



Office Operations Quick Hits

Turning Recommendations Into Action

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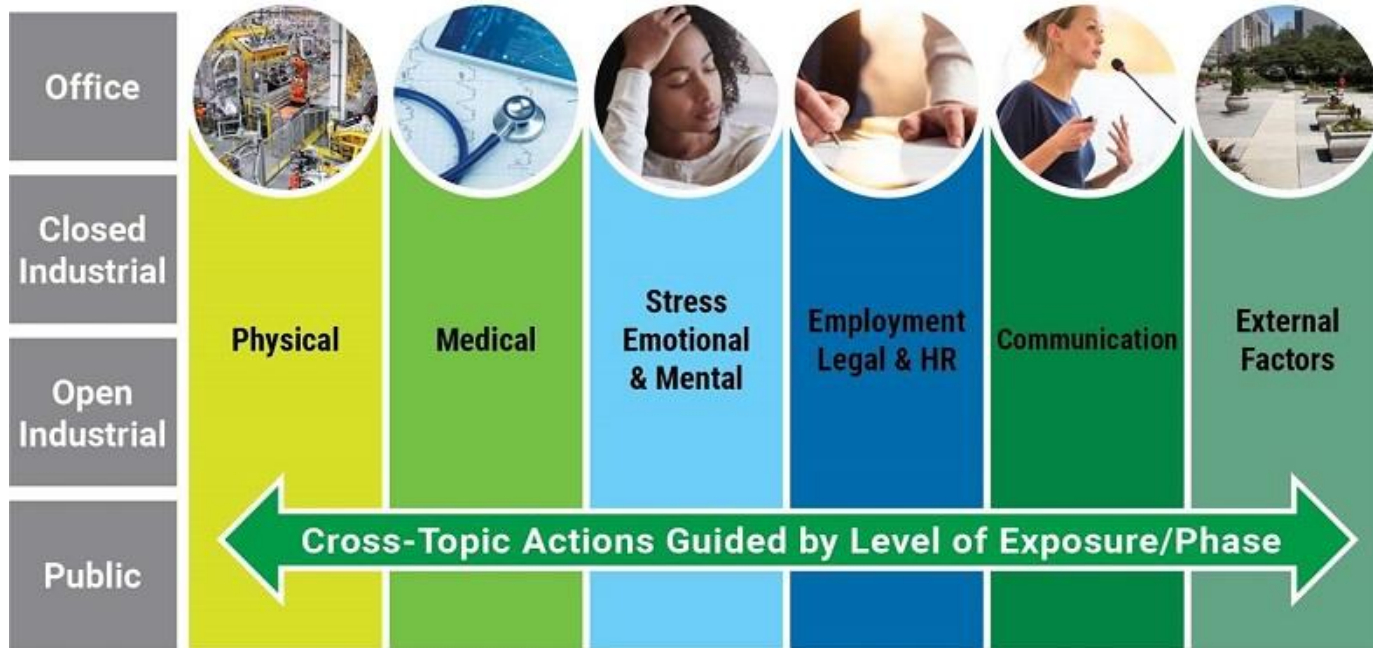
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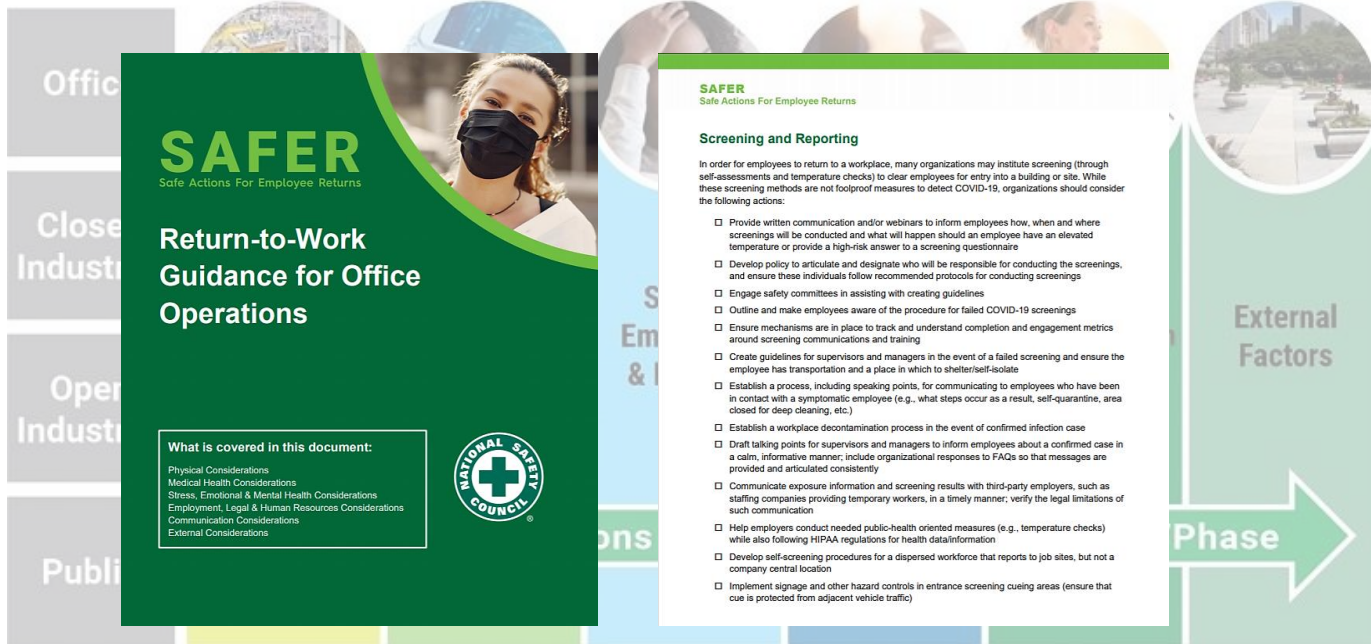
Agenda

- Return-to-Work Guidance: Framework and Playbooks
- SAFER Quick hits for guidance in office operations
- Case study: Justin Dugas, USG
- SAFER resources

Return-to-Work Guidance: Framework and Playbooks



Return-to-Work Guidance: Framework and Playbooks



SAFER Quick Hits for Office Operations



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SAFER Quick Hits

Turn Recommendations Into Action

The following quick-hit documents, generated with the insight and expertise of the SAFER Task Force, are the tactical components - checklists, procedures, protocols - needed to turn the [SAFER Framework](#) recommendations into action.

- [Confirmed Case Notification Protocol](#)
- [Employee Return-to-Worksite Status](#)
- [Entrance Screening](#)
- [Managing Employee Stress and Anxiety](#)
- [Office Physical Distancing](#)
- [Office Reopening Protocol](#)
- [Risk Exposure Index for Office Settings](#)
- [Workplace Hygiene](#)
- [Action Plan Template](#)

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SAFER Quick Hits for Office Operations

On Today's Webinar:

- Office Reopening
- Office Physical Distancing
- Risk Exposure Index for Office Settings

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Safe Actions For Employee Returns



Office Reopening

The following provides an outline of suggested steps to take in order to safely reopen an office workplace after it has been closed due to the COVID-19 pandemic.

Six Essential Steps for Reopening

1. Prepare the Workplace

- Identify locations where workers commonly gather in large numbers and/or in close proximity.
- Identify potential high-touch surfaces, zones, or areas.
- Cleaning plans
- Pre-return inspections and maintenance HVAC and mechanical checks

2. Prepare the Workforce

- Mitigating anxiety
- Policies for deciding who returns, how and when
- Employee communications

3. Control Access

- Creating protocols for health and safety checks
- Building reception/Workplace entries
- Shipping and receiving
- Elevators
- Visitor policies

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Safe Actions For Employee Returns

4. Create a Physical Distancing Plan

- Decreasing density
- Schedule/shift management
- Office traffic patterns

5. Reduce Touchpoints and Increase Cleaning

- Opening doors
- Clean desk policy
- Food/vending plan
- Cleaning common areas

6. Communicate for Confidence

- Recognizing the fear in returning
- Communicating transparently
- Listening and surveying regularly

How to Prepare the Workplace

Entrances/Entry Gates

- Reduce the number of entrances (while maintaining code compliance) and introduce pre-entry screening protocols
- Install floor markings for safe distancing in waiting areas

Reception

- Disable/decommission/remove registration kiosks/touchscreens
- Use non- or reduced contact means to identify workers and visitors
- Distribute PPE to building guests in a contactless manner

Signage

- Install signage at relevant locations in the entry and exit sequences
- Explain building access rules and other protocols, such as how occupants use and move in the building

PPE and Cleaning

- Provide receptacles for discarded PPE
- Review existing cleaning guidelines and adjust as needed for paths of travel/touch areas



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Safe Actions For Employee Returns

Office Reopening

The following provides an outline of suggested steps to follow after it has been closed due to the COVID-19 pandemic.

Six Essential Steps for Reopening

- 1. Prepare the Workplace**
 - Identify locations where workers will be working
 - Identify potential high-touch surfaces
 - Cleaning plans
 - Pre-return inspections and maintenance
- 2. Prepare the Workforce**
 - Mitigating anxiety
 - Policies for deciding who returns
 - Employee communications
- 3. Control Access**
 - Creating protocols for health and safety
 - Building reception/Workplace entry
 - Shipping and receiving
 - Elevators
 - Visitor policies



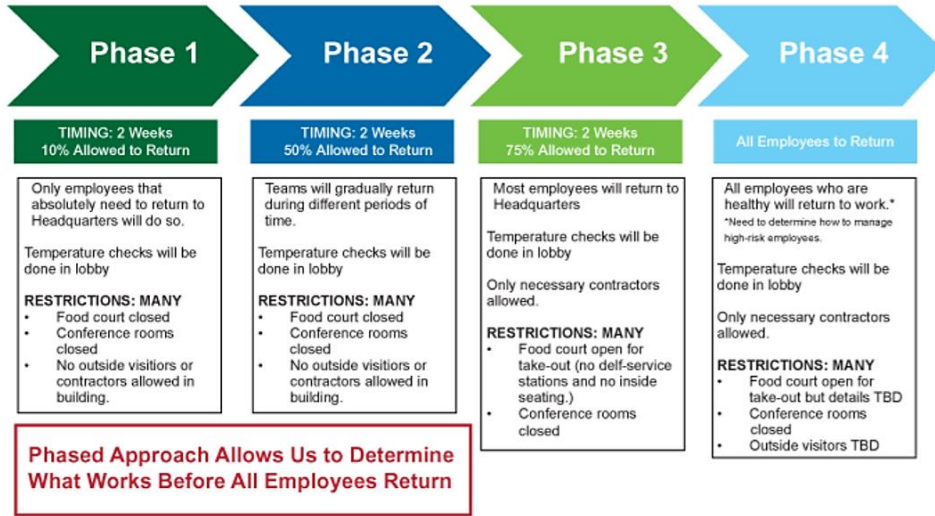
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- 4. Create a Physical Distancing Plan**
 - Decreasing density
 - Schedule/shift management
 - Office traffic patterns

Phased Reopening Plan

Phased Approach to Balance Distance & Density



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Safe Actions For Employee Returns



Office Physical Distancing

The following provides suggested steps to take in order to facilitate employee physical distancing practices in office workplaces following return-to-work activities related to the COVID-19 pandemic.

Employee Practices

If possible, maintain at least 6 feet physical distance from others by:

- Avoiding meeting people face to face
- Avoiding public transportation
- Avoiding break areas, commons areas, and cafeterias/restaurants during busy time periods
- Avoiding sharing tools, office equipment, and workstations

If not possible to maintain 6 feet physical distance from others:

- Try sitting in an open-air environment
- Try to minimize time spent together
- Wear a facial covering



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Safe Actions For Employee Returns

Employer Practices

- Stagger shifts to allow for physical distancing for arrival/exit at beginning and end of shifts
- Stagger breaks/mealtime schedules to allow for social distancing based on break room size
 - Calculate maximum 6 feet distanced capacity of any room by dividing usable square footage by 36 square feet (e.g., 200 sq ft room / 36 sq ft = 5 people maximum capacity)
- Mark physical distancing cues on floors where lines may form (see example below)
- Mark flow of traffic with signs on floors/walls (see example below)
- Adjust desk and workspace layout to allow for 6 feet physical distancing by:
 - Using only alternate desks (leave one desk empty between occupied desks)
 - Increasing space between desks
- Adjust desk and workspace layout if unable to allow for 6 feet physical distancing by:
 - Adding plastic guards between desks (height adjustable for sit/stand desks)
 - Limiting time of employees using close workspaces

Physical Distancing Checklist

Physical Distancing Checklist Questions	Yes or No?	If No, why not?	If No, alternative action to mitigate risk?
Are employees maintaining 6 feet of separation while performing work tasks?			
Are controls in place to maintain physical distancing requirements in common gathering areas (e.g., breakrooms, conference rooms, cafeterias, offices, etc.)?			
Are controls in place at high traffic areas (e.g., gates/turnstiles, stairwells, elevators, etc.) to limit lines and gatherings?			
Are controls in place to eliminate shared workstations/offices for personnel separation?			
Have in-person meetings, trainings, or other mass gatherings been suspended or moved to virtual sessions?			



Physical Distancing Signage/Marking Examples



- Try to minimize time spent together
- Wear a facial covering

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Employer Practices

- Stagger shifts to allow for physical distancing for arrival/exit at beginning and end of shifts
- Stagger breaks/mealtime schedules to allow for social distancing based on break room size



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Safe Actions For Employee Returns

Risk Exposure Index for Office Settings

This COVID-19 risk exposure index for serves as guidance for office settings, taking into account three broad categories of Location, Interaction, and Task. Based upon the total risk exposure score, individuals can undertake one of three levels of risk mitigation activities consisting of a combination of physical distancing, hand washing, and face covering.

Location Scoring

To score on location, think about your primary work location. Assign a score based on the following criteria:

Location score = 1

Work is in a single location, such as an office or cubicle.

Location score = 2

Work is in multiple known scheduled locations, such as conference rooms or classrooms that hold multiple people.

Location score = 3

Work can take place in multiple locations throughout a building without a known schedule.



COVID-19 Risk Exposure Index

Section
Score

Location

- SCORE 1: Work is in a single location, such as an office or cubicle.
- SCORE 2: Work is in multiple known scheduled locations, such as conference rooms or classrooms that hold multiple people.
- SCORE 3: Work can take place in multiple locations throughout a building without a known schedule

Interaction

- SCORE 1: Interaction with 5 or fewer people. Interaction means being in the same space 6 feet or more apart for 15 minutes or fewer. Work takes place in separate cubicles or offices.
- SCORE 2: Interaction with more than 5 people. Interaction means being in the same space 6 feet or more apart for 15 minutes or fewer. Work can take place in separate cubicle, offices or conference rooms.
- SCORE 3: Work requires interaction with any number of people for any length of time at a distance of closer than 6 feet. Work can take place in separate cubicles, offices, conference rooms or large common areas.

Task

- SCORE 1: Work does not require you to interact directly with others. Maintaining a distance of 6 feet is easy and standard procedure.
- SCORE 2: Work tasks make it difficult or irregular to maintain a distance of 6 feet between individuals.
- SCORE 3: Work tasks require you to regularly be within 6 feet of other individuals. You may be required to touch people or objects handed to you by other people.

Total
Score

SAFE

Safe Actions For Everyone

Risk Exposure Index Scoring for Office

This COVID-19 risk exposure index is divided into three broad categories of Location, Interaction, and Task. You can undertake one of three levels of risk exposure: basic, simple, or complex. Recommended actions include distancing, hand washing, and face coverings.

Location Scoring

To score on location, think about your work environment. **Location score = 1** Work is in a single location, such as a cubicle.

Location score = 2 Work is in multiple known schedule rooms or conference rooms. You do not interact directly with others. You follow a procedure to maintain a distance of 6 feet or more from other people.

Location score = 3 Work can take place in multiple locations, such as an office or cubicle. You interact with other people in multiple locations, such as conference rooms. You do not follow a procedure to maintain a distance of 6 feet or more from other people.

Risk Exposure Index Scoring

To calculate the total score, add the three assessment scores across Location, Interaction, and Task. Take the following measures based on the level of risk exposure:

Basic Risk: Total score = 3

- Wash hands frequently and disinfect frequently touched surfaces.
- Physically distance by keeping 6 feet or more of distance from other people.
- Wear a simple face covering.

Additional basic recommendations:

- Minimize use of shared equipment
- Disinfect items before and after use
- Minimize trips to the office
- Do not come to work if any symptoms of COVID-19 are present

Simple Risk: Total score = 4-6

All the actions from the Basic Risk category apply, including:

- Upgrade face coverings to masks that are more form-fitting and can be comfortably worn for longer periods of time
- Add physical barriers, such as sneeze screens, and install floor markings for spacing
- Review particular tasks to minimize contact and increase physical distance

Complex Risk: Total score = 7-9

All the actions from the Basic and Simple Risk categories apply, including:

- Upgrade face masks to N95 if further assessment warrants
- Develop and implement a disinfection schedule of tools, surfaces, and spaces
- Review tasks to determine if further physical barriers are needed
- Assess if gloves are needed for handling of materials

Index	Section Score
an office or cubicle. You interact with other people in multiple locations, such as conference rooms. You do not follow a procedure to maintain a distance of 6 feet or more from other people.	
Interaction means being in the same room for 15 minutes or fewer. Work can take place in multiple locations, such as conference rooms. You do not interact directly with others. You follow a procedure to maintain a distance of 6 feet or more from other people.	
Interaction means being in the same room for 15 minutes or fewer. Work can take place in multiple locations, such as conference rooms. You do not interact directly with others. You follow a procedure to maintain a distance of 6 feet or more from other people.	
Work can take place in multiple locations, such as an office or cubicle. You interact with other people in multiple locations, such as conference rooms. You do not follow a procedure to maintain a distance of 6 feet or more from other people.	
	Total Score



Guest Speaker



Justin Dugas

Senior Director, Safety and HR Operations

USG

OFFICE REOPENING

July 8, 2020

Return to Work...Together

• Guiding Principles

- Keep health & safety FIRST!
- Take every possible precaution, leveraging best practices
- Utilize a phased approach—minimal, measured, and modifiable
- Recognize working from home works well, for most!
- Exercise flexibility to ensure unique and common challenges are acknowledged and respected

• What Our Plants are Doing:

- Self-assessment and temperature monitoring
- Social distancing visuals
- Maximum occupancy signage
- No contact safety huddles and stretching
- COVID cleaning teams
- Enhanced common surface cleaning
- Supplier and vendor no contact procedures
- Enhanced PPE usage (masks, shields, etc.)
- Break and shift change management
- Virtual meetings
- Constant communication

Return to Work...Together

Working From the Home vs. From the Office

Pros and Cons of Working From the Home

- ✓ Flexible Schedule
- ✓ No Commute
- ✓ Saves Money
- ✓ More Time With Family
- ✗ Keeping a Regular Schedule
- ✗ Lack of Computer Peripherals
- ✗ Spotty Wi-Fi
- ✗ Missing Connection With Coworkers

Pros and Cons of Working From the Office

- ✓ Collaborating with Coworkers
- ✓ Stable Wi-Fi
- ✓ Peripherals—Printers, Scanners, & Monitors
- ✓ Getting Back Into a More Regular Routine
- ✗ Set Schedule
- ✗ Commute!
- ✗ Expense
- ✗ Childcare and Loss of Family Time



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Return Well

Health Self-Assessment

USG is committed to the health and safety of our employees, customers, and visitors. As we look out for ourselves and one another, please take a minute to assess your wellness before working.

Symptoms in the last 24 hours?	No	Yes
Fever above 100.4 (38C) and (you or someone in your home)?	0	+10
New cough	0	+10
Shortness of breath	0	+10
Flu symptoms or loss of taste/smell	0	+10
Headache	0	+4
Muscle aches	0	+4
Tiredness and weakness	0	+4
Extreme exhaustion	0	+4
Runny nose, sneezing, sore throat	0	+4
Have you traveled to or from a highly impacted area in the last 68 hours?	0	+4
Is anyone in your household sick with a respiratory illness without fever?	0	+4
Total score		

Did you score 10 or more?

If so, please care for yourself and reduce the risk of exposure to others by remaining away from the workplace. Seek medical attention as your condition warrants.



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Return Why?

- Maybe you oversee a process or program that has been suspended or functioning in a limited/remote support capacity that could really benefit from your attention in person
- Maybe you've found working from a home a challenge
- Maybe someone on your team is no longer an employee of USG and they have personal items that need to be returned to them
- Maybe you really need to print, scan, or pick up a physical copy of something
- Maybe you forgot to pack your favorite (fill in the blank) when planning to work from home
- Maybe you miss your coworkers
- Maybe you're worried about your plant (the green leafy kind)



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Return How



<https://metrarail.com/coronavirus>



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Return to Work...In Phases

We're eager to see you again, but we're taking it slow:

7/20

Phase 1

Mid-July

Up to 10% in office
(employees and
approved contractors only)

Phase 2

Up to 30% in office
(employees and
approved contractors only)

Phase 3

Up to 60% in office
(some consultants and visitors)

Phase 4

Up to 100% in office
(some consultants and visitors)

- **Percentages represent office capacity limitations and are not intended to dictate actual employee return rate**
- **Return to the office will be on a voluntary basis, and maximum percentages will be managed by each Leadership Team member**

Return to Work...Together

Return Safely—Additional Precautions

Touchless and Clean Touch Systems

- Antimicrobial elevator button, door handle, touch screen covers
- Touchless and automatic restroom fixtures
- Foot operated door openers on all restroom doors

Food Services

- Cafeteria operations—no go, to go, and then full go

Reduced Hours of Operations

- 5 a.m. to 5 p.m. Monday through Friday

Building Systems

- MERV 13 air filtration and 60% outdoor air intake
- Domestic water systems flushed
- Energy conservation while 550's been closed



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Return Safely—Procedures

On Your Floor

- Mask use when away from your desk and in shared spaces
- West end pantries are open, and we ask that employees use a new, disposable cup when making coffee or getting water
- Hand sanitizer and wipes are available throughout
- Conference room capacity limits have been established and don't sit here signage posted
- Cleaning supplies for common surfaces are available, and we ask that employees use them before and after contact
- Use the printer nearest you
- Stairwells are one way except for emergencies (East is up and West is down)
- Pack your lunch **and your utensils!** Restaurant options are limited, and exiting and returning to the building may be time consuming. Delivery orders must be collected outside the lobby. All refrigerators will be emptied at the end of each day.

Building Amenities

- Fitness center and Quincy's are closed for now
- Bike storage capacity will be increased



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Return Safely—Procedures

Building Entry

- Mask use required
- Social distancing in lobby
- Temperature screening
- Sanitize your hands
- Elevator loading (4 occupants/cab and no touch, no talk)/optimized programming (up and down run schedules)



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Return Safely—Procedures

General Guidelines

- Social distance should be maintained, and mask use required when within 6 feet
- No hand shaking or fist bumping
- Hand washing should be frequent and thorough
- Avoid touching surfaces and potentially contaminated articles
- Maintain a bubble and stay in your bubble



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Next Steps

Communications

- Each employee will receive a playbook and be invited to attend a WebEx
- Each manager should discuss with his/her employees their interest in returning to the office
- Each manager should work with their manager and their LT member to comply with the phased return percentages

Flexibility

- We each need to be flexible towards and understanding of one another's unique situation, and we ask that you show the same flexibility and understanding in the event changes to this plan are necessary based on our experience and the evolving nature of the pandemic.





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SAFER Guides Employers as U.S. Ponders Reopening

SAFER: Safe Actions for Employee Returns is a multifaceted, comprehensive effort aimed at helping employers prioritize safety as they return employees to traditional work environments and schedules in a post-quarantine world.

At the center of SAFER is a task force – comprised of large and small Fortune 500 companies, nonprofits, legal experts, public health professionals, medical professionals and government agency representatives – that makes recommendations based on best practices and proven workplace safety strategies. The task force delivers resources, such as guidebooks and checklists, to equip employers with the tools they need to protect workers during this time of uncertainty.

NSC urged the Department of Labor to adopt the SAFER framework as part of its Opening America's Workplaces Again national online dialogue. Anyone interested in assisting in this effort can email safere@nsc.org.

[Get more information about COVID-19.](#)



Donate To The SAFER Initiative
 Safety doesn't stop in the face of a pandemic. Make a difference today.



NEW: Organizational Vulnerability Assessment
 Examine your organization's vulnerability to COVID-19 transmission and receive tailored recommendations.



SAFER Playbooks
 General and industry-specific guidance to help align safety with business objectives.



Register For July 15 Webinar



Start Your NSC COVID-19 Organizational Vulnerability Assessment

Thank you for requesting the [NSC COVID-19 Organizational Vulnerability Assessment](#). This tool will help you examine risk factors for COVID-19 transmission according to your type of operation and ability to control the associated risk factors.

The results will provide recommended actions to control your identified risks and assist you in creating an action plan to move forward in implementing additional safeguards.

[Start the Assessment»](#)

The assessment should take approximately 30-45 minutes to complete. You do not need to finish the entire assessment at one time.

Upon completion, you will receive:

- An organizational vulnerability risk score of lower, moderate, high or very high
- A list of potential control measures you may still need to implement at your organization
- A control implementation completion summary by risk factor

Your information will remain confidential. The only information shared will be unidentifiable aggregate results to better assist the nation's employers address pandemic-related issues.

Please visit the [SAFER: Safe Actions for Employee Returns](#) website for additional resources to keep your workplace safe.



SAFER Solutions Directory

Providers offering products and services to help employers during the pandemic.



New: The SAFER Collection

Continually updated resource library to help employers return to traditional work settings.



Take Action

Quick-hit checklists, procedures and protocols to implement SAFER recommendations.



Sign Up For SAFER Resources

We will notify you as materials become available. Sign up today.



NEW: SAFER Poster Series

Purchase a set of four posters that will help your employees stay safe in the workplace.



Resources For NSC Members

Log in for member-exclusive COVID-19 tools: posters, safety talks, checklists, webinars.



SAFER Framework

Key areas around which corporate and public policy leaders are taking action.



NEW: Employee Surveys

Now is the time to listen. Choose one of three surveys to suit your organization's needs.



Health And Safety Materials

Tips sheets and presentations available to the public and created by NSC.



Federal Guidelines

Face covering, travel advisories, critical industry and general information for employers.



Employee Wellbeing

Address worker stress, mental health, substance use and more.

Also of Interest

- NSC Launches SAFER Nationwide Task Force to Ensure Employee Safety...
- Make a Difference; Donate to the NSC SAFER Initiative
- Safe Actions for Employee Returns: Playbooks

Back by Popular Demand

Planning a *SAFER* Return webinar workshop – July 15 at 11 am CT

Katherine Mendoza, NSC EHS manager, and Anthony Washburn, research associate for Campbell Institute and Work to Zero, walk through the *SAFER* framework and how to create a plan for a safe return to full operations.

Register and receive a FREE copy of the Return to the Workplace Playbook to help customize your own plan.

Free for NSC members, \$199 for non-members.

nsc.org/SAFER

THANK YOU!

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