

VISITOR GUIDANCE: VENDORS & SERVICE PERSONNEL



American Water has an established coronavirus (COVID-19) preparedness plan so that we are able to continue to provide reliable service to our customers and protect employees' safety.

To better protect our employees' safety, vendors and service personnel providing services at American Water facilities should be limited to essential services only, such as janitorial, food services, emergency or critical maintenance, and security. *Please use the attached signage where appropriate in your facility in support of the following guidance.*

Process for Verifying Fitness to Work Prior to Entry

Business units should implement a process to verify that, prior to entering an American Water facility, vendors, and service personnel:

- Have not been and are not living with someone diagnosed with or presumed to have COVID-19 within the past fourteen (14) days prior to the date of requested entry.
- Are not currently ill or experiencing flu-like symptoms and are not living with someone currently ill or experiencing flu-like symptoms.
- Have not been and are not living with someone self-quarantined or self-monitoring for COVID-19 within the past fourteen (14) days prior to the date of requested entry.
- Have not recovered from a COVID-19 illness within the last 72 hours prior to the date of requested entry and are not living with someone who has recovered from a COVID-19 illness within the last 72 hours prior to the date of requested entry. Recovery is defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms.
- If unvaccinated, have not returned from international travel within the last 10 days prior to the date of requested entry.
- Have completed a temperature check and are not experiencing a fever (greater than 100.4 F).
- **Vendors and visitors acknowledge they understand that regardless of vaccination status, face coverings must be worn indoors.** In conference rooms and during group meetings masks can be removed while seated, provided six feet of social distancing can occur.

All visitors to an American Water facility, including vendors and service personnel, must be screened prior to entry. Those who cannot answer satisfactorily are not permitted to enter American Water facilities. See more details below regarding vendor and visitor COVID-19 safety protocols.

Social Distancing, Hygiene, and Face Covering

All visitors, vendors, and contractors, regardless of vaccination status must wear a face covering while inside any American Water facility. While at this time American Water will not require proof of visitor, vendor, or contractor vaccination, it is expected that your company have a process in place to manage COVID-19 safety protocols related to vaccination and masking for the safety of your employees, and that your employees abide by American Water's guidance while on-site at any of our company's facilities.

[Click here for current safety protocols.](#) Sanitizing practices will be maintained at all American Water facilities.

Vendors and service personnel are generally prohibited from entering plant control rooms and locker rooms. If service personnel must perform work in one of these areas, a special pre-job safety briefing must be performed, and the area must be cleaned and disinfected before and after work.

All equipment in the immediate (6 feet or less) vicinity of where work has been performed that may be touched by American Water employees (keypads, vending machines, etc.) should be cleaned and disinfected immediately after the vendor or service personnel leaves the facility.

Illness Reporting

All vendors and service personnel are required to inform their local American Water contact as soon as possible if they test or are

presumed positive for COVID-19 and have worked in an American Water facility, on an American Water project, or had contact with any other vendor or service personnel that has worked in an American Water facility or on an American Water project, providing all pertinent information so that American Water may assess the risk to its employees and facilities. We also ask that you follow CDC guidance for contacting tracing and quarantine.



YOUR HEALTH AND SAFETY ARE OUR TOP PRIORITY.

American Water has an established coronavirus (COVID-19) preparedness plan so that, to the best of our ability, we are able to continue to provide safe and reliable service to our customers, continue to deliver water that meets all federal and state drinking water standards, and protect our employees' safety.

Because we provide a critical service to our customers, American Water has established a visitor protocol.

Vaccinated individuals are no longer required to wear face coverings at our facilities. All visitors are still required to complete a health screening and be free of flu-like symptoms before entering our facility.

You may also call 1-866-777-8426 for any questions or concerns. We thank you for your cooperation.