

PLANNED INTEGRATION

# GUIDE BOOK

Our Planned Response to the COVID-19 Pandemic:  
Integrated Changes to Our Legal Staffing Services



**The last few months have been anything but ordinary.**

Each of us is experiencing changes that have affected every aspect of our lives, from home to work.

As we cautiously begin the process of adapting to a new order of business, we move forward with optimism and gratitude.

We have established plans to guide us through these extraordinary times, while we ensure the health and safety of our employees and maintain the quality of our services.

There will likely be more changes in the coming months. We stand ready, for we have been delivering world class solutions for over 35 years, anytime and anywhere our services are needed.

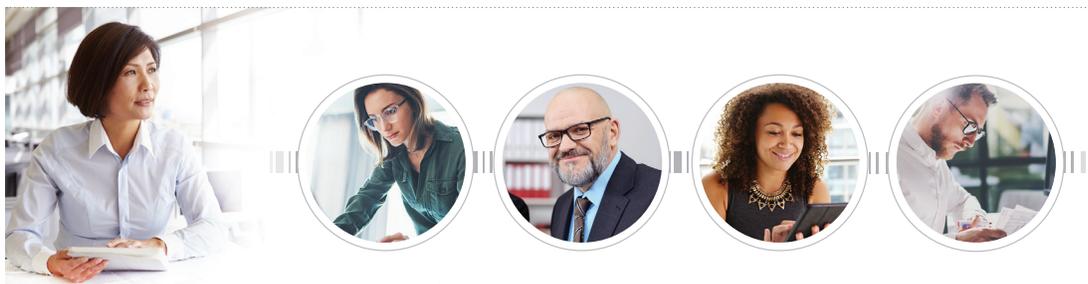
**We too, are anything but ordinary.**

**Joan Davison**  
President and Chief Executive Officer  
HCMC Legal

## What We Know.

We are all being inundated with a great deal of information about the pandemic and how we should be responding to it. Some of this information is factual and some speculative. We choose to make sound decisions, focused on facts.

- The COVID-19 pandemic has had a significant impact on our lives, our industry and our jobs. It will continue to affect how we interact with each other for some time to come.
- Our top priority is, and always has been, the welfare of all of our employees and clients.
- We will continue to follow the safety guidelines as recommended by the World Health Organization, Centers for Disease Control and Prevention and local health organizations.
- We will maintain compliance with all national and local labor and employment laws, federal, state and local employment laws, as well as legislation specifically related to COVID-19 that applies to the workplace.
- The legal community, both law firms and in-house counsel, will continue to have significant needs for our legal staffing services.
- Our solutions are, and always have been, designed to deliver anywhere, anytime.
- Our talent pool has never been stronger.
- We are not only prepared for a new way to work, we have been continuing to safely and effectively deliver our services throughout this challenging time.



## Our People and Our Process are Our Greatest Strengths.

Our people are the heart of our organization. Their knowledge and experience set us apart. They have risen to meet these challenging times, with courage and resilience, and they will continue to drive our success and lead us into the future.

Our steadfast process and methods have always guided our decisions, and these new challenges will be met with the same consistency and thoughtfulness.

## How We Are Responding.

As we have continued our work over the last few months, we have adapted our processes to accommodate the required changes that ensure the well being of our employees and clients. We have constantly and closely monitored the situation in order to make informed decisions that will allow us to begin the process of adjusting to a new order of business.

Our organization and service delivery methods, from our legal talent to our staffing solutions, have been evaluated. Many service offerings already provide the flexibility needed to adjust to the changed working environments. Other services require modifications to maintain employee and client safety. No matter the service, our IT staff is diligently working to ensure that the highest level, secure technology is in place for every project.

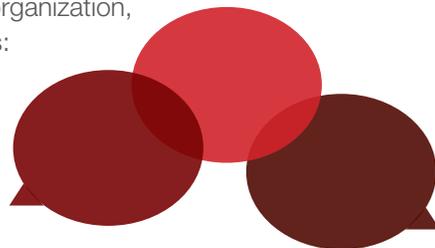
Mindful of the challenges before us, we move forward confident in our abilities to solve for those challenges through thoughtful consideration and sound decisions.

### Open Communication

Maintaining a high level of communication across our organization will continue to be a top priority. Our established channels will set expectations, address concerns and provide regular updates.

Open dialogue will be supported and encouraged across our organization, and with our clients, in a manner that supports these principles:

- **Communicate clearly, simply and frequently**
- **Focus on facts**
- **Maintain transparency**
- **Foster organizational dialogue**



### Document Review Options

Conducting eDiscovery both onsite and remotely is not new to us. As we face unprecedented times, there has never been a greater need to understand options for Document Review.

While nothing can replace physically being onsite at one of our collaborative Document Review Centers, we can provide remote review options when project parameters allow. These options range in service offering levels and associated risks.

- **Hire Counsel Document Review Centers:** Optimal solution for data protection and team productivity
- **Remote Review Options:** Varying levels of project management, service, security and support available

Our services remain both technology and vendor agnostic. Our Project Management team can work seamlessly with any vendor or platform.

## Compliance

In addition to implementing the safety guidelines as recommended by the World Health Organization, Centers for Disease Control and Prevention and local health organizations, we will maintain compliance with all national and local labor and employment laws, federal, state and local employment laws, as well as legislation specifically related to COVID-19 that applies to the workplace.

## Reimagining our Document Review Centers and Offices

Responsibly reopening our Document Review Centers and offices is an important and top priority. We have established new protocols to accommodate social distancing, cleaning and sanitizing and alternative meeting options, as directed by the Centers for Disease Control and Prevention.

All of our facilities will be outfitted with enhanced safety features. Some of these features may include:

- **Social distancing:** including reduced headcount and varied shifts
- **Masks:** supplied for individual use by all employees and visitors
- **Hand sanitizer stations and air purifiers**
- **Nanoseptic solutions:** door and cabinet handles and counter mats
- **Partitions:** around individual work stations
- **State-of-the-art Cleanse Portals:** UV sanitizing entry gates
- **Daily sanitization:** all surfaces



*UV Cleanse Portal*

Other precautions may be implemented as recommended by health organizations and/or governing bodies.

## Planned and Staged Ramp Ups

Transitioning back to our work spaces will be done in a deliberate and thoughtful manner, while being mindful of the considerations that have been gathered from our many trusted sources. Some of those considerations include:

- **City and state “reopenings”**
- **Staff rotation and social distancing guidelines**
- **Employee Assistance Programs**
- **Risk to household members** (those living with at-risk individuals)
- **Risk to other employees** (possibly those living with health care/high exposure workers)

We have developed a staged ramp up to be implemented in a similar fashion at all locations, as shown below.





## **Our Promise.**

### **Quality, Safety and Security**

We will provide the highest level of quality to all of our projects while ensuring employee safety and document security.

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### **Constant Monitoring**

We will continue to monitor the situation, and remain flexible in order to address any necessary changes as situations evolve.

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### **Open Communication**

We will maintain open communication channels with our employees and clients.

Your comments and questions are welcome.

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**Anything but Ordinary.**



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