Are You Prepared for Returning to the Workplace?

Now is the time to start thinking about, preparing for, and launching a 'return to workplace' plan. As the nation slowly starts to lift shelter in place orders, it is critical that we uphold healthy work practices in order to prevent further exposure and transmission of COVID-19.

Every day, you continue to take the right measures to ensure that your building is clean and safe. You may have increased the frequency of deep cleaning, examined your HVAC system, disinfected high touch points, and implemented temperature screening. However, all of these actions have occurred while tenants have not been at work. **How can you provide a customer experience of CARE for health and safety?** How can you demonstrate you are taking the proper precautions, implementing the proper procedures, and instituting corrective measures?

In this time of crisis, tenants want to know that you are concerned about their well-being in the workplace and see implemented changes that personally impact them on a positive level. They want to be assured that they are returning to an environment that provides a safe and secure area for them to function effectively.
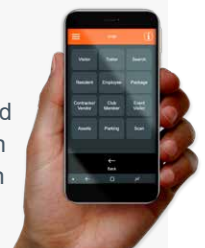
ALLIED UNIVERSAL® CARE AMBASSADORS ARE *THERE FOR YOU*™

Our CARE Ambassador would be the first person you greet when entering a facility. The Ambassadors will welcome, inform, and educate your tenants on all aspects of your return to work efforts. Backed with industry-leading training, customized building protocols, and supported with appropriate health and safety supplies, our staff will represent and communicate all your undertakings which will show your tenants how much you CARE.

ALLIED UNIVERSAL® TRAINING IS SECOND TO NONE

EDGE® Training Courses
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- Concierge Program
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- Donning/Doffing PPE
- PPE: Face Coverings

- Return to Work Training

CDC Guidance and Practices
- Hand Hygiene
- Hand Sanitizer Facts
- Disinfecting Workstations

C Comprehensive Customer Service *that*

A Assists with Security and Preventative Measures *for a proper*

R Return to Workplace *backed with*

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- Implement NO TOUCH door opening procedures
- Dissemination of wipes, hand sanitizer, masks, etc...
- Address questions surrounding COVID-19 and tenant safety
- Social distancing monitoring and lobby management
- Elevator safety, disinfecting, crowd control, etc…
- Specialized and customized tours to support your return to workplace plans through our **HELIAUS®** platform

www.aus.com

The "New Normal"

Guidelines for Reopening

Government Guidelines for Reopening

Develop and implement appropriate policies regarding:

SOCIAL DISTANCING & PROTECTIVE EQUIPMENT

TEMPERATURE CHECKS

SANITATION

DISINFECTION OF HIGH TRAFFIC AREAS

BUSINESS TRAVEL

GUIDELINES

OPENING UP AMERICA AGAIN

OSHA
Occupational Safety
and Health Administration

CDC
CENTERS FOR DISEASE
CONTROL AND PREVENTION

Themes in the 'New' Workplace

1. Workplace signage to reinforce social distancing

2. Maintaining a clean and disinfected workplace

3. Screening of employees and visitors

4. Social distancing management and managing employee traffic

Workplace Signage for Social Distancing

- **Where should social distancing signs be posted?**

- **Is external signage needed?**

- **Will signs be printed internally or externally?**

- **Do you have access to an image library?**

- **How will you monitor compliance?**

Maintaining a Clean & Disinfected Workplace

- Have you consulted with a cleaning vendor?

- How often will you routinely deep clean and clean key touch points?

- What office cleaning supplies are you offering occupants and how will you supply them?

- What expectations will be communicated to occupants to clean their workstations?

- Will you offer training on CDC protocols?
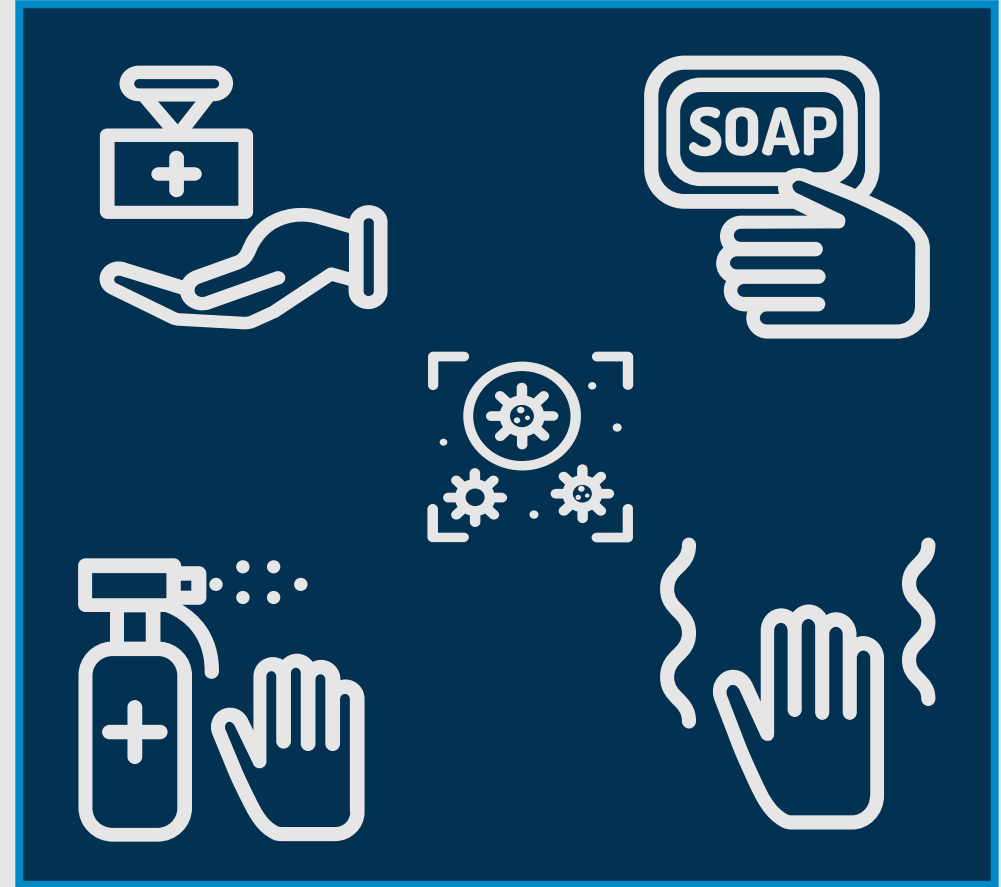
Screening of Employees and Visitors

✓ Have you evaluated **temperature screening options** and decided where they will take place?

✓ What process will you **follow if a person shows a high temperature**?

✓ Will you use **your existing security staff or add additional staff**?

✓ Will you purchase and provide the **equipment** or use a third party?

✓ Who is responsible for **cleaning supplies & equipment**?

✓ Will all occupants and visitors be required to wear **face masks**?
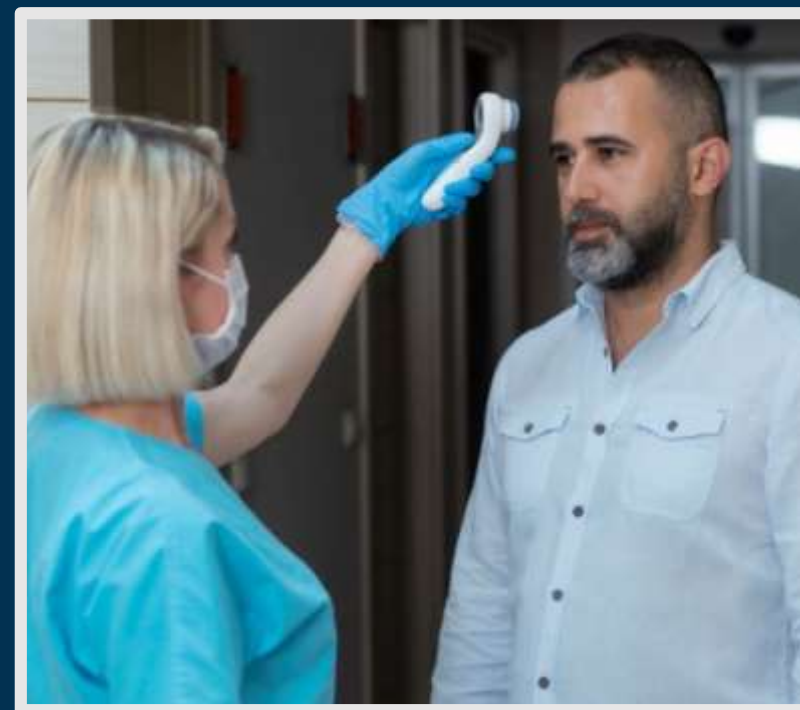
Social Distancing Management
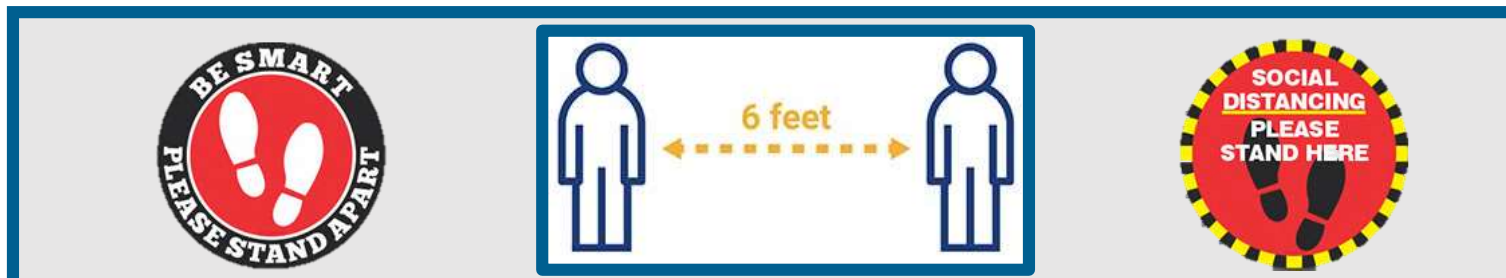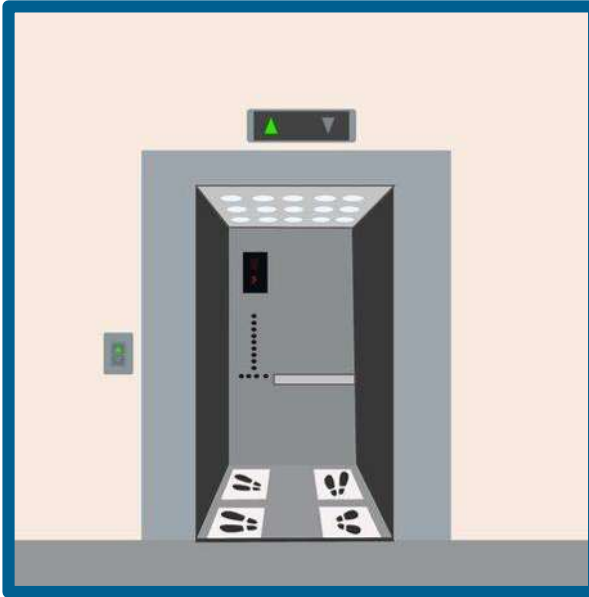
- **Visitor, contractor and guest management**
- **Occupancy management**
- **Pedestrian traffic flow**
- **Office/workplace seating**
- **Staggered shifts and hours flexibility**
- **Virtual resources**

BE SMART PLEASE STAND APART

PLEASE STAND ON THE DISTANCE DOTS

6 feet

SOCIAL DISTANCING PLEASE STAND HERE

How Can We Help?

ALLIEDUNIVERSAL®
There for you.

Assistance with Employee Screening

Screening Questionnaire

- A set of questions related to risk factors (travel history, current wellness) that can be administered by lobby ambassador
- Low traffic situations

Close Contact Screening (Non-Enclosed)

- Equipment needed includes close contact temperature gauge and full personnel protective equipment
- Low traffic situations

Close Contact Screening (Enclosed)

- Equipment needed includes close contact temperature gauge, protective enclosure and PPE for screener
- Low traffic situations

Distance Screening

- Equipment needed includes thermal camera and associated software
- No PPE required if employee can maintain a distance greater that 6 feet
- High traffic situations

Examples of Barriers to be Used for Close Contact Screening (enclosed screening, Option #3)
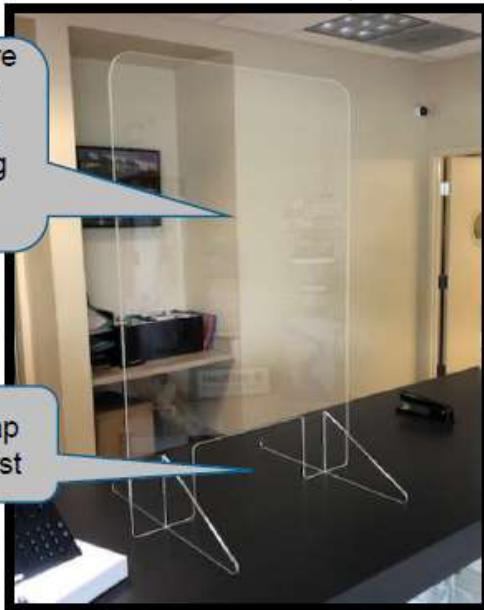
Table propped barrier

The below represents an illustrative mockup

Temperature gauge will be fixed in place using a rubber gasket

This air gap will not exist

7' Square enclosure

The below represents an illustrative mockup

Temperature gauge will be fixed in place using a rubber gasket

Typical Compliment of PPE and equipment

PPE Category	PPE Item
Temperature Scanner	Non-Contact Infrared Forehead Thermometer
Respirator Masks	N95 Masks
Surgical Masks	ASTM Level 1 3-Ply Surgical Masks
Surgical Masks	ASTM Level 1 3-Ply Surgical Masks
Face Shields	Flexible Face-Shields
Face Shields	Glass Face-Shields
Gloves	Vinyl Gloves - M
Gloves	Vinyl Gloves - L
Gloves	Vinyl Gloves - XL
Apron	First-Responders' Aprons
Barrier (Option 3 only)	Acrylic Barrier - Table propped
	Acrylic Barrier - 7' Square Enclosure
	Acrylic Barrier - 7' Semi Circular
	Acrylic Barrier - Table propped
	Acrylic Barrier - 7' Square Enclosure

Handheld option

FLIR E53

• Lead time 8-10 weeks

Fixed option

Calibrated Emitter

Control System

ViperVision Max software
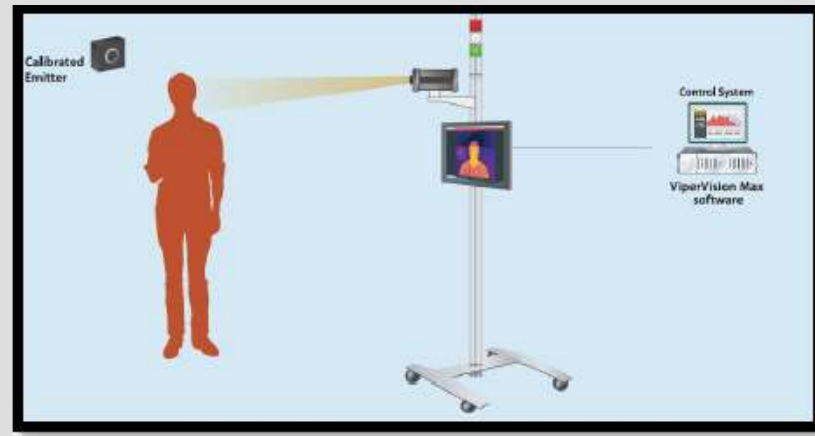
• Lead time 4-6 weeks

Assistance With the 'New Normal'

Customer Social Distancing

- Ensuring customer queuing for services are following social distancing practices
- Ensuring customers in retail environments are shopping responsibly

Lobby Management

- Confirm that lobby visitors are following targeted social distancing behaviors

Elevator Management

- Ensure that employees in elevator queues are adhering to social distancing
- Limit number of passengers on each elevator

Breakrooms/ Cafeterias

- Ensure that shared and common office spaces are adhering to targeted social distancing guidelines

Document, Trend and Analyze Often

Visitor Screening processes often include paper screening questionnaires and protocols

Visitor Screening Workflow captures allows you to manage the process and get real-time visibility into screening data
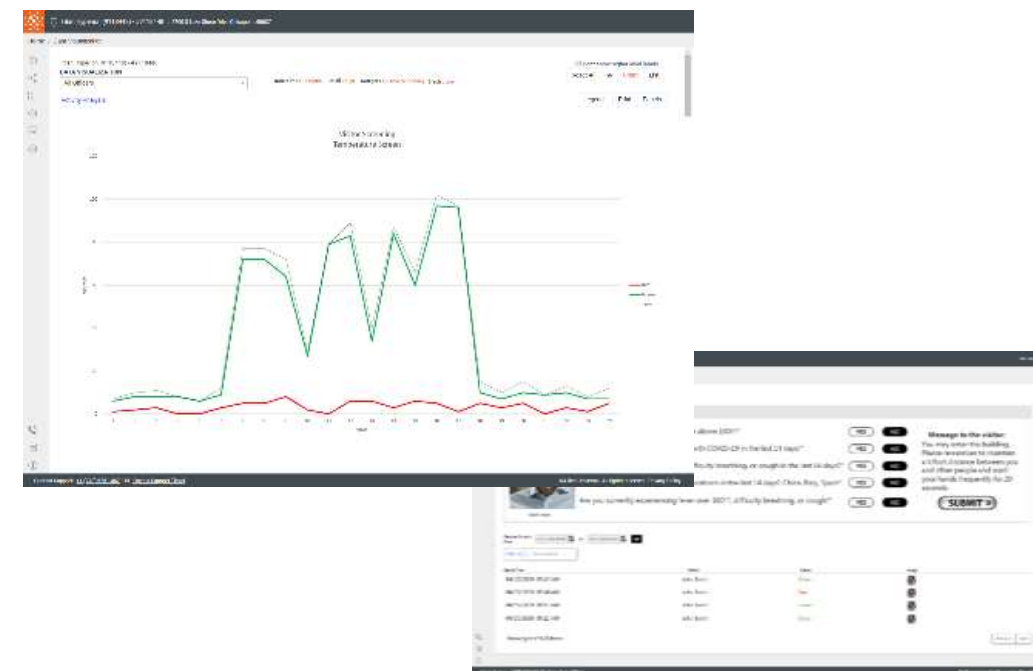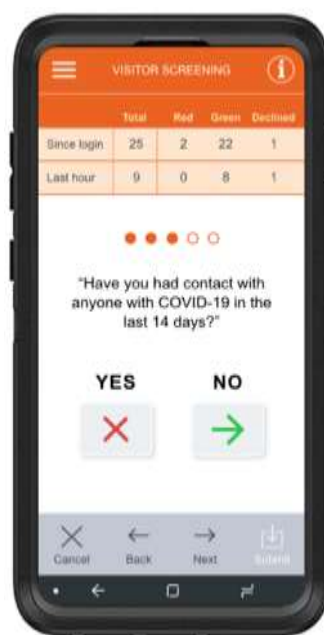
- Quickly and easily customize or change your screening process / protocol
- Add/remove questions, adjust data collected, and make it paperless)

- Real-time trends and Historical Online Data Visualization Tools
- Daily screening summary by hour and location
- Email and Text Alerts

What is Next?

Additional Resources

Centers for Disease Control and Prevention
https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html
https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

Cybersecurity & Infrastructure Security Agency
https://www.cisa.gov/

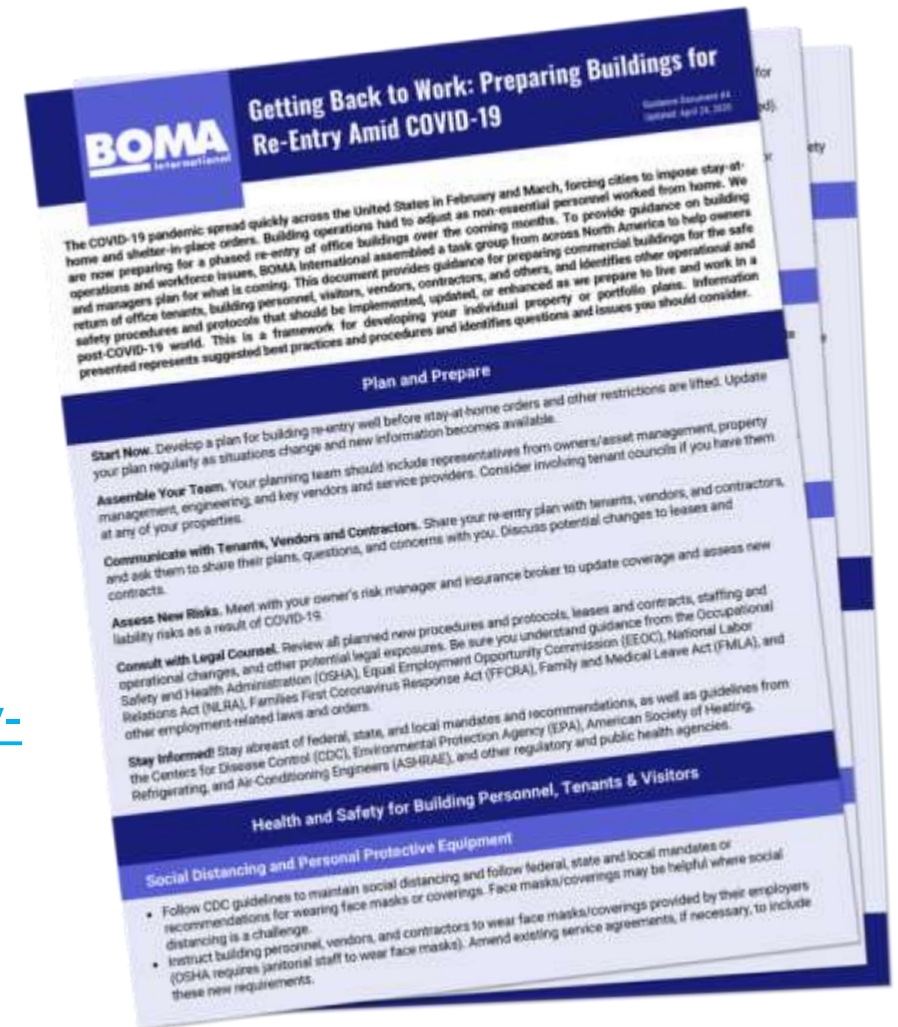Johns Hopkins University & Medicine
https://coronavirus.jhu.edu/

Vanderbilt University Medical Center
https://www.vumc.org/coronavirus/latest-news/mandatory-covid-19-screening-employees-begin-wednesday

World Health Organization
https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf

Additional Resources

ALLIED UNIVERSAL — *There for you.*

COVID-19 Safety Tips

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SOCIAL DISTANCING MANAGEMENT AND MANAGING EMPLOYEE TRAFFIC

VISITOR, CONTRACTOR, AND GUEST MANAGEMENT
- Do all the current access points need to be open? Would it help to reduce the number of entrance points?
- What "choke points" exist where people tend to congregate?
- What are particular high traffic times?
- Should you have someone monitoring traffic to ensure proper social distancing is being followed?
- Have you considered installing shielding at lobby console or visitor desks?
- If required, consider mask checks at entry?
- Have you considered programming digital building directories for updated building protocols or with language reinforcing social distancing?
- Have you considered no-touch turnstile access?
- Have you re-configured or eliminated lobby and external seating to meet social distancing guidelines?

OCCUPANCY MANAGEMENT
- Will occupancy be limited at the location? How will this be communicated to building occupants and visitors?
- Will particular areas be limited and monitored (i.e. elevators, bathrooms, break rooms)?
- How will this be tracked and managed? Who will manage?
- What elevator protocols will you put in place—restrictions from stopping on each floor? Staffing for the elevator? Queuing marks in elevators?
- Mail room access—spacing markers, counter cleaning?
- Fitness areas— shut down until circumstances allow?

PEDESTRIAN TRAFFIC FLOW
- Will there be an attempt to direct flow (i.e. clockwise approach like in hospitals or one-way traffic like grocery stores)? One door entrance and separate exit?
- How would a fire alarm/evacuation be managed during a social distancing mandate?

OFFICE/WORKPLACE SEATING
- Will you have open space or closed space seating?
- Should you consider reconfiguring office space seating to be 6 feet apart?
- What about enlarging typical 6 x 8 cubical spaces?
- Reducing or eliminating shared desks, hoteling, hot desking?
- If open/cube like seating—should Plexiglas barriers be installed?
- Will you create "zones" and restrict access between "zones"?
- Can a staggered remote work schedule address office occupancy and space concerns?
- How will you implement proper spacing in conference rooms?
- Have you considered designating a Safety Officer for your workplace?

DELIVERY/LOADING DOCKS
- How will food, packages be delivered? Expected increase in deliveries?
- How will employee notifications be made?
- Will the loading dock require changes?
- Will delivery personnel require screening?

RESTROOMS
- Will you change your cleaning schedule for restrooms?
- Should you be limiting stalls that are available?
- What about implementing automatic doors? Motion sensor door openers?

Return to Workplace Considerations

1. Prioritize people safety and continuous engagement

2. Reshape strategy for business continuity

3. Communicate with all relevant stakeholders

4. Take a gradual approach

5. Build resilience in preparation for the new normal

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East Bay

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Liz Thomas

Vice President

Northwest Region

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Questions?

ALLIEDUNIVERSAL®
There for you.

Return to Workplace Key Considerations

In anticipation of employees returning to the workplace as COVID-19 stay at home orders are gradually lifted, Allied Universal® offers this comprehensive list of considerations to help you develop and implement your site specific operational plans and procedures.

WORKPLACE SIGNAGE TO REINFORCE SOCIAL DISTANCING

> Where would it be important to post social distancing signs within your facility? (i.e. in the lobby, the elevator, stairwells, break areas, restrooms, on the floors, entrances and loading docks)
> Have you considered prominent signage near or in elevators designating them "no talk zones" in order to reduce droplets and aerosols that may further spread the virus?
> Have you considered external building signage—external staging areas?
> Have you identified a vendor to create and print the signs or will you handle internally?
> Do you have access to Shutterstock or iStock? There are many images there that can help you.
> How will compliance be monitored with respect to the signs?
> What wording will be on the signage that asks people to avoid the space if COVID-19 symptoms exist or they have been exposed to someone who has them?
> Can signage be flexible as the local regulations allow for group size (for example, groups no more than 10, more than 25, more than 50, 100, etc.)?

MAINTAINING A CLEAN AND DISINFECTED WORKPLACE

> Have you consulted with your janitorial vendor?
> Have you considered any of the following before reoccupying space: electrostatic cleanse and/or an "air out"?
> At what frequency will you routinely deep clean?
> What are the key touch points (i.e. elevator buttons, lobby door handles, break rooms, restrooms) and how often will those be cleaned on a daily basis? Consider increases in janitorial staffing during occupancy hours.
> What office cleaning supplies will you provide to occupants (i.e. hand sanitizer, disinfectant wipes, etc…)? Will these be available via stations? Will these be handed to occupants as they enter the building?
> What expectations will be communicated to occupants for cleaning their workstations? Frequency of cleaning?
> Have you considered if you have the proper PPE if using commercial-grade disinfectants?
> Will you or your janitorial vendor offer training with respect to CDC protocols (hand washing guidelines, etc...)?
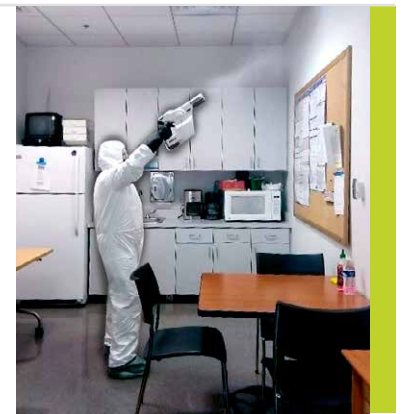
SCREENING OF EMPLOYEES AND VISITORS

> Have you evaluated implementing temperature screening that might be required to adhere to by local health authorities (Screening Questionnaire, Close Contact Screening (non-enclosed), Close Contact Screening (enclosed), and Distance Screening)?
> If required, will you conduct temperature screening inside or outside of your building? What will be your designated area?
> Will you implement a long-term permanent solution of screening or a short-term solution?
> Will you screen everyone entering your building or just visitors? Will you have separate areas for visitors vs. tenants?
> Will you add screening to all building entry locations?
> How will documentation/notifications work around temperature screening?
> What process will you follow if a person shows a high temperature?
> Will you use your existing security staff or need to add staff?
> Will you purchase and provide the equipment, or will you need a third party to do so?
> Who will be responsible for cleaning any of the equipment? What additional equipment and PPE will be required for cleaning?
> Will all occupants and visitors be required to wear face masks? If so, how will it be communicated and enforced?
> Do you have proper staffing at entry/exit points?
> Have you thought about installing clear shielding at concierge and greeting desks?
> Will you require tenants to meet and escort visitors or report them on an expected list to security? Will the Host be responsible for them and their compliance on building rules?

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