



PANDEMIC RECOVERY PLAN

Each organisation should develop a recovery plan to address responses to pandemics.

Consider:

- Creating an operational emergency team consisting of essential functions staff
- Establishing procedures for alert and outbreak verification to receive early warnings should the virus resurge
- Establishing information flows (drafting of situation reports, briefings, back-up of information, etc)
- Communications and dissemination of information for internal and external stakeholders.

To model the business implications:

- Create contingency plans to address the impact of potential resurgence of disease in the workplace after reopening sites
- Develop a response plan based on contingency scenarios, including a mechanism for identifying triggers that will change the level of response
- Assess the economic impact of different scenarios and funding needed to address each scenario
- Assess supply needs and explore options for purchasing additional supplies required for business operations
- Create a contingency plan to address disruption in vendor-performed critical services after reopening of sites; develop a list of qualified service providers for any such critical services
- Investigate financial recovery assistance available through government programmes.

Further, in relation to Covid-19:

- Develop surveillance strategies aimed at collecting timely data relative to staff and operations (for example, workforce absenteeism or recovered cases with greater immunity), especially for any identified high-risk staff coming back to work
- Identify and connect with local Covid-19 information sources such as occupational health physicians, community practitioners, and government departments to stay current on local Covid-19 status and to stay abreast of early warning signs.

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 fire life safety systems contractor to check the system
- Perform fire extinguisher checks required by respective laws

KITCHEN

- Clean and sanitise all surfaces within the area, including high-touch areas (fixtures, light switches, appliance handles and buttons)
- Turn on appliances
- Remove and dispose of any spoiled products
- Clean and sanitise all appliances
- Reset pest control normal operational frequency

BATHROOMS

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

BREAK ROOMS

- 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, beverages and other items with vending machine vendor
- Provide adequate stock of hand sanitiser, 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
- Sanitise all workspace areas, including offices, conference rooms, break rooms, cafeterias, restrooms and other areas
- Review client shifts to optimise 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 emphasising basic infection prevention measures, including posting hand-washing signs in restrooms

SUPPLIES

- Ensure adequate stock of paper and plastic products (toilet paper, paper towels, etc)
- Provide tissues, no-touch rubbish bins, hand soap, alcohol-based hand sanitiser and wipes containing at least 60% alcohol, disinfectants and disposable towels for workers to clean their work surfaces
- Provide additional hand sanitiser, surface disinfectant wipes and tissues 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 reopening
- Mask disposal: Dispose in regular waste unless directed differently by the Department of Health

SOCIAL DISTANCING

Space planning solutions can be used to reduce the transmission of contagious diseases among colleagues at work through social distancing. Solutions may differ depending on how many people are expected to return to work versus continuing to work from home. Understanding that dynamic will allow calculation of the total workforce expected to be accommodated in the office and assessment of the demand for workspaces.

Note: Public safety codes, building codes, applicable laws and security requirements must not be compromised to achieve social distancing.

Consider the following range of precautions and social distancing measures:

Space use / density monitoring

- Determine a method for conducting regular counts of occupants per floor
- Add sensors to quantify the utilisation of spaces
- Provide real-time meters/dashboards at entrances to display how many people are present, if possible

Circulation spaces

- Designate and signpost the direction of foot traffic in main circulation paths: corridors, stairs, entrances
- Consider one-way circulation routes through the workplace
- Mark increments of locally acceptable social distance (2m) on floors where queues could form

Individual seats

- Only use alternate desks (checkerboard style), disable the use of alternate desks, or remove alternate desks altogether
- Add desks to spaces previously used for group activities (convert training/meeting rooms, cafe area and the like into desk areas)
- Increase space between desks
- Add panels between desks, including height adjustable panels for sit/stand desks
- Specify seat assignments for employees to ensure minimum work distances
- Review sharing ratios if new sanitisation protocols are introduced

Meeting and shared spaces

- Decommission and repurpose large gathering spaces
- Reduce capacity of spaces, for example, remove some chairs from large meeting rooms
- Prohibit the shared use of small rooms by groups and convert to single-occupant use only
- Close/forbid the use of some rooms

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 cell 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, etc)

- Reduce the number of printers and copiers to dissuade printing

Supplies storage

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

ARRIVAL EXPERIENCE

Use 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 on

Cultural reminders, such as:

- The vision and priorities of the organisation at this time of change and stress
- Taking care of all employees is a high priority
- Shared responsibility for the health of all employees

Hand sanitiser 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 sanitisers available in multiple locations next to common touchpoints

Avoid touchpoints:

- Provide disposable wipes so that common touchpoints (for example, 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 minimising 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, organisations 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 distributing 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
- Minimise touchpoints by removing coffee pots and the like
- Eliminate open food items
- Provide prepackaged items in containers
- Increase the 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 will be 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 utilisation of spaces
- Provide real-time meters/dashboards at entrances 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 sanitise 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