



# SAFE WORKPLACE MANUAL FOR KJK CLIENTS

An interactive guide for making the  
workplace safer and responding to the  
COVID-19 pandemic

Updated: April 30, 2020

# TO OUR VALUED CLIENTS

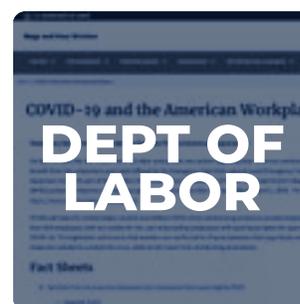
KJK created this manual to serve as a general guide as you reopen your essential facilities in the midst of the ongoing COVID-19 crisis. Every business is different and the manual is not intended, nor should it be used, as either an exclusive or exhaustive resource. Some provisions may not be applicable to your business; others may need to be added to suit your individual needs.

The health and safety of our clients and your employees is critically important to us, and we hope that the guidance included in this manual helps you as you endeavor to create and maintain a safe workplace during these unprecedented times.

As always, if you have any questions, please reach out to your KJK attorney, any time, day or night.

## RESOURCES

This manual was developed from reviewing a number of government publications, including the [Occupational Health Safety Guidance on Preparing Workplaces for COVID-19](#), the [CDC's Interim Guidance for Businesses and Employers](#), the State of Ohio's [Responsible Restart Ohio](#) and the Department of Labor's [Coronavirus Resources](#). As further resources become available, we will share them with you.



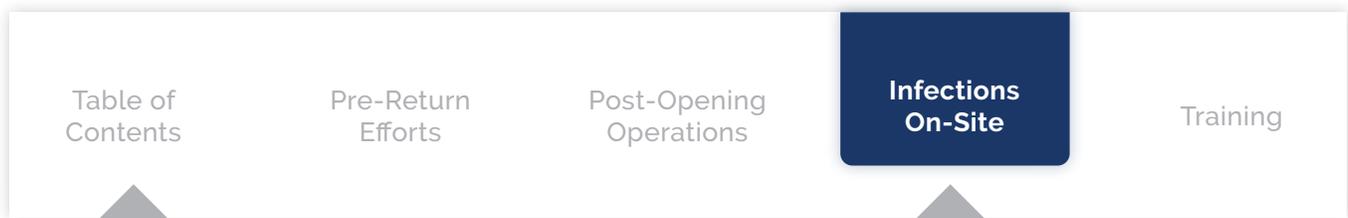
## DISCLAIMER

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# A GUIDE TO THIS INTERACTIVE PDF

This document is interactive, allowing you to move through content in a way that allows you to access the information you need quickly.

Each section in the menu is clickable. Please use the guide below to help you navigate the interactive features.

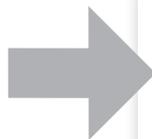


You can always return to the Table of Contents by clicking the shortcut on the menu at the top left of the page

The highlighted section indicates the section of the manual where you currently are

In various sections, there will be additional links to outside resources and downloadable documents.

The orange highlighted section indicates a clickable link



These changes are discussed further in the [Social Distancing section of this manual](#). Below are items you should consider as you transition your workplace into one that complies with social distancing requirements.

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# LEGAL ACTION ITEMS

KJK's attorneys are here to help you better protect yourself and your business during this time of unique challenges and uncertainty. Visit [coronavirus.kjk.com](https://coronavirus.kjk.com) to learn more about the topics below and to subscribe to our email updates for the latest information on protecting your business as you move forward.

Review the list below and contact your KJK attorney for assistance implementing these strategies.

- ✓ Review Your Insurance Policies & Place Additional Coverage ([resources](#))
  - Reduce Gaps in Your Coverage Relating to Employee or Customer Exposure to COVID-19
- ✓ Download & Post the Posters in the [Signage Section](#) of This Manual
- ✓ Review Guidance From OSHA and CDC
  - Design Employee Safety Programs that Comply with Federal Regulations
- ✓ Review & Revise Your Sick and Paid Leave Policies to Comply with New Laws ([resources](#))
- ✓ Schedule a Customized Training for Your Business With a KJK Attorney:
  - [Return to Work Trainings](#)
  - [Families First Coronavirus Response Act & Changes to the Employment Landscape](#)
  - Employee Privacy and COVID-19
- ✓ Review & Update Your Cybersecurity Policies and Data Breach Response Plans ([resource](#))
- ✓ Update Your Employee Handbook to Include Response to COVID-19
- ✓ Review Your Loans & Lines of Credit With a KJK Attorney to [Prevent Accidentally Triggering Liability or Covenant Defaults](#)
- ✓ If You Received a PPP Loan, [Establish a Compliance Strategy](#) to Avoid Penalties and Reduce Audit Risk
- ✓ Review Your Agreements With Vendors, Suppliers & Customers ([resources](#))
  - Have Counsel Analyze Force Majeure and Act of God Provisions & Understand Breach and Cure Provisions
- ✓ Ensure Unemployment Filings Related to COVID-19 Were Applied to the Mutual Account & Will Not Impact Your Unemployment Insurance
- ✓ Confer With a KJK Attorney & Your Tax Professional About Amending Tax Returns to Take Advantage of COVID-19 Tax Changes

# RETURN TO WORK MASTER CHECKLIST

Each section in this document includes a number of suggestions you might take to mitigate the risk you and your employees face from COVID-19. The items below are the most critical takeaways from the various sections. You can find more detailed information in the relevant sections of this Safe Workplace Manual.

- Set Up a Return to Work Team (RTW Team) & Schedule Daily RTW Team Meetings
- Determine Who Can Return to the Workplace & Who May Work Remotely
- Ensure Workplace Is Thoroughly Disinfected Prior to Return
- Establish Infection Prevention Protocol
  - PPE Required
  - Cleaning Supplies Required
  - Social Distancing Protocols
  - Workspace Realignment (As Needed)
- Prepare On-Site Health Screening Protocol (Including Visitors & Contractors)
- Create Infection Reponse Protocol
- Establish Self-Quarantining & Return to Work Protocols
- Establish Deep-Cleaning and Disinfection Protocol & Triggers for Protocol
- Confirm Supply Chain Is Maintaining Safe Work Environment & Deliveries Are Disinfected
- Host Pre-Return to Work Trainings as Possible While Working Remotely
- Host First Day Trainings/Orientation on All Protocols

# PRE-RETURN TO WORK EFFORTS

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# CREATE A RETURN TO WORK TEAM

The Return to Work Team (RTW Team) is a cross-functional team led by the organization's operations leader. If you have multiple locations, you can have multiple RTW Teams.

## CHECKLIST

- Appoint RTW Team Leader
- Appoint RTW Team Members<sup>1</sup>
- Schedule Daily RTW Meetings



### TEAM LEADER

Overall responsibility for the organization and/or facility's response to COVID-19 and responsible for coordinating with insurers to identify risks and implement strategies to mitigate them with the RTW team

#### SOCIAL DISTANCING LEAD

- Manages social distancing logistics, including arrival and departure protocols
- Designs potential workplace alterations to prevent workers from being less than six feet from each other

#### VIRUS PREVENTION LEAD

- Enforces worker screening process and adherence to hand-washing protocols
- Serves as or selects and manages Infection Response Coordinator(s)
- Responsible for contact tracing within the facility for employees testing positive or displaying symptoms

#### SANITATION & DISINFECTION LEAD

- Manages logistics of disinfection process
- If outside maintenance or janitorial companies are used, responsible for enforcing compliance with disinfection processes

#### COMMUNICATION & TRAINING LEAD

- Develops and disseminates all pandemic-related messaging
- Manages training related to return to work, including employee, management and RTW training

#### PPE & MATERIALS LEAD

- Secures supplies required to implement and sustain the return to work plan, including PPE and disinfectant
- Manages inventory and ensures quality and quantity of supply
- Prepares budgets for PPE and materials

#### HUMAN RESOURCES LEAD

- Determines who can return to workplace, who may work remotely and who may not return to work for health and safety reasons
- Manages leave policies for those showing symptoms or taking family leave
- Prepares and manages work from home policies

1. A single individual can perform multiple functions.

# ESTABLISH POLICIES & PROCEDURES

As we return to work, everyone plays a role in reducing the spread of COVID-19. Policies, procedures and protocols are critical because they give clear guidance to employees and managers about what measures should be taken to make the workplace safer. Here are some policies you might want to create:

## COVID-19 RELATED PROTOCOLS

- Infection Prevention Protocols
- Social Distancing Protocols
- Worker Arrival Protocols
- Health Screening & Response to Symptoms Protocols
- Self-Quarantining & Return to Work Protocols
- Deep Cleaning Protocols
- Training Protocols
- Cybersecurity Protocols
- Package Receiving Protocols



## HOW TO CREATE EFFECTIVE POLICIES AND PROTOCOLS

- **Put it in writing:** Keep a record of the policy and any prior versions.
- **Simpler is better:** Make sure the policy is clear and can actually be implemented.
- **Practical and actionable:** Ensure the policy can be implemented and matches the actual operations of the organization. A policy that isn't followed does more harm than good.
- **Compliance with law:** Make sure the policy complies with all relevant laws and regulations and have it reviewed by qualified legal counsel.
- **Keep it active:** The policy should change and evolve over time based upon new regulations, new information and changes in circumstances.
- **Address non-compliance fairly:** When non-compliance is identified, don't retaliate, but retrain or address through a performance improvement plan.
- **Training is essential:**
  - Maintain records that the workforce has received and reviewed and understands the policy. Also record when training occurred and who received it.
  - Require and encourage workforce members to ask questions and report concerns regarding non-compliance. Have a compliance hotline and/or point person to triage questions and difficult issues.
- **Compliance starts at the top:** There needs to be understanding, buy-in and support from leadership. The success of policies relies upon a culture of compliance.

# WHO CAN RETURN TO THE WORKPLACE

[The President's Guidelines for Reopening the Economy](#) include a three-phase approach for employers. This guide assumes that you will be reopening in the first phase. Employers in Phase 1 are encouraged to continue allowing telework where possible, returning to work in phases, and allowing special accommodations for those in a vulnerable population.

## WHO WILL BE IN THE WORKPLACE?

- Determine the risk categories of your employees
- Determine who can work remotely regardless of their age or health status
- Determine the maximum number of employees who should be in your facilities while maintaining social distance
- Determine who should not return to work because they are in a vulnerable population

## EMPLOYEE RISK CLASSIFICATIONS

The Occupational Safety and Health Administration (OSHA) Guidance on Preparing Workplaces for COVID-19 classifies employees into four categories. The more employees you have at higher risk, the more precautions you should take.

### Lower Exposure Risk

- Contact is not required with those known or suspected to be infected with COVID-19

### High and Very High Exposure Risk

- Employees interacting directly with those who either likely have or definitely have the virus

### Medium Exposure Risk

- Employees who must be in frequent and/or close contact with those that may be infected with COVID-19. Most workers fall into this category due to known community transmission of the coronavirus

## REMOTE WORK ENVIRONMENT

If you have already transitioned to a remote work environment, consider whether you actually need to move back to the physical workplace. If an employee can continue working remotely or can start working remotely, they should do so. Here are some considerations for why you should or should not transition employees back to the workplace:



### Return to Workplace

- Access to equipment or infrastructure is needed to complete work
- Digital collaboration tools are not sufficient to perform job duties
- Work functions cannot be performed remotely



### Stay Home

- Limited access to child or eldercare
- Increased personal health risks and anxiety about returning to the workplace
- Minimizing costs related to cleaning and PPE
- Remote work tools meet your needs
- Increased productivity and found time due to commutes being eliminated

## WHO CAN RETURN TO THE WORKPLACE, CONTINUED

### STAGGER OR PHASE WORKFORCE RETURN

If it is possible, perform a phased reopening or stagger the way your workforce returns to work. Do this in conjunction with the creation of Social Distancing Protocols so that you can ease congestion in the hallways or community spaces like bathrooms and coffee stations, simplify arrival and departure of employees, and generally make adherence to the Social Distancing Protocols easier.

You might consider breaking your workforce into teams or shifts and only allowing one team or shift into the workplace at a time.

### SPECIAL ACCOMMODATIONS FOR VULNERABLE POPULATIONS

While COVID-19 has infected individuals of all ages, the [CDC has advised](#) that “older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.”

For your employees who meet one or more of the criteria below, try to create special arrangements for them to work from home:

- Workers who are over the age of 60
- People of all ages with underlying medical conditions, including:
  - Chronic lung disease or moderate to severe asthma
  - Serious heart conditions
  - Severe obesity (body mass index of 40 or higher)
  - Diabetes
  - Chronic kidney disease undergoing dialysis
  - Liver disease
  - Immunocompromised due to, among other things, cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS and prolonged use of corticosteroids and other immune weakening medications



### COMMUNICATING WITH EMPLOYEES ON RETURN TO WORK

- Develop a plan to mitigate employee fears and concerns about the return to work
- Be sure to communicate:
  - That you recognize the anxiety created by the unprecedented time we are living in
  - Why groups and/or individual employees were chosen to return to work
  - How you are complying with government mandates and how you are changing the workplace to make it safer
  - How you are prioritizing employee health and safety and the safety of their families
- Use a wide range of communication channels and materials including email, text messaging, all-hands video conferences, employee portals or intranets, video messaging, posters and signage
- Ensure that your messaging is clear, consistent and continuous

### CONTINUE TO RESTRICT TRAVEL

All non-essential travel to areas with an active COVID-19 outbreak should be restricted. Whenever travel may be required, review the [CDC's travel guidance](#) to determine what measures should be taken.

# PPE & SANITATION SUPPLIES

Having adequate disinfectant and supplies of personal protective equipment (PPE) on hand is a must to enhance workplace safety during these times.

## PPE AND FACE COVERINGS CHECKLIST

- Determine amount of required face coverings and PPE supplies
- Require or recommend the wearing of cloth face coverings
- Order cloth face coverings and develop protocol for laundering face coverings
- Order/confirm sufficient supplies of PPE

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

While the correct use of PPE can aid in preventing some exposures, it should not be used in place of other prevention strategies like social distancing and remote workforces.

- Confirm stock of face masks, gloves and any other PPE on-site and on-order with proper lead time
- Maintain a minimum quantity of a 30-day supply of PPE
- Medical employees, screeners and cleaning crew are required to wear gloves and masks

### PPE Supplies

ITEM	SPEC	QUANTITY	DAYS SUPPLY ON HAND
<b>Masks</b>	Surgical or N95 masks	4 per Infection Response Coordinator per day	Min. 30-day supply
<b>Gloves</b>	Nitrile Gloves	4 pair per health screener, Infection Response Coordinator and sanitation employee per day	Min. 30-day supply

## WHEN AN N95 OR SURGICAL MASK IS RECOMMENDED

- Those performing employee screenings or interacting with a potentially infected person should wear the best protection you can afford them, including N95 or other respirator masks if possible
- Those performing cleaning of facility should wear surgical masks if they are available

## PPE & SANITATION SUPPLIES, CONTINUED



### ALL EMPLOYEES SHOULD WEAR FACE COVERINGS

Ohio's [Responsible Restart](#) mandates that all workers wear a cloth face covering to prevent droplets that could contain the coronavirus from spreading. There are limited exceptions to this rule:

- An employee in a particular position is prohibited by a law or regulation from wearing a face covering while on the job
- A face covering is not advisable for health purposes
- Wearing a face covering on the job is against documented industry best practice
- Wearing a face covering violates a company's safety policies
- There is a practical reason a face covering cannot be worn
- An employee is sitting alone in an enclosed workspace

If any of these exceptions apply, written justification must be provided upon request. [According to the CDC](#), cloth face coverings should:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to shape

Cloth face coverings may lose efficacy at blocking droplets when they are wet. Employees who are wearing a cloth face covering should be directed to change their face covering if it is soiled.

You can mandate that employees provide their own face coverings, but consider maintaining a supply of cloth face coverings in the event a face covering is soiled. Have the face coverings you provide professionally laundered or send them home with the employee who wore the face covering. If you do provide face coverings, you should provide a dedicated receptacle for the used face coverings that you are sending to be laundered.

Remind employees that face coverings are worn to protect others from infection. They should still:

- Avoid touching their face while wearing the face covering
- Be careful not to touch their eyes, nose or mouth when removing their face covering
- Wash hands immediately after removing

# SANITATION SUPPLIES

Having adequate disinfectant and supplies of PPE on hand is a must to enhance workplace safety during these times.

## PPE AND FACE COVERINGS CHECKLIST

- Determine amount of required sanitation supplies
- Order/confirm a 30-day supply

## DISINFECTANT AND HYGIENE SUPPLIES

According to the CDC, the novel coronavirus can spread via surfaces. That means that it is absolutely critical to continuously keep the workplace clean and maintain a sufficient stock of cleaning and hygiene supplies.

- Confirm operation has an adequate supply of soap, disinfection spray, hand gel, paper towels and tissue
- Maintain a minimum quantity equivalent to a 30-day supply of disinfectant supplies
- Portable disinfection stations or hand sanitizer are recommended where possible

ITEM	SPEC	QUANTITY	DAYS SUPPLY ON HAND
Infrared Thermometer	Touchless medical infrared thermometer	1 per 100 employees per shift	N/A
Disinfectant Spray/Wipes	CDC approved disinfectant	Sufficient quantity to clean facility	Min. 30-day supply
Spray Bottles	1-liter plastic spray containers for use in cleaning facility	Min. 5 bottles	N/A
Hand Sanitizer Station	Hand sanitizer dispenser	1 or more stations per area per 50 employees	N/A
Hand Sanitizer Refills	Sanitizer with 70% alcohol	2 ounces per employee per day	Min. 30-day supply
Hand Soap	Hand soap	2 ounces per employee per day	Min. 30-day supply
Paper Towels	Paper towels	15 sheets per employee per day	Min. 30-day supply
Glasses/Face Shields	Safety glasses/ Polycarbonate	1 per day per worker who cannot maintain 6 ft distance due to requirements of job	Min. 30-day supply

# PREPARE WORKPLACE FOR RETURN OF WORKERS

Before any facility reopens, it must be disinfected, including replacing or cleaning/disinfecting HVAC air filters. If necessary, changes may also need to be made to the space to make it safer and allow for social distancing.

## WORKPLACE PREPARATION CHECKLIST

- Disinfect workplace
- Post signage
- Change or upgrade filters on HVAC systems and adjust airflows



## PRE-OPENING CLEANING

Janitorial providers or employees should sanitize and disinfect all areas with special attention to:

- Restrooms
- Cafeteria/Kitchen/Lunch Room
- Lockers
- Computer screens and keyboards
- High-touch surfaces (i.e. door handles, elevator buttons, coffee pot handles)
- Workstations and equipment



## POST SIGNAGE

Clear and concise signage will help your workforce understand your protocols and policies.

Signage that you should post includes:

- The FFCRA [model notice](#) if applicable (fewer than 500 employees)
- Signage at entry points regarding health screening and to [stay home if feeling ill](#)
- [Hygiene reminders](#), including reminders to wash hands and practice good cough and sneeze etiquette
- Reminders to maintain social distancing

The CDC has published a [suite of posters](#) that you can print and post in your workplace.



## HVAC CHANGES AND OTHER ENGINEERING CONTROLS

Engineering controls involve isolating employees from work-related hazards. These controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement:

- Install high-efficiency air filters
- Increase ventilation rates in the work environment
- Install physical barriers as outlined in the next section

# PHYSICAL CHANGES

To the extent that you need to physically change the workplace to maintain social distancing requirements, make those changes before employees return.

## CHANGES TO THE WORKPLACE

- Identify changes needed to common spaces (e.g. closing or limiting capacity)
- Relocate employee workstations to ensure six feet between employees
- Install physical barriers where six feet distances cannot be maintained
- Other physical changes to encourage social distancing
- Reduce touch points that have multiple users



## SOCIAL DISTANCING AND PHYSICAL CHANGE

The last few decades have seen compression of the square footage per employee when workplaces are designed and the creation of collaborative and open workplans. Unfortunately, we now live in a world of social distancing and your workspace may need to be altered to accommodate six feet of distance between employees.

These changes are discussed further in the [Social Distancing section of this manual](#). Below are items you should consider as you transition your workplace into one that complies with social distancing requirements:

- Convert hallways to be one-way and mark the direction of travel with tape on the floor
- Eliminate employee workstations that are too close together and relocate those employees to compliant spaces
- Mark six foot distances away from commonly used objects like printers or equipment
- Eliminate high-touch interfaces such as biometric time clocks, digital touch pads and other multi-user points of contact
- Close common areas that are not necessary to the operation of your business
- Install plexiglass sneeze guards at reception desks or other points where social distance might be difficult to maintain
- Remove chairs from conference rooms or employee common rooms that will stay open

In Ohio, the maximum capacity of any space is deemed to be 50% of the maximum occupancy under the fire code.

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# WORKER ARRIVAL & HEALTH SCREENING

The points of entry where workers arrive and the tendency to congregate during arrival makes it a critical point for managing the risk of COVID-19 transmission.

## WORKER ARRIVAL CHECKLIST

- Distribute Employee Temperature & Health Certification Form to all employees for home self-screening
- Establish staggered arrival & departure schedule
- Designate arrival & departure locations and post-entry protocol signage
- Restrict access via other entrances
- Establish screening protocol for arriving workers or visitors & use physical barriers or locked doors to prevent anyone from skipping the screening
- Confirm HR is prepared to receive reports of potentially symptomatic employees & infection response coordinators are ready to respond

## PRE-ARRIVAL DAILY SELF SCREENING

It is critical that employees do not report to work while they are experiencing respiratory symptoms, such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue.

To reduce your screening burden, ask employees to take their temperature and check for symptoms before coming to work each day. Employees may be required to certify to their temperature and health, using the Employee Temperature and Health Certification Form.

If an employee's temperature is above 100°F, or if the employee exhibits any symptoms of COVID-19, the employee may not come to work. Instead, make clear that the employee must call HR and report that potential COVID-19 symptoms are the reason for their absence.

If employees only have a single day of symptoms, they must remain at home until at least 24 hours after they are free of a fever of 100°F or higher, without the use of fever-reducing medications, and/or at least 24 hours after they are free of any symptoms. An employee who has been home sick for more than two consecutive days with fever or other symptoms will be required to self-quarantine. See ["Self-Quarantining and Post-Quarantine Return to Work"](#).

# WORKER ARRIVAL & HEALTH SCREENING, CONTINUED

## SCREENING FOR COVID-19 SYMPTOMS

So long as it may be necessary or prudent, or until state governments are no longer recommending employee screenings, you should implement mandatory temperature and health screenings at all facilities.

On-site health screenings should be completed by designated personnel in full PPE, including gloves and mask, preferably an N95 or other respiratory mask. Screening should be completed for all incoming employees, contractors or suppliers before they access company facilities or offices.

Any employee who is not willing to be screened will not be allowed to enter the facility until the employee has self-quarantined and met the return to work after self-quarantine requirements described in "[Self-Quarantining and Post-Quarantine Return to Work](#)."



### WORKER ARRIVAL PROTOCOL

- Employees will enter and exit at the designated entrances and exits
- Employee start and stop times will be staggered to avoid large groups congregating at entry and exit
- Direct employees to:
  - Avoid gathering when entering and exiting the facility
  - Remain in their vehicle until their scheduled arrival time
  - Where an elevator must be used, tell employees to avoid groups on the elevator
  - Ensure that a six-foot distance between employees is maintained while waiting in line to enter a facility
  - Direct employees they should avoid direct face-to-face contact when in line, even if they are six feet apart
  - Consider marking six-foot distances on the ground
- Take the temperature of all employees:
  - Whoever is performing screening needs to wear PPE
  - If an employee's temperature is over 100°F, send the employee home and report the potential infection to HR and/or the relevant Infection Response Coordinator
- Eliminate as many physical touch points as possible:
  - If you use a time clock, consider if you can do away with punching in and out for a few weeks, pay employees for 40 hours and have supervisors reconcile time
  - If you have to keep your time clock:
    - Make sure employees do not touch the time clock or entry door handle with exposed fingers
    - Advise employees not to touch their face before they have had a chance to wash their hands
    - Consider placing a hand sanitizer station directly inside of the door
    - Wipe off time clock each time it is touched by an employee
    - Station an employee to observe the time clock at least six feet away to disinfect the clock if it is inadvertently touched
    - If you have a biometric time clock, consider moving back to time cards if that is feasible, otherwise, you will need to clean the time clock between each use
- Consider having personnel stationed near entry doors to enforce social distancing

# SOCIAL DISTANCING

Social distancing is a simple yet very effective way to prevent the novel coronavirus from spreading among groups of people. At its most basic, that means maintaining six feet between employees at all times.

## SOCIAL DISTANCING CHECKLIST

- Establish plans for workspace adjustments to achieve social distancing
- As needed, mark on floor six-foot distances from commonly used items (e.g. printers, time card readers, food storage, etc.)
- Consider establishing alternating days or extra shifts that reduce the total number of employees in a facility at a given time, allowing them to maintain distance from one another while keeping the equivalent of a full-time workforce
- Train employees on social distancing protocols



## GENERAL SOCIAL DISTANCING REQUIREMENTS

- Maintain at least six feet between individuals
- Require workers to wash hands with soap and water for at least 20 seconds as frequently as possible. Hand sanitizer can be used when soap and water is unavailable
- Require workers to cover coughs or sneezes (into the sleeve or elbow, not hands)
- Regularly clean all high-touch surfaces and wash hands after touching such surfaces
- Discourage shaking hands, embracing or otherwise touching one another
- To the extent necessary based on your workspace, realign spaces to ensure social distancing protocols can be maintained
- Limit all gatherings of individuals, even when they are maintaining social distancing of six feet, to fewer than 10 people. This includes meetings. Add meeting capacity via digital and online meeting tools like Zoom, Microsoft Teams and Google Meet
- Suggest that workers wear clean cloth masks to work and direct employees to only wear masks for one day before washing them



## SOCIAL DISTANCING IN OFFICES

- Continue to limit those in the office and encourage remote work where possible
- Offices should be organized to ensure six feet of separation is kept between employees
- Face-to-face desk layouts should be avoided
- Cubicles should have dividers when people are working near one another
- Meeting rooms should be organized to hold no more than 10 chairs with the appropriate spacing and 10 employees at a time. Sitting or standing positions should not exceed the minimum distance required
- Help reduce the number of people in office at any given point in time by moving to shifts, holding multiple meetings with the same subject matter or using videoconferencing tools to increase meeting capacity
- Collaboration spaces must be frequently cleaned and social distancing enforced by supervisors. Sharing of markers or digital writing tools should be discouraged. Consider requesting team members collaborate digitally



## SOCIAL DISTANCING IN MANUFACTURING & WAREHOUSES

- Work stations should be arranged to maintain separation of six feet
- Clearly indicate the desired position of operators to maintain social distance
- Use production transfer aids (such as inclined shelves, push boards) to minimize potential social distance violations
- Clearly mark operator boundaries on the floor for conveyor lines and enforce operators staying within their marked areas
- Workers are strongly encouraged to disinfect their own work space multiple times during their shift, giving special attention to common surfaces
- Employees must be reminded to avoid touching their face and must wash hands thoroughly with soap and water several times during work hours to reduce risk and help prevent person-to-person potential infections



## SOCIAL DISTANCING DURING BREAKS

- Manage employee break times to increase social distance and require maintenance of proper hygiene, including requiring hand-washing upon return to the facility
- Break start and end times should be staggered



## SOCIAL DISTANCING IN COMMON AREAS, INCLUDING LUNCH ROOMS

- Remove tables and chairs to ensure social distance is maintained
- Add signage to the common areas to remind employees to maintain a six-foot radius
- Avoid non-essential gatherings
- Stagger start and end times to limit the amount of people within the lunch area
- Increase cleaning intervals to maintain a clean environment at all times

# EMPLOYEE HYGIENE

One of the most important strategies you can use to help protect workers is to rigorously train them on proper hygiene protocols and continuously communicate the importance of good hygiene to maintaining the safety of the workplace.

## EMPLOYEE HYGIENE CHECKLIST

- Establish a policy that employees must wash their hands any time you arrive at or return to the workplace from lunch or other break taken outside of the facility
- Post signage in bathrooms about hand washing
- Post signage around the facility to follow proper sneeze and cough etiquette
- Post signage discouraging employees from touching their face
- Encourage hand washing throughout the day
- Require/recommend the use of cloth face coverings

## HAND-WASHING

According to the CDC, other than social distancing, [hand-washing is one of the best ways](#) to prevent transmission of the novel coronavirus and other infectious diseases.

### Employees should wash their hands:

- Any time they arrive at or return to the workplace from lunch or other break taken outside of the facility
- After you have been in a public place and touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts or electronic cashier registers/screens, etc.
- Before touching your eyes, nose or mouth
- After using the toilet
- After blowing your nose, coughing or sneezing

Post signage in bathrooms on how to wash hands and train employees on how to do so. While this may seem trivial, most people do not sufficiently wash their hands.



## HOW TO CORRECTLY WASH YOUR HANDS

Proper hand washing means following these five steps every time an employee washes their hands:

- Wet your hands with clean, running water (warm or cold), turn off the faucet and apply soap
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers and under your nails
- Scrub your hands for at least **20 seconds**. Need a timer? Hum the “Happy Birthday” song from beginning to end twice
- Rinse your hands well under clean, running water
- Dry your hands using a clean towel or air dry them



## USE HAND SANITIZER WHEN YOU CAN'T USE SOAP & WATER

According to the CDC, hand sanitizer with an alcohol content of at least 60% alcohol can be used to clean your hands as well, **but it should only be used when soap and water are not available**. The CDC warns that, while hand sanitizers are effective, they:

- Do not get rid of all types of germs
- May not be as effective when hands are visibly dirty or greasy
- Might not remove harmful chemicals from hands like pesticides and heavy metals

### How to use hand sanitizer:

- Apply the gel product to the palm of one hand (read the label to learn the correct amount)
- Rub your hands together
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry
- This process should take around 20 seconds

## COUGH & SNEEZE ETIQUETTE

The novel coronavirus appears to be transmitted through droplets from an infected person's nose or mouth, so proper cough and sneeze etiquette is [critical to keeping the workplace healthy and safe.](#)

Though state mandates will require many employees to [wear a face covering](#) in an attempt to contain droplets, it is still important to train employees to cover coughs and sneezes. This is especially important for employees who cannot wear a face covering. For employees who are not required to wear a face mask, you may still want to encourage them to wear one to prevent inadvertent spread of the virus.

### Proper cough and sneeze etiquette includes:

- Never coughing directly into your hands
- Covering your mouth and nose with a tissue when you cough or sneeze
- Throwing used tissues in the trash
- When a tissue is not available, coughing or sneezing into your elbow
- Always washing your hands immediately after blowing your nose, coughing or sneezing

# CONTINUALLY DISINFECT THE WORKPLACE

Routinely cleaning surfaces is vital to help stop the spread of COVID-19. Pay special attention to frequently touched surfaces and objects.

## WORKPLACE DISINFECTION CHECKLIST

- Inventory the surfaces in your facility that need to be cleaned
- Determine the number of times per day those spaces should be cleaned at minimum
- Record when and by whom the facilities are cleaned
- Use CDC approved cleaning solutions

You can also review the [CDC's guidance on building disinfection for more information](#).

TYPE OF SURFACE OR AREA	EXAMPLES OR SPECIFIC ITEMS TO CLEAN	FREQUENCY
Offices, Desks and Conference Rooms	Table and chair surface	1x per day
Conveyor Belts	Wipe areas of common employee interphase	2x per shift
Moveable Trays or Containers	Handles and other commonly touched areas	Once per shift if contacted by 1 person, otherwise, between users
General Objects Often Used or Touched	Doors and windows, handles, faucets, sinks and bathrooms	Every 2 hours
Common Work Surfaces	Control buttons, tools and other common surfaces	3x per shift
Vending Machines	Interface surfaces (pay, selection and vending surfaces)	2x per day
Multi-User Safety Vest and Other Non-Pandemic PPE	All surfaces	Between uses
Transport Vehicles	Common surfaces (e.g. seat surfaces rails, belts, door sand window controls)	After each use
All Floors and Walls	All general floors and walls at site	Periodic, where frequently touched; mop hard surfaces daily

# CONFIRM SAFETY OF SUPPLY CHAIN & DELIVERIES

You need to make sure that you are managing your supply chain and that deliveries are being made to your facilities in a safe manner.

## SUPPLY CHAIN CHECKLIST

- Understand your supply chain and be ready to pivot in the event of a supply chain disruption
- Create a delivery protocol to make sure receiving is done in a safe manner

## PREVENT SUPPLY CHAIN DISRUPTIONS

Be sure you are aware of the structure of your supply chains, and know which suppliers, sites, parts and products are at risk in order to pivot to alternate sites or constrain inventory if needed. Additionally, request that critical points in your supply chain provide certification that they have given employees appropriate training on staying home and maintaining a safe work environment. Any companies that provide your business with contract or temporary employees should also make this certification.



## PROCEDURE FOR RECEIVING PACKAGES

According to the World Health Organization (WHO), it is unlikely that commercial goods could become contaminated by an infected person, and the risk of becoming infected by COVID-19 due to handling packages that have been “moved, traveled, and exposed to different conditions and temperature” is low. Therefore, the WHO advises that receiving packages from areas that have reported COVID-19 is safe. However, our understanding of the coronavirus is expanding daily. [Research from The Ohio State University](#) indicates that the virus can survive on stainless steel and plastic for 72 hours or longer.

**To further reduce the risk of contamination, it is best practice to instruct employees to take the following steps when receiving an expedited delivery:**

- Wear disposable gloves when receiving packages and discard immediately after delivery
- Thoroughly wash hands with soap and water on a frequent basis
- Use hand sanitizer when soap and water are unavailable
- Avoid touching your face, eyes, nose or mouth while handling deliveries

**Additionally, extra precautions can be taken to alleviate employee apprehension and further reduce risk of exposure:**

- Wear PPE such as disposable nitrile gloves and disposable surgical masks when taking deliveries
- Disinfect surfaces using a CDC approved disinfectant as appropriate to the surface being treated, noting that such chemicals should only be used by fully trained and authorized personnel

# POTENTIAL OR ACTUAL INFECTIONS ON-SITE

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# RESPONSE TO INFECTION OR SYMPTOMS

Prompt identification and isolation of potentially infectious individuals is a critical step in protecting workers, customers, visitors and others at a worksite.

## RESPONSE TO INFECTION CHECKLIST

- Adopt an infection response protocol
- Identify & train Infection Response Coordinator(s)

## IF COVID-19 SYMPTOMS ARE DETECTED

If an employee's temperature is 100°F or higher or the employee exhibits visible symptoms of illness consistent with COVID-19, the employee shall be directed to leave the facility and contact their health care provider. If the health care provider clears the employee, they may return to work.



## INFECTION RESPONSE PROTOCOL

[Infection Response Coordinators](#) or HR should be responsible for implementing your response in the event an employee tests positive for or displays symptoms of COVID-19. A suggested protocol is below.

1. Direct the individual to leave the facility and either go home or to the nearest health center. Public transportation should not be used. If the infected person is not able to leave the facility immediately, isolate the individual from other employees.
  - If the infected person is well enough to drive their own vehicle, ask them to do so
  - If the infected person is not well enough to drive, ask if a family member can come pick them up
  - Otherwise, arrange for transport via an ambulance or medical transport company
2. Interview the infected employee via the telephone to determine which other workers the employee has been in close contact over the previous 48 hours. Close contact means sustained interaction in the same space for more than five minutes or being coughed or sneezed on.
3. Inform employees that may have been in direct contact with the individual that they need to carry out a self-screening check every morning for the next 14 days, and if any symptoms are displayed, immediately contact the HR department. Unless the health department requires it, do not provide the name of the infected employee.
4. The potentially infected employee's work area and any area in which they spent time must be thoroughly cleaned and disinfected, along with any common surfaces the potentially infected individual may have touched. Gloves must be worn during this cleaning and any employees performing this cleaning must properly wash their hands after completing the cleaning.



## REPORTING A CASE TO OSHA

The record-keeping requirements under the Occupational Safety and Health Act (OSHA) provide that an employer must report any “recordable illness.”

While employers are responsible for recording cases of COVID-19, most employers will only be required to report a confirmed case of COVID-19, as defined by the Centers for Disease Control and Prevention, and then only if (i) there is objective evidence that a COVID-19 case may be work-related, with such “objective evidence” including, for example, a number of cases developing among workers who work closely together without an alternative explanation; and (ii) that objective evidence was reasonably available to you, which means, for example, information given to you by employees, as well as information that you learn regarding your employees’ health and safety in the ordinary course of managing business and employees.

If you are in the healthcare industry, an emergency response organization (e.g., emergency medical, firefighting and law enforcement services), or a correctional institution, you must continue to make your own work-relatedness determinations pursuant to the existing regulations (i.e., 29 CFR § 1904).

If reporting is required, COVID-19 should be coded as a respiratory illness on the OSHA Form 300. Because this is an illness, if an employee voluntarily requests that his or her name not be entered on the log, you must comply with that request.

## DEFINING WHAT “EXPOSED TO COVID-19” MEANS

Generally, a person needs to be in close contact with a COVID-19 infected individual to get infected themselves.

Close contact includes:

- Living in the same household as the sick person
- Caring for the sick person
- Being within six feet of the sick person for five or more minutes
- Being in direct contact with secretions from a sick person (e.g., being coughed on, kissing, sharing utensils, etc.).

An employee who has been in contact but not close contact with a COVID-19-infected individual can likely continue to work so long as they have not experienced any COVID-19 symptoms, but the employee **should monitor their health for 14 days after the contact**. If the employee begins to feel sick, the employee must notify the company immediately and must remain at home until at least 72 hours after the employee is free of a fever (100°F) or signs of a fever without the use of fever-reducing medications.

An employee who has been in close contact with a COVID-19 infected individual will be required to self-quarantine. See the section headed [“Self-Quarantining and Post-Quarantine Return to Work”](#) for more information.

## ENCOURAGE WORKERS WHO ARE SICK TO STAY HOME

To the extent possible, encourage workers who are sick to remain at home as encouraged by OSHA, the State of Ohio and the CDC.

# DEEP CLEANING & DISINFECTION

If COVID-19 is detected at your facility or among your workers, you need to have a plan in place to ensure that the facility is made ready for employees to safely return to the facility.

## DEEP CLEANING CHECKLIST

- Select an approved external company that should carry out the deep cleaning activity
- Determine communication strategy when deep cleaning is required

## WHEN DEEP CLEANING IS REQUIRED

If an employee tests positive for COVID-19, your facility may contain traces of the virus that can infect other employees. If an active employee has tested positive for COVID-19, you need to make sure the facility is clean. You should perform a deep cleaning in this scenario. You may choose to have a deep cleaning performed for presumed cases.

The deep cleaning generally should be performed on the entire facility, however, the footprint may be reduced if there is a good reason to do so. While a deep cleaning is the preferred method of ensuring a facility is safe to return to, shutting down the facility for at least 72 hours to allow for natural deactivation of the virus followed by site personnel performing a comprehensive disinfection of all common surfaces may be an acceptable alternative.



## HOW TO PERFORM DEEP CLEANING

The RTW Team must coordinate and supervise the cleaning and disinfection process:

- Identify an approved external company – with adequately trained personnel – that should be secured to execute the deep cleaning
- Site access shall be limited to authorized personnel only during the cleaning process
- The use of PPE shall be based on the chemicals used to conduct the disinfecting process and is to be determined by the cleaning contractor. This includes the proper storage, wearing, cleaning, decontamination and disposal of PPE as biohazard waste
- The cleaning contractor must also follow all local regulations to properly dispose of all PPE and cleaning materials once the process is complete

# SELF-QUARANTINING & POST-QUARANTINE RETURN TO WORK

In the event that one of your employees displays symptoms, tests positive or comes into direct contact with a person who has tested positive for COVID-19, the employee will need to self-quarantine. You need to know when you can require the employee to work from home, what rights they have to paid leave and when a self-quarantining employee can return to work.

## SELF-QUARANTINING PROTOCOLS CHECKLIST

- Establish medical leave policies and ensure they comply with legal requirements and post the FFCRA model notice if required
- Determine which employees are and are not eligible to work from home
- Establish work-from-home requests during self-quarantine
- Establish post-diagnosis or presumed diagnosis return to work protocol



## WHEN SELF-QUARANTINE IS REQUIRED

Self-quarantine should be required if an employee:

- Tests positive for COVID-19
- Exhibits symptoms consistent with COVID-19
- Has come into contact with someone who has tested positive for COVID-19 within the last 14 days

Identify the process for employees notifying their supervisor or HR that they need to self-quarantine. Supervisors and HR must be trained in how to respond to these reports.

## WORK FROM HOME DURING SELF-QUARANTINE

If the employee is experiencing a mild case of COVID-19 (whether presumed or diagnosed) or is self-quarantining due to exposure to an infected individual, you can request that the employee work from home to the extent their job function can be performed remotely. Be sure that the employee has been trained on [remote work policies](#). If they are an hourly employee, you need to have a way to document the hours they spend working.

# SELF-QUARANTINING & POST-QUARANTINE RETURN TO WORK, CONTINUED

## MEDICAL LEAVE POLICIES

If you have fewer than 500 employees, you are required to comply with the requirements of the Emergency Paid Sick Leave Act (EPSLA) and the Emergency Family and Medical Leave Expansion Act (EFMLEA) unless subject to an exception. If you are subject to the EPSLA or EFMLEA, you must post the [model notice](#).

If you are not required to comply with the EPSLA or EFMLEA, you can continue to follow your pre-COVID-19 policies. If you choose to pay employees for self-quarantine in deviation from your pre-COVID-19 policy, clearly establish such deviation and send specific instructions as to how and when the deviations will apply. Many government agencies are recommending more flexible policies to prevent workers from coming to work while ill.

To the extent an employee takes a medical leave, you need to be sure to document that leave appropriately. For employers subject to the EPSLA and EFMLEA, the employee must provide a signed statement containing: (1) the employee's name; (2) the dates for which leave is requested; (3) the COVID-19 qualifying reason; and (4) a statement that the employee is unable to work due to that reason. Depending on the COVID-19 qualifying reason, additional documentation is required.

Under the EPSLA, employers must keep all documentation presented in support of leave for four years, regardless of whether leave was granted.



## RETURN TO WORK AFTER SELF-QUARANTINE

**If a worker will not receive a test to determine if they can return to work, an employee who has been in self-quarantine after experiencing symptoms should stay home until:**

- They are free of fever (without the use of fever reducing medication) for at least 72 hours (three full days)
- Symptoms have improved for at least 72 hours (also three full days), and
- At least seven days have passed since symptoms first began.

**If an employee will be tested to determine if they are still contagious, they can return to work after:**

- They are fever free (without the use medicine that reduces fevers)
- Other symptoms have improved (for example, when cough or shortness of breath have improved), and
- Two negative tests were received in a row, 24 hours apart

**Workers who have come into contact with someone who has tested positive for COVID-19 within the last 14 days may return to work after either:**

- A 14-day self-quarantine or
- Receipt of negative test results from a COVID-19 test

# TRAINING & CYBERSECURITY

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# TRAINING WORKERS

Having strong protocols is only the first step. Training employees on the protocols is critical to helping protect them and your business from COVID-19.

## PRE-RETURN TO WORKPLACE CHECKLIST

- Train any workers with special COVID-19 response duties
- Host trainings about returning to the workplace before the actual return
- Ensure all workers receive training on your arrival & social distancing protocols before arriving on day one
- Send all protocols you establish to all employees for acknowledgment

## PROTOCOL ENFORCEMENT

For employees who will be responsible for implementing COVID-19 protocols, make sure they understand your policies and procedures and how and when to enforce them. The following individuals are particularly important to train:

- Infection Response Coordinator(s)
- Health Screeners
- Social Distancing Leads
- Disinfection Team
- HR

## PRE-RETURN TRAINING FOR EMPLOYEES

For employees who will be in the physical workplace, let them know what the new normal at your facility will be before they step foot inside.

- Schedule and host remote training on arrival protocol for all employees who will be returning to the workplace.
- Host General Return to Workplace Training on the following policies and procedures:
  - [Social Distancing](#)
  - [Infection Prevention and Hygiene](#)
  - [Health Screening](#)
  - [Infection Response](#)
  - [Self-Quarantining and Return From Quarantine](#)

## CONSIDER SENDING POLICIES & PROTOCOLS FOR ACKNOWLEDGMENT

Well-designed protocols are ones that you will readily be able to follow and enforce. Sending your policies to your employees and making them acknowledge receipt is a good way to defend yourself against a claim that they weren't aware of your policies or procedures. **Be aware, however, that if you circulate policies to your employees and do not follow those policies, you may increase your risk of a claim from an employee.**

# DAY OF RETURN & ONGOING TRAINING

Continually remind workers that they need to follow the new protocols and develop a communication strategy to keep the new workplace safety rules top-of-mind.

## ON-SITE WORKER TRAININGS

- Host first day training to increase familiarity with changes
- Adhere to social distancing protocols during trainings
- Create schedule of ongoing trainings and communications that continually reinforces critical safety procedures



## DAY OF RETURN TRAINING

When you return to the workplace, schedule trainings for all employees to reinforce the new protocols and changes you have made to the workplace. Keep the training light but serious to make sure workers understand the importance of following the new rules. Always make sure your message is positive and recognize that many workers may be anxious about returning to the workplace.

- Ensure all presentation materials are consistent with your facility and unique business and/or space challenges you face
- Include all staff in first day training orientation
  - Adhere to social distancing protocols during trainings
  - Use digital and virtual meeting tools to increase capacity
- Explain any changes to your physical workspace, including:
  - Common area closures
  - Additional sanitization and hand-washing facilities, if applicable
  - Worker relocations to achieve social distancing
  - One-way hallways or other movement related changes
- Reinforce all protocols and procedures including:
  - Worker Arrival
  - Health Screenings
  - Social Distancing
  - Personal Hygiene
  - Cleaning/Disinfection

## ONGOING TRAINING

One training will not be enough to help employees integrate the new normal into their work routines. Create and send a set of messages that remind workers of the importance of social distancing, hygiene and self screening for COVID-19 symptoms and host regular reminder and follow-up trainings.

# REMOTE WORKERS

Given the need to maintain social distancing and to limit the opportunity for community transmission, keeping a significant portion of your workforce working remotely is critical to mitigating your risk of an infection on-site.

## REMOTE WORKER TRAININGS

- Establish remote work policies
- Train workers on remote tools and best practices
- Host regular cybersecurity trainings on ransomware and phishing emails
- Train remote workers on entry protocols and social distancing in case they have to come to a facility



## ESTABLISH OR UPDATE REMOTE WORK POLICIES

Review your telework policy (or create one if you don't have one) to ensure not only that employees are able to telework, but also to set out rules of engagement for that telework, both from a data privacy and a data security standpoint. These policies should define:

- Who can telework (under normal circumstances and during the COVID-19 pandemic)
- What kinds of devices can be used and how they can connect (VPN or other secure means)
  - Review privacy and data security policies as they apply to insecure home networks, wifi access devices and routers
  - This may include adding layers of encryption, virtualization or Mobile Device Management (MDM)
  - Be prepared to walk employees through how to establish and maintain more secure mobile access through WPA-3 enabled routers
- What software they can (and which they must) use
- Any rights the company may have to remotely access or monitor employee activity when working remotely
- What cloud-based or third party applications can be accessed and which cannot (e.g. use Microsoft One Drive but not Dropbox)
- How to address use of Bring Your Own Device (BYOD) hardware and software, especially how to maintain the privacy and security of BYOD devices that employees may be sharing with their children or other family members

## REMOTE TOOLS

Make sure that all employees are trained on the remote tools they should be using to access your networks and information. This training is separate from your cybersecurity trainings and helps your IT team better manage threats.



## CYBERSECURITY TRAINING

Hackers and other threat actors are using the COVID-19 pandemic to launch attacks on individuals and corporate networks through a series of scams and other threats. Effective anti-ransomware programs and ransomware readiness programs need to be part of your COVID-19 pandemic cyber response. Your information security compliance program must include employee education and training specifically giving guidance on these kinds of attacks.

**Here are tips to share with employees on how they can help defend against the increase in phishing and email scams:**

- Always think twice or even three times before clicking on a link in an email
- Look for spelling mistakes in email addresses that may indicate that an email is from a scammer instead of a person in your organization
- When a supervisor or company leader emails to ask you for a sensitive file or to make a wire transfer, double check the request directly with that person via the telephone
- If someone sends you a file you weren't expecting, reach out to them via phone or text to ask if they sent it to you. **Do not reply via email as their system may be compromised**
- If you do click a link or open a file that you shouldn't have, let someone know. Immediately call your IT team so they can respond as quickly as possible

## ENTRY PROTOCOLS AND SOCIAL DISTANCING

Train your remote teams on entry protocols and social distancing in the event that they will have to come to your facility. Make sure they understand what the requirements are and how the workplace may have changed to make it safer.

# CYBERSECURITY

Given the need to maintain social distancing and to limit the opportunity for community transmission, keeping a significant portion of your workforce working remotely is critical to mitigating your risk of an infection on-site.

## CYBERSECURITY & INCIDENT RESPONSE CHECKLIST

- Create virtual war room and non-network based collaboration tools to respond to cyber incidents
- Audit your insurance policies to make sure that remote work has not impacted your coverages
- Review vendor contracts to ensure continuity of services



## INCIDENT RESPONSE PROTOCOLS

First, if you do not have an incident response plan, you need to create one. Not only are the risks and threats to enterprises enhanced during the pandemic, but IT staff, IT security staff and Incident Response (IR) staffs are depleted, diffused and overworked (and often working from home as well, without access to their full suite of tools and resources).

Make sure that your IT and IR teams have access to remote collaboration tools that don't depend on the proper functioning of your network to allow them to effectively communicate. Share phone numbers, personal email addresses and encourage IR teams to print and store these in a way that they can conduct business even if networks are down. Include relevant business partners, vendors and IT partners in your remote readiness program, and be prepared to create a virtual Security Operations Center and virtual war room.

## INSURANCE POLICY AUDIT

Re-examine your cyber-security, cyber-business interruption, e-commerce and data breach insurance policies to make sure that the change in circumstances due to COVID-19 has not impacted your coverages. For example, if your coverage includes "business property" including computers, a BYOD device may or may not be included – even if it is being used for business purposes.

## REVIEW VENDOR CONTRACTS

Now is a good time to review relevant contracts with vendors, suppliers, cloud service providers, web application and hosting platforms and others to continue to ensure that these entities – which have similarly been impacted by the COVID-19 pandemic – continue to provide a level of service and responsiveness that will adequately protect your enterprise.

FOR QUESTIONS ON SAFE  
**WORKPLACE STRATEGIES**

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# APPENDIX-LINKS



## GENERAL GUIDANCE

- Safety Guidance on Preparing Workplaces for COVID-19: [click here](#)
  - Guidance for the Construction Workforce: [click here](#)
  - Guidance for the Manufacturing Industry Workforce: [click here](#)
  - Guidance for the Package Delivery Workforce: [click here](#)
  - Guidance for Retail Workers: [click here](#)
  - Prevent Worker Exposure to Coronavirus: [click here](#)
- CDC Interim Guidance for Businesses & Employers: [click here](#)
  - Cleaning & Disinfection Recommendations: [click here](#)
  - Prepare Your Small Business & Employees: [click here](#)
  - Frequently Asked Questions: [click here](#)
- State of Ohio's Responsible Restart Ohio: [click here](#)
  - Manufacturing, Distribution & Construction: [click here](#)
  - General Office Environments: [click here](#)
  - Consumer, Retail & Services: [click here](#)
- Department of Labor's Coronavirus Resources: [click here](#).



## SIGNAGE

- The FFCRA Model Notice: [click here](#)
- Stay at home if feeling sick: [click here](#)
- Hygiene reminder: [click here](#)
- CDC posters: [click here](#)