



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 will 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.

- 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**