



# PATHWAY FORENSICS

Subsidiary of Briggs & Veselka Co.

## COVID-19 RESPONSE PLAN

The safety of our employees is our top priority. We are adopting CDC recommended procedures to help maintain employee safety while accommodating our clients' needs.

As of March 18, 2020, our office in The Woodlands is still open. Our Austin office is closed until further notice.

## EVIDENCE RETRIEVAL

- › **Prefer to have clients mail/courier evidence to our office in The Woodlands.**
  - › All Houston- and Austin-based evidence should be sent to The Woodlands location.
  - › Clients should wipe down all devices with a disinfectant/sanitizer before packaging for mail/courier.
- › **No preference or requirement for mail/courier service provider.**
  - › Any safety/handling requirements while in transit is incumbent upon the mail/courier service provider and is out of Pathway's control.
- › **If client is unable to mail/courier evidence, prefers to have someone from Pathway pick up evidence, or wants to drop off evidence to Pathway, we can accommodate:**
  - › Clients should wipe down all devices with a disinfectant/sanitizer before packaging for Pathway employee pickup/drop-off.
- › **Pickup from Client Sites – Houston and Austin:** Pathway has designated one Houston employee and one Austin employee as the evidence pickup person for all client sites in each city.
  - We will adhere to each client's specific on-site requirements during pickup. Client must share their location's safety requirements with their Pathway case manager prior to our employee arriving at the client's location.
- › **Drop-Off at Pathway Office – Houston:** Pathway will have one Houston area employee available at The Woodlands office to receive hand-delivered evidence (as long as the office building remains open/operational).
- › **Drop-Off at Pathway Office – Austin:** The Austin office is closed until further notice, therefore no evidence can be dropped off at the Austin location. Please mail evidence to The Woodlands location or coordinate evidence pickup with your case manager.

## EVIDENCE UNPACKAGING

- › **Once evidence is received, Pathway employee(s) will wipe down all devices with company-provided disinfectant/sanitizing wipes.**
- › **Evidence will be imaged as usual.**
- › **Evidence that requires storage will be kept in our labs that will be frequently cleaned per CDC recommendations.**
- › **Devices will be disinfected/sanitized after each handling and prior to storing.**

## EVIDENCE RETURN

- › All devices will be wiped down with company-provided disinfectant/sanitizing wipes before packaging for mail/courier to be returned to client.
  - › We will mail/courier evidence back to client, and we can send to any location (either the client office or another address, depending on client preference).
- › If client requires to have someone from Pathway drop off evidence or a client needs to pick up evidence from Pathway office, we can accommodate:
  - › We will wipe down devices with company-provided disinfectant/sanitizing wipes prior to packaging for return.
  - › **Drop-Off at Client Sites – Houston and Austin:** Pathway has designated one Houston employee and one Austin employee as the evidence drop-off person for all client sites in each city.
    - We will adhere to each client's specific on-site requirements during drop-off. Client must share their location's safety requirements with their Pathway case manager prior to our employee arriving at the client's location.
- › **Pickup from Pathway Office – Houston:** Pathway's receptionist in The Woodlands office is available to hand off evidence to a client recipient (as long as the office building remains open/operational).
  - › Clients picking up processed evidence at Pathway's Houston office must do so with our receptionist Monday through Friday between 8 a.m. and 4 p.m., per our revised office hours.
- › **Pickup from Pathway Office – Austin:** Pathway's Austin office is closed until further notice. Therefore all Austin-based evidence will be returned via mail/courier service or delivered to the client's office or other location based on client preference.