



COVID-19 Business Continuity Protocol

PURPOSE	Provide guideline in developing a COVID-19 Business Continuity Protocol
DATE:	4/8/2020

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. This is an update to the plan released 3/20/2020, revisions are highlighted below.

Stage 1: Pre-Infection Pandemic
Leadership - Appoint a person to Lead the Business Continuity plan and main contact for Employees and Customers.
Leadership - Develop a non-business critical personnel plan. This may include work from home, vacation, leave, etc.
Leadership - Identify business critical personnel: drivers, medical gas fillers, etc. in the event of a mandatory government shutdown.
Leadership - Issue business critical personnel documentation that can be provided to authorities in the event proof is required.
Leadership – Consider the circumstance when you would clean industrial cylinders: <ul style="list-style-type: none"> - Suspected case of COVID-19 at customer site - Confirmed case of COVID-19 at customer site
Customers/Suppliers – Remind customers of their responsibility to disinfect cylinders – with appropriate / approved disinfectant per CGA P-83, <i>Guidelines for Cleaning Externally Contaminated Medical Gas Containers</i> .
Customers/Suppliers - Ask Healthcare customers to have all empty cylinders in one-area (back door, dock, etc.). Allow the driver to accept delivery without the customer touching our copy of the delivery document.
Customers/Suppliers - Communicate with your supplier and develop a contingency plan for bulk deliveries; e.g.: if a supplier plant had to shut down due to the virus, how would bulk delivery be affected.
Customers/Suppliers - Customer Prioritization: Medical facilities and other customers that require products to maintain life should be prioritized over nonlife-critical applications. Unless notified by the Federal government to deliver to DOD/DOE or other facility.
Customers/Suppliers - Review product demand, specifically Medical oxygen, and determine how long deliveries could be sustained if production were interrupted.
Customers/Suppliers - Stockpile Inventory of medical gases and other critical gases.
Employees – Consider the following: At fill plants – truck drivers / delivery personnel are not permitted to walk in plants – with empty cylinders or while picking up full cylinders.
Employees - Consider 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.
Employees - Employees should report to their supervisor if they are sick, preferably via phone.

This is information was developed to assist GAWDA members in complying with government regulations; it does not constitute legal advice, and users are advised to obtain legal counsel to develop their individual compliance programs. Additionally, GAWDA does not guarantee that use of this material will ensure compliance with any regulatory or legal standard.

<p>Employees - Employees should self-quarantine for 14 days if: Traveled outside of the US within the past two weeks OR if they have been in close contact with an individual infected with COVID-19. Before returning to work, employees should provide a note from a Medical Professional stating they have no COVID-19 infection (CDC recommends verification by two tests, if possible).</p>
<p>Employees - Employees who are sick should stay home and not come to work until they are free of fever (less than 100.4 °F), without the use of fever-reducing or other symptom altering medicines (e.g. cough suppressants) for 24 hours.</p>
<p>Employees - Implement a travel policy that eliminates all non-essential travel, including sales calls. Encourage phone calls, conference calls, virtual meetings, etc.</p>
<p>Employees - Outside sales – work from home – don't make sales calls (unless requested by customers), don't visit / hang out at retail stores. Since they aren't making sales calls – they can work with customer service centers (CSCs).</p>
<p>Employees - Plan for absenteeism. The plan may include Managers step into line jobs, Managers with CDL make deliveries and shift rotation to decrease personnel contact and allow employees to care for family.</p>
<p>Employees – Provide employees with CDC recommendations. Train and document employees on elements of your business continuity plan.</p>
<p>Employees (PPE) - Consider providing disposable gloves for employees handling medical cylinders (use approved except during filling).</p>
<p>Employees (PPE) - Provide disposable gloves (nitrile or latex) to employees that handle high touch material and surfaces, such as money and kiosk screens.</p>
<p>Employees - Consider equipping each vehicle with disinfectant spray and disinfectant wipes</p>
<p>Facilities - Designate an area that provides adequate social distancing, minimum of 6 feet, deliveries and pickups.</p>
<p>Facilities - Consider daily equipment cleaning programs.</p>
<p>Facilities - Post sign stating: Please do not enter if:</p> <ul style="list-style-type: none"> ● 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.
<p>Facilities - Provide and post informational material provided by recognized organizations such as CDC, WHO, NSC, etc. pertaining to COVID-19. For example, see https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html</p>
<p>Facilities - Provide cleaning supplies such as hand sanitizer, soap, disposable towels, disinfectant, trash bags, no touch garbage cans, etc.</p>
<p>Facilities - Separate communal gathering areas (meetings rooms, break rooms, locker rooms etc.) to 10 employees in order to mitigate personal contact. Encourage "Social Distancing" of 6 feet or more.</p>

Stage 2: Customer w/ Coronavirus Patient / Employee
Customers/Suppliers - Confirm that Medical customers have a thorough and appropriate decontamination program per CGA P-83, <i>Guidelines for Cleaning Externally Contaminated Medical Gas Containers</i>
Customers/Suppliers - Consider requesting the Medical customer designate a delivery point that allows the least exposure to the driver. This may include requesting the delivery of medical cylinders is outside the building as well as the return of decontaminated medical cylinders.
Customers/Suppliers - Consider requesting the Medical customer mark the cylinders as decontaminated
Employees - Consider equipping the driver with work gloves and a box of disposable gloves. The driver would don a pair of disposable gloves prior to using the work gloves. The double set of gloves would be used for moving cylinders and other equipment. Once the delivery / return of cylinders or equipment was completed, the driver would place the work gloves into a container, either secured in the cab or the bed of the truck, then continue to operate the vehicle with the disposable gloves or dispose of them.
Facilities - Clean all equipment and frequently touched surfaces hand grasp surfaces daily: door handles, telephones, keyboards, arm rests of chairs, and other frequently touched surfaces wiped every three hours with antiseptic wipes.
Facilities - Clean truck cab every three hours.
Facilities - Employ redundant cleaning of all medical cylinders and medical cylinder carts with CDC approved method.
Facilities - Equipment cleaning every three hours or after a customer's visit.
Stage 3: Distributor Employees w/ Presumptive Coronavirus
Employee - Inform Employees that co-worker (do not state name) has presumptive/positive test.
Facilities - Consider contracting Industrial cleaning company to periodically disinfect facilities.
Stage 4: Distributor Employees w/ Coronavirus
Employees - Consider quarantine of all Employees in contact with affected Employees - 14 days.
Facilities - Consider closing retail stores – or significantly limiting access. If you leave open – bring items to the front door – or set outside (this may be tough to do).

GAWDA Safety Committee