Coming back to WORK safely

Covid-19 Return to Work Office
Roundtable II

7/21/2020
Moderator

Jim Wilkinson
VP Collective Services
Meeting Purpose/GOAL:

• To have an open dialogue concerning the issues affecting each of us, our facility teams and our companies.

• As facility professionals, our strength has always been the ability to share with and learn from each other

• Our world, our ‘facility playbook’ has changed, and it is even more important that we continue to learn from each other in these unprecedented times

In doing so, we will continue to provide the most effective, safest, and trusted solutions to those that we serve.
Round Table Panel

Julie Robinson
Program Manager, Facilities & Corporate Real Estate

Brittany Gamble
Facilities Consultant
Gilbane Building Co

Kelly Rauckman
Sr. Manager, Facilities

Teresa Reichert
Sr. Manager, Construction Services

IFMA
KANSAS CITY CHAPTER
Coming back to WORK safely

Discussion Agenda

Pre-entry Health Screening
Cleaning - Disinfecting
Phasing – Return
COVID19 Contact
General
Q & A
Pre-Entry Health Screening
Q’s:

1. Are you performing health related pre-entry screening?

2. Does your office take temperatures upon entering the facility?

3. Are you requiring employees (visitors, others) answer preset questions before entering?

4. Do you require, recommend, or are you allowing personal preference to wear face mask in your office setting?
PRE-ENTRY HEALTH SCREENING

A’s:

1. Associates are asked to perform a self-assessment daily for COVID-19 symptoms in most situations.

2. For temperature screening, there is a range of self-monitoring of temperatures to temperature scanners at the door, either by person or ‘no-touch’ or automated scanners.
A’s:

3. Health pre-screening questions are at the door for visitors.

4. Face masks are mandatory in all facilities upon entering and away from one’s desk, most companies have procedures allowing no masks at ‘desks’/office.
PRE-ENTRY HEALTH SCREENING
Discussion
Cleaning/Disinfecting
CLEANING/DISINFECTING

Q’s:

1. Is your facility being disinfected by a company using an ‘approved, effective’ process?

2. Have you developed any additional processes to help combat the spread of the virus?

3. Have cleaning frequencies stayed the same?  Decreased due to more sanitization?  Increased?  Staffing?
A’s:

1. Fogging ranges from bi-monthly (Fri-Sun) to nightly, using industry trusted products

2. Sanitizer being supplied in restrooms, conference rooms; some companies have installed ‘hands free’ devices in restrooms to combat the spread (faucets, towel & tissue dispensers, foot pulls); additionally touchless coffee, ice & water; hygiene stations positioned for associate’s wanting to self disinfect areas

3. Most have had to increase the number of cleaning personnel and will maintain; with fewer associates in the building staff has been able to redistribute to focus on high touch areas (door handles, elevators), less vacuuming and in one case ‘automated’ vacuuming
Q’s:

4. Are you utilizing a system to track cleaning and/or sanitizing in in spaces or areas in the building?

5. Do employees have access to this info to know what’s been cleaned and when?

6. Have you made any HVAC alterations to your ventilation, humidity, filters, etc.? Or using UV?

7. How is your staff prioritizing standard maintenance practices?
CLEANING/DISINFECTING
Phasing - Return
Q’s:

1. Did you do a Return-to-Work employee Survey? Would you be willing to share?

2. Do you have a developed Reintegration or Return-to-Work plan? Can you provide an overview?

3. What was your population in office before, population today, and plan for reintegration percentages?

4. Are you hoteling? Work from home? Staggered work hours for employees?

5. Do you utilize any particular system for tracking?
PHASING - RETURN

A’s:

1. Only a few asked did a Return to Work Survey

2. H&R Block’s staff are returning by birth month starting June 1, completing August 31, WFH until then and in some cases continuing. Garmin has had their Manufacturing/Distribution Center at 90% or greater as an essential business, Business & Engineering’s reintegration started in June, essential staff only with a planned slow ramp up; since the recent increase in cases, they have slowed even more so.

3. H&R Block was at 1700 HC, ~150 invited weekly, ~900 by July; however only ~100 coming in; Garmin was at 3,800 HC, ~600 in Manufacturing, holding at ~30-35% in engineering and business units; others are looking at 50% and holding to allow for continued social distancing

4. Most companies have a majority as WFH, some desk sharing, some staggering work schedules and another looking to implement an ongoing Hoteling Program

5. Tracking being done using badge swipes through security (e.g. Siemens C*Cure)
PHASING - RETURN
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PHASING - RETURN
Q’s:

6. Did you have Work From Home (WFH) prior to COVID? Percent?

7. Is your company looking at an indefinite WFH or hotel program? Percentage?

8. Percentage office vs open office? Have you implemented any furniture changes to support social distancing (i.e. partition extenders; plexi-glass)
A’s:

6. Some companies supported a small WFH program prior, while others not at all

7. The WFH format is working exceptionally well with Garmin, we are studying the idea of implementing indefinitely with some groups, percentage TBD

8. H&R Block 7% offices, looking at plexi-partitions for call center; Garmin 25% offices, 25% shared offices, 50% workstations-recently went to 1-per office, workstations 50% or less occupied, plexi only at service areas; others handled furniture changes similarly to support social distancing
Discussion
Q’s:

1. Are you tracking who comes to the office? Where people sit? Do you allow drop in staff (staff assigned to work at home to stop by the office)? Are you allowing visitors? Do you have a tracking program you are using?

2. Has anyone created zones or area requirements to protect groups of workers and allow contact tracing should an outbreak occur?

3. Are you utilizing a system to track people in areas of their building?

4. Have you placed signage in your facility to provide instruction per CDC guidelines for COVID and social distancing? Can you share?
A’s:

1. Tracking by badge swipes; others downloading through CAFM system and tracking headcount working with business units through an excel document; a few are allowing visitors; most allow WFH staff to drop by, some with prior notification

2. One company has divided space into 7 zones to help with contact tracing; others have special areas such as labs, manufacturing etc. where limited staff are allowed; Contact tracing can be reviewed through CAFM system that maintains a history of occupants

3. A system called ‘Workplace Advisor’ (sensors placed in the space) being utilized to show where people travel during the day helps with cleaning schedules and frequency, though there are many new options with technology for tracking

4. Some have developed customized signage packages shared on next slides
PHASING – RETURN TRACKING - ZONES
Garmin Signage Package Examples

Strategy & Implementation

The overall goal of these internal communication pieces was to guide associate behavior; keep our office workspaces clean, healthy and safe; comply with state and local directives; adhere to Garmin policy; and be over-communicative to associates with the hope of instilling confidence in associates working in the office. The following presentation reviews the specific signage assets and their specific implementation plan.
H&R Block Signage
Package Examples

We're so glad you're back!
Remember:
- Practice social distancing.
- Wear masks in common areas.
- Do not enter if you're sick.

We're all in this together (except for this elevator).

Crowded spaces not your thing?
Today's your lucky day.

Currently socially acceptable to hit the close door button.

Be safe in here.

Be safe out there.
H&R Block Signage
Package Examples

Keep calm and keep your distance.
Personal space granted.
Do your part, stay 6ft apart.

Tech Center check-in.

• Wear your mask at all times and please wear your gloves.
• Use soft tip stylus.
• Wipe stylus clean when done.
• Have a socially distanced seat in the West Lobby and we’ll call you when it’s your turn.

The Roasterie
is open for pickup orders only.

Orders can be placed via the Roasterie App.
If you’re here for pickup, please follow the signs to retrieve your order.
H&R Block Signage Package Examples

One way only.

Unless in an emergency.
Other Informative Messaging or Training

COVID-19 US Associate Training

INDEX
1. Workplace change/what is Garmin doing to keep you safe?
2. Reporting / quarantining
3. Self reporting app
4. Recognizing symptoms
5. Hand/respiratory hygiene
6. Mask wearing and social distancing
7. Personal travel

We’re so glad you’re back.

Following these guidelines will help ensure everyone’s safety during this transition.

Social Distancing & Personal Protection
- Stay 6 ft apart and be aware of your surroundings while waiting for elevators in the lobby and in other common areas.
- Masks are required in common areas or anywhere you’re unable to maintain 6 ft distance.
- Gowns are required for you at your discretion.
- Avoid personal contact (e.g. handshakes, hugs, or high-fives) and do not share workspaces, headsets, telephones, or keyboards.
- Wash your hands with soap and water for 20 seconds and avoid touching your eyes, nose, or mouth.
- Please cover your mouth with your elbow when coughing or sneezing.

Elevators & Stairwells
- Limit elevator occupancy to four people at a time. This could mean longer waits as per accordingly.
- Stairwells are open for one-way traffic. The South stairwell goes up; the South stairwell goes down.

Meeting Rooms
- Limit in-person meetings; when an in-person meeting must occur ensure the number of people in meeting room is less than 10 and rooms are large enough to at least 2 meters available between each attendees.
- Breakout rooms are currently closed.
- Wash hands frequently, including high touch areas. Elevator buttons, but do not remove your hands by wiping down meeting room areas before and after each use.

Common Areas
- The Roasterie and Chop Block have limited capacity. Please order online or by using the app to help the Roasterie and Chop Block manage orders and evolve times. (See the IMA for more info)
- Seating in the Chop Block and the Roasterie is closed.
- Seating in the West Lobby is closed, but the East Lobby remains open with limited capacity.
- The Block Shop is open with limited capacity.

CSC REOPENING RESOURCES

Reminder: Do a self-assessment daily for COVID-19 symptoms, including:
- Taking your temperature.
- Stay home and contact HR/your leader if you are experiencing COVID-19 symptoms including:
  - Fever, cough, or shortness of breath.
  - You have been in contact with someone who has been diagnosed.
  - A healthcare worker has instructed you to self-quarantine.
  - You have traveled in the past two weeks internationally or to an area of the U.S. with a high infection rate.

For detailed information and resources, visit the CSC Reopening Page on DNA. If you have additional questions, please contact your leader, your HR business partner or send an email to ReopeningBlock@hro.com.
PHASING – RETURN TRACKING- ZONES
PHASING – RETURN TRACKING - ZONES
PHASING – RETURN TRACKING- ZONES

Physical Distancing Alerts

We’ll use Bluetooth to detect if you and a coworker get too close (less than 6 feet apart) your phones will alert you by vibrating.

At Work

Physical Distancing Alerts

BE AWARE
Make sure you maintain 6 feet of distance, or two arm lengths, from your co-workers at all times.

Update Your Contacts in Your Logbook Daily
If your workplace is exposed, knowing who you came into contact with is the most effective tool we have against the spread of COVID-19.

Oops!
You are a little too close. Move away from your neighbor to maintain at least 6 ft. of distance.

BE ALERT!
If working around others is making it hard for you to maintain 6 ft of distance please reach out to HR.

Practice Physical Distancing
Please maintain at least 6 feet of distance between yourself and your coworkers.
# Contact Tracing

## COVID-19 Testing Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Tested</th>
<th>Symptoms</th>
<th>Result Confirmed</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Test</td>
<td>1 of 50 Tested</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Negative Test</td>
<td>10 of 50 Tested</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waiting for Results</td>
<td>39 of 50 Tested</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Tested Employees

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Symptoms Start Date</th>
<th>Result Confirmed</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob, Killan</td>
<td>Negative</td>
<td>4/22/20</td>
<td>4/26/20</td>
<td>0</td>
</tr>
<tr>
<td>Cooper, Dale</td>
<td>Positive</td>
<td>5/10/20</td>
<td>–</td>
<td>5</td>
</tr>
<tr>
<td>Ferguson, Maddy</td>
<td>Waiting</td>
<td>5/20/20</td>
<td>5/27/20</td>
<td>3</td>
</tr>
<tr>
<td>Hayward, Donna</td>
<td>Negative</td>
<td>4/22/20</td>
<td>UNCONFIRMED</td>
<td>2</td>
</tr>
<tr>
<td>Horne, Audrey</td>
<td>Negative</td>
<td>4/22/20</td>
<td>4/26/20</td>
<td>10</td>
</tr>
<tr>
<td>Horne, Benjamin</td>
<td>Negative</td>
<td>4/22/20</td>
<td>4/26/20</td>
<td>20</td>
</tr>
</tbody>
</table>
COVID 19 Contact
Q’s:

1. Do you have a plan regarding virus contracting, or coming into contact with someone who has Covid? How does an employee communicate contact or contraction?

2. Do you have an emergency response plan in the event there is a positive case?
A’s:

1. Most companies have a process in place whether it be an email, an email to a safety officer or supervisor or a reporting APP. Appian, used by Garmin allows associates to self report contact or contraction. All companies look to the CDC and local health authorities to develop a plan.

2. How companies handle positive cases vary depending on circumstances; A designated Crisis Management Team handles sensitive information and works with executives, HR and Facilities. HR and Legal teams are always advising with the ever changing guidelines. An Associate Resource Center page available on the Garmin Intranet offers answers to many questions.
Example of Self Reporting Appian APP

The Garmin COVID-19 Self-Reporting Application is a secure and confidential self-service portal which enables Garmin associates to report incidents and impacts related to COVID-19.

Examples include:
- Associate is under the care of a doctor due to a COVID-19 concern (symptoms, diagnosed as positive or presumed positive, underlying health condition, etc)
- Associate is self-quarantining due to exposure concerns, caring for or living with someone who has COVID-19, recent travel, etc.
- Associate has been asked to quarantine by Garmin’s direction

Create Self-Report
Crisis Management – Associate Resource Center

COVID-19 CONTACT

Useful Links Related to Coronavirus (COVID-19)

- [Helpful CDC Links](#)
- [What to do if you are sick?](#)
- [Daily Life and Going Out](#)
- [COVID-19 One-stop Shop Toolkit](#)
- [Considerations for Travelers](#)
- [CDC Guidance to Employers and Businesses](#)
- [State and Health Department Websites](#)
- [Other Links](#)
- [Kansas Department of Health OSHA COVID-19](#)
Discussion
Other General
**Q’s:**

1. Any constructions projects that were altered due to COVID? Any new construction projects began due to COVID?
2. Any sourcing issues or reliable sources for materials tied to product or services?
3. How is current staff handling workloads? Short staffed? Fully staffed?
4. How are you handling traffic patterns in the office, stairs, elevators usage?
A’s:

1. Tied to COVID, a café project with H&R Block may be looked at to redesign; Garmin is reviewing potential design changes to their current Phase 2 construction project, a security project was just kicked off; many companies have either completed or have plans to change to ‘touchless’ hardware

2. Sourcing for items such as disinfectant, sprayers, and touchless hardware have been behind, but slowly picking up

3. Some companies are rotating staff in critical areas, i.e. mailroom, facilities & engineering groups

4. Stairs are encouraged to be used as elevators are being restricted to 4 occupants; in one instance talking is not allowed in elevators. Some stairs are being designated as either up or down, and many have considered one-way hallways
Discussion

and

Q & A
Resources

&

References
Email us at COVIDhelp@ifmaKC.org or info@ifmaKC.org if you have info, services or products you would like to share.
Thank you