



Communication Piece for our Client to their Employee

As we look to prepare and stay ahead of the issues that may arise with the latest updates on the scope of the COVID-19, we share a flexible communication template to utilize as your company's situation changes with the times. If you opt for a remote-work environment, we also provide a brief guide to support you through that transition.

=====START OF THE TEMPLATE =====

<Team Address Preference>

The wellbeing and safety of <insert team address preference> is a key concern for us as we continue to review the COVID-19 situation locally, as well as globally, and we will adjust requirements and restrictions as needed to ensure we continue to minimize risk to our <insert team address preference>.

Business as Usual Option

At this time, we will continue to operate the business as we normally would and remind you of the steps to take to reduce the spread of COVID-19.

Symptoms

Common symptoms of COVID-19 include:

- Fever;
- Dry cough; and
- Shortness of breath.

Reducing the Spread of Infection

We ask all employees to cooperate in taking steps to reduce the transmission of communicable diseases in the workplace. Employees are reminded of the following:

- Stay home when you are sick. If you have a fever please remain home for a minimum of 48 hours after your fever has dissipated. This is longer than is normally required but we want to be sure that employees are no longer contagious prior to returning to work.
- Symptoms may appear 2-14 days after exposure. Exhibiting these symptoms does not necessarily mean that you have the coronavirus.
- If you have symptoms, do not come to work. Notify <insert company contact> by telephone before you are due to start work, or as soon as possible. Do not physically report to work.
- If you develop symptoms or have been in close contact with a person known to have COVID-19, call your doctor and inform <insert company contact> .
- Wash your hands frequently with warm, soapy water for at least 20 seconds. This is roughly the Happy Birthday Song twice through. Remember to wash in between fingers.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces (i.e. counters, phones, door knobs) with <insert preferred cleaning solution>
- Avoid touching your face.

Change Announcement

- As we are continuing to monitor the progress of COVID-19, we wanted to provide you an update on a few policy changes we will be making company-wide, effective today.
- In addition to the procedures we have already implemented, we have decided as a company to take the following steps to further reduce risk. These updated policies are in effect until further notice.

Work from Home Language (use appropriate version)

- Employees at higher risk for COVID-19 complications can begin working from home immediately, as their job allows. Please work with <insert company contact>.
- While we currently do not offer formal telework arrangements, the company will consider, on a case-by-case basis, requests from employees to work from home during this time. While not all positions are conducive to telework, those positions with primary job duties that can be effectively performed remotely will be given consideration; this is not a guarantee of telework after the situation at hand declines.
- We currently offer telework arrangements and encourage employees at this time to work from home unless it is necessary to be present in the office. While not all positions are conducive to telework, those positions with primary job duties that can be effectively performed remotely should do so until further notice.

Business Travel Policies (use appropriate version)

- We will be suspending all international/domestic business travel at this time, unless deemed business-critical and approved by <insert company contact>.
- We will be suspending all domestic business travel at this time, unless deemed business critical and approved by <insert company contact>.
- Anyone currently traveling on business is asked to return back home immediately.
- If you believe you have upcoming business-critical travel, please reach out to your <insert company contact> to discuss.
- Review all international work travel with <insert company contact> and only travel if you have the written approval from <insert company contact>.
- Review all domestic travel with your leader and only travel for business-critical meetings. Avoid all non-essential travel: organize a video or phone conference, if possible or reschedule.
- Discuss any concerns you may have about any upcoming travel or conference attendance with <insert company contact>.
- Attendance at public gatherings based on the most current CDC recommendations, where there may be travelers or visitors from other countries is strongly not recommended.

Personal, i.e., non-work-related international travel policies to consider:

- Please be transparent and inform <insert company contact> of any personal travels plans. This will help determine precautionary measures to be put in place and discuss any return quarantine requirements applicable at the time.
- Attendance at large conferences/ public gatherings, where there may be travelers or visitors from other countries is strongly discouraged. A quarantine period may be required upon return.

Self-quarantine policies to consider:

- You are required to self-quarantine for 14 days (date of return is Day 0), i.e., work from home post-travel (work-related and/or personal travel) from high-risk areas including China, Hong Kong, S. Korea, Italy and Iran or key transit hubs such as South East Asia and the Middle-East. This also includes domestic travel to high-risk areas.
- If you live with or care for someone who has been through these countries/ places in the past two weeks, we ask for you to work from home for a minimum of 14 days.
- If you are unable to work from home, discuss alternate arrangements with <insert company contact>. Any exceptions need to be approved in writing from <insert company contact>.
- If you have been to a large public gathering or place, which has consequently been affected, please exercise caution and talk to <insert company contact> to determine quarantine requirements.

Staff Meetings/Company Events/Work Environment

- Utilize virtual meetings, whenever possible. For in-person meetings, keep the number of guests to a minimum, observe good health practices and, to the extent possible, try to remain in one location until the conclusion of the meeting.
- All non-business critical events should be canceled at this time
- Large business-critical meetings, trainings, and events, including All Hands meetings or companywide presentations or summits should be held remotely until further notice.
- If applicable, company gyms will be closed, and fitness classes are suspended until further notice.

Visitor Policies to consider: (use appropriate version)

- All non-business critical visitors (including vendors and outside caterers) will now be prohibited from coming onsite. If onsite visitors are necessary, they must be pre-approved by <insert company contact>.
- We will be suspending all outside visitors to the office unless deemed business significant. If you have a visitor coming to the office and are unsure if they are business significant, please reach out to <insert company contact> to discuss.
- Do confirm with vendors, consultants or other parties that they haven't traveled to any of these countries in the last 14 days, prior to asking them to visit the company site.
- To the extent possible, all candidate interviews should now be conducted by virtual meeting until further notice. Additional guidance will be provided to hiring managers.
- Any business-critical visitors require <insert company contact> approval. If approved, the visitor must meet existing policy requirements and have no cold/flu-like symptoms.
- Outside catering and food deliveries are restricted at this time.

Closing

- We will provide alcohol-based hand sanitizers throughout the workplace and in common areas. Cleaning sprays and wipes will also be provided to clean and disinfect frequently touched objects and surfaces such as telephones and keyboards. <Appropriate to also mention if cleaning services are being performed by outside vendors as well>
- We continue to monitor the situation carefully and we will continue to update the team with new information as soon as it is available.
- We want you all to know that your health and safety is our number one priority. If you are concerned about your health and safety for any reason, please feel free to reach out to your manager or directly to <insert company contact>.
- We will keep you updated as we continue to review the measures and as information develops over the coming days and weeks. Equally, please be practical, use your judgment and discretion, as we work through the situation collectively. There is a lot in the media globally on the subject, however, we recommend you refer to the below links from trusted sources that have plenty of informative guidance:
 - [WHO advice](#) and [reports](#)
 - [CDC summary](#)
 - [San Diego Human Health Services](#)

If you have any questions or concerns, please reach out. Thank you and please stay healthy!

<Company Signature>