



Coronavirus (COVID-19)

Leadership Communication Guide

As we navigate the constant change of the virus and the impact on our business, the one part that has not changed – is our commitment to the health and safety of our people. We need to be aware and smart with our decisions as we continue doing business.

This communication guide is designed to provide our leaders with information on how to manage employee exposures to the Coronavirus. In the current environment of COVID-19, we need to help prevent the spread of the virus by protecting our employees and families. For a list of high-risk group identifiers, [click here](#).

COVID-19 Action List

Category	Action
1. The employee is confirmed to have Coronavirus COVID-19	<ul style="list-style-type: none">• Notify supervisor• The supervisor to notify Human Resources, Geoff Gailey 317.518.0713 or Joanna Tate 317.517.9212• Employee to stay home for 14 days• Employee does not return to work until they have a physician's document stating they are cleared to return
2. The employee is experiencing one or more of the Coronavirus symptoms (cough, fever, shortness of breath)	<ul style="list-style-type: none">• Notify supervisor• The supervisor to notify Human Resources, Geoff Gailey 317.518.0713 or Joanna Tate 317.517.9212• Employee to stay home for 14 days• The employee does not return to work until they have a physician's document stating they are cleared to return
3. The employee has had direct contact with someone confirmed to have Coronavirus (e.g., members of same household, work in close proximity with each other, or other prolonged or intimate contact)	<ul style="list-style-type: none">• Notify supervisor• The supervisor to notify Human Resources, Geoff Gailey 317.518.0713 or Joanna Tate 317.517.9212• Employee to stay home for 14 days• Monitor for a fever of 99.6° F or greater, and COVID-19 symptoms, click here for a full list of COVID-19 symptoms• If symptoms develop, contact your medical professional• The employee does not return to work until they have a physician's document stating they are cleared to return

4. The employee has traveled to CDC Level 2 or Level 3 warning areas or has been on a cruise in the last 14 days.

[Click here to view the warning areas](#)

(CDC warning areas as of 3/20/2020: China, Cruise ship travel, Iran, Malaysia, Most countries in Europe, South Korea, United Kingdom and Ireland)

- Notify supervisor
- The supervisor to notify Human Resources, Geoff Gailey 317.518.0713 or Joanna Tate 317.517.9212
- Employee to stay home for 14 days
- Monitor for a fever of 99.6° F or greater, and COVID-19 symptoms, [click here](#) for a full list of COVID-19 symptoms
- If symptoms develop, contact your medical professional.
- The employee does not return to work until they have a physician's document stating they are cleared to return

5. The employee has had direct contact with someone who is in a physician ordered in-home isolation for 14 days

- Notify supervisor
- The supervisor to notify Human Resources, Geoff Gailey 317.518.0713 or Joanna Tate 317.517.9212
- Employee to stay home for 14 days
- Within the 14 day period, monitor for a fever of 99.6° F or greater, and COVID-19 symptoms, [click here](#) for a full list of COVID-19 symptoms
- The employee does not return to work until they have a physician's document stating they are cleared to return

6. The employee is otherwise ill (cold, sinus or other respiratory infection, seasonal flu, bronchitis, etc.)

- Notify supervisor
- The supervisor to notify Human Resources, Geoff Gailey 317.518.0713 or Joanna Tate 317.517.9212
- Stay home and do not come to work until well. You need to be free of fever 99.6° F as confirmed by an oral thermometer, and free of any other symptoms for at least 72 hours, without the use of fever-reducing or other symptom-altering medicines (e.g., ibuprofen, cough suppressants)
- The employee does not return to work until they have a physician's document stating they are cleared to return

Supervisor next steps:

After identifying the COVID-19 category, please provide the following to Human Resources via phone call or email:

1. Full name of the employee
2. Best phone number to reach the employee
3. Number of case category (1 – 6 from above) of an employee situation



Coronavirus (COVID-19)

Frequently Asked Questions (FAQ)

This communication guide is designed to provide our leaders with information on frequently asked questions regarding the Coronavirus. The safety and health of our workforce is our first core value. There is nothing more important than maintaining a safe environment for our employees, and we will be taking all necessary precautions for the well-being of our entire team. This includes following customer standards and offering ways to follow COVID-19 best practices. Please review and if you have any additional questions or comments, reach out to your supervisor, [Human Resources](#) or [Safety](#). Thank you.

Working Conditions

1. Why are we still working if a lot of other businesses are shut down?

The Department of Homeland Security has identified the work we do, Energy Infrastructure, as critical to the nation's safety and security. We provide the critical gas, water and wastewater infrastructure for keeping homes warm, cooking food, and supporting our hospitals and clinics.

2. What is the status of our work? Are our customers going to shut our work down?

In most areas of the country, we are able to perform our work. This decision is made at the local level, and we must abide by customer policies and procedures in these areas. Any changes in work status will be communicated as quickly as possible.

3. How can we safely share tools?

All crews should clean any shared tooling using the best available method before starting work, and throughout the day. You can also assign tools, radios and other equipment to specific individuals based on tasks planned for that day to minimize sharing of tools.

4. Is there a process for entering customer homes?

Yes, please find the safety alert by [clicking here](#). Make sure you are always following local/customer standards.

5. How can I work in a bell hole, or ride in a truck, perform a team lift with another employee and still practice social distancing?

Work activities that require employees working less than 6-feet apart will be conducted only when necessary. Employees need to continue practicing excellent hygiene control measures, and job or task rotation should be utilized whenever possible. If you are uncomfortable at any time while performing your work, speak with your supervisor or area safety representative.

6. Can we use portable bathrooms?

As with any shared facility, you should practice good hygiene habits and make sure to clean/sanitize your hands immediately after use.

7. How do we handle subcontractors?

We ask that you monitor the health of any subcontractors on your job site. You can ask them this list of questions for more information, by [clicking here](#). If they are showing any symptoms of not feeling well, they should remove themselves from the job site.

Layoff and Unemployment

1. How will unemployment work if I get laid off?

You should file for unemployment immediately upon being laid off. Timing is critical as many of the state unemployment offices are overwhelmed with applications, and you may experience delays. [Click here](#) to begin the process. If you have additional questions regarding unemployment, see the FAQ located [here](#).

2. If we shut down, how does this affect my health insurance?

Continuation of health insurance is defined by plan documents for both union and non-union employees. Union employees should check with their local union. Non-union employees should contact Human Resources.

3. Since Congress passed the stimulus, does that mean we are all going to get laid off?

No. The stimulus, and other federal aid has nothing to do with whether we are able to perform our work. Our work is regulated by the customer, and we must act in accordance with their policies.

4. If I am sent home for 14 days because of a possible exposure, am I going to get paid?

Employees who are sent home for any reason related to COVID-19 (including staying home to care for family members) are eligible for unemployment.

5. If I am exposed to the virus, and take it home to my family, will Miller take care of my family?

Miller Pipeline is proud to offer market-leading coverage for medical expenses incurred by employees and their families. Health insurance provisions are defined by plan documents for both union and non-union employees.

6. Will I get sent home for two weeks if I have an illness?

If you are sick, you should not come to work. Call your supervisor and await direction from them on your work status for that day. You will likely need to see or speak with a physician to understand your illness. You should obtain a physician's document stating you are cleared to return to work. For more information regarding COVID-19 symptoms, [click here](#).

Virus Transmittal

1. How do we get soap/sanitizer/disinfectant?

Miller Pipeline is working to obtain additional supplies, but we are asking you to look for these items in your local warehouse until we are able to replenish supplies. Also, feel free to purchase these items through local vendors as needed. Please maintain good communication – let supervisors know where it's needed, and we will do what we can to get you additional stock.

2. Am I more likely to get Coronavirus if I work in public wastewater systems?

While the transmittal of the virus through public wastewater systems is possible, the probability is low. We ask that you use your normal PPE to avoid coming in contact with the virus. For more information on the virus transmission through water systems, [click here](#).