



# Visitor Overview COVID-19

PREVENTION, RESPONSE &  
MANAGEMENT



# PURPOSE

The Coronavirus (COVID-19) outbreak continues to have a global impact. The intended purpose of this communication is to **share best practices currently in place within Whirlpool facilities to prevent and/or respond to the spread of COVID-19**. When visiting specific facilities within a region, please refer to your local site communications and Whirlpool host.

**SAFETY FIRST!**



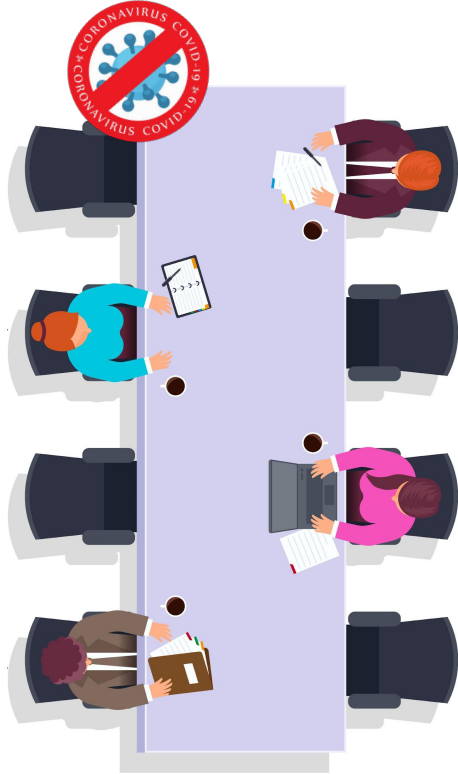
# KEY ACRONYMS & DEFINITIONS

<b>CDC</b>	Centers for Disease Control and Prevention
<b>Close Contact</b>	Close Contact - Someone who was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period* starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated.)
<b>Confirmed Case of COVID-19</b>	Someone known to have a positive laboratory test for COVID-19
<b>Coronaviruses</b>	A large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).
<b>COVID-19</b>	The infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak in Wuhan, China, in December 2019.

\*<https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/contact-tracing-plan/appendix.html#contact>

<b>EHS</b>	Environment, Health & Safety Team
<b>Possible Case of COVID-19</b>	Someone undergoing testing where COVID-19 has not yet been ruled out.
<b>Presumptively (Presumed) Positive</b>	Someone that has been assessed by two doctors who both believe the employee is positive for COVID-19; where either the test will not be conducted or the test results are outstanding.
<b>Source Control</b>	Refers to use of cloth face coverings or face masks to cover a person's mouth and nose to prevent spread of respiratory secretions when they are talking, sneezing, or coughing.
<b>WHO</b>	World Health Organization
<b>Emergency Response Team</b>	Also known as "ERT." Teams or subset of teams that are providing medical emergency response to injured/ill co-workers. Spill Response teams may also be called upon to support barricading/ isolating areas.

# WHIRLPOOL'S INTERNAL ROLES & RESPONSIBILITIES



## WHO DOES WHAT?

### Environment, Health & Safety (EHS)

- Advise on employee safety considerations in the context of COVID-19 management and response
- Coordinate required employee training
- Partner with HR on Health Center/ Employee Medical Care protocols
- Administer PPE/ source control program

### Emergency Response Team (ERT)

- Perform emergency response activities, including first aid, CPR and area isolation barricading

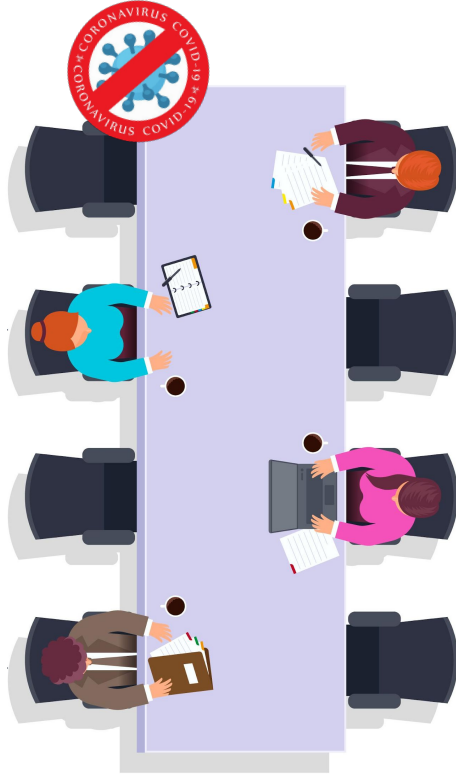
### Human Resources

- Determine changes to work arrangements based on regulations and company policy
- Define and implement Health Center protocols

### On-Site Health Center

- Support on-site care for employees with workplace injuries/illnesses
- Provide triage and disposition for employees that may present with COVID-19 symptoms
- Partner with EHS and HR to ensure pandemic protocols are robust.

# WHIRLPOOL'S INTERNAL ROLES & RESPONSIBILITIES (Cont'd.)



## WHO DOES WHAT?

### Plant Leaders

- Ensure implementation of this procedure and corresponding policy/guidance/procedures

### Medical Director

- Advise and arm Whirlpool with relevant information to inform planning & execution

### Executive Committee

- Ultimate decision authority for protocols, internal/external communication and enterprise wide actions

### Rapid Response Team

- Review extent and severity of site exposure based on employee numbers, work location, cleaning and disinfection efforts, and other factors.
- Determine feasibility/necessity of site/area closure, wait time and cleaning extent & locations, communication, outreach to local Health Department.

# PREVENTATIVE MEASURES



# OUR RESPONSIBILITY TO ONE ANOTHER

## 6 WAYS TO BREAK THE CYCLE

PROTECT WHAT MATTERS.  
STOP THE SPREAD.



1



### SELF MONITORING

DO NOT ENTER the plant if you answer "Yes" to any Self Monitoring question posted at every entrance.

2



### 6 FT SOCIAL DISTANCING

Maintain a minimum of 6ft between you and others while working and traveling through the plant.

3



### FACE MASKS

Wear Whirlpool approved face mask properly while working in and traveling through the plant.

DO NOT touch your face or the front of the mask.

4



### WASH/SANITIZE HANDS

Wash and/or sanitize your hands often.

Use soap and water for at least 20 seconds, and use sanitizer between hand washing.

5



### KEEP SURFACES CLEAN

Regularly clean surfaces, tools and equipment with approved products, and follow your area cleaning and disinfecting procedures.

6



### COUGH AND SNEEZE ETIQUETTE

Cover your mouth and nose with a tissue. Throw used tissues in the trash and wash/sanitize your hands. If you don't have a tissue, cough or sneeze into elbow, not your hands.

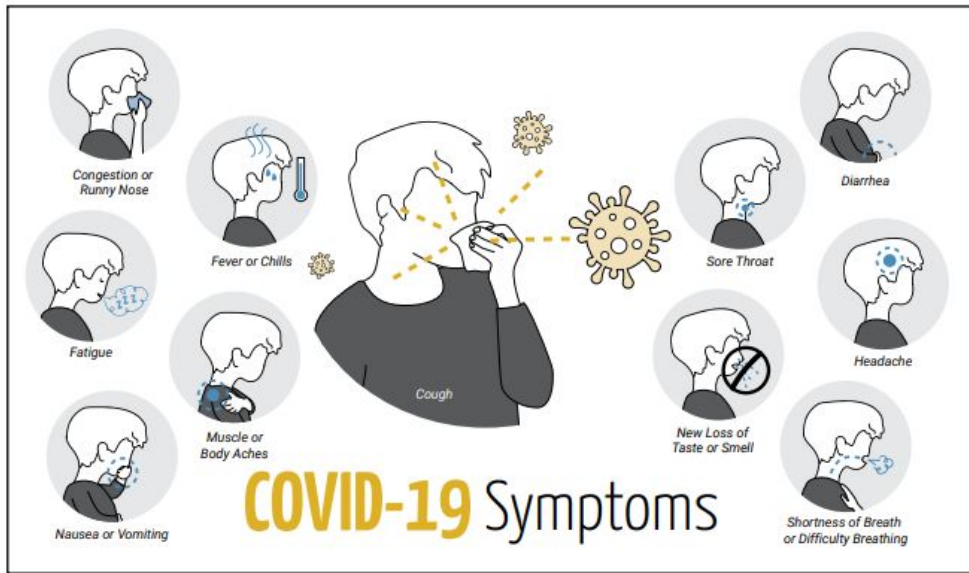
## PROTECT WHAT MATTERS

# SELF-MONITORING

Whirlpool requires all employees to self-monitor their health, which includes a daily screening of symptoms in accordance with the CDC and local guidance. The goal of self-monitoring is for employees to become more aware of potential symptoms and exposures at home to prevent introducing risk to the workplace.

Daily screening questions will be reviewed before entry for all employees, contractors, and visitors.

Standard signage has been implemented by HR and changes communicated through our Communications team.



If you answer "YES" to any of these questions, you are not permitted to enter the site. Please notify your site contact for any further instructions.



# TEMPERATURE SCREENING

**Whirlpool requires temperature screening for all employees, visitors, and contractors as a means to limit transmission.** Temperature screening will occur as follows:

- **Use only approved devices** as directed by manufacturer
- Perform screening **without making physical contact** with individuals
- **PPE will be worn** (gloves, safety glasses, N95 mask, and gown/coverall) while performing screening duties.

If through the screening process, a non-employee (vendor, supplier, visitor) presents with a temperature at or above (37.8°C or 100°F):

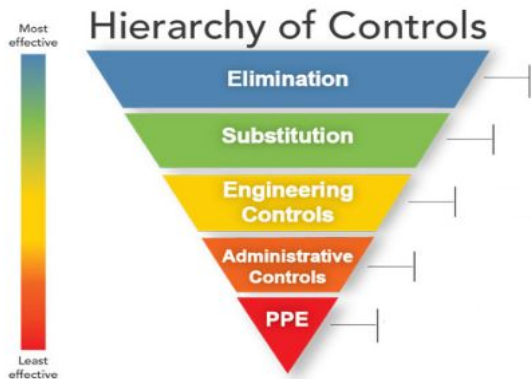
- **He/she may not enter the facility** and will be asked to work with their Whirlpool contact to reschedule the visit.



# SOCIAL DISTANCING

Protocols to limit transmission include social distancing between employees while performing daily activities...6 feet distance **must be** maintained between people.

Each Site Response Team has to put in place all efforts to protect employees and mitigate the exposure following the ***Hierarchy of Controls***.



**ELIMINATE** close contact between employees (6 ft min)

↓ If it's not possible

Implement **ENGINEERING CONTROLS** such as barriers

↓ If it's not possible

Implement **ADMINISTRATIVE CONTROLS** controls such as shortened rotations or limiting close contact

REMINDER - close contact = <6 feet for >15 minutes accumulated

↓ If it's not possible

If other controls can not be implemented, the last option is **PPE (face shield with face mask/covering)**

# PERSONAL PROTECTIVE EQUIPMENT (PPE)

**PPE is the 'last line of defense' in infection control strategies**, and is to be used in combination with engineering and administrative controls/ safe work practices, such as 6' social distancing and engineered barriers to prevent worker exposures.



# FACE COVERINGS

**CDC recommends wearing a cloth face covering** as a measure to contain the wearer's respiratory droplets and help protect their co-workers and members of the general public. **Face coverings are required to be worn by all employees, visitors, and contractors before entry to Whirlpool facilities and outdoors when in shared common spaces.**

- Face coverings are required to be worn at all times except:
  - Eating and drinking
  - Alone in an office behind a closed door
- Visitors must bring their own mask (in accordance with [CDC guidelines](#) and Whirlpool standards)
- Do not borrow or use other's masks/cloth face coverings.
- Exceptions only be granted in specific circumstances, and are subject to review and approval. In these cases, suitable alternatives will be utilized.





# FACE COVERINGS DISPOSAL



**Wash your hands**  
or use alcohol-based hand sanitizer  
before wearing a mask



**Place mask carefully to cover mouth**  
and nose and tie securely to minimise any  
gaps between the face and the mask



**While in use**  
avoid touching the mask



**While not using the mask**  
(ex. During lunch time or driving)  
store it in a bag

## How to remove a mask



**Remove the mask from behind**  
without touching the front.



**Clean your hands**  
After removal or whenever you inadvertently touch a  
used mask clean your hands with an alcohol-based  
hand sanitizer or soap and water if visibly soiled.



**Do not re-use single-use masks**  
discard and dispose them after each use  
immediately after removal in the dedicated bag  
to be then eliminated

**IF THE MASK BECOMES DAMP OR HUMID, IMMEDIATELY REPLACE IT WITH A NEW CLEAN DRY ONE**

# GLOVES

## **Gloves are not recommended for general protective use for the following reasons:**

- The COVID-19 virus does not harm your hands, so gloves provide no protection. Touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.



## **Exception can be made for the following:**

- Security staff /receptionist, Field employees, Company Store employees, Trade marketing, Service engineers.
- Specific settings such as First aid intervention, Temperature Screening.
- Other categories of employees based on risk assessment or service provider (such as Cafeteria, Cleaning Service).



# GLOVE REMOVAL INSTRUCTIONS



- Single use gloves must be replaced with a new pair if used for a long period of time or for multiple activities
- Dispose gloves in a dedicated waste bin
- Avoid touching your face
- Immediately after removing PPE thoroughly wash hands, forearms for at least 20 seconds

# GENERAL HYGIENE: THE BASICS



## BASICS

- **Avoid unnecessary contact** with others (e.g., shaking hands).
- Avoid touching your eyes, mouth and nose.
- **Wash hands often with soap** and hot water - rub for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available.
- **Cover your nose and mouth** with tissue paper when sneezing or coughing. Wash your hands thoroughly afterward.
- **Avoid visiting crowded locations** especially where ventilation is poor.
- **Do not travel if you are feeling unwell.**
- Stay home from work if you are not feeling well.

# GENERAL HYGIENE: THE BASICS (con't)

## HAND SANITIZER

Increased hand-sanitizing\* stations in the facility, where possible.

- A hand-sanitizer station placed at each major entry to the facility;
- Large containers of hand-sanitizer placed in common areas (kitchenettes, gathering areas);
- Small containers of hand-sanitizer placed in large conference rooms (which accommodate eight or more people);

**The CDC recommends washing hands frequently with soap and water as the most effective means of reducing germs on the hands.** Hand sanitizer can be used as an alternative where available.

## HAND DRYERS

According to available research, hot-air and jet hand dryers potentially aerosolized and disperse bacteria. As such, facilities discontinued use of air-moving hand dryers.



# GENERAL HYGIENE: HANDWASHING



**Wet your hands with hot water**



**Deposit soap in the palm of your hand in sufficient quantities to cover all surfaces of the hands**



**Rub your palms hands to each other for 20 seconds**



**Rub the palm of the right hand against the back of the left hand, interlocking fingers and vice versa**



**Rub the back of the fingers of one hand with the palm of the opposite hand, grasping the fingers**



**Rub your wrists**



**Rinse your hands with water**



**Dry your hands with disposable paper**

# GENERAL HYGIENE: HAND SANITIZER APPLICATION



**A**

Apply the product on the  
palm of your hand



**B**

Rub both of your hands  
together



**C**

Wait until your hands feel  
dry (20 secs)

# MEETINGS



- Offices and meeting rooms **configured to maximize distance between employees.**
- **Maximum capacity**, considering social distance configurations, for each office and meeting room determined and visibly posted at the entrance to those locations.
- For large meeting rooms, additional consideration made for entry/exit **to prevent “crowding”**. Implement one-way flow of traffic where feasible.



# DISINFECTION



Periodic disinfection using [EPA-approved disinfectants against COVID-19](#) has been implemented to reduce transmission risk in our facilities. Each plant must:

- **Make an inventory of all “high touch surfaces”**, such as tables, doorknobs, light switches, phones, keyboards, E-stops, hand tools, lockers, control panels, etc requiring cleaning and disinfection. **Plan and schedule cleaning and disinfection** based on use frequency, rotation schedules and other factors. Minimally, disinfection of high touch areas should occur at each break.
- Implement a mechanism to **validate cleaning and disinfection is being conducted per plan**.
- Develop SOPs and deliver training for impacted employees.

Individuals performing disinfection should don the appropriate PPE.

# FOOD & WATER SAFETY

- Drinking fountains with the traditional “push button” disabled, where feasible. Where not feasible, a schedule for frequent cleaning & disinfection developed and executed.
- Ice machines that have a communal “scoop” shut off/discontinued.
- Follow local guidance related to minimizing “self-service” offerings such as salad bars, coffee bars, and/or soda fountains, where feasible.
- Cafeteria seating follows social distancing guidelines and implements barriers where applicable.



# INJURY/MEDICAL MANAGEMENT

- Health Center (HC) staff and Emergency Response Team (ERT) members have been trained to properly respond to injuries and medical emergencies including donning and doffing of required PPE.
- Responders must wear extra PPE during any type of intervention due to the lack of social distance (mask, protective glasses/faceshields and gloves).
- It is recommended to identify an “isolation room” where to assess people with COVID related symptoms (e.g. dry cough, fever, shortness of breath, loss of taste).



# EMPLOYEE TRAINING

The proper training, visual instructions and effective communication are delivered to all Whirlpool employees and external workers (contractors, visitors, co-located). Contents of the training are based on these guidelines and its implementation on the workplace.

## Manufacturing

Each Site should deliver customised training to all employees based on their duties

## Commercial Organization



## Office Based employees (NSO GPO/GSS/OE)







# 「RESPONSE & MANAGEMENT」



# CONFIRMED CASE OF COVID-19

**Whirlpool's playbook provides guidance for managing confirmed (and presumed positive) cases of COVID-19** affecting Whirlpool employees, including:

- Confirmed or presumptive positive case **notification and escalation requirements**
- **Risk level criteria** and response actions
- Risk assessment team review and follow up actions assignment
- Review and approval from the Executive Committee based on risk assessment, medical advice, and local health departments inputs.

**In addition, factories/plants must implement a daily case review to monitor active and suspected cases**, as well as to ensure proper follow-up and ongoing management.

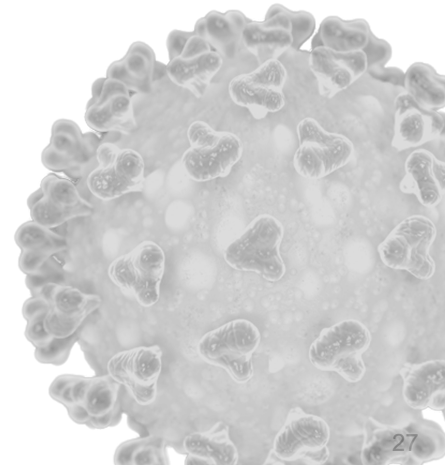
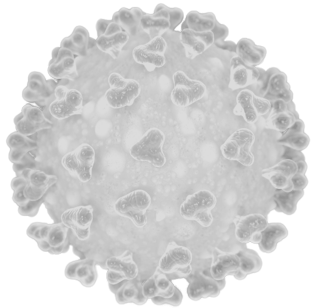
## **Case Documentation & Contact Tracing**

- All visitors who are identified as confirmed cases should be managed by their employers and communicated to the HR leader within the plant.



# RESPONSE

- Upon notification of a confirmed and presumed positive case of COVID-19 in one of our facilities, the Plant Risk Assessment Team collects case details, performs a risk assessment and recommends/determines proper follow up actions.
- Area identified as contaminated, **isolated off for cleaning and disinfection.**
- In advanced cases, **the plant/factory may be temporarily closed for a thorough cleaning.**



# CLEANING & DISINFECTION

Depending on the severity of the outbreak, **Whirlpool may contract with a qualified cleaning and restoration service.**

Considerations are made in accordance with the risk assessment and follow regional guidelines (i.e. [CDC Guidance for Cleaning & Disinfection](#)) including PPE and wait times.



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