

# SAFE WORK PLAYBOOK

A guide for COVID-19 Pandemic Preparedness and Response



## **A NOTE TO ALL EMPLOYEES**

The information contained in the Safe Work Playbook represents enhanced safety protocols and practices in response to the COVID-19 pandemic. It is very important that ALL employees understand the safety requirements, protocols, and expectations to ensure everyone stays safe and prevents the spread of COVID-19.

We are deeply focused on keeping our employees, customers and contractors safe while working at our facilities and supporting our customers and business.

As we continue to navigate this new normal, we have enhanced and developed new safety guidelines and this “Playbook” lays out processes to raise awareness of new health and well-being protocols.

The Safe Work Playbook includes guidelines from the Centers for Disease Control and Prevention and World Health Organization. Regular updates will be made to the playbook based on real-time feedback.

The playbook covers a wide range of topics, including:

- Cleaning and disinfection protocols
- Required and recommended PPE
- Social distancing strategies
- Pay practices, etc.

This has been a difficult time for everyone, and reestablishing a workplace where employees feel comfortable performing their jobs safely is a multi-faceted challenge. It is our hope that by developing this playbook employees will feel comfortable as we adapt to this new environment and slowly make our way back to normal.

Stay safe,

**Bob Hance**

President & CEO

This is a working document and will be updated to reflect changes in directives and introduce new recommended practices as they become available.

The Safe Work Playbook provides guidelines for use in all MEC facilities. Because there may be circumstances unique to a location, there may be some cases in which a facility must adapt the guidelines of the Playbook to address that facility’s specific requirements.

### **Playbook Content**

Preventative Material Inventory	Personal Protective Equipment
Personal Hygiene	Daily Self Screening Protocols
Social Distancing Protocols	MEC Provided Employee Services
Disinfection Measures	Mail and Package Processing
Travel Restrictions	Visitor and Contractor Access
Quarantining & Return to Work Protocols	Pay Practices

## Preventative Material Inventory

Below is a list of supplies and material that will be provided by MEC. Every facility should at a minimum keep a 30-day supply of disinfectant supplies and PPE. Any employee in need of additional PPE should contact Evan Bressler at (269) 277-9739.

#	Item	Spec
1	<b>Mask (surgical)</b>	Disposable surgical masks (1/day in office / 1/job outside)
2	<b>Mask (FR)</b>	FR rated masks (reusable)
3	<b>Mask (KN95)</b>	Disposable KN95 masks (8 hour use)
4	<b>Nitrile gloves</b>	Surgical Nitrile Gloves
5	<b>Disinfectant spray/wipes</b>	10% bleach (sodium hypochlorite) solution made fresh daily, or a hospital-grade disinfectant
6	<b>Spray bottles</b>	1-liter plastic spray containers
7	<b>Touchless sanitizer</b>	Hand sanitizer dispenser floor stand
8	<b>Hand sanitizer (refills)</b>	Sanitizer with minimum 62% Alcohol "Sanitizer"
9	<b>Hand soap</b>	Hand soap / Local brand
10	<b>Paper towels</b>	Paper Towel
11	<b>Glasses</b>	Safety glasses / Polycarbonate
11	<b>Thermometer</b>	Non-contact Infrared Thermometer

# Personal Protective Equipment (PPE)

The triad of personal protection against the Coronavirus is achieved through the following:

1. Personal hygiene
2. Social distancing and masks when appropriate
3. Frequent disinfection of common surfaces

## Masks or Face Coverings

Employees may wear masks or face coverings throughout their workday if desired, but they are not required unless you are interacting with a third party/contractor on MEC property and are not able to maintain social distancing. Employees not required to wear masks or coverings may provide their own or you can find masks in office supply rooms.

Face masks **are required** PPE when entering a customer residence. We are further requiring that customers wear a face covering in these instances, as well. This will primarily be applicable to the following:

- Fiber Installation Technicians
- Propane Service Technicians

Masks have been provided to applicable personnel. Surgical masks must be disposed of after one use in customer homes. KN95 masks may be worn up to 8 hours, unless they become soiled. For additional stock, contact your supervisor or Evan Bressler. Instructions on proper mask use can be found [here](#).

## FR Masks

Reusable FR rated masks **are required** PPE for any employee working in the ARC zone in which the method of work will not allow for safe social distancing (i.e. two-man work), unless the masks interfere with other safety requirements or pose a greater safety risk to the crew.

*Note: N95 or equivalent protection must be prioritized for use by technicians who will enter a home of a symptomatic or COVID-19 positive customer for the sole purpose of an emergency restoral of service.*

## Gloves

Based on CDC findings, MEC does not require or recommend that employees wear gloves **except** when receiving, sorting and handling mail and packages, when entering customer homes or when in close contact (less than 6') with a third party. Instructions on proper glove installation and removal can be found [here](#).

Gloves put employees at higher risk of exposure and are not recommend for general protective use for the following reasons:

1. The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
2. Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces.
3. When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.

## Personal Hygiene

Always remember to observe good personal hygiene especially when at work. By following these basic protocols everyone will be doing their part to prevent the spread of all viruses.



### Hand Washing

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Travel hand sanitizers have been distributed to all employees and refill stations will be established at all facilities.

### Coughing & Sneezing

- Remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

### Touching Your Face

- Avoid touching your eyes, nose, and mouth with unwashed hands.

## Daily Self-Check Ins

Daily Self-Screenings have been implemented at many organizations to try and prevent sick or symptomatic employees from leaving their homes and decrease the likelihood of spreading infection. It is intended to give employees the peace of mind knowing that Perfect Attendance Paul doesn't come into the office sick. The problem with that approach is the symptoms are continuing to evolve and are so broad there really isn't any way to truly be effective with this approach.

So, rather than implement a cumbersome and ineffective self-certification process we are implementing a commonsense approach and recommend that each employee take a moment **every day** to do a wellness check in with yourself. It kind of goes like this:

- Say to yourself, "Self, how are you feeling today?"
- If you can't say "I'm feeling fresh as a daisy" (I know you're catchin' what I'm throwin'), then **stay home**. Seriously, if you do not feel well, *for any reason*, **stay home**.
- Contact your supervisor prior to the start of your day, preferably with a minimum 1 hours' notice.
- Monitor your symptoms and return to the office once you have been symptom free for 48 hours.

MEC will not require medical certification and your absence will not count as an occurrence for members of the outside bargaining unit.

## Seasonal Allergies

Seasonal allergies are upon us and we trust that you know the difference between allergies and other illnesses. It can be a little scary when Coughing Caren shows up swearing that it's just allergies. We trust you and you need to trust each other. No one wants to intentionally spread any virus so please be kind to co-workers who suffer annually from the dreaded effects of allergies and trust that they aren't spreading the virus.

## Work from Home Measures

If you were provided with spare MEC monitors and connection equipment while working from home, you are encouraged to leave them at home for the time being. If the equipment was taken from your regular MEC workstation unfortunately those items will need to be returned.

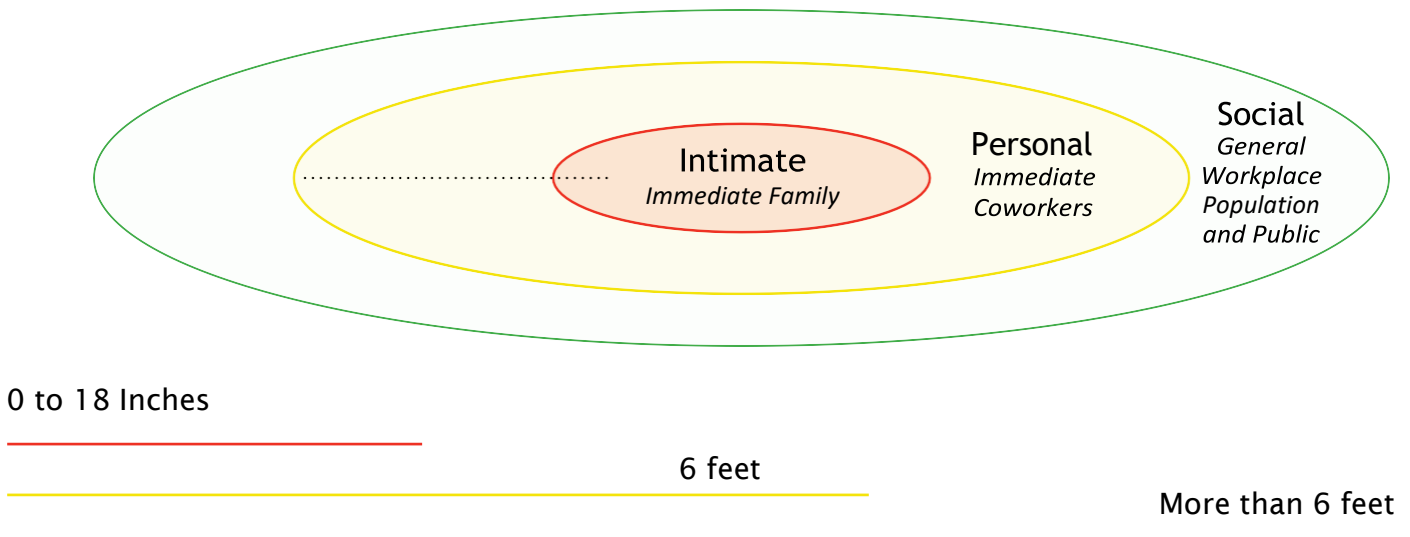
Additionally, it is expected that you will take your laptop home each evening in case we need to quickly implement work from home measures or your own inability to come into the office due to limited childcare, mild illness or preventative self-quarantine.

# Social Distancing Protocol

Social distancing is a simple yet very effective mechanism to prevent potential infection, that relies on simple distance to avoid infection.

In practice this means:

- Staying 6 feet away from others as a normal practice
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors, or friends
- Avoiding touching surfaces touched by others, to the extent feasible
- Avoiding anyone who appears to be sick, or who is coughing or sneezing



This practice of social distancing applies to but is not limited to workstations, common areas, lunchrooms, offices, conference rooms, entrance and exit areas of work locations.

Where a minimum distance cannot be maintained due to workplace design, one or more mitigation strategies will be implemented.

## Workstations

- Whenever possible, workstations should be arranged to allow a separation of 6 feet.
- Workers are strongly encouraged to disinfect their own workspace regularly.
- Employees should not use other employee stations, phones, office supplies, etc.

If workstations cannot accommodate 6 feet of separation, consider moving to an alternative workstation if available, and at a minimum, workstations should avoid face-to-face set ups.



## **Social Distancing During Start Times**

To reduce infection risk, start times have been staggered for line personnel.

Crews have been assigned one of the following start times:

7:00 am – 7:30 am – 8:00 am

- Employees should arrive at their designated time or remain in their vehicle until their designated start time
- Employees are to refrain from bringing personal vehicle into vehicle bay area
- Load any required material for the day while maintaining 6' distance from co-workers
- Ride alone in assigned vehicle to job site

## **Social Distancing During Breaks & Lunch Periods**

Employees may take breaks and eat lunch in any area that allows 6-ft. social distancing. Every attempt will be made to stagger lunch and break times. Employees are encouraged to use provided disinfectant spray and wipes before and after use of commonly touched surfaces.

## **Home to Job Assignments**

Where possible, employees have been assigned a vehicle to take home and will receive job assignments electronically. In those cases, employees should go directly to their job sites, only coming into the office when necessary for material.

Employees are encouraged to utilize warehouse personnel to pull needed material in advance to ensure minimal access to facility.

## **Meetings**

Meetings should be held via videoconferencing when social distancing cannot be accomplished.

The following conference rooms in the headquarters are closed for any size meeting:

- Cubby Hole
- Think Tank
- Create

All other meeting rooms in all locations must be able to maintain 6-foot distance between all participants. No exceptions will be made.

## **MEC Provided Employee Services**

The following temporary changes have been made to MEC provided services.

### **Food Service**

We are limiting access to all facilities for non-critical needs so stock in vending machines and at Avenue C has been depleted. Be sure to bring your daily food and beverage supplies with you.

If MEC provides food, every attempt will be made to provide individually packaged meals. If that is not possible, employees must use provided hand sanitizer before touching shared serving utensils.

### **Fitness Room**

The fitness room at the headquarters office will remain open, however occupancy should not exceed 4 people. Equipment used must be sanitized before and after use. Face coverings are not required but should be considered.

### **Mechanics Services**

At this time, we are unable to offer employee vehicle servicing. We are utilizing our entire fleet as part of our safety protocols for field staff and that means an increase in maintenance and repair work, diminishing the availability for employee service needs.

In addition, we need to minimize the mechanics potential exposure to vehicles that are outside of our sanitization controls. We will let you know when employee vehicle service can resume.

## **Disinfection Measures**

Cleaning companies or assigned employees in outpost locations are responsible for sanitizing and disinfecting all areas of the building with special attention to:

- Common areas
- Frequently touched surfaces (i.e. door handles, handrails, etc.)
- MEC fleet

Deep disinfection of all common areas will occur twice per week and individual employee workstations will occur once per week. Employees are encouraged to use disinfectant spray or Clorox or similar wipes for high-touch surfaces in their personal workspaces daily.

## General Disinfection Measures:

This checklist should be implemented in all facilities to reduce the risk of spread of infection

### Disinfection Frequency in Workshops and Offices

#	Area/Place	Disinfection Content	Disinfectant	Disinfection Measures	Frequency
1	Offices, desk, and conference rooms	Table and chair surface	Hospital grade disinfectant or fresh 10% chlorine bleach solution, as appropriate	Spray with handheld sprayer or wipe	Sprayer – Weekly Wipe – Daily by EE
2	General objects often used or touched in office	Doors and windows, handles, faucets, sinks, and bathrooms		Spray with handheld sprayer or wipe	Daily
3	General objects often used or touched in field	Propane filling stations, mechanics equipment, etc.		Spray with handheld sprayer or wipe	Before and after each use by EE
4	Break Rooms, Show Up Room, Town Center, Kitchens	Table and chair surfaces, microwave, refrigerators, etc.		Spray with sprayer or wipe	Daily Coffee maker, Refrigerator handle and microwave should be wiped down before and after use by EE
5	Vending machines	Interface surfaces (pay, selection and vending surfaces)		Spray with sprayer or wipe	Daily
6	Forklifts and other shared equipment	Wipe areas of common human interaction		Spray with sprayer	Before and after each use by EE
7	MEC Fleet	Common surfaces (e.g. seat surfaces rails, belts, door and window controls)		Spray with sprayer	Daily

## **MEC Fleet**

Employees who utilize MEC fleet must observe the following protocols:

- One employee per vehicle
- At the end of your shift, pull vehicle into bays for nightly disinfectant application by cleaning staff.
- Maintain supply of hand sanitizer inside each vehicle and use frequently.
- Maintain supply of disinfectant spray and paper towels for disinfecting shared tools, if applicable.

## **Deep-Cleaning and Disinfection Protocol**

The General Disinfection Measures Protocol detailed on the prior page should be followed regularly whereas the Deep-Cleaning and Disinfection Protocol is triggered when an active employee is identified as positive for COVID-19 by testing.

Deep cleaning should be performed as soon after the confirmation of a positive test as practical.

An approved external company will carry out the deep cleaning activity; this company must have the minimum requirements of:

- Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste
- Proper equipment and PPE to perform the task
- All necessary procedures and local authorizations or permits to perform disinfection services and manage any waste generated.
- Use of approved COVID-19 disinfectant chemicals to perform this activity

## Mail & Package Processing

The World Health Organization advises it is safe to receive packages from areas where COVID-19 has been reported, advising that,

“The likelihood of an infected person contaminating commercial goods is low, and the risk of catching the virus that causes COVID-19 from a package that has been moved, traveled, and exposed to different conditions and temperature is also low.”

The virus does not survive on surfaces for long and the length of shipment time and other environmental factors should inactivate the virus. However, as an added safety measure we have implemented **a 24 hour delay** in handling of mail or packages at all MEC facilities.

If critical material/PPE, etc. is received it may be handled same day, provided that gloves and masks are worn when opening.

After handling employees should consider the following steps:

- Wash your hands with soap and water
- Use hand sanitizer when soap and water are not available
- Avoid touching face, eyes, nose or mouth

## Travel Restrictions

Non-essential MEC related travel is suspended through May and is subject to extension.

With summer fast approaching, I’m sure that many employees are wondering when you’ll be able to resume your own travel plans.

Traveling presents a risk, even in the United States. As restrictions begin being lifted it is possible that we will see a second wave of positive COVID-19 cases so while we can’t and won’t try to control what you do on your own time, all employees are encouraged to use a common sense approach for any travel plans.

One of the most important things to think about is the well-being of your fellow co-workers and family members. Even if you don’t fit the profile of someone who is at risk of developing severe symptoms, you might infect someone who is. The Centers for Disease Control and Prevention have posted [several factors](#) to take into consideration if you are still considering travel.

## **Visitor and Contractor Access**

We are limiting access to visitors, contractors and customers as much as possible. Meetings should take place virtually, to ensure the protection of both employees and visitors.

### **Lobby**

The lobbies will remain closed through the month of May while we ramp up our in-office presence, subject to extension. Prior to the end of May, we will evaluate whether we open the lobbies or keep them closed based on virus activity. In advance of any opening, temporary protection shields will be installed to safeguard employees and signage will be used to encourage proper social distancing.

### **Facility Vendors**

Facility vendors are limited to those necessary to make critical repairs or modifications to the mechanics of the buildings or temporary physical changes to accommodate COVID-19 preventative measures. Contractor work that does occur will limit exposure to employees by:

- Ensuring visitors/contractors take a direct route to work areas and do not unnecessarily interact with employees.
- Practicing Social Distancing themselves at all times.
- Practicing expected hygiene regarding washing hands and covering coughs/sneezes.

### **Visitors & Guests**

In most cases, in person visits from visitors and guest are prohibited through the month of May. This includes any wellness sessions hoping to be scheduled with Jamie and deliveries for Avenue C and vending machines.

### **Contractors/Data Center Customers**

There are several outside contractors that have remained working during the COVID-19 pandemic with direct access to MEC properties for required materials. Every effort should be made to limit interactions with outside contractors and to pull material in advance of their arrival.

Direct access to the data center is obtained through a private entrance for data center customers only. Every effort should be made to refrain from coming into close contact with any outside party however, if an employee is unable to avoid close contact (less than 6 feet) with a contractor or customer a mask must be worn by both parties.

# Self-Quarantining and Return to Work Protocol

An employee who has been exposed to someone with a positive COVID-19 test, must self-quarantine for 14 days. Third party contact does not apply.

An employee who has been exposed to someone who has qualified for a COVID-19 test, must self-quarantine for 14 days or until you have knowledge of a negative COVID-19 test. Third party contact does not apply.

An employee with COVID-19 symptoms or a positive COVID-19 test, must self-quarantine until they meet the criteria detailed below.

Positive COVID-19 tests require immediate notification of such test results to your supervisor, safety director and HR so an investigative process to identify who the employee came into contact with and areas of the building or equipment they accessed in the 14 days prior to the diagnosis can begin. Quarantine measures may begin for those identified as exposed based on county health official guidelines.

If you are able to work from home you will be allowed to do so during any quarantine/illness time.

## Returning to Work After Home Isolation

Employees with COVID-19 themselves, presumed or tested, who have been under home isolation/quarantine can return to work under the following conditions, consistent with WHO/CDC guidelines:

- You have not had a fever for at least 72 hours (without fever reducing medication);  
AND,
- Other symptoms have improved (cough and shortness of breath have improved);  
AND,
- At least 7 days have passed since your symptoms first appeared.

Employees who have been preventatively quarantined due to possible COVID-19 exposure are eligible to return to work if they do not develop symptoms after 14 days.

# Pay Practices

## Illnesses

Employees who are unable to work due to **any** illness are eligible to use ESL until exhausted and then STD.

Employees who are under a self-quarantine and are too ill to work from home or are unable to, will use ESL time until exhausted and then STD.

During this time employees will not be required to provide medical certification and will receive the above stated compensation until you are able to return to the office based on the return to work provisions detailed on the prior page.

## Lack of Child Care

Employees who may be impacted by a lack of childcare may be granted alternate work hours or allowed an expansion of work from home measures. If exceptions cannot be made, the Families First Coronavirus Protection Act allows for employees who are unable to work due to a lack of childcare for COVID-19 related reasons, to receive up to 12 weeks of paid leave.

The first two weeks are paid at 100% of your regular wage and up to 10 weeks of time are paid at two-thirds of your regular wage. This time will be paid from available ESL banks until exhausted and then STD.

If you fall under this category, effective May 4th, you will be required to supplement the other third of your wage with working hours or PTO time, until exhausted. In the event you exhaust your PTO bank, the remaining third of your regular wage would be unpaid.

In either of the above scenarios, employees should add "COVID-19" to the comments area of their timesheet.