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RIO GRANDE ELECTRIC COOPERATIVE, INC.

PANDEMIC PREPARATIONS PLANNING FOR CORONAVIRUS (COVID-19)



MESSAGE FROM THE CEO

This document is intended to share steps taken by Rio Grande Electric Cooperative, Inc. (RGEC) in preparation for Coronavirus (COVID-19) to protect its employees and ensure RGEC can continue to provide its key business functions and ongoing operations.

Rogelio Andrade
Chief Executive Officer
Rio Grande Electric Cooperative, Inc.


REVISION HISTORY

Document Name: Pandemic Preparations Planning for Coronavirus (COVID-19)

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Document approval by Rio Grande Electric Cooperative, Inc.



Rogelio Andrade
Chief Executive Officer

4/01/2020
Date

Document Revisions*

Revision Date(s)	Revision Description(s)
04/01/2020	Original

*Note – This version of the Pandemic Preparations Planning for Coronavirus (COVID-19) remains in effect until replaced / superseded by new version.

PRE-PANDEMIC ACTIONS

As of April 1, 2020, RGEC has taken the following actions:

- **Enforcing non-essential business measures (to be revisited as needed):**
 - Instructed RGEC staff to use conference calls, WebEx, and other technical means for conducting business
 - Cancelled all non-essential meetings, conferences, and trainings
 - Implemented visitation restrictions on all RGEC office lobbies
 - No non-essential vendors, caterers, visitors to RGEC facilities
 - Establish designated outside drop points for contractors and vendors to minimize exposure
 - Member Advisory Committee (MAC) Meetings transitioned to teleconference upon request
- **Instructing RGEC employees with illness or symptoms of illness to stay home**
 - Enhanced immediate cleaning of work areas of RGEC employees who are sent home
- **Implemented extra measures for deep cleaning of all RGEC offices**
 - Increased wipe down of desks, work areas, conference rooms, and “high-touch” areas
 - Increased availability of cleaning/disinfecting supplies
- **Increased communication to encourage healthy hygiene; employees are being encouraged to take the following actions:**
 - No handshaking or other physical contact
 - Practice social distancing (6 feet)
 - Sanitize hands and meeting spaces
 - Clean workspaces twice daily
 - Frequent handwashing and maintaining good personal hygiene
 - Cover mouth and nose when coughing or sneezing
 - Avoid touching face, mouth, and eyes
 - Seek medical attention if employee experiences cold or flu-like symptoms, especially fever or shortness of breath
 - Sanitize shared vehicles, tools, and PPE
- **Provided RGEC employees information and updates as they become available regarding medical benefits and the coronavirus (COVID-19)**
- **Reviewed work from home capabilities**
 - A mandatory work from home exercise was scheduled to test current capabilities to work remotely and ensure access to necessary tools

- Identified essential RGEC employees and vendors required to be onsite to maintain critical functions if RGEC transitions to a work from home posture
- Implemented telecommuting for selected employees
- Implemented a Pandemic Preparedness Plan and policies to mitigate the direct impacts of a pandemic outbreak
 - Develop Pandemic Planning Team to meet regularly to discuss evolving situation and identify ways to mitigate risk
 - Developing thresholds and triggers for implementing increase flexible workforce arrangements
 - Assessing availability of critical components, materials, and support resources with supply chains
- Will assess and/or adjust planned construction and maintenance activities scheduled to prioritize the most important projects. Continue activities essential for RGEC operations.
- Deployed cyber training to all RGEC employees to mitigate opportunistic social engineering, phishing, and PII attacks
- Communications posted to RGEC website, office doors and social media platforms to inform the membership of office closures, bill payment and contact options
- CEO video up-to-date message to employees relating to current actions and information
- Establish account to track emergency response plan expenses
- Waiving late fees and extending payment due dates to customers facing hardships due to the Coronavirus outbreak
- Discontinued Non-Pay disconnect and offered deferred payment agreements to residential rate classes
- RGEC Bylaws amendment to provide flexibility regarding regular board meetings during emergency circumstances
- Review RGEC board policy regarding Member Advisory Committee to include meeting flexibility during emergency circumstances
- New employee orientations to be completed through video conferencing, when necessary, during outbreak
- RGEC letter of exemption from travel restrictions for employees as Critical Infrastructure Workers
- Hiring freeze implemented April 1 to minimize exposure