



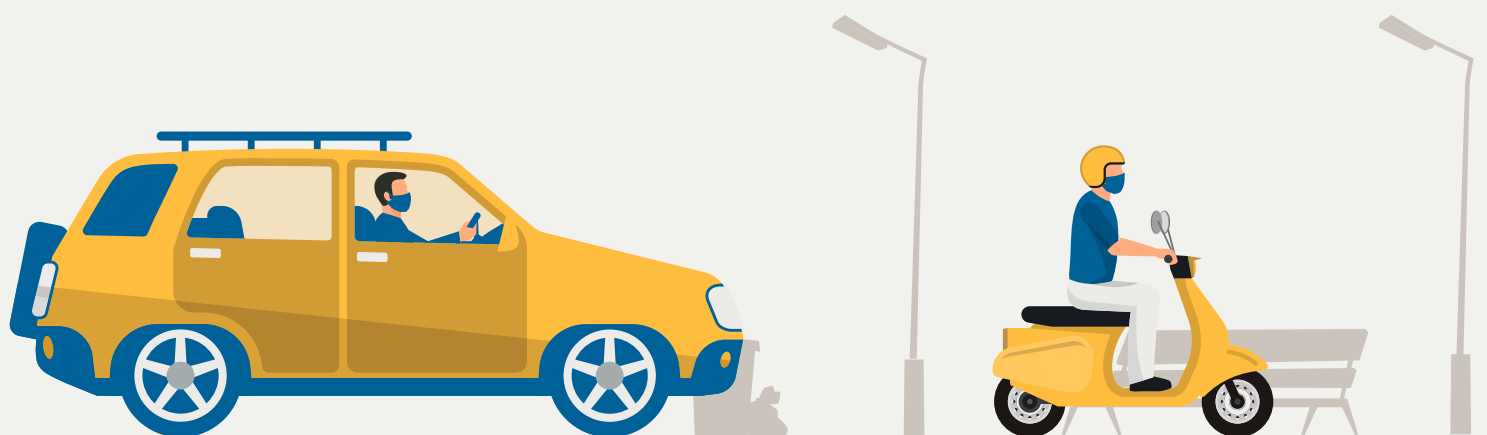
# ENDING WORK FROM HOME

## HOW-TO PLAYBOOK

Helpful cues to safely bring those employees who have been working from home in response to COVID-19 back to your offices and facilities.

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# PURPOSE OF THE PLAYBOOK

The purpose of this playbook is to provide you some useful direction regarding your approach to ending work-from-home arrangements that went into place in response to COVID-19 and associated work-from-home orders.

RRD acknowledges that rushing back to offices and facilities could jeopardize the important work that has gone into containing COVID-19. Therefore, this document describes how to reinstate capacity in three distinct phases.

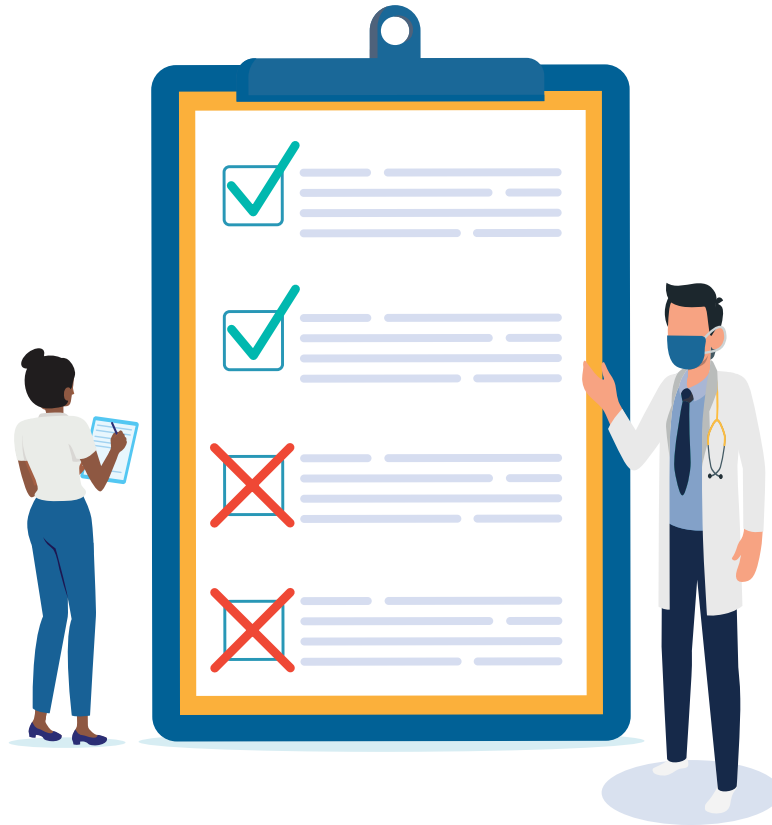
The plan is intended to enable smart, safe, and seamless recovery, avert possible risks, and maintain all health and safety best practices and social distancing norms during the entire restoration phase.



# INTRODUCTION

## Beat Fear with Facts and Action

Stay informed, safe, and healthy



### WORLD HEALTH ORGANIZATION

<https://www.who.int/>

The World Health Organization (WHO) is a one-point source to access international news updates and information related to COVID-19, collaborations and breakthroughs related to scientific matters like vaccines, healthcare initiatives and precautionary measures to fight the COVID-19 pandemic.

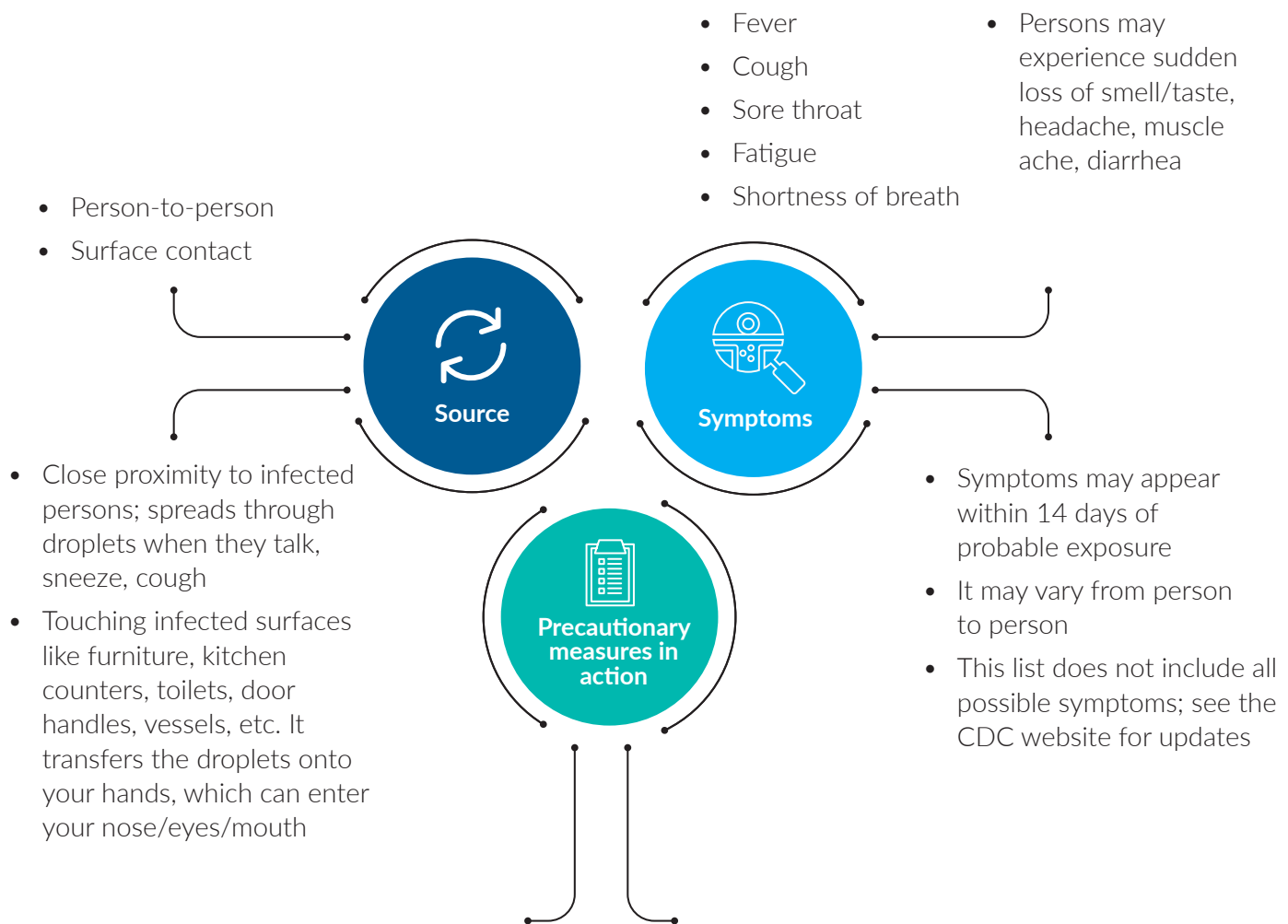
### CENTERS FOR DISEASE CONTROL AND PREVENTION

<https://cdc.gov>

The Centers for Disease Control and Prevention (CDC) is a United States federal agency whose main goal is to protect public health and safety through the control and prevention of disease, injury, and disability in the US and internationally. The CDC focuses national attention on developing and applying disease control and prevention.

## Beat Fear With Facts and Action (Cont'd)

Stay informed, safe, and healthy. Follow these precautionary tips for your own protection.



### Self observe

- Stay at home if you have symptoms or if you are living with someone/had close contact with someone with symptoms of COVID-19
- Report your status to your manager, supervisor or HR

### Practice good hygiene

- Cover coughs and sneezes with napkin or tissues; dispose used tissues into trash
- Wash your hands often
- Clean frequently touched areas/shared objects often

### Physical distancing

- Avoid close contact, keep six feet distance
- Do not gather in large groups

### Use a face covering

- Must cover the mouth and nose; options include a mask or a face shield
- The face cover is not a substitute for physical distancing

### Others

- Avoid nursing homes and elderly care facilities
- Report international travel, including personal travel: defer non-essential travel

# WHEN WILL I END WORKING FROM HOME?

When you will end working from home will vary by location. In all cases, ask those employees that have been working from home not to return until they are contacted by their site leader. Refer to the following phased return-to-work plan as outlined below:

## PHASE I

In this phase, only those who cannot effectively do their work from home will return to the office. Work related travel will still be prohibited in this phase and visitors, vendors, and suppliers are allowed onsite only for critical business. Employees included in this phase:

- Employees who are not able to work from home or when working from home hinders their ability to service our clients or perform their role
- Employees with client or production responsibilities that require onsite work
- Individuals with technical roles requiring systems that can only be accessed on site
- Note: Vulnerable individuals\* or those living with vulnerable individuals continue to work from home

## PHASE II

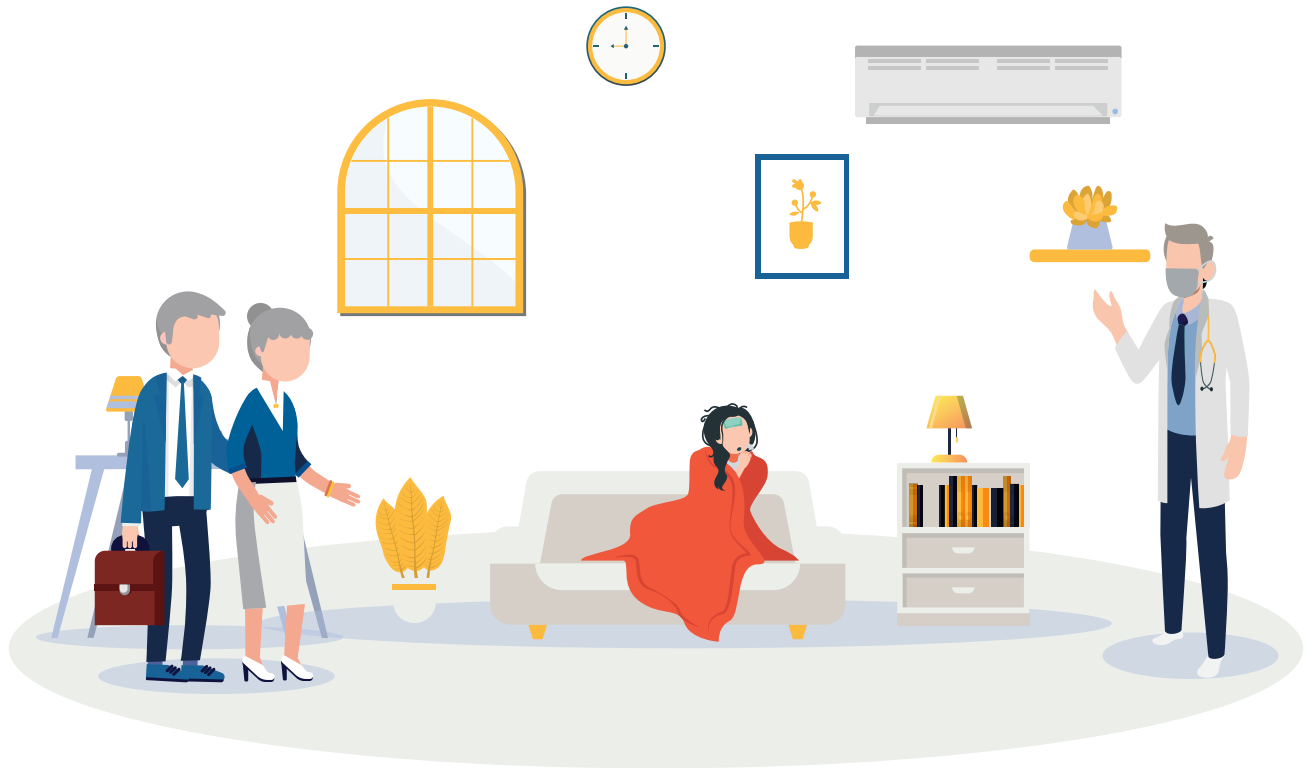
Will be implemented when the geographic area around your work location has an infection rate which has decreased for more than two weeks and has a low risk of resurgence. Work related travel will still be restricted and visitors, vendors, and suppliers are allowed onsite per our guidelines and only for critical business.

Employees included in this phase:

- Majority of our co-workers will return subject to site-specific circumstances, such as number of employees and ability to socially distance
- Note: Vulnerable individuals\* or those living with vulnerable individuals can continue to work from home



# WHEN WILL I END WORKING FROM HOME? (CONT'D)



## PHASE III

Will be implemented when the geographic area around your work location has an infection rate which has decreased for more than one month and a majority of public restrictions such as social distancing requirements have been lifted. Sites will be open to visitors, vendors and suppliers and work related travel will be allowed with approval from your manager.

Employees included in this phase:

- All employees

\*Vulnerable individuals are defined by the CDC to include those that are more than 65 years old or immunocompromised, or those that have chronic liver, lung or kidney disease, a heart condition, severe obesity, or diabetes.

# PREPARATION FOR ENDING WORK FROM HOME PLAN

Have plans in place for employee and IT equipment relocation back to the offices

## FACILITIES

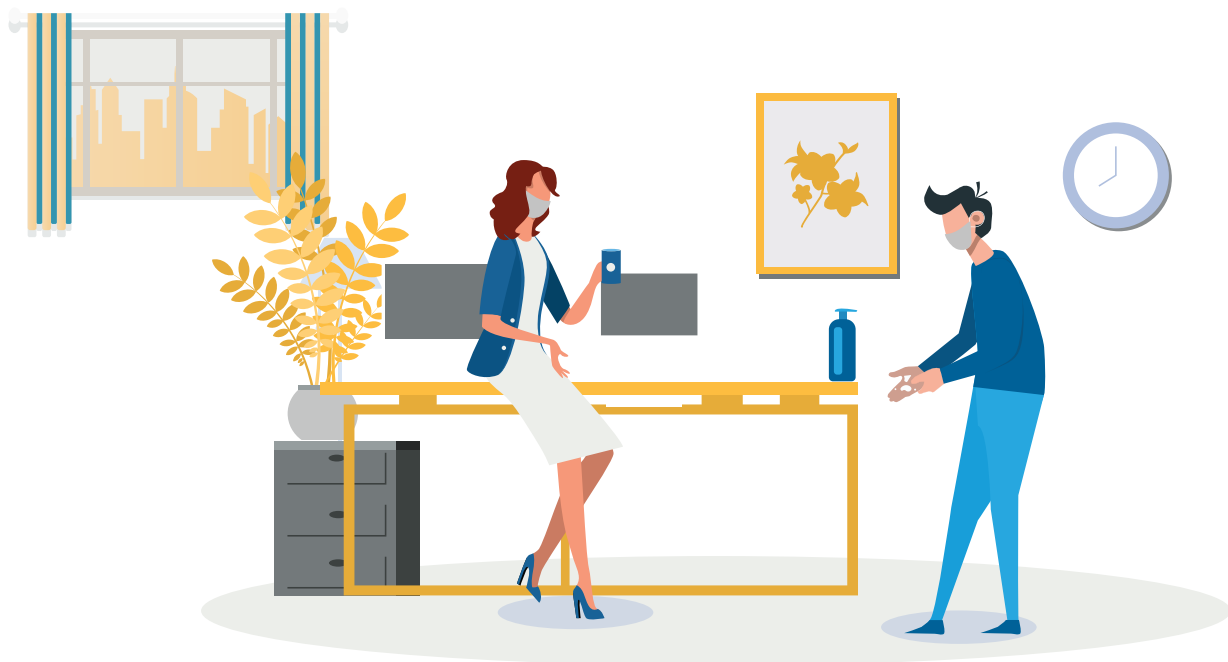
The office will be prepared for your return. Note that specific actions will vary based on your location's layout. Preparations will include:

- Cleaning completed at least 72 hours prior to staff return
- Evaluation of ventilation systems to ensure maximum fresh air circulation and clean filtration systems
- Stocking of disinfection products with employee access
- New communications and directions on employee screening, illness prevention, and use of shared spaces

## WHAT TO EXPECT: EXTERNAL STAKEHOLDER MANAGEMENT

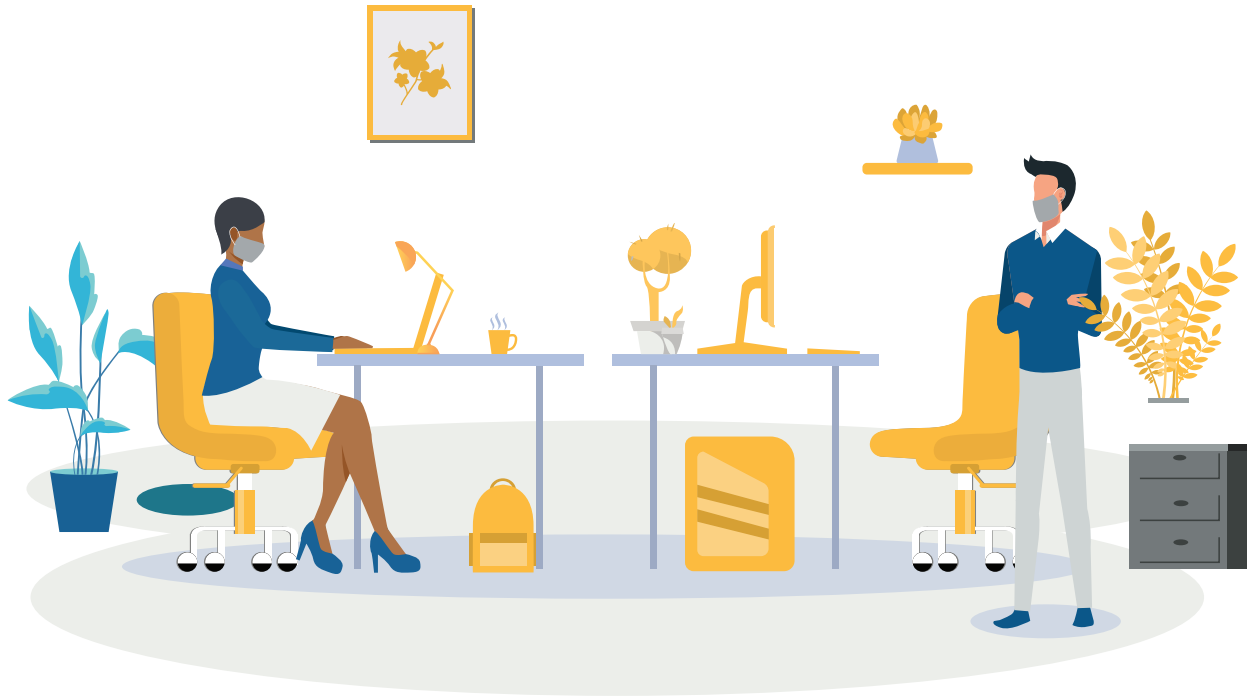
To ensure everyone's protection:

- Continue to hold our vendors to the same standards as your employees, including the use of face coverings. Only business critical visits will be allowed until future milestones are met
- Security, maintenance, and housekeeping staff will be required to go through the same screening as your employees





# YOUR RESPONSIBILITIES: HEALTH AND SAFETY MEASURES



## PRIOR TO RETURNING TO OFFICE

All employees must complete the following checklist before returning to the office:

- Prepare IT equipment (see “IT Systems Restoration,” below)
- Self observe and report to manager or supervisor if you or anyone you have close contact with has COVID-19 or symptoms of COVID-19
- Select a face covering to wear to work on the first day (the company will provide each employee with a face covering, if requested, upon arrival on the first day)
- Note that your available work hours and days may change, depending on the safety measures in place at your site. Your manager and supervisor will discuss these changes with you if they apply

# YOUR RESPONSIBILITIES: HEALTH AND SAFETY MEASURES (CONT'D)



## IT SYSTEMS RESTORATION

Disinfect all of your IT equipment prior to bringing it back to work

- Turn off and disconnect from power
- Wipe all equipment with a disinfectant using a damp cloth (don't spray) per the manufacturer's instructions (do not use ammonia)
- Ensure all equipment taken from the office is boxed up prior to return (including monitor, cable, keyboard, mouse, etc.)
- Any issues with connectivity or set up can be reported to the helpdesk designated
- Many cubicle workstations come with multiple network jacks—if the first one does not work, please try a second jack before reporting the issue
- Employees that know they will need assistance are asked to contact IT in advance to make arrangements
- Managers of returning employees who have been on temporary layoff more than four weeks must submit access requests for the returning employee two days before the planned arrival

# MOVEMENT — EMPLOYEE GUIDANCE AND HEALTH AND SAFETY MEASURES (CONT'D)



## UPON RETURNING TO OFFICE

When you return to the office, you will need to adhere to new protective measures and best practices:

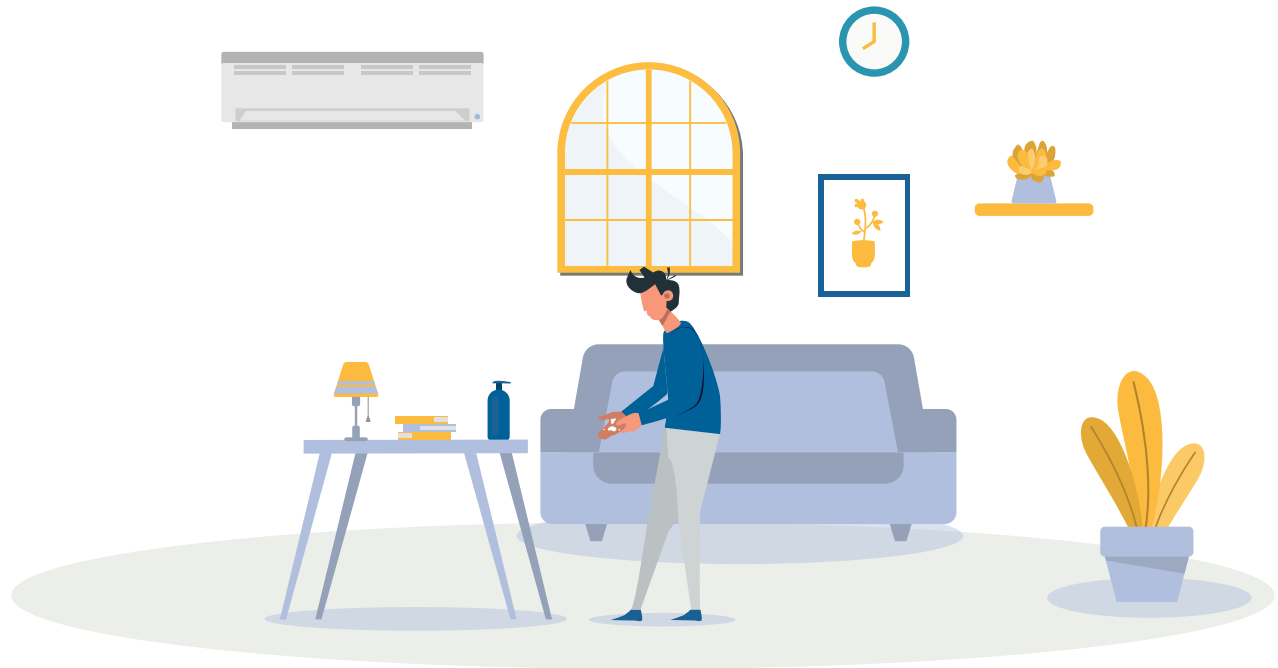
- Make it required to go through a screening process each day. This process will vary by location with necessary details passed down by the manager or supervisor
- Employees will be provided access to cleaning supplies and be provided a cloth mask. If you prefer using a face shield, temporary face shields will be available until you are able to order a permanent option
- You must wear a face mask or face shield at all times while on site, including any time spent in a private office

# MOVEMENT — EMPLOYEE GUIDANCE AND HEALTH AND SAFETY MEASURES (CONT'D)

- You will be required to exercise physical distancing at all times while on site:
  - Use video conferencing to avoid face-to-face meetings
  - All meetings, conference rooms and offices must follow physical distancing expectations (i.e., six feet of separation)
  - Strictly follow any postings regarding area limitations
  - Note: In order to implement these programs, changes to work schedules and hours may be necessary
- Do not come to work if you have COVID-19 or are suffering from COVID-19 symptoms, including fever, cough or shortness of breath or if you are living with someone/had close contact with someone with symptoms of COVID-19
- You must maintain good hygiene while on site, including frequent hand washing and disinfecting of shared workspaces and surfaces
- Visitors, vendors, and suppliers must be limited to critical needs only and when approved must follow any established visitor guidelines



# MOVEMENT — EMPLOYEE GUIDANCE AND HEALTH AND SAFETY MEASURES (CONT'D)



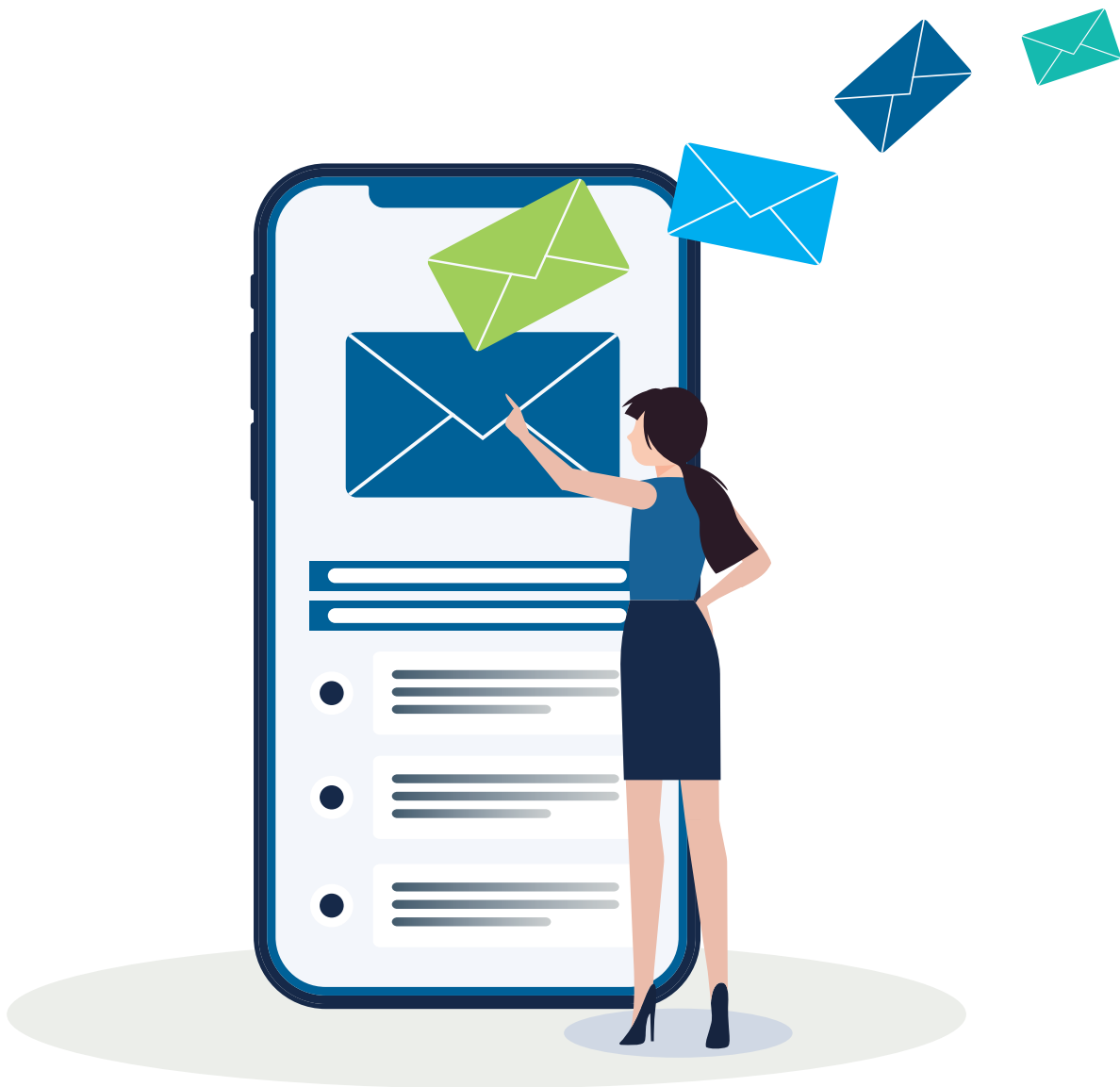
## WHILE COMMUTING AND AT HOME

The protections provided in the workplace are only as strong as the protections you take at home and while commuting. To protect yourself and your colleagues.

- Wash your hands with soap and water upon entering work and your home
- When returning home, remove and wash your face covering and clothes worn during the day
- If using public transportation or shared rides, maintain social distancing and use a face covering

# STAY SAFE. BE WELL.

For additional COVID-19 resources from RRD,  
Visit: [rrd.com/covid-19](https://rrd.com/covid-19)



Illustrations sourced from freepik.com and modified



**STAY  
SAFE**



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