



# Pandemic Response Policy

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## Document History

***All changes/corrections to this document must be directed through the originating Area/Department.***

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## 1 PURPOSE

To provide a systematic process to prepare, communicate, and execute contingency plans to maintain safety of our employees/subcontractors/clients and the public in the event of a pandemic.

## 2 SCOPE

This process applies to all Casco employees, and as applicable to Casco clients and subcontractors.

## 3 DEFINITIONS

**Pandemic:** Pandemics are defined as incidents that are transmitted through multiple sources and can spread quickly over a wide area.

## 4 ASSOCIATED DOCUMENTS / REFERENCES

- 4.1 Casco Employee Handbook
- 4.2 Casco Work from Home policy
- 4.3 Casco Travel policy

## 5 MATERIALS / EQUIPMENT

- 5.1 Hand washing soaps, hand sanitizers, office sanitizing products, face masks etc.

## 6 RESPONSIBILITIES

- 6.1 Employees: Abide by the information and instructions provided by senior Casco management and public officials.
- 6.2 Senior Management: Evaluate the identified hazard and implement actions as necessary to maintain the health, security and safety of Casco team members, subcontractors and clients.
- 6.3 The Safety and Environmental Manager is responsible for maintaining this policy and implementing periodic training. Review of this policy shall be conducted annually or as required based on lessons learned & new guidance from public officials.

## 7 PROCEDURE

Pandemic outbreaks that can significantly disrupt normal business operations are rare, but could have major impacts on Casco's employees, subcontractor's and clients. This policy will outline the means of communication and actions based on the prevailing recommendations and instructions from local, state and federal officials.

General notes:

- Employees should maintain the functionality and equipment/materials to work remotely on a moment's notice when made aware of potential infectious disease outbreaks.
- Only senior management shall have the authority to take actions and direct personnel, subcontractors and clients that has widespread implications. (i.e.: direct all Casco team members to work remotely, significantly delay project milestones, etc.)
- Supervisors and employees can coordinate individual circumstances. (i.e.: sickness, or another personal situation). Supervisors need to determine the impact to the business and take appropriate actions and communications.

### 7.1 Awareness

All Casco team members need to maintain an awareness of the current news as reported by a variety of sources (online, social media, television, newspapers etc.) regarding a potential infectious disease outbreak, Communication with all team members shall be made to be on the alert for a developing situation.

- 7.1.1 Senior Casco management, when apprised of an infectious disease outbreak, shall monitor for information and recommendations applicable to employees and the public. Applicable information and recommendations shall be provided to



employees as provided by officials, which may be frequent during the initial outbreak.

- 7.1.2 Senior management shall prepare for the possibility of employees needing to work remotely and shelter in place. Review any special needs and requests from employees to maintain the health, safety and security of the employees during these periods. Review Casco's work at home policies with all employees. See appendix for tips and suggestions for sheltering in place.
- 7.1.3 Senior management shall review need for office workplace sanitation methods and products. Employees shall be instructed to frequently wash hands for 20 seconds and sanitize any office common areas they occupy. Office sanitation frequency will be increased as recommended by public officials. Note: all office restrooms and lunchrooms have hand washing facilities. Hand sanitizing stations are in the Cumberland office, shop and wellness center.
- 7.1.4 Senior Management to identify if vaccinations are available to stem the disease spread and encourage employees to seek vaccination from appropriate healthcare providers.

## **7.2 Business Disruption**

Business disruptions are probable during a pandemic outbreak. Provisions and plans need to be communicated to employees, subcontractors, and clients.

- 7.2.1 Senior management shall review on-going and future work to determine what is essential. Reviews to identify contingency plans such as back up resources for primary resources who are unable to work, alternate work methods, and changes in schedule shall be communicated to employees, subcontractors and clients.
- 7.2.2 Senior Management, with input from staff, shall review any potential supply chain interruptions. Identified issues and back up plans need to be communicated to affected parties. The means to ship and receive supplies/items shall be reviewed with precautions & action plans put into place.

## **7.3 Employee Travel**

Significant travel restrictions during a pandemic are probable. Communication of restrictions and recommendations shall be made to affected parties.

- 7.3.1 During significant pandemic outbreaks, limiting travel to only essential business is likely to be recommended/ordered. Employees on essential business travel



shall be provided with proper documentation to show public officials if so requested.

- 7.3.2 Any business travel during restrictions shall be reviewed with the employee's supervisor and team manager. See the decision tree in the appendix for determining if travel is appropriate.
- 7.3.3 Any travel to the Cumberland and Waterville office locations shall be announced to the Casco team via email. The time, duration and location within the office locations are to be specified. No gatherings of greater than 10 people shall occur and social distancing protocols (6' distancing from others) shall be employed.
- 7.3.4 Employees returning from affected areas (whether for business or pleasure) shall be advised of any incubation requirements. These employees are expected to self-quarantine for the duration recommended by State & Federal authorities.

#### 7.4 **Return to Normal Business Protocols**

Business will return to normal, but not likely all at once. Employees, subcontractors and clients shall be notified of the return to normal plans, timelines and any new protocols.

- 7.4.1 Senior management shall communicate return to normal business plans to affected parties. Include any changes to normal business protocols as a result of the pandemic.
- 7.4.2 Senior management shall conduct a lesson's learned process to update this policy as well as any other identified improvements to prepare and work through a pandemic.

## 8 APPENDIX

### Appendix

#### Pandemic Preparedness at Home

The Department of Homeland Security's Ready.gov provides tips for pandemic preparedness at home.

- Store a two-week supply of water and food.
- Periodically check your regular prescription drugs to ensure you have a continuous supply on hand.
- Have any nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, and vitamins.
- Get copies and maintain electronic versions of health records from doctors, hospitals, pharmacies and other sources. Store your records for personal reference.
- Talk with family members and loved ones about how they would prefer to be cared for if they get sick, or what will be needed to care for them in your home.
- Ensure all personal records are up to date including Last Will & Testament, Living Will, etc.

#### Business Travel Decision Tree

If a Casco team member needs to undertake business travel during a declared pandemic, they must contact their Supervisor and a Manager prior to committing. As a group they will review the following questions to determine if the trip is necessary and if so relevant precautions are in place.

1. **Does the client want us there?** If **NO** then postpone or cancel. If **YES** see next question below.
2. **Are any government restrictions preventing travel?** If **YES** then postpone or cancel. If **NO** see next question below.
3. **Does the work require travel by air?** If **YES** then postpone or cancel. If **NO** see next question below.
4. **Can the work be performed remotely, even if it adds cost or delay?** If **YES** make arrangements to perform the work using telephone or remote access systems. If **NO** see question step below.
5. **Is the onsite work necessary to place critical systems into service or return a failed system to service?** If **NO** ask if the client is willing to postpone the work. If **YES** see next question below.
6. **Does the work allow for 6' social distance at all times?** If **NO** we don't go unless client can make arrangements to ensure social distancing. If **YES** see next question below.





7. **Can our team safely get to/from the job site?** If **NO** we don't go. If **YES** see next question below.
8. **Is the person being asked to travel and our management team comfortable with the situation, precautions and reasons to deploy?** If **NO** we don't go. If **YES** see next question below.
9. **Is the person being asked to travel in a high-risk category (pregnant or family member pregnant, elderly or living with elderly family, preexisting medical conditions, etc.)?** If **YES** then that person is not allowed to travel and we must find an alternate resource or approach. If **NO** see next question below.
10. **Is the person being asked to travel willing to take the assignment?** If **YES** then schedule work and logistics plan including enhanced tailboard, sanitation methods, emergency action plan, etc. If **NO** see next question below.
11. **Is an alternative resource who is willing to travel available?** If **YES** then schedule work and logistics plan. If **NO** see next question below.
12. **Has the daily Tailboard been enhanced to include a health survey?** This voluntary poll should ask if anyone that's been on-site has any symptoms, or been in contact with any person displaying symptoms. If **NO** update the form and procedure, then see next question below.
13. **What are the work site sanitation methods being employed? Does the deployed team member need to bring hand sanitizer, disinfectant, possibly face mask, gloves, etc.?** If **YES** see HR to make arrangements.

At the end of this process the Manager, Supervisor and Team Member must all agree that they are comfortable moving forward before committing to the trip. If we need to cancel something and suspect the client will be upset, please contact Kevin Mahoney so we can call the client together. If a trip is scheduled, please provide a complete itinerary to HR for notification to the management and safety teams.