



# Sysco's Exclusive Info Session

NAVAGATING COVID 19  
CUSTOMER WEBINAR

**Sysco** | iCARE

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At the heart of  
food and service



We are here for you. Sysco Marketing Services is here to support you during this uncertain time. We can help with tools, tips, and products that Sysco has available for you to continue to maintain your business – including carry-out and delivery menus, social media messaging, and more. Call us at 1-800-380-6348 for assistance.

# Sysco Exclusive Info Session

## RELIEF FUNDS CUSTOMER WEBINAR



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## Agenda

- OSHA, 2
- OSHA, 3
- OSHA, 4
- OSHA, 5
- OSHA, 6
- OSHA, 7
- OSHA, 8
- CDC Guidelines: 1-7
- FDA Guidelines/Food Safety
- State and Local Health Department Guidelines
- Planning for Reopening
- Best Practices
- Sysco Cares Support Center
- Marketing Services

# OSHA, 1



- OSHA

- General Duty Clause—Employer must provide employment and a place of employment which are free from *recognized hazards* that *are causing or are likely to cause death or serious physical harm* to employees. (Sec. 5(a)(1) of the OSH Act)
- Applicable Standards
  - Personal Protective Equipment (1910.132)
  - Eye and Face Protection (1910.133)
  - Respiratory Protection (1910.134)
  - Sanitation (1910.141)
  - Accident Prevention, Signs and Tags (1910.1020)



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## OSHA, 2



- Recording and Reporting (Enforcement Guidance April 10, 2020)
- COVID-19 is a recordable illness if:
  - Case is confirmed as defined by CDC
  - Case is work related as defined by 29 CFR 1904.5 (as relaxed by April 10, 2020 Guidance).
  - Case involves one or more of the general recording criteria in 1904.



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## OSHA, 3



- Case is confirmed as defined by CDC
  - “meeting confirmatory laboratory evidence for COVID-19”
  - “an individual with at least one respiratory specimen that tested positive for SARS-CoV-2”
- Case is work related as defined by 29 CFR 1904.5
- Case involves one or more of the general recording criteria in 1904.7
  - Results in death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, loss of consciousness, involves significant illness as determined by health care provider even if no death, days out of work, etc.)



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## OSHA, 4



- Employers with workers in healthcare, emergency responders, and correctional institutions must assess the work-relatedness of every case.
- As a matter of discretionary enforcement, all other employers subject to OSHA's recordkeeping requirement only need to determine whether the employee's COVID-19 illness is work-related where:
  - There is objective evidence that the case may be work-related (e.g., a number of cases developing among workers who work closely together without alternative explanation) and
  - That evidence was reasonably available to the employer



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## OSHA, 5



- Recordkeeping partial exemption\*
  - Most employers with 10 or fewer employees, or in low risk industries identified by OSHA, are exempt from maintaining OSHA 300 logs, unless instructed to do so by the government.
  - Low risk industries include
    - Full-Service Restaurants (NAICS 7221)
    - Limited-Service Eating Places (NAICS 7222)
    - Drinking Places (NAICS 7224)

\*All covered employers must report fatalities, in-patient hospitalizations, and amputations and the loss of an eye



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# OSHA, 6



- INTERIM ENFORCEMENT RESPONSE PLAN FOR COVID-19
  - OSHA paying “heightened attention” to risks posed by COVID-10
  - Enforcement of obligations under General Duty Clause
    - Assumptions: Transmission occurs during close contact (within 6 feet) primarily from respiratory droplets when the person sneezes or coughs.
    - “Prudent infection control practices” must be exercised



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## OSHA, 7



- OSHA should investigate complaints, referrals and employer-related fatalities and hospitalizations to identify hazards and ensure that employers take “prompt actions to mitigate hazards.”
- “Current CDC guidance should be consulted in assessing potential workplace hazards and in evaluating the adequacy of the employer’s protective measures for workers.”
- Priority given the high risk facilities. Medium to low risk will likely not be subjected to on-site inspection
- Employers must report fatalities within 8 hours of the death and within 30 days from of the work related incident; and hospitalizations within 24 hours



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## OSHA, 8



- Preventing Employee Exposure to Coronavirus (OSHA Publication 3989)  
[www.osha.gov/Publications/OSHA3989.pdf](http://www.osha.gov/Publications/OSHA3989.pdf)
- Guidance on Preparing for COVID-19 (OSHA Publication 3990)  
[www.osha.gov/Publications/OSHA\\_3990.pdf](http://www.osha.gov/Publications/OSHA_3990.pdf)
- CDC Guidance [www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html)



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## CDC Guidelines



- Actively encourage sick employees to stay home
- Accommodate employees through social distancing and telecommuting
- Emphasize respiratory etiquette and hand hygiene
- Perform routine environmental cleaning
- Check for travel advisories
- Plan for infectious disease outbreaks in the workplace



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# CDC, 1



- Dealing with sick employees

- Employees with symptoms (fever, cough, shortness of breath) should notify supervisor and stay home
- Employees observed to have symptoms should be isolated or sent home
- Employees should not return to work until the criteria to discontinue home isolation are met
  - 14 days after exposure to COVID-19 positive individual (even after a negative test)
  - 3 days after symptoms are gone (with fever reducing medication) *and at least 7 days* since symptoms first appeared
  - For 3 days, must maintain social distancing and wear mask



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## CDC, 2



- Employees can [take steps to protect themselves](#) at work and at home. Older people and people with serious chronic medical conditions are at [higher risk for complications](#).
- Follow the policies and procedures of your employer related to illness, cleaning and disinfecting, and work meetings and travel.
- Stay home if you are sick, except to get medical care. Learn [what to do if you are sick](#).
- Inform your supervisor if you have a sick family member at home with COVID-19. Learn what to do [if someone in your house is sick](#).
- Wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol. Learn more about [coughing and sneezing](#) etiquette on the CDC website.
- Clean AND disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water prior to disinfection. To disinfect, use [products that meet EPA's criteria for use against SARS-CoV-2](#)[external icon](#), the cause of COVID-19, and are appropriate for the surface.
- Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Practice social distancing by avoiding [large gatherings](#) and maintaining distance (approximately 6 feet or 2 meters) from others when possible.



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- Maintain Healthy Business Operations
  - **Identify a workplace coordinator** who will be responsible for COVID-19 issues and their impact at the workplace.
  - **Implement flexible sick leave and supportive policies and practices.**
    - Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
    - Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures. Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
    - Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive “emergency sick leave” policies.
    - Employers should not require a positive COVID-19 test result or a healthcare provider’s note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
    - Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws (for more information on employer responsibilities, visit the [Department of Labor’s external icon](#) and the [Equal Employment Opportunity Commission’s external icon](#) websites).
    - Connect employees to employee assistance program (EAP) resources (if available) and community resources as needed. Employees may need additional social, behavioral, and other services, for example, to cope with the death of a loved one.

## CDC, 4



- **Assess your essential functions** and the reliance that others and the community have on your services or products.
  - Be prepared to change your business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize existing customers, or temporarily suspend some of your operations if needed).
  - Identify alternate supply chains for critical goods and services. Some goods and services may be in higher demand or unavailable.
  - Talk with companies that provide your business with contract or temporary employees about the importance of sick employees staying home and encourage them to develop non-punitive leave policies.
  - Talk with business partners about your response plans. Share best practices with other businesses in your communities (especially those in your supply chain), chambers of commerce, and associations to improve community response efforts.



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- **Consider establishing policies and practices for social distancing.**
- Social distancing should be implemented if recommended by state and local health authorities. Social distancing means avoiding [large gatherings](#) and maintaining distance (approximately 6 feet or 2 meters) from others when possible (e.g., breakrooms and cafeterias). Strategies that business could use include:
  - Implementing flexible worksites (e.g., telework)
  - Implementing flexible work hours (e.g., staggered shifts)
  - Increasing physical space between employees at the worksite
  - Increasing physical space between employees and customers (e.g., drive through, partitions)
  - Implementing flexible meeting and travel options (e.g., postpone non-essential meetings or events)
  - Downsizing operations
  - Delivering services remotely (e.g. phone, video, or web)
  - Delivering products through curbside pick-up or delivery

## CDC, 6



- Maintain a healthy work environment
- **Consider improving the engineering controls using the building ventilation system.** This may include some or all of the following activities:
  - Increase ventilation rates.
  - Increase the percentage of outdoor air that circulates into the system.
- **Support respiratory etiquette and hand hygiene for employees, customers, and worksite visitors:**
  - Provide tissues and no-touch disposal receptacles.
  - Provide soap and water in the workplace. If soap and water are not readily available, use alcohol-based hand sanitizer that is at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer. Ensure that adequate supplies are maintained.
  - Place hand sanitizers in multiple locations to encourage hand hygiene.
  - Place posters that encourage [hand hygiene](#) to [help stop the spread](#) at the entrance to your workplace and in other workplace areas where they are likely to be seen.
  - Discourage handshaking – encourage the use of other noncontact methods of greeting.
  - Direct employees to visit the [coughing and sneezing etiquette](#) and [clean hands webpage](#) for more information.



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- **Perform routine environmental cleaning and disinfection:**

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
  - If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
  - For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available at <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>. Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
- Discourage workers from using other workers’ phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools and equipment) can be wiped down by employees before each use. To disinfect, use [products that meet EPA’s criteria for use against SARS-Cov-2external icon](#), the cause of COVID-19, and are appropriate for the surface.



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# FDA Guidelines/Food Safety



- <https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>
- [Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic.](#)



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# State and Local Health Department Guidelines



- Confirmed cases of COVID-19 must be reported in most states to state health department
- Some states have implemented guidance for best practices, e.g.,  
<https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Safe-Workplace-Rules-for-Essential-Employers>
- 23 states have state occupational health and safety agencies



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## Planning for Reopening

- Purchase sufficient PPE (masks, gloves)
- Plan for increased cleaning and sanitizing requirements
- Consider high touch areas
  - Menus
  - Check processing and credit card machines
- Consider high contact areas
  - Hostess or receptionist positions
- Consider high risk areas (where employees cannot maintain distance of 6 feet from each other)
- Plan for training, monitoring and enforcement
- Social Distancing will likely still be the norm



## Best Practices

- You must become familiar with federal, state and local rules, regulations and guidance
- Post signs on handwashing and respiratory etiquette
- Provide places for handwashing or provide hand sanitizer
- Follow the most restrictive law
- Act early when employees are symptomatic or positive
- Consider suspending attendance rules and other measures to encourage employees to stay home when sick or exposed
- Train, monitor and enforce
- Provide PPE
- Clean and sanitize as required
- Report and record
- Respect employee confidentiality
- Enforce no retaliation

# Questions



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# Q&A

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McCarter & English, LLP**

# Sysco Cares Act Support Center



To support you as our valued customer during this unprecedented time, Sysco has established a **CARES Act Support Center.**

This Support Center will help you with questions about the CARES Act and the application process to ensure a fast and accurate submission. We have a team of experts standing by.

**Call: 1-344-45-i-Care +1 334-454-2273**

**Sysco CARES Act SUPPORT CENTER** Sysco | iCARE

To support you as our valued customer during this unprecedented time, Sysco has established a CARES Act Support Center. This Support Center will help you with questions about the CARES Act and the application process to ensure a fast and accurate submission. We have a team of experts standing by.

**Key points of the Small Business Loans:**

- Restaurants are eligible.
- Lenders will give consideration for being in business before Feb. 15, 2020.
- Up to \$10 million each, all for companies with 500 or few workers; up to 2.5x average monthly payroll.
- The 500-employee threshold includes all employees: full-time, part-time, and any other status. For restaurants, the 500-employee count is based on the number of workers at each physical location. So a restaurant franchisee or multi-concept group with 500 employees across five properties would still qualify.
- For example, an employer with an average monthly payroll of \$900,000 would be eligible for a loan of \$2.25 million.
- Loans are made through participating banks and large credit unions (SBA certified lenders).
- The loan will be fully forgiven if the funds are used for payroll costs, interest on mortgages, rent, and utilities.
- If not forgiven, loan payments will be deferred for six months, with a maturity of 2 years and an interest rate of 1%.
- The details can be found [here](#) for SBA Relief options.

*We're here for you.*

For more information about how Sysco can support your business please go to [Foodie.Sysco.com/Covid](https://Foodie.Sysco.com/Covid)

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# Sysco Marketing Services Concierge IS HERE TO HELP



## Our Concierge Service available to any customer

- Crisis Menus, Pop Up Shop/Marketplace, Social Media, Thank you cards and other restaurant marketing materials to ensure continuity
- Provide guidance on what you could be doing to promote your business
- Provide guidance and facilitate our iCare Partnerships available to our customers
  - Websites to facilitate Online ordering
  - Delivery
  - Gift cards, etc.



Sysco Marketing Services is here as *your advocate* during this uncertain time.

We can help you shift through all the tools, tips, and products Sysco has available to help you continue to develop your business – such as carry-out and delivery menus, social media messaging, and more.

We have a team of associates available to assist you to:

- Create a limited menu for carry-out and delivery
- Create marketing pieces – posters, thank-you's, and discount cards
- Create Pop Up Shop menus and marketing pieces
- Provide you materials on local relief funds and information on the CARES act for Small Business Loans
- Connect you with our service partners to setup a website, online ordering, and delivery services
- Provide social media messaging
- Provide you with access to helpful tools, such as SyscoStudio



To enlist our help,  
please call 1-800-380-6348,  
email [info@syscomenuservices.com](mailto:info@syscomenuservices.com),  
or reach out to your Sysco Marketing Associate.

For more information about how Sysco can support your business please go to [Foodie.Sysco.com/Covid](https://Foodie.Sysco.com/Covid)



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## For Marketing Services Help:

- **Call:** -1-800-380-6348 or
- **Email:** [info@syscomenuservices.com](mailto:info@syscomenuservices.com)

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