COVID-19 Response

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CHS Response to COVID

• Started off with project team due to our Int'l footprint – meeting every other day
• Expanded to a project management organization (PMO) in February
  • Executive sponsors (SLT)
  • Steering team – Exec Sponsors, Senior Operations and PMO leads
  • Operating Team – HR, IT, Facilities, EHS, Finance, Enterprise Risk (business continuity), Communications, Risk Management, and Procurement

• Two Main Goals
  • Keep Employees and our customers Safe (our core value)
  • Support critical infrastructure by continuing to operate our facilities
Key Elements of CHS response “Building an airplane while flying it”

This Included:

• Travel Ban
• ISOS pandemic response toolkit
• Visitor and contractor ban (unless business critical)
• Remote work mandate for those that can
• Socially distancing up front as much as possible – customer facing as well
• Creation of power BI allows us to determine impacts in many different ways (EHS, Operations and HR work together)
• Detailed response matrix – 8 levels
• Temporary Assistance pay program – those traveling, symptoms, or close contact
• Third party Medical Director
• Comprehensive response and tracing matrix – presumed cases, close contact, positive cases, symptoms, etc.
• Comms plan – FAQs, COVID email, Manager Toolkit, Facilities and Operations, Remote Work, Technology Resources, Travel, News, and What’s New
More Tools:

• Detailed procedures for cleaning and disinfection (third party and/or internal)
• Following Shelter in Place/Stay Home orders by State
• Procedures for actively screening anyone entering critical plants
• Comprehensive communication – Tool kits with finalized approved tools
• Mitigating strategies for all Divisions
• Drivers – visiting and our drivers interacting with customers
• Commercial driving challenges
• Product Deliveries
• Overall PPE inventory in the whole company
• Use of masks for employees
• What does coming back look like? Recovery (criteria - hospitals have capacity, testing, tracing, sustained reduction, density of people, and serological testing)