



COVID-19 Business Continuity Protocol Summary

Purpose:	Provide guideline in developing a COVID-19 Business Continuity Protocol
Date:	12/1/2020

A concise business continuity plan is essential in mitigating the impact of the COVID-19 (Coronavirus) pandemic. The following sample items should be considered when forming a COVID-19 business continuity plan. This list is not intended to be all-encompassing and other considerations should be investigated that pertain to specific businesses.

Stage 1: Pre-Infection Pandemic	
Leadership	<ol style="list-style-type: none"> 1. Appoint Lead person for Business continuity plan and employee contact. 2. Identify Essential and nonessential personnel along with a plan for work accommodations. 3. Issue Essential employees documentation in the event authorities call for quarantine. 4. Prioritize customers in the event of product shortage; life-critical customers should receive priority.
	<p>Review State Requirements:</p> <p style="text-align: center;"><u>National Governor's Association</u> <https://www.nga.org/coronavirus-mitigation-actions></p> <p style="text-align: center;"><u>National Conference of State Legislatures</u> <https://www.nga.org/coronavirus-mitigation-actions/></p> <p style="text-align: center;"><u>AARP "List of State Restrictions"</u> <https://www.aarp.org/politics-society/government-elections/info-2020/coronavirus-state-restrictions.html></p>

Supplier	<ol style="list-style-type: none"> 1. Develop a contingency plan in the event the Supplier's bulk plant were to be shut down due to a virus. 2. Review product demand, specifically Medical oxygen, and determine how long deliveries could be sustained if production were interrupted.
Customer	<ol style="list-style-type: none"> 1. Confirm that Medical customers have a thorough and appropriate cleaning and decontamination program, following <i>CGA P-83 Guidelines for Cleaning Externally Contaminated Medical GAs Cylinders</i>. 2. Request customers designate an area for deliveries and returns, away from occupied areas. 3. Review product demand to determine necessary reserve stockpiles.
Employee	<ol style="list-style-type: none"> 1. Provide employees with CDC recommendations.
	<ol style="list-style-type: none"> 2. Consider limiting employee exposure by: <ul style="list-style-type: none"> *restrict employee access to only areas they perform work - i.e. fill plant operators do not have access to retail areas. * at fill plants – truck drivers / delivery personnel are not permitted to walk in with empty cylinders or while picking up full cylinders. * fill plants / warehouses working split shifts – i.e. if a plant has 30 employees – have 10 on each shift (3 shifts). Same true for a 15-employee plant – go to 2 shifts or 3 shifts. * delegate non-essential employees to work from home.
	<ol style="list-style-type: none"> 3. Employees should self-monitor, call their supervisor and stay home if they feel sick, have a temperature or other symptoms of COVID-19.
	<ol style="list-style-type: none"> 4. Employees should self-quarantine if they have traveled outside of the US within the past two weeks.
Employee	<ol style="list-style-type: none"> 5. Employees should report to their supervisor if they have been in close contact (<6 feet and 15+ minutes over 24 hours).

	6. Outside sales – work from home
	7. Consider providing disposable gloves to all employees. Fill plant employees - handling medical cylinders (except when filling). Retail employees - handling high touch material and surfaces; i.e. money and kiosk screens.
	8. Consider equipping each vehicle with disinfectant spray and disinfectant wipes.
Facilities	1. Designate an area that provides adequate social distancing, minimum of 6 feet, for deliveries and pickups.
	2. Separate communal gathering areas to mitigate personal contact, encourage "Social Distancing" of 6 feet.
	3. Limit meetings rooms / break rooms / locker rooms / etc. to 10 employees or less. Similar to restaurants – removed chairs in rooms to just 10.
	4. Consider a daily equipment cleaning program.
	5. Provide and post informational material provided by recognized organizations such as CDC, WHO, NSC, etc. pertaining to COVID-19.
	6. Provide cleaning supplies such as hand sanitizer, soap, disposable towels, disinfectant, trash bags, no touch garbage cans, etc.
	7. Post sign stating: Please do not enter if: *you have been around a person who has been diagnosed with the coronavirus *have traveled outside the US in the past 14 days, or, *are experiencing a cough, fever, or shortness of breath.
Stage 2: Customer with Coronavirus Patient or Employee	
Customer	1. Confirm that Medical customers have a thorough and appropriate decontamination program
	2. Medical customers designate a delivery point .
	3. Medical customer mark the cylinders as decontaminated

Employee	Ensure that drivers have proper PPE and adhere to face mask use.
Facilities	1. Clean all equipment daily and other frequently touched surfaces wiped every three hours with antiseptic wipes.
	2. Clean truck cab every three hours.
	3. Employ redundant cleaning of all medical cylinders and medical cylinder carts with CDC approved method.
	4. Retail Equipment cleaning every three hours or after a customer's visit.
Stage 3: Distributor Employees w/ Exposure, Presumptive Positive or Positive COVID-19	
Employee	Consider a 14 Day Quarantine for employees.
	Essential employees that are <u>asymptomatic</u> may remain at work if: <ul style="list-style-type: none"> *Monitored for symptoms during the shift. *Remain socially distant from other employees. *Wear a face mask while at the worksite. *Practice good hygiene. *Remain Asymptomatic
	Inform Employees that a co-worker (do not state name) has a presumptive/positive test.
Facilities	Consider contracting an Industrial cleaning company to periodically disinfect the facility.
	Consider closing retail stores – or significantly limiting access.