

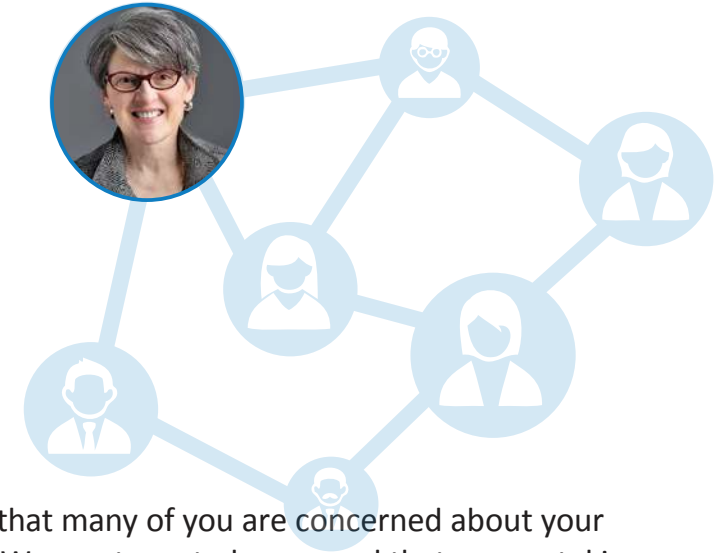
THE
FEDCAP
GROUP

The Power of Possible



Employee Guidebook

WELCOME BACK!



Dear Staff,

As we return to work, we understand that many of you are concerned about your safety as well the safety of our clients. We want you to be assured that we are taking your concerns seriously.

We have instituted tight protocols and we continue to utilize the Command Center for those who need additional support: 646-931-2400 (local) or 844-653-0340 (toll-free). Also please continue to use the Oracle App – we want to hear from you!!

We have developed this guidebook to provide you with answers to the most frequently asked questions and to help you navigate your return to work.

Sincerely,

Christine McMahon

President and CEO, The Fedcap Group

The Principles that Guide our Path Forward

FORWARD. Our path will not be a return to “business as usual.” We have learned during this crisis how to manage more effectively and efficiently, leveraging new models of leadership and service.

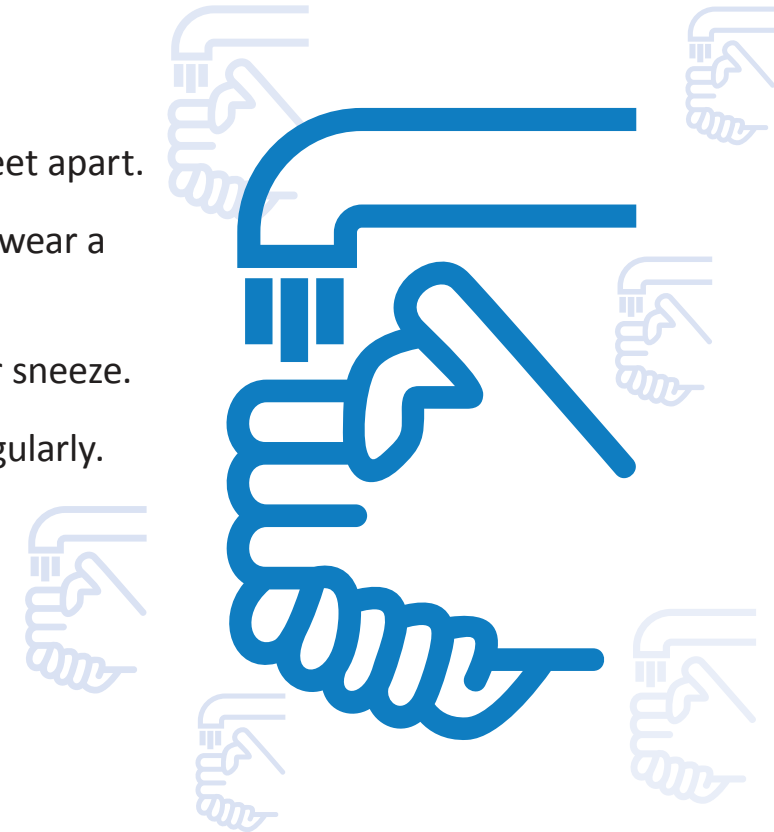
STANDARDS. Our path will be guided by adherence to public health expertise. We seek to assure the safety of our employees and clients through a focus on social distancing, hygiene, and PPE. As each evolves, so shall we.

DATA. Our path will be guided by rigorous internal and external data collection and analysis. Our data collection will be structured into the categories of our planning model: People, Operations/ Facilities, Finance and Technology.

PROCESS. This is a process, not an event. And it will evolve as we have more information.

FIRST REMEMBER...

- **Wash your hands.**
- Maintain social distance – at least 6 feet apart.
- If social distance is not possible, then wear a face covering and gloves.
- Cover your mouth when you cough or sneeze.
- Clean your personal work surfaces regularly.
- Avoid touching your face.
- **Wash your hands!**



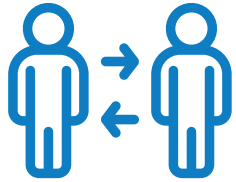
Our Considerations in Developing the Path Forward

- Work hours may be modified to accomplish social distancing.
- Workspace layouts and seating arrangements may be revised for social distancing purposes.
- Meeting rooms, team rooms and other communal areas (waiting rooms, lunch rooms, etc.) will have reduced seating and capacity limits.
- Hallways and stairways may be marked as one-way to reduce foot traffic.
- Business travel will require pre-approval by company executives.
- Every staff member will be provided with 2 cloth masks.

What We Are Doing Right Now

- All employees, clients and visitors will find clear guidance on our protocols to ensure a safe, welcoming, and clean facility.
- Common areas and frequently touched surfaces are being cleaned daily.
- Cleaning supplies will be available, and employees are encouraged to clean and disinfect workspaces throughout the workday.
- Hand sanitizer is provided throughout the facility.
- Reminders are clearly on display to guide our behavior...respecting self and others.





What You Can Do

- Stay home (or go home) if you are sick.
- Maintain social distance in public and in the workplace.
- When you cannot be socially distant, wear a face covering.
- Wash your hands frequently or use hand sanitizer.
- Cover your nose and mouth when sneezing or coughing.
- Avoid touching your face.
- Replace handshakes with head nods and waves.
- Do not share equipment: telephones, desks, offices or other work tools and equipment.
- Talk to your supervisor if you have concerns specific to your circumstances, such as a health condition that places you or someone in your household at high risk.
- Follow company policies and protocols.
- Be kind. It helps more than you know.



Frequently Asked Questions



Frequently Asked Questions



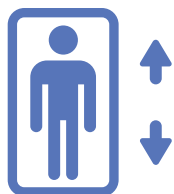
Can I continue to work from home?

Our work is essential and most staff need to report to their place of work to fulfill their duties, unless they receive permission to work remotely. Permission to work remotely may also be assigned to achieve social distance or requested based on a specific need.



What if my commute to work is disrupted?

Many employees will have to change their normal commuting practice. Develop and test a *Plan A* and a *Plan B* for your commute. If you have persistent difficulty with transportation to/from work, please discuss this with your supervisor.



How can I protect myself in an elevator?

Do not overcrowd elevators; wait for the next one. Most elevators can hold a max of four people comfortably with one person in each corner of the elevator. Always wear a face covering. Use your knuckle when pressing elevator buttons and wash your hands when you reach your destination.

Frequently Asked Questions



What measures are being taken to make our workplace safe?

We are committed to a workplace that is safe, welcoming, and clean – for our clients, employees, and visitors. Our policies incorporate federal, state and local health/safety guidelines.

We are committed to continuous improvement as we learn along this “path forward”.



What can I do to keep my workspace sanitary?

We encourage you to disinfect your workstation 1-2 times a day, at the minimum, even if you are the only person who uses your space. If you share a workspace, disinfect in between users.

We also suggest that you avoid fans – they can inadvertently distribute virus particles.

Frequently Asked Questions



How will staggered work schedules impact me?

Social distance matters and it works. In order to achieve this, an employee's schedule may be subject to adjustment. Options may include rotation (workplace/remote), shifts, and staggered hours. Your supervisor will meet with you to discuss a schedule for your program or work.



Do I have to wear a mask at work?

Employees in positions with frequent person-to-person contact will most likely be required to wear masks. We are providing every staff member with 2 cloth masks. If you cannot maintain social distance, you will need to wear a mask.

If you have a concern about wearing masks for health reasons, please contact HR to discuss our reasonable accommodations policy.



What are the best practices for using the bathroom?

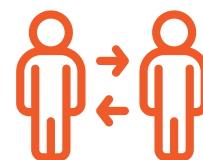
Avoid overcrowding. If the bathroom is full, find another or wait. Use paper towels when touching doorknobs and faucets. **Always** wash your hands for at least 20 seconds.

Frequently Asked Questions



How should I have coffee breaks and lunch?

The biggest risk is being around other people; the safest option for eating in the designated lunch area is to practice the 6ft social distancing. Consider adding on a "socially distant walk" with a colleague - wearing face coverings. Avoid long lines for takeout at restaurants to minimize interaction with people. A better option is to bring lunch from home or order ahead. If using an office microwave or refrigerator, while waiting to use appliances, ensure you are practicing social distancing. Wash your hands before and immediately after using shared appliances.



Will we continue to have in-person meetings?

In order to promote social distancing in the workplace, some meetings will need to be restructured. You may be asked to attend an in-person meeting with limited attendees in a space that is large enough to allow for distancing between participants.

Some meetings will include a virtual option for employees to participate from their personal workspace. The meeting organizer and your manager can provide you with guidance specific to your role.

Frequently Asked Questions



Do I have to answer medical questions when reporting to work?

In accordance with federal and state/local law, employees, clients and visitors may be required to answer questions regarding COVID-19 symptoms before entering our facilities. Individuals, who refuse to answer health screening questions, will be denied entry into the building, considered as absent (unexcused) and may be subject to disciplinary action.

Please reference the HR Policy Manual for details about paid/unpaid leave, unexcused absences, and progressive discipline.

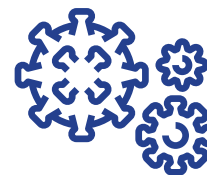


What should I do if I feel sick?

If you feel ill before commuting to work, per our protocols, please stay home and notify your supervisor immediately. If you are at work and begin to feel sick, then notify your supervisor and leave work immediately.

Employees can utilize accrued paid-time-off hours and/or other paid leave. Please contact the Benefits Department for information on paid-time-off.

Frequently Asked Questions



How will positive cases of COVID-19 be handled in the workplace?

Despite all precautionary measures, there is always a risk of workplace exposure to communicable diseases. Should an employee contract COVID-19 and expose others in our workplace, per our protocols, we will immediately inform all employees of the possible exposure. Employees who have been potentially exposed will be sent home and asked to work remotely for 14 days. A thorough cleaning of the workspace used by the infected individual will also be conducted after the area has been closed off for at least 24 hours.



Do I have to pay the health insurance premiums that I missed while I was not working?

You are responsible for paying your portion of health insurance premiums that were missed while on unpaid leave or furlough. Employees have several options for paying these premiums, including a lump-sum payroll deduction or a series of deductions spread over time. You will be contacted by Human Resources to make arrangements for these payments.



COMMAND CENTER

Local: 646-931-2400

Toll Free: 844-653-0340

ALucas@fedcap.org