

# MDI's COVID-19 Preparedness Plan

Updated 6/12/2020

MDI is committed to providing a safe and healthy workplace for all its employees. To ensure that, MDI has developed the following Preparedness Plan in response to the COVID-19 pandemic. All MDI employees are responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces, and that requires full cooperation among all MDI employees. Only through this cooperative effort can we establish and maintain the safety and health of our employees and workplaces.

MDI employees are responsible for implementing and complying with all aspects of this Preparedness Plan. MDI managers and supervisors have our full support in enforcing the provisions of this policy.

As a social enterprise our employees are the reason MDI exists. We are serious about safety and health and keeping our employees working at MDI. Employee involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved all MDI employees in this process by initiating weekly communication meetings where all employees receive the latest updates on procedures and policies to minimize the potential spread of COVID-19 at MDI facilities. Employees are encouraged to ask questions and make suggestions on the best ways to modify our norms and ensure all employees are complying with the procedures. Our Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines and federal OSHA standards related to COVID-19 and addresses:

- hygiene and respiratory etiquette;
- engineering and administrative controls for social distancing;
- housekeeping – cleaning, disinfecting and decontamination;
- prompt identification and isolation of sick persons;
- communications and training that will be provided to all MDI employees; and
- management and supervision necessary to ensure effective implementation of the plan

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## Handwashing and hygiene

Basic infection prevention measures have been implemented at our workplaces at all times. All employees and visitors to the facility will be required to wash their hands prior to or immediately upon entering the facility. Some workplaces may have hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) that can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled. These instructions have been communicated in shift meetings as well as posted in restrooms and at facility entrances.

- Frequent hand washing throughout the workday, beginning upon arrival to work; prior to eating, breaks and when leaving MDI.
- No handshaking; use of verbal greetings only with no physical contact.
- Avoid touching your eyes, nose and mouth.
- Disinfect frequently touched objects such as common keyboards and control panels on equipment. Increase efforts cleaning and disinfecting common area touchpoints and surfaces.
- Increase locations of hand sanitizer (as available) to high touch areas.

## Respiratory etiquette: Cover your cough or sneeze

- Employees and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands.
- They should dispose of tissues in the trash and wash or sanitize their hands immediately afterward.
- Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all employees and visitors.
- The use of a face cover is required where social distancing is not practical.
- Provide Kleenex in conference rooms, throughout production areas, break rooms and offices.
- These instructions have been communicated in shift meetings and are posted at all facilities.

## Social distancing

### Social distancing in your personal life

Social distancing in your personal activities is one of the primary means to prevent the spread of the COVID 19 virus. MDI is asking that all employees take personal responsibility to insure they maintain social distancing guidelines even when not at work.

Per the governors Emergency Executive Order 20-74: All indoor social gatherings of more than 10 people and all outdoor social gatherings of more than 25 people are prohibited. Social gatherings are groups of individuals, who are not members of the same household.

For the protection of all employees, we are asking employees to abide by the orders and inform your supervisor if you have engaged in groups larger than allowed by the order where social distancing and/or face coverings were not being followed. We understand this can be a controversial request, but MDI's highest priority is to the safety of all of our employees, and while MDI cannot prevent an employee from willingly or inadvertently increasing their personal risk of exposure, we are asking each employee to self-disclose the situation and isolate from the work environment per the 'Return to work' matrix to minimize the risk of exposure to the rest of the

organization. This is critical because social interaction is one of the primary means of virus transmission and infected people can spread the virus before or without showing any symptoms.

### **Social distancing at work**

Social distancing is being implemented in the workplace through the following engineering and administrative controls:

- Maintain adequate personal space between co-employees – current recommendations are 6+ ft.
- Employees and visitors are prohibited from gathering in groups and confined areas, including elevators
- Employees must refrain from using other employees' personal protective equipment, phones, computer equipment, desks, cubicles, workstations, offices, or other personal work tools and equipment.
- Spacing markers have been placed at the time clocks to assist in distancing of employees.
- Biometric time clocks have been disabled and are not to be used until further notice.
- Doors have been propped open, where reasonable, to reduce the need to touch the doors by employees.
- Use of face covers is required when social distancing is not practical.
- Stagger break schedules.
- Ensure adequate personal space in production and break areas.
- These instructions have been communicated in shift meetings and posted at each facility.

## **Housekeeping**

Regular housekeeping practices are being implemented, including:

- Routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, and areas in the work environment, including restrooms, break rooms, lunch rooms, and meeting rooms.
- Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, etc.
- Janitors have been given specific cleaning instructions for cleaning and sanitizing of common area touch points, and individuals have been given instructions on cleaning and sanitizing of personal or company issued equipment.
- In the event of an employee or visitor being confirmed to have COVID 19, the use of sanitizing equipment will be implemented per the MDI COVID 19 Recovery Plan.

## **Reduce the pathways for transmission at and between facilities**

- Supervisors will assess personnel that can work remotely with minimal impact to the business operations.
- Shifting employees from one location to another on a temporary basis must be approved by the Director of Operations. Visiting employees must follow all established protocols for the location they are assigned.
- MDI drivers that make deliveries will be required to conform to all visitor protocols for the location they are delivering to.
- Eliminate non-essential interaction between personnel by limiting traffic to areas other than the employee's assigned work area.

- Employees and visitors may be subject to having their temperature checked through the use of a non-contact temperature detecting device. Individuals with temperatures over 100.4 degrees Fahrenheit will not be allowed in the facility.

## Eliminate non-essential visitor access to MDI facilities

- Allow only essential visitor access to MDI including tours, meetings with suppliers, customers, etc.
- If visitors are needed for continuity of business, they will be required to complete a questionnaire prior to visit and follow new protocol including:
  - Visitors will be required to comply with good hygiene practices.
  - Visitors must be isolated from employees to every degree possible and not allowed in common areas such as breakrooms.

## Stay home if you are sick or have a family member with symptoms

For the safety of all employees, we are asking employees to stay home based on the following:

- Stay home if you are sick
- Stay home if you have multiple COVID 19 symptoms
- Stay home if you have a fever
- Stay home if you are uncomfortable coming to work due to the risk of contracting COVID 19.
- Stay home if you have an immediate family member in your household with symptoms of COVID 19.
- Non-touch temperature devices are available for use to take the temperature of any employee. This can be done at the request of the employee. Devices are located in the supervisor's office and in the HR office.
- Employees will be sent home if they present flu-like symptoms including fever, cough, or shortness of breath.
- We recommend you contact your healthcare professional if you are concerned or present symptoms. Most healthcare plans are providing *free testing* for COVID-19. If you do not have coverage through your insurance and are not covered by other means such as the new Federal Emergency relief program, MDI will pay for the test.

## Accommodations

- Based on the national emergency status of this situation, MDI will take additional steps to support the efforts to minimize the impact to our employees and community, both medically and financially.
  - MDI will grant up to two weeks of paid time off to employees and contract employees if they are not covered by other forms of reimbursement such as the Federal Relief program or short-term disability for the following reasons:
    - If the employee tests positive for COVID-19.
    - If an employee is caring for an immediate family member living in the same household tests positive for COVID-19.
  - MDI will allow employees and contract employee unpaid time off with advance written notice that they need:

- To provide childcare during school closings related to the COVID-19 prevention plan implemented by the State of Minnesota.
- To deal with their concern of contracting COVID-19 preventing them from coming for work.

## Eliminate non-essential travel and in-person meetings

- Eliminate/postpone non-essential business travel, including travel between MDI facilities.
- Eliminated/postpone non-essential in-person meetings.
- Consider video conferencing for meetings.
- Limit number of participants in meetings or gatherings to 50% of room capacity.

## Essential travel protocols for MDI employees

Travel increases your chances of getting and spreading COVID-19. It is not known if one type of travel is safer than others; however, airports, bus stations, train stations, and rest stops are all places travelers can be exposed to the virus in the air and on surfaces. These are also places where it can be hard to social distance.

Any employee that is traveling for personal reasons should self-monitor for symptoms and if symptoms are present, follow the ‘Stay home if you are sick’ guidelines and ‘Return to Work’ protocol.

To minimize the risk of contracting the virus during business travel, the following protocol is being implemented for anyone traveling for business by use of public transportation or to visit non-MDI facilities. The protocols are also recommended for personal travel.

All employees must:

- Review travel paths and destinations, and verify areas are not listed by the CDC as a “level 3” concern or higher. MDI employees can travel into a zone 3 with no restrictions to enter the US if needed for essential business purposes. Employees are not allowed to travel to:
  - “level 3” designated areas that also have restrictions on re-entry to the US, even if the travel destination is within the US
  - “level 4” or higher designated areas by the CDC
  - Areas known to have significant outbreaks of COVID 19, even if not listed by the CDC. If the area is in question, the employee should discuss this with their supervisor and obtain approval prior to travel.
- Must carry sufficient sanitizing wipes to disinfect touch surfaces in seating areas of public transportation such as on planes
- Must carry sufficient hand sanitizing solution to allow for frequent hand sanitizing if wash stations are not available
- Must wear face coverings in all areas where social distancing is not possible
- Must wear face coverings when they are on-board public transportation, unless they are a minimum of 12 feet from all others on board
- Must follow all requested/required prevention protocols in place by transportation authorities and facility establishments to reduce the spread of COVID 19, or MDI protocols, whichever is more stringent
- Review the symptoms for COVID 19 and if they are experiencing multiple symptoms, postpone or cancel travel until they meet the “Return to Work” criteria listed in the COVID 19 plan
- Must wash hands or use hand sanitizer upon arrival or departure of any facility

- Must not enter into physical contact with others such as handshakes
- Must follow local requirements regarding social gathering size limits and distancing
- Employees travelling for business will be required to complete a visitor and travel questionnaire before returning to work at a MDI facility.
- No business travel is allowed outside the US without prior authorization from the President & CEO

Additional travel recommendations by the CDC include:

**Avoid touching surfaces.**

- Avoid contact with surfaces frequently touched by passengers or drivers, such as the door frame and handles, windows, and other vehicle parts. In circumstances where such contact is unavoidable, use a hand sanitizer containing at least 60% alcohol as soon as possible afterwards.
- Avoid accepting offers of free water bottles and avoid touching magazines or other items that may be provided for free to passengers.
- Use touchless payment when available.

**Practice social distancing.**

- Limit the number of passengers in the vehicle to only those necessary.
- Avoid pooled rides or rides where multiple passengers are picked up who are not in the same household.
- Sit in the back seat in larger vehicles such as vans and buses so you can remain at least six feet away from the driver.

**Improve ventilation.**

- Ask the driver to improve the ventilation in the vehicle if possible — for example, by opening the windows or setting the air ventilation/air conditioning on non-recirculation mode.

**Practice hand hygiene.**

- After leaving the vehicle, use hand sanitizer containing at least 60% alcohol.
- When you arrive at your destination, wash your hands with soap and water for at least 20 seconds

## **Additional prevention measures for MDI Hired Hands**

**General precautions for MDI Hired Hands operations**

MDI Hired Hands, a licensed Day Services and Employment Provider is committed to providing a safe and healthy workplace for all our employees. To ensure the safety of MDI Hired Hands service recipients, we have developed the following precautions and protocols specific to this area of our business. All MDI Hired Hands recipients are responsible for assisting with implementation of the plan. Our goal is to implement a phase-in plan that will mitigate the potential for transmission of COVID-19 in our workplaces, and while being transported to work. All procedures and protocols previously listed for MDI remain applicable to the MDI Hired Hands operation.

## **Transportation for MDI Hired Hands employees**

Transportation to and from work is the responsibility of MDI Hired Hands. The following options will be used to provide safe transportation to all MDI Hired Hands employees.

- Those who are able to transport themselves to work will use that option. This includes driving themselves, have family or their group home give them a ride.
- MDI Hired Hands contracts with AEOA to provide transportation. As of May 15, 2020, rides will be coordinated with AEOA. MDI and AEOA will work together to limit the number of riders on each bus to provide the required social distancing guidelines. Additional routes will be added to accommodate additional transportation needs.
  - A bus monitor will be provided for required routes
  - All riders will wear masks and minimize interactions to mitigate risk
  - Use hand sanitizer before or immediately upon entering the bus. The bus monitor will provide hand sanitizer.

## **Additional MDI Hired Hands safety protocol while working in Conversion**

- Employees will stand by themselves to ensure social distancing
- Break schedules will be staggered, no more than 15 employees per break
- Employees may be subject to having their temperature checked through the use of a non-contact temperature detecting device. Individuals with temperatures over 100.4 degrees Fahrenheit will not be allowed in the facility.
- Employees should use their knuckle, elbow, or covered hand when in contact with high touch areas such as, light switches, accessible door openers, door handles, etc.

## **Additional MDI Hired Hands (HH) safety protocol while working on the cleaning crew**

To ensure the safety of MDI HH employees while they are out cleaning commercial accounts, employees will be required to:

- Wear the following supplied PPE
  - mask and face shield
  - disposable gloves, and if the gloves get soiled, they should be changed
- maintain a six foot social distance between co-workers and employees of the various facilities MDI will be cleaning
- Use hand sanitizer before and after cleaning a facility, and frequently throughout the day. Cleaning supervisor will supply hand sanitizer.

MDI HH employees will also ensure no items from the facilities being cleaned will be transported with them upon completion of cleaning. Items could include but are not limited to:

- garbage
- recycling
- cleaning supplies secured by the customer
- other miscellaneous items

MDI HH employees will ask the customer to clean the various areas of their facility without any customer employees near by. If this is not possible, the customer will ensure their employees are wearing face masks and

are practicing social distancing. If neither of these options are viable, MDI employees will call their direct supervisor for further instruction.

Additionally, when using the Cleaning Van for transportation, no more than a total of five people (which includes the driver) will be allowed to be transported at one time. This will allow for only one employee per row inside the van, and face masks should be worn while in transit.

## **Additional MDI Hired Hands safety protocol while working the Saturday recycling drop off**

To ensure the safety of MDI employees during the Saturday recycling drop off at Super One, the following procedures have been implemented:

- A roped off barrier will be erected by MDI employees. The barrier will act as a guide for the general public as they approach the drop off area.
- There will be entrance and exit signs posted at each end.
- During the drop off, MDI employees will not be handling any recycling.
- There will also be a sign at the entrance indicating; no bags, no assistance, and seven vehicles maximum.
- A MDI employee will be at each end of the drop off zone communicating when to advance the next vehicle.
- The operator of the vehicle will be responsible for removing the recycling from their vehicle and placing it in the roll-off.

MDI employees will be required to wear the following supplied PPE:

- Mask
- Disposable gloves; if for any reason the gloves get soiled, they should be changed
- Glasses

Employees will maintain a six foot social distance between individuals and vehicles. Along with the PPE, MDI employees will have access to hand sanitizer and additional disposable gloves. At a minimum, employees must use hand sanitizer before and after the shift. It is recommended that employees wash their hands before reporting to work and as soon as possible after the shift in addition to using hand sanitizer.

## **Prevention and screening policies for employees and visitors including those exhibiting signs and symptoms of COVID-19**

All employees have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. Screening policies are being implemented to assess employees' health status prior to entering the workplace when there is cause for concern and for employees to report when they are sick or experiencing symptoms. MDI has implemented leave policies that promote employees staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household.

Reasonable accommodations for employees with underlying medical conditions or who have household members with underlying health conditions are available upon request.



MDI will inform employees if they have been exposed to a person with COVID-19 at their workplace and will assess if they are subject to quarantine for the required amount of time.

In addition, MDI will continue to protect the privacy of employees' health status and health information by ensuring all actions to address the pandemic adhere to health privacy requirements.

## Employee and visitor questionnaire forms

### Employee Questionnaire for Symptoms and Travel

In order to mitigate the risk of exposing co-employees to COVID-19, MDI is requiring employees who travel, may have been exposed to COVID-19, or have been out sick to answer the following questions prior to returning to work.

1. TRAVEL - Did you travel within the US to a location known to have a significant outbreak of COVID?

Yes:  No:

2. TRAVEL - Did you attended large social gatherings where social distancing guidelines were not being followed?

Yes:  No:

3. TRAVEL - Did you travel internationally to or through any area designated by the CDC as a risk level 3 or higher with restrictions to enter the US?

Yes:  No:

4. TRAVEL - Did you board a cruise ship in the last 14 days?

Yes:  No:

5. EXPSOURE – Were you directly exposed to a person with a confirmed case of COVID-19?

Yes:  No:

6. SICK OR PRESENTING SYMPTIONS - Did you or are you exhibiting any of the following symptoms while you were out? If yes, what were the dates you last experienced the symptom?

Yes:  No:

Symptom	Check if Yes	Dates of Symptom	Check if No
Fever over 100.4 degrees			
New or increased cough			
Shortness of breath			

## Visitor Questionnaire

In order to mitigate the risk of exposing our employees to COVID-19, MDI is requiring all visitors to answer the following questions prior to entering an MDI facility. An answer of "Yes" to any of the following will result in that person not being allowed into the MDI facility.

- (1) Are you coming from an international location?  
Yes:  No:
- (2) Have you traveled to or through (including a layover) any area designated by the CDC as a risk level 3 or higher with restrictions entering the US, or been on a cruise ship, within 14 days of your visit to MDI?  
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>  
Yes:  No:
- (3) Have you traveled to or through (including a layover) any area in the USA that is considered a high-risk area for COVID-19 within 14 days of your visit to MDI?  
Yes:  No:
- (4) Have you been exposed to a person: (a) with a confirmed case of COVID-19, or (b) exhibiting symptoms consistent with COVID-19 (fever, cough, shortness of breath) within 14 days of your visit to MDI?  
Yes:  No:

## Return to Work Criteria for COVID 19 Related Symptoms/Exposure

COVID 19 Return to work Matrix		
Person answered yes to <b>question 1 or 2</b> on the employee and travel questionnaire. Person has self-disclosed they have been in a large gathering where social distancing or face cover guidelines have not been followed.	Minimum 7 days isolation upon return home	Use PTO or unpaid time off unless able to work from home
Person answering yes to <b>question 3, 4 or 5</b> of the employee questionnaire. Person has self-disclosed they have been directly exposed to someone known to have COVID 19.	Stay home for 14 days after returning home or a negative result from a state approved COVID 19 test procedure. At home, they are expected to monitor their health and practice social distancing. To protect the health of others, these travelers should not to go to work, or school, or otherwise leave their home for any reason (other than seeking health care) for 14 days.	Use PTO or unpaid time off unless able to work from home
Person answering yes to <b>question 6</b> of the employee questionnaire, or person experiences COVID 19 symptoms or fever over 100.4.	Stay in isolation at home for 7 days from first onset of symptoms or 3 days from last unabated fever, whichever is longer	Use PTO or unpaid time off unless able to work from home
Person tests positive to COVID 19	Must have negative test to return to work	Two weeks COVID 19 sick pay
An Employee calls in sick and is requesting to return to work	Employee must contact HR prior to returning to work to discuss symptoms to determine if symptoms are consistent with COVID 19. Based on the symptoms, HR will determine if employee is approved to return to work or if the employee will need to follow established guidelines for COVID 19 symptoms	Use PTO or unpaid time off unless able to work from home

## Employee COVID 19 Positive Test Result – Plan of Action

MDI maintains a disaster recovery plan for emergency situations; however the COVID 19 pandemic is being addressed specifically due to the rare nature of the virus and significant impact it can have on the health of MDI employees and impact to the organization as a whole. This plan of action supersedes the Disaster Recovery Plan on file for all MDI facilities in regards to the specific viral spread of COVID 19 and the plan of action to address a known positive test by an employee.

- 1. If an employee of MDI reports a positive test for COVID 19, the person being notified must:**
  - a. Notify the facility's operations manager or member of the senior management team (SMT). Facility operations managers must notify a member of the SMT immediately upon being notified that an employee has tested positive for COVID 19.
  - b. Instruct the infected employee not to report to work and that someone from MDI's HR department will contact them within 24 hours to discuss the situation.
- 2. Any SMT member notified by an employee who has tested positive for COVID 19 must:**
  - a. Ensure the steps 1.b. has been completed
  - b. Notify the rest of the SMT via email and text message
  - c. Working with the facility operations manager, determine when the employee was last present at the facility
    - i. If the employee has not been in the facility for more than 96 hours, continue operations with additional hand sanitation of all equipment touch points.
    - ii. Inform employees at this facility that a fellow employee has tested positive for COVID 19, but do not say the name of the infected employee.
    - iii. Inform employees at this facility that it will not be shutting down based on the time span that has elapsed since the infected employee has been in the facility
    - iv. Provide printed handouts to employees to share with family members or those providing transportation (COVID 19 Communication Letter 1 – Employee Positive Test)
    - v. Any employee who decides to leave the facility based on this information will be free to do so and will not be pointed in our attendance system. Instruct the employee to contact HR for additional information and next steps.
  - d. If the employee has been in the facility within the last 96 hours, proceed with a plant shutdown and/or spray sanitation as listed here:
    - i. Work with the operations managers and supervisors to immediately remove all employees from suspected contaminated areas based on the infected employees work area
    - ii. Determine the best course of action regarding the safety of the employees in the facility that the employee works, taking into consideration the following:
      1. Do employees have immediate transportation?
      2. Are there areas in the facility that would be at a lower risk where they can go?
    - iii. Ensuring social distancing practices are maintained.
    - iv. Have employees shut down all equipment and prepare for a plant shutdown.
    - v. Have all employees immediately wash hands and use hand sanitizer as available.
    - vi. Instruct employees to use good hygiene practices and reiterate those to them.
    - vii. Tell employees that a fellow employee has tested positive for COVID 19, but do not say the name of the infected employee.
    - viii. Give printed handouts to employees to share with family members or those providing transportation (COVID 19 Communication Letter #2 – Employee Positive Test)
    - ix. If sanitizing equipment is available within two hours:

1. Consider the options of holding employees in a safe area until the facility has been sanitized, considering the amount of time left on the shift.
  - x. If there is not access to the required sanitizing equipment sprayer within two hours, or the amount of time left on the shift is not sufficient to hold employees over:
    1. Proceed to evacuate the facility based on available transportation.
    2. Place signs on entry doors, receiving doors, and shipping doors that says the facility is closed until further notice due to potential COVID 19 contamination. (Facility Closure Notice)
    3. Close facility and lock-up.
- 3. SMT – upon being notified that an employee has tested positive for COVID 19, and it has resulted in a facility shut down, the SMT will coordinate the following actions:**
- a. Director of Human Resources
    - i. Notify CDC and/or other applicable government agencies (Fire and Police, City and County, Local Hospital?)
    - ii. Work with officials to have all employees identified who had direct exposure to the infected employee.
    - iii. Employees who have had direct exposure to the infected employee must follow the return to work criteria established in this document.
    - iv. Work with employees via phone to ensure they conform to testing requirements.
    - v. Verify test results and document who can return to work and who needs quarantine.
    - vi. HR will notify employees of a return to work date.
  - b. Director of Operations
    - i. Coordinate the cleaning and sanitizing of the facility in question to ensure a safe work environment upon reopening of the facility.
      1. Coordination of the sanitizing process will be led by the director of operations with assistance from the facility operations manager and the hazardous material response team.
      2. Proper PPE will be required for personnel engaged in the sanitizing process, per the sanitizing equipment manufactures requirements, or HAZMAT guidance if the manufacturer does not specify PPE requirements.
      3. Sanitizing of the facility will be completed by the use of a Clorox Total 360 sanitizing system or processes that have been demonstrated to effectively eliminate the COVID 19 virus on surfaces, and chemicals appropriate for the system and application process.
      4. Chemicals must be verified as appropriate for the elimination of the COVID 19 virus.
      5. The sanitation process will be administered by a contracted service provider or by MDI depending on the availability of equipment and trained personnel.
    - ii. Notify SMT of sanitation schedule and projected time line for facility availability
    - iii. Determine the impact to other facilities if any.
      1. Develop a work schedule to address material shortage.
      2. Evaluate if work can be shifted to a non-affected facility.
    - iv. Evaluate supplier incoming material and delivery schedule to address materials and deliveries to the effected facility. Coordinate with suppliers to minimize impact.
  - c. Vice President of Sales
    - i. Develop a communication plan based on available information and communicate to customers who will have products/services affected do to the plant closure.
  - d. Director of Employment Services

- i. If the situation will impact our AbilityOne contracts, notify SourceAmerica of the plant closure and immediate plans to address the situation.
    - ii. Work with guardians and group homes as necessary to ensure communication and next steps are understood.
  - e. COO
    - i. If the situation will impact our AbilityOne contracts, notify the USPS purchasing representative of the plant closure and impact to their schedule with proposed recovery plan.
  - f. Director of Marketing/President & CEO
    - i. Draft a communication plan and message tailored for the following:
      - 1. All employees
      - 2. Web site
      - 3. Social media
      - 4. Media outlets
    - ii. Develop media release with president & CEO and submit to appropriate media/communication outlets. Facilitate media request with president & CEO as appropriate.
    - iii. Develop a communication plan and delivery process to share with all employees as appropriate regarding the plant shut down and next steps.

## Communications and training

This Preparedness Plan was initially communicated in shift meetings to all employees during the week of April 27, 2020, or immediately upon return to work thereafter, and necessary training was provided. Additional communication and training will be ongoing through weekly update meetings and provided to all employees who did not receive the initial training. Managers and supervisors are to monitor how effective the program has been implemented by process audits. This Preparedness Plan has been certified by MDI senior management team (SMT) and was posted throughout the workplace on April 27, 2020. It will be updated as necessary.

Certified by:

**Rodney Wood**

**Chief Operating Officer**