



Century Insurance Company (Guam) Limited

GUAM • SAIPAN • PORT MORESBY

Attn: DPHSS (PCOR2Plans@dphss.guam.gov)

Hafa Adai Director DeNourcy -

As we worked toward the PCOR2 date of the reopening of authorized businesses on May 11, 2020, Century Insurance Company (CIC) will continue to implement new policies as developed since the start of the shutdown on March 16, 2020.

Please note these changes below:

Employees, Customers, & Vendors Policy

1. Facemasks are required to enter Century Insurance Company premises.
2. Temperature readings are a requirement to enter Century Insurance Company premises. All employees, customers, and vendors are subject to this procedure. A touchless thermometer is currently being utilized by Century Insurance Company. Century Insurance Company will continue the following procedures for Employees, Customers, and Vendors:

Employees will be required to undergo a temperature scan every morning prior to entering the premises.

- The thermometer is a touchless thermometer which gauges temperature through scanning your forehead.
- Your temperature will be logged in every day.
- Should the employee be running a temperature between **37.5 or 38.3°C (99.5 or 100.9°F)**, the employee will be advised to stay home for the day

Customers will be required to undergo a temperature scan prior to entering the premises.

- Our office doors will remain locked and a door bell will be available and placed outside the main lobby doors.
- When a customer requests entry to the premises, an assigned representative will open the door and scan temperature reading of the customer.
- Should the customer run a temperature between **37.5 or 38.3°C (99.5 or 100.9°F)**, they will be advised they will not be allowed to enter the premises. Customers will be advised to call or email their customer service representative should they need assistance.

- Signage has been placed at the front door to explain this required procedure for Century Insurance Company.
- In the event an issue be raised by a customer who refuses to follow procedure, designated management team members have been assigned for additional assistance.
- Should the customer be combative and resistant to Century Insurance Company procedures, our team is instructed to call 911.

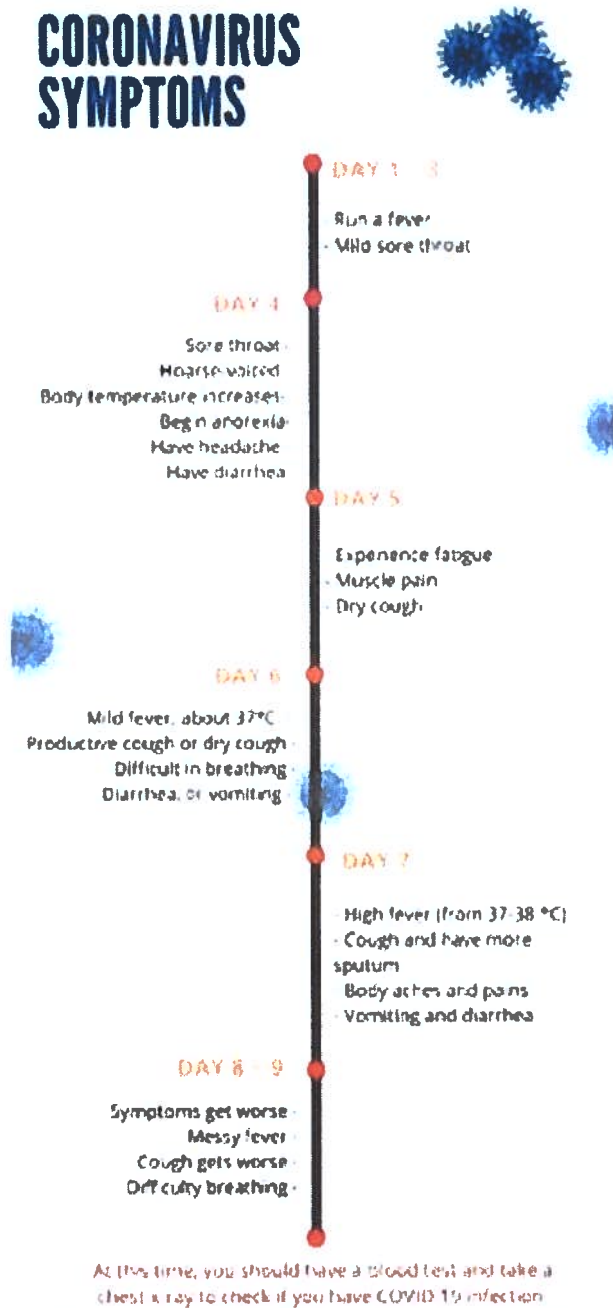
Vendors will be required to undergo a temperature scan prior to entering the premises.

- Our office doors will remain locked and a door bell will be available and placed outside the main lobby doors.
- When a vendor requests entry to the premises, an assigned representative will open the door and scan temperature reading of the vendor.
- Should the vendor run a temperature between **37.5 or 38.3°C (99.5 or 100.9°F)**, they will be advised they will not be allowed to enter the premises. Customers will be advised to call or email their customer service representative should they need assistance Signage has been placed at the front door to explain this required procedure for Century Insurance Company.

3. Century Insurance Company Employees are not to bring any family members to work. While we understand the abrupt changes to the school schedules; for the safety of our employees, this policy must be in force at this time. Employees are instructed to see their supervisor, manager, or human resources should they have any questions.

4. For employees who are impacted and must self-quarantine for 14-days, CIC policy is as follows as based on our 2020 CIC Guam Business Contingency Plan (page 26):
 - a. Upon declaration of an epidemic or a pandemic by the World Health Organization or, the (U. S.) Center for Disease Control,
 - i. Employees who have travelled to an area designated as a Level 2 or above risk area of disease, will be subject to a 14-day quarantine period upon arrival back to work to ensure non-infection and avoid spreading of the disease to your co-workers. Employees will have the option to utilize Personal Time Off or (Administrative) Leave Without Pay during this time.

5. Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick. As a tool, please review the Coronavirus Symptoms chart below:



Hours of Operation

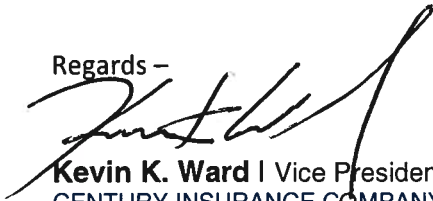
1. Century Insurance Company office hours will remain from **8:00am to 5:00pm (Monday through Friday)** or by appointment
 - Not more than 2 customers or vendors will be allowed in the premises at any one given time

Safety Policies

1. Surfaces will be thoroughly cleaned: bathrooms, door handles will be wiped, desktop counters, office chairs, break rooms and other common areas will be sanitized regularly
2. Common areas (waiting rooms) for customers and vendors will situate chairs separated in accordance with the 6ft social distancing policy
3. Designated check in spots will continue to enforce the 6ft social distancing policy
4. Disinfectant soap will be provided in all bathrooms
5. Hand sanitizers/wipes will be provided at the main entrance counter and provided to all employees (subject to availability)
6. Reminders will be posted in our breakroom and bathrooms to encourage proper hygiene

Should you have further questions, please feel free to contact me at 671.648.0609 x102.

Regards –



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