

10 Steps for Safely Reopening Your Workplace



TASKRAYOPEN

10 Steps

FOR

Safely Reopening Your Workplace

INTRODUCTION

Ready to reopen but don't know where to start? 2

10 STEPS FOR SAFELY REOPENING YOUR WORKPLACE

1. Stand up a Pandemic Response Team..... 4

2. Send Out an Employee Survey..... 5

3. Review, Update & Document Your Organization-Wide Policies..... 6

4. Determine Feasibility of Bringing Back Your Workforce 7

5. Determine Who Can Continue to WFH..... 8

6. Set up Processes for Before, During & After Reopening.....9-10

7. Conduct Walkthroughs of Each Area of Your Workplace11

8. Determine Method for Project Management & Record Keeping ... 12

9. Conduct Adoption & Skills Training 13

10. Communicate Early & Often 14

CONCLUSION

We're all in this together. 15

ABOUT

TaskRay 16

INTRODUCTION

Ready to reopen but don't know where to start?

Several months into the global coronavirus pandemic, it's become increasingly clear that reopening our physical workplaces and getting back to work is going to be a daunting challenge.

As we think about reopening office buildings and individual office spaces, shopping malls and main street stores, gyms and sports facilities, restaurants and hotels, and warehouses and factories (and more), there is so much that we as leaders need to consider.

If you've been tasked with figuring out when and how to reopen your company's physical location(s) and are staring at a blinking cursor on a word doc and a browser with 50 tabs open to playbooks, guidelines, templates, white papers, etc., you'll want to read on.

Following are 10 steps you can take to safely transition your employees back to work.



1.

Stand Up a Pandemic Response Team

A Pandemic Response Team—with members from across various disciplines within your organization—can help you prepare for, respond to, and manage your way through the reopening process and crisis situations. Some of the critical tasks that can be managed by this team could include (but are not limited to):

- Keep up to date on public and health organizations (CDC, WHO, state and local governments) reopening/closing guidelines.
- Craft communications and messages related to your company's response.
- Become “key advisors” whom your employees, customers, and partners can go to with their COVID-19 related questions.

As you form this group, it will be important to:

- Determine a clear mandate and assign roles and responsibilities
- Meet early in your decision-making process, regularly throughout the reopening process, and on an ongoing basis after “day one” (the first day you reopen)
- Determine back-up options in the event someone is not able to work

Navigating the coming months will be made easier if you have a dedicated team focused on the challenges that managing during a pandemic will bring.

2.

Send Out an Employee Survey

Surveys are a great way to engage your employees, solicit feedback and gauge the sentiment of your organization. It's especially important right now for your employees to feel like they are heard.

From a management perspective, an employee survey can help provide insights into what your team's fears and anxieties are, and should be used as an input tool for developing your communications and re-opening strategies.

Your survey can be in-depth or it can be as simple as asking people how they feel about coming back to work at your physical location. For example:

When the office re-opens, I would like to get on a schedule to have some workdays there? ☐ Yes ☐ No ☐ Not sure yet



3.

Review, Update & Document Organization-Wide Policies

The new normal demands a look at policies related to:

- Sick leave
- Family leave
- Working remotely
- Guests & Visitors
- Business continuity

Updating your policies to reflect today's realities is not only necessary, it will also help you build trust with your employees, customers and vendors—they will see that you take their well-being seriously. (Make sure to publish your new policies in your employee handbook/on your employee intranet.)

As your HR or Legal department drafts company-wide policies, you may also want to consider coordinating with your local health department. Building a first name relationship with someone early on in your decision-making process will go a long way towards helping you get the information you need over the coming months.



4.

Determine Feasibility of Bringing Back Your Workforce

The reality is that some businesses won't be able to reopen with a hundred percent capacity or at all. You will need to take a hard look at what is realistic based on the current physical distancing and sanitation guidelines for physical distancing, and safe given your physical workspace,

The first step is to review the guidelines mandated by the state and city where each of your facilities is located. With those guidelines in hand, work with your facilities team to calculate how many people you can bring into your workplace given current physical distancing requirements. Once you have a count on how many people can safely be in your workplace at a time:

- Develop a workstation floor plan and seating chart that complies with physical distancing guidelines
- Determine a traffic flow that optimizes the safety of your employees
- If you cannot bring back everyone safely full time, consider having employees come back on an alternating schedule



5.

Determine Who Can Continue to WFH

For each role in your organization, determine what roles can be virtual based on the nature of work being performed by that functional group. For example, can your accounting department and sales operations team access the information they need remotely? If so, is there a reason why you would need them to return to the office, or can those functional groups continue to work from home?

Once you determine who can continue to work from home, it's a good idea to take a look at how you can support a distributed workforce, as building teams when people are not all in the same place can bring new challenges for employees and their managers.



6.

Set up Processes for Before, During & After Reopening

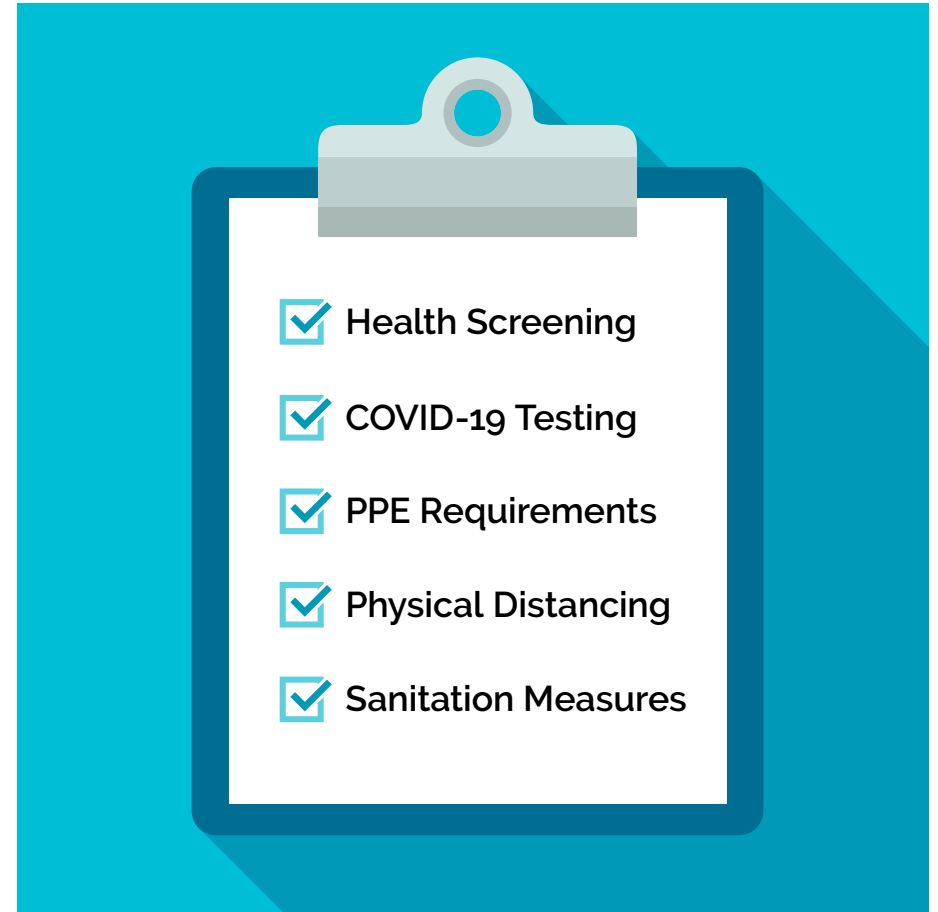
Before you open your doors to employees, customers and vendors, it is critical to put processes in place to mitigate risk and ensure everyone's health and safety. Here are the main areas you'll need to consider:

HEALTH SCREENING

- What type of health screening is required by your local government? How often?
- If health screening (e.g. temperature testing) is required, how will you execute (and who will be responsible)?
- Where will you track screening information as it pertains to the employees, customers, and vendors coming into your workspace?

COVID-19 TESTING

- How will you stay informed about testing availability?
- How will you enable sick employees to get tested?
- If someone is diagnosed with COVID-19, what steps will you take to ensure the safety of your workplace?



6.

Set up Processes for Before, During & After Reopening

PPE (PERSONAL PROTECTIVE EQUIPMENT)

- What type of PPE is required by your local government?
- What type of PPE use will your company require for employees, vendors and customers on your premises? (For example: will you require everyone to wear face coverings while on-site?)
- Will you provide PPE? If so, is your supply chain reliable?
- How will you communicate your PPE requirements?
- How will you ensure compliance with your requirements?

PHYSICAL DISTANCING

- What physical distancing measures are required by your local government?
- How will you maintain them in your current workspace? (see #4 above)

SANITATION MEASURES

- What sanitation and deep cleaning measures are required by your local government?
- What sanitation and deep cleaning measures will you put into place?
- What will individual employees be responsible for? For example: will they be responsible for wiping down their workstation upon arrival?
- How will you ensure compliance with your sanitation and deep cleaning requirements?

Another important thing you should think through before reopening is how you will close your workplace if that should become necessary.

Once you have developed and documented your new processes, you'll want to clearly communicate them to your employees, vendors, and customers in writing and by posting signs where it makes sense. It will also be critical to have the tools in place to track and audit these processes.

7.

Conduct Walkthroughs of Each Area of Your Workplace

The best way to ensure proper safety measures are in place (physical distancing, hand sanitizer, cough/sneeze guards, etc.), is to walk through each area of your workplace focused on how people will stay physically distanced from each other. You will also want to consider where to supply hand sanitizer and PPE (e.g. disposable face masks and gloves) as well as consider which high touch areas and surfaces (e.g. door handles, faucets, etc.) can be modified to avoid or minimize handling.

VISUALIZE A DAY-IN-THE-LIFE

Designate someone from your Pandemic Response Team or facilities group to evaluate each area of your workplace. One way to do this is to do a walk through a “day in the life” from the moment a person exits their car in the parking garage, gets on the elevator or escalator (or takes the stairs), enters your facility, interacts with reception staff, enters their work area, gets to their desk, goes to a meeting, picks up a package in your mail room, goes to the shared kitchen or cafeteria, goes to the restroom, your in-house gym, etc.

TAKE PHOTOS

Take photos to help you document where you will change out door knobs, add hand sanitizer stations, move furniture (to avoid gatherings), etc. Use this documentation to create a checklist of what measures will need to be taken for each area of your workplace.



8.

Set Up Method for Project Management & Record Keeping

Reopening your workplace during this pandemic will require businesses to have an auditable “paper trail” to ensure no missed steps and minimize risk to your employees, vendors and customers. Ideally, your solution should:

- Serve as the single location for management and documentation of projects and tasks related to reopening your workplace
- Have the ability to be updated in real-time
- Provide visibility to your location activities for leadership, HR, Operations and Facility teams
- Allow you to adjust plans as conditions dictate



9.

Conduct Adoption & Skills Training

Developing an adoption training strategy is critical to onboarding employees into the “new normal” when they return to work. This training should be an environment that is safe, provides employees with a clear understanding of the safety protocols, what they are responsible for, and who to go to for more information, and allows them to ask questions.

It is also critical to provide training for employees whose job responsibilities will change due to any new processes you are putting into place. (You may also need to modify their job description.)

Finally, you may want to consider additional training centered around “soft skills” such as change management and leading distributed teams.



10.

Communicate Early & Often

To be blunt, your employees will be all over the boards in terms of how they feel about returning to the workplace—some will be completely freaked out, others may be too cavalier and not take the measures you will need to put into place seriously. This is why it is critical to communicate early on in your decision-making process by taking steps such as conducting surveys (see #2 above), often throughout the process, and most importantly, clearly and in writing. Here are some steps you can take to make this happen:

- Designate person(s) to manage pandemic communication strategy. This person should be empowered to:
- Develop the Back to Work communication strategy
- Write the rules of conduct for employees, vendors and customers
- Communicate the new policies and procedures to leadership and the management team

- Set-up channels (email, Slack, intranet, etc.) for communicating with your employees, customers, and vendors
- Continuously provide updates through your decision-making and reopening process and on an ongoing basis.

No one has all the answers right now and your people will respect and trust you more if you are transparent with them.

CONCLUSION

We're all in this together.

We hope you've found our ideas helpful as you navigate the new normal in your workplace.

If you'd like to learn about the solutions TaskRay offers to help with the process of safely reopening and getting back to work, please visit TaskRay.com/Open or [schedule a call](#) with us.

The ideas shared in this eBook are based on the tactics our leadership is considering as we work through the process of reopening our workplace. They should in no way be considered definitive.



ABOUT TASKRAY

TaskRay is the leading enterprise customer onboarding solution on the Salesforce AppExchange and a proud Salesforce ISV partner. Since 2010, TaskRay has delivered innovative customer onboarding and project management solutions designed to help companies scale their onboarding and implementation processes, drive greater efficiencies, and create unmatched customer experiences—all on Salesforce.