TIPS FROM MEMBERS

Members have provided the following tips they are using to deal with COVID-19 in their businesses. Remember, every state or municipality is different and likely has different executive orders in place. Always be sure to check your own state and local government websites for the most up-to-date information as data is changing rapidly.

Have a tip to share? Send it to anne@goyermgt.com and we will review it for inclusion in the list.

LETTERS RELATED TO ESSENTIAL BUSINESS

• Obtain letters from customers who are deemed “essential businesses,” stating that your company is a part of their supply chain and are an “essential business” to their operation.
• Notify customers if you qualify as an “essential business” to let them know you are operational.
• If your company is deemed an “essential business,” provide a letter to that effect to your suppliers and service providers stating as such and that you require their continued contractual obligations to provide goods and services.
• If your company is deemed an “essential business,” provide a letter to that effect for employees to have in their car if you are in a Shelter-in-Place state/city. Include all employees that are covered under the “essential business” policy. If you have a multi-lingual workforce, ensure this communication is in English and the language(s) of your employees.
• Always reference your state/local “essential business” executive order in any letter you write.

INTERNAL BUSINESS PRACTICES

• Ensure you have developed and communicated a COVID-19 workplace policy based on CDC guidelines and ensure that it is being followed.
• Create an employee daily sign in sheet where the employee agrees to the company’s COVID-19 practices, including recording their daily temperature.
• Have a written policy for employees to practice social distancing, staggering breaks and lunch to allow for social distancing, & regular handwashing and sanitizing.
• Create a policy for deliveries & pick up – SAMPLE SIGN available to place on all doors, windows, etc. of your business. Instruct customers to call before arriving at your business and to call again when they arrive, instructing them to stay in their vehicle.
• Increase the number of sanitation stations at your business.
• Increase the amount of cleaning and sanitation happening in your facility each day. Consider assigning employees to this duty full time to continuously wipe down doorknobs, doors, etc.
• Add new categories to your accounting system to track employee sick leave and additional cleaning supplies/services related to COVID-19.
• Minimize touch points in the plant – if a door can be left open without posing a security risk, leave it open.
• Providing continuous communications to employees is critical. Consider creating a newsletter of protocol for employees to follow at work and home and remind them of it frequently. Include the status of your business and market trends if possible. End with something lighthearted.

• Hold daily team meetings virtually instead of in-person.

• Be aware that employees are feeling anxiety and communicate regularly with them to help relieve it.

• Maintain regular external communications with customers and vendors. Have management make a personal call to all customers and vendors to make sure they are OK and make them aware of your operational status.

• Build out a recovery plan in case an employee becomes infected.

• Support your local food bank; share supplies when possible; give back to your community.