

Recommended Best Practices for Safe Manufacturer/Distributor Field Engagement in COVID-19 Environment

	PHASE 1	PHASE 2	PHASE 3	PHASE 4
Reopening Phase	Office reopens for essential employees. Only employees whose roles need to be done from the site. Field based employees remain work from home	Office reopens with limited capacity. Staggered, gradual phasing of employees into the site/back into field	Office is fully functional with limited control measures. <i>An increased capacity of employees with limited control measures</i>	Office fully functioning with no control measures. <i>No limitation on office capacity and no remaining control measures</i>
Field Engagement Triggers	Align with Centers for Disease Control and Prevention (CDC), state, local, industry and company guidance & determinations	Align with CDC, state, local, industry and company guidance & determinations External <ul style="list-style-type: none"> Local regulatory requirements eased or completely relaxed Schools and childcare services' partially or fully available Internal <ul style="list-style-type: none"> Limited risk of contamination in the suburb/province etc. that the office is located Business continuity and very limited risk to production/distribution sites due to contamination 	Align with CDC, state, local, industry and company guidance & determinations External <ul style="list-style-type: none"> Local regulatory requirements completely relaxed and domestic travel restrictions removed Schools and childcare fully available Internal <ul style="list-style-type: none"> Minimal contamination in the suburb/county that the office is located Business continuity and very limited risk to production/ distribution sites due to contamination 	Align with CDC, state, local, industry and company guidance & determinations <ul style="list-style-type: none"> Availability of a vaccine or treatment
Rules of Engagement	Continue to engage remotely with customer	<ul style="list-style-type: none"> Can the call be made remotely? Understand site-specific requirements and make appointments where required Do a self-check prior to any in-person visits. If you say yes to any of the following, stay home. <i>Symptoms : Temperature 100.3°F or higher; Unexplained cough; Unexplained shortness of breath or difficulty breathing; Unexplained tiredness or fatigue; or Unexplained loss of sense of smell and taste</i> <i>Contact Risk : close contact with either a suspected or confirmed case of COVID-19; you or a member of your household travelled internationally</i> Limit meeting size to <6 people Stay below the close contact threshold of 15 mins face-to-face contact Continue remote engagement if office requires evidence of COVID-19 test results Understand and respect the customer's unique circumstances 		No restrictions on in-person engagement unless communicated by customer
Safety Controls	Follow company and local guidance best practices for personal hygiene and social distancing	<ul style="list-style-type: none"> Align with state and local safety controls Wear a mask and any other appropriate PPE based on the situation and customer interaction Maintain social distancing rules Do not shake hands Frequently clean and sanitize touched objects Wash hands thoroughly and use hand sanitizer frequently Clean product used for demos according to product instructions, sanitize surfaces frequently Wait in vehicle/non-populated area instead of office waiting areas, until time of appointment Adhere to customer-specific policies regarding safety measures in addition to company best practices & policies 		No restrictions unless communicated by customer