

## **Neo Holding Group COVID-19 Emergency Action Plan**



**Issued: 3/27/2020**

**Version: 1.5**

**Last updated: 7/9/2020**

## **Table of Contents**

- 1. Summary**
- 2. Policy Differences by Country**
- 3. Workplace Safety & Health Procedures**
- 4. Employee Temperature Check**
- 5. Break Room Procedures**
- 6. Visitor Policy**
- 7. Travel Policy**
- 8. Supervisory Responsibilities**
- 9. Sick Employee Guidelines**
- 10. Telecommuting**
- 11. Security**
- 12. Non-Remote Employees Facing Scheduling Conflicts Due to Closures**
- 13. Child Care in the Office Restriction**
- 14. Shipping & Receiving Procedures**

## **Summary**

This guide is a comprehensive and temporary policy implementation that Neo Holding Group has enacted in response to the Corona Virus (COVID-19) outbreak. On March 13, 2020 the President of the United States of America declared a national state of emergency to enable protections for all citizens. Neo Holding Group's priority is to protect the safety and health of its employees, the following policies and procedures are to be enacted starting on March 16, 2020 and will run in effect until the company has decided the threat has subsided by advisory of the Center for Disease Control. The company will be monitoring the progress of the state of

emergency and adjust policy accordingly, Neo Holding Group reserves the right to alter and enhance this policy at any time to effectively combat this crisis.

## Policy Differences by Country

Neo Holding Group manages operations in various international locations which can result in differences in policy and regulation in accordance with the work locations head of management and government authority. This guide is intended to be observed in whole as the company's general policy regarding COVID-19, differences in policy & procedure by country will be identified in highlight as such:

**Chile: policy and procedure difference and or addition**

**Honduras: policy and procedure difference and or addition**

**Panama: policy and procedure difference and or addition**

**Paraguay: policy and procedure difference and or addition**

## Workplace Safety & Health Procedures

Employees will be required to adhere to the following procedures, failure to comply may result in disciplinary action up to and including termination of employment.

1. Employees must wear face masks if they are working at a site whose local government ordinance mandates such requirement.
2. Employees will be required to use hand sanitizer upon every entrance to the building when entering from the outside.
3. Employees are required to clean their work stations twice a day.
4. The CDC recommends all group gatherings not to exceed a maximum of 10 people, occupancy limits for rooms have been cut in half.
5. Employees are encouraged to wash their hands frequently or hand sanitize (60% alcohol or more). Employees must wash their hands after using the bathroom, before and after lunch and at the end of the day.
6. Employees are discouraged from engaging in unnecessary physical contact with others such as: hugs, handshakes, tapping shoulders etc....
7. Employees must practice social distancing maintaining a distance of 6 feet from other persons, in circumstances where this is not possible employees must additionally equip a plastic face shield mask over their surgical/cloth mask.
8. Do not use physical property of other employees, use your own proper phone, computer, keyboard, pens, staplers etc.
9. Employees that become aware of any other employee breaking procedure or exhibiting signs of illness should inform their supervisor immediately.

### Paraguay

1. Employees must disinfect their shoes and pants with disinfectant spray upon entering the facility.
2. Employees must be equipped with a face mask and gloves at the start of their shift.

## Employee Temperature Check

Employees are required to submit to a temperature check process upon their initial entrance to the facility.

1. Employees must check their temperature using the touchless thermometer located in the lobby, employees are required to do so only for their **initial entrance** to the facility for that day.
2. Employees must have a witness present to verify their temperature check, the following authorities may bear witness:
  - a. Front desk clerk
  - b. Warehouse supervisor
  - c. Office management member
3. Employees are required to submit a google form survey in which they must photograph the thermometer reading.
4. Employees that trigger high temperature warnings from the thermometer must take a seat in the indicated areas in the lobby. Employees will have a maximum of 10 minutes to pass the temperature check, those who cannot do so will be sent home for the day.
5. Reach out to human resources for more information regarding this process and frequently asked questions.

## Break Room & Time Marker Procedures

To minimize contact between employees and allow 6 feet apart the following procedures have been implemented in the break room area:

- Maximum occupancy of 4 people at any given time
- Break schedules have been implemented to warehouse staff (See Alyn Alonzo & Henry Martelo for detailed information regarding the schedule)
- Orange tape has been placed inside and outside the breakroom to visually demonstrate distance employees should maintain amongst each other.
- Employees lining up to use the time clock marker must maintain a distance of 6 feet apart with no more than two inside the time clock area at once.
- Human resources anticipate a delay that will occur in time punches as employees wait to clock in and out and will automatically round times to the nearest clock in and clock out time under 10 minutes. (example: Employee waiting to clock in at 8am clocks in at 8:07am, this time will be corrected to 8:00am to account for delay due to mandated procedures.)



## Visitor Policy

The health and safety of employees, customers and suppliers is our top priority, for that reason Neo Holding Group is limiting visits at this time. Employees may not invite family members or friends to the work site at this time with the exception of personal/medical emergencies.

Employees must communicate with outside guests via the intercom system before giving lobby access.

We require all visitors entering our premises to adhere to the following guidelines:

1. Prior to the visit, guests must fill out a Covid-19 visitor survey to receive approval of their visit. For this resource link please contact human resources.
2. Sanitize hands upon entering the office/warehouse
3. Visitors must wear gloves and mask during their visit
4. Temperature check upon entrance
5. The maximum number of guests allowed in the building at one time is three (3)
6. No soliciting in any common areas is permitted
7. No more than 2 guests may enter the warehouse at once
8. Must maintain 6 feet apart from all employees for the duration of their visit
9. Guests must avoid gathering amongst themselves and other employees
10. The employee hosting the visit must clean all areas where visitors enter (lobby, conference, etc.)

**Visitors who violate these guidelines are denied access, we require that they follow these procedures until necessary, we apologize for any inconvenience.**

### **PANAMA**

11. Disinfect the soles of footwear. (for this we use 2 rugs one with alcohol gel and another dry carpet)
12. Maintain the minimum gap of 2 meters permanently throughout your stay or visit.
13. Visitors will have their temperature checked prior to accessing the facility.

Visitors that violate these guidelines may be asked to leave, we apologize for any inconvenience and will impose these procedures until they are no longer necessary.

## Travel Policy

In order for Neo Holding Group to fulfill its obligations of maintaining a safe workplace, and in order to minimize employee concern over potential exposure to COVID-19, all non-essential business travel to impacted areas is **subject to** cancellation. Additionally, Neo Holding Group is now requiring all employees who are returning to the United States following international travel, whether for business or personal, to work from home for a period of up to 14 calendar days. This is in addition to any federally mandated quarantine and/or monitoring following travel from China. There will be no other change to an employee's terms or conditions of employment. The employee is expected to follow his/her normal work schedule and maintain contact with his/her manager, as appropriate. If any additional equipment or assistance is needed in order the employee to work from home during this period, the employee must notify his/her manager as soon as that need becomes known. Arrangements to work from home should be made between employee and his/her manager prior to any international travel and the employee shall notify his/her manager when he/she has returned to the United States. For any employees currently traveling internationally, such employees are required to contact their manager on the day the employee is due back in the office. In the event the manager cannot be reached, the employee is required to contact human resources. This Travel Policy is anticipated to be temporary in nature and is subject to change as additional information is provided by the CDC.

## **Supervisory Responsibilities**

To ensure employees are compliant with the work health and safety procedures supervisors and managers will be responsible for the following.

1. Checking in with their personnel at the start of their shift and ensure fit to duty, asking employees if they have any symptoms of illness (cough, fever, sneezing, headaches, sore throat, etc.)
2. Supervisors may send an employee home if they have reason to believe the employee is sick.
3. Supervisors with reasonable suspicion that an employee is sick must confirm their suspicion with another supervisor.
4. Supervisors must report this activity to Human Resources and create a detailed summary recapping the event.
5. Employees must stay home for the duration of their illness before they can return to work.
6. Employees sent home on suspicion of illness are required to contact human resources to obtain approval to return to work.
7. Employees that are sent home and believe their symptoms are result of non-illness related causes must present a medical notice stating such before returning to work with these identified symptoms.
8. Supervisors should designate work assignments in a way that prevents unnecessary mass gathering of employees in a confined space. Meetings must be limited to 10 people or less

## Sick Employee Guidelines

1. Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.
2. Duration of isolation and precautions: For most employees with COVID-19 illness, isolation and precautions can be discontinued **10 days** after symptom onset and resolution of fever for at least 24 hours, without the use of fever-reducing medications, and with improvement of other symptoms. Prior to returning to work employees must contact the human resources representative to confirm they have are no longer experiencing symptoms.
  - o Employees experiencing symptoms beyond 10 days should remain in home isolation until they are free of fever and symptoms for 24 hours without the use of fever-reducing medications.
3. Neo Broadband will allow employees to use vacation time to cover any time off in the event of illness.
4. Due to the expected increase of traffic within medical centers Neo Broadband will allow a period of up to two weeks maximum for employees to be absent **without** medical documentation.
  - o For all intents and purposes Neo Broadband identifies Covid-19 lab results as a form of medical documentation.
5. Employees that are absent due to illness must obtain approval from human resources to return to work.

## Quarantine

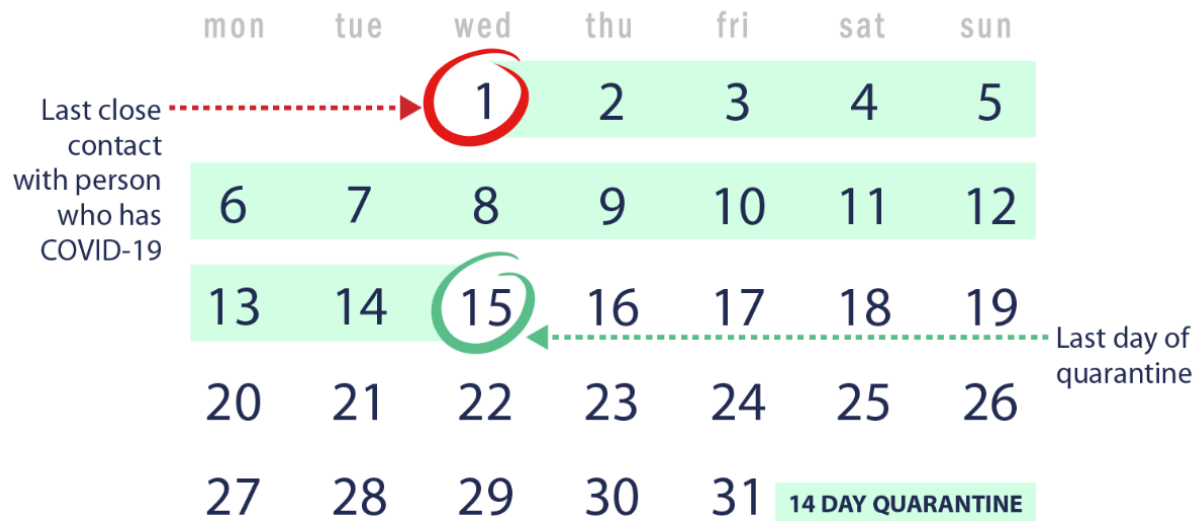
Employees that have been in close contact with an individual confirmed to have Covid-19 must quarantine for a period of 14-days initiating from the day close contact had taken place. The CDC defines "close contact" as:

- You were within 6 feet of someone who has COVID-19 for at least 15 minutes
- You provided care at home to someone who is sick with COVID-19
- You had direct physical contact with the person (hugged or kissed them)
- You shared eating or drinking utensils
- They sneezed, coughed or somehow got respiratory droplets on you

Employees must either wait the 14-day quarantine period or provide human resources with negative COVID-19 test results prior to returning to work.



Date of last close contact with person who has COVID-19 + 14 days= end of quarantine



Please note if your quarantine starts at noon on day 1, then it would end at noon on the last day.

## Temporary Telecommuting Arrangements

Due to the current COVID-19 (coronavirus) outbreak, many employees are inquiring about the ability to work from home. Neo Holding Group is implementing temporary telecommuting arrangements for employees whose job duties are conducive to working from home but who do not regularly telecommute. However, there are some positions at Neo Holding Group that require the employee to be physically present in the workplace. These employees are defined as essential personnel.

Essential personnel include the following positions:

- Warehouse Associate
- Warehouse Supervisor
- Platform Support Specialist
- IT Warehouse Associate

Essential personnel are expected to report to work as scheduled unless otherwise notified. Regular leave policies and procedures should be followed for employees who are unable to report to work.

Positions immediately approved to work from home temporarily include the following:

- Sales Representative
- Regional Sales Manager

Additional positions may be considered on a case-by-case basis.

- Executive Management

- Human Resources
- Accounts Receivables
- Account Manager
- Logistics Coordinator
- Operations Manager

These arrangements are expected to be short term, and Neo Holding Group will continue to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period of time for telework, and Neo Holding Group may require employees to return to regular, in-office work at any time.

Should the current health crisis warrant, Neo Holding Group may require all employees, with the exception of essential personnel, to work from home. Employees should be proactive with department managers in preparing for these circumstances to ensure employees have the resources necessary to work remotely.

## **Security**

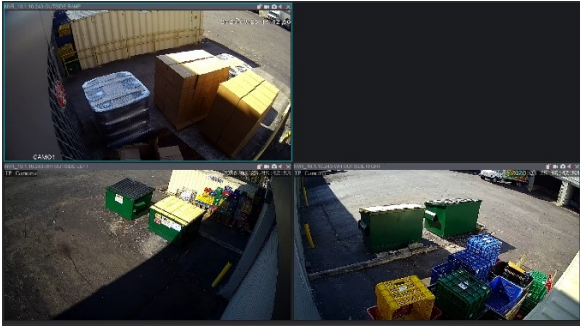
Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

## **Child Care in the Office Restriction**

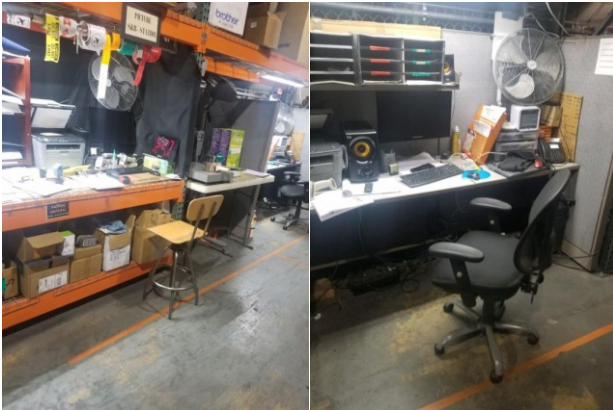
In the interest of maintaining a clean work environment, employees will not be allowed to bring their children to the work place. This will remain in act until the company has removed this emergency action plan and returned to regular work activity.

## **S&R Changes due to Covid-19 [U.S]**

- 1) Access to 3 surveillance cameras has been provided so that S&R have a better reaction time with the people outside.



- 2) Access to the “Orders Server” was requested to have employees work on individual computers, a chair was added to the 2<sup>nd</sup> station.



3) Gate must remain closed at all times with the exception of forklift movement.



4) 3 Outside signs will be placed to guide outside visitors.





- Employees must sanitize the doorbell after receiving a visitor and end of day.



A stainless steel table was added at the entrance for truck drivers and carries for all transactions as well as to leave any package.



5) Original documents are being left at the table then signed, scanned and filed away. Employees must wear gloves and mask when interacting with outside personnel.



6) The HSG cleaning area is being used to clean packages and/or leaving them over night.




7) Common contact points of the forklift must be sanitized before and after use.



1) Face shield is required when employees will interact with outsiders



- 2) A 8OZ of hand sanitizer was distributed to all employees working at the office and wh for them to use.



4/8/20

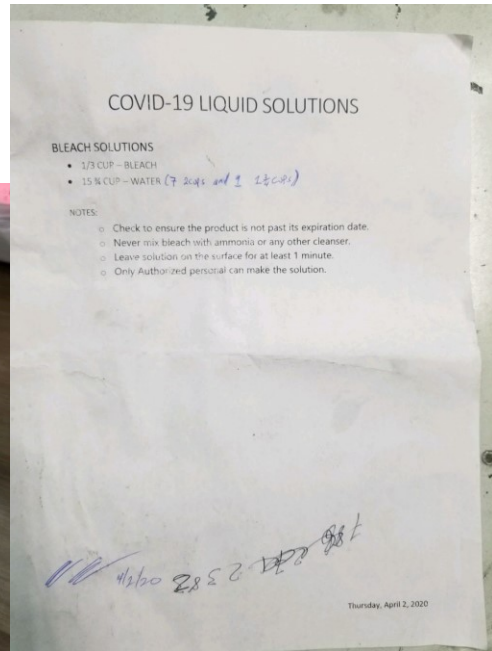
#	Name	Label	Turned in to
1	Alyn Alonzo	✓	4/8/20
2	Henny Martelo	✓	4/8/20
3	Leonei Martínez	✓	✓
4	Nelson Gonzalez	✓	✓
5	Rosa Espinal	✓	✓
6	Eric Hidalgo	✓	✓
7	Lazaro Alvarez	✓	✓
8	Bayardo Castro	✓	✓
9	Emilio Armas	✓	✓
10	Gladys Poveda	✓	✓
11	Jasir Romero	✓	✓
12	Lazaro Delgado	✓	✓
13	Marcos Valdez	✓	✓
14	Jonny Shum	✓	✓
15	Milagros Matias	Absent	NA
16	Maritza Melendez	✓	✓
17	Maria Rivera	✓	✓
18	Mario Corrales	✓	✓
19	Nelson Cañadilla	✓	✓
20	Yamilka Echevarria	✓	✓
21	Samiel Mato	Absent	N/A
22	Juan Mato	Absent	N/A
23	Jordi Marchena	✓	✓
24	Yuri Rizo	✓	✓
25	Derrick Marshall	✓	✓
26	Alexander Capote	✓	✓

8oz Hand Sanitizer  
 11.25 pumps per oz = 22 days  
 Handed on April 15th, should last until May 5th.

1 Bottle of 4oz left  
 5 (8oz bottles)

- 3) After doing the one on one with the employees there was a lot of complaint with the strong smell of bleach. After visiting the CDC the recommended ratio is way lower than what was being used. I purchased a measuring cup and Maria Rivera is the only authorized employee to create this mix. This was implemented on April 2<sup>nd</sup>, 2020.

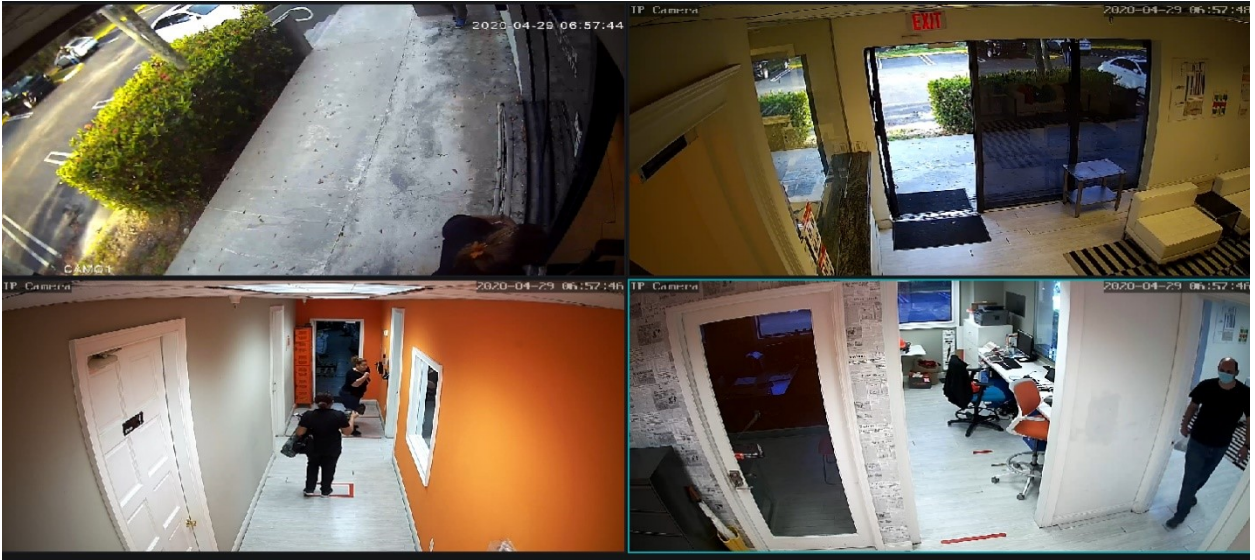




- 4) Based on Eric recommendation we managed to do Bleach wipes; an air tight container was bought for easy manipulation and to ensure the quality. The bleach solution mentioned before was used.



- 5) Door stoppers were bought to facility employee entry and exit. This has reduced the contact of surfaces during these processes.



- 6) A small stainless-steel table was placed in the lobby to minimize possible contaminated packages received at the front.



## Changes in S&R Due to Covid-19 [PANAMA]

1. The camera system has been updated with a motion sensor that indicates the presence of a trucker or his staff and thus improve the response time to them.
2. Delivery staff must remain outside the warehouse at all times.
3. Employees must be fully equipped with protective equipment before interacting with outside personnel; Mask, gloves, boots and helmet with face shield (plastic).
4. It is advised to drive 2 meters away at all times the action is running.
5. Our collaborators disinfect all the utensils or tools that were touched in the process: door, handle, pencil, pens, tablets, tables, forklifts or others

## Changes in S&R Due to Covid-19 [HONDURAS]

1. Truck drivers do not get off, they must leave the cargo in the parking area, and maintain their distance, the person who receives carries his PPE consisting of a surgical mask, safety glasses and gloves, the documentation that is signed takes photos of him and in this way the documentation is in digital form so as not to manipulate documents.
2. Once the product in the parking area is sprayed with an alcohol solution with a manual spray pump like the one in the attached image, it is allowed to ventilate for about 15 minutes and the product is entered.