

A woman with short brown hair is wearing safety glasses and a white face mask. She is wearing an orange and yellow safety vest over a light-colored shirt. The background is a blurred industrial setting with white metal structures and blue walls.

GENERAL MOTORS

# RETURNING TO WORK WITH CONFIDENCE

COVID-19 OPERATING STRATEGY PLAYBOOK

04.25.20



Safety



it's personal  
OWN IT

WE ARE COMMITTED TO SAFETY  
IN EVERYTHING WE DO.

Our employees, partners, contractors and suppliers  
are the heart and soul of General Motors.

Together, as One Team, we'll do what it takes to make our company  
even stronger as we weather this challenge and return to work.

During this time of unprecedented global crisis, we know that what people want most is answers, especially when it comes to returning to work. This playbook will outline the steps General Motors is taking to keep all employees safe as we return to our global facilities. Primarily a resource for People Leaders preparing their sites, this playbook is also a reference for Team Members, providing assurance that robust protocols are being implemented so they can return to work with confidence.

In these uncertain times, we must focus on controlling what we can, and we will continue to take the appropriate actions. As the COVID-19 situation continues to evolve, we are ready to adapt and make any changes to policy in accordance with relevant health and safety protocols issued by authorities. We will live our values and demonstrate our behaviors in order to protect you and our company.



**Mary T. Barra**

Chairman and CEO  
General Motors



**Jim Glynn**

Vice President, Global Workplace Safety  
General Motors

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# RISK MITIGATION STRATEGY

# STRATEGY OVERVIEW

As General Motors resumes operations across our global sites, the health and safety of our employees and stakeholders will remain our highest priority. We have designed extensive procedures guided by Centers for Disease Control (CDC) and World Health Organization (WHO) guidelines, and scientific data to help keep people safe when they arrive for work, perform jobs and as they leave. **It is our responsibility—and one we take very seriously—to provide a safe working environment for our employees and visitors. Therefore we've created a robust, multi-layered approach to prevent the spread of COVID-19.**

This document will serve as an outline for our six-part risk mitigation strategy.



## COMMUNICATION AND AWARENESS

Clearly convey guidelines and procedures.



## SITE ENTRY PROCESS

Manage entrances with health and safety protocols.



## SANITIZATION

Ensure thorough cleaning of all common areas, touchpoints and workspaces.



## PHYSICAL DISTANCING AND VENTILATION

Encourage physical distancing and manage airflow to help prevent infection.



## CRITICAL SUPPLY MANAGEMENT

Maintain stock of critical safety supplies and equipment.



## VALIDATION

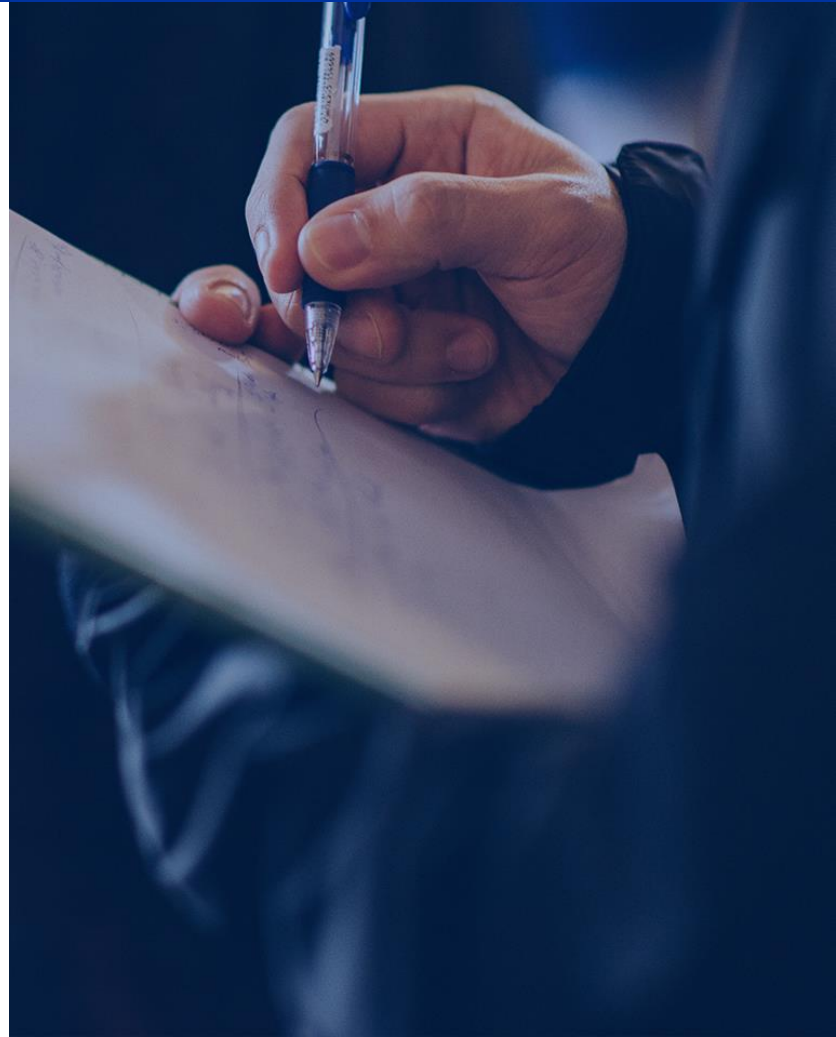
Change habits by sharing, reinforcing and coaching new expectations.

# SITE READINESS CHECKLIST

We've developed an easy-to-follow checklist to help ensure every facility understands exactly how to properly implement all policies, protocols and procedures related to COVID-19 safety.

These documents detail the steps related to the six-part Risk Mitigation Strategy with contact information and embedded links to related documentation, forms and templates.

[COVID-19 Risk Mitigation Checklist \(XLS\)](#)





# COMMUNICATION AND AWARENESS





# COMMUNICATION AND AWARENESS

As employees, partners, contractors and suppliers return to General Motors facilities, it's our responsibility to clearly and effectively communicate all procedures to each department. It is also our responsibility to give our People Leaders the tools necessary to carry out and enforce these safety measures.

Successful communication and awareness can be achieved through methods such as:

## 1 PEOPLE LEADER TRAINING

Providing direction on how to listen, demonstrate "I Care" when employees have concerns and effectively respond to questions related to COVID-19 and this strategy.

## 2 CASE MANAGEMENT

Supplying instructions on how to communicate potential COVID-19 cases, as well as how to handle sick employees and/or visitors.

## 3 ORIENTATION

Relaying new protocols and procedures to all returning employees and visitors.

## 4 SAFETY MESSAGES AND SIGNAGE

Posting visual instructions and guidance throughout facility entrances, workstations, cafeterias, team rooms, etc.



## COMMUNICATION AND AWARENESS

# People Leader Training

As we return to work, it is more important than ever that we use empathy, understanding and remember every employee will have their own issues, concerns over physical distancing and desire to protect themselves and their families. As leaders, it's our responsibility to listen, understand and act.

To assist in the process, we are providing pertinent information to help prepare our leaders to answer the questions and concerns of our employees on key topics related to our COVID-19 risk mitigation strategies. This document is for all leaders to be used as a reference tool to prepare and provide talking points regarding what we are doing for the safety of everyone who enters our facilities. It should also be utilized on an ongoing basis to help answer questions from employees regarding the controls that have been put in place and why they have been put in place.

[Leader Talking Points \(PDF\)](#)



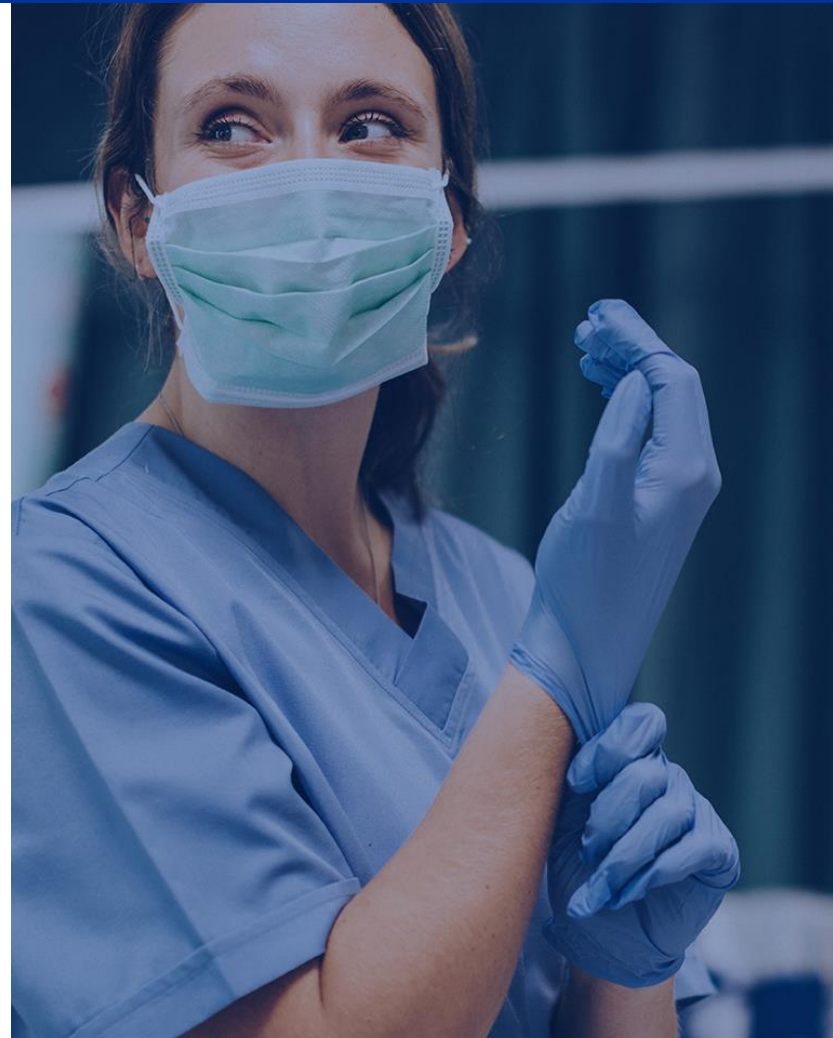
## Case Management

Part of preventing the possible spread of COVID-19 is being prepared to handle a suspected case. That's why medical support will be readily available on all shifts.

**IF AN EMPLOYEE TESTS POSITIVE FOR COVID-19 OR HAS BEEN IN CONTACT WITH SOMEONE WHO HAS, THEY SHOULD CONTACT THEIR SITE HEALTH CENTER OR GSIC AT 1-800-814-3390 OR 1-313-667-1308 IMMEDIATELY.**

- The employee will be referred to a medical staff member who will gather information and provide guidance regarding your suspected or confirmed case of COVID-19
- Confidentiality of the affected persons will be respected, and personal information will only be used as appropriate for case management and contact tracing
- Based on the information obtained, medical personnel will notify the employee's direct contacts and site HR as appropriate
- Please refer to the [medical return to work guidance](#) document

**It's important that employees self-report, even when working from home.**





# Case Management

## IF SOMEONE AT HOME HAS SYMPTOMS

If an employee, or someone at home, is experiencing flu-like symptoms such as fever, chills, cough, difficulty breathing, headache, sore throat, muscle/joint aches, diarrhea, abdominal cramps or nausea, conjunctivitis (pink eye), loss of taste or smell, have them follow the steps below:

### PRIOR TO WORK

- Take temperature – if it is 100.4 degrees Fahrenheit or higher, do not come to work
- Call their supervisor or site's Absence Line
- Contact their physician

## IF SOMEONE AT WORK HAS SYMPTOMS

### PEOPLE LEADER

If you become aware of an employee with symptoms:

- Refer to the [MG-5 Site Management of Suspected COVID-19 Cases](#) document
- Maintain physical distance of SIX FEET (two meters) from the employee and ask them to move away from other employees or into an empty conference room
- Activate site medical emergency response (ERT) system stating possible COVID-19 case

### EMPLOYEE

If an employee realizes he/she has symptoms while at work:

- He/She should report immediately to the site Health Center or call GSIC at 1-800-814-3390 or 1-313-667-1308 and will be referred to a medical staff member who will gather information and provide guidance regarding the suspected or confirmed case of COVID-19



COMMUNICATION AND AWARENESS

## Orientation

It's our responsibility to make employees and visitors aware of new operating guidelines related to the COVID-19 pandemic. These must be shared with all employees entering our sites. When planning orientations, please be sure to account for physical distancing. Use electronic methods and limit size of groups when possible.

The following template has been created to ensure each facility knows exactly what to communicate to returning employees and visitors.

[Return to Work Orientation \(PDF\)](#)





COMMUNICATION AND AWARENESS

# Safety Messages

We will provide frequent communication to employees and visitors to keep them informed on what needs to be done and why. Safety talks and written safety messages will be available and can be customized for each site's specific needs.

Downloads: [Safety Talks \(PDF\)](#) | [Digital Signage for Common Space Monitors \(PPT\)](#)

Watch these short videos for more information.



WHAT TO  
EXPECT WHEN  
YOU ARRIVE

[WATCH NOW](#)



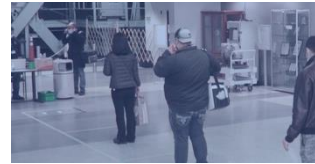
COVID-19  
SELF-  
DECLARATION

[WATCH NOW](#)



IMPORTANCE  
OF WEARING  
A MASK

[WATCH NOW](#)



PROTOCOL  
FOR LUNCH  
AND BREAKS

[WATCH NOW](#)



PHYSICAL  
DISTANCING  
EXAMPLES

[WATCH NOW](#)

4

COMMUNICATION AND AWARENESS

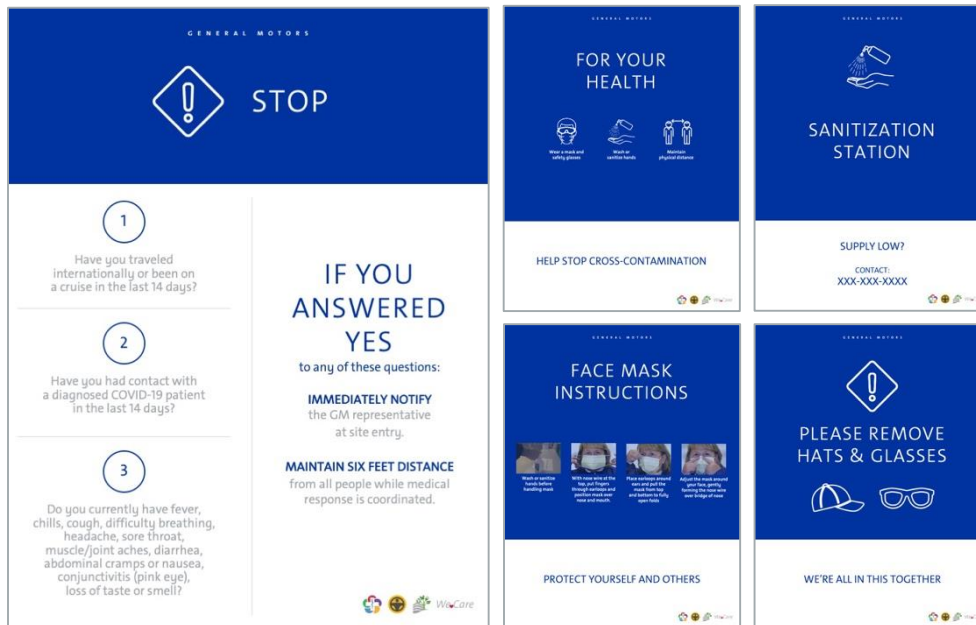
# Signage

Signage relating to site entry.

To download, edit and print signage to place in your facility, click the links below:

[8.5x11 Printable Signage \(PPT\)](#)

## SITE ENTRY SIGNAGE



4

COMMUNICATION AND AWARENESS

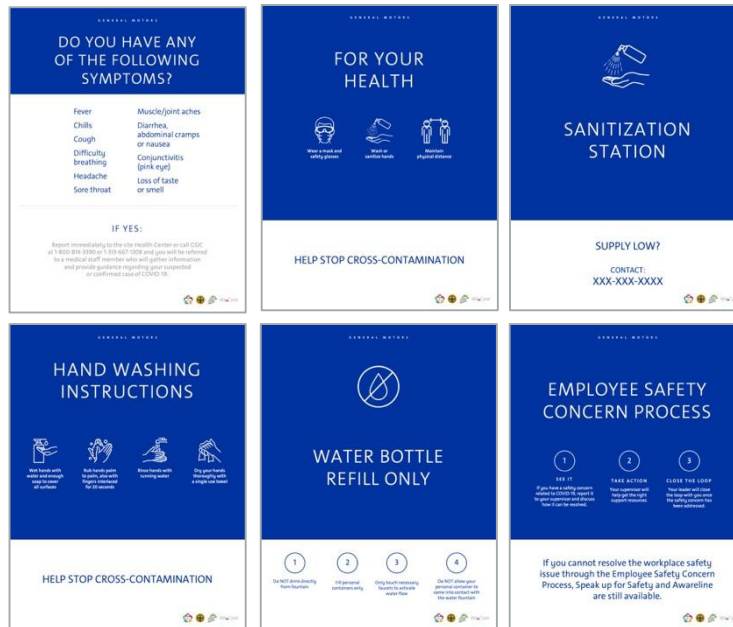
# Signage

Signage relating to awareness and prevention.

To download, edit and print signage to place in your facility, click the links below:

[8.5x11 Printable Signage \(PPT\)](#)

## AWARENESS & PREVENTION SIGNAGE







# SITE ENTRY PROCESS

# SITE ENTRY PROCESS

We have designed extensive procedures to help keep people safe when they arrive, while they are working and as they leave the facility. The entry process is critical in maintaining the health and safety of employees and visitors at each of our sites. During high-traffic times, additional staffing may be required to efficiently move people through the process.

The site entry process focuses on:

## 1 PEOPLE FLOW

Ensuring physical distancing, a simple COVID-19 questionnaire, hand sanitizing and face masks.

## 2 TEMPERATURE SCREENING

Preventing people with high surface temperatures from exposing others to potential infection.

## 3 TRUCK DRIVER PROTOCOL

Regulating and monitoring dock areas and the entry and exit of truck drivers.



## SITE ENTRY PROCESS

# People Flow

A COVID-19 self-declaration questionnaire will be posted at all site entrances:

- Have you traveled internationally or been on a cruise in the last 14 days?
- Have you had contact with a diagnosed COVID-19 patient in the last 14 days?
- Do you currently have fever, chills, cough, difficulty breathing, headache, sore throat, muscle/joint aches, diarrhea, abdominal cramps or nausea, conjunctivitis (pink eye), loss of taste or smell?

If an employee or visitor answers “YES” to any of the above questions, they will be referred to our medical staff and may not be permitted to enter the site.

If an employee begins experiencing symptoms while at work, have them report immediately to the site Health Center or call GSIC at 1-800-814-3390 or 1-313-667-1308. They will be referred to a medical staff member who will gather information and provide guidance regarding the suspected or confirmed case of COVID-19.



# STOP



Have you traveled internationally or been on a cruise in the last 14 days?



Have you had contact with a diagnosed COVID-19 patient in the last 14 days?



Do you currently have fever, chills, cough, difficulty breathing, headache, sore throat, muscle/joint aches, diarrhea, abdominal cramps or nausea, conjunctivitis (pink eye), loss of taste or smell?

## IF YOU ANSWERED YES

to any of these questions:

**IMMEDIATELY NOTIFY**  
the GM representative  
at site entry.

**MAINTAIN SIX FEET DISTANCE**  
from all people while medical  
response is coordinated.



## SITE ENTRY PROCESS

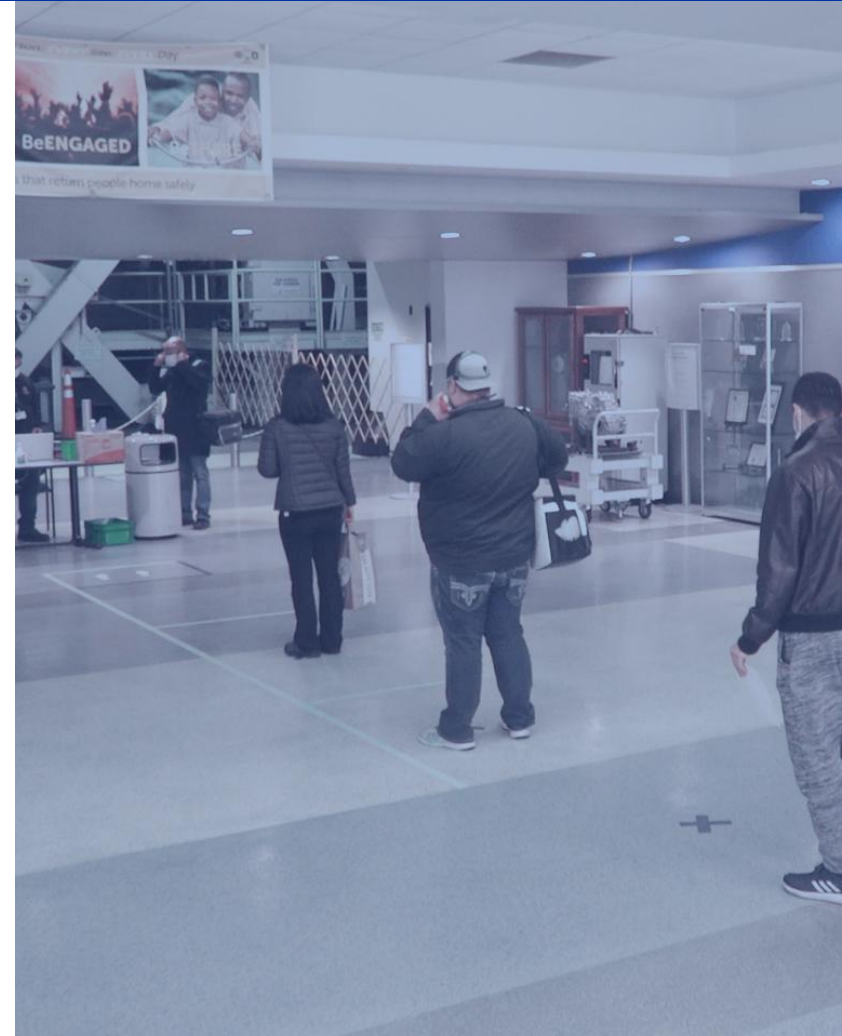
# People Flow

Prior to entering a GM facility, all employees and visitors must follow all applicable national and local COVID-19 isolation/quarantine protocols. Note that these protocols may differ in timing and terms and conditions.

### UPON ARRIVAL

At each entrance, all employees and visitors will be required to comply with the following protective measures:

- Maintain a physical distance of six feet (two meters) from other people, as reminded by numerous visual cues
- Sanitize hands
- Wear the provided face mask
- Answer a simple COVID-19 questionnaire
- Have temperature screened
- Wear safety glasses in all manufacturing, warehouse and lab facilities



2

## SITE ENTRY PROCESS

# Temperature Screening

A trained GM representative will perform a temperature screening on anyone entering the facility to identify the risk of a potential COVID-19 case. Temperature screenings are conducted with a thermal screening device.

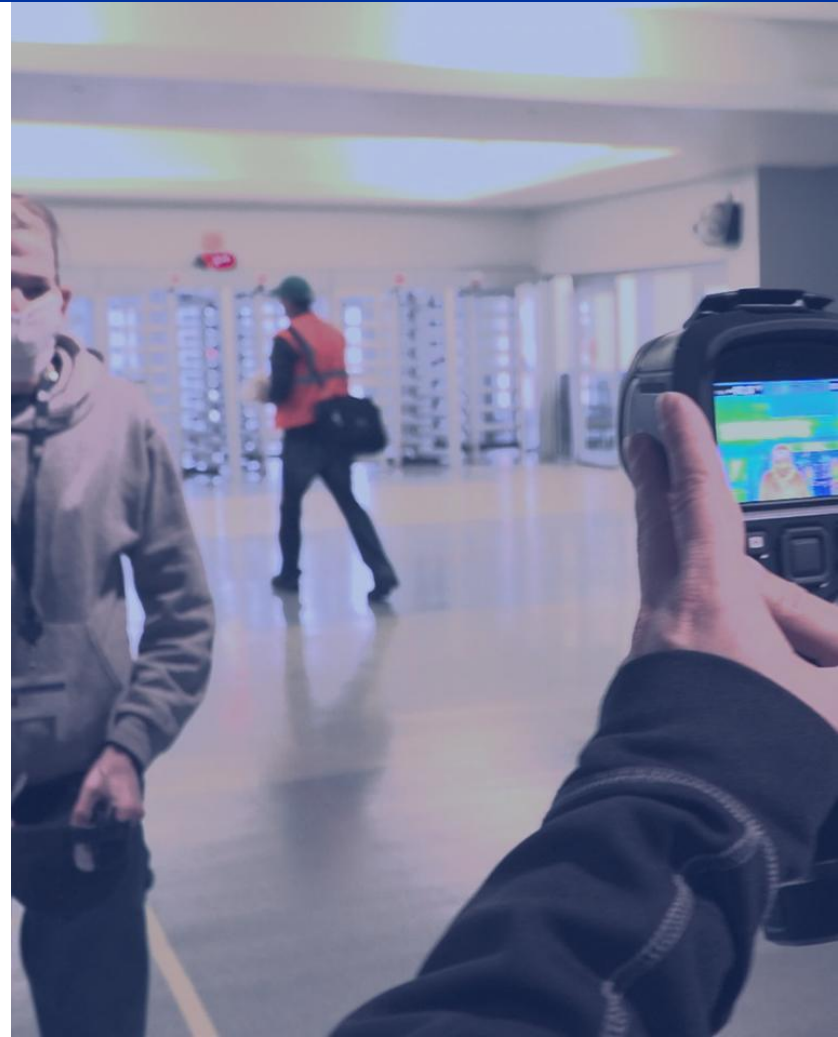
Anyone with an elevated temperature screening will be sent to medical for further evaluation. If medical staff is unavailable, they will be denied access to the facility and will be provided with an instructional packet providing further guidance.

### SCREENING DIRECTIONS

- Remove hats or glasses
- Stand in the designated area in front of the screening device
- Screening will occur at optimum distance to maximize the safety of the entrant and the screener
- Temperature is taken in 2-5 seconds

Standardized Work Instructions:

[Temperature Screening Process \(XLS\)](#)



# 3

## SITE ENTRY PROCESS

# Truck Driver Protocol

Truck drivers are required to wear the provided face masks upon site entry and should wear their own safety glasses.

All truck gates will receive a hand-held infrared thermometer to scan each driver entering our facilities.

A regular cleaning schedule will be maintained and tracked for dock areas including entry/exit doors and handles, key surrender boards, waiting area tables, etc.

Employees should always try to maintain a six-foot (two meters) physical distance, even while wearing a mask. When six feet is not possible, a face mask and safety glasses should provide adequate protection.

Sites will determine a process for paperwork exchange that can maintain physical distance between security and dock personnel and the OTR driver, such as a drop off box, table or area.

Signage will be posted at security and dock entry doors and driver waiting areas, as necessary.

Standardized Work Instructions:

[Over The Road Truck Gate Process - Security \(XLS\)](#)





SANITIZATION



# SANITIZATION

We recognize the importance of maintaining cleaning frequencies in high touchpoint areas, including common spaces, workstations and equipment, as well as requiring frequent handwashing to help prevent the spread of COVID-19.

The sanitization process focuses on:

1 TOUCHPOINT  
SANITIZATION  
AND CLEANING

Increasing the frequency of high touchpoint area cleanings, as well as clearly displaying the last time the area was sanitized.

2 SANITIZATION  
STATIONS

Providing designated areas where disinfecting supplies will be available.

3 HANDWASHING

Reminding employees to wash or sanitize hands frequently and properly through the use of visual guides.



## SANITIZATION

1

# Touchpoint Sanitization and Cleaning

Housekeeping will increase cleaning frequency for common touch surfaces.

### COMMON SPACES

The following will be cleaned 3-4 times per shift and between shifts:

- All entry/exit points
- Restrooms
- Doors, handrails, drinking fountains, etc.
- Cafeteria and vending machines

Standardized Work Instructions:

[Disinfecting Common Touchpoints \(XLS\)](#)



## SANITIZATION

1

# Touchpoint Sanitization and Cleaning

### “THIS AREA HAS BEEN SANITIZED” VALIDATION

Areas that have been sanitized will be clearly marked with signage identifying the latest time the area was cleaned.

To download, edit and print signage to place in your facility, click the links below:

[8.5x11 Printable Signage \(PPT\)](#)

[8.5x11 Table Tent Signage \(PPT\)](#)


GENERAL MOTORS

THIS AREA  
HAS BEEN  
SANITIZED

DATE:

TIME:

SANITATION  
SCHEDULE:



## SANITIZATION

1

# Touchpoint Sanitization and Cleaning

Team Members will be given time at the beginning of every shift for workstation cleaning. The frequency of cleaning of these areas may vary based on your site. Supplies and instructions will be provided.

### WORKSTATIONS/PROCESS EQUIPMENT

- All high-touch areas of process equipment: handles, tools, etc.
- Includes mobile equipment, hand grips, steering wheel, levers, etc.

### TEAM MEMBERS MAY ALSO BE ASKED TO CLEAN:

- Team Rooms
- Production/Operator Spaces
- Immediate Work Area
- Carts

Details on disinfecting surfaces and touchpoints are available in the following Standardized Work Instructions:

[Disinfecting Production Tooling \(XLS\)](#)

[Mobile Equipment Touchpoint Cleaning \(XLS\)](#)





## SANITIZATION

# Sanitization Stations

Sanitization Stations are identified locations where employees can expect to find disinfecting supplies. Contact numbers will be provided if supplies are low.

### HAND SANITIZER

Possible locations include:

- Entry Points
- Department Nerve Centers
- Key Office Area Locations
- Team Rooms
- Cafeteria/Grab-N-Go
- Vending Machine Locations
- Conference Rooms
- Mobile Equipment Charging Areas

### DISINFECTING WIPES

Possible locations include:

- Entry Points
- Mobile Equipment Charging Areas
- Mobile Equipment Hand-off Areas
- Team Rooms
- Grab-N-Go/Vending Areas with Tables
- Office Areas & Workstations



## SANITIZATION

# Handwashing

While COVID-19 is primarily transmitted by airborne droplets, touching surfaces contaminated with the virus and then touching your eyes, nose, mouth or face is thought to be a possible secondary means of disease transmission.

The risk of contracting COVID-19 from handling parts or packing materials is low, and gloves provide no additional protection because COVID-19 cannot be absorbed through intact skin. The best protection against possible surface contamination is to follow standard infection control measures.

- Wash hands frequently with soap and water throughout the day for at least 20 seconds
- Alcohol-based hand sanitizer can be used when soap and water are not available
- Always wash or sanitize hands before and after eating, drinking or smoking
- Avoid touching your face, eyes, nose or mouth





# PHYSICAL DISTANCING AND VENTILATION

# PHYSICAL DISTANCING AND VENTILATION

Physical distancing, also called “social distancing,” is the act of keeping space between yourself and other people outside of your home. This, in combination with minimizing touchpoints and increasing airflow, is crucial in preventing and stopping the spread of COVID-19.

Our additional measures include:

## 1 FOCUS AREAS AND BEST PRACTICES

Physical distancing protocols for workstations, meeting rooms and other common spaces.

## 2 DOORS OPEN STRATEGY

Propping doors open to increase airflow and prevent the need to use hands.

## 3 FANS AND VENTILATION

Managing ventilation to possibly decrease the risk of infection.

1

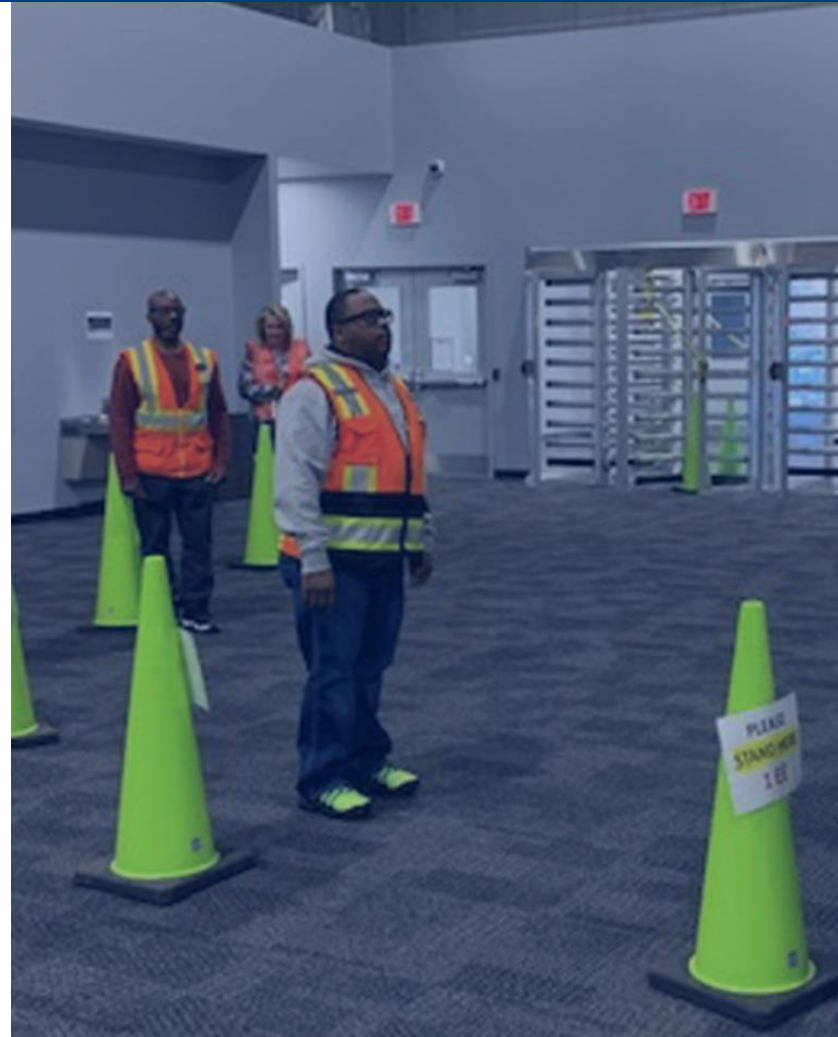
## Focus Areas and Best Practices

Numerous high-visibility markings will help maintain physical distance of six feet (two meters) between people.

### TO PRACTICE PHYSICAL DISTANCING:

- Stay at least six feet (two meters) from others when possible
- Stay out of crowded places and avoid mass gatherings
- Utilize Skype meetings whenever possible
- Do not exceed 50 percent of the maximum capacity for multi-purpose spaces or large conference rooms
- Follow restrictions on how many people can use an elevator at a time, as well as limiting the number of people permitted to sit at a table

There will be jobs where employees will work within six feet (two meters), which is why we have a multi-layered protection approach that includes cleaning, pre-screening and requiring masks/safety glasses as additional precautions.





# Focus Areas and Best Practices

## WORKSTATIONS

Providing recommended workstation seating patterns will help encourage physical distancing.

Traditional cubicles already provide a six-foot (two meters) distance between coworkers, while compressed cubicles should be selected by staggering to maintain six feet of distance between coworkers.

## LUNCH AND BREAK AREAS

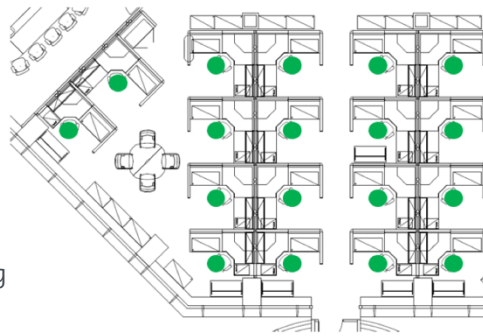
Staggered start/stop times and lunch breaks will help prevent congestion in normally high traffic areas. Chairs will be spaced out to encourage distancing.

Water refill stations and drinking fountains should be used to fill personal containers only, while community coffee pots will be closed and covered.

Buffet style and self-serve food options will be suspended to reduce touchpoint risk and support physical distancing.

### Traditional (typical) Template:

- 100% Maximum seating



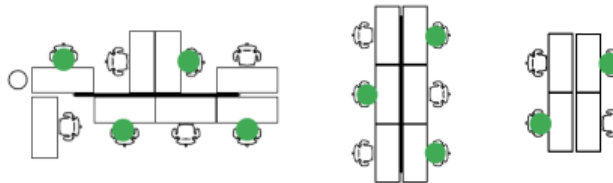
### Compressed (straight 4') Template:

- In a 10 pack, 5 people only



### Straight Desks:

- 50% Maximum seating per cluster
- Staggered seating



### 120/Curved Desks:

- In a 3 pack, 1 person only
- In a 6 pack, 2 people only



1

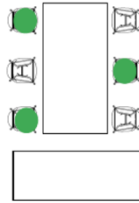
## PHYSICAL DISTANCING AND VENTILATION

# Focus Areas and Best Practices

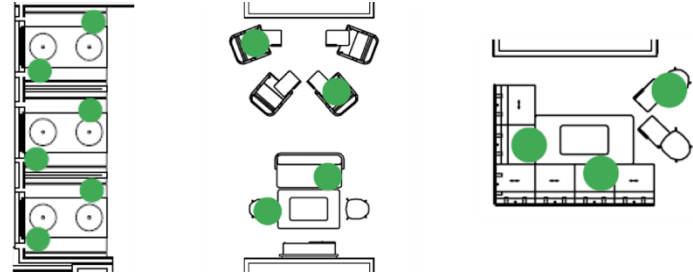
### MEETING SPACES

Please see examples of how to maintain proper physical distancing while utilizing open ideation spaces and large conference rooms.

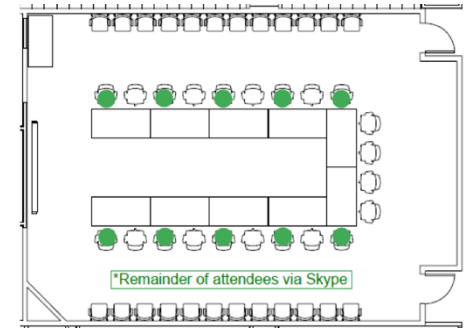
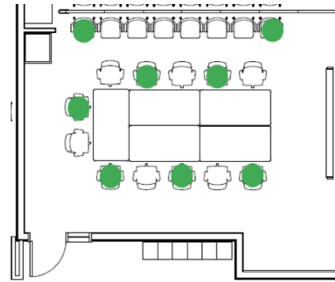
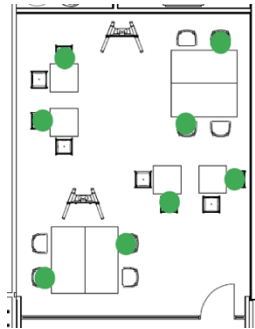
Be sure to stagger seating so no one is face-to-face, and wipe down all areas before and after use.



### OPEN IDEATION SPACES



### CONFERENCE ROOMS





## PHYSICAL DISTANCING AND VENTILATION

# Doors Open Strategy

Each site has identified doors to remain open. Propping doors open can increase airflow and eliminate touchpoints in high traffic areas. In some cases, signage may be used to clarify which doors must remain closed (i.e. fire doors, restrooms, etc.)

In areas where ventilation is localized (team rooms, offices, trailers, etc.), consider keeping doors open to circulate airflow.





## PHYSICAL DISTANCING AND VENTILATION

# Fans & Ventilation

While the primary source of COVID-19 infection is in-person contact with an infected person and close-range droplet transmission, high velocity airstreams could possibly move airborne droplets around if someone is infected and they cough or sneeze. We are evaluating ventilation systems in all locations to manage and direct airflow, helping to mitigate risk.

### VENTILATION

In all facilities, it's important to:

- Verify filters and proper operation of all HVAC units
- Ensure locally-installed ventilation equipment is functioning properly in offices, team rooms, trailers and decommissioned areas when employees are working. If not, open doors and windows to keep air circulating
- Systems should be set to run continuously during occupancy and during standardized industrial cleaning
- Avoid work in unventilated areas if possible





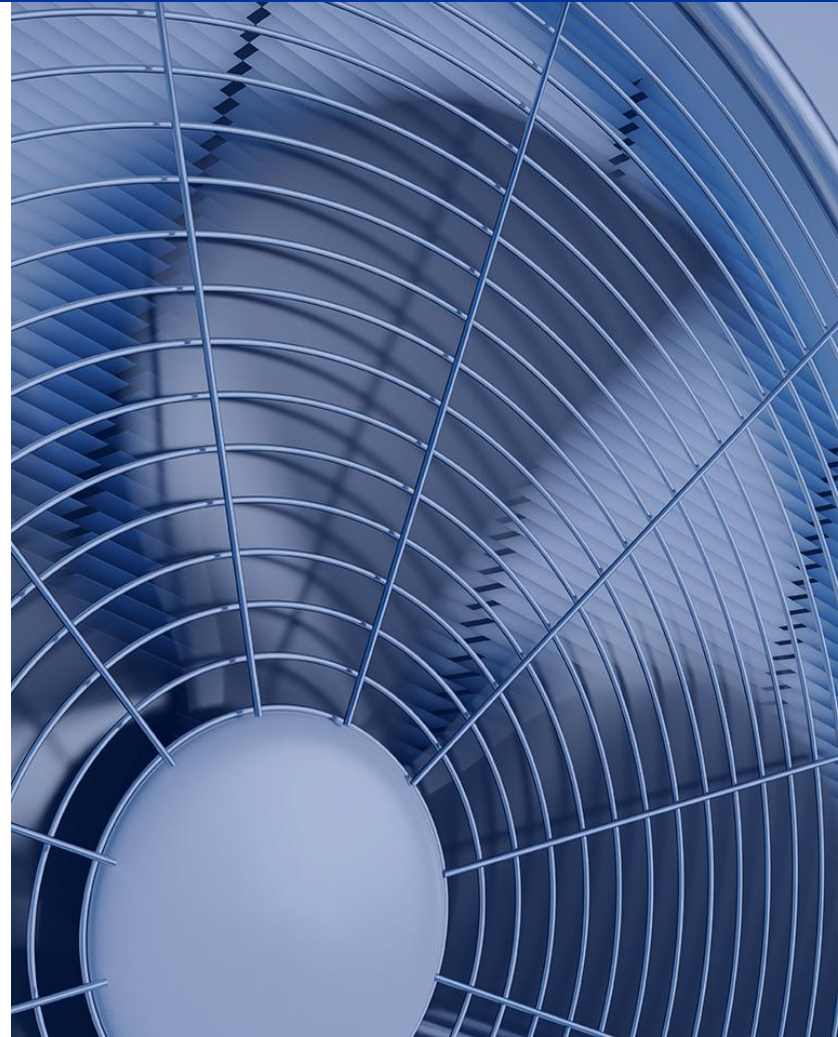
## PHYSICAL DISTANCING AND VENTILATION

# Fans & Ventilation

Cooling fans are an integral part of our site ventilation systems, however high-velocity airstreams could possibly move airborne droplets around if someone is infected and they cough or sneeze. It is important to follow the guidelines below and always wear a mask.

### COOLING FANS & DIRECTED AIR DISTRIBUTION

- Assess the cooling fans at your site focusing on high-speed airflow between workers
- Look for situations where more than one worker is within the high-speed airflow from the fan, potentially causing droplets to blow from one worker's face to another
- Potential solutions:
  - Adjust fan speed and/or redirect airflow
  - Consider use of column or ceiling fans
  - Evaluate barriers to redirect air
  - Adjust local temperature setpoints





# CRITICAL SUPPLY MANAGEMENT



# CRITICAL SUPPLY MANAGEMENT

To establish an effective distribution process and ensure management of supplies in facilities, we must engage the following departments:

- Central Operations/Scheduling to understand operating schedules and supply chain management
- HR to understand working headcount (employees, partners, contractors and suppliers)
- Central Purchasing to procure necessary supplies
- Designated site personnel to manage local distribution

Remember that these supplies are in high demand and must be effectively managed. Country-to-country transportation restrictions and government intervention to confiscate or reroute supplies could cause delays. It's important to establish a distribution/request process with key contacts for limited supplies.

Critical supplies include:

## 1 FACE MASKS

Face masks are required to prevent the spread of infection.

## 2 TEMPERATURE SCREENING DEVICES

Thermal screening is crucial in detecting possible infection and preventing exposure to others.

## 3 SANITIZER

Proper cleaning solutions are crucial in stopping the spread of the virus on high touch surfaces or in high traffic areas.

## 4 CLEANING MATERIALS

Procuring and distributing proper cleaning materials such as gloves and paper towels.



## CRITICAL SUPPLY MANAGEMENT

# Face Masks

### EMPLOYEES, PARTNERS, CONTRACTORS & SUPPLIERS

Every person entering a GM facility will be provided and is required to wear a face mask. Homemade masks are not permitted since we cannot verify the adequacy of the design or materials being used. Employees are permitted to bring in higher levels of respiratory protection, such as an N95 mask, provided GM requirements for optimal use are followed.

**Face masks must be worn at all times except when eating or drinking.**

We need everyone to wear a mask so we can protect each other – “You wearing the mask is protecting me; my wearing of a mask is protecting you in case I sneeze or cough.”

### MEDICAL STAFF

GM Health Center staff and emergency response personnel are expected to practice universal precautions and wear appropriate PPE (gloves, N95 mask) for any encounter with a suspected COVID-19 case.

Standardized Work Instructions:

[Fask Mask Use And Disposal \(XLS\)](#)

[N95 Qualitative Fit Test Protocol \(XLS\)](#)





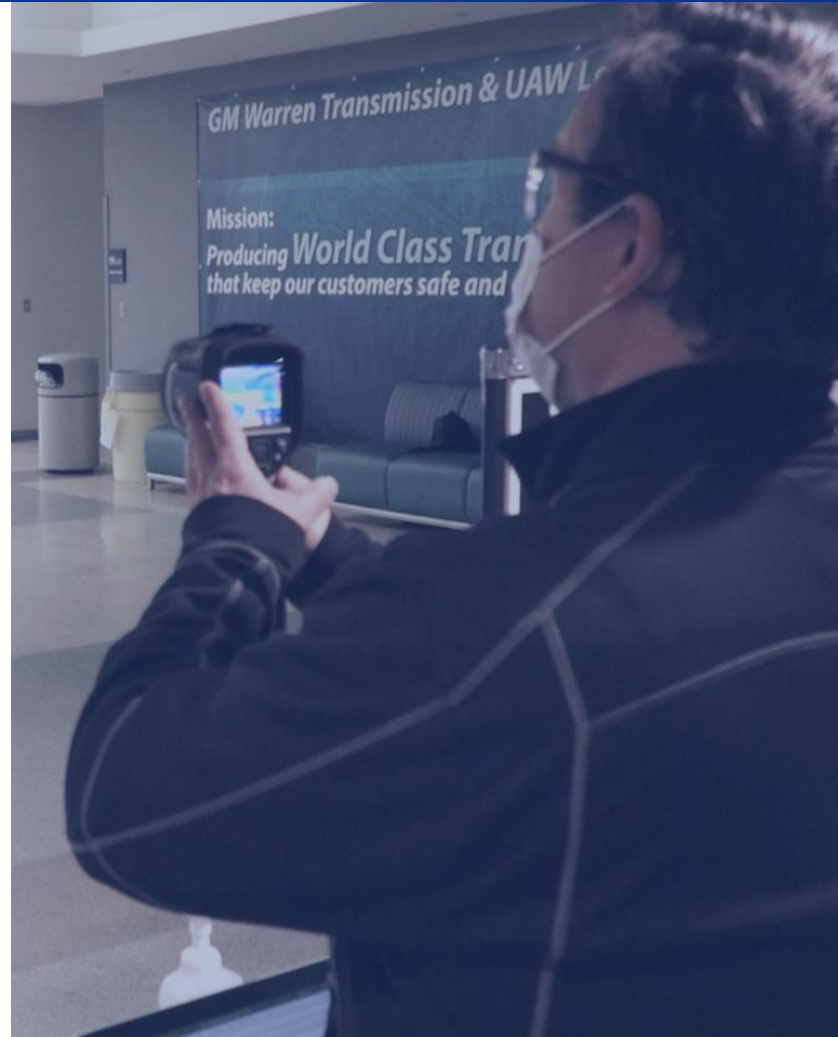
## Temperature Screening Devices

It is important to have a strong understanding of people flow in order to determine the right screening requirements for your site. Here are some considerations:

- Thermal screening devices
- Operation and calibration requirements could differ between brands or device types
- Tripods may be used for mounting devices, but are not necessary
- Back-up equipment and batteries should be considered

Standardized Work Instructions:

[Temperature Screening Process \(XLS\)](#)



# 3

## CRITICAL SUPPLY MANAGEMENT

# Sanitizer

### HAND SANITIZER – MINIMUM 62 PERCENT ALCOHOL

- Potential use points – entrances, workstations, break areas, time clocks, etc.
- Consider bulk purchasing AND appropriate point-of-use containers – **don't underestimate how much you will need**
- Alcohol-based hand sanitizer is flammable. Keep away from heat, sparks, open flames, hot surfaces, etc. No smoking around containers or during use
- Use dedicated dispensing equipment to avoid cross-contamination
- Dispensing from large containers (55-gallon metal drums) to smaller containers must be conducted in an approved area with adequate ventilation, control of ignition sources, fire protection, etc. in accordance with NFPA 30; Flammable and Combustible Liquid Code
  - 55-gallon metal drums of hand sanitizer must be bonded and grounded during dispensing
  - If drums are not stored in a flammable liquid room, they must be stored in a flammable cabinet



# Cleaning Materials

## GENERAL CLEANING SUPPLIES (HOUSEKEEPING)

- Use current resources but in larger quantities
- Consider impact of increased cleaning schedules

## WORKSTATION CLEANING SUPPLIES (TEAM MEMBERS)

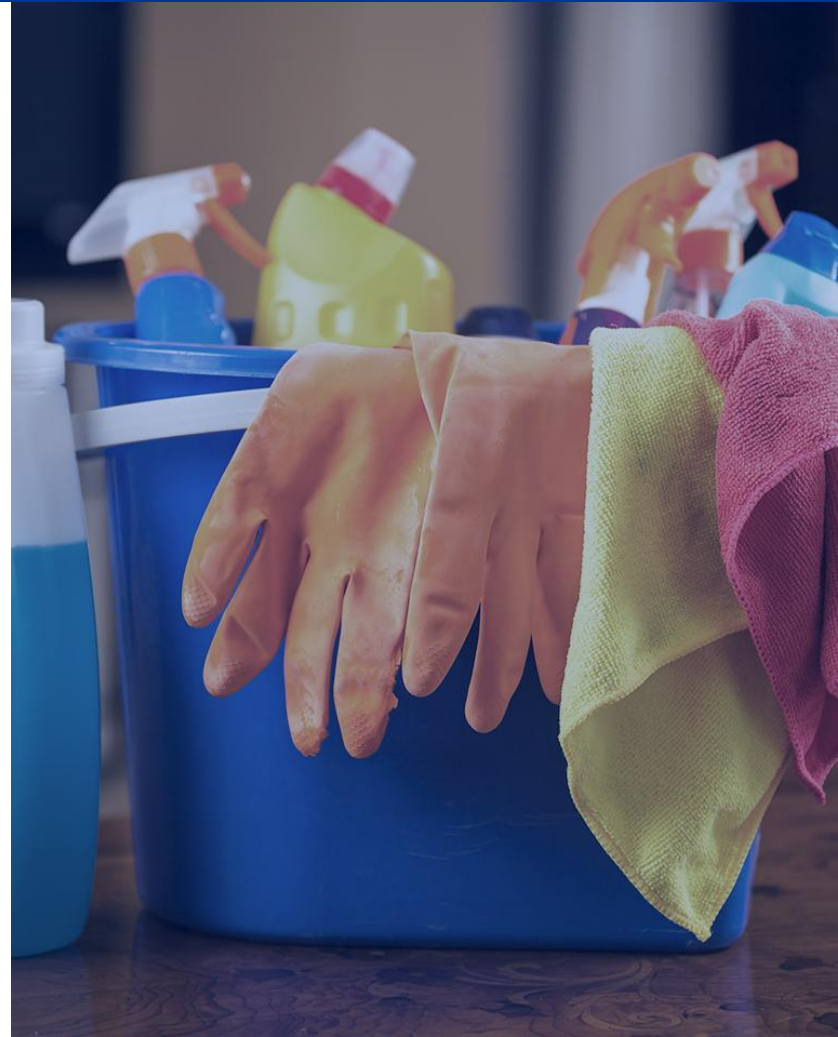
- Need detailed use instruction and PPE
- Consider how to distribute and provide instruction as necessary
- Remember operator workstations, tradesperson tools, office environments, etc.

## GLOVES (FOR ADDITIONAL CLEANING)

- Consider cleaning products that don't require gloves
- Consider the option of reusable gloves (but must have process to clean and store)

## ADDITIONAL CLEANING SUPPLIES

- Disinfectant spray/wipes
- Additional spray bottles
- Extra hand soap
- Paper towels
- Safety glasses
- Appropriate disposal containers





VALIDATION

# VALIDATION

We can never assume that things you have implemented will work without validation and repetitive reinforcement. The emphasis should be on changing habits, reinforcing and coaching new expectations and developing new social norms – NOT auditing and discipline.

- Emphasize the importance of visible leadership presence to support initiatives
- Teach leaders to observe anomalies and address concerns
- Empower leaders to be bold and work with people to “follow the rules”
- Maintain open communication – listening to employee concerns and ideas
- Always emphasize the greater good of what we are trying to do

## SAFETY OBSERVATION TOURS

Verify and measure effectiveness of COVID-19 operating guidelines and risk mitigation strategy.

VALIDATION

# Safety Observation Tours

WE WILL TAKE ALL NECESSARY PRECAUTIONS TO PROTECT OUR EMPLOYEES, THEIR FAMILIES AND THE COMMUNITY.

Safety tours are a method of verifying that the site's Workplace Safety System is functioning as required, while providing the opportunity to learn, teach and support new habits. Safety tours can measure both safety conditions and safety culture at a site. Focused Safety Observation Tours will be conducted frequently in all facilities to validate our COVID-19 Risk Mitigation Strategy.

Standardized Work Instructions:  
[COVID-19 Safety Observation Tour \(XLS\)](#)



# QUESTIONS?

If you have questions regarding this playbook or the information within, please send an email to [globalworkplacesafety@gm.com](mailto:globalworkplacesafety@gm.com). Below is a recap of all downloads available in the playbook.

## DOCUMENTS

[COVID-19 Risk Mitigation Checklist \(XLS\)](#)

[Leader Talking Points \(PDF\)](#)

[Medical Return to Work Guidance \(PDF\)](#)

[MG-5 Site Management of Suspected COVID-19 Cases \(PDF\)](#)

[Return to Work Orientation \(PDF\)](#)

[Safety Talks \(PDF\)](#)

## TEMPLATES

[Digital Signage for Common Space Monitors – Safety Messages \(PPT\)](#)

[8.5x11 Printable Signage – Safety Messages \(PPT\)](#)

[8.5x11 Printable Signage - Sanitization Validation \(PPT\)](#)

[8.5x11 Table Tent Signage – Sanitization Validation \(PPT\)](#)

## STANDARDIZED WORK INSTRUCTIONS

[Temperature Screening Process \(XLS\)](#)

[Over The Road Truck Gate Process - Security \(XLS\)](#)

[Disinfecting Common Touchpoints \(XLS\)](#)

[Disinfecting Production Tooling \(XLS\)](#)

[Mobile Equipment Touchpoint Cleaning \(XLS\)](#)

[Fask Mask Use And Disposal \(XLS\)](#)

[N95 Qualitative Fit Test Protocol \(XLS\)](#)

[COVID-19 Safety Observation Tour \(XLS\)](#)



WE LIVE VALUES THAT RETURN PEOPLE HOME SAFELY.  
EVERY PERSON. EVERY SITE. EVERY DAY.

WE ARE GENERAL MOTORS.

