

April 29, 2020



THE 12-POINT PLAN FOR WORKPLACE RE-ENTRY

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

The information contained in The 12-Point Plan 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, 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 this 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.

Dear Workplace and Facility Leaders,

We are in a time of unprecedented social, economic, and psychological uncertainty and we hope you and your loved ones are safe, healthy and as calm of mind as possible. COVID-19 is a once-in-a-century black swan event. It will have a lasting impact on our collective psyche, future safety, and preparedness processes and procedures.

Over the coming weeks and months, we will begin to head for our offices, and a new normal will be realized. We have optimism that, equipped with the right approach and procedures, we can ensure the coming months are full of encouraging milestones, and globally we will beat this virus together.

We have timed this guide for workplace re-entry in concert with requests and available public information. As you will see in this detailed document, we believe our approach will help enable your team as they get back to the office with the goal of staying safe and productive.

Please see the attached letter and feel free to email either of us with any questions or thoughts.

Stay healthy, strong, and positive,



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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.

How We Created The 12-Point Plan

We created The 12-Point Plan for Workplace Re-Entry through a combination of internal Eden resources pooled across our team: knowledge from working with 1,000+ clients, several thousands of service vendors, and over 50 investors and advisors. We studied early methods of workplace re-entry in Asia, how non-office properties have remained safely operating in the United States throughout the crisis and consulted with the leading minds in facilities management and broader real estate industry.

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Special thanks to ...

- Our first responders and those that service the built environments.
- Our reviewers who helped create The 12-Point Plan for Workplace Re-Entry:
 - * Alex Halpern, Founding Managing Partner, Ascendant Capital Partners
 - * Amadeus Santos, Senior Real Estate Operations Leader
 - * Andrew Weisbach, CEO, Signature Cleaning Services
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 - * Bill Maliff, VP of Business Development, UG2
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 - * Debra Homic Hoge, Global Director, Real Estate, General Motors
 - * Diane Solari, Director of Business Development, Planned Companies
 - * Fernando Quiles, Platinum Facility Services
 - * Fernando Real, Owner, Empire Facilities Services
 - * Francis Aquino, Director of Workplace & Experience, Honey
 - * Franco Farauto, Co-Founder, Propmodo
 - * Gail, Hilton, COO, Breezy Cleaning LLC
 - * Gloria Gil, Senior Managing Director – Real Estate, Regents of the University of California
 - * Jonathan Lopez, ER Janitorial
 - * Joseph Aamidor, Facilities Expert
 - * Juan Beltran, Owner, JBM Janitorial - Bay Area
 - * Julio Quintana, Director of Operations, Commercial Cleaning Solutions
 - * Jymy Gutierrez, All Five Star Maintenance and Janitorial Services
 - * Mark Gorman, Head of Real Estate Hub Americas at Ericsson
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KEY TERMS

Air filtration system: Internal system of fans that pull air into filters and remove airborne particles, circulate the air, and return purified air back in the room.

CDC: Centers for Disease Control and Prevention – the United States’ health protection agency.

Clean: Removing dirt from a surface. It’s the first step before sanitizing or disinfecting.

Close contact: As per Massachusetts state government guidelines, close contact means “living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for about 15 minutes, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic.”¹

Disinfect: Killing close to 100% of germs (such as coronavirus) on hard surfaces.

Electrostatic disinfection: Type of deep clean that uses electrostatic spray technology to evenly coat surfaces. The spray contains positively charged particles that adhere to negatively charged surfaces in a uniform manner. The spray has a sanitizing agent that disinfects the surface area.

Fogging: Similar to electrostatic cleaning but this process more finely atomizes the disinfectant into a mist.

HEPA filters: High-Efficiency Particulate Air filters – a type of filter that traps particles 0.01 micron (10 nanometers) and above, blocking dust, pollen, mold, and airborne coronaviruses. (The virus that causes COVID-19 is approximately 0.125 micron (125 nanometers) in diameter.)²

High-touch surfaces: Include, but are not limited to tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, printers, etc.

PPE: Personal Protective Equipment. This includes (but is not limited to) masks, gloves, goggles, face shields, etc. worn to minimize exposure to pathogens.

Sanitize: Lowering the number of germs on a hard surface to a safe level, as judged by public health standards.

WFH: Work from home.

WHO: World Health Organization – an agency of the United Nations responsible for leading international partners in global health responses.

UVL: Ultra-violet lighting – method of disinfecting surfaces with waves of ultraviolet light.

Executive Summary

We created this document for workplace leaders, facilities managers, office managers, CEOs, and executive teams at small and mid-cap companies. In this document, we have elected to use a few different frameworks to help ensure you have the information you need to safely re-open your office. As a result, we aim for completeness and comprehension. We restate some items in different sections to ensure it is discovered by you in the way that you prefer to find it.

For all readers, we recommend reviewing, at a bare minimum, the section titled “12-Point Plan for Workplace Re-Entry”. This includes the basic steps to help ensure your team is safe in the office upon return, regardless of your company size.

Whether your organization is considered small or large, we recommend reading the section titled “Additional Steps You Can Take for Workplace Re-Entry”. This will give you further safety measures that you can take, and we see those steps being particularly popular among Mid-Cap and Enterprise clients.

We included a section titled “Sample Checklist for Re-Entry and Occupancy” that lays out a list of the most common actions that will be required to open up your office again, as most of our clients do not have all of their services, products, and food programs live currently.



In the section titled “Eden — How We Can Help”, you can learn how our company is happy to help you create a customized re-entry plan and save you money on facilities services and workplace products going forward through our workplace management platform. However, if you choose to manage your office through internal resources or a different managed services provider, we hope this guide is still helpful in ensuring your team’s safety.

In the appendix, we share a typical recurring deep cleaning checklist that we recommend for vendors, as well as some other resources you may find helpful in this unique and challenging time.

As a final bonus recommendation, for companies of all sizes, remember to thank the essential workers who work at your locations! In this uniquely challenging time, the janitors, building engineers, day porters, and other facilities team members are heroes who are working overtime to keep us safe. Eden is proud to partner with thousands of small and large service businesses and their team members globally as we witness their dedication and selflessness on a daily basis.

We hope the information that follows can be a guiding light as you safely restart your workplace operations over the coming weeks and months.



The 12-Point Plan:

The Essential Changes
that All Offices, Big and
Small, Need to Make





Upfront
Disinfecting
Deep Clean

01



Ensure Your
Team Knows
The Plan -
Create Signage
and Circulate a
Plan in Advance
of Re-Entry

02



Set up
"Sanitation
Stations"
All Over
the Office

03



Social
Distancing
Within the
Office, Where
Possible

04



Face Coverings
Worn by
Employees

05



Schedule
Recurring
Disinfecting
Services

06



Modify Food
and Drink
Services

07



Limit
Visitors

08



Consider the
New User
Experience
for How Traffic
Flows in the
Office

09



Wherever
Possible,
Make "High
Touch Items"
Require No
Touch At All

10



If Someone is Sick
or Has Known
Close Contact
with Someone
Who Had
COVID-19, Follow
a Strict Plan

11



Provide Work
From Home
Equipment
to Your Team

12



For even the smallest offices, we believe the 12 below steps are essential for office re-entry. If you are a 20 person office or a 500 person location, the below represents the suggested minimum steps to take for a safe office re-entry.



1 Upfront Disinfecting Deep Clean

Prior to your team's return to occupancy, it is critical to do a deep clean with a thorough focus on disinfecting. For those with larger teams of over 100 people, we recommend performing an electrostatic deep clean, which ensures all surfaces are covered. For all companies, at a minimum, a

deep clean with a disinfecting emphasis on high frequency areas is required. You can find a checklist of an illustrative deep clean in the appendix of this document.

2 Ensure Your Team Knows The Plan – Create Signage and Circulate a Plan in Advance of Re-Entry

Before your team returns, circulate an internal message sharing how workplace re-entry is being conducted for your office to ensure everyone is safe. You can include this 12-Point Plan as a reference if you would like, along with a list of the measures being taken to ensure safety. We recommend including a summary of the 12 points along with any other additional steps that you wish to include. In advance of the first day back, it is especially important to remind teams to follow the guidelines around face coverings (see step 5), self-quarantine policies (see step 11), and visitor policy (see step 8). To the extent you need to enable a staggered return to ensure social distancing is followed (see step 4), you will need to communicate that in advance of the return so that the intended team members stay home.

Within the space, create signage to visually remind your team about the new protocols that must be followed with respect to increased sanitization and social distancing. Remind your employees to constantly wash and sanitize their hands (using Sanitization Stations, see step 3). Provide signage on how to properly socially distance in the office, including ones that state limits on maximum capacity in high-trafficked areas such as lunchrooms, meeting areas, and even bathrooms. Consider creating visual markers on the floor around workstations and elevators to clearly define the amount of safe space recommended. You may also



choose to create signage around which way team members are expected to walk in common areas and which entries and exits to use (see step 9).

Where possible, we encourage companies to frame messaging, in your circulated plan or on-site signage, 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”).

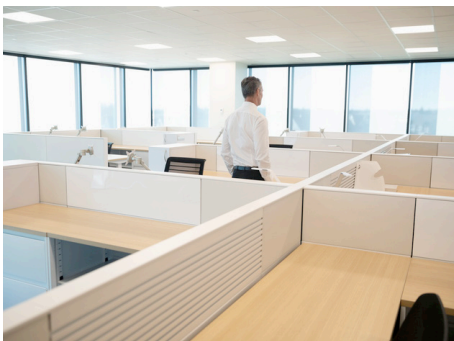
3 Set up “Sanitation Stations” All Over the Office

Set up hand sanitizer stations or wipes within eyesight from every seat within the office, as well as in major walkway areas, lunchrooms, break rooms, elevators, and near conference rooms. Create maps to show employees where these stations are located.



These Sanitation Stations should have waterless hand sanitizer and/or disinfecting wipes, as well as a conveniently located trash bin to dispose of those items.

We recommend using more industrial sized containers of wipes and hand sanitizer, or standing automated hand sanitizer dispensers - to avoid tempting your team to take these items home.



4 Social Distancing Within the Office, Where Possible

It is recommended by the CDC to ensure that all employees have a proper social distancing (six-foot) distance from each other during the workday.

Increasing work from home (WFH) days is a simple way to achieve this outcome. Have alternating WFH days in your office, enabling everyone to work 1-2 days per week from home. This ensures more open space that you can use to enable the six-foot radius for workstations.

During lunch, to ensure sufficient space, we strongly recommend having alternating allocated lunchtimes to enable social distancing in your lunch area. That policy,

combined with a “eat at your desk” anytime policy, enables folks to eat earlier if they get hungry but socialize with the group during their specific slot.

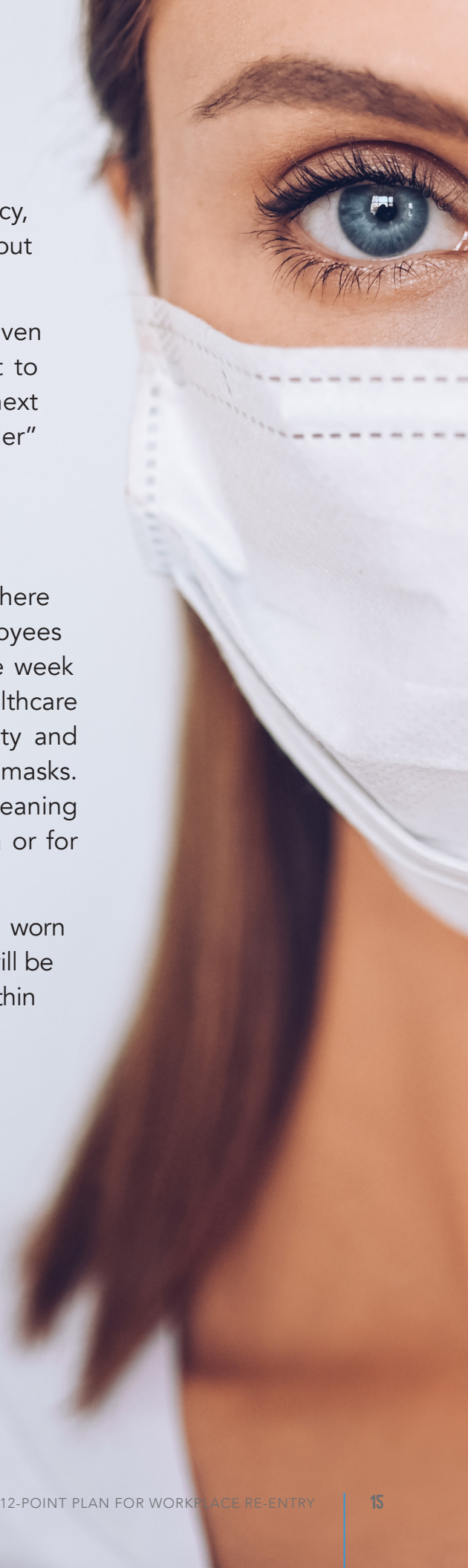
Consider employing social distancing measures even in restrooms. Shut off every other urinal and toilet to prevent employees from standing and/or sitting next to each other. Cover the urinals with “out of order” signage.

5 Face Coverings Worn by Employees

Follow [CDC](#) guidelines for face coverings. Where possible, we recommend providing employees with an adequate number of face coverings for the week along with other vital PPE. Contrary to what healthcare workers need to safely perform their duties, facility and workplace professionals do not need N95 or KN95 masks. These grades of masks should only be used for cleaning professionals that are remediating an infected area or for healthcare purposes.

At a minimum, cloth or makeshift masks should be worn during the day, except when eating or drinking. This will be a critical step to avoid the rapid spread of COVID-19 within the office if a team member were to become infected.

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.



6 Schedule Recurring Disinfecting Services

On a daily basis, it is critical to disinfect the high touch parts of your office. Items such as conference room light switches, doors, and bathroom doors will require daily cleaning.



Most existing cleaning specifications will need to be enhanced to step up frequencies and the scope of work to include disinfecting daily - as most cleaning SOPs only require disinfecting in restrooms and kitchen. All desktops and touchpoints should be disinfecting which will require additional service levels and increased hours.

In addition to updating the frequencies and scope of work with your existing cleaning services provider, it is also recommended that all cleaning professionals are trained and outfitted with proper levels of PPE.

We also recommend scheduling a disinfecting deep clean of the space on a weekly basis. This could be over a weekend or weeknight. It should involve cleaning beyond the scope of a typical daily clean and disinfecting areas that are generally given less attention due to lower frequency of use.

7 Modify Food and Drink Services

Many teams historically used a buffet lunch set up to feed their teams. For those teams, you will need to switch to individual meals or no meal service.

If snacks are provided to employees, ensure that all food is individually packaged. Consider how you can minimize the number of drawers or cabinets being opened and how to minimize contamination.

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.



8 Limit Visitors

We strongly suggest creating a policy that limits access to the office for at least the first 30 days back. 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.

We also recommend not hosting any events at your office for the first 60 days back to avoid any issues.

For interviews, we strongly recommend moving them to remote vs. traditional in-person.



9 Consider the New User Experience for How Traffic Flows in the Office

Be very intentional about how your employees will move throughout the office.

Map the experience from the moment team members or visitors arrive (or, even, the moment they leave their homes) to when they leave the office (or return home) and consider how to optimize the experience for positive visual cues around cleanliness, consistent social distancing, and lack of ambiguity about how to

flow through the space. Mapping the experience also ensures you resolve any areas of risk prior to re-entry.

Consider marking specific doors for entry and different ones for exit to limit potential places where people could touch various items or come within six feet of each other. Encourage people to walk in a clockwise flow. If you have a tablet for sign-in, think through how to make this a touchless experience.



10 Wherever Possible, Make “High Touch Items” No Touch At All

There are many instances of “high touch items” in an office. These include elevators buttons, front door handles, bathroom doors, refrigerator doors, water cooler tab, garbage bin lids, etc. For high frequency touch areas, wherever

reasonable, consider moving to a “hands-free” option. Some recommendations on high touch items are below.

- Garbage Bins — One simple way to do this is to ensure that garbage bins either have no lid or are controlled by a foot pedal
- Light Switch — If you cannot reasonably move to hands-free lights for your conference rooms, leave a hand sanitizer stand next to each light switch that reasonably will be used multiple times each day
- Consider using antimicrobial or nanoseptic tape, desk mats and/or covers on door handles in high touch areas. Antimicrobial finishes such as Gold Shield or Zoono Shield can be used in between electrostatic disinfecting applications to act as a further barrier on high touch surfaces. Antimicrobial finishes are micro-coatings that are spray applied to the surface. They use the same technology spray applications as the disinfectants, but are separate treatments.
- For high-touch shared office supplies (e.g., whiteboard markers, staplers, HDMI cables) consider providing employees with their own individual item.
- Consider using UVC bulbs and lighting solutions as ultraviolet antimicrobial lighting has the benefit of being a continuous source of disinfectant through the lights in high touch, high traffic or critical areas such as restrooms, conference rooms, and kitchens.

11 If Someone is Sick or Has Known Close Contact with Someone Who Had COVID-19, Follow a Strict Plan

You should ask your team to be vigilant about self-quarantining if they have any of the symptoms of COVID-19. While a full list of symptoms can be found [here](#), we recommend requiring team members to self-quarantine if they feel ill at



all, especially if there is any sign of a mild fever (above 100.3 degrees Fahrenheit). As per CDC guidelines, recommended quarantine / WFH time would be 14 days.³

If a team member had close contact with someone known to have developed COVID-19 within a 14 day period, you should recommend a 14-day quarantine period for that team member.

Implement or update continuity planning if key players in your office test positive for COVID-19.

Schedule a deep clean immediately upon learning of a team member who has COVID-19 or who has had close contact with someone who is suspected of having COVID-19.

12 Provide Work From Home Equipment to Your Team

As you may need to blend in WFH to ensure social distancing in the office, we recommend enabling your team to purchase WFH equipment to ensure they are successful during the coming months. We typically see companies provide \$150-\$1,000 of WFH equipment budget to their team members to cover the essential monitor(s) and workstation setup.

Additional Steps You Can Take for Workplace Re-Entry

Unlike the 12 items mentioned before, which apply to all offices, the following steps are for those offices with additional resources. If you have 100 or more employees, we recommend seriously considering some of the below items.

1. Fever Checking

A critical component of the workplace re-entry in Taiwan, Hong Kong, and Singapore has been fever checking at the door of offices and other establishments.^{4,5} In Taiwan, temperature is taken two ways: 1) infrared digital thermometers on the forehead and 2) thermal scanner that you pass-by.



The best practice here would be using a simple thermal forehead thermometer. This can be safely conducted by leveraging a medical service that performs this procedure for you at the reception area. There are also automated or kiosk options for temperature checking that are available.

In the United States, this is currently a more controversial point. However, the US Equal Employment Opportunity Commission has re-issued its guidance regarding COVID-19 pandemic that permits employers to measure employees' body temperatures before allowing them to enter the workplace (following guidelines such as non-discrimination and confidentiality).

If you do implement fever checking, make sure to have a plan for how to triage if someone does have a fever.

Note that the global community's understanding of COVID-19 continues to develop, and recent studies have indicated that potentially over 90% of COVID-19 cases may be asymptomatic. If this is true, fever checking may end up being a less effective measure to avoid the spread of COVID-19.⁶

2. Antibody Testing

Monitor availability of antibody testing for consideration in the workplace. When tests become available, they could be a good solution to help identify who has been infected and thus protected from future infection and also help identify who might still be at risk. Ensure any tests used are approved by the FDA.

3. Clean Air Filtration Systems and Increase Outdoor Air Intake

Increased air movement and ventilation will be important during the coming months. To ensure your space has the best air quality possible HVAC filters should be changed every month. Moreover, if you can track the runtime of your HVAC system, that can help further define how often or not you need to change the filter. Occupiers and landlords are encouraged to follow the ASHRAE standards for filter effectiveness. Only filters with >MERV 13 are recommended and ideally HEPA which performs to a >MERV 16 level. Consider increasing the fresh air intake on your HVAC equipment to up to 100 outdoor air. Past practice of decreasing air supply to reduce energy expense should be relaxed. In addition, a higher humidity with the higher ventilation has been seen to help fight the virus.



4. Disposable Desk Mats

One of the ideas generated in [Cushman & Wakefield's "6 Feet Office"](#) is a disposable desk mat to enable team members to avoid spreading illness.⁷ 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.

5. Shift Work Schedule

We are already seeing this tactic being successful in various manufacturing facilities in the United States and abroad. To better enable social distancing, employers can create several different shifts for employees during the day. For those workplaces

that have a manufacturing element, this may be more easily achieved. For those that require all work largely completed in the same hours, it may be more feasible to just have an alternating WFH and in-office schedule for your team.

6. Redraw Floor Plan

Per Gavin Newsom, Governor of California, one of the main points to help us end shelter-in-place is “redrawing floor plans” to enable social distancing in spaces such as the office.⁸



In order to help employees keep the recommended six feet of distance throughout the office, companies need to take intentional steps to de-density their workplace. Desks should be spaced out and extraneous chairs and

monitors should be removed from the space. Consider arranging desks in a way to reduce face-to-face interaction (e.g., back-to-back). If there is not enough additional space to provide each workstation with the appropriate six feet of social distance, consider requiring mandatory work from home days.

States and municipalities are encouraging a 10-person maximum gathering rule which should also be followed at the office, including in meeting rooms and cafeterias. Determine the new maximum capacity of every shared space. Put up signage to communicate the new maximum capacity and remove any additional chairs in each room to enforce this maximum gathering rule.

7. Mental Health Resources for Teams

This is a tough time for everyone. We highly recommend offering online or telephone therapy or mindfulness resources. If your company participates in an Employee Assistance Program, this is a great starting point. Some of our favorite online and app based resources include: Calm, Headspace, Waking Up, Smiling Mind, Simple Habit, Talkspace, Two Chairs, and Breathe2Relax. Many of these Apps are providing extended free trials during COVID-19 and some offer company discounts for bulk subscriptions.

In addition, providing employees with insight and training on how to navigate the new workplace protocols will help reduce stress and anxiety of the unknown.





8. Constant Day Porters Disinfecting Your Space

The most air-tight cleaning approach is to have constant attention to your space by hiring day porters to disinfect high-touch areas, conference rooms, and restrooms multiple times per day.

This ensures that the space is continuously disinfected as it is being used. Additionally, day porters provide employees with a visible signal of the efforts of the company to keep them healthy and safe.

9. Require and Visually Display Date of Cleaning for Workstations and Major Areas

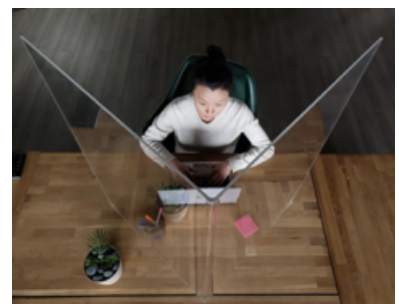
While it will require more effort and time to complete the cleanings, there is a benefit to having a date and time of the last cleaning for certain areas, such as restrooms, conference rooms, break areas, workstations, and even elevator cabs. This provides employees with psychological safety as they see a visual of the ongoing work to keep the workplace safe.

10. Resource Your Employees to Clean on Their Own

Some team members will prefer cleaning their own space. Encourage them to use disinfecting wipes from your sanitation stations for personal use throughout the office. As a policy, it is wise to require team members to disinfect a conference room table, telephone, and chair after each use in communal areas. Training is recommended for all employees on how to properly use disinfecting wipes.

11. Add Plexiglass as a Sneeze Guard

In workplaces without individual offices, consider adding plexiglass screens between workstations to limit the spread of germs. These temporary screens can also be put up in cafeterias between seats, as well as reception areas, to help mitigate the potential transmission of fluids between people. This is especially useful in offices where a six-foot radius between workstations is not possible.



Sample Checklist for Re-Entry and Occupancy

As your company starts to imagine what returning to the workplace looks like, we'd like to share some best practices and recommendations from our ecosystem. The primary goals are to be ready and persistent, prioritizing health and safety above all else. Below you will find a sample checklist.

How to know when it is safe to return to the office?

- Returning to the office will likely happen in phases
- Determine what indicators and who in your company will make the decision to reoccupy company space. Ideas for indicators include:
 - * When shelter-in-place orders have been lifted
 - * Based on local, state, Federal, CDC, WHO guidance or regulation
 - * Availability of rapid testing
 - * When a cure or vaccine is available

Before You return:

1. Space – Social Distancing

- Determine your strategy of how your team will come back to the office.
 - * To reduce the number of people in the office at the same time, and thereby increasing adherence to social distancing, consider bringing back your teams in shifts. Ensure proper cleaning and sanitization occurs between shifts:

- ◇ Teams work in the office alternating weeks
- ◇ Teams work in the office alternating days
- ◇ Teams work in the office alternating shifts during the day (e.g., Morning shift and evening shift)
- * Work with your HR team to make changes to your work from home policy to ensure sick employees can work from home (or take sick leave) when feeling unwell.
- * Be thoughtful about changing your office layout to adjust for increased space for each person.
- * Limit meeting room capacity so there can be six feet between people
- * Consider minimizing the use of hotel desks.
- * Ensure each employee has the proper physical space to social distance in the office – that might mean setting up new desks in previously shared common areas (e.g., conference rooms or lounges) or limiting the number of people in the office per day.

2. Cleaning

- Think through how you will keep your office clean and disinfected once employees are working from the office.
 - * Book an initial deep clean to occur prior to your employees coming back to the office (early to avoid a shortage of available support).
 - ◇ Evaluate the type of cleaning needed:
 - a. Electrostatic v. fogging or other techniques.
 - b. Consider carpets/flooring if they also need cleaning.
 - c. Consider installing nanoseptic (self-cleaning) or antimicrobial adhesive or covers to high traffic touchpoints and surfaces.
 - * Amend your evening or day cleaning checklist/standard operating procedures to service high-touch areas that would not normally be included in a daily scope of work (e.g., handles, keyboards, sinks, desks, light switches, A/V controls, kitchen drawer doors and handles, printer stations, etc.).
 - * Consider adding day porter services throughout the day to sanitize those same high-touch common areas.

SAMPLE CHECKLIST

- * If your team is working in shifts, ensure you book disinfecting services between shifts.
- * Book weekly deep cleaning services.
- * Ensure all cleaning contacts are current and payment terms are up to date.
- * If contracts were deactivated (for any reason), schedule to re-activate.
- * Ensure your cleaning teams use EPA recommended chemicals.

3. PPE Supplies

- Ensure you have the right PPE and supplies in stock for your employees, including but not limited to:
 - * Gloves
 - * Hand sanitizer
 - * Disinfectant wipes
 - * Antimicrobial soap
 - * Face masks
 - * Tissue
 - * Spray disinfectant
 - * Infrared touch-free thermometers

4. Air Filtration

- Think through potential changes to your air filtration system.
 - * Change air filters (HEPA filters recommended).
 - * Install air movement/purification devices in break rooms and conference rooms that are frequently used by employees.
 - * Monitor humidity levels.
 - * Follow [ASHRAE](#) guideline.

5. Amenities

- Consider removal or changes to communal snacks and beverages in the office.

- * We recommend removing all communal snacks. If providing snacks, purchase individually packaged items that do not require someone to use a door or drawer handle (open baskets on open shelves work great).
- * Place disinfectant wipes next to coffee and water machines with instructions to wipe down before and after use.

6. Pre-check

- Schedule a property health check with Eden to review.
 - * Critical cleaning has been performed.
 - * Parking lots/structures, exterior lighting and surrounding grounds cleared of debris and safe.
 - * Building envelope: windows/doors/access grills secure.
 - * Roof and drains cleared of debris and any debris or hazards.
 - * Security systems operational and any new/altered access points clearly identified.
 - * Check with Eden on additional items that can be performed.
- Schedule a walkthrough of the space with your cleaning vendor. Have them:
 - * Take inventory of supplies needed.
 - * Remove trash, empty refrigerator.
- Schedule a pest control walkthrough to determine if any pests inhabited your space during a shelter in place, and potential action needed.
- Connect with your IT team and outline a plan to bring all of the technology online.
- Determine if there are any projects or space improvements in flight that need to be completed.
- Ensure you have services in place or pre-ordered services (e.g., Maintenance, Landscaping, Security, Elevator, Plant Care, Food, Office Supplies, Trash Removal, Fire Alarm, Pest Control, Window Cleaning, etc.).
- Ensure all Utilities are on (Gas, water, and electrical services).

- Develop a preventive maintenance program.
- Check valves and tags.
- Piping system and possible leaks.
- Record space temperature, return air temp, and water temperature.
- Check operation of return air dampers and defuses.

7. Communication and Processes

- Evaluate your communication plan to share important information with employees. This includes establishing a process for employees to report areas that need to be sanitized immediately.
- Create a proactive plan for what you will do if an employee is infected with COVID.
- Communicate your plan for returning to the office with your employees. Give them an opportunity to ask questions.
- Coordinate with your IT team and organize a dress rehearsal for the first day.
- Send a final update to employees to inform them of new procedures for returning to the office.
- Establish elevator usage protocol plan (with Landlord if appropriate).
- Consider hygiene signage:
 - * Elevator
 - * Safety/Handicap
 - * Informational
 - * Restroom
 - * Directories
 - * Tenant – Rules
 - * Stairwell
 - * OSHA
 - * Parking
 - * Temporary signs as required

- Develop or update information booklet with the following:
 - * Emergency procedures
 - * After hours emergency
 - ◇ Develop after hours access and emergency procedures

8. Once Your Team Starts to Return to the Office:

- Confirm deliveries with food and beverage vendors.
- Continue to conduct meetings virtually, where possible.
- Encourage the six-foot social distancing guidelines, even in the office.
- Consider how you will provide psychological safety to your employees about their return to work:
 - * Share videos and pictures of what the cleaning team is doing in between shifts to disinfect the space.
 - * Proactively create and share your plan for what to do if an employee is infected with COVID.
- Limit external visitors who come into your space.
- Ensure required vendors use proper PPE when accessing your space.
- Stay informed by monitoring the CDC's website for guidance and other updates. You can also reach out to your Eden Account Manager who is always briefed on the latest information for a safe workplace and stands ready to advise.

9. Post-Return Changes to Consider:

- Install touchless sensors (doors, refrigerators, coffee machines, etc.).
- Minimize the use of keys being used by installing an access control system.
- Re-evaluate the types of material used in your office, based on how long COVID can live on different surface materials.
- Install nanoseptic (self-cleaning) adhesive or covers to high traffic touchpoints and surfaces.

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's 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

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- ⁶ Linda So, “In Four U.S. State Prisons, Nearly 3,300 Inmates Test Positive for Coronavirus -- 96% without Symptoms,” Reuters (Thomson Reuters, April 25, 2020), <https://www.reuters.com/article/us-health-coronavirus-prisons-testing-in/in-four-us-state-prisons-nearly-3300-inmates-test-positive-for-coronavirus-96-without-symptoms-idUSKCN2270RX>)
- ⁷ “6 Feet Office: Designing New Office Spaces to Respond to COVID-19: Netherlands,” Cushman & Wakefield, accessed April 26, 2020, <https://www.cushmanwakefield.com/en/netherlands/six-feet-office>)
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APPENDIX

Illustrative Recurring Deep Cleaning Checklist

ILLUSTRATIVE DEEP CLEAN SCOPE OF WORK	
Floors throughout the office:	
Sweep floors	
Mop floors	
Vacuum floors, area rugs, & corners	
Dust baseboards, window sills, & ledges	
Vacuum couches, chairs, and common area furniture	
Vacuum under all furniture (move chairs and furniture as much as possible)	
Wipe down baseboards with a wet cloth	
Workstations:	
Remove any dishes or obvious trash	
Take out trash & replace liners	
Dust monitors & backs of chairs	
Wipe down open desk surfaces	
Remove dust from cords under desks	
Push in chairs / organize any furniture	
Conference Rooms:	
Clean & disinfect all surfaces	
Clean & disinfect glass doors & walls	
Take out trash & replace liners	
Remove any dishes or food items	
Tidy & reset conference rooms (push in chairs, etc.)	

Clean & disinfect monitor screens	
Dust all furniture, backs of chairs, and ledges	
Common Areas & Lounges:	
Clean & disinfect all surfaces	
Clean & disinfect glass doors and walls	
Take out trash & replace liners	
Sanitize switches, door handles, etc.	
Remove any dishes or food items	
Unpack deliveries and put away all supplies	
Dust printer	
Ensure printer has paper stocked	
Straighten couches / furniture & fluff pillows	
Dust all shelves in reception / entrance area	
Bathrooms:	
Clean & disinfect sink & counters	
Clean & disinfect toilets & urinals (including base & behind toilet)	
Clean & disinfect toilet paper dispensers and feminine waste bins	
Wipe down glass areas	
Sweep & mop floors	
Take out trash and replace liners	
Restock toilet paper	
Restock paper towels	
Refill hand soap dispensers	
Restock toilet seat covers	
Sanitize switches, door handles, etc.	
Restock other items (tampons, mouthwash, etc.)	
Clean & disinfect all baseboards & window sills	
Dust vents / fans	

DEEP CLEANING CHECKLIST

Kitchen:	
Wipe and sanitize all surfaces	
Sanitize kitchen sink	
Load and run dishwasher	
Take out trash & recycling + replace liners	
Spot Clean & disinfect behind and around trash & recycling	
Clean & disinfect inside microwave	
Refill hand soap	
Unload dishwasher	
Wipe down exterior and under appliances	
Generally tidy area	
Wipe down water machine & empty water tray	
Clean & disinfect under water machine	
Wipe down all shelves in the refrigerator and freezer	
Ensure honey, tea, oils, sugars, etc. are fully stocked	
Remove all honey, tea, oils, sugars, etc. and clean tray	
Empty all cabinets and drawers and clean interior surfaces	
Clean & disinfect airpots / coffee machines	
Trash:	
Breakdown all cardboard boxes and bundle together	
Put all trash in designated pick up area	
Supplies:	
Ensure all supplies are put away and organized in supply closet	
Locking Up:	
Ensure office doors are locked & secure	
Close and lock all exterior facing windows	

Additional Resources

- [CDC Resources for Businesses & Employers](#)
- [CDC Symptoms of Coronavirus](#)
- [EPA Registered Disinfectants](#)
- [Equal Employment Opportunity Commission](#)
- [Johns Hopkins University COVID-19 Data](#)
- [McKinsey & Company: COVID-19 Briefing Materials](#)
- [OSHA's Guidance on Preparing Workplaces for COVID-19](#)
- [World Health Organization Homepage](#)



THE 12-POINT PLAN FOR WORKPLACE RE-ENTRY

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



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