

**IMPORTANT:**

If anyone at your site comes to you telling you the following: Contact – VP HR, Regional HR Manager, Site Manager

1. I have tested positive for COVID-19 virus.
2. Suspected but unconfirmed case of COVID-19 virus.
3. They have been exposed to someone that tested positive for the COVID-19 virus.

**Next Steps:**

- Separate the person from all other people and contact – Contact – VP HR, Regional HR Manager, Site HR Manager
- VP of HR, Regional HR Manager, Site HR Manager will ask them to identify all individuals who worked in close proximity
  - three to six feet for more than 10 minutes with them in the previous 14 days to ensure we have a full list of those who should be sent home, too.
- VP of HR, Regional HR Manager, Site HR Manager will need to send people home and be quarantined for 14 days.
- VP of HR, Regional HR Manager, Site HR Manager will keep in contact with those in quarantine to check on them.
  - If any of those in quarantine come down with any symptoms, they are to do tested for the COVID-19 virus.
  - They will not be able to return to work until they receive a negative results from the doctor and a doctor's notes they can return to work.
- What if they can't get a doctor's appt or they can't get a note from telemedicine, can they return after two weeks of quarantine?
  - If someone leaves work sick, they will need to be quarantined for 14 days. If after 14 days, they are clear of symptoms they can return to work.
  - If during the 14 days they develop symptoms they will have to go to the doctor, be tested and they can return to work if the test is negative.

**DAILY CLEANING:**

Require all associates to disinfect their work areas two times per day, at the beginning and the end of their work schedules. These areas are required to be included.

- Break Rooms and fixtures
- Bathrooms and fixtures
- Entryway or Foyer area's surfaces and knobs
- Driver's entryway area's surfaces and knobs
- Clerical associates work areas will include keyboards, mice, chair arms, monitors, desktops, pens, printers, copiers, and doorknobs.
- MHE and floor associates required sanitizing areas will include lift steering wheels, all knobs on the lift, LP fuel canister's valve, any clipboards or hard surfaced supplies assigned to that associate or lift.
- Any additional areas that our associates gather will also be sanitized two times per day.

**SUPPLIES:**

- General disinfectant or disinfectant wipes and hand sanitizer.
- All supplies need to be kept in a controlled environment.
- Target having a 10-day supply for all supplies.
- Align with clients to see how they could help with the required supplies.

**PLANNING:**

- Identify "critical" associates and back ups
- If, critical associates can do their work remotely. Allow the associates to work remotely. When remote work is not possible, look for methods to isolate the critical administrative associates in individual and isolated work areas. When separate work areas are not possible, enforce distancing throughout the day.
- If an associate is determined to work from home, they are required to review the Work from Home Agreement with their manager, sign the agreement and the manager and associate are to follow the instructions specifically.
- Develop a COVID-19 Response Team
- The Response Team should be made up of individuals that are safety minded and are extremely responsible. The duties surrounding this team include.
  - Training on how to identify the area and equipment to be quarantined.
  - Training on how to properly quarantine an area and protect that area from re-entry.
  - Training on how properly use the supplies and PPE listed in this section.
- If a Response Team is not possible, look to the customer or an outside vendor to provide these duties.
- If no Response Team is available and the infected area to be quarantined is too large, this operation must be shut down for a period of 24 hours.

**DISTANCING:**

- Do not allow travel between sites or into sites
- Stop all meetings and gatherings of the workforce and leadership. If, meetings are necessary, those attending will be required to be separated by six feet of space.
- Stop all luncheons and bringing food in to share.
- Encourage staff and associates to practice social distancing when away from site
- Do not allow site visits from vendors, customers, and/or family members. Conduct normal business through phone conversations.
- Observe interactions between our associates and plan for ways to eliminate those interactions.
- All non-essential maintenance vendor visits should be rescheduled until further notice.
- Do not allow gatherings of associates in break areas, offices, or smoking facilities. This can be accomplished by:
  - Increasing the number of break areas
  - Increasing the number of break times
  - Altering shift times to limit the number of associates in the work environment, at the same time
- Do not allow drivers to wait or congregate in driver lounge areas or work areas. During any interaction with our staff, find ways to limit the driver's dwell time. If, the interaction between these two parties are required. Have the paperwork placed into a basket or on a shelf and the driver should distance themselves by 6' and not remain at the window. Verbal communications will take place from the distance of 6'. It is advisable for CSRs to wear masks and gloves during their duties if requested or required.
- Rotate the use of any pens used by drivers for each driver. Have the driver place the used pen in a box and take this box out of the usage rotation for a period of 4 workdays, before returning to rotation.
- Rotate the use of paperwork sleeves that are interchanged between associates and/or drivers. When taken from rotation, set the sleeves aside for a period of 4 workdays, before returning to rotation.
- Possibly find alternatives to the time clock habits. Shut the time clocks down and use time sheets. Have the time manually keyed by one designated leader daily.

**RESPONSE TEAM:**

**When leadership is informed of an associate has a known case or the symptoms of the COVID-19 or has been in contact with a person known to have COVID-19 or the symptoms, our response must change to that of quarantine and proper communications.**

**Supplies needed:**

- General disinfectant or dissenting wipes
- Approved respirators or masks. According to OSHA respirators need to be fit tested and the user needs to be certified on the proper use of the mask. There's no known requirement for respirators. However, there are forms available that are required by Corp before using either. In the event of respirator usage, OSHA requires that the user be certified on the respirator and there is documentation to support this certification. Any use of a masks or respirator, these supplies approved by FDA or OSHA for the prevention of COVID-19.
- Protective and disposable COVID approved one-piece coveralls
- Protective and COVID-19 approved gloves
- 2-3" tape to seal the suit at the seams of the gloves and shoes
- Haz-Mat disposable bag to accommodate the storage and safekeeping, after a response.
- Isolation tape to quarantine off a contaminated area
- Sheets of plastic to seal doorways leading into a quarantined area and tape to hang the plastic
- All supplies need to be kept in a controlled environment.
- Target having a supply equivalent to 5 responses
- Align with clients to see how they could help with the required supplies

**COMMUNICATION:**

- Posting of all materials provided by Corp COVID Team
- Complete the Daily COVID-19 Status Report daily and update Sunland's "COVID" Teams Site by 3:00 PM daily.
- Participate in all Corporate sponsored COVID Calls and pass on the appropriate information to the front-line leaders and associates.
- Be observant and identify any associates that appear to have the virus. If, found, send the associates home for 14 calendar days. Report the details of this event to the Regional Mgrs, Corp COVID Team, and Corp HR.
- Corporate Communication from daily email with important information to be delivered at kickoff meetings.
- Prior to an actual COVID-19 Event, meet with your Client to discover their Response Plan and to align with them on your operation's Response Plan. When our Response Plan does not support our client's plan. We must work together to have our plans align. Keep in mind, Sunland will not sacrifice the health and welfare of our workforce. If, our Response Plan's cannot align, communicate this to your Regional Managers to seek an alternative solution.
- Following the notice of an infection or the symptoms of an infection, frequent, constant, and transparent communications are required. These communications should be coordinated with the CORP COVID TEAM and your Regional Managers.