



THE FOOD INDUSTRY ASSOCIATION

## International Newsletter

### **Yesterday's FMI Call on employee questions during COVID-19 - associate health, click and collect, delivery**

On the call yesterday we had capacity and audio challenges that impacted our ability to accommodate all members and hold this call. We want to share our call notes in case you weren't able to connect. Please keep in mind these are notes and are not comprehensive guidance. Please see the notes below.

**Moderator:** Hilary Thesmar, FMI

**Introduction (FAQ):**

**FMI Resources:** [www.fmi.org/coronavirus](http://www.fmi.org/coronavirus)

Workforce Resources

- [Little's Coronavirus Resources for Employees](#)
- [Fisher Phillips Comprehensive FAQs For Employers On The COVID-19 Coronavirus](#)
- [Baker Botts Employer Considerations for Managing Through COVID-19](#)
  
- **What happens if customer or employee tests positive for COVID-19?**
  - COVID-19 is a reportable disease/virus under Emerging Infectious Disease Category. Testing and positive results reported to local or state health departments and then to CDC. Most retailers are learning from their local health department if an employee tests positive. However, if reported to the retailer first, then it needs to be reported the local health department.
  - There are inconsistencies with how jurisdictions are handling situations involving individuals who test positive for COVID-19. It is up to the local health department to determine the best course of action if a store has been exposed to employees or customers with suspected or confirmed coronavirus disease.
  - **CDC has guidance** on cleaning and disinfection for facilities with suspected and confirmed cases of COVID-19.
- **Access to Personal Protective Equipment (PPE) – how to support employees**

- Currently PPE is being allocated to the healthcare industry. Although PPE for employees is not included in CDC's recommendation. We are thinking about the future and what items might be needed. If necessary, want to ensure employees have access to this equipment. FMI is working with CDC/FEMA/White House on the availability of these products, if needed.
- The food industry is designated as a "critical infrastructure." Employees working in a considered "essential employees" – this is directive from DHS and the White House. As part of the [White House's "15 days to slow the spread" guidelines](#), Food supply employees have a "special responsibility to maintain normal work schedule."

#### Open Discussion:

- **Are local or state health departments requesting retailers to take temperatures of associates or customers as they enter the store?**
  - Taking temperatures has been a practice that many countries who are dealing with or have dealt with COVID-19 have taken. FMI has not heard of this being a recommended or required practice in the U.S. Airports have monitored temperatures and have had limited success. Several challenge discussed with temperature monitoring include, regulatory challenges and perception. In addition, if temperature monitoring is recommended, there is a challenge finding these temperature monitoring products as many are on backlog until June.
  - If companies are asked to do this by health departments, what are the protocols, specific thermometers needed? Some things to consider:
    - Any recommendations will need to be based on the health care standards.
    - Will need to determine whether this should be a standard practice or only conducted on an as needed basis if a health department absolutely requires this.
    - Challenges associated with measuring temperatures of people coming and going.
- **Are retailers dedicating a specific time for seniors to shop in the store?**
  - Some companies have implemented this practices but many health departments are requiring specific days and time for seniors to shop.
  - Is there a place to see the various jurisdictional regulatory requirements
    - FMI has partnered with [SABER](#) to allow members in both the public/private sector to share information during a crisis.
      - If members become aware of a jurisdictional requirement, feel free to send them to FMI's dedicated

Crisis Management

email: [CrisisManagement@fmi.org](mailto:CrisisManagement@fmi.org)

- **Social Distancing**
  - From manufacturing standpoint, are there problems with manufacturing during social distancing?
    - Given that the food industry is essential, there should be some flexibility and freedom to continue to manufacture food, sanitizers, cleaning agents that are highly needed. If they scale back in production, then we may see major issues in supply chain and society. People have to eat every day.
    - FMI has conversations with FEMA regarding these “unintended consequences” but these decisions may become reality in local or state jurisdictions.
  - What is expected from grocers during these times to control number of people entering the store?
    - Some states issuing statements based on CDC guidance (less than 50 people) (grocery stores exempt) but could see challenges in terms of mass gatherings in store.
    - Certain health departments set the edict to limit number of customers that can enter the store
    - Some jurisdictions are restricting bars and dine-in restaurants with restaurants being permitted to offer food for delivery or take out. *How does this impact grocery stores with food bars and cafeterias?*
      - We have not seen any restrictions with the food preparation or sale of food being impacted. Health departments are restricting use of dining/seating areas as well as salad/ food bars service.
      - Some examples of states where this is occurring Massachusetts, New York, Pennsylvania (not exhaustive) are requiring restaurants, food court areas and bars to cease dining in, but allow take out.
- **How can FMI support you?**
  - Please contact FMI if the delivery and sale of food is being impacted.
  - Members requested more calls and emails to share best practices.
  - It would be helpful to share information in real-time, what are stores doing differently when it comes to food safety? For example, at the front-end, are you changing anything up? Hygiene practices are ramped up, but is anything else different? Separation of employees? What has changed with cleaning and sanitation?
  - Request to talk about real life scenarios and examples of regulatory asks.
- **Protocols for returning to work after illness**

- When can employees return to work when a doctor's note might not be possible because the healthcare system is taxed?
  - Employees can return to work at least 72 hours after fever **and** symptoms have stopped; **and** at least 7 days have passed since symptoms first appeared. [CDC Healthcare Guidelines](#)
  - Employees who have come in close proximity to someone diagnosed with COVID-19 should self-isolate for 14 days. Those individuals can return to work if they do not exhibit symptoms upon completion of the 14 days.
- The CDC requests that healthcare notes NOT be required to return to work due to the demand on the healthcare system. CDC Guidelines for Businesses
- **Recommendations when travel restrictions are lifted.**
  - Need guidance from federal agencies on what to do when they re-open borders (i.e., lift the travel restrictions), what is the process to establish people being allowed to travel again? Will grocers need to quarantine employees? [CDC Travel FAQ](#)
- If using CDC decision management matrix, prolonged exposure is defined, but it would be helpful to provide information for “non healthcare type of facilities.”
  - Risk could be very different between healthcare and any other setting.
- **FMI planning to have more calls to discuss these issues, and FMI looking to expand capacity for these calls.**

**Adjourned.**

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## **Webinar Reminder**

FMI will host a call for members on Wednesday, March 18, 2020 at 11:00 AM EDT. The topics to be addressed are grocery sector resilience and response to the COVID-19 pandemic. FEMA representatives of the National Business Emergency Operations Center (NBEOC) will be on hand to relay current priorities and perspectives from the federal government and will be available to address questions from industry. Given the need for coordination and collaboration across many functional areas of your business we would like to invite key associates from procurement, supply chain, operations, warehousing and transportation to participate. So, upon review of the information below, please feel free to share this invitation with your team members accordingly.

Details and the agenda for the webinar are:

**Wednesday, March 18, 2020**

11:00 AM EDT (please dial-in at 10:50 AM to ensure efficient flow of participants)  
Toll-free dial-in number (U.S. and Canada): (844) 419-4704  
Toll dial-in number (use for International access): (602) 585-9894  
Conference ID Passcode: 3491056

Due to high-volume at the conference call provider, we recommend dialing in 10 minutes early if possible.

A web meeting space will also be available to allow for participant chat:  
<http://fmi.adobeconnect.com/update/>

NOTE: given current volumes of conference call activity, please dial-in 10 minutes before the call to ensure efficient participant flow. If you receive a “circuits busy” message initially, try both toll-free and toll numbers and continue trying.

**PURPOSE:**

FEMA representatives will be on hand from the NBEOC to relay current priorities and perspectives from the federal government and address current questions from the industry. We will be seeking your feedback on key issues. See below for a list of topics to be covered during the discussion. Feel free to send responses or additional questions in advance of the call.

**AGENDA:**

Opening Remarks	Doug Baker, VP Private Brands & Technology, FMI
Federal Government Response & Situation Report	Rob Glenn, Director, Private Sector Division & National Business Emergency Operations Center, FEMA Gene Shearer, PMP, Supply Chain Advisor, FEMA Logistics Management Directorate Philip J. Palin, Industry Advisor and Author on Supply Chain Resilience
Industry Viewpoints	Open Q&A

**DISCUSSION QUESTIONS:**

**Demand: Inventory Management and Order Fill**

- How many days/weeks of supply do you have on critical items in your distribution center.
  - Are there any major categories where you have no visibility into replenishment time frames? If so, what are they?
- What percent of your orders from manufacturers/suppliers are being cut? (specifically on key products that are in high demand as well as other high volume products).

- What are your order fill rates?
- What percent of items are on back order?
- Are you experiencing disruption delays on ingredients, raw materials and packaging on private brands?

### **Transportation and Logistics**

- What level of increase in outbound traffic are you experiencing? Level 1: +20-40%; Level 2: +41-70%; Level 3: +70-100%; Level 4: over 100% increase in outbound volume.
- What is the status for on time deliveries? Inbound from supplier and outbound to stores.
- Are you experiencing any delivery disruptions due to state or municipal restrictions?
- Are you getting any indication that fuel will become a challenge?

### **Labor Availability**

- Are you experiencing any labor issues in your warehouse operations?
- Are you experiencing any labor issues relative to driver shortages?
- Are you experiencing any labor issues with third party logistics providers. Lumpers?

### **Industry Coordination**

- Are you working with adjacent sectors to share assets and resources (foodservice, cold chain industry, etc.)

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For the latest FMI resource on Coronavirus, visit [www.fmi.org/coronavirus](http://www.fmi.org/coronavirus).