



COVID-19 Update and Contingency Plan



As you face the disruption and unknowns of coronavirus (COVID -19), we want you to know that we have been working diligently behind the scenes to ensure we are in a position to continue providing you with the support and service you are accustomed to receiving from Pinnacle PEO

Our primary focus is on the health, safety and well-being of our clients, colleagues and communities. The business decisions we have made and continue to make are guided by this focus and spirit of service to our stakeholders as we work together through these unprecedented times.

Pinnacle PEO has instituted an Infectious Disease Contingency plan for Pinnacle PEO to ensure a safe workplace and ensure continuity of service to our clients.

We do not anticipate interruptions in our ability to deliver our clients needs. Our commitment to providing you with exceptional client experience.

We are planning in anticipation of possible disruption of delivery services such as FedEx, DHL, etc. which are utilized to deliver payroll checks, which would be beyond our control. We would like to remind our clients who are not currently utilizing direct deposit to reconsider. We offer both direct deposit and Bank Pay Card, which be used for a one-time withdrawal or to directly purchase much like a debit card. Please contact us if you would like to discuss this option further. We have taken the liberty of attaching the appropriate forms.

We know you are also likely creating a response plan to address the situation; we would like to offer a Sample Contingency Plan. Please keep us informed on how we can best serve you based on your plans. We will work together to meet your needs

Sample Contingency Plan

Unless otherwise notified, our hours of operation remain as is. Our normal attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during an infectious disease outbreak should take steps to work with the company to develop any necessary contingency plans.

During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing the following symptoms:

Examples include:

1. Fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness to self-isolate and remain at home until as recommended depending on the type of disease.
2. For most infectious disease's employee are encouraged to wait at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Or as recommended by the CDC or their physician.
3. Employees who report to work ill will be sent home in accordance with these health guidelines.

School Closures and family care providers Self isolate

- We recognize the importance of your family and providing care. There are several options Management would be open to, flexible work schedules, working half day etc.
- Please contact your manager to discuss your options and decide what type of schedule will be adopted.
- Employees who feel they have been exposed or may becoming ill and have decided to self-isolate. We encourage and will support, please make your manager aware of this decision.

Limiting Travel for company business

- All nonessential travel should be avoided until further notice.

Interactions with Customers

- We may temporarily halt handshakes and some other forms of contact as part of the process to enhance everyone's safety. Proper social distancing is preferred whenever possible.
- In addition, employees and team members will use hand sanitizer after serving each Client and before greeting each client.

Preventative Cleaning and Touch Areas:

Each morning and throughout the day and closing we will continue our standard practice of cleaning and disinfecting all surfaces and equipment before and after every Client.

- Bathrooms
- Workstations
- Chairs in the waiting area
- Kiosks/screens and counters at checkout
- Door handles

Business Action Plans

- Please share your plan with your team
- Plan to monitor and respond to absenteeism at the workplace.
- Implement plans to continue your essential business functions in case you experience higher than usual absenteeism.
- Assess your essential functions and the reliance that others have on your services or products.
- Be prepared to change your business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize customers, or temporarily suspend some of your operations if needed).

END Sample Contingency Plan

We are in this together. It is our pleasure to serve you through these times of uncertainty. As always, we thank you for the trust and confidence you have placed in us. For further information and guidance, contact the HR Department at (210) 344-2088.