

Competitive Business Solutions

GUIDELINES REGARDING COVID-19

Keeping our clients, employees and consultants safe.

This document is to help provide guidance to CBS employees and contractors regarding the recent COVID-19 health concerns. Our primary responsibilities are to the employees and contractors of Competitive Business Solutions (CBS). As a company, we have a responsibility to take responsible and reasonable measures to assure the safety and wellbeing of our team. However, we also have a responsibility to our clients and to the viability of CBS as a company. To this end, CBS has prepared a set of guidelines which is intended to:

1. Describe guidelines for CBS employees and contractors (CBS Team) regarding travel to clients
2. CBS Team responsibilities regarding Client restrictions
3. CBS Team responsibilities regarding notifications and self-quarantine
4. CBS Team responsibilities regarding communication with the client

Additionally, CBS will attempt to assure consistent application of guidelines by running regular meetings on updated guidelines from the CDC, reviewing travel practices to reduce risk of contraction, and providing updates on client information. This document may also be revised based on new information.

GUIDELINES:

1) CBS EMPLOYEES AND CONTRACTORS

- a) It is at the discretion of the employees and contractors (CBS Team) as to whether they want to travel during the time that COVID-19 is considered a concern by the CDC. This means that if a team member chooses not to travel, CBS will work with the team member to provide an alternative means to supporting the client.
- b) The initial approach will be to determine if work can be performed remotely. In this way, the team members wages and or fees can be preserved as best as possible during this period. If remote work is not possible, then CBS will attempt to provide an alternate resource to the client. The alternate resource is the last recourse, and only done once remote work is refused by the client.
- c) Once the travel concern is resolved by the team member, CBS will take all reasonable actions to re-engage the team member with the original client. However, it will be up to the client to approve the change.

2) CLIENT RESTRICTIONS AND CBS RESPONSE

- a) Clients are likely to be imposing restrictions on employees and contractors that enter their facilities. All CBS team members will comply with the client's directions. For example, if the client requires a 14-day waiting period before entering a facility for anyone traveling outside the US, then it is incumbent on the team member to comply. Additionally, the team member will notify Ed Hoffman of all restrictions.

3) CBS TEAM RESPONSIBILITIES REGARDING NOTIFICATION AND SELF-QUARANTINE

- a) CBS Team members will take responsible precautions to protect themselves from COVID-19 consistent with the CDC guidelines. However, if a CBS team member has concern that they have the virus, then they will not travel to the client and will notify Ed Hoffman.
- b) CBS Team members will notify Ed Hoffman regarding any travel that has occurred to countries identified by the CDC as code 1 or higher, or potential contact with a known carrier or potential carrier. Additionally, CBS Team member will notify Ed Hoffman for any other tourist activities that have been identified as a risk by the CDC (currently Cruises meet this criteria).
- c) CBS team members will be asked to self-quarantine themselves for a minimum period as directed by the CDC which currently set at 14 days from the last time of exposure. The self- quarantine will remove exposure to any other CBS Team members and clients.
- d) The CBS team member should contact their local doctors and seek medical advice.
- e) If a CBS team member has concern while at a client, they will seek medical attention locally and notify Ed Hoffman. In this situation, it will be handled on a case by case basis.
- f) **Every CBS team member will take their body temperature prior to entering the client's facility each day. If your body temperature is elevated above normal, you are to self-quarantine, call your doctor and notify me immediately.**

4) CBS TEAM RESPONSIBILITIES REGARDING COMMUNICATION WITH THE CLIENT

- a) CBS Team members should work through CBS leadership, primarily Ed Hoffman for all communications with the client regarding these guidelines. This is done so that the company's policies can be communicated in a consistent manner and be clearly understood by the client. The CBS team members should direct all client questions towards Ed Hoffman or designee to assure complete information is communicated to the client.

Competitive Business Solutions consultants are masters of world-class operating and lean sigma principles. Creative problem-solvers throughout the improvement process from initial discovery and strategic solution development to implementation and knowledge transfer—CBS consultants take pride in their client relationships, working side-by-side with every member of on-site teams to identify performance issues quickly and effectively, with significant and sustainable business improvement as a result.

For more information about our response to COVID-19 visit our website at www.cbsteam.com or contact us at **973-509-0110 x147**.