

Marana Group®  
COVID-19 Preparedness and Response Guide  
Updated: April 21, 2020

## **About this Guide**

This guide was developed by Marana Group® senior management in response to the growing COVID-19 virus affecting the United States in spring 2020. This guide is based on the most current information regarding prevention, response, and best practices as identified by the Center of Disease Control and Prevention (CDC), the U.S. Department of Health and Human Services (HHS), The U.S. Department of Labor (DOL), the U.S. Occupational Health and Safety Administration (OSHA), the U.S. Department of Homeland Security (DHS), and the Cybersecurity and Infrastructure Security Agency (CISA). This guide is intended to provide an overview of the protective protocols taken by and the reactive actions available to Marana Group employees surrounding COVID-19. It is not intended to serve as an exhaustive discussion of the matter and is subject to change as may be deemed necessary by Marana Group senior management, or one of the agencies having appropriate authority listed above.

## **Protocol and Policy Updates**

Senior management of Marana Group is responsible for updating company protocols and policies, including this guide, to remain in compliance with most current guidelines of the aforementioned government agencies. Updates to protocols and policies may occur through traditional printed, oral, and digital methods before this guide is updated.

## **Classification of Essential Critical Infrastructure**

Marana Group has been classified by the Department of Homeland Security and the Cybersecurity and Infrastructure Security Agency, as Essential Critical Infrastructure (ECI) in its Memorandum of Identification of Essential Critical Infrastructure Workers During COVID-19 Response dated March 19, 2020 and as may be updated. Specifically, Marana Group is considered Essential Critical Infrastructure in the following categories:

- Healthcare / Public Health
  - Workers that manage health plans, billing, and health information, who cannot practically work remotely
  
- Transportation and Logistics
  - Employees supporting or enabling transportation functions, including dispatchers, maintenance and repair technicians, warehouse workers, truck stop and rest area workers, and workers that maintain and inspect infrastructure (including those that require cross-border travel

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- Employees of firms providing services that enable logistics operations, including cooling, storing, packaging, and distributing products for wholesale or retail sale or use)
- Postal and shipping workers, to include private companies
  
- Communications and Information Technology
  - Central office personnel to maintain and operate central office, data centers, and other network facilities
  - Customer service and support staff, including managed and professional services as well as remote provers of support to transition employees to set up and maintain home offices, who interface with customers to manage or support service environments and security issues, including payroll, billing, fraud, and troubleshooting
  - Data center operators, including system administrators, HVAC & electrical engineers, security personnel, IT managers, data transfer solutions engineers, software and hardware engineers, and database administrators
  - Workers supporting the provision of essential global, national, and local infrastructure for computing services (incl. cloud computing services), business infrastructure, web-based services, and critical manufacturing
  
- Financial Services
  - Workers needed to process and maintain systems for processes financial transactions and services (e.g. payment, clearing, and settlement, wholesale funding; insurance services; and capital market activities)
  - Workers who support financial operations, such as those staffing data and security operations centers

### **Overall Exposure Risk**

In general, when performing (ECI) functions, Marana Group personnel are categorized as having “**Lower Exposure Risk**”. This classification is maintained as Marana Group functions do not require contact with people known to be, or suspected of being, infected with COVID-19 nor frequent close contact with (i.e., within 6 feet of) the general public.

## Identification of CEI Workers

All employees of Marana Group have been categorized into four categories for the purposes of this guide.

- Essential Critical Infrastructure Workers – In-Person
  - Driver
  - Production Specialist
  - Designers/Print Specialist
  - Data Specialist
  - Receiving Specialist
  - Human Resources Coordinator
  - Business Development Manager (customer support role)
  
- Essential Critical Infrastructure Workers – Remote
  - Manager – Application Development
  - Programmer/Systems Analyst
  - Business Development Manager (business development role)
  
- Essential Critical Workers – Remote and/or In-Person
  - President
  - Vice President
  - Accounting Manager
  
- Non-Essential Critical Infrastructure Workers
  - Customer Service Personnel
  - Operations Manager

Whenever practicable, every associate is expected to work a flexible schedule to permit the completion of work, but comply with the spirit of any stay at home (shelter in place) order that might be given by civil authorities with authority to issue such an order. All ECI personnel have been provided with a written notice signed by the President of Marana Group indicating their status. In addition, ECI personnel have been provided with a placard to display in their personal vehicle identifying their ECI status (Figure 1). Company vehicles display a placard identifying their ECI status (Figure 2).

Figure 1.

Figure 2.

## Employee Safety Training

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In addition to its expansive training on regular operational safety issues, all Marana Group personnel have received detailed safety training related to the preventing the spread of COVID-19, personal hygiene, and facility hygiene. This training is part of a continuous effort by Marana Group management. Training elements align with guidelines provided by CDC, OSHA, and other relevant groups. Training includes oral and written presentations by management, written documentation provided by CDC, OSHA and other relevant groups, and support media in the form of messaging on the company's digital display boards, bulletin boards, and added safety placards (Figures 3 through 7).

Figure 3.

Figure 4.

Figure 5.

Figure 6.     Figure 7.

### **Hand Washing and Sanitizing Options**

There are seven hand washing stations at the Kalamazoo facility complete with soap and running water. In addition, there are two automated dispensers and one manual dispenser for commercial-grade hand sanitizer located on the first floor. All drivers are provided with small bottles of hand sanitizer to use on route when soap and water washing is not available.

As a matter of policy, all Marana Group personnel are required to wash their hands with soap and water for at least 20 seconds not less than once per hour or as needed. In addition, employees are required to wash their hands with soap and water for at least 20 seconds under the following circumstances:

- Entering the building
- After using the restroom, but before exiting the restroom
- Before handling food or appliances in the employee lounge
- Before returning to work after eating
- After working with others inside the minimum 6' distance
- After removing personal protective gear
- After performing cleaning and sanitizing functions

## **Personal Protective Equipment**

Marana Group personnel have easy access to personal protective equipment for their personal use. This equipment includes washable two-layered facemasks (non-N95 type), disposable vinyl gloves in various sizes, and washable eye protection. All employees have received training on the proper use, removal, disposal, and/or cleaning of provided PPE.

Employees are permitted to use their own mask/covering in accordance with the following policies:

- The mask/covering may not pose a safety hazard to the wearer or other associates.
- The mask/covering is used, removed, and washed in accordance with CDC recommendations.
  - This will include storing the used mask away from other associates.
  - This will include properly washing hands after removing and storing the used mask.
- The mask/covering does not display any words, symbols, or images that might be construed as offensive or inappropriate. As with all dress code matters, the Company's decisions on such issues are final.
- Read and follow all CDC recommendations for using a mask/covering.

## **Facility Cleaning and Sanitizing**

Marana Group personnel clean and sanitize work areas and common areas of the facility through out the workday. This includes work surfaces, equipment, doorknobs, and light switches. High traffic spaces and high-use devices are cleaned not less than three time per day. Vehicles are cleaned at the beginning and end of every route.

In addition to work completed by Marana Group personnel, a trained, third-party vendor cleans the office area, restrooms, and employee lounge three time per week.

## **Facility Access**

Access to the company's facility is always restricted. However, in response to COVID-19, the facility has been closed to visitors. The main door to the facility has been locked electronically and all vendors and employees must enter through one of two secured doors. All who enter the facility are required to wash their hands with soap and water for at least 20 second or use the provided commercial-grade hand sanitizer (Figure 8).

Figure 8.

Vendors are only permitted inside the facility for the purposes of completing necessary repairs to the facility or critical processing equipment. Vendors are asked to wash their hands with soap and water for at least 20 seconds upon entering the facility.

Customers and deliveries are restricted to the exterior of the building. Customer and vendor deliveries may be made to the Loading Port (Doors A, B, and C) on the facility's West side. Deliveries made to the truck dock should be announced by contacting 800-653-3121 and dialing ext. 202, 210, or 219. Delivery drivers should wait outside the facility.

### **Facility Changes to Accommodate Proper Social Distancing**

Workspaces within the facility have been changed to promote and accommodate proper social distancing. When social distancing (i.e. minimum 6' distance) cannot be maintained, all affected employees are required to wear a mask/covering (Figure 9). Employees are required to wash their hands with soap and water for at least 20 seconds after working with others inside the 6' minimum distance.

The employee lounge tables have been reconfigured to allow only one employee per table to maintain social distancing. The number of employees who may sit in the employee lounge is limited to 3 at any one time. Employees are instructed to clean and sanitize the space they used before returning to work (Figure 10). All common-use utensils, paper plates, and non-wrapped flatware have been removed from the employee lounge.

Figure 9.

Figure 10.

### **Operational Changes**

Marana Group has implemented a number of operational changes to account for COVID-19 and to maintain compliance with the spirit of any stay at home (shelter in place) orders. While the nature of these changes cannot be detailed in this guide so as to maintain client and operational confidentiality, it can be summarized that work that is not directly related to serving the needs of customers self-certified as Essential Critical Infrastructure has been suspended until further notice.

### **Travel Policy**

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All sales travel is prohibited. Travel outside of planned route service is prohibited. Travel to identified critical suppliers is permitted with management permission. Travel between the Kalamazoo facility and the South Bend facility is permitted when approved by the Vice President or President of Marana Group.

### **Daily Mail Service Collection**

Daily Mail Service (DMS) collection is provided to customers who have self-certified to be Essential Critical Infrastructure only. Customers with secured facilities are asked to provide Marana Group with a contact name and number to call upon arrival to gain access. All outbound mail, parcels, and collection materials should be staged as close as possible to the point of facility access.

Marana Group personnel will not enter a facility where a para-medical exam that includes physical contact with any thermometer or individual as a requirement for entry.

Marana Group personnel will endeavor to meet customer-specific safety requirements if provided to Marana Group in writing via email at [CustomerService@maranagroup.com](mailto:CustomerService@maranagroup.com) provided those safety requirements do not conflict with those detailed in this guide. Customers are asked to provide their specific safety requirements, if any, to Marana Group at least two business days before implementation to allow for proper review and personnel training. If, while providing service at a customer's site, Marana Group personnel feel a conflict may exist between the customer's safety requirements, and those outlined in this guide, they are to contact Marana Group management for instructions.

### **Policies for Handling Illness at Work and at Home**

Marana Group has established policies for not reporting for work when one feels ill. These policies have been expanded to match the guidelines of the CDC that employees should not report for work when they have a fever. Moreover, employees should not return to work until such time that they are free of fever for at least 24 hours without the aid of fever reducers. Employees are instructed not to report to work if any member of their household has a fever for at least 24 hours following the return to normal temperature without the aid of fever reducers. Employees are required to get medical clearance from a physician before returning to work if they have missed more than three days of work.

Employees who report to work and then develop a fever are instructed to leave the facility immediately. Their workspace is closed for cleaning and sanitizing.

## **Protocols for employees Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19**

Pursuant to CDC guidance, Marana Group will adhere to the following protocols if presented with an employee who may have had exposure to a person with suspected or confirmed COVID-19. A 'potential exposure' means being in a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID-19. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.

Marana Group will measure the employee's temperature and assess symptoms prior to them starting work. Temperature checks will occur before the individual enters the facility.

As long as the employee does not have a temperature or symptoms, they should self-monitor under the supervision of Marana Group's occupational health program.

The employee shall wear a facemask at all times while in the workplace for 14 days after last exposure. Facemasks may be provided by Marana Group as supplies permit, or provided by the employee with the approval of Marana Group.

The employee shall maintain 6-foot distance between themselves and other employees, customers or vendors and practice social distancing as work duties permit in the workplace.

Marana Group will clean and disinfect work spaces as detailed in this guide.

## **Employee Questionnaire /Screening**

Marana Group may utilize a questionnaire or other screening devices for employees and vendors who must enter the facility. This questionnaire/screening may be altered to reflect the most current information about COVID-19 as provided by one of the agencies having appropriate authority listed above.

## **Customer Communication**

Communication with customers is handled through direct telephone or email contact. In addition, the **S**ervice **A**lert **N**otification **S**ervice (SANS Alert) and the e-newsletter, Fulcrum will be used to announce protocol, policy, and operational changes.