II.Preparing the Building

Before occupants return to a building that has been vacated for a significant period of time, building owners, managers and operators should complete a variety of pre-return checks, tasks, and assessments to ensure a healthy and safe environment. We recommend referencing any existing building risk assessments or registers which can provide a better understanding of what building systems are critical to assess prior to reoccupation.

Not all of the items below will be applicable for every building. Rather, owners, operators and building managers must use their specific knowledge of their buildings to prepare for the workforce to return.

WORKER SAFETY

- Anyone preparing a building after a period of reduced inactivity due to COVID-19 should be provided with:
  - Appropriate PPE (such as masks, gloves, eye protection and coveralls)
  - Training in fitting, wearing and using PPE as well as safe removal, sanitizing and disposal
  - Requirements for hand washing and social distancing
- PPE can also protect workers against exposure to dust, allergens and other contaminates that may have been introduced during the inactive period
- After use, workers should dispose of PPE designed for single use
  - After removing PPE, staff should wash their hands immediately, adhering to WHO recommendations
  - Some face masks may be designed for single use only and should be disposed of safely after use
- Follow all applicable safety practices, referring to existing regulatory requirements, policies, procedures and risk assessments
- Consider any changes that may be necessary as a result of COVID-19 mitigation within the building

CLEANING, DISINFECTING AND SUPPLIES

- Review site inventory of cleaning chemicals, materials, and consumables to ensure inventory levels are aligned with forecasted building occupancy
- Ensure a safety data sheet is available for all chemicals and requirements for safe use are followed
- Ensure cleaning equipment and tools are in working condition
- Cleaning staff should review and complete refresher training on general cleaning and site-specific protocols
- Cleaners must be trained on proper disinfecting guidelines
- Determine areas that require thorough cleaning due to heavy usage such as event centers, gyms/locker rooms, conference rooms and restrooms
- Prior to initiating cleaning tasks, ensure all staff practice hand hygiene, washing hands thoroughly prior to putting PPE on, and follow Health, Safety, Security & Environment (HSSE) requirements with PPE
- Treat all surfaces using disinfectants from government approved or authorized lists ensuring all chemical dwell times are adhered to
- After use, workers should properly dispose of or sanitize PPE in accordance with WHO or local regulatory requirements.

III. Preparing the Workplace

In preparation for the return of the workforce to the physical workplace, employers should consider a variety of pre-workforce return checks, tasks and assignments. As part of that pre-return activity, we recommend developing or updating a COVID-19-specific workplace plan that outlines strategies and tactics to combat and/or minimize the likelihood of spread of virus in workplace.

PRE-CHECKS, CLEANING, DISINFECTING AND SUPPLIES

Below we have outlined some areas to consider. The level of detail may or may not be relevant to specific workplaces.

FIRE LIFE SAFETY
- Verify operation and check for any trouble indicators; system most likely was continuously operational—arrange for a FLS systems contractor to check system
- Perform fire extinguisher checks required by respective laws or local codes

KITCHEN
- Clean and sanitize all surfaces within the area including high touch areas (fixtures, light switches, appliance handles and buttons)
- Turn on appliances
- Verify all pilot lights are lit and operational
- Verify the operation of makeup and exhaust
- Remove and dispose of any spoiled products
- Clean and sanitize all appliances
- Reset pest control normal operational frequency

RESTROOMS
- Flush toilets to fill P-Trap
- Pour water in floor drains
- Flow sink to fill P-Trap with water

BREAKROOMS
- Plug in and turn on appliances
- Turn on supply water to appliances (coffee makers, ice makers, etc.)
- Check operation of each appliance
- Coordinate check of food, beverage, and other items with vending machine vendor
- Provide adequate stock of hand sanitizer, disinfectant wipes, and other such products

CLEANING
- Introduce and maintain advanced cleaning and disinfection standards, such as routine cleaning and disinfecting of high-touch spaces and surfaces per health authority guidelines
- Review and prepare plans for client/owner approval regarding changes to cleaning scope or any additional services in response to COVID-19 protection
- Perform advanced cleaning and disinfection of workspace
- Sanitize all workspace areas, including offices, conference rooms, breakrooms, cafeterias, restrooms, and other areas
- Review client shifts to optimize janitorial service performed to meet the needs of the client and facility
- Review self-cleaning technology for high touch surfaces and applications for tablets and screens
- Place signage in workspace and common areas promoting worker safety through emphasizing basic infection prevention measures, including posting hand-washing signs in restrooms

SUPPLIES
- Ensure adequate stock of paper and plastic products exists (toilet paper, paper towels, etc.)
- Provide tissues, no-touch trash cans, hand soap, alcohol-based hand sanitizer and wipes containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces
- Provide additional hand sanitizer, surface disinfectant wipes and tissue available in workspace, cafeterias, break rooms, elevator lobbies and high traffic areas and other common areas
- Review self-cleaning technology for high touch surfaces and applications for tablets and screens

PERSONAL PROTECTIVE EQUIPMENT (PPE)
- Obtain and store enough supply of all required PPE at the time of reopen
- Mask disposal: regular waste unless directed differently by respective local health or government authorities

FREQUENTLY TOUCHED SURFACES

Frequently touched surfaces are reservoirs for viral pathogens. By reducing the frequency of physical contact with items in the workplace that are also touched by others, individuals can reduce their exposure to communicable diseases. Solutions may be temporary or permanent.

Note: Public safety codes, building codes, applicable laws and security requirements must not be compromised to reduce the potential for physical contact with items in the workplace.

In addition to providing disinfectant sprays or wipes adjacent to each touchpoint, consider the following range of precautions to reduce touchpoints:

Light/power switches
- Affix signage to remind occupants to keep switches 'on' all day
- Install movement detectors to activate light switches – consider voice-activated controls
- Provide wall-mounted disinfectant dispensers

Doors and drawers
- Remove non-essential doors
- Remove door handles if viable
- Affix doors in an open position

Collaboration tools (conference phones, room reservation panels)
- Disable/decommission room reservation panels outside meeting rooms
- Remove shared conference phones and encourage the use of personal mobile phones or laptop softphones for teleconferences.
- Remove whiteboard pens and erasers and encourage individuals to bring and manage their own
- Provide whiteboard cleaning solution and disposable wipes adjacent to every board
- Remove remote control handsets and provide instructions for manual equipment use instead

Chairs
- Remove unnecessary fabric upholstered chairs
- Consider plastic wrapping fabric upholstery for ease of cleaning
- Affix notices to each chair reminding occupants to avoid or disinfect touchpoints

Shared equipment (printers, copiers)
- Reduce the quantity of printers and copiers to dissuade printing

Supplies storage
- Secure supplies storage and designate specific personnel to manage stock and distribute items

CONTAMINANT CONTROL

Note: Public safety codes, building codes, applicable laws and security requirements must not be compromised in an effort to control contaminants in the workplace.

To manage contaminants that may enter the workplace, consider the following precautions:

Storage
- Add places for individuals to store and secure their own items separately from others (i.e., individual coat hooks rather than coat closets used by the group)
- Provide impervious clothing covers (e.g., dry-cleaning bags) for individuals to cover/ contain their own coats or PPE

Waste receptacles
- Provide separate waste bins for PPE

Quarantine/Isolation room
- Designate a specific enclosed room to isolate any person who experiences symptoms of an illness while at work

Deliveries
- Designate one location for any deliveries to the building/space and disinfect items centrally
- Assign delivery management and sterilization as a task to specific employees only
- For longer-term planning, consider shortwave ultraviolet light sterilizing rooms/booths
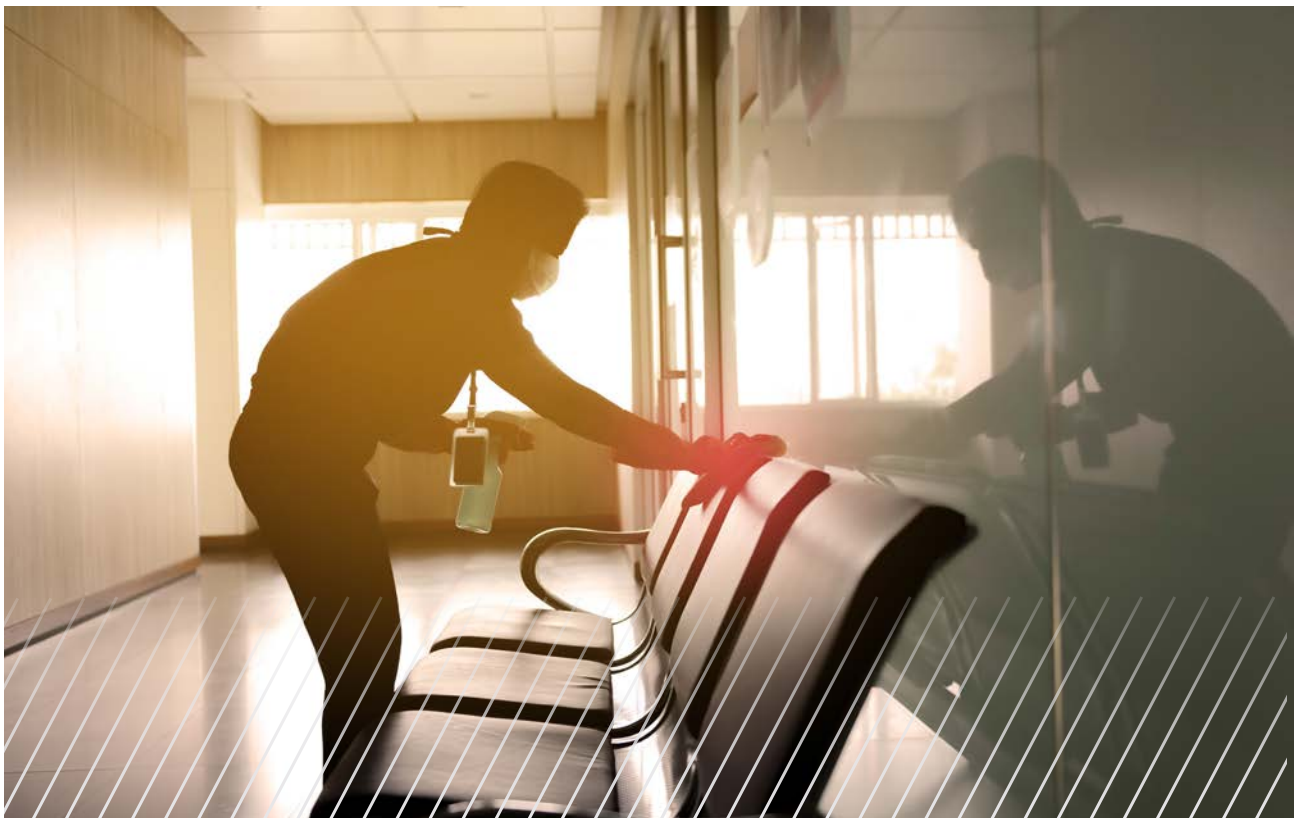
II.Inside the Building

BUILDING ENTRY / RECEPTION

Consider guidelines and recommendations to control building ingress and egress, and that promote ongoing safety and precautionary measures at those points. These might include:

Entrances:
- Reduce the number of entrances (but maintaining code compliance) to direct occupants to use monitored and protected routes
- Hand sanitizer at doorways both inside and outside
- Temperature screening
- Floor markings for safe distancing for any queues or waiting areas
- Sanitized floor mats

Reception:
- Training reception personnel on safe interactions with guests
- Test front-line reception personnel
- Reconfiguration of visitor registration systems to avoid guests leaning over receptionists
- Glass screens between guests and reception personnel
- Virtual concierges
- Disable/decommission/remove registration kiosks/touchscreens
- Touchless registration via personal mobile phone
- Disposable sticker security tags rather than recycled clips or lanyards
- Remove reception furniture to reduce public touchpoints
- Provide PPE to building guests

Signage:
- Install signage at multiple, relevant locations in the entry sequence
- Explain building access rules and other protocols that impact how occupants use and move throughout the building

PPE and Cleaning:
- Provide receptacles for used/discarded PPE
- Monitor and review of existing cleaning guidelines and adjust or enhance as needed for cleaning paths of travel and high touch areas
- Develop new protocols for collecting and disposing of large quantities of potentially contaminated waste (especially if single-use PPE becomes common in the workplace)

SHIPPING AND RECEIVING AREAS

Before reopening, operators and building managers should review current processes for inbound and outbound deliveries (parcels, mail, food deliveries, couriers and so forth) and develop a revised plan to align to COVID-19 safety precautions. These might include:

- Routing instructions and plans to avoid deliveries through employee or main entrance and instead route through areas that will minimize contact with the larger building population
- Separating shipping and receiving areas from the general population
- Require personnel handling mail and parcels to wear PPE to receive parcels, mail and other deliveries, and train them in the proper use and disposal of PPE
- Sanitizing the exterior of packing
- If appropriate, removing items from boxes and appropriately discarding

LOBBIES / COMMON AREAS / AMENITIES

Consider guidelines and recommendations that promote safety and guide building occupants through common and amenities areas beyond the entry. These might include:

- Hand sanitizer in stairs, elevator lobbies and all other building common areas
- Signage:
  - Wayfinding signage or floor markings to direct foot traffic and ensure safe social distancing
  - Explain new rules or protocols for common areas
- Casual gathering spaces:
  - Re-arrange furniture to promote social distancing
- Food service amenities:
  - Consider acrylic dividers between service provider and users
  - Offer pre-packaged foods only
  - Reduce self-service access to foods
  - Clearly signpost queuing areas
  - Remove or rearrange furniture to promote social distancing
- Fitness facilities and bicycle storage units:
  - Clearly signpost queuing areas
  - Temporarily close fitness facilities
  - Rearrange equipment to achieve social distancing
  - Reduce classroom capacities to allow for social distancing
  - Require use of face masks in fitness facilities
- Cleaning:
  - Monitor and review existing cleaning guidelines and adjust or enhance as needed for cleaning paths of travel and high touch areas

ELEVATORS AND ESCALATORS

Elevators represent a particularly challenging area to establish social distancing. Methods for managing the use of elevators might include the following:

- Social distancing queue management for waiting passengers
- Instructional signage displaying healthy elevator use protocols including passenger limits and safe distances in the carriage
- Elevator attendants to manage flow and discourage over-crowding of elevator carriages
- Signage inside elevator cars displaying healthy elevator use protocols – this may include floor stickers to establish distancing zones and describe where and how to stand
- Review of elevator cleaning processes, and updates to ensure on-going cleaning of high touch surfaces like elevator panels / buttons

Escalators pose fewer challenges which may be managed with signage directing passengers where to stand and not to pass.

III. Inside the Workplace

ARRIVAL EXPERIENCE

Utilize the workplace arrival area to reinforce messages, new policies and protocols, which may include:

Digital signage or posters
- Remind staff how to stay safe and keep others safe in the workplace by maintaining social distancing, following new meeting guidelines, hand washing reminders, the use of virtual collaboration tools rather than meeting rooms and so forth

Cultural reminders, such as:
- The vision and priorities of the organization at this time of change and stress
- Taking care of the employee is a high priority
- Shared responsibility for the health of all employees

Hand sanitizer to encourage hand hygiene

EMERGENCY RESPONSE

Provide reminders of how to manage an emergency in the workplace with relevant details defining who to notify, where to go, how to get help, and how to respond afterwards.

WORKPLACE HYGIENE

Encourage good **personal hygiene** and infection control practices when employees are in the workplace, including:

Respiratory etiquette:
- Encourage covering coughs and sneezes
- Turn away from others when coughing or sneezing

Hand hygiene:
- Promote frequent and thorough hand washing
- Make hand sanitizers available in multiple locations adjacent to common touchpoints

Avoid touchpoints:
- Provide disposable wipes so that common touchpoints (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls, and more) can be disinfected by employees before each use
- Discourage the use or borrowing of other people's phones, desks, offices or equipment

Maintaining a **clean workplace** will assist in minimizing risk to employees. This involves:

Regular housekeeping:
- In open work environments, increase the frequency of cleaning and disinfecting frequently-touched surfaces, equipment, and other surfaces in the workplace:
  - » Kitchen Areas
  - » Vending Machines
  - » Bathrooms
  - » Meeting Rooms
  - » Phone Rooms
- When choosing cleaning chemicals, organizations should consult products from approved lists from governing authorities, and reference disinfectant labels, data and specifications with claims against emerging viral pathogens.

For **shared/agile/flexible workplaces**, consider:

- Creating and posting guidelines for desk and equipment sharing, disinfecting and use
- Removing shared keyboards and mice and distribute personal peripherals to mobile workers
- Providing storage units (lockers) for storing personal items in the workplace

Develop new practices on **kitchen and meal preparation areas**, which may include some temporary measures such as:

- Encourage occupants to bring food and beverage items from home and manage them individually
- Minimize touchpoints by removing coffee pots and the like
- Eliminate open food items
- Provide prepackaged items in containers
- Increase frequency of cleaning appliances such as refrigerators and microwaves
- Consider installing physical barriers, such as clear plastic sneeze guards
- NOTE: these approaches will impact sustainability initiatives as additional waste is produced from individually packaged food and beverages

NEW WORKPLACE OPERATIONS

To maintain social distancing, minimize touchpoints and manage potential contamination of the workplace, consider the following practices:

Space use / density monitoring
- Conduct regular counts of occupants per floor
- Add sensors to quantify utilization of spaces
- Provide real-time meters/dashboards at entries to display how many people are present
- Implement a reservation system for desks so that employees can check attendance before arriving in the workplace
- Work from Home for non-essential employees to reduce the density of personnel

Individual desks
- Implement a strict clean-desk policy so that non-essential items are not stored on the desk, but rather enclosed in cabinets or drawers
- Supply disposable daily paper placemats for use at each desk
- If desks or work areas are shared, advise individuals to sanitize all surfaces upon arrival at that seat. Supply disinfectants in the immediate proximity (or on each desk)
- Unless stringent cleaning protocols are enforced, and if possible, avoid sharing of desks

In-person meetings
- Coach employees to critically evaluate the requirement for in-person meetings
- Limit the number of attendees at in-person meetings and limit to spaces that accommodate safe distances
- Host large team/staff meetings via video conference rather than in-person
- Eliminate in-person meetings with external guests

ONGOING SUPPORT

In addition to the recommendations outlined in "Preparing the Workforce & Organization" prior to Day One (see page 9), employees will need ongoing communication and training, especially during onboarding of new staff or orientation for visitors to the space. Consider:
- A regular cadence of employee training on emergency procedures, good workplace hygiene, effective work practices for distributed teams.
- Training materials on company intranet
- Posters, signage and displays related to employee learnings about new practices.