

# Exhibit to Agenda Item #6

Provide the Board with a briefing on COVID-19 operational and financial impacts to customers, employees, and operations, and an update on actions taken and re-entry plan.

Board of Directors Meeting

Thursday, June 18, 2020, scheduled to begin at 5:30 p.m.

# Agenda

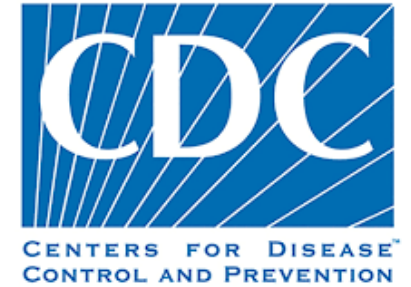
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- 1 Guiding principles
- 2 Phased approach and workstreams
- 3 Key input: Public health guidance, director and employee surveys
- 4 Key changes: Employee and customer experience
- 5 Implementing re-entry
- 6 Reimagining remote work
- 7 Summary/next steps

# Guiding principles

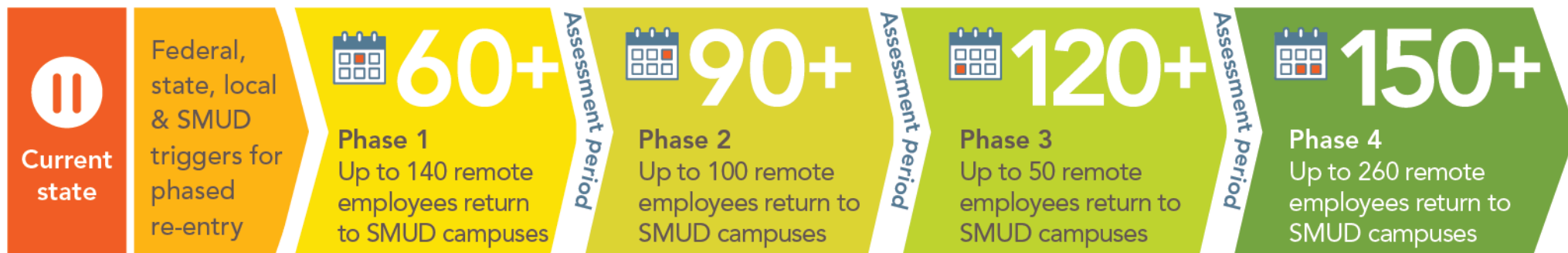
## Priority is employee and public safety

- Adhere to public health directives, guidance and expertise and adjust re-entry plan as they evolve
- One SMUD approach
  - Roadmap with enterprise guidelines
  - Directors empowered to make specific department decisions within guidelines
- Leverage learnings from remote work
- Expect some employees will work remotely indefinitely
- Embrace opportunities to continue effective practices that will help SMUD adapt and thrive
- Financial prudence is a key driver of decisions
- One size does not fit all: Engage and inform employees and leaders throughout



# Phased approach to re-entry

- Methodical, gradual and phased approach to re-entry focused on employee safety
- Broad input for enterprise plan: Health & Safety, Human Resources, Diversity & Inclusion, Facilities and all directors
- Phase 1 scheduled to begin **July 13**



# Re-entry workstreams

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## Phases & stages

Phasing of re-entry to protect health & safety, guided by public health directives and guidance

## Changes to the workplace

Office and field enterprise policies, practices, services to guide workplace  
Address range of issues  
Human Resources,  
Diversity & Inclusion,  
Health & Safety,  
Technology, Facilities

## Customer & community re-engagement

Phased approach to restarting **in-person** customer programs and community partnerships

## Culture & readiness

Assess employees needs, equip leaders and employees for new normal, and help all employees understand the what and why of decisions and changes

# Inputs to re-entry road map

# Senior leader assessment

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Benefits & challenges of remote work

Productivity: changes & methods of monitoring

# of staff who must return in each phase of re-entry

Resources to support ongoing remote work

Workspace accommodations for social distancing

Union/MOU challenges

# Employee re-entry survey highlights



There was strong agreement among employees that they felt supported by SMUD during the pandemic (86%), knew where to find COVID-19 resources (83%) and where to raise any concerns or questions (77%).



The majority of employees working remotely rated their morale/emotional wellness as very positive (54%) or somewhat positive (32%).



Almost half (49%) of employees working remotely reported that their work/life balance was much better, while an additional 26% was somewhat better.



60% of remote workers strongly agree and 31% somewhat agree that they are staying connected with their team/colleagues.



On average, 34% of employees feel they are much more effective and 32% somewhat more effective at home.



More than 8 of 10 employees strongly agreed that they have support from the person to whom they report while working from home.



Ergonomic chairs (51%), sit/stand desks (44%) and monitors (39%) were the top three most requested resources. Training on new software like MS Teams was also requested by almost one-fourth of remote workers.



Employees feel safety in the work environment from COVID-19 would be the biggest concern for returning to onsite work, but personal health and school/childcare are also concerns for many employees.



Over two-thirds prefer to work from home at least 80% of the time. Only 3% of employees prefer to work at SMUD campuses all of the time.



# Re-entry road map

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## Leader re-entry plans

Department-specific plans for phased re-entry, including role-specific considerations, intended **for leaders & supporting operations** to guide plans for work groups



## Future work @ SMUD: Re-entry & beyond playbook

Enterprise guidelines, policies, and resources intended **for all employees**



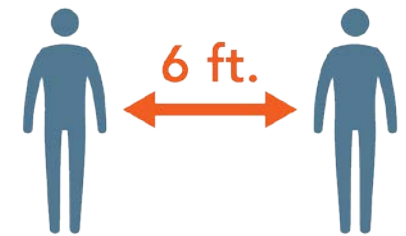
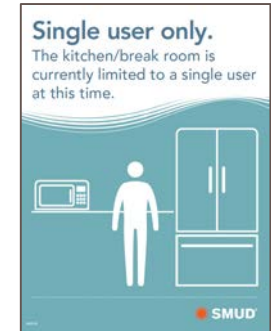
## Re-entry road map

Comprehensive road map for re-entry to all SMUD locations. Enterprise guidance for all employees. Compliance with OSHA requirements

# Implementing our re-entry road map

# Key on-campus changes: Employee experience

- Social distancing requirements (6 feet apart)
- Facial coverings required when social distancing isn't possible
- Pre-work health and temperature screenings
- Virtual meetings strongly encouraged over in-person meetings
- Increased sanitization by custodial contractor and employees
- Restricted use of common areas
  - Majority of conference rooms closed
  - Kitchen areas and elevators: Single use
- Training and COVID-19 safety kits for employees



# Key on-campus changes: Customer experience

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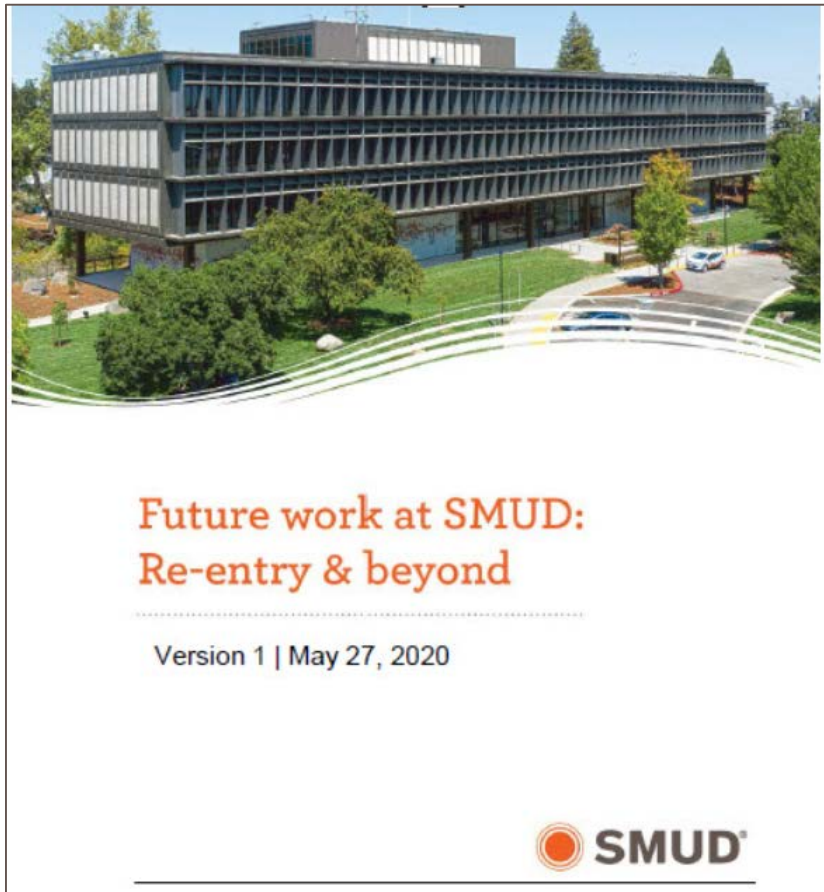
- CSC lobby open for customer transactions only in Phase 1
  - currently scheduled for July 13
- Facial coverings required by customers and employees in CSC lobby.
  - SMUD will provide facial coverings for customers who don't have one
- All campuses remain closed to visitors in phase 1
- Measured and safe approach to in-person engagement with customers and our community

# Re-entry job site assessment checklist

COVID-19 Hazard Assessment Checklist		
Work Area Assessment		
Building	Floor	Work Group
<ul style="list-style-type: none"> <li>Purpose of the completion of the hazard assessment checklist is to verify the COVID-19 prevention measures are in place before employees can return to work in the assigned/identified office area, they will be occupying.</li> </ul>		
<p>Instructions: Check "yes" when requirements are applicable and arrangements, details have been discussed, reviewed and completed. Check "no" if they are not applicable or have not been completed.</p>		
1	<b>Kick-off</b> <ul style="list-style-type: none"> <li>All parties present (BU, Facilities, Safety) and purpose of assessment discussed and agreed upon</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	<b>Training</b> <ul style="list-style-type: none"> <li>Employee orientation on COVID-19 hazards completed for all employees returning to the workspace</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	<b>Work Area Review</b> <ul style="list-style-type: none"> <li>Cubicle/Desk area reviewed, and layout completed for 6 feet of social distancing separation of employee's workstations <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Conference Rooms identified and either opened/closed or capacity reduced to maintain 6 feet of social distancing separation               <ul style="list-style-type: none"> <li>Conference rooms COVID-19 signage posted (10 person Occ Limit or open/closed) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Cleaning Supplies available <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Elevators identified and capacity reduced to maintain 6 feet of social distancing separation               <ul style="list-style-type: none"> <li>COVID-19 Signage Posted (single rider) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Copier/Supply Rooms and either closed or capacity reduced to maintain 6 feet of social distancing separation               <ul style="list-style-type: none"> <li>Copier/Supply Rooms COVID-19 signage posted (clean after use) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Cleaning Supplies available <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Kitchen/Lunch Break Rooms identified               <ul style="list-style-type: none"> <li>Kitchen/Lunch Break Rooms COVID-19 signage posted (single use only &amp; clean after use &amp; janitorial last cleaned) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Locations marked for 6 feet of social distancing separation <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Cleaning Supplies available <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Restrooms Rooms identified               <ul style="list-style-type: none"> <li>COVID-19 Signage Posted (wash hands &amp; janitorial last cleaned) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Handwashing Supplies present <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>ATM's/Vending Machines identified               <ul style="list-style-type: none"> <li>COVID-19 Signage <u>Posted</u> (clean after use) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Cleaning Supplies present <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>Locker/Fitness Rooms identified               <ul style="list-style-type: none"> <li>COVID-19 Signage Posted (open/closed &amp; janitorial last cleaned) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Handwashing Supplies present <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>Huddle Rooms/Quiet Rooms identified               <ul style="list-style-type: none"> <li>COVID-19 Signage Posted (single occupancy + clean after use) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Cleaning Supplies present or near by <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>County notice posted on all public buildings <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Assigned Business Unit Vehicles have cleaning supplies <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Public Lobby has been sufficiently cleaned can be re-opened? <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul>	
4	<b>PPE &amp; Temperature Screening</b> <ul style="list-style-type: none"> <li>Temperature checks stations               <ul style="list-style-type: none"> <li>Locations identified for Buildings <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Adequately stocked with hand sanitizer <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>COVID-19 Signage Posted <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Cleaning Supplies available (pouches) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Thermometer working <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> <li>PPE and sanitation <u>supplies</u> readily available               <ul style="list-style-type: none"> <li>Facial Coverings supplied to employees returning (placed in workspace) <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Cleaning Supplies available in work area <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>Facilities cleaning of workspace sufficiently disinfected <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul> </li> </ul>	
<b>Describe other potential items of importance associated with the project/work needed:</b>		
5	Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No
6	Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Other:	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>REVIEW TEAM SIGNATURES</b>		
Individuals below have reviewed and agreed to follow SMUD's COVID-19 <u>procedures</u> for this work space		
Work Group Representative Print	Signature	Date
Facilities		
Business Unit		
Safety		

# Future work @ SMUD: Re-entry and beyond playbook



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# Enhancing SMUD's approach to remote work

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- Reimagining remote work to leverage learnings from COVID-19
- Much more extensive remote work than in the past
  - Expect significant number of hybrid employees (some time on campus and remainder remote work)
- Updating remote work policy
  - Coordinated approach: HRD&I, IT, Facilities and Health & Safety
  - Expand to include represented employees

# Summary and next steps

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- Priority on employee and public safety
- Responsible, deliberate and phased plan based on public health directives and guidance and best practices shared in collaborative discussions with other utilities and business leaders
- Training to prepare leaders and employees
- Flexible plan with review periods between phases to adjust, if necessary
- Finalize remote work strategy and agreements with employees



# Q & A