



Lesson Learned in Manufacturing with COVID-19

Based on best practices shared among our SoCal MFG Skills Group

1. Honor CDC, Federal, County, State and City/Town guidance

- Stay tuned to rapidly changing situation and bookmark websites
- Honor "Safer at Home" if and when possible
- Defense Production Act (more to come next week)

2. People

- Build an Emergency Contact List of all employee information
- Encourage those with symptoms or over 65 to stay home
- Speak individually to your people and connect on their concerns
 - Be considerate to childcare, elder care or medical care issues
- Build confidence that we get through things like this together
- Refrain from team huddles, group meetings or close quarters
- Skeleton crews; open second shift; flex hours to help accommodate
- Share some company supplies with employees if at all possible
- Consider a gift card or small bonus to help with their basic needs
- Prepare Unemployment Insurance (EDD) in worst-case scenarios

3. Customers

- Make phone or web chat contact with key & critical customers
- Does your product serve critical COVID-19 supply chain?
- Check on their business needs and re-assure them of your support
- If you have extra capacity or capability offer it to them
- Pricing should be sensitive to emergency conditions; no gouging

4. Supply Chain

- Make phone or web chat contact with their Senior Leaders
- Check on their business need and re-assure them of your support
- Stock Up where you have to or where you can; material & supplies
- Research secondary and tertiary supply resources



5. Facilities

- Limit or restrict visitors to only critical support
- Increase cleaning frequency; protective equipment while cleaning
- Wipe down door knobs, light switches, bathrooms, etc regularly
- Limit gatherings in the cafeteria; stagger lunch shifts
- Prop interior doors open where possible; bathrooms stay closed

6. Information Technology

- Conduct more frequent back ups with off-site data storage
- Contact IT service provider about security; technology control plan
- Establish Zoom, Go To Meeting or other video capability
- Ensure work from home requests can be met; computers at home

7. Security

- Be sure vigilantly conduct regular security precautions; alarms, etc
- Emergency Contact list of ambulances, hospital, police & fire
- Print our directions to the local hospital or testing center
- Follow protocol for reporting to appropriate agencies if needed
- Limit or restrict shared water coolers, cafeterias, etc

8. Insurance Policies

- Read and review your insurance policies to know your coverage

9. Finance and Taxes

- Review what programs are available or coming available; SBA, etc
- Contact your CPA or trusted business advisor for cash projections
- Be up to speed with what the Government is offering over time

10. **Keep a Journal;** log everything you do for your people, customers, suppliers and company during this period. Establish documentation of actions you took to keep people safe.

**THIS LIST IS NOT INCLUSIVE
THIS DOES NOT CONSTITUTE LEGAL ADVICE**