NORWEST | VENTURE PARTNERS

COVID-19 Handbook:
A Basic Outline for Employers

Summary:

The goal of this document is to provide your employees with a go-to resource for understanding your company's policies related to COVID-19. Ideally, this document will educate your workforce on the evolving situation and your response. It should also provide them with the structure they need to feel supported and productive. Some local ordinances require that you train your employees on these new policies. We highly recommend this in any case, as well as collecting a signed acknowledgement from each employee that they understand the new polices and intend to comply.

This document is provided as an outline with all text in [GRAY] meant to serve as a prompt for you to customize the content to be relevant to your needs.

1. **Company Mission Statement**
   a. **Approach and community attitude towards health, safety and well-being**. [This should be in line with your overall company mission statement and cultural identity. It should clearly state your approach to handling the COVID crisis.]
   b. [Tip: Be sure to outline your main priorities during the opening/reopening/management of the process. What is most important? What are your goals?]
2. **Workplace Safety**
   a. **Social distancing guidelines** [Customize to suite your business and customer engagement needs]
      - Stay home when you are not feeling well. Talk with your manager about any work arrangements or time off you need.
      - Avoid close contact with people who are sick.
      - Maintain at least six feet of distance from other people.
      - Avoid unnecessary physical contact, including shaking hands.
      - Cover your mouth and nose when you cough or sneeze, or use the inside of your elbow.
      - Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 70% alcohol.
      - Avoid in-person meetings when possible; instead use email, video or telephone conferencing. If you must have an in-person meeting, they should be short and people should sit at least six feet apart.
      - Do not congregate in break rooms, pantries, mailrooms or other common areas to socialize.
      - Limit the number of people getting into an elevator at the same time. Consider taking the stairs or waiting for the next elevator to avoid a crowd.
      - Avoid public transportation or travel early to avoid crowds.

      b. **Enhanced cleaning guide** [Customize based on specific office features]

- Common areas - Including elevators, handrails, door handles, buttons, and pin-pads (3 times per day)
- Restrooms, conference rooms, kitchens, break rooms, cafeterias, and canteens (3 times per day)
- Shared desk work surfaces and peripherals (keyboard, mouse, and telephone) at "flex" and "unassigned seats" (daily)
- In addition to enhanced cleaning and frequency, common and break areas are in the process of being stocked with hand sanitizer and cleaning wipes.

c. **Moves, relocations, and other facility activities**
- We are postponing all non-essential relocations – to be readdressed monthly, starting [Date].

d. **How else we're providing a safe work environment** [Summarize all other actions being taken in response to COVID-19 – for example:]
- Self-screening and/or temperature checks required to enter our offices [Be sure to check local ordinances for any local requirements or restrictions]
- Updated hours to reduce density
- Temporarily closing some locations/offices
- Installed signage
- Efforts to enforce social distancing guidelines
- Changes to seating arrangements
- Policy changes in kitchens/break areas to reduce risk/density
- Incident handling and reporting at your office/locations
- Employee support and additional benefits – [offering anonymous reporting for incidents or violations of policy, tele-health options, online therapy, etc.]

e. **Handshaking & Greetings** – We are now a "no-touch" office [Include any other new policies]

f. **Personal Protective Equipment (PPE)** – [Outline your policy on PPE in the office. Some suggestions include:]
- Some U.S. localities have issued ordinances requiring face coverings in public. Please follow these ordinances. The types of face coverings that most localities have recommended are consistent with the CDC's recommendations.
- We encourage our employees to wear a face coverings when outside their enclosed office. [Confirm this is in accordance with local ordinances] Per the CDC, face coverings can be "fashioned from household items or made at home from common materials."
    1. Visit the CDC website to read Recommendation Regarding the Use of Cloth Face Coverings .
    2. For instructions regarding face coverings, read the CDC's Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
- Employees refusing to wear a facial covering where required by state or local order or where required by the line of business, will not be permitted to enter the work facility. In these circumstances, employees will need to use Paid Time Off, if available, or unpaid time while they remain out of the workplace. U.S. employees needing an accommodation due to a medical condition or disability

3. **Communications: Government-issued orders and updates**
    a. We plan to update you via [outline communication policy going forward regarding local/state/federal updates and orders]
4. **Returning to work at our office locations** [Customize to include your company's specific policies/best practices]
    a. **Approach:** We understand that many employees may continue to work from home while others may want or be required to come to our offices. The COVID-19 situation remains fluid, as do our policies. Please stay up-to-date on our WFH and office location policies as much as possible.
    b. **Plan:** A team of senior business, operations, and human resources leaders are working to create a thoughtful and controlled plan for returning to work. Our planning is based on the same principle that has guided decision-making for the duration of the COVID-19 crisis: How do we balance the primary objective of our employees' health and safety with the rapidly changing needs of our business?
        - We will consider guidance from government entities, but the timing for "reopening" our closed locations may differ from the timing of various government directives.
        - Instead, we will continue with the safety measures we have put in place in our work locations, and we will expect the employees who are working from home to continue to do so.
        - If you are working from home, please do not come into your work location unless you have discussed and agreed on the reason with your manager first.
        - We will keep you informed of our planning.
5. **Handling COVID on an ongoing basis in the Workplace** [Augment with your own policies and guidance from your state/county]
    a. **If you have <u>tested positive</u> for COVID-19**
        - Do not come to work.
        - Quarantine as directed by a health professional.
        - Contact your manager.
        - Contact your HR professional (or request that your manager does).
        - Once you have reported your positive COVID-19 diagnosis, you may be asked to identify coworkers with whom you have been in close contact. We will use this information to inform others that they have been exposed, but we will not disclose your name.
        - Work with your Manager and HR professional to begin your leave of absence.
        - Rest and follow the directions of your health care provider.
        - Keep in periodic contact with your manager so they can best support you during your time away. This will also allow them to provide you with updates as our benefits and guidelines change.
    b. **If you <u>suspect</u> you may have COVID-19**
        - Compare your symptoms with information provided by the [CDC on its website](#).
        - If your symptoms match those specified on the CDC's website and you are at work, go home. If you are at home, stay home.
        - Consult with a health professional who may request you get a COVID-19 test.

- If you test positive, follow the steps above for a positive COVID-19 diagnosis.
- If you test negative, you should follow your health professional's guidance. If your health professional advises you to quarantine due to potential exposure, follow the steps below.
- Once the health professional advises that you are well and can return to working, contact your manager to make arrangements for your return.

c. **No test, but possibly symptomatic:** If you are not tested but your health professional believes you may have COVID-19 due to the symptoms you are exhibiting, follow the steps above for a positive COVID-19 diagnosis. In addition:
- If you are not feeling ill, talk to your manager about your ability to continue work from home.
- Keep in periodic contact with your manager so they can best support you during your time away. This will also allow them to provide you with updates as our benefits and guidelines change.
- If you do not consult with a healthcare provider and do not come to work or choose to leave work due to general illness not related to COVID-19, you should apply normal sick leave practices.

d. **Your doctor is testing you for COVID-19** and/or health professional has advised you to quarantine due to potential exposure
- Do not report to work during the quarantine or monitoring period. You will not have to take paid time off.
- If you are not feeling ill, talk to your manager about your ability to continue work from home.
- Keep in periodic contact with your manager so they can best support you during your time away. This will also allow them to provide you with updates as our benefits and guidelines change.

e. **If you have had any possible exposure to COVID-19 at work:** If we have confirmation or reason to believe that a member of our team has been exposed to COVID, we will help determine who had prolonged close contact with the affected employee.
- Employees who have had prolonged, close contact with this employee or direct contact with infectious secretions (e.g., being coughed on) will be advised to not come into the office for 14 calendar days. At no time will we disclose the name of those who have reported COVID exposure or diagnosis.

f. **If in-office risk has occurred, management will oversee a comprehensive disinfection protocol in the affected area**. We use CDC/EPA/WHO-approved disinfectants on surfaces big and small, such as workstation desks, computers, carpets, keyboards, and phones.
- All rubbish in the facility will be packed, sealed, and disposed of.
- If the decision is made to close the office/location, other employees working at the location will be notified by their manager, informing them that the location will be closed while it receives a deep cleaning. We will reopen work locations and allow employees to return to work only after conferring with regional and local managers.

g. **High risk employees:** If you are considered higher risk of serious illness from COVID-19, per CDC guidelines, or you have been instructed to quarantine by a health professional for any reason, please consider the following:

- Any high-risk person should quarantine themselves to avoid infection.
- If this is the case for you or a close family member that you want to limit exposure to, consult with your manager about your ability to work from home.
- Keep in periodic contact with your manager so they can best support you during your time away. This will also allow them to provide you with updates as our benefits and guidelines change.

h. **Anxiety:** If you don't want to come into work because you have anxiety about potential exposure to COVID-19 at work, discuss it with your manager. [Update for your specific policies]

- We've been looking at what flexibility we can provide to our employees with regards to working from home. If working from home is not an option for you, and you have concerns, please discuss them with your manager.
- Keep in periodic contact with your manager so they can best support you during your time away. This will also allow them to provide you with updates as our benefits and guidelines change.

6. **Working from Home Policies**
   a. **General expectations:** [Outline general approach to WFH as a company. This should include expectations for hours, responsiveness, professionalism, etc.]
   b. **Equipment:** [Outline equipment your company is making available to enable WFH.]
   c. **Staying Connected:** [Include suggestions for check-ins with managers and opportunities to stay connected with teams]
   d. **Best Practices:** [Outline policies for work/life balance, tips for staying productive, other suggestions for effective transition]

7. **Meetings & Events**
   a. **Events:** All events [through 2020] have been postponed. [Update as needed]
   b. **Meetings**: Meetings will be taking place virtually for the time being. Following the reopening of our offices, we will reevaluate the business case for in-person meetings on an as-needed basis. [Update as needed for your company]

8. **Recruiting & Hiring**
   a. **Interviews:**
      - All interviews will be held virtually by video. [Update as needed]
      - Ensure that reasonable accommodations are being made if a candidate requests a delay in scheduling if related to COVID-19. [Update as needed]

9. **Onboarding New Hires**
   a. **Physical-location day 1**:
      - Onboarding: [Hiring managers (or their delegates) will complete day 1 onboarding as normal.]
      - Training: [Training protocol for new hires at your physical locations]
      - Equipment: [Equipment issued to new hires]
   b. **Remote worker day 1:**
      - Onboarding: [Onboarding for remote hire protocol]

- Training: [Training for new hires working remotely]
- Equipment: [Equipment policy/issuance for remote workers]

    c. Equipment for new hires [Outline equipment issued to new hires]

10. **Benefits**

    a. Existing Benefits: [How are your existing benefits being adjusted to accommodate the new COVID-19 environment?]

    b. New Benefits: [Is your company offering additional health/wellness benefits? If so, outline them and how to access them]