

COVID-19

Working From Home & Returning to Work Playbook

About Unum



More than **10,000 global employees** in U.S., U.K., Ireland and Poland.

- ~2,700 in Maine



World's largest provider of **disability insurance**.



Paid **\$7.5 billion** in benefits last year.



Protect **39 million** people and families.



Provide benefits to **182,000** companies and their employees.

Guiding Principles

- Health and wellbeing of our people is the top priority.
- Support employee choice in what works for them.
- Remain flexible at all stages.
- Maintain continuity of services.
- Keep an inclusive mindset sensitive to unique situations.
- Ask for feedback along the way to continually improve the experience.

*Unum is taking a **cautious, phased, and invitation-based approach** to return employees. Office **capacity will not exceed 50%** over the next several months.*

How can we return
employees?

Why should anyone
return?



WHY RETURN TO THE OFFICE?

PRODUCTIVITY

- Fewer distractions than at home
- Faster decision-making and better idea generation with others (at a safe distance, of course)

EQUIPMENT AND AMENITIES

- Take advantage of high-speed and reliable internet, multiple monitors, printers, and other in-office tools and resources.
- Access cafeterias, coffee shops, walking workstations, and other amenities

WORKSPACE

- Enjoy the great spaces in which we work
- Enjoy the social interaction and camaraderie the office allows



WHY STAY HOME?

PRODUCTIVITY

- Fewer distractions than at work
- Gain valuable time back in the day without a commute
- Enjoy using technology and other tools to stay connected to your team and peers virtually.

PERSONAL REASONS OR FAMILY OBLIGATIONS

- Underlying health condition
- Age 65 or older
- Close family member is at high risk
- Child or eldercare challenges due to the disruption
- Don't feel comfortable returning yet

Health & Wellbeing

- COVID-19 & #reUnite Hub on intranet
 - Work at Homes Resources
 - Return to Work Resources
- Weekly Wellbeing Check-ups: virtual sessions covering a variety of topics
- Weekly “Quick Connects” with leadership
- Employee Wellbeing Guide -Tips for helping you Live Your Best You
 1. Working at Home
 2. Family Balance
 3. Emotional Wellbeing
 4. Personal Health and Wellbeing
 5. Financial Health
 6. Career Development & Growth
 7. Managing a Team



Employee Health & Safety

- **Establish a *Communicable Illness Policy***
- **Assign workstations**
- **Reduce shared equipment** (phones, keyboards, mice, registers, etc.)
- **Provide and encourage use cloth face coverings** (employees and visitors)
- **Establish employee protocols** (self-assessments, daily screenings, temperature checks, etc.)



Prepare the Facilities & Create a Social Distance Plan

- Increase cleaning and sanitation
- Minimize touchpoints
- Consider touch-free hydration stations vs. water fountains
- Increase fresh air intake
- Add antimicrobial handle protectors
- Install signage, floor decals and other visual cues
- Limit desk use to every other seat.
- Restrict capacity in conference/huddle/focus rooms.
- Limit seating in common areas.
- Limit capacity on elevators.



Communicate and Educate

- Communicate **frequently** and **clearly**.
- **Single source of up-to-date information** about company response, employee guidance, and pertinent information.
- Enable **two-way communication** for employees to ask questions, submit feedback, or voice concerns.
- Use **visual cues** to change behaviors (signage, videos, graphics, etc.)
- Sample information to provide:
 - Instructions on how employees should prepare to return to the office
 - Overview of what to expect (changes, expectations, etc.)
 - Resources to aid in the transition
 - Details on flexible policies; options for employees with child or eldercare challenges.
 - Guidance on how to decide whether to return to the office.
- Executives **lead by example**; top down support of key principles.



#reUnite

YOU'RE INVITED

To **#reUnite** at your campus. [Click here to RSVP by May 21](#)

In the recent Pulse Survey, you said you are able and willing to return to the office. We'd like to invite you and a small group of others to return June 1. This invitation is exclusive to you, so please don't forward it to others.

We're taking extensive measures to ensure the safety of every person who steps feet in our offices. And we're asking you and others who return to do your part to keep the workplace safe.

You probably have some questions, so take a moment to browse the resources below to learn what you can expect (hint: things will look different, but it's for your safety).

Click the **RSVP** link above by 5 p.m. **Thursday, May 21** to let us know if we'll see you June 1. It's entirely your choice. If you decline, it's completely okay and confidential.

TO RETURN OR NOT? HOW TO DECIDE 	WHAT UNUM IS DOING TO PREPARE 	WHAT TO EXPECT WHEN YOU RETURN
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Office or home?
It's up to you and what you feel comfortable doing. [Here are a few things to consider](#), but the choice is yours.

#SafetyMatters
Your safety is our top priority. [Learn what we are doing](#) to minimize the spread of COVID on campus.

Employee playbook
[Learn what you can expect](#) for your return to the office - from assigned desks to new protocols.

#reUnite

Employee Playbook

Safely returning to the office

Shared Responsibility: Employee Guidance

- ✓ Wear your **face covering**.
- ✓ **Wash your hands frequently** and in warm water for at least 20 seconds.
- ✓ **Avoid touching your face**.
- ✓ **Avoid shaking hands** with others.
- ✓ **Stay 6 feet apart**, even if wearing a face covering.
- ✓ **Clean your desk each morning/evening**. New “clean desk policy” to allow for more thorough cleaning.
- ✓ Abide by **limited new capacity rules** (conference rooms, elevators, bathrooms, etc.)
- ✓ **Disinfect shared space or equipment** before/after use.
- ✓ **Take home portable equipment** each evening.

Have a plan for what happens if an employee does not follow directions, potentially making others feel unsafe or putting others at risk.

What Went Well - Chattanooga

- **Open Hours** before return for employees and their managers to ask questions
- **Overcommunication** is key leading up to return
- **Welcome back kits** (wireless mice and keyboards, hand sanitizer, cloth face coverings, bottled waters, crayons and disposable desk mats, etc.)
- **First day experience** and **greeting**



Resources

- [Unum Making Remote Work: Navigating Wellbeing and Productivity During A Global Pandemic](#)
- [Unum HR Trends Podcasts](#)
 - Ep. 14: Mental well-being in the age of COVID-19, Part 2 (May 26, 2020). [Learn more about this episode](#)
 - Ep. 13: Mental well-being in the age of COVID-19, Part 1 (May 19, 2020). [Learn more about this episode](#)
 - Ep. 12: Practical advice for return-to-work safety (May 12, 2020). [Learn more about this episode](#)
 - Ep. 11: State and municipal legal considerations for COVID-19 return-to-work (May 5, 2020). [Learn more about this episode](#)
 - Ep. 10: The ADA, COVID-19 and return-to-work planning (April 28, 2020). [Learn more about this episode](#)
 - Ep. 9: Improving financial wellness during COVID-19 (April 23, 2020). [Learn more about this episode](#)
 - Ep. 8: How does COVID-19 impact the ADA ? (April 21, 2020). [Learn more about this episode](#)
 - Ep. 7: Nurturing employee well-being during COVID-19 (April 14, 2020). [Learn more about this episode](#)
 - Ep. 6: Unpacking the Emergency Paid Sick Leave Act (April 9, 2020). [Learn more about this episode](#)
 - Ep. 5: COVID-19 resources for small employers (April 7, 2020). [Learn more about this episode](#)
 - Ep. 4: How does COVID-19 apply to the FMLA? Part 2 (Mar. 31, 2020). [Learn more about this episode](#)
 - Ep. 3: How does COVID-19 apply to the FMLA? Part 1 (Mar. 24, 2020). [Learn more about this episode](#)
 - Ep. 2: Top FMLA mistakes: "Deeming" when you shouldn't (Mar 3, 2020). [Learn more about this episode](#)
 - Ep. 1: Top FMLA mistakes: #1 Eligibility errors (Feb. 25, 2020). [Learn more about this episode](#)
- [CDC Workplace Decision Tool](#)

Questions