

## **COVID-19 BEST PRACTICES: AN OPEN FORUM ABOUT HOW FLEETS ARE COPING WITH CORONAVIRUS**

With the stunning outbreak of the Coronavirus (COVID-19), many NPTC Fleet members have turned to NPTC to learn what other private fleets were doing to cope with this novel virus and protect the health and safety of their workforce.

If you would like to contribute suggestions about what is working in your fleet (or even what is not), please send your information in to NPTC Senior Vice President Tom Moore ([tmoore@nptc.org](mailto:tmoore@nptc.org)). He will keep updating the list of best practices and share these in subsequent Weekly Updates. We will keep your submissions confidential and not share your identity with anyone. This shared best practices are at the heart of what makes NPTC such a valuable resource to our members.

### **March 23, 2020**

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- Non-Essential personnel are now given the option to work from home. Operations personnel (WH and Transportation) are still reporting for work. Company is providing extra PTO Days to those employees who do not WFH to be used later in the year.
- Customers are actively changing delivery procedures across the country. Drivers are no longer allowed inside the building, we are instead performing outside drops and the product is being brought inside by the customer after they sanitize. Deliveries in high-risk facilities have had these practices in place for over a week now. We are complying with all customer requirements. Most places where drivers are allowed access are now performing non-invasive temperature checks and questionnaires regarding potential exposure.
- We have actively been sharing information with drivers in the form of memos, postings and one-on-one discussions. We are sharing the changes at customer deliveries, our active plans and procedures, and how they should escalate any issues they come across.
- Drivers are actively being instructed to monitor health and stay home as needed. Supervisors and managers are being asked to actively monitor employee health and send people home proactively if they appear symptomatic.
- We are following CDC guidelines for quarantine and isolation if required. We have no active cases in our company at this time.
- Housekeeping is being maintained at a high level inside facilities. Drivers are provided disinfecting product for their use in the trucks. If a driver is sent home for sickness (regardless of symptoms), we are actively disinfecting all equipment. We are limiting building access to outside carriers dropping off and picking up; normally they can come in and unload, now we are loading/unloading and keeping the drivers away from the loading docks.
- We are currently developing business continuity strategies if capacity is impacted. We are actively looking at capacity with existing partners and working to find alternative carriers in markets. We are considering the impact of using contracted carriers /1099 owner-operators who may not have full health insurance and sick-day policies.

## March 16, 2020

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- We have contacted staffing agencies in the event of a quarantine. We have also pulled hand sanitizer and disinfectant wipes from our inventory and made those items available to our associates only.
- We have made materials available from the Center for Disease Control to all our drivers.
- We have implemented a "clean sweep" program whereby my shops as part of the PM process are to disinfect the interior of the tractors and provide a bottle of Clorox wipes inside all cabs. We will remain anonymous on these items.
- Some of our tactics include:
  - Information: flyers with tips and techniques to stay safe and avoid contamination
  - Cleaning: sanitary wiping materials provided to all drivers and we have increased our quantities of gloves that we give to each driver, allowing for more frequent disposal of existing gloves
  - Daily driver startup meetings were moved from conference rooms / offices to more open warehouse areas
  - We temporarily stopped any slip-seating activities and rented more vehicles to give each driver their own truck for the time being.
- We are putting more scrutiny on who is allowed into our buildings. For example we are not allowing transportation suppliers in for visits. For vendors who are delivering, we are requiring signatures that they haven't been exposed before they are let in.
- We are distributing anti-bacterial hand gel and instructing on proper hand washing as well as just plain educating on how virus spreads.
- We are purchasing supplies(hand sanitizer, gloves, wipes, etc.) , training drivers on prevention. We are also have them do a risk prediction on the basics for the virus...like what risk do you have when pumping gas? What can you do to reduce your risk?
- We're not doing anything with Drivers' day to day operations. We are postponing any events or meetings (Safety Banquets, etc...) that are held at offsite venues and/or that would include Driver spouses to limit exposure. We're limiting air travel to business critical and are flooding awareness about general hygiene and handwashing, using anti-bacterial wipes, etc...all of our conference rooms and common areas are supplied with anti-bacterial wipes.
- In short, we are following CDC guidelines at this time, at a company-wide level. This was determined to be best course of actions by our internal experts on the subject. We are not supplying masks and gloves for driver or employee use; all it does is waste precious pandemic resources and take the away from those who need them. OTC masks may not properly prevent transmission, and untrained users may end up using them improperly. This causes a false sense of protection and increases the risk of transmission.
- We have made available disinfectant wipes and hand sanitizer for all drivers to wipe down the equipment to prevent spread of disease. Housekeeping has been kept at a high level to keep common areas clean. All employees are being reminded of the necessity to wash their hands properly and frequently, and to maintain good practice in preventing disease spread: cover your sneezes and coughs, avoid touching your face, and limit contact with others when sick. Employees who are sick are expected to stay home from work to avoid contact with others.
- We are seeing customers who are increasing their response level, up to and including checking drivers for signs/symptoms of flu (non-contact fever readings primarily) before allowing delivery. This is occurring in places where there is a high-risk population (nursing homes, etc), and

in places where there may be a higher chance of infected outside personnel coming in contact with patients and employees. We are complying with all customer requirements at this time.

- The most effective weapon against COVID-19 is soap (for seats and dashboards, of course). It doesn't need to be antibacterial. Pretty much any household soap will do. Soap interacts with viruses in a similar way it does with oils: it breaks them down. The good news is that the virus has an oil-based enzyme that serves as its outer protective barrier that can be obliterated by common, everyday soap and warm water. So, a simple soap scrub will annihilate any viruses in your truck, and soap is unlikely to degrade your interior surfaces the way many cleaners can. Scrubbing your hands for 20 seconds applies here, too. You can't just move some soap around and then rinse it off. Soap needs time to surround and break down the virus.

When cleaning, wear disposable gloves. And be sure to pay special attention to door handles, the steering wheel, the shifter, seat belt buckles and other surfaces you touch the most. It's not a good idea to be splashing water all over the electrical components of the dash or even the steering wheel, and bleach solutions are obviously not a good idea for interior fabrics and materials. This comprehensive list from the Environmental Protection Agency of cleaners that are effective against the virus includes plenty of bleach-free sprays and wipes.