Re-Entry:
Important Tips From Your Service Providers

Moderator
Alan Stein
Partner, Strategic Marketing

twio
Strategy Brought To Life // A Brand Marketing Agency
Thank You!

Kandice Cahill  
Senior Director, Market Development Operations  
Comcast Business

Antonio F. Iribarren  
National Account Manager  
The Home Depot

Bill Collar  
Enterprise Sales Account Executive  
Trane

Brent O’ Bryan  
Senior Vice President of Training & Organizational Effectiveness  
Allied Universal Security
Introduction

Questions

What three trends are you seeing now that will change the way you do business moving forward?
Questions

In what ways do you see technology—as it relates to your services/products—playing a role in our rapidly evolving business landscape?

What are the specific maintenance and preparations required on essential building equipment and systems prior to re-entry?
How are your company’s frontline employees being prepared to address the increased expectations of a “limited contact” work environment?
Tips of the Trade

Social Distancing Management & Managing Employee Traffic

- Visitor, Contractor and Guest Management
- Occupancy Management
- Pedestrian Traffic Flow
- Office/Workplace Seating
- Delivery>Loading Docks
- Restrooms

Tips of the Trade

Assistance With the “New Normal”

- **Customer Social Distancing**
  - Ensuring customer queuing for service are following social
  - Ensuring customers in retail environments are shopping responsibly

- **Lobby Management**
  - Confirm that lobby visitors are following targeted social distancing behaviors

- **Breakrooms / Cafeterias**
  - Ensure that shared & common office spaces are adhering to targeted social distancing guidelines
Tips of the Trade

Screening of Employees and Visitors

- Have you evaluated temperature screening options and decided where they will take place?
- What process will you follow if a person shows a high temperature?
- Will you use your existing security staff or add additional staff?
- Will you purchase and provide the equipment or use a third party?
- Who is responsible for cleaning equipment?
- Will all occupants and visitors be required to wear face masks?

Tips of the Trade

Workplace Re-Entry: Getting Ready

- Expect increased interest in network improvements, bandwidth upgrades, and cybersecurity assessments
- Set and communicate vendor/visitor expectations
  - Request after-hours technician appointments
  - Set acceptable onsite durations and expectations once on premises
  - Ask certifying health questions
  - Consider a “vendor-only” pre-opening
- Perform technology assessment before re-entering
  - Evaluate existing technology within building and perform upgrades/enhancements now
  - Perform a cybersecurity evaluation
  - Consider building automation or IoT improvements (e.g. occupancy data, smart sensors etc.)
Tips of the Trade

Reopening Your Restrooms & Beyond

- Create a limited touch restroom experience (e.g. Automatic dispensers, placing towels next to restroom entrance/exit, automatic faucets and soap dispensers, etc.)

- Evaluate restroom supplies & inventory – with an increase in hand hygiene comes greater usage of towels, soap & sanitizer

Tips of the Trade

Reopening Your Restrooms & Beyond

- Be mindful of proper dispenser cleaning protocols as to not damage the equipment

- Check dispensers are in working order since they’ve sat idle for several months

- Consider the benefits of cleaning with disposable wipers v. reusable rags/microfiber cloths
Tips of the Trade

Reopening Your Restrooms & Beyond

- Consider “touches of home” in the most frequented locations to create a sense of comfort & security (e.g. facial tissue, feminine hygiene products, consumer-friendly brands, etc.)

- Offer hygiene solutions for lobby, breakroom, restroom, personal workstations & meeting rooms

Tips of the Trade

Reopening Your Restrooms & Beyond

- Ensure cleaning staff is trained on any new protocols (e.g. increased PPE) and understands the importance of cleaning v. disinfecting v. sanitizing, cross-contamination and hot spots and they follow this process thoroughly prior to the building re-opening but also continue post re-occupancy

Cleaning removes germs, dirt, and impurities from surfaces or objects.

Sanitizing lowers the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements.

Disinfecting kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects.
Tips of the Trade

Reopening Your Restrooms & Beyond

- Encourage proper handwashing and hand sanitizing through step-by-step signage & hygiene reminders

- Communicate often with tenants on your new cleaning protocols, when areas were last cleaned etc. to reassure employees of the safe environment.

Tips of the Trade

Test Your Elevator Phones

Follow Kings III step-by-step instructions for testing your elevator phones.

1. Simultaneous conversations: Activate two or more elevator phones at the same time in order to determine that phones are compliant and able to hold a two-way conversation with emergency operator(s) simultaneously. Both calls must go through with neither being disconnected and all parties must be able to hear each other, or this portion of the test has failed.

2. Location ID: Ask the emergency phone operator if they are able to identify your cab numbers and location. If they are unable to do so, the emergency phone has failed this portion of the test.

3. Call Back: Use the emergency responder phone (usually located on the main egress level, in the fire control room or at a guard station) to call and test the on-site responder’s ability to directly call back into the elevators without delay. If the elevator phones cannot be called back properly, this indicates failure.
Tips of the Trade

Elevator Cleanliness

Elevators are one of the most frequently used forms of motorized transportation in the world, which makes them some of the most contaminated areas in your building.

- Wear a mask and avoid riding with those not wearing masks
- Face the wall
- Limit the number of people in an elevator to 3, but always best to ride with your own party or better yet ride alone
- Wait for the next elevator to avoid overcrowding, it’s not rude to step off
- If able, you can always take the stairs and get your steps in.
- Avoid touching your face after pressing the buttons
- Provide wipes and or hand sanitizer outside all elevator doors

Tips of the Trade

Measures Taken to Protect Exposing Tenants

Protecting our Frontline Technicians

- Detection and Containment
  - Stay home if you have any symptoms
  - Record potential exposure
  - Test and quarantine
- Social Distancing Measures
  - Providing PPE (face mask)
  - Modified dispatching process
  - Temporarily suspended customer signature requirement on tickets
  - Utilizing Independant Service
- Sanitization
  - Mobile hand washing stations in vans
  - Washing hands before and after each service visit
  - Using hand sanitizer
Preparing The Building

- Every Building’s Circumstances Vary
  - Was the equipment turned off?
  - Will tenants want extra cleaning for peace of mind?
- Frequently clean and disinfect high-touch surfaces like push buttons and handrails
- Be mindful of cleaning the push buttons, there is electronic equipment behind the panel!
- There are products to help
  - Larger exhaust fans
  - UV disinfectant for escalator handrails and elevators

Tips of the Trade

- Encourage people to take the stairs
- Don’t lean against the walls
- Don’t ride a crowded elevator
- Cover fingers with cloth or gloves
- Tactfully ask others to wait if the elevator is full
- Wash hands after each trip
ASHRAE-HVAC Association Recommendations

- Increase outdoor air ventilation (disable demand-controlled ventilation and open outdoor air dampers to 100% as indoor and outdoor conditions permit).
- Improve central air and other HVAC filtration to MERV-13 (ASHRAE 2017b) or the highest level achievable.
- Keep systems running longer hours (24/7 if possible).
- Add portable room air cleaners with HEPA or high-MERV filters with due consideration to the clean air delivery rate (AHAM 2015).

REHVA-HVAC Association Recommendations

- Add duct- or air-handling-unit-mounted, upper room, and/or portable UVGI devices in connection to in-room fans in high-density spaces such as waiting rooms, prisons, and shelters.
- Maintain temperature and humidity as applicable to the infectious aerosol of concern.
- Bypass energy recovery ventilation systems that leak potentially contaminated exhaust air back into the outdoor air supply.
Tips of the Trade

- **Improve Air Quality:** Indoor air is made up of about 25% outside air. The rest is recirculated and filtered, which means it’s already been breathed by other occupants.

- **Leverage Automation to Limit Cross Contamination:** Commercial restrooms with manual faucet, flushers, paper dispenser and door openers can be a breeding ground for germs. Sensing technologies for hands-free activation of commercial plumbing fixtures improves the overall hygiene and cleanliness in the restroom.

- **Design with Antimicrobial Materials:** Integrating antimicrobial technology in interior design elements including faucets, window shades, paint, and door hardware — applying coatings that work to keep them cleaner from multiplying bacteria. These types of materials are popular in the healthcare sector.

Tips of the Trade

**Healthy Building Assessments**

- Each of the audits measure key elements of facility operations specific to building type and provide real time detailed graphic reporting, photos, and notes.
Follow up Q&A

Thank You!
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Resource Center

BOMA International Resources
www.boma.org/coronavirus

Upcoming FREE BOMA Webinar:
Getting Back to Work: Preparing for Building Re-Entry Amid COVID-19
Wednesday, May 6, 3:00-4:00 pm, EDT

Register at www.boma.org