Predict. Prepare. Protect.

Back to work –
How to prepare and what to expect

Having a plan to return employees to the workplace in a safe manner can be realized by following an approach that encompasses variables that may affect peoples' health.

For the protection of your people, customers and visitors to your business, consider the following components that address policies, people and places.

Coronavirus 2019-CoV

Policies

Prior to reintroducing or continuing operations, include COVID-19 exposures within your production/service risk assessments. Has the organization considered the following?

Government/Regulatory/Industry Standards

- ☑ Monitoring government, regulatory, accreditation and other standards as appropriate criteria prior to initiating repatriation and continuing operations

- ☑ Regular updates on governmental COVID-19 management guidelines. Explain requirements between locations in different states or countries. Corporation use of best practice approach, encompassing various location's governmental requirements

- ☑ Plans to continually flex with new requirements and ideas

- ☑ Risk assessment plan to identify and evaluate protective measures, along with any new hazards they may introduce

- ☑ Revision of the OSHA's hierarchy of controls, including engineering controls

- ☑ Logbook of actions on what they did and resource/authority relied to implement the change

Social Distancing/Process Workflow

- ☑ Multidisciplinary employment team's input and participation in process improvement, specific to COVID-19 practices

- ☑ Re-pattern workflow, one-way aisles, revision of process steps to reduce multiple touches

- ☑ Allowing extra time to conduct periodic cleaning/disinfecting, social distancing and other protective measures into their process plans

- ☑ Use of a graduated approach to return to work for the purpose of social distancing, but also for reintroducing employees back to the workplace to allay fears and anxiety

- ☑ Plan to reduce or eliminate shared workstations

- ☑ Staggered work shifts and break times strategy

- ☑ Consider employee's mode of travel to/from work i.e. mass transit may increase exposure

- ☑ Plan to back off production/services if workforce declines

- ☑ Continue work from home strategy for employees not essential to onsite operations

- ☑ Implementation of delivery precautions, such as non-contact delivery

Communications

- ☑ Regularly updated communication plan to inform employees, customers and suppliers

- ☑ Training plan for employees on use of new personal protective equipment and protocols

- ☑ Review of your organization's plans with Human Resources and Legal

People

Protection of your people, customers and visitors to your business needs to be a top priority. Has the organization considered the following?

- ☑ Review of infection controls with employees for education and input
- ☑ Follow social/physical distancing
- ☑ Implementing the CDC's recommendation for wearing cloth face coverings in public within facility
- ☑ Education of the employees on use of new policies, procedures and personal protective equipment
- ☑ Implementing symptom monitoring whenever entering the building and throughout the day
- ☑ Plan for vulnerable individuals within employee population; strategy for utilizing their talent while keeping them safe
- ☑ Implementation of a continual communication plan to update employees, customers and suppliers

- ☑ Implement employee participation and feedback loop to management
- ☑ Continually remind employees to:
  - Wash hands often or use hand sanitizer
  - Minimize touching eyes, nose & mouth
  - Use disinfecting wipes on surfaces touched
  - Stay home if sick. Encourage self-monitoring before leaving home, staying home, and reporting feeling ill
  - Monitoring or assessing for anxiety, stress and strain related to COVID-19
- ☑ Human Resources process to address impact of reintroducing employees back to the workplace.
- ☑ Consider including employee assistance programs, health and wellness programs, leave policies, employee availability and hiring
  - Plan to support employee's mental health and challenges related to COVID-19 exposures.
  - Plan to monitor and communicate to employees suspected and confirmed COVID-19 cases, with closure trigger points. How will the organization utilize antibody test results?

Customers/Visitors

- ☑ Plan for customer social distancing
- ☑ Limit the number of customers per square foot
- ☑ Modify customer flow patterns and/or access, minimize queueing, use physical barriers
- ☑ Implementing the CDC's recommendation for wearing cloth face coverings in public within facility
- ☑ Alternating items/rooms used to allow for cleaning and taking advantage of natural viability decay rates
- ☑ Encourage pre-pay online or self-checkout, continue pickup or delivery options

Places

To prevent the spread of COVID-19 in the workplace, has the organization considered the following disinfectant and social distancing principles?

- ☑ Determine if visitors will be allowed in the facility
- ☑ Plan for adequate supplies of soap, paper towels, cleaning/disinfectants, hand sanitizer, tissues ... with continual re-supply
- ☑ Plan for cleaning and disinfecting, including having disinfectant wipes available for employee use
- ☑ Frequency, targeted areas and review of effectiveness of the cleaning/disinfecting plan
- ☑ Plan for deep cleaning protocol after a suspected/positive case is reported
- ☑ Identify cross contamination points for disinfection or removal
- ☑ Posted reminders to social distance, cover coughs and sneezes, frequent handwashing, etc.
- ☑ Plan for minimizing onsite contractors, infection prevention to contractors and exposure from onsite contractors
- ☑ Building Management: Ensure maximum make up air and HEPA filters for HVAC
- ☑ Use of physical barriers to augment or create partitions
- ☑ Floor markings for perimeter zones at a minimum of 6 feet
- ☑ Small Meeting rooms used for virtual meetings only with one person occupying the room
- ☑ Large & Medium sized meeting rooms used with multiple occupants and how social distancing must be maintained
- ☑ Review of Cushman & Wakefield's:
  - The Safe Six: Workplace Readiness Essentials
  - Recovery Readiness: A How-to guide for Reopening your Workplace

Resources

Centers for Disease Control and Prevention (CDC)
- Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)
- Cleaning and Disinfecting Your Facility

Enquiron – Employer support

Environmental Protection Agency (EPA)
- List N: Disinfectants for Use Against SARS-CoV-2

QBE GRS Pandemic Toolkit Resources

Johns Hopkins Bloomberg School of Public Health
- Operational Toolkit for Businesses Considering Reopening or Expanding Operations in COVID-19

Johns Hopkins University & Medicine
- Coronavirus Resource Center

National Institute for Occupational Safety and Health (NIOSH)

Occupational Safety and Health Administration (OSHA)
- Ten Steps All Workplaces Can Take to Reduce Risk of Exposure to Coronavirus
- Prevent Worker Exposure to Coronavirus (COVID-19)

U.S. Department of Health & Human Services (HHS)

To learn more visit qbe.com/us and visit the Risk Solutions Center or call 888.560.2635.

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