

## Sample Operational Plan

Upper management is closely monitoring the evolving COVID-19 (Coronavirus) situation as we keep the health and safety of our employees top of mind. We are taking all necessary precautions to mitigate the risk of spreading the virus, and minimizing each employee's exposure during the course of their workday.

We are fortunate to be a position that allows for the majority of our work to be completed away from large crowds, high traffic areas, and high-risk locations. Our workspaces (sweepers and trucks) are naturally isolated and rarely ever come in contact with non-employees. Due to these factors, we are already ahead of the curve when it comes to recommendations from the CDC and local officials about minimizing physical contact and chances for the virus to be transmitted.

Even though these factors help, we are taking our safety one step further and implementing cleaning procedures to protect you during the course of your workday (or night):

### **Mandatory Daily Cleaning**

Your managers have received a cleaning protocol that is to be implemented immediately, and supplies are being shipped out this week to enable this protocol. Each vehicle is required to be cleaned after each shift, and all high-contact touch points will be wiped down with a bleach mixture as recommended by the CDC. Paper towels are stocked in your truck, and we encourage you to use glass cleaner to wipe down your iPad frequently throughout your shift. You will be responsible for cleaning your vehicle each shift before clocking out.

### **Office Cleaning Procedures**

Shared spaces, such as offices, warehouses, and restrooms will be disinfected daily. Doorknobs, faucets, desks, time clocks, light switches, and other high touch-point areas will be cleaned often.

### **General Healthy Habits**

Wash your hands often, for at least 20 seconds each time. Try to avoid touching your eyes, nose and mouth with unwashed hands; if you have to sneeze, sneeze into your elbow or a tissue and immediately dispose of it. Hand sanitizer, if in stock, will be purchased and distributed to each vehicle; please feel free to use it as you feel necessary.

### **Health Precautions**

If you are experiencing respiratory illness symptoms such as coughing or shortness of breath, please notify your manager as soon as possible and do not come in to work. If you begin to feel sick during your workday, let your manager know and they will instruct you on how to return to the office and clock out to go home while

minimizing exposure to other employees. *It is crucial that you let them know as soon as you begin to experience symptoms; do not risk your health or the health of your peers by trying to ignore your symptoms or brush them off.*

### **Remote Work Options for Office Employees**

Members of the corporate team have been given the option to work remotely to maintain social distancing and avoid high traffic areas such as the building where our offices are located. Our systems are set up to allow for seamless transitions to remote work, so we expect minimal interruptions to our daily corporate options. Please be patient as we work out a few glitches and get up and running this week.

We understand that this situation is unprecedented; with the possibility of school and business closures over the next few weeks, there may be circumstances that change the dynamic of your normal daily routine outside of work. If this is the case, whether it be childcare issues, health-related responsibilities of family members, or any other situation that directly affects your ability to work, please reach out to your manager as soon as possible. We can work with you to find a solution that allows you to continue working and earning a paycheck while accommodating these different needs. **At this time, we don't foresee any reduction in workloads due to the COVID-19 situation and barring extenuating circumstances that are discussed with your manager, we expect everyone to continue working their scheduled shifts.**

I want to personally thank you for your dedication and professionalism during this time. The last week has been hectic, and daunting, but we have been able to continue operating at the highest level without any hiccups. We are an integral part of the process for stopping the spread of the virus, and I hope you understand how proud I am of each and every one of you in contributing to this effort. We have received requests for increased services at many of our sites, as our customers see the importance of the outstanding service that you provide each day. Our customers are relying on us to provide safe and clean spaces for their operations as the public visits their sites for their daily needs, so don't take this lightly- take pride in the role you are playing in combating this public health situation.

We will continue to be in communication with you as new information is available. If you have any questions, I am happy to discuss any concerns that you may have. We believe each employee is a member of our family, and we will do anything we can to help you out during this time. Keep up the amazing work, and again, I am so incredibly proud of the contributions you've made to this organization and the situation as a whole.