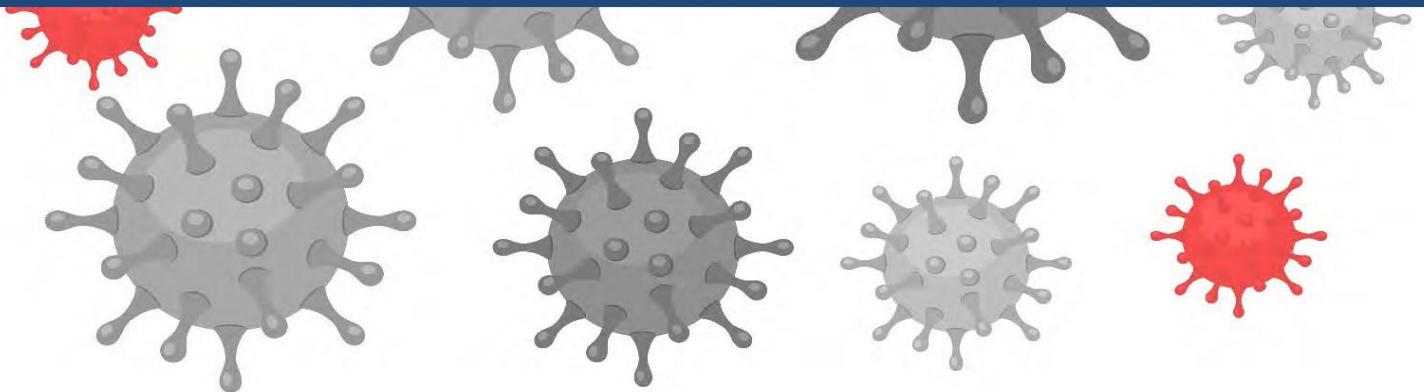


SMART COVID-19 SAFETY PLAYBOOK

September 16, 2020 – *Revised*
June 1, 2020 – *Issued*



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Team SMART,

The COVID-19 Pandemic is an extraordinary time for SMART, our region, and the world. Each of us will experience some degree of impacts along the way – challenges that will require courage, compassion, and understanding by everyone. Every day, I am filled with admiration and appreciation for how you are working together under these unusual circumstances to help one another, keep services going for our riders, and support our communities as we all prepare to recover. Thank you for your hard work and dedication.

More than ever, transit is a critical public service to get workers to jobs and help our friends and neighbors in the community get to the supplies and services they need. While changing conditions will require us to adjust the amount of service and how we provide it along the way, all decisions will include a focus on the health, safety and comfort of our team and our riders.

This guide has been carefully designed to coordinate Team SMART efforts to keep employees and riders safer, provide clear guidance on what to do, and make all staff aware of all our COVID-19 mitigation measures – both front-and-center and behind-the-scenes. It includes a streamlined set of checklists and practical recommendations based on guidelines from the Centers for Disease Control and Prevention, County Health Departments, MIOSHA, OSHA, US Department of Transportation, the Department of Labor and the World Health Organization. This document will be updated when necessary as orders and guidance change, based on new research and information.

The measures outlined herein focus on what we as an organization can do to protect our employees. However, as these guidelines are implemented, they are only good if each of us adheres to them.

As we move forward, we will rely on your individual actions to help keep SMART's staff and our families protected. We remain committed to providing you a workplace that is safe by ensuring you have the proper supplies, information, procedures and policies you need to stay healthy.

In return, we ask that you:

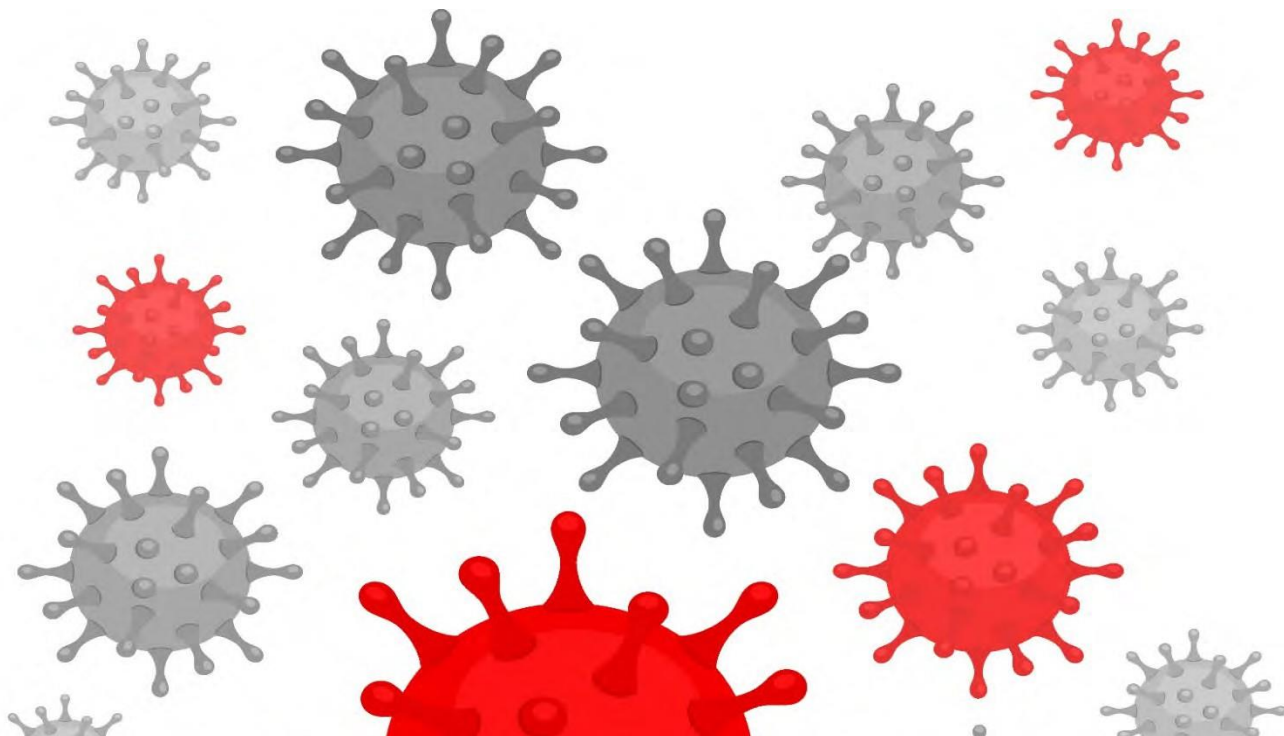
- Work with your Manager, Supervisor or Human Resources if you may have been exposed to COVID- 19
- Follow screening requirements and all safety policies, and stay home when you are sick
- Practice good hygiene at all times
- Stay socially distanced (six feet or greater), whenever possible
- Wear the appropriate Personal Protection Equipment (PPE), for example mask and/or gloves

While the rules and measures in this document may be inconvenient, uncomfortable, irritating (or worse), great care has been taken to consider everyone's individual comfort and balance it against the greater goal of protecting each other. Working together, as our SMART family, we can keep working toward our mission of safe, reliable transportation and serve the communities that we love.

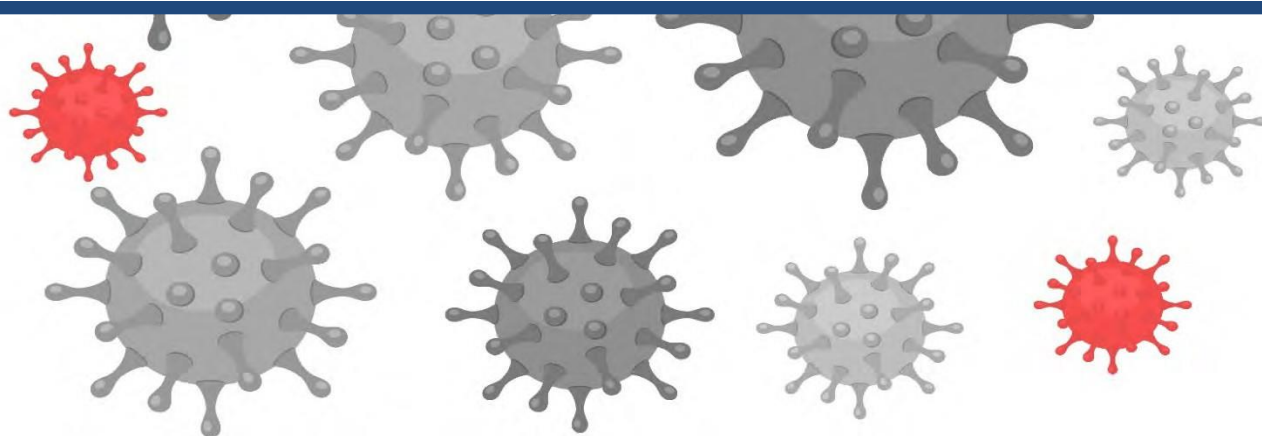
Sincerely,



Robert Cramer
Deputy General Manager



EMPLOYEES AT WORK



RESPONSIBILITIES OF OUR TEAM

Every person at SMART has a role in keeping each other safe.

INDIVIDUALS

- Stay home when you are sick or exposed to COVID-19
- Contact your manager or Human Resources immediately if you may have been exposed to, or exhibit symptoms of COVID-19
- Practice good hygiene: wash your hands, cover your mouth when coughing, etc.
- Stay socially distanced, whenever possible
- Always wear appropriate Personal Protection Equipment (PPE)
- Follow screening requirements and safety policies
- Sanitize your workstation regularly

DEPARTMENT LEADERS

- Create an environment for employees to feel comfortable calling in sick
- Allow employees to work from home when prudent or necessary
- Manage and maintain PPE and cleaning supplies for your departments
- Ensure that public areas, workspaces and common areas meet social distancing requirements
- Listen to employee concerns and respond swiftly
- Hold employees accountable for following safety policies
- Lead by example

ADMINISTRATION

- Provide policies to support the health and well-being of SMART employees and passengers
- Ensure availability of sufficient PPE, sanitization, and cleaning supplies to keep the workforce healthy
- Provide support to leadership and employees with safety concerns
- Hold leadership, departments, and employees accountable for their roles in mitigating COVID-19

Specific responsibilities of SMART's COVID-19 Leadership Team, Site Managers, and Coordinators are described more fully in the section titled Leadership and Management.

HEALTH SCREENING AND TEMPERATURE CHECK

To protect the health of all, employees with symptoms of an illness should not enter SMART facilities. Immediately upon entering a SMART facility, every employee is required to complete a health screening questionnaire and have their temperature taken by a contactless temperature screening kiosk.

Employee entrances at each SMART facility has been identified to ensure that anyone entering a building is screened. Please see your supervisor for your designated employee entrance.

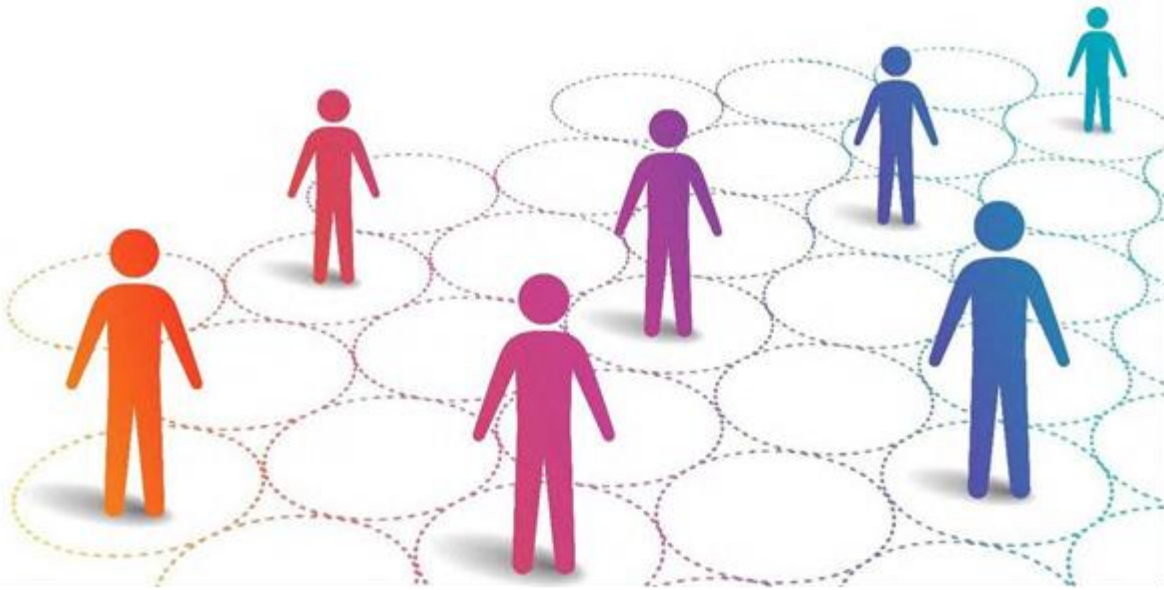
Details	Activity
Upon arrival at a SMART facility, employees will immediately complete a Health Screening Questionnaire.	<ul style="list-style-type: none"> ● It is the employee's responsibility to make sure he or she completes the screening questionnaire prior to starting their work assignment ● Employees must provide a completed SMART Health Screening Questionnaire and promptly send it to their supervisor no later than the start of their shift
Immediately after entering a SMART facility, prior to starting a work assignment, employees must have their temperature taken by a contactless temperature screening kiosk.	<ul style="list-style-type: none"> ● Employees must complete their temperature reading at their designated entrance (via kiosk) and report any temperatures above 100.4 F or higher
If an employee does not pass the questionnaire or has a temperature 100.4 F or higher.	<ul style="list-style-type: none"> ● Do not proceed beyond the temperature station ● Immediately contact your supervisor and leave the facility ● The supervisor will notify Human Resources. Human Resources will contact the employee to provide further instructions
Screening Coordination	<ul style="list-style-type: none"> ● If there are issues with the temperature kiosk, contact your Terminal Manager/supervisor. As needed, the Terminal Manager can provide a contactless thermometer for daily screening.

SOCIAL DISTANCING

Social distancing is a key tool to reduce exposure to Coronavirus. The Centers for Disease Control and Prevention (CDC) recommends **staying at least six feet away** from those around you. When that is not physically possible, the CDC and the Department of Labor (DOL) have provided guidelines. Room occupancies have been established at each facility to allow for appropriate social distancing protocols.

The Terminal Manager/Superintendent at each terminal is responsible of ensuring all safety measures are addressed in workspaces, common areas and public areas.

Details	Activity
SMART Facilities	<ul style="list-style-type: none"> ● Employees shall stay a minimum of six feet apart from another person whenever possible. Regardless, a face mask, covering or shield must be worn. (see section titled on <i>Required Personal Protection Equipment (PPE)</i> for more details) ● Do not enter a room in which its posted occupancy level has been met. Wait until someone exits before entering. ● Floor markings will demonstrate six feet distances at Dispatch Windows, Stockroom Windows, and other high traffic areas (e.g. time clock, temperature kiosks, entrances, etc.) ● Excess chairs and other furniture will be removed temporarily; and replaced with options that encourage social-distancing ● Signage will be placed widely throughout SMART facilities encouraging social distancing throughout the facilities and offices ● For work areas that require multiple employees to be in the same areas, where possible, managers should strive to stagger shifts and ensure that social distancing can be accommodated
Lunchroom/Breakrooms	<ul style="list-style-type: none"> ● When eating lunch and a mask cannot be worn, social distancing must be strictly observed. Employees eating inside a SMART facility are to only eat in designated areas. ● Employee shall wipe down the area with sanitizing wipes before and after eating. ● Employees are encouraged to remain outside or in their vehicle while sitting “on show” or during a split, breaks, and meal times



Details	Activity
Locker Rooms/Restrooms	<ul style="list-style-type: none"> • Limit the number of employees in the locker room/restroom at one time based on occupancy • Every other sink will be closed
Public Reception Areas	<ul style="list-style-type: none"> • Public will remain in vestibules, with staff remaining behind reception window/barrier • Do not supply pens or other office supplies for public use. If needed, provide a pre-sanitized disposable pen • Make hand sanitizer available
Smoking Areas	<ul style="list-style-type: none"> • Employees must maintain at least a 6 foot distance from others • Stagger breaks whenever possible • Per the CDC individuals who smoke may be at an increased risk for severe illness from COVID-19
Picnic Tables	<ul style="list-style-type: none"> • Employees must maintain at least a 6 foot distance from others • Picnic tables will be limited to two individuals per table and employees shall sit on opposite corners of the table

MEETINGS	
Best practices	<ul style="list-style-type: none"> ● All meetings should be virtual when possible, using the following options: <ul style="list-style-type: none"> ○ Teleconferencing ○ Video conference (e.g. Zoom, Microsoft Teams, etc.)
In-person meetings	<p>When a virtual meeting cannot take place and an in-person meeting is required:</p> <ul style="list-style-type: none"> ● The number of people in attendance must not exceed the max posted occupancy ● A 6-foot distance between each person must be maintained. ● Face masks must be worn at all times ● Participants should sanitize the work area <u>before and after</u> use and wipe down with disinfectant all shared equipment, furniture, and high touched surfaces before and after use (e.g. chairs, tables, computer equipment, remotes, door handles, etc.)
VEHICLE SAFETY PROTOCOL	
Fleet, Support and Maintenance Vehicles	<ul style="list-style-type: none"> ● Maximum of two employees in a single support vehicle ● If two people are in a vehicle together, a face mask, covering or shield must be worn by all individuals in the vehicle ● Employees must wipe down the interior of the SMART vehicle before and after use with disinfectant, including steering wheel, seatbelt, seat (if possible), door, window and other high touch areas
WORKING REMOTELY	
Working from Home	<ul style="list-style-type: none"> ● Management will work with managers and staff to identify opportunities to maximize the extent and type of work that can be conducted remotely ● Directors and managers should encourage their staff to telework for some or all of their work ● Directors and managers will manage office visits by staff to spread out visits across different days of the week and times, in order to reduce in-person interaction especially between staff of the same department or section ● Employees are working remotely for all or some of their work must obtain approval from their manager, supervisor or director when reporting in-person

REQUIRED PERSONAL PROTECTION EQUIPMENT (PPE)

All employees are required to wear a face covering before entering SMART's facilities and buses.

PPE requirements vary by environment.

Environment	Required PPE	Alternative PPE
<p>Shared spaces</p> <p><i>Examples: Transit vehicles, lounges, maintenance area, bathrooms, hallways, locker rooms, open office spaces with multiple cubicles, reception area, conference rooms</i></p>	<ul style="list-style-type: none"> Mask or covering (cloth, dust, disposable) that completely covers nose and mouth 	<ul style="list-style-type: none"> Face shield Safety goggles with mask
<p>Unavoidable close contact</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> - During wheelchair securement/close contact with riders - Cooperative maintenance work - Escort to clinic for regulatory drug and/or alcohol testing 	<ul style="list-style-type: none"> Mask or covering (cloth, dust, surgical) that completely covers nose and mouth Face Shield or Safety Goggles Gloves 	<ul style="list-style-type: none"> N/A
<p>Individual offices or single cubicle</p>	<ul style="list-style-type: none"> Not required when working alone in an office or in a cubicle facing inward 	<ul style="list-style-type: none"> Mask or covering (cloth, dust, disposable) that completely covers nose and mouth Face Shield
<p>Maintenance/Shared Tools</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> - Bus Cleaning - When using equipment or tools shared between employees. 	<ul style="list-style-type: none"> Mask or covering (cloth, dust, disposable) Gloves 	<ul style="list-style-type: none"> Face Shield Safety Goggles with mask
<p>Outdoors, when able to maintain at least a 6 foot distance from others</p>	<ul style="list-style-type: none"> Face masks are not required 	<ul style="list-style-type: none"> N/A

PPE ACCESS AND RESPONSIBILITY

There are several considerations in the care and responsibility of PPE. SMART has available PPE for all employees. These items include: masks, face shields, gloves, and goggles.

Details	Activity
Employee Access to PPE	<ul style="list-style-type: none"> Managers/supervisors are responsible for ensuring their employees wear a mask or covering that covers their nose and mouth which extend below the chin (face mask or covering, dust mask, homemade mask, cloth mask or reusable face shield) when required. Employees can obtain face masks and gloves, at the terminal stockroom, dispatch window, through the office supply room downtown or in the employee's work area at Royal Oak Transit Center Employees can obtain reusable face shields and reusable goggles at the terminal stockroom or from their manager Spray bottles as available/or to share and refill with cleaning agent at terminal stockroom Employees are not required to return PPE at the conclusion of their shift Departments must establish weekly minimum PPE inventory requirements for (e.g. masks, gloves, soap, cleaning agents, sanitizer, wipes, goggles, face shields) and coordinate with Material Control to maintain a minimum of PPE inventory
PPE CARE	<ul style="list-style-type: none"> Employees may not share PPE Per US Food and Drug Administration, launder reusable cloth face coverings before each daily use Masks may be re-used by employees provided the masks do not get soiled, wet, or exposed to individuals that tested positive for COVID-19 Face shields and goggles are reusable and are to be disinfected daily or as needed throughout the day Gloves shall be properly removed and disposed after use
PPE Training	<ul style="list-style-type: none"> Training will be provided to employees on the new requirements for PPE including, when to wear PPE, how to wear the PPE and how to properly dispose of PPE
Communication	<ul style="list-style-type: none"> Signage will be posted to remind employees of all safety protocols
Reasonable accommodation	<ul style="list-style-type: none"> If an employee has a medical condition in which they cannot medically tolerate wearing a mask, please contact SMART's EEO Department

HOW TO PUT ON MASKS



How to **put on, use,** **take off and dispose** of a mask

1



Before putting on a mask, wash hands with alcohol-based hand rub or soap and water

2



Cover mouth and nose with mask and make sure there are no gaps between your face and the mask

Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water

3



Replace the mask with a new one as soon as it is damp and do not re-use single-use masks

4



To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; wash hands with alcohol-based hand rub or soap and water

HOW TO TAKE OFF MASKS:

How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE THE FACE COVERING TO HELP PROTECT OTHERS

- Wear a face covering to help protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



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Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

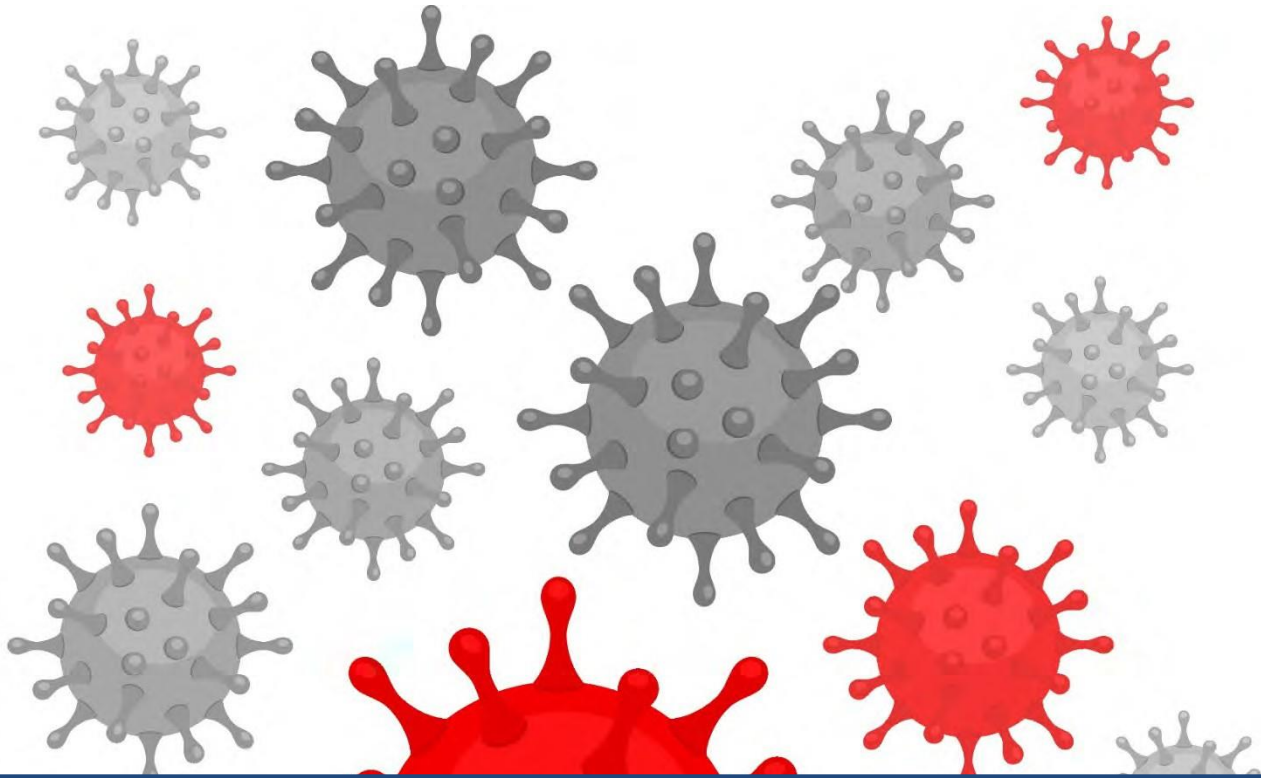
For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

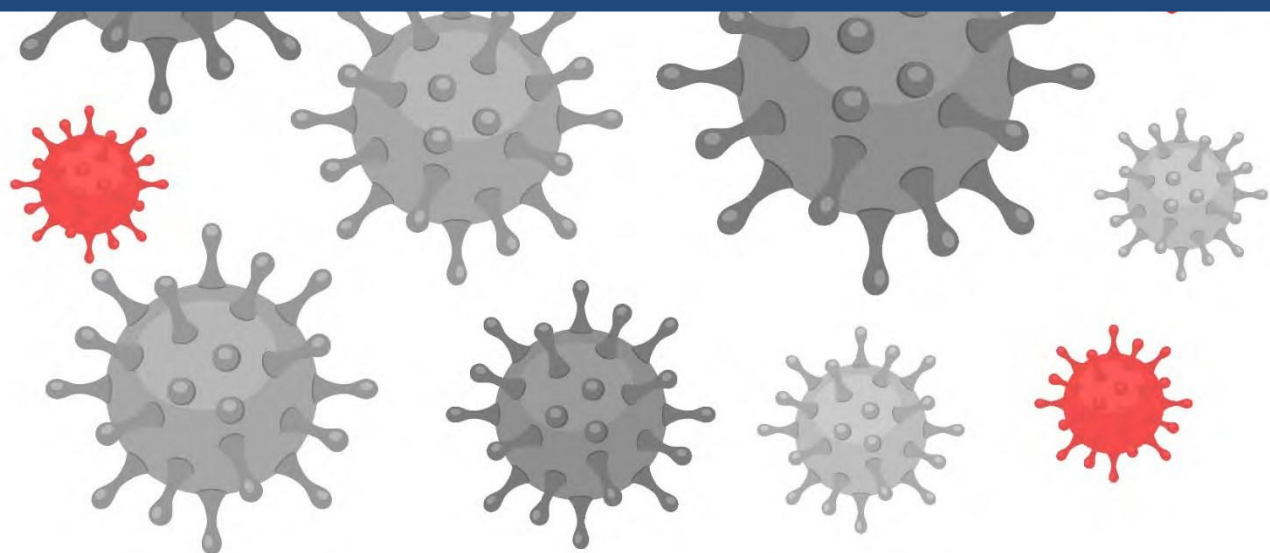
HANDWASHING AND HYGIENE

Employees are reminded that while masks provide important protection in daily activity, **good hand hygiene** is one of the most important steps to take to prevent the spread of COVID-19.

Details	Activity
<p>Handwashing and Hand Sanitizing</p> 	<ul style="list-style-type: none"> ● Employees are advised to wash hands frequently with soap and water for at least 20 seconds especially before or after: <ul style="list-style-type: none"> ○ going to the restroom ○ eating ○ after blowing your nose, coughing, or sneezing ○ after touching surfaces ○ after removing gloves ● Ensure all employees have access to soap, warm water and paper towels, if not, they should have access to hand sanitizer ● Increase availability of hand sanitizer, disinfecting wipes and paper towels for employees ● Provide hand sanitizer and paper towels in common areas; especially near shared doors and shared spaces ● Post reminders of proper hand washing in all areas where employees wash their hands
<p>Hygiene</p>	<ul style="list-style-type: none"> ● Avoid touching your face, nose and mouth
<p>Sneezing and Coughing</p>	<ul style="list-style-type: none"> ● When sneezing or coughing, cover your mouth and nose with a tissue and discard the tissue ● If you do not have a tissue, cough or sneeze into your upper sleeve and not in your hands ● Post reminders to cover nose and mouth when sneezing or coughing
<p>Physical Contact</p>	<ul style="list-style-type: none"> ● Eliminate physical contact with other (e.g. handshaking, hugs, and other contact) ● Post reminders and floor markings to follow social distancing protocols
<p>Mail and Paper Handling</p>	<ul style="list-style-type: none"> ● Employees should wear gloves when handling unopened mail or packages and wash their hands immediately after ● Avoid licking your fingers to separate paper



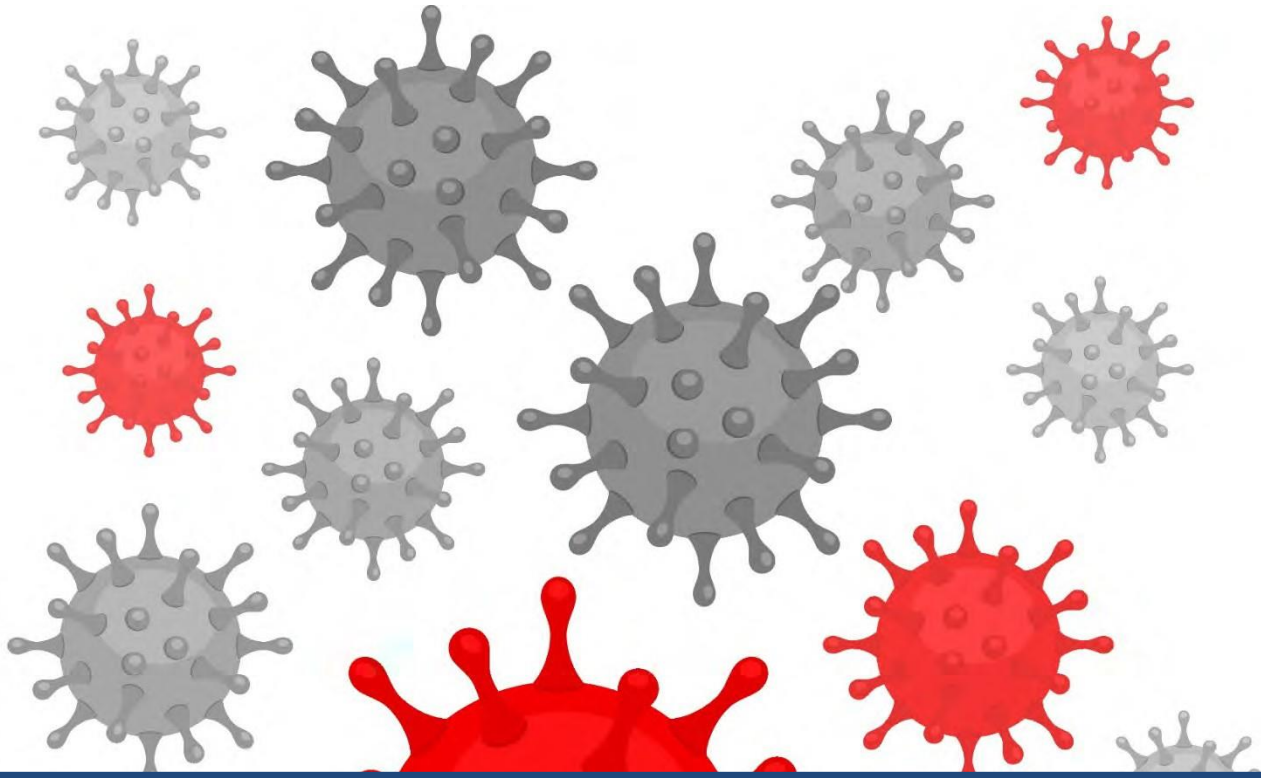
CLEANING AND DISINFECTING PROTOCOLS



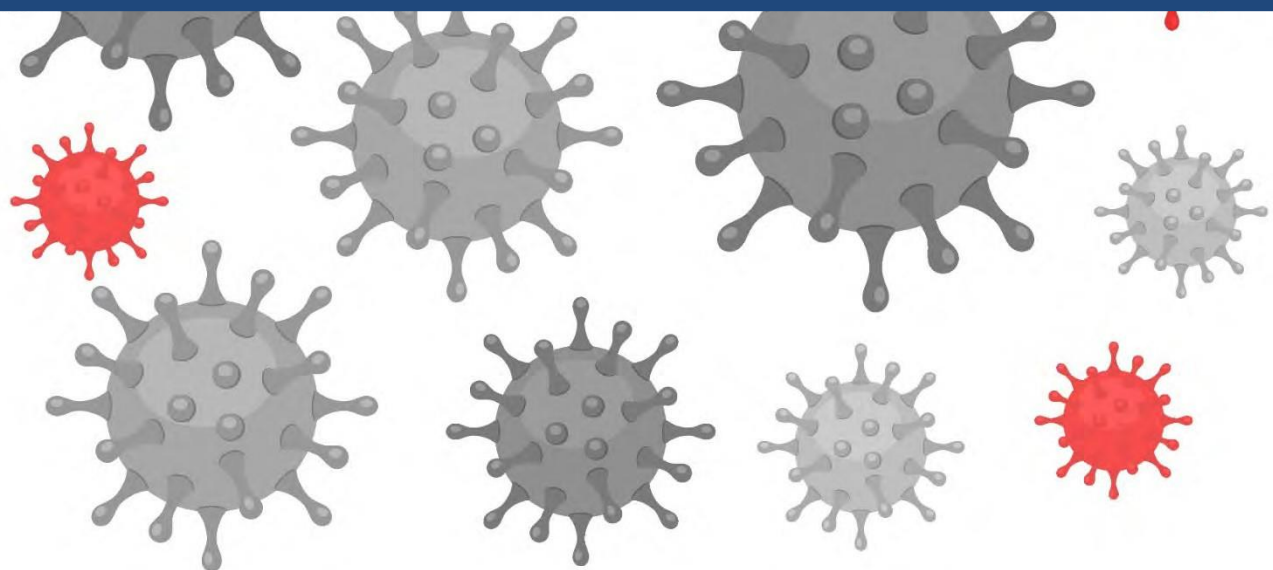
CLEANING AND DISINFECTING PROTOCOLS

Regular cleaning and disinfection are key to reducing spread of illness. SMART’s cleaning services disinfect common areas, employees are requested to disinfect work spaces and high-touch areas between uses.

Details	Activity
<p>Facility Cleaning and Electrostatic Microbacterial Spray Treatments</p>	<ul style="list-style-type: none"> • A contracted janitorial service is responsible for Monday-Saturday daily cleaning common areas at the terminal and Royal Oak Transit Center (ROTC) • A building-contracted janitorial service is responsible for Monday-Friday daily cleaning of the Downtown offices • Electrostatic microbacterial spray treatments, which kills microbes on surfaces for 7 days after application, is sprayed throughout the terminals, ROTC and downtown offices every 5 days • Questions or concerns should be directed to the Manager of Facilities
<p>High-touch areas <i>Examples:</i></p> <ul style="list-style-type: none"> – Shared desks – Lounge/Breakroom furniture – Vending Machines – Staff vehicles – When using equipment or tools shared between employees. 	<ul style="list-style-type: none"> • Disinfectant wipes will be provided and placed throughout SMART facilities • Employees are responsible for cleaning and maintaining their workstations; as well as cleaning shared office counters/tables • Employees are requested to wipe down high-touch areas before and after use (e.g. desks, furniture, vending machines, vehicle handles, controls, steering wheel, copiers, tools, etc.)
<p>Bus Cleaning</p>	<ul style="list-style-type: none"> • Clean and sanitize buses daily • Electrostatic microbacterial spray treatments, which kills microbes on surfaces for 7 days after application, sprayed in all buses every 5 days
<p>Emergency Cleaning</p>	<ul style="list-style-type: none"> • If a person with suspected COVID-19 infection is present at a SMART facility and/or vehicle, contact the Terminal Manager/Superintendent immediately to arrange disinfection • If SMART is informed of a confirmed case of COVID-19 on a SMART facility and/or vehicle, contact the Terminal Manager/Superintendent immediately to arrange disinfection



OPERATION PROTOCOLS

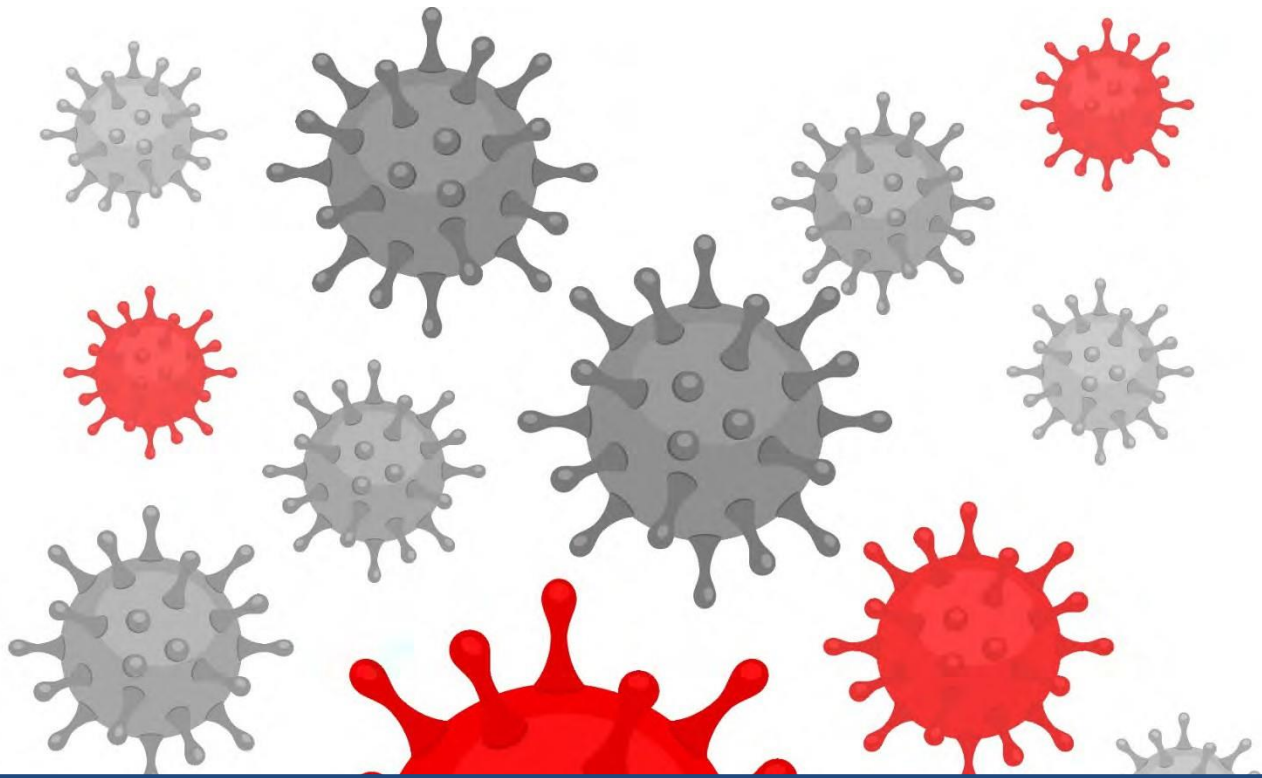


OPERATIONS PROTOCOLS

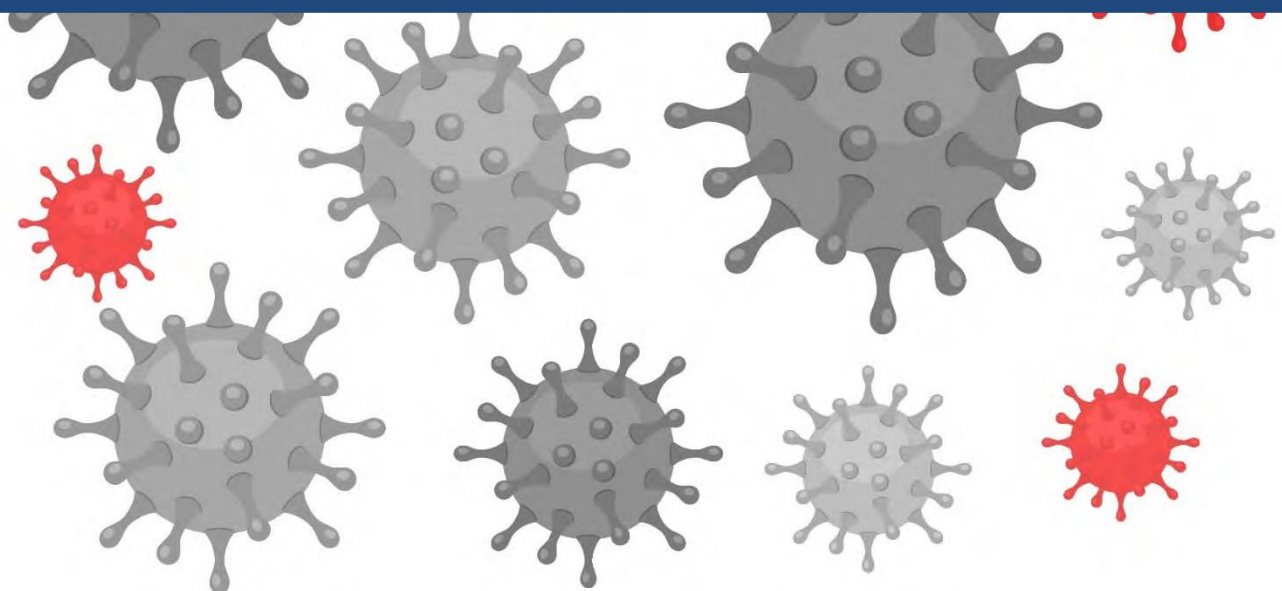
Transit is a critical service to get individuals to jobs, and helps the community get to the supplies they need. However, we must do so in a way that preserves employees' health and safety.

Details	Activity
Safety Measures on Buses	<ul style="list-style-type: none"> ● To encourage social distancing and protect drivers: ● A chain has been placed near the front of the bus to ensure distance between the driver and passengers ● Passengers, when able, shall enter Fixed Route buses through the rear-door ● Fare collection has been suspended until further notice ● Buses will have a protective cabin barrier where available (installation ongoing)
PPE/Cleaning	<ul style="list-style-type: none"> ● Drivers are encouraged to wipe down and disinfect the driver's compartment regularly ● Maintenance will clean and disinfect buses daily and electrostatic microbacterial spray treatments will be sprayed on all buses every 5 days ● Drivers are required to wear a mask or covering, a face shield or safety goggles and gloves when on SMART buses, at SMART facilities and when securing/un-securing a mobility device, pursuant to policy
Fixed Route Riders	<ul style="list-style-type: none"> ● All riders are required to wear a mask upon entering and for the duration while on a SMART vehicle, unless the passenger indicates they are medically intolerant ● Drivers will give passengers an opportunity to put a face mask or covering on and will provide a verbal reminder to the passengers without a mask or covering ● A rider who refuses to put on a mask or covering, and not claiming medical intolerance, Driver should follow established protocols ● Masks are available for riders as supplies are available

Details	Activity
Connector/ADA Riders	<ul style="list-style-type: none"> ● Connector/ADA riders will complete a health screening by phone prior to their scheduled ride ● Connector/ADA vehicles will limit the number of passengers on the vehicle to ensure social distancing ● All riders are required to wear a face mask or covering upon entering a SMART vehicle ● Drivers will give passengers an opportunity to put on a face mask or covering ● If rider is medically intolerant or refuses to put on a mask or covering, and does not claim medical intolerance, Driver should follow established protocols ● Masks are available for riders as supplies are available
Wheelchair Securement	<ul style="list-style-type: none"> ● When securing/un-securing a mobility device, Driver is required to wear a mask or covering, a face shield or safety goggles and gloves ● Driver arrives, provides mask (if needed) to wheelchair passenger outside, informs passenger of any requirements ● Driver will verbal explain the safe boarding and securement process and request the passenger turn their head away from driver, if able
Community Events	<ul style="list-style-type: none"> ● As it pertains to community events, SMART's priority is the safety of our staff and people we come in contact with based on our values. Our participation is tied directly to the measures and preparation in place, and the nature of and approach to the event in question.



VISITORS, LOST & FOUND, CONTRACTORS, AND VENDORS



VISITOR POLICY

SMART is not allowing the general public into its facilities or offices until further notice.

When business-critical, in-person visits must occur to allow equipment or facilities to remain operational, vendors and contractors must be screened (temperature check and health screening questionnaire) and follow SMART's protocols including the requirement to wear a mask or face covering. If a vendor or contractor fails the screening they will be directed to leave SMART's premises immediately. No contractor or vendor is permitted onsite without expressed permission from a department manager or supervisor.

LOST AND FOUND

Lost and Found is currently limited to critical lost items (wallet, keys, purse, medications, cell phone, etc.) only. Items will be kept for approximately one week.

Terminal Dispatch and/or Terminal Manager will manage the appointments during normal business hours.

Lost and Found visitors will be scheduled an appointment to retrieve their item(s). The visitors shall not be permitted beyond the vestibule adjacent to the front office where a protective barrier has been installed to protect the public and staff. The item(s) will be placed on a table in the vestibule for the visitor to retrieve. Lost and Found visitors do not need to be screened as they are not entering the facility.

VISITOR SCREENING

All visitors entering a SMART facility must complete a temperature check and health screening questionnaire, upon entering a SMART building or facility. Visitors who fail the screening will be directed to leave SMART's premises immediately. Visitors are required to wear a mask or face covering.

Details	Activity
Screening	<ul style="list-style-type: none">• All visitors will complete a temperature check and Visitor Health Screening Questionnaire when entering the interior of any SMART facility• Visitors who fail the screening either with questions or have a temperature of 100.4F or higher will be prohibited from entering the facility and directed to leave SMART's premises immediately• Visitor Health Screening Questionnaire and temperature results should be provided to the employee who the visitor is meeting• All screening documentation shall be forwarded to Human Resources to be filed securely
PPE	<ul style="list-style-type: none">• All visitors must wear a face mask or covering before entering a SMART facility. SMART will make every effort to supply masks for visitors at all facilities, as supplies are available• The Terminal Manager or Superintendent within the facility shall be notified immediately of issues with visitors who refuse to comply with SMART's safety protocols

VENDORS / CONTRACTORS

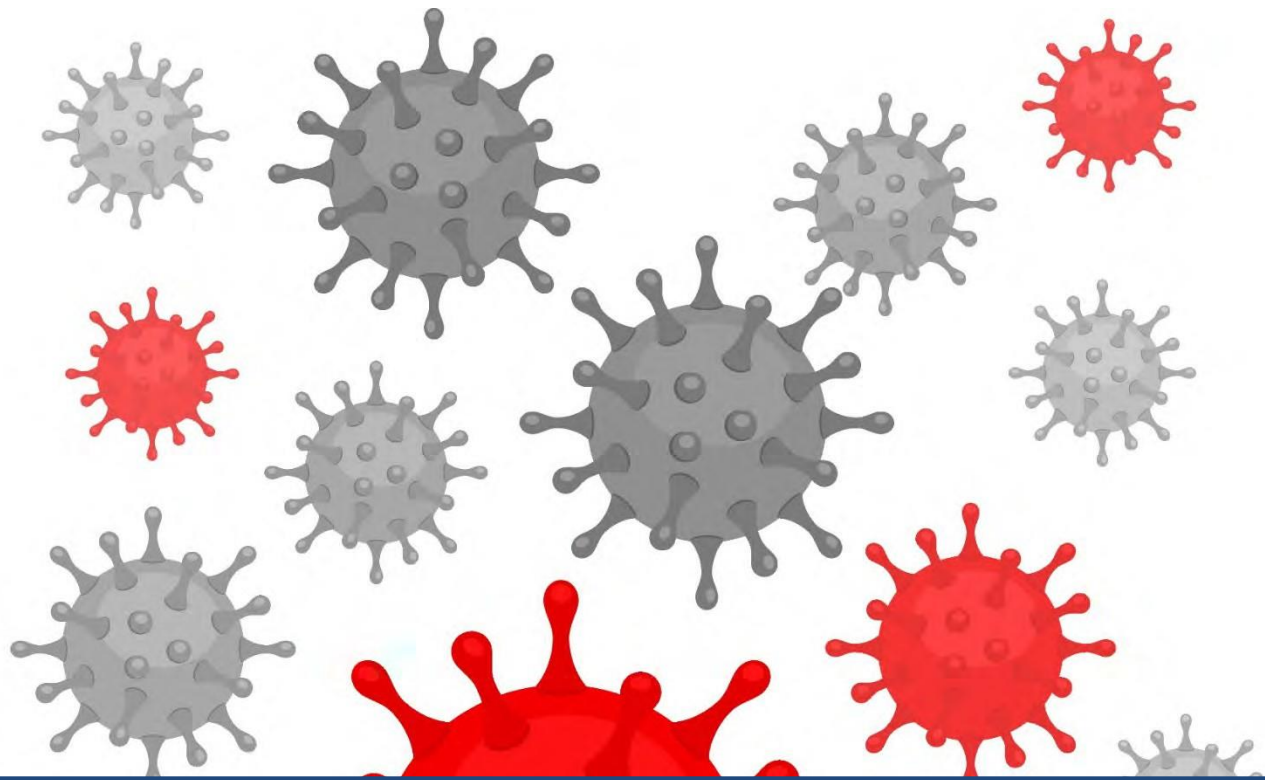
All vendors and contractors must comply with all established safety protocols. It is the supervising department's responsibility to communicate with contractors and/or vendors on SMART's screening and safety protocols.

Details	Activity
<p>Screening</p>	<ul style="list-style-type: none"> ● All vendors/contractors will complete a temperature check and Visitor Health Screening Questionnaire each day when entering the interior of any SMART facility ● If they fail the screening either with questions or have a temperature of 100.4F or higher, they shall be prohibited from entering the facility and directed to leave SMART's premises immediately ● Visitor Health Screening Questionnaire will promptly be provided to the Maintenance Supervisor on duty (or digitally when available) ● All screening documentation shall be forwarded to Human Resources to be filed securely
<p>PPE</p>	<ul style="list-style-type: none"> ● All vendors/contractors must wear appropriate PPE as defined by the SMART's safety protocols ● All vendors/contractors must wear a face mask or covering before entering a SMART facility ● Vendors/contractors are required to provide their own PPE when possible ● The Terminal Manager or Superintendent within the facility shall be notified immediately of issues with vendors/contractors who refuse to comply with SMART's safety protocols.

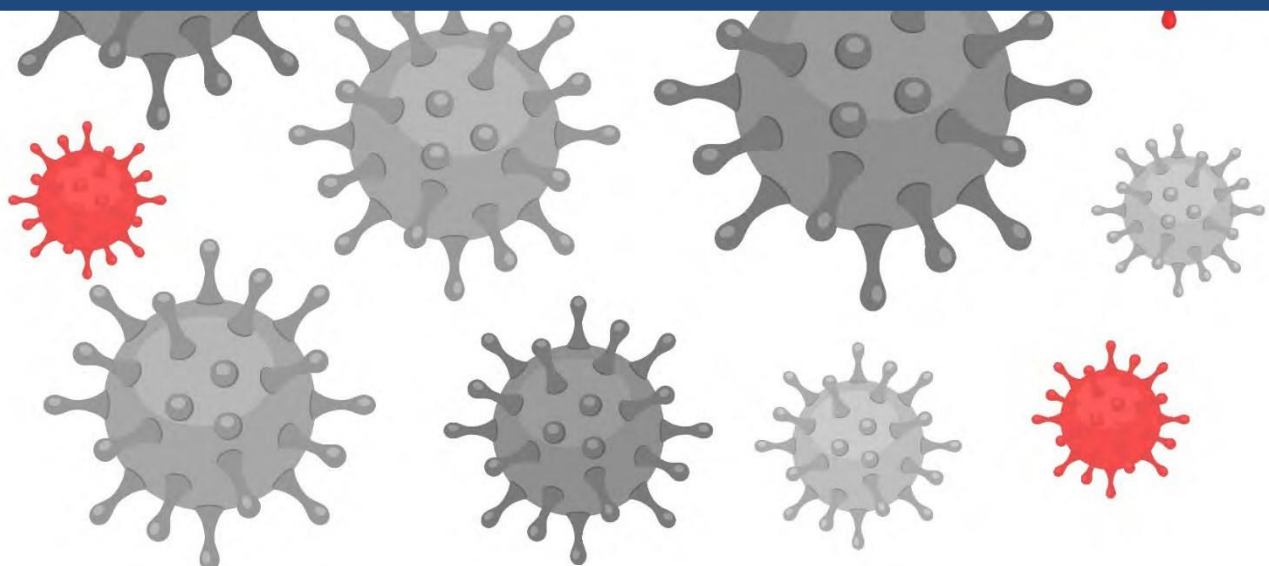
ON-SITE SAFETY PRECAUTIONS

Visitor or vendor/contractor work that does occur onsite should limit exposure to employees as much as possible.

Details	Activity
On-site Safety Precautions for Visitors or Vendors/Contractors	<ul style="list-style-type: none">• Notify contractor/vendor of availability of the latest Playbook online• Ensuring visitors and vendors/contractors take a direct route to the meeting or work areas and do not unnecessarily interact with employees• Practicing social distancing at all times and instruct visitors or vendors/contractors regarding our expectations (no handshakes or embraces, maintain a minimum of a 6 foot distance when interacting, etc.)• Practicing expected hygiene regarding washing hands and covering coughs/sneezes



ILLNESS, LEAVE OPTIONS AND RETURN TO WORK



ILLNESS AND EXPOSURE

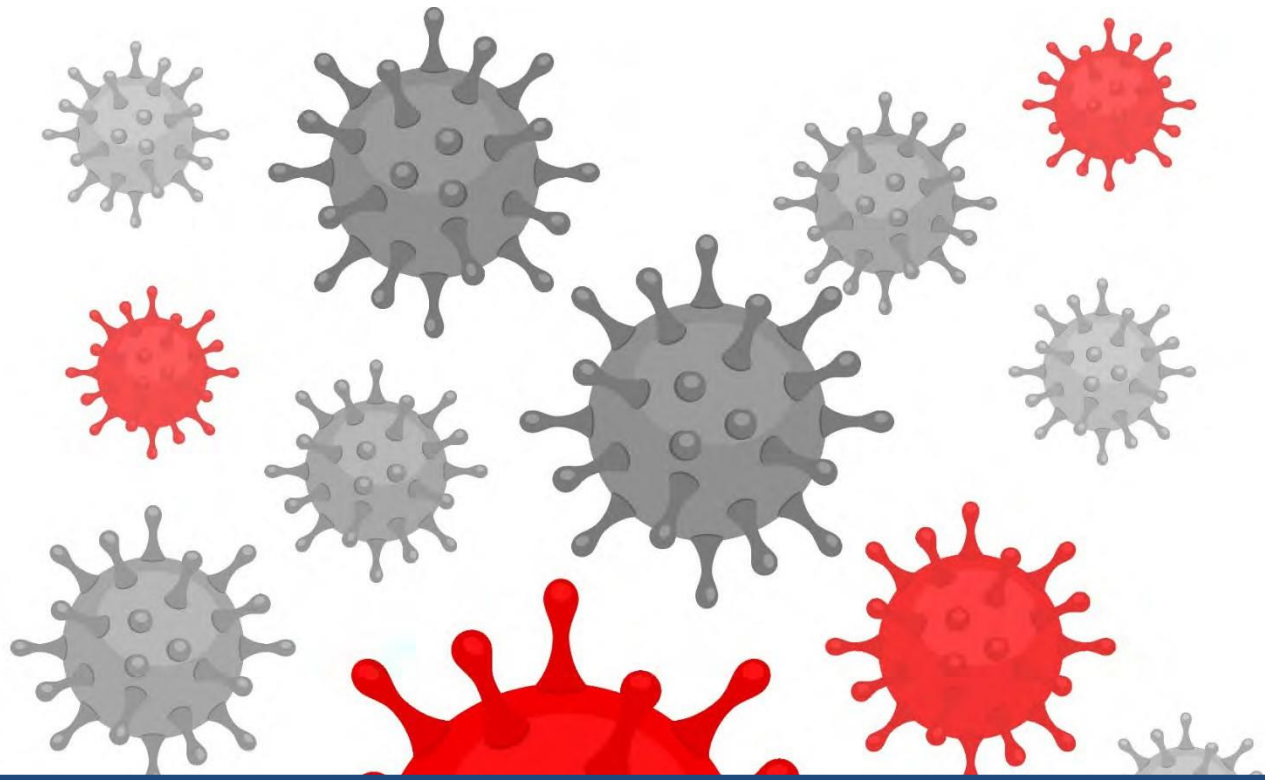
Details	Activity
<p>Employees who are feeling ill or exhibit visible symptoms of illness consist with COVID-19</p>	<ul style="list-style-type: none"> ● Do not report to work and notify your Supervisor or Manager immediately ● If you are at work, notify your Supervisor or Manager immediately and go home immediately ● Contact your primary care physician ● Human Resources will contact the ill employee and will direct them to quarantine and test for COVID-19 ● Contact tracing will be conducted ● Identified employees through contact tracing will be directed to quarantine and test for COVID-19 ● Upon receipt of the testing results, the employee must follow up with their Office Supervisor or Human Resources to report the testing results immediately ● Confirmed cases will be reported to the local health department
<p>Employees who are feeling ill and have a confirmed positive COVID-19 test</p>	<ul style="list-style-type: none"> ● Do not report to work and notify your Supervisor or Manager immediately ● Human Resources will contact the ill employee and direct them to quarantine and test for COVID-19 ● Contact tracing will be conducted ● Identified employees through contact tracing will be directed to quarantine and test for COVID-19 ● Upon receipt of the testing results, the employee must follow up with their Office Supervisor or Human Resources to report the testing results immediately ● Confirmed cases will be reported to the local health department
<p>Employees who have had direct contact with someone who has COVID-19 symptoms or has been diagnosed with, or is probable for COVID-19.</p>	<ul style="list-style-type: none"> ● Do not report to work and notify your Supervisor or Manager immediately ● Human Resources will contact the employee who has self-quarantined and direct them to test for COVID-19 ● Upon receipt of the testing results, the employee must follow up with their Office Supervisor or Human Resources to report the testing results immediately ● Confirmed cases will be reported to the local health department

RETURN TO WORK PROTOCOL

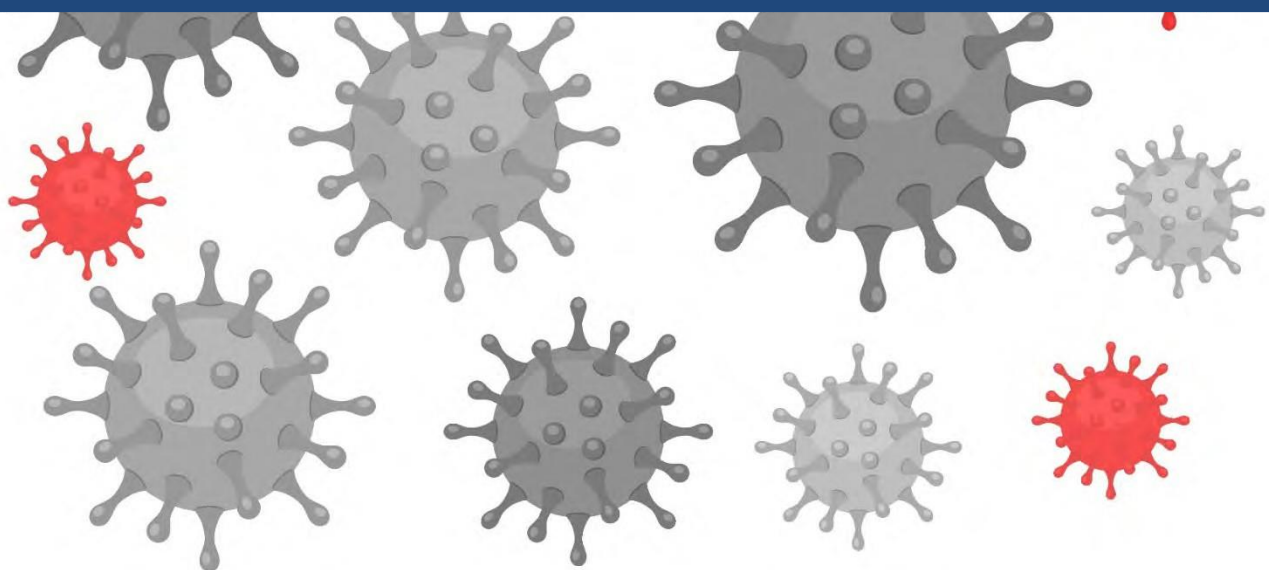
Details	Activity
Employees who are feeling ill, but have tested negative for COVID-19	<ul style="list-style-type: none"> • The employee may return to work once they are feeling well or provide a released by their health care provider; • A Return-to-Work Physical and drug screen may be required based on the length of time the employee was removed from safety-sensitive functions
Confirmed positive COVID-19 test	<ul style="list-style-type: none"> • Stay at home until at least 24 hours have passed since the resolution of fever without the use of medicine that reduces fevers; • other symptoms have improved; • AND at least 10 days have passed since your symptoms first appeared or since the date of being tested that yielded the positive result; • AND upon receiving a negative test result, if available • AND receive medical clearance from Concentra through a Return to Work Physical
Employees who are not ill but have had direct contact with someone who has COVID-19 symptoms or has been diagnosed with or is probable for COVID-19	<ul style="list-style-type: none"> • May return to work upon receipt of a negative COVID-19 test result, if testing is available and is not symptomatic or until the end of the quarantine period.
Employees who have traveled to a medium to high risk area	<ul style="list-style-type: none"> • Employees who are planning to travel outside of Michigan or through a medium or high risk area upon receipt of a negative COVID-19 test result, if testing is available and is not symptomatic or until the end of the quarantine period • Employees who are able to telecommute will be required to quarantine, but may continue to work

ELEVATED RISK EMPLOYEES

Employees in this category and who have concerns about their health as it relates to their job during the COVID-19 pandemic are to contact their Terminal Manager/Superintendent or Department Director.



LEADERSHIP AND MANAGEMENT



It is vitally important for SMART to be coordinated and proactive in keeping employees and riders safe. SMART will rely on a Leadership Team to manage SMART's response to the COVID-19 pandemic at each SMART facility to ensure protocols are met.

COVID-19 LEADERSHIP TEAM

The Leadership Team is responsible to direct and implement SMART's COVID-19 response. The Leadership team will coordinate with the Board, Unions, SMART staff, and other key stakeholders.

- **Deputy General Manager:** Has overall responsibility for SMART's pandemic preparedness and response. Coordinates with Leadership Team and Site Managers.
- **Director of Human Resources:** Develops and implements employee directives to ensure SMART has a safe workplace and is compliant with federal, local and state guidance. Manages leave, contact tracing, testing, etc. Develops training protocols.
- **Director of Transportation:** Leads transportation team, including drivers, dispatchers, road supervision and service levels. Directs service development and planning. Monitors service, rider demand, and staffing levels.
- **Director of Maintenance:** Leads maintenance staff teams, including Mechanics and Coach Service and Shelter Attendants. Directs maintenance efforts, cleaning and sanitization of buses and installations. Monitors maintenance performances and staffing levels.
- **Manager of Marketing and Communications:** Develops and distributes public messaging and marketing. Assists with internal employee communications.

SITE MANAGEMENT

Each SMART facility has a Terminal Manager/Superintendent (Downtown: Deputy General Manager) and will designate a team that is responsible for the following compliance with protocols, managing issues, and is a mechanism for feedback to the Leadership Team.

- **Terminal Manager/Superintendent/Deputy GM or designee.** Has overall responsibility for the site's pandemic preparedness & response, including, ensuring protocols are met as well as coordinating and aligning with the Leadership Team and Human Resources directives.
- **Sanitization & Cleaning.** Daily and periodic disinfection logistics at all locations, including routine and deep cleaning, and disinfection processes, according to the protocols set up in this document. Drives the process of continuous improvement and ensures 100% compliance with SMART's disinfection protocols.
- **Emergency Supplies.** Monitored and distribute stocks of necessary supplies to sustain the each site's needs keeping a minimum of a 30 day supply. Supply Needs Estimation Form weekly and coordinates with Materials Control Supervisor. Ensuring all staff are able to easily notify their Emergency Supplies Coordinator of supply needs is a critical component to ensure all staff can perform their duties safely.

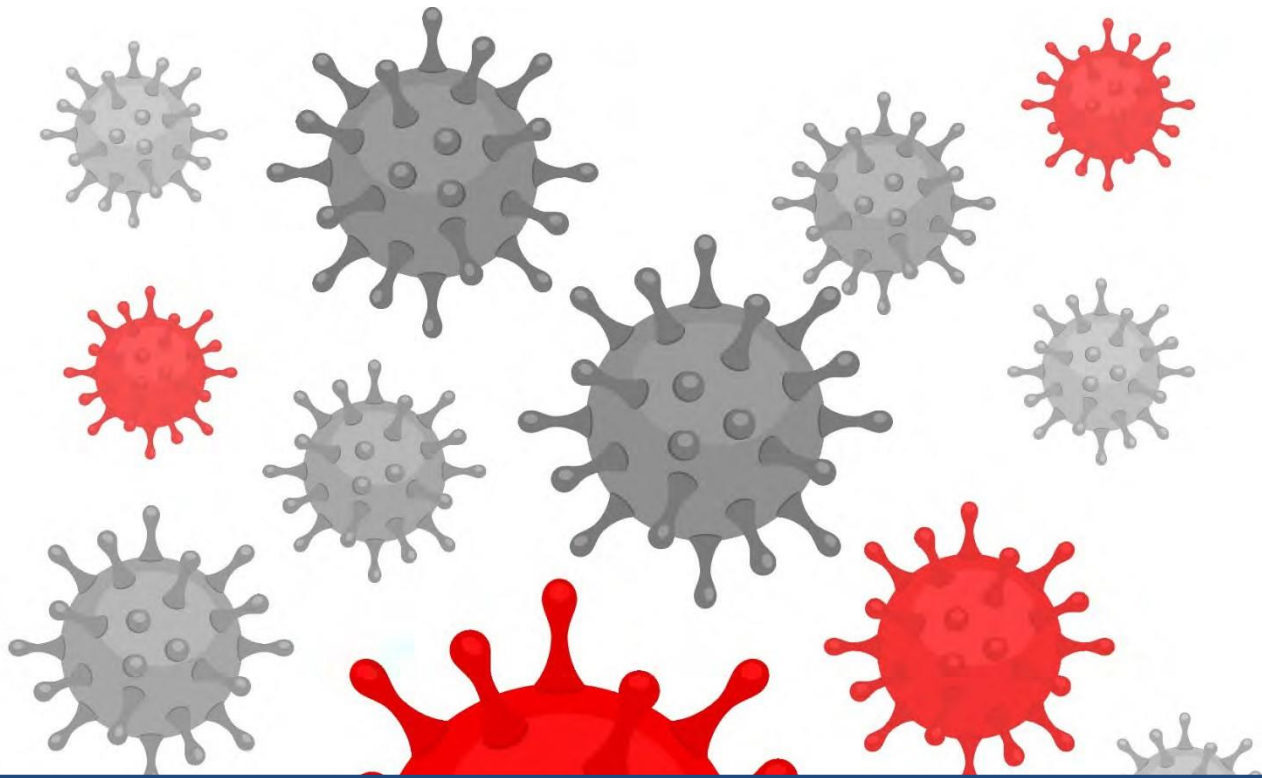
- **Training Coordinator.** Coordinates training across the site related to pandemic preparedness and response, including employee, management and pandemic response team training, in accordance with SMART's COVID-19 Safety Playbook and Human Resources directives.
- **Signage Coordinator.** Coordinates and monitors signage related to pandemic messaging, in coordination with the Facilities Manager and Marketing/Communications

KEY STAFF

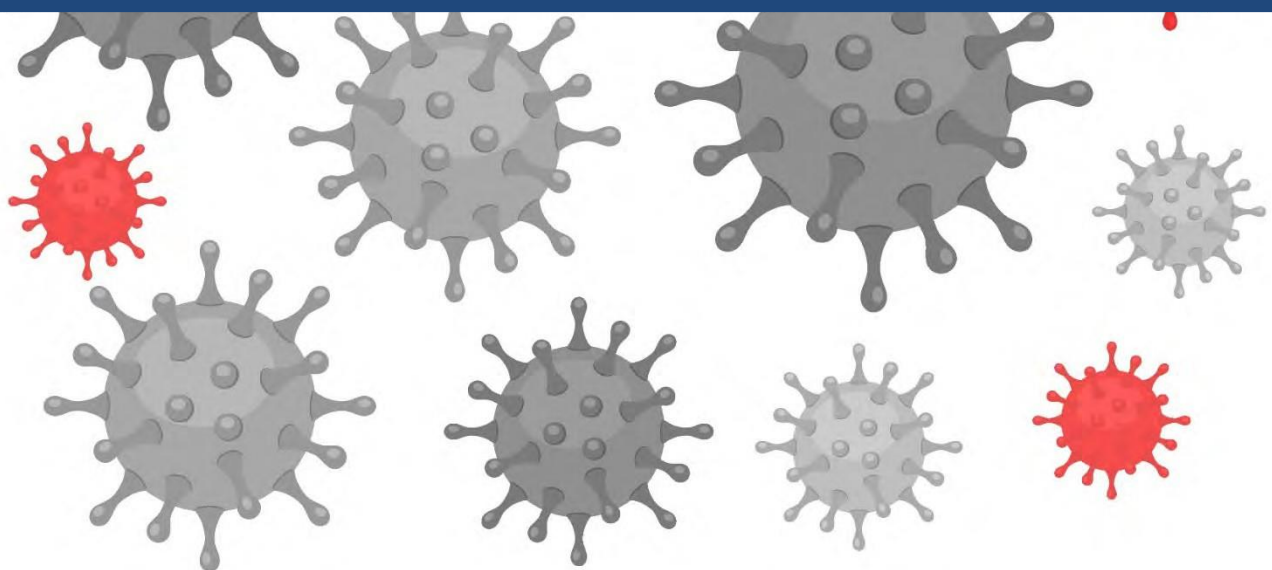
Key staff that ensure SMART's successful implementation of the Playbook include, but are not limited to:

- **Manager of Facilities:** Coordinates facility cleaning and alterations
- **Manager of Purchasing:** Ensures sufficient and timely purchase of materials and supplies
- **Risk Manager:** Ensures SMART has a safe workplace. Reviews policies and procedures for health and safety and regulatory compliance.
- **Community Ombudsman (Wayne, Oakland, Macomb):** Provides conduit between SMART and communities

The Leadership Team may call on any other directors, managers, staff, or resources as needed.



ADDITIONAL RESOURCES



MENTAL HEALTH SUPPORT AWARENESS

SMART realize the uncertainty surrounding the coronavirus may be hard to handle and employees may worry, have the feeling of stress, fear or panic during the pandemic. Throughout the pandemic SMART continues to regularly communicate and promote its Employee Assistance Program provided by CARE Worklife Solutions. CARE Worklife Solutions may be access by phone or online at <https://www.careofsem.com/employee-assistance-programs/>

ONLINE RESOURCES

- Centers for Disease Control and Prevention (CDC) <https://www.cdc.gov>
- U.S. Department of Labor <https://www.dol.gov>
- Federal Transit Administration <https://www.transit.dot.gov/>
- Occupational Safety and Health Administration <https://www.osha.gov>
- Michigan COVID-19 Information <https://www.michigan.gov/coronavirus>
- Michigan Occupational Safety and Health Administration https://www.michigan.gov/leo/0,5863,7-336-78421_11407---,00.html
- Michigan Department of Transportation <https://www.michigan.gov/mdot/>

SMART POLICES AND PROCEDURES REGARDING COVID-19

All employee documents, policies and procedures can be found on the SMART Employee Hub at www.workforcenow.adp.com.

Current, updated, and posted policies supersede previous policies and the content of this manual.

OTHER SMART RESOURCES

Several employee resources are available on the SMART Employee Hub at www.workforcenow.adp.com