



COVID-19 Industry Survey Results

Trends in Changes to Policies and Procedures in Phased Reopening

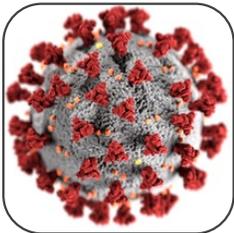


BakerRisk
June 22, 2020

Survey Open: 5/21/2020 – 6/8/2020

Why this Survey?

The COVID-19 pandemic resulted in rapid organizational changes of a magnitude that left no industry untouched.



This pandemic presented a workplace hazard many organizations hadn't seen previously; rapid response was required to adapt to protect employees.

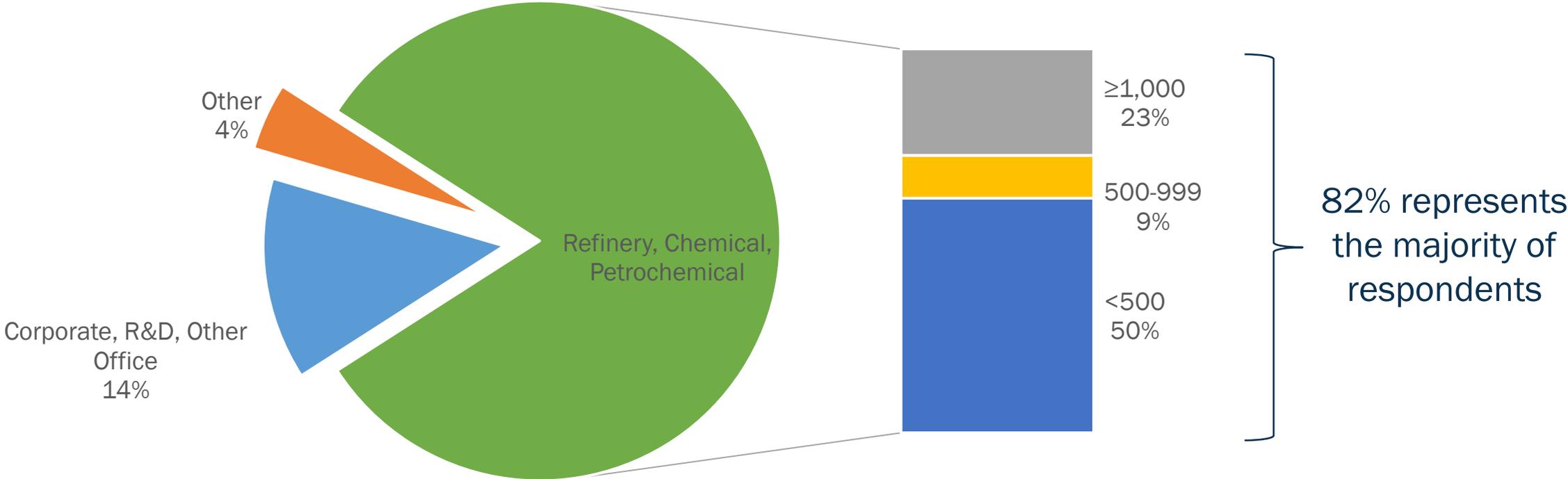


Information sharing across companies about concerns, practices, and engineering options for safely operating facilities during a pandemic establishes best practices.

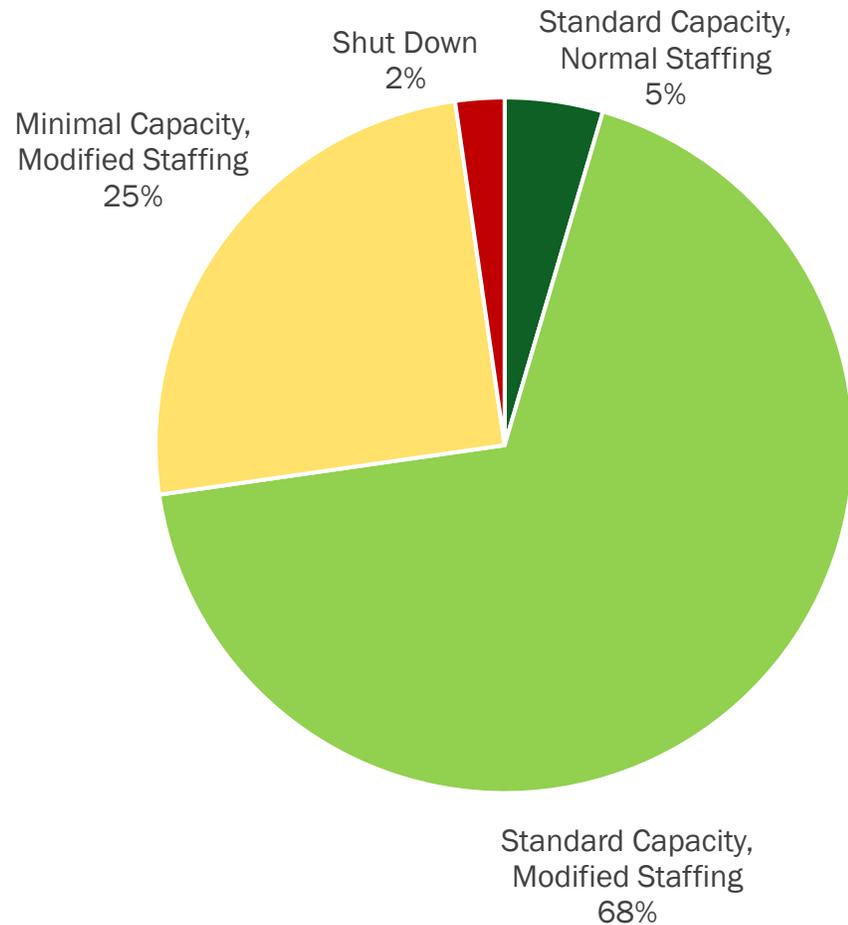


Committed to mitigating personnel risk exposure, BakerRisk undertook this survey to document initial organizational changes to address this new hazard.

Facilities Surveyed



Facility Operations : Production Impact



Most sites

- Maintained mostly standard production capacity (73%)
- Had modified staffing for production (93%) with many instituting work from home policies

Some sites (25%) adjusted to a lower capacity

- Comments indicating due to decreased demand

Only one response indicated indefinite shutdown

Facility Operations : Personnel Relocation

Operators, Maintenance, & Contractors were more likely to remain in place at the facility, possibly due to requiring a physical presence for operations.

some were assigned standby work from home duty should the virus affect on site personnel

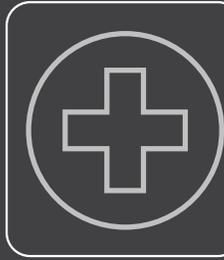
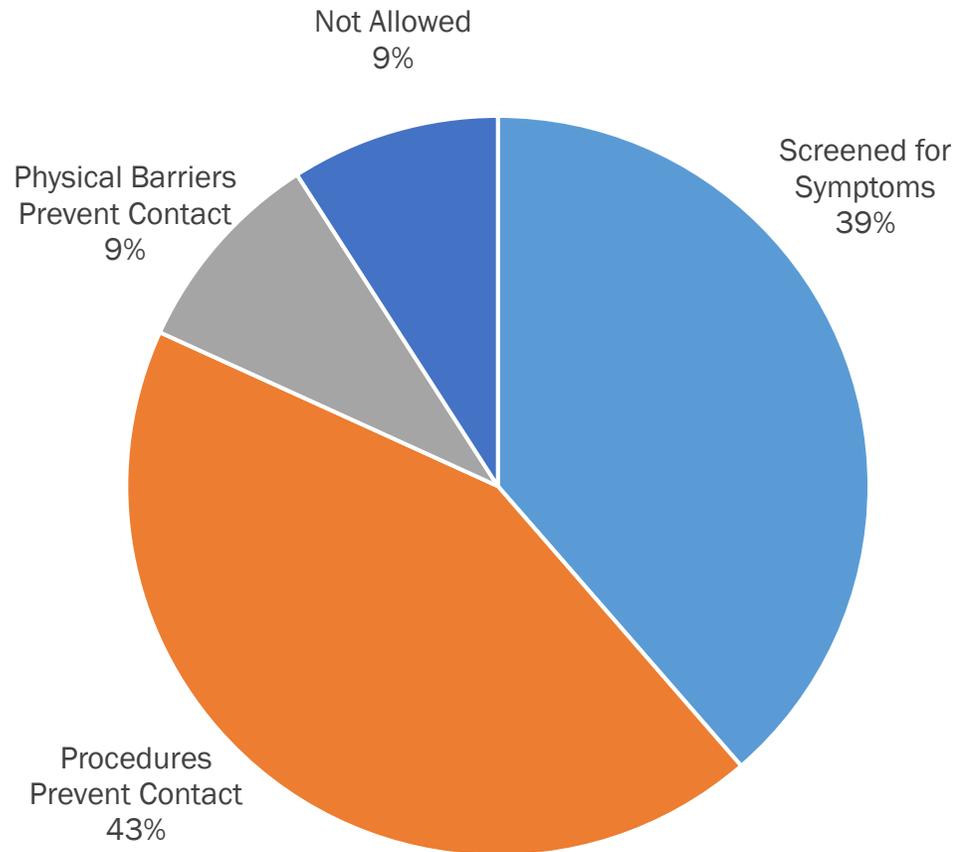


Engineering and Administration Staff were more likely to be working from home.

most likely due to physical presence not required at facilities

	Relocated in Facility	Some Work From Home	100% Work From Home	Other
Admin Staff	0%	27%	70%	2%
Engineering Staff	0%	34%	64%	2%
Indoor/Board Operators	8%	28%	10%	55%
Field Operators	21%	21%	5%	54%
Maintenance	12%	36%	10%	43%
Contractors	7%	19%	14%	60%
Other Mission-Critical Staff	5%	51%	23%	21%

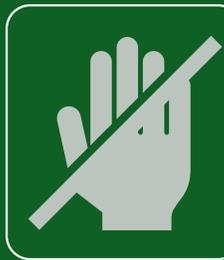
Facility Operations : Non-Facility Personnel



Most responses indicated Non-Facility Personnel were allowed for essential or emergency business needs and that they were expected to wear masks and adhere to social distancing



Facilities with more than 500 employees were more likely to have implemented procedures to prevent contact (71%) while all other facilities were more likely to screen for symptoms (50%)

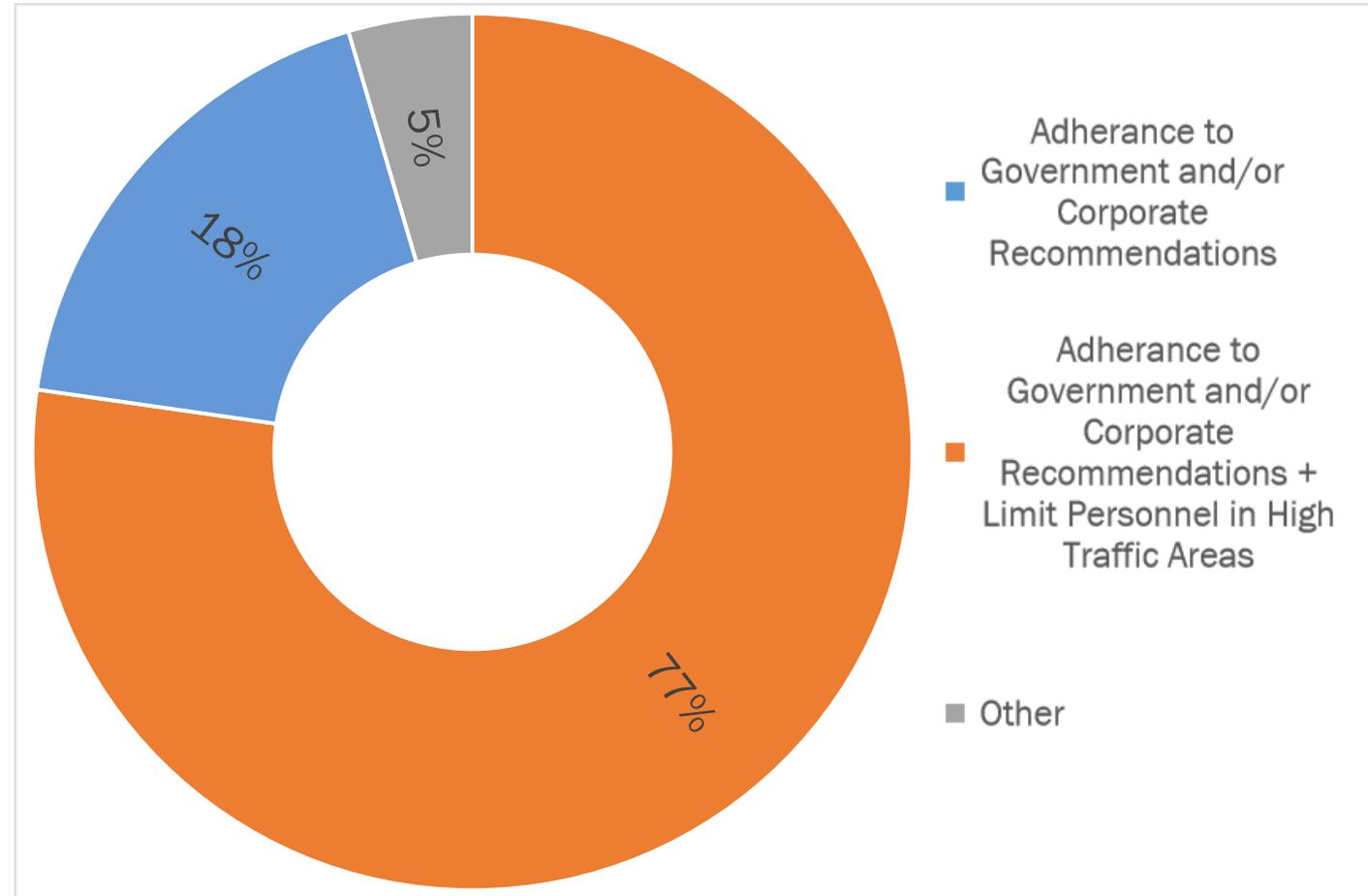


Only 9% of responses prohibited Non-Facility Personnel until the pandemic is over

COVID-19 Response : Administrative Procedures

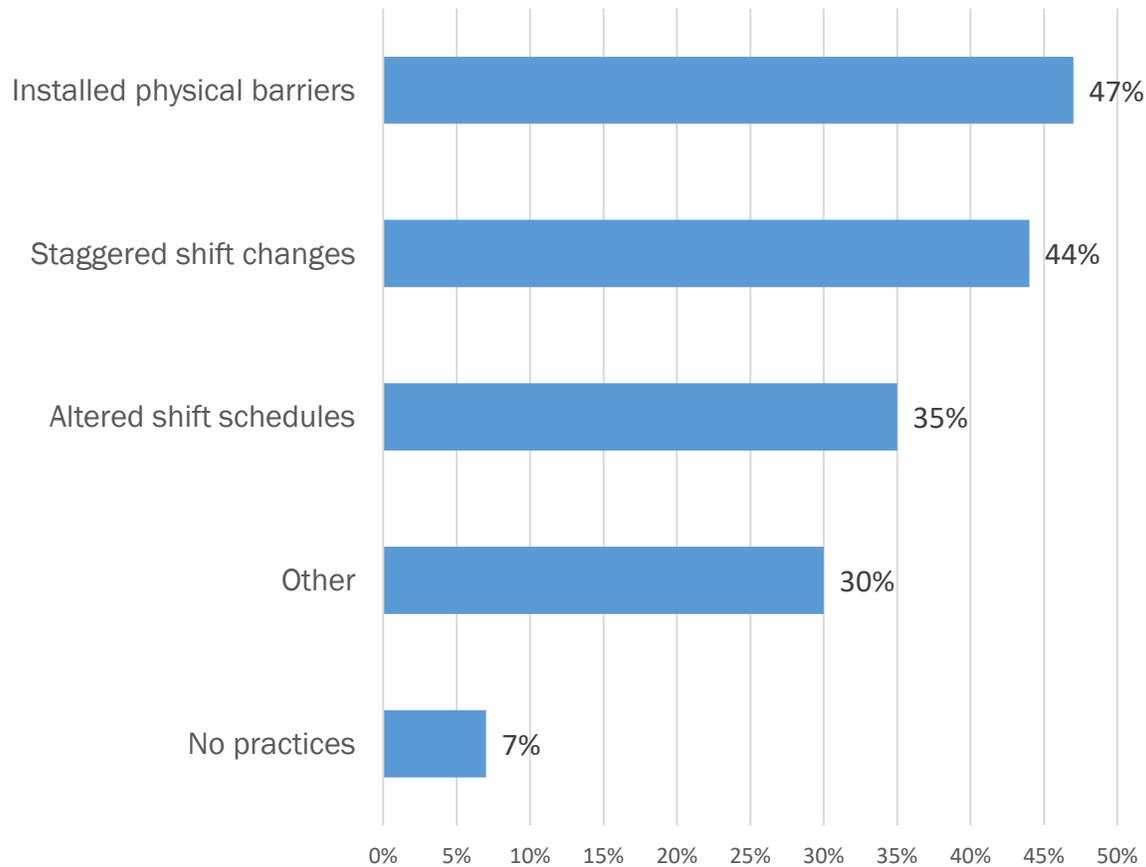
Almost all facilities (95%) modified existing or implemented new procedures to adhere to Government and/or Corporate Recommendations

The majority (77%) also limited personnel in high traffic areas



**Other: One was a facility shut down; the other did not comment.*

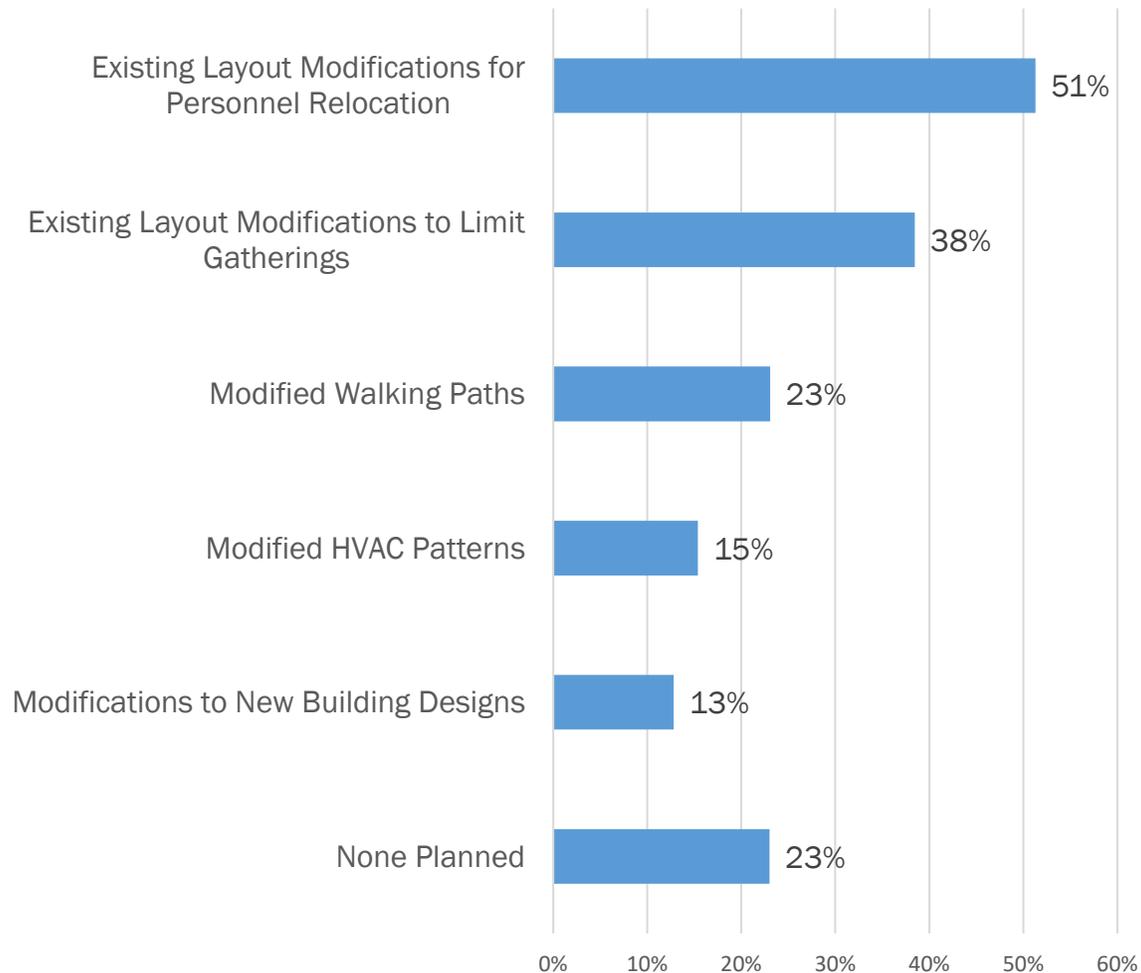
COVID-19 Response : Preventative Measures



*Other: One was a facility shut down; the other did not comment.

- Almost all facilities (93%) implemented some additional preventative measures beyond administrative procedures
- Non-production facilities were less likely to implement physical barriers (22%) and staggered shift changes (22%) than production facilities (50% and 47%, respectively)
- Other responses included masks or other PPE, signage, or employee screenings

COVID-19 Response : Permanent Building Modifications



Most Responses

- 69% indicated at least some buildings had been evaluated for engineered protections and safeguards implemented
- 51% modified building layouts to allow for personnel relocation

Facilities with more than 500 employees were more likely to modify HVAC patterns (29%) than other facilities (6%)

Non-production facilities were more likely to implement modified walking paths (44%) than Production Facilities (14%)

COVID-19 Response : Emergency Response Procedures

Most responses (59%)

Indicated they modified or added emergency response procedures to address viral transmission

Few (14%)

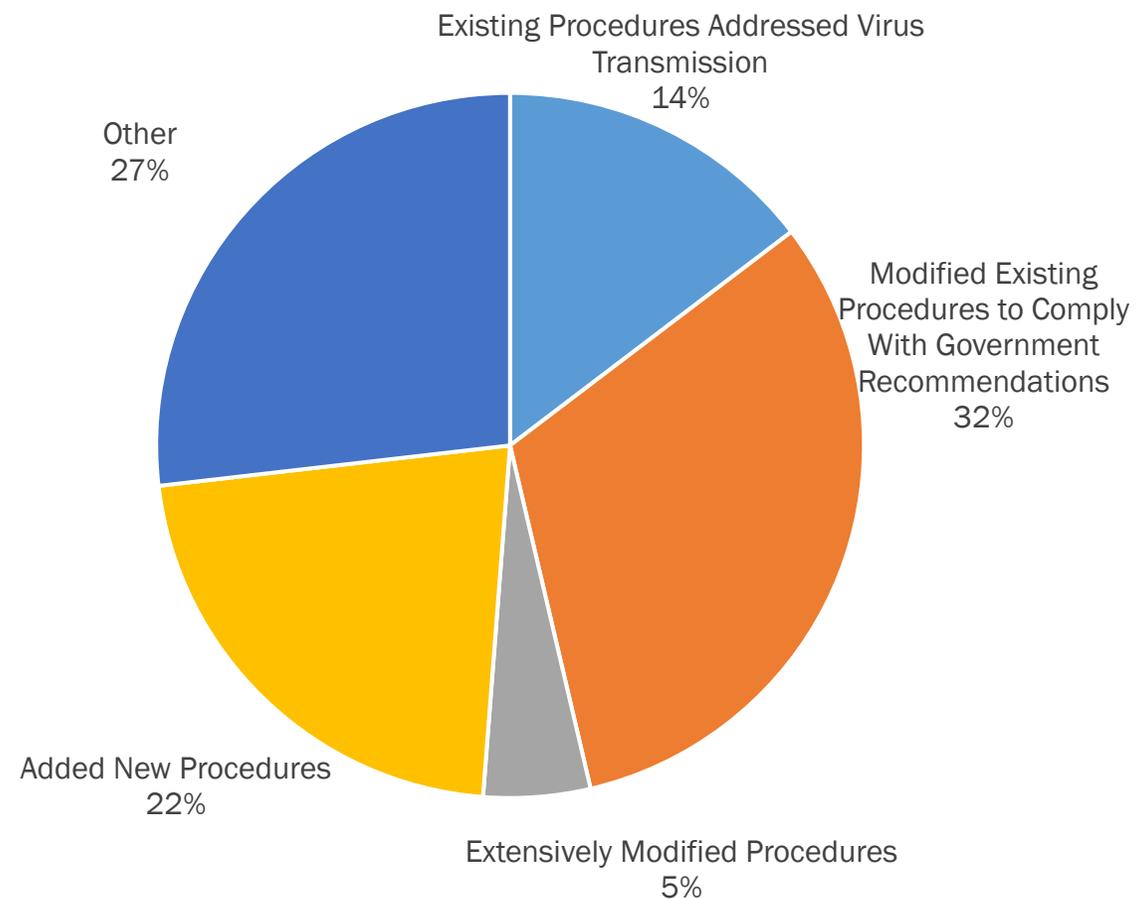
Indicated existing procedures addressed viral transmission

Other comments indicated:

Procedures did not address viral transmission

Some deferred emergency drills

Others did not address procedures due to work from home policies



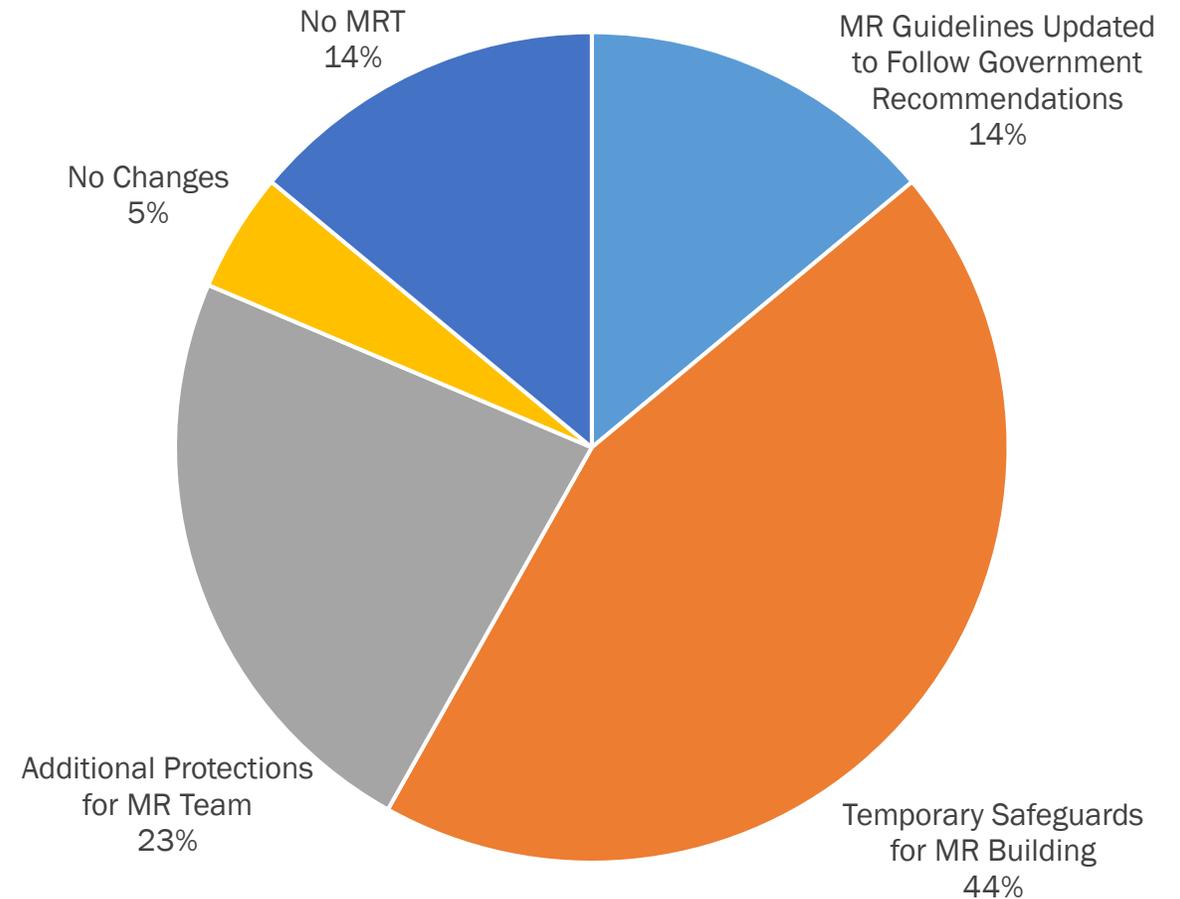
COVID-19 Response : Medical Response Teams

Onsite Medical

Most responses (81%) indicated changes to medical response procedures or equipment to address viral transmission

14% had no medical response team

Only 2 responses indicated no changes



Conclusions

1

Onsite Staff Reduction

Most facilities reduced staff to essential personnel only.

2

Adherence to Recommended Practice

95% of facilities made changes to meet required government and/or corporate recommendations.

3

Building Improvements

Most facilities invested in building changes to reduce viral spread. This includes an investment in improved medical response equipment.

4

Organizational Changes

All respondents' companies implemented rapid changes to some extent in response to the pandemic.

Future Organizational Change Questions

1 Site Access Control

Continued limited access, maintain increased protocols, require pandemic relief in contractor safety plans, etc.

2 Contact Tracing

How many people onsite tested positive and how was it controlled? Badge systems, active contact tracing, daily activity reports, etc.

3 Return to Work

Will non-essential personnel return to site, work remotely, or work from centralized offices?

4 Adaption with Time

At what point do facilities return to “normal”? Or is there a new normal to be established?

5 Permanent vs. Temporary

What site procedures and policies remain in place after the pandemic vs. those that are abandoned.

6 Preemptive Capital Investments

Vaccine requirements, extra space for social distancing, thermal scanners, anti-viral HVAC systems, etc.



Questions?

More Information: ContactUs@BakerRisk.com

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APPENDIX A: Survey Questions

APPENDIX A – Survey Questions

1. How would you describe your industrial facility/plant (e.g., refinery, chemical, petrochemical, etc.)?
 - A. Large complex with 1,000 plus employees.
 - B. Medium facility with 500-999 employees.
 - C. Small facility with less than 500 employees.
 - D. Corporate, R&D, or other business offices.
 - E. None of the above

2. Which of the following statements best describe how the current COVID-19 pandemic affected operations at the office/plant/site?
 - A. Plant site operations are continuing to operate at normal capacity with minimal modifications to staffing and operations.
 - B. Plant site operations are operating at normal capacity but with modifications to staffing and operations.
 - C. Plant site operations are operating at minimal capacity with significant modification to staffing and operations.
 - D. Plant site operations have been shut down for a temporary period.
 - E. Plant site operations have been shut down and are expected to remain closed.

APPENDIX A – Survey Questions

3. How is contact between employees and contractor/3rd party personnel/site visitors being managed during this pandemic?
 - A. New procedures have been implemented to prevent contact between all site employees with site contractors/other 3rd parties/visitors.
 - B. Visits are allowed and physical barriers have been installed to prevent contact between site employees and contractors/other 3rd parties/visitors
 - C. Visits are allowed; all site contractors/other 3rd parties/visitors are being screened for virus symptoms before being allowed on site.
 - D. No site contractors/other 3rd parties/visitors are allowed on site during the pandemic.
 - E. No revised administration procedures or physical modifications were implemented.

4. For the following groups of personnel, please indicate if your plant has moved them to different buildings, set up work-from-home policies as a result of the COVID-19 pandemic, or has done neither?
Admin Staff, Engineering Staff, Indoor/Board Operators, Field Operators, Maintenance, Contractors, Other Mission-Critical Staff
 - A. Relocated to different buildings/areas
 - B. Instituted work-from home policies
 - C. Remain in same location but with some working from home
 - D. Other

APPENDIX A – Survey Questions

5. What administrative procedures are currently in place at your plant to minimize risk of COVID-19?
 - A. Plant has created new administrative procedures or modified existing ones to follow government or corporate recommendations for preventing spread of the virus.
 - B. In addition to (A), plant has implemented restrictions on the number of personnel allowed in the control room, maintenance shop, break area, locker rooms.
 - C. Only have implemented guidance on distancing for employees with pre-existing health conditions that may make them at higher risk.
 - D. Have not implemented new or modified procedures to minimize transmission.
 - E. None of the above.

6. Following up on Question 5) which, if any, of the following practices has your plant set up to improve ‘social distancing’ in the workplace? If your plant has instituted other social distancing practices not listed here, please select ‘Other’ and describe them.
 - A. Staggered shift changes
 - B. Altered shift schedules (e.g., move from 8- to 12-hour shifts)
 - C. Installed physical barriers
 - D. Other [specify]
 - E. No practices implemented

APPENDIX A – Survey Questions

7. In which of the following ways, if any, have emergency drills and preparedness procedures changed at your plant as a result of COVID-19?
- A. No procedure changes were needed as our existing procedures addressed virus transmission concerns.
 - B. We added a new procedure to address virus transmission concerns.
 - C. We modified existing site Emergency Procedures to address the government recommendation for safe distancing during an emergency or emergency drill.
 - D. We extensively modified emergency drills and preparedness procedures as a result of COVID-19.
 - E. None of the above.
8. What special considerations are in place for onsite Medical Response Team members as a result of the COVID-19 pandemic, such as safeguards or PPE use?
- A. Site administrative procedures have been written or updated to follow the government recommendations for safe distancing during medical responses or when entering the site medical building.
 - B. Additional temporary safeguards or PPE use measures have been implemented at the medical building to align with recommended guidance, similar to those implemented at local hospitals and clinics (i.e., face shields, masks, gloves for medical professionals and temperature checks and questionnaire on health/exposure for entrants).
 - C. Additional protective safeguards and PPE have been provided to the site Medical Response Team to provide additional virus protection and minimize transmission.
 - D. No new safeguards or PPE are in place as current safeguards are considered adequate.
 - E. There is no onsite Medical Response Teams

APPENDIX A – Survey Questions

9. Are there industrial hygiene (IH) or engineered spacing safeguards in place in buildings to minimize spread of viruses during this pandemic?
- A. All onsite occupied buildings have been evaluated for IH protection and have prevention safeguards in place such as automatic sanitizing systems, workplace distancing, specially designed separation barriers, high efficiency ventilation, etc.
 - B. Prevention safeguards have been added for select buildings (e.g., Central Control, Unit Control, Laboratory) but not all occupied buildings.
 - C. Currently have no special prevention safeguards in place other than administrative procedure for physical distancing.
 - D. Have not implemented any IH or physical spacing safeguards.
 - E. None of the above.
10. Which of the following, if any, are you considering for permanent building modifications as a result of the COVID-19 experience:
- A. Changes to new buildings (yes/no)
 - B. Changes to existing building internal layout to allow dispersal/relocation of personnel (yes/no)
 - C. Changes to existing buildings to prevent large numbers of personnel from gathering (yes/no)
 - D. Changes to walking paths within buildings (yes/no)
 - E. Changes to HVAC patterns (yes/no)
 - F. Other [specify]