



# CRISIS MANAGEMENT PLAN - COVID-19

Hilti North America  
Reboarding Approach

Updated: May 18, 2020

# PURPOSE

To share the Hilti North America guideline on the process and approach organizations can take in response to the COVID-19 outbreak which has the ability to negatively impact the organization, customers or most importantly, team members.

This guide allows for a leveled and coordinated response to reboarding various working teams.

## Crisis Management Team

From the first reports of a possible crisis, the Hilti North America Crisis Management team was activated. The positions of the core team are: Chief Operating Officer, Sr. VP of Legal, Sr. VP of Human Resources, Health and Safety Officer, Facilities Director, Communications Director. Additional expertise is called on as needed.

# FRAME OF REFERENCE

- Leverage the learnings from launch of response crisis (e.g. proactiveness, communication, detailed information through use of frequently asked questions, etc.)
- Utilize same approach as launch of crisis response in regards to phases of reboarding
- In general, we will be “more conservative” than government authorities on reboarding response as we were at the launch of crisis response, operating on the principle of “an abundance of caution for the safety and well-being of our team members”

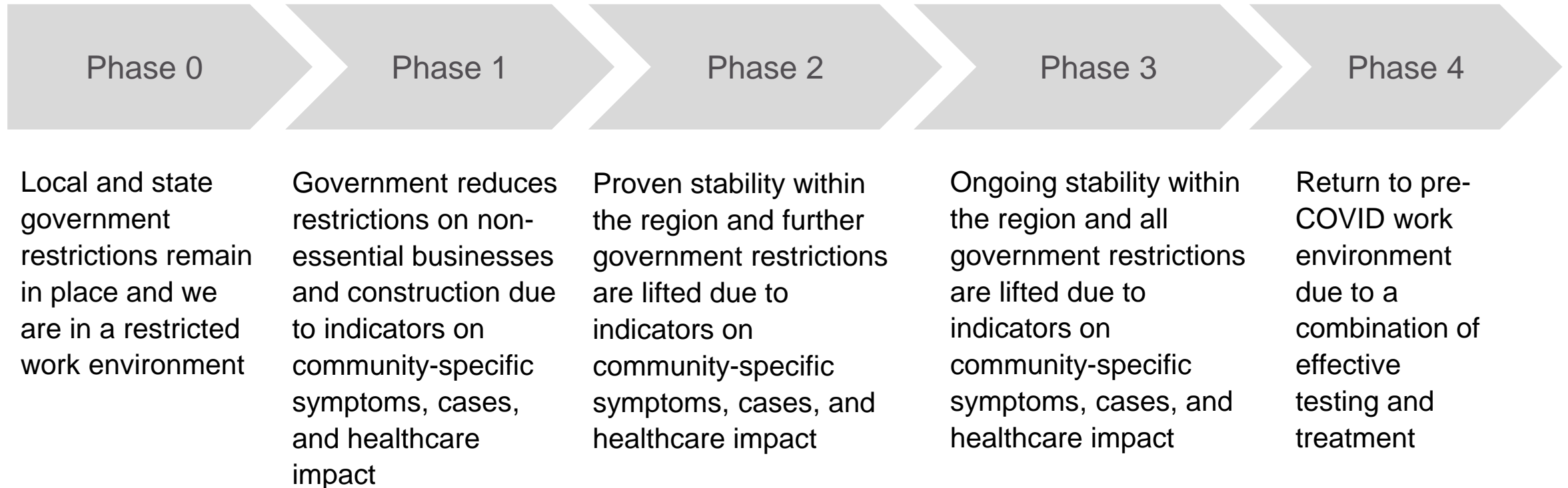
# REBOARDING PLAN

# RE-BOARDING COMMUNICATION PLAN // GENERAL

Timeline	Communication Channel / Action	Audience	Responsible Party
April 23	Re-boarding survey	All team members	Human Resources
April 29	Update video from CEO on reboarding plan	All team members	Crisis Management Team + CEO
April 30	Distribution of reboarding plan and role-specific playbooks to leadership team	Leadership	Crisis Management Team
May 1	PPE package (mailed to home addresses) <ul style="list-style-type: none"> <li>• Note about using PPE</li> <li>• Disposable face masks</li> <li>• Hand sanitizer</li> <li>• Directions on self-made antibacterial spray cleaner</li> </ul>	All field-based teams	Crisis Management Team
May 6	Brief leadership on reboarding plan, importance of phased approach, commitment to safety	Managers	Crisis Management Team + Communications Team
May 7-11	Re-boarding Town Hall (virtual by function) <ul style="list-style-type: none"> <li>• 30 minutes – instructional presentation and update</li> <li>• 30 minutes – Q&amp;A</li> </ul>	All team members	Respective person in leadership
May 7-11	Re-boarding FAQ <ul style="list-style-type: none"> <li>• Distributed via email following each Town Hall</li> </ul>	All team members	Crisis Management Team + Communications Team
May 13	Open Q & A webinar (one per major site area)	All team members	Crisis Management Team + Communications Team

# OVERVIEW

Not all situations are created equally. Following are proposed levels of reboarding with further details on corresponding responses.



# COVID-19 RESPONSE FOCUSES ON CARING SUPPORT FOR OUR TEAMS DURING EACH PHASE OF THE CRISIS

## Key elements of our People-First crisis response

- Lead with care and support
- Increase communication cadence with leaders and team members
- Ensure senior leaders are visible, accessible
- Engage teams in decision making with > 70% participation in organization-wide survey
- Act with abundance of caution during off-boarding / re-boarding with a focus on physical and psychological safety
- Encourage vacation usage for respite ahead of recovery
- Adapt people policies to support the way we need to work now and in the future

## Engagement in each crisis stage, sphere of impact

	My well-being (Me)	Those around me (My family)	Connecting (My teams)	Build a better future (My community)
<b>Caring Stage</b> (Mid to late March) <b>Establish and communicate support</b>	<ul style="list-style-type: none"> <li>• Overview of Total Rewards</li> <li>• Fill role-specific time-off gaps</li> </ul>	<ul style="list-style-type: none"> <li>• REDi platform with resources for working parents</li> </ul>	<ul style="list-style-type: none"> <li>• Virtual connection activities</li> <li>• Remote "team" work best practices</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate needs by community (i.e. blood drive)</li> </ul>
<b>Engagement Stage</b> (April / beginning May) <b>New way of working and taking care of ourselves</b>	<ul style="list-style-type: none"> <li>• Focus on wellness and benefits to stay well</li> </ul>	<ul style="list-style-type: none"> <li>• Engage family members – activities for children</li> </ul>	<ul style="list-style-type: none"> <li>• Front line team appreciation</li> <li>• Extend EMT visibility</li> <li>• Focus on culture</li> </ul>	<ul style="list-style-type: none"> <li>• Virtual volunteer fair (future focused)</li> </ul>
<b>Readiness Stage</b> (Now) <b>Prepare to return to pre-crisis mode even stronger</b>	<ul style="list-style-type: none"> <li>• Focus on employee assistance programs and support</li> </ul>	<ul style="list-style-type: none"> <li>• Resources for getting kids and family ramped up</li> </ul>	<ul style="list-style-type: none"> <li>• Team building</li> <li>• Learning communities</li> </ul>	<ul style="list-style-type: none"> <li>• Pro-bono services leveraging individual/team experience</li> <li>• Matching nonprofit to partner/volunteer</li> </ul>
<b>Performance Stage</b> (TBD) <b>Recovery and Rebound</b>	<ul style="list-style-type: none"> <li>• Share what we've learned</li> </ul>	<ul style="list-style-type: none"> <li>• Assimilate whole family back into pre-crisis routines</li> </ul>	<ul style="list-style-type: none"> <li>• Re-bonding activities</li> <li>• Peer collaboration platform/blog (TC7 reinforcement)</li> </ul>	<ul style="list-style-type: none"> <li>• Storytelling and team impact</li> </ul>

This unprecedented experience has created a defining moment for our culture.

# PHASE 0

## State and Local Government restrictions on Business and Stay at Home orders

Groups / activities	Work guideline
Office-based team members	Work from home
Field-based team members	Work from home unless required in-person consultation with essential business (written request from customer)
Distribution Centers / Manufacturing	Operating in a restricted entry status and within safe guidelines
Store Fronts	Operating in a will call only status with restricted entry
Tradeshows / industry events	No attendance
Meetings	Virtual only
Team members in high risk groups or those with a high risk individual in their home	Arrange working environment with HR
Travel*	None

\* Travel defined as crossing state lines and/or requiring expenditure on hotel or transportation



# SUMMARY REBOARDING PLAN BY PHASE

Groups / activities	Phase 1	Phase 2	Phase 3*	Phase 4
Office-based team members	Work from home	Limited team members in office with social distancing guidelines	Open with social distancing guidelines	Pre-COVID work environment due to combination of effective testing and treatment
Field-based team members	Work from home unless required in person consultation with essential business	Pre-arranged appointments with customers within playbook guidelines	Operations with social distancing guidelines	
Tool service centers / distribution centers / manufacturing	Operating in a restricted entry status and within safe guidelines	Operating in a restricted entry status and within safe guidelines	Operations with social distancing guidelines	
Storefronts	Operating in a will call only status	Open to customers with restrictions	Open to customers with restrictions	
Tradeshows / industry events	No attendance	No attendance	Allowed following new organizational standards	
Meetings	Virtual only	Virtual only	Allowed following new organizational standards	
All Training	Virtual only	Virtual only	Allowed following new organizational standards	
Team members in high risk groups or those with a high risk individual in their homes	Arrange working environment with HR and manager. Reintegrated with appropriate accommodations	Arrange working environment with HR and manager. Reintegrated with appropriate accommodations	Reintegrated with appropriate accommodations	
Travel (government bans must be lifted on regional travel)	No travel	Customer/manager requested essential travel with appropriate Executive Management Team approval	Allowed following new organizational standards	

# BASELINE CRITERIA FOR REBOARDING - GOVERNMENT

SOURCE: CDC/White House

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# Proposed State or Regional Gating Criteria

(Satisfy Before Proceeding to Phased Opening)

## SYMPTOMS

Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period

AND

Downward trajectory of covid-like syndromic cases reported within a 14-day period

## CASES

Downward trajectory of documented cases within a 14-day period

OR

Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests)

## HOSPITALS

Treat all patients without crisis care

AND

Robust testing program in place for at-risk healthcare workers, including emerging antibody testing

\*State and local officials may need to tailor the application of these criteria to local circumstances (e.g., metropolitan areas that have suffered severe COVID outbreaks, rural and suburban areas where outbreaks have not occurred or have been mild). Additionally, where appropriate, Governors should work on a regional basis to satisfy these criteria and to progress through the phases outlined below.

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# Core State Preparedness Responsibilities

## TESTING & CONTACT TRACING

- ✓ Ability to quickly set up safe and efficient screening and testing sites for symptomatic individuals and trace contacts of COVID+ results
- ✓ Ability to test Syndromic/ILI-indicated persons for COVID and trace contacts of COVID+ results
- ✓ Ensure sentinel surveillance sites are screening for asymptomatic cases and contacts for COVID+ results are traced (sites operate at locations that serve older individuals, lower-income, racial minorities, and Native Americans)

## HEALTHCARE SYSTEM CAPACITY

- ✓ Ability to quickly and independently supply sufficient Personal Protective Equipment and critical medical equipment to handle dramatic surge in need
- ✓ Ability to surge ICU capacity

## PLANS

- ✓ Protect the health and safety of workers in critical industries
- ✓ Protect the health and safety of those living and working in high-risk facilities (e.g., senior care facilities)
- ✓ Protect employees and users of mass transit
- ✓ Advise citizens regarding protocols for social distancing and face coverings
- ✓ Monitor conditions and immediately take steps to limit and mitigate any rebounds or outbreaks by restarting a phase or returning to an earlier phase, depending on severity

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# Proposed Phased Approach

BASED ON **UP-TO-DATE DATA** AND READINESS

MITIGATES RISK OF RESURGENCE

PROTECTS THE MOST VULNERABLE

IMPLEMENTABLE ON **STATEWIDE OR COUNTY-  
BY-COUNTY** BASIS AT GOVERNORS' DISCRETION

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# Guidelines for All Phases: Individuals

## CONTINUE TO PRACTICE GOOD HYGIENE

- ✓ Wash your hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
- ✓ Avoid touching your face.
- ✓ Sneeze or cough into a tissue, or the inside of your elbow.
- ✓ Disinfect frequently used items and surfaces as much as possible.
- ✓ Strongly consider using face coverings while in public, and particularly when using mass transit.

## PEOPLE WHO FEEL SICK SHOULD STAY HOME

- ✓ Do not go to work or school.
- ✓ Contact and follow the advice of your medical provider.

Continue to adhere to State and local guidance as well as complementary CDC guidance, particularly with respect to face coverings.

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# Guidelines for All Phases: Employers

**Develop and implement appropriate policies, in accordance with Federal, State, and local regulations and guidance, and informed by industry best practices, regarding:**

- ✓ Social distancing and protective equipment
- ✓ Temperature checks
- ✓ Testing, isolating, and contact tracing
- ✓ Sanitation
- ✓ Use and disinfection of common and high-traffic areas
- ✓ Business travel

**Monitor workforce for indicative symptoms. Do not allow symptomatic people to physically return to work until cleared by a medical provider.**

**Develop and implement policies and procedures for workforce contact tracing following employee COVID+ test.**

# PHASE 1 – GOVERNMENT AND HILTI GUIDELINES



# PHASE 1

## Government reduction of restrictions that satisfy Gating Criteria (slide 10)

### Government Guidelines for Employers

- Continue to encourage Telework, whenever possible and feasible with business operations
- If possible, **return to work in phases**
- **Close common areas** where personnel are likely to congregate and interact, or enforce strict social distancing protocols
- **Minimize** non-essential travel and adhere to CDC guidelines regarding social distancing protocols
- Strongly consider special accommodations for personnel who are members of the vulnerable population
- No socializing in groups larger than **10** people, if 10 or less, ensure social distancing
- Other notes: Schools/organized youth activities remain **closed**, large venues (sit-down dining, movie theaters, sporting venues) can operate under **strict** physical distancing protocols

### Hilti Guidelines

- Playbooks are completed and communicated for all areas of the business
  - Personal protective equipment and hand sanitizer have been received and distributed (Appendix B)
- Decision point: Regional leadership alignment
- Reduce field-based team restrictions while ensuring organization guidelines are followed (Playbook = Field)
    - Work from home unless an in-person consultation with an essential business is required

# PHASE 1 – CONTINUED

## Other general actions

- High risk\* team members, team members with high risk individuals at home, and/or team members with additional personal issues that interfere with returning to the field; discuss with human resources business partner and team lead
- Store fronts and operations remain in restricted access mode
- Corporate locations and market organization offices remain in work from home mode
- Review preparation for Phase 2

## Local Crisis Management Team

Local Crisis Management Team continues to meet on a regular basis and takes the following actions:

- Ongoing communications with Executive Leadership Team
- Consolidates all regional government updates
- Continuation of field, retail, operations and office preparation
- Responsible for Playbook updates and communication

\* High risk is defined in Appendix A

# PHASE 1 SUMMARY

## Government reduction of restrictions that satisfy Gating Criteria (slide 10)

Groups / activities	Work guideline
Office-based team members	Work from home
Field-based team members	Work from home unless an in-person consultation with an essential business is required
Distribution Centers / Manufacturing	Operating in a restricted entry status and within safe guidelines
Store Fronts	Operating in a will call only status
Tradeshows / industry events	No attendance
Meetings	Virtual only
Team members in high risk groups or those with a high risk individual in their home	Arrange working environment with HR
Travel *	No travel

\* Travel defined as crossing state lines and/or requiring expenditure on hotel or transportation

# PHASE 2 – GOVERNMENT AND HILTI GUIDELINES

# PHASE 2

## Continued reduction of restrictions for regions with no evidence of a rebound and that satisfy Gating Criteria a second time (slide 10)

### Government Guidelines for Employers

- Continue to encourage Telework, whenever possible and feasible with business operations
- Close common areas where personnel are likely to congregate and interact, or enforce **moderate** social distancing protocols
- Non-essential travel can **resume**
- Strongly consider special accommodations for personnel who are members of the vulnerable population
- No socializing in groups larger than **50** people, if 50 or less, ensure social distancing
- Other notes: Schools/organized youth activities can **reopen**, Large venues (sit-down dining, movie theaters, sporting venues) can operate under **moderate** physical distancing protocols

### Hilti Guidelines

- Playbooks are systematically reviewed and updated for all areas of the business

Decision point: Regional leadership alignment

- Reduction of field-based team restrictions – Customer visits with appointments (Playbook = Field and support)
- Storefronts reopen with adherence to restrictions (Playbook = Store)
- Operations continue in restricted access mode (Playbook = Operations)
- Corporate/market organization offices open with limited number of team members (Playbook = Office)
- Continue no in-person meeting or gatherings

# PHASE 2 – CONTINUED

## Other general actions

- All locations are set up with guidelines for customer and team member interactions
- High risk\* team members, team members with high risk individuals at home, and/or team members with additional personal issues that interfere with reboarding, discuss with human resources business partner and team lead
- Customer requested essential travel can resume with appropriate approval in advance
- Review preparation for Phase 3

## Local Crisis Management Team

Local Crisis Management Team continues to meet on a regular basis and takes the following actions:

- Ongoing communications with Executive Leadership Team
- Consolidates all regional government updates
- Continuation of field, retail, operations and office preparation
- Responsible for Playbook updates and communication

\* High risk is defined in Appendix A

# PHASE 2 SUMMARY

**Continued reduction of restrictions for regions with no evidence of a rebound and that satisfy Gating Criteria a second time (slide 10)**

Groups / activities	Work guideline
Office-based team members	Limited team members in office with social distancing guidelines
Field-based team members	Pre-arranged appointments with customers within playbook guidelines
Distribution Centers / Manufacturing	Operating in a restricted entry status and within safe guidelines
Store Fronts	Open to customers with restrictions
Tradeshows / industry events	No attendance
Meetings	Virtual only
Team members in high risk groups or those with a high risk individual in their home	Arrange working environment with HR
Travel (once bans are lifted on regional travel)	Customer/manager requested essential travel with appropriate Executive Leadership approval

# PHASE 3 – GOVERNMENT AND HILTI GUIDELINES



# PHASE 3

## Continued reduction of restrictions for regions with no evidence of a rebound and that satisfy Gating Criteria a third time (slide 10)

### Government Guidelines for Employers

- Resume **unrestricted staffing** of worksites
- **Vulnerable individuals** can resume public interactions, but should practice physical distancing, minimizing exposure to social settings where distancing may not be practical, unless precautionary measures are observed
- **Low-risk populations** should consider minimizing time spent in crowded environments
- Other notes: Large venues (sit-down dining, movie theaters, sporting venues) can operate under **limited** physical distancing protocols

### Hilti Guidelines

- Playbooks, safety and protocol trainings are completed and continuously reviewed and updated for all areas of the business
- Decision point: Regional leadership alignment
- Field team, storefronts, office and operations may resume business under the “new normal” guidelines

# PHASE 3 – CONTINUED

## Other general actions

- High risk\* team members or team members with high risk individuals at home may return with accommodations
- Team members with additional personal issues that interfere with returning, discuss with human resources business partner and team lead
- Prepare to close COVID-19 crisis response team

## Local Crisis Management Team

Local Crisis Management Team can stop meeting on a regular basis, but takes the following actions:

- Complete an after action review of response
- Update and archive playbooks for future use

\* High risk is defined in Appendix A

# PHASE 3 SUMMARY

Continued reduction of restrictions for regions with no evidence of a rebound and that satisfy Gating Criteria a third time (slide 10)

Groups / activities	Work guideline
Office-based team members	Open with social distancing guidelines
Field-based team members	Operations with social distancing guidelines
Distribution Center	Operations with social distancing guidelines
Store Fronts	Open to customers with restrictions
Tradeshows / industry events	Allowed following new organizational standards
Meetings	Allowed following new organizational standards
Team members in high risk groups risk or have a high risk individual in their homes	Reintegrated with appropriate accommodations
Travel	Allowed following new organizational standards

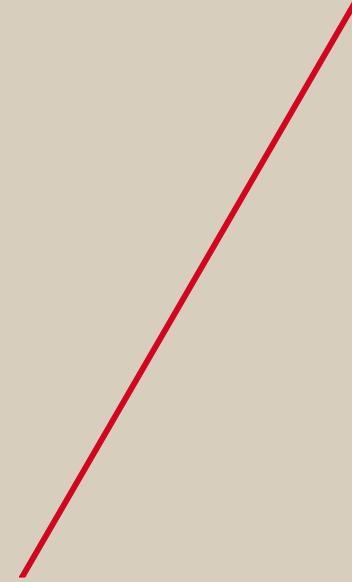
# PHASE 4 – RETURN TO PRE-COVID WORKING ENVIRONMENT

# PHASE 4 SUMMARY

Restrictions are lifted due to a combination of effective testing and treatment

Groups / activities	Work guideline
Office-based team members	Open with no restrictions
Field-based team members	Operations with no restrictions
Distribution Center	Operations with no restrictions
Store Fronts	Open to customers with no restrictions
Tradeshows / industry events	Allowed following new organizational standards
Meetings	Allowed following new organizational standards
Team members in high risk groups risk or have a high risk individual in their homes	Reintegrated
Travel	Allowed following new organizational standards

THANK YOU



# APPENDIX A

High risk is defined as:

Individuals 65+ and/or Individuals with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy

Vulnerable population language is used interchangeably with high-risk individual references

Underlined areas represent those conditions which are part of the newly-expanded definition of high risk as defined by the Centers for Disease Control

# APPENDIX B: NORTH AMERICA PERSONAL PROTECTIVE EQUIPMENT KITS



- 100K disposable masks begin shipping week of April 27
- Prioritized based on availability and market needs
- Anti-microbial treated, launderable masks start shipping mid-May



- 8 oz and 1 qt refill bottle for each field-based team member together with disposable masks starting week of April 27



- Team member instructions for homemade solution using household rags/paper towels in April 27 PPE shipments
- Pre-packaged wipes will follow (back ordered to June)

Based on CDC Guidelines, PPE Kits for team members will not be including gloves



# APPENDIX C: PLAYBOOKS



## COVID-19 REBOARDING PLAYBOOK FIELD TEAM

### Team member wellness protocols

Before starting your day, ensure you know and understand all local and customer requirements for your planned visits for the day.

1. Perform temperature self-monitoring at the start of every day (must be below 100.4 F or 38 C). If you have a fever do not come to work.
2. If you develop symptoms (fever  $\geq$  100.4 F or 38 C, cough, shortness of breath):
  - a. Go home immediately
  - b. Report any possible or confirmed cases of COVID-19 by notifying your HR department
  - c. If diagnosed with COVID-19, only return to work 72 hours after all symptoms have resolved with a doctor's note
3. Ensure you have all personal protective equipment (PPE): masks (if required), safety boots, hardhats, safety glasses and work gloves
4. All team members should wash their hands regularly and vigorously for 20 seconds throughout the day
5. Avoid touching your face with unwashed hands
6. Hand sanitizer is an acceptable alternative to hand washing, but hand washing with soap and water is preferred
7. Work gloves may be worn as preferred / required; however, wearing gloves does not replace the need to wash or sanitize hands regularly
8. Cough or sneeze into a tissue, then immediately dispose of the tissue in a lined trash can and wash hands. If a tissue is not available, cough or sneeze into your elbow, not your hands



### Field work guidelines – Phase 1

Work from home unless an in-person collaboration with an essential business is required

1. Ensure customers are familiar with safety and social distancing requirements
2. Obtain confirmed appointments before heading to any jobsite or office
3. Ensure you maintain a 6' distance between yourself and others at all times
4. Wipe down and disinfect all regular contact points at the end of every day (van surfaces, tablet, cell phone, etc.)

### Field work guidelines – Phase 2

Verify your customers are familiar with our safety and social distancing requirements before making an in-person call

1. Obtain confirmed appointments before heading to any jobsite or office
2. Ensure you maintain a 6' distance between yourself and others at all times
3. If applicable, you should not have other team members with you in your vehicle. Other team members should travel to the same site should travel in their own vehicle
  - a. If no other alternative is possible, both team members should wear a mask during a ride along
4. Wipe down and disinfect all regular contact points at the end of every day (van surfaces, tablet, cell phone, etc.)

### Field work guidelines – Phase 3

Verify your customer's safety and social distancing requirements before making an in-person call

1. Ensure you maintain a safe distance between yourself and others at all times
2. Wipe down and disinfect all regular contact points at the end of every day (van surfaces, tablet, cell phone, etc.)

**Please note:** Wash your hands thoroughly after contact with cleaning chemicals

### Where to find more information

- <https://www.cdc.gov/> and <https://www.canada.ca/en/health-canada.html>



# APPENDIX C: PLAYBOOKS



## COVID-19 REBOARDING PLAYBOOK Hilti Stores

### Team member wellness protocols

Before starting your day, ensure you know and understand all local regulations and requirements. In addition, the following protocols should be undertaken until further notice:

1. Self-temperature monitoring at the start of every shift (must be below 100.4 F or 38 C)
2. Maintain a 6' distance between team members at all times
3. If a team member displays symptoms during his / her shift (fever  $\geq$  100.4, cough, shortness of breath):
  - a. Team member must go home immediately
  - b. Report any possible or confirmed cases of COVID-19 by notifying your HR department
  - c. If diagnosed with COVID-19, only return to work 72 hours after all symptoms have resolved with a doctor's note
4. All team members should wash their hands regularly and vigorously for 20 seconds throughout the day including at the start and end of each shift and before / after breaks
  - a. Avoid touching your face with unwashed hands
  - b. Hand sanitizer is an acceptable alternative to hand washing, but hand washing with soap is the preferred method
  - c. Work gloves may be worn as preferred / required; however, wearing gloves does not replace the need to wash or sanitize hands regularly
5. Cough or sneeze into a tissue, then immediately dispose of the tissue and wash hands. If a tissue is not available, cough or sneeze into your elbow, not your hands
6. Standard personal protective equipment (PPE) must always be worn, including a mask (where required)



### Store guidelines – Phase 2

#### Transition stores to restricted access for customers:

1. Signage posted → Number of customers in the store concurrently = number of team members
2. Customers can walk into the store, but will need to place an order and wait for the team member to collect material
3. Create a "barrier" with meeting room tables or folding tables between showroom and front door.
4. Utilize paper proof-of-deliveries or sign on tablet (if utilizing the tablet, wipe down with disinfectant after each customer contact)
5. *If a customer requests a demo, they may be allowed in and complete the demo at a safe distance*
  - a. *Wipe down demo tools after handling per the tool cleaning guide*
6. Ensure coffee, water, and restrooms are for internal team members only
7. Clean all work areas at end of day

# APPENDIX C: PLAYBOOKS



## COVID-19 REBOARDING PLAYBOOK DISTRIBUTION CENTERS

### Team member wellness protocols

**Before starting your day, ensure you know and understand all local regulations and requirements. In addition, the following protocols should be undertaken until further notice:**

1. Temperature monitoring at the start of every shift (must be below 100.4 F or 38 C)
2. Maintain a 6' distance between team members at all times – stagger shifts and breaks as needed
3. If a team member displays symptoms during his / her shift (fever  $\geq$  100.4, cough, shortness of breath):
  - a. Send team member home immediately
  - b. Report any possible or confirmed cases of COVID-19 by notifying your HR Department. All information will be confidential.
  - c. If diagnosed with COVID-19, only return to work 72 hours after all symptoms have resolved with a doctor's note
4. All team members should wash their hands regularly and vigorously for 20 seconds throughout the day including at the start and end of each shift and before / after breaks
  - a. Avoid touching your face with unwashed hands
  - b. Hand sanitizer is an acceptable alternative to hand washing, but hand washing with soap is the preferred method
  - c. Work gloves may be worn as preferred / required; however, wearing gloves does not replace the need to wash or sanitize hands regularly
5. Cough or sneeze into a tissue, then immediately dispose of the tissue and wash hands. If a tissue is not available, cough or sneeze into your elbow, not your hands
6. Workstations and equipment should be disinfected between each shift
7. Standard personal protective equipment (PPE) must always be worn, including a mask (where required)



### Facility guidelines

1. Only distribution center team members and essential vendors (e.g. transport carriers) are allowed in the building
  - a. Essential vendors are required to adhere to temperature checks and maintain social distancing
2. Sanitize the following areas daily:
  - a. Breakrooms: tables, chairs, refrigerator handle/door, microwave handle/door/control panel, coffee machine
  - b. Offices: desks, tables, phones, keyboards, copier
  - c. Doors: all knob/handles/push plates
  - d. Pack stations: tabletops, keyboards, scanners, hand tools
  - e. Forklifts: all controls, steering wheels, all contact surfaces
  - f. Order pick carts, brooms, etc.
  - g. Will Call contact surfaces (once open)
  - h. Light switches/dock door controls/any other on/off switches
  - i. Restrooms: all knobs, handles and counter tops
3. Each facility manager should assess if there are any rooms/areas that can be temporarily closed off; if so, these spaces are not required to be disinfected daily

**Please note:** Wash your hands thoroughly after contact with cleaning chemicals

### Where to find more information

- [Frequently asked questions and answers](#)
- <https://www.cdc.gov/> and <https://www.canada.ca/en/health-canada.html>



# APPENDIX D: CUSTOMER INFORMATION



## IMPORTANT TOOL CLEANING INFORMATION

Helping to keep your construction crews  
safe and healthy



The Coronavirus has made construction site hygiene more important than ever. Clean tools, clean hands and safe distancing are essential for your crew's wellbeing. With routine cleaning and maintenance, you also help to extend the tools' lifespan, prevent unexpected downtime and reduce safety hazards.

Depending on tool usage and the frequency of cleaning, the basic cleaning of a tool should take about 2-3 minutes. Advanced cleaning might take longer.

### ✔ Routine tool cleaning

**Before starting to clean, please ensure that the tool is switched off and disconnected from any power source, including the battery. Refer to your company's guidelines on protective equipment required when cleaning.**

1. Remove coarse dirt with a brush or damp cloth. Using compressed air may expose you to airborne dust, so please refer to your company's guidelines for specific protective measures in this case
2. Scrape off any remaining dirt using a spatula. Be careful not to damage the tool housing
3. Remove grease or other residue from the surface of the equipment using a damp cloth:
  - a. Dilute suitable soap in water to make a mild solution
  - b. Submerge a clean cloth in the solution and wring out until it stops dripping
  - c. Carefully wipe every outer surface – especially grips and handles. Ensure that no liquid flows into the tool
  - d. Allow the tool to dry completely before using

### ✔ Advanced tool cleaning

**Before using any chemical cleaning product, please read its instructions carefully to ensure your safety, and to protect the tool. Chemicals such as hydrogen peroxide, chlorine-based fungicides, sanitary cleaner, acid/citric acid, descalers or degreasers must not be used as they may damage the tool.**

1. Start with the steps for a routine clean, as above, then proceed as follows:
2. Spray a cloth with either universal cleaner or disinfectant liquid until damp
3. Wipe the tool thoroughly, focusing on contact points such as grips and handles
4. Allow the recommended contact time to elapse (as stated in the cleaning product's instructions)
5. Wipe off any excess liquid immediately



#### Please note:

- This is a cleaning procedure that will prevent damage to the tool. It does not necessarily mean the tool is completely disinfected
- Wash your hands thoroughly after contact with cleaning chemicals. Avoid touching your face with unwashed hands
- Proper ventilation of the area is highly recommended
- Do not spray cleaning chemicals directly onto tools as this may cause damage
- Additional precautions are needed if blood is discovered on any tool or construction equipment. Please refer to your company's protocols for bloodborne pathogens. Anyone tasked with this type of cleaning must be trained in bloodborne pathogens and the use of specific PPE according to regulatory and/or company requirements.

#### Want more information?

If you have any questions about tool cleaning and maintenance, your local Hilti team is always happy to help:

For additional safety information, please refer to your local occupational health and safety authorities:

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# APPENDIX E: TEAM MEMBER SURVEY SUMMARY

**Background:** Currently Hilti team members are working remote or differently from COVID-19 caused work conditions

**Objectives:** Understand how our team members are feeling and use data to support decisions based on re-boarding guidelines.

**Focus areas:** Remote work, Safety (Psychological & Physical), Benefits

**Method:** Online survey to all Hilti team members

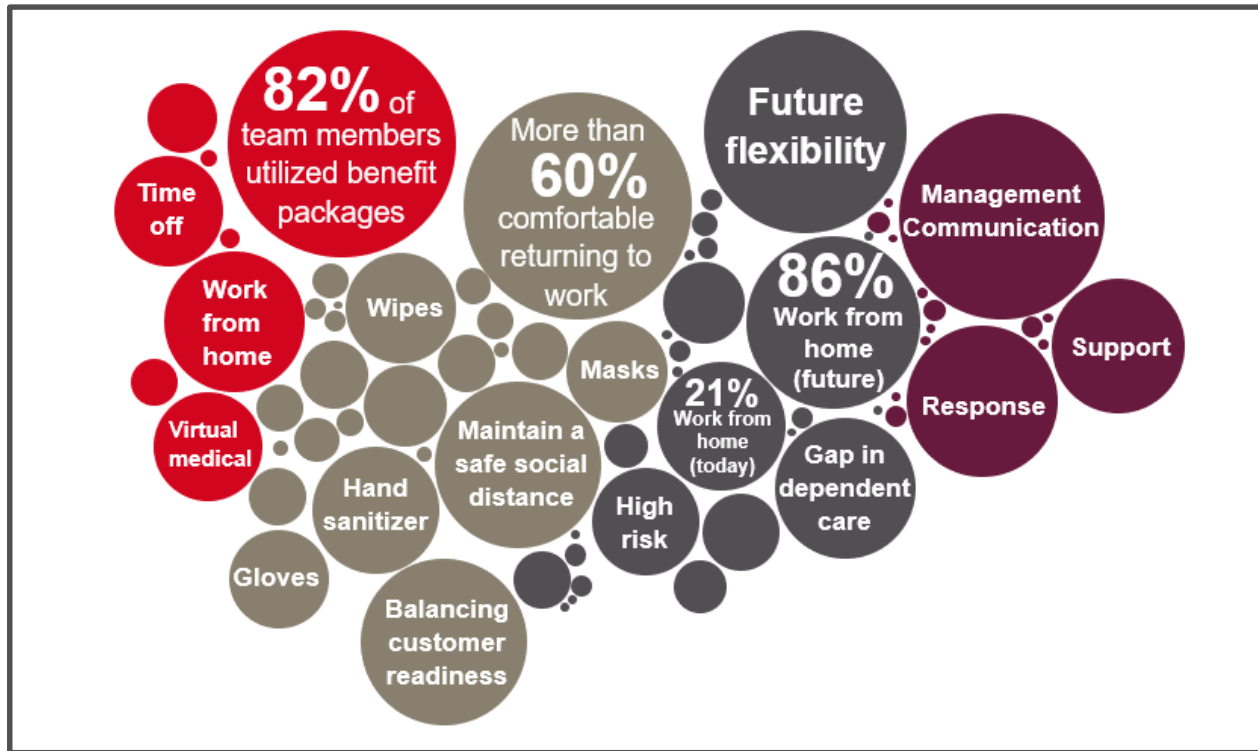
**Timing:** April 23 to 28

**Response rate:** Approximately 70% (in three days)

- 1. Where do you usually work?**  
Field, Central Office, Hilti Store, Operations
- 2. Which Hilti Benefits have been valuable to you during this time of crisis?**  
Work from home, Paid time off, Virtual medical consult services, Employee Assistance Program
- 3. When the time comes, how comfortable are you to return to the office / visiting customers?**  
Comfortable scale of 1-4
- 4. When government restrictions are lifted, how comfortable are you to return to visiting customers/the work place?**  
Comfortable scale of 1-4
- 5. What circumstances, if any, will prevent you from resuming pre-COVID level work activities after government restrictions are lifted, e.g. in-person office work?**  
Underlying medical condition, Household member in high-risk population, Child-care, Concern for my well-being, Mental wellness, None/Other
- 6. Do you feel Hilti has provided you with opportunities to express feedback and offer suggestions for returning to work?**  
Yes/ No
- 7. What personal protective equipment (PPE) do you deem necessary to return to work?**  
Masks, gloves, hand sanitizer, cleaning wipes, none of these, other
- 8. Would you feel safer if Hilti required all individuals (Team, Customers, Vendors) who visit a Hilti location to wear PPE?**  
Yes/No for each PPE – masks, gloves, cleaning wipes, hand sanitizer
- 9. Do you feel comfortable returning to work if the PPEs below are mandatory by either government or a Hilti mandate?**  
Yes/No for each PPE - masks, gloves, cleaning wipes, hand sanitizer

# APPENDIX F: TEAM MEMBER SURVEY RESULTS SUMMARY

Survey focused on reboarding to understand emotional readiness, safety concerns, and accommodation needs



## Actions from survey input

- New Pandemic Leave instituted for self and family caregiving needs
- Evolution of the Work From Home Policy allows additional teams to be now eligible
- Adjusted personal protective equipment and safety protocols for workplace return
- Phased return takes into account individual preferences where possible and allows those with risk concerns to be last back in