MAU WORKFORCE SOLUTIONS SM

PANDEMIC Work Adaptations

Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19

A NOTE TO ALL READERS

The information contained in the MAU Pandemic Work Adaptations Playbook represents our current practices and recommendations for our office locations and onsite manufacturing operations, during this time of the unprecedented COVID-19 pandemic. The health and safety of our employees is our number one priority, and our hope in sharing this information is that it may be of assistance to others. This playbook and additional information can also be found on the MAU COVID-19 Support website.

LEGAL DISCLAIMER

Please be advised that some or all of the information contained in this document may not be applicable to other businesses or places of work. We strongly recommend that before implementing any of the ideas contained herein you carefully evaluate, and consult with outside legal counsel as appropriate, the legality, applicability and potential efficacy of this information in your place of business. Please also note that this is a “living” document that may be updated at any time by MAU given the fluidity of this situation. MAU bears no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the practices or procedures contained in the MAU Pandemic Work Adaptations Playbook.

MAU

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Developed by
MAU Workforce Solutions

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INTRODUCTION

This document contains a series of recommended best practices, dealing with various Public Health, Safety, and Environmental-focused measures, to inform and aid employers when opening the business during the COVID-19 Pandemic.

Employers should adopt infection control strategies based on a thorough hazard assessment, using appropriate combinations of engineering and administrative controls, safe work practices, and personal protective equipment (PPE) to prevent worker exposure.

INFECTION
-CONTROL GUIDANCE
& PPE GUIDELINES

PREVENTION

Avoid close contact with people who are sick.

Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

Avoid touching your eyes, nose, ans mouth.

Clean and disinfect frequently touched objects and surfaces.

Stay home when you are sick, except to get medical care.

Wash your hands often with soap and water for at least 20 seconds.

Recommended Prevention Practices

- Refrain from touching face, mouth, nose, and eyes.
- Wash your hands frequently for 20 seconds with soap and water. Use hand sanitizer with at least 60% alcohol if soap and water are not available.
- When coughing or sneezing, cover your mouth and nose with a tissue or with the inside of your elbow. Throw used tissues in the trash and immediately wash hands or use hand sanitizer as previously prescribed.
- Clean AND disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water before disinfection. To disinfect, use products that meet EPA's criteria for use against COVID 19.
- Assess your essential functions and the reliance that others and the community have on your services or products.
- Be prepared to change your business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize existing customers, or temporarily suspend some of your operations if needed).
- Talk with companies that provide your business with contract or temporary employees about the importance of sick employees staying home and encourage them to develop non-punitive leave policies.

PPE Guidelines

- The CDC recommends that people should wear face coverings that cover nose and mouth when in public settings or worksites. These masks do not need to be N95 quality and can be made from fabric or other material.
- Gloves are not required for most as contamination is more likely unless gloves are changed frequently and in-between each task.

STRATEGY

Social distancing means maintaining physical distance (approximately 6 feet) from others when possible.

Strategies that business could use include the following.

Implementing flexible worksites

1. Have employees telework when possible.

2. Stagger shifts to limit the number of employees at the worksite at the same time.

Increasing physical space between employees at the worksite

1. Avoid all physical contact when possible, including handshaking.

2. When feasible, establish separate entrances and exits into the building.

3. Spread out workspaces between individuals (cubicles or physical distance).

4. Stagger lunch and other breaks.

5. Implement bringing lunch policy to limit coming and going.

6. Limit the number of employees in break rooms or cafeteria when applicable.

Increasing physical space between employees and customers

1. Use drive-through services when possible.

2. Set up partitions made of Plexiglas or other cleanable material.

3. Establish delivery or curbside pickup when the drive-through is impossible.

4. Establish visible markers of 6 ft distance on the floor in check- out lane if customers are required to enter a building.

5. Limit the number of customers in a building by counting the number entering and exiting. Setup line systems outside of the building to handle any numbers exceeding the limit.

6. Disinfect carts or baskets before each customer uses them.

7. Refrain from using sign-in sheets where community pens are used, if not possible, create a clean and dirty pen container.

8. Limit the number of guests per family (example: Costco has limited 2 guests per cart/id card).

9. Establish directional plans for establishments with aisles (example: Publix has one-way aisles).

WASH YOUR HANDS

Implementing flexible meeting options

1. Use online videoconferencing services when possible, like Zoom, GoToMeeting, Facetime, or others.

2. Share documents via email or other web-based platforms.

Delivering services remotely

1. Use digital services to reach and solve customer issues when applicable (for example, screen share, webservices, pay bills online).

Pre-Screening of People prior to Entering Work

1. Establish a team to screen employees daily.

2. Establish and use the same screening location.

3. Set up a Daily Temporal Scan of the temperature of all employees that access to the workspace:
   a. Anyone with a temperature < 99.5º f must be sent home.
   b. Daily questions to ask, and if any of these questions are answered in the affirmative, then send the employee home.
      - Do you have respiratory symptoms such as cough or sore throat?
      - Have you been in close contact with anyone with COVID-19?
      - Have you been in close contact with anyone with a fever, cough, or sore throat?
      - Have you recently traveled outside of the country?

Addressing employees with a failed screening

1. Adjust Attendance/Sick leave.

2. Prepare documentation to give to the employee and place in the employee's file with your company's procedure while at home.

3. Suggestions include quarantine procedures, duration of required homestay, a time table for "fever-free employee" before returning to work.
   a. Examples: Employee must be fever free for 3 consecutive days before returning to work.
   b. If in contact with someone with COVID-19 employee must quarantine at home for 14 days before returning to work.

KEEP A SAFE DISTANCE

Addressing Worker Availability Challenges

1. Anticipate higher absenteeism.

2. Consider paying premium rates for folks that are unable to come to work because of quarantine.

3. Communicate with laid-off/furloughed employees
   a. Continue to supply EAP and Marketplace Chaplains services.
   b. Guide on lost pay solutions.

Inventory

1. Forecast essential supply inventory for six months (exp. PPE).

2. Build an additional six-month inventory into your supply.

3. Prepare in advance a sourcing strategy with vendors and suppliers.

Preparing Client-Facing Employees

"Client-facing" employees are employees who are required, by the nature of their job, to conduct face-to-face business; it includes sales staff and client-based operations personnel.

Before releasing these employees for travel to client sites, provide them with the following guidance:

1. Follow all internal pandemic response rules at a minimum.

2. Request all clients' or potential clients' pandemic response rules in advance of face-to-face meetings.

3. Ensure that client site destinations are cleared for travel to and from for business purposes.

4. Verify that temporary lodging has been sanitized before booking a reservation.

5. Ensure that vehicles used for travel to client sites are appropriately sanitized before travel.

6. Wear appropriate PPE while at the client site.

RESOURCES

Government Resources

CDC

Centers for Disease Control and Prevention | Coronavirus (COVID-19)
www.cdc.gov/coronavirus

HHS

U.S. Department of Health & Human Services.
www.hhs.gov

OSHA

U.S. Department of Labor | Occupational Safety and Health Administration
www.osha.gov/SLTC/covid-19

EPA

U.S. Environmental Protection Agency | Coronavirus (COVID-19)
www.epa.gov/coronavirus

MAU Website Resources

How to Boost Your Team Morale

How to Manage your Employer Brand

How to Better Manage
Your Remote Employees

6 Tips from
MAU's Director of Safety

Best Practices To Sustainably
Upscale Your Hiring Process

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