Keeping our workplaces clean & people healthy: sharing practices from 5 offices in Asia
Amid growing concerns on a global and individual level, prioritising the health and safety of our people is of the utmost importance. During the first few weeks of the COVID-19 outbreak, our Admin, Sustainability, and MEP teams in our Hong Kong, Beijing, Shanghai, Chengdu, and Singapore locations tested different setups and plans of action to ensure our work environments would remain clean and healthy for everyone. This document illustrates practical examples that were implemented in each office.
We found that several areas presented higher risks in the workplace and we explored a range of practical approaches.
Office areas

- Front Desk
- Collaboration Area/ Pantry
- Meeting Room/ Phone booth
- Washrooms
Front Desk

Personal health

+ Place hand sanitizer in the front desk area
+ All visitors are required to have their body temperature checked and sanitize their hands before entering the space
Collaboration Area/ Pantry

**MEP setups**

- Place Ultraviolet Germicidal irradiation (UVGI) and Photo Catalytic Oxidation (PCO) at the Air conditioning (A/C) unit to kill bacteria, viruses, fungi, Volatile organic compounds (VOCs), and other organics
- Increase relative humidity after office hours to minimize airborne transmission
Collaboration Area/ Pantry

Surfaces

+ Place walk-off mat soaked with surface protector at the main entrance to capture particulates from occupants’ shoes
+ Enforce clean-desk policy – arrange high-touch surfaces to be cleaned everyday before/after work
+ All high-touch surfaces (e.g. telephones, handles) must be repeatedly cleaned during office hours
+ Increase floor sweeping frequency with 1:99 diluted surface protector or other compounds
+ Spray antimicrobial surface protectors *(see attached)* in all high-touch surfaces e.g. countertops, handles
Meeting Room/ Phone booth

MEP setups

+ Increase fresh air supply based on demand by using carbon dioxide sensor, particularly in meeting rooms/ phone booth/ enclosed offices
+ Add standalone air purifiers (equipped with High efficiency particulate air [HEPA] filter and UV germination technology) in enclosed spaces
+ Install Photo Hydro Ionization (PHI)/ Ultraviolet (UV-C) technology in Air conditioning (A/C) supply and/or return to kill any virus infection
Washroom

**MEP setups**

- Increase exhaust ventilation in washrooms in washrooms to reduce accumulation of airborne virus
- Install UV lamp in washroom to be switched on at night
- Install UV lamp on toilet lids and waste bins for continuous sanitization when not in use
Washroom

Surfaces

+ Add touchless water faucet and soap dispenser in toilet area to minimize physical contact.
+ Use touchless soap dispenser with light indication of 20s to minimise contact and promoting recommended wash hand duration.
We have taken action in several offices.
**Individual disinfection upon entry.**

- Use walk-off mats and electrolyzed-oxidizing HCLO water to disinfect anyone walking into the space to avoid bringing in bacteria.
- **Key location:** Office entrance
- **Tip:** Mats are suggested to be 10’ wide in front of entrance

**Screen body temperature of all staff and guests upon entry.**

- Use an infrared fever screen system to help measure temperature within a few seconds.
- **Key location:** Reception area

**Make hand sanitizer accessible at reception and around the workplace.**

- Staff have been encouraged to frequently wash their hands and keep them clean with hand sanitizer.
- **Key locations for hand sanitizers:** Reception area and other places around the office
Mitigate transmission of contaminants with Heating and Ventilation and Air Conditioning (HVAC) cleaning.

+ Adopt Fresh Air Unit, clean Heating and Ventilation and Air Conditioning (HVAC) and other devices to mitigate transmission of contaminants through Heating and Ventilation and Air Conditioning (HVAC).
+ **Key location:** Open office

Disinfect indoor air.

+ Use equipment including a Photo Hydro Ionization (PHI) system to keep the air free of harmful bacteria.
+ **Key location:** Large meeting rooms & open office

Purify air in multiple spaces.

+ **Key locations:** Open office and mid-sized meeting rooms
**Disinfect personal and shared public items**

+ Use wipes to regularly clean personal belongings including mobile phones and shared keyboards/mice
+ **Key location:** open office

**Keep communication transparent and uplifting morale.**

+ Distribute our digital/print posters across the workplace to keep staff informed of necessary information related to work and the workplace.
+ **Key locations:** Digital space & open office

+ [Click here to download the posters](#)
Hong Kong office

1. Individual disinfection upon entry
   Walk-off mats, electrolyzed-oxidizing HCLO water

2. Temperature screenings
   Thermometer, infrared fever screen system

3. Personal hygiene
   Hand sanitizer

4. HVAC cleaning
   Freshair unit, Heating and Ventilation and Air Conditioning (HVAC) cleaning

5. Indoor air disinfection
   Photo Hydro Ionization (PHI) system

6. Air purification
   Air purifier

7. Personal and shared item disinfection
   Wipes

8. Information boards
   Wellness Posters

Office areas with higher risks:
- Entrance/Reception/Front Desk
- Collaboration Areas/Pantry
- Meeting Rooms/Phone booths
- Washroom
Shanghai office

1. Individual disinfection upon entry
   - Walk-off mats, electrolyzed-oxidizing HCLO water

2. Temperature screenings
   - Thermometer, infrared fever screen system

3. Personal hygiene
   - Hand sanitizer

4. HVAC cleaning
   - Freshair unit, Heating and Ventilation and Air Conditioning (HVAC) cleaning

5. Indoor air disinfection
   - Photo Hydro Ionization (PHI) system

6. Air purification
   - Air purifier

7. Personal and shared item disinfection
   - Wipes

8. Information boards
   - Wellness Posters
Beijing office

1. Individual disinfection upon entry
   Walk-off mats, electrolyzed-oxidizing HClO water

2. Temperature screenings
   Thermometer, infrared fever screen system

3. Personal hygiene
   Hand sanitizer

4. HVAC cleaning
   Fresh air unit, Heating and Ventilation and Air Conditioning (HVAC) cleaning

5. Indoor air disinfection
   Photo Hydro Ionization (PHI) system

6. Air purification
   Air purifier

7. Personal and shared item disinfection
   Wipes

8. Information boards
   Wellness Posters
Chengdu office

1. Individual disinfection upon entry
   Walk-off mats, electrolyzed-oxidizing HCLO water

2. Temperature screenings
   Thermometer, infrared fever screen system

3. Personal hygiene
   Hand sanitizer

4. HVAC cleaning
   Fresh air unit, Heating and Ventilation and Air Conditioning (HVAC) cleaning

5. Air purification
   Air purifier

6. Personal and shared item disinfection
   Wipes

7. Information boards
   Wellness Posters

Office areas with higher risks
- Entrance/Reception/Front Desk
- Collaboration Areas/Pantry
Singapore office

1. Temperature screenings
   Thermometer, infrared fever screen system

2. Personal hygiene
   Hand sanitizer

3. Air Treatment
   - Ultraviolet Germicidal irradiation (UVGI) and MERV13 filter at air handling unit (AHU)
   - Standalone air purifier
   - Increase fresh air intake

4. Personal and shared item disinfection
   - Daily wiping
   - Weekly bio-decontamination

5. Information boards
   Wellness Posters

6. Social distancing
   Encouraging keep a distance of at least 1m apart in communal areas

Office areas with higher risks:
- Entrance/Reception/Front Desk
- Collaboration Areas/Pantry
- Meeting Rooms/Phonebooths
- Entire office
Other measures that can help maximise our health.
Recommended precautions

**Social distancing**
Avoid crowded meetings in small spaces. Encourage people to keep 1-2m apart.

**Minimise physical contact**
Limit the number of people attending meetings and total duration. Use Teams with smaller groups from different meeting rooms.

**Work from home**
Adopt flexible arrangements based on individual team needs using telecommuting tools to avoid work disruptions.

**Stagger working hours**
Reduce staff congregation in common areas (pantry, lobby, etc.) by offering different lunch times or encouraging off-peak commutes.

**Event attendance**
Postpone non-critical events and take health precautions when deferring is not feasible (temperature screening, no handshakes, separated seats, etc.).
Let’s continue working together to keep our workplaces clean & people healthy.