

## **Anonymous Manufacturer**

Sector: Manufacturing | Size Range: 50-99 Employees | Interviewed: 6/24/2020

### **The Company**

The company manufactures personal care products.

### **Staffing**

The company has stayed open throughout the pandemic. They operate two facilities: one for office, administrative, and R&D functions, with a warehouse in the building for shipping and receiving, and a manufacturing plant in a separate location. Office and administrative staff (about 20-25 of their roughly 70 employees) are working at least partially remotely. Remote work was not common for them before the pandemic. Luckily, most of these employees were using laptops prior to the pandemic, easing the transition. Production, quality control, and R&D employees have continued to report to work.

### **Task Force**

The Plant Manager and Facility Managers oversee the company's safety programs. Their VP of Operations, Facility Managers, HR Director, and General Manager meet ad hoc to make COVID-related decisions and coordinate related communications. Each department holds regular meetings with their team members a few times per week.

### **Safety Measures**

Employee temperatures are checked when they enter the worksite. Employees are required to wear masks on-site, and the company has extended its cleaning measures. The company recently conducted two company-wide COVID tests, spaced two weeks apart, and all of the results came back negative. Their parent company, which operates other manufacturing plants, has shared safety protocols with its companies. Production employees no longer clock in and out. Instead, managers manually enter times for their employees.

### **Shift Management**

Employees in the R&D lab have gone into work in staggered shifts. In April and May, 50% of these team members were permitted in the building at a time. In early June, the company implemented company-wide COVID testing for all associates and brought back their full production and R&D staff following receipt of the negative results. Manufacturing employees work staggered shifts and their lunch and break times are staggered. In the earlier days of the pandemic, employees were still paid even if they only worked half of their usual 40-hour weekly schedule. In May, employees started working 3 days per week in 12 hour shifts per day. In June, they shifted back to their regular 5 days per week, 8 hours per day schedule, following the first company-wide negative COVID test.

**Office Staffing**

The company has limited the number of office and administrative employees going into work. By the end of March, many of their office staff who were capable of telework shifted to remote work. They aim to keep the office at 50% capacity. Employees clear their schedules with HR each week so that HR can ensure areas are not overcrowded. Customer service representatives continue to report to the office since their job requires them to be on-site more. Marketing, accounting, and HR employees each go into the office approximately two days per week. Some staff members have not gone into the building at all, including purchasing and regular delivery staff, who have worked entirely remotely.