

# Coronavirus Advisory: Getting the Workforce Back to the Workplace



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# Presenters



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1. Impact of COVID-19 in the Workplace
2. Current Best Practices to Transitioning to Post Pandemic Operations
3. Identifying and Preparing for Challenges Created by Returning to “Normal”







# Impact of COVID-19 On The Workplace

## Stay at home orders issued March 2020:

- Many work lives disrupted, routines changed.
- Some gathered equipment and started telecommuting, while others stayed behind.
- Internet accessibility in the home became a priority.
- No longer had socialization of workplace friends and colleagues.
- Employees who reported to work, endured new screening protocols and required to maintain 6 feet of separation.
- Essential travel only, no in-person meetings.
- No school and limited childcare presented problems for working parents.
- Employees experienced a range of emotions like fear and anxiety.
- Financial concerns over job loss or limited work hours.

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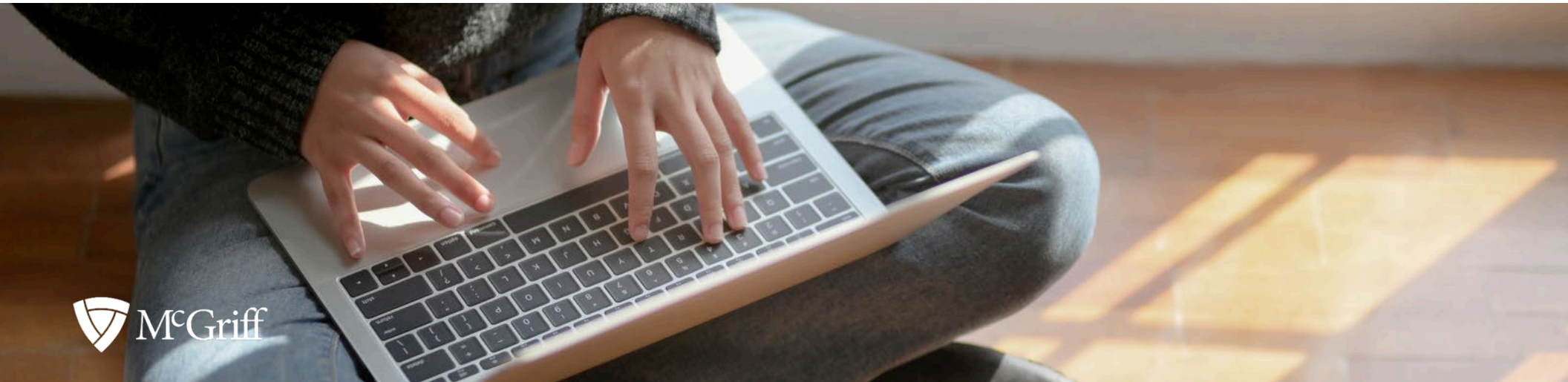




# Impact of COVID-19 On The Workplace

## Weeks into the Stay at Home Order:

- Many have settled into a “new normal” and are now better able to cope.
- Less fearful of the pandemic; screening and sanitizing have become second nature.
- Less traffic congestion and more efficient use of time for those conducting essential travel.
- Demands on personal time are minimized.
- Coffee breaks and working lunches look very different.
- Many are interacting with coworkers through media platforms like Zoom or Go To Meeting.
- Businesses have found new ways to create workflow efficiencies, and provide services virtually.
- The nation is cautiously optimistic, and ready to move forward.





And now we have to transition back to...



...And this

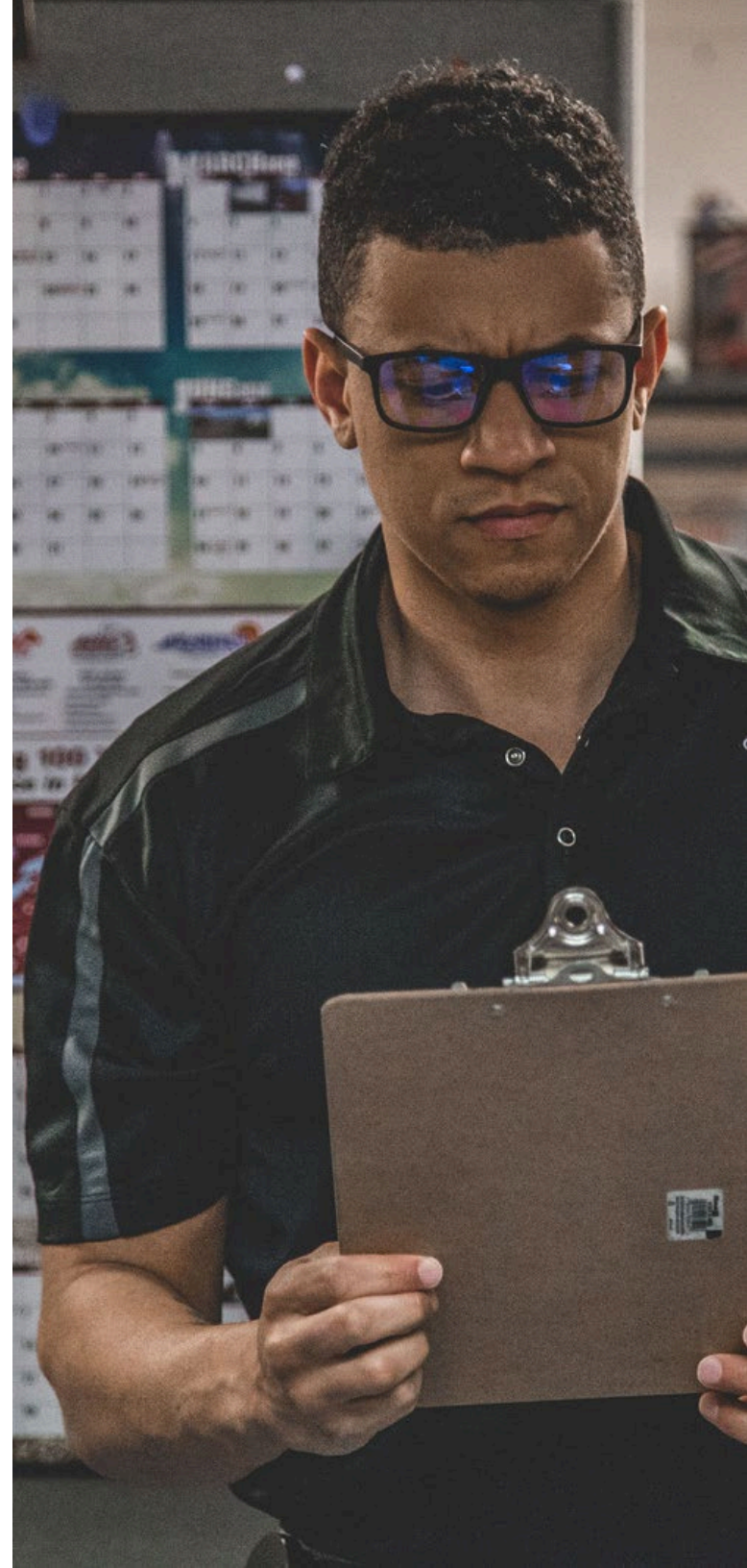




# Potential Challenges Getting Employees Back to the Workplace

- Altered/staggered hours.
- Modified plant or office configuration.
- Changed job duties.
- Transportation.
- Childcare/family concerns.
- Lost employees to other employers/staffing.
- Some employees vulnerable to the virus.
- Some employees reluctant to return to work.
- Possibility of COVID-19 flare up.

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# Responding to Challenges

- Develop plan to resume business.
- At a minimum, follow direction of federal and local authorities and comply with “Phase-in” guidance regarding controls and type of business.
- Consider what changes to staff could have occurred while closed or reduced-staffing.
- Communicate on a frequent basis with staff. To the extent possible get feedback and implement suggestions that will make transition back to workplace as smooth as possible.
- Attempt to be flexible and work with employees to establish work schedule that meets needs.
- Be empathetic and work with employees that have reservations about returning/safety concerns.
- Develop a COVID-19 exposure plan.

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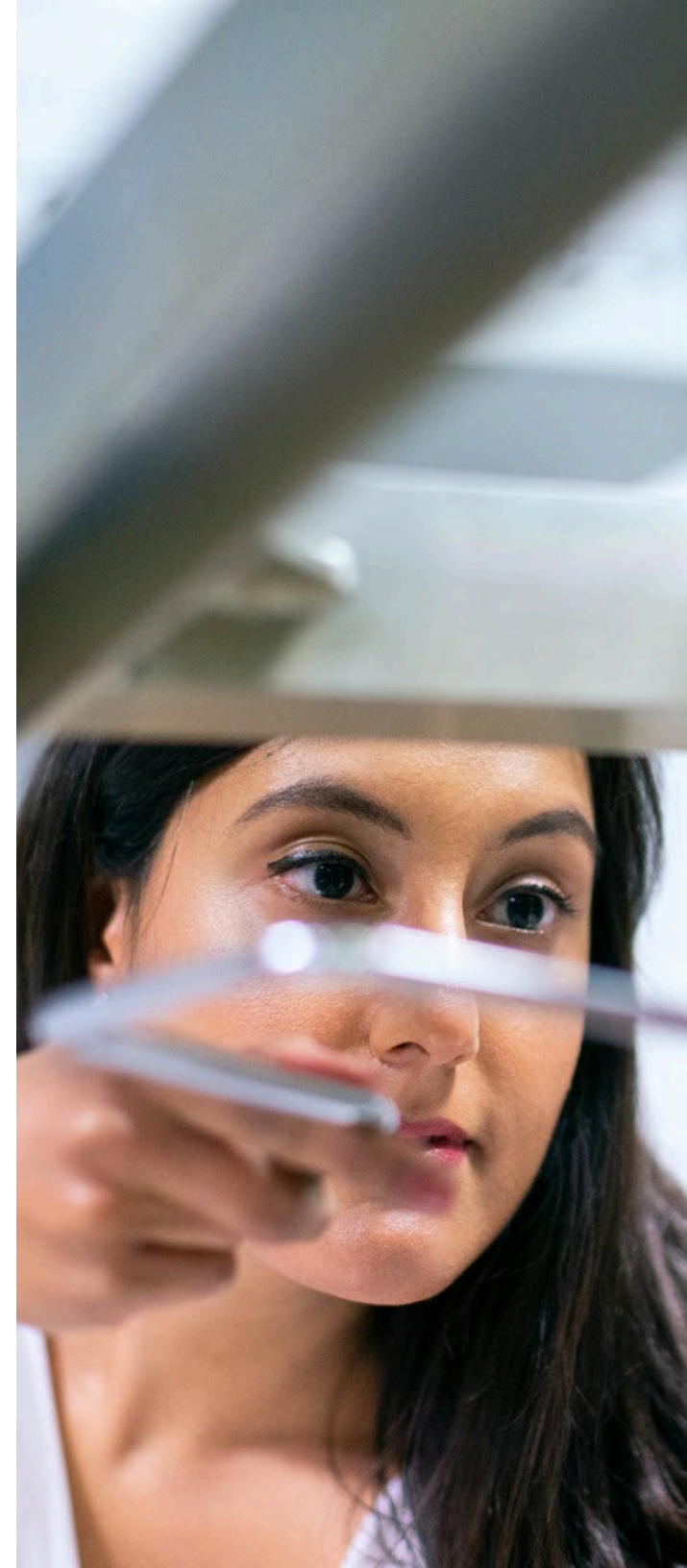
## Elements of COVID -19 Exposure Plan

1. Responsibilities of managers, supervisors and employees.
2. Workplace protective measures.
3. Workplace cleaning and disinfecting.
4. Workplace exposure situations.
5. OSHA recordkeeping.
6. Confidentiality/privacy.

# Challenges Resuming Production and Delivery of Services

- Continued business uncertainty.
- Building, equipment & staffing issues:
  - Moving equipment back to office.
  - Start up of idle equipment/machines.
  - Safety sensitive functions.
  - Supply chain/vendors.
  - Ability to source product to run business.
  - Quality of raw materials.
- Mental and physical condition of employees:
  - Stress.
  - Work conditioning.
  - Refresher training.
  - New employees.

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# Responding to Challenges

- Remain flexible and forecast best case and worse case scenarios.
- Establish procedures for return to work by job function/hours:
  - Phase in plan for employee return.
  - Document compliance of government mandates.
- Pre-start inspection and testing of equipment.
- Be aware of de-conditioning:
  - Consider stretch & flex program.
  - Job rotations.
- Take time to rescreen existing associates or screen new hires.
- Provide appropriate training or refresher training.
- Follow Business Continuity Plan.

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# Address Gaps In Risk Management

**Determine gaps in programs and assess the need for program improvement:**

- Formalize work from home programs.
- Assess effectiveness of cyber security.
- Pandemic emergency response/business resiliency.
- Novel risks presented by the pandemic.



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# Federal, State and Local Compliance

- OSHA & other regulatory agencies:
  - Program Assessments.
  - Safety Training.
  - Written program/policy review.
  - Formalized procedures.
  - Residual COVID-19 guidance and enforcement.
- Families First Coronavirus Response Act:
  - Understand parameters and exceptions.
  - Firing or disciplining of employees refusing to return to do job functions.
  - Employees refusing to return to work all together.
- State and Local Government.

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# Claim/Legal Considerations

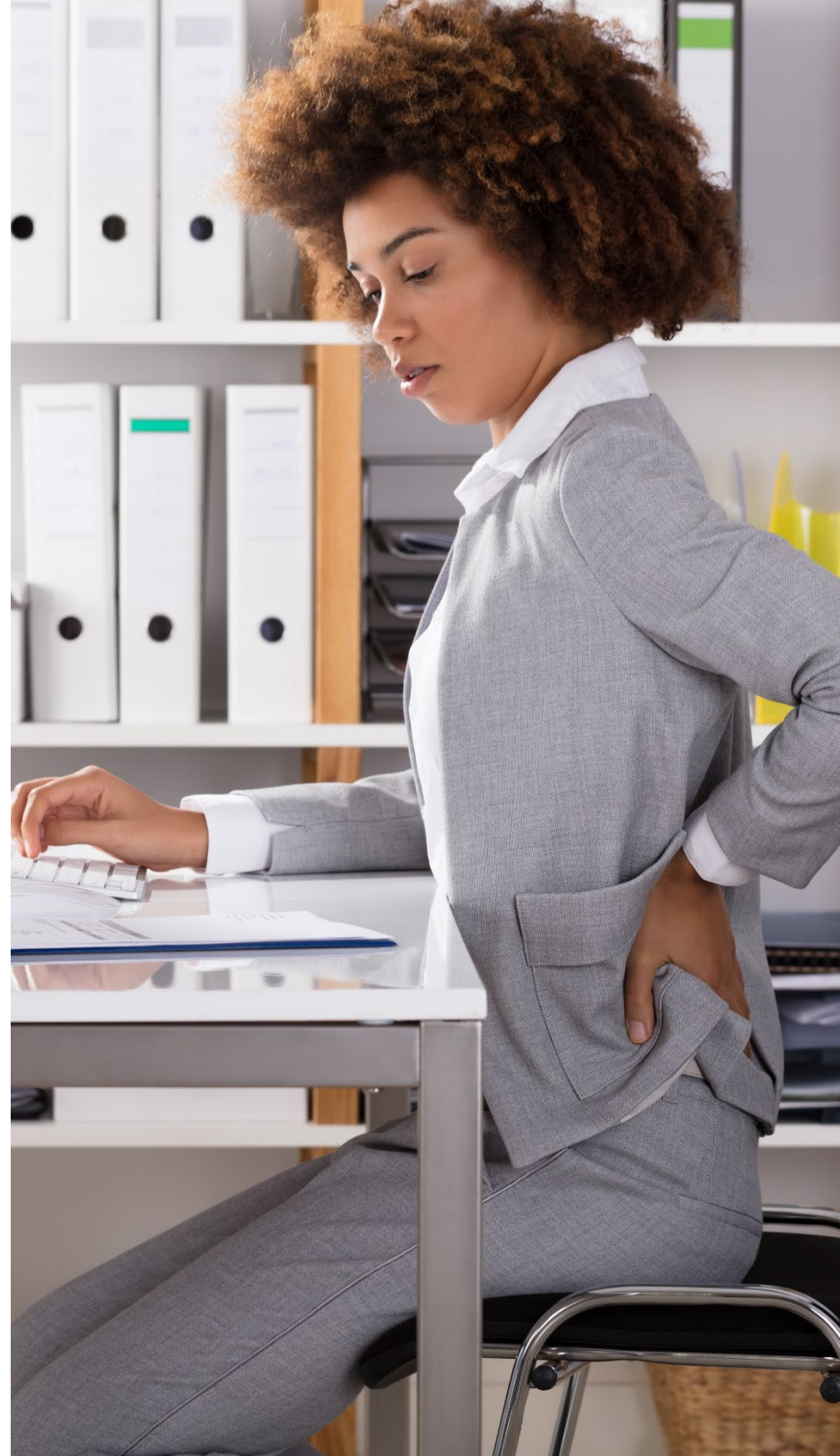
## Hired Non-Owned Auto Liability

- For businesses who begin delivery of product, employee's auto insurance may not cover loss:
  - Exclusion on the Personal Auto Policy for business.
  - Uninsured/Underinsured.

## Workers' Compensation

- Ergonomic issues from poor workspace design.
- Back strains due to deconditioning.
- Stress.
- Positive test for coronavirus
- Employers Liability.

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# Claim/Legal Considerations

## **Directors and Officers Liability**

- Corporate decisions affecting stock prices.
- Allegations of mismanagement of the company like the health and safety of employees, or protecting the security of data.

## **Employment Practices**

- Allowing hourly employees to telecommute then pulling them back to the office.
- Allowing only certain employees work from home opportunities.
- Essential employees being made to take on additional duties.
- Inconsistent screening and onboarding of associates.

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# In Summary

- The way we are working in this pandemic is temporary. Employers need to make a plan to return to “normal”.
- Develop a well thought out strategy that systematically brings your employees back and resumes operations.
- This has been an incredibly stressful experience for everyone including employees. Be sure to communicate clearly and be empathetic regarding their individual situation.
- Be flexible. Employees, suppliers, and customers have all been impacted by the pandemic.
- Reflect on lessons learned. What have you learned as a result of your response? What would you do differently in retrospect? Are there lessons learned that can actually improve operations?
- Continue to adhere to governmental agency advice; federal and local, that are prescribing safety measures as the exposure to COVID-19 evolves.

**Reach out to your McGriff team if you have questions or need assistance.**

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# For More Information

Here at McGriff, nothing is more important to us than the health and safety of our clients, partners and teammates. As COVID-19 continues to impact the world around us, we're committed to providing the guidance our clients and partners need from us during this unprecedented time.

**For more information – please visit our Coronavirus Resource Center:**

<https://www.mcgriffinsurance.com/coronavirus-update.html>

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