Global Cold Chain Alliance: COVID-19 Rapid Response Guide

Version 9.0

Updated April 27, 2020

GLOBAL COLD CHAIN ALLIANCE®

Document Updates

The following list provides an update of what has been added or edited to this version of the document recently.

<u>Updates to Version 9</u> (posted April 27, 2020)

Edited

I live and work in the United States, what is my state doing in response to COVID-19? replaced with [What is my country or state doing in response to COVID-19?](#)

[Where can we get masks and PPE?](#)

[How can we manage and sustainably use personal protective equipment (PPE)?](#)

[Is COVID-19 a reportable illness under OSHA regulations?](#)

[Supplies – Masks and Gowns](#)

<u>Updates to Version 8</u> (posted April 20, 2020)

Edited

[Are there test kits available to my employees?](#)

[Is COVID-19 a reportable illness under OSHA regulations?](#)

Added

[Where can we get masks?](#)

[How can we sustainably use personal protective equipment (PPE)?](#)

[How do we prevent glasses from fogging up while wearing masks?](#)

[Has OSHA enforcement changed during COVID-19?](#)

[What do we do if our workers TWIC credentials are expiring?](#)

[Supplies – Masks and Gowns](#)

Removed

Where can we find a COVID-19 Testing Site?

Acknowledgements

Document Purpose

This document is to serve as a "Rapid Response Guide" for GCCA members impacted by the COVID-19 pandemic. The contents of this document are a collection of information shared by reputable government agencies and scientific institutions, compiled by GCCA. While **this document will be updated often**, local, state, provincial and federal mandates should always take precedence over the contents of this document. For the safety and wellbeing of employees and customers, we encourage our members to maintain open lines of communication with public health agencies in your area.

This guide attempts to answer common questions that may arise while responding to the crisis and is separated into the following sections:

1. Background
2. Responding
3. Resources

Selecting an item in the Table of Contents will redirect you to that section of the guide. This document has been formatted in manner that will allow you to copy or send individual pages to your team. Feel free to disseminate the information in whichever manner you deem appropriate.

GCCA welcomes you to participate in conversations and ask any questions in our Community Forum at http://community.gcca.org/home.

About the Global Cold Chain Alliance

Comprised of its Core Partners, including the International Association of Refrigerated Warehouses (IARW), the World Food Logistics Organization (WFLO), the International Refrigerated Transportation Association (IRTA), and the Controlled Environment Building Association (CEBA), the Global Cold Chain Alliance (GCCA) represents all major industries engaged in temperature-controlled logistics. GCCA unites partners to facilitate communication, networking, and education for the perishable food industry. For more information about GCCA, visit www.gcca.org.

Vision

The Global Cold Chain Alliance will be the recognized authority in forging a universally strong cold chain where every product retains quality and safety through each link.

Mission

The Global Cold Chain Alliance unites partners to be innovative leaders in the temperature-controlled products industry.

More information on GCCA and all its Core Partners can be found at www.gcca.org.

About the GCCA Scientific Advisory Council

From legal issues to food storage questions, GCCA and its team of experts on the WFLO Scientific Advisory Council can help you with your cold chain questions through the GCCA Inquiry Service

The WFLO Scientific Advisory Council is an eminent group of food scientists, logistics, and packaging experts from around the world. The council provides cutting-edge research and advice to members of the Global Cold Chain Alliance and its Core Partners.

Want to ask the Scientific Advisory Council a question? Submit an inquiry today. The inquiry service is a member-only service.

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Background

During these unprecedented times, there is no shortage of information available to the general public regarding novel coronavirus (COVID-19). Not all information found online is reputable, therefore the Global Cold Chain Alliance recommends that you refer to information published by the World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC) for best practices regarding spread, symptoms and prevention. While these sources will provide guidance for the general public, the remainder of this guide will provide guidance for the temperature-controlled supply chain.

Responding

How do we ensure the safety of the food and our employees?

United States

The **U.S. Food & Drug Administration (FDA)** released its first set of guidelines on March 17, 2020 outlining specific recommendations for *Food Safety and the Coronavirus Disease 2019 (COVID-19)* and continues to issue regular updates to the content.

The full set of questions, answers and resources can be found here: [Food Safety and the Coronavirus Disease 2019 (COVID-19).](#)

On March 20, 2020 the **United States Department of Agriculture (USDA)** released updated guidance on COVID-19 Health USDA Employee Questionnaires. Here is an excerpt from the [full statement](#):

COVID-19 remains a fluid situation, and thus, USDA will continue to monitor and implement Federal government and applicable public health authorities' guidance and may revise the following accordingly.

During this pandemic, industry employees may orally ask USDA employees questions concerning COVID-19 prior to allowing entrance into the facility. **USDA permits industry to orally ask the following**:

1. If the USDA employee is experiencing symptoms of COVID-19, including shortness of breath, body aches, coughing, and fever of over 100.4.

2. If someone living in the USDA employee's household or someone the USDA employee is caring for has been diagnosed with COVID-19 or had any recent contact with a confirmed case ofCOVID-19.

3. In the last 14 days, if the USDA employee, someone living in the USDA employee's household, or someone with whom the USDA employee has been in close or frequent contact with, or someone the USDA employee is caring for, returned from, or made a travel connection through a CDC Level 3 or Level 2 country or State Department Level 3 or Level 4 country, for example, China, Korea, Japan, the European Union, Iran.

4. Industry may also measure a USDA employee's temperature via a digital forehead thermometer before permitting entry into the facility.

USDA employees will **only respond to questions orally and will not sign** any attestations or submit any written questionnaires.

The **industry has the authority to determine whether to permit or deny entry into its facility** should a USDA employee answer in the affirmative to any of the above questions. The industry may retain a record of USDA employees that are both permitted or denied entrance. However, the industry **may not retain any confidential or medical information** associated with any USDA employee's response.

We thank you for your continued commitment to protecting the health and safety of all our employees during this difficult time.

Source: Letter to FSIS-Regulated Establishment Facility Management from USDA FSIS Office of Field Operations, updated 3/20/2020

On March 26, 2020 the **U.S. Environmental Protection Agency (EPA)** released a memorandum on guidance for COVID-19 Implications for EPA's Enforcement and Compliance Assurance Program. The agency is taking important considerations into account as we all continue our work to protect human health and the environment. Accordingly, the EPA has announced temporary policies regarding EPA enforcement of environmental legal obligations during this time. Here is the [full memorandum](#) with additional details.

Canada

The **Canadian Food Inspection Agency (CFIA)** is working diligently to address the challenges and concerns raised by industry and consumers regarding COVID-19. The agency will adjust activities to take into account the evolving situation. The CFIA will continue to collaborate and communicate regularly with regulated parties, federal, provincial and territorial colleagues and stakeholders while posting [updates on it's website](#).

Effective March 23, 2020, CFIA is prioritizing some services while temporarily suspending non-essential activities. An official statement can be [found online](#). Additionally, the agency continues to offer guidance on current measures regarding entry of inspectors into facilities with the most [recent update](#) being issued on March 24, 2020.

What are cold storage operators, carriers, and construction companies doing to help mitigate risk of spreading COVID-19?

Please note that these are community source practices and not official recommendations to mitigate the risk of spreading COVID-19.

- **Disinfect equipment and frequently touched surfaces before shifts begin and after shifts are complete.** "High touch" surfaces include Material Handling Equipment (MHE)/forklifts, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, control panels, computer screens and monitors. See this list of *EPA-approved disinfectants*.

- **Disinfect PPE with EPA-approved disinfectant spray.** Freezer gear including freezer jackets, gloves, and hats can be sprayed with disinfectant spray before and after shifts are complete. See this list of *EPA-approved disinfectants*. One practice is to use a 5% bleach solution sprayed on freezer gear and hang out to air dry.

- **Bleach solutions that facilities can make for sanitation.**
  - 1/2 teaspoon (2.45ml) of bleach to 1 gallon (3.8 liters) of water will make a 50ppm solution for hand dips.
  - 1 Tablespoon (14.8 ml) of bleach to 1 gallon (3.8 liters) of water will make a 200ppm solution for sanitizing surfaces after washing them down.

Guidelines provided by the WFLO Scientific Advisory Council – for questions submit an inquiry.

- **Disinfecting utilizing ozone.** To disinfect employee's garments from bacteria and virus, place clothing in a sealable container and fill with ozone. Sample SOP's can be found here: Container Ozone SOP – Employee, Container Ozone SOB – Engineer, Ozone Procedures – SOP, and Zone Ozone Report. *Please note this has not been scientifically confirmed to kill the COVID-19 virus.*

- **Limit or prohibit visitors, including drivers, from entering the facility.** Rent external bathroom trailers to provide drivers with private bathroom facilities. Ensure these are cleaned and disinfected as often as permanent bathrooms in the facility.

- **Limit driver contact with staff.** If you do have drivers interacting with office staff, ask drivers to **use hand sanitizer** before handing off paperwork or other points of physical contact. Alternatively provide sinks for drivers to wash their hands before they come into the shipping/receiving office.

- **Going paperless with drivers.** Drivers scan paperwork – one scanner if you're picking up a load and one scanner if you're dropping off a load. Then, that paperwork goes to the appropriate contact within the warehouse to print for the physical Bill of Lading. Create a video to help drivers understand the new process. A variety of solutions include DocuSign-style electronic replacements, scanners, phone pictures, etc. GCCA's partner Scopelitis noted that physical transfer of bills of laden are not required but can be sent via email both directions. *(Because legal ramifications are mainly on the carrier, we recommend consulting with legal counsel and Scopelitis can help if needed.)*

- **Supply lunches for all drivers.** To help make drivers feel that they are a valued and critical part of the team, allow each driver to enter the facility one at a time and take a bagged lunch provided by a catering company. Do anything we can to ensure drivers still want to come to our buildings.

- **Give goodie bags to drivers.** Fill a brown bag with snacks, fruit, and bottled water along with a written thank you note to give to drivers. If possible, including a small bottle of hand sanitizer for them as well.

- **Create list of food establishments.** Given current closures of restaurants, create a list of all the local areas near your facility that are open for drive-thru to give to truck drivers looking for food. Add places with open restrooms if possible, as well.

- **Provide individually wrapped boxed lunches as much as possible**. This reduces the need for employees to go off-campus, limiting potential opportunities for exposure. It also provides an opportunity to support local food retailers who may be suffering from reduced business.

- **Request food trucks**. Reach out to local food trucks and request that they come to your facility given the constant stream of employees and drivers on-site. Reduces employees from having to go off-campus while still supporting local business.

- **Keep senior management physically separate** from each other for business continuity purposes. Members have reported conducting daily management briefings via video teleconferencing.

- **Designate space for on-site childcare** given school and daycare closures, reducing the need for working parents to take a leave of absence *(Note: This suggestion came from our European members. We recommend consulting with legal counsel regarding local, state and federal childcare laws.)*

- **Limit team member movement** by asking management not to visit multiple sites; instead to stay at one specific site or facility.

- **Stagger shift start/end times** to reduce communal traffic at entry points and in locker rooms. In construction stage work shifts to reduce contact between construction workers.

- **Install portable sinks.** Rent or purchase portable sinks to install on construction sites for workers. Ask plumbers if they have extra utility sinks and temporarily install them on the construction sites.

- **Permit employees to carry a negative balance in their sick time.** Show your teams that you care and will work with them through this challenging time, while also mitigating the risk of exposure to other employees.

- **Perfect attendance raffle**. At the end of the work week, have a drawing for a gift or prize for those employees who worked all of their shifts.

- **Increasing hourly pay based on perfect attendance for the week.** Could be listed as pandemic pay ($2 per hour bonus) and appear as a separate pay bucket in payroll so it is not confused with regular earnings. Given if worker completes their normally scheduled weekly shifts.

- **Giving appreciation pay.** Additional bonus amount given off cycle from normal paychecks. Communicate this is not hazard pay or pandemic pay, but the goal is for appreciating them as critical infrastructure.

- **Shift supervisor bonus.** Since some supervisors are working extra shifts or an extra day of the week (Sat), give them an additional bonus for that extra day worked above normal pay.

- **Compensating at-home workers.** For employees now working from home, giving them an additional payment per month to offset costs due to increased phone bill, faster internet speeds, purchasing home office supplies, etc.

- **Communicating the company's commitment to a safe workplace.** Send out regular and frequent communications via email to all employees that outline specific actions the company is taking to ensure worker safety. These communications may include information such as frequency of cleaning, social distancing practices, policies for drivers, business updates, etc. to help workers feel comfortable and confident in continuing to come to work.

- **Embrace designation as "Essential/Critical Infrastructure".** Create t-shirts with the slogan "I'm essential", hang posters around the facility to create a mentality around how important our roles are during the pandemic.

- **Start a Facebook group for all workers**. Allows a place for workers and more importantly their families to connect during this time. It promotes togetherness and, given the extra time at home with family, is a place to share favorite online activities, education resources, and help resources. You can also promote photo sharing of creative activities for the entire family.

- **Targeted ads for hiring**. Start to become more aggressive on recruiting to get ahead of any potential labor shortages by using targeted Facebook and Instagram ads.

- **Establish a relationship and plan with a local cleaning company.** Connect with a local cleaning company that could come in and do a "deep clean" when there is a case in your facility. Proactively establishing this relationship with a provider will allow for a quick response when an incident occurs. This deep clean by a professional company has helped to increase confidence of workers retuning to the facility after a positive case.

- **Begin taking temperatures.** Begin conducting temperature checks following a set SOP and providing the appropriate PPE. It is recommended that examiners be trained on how to safely gather and record the information. We recommend, if it is one of your own staff, having an HR manager or safety person doing that screening. Remember that taking employees' temperatures does not guarantee that no employee has COVID-19, as some may be asymptomatic. Thus, companies should remind employees to be vigilant at all times, and follow CDC guidance, i.e. social distancing and hand washing. One key benefit of taking temperatures is the perception of protection and putting employees' minds at rest.

- **Bring in professionals to take temperatures.** Reach out in your area to local nursing programs, clinics, hospitals, schools, and unions in your area to potentially bring students, school nurses, CNAs or dental assistant on site who have medical background to assist in taking temperatures. While dental assistants may not be nurses, they are used to wearing medical PPE and taking precautions to sterilize equipment and mitigate contagions and may be more readily available than full time RNs.

- **Limit to essential visitors only.** Only business essential visitors are allowed, and all visitors are asked to submit and sign a health questionnaire.

- **Supply masks for re-pack lines.** Given physical distancing is not possible in this setting, put masks in place for employees working in close areas together.

- **Using fleece gaiters or buffs.** As more jurisdictions potentially require or request facial coverings when in public and given the challenges finding masks, supply employees with fleece gaiters or buffs.

- **Utilizing a phone application for employees clocking in with HRIS system.** To avoid traffic at biometric or touch screens for logging in, utilizing a phone application connected to you HRIS system. Some of the systems have a geofence feature so employees must be within a certain distance of the receiver before logging in.
- **Wipe down and place hand sanitizer near keypads.** Routinely wipe down high-touch surfaces around any biometric scanners, keypads, or touchscreens. Also place hand sanitizer near these locations and post signs encouraging employees to use after touching the device.
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Additional measures to be added as members share how they are responding. Visit the *http://community.gcca.org/home* to participate in the conversation.

Source: GCCA member forum updated 4/10/2020

Can employers take temperatures or screen employees as they come into work?

The **Food & Beverage Issue Alliance** has issued guidance on Screen Food Industry Employees for COVID-19 Symptoms or Exposure. The guidance suggests factors that companies should consider when deciding whether or not employee screening is appropriate and practical, and if it is, how best it can be implemented. Suggestions include:

- Determining the Appropriateness of Employee Screening
- Encouraging Employee Self-Monitoring for Symptoms and Exposures
- Conducting On-Premises Verbal Employee Screening
- Conducting On-Premises Employee Temperature Screening
- Confidentiality Issues and Informing Others of Infection in the Workplace
- Screening Visitors
- Protecting the Evaluator/Screener and Other Staff
- Procedural Considerations of Screening Staff or Visitors
- Additional important resources

The full guidance can be found in the original document here.

Source: [Food Industry Coalition, Feeding US](#) updated March 30, 2020

The general answer is it is probably okay. There is some risk (ADA, EEOC, privacy) but we think there is less risk that the action will be challenged because of the "pandemic" declaration. That said, the general recommendation is to have employees/visitors do an initial questionnaire assessing travel, general health and contact. Then, only individuals that can complete the questionnaire satisfactorily will have their temp checked, as others may be sent home based on their inability to answer the questionnaire satisfactorily. Remember that taking employees' temperatures does not guarantee that no employee has COVID-19, as some may be asymptomatic. Thus, companies should remind employees to be vigilant at all times, and follow CDC guidance, i.e. social distancing and hand washing. Jackson Lewis has experience preparing these guidelines/questionnaires for specific clients. If anyone wants assistance creating a questionnaire or guidelines for this scenario, please contact GCCA's employment law expert team at Jackson Lewis.

Source: [Jackson Lewis](#) updated 3/18/2020

The U.S. Equal Employment Opportunity Commission (EEOC) guidelines that allows employers to measure body temperatures in the United States can be found [here](#). Even though the EEOC released this guidance, it is still a medical examination. It is recommended that examiners be trained on how to safely gather and record the information. We recommend having an HR manager or safety person doing that screening and having them go through additional training.

Source: [EEOC – What You Should Know About the ADA, the Rehabilitation Act, and COVID-19](#) updated 3/20/2020

During shelter-in-place orders, is our industry considered essential critical infrastructure? How can we prove it?

United States

On March 19, 2020 in a Memorandum on Identification of essential Critical Infrastructure Workers During COVID-19 Response the U.S. Department of Homeland Security laid out a list of "Essential Critical Infrastructure Workers" to help state and local officials as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security. The list was revised in a memo issued by the Department on March 28, 2020. Full guidance can be found at https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19.

At present, workers in the following cold chain-related industries are deemed "critical infrastructure":

- Employees and firms supporting the distribution of food, feed, and beverage and ingredients used in these products, including warehouse workers, vendor-managed inventory controllers and blockchain managers.

- Employees supporting or enabling transportation functions, including truck drivers, bus drivers, dispatchers, maintenance and repair technicians, warehouse workers, truck stop and rest area workers, Department of Motor Vehicle (DMV) employees, towing/recovery services, roadside assistance workers, intermodal transportation personnel, and workers who maintain and inspect infrastructure (including those that require cross-jurisdiction travel).

- Workers supporting the distribution of food, pharmaceuticals (including materials used in radioactive drugs) and other medical materials, fuels, chemicals needed for water or water treatment and energy Maintenance and operation of essential highway infrastructure, including roads, bridges, and tunnels (e.g., j traffic operations centers and moveable bridge operators).

- Employees of firms providing services, supplies, and equipment that enable warehouse and operations, including cooling, storing, packaging, and distributing products for wholesale or retail sale or use. Includes cold- and frozen-chain logistics for food and critical biologic products.

- Warehouse operators, including vendors and support personnel critical for business continuity (including HVAC & electrical engineers; security personnel; and janitorial staff) and customer service for essential functions.

- Workers supporting essential maintenance, manufacturing, design, operation, inspection, security, and construction for essential products, services, and supply chain and COVID 19 relief efforts.

GCCA has also transformed the DHS list into an "employee ID badge" that our member companies can modify with their logo and facility information. The editable Word and PDF version can be folded into half sheets and copies can be provided to all employees can be found on GCCA's online portal.

We recommend also proactively sending a copy to local law enforcement. While this isn't an "official" badge by any means, we feel that proactively sharing with local police will reduce any confusion should an employee be questioned as to why they are violating the Governor's order.

Source: CISA – Identifying Critical Infrastructure during COVID-19 updated 3/30/2020, GCCA generated resource updated 3/30/2020

Canada

Regarding Canada, as of March 30, the federal government has not issued essential services guidance, though more Canadian provinces have issued guidance in recent days. The list of provinces that have released guidance include: Quebec, Ontario, British Columbia, Prince Edward Island, New Brunswick, Newfoundland and Labrador, Alberta and Saskatchewan.

Mexico

Mexico issued a new health emergency declaration (click here). The summary presentation includes additional guidance regarding essential infrastructure/operations, with a larger list of essential sectors as compared to the March 24 decree.
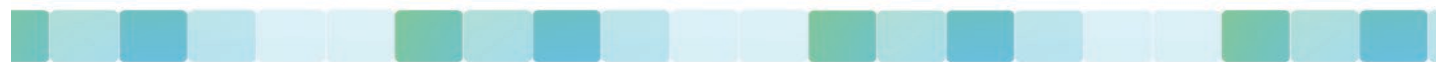
What is my country or state doing in response to COVID-19?

Local, county, and state government bodies have taken various actions in response to the pandemic. We recommend connecting with local offices and officials to ask you specific questions.

The U.S. Chamber of Commerce has created a *Global Dashboard on COVID-19 Government Policies* in order to help people stay informed of the ever-changing regulatory landscape in response to this pandemic. The dashboard can be found on their website.

Additionally, several websites are tracking US policy actions including:

1. GovPredict – use an interactive map to see how county/city ordinances, state bills, and governor's executive orders are responding to COVID-19 and how it may affect you and your organization. Updated daily.

2. MultiState COVID-19 Policy Tracker – view our dashboard, maps, and other resources containing all of MultiState's resources on the state and local government response to COVID-19/coronavirus.

3. National Governors Association – view what steps states and the federal government has taken to address coronavirus.

Are there test kits available to my employees?

At this point in time we do not know the availability of test kits across the United States. GCCA has partnered with other food associations to advocate the need for food warehouse facilities to have must have continued access to coronavirus test kits to ensure a healthy and adequate workforce. **GCCA will continue to provide any updates as they become available about the accessibility of testing kits.**

While widespread availability is still difficult to know in the United States, a coalition of associations and organizations within the consumer-packaged goods and retail industry has written a letter to state, county and city health officials requesting being prioritized for testing. The letter states the CPG and retail industry support continued priority testing to healthcare providers and first responders, but as testing capabilities expand, the industry respectfully requests authorities to prioritize CPG manufacturing and retail employees in the United States. The full support letter can be found here and used to send to local officials. Additionally, a letter to federal officials was sent 15 April 2020 and can be found here.

Source: GCCA updated 4/14/2020

How long can the virus survive in cold environments?

Researchers from the National Institutes of Health, Centers for Disease Control and Prevention, UCLA and Princeton University examined how long COVID-19 survives in the air as well as on copper, cardboard, plastic and stainless steel and then compared it with SARS, the coronavirus that emerged in late 2002 and killed nearly 800 people.

They found that COVID-19 was detectable in aerosols for up to three hours, up to four hours on copper and up to 24 hours on cardboard. The new coronavirus can also last up to three days on plastic and stainless steel, the scientists concluded, adding the amount of the virus left on those surfaces decreases over time. Aerosols are solid or liquid particles that hang in the air, including fog, dust and gas commonly used in medical procedures like ventilation and nebulizers.

This study was done in ambient temperature conditions.

Studies on the survivability of COVID-19 at lower temperatures have not yet been completed. Similar types of viruses can survive longer at lower temperatures, and years in the frozen state. **GCCA will continue to update this section as more research emerges.**

Source: [CNBC - Coronavirus lives for hours in air particles and days on surfaces, new US study shows](#), [U.S. Department of Health & Human Services – New coronavirus stable for hours on surfaces](#) updated 3/18/2020

How do we keep our employees healthy given they may be working additional hours?

During a pandemic like COVID-19, these actions are especially crucial for maintaining you physical and mental well-being. Most health advice can be boiled down to simple behaviors, like eating a balanced diet, exercising and getting good sleep.

1. **Nutrition** – Meals should consist of starches, protein and produce. GCCA's online course "*Working in Cold Storage: Enhancing Comfort and Productivity*" recommends that teammates working in temperature-controlled environments consume between 2,400 and 4,000 calories per day, and avoid caffeine which can cause dehydration.

2. **Fitness** – While you may not be able to go to the gym, it's okay to walk, run, or bike outside as long as you keep a safe distance. Physical activity doesn't have to mean going to the gym and plenty of research shows that everyday activities like walking, gardening and cleaning lower your risk of premature death and improve your overall health—so any amount of movement you can squeeze in counts.

3. **Stress and Sleep** – Managing stress and anxiety is crucial for getting enough sleep—and getting enough sleep is crucial for just about every other aspect of your health.

4. **Cleaning** - While the U.S. Centers for Disease Control and Prevention has said surface contamination doesn't seem to be the primary way the virus spreads (instead, it's through respiratory droplets expelled by a sick person), it can't hurt to wipe down high-touch objects like door knobs, railings and faucets, in addition to regular household upkeep.

5. **Healthcare** – Postpone non-essential medical appointments, such as annual physicals and dental cleanings, and using telemedicine for pre-scheduled appointments that need to happen now. If you have a pressing medical need, you can and should still seek care.

Source: Time - How to Stay Physically and Mentally Healthy While COVID-19 Has You Stuck at Home, GCCA WFLO Institute Online Learning, updated 3/19/2020

How can we help reduce employee's fear of coming to work?

The outbreak of Coronavirus may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

Many of GCCA's European members, who experienced this outbreak several weeks earlier than the Americas, have shared that they saw a significant correlation between proactive communication with employees and lower absenteeism among their workforce. The value of proactive and transparent communication cannot be underestimated. See the resources section of this guide for an editable Employee FAQ document.

Additionally, support your employees by encouraging them to:

- *Share the facts* about COVID-19 and understand the actual risk to them and the people they care about. When you share accurate information about COVID-19 you can help make people feel less stressed and connect with them.

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.

- Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.

- Make time to unwind. Make time for other activities you enjoy.

- Connect with others. Talk with people you trust about your concerns and how you are feeling.

Source: CDC – Mange Anxiety & Stress updated 3/19/2020

Where can we source hand sanitizer for our facility?

GCCA is currently working with distilleries and organizations to get members hand sanitizer in response to increased demand and depleted resources due to COVID-19. Here are two resources you can use to find a distillery near you that is producing hand sanitizer:

- Click here to see a List of Distilleries Making Hand Sanitizer to Fight COVID-19 from the Distilled Spirits Council of the United States

- Click here for a map of Distilleries Making Hand Sanitizer from The American Distilling Institute

We've created a form letter members can customize to reach out to these distilleries and make the case for selling the product to you, however, acknowledging that hospitals and the medical industry are first in line for the product. We're giving you this tool to ask that the food supply industry be one of the next in line for purchase of this critical product.

How can we achieve physical (social) distancing in our facilities?

The Food and Beverage Issue Alliance released guidance on March 31, 2020 on *Emergency Prevention Measures to Achieve Physical (Social) Distancing in Food Manufacturing Facilities as Related to COVID-19*. The guidance is intended to assist in developing more site-specific plans and include suggestions for:

- Entrances, Hallways, and Common Spaces and Personnel Movement in the Facility

- Employee Clocking In/Out Practices

- Locker Rooms and Entering/Exiting Production Floor

- Common Tools

- Shift Change Risks

- Meals/Snacks/Break Room Activities

- Engineering Controls (BC)

- Office/Clerical Work

- Cleaning Laundry

- Stream-line Monitoring Activities

- Facility-wide Communication and Employee Support, Training and Resources

- Additional Considerations

The full guidance can be found in the original document here.

Source: Food Industry Coalition, Feeding US updated March 31, 2020
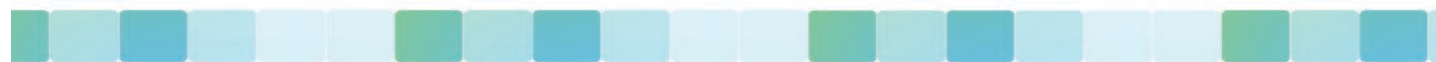
Should we have our employees wear masks?

The **Food & Beverage Issue Alliance** has issued guidance on Proper Use of Face Masks to Protect Against COVID-19 with information on various mask types, when to wear, how to properly put on a facemask, dos and don'ts while wearing and how to remove a facemask. The full guidance can be found [here](#).

Source: [Food Industry Coalition, Feeding US](#) updated April 6, 2020

The **Food & Drug Administration (FDA)** has issued guidance to provide a policy to help expand the availability of general use face masks for the general public and particulate filtering facepiece respirators (including N95 respirators) for health care professionals during this pandemic.

The policy is intended to remain in effect only for the duration of the public health emergency related to COVID-19 declared by the Department of Health and Human Services (HHS), including any renewals made by the Secretary in accordance with section 319(a)(2) of the Public Health Services (PHS) Act. The full guidance can be found [here](#).

Source: [FDA - Enforcement Policy for Face Masks and Respirators During the Coronavirus Disease (COVID-19) Public Health Emergency (Revised)](#) updated April 3, 2020

The **Center for Disease Control (CDC)** and Prevention has issued the following recommendations on if you should wear a facemask:

CDC continues to study the spread and effects of the novel coronavirus across the United States. We now know from recent studies that a significant portion of individuals with coronavirus lack symptoms ("asymptomatic") and that even those who eventually develop symptoms ("pre-symptomatic") can transmit the virus to others before showing symptoms. This means that the virus can spread between people interacting in close proximity—for example, speaking, coughing, or sneezing—even if those people are not exhibiting symptoms. In light of this new evidence, CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) especially in areas of significant community-based transmission.

The full statement can be found [here](#).

Source: [CDC – Recommendation Regarding the Use of Cloth Face Coverings, Especially in Areas of Significant Community-Based Transmission](#) updated April 3, 2020

Where can we get masks and PPE?

Personal Protective Equipment (PPE) for helping to keep employees healthy and on the job remains challenging to source during the pandemic. GCCA has and will continue to advocate that beyond healthcare providers and first responders, as PPE becomes more readily available, critical infrastructure workers are prioritized.

We have provided a list of possible mask providers in the *Supplies* section of this document to assist in finding possible supplies.

An additional measure for acquiring masks is to make them. The CDC has step-by-step instructions that can be found here along with cleaning and sterilization guidelines.

Source: CDC - Use of Cloth Face Coverings to Help Slow the Spread of COVID-19 updated 4/13/2020

In a letter to the **Food and Agriculture Sector Coordinating Council (FASCC)**, the Supply Chain Stabilization Task Force has identified a list of distributors (with contact information provided) that have or soon will have significant quantities of PPE available, including non-medical-grade facemasks (including cloth masks). These distributors are prepared to receive requests from entities within the food and agriculture sector that have an immediate need for PPE that cannot be satisfied through their existing distributors.

Source: FASCC - Personal Protection Equipment (PPE) for Food and Agriculture Sector updated 4/21/2020

How can we manage and sustainably use personal protective equipment (PPE)?

The **Federal Emergency Management Agency (FEMA)** has issued some guidance that summarizes best practices for national implementation to sustain personal protective equipment (PPE) while ensuring the protection of workers during the coronavirus (COVID-19) pandemic response.

The objective of the COVID-19 National Strategy for Addressing Personal Protective Equipment (PPE) Shortage is to ensure protection against COVID-19 for healthcare workers, first responders, and patients by implementing three pillars of practice: reduce – reuse – repurpose. Due to the COVID-19 pandemic response and associated PPE shortages, implementation of contingency and crisis capacity plans may be necessary to ensure the continued availability of protective gear. Additional details on all the best practices can be found in the full document.

Source: FEMA – Coronavirus Emergency Management Best Practices updated 4/20/2020

FEMA has issued additional guidance on for *Addressing PPE Needs in Non-Healthcare Setting* on April 22, 2020. This guidance summarizes how organizations should consider and manage their personal protective equipment (PPE) needs while ensuring the protection of workers during the coronavirus (COVID-19) pandemic response. The full document can be found on the website.

Source: FEMA - Coronavirus (COVID-19) Pandemic: Addressing PPE Needs in Non-Healthcare Setting updated 4/22/2020

How do we prevent glasses from fogging up while wearing masks?

The **National Institute of Health (NIH)** has shared a method to prevent glasses fogging when wearing face masks:

Background

Individuals who wear spectacles can find their spectacle lenses misting up on wearing a face mask. This effect can be a nuisance and even incapacitate the person. A simple method to prevent this annoying phenomenon is highlighted.

Technique

Immediately before wearing a face mask, wash the spectacles with soapy water and shake off the excess. Then, let the spectacles air dry or gently dry off the lenses with a soft tissue before putting them back on. Now the spectacle lenses should not mist up when the face mask is worn.

Discussion

The face mask directs much of the exhaled air upwards where it gets into contact with the spectacle lenses. The misting occurs from the warm water vapor content condensing on the cooler surface of the lens, and forming tiny droplets that scatter the light and reduce the ability of the lens to transmit contrast. The droplets form because of the inherent surface tension between the water molecules. Washing the spectacles with soapy water leaves behind a thin surfactant film that reduces this surface tension and causes the water molecules to spread out evenly into a transparent layer. This 'surfactant effect' is widely utilized to prevent misting of surfaces in many everyday situations.

Source: [National Institute of Health - A simple method to prevent spectacle lenses misting up on wearing a face mask](#) updated 4/14/2020

Who should we contact if one of my employees is suspected of having COVID-19?

1. **Call your Doctor:** If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice. Be sure to call before going to the doctor's office or emergency room, and they will tell you what to do.

   OR call your Local Health Department:

   If you do not have a routine doctor, contact your local health department and they will be able to redirect you to the appropriate resources. A full list of local health departments by US State can be found here: [Directory of Local Health Departments by State](#) and for Canadian Provinces and Territories contact information be found on this list of [Public Health Authorities](#).

2. **Wear a facemask**: If possible, put on a facemask before you enter the building. If you can't put on a facemask, try to keep a safe distance from other people (at least 6 feet/3 meters away). This will help protect the people in the office or waiting room.

3. **Follow care instructions** from your healthcare provider and local health department. Your local health authorities will give instructions on checking your symptoms and reporting information.

Source: [CDC - What To Do if You Are Sick](#), updated 3/30/2020

What protocols are recommended for the food industry when an employee/customer tests positive for COVID- 19?

The **Food & Beverage Issue Alliance** in conjunction with the Food and Drug Administration has issued guidance on Food Industry Recommended Protocols When Employee/Customer Tests Positive for COVID-19 with information on steps to be taken, cleaning and disinfecting, and disposition of food. Here is an excerpt from the full guidance which can be found here.

Food production facilities, distributors, retailers and wholesalers are part of our nation's "critical infrastructure" and must remain operational to feed the country. Inconsistent approaches to reacting to an individual, particularly manufacturing personnel, who test positive for COVID-19, have the potential to jeopardize our food system. This document recommends a consistent approach in how a company can continue operations in the event an individual has tested positive or is potentially exposed, given the global COVID-19 pandemic and high transmissibility of this respiratory virus from person to person. This guidance is not intended to replace or supersede federal, state, or local guidance or authority. It highlights key recommendations from the Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA) on:

- Steps to be taken when an employee tests positive for COVID-19 or has symptoms (cough, fever, sore throat, shortness of breath) associated with COVID19 presumptive or suspected case); and

- Steps to be taken when an employee/facility visitor/customer has been exposed (in close contact) to an individual who is positive for COVID-19

Source: Food & Beverage Issue Alliance - Food Industry Recommended Protocols When Employee/Customer Tests Positive for COVID-19 updated 4/9/2020

What should we share with the press when we have a positive COVID-19 test in our facility?

An employee(s) at one of your facilities tests positive for COVID-19. What happens if the press calls?

First – be prepared. You'll need to be able to anticipate the questions reporters will ask and answer them truthfully and stand up for your company and the industry.

Open up your facility emergency response plan and make sure your team is following its procedures. You'll use some of those procedures to inform your talking points to the press.

> *(If your facility doesn't already have one – create one. At some time or another, nearly every manager can expect to be faced with the sudden challenge of an incident, whether it be responding to a fire, explosion, ammonia spill, or… pandemic. See GCCA's Crisis Communications Manual, available to members at no charge for information you can use to create a plan.)*

Next – write out your statement using your plan as well as the guidelines below before calling the press back or returning an email – but do this in advance if possible, you'll want to promptly respond to reporters.

Then – promptly return the call or answer the email. Do not avoid reporters. Be calm, sincere, and confident as you assertively tell your story. Be brief, transparent, and stick to the facts.

A full set of guidelines for responding to press with additional information on *Preparation, Talking Points,* and *Do's and Don'ts* can be found here.

Source: GCCA updated 4/9/2020

A worker in my *facility (*food processing facility/farm*)* has tested positive for COVID-19. What steps do I need to take to ensure that the foods I produce are safe?

Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. **Currently, there is no evidence to support transmission of COVID-19 by food.** Unlike foodborne gastrointestinal (GI) viruses like norovirus and hepatitis A that often make people ill through contaminated food, SARS-CoV-2, which causes COVID-19, is a virus that causes respiratory illness. Foodborne exposure to this virus is not known to be a route of transmission.

While the primary responsibility in this instance is to take appropriate actions to protect other workers and people who might have come in contact with the ill employee, facilities should re-double their cleaning and sanitation efforts to control any risks that might be associated with workers who are ill regardless of the type of virus or bacteria. For example, facilities are required to maintain clean and sanitized facilities and food contact surfaces.

See: *FSMA Final Rule for Preventive Controls for Human Food*.

- Food facilities are required to use EPA-registered "sanitizer" products in their cleaning and sanitizing practices.

- In addition, there is a list of EPA-registered "disinfectant" products for COVID-19 on the *Disinfectants for Use Against SARS-CoV-2 list* that have qualified under EPA's *emerging viral pathogen program* for use against SARS-CoV-2, the coronavirus that causes COVID-19.

- **IMPORTANT**: Check the product label guidelines for if and where these disinfectant products are safe and recommended for use in food manufacturing areas or food establishments.

Timing and location of cleaning and disinfection of surfaces

- At a school, daycare center, office, or other facility that <u>does not house people overnigh</u>t:

  - 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.

- Cleaning staff should clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the ill persons, focusing especially on frequently touched surfaces.

Source: [U.S. Food & Drug Administration](#) italicized question text edited by author updated 3/18/2020, [CDC - Environmental Clean and Disinfection Recommendations](#) updated 3/17/2020

If a worker in my *facility (*food processing facility/farm*)* has tested positive for COVID-19, should I close the facility? If so, for how long?

Food facilities need to follow protocols set by local and state health departments, which may vary depending on the amount of community spread of COVID-19 in a given area. These decisions will be based on public health risk of person-to-person transmission – not based on food safety.

Source: [U.S. Food & Drug Administration](#) italicized question text edited by author updated 3/18/2020

Is COVID-19 a reportable illness under OSHA regulations?

The **Occupational Safety and Health Administration (OSHA)** released the *Enforcement Guidance for Recording Cases of Coronavirus Disease 2019 (COVID-19)* which provides interim guidance to Compliance Safety and Health Officers (CSHOs) for enforcing the requirements of 29 CFR Part 1904 with respect to the recording of occupational illnesses, specifically cases of Coronavirus Disease 2019 (COVID-19). Here is an excerpt from the [full statement](#):

Under OSHA's recordkeeping requirements, COVID-19 is a recordable illness, and employers are responsible for recording cases of COVID-19, if: (1) the case is a confirmed case of COVID-19, as defined by Centers for Disease Control and Prevention (CDC); (2) the case is work-related as defined by 29 CFR § 1904.5; and (3) the case involves one or more of the general recording criteria set forth in 29 CFR § 1904.7. On March 11, the World Health Organization (WHO) declared COVID-19 a global pandemic, and the extent of transmission is a rapidly evolving issue.

Source: [OSHA - Enforcement Guidance for Recording Cases of Coronavirus Disease 2019 (COVID-19)](#) updated 4/10/2020

The Food and Beverage Issue Alliance first released guidance on April 22, 2020 on *Recording of COVID-19 Work-Related Illness Under the Occupational Safety and Health Administration's (OSHA) Recordkeeping Requirements*. Here is a excerpt from [the full document](#):

As with H1N1 and other uncommon communicable diseases, OSHA considers COVID-19 to be an "illness" under its recordkeeping regulation (29 C.F.R. Part 1904) and, thus, potentially recordable on an employer's OSHA 300 Log. Under OSHA's recordkeeping regulation, when an employee contracts an illness the employer must consider if it is "work-related." An illness is work-related if an event or exposure in the work environment either caused or contributed to the resulting condition or significantly aggravated a pre-existing injury or illness.

Work-relatedness is presumed for illnesses that result from events or exposures in the work environment, unless certain exceptions apply. One of those exceptions is that the illness involves signs or symptoms that surface at work but result solely from a non-work-related event or exposure that occurs outside of the work environment. Thus, if an employee develops COVID19 solely from an exposure outside of the work environment, it would not be work-related, and thus not recordable.

Source: [Food Industry Coalition, Feeding US](#) updated April 22, 2020

Has OSHA enforcement changed during COVID-19?

The **Occupational Safety and Health Administration (OSHA)** released the *Interim Enforcement Response Plan for Coronavirus Disease 2019 (COVID-19)* which provides instructions and guidance to Area Offices and compliance safety and health officers (CSHOs) for handling COVID-19-related complaints, referrals, and severe illness reports. The scope of this guidance covers all investigations and inspections specifically related to the workplace hazard of SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2), which is the virus causing the current COVID-19 pandemic.

The full plan can be found here and outlines the Purpose, Background, General Enforcement Guidelines and includes several attachments including Specific Guidance for COVID-19 Enforcement, Sample Employer Letter for COVID-19 Activities, Sample Hazard Alert Letter for COVID-19 Inspection, Sample Alleged Violation Description (AVD) for Citing the General Duty Clause, and Additional COVID-19-Related References.

Source: OSHA - Interim Enforcement Response Plan for Coronavirus Disease 2019 (COVID-19) updated 13 April, 2020

The **Occupational Safety and Health Administration (OSHA)** also released the *Discretion in Enforcement when Considering an Employer's Good Faith Efforts During the Coronavirus Disease 2019 (COVID-19) Pandemic* which provides guidance that in instances where an employer is unable to comply with OSHA-mandated training, audit, assessment, inspection, or testing requirements because local authorities required the workplace to close, the employer should demonstrate a good faith attempt to meet the applicable requirements as soon as possible following the re-opening of the workplace. The full statement can be found on their webpage.

Source: OSHA - Discretion in Enforcement when Considering an Employer's Good Faith Efforts During the Coronavirus Disease 2019 (COVID-19) Pandemic updated 4/16/2020

Should an employee who has potentially been exposed be allowed to continue to work?

The **Center for Disease Control (CDC)** and Prevention has issued the following updated guidance for critical infrastructure workers who may have been exposed to someone else with suspected or confirmed COVID-19:

To ensure continuity of operations of essential functions, CDC advises that critical infrastructure workers may be permitted to continue work following potential exposure to COVID-19, provided they remain asymptomatic and additional precautions are implemented to protect them and the community.

A potential exposure means being a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID-19. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.

Critical Infrastructure workers who have had an exposure but remain asymptomatic should adhere to specific practices prior to and during their work shift. These practices and the full guidance can be found here.

Also provided are printable flyers for the workplace following this new guidance and can be found at the end of the document or here.

Source: CDC – Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19 updated 4/8/2020

What do we do if our workers TWIC credentials are expiring?

The **Transportation Security Administration** (TSA) has recently released the notice *Exemption to Extend the Expiration Date of Certain Transportation Worker Identification Credentials*, on April 10, 2020. With this notice, TSA is granting a temporary exemption from requirements in 49 CFR part 1572 regarding the expiration of certain Transportation Worker Identification Credentials (TWIC). For TWICs expiring between March 1, 2020, and July 31, 2020, the exemption extends the validity of a TWIC for 180 days for an individual whose TWIC would otherwise expire during the effective period of the exemption. TSA may extend this exemption at a future date depending on the status of the Corona Virus Disease 2019 (COVID-19) National Emergency. More information can be found in the full statement.

Source: Transportation Security Administraion – TWIC updated 4/10/2020

My company is responsible for transportation. How are spot market rates changing during this time?

FTR Transportation Intelligence has developed a series of interactive dashboards to help transportation professionals understand the real-time true impacts of the COVID-19 pandemic on the rates and volumes in the freight marketplace. They have created a map which assesses the state-level impacts on the U.S. trucking industry by four equipment types – dry van, refrigerated, flatbed, and specialized – using Truckstop.com spot market data.

The interactive dashboard with truck spot rates can be found on their COVID-19 Intelligence website.

Can transportation companies claim act of God or act of government authority for a cargo claim defense during this time?

There is a lot of discussion of using Act of God or Act of Government Authority as a defense to a Carmack Amendment loss or damage claim. What people are forgetting is to use one of the common law defenses to carrier liability under Carmack, the defense has to be 100% of the cause of the loss (no fault can be on the motor carrier). This played out with the Nashville flood in 2010 and Superstorm Sandy thereafter. In both instances, courts had to determine if correct action was taken by the carriers – who knew the town was flooding or the storm was coming. The same is likely to be the case here… the defenses will rarely work to get a carrier off the hook for a cargo claim. For more questions about COVID-19 please contact covid19@scopelitis.com

Source: Scopelitis – Webinar updated April 2, 2020

What is Force Majeure and can we claim it?

Companies that wear many hats have started declaring Force Majeure (particularly those who are involved in international freight forwarding and ocean transport). Some have started to ask if they should follow suit. Opinion pieces in various media outlets have also started to address Force Majeure. Force Majeure is when performance is impossible – not just impractical or inconvenient. Impossible.

To determine if you should claim force majeure, start your individual analysis of whether the event circumstances allow you to claim performance is impossible by 1) look at your contract and see if it spells out a) what constitutes a Force Majeure event and are there exclusions (example); b) is there a notice requirement – if yes, failure to give notice can defeat your claim; and 3) gather the facts surrounding Force Majeure. For more questions about COVID-19 please contact covid19@scopelitis.com

Source: Scopelitis – Webinar updated April 2, 2020

Resources

Labor and Workforce Solutions

We recognize IARW warehouse members might need assistance finding additional associates to backfill many roles within the warehouse facility in the event that one or more of your teammate's tests positive for COVID-19 and is away from work for an extended period of time. In that event, we have compiled a list of resources that could be helpful to you in filling those positions.

Staffing Agencies and Contact Information

GCCA-IFDA Workforce Partnership

The Global Cold Chain Alliance (GCCA) and the International Foodservice Distributors Association (IFDA) have created an ad-hoc partnership to address the change in short-term workforce needs fueled by the coronavirus pandemic. The partnership will connect IARW warehouse facilities requiring additional warehouse labor due to a heightened demand on the cold chain with foodservice distributors that have reported excess warehouse capacity. Please share your workforce needs, the address of your facility as well as the closest metropolitan area with Dan Nappi, Director of Workforce Development on the GCCA Team (dnappi@gcca.org), and we will work with IFDA to connect you with a potential match.

Bluecrew
Cynthia Fisher, Account Executive
cynthia@bluecrewjobs.com |757 408-3128

Jobble
Alec Mahony
alec@jobble.com | 508 566 7403 | info.jobble.com/hire/global-cold-chain-alliance

Othrsource
Todd Kieffer, Senior Vice President
www.othrsource.com | todd@othrsource.com

Trillium Staffing
Andrew Carter, National Product Manager Construction Division
jcarter@trilliumconstruction.net |Office: 615 538 5413 |Cell: 615 240 9337

Job Descriptions

If you need to quickly post positions, utilize the standard warehouse position descriptions in the IARW Guide to Effective Warehouse Administration. Provided are templates of job descriptions that members can easily use off-the-shelf for their own purposes.

Download the Guide to Effective Warehouse Administration

Employment Law

Receive legal guidance on employment law questions and issues related to COVID-19 from Jackson Lewis. GCCA has a special relationship with employment lawyers at the firm Jackson Lewis. Through this special relationship, Jackson Lewis lawyers will aid members in understanding if they need legal assistance with labor and employment issues at no cost. If it is determined that legal assistance is needed, members will receive a 15% discount on Jackson Lewis rates if they decide to use Jackson Lewis as their legal representation. You can either contact GCCA staff first or Rachel Ehlers directly for any questions related to COVID-19.

Rachel Ehlers, Attorney at Law, Jackson Lewis P.C.
Direct: +1 512 362 7409 | Rachel.Ehlers@jacksonlewis.com

Supplies

PPE, Masks and Gowns

GCCA is not endorsing any of the following companies. This is simply a result of research done by staff as to options in the marketplace.

Food and Agriculture Sector Coordinating Council
List of distributors (with contact information provided) that have or soon will have significant quantities of PPE available, including non-medical-grade facemasks (including cloth masks).

List can be found here.

Faurecia
FDA approved masks and gowns
Francisco Almeida - Vice President German OEMs
M +52.55.7919 5399 | francisco.aaf.almeida@faurecia.com

Midland Packaging
Clothe masks and Full Face Shields
www.midlandpaper.com
800-323-8522 | sales@midlandpaper.com

PM-Masks
Clothe Masks
https://my.cheddarup.com/c/pmmasks

PrimeGroup
PPE Full Face Visors
primevisors.co.uk
Order now

Rosemarie
BFE95 masks
Shipped through Emerson Logistics
Steven Hatch
513-484-9550 | shatch@rosemarieproducts.com
orders@emersongroup.com

Thermometers

At an FDA briefing call on March 18, 2020 it was recommended that food industry work with the healthcare agencies to procure touchless thermometers. Listen to the full briefing here.

GCCA has also reached out to several different manufactures of thermometers and at this time there does not seem to be a shortage, unlike at the retail level. We would suggest contacting companies to understand delivery timelines and quantity requirements.

GCCA is not endorsing any of these companies. This is simply a result of research done by staff as to options in the marketplace.

Exergen
617 923 9900 |www.exergen.com

Braun
1 800 477 0457 |www.braunhealthcare.com

Kinsa Health
415 236 4811 |sales@kinsahealth.com |www.kinsahealth.co

Cleaning Supplies and Vendors

Below is a list of vendors that supply industrial cleaning products to assist you in sourcing supplies for your facilities. GCCA is not endorsing any of these companies. This is simply a result of research done by staff as to options in the marketplace.

Grainger
Review Products
Phone: 1-800-GRAINGER
(1-800-472-4643)
Contact/Email

WebrestaurantStore
Review Products
Online Chat

Global Industrial
Review Products
Phone:1-888-978-7759
Contact

Uline
1-800-295-5510
Review Products
customer.service@uline.com

ReStockIt
Review Products
Online Chat

P&G Professional
Review Products
1-800-332-7787

Cleanitsupply.com
Review Products
1-800-998-3295
Online Chat

Uno Clean
Review Products
224.654.6500
sales@unoclean.com

MSC
Review Products
 1-800-645-7270

Dobmeier
Review Products
1-800-870-2006

EcoClear
https://ecoclearclean.com/
1-404-919-9023

Cintas
Find a Location
Review Services

Communication Templates

Communicate to Your Customers or Suppliers

Dear Customer (or Supplier),

With the impacts of COVID-19 on our local business community already in effect, in addition to good hand hygiene and common-sense precautions with your employees and patrons, [company name] encourages all local businesses to consider the following:

For your business: Prepare for negative economic impacts.

- Capital: Create, confirm, or expand your line of credit.
- Staffing: Develop staffing plans for varying levels of customers and revenue (what does an 80% scenario plan look like?).
- Insurance: Check with your insurance provider to understand your coverage and options.

For your customers: Make your place of business as hygienic as possible and communicate what you are doing to customers, so they feel comfortable visiting.

For your employees: Check, modify, and communicate HR policies regarding remote working, sick-leave, and compensation during health crisis. Try to ensure your policies are as flexible and non-punitive as possible. Sick employees should be encouraged to stay home.

For your workflow: Cross-train employees for key functions so that daily schedules can continue relatively uninterrupted by potential employee absences. Where relevant, consider staggering start and end times to reduce large numbers of people coming together at the same time; and create and test remote employee collaboration systems (consider apps such as Slack and Zoom).

For your cashflow: Communicate with your landlord (or tenants) and lenders about expectations and request flexibility (better to have that conversation now).

For yourself: Eat well, sleep, and exercise. Taking care of yourself in this time of stress will improve your resistance to infection and resilience in managing difficult business situations. And of course, wash your hands all the dang time and don't touch your face, or anyone else, for that matter.

For your Company: For us to best serve you, we need to know and share what our members are doing to manage risks. To that end, please tell us what what's working and what you need from us!

Our office will [remain open] OR [have reduced hours] as a "Handshake-Free Zone" and we are a ["go" on all upcoming shipments] OR [cancelling upcoming events]. Please keep an eye on our website for updates on events, company news, and resources to help your business weather this trying time.

Communicate Business Changes to Your Staff

The [company name] is committed to providing a safe working environment for you and to minimizing the potential economic and business impact for our customers. We want to assure you that we have a plan in place to address the current COVID-19 situation. To ensure a safe and productive workplace, the following strategies will be followed:

- We will continue to [conduct business as usual] [revise our days and hours open to] [list hours of operation.]
- We will evaluate business travel as it approaches.
- You are encouraged to use respiratory etiquette and safe hand washing practices. Additionally, you are encouraged to use hand sanitizer to supplement handwashing or when handwashing is not an option.
- You are asked to stay home if sick. If you arrive at work sick you will be sent home.
- We are aware of the impact that closed schools, child daycare or adult daycare centers have on many of you. If you are impacted by a closure, please notify your supervisor. Supervisors can coordinate working from home on a case-by-case basis.

Because of the potential that you or a family member may become ill or that our offices may need to close on short notice, we ask that you take your laptop home each evening. If you do not have a laptop, one will be made available for you.

As stated above, we have a plan in place to help ensure your safety. We will continue to follow the advice of government and health organizations to determine next steps.

Communicate a Health Reminder to Your Staff

Subject: What can we do during this time to reduce risk of COVID-19?

Dear Employees,

*Our role as a company in ensuring the country's food supply has been recognized by the **Department of Homeland Security as part of the country's critical infrastructure**. Your role and ability to remain healthy is paramount to accomplishing this mission. **So, what can each of us do?***

1. ***Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.*

2. *If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.*

3. ***Avoid touching your eyes, nose, and mouth** with unwashed hands.*

4. ***Avoid close contact** with people who are sick.*

5. *Put **distance between yourself and other people** if COVID-19 is spreading in your community by practicing social distancing.*

6. ***Stay home if you are sick**, except to get medical care.*

7. ***Cover your mouth and nose** with a tissue when you cough or sneeze and throw the tissues in the trash.*

8. ***Clean and disinfect frequently touched surfaces daily**. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.*

Source: [CDC - How to Protect Yourself](#) updated 3/17/2020

Thank you for your continued diligence and effort to ensure we keep our workplace as safe and healthy as possible. We will continue to follow up with relevant information from government and health organizations as we figure out next steps.

Please contact us with any questions or concerns.

Printable and Sharable Resources

Select a resource to be directed to a version for sharing or printing

Critical Worker Exposure CDC Guidance

Source: CDC 4/8/2020

Guidance for Implementing Safety Practices for Workers Who May Have Had Exposure

Source: CDC 4/8/2020

The President's Coronavirus Guidelines for America

Source: The White House/CDC 4/2/2020

COVID-19 Implications for EPA's Enforcement and Compliance Assurance Program

Source: U.S. Environmental Protection Agency 3/27/2020

Form Letter for Distilleries for Selling Sanitizer to Your Facility

Source: GCCA 3/26/2020

CEBA Essential Critical Infrastructure Workforce Letter to Customers Template

Source: GCCA 3/26/2020

Food Industry Recommended Protocols When Employee/Customer Tests Positive for COVID- 19

Source: FDA, Food Industry Coalition 3/23/2020

Printable ID for Essential Critical Worker (US)

([on webpage](#))
Source: Cybersecurity & Infrastructure Security Agency, GCCA 3/30/2020

Printable ID for Essential Critical Worker (Canada)

([on webpage](#))
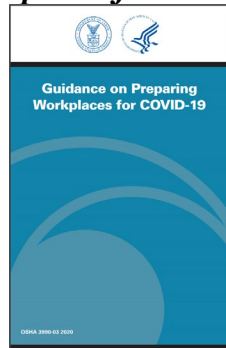*Source: Critical Infrastructure – Government of Canada, GCCA 3/20/2020*

Memo for Identification of Essential Critical Workers
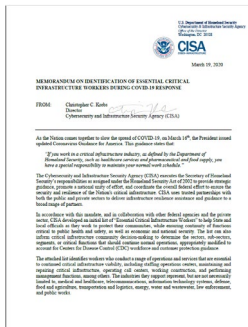
Source: US Department of Homeland Security - CISA 3/20/2020

Guidance on Preparing Workplaces for COVID-19
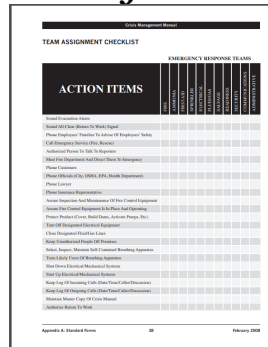

Source: OSHA/HHS 3/18/2020

COVID-19 Print Resources

Source: CDC 3/18/2020

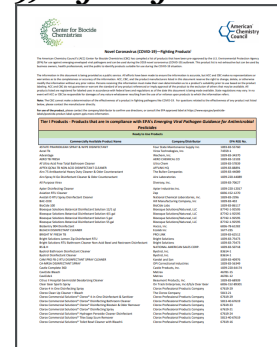### The President's Coronavirus Guidelines for America

Source: OSHA/HHS 3/18/2020
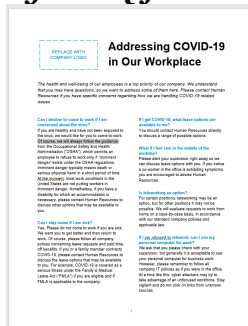
Crisis Management Manuel

Source: IARW Guide to Effective Warehouse Crisis Management 3/18/2020

Novel Coronavirus (COVID-19) Fighting Products

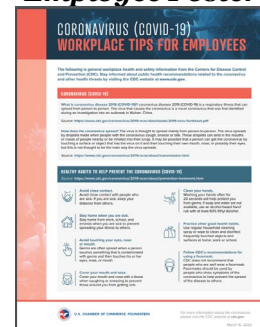*Source: American Chemistry Council 4/3/2020*

Employee FAQ for COVID-19

([PDF]| [Word—editable])
Source: Small Business Legislative Council, GCCA 3/20/2020

Canadian Coronavirus disease: Awareness resources posters

Source: Government of Canada 3/18/2020

Workplace Tips for Employee Poster

Source: US Chamber of Commerce 3/18/2020

GLOBAL COLD CHAIN ALLIANCE®

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CEBA — Controlled Environment Building Association

IARW — International Association of Refrigerated Warehouses

IRTA — International Refrigerated Transportation Association, Inc.

World Food Logistics Organization — WFLO — The Refrigeration Research & Education Foundation

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