



Ohio

Manufacturing
Extension Partnership

How Swagelok has managed COVID-19 as an Essential Business

The Swagelok logo, featuring the word "Swagelok" in a blue, cursive script font.

Wednesday, April 7, 2020 – 3:00pm

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Agenda

1. Approach to Crisis Management
2. Associate Impact
 - COVID-19 Hardship Paid Time Off Policy
 - Quarantine Protocol
3. Business Continuity
 - Cleaning Protocols
 - Operationalized Social Distancing
4. Communication
5. Q&A and Resources

Approach to Crisis Management

- Strategic Risk Committee initiated a COVID-19 Crisis Response Team, with sub-teams focused on:
 - Associate Impact – policies, procedures, and engagement
 - Business Continuity – operations, supply chain, and customer impact
 - Communications – internal and external
- Immediate Actions:
 - Aligned to guiding principles with values-based decision making as our foundation:
 - Associate safety and well-being at the forefront
 - Business continuity as an essential business
 - Revised existing pandemic response plan with an initial list of anticipated COVID-19 scenarios

Associate Impact

Guiding Principle: Associate safety and well-being at the forefront

- **USE AN ABUNDANCE OF CAUTION**
- Developed the following based on WHO, CDC and medical expert guidelines and recommendations:
 - Centralized case management for COVID-19 scenarios
 - Quarantine protocols
 - Return to work process
 - COVID-19 Hardship Paid Time Off Policy
 - Mandatory work from home where possible
 - Daily associate self-check process
 - Social distancing expectations
 - Essential business travel authorization letter
 - Communication for personal hygiene practices

COVID-19 Hardship Paid Time Off Policy

Overview: Associates who experience a COVID-19 Hardship and are unable to meet their weekly scheduled working hours through alternative work arrangements are eligible to receive Hardship PTO.

COVID-19 Hardship: Associate can not work due to absences caused by the COVID-19 outbreak. Causes are limited to:

- COVID-19 related loss of public transportation;
- Absences necessary to care for a dependent based on childcare or school closings as a result of COVID-19;
- Personal COVID-19 related illness or medically supported inability to be onsite;
- To care for a family member (as defined by Swagelok's Family Medical Leave Act Policy) with a COVID-19 related illness; and
- Any period of quarantine required by Swagelok or recommended by any applicable governmental body (e.g. for individuals 65 and above, and those with chronic underlying conditions)

Hardship Paid Time Off: Is paid at the associate's base pay, inclusive of shift premiums, with a maximum of eighty (80) hours available.

COVID-19 Quarantine Protocol

Developed quarantine and return-to-work protocols using CDC and medical expert guidelines and recommendations

- Protocol organized by the following COVID-19 scenario-types:
 - Associate illness
 - Illness of associate's spouse/household member
 - Associate in contact w/ others (suspected for confirmed cases)
 - Travel
- Escalation and approval process driven by scenario severity
- Dedicated HR Business Partner team focused on quarantine intake and shared services approach to return to work
- Clear definitions for the following to drive consistency:
 - Close contact
 - 7/3 rule for symptomatic associates
 - 14-day quarantine for suspected or confirmed COVID-19 cases

Business Continuity

Guiding Principle: Business continuity as an essential business

- Developed and implemented cleaning protocols based on CDC guidelines
- Updated visitor policy with self-check questionnaire and approval process
- Evaluated risk to our supply chain
- Operationalized social distancing
 - Ceased large-group meetings
 - Staggered shifts
 - Limited numbers in common areas
 - Physical changes to work environments where practical
- Identified individuals as back-up to critical leadership and technical roles
- Created essential business packets to support external visits (e.g. department of health)

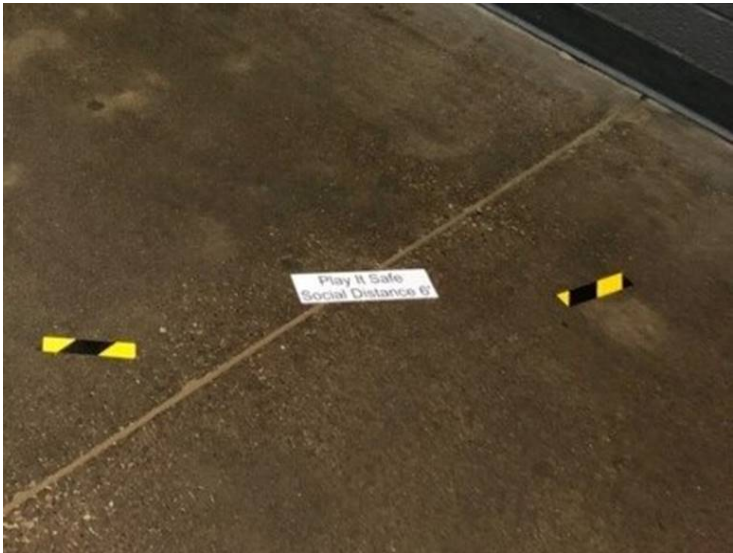
Cleaning Protocols

Developed cleaning protocols using CDC and medical expert guidelines and recommendations

- Protocols defined by two severity levels:
 - **Level 1** = Associate has COVID-19 symptoms, is suspected of having COVID-19, has had close contact with others suspected or confirmed, traveled to level 2 or 3 countries
 - **Level 2** = Associate is confirmed with COVID-19

Severity	Associate Work Schedule	Cleaning Timing	Areas to Clean	Supplies
1	Same day	Same day/next day	Work areas, locations individual was present	CDC approved disinfectants
2	<ul style="list-style-type: none"> • Onsite w/in last 24 hours • Off-site > 24 hours 	<ul style="list-style-type: none"> • 24-hour quiet period • Same day/next day 	Work areas, locations individual was present, all common areas	

Operationalized Social Distancing



Operationalized Social Distancing



Communication

Implemented frequent and transparent communications for leaders and associates to include:

- Daily actions for leadership
- Bi-weekly communication to all associates
- Updates to policies and procedures
- “Thank You” messages from executive leadership
- Federal and state guidelines and orders
- Essential business overview with linkage to customer stories

Available Resources

- Associate Impact
 - Personal hygiene practices
 - Remote work guidelines
 - Social distancing expectations
 - COVID-19 Hardship Paid Time Off Policy
 - Daily associate self-check process
 - Quarantine scenarios and protocol
- Business Continuity
 - Visitor self-check questionnaire
 - Cleaning protocols
 - Essential travel letter

Questions?

