



In an effort to keep everyone safe during COVID-19, Consumers Energy is following all of the recommended protocols by the [Centers for Disease Control and Prevention](#).

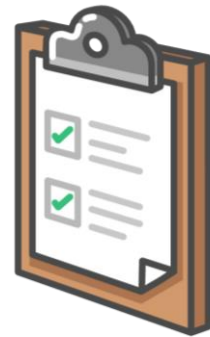
Here are 12 key areas where we have revised or established interim policies, procedures and best practices. We are sharing them to help you ensure a smart start-up as we Power Thru Together.

- Critical supplies for employees** – Ensure an adequate inventory and a process for distribution. This includes face coverings, clothing, gloves, hand sanitizer and cleaning supplies. Check expiration dates as well.
- Communicating to customers** – Use signs and other channels, such as social media, to remind customers about the need to remain at least 6 feet away from your workers and their equipment.
- Work safely** – Establish 6-foot social distancing, health screening guidelines for anyone entering a company facility and enhanced requirements for entering customer homes or working directly with customers. This could include wearing a face mask or installing clear barriers in the workplace.
- Extended absence, illness and family care** – Employees who test positive and must quarantine or are unable to work for 14 days. Also, with onsite school canceled, recognize many employees will have new challenges with child care.

Sample Personal Protective Equipment Plan

	Risk Level 0 All work can be completed while maintaining 6 foot boundary	Risk Level 1 Work does not allow 6 foot boundary to be maintained	Risk Level 2 Work takes place in the presence of a quarantined, symptomatic, or Covid positive individual
FACE 	Strongly recommended in general Required in certain areas <i>Bandanna, cloth face covering, or surgical mask may be worn</i>	Respirator or surgical mask with face shield <i>Balaclava may be worn with face shield in place of surgical mask</i>	N95 Respirator with goggles or face shield
HANDS	No requirement	No requirement <i>Disposable nitrile gloves may be worn</i>	Disposable nitrile gloves Leather gloves
CLOTHING	No requirement	No requirement <i>Tyvek or coveralls may be worn based on the hazards</i>	Coveralls Tyvek boot covers
SANITIZATION 	Work at every level requires hand washing or sanitizing to prevent spreading the virus. Tools, equipment, and work areas should be disinfected often.		

5. **Daily safety discussions** - Maintain or establish daily employee and team meetings to identify potential hazards, manage objectives and, if necessary, Stop The Job.
6. **Develop checklists and flexible work schedules** – Ensure consistent steps so all departments or work locations resume work in a safe and orderly manner. Also, to reduce exposure and prevent an outbreak in your workplace, consider a staggered return and a flexible work schedule.
7. **Receiving materials** – Establish policies for shipping and receiving that reduce extended contact with employees. This includes adjusting delivery schedules, limiting access of drivers at the loading dock, making portable bathroom facilities available and requiring invoices and related paperwork be placed only in plastic document jackets controlled by your employees.
8. **Handling payments** – Encourage electronic payments as much as possible. This includes providing email receipts. Consider a drop box, if appropriate.
9. **Customer interactions** – Follow all state directives regarding face masks and safety measures. Determine if you will require your employees to wear a mask in the store or customer homes, and whether you require customers to wear one as well. At a minimum, clearly mark areas to support social distancing with floor tape, signs and other barriers.
10. **Cleaning and disinfectant schedule** – Develop a standard for sanitizing or deep cleaning buildings, vehicles, restrooms and other equipment. This may include an hourly and daily cleaning schedule with backup plan if there is a confirmed positive COVID-19 case and the employee or customer was known to be in the workplace.
11. **Meetings and common places – Work remotely and do not hold meetings in common places.** Consider additional barriers or protocols needed for group meetings or people congregating in the business center, cafeteria, etc. As always, enforce social distancing.
12. **Emergency Management Team and Business Continuity Plan** – Establish team members and structure to address any emergency and develop a Business Continuity Plan in advance that outlines processes when the workplace is unavailable. This includes making employee contact information available electronically and providing remote work options.



Learn more about our response to COVID-19 at ConsumersEnergy.com/coronavirus.

Supporting Small Business: Consumers Energy is committed to helping your small business prosper, now more than ever. Call us at **800-805-0490** to arrange a customized payment plan for your energy bill and get access to other programs that can help. Learn more at ConsumersEnergy.com/business.

