



COVID-19 Guidelines and Protocols

July 23,2020
July 29,2020



Purpose of Presentation



This presentation is designed to:

- Educate employees on best practices for returning to work as the coronavirus pandemic flattens out, and our workplace re-opens.
- Communicate changes that have been made to the workplace.
- Discuss how employees can contribute to our overall health and safety.
- Provide appropriate and accurate resources for employees regarding COVID-19, and employee health and wellness.

Topics



SterlingRisk's Response to COVID-19

Returning to Work

COVID-19 Overview

Workplace Changes

Protecting Yourself and Others

Face Coverings and Masks

Cleaning Practices

Screening Employees/Guests - Daily Assessment/Questionnaire

Screening Employee/Guests Temperatures

Response to Employees Who Have Symptoms

Planned Response to an Employee's Positive Coronavirus Test

Telecommuting Policy

Future Plans

Health, Wellness, and other Resources

Additional Questions

SterlingRisk's Response to COVID-19



At SterlingRisk, our response to COVID-19 has included the following actions:

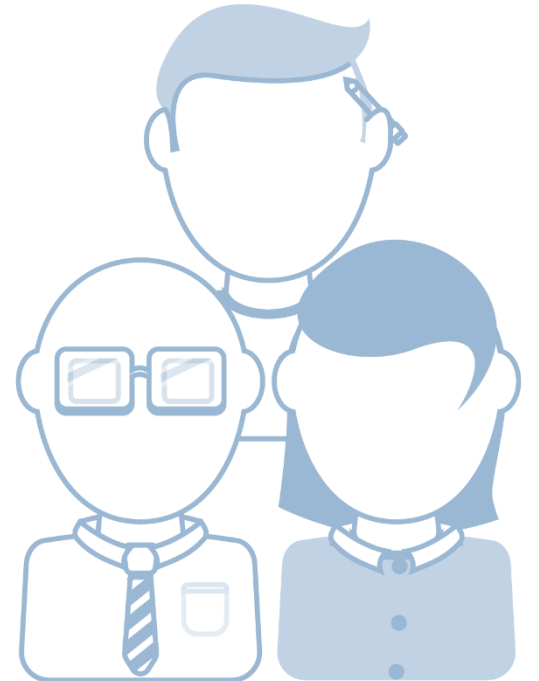
- To reduce the density of the office population and limit any potential exposure to COVID, on March 9, 2020, we moved to A/B weeks with alternating weeks of employees telecommuting from home.
- On March 18, 2020 we advised employees, clients, and vendors that that we would begin to telecommute, except for certain essential departments.
- During May 2020, we began our efforts to implement a safe work environment. This included making any necessary alterations to the workplace to ensure that social distancing guidelines are in place, common areas closed, signage placed throughout the office with CDC guideline reminders, proper screening/questionnaire, cleaning and disinfecting protocol, and the availability of PPE to all.
- Effective August 3, 2020, our Phase One voluntary reopen will begin. However, employees will be allowed to begin to come into the office beginning July 27, 2020.

Returning to Work

The coronavirus pandemic has changed many aspects of our current workplace. As you return to work, we will be implementing return-to-work practices for your health and safety. These practices will include:

- Updated workplace layouts;
- Social distancing measures and behavioral changes;
- Education on common COVID-19 symptoms, and planned responses to COVID-19-related symptoms and positive tests;
- Updates to cleaning procedures; and
- Use of masks and face coverings.

By following these practices, you can help prevent the spread of COVID-19 and protect the health and safety of fellow employees and guests.



COVID-19 Overview



Signs & Symptoms

As you return to the workplace, make sure you are aware of common symptoms of COVID-19. According to the CDC, COVID-19 can have a wide range of symptoms. These symptoms may appear **2-14 days** after an individual contracts the virus and include:

- Fever
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

You should seek **immediate medical attention** if displaying the following advanced symptoms:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

COVID-19 Overview, Cont.



How It Spreads

According to the CDC, SARS-CoV-2 is the virus that causes COVID-19. The virus is primarily spread person-to-person. Examples of how it can spread include:

- **Between people who are in close contact**, such as 6 feet or closer to each other.
- **Through droplets**—which are passed into the air through sneezing or coughing.

Keep these examples in mind when returning to work—we can all make a difference.

COVID-19 Overview, Cont.

High-Risk Individuals

According to the CDC, certain individuals are in high-risk categories when testing positive for COVID-19. Within our workplace, these high-risk categories include:

- People ages 65 and older
- Immunocompromised individuals
- People with underlying medical conditions, including;
 - Chronic lung disease
 - Moderate or severe asthma
 - Serious heart conditions
 - Severe obesity
 - Diabetes
 - Chronic kidney disease undergoing dialysis
 - Liver disease

Be mindful of those in a high-risk category; including yourself and those around you.

Workplace Changes



Updated Workplace Layouts

In alignment with guidance on best practices, as it relates to COVID-19, we have made some updates to the Woodbury office. We will be working on changes to our other offices in the metro area. As you to return to work, you'll see updates to our workspace. Some of the updates are included below:

- Hygiene Stations available by the main entry into the office on the 2nd and 3rd floor.
- Social distancing markers in all common area.
- Aisle markers placed (directing the flow of foot traffic) throughout the workplace.
- Common areas such as conference rooms, coffee stations, water coolers, and vending machines will be closed.
- Use of refrigerators should be avoided, if use is necessary gloves should be worn.
- Lunchroom will have limited seating to factor in six-feet social distancing.
- Copy machines will have pad covers and social distancing markers.
- Sneeze guards are in place for Reception, Human Resources, and 3rd floor Executive Assistants.
- Automatic door opener going in and out of Reception and Accounting/Analytics shared doors.
- Foot pedal to open doors on 3rd floor bathroom doors.

Workplace Changes, Cont.



Updated Practices

When returning to work, it is important that we all participate in safe practices. Our updated employee expectations will include:

- Adjusted meeting practices are in place until further notice. Meetings should be conducted virtually whenever possible. In the event of a meeting onsite or offsite, masks **MUST** be worn, limit participants, social distancing in place, and participants must avoid shared multi-touch devices. Onsite meetings must be vetted through your manager.
- Only the Large Conference room will be available for any scheduled and approved onsite meetings. All other conference rooms are closed during the early opening phase.
- Hand shaking is not permitted. While shaking hands is an instinct in many cases, this practice can spread germs, diseases, and illnesses at an expedited rate.
- All onsite or offsite visits are on a voluntary basis. We will be monitoring areas deemed by the Department of Health as “hot spots,” recognizing these areas will not be allowed to have onsite visits or visitors from these areas entering our workspace.
- We are now restricting business travel, encouraging virtual meetings whenever possible. Please speak with your manager if travel to a client has been requested. Reducing travel can reduce the risk of COVID-19 being transmitted. Please follow the NY State and CDC travel advisories.

Protecting Yourself and Others



Avoid Touching Your Face, and Cover Your Coughs and Sneezes

According to the CDC, COVID-19 is primarily spread from person to person. To help prevent the spread, please follow these guidelines:

- Make sure you **cover your coughs or sneezes** with your elbow or a tissue. Immediately wash your hands and throw out any tissues afterward.
- **Avoid touching your face**, including your nose, mouth, and eyes. Any time you touch your face, immediately wash your hands afterward.

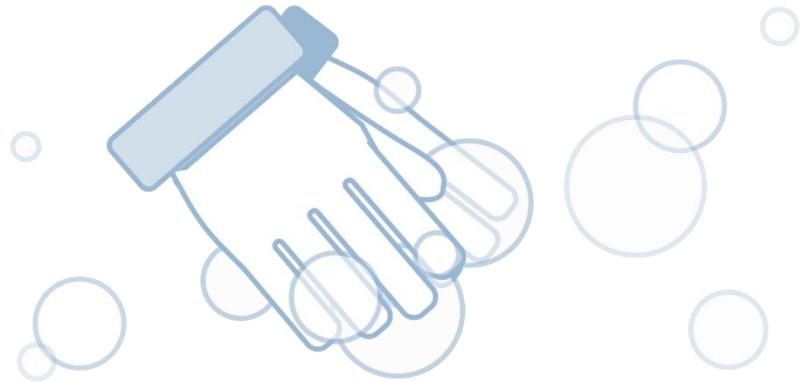
Protecting Yourself and Others, Cont.

Hand-washing

As COVID-19 primarily transfers from person to person, one of the best ways to prevent the spread is washing your hands.

Hand-washing routines should include the following:

- Washing your hands frequently with soap and water, for at least 20 seconds.
- If soap and water are unavailable in your work area, using hand sanitizer with at least 60% alcohol.
- Hand-washing is required before entering the work area and when leaving and re-entering the work area.

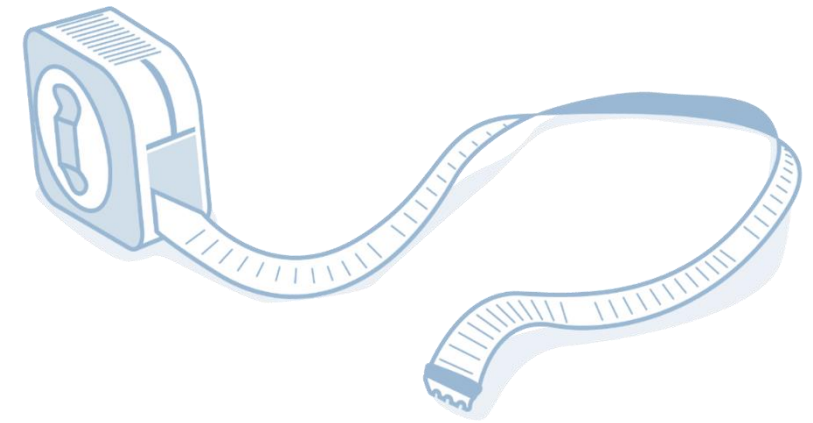


Protecting Yourself and Others, Cont.

Social Distancing

When returning to work, the spread of COVID-19 can be reduced by practicing social distancing—maintaining a distance of at least 6-feet from each other.

- **Social distancing** is a requirement while in our offices.
- Employees must **use the social distancing markers** while waiting in any of the marked areas.
- Employees must **follow the walk path** of aisle markers.
- Please **be respectful of colleagues' space** and work area allowing 6 or more feet when speaking with a colleague.
- **Phone communication**, as well as email, should be used whenever possible.



Protecting Yourself and Others, Cont.

Cleaning your Area

While SterlingRisk is implementing appropriate cleaning measures in response to COVID-19, each employee can play a part by keeping their work area clean.

As part of our updated cleaning practices, we require you to:

- Ensure your work area is cleaned regularly.
- Minimize the clutter and personal belongings in your desk area.
- Wipe down your work area daily at the beginning of your workday, and at the end of the day before leaving. We will be providing sanitizing wipes.
- Clean all electronic devices. Electronic devices should be cleaned to manufacturers' recommendations, or with alcohol-based wipes or sprays containing at least 60% alcohol.
- Additional sanitizing wipes and other disinfecting cleaners can be obtained by placing a Help Desk ticket.

Face Coverings and Masks

Face Coverings and Masks Requirement

We will be implementing the use of masks and face coverings for all employees.

- SterlingRisk will provide masks to all employees who need or request them.
- Every employee has received a PPE bag, which has been left on your desk. The bag includes masks, hand sanitizer, protective eyewear, and a touchless utility tool for opening doors and pushing buttons.
- Once distributed masks have been used, additional masks can be obtained by placing a Help Desk ticket with Corporate Services.
- Masks should be discarded only in the closed receptacles located by the entrances into our offices on the 2nd and 3rd floor.



Face Coverings and Masks, Cont.

Properly Using Masks in the Workplace

When wearing masks in the workplace, follow CDC guidance for best practices:

- Before entering the workplace, ensure your mask is snug and secure, and that you can breathe comfortably and without restriction.
- Masks should be worn to cover both your mouth and nose.
- Remember—wearing a mask does not replace COVID-19 best practices, such as washing hands often, maintaining social distancing of 6 feet or more, and avoiding touching of the face.
- When it is time to take off a mask, avoid touching your face, nose, and mouth. As soon as the mask has been removed, make sure to wash your hands immediately.
- Cloth face coverings should be washed in a washing machine between uses.
- You may use the UV-C sterilization boxes to sterilize masks after use. UV-C sterilizer boxes, located by the Human Resources copier/binding station, by Jami Todisco's desk in the binding area, and in the Accounting area on the second floor.

Cleaning Practices



Updating Cleaning Practices

We have updated our cleaning practices to help ensure that COVID-19 isn't lingering in the air or on surfaces. Our updated cleaning practices include:

- Increasing the frequency of cleaning routines, and ensuring routines include multi-touch surfaces and devices.
- Ensuring that cleaning routines include use of disinfectants.
- Increasing access of cleaning supplies to employees, such as hand sanitizer, sanitizer wipes, etc.
- Each employee can contribute to keeping the workplace clean. To demonstrate our efforts to help you, you'll find hand sanitizer and disinfectant wipes readily available. These can be found in the hygiene stations located by both doors off the elevator banks on the 3rd floor and in the Accounting area on the 2nd floor. Additional hand sanitizing stations are located throughout the office on both floors.

Screening Employees/Guests

Daily Assessment/Questionnaire



Daily Assessment/Questionnaire

On a daily basis, employees will receive a link to an assessment/questionnaire, which has specific COVID related questions. The responses are confidential and kept within Human Resources. New York State requires all businesses to provide the assessment/questionnaire daily to employees and to any onsite visitors:

- Employees who plan on working in any of our SterlingRisk offices are required to take the assessment/questionnaire before coming into the office, with **no exceptions**.
- At this time, all guest visits to our office should be scheduled in advance of the meeting. The meeting coordinator should send the link via email “visitor assessment/questionnaire” to the guest and advise them of our protocol. Reception and Human Resources should be advised of the date of the scheduled meeting.
- If any of the questions have a “yes” response, employees will be prompted to advise Human Resources and their manager. Employees with a “yes” response **will not be permitted** to enter the office.

Screening Employees Daily Assessment/Questionnaire



“Yes” Response to Assessment/Questionnaire

If an employee responds “yes” to any of the questions on the daily assessment/questionnaire the following course of action must be taken:

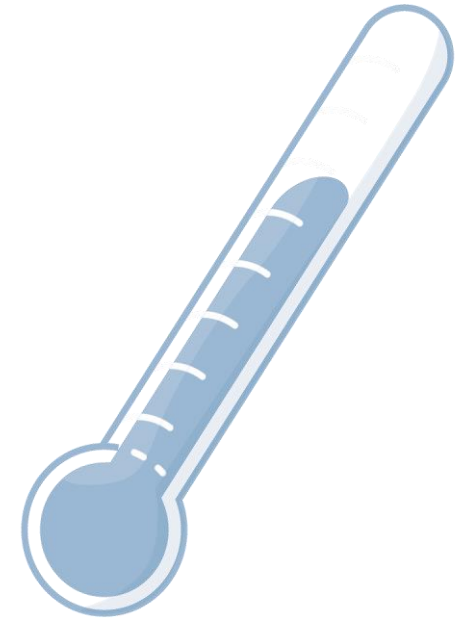
- The employee is to immediately notify their Manager and Human Resources. They are not permitted to come to the work site.
- Anyone who has traveled outside of the New York/metro area or country or has someone residing with them that has traveled to these areas, within the past 14 days of taking the assessment/questionnaire - must respond “yes” and contact Human Resources.
- The protocols for employees following COVID-19 infection or exposure can be found on STRIVE <https://strive.sterlingrisk.com/wp-content/uploads/Documents/HR/PMP-Infection-and-Exposure-Return-to-Work-Protocol-Comparison.pdf> under the Safety Plan Section.

Screening Employees Temperatures

Screening Employees' Temperatures in the Workplace

Prior to employees entering the office space, we will be screening employees as consistent with business necessity. Screening is done by a Temperature Kiosk. When conducting screenings, employees can be assured:

- All screenings will be conducted on a non-discriminatory basis.
- Temperature readings will be treated as confidential, with only Human Resources accessing the readings.
- Temperature Kiosk will maintain proper disinfecting and social distancing procedures.



Screening Employee/Guests Temperatures, Cont.



Conducting Temperature Screenings

As employees enter the office at the start of their day, they will need to go to the 3rd floor elevator lobby for temperature screening at the Temperature Kiosk.

Guests should temperature screen prior to entering the office for their scheduled meeting.

Screening will include:

- Taking temperature by utilizing the Temperature Kiosk.
- According to the CDC, temperatures over 99.5° F are consistent with COVID-19 related symptoms.
- Employees or guests exceeding a temperature of 99.5° will receive a red sticker and will need to **leave the building immediately**. Employees will need to reach out to HR, their manager, and call their healthcare provider.
- Employees or guests with a temperature of **99.5° or less** will receive a green sticker, which must be worn during the day and can proceed to their workspace.

Response to Employees Who Have Symptoms



Employees who have COVID-19-related symptoms should report symptoms immediately to Human Resources.

- Report symptoms using email or phone. If you are unable to report in, please designate a family member to advise us.
- Employee's identity will remain confidential. We will help employees coordinate working remotely, taking leave, or paid time off in the event they require isolation.
- Employee should be evaluated and tested for COVID-19.
- If an employee experiences symptoms and is suspected of having COVID-19 while at work, Human Resources will immediately isolate the employee. Arrangements will be made for the employee to be picked up at the office or taken to the hospital if required.
- If the employee's health care provider, hospital, or testing site concludes the employee is likely to have contracted COVID-19, the employee will then self-quarantine. We will then prepare internally for a positive COVID-19 test response.

Planned Response to an Employee's Positive Coronavirus Test



Should an employee test positive for COVID-19, we have a specific plan in place to respond.

Next steps would include:

- Responding directly to the employee
- Communicate to the employee an isolation and self-quarantine plan.
- Notifying employees, clients, vendors, and guests. Anyone on site that was in contact with the employee.
- Notify the Department of Health of positive case.
- Close the workplace for 48-72 hours.
- Disinfect and implement a full cleaning.

Planned Response to an Employee's Positive Coronavirus Test



Respond Directly to the Employee

Should an employee test positive for COVID-19, we will address the employee directly and advise of next steps and offer assistance. Planned steps include:

- Assuring any employee testing positive for COVID-19 that their identity remain confidential.
- Help coordinate working remotely, taking leave, or paid time off until they've recovered.
- We will ask the employee some questions, including who the employee has been in contact within the last two weeks.
- Obtaining this information will be essential as we notify the Department of Health, employees, and guests who may have been directly exposed to COVID-19.

Planned Response to an Employee's Positive Coronavirus Test, Cont.



Notifying Employees, Customers, Vendors, and Guests

After we recommend the employee self-quarantine for the next 14 days and monitor themselves for symptoms of COVID-19, we will move on to planned next steps. These steps will include:

- Directly notify any co-workers or customers with whom the ill employee was in contact.
- Make determinations on who should be self-isolating.
- Notify all employees by email that an employee has tested positive for COVID-19. The employee's identity will remain confidential.
- At that time, we will advise about any temporary closings for disinfecting, and any telecommuting work requirements.

Planned Response to an Employee's Positive Coronavirus Test, Cont.



Disinfecting the Workplace

After a positive test, we will disinfect the workplace.

- Facilities will fully close for up to 72 hours to disinfect the workplace.
- The workplace will be cleaned following guidance from the CDC, using disinfectants approved by the Environmental Protection Agency (EPA) for use against SARS-CoV-2, the virus that causes COVID-19.
- Employees will be eligible for remote work during this time period. Communications regarding a change to our worksite will be sent out via email by Human Resources.
- If the employee has not been in the office for seven days or more, additional cleaning will not be required to supplement routine cleaning procedures.

Telecommunicating Policy



In the wake of the COVID-19 pandemic, we have implemented a **Temporary Telecommuting Policy**:

- On March 3, 2020, we implemented our Temporary Telecommuting Policy.
- The policy remains in effect through December 31, 2020 and is dependent on the business needs of the company, and the current requirements for COVID-19 in the workplace.

Future Plans

Planning for Future Pandemics

While we hope for health and safety for all, health experts warn that businesses should be prepared for additional waves of COVID-19 in the future. SterlingRisk has plans in place, including the following:

- **Business continuity plans**—We've created business continuity plans for additional waves of COVID-19, or other future pandemics and business disruptions.
- **Policy changes**—While this presentation has highlighted updates at our workplace, as appropriate, we will consider policy changes that may help protect your health and safety, including topics such as safety, telecommunicating options, and more.
- **Communications of updates**—We are taking appropriate steps to protect your health and safety. As we monitor and respond to any updates, you will receive updates from Executive Leadership, Information Technology, and Human Resources through email, scheduled video meetings, or phone.
- **COVID-19 Guidelines Acknowledgment**—After attending this training, you will be required to review and sign a COVID-19 Guideline Acknowledgment form. The link to the document will be provided via email and digital signature is required. You will not be permitted to return to the office until you complete the acknowledgement.

Health, Wellness and Other Resources

For health and wellness resources, employees are encouraged to review resources provided by the CDC on topics including:

[Stress and Coping](#)

[Prevent Getting Sick](#)

[If You Are Sick or Caring for Someone](#)

For other resources relating to COVID-19:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://coronavirus.health.ny.gov/home>

Please reach out to Human Resources should you require any guidance on any of the topics above.



Additional Questions



As you return to work, feel free to contact Donna for additional resources related to COVID-19 and information about our updated practices.

With questions or concerns regarding this training or any of our guidelines, please reach out directly to Donna via phone at 516-773-8645 or via email draab@sterlingrisk.com.