

MERC

Health practices: Office spaces

April 24th, 2020

Executive summary

Common set of practices for offices

- Will be scalable for small business and large spaces (flexibility on how employers achieve 'core practices')
- Will be easy to communicate and executable
- Will not be cost prohibitive

Supporting documentation to be aligned with CDC guidelines. In case of any conflict between any of the foregoing guidance or requirements, the strictest shall apply.

There are a couple important considerations for office spaces

- The ability to work remotely is more likely for employees in offices and can be leveraged to help with phasing
- Unlike facility types with different shifts, many people will be entering the building at the same time in the morning so practices around staggering start times and spacing out entrance points will be important
- Offices do not have as many pre-existing strict safety precautions engrained in the culture (e.g., food safety, factory safety), so they may need to provide more signage and guidance to promote a healthy working environment

Document is meant as a guide; not exhaustive

Across facility types, health practices fall into the following eight categories



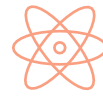
1 Response owners and plan

Establish virus response team



2 Facility entry and health check protocols

Conduct health screenings, temperature checks, send sick employees home, restrict visitors/contractors



3 PPE requirements

What PPE is necessary in this environment? (Provide guidelines and PPE for different settings and roles)



4 Distancing

How do we ensure we are maintaining appropriate distance across the facility?



5 Cleaning

What are the cleaning protocols and how to we communicate these effectively to employees?



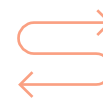
6 Case monitoring protocols

How do we ensure we can respond quickly to a potential case?



7 Facility/space temporary closure

What is our response plan? (e.g., Block off areas of exposure to allow appropriate deep cleaning)



8 Travel restrictions

How do we handle employee essential and personal travel?

Core practices (“must-haves”): Practices that can be implemented more broadly across different sized organizations

Next level implementation: Recommended additional practices that provide better risk mitigation (for better equipped facilities)

Offices can safeguard their facilities with health practices in the following focus areas

Categories	Health practice overview
1 Response owners and plan	<ul style="list-style-type: none">Establish team or rolesDefine scope of team (e.g., manage implementation of practices and protocols)Communicate role of team and expectations to employees
2 Facility entry and health check protocols	<ul style="list-style-type: none">Reduce congestion at start times and entry point(s)Screen employee health/exposureScreen all essential visitors with similar protocol
3 PPE requirements	<ul style="list-style-type: none">Ensure PPE (face cover, hand sanitizer) is stockedEstablish standard PPE protocol and distribution methodsRequire facial coverings (follow public health specifications)Provide guidance for PPE usage and reasoning
4 Distancing	<ul style="list-style-type: none">Increase general distancing between peopleLimit common space use and operationsStagger timing of movement within the buildingProvide physical reinforcements (e.g., barriers, X's, one-way traffic flow) for distancing expectations

Categories	Health practice overview
5 Cleaning	<ul style="list-style-type: none">Conduct frequent daily cleaning of all high touch areas and post protocols publiclyEstablish employee cleaning protocolsElevate daily and deep cleaning by 3rd partiesConduct routine checks for cleaning procedures
6 Case monitoring protocols	<ul style="list-style-type: none">Define protocol for symptomatic employeesProvide symptom checking and guidance to exposed employeesMark off and clean spaces identified in tracing
7 Facility pause/shutdown	<ul style="list-style-type: none">Enforce appropriate shut down/ pause and cleaning protocolCommunicate shut down protocol to employees
8 Travel restrictions	<ul style="list-style-type: none">Restrict business and personal travel and have employees work from home if possible after travel

1: Response owners and plan (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Establish team or roles	Form team for ongoing COVID-19 safety preparedness management using a consistent set of protocols (note: small offices are still working to develop and will not be able to have people solely focused)	Assign employees to ongoing virus response team to ensure clear decision-making and accountability (sole or primary focus)
Define scope of team (e.g., manage implementation of practices and protocols)	Create and guide execution of health and safety plan that includes protocols and/or checklist for offices Build phased approach to return dates (if you can work from home, remain at home) – enables distancing, PPE management Ensure adherence to safety protocols – conduct training, clarify protocols, informed by CDC, deploy personnel to necessary checkpoints (e.g., temperature recording)	Leverage a digital tool or dashboard to track success of protocols and opportunities for improvement
Communicate role of team and expectations to employees	Send notice (e.g., digital) to employees of team formation and who will be point of contact for questions	Conduct periodic (e.g., weekly, monthly) Q&A with representative of team to supply employees with updates in policy and operations

1: Response owners and plan (examples)

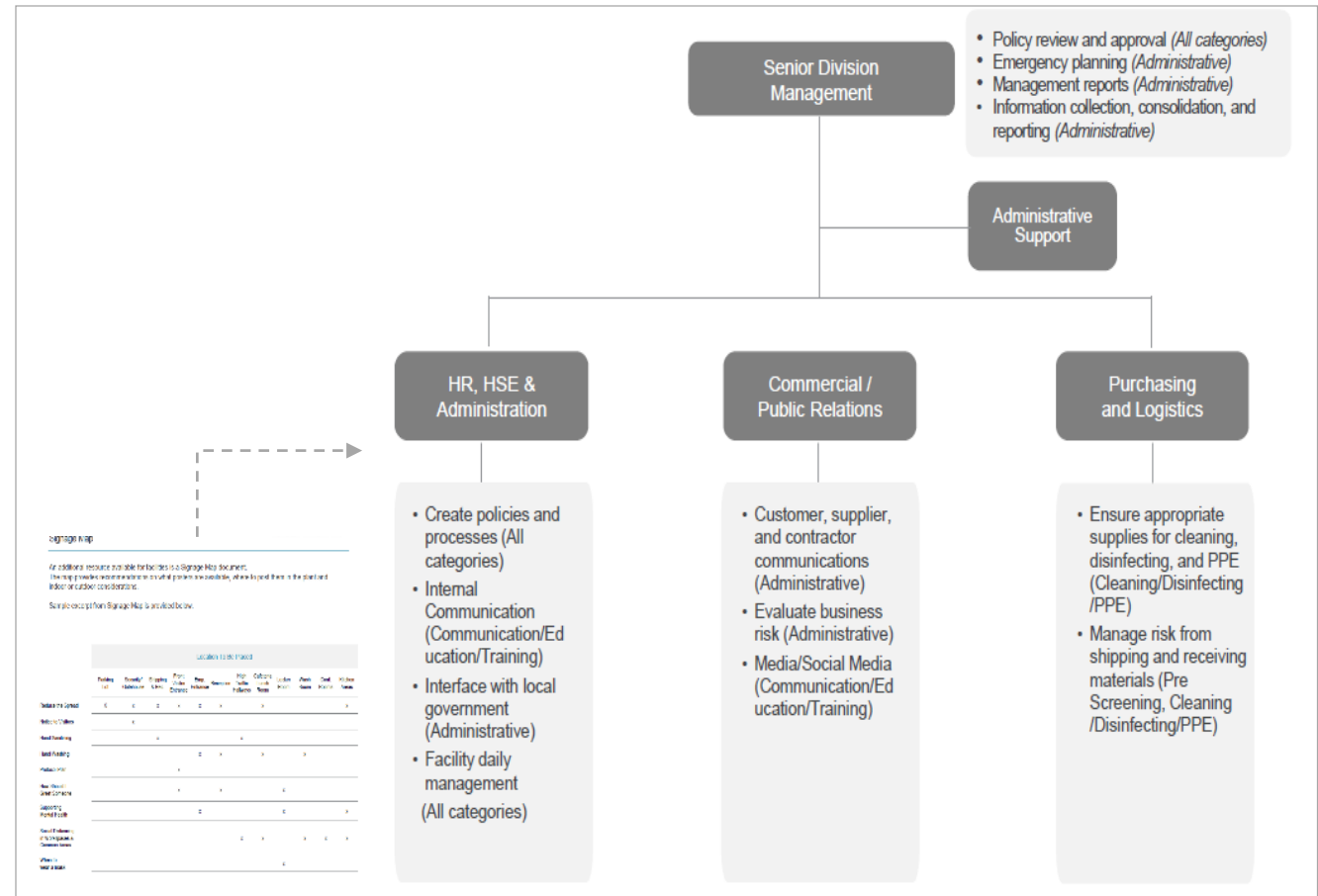
Illustrative

Establish team or roles

Define scope of team (e.g., manage implementation of practices and protocols)

Example: Large/medium plan

Decision Authority and Approvals				
Owner: [Insert owner]				
DRAFT APPROVAL & DECISION-MAKING OVERVIEW COVID-19 CRISIS PLANNING ¹				
Decision Needed	Primary Approver	Supporting Approvers	Notes	Map to Scenario Planning
1. Closure of 1 or more Locations a. [Insert location] b. [Insert location] c. [Insert location]	CEO President	CHRO + LT Lead for Impacted Site	Follow government (local, state, or federal) direction where provided	Scenarios 1 – 4 (Impacted Employee or 3 rd party), 10 (loss of critical infrastructure)
2. Initiate CEO Emergency Succession Plan	Board Chair	Board Members + CHRO/GC	Follow approved CEO Emergency Succession Plan	Scenario 5 (CEO Impacted by Virus)
3. Emergency Succession Plan for LT Member	CEO	CHRO	Leverage existing succession plans to identify backup leaders by function	Scenario 5
4. Mandatory or Voluntary Quarantine of Employees	CEO	CHRO + LT Lead for Impacted Site(s)	Work with local public health officials	Scenario 12, 13 (Gov't Mandate to WFH)
5. Initiate Deep Cleaning of Potentially Impacted Site(s)	LT Lead for Impacted Site(s) or their delegate	VP of Real Estate	Will follow established template and protocol	Scenarios 1-4, 6, 9,
6. Key Vendor Impact(s)	SVP of Operations	LT Ops Lead	Leverage business continuity plans under development	
7. Public Disclosures re: Impact of CV (e.g., SEC disclosure re: risk factors, 8-K filings for material events)	GC	CFO		TBD based on facts
8. Changes to Crisis Protocols	CHRO	GC & SVP Compliance & Employee Relations	Updates to Protocols will be published in Manager Toolkit and Communicated to Managers via HR Reps	
9. Symptomatic Employee	Manager	HR Representative	Follow Symptomatic Employee Protocol in Manager Toolkit	



2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Reduce congestion at start times and entry point(s) (from vehicle to desk)	<p>Assign dedicated entry point(s) for all employees or groups (to reduce congestion at main entrance, to help with screening needs, and to help with tracing)</p> <p>Provide visual indicators of appropriate spacing (e.g., lines or x's) outside building in case of congestion</p> <p>Reduce entry congestion and ensure screening effectiveness through space and/or timing management (e.g., stagger start times for locations, 50/50 rotational schedules)</p>	
Screen employee health/exposure (home, entrance)	<p>Advise vulnerable workers and people with underlying health conditions of their right to continue to quarantine, and to draw down UI benefits instead of returning to work</p> <p>Conduct common screening protocol, at bare minimum conduct symptom and contact questionnaire (should also consider temperature check, overall health status check, screening questions at home or office/parking entrance) and keep pulse on CDC guidelines</p> <p>Instruct symptomatic employees to remain home</p>	<p>Check on outside office interactions (e.g., vulnerable family members, secondary jobs – firefighter, volunteer, EMT) and have employee stay home if possible</p> <p>Make temperature and screening procedure visible to ensure employees feel safe to enter the building</p> <p>Provide guidance on stay home while sick, hygiene and separation</p> <p>Leverage digital application to record questionnaires and temperature</p>
Screen all visitors with similar protocol	<p>Develop visitor screening protocols - limit visitors as much as possible, if absolutely necessary apply equal standard or more stringent standard as employees</p> <p>Create delivery area and protocols to encourage as much no-contact delivery as possible</p>	<p>Ensure visitors schedule their visits and attain approval before traveling to the office (e.g., conduct visitor questionnaire virtually and deny visitors who do not meet requirements)</p>

2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (examples)

Illustrative

Screen employee health/exposure (home, entrance)

Screen all visitors with similar protocol

Questions:

Enter the team member EmplID (If KBS, Paramount or Serv U, enter name) * Required Response

Do you have any new and unusual of the following symptoms: fever greater than 100.4 degrees F, cough, difficulty breathing or shortness of breath, diarrhea, chills or sore throat? * Required Response

- ☐ Yes
- ☐ No

If a touchless thermometer has been provided to your store, confirm the team member's temperature below.

Select N/A if no thermometer has been provided * Required Response

- ☐ Yes (Temperature is > 100.4° F)
- ☐ No (Temperature is <= 100.4° F)
- ☐ N/A

Have you had or have you been notified that you have had close contact with a person that has been diagnosed with COVID-19 through a positive test result? * Required Response (does not apply to Pharmacists or Pharmacy Techs)

- ☐ Yes
- ☐ No

Have you travelled internationally or domestically (i.e. air travel or cruise) within the last 14 days?

* Required Response (does not apply to Pharmacists or Pharmacy Techs)

- ☐ Yes
- ☐ No

If "Yes" was answered to any questions above:

- The team member is not permitted to work that day
- The team member must contact ILM at 1-800-854-7062
- The team leader must enter 2 hours of pay for the team member

1. Visitors

- No visitors will be allowed into Family of Company spaces. This includes the following:
 - Job candidates
 - Clients signing documents
 - Community partners & mentorship programs
 - External speakers and presenters
 - Tour groups
 - Friends and family

2. Vendors

- Essential Vendors
 - These vendors provide business critical services to the Family of Companies. In most cases, our essential vendors have been assigned permanent identification badges which provide access around our spaces according to need. These would include:
 - Delivery personnel (USPS, UPS, FedEx, DHL...)
 - Office supply vendors (print, paper...)
 - Food vendors
 - Construction workers (for relevant locations)
- Non-Essential Vendors
 - Non-essential vendors do not currently provide business-critical services to company. Meetings with these individuals should happen virtually.
 - Sales pitches
 - Potential partners
- Healthcare Collective

3: PPE requirements (e.g., what do you need before walking in facility) (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Ensure PPE and safety supplies (facial coverings, hand sanitizer) are stocked	<p>Make sure office is stocked with soap and hand sanitizer (hand sanitizer with over 60% alcohol)</p> <p>Ensure that team members have access to facial coverings (surgical masks or cloth masks made to public health specifications)</p>	<p>Ensure PPE (e.g., sanitizer, masks) are on order to provide proper lead time for refills</p> <p>Procure contactless thermometers, facial coverings, sanitizer for employees etc.</p>
Establish standard PPE protocol and distribution methods	<p>Facial coverings are required for all employees and should be presented by employer or employee before employees approach the facility entrance check point.</p> <p>Establish distribution plan for handing out and ensuring facial coverings (by select member of team or during Monday building entrance screening)</p>	<p>Hand out facial coverings for all professional personnel (average 2 masks/week), (e.g., surgical masks, cloth masks, cloth coverings)</p> <p>Establish mask pick-up location in the building for people not present during Monday distribution or who need replacement (provide reason)</p> <p>Record and track who has received their weekly masks</p>
Require facial coverings	<p>Require face coverage (e.g., surgical masks, cloth masks) in shared spaces (e.g., during meetings and informal conversations, restrooms, moving through shared spaces). Mask guidance includes surgical masks, cloth masks, and cloth face coverings (must follow public health specifications)</p> <p>Increase handwashing accessibility (hand sanitizing when hand washing is not possible). E.g., prop restroom doors open to reduce contact points</p>	
Provide guidance for PPE usage and reasoning	<p>Remind employees to bring PPE home and back each day (e.g., security guard reminder and/or signage at exit(s))</p> <p>Communicate guidance on required vs optional PPE situations</p> <p>Educate employees on appropriate use of PPE (new or existing training/ signage/ communication for donning and doffing masks, glove protocols, cleaning up after use, proper hand washing)</p>	<p>Conduct digital training prior to return to work on how to properly use PPE</p> <p>Provide cleaning instructions for PPE to employees (leverage CDC guidance)</p>

3: PPE requirements (e.g., what do you need before walking in facility) (examples)

Illustrative

Ensure PPE (facial coverings, hand sanitizer) is stocked

Require facial coverings

Provide guidance for PPE usage and reasoning

Cloth mask



Surgical mask



Personal Protective Equipment Matrix						
Personal Protective Equipment (PPE) Required						
	Safety Glasses	Surgical OR Procedure Mask	Gloves (nitrile)	Protective Goggles OR Safety Glasses AND Face Shield	Respirator (N95)	Protective Gown OR Cloth Coverall
Member of Emergency Response Team in continuous close contact with an employee who has become ill at work	Req	Req	Req	Req	Opt	Req
Employee who becomes ill at work	Req	Req				
Employee who has recovered from COVID and has residual cough	Req	Req				
General Cleaning	Req	Req	Req			
Individual conducting on-site thermal scanning for employees who do not know their temperature	Req	Req	Req	Opt		Opt
Employees who must work in close quarters (< 6ft or 2m)	Req	Req				
When travelling in Magna arranged transportation on buses / vehicles		Req				
Shipping & Receiving (interaction with drivers)	Req	Opt	Req			
Decontamination of affected areas (Follow chemical specific requirements for PPE)	Req	Req	Req	Req		Req
Security Personnel		Opt	Opt			
Essential Visitors						
Follow Social Distancing and Usual PPE Required By Facility						
Reception/Entry Area						
Public Areas / General Plant Area/Offices						
Food Preparation Staff in Kitchen	Req	Req	Req			
Close Kitchen Temporarily where possible. If not, clean after every use						
Off-site Visits (Customers Sites)						
Follow Site Requirements						
Company Travel (Planes, Trains, Automobiles)						
Follow Regional Travel Advice						

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Coronavirus ("COVID-19") Preparedness: Critical Onsite Team Member Guidelines

The health and wellbeing of our team members remains of utmost importance to us. We continue to monitor evolving CDC guidelines and state directives on best practices to maintain a healthy work environment. Below are our updated guidelines for our critical onsite team members, effective immediately until further notice.

HAND WASHING; COUGHS AND SNEEZES:

You can help minimize the spread of COVID-19 by practicing good hygiene etiquette.

1. Wash your hands often with soap and water for at least 20 seconds (sing "happy birthday" twice) especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. A helpful guide on proper hand washing can be viewed here: <https://www.youtube.com/watch?v=g914Fndt4Fo&feature=youtu.be>
2. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Hand sanitizer can be found in common areas on the floor such as the kitchen.
3. Avoid touching your eyes, nose, and mouth with unwashed hands.
4. Remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. A helpful guide can be viewed here: <https://www.youtube.com/watch?v=8NXY21l8g>
5. Throw used tissues in the trash.

MASKS AND GLOVES:

1. We are requiring all team members to wear a mask that covers your nose and mouth or other face covering (scarf, bandana) while you are in the office.
2. You will be supplied with a mask to wear during your workday. If you need a face mask, reach out to your team leader to get one for you.
3. You can supply your own mask if it is in line with the CDC's guidelines. Here are some helpful tools on how to make your own mask if you wish:
 - a. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
 - b. <https://www.youtube.com/watch?v=tPy1vayjaf4&feature=youtu.be>

<https://www.cdc.gov/handwashing/when-how-handwashing.html>

4: Distancing (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Increase general distancing between people	<p>Ensure employees stay 6ft apart using appropriate visual cues – tape, floor markings, tool to reserve seats, one directional stairwells [map zones]</p> <p>Recommend vulnerable populations (or if you live with someone at risk) to work from home or establish separate working hours (note: do not ask for specific reason)</p> <p>Prohibit handshakes, and other high-risk behaviors</p> <p>Minimize use of high touch items where possible (e.g., leave doors open)</p>	<p>Provide specifics on office and home practice (optional guidance)</p> <p>Send policy updates to employees through company communication channels (e.g., CEO guidance and/or building/facility guidance)</p> <p>Deploy training and support for any mandated requirements from the State</p> <p>Leverage technology to help employees to reserve work space to limit overall movement</p>
Limit common space use and operations	<p>Limit access to common spaces (kitchens) – close kitchens in short-term (supply boxed food via delivery or pick-up points to limit traffic, reduce cash payments, encourage employees to eat at their desks)</p> <p>Turn off water fountains (add note that they are inoperative) and ice makers</p>	<p>Limit capacity in restrooms (prop doors open when possible to reduce contact, close off alternative stalls, leverage door markers, <i>other methods TBD</i>)</p> <p>Install touchless waste bins</p>
Stagger timing of movement within the building	<p>Stagger start times and meal times (e.g., 15min) to limit clogged doorways (companies can designate different access points for individuals to enter)</p> <p>Encourage eating at their workstation/desk.</p>	<p>Implement rotational shift schedules and stagger back to work based on Work From Home capabilities</p> <p>Make stairwells and entry points one way with markings on the ground and proper training/signage provided</p>
Provide physical reinforcements (e.g., barriers, X's) for distancing expectations	<p>Install temporary (e.g., cardboard) barriers between seats</p> <p>Reduce capacity in open working space and conference rooms or lock completely (e.g., remove chairs or tape them off)</p> <p>Only allow certain seats to be filled (remove seats) to ensure 6ft</p> <p>Prohibit meetings that may interfere with social distancing or create unnecessary movement throughout the office (e.g., lock or limit use of conference rooms as a meeting space)</p>	<p>Establish barriers between workstations and cafeteria tables</p> <p>Place X's in elevators to limit capacity</p> <p>Mark the ground to enforce one way traffic through hallways, stairs, and/or doorways and prop doors open to reduce congestion and contact risks</p>

4: Distancing (examples)

Illustrative

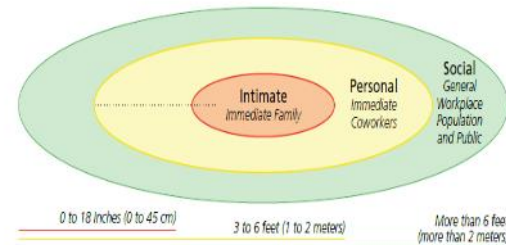
Increase general distancing between people

Limit common space use and operations

Provide physical reinforcements (e.g., barriers, X's) for distancing expectations

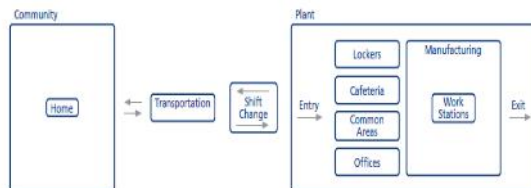
In practice this means:

- Staying 1 to 2 meters (3 to 6 feet) away from others as a normal practice
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors, or friends
- Avoiding touching surfaces touched by others, to the extent feasible.
- Avoiding anyone who appears to be sick, or who is coughing or sneezing.



Note: The company should not allow any meeting of greater than 10 persons to occur until further notice, even when the meeting area is large enough to accommodate appropriate social distancing.

This practice of social distancing includes but is not limited to production lines, cafeterias, common areas, entrance/exit areas of work locations, and offices. These are examples, but the principle of social distancing is universally applicable.



Social Distancing During Lunch Break

Manage lunch breaks to provide social spacing and proper hygiene. Stagger start and end times to limit the amount of people within the lunch area at a given time.

Recommended

For plants with less than 200 on a shift example:

Separate the plant into two groups

- Alternating days or weeks - Group A will be asked to go to their car/truck for lunch, allow 5-10 extra minutes for travel time to incent employees to go to their vehicle (if reasonable and practical).
- Group B will be able to use the lunch room limit entry to a certain number and all others will go to the vehicle. In effect employees can choose which option they prefer.

1st Break Example

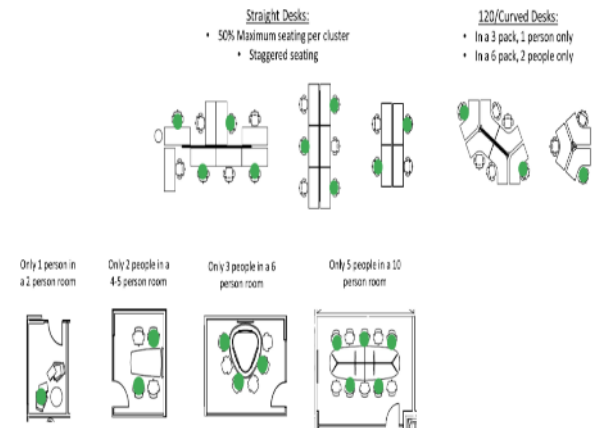
- Row 1 Teams 1 to 4 – 10:00 to 10:20 a.m.
- Row 2 Teams 5 to 8 – 10:30 to 10:50 a.m.
- Row 3 Teams 9 to 13 – 11:00 to 11:20 a.m.

**For plants with over 200 employees, the number of times must be increased*

Plants with full service Cafeterias

- Do not allow any self-service in full cafeteria service
- Place a permanent mark on the floors to ensure proper distance (anywhere where there is a line)

Office Areas:



5: Cleaning (e.g., daily cleaning routine) (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Conduct more frequent daily cleaning of all high touch areas and post protocols publicly	<p>Disinfect site work stations and common surfaces prior to site reopen</p> <p>Shut down area (e.g., ice machines) if adequate cleaning cannot be provided</p>	<p>Set HVAC to ensure max air circulation (40% outside air)</p> <p>Sanitize microwave and buttons after use and other communal items</p> <p>Investigate use of ultraviolet cleaning technology for high touch-point areas (e.g., door handles, elevator buttons)</p>
Establish employee cleaning protocols	<p>Encourage employees to clean items prior to entry (e.g., phones)</p> <p>Provide disinfecting wipes with EPA-approved emerging viral pathogens and require employees wipe down work station 2-3 times daily - employees responsible for wiping down work area (provide approved sanitizing wipes)</p> <p>Encourage employees to wash hands frequently (when not possible, increase hand sanitization availability). Allow time/supplies to do so</p> <p>Post physical signage specific to personal hygiene (wash hands, cover cough/sneeze, don't touch face) and disinfection</p> <p>Minimize shared items (e.g., markers, utensils); if items must be shared (e.g., remote controls, shared storage, whiteboards), establish cleaning protocols for before/after each use</p>	<p>Educate employees on cleaning protocols for personal items</p> <p>Digital reminders to employees to clean appropriate reminders</p>
Elevate daily cleaning and deep cleaning by 3rd parties	<p>Designate cleaning protocol for all areas and ensure visibility, meeting rooms, break areas, kitchens etc. 2-6x/day (frequency depends on threat level and touch-point frequency – e.g., water stations, restrooms cleaned more)</p> <p>Communicate increased cleaning schedule to facilities and janitorial employees and verify janitorial companies exercise proper protocols</p> <p>Create specific protocols for shared spaces, to indicate when facilities have been used</p>	<p>Implement clean desk policies at the end of each day to ease cleaning procedures</p> <p>Block off conference room time for daily cleaning</p> <p>Conduct deep clean if a presumed case is identified</p> <p>Consider more advanced material requirements given the extent of cleaning requirements</p>
Conduct routine checks for cleaning procedures	Monitor office cleanliness weekly with checklist from virus response team	Monitor office environments for compliance daily (building owners to check in with manager or virtual checks)

5: Cleaning (e.g., daily cleaning routine) (examples)

Illustrative

Conduct more frequent daily cleaning of all high touch areas and post protocols publicly

Establish employee cleaning protocols

Elevate daily cleaning and deep cleaning by 3rd parties

Conduct routine checks for cleaning procedures

2. Cleaning
 - Implement a mildly enhanced cleaning service, substitute cleaning solutions to better attack virus (with bleach or other ingredients that state EPA approved emerging viral pathogens or Clorox 360 machines), focus attention on communal, public and highly trafficked areas and increase frequency of cleaning to the following minimum standards.
3. Restrooms:
 - Counter tops, sinks, faucets, toilets, urinals, stalls, doors. Light switches, soap dispensers, sanitary dispensers
 - Recommended frequency – 1x daily
4. Break Areas:
 - Tabletops, chairs, benches, trash receptacles, buffet lines, registration stations, doors, vending machine stations, refrigerators, handles, doors, light switches, napkin holders
 - Recommended frequency – 1x daily
5. Common areas:
 - Concierge stations, elevators, stairs coffee machines, phones, light switches, doors,
 - Recommended frequency – 1x per day
6. Conference rooms:
 - Table tops, chairs, phones, white boards and utensils, light switches, doors
 - Depending upon the face to face guideline recommendation, conference room use may be at a minimum. Recommended – 1x per day
7. Offices:
 - Table tops, chairs, key boards, phones, light switches, doors
 - Recommended frequency – 1x per day

Workspace Hygiene

Janitorial services at DTE does not include cleaning of individual workstations. Individual users are responsible for cleaning the workstations that they use. These simple solutions can assist in keeping your area clean.

PRACTICE GOOD PERSONAL HYGIENE

- wash hands often with soap and water. If not available, use hand sanitizer
- avoid touching your eyes, nose, or mouth with unwashed hands
- avoid contact with people who are sick
- stay home while you are sick and avoid close contact with others
- cover your mouth/nose with a tissue or sleeve when coughing or sneezing

Keyboards. Wet a paper towel with water and a small dab of soap and lightly clean any dirty areas. They are safe to be wiped down with a sanitizer wipe.

Computer mouse. They are safe to be wiped down with a sanitizer wipe.

Computer monitor. LCD or LED screens require special cleaning procedures. It is important to remember not to spray any liquids onto the screen directly. Cleaning solution should be applied to a soft cotton or microfiber cloth and then gently wipe the screen. Rubbing alcohol on a microfiber cloth works well.

Phones and headsets. Avoid sharing phones and headsets. These items can all be cleaned with sanitizer wipes. Cell phones should be cleaned as well.

Staplers and tape dispensers. Be certain to use sanitizer wipes to clean all surface areas of the stapler and tape dispensers, top, bottom, and sides. These items are often picked up, and more than just the top should be cleaned.

Pencils and pens. These tools are best cleaned by wiping them down with sanitizer wipes individually since they are held and pass through many hands.

Chairs. Chairs should be wiped down with antibacterial wipes.

Desktop. The final step of a clean workspace is a disinfected desk. Once you've cleaned the other items on your desk, you're ready for the finishing touch. Use disinfectant wipes to thoroughly clean the entire surface. Do not ignore spaces that aren't easily accessible. For instance, lift photo frames to wipe underneath them.

Common work areas. Don't forget to disinfect common work areas as well. Areas like printers and equipment in copy rooms carry the same risk of germs as do the items in an individual work area.

Kitchen spaces. When using kitchen areas, be sure to wipe down with sanitizer wipes after use. Don't use aerosol in these areas, as the chemicals may contaminate food and beverage containers.

TENANT - CLEANING FREQUENCIES				
Touch Point	Enhanced Frequency			
	Process Owner			
	Day Porters	Facilities (Daily)	Janitorial	Tot
RESTROOMS				
Restroom Sinks/Handles	3x	N/A	1x	4x
Restroom Vanities/Countertops	3x	N/A	1x	4x
Stall Doors	3x	N/A	1x	4x
Entrance Door Handles	3x	N/A	1x	4x
Toilet Handles/Buttons	3x	N/A	1x	4x
TP Dispensers	3x	N/A	1x	4x
Soap Dispensers	3x	N/A	1x	4x
Feminine Waste Receptacles	3x	N/A	1x	4x
KITCHENS				
Kitchen Sinks/Handles	3x	N/A	1x	4x
Kitchen Countertops	3x	2x	1x	6x
Microwave Door Handles	3x	2x	1x	6x
Refrigerator Door Handles	3x	2x	1x	6x
Vending Machine Key Pads	3x	2x	1x	6x
Toasters	N/A	2x	N/A	2x
Dishwasher Doors	3x	NA	1x	4x
Cabinet Handles/Knobs	3x	2x	1x	6x

Layered Audit Checklist

Tasks

- Implement Audit

Conforming Audit Card

Shift:	Card #
Inspection Area:	
General Disinfection Measures	
<input type="checkbox"/> 1. Did the cleaning crew / employees receive training about the disinfection method and frequency?	
<input type="checkbox"/> 2. Was hospital grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution) used as appropriate?	
<input type="checkbox"/> 3. Did the team conduct a comprehensive cleaning in all work cell common surfaces (control buttons, touch computers, trays, containers, forklifts, machines)?	
<input type="checkbox"/> 4. Did the team conduct a comprehensive cleaning in all offices, desk and conference rooms (cabinets, desk, table and chair surfaces)?	
<input type="checkbox"/> 5. Did the team conduct a comprehensive cleaning in all general objects often used or touched (doors, windows, handles, faucets, sinks, bathroom)?	
<input type="checkbox"/> 6. Did the team conduct a comprehensive cleaning in cafeteria/canteen (tables, chair surfaces, dispensers, vending machines, etc.)?	
<input type="checkbox"/> 7. Did the team conduct a comprehensive cleaning in all common surfaces of personnel buses (seat surfaces, rails, belts, door, windows, floor)?	
<input type="checkbox"/> 8. Did the team conduct a comprehensive cleaning in floors, walls and multiuse areas (tables, chair surfaces, dispensers, vending machines, etc.)?	
2nd Layer Audit	
Audit of the above performed by a higher-level manager	
9. Were non conformities raised? Y/N	13. Were all non conformities closed? Y/N
10. If yes, were they actioned?	14. If no, please provide reasons:
11. If no, please provide reasons:	



6: Case monitoring protocols (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Define protocol for symptomatic employees	<p>Ensure employees with symptoms are sent home</p> <p>Create policies to encourage workers to stay home or leave facility (e.g., temp paid sick leave if medically advised to quarantine) when feeling sick or when in close contact with a confirmed positive case</p> <p>Establish clear reporting process for any symptomatic or positive test employees (e.g., notify company leaders, maintain central log)</p> <p>Require a doctor's note release (for returning to work) if an employee has laboratory confirmed COVID-19.</p>	<p>Provide work from home guidance and support for employees (e.g., trainings for video conferencing or installation links via email)</p> <p>Check in periodically on symptoms and work ability</p>
Provide symptom checking and guidance to exposed employees	<p>Initiate cleaning and communication protocols when employees are sent home with symptoms (e.g., inform team members/manager of potential exposure)</p>	<p>Conduct tracing procedures for 3-7 days prior to onset of employee symptoms (based on where employee was and whether PPE was worn)</p> <p>Communicate procedures with employees</p>
Mark off and clean spaces identified in tracing	<p>Clean appropriate areas based on tracing procedures and CDC recommendations– areas with contact are shut down, third party company cleans</p>	<p>If appropriate, leverage third-party cleaning services</p>

Illustrative

Provide symptom checking and guidance to exposed employees

Mark off and clean spaces identified in tracing

Protocol for Cleaning and Disinfection Facility Space				
Level	Pre-cursor	Actions	Owner	Timing
No Identifiable Exposure (No Risk)	None	<ol style="list-style-type: none"> 1. Normal Daily Cleaning by Janitorial Staff, including expanded disinfecting of commonly touched surfaces 2. Increased individual workstations cleaning following DTE Workspace Hygiene recommendation (attached) 	Employees Janitorial	Daily
Secondary Exposure (Low Risk) An employee exposed to someone who was exposed to COVID-19	Supervisor Notified	<ol style="list-style-type: none"> 1. Disinfect all work surfaces that employee may have contacted 2. Disinfect all high touch surfaces in areas where employee has been during the current work day 	Employees Janitorial	Immediate
Direct Exposure (Med Risk) An employee was exposed to someone with a confirmed diagnosis of COVID-19	Supervisor or Medical Notified	<ol style="list-style-type: none"> 1. Close off all area(s) where employee/ person has been working 2. Disinfection Contractor to disinfect all high touch surfaces in affected areas 3. Disinfection will be done utilizing Disposable Gloves 4. Increase fresh air ventilation mix* 5. After disinfection the area(s) would then be available for re-entry 6. Provide disinfectant to employees contained within the area for cleaning 	3 rd Party	Immediate
Single Confirmed Employee (High Risk) Any confirmation of one employee being diagnosed with COVID-19	Medical Notified	<ol style="list-style-type: none"> 1. Close off affected area(s) where employee/ person has worked for 24 hours, if feasible, before disinfecting 2. Disinfection Contractor to conduct deep disinfection including all high touch surfaces in affected areas 3. Disinfection will be done utilizing Disposable Gloves and Gowns 4. Increase fresh air ventilation mix* 5. Provide disinfectant to employees contained within the area for cleaning 6. After disinfection the area(s), re-entry determined by contractor/ ICS 	3 rd Party	Delayed 24 hours
Multiple Confirmed Employees (High Risk) Confirmation of two or more employees diagnosed with COVID-19	Medical Notified	<ol style="list-style-type: none"> 1. Close off affected facility(s) where employee/ person has worked for 24 hours, if feasible, before disinfecting 2. Conduct disinfection per single confirmed employee diagnosis above 	3 rd Party	Delayed 24 hours

7: Facility/space temporary closure (e.g., clear area if someone comes to work sick) (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Enforce appropriate shut down/ pause and cleaning protocol	Send potentially exposed people home if there was a positive case in the building Temporarily close appropriate locations in the building down for deep cleaning (enforce appropriate amount of shutdown time) if there was a confirmed positive case (before reopening: conduct deep cleaning and check in with employees having direct contact)	Establish situation room representatives (HR, security, communications) to prepare for evacuating or closing facility
Communicate shut down protocol to employees	Communicate potential exposure or positive cases, while maintaining employee privacy	

8: Travel restrictions (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Restrict business and personal travel and have employees work from home if possible after travel	<p>Reduce risk from employees, customers, vendors by restricting travel (air, public transit) to only essential travel (implement administrative controls - prevent purchase of air travel until approval)</p> <p>Permit business critical air travel (and public transport in some cases) only after receiving appropriate approval</p>	<p>Require 14 day quarantine after returning from personal travel (confirm with manager upon return)</p> <p>Require work from home or PTO after voluntary travel or large conference attendance</p>