferencing, etc. are instead required when not restricted by regulatory bodies, and LTI is glad to arrange for assist with these alternatives.



*(Customers / Visits / Audits / Deliveries / Contractors Policies - continued)*

If an onsite in-person visit must occur, all visitors must comply with the requirements described on the latest “**LTI COVID-19 Visitor Disclosure and Screening**” form ([link here](#)) and must email or bring a completed/signed form as confirmation in order to arrange a visit or enter the facilities. All visitors are also subject to a temperature check at time of entry (must be <100.4°F) in accordance with current PA Dept. of Health orders.

Onsite visits, even if essential, are not permitted if a person has/is experiencing or exposed to any unexplained or flu-like symptoms, or other similar acute respiratory illness, now or anytime in the past 3 days, tested positive for COVID-19, had close contact with another person who has probable or confirmed COVID-19, or traveled anywhere outside of Pennsylvania for 24 hours or more, or participated in a gathering larger than those permitted by Pennsylvania, unless meeting the qualified exceptions as noted on the latest “LTI COVID-19 Visitor Disclosure and Screening” form, which are in alignment with PA Department of Health and/or CDC orders or guidelines.

**Prospective visitors to LTI are asked to make an appointment and pre-schedule their visit. Please refer to the LTI website and the “LTI COVID-19 Visitor Disclosure and Screening” form for the latest requirements.** Approved face coverings/masks are required, as a minimum, for anyone, including visitors, who will enter LTI facilities or interact with LTI employees. We reserve the right to deny entry to LTI facilities for COVID-19-related safety concerns.

Until further notice, delivery drivers to LTI will not be granted access to the *inside* of our facilities, except for the express purpose of tractor-trailer load handling. External portable toilet facilities are available. Deliveries from LTI with LTI personnel are also affected. Details have been communicated to affected customers. All contractors shall coordinate directly with LTI’s Facilities Manager.

***IMPORTANT: Please immediately notify LTI if any of your employee(s) or your organization has experienced a COVID-19/coronavirus infection or exposure. This is so that LTI can take necessary internal safety precautions to protect our employees and prevent continued spread. Please share the information with appropriate confidentiality to maintain privacy. LTI shall also communicate the same with any customers, vendors and other stakeholders with whom we physically interact or with whom materials or parts are shipped or received. For confidential reporting of COVID-19 exposure at/by your organization, please notify LTI at (215) 716-7140 and [SRuszczuk@labtesting.com](mailto:SRuszczuk@labtesting.com), and/or (215) 716-3824 and [JFaia@labtesting.com](mailto:JFaia@labtesting.com).***

**Appreciation and Contact Information**

We appreciate your support of the aforementioned requirements and precautions and timely two-way safety-related communications as our collective responsibility to ensure everyone’s safety and well-being. Please e-mail any questions to Jonathan Faia, Director of Quality, at [JFaia@labtesting.com](mailto:JFaia@labtesting.com) or Mike Hiller, Director of Sales, at [Mhiller@labtesting.com](mailto:Mhiller@labtesting.com).

Please be safe, vigilant, and proactive as we all guard against and work together through the ongoing COVID-19 pandemic. We thank you for your continued confidence and trust in LTI.

Sincerely,  
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<https://www.labtesting.com/>  
(800) 219-9095