

Preparing Your Workplace

A CHECKLIST FOR TENANTS RETURNING TO THE OFFICE

- **Designate a Return-to-Workplace manager/team** to lead the evaluation of and the plan for your workspace.
- **Proactively engage key stakeholders and each department and/or business function** to begin a dialogue about the building's status, your workplace status, activities and plans, along with each department's/business function's plan.
- **Consider and update policies** such as employee health and/or screening, travel, office visitors, and work-from-home accommodations. In many cases a phased approach may create a smoother transition that allows for dynamic evaluation and modification if necessary. Additionally, a rotating phase where a portion of employees return to the workplace while the remainder continue to work from home could be considered until it is determined that all employees may safely return.
- **Perform a thorough evaluation of your current workspace layout** to identify modifications that may be necessary to meet social distancing guidance. Review space plans and evaluate open, dense, or spaces that do not provide at least six feet of separation between employees. Solutions may differ depending on how many employees are expected to return to work versus continuing to work from home.
- **Identify the maximum capacity for your office overall and individual spaces** Create and communicate any new policies and use signage to reinforce.
- **Evaluate your office furniture and layouts** Spread stations out where necessary or consider flexible/rotational work schedules. Use partitions, one-way directional flows and signage to add structure to new or modified layouts.
- **Prepare your gathering areas for clean collaboration** Spread out or eliminate furniture and remove excess seating in lobbies, conference rooms, dining areas, etc.
- **Prepare your break rooms and dining offerings** Beverages, food items, and utensils should be single-serve or single-use. Increase cleaning frequency in these spaces and post signage encouraging hygiene and individual clean-up.
- **Check all equipment and systems that were removed from service** in advance of the return to the workspace. Items could include but are not limited to appliances, copiers, other office equipment as well as the replacement of domestic water filters.

- **Meet with third-party service providers** (interior landscaping, pest control, couriers, etc.). Confirm they have a plan and procedures in place to promote the health and safety of their employees that will or may come into the building and your space. Ensure that they understand their obligation to promptly notify property management of any employee illness, exposure or suspected exposure to COVID-19.
- **Consider your PPE supplies and policies** Make mandatory pieces such as face coverings available for your teams and encourage leadership to set a consistent tone.
- **Create your 'office arrival' protocol** and provide employees with a sequenced checklist. This could include screening, if applicable, hand washing or sanitizing, PPE checks, and workstation preparations. Create a thoughtful sequence for your employees' arrival journey.
- **Promote social distancing and good personal hygiene** (respiratory etiquette, hand hygiene, etc.). Reinforce this behavior with signage and supplies such as hand sanitizer and disinfecting wipes.
- **Communicate what has and is being done to keep employees safe** while they have been away, both from a building and a workspace perspective. Based on your building and the situation, this may include continued enhanced cleaning of high-touch areas and shared spaces and implementing a re-occupancy deep cleaning of the workspace.
- **Consider recommendations for keeping personal spaces clean** This may include limiting personal items in workstations, disposable daily desktop covers and accessible cleaning supplies. A strict, clean-desk policy might be considered with non-essential items stored in file cabinets or cupboards. This allows for all hard surfaces to be more thoroughly disinfected nightly by the janitorial staff.
- **Communicate often and consistently** A well-thought-out communications program should prepare employees for what to expect when they arrive and help alleviate anxiety. Mitigating employee fears and concerns is a top priority and preparing them will help ease anxiety. Utilize digital tools to promote consolidated, up-to-date information. Consider conducting pulse surveys to monitor employee wellbeing and gather feedback.