



**CROWN CONSULTING, INC.**  
FINDING SOLUTIONS - SERVING OUR CUSTOMERS



# Return-to-the Office Guide for CCI-HQ Employees

Your Health and Safety in the office is our TOP priority



July 17, 2020

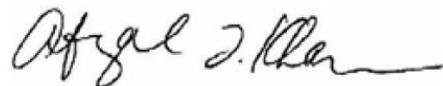
# A Message from the CEO

## Building a Safety Culture within Crown

As Crown prepares to reopen its headquarters in accordance with Virginia's ease of the COVID-19 pandemic restrictions, and with guidance from federal, state and local governments, the safety of each one of you remains our top priority. I thank you all for participating in the return-to-the office survey. It was instrumental in assisting us to develop Crown's rules that you must follow when you are requested to return to the office.

The guidance requires adjustments in day-to-day social and health practices. I understand that changes in habits are difficult and assure you that Crown's management is here to support you. I am grateful for the work that you are doing, and my goal is to safeguard your health and, through open communication, give you every reason to feel safe and secure. Together, we can navigate the complexities of our "new normal". There is no instruction manual for how to feel at a time like this, and I know this causes stress for everyone. My list of worries right now — like yours, I'm sure — is long: my children, family, friends, colleagues, and sadly, those who are already suffering.

Echoing the sentiments of public health officials, a return to normalcy won't be like flipping a switch, but rather a staged or phased approach. In preparation for the reopening and when you are asked to return to the office, it's imperative that you read what follows. The slides outline steps that Crown has taken – and actions for employees - to keep everyone in the office healthy and safe as possible during the COVID-19 pandemic. I will keep you posted as to when you will be requested to return to the office. I attribute Crown's success to you, your commitment and loyalty, especially through this difficult time. Please take care of yourselves and your loved ones. I know that we're going to get through this together.



Afzal Khan



# Three-Stage Reopening Approach

*Crown will reopen its headquarters in accordance with the following three stages and in conformity with Virginia's ease of the COVID-19 pandemic restrictions*

## CROWN HQ STAGE 1, Your Discretion - July 20, 2020

### **Return to the office with: (Only by AI/Ed invitation and is voluntary)**

1. Physical Distancing
2. Enhanced Cleaning and Disinfection
3. Enhanced Workplace Safety

**Otherwise Continue to Telework at your discretion**

## CROWN HQ STAGE 2, Strongly Recommended – Determined based on internal review and starts one week following e-mail notification.

### **Return to the office with: (All staff encouraged to return)**

1. Physical Distancing
2. Enhanced Cleaning and Disinfection
3. Enhanced Workplace Safety

**Telework is acceptable as approved by your manager. For unique situations, please contact Human Resources**

## CROWN HQ STAGE 3, Mandatory: Determined based on internal review and starts two weeks following e-mail notification.

### **Return to the office with: (Everyone back to normal schedule)**

1. Physical Distancing
2. Enhanced Cleaning and Disinfection
3. Enhanced Workplace Safety

**Telework is no longer approved except for special circumstances**

# What Crown is Doing

- Providing hand sanitizers in the lobby and throughout the office.
- Cleaning common areas and frequently touched surfaces daily.
  - Soap is available at all sinks
- Providing masks and gloves throughout the office.
- Ensuring that everyone has a workstation or office that is at least six feet from anyone else's.
- Making cleaning and disinfecting supplies available - employees are encouraged to clean and disinfect workspaces throughout the workday, particularly at the beginning and end of the day.
- Reducing touchpoints – propping doors open where possible (in compliance with fire code and consistent with our security protocols).
- Restricting non-direct business travel, subject to approval by AI or Ed.



# What You Must Do

- Be kind. Understand that this is a stressful time for everyone, and an extra bit of kindness right now can go a long way.
- Complete personal daily health self-screening check list (see page 13).
- Stay home or go home if you are sick or exhibiting any symptoms of COVID-19.
- Wear masks in all public areas (masks are available) (See page 9 for details).
- Maintain social distancing practices in the workplace; at least 6 feet apart.
- Follow cleaning product instructions when cleaning your work areas.
- Wash your hands frequently with soap and water; use hand sanitizer if soap and water are unavailable.
- Cover your nose and mouth when sneezing or coughing.
- Avoid touching your face.
- Avoid any physical contact and replace handshakes with head nods, waves or other non-physical communication.
- Avoid using other employees' phones, desks, offices or other work tools and equipment, when possible.
- Follow all company policies and practices.
- Talk to HR if you have concerns specific to your circumstances, such as a health condition that places you or someone in your household at high risk or necessitates a reasonable accommodation.





# Coronavirus Aid, Relief, and Economic Security (CARES) Act

## Crown is a covered employer and adheres to the CARES Act

- **Unemployment:** The program provides \$250 billion for an extended unemployment insurance program and expands eligibility and offers workers an additional \$600 per week for four months, on top of what state programs pay. It also extends UI benefits through Dec. 31 for eligible workers. The deal applies to the self-employed, independent contractors and [gig economy workers](#).
- **Use of retirement funds:** The bill waives the 10% early withdrawal penalty for distributions up to \$100,000 for coronavirus-related purposes, retroactive to Jan. 1. Withdrawals are still taxed, but taxes are spread over three years, or the taxpayer has the three-year period to roll it back over.
- **401(k) Loans:** The loan limit is increased from \$50,000 to \$100,000
- **RMDs suspended:** Required Minimum Distributions from IRAs and 401(k) plans (at age 72) are suspended.
- **Coronavirus testing:** All testing and potential vaccines for COVID-19 will be covered at no cost to patients.
- For more information, you can see the full Bill, [here](#).
- It's good to see Americans caring for Americans, and we're all hoping that these, and the other measures contained in the stimulus bill will do what they're designed to do: help individuals and businesses survive during, and recover from, the coronavirus pandemic. If you have questions, you can email me at [covid19questions@crownci.com](mailto:covid19questions@crownci.com). Stay safe, we're all in this together.



# Families First Coronavirus Response Act (FFCRA)

## Crown is a covered employer and adheres to the FFCRA Act

The **Families First Coronavirus Response Act (FFCRA or Act)** requires certain employers to provide employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19. The Department of Labor's (Department) Wage and Hour Division (WHD) administers and enforces the new law's paid leave requirements. These provisions will apply from the effective date through December 31, 2020.

Generally, the Act provides that employees of covered employers are eligible for:

- *Two weeks (up to 80 hours) of **paid sick leave** at the employee's regular rate of pay where the employee is unable to work because the employee is quarantined (pursuant to Federal, State, or local government order or advice of a health care provider), and/or experiencing COVID-19 symptoms and seeking a medical diagnosis; or*
- *Two weeks (up to 80 hours) of paid sick leave at two-thirds the employee's regular rate of pay because the employee is unable to work because of a bona fide need to care for an individual subject to quarantine (pursuant to Federal, State, or local government order or advice of a health care provider), or to care for a child (under 18 years of age) whose school or child care provider is closed or unavailable for reasons related to COVID-19, and/or the employee is experiencing a substantially similar condition as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of the Treasury and Labor; and*
- *Up to an additional 10 weeks of paid expanded family and medical leave at two-thirds the employee's regular rate of pay where an employee, who has been employed for at least 30 calendar days, is unable to work due to a bona fide need for leave to care for a child whose school or child care provider is closed or unavailable for reasons related to COVID-19.*

# Frequently Asked Questions

## Can I continue to work from home?



We expect all employees to continue telework until instructed to report to work at our business location. Once instructed to report, we expect all employees to work at our office with possible work schedule flexibility as approved by Management. If there is a legitimate reason for an employee to continue telework, such as a compromised immune system or caregiving responsibilities that prevents returning to the workplace temporarily, you should initially discuss your specific circumstances with Human Resources.

## Is it safe to return to the office?



We are taking precautions to ensure our workplace is safe, and to minimize risks to personal health. We are following federal health and safety guidelines as well as guidance from our state and local governments. We are implementing practices such as employee social distancing to keep our workplace healthy. In addition, we have provided masks, sanitizers and cleaning products for your use.

We are also restricting in-person meetings so, until further notice, we will continue to hold meetings as we now do - i.e., over Microsoft Teams, Webex or by conference calls.

# Frequently Asked Questions, cont'd.



## What if I can't get to the office?

Employees may have to change their normal commuting practice. Using mass transit may not be an option or may be considered too risky for some. You should take steps now to identify all potential options for a safe commute, such as using a personal vehicle or ride-share services. If you have difficulty with transportation to work, please discuss this with HR.



## Can I ride the elevator?

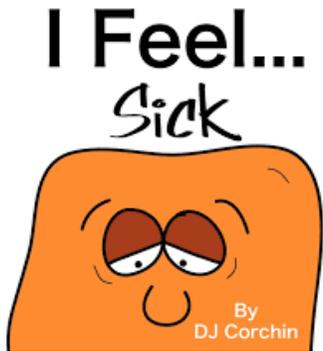
According to Monday Properties, only a maximum of four persons should ride the elevator at a time. Masks must be worn in the elevators.



## Visitors to the Crown HQ Office?

NO. Until further notice, no clients or visitors are allowed in our office.

# Frequently Asked Questions, cont'd.



## What should I do if I feel sick?

You must check your temperature before leaving home each morning. If you feel sick or have a temperature above 100.4 degrees (F), please stay home. Employees at the office who feel ill should notify their manager, per company policy, and go home immediately. You can check your temperature with a non-touch thermometer at the front desk. Contact human resources for more information on available paid time off if you become sick with COVID-19.



## Do I have to wear a mask at the office?

YES. Masks must be worn in all common areas including elevators, hallways, the kitchen, and print/copy areas (i.e., other than your own office/room/cubicle). If you have a medical condition that restricts you from wearing a mask, please speak with human resources.

# Frequently Asked Questions, cont'd.



## Can I use the refrigerators, water and coffee machines?

YES, but masks are mandatory to access these items. Remember to wash your hands before and after accessing common surface areas.



## Can I eat in the kitchen?

NO. Congregation in the kitchen is prohibited. Access is limited to 1 person at a time only to pick up your food and/or drinks.



## Can I order food to be delivered for lunch?

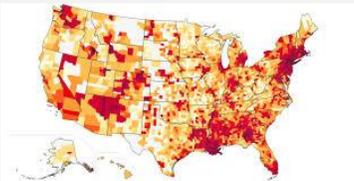
YES. Curb side delivery is required (i.e., people delivering food should call upon arrival outside, and Crown staff will need to go out and pick up). No food delivery is permitted to take place inside the building.

# Frequently Asked Questions, cont'd.



## How will positive cases of COVID-19 be handled in the office?

Despite all precautionary measures, there is always a risk of exposure to COVID-19. Should an employee contract COVID-19, he or she will be asked to self-quarantine and Crown will conduct contact tracing within the Company. Crown will thoroughly clean the infected employee's workspace after the area has been closed off for at least 24 hours.



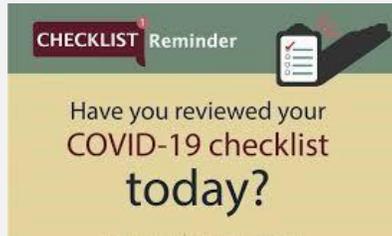
## How should I restrict my travel?

You should avoid travel to COVID-19 hotspots, whenever possible. If you have traveled to a COVID-19 hotspot, notify your manager and HR. You may be asked to self-quarantine or isolate yourself for 14 days and work from home. Most importantly, notify your health care provider if you experience any COVID-19 symptoms.

# Daily Health Screening

To best serve one another and our clients, you are required to complete the attached checklist (page 13) daily before reporting to the office. This checklist is for your personal use and reference only and does not need to be returned/reported to the firm or your manager.

Should you answer “yes” to any of the checklist questions, please contact your supervisor and plan to work remotely, or take the day off from work if necessary, and monitor your symptoms closely. Consider reaching out to your health care provider to get medical advice and contact the Crown HR team at [covid19questions@crownci.com](mailto:covid19questions@crownci.com) if you or your health care professional believe you may have symptoms of COVID-19.



# Personal Daily Health Self-Screening Checklist

Please complete the following checklist daily before reporting to the office. This checklist is for your personal use and reference only and does not need to be returned/reported to the firm or your manager.

- 1. Do you currently have a temperature of above 100.4 degrees (F) or have you had such a temperature within the last three (3) days?**
- 2. In the last 14 days, have you had close contact with, or cared for someone diagnosed with COVID-19?**
- 3. Do you have any of the following symptoms: cough, shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, body aches, vomiting/diarrhea, nausea, new loss of smell or taste?**

Should you answer “yes” to any of the checklist questions, please contact your supervisor and plan to work remotely today, or take the day off from work if necessary, and monitor your symptoms closely. Consider reaching out to your physician to get medical advice and contact the Crown COVID-19 response team at [covid19questions@crownci.com](mailto:covid19questions@crownci.com) if you or your doctor believe you may have symptoms of COVID-19.

If you have answered “no” to all the questions above, you may report to the office. While you are in the office, remember to maintain social distancing of at least 6 feet and wash or sanitize your hands frequently. The firm requires that you wear a face covering while in any common area outside of your individual workspace such as corridors, hallways, print rooms, copy centers, bathrooms, coffee bars, café and elevators. If you have been diagnosed with COVID-19, in close contact with someone who has been diagnosed with COVID-19, placed under quarantine for possible contact with COVID-19, or asked to self-quarantine by a medical professional or a local public health official, please reach out to Crown HR regarding your return to the office.

Guidance from CDC as of June 9, 2020. <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Guidance from Virginia as of June 24, 2020. <https://www.virginia.gov/coronavirus/forwardvirginia/>

we're all in this  
**TOGETHER**  
... six feet apart

# Questions and Contact Information COVID-19 Portal



Information about COVID-19 and answers to your questions can be found on Crown's web-site: [www.crownci.com](http://www.crownci.com) click on the TAB "COVID-19"

If you or your health care professional believe you may have symptoms of COVID-19, contact the Crown HR team at [covid19questions@crownci.com](mailto:covid19questions@crownci.com)



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# Return-to-the Office Guide for CCI-HQ Employees

## Acknowledgement

I acknowledge receiving a copy of the Crown Consulting, Inc. (Crown) Return-to-the-Office guide on July 17, 2020. I understand that the guide is confidential and may not be distributed. I have read and understand the contents of the document and will act according to its guidance, recognizing that doing so is critical to safeguarding the health of all Crown employees and thus fundamental to my good standing as a Crown employee.

Employee Signature:\_\_\_\_\_

Date:\_\_\_\_\_

Employee Name (Please Print):\_\_\_\_\_

# IT'S NOT A BIG ASK

Let's all continue to do our part to keep each other safe



**Wear a Mask  
and  
Stay Six Feet Apart**



**MY mask protects YOU and YOUR mask protects ME**