





Pinger, Inc.

Pinger

- Downtown San Jose since 2004
- 133 employees: 13 hourly, remainder exempt
- App based communication provider
 -  20m free users
 -  175k monthly subscribers
- Working from home since early March (before SIP)
- Will continue to WFH but will open for some as allowed
- Open loft space, multiple floors, space accommodates distancing

Returning to work

- Will only open on a limited basis commensurate with phase 3 or other declaration to accommodate employees
 - Pinger provides unlimited sick time so those who are sick or exhibiting symptoms of COVID-19 will feel to stay home
 - Pinger will utilize work practices to limit the number of employees at the office at one time. This may include scheduling (staggering start/end times)
 - Pinger will limit the number of individuals riding in an elevator and ensure the use of face coverings and post signage regarding these or other required policies
 - Pinger will provide temperature and/or symptom screenings for personnel entering the facility
 - Pinger will provide and ensure workers use all required protective masks or other protective wear as required
 - Pinger will ensure employees are able to physically through seating, one way entrance and exit, closure of common spaces, etc.
 - Pinger will require employees to avoid handshakes and similar greetings that break physical distance
 - Pinger will perform a thorough cleaning nightly of employee areas like desks, areas of ingress and egress including stairways, stairwells, elevator controls

Returning to work

- Will only open on a limited basis commensurate with phase 3 or other declaration to accommodate employees
 - Pinger will provide wipes and cleanser for employees to clean and disinfect personal work areas and provide time for workers to implement cleaning practices before and after shifts and If cleaning
 - Pinger will ensure employees avoid sharing phones other work supplies or office equipment wherever possible
 - Where such items must be shared, disinfect between shifts or uses, whichever is more frequent
 - No travel for Pinger employees
 - No visitors to the Pinger facility
 - No non-virtual meetings
 - Pinger will limit or eliminate deliveries of food and snacks
 - Pinger will limit or eliminate food deliveries to the office for lunches
 - Pinger will stagger employee breaks within compliance with wage and hour regulations to maintain physical distancing protocols
 - Pinger will require employees eat at desks to avoid lunchrooms and crowded restaurants
 - In the event of an infection, Pinger will have a facility sanitization process and contact history as required

**QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY
PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS
RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER
INSTITUTIONS**

Company/Organization Name: Pinger, Inc

Industry/Sector: Telecommunications

Date: 6/2/2020

1. Are you open or partially open? **NO**

a. Are you an essential business? **YES**

b. Are you open under an exception such as: **NO**

i. Outdoor Business?

ii. Pickup/Delivery?

iii. Curbside Retail?

iv. Food Distribution?

c. Have employees and customers cooperated with the health safety protocols? **YES**

d. To your knowledge, have employees or customers become infected with COVID-19? **NO**

2. How many of your activities can be moved outdoors? **N/A**

3. For indoor activities:

a. How can social distancing be maintained at points of ingress and egress, where people normally cluster? **Staggered start/end times**

b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)?

No visitors will be allowed but we will do temp checks, masks, sanitizing, etc.

- c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry?
- d. Can the times of activities be staggered to reduce the amount of people gathered at any one time? **YES**
- e. Can customers make appointments to gain entry while inside capacity is restricted? **YES**
- f. How can social distancing be maintained inside your premises?

Spacing desks by creating hot desks, closing communal spaces, separate entrance/exit, staggered start/end times.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

We'll do nightly sanitation, distancing, we'll have masks for everyone and we'll stop external food/snack deliveries.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.)

Our plan is to stay away from the office aside from those that REALLY need to be there post phase 3.

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.)

This is a big question. We'll have lists of who comes in and we'll cancel outside visitors

7. In order to assist safe and productive re-opening, what are your needs relative to:
- a. Regulation? **We need to know the rules**
 - b. Licensure? **N/A**
 - c. Childcare? **Childcare will make it easier for more folks to come in but I still think they will, and I'll encourage people to work from home**
 - d. Housing? **N/A**
 - e. Digital Inclusion? **We are set**
 - f. Commute-Free Working? **We plan on continuing to work from home as much as possible**

8. If you have been opened or partially opened, what challenges have you experienced?

We have remained closed.

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been?

N/A