

The Safe Workplace Playbook

Tuesday, March 31, 2020 9:47 AM

A NOTE TO ALL READERS

The information contained in the Safe Work Playbook represents New Orleans & Company's current practices regarding the recommended operation of its main facility, where and when permitted by law, during this time of the unprecedented COVID-19 pandemic. The health and safety of our employees is our number one priority, and our hope in sharing this information is that it may be of assistance to others.

Letter from New Orleans & Company President/ CEO

Sunday, April 5, 2020 5:17 PM

New Orleans & Company Staff:

We are deeply focused on keeping our employees safe while working at our 2020 St. Charles Ave location and supporting our business.

As we continue to navigate this new normal, we have tapped into our Human Resources, Employee Health and Safety, Information Technology, Operations and Communications teams, to develop a "Playbook" that lays out processes to raise awareness of new health and well-being protocols and potentially helpful practices for cross-functional teamwork, operating discipline and training for employees.

While it is not a one-size-fits-all approach, the Safe Work Playbook includes practical recommendations, based on guidelines from the Centers for Disease Control and Prevention, OSHA and World Health Organization, that could be tailored by businesses to address various scenarios they may face when returning to work. Regular updates will be made to the playbook based on real-time feedback.

The manual covers a wide range of topics, including:

- Step-by-step guides for setting up a pandemic response team
- Cleaning and disinfection procedures
- Staggering shifts and lunch breaks and other social distancing strategies
- On-site health screening
- Protocols for isolating employees who become ill at work

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 sharing this resource we can help our organization accomplish the same goals, as everyone adapts to new operating protocols in today's still challenging conditions.

Stay safe,

J. Stephen Perry

President & CEO

New Orleans & Company

2020 St. Charles Startup Checklist

Monday, March 30, 2020 8:29 AM

This Playbook is to be used as an Organizational and Recommended Practice Guideline and aligns with the Centers for Disease Control (CDC), OSHA, and World Health Organization (WHO) recommendations to the greatest extent possible.

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

The Safe Work Playbook provides general recommendations for use in our New Orleans & Company facility.



No	Topic	Task(s)
1	<u>Pandemic Response Team</u>	<ul style="list-style-type: none"> • Set up the Pandemic Response Team • Have a plan in place to adopt this company wide framework and develop site-specific protocols
2	<u>Preventative Material Inventory</u>	<ul style="list-style-type: none"> • Confirm operation has an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues • Confirm stock of face masks and gloves on site and on order with lead time. • "Non-Touch" thermometers on site for employee screening
3	<u>Personal Protective Equipment</u>	<ul style="list-style-type: none"> • Review and understand protocol
4	<u>Disinfection Measures</u>	<ul style="list-style-type: none"> • Disinfect building prior to anyone returning to work • Replace HVAC air filters or clean/disinfect • Implement the General Disinfection Procedures
5	<u>Deep Cleaning & Disinfection Protocol</u>	<ul style="list-style-type: none"> • Review, understand, and prepare for the triggering of the Deep-Cleaning and Disinfection Protocol
6	<u>Inbound Parts/Materials/Packages</u>	<ul style="list-style-type: none"> • Manage incoming supplies in accordance with the company's playbook standards
7	<u>Layered Audit Checklist</u>	<ul style="list-style-type: none"> • Implement Audit
8	<u>Transportation</u> (Company Vehicles)	<ul style="list-style-type: none"> • Hold meeting with staff to review protocols and implement the Transportation Disinfection Checklist protocol for all company vehicles
9	<u>Isolation Protocol & Coordinator</u>	<ul style="list-style-type: none"> • Review and understand protocol • Isolation Coordinator (volunteer) identified and trained • Protocol in place to isolate employees if symptomatic on site • Print out forms and protocol to be available as needed
10	<u>Social Distancing Protocol</u>	<ul style="list-style-type: none"> • Review and understand protocol • Complete and continue to adhere to the Social Distancing check-list
11	<u>On-Site Health Screening</u>	<ul style="list-style-type: none"> • Ensure protocol for screening prior to building entry • Ensure barriers are in place to prevent anyone from missing screening protocol
12	<u>Daily Self-Screening Protocol</u>	<ul style="list-style-type: none"> • Daily Self-Screening protocol is distributed to all employees for voluntary, home self-screening • HR team prepared to receive inquiries or reports of symptomatic employees prior to returning to work

13	<u>Self-Quarantining and Return to Work Protocol</u>	<ul style="list-style-type: none"> • Review and understand protocol and adjust as necessary for local, legal and cultural environment
14	<u>Visitors & Contractors Self-Screening</u>	<ul style="list-style-type: none"> • Plan in place for screening Visitors and Contractors • Visitors & Contractor Self-Screening Checklist printed and available as needed
15	<u>Return to Work Training Plans</u>	<p>See section <i>Employee Trainings</i></p> <ul style="list-style-type: none"> • Host pre-return to work trainings: <ul style="list-style-type: none"> ○ Review of Safe Workplace Playbook with employees ○ Training for Health Screeners & Isolation Coordinators ○ Training for Disinfection Team ○ Training for HR team • Host 1st Day Trainings/orientation <ul style="list-style-type: none"> ○ Localize playbook presentation & materials to be consistent with facility ○ Host first-day training orientation for all staff
16	<u>Health & Wellness</u>	<p>See section <i>Health & Wellness</i></p> <ul style="list-style-type: none"> • Self-Screening Checklist
17	<u>Signage</u>	<p>See section <i>Facility Signage</i></p> <ul style="list-style-type: none"> • Post physical signage

Pandemic Response Teams

Monday, March 30, 2020 8:32 AM



Tasks

- Setup the Pandemic Response Teams
- Have a plan in place to adopt this corporate framework and develop site-specific protocols

The PRT is a cross functional team lead by Site Manager in the following categories/examples:



1. **Site Manager** - Site manager who has overall responsible for the site's pandemic preparedness & response plan, coordinating and aligning with regional/global EHS and the COVID-19 Crisis Team - **Brian Walker**
2. **Employee Access Control Lead** - Works with the site to manage social distancing logistics in regards to arriving and departing employees, as well as visitors and contractors. Will further support the Virus Prevention & Protocol leader by providing site specific options regarding social distancing within the facility, including potential mitigation measures to manage risk of employees required to work < than 6 feet from others (which should not be anyone at the time of the this plan's creation date). **Laura Russett and John Tiano**
3. **Virus Prevention & Protocols Lead** - Works to develop protocols to ensure the wellness of all employees, and the overall pandemic preparedness and response plan, ensuring alignment with Global EHS and the COVID-19 Crisis Team. **John Tiano and Paul Wisler**
4. **Sanitization & Disinfection Lead** - Works to manage daily and periodic disinfection logistics, including routine and deep cleaning, disinfection processes, in accord to the protocols set up by the Virus Prevention & Protocol leader. Drives process continual improvement and ensure 100% compliance of our company's disinfection protocol, and any approved site variations. **Paul Wisler**
5. **Communication & Training Lead** - Works to manage all pandemic related communications, in accord with regional and global Communications and HR. Manages the training function across the site related to pandemic preparedness and response, including both employee, management and pandemic response team training, in accord with NO&Co's playbook and COVID-19 Policy and Guidelines directive. **Kelly Schulz and Brian Walker**
6. **PPE & Materials Lead** - Works to secure all necessary supplies to implement and sustain the site pandemic preparedness & response plan, including direct procurement, as well as coordination with Procurement related to accessing centrally located supplies. **Paul Wisler and John Tiano**

Details

- The PRT should start to meet daily once established
- Leverage Health and Safety Teams/Committees and Members

Preventive Material Inventory

Monday, March 30, 2020 8:35 AM



Tasks








- Confirm operation and facility has an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues
- Confirm stock of face masks and gloves on site and on order with lead time.
- "Touchless" thermometers on site for employee screening.




Disinfectant Supplies:

- Confirm operation and facility has an adequate supply of soap, disinfection spray, sanitizing hand gel, paper towels and tissues
- Main building should keep a minimum quantity of 30-day supply
- Disinfection portable stations recommended for each floor.

PPE:

- Confirm stock of face masks and gloves on site and on order with lead time.
- Main building should keep a minimum quantity of 30-day supply

No	Item	Image	Spec	Quantity
1	Mask (surgical)		Disposable surgical masks (1-day)	Min 30 Day Supply
2	Nitrile Gloves		Touchflex / Surgical Nitrile Glove	Min 30 Day Supply
3	Infrared thermometer		Medical Infrared thermometer /Measure ranges 32°C to 42.5°C meets ASTM E965-1998 (2003)	8 thermometers were ordered and should be here within 2 weeks
4	Disinfectant		10% (sodium hypochlorite) solution made fresh daily, or a hospital-grade disinfectant (refer to approved disinfectant listing)	Min 30 Day Supply
5	Spray Bottles		1 liter plastic spray containers	Min 5 Bottles
6	Sanitization Floor Stand		Hand Sanitizer Dispenser Floor Stand	One per floor
7	Hand Sanitizer (Refills)		Sanitizer with Alcohol 70% / Local Brand "Sanitizer"	Min 30 Day Supply

8	Hand Soap		Hand soap	Min 30 Day Supply
9	Paper Towels		Paper Towel	Min 30 Day Supply
10	Bio Hazard Container		Bags that can be sealed and tagged as contaminated material (Please see 'refuse' section of the COVID-19 Policy and Guidelines Directive)	Min 30 Day Supply

Personal Protective Equipment (PPE)

Monday, March 30, 2020 8:33 AM



Tasks

- Review and understand protocol for PPE

About:

To protect our company's employees, we follow the top 3 protective measures as recommended by the CDC and WHO.

1. Personal hygiene
2. Social distancing
3. Frequent disinfection of common surfaces

The EPT and Team Leads for PPE and Sanitization are responsible for ensuring there are enough supplies as required per our company's Pandemic Plan.



Personal Protective Equipment Protocol



Masks

Face masks are required for all employees in common areas and meetings (elevators, etc.).

Note: N95, FFP2(3), or equivalent protection must be prioritized for use by isolation team members, given they are directly exposed to employees who are COVID-19 symptomatic.



Gloves

Our top priority is protecting our people. Based on CDC findings, our company does not require or recommend that our employees wear gloves except for:

- 1) Isolation Team Members and,
- 2) Those performing disinfection of common surfaces per the Playbook. However, our company will provide Gloves if mandated by local laws.

Note: Gloves, actually put employees at higher risk. They are not recommended for general protective use for the following reasons:

- 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.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.
- 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.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, our employees are exposed to greater risk.

Disinfection Measures

Monday, March 30, 2020 8:37 AM



Tasks

- Disinfect building prior to anyone returning to work.
- Replace HVAC air filters or clean/disinfect.
- Implement the Disinfection Measures (protocol on this page); the cleaning steps outlined should be taken routinely, based on frequency mentioned to disinfect work place surfaces, chairs, tables, etc. and protect employees.

The goal is to establish a sanitary baseline before the building opens. The facility should be 100% disinfected prior to anyone returning to work.

Utilize your regional Environmental, Health and Safety (EH&S) Leader for specific guidance and take unique site-specific circumstances into consideration when sanitizing and disinfecting.

Providers or employees should sanitize and disinfect all areas of the building with special attention to:

- Elevators - Provider cleaning twice a day
- Workstations and equipment - Provider and employee
- Disinfect all door handles and doors - Provider and employee
- Restrooms - Provider cleaned twice a day
- Kitchen - (Will be closed with the exception of using the microwaves refrigerator)
 - Appliances (Microwaves/Refrigerator, Toaster Oven, etc) - Provider cleaning twice a day
 - Vending machines - Provider cleaning twice a day
- Common surface areas - Provider cleaning twice a day
- Computer screens and keyboards - Provider and employee

Put tight controls on who enters and exits the building during shutdown:

- Security
- Sanitization Vendors
- EPT Team member as needed



Disinfection Measures Protocol

Disinfection Measures:

- This checklist should be implemented in the facility to reduce the risk of spread of infection
- The cleaning steps outlined below should be taken routinely, based on frequency mentioned to disinfect workplace surfaces, chairs, tables, etc. and protect employees
- Along with these workplace disinfection activities, proper personal sanitary practices including washing hands after bathroom use are also necessary

#	Area	Disinfection Content	Disinfectant	Disinfection Method	Frequency
1	Offices, Desk, PCs, Phones and Conference rooms	Table and chair surfaces	Hospital grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution), as appropriate	Spray with hand held sprayer or wipe	After each meeting and end of day
2	Elevators	Wipe areas of common human interaction	Hospital grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution), as appropriate	Spray with sprayer or wiped down	At least once in the morning and afternoon
3	Stairwell railings, etc.	Handles and other commonly	Hospital grade disinfectant or fresh 10% chlorine	Spray with sprayer or wiped	At least once in the morning and afternoon

		touched areas	bleach solution (sodium hypochlorite solution), as appropriate		
4	General objects often used or touched	Doors and windows, handles, faucets, sinks, light switches and bathrooms	Hospital grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution), as appropriate	Spray with hand held sprayer or wipe	At least four times per day
5	Kitchen	Dispensers, vending machines, etc.	Hospital grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution), as appropriate	Spray with sprayer and wiped down	Generally 3 or more times per day to include after all breaks and meals
6	Vending machines	Interface surfaces (pay, selection and vending surfaces)	Hospital grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution), as appropriate	Spray with sprayer and wipe down	Generally 3 or more times per day to include after all breaks and meals
7	All floors and walls	All general floors and walls at site	Hospital grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution), as appropriate	Mop with clean mop.	Periodic, where frequently touched; mop hard surfaces daily

Deep-Cleaning and Disinfection Protocol

Tuesday, March 31, 2020 9:27 AM



Tasks

- Review, understand, and prepare for the triggering of the [Deep-Cleaning and Disinfection Protocol](#) (protocol on this page)

Note: The General Disinfection Methods Protocol, which is completed nightly via our disinfection provider, should be followed and implemented immediately after an active employee is identified as positive for COVID-19 by testing.



Deep-Cleaning and Disinfection Protocol (Completed Nightly and after an active employee is identified as COVID-19 positive)

Corona Virus COVID-19 - Deep Cleaning and Disinfection

COVID-19 supplemental “deep-cleaning” is triggered when an active employee is identified as being COVID-19 positive by testing. We may opt to have a deep cleaning performed for presumed cases, at their discretion.

Deep cleaning should be performed as soon after the confirmation of a positive test as practical. If a delay is proposed of greater than a day, the site is to gain consensus from both their regional Operations and EHS leaders and take steps to perform an additional disinfection of potentially impacted common surfaces during the interim period.

While the scope of deep cleaning is presumed to be the whole facility, we may want to reduce the footprint to be deep cleaned if there is sufficient rationale to do so, and they gain consensus of their regional Operations and EHS leaders.

Notwithstanding the above, if an active employee is confirmed to have a COVID-19 positive test, we may in lieu of performing deep cleaning shut down the area of the facility for a period of at least 72 hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.

1. Identify an approved external company that should 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 wastes generated.
- Use of approved COVID-19 disinfectant chemicals to perform this activity (see New Orleans & Company disinfectant protocol)

2. The facility Pandemic Crisis Management Team must coordinate and supervise the cleaning and disinfection process. They must ensure that:

- There is a specific plan and strategy to clean all site, equipment, common areas, offices and any typical areas where employees interact
- Only authorized people can access the site during the cleaning operation
- All 3rd party team members are using any required PPE and that it is also properly disposed at the end of the process
- Assure that employees are made aware that the work areas have been disinfected

Note: For the company’s purpose, deep cleaning is defined as a more comprehensive cleaning using advanced technologies and more aggressive cleaning solutions that are administered by an external 3rd party.

3. Personal Protective equipment (PPE) requirements for the Deep Cleaning team:

- The use of PPE is to be determined by the cleaning contractor based on the chemicals used to conduct the disinfecting process including proper wearing, storage, cleaning, decontamination and disposal of PPE as biohazard waste.

4. Disposal:

- At the end of the process the Cleaning company must follow the local regulations to dispose all the PPE and cleaning material used in the proper manner.

Reference: www.epa.gov

Inbound Parts/Materials/Packages

Monday, March 30, 2020 8:56 AM



Tasks

- Manage incoming supplies in accordance with company playbook standards



Management of Inbound Parts and Packages Protocol

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, travelled, and exposed to different conditions and temperature is also low.”

The virus does not survive for long on surfaces and the length of shipment time and other environmental factors should inactivate the virus.

If you receive an expedited package from an area where COVID-19 is present and are concerned about possible surface contamination, consider these steps:

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

If packaged materials have been in transit and/or storage at the building for > 48 hours from last human contact within an affected area, no further action need to be taken. While not necessary, where employee apprehension remains high, sites may suggest the following additional precautions:

- Personal protective equipment usage, such as disposable nitrile gloves and/or the use of disposable surgical masks.
- Disinfection of surfaces with a 10% (sodium hypochlorite) solution made fresh daily, or a hospital-grade disinfectant - as appropriate to the surface(s) being treated (noting these chemical agents should only be used by trained and authorized personnel) (Do not allow delivery drivers to use the restrooms and limit their interaction with staff beyond the shipping/receiving department).

Layered Audit Checklist

Monday, March 30, 2020 8:30 AM



Tasks

- Implement Audit

Conforming Audit Card

Shift:

Card #

Inspection Area:

General Disinfection Measures

1. Did the cleaning crew / employees receive training about the disinfection method and frequency?
2. Was hospital grade disinfectant or fresh 10% chlorine solution (sodium hypochlorite solution) used as appropriate?
3. Did the team conduct a comprehensive cleaning in all work common surfaces (elevator buttons, tools, containers, machines)?
4. Did the team conduct a comprehensive cleaning in all offices, desk and conference rooms (cabinets, desk, table and chair surface)?
5. Did the team conduct a comprehensive cleaning in all general objects often used or touched (doors, windows, handles, faucets, sinks, bathrooms)?
6. Did the team conduct a comprehensive cleaning in kitchen (tables, chair surfaces, dispensers, vending machines, etc.)
7. Did the team conduct a comprehensive cleaning in floors, walls and multiuse areas (tables, chair surfaces, dispensers, vending machines, etc.)?

2nd Layer Audit

Audit of the above performed by a higher-level manager

1. Were non-conformities raised? Y/N
2. If yes, were they actioned?
3. If no, please provide reasons:

3rd Layer Audit

Audit of Layer 2 by EHS or a higher-level manager

1. Were all non-conformities closed? Y/N
2. If no, please provide reasons:

Company Vehicles

Monday, March 30, 2020 9:13 AM



Tasks

- Hold meeting with staff to review protocols and implement the Transportation Disinfection Checklist protocol for all company vehicles



Transportation Protocol

Employee must disinfect the company vehicles multiple times following the company's requirements and as a minimum:

- Right after use and vehicle has arrived to company facilities

All surfaces Seats dashboards, door handles seatbelts etc., must be washed down with a disinfectant solution between in advance of transporting employees

- Supply of antibacterial gel/hand sanitizer for employees to use upon entering the vehicle
- If an employee is accompanied with another person, **all must wear masks while in the vehicle.**
- Temperature check of drivers must be done before the start of the route and must be documented.

Employees must not use the company vehicles if they suspect they are sick or if they have symptoms such as fever, or difficulty to breath or have been in contact in the past 7 days with other people confirmed sick of any respiratory disease (reference the Daily Self-Screening Protocol for symptoms)

<https://neworleanscvb.wufoo.com/forms/safe-transportation-protocol/>

Company Vehicle Sanitation Checklist

Department

Date

After Ending Route

Is there antibacterial gel?				
Clean / Sanitize - Steering Wheel				
Clean / Sanitize - Shifter				
Clean / Sanitize - Radio/Addl Touchpoints				
Clean / Sanitize - Seats & Armrests				

Auditor Name / Signature		Driver	
Name		Name	
Signature		Signature	

Isolation Protocol & Coordinator

Monday, March 30, 2020 8:38 AM



Tasks

- Review and understand protocol
- Isolation Coordinator (volunteer) identified and trained
- Protocol in place to isolate employees if symptomatic on site
 - Must include: room to isolate the employee, PPE, communication with local health authorities and transport based on their instructions, disinfection of the room
- Print out forms and protocol to be available as needed



Isolation Protocol

- Isolation Protocol for employees who become ill at work:

Advise employees that if a person feels ill, or if someone observes that another person is exhibiting symptoms of COVID-19 at work, they are to contact an Isolation Coordinator as determined below..

Note: USE the 5th floor atrium for any and all isolations.

Telephone communications are preferable, so the Isolation Coordinator can wear the appropriate PPE prior to aiding an ill employee.

Isolation Coordinators should be selected from the following employees, as appropriate:

- Health and Safety Leader
- Human Resources Manager
- Supervisor
- Emergency team and/or First Aid team leaders

If the Isolation Coordinator is directly contacted by an employee with a suspected infection, they must ask the employee to go directly to the designated Isolation Room by the most direct route.

Procedure

1. Once the suspected infected employee arrives in the Isolation Room, immediately provide them with a mask and nitrile gloves. Explain to them that it is to help protect other employees and prevent the spread of a potential virus.
2. The Isolation Coordinator must complete a Suspected COVID-19 Case Form (see section below) and send employee home and/or medical facility.
3. The Isolation Coordinator, and any others attending the suspected infected person, should also wear a protective mask and nitrile (surgical) gloves while working with the suspected infected person.
4. The Isolation Coordinator should direct the ill employee to leave work and go home or to the nearest health center as advised by the local health authority. Public transportation should not be used.
 - If the infected person is well enough to drive their own vehicle, ask them to use it.
 - If the PRT team is to transport the person in another vehicle, ensure that the infected person always keeps the mask on their face and wears a pair of nitrile gloves.
 - The driver must wear a mask and gloves whilst making the journey and keep them on for the return journey for proper disposal.
 - Once the vehicle has returned to the site, ensure that it is cleaned, and all surfaces, seats, dashboards, door handles seatbelts etc. have been washed down with a disinfectant solution. All persons cleaning the vehicle must wear a mask and gloves whilst doing so.

5. The Isolation Coordinator, in coordination with Human Resources (HR) and EH&S, must:

- Identify persons who may have been in contact with the suspected infected employee. Unless required by the local health authority, the name of the infected employee should not be provided.
- Advise employees that they may have been in contact with a suspected infected employee, to carry out a self-screening check every morning, and based on the results, contact the HR department.
- Advise employees to contact a physician to obtain medical clearance to return to work.

6. Ensure that both the isolation area and suspected employee's work station or office is thoroughly cleaned and disinfected, in addition to all other common surfaces recently touched by the infected employee. All persons carrying out this cleaning must wear disposable nitrile (surgical type) gloves, and all support persons' PPE should be appropriately discarded prior to resuming normal work functions.

Location

Where possible, the isolation room should be an exterior room (building or tent structure). If not, then an enclosed area away from the general population can be used. The 5th floor atrium conference room will be used.

PPE

Although isolation workers are not expected to touch the virus, nitrile gloves are recommended if a non-touchless scenario occurs.

COVID-19 Case Form

Report for employees/visitors presenting symptoms at work

Name: _____ **Date:** _____

- Visitor Employee Contractor

Job title: _____ **Worksite:** _____

Location of Isolation: _____

Address: _____

Symptoms noticed:

- Temperature >38°C (100.40F) or higher
- Shortness of breath, difficulty breathing
- Cough
- Running nose
- Sneezing
- Muscle Pain
- Tiredness
- Loss of smell or taste
- Sore throat

Time of fever on-set: _____ Time of isolation: _____

Symptoms and isolation periods will be updated periodically as information becomes available following the emergence of a pandemic virus strain.

Where referred to: _____

Notes: _____

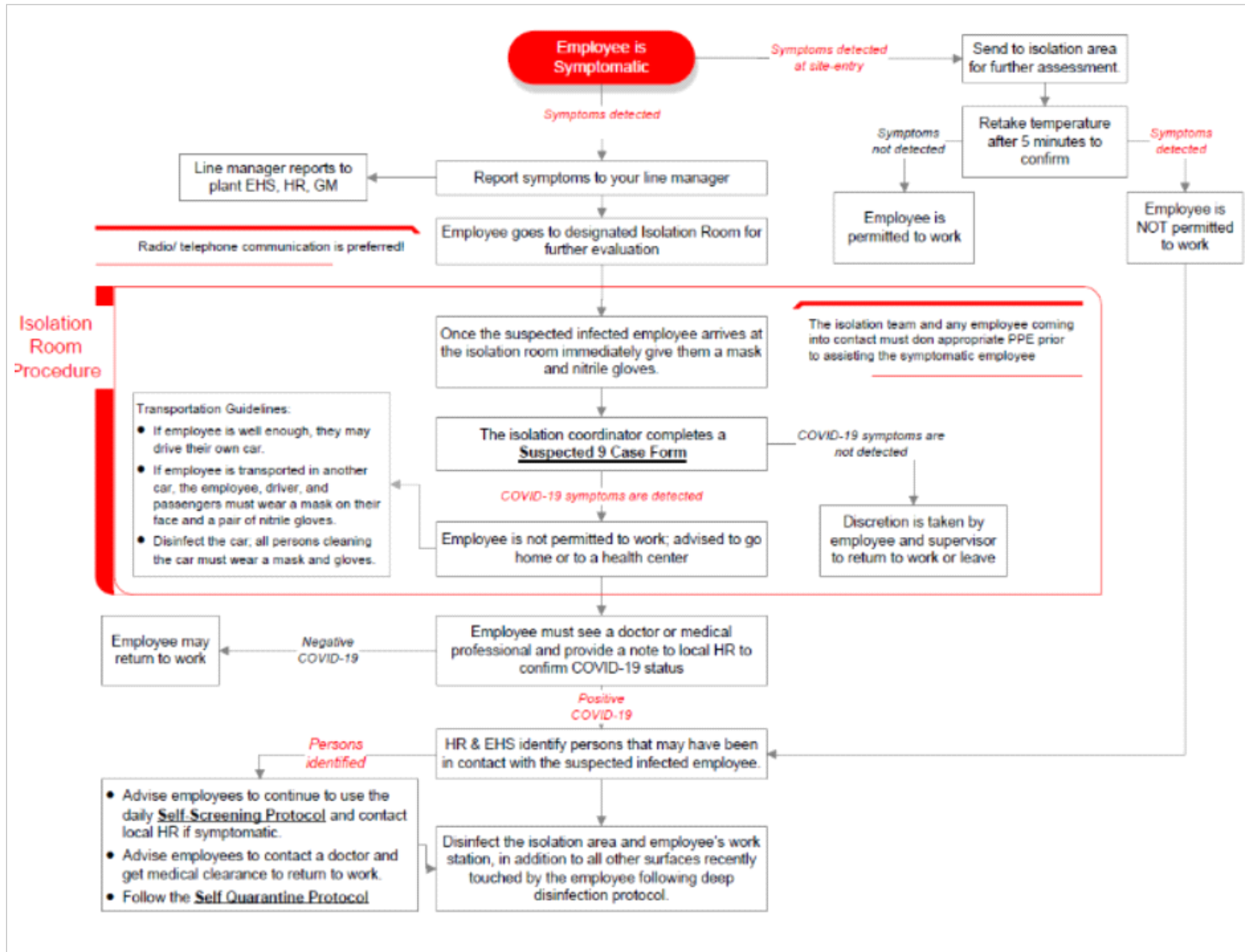
DETAILS OF REPORTER

Name: _____ Job title: _____

Telephone Number: _____

Coronavirus preparation and arrangements to be made for employees who become ill at work.

Employee Symptom & Isolation Protocol



Social Distancing Protocol

Monday, March 30, 2020 8:41 AM



Tasks

- Review and understand the Social Distancing Protocol
- Complete and continue to adhere to the Social Distancing check-list

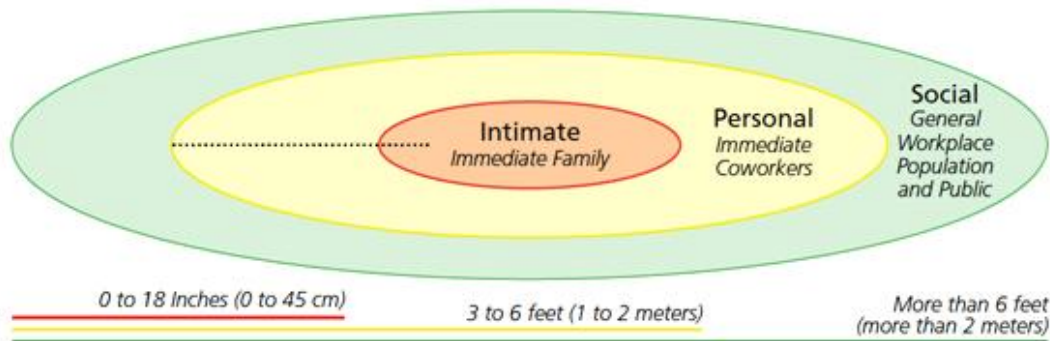


Social Distancing Protocol

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 that appears to be sick, or is coughing or sneezing



Note: The company does not allow any meeting of greater than 10 persons (4 people MAX in atrium conference rooms) to occur until further notice, even when the meeting area is large enough to accommodate appropriate social distancing.

This practice of social distancing includes but is not limited to the kitchen, entrance/exit areas of work locations, and offices. These are examples, but the principle of social distancing is universally applicable.

1. Social Distancing on each floor

Social distancing in the building is intended to provide a safe environment reducing risk of any potential person-to-person infection.

Guideline

- Maintain a social distance of 6 feet throughout the floor.

Recommended

Work Stations

- Work stations are arranged to allow for employee separation with the exception of our Finance team. For those Finance employees, please do not schedule two people that work next to each other. Our policy only allows for half of our staff to be in the building on any given day. Please establish a schedule that enforces the separation of employees. For example, do not schedule two employees that work right next to each other on the same day.
- Workers are strongly encouraged to disinfect their own work space multiple times during the shift, giving special attention to common surfaces.
- Employees must be reminded to avoid touching their face and must wash their hands thoroughly with soap and water several times during the work hours to reduce risk and prevent person-to-person potential infections.

- **Employees with symptoms of illness and/or if other employees make a complaint – reference Isolation Protocol & Coordinator**

2. Social Distancing during Building Arrival and Departure

Arrival and departure must be managed thoughtfully to reduce infection risk.

Start times must be staggered for building and add a gap of time in between each designated time.

Recommended

- Employees are to enter and exit at the designated entrance and exit – these locations will be easily identified and posted. The main entrance to the building will be via the back door until further notice.
- **ONLY HALF STAFF WILL BE IN THE BUILDING ON ANY GIVEN DAY**
 - Team 1 Monday, Wednesday and every other Friday
 - Team 2 Tuesday, Thursday and every other Friday
- When entering and exiting the building, PLEASE ENSURE that you do not bunch up at the entrance or exit. Please stay in your vehicle until you see the entrance is clear. Please allow six feet distance when exiting.

Helpful Tips to communicate

- Avoid gathering when entering and exiting the facility
- Remain in your car until the entrance is clear
- Ensure 6 feet of space between each person while you wait in line to enter the building
- If you are talking to someone, make sure you do not face them directly
- Do not touch your face before you have had a chance to wash your hands

Things to consider

- Security stationed near entry doors at start and stop times
- How and when to hand out PPE
- Do you have the ability to prop doors open to minimize door handle touching or to install toe kicks on the doors
- Turn styles, lead with elbow

3. Start-up Meetings

- Safe meeting spaces should be identified to encourage the Social Distancing of 6 feet.
- No more than 10 employees at any meeting (4 ppl in all atrium rooms); times for meetings may be staggered and larger groups will be divided to meet the 10 (4 in atriums) employee maximum.

4. Social Distance during Lunch Break

Manage lunch breaks to provide social spacing and proper hygiene. Stagger start and end times to limit the amount of people within the lunch area at a given time

Recommended

- Until further notice, with the exception of using the following appliances, the kitchen is closed for lunch breaks, employees are encouraged to eat in their cars or at their desks.
 - Vending Machines
 - Toaster/Toaster Oven
 - Microwaves
 - Refrigerator

5. Bathroom usage during the work day and at break times

Adhere to minimum cleaning intervals as specified in this protocol to ensure clean environment at all times and ensure social distancing is maintained

Recommended

- Maximum capacity for each bathroom will be one individual.
- Rotating "Occupied/Unoccupied" signs will be placed on the outside of each bathroom door throughout the building.
- Cleanliness & Sanitation
 - Provide enough supplies for employees to clean up after themselves. Ex: hand soap, paper towels, etc.

6. Social Distancing in Common Areas

Guideline

- Increase cleaning intervals to ensure clean environment at all times
- Ensure social distancing is maintained
 - **NO MORE THAN TWO PEOPLE IN THE ELEVATOR AT OPPOSITE SIDES ALL TIMES**
 - **Collaboration space, along with all coffee and water cooler stations are closed. Cases of bottled water will be placed at said areas throughout the building.**
 - **Kitchen will only be open to allow the use of appliances. Employees are encouraged to eat at their desks or in their cars.**
- Avoid non-essential gatherings

Recommended

- Social distancing is a simple yet very effective mechanism to prevent potential infection, that relies on simple distance to avoid infection.
- 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 that appears to be sick, or is coughing or sneezing

7. Social Distancing in Offices

Guideline

- Office work should be organized to ensure social distancing to keep separation of employees by 6 feet.

Recommended

- Cubicles should have dividers when distance is less than minimum required.
- Meeting rooms should be organized to hold no more than **10 chairs** with the appropriate spacing and **10 employees at a time (4 ppl MAX in atrium rooms)**. Seating or standing positions should not exceed the minimum distance required.
- Communicate similar messages and arrange meetings when possible to help reduce the number of people in office at any given point in time.
- Interaction to exchange information or quick meetings on the office floor space should respect the Social Distancing

of at least 6 feet.

- Remote work may be assigned when possible or when mandated by the government to keep the operation efficient and communications flowing.
- Self-cleaning of the work space is encouraged multiple times during the day with special attention of the most used surfaces such keyboards, monitors, chair arm rest, desks, cubicle divider among others

On-Site Screening

Monday, March 30, 2020 8:52 AM



Tasks

- Ensure protocol for pre-shift screening prior to building entry
- Ensure barriers are in place to prevent anyone from missing screening protocol

Overview of Health Screening Procedure

1. Temperature Reading
2. Observation for overt symptoms
3. Verbal/Non-Verbal Confirmation of daily self-screening

Details

- Perform screening at building entry in open area by back door. Ensure barriers are in place to prevent anyone from missing screening protocol.
 - Reference the [Preventative Material Inventory](#) for details on the Touchless Thermometer
- This is a pre-shift screening only; screening does not need to be completed between shift beginning to end.
- EPT and Team Lead for Access Protocols organize the process and select additional team members to help.
- Reference the [Self-Quarantine and Return to Work Protocol](#) for employees that are confirmed positive for COVID-19 by a medical professional.



On-Site Health-Temperature Screening Protocol

New Orleans & Company should periodically update company guidance on current recommendations from the Centers for Disease Control (CDC) and the World Health Organization (WHO).

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees and visitors, temperature and health screenings will be implemented at the site.

On-site screening will cease to become mandatory when a site regresses to pandemic phase 4 or less, or when 15 days have passed without a COVID-19 positive case. The Global Pandemic Team or Operational leadership will advise regions or facilities when this has occurred, and they may cease mandatory on-site screening.

On-site screenings to be completed daily by site personnel (internal or external) of all incoming employees/contractors/suppliers before accessing company facilities/offices:

If temperature is 38°C (100.4°F) or higher, or the employee exhibits visible symptoms of illness consistent with COVID-19, the employees will be invited to attend a clinic (CAP) for a checkup, in accordance with the country Health Department recommendations/guidelines.

Employees returning to work from an approved medical leave should be directed to contact their HR representative and to submit to that representative a medical certificate releasing them to return to work.

Note: Please refer to the country Health Department recommendation/guidelines to manage medical leaves due to COVID-19.

- If an employee does not accept the screening, the company will request the employee depart work, obtain medical clearance and provide an official certificate prior to returning to the company premises, following the country's medical leave regulation (legal requirements should be reviewed in each country).
- If an employee is confirmed to have COVID-19, the company will inform employees in the immediate work area. Unless required by the local health authority, the name of the infected employee should not be provided.

Quarantine of any healthy employees will be determined upon consultation with local health officials, generally occurring when COVID-19 is not prevalent in the vicinity, but not where the virus is prevalent in the community. Employee personal data and confidentiality must be protected.

- Communication of current protocol to all employees needs to be delivered with a preventive approach to avoid alarm.

Daily Self-Screening Protocol

Monday, March 30, 2020 8:54 AM



Tasks

- Daily Self-Screening protocol is distributed to all employees for voluntary, home self-screening
- HR team prepared to receive inquiries or reports of symptomatic employees prior to shift

Note: Any adjustments made to the standard playbook protocol (below) should comply with local legal requirements and health authority direction

The Daily Self-Screening Protocol is in place to try and prevent sick or symptomatic employees from leaving their homes and increasing the likelihood of spreading the infection.

- If the employee does not recognize symptoms in their Daily Self-Screening and
 - If the employee is deemed symptomatic upon reporting to work, reference the On-Site Health Screening Protocol.
 - If the employee is deemed symptomatic during their shift or after they have spent any time in the facility (after the On-Site Health Screening), reference the Isolation Protocol.
- Reference the Self-Quarantine and Return to Work Protocol for employees that are confirmed positive or presumed positive for COVID-19 by a medical professional.



Daily Self-Screening Protocol

Download the form.

The following self-screening protocol must be distributed to all employees for voluntary, home self-screening:

New Orleans & Company is concerned for your safety and the safety of your co-workers. We are monitoring the development of Coronavirus. In the interest of ensuring a safe and healthy work environment, we recommend that you voluntarily monitor your health status by carefully completing this self-assessment each day before coming to work.

Survey to be completed daily by active employees before coming to work:

1. Have you had physical exposure to a person suffering from Coronavirus symptoms as noted below.

If you answered Yes, please contact Human Resources prior to coming to work so that a determination can be made whether you should remain offsite from any company facility for 14 days following the last potential exposure to the COVID-19. You may be required to submit evidence of exposure to an infected person. Should you be required to remain offsite, you should keep in contact with an HR representative and receive clearance from HR before returning to the company premises. You may also be required to have written clearance from a Doctor.

2. If you have been asked to perform daily checks due to COVID-19 becoming more prevalent in your area, or believe you have been exposed to COVID-19: Do one or more of the following common COVID-19 symptoms below currently apply to you?

- Temperature >38°C (100.4 0F) or higher
- Frequent unexplained cough
- Unexplained shortness of breath or difficulty breathing

- Unexplained tiredness
- Sudden loss of smell and taste

If the answer to question 2 is **YES**, you may have symptoms of COVID-19. We ask you to please contact your Human Resources representative, seek medical attention and remain off company property for 14 days following cessation of symptoms and written clearance by a Doctor. Please keep in continuous contact with your HR representative.

If the answer to all the above questions is **NO**:

Please adhere to local HR guidance regarding your work schedule and any special precautions to be taken.

Self-Quarantining and Return to Work Protocol

Monday, March 30, 2020 2:38 PM



Tasks

- Review and understand protocol and adjust as necessary for local, legal and cultural environment

Note: Any adjustments made to the standard playbook protocol (below) should comply with local legal requirements and health authority direction



Guidance for Self-Quarantining and Return to Work: COVID-19

Clarification of “self-quarantine” requirement: Employees are requested to remain off the property for 14 days if COVID-19 symptoms are present (see the COVID-19 Self-Screening Information), directly exposed to COVID-19 or if a test shows positive results. Employees should avoid leaving the home if possible, but if necessary should practice exceedingly good hygiene and social distancing. Work while at home is expected to continue where possible.

Additional Guidance

- Stay away from other people in your home as much as possible, staying in a separate room and using a separate bathroom if available.
- No visitors unless the person needs to be in your home.
- If you need medical attention, call ahead to ensure you’re going to the right place and taking the necessary precautions.
- Wear a face mask if you must be around other people, such as during a drive to the doctor’s office.
- When you cough/sneeze: cover your mouth and nose with a tissue; immediately throw tissues in garbage; wash your hands with soap and water for at least 20 seconds; if that’s not available, clean with hand sanitizer that has at least 60% alcohol.
- Avoid sharing household items, including drinking cups, eating utensils, towels or even bedding.
- Wash these items thoroughly after using.
- Clean high-touch surfaces daily using a household cleaner or wipe. These include: “counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets and bedside tables,” the CDC says.
- Clean surfaces that may be contaminated with blood, stool or bodily fluids.
- Shared spaces in the home should have good airflow—use an air conditioner or open windows.
- Continue monitoring for any symptoms. If they worsen, such as you if you begin to have difficulty breathing, call your health care provider.
- Arrange to have groceries and toiletries delivered by local or state health departments. Also, make sure to inform health care providers of any medications you’ll need, so they can arrange drop-offs of prescriptions as well. In terms of getting laundry done for those without machines at home, ask health care providers about that as well.

Returning to Work After Home Isolation

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

If you will not have a test to determine if you are still contagious, you can leave home after these three things have happened:

- You have had no fever for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers) AND
- other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
- at least 7 days have passed since your symptoms first appeared

If you will be tested to determine if you are still contagious, you can leave home after these three things have happened:

- You no longer have a fever (without the use medicine that reduces fevers) AND
- other symptoms have improved (for example, when your cough or shortness of breath have improved) AND you received two negative tests in a row, 24 hours apart. Your doctor will follow local health authority or CDC guidelines.

Please contact your Laura or John in the Human Resources prior to returning to work to advise you have met one of the above criterion for your return, and to discuss documentation that may be required prior to return to company premises.

Name of Company Host:

If the answer to question 1 below is YES, access to the facility will be denied.

1. Are you showing any signs of one or more of the following symptoms or have you been exposed to anyone showing these signs?

Temperature >38°C (100.4 °F) or higher, cough, shortness of breath, difficulty breathing, tiredness?

- Yes No

2. Is the information you provided on this form true and correct to the best of your knowledge?

- Yes

Host Directions for Visitors and Contractors

Please adhere to the company's pandemic preparedness and response plan with respect to visitors and contractors. This means:

- Visitation or contractor work is forbidden if there has been any YES response to the COVID-19 Self-Screening Checklist. If yes is checked for any response, please advise the visitor to leave the premises, notifying appropriate site personnel to disinfect any common surfaces touched by the visitor and advising EH&S and HR of the incident.
- Visits or contractor work that do occur should limit exposure to employees to the extent feasible, by:
 - Ensuring visitors/contractors take a direct route to meeting or work areas and do not unnecessarily interact with employees.
 - Practicing Social Distancing themselves at all times, and instructing visitors regarding our expectations regarding social distancing (e.g. no handshakes or embraces, keeping 1-2 meters (3-6 feet) distance when interacting, etc.).
 - Practicing expected hygiene regarding washing hands and covering coughs/sneezes, pointing out or providing company guidance on this topic.
 - For visitors, use dedicated meeting rooms where possible, which should have common surfaces disinfected between meetings.

Return to Work Training Plans

Saturday, April 4, 2020 8:02 PM



Tasks

Host Pre-Return to Work Trainings

- Host training for employees while working remotely to review and ensure understanding of the Safe Work Playbook
- Host training for Isolation Coordinators
- Host training for Disinfection Team
- Host training for HR

Host First-Day Trainings/Orientation - WILL NOT COMPLETE

- Localize presentation materials to be consistent with facility environment and changes
- Host first-day training orientation for all staff (COVID-19 Signs/Symptoms & Isolation Protocol, Social Distancing, Personal Hygiene, COVID-19 Disinfection Procedures)

It is very important that ALL employees understand the safety requirements, protocols, and expectations to ensure everyone and their communities stay safe and prevent the spread of COVID-19.

We structured this training plan to effectively disseminate this information to the site's various teams and audiences.

Pre-Return to Work Trainings

To be presented remotely in order to ensure management's understanding and preparedness in alignment with the Playbook.

First-Day Trainings/Orientation - WILL NOT COMPLETE

To present the protocols and procedures to staff as aligned with the playbook but consistent with location.

Details

- All training topics can be reinforced with signage in the building.

Pre-Return to Work Trainings

Saturday, April 4, 2020 8:11 PM



Tasks

- Deliver trainings on the topics detailed on this page so all building management employees and vice presidents/department heads are aligned with the Playbook protocols and guidelines.

Topic	Audience	Content Included
Overview of company's COVID-19 Safe Work Playbook response protocols and resources	All employees working remotely	<p>Virtual Overview of Safe Workplace Playbook</p> <p>Can be reviewed through Teams Training (1 week prior) or Daily review with Operations Directors</p> <p>Building Opening Protocols</p> <ul style="list-style-type: none"> • Building Startup Checklist • Pandemic Response teams • Preventative Material Inventory • Personal Protective Equipment • Disinfection Measures • Transportation - Company Vehicles • Isolation protocol • Social distancing protocol • On-site health screening • Daily self-screening protocol • Self-quarantining and return to work • Visitors and contractors screening • Health and Wellness • Signage <p>Next Steps</p> <ul style="list-style-type: none"> • <u>Checklist items</u> • <u>First Day Trainings</u> • Other trainings (below)
Disinfection Team Training	Varies- internal cleaning crew or external vendor	<p>In-depth review of the role, responsibilities and safety requirements for the disinfection team.</p> <ul style="list-style-type: none"> • <u>PPE</u> • <u>General Disinfection Measures</u> • <u>Deep Cleaning & Disinfection Protocol</u> – Understand protocol, but they will not be the ones practicing (external group to perform)
Isolation Coordinator and Health Screening Leads	On site-health screeners and volunteer Isolation Coordinator(s)	<p>In-depth review of the role, responsibilities and safety requirements for the Isolation Coordinator and on-site health screeners</p> <ul style="list-style-type: none"> • <u>PPE</u> • <u>Isolation Protocol</u> • <u>Self-Screening (daily & on-site)</u> • <u>Self-Quarantine</u>
HR/Attendance Policy	HR Team	<ul style="list-style-type: none"> • In-depth review of the protocols related to employee attendance <ul style="list-style-type: none"> • <u>Isolation Protocol</u> • <u>Self-Quarantine</u> and Return to Work Protocol • <u>Visitors and Contractors self-screening</u>

First Day Trainings/Orientation

Saturday, April 4, 2020 8:19 PM



Tasks

- Modify or create new training materials from the Playbook to be consistent with site
- Deliver training on all topics described on this page to all staff

Staff Training Program

Material	Content
Full Training - Return to Work from COVID-19.PPTX Need to customize	Company's COVID-19 Response <ul style="list-style-type: none">• Signs & Symptoms of COVID-19• Daily self-screening for symptoms• Isolation Protocol for symptomatic employees• Social distancing measures• Personal Hygiene• Disinfection measures

Training Logistics

- Host training on the first day of facility reopening
- Invite all staff
- Meeting area must ensure to adhere to social distancing protocol
- Training to be divided by department, etc. in order to keep group numbers to a minimum

Sample COVID-19 Case Form

Saturday, April 4, 2020 8:34 PM

New Orleans & Company COVID-19 Case Form

Report for employees/visitors presenting symptoms at work

Name:	Date:
--------------	--------------

<input type="checkbox"/>	Visitor	<input type="checkbox"/>	Employee	<input type="checkbox"/>	Contractor
--------------------------	---------	--------------------------	----------	--------------------------	------------

Job Title:	Worksite:
-------------------	------------------

Location of Isolation:

Address:

Symptoms noticed:

- Temperature >38°C (100.40F) or higher
- Shortness of breath, difficulty breathing
- Cough
- Running nose
- Sore throat
- Sneezing
- Chills
- Muscle pain
- Tiredness
- Headache
- New loss of smell or taste

Time of fever on-set:

Time of isolation:

Symptoms and isolation periods will be updated periodically as information becomes available following the emergence of a pandemic virus strain.

Where referred to:

Notes:

DETAILS OF REPORTER

Name:	Job Title:
--------------	-------------------

Telephone Number:

Coronavirus preparation and arrangements to be made for employees who become ill at work

Health Benefits Information

New Orleans & Company Medical Plan(s)

Blue Cross Blue Shield of LA - Group #78J59ERC, #800-495-2583

Health and Wellness Recommendations

Utilize the [COVID-19 Awareness PowerPoint](#) for Health and Wellness recommendations throughout the organization.

Benefits & Awareness

Saturday, April 4, 2020

8:37 PM



Facility Signage

Saturday, April 4, 2020 7:50 PM

Suggested building signage location guide is below.

Download the [editable signage letter size](#)

[Signage poster size](#)



Printing Guidelines

Option 1: Poster Size

- Poster size should be 30" x 40" / 76 cm x 100 cm
- Orientation portrait (vertical)
- Material: Foam core

Option 2: Letter Size

- Poster size should be 8.5" x 11" / A4
- Orientation portrait (vertical)
- Material: regular paper