



COVID-19 CONSIDERATIONS RETURNING TO WORK

IMA's task force, comprised of associates from across Human Resources, IT, Legal, Finance, Facilities, Client Services, Operations, and Communications, came together to help prepare IMA and IMA's associates for returning to work as stay-at-home orders are lifted.

Over the past few weeks, they have been asking and answering a series of questions to determine what IMA will be doing as a company to establish a date to reopen the offices and while doing everything possible to ensure the health and safety of employees and clients.

The questions are presented here grouped into three buckets:

1. PREPARE
2. RE-ENTRY
3. THE FUTURE

PREPARE

1. What needs to be done in the office before we can return?

- How many people need to go back to the office to work?
- How many people can continue to work from home?
- Signage for health and safety will be critical, so what are our signage needs?
 - Do closed common spaces need markers?
 - Are we create one-way hallways that need signage?
 - Are we putting up signs to let people know we are limiting the number of people allowed conference rooms and kitchens?
 - Do we post symptom alerts on the front doors?
- Do we have sneeze guards in heavily trafficked areas such as by receptionists and greeters?
- Can we remove shared items from areas like copier rooms?
- What do we do about shared kitchen instruments like coffee pots, utensils, plates, and dishes?
- Do we use disposables?

2. How can we best protect our employees?

- Do we hand out masks for all employees?
 - If so, where are masks required to be worn?
 - Do we require masks in open areas such as bathrooms, hallways, stairways, and elevators?
- How do we handle shared office buildings where the landlords and other tenants aren't implementing the same rules?

3. How can we enforce social distancing?

- What common areas do we close?
- How do we handle elevators?
 - Should we tape off spots for people to stand?
 - Place small tables in the elevators with tissues to use to push buttons?
- Do we reduce the number of chairs in the conference rooms?
- Can we make sure all desks are positioned 6 ft apart?

4. What's the best way to thoroughly clean everything in our offices?

- Do we need a company to come through with sanitizing spray, or can we use our current cleaning company?
- Do we install high-efficiency air filters to improve ventilation and air filtration?

5. Are we going to require a temperature check when employees enter our building?

- How do we check temperatures?
 - Do we bring in a nurse to do so?
- Do we install a temperature kiosk at our entrance?
- For our smaller offices, do we require associates to check their temperatures at home?
- How is data about temperatures reported?

6. Will our company offer COVID or antibody tests for each of our employees?

- Is there enough of a benefit to our employees?

7. How should we communicate the plan to our employees?



RE-ENTRY

1. **Do we restrict how many employees can be in the office at a time?**
 - If yes, do we stagger the opening?

2. **Do we decide who can be there by desk location? By the week?**
 - Or does everyone return on the same day once our plan is in place?
 - Can our technology teams handle getting associates re-set in their offices if they took their desktops home?

3. **What allowances will we give to associates with special circumstances?**
 - School-aged dependents at home?
 - Caring for parents/other family members
 - Associates in at-risk age bracket?
 - People with a compromised immune system?
 - How do we handle a symptom-free associate with a sick family member – Confirmed with COVID or has COVID symptoms?

4. **Do we allow non-employees to enter the office?**
 - Do we do face-to face-client meetings?
 - Can we require our vendors to adhere to the same mandates as our employees?
Can we supply vendors or guests with disposable masks?

5. **When can our associates begin traveling again?**
 - Conferences & client meetings
 - Can we just continue to have virtual meetings? Does it work?

6. **What is our work at home policy post-COVID?**

FUTURE

1. How do we handle a resurgence in any one of our communities?
 - Do we have our plan written down so we can implement it quickly again if necessary?
 - Do we have the lessons learned added to our Business Continuity Plan
2. How do we handle a sick employee after re-entry? (What if it's a cold or the flu)
3. How do we handle confirmed cases of COVID within our office?



Each business is going to have to make decisions based on the type of work they do, the ability of employees to work remotely, their financial situation and location. IMA know there are many other questions to ask ourselves and additional precautions that can be taken, but foremost, we rely on our neighbors and co-workers to help one another through these uncertain times.



We're more than just insurance. IMA goes the extra mile to bring you tools, research and insights to help your business face the many challenges of operating in a rapidly changing environment.

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