



Re-Opening Offices

Post COVID-19



How Re-Opening Will Happen Post-COVID-19

In part of reducing infection spread, governments are expecting businesses to take certain precautions as they begin to re-open. Governments want to speed up the pace of economic, educational, and community recovery while also protecting public health. As you come to understand best re-opening practices, it is important to keep in mind the following goals in re-opening.

- ✓ **SAFETY FIRST:** re-opening will be done safely and securely to protect vulnerable residents, continue physical distancing, and provide clear rules for businesses deemed safe to re-open.
- ✓ **SCIENCE-DRIVEN:** re-opening will rely on scientifically validated public health interventions. Testing, tracing, field studies, and public health guidance will be used to contain infection.
- ✓ **CHOICE:** businesses within sectors cleared for re-opening can decide when they will re-open. When they do, they must comply with regulations to protect employees and customers.
- ✓ **DYNAMIC:** expect re-opening plans to be adaptive and responsive to real-time concerns such as infection spread or public health guidance.
- ✓ **PREPARED:** governments will work closely with health care systems to ensure PPE is secured and bed and ventilator capacities are regularly assessed to ensure an optimal standard of care.

Anticipated Rules for Re-Opening

What Business will be Allowed to Re-Open

How Business will need to Operate

What Businesses Will Be Allowed To Re-Open

Be sure to check the rules for your regional governments, but primarily all governments are taking in the following considerations for re-opening the economy:

- ✓ **Staggering industries re-opening** to reduce the risk of a spike in cases and confirm it is safe to continue.
- ✓ **Assessing the risk of transmission for employees and customers** given the nature of a business's work and prioritizing businesses that have lower transmission risks.
- ✓ **Transmission risk is defined as contact intensity and adaptation potential of the business.** Businesses will be assessed on the contact proximity, contact length, and frequency of contact in the workplace, in addition to how able a business is to socially distance and sanitize as per regulations.
- ✓ **Assessing regional economic health** associated with number of employed individuals, GDP impacts, and impact on small businesses to recover from economic closure.

What Businesses Will Be Allowed To Re-Open

The complete list of businesses being allowed to re-open and re-opening dates will vary region to region, but below are common businesses that are being approved to re-open in the coming days.

ALREADY OPEN	Hospitals Utilities Waste Management	Essential retail Grocery stores Takeout restaurants	Construction Government services Transportation
REGION SPECIFIC DATES	Dine-in restaurants (limited capacity) Personal services (e.g. hair salons) Outdoor recreation	Schools Childcare Offices Museums Zoos	Remaining retail Non-essential businesses
FUTURE RE-OPENING	TBD		

How Businesses Will Need To Operate



While specifics may vary, many governments are recommending that:

- ☑ Businesses enforce capacity limits as much as 50% or less.
- ☑ Strict cleaning and disinfection protocols are developed and enforced in all settings.
- ☑ People in high-risk groups should continue to stay safe and at home.
- ☑ Facemasks should always be worn in public.
- ☑ Social gatherings will be limited, with gatherings more than 5 to 50 people being prohibited, depending on regional legislation.

As improvements in public health and favorable research occurs, you can expect governments will gradually loosen safeguards. However, many governments are anticipating this new wave of safeguards to last several months, up to September 2020.

Re-Opening Offices Safely in COVID-19

Overview

Re-Opening Procedure

Physical Space Set-up

PPE and Cleaning Protocols

Health Guidance

Overview

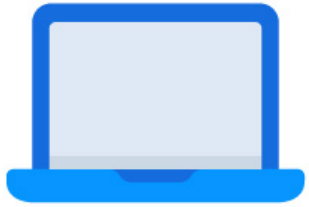
Offices are expected to keep in mind the importance of the health and safety of their employees. This means taking caution and strictly following government-regulated protocols. If you cannot meet the following rules by your re-opening date, you should delay opening.

While these rules are meant to make re-opening as safe as possible, the risks cannot be fully eliminated. Employees need to be fully aware of potential risks before returning to work. **Where possible, employees are encouraged to continue working from home.** Likewise, employees who are high-risk (over the age of 65 or with other health conditions) should not visit offices and should stay home.

Additionally, tenants should coordinate with building owners to ensure rules are being implemented effectively. Landlords are expected to care for common areas shared between tenants, while tenants are expected to care for individual areas.

The rules here are intended to make re-opening offices as safe and smooth as possible. These rules can be supplemented with recommendations from your regional governing authorities and may be updated at any time.

Re-opening Procedures



Work From Home

Encourage employees to work from home where possible and implement the necessary measures to facilitate this.

Plan for Re-Opening

Inform your employees on these rules and any additional precautions being taken.



Program Administrator

Designate someone to overlook the implementation of these rules.

Shifts

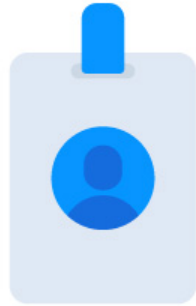
Stagger shift start/stop times and breaks times to minimize contact between employees.



Re-opening Procedures

Log Employees

Record all employees on premise throughout the day to support contact tracing.

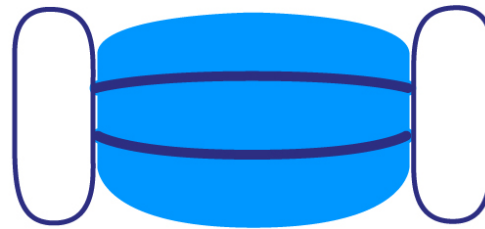


Limit Visitors

Reduce the amount of visitors and service providers allowed on-site. Restrict shipping and deliveries to designated areas.

Personal Protection

Estimate how much personal protection will be required for employees and begin securing.



Cleaning Plan

Construct cleaning checklists that clearly define employee responsibilities. Every day, complete a thorough cleaning of entrances/lobbies, bathrooms, kitchens, elevators, door handles, and high contact surfaces and objects.

Re-opening Procedures



Training

Craft and institute a training program for employees and ensure their participation prior to re-opening. Your program should include the rules contained in this document and guidance on how to clean and use clean products safely. If any cleaning duties are subcontracted, it is still the employer's responsibility to ensure subcontractors are properly trained.

Your training program must not cost the employee and must be provided during working hours. Additionally, the training program should be delivered so that employees can understand it (given in the language and literacy level of the employee) and refreshers should be delivered weekly.

Physical Space Set-up

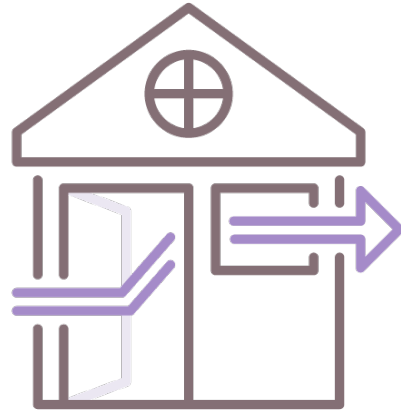
Re-opening your office calls for reconsidering how employees navigate and act throughout the day. Before we go through recommended best practices, utilize this office graphic to adapt your layout for maximum protection.



Physical Space Set-up

Signage

Throughout the office, post signage that reiterates new policies such as social distancing, PPE expectations, and reporting symptoms.

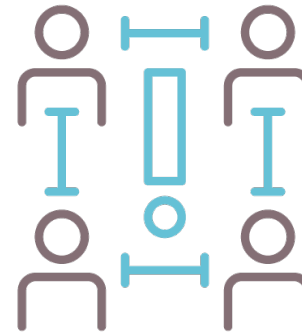


Ventilation

Increase ventilation and the amount of outdoor air that circulates into the system as much as possible.

Social Distancing Markers

Install visual markers on the floor to encourage employees to stay 6ft/2m apart in shared spaces.



Barriers

Utilize barriers between employees where a 6ft/2m distance cannot be achieved.

Physical Space Set-up

Shared Equipment

Limit the amount of equipment employees share and clean equipment that needs to be shared between uses.



Office Arrangement

Rearrange desks and workspaces so that employees are 6ft/2m apart. Stagger the desks so employees can avoid sitting opposite of each other, even if some desks need to be left empty and/or marked off.

Discrete Work Zones

Where possible, divide the workplace into zones and reduce movement between zones (e.g. departments stay on a single floor or area).



Physical Space Set-up

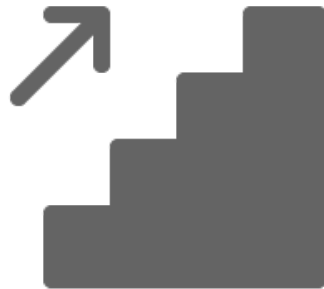


Non-Essential Amenities

Close or remove all amenities that are not essential to primary business functions. Some examples include coat rooms, vending machines, or coffee makers.

Elevators

Encourage social distancing for elevators through introducing queues, installing signage, and encourage alternatives where possible.



Touchless Appliances

Where possible, install touchless appliances such as door stops, paper towel, soap dispensers, and water fountains.

Hotlines

Post clear signage that includes hotlines for employees and customers to report violations or people displaying symptoms.



PPE And Cleaning Protocols



Personal Protection for Employees

- ☑ All employees must wear a face mask supplied by the employer or a self-made cloth mask that covers their nose and mouth, unless doing so would be negatively impact their health or safety.
- ☑ Gloves and necessary eye protection are required for using cleaning chemicals.
- ☑ Employees may remove masks outdoors or at their workstation but are expected to wear them in shared spaces and while moving around.
- ☑ If businesses cannot supply personal protection, they may not be allowed to re-open.

Personal Protection for Customers and Visitors

- ☑ Customers and visitors should bring and wear masks, except when negatively impacting their health, or be given a mask or denied entry to the facility.

PPE And Cleaning Protocols

Recommended Cleaning Practices

- ☑ Supply hand sanitizer at all entrance points and common areas, where possible.
- ☑ Make cleaning and disinfectant products and/or disposable disinfectant wipes near commonly used surfaces, such as desks, chairs, elevators, shared equipment, etc.
- ☑ Ensure bathrooms are cleaned and disinfected frequently and implement a cleaning log for tracking.
- ☑ Ensure your business cleaning protocols follows regional guidelines, such as training staff, allowing disinfectant to sit before wiping, high contact surfaces are cleaned at least daily, etc.



Health Guidance



To assist in re-opening your business during this difficult time, below is health guidance on day-to-day operations and dealing with potential situations.

- ☑ **Daily health check:** Ask employees to confirm they have not experienced COVID-19 symptoms, such as cough, shortness of breath, fever, loss of taste or smell, sore throat, headache, muscle pain, chills, or repeated shaking. Employees should stay home when sick.
- ☑ **Positive COVID-19 case:** In this possible situation, employees must inform their employer and follow testing and contact tracing protocols.
- ☑ **Whistleblower protection:** Employers are prohibited from retaliating against workers for raising concerns.
- ☑ **Leave:** Employers must adhere to regional legislation on paid leave and provide appropriate guidance.

