

“LIKE IT OR NOT- WHAT HAPPENS WHEN YOUR CREW GETS SICK + SUPPLY CHAIN ISSUES”

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CWWCA ANNUAL VIRTUAL CONFERENCE 2020



“COVID-19”

- This time last year we hadn't heard of Covid-19
- We were looking forward to 2020 with lots of possibilities
- Customers had lots of optimism and so did we
- Then in early April people were starting to die
- Covid-19 was here from China and declared a “Pandemic”
- With the pandemic, Stay at home orders were issued

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“COVID-19”

- **The way we live and work was now up to the State Gov.**
- **It was estimated that this would be short term**
- **9 months later and we are still living this Pandemic**
- **Vaccines were developed in record time and are just now being administered under an emergency approval.**
- **What will the “new-norm” look like and when will it be here.**

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There will be people that believe this pandemic or other similar crisis will never happen again and wait patiently for their old life back. I would suggest that a wise man would hope that a pandemic will not happen again, but will prepare for one, none the less.

This presentation addresses business survival with the possibility of another pandemic or similar calamity using the hard lessons learned from the current COVID-19 pandemic.

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- **“COVID-19” IS AN INFECTIOUS DISEASE**
 - **WE GET SICK**
 - **WE POTENTIALLY GET OTHERS SICK**
 - **WE SHUT DOWN OPERATIONS OF OURS AND OF OTHERS WE MAY HAVE INFECTED**
 - **We become part of the problem when we allow ourselves to infect others**

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1. Has Covid-19 affected your Business?

1. Most will answer yes

1. Some have had employees who tested positive
2. Some have had employees who had to quarantine
3. Some have had service companies and supplier delays due to Covid
4. Some had difficulties finding food and lodging services
5. For most of us the way we conduct our business has changed
 1. Mask wearing
 2. 6 foot separation
 3. Frequent Hand washing
 4. Working from home
 5. Virtual sales and training
 6. One person per vehicle vs shared rides

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1. Most of these changes effect the way we conduct our business:

- 1. AFFECTS OVERALL EFFECIENCY**
- 2. ADDS TO THE COST OF DOING BUSINESS**

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▶ ESSENTIAL WORKERS

1. WATER WELL DRILLING AND PUMP CONTRACTORS ARE DEEMED ESSENTIAL SERVICES
2. WE ARE DEEMED ESSENTIAL WORKERS – WHAT DOES THIS MEAN

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Essential employee sample letter

sample-letter

Download a sample letter to help law enforcement quickly identify your employee as an “essential service” employee

“ngwa.org”

Add Company Logo

To Whom It May Concern:

RE: Essential Worker Status– XX Employee Name XX, title

This letter documents that XX Employee Name XX has been designated as an Essential Worker by the “name of employer or company” in accordance with guidance from the Department of Homeland Security (water and wastewater segment).

Normal Work Hours:

Place of Work Address:

Employer Contact: (Name)

(XX Cell Phone XX)

Sincerely,

Title of business owner or operator

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▶ ESSENTIAL WORKERS

- First Responders are “**essential**” unquestionably critical to our communities as the unsung heroes tackling emergencies and caring for Covid-19 patients.
- Water is life sustaining, there are not many things more critical for our communities than a good and reliable supply of clean drinking water. We are fortunate to be in an industry that is essential for our community’s health. We may not consider ourselves First Responders but we are critical and essential to the health and wellbeing of our communities. We have a responsibility to our communities to provide our essential services.

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▶ ESSENTIAL WORKERS

- Let's talk about being a responsible essential business.
- Remember “flatten the curve” The belief that our medical centers and ICUs would be overrun with victims of this new virus? The government and social reaction to the pandemic was to lock down and close off public interaction through quarantine, closure of public areas such as parks, schools, and government buildings and non essential business's with emergency mandates and possible fines.
- Regardless of our beliefs in the effectiveness of this action- it is what happened and there is no reason to expect different actions from our government or communities in a future pandemic

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▶ ESSENTIAL WORKERS

- Regardless of the situation, our communities are counting on us to deliver our services. We must be able to provide these essential services throughout the ensuing chaos.

To do this there are three drivers.

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THE THREE DRIVERS.

- 1. Manage and Protect our workforce**, maintaining – healthy, able bodied , skilled employees available at all times 24/7 to accomplish the work
- 2. Supply Chain**, provide supplies and inventory necessary to maintain the community’s infrastructure. Delivering these products and services at a price that is fair and in itself, not another liability for the community.
- 3. Maintaining our equipment and tools** to accomplish the necessary projects

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▶ Manage and protect our workforce

1st

Manage and protect our workforce

Our industry has developed exceptional heavy machinery and uses unique modern technology to help us construct reliable, highly efficient water wells. This machinery and technology still requires good old fashion human labor with the special skills and experience to accomplish the needed task.

Without a quality workforce we will fail to deliver the services our communities require.

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Our services are 24/7



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▶ **Manage and protect our workforce**

Coronavirus is an infectious disease that is much easier to spread from one person to the next than the annual flu. If one crew member is infected, then this infection can easily spread to the rest of the crew or even throughout the whole shop or office! Without workers the machinery and technology cannot be put to work. If infection occurs in our business, we are at risk of failure to provide our essential service to our communities.

Not only may someone get sick, but Someone could also die and that someone could be you, your employer, or even a loved one.

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Xylem Inc. Manufactured and Delivered through partners, more than 100,000 protective face shields in Europe and the US in response to Covid-19



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▶ Manage and protect our workforce

For this Pandemic, it was and still is imperative that we put in place prevention and identification methods immediately.

We all have heard social distancing and wear a mask in public. The prevention measures are hard to accomplish when workers are required to work in close proximity.

Note: (Examples, working on the rig floor, inside a doghouse, communications by talking in one's ear)

- Often workers ride in the same vehicle traveling to and from the work site.



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COVID-19

▶ Manage and protect our workforce

When possible, keep work crews isolated from each other. Social distancing is the common phrase.

Some practices companies are using during this pandemic include:

- **Reporting straight to the work site**
- **Staggered start times**
- **Isolated workstations**

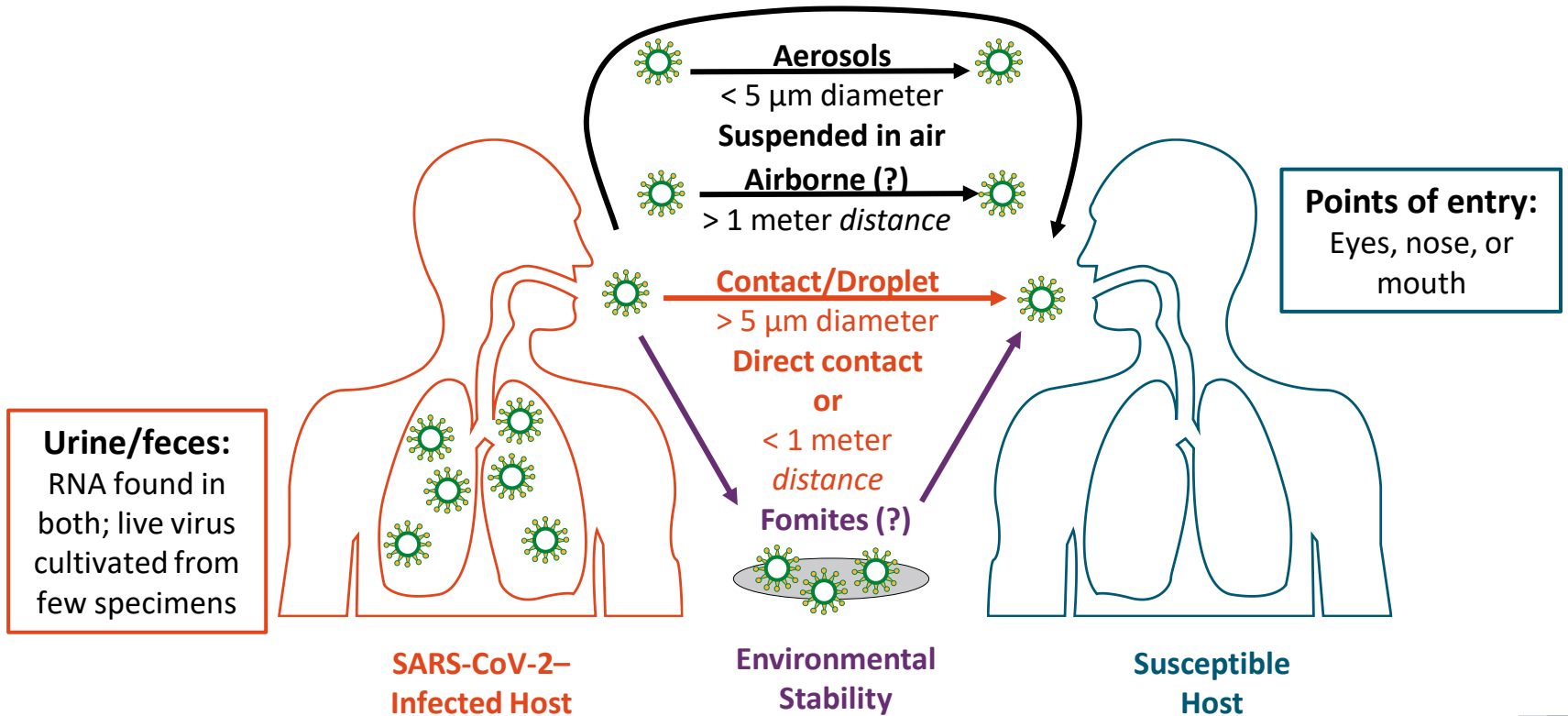
The idea is to minimize the physical interaction between workers.

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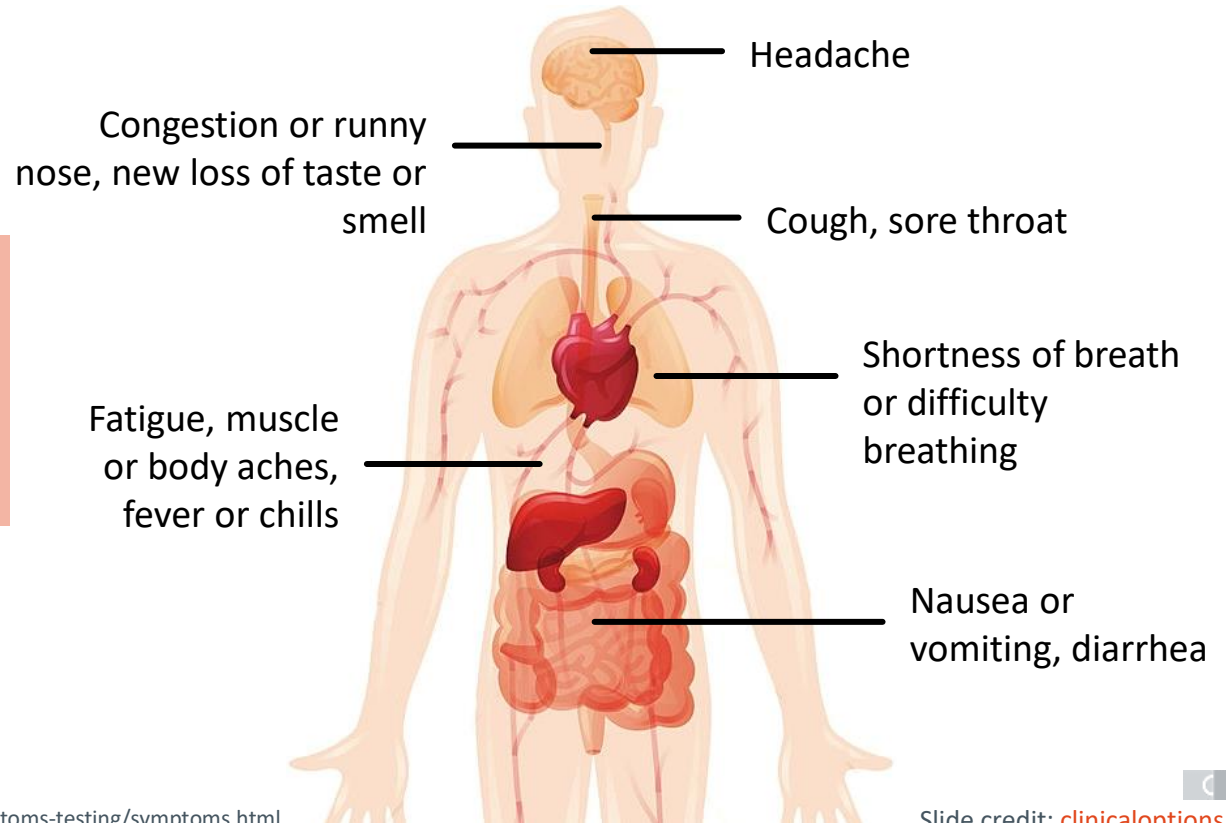
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Proposed Routes of SARS-CoV-2 Transmission



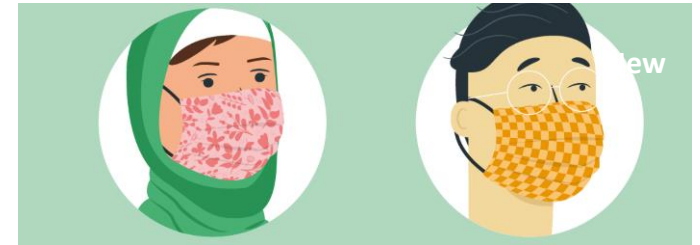
Primary Symptoms of COVID-19

“Symptoms may appear **2-14 days** after exposure to the virus”



Preventing SARS CoV2 Transmission Based on the Evidence

- Personal protection
 - Physical distancing > 1 meter
 - Handwashing to prevent fomite transmission (Respiratory secretions or droplets expelled by infected individuals) from contaminated surfaces
 - Personal protective equipment (PPE) for health workers
- Protecting others with covering of nose and mouth when physical distancing not possible
 - Carers of elderly and those with 2 or more medical conditions
 - Confined spaces (railway cars, other confined spaces with poor ventilation)



COVID-19 PERSONAL HEALTH

▶ Manage and protect our workforce

Keep Yourself Healthy

Face mask, face shields, gloves, washing of hands and other types of protection we can roll up into the term “personal hygiene and PPE”

Note (provide guidance concerning the company plan, Provide PPE and cleaning supplies. Talk about modifying habits to stay safe, Post-COVID return to work plan. (Keep Everyone Engaged)

Note (Self screening and assessments – checked daily)



Field Work COVID-19 Procedures

Some considerations in current field work procedures:

CHANGES IN OUR BEHAVIOR AND HABBITs

- Perform as much work as possible remotely
- Face coverings required by field workers and staff
- Verify lack of COVID-19 symptoms for employees, customers and other onsite personnel ahead of visit
- Do not shake hands! Practice social distancing!
- Do not touch facility equipment and try to avoid using facility rest rooms and break rooms
- Avoid exchanging physical materials, including paper handouts
- Everyone's cooperation is needed to keep customers, employees, and supply personnel safe while providing essential water to our customers.

PROTECTING AGAINST COVID-19

Create an Employee Health Check

1. Temperature
2. Symptoms
3. Exposure

EMPLOYEE HEALTH CHECK

Employees are suggested to fill this form out each morning before starting their shift. If they answer that they have a temperature of more than 100° degrees or yes to any question, they should not work, but go home and seek professional medical advice right away.

Temperature

My current temperature today is:

Symptoms

Within the past 24 hours, do you have new symptoms consistent with a viral syndrome such as fever, cough, or shortness of breath?

_____ Yes _____ No

Exposure

Within the past 24 hours, has anyone you are currently living with began showing symptoms of a viral syndrome such as fever, cough, or shortness of breath?

_____ Yes _____ No

Within the past 24 hours, has anyone you have been in contact with in the last two weeks (friends, acquaintances, customers, etc.) notified you to say they are showing symptoms of a viral syndrome such as fever, cough, or shortness of breath?

_____ Yes _____ No

Employee Name _____

Signature _____ Date _____

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_____ **Yes** _____ **No**

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SUPPLY CHAIN

NEXT, Lets look at the supply chain

Service business has always struggled with inventory, too much or too little. There is an entire specialty skill called “Inventory Control. With technology, business has been able to better determine not only exactly what products are needed but when they will be needed. This concept often referred to as “just in time inventory” has been an inventory space and money saver for those that practice it.

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SUPPLY CHAIN

With the pandemic came short supply. Almost overnight, our industry suffered loss of product availability, items we use every day, such as pipe, gravel, pumps, motors and controls.

Without these products to provide our service, we are simply out of business.

- **Note:** Overseas suppliers and non-essential business not open or running short staffed

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SUPPLY CHAIN

It is easy to overlook that our industry is also part of the supply chain for our customers.

Our customers will have varying expectations.

- Communicate your companies protocols
- Consider your customers special circumstances
- Each customers situation may bring new challenges
- **NOTE** screen everyone for health, include workers, customers and visitors. Communicate your practices and have an action plan.

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WORKING AT HOME OR OUT OF TOWN

Hospitals and Clinics full or closed. Call ahead to understand what services are open before you work. Other Sub-contractors such as “locates” or “811” may be short staffed or not staffed.

Hotels for workers – lack of availability or services “restaurant closed”. General travel restrictions from state to state, in Colorado we had issues county to county in the beginning.



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Finally, Tools and Equipment

This is similar to the supply chain we just talked about. Many components for our equipment are manufactured overseas. Even components made here in the USA have supply issues. These issues involve raw materials, manpower and transportation.

NOTE (“Face Mask Challenge” getting our folks to wear them and even lack of availability. Personal hygiene kits, staging PPE. Mask also created deaf people. “We don’t realize how deaf we are until we can’t read lips”!!)

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Tools and Equipment

Investments in spare part inventory can save you down time during a pandemic or other periods of disruption to the workforce.

Having an established fleet management program in place will help to identify parts and supplies necessary to keep your equipment running.

- Liquidated Damages -\$500/day



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Tools and Equipment

Housekeeping has now expanded to new areas.

The inside of operating cabs require more than just sweeping the floor. Today wiping down knobs and controls on power equipment and increasing the supply and issue of PPE.

In some cases, purchasing new equipment was necessary. Some examples, Radios to replace face to face employee communication, doors and partitions to separate workers. There are other situations that required changes in procedure and processes.



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Tools and Equipment

Note: (Don't keep our workers in the dark. Consult with local health departments getting the raw data and information. Build a plan and communicate the plan to the employees.)

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CDC: Testing Recommendations for SARS-CoV-2



- *“Viral [nucleic acid or antigen] tests are recommended to diagnose acute infection.”*

Considerations for Who Should Get Tested

Persons with mild COVID-19 symptoms: test if advised by HCP, or self-isolate for ≥ 10 days after symptom onset and ≥ 24 hrs after fever resolution without antipyretics, improvement of other symptoms

Close contacts (within 6 ft for ≥ 15 min of known case) without symptoms: test and self-isolate for 14 days

No COVID-19 symptoms and no close contact with known case: no test needed unless recommended/required by HCP or public health official

Persons in high transmission area who attended a gathering of > 10 people without universal mask wearing and/or physical distancing: test if advised by HCP or public health official

Work in a nursing home: test if symptomatic, as part of facility plans to open/re-open, if an outbreak occurs within the facility, and based on your county positivity rate

Live in or receive care in a nursing home: test if symptomatic, as part of facility plans to open/re-open, if an outbreak occurs within the facility, and if leaving the facility on a regular basis (eg, for dialysis)

Critical infrastructure worker, health care worker, or first responder: may be tested per employer's guidelines

Protecting you and others

CORONAVIRUS SAFETY



Follow these easy steps to help prevent the spread of COVID-19.



Disinfect surfaces around
your home and work.



Wash your hands for at
least 20 seconds.



Sneeze or cough
Cover your mouth

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Many of us, me included would have never foreseen how quickly our society, really the whole world, would quickly get into this mandated closure and self-quarantine.

We keep hearing the term “New Normal”. This pandemic made us realize that there are new unforeseen challenges to our business. You do not have to look hard to see other possible shutdowns.

We see crazy weather patterns with floods and fires. Social unrest that appear to be a social pastime in some of our cities. Of course, we will likely see other virus cross over from the animal kingdom to humans.



WESTERVILLE, OHIO, MARCH 25, 2020 -- NGWA

As the country continues to take measures to combat COVID-19, states and local governments across the country are again beginning to enact “Shelter in Place” orders.

Stop Operations of “non-essential” businesses

“Our services **are essential** to our customers and the communities we serve”

CONCLUSION:

We are already very busy, but now we have to maintain a higher state of vigilance with our communities, local governments, customers and our employees.

When you go home, please take a minute to reflex on a few of these lessons we discussed and apply them when a future crisis strike.

For us in the Colorado Water Well industry, our personal and business success depends on awareness, planning and networking with others to overcome future challenges like we are experiencing with this Pandemic.

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Do You have any questions



When will this nightmare end?



THANK YOU



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