



elisa

COVID-19 General Exit Plan

May 2020

Version 14.5.2020

Version log

Version	Date	Updates	Updates to short versions
1.0	19.5.2020	Published version	

Scope of this guidelines

This guideline lays out the general phasing and criteria for COVID-19 safety and exit and serves as a base for function and location specific guidelines.

Phasing of COVID-19 measures

Transition from phase to the next is based on

1. Amount of new infections and hospitalized patients during last 2 weeks
2. Situation of health care
3. Control of infection chains

PHASE 1 Maximal distancing

Lockdown, office work only from home.

Shops closed.
Installation and maintenance only in high priority cases.

PHASE 2 Strong distancing

Online collaboration, remote work at office enabled with distancing for those unable to work from home.

No travel unless absolutely critical.

Shops open with high hygiene measures, stands closed
Installation and maintenance with safety measures.

PHASE 3 Moderate distancing

Online collaboration, remote work at office enabled with distancing for those unable to work from home.

No travel unless critical request from customer.

Shops open with high hygiene measures, stands open if possible
Installation and maintenance with safety measures.

PHASE 4 Partial reopening

Online first collaboration, remote work at office enabled with distancing for max 30% of personnel.
Small events possible with high hygiene measures.

Local and critical travel possible.

Shops open with high hygiene measures.
Installation and maintenance with safety measures.

PHASE 5 Restricted New Normal

Normal work at office or remotely without distancing, large events (500+) restricted.
Risk groups still in special consideration.

Travel according to general restrictions OK with appropriate quarantine measures.

Shops open normally.
Installation and maintenance as normal.

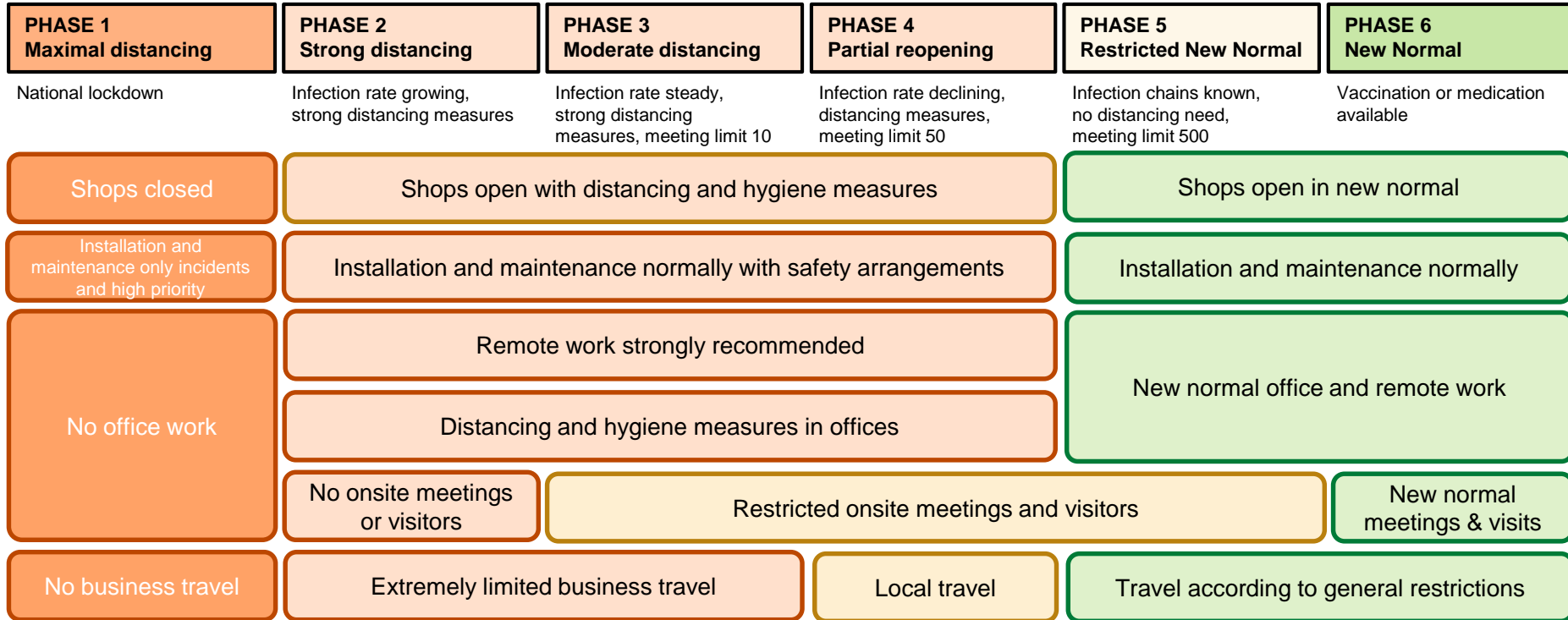
PHASE 6 New Normal

Normal work at office or remotely without distancing, all events possible.

Travel OK to non-epidemic areas.

Shops open normally.
Installation and maintenance as normal.

Phasing of COVID-19 measures



COVID-19 measure phasing

	1. MAXIMAL DISTANCING	2. STRONG DISTANCING	3. MODERATE DISTANCING	4. PARTIAL OPENING	5. RESTRICTED NEW NORMAL	6. NEW NORMAL
Protect. equipm	Based on job need	Based on job need	Based on job need	Based on job need	Based on job need	Based on job need
Work from home	All unless critical work	All who are able	All who are able	All who are able	All who are productive	WFH or office
Risk groups WFH	WFH	WFH	WFH/No cust. contact	WFH/No cust. contact	WFH/No cust. contact	No limitations
WFH productivity assumption	Productivity challenges tolerated	Productivity challenges tolerated	Productivity challenges tolerated	Productivity challenges tolerated	Normal productivity assumed	Normal productivity assumed
Critical teams	Divided	Divided	Divided	Divided	Can work together	Can work together
Equipm. borrow.	Not possible	Allowed	Allowed	Allowed	No new borrowing	Return equipment
Office usage	For critical work only	Single work with dist.	Single work with dist.	Small group with dist.	Some restrictions	Clean desk
Distancing	Yes	Yes	Yes	Yes	No	No
Customer visits	No visits	No visits, few exceptions	No visits, few exceptions	Small groups, ltd areas	Allowed in limited areas	Allowed
Collaboration	Online only	Online only	Online only	Online first, ltd physical	Online or physical, <500	Online or physical
Meetings & events	Online only	Online only	Online only	Online first, <50	Online or physical, <500	No limitations
Meeting room usage	For critical work only	Single work	Single work	L for meetings, M and S for single work	Small rooms for single work esp. for risk groups	No limitations
Cleaning of office	Critical areas	Area limited but level intensive	Area may be limited but level intensive	No area limitations, level intensive	No limitations	No limitations
Services	Minimum	Minimum	With special measures	With special measures	No limitations	No limitations
Shops	Closed	Closed/ open with limited personnel and distancing	Open with limited personnel and distancing	Open with full personnel and distancing measures	Open in new normal	Open in new normal
Installation & Maintenance	Only incidents and high priority	Normally with safety instructions	Normally with safety instructions	Normally with safety instructions	Normal operations	Normal operations

	MAXIMAL DISTANCING	STRONG DISTANCING	1. MODERATE DISTANCING	2. PARTIAL OPENING	3. RESTRICTED NEW NORMAL	4. NEW NORMAL
General situation in society in the area, examples	(Spain in April) Meetings over 2 persons forbidden Most businesses ordered to close Curfew enforced	(Finland in April) Meetings over 10 persons forbidden Part of businesses ordered to close, many other businesses closed due to lack of customers or recommendations. Ban for large events. Social distancing strongly recommended Risk groups in self quarantine Schools and day care recommended only for critical workers	Meetings over 10 persons forbidden Restaurants ordered to close, other businesses partly open. Customer flows in physical stores substantially smaller. Ban for large events. Social distancing strongly recommended Risk groups in self quarantine Schools and daycare open	Meetings over 50 persons forbidden. Restaurants partly open. Customer flows in physical stores somewhat smaller than pre corona. Social distancing still recommended Risk groups in self quarantine Schools and daycare open	Few enforced restrictions. Restaurants open normally. International travel restricted (quarantines, restricted entry or exit) Self-quarantine for symptomatic persons and strong hygiene measures recommended Infection tracking Over 500 persons gatherings forbidden	(Sweden in April) "New normal" life restrictions, purpose to open society International travel allowed to non epidemic areas Self-quarantine for symptomatic persons; Infection tracking and normal hygiene measures Vaccination broadly in use
Essential assumptions about infection risk and restrictions	Only life critical services may be provided outside homes. Infection risks very high.	People can leave their homes, but 2m distancing strongly recommended. Risk of fast infection spread anywhere likely.	2m distancing recommended. Fast infection spread anywhere unlikely , but still important to restrict amount of contacts.	2m distancing recommended. Fast infection spread anywhere unlikely, but still important to restrict amount of contacts.	No 2m security distance needed - risk of infection is small due to small amount of infected persons. Health based risk groups still need attention. Healthcare is able to take care of all patients.	Vaccination or medication available , so risk of infection and severe consequences is small. Possibly herd immunity emerging.
Criteria to advance to this phase →	N/A	New cases and amount of deceased decreases for at least 2 weeks. Country relieves curfew. Healthcare capacity not overflowing.	New cases and amount of deceased still decreasing. Healthcare capacity not overflowing.	New cases and amount of deceased still decreasing. Healthcare capacity not overflowing.	Infection spreading only in locally identified chains. Public guidance does not anymore require distancing except for specified risk groups.	Vaccination or medication available. Distancing of risk groups not necessary anymore.
Criteria to back up to this phase ←	Exponential spread of infection Society-ordered curfew	Congestion of health care Growing speed in spread of infection. Business closes ordered.	Infections grow outside identified infection chains despite earlier restrictions. Congestion of health care Distancing strongly recommended.	Infections growing outside identified infection chains. Congestion of health care. Distancing recommended again	Vaccinations not protecting anymore. Risk groups advised to distancing. Infection chains still known.	N/A

Risk groups at work

Based on current data, persons over 70 years of age are more susceptible to severe coronavirus infections. In addition, the risk of developing a severe coronavirus infection, especially in older people, may be increased by pre-existing conditions that significantly impair the functioning of the lungs, heart or immune system. These include (THL 12.5.2020):

- Severe heart disease
- Lung disease that is not clinically stabilised
- Diabetes that involves organ damage
- Chronic liver or kidney failure
- Diseases that weaken the immune system, such as leukaemia or lymphoma that is currently undergoing cytostatic treatment (not maintenance therapy)
- Medication which significantly weakens the immune system (e.g. high-dosage cortisone therapy)

<https://thl.fi/en/web/infectious-diseases/what-s-new/coronavirus-covid-19-latest-updates/coronavirus-covid-19/risk-groups-for-coronavirus-disease>

Elisians with one of these conditions should request a doctor's certificate for their condition and discuss with their supervisor of work arrangements.

The supervisor with support from HR takes care of adequate measures.

These can include

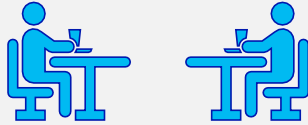
- Prolonged remote work
- Transfer from directly customer facing tasks to the back office
- Solitary working space at the office
- Protective equipment if recommended by the doctor

General guidance to distancing measures



Minimize **TIME** spent in proximity of others

- Prevent formation of queues with people waiting together
- Have short meetings if physical presence
- Prepare for the physical meeting to keep it short: make appointments online, collect materials before the meeting etc.
- Adjust work schedules to avoid high traffic in lobbies



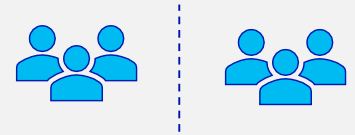
Increase physical **DISTANCE** between people

- Seating arrangements to guide seating in office spaces, cafeterias etc.
- Queueing signage in shops
- Distancing signage in narrow places at the office



Build **BARRIERS** to prevent infection spreading

- Use small meeting rooms for individual work, especially for risk groups
- Use glass walls to separate eg. salespersons from customers
- Especially in jobs that require lots of speaking, separate desks with cubicle walls
- Use face masks where feasible



Limit **NUMBER** of different people meeting each other

- Support remote work as much as possible
- Distributed location of critical teams
- Restrict mobility at the office to own home bases
- Create work schedules to support A/B groups or teams at the office.