COVID-19

Mytech Action Plan

Threat Level

1	**Normal Operations - All businesses (B2B, B2C) allowed to operate at full capacity** - *Planning for elevated risk levels.* - *Testing remote access solutions.* - *Identify essential business operations.* - *Test communication channels.* - *Asses and watch supply chain.*	WFH None	
		BTW Level 2	
2	**State allows B2C businesses to operate in a limited capacity with safety protocols defined.** - *Non-essential client\vendor visits suspended.* - *Regular onsite and project work continues unless site is declared unsafe (PPE use required)* - *Emergency client visits will occur unless site is declared unsafe*	WFH Level 2 staff	
		BTW Level 3 Staff	
3	**Non-essential B2B business allowed to operate in limited capacity with saftey protocol defined.** - *Onsite project work must be approved. (PPE use required)* - *Regular onsite work is performed remotely, unless client required and is approved.* - *Non-essential client\vendor visits suspended.* - *Emergency client visits must be approved.*	WFM Level 2-3 Staff	
		BTW Level 4 Staff	
4	**State allows only essential businesses to operate** - *Regular Onsite work performed remotely.* - *Non-essential client\vendor visits suspended.* - *All onsite project work only as needed and approved.* - *Emergency client visits must be approved.*	WFM All Staff	

RETURN TO WORK PLAN - Mytech will delay moving to a lower threat level by 2 weeks from the time the state allows business to operate at the defined phase level criteria.
For example if the state of Colorado allows businesses to operate as defined at Level 2 on May 18th, Colorado branch will move to Level 2 on June 1.

General Manager at each location will communicate the threat level for the particular location based on the location government declared status.

Self-Quarantine Rules - Staff phase assignment override (typically 12-14 days)
- If you are exposed to a family member that has COVID-19, work from home until the family member has recovered.
- If you are showing symptoms fo COVID-19, work from home until you are recovered.
- If you can not perform your work due to either senario listed above, contact your manager and submit PTO until you can reliably perform your job.

If there are extentuating circumstances that do not allow you to follow the staff assignments, or have special needs or conditions, contact your manager to develop a plan.

Mytech guidelines for working remotely

Mytech believes that team collaboration and culture are extremely important to provide excellent client service. The benefits of working together is culture, the informal interactions that make our workplaces, attract and retain good people, and help us piece together a picture of what's going on. However, being away from the office environment can put this free flow of information in jeopardy.

In an effort to keep Mytech staff and clients safe, working from home may become necessary. Below are guidelines we expect each staff member to follow to ensure we continue to provide the best experience to our clients.

Requirements
- Reliable internet connection.
- Computer with webcam, ideally company issued.
- Use of personal computer requires remote desktop via SSL-VPN.
- Do not create direct VPN connections on personal computers.
- Cell phone with reliable service.

Productivity
- Allocate a dedicated area for your workspace.
- Devise a plan to mitigate distractions from partners, family, pets, external noise, and TVs\radios.
- Use MS Teams and video chat when working with staff members.
- Use your presence setting in MS teams.
- Your work day should follow the schedule as if you are in the office.
- Continue to document and record your work activity as established by your manager and role alignment card.

Security
- Working remotely increases the opportunites for Cybercriminals. Be extra vigilant with all communications and internal and external requests.
- Lock your computer when you are away.
- Do not allow others in your household to use your computer.

Communications
- Forward your office extension to your cell phone.
- Setup MS Teams meetings for all team communication.
- Use cell phones for outbound client communications and emergency calls.
- Use MS Teams for internal communications (Voice, Video, Chat)
- Do not send broadcast messaging unless approved. (Email, Chat)

Business to Consumer examples:
Resturants, Hair Salons, Sporting Events, Gyms, Dental offices

Business to Business examples:
Business offices, Light manufacuting, Attorney\ Realestate\Accounting offices

Staff Phase Assignments

Threat Level 2 Staff
Shared Services Employees
Business Technolgy Advisors
Buisness Technology Managers
Service Desk Level 3 & 4
Senior Engineers
STS Engineers
Solution Engineers

Threat Level 3 Staff
Service\STS Desk Coordinators
Service Managers (Field, Project, STS)
Field Technician Level 1 & 2
Service Desk Level 1 & 2
Sales Managers
Project Mangers
Project Engineers

Threat Level 4 Staff
Human Resources
Finance Team Members
Executive Assistants
Sales Assistants
Branch Managers
Marketing Staff
Depot Staff
Internal IT
Directors

Staff assignments have been determined based on business requirments for providing special staff direction and client emergency planning.

Office Protocols while at Threat Level 2,3,4

Office entrance requirements:
- Thermal scan (tempature below 100)
- Check-in Survey

Common areas:
- Face mask required
- Practice 6ft rule for distancing

Conference\Training rooms:
- Limited to posted room capacity
- Face mask required
- Assigned attendee(s) will wipe down room

Individual work area:
- Wipe down at the end of day
- Face mask optional
- Wash\Santize hands frequently