RETURN-TO-WORK ACTION AND COMMUNICATION PLAN

We are a Hilb Group Company

This guide is intended for informational purposes only and is not a replacement for federal, state, or local guidance related to COVID-19. In addition, it should not be used as legal or medical advice. Please consult a legal or medical professional for further advice.

RETURN-TO-WORK ACTION AND COMMUNICATION PLAN

To **[Company name]** Employees:

We are looking forward to welcoming you back to work. You will notice various changes in the way our workplace looks as well as new protocols. Our goal is to collaboratively ensure that you feel safe and secure so we can navigate the complexities of our "new normal" together.

[Company name] is committed to providing a safe and healthy workplace for all our employees and customers. This Return-to-Work Action and Communication Plan details how we plan to reopen our business while keeping all of our employees safe to every extent possible. This plan, which pulls from Centers for Disease Control (CDC) and Occupational Safety and Health Administration (OSHA) guidance, highlights the responsibilities of managers and employees, and outlines the steps **[Company name]** is taking to address COVID-19.

Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our employees. Only through this cooperative effort can we establish and maintain the safety and health of our employees.

While we will implement various protocols to ensure your safety, it's up to each of you to practice these protocols daily. By releasing this return-to-work action plan, **[Company name]** hopes to clearly communicate our plans moving forward, highlight workplace protocols to protect your safety, and establish a level of comfort for all of our employees as we ask you to return to the workplace.

We acknowledge that the circumstances are fluid and the landscape is rapidly changing, and we understand that every employee's situation is different. We encourage those with specific risks or concerns to reach out to their manager or **[HR Email]** to discuss alternate arrangements, should they be necessary.

We thank you for your patience and cooperation and look forward to welcoming you back to **[Company name].**

[Name and Title]

[Signature]

RETURN-TO-WORK TIMELINE

Return-to-Work Timeline

Due to the evolving nature of the COVID-19 pandemic, creating an exact timeline for resuming "normal" operations is not feasible/possible currently. **[Company name]** will continue to monitor applicable state and local guidance and determine next steps for reopening the workplace.

At this time, we have created a tentative phased approach for asking our employees to return to the workplace on [date]. To remain consistent with government guidance, our phased approach to reopening our workplace mirrors the guidelines included in the **[Customize depending on the guidance provided by the State(s) you operate in]**

Phase One

Under Phase One, the workplace may reopen, but with reduced capacity **[customize to your state's capacity guidance]:**

- We will evaluate whether it is possible to open our workplace and permit a maximum of [**25% essential employees**] to return to work.
- Social-distancing protocols will be put in place and should be followed.
- Modifications will be made to the workplace layout to create at least six feet of distance between employee workstations, and face-to-face desk layouts will be changed.
- Employees who are able to do so should continue to remain home and/or work remotely.
- We will ban in-person meetings until all social-distancing requirements are lifted. Instead, employees should conduct virtual meetings. Employees who are in the workplace should avoid gathering in groups.
- Business-related travel will not resume under Phase One.
- Under Phase One guidance from the federal government, we strongly discourage nonessential personal travel. Should you choose to travel, you will be required to self-isolate for 14 days prior to returning to the workplace.

Phase Two

Under Phase Two, the workplace may reopen to more employees.

- **[Company name]** will observe government guidelines on occupancy capacity.
- Employees who can work from home should continue to do so.
- We will ban in-person meetings until all social-distancing requirements are lifted. Instead, employees should conduct virtual meetings. Employees who are in the workplace should avoid gathering in groups.
- Access to the workplace will be granted for job roles that are critical to business operations or for employees who are not able to work remotely.
- Staggered/rotating schedules will be used until all restrictions are lifted to minimize employee contact.
- **[Company name]** business-related travel will remain banned. A travel approval workflow will be implemented once the majority of states have entered Phase Two of the federal government's plan. Any employee who travels should follow self-isolation guidelines and not return to work during the isolation to ensure the safety of their peers.
- Under Phase One guidance from the federal government, we strongly discourage nonessential personal travel. Should you choose to travel, you will be required to self-isolate for 14 days prior to returning to the workplace.
- In addition to the protocols mentioned above, **[Company name]** may implement additional guidance during Phase Two that is designed to promote workplace safety.

Phase Three

Under Phase Three, the workplace may reopen to all employees, with updated guidelines and possibly some restrictions with capacity limitations. We will consider reopening the workplace and implement various protocols to ensure the health and safety of our employees, based on state and federal guidance. At this phase, we may also consider resuming business-related travel.

Phase Four

Based on state and federal guidance, we will fully resume operations under the "new normal" protocol.

Considerations

It's important to note that these phases are tentative and are subject to change based on state and local guidance, and the pandemic itself. Should an employee test positive for COVID-19 after the workplace reopens, our plan may change to protect our employees. In addition, if cases of COVID-19 spike again in our state or in our local area, we will consider whether to remain open or to close.

RETURN-TO-WORK
RESPONSE TEAM

Return-to-Work Response Team

When it comes to implementing safe workplace protocols during the COVID-19 outbreak, both managers and employees have an important role to play. To ensure that employees receive clear communications and that **[Company name]** is on the same page when it comes to your return-to-work action plan, we have created a cross-functional team that recommends and oversees workplace protocols to control the spread of COVID-19. The team will include the following roles:

- **Team Lead(s)** — [Insert name of individual or department] is responsible for the overall action plan. [Insert name of individual or department] is responsible for working with company stakeholders and relevant health and safety officials to manage this action plan.

- **COVID-19 Prevention and Protocols Lead** — [Insert name of individual or department] is responsible for recommending and developing protocols to ensure the wellness of all employees. They are also tasked with overseeing procedures for isolating employees should they become sick at work.

- **Sanitization and Disinfection Lead** — [Insert name of individual or department] manages logistics related to daily and periodic sanitation and disinfection efforts. Their responsibilities include ensuring that routine cleanings are completed and that the necessary cleaning supplies are readily available.

- **Communication Lead** — [Insert name of individual or department] is tasked with managing all pandemic-related communications. They will work with HR and internal communication stakeholders to ensure COVID-19 training is completed and that employees and their managers understand their role in preventing the spread of the disease. [Insert name of individual or department] will provide COVID-19-related updates on a [insert frequency] basis and as needed.

Prior to Returning

[Describe what your requirements will be prior to allowing employees to return to work]

Recalling Employees

Plans have been developed to decide who returns to work, with the initial focus on essential operations as well as considering who can continue to work successfully from home. After being notified to return to work, employees are required to conduct their own daily self-health check and follow all safety measures outlined in this plan as well as communicated by our **Return-To-Work Response Team**.

Daily Self-Check

All employees will be required to complete a daily self-health check before they come to work to ensure they are healthy. If you are sick, have COVID-19-like symptoms, have been near someone with COVID-like symptoms, have been near someone with COVID-19, have tested positive for COVID-19 in the last 14 days, or have reason to believe you may have the virus or have been exposed to the virus, you are required to stay home and communicate with your Direct Manager. This is the number-one method to prevent transmission of the virus.

Complete Training

[Customize based on your training requirements.][We have assigned our team several important trainings in our Learning Management System (LMS) that all employees are required to complete prior to coming into the workplace/on their first day back in the workplace.**]**

- ✓ **Coronavirus Preparedness for Managers and Employees – All Employees**
- ✓ **Crisis Management and Emergency Response Planning – All Employees**
- ✓ **Handling Stress – All Employees**
- ✓ **Working Remotely – All Employees**
- ✓ **Managing Remote Teams – Managers/Supervisors**

New Workplace Health and Safety Protocols

To help slow the spread of COVID-19, **[Company name]** has implemented various workplace protocols designed to preserve the health and safety of our employees as they return to work. This section further explains these protocols. The success of our return-to-work action plan relies on how well our employees follow social-distancing and health and safety protocols. [**For additional information, please reach out to your manager or supervisor/Return-to-Work Response Team]**

Cleaning and Disinfecting Protocol

[Company name] has requested that building management facilitate cleaning of common areas and other frequently touched surfaces throughout the day. The frequency of this cleaning may change depending on the situation **[modify to your specific workplace including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, delivery vehicles, and areas in the work environment, including restrooms, break rooms, lunchrooms, meeting rooms, and drop-off and pickup locations.]** Frequent cleaning and disinfecting of high-touch areas will be conducted, including phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, credit-card readers, delivery equipment, etc. **[Describe your cleaning schedule, who will be conducting the cleaning, what products you will be using to clean the workplace, and how you will disinfect the workplace if a worker is diagnosed with COVID-19.]**

- Trash will be collected from the workplace regularly.
- HVAC air filters will be cleaned and replaced frequently.
- Hand-sanitizer dispensers will be refilled frequently.
- When an employee has tested positive for COVID-19, deep cleaning will be triggered and **[Company name]** will ensure areas in which the individual worked are cleaned thoroughly.

NEW WORKPLACE HEALTH AND SAFETY PROTOCOLS

Employees will be asked to maintain the cleanliness of their equipment and workstation. We expect each of you to do your part to help keep the workplace as clean as possible by cleaning and disinfecting your workstations and surfaces you commonly use. Cleaning should be completed using CDC-recommended products, including:

- Environmental Protection Agency EPA's List N: Disinfectants for Use Against SARS-CoV-2
- Alcohol solutions with at least 60% alcohol.
- **[Include specific cleaning products for your industry/workplace]**

Employees should also avoid using others' workstations, tools, and equipment. Additionally, whenever an employee uses a common piece of equipment **[printer, fax machine, etc.]**, the employee should wipe it down prior to and following use. Proper cleaning and disinfecting supplies will be provided by **[Company name]**. Employees should wash their hands with warm water and soap for at least 20 seconds after cleaning or sanitizing a surface.

Social-Distancing Protocol
[Describe what your company is doing to: use telework, flexible work hours, staggered shifts, and additional shifts to reduce the number of employees in the workplace at one time; maintain six feet of distance between employees and customers; provide signage or instructions for employees, visitors, and customers; regulate riding in or sharing of vehicles; support communications plans to address employee concerns; etc. Describe how you will provide recommended protective supplies, such as masks or nonmedical cloth face coverings, gloves, disinfectant, shields, etc., and when and how they should be worn. Also describe any physical workplace changes, such as increased distance between workstations or between employees on production lines, and the use of barriers when spacing cannot be increased. Describe how customer interactions will be safely conducted during drop-off, pickup, or delivery, etc.]

NEW WORKPLACE HEALTH AND SAFETY PROTOCOLS

Social distancing is being implemented in the workplace and employees, visitors, and customers should follow social-distancing best practices while at **[Company name]**'s facilities; this includes but is not limited to workstations, cafeterias, common areas, and workplace spaces. Specifically, employees are asked to:

- Stay six feet away from others when working or on breaks.
- Avoid job tasks that require face-to-face work with others when possible.
- Avoid contact with others whenever possible (e.g., handshakes).
- Avoid touching surfaces that may have been touched by others when possible.
- Distance themselves from anyone who appears to be sick.
- Avoid gathering when entering and exiting the facility. Employees should also only enter and exit designated areas.
- Follow any posted signage regarding COVID-19 social-distancing practices.
- Disinfect their workspace often.
- Avoid touching their face.
- Avoid nonessential gatherings.
- Stagger lunches to limit the number of individuals in the break room or cafeteria.
- Avoid using common areas.

[Company name] may extend our social-distancing guidelines after the workplace reopens. Please monitor your email and adhere to any additional guidance as it is provided.

Handwashing

We are implementing basic infection prevention measures at our workplaces at all times. Employees are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes, and after using the restroom. All visitors to the facility will be required

to wash their hands prior to or immediately upon entering the facility. **[Describe how necessary handwashing and/or sanitizer facilities will be provided, supplied, and maintained, and that employees will be allowed to perform handwashing to meet this precaution. Describe how hand hygiene will be ensured after customer interactions during drop-off, pickup, and delivery.]**

To help employees remain healthy, **[Company name]** has hand sanitizer and disinfecting wipes available throughout the workplace. We have limited amounts of these supplies and will continue to restock as we are able. It is suggested that employees wash their hands more frequently than normal.

Respiratory etiquette: Cover your cough or sneeze
Employees and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular, their mouth, nose, and eyes, with their hands. They should dispose of tissues in the trash and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all employees and visitors. **[Describe how these instructions and reminders will be communicated.]**

Personal Protection Equipment (PPE)
[Company name] will be providing employees with the following personal protective equipment (PPE): **[Customize this section for how your company will handle PPE].**

- Face Masks
- Gloves
- Face Shields
- Eye Protection

Unless otherwise notified by your **[direct supervisor]**, you are required to wear a face covering at work. A face covering is generally a cloth, bandana, or other type of material

that covers an employee's mouth and nose. The CDC recommends that individuals wear cloth face coverings in public places or when it is impossible to practice social distancing.

Remember that wearing a face covering can help prevent the spread of the disease, but only in addition to other measures that you should be taking in the workplace and at home, such as frequent handwashing, cleaning, and sanitizing frequently touched surfaces, and practicing social distancing.

If you feel sick or are experiencing any symptoms of COVID-19 (fever, cough, difficulty breathing, chills, headache, muscle pain, sore throat, or new loss of taste or smell), let your supervisor know, go home immediately, and contact your health care provider for additional guidance.

To get the most benefits from a face covering:

- Make sure it completely covers your nose and mouth.
- Read the directions for use (if provided).
- Wash your hands before and after removing it.
- Try not to touch your face when you adjust it throughout the day.
- Keep cloth coverings clean by washing them daily, or more often if contamination occurs.
- Don't let others wear your face covering.
- Keep it away from machinery that it could get caught in.
- If using disposable face coverings, do not reuse them, and throw them away in appropriate trash receptacles.
- Don't lay your face covering on any surface that may contaminate either the covering or the surface.
- Don't use it if it's damaged or has holes, unless it is the only face covering you have access to.

If you have any questions about the use of masks or face coverings in the workplace, contact the **[Return-to-Work Team Lead]**

Additional Workplace Procedures

In addition to the guidance outlined above, **[Company name]** has implemented the following workplace procedures to be followed until social-distancing guidelines are lifted:

- **Deliveries** — We will set up contactless drop zones for all deliveries, including mail and packages. An assigned contact or contacts will process mail and packages at least three times a week, using gloves. Employees ordering food delivery service will need to tell drivers to use drop-off zones for contactless delivery.
- **Visitors** — Until further notice, all nonessential visitors are prohibited, and any interviews should be conducted virtually. For business-critical visits (e.g., material deliveries), **[Company name]** will take steps to safeguard employees and visitors by:
  - Requiring visitors to go directly to their assigned work area without unnecessarily interacting with employees.
  - Requiring visitors to practice social distancing and good hygiene while on-site.
- **Vending and catering services** — To ensure the health of employees, **[Company name]** will observe governmental guidelines and restrictions related to self-serve vending stations. In the absence of vending, employees will be responsible for bringing their own food and beverage, preferably in a temperature-controlled bag, as our common areas, including our kitchen and break room will be closed. It is recommended that all dishware be taken home nightly for cleaning in a dishwasher. The company will avoid catered events that allow for cross-contamination.

EMPLOYEE SCREENING, EXPOSURE, AND CONFIRMED ILLNESS PROTOCOLS

Employee Screening, Exposure, and Confirmed Illness Protocols

The following policies and procedures are being implemented to assess employees' health status prior to entering the workplace and for employees to report when they are sick or experiencing symptoms. **[Describe how you will address health screening, how employees will communicate with the business if they are sick or experiencing symptoms while at home, how they will report that they are sick or experiencing symptoms while at work, and how they will be isolated in the workplace until they can be sent home.]**

Employee Screening Protocols

The Equal Employment Opportunity Commission permits employers to measure employees' body temperatures before allowing them to enter the work site. Any employee screening will be implemented on a nondiscriminatory basis, and all information collected will be treated as confidential medical information—specifically, the identity of employees exhibiting a fever or other COVID-19 symptoms will only be shared with members of company management or the Return-to-Work Response Team.

[Company name] employees **[may/will]** be asked to confirm the status of their health as part of reporting to the workplace. The company reserves the right to implement a screening protocol for symptoms, such as temperature checks or signed certifications, at any point. Results will be tracked separately from any personnel records and will be kept confidential. We will implement this protocol upon initial opening of the workplace and as a response to a confirmed diagnosis. **[Employees unwilling to complete a screening will be required to work remotely/will not be allowed to return to the workplace].**

[Company name] will adhere to all OSHA-mandated requirements as they relate to recordkeeping and reporting certain work-related injuries and illnesses.

COVID-19 Exposure and Confirmed Illness Protocol

Employees who test positive for COVID-19 or believe they have been infected will be instructed to follow the advice of a qualified medical professional and self-quarantine.

EMPLOYEE SCREENING, EXPOSURE, AND CONFIRMED ILLNESS PROTOCOLS

When self-quarantining, employees should follow the guidance from the CDC and medical professionals.

Employees who are symptomatic or who have tested positive should not return to work until they meet the conditions outlined in the table below:

Return-to-work Considerations	
Employee was symptomatic but was not tested for COVID-19.	**Employee was tested for COVID-19.**
The employee may return to work if: • They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time. • Coughs and other symptoms have improved. • Seven days have passed since they first experienced symptoms.	The employee may return to work if: • They no longer have a fever. • Coughs and other symptoms have improved. • They have received two negative COVID-19 tests in a row.

Deep-Cleaning Protocol
When an employee tests positive for COVID-19, deep-cleaning procedures will be triggered. Furthermore, employees who have been in close contact with an individual who has tested positive for COVID-19 will be instructed to self-quarantine.

Reporting Transparency Protocol
Any employee who experiences COVID-19-related symptoms or has tested positive for COVID-19 must notify **[HR]** as soon as practical. The employee will be asked to assist with

contact tracing. This information will be tracked separately from personnel records, and names will not be released. Depending on the circumstances, **[Company name]** will notify impacted employees if there is a confirmed case of COVID-19 in the workplace. **[Company name]** may elect to close the workplace for a period up to 72 hours following a confirmed case to allow for natural deactivation of the virus.

Stay-at-Home Policy

[Company name] has implemented leave policies that promote employees staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. **[Describe your sick leave, the Family Medical Leave Act (FMLA), and other policies addressing these situations.]** Employees who are feeling sick are asked to stay home. Employees who have symptoms of acute respiratory illness should immediately seek medical attention and follow the guidance of a health care provider. [Employees with COVID-19 symptoms are required to work remotely or take PTO. Employees who have been diagnosed with, or are aware they've been directly exposed to, COVID-19 should notify HR.]

Health and Well-Being

Your health and well-being are a key consideration for **[Company name]** We want to prioritize our employees' mental health during these uncertain times. As such, we have made every effort to ensure that the workplace is safe for you to return to work. **[Employees with concerns regarding their mental health should request additional resources from their manager or supervisor. Insert information about EAP]**

Any employee feeling anxious about the COVID-19 situation can contact the **Employee Assistance Program (EAP)**, which has additional resources provided by the CDC on how to manage stress and anxiety due to the current pandemic. Recommendations include:

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body.
  - Take deep breaths, stretch, or meditate.
  - Try to eat healthy, well-balanced meals.
  - Exercise regularly; get plenty of sleep.
  - Avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.

Daily Health Check
- ✓ Bring and wear your personal protective equipment (PPE) to the workplace each day.
- ✓ Complete the daily self-symptom checklist before you come to work each day and if you answer YES to any of the questions, stay home.
- ✓ Expect to have your temperature taken daily when you arrive at the workplace.
- ✓ Stay six feet from your coworkers at all times. **[modify if there are safety hazards to this]**
- ✓ Practice good general hygiene and wash your hands often

QUESTIONS AND CONCERNS

Questions and Concerns

[Company name] looks forward to the future of our employees returning to work. The COVID-19 pandemic has created uncertain times and resulted in unprecedented workplace changes. As communicated throughout this return-to-work action plan, we are prioritizing the health of our employees every step of the way as we consider reopening our workplace doors.

We will execute on our plan cautiously, following applicable state and local guidance as much as possible. We also understand that each employee's needs and situations will be different as our doors begin to reopen. Employees should discuss any concerns they have about returning to work as it relates to their personal health or situation with their manager or supervisor.

Each employee has a responsibility to maintain a safe and healthy workplace by following the guidelines and protocols outlined in this guide, but keep in mind that this action plan is a guide to provide general information; it is not intended to offer legal or medical advice. Finally, we ask that employees be patient and understanding of the fact that the COVID-19 pandemic may require our return-to-work plans to change. Employees will be given as much notice as possible in the event of an unforeseen setback or workplace closure.

If employees want to submit a question or concern regarding the content of this action plan, they can email our Return-to-Work Response Team at **[insert email]**. This email inbox was created to support our employees and effectively and efficiently monitor and respond to COVID-19-specific questions. Furthermore, while the strategies highlighted in this document can protect employees from COVID-19, it's important to follow CDC guidance at all times. For more information, click here.

[Signature]

[Title of management official

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