Massachusetts Recovery & Returning to the Workplace :

MHTC Virtual Roundtable Series
Effective Employer Strategies

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- **Chris Ross**, Head of Integrated Supply Chain Operations, MilliporeSigma
- **Jill Larsen**, EVP & Chief Human Resource Officer, PTC

EY Return to the Physical Workplace and Facilities Management Plans

EY GUIDING PRINCIPLES

1. The safety and well-being of employees will not be compromised
2. EY will support the safety and well-being of clients and community
3. EY's actions will be based on science and data, enabled by technology
4. EY will incorporate opportunities for positive, enduring changes to travel and office practices

IDENTIFIED BARRIERS TO FUTURE FORWARD
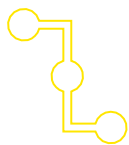
People Contact Tracing Testing / PPE Workspaces Caregivers

EY FACILITIES MANAGEMENT

PHASED RETURN TO WORK

Governed and coordinated centrally; implemented locally. EY continues to engage directly and indirectly through business associates with federal, state and local governments to influence guidance

SOCIAL DISTANCING AND LIMITED EXPOSURE

Spaced seating in offices, no use of conference rooms, team rotations, staggered or reduced shifts for critical office staff, disinfecting performed nightly, cleaning supplies readily available

FOLLOWING WHO/CDC

EY continues to lean on the World Health Organization and Center for Disease Control's guidance to develop and execute return to work plan.

SAFETY EQUIPMENT

EY has shipped PPE care packages directly to our US employees at home. Packages include a thermometer, masks, and other personal safety equipment.
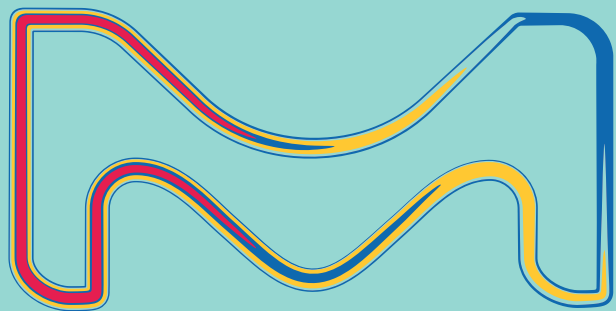
COMMUNICATION

Regular communication cadence from leaders to ensure personnel are receiving support they need and do not feel uncomfortable with onsite presence

EY

FOCUSeD VIGILanCe U.S.

Moving into the next phase…

Focused Vigilance Implementation
Guided by our Key Principles

Employee Safety
PUbLiC Health
Business Continuity

COVID-19 Focused Vigilance Guidance for US
Framework for Implementation

1. **Stepwise approach for re-densification**: *Prioritize people for office; Risk groups; Further resuming operations*

2. **Physical distancing**: *Distancing in production & R&D; Meetings & open space offices; Field and sales force activities*

3. **Protective Equipment**: *Surgical masks; Protective equipment use; Safety Kit for private use & info*

4. **Testing**: *Systematic testing approach; Risk assessment screening; Temperature monitoring*

5. **Hygiene & cleaning**: *General hygiene; Hand washing; Global facility management preparation*

6. **Travel**: *Guidance on travel restrictions*

7. **Reporting**: *Infected & recovered, home office, affected COVID-19; Compliance*

8. **Data management**: *Automation of contact tracing; state, county and federal guidance; infection trending data; risk assessment screening*

9. **People:** *Employee framework; Leadership framework*

N O T E : Make sure that actions are compliant with local guidelines and laws

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Stepwise Approach for Re-Densification
## Prioritize people for office; Risk groups; further resuming operations

- In the **first month of "focused vigilance" up to a maximum of 40%** of the employees **working from home** will be able to come back.

- The stepwise approach should ensure **adequate distancing practices** and enable site infrastructure an **appropriate operational ramp**

Re-Densification
Guidance
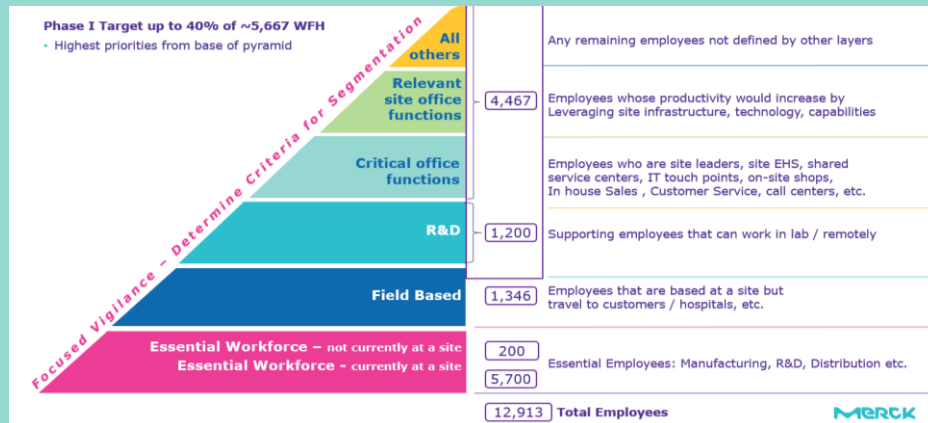
Re-Densification
Tools

MERCK

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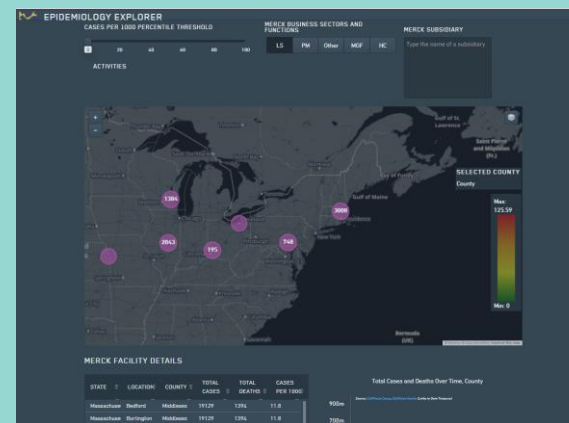
Physical distancing
Distancing in production & R&D; Meetings &
open space offices; Field & sales force activities

Visitors

Distancing in production & R&D

Field-based employees

Office preparation

Please limit all
face-to-face meetings to
**no more than
X people**

ALWAYS
MAINTAIN **6'** of
distance

6 Feet   6 Feet   6 Feet

6 Feet

Maintain
distance of
6ft

Please limit the number of
people in an elevator to
**no more than
X people**
at one time

**SKIP
a seat**

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Face Masks and Protective equipment

All employees/visitors **MUST** wear surgical masks while on-site. Cloth face coverings are **PROHIBITED.**

BeSafe Hygiene Kit

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Testing
Systematic testing approach; Temperature monitoring; Risk assessment screening

Testing
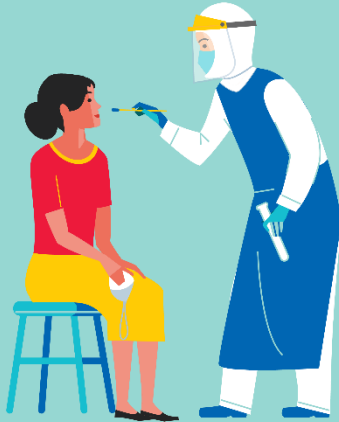
OBJECTIVE: To minimize the risk of community transmission impacting our sites by rapidly intercepting and managing new cases through COVID-19 PCR testing

Temperature monitoring

Daily **TEMPERATURE SCREENING** is recommended **FOR ALL** individuals entering all sites, unless mandated by local order.

Risk assessment screening
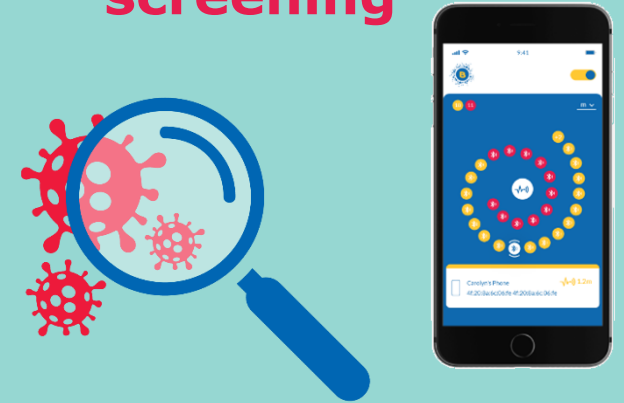
GOAL: Screen all individuals as they enter a site.

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Hygiene & cleaning
General hygiene; Hand washing; Global facility management preparation

Hygiene and Hand washing

Facility management preparation
Routine & enhanced Cleaning

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Travel
Guidance on travel restrictions

1. Business travel should continue to be limited with a stepwise relaxation specifically relating to **Customer Focused & Field Based travel**

2. For **non field based employees**, travel should be kept to an **absolute minimum** and requires **L2 approval**.

Social distancing, face mask use, hygiene etiquette shall be followed during all travel

All approvals shall reflect official travel restrictions and should consider infection data development of both origin and destination of travel including quarantine requirements in accordance with company guidelines, state and local county requirements.

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Reporting
Guidance on incident reporting

1. Tracking of **infected** and **recovered** employees

2. Tracking employee **working status** (quarantine; # of home office employees returning to office)

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Data management – leveraging in-house technology expertise
Automation of state, county & federal guidance; infection trending data; risk assessment screening; occupancy calculator; contact tracing

State & County Data
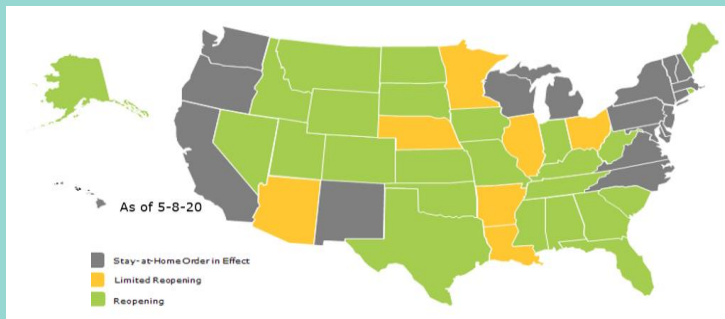
Infection Rate Analytics Dashboard
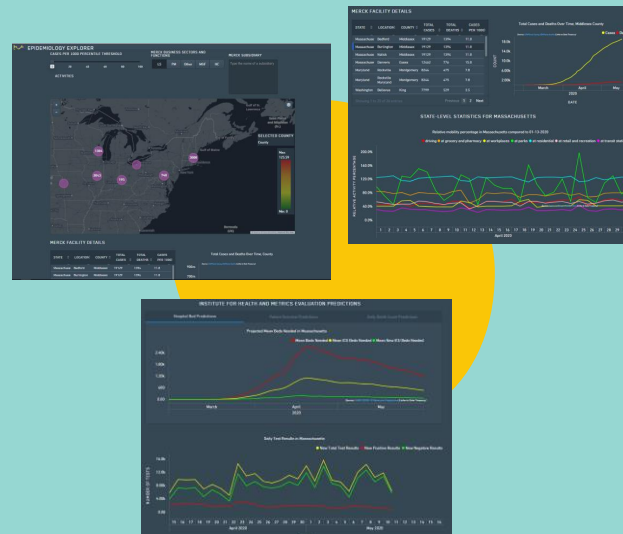
Occupancy Calculator

A reference tool for occupancy recommendations

Contact tracing and proximity alert app
Buffr™ - currently being developed. Release expected end of August 2020.

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People
Employee framework & Leadership framework

1. Consistency across all sites
2. Childcare
3. Pre-existing/existing health conditions & high-risk employees
4. Interviewing and hiring practices
5. Performance Management
6. Home office guidelines
7. Flexible Spending Accounts update

Guidance includes
HR information related to leadership training, engagement ideas & employee support

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RETURN TO OFFICE GUIDING PRINCIPLES

1 Employee Health & Safety remains our highest priority

2 Our phased approach is designed to provide flexibility to our employees – return to office is voluntary

3 A global Steering Board will ensure that local and corporate leaders collaborate to plan and execute the various phases of return to office
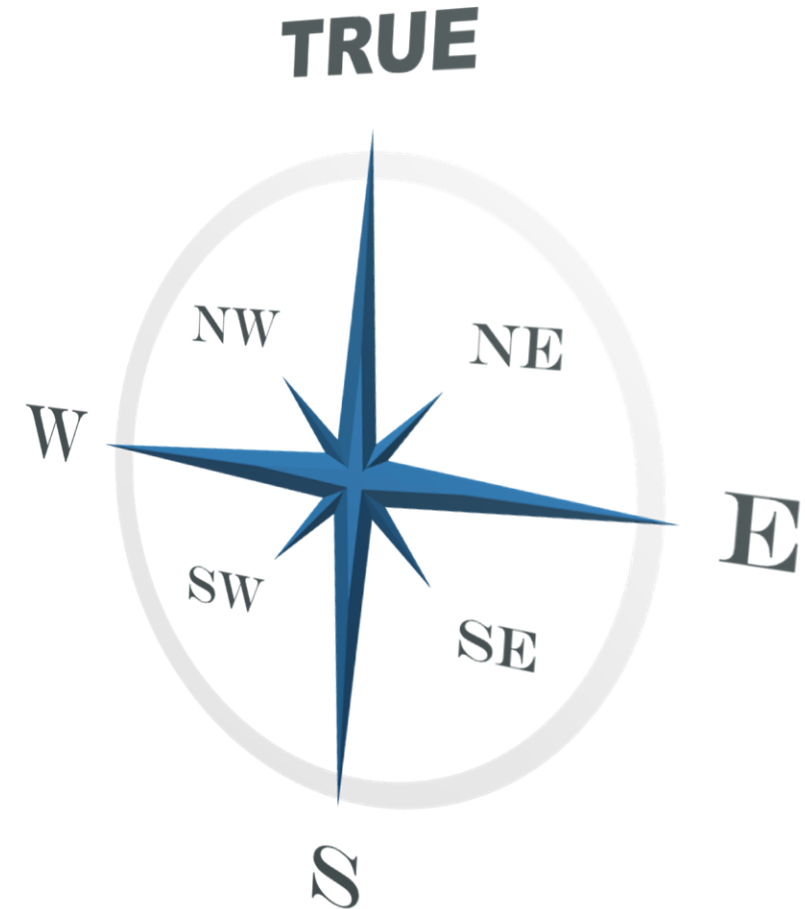
RETURN TO OFFICE PHASES

ptc

PHASE 1	PHASE 2	PHASE 3
Next 30 to 90 days	**Next 3 to 6 months**	**Unknown**
▪ Voluntary up to a maximum of 15 to 30% occupancy ▪ Priority on employees with ineffective WFH environments ▪ Depends on government restrictions and facilities readiness	▪ Voluntary up to a maximum of 50% occupancy ▪ Priority on roles and teams most dependent on working in the office for productivity ▪ Depends on government restrictions that may be subject to change without notice	▪ Voluntary up to 100% occupancy ▪ Requires government restrictions on social distancing to be lifted ▪ Requires widespread availability of testing and/or vaccine

Timelines are estimates and are subject to change

TIER 1 READINESS DASHBOARD (PHASE 1)

Country	Office	FTE's	PTC Readiness	Government Requirements	Supplies & PPE	Employee Protocols	PTC & Building Space
China	All	245	**Open** at 100% occupancy	🟢	🟢	🟢	🟢
Israel	Herzilya	165	**Open** at 30% occupancy	🟢	🟢	🟢	🟢
Israel	Haifa	89	**Open** at 30% occupancy	🟢	🟢	🟢	🟢
Germany	Munich	134	**6/15/2020** at 30% occupancy	🟢	🟢	🟢	🟢
India	Pune - Marisoft	545	**6/15/2020** at 15% occupancy	🟢	🟢	🟢	🟢
India	Pune - Weikfield	658	**6/22/2020** at 15% occupancy	🟢	🟢	🟢	🟢
US	Boston, MA	1,170	**6/22/2020** at 15% occupancy	🟢	🟢	🟡	🟡
Japan	Tokyo	151	**6/22/2020** at 20% occupancy	🟢	🟢	🟢	🟢
India	Gurgaon	219	**TBD July** at 15% occupancy	🟡	🟢	🟢	🟢
Spain	Barcelona	108	**TBD July** at 15% occupancy	🔴	🟡	🟡	🟡
Romania	Bucharest	300	**TBD July** at 15% occupancy	🔴	🟡	🟡	🟡
US	Portland, ME	108	**TBD July** at 30% occupancy	🔴	🟢	🟡	🟡
US	Twin Cities, MN	109	**TBD July** at 30% occupancy	🔴	🟡	🟡	🟡

🟢 Open / on track / completed

🟡 In process or awaiting supply delivery

🔴 Awaiting additional information or not started

WHAT IS REQUIRED TO RETURN TO OFFICE

Prerequisite	Activity or Protocol
When	Target Date and Max Occupancy for Phase 1 Return to Office requires approval
Government Restrictions	All local government mandates and restrictions for return to office including testing, contact tracing, social distancing, and PPE can be met
Office Configuration	Elevators, seating, common areas, and conference rooms configured with appropriate signage meeting government restrictions
Managing Social Distancing	Tools and processes are in place to manage social distancing with assigned workspaces and to ensure max occupancy is not exceeded in Phase 1
Employee Communications	Templates for signage and return to office guides are ready and employee training and information is scheduled ahead of return date

APPROVALS REQUIRED

☑ Business Leaders

☑ Real Estate / Facilities

☑ Legal

☑ Human Resources

☑ CEO and ELT
Continue to be closely involved in and have final say on return to office decisions

RETURN TO SEAPORT

- **Training** required before employees can return
  - Topics: Social Distancing, proper hand washing
  - Short video format

- First come first serve **reserved seating**

- **Masks** available for employees and are required when entering and moving around the building
  - Not required when sitting at your desk and social distancing is possible

- Limited elevator capacity of 4 people

- **Social distancing** required throughout the building

- Coffee only available on 17th floor and served by Sodexho

- No Fooda offerings

TYPICAL FLOOR LAYOUT

B

C

A

D
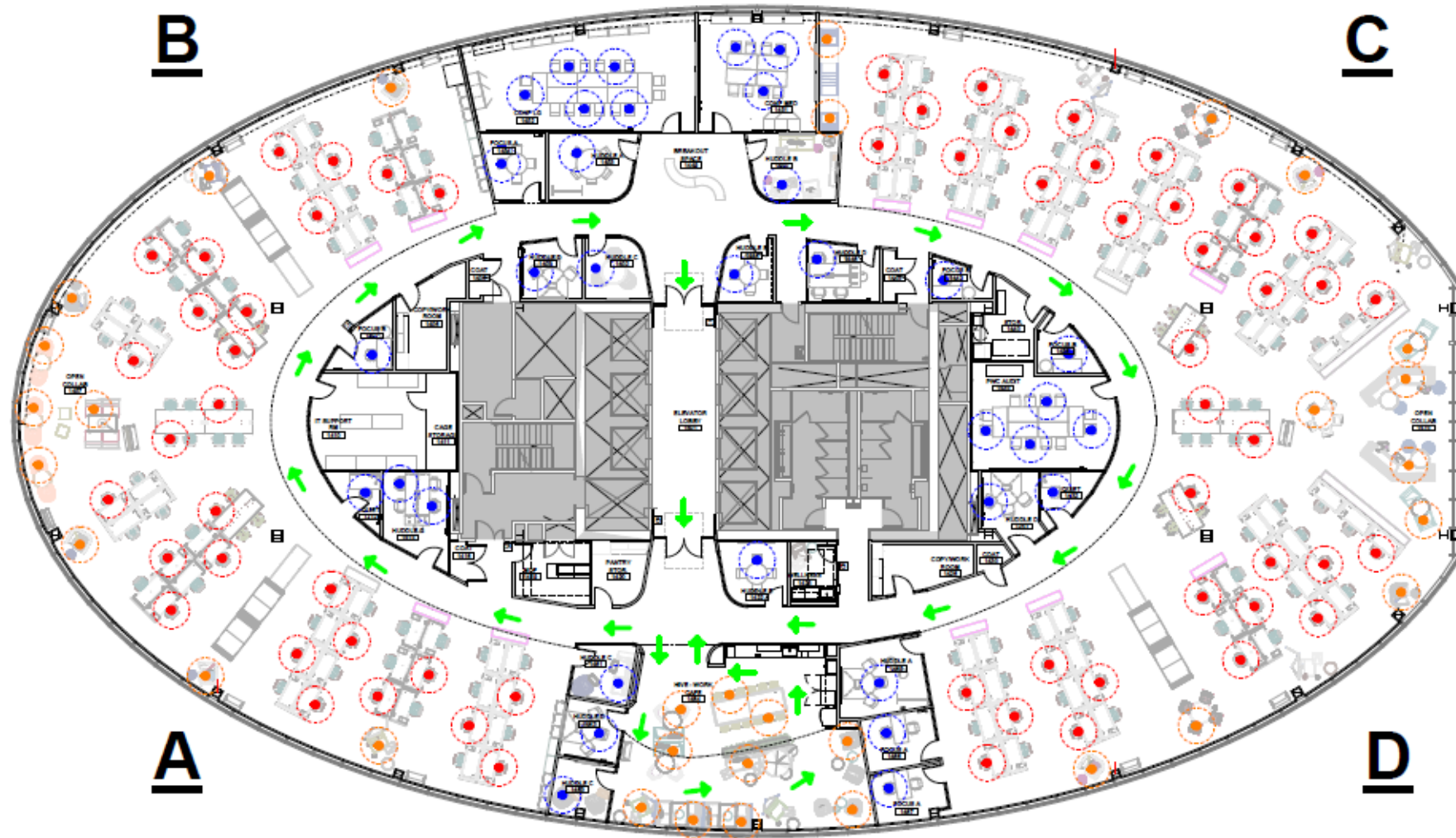
Bench Seat Count:
"A":   15
"B":   12
"C":   21
"D":   15
Total: 63 seats

Meeting Room Count:
  Large Conf: 5
  Med Conf: 7
  Call Room: 22
Total: 34 seats

Collaboration Count
Total: 32 seats

- 🔴 DESK SEAT
- 🔵 CONF. SEAT
- 🟠 COLLAB. SEAT
- ⬇ TRAVEL DIRECTION

RETURN TO OFFICE CALL TO ACTION

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1 If you don't feel well or have been in recent contact with someone who is sick, please stay home

2 If you have concerns about returning to the office for any reason including special health considerations, childcare, etc., you can continue to work remotely

3 If you can work remotely and be productive, please continue to do so

4 Respect and comply with social distancing measures and mandates when you travel to and from the office and when you are in the office – wash your hands frequently