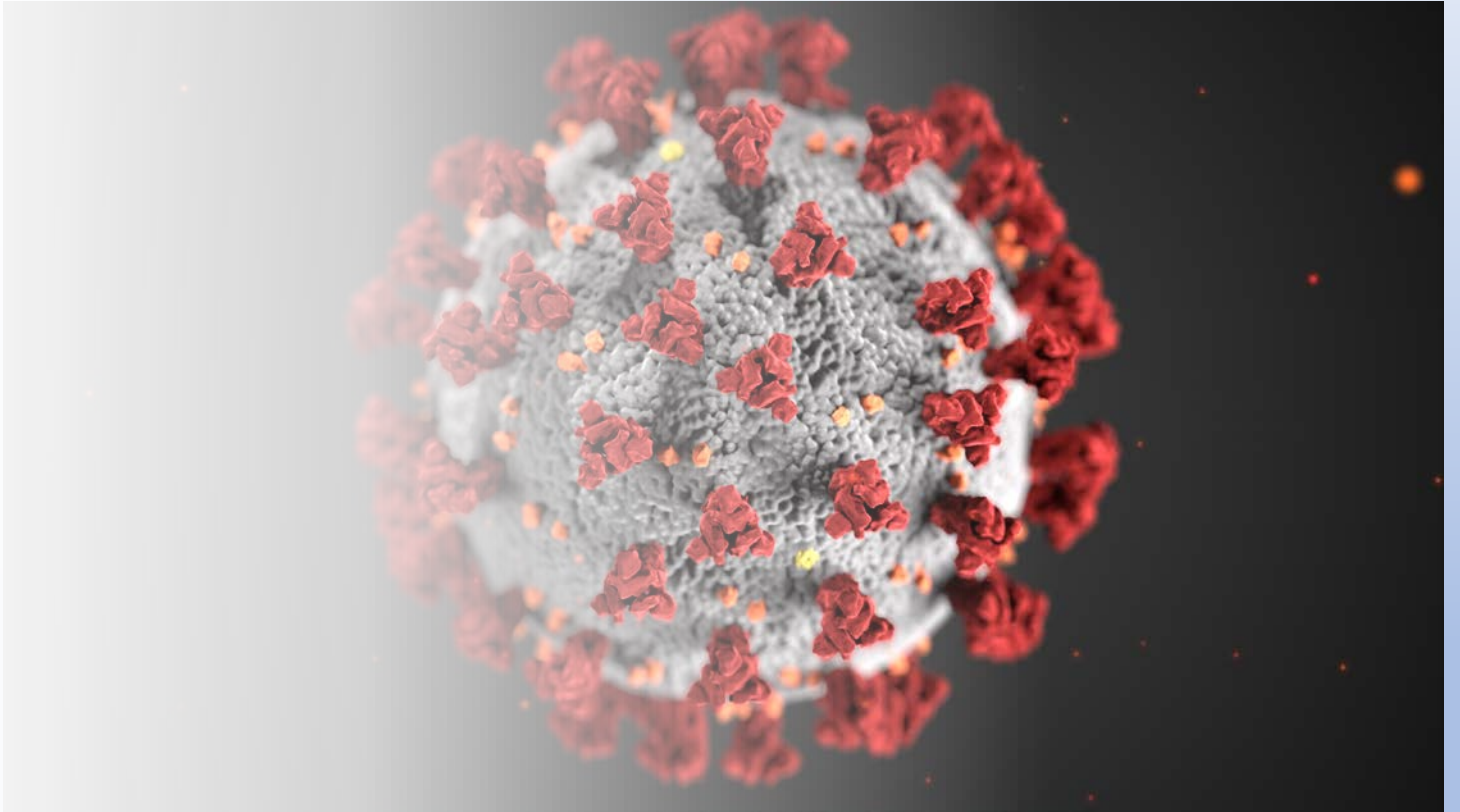

M&O COVID Business Practices



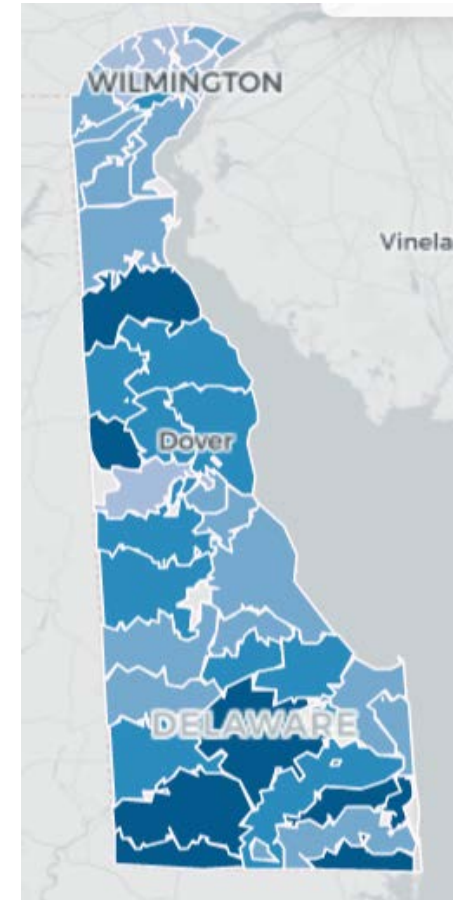


State of Emergency

January 20, 2020 First confirmed case in the United States

March 11, 2020 DPH announces first case in Delaware

March 20, 2020 Delaware State of Emergency Declared





State Offices Open for Business

Allow employees to **telecommute** if able to perform their jobs remotely

- Telecommuting Policy
- Internet Access
- Laptop
- VPN
- Activity Logs

Many M&O employees are unable to perform their jobs by telecommuting and need to report to a maintenance facility ***and have done so every day since this began.***



Maintenance Facilities

Implement the Basics

- If you're sick - stay home, social distance, masks, wash hands, hand sanitizer, etc.

Split shifts

Minimal access to crew quarters

Upgrade to hands free devices

- Faucets, soap dispensers, etc.





Maintenance Facilities

Single person per vehicle for an extended time period

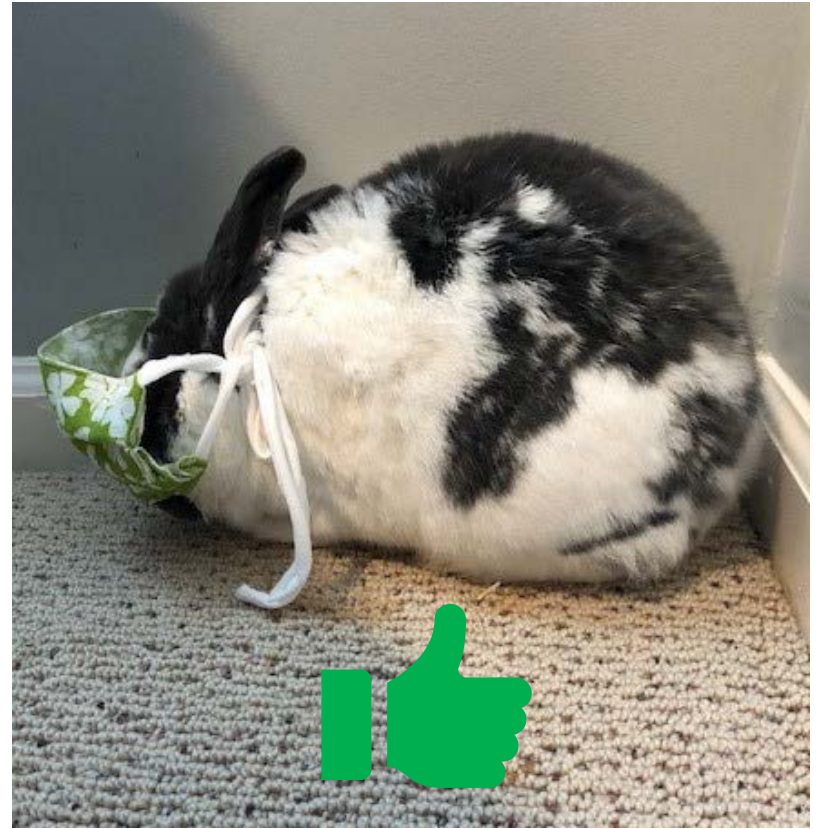
Disinfecting of vehicles and facilities

Guidance for rest breaks during storm operations

Breakrooms are closed for eating/drinking at this time due to the statewide universal mask mandate currently in effect.

Tables may be used for sitting, face coverings must be worn at all times and tables should be disinfected after use.

One person per table please.



Masks



Special Events

In addition to the day-to-day operations...there were Special Events

- Food Drives
- Protests
- Tornadoes
- Presidential Support
- Vaccine Drives





Managing

“It’s the snowstorm that never ends.”

In the beginning...

- Rapidly evolving situation and guidance
- **First positive case**
- Finding supplies
- High level of vigilance





Managing

As time passed...

- Daily calls, weekly calls, no calls, back to weekly calls
 - Timekeeping
- Developed Protocols
 - Communication, FAQs, Exposure letter
- Better ways to disinfect
 - Pressure sprayers
 - Electrostatic sprayers





Observations

Early on there was a high level of concern and vigilance in trying to follow best practices.

As time went on a level of fatigue set in and it became challenging to continue following best practices.

Telecommuting does work for some people and some teams.

- Some people are working longer hours...

Virtual meetings can work (when you remember to unmute).



Observations

Improved turnaround times on some activities

- Less travel time
- Fewer field meetings
- Electronic signatures
- One district even noticed a 30% improvement in mowing operations

Loss of synergy at times

- Balance of telecommuting and office time
-



Thank you!

