



Business Safety Plan

May 17, 2020

The safety of our staff, customers, vendors, families, friends, and community is of utmost importance to us. We have created this document with this in the forefront of our mind.

Return to the office will be established based upon the necessity and criticality of a particular job to be accomplished on premise. Any staff who has a position that could be conducted at home will initially remain at home. All staff members will eventually be expected to return to the physical office once the risk of infection is considered safe. Staff in the Sales and Administration Divisions will have staff invited to return periodically but will be staggered. Each person returning must attend a workplace reentry meeting with the COO of Repeat Business Systems, President of Repeat Business Systems, or President of Ed & Ed Business Technologies in order to understand the current safety protocols. We look forward to seeing you all and have our world return to order, but most important, your safety must be protected.

**All managers are responsible to uphold the protocols and procedures outlined below. Any infractions could put others at risk and will be taken very seriously.*

Identifying Symptoms of Covid-19

We encourage all staff to self-monitor for signs and symptoms of COVID-19 especially if they suspect possible exposure.

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms or combinations of symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell
- Persistent pain or pressure in the chest

- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list does not include all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

The following policies are considered mandatory and will be updated as new information becomes available. All updates will be emailed to all staff members and communicated verbally during an all staff video conference.

1. Physical Distancing

- Please maintain a distance of 6' between you and anyone else at all times when in the office or at a work-related function or meeting.
- If a 6' of distancing cannot be maintained, you are required to wear face coverings. We will supply these.
- All in person meetings should be avoided whenever possible even among staff members. Video conferences should be conducted instead.
- Essential in-person gatherings will occur only in the 2nd floor office conference room where it is open and well ventilated. A 6' distance must be maintained, or face coverings worn by everyone.
- Customer supply pickups will occur in the front office hallway in an area designated. This is our touchless pick up location.
- Field engineers will continue contactless parts pick up in the parts area only. Only one person is allowed in that location at a time. Please do not enter any other office areas unless it is essential.
- All deliveries will be accepted only in either the front warehouse or the front door and should be done touchless whenever possible. Otherwise, handwashing and PPE's are required (face coverings and gloves). We will provide these.
- When entering a hallway or other common foot traffic area, you must be sure to maintain our 6 ft. social distancing policy. If this is not possible, remain in your office or area until the space is cleared and social distancing can be maintained. This includes all doorways and entranceways as well
- No one may share an office and 6' of distance must be maintained when speaking to someone. Stickers are provided to ensure the proper distance is maintained.
- Kitchen areas will be closed. Please do not bring in food that needs warming or refrigeration unless you have a microwave or refrigerator in your individual office. These may not be shared.
- Regular hand washing or use of alcohol-based hand rubs are required. Staff should always wash hands when they are visibly soiled and after removing any PPE.
- Please follow social distancing policies when on a work related activity outside of the office. If you are unable to maintain 6' of distance, a face covering will be required.
- When offsite at an outside office for work-related activities, all staff must follow that organization's policies or the Repeat Business Systems' policies, whichever are more stringent.

2. Protective Equipment

- a. We provide face coverings to all staff. It is imperative that they be cleaned, replaced, or disposed of after use or when damaged or soiled as appropriate.
- b. We also provide disposable gloves. Please make sure to wash your hands before donning and after removing your gloves. Gloves must be immediately disposed of after each use.
- c. Face coverings will be provided and required for all visitors and staff when interacting with visitors or when unable to maintain a distance of at least 6'.

3. Cleaning and Hygiene

- a. Cleaning logs including the date, time, and scope of cleaning will be maintained on our "cleaning calendar"
- b. Only products identified by EPA and DEC as effective against COVID-19 will be utilized.
- c. Everyone must use respiratory etiquette, including covering coughs and sneezes with a tissue or into your elbow.
- d. Common areas, high transit areas (banister) and shared equipment will be cleaned at least daily.
- e. Staff must disinfect their own workspace before using their desks and before they leave. This includes their keyboard, mouse, stapler, desktop, etc.
- f. All staff members will not be permitted to enter the office unless the electronic health questionnaire has been completed and answered as "negative". This must be completed daily. An answer of "yes" to any of the questions must be immediately disclosed to the COO of Repeat Business Systems, President of Repeat Business Systems, or President of Ed & Ed Business Technologies.
- g. No one will be permitted to go to a customer's office unless the electronic health questionnaire has been completed and answered as "negative". An answer of "yes" to any of the questions must be immediately disclosed to the COO of Repeat Business Systems, President of Repeat Business Systems, or President of Ed & Ed Business Technologies. All staff members and visitors (anyone entering the office with the exception of delivery persons using PPE's) must wash or sanitize their hands immediately each time they enter the office.
- h. Hand hygiene stations with soap water and paper towels, or alcohol-based sanitizer 60% alcohol when soap and water isn't available will be provided by each entrance, exit, and bathroom.
- i. Please avoid sharing of objects i.e. keyboard, tools, etc. If you must share a common object, you must first wash your hands, don disposable gloves, and sanitize the object or area.
- j. Staff must disinfect surfaces that will be touched as you enter the vehicle unless fresh gloves are worn. These will include the door handle steering wheel, gear shift, radio, directional, hazard button, climate controls, liftgate controls if being used, etc.
- k. Do not touch the wall or banister when using the stairs. The banister will be cleaned daily.
- l. Gloves must be worn and handwashing protocol observed when using the copier.
- m. Security alarm panel should be disinfected after each use.
- n. Please use sanitizer before and after touching door handles.

- o. Each person may only turn on and off the lights in their individual offices.
- p. Common area lights will be turned on by the first person to enter that floor. Gloves must be worn or hands must be sanitized before and after.
- q. We are adhering to CDC, EPA, and DOH guidelines and sanitation requirements
- r. Shared food and beverages will be prohibited at his time.
- s. We will provide markers for social distancing where needed.
- t. When accepting deliveries, hands must be sanitized before and after any boxes or equipment is touched. Gloves must be worn when hand sanitizing isn't possible.
- u. We will maintain a 30-90 day supply of gloves, face coverings, hand sanitizer, and cleaning substances.

4. Communication

- a. Please observe the signage that is posted throughout the office, particularly in areas where the reminders are most relevant to remind people:
 - i. To adhere to hygiene protocols
 - ii. To maintain social distancing
 - iii. Proper use of PPE
 - iv. Adhering to cleaning and disinfecting protocols
- b. We will provide training on these new protocols to each staff member. Following this training, each staff member will be asked to sign acknowledgment that you understand these new protocols.
- c. We will continue to communicate these safety guidelines frequently and share any updates electronically as well as verbally.
- d. This safety plan must be communicated to all visitors, clients. We will provide these on our website, on the TV in the front hallway, and have electronic copies available for you which should also be shared with our visitors. Each person is responsible to communicate this plan to their known visitors.
- e. We are maintaining a continuous log of all staff and visitors who may have close contact with other individuals at the work site (excluding deliveries if performed with appropriate PPE) for contact tracing.
- f. If a staff member tests positive for COVID-19, we must and will immediately notify the state and local health departments and cooperate with contact tracing efforts while maintaining confidentiality of the staff member.
- g. We suggest all staff frequently check the CDC COVID-19 website in order to monitor additional public health information: www.cdc.gov/coronavirus/2019-ncov.

5. Screening

- a. Any sick employee must stay at home or return home to contact their health care provider and get tested as appropriate. If tested positive, that staff member may only return after completing a 14-day quarantine.
- b. RBS reserves the right to test for COVID-19 for essential people that deal with public: i.e. field engineers, IT providers, consultants.
- c. We will be conducting mandatory health screening every day and these will be documented including the following:
 - i. Temperatures will be checked and documented for staff entering the office each day. Anyone with a temperature of 100.4 or higher, will be sent home

immediately. They may not return to the office until they have been tested negative for COVID-19 or have completed a 14-day quarantine.

- ii. In order to ensure all staff working in the office are healthy, a recurring calendar notice has been sent with the following questions:
 - 1. Have you had any Covid-19 symptoms in last 14 days?
 - 2. Have you tested positive for Covid-19 in last 14 days?
 - 3. Have you had close contact with someone with confirmed or suspected COVID-19 within the last 14 days?
 - iii. Staff must answer these questions each day they are either in the office or at an offsite job-related meeting.
 - iv. The answers to these questions will be reviewed daily by the Executive Assistant to the President or the President of Repeat Business Systems. If a staff member responds with a “yes” to any of the questions above, they must follow the procedures below.
 - d. Staff who present with COVID-19 symptoms will be sent home to contact their health care provider for medical assessment and COVID-19 testing. If tested positive, that staff member may only return after completing a 14-day quarantine.
 - e. All visitors must also answer the same questions above, and the responses will be documented. In the event that a visitor responds affirmatively to any of these questions, the response will be documented and they will be asked to reschedule the meeting.
 - f. The President of Repeat Business Systems, the COO of Repeat Business Systems, and the President of Ed & Ed Business Technologies, will be considered on-site screeners and must be familiar with CDC, DOH, OSHA protocols, follow hygiene protocols for handwashing, and wear gloves and a mask while screening.
 - g. In the event of a positive case of COVID-19 within the office, all staff will be asked to immediately return home and quarantine for 14 days. We will use an outside cleaning company to disinfect the office. Wherever possible, they will only use products deemed effective against COVID-19.
 - h. In the event of a positive case of COVID-19 in the office, we inform close contacts (via email, phone, and/or mail if possible) that they could have been exposed.
 - i. RBS staff must add any customers or other visitors coming into the office to our “visitor” calendar so other staff members can keep the area free and minimize interaction. This will also enable contact tracing if needed.
 - j. All staff must check the “visitor” calendar and avoid the entrance area when visitors are expected. Contact should always be minimized, and social distancing protocols maintained.
 - k. Staff should notify the COO of Repeat Business Systems, President of Repeat Business Systems, or President of Ed & Ed Business Technologies with any questions or need any clarification of any of these protocols or any aspects of this plan.
6. Healthcare and Time Off
- a. Sick leave policies will be flexible and consistent with public health guidance and will be updated in our Company Handbook.

- b. We not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.
- c. Policies that permit employees to stay home to care for a sick family member will be flexible.
- d. It is recognized that staff members with ill family members may need to stay home to care for them. Refer to the CDC's Interim Guidance for Preventing the Spread of COVID-19 in Homes and Residential Communities: www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html

7. Miscellaneous

- a. All nonessential travel is currently suspended. You may regularly check CDC travel warning levels at: www.cdc.gov/coronavirus/2019-ncov/travelers.
- b. Most common areas and all food preparation and storage areas will be closed until further notice, so please bring your own water, or food that does not need refrigeration unless you have a personal refrigerator at the office. No one can share refrigerators or microwaves.
- c. All managers are required to check to ensure all hygiene protocols are being adhered to by the staff in their departments
- d. Each manager is responsible for reviewing potential COVID-19 symptoms and ensuring that anyone with these symptoms is immediately sent home until tested negative or quarantined for 14 days.
- e. Any staff member is asked to report any incidence of non-compliance of these protocols to the President of Repeat Business Systems in either verbal, written, or email form. Your privacy will be protected, and the infraction will be addressed and taken seriously.
- f. Please be sensitive to any potential harassment as we will not tolerate jokes or any type of harassment related to Covid-19. If you see someone being harassed about COVID-19 or anything else, you must immediately inform a manager or the President of Repeat Business Systems.

Current procedure for Temperature Checks (this may be updated as more staff return to the office):

Temperature Checks

- i. Temperature checks for all staff entering the office are conducted upon their arrival.
- ii. Please enter the building through the main entrance front door only.
- iii. Take note of the blue social distancing lines on the floor.
- iv. The screener must wear a face covering and gloves when conducting temperature checks.
- v. Please proceed to the left and head down the hallway towards restrooms.
- vi. Stop at the table where you have the option of using hand sanitizer or wash your hands in the restroom.

- vii. Your temperature will be taken and logged on our contact tracing calendar.
- viii. If someone is at the table please remain on one of the social distancing lines.
- ix. Please wear a mask until you have cleared the area and proceed to your workspace and can maintain the 6' social distancing protocol.

Procedure for Field Service Engineers Requiring Parts:

- i. Please continue to pick up parts in the contactless parts distribution area.
- ii. Continue to notify internal team members if you are in route so you can be added to our contact tracing calendar.
- iii. There is no other access to the building from the Parts Distribution area. Any other needed access will require you to go through the main entrance where you will have your temperature checked.

Building Access

- i. If you are not currently working in the office each day, email the COO of Repeat Business Systems or the President of Repeat Business Systems so we are prepared to provide a temperature check.
- ii. Complete the questions on your calendar and do not come to the office if you answer affirmative to any of the questions.
- iii. You must enter the building through the main entrance front door.
- iv. Remain on the blue social distancing lines on the floor until it is your turn for temperature check.
- v. Please proceed to the left and head down the hallway towards the restrooms.
- vi. Stop at the table where you have the option of using hand sanitizer or wash your hands in the restroom.
- vii. Your temperature will be taken and logged on our contact tracing calendar.
- viii. If someone is already at the table, please wait on one of the social distancing lines. Please wear a face covering until you have cleared the area and proceed to the area you need access to. Face coverings are required if social distancing of 6' cannot be maintained.
- ix. Please note that restroom access for all staff working remotely but entering the office is restricted to the bathroom labeled "men's" room, outside next to the temperature check in area. We are cleaning those bathrooms several times each day.
- x. All bathrooms are being cleaned according to the NYS Department of Health and the Center for Disease Control guidelines.
- xi. All other bathrooms within our facility have been assigned to internal members that will use them and clean them in accordance with provided guidelines.

Thank you for your cooperation. Our ability to keep you all safe also helps keep our community, friends, and family safe.