



Store Contingency Plans

Preparing for “When,” Not “If”

Brian Lewis

Director of Safety and Risk Management

Arc3 Gases, Inc.

Early Preparations

- Arc3 Gases formed a Covid-19 Response Team consisting of:
 - Ownership Group
 - Safety
 - Sales Leaders
 - HR
 - Later Added Corp Office Mgr. (Purchasing and Warehousing)
- Our mission focused on the Health and Safety of:
 - Our employees and their families
 - Our customers
 - Our suppliers
 - And the communities in which we operate.

Initial Efforts to Secure PPE/Cleaning Products

- 2,000+ cloth masks of various types, - 6,000 3 ply masks
- 500+ boxes (over 50,000) nitrile gloves and over 350 pair of knit and other style gloves
- 800+ gallons of alcohol/ethanol disinfectant acquired for medical cylinders (all mixed, bottled, and labeled by Arc3 employees)
- over 1500 lbs. of cleaning rags/wipes

- 500+ bottles of spray disinfectant for stores and for our drivers
- over 200 gallons of homemade hand sanitizer (Local Distillery)
- over 6,000 ziploc bags, cardboard boxes, spray bottles, and plastic jugs acquired for distribution of supplies via UPS and internal trucks
- 675 thermometers (40,000 alcohol prep pads for thermometer cleaning - 16,000 thermometer sleeve covers)

Operational Changes

- Closed Showrooms to customers and created a drive thru experience
 - Customers placed orders via phone, their vehicles or on the dock
 - Arc3 Employee would retrieve requested items and/or exchange cylinders
 - Employees assigned to work at home to handle call volumes
- Bathrooms were closed to the public (with Mgr. discretion)
- Outside Sales Reps worked from home or their vehicles
- Customer deliveries were streamlined (Get In, Deliver, Get Out)
 - Signatures from customers have been waived in lieu of a verbal acknowledgement
- Vendor visits to locations were temporarily stopped
- All Non-essential business travel stopped
- All Non-Scheduled PTO Absences were reported to me for follow up

Social Distancing and Communications

- Encouraged Work from Home for majority of Administrative Positions
 - Accommodated rotating office space and days off
 - Expanded IT capabilities and loosened restrictions to allow at home work
- Limited Breakroom occupancies/Staggered Breaks
- Leased Port-a-Johns for our two larger fill facilities
- Staggered store and driver personnel arrival times to reduce dock presence
- Offered to explore temporary alternative work assignments for employees who felt they were at higher risk if exposed.
- Fill Plant employees began wearing facial coverings when unable to social distance
- **Regular Communications through E-mail by our Company President to All Employees**

Store Contingency Plans (55 Branches)

- Comprehensive overlapping plan for all branches created in the event that an outbreak occurred at an individual location.
 - Coordinated by Sales Leaders (2)
 - executed by Regional and Area Managers (13)
- Each branch manager completed a basic survey
 - Alarm Codes
 - Nitrous Access Codes/Keys
 - Locations of remaining specific keys
 - Bank Deposit Bags and local branch info
 - UPS Login Info (Typical Delivery and Pick Up Times)
 - Forklift Repair Vendors and contact info
 - Route Truck Repair Vendors and contact info
 - Deep Cleaning Service Contractor and contact info
 - Customer Delivery Schedules (By Week Day)
 - Specific Customer Notes

Store Contingency Plans (2)

- Personnel
 - Updated Contact list (with emergency contacts also)
 - Confirmed Qualified Driver Listing (Per Location)
 - Assigned Individuals “in store or remote” locations
 - Primary and Secondary backups were assigned for each position.
 - Route Driver to Branch Manager
 - Outside Sales and Admin were primary back ups
 - Created “Emergency Coverage” list of employees living or working near regional borders. (11 Regions)
 - Solicited volunteers
 - Branch Managers instructed to contact Regional Managers immediately if something occurred. (Key) to start the contingency plan.

“When”

- Employee (30's) feel chest discomfort at home (Tuesday 5/26, PM)
 - Employee went to a local ER Wednesday morning (suspected a strain due to exchanging a large number of cylinders at a local manufacturer (100))
 - Upon Arrival at ER, Employee had a fever of 100.4 (Unknown to employee)
 - Tested for Covid-19 and sent home to isolate pending results.
- Employee was contacted (Thursday 5/28 @ 2:00 PM) and notified of + Result
- Employee contacted our Branch Manager immediately
- Branch Manager contacted Regional Manager

“When” con’t.

- 3 Man Branch (4th member is out on Short Term Disability)
 - All Branch Personnel considered exposed and sent home to isolate
- Cleaning Contractor Contacted to clean facility prior to new personnel entering store
- Regional Manager on site at 7:30 AM (Friday 5/29) and prepared to open the branch.
 - 2- Back Up Employees from Overlapping Region
 - Route Sales
 - Dock Sales (2)
 - Called a former employee (left 3 years ago on very good terms) who was rehired and is sharing his knowledge of the customer base and geography.

“When” con’t.

- Store was closed on Friday 5/29/2020
 - Protocol would not allow employees in the store or on the dock until the store had been deep cleaned.
- Back up Employees received computerized training for specific customer site access during the weekend (5/30-5/31).
- Store opened under normal conditions Monday 6/1/2020.



“When” con’t.

- Failures:
 - Cleaning Contractor didn’t respond to phone calls or texts on Thursday night.
 - Responded Friday morning but wasn’t available until 3:00 PM
 - Scheduled for Saturday morning
 - Back-up cleaning company required “an environmental engineering survey”
 - We were not informed of during the selection process

Preliminary Reopening Additions

- - 120+ sneeze guards for showrooms and some delivery vehicles
- - 225 "Wait Here" floor signs for showrooms, (English and Spanish)
- - 125 "Wash Your Hands" bathroom signs
- Reminder Signs:
 - Social Distancing Signs
 - Branch Occupancy Signs
 - Curbside Service Still Available Signs
 - Water Fountain and Bathroom Closure Signs
 - Face Covering signs