



Start Safe™ Playbook

The information contained in UL's Start Safe Playbook represents our current practices and recommendations for global office and laboratory locations during the unprecedented COVID-19 pandemic.

These materials also reference best practices and protocols for our employees who are in the field visiting our clients at their locations.

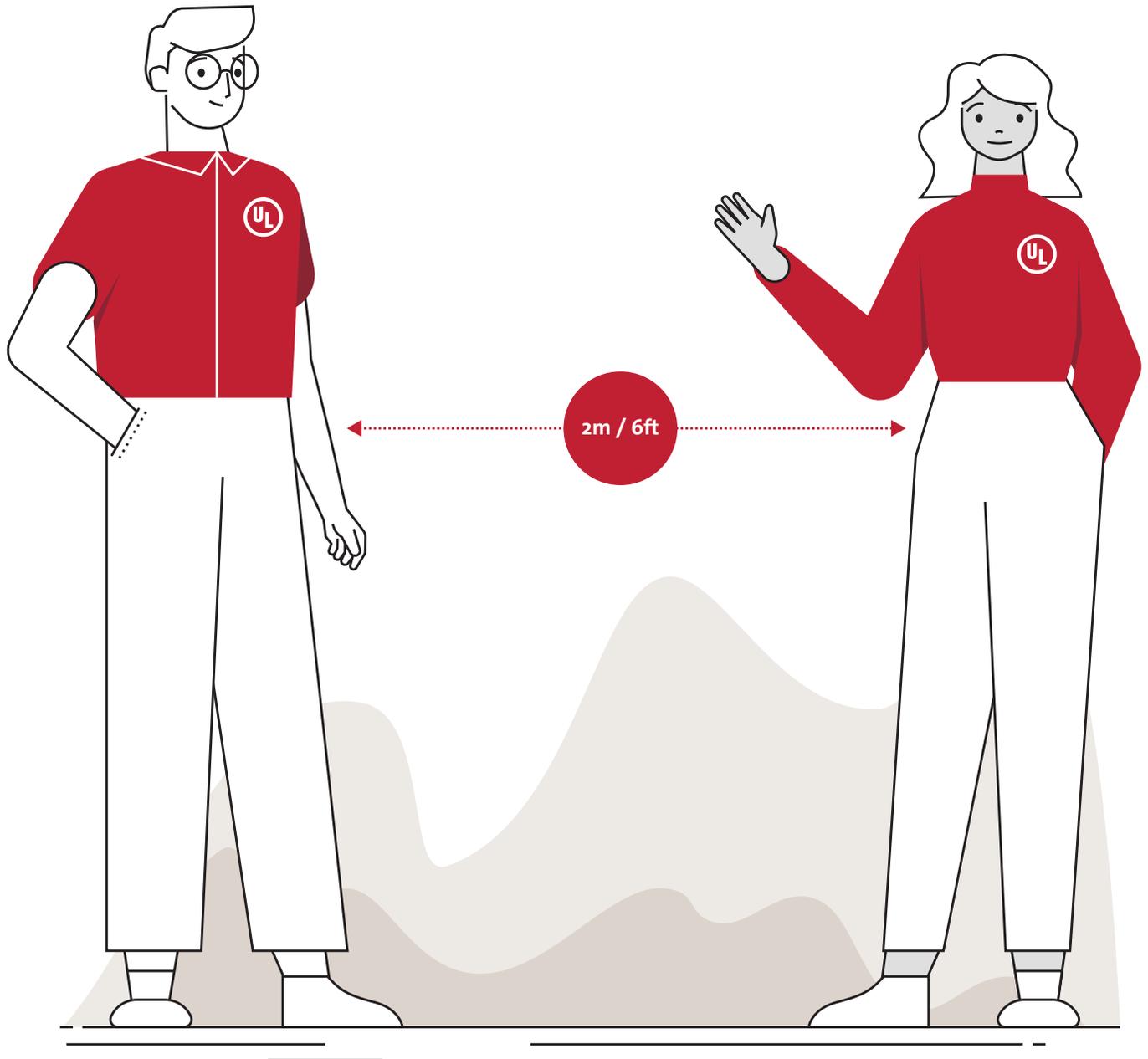
First Edition
Prepared by the UL COVID-19 Response Team



Empowering Trust®

Start Safe™ Playbook

Site reopening process



Safe together

#ULStartSafe

A guide for COVID-19 pandemic preparedness and response

A note to all readers

The information contained in this Start Safe Playbook represents UL's current practices regarding the recommended operation of its facilities. UL is making available a copy of this playbook to ensure that suppliers, customers and other third parties are aware of UL's health and safety practices when onsite at UL facilities or interacting with UL personnel.

This playbook has been developed specifically for UL and is subject to amendments and updates as expert recommendations, regulatory guidance, and industry practices develop. This playbook does not constitute legal advice, and you should not rely on the Start Safe Playbook as best practices for your own places of work.

This playbook is a living document and may be updated to reflect changes in recommendations, guidance and practices as they become available, although UL accepts no obligation to update this playbook or to make any updated version of this playbook available.

CEO message

Colleagues:

UL's Start Safe™ Playbook is your guide for getting back to work in our “new normal.” As a company dedicated to working toward a safer world, UL is committed to ensuring employees receive a consistent framework to safely, thoughtfully and responsibly return to work in office and laboratory settings when the time is right.



Designed with the help of Operations, Legal, Human Resources, Facilities, Security, EHS, and Communications, this resource will increase the knowledge and competence of teams by saving time, preventing mistakes, encouraging independence and autonomy, and ensuring safe workplaces.

It includes a streamlined set of checklists and practical recommendations based on guidelines from the U.S. Centers for Disease Control and Prevention, the World Health Organization and other regional organizations.

While readjusting to work will pose unique challenges, the Start Safe Playbook is a critical tool to have as we adapt to a “new normal,” while continuing to respect our commitment to a safe and healthy workplace.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Scanlon". The signature is written in a cursive, flowing style.

Jennifer Scanlon

President and CEO, UL

Purpose

UL is a global company and operates as One UL. We continue to ensure that the safety and health of our employees remains paramount.



The UL Start Safe Playbook constitutes a series of recommended industry best practices regarding safety, environment, and public health measures designed to support the health and well-being of employees working in a world where COVID-19 is a reality. This playbook is designed to be a living document, recognizing that applicable public health guidance regarding COVID-19 is evolving on an almost daily basis.

The various protocols set out in this document constitute recommendations, based on guidance provided by the World Health Organization (WHO), the U.S. Centers for Disease Control and Prevention (CDC), as well as country-specific public health authorities.

These protocols are:

- Designed to fit the needs of local facilities, having regard for unique office/laboratory restart and return-to-work situations that may arise in various parts of the world. In applying these recommendations, our primary consideration as an organization should always be the safety of our employees.
- Generally applicable across the UL organization. However, UL employees need to adhere to any local, legal or statutory requirements issued for your region, country or municipality first. From there, UL may be more stringent in our response, but not less in our operating practices.

Any changes or exceptions to generally accepted practices must be reviewed and approved by your regional VP and respective Core Team member.

In areas where there is no regional VP, the U.S.-based COVID-19 Response Team will review the matter, and the Core Team will provide approval as needed.

4

CEO message

5

Purpose

7

Introduction

8

Site reopening instructions

10

Workplace changes

13

Employee health and safety

17

Primary protocols

19

Visitors to UL sites

20

Travel and security guidance

22

Field, audit and inspection guidelines

28

Communication, education and training

Contents

34

Appendix A
Reopening checklists

41

Appendix B
Recommended best practices

48

Appendix C
COVID-19 Site toolkit

Introduction

UL is providing best practice guidelines to locations and Site Leads to help protect employees and prioritize their health and well-being.

The following protocols were collectively developed to protect the safety of employees and others on the premises in relation to COVID-19. Your local area may have requirements that supersede these protocols.

The reopening process is sorted by category with specific guidance locations can use to develop a response plan that addresses and considers requirements for their country, region or area. Each category provides protocols on the requirements for pre-arrival screening; Transmission Mitigation Equipment (TME); cleaning, sanitizing and disinfecting; physical distancing practices; response to positive or suspected cases; education; and training.



Communication will be critical, so a detailed communication plan will assist People Leaders, Site Leaders, supervisors, managers and workers to understand the complexity of our current environment and how we are implementing policies and programs to address the “new normal.”

UL has compiled best practice protocols for the site reopening. Content in each section offers guidance to help ensure divisions, management and employees are aware and equipped with practices to maintain a safe workplace for all.

The playbook includes:

- Site reopening instructions
- Workplace changes
- Employee health and safety
- Primary protocols
- Visitors to UL sites
- Travel and security guidance
- Field, audit and inspection guidelines
- Communication, education and training
- Reopening checklists
- Best practice considerations
- Site toolkit

Site reopening instructions

For all locations, Site Leaders are responsible for following reopening guidelines to maintain a safe and healthy environment for all employees in office/lab locations. As local, state and federal government orders are lifted, we will use a **staggered return-to-work** approach that aligns to our business and people needs and ensures sites are prepared to maintain the safety, security and health of all employees, visitors and our communities.

Establishing a Start Safe Site Response Team at each location and a response plan that involves key members from all departments and functions at that site is critical. In building the team, Site Leaders should give consideration to including representatives from facilities, security, EHS, HR and their business/function leads. Response plans developed by Site Leaders must have key instructions and protocols that will be reviewed and updated as the situation evolves.

It's important to note: We will **NOT** allow employees who have been working from home back to our locations until the site leadership team, in collaboration with the COVID-19 Response Team, has completed the UL reopening procedure, which includes staggering individuals/teams returning to the office/lab so that Facilities, HR and EHS can provide the right conditions for a safe return.

Guiding principles

UL employees who are able to continue to Work from Home (WFH) are expected to do so, until your local Site Reopening plan has been approved and implemented. As we begin to plan our return to the offices/labs/field, we must consider these guiding principles as we work collaboratively in evaluating roles to return or to continue WFH arrangements:

1. Ensure **employee health and safety** remain paramount
2. Focus on **employee engagement** and **motivation** to enable an exceptional customer experience
3. Define an **interim workplace design** that responsibly addresses how our work/role types fit within our sites and also maximizes **productivity**.

The Core Team will evaluate and develop a long-term vision for our workplace and an enterprise WFH policy.

People Leader actions – Evaluating work types

For People Leaders, here are some specific questions to evaluate whether roles should return to the office/lab **or** to continue forward in WFH arrangements for the time being:

1. Does this type of work require face-to-face contact -- work cannot be done via Skype or Teams?
2. Is this type of work dependent on reference materials/lab equipment only found in a UL site or field location (i.e., in order to complete this work, does the employee require more than the standard home office technology)?
3. Does this type of work require in-person integration/collaboration with the work of other employees to be completed?
4. Does this type of work require direct, in-person, visual supervision/review/collaboration?
5. If this type of work were done from home, would this cause a significant interruption for internal/external customers?

People Leader actions – Assessing individual impacts

Each People Leader is responsible to speak with their direct reports to prepare them to return to the office. Below are critical questions each People Leader should address with each direct report who has been working from home during the shelter-in-place orders **before** they return to office/lab.

1. Does your employee have **symptoms** or have sick family members at home?
2. Have you **prioritized** activities and defined the **scope of work** that must be done in the office/lab in order to proceed?

3. Have you considered redesigning processes to **accommodate alternating days** or **shifts**?
4. Is there an opportunity for alternating work arrangements with **other teams** on campus?
5. Where does your team **physically work** on site? Office? Cube? Labs? How close to each other?
6. Have you considered coordinating with teams in your immediate work area **to create the proper social distancing** while working on site?
7. If the WFH order has impacted your team's **effectiveness**, how would this be improved?
8. Does your team have any **personal challenges** preventing them from returning to the office? (e.g., School closures or planned travel- customer or personal?)

Please refer employees to local HR if employee is symptomatic, has been exposed to COVID-19 or has personal challenges impacting their ability to return to the office. Local HR will help explore any leave options for those unable to return to the office after determining the role cannot continue to be performed from home.

The staggered return-to-work approach ensures our facilities are prepared and that we have appropriate [Transmission Mitigation Equipment \(TME\)](#) in adequate supply. Below is the sequence of events for a staggered return:

- 1. PLANNING:** Please follow instructions and guidelines from local governments and regional leadership. For instance, in the U.S., Site Leaders should pre-populate the [site reopening checklist questionnaire](#). They must also review these documents with their Regional leadership.
- 2. PROMPT:** The Government order is lifted specifically allowing private businesses to return to normal operations.
- 3. COMMUNICATION:** Site Leader communicates to all employees that current working arrangements will remain as-is until the Site Leader has confirmed the reopening process and approved communications have been distributed indicating who, when and why each employee returns to the workplace.
- 4. REVIEW/APPROVAL PROCESS:** Site Leader(s) update the reopening checklist and questionnaire. These materials are created reviewed and approved by:
 - **CREATE:** Site Leadership: Site leader, Divisional leader, local HR, local EHS, local Facilities
 - **REVIEW/APPROVE (Discussion Required):** Global COVID-19 Response team / Regional GM
 - **ESCALATION:** Core Team

The site **reopening checklist questionnaire** requires responses that include:

- Date and short description of the local government order recommending private companies coming back to work into offices.
- Date are you planning to reopen location.
- Is the location currently performing essential services or is it fully closed?
- Are schools reopened or could employee ability to return onsite be limited due to school closures?
- What is the total employee capacity of the location in normal times?
- What is the number of people who can continue to work from home and be fully productive?
- What is the maximum number of people that can come back to office and maintain social distancing?

For the complete reopening checklist questionnaire [CLICK HERE](#).

Workplace changes

As with most organizations, we are currently in a business continuity mode and will shift to developing / implementing recovery strategies in the near future. Preparing to reopen our facilities in the interim will require the development of unique plans, as each site has its own characteristics and complexities. In all cases, UL will be focused on employee safety and business continuity.

Reopening may require reconfiguration of space or reassigning workstations/private offices and conference rooms to support social distancing measures. Social distancing will likely be decreased very gradually over time, so planning should take this into account.



Workplace

In order to support social distancing measures, consider implementing the following:

- Flexible workplace practices (e.g., employees continuing to work from home where possible/practical).
- Return to work in phases. Incorporate flexible work hours (e.g., multiple shifts by assigned hours, days, function type, etc.)
- Increase physical space between employees returning to the workplace by creating spatial configurations that stagger workstation/private office utilization to effectively maintain social distancing measures. Some ways to achieve this include:
 - Specify seat assignments for employees to ensure social distancing.
 - Where possible, employees should be separated by at least 6 feet / 2 meters and be facing away from each other.
 - Only use alternate desks (checkerboard configuration); tape off or disable the use of alternate desks; or remove desks altogether.
 - Add desks to spaces previously used for group activities (convert training/meeting rooms).
 - Convert café areas into workstations.
 - Increase space between desks.
 - If available, add panels between desks including height adjustable panels for sit/stand desks.
- Cleaning and disinfection of workstations/private offices and conference rooms should occur after each shift and/or use.
- Sharing of workstations, desks, chairs, keyboards, etc. in office space should be avoided.
- Continue to follow [Health and Safety Guidelines](#) for Lab areas.

General practices

- Implement staggered entry/exit procedures for buildings, premises and conference rooms in order to maintain social distancing measures.
- Identify and manage other potential bottlenecks in order to maintain social distancing measures.
- Using non-permanent methods, mark increments of locally acceptable social distance on floors where queues could form.
- Designate and signpost the direction of foot-traffic on main circulation paths: corridors, stairs, entries.
- Meet virtually whenever possible. If face-to-face meetings are necessary, limit the number of people in the room to maintain a minimum of 6 feet / 2-meter social distancing. Conference and meeting rooms should be cleaned between uses.
- Each site may suspend all cafeteria service until further notice **or** work with local food service partner to manage the space/service/sundries/grab-and-go options to create revised ingress/egress routes set up to restrict flow and maintain social distancing.
- To align with any possible shift pattern changes, implement staggered lunch/eating slots to reduce employee numbers flowing into and out of the dining space.
- Create a plan to immediately isolate and sanitize areas where a suspected/ confirmed COVID-19 employee was working.
- Common areas where employees can congregate in larger numbers should remain closed **or** furniture rearranged to promote safe social distancing.
- Manage the use of community coffee makers, toasters and refrigerators, microwaves (Food and Beverage Equipment) to promote social distancing and proper disinfection practices.
- Provide sanitizing wipes or disinfectant alongside Food and Beverage Equipment and require employees to disinfect area following each use.
- Provide boxed tissues in common spaces and/or provide individual packets of tissues.
- Post signs or place markings on the floor to indicate where to stand to ensure social distancing at Food and Beverage Equipment, water fountains, ice machines, etc.
- For restrooms, blocking or taping off every other stall or urinal to provide additional spacing.
- To reduce the number of high touch points, leave doors within buildings/premises propped open wherever possible/practical. For doors that must remain closed for life safety or security reasons, provide tissues, hand sanitizer or wipes near doors.
- Emergency Situations - Work with local EHS representative and/or Landlord to refresh training for UL First Responders in case an emergency evacuation is necessary.

Elevators / Stairwells

Elevators represent a particularly challenging area to establish social distancing. Methods for managing the use of elevators might include the following:

- Place hand sanitizers near all elevators and stairwells.
- Encourage use of stairs whenever possible.
- Social distancing queue/waiting line management for waiting passengers.
- Instructional signage displaying healthy elevator use protocols including passenger limits and safe distances within the cab.
- For large population sites in leased facilities, consider elevator attendants to manage flow and discourage overcrowding of elevator cars.
- Signage inside elevator cars displaying healthy elevator use protocols – this may include non-permanent floor stickers to establish distancing zones and describe where and how to stand.
- Review of elevator cleaning processes, and updates to ensure ongoing cleaning of high touch surfaces like elevator panels / buttons.

Site entry / Reception area

Consider guidelines and recommendations to control building ingress and egress and promote ongoing safety and precautionary measures at those points. These might include:

- Reducing the number of entrances that employees and visitors use while maintaining code compliance.
- Providing hand sanitizer at doorways both inside and outside when possible.
- Use non-permanent floor markings to promote safe distancing for any queues or waiting areas.
- Training reception personnel on safe interactions with guests.
- Reconfiguring visitor registration systems to avoid guests leaning over receptionists. If possible/practical, install clear acrylic screens or sneeze guards between visitors and reception personnel.
- Disinfecting iVisitor tablets/screens after each use.
- Using disposable sticker security tags for visitor badges rather than recycled clips or lanyards.
- Removing reception furniture to reduce public touchpoints.
- Setting expectations for visitors to arrive with their own [Transmission Mitigation Equipment \(TME\)](#). Ensure reception / security / hosts have TME on hand for Visitors who arrive without their own
- Explaining building access rules and other protocols that impact how occupants use and move throughout the building.

Water / Air systems

- Before re-occupancy, flush **all** water fixtures (including kitchen faucets, restroom faucets, water coolers/dispensers, ice machines, laboratory sinks, eyewash stations, etc.) for at least 5 minutes.
- If using common restrooms or other plumbed facilities for multiple tenants, verify with the landlord that all fixtures have been flushed for at least 5 minutes.
- If you have any concerns about water quality, contact your local facilities or EHS representative.
- Before re-occupancy, run the ventilation system with maximum outside air for at least 48 hours prior to occupancy.
- If in multi-tenant leased space, verify with the landlord that the ventilation systems have been running at normal operating conditions for at least 48 hours prior to re-occupancy.
- If you have any concerns about indoor air quality, contact your local facilities or EHS representative.



General cleaning / Disinfecting

- Refer to [CDC Guidelines](#) for cleaning and disinfection and [EPA Approved Cleaning Products](#). Where local or regional governmental authorities have prescribed cleaning guidelines different than those outlined by the CDC, it is recommended that the most stringent practice be followed.
- Frequently sanitize heavy paths of travel and high touch surfaces such as elevator/lift buttons, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc. Disposable gloves should be worn to clean and disinfect.
- HVAC servicing will now become an Out of Hours activity with additional TME/PPE requirements, restricted and precautionary work area, employee level and extensive deep cleaning after activity is completed.

Employee health and safety

UL considers the health and safety of our employees, customers and communities to be paramount. We are monitoring the COVID-19 situation closely and activating plans to return to onsite activities at local and regional levels.

Note: The following practices have been developed as we begin to reopen our sites and bring employees back. It is critical that all employees are familiar with and comply with the information/instructions outlined below.

IMPORTANT CHANGE TO STANDARD OPERATIONS: For everyone's safety, we strongly encourage all employees coming onsite to conduct a self-assessment before leaving home each day.



Self-assessment instructions:

- Check your temperature
- Check for COVID-19 symptoms as described by the World Health Organization (WHO) the U.S. Centers for Disease Control (CDC), or equivalent local health authority in other countries, including:
 - if your temperature is above 100.4°F/38°C or you have any of the following symptoms: fever, cough, shortness of breath or difficulty breathing, chills with fever, muscle ache / pain, sore throat, unexplained loss of taste or smell, diarrhea, headache combined with any of the above symptoms.

IF YOU HAVE ANY OF THE ABOVE SYMPTOMS, DO NOT LEAVE YOUR HOME

- Contact a medical professional.
- Contact HR and your manager within 24 hours.

If you feel symptoms while at work:

- Avoid contact with others.
- Contact HR and your manager within 24 hours and report close contact with others.
- Leave the facility and self-quarantine for at least 14 days plus 72 hours with no symptoms and not using medication to treat symptoms - whichever is longer.
- **Contact a medical professional.**

If you have had direct contact with a person who has tested positive for COVID-19, contact HR and your manager for guidance. Employees exposed to a sick family member with COVID-19 should notify HR and their manager and refer to CDC guidance, or equivalent local health authority in other countries, for how to conduct [a risk assessment](#) of their potential exposure.

GENERAL GUIDELINES

Employee best practices

- Wear non-medical cloth face covering:
 - Whenever social distancing is not possible
 - In all open areas; e.g. lobby/reception areas, meeting/conference rooms, cafeterias
 - When in-route around site; e.g. to washrooms, to meetings, to/from entry/exits
 - While at your workstation as practical
- Practice social distancing. This means spacing yourself at least 6 feet / 2 meters (*also refer to the regulations of the local health authority in other countries*) apart from customers, clients and co-workers.
- If you cannot avoid using other people's desks, offices, or computer equipment, keep washing/sanitizing hands regularly and routinely wipe down equipment.
- Wash your hands often with soap and warm water for at least 20 seconds to avoid spreading the virus to others. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains the recommended 60% of alcohol based on local regulations and/or local health authority guidelines.
- When coughing or sneezing, cover your mouth and nose with your sleeve or a tissue and throw the tissue away immediately. Do not use your hands.
- Immediately after coughing, sneezing or blowing your nose, wash/ sanitize your hands.
- After using the toilet and before eating, wash/sanitize your hands.
- Use hands-free ice and water dispensers when available.
- When filling up your water containers, use your cup, your elbow or a paper towel to activate the machine.
- Laptops, mobile phones, and equipment should be cleaned and disinfected before and after usage using disinfectant wipes.

Traveling and lodging

- Employees required to travel to other locations due to geography or regional needs should discuss trips with their manager (this is contingent upon UL's travel restrictions being lifted and approval from Core Team).
- Minimize travel when possible (refer to UL guidance on travel restrictions), particularly taking cross-cities shuttle bus, train and flight, or lodging out-of-town, etc.
- Recommend taking personal car to the location, when possible, instead of public transportation or customer-provided vehicle.
- When public transportation is needed, choose an option with windows that can open and open window during ride, if possible.
- When long distance travel, public transportation and/or customer-provided vehicles are needed, employee shall wear non-medical face covering or surgical mask during the ride.
- When lodging is needed, employee should choose a well-ventilated hotel, preferably with windows that open and practice social distancing inside the hotel.
- During the stay, avoid visiting gathering places such as the bar, spa, etc. Always practice social distancing and wear a non-medical face covering or surgical mask if this cannot be maintained.
- Avoid the hotel gym unless hotel has procedure in place to maintain safe distance and disinfectant procedures for equipment.
- If employee has any doubts, solicit advice and assistance from your manager or supervisor immediately.

How to clean and disinfect

Cleaning and disinfecting can seem like they are one in the same. The language below clarifies how the two terms are different:

- **Cleaning** refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- **Disinfecting** refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface *after* cleaning, it can further lower the risk of spreading infection.

The best way to protect yourself is to wash your hands and not touch your face. Keep a social distance of 6 feet / 2 meters from others.

Hand hygiene and other preventive measures

- Staff members should [wash hands](#) often, including immediately after removing gloves (if you are choosing to wear them), by scrubbing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Avoiding touching eyes, nose, or mouth with unwashed hands.
- Additional key times to clean hands include:
 - After blowing your nose, coughing, or sneezing
 - Before eating
 - After using the restroom

Gloves

The CDC has made no recommendation that the general public should wear disposable gloves to prevent the spread of COVID-19. Gloves can protect you from getting virus on your hands but you have to remember to not touch your face. Gloves can give a false sense of security so keep that in mind if you choose to wear them outside of disinfection/cleaning. The best line of defense is to keep your hands clean with soap and water and following the hand washing guidelines spelled out on the first page of this document.

How and what to disinfect/clean?

Staff can practice routine cleaning of frequently touched surfaces like bench tops, doorknobs, light switches, handles, packages/boxes and shared equipment like keyboards, monitors, mouse, and test equipment, with a bleach solution (1/3 cup bleach to 1 gallon of water or 4 teaspoons to 1 quart of water). Bleach solutions will be effective for disinfection up to 24 hours.

Spray a paper towel or cloth with the solution and thoroughly wipe down the item needing cleaning. Bench tops, doorknobs, boxes, light switches and handles can be sprayed directly but to protect the equipment it is recommended to spray the towel and then wipe thoroughly. Use your best judgement to get the solution on the surface you want cleaned. If you think wetness getting into the equipment could ruin it, use a sprayed towel to wipe it. You can also use alcohol- or bleach-based wipes when available.

Labels

Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product. Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes (things like Playtex living gloves). Wash the gloves with soap and water and allow the dry following use. **Clean hands** immediately after gloves are removed. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.

Non-medical face coverings

Covering your mouth and nose with a non-medical face covering when around others helps to ensure that you do not spread COVID-19 to others. TME is defined as non-medical face covering, such as surgical type masks and cloth face coverings to reduce your risk of transmitting and spreading viral particles to others when you cannot maintain the recommended 6 feet (two meters) of social distance between yourself and others.

We encourage employees to wear a non-medical face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.

- Non-medical face coverings should not be placed on children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The non-medical face covering is meant to protect other people in case you are infected.
- Do NOT use a face mask meant for a healthcare worker, as these are in short supply and are needed for healthcare workers when treating patients.
- Remember that a non-medical face covering is not a substitute for social distancing.

How to wear a cloth face covering

Cloth face coverings should:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to shape

FAQs – Non-medical face coverings

Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?

Yes. They should be routinely washed depending on the frequency of use.

How does one safely sterilize/clean a cloth face covering?

A washing machine should suffice in properly washing a face covering.

How does one safely remove a used cloth face covering?

Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.

Primary protocols against the transmission and spread of COVID-19

UL's primary protocols against the transmission and spread of COVID-19 are:

1. Social distancing – Keeping at least 6 feet / 2 meters between others;
2. Sanitizing – Regular disinfection of surfaces shared between others; and
3. Hygiene – Washing your hands with soap and warm water for 20 seconds or using an alcohol-based (60% alcohol) hand sanitizer.
4. Transmission Mitigation Equipment (TME) - Transmission Mitigation Equipment includes non-medical face coverings, such as surgical type masks and cloth face coverings, to reduce your risk of transmitting and spreading the virus to others when you cannot maintain the recommended 6 feet (2 meters) of social distance between yourself and others.



In accordance with the CDC, EHS and UL's external medical advisor, it has been recommended when social distancing cannot be maintained or when legally required, UL employees must wear surgical masks or non-medical face coverings as TME.

Social distancing

To decrease the probability of transmitting COVID-19, UL sites are practicing physical or social distancing. Social distancing involves taking steps to limit the number of people you come into close contact with, reducing the risk of transmitting the virus.

Consideration should be given to the following:

- Review workplace layout and methods to follow social distancing
- Utilization of barriers and layout modification where possible
- Implement visual reminders such as signage and floor markings
- Adjust work and break schedules to reduce crowding
- Review hours of work and shift structures to minimize potential overlaps of workers
- Review meeting requirements and replace with virtual methods to limit face to face

Sanitizing and hygiene

These two protocols combine to reduce the spread of COVID-19 in the workplace via three key controls:

- Handwashing with soap and warm water for minimum of 20 seconds
- Cleaning, sanitizing and disinfecting common surfaces
- Using Transmission Mitigation Equipment (TME) which includes gloves, face coverings and eye wear

Refer to [CDC Guidelines for cleaning and disinfecting](#), and [EPA Approved Cleaning Products](#). Where local or regional governmental authorities have prescribed cleaning guidelines different than those outlined by the CDC, it is recommended that the most stringent practice be followed.

As recommended by the CDC, frequently sanitize heavy paths of travel and high touch surfaces such as elevator/lift buttons, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc. Disposable gloves should be worn to clean and disinfect. Provide separate waste receptacles for used TME. If they do not exist already, implement protocols for collecting and disposing of large quantities of potentially contaminated waste (especially if single-use TME becomes common in the workplace).

Transmission Mitigation Equipment (TME)

Here at UL, we have opted to take an approach of using TME instead of Personal Protective Equipment (PPE) in our response to the COVID-19 pandemic. Around the world, first responders have struggled to procure enough PPE for their daily roles in helping to save lives in environments where the risk of contact with COVID-19 is far greater than in our offices, labs or where we go to serve our customers. With that in mind, at UL, we proactively determined we would not compete with medical professionals in our communities for PPE, N95 (U.S. standard) or FFP2 (EU standard) masks; we are only sourcing PPE from where we always have to support our testing mission. In response to COVID-19, we are providing TME, surgical masks or non-medical face coverings, wherever social distancing cannot be maintained or when legally required, in accordance with the CDC, EHS and UL's external medical advisor.

Surgical mask or non-medical face coverings (TME)

UL employees must wear either surgical masks or non-medical face coverings as TME when going to our client sites, moving around our sites or when an employee's role requires continuous contact with others. Based on role, type of work and resources, employees will be assigned surgical masks or cloth face coverings. If assigned to wear surgical masks, each employee will be provided masks based on usage guidance developed by UL's external medical advisory and communicated to business / divisional leadership. Cloth face coverings should be taken home and washed daily. Instructions for how non-medical face coverings will be distributed will be provided shortly; in the meantime, please use [these CDC guidelines](#) for making a suitable face covering as needed.

Assignment of TME

Surgical masks and face coverings will be provided consistent with local practices and using the following criteria:

- **Role:** Employees will be assigned surgical masks or their equivalent when working in roles where the ability to either predict or control social distancing is limited or not possible. Example: Field and Audit and Inspections.
- **Type of Work:** Employees working in roles or functions with continuous interaction with others will also be assigned surgical masks or their equivalent. Example: Individuals supporting shipping and receiving or managing sample cages.
- **Responsible Sourcing:** For all other roles or types of work, UL is taking a responsible sourcing approach to providing materials. We are working to identify a consistently produced quality non-medical face covering to provide to all employees. Employees are encouraged to follow CDC guidelines to buy or make their own face coverings until UL is able to provide them.

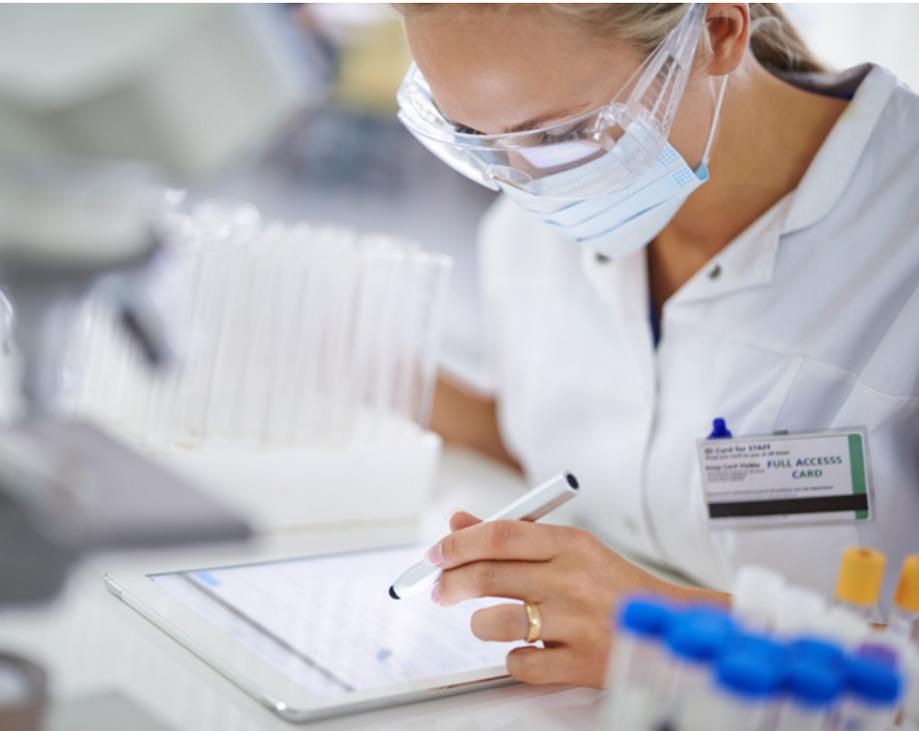
Visitors to UL sites

For the safety and health of our employees and our visitors, additional procedures have been put in place when welcoming visitors onsite. Compliance with these procedures is the responsibility of the employee hosting the visitor(s).

Procedure for permitting visitor(s) onsite

The following additional procedures are to be followed when welcoming visitors onsite. Compliance with this protocol is the responsibility of the employee hosting the visitor(s):

- Obtain support/agreement from manager/supervisor
- Contact Site Leader providing:
 - Manager/supervisor name(s) confirming their support/agreement
 - Details describing the purpose of the need to be onsite;
 - Time/days to be onsite
 - Building location(s)
- Confirmation of the following:
 - This work/visit cannot be accomplished remotely
 - This work/visit cannot be delayed
 - Social distancing will be maintained
 - If sharing of equipment is required, proper cleaning/sanitation will be done
- Site Leader will contact involved function leads - e.g. security, facilities, lab operations, EHS and maintenance to discuss how to support while maintaining everyone's safety and health.
- Site Leader will respond back with decision and instructions to ensure everyone's safety and health.
- All visitors must be entered into iVisitor and complete all information and answer all questions. It is strongly recommend visitors are pre-registered in iVisitors prior to their arrival to the UL site.
- Employee hosting the visitor is responsible for visitor compliance with the following:
 - Visitor(s) are not suffering from symptoms associated with the coronavirus, including temperature at/ above 100.4°F/38°C or any of the following symptoms: fever, cough, shortness of breath or difficulty breathing, chills with fever, muscle ache / pain, sore throat, unexplained loss of taste or smell, diarrhea, headache combined with any of the above symptoms.
 - Confirmation that, for the past 14 days, they have not traveled to or traveled through any Level 3 areas or where travel advisories are in place as defined by the U.S. Centers for Disease Control and Prevention or the World Health Organization.
 - If they have traveled to, from or through any areas presently under a Shelter Order, confirmation their work and need to travel is deemed essential.
 - While onsite at UL, in addition to being escorted at all times, visitor(s) must practice the same social distancing and health and safety protocols required for UL employees, including:
 - › Parking or drop off at nearest visitor entrance to location where work/meeting will be conducted
 - › Entering and leaving building(s) using same route
 - › Having visitor badge visible at all times
 - › Always travel using most direct path to work area
 - › Washing hands frequently
 - › Maintaining social distancing i.e. 6 feet (2 meters)
 - › Where social distancing difficult due to type of work – wear TME: face mask/covering, and avoid touching face
 - › Clean/sanitize/wipe down all equipment after contact
 - › Only be in areas required for their work/meeting
 - › If they begin to feel any symptoms associated with the coronavirus, including fever, cough or difficulty breathing, tell their UL employee host and exit the property and inform their health care professional accordingly.



Travel and security guidance

Travel is restricted to extraordinary / business-approved needs. All travel requires management pre-approval, as per existing UL Travel Policy. To maintain everyone's safety and security, employee badges must be worn and visible at all times. All visitors must be registered in iVisitor and escorted at all times.

The rapid spread of COVID-19 has made travel challenging as many countries have been designated high risk. Below you will find UL's travel policy as well as a clear definition of how UL defines high risk.

High risk areas

UL continues to use the following designations from the [U.S. Centers for Disease Control](#) to define a high-risk area:

- Country – All countries categorized as a [Level 3](#)
- State – Any state or region named in a CDC Travel Advisory

UL travel policy

- Travel is restricted to extraordinary / business-approved needs
- UL has halted all international travel by any means until further notice; exceptions must be approved by a Core Team member and UL's president and CEO
- Any domestic travel to/from a high-risk area requires approval by a Core Team member
- Any other domestic travel requires approval by regional or divisional vice president
- Travel to customer sites requires the customer's pre-approval
- Travelling employees should avoid using mass public transportation such as buses and subways wherever possible
- Employees returning from business or personal travel must observe local requirements for returning travellers (quarantine, etc.)
- Additional travel information can be found on the [Travel Net site](#)

Please note that country/state/province and municipality guidelines may also be in effect and should be followed.

Security guidance

It is critical our business operations adhere to a 'new normal' for the health and safety of our employees who perform their roles physically onsite in our offices or labs. The following practices are required and mandatory in the workplace while we continue operations during the COVID-19 situation. All UL employees and visitors must comply with the instructions outlined below. Anyone who refuses to provide the health information we are requesting in iVisitor, or to fill out the paper form, or who indicates a risk factor is not permitted onsite.



Security policy

- Badges must be worn and must be visible.
 - As employees and visitors may be wearing TME or PPE, their faces could be obstructed. Therefore, it is required that an employee's UL badge is always on display while onsite.
- Visitor management process
 - All visitors must be pre-registered in iVisitor
 - Walk-in visitors are not permitted
 - Visitors must pass the iVisitor health screen questionnaires
 - Visitors must be badged and escorted at all times (using safe social distancing guidelines)
 - Unescorted or unbadged individuals must be challenged
 - Customers must wear masks at all times while in UL facilities
- It is important to be aware of your surroundings while onsite. If you notice any suspicious activity or individual, please report it immediately.
- To help facilitate sanitization and cleaning, employees are required to maintain a clean desk/workspace that can be wiped and decontaminated easily.
- Workspaces must be clear of confidential information and PCs should be locked and stored away when not in use.

Field, audit and inspection guidelines

UL considers the health and safety of our employees, customers and communities to be paramount. We are monitoring the COVID-19 situation closely and activating plans to return to onsite activities at local and regional levels. UL will take cautious and extensive actions to manage risks and provide guidance for the return to performing onsite activities while ensuring the safety of UL's field-based employees and customers.

Note: The following practices are required and mandatory as we return to performing onsite inspections, audits and field-based program work. It is critical that all field-based employees comply with the instructions outlined below.

IMPORTANT CHANGE TO STANDARD OPERATIONS:

For your safety and that of your coworkers, we strongly encourage all employees returning to regular inspection and audit work in manufacturing facilities/customer sites or performing field-based program work to perform a self-assessment before leaving your home each day.

If you have had direct contact with a person who has tested positive for COVID-19, contact HR and your manager for guidance. Employees exposed to a sick family member with COVID-19 should notify HR and their manager and refer to CDC guidance, or equivalent local health authority in other countries, for how to conduct [a risk assessment](#) of their potential exposure.

Self-assessment instructions:

- Check your temperature
- Check for COVID-19 symptoms as described by the World Health Organization (WHO), the U.S. Centers for Disease Control (CDC), or equivalent local health authority in other countries, including:
 - if your temperature is above 100.4°F/38°C or you have any of the following symptoms: fever, cough, shortness of breath or difficulty breathing, chills with fever, muscle ache / pain, sore throat, unexplained loss of taste or smell, diarrhea, headache combined with any of the above symptoms.

IF SO, DO NOT LEAVE YOUR HOME

- Contact a medical professional.
- Contact HR and your manager within 24 hours.

If you feel symptoms while at work and/or after work:

- Avoid contact with others.
- Contact HR and your manager within 24 hours and report close contact with others.
- Leave the facility and self-quarantine for at least 14 days within 24 hours of feeling symptoms.
- **Contact a medical professional.**

GENERAL GUIDELINES FOR STANDARD OPERATIONS

Employee best practices

- Wear mask/non-medical face covering and keep on during the onsite inspection in the customer sites/facilities:
- Recommend wearing mask/non-medical face covering whenever it is practical in the public areas
 - Prefer to use surgical masks (i.e. ASTM Level 1 or Level 2 or its alternatives) as practical if available in the market
 - Practice social distancing, if possible, at customer sites/facilities. This means spacing yourself at least 6 feet / 2 meters (*also refer to the regulations of the local health authority in other countries*) apart from customers, clients and co-workers.
- If you cannot avoid using other people's desks, offices, or computer equipment, keep washing / sanitizing hands regularly.
- Wash your hands often with soap and warm water for at least 20 seconds to avoid spreading the virus to others. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains the recommended 60% of alcohol based on local regulation and/or local health authority guidelines.
- When coughing or sneezing, cover your mouth and nose with your sleeve or a tissue and throw the tissue away immediately. Do not use your hands.



- Immediately after coughing, sneezing or blowing your nose, wash/ sanitize your hands.
- After using the toilet and before eating, wash/ sanitize your hands.
- Employees are encouraged to carry their own food and beverages to customer sites/facilities, and to eat separately or alone to maintain 6 feet of social distance (*also refer to the regulations of the local health authority in other countries*).
- Use hands-free ice and water dispensers when available.
- When filling up your water containers, use your cup, your elbow or a paper towel to activate the machine.
- Laptops, mobile phones, and equipment should be cleaned and disinfected before and after usage, minimum twice daily. Recommend using disinfectant wipes provided from global sourcing.

Traveling and lodging

- Employees required to travel to other locations for regular inspection/audit work due to geography or regional needs should discuss trips with their manager (this is contingent upon UL's travel restrictions being lifted and approval from Core Team).
- Minimize long distance travel when possible (refer to UL guidance on travel restrictions), particularly taking cross-cities shuttle bus, train and flight, and lodging out-of-town, etc.
- Recommend taking personal car to the location for inspection instead of public transportation and customer provided vehicle.
- When public transportation is needed, choose an option with windows that can open, and open it during the ride, if possible.
- When long distance travel, public transportation and/or customer-provided vehicle are needed, employee shall wear mask/non-medical face covering during the ride.
- When lodging is needed, employee should choose a hygienic and well ventilated hotel, preferably with windows that open and practice social distancing inside the hotel.
- During the stay, avoid visiting any night entertainment in pub, bar, spa, etc. Always practice social distancing and wear a mask/non-medical face covering if this cannot be maintained.
- Avoid the hotel gym unless hotel has procedure in place to maintain safe distance and disinfectant procedures for equipment.
- If employee has any doubts, solicit advice and assistance from your manager or supervisor immediately.

Transmission Mitigation Equipment (TME)

For inspections and audits during which social distancing of 6 feet (2 meters) or greater (*also refer to the regulations of the local health authority in other countries*) cannot be maintained, or for areas in which it is required by law, mask/non-medical face coverings, gloves, hand sanitizer or other appropriate TME will be provided when necessary

- Ensure that masks and non-medical face coverings are properly maintained and sanitized. Properly put on and take off the mask/non-medical face coverings as recommended by Health and Safety guidelines.
- If gloves are worn, properly put on and take off as recommended by Health and Safety guidelines.

Customer policies for visitors, contractors, and vendors

In areas not considered high-risk, customers may implement policies to restrict or manage visitors entering their site/facilities. If screening and pre-visit health declaration/questionnaires are required, please take the following actions:

- Self-declare an assessment of your own health pertaining to COVID-19 symptoms as required by UL prior to leaving your home.
- Employees may complete customer questionnaires that cover the following topics:
 - Have you traveled to any of the COVID-19 risk zones or countries within the last 14 days?
 - Have you or anyone you live with been advised to quarantine?
 - Do you have any COVID-19 symptoms (or equivalent questions pertaining to fever, cough, shortness of breath or difficulty breathing, chills with fever, muscle ache / pain, sore throat, unexplained loss of taste or smell, diarrhea, headache combined with any of the above symptoms.)?

If customer requires proof that you do not have COVID-19 or if access is denied, please contact your manager or immediate supervisor.



Working at a customer site / facility

- When possible, try to schedule work in a single day round trip, otherwise, consider pursuing remote inspections for work that requires overnight stays.
- When overnight lodging is needed, obtain manager or immediate supervisor approval in advance.
- Enter the customer site through a dedicated entrance.
- Wear mask/non-medical face covering (and protective eye wear when appropriate) during the entire inspection visit.
- If you visit a facility that requires an electronic portal signature or use of a landline phone, please arrange with the UL contact to meet you in the lobby and perform the sign in operation on your behalf.
- Do not greet your site representative, receptionist or other site/manufacture personnel with a handshake.
- Refrain from accepting or giving business cards.

- Refrain from accepting any customer provided documents, perform visual review only. Ask site to provide via email or photo, if further verification or review is possible and site representative agrees. Examples might include label records, traceability documents or calibration certificates.
- Refrain from touching customer-provided records during an audit / inspection; perform visual review. Ask auditee to provide via email or photo, if further verification or review is required and auditee agrees.
- Practice social distancing at the customer site, spacing yourself at least 6 feet (2 meters) apart (*also refer to the regulations of the local health authority in other countries*) from your factory representative and others you may work with during your visit.
- Do not use other people's desks, offices, cubicles phones or computer equipment.
- Determine your inspection plan/approach to limit your trips to the production floor, warehouse, etc. from your working space in the customer site.
- Avoid unnecessary movement to work cells or other buildings at the customer site.
- Avoid touching commonly used surfaces such as door handles, elevator buttons, water fountains, faucet handles, ice machines, vending machines, toilet handles, etc. Use a glove, paper towel, tissue, your sleeve, your elbow, etc.
- If you do touch a commonly used surface, wash your hands with soap and warm water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains the recommended 60% of alcohol based on local regulation and/or local health authority guidelines.
- When using the restroom in a customer site, refrain from touching commonly used surfaces. After washing your hands, use a paper towel to turn off the faucet and open the door. Do not use restroom hand dryers, use paper towels at all times. Discard paper towels in a hands-free receptacle (if provided).
- Avoid congregating in common areas where social distancing cannot be obtained. Break rooms, office cubicles/open areas, conference rooms and lobbies are some examples at customer sites/facilities.
- Avoid sharing of any tools, equipment or other materials/supplies. Ask the factory representative to take the required measurements while the field-based employee witnesses.
- When selecting samples at a customer site, point to the sample you wish to have selected and ask the factory representative to handle the sample/package.
- If you must select the sample, wear disposable gloves and do not touch your face when wearing them.
- Wash hands with soap and warm water for at least 20 seconds before leaving the facility. If soap and water are not readily available, use hand sanitizer as recommended by EHS and/or local health authority guidelines.
- If disposable gloves were worn at the customer site, discard after every customer site visit. Remove gloves using proper removal procedures. After removing gloves wash hands with soap and warm water. If soap and water are not readily available, use hand sanitizer as recommended by EHS and/or local health authority guidelines.

How to clean and disinfect in the field

Cleaning and disinfecting can seem like they are one in the same. The language below clarifies how the two terms are different:

- **Cleaning** refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- **Disinfecting** refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface *after* cleaning, it can further lower the risk of spreading infection.

The best way to protect yourself is to wash your hands and not touch your face. Keep a social distance of 6 feet from others.

When we say wash your hands, this is what we mean:

Hand hygiene and other preventive measures

- Employees should [wash hands](#) often, including immediately after removing gloves (if you are choosing to wear them), by scrubbing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Avoiding touching eyes, nose, or mouth with unwashed hands.
- Additional key times to clean hands include:
 - After blowing your nose, coughing, or sneezing
 - After using the restroom

Gloves

The CDC has made no recommendation that the general public should wear disposable gloves to prevent the spread of COVID-19. Gloves can protect you from getting virus on your hands but you have to remember to not touch your face. Gloves can give a false sense of security so keep that in mind if you choose to wear them outside of disinfection/cleaning. The best line of defense is to keep your hands clean with soap and water and following the hand washing guidelines spelled out on the first page of this document.

How and what to disinfect / clean?

Employees can practice routine cleaning of frequently touched surfaces like bench tops, doorknobs, light switches, handles, packages/boxes and shared equipment like keyboards, monitors, mouse, and test equipment, with a bleach solution (1/3 cup bleach to 1 gallon of water or 4 teaspoons for to 1 quart of water). For field employees, a spray bottle with this mixture will suffice. Bleach solutions will be effective for disinfection up to 24 hours.

Spray a paper towel or cloth with the solution and thoroughly wipe down the item needing cleaning. Bench tops, doorknobs, boxes, light switches and handles can be sprayed directly but to protect the equipment it is recommended to spray the towel and then wipe thoroughly. Use your best judgement to get the solution on the surface you want cleaned. If you think wetness getting into the equipment could ruin it, use a sprayed towel to wipe it. You can also use alcohol- or bleach-based wipes when available.

Labels

Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

- Wear disposable gloves when cleaning and disinfecting surfaces if available. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes (things like Playtex living gloves).
- Clean hands immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.

Non-medical face coverings

Covering your mouth and nose with a non-medical face covering when around others helps to ensure that you do not spread COVID-19 to others. TME is defined as non-medical face covering, such as surgical type masks and cloth face coverings to reduce your risk of *transmitting and spreading* viral particles to others when you cannot maintain the recommended 6 feet (two meters) of social distance between yourself and others.

We encourage employees to wear a non-medical face covering when they have to go out in public, for example to the grocery store or to pick up other necessities.

- Non-medical face coverings should not be placed on children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance
- The non-medical face cover is meant to protect other people in case you are infected.
- Do NOT use a face mask meant for a healthcare worker.
- Remember that a non-medical face covering is not a substitute for social distancing.

How to wear a cloth face covering

Cloth face coverings should:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to shape

FAQs – Non-medical face coverings

Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?

Yes. They should be routinely washed depending on the frequency of use.

How does one safely sterilize/clean a cloth face covering?

A washing machine should suffice in properly washing a face covering.

How does one safely remove a used cloth face covering?

Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.

Communication, education and training

Develop a communication, education and training plan to ensure employees have an increased awareness of expectations and are reminded of behavioral changes.

Communication

Comprehensive and regular communication with our employees, coupled with the proactive education of People Leaders and Site Leads will help colleagues understand how and why they must adhere to these protocols. Employee support will be essential to ensuring these protocols will be respected and applied by employees as a means of keeping everyone in the workplace safe and healthy.

The environment will differ considerably facility to facility, and across various countries. In formulating an action plan to implement these protocols, local leadership will need to understand their environment, including any legislative, contractual or policy requirements that might need to be factored into the local COVID-19 strategy.



A number of potential considerations apply:

- Where employee health screening is being implemented, consider the need to consult with local HR to resolve any concerns regarding the process being considered, the type of screening to take place, technology being applied, and any personal privacy concerns that might exist.
- Review and understand applicable regulatory requirements with local HR and Legal representatives.
- Conduct a review with HR leadership with respect to employee's rights to refuse unsafe work and applicable work refusal protocols.
- Develop a cadence of regular conversations and communications with employees to inform them of plans and ongoing progress.

Return to office - People leader talking points

UL prefers employees who are able to continue working from home until the workplace is prepared and able to welcome them onsite safely. However, there are some roles that are not conducive to work-from-home arrangements. As we begin to return employees to the office, please consider the below principles when evaluating roles for return to office/lab or continue Work from Home (WFH) arrangements:

1. Employee's job requires face to face contact - work cannot be done via Skype or Teams.
2. Employee's job requires more than home-based technology to complete the work.
3. Employee's job is dependent on reference materials or equipment that can only be found in a UL site or field location.
4. Employee's work cannot be done independently and requires integration with the work of other employees to be completed.
5. Employee's work requires direct physical supervision.
6. Employee's work when done from home, would cause a significant interruption to internal/external customers.

It is the responsibility of the People Leader to speak with each direct report to prepare for employees returning to the office.

With the staggered approach and Return to Office Guidelines in mind below are the critical questions the People Leader should address with each direct report who has been working from home during the Shelter-in-Place orders **before** they return to office/lab. We encourage all People Leaders to approach these conversations with empathy, understanding that this situation has created unprecedented times in employees' personal, as well as professional, lives.



1. Are you symptomatic or have sick family members at home?
2. Are there any reasons you need to immediately return to the office in order to proceed with critical work?
3. What work can continue to be done from home and for how long?
4. Has the work from home order impacted your work effectiveness? How can this be improved?
5. If there is critical work that requires your presence in the office is there opportunity for alternating days in the office and home?
6. Where do you physically work at the site? Office? Cube? Proximity to other people?
7. Can office visits be coordinated with those in your immediate work area to create the proper social distancing while working?
8. Do you have personal challenges that prevent you from returning to the office? Daycare? School closures? Planned travel, customer or personal?

Please refer employees to local HR if the employee is symptomatic, has been exposed to COVID-19 or has personal challenges impacting their ability to return to the office. Local HR will help explore any leave options for those unable to return to the office after determining the role cannot continue to be performed from home.

Internal employee email

Dear Colleagues,

With **LOCATION'S** stay-home order now lifted, I wanted to let you know what that means for all UL employees at **SITE**.

Returning to work

It is important to understand that our location will not reopen for business as usual. Your health and safety is paramount, and in line with UL's mission, we will take a cautious approach in returning employees to **LOCATION**. That is why your current situation will remain in place, with employees who are able to work from home continuing to do so.

After completing UL's reopening process checklist, site leadership will communicate how employees will gradually return. A key part of that plan will be how to adhere to the best practices mandated by the U.S. Centers for Disease Control and Prevention (CDC) and other leading medical experts.

Onsite business operations

UL **SITE** will continue adhering to best practices realized during the site closure, including:

- Social distancing – Site leadership will continue to schedule employees so they can maintain a six-foot distance. When social distancing is not possible, UL will provide employees with one mask every other day to help prevent transmitting the virus.
- TME (transmission mitigation equipment) – You are not required to wear a mask in the office. However, employees should feel free to wear their own mask if they prefer to do so, especially when social distancing cannot be maintained.
- Self-health assessments – All **LOCATION** employees coming onsite have been asked to adhere to performing a self-health assessment prior to departing for work, including a temperature check. More details about this assessment can be found on the [Coronavirus SharePoint site](#).
- PPE – UL will continue to provide employees with the necessary PPE required to perform their jobs.

Hand hygiene (**IF RELEVANT**) – Hand-sanitizing stations can be found throughout the location to help practice hand hygiene. We also encourage employees to regularly wash their hands in warm water for 20 seconds.

*Meetings and Visitor Policy – **FILL IN GUIDANCE ONCE DETERMINED***

Additionally, we will adhere to the following guidance for meetings, onsite visitors and visits to customer sites:

- Face-to-face meetings
- Visitors to UL **SITE**
- UL employees visiting customer sites

Additionally, please remember the current travel policy mandating a Core Team member must approve. All travel restrictions remain in place until further notice. If you have a situation you believe is business critical, please discuss with your manager.

Below are answers to questions you might have.

Should I come back to work now?

No. UL **LOCATION** will gradually bring employees back onsite after we complete the proper processes and procedures. Your manager will reach out to you but in the meantime, continue to follow your current working arrangement.

What if I am working from home?

You should continue to work from home until you receive further information from your manager. If you have concerns about returning to the office, please reach out to **NAME** in HR.

What if a family member is symptomatic?

Employee health remains paramount at UL. If a family member in your household is symptomatic, we encourage you to follow best practices and self-quarantine for 14 days as a precaution. UL has provided an additional 10 days of leave to help accommodate situations such as this but if you have any questions or concerns, reach out to **NAME** in HR.

I am working from home but prefer to be onsite – can I come back now?

You are welcome to reach out to your manager to determine if you are able to immediately come back onsite once we complete the proper processes and procedures.

What measures are being put in place to keep employees safe?

UL employee safety remains paramount. Just as we began asking you to work from home before many governments required “shelter in place” orders, we will take a cautious safe approach to returning to our site, including:

- **INSERT RELEVANT EXAMPLES FROM ABOVE**

If you have any additional questions, please reach out to **FILL IN**.

Your health and safety remain a top priority.

Best regards,

NAME

Customer email (if site was closed and is now partially operational)

Dear CUSTOMER / NAME,

Since the outbreak of COVID-19, UL has closely monitored the situation and activated plans at a local and global level to help assure the safety and well-being of our employees, customers and communities. We continue to evolve our response and take decisive action to stay aligned with recommendations from the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and other regional authorities.

Business continuity is a top priority for our team, and we are focused on continuing to provide the services you need. UL has remained opened for business and committed to serving customer needs during these unusual times. We have experienced limited operational impacts as a result of stay-at-home orders issued by local and national governments.

We will continue to deliver high quality and reliable services around the world, adjusting our operations to care for our employees and maintain our mission-critical work in support of your business.

In accordance with the requirements outlined by GOVERNMENT/MUNICIPALITY, I am pleased to inform you that on DATE, UL's facility in LAB LOCATION will partially resume business operations. At this time, we expect the site to be fully operational on DATE. This date is subject to change and we will communicate any changes to you. As we enter this new phase, we want to provide you with site-specific information:

- INSERT SITE-or BUSINESS-SPECIFIC CONTENT HERE
- Example: Instructions for client observation of testing
- Example: Visitor guidelines
- Example: myUL portal: Up-to-date information on your projects and services
- Example: Follow-up Services: Information on alternative inspection options
- Example: Customer Service: Local customer service representative for urgent needs

If you have any immediate questions, please contact me directly at PHONE NUMBER AND/OR EMAIL ADDRESS.

Stay healthy. Stay safe.

PRIMARY BUSINESS CONTACT

UL / CONTACT INFO

SECONDARY BUSINESS CONTACT

UL / CONTACT INFO

Customer email (if site was partially operational and is now resuming more services)

Dear CUSTOMER / NAME,

Since the outbreak of COVID-19, UL has closely monitored the situation and activated plans at a local and global level to help assure the safety and well-being of our employees, customers and communities. We continue to evolve our response and take decisive action to stay aligned with recommendations from the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and other regional authorities.

Business continuity is a top priority for our team, and we are focused on continuing to provide the services you need. UL has remained opened for business and committed to serving customer needs during these unusual times. We have experienced limited operational impacts as a result of stay-at-home orders issued by local and national governments.

We will continue to deliver high quality and reliable services around the world, adjusting our operations to care for our employees and maintain our mission-critical work in support of your business.

In accordance with the requirements outlined by GOVERNMENT/MUNICIPALITY, I am pleased to inform you that on DATE, UL's facility in LAB LOCATION will resume following services and we want to provide you with site-specific information:

- INSERT SITE- or BUSINESS-SPECIFIC CONTENT HERE
- Example: Instructions for client observation of testing
- Example: Visitor guidelines
- Example: myUL portal: Up-to-date information on your projects and services
- Example: Follow-up Services: Information on alternative inspection options
- Example: Customer Service: Local customer service representative for urgent needs

If you have any immediate questions, please contact me directly at PHONE NUMBER AND/OR EMAIL ADDRESS.

Stay healthy. Stay safe.

PRIMARY BUSINESS CONTACT

UL / CONTACT INFO

SECONDARY BUSINESS CONTACT

UL / CONTACT INFO

Appendix A – Site reopening checklists

Site – Office and laboratory

Consider:	Check:
Establish Start Safe Site Response Team to ensure the appropriate measures are in place for the safety of all UL employees	<ol style="list-style-type: none"> 1. Identify key team members (Representative from Facilities, Security, EHS, Operations, People Managers) 2. Establish routine call schedule & agendas 3. Ensure the Reopening Checklist is completed and submitted for COVID-19 Response Team review
Establishment of routine reports highlighting operations status to maintain social distancing and EHS protocols	<ol style="list-style-type: none"> 1. Employee attendance 2. Work schedules/staggered shifts 3. Office/laboratory layouts - occupied vs. vacant space 4. Entry/Exit routes 5. Designated restroom/breakrooms 6. Cleaning/sanitizing checks 7. Issues and resolutions
Pre-screening protocols	<ol style="list-style-type: none"> 1. Evaluate measures for conducting daily employee screening 2. Appropriate TME and monitoring practices shall be established and followed.
Limiting entry points to buildings for the safety of all workers	<ol style="list-style-type: none"> 1. Limit entry points into building to allow for increased surveillance/screening of employees coming into building while ensuring social distancing 2. Deactivate electronic entry of doors not in used to require use of designated entrances/exits (ensure to not create fire exit risk)
Evaluation of visiting truck drivers / contractors / delivery drivers	<ol style="list-style-type: none"> 1. Communicate with customers and delivery companies the need for the completion of the Health Risk Screening Questionnaire 2. Isolate truck/delivery driver from general population 3. Ensure proper cleaning procedures are followed 4. Post written confirmation of cleaning times

Social distancing and safety

Consider:	Check:
Reduce hand contact where possible	<ol style="list-style-type: none"> 1. Prop inner doors open to minimize employees touching handles. 2. Evaluate installation of automatic doors where employees can tap access cards for entry (touchless). 3. Instruct employees to avoid handshakes and close contact greetings. 4. Where hand contact cannot be avoided, increase access to hand sanitizer/ disinfecting products.
Conference / meeting room safety	<ol style="list-style-type: none"> 1. Limit access to conference and meeting rooms including locking where possible to avoid in-person gatherings. Consider limiting the number of chairs. 2. Strongly urge meetings to be online or teleconference via TEAMS. 3. Post signage identifying the number of people that can occupy the room while maintaining a minimum of 6 ft./2 meters of social distancing. 4. Establish cleaning requirements for after use - wipe down tables/chairs, remotes, screens, switches, etc. 5. Postings to communicate to workers that the area has been cleaned following a meeting. It is recommended that users clean conference/meeting room surfaces prior to their use.
Work station safety	<ol style="list-style-type: none"> 1. Evaluate changes to stagger shift and break times. 2. Evaluate if space between employees can be increased (ideally greater than 2m/6ft). 3. Establish work practice to distance employees or limit employees in same space. 4. Evaluate if barriers can be provided between work stations where 2m/6ft distance cannot be ensured. 5. Use TME as a precautionary measure whenever leaving work station or office. 6. Ensure any additional measures taken do not create a safety hazard.
Social distancing communication and implementation	<ol style="list-style-type: none"> 1. Develop and implement a plan to manage and control social distancing (at least 2m/6ft spacing). 2. Post informational posters on how to maintain social distancing. 3. Controls for social distancing include: <ul style="list-style-type: none"> • Reschedule shifts over 7 days to spread out operations and reduce number of workers on any 1 shift. • Staggered shifts to minimize gatherings at facility entrances and exits. • Staggered break times and establish a cafeteria capacity directive based on square footage or layout. • Markings on floor to assist with distance and spacing of greater than 2m / 6 ft in production areas. • Review facility walkways to ensure social distancing (i.e. one way, walk on opposite sides of aisleways).

Encourage continuation of WFH	<ol style="list-style-type: none"> 1. Identify who is able to continue WFH and encourage them to do so. 2. Identify a schedule for contact and follow-up of status of employees at home.
Reception area safety	<ol style="list-style-type: none"> 1. Where social distancing cannot be maintained, install clear plastic barriers at reception. 2. Place non-permanent markings on the floor to promote social distancing. 3. Require visitors/contractors to use personal pens. 4. Disinfect sign-in tablet prior to each use, provide disinfectant wipes.
Changeroom / washroom area safety	<ol style="list-style-type: none"> 1. Communicate strict adherence to prevent gathering in the changerooms / washrooms for everyone’s safety. 2. Rearrange or mark lockers to maintain social distancing. 3. Utilizing other visual cues (controlling urinals and sinks to every second one) to maintain social distancing. 4. Where social distancing cannot be maintained consider taping off or installing barriers between urinals, sinks. 5. Limit the number of workers in changerooms at one time (implement schedule), consider monitoring. 6. Require workers to change at home where social distance in locker rooms cannot be maintained or is not available. 7. Establish strict disinfecting practices and timelines. 8. Post written confirmation of cleaning times. 9. De-activate hand dryers, replace with disposable paper towels.
Company transportation	<ol style="list-style-type: none"> 1. Where possible, employees should commute to/from work in their own vehicle. 2. Reduce the seating capacity of company vans to help maintain social distancing when passengers are seated. 3. Drivers and passengers are required to wear face coverings. 4. Boarding and exiting procedures shall be established to ensure social distancing is maintained. 5. Vans shall be cleaned after each trip (high touch areas, seats, windows etc.)
Cafeteria / lunchroom area safety	<ol style="list-style-type: none"> 1. Ensure strict adherence to prevent gathering in the lunchroom for all workers safety- ABSOLUTELY NO GATHERING. 2. Rearrange or move tables / chairs to maintain social distancing. 3. Utilize other visual cues (covering or removing chairs). 4. Remind employees to avoid sharing food with co-workers. 5. Remove shared items, i.e. cutlery. 6. Consider offering grab-n-go food options. 7. Place bottle with disinfectant and paper towels on each table and instruct employees to clean their chair and table when they finish eating.
Emergency evacuation	<ol style="list-style-type: none"> 1. Develop or modify existing emergency response plans to address social distancing for: <ol style="list-style-type: none"> a. Emergency evacuation and muster / meeting points b. Tornado shelters

Employee health

Consider:	Check:
Establish reopening procedure	<ol style="list-style-type: none"> 1. Identify who will monitor and conduct health risk screening. 2. Health Assessment Questionnaire to be completed upon initial return following Site closure, travel, vacation or quarantine. 3. Establish monitoring system and record keeping procedure for tracking health evaluations and ensure employee confidentiality. 4. Implement employee daily screening protocol.
<p>Vulnerable Workers*</p> <ul style="list-style-type: none"> ▪ Age 65 or older ▪ Pregnant or nursing mothers ▪ Underlying health conditions: <ul style="list-style-type: none"> • Diabetes • Chronic respiratory disease • Cardiovascular disease • Hypertension • Consult local legislative requirements <p>* Definition of vulnerable workers and applicable accommodation requirements will be subject to local laws</p>	<ol style="list-style-type: none"> 1. Review demographic information for age-related vulnerable workers. 2. Encourage employees to see their HR Manager if they identify as a vulnerable worker. 3. Ensure any medical information is kept strictly confidential. 4. Consider accommodation options for those who identify as vulnerable worker. <ol style="list-style-type: none"> a. Work from home where possible b. Work in isolation at workplace, including little to no contact with others c. Job protected leave where possible or applicable
Mental health support awareness	<ol style="list-style-type: none"> 1. Acknowledge that employees may find changes to daily routine difficult. 2. Remind employees EAP resources are available to help you during this time. 3. ULU is also offering many virtual learning classes, some with specific COVID-19 topics. You can view our full course catalog and calendar by logging into the UL LMS. Need help browsing the calendar and catalog? Check out the UL LMS Help Page
Ensure safety of all UL employees returning to work after travel	<ol style="list-style-type: none"> 1. Employees returning from international and domestic (where applicable) travel must participate in 14 days of self-isolation and monitor for symptoms. 2. If symptoms develop workers must consult with health care professional.

Facility / Custodial services

Consider:	Check:
Hand washing	<ol style="list-style-type: none"> 1. De-activate hand dryers, replace with disposable paper towels. 2. Provide additional portable hand sanitizing stations where needed. 3. Ensure all workers have access to soap and water. Increase availability of hand sanitizer/disinfecting wipes. 4. Post visual reminders of proper hand washing in all areas where workers wash their hands.
Kitchenette area safety	<ol style="list-style-type: none"> 1. Eliminate the use of coffee counters, serving trays, reusable cutlery, glasses, mugs, silverware. 2. Increase cleaning of refrigerators, microwaves, vending machines. 3. Provide wipes for cleaning areas subject to general use. 4. Assess whether the ongoing use of communal kitchen appliances is practical, having regard to the need for additional social distancing and regular cleaning and disinfection.
Transmission Mitigation Equipment (TME) use and selection	<ol style="list-style-type: none"> 1. Establish TME requirements that will be required as a precautionary measure, e.g. non-medical face coverings 2. Ensure employees understand new requirements and how to wear the TME and dispose of TME 3. Post signage reminding employees of requirements. 4. Require workers to follow requirements for wearing TME as precautionary measure. 5. Establish TME inventory requirements at a minimum week by week basis (i.e. masks, gloves, soap, cleaning agents, sanitizer, wipes). 6. Establish purchasing schedule to maintain minimum numbers.
Transmission Mitigation Equipment cleaning	<ol style="list-style-type: none"> 1. Instruct employees to avoid sharing TME 2. Use UL issued TME 3. Users shall be trained in the care and cleaning of TME 4. Users are trained to safely don / remove/ dispose of TME 5. Dispose of used TME in regular receptacles

<p>Verify that building landlord or 3rd party janitorial companies are exercising proper sanitation protocols</p>	<ol style="list-style-type: none"> 1. Review contract and expectations to ensure any additional requests are documented and agreed upon for daily cleaning 2. Ensure capacity for deep clean/sanitation/disinfection requirements or identify alternative company if required 3. Ensure proper TME & proper cleaning chemicals are used by company for cleaning and disinfecting: EPA-approved chemicals
<p>Cleaning and disinfecting protocols</p>	<ol style="list-style-type: none"> 1. Follow UL disinfectant guidelines. 2. Establish strict disinfecting practices and timelines for offices, conference rooms, common areas, bathrooms and production areas (daily - pre and post shift). 3. Provide 75% (minimum 60%) alcohol wipes or hand sanitizer at locations such as - vestibules, reception, cafeteria/break areas and badge readers. 4. Post when the area has been cleaned.
<p>Food services area safety</p>	<ol style="list-style-type: none"> 1. Evaluate temporarily stopping food services such as coffee / food catering trucks or other third party cafeteria services, vending machines, etc. Consider offering grab-and-go options. 2. Assess whether the ongoing use of communal kitchen appliances is practical, having regard to the need for additional social distancing and regular cleaning and disinfection. 3. Provide sanitizing wipes and encourage workers to clean equipment prior to use. 4. Post written confirmation of cleaning times.
<p>Other public areas</p>	<ol style="list-style-type: none"> 1. Establish strict disinfecting practices and timelines (e.g. every 2-4 hours high touch areas) for offices, conference rooms, common areas, bathrooms. 2. Use of all workout/fitness rooms should be discontinued until further notice. 3. Establish daily pre and post shift wipe down/disinfecting and implement documentation to verify completion. 4. Follow UL disinfectant guidelines. 5. Provide 75% (minimum 60%) alcohol wipes or hand sanitizer at locations such as - vestibules, reception, canteen/break areas and badge readers. 6. Post that the areas have been cleaned.
<p>Air circulation management</p>	<ol style="list-style-type: none"> 1. Air Circulation (HVAC maintenance / Filter Replacement schedules-high efficiency filter use) Increased air changes/hour (AC/H) if conditions and equipment allow. 2. Ensure ventilation rates are adequate.
<p>Equipment / material being brought in from outside</p>	<ol style="list-style-type: none"> 1. Equipment (i.e. Laptops) being brought into the facility is disinfected prior to being brought into the area. 2. Mail/packages that are being brought into the facility are handled using proper hand washing.

Communication / messaging

Consider:	Check:
Hygiene and sanitization procedure and posting of additional information	<ol style="list-style-type: none"> 1. Provide proper hand washing instructions in washrooms and at sink basins. 2. Instruct employees to wash hands frequently. 3. Place posters throughout key areas. 4. Post instructions for proper method for coughing or sneezing.
Establish system to communicate regularly with employees	<ol style="list-style-type: none"> 1. Establish schedule for management meetings to standardize communications. 2. Daily team meetings (in small groups or via TEAMS) to mitigate panic, anxiety or concerns. 3. Written Q&A forum to maintain answers to questions from employees. 4. Provide updates on UL initiatives and information released. 5. Provide summary of government updates and essential services. 6. Postings to show areas that have been cleaned, consider posting cleaning schedule of areas with sign-offs.
Increase visual communications - posters and video messages throughout facility to ensure workers know how to keep themselves safe (See Appendix C -COVID-19 Site toolkit)	<ol style="list-style-type: none"> 1. Ensure any posting of information is from a trusted source only and gone through Brand Hub. 2. Review posters for posting around facility. 3. Utilize SharePoint site(s) to increase information messaging. <p>Topics include, but are not limited to:</p> <ol style="list-style-type: none"> 1. Common symptoms of COVID-19. 2. What employees should do if they experience symptoms Social Distancing reminders. 3. Hand Washing reminders. 4. TME reminders and proper wearing/cleaning/donning/doffing instructions.

Appendix B – Best practice recommendations

Safety is paramount

Employee safety is paramount at UL. UL's COVID-19 Response Team has engaged an external medical expert to help ensure we are following best practices and learnings throughout our operations in our COVID-19 response.

The conversations have brought to light a new term that is just beginning to gain traction in the medical community: Transmission Mitigation Equipment, or TME. As a company dedicated to making the world a safer place, it is important that we distinguish between Personal Protective Equipment (PPE) and TME as it relates to COVID-19.

The purpose of TME, such as non-medical face coverings, is to reduce the risk of **transmitting and spreading** the virus when you cannot maintain the recommended six feet (two meters) of social distance between yourself and others.

UL is committed to providing the appropriate TME to employees who must be onsite at a UL lab or office to reduce transmission risks when social distancing of at least six feet (two meters) is not possible. TME is also in limited supply globally, so we must use what we have responsibly.

Additionally, the CDC and some governments are now recommending wearing face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores). UL's EHS team has compiled multiple resources to help you understand the guidance and how to make and use your own face coverings:

- [U.S. Centers for Disease Control and Prevention](#)
- [International SOS](#)
- [Journal of the American Medical Association](#)

In addition to person-to-person transmission, concern has been raised about transmissibility of the virus to employees from various materials. There are very limited reliable studies related to the survivability of the virus on surfaces or in specific environmental conditions. Generally, the belief is:

- Survival of the virus in air suspended droplets is about 3 hours
- Survival of the virus on plastic and steel is about 72 hours
- Survival of the virus on copper is about 4-8 hours
- Survival of the virus on cardboard is about 24 hours

The times above are established within laboratory conditions and will vary depending on factors including temperature, humidity, ventilation and the amount of virus accumulated on the surface.





It is important to note that survivability and infectivity are not the same. Research has yet to show if the virus is still infectious even though it has survived.

Any part that has been in transit for more than 3 days (72 hours) has a very low risk of supporting survivability of the virus. If there is concern about possible surface contamination, employees can use gloves as they see fit.

If an expedited package arrives and there is concern about possible surface contamination, employees can use gloves as they see fit.

The following offers guidance and explanations for best practices for a safe and healthy workplace.

Non-medical face covering use

Wide scale mandatory mask use is not required. Mandatory mask use is required in the following circumstances:

1. Where a legal requirement due to government mandate or public health order is in effect.
2. When a member of the emergency response team must stay in continuous close contact with an employee who has become severely ill and emergency services have been called.
3. When employees must work in close quarters and distancing of 6 feet (2 meters) is not possible, e.g. working inside vehicle cabin to install a 2-person part.
4. When janitorial employees are cleaning or decontaminating affected areas.
5. When travelling in UL arranged transportation on buses or other transport to the work site.

Recommended mask use for COVID-19 purposes is limited to:

- When meetings are absolutely necessary, in boardrooms where there are more than 3 – 4 people and time expected is greater than 30 minutes. Social distancing must still be practiced.

Vinyl or surgical glove use

Wide scale glove use is not required. Mandatory glove use is required in the following circumstances:

- When a member of the emergency response team must stay in continuous close contact with an employee who has become severely ill and EMS has been called.
- When conducting onsite temperature screenings for employees who do not know their temperature (due to lack of thermometer or any other reason).
- When janitorial employees are cleaning or decontaminating affected areas.

Employee daily self-assessments

For your safety and that of your co-workers, we strongly encourage all employees who must be physically present in offices, labs or facilities perform a self-assessment before leaving home and coming into work each day. If you have had direct contact with a person who has tested positive for COVID-19, contact HR and your manager for guidance.

Self-assessment instructions:

- Check your temperature
- Check for COVID-19 symptoms: If your temperature is above 100.4°F/38°C or you have any of the following symptoms: cough, shortness of breath or difficulty breathing, chills with fever, muscle ache / pain, sore throat, unexplained loss of taste or smell, diarrhea, headache combined with any of the above symptoms. – DO NOT COME INTO THE OFFICE, LAB OR FACILITIES
- Contact a medical professional
- Contact HR and your manager

If you feel symptoms while at work:

- Avoid contact with others
- Contact HR and your manager and report close contact with others
- Leave the facility and self-quarantine for at least 14 days
- Contact a medical professional

Cleaning and custodial guidelines

- Ensure proper PPE is used and disposed of in accordance with the manufacturer's instructions and local regulations.
- Disinfect all frequently touched surfaces daily including desks, conference room tables, cafeteria tables, restroom stalls/stall doors, door handles, keyboards/mice and sink fixtures.
- Disinfect after your routine cleaning is complete, including emptying trash, dusting and vacuuming to minimize cross-contamination
- Remove any visible soil from the surface with a detergent-based cleaner before applying a disinfectant.
- Disinfect surfaces from high areas to low areas so that any dirt/dust that may contain microorganisms dislodged from above are removed when you clean the lower surfaces.
- Disinfect surfaces from "clean" areas, such as office spaces, to "dirty" areas, such as bathrooms, to minimize cross-contamination.
- For convenience, consider using a one-step disinfectant cleaner instead of a disinfectant that always requires a cleaning step prior to disinfection. One-step cleaner disinfectants ensure that workers can clean and disinfect in one pass. Do not flush disposable wipes in toilets.
- When disinfecting, ensure surfaces remain visibly wet for the contact time specified on the product label.
- Employees should be encouraged to regularly clean their desks, laptops, computer mouse, phones, PC, phone etc. It's important to keep your stationery and devices clean. According to the experts, the virus COVID -19 can live on those surfaces for hours.
- CDC advises people to use disposable wipes to clean surfaces regularly. Before touching a public surface, clean it with a disposable wipe and, clean your hands after touching surfaces. Use hand sanitizers and wash your hands with soap and water frequently.
- Increase frequency of cleaning when warranted and as precautionary control.
- HVAC servicing will now become an Out of Hours activity with additional TME/PPE requirements, restricted and precautionary work area, employee level and extensive deep clean after activity is completed

Pre-shift / Post-shift workstation cleaning

Additional time should be allotted to employees at the beginning of their shift, line/workstation change and at the end of the shift for cleaning. Employees should be shown how to clean, including using any required TME. High-touch points should be cleaned (palm buttons, touch screens, control panels, tabletops /work surfaces, stools / chairs etc.).

Instruct employees to clean their assigned workstation at the start of their shift (or when initially assigned to that workstation), when transferring to a different workstation and, at the end of their shift/work period at their assigned station.



Disinfecting guidelines

Dedicated equipment must be thoroughly cleaned/disinfected prior and after each use. Equipment used to clean and disinfect contaminated areas should be disposable. Particular attention should be paid to high touch areas. Remove eyewear by tilting the head forward and lifting the head earpieces. Gloves should be removed so they are inside-out and properly disposed of.

- Apply a mist of solution from a spray bottle, thoroughly wetting the area or use disposable wipes.
- Ensure area remains wet for at least 60 seconds (or follow manufacturer's instructions)
- Wipe with a clean, dry rag.
- For light switches, electronics, laptops, monitors etc. do not directly spray with the solution. Apply the solution to a rag and wipe the surface.
- Replace bleach solution every 24 hours.

Disinfecting tools

- Tools and Equipment can also be cleaned. It is preferable that soap and clean water be used when available.
- Dilute 1/3 cup bleach to 1 gallon of water or 4 teaspoons for 1 quart
- Bleach solutions will be effective for disinfection up to 24 hours.

Decontamination and sanitizing

Decontamination and severe cleaning/sanitizing should be performed only when there is a confirmed case, medical grounds or when directed by a regulator and, should only be conducted by a professional cleaning contractor.

Sites or contained locations may wish to close the area and allow for the natural deactivation of the virus (depending on the types of surfaces), in lieu of decontamination.

It is recommended to close off areas used by the ill persons and wait as long as practical before beginning cleaning and

disinfection to minimize potential for exposure to respiratory droplets. Open outside doors and windows to increase air circulation in the area. If possible, wait up to 24 hours before beginning cleaning and disinfection.

- Before commencing work, cleaning contractors must receive an appropriate site/facility orientation and provide proof of insurance, proof of workers compensation coverage (where applicable), proof of TME training, GHS etc.
- Cleaning contractors should clean and disinfect all areas used by the ill persons, focusing especially on frequently touched surfaces such as:
 - Tools
 - Workstations
 - Touch screens, controls and all high-touch points
 - Restrooms including lockers, benches, wash basins etc.
 - Cafeteria
 - Common / public areas
 - Computer screens, keyboards mice, desktops
- Surfaces should be disinfected using an approved agent or the following household bleach solution
 - Dilute 1/3 cup bleach to 1 gallon of water or 4 teaspoons for 1 quart
 - Place the solution in a spray dispenser and label accordingly.
 - Bleach solutions will be effective for disinfection up to 24 hours.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection
- Thoroughly douse surfaces that have heavy deposits of contaminants and allow to stand for 3 minutes
- Wipe the contaminants from the surface with a paper towel. Discard the towel
- Douse the surface again and wipe off the residual contamination with a paper towel
 - Discard the towel and allow surface to dry
- Cleaning employees should wear an appropriate face mask, disposable gloves and gowns for all tasks in the cleaning process, including handling trash
- Gloves and gowns should be compatible with the disinfectant products being used
- Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash
- PPE should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves
- Cleaning employees should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor
- Cleaning employees and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol. However, if hands are visibly dirty, always wash hands with soap and water.
- Cleaning employees and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol. However, if hands are visibly dirty, always wash hands with soap and water.

Social distancing guidance

Social distancing is a simple yet very effective mechanism to prevent potential infection, that relies on simple distance to avoid infection. In order to decrease the transmission of COVID-19, practice physical or social distancing. It is a simple and effective prevention measure that can help prevent the transmission of COVID-19. Your efforts will help protect you and your co-worker and, you may be saving lives.

In practice this means:

- Staying 2m/6ft away from others as a normal practice
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors, or friends
- Avoiding touching surfaces touched by others, to the extent feasible
- Avoiding anyone who appears to be sick, or who is coughing or sneezing

This practice of social distancing includes but is not limited to production lines, cafeterias, common areas, entrance/exit areas of work locations, and offices. These are examples, but the principle of social distancing is universally applicable.

Social distancing in workspaces and common areas

2m / 6ft 2m / 6ft

Immediately report symptoms of illness to supervisor or HR

Safe together #ULStartSafe

Transportation and vehicle guidance

Company transportation

- Where possible, employees should be encouraged to commute to and from work in their own vehicle.
- Divisions using company vans for employees should follow these guidelines:
- Consider reducing the seating capacity of vehicles to help maintain social distancing when passengers are seated:
 - Block-off seats to establish a minimum of 6 feet / 2 meter separation between passengers.
 - Add additional buses or trips to account for reduced capacity.

- Establish boarding and exiting procedures to ensure social distancing is maintained:
 - Direct individuals to board one at a time, starting with rear-most seats first,
 - Direct individuals to exit one at a time, starting with the front-most seats first.
- All passengers and the driver should wear face coverings;
 - Ensure face coverings are available.
- Prohibit passengers from eating or drinking while onboard.
- Clean and disinfect the vehicle (all high-touch surfaces, door handles, seatbelts, seats, windows etc.)
 - Prior to boarding and,
 - After the passengers have exited the vehicle.
- Employees and the driver must not board the bus if they feel ill, are symptomatic or have been confirmed to have COVID-19, have been in contact with a confirmed case in the past 14 days or have travelled outside of the country in the past 14 days.

Onsite visitor

UL has revised its guidance related to visits to UL sites from customers, vendors and suppliers. As such, UL is no longer allowing customers or suppliers from high-risk areas are allowed to visit a UL site; any exception must be approved by a Core Team member.

UL continues to use the following designations from the [U.S. Centers for Disease Control](#) to define a high-risk area:

- Country – All countries categorized as a [Level 3](#)
- State – Any state or region named in a CDC Travel Advisory

As a reminder, visitors should be onsite *only* to conduct a review of work in progress relating to essential business services that cannot be done remotely. Any visitor to a UL site is still required to verify the following information:

- For the past 14 days, they have not traveled to any high-risk areas as defined by the U.S. Centers for Disease Control and Prevention and the World Health Organization
- They have not been in close contact with any person (s) infected with the coronavirus
- Visitors do not have and have not had the following *COVID-19 symptoms in the past 14 days:
 - Fever
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills with Fever
 - Muscle ache / pain
 - Sore throat
 - Unexplained loss of taste or smell
 - Diarrhea
 - Headache combined with any of the above symptoms

*Source: International medical organizations including the CDC

We cannot stress enough how serious we are about this as an organization – any visitors who do not sign the document or indicate they may present a risk to the building will be asked to leave immediately.

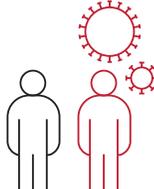
- You can reach out to GlobalSecurity@ul.com with any questions.
- You can find the visitors form here: [Health Travel Declaration Form for Visitors](#)

Appendix C – COVID-19 Site toolkit

All graphics in this section are available to download in the [COVID-19 Site Toolkit folder](#).

Egress/ingress COVID-19

COVID-19

 <p>Have you travelled outside your country within the last 14 days?</p>	 <p>Or been in close contact with a confirmed or probable case of COVID-19?</p>
<div style="background-color: #c00000; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto; font-weight: bold;">OR</div>	
 <p>Do you have a fever, cough, runny nose, sore throat or shortness of breath?</p>	

IF YES,



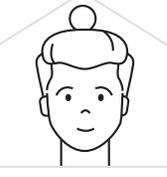
STOP.

Help prevent the spread of COVID-19 and other illnesses.

Safe together
#ULStartSafe

Face coverings reduce your risk

Face coverings reduce your risk

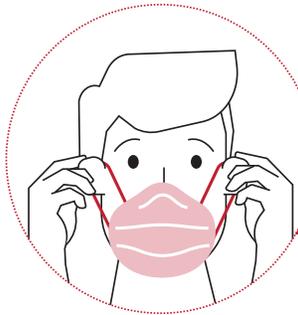
COVID-19 carrier (asymptomatic)		Your risk
COVID-19 Carrier (Asymptomatic) 	+	You both have <u>NO</u> mask   <p>Very high risk</p>
COVID-19 Carrier (Asymptomatic) has <u>NO</u> mask 	+	You <u>have</u> a mask   <p>High risk</p>
COVID-19 Carrier (Asymptomatic) <u>has</u> a mask 	+	You have <u>NO</u> mask   <p>Medium risk</p>
COVID-19 Carrier (Asymptomatic) 	+	You both <u>have</u> masks   <p>Low risk</p>
COVID-19 Carrier (Asymptomatic) 	+	You both <u>have</u> masks <u>AND</u> maintain 6 ft./2 m. of distance   <p>Low risk</p>
COVID-19 Carrier (Asymptomatic) 	+	Both of you are working from home   <p>No risk</p>

Safe together

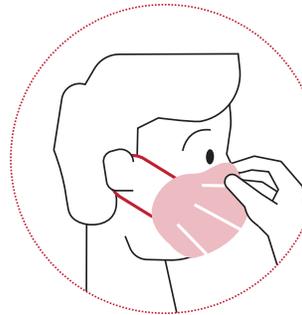
#ULStartSafe

Non-medical face covering

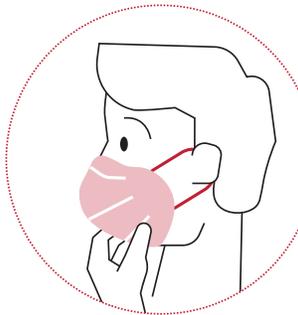
How to wear a face covering*



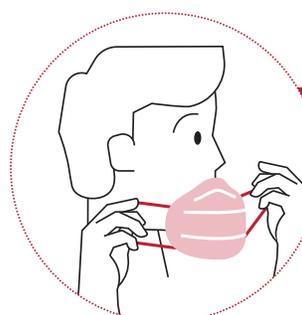
Put on mask
by the ear
loops or ties



Pinch at the
rigid strip



Adjust to fully
cover your nose
and mouth



Remove used
mask by the ear
loops or ties

*Non-medical face coverings reduce the risk of transmitting and spreading viral particles to others.

Safe together

#ULStartSafe

Stay home if you are sick

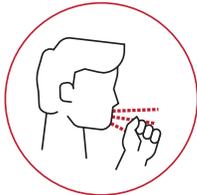
Feeling sick?  Stay home when you feel sick!

If you feel unwell or have the following symptoms,
please leave the building and contact your healthcare provider.
Then follow up with your supervisor.

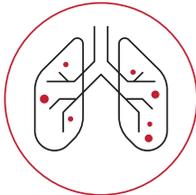
DO NOT ENTER IF YOU HAVE:



Fever



Cough



Shortness
of breath



Runny nose



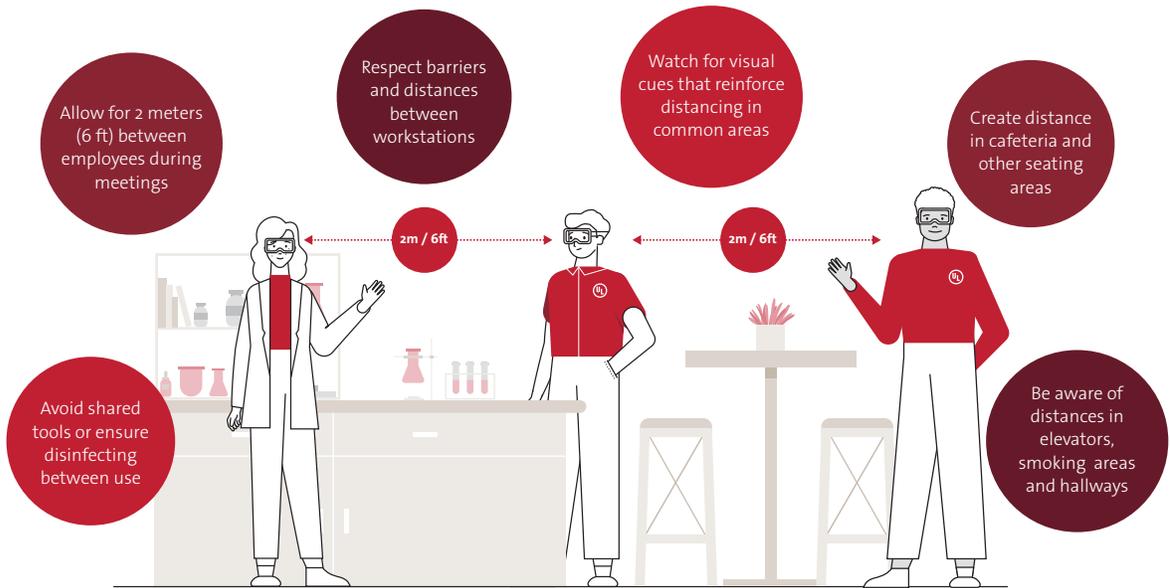
Sore throat

Safe together

#ULStartSafe

Social distancing workspace

Social distancing in workspaces and common areas



Immediately report symptoms of illness to supervisor or HR

Safe together

#ULStartSafe

Egress/ingress social distancing

Thank you for practicing
social distancing



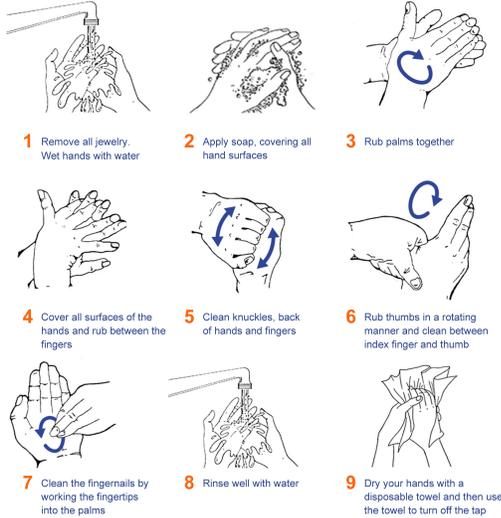
Please keep 6 ft. | 2 m. from the nearest person

Additional signage and messaging available in the [COVID-19 Site toolkit](#):

Handwashing

Clean hands protect against infection.

Scrub your hands with soap for at least **20 seconds**. Using water alone does not remove soil and grease which can trap unseen germs and viruses.
Total duration of the entire procedure is **40-60 seconds** using the following steps:



Source: World Health Organization https://www.who.int/gpsc/clean_hands_protection/en/



Prevention behaviors

Social distancing:

SOCIAL DISTANCING DURING CORONAVIRUS

Social distancing is an action encouraged by public health officials to stop or slow down the spread of a highly contagious disease. This information is being provided to help you understand what you are being asked to do by the Health Officer.

STOP THE SPREAD OF CORONAVIRUS (COVID-19)

If you must be in a public space, maintain 6 feet of distance from others

How Social Distancing Helps our Healthcare Facilities Care for Everyone

What are social distancing measures?
Social distancing measures are taken to restrict when and where people can gather to stop or slow the spread of infectious diseases. Social distancing measures include limiting large groups of people coming together, closing buildings and canceling events. When in public spaces it is important to stay 6 feet away from other people.

Why would social distancing measures be used?
Since the start of the spread of coronavirus, social distancing measures will be used early on to slow the spread of the disease and provide our community with the valuable time needed to be better prepared.

What can I do?
Practicing good hygiene habits such as washing your hands and covering your cough will help to stop or slow the spread of many diseases. The San Mateo County Health website (www.smchealth.org) has 'Wash Your Hands' and 'Cover Your Cough' posters you can download and use.

It is important to follow any social distancing instructions from San Mateo County Health. Please stay informed and plan ahead.

WITHOUT protective measures

WITH protective measures like maintaining social distance when in public

IMPORTANT RESOURCES DURING THE COVID-19 PANDEMIC
For questions or concerns, please dial 2-1-1
For more information about health issues and emergency preparedness, please visit the following websites:
County Health: www.smchealth.org/coronavirus
San Mateo County: www.smcgov.org
U.S. CDC: www.cdc.gov/coronavirus/2019-ncov

Dial 2-1-1 for non-emergency, non-medical calls
smchealth.org/coronavirus

SAN MATEO COUNTY HEALTH

How to do social distancing:

HOW TO DO SOCIAL DISTANCING

NO HANDSHAKES OR HUGS

KEEP YOUR DISTANCE
(about 6 feet)

WORK REMOTELY

AVOID CROWDS

STAY AT HOME

WASH YOUR HANDS

www.elon.edu/coronavirus

Removing gloves:



Putting on PPE:

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

- 1. GOWN**
 - Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
 - Fasten in back of neck and waist
- 2. MASK OR RESPIRATOR**
 - Secure ties or elastic bands at middle of head and neck
 - Fit flexible band to nose bridge
 - Fit snug to face and below chin
 - Fit-check respirator
- 3. GOGGLES OR FACE SHIELD**
 - Place over face and eyes and adjust to fit
- 4. GLOVES**
 - Extend to cover wrist of isolation gown

USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene

Stop the spread of germs:

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Wash your hands often with soap and water for at least 20 seconds.
- Stay home when you are sick, except to get medical care.
- When in public, wear a cloth face covering over your nose and mouth.
- Avoid touching your eyes, nose, and mouth.

cdc.gov/coronavirus

Stop the spread of germs:

- Wash your hands with soap and water for at least 20 seconds OR Use an alcohol-based hand sanitizer before entering
- Space yourself at least 6 feet apart from co-workers
- Do not touch surfaces and products unless necessary
- Wash your hands with soap and water for at least 20 seconds OR Use an alcohol-based hand sanitizer before entering
- Space yourself at least 6 feet apart from co-workers
- Do not touch surfaces and products unless necessary



[UL.com](https://www.ul.com)

UL and the UL logo are trademarks of UL LLC © 2020.