

COVID-19 Preparedness Plan for Consolidated Telephone Company (CTC)

CTC is committed to providing a safe and healthy workplace for all our employees. To ensure that, we have developed the following Preparedness Plan in response to the COVID-19 pandemic. Managers and employees are all 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 employees and management. Only through this cooperative effort can we establish and maintain the safety and health of our employees and workplaces.

Management and employees are responsible for implementing and complying with all aspects of this Preparedness Plan. CTC Board of Directors and Officers have our full support in enforcing the provisions of this policy.

Our employees are our most important assets. We are serious about safety and health and keeping our employees working at CTC. Employee involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our employees in this process by asking them to share any suggestions or feedback they have by employee survey's, talking with their manager and/or CEO. Management takes the employees feedback and suggestions very seriously in designing the COVID-19 Preparedness Plan. 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 managers and employees; and
- management and supervision necessary to ensure effective implementation of the plan.

Screening and policies for employees exhibiting signs and symptoms of COVID-19

Employees have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess employees' health status prior to entering the workplace and for employees to report when they are sick or experiencing symptoms. CTC asks that all employees entering the office check their temperatures and assess symptoms before coming into work. If an employee does not have a thermometer, CTC will provide them with one. The office also has a thermometer for employees to use. If an employee is sick or experiences symptoms, which include: cough, shortness of breath or difficulty breathing, fever (over 100.4 degrees), chills, muscle pain, sore throat or loss of taste or smell; the employee needs leave the office immediately and then contact their manager and/or HR. If an employee is exposed or has COVID-19 or has any of the symptoms, they need to inform their manager and/or HR. If an employee has been exposed or becomes infected with COVID-19 and have been in the office and/or company vehicle, CTC will follow the CDC guidelines on how to disinfect the employees workstation, tools, vehicle,

common areas in the office, and inform other employees that were in close contact (within 6 feet) with the infected employee, and when the employee can return to the office. If the employee is teleworking and is able to continue teleworking, the employee can continue working and needs to refrain from entering the office.

If an employee has been exposed to a person with COVID-19 and/or has been infected with COVID-19, CTC will work with the employee and follow the CDC guidelines on the recommended amount of time that the employee will need to quarantine.

CTC has implemented a policy to protect our employees when entering customer homes and businesses by asking related COVID-19 questions before scheduling the install and doing a follow-up with the customer a day before the install via email or call out asking the customer to notify us if symptoms have changed for them or their household.

CTC has implemented leave policies that promote workers 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. CTC has created and distributed to all employees the Pandemic Policy Leave of Absence Policies Families First Coronavirus Response Act. Employees also have the option to use their PTO and FMLA Leave if applicable and if they qualify for FMLA leave. Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have the option of teleworking (if applicable to their job position); otherwise, accommodations will be assessed per employee.

In addition, CTC will protect the privacy of employees' health status and health information and will not disclose any protected health status of an employee unless the employee has given permission to do so.

Handwashing

Basic infection prevention measures are being implemented at our workplaces at all times. Employees are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the toilet. All visitors will have access to hand-sanitizer (that are greater than 60% alcohol) when they enter the building. CTC has four bathrooms in which all of them have hot running water, soap, paper towels and handwashing posters distributed by the CDC.

Employees that are entering homes or businesses will be equipped with the proper PPE equipment (ie masks, gloves, hand sanitizer, wipes). Employees are recommended to sanitize hands, equipment and tools before and after entering a customer residence or business and remove all PPE equipment before getting back in their vehicle.

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. CTC will encourage any visitor that enters the office to wear a mask. Masks are available to all employees and visitors.

CTC will be asking customers if they prefer the technician wears a mask and gloves upon entering their place of residence or business. Any employee entering a customer residence or business are encourage to wear a mask even if the customer does not have a preference.

Employees were assigned a training video, from OSHA and have access to this video on CTC's LMS, on how to properly wear and remove a respirator. Posters have also been placed up around the office on how to properly wear and remove a respirator.

Social distancing

Social distancing is being implemented in the workplace through the following engineering, administrative controls and in phases to have all employees back working in the office together and safely:

Phase 1:

- CTC will continue having our employees working remotely until September 1, 2020. We will continue to monitor and re-evaluate on the information from the local health official, state recommendations, along with feedback from other local businesses.
- If an employee can no longer work remotely due to various reasons: job performance issues, current remote work conditions, mental/emotional state, or loss of revenue to CTC; the employee will be asked and/or allowed back into the office to work. Any time an employee feels they need to return to the office to work, they will need to talk with their manager to make sure all guidelines and social distancing are being followed.
 - Depending upon which employees come back to the office, they may be required to work in a different office or location to accommodate safe social distancing while working.
- Employees are encouraged to talk directly with their manager, HR, or the CEO/GM on concerns they have either working remotely (includes at home or entering customer premises) or in the office.
- CTC has implemented the following guidelines to protect our employees when entering customer homes and businesses by asking the customers to follow the guidelines we have in place. If the customer refuses, the employee will not enter and the appointment will not be scheduled:
 - We will ask the customer that once the employee is in the customer's home or business that they give our employee a 10 foot radius of space to do their work or move to a different location of the home or business.
 - We ask the customer to make sure that doors to rooms that need to be entered are open and lights are on. Also, all items are moved so our employee has easy access to the area.
 - Items are powered on and ready to go, including TV's, computers and smart devices.

- CTC will install protective barriers in all office locations on the front counters. Masks, hand sanitizer, gloves and wipes will be available to all employees working at the front counters to be able to wipe down the barrier, equipment and hands.
- CTC will open the Baxter office front lobby to walk-in customers and includes the following guidelines:
 - Limited lobby hours to allow for equipment returns and payments.
 - Restriction on the number of customers in the lobby
 - Posters will be up reminding customers of social distancing and to wear a mask to protect our employees.
- Company pool vehicles will no longer be available to employees to use for sales visits or going back and forth between the offices until further notice. Employees driving their personal vehicle for company business need to fill out an expense form and turn into their manager for approval.
- Company shared COE vehicle, employees will sanitize the steering wheel, shifter, door handle, heater/radio dials, etc. before entering and exiting the vehicle. Employee will also remove any tools they had in the truck.
- Employees are asked to use their badges when entering the offices instead of punching in their code.
- Employees are not allowed to meet inside individual offices unless the 6 foot social distancing guideline is met.
- The Brainerd Board Room and Baxter conference rooms are not available to meet with business clients. If an employee needs to meet with a business client, they must use the Brainerd front conference room. The conference room is accessible by the front door and is separated from the rest of the office. The room must be booked prior to the meeting and all meeting attendees must receive the safety guidelines for using the conference room. All social distancing guidelines must be followed in the number of attendees in the meeting. Hand sanitizer, wipes and masks will be available in the room. The room is equipped with a sink, hot running water, soap and disposable towels. After the meeting the employee will be responsible for wiping down and sanitizing of the conference room, bathroom, and entry doors.
- Employee Breakrooms will be available for employees to use with the following guidelines put into place:
 - Employees will be required to use hand sanitizer prior to entering and leaving the breakroom.
 - Employees must wipe down all surfaces they touch (coffee pot, water dispenser, fridge doors, microwave, cupboard handles, etc)
 - Employees will need to use a clean disposable cup to refill their water and/or coffee.
 - If you need to refill your water bottle you can use the touchless water dispenser. (This only pertains to the Brainerd office.)
 - Disposable silverware, plates and cups will be required. All washable utensils, plates, and cups will not be allowed.
 - Only two employees are allowed in the breakroom at a time.
 - Employees are not allowed to eat in the breakroom.

- CO Access/Remote Offices
 - Hand sanitizer and wipes will be available at all CO's. Employees and/or contractors will need to sanitize before entering and when exiting the CO.
 - All surfaces touched will need to be wiped down; including: ladder, rolling cart, cabinet handles, door handles, light switches, etc.
 - Only 2 technicians are allowed in the CO at one time.
 - Guidelines will be posted at the CO's for all employees and contractors.
- Work out Rooms will be available for employees to use with the following guidelines:
 - One employee in the workout room at one time.
 - All equipment must be sanitized before and after use.
- Travel. If an employee needs to travel (in state or out of state for business or personal) the employee must follow all guidelines in place. The following has been implemented for business and personal travel for employees:
 - When the employee returns from travel (if they drive), they must monitor their symptoms and their household's symptoms. If an employee and/or someone in their household comes down with symptoms and/or has been diagnosed, they must report this immediately to their manager and/or HR. CTC will follow the CDC recommended guidelines for quarantine.
 - If the employee takes a commercial flight the employee will need to quarantine once they return home. CTC will follow the CDC recommended guidelines for quarantine.
- Conferences. At this time all conferences have been cancelled or are being held virtually. This will be revisited once conferences are being held.
- Office guidelines and social distancing posters will be posted in office locations.

Phase 2:

Managers will continuously evaluate their workgroups and will offer recommendations throughout the summer to employees if they need to come back into the office to work. Closer to September 1, 2020 the task force will re-evaluate local health officials and state recommendations along with the CDC guidelines to determine next steps.

Housekeeping

Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools, and machinery. Along with areas in the work environment, including restrooms, break rooms, and meeting rooms. All employees are encouraged to clean and disinfect after themselves on high-touch areas, such as phones, keyboards, touch screens, controls, door handles, railings, copy machines, etc. on a daily basis.

If an employee is diagnosed with COVID-19 and is working in the office, the manager or managers located in the office of the employee diagnosed with COVID-19 will be responsible for following the CDC disinfecting guidelines.

Communications and training

This Preparedness Plan was communicated virtually to all employees on May 21, 2020 and necessary training was provided. Additional communication and training will be ongoing through employee correspondence, which includes: weekly employee calls, monthly employee highlight report, and emails directly from the CEO/GM or HR. Managers are to monitor how effective the program has been implemented by reporting back to the CEO/GM and/or HR. Management and employees are to work through this new program together and update as changes are needed. This Preparedness Plan has been certified by CTC Board of Directors and Officers of CTC.

Certified by:



Kristi Westbrook
CEO/General Manager