



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

Purpose

Northline Utilities strives to provide a safe and healthy workplace for all employees. This pandemic response policy outlines our overall response to a pandemic outbreak and our emergency preparedness and business continuity plan. It outlines specific steps Northline Utilities takes to safeguard employees' health and well-being during a pandemic while ensuring Northline Utilities ability to maintain essential operations and continue providing essential services to our customers. In addition, it provides guidance on how we intend to respond to specific operational and human resource issues in the event of a pandemic.

Pandemic Defined

Pandemic Illnesses pose the most serious global threats to public health and our economy. It conceivably can cost billions of dollars in productivity losses resulting from absenteeism, payouts of sick leave or workers' compensation, and lost sales; disrupt transportation and communication services on which we all depend; and impede delivery of necessary goods and services. Inability to predict when such a disease might strike and with what severity makes it incumbent on Northline Utilities to consider how our business might be affected and to articulate what needs to be done to respond to an outbreak.

One such pandemic illness is influenza or flu caused by a variety of influenza A viruses. These viruses can cause different diseases: avian (or bird) flu, H1N1 (swine flu), pandemic influenza, and seasonal flu. Pandemic influenza can occur when mutating flu viruses become transmissible to humans, who generally lack any natural immunity to fight off the viruses' adverse health effects. Because infected humans are so contagious, they become the primary vehicle for pandemic influenza's spread. The more humans who become contagious, the more widespread the disease becomes and the more rapid the spread is.

Generally, pandemic influenza occurs in waves, with each new group of infected people in turn infecting others. Each such wave of infection can last as long as eight weeks, resulting in steadily increasing numbers of infections, and the disease itself can take 12 months to 18 months to run its course through the population. Subsequently, the viruses sparking pandemic influenza "settle" and thereafter can cause a type of seasonal flu (also known as "human flu") that produces the symptoms and illness many of us experience during annual "flu season."



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

Emergency Operations Team

Name	ICS Role	Office Number	Cell Number
Jamie Atkins	Incident Commander	518-647-8198 ext. 201	518-569-8702
Lori Mayott	Public Information Officer / Incident Commander (Alt)	518-647-8198 ext. 322	518-488-8730
Rick Aguilar	Liaison Officer / Public Information Officer (Alt)	518-647-8198 ext. 324	518-420-7078
Rudy Kunz	Safety Officer / Liaison Officer (Alt)	518-647-8198 ext. 227	518-534-5866
William Straight	Business-Customer Liaison / Incident Commander (Alt)	518-647-8198 ext. 231	518-569-4140
Lee Pray	Human Resources / Safety Officer (Alt)	518-647-8198 ext. 234	518-726-6724
Brandy Rousseau	Business-Customer Liaison (Alt)	518-647-8198 ext. 236	518-423-4914

The CEO will assume the role of Incident Commander. The Incident Commander will mobilize the Public Information Officer, Liaison Officer and Safety Officer (one person may fill more than one role, at the discretion of the Incident Commander).

The Incident Commander will update the Public Information Officer who will be the only staff member authorized to handle news media inquiries. He/she will prepare and/or review all information or announcements for the local media and public. The Public Information Officer may work with Human Resources and the Functional Managers to initiate notifying employees or emergency contacts and provide them with any information that may be deemed necessary.

The Liaison Officer will ensure that all employees receive information approved by the Emergency Operations Team.

The Safety Officer will ensure the appropriate cleaning and disinfecting measures have been taken at all physical Northline Utilities locations.

The Business-Customer Liaison will ensure the appropriate and timely communication of information from Northline Utilities to our Customers and vice versa.



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

The Emergency Operations Team will meet on a regular basis during a pandemic to review the latest information from various sources and agencies. Our response strategies will be outlined in Guidance Documents issued on a regular basis as the specific pandemic unfolds.

Personnel will not be permitted in Northline facilities until directed by Incident Commander, after appropriate cleaning of facilities.

The Pandemic Response Plan will be reviewed and updated periodically by the Emergency Operations Team. Any time the Plan is utilized a post-mortem review of its effectiveness will be conducted. Improvements and changes will be reflected in the updated plan.

Identification of Essential Personnel

Northline Utilities has identified and designated as essential personnel certain employees whose jobs are vitally important to our continued operation in emergencies. We expect only designated essential personnel to be available for work during a pandemic.

We acknowledge, however, that even essential personnel might become ill and unavailable to work or not be able to reach our worksite because of conditions beyond their own or our control. Consequently, Northline Utilities has devised and agreed on back-up arrangements under which other personnel are trained and equipped to fulfill the duties of unavailable essential employees.

In addition, we have equipped our most essential personnel with all the resources, including computers, and cell phones that essential employees need to work remotely during emergencies to increase flexibility and options during a pandemic.

Essential Positions Identified:

- Payroll
- Project Management
- Functional Managers
- Emergency Operations Team

Remote Work Locations

Northline Utilities acknowledges that during a pandemic, local, state, or federal authorities might prohibit or severely curtail individuals' access to and use of public services and public transportation; close or prevent access to buildings or public highways; isolate or quarantine buildings' occupants; and prevent inter- or intrastate delivery of goods and services. We cannot



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

predict and have no control over such authorities' actions and acknowledge our legal duty to comply with outside authorities' directives.

We are prepared to continue key “bare bones” operations from a number of remote work locations, including essential employees' homes. We are also prepared to require alternate work schedules to limit contact between employees at our facilities.

It may be necessary to prohibit entry of non-employee visitors to our facilities or limit the areas of access to these visitors. Changes to our access practices will be communicated and posted.

Infection-Control Measures

Northline Utilities takes a number of steps to minimize to the extent practicable exposure to and spread of infection in the workplace, which is an ideal site for contagion because of workers' close proximity to one another. As appropriate, Northline Utilities recommends measures that employees can take to protect themselves outside the workplace and encourages all workers to discuss their specific needs with a family physician or other appropriate health or wellness professional.

Northline Utilities will advocate compliance with “Social Distancing” recommendations e.g. Spacing workers, staggering work schedules, limiting in-person meetings, contact greetings, whenever possible as an additional precaution in the protection employees.

We ask all employees to cooperate in taking steps to reduce the transmission of communicable diseases in the workplace. Employees are reminded of the following:

- Stay home when you are sick.
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces.

Northline Utilities will train and inform employees periodically through departmental meetings, tailboards, or postings on illness prevention, preventing the spread of diseases, and company-specific policies concerning illness.



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

Ill employees: Northline Utilities expects employees who are infected or have been exposed to infected family members or others with whom employees have been in contact to stay home and seek medical attention as necessary and appropriate. Northline Utilities expects such workers to notify us as soon as possible of exposure or illness.

At our discretion or the direction of outside authorities, we can require the isolation and quarantine of any infected employees who come to work despite need for medical attention.

Vaccinations: Northline Utilities encourages all essential personnel to maintain up-to-date vaccinations and to obtain annual flu shots, if available and not medically contraindicated.

Personal-protection equipment: Northline Utilities may have on site supplies of recommended personal-protection equipment and anti-bacterial hand gels and wipes, which Northline Utilities always encourages employees to use and can require workers to use.

We urge all employees to speak with their personal physician about types and proper use of personal-protection equipment in the home.

Facilities maintenance: Northline Utilities' cleaning and waste-removal contractors will work to maintain our physical locations. Northline Utilities approves the use wherever possible of improved equipment or cleaning methods to guard against the spread of infection in the workplace.

Employee Leave and Pay

In the event of a pandemic, Northline Utilities will determine the need for different types of furlough or administrative leave. Northline Utilities will monitor emergency conditions daily to determine how long these leaves must continue and, following consultation with outside authorities, advise employees when to expect to return to work.

Northline Utilities will be as generous as possible to protect infected employees and those employees asked not to work to stop the spread of the virus from severe economic loss, however, employee leave and pay is at the company's discretion. Northline Utilities will make considerations for conducting work remotely and encourages employees to reserve personal time to ensure continuance of pay.



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

Northline Utilities will regularly review leave policies for flexibility to accommodate employees who need to stay home due to school/childcare dismissals and to encourage individuals to stay home if they are sick.

Family and Medical Leave (FMLA and PFL): If applicable, Northline Utilities places on family and medical leave any workers who fall ill or must be absent from work to care for an infected family member.

Northline Utilities requires such employees to notify Northline Utilities as soon as possible of need for family and medical leave. Northline Utilities allows employees to use accrued paid annual and sick leave in lieu of unpaid family and medical leave. Northline Utilities requires employees to take unpaid family and medical leave once all accrued paid leave is used.

Northline Utilities requires all employees to certify that they have received, read, and fully understand Northline Utilities's family and medical leave policy and its use in an outbreak. (See Northline Utilities' related Family and Medical Leave Policy.)

Business Travel

Northline Utilities makes all reasonable efforts to eliminate the need for travel by taking advantage of technology that allows us to communicate or otherwise operate electronically. Work sponsored conferences, tradeshow, etc... may also be postponed or canceled. Generally, in the event of a pandemic, travel on Northline Utilities' behalf could be suspended and limited to a select group of essential personnel who have obtained required travel authorizations from Northline Utilities and, if necessary, outside authorities.

Emergency-Contact Information

Employees are required to notify their immediate supervisor and Human Resources/Payroll of any change in emergency-contact information within two weeks of the change. Human Resources/Payroll will verify employees' emergency contact information annually.

Communications

Outside authorities: Northline Utilities partners with local, state, and federal emergency-response and health agencies to ensure legal compliance with emergency-response protocols to which Northline Utilities is subject and to coordinate efforts to maintain safety and security in and outside the workplace.



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

Action escalation: Northline Utilities' Emergency Operations Team, which is responsible for ensuring our company's ability to continue operating in emergencies, has devised a policy under which essential personnel can be directed to take specific actions at specific times.

Employees will receive updates and information via company e-mail or phone call from their immediate manager/supervisor. Managers and supervisors, who are required to attend regular information and training sessions on Northline Utilities' emergency-response and business-continuity planning and preparedness initiatives, will be directed to distribute up-to-date copies of important information, as well as any additional related information or guidance employees, suppliers, vendors, or customers might need.

Northline Utilities employee assistance program (EAP) services remain available to you to the extent practicable and reasonable during a pandemic. Northline Utilities has contracted with our EAP provider to make available to you a team of crisis-management specialists. Contact information for our EAP is published on posters throughout the workplace and included in information packets mailed to every employee's home.



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

ADDENDUM:

Memo 1: Temporary Telecommuting Arrangements

Due to the current COVID-19 (coronavirus) outbreak, many employees are inquiring about the ability to work from home. Northline Utilities is implementing voluntary temporary telecommuting arrangements for employees whose job duties are conducive to working from home but who do not regularly telecommute. However, there are some positions at Northline Utilities that require the employee to be physically present in the workplace. These employees are defined as essential personnel.

Essential personnel include the following positions:

[Insert position titles]

Essential personnel are expected to report to work as scheduled unless otherwise notified. Regular leave policies and procedures should be followed for employees who are unable to report to work.

Positions approved to work from home temporarily include the following:

[Insert position titles]

Additional positions may be considered on a case-by-case basis.

These arrangements are expected to be short term, and Northline Utilities will continue to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period of time for telework, and Northline Utilities may require employees to return to regular, in-office work at any time.

Should the current health crisis warrant, Northline Utilities, may require all employees, with the exception of essential personnel, to work from home. Employees should be proactive with department managers in preparing for these circumstances to ensure employees have the resources necessary to work remotely.



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

Memo 2: Temporary Suspension of Nonessential Business Travel

Due to Northline Utilities' commitment to employee safety in light of the COVID-19 (coronavirus) outbreak, effective immediately, all nonessential business travel will be suspended until further notice. Northline Utilities will continue to monitor the situation and provide guidance as more information on the extent and severity of the outbreak becomes available.

Travel Cancellation Procedures

If nonessential business travel has already been booked, please work with [your manager/HR/our travel coordinator/etc.] to cancel properly to receive an airfare and hotel refund or credit if applicable. Set up phone or online conferencing with clients or other business units to replace the in-person meetings, if possible. Please make sure your manager knows the status of all meetings cancelled due to this temporary suspension.

Essential Travel

Essential business travel should be limited to those situations where business cannot reasonably be conducted without face-to-face interaction or visits to specific locations. Your manager must approve all travel (including trips that were previously approved) until further notice.

Procedures Upon Return from Travel

Employees who become ill during or upon returning from travel with virus-like symptoms will need to contact a health care provider as well as the HR department for direction as soon as possible. [Optional, and not CDC recommended at this time due to overburdening doctors: Employees may not return to work without obtaining clearance from their health care provider.]

Employees returning from travel who do not exhibit virus-like symptoms must still contact the HR department upon return and may be directed to remain away from the workplace for fourteen days to determine whether or not they have been exposed. The returning employee should work with his or her manager to set appropriate telecommuting arrangements or request time off from work. Please contact the human resources department with any questions or concerns.



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

Memo 3: Notification of Staff working Remotely

Dear Colleague,

As a result of developments on Northline Utilities related to coronavirus COVID-19, beginning March XX, 2020 staff will be working predominantly remotely until further notice. If you need to contact a staff member please use the list below, which contains the staff members name, title, email address and a brief description of their areas of responsibility. We ask that you initiate contact through an email and the staff member can follow up with a phone call if necessary.



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

PANDEMIC RESPONSE POLICY

Policy #: XX-XX
Policy Owner: HR
Effective Date: 03/2020
Revision Date: 03/16/2020

SOCIAL DISTANCING GUIDELINES AT WORK

-  **1** Avoid in-person meetings. Use online conferencing, email or the phone when possible, even when people are in the same building.
-  **2** Unavoidable in-person meetings should be short, in a large meeting room where people can sit at least three feet from each other; avoid shaking hands.
-  **3** Eliminate unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
-  **4** Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize. Keep six feet apart when possible.
-  **5** Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
-  **6** Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.
-  **7** Limit recreational or other leisure classes, meetings, activities, etc., where close contact with others is likely.

