

RETURN-TO-WORKPLACE: **SAMPLE EMPLOYEE GUIDE**



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EXECUTIVE SUMMARY

The decision to return to the workplace is one that is not taken lightly and deserves a well thought out plan. At Transwestern, we designed a customized plan in support of reopening our offices in accordance to state, city, local guidelines, and the CDC guidance. This plan is a combination of key deliverables to equip leadership (at both the corporate and city levels) with the necessary guidance and tools as we transition our teams back to the workplace. We are pleased to share these tools with you to help shape your approach in reopening your office.

For us, preparation of the workplace was tailored to each office, but in each case designed to (1) comply with state, city and local orders, and (2) reduce the risk of exposure to COVID-19. Apart from the physical layout of the office, employee behaviors and practices play a critical role in maintaining a healthy workplace. We set our policies around helping our employees find the right comfort level in their return to the workplace.

We hope you find the following guide helpful in implementing and following office policies and procedures upon your return to the workplace.

We have broken this guide into three components for your employees:

- Pre-Arrival to The Workplace
- Day Before Arrival
- Resuming Daily Life At the Workplace

This guide is a high-level plan and we strongly encourage you to engage with your local resources to best set your return to the workplace.

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PRE-ARRIVAL TO THE WORKPLACE



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Planning for Your Return

The decision to return was not taken lightly, and many factors helped inform the “new normal.”

We advised our Transwestern employees to consider the following points as they prepared themselves to return to the workplace:

Are you experiencing any symptoms of COVID-19?

- Complete a comprehensive self-medical check and follow the CDC guidelines should you have any symptoms of COVID-19
- Review the *Employee Exposure Guidelines* in the event you have COVID-19 symptoms
- Notify your company contact if you are exhibiting symptoms

Are you in the higher-risk category?

- Any team members in higher-risk categories (65 or older OR have underlying health conditions) were encouraged to continue working from home.

How are you getting to the office?

- If you use public transit, review state/CDC guidelines to plan your commute.
- If you park at the office, review all communications from the building regarding parking changes.

Can you access the building and the office?

- Review communications about property management building protocols.
- Be sure you have your access card and/or key fob to enter your space.

Example Employee Exposure Guidelines	Any of the COVID-19 CDC listed symptoms Or at least 2 of these: Fever, Chills, Muscle pain, Headache, Sore throat, Loss of taste or smell, Shaking	Any of these symptoms in the past 24 hours? Allergy-related runny nose or nasal congestions, sneezing	Have you traveled to any country, area, or city in the last 14 days where the federal, state, or local authorities, require mandatory quarantine?	Have you been in close contact in the last 14 days with someone who has confirmed positive COVID-19?	Have you been diagnosed with laboratory confirmed COVID-19?
Should I be in the office?	✗	✓	✗	✗	✗
Should I stay home?	✓	✗	✓	✓	✓
Should I quarantine?	✓	✗	✓	✓	✓
Should I wear PPE?	✓	✓	✓	✓	✓
When can I return?	Follow company protocol.	N/A	Follow company protocol.	Follow company protocol.	Follow company protocol.

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PREPARING FOR YOUR RETURN



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Day Before Arrival

At Transwestern, we invited our employees back through a series of emails, webinars and other communication tools. After reviewing the protocols, we then advised them to consider the following points the day before returning to the workplace:

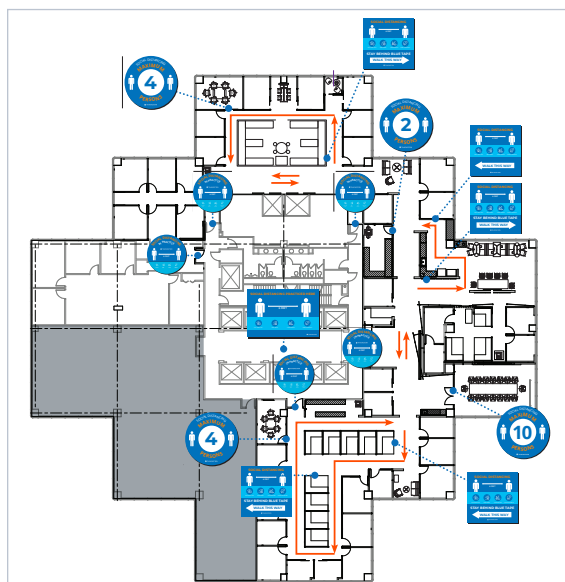
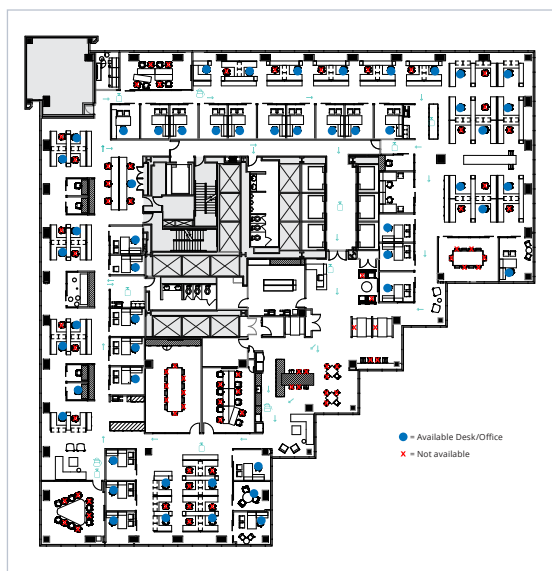
- ☒ Have I communicated with my supervisor any special requests or needs?
- ☒ Have I read and understand the guidance from the CDC in the event I show symptoms of, have been exposed to, or have been in contact with a person exhibiting signs of or confirmed to have COVID-19?
- ☒ Do I have the proper face covering?
- ☒ Do I understand my responsibilities to help maintain a healthy workplace?
- ☒ Do I understand the new traffic flow and seating arrangements?
- ☒ Have I confirmed my in-office work schedule rotation, if applicable?

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Changes to Expect at the Office

To abide by CDC and other government requirements, changes to how you use the space will be required to accommodate for social distancing and other factors. For our employees, we sent floorplans in advance of their arrival to show them new seating arrangements, traffic flow and the addition of signage to assist in the transition.

Sample Floorplans Reflecting Office, Signage and Traffic Pattern Changes:



Traffic Flow Signage

In addition to showing traffic arrows on the floor plan, we included directional signage outlining recommended traffic flow patterns in community spaces as well as ingress and egress.

Maximum Occupancy Signage

In addition to showing reduced and/or staggered seating capacities on the floorplan, we also placed physical signage around the office on doors and tables of shared spaces (conference rooms, breakrooms, kitchens, print rooms, restrooms).

Social Distancing Signage

We also included physical signage around the office to show appropriate standing distances and to remind team members of appropriate spacing considerations.

► [Click Here for Larger Versions](#)

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Sample Rotational Schedule for Limited Occupancy Requirements

Team A

- Development
- Construction Management
- Accounting
- Marketing

Team B

- Legal
- Technology
- Operations

Team A & B

- Site Leadership
- Support Staff

MAY-JUNE 2020 (WEEKLY ROTATION)

17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6
7	8	9	10	11	12	13

MAY-JUNE 2020 (DAILY ROTATION)

17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6
7	8	9	10	11	12	13

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RESUMING DAILY LIFE AT THE WORKPLACE



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BEST PRACTICES TO CONSIDER AT THE WORKPLACE

At Transwestern, we shared some best practices for each scenario that our employees might encounter on a day-to-day basis, including:

Elevator Lobby

As a heavily trafficked entry point, the elevator lobby can represent an increased risk. Follow the guidance or protocols provided by building management. Example best practices include:

- Use of gloves or hand coverings to touch call buttons.
- An expectation to wear face coverings while in the lobby and elevator cab.
- Reminders to carry their badge, access card or key fob with them at all times, as the doors to their office may be kept locked throughout the day.

Restroom

Restrooms are not designed for effective social distancing, follow any guidance or protocols provided by the building management if you share restrooms with other tenants.

- There may be signage indicating suggested bathroom occupancy as well as directional indicators.
- Please wash your hands per CDC guidelines before exiting.
- Use paper towels for hand drying and opening bathrooms doors after hand washing.

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At the Office

- Upon arrival, sanitize or wash your hands with soap and water per CDC guidelines.
- Be mindful to apply social distancing practices.
- Possible updated desk assignment may be in order to align with social distancing guidelines.
- Follow directional indicators on the walls or floors denoting the recommended path of travel throughout the office.
- In all common areas and corridors it is expected you wear face coverings.

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Personal Workspace

- Wipe down your workspace daily including keyboard, phone, and desk as you are responsible for the cleaning of your individual workspace.
- To meet recommended CDC guidelines, the company has provided appropriate cleaning supplies for use while in the office.
- At your desk you should operate to your level of comfort when considering whether to wear PPE, and consider state, CDC, and building guidelines.
- Only one person will be assigned to a particular desk, and desk configuration will follow social distancing guidelines.
- When working in a private office, consider keeping the door closed.
- Review reminders of protocol at each workstation and signage at regular intervals throughout the office space.

Shared Spaces

When using shared spaces, employees should aim to leave them cleaner than they found them and assess social distancing guidelines when choosing space for collaboration.

- It is expected you wear face coverings in shared spaces.
- Seating may have been removed from shared spaces to accommodate social distancing guidelines.
- Cleaning Protocols:
 - To meet recommended CDC guidelines, we provided appropriate cleaning supplies for use while in the office in shared spaces.
 - Conference rooms: all tables, chairs, AV equipment, phones, and monitors.
 - Copy and supply spaces: printer keypads and cabinet doors, before and after use.
- Community spaces: all surfaces, handles, tables, beverage stations, and sinks before and after use.
- In copy and supply spaces, the number of team members sharing the space may be restricted.
- Food brought from home may be kept in sealed containers.
- The refrigerator will be emptied every day.
- The building will designate a delivery staging area for packages and for food deliveries. When collecting a package, consider opening it in the staging area and sanitizing it before bringing it into any shared space.

Visitors

There may be an area set up to receive visitors and transition them from building to office. Communicate to partners, vendors, and clients that the office will be restricted to necessary visitors only.

- Consider video conferencing when possible to reduce visitor presence in the office.
- If an in person meeting is required, your guest will be escorted to an area to leave personal belongings and outerwear, don PPE, and sanitize hands.
- All visitors will be required to practice social distancing, wear a face covering, and complete a health questionnaire.
- All visitors must be logged, identifying date, time of visit, and who they are meeting with, to be used if contact tracing is needed.

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