return to the workplace
toolkit

workplace
care
BY IRVINE COMPANY

planning your return:
how to use this toolkit

Many unique factors impact your company's return planning, and getting started can be a challenge. This toolkit is designed to help streamline your planning with a decision-making framework, step-by-step guide and customizable templates for employee communication:

- ○ Kick start your planning process

- ○ Assess employee needs and attitudes

- ○ Identify easy-to-implement workspace layout modifications

- ○ Prepare a custom employee return handbook

- ○ Order necessary signage for your workspace

Information in this toolkit is based on state, local and CDC guidelines and best-practice guidance from Irvine Company's consultation with UCI Health.

The latest information on workplace wellness commitment, including building ventilation, air filtration, cleaning protocols and touch-free solutions, is available at **ComeBackWithConfidence.com**

preparing for your return
to **the workplace**

Use the framework on the following page to help guide your decision-making process and prepare your workspace and teams for a confident return. Track your progress, review materials, and check off each step as you complete it.

assess employee readiness

Do you know who is ready, willing and able to return to the workplace? Follow this guide to create an **employee survey** to assess readiness.

adjust workspace layout

Are you comfortable with your current furniture arrangement? Learn what **workspace modifications** you can make to promote social distancing.

establish employee return plans

Do employees know how to prepare and what to expect? Create **employee guide and communication templates** to manage expectations.
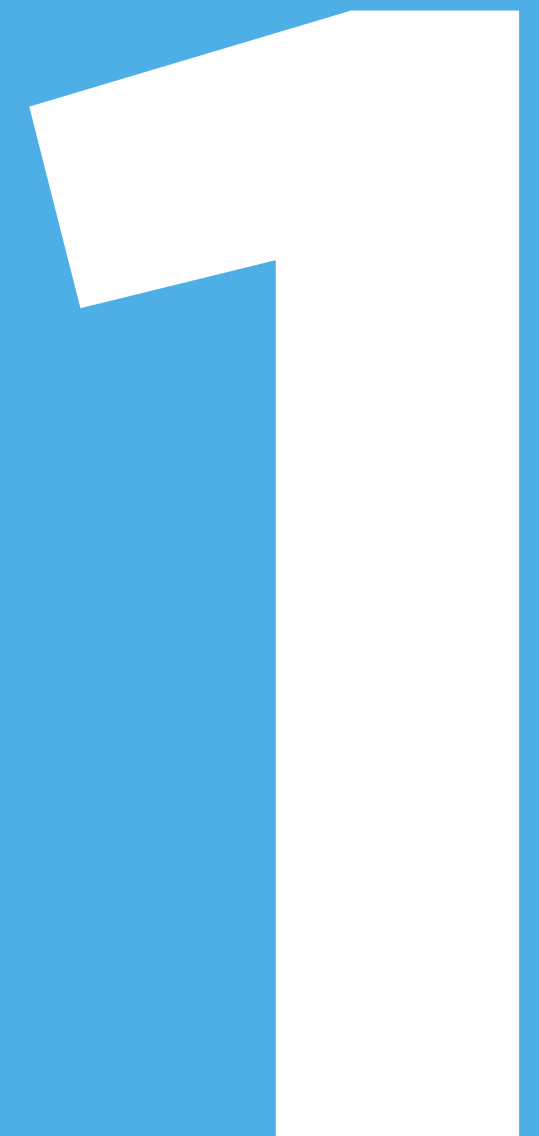
order workspace signage

Does your space have the necessary signage? Put in a **signage request** to equip your office with the appropriate materials.

assess employee readiness

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employee survey: understanding sentiment and expectations for workplace return

A successful return starts with gathering feedback on employee needs, preferences and expectations. We've created two general workplace survey templates to help your organization understand employee sentiment around remote work and returning to the workplace.

These surveys are fully customizable and will help your organization answer key questions such as:

- What is the appetite for working remotely and how effective do employees feel remote work will continue to be for them and their teams?

- How safe do employees feel about returning to the workplace and what safety measures can help alleviate their concerns?

- How confident do employees feel in senior leadership and COVID-19 decision-making?

- Are there barriers to a successful return, such as employees who are juggling caregiver responsibilities or are at-risk for health complications?

customizing the return to the workplace survey

Your organization may have kept your workplace open and allowed some employees the option of working onsite. If so, it's important to gather feedback from these employees directly. They may have mixed emotions about more coworkers returning and have a unique perspective on what has helped them feel safe and confident being in the workplace. We've included a separate section at the bottom of the survey with optional questions designed for these employees.

customizing the remote work survey

As you evaluate return strategies, it's helpful to understand how your employees have felt about extended remote work, including which aspects have been successful or challenging. This feedback can help inform different return strategies, such as a hybrid model where teams rotate days to minimize in-office employee counts. Alternatively, results may indicate that employees prefer to be back full-time, or that employees prefer to choose how many days are right for them. Our remote work survey can be customized to match the different remote work scenarios your company is exploring. This survey could also be omitted if your company plans to require everyone to return 5 days per week.

how to use the survey results

Your survey results will provide a high-level overview of employees' sentiment towards returning to the workplace and help you identify areas to focus your efforts. For example, the survey may reveal employees are ready to return to the office, but need additional information about wellness protocols to feel safe, or are concerned about how these protocols will be enforced. Information in this Toolkit can help meet these planning and communication needs.

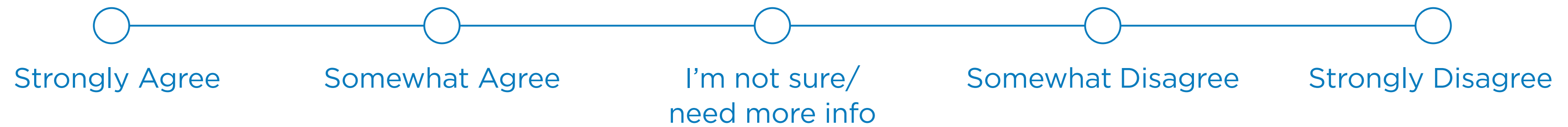# survey: employee sentiment around returning to the workplace

Which of the following factors influences your decision to return to the workplace?

Select all that apply:

- ○ General risk of COVID-19 exposure
- ○ Concern about pre-existing conditions for myself or a family member
- ○ Child care availability or remote schooling
- ○ Access to safe transportation for daily commute
- ○ Desire to collaborate with coworkers in person
- ○ Need for a quiet place to focus away from home distractions
- ○ Experiencing "work from home fatigue"

Format the following with a Likert scale as shown here:
Select how strongly you agree or disagree with the following statements:

Strongly Agree   Somewhat Agree   I'm not sure/   Somewhat Disagree   Strongly Disagree
                                    need more info

○ Company leadership is taking appropriate safety measures before allowing employees to return to the workplace.

○ I understand the safety protocols being implemented to prevent COVID-19 infections at work.

○ I understand the importance of screening employees for symptoms of COVID-19, such as a wellness checklist or temperature screening.

○ I have the materials and resources I need to perform my job safely in the workplace.

○ I am confident that all people in our workplace will be held accountable for following COVID-19 safety protocols, like wearing a face covering or social distancing.

○ I'm worried I will contract the virus from a coworker.

○ I'm worried I will contract the virus from a client, customer or vendor.

Optional for employees already in the workplace:

○ I am energized about additional coworkers returning to the workplace

○ I would like my company to implement additional safety measures or health screenings as more coworkers return to the workplace.

○ I'm concerned that coworkers transitioning back to the workplace will not adhere to our safety protocols.

survey: employee sentiment around remote work

What do you think has been successful during remote work?

Select all that apply:

- ○ Collaborating on projects with coworkers
- ○ Communicating with my manager
- ○ Being productive and meeting deadlines
- ○ Being creative or innovative
- ○ Staying focused on daily tasks
- ○ Feeling connected to our company's mission and culture

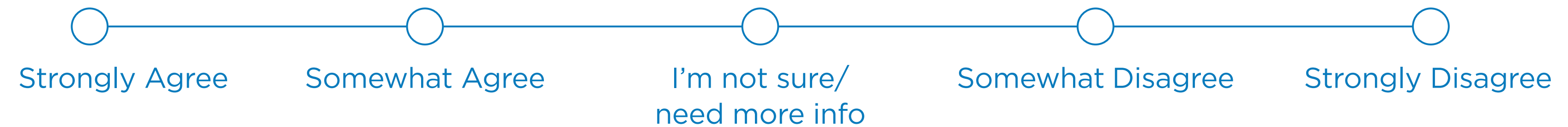What do you think has not been successful during remote work?

Select all that apply:

- ○ Collaborating on projects with coworkers
- ○ Communicating with my manager
- ○ Being productive and meeting deadlines
- ○ Being creative or innovative
- ○ Staying focused on daily tasks
- ○ Feeling connected to our company's mission and culture

If you had the option, where would you like to work?

Choose one:

- ○ Permanently work from home
- ○ Primarily work from home with occasional in-office meetings or work days
- ○ Work 2-3 days/week from home and 2-3 days/week in the office
- ○ Primarily work in the office with occasional work-from-home days
- ○ Work full-time in the office

Format the following with a Likert scale as shown here:

○ ─────── ○ ─────── ○ ─────── ○ ─────── ○

Strongly Agree   Somewhat Agree   I'm not sure/   Somewhat Disagree   Strongly Disagree
                                    need more info

Select how strongly you agree or disagree with the following statements:

- ○ Choosing *if* I return to the workplace full-time or part-time is important to me.

- ○ Choosing *when* I return to the workplace is important to me.

- ○ I believe my manager will support my decision on whether I return to the workplace or continue working from home.

Download all survey questions and customize your Employee Survey now.

# adjust workspace layout

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workspace modifications

Before employees can safely return to the workspace, businesses must consider the best options for achieving the six feet of physical distancing recommended by CDC guidelines. This guidance is important not only for your employee's physical well being but also for their mental and emotional well being.

To be productive, employees need to feel safe. The more opportunities employees are given for autonomy and control over their workspace, including individualized furniture and surfaces, the more comfortable and successful they'll be. Instead of hot desking, for example, employees now prefer assigned work stations. Consider opportunities to convert under-utilized spaces, like a small team room, into additional private office space.
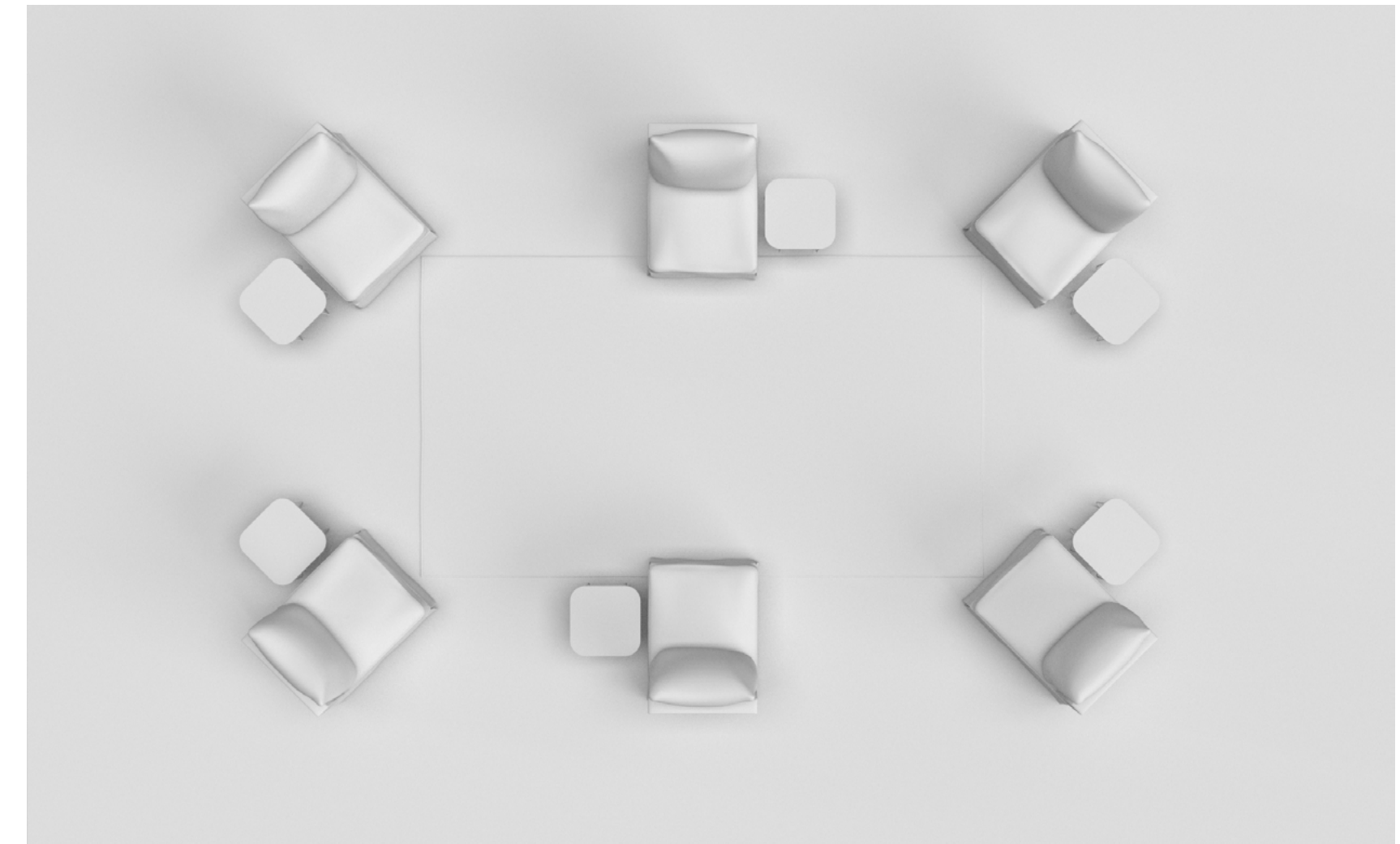
team spaces

Before
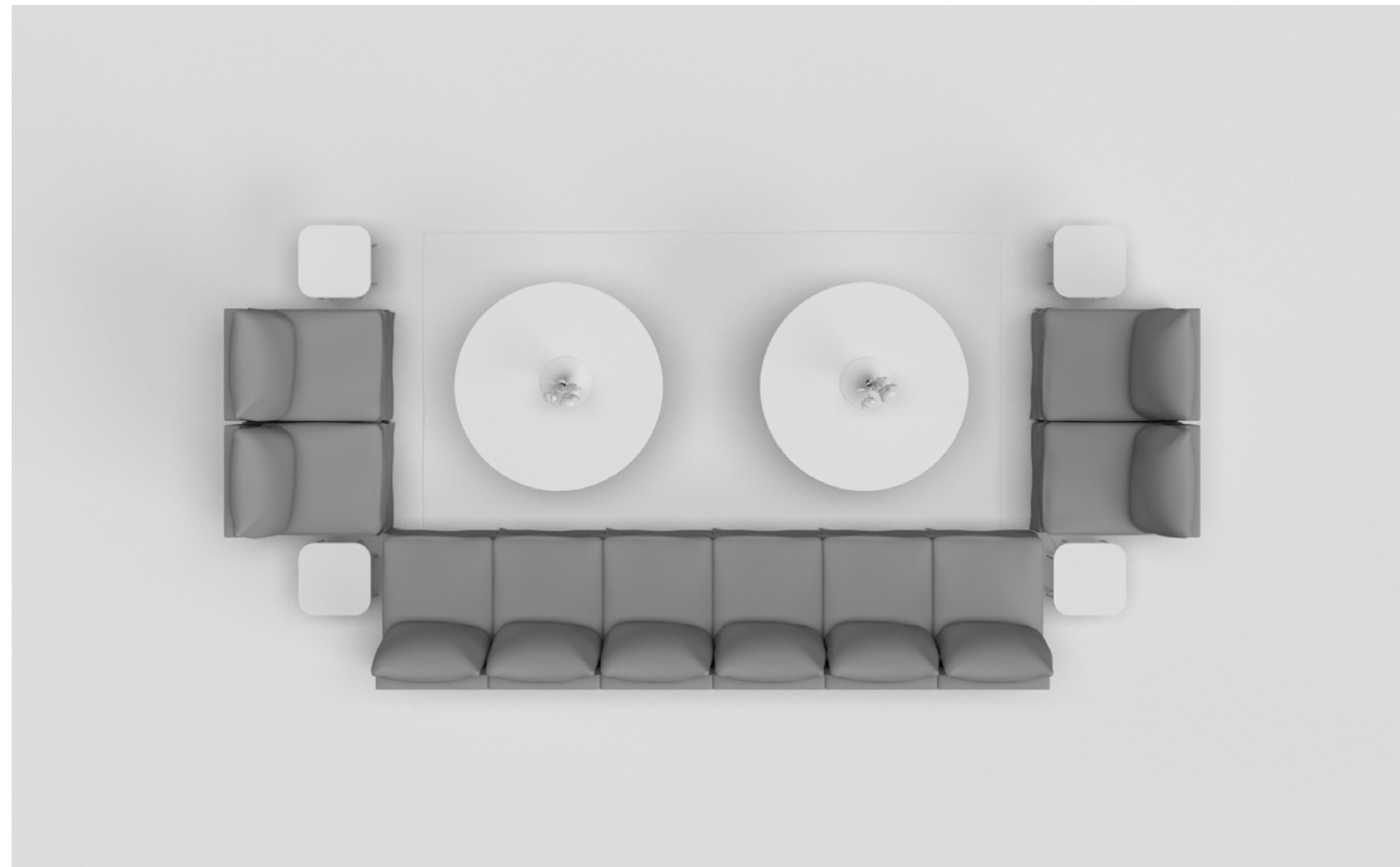
After

○ **Maximize flexibility and space utilization** by replacing larger furniture pieces designed for group use, like a large sofa, with lightweight pieces that are designed for single-person use.

○ **Eliminate shared surfaces** where possible by providing small, individual tables

○ **Choose pieces on casters** for easy reconfiguration.

○ **Prop open doors for touch free entry and exit** and take advantage of the room's edges and corners to safely maximize capacity.
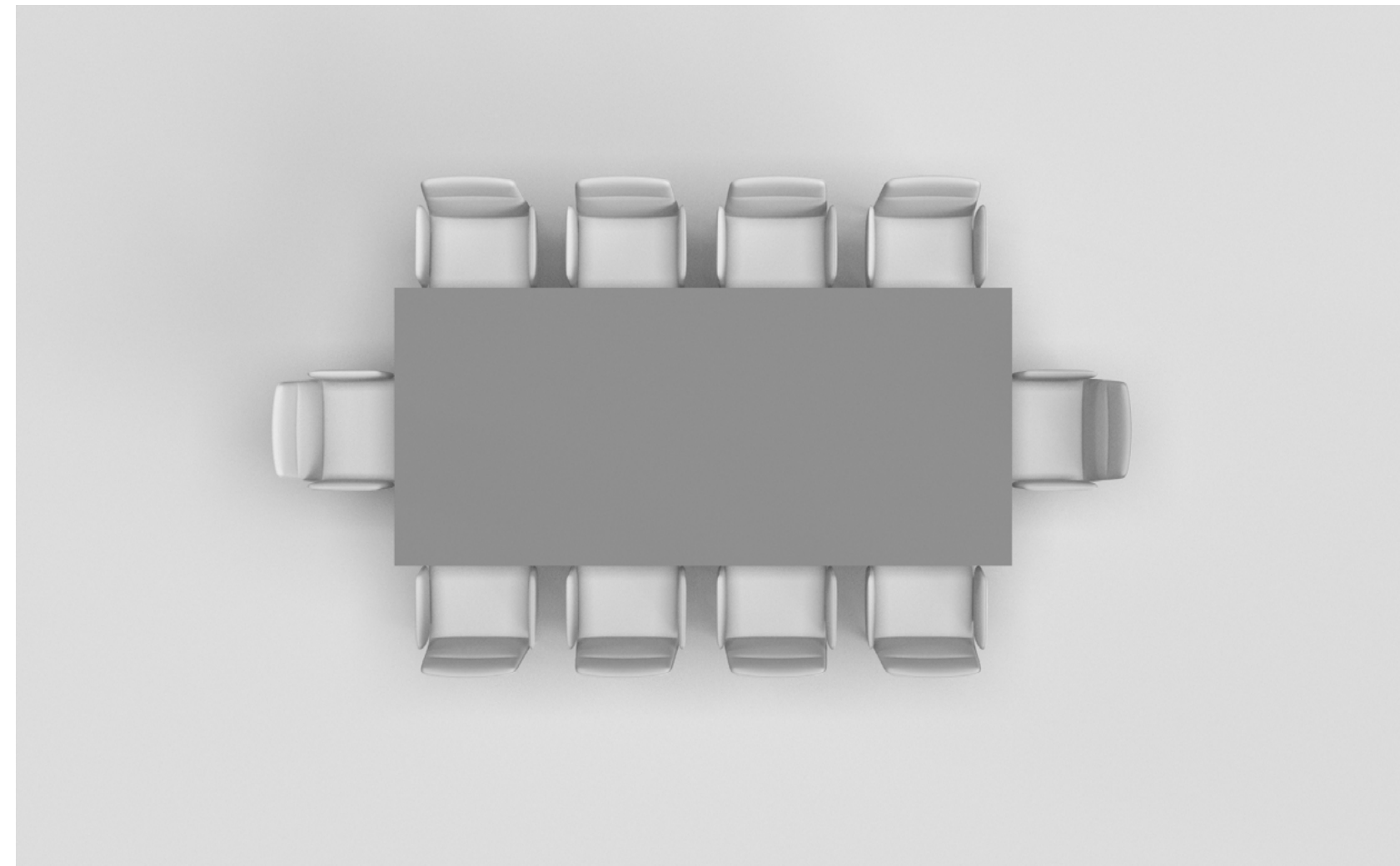
private offices

Before
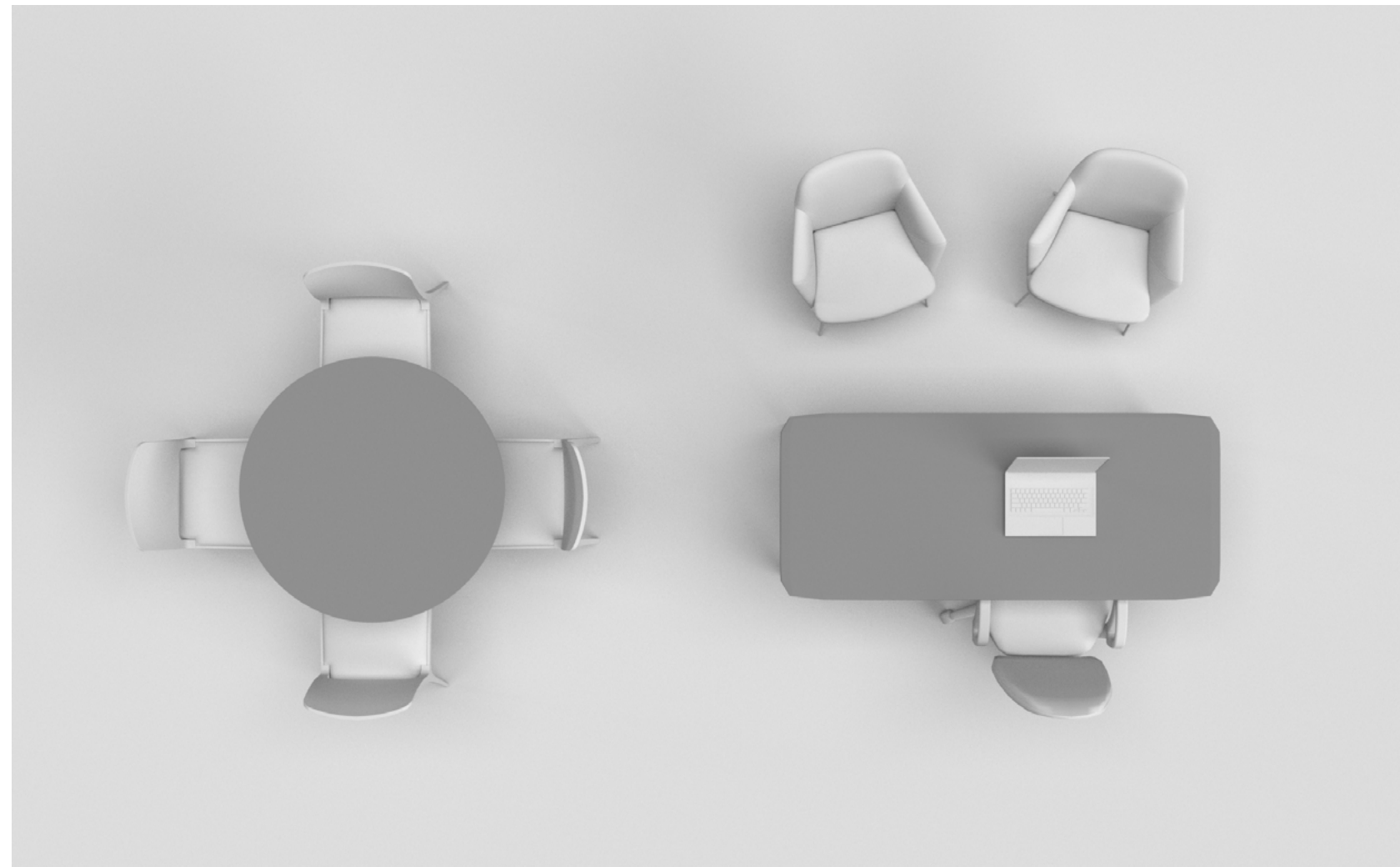
After
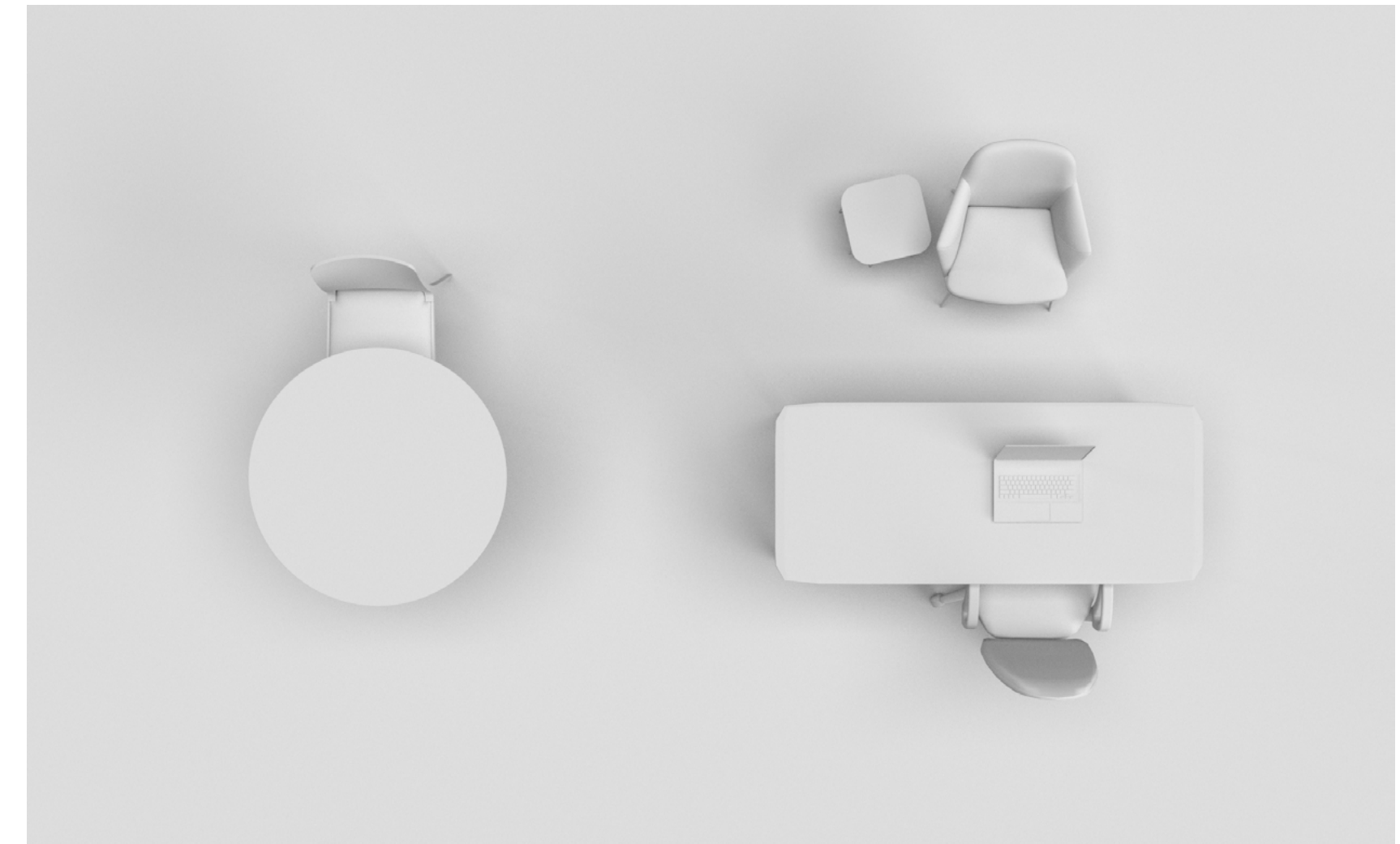
- ○ Limit smaller offices to one person and prop open doors for touch-free entry and exit.

- ○ In spacious offices that retain guest seating, use fixed or difficult-to-move furniture to maintain recommended distancing.

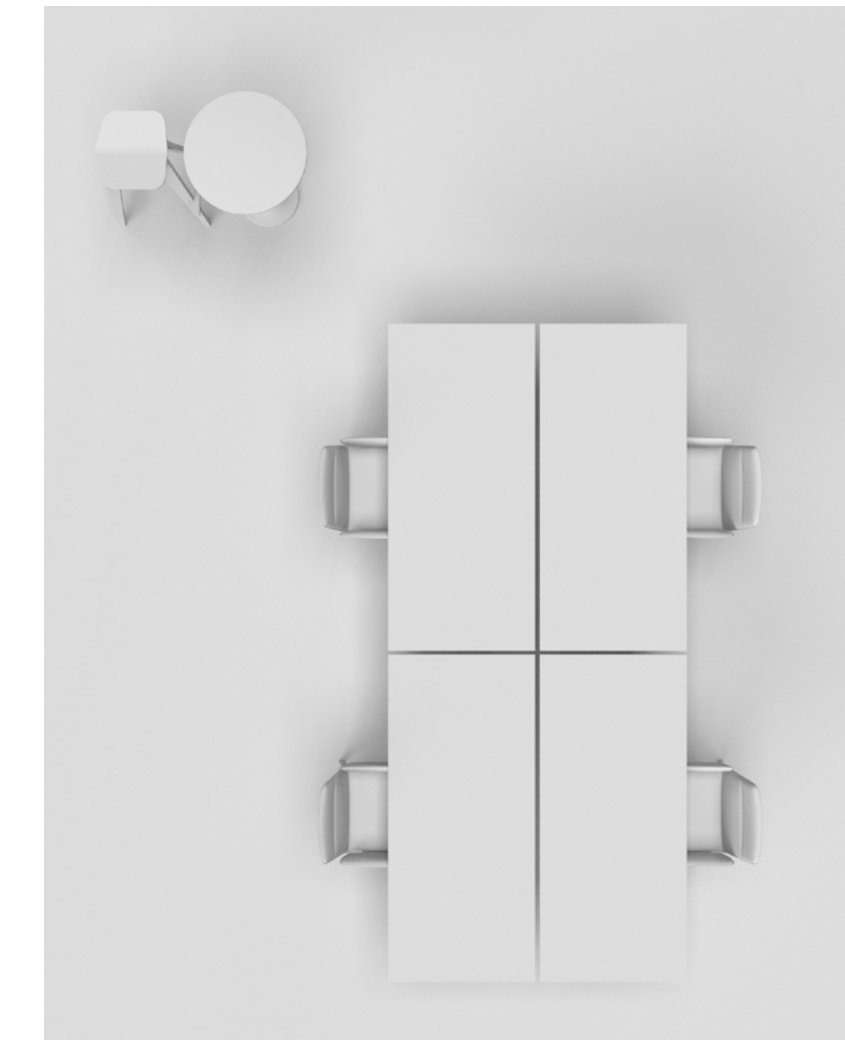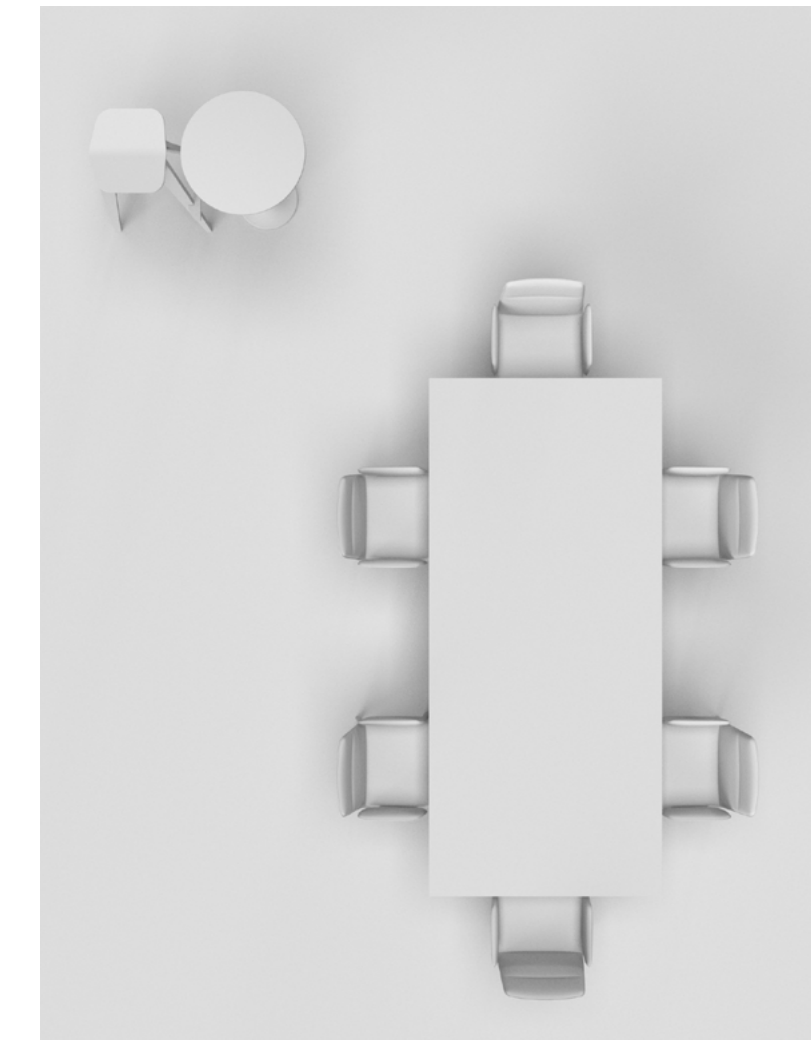- ○ Add a table for each seat to eliminate the use of shared surfaces.

conference rooms

Before

After

○ **Maintaining 6 feet of physical distancing** around a conference table usually requires reducing seating by more than half.

○ **Add seating or high top tables** to the perimeter or corners of the room to increase capacity.

○ **Keep doors open** for touch-free entrance and exit.

○ **Swap large conference tables for a modular system.** Individual tables on castors, for example, can be separated for physical distancing and re-connected in the future.

workstations

Before
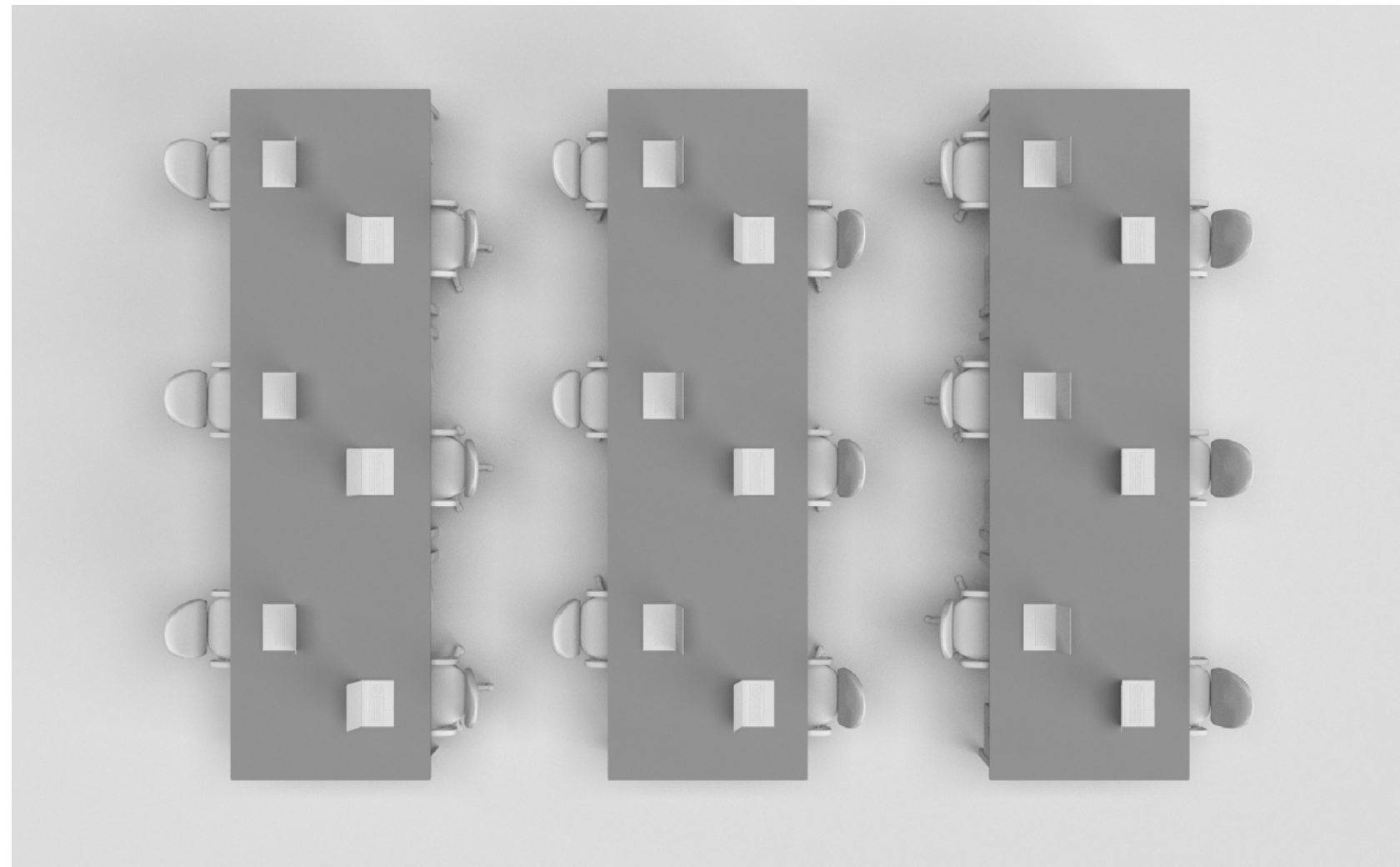
After

○ **Shared Desks.** Eliminate "hotdesking" or "hoteling" in favor of dedicated workstations that give employees greater autonomy over their personal space.

○ **Repurposing Space.** Take advantage of spaces that can no longer accommodate workstations by adding additional collaboration areas.

workstations continued

○ **Partitions.** Add partitions between individual employee desks. Many companies prefer clear partitions to preserve a sense of togetherness. However, high demand is leading to shortages so consider panels in materials that can be easily sanitized or covered in anti-microbial fabric. If you have sit-to-stand desks, ensure that panels attach to the desk in a way that allows the partitions to move with the desk.

○ **Spacing and Orientation.** Re-orient workstations to avoid face-to-face placement. If your current furniture system does not offer layout flexibility, stagger seating to avoid face-to-face seating and create physical distancing.

workspace modifications

Before employees can safely return to the workspace, businesses must consider the best options for achieving the six feet of physical distancing recommended by CDC guidelines. This guidance is important not only for your employee's physical well being but also for their mental and emotional well being.

To be productive, employees need to feel safe. The more opportunities employees are given for autonomy and control over their workspace, including individualized furniture and surfaces, the more comfortable and successful they'll be. Instead of hot desking, for example, employees now prefer assigned work stations. Consider opportunities to convert under-utilized spaces, like a small team room, into additional private office space.

The following workspace modifications are cost-effective solutions that maximize flexibility and, when possible, utilize furniture your company already has with minimal adjustments.

Additional layout details, including two full "before and after" workspace examples, along with contact information for planning support and vendors, can be <u>downloaded here</u>.

Our Workplace Success Team is available to answer any questions you may have.

establish employee return plans

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preparing to return: schedules and guidelines

phased return

Current guidance recommends a gradual, phased return, such as staggering work days for different teams to minimize on-site headcounts. Depending on the results of your employee surveys, you may wish to begin offering employees the option to return to the workplace on their own schedule and as headcounts rise, transition to A/B teams. It is recommended that employees who are at high risk for COVID-19 health complications continue working from home.

establish health screening protocols

Your business may choose to add health screening requirements for suite entry, such as temperature checks, or require employees who have recently traveled to self-quarantine and work from home. Irvine Company does not currently require temperature checks for workplace entrance.

Establish visitor and delivery guidelines. Consider limiting non-essential on-site meetings with partners, clients and vendors, or holding these meetings in an outdoor workspace. Consider the desired protocol for receiving packages and large deliveries in your suite.

establish visitor and delivery guidelines

Consider limiting non-essential on-site meetings with partners, clients and vendors, or holding these meetings in an outdoor workspace. Consider the desired protocol for receiving packages and large deliveries in your suite.

customize your employee guidebook

The Employee Guidebook provides a general overview of four key areas that are critical to successful return-to-the-workplace communication. This guidebook is available in a downloadable Word Doc file and can easily be customized to reflect your company's specific policies and procedures. Drawing on industry best practices and Irvine Company's learnings from navigating our Associates' return-to-the-workplace, the guidebook includes the following sections:

1. **Employee Health & Safety.** This section summarizes key information from the CDC about COVID-19, including symptoms, along with sample COVID-19 reporting policies and close contact information. Customize this content to match your company's policies.

2. **Keeping Your Space Safe:** Workplace Wellness & Building Systems. With an increased focus on the risk of airborne transmission, your employees may have many questions about building systems, including air filtration and ventilation, as well as cleaning protocols. Employees need to know both the steps Irvine Company is taking to ensure a healthy workplace environment and any additional measures your company may be taking.

3. **Your New Work Day: What to Expect.** After months away from the office, employees are returning to a very different office environment than the one they left. Customizing the content in this section to match your company's protocols is especially important so employees do not feel surprised by anything, like a temperature screening. Prior to returning, employees must clearly understand how they will need to modify their behavior to follow COVID safety guidelines.

4. **Using the Workspace: Keeping Teammates Safe.** We all have a shared responsibility to keep the workplace safe. This section covers health and safety recommendations for teams within your individual workspace, including guidelines for conference rooms, break rooms and shared office equipment usage.

Download your customizable guidebook and **customizable email template** to use when distributing this guidebook to employees.

order workspace signage

4

order workplace signage

Throughout Irvine Company workplace communities, we've added signage to remind customers, visitors and vendors about safe practices in common spaces. This signage can also be helpful in your company's workspace, and your Customer Resource Center can provide complementary signage.

To order signage packages for your workspace, **download and submit this form** via email to your Customer Resource Team.
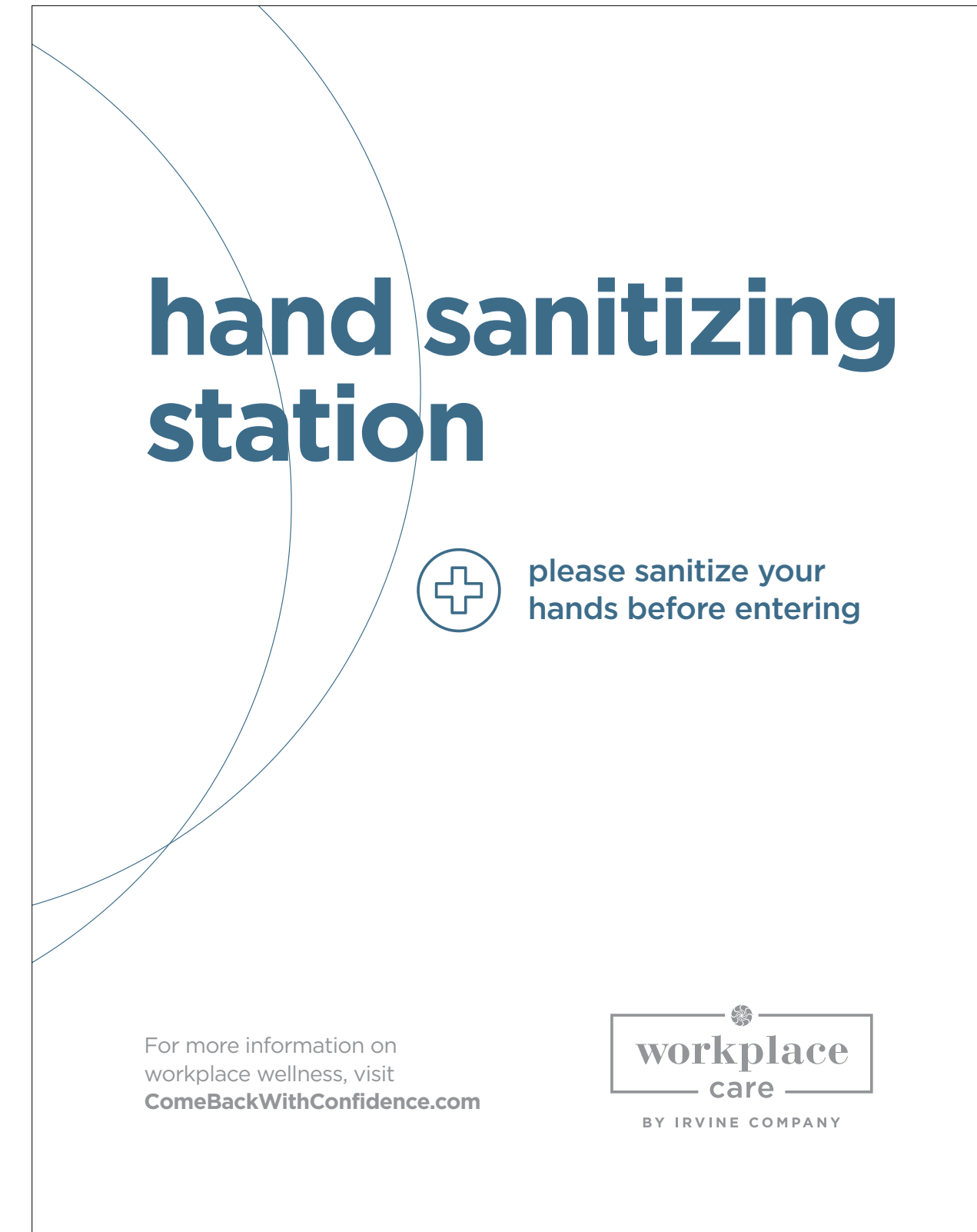
guide path of travel

Direct one-way movement through your workspace and designate desired entry/exit points in rooms with multiple doors. Multiple decal options are available to match your flooring type.

space safely

Remind employees to maintain the recommended 6 feet of physical distance. Multiple decal options are available to match your flooring type, with additional signage options for eye-level display.

healthy reminders

healthy habits
- count to 20 while washing hands
- practice physical distancing
- wear face coverings

mask up
- face covering required when leaving your desk

hand sanitizing station

please sanitize your hands before entering

For more information on workplace wellness, visit **ComeBackWithConfidence.com**

workplace care
BY IRVINE COMPANY

Remind employees about workday best practices, your company's face covering requirements, and to sanitize their hands prior to entering a kitchen, break room or shared eating space.

workplace signage

To order signage packages for your workspace, **download this form** and submit via email to your Customer Resource Team. They will confirm your order, order timing (2-4 weeks), and offer guidance about signage placement in your suite.

we're ready when you're ready

Your Customer Resource Team is ready to support your safe return and answer any questions about your specific workplace community. For the latest information on Irvine Company's approach to workplace wellness, including air filtration, building ventilation and cleaning protocols, visit **ComeBackWithConfidence.com**

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workplace central: your workplace at your fingertips

Workplace Central is our convenient, all-in-one online resource center that streamlines workplace management:

- o Rapid Service Request

- o Reserve Conference Space

- o Manage Workplace Access

- o See Available Workplace Amenities

- o Quickly Contact Your Workplace Success Team

Visit Workplace Central at **myworkplacecentral.com**.
Contact your Customer Resource Team with any access concerns.

workplace
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