



Fueling Conversations



April 21, 2020

For the foreseeable future, each week, Fueling Conversations – a message from Dave Bauer, President and CEO of National Fuel – will be delivered to your inbox. If you have recommendations on topics, questions, or comments, please email corpcomm@natfuel.com.

Yesterday, we received news of our first two positive employee diagnoses of COVID-19 at National Fuel. They did not have employee or customer contact in more than 14 days, and both are isolated at home and in good condition. According to medical guidance, there is a 14-day incubation period for the novel coronavirus. Since both employees had been out of the office for longer than that, the experts would say there is no risk to our workplace. Nevertheless, remedial actions have been followed as recommended by this guidance and workplace safety best practices. Our thoughts are with our colleagues at this time.

Be assured that we are committed to protecting the health and safety of our employees and customers. I believe the pre-emptive steps we took early on in March have minimized the impact on our employees but we need to stay vigilant. Here are some health and safety reminders:

- Practice social distancing and maintain 6 feet of separation from others. Notify a supervisor if a task cannot be performed while maintaining social distancing guidelines.
- Follow all personal protective equipment (PPE) requirements that have been established for the task you are performing.
- Notify your supervisor and stay home if you are sick. Do not attempt to come to the workplace with a temperature of more than 100 degrees. Be fever-free for at least 72 hours and contact your supervisor before you return to work.
- If you become sick while working or experience symptoms involving fever, cough and/or shortness of breath, maintain at least 6 feet of separation from others and immediately contact your supervisor. When you contact your medical provider, please notify them that you are an essential services employee.
- Please call the HR Hotline at 716-857-7099 as soon as you are directed to obtain a test.
- If someone in your household has tested positive for COVID-19, keep the entire household at home. Do not report to work. Contact your supervisor and Human Resources.

Govs. Tom Wolf in Pennsylvania and Andrew Cuomo in New York both issued new orders last week on face coverings. Consequently, we have secured a supply of surgical-type masks for your use while working (if you are not doing so from home). Utility employees who enter customers' homes received separate guidance regarding safety procedures and the use of PPE, including goggles, Tyvek suits, booties, nitrile gloves, and N95 respirator



Fueling Conversations

masks.

Last week, I spoke about spreading kindness, demonstrating unity, and showing gratitude for essential workers and their families during this time, including our utility colleagues serving on the frontline.

In mid-March, our Utility call centers split into two teams – Team Orange and Team Blue at 1100 State St. and Team Red and Team Blue at the Main Office – working one week on and one week off. Each week, teams leave positive messages for their colleagues.



Ken Lawton, Senior Technical Energy Consultant in the Energy Services department, and his family have been making cloth masks in their spare time.

“I’ve been working alongside a group of five seamstresses, tailors, and clothiers,” said Ken. “My children – Jillian, Ellie, Jake, Addie, and Luke – have been sewing cotton masks for first responders and healthcare workers. To date, they’ve produced over 30 masks.”

This talented team has donated masks across Western New York. This is just one example of how our Faces of Fuel strive to better the communities in which they live and work.

On that note, reusable masks are needed throughout our local communities. Numerous organizations are currently accepting homemade cloth face masks for their employees and volunteers. If you’re interested in giving back from the safety of your home, please contact Christa Durshordwe at durshordwec@natfuel.com in New York and Amanda Nelson at nelsona@natfuel.com in Pennsylvania for additional information.

Although we’re isolated, we are not alone. We’re in this together, and I know we will come out on the other side as more compassionate and thoughtful humans as well as a better company for it. Thank you for your continued dedication and hard work.