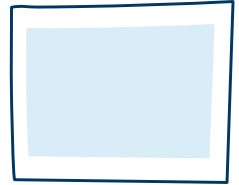


Getting back to business.

A quick guide to welcoming back employees, reopening to the public, and most importantly, keeping everyone safe.



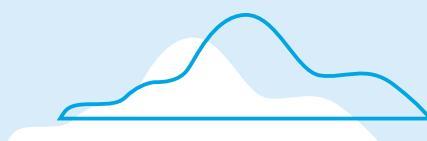
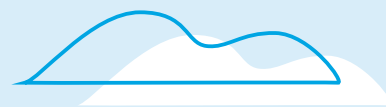
There's no playbook for this. But Highmark is here to help.

As we all start to transition to our new normal, there's one thing we know for certain: safety is the number-one priority.

Coronavirus will not go away overnight, and the steps we take now — the steps that you take within your own business — will help keep your employees and customers safe.

We understand that no two businesses are alike, and that laws and regulations vary by state, or even city. However, Highmark wants to do our part in helping you get back to business as usual — or as usual as it can be. Take a look at this guide to get started.

If you have any questions, call your Highmark manager or visit [HighmarkEmployer.com](https://www.HighmarkEmployer.com) for additional resources.





Opening your doors again. Even if it's just a little.

As we adjust to our new normal and battle Coronavirus concerns, there are a few questions you should consider before opening up your business.

Is your workforce successfully working from home?

If your business is operating smoothly with remote workers, keep everyone at home a while longer. Distance truly is the best prevention.

Can your employees work in shifts?

If workers need to come back, create a schedule and stagger how many people are at your workplace at any given time.

Do you have safety measures in place?

Deep cleaning and proper sanitation are vital in slowing the spread of Coronavirus. Think about your specific business model and other safety precautions you can implement within your own space.

Are your employees up to speed?

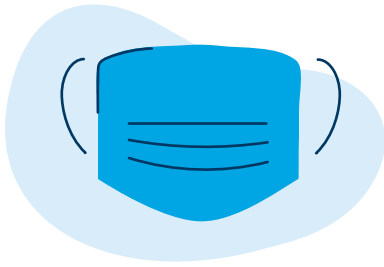
Make sure to keep your workforce informed about changes to their jobs, available support services, safety precautions, HR updates, and of course, what to do if they think they have Coronavirus.

Are you part of an Employee Assistance Program?

This program offers a variety of services that will help employees transition back to work.

Do you have everything you need to reopen?

Is your staff in place to implement changes? Are there new programs to communicate new rules? Make sure to dot your i's and cross your t's before you get back to it.



Now that we got you thinking, here are some ideas to consider.

Remember, Highmark doesn't make the rules and these tips are not a substitute for official guidance, we're just trying to lend a hand. Use the following tips solely as a guide and check with your local and state governments to understand any specific workplace regulations.

Putting safety first:

- Before you officially reopen, do a thorough, enhanced cleaning of your space.
- Educate your employees on following the Centers for Disease Control and Prevention's (CDC) recommendations — handwashing, social distancing, and wearing a mask.
- Give out masks to all employees or encourage them to make their own at home.
- Provide additional handwashing opportunities by installing hand sanitizer pumps or introducing handwashing breaks.
- Implement new health protocols — like temperature checks at the door or daily surveys to see how people are feeling.
- Reconfigure your workplace and create flexible hours to increase the distance between employees.
- Continue to work virtually — especially for large meetings or trainings that require more than 10 people in a room at once.
- Have a plan in place if an employee starts to show Coronavirus symptoms.
- Prohibit all non-essential visitors and follow travel restrictions.



Above all else, keep communicating.

Make sure your employees know about workplace changes and resources available to them. Provide one main point of contact to answer any of their questions. And, know that Highmark is always available for any of their health-coverage concerns.

Keep in mind — this will be a marathon, not a sprint. Do your best to be flexible, stay up-to-date on new government or industry mandates, and allow everyone some breathing room to get used to our “new normal.”

Things may feel like they’re changing daily, but together, we will get through this. Be calm. Be safe. Highmark can help.

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