

# Spread the Care

human

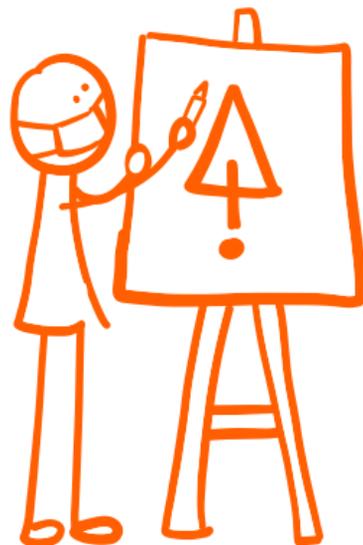
A guide for the workplace  
in times of COVID-19



# Take care of yourself and others

For the duration of the COVID-19 pandemic, we will need to exercise caution in the workplace to mitigate the spread of the virus.

- Strengthen preventive measures in safety and health and follow all the specific recommendations established by health authorities.
- Organize the space and work areas according to social distance regulations.
- Perform a daily review of the personal protection equipment, and make sure everything is ready and available for workers.
- Promote and respect breaks and time to rest.



# Model behaviour

It is crucial that everyone commit to follow safety and health regulations and encourage their colleagues to respect them as well. Preventive measures will only be effective if everybody is on board.

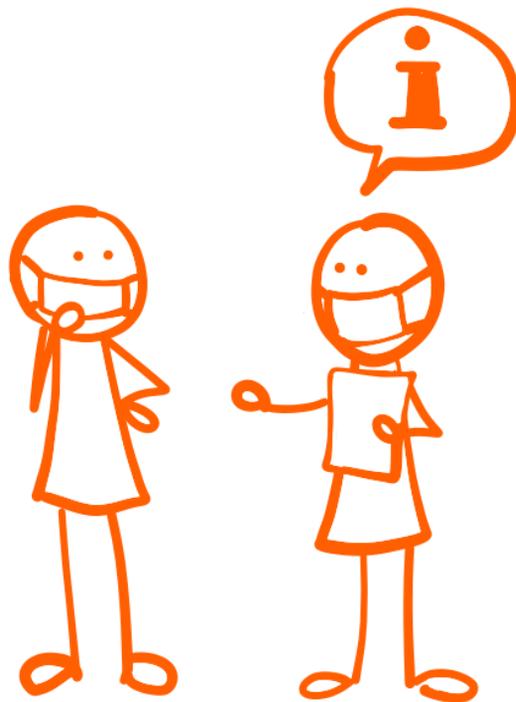
- Generate collective consciousness.
- Acknowledge people's good behaviour.
- Be respectful in your interactions with others.
- Create an environment of trust, so anybody that feels symptoms does not hide them and will let you or a colleague know what's going on.



# Be supportive during uncertainty

These are times of high anxiety and uncertainty. People come to work feeling worried. They fear getting sick, getting their families sick, and losing their jobs. These fears are natural and impact their behaviour and productivity.

- Be flexible and considerate to worker needs.
- Assign a point of contact to provide information about COVID-19.
- Ensure that workers know their rights in case of sickness.
- Support the most vulnerable and those at higher risk.



# Listen, open up, connect

Our need to talk and be listened to increases during difficult times. We don't always need advice. Sometimes we just need to express ourselves, to share what is happening, and to organize our thoughts and worries.

- Create spaces and opportunities to talk about feelings and opinions.
- Ask people openly how they feel and what they need.
- Practice active listening, without judging or giving advice.
- Show your own vulnerability and be honest.



# Be positive

The attitudes we have in these times will condition our and everybody's behaviour. Our positive attitude will make going through our current situation a lot easier.

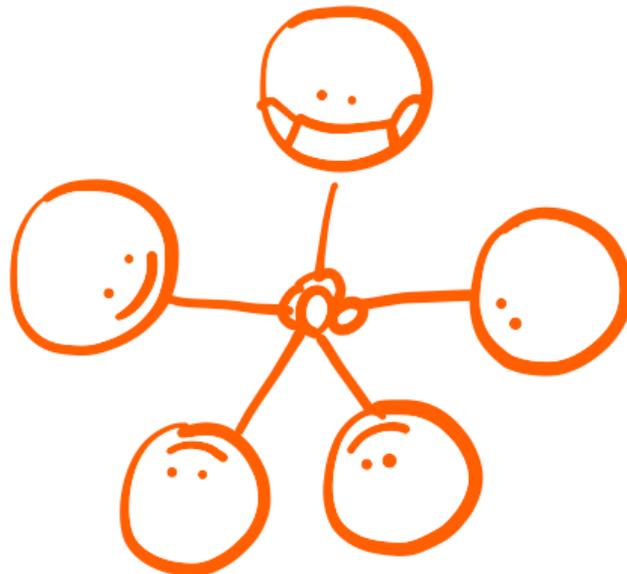
- Smile (and they will smile back).
- Express your gratitude to the people that show up to work.
- Value their effort.
- Make them feel their work is important for the business and for the community.



# Work as a team

This is the perfect time to create or leverage existing communication channels and mechanisms in the workplace.

- Build trust and reassurance with open and transparent communication.
- Discuss potential changes so they don't come as a surprise.
- Take advantage of lunch time to communicate with workers.
- Activate or create a consultative committee (Safety and Health Committee, Worker-Management Committee, etc.)





\* All the characters in our story have washed their hands thoroughly after each interaction and are still covered with love.



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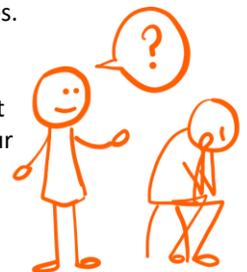
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