



The 12-Point Plan: Q&A Guide

Safely returning to the office in a post COVID-19 world

May 18, 2020

The information contained in The 12-Point Plan and Q&A Guide represents Eden's current practices regarding the recommended operation of properties, where and when permitted by law, during this time of the unprecedented COVID-19 pandemic. The health and safety of our customers, vendor partners, and employees is our number one priority, and our hope in sharing this information is that it may be of assistance to others.

To learn more, visit Eden at www.eden.io or email us at workplace.re-entry@eden.io.

DISCLAIMER - LEGAL STATEMENT

Please be advised that some or all of the information contained in this document may not be applicable to all businesses or places of work. We strongly recommend that before implementing any of the ideas contained herein you carefully evaluate and consult with outside legal counsel, as appropriate, on the legality, applicability and potential efficacy of this information in your place of business. Please also note that this is a “living” document that may be updated at any time by Eden given the fluidity of the situation.

Eden bears no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the practices or procedures contained in The 12-Point Plan or Q&A Guide.

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Executive Summary

On April 28, 2020 we created the original document, [The 12-Point Plan for Workplace Re-Entry](#), for workplace leaders, facilities managers, office managers, CEOs, and executive teams at small and mid-cap companies.

On Wednesday, April 29, 2020, we hosted a webinar for 1,600+ participants. We received 200+ questions during the webinar, in addition to 50+ questions from clients. We found that a number of workplace leaders had the same questions. As such, we determined that creating a follow-up Q&A guide would help ensure that everyone gets maximum value from The 12-Point Plan to help their teams safely return to the office. We have grouped the questions by categories and answered all questions received. If you have any additional questions, do not hesitate to reach out to us at workplace.re-entry@eden.io.

Upcoming Webinars

[Workplace CEO Roundtable Discussion on Future After COVID-19](#)

Wednesday, May 20 at 11am PST / 2pm EST

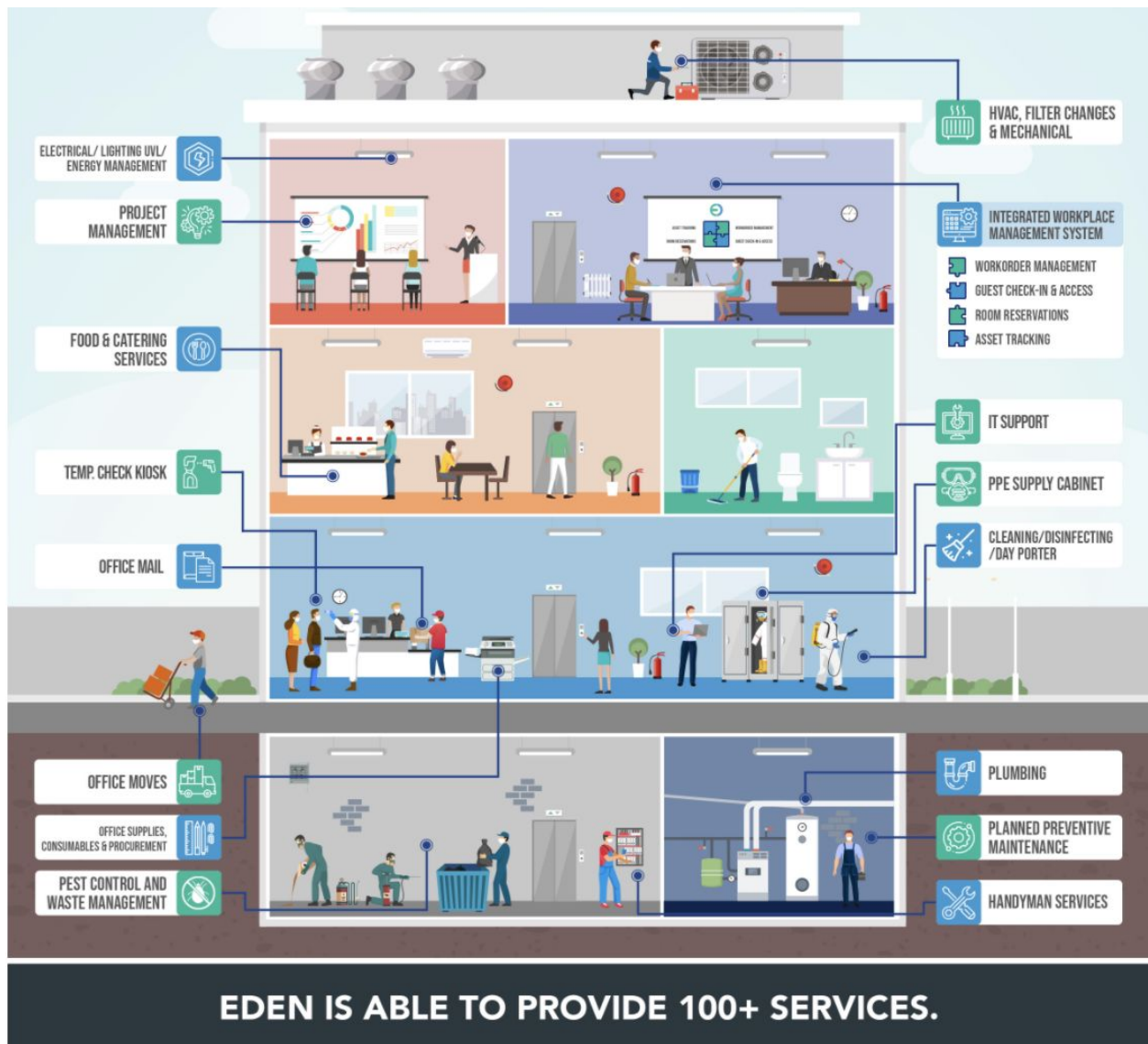
[Office Re-Entry: Practical Tips from Workplace Teams](#)

Wednesday, June 3 at 11am PST / 2pm EST

Additional webinars coming in June!

Overview of Eden

Eden is a workplace platform whose mission is to provide a better place to work, for everyone. We provide all services to run a workplace through our curated, managed marketplace.



The 12 Point Plan – Questions & Answers

Eden-Specific Questions

1. ***It would be great if Eden could recommend a signage vendor that could assist offices looking to use that resource.***

Yes – we can help with that, we have a number of signage vendors on our marketplace. Please reach out to your Eden account manager or workplace.re-entry@eden.io.

2. ***What marketplace are you talking about — is there a place we can go to order ourselves without having Eden procure on our behalf?***

We are referring to Eden’s managed marketplace – we can help you source PPE or any services that you need. Of course, you can always purchase somewhere else on your own.

3. ***Will the Eden Visitor Management system include health screening self-disclosure questions?***

Yes, the ability to customize questions is in the Eden Visitor Management System roadmap. If you are interested please contact camille@eden.io.

4. ***Is Eden partnering with hands-free vendors?***

Yes, Eden has suppliers and installers that provide hands-free equipment.

5. ***Will Eden be offering a service of “12 Point Plan Proofing” offices as a whole service?***

Yes – we can help with that please reach out to your Eden account manager or workplace.re-entry@eden.io.

6. ***Really love this plan. Thank you! Will you folks do one for ‘travel’? :) I realize this topic would be complex. Still, I am wondering if you’re thinking about doing one on it.***

Glad this was helpful for your office re-entry. At Eden, we focus on the workplace (office, remote/home, and other properties) so we are not planning to develop a plan for travel at this time.

7. ***Does Eden have the “Return to Work” kits we can purchase?***

Yes – we can help with that. Please reach out to your Eden account manager or workplace.re-entry@eden.io. Alternatively, if you’d like to order specific PPE for your office, please fill out [this form](#).

8. ***Do you offer a project-based solution for this situation - such as upgrading our office with nanoseptic tape in areas, signage, sanitization stations, and reentry kits?***

Yes – we can help with that. Please reach out to your Eden account manager or workplace.re-entry@eden.io.

9. ***Can we hire the Eden team to assess and establish guidelines for our team?***

Yes – we can help with that. Please reach out to your Eden account manager or workplace.re-entry@eden.io.

10. ***Our cleaner works through Eden. Will she be contacted/trained about safety measures like this or is that up to us?***

Yes, we are providing all of our service partners with training materials and best practices to meet cleaning standards upon returning to work.

11. ***Is Eden updating their cleaning procedures to accommodate this pandemic as a basic service or will that be an additional charge (separate from a weekly deep cleaning)?***

Our clients have a variety of different needs and we will be working with clients on a case-by-case basis to meet those expectations. In some cases, it will require a change in checklists and scopes of work wherein other scenarios we may need to re-quote the service to meet client-specific certain requirements.

12. ***Are most Eden vendors equipped with the necessary equipment for the recommended upgraded cleaning?***

Yes, we work with 2,000+ local service vendors and have identified which ones can provide the different enhanced services for the recommendations in The 12-Point Plan. For all vendors, we are ensuring that they are aware of the 12-Point Plan and our deep clean checklist requirements.

13. ***If our building is strictly union-labor only - do you have day porters who can qualify to still assist as day porters?***

Yes, Eden has both union and non-union partners in all live markets.

14. ***I understand Eden supplies cleaning service. Does your cleaning service provide all that was discussed?***

Yes, Eden can help with all cleaning services discussed in The 12-Point Plan, from regular daily services to electrostatic cleaning.

15. ***Our cleaning providers have never used the Eden checklist or portal. How can you ensure that all service providers will follow all of these protocols?***

All Eden vendors agree to use our app and checklists to ensure precise performance of services for clients. If that is not happening for you, please flag to your account manager and we will work with your client's vendor to remedy this through training.

16. ***What additional steps are you taking to ensure the safety and health of your own day/night porters since they're kindly putting themselves in harm's way?***

We have shared recommendations to our service partners for PPE and training so cleaning teams are prepared to safely support our clients.

PPE

1. ***If we are not currently an Eden customer, can you still help us procure sanitizer, soap, masks, etc.?***

Yes, please fill out [this form](#) and we can get you specific SKUs, pricing and lead time. We are happy to help you procure PPE.

2. ***How does Eden secure procurement of PPE when every source that I use to provide equipment, food, items, etc. are all out of stock? How do you guarantee that?***

We have a diverse supply chain that includes a partnership with JLL. JLL is one of the largest purchasers of PPE in the world, and through our partnership with them, we will be able to offer you competitive rates and improved availability relative to most companies. That said, some items will be backordered by a minimum of two to six weeks, per JLL's estimates. If you'd like Edén to help you order PPE, please reach out to your account manager or workplace.re-entry@eden.io.

3. ***Can you help us source the plexiglass dividers that you're recommending?***

Yes, please reach out to us at workplace.re-entry@eden.io and we can help.

4. ***Do you supply in the UK?***

Yes.

5. ***Is there a lead time on PPE?***

Yes, depending on the product and shipping. Right now our suppliers are advising, at a minimum, two to six weeks for most items. We would be happy to share estimates for specific items with you based on your product interest and we encourage people to order as soon as possible.

6. ***What current brands are you working with as far as procuring products?***

We work with multiple suppliers and brands.

7. ***We are interested in ordering PPE. Which kind of PPE would be most suitable for a small office with eight people?***

This depends on what type of supplies you already have and what supplies you will be providing to your employees. At a minimum, we recommend ordering masks, hand sanitizer, disinfectant and gloves.

8. ***How long will it take PPE to arrive once shipped?***

This will depend on the specific PPE ordered but most items are currently backordered by about two to six weeks.

9. ***Do you have a price sheet detailing the costs of each item?***

Please reach out to your account manager or workplace.re-entry@eden.io. We can share our PPE ordering form with you and from there get you specific SKUs and pricing.

General Workplace

Social distancing

1. ***What is the formula for how many people can go in a conference/meeting room?***

This is based on the layout of the space and requires six feet of separation. For a more nuanced room-by-room approach to defining this in your office, Eden has teamed with space planners and can help construct a specific social distancing floor plan if you need help with space design for social distancing.

2. ***We have an open office layout. If we set up desk barriers such as the desk dividers, is the recommendation still six feet between occupants or is it either or?***

Yes, it is still recommended that the social distance guidance of six feet is followed even if you have desk dividers. The desk dividers are an additional way to help prevent the spread of COVID-19.

3. ***Would you recommend keeping people six feet apart for those who have computers back to back? I know six feet side to side is recommended.***

Yes, the social distancing guidelines are six feet for all sides.

4. ***We have long workstations in our office that are shared with up to 10 people on both ends and only are divided in the middle. Does Eden have an opinion for individual dividers between shorter distance workstations?***

Yes, social distancing of six feet is still a guideline.

5. ***Any tips for maintaining shared conference room spaces other than limiting the capacity? My concern is multiple people sharing the same seats/tables throughout***

the day. Being able to have in-person meetings is one of the biggest perks for our team to work from the office again. Closing the conference rooms would mean we're better off to continue working from home and meeting virtually.

We recommend hiring a day porter to disinfect shared spaces throughout the day. For meeting rooms, we recommend reserving 60 minutes between minutes to disinfect. When the meeting is adjourned, have your day porter affix signage on the door to indicate disinfection in-process. The day porter will then sanitize all surfaces and touchpoints (e.g., chairs, tables, A/V equipment and cords, phones, door handles, whiteboard markers, light switches, etc.). When the cleaning is complete, remove the signage to indicate that the room has been disinfected. This could be a good opportunity to visibility display the cleaning schedule so employees can visibly see the steps your organization is taking to keep them safe.

6. ***For smaller offices, how would you recommend spacing/staggering employees? We are a little under 3,000 square feet with almost 40 people. The idea of having to rearrange our whole office seems a bit overwhelming for such a small space.***

Eden is happy to help you plan your space for social distancing floor plan. We recommend thinking through how you can best shift work schedules – by day, week, or even time of day to maximize productivity of teams who would benefit from in-person collaboration.

7. ***Is it better to put up a barrier between the spaces or to try and move people so they are seated further apart? Also, should common spaces be closed for now?***

Both opinions or a blend should be considered depending on your space layout and costs for any reconfigurations. Using plexiglass screens or stackers between standing and traditional desks is one option for workplaces to implement. Consider roping off common areas or consider divider screens.

8. ***What are the legal implications of asking for all the health/out of office social distance info from staff, contractors, etc. and requiring certain measures in order for them to come to the office?***

Please connect with your team's legal department for guidance on this.

9. ***What does work socializing look like post COVID (i.e. birthdays/happy hours where there are physical gatherings and shared food/drink)?***

Post-COVID suggests that this is a time when a vaccine has been developed. Likely, the social distancing guidelines will be relaxed then. How individuals behave in a post-COVID world is unpredictable at this time.

Desks

1. ***My understanding is plexiglass is a breeding ground for COVID. Plastics and Steels. Are we sure partitions in between people is the right thing to do? Plus, it's more to sanitize...***

Plexiglass dividers are one (or many) ways to reduce the spread of germs. There are numerous options (materials) available for barriers to choose from.

2. ***Plexiglass shield? How do we go about having these installed? Should this be from a glass company?***

Eden would be happy to help you find the right manufacturer and installer. Please reach out to your Eden account manager or workplace.re-entry@eden.io.

3. ***What is the point of the desk mat?***

Desk mats are an additional way to reduce the spread of germs. From page 21 of the 12-Point Plan: "Employees can take a new desk mat on their way into the space, and then place it down before they work. At the end of the day, they dispose of it. This idea is especially important for hotel/hotdesk office setups, where different team members may use the same desk area over the period of any one week."

Food and pantry

1. ***What about fridges and microwaves? Do we need to ban these as well?***

No; however, consider placing wipes near them to be used for disinfecting after each use.

2. ***How would you recommend safely serving drinks like coffee?***

On page 16 of "The 12-Point Plan for Workplace Re-Entry" we suggest "Communal beverages should be discouraged (e.g., communal coffee and water machines) where possible. If you must provide communal beverages, provide disinfecting wipes next to all communal machines so individuals can wipe down after use."

3. ***What is your opinion on shared reusable plates, mugs, glasses, and utensils?***

Shared utensils and plates are fine as long as they are thoroughly cleaned between use. We recommend single-use mugs and glasses because of the potential for cross contamination when employees are using reusable mugs and glasses when refilling their cups.

4. ***I would LOVE to know your thoughts on whether mechanical coffee machines that put out individual cups would be safer than a shared coffee pot.***

We suggest individual cups as it reduces the occurrence of multiple people touching the same item.

5. ***Do you have any suggestions for handling high touch areas like snack drawers or the coffee machines and water dispensers?***

One creative idea that pharmacies have been implementing in high use areas is the use of “Q-Tips” in place of your finger for pushing buttons on appliances. Some companies are considering cotton balls, tissue or other one time use items. Please remember to include a trash receptacle for proper disposal. Another option is self cleaning surfaces like nanoseptic tape, antimicrobial options and regular disinfecting by day porters. You should consider providing individual servings of snacks that are individually wrapped.

6. ***Can we restrict workers from leaving the office during the day for lunch?***

We recommend that you consult with your legal and HR teams on this.

Cleaning

1. ***How do I nicely ask for a "real" deep-cleaning from a company?***

Being clear in your request and outlining what is needed in a statement of work will help provide clarity on cleaning that needs to be done. For this reason, Eden has provided a cleaning checklist as part of The 12-Point Plan (page 32-34). If you want to eliminate a higher percentage of any existing virus, we recommend electrostatic cleaning. Benefits are that employees' items on the desk are undisturbed and the electrostatic charge disinfects all dimensions of the work area beyond just the surface. It's odorless and dry to the touch within seconds. Antimicrobial barriers and other micro coatings can be applied to offer a 30 day enhanced barrier on all surfaces in between disinfecting. If you want to have a general disinfecting over high touch areas, refer to the deep clean checklist in the appendix of the 12-Point Plan. If you are an Eden customer, we will work with our service partner to ensure it gets done.

2. ***What is the most recommended form of disinfecting? Electrostatic, fogging or ultra-violet lighting?***

This depends on the cost and type of coverage a company wants. We recommend either electrostatic cleaning or UV lighting.

3. ***When we discussed misting/fogging the office prior to reentry, do you suggest this becoming a recurring process?***

We recommend a weekly deep clean. The deep cleaning does not necessarily need to be misting/fogging but it should be a deep clean with a disinfecting emphasis on high frequency areas.

4. ***If people have not been in your office and the virus can only live on surfaces for a few weeks at most, is it really essential to do a deep clean?***

Some companies may decide not to perform a deep clean upon re-entry. However, there are a couple of things to consider. First, you don't necessarily know who has been in your space while employees have been gone so we still recommend a deep clean as a

preventative measure. Second, if your HVAC system is dependent and interconnected with other tenants the virus could have spread into your office space. THE CDC has conducted several tests that show that interconnected HVAC systems between tenants is one of the main ways that the virus can spread.¹

5. ***How effective is deep cleaning on Fridays/weekends vs weekdays?***

The specific day of the weekly deep clean does not matter as long as the office is vacant so that the cleaners can thoroughly disinfect the space. Depending on the size of your office and the number of employees working (and how late employees work), doing a weekend deep clean could make sense in order to ensure the cleaning team has enough time to complete the cleaning.

6. ***Can you please say the name of the kind of tape to use on door handles again?***
NanoSeptic

7. ***Do you recommend posting signage for cleaning dates all over the office or in 1 central location per floor if we have multiple floors?***

Either way could work and depends on the traffic flow in your office. The most important thing is that all employees see the signage. This provides employees with psychological safety as they see a visual of the ongoing work to keep the workplace safe.

8. ***What are day porters?***

Day porters are janitorial staff that clean during the daytime. We recommend hiring day porters for daily disinfecting of high-touch areas (e.g., handles, faucets, light switches) while employees are on-site.

9. ***Do you have recommended language for signage?***

Where possible, we encourage companies to frame messaging in the affirmative (e.g., words like “please avoid” and “it’s advisable”) instead of the negative (e.g., words like “do not” or “not allowed”).

10. ***When is it appropriate to use electrostatic cleaner? After sanitizing and disinfecting? How often should you use electrostatic cleaner and can you spray it on electronic equipment as well?***

We recommend having an electrostatic deep clean in offices with more than 100 employees prior to re-entry. The benefit of electrostatic cleaning is that it evenly coats all surfaces with disinfectant. The solution does not hurt electronic equipment. It is dry to the touch and employees may wipe electronics down after to remove any dry spray residue.

11. ***Does electrostatic spraying hurt my plants?***

We recommend covering plants before any electrostatic cleaning is performed.

12. ***Does electrostatic spraying hurt papers left out?***

We recommend removing delicate and important papers from any cleaning surfaces prior to spraying.

13. ***Can employees go in immediately after electrostatic spraying is complete or is there some waiting period?***

Typically the space can be reoccupied within 1 hour.

14. ***Carpets – does the virus live there? What type of cleaning do we need to remove the virus from carpets?***

The virus can live on surfaces of carpets and fabrics. Carpets should be cleaned more frequently and especially before an office is re-occupied by employees. The virus can live on fabric surfaces for up to 72 hours and many clients are looking to have them cleaned and shampooed (soap and water) to remove any contaminants prior to re-entry. Carpets can also be sprayed with electrostatic application as long as non-bleach solutions are being used.

15. ***Have you thought of or do you have a plan for taking work off of copiers or printers?***

Shared printers are high-touch areas. We recommend that printers are included in your daily disinfecting checklist. Also, keep wipes next to the printer so people can wipe down the printer after use.

HVAC and air flow

1. ***I already have some air purifying filters (and UV lighting) installed in my HVAC system. However, having read a lot about COVID-19 spreading by air and via these HVAC systems, would Eden recommend that A/C simply not be used?***

We do not recommend turning off the HVAC. Proper air circulation and filtering is important to a healthy environment.

2. ***Do you all suggest going in prior to opening the office to the entire team to open windows and prompt air flow?***

We would need to understand the type of office environment you are referencing or if you have an HVAC system. However, in general fresh air helps support a healthy environment.

3. ***Do individual space air purifiers offer any protection?***

There are claims of this in the market today. However, not all HEPA filters are going to remove viruses in the air. For example, a filter may be designed at .3 microns and the virus itself may be at approximately .1 microns.

PPE

- 1. *Is a company responsible to pay for PPE if we open the office for work?***
This is something that your company needs to determine with potential support from HR and Legal.
- 2. *Are employers required to supply PPE to employees if we require masks to be worn in the office? Do we apply the first mask and then ask that they bring their own?***
This is something that your company needs to determine with potential support from HR and Legal.
- 3. *Do you have any information on the safety of being subjected to the sanitizing projects that we would ask our employees to use? Or a list of products that might be safer than others?***
Please refer to the EPA list of approved chemicals to use to disinfect COVID-19.²
- 4. *What are some examples of how to put together an efficient PPE package?***
This is contingent on what your company wants to provide but some examples of what could be included are wipes, gloves, masks, and hand sanitizer. Some companies are branding their PPE (eg. masks) with their company logo. Eden can help procure branded PPE for you.
- 5. *What are the must haves vs. the like-to-haves (hand sanitizer stands vs. air purifiers)?***
Eden can help you develop your specific facilities plan in alignment with your company objectives and regulatory requirements.

Budget

- 1. *How do you suggest doing this when most small-mid size companies are making budget cuts or in areas where getting sanitizers is harder in the current climate?***
The 12 Point Plan identifies the 12 points that we recommend all companies take and then provides additional suggestions for companies with employees of 100+ people. Not all 12 points require budget. Some, like Point #7 (Modify Food and Drink Services) actually might help your team save money, depending on how it is implemented. With regards to getting sanitizers, Eden can help! Email your account manager or workplace.re-entry@eden.io.

2. ***What would be the best practices to ensure workplace safety with a tight budget? (What would be the most important to actually spend money on, and what can be DIY?)***

Not all of the 12 points require significant expenditures. For example, for Point #2 (Ensure Your Team Knows The Plan – Create Signage and Circulate a Plan in Advance of Re-Entry) you could create signage with posters and markers. Signage does not need to be professionally created. Point #4 (Social Distancing Within the Office, Where Possible) requires pre-planning and thought but not necessarily budget. Point #8 (Limit Visitors) requires a change in policy (no budget required) and Point #9 (Consider the New User Experience for How Traffic Flows in the Office) will require upfront planning and messaging to your “users” (employees) but can be done in a low to no budget way.

General

1. ***Any suggestions or documentation for Occupant Training for re-entry?***

It's important to overly communicate your plan with your team. Employees will likely be anxious and it is important that they know that you have a plan and that they can see visible displays of your plan (e.g., signage, day porters in the office, changes to the food and beverage set-up). You can include the 12-Point Plan as a reference if you would like, along with a list of the measures being taken to ensure safety. In advance of the first day back, it is especially important to remind teams to follow the guidelines around face coverings (see step 5 of The 12-Point Plan), self-quarantine policies (see step 11 of The 12-Point Plan), and visitor policy (see step 8 of the 12-Point Plan).

2. ***What should be included in a “return to work” kit?***

On step 5 of The 12-Point Plan we have some suggestions: “Many companies are providing “Return to Work” kits for their returning employees. These kits include a laminated card with company guidelines for RTW, a letter from the CEO, cloth or silicone mask (with inserts), hand sanitizer, tissues and disposable gloves.”

3. ***How can you make the iPad visitor login experience touchless? Any tips?***

Yes – you can make it light touch with either of the below options:

- 1) Have visitors pre-register and upon arrival, your workplace team can log them in.
- 2) Upon arrival, visitors can use a QR code to minimize touch or the workplace team goes through check in flow on their behalf.

You can reach out to Eden (workplace.re-entry@eden.io) to learn more about our visitor management solution.

4. ***How do you group the employees that will be returning to the office? Grouping them like A B and C?***

There are many different ways to think about grouping employees. The goal is to provide as much social distancing as possible. You could group by teams, functional areas, or

any number of ways. It's also important that, where possible, you provide people with options as there are other constraints people need to consider when coming back to the office such as commuting and childcare responsibilities.

5. ***Realistically, when do you expect re-entry to start happening?***

In our poll during our last webinar, where over 950 people responded, 80% expected to begin returning to the office by July. We expect it to be a phased approach and will vary by location and government orders.

6. ***What is exactly the prompt that will say it's OK to return to the office? My company is thinking about it in phases and just because stay at home orders are rescinded we still won't feel comfortable opening the offices.***

Not all prompts or triggers are the same for every company or location (e.g., regulatory, available daycare, etc.).

7. ***How have you handled employees requiring public transit to return back to the office?***

Some companies are looking for alternatives to public transportation for the first wave of employees coming back to the office (e.g., providing parking, rides, or car service). Local governments are also working on different solutions for public transportation. New York City's M.T.A. will be significantly increasing cleaners and also using UV lights and electrostatic spray. Hong Kong is experimenting with adding robots to disinfect their train cars.³

8. ***We're considering an employee sign-in sheet (if we soft-open our office up for optional use). What are your thoughts on requiring virtual sign-ins? It would help with contact tracing if an employee does end up sick, but is that ok to require?***

Many companies use a virtual or electronic sign-in tool (e.g., electronic badges).

9. ***How can you request/convince your employer to continue to allow their staff to WFH?***

Please refer to our [second webinar](#) of some of the benefits of WFH.

10. ***What is the best kind of tape to use on a concrete floor as a marking that won't ruin the floor when it comes off?***

This is also contingent on the type of floor covering like acrylic sealers and tape resins. We would suggest you consult the contractor who installed or placed any sealer or cover/coloring on your floor.

11. ***Can Eden provide a total cost and timing to implement the 12 point plan for my office?***

Yes, we can help. Please submit a request on your dashboard, reach out to your Eden account manager, or workplace.re-entry@eden.io if you are a new client.

12. ***My number one question would be - how do you promote a physical workspace as an environment your employees want to return to?***

Understand the employee experience in the new space and map touch-points to ensure you have evaluated each one for improvements. For example, know how they are going to use and be productive in the new environment. There is also the fear of the unknown. Providing upfront communication and even visuals of the changes helps calm fears. There will naturally be a lot of apprehension once the lockdown is eased particularly for commuters and those who are happy to continue working remotely. The workspace not only needs to be a healthy, clean and safe environment but one that supports both in person and remote work at all times.

13. ***What are the latest studies/reports on the receiving of packages to the office?***

The C.D.C. has advised that there is a low risk of transmission on packages. In addition, the CDC, WHO, as well as the Surgeon General have indicated that there is currently no evidence that COVID-19 is being spread through the mail. There are digital options for letter delivery that can be considered. The different conditions and time of mail travel were noted as a factor. Ensure employees follow proper sanitization protocols in the office similar to other high-touch areas. There is also the option of disinfecting mail prior to internal distribution and you could receive packages with gloves and wipe down with Lysol wipes. Numerous back office management and mail management groups are implanting UVC LED lights in their mailrooms to provide an ongoing defensive measure in these critically prone areas.

14. ***What is suggested on client and vendor meetings the first few months of opening the office?***

We recommend that organizations limit visitors for at least the first 30 days back in the office (as per Point #8 of the 12-Point Plan): “Over time, you can loosen the stance. If you do allow visitors, track them rigorously. Ensure everyone signs into the office to make contact tracing easier, if needed. Only allow visitors access to certain parts of the office to avoid contamination of people and spaces.”

15. ***Can we (legally) have workers sign a form disclosing info/agreeing to certain guidelines?***

Please consult with your legal team for guidance on this question.

16. ***Can we restrict socializing outside of work?***

Please consult with your legal team for guidance on this question.

17. ***Corporate travel post COVID — what can we legally require of our employees/contractors whether it's disclosure of info or rules applying to travel?***
Please consult with your legal team for guidance on this question.

Fever Checking

1. ***Is there (or will there be) a guide or template around recommendations to implement fever checking protocols, like do's and don'ts for maintaining confidentiality and empathy?***

Eden is not planning to do this at this time. However, we can refer you to a medical service provider who provides this service.

2. ***Are you saying we should have someone doing temp checks every day?***

This was part of the additional suggestions for consideration and will depend on your company's circumstances and legal guidance.

3. ***Should employees not strive to check temperatures BEFORE they attempt to come to the office? It seems you would not want them to even get on transport with a fever.***

Yes, that would be ideal. That being said, from what we've initially observed from Asian countries (such as Hong Kong, Taiwan, and Singapore) that are starting to successfully return to work, fever checking before individuals enter buildings could be one way to help limit the spread COVID-19.

Eden – How We Can Help

Eden is here to be your partner as you and your team transitions back to the office. We serve as the workplace platform for over 1,000 leading companies across the globe, in all industries, and are working to ensure they safely return to the office.

We will work with you to create a customized office re-entry plan and ensure all the right services are ready for your office to start safely. We know this time is stressful. Our job is to make your workplace management as simplified as possible during the months ahead.

We only work with the top-rated local service providers for all of the essential return-to-office needs: initial office-return disinfecting clean, recurring deep cleans, enhanced daily sanitization services and disinfecting upon learning of new COVID-19 infections in the space. Eden has over 100 services available to serve your property and facility needs from building maintenance to coffee service.

Our software tools will make it easy for you to centralize communication with your Eden account manager and vendors, request new services, easily change service schedules or edit checklists, and consolidate and pay invoices.

It is important to note that we are a flexible partner able to help with both the immediate needs of re-entry and with the likelihood of a phased, adaptive triggering approach to bringing your employees back to the office. Through our dynamic marketplace, you can turn on and off services as your workplace needs change in this constantly evolving world. We can partner with you to create an individualized plan that works for you and your space.

If you'd like to set up a consultation, please reach out to Maryn Juergens, Vice President, directly: maryn@eden.io. You can also learn more at www.eden.io. If you would like to just learn more about COVID-19 trends and workplace re-entry, please contact us at workplace.re-entry@eden.io.

Endnotes

1. “Early Release - Coronavirus Disease Outbreak in Call Center, South Korea - Volume 26, Number 8-August 2020 - Emerging Infectious Diseases Journal - CDC,” Centers for Disease Control and Prevention (Centers for Disease Control and Prevention), accessed May 5, 2020, https://wwwnc.cdc.gov/eid/article/26/8/20-1274_article
2. “List N: Disinfectants for Use Against SARS-CoV-2.” EPA. Environmental Protection Agency, April 30, 2020. (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>)
3. Christina Goldbaum, “Face Masks and Crowd Control: The Race to Make Your Subway Ride Safer,” The New York Times (The New York Times, May 3, 2020), <https://www.nytimes.com/2020/05/03/nyregion/mta-subway-coronavirus.html>)

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