



CEA-CNY Business Operations Manual/Plan for use during any Pandemic

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The following policies, procedures and expectations will be put into place in the event CEA-CNY closes due to a Pandemic. Questions should be addressed to the Executive Director, Earl Hall.

Article I: Office Closure

In the event the Construction Employers Association of CNY, here in referred to as the Association, staff is not permitted to enter the Building (6563 Ridings Road, Syracuse, NY 13206) without the permission of the Director. He will also alert staff when it is all clear to resume onsite business and staff will be permitted to return to the office at that time.

Article II: Working from Home

A. The Association continuity plan during this pandemic relies on employees' willingness to work from home. If an employee is able but chooses not to work from home, he/she will need to use PTO for the time that is missed.

B. Employees will be asked to use their personal electronic resources (computer, internet, phone) while working from home. If personal resources are unavailable, the Association will provide equipment for you. If you do not have at-home internet service, please inform the Director of this ASAP.

C. Expectations: If an employee is working from home during the pandemic per the scenarios in Article VII, Section A, he/she agrees to the following:

- Minimum 2x daily video staff check-in (subject to change) with Executive Director
- Accept calls forwarded from his/her office number to their home or mobile phone
- Minimum 2x daily check of office voicemail
- Use of Slack during regular work hours to handle general intra-office work items

Article III: Use of Computers, SBE-Owned/Licensed Software, Systems and Network

A. Employees are asked to re-familiarize themselves with the Associations policies (listed in the employee handbook) related to the above-mentioned items.

B. If a staff member is using a personal computing device, please note that the Association has no ownership of your property, files, software, etc. that is on that device. The Association's policies relate to equipment, applications and software that are the legally owned property of CEA-CNY.

C. The Associations Software and Systems

- Staff is cross-trained on all the Associations software and system platforms.
- Staff has access to their daily software packages when connected to the network.
- Staff has access to our association management software through online access at atlas/weblink.com

D. Association's Network

- Staff will use either "Remote Access" or "Net Extender" to access the Association's network. Robert Slivinski is responsible for setting up access to the network. If staff has questions regarding network access, please contact Syracuse Innovations Group (315) 565-7100 or (315) 450-3511.
- Access to the network is to be used exclusively to perform the Association's business. The information contained on the Association's network is confidential and proprietary. Use of this information for purposes other than official Association business is strictly prohibited. Employees are asked to re-familiarize themselves with the Association's policies (listed in the employee handbook) related to the above-mentioned item.

Article IV: Phone Service

A. Phones will be programmed to automatically forward to the home or mobile device of individual staff members. Please let the Director know if you need assistance setting this up.

B. When members and others call the office, they will receive a message listing all employee extensions. If they select a staff extension, they will be transferred automatically to that staff member's home or mobile device. They also have the option of leaving a message in the general voicemail.

- Staff will answer Association-related phone calls during regular business hours (8 a.m. – 5 p.m., Monday- Friday).
- Staff will check office voicemail at least twice a day

Article V: Mail and Packages

A. If CEA-CNY remains open and depending on the circumstances as to why a staff member is working from home, essential mail may be dropped off by another staff member to that person, or scanned and emailed to them.

B. If the Association is closed, there will be no mail service. All mail will be held at the Post Office and retrieved on occasion by the Executive Director.

Article VI: Travel

A. In the event the Association is closed, non-essential travel on behalf of the Association including business-related errands, visiting members, meeting with industry-related entities, in-person meetings and conferences is prohibited by non-senior staff unless permission is granted by the Director. This includes travel within the Association's geographic footprint, regional, national and international travel.

B. During this time, staff is also strongly encouraged to limit their personal domestic and international travel. If a staff member chooses to travel domestically, they may be subject to self-isolation or quarantines as directed by doctors or Authorities. Any staff member traveling abroad will be asked to self-isolate at home before returning to the office and may require clearance by a doctor or local authority before doing so. Staff members may be eligible to work from home and not deduct PTO during this time as per Article VII, section A.

Staff is encouraged to share itinerary details for personal travel with the Executive Director should that information be needed in case of an emergency.

Article VII: Staff Leave

During a pandemic, the Association will follow all Federal and New York State laws that govern employee leave.

Article VIII: Return to Work

If you were ill, quarantined or in self-isolated, you will be required to produce a doctor's note or other authorization from a county or state health official/department before you will be allowed to return to work.

Article IX: Insurance

For those on the Association's healthcare plan: Testing for a virus may or may not be covered like any other virus testing with applicable co-pays, etc. This is a fluid process as Excellus determines the requirements to be compliant with NYS or any Federal requirements or mandates. Excellus will communicate with participants once information becomes available.

Article X: Operations

A. The Association

- The Association staff should refer to Article I.
- If the Association closes the office, the building will be closed to members and the general public.

B. Planroom Services:

- In the event our office closes, our physical plan room will close.
 - Members will be informed of this change with messaging posted on the Association's website, the online plan room and the Association's social media platforms
 - The Association's plan room partners will also be informed so that they can assist with operations as needed while staff transitions to remote operations and if staff needs additional assistance.
- Staff will continue the Association's planroom operations remotely. This includes:
 - Researching and reporting on projects throughout our geographic footprint.
 - Processing electronic project documents.
 - Outreach and data entry as it relates to bidders lists, apparent lows, and contract awards.
- Staff has been cross-trained so that multiple people can perform all aspects of the planroom operations.

The Association's planroom partners are a secondary backup in the event staff needs additional assistance.

- In the event that paper documents are received, those documents will be sent to one of our planroom partners for scanning. Staff will enter the basic information into the system so that members are aware of the project and will note there will be a slight delay in the posting of the project documents.
- In the event that all of our planroom partners are also closed and paper documents are unable to be scanned and posted at all, staff will still enter the basic information into the system and will work to obtain electronic documents from the architect or owner. If electronic documents cannot be obtained, that will be noted in the project's information along with information on how members can obtain the documents directly from the architect or owner.
- Staff will not be able to print blueprint orders while working remotely.
 - Upgrade members have the ability to download plans and specs on their own. In the event they need paper copies, staff will have a partner planroom print and ship the documents on our behalf. Members will pay for copies per usual, however, the Association will cover any shipping costs.
 - Standard members who are in need of project documents, do not have electronic access to download plans and specs on their own. During this time, staff will download plans and specs and send them electronically to the requesting member. In the event the member needs paper copies, staff will have a partner planroom print and ship the documents on our behalf. Members will pay for copies per usual, however, the Association will cover any shipping costs.

C. Financial Office

- Staff will continue to have access to the Association's financial records and will work remotely.
 - Senior staff members are cross-trained and will serve as a backup to the Financial Manager if necessary.
 - The Association's accounting firm, Firley, Moran, Freer and Essa, CPA P.C. is a secondary backup in the event of catastrophic loss of services in this area

- Checks require multiple signatures
 - The Executive Director and Treasurer of each Association are authorized signors
- Staff will use online access to accounts to handle payments for services and general Association expenses.
- The Association's Quickbooks accounting software is set up so that remote access is possible.
- The CIAP database is a web-based application and can be accessed remotely.
- Financial operations may be impacted by the ability to receive mail. While there are plans in place to have mail delivered in some manner, this could be impacted by actions beyond our control (ie: mail service is halted or government orders mandatory quarantine for the populace.)

D. Member Services

- Staff has remote access to the Association's network, software, systems and social media pages and will work remotely.
- Multiple staff members are cross-trained on all aspects of member services
- Staff will continue to monitor federal, state and local governments as well as the Department of Health and Centers for Disease Control to make on-going decisions as to whether the Association's events will be cancelled or rescheduled.

E. Administrative Services

- Staff has remote access to the Association's network, software, systems and social media pages and will work remotely.
- Multiple staff members are cross-trained on all aspects of administrative services

F. Labor Relations

- The Executive Director will handle all matters related to Labor Relations.
- In the event of a catastrophic event, referrals will be made to one or more of the following law firms:
 - Couch White, LLP (Joel Howard or Jennifer Harvey)
 - Sheats & Bailey, PLLC (Edward Sheats)
 - Blitman & King LLP (Charles Blitman)

Planroom Partners

Builders Exchange of Rochester Executive Director: Aaron Hilger Planroom Contact: Corrine Taylor corrine@robex.com	Phone: 585.586.5460 Fax: 585.586.1580 www.robex.com	180 Linden Oaks, Suite 100 Rochester, NY 14625
Builders Exchange of the Southern Tier - East Executive Director: Brad Walters Planroom Contact: Liz Madison liz@bxstier.com	Phone: 607.771.7000 Fax: 607.771.7001 www.bxstier.com	15 Belden Street Binghamton, NY 13903
Builders Exchange of the Southern Tier - West Executive Director: Brad Walters Planroom Contact: Jamie Bowman jamie@bxstier.com	Phone: 716.665.4026 Fax: 716.665.6350 www.bxstier.com Jamie@bxstier.com	65 East Main Street Falconer, NY 14733
Construction Exchange of Buffalo & WNY, Inc. Executive Director: Joe Benedict Planroom Contact: Kristie Gerace kristie@conexbuff.com	Phone: 716.874.3435 Fax: 716.875.4412 www.conexbuff.com	2660 William Street Cheektowaga, NY 14227
Mohawk Valley Builders Exchange Executive Director: Tracy Page Planroom Contact: Samantha McCarthy sam@mvbe.com	Phone: 315.736.2441 Fax: 315.736.2445 www.mvbe.com	10 Main Street, Suite 202 Whitesboro, NY 13492
Northern New York Builders Exchange, Inc. Executive Director: Phil Reed Planroom Contact: Samantha McCarthy sam@mvbe.com	Phone: 315.788.1330 Fax: 315.788.9357 www.nnybe.com info@nnybe.com	22074 Fabco Road Watertown, NY 13601
Eastern Contractors Association Executive Director: Todd Helfrich Planroom Contact: Laura Reagan lauraR@ecainc.org info@ecainc.org	Phone: 518-869-0961 Fax: 518-869-2378 ww.ecainc.org	6 Airline Drive Albany, NY 12205

