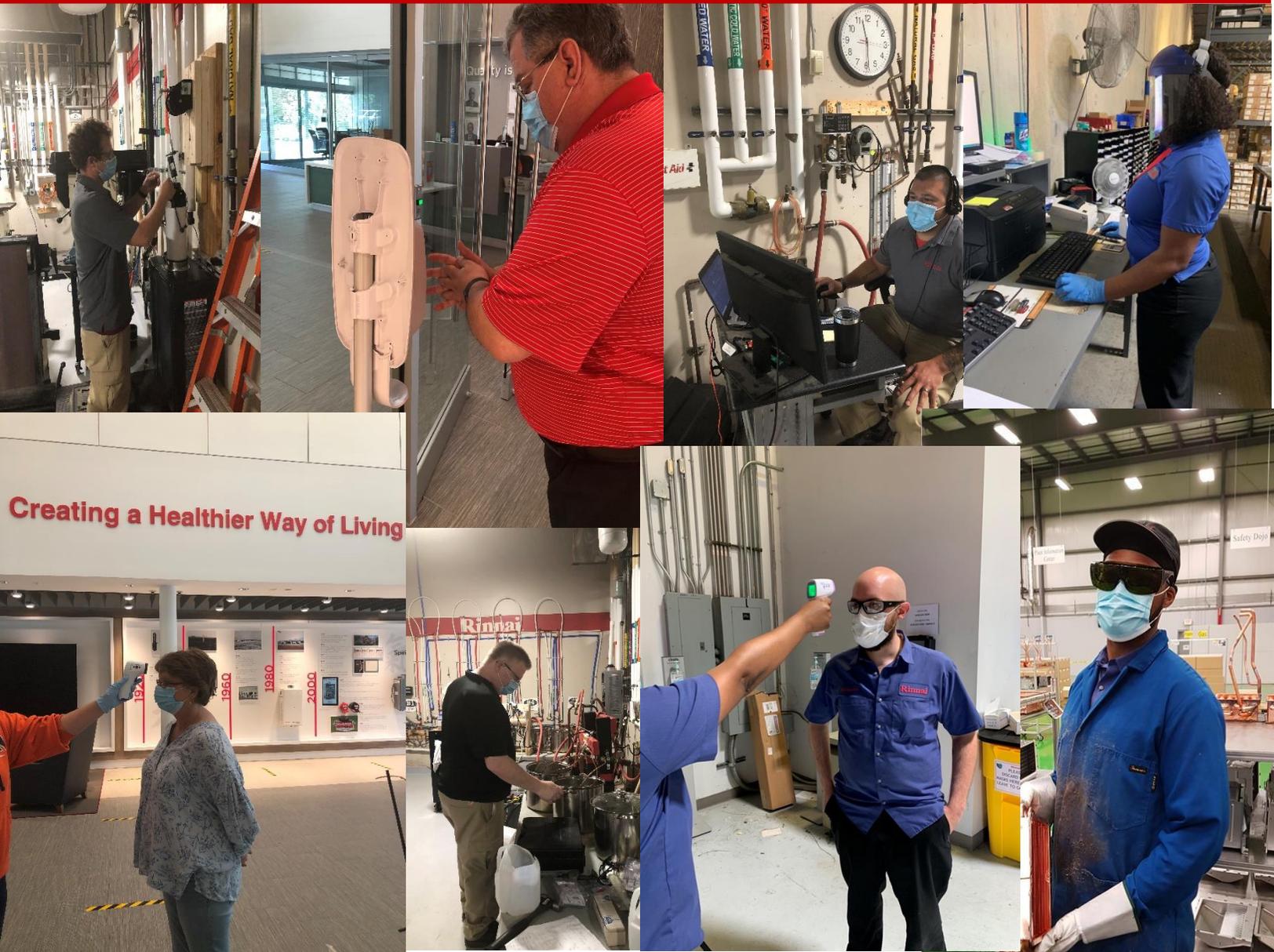


# Rinnai

## Returning to the Workplace Guide- HQ

*Creating a Healthier Way of Living*

06.01.2020 V1



# Your Health and Safety Is Our First Priority

A Message from Frank

Team,

Welcome back to Rinnai America Headquarters. It's been a while since many of us have been together, in the same building. Thankfully, with technology we have stayed well-connected and productive despite the growing challenges of this virus. I want to thank each of you, again, for your prompt adjustment to the ever-changing environment of the COVID-19 pandemic. The resilience, dedication, and steadfast commitment of each of our team members is invaluable.

I would like to thank the Safety Council for their collaborative efforts to implement viable policies throughout all Rinnai America facilities. Also, thank you to the Marketing and Training Departments for your partnership and on-going efforts to create visual graphics and design of an informative LMS training.

This **Returning to the Workplace** guide is a summary of what Rinnai has implemented to protect your health and safety, as well as outlines what is expected of each of us to help keep one another safe and free from the transmission of illnesses in the workplace. Please understand that this is a living document. Therefore, as the fluidity of this environment changes with guidance from the Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Act (OSHA), World Health Organization (WHO) and State/Government officials, we fully expect there will be modifications from time-to-time.

More than ever, our Brand Promise of *Creating a Healthier Way of Living* is critical to the implementation of these processes, procedures, and practices that protect the wellbeing of team members, customers, and our families.

As we reflect on our Cultural Beliefs, the following are essential to ensuring all established recommendations and practices are adhered to:

- **Captivate Customers** - I come to work everyday to delight customers.
- **Process First** - I develop, communicate, and execute efficient result driven processes.
- **Drive Change** - I courageously seek change to make Rinnai the best company for customers and team members.
- **Build Trust** - I collaborate across departments with transparency and dependability.
- **Innovate Now** - I create and deliver innovative solutions
- **Develop You!** - I own my development to achieve company and personal success.

Ask yourself, how do these Cultural Beliefs apply to me in this "new normal" environment? Will I hold myself and my peers accountable to ensuring the standards of these policies and practices? What can I do to make Rinnai not only a great place to work, but a safe place to work—everyday?

We hope you find this **Returning to the Workplace** guide helpful as we transition back to headquarters. Again, welcome back!

Stay Healthy and Safe.

All the best,

Frank

# WELCOME BACK– Returning to the Workplace

## Healthy Mind

Rinnai's brand promise of Creating a Healthier Way of Living is also a reflection of our individual need to balance healthy living and behavior during this time. If you are in need of the Life Assistance Program (LAP) for matters related to your behavioral health, please contact Cigna's LAP any time 24/7 at 800-538-3543 or via the web at [www.signalap.com](http://www.signalap.com).

## What We've Done

To prepare for reopening headquarters on June 1<sup>st</sup>, we wanted to share a few things that we've implemented in anticipation of your arrival.

- The Executive Team established a cadence of meeting daily to evaluate the constant changes that arise from the COVID-19 environment.
- Activated a COVID- response Safety Council.
- Cleaned and disinfected all common areas including kitchen conference rooms, door handles, high-touch areas, entrances, and restrooms.
- Partnered with the cleaning company to implement daily cleaning protocols throughout the facility.
- Ensure there is adequate amounts of cleaning solutions, gloves, and masks.
- Implemented social distancing guidelines.
- Developed a COVID training through LMS to educate all associates on the requirements to maintain a healthy and safe environment.
- Designed a controlled flow of traffic in the kitchen and stairs.
- Ensured workstations are equipped for appropriate distancing.

## Vestmed Questionnaire

All associates entering in the HQ building must complete the one-time Vestmed Questionnaire. This survey determines if you are medically approved to wear a face mask for long periods of time.

Log-in: [www.vestmed.com/tsgsafety](http://www.vestmed.com/tsgsafety)

**USER (case sensitive)**

Username: **TSGuser**

Password: **rinnaius**

## Social Distancing

While in office, please maintain 6ft apart. Workstations and office areas will continue to be evaluated to ensure 6ft distance.



## Wearing Masks (PPE)

All team members are required to wear a Rinnai-provided face mask upon entering the building. Masks must be worn inside all Rinnai America facilities.



## Disposal of PPE

There are disposable hazard waste bins located in the front entrance lobby and side entrance door. All masks and other PPE must be properly disposed of.

## Temperature Checks

Each day upon entering the building all associates and visitors must complete a temperature screening by an on-site Temp Check Coordinator. You will be given a colored paper wristband each day your temperature is checked. This wristband must be worn the entire day. If your temperature is greater than 100° or you feel warm to touch per the CDC, you will be asked to visit a personal healthcare provider and will not be permitted back on-site until you have been cleared by a healthcare professional.



## Closure of Common Areas

All conference rooms, quiet rooms, fitness center, and training rooms are closed until further notice. Other open-spaced common areas and meeting spaces may remain open, but with limitations on usage. Please check for signage and posters.

## Elevators and Stairs

Elevators will remain open. Occupancy is limited to 1 person at a time.

Stairs will be one-way traffic only. Please check appropriate signage.

## Handwashing / Sanitizing

Rinnai America has plenty of hot water. Please wash your hands frequently throughout the day. Per guidance from the CDC, washing your hands with soap and water for 20 seconds is one of the best ways to prevent the spread of germs. After washing hands, please do not touch eyes, nose, and face.



In circumstances where immediate access to soap and water is limited, please use one of the three hand sanitizer stations throughout the building. (1) Near front door entrance (2) near auditorium (3) upstairs near restroom and stairs.



## Workstation and Office Cleaning

Cleaning solutions and products will be placed throughout the facility for usage. The cleaning company has instituted a thorough daily cleaning regime that covers all high-touch areas, restrooms, tabletops. Please keep desks free from clutter.



# WELCOME BACK– Returning to the Workplace

## Printer, Copier and Office Supply Areas

All employees are asked to limit use of copier machines. Each copier station will have tape on the floor for visual cues to maintain 6 ft distance. Upon completion of copying or printing documents, please clean key panel with supplied wipes near copier, then wash hands or use hand sanitizer. Please contact IT for any help desk maintenance issues.

## Feeling Sick?

PLEASE STAY HOME. If your position is eligible to work from home, please exercise that option. If you do not have the option to work from home, Rinnai provides an adequate amount of PTO for use. Please follow all proper call-out procedures.

If you become sick while at work notify your manager immediately. You may be asked to leave work to seek medical care within 24-48 hours. Immediately report any confirmed Coronavirus symptoms and cases to HR (Amanda Anderson at [aanderson@rinnai.us](mailto:aanderson@rinnai.us)).

## Personal Travel Plans

Please notify your manager and HR of any summer travel plans. Personal **international** travel will require 14-days self-quarantine. (Note: States and territories outside the 48 states will be considered international). Personal **domestic** travel plans should also be communicated to your Manager and HR (Alexis Davis [adavis@rinnai.us](mailto:adavis@rinnai.us) and Amanda Anderson at [aanderson@rinnai.us](mailto:aanderson@rinnai.us)). Quarantine will not be required, unless guidance from the CDC or government officials, for that specific state/location is recommended.

We encourage you to visit the CDC website for higher-risk states/locations. Be mindful of states in the last 7 days that are colored **red** with a higher number of recent cases: <https://www.cdc.gov/covid-data-tracker/>



## Changing Your Workdays in the Office

Remember to notify your manager if you intend to change your workdays in the office. For example: On the survey, if you indicated you will return to work on June 1st and will work on Monday, Wednesday, and Friday—then decide to come in Thursday instead of Friday, please notify your manager. He/she may need to ensure appropriate distancing in the department/work area.

## Just Visiting the Office

If you have not identified that you will be returning to HQ on June 1<sup>st</sup>, and are just stopping by to pick up something from your office/workstation, you will be required to continue notifying your Manager and HR (Alexis Davis [adavis@rinnai.us](mailto:adavis@rinnai.us) and Amanda Anderson [aanderson@rinnai.us](mailto:aanderson@rinnai.us)). You must (1) Ensure the one-time Vestmed Questionnaire was completed (2) Complete any required LMS COVID Training (3) Stop by the front desk to have your temperature checked and pick up a Rinnai-provided face mask.

## Visitors, Vendors, Installers, Maintenance, etc

Rinnai headquarters is not open to general visitors. Currently, the only external parties permitted on-site are installers, maintenance, cleaning services, delivery personnel, and general contractors. These permitted guests must adhere to all Rinnai policies and procedures. The following steps must be complete: (1) Complete Visitor Questionnaire (contact Jill Robertson [jrobertson@rinnai.us](mailto:jrobertson@rinnai.us)) (2) Must be temperature checked daily upon entering the building (3) Wear a face mask at all times (4) Adhere to social distancing guidelines (5) Notify their Rinnai contact and their direct company/manager if they become ill or experience any symptoms.



## What You Can Do

- Thoroughly read or listen to all company communications regarding the State of the Business, RAC Chat, or general COVID-related notifications.
- Follow all Rinnai process, procedures, and practices.
- Wear a mask and complete daily temperature check requirements.
- Clean your designated workspace daily.
- Practice social distancing in the workplace.
- Use proper handwashing and sanitization techniques.
- Be understanding that modifications to these policies can be subject to change at any time.
- Contact the Human Resources team if you have any questions.
- If you feel sick, STAY HOME.

# Returning to the Workplace – CHECKLIST

Greetings:

For your own records, please complete the below checklist of things you need to do upon returning to the workplace. You may use this checklist daily to ensure you remember to follow all Rinnai America Corporation policies, procedures, and practices.

- Complete Vestmed Questionnaire** (one-time only, unless medical condition changes)  
\_\_\_\_\_
- Completion of COVID LMS Trainings**
  - Masks: \_\_\_\_\_
  - Social Distancing: \_\_\_\_\_
  - Temperature Checks: \_\_\_\_\_
  - Handwashing: \_\_\_\_\_
  - Other: \_\_\_\_\_
- Read and view all company communications**
  - Frank's Weekly State of the Business Updates
  - Monthly RAC Chats
  - Other communications from HR, Safety Council, LMS, Legal, Managers, Executive Leaders, etc
- Wash hands and use hand sanitizer—multiple times throughout the day**
- Wear a face mask-- daily**
- Dispose of face mask in hazard bin— daily**
- Temperature checked upon entering building—daily**
- Wipe down workstation—daily**
- Personal Travel Plans**
  - Location: \_\_\_\_\_
  - Date Leaving: \_\_\_\_\_
  - Date Returning: \_\_\_\_\_
  - International or Domestic: \_\_\_\_\_
  - Notified Manager and HR? \_\_\_\_\_