



# Pandemic Preparedness Plan

Enterprise Standard

Confidential & Proprietary

## Table of Contents

<b>Introduction</b> .....	<b>3</b>
<b><i>Notices</i></b> .....	<b>3</b>
<b><i>Disclaimer</i></b> .....	<b>3</b>
<b><i>Confidential</i></b> .....	<b>3</b>
<b><i>Acknowledgement / Trademark</i></b> .....	<b>3</b>
<b><i>Revision History</i></b> .....	<b>3</b>
<b><i>Exemptions</i></b> .....	<b>3</b>
<b>Purpose</b> .....	<b>4</b>
<b>Audience</b> .....	<b>4</b>
<b>Policy</b> .....	<b>4</b>
Preparation .....	5
Should a Pandemic Occur .....	5
Testing Our Plan .....	6

## Introduction

### **Notices**

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### **Acknowledgement / Trademark**

 microbilt is a trademark of MicroBilt Corporation

### **Revision History**

This section records the change history of this document.

Version	Date	Description	Document Owner
V1.0	2/28/20	Creation	Technology
V1.1	3/4/20	Review	Management Team
V1.2	3/4/20	Review and Edit	Legal / Compliance

### **Exemptions**

None

## Purpose

The purpose of this plan is to address the following issues related to pandemics:

- Creating a culture of infection control in the workplace that is reinforced during infectious disease outbreak, to include, if possible, options for working offsite while ill, systems to reduce infection transmission, and worker education.
- Establishing contingency plans to maintain delivery of services during times of significant and sustained worker absenteeism.
- Where possible, establishing mechanisms to allow workers to provide services from home if public health officials advise against non-essential travel outside the home.
- Establishing partnerships with other business partners to provide mutual support and maintenance of essential services during a pandemic.

## Audience

This document is intended for all MicroBilt employees.

## Policy

MicroBilt adopts this plan to prepare for and respond to a threat of infectious disease or other pandemic that causes serious widespread illness. MicroBilt has offices and staff in numerous locations throughout the country to cover operations in the case of infectious disease or pandemic in any region or location. For each department, business unit and operational system, the following details plans and precautions that are taken to ensure that all departments and business operations can adequately continue at normal levels of service.

The MicroBilt Board of Directors (“Board”) and/or corporate leadership will appoint a Coordinator for the pandemic response plan.

The Board and/or corporate leadership will also appoint a team of management level and other appropriate staff to assist the Coordinator known as the ALERT Team (Associate Leadership Emergency Response Team), members within our Management and Technology groups, as well as senior members from various departments as necessary. The members of this team must include at least one person from each department of the company and include at least one person from each office location. Where feasible, the Coordinator and each ALERT Team member will select a back-up employee to assume their duties in case of their own illness. This person will be kept current on all emergency procedures and this list will be kept with this plan and updated as needed.

It is the duty of the Coordinator to:

- Monitor issues and information related to pandemics to keep our plan up to date.
- Recommend any changes to the plan as circumstances warrant.
- Conduct employee training.
- Communicate with public health agencies, emergency responders and others regarding our plan, and understand their capabilities should an outbreak occur.
- Attend external training/seminars about pandemic outbreaks in order to remain current about the pandemic threat in our community.
- Implement this plan should it become necessary.

Pandemic Response Team members will have the following responsibilities:

- Identify and communicate to the Coordinator which employees, vendors, suppliers and systems are essential to maintaining operations at their locations.
- Develop and communicate to the Coordinator an emergency communications plan for their departments/locations, including identification of key personnel, vendors, and customers.

- Develop and submit a plan to continue operations at their locations with the least possible number of staff.
- Ensure that all employees in their departments are adequately trained on emergency procedures in the case of a pandemic and in the prevention of illness.
- Encourage all employees to prepare their homes and families in the case of a pandemic.
- Assist the Coordinator in the implementation of this plan, if necessary, at their locations.

## Preparation

- The Coordinator will maintain a list of contacts in the health profession to provide consultation and advice regarding this plan and its implementation.
- The Coordinator will, at least annually prior to the influenza season, provide information to all employees regarding those practices that are recommended by public health officials that will reduce the spread of the infection.
- The Coordinator will also develop a list of recommended infection control supplies (hand soaps, hand sanitizers, tissues, masks, gloves, and so on) and ensure that each location has a sufficient supply of them.
- The Coordinator will maintain a list of duties and positions for which individual employees are cross trained within the company. Should staffing levels drop due to an outbreak, supervisors can use this list to fill in positions where needed.
- The Coordinator will maintain a list of duties that employees can perform from home, as well as any equipment (such as laptops and cell phones) that may be necessary to perform those duties. Supervisors can then draw on this list to have those duties performed by employees from home should it become necessary.
- The Coordinator shall recommend to the Board and/or management an emergency sick leave policy to be adopted in the event of a pandemic. The policy is to be non-punitive and require employees who have been exposed or who exhibit symptoms of the illness to remain at home.
- The Coordinator and the Information Technology teams will ensure that there is sufficient IT infrastructure to support employee telecommuting and remote access to company resources.
- The Coordinator and the Human Resources department will establish the following policies and procedures:
  - Flexible work hours and provisions for telecommuting
  - Restricting employee travel to affected areas
  - Guidance for employees returning from affected areas if appropriate
- The Coordinator shall update the Emergency Response Telephone Number utilized by the ALERT Team to provide information to all associates. **770-218-4400 ext: 7669 (SNOW)** the number used for inclement weather and other emergency related announcements, will be used in this case as well. This number is updated frequently with closings, re-openings and other related information. There will also be a voicemail and email box established for employees' questions about such issues as whether to report for work and special hours of operations during an outbreak.

## Should a Pandemic Occur

Should a pandemic occur, the Coordinator will, after consultation with knowledgeable health officials, implement the following steps, as deemed necessary:

- Operations may be moved to or from remote facilities. The staffing of these locations may be increased as necessary to ensure that expected levels of service are maintained.
- Employees with job duties that can be accomplished by telecommuting will be encouraged to work from home unless they have been cross trained to work in place of an employee who is ill.
- The emergency sick leave policy shall be implemented. Supervisors will be instructed to send and keep employees home if they exhibit symptoms of the illness, working from home if practical.
- Team members will contact their key vendors to determine the impact of the outbreak on their operations and its effects on our ability to perform our daily functions, and they will communicate the results to the

Coordinator. The Coordinator will communicate these findings to the corporate team to ensure normal levels of service are not threatened due to the outbreak.

- The Coordinator, with the assistance of ALERT team members, will monitor staffing levels at all locations and assist supervisors in finding ways to maintain critical operations in light of any staffing shortage. Should the closing of any locations be a consideration due to inadequate staffing availability, the Coordinator will first contact the corporate team to obtain their advice and consent prior to any closing. Should an office be closed, notices shall be posted prominently at the location informing employees and visitors of the situation and telling them who they should contact for information.
- The Coordinator should work with the ALERT team to ensure customers and business partners are kept up to date. Customers are interested and concerned about the services we provide. If we do not reassure them of our continued ability to service their needs, they will make alternate arrangements with our competitors. If we do not contact our important business partners, they will get their information from the media and from our competitors. It is our responsibility to control information about our company, and we will telephone them directly, as well as post updates on the corporate web site: <http://www.MicroBilt.com> and twitter feeds (@Microbilt911) as deemed necessary.

The teams that have primary responsibility for customer and business partner communications during emergencies are:

- Technical Support and CRMs
- Corporate Communications
- Vendor Management (legal/compliance)
- The Coordinator is to implement the employee contact plan to ensure that all employees are kept informed of developments as they occur, including employees who remain at home.

## Testing Our Plan

The Board and/or management directs the Emergency Preparedness Coordinator to conduct an annual assessment of our Pandemic Response Plan and submit its findings to the Board and/or management with the Pandemic Coordinator's and individual managers' responses to exceptions.