HP Inc.

Top Guidelines for Suppliers' Protection of Workers during COVID-19

INTRODUCTION

As an important supplier, this guide is designed to help you move into a lasting recovery during the Covid-19 pandemic. A strong response program that supports workers and staff can help boost productivity and morale while making everyone feel more comfortable in the workplace. Developing and implementing a flexible system will improve your resiliency as the effectives of the Covid-19 pandemic continues to evolve. The guidelines below may be updated as the pandemic evolves. The HP Supplier Code of Conduct and all local laws and regulations must be followed.

Minimum Requirements

Enhancing Health and Safety Practices

Provide PPE free-of-charge and encourage good hygiene. Require workers to consistently and continuously wear face coverings or masks, wash hands with soap or sanitizer, and provide resources to maintain working PPE. Provide opportunities throughout the day to uphold these precautions, including handwashing breaks and times to check that PPE is in working order. Provide training and clear, consistent communication on when and how to properly wear face coverings and PPE.

Enact Social Distancing precautions. The use of tape, markers, or stickers can help guide people to maintain a distance of a minimum of 6 feet/1.8 meters (or greater local requirement); 6 ft/1.8 meters is required. Consider reconfiguring workspaces, canteens, changing rooms, transportation. Stagger shifts and meal breaks. Consider locations that may get crowded such as entrance ways, lobbies, meeting and break rooms, stairwells, elevators and lifts. Maintain a suitable balance between enacting social distancing and limiting movements; for example, do not limit the ability to use the washroom, but make efforts to create physical space such as marking every other sink, stall and/or urinal unavailable. Provide training and clear, consistent communication on the expectation to maintain social and physical distancing protocols.

Maintain living spaces and housing (dorms and hostels). This can be difficult, but it is important. Increase the frequency of cleaning, remind workers of good practices, and visit workers to see how they are doing. Do not restrict rights or quarantine workers unless required by local law or as recommended when workers are sick or believe to have been exposed to the virus. Consider partnerships with peers, local government, hotels, and businesses to increase housing capacity to allow distancing.

Develop, communicate, and rapidly implement an identification, isolation, contact tracing, and treatment plan should exposure to the virus be suspected. Rapid action and open communication to workers will help alleviate fears. Including workers in reinforcing this supportive system can allow everyone to be proactive in preventing the spread of the virus at work. Ensure records are maintained to follow privacy laws. Records should not be used to discriminate or retaliate against workers, nor used for any other purpose other than containing and preventing the spread of the illness.

Enhancing Workforce and Human Resources Practices

All local health and safety laws and regulations, applicable supplier contracts, the HP Supplier Code of Conduct, and other relevant agreements must be followed. Be careful to avoid favoring one group of workers over another, regardless of the reason. Any adjustment to base pay or overtime pay and/or allowances and benefits must be legal and should not violate any applicable Collective Bargaining Agreement, union, or other labor rights agreement.

Pay special attention to migrant workers, contingent workforce, contractors, and dispatch workers who may have less access to information and mechanisms to protect themselves. Ensuring that enhanced health, safety, and human resource measures account for these workers will support them to safely work with all other workers. Consider the need for translation, interpretive services, and additional support roles. Experienced workers in these groups can be leaders that can help you communicate and provide worker feedback!

Maintain ethical recruitment standards with agencies and temporary workers. It is never ethical to exploit vulnerable or desperate job seekers. This can be a time of high risk for forced and child labor due to losses of jobs and opportunities. Uphold policies for avoiding the risk of forced labor and child labor, including enacting no recruitment fees. Communicate recruitment standards transparently to all agents and your hiring staff. Communicate job requirements clearly and transparently to all new job seekers. Avoid discrimination for medical reasons which would not impact a candidate's ability to do the job. Support workforce productivity by giving all workers a positive start!

Communicate clearly, consistently, and frequently to all workers and supervising staff. Providing accurate scientific information from legitimate sources can support workers' knowledge to protect themselves, their coworkers, families, and communities. Discourage the spread of disinformation and rumors that can promote discrimination. Good communication can alleviate anxiety, reduce fear, help manage stresses at home and at work, and help workers feel valued.

Communicate to workers that overtime is voluntary. Workers who feel they have a choice tend to be more productive. Consider limiting overtime to reduce stress on themselves and their families.

If workforce reductions are required, follow all applicable laws, supplier contract terms, and labor agreements. Ensure workers receive all earned wages, including overtime and other compensation. For foreign or domestic migrant workers, include transportation costs where they are to be paid by the employer or agent. If workers are owed repayment for past recruiting fees, these must be paid upon contract termination.

Support workers who are sick and/or quarantined. Workers unable to work due to sickness or required quarantine should be excused from going to work and available leave time explored. Clearly communicate and uphold required or available sick leave, personal days, and unpaid leave options. Consider special incremental flexibility.

Additional Guidelines

Treating Workers Fairly in Reduced Workload, Pay, and Benefit Situations

Reinforce a workplace culture that supports workers' wellbeing. Workers can experience anxiety at work and at home during the pandemic. Providing resources and professional counselling assistance; even remotely or by video, can help support worker recovery and resilience to cope with stresses at work and at home. Stress and anxiety can lead to unconscious bias, discrimination, or harassment for social or medical reasons. Foster a workplace that reinforces mutual respect for all workers.

Consider adjusting leave and wage benefits to support workers to make choices that will help protect themselves, their coworkers, and families. This can include implementing an enhanced sick leave policy and/or supporting wages and benefits to workers quarantined or affected by Covid-19 within their families and communities. Support workers in accessing social insurance schemes provided by local or national governments. They are more likely to stay home when sick, reducing impact to others and the business.

If possible, maintain job security for all workers. If a reduction in workforce is being considered, explore alternative options such as a furlough or reduced compensation or hours. Rehiring and retraining have costs that can delay return to production levels.

If possible, resist terminating employment of workers who have chosen to stay away from work. Comply with local laws or regulations that require you to explore accommodations, such as remote working or modified PPE, for workers who refuse to comply with certain safety protocols or to work their typical roles. Make a reasonable attempt to understand why workers have not come to work; address valid concerns regarding workplace conditions. Remind workers of their paid time off and unpaid leave options. If a worker is caring for family, consider temporary accommodations or flexibility in work hours.

If possible, minimize financial impacts to workers if you told some or all workers to stay offsite. If possible, consider paying at least minimum salary. Consider reducing working hours slightly for all workers rather than reducing all hours from a subset of workers.

Be careful when considering pay reductions. Be careful to not discriminate by favoring one group of workers over another. Consider making pay reductions temporary.

Monitor worker well-being when changes are made to wages, benefits, and workload, as these changes could affect or reduce production capacity. Avoid increasing workloads or line speeds without added staff, automation, or other efficiencies.

Making Comprehensive Adjustments to Workplace Systems

Proactively conduct audits and outreach to workers to get feedback and safety concerns. Talk to your health & safety committees, worker representatives, and workers about removing or reducing risks. Include workers when developing solutions and making adjustments rather than predicting their reactions. Maintain channels for all workers to raise concerns and questions, including anonymously. Consider asking workers if they feel safe and informed and encourage any other questions that solicit workers' opinions. When workers are heard and involved, they feel more accountable.

Maintain recordkeeping of new health & safety risks and implementation of new procedures. Record and monitor PPE inventory and use, visitor logs, enhanced cleaning, and who has been quarantined. Ensure these records maintain the privacy and security of workers and do not contribute towards discrimination against workers. Build a file of your best practices to share and remind your supervisors of the good work being done. Share this with your customers and partners if appropriate – they are likely to be interested in learning of your good work.

Maintain a resilient management system by reviewing and adapting as you learn what works and what doesn't. Continuous improvement and adjustments will help protect your workforce and enable business continuity as the pandemic and regulations evolve.

Together, we can build a more resilient supply chain while protecting and elevating workers.

ADDITIONAL RESOURCES

- RBA Code of Conduct and RBA Definition of Fees
- RBA Member Advisory on Protecting Worker Rights While Promoting Business Continuity During and After the Coronavirus Outbreak
- ELEVATE 1-hour video for factories: Wellness at Work: Supporting Workers During COVID-19
- IOM Guidance on migrant worker protection; for migrant workers whose job is affected
- ILO guidance on Safe Return to Work and for SMEs, a 6 step business continuity plan
- World Health Organization advice for getting workplaces ready for Covid-19. Country level data and Covid-19 trainings in different languages.
- Family-friendly policies and other good workplace practices in the context of Covid-19
- UNDP guidance for rapid self-assessment: Human Rights Due Diligence and COVID-19