

# COVID-19 Playbook











A Step-By-Step Preparedness Plan Designed to Assist Airports and Transportation Hubs



**NORTHERN<sup>®</sup>**  
**TOOL + EQUIPMENT**

# COVID-19 PLAYBOOK

A step-by-step preparedness plan designed to assist Airports and Transportation Hubs in responding to the COVID-19 pandemic

	Space	Surface	Frequency	Equipment Needed
	Ticket Counters and Check In	Plastic barriers, ticket counters, touchless check-ins, card readers and countertops	Between every customer interaction	<a href="#">Sanitizers</a> , <a href="#">Disinfectants</a> , <a href="#">IR Thermometers</a> + <a href="#">Dividers</a>
	Train, Bus or Plane Seating Area	Seats, seatbelt buckles, armrests, window shades, seatback screens, doors, overhead bin handles, tray tables and handrails	After each use	<a href="#">Electric Foggers</a> + <a href="#">Electrostatic Sprayers</a>
	Restrooms	Sinks, toilets/urinals, floors, walls, trash cans, hand dryers, knobs/switches, showers and floors	Upon opening, every 2-4 hours while open and after closing	<a href="#">Disinfecting Sprayers</a>
	Offices	Floors, countertops, tables, chairs, phones, lights/switches, equipment, trash cans, walkie talkies and time clocks	Upon opening, once mid-day and after closing	<a href="#">Electrostatic Sprayers</a>
	Employee Breakrooms	Appliances, tables, chairs, switches/knobs, vending machines and sinks	Upon opening, once mid-day and after closing	<a href="#">Electric Foggers</a>
	Lobbies, Lounges, Gates and Boarding Areas	Seating, tables, desk space and plexiglass barriers	Upon opening, every 2-4 hours while open and after closing	<a href="#">IR Thermometers</a> + <a href="#">Sanitizers</a> , <a href="#">Disinfectants</a>
	Employee Locker Rooms	Locker handles, locks, interior locker space and showers	Upon opening, every 2-4 hours while open and after closing	<a href="#">Electric Foggers</a> + <a href="#">Ultra-Fine Disinfecting Mist Sprayer</a>
	Food Courts, Restaurants and Shopping Areas	Floors, tables, chairs, countertops, card readers, condiment stations and self-service areas	Between each use	<a href="#">Electric Foggers</a>
	Baggage Drops, Security Checkpoints and Baggage Collection	Plexiglass barriers, luggage carousels, countertops, moving belts and seating	Between each use	<a href="#">Electric Foggers</a> + <a href="#">Ultra-Fine Disinfecting Mist Sprayer</a>
	General	Exterior building, high-traffic entryways, moving walkways, elevators, escalators and other seating areas	Daily	<a href="#">Ultra-Fine Disinfecting Mist Sprayer</a> + <a href="#">IR Thermometers</a>

# INSTRUCTIONS FOR USE

Dear Customers and Business Leaders:

For nearly forty years, Northern Tool + Equipment has provided you with the tools you need to tackle tough jobs. The COVID-19 crisis presents businesses like yours with one of the toughest jobs you may ever experience. Despite these difficult and uncertain times, our mission remains the same, and we remain steadfastly committed to supporting you.

Given the unprecedented challenges COVID-19 poses to businesses around the world, we are providing you with a somewhat unconventional tool: this COVID-19 Playbook. The COVID-19 Playbook is intended to be a companion tool to the products you purchased at Northern Tool + Equipment. We hope this Playbook provides you with one more tool to assist you in keeping your employees and passengers safe while keeping your facilities open and operational.

Although this COVID-19 Playbook is not a one-size-fits-all approach, it provides you with practical recommendations based on guidelines from the Centers for Disease Control and Prevention, the World Health Organization and best practices employed by major players in your industry. We recommend that you use this COVID-19 Playbook as a baseline preparedness guide and tailor the content to address scenarios impacting your specific business and new recommendations or requirements from your federal, state or local government officials.

We encourage you to brand this Playbook using your company colors, company names and other identifying markers. Consider interpreting this content in other languages that your employees and passengers frequently use.

Sincerely,

***Your Northern Tool + Equipment Safety Experts***

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# COVID-19 CHECKLIST

	Topic	Tasks
1	Establish a COVID-19 Task Force	<ul style="list-style-type: none"> <li>✓ Identify representatives from each required department</li> <li>✓ Inform members of their areas of responsibility</li> <li>✓ Set up recurring meeting for the COVID-19 Task Force</li> <li>✓ Obtain “after hours” contact information for each member</li> </ul>
2	Perform Inventory of PPE and Develop Use Protocol	<ul style="list-style-type: none"> <li>✓ Develop use and re-use protocol</li> <li>✓ Establish guidelines for PPE re-use and storage</li> <li>✓ Identify COVID-19 Task Force member responsible for performing a bi-weekly inventory of all necessary PPE</li> <li>✓ Determine lead times for ordering additional items</li> </ul>
3	Develop Deep Cleaning and Disinfection Protocol	<ul style="list-style-type: none"> <li>✓ Identify building areas and other high-touch areas that require disinfecting</li> <li>✓ Create protocol for general disinfection as opposed to deep cleaning</li> </ul>
4	Perform Inventory of Assessment of Disinfectants and Sanitizing Equipment	<ul style="list-style-type: none"> <li>✓ Establish guidelines for product use and storage</li> <li>✓ Identify COVID-19 Task Force member responsible for performing a bi-weekly inventory of all necessary products</li> <li>✓ Determine lead times for ordering additional items</li> <li>✓ Train employees on disinfectant use</li> </ul>
5	Create Social Distancing Protocol	<ul style="list-style-type: none"> <li>✓ Identify ways to assist employees and passengers to maintain a safe distance</li> <li>✓ Implement alternative measures when social distancing is not possible</li> </ul>
6	Communicate Plan to Employees and Provide Training to Employees on New Protocols	<ul style="list-style-type: none"> <li>✓ Distribute Playbook to employees and communicate safety protocols</li> <li>✓ Develop and present work training for employees</li> </ul>
7	Communicate Plan to On-Site Visitors and Vendors	<ul style="list-style-type: none"> <li>✓ Tailor communication for all on-site vendors and visitors</li> <li>✓ Distribute communication to all on-site vendors and visitors</li> <li>✓ Post notices for unexpected visitors</li> </ul>
8	Implement an On-Site Employee Health Screening and Visitor Screening	<ul style="list-style-type: none"> <li>✓ Require all employees and non-customer visitors to complete a self-screening prior to arriving on site</li> </ul>
9	Establish Self-Quarantine and Return-to-Work Protocol	<ul style="list-style-type: none"> <li>✓ Review and understand self-quarantine protocol recommendations and adjust as necessary based on local guidance</li> <li>✓ Communicate requirements to all employees</li> </ul>
10	Frequently Review Updated Guidance	<ul style="list-style-type: none"> <li>✓ Establish a set timeline interval for a specific person to review updated guidance from WHO and CDC, as well as EPA guidelines for effective disinfectant protocols</li> </ul>

# ESTABLISHMENT OF A COVID-19 TASK FORCE

- ✓ Identify names of representatives from each department
- ✓ Inform representatives of their areas of responsibility
- ✓ Set up recurring weekly meeting for the COVID-19 Task Force
- ✓ Obtain “after hours” contact information for each member in case of emergency

The COVID-19 Task Force is a cross-functional team led by the Team Lead. It is comprised of company representatives from the following departments:

Department Representative	Summary of Responsibility
<b>Team Lead</b>	<ul style="list-style-type: none"> <li>✓ Organize meetings for COVID-19 Task Force</li> <li>✓ Communicate COVID-19 Task Force needs to senior leadership and serve as single point of contact</li> </ul>
<b>Facilities</b>	<ul style="list-style-type: none"> <li>✓ Organize and carry out General Disinfection Protocol</li> <li>✓ Supervise Deep Cleaning Protocol</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>✓ Train health screeners</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>✓ Understand relevant changes to laws on leave time</li> <li>✓ Compile relevant documents for distribution to employees</li> <li>✓ Create training protocol for employees</li> </ul>
<b>Legal</b>	<ul style="list-style-type: none"> <li>✓ Monitor changes to federal and local laws</li> <li>✓ Inform Task Force on mandatory PPE orders, occupancy restrictions and ordered business closures</li> </ul>
<b>Sourcing</b>	<ul style="list-style-type: none"> <li>✓ Perform bi-weekly inventory of PPE</li> <li>✓ Order replacement items when inventory gets low</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>✓ Identify remote workforce needs</li> <li>✓ Implement changes to existing technology infrastructure</li> </ul>
<b>Regional Managers</b>	<ul style="list-style-type: none"> <li>✓ Develop site-specific protocols</li> <li>✓ Communicate COVID-19 positive cases to Task Force</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>✓ Draft company-wide communications to keep employees informed</li> </ul>

The COVID-19 Task Force shall meet on a weekly basis to discuss status of COVID-19 as it relates to business operations and identify any required changes to policies. Each member shall provide their contact information in the form attached as **Appendix A**.

# PERSONAL PROTECTIVE EQUIPMENT USE AND INVENTORY

- ✓ Develop PPE use and re-use protocol
- ✓ Identify COVID-19 Task Force member responsible for performing a bi-weekly inventory of all necessary PPE
- ✓ Establish lead times for ordering additional items

## Develop Use and Re-Use Protocol

The use of PPE is an important part of keeping our employees and passengers safe when social distancing is impractical or employees and passengers are required to closely interact with others; PPE can reduce the overall risk of COVID-19 transmission. Employees may reuse cloth facial coverings if they are able to disinfect, clean or sanitize the face mask between uses.

Masks	Gloves	Face Shields/Goggles
<ul style="list-style-type: none"> <li>• Masks are required for (a) all customer-facing team members, (b) disinfection team members, (c) employees who come into contact with other employees frequently, (d) health screeners and (e) any other employees mandated by local law.</li> <li>• Employees may wear their own face mask if it meets WHO requirements.</li> <li>• The company will provide face masks for employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Gloves are required only for employees performing health screenings and disinfecting OR for employees mandated by local law.</li> <li>• Gloves must always be removed properly to avoid the risk of infection by contaminated gloves.</li> <li>• The company will provide gloves to employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Face shields and goggles may be worn by employees performing health screenings and disinfecting.</li> <li>• The company will provide face shields and safety glasses to employees.</li> </ul>

## Perform Inventory

The designated individual from the COVID-19 Task Force shall perform a bi-weekly inventory of PPE. The inventory shall be performed using the following list and the current quantity on hand shall be recorded. All locations should have a minimum of a **sixty (60) day** supply of the following items. All employees performing medical screenings should wear gloves, masks and safety glasses or a face shield.

	Item	Item Number	Quantity on Hand as of Inventory Date
<b>1</b>	Mask (surgical)		
<b>2</b>	Nitrile gloves		
<b>3</b>	Safety glasses		
<b>4</b>	Face shield		

Inventory Performed by: \_\_\_\_\_ Date: \_\_\_\_\_

# DEVELOPMENT OF GENERAL DISINFECTING AND DEEP CLEANING PROTOCOL IN AIRPORTS AND TRANSPORTATION HUBS

- ✓ Identify building areas and other high-touch areas that require disinfecting
- ✓ Create protocol for general disinfection, as opposed to deep cleaning with reference to CDC, WHO and EPA protocols

## **Distinguishing Between General Disinfecting and Deep Cleaning**

The most fundamental part of creating and maintaining a clean workplace is establishing a regular plan for disinfection. The checklist on the first page of this Playbook should be implemented to help improve the business environment. No set protocols have been proven to eliminate the risk of contamination of COVID-19, and all steps taken should be reasonable given the business or commercial environment. Absent updates from government agencies, the company will undertake the disinfection measures at the frequency prescribed in the table. Special attention should be given to common areas and high-touch items or surfaces. Employees should also regularly wash their hands, especially after using the restroom.

Deep cleaning protocols are further described below under the section entitled, “Deep Cleaning Protocol.” The company shall implement these measures when an employee or passenger have been on site within the previous week and confirmed to be COVID-19 positive.

## **General Disinfection Protocol**

The Facilities representative on the COVID-19 Task Force (or his or her designee) shall be responsible for the cleaning of the locations identified.

## **Deep Cleaning Protocol**

Deep cleaning should occur when an employee or passenger (the “COVID-19 Patient”) has tested positive for COVID-19 and has been on site at some time during the past week. Sites may choose to perform a deep cleaning for presumed cases, at their discretion.

The COVID-19 Task Force shall identify an external company to carry out the deep cleaning protocol (the “Cleaning Company”). At a minimum, the Cleaning Company shall have (a) trained personnel to clean, disinfect and dispose of hazardous waste; (b) proper equipment and PPE; (c) all necessary permits to perform disinfection and sanitization services; and (d) access to approved COVID-19 disinfectant chemicals. The COVID-19 Task Force shall supervise the deep cleaning process and ensure that only authorized personnel are present for the deep cleaning, that all authorized personnel are wearing PPE before and during the deep cleaning and that there is a specific strategy to clean all locations and equipment where employees interact.

Deep cleaning should be performed as soon as possible after the COVID-19 Patient confirms his or her diagnosis. If it is believed that the COVID-19 Patient was isolated to only part of the site, the company will remove all employees from the impacted areas of the site and begin deep cleaning immediately. If it is believed that the COVID-19 Patient worked, visited or frequented all areas of the site, then the company shall send all employees and passengers home and begin deep cleaning the entire site.

If deep cleaning services are unavailable, the company may choose to shut down the site for 72 hours to allow for natural deactivation of the virus followed by a comprehensive disinfection of all common services.

# INVENTORY OF DISINFECTANTS AND SANITIZING EQUIPMENT IN AIRPORTS AND TRANSPORTATION HUBS

- ✓ Establish guidelines for product use and storage
- ✓ Identify COVID-19 Task Force member responsible for performing a bi-weekly inventory of all necessary products
- ✓ Determine lead times for ordering additional items
- ✓ Train employees on disinfectant use

## **Perform Inventory**

Reference to the EPA's List N: Disinfectants for Use Against SARS-CoV-2 (COVID-19) should be utilized in ensuring the disinfectants employed have been shown to be effective against COVID-19. The designated individual from the COVID-19 Task Force shall perform a bi-weekly inventory of the following disinfectants and sanitizing equipment. The inventory shall be performed using the following list and the current quantity on hand shall be recorded. All locations should have a minimum of a **sixty (60) day** supply of the following items.

	<b>Item</b>	<b>Item Number</b>	<b>Quantity on Hand as of Inventory Date</b>
ex.	Hand sanitizer	99068	30 gallons
<b>1</b>			
<b>2</b>			
<b>3</b>			
<b>4</b>			
<b>5</b>			

**Inventory Performed by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **Perform Routine Maintenance**

Routine maintenance is critical in ensuring the longevity and proper functioning of the company's equipment. Please consult your equipment's owner's manual for recommended maintenance activities and other best practices.

**Maintenance Performed by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# CREATE SOCIAL DISTANCING PROTOCOL

- ✓ Identify ways to assist employees and passengers in maintaining a safe distance
- ✓ Implement alternative measures when social distancing is not possible

## General

The company shall install plexiglass barriers between employees and passengers.

## Staff

The company shall install plexiglass barriers between employees and passengers.

- Instruct passengers not to travel if they have COVID-19 symptoms.
- Encourage passengers to socially distance while they wait to board and after they board.
- Consider blocking off seats so passengers may not gather close together.
- Frequently sanitize high-touch surfaces (between each ride where possible).
- Ensure availability of hand sanitizer for passengers.
- Discontinue food and drink service.
- Require employees and passengers to wear masks.
- Create physical barrier between pilot/driver/engineer and passengers.
- If possible, increase ventilation.
- Consider limiting service to “hot spots” or advising passengers to quarantine when returning from “hot spots.”
- Allow for cashless payments, when possible.

## Passenger

To ensure passengers have the option to social distance or to comply with local recommendations and legal requirements, it may be necessary to restrict the number of passengers permitted in the building. If this becomes necessary, a metered entrance line will become necessary and a staff member will need to admit passengers on a “one in/one out” basis. In these instances, post a sign at the entrance communicating the location’s policy using the example in **Appendix G** and create exterior ground markings for passengers waiting in the metered line.

For locations that have multiple entrances, designate one door for entering and another for exiting using the sign in **Appendix H**. To discourage passengers from entering the building unnecessarily, consider posting signs at the entrance informing passengers of any items or services that are unavailable. Apply decals on the floor spaced at least 6 feet apart. Post sign contained in **Appendix I** at appropriate locations.



# COMMUNICATE PLAN TO EMPLOYEES & PRESENT TRAINING ON NEW PROTOCOLS

- ✓ Distribute Playbook to employees and communicate safety protocols to employees
- ✓ Develop and present work training for employees

## **Communication**

Senior leadership shall send the letter included in **Appendix J** along with a copy of this Playbook.

## **Training**

Training on the protocol contained in this COVID-19 Playbook shall be conducted by the COVID-19 Task Force for all managers in the organization. The managers shall be responsible for training the individual contributors on their team.

The safety department representative on the Pandemic Response Team shall be responsible for training all on-site health screeners.

# COMMUNICATE PLAN TO ON-SITE VENDORS AND OTHER VISITORS

- ✓ Tailor communication for all on-site vendors and visitors
- ✓ Distribute communication to all on-site vendors and visitors
- ✓ Post notices for unexpected visitors

To ensure the protection of both employees and visitors, the company no longer allows non-critical visitation to its facilities. Until further notice, all meetings should take place virtually. When a mission critical activity must take place on site (e.g., equipment maintenance, facilities repair), all visits shall be scheduled in accordance with the terms of this Playbook. All visitors must complete a health screening before entering the location. Please note that on-site vendors and other visitors may not enter our locations if they have had known-exposure to COVID-19 over the past 14 days or if the individual is exhibiting COVID-19 symptoms.

A sample communication for all on-site vendors and visitors is provided in **Appendix B**. A copy of this notice shall be emailed to all visitors or provided to them via hard copy upon their arrival on site. For any unexpected visitors, a sample notice is provided in **Appendix C**. This notice shall be posted at each company location.

# IMPLEMENT TEMPERATURE CHECKS AND SELF-SCREENING TOOLS FOR EMPLOYEES AND VISITORS

- ✓ Require all employees and non-customer visitors to complete a self-screening prior to arriving on site
- ✓ Designate on-site health screeners to check temperatures of employees

## **Self Screening**

Prior to arriving on site, all employees must complete the self-screening in **Appendix D**.

Prior to visiting our site for mission-critical business, all visitors must complete the self-screening in **Appendix E**.

## **On-Site Temperature Checks**

The on-site health screeners shall perform temperature checks for all employees entering a company site after the employee's shift begins but before they begin working. The health screeners shall wear PPE as mandated under the PPE section. The on-site health screeners shall use a touchless thermometer. If an employee's temperature reading registers at 100.4° or above, the employee must be denied access to the premises.

The on-site health screeners shall also verbally confirm that employees have performed the self-screening before arriving to work.

# ESTABLISH SELF-QUARANTINE AND RETURN-TO-WORK PROTOCOL

- ✓ Review and understand protocol and adjust as necessary based on local requirements
- ✓ Communicate requirements to all employees

## **Self-Quarantining**

If an employee exhibits symptoms of COVID-19 as described in the self-screening tool, has been directly exposed to COVID-19 or received a positive COVID-19 test result, the employee should remain off all company premises for 14 days or until he or she has met the conditions under the “Returning to Work” section. Employees should avoid leaving home if at all possible. Employees who have the ability to telework may continue to do so.

Employees who are quarantining at home should distance from other members of the household and avoid having visitors. Employees should also avoid sharing household items with others. In order to stop or delay the spread of COVID-19, individuals should frequently clean high-touch surfaces. The CDC considers these surfaces to include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets and bedside tables.

Should employees experience a worsening of symptoms while at home, they should immediately seek medical attention.

## **Returning to Work**

WHO and CDC Guidelines require the following guidelines to be met:

For employees who will not have a COVID-19 test performed:

- Employee has not had fever for at least 72 hours without the use of fever-reducing medication; AND
- Employee’s symptoms have improved; AND
- At least 7 days have passed since the employee first noticed symptoms.

For employees who will have a COVID-19 test performed:

- Employee has not had fever for at least 72 hours without the use of fever-reducing medication; AND
- Employee’s symptoms have improved; AND
- Employee received two negative tests in a row 24 hours apart.



# LEGAL DISCLAIMERS

This COVID-19 Playbook (this “Playbook”) contains a collection of publicly-available recommendations for safely operating your business during the COVID-19 pandemic. Specifically, the Playbook is intended to provide you with a number of methods for helping reduce the spread of COVID-19 by effectively sanitizing and disinfecting surfaces in airport and transportation hub settings. The health and safety of our customers and communities is Northern Tool + Equipment’s top priority, and our hope is that this Playbook helps provide you with information to assist you in developing and strengthening your safety plan.

**PLEASE BE ADVISED THAT SOME OF THE INFORMATION CONTAINED IN THIS PLAYBOOK MAY NOT BE APPLICABLE TO YOUR BUSINESS. WE STRONGLY RECOMMEND THAT BEFORE IMPLEMENTING ANY OF THE RECOMMENDATIONS CONTAINED IN THIS PLAYBOOK, YOU CAREFULLY EVALUATE THEM IN CONSULTATION WITH YOUR LEGAL COUNSEL AND LOCAL DEPARTMENT OF HEALTH.**

Please also note that CDC and WHO guidance regarding COVID-19 is fluid. You should review the recommendations in this Playbook in conjunction with a periodic review of the most recent advice from the CDC, WHO and your local officials. It is solely your responsibility to review and update or change the recommendations in this COVID-19 Playbook to the extent that you deem necessary.

**NEITHER NORTHERN TOOL & EQUIPMENT COMPANY, INC., NORTHERN TOOL & EQUIPMENT CATALOG COMPANY, LLC, NOR ANY OF THEIR AFFILIATES, OFFICERS, EMPLOYEES, REPRESENTATIVES, AGENTS OR DESIGNEES (THE “NTE PARTIES”) ARE RESPONSIBLE FOR ANY CIRCUMSTANCES ARISING OUT OF OR RELATED TO THE ADOPTION OR DECISION NOT TO ADOPT ANY OF THE PRACTICES IN THIS COVID-19 PLAYBOOK. THE COVID-19 PLAYBOOK IS INTENDED AS AN ORGANIZATIONAL CHECKLIST, AND IS NOT INTENDED TO PREVENT ANY DISEASE. THERE IS NO KNOWN OR ESTABLISHED STRATEGY TO MAKE TRANSMISSION OF A VIRUS RISK-FREE IN A COMMERCIAL OR BUSINESS ENVIRONMENT. THE EFFICACY OF ANY ENVIRONMENTAL CLEANING OR DISINFECTION IS DIRECTLY IMPACTED BY THE QUALITY OF DISINFECTANTS USED AND METHODOLOGIES EMPLOYED IN ITS APPLICATION. NOT ALL DISINFECTANTS ARE EFFECTIVE AGAINST VIRAL AGENTS OR COVID-19.**

**NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED IN THIS COVID-19 PLAYBOOK, THE NTE PARTIES MAKE NO REPRESENTATION ABOUT THE SUITABILITY OF THE COVID-19 PLAYBOOK FOR ANY PURPOSE. THE COVID-19 PLAYBOOK IS PROVIDED “AS IS,” “WITH ALL FAULTS” AND WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. THE NTE PARTIES SHALL NOT BEAR ANY LIABILITY OR RESPONSIBILITY FOR ANY ERRORS OR OMISSIONS IN THE CONTENT OF THIS COVID-19 PLAYBOOK. THE NTE PARTIES WILL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ATTRIBUTABLE TO YOUR USE OR NON-USE OF THE COVID-19 PLAYBOOK. YOU UNCONDITIONALLY AGREE TO INDEMNIFY AND DEFEND THE NTE PARTIES FROM ANY AND ALL LIABILITY AND/OR CLAIMS ARISING FROM YOUR USE OR INABILITY TO USE, IN WHOLE OR IN PART, THIS COVID-19 PLAYBOOK.**





# APPENDIX B

## SAMPLE VENDOR AND VISITOR COMMUNICATION

<letterhead>

<date>

<address>

To Whom it May Concern:

Until further notice, our company is no longer allowing non-mission critical visits to our sites. To ensure the protection of both employees and visitors, all meetings must take place virtually. Please do not come to any of our locations if your business may be conducted virtually.

If your visit is critical and you cannot conduct your business with us virtually, your visit must be in compliance with our company's COVID-19 Playbook. You must also complete the attached health screening questionnaire upon your arrival to any of our facilities. Please note that you will not be allowed on site if you have come into contact with COVID-19 over the preceding 14 days or if you are currently exhibiting any symptoms of COVID-19.

Thank you,

**Company COVID-19 Task Force**

**APPENDIX C  
SAMPLE SIGN FOR VISITORS**



**WARNING**

**NON-MISSION CRITICAL BUSINESS HAS  
BEEN TEMPORARILY SUSPENDED ON THESE  
PREMISES.**

**PLEASE IMMEDIATELY LEAVE OUR SITE AND  
CONDUCT YOUR BUSINESS VIRTUALLY.**

**IF YOU MUST BE ON SITE TO CONDUCT YOUR  
BUSINESS, YOU MUST COMPLETE A HEALTH  
SCREENING PRIOR TO ENTRY.**

**THANK YOU.**

# APPENDIX D

## EMPLOYEE HEALTH SELF-SCREENING

*The following self-screening protocol will be distributed to all employees. It must be completed by the employee before the employee arrives on site to any of our facilities.*

In light of the ongoing COVID-19 pandemic, the company is concerned for your health and the health of your co-workers. In the interest of ensuring a safe and healthy workplace, we are requiring you to complete this self-screening prior to coming to work.

### 1. Over the past fourteen days, have you experienced any of the following symptoms?

No

Yes (If **Yes**, please select all that apply.)

Temperature of 100.4° or higher

Cough

Shortness of breath

Fatigue

Loss of smell or taste

Sore throat

If you selected **YES**, you may have symptoms of COVID-19. Please seek immediate medical attention and then contact your Human Resources representative. Please stay off our premises for a minimum of fourteen days or until you have received a written note from your healthcare provider indicating you are no longer contagious.

### 2. Over the past fourteen days, have you been exposed to a person suffering from the symptoms listed in #1?

No

Yes

If you selected **YES**, please contact your Human Resources representative prior to coming to work.

If you answered **NO** to both questions above, please adhere to the guidance in the COVID-19 Playbook and remain in compliance with all guidance from the COVID-19 Task Force and your Human Resources representative.

# APPENDIX E

## VISITOR HEALTH SELF-SCREENING

The safety of our employees, passengers and visitors remains our company's primary concern. As the COVID-19 outbreak continues to evolve, our company continues to monitor the situation closely. We are committed to stopping the spread of COVID-19 and reducing the potential risk of exposure to both our employees and visitors. To that end, we are requiring that you complete the health screening questionnaire below prior to entering our premises. This questionnaire is mandatory. Thank you for your cooperation.

**Visitor's Name:**

**Mobile Number:**

**Visitor's Company Name:**

**Name of Company Host:**

**Date and Time of Visit:**

**Reason for Visit:**

If you answer **YES** to one or more of the following questions, access to this facility will be denied.

**1. Over the past fourteen days, have you experienced a fever of 100.4° or higher, a cough, shortness of breath, fatigue, loss of smell or taste or a sore throat?**

No

Yes

**2. Over the past fourteen days, have you been exposed to a person suffering from the symptoms listed in #1?**

No

Yes

*I acknowledge that I have reviewed this form and truthfully completed it to the best of my knowledge. I will immediately notify my host if at any time during my visit I experience the symptoms described in #1. I agree to remain in compliance with all policies communicated to me on this form and by my host.*

Agreed and Signed:

**Visitor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Please note: If you plan to be on site for consecutive days, you do not need to complete a new screening sheet each day. However, please immediately advise your host if any of your responses change. The information collected on this form will only be used to determine your access to our facilities.

---

FOR COMPANY USE ONLY:

Access to the facility approved?

Yes

No

**Host Initial:** \_\_\_\_\_

**APPENDIX F**  
**SIGNAGE ABOUT COVID-19 SYMPTOMS**

# **HOW ARE YOU FEELING?**

**If you have experienced any symptoms of COVID-19 including a cough, sore throat, fatigue or difficulty breathing, please do not enter this location.**

**Ensure you always do the following:**

- **Wash your hands frequently**
- **Avoid touching your nose, mouth or eyes**
- **Cover your coughs and sneezes**
- **Clean high-touch items you use often**
- **Stay home if you are not feeling well**

**APPENDIX G  
EXIT/ENTRANCE INSTRUCTIONS**

**THANK YOU FOR VISITING US.**

**THIS ENTRANCE IS CURRENTLY  
CLOSED.**

**PLEASE USE THE OTHER  
ENTRANCE.**

**WE APOLOGIZE FOR ANY INCONVENIENCE.**

**APPENDIX H  
METERED LINE SIGNAGE**

**OUR COMPANY IS COMMITTED TO  
PROVIDING A SAFE EXPERIENCE FOR  
PASSENGERS AND EMPLOYEES.**

**TO ENSURE OUR CUSTOMERS,  
VISITORS AND EMPLOYEES ARE  
ABLE TO PRACTICE SAFE SOCIAL  
DISTANCING, STARTING AT <TIME>  
WE WILL LIMIT THE NUMBER OF  
PEOPLE IN OUR BUILDING  
TO <NUMBER>.**

**TO ENSURE WE DO NOT EXCEED THIS  
NUMBER, WE WILL IMPLEMENT A  
METERED LINE SYSTEM.**

**THANK YOU FOR YOUR COOPERATION.  
WE APOLOGIZE FOR ANY INCONVENIENCE.**

**APPENDIX I  
REGISTER SIGNAGE**

***PLEASE***

**MAINTAIN A DISTANCE  
OF AT LEAST SIX (6)  
FEET FROM STAFF AND  
PASSENGERS AT  
ALL TIMES.**

**THANK YOU FOR YOUR  
COOPERATION.**

# APPENDIX J

## EMPLOYEE LETTER

<letterhead>

<date>

<address>

To Our Valued Employees:

First and foremost, I want to thank you for your continued dedication to the company. I realize this is an unprecedented time and the COVID-19 pandemic has certainly provided all of us with unique challenges but I want to assure you that your hard work has not gone unnoticed.

While COVID-19 has changed the way we operate, I want to assure you that your health remains our number one priority. In this letter and its attachments, I will outline our current plans to help ensure your safety and protocol to help keep employees healthy.

Effective immediately, all employees will be asked to complete a health screening prior to arriving to work. Any employee who does not “pass” the health screening will be unable to come on site. Additionally, we are temporarily restricting non-customer, non-mission critical visitors. To ensure the sanitation of our premises, you will be asked to enhance your cleaning routine and adhere to our social distancing rules.

As we navigate these highly uncertain times, I want to emphasize that you are valued. Thank you for your efforts. Your dedication has left no doubt in my mind that we will come out of these times stronger than ever. We will continue to navigate these uncharted waters as a team.

If you have any questions or feedback, please reach out to <NAME, contact info>.

Be well,

<SENIOR LEADER NAME>

Enc. COVID-19 Playbook

# **APPENDIX K**

## **OTHER RESOURCES**

Several outside resources were referenced and/or consulted for supporting information and decision making. You should consult them for the most up-to-date information. These sources include:

- The Centers for Disease Control (CDC)
- World Health Organization (WHO)
- National Retail Federation (NRF)
- Minnesota Department of Employment and Economic Development (DEED)
- The Environmental Protection Agency (the EPA)