



Greenville Chamber

*let's do something that matters today*

# RESPONSIBLE RETURN TO THE OFFICE PLAN



# A NOTE TO ALL READERS

---

The information contained in the Greenville Chamber's Responsible Workplace Re-Entry Plan represents the Greenville Chamber's current practices regarding the recommended operation of its 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.

## DISCLAIMER

---

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work, and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety and other workplace requirements in place prior to the age of COVID-19. As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all, and consult with your own legal counsel and other advisors regarding the legality, applicability, and potential efficacy of this information in your place of business, and to determine what, if any, other recommendations or requirements may apply to your business.

The Greenville Chamber bears no responsibility for any circumstances arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.

# GENERAL PROCEDURES & PROTOCOLS WHICH MAY EXTEND THROUGH ALL PHASES OF WORKPLACE RE-ENTRY

---

- Employees should implement and adhere to a daily self-screening protocol and stay home if sick. Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments. A doctor's release may be requested.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.
- Employees can take steps to protect themselves at work and at home. Older people and people with serious chronic medical conditions are at higher risk for complications.
- Follow the policies and procedures of your employer related to illness, cleaning and disinfecting, and work meetings and travel as outlined later in this document.
- Wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol. Learn more about coughing and sneezing etiquette on the CDC website.
- Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Practice social distancing by avoiding large gatherings and maintaining distance (approximately 3-6 feet) from others when possible.

# PERSONAL PROTECTIVE EQUIPMENT (PPE)

---

Protection of the Chamber team is afforded via the protective triad of:



1. Personal hygiene

6 ft.

2. Social distancing



3. Frequent disinfection  
of common surfaces

## MASKS



Face masks will be required when in environments where social distancing is not feasible and when outside personal workspace during Phases 1 and 2. During Phase 3, face masks will not be required, but are recommended for individuals who may be considered vulnerable or high-risk.

## GLOVES



Our top priority is always protecting people. Based on CDC findings, the Chamber does not require or recommend that our employees wear gloves except for those performing disinfection of common surfaces.

**Note: Gloves put employees at higher risk of exposure and 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 counter-productive 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 PROTOCOL

---

The goal is to establish a sanitary baseline before the Chamber reopens. High touch surfaces will be disinfected prior to anyone returning to work. Once we reopen, those high-touch surfaces will be disinfected daily and will be completed by staff utilizing a rotation system and a cleaning checklist. Hughes Development's janitorial service will continue to sanitize high-touch common area surfaces i.e. restrooms, elevator buttons, etc.

**High-touch surfaces include:** Tables, doorknobs, light switches, countertops, handles, faucets, sinks, copiers, coffee makers, and refrigerator handles, etc.

All team members will be responsible for disinfecting their own desks, phones, keyboards, and other personal work items at the end of each day.

Meeting room conference tables and other hard surfaces i.e. chair arms, should be cleaned at the end of every meeting.

## DEEP CLEANING & DISINFECTION PROTOCOL

---

The General Disinfection Measures Protocol, above, should be followed regularly whereas the Deep-Cleaning and Disinfection protocol is triggered when an active employee is identified as positive for COVID-19 by testing.

"Deep cleaning" is triggered when an active employee is identified as being COVID-19 positive by testing. The Chamber may also opt to have a deep cleaning performed for presumed cases, at its discretion.

Deep cleaning should be performed by a commercial cleaning company as soon after the confirmation of a positive test as practical.

As an alternative to "deep cleaning" Chamber leadership may decide to close the Chamber for a period of at least 72 hours to allow for natural deactivation of the virus, followed by Chamber personnel performing comprehensive disinfection of all common surfaces.



# DEEP CLEANING & DISINFECTION PROTOCOL

---

## 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.
- Use of approved COVID-19 disinfectant chemicals to perform this activity.

## 2. During Deep Cleaning and Disinfection Process it must be ensured:

- Only authorized people can access the site during the cleaning operation.
- Assure that employees are made aware that the work areas have been disinfected and when they may return to work.

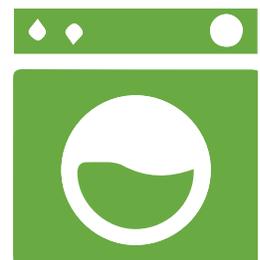
**Note:** For the Chamber's purpose, deep cleaning is defined as a more comprehensive cleaning using advanced technologies and more aggressive cleaning solutions that are administered by an external third party.

## 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.



## RETURNING TO WORK AFTER HOME ISOLATION

---

Employees who are diagnosed 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 of 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

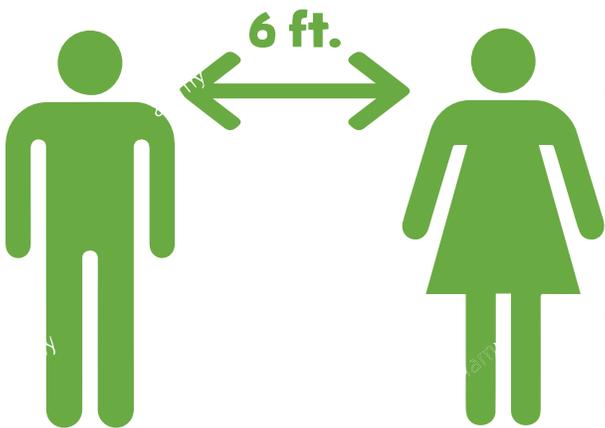
### **If you will be tested to determine if you are still contagious, you can leave home after these three things have happened:**

- You no longer have a fever (without the use of 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 our Human Resources Team (The Hayes Approach) 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.

## SOCIAL DISTANCING PROTOCOL

---



### **In practice, this means:**

- Staying 3 to 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 who appears to be sick, or who is coughing or sneezing.

# VISITOR RESTRICTIONS

---

## Phase 1:

During Phases 1 of the Responsible Re-Entry Plan, the Chamber will not allow normal visitation to the facility. Meetings with external stakeholders should continue to be held virtually during that time, to ensure the protection of both employees and visitors.

Where business-critical, in-person visits do occur, such as to allow equipment or facilities to remain operational, they should limit exposure to employees to the extent feasible, by:

- Ensuring they 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 3 to 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.

## Phase 2:

During phase two, it is recommended that meetings with external stakeholders still be held virtually whenever possible. However, meetings of no more than 3 people may be held with external stakeholders, i.e. investors and prospects, in the facility practicing the following guidelines:

- The Michelin North America room will be the designated meeting room for all meetings that need to be conducted in-person. Staff members are to ensure that visitors take a direct route to the meeting room and do not unnecessarily interact with other employees.
- Practicing Social Distancing themselves always and instructing visitors regarding our expectations regarding social distancing (e.g. no handshakes or embraces, keeping 3 to 6 feet distance when interacting, etc.).
- Staff members and visitors must use the masks that are provided during the meeting.
- Practicing expected hygiene regarding washing hands and covering coughs/sneezes, pointing out or providing company guidance on this topic.
- The staff member conducting the meeting will be responsible for making sure common surfaces in the room are disinfected between meetings.

## Phase 2 continued:

The Chamber forbids visits from persons who have had known exposure to persons with COVID-19 within the past 14 days, or who are exhibiting symptoms of illness consistent with COVID-19.

## INBOUND MAIL/MATERIALS/PACKAGES:

---

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

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

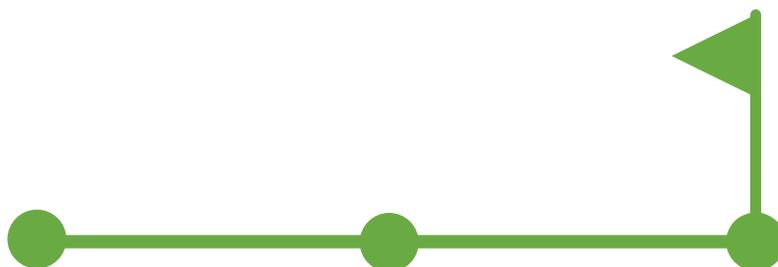
It is recommended however that after handling mail and other packages that employees utilize proper hygiene such as:

- Washing their hands frequently with soap and water.
- Using hand sanitizer when soap and water are not available.
- Avoid touching their face, eyes, nose, or mouth.

## RESPONSIBLE RE-ENTRY PHASE 1:

---

The Chamber will continue to have optional work plans to include teleworking, returning to the workforce in phases, and developing alternating schedules between working in the office and teleworking. Employees who are considered vulnerable or high-risk are encouraged to continue to work remotely. Also, the Chamber realizes that extended school closures may impact the ability for some employees to return to the office and therefore teleworking would continue to be permitted for those associates. The proposed staggered schedule will apply to employees currently not on furlough and will rotate each week through Phases 1 & 2:



### Week 1:

Monday, Wednesday, and Friday-Team A

Tuesday and Thursday-Team B

### Week 2:

Monday, Wednesday, and Friday-Team B

Tuesday and Thursday-Team A

### Week 3:

Monday, Wednesday, and Friday-Team A

Tuesday and Thursday-Team B

### Week 4:

Monday, Wednesday, and Friday-Team B

Tuesday and Thursday-Team A



The rotation schedule will continue as above until otherwise notified. Staff that are currently on furlough will be placed on the rotation in either Team A or B should they return prior to entry into Phase 3.

## BUILDING ACCESS

1. Only employees should be allowed in the business.
2. If necessary that outside guests need to be allowed, consider the following:



- Require and provide masks.
- Provide hand sanitizer as they enter the building.
- Signs should be clearly posted on the doors coming into the Chamber suite that all entering the suite need to be free of COVID-19 symptoms i.e. fever, cough, shortness of breath, or not have been in contact in the past 14 days with other people confirmed sick of any respiratory illness.

## MEETING ROOMS

---



- Meetings should be limited to employees only with adequate spacing between seats. Meeting with others outside the organization should continue to be conducted virtually. Note: No meetings greater than 10 persons should occur, even when the meeting area is large enough to accommodate appropriate social distancing.
- Reduce the standard room capacity for meeting rooms.
- Disinfect meeting rooms after each use (see Disinfection Measures Protocol as outlined above).

## COMMON AREAS

---



- Employees are not required to wear coverings when in their personal office space. However, they will be required to wear face coverings when leaving their personal space to other parts of the facility.
- Since masks cannot be worn when eating and drinking, employees should physically distance when they are on breaks in the same room at the same time.
- Avoid all non-essential gatherings.
- Don't congregate in the break room and don't share food or utensils.
- Sanitize all food containers before storing in a common area. Food stored in a common refrigerator should be placed into clear zip-loc bags. A name and a date should be written on the bag.

## TRAVEL

---



- Minimize non-essential travel and adhere to CDC guidelines regarding isolation after travel.

## EMPLOYEE ASSISTANCE

---



- The Hayes Approach and Forum Benefits will be readily available to help regarding benefits, questions on COVID-19, and resources for mental health assistance.

## RESPONSIBLE RE-ENTRY PHASE 2:

---

During Phase 2, the Chamber will continue to have optional work plans to include teleworking when feasible, returning to the workforce in phases, and alternating schedules between working in the office and teleworking. Employees who are considered vulnerable or high-risk are encouraged to continue to work remotely. Also, extended school closures, and a potential lack of daycare options, i.e. summer camps, may impact the ability for some employees to return to the office and therefore teleworking would continue to be permitted for those associates. Non-furloughed employees will continue to adhere to the rotating work schedule as outlined in Phase 1.

- Continue to follow General Disinfection Measures Protocol for high-touch surfaces and individual workspaces as outlined above.

## BUILDING ACCESS

---



1. Receptionist should remain a safe distance from guests entering the suite.
2. Require and provide masks.
3. Provide hand sanitizer as they enter the building.
4. Signs should be clearly posted on the doors coming into the Chamber suite that all entering the suite need to be free of COVID-19 symptoms i.e. fever, cough, shortness of breath, or not have been in contact in the past 7 days with other people confirmed sick of any respiratory illness.

## MEETING ROOMS

---



During phase two, it is recommended that meetings with external stakeholders still be held virtually whenever possible. However, meetings of no more than 3 people may be held with external stakeholders, i.e. investors and prospects, in the facility practicing the following guidelines:

- The Michelin North America room will be the designated meeting room for all meetings that need to be conducted in-person. Staff members are to ensure that visitors take a direct route to the meeting room and do not unnecessarily interact with other employees.

## MEETING ROOMS CONTINUED

---



- Practicing Social Distancing themselves always and instructing visitors regarding our expectations regarding social distancing (e.g. no handshakes or embraces, keeping 3 to 6 feet distance when interacting, etc.).
- Staff members and visitors must use the masks that are provided during the meeting.
- Practicing expected hygiene regarding washing hands and covering coughs/sneezes, pointing out or providing company guidance on this topic.
- The staff member conducting the meeting will be responsible for making sure common surfaces in the room are disinfected between meetings.

## COMMON AREAS

---



- Employees are not required to wear coverings when in their personal office space. However, they are required to wear face coverings when leaving their personal space to other parts of the facility.
- Since masks cannot be worn when eating and drinking, employees should physically distance when they are on breaks in the same room at the same time.
- Avoid all non-essential gatherings.
- Don't congregate in the break room and don't share food or utensils.
- Sanitize all food containers before storing in a common area. Food stored in a common refrigerator should be placed into clear zip-loc bags. A name and a date should be written on the bag.

## TRAVEL

---



- Non-essential travel can resume. Consider isolation after travel, dependent of traveled location.

## EMPLOYEE ASSISTANCE

---



- The Hayes Approach and Forum Benefits will be readily available to help regarding benefits, questions on COVID-19, and resources for mental health assistance.

## RESPONSIBLE RE-ENTRY PHASE 3:

---

- Resume normal work schedules.
- Best-practice hygiene encouraged.
- Continue to follow General Disinfection methods protocol for personal workspaces.
- Continue to follow General Disinfection Measures Protocol for high-touch surfaces twice-weekly.
- Vulnerable employees should practice physical distancing and minimize unnecessary exposure.

## BUILDING ACCESS

---



- Continue to provide hand sanitizer to patrons/guests as they enter the building.

## MEETING ROOMS

---



- Chamber meetings may resume with those outside the organization within the space. However, the standard room capacity for meeting rooms should be reduced.
- Rentals of the Chamber's conference room space will be suspended until further notice.
- Meeting rooms should be disinfected after each use.

## COMMON AREAS

---



- All common areas should be disinfected daily.

## TRAVEL

---



- Resume normal travel.

## EMPLOYEE ASSISTANCE

---



- Programs should remain in place to provide resources for mental health assistance.

DATE: \_\_\_\_\_

# COVID-19 DAILY CHECKLIST PHASE 1 & 2

## Daily Disinfection Strategy

NAME: \_\_\_\_\_

TASK	DONE	INITIALS
Wipe down entry door handles (front & back door), as well as interior door handles.		
Wipe down coffee bar in lobby.		
Wipe down top of reception desk.		
Wipe down tables & chairs in common areas.		
Wipe down all light switches, other than those in personal offices.		
Wipe down all copiers.		
Wipe down postage machine.		
Wipe down all coffee maker buttons.		
Wipe down all water cooler buttons.		
Wipe down refrigerator/freezer door handles.		
Wipe down all sink/faucet handles.		
Wipe down all kitchen counters.		
Wipe down all cabinet door handles.		
Wipe down all closet door handles.		
Remind staff members to wipe down all surfaces/items in personal work stations.		
Ensure face coverings are in use (phases 1 & 2)* *not required if in personal workspace, only when moving between locations, in high-traffic/common areas.		
Remind staff of appropriate social distancing.		
Remind staff to use tissues when covering coughs and sneezes.		
Remind staff to wash hands frequently and utilize hand sanitizer after touching common surfaces.		
Monitor employees for health, as needed. Report any concerns to HR for assistance.		
Remind staff to stay home when sick.		

DATE: \_\_\_\_\_

## COVID-19 BIWEEKLY CHECKLIST PHASE 3

### Biweekly Disinfection Strategy

NAME: \_\_\_\_\_

TASK	DONE	INITIALS
Wipe down entry door handles (front & back door), as well as interior door handles.		
Wipe down coffee bar in lobby.		
Wipe down top of reception desk.		
Wipe down tables & chairs in common areas.		
Wipe down all light switches, other than those in personal offices.		
Wipe down all copiers.		
Wipe down postage machine.		
Wipe down all coffee maker buttons.		
Wipe down all water cooler buttons.		
Wipe down refrigerator/freezer door handles.		
Wipe down all sink/faucet handles.		
Wipe down all kitchen counters.		
Wipe down all cabinet door handles.		
Wipe down all closet door handles.		
Remind staff members to wipe down all surfaces/items in personal work stations daily.		
Remind staff to use tissues when covering coughs and sneezes.		
Remind staff to wash hands frequently and utilize hand sanitizer after touching common surfaces.		
Remind staff to stay home when sick.		