Return to Work Update
04-29-2020
Return to Work Considerations – 4-29-2020

Birmingham Headquarters

• RxBenefits associates have proved very effective in staying productive while working from home

• Schools are out until at least August, with summer activities for children TBD – employees will have childcare challenges for a while

• The State is lifting some stay at home restrictions on May 1st, though not entering phase 1 entirely – the Governor is taking a more cautious approach than other Red states so far

• The City of Birmingham is Blue, and may have tighter restrictions than the state in terms of re-entry. They are silent as of now on whether they will follow state guidelines on reopening. They did pass a mandatory mask requirement for the city including for workers. We are in touch with local lobbying groups on what that means for enforcement.

• Given all of these factors, we do not see a rush to return to the office before June, and potentially not until school starts in August

Remote Market Facing Employees

• With associates all over the country in BD and AM, we will have considerable variation in local regs and customs

• While we want to be face to face especially on the BD side, we will need to take a market by market, broker by broker approach on how to be appropriately aggressive
Potential Return to Work Practices

Short Term Flex Plan – Date TDB but likely June/July

• Overall - We will follow a conservative view of CDC guidelines, with common sense approach to ensuring our employees health and well being

• RxBenefits will have a staggered reintroduction plan back to the office

• Allowing essential and non-essential workers to be on a rotation working from home and in the office every few days

• Employees with at risk factors will not be required to come to the office, we will be very open to reasonable requests to stay home, including childcare issues

• The maximum capacity will be 50% allowing employees to spread out and follow the 6 feet apart guidelines

• Meetings with 6 or more people will continue to be virtual

• Visitors will not be allowed in the building without approval from the Emergency Response Team; non-essential meetings remain virtual

• Common areas and breakrooms will remain closed for gatherings but open for access to refrigerators, microwave, etc while remaining 6 feet apart

• Hand sanitizing stations are in place. Landlord to perform deep cleaning – details under discussion.

• Temperature screenings, social distancing and self-quarantining protocols must always be followed – policies are being drafted

• Employees in the office will be required to wear a mask according to the Birmingham ordinance if it does not interfere with their job. We plan to provide masks.
Assessment & Policy Assignments

• Supplies needed and disinfecting protocols - Facilities
• Social distancing protocols – HR and Legal
• Temperature screenings – HR and Legal
• Self quarantining and return to work protocols – Finance and PM
• Visitors – What are the rules? – Sales Ops and AM ops
• Changes to our Health and Wellness program to incent the right behavior - HR
• Updating work from home protocols - HR
• Employee Training on all new procedures/protocols – Director of Training
• Absences/Incidents in call center (how to measure) – Director of Ops
• Culture – Cross Functional Team
• Signs needed in common areas, etc. Facilities
• Resources needed in a remote/on-site workforce to continue to allow flexibility – Network Engineering