



Manpower[®]
Inc. of Southeastern Michigan

COVID-19 PREPAREDNESS AND RESPONSE PLAN

Prepared: May 31, 2020

Section 1: Covid-19 Preparedness and Response Plan
(based on a template created by the Small Business Administration of Michigan)

Section 2: Examples of Staff Policies and Communications

SECTION 1:

COVID-19 PREPAREDNESS AND RESPONSE PLAN

Manpower, Inc. of Southeastern Michigan (hereafter, “Manpower”) takes the health and safety of our employees seriously. We are all living through the spread of COVID-19 and the need for certain employees to continue in-person work. Others either are, or will soon be, welcomed back into work, either because they are critical infrastructure workers, because they are needed to conduct minimum basic operations for our business or because our business is once again allowed to open. We want you to know that we are committed to reducing the risk of exposure to COVID-19 and we are ready to promote a healthy and safe workplace for our employees, customers and guests.

Our plan is based on information and guidance from the Centers for Disease Control (CDC) and the Occupational Health and Safety Administration (OSHA) at the time of its development. Because the COVID-19 situation is frequently changing, the need for modifications may occur based on further guidance provided by the CDC, OSHA, and other public officials at the state or local levels. **Manpower** is focused on three lines of defense:

1. Limiting the number of people working in our office at the same time.
2. Disinfecting and sanitizing all areas of our office.
3. Providing appropriate personal protection equipment (masks, etc.), daily screening, health self-monitoring guidelines, and other items to promote the good health and well-being of our employees.

The spread of COVID-19 in the workplace can come from several sources:

- Co-workers
- Customers
- Guests - visitors/vendors/family members
- The General Public

Our employees fall into one or more of the following categories as defined by OSHA:

- Lower exposure risk (the work performed does not require direct contact with people known or suspected to be infected with COVID-19 or frequent close contact with the public).
- Medium exposure risk (the work performed requires frequent and/or close contact with people who may be infected with COVID-19, but who are not known COVID-19 patients, or contact with the general public in areas where there is ongoing community transmission).

COVID-19 WORKPLACE COORDINATORS (TASK FORCE)

Manpower has designated the following staff as its COVID-19 Workplace Coordinator: *Jack Carlson, Chief Operating Officer, 734-665-3757 ext. 143.*

The Coordinator’s responsibilities include:

- staying up to date on federal, state and local guidance
- incorporating those recommendations into our workplace
- training our workforce on control practices, proper use of personal protective equipment, the steps employees must take to notify our business of any COVID-19 symptoms or suspected cases of COVID-19.
- reviewing HR policies and practices to ensure they are consistent with this Plan and existing local, state and federal requirements.

RESPONSIBILITIES OF MANPOWER SUPERVISORS AND MANAGERS

All **Manpower** managers/supervisors must be familiar with this Plan and be ready to answer questions from employees. Additionally, **Manpower** expects that all managers/supervisors will set a good example by following this Plan. This includes practicing good personal hygiene and jobsite safety practices to prevent the spread of the virus. Managers and supervisors must encourage this same behavior from all employees.

Manpower will require and keep a record of all self-screening protocols for all employees or contractors entering the worksite, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed cases of COVID -19.

Manpower will:

- Keep everyone on the worksite premises at least six feet from one another to the maximum extent possible, including through the use of ground markings, signs, and physical barriers, as appropriate to the worksite.
- Provide non-medical grade face coverings to their employees, with supplies of N95 masks and surgical masks reserved, for now, for health care professionals, first responders (e.g., police officers, fire fighters, paramedics), and other critical workers.
- Require face coverings to be worn when employees cannot consistently maintain six feet of separation from other individuals in the workplace, and consider face shields when employees cannot consistently maintain three feet of separation from other individuals in the workplace.
- Increase facility cleaning and disinfection to limit exposure to COVID-19, especially on high-touch surfaces (e.g., door handles), paying special attention to parts, products, and shared equipment (e.g., tools, machinery, vehicles).
- Adopt protocols to clean and disinfect the facility in the event of a positive COVID-19 case in the workplace.
- Make cleaning supplies available to employees upon entry and at the worksite and provide time for employees to wash hands frequently or to use hand sanitizer.
- When an employee is identified with a confirmed case of COVID-19, within 24 hours, notify both:
 1. The local public health department, and
 2. Any co-workers, contractors, or suppliers who may have come into contact with the person with a confirmed case of COVID-19.
- Increase facility cleaning and disinfection to limit exposure to COVID-19, especially on high-touch surfaces (e.g., door handles), paying special attention to parts, products, and shared equipment (e.g., tools, machinery, vehicles).
- Adopt protocols to clean and disinfect the facility in the event of a positive COVID-19 case in the workplace.
- Conduct a daily entry self-screening protocol for all employees or contractors entering the workplace, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed exposure to people with possible COVID-19.
- Train employees on how to report unsafe work conditions.

RESPONSIBILITIES OF EMPLOYEES

We are asking each of our employees to help with our prevention efforts while at work. **Manpower**, understands that in order to minimize the impact of COVID-19 at our facility, everyone needs to play his or her part. We have instituted several best practices to minimize exposure to COVID-19 and prevent its spread in the workplace. This includes specific cleaning efforts and social distancing. While here at work, all employees must follow these best

practices for them to be effective. Beyond these best practices, we require employees to report to their managers or supervisors immediately if they are experiencing signs or symptoms of COVID-19, as described below. If employees have specific questions about this Plan or COVID-19, they should ask their supervisor or contact **Jack Carlson**.

OSHA and the CDC Prevention Guidelines

OSHA and the CDC have provided the following preventive guidance for all workers, regardless of exposure risk:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Follow appropriate respiratory etiquette, which includes covering for coughs and sneezes.
- Avoid close contact with anyone who is sick.
- Maintain appropriate social distance of six feet to the greatest extent possible.

- Additionally, employees must familiarize themselves with the symptoms and exposure risks of COVID-19. The primary symptoms of COVID-19 include the following:
 - Dry cough;
 - Shortness of breath or difficulty breathing

 - Or at least two of these symptoms:
 - Fever (either feeling feverish or a temperature of 100.4 degrees or higher);
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - New loss of taste or smell

Individuals with COVID-19 may also have early symptoms such as, diarrhea, nausea/vomiting, and runny nose.

If you develop a fever and symptoms of respiratory illness, such as an atypical cough or shortness of breath, do not report to work. You must also notify your supervisor immediately and consult their healthcare provider. Similarly, if employees come into close contact with someone showing these symptoms, they must notify their supervisor immediately and consult their healthcare provider. We have the responsibility to work to identify and notify all employees who have close contact with individuals with COVID-19 symptoms. "Close contact" is not brief or incidental contact with a person with COVID-19 symptoms.

The CDC defines "close contact" as either:

- Being within roughly six feet of a COVID-19 infected person or a person with any symptom(s) for a "prolonged period of time;" (the CDC estimates range from 10 to 30 minutes, or,
- Having direct contact with infectious secretions of a COVID-19 infected person or a person with any COVID-19 symptom(s) (i.e., being coughed on).

HEALTH AND SAFETY PREVENTATIVE MEASURES FOR MANPOWER

Manpower has put a number of best practices and measures in place to ensure the health and safety of identified groups of individuals. With each group of individuals, our Plan is focused on three lines of defense – limiting the number of people together at a time, disinfecting and sanitizing all areas and providing appropriate personal protection equipment.

Minimizing exposure from co-workers.

Manpower takes the following steps to minimize exposure from co-workers to COVID-19 by educating employees on protective behaviors that reduce the spread of COVID-19 and provide employees with the necessary tools for these protective behaviors, including: **(include all that apply in your business)**

General Education:

- Posting CDC information, including recommendations on risk factors
- Providing tissues and no-touch trash bins to minimize exposure to infectious secretions
- Informing employees of the importance of good hand hygiene. Regularly washing hands with soap and water for at least 20 seconds is one of the most effective ways for employees to minimize exposure to COVID-19. If soap and water are not readily available, employees should use alcohol-based hand sanitizer that is at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer.
- Encourage good hand hygiene by ensuring that adequate supplies of soap and hand sanitizer are maintained and placing hand sanitizers in multiple locations.
- Discourage handshaking and encourage the use of other non-contact methods of greeting
- When possible, avoid the use of other employees' phones, desks, offices, other work tools and equipment, and other commonly touched surfaces.

Social Distancing

- Limit in-person meetings;
- Restrict the number of workers present on-site to no more than necessary;
- Promote remote work as much as possible;
- Encourage and require social distancing to the greatest extent possible while in the workplace;
- Encourage employees to minimize ridesharing. If this cannot be avoided, while in vehicles, employees must ensure adequate ventilation;
- Consider use of masks and gloves;
- Do not share food utensils and food with other employees;
- In areas where employees work within 6 feet of each other, computer stations should be moved or repositioned to increase distance; and
- Deliver items through curb-side pick-up or delivery.

Checklist for Employers when employee tests positive for COVID-19

- Treat positive test results and "suspected but unconfirmed" cases of COVID-19 the same.
- Consider and then include employee benefit plans that may be available including: FMLA, PTP, paid sick leave, etc.
- Ask employee if he or she grants the employer permission to disclose the fact that the employee is infected.
 1. If yes:
 - Notify employee's manager(s) or supervisor(s) that employee is infected with COVID-19 and is out on leave.
 - For everyone else, respond to inquiries by disclosing employee is on a leave of absence for non-disciplinary purposes.
 2. If no:
 - Notify employee's manager(s) or supervisor(s) only that employee is on a leave of absence for non-disciplinary purposes.
 3. Regardless of yes or no:
 - Disclose identity of employee to any required notification to OSHA or the health department.
- Notify employee's co-workers who may have come into contact with employee at work within the past 14 days that they may have been exposed to COVID-19 and may wish to see a healthcare provider.

- Not required to notify other office locations unless the employee visited those sites within past 14 days.
- DO NOT identify the infected employee by name and to the greatest extent possible, avoid making any direct or indirect references that would lead co-workers to identity of the employee.
- For employees who had close contact with employee in past 14 days, send them home for a 14-day self-quarantine.
- Notify known customers, vendors, or third parties with whom the employee may have come into contact with while at work within the past 14 days that they may have been exposed to COVID-19 and may wish to see a healthcare provider. DO NOT identify the infected employee by name.
- To the extent reasonably possible, avoid making any direct or indirect references that would lead the person to guess the identity of the employee.
- Currently, there is no guidance on how far a company should investigate for third parties who may have come into contact with an employee through work. It is safe to include any parties on the employee's work calendar, in visitor logs, or otherwise readily available or known.
- Arrange for a professional cleaning of the employee's workspace, immediate surrounding area, and areas likely visited (break room, restroom, etc.).
- Respond to inquiries by CDC or public health authorities as received.

Restrict employees from the workplace if they display symptoms of COVID-19

- For employees who are completing in-person work, health assessments (temperature checks) and/or questionnaires prior to entry into the facility.
- Any employee with COVID-19 symptoms will be immediately separated from other individuals and sent home.
- The ability to work remotely will be encouraged where possible.
- Guidance from the employee's health care provider on their return to work date will be required.

Actively encourage sick employees to stay home:

- Include a statement regarding your PTO program, Families First Coronavirus Response Act Policies and Posters should be posted in common places as well as on the employee shared IT drives (if employees have questions regarding use of emergency paid sick time, employees should contact Susan Carlson, CEO).
- **Manpower** will follow state and federal guidance for return to work guidance.
- Guidance from the employee's health care provider will also be considered

If an employee has a confirmed case of COVID-19, Manpower ensures the following:

- We will communicate with co-workers.
- We will work with our local health department to provide them with the name of any identified employees that may have been exposed.
- We will report cases to OSHA via their reporting/recordkeeping requirements.
- **Manpower** will follow CDC and State guideline protocols for return to work, including workplace contact tracing and CDC-recommended cleaning and disinfecting in all affected areas.
- Guidance from the employee's health care provider will also be considered.
- Manpower in conjunction with our cleaning company – JNS Facility Maintenance – will perform increased environmental cleaning and disinfection as follows:
- routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.

- **use** disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, copiers, desks, other work tools and equipment) are disinfected.

Manpower will:

- Eliminate/restrict work-related travel if possible and limit employees' exposure to employee who traveled until we can confirm traveling employee does not have COVID-19 symptoms.
- Encourage employees at a higher risk for serious illness due to COVID-19 to work remotely. If working remotely is not possible, additional precautions will be put in place to ensure their safety, including working in separate workspaces.
- Monitor and respond to absenteeism.

Other considerations:

Employees are reminded about our employee assistance program (EAP) resources and community resources as needed. Information can be found in our employee handbook and on our website at www.manpowermi.com.

Minimizing exposure from those outside of our workforce (e.g., applicants/associates)

- **Manpower** business practices are evaluated to ensure safety and health of all individuals. This is done on a phased approach. Beginning with appointment only onsite meetings, virtual meetings and finally transitioning to onsite meetings with appropriate precautions when that time comes.
- **Social distancing practices to be observed:**
 - 6-foot distances are marked in appropriate areas.
 - In person meetings are to be made by appointments only.
 - Limit the number of applicants allowed into workplace.
 - Minimize face to face contact.
- Information is posted throughout the worksite educating individuals on ways to reduce the spread of COVID-19.
- Any individual entering one of **Manpower** facilities may have their temperature checked and/or a questionnaire completed prior to entry.
- Individual symptoms will be observed and individuals displaying symptoms of COVID -19 will be removed from the workplace.
- **Manpower** will provide masks to applicants/associates as well as appropriate disinfectants so that individuals can clean work areas before and after use.

Minimizing exposure from the visitors

All internal staff that work for **Manpower** have been provided this Plan.

- When possible, **Manpower** will limit the number of visitors in the facility.
- Any individual entering one of the **Manpower** facilities may have their temperature checked and/or a questionnaire completed prior to entry.
- Masks may be available to visitors/vendors as well as appropriate disinfectants so individuals can clean work areas before and after use.
- All deliveries will be handled through the back delivery entrance.

Minimizing exposure from the general public

Manpower does not deal with the general public. We work only with customers, internal staff, associates, and applicants. This Plan is based on information and guidance from the CDC and OSHA at the time of its development. The safety of our employees and visitors remain the top priority at **Manpower**. We recognize that all individuals are responsible for preventing the spread of COVID-19 and reduce the potential risk of exposure to our workforce and visitors. As the COVID-19 outbreak continues to evolve and spread, **Manpower** is monitoring

the situation closely and will update our guidance based on the most current recommendations from the CDC, World Health Organization (WHO), OSHA and any other public entities.

Executive Order 2020-91 is outlined below ([click here for the full order](#)) along with industry specific guidelines for the following industries:

Executive Order 2020-91 (COVID-19) Safeguards to protect Michigan's workers from COVID-19

The novel coronavirus (COVID-19) is a respiratory disease that can result in serious illness or death. It is caused by a new strain of coronavirus not previously identified in humans and easily spread from person to person. There is currently no approved vaccine or antiviral treatment for this disease.

On March 10, 2020, the Department of Health and Human Services identified the first two presumptive-positive cases of COVID-19 in Michigan. On that same day, I issued Executive Order 2020-4. This order declared a state of emergency across the state of Michigan under section 1 of article 5 of the Michigan Constitution of 1963, the Emergency Management Act, 1976 PA 390, as amended, MCL 30.401 et seq., and the Emergency Powers of the Governor Act of 1945, 1945 PA 302, as amended, MCL 10.31 et seq.

Since then, the virus spread across Michigan, bringing deaths in the thousands, confirmed cases in the tens of thousands, and deep disruption to this state's economy, homes, and educational, civic, social, and religious institutions. On April 1, 2020, in response to the widespread and severe health, economic, and social harms posed by the COVID-19 pandemic, I issued Executive Order 2020-33. This order expanded on Executive Order 2020-4 and declared both a state of emergency and a state of disaster across the State of Michigan under section 1 of article 5 of the Michigan Constitution of 1963, the Emergency Management Act, and the Emergency Powers of the Governor Act of 1945. And on April 30, 2020, finding that COVID-19 had created emergency and disaster conditions across the State of Michigan, I issued Executive Order 2020-67 to continue the emergency declaration under the Emergency Powers of the Governor Act, as well as Executive Order 2020-68 to issue new emergency and disaster declarations under the Emergency Management Act.

The Emergency Management Act vests the governor with broad powers and duties to “cop[e] with dangers to this state or the people of this state presented by a disaster or emergency,” which the governor may implement through “executive orders, proclamations, and directives having the force and effect of law.” MCL 30.403(1)-(2). Similarly, the Emergency Powers of the Governor Act of 1945 provides that, after declaring a state of emergency, “the governor may promulgate reasonable orders, rules, and regulations as he or she considers necessary to protect life and property or to bring the emergency situation within the affected area under control.” MCL 10.31(1).

To suppress the spread of COVID-19, to prevent the state's health care system from being overwhelmed, to allow time for the production of critical test kits, ventilators, and personal protective equipment, to establish the public health infrastructure necessary to contain the spread of infection, and to avoid needless deaths, it is reasonable and necessary to direct residents to remain at home or in their place of residence to the maximum extent feasible. To that end, on March 23, 2020, I issued Executive Order 2020-21, ordering all people in Michigan to stay home and stay safe. In Executive Orders 2020-42, 2020-59, 2020-70, and 2020-77, I extended that initial order, modifying its scope as needed and appropriate to match the ever-changing circumstances presented by this pandemic.

The measures put in place by these executive orders have been effective: the number of new confirmed cases each day has started to drop. Although the virus remains aggressive and persistent—on May 17, 2020, Michigan reported 51,142 confirmed cases and 4,891 deaths—the strain on our health care system has begun to relent, even as our testing capacity has increased. We have now begun the process of gradually resuming in-person work and activities that were temporarily suspended under my prior orders. In so doing, however, we must move with care, patience, and vigilance, recognizing the grave harm that this virus continues to inflict on our state and how quickly our progress in suppressing it can be undone.

In particular, businesses must do their part to protect their employees, their patrons, and their communities. Many businesses have already done so by implementing robust safeguards to prevent viral transmission. But we can and must do more: no one should feel unsafe at work. With this order, I am creating an enforceable set of workplace standards that apply to all businesses across the state. These standards will have the force and effect of agency rules and will be vigorously enforced by the agencies that oversee compliance with other health-and-safety rules. Any failure to abide by the rules will also constitute a failure to provide a workplace that is free from recognized hazards within the meaning of the Michigan Occupational Safety and Health Act, MCL 408.1011.

Acting under the Michigan Constitution of 1963 and Michigan law, I order the following:

1. All businesses or operations that are permitted to require their employees to leave the homes or residences for work under Executive Order 2020-92, and any order that follows it, must, at a minimum:
 - a. Develop a COVID-19 preparedness and response plan, consistent with recommendations in Guidance on Preparing Workplaces for COVID-19, developed by the Occupational Health and Safety Administration and available here. By June 1, 2020, or within two weeks of resuming in-person activities, whichever is later, a business's or operation's plan must be made readily available to employees, labor unions, and customers, whether via website, internal network, or by hard copy.
 - b. Designate one or more worksite supervisors to implement, monitor, and report on the COVID-19 control strategies developed under subsection (a). The supervisor must remain on-site at all times when employees are present on site. An on-site employee may be designated to perform the supervisory role.
 - c. Provide COVID-19 training to employees that covers, at a minimum:
 - i. Workplace infection-control practices.
 - ii. The proper use of personal protective equipment.
2. Steps the employee must take to notify the business or operation of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19.
3. How to report unsafe working conditions.
 - a. Conduct a daily entry self-screening protocol for all employees or contractors entering the workplace, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed exposure to people with possible COVID-19.
 - b. Keep everyone on the worksite premises at least six feet from one another to the maximum extent possible, including through the use of ground markings, signs, and physical barriers, as appropriate to the worksite.
 - c. Provide non-medical grade face coverings to their employees, with supplies of N95 masks and surgical masks reserved, for now, for health care professionals, first responders (e.g., police officers, fire fighters, paramedics), and other critical workers.
 - d. Require face coverings to be worn when employees cannot consistently maintain six feet of separation from other individuals in the workplace, and consider face shields when employees cannot consistently maintain three feet of separation from other individuals in the workplace.
 - e. Increase facility cleaning and disinfection to limit exposure to COVID-19, especially on high-touch surfaces (e.g., door handles), paying special attention to parts, products, and shared equipment (e.g., tools, machinery, vehicles).
 - f. Adopt protocols to clean and disinfect the facility in the event of a positive COVID-19 case in the workplace.
 - g. Make cleaning supplies available to employees upon entry and at the worksite and provide time for employees to wash hands frequently or to use hand sanitizer.
 - h. When an employee is identified with a confirmed case of COVID-19, within 24 hours, notify both:
 - The local public health department, and
 - Any co-workers, contractors, or suppliers who may have come into contact with the person with a confirmed case of COVID-19.

- i. Follow Executive Order 2020-36, and any executive orders that follow it, that prohibit discharging, disciplining, or otherwise retaliating against employees who stay home or who leave work when they are at particular risk of infecting others with COVID-19.
- j. Establish a response plan for dealing with a confirmed infection in the workplace, including protocols for sending employees home and for temporary closures of all or part of the worksite to allow for deep cleaning.
- k. Restrict business-related travel for employees to essential travel only.
- l. Encourage employees to use personal protective equipment and hand sanitizer on public transportation.
- m. Promote remote work to the fullest extent possible.
- n. Adopt any additional infection-control measures that are reasonable in light of the work performed at the worksite and the rate of infection in the surrounding community.

Offices Regulations

- a. Assign dedicated entry point(s) for all employees to reduce congestion at the main entrance.
- b. Provide visual indicators of appropriate spacing for employees outside the building in case of congestion.
- c. Take steps to reduce entry congestion and to ensure the effectiveness of screening (e.g., by staggering start times, adopting a rotational schedule in only half of employees are in the office at a particular time).
- d. Require face coverings in shared spaces, including during in-person meetings and in restrooms and hallways.
- e. Increase distancing between employees by spreading out workspaces, staggering workspace usage, restricting non-essential common space (e.g., cafeterias), providing visual cues to guide movement and activity (e.g., restricting elevator capacity with markings, locking conference rooms).
- f. Turn off water fountains.
- g. Prohibit social gatherings and meetings that do not allow for social distancing or that create unnecessary movement through the office.
- h. Provide disinfecting supplies and require employees wipe down their work stations at least twice daily.
- i. Post signs about the importance of personal hygiene.
- j. Disinfect high-touch surfaces in offices (e.g., whiteboard markers, restrooms, handles) and minimize shared items when possible (e.g., pens, remotes, whiteboards).
- k. Institute cleaning and communications protocols when employees are sent home with symptoms.
- l. Notify employees if the employer learns that an individual (including a customer, supplier, or visitor) with a confirmed case of COVID-19 has visited the office.
- m. Suspend all nonessential visitors.
- n. Restrict all non-essential travel, including in-person conference events.

SECTION 2: EXAMPLES OF STAFF POLICIES AND COMMUNICATIONS

What follows are examples of documents and communications that outline Manpower, Inc. of SE Michigan's response to the COVID-19 pandemic with regard to our office protocols and safety procedures to protect the health and well-being of our staff employees and associates/applicants.

Manpower, Inc. of SE Michigan COVID-19 Reaction Plan

(sent via email March 23, 2020 to all staff)

The objective of this message is to ensure recovery and continuity of critical business functions of Manpower operations as a result of the COVID-19 pandemic. Our ongoing goal is to provide guidance for the health and wellbeing of our employees and business operations until business normalcy is restored. Business normalcy encompasses a number of factors including, but not limited to: fluctuating customer needs, government direction, business solvency, etc.

The operational compliance team will be accountable for the following on a daily basis:

- Determine plan alert levels.
- Activate key responses in the plan and updating related company policies.
- Determine office closures.
- Create all broad employee/client messaging and communication. Create related tools.
- Approve employee actions outside of guidelines (e.g. employment actions).
- Answer questions/inquiries from business on plan and procedures.
- Provide updates to ManpowerGroup Franchise Relations Team.
- Establish specific continuity plans for their area.

We have identified three (3) alert levels: Tier 1, Tier 2 and Tier 3. Below is a summary chart overviewing the alert levels and actions. Today, **Monday, March 23, 2020**, we are operating at Tier 2, except for outside visitors, which has been elevated to Tier 3. See the attached service staff schedule regarding those working in-house and remotely.

Tier 1

- Office is open to internal employees
- Limiting outside visitors but office is open to applicants
- Slowly reducing staff to work remotely
- Continue to take necessary precautionary measures regarding social distancing

Tier 2

- Office is open to internal employees
- Applicants/outside visitors by appointment only
- All employees identified as Tier 1 are working remotely
- Minimal staff (identified as Tier 2 or Tier 3) are working in the office on essential functions (check printing, drug screening, phone coverage, etc.)
- Some staff may be impacted by a reduction of hours and/or end of assignment
- Continue to take necessary precautionary measures regarding social distancing

Tier 3

- Office is open to select internal employees
- Office is closed to outside visitors; strictly by appointment only

- Minimal staff (identified as Tier 3 only) are working in the office to perform critical functions (e.g., check printing, drug screening, etc.)
- Some staff may be impacted by a reduction of hours and/or end of assignment

Please remain in contact with your supervisor if you have any questions about your role/responsibilities during this time of crisis.

OFFICE CLEANING steps taken starting 09 March 2020

ANN ARBOR OFFICE

- Office space thoroughly cleaned 5 nights per week (upgraded)
- Office space disinfected 5 nights per week (new)
- Public bathrooms cleaned 5 nights per week (used to be 3 nights)
- Public bathrooms disinfected 5 nights per week (new)
- Atrium and furniture cleaned and disinfected 1 night per week (new)
- Office space and atrium sanitized once per month with Clorox 360 treatment

MONROE OFFICE (closed until late April; cleaned as needed due to once per week usage)

- Office space cleaned and disinfected by our janitorial service on 09 May 2020 (new)
- Office space sanitized by our janitorial service on 09 May 2020 (new)

GENERAL CLEANING, SCREENING, AND SAFETY Guidelines and Requirements

(sent to staff via email on 20 March 2020)

Hi everyone! Things have calmed down a little and, while most of you are working from home, I wanted to let you know about the implementation of health-related items and the significantly upgraded office cleaning procedures Susan and I have initiated during the Governor's Stay at Home executive order.

FIRST... The following cleaning initiatives began in mid-March and will continue at least through April via our partner - JNS Cleaning. Steps taken so far include:

- Disinfect and clean all 4 restrooms (5 nights per week);
- Disinfect and clean our entire Ann Arbor office nightly inc. door handles, etc. (5 nights per week);
- Disinfect and clean the entire atrium in Ann Arbor (once per week);
- Sanitize all flat surfaces with a Clorox 360 treatment in Ann Arbor office (March 23, April 05, and May 03); and
- Disinfect and clean entire Monroe office (April 30 or May 01).

While this is a significant expense, we feel it is well worth it and is much more than is recommended by the Washtenaw County Health Department.

SECOND... due to Health Dept. requirements, I have instituted a daily questionnaire for ANYONE coming into the office to work. All in-office staff are required to answer these questions at the beginning of each day:

1. Do you have any symptoms of fever, cough, shortness of breath, sore throat, or diarrhea?
2. Have you had close contact in the last 14 days with an individual diagnosed with COVID-19?
3. Have you travelled via airplane internationally or domestically in the last 14 days?

INCREDIBLY IMPORTANT: All MP staff (upon entering our office) and applicants/associates (upon entering the atrium for their scheduled appointment) **MUST ANSWER THESE QUESTIONS ON PAPER OR VIA EMAIL. NO EXCEPTIONS.** I'm asking all MP staff (not currently listed as "in the office" on Kelly's schedule) to contact me if they are coming into the office so I can get your responses to these questions. In other words, please don't show up in the office without answering these questions and sending to me.

THIRD... the following items are in effect until further notice:

- Applicants/associates are allowed only in the atrium (not in Suites D and E).
- Applicants/associates **MUST** have a scheduled appointment to enter the atrium. We are unable to allow walk-in traffic.
- All office staff must wear gloves and a facial mask when interacting with applicants/associates in the atrium.
- All office staff (in Suites D and E) and staff/applicants/associates (in the atrium) must maintain a 6 foot **MINIMUM** distance between each other.
- By current executive order, we are only allowed a small number of people in the atrium at one time due to space limitations and social distancing requirements. On the rare instances when more than one or two applicants are scheduled into the atrium at the same time (e.g., an orientation), we have required seating arranged to ensure 6' or more of space is maintained between everyone.
- Front outside doors are currently open M-F from 9am-3:30pm **ONLY FOR** applicants/associates with A **SCHEDULED APPOINTMENT.** Anyone who does not have an appointment will need to make an appointment and come back at that time.

I think I got most everything. This is an uncertain and nervous time for everyone – professionally and personally – and ultimately "it will be what it will be." But we can do our best to get through these trials together by thinking things through, adhering to our procedures, and being smart. We will continue to do everything we can in order to make our workplace safe. Please do not hesitate to call or email me with any questions, thoughts, or concerns. If anything changes, I'll let you all know.

Your hard work and diligence is greatly appreciated. Thank you and stay safe!

Information sent to all Manpower Associates

(posted on News and Alerts website page on March 03, 2020 - updated April 27, 2020)

COVID-19 (Coronavirus) Response

As you are aware, COVID-19 (Coronavirus) has been front and center in the media across the world. Manpower, Inc. of SE Michigan wants to assure you that our associates' safety, health, and well-being are a top priority. As this pandemic continues to evolve, we are taking extra precautionary measures every day in an attempt to slow the spread of the virus and keep everyone safe and healthy.

While Manpower, Inc. of SE Michigan does remain open for business in compliance with the "Stay Home, Stay Safe" order issued by Gov. Whitmer on March 23rd, our office is currently closed to anyone who does not have an appointment. If you need to come to the Manpower office for anything, **PLEASE CALL OR TEXT US BEFOREHAND at 734-665-3757** so we can determine the nature of your visit and arrange a time for you to come in. If you have visited any high risk areas within the past 14 days or are currently sick – we ask you to visit us again when you are well or after your 14-day grace period has lapsed. For more details regarding our business operations during this time, go to <https://manpowermi.com/news/we-are-open-for-business-in-compliance-stay-home-stay-safe-order/>.

We will continue to update this page with new information as it becomes available. For more updates and resources, please visit the following organizational websites for additional information including preventative measures you can take against COVID-19:

- [University of Michigan Public Affairs](#)
- [Washtenaw County Health Department](#)
- [City of Ann Arbor](#)
- [Michigan.gov/Coronavirus](#)
- [The Michigan Department of Health and Human Services](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)
- [Coronavirus.gov](#)
- [World Health Organization](#)

Preventative measures / recommendations you can take to help limit the spread of COVID-19:

- Clean your hands often.
- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick, except to get medical care. Call ahead before going to your healthcare provider. Learn what to do if you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. Immediately wash your hands.
- Practice social distancing by keeping a 6-foot distance from others and by avoiding large community events and/or social gatherings.

Additional resources to help you during this time:

- For access to a variety of resources published by the Washtenaw County Sheriff's Office, [click here](#).
- For a COVID-19 Washtenaw County resource guide, courtesy of concentrate media, [click here](#).
- For food and other essential services information from Washtenaw County, [click here](#).
- For an interactive map locating free meals for children during coronavirus school closures, [click here](#).
- For essential workers looking for childcare during this time, [click here](#).
- For resources available to Ypsilanti families struggling to teach and feed kids during school closures, [click here](#).
- For a list of personal financial tips from the United Way of Washtenaw County, download the pdf below.

[United-Way-Personal-Financial-Tips-During-COVID-19Download](#)

Manpower associates also have access to our Employee Assistance Program (EAP). To connect with a counselor for free support services: call 800-386-7055 (Mon-Fri, 9am-8pm); email eapcounselor@ibhcorp.com; or go online to ibhworklife.com for 24/7 access (User name = Matters; Password = wlm70101).

The Michigan Department of Health and Human Services has also launched a statewide warmline for residents living with persistent mental health conditions. The warmline operates 7 days a week from 10am-2am at 888-PEER-753 (888-733-7753). For more information, [click here](#). You can also contact the Disaster Distress Helpline at 800-985-5900 or the National Suicide Prevention Lifeline at 800-273-8255 (24 hours a day/7 days a week). For COVID-19 testing information and locations in SE Michigan, go to: <https://manpowermi.com/news/covid-19-testing-information-and-locations-in-se-michigan/>.

For associates whose assignment has been impacted, please to <https://manpowermi.com/news/break-in-temporary-assignments/>.

If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice.

If you are an active customer or current temporary associate with additional questions or concerns, please contact our operational compliance team at staff@manpowermi.com or 734-665-3757. We will respond promptly.

Manpower, Inc. of SE Michigan Staff Protocol: Remote Work Policy

(created and issued March 13, 2020 to all staff)

Working remotely can be a viable option for our employees but is dependent on many different factors and may be appropriate for some employees and jobs, but not others. Working remotely is not an entitlement nor is it a company-wide benefit and it in no way changes the terms and conditions of employment with Manpower, Inc. of Southeastern Michigan.

Working remotely can be informal such as for a short-term project, during inclement weather, as a result of an environmental/emergency preparedness response, or on the road during business travel. It can also be a more formal, set schedule of working away from the office. Either an employee or a supervisor can suggest working remotely as a possible work arrangement.

Regardless if formal or informal or at the request of the employee or management, all remote work arrangements will be made on a case-by-case basis, focusing first on the business needs of the organization.

Eligibility Guidelines

Individuals requesting to work from home must be employed by Manpower for a minimum of one (1) year of continuous, regular employment and should have a satisfactory performance record. The arrangement will be made on a trial basis for a defined period of time and may be discontinued at will and at any time at the request of either the employee or the employer. Generally, we will provide as much notice as possible to accommodate commuting, child care, or any other issue that may arise from terminating the work-from-home arrangement. However, there may be instances when a period of notice is not provided.

Before any sort of remote work agreement has been made, management will review the following:

- Job responsibilities: What are the job responsibilities and is the job is appropriate for a remote work arrangement?
- Employee suitability. What are the needs and work habits of the employee and how do his/her traits compare to those recognized as appropriate for successful remote workers?
- Remote work environment. Where will the work be conducted? Are there going to be distractions?
- What is the plan for those distractions?
- Employee standing. Is the employee in good standing? Are there job performance and/or attendance issues/concerns?
- Technology. What technology (equipment and connectivity) is required to work remotely?

Expectations

Working remotely requires a significant amount of trust. As such, if an employee is eligible to work remotely, he/she will be expected to comply with certain expectations to ensure everyone is on the same page.

Employees working from home may also be required to review and sign a remote work agreement.

The following expectations apply to employees working remotely:

- Communication and evaluation. An appropriate level of communication between the employee, team members, and management will be agreed to as part of the discussion process and will be more formal during the trial period. Performance will be evaluated regularly to include interaction via phone, email, and/or text as well as face-to-face meetings to discuss work progress and any problems/concerns. Recommendations and/or modifications will also be made during this time.

- Work plan and performance indicators. Employees working remotely will work with management to develop a plan and clearly outline how the employee's work will get done outside of the office. This may include establishing metrics and/or deadlines for completing tasks.
- Schedule. A general schedule will be agreed upon by the employee and management. This schedule will be made available to those who need to know when and how they can reach you. Deviations from that schedule need to be communicated to management and may require pre-approval.
- Availability. Remote workers are expected to be logged in to and using the necessary communication platforms to ensure they are easily accessible and participating with team members. These platforms may include but are not limited to: a mobile cell phone, Avaya app, Office.com/O365, Outlook, TextUs, Direct Office, JD Edwards, and Microsoft Teams.
- Home office needs. Employees working from home need to have the appropriate equipment, supplies, and technology in place to adequately perform his/her work. This includes things such as a work space/desk and Internet access. The cost for such equipment may or may not qualify as a reimbursable/covered expense.
- Security. Consistent with Manpower's policy expectations of information security for employees working at the office, work-from-home employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office as described in Manpower's Employee Handbook and Technology Use Guide. Steps include the use of locked file cabinets and desks, regular password maintenance, secure Wi-Fi access, and any other measures appropriate for the job and the environment.
- Child / Family Care. While an employee's schedule may be modified to accommodate child or other family care needs, the focus of the arrangement must remain on job performance and meeting business demands. Working from home is not designed to be a replacement for appropriate child/family care.
- Distractions. Employees are expected to perform his/her work in a productive environment that is quiet and avoid distractions such as computer/cell phone use for non-work-related activities (e.g., social media, online shopping, personal email, etc.), household duties, noise, and interruptions.
- Safety. Employees working from home are expected to maintain his/her home workplace in a manner free from safety hazards. Management reserves the right to request to see the remote work location. Injuries sustained by the employee in a home office location and in conjunction with his/her regular work duties are normally covered by the company's workers' compensation policy. Work-from-home employees are responsible for notifying the employer of such injuries immediately.
- Time worked. Employees working remotely are expected to follow the timekeeping and hours worked guidelines as outlined in Manpower's Employee Handbook.

Failure to comply with any of the expectations outline may result in termination of the remote work agreement.

OTHER PROTOCOLS ENGAGED/POSTED

- Signs posted.
- Atrium accommodated.
- Public exposure by individual appointment only.
- Reduced appointment hours.
- Masks and gloves provided for office staff.
- Mask and gloves provided to applicants/visitors.
- Social distancing protocols observed at all times.

Manpower Staff Protocol (COVID Staff Health Self-Reporting Guidelines)

(sent via email May 28, 2020 to all staff)

Especially during these times of the COVID-19 Virus, we ask that you are extra vigilant about health and wellbeing issues. For your safety and the safety of others you come in contact with, please alert your manager or the appropriate person listed below should you become ill - especially if you present symptoms of COVID-19 as described in CDC and state/local guidance. We have seen that it is necessary for some Work-At-Home Staff to visit the office. For everyone's protection, we are required to monitor the health of all staff to prevent spread of illness of all kinds in order that we may provide a safe workplace. These guidelines are subject to change. Thank you for your help during this time!

DEFINITIONS

Work-at-Office (WAO) and Work-at-Home (WAH) Staff are determined by the daily schedule created and maintained by Kelly Bailey.

FOR ALL WAO and WAH STAFF

All Service Staff should alert Kelly Bailey and all Operations Staff should alert Wendy Willford immediately if they:

- become ill (cold, flu, etc.); and/or unable to perform your normal work duties for that day;
- present symptoms of (or are diagnosed with) COVID-19 (see questions below for potential symptoms);
- have any known close contact with someone who has a diagnosis of COVID-19; and/or
- have anything they would like to share related to personal practices, interactions, and/or activities such as social distancing, travel, "potential" risk/exposure, etc. that could help provide a safe work environment for all of our staff.

FOR ALL STAFF COMING INTO THE OFFICE (TO WORK, TO PICK UP SUPPLIES, ETC.)

All WAO Staff are required to answer the following questions at the beginning of each day they are in the office:

- Do you have a fever of 100.4 degrees or higher, or a subjective fever (felt feverish)?
- Do you have a cough (excluding chronic cough due to a known medical reason other than COVID-19)?
- Do you have shortness of breath?
- Do you have sore throat?
- Do you have diarrhea (excluding diarrhea due to a known medical reason other than COVID-19)?
- Have you travelled internationally in the last 14 days?
- Have you had any known close contact in the last 14 days with someone with a diagnosis of COVID-19?

All WAH Staff visiting the office **MUST NOTIFY** Kelly Bailey and Jack Carlson **AND** provide answers to the above questions to Jack Carlson **PRIOR** to any day they need to visit the office.

Manpower Staff Protocol (COVID Office Visitor and Delivery Guidelines)

(sent via email May 28, 2020 to all staff)

Especially during these times of the COVID-19 Virus, we ask that you are extra vigilant about health and well-being issues. For your safety and the safety of others, here are guidelines to be followed by all Work-At-Office Staff (WAO) when there are office visitors and deliveries. Thank you for your help during this time!

NON-STAFF, NON-APPLICANT/ASSOCIATE VISITOR POLICY

1. Until further notice, non-staff, non-applicant/associate visitors are not allowed in our office (Suites D and E) without approval of Susan Carlson, Jack Carlson, Kelly Bailey, or Wendy Willford. Examples of possible visitors in this category include necessary maintenance/repair people, delivery personnel, or the building owner. See below for a separate delivery personnel policy.

2. All approved non-staff visitors must be screened (temperature checked and must answer “NO” to the following Washtenaw County Health Department questions) by Susan, Jack, Kelly, Wendy, or Jamie Johnson PRIOR TO ENTERING the office:
 - Do you have a fever of 100.4 degrees or higher, or a subjective fever (felt feverish)?
 - Do you have a cough (excluding chronic cough due to a known medical reason other than COVID-19)?
 - Do you have shortness of breath?
 - Do you have sore throat?
 - Do you have diarrhea (excluding diarrhea due to a known medical reason other than COVID-19)?
 - Have you travelled internationally in the last 14 days?
 - Have you had any known close contact in the last 14 days with someone with a diagnosis of COVID-19?

If this visitor answers “yes” to any of these questions, they are not allowed entry into our office. If the approved visitor answers “no” to all of these questions and the temperature reading is “normal,” they are allowed entry and:

- All Manpower staff in the building must wear their masks;
- The visitor must wear a mask; and
- Both staff and visitor must maintain a minimum 6-foot distance from each other.

APPLICANT/ASSOCIATE VISITOR POLICY

All applicants/associates must:

- Schedule an appointment;
- Answer “no” to all questions in above item #2 in our “Non-Staff Visitor Policy”;
- Have their temperature taken; and
- Wear a mask (provided) while in our atrium as they complete their paperwork.

If this visitor answers “yes” to any of the questions, they must leave the building and return after showing no symptoms for the amount of time recommended by the CDC and state/local guidance. All Manpower intake staff must wear a mask (gloves recommended, but optional) while in the atrium with the applicant/associate.

DELIVERY PERSONNEL POLICY

All delivery items should be left inside the “Suite D delivery door area” on the northeast corner of the building. All WAO Staff are required to wear a mask and maintain a minimum 6-foot distance from outside delivery/service people such as: UPS/FedEx, Shred-it, office supplies, maintenance, food deliveries, etc. WAO Staff can store/distribute delivered supplies after the delivery person is gone - making sure they wash their hands afterward.

If the delivery/service people are required to come into the office - further than just the atrium or the “Suite D delivery door area” due to extenuating circumstances - they MUST follow the “Non-Staff Visitor Policy” procedures as listed above. If they answer “yes” to any of these questions, they are not allowed in our office. No exceptions.