



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.

Second Edition
Prepared by the Future of Work Task Force



Empowering Trust[®]

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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 on-site 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, policy and practices as they become available, although UL accepts no obligation to update this playbook or to make any updated versions 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 (CDC), the World Health Organization (WHO) 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 fluid and cursive, written in a professional 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 regional and 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 Future of Work Task Force will review the matter, and the Core Team will provide approval as needed.

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; movement about UL facilities; 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 protocols for:

- 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
- TME policy
- 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 government orders are revised or 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 into our locations until the site leadership team, in collaboration with the Future of Work Task Force, 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 and the Future of Work Task Force continue to evaluate and develop a short, medium and 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? Can work not be done via Skype or Teams?
2. Is this type of work dependent on reference materials/lab equipment only found at a UL site or field location (i.e., in order to complete this work, does the employee require more than standard home office technology)?
3. Does this type of work require in-person integration/collaboration with 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 for speaking 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 the office/lab.

1. Does your employee have **symptoms** or 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** at your site?
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 proper social distancing** while working on-site?
7. If the WFH order has impacted your team's **effectiveness**, how will this be improved?
8. Does your team have any **personal challenges** preventing them from returning to the office (e.g., school closures, remote learning 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 **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. Site Leaders should pre-populate the [site reopening checklist questionnaire](#). They must also review these documents with their regional leadership, if applicable.
- 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 returns to the workplace, as well as when and why.
- 4. Review/approval process:** Site Leader(s) update the reopening checklist and questionnaire. Review/approval process: Site Leaders update the reopening checklist and questionnaire. The process is as follows:
 - **Create:** Site Leadership: Site leader, Divisional leader, local HR, local EHS, local Facilities
 - **Review/approve (Discussion Required):** Global Future of Work Task Force / 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 into offices.
- Date you are planning to reopen location.
- Whether the location is currently performing essential services or is fully closed.
- Whether schools have reopened or the employee's ability to return on-site is limited due to school closures.
- The total employee capacity of the location during normal times.
- The number of people who can continue to work from home and be fully productive.
- The maximum number of people that can come back to the office and maintain social distancing.

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

Workplace changes

As with most organizations, we are currently in 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 focus on employee safety and business continuity.

Reopening may require reconfiguration of spaces or reassigning workstations/private offices and conference rooms to support social distancing measures. Social distancing will likely be the foreseeable future and will be decreased very gradually over time, so planning should take this into account. Pedestrian traffic and walkways throughout UL facilities must also be considered.



Workplace

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

- Implement 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. Some ways to achieve this include:
 - Specifying seat assignments for employees to ensure social distancing.
 - Separating employees by at least 6 feet (2 meters) and facing them away from each other, where possible.
 - Only alternating desks (checkerboard configuration); tape off or disable the use of alternating desks; or remove desks altogether.
 - Adding desks to spaces previously used for group activities (convert training/meeting rooms).
 - Converting café areas into workstations.
 - Increasing spaces between desks.
 - Adding panels between desks including height adjustable panels for sit/stand desks, if available.
- Making face masks required when moving about inside the facility.
- Cleaning and disinfecting of workstations/private offices and conference rooms after each shift and/or use.
- Avoiding the sharing of workstations, desks, chairs, keyboards, etc. in office spaces.
- 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 nonpermanent methods, mark increments of locally acceptable social distance on floors or walls where queues could form.
- Designate and signpost the direction of foot traffic on main circulation paths: corridors, stairs and 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 and sanitized between uses.
- Each site may suspend all cafeteria service until further notice **or** work with local food service partner to manage the space/service/sundried/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** have furniture rearranged to promote safe social distancing before and after each use.
- Manage the use of community coffee makers, toasters, refrigerators and microwaves (food and beverage equipment) to promote social distancing and proper disinfection practices before and after each use.
- 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 tissue packs.
- 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, strategically block or tape off sinks, stalls and urinals to provide additional spacing. Unused fixtures will need to be operated periodically to avoid dry traps and stagnant water in the bowl.
- 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 entryways.
- Emergency situations – work with local EHS representative and/or Landlord to refresh training for UL First Responders in case 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 sanitizer near all elevators and stairwells.
- Encourage use of stairs whenever possible.
- Create/enforce social distancing queue/waiting line management for waiting passengers.
- Put/position/place instructional signage displaying healthy elevator use protocols including passenger limits and safe distances within the cab.
- For large population sites in leased facilities, consider placing/hiring/using elevator attendants to manage flow and discourage overcrowding of elevator cars.
- Place/put/utilize signage inside elevator cars displaying healthy elevator use protocols – this may include nonpermanent floor stickers to establish distancing zones and describe where and how to stand.
- Review 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:

- Identifying dedicated entrances that employees and visitors can use while maintaining code compliance.
- Providing hand sanitizer at doorways both inside and outside when possible.
- Using nonpermanent 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 touch points.
- Setting expectations for visitors to arrive with their own TME. Ensure receptionists/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 five 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 five 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 a 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.
- Ensure proper outside air and air changes are occurring for occupied spaces.
- Increase the exchange rate of the heating, ventilation and air conditioning (HVAC) system and/or open windows, if possible.
- Use HEPA filtration where possible.
- If the building has remained vacant for an extended period of time, test the water for Legionella.
- 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 from 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 areas, 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 on-site activities at local and regional levels.

Note: 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 require all employees coming on-site 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 WHO, CDC or equivalent local health authority in other countries, including:
 - If your temperature is above 100.4°F/38°C
 - If you have any of the symptoms described by the [CDC](#)

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

- Contact a medical professional.
- Contact HR and your manager immediately.

If you feel symptoms while at work:

- Avoid contact with others.
- Contact HR and your manager immediately 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 authorities in other countries, for how to conduct [a risk assessment](#) of their potential exposure.

GENERAL GUIDELINES

Employee best practices

- Wear nonmedical cloth or disposable face coverings according to the TME Policy.
- Practice social distancing. This means spacing yourself at least 6 feet/2 meters apart from customers, clients and coworkers.
- 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 at least 60% alcohol.
- 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

- Research the status of COVID-19 in your destination regarding the number of cases, whether they are increasing, etc. and if there are any travel restrictions, such as quarantine upon arrival.
- Employees required to travel to other locations due to geographical or regional needs should discuss trips with their manager (this is contingent upon UL's travel restrictions being lifted and approval from Core Team).
- The ideal mode of travel is the shortest duration of exposure, greatest air refresh rate, lowest number of people and mandatory mask wearing. It could be that air travel is best, but defining the risk will help.
- Minimize travel when possible (refer to UL guidance on travel restrictions), particularly taking cross-city shuttle buses, trains and flights or lodging out of town.
- If you are considering rail travel: How often is the air refreshed? Are masks mandatory? Are trains operating at a reduced capacity?
- Take personal car to the location, when possible, instead of public transportation or a customer-provided vehicle.
- When public transportation is needed, choose an option with windows that can open; open window during ride, if possible.
- When traveling a long distance and public transportation and/or customer-provided vehicles are needed, employee shall wear nonmedical cloth or disposable face covering during the ride.
- When lodging is needed, employee should choose a large hotel chain that has implemented strict COVID-19 practices.
- During the stay, avoid visiting gathering places such as the bar, spa, etc. Always practice social distancing and wear a nonmedical cloth or a disposable 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.

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 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 and wear TME.

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 the virus on your hands, but you have to remember not to touch your face. Gloves can give a false sense of security, so keep that in mind if you choose to wear them outside of disinfecting/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, mice 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 onto the surface you want cleaned. If you think allowing moisture 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.

Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used (things like Playtex living gloves), those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes.

- Wash the gloves with soap and water and allow to 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.

Nonmedical face coverings (TME policy)

Covering your mouth and nose with a nonmedical face covering when around others helps to ensure that you do not spread COVID-19. TME is defined as nonmedical face coverings, 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 (2 meters) of social distance.

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

- Nonmedical 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 nonmedical face covering protects you as well as other people from the spread of the disease.
- 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 nonmedical 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.

TME FAQs

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 nonmedical 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 and while moving about in a UL facility.



In accordance with the CDC, EHS and UL's external medical adviser, it has been recommended when social distancing cannot be maintained or when legally required, UL employees must wear surgical masks or nonmedical 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 in 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 overlap 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 a minimum of 20 seconds
- Cleaning, sanitizing and disinfecting common surfaces
- Using TME, which includes gloves, face coverings and eyewear

Refer to [CDC guidelines for cleaning and disinfecting](#) and [EPA approved cleaning products](#). Where local or regional governmental authorities have prescribed cleaning guidelines different from those outline 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 nonmedical face coverings, wherever social distancing cannot be maintained or when legally required, in accordance with the CDC, EHS and UL's external medical adviser.

The TME Policy describes the requirements for wearing a face covering and the FAQ provides additional guidance.

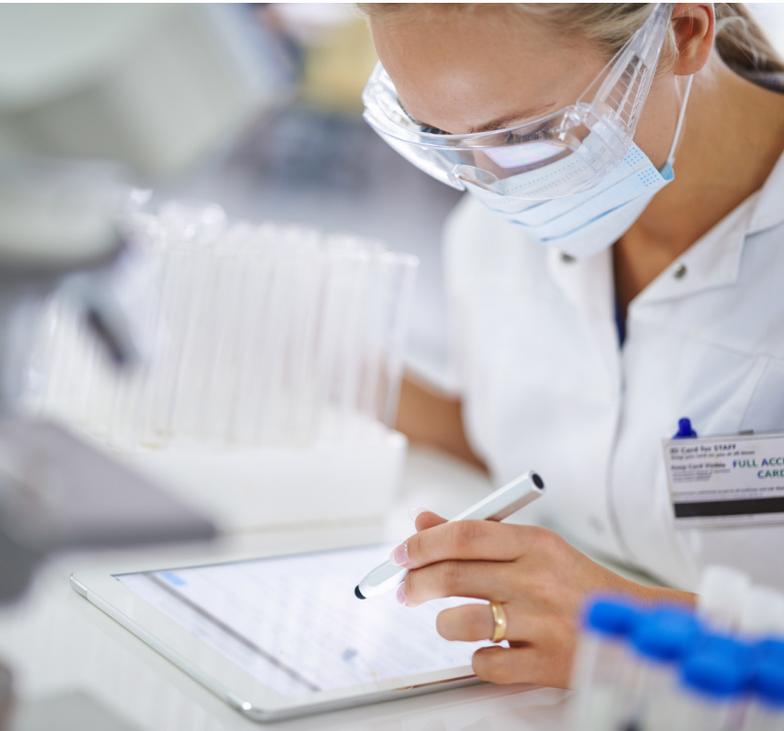
Visitors to UL sites

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

Procedure for permitting visitor(s) on-site

The following additional procedures are to be followed when welcoming visitors on-site. 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 on-site;
 - Time/days to be on-site
 - 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. It is strongly recommended visitors are preregistered in iVisitor 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 with symptoms described by the [CDC](#).
 - Confirmation that, for the past 14 days, they have not traveled to or through any Level 3 areas or where travel advisories are in place as defined by the CDC or the WHO and other regional organizations.
 - If they have traveled to, from or through any areas presently under a shelter/quarantine order, confirmation that their work and need to travel is deemed essential.
 - While on-site 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 traveling using most direct path to work area
 - › Washing hands frequently
 - › Maintaining social distancing i.e. 6 feet (2 meters)
 - › Following the TME Policy and avoiding touching your face
 - › Cleaning/sanitizing/wiping down all equipment after contact
 - › Remaining in areas required for their work/meeting
 - › Telling their UL employee host and exiting the property if they begin to feel any symptoms listed above that are associated with the coronavirus. They are to inform their health care professional accordingly.



Travel and security guidance

Essential travel is for work that cannot be conducted virtually, that is crucial to the nature of the business that UL performs to maintain or develop business operations on behalf of UL and/or a UL customer. Travel is restricted to extraordinary/business-approved needs unless otherwise specified. All travel requires management preapproval, as per existing UL travel policy. To maintain everyone's safety, the visitor badge 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

Verify if the area you are traveling to/from is considered high risk by checking the status at the [CDC](#).

Security guidance

It is critical that our business operations adhere to a "new normal" for the health and safety of our employees who perform their roles on-site 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, fill out the paper form or indicates a risk factor is not permitted on-site.



Security policy

- Badges must be worn and visible.
 - As employees and visitors may be wearing TME or PPE, their faces may be obstructed. Therefore, it is required that an employee's UL badge is always on display while on-site.
- Visitor management process
 - All visitors must be preregistered in iVisitor.
 - Walk-in visitors are not permitted.
 - Visitors must pass the iVisitor health screen questionnaire.
 - Visitors must be badged and escorted at all times (using safe social distancing guidelines).
 - Unescorted or unbadged individuals must be challenged.
 - Customers must wear TME at all times while in UL facilities.
- It is important to be aware of your surroundings while on-site. If you notice any suspicious activity or individuals, 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 on-site activities at local and regional levels. UL will take cautious and extensive actions to manage risks and provide guidance for the return to performing on-site activities while ensuring the safety of UL's field-based employees and customers.

Note: The following practices are mandatory as we return to performing on-site 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, all employees returning to regular inspection and audit work in manufacturing facilities/customer sites or performing field-based program work are required 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 authorities 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 WHO, the CDC or equivalent local health authorities in other countries, including:
 - If your temperature is above 100.4°F/38°C or if you have any of the symptoms described by the [CDC](#).

IF YOU ARE EXPERIENCING ANY OF THE SYMPTOMS MENTIONED ABOVE, DO NOT LEAVE YOUR HOME.

- Contact a medical professional.
- Contact HR and your manager immediately.

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

- Avoid contact with others.
- Contact HR and your manager immediately and report close contact with others.
- Leave the facility and self-quarantine following the direction from HR or outside medical experts.
- **Contact a medical professional.**

GENERAL GUIDELINES FOR STANDARD OPERATIONS

Employee best practices

- Wear TME and keep it on during on-site inspection at the customer sites/facilities.
- Recommend wearing TME whenever it is practical in public areas.
 - Follow the TME policy for wearing TME and the FAQ for additional guidance.
 - Practice social distancing, if possible, at customer sites/facilities. This means spacing yourself at least 6 feet/2 meters apart from customers, clients and coworkers.
- 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 at least 60% alcohol.
- 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 to maintain 6 feet/2 meters of social distance.
- 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, at a 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 geographical 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-city shuttle buses, trains and flights and lodging out of town.
- Recommend taking personal car to the location for inspection instead of public transportation and customer provided vehicle.
- When long distance travel, public transportation and/or customer-provided vehicle are needed, employee shall wear TME during the ride.
- When lodging is needed, employee should choose a major hotel chain and practice social distancing inside the hotel and wear TME.
- During the stay, avoid visiting any nightly entertainment in pub, bar, spa, etc. Always practice social distancing and wear TME 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.

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 declarations/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 described by the [CDC](#)?

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 TME (and protective eyewear when required) 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/manufacturer 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 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 at 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 or your elbow.
- 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 at least 60% alcohol.
- When using the restroom at 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. Avoid using hand dryers; use paper towels when available. Discard paper towels in a hands-free receptacle (if provided).
- Avoid congregating in common areas where social distancing cannot be maintained. 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 use 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 that contains at least 60% alcohol.
- Discard disposable gloves after every customer site visit. Remove gloves using proper procedures. After removing gloves, wash hands with soap and warm water. If soap and water are not readily available, use hand sanitizer that contains at least 60% alcohol.

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, 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 and wear TME.

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.
- Avoid touching eyes, nose or mouth with unwashed hands.
- Additional key times to clean/wash your 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 the virus on your hands, but you have to remember not to 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 follow the hand-washing guidelines spelled out above.

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, mice, and test equipment, with a bleach solution (1/3 cup bleach to 1 gallon of water or 4 teaspoons for 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 allowing moisture 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 there is good ventilation during use.

- Wear disposable gloves when cleaning and disinfecting surfaces if available. Gloves should be discarded after each cleaning. If reusable gloves are used (things like Playtex living gloves), those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes.
- 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.

Transmission mitigation equipment (TME)

Covering your mouth and nose with a nonmedical face covering when around others helps to ensure that you do not spread COVID-19 to others. TME is defined as nonmedical face coverings, 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 (2 meters) of social distance.

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

- TME should not be placed on children under age 2 or anyone who has trouble breathing, is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- TME is meant to protect other people in case you are infected as well as provide some protection for the wearer.
- Do NOT use a face mask meant for a health care worker.
- Remember that TME 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 3-4 layers of fabric.
- Allow for breathing without restriction.
- Be able to be laundered and machine-dried without damage or change to shape.

TME FAQs

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 Leaders, 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.



Potential considerations:

- 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 employees' 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.

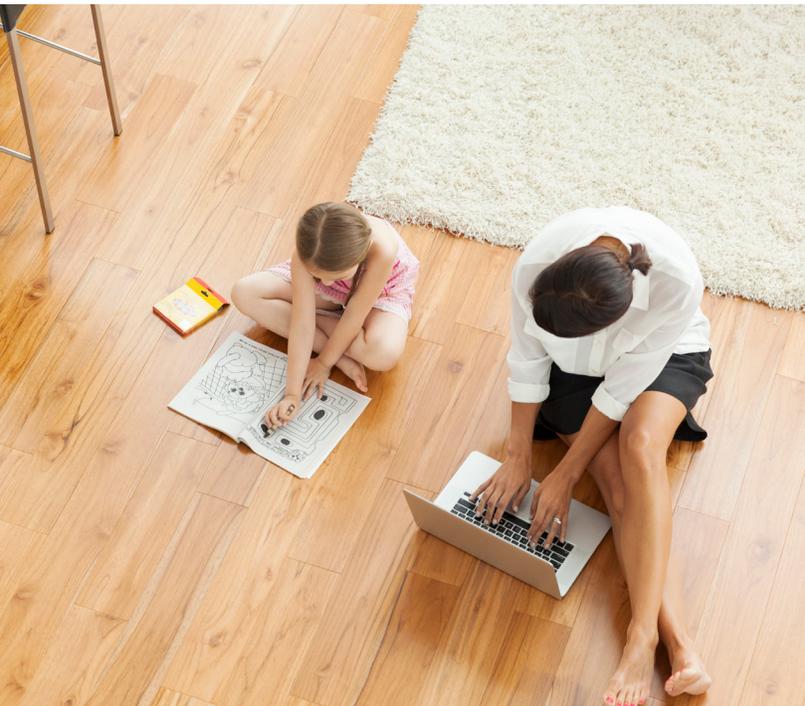
Return to office – People Leader talking points

UL prefers that employees continue working from home until the workplace is prepared and able to welcome them on-site 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 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 at 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 **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? Remote learning? 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.



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