Planning and preparing for the safe return of employees

May 2020

Disclaimer

- The information contained herein does not constitute legal advice or a legal opinion on any specific facts or circumstances. The contents are intended for general information purposes only, and you are urged to consult a lawyer concerning your own situation and any specific legal questions you may have.

About Unum

More than **10,000 global employees** in U.S., U,K., Ireland and Poland.

2,800 local employees at our Chattanooga headquarters.

World's largest provider of **disability insurance**.

Paid **$7.5 billion** in benefits last year.

Protect **39 million** people and families.

Provide benefits to **182,000** companies and their employees.

How can we return employees?

Why should anyone return?

Home vs. Office

WHY RETURN TO THE OFFICE?

PRODUCTIVITY
- Fewer distractions than at home
- Faster decision-making and better idea generation with others (at a safe distance, of course)

EQUIPMENT AND AMENITIES
- Take advantage of high-speed and reliable internet, multiple monitors, printers, and other in-office tools and resources.
- Access cafeterias, coffee shops, walking workstations, and other amenities

WORKSPACE
- Enjoy the great spaces in which we work
- Enjoy the social interaction and camaraderie the office allows

WHY STAY HOME?

PRODUCTIVITY
- Fewer distractions than at work
- Gain valuable time back in the day without a commute
- Enjoy using technology and other tools to stay connected to your team and peers virtually.

PERSONAL REASONS OR FAMILY OBLIGATIONS
- Underlying health condition
- Age 65 or older
- Close family member is at high risk
- Child or eldercare challenges due to the disruption
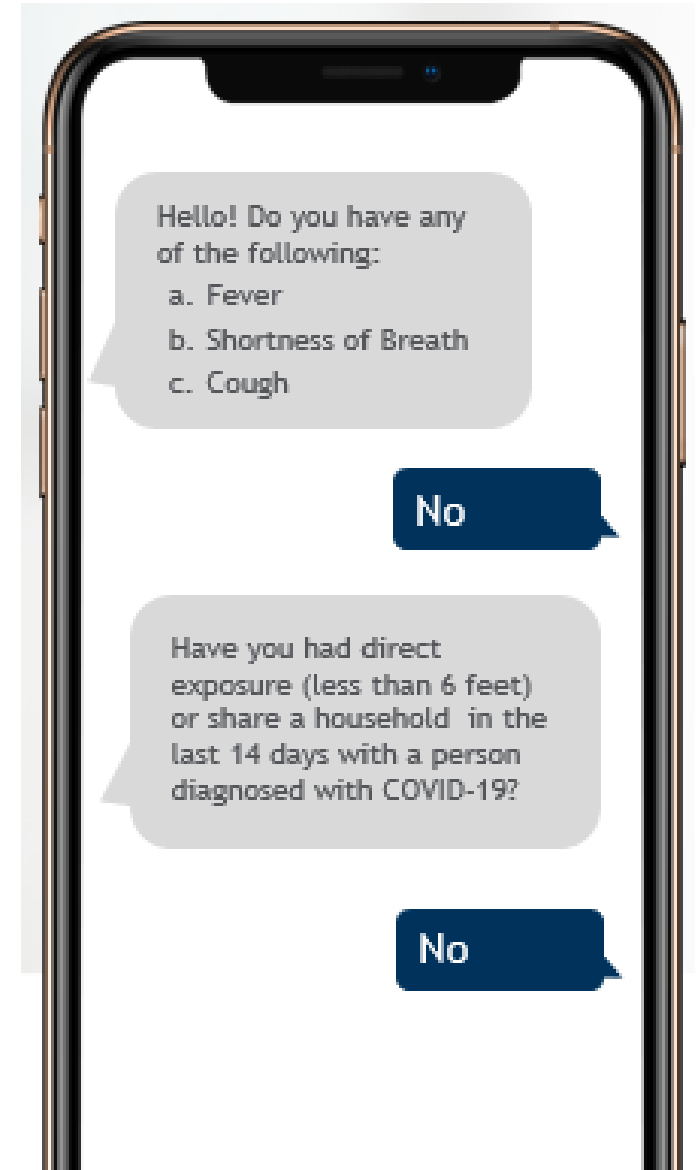- Don't feel comfortable returning yet

Agree Key Principles

- Health and wellbeing of our people is the top priority.

- Support employee choice in what works for them.

- Remain flexible at all stages.

- Maintain continuity of services.

- Keep an inclusive mindset sensitive to unique situations.

- Ask for feedback along the way to continually improve the experience.

*Unum agreed on a **cautious, phased,** and **invitation-based approach** to return employees. Office **capacity will not exceed 50%** over the next several months. It's entirely up to employees whether they return - now and in the months ahead.*

Employee Safety

- **Establish a *Communicable Illness Policy***

- **Assign workstations**

- **Reduce shared equipment** (phones, keyboards, mice, registers, etc.)

- **Provide and encourage use cloth face coverings** (employees and visitors)

- **Establish employee protocols** (self-assessments, daily screenings, temperature checks, etc.)

Prepare the Facilities and Amenities

- Increase cleaning and sanitation
- Update protocols for daily disinfectant cleaning
- Minimize touchpoints
- Consider touch-free hydration stations vs. water fountains
- Change to amenities (cafeteria, fitness centers, coffee bars, etc.)
- Increase fresh air intake
- Add antimicrobial handle protectors
- Install signage and other visual cues

FOR YOUR HEALTH & SAFETY

COVID-19

PLEASE BE SURE TO:

- Check out our online ordering options for your convenience.
- Wear your facemask while in the cafeteria.
- Wash your hands after exchanging payment and before eating.
- Stand 6 feet apart from each other.

Thanks for your cooperation.

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Create a Social Distance Plan

- Limit desk use to every other seat.

- Restrict capacity in conference, huddle or focus rooms.

- Limit seating in common areas.

- Create dedicated circulation plans.

- Install floor decals (entrances, elevators, common areas, etc.)

- Limit capacity on elevators.

Maintain social distance on elevators

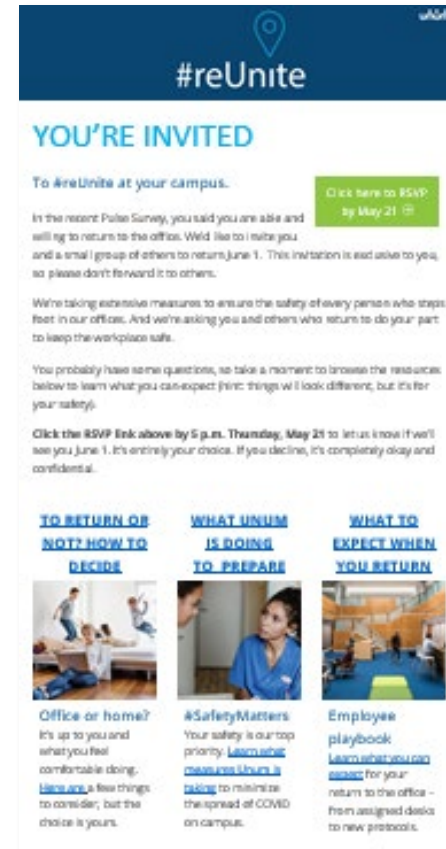When using elevators, employees should:
- Limit use to four people at a time
- Stand in a corner of the elevator
- Wear a face covering

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Thank you for practicing
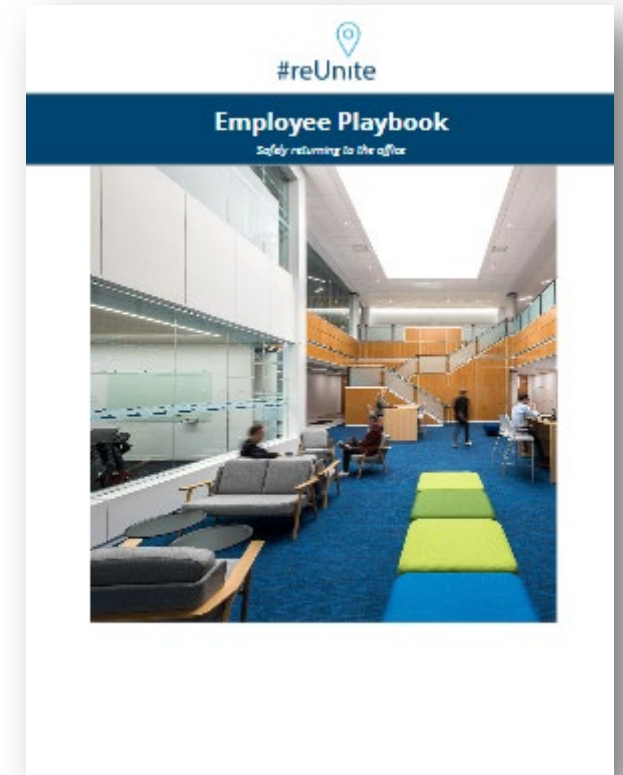**Please keep at least 6ft apart**
social distancing

Communicate and educate

- Communicate **frequently** and **clearly**.

- **Single source of up-to-date information** about company response, employee guidance, and pertinent information.

- Enable **two-way communication** for employees to ask questions, submit feedback, or voice concerns.

- Use **visual cues** to change behaviors (signage, videos, graphics, etc.)

- Sample information to provide:
  - Instructions on how employees should prepare to return to the office
  - Overview of what to expect (changes, expectations, etc.)
  - Resources to aid in the transition
  - Details on flexible policies; options for employees with child or eldercare challenges.
  - Guidance on how to decide whether to return to the office.

- Executives **lead by example**; top down support of key principles.

Scenario Planning

- What happens if/when an employee:
  - Undergoes testing
  - Is presumed positive
  - Tests positive
  - Is exposed to someone who tested positive
  - Has traveled to another city, state or country for work or pleasure
- Actions to consider:
  - Cleaning of facilities
  - Social distance tracing
  - Notify other employees
  - Communicate to those potentially exposed (employees, customers, etc.)
  - Directions for the employee (how long to stay home, when they can return, etc.)

Shared responsibility: Employee Guidance

✓ Wear your **face covering**.

✓ **Wash your hands frequently** and in warm water for at least 20 seconds.

✓ **Avoid touching your face**.

✓ **Avoid shaking hands** with others.

✓ **Stay 6 feet apart**, even if wearing a face covering.

✓ **Clean your desk each morning/evening**. New "clean desk policy" to allow for more thorough cleaning.

✓ Abide by **limited new capacity rules** (conference rooms, elevators, bathrooms, etc.)

✓ **Disinfect shared space or equipment** before/after use.

✓ **Take home portable equipment** each evening.

Have a plan for what happens if an employee does not follow directions, potentially making others feel unsafe or putting others at risk.

What went well

- **Open Hours** before return for employees and their managers to ask questions

- **Overcommunication** is key leading up to return

- **Welcome back kits** (wireless mice and keyboards, hand sanitizer, cloth face coverings, bottled waters, crayons and disposable desk mats, etc.)

- **First day experience** and **greeting**

Questions