Safer at Work:
Steps to Reopening Your Business

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Zoom | Virtual Meeting

![Los Angeles County Economic Development Corporation — LAEDC — Collectively Advancing Opportunity and Prosperity for All](image)

Featuring

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Join the Conversation!

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Kelly Bacon

Occupier Strategies and Change Management

Principal, Strategy +

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Components of Returning to the Built Environment

Key Components to consider:

- Functional processes and protocols that are **science** based to include on-going disinfection and ventilation controls
- **Change management** programs to communicate necessary behavioral modifications and the reasons for these changes
- **Physical Modifications** and potential **funding** sources

OPERATIONAL   **BEHAVIORIAL**   **SPATIAL**

Components of Returning to the Built Environment

OPERATIONAL

- **Functional processes** put in place to **provide** proper health and safety measures are:
  - ✓ Developed
  - ✓ Communicated
  - ✓ Implemented
- **Develop and share protocols**:
  - ✓ Disinfection
  - ✓ Social distancing
  - ✓ Use of ventilation systems
  - ✓ Maximum occupancy
  - ✓ Work hours and shifts
  - ✓ Space usage

BEHAVIORIAL

- **Psychological and behavioral modifications** are required by organizational leadership to:
  - ✓ Shift workplace cultural beliefs
  - ✓ Allow operational measures to be successful
  - ✓ Understand personal application of the standards
  - ✓ Show the work environment supporting health and wellbeing
- Creation of a **Change Management Program:**
  - ✓ Communication
  - ✓ Branded graphics

SPATIAL

- **Design modifications** for an intentional shift in space usage:
  - ✓ Social distancing cues, spatial arrangements
  - ✓ Technology Infrastructure
  - ✓ Signage and graphics to control traffic and identify protocols
  - ✓ Mechanical systems modifications
  - ✓ Material selections
  - ✓ Touchless control systems

In order to return people to the workplace, immediate steps should be taken to create a safer work environment. Based on what we know now about the spread of coronavirus and based on CDC and WHO guidelines, we can implement new workplace planning concepts within the existing spaces.

While the priority focus is on decontamination and disinfection, a successful return will also rely on addressing individual and group behaviors as well as workplace culture through a strong change management and communication program.

- **Pre Pandemic Office**
- **Post Pandemic Office**
- **Components Of Returning To The Office Environment**
- **Science Driven Solutions**
- **Steps To A New Normal**
- **Step 1 Return To Office Playbook**
- **Step 2 Partial Reoccupancy**
- **Step 3 Sustainable Reoccupancy**

The Pre-Pandemic Office

**Workplaces** have historically:

- created community
- established culture
- provided tools to complete the best work

While people could **work from anywhere**, they often still **chose the office** because:

- it provided a safe/secure environment for ideas
- allowed teams to develop ideas into something more

The global pandemic has forced a new concept about what is safe and secure, challenged the **importance of place** and the **need for physical connection**.

NOW: A SHIFT HAS TAKEN PLACE

wellbeing → safety

office → home
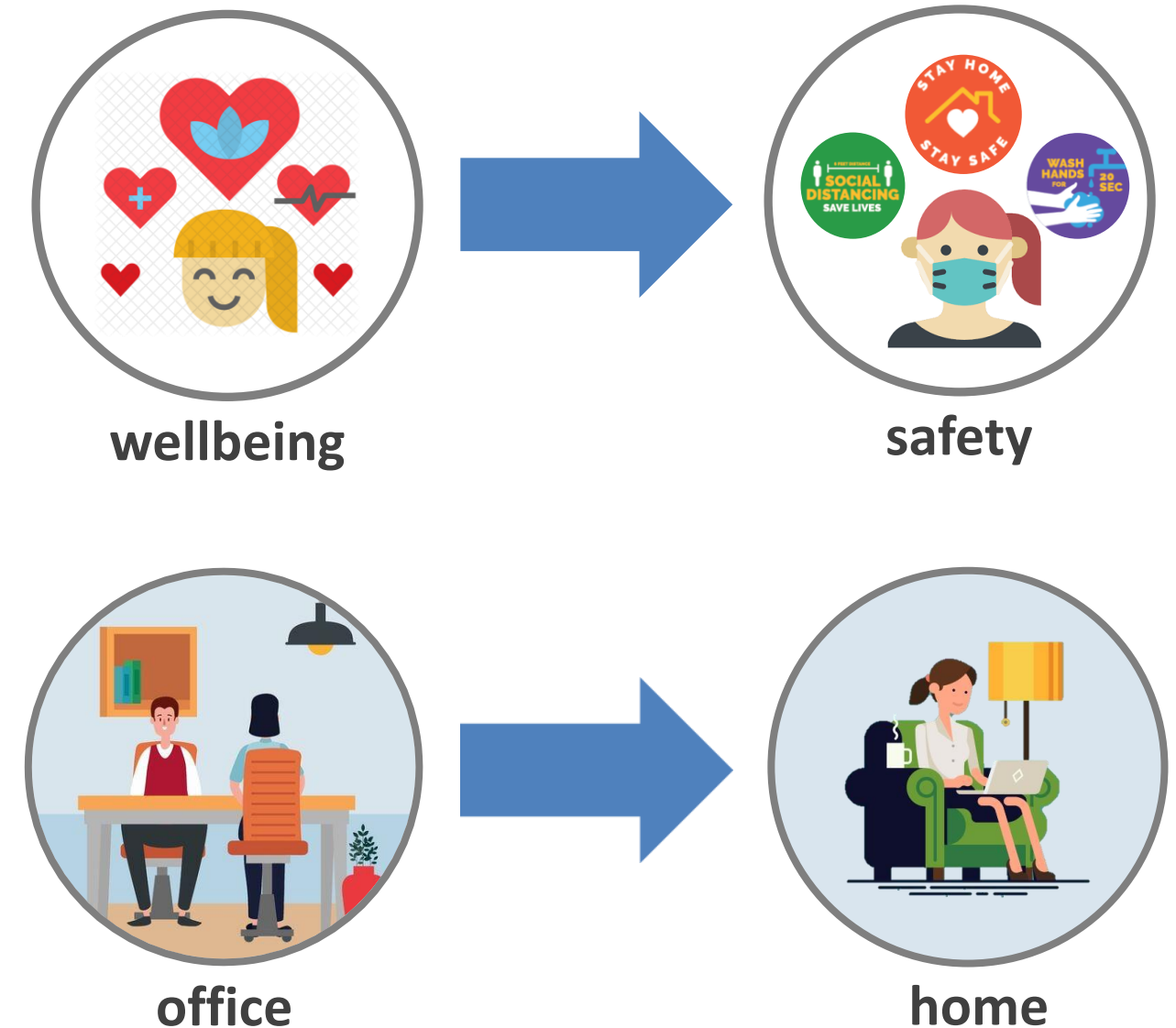
The Post-Pandemic Office

What we know:

- People are social creatures - great ideas are not built in isolation
- We need to work together to drive growth and innovation
- The question is - What will it take to get people to reoccupy the workplace?

Short term modifications will be required to get the office ready for re-occupancy.

3 components that have to come together:

- **Operational** – measurable safety standards
- **Behavioral** - believable cultural shifts and the communication to explain the changes
- **Spatial** - understandable physical design changes

What is Seen
Acknowledge

OPERATIONAL

What is Understood
Believe

BEHAVIORAL

What is Intended
Trust

SPATIAL

Steps to a "New Normal"

Step 1
Return to Work Playbook

Create a Playbook that describes the short and long-term changes to operational and physical space needed.

Step 2
Partial Re-Occupancy

Implementation of the short-term recommendations in the Return to Office Playbook, such as standard operating procedures, readily achievable space modifications, and a blended model of remote working and on-site work.

Step 3
Sustainable Occupancy

Implementation of recommendations that prioritize employee health and well-being, but require a longer time horizon to implement due to physical constraints.

Benjamin Kim

Partner

Co-Chair, Occupational Safety and Heath

Nixon Peabody

OSHA — SAFETY FIRST

General Duty Clause (Section 5(a)(1) of the Occupational Safety and Health Act of 1970)

Each employer "shall furnish to each of his employees employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to his employees." This duty does not require perfection, but it requires advance thought and analysis, reasonably feasible action (including communication and training) and enforcement.

OSHA Anti-Retaliation and "Protected Activity" ** **(Other retaliation statutes implicated too)**

Generally, as long as the employee had a reasonable, good faith belief that a violation occurred or could occur, the reporting is generally considered protected activity—

— subjective belief; and

— the belief is objectively reasonable, given the complainant's training and experience.

An employee does not need to communicate the reasonableness of his or her beliefs to management or the authorities. You also need: (1) employer knowledge of protected activity, (2) an adverse employment action, and (3) causation.

Framework For Analysis

1. Compliance with federal, state, and local governmental orders

2. Compliance with public health guidance (WHO, CDC, state, and local public health departments)

3. Critical steps in advance of reopening

4. Executing the return to workplaces

5. Maintain a safe and healthy work environment

Critical Steps Before Reopening

1. Determination of which groups of employees will be allowed to return to work and when

2. Hazard Analysis

3. New/Updated Procedures—Based on the hazard analysis, what new/updated protocols should be followed?

4. Other considerations:

   – Screening/testing for fevers and/or COVID-19.

   – Vaccinations, if/when available.

5. Communication in advance of reopening

6. Training of employees before reopening

7. Enforcement of your own procedures will be key

Neil Bernstein

Director

Strategic Accounts

Servicon Systems, Inc.

Our Vision and Values

Our Vision

Elevating the industry through integrity, leadership and innovation

Our Values

Cleaning for Health
Putting People First
Training, Education, & Leadership
Agility & Adaptability

SERVICON
SYSTEMS, INC

Partnership to Re-Open

4 P's: People
Process
Product
"Perception"

CDC Guidelines
re-Opening

Cleaning for Health
Recommendations

Current statement
of work

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Guidance for Cleaning & Disinfecting
Public Spaces, Workplaces, Businesses, Schools, and Homes

1
Develop your plan

Determine what needs to be cleaned
Areas unoccupied 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas

Determine how areas will be disinfected
Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces

Consider the resources and equipment needed
Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants

www.cdc.gov

SERVICON
SYSTEMS, INC

Changing the face of the cleaning industry

Servicon IP Services

Business Reset offerings at each level – customized to the environment

1. Protect & Sanitize

To spruce-up the establishment

2. Protect & Disinfect

In varying degrees to offer a higher level of disinfection for those clients with specific facility health concerns

"High visibility" daytime cleaning and disinfection of high touch areas

3. Ultimate Protect & Disinfect

In response to a confirmed COVID-19 case

Air scrubbers

Periodic
Sold and placed throughout a facility as an on-going preventative measure

Documentation and Reporting

ATP Measuring

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Disinfecting Tips:

1. READ THE LABELING INSTRUCTIONS!!
   1. Dwell Time?
2. Use only products on the EPA List N of registered Disinfectants.
3. Choose your product carefully. And don't use Bleach!
4. Use Miro Fiber Cleaning Cloths; Don't use a cotton or natural fiber towels. Remember **CLEAN & DISINFECT**
5. Most Important
   1. Wash your hands, well and often
   2. Don't' touch your face
   3. Practice social distancing.
   4. Wear your mask.
   5. Stay home if sick

EPA / CDC Websites

https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19
https://www.cdc.gov/infectioncontrol/guidelines/disinfection/updates.html
https://www.epa.gov/coronavirus/can-i-use-fumigation-or-wide-area-spraying-help-control-covid-19
https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

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Barbara Levine

Senior Area Director
Economic Development & Business Assistance
LAEDC

LAEDC Business Assistance

- Business Assistance and Development Program established in 1996

- Attracted, retained and/or expanded over 244,000 jobs in Los Angeles County since 1996

- Team of 8 highly trained business professionals with over 110 years of experience

- Provide confidential no-cost business assistance and advisory services to business leaders, cities and decision-makers representing small, medium and large domestic and international businesses across key industry sectors

LAEDC Business Assistance

Since Gov. Newsom's Executive Stay at Home Order in mid-March due to COVID-19, the BAP Team has seen staggering increases:

- Business calls have more than quadrupled

- Assisted 1,000+ LA County at-risk businesses

- Assisted 200+ LA City at-risk businesses

- Top 3 Business Challenges:
  o Additional Funding/Revenue
  o Work Sharing Subsidies
  o Cost Containment

- Safer at Work compliance and strategies for success

Thank you!