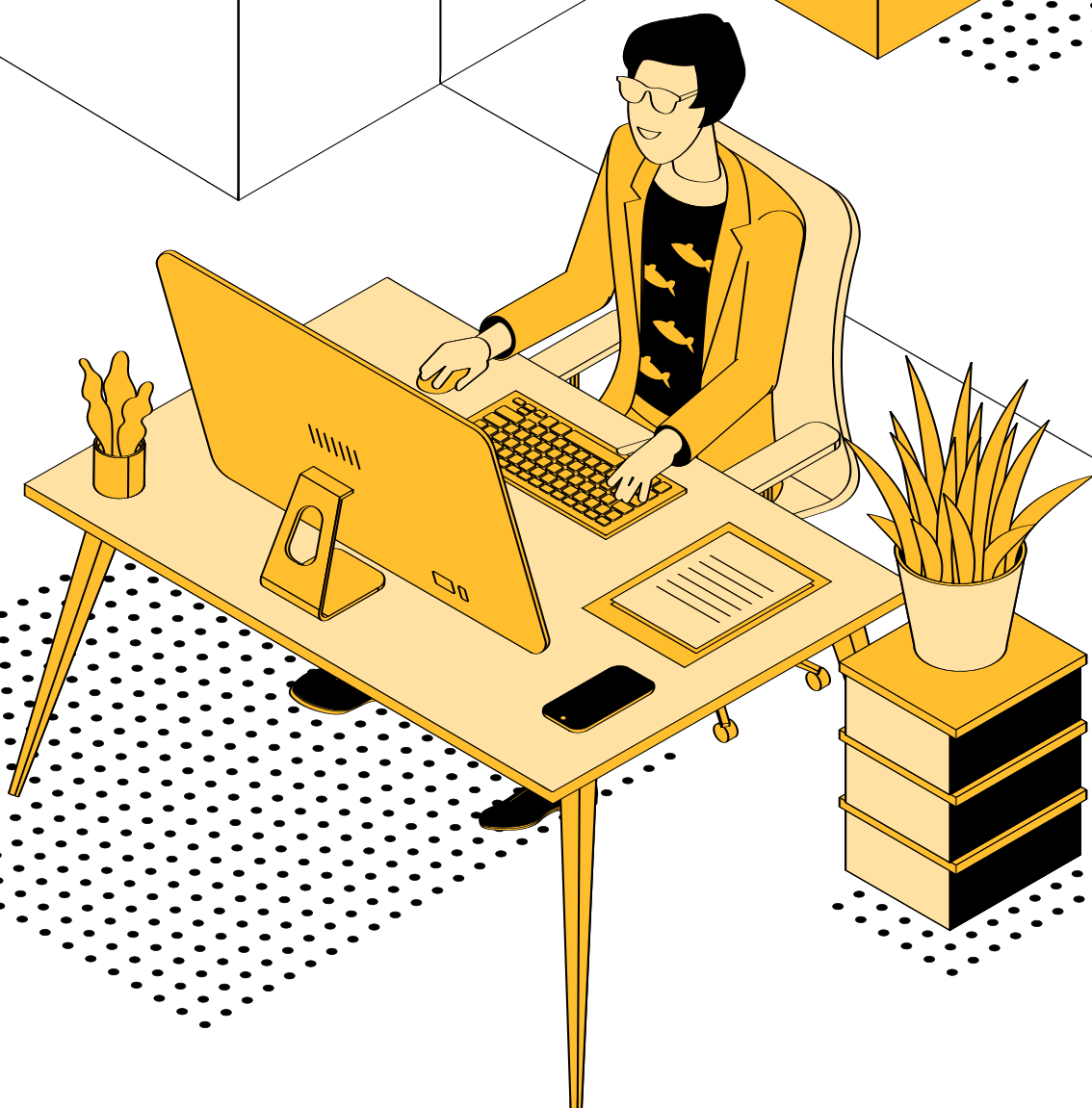
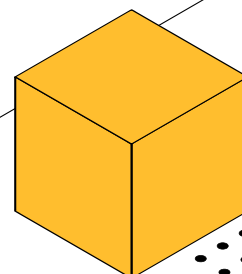
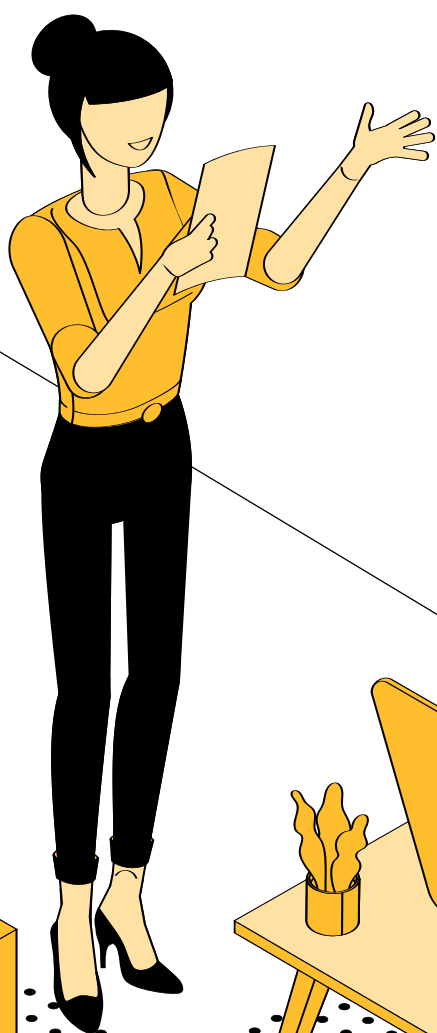




**ATALIAN**  
GLOBAL SERVICES



**The FM's guide to  
reopening your workplace**

## Introduction from Takashi MORI

### Director - Atalian Global Services Vietnam

Over the next few weeks and months, buildings across the country will start to become reoccupied. While there's not going to be a sudden influx of people as there was the rapid departure, this gradual process presents enormous challenges to businesses. They need to ensure people's safety and mental and physical wellbeing while at the same time allowing organisations to get back to a sense of business as usual to ensure their long-term economic survival and prosperity.

This guide sets out the key areas that workplace professionals need to consider as they embark on this seismic change. It offers top tips on everything from enhanced cleaning regimes and new front-of-house protocols to harnessing new technology to manage the reoccupation, while also offering advice on working with other partners and departments to manage this process.

Although the Covid-19 outbreak has had a devastating impact on many individuals and communities, while also being a significant test for many businesses, it also provides an opportunity for us to rethink the role of the workplace. What can we do differently to support people to have their best day at work? What does the post-pandemic workplace look and feel like? How does the employee experience need to change to adapt to this new normal? This guide aims to answer some of those questions.

We are supporting organisations across the world undergoing these challenges. As your facilities and workplace partner, Atalian Global Services Vietnam is here every step of the way to guide you through this period.

As always, I'm interested in your experiences and views. Please do get in touch and share your thoughts: **[contact.vn@atalianworld.com](mailto:contact.vn@atalianworld.com)**

Stay safe,

**Takashi MORI**  
**Director**

Atalian Global Services Vietnam



## Who should read this guide

This guide is aimed at anyone who is interested in the post-pandemic return to the workplace. It will help senior executives understand the key issues affecting building reoccupation from people's concerns about getting back to work to the legal and economic implications of the change. Meanwhile, there is plenty of practical advice for facilities and workplace teams delivering the reoccupation. And it's relevant to the HR, IT, Procurement, Finance, L&D and Marketing and Communications teams who will be working alongside the workplace professionals in delivering this change. This document is not prescriptive. Its aim is to start a discussion within your organisation about the post-pandemic workplace.


While this guide is aimed primarily at the office environment, there are also transferable lessons for retail, manufacturing, logistics, education, healthcare and hotel environments. This guide provides an overview of what businesses need to consider in returning to the workplace. We also have more granular information and recommendations available to share.

**Please get in touch at**  
**[contact.vn@atalianworld.com](mailto:contact.vn@atalianworld.com)**

### What are people's key concerns about the return to work?

Just as people were worried about leaving the office and working from home, many may be apprehensive about returning to the workplace post-Covid-19. Their typical concerns could be:

- How is the return to the office going to work? Will we all just turn up on day one?
- Is the office safe? What are you doing to make sure it's safe?
- Is everyone in the office healthy? What if someone arrives who is ill?
- How can we socially distance in the office?
- Is the office clean? Is my personal workspace or desk clean?
- What will be different from before? What do I need to do differently?
- How will it work in smaller spaces like meeting rooms, lifts and washrooms?
- Will the staff restaurant still be open? Is the food safe to eat?
- Can I still work from home sometimes?
- Will we have to wear masks?



**Addressing these concerns and providing reassurance to people will be an essential part of the return to work process. Organisations not only need to do all they can to make a building safe, but they need to demonstrate and communicate to people what they've done. Perception is very important to ensure people feel safe.**

## Section One

### Gradual reoccupation



In many cases, there was a mass departure of people leaving the workplace. But there won't be a similar influx once restrictions are lifted and organisations make the decision to return. The reoccupation will be gradual.

While there may have been some scepticism in the past about working from home, the model has proved itself and operations have often run very smoothly throughout a challenging period. Many organisations will therefore see no imperative to rush back into the workplace and it is likely that some will run on reduced occupancy for the next 12 months with people working from home on rotation.

## How organisations introduce people back into the workplace will depend very much on the nature of their business. There are many different options.

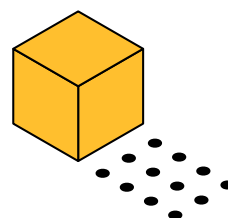
- **A pilot programme** with around 10% of a building's normal capacity allows the workplace team to stress-test the systems and processes which have been put in place in a controlled environment to ensure social distancing. At the same time, it enables staff who need to be in the office to get back there first
- **Staggered starts and finishes** avoid people all arriving / leaving at the same time while also reducing the need for employees to travel on public transport at peak times which supports social distancing. It means that people can still maintain more-or-less traditional working hours which may fit in with their other responsibilities
- **Shift patterns** can be used to reoccupy a space gradually without large numbers of people being in situ at any one time. Many customer service and call centres teams will already work this way but it could be a useful option for more traditional business to reduce congestion. It can also help parents return to work who may be trying to look after young children who have not yet returned to nursery / school. Where shift patterns were already used, the numbers of shifts could be increased to further stagger start and finish times
- **Different teams / departments working alternate days** is an option to enable collaboration between relevant groups but ensuring social distancing as people can spread themselves across a greater space. Mondays / Wednesdays and Tuesdays / Thursdays with other teams coming in once a week on Fridays are the typical options
- **Split team working** whereby a percentage of a team work in the office on one day, with their counterparts working from home and then they switch. Allows for a sense of business as usual for an organisation while also maintaining social distancing for individuals
- **Using local offices or branches** to reduce the need to commute. Many people will travel on public transport into urban centres for work. By using either local offices within the business, regional client sites or nearby co-working spaces, organisations can bring their employees back into a working environment while avoiding the need to travel. Bank branches or retail stores could be ideal for this for employees in banks or retail HQs

This phased return is likely to be measured, with organisations using pilots to test the model and then gradually increasing capacity from 10% to 20% and onwards until full occupancy is achieved.

Deciding on how quickly to return to full capacity may be determined by the building's physical infrastructure. For example, in a 20-storey tower block with six lifts, if only one or two people are allowed in the lift at any one time, then full occupancy may take time to achieve. Depending on Government advice and the changing nature of the pandemic and any vaccine, organisations may also need to reduce capacity at short notice so plans will need to be flexible.

As part of the communications around the phased return, it will be important to explain why the organisation is choosing that particular approach, including the benefits to the individual and how it will be monitored. There may be individuals who ignore the advice, just as there are those who disregard social distancing. The organisation will need to decide how to deal with people turning up unexpectedly. Options include:

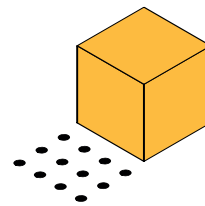
- **Programming access cards** to only let people through security barriers on their set days of work in the office
- **Pre-allocating desks to individuals** meaning that those who turn up unexpectedly won't have anywhere to sit
- **Security guards** being trained to turn away people who are not planned to be in the office that day
- **HR working with line managers** to support them in speaking to these individuals about their behaviour and its impact on colleagues and the wider business



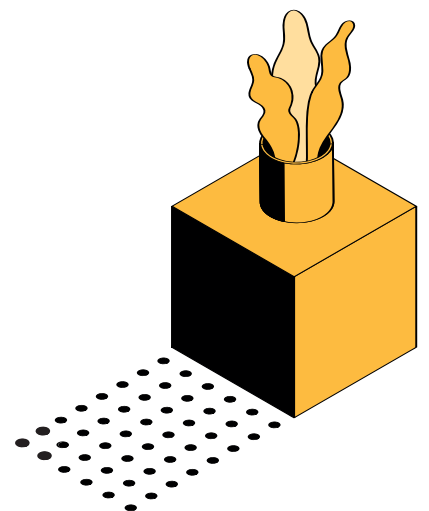
## Section Two

### New ways of working

The workplace is going to feel very different than it did a few months ago. The concept of people travelling in packed commuter trains and buses to busy workplaces is now outdated. Instead, workplaces will start to adopt a new normal with social distancing and health and wellbeing at its heart. That will look different from organisation to organisation depending on the nature of their business, the property portfolio and the building infrastructure.



To start this process, each organisation will need to map out the employee journey from the moment they enter the site to the time they leave. This will typically involve them going through access control, booking a desk, using a meeting room, enjoying hot and cold drinks or snacks, using the washrooms, going for lunch, sending or receiving post and using any gym facilities. Build in social distancing to each element of that journey while also ensuring that each area they use is clean and hygienic.





**Consider how long it will take to prepare the office for reoccupation – it's likely to be one to two weeks at least – and prepare accordingly, using some of the ideas set out in this guide.**

## Home-working policy

The pandemic has been described by some as a massive work-from-home experiment. And it's an experiment which has largely worked. The chief executive of Barclays described it as "remarkable" that the company functioned well with its 80,000 staff working at home. The employee experience was also mostly positive. Research from workplace consultancy and psychology specialists WKspace revealed that 57% of people have enjoyed working from home over the period, while 37% believe their productivity increased since working from home. More than half felt less stressed at home and believe they have a better work-life balance. Twenty per cent want to work from home more in the future.

Remote working has been growing in popularity all the time, the pandemic has simply accelerated its rise. As the WKspace research shows, it's likely that many organisations will continue with a degree of home-working for the long-term. If there are going to be changes to an organisation's home-working policy then communicate them in advance of the return to work so people can continue to incorporate it into their working pattern.

While the current work-from-home approach came about suddenly, future home-working needs to be better planned. The employer's Duty of Care is the same when an employee is working in their own home or in the office. Organisations will need to consider:

- Utilising video conferencing to conduct home workstation assessments
- Providing home-working employees with the necessary equipment to set up a comfortable workstation including height-adjustable desk, ergonomic chair, screen, keyboard, mouse, riser etc
- Ensuring people are not isolated and feel supported in their roles
- Ensuring that data is safe and secure





## Space planning

To maintain **social distancing rules**, workplaces will need to change how they are laid out. People will no longer be able to sit close together at desks, in meeting rooms or in the staff restaurant. Similarly how people move about the building will need to change. Some considerations include:



### Desking:

- **People should occupy alternate desks.** The 'middle' desk can be taken out of action by removing the chair / equipment and / or putting a large red cross on it. To reinforce the message, consider a green tick on the desks which should be occupied
- **Desks can be moved further apart** with some desks removed if there's not space on the floorplate
- **The floor can be reconfigured** to support social distancing with surplus furniture put into storage
- **Stopping a hot-desking policy** and temporarily introducing a fixed-desk approach
- **On bench desking, consider creating physical barriers, stickers / signage to indicate the social distancing rules.** Removing chairs and requesting that chairs are not moved from positions will help
- **Use desk planning systems** to show people where the nearest available desk is, to avoid them walking around unnecessarily

### Office space:

- **Reduce the number of chairs** in meeting rooms by half and position to ensure social distancing
- **Change the room-booking system** to reflect the reduced capacity spaces
- **Install signage** requesting people not to move the furniture and explaining how to use the space safely
- **Consider changing** small meeting rooms into single-desk offices

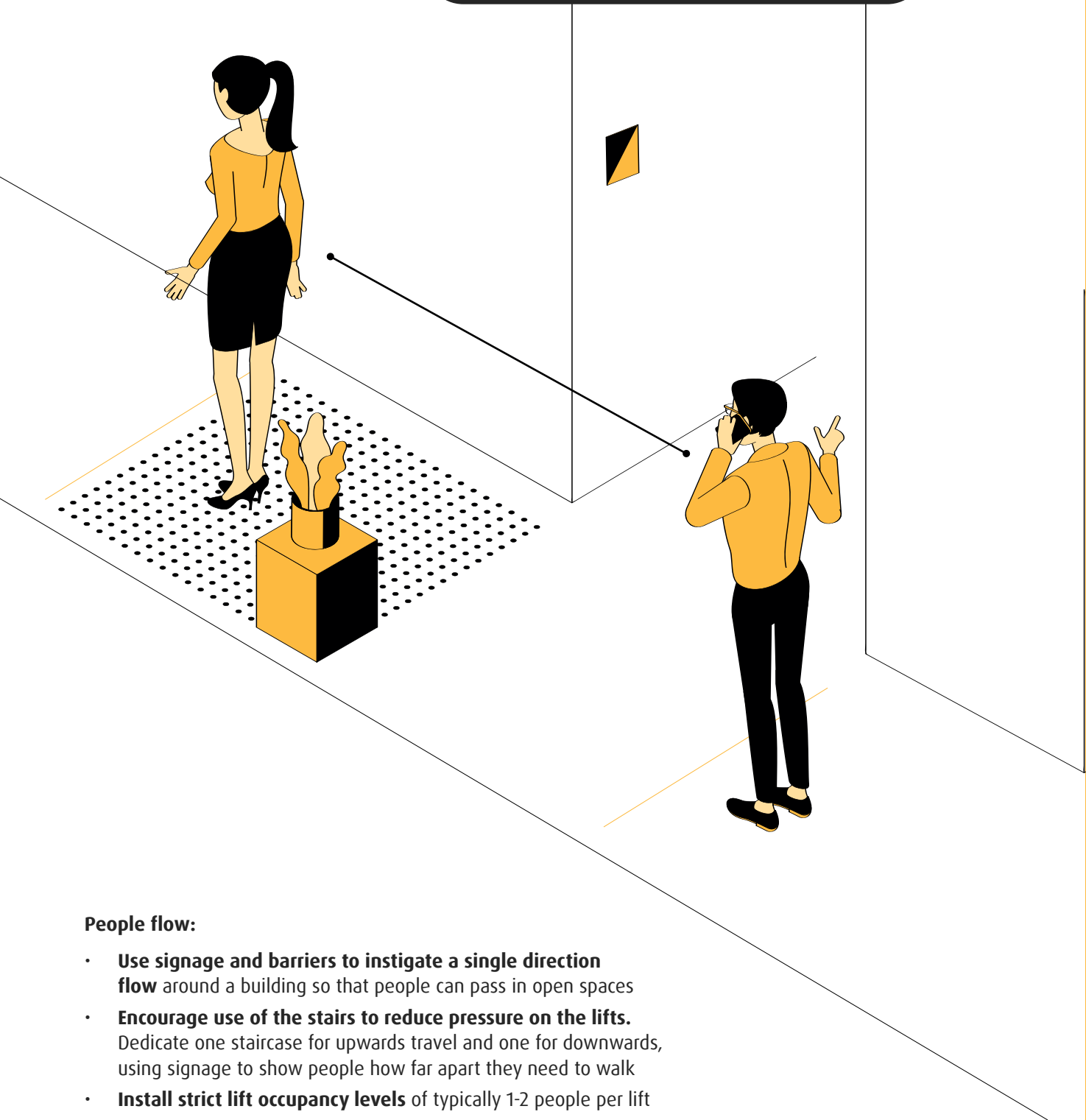
### Break-out furniture / soft seating:

- **Reduce break-out furniture** to ensure people can still maintain social distancing
- **Remove soft seating** such as sofas where social distancing would be impossible



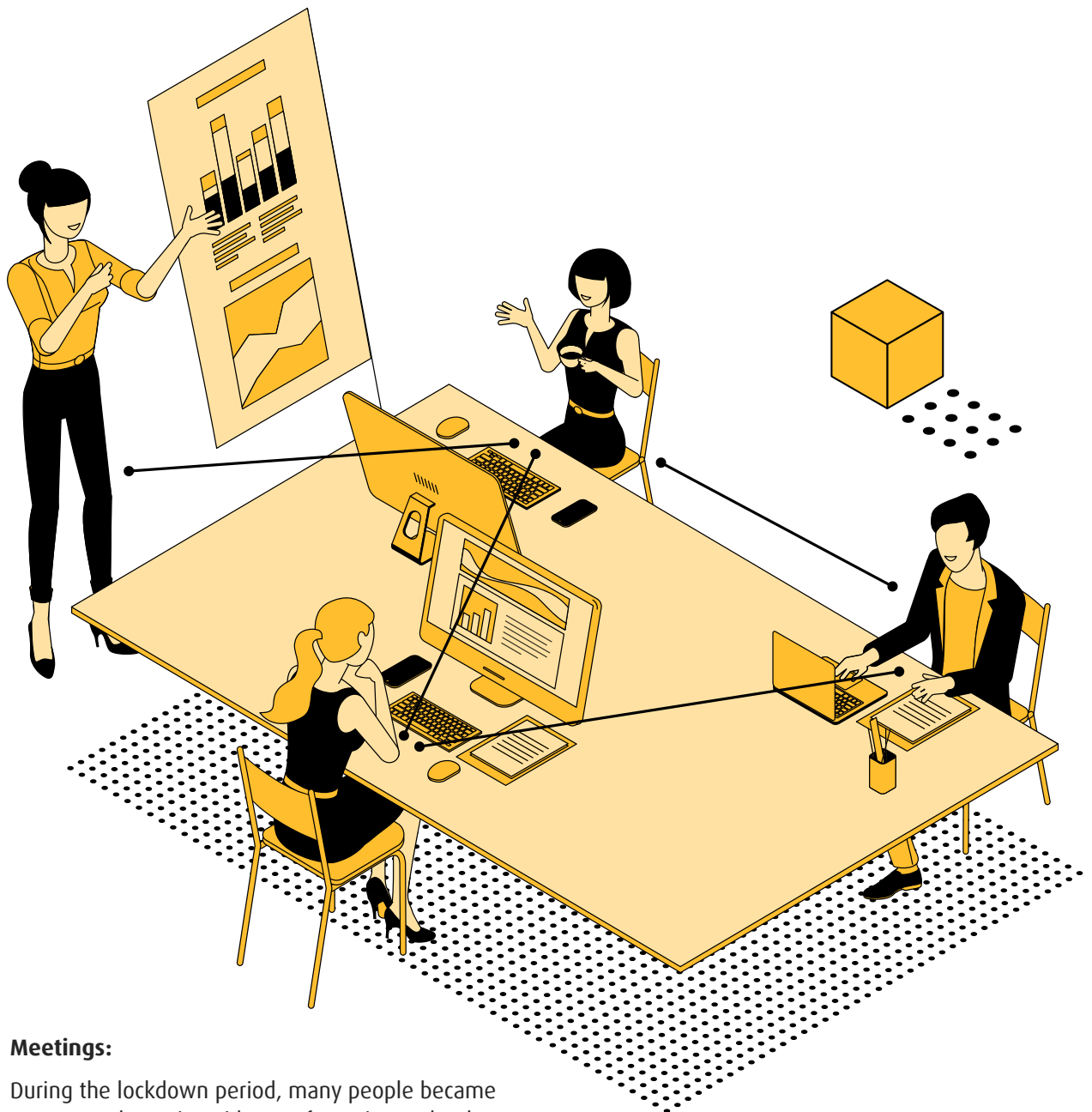
## REMEMBER

### Social distancing rules



#### People flow:

- **Use signage and barriers to instigate a single direction flow** around a building so that people can pass in open spaces
- **Encourage use of the stairs to reduce pressure on the lifts.** Dedicate one staircase for upwards travel and one for downwards, using signage to show people how far apart they need to walk
- **Install strict lift occupancy levels** of typically 1-2 people per lift
- **Open up additional building entrances** and exits to ensure there's no congestion or unnecessary queuing
- **Install queuing graphics** in reception, or anywhere else where people might be likely to queue, to demonstrate the social distancing rules
- **See staff restaurant section** for ideas to manage people flow



### Meetings:

During the lockdown period, many people became accustomed to using video conferencing technology and, wherever possible, it should continue to be used and face-to-face meetings be kept to a minimum. Collaborative tools such as Microsoft Teams, Zoom and Slack can enable collaboration without having to meet face-to-face. If meeting rooms do have to be used, then consider the following:

- **Use large open spaces**, such as atriums or even outside, for town hall-style meetings with the appropriate social distancing measures
- **Encourage walk and talk meetings outside** where possible
- **Reconfigure meeting rooms to support social distancing.** Reduce the number of chairs by half and position tables accordingly
- **Change the room-booking** system to reflect the reduced capacity spaces
- **Install signage requesting** people not to move the furniture and explaining how to use the space safely. Signage should detail how many people can use the room at any one time
- **Consider changing small meeting rooms** into single-desk offices
- **Remove all non-essential items** from meeting rooms such as notepads, pens, flipcharts, and markers, flowers and sweets
- **Don't provide meeting room hospitality** or keep to an absolute minimum using disposable cups / bottles
- **Provide personal protective equipment (PPE)** including face masks and gloves
- **Install hand sanitiser and tissues** for personal use, together with cleaning wipes for any IT equipment, and closed-lid bins for disposal
- **Ensure the key touchpoints within a meeting room are thoroughly cleaned** between meetings including the table, armrests, AV equipment including keyboards, remote controls and telephones, light switches and any PPE containers

## Welcoming visitors:

Thousands of visitors enter corporate premises around the country every day. It's likely that visitor numbers will be severely reduced in the immediate return to offices, but before people return to the office, workplace professionals should consider the process of welcoming external people into their building and ensure it's safe and secure for everyone.

- **Define a visitor.** While we typically think of a visitor as someone coming for a meeting, visitors could include engineers coming to fix a fault or couriers delivering packages
- **Decide when to open the building to visitors.** Is it on day one, day ten or further down the line? Should different categories of visitor be treated differently? Most organisations will allow the employees to get used to the new normal before welcoming external people. Communicate that policy to everyone
- **Decide how you will deal with unexpected visitors.** For example, what should reception staff do if an important client turns up uninvited?
- **Design a new visitor journey through the building.** This could include:
  - Introducing hygiene stewards / concierge in reception areas to welcome visitors and explain the new procedures
  - A guide to what visitors need to know / do
  - A new contactless signing-in procedure
  - An alternative to reusable visitor passes, or a disinfecting system
  - A procedure for managing several guests waiting in reception
- **Ask anyone inviting a visitor to the building to share information about the social distancing policy** in advance so they know what's expected of them and can also be reassured that they will be safe. Other options could include asking people to self-test before they travel to a building or asking them to complete a pre-screening questionnaire
- **Provide a variety of PPE** in the reception area including masks and gloves together with anti-bacterial gel and tissues
- **Consider a Welcome to our Building pack for visitors** which includes sanitising wipes, tissues, mask, gloves, anti-bac gel and a guide to the safety policies and procedures
- **Look at ways to reduce the amount of traffic to a building.** Video-conferences are one solution, but there are other options. For example, use the time that the building remains vacant to create a 3D digital model of your property which you can use to show the space to current and future workplace and facilities partners, reducing the need for them to visit the space



## Front-of-house and security

The front-of house experience will set the tone for the rest of the building. If social distancing is sloppy in the reception area, then it is less likely that people will adhere to requirements elsewhere. Use the front-of-house area to demonstrate how seriously the organisation takes the safety and wellbeing of its occupants. This will promote confidence at every level of the business.

- **Install transparent screens** at reception to protect receptionists and visitors
- **Put graphics on the flooring** to help people maintain the social distancing rules when queuing
- **Reconfigure reception furniture** so guests can maintain social distancing. Use signage / graphics on floors if required
- **Consider changing the check-in** procedures for guests and contractors to remove human contact. Many visitor management technology applications will automatically inform the member of staff that their visitor has arrived to reduce the necessity to give out physical passes
- **Consider installing thermal imaging solutions** which can automatically screen numerous people's temperatures simultaneously and flag abnormal temperatures reducing the risk of virus transmission. There are hand-held and wall-mounted options
- **Consider using occupancy counters** on main entrances and exits to maintain a set occupancy rate or use existing desk sensors for this purpose
- **Remove all non-essential items** from reception areas such as newspapers, magazines, brochures and sweets
- **Remove or reduce guest hospitality** in reception. Use disposable cups / bottles
- **Remove any cloakroom facilities** to avoid unnecessary contact
- **Install mats inside and outside entrances**
- **Create a process for disinfecting deliveries**
- **Consider a policy to support social distancing** among smokers. If there's a smoking area, how can social distancing be maintained? Should people be free to go out at any time, or does this need to be planned?



## Cleaning

In the Covid-19 workplace, cleaning will be under scrutiny like never before. From a largely invisible function, cleaning is now seen as a crucial operation within an organisation to keep people safe and well. There are a variety of activities to be undertaken both before occupation and when people are back in the building.

### Before occupation:

- Review your cleaning specification. Cleaning benchmarking firms are recommending a move from visual standards of cleanliness to hygienic standards. This involves an increased focus on high intensity touchpoints such as door furniture (push plates, handles); wall furniture (light switches, sockets); IT equipment; sanitary ware; kitchen appliances; vending machines etc to ensure those spaces are cleaned more regularly and to a higher level than before. Many organisations are reviewing specifications, so they can be reassured around the type of chemicals being used and the frequency of cleaning etc.
- Conduct a thorough deep clean of the whole facility
- Consider services such as fogging, a whole room disinfection method, which lasts for 30 days. Make sure precautions such as covering electrical equipment and disabling fire alarms are taken first
- Stock up on cleaning products and consumables and make sure they're easily accessible on each floor

### During occupation:

- Make cleaning visible on site through continuous day-time cleaning. Not only will this ensure that a building is cleaner, but it will reassure occupants. Hygiene stewards / floor captains can promote confidence in the organisation
- Conduct regular deep cleans at weekends
- Install signage to show when an area was last cleaned
- Clean a meeting room after every use – consider creating a dedicated meeting room hygiene team
- Install self-cleaning packs on every desk to allow people to wipe down their own spaces
- Consider introducing personal hygiene packs to welcome people back to the office. This could include a mask, gloves, personal anti-bacterial gel, tissues, sanitising wipes, a guide to the new office etiquette and a letter from the CEO – in a branded bag
- Introduce hand-sanitisers in key points, including lifts where people will need to touch buttons
- Install new closed-lid bins around the facility for easy disposal of tissues and wipes
- Instigate a procedure for cleaning / disinfecting any equipment which is returned to the building



## Washrooms

In addition to an enhanced cleaning regime, there may need to be other changes made to washrooms to promote social distancing and hygiene.

- Consider removing / placing out of action alternate urinals and basins to avoid people standing next to one another
- Ensure any drying methods are contactless, such as hand-dryers or paper towel dispensers
- Switch to contactless sanitary bins
- Install contactless hand-sanitiser units by every sink
- Hand sanitiser is notoriously drying for people's hands which puts some people off using it. Consider installing hand moisturisers in washrooms to counteract this and encourage sanitiser use



## Staff restaurants, vending and hospitality

As places where people congregate to chat, collaborate and eat food, staff restaurants are potentially high-risk environments and must be managed carefully to reduce the risk of virus transmission.

### Crowd management:

- Introduce lunch-time shifts to decrease the number of people in the area at any one time, for example Team A: 12.30-1pm, Team B 1-1.30pm. Team C 1.30pm-2pm. Swap these weekly so no-one is disadvantaged
- Initiate an order-in-advance / click and collect / takeaway policy through a workplace app, or similar
- Consider removing the option to sit down and introduce grab n go only
- Reduce by half the number of chairs and tables in the staff restaurant to allow for safe social distancing
- Consider temporarily removing any ban on eating at desks to provide more spaces for people to eat their food safely
- Use barriers and graphics on the floor to provide a safe queuing system
- Demarcate specific areas in the staff restaurant for queuing, choosing, collecting, eating etc
- Ensure there is good signage throughout the space explaining what people should and shouldn't do

### Hygienic practices:

- Reduce contact by making staff restaurants cashless
- Install transparent sneeze screens at tills to protect cashiers
- Remove anything unnecessary on tables such as flowers, table-talkers, condiments etc.
- Remove self-serve options and salad bars
- Package up as much food as possible
- Have a cleaning team constantly working in the staff restaurant at peak times to increase safety and provide reassurance
- Use disposable cups, lids, stirrers etc
- Remove milk jugs, sugar bowls and condiments and replace with sachets

### In the kitchen:

- Train catering teams in the new way of working in advance of the building opening
- Demarcate specific areas in the kitchen for certain members of staff / activities to reduce contact
- Reduce the choice of food to decrease the number of staff needed in the kitchen
- For client hospitality / meetings, avoid large platters of food and opt for individual boxes / plates
- Ensure there is good signage throughout the kitchen explaining what people should and shouldn't do

### Vending machines:

- Look at options such as ordering apps and voice-controlled systems to reduce contact
- Provide disinfectant wipes / cleaning station near vending machines and increase cleaning frequency
- Install social distancing graphics near the vending machine to reduce contact
- Consider closing vending machines to occupants, with floor captains or stewards bringing drinks to desks / floors

### Kitchen areas / kitchenettes:

- Provide cleaning materials and products
- Provide hand antibacterial gel / sanitiser
- Ask people to wipe down any equipment such as kettles, microwaves, toasters, counter-tops after use
- Consider stopping communal fruit bowls



## Maintenance

Although it is one of the least visible facilities services, and may be perceived as being less relevant to fighting virus transmission, good maintenance practices and procedures are an essential element of creating a safe environment.

- Some non-essential maintenance activities will have been put on hold when the building was initially vacated. Consider conducting these activities before the building becomes occupied again. It will be safer for engineers to be in an empty building
- Although there is no real evidence of Covid-19 being passed through air-conditioning, consider bringing filter changes forward as a precaution
- Ensure legionella tests are up to date
- Consider changes to the airflow system to increase the frequency at which the air is changed
- Complete all PPMs in advance of occupation
- Bring forward any maintenance due in the next few months to reduce need for engineers to be on site when the building is occupied
- Look at options to install technology to enable remote fixing of plant and equipment to reduce engineer traffic to the building
- Install touch-free options wherever possible, including door handles, taps and dispensers
- Consider creating a 3D digital model of your property which you can use to show the space to current and future workplace and facilities partners



## Mailroom and reprographics

The mailroom is typically a small and high-contact environment and therefore prevents risks. Explore ways to reduce that risk through changes to procedures and the space.

- In advance of occupation, review the current procedures for the mailroom and reprographics service and see what needs to be changed to maintain social distancing and hygiene. This could include reducing the numbers of people allowed in the mailroom at any one time or reconfiguring the space
- Conduct a deep clean of the whole environment in advance of occupation
- Install a transparent screen where mailroom staff may deal with other occupiers
- Agree a process for couriers which should, at the minimum, involve them using hand sanitiser on entering the building
- Explore options for disinfecting all post
- Increase cleaning frequency of the area
- Consider scanning all post and keeping originals for later retrieval
- Place a temporary ban on the receipt of personal deliveries such as Amazon parcels
- Turn on photocopiers, printers, scanners. Agitate ink cartridges and ensure a ready supply of consumables



## Internal Gyms and exercise facilities

- Keep gyms, exercise rooms closed and classes cancelled, until further notice
- Provide online exercise classes and tips if possible so people don't feel they're missing out



## Emergency evacuations

The process for emergency evacuations will need to be rethought with social distancing in mind. Consider whether it's possible to conduct an effective emergency evacuation while maintaining the social distancing rules or whether fire wardens should concentrate on the immediate threat – fire, bomb etc. Ensure that any change in policy is clearly communicated.



## Commuting, business travel and attendance at events

Staggered start and finish times will reduce the need for people to travel at peak times, but organisations should do everything they can to support people to avoid public transport. This could involve:

- Installing more cycle racks and shower / drying facilities
- Making more car parking spaces available
- Sharing walking routes to get to the office

While people may have to travel to get to the office, it's unlikely that they will travel for business to the same degree that they did before the pandemic. Organisations should consider:

- Does the business travel policy need to be changed regularly as Government advice changes?
- Should people be allowed to attend public conferences and industry exhibitions? If so, what precautions should they be asked to take?
- When should people be allowed to fly on business?
- Communicating any change in policy clearly and updating it regularly
- Providing advice on social distancing while travelling



## Training

While communicating these changes to occupiers in advance of their return to work will be important, it's also essential that facilities staff are retrained in the new normal. They will have to get to grips with new technology and new procedures and different building layouts. They may also be required to challenge people who are breaking the rules. Invest time in advance of the reoccupation training the facilities teams.



## Section Three

### A team approach

Many of the challenges described above are not issues that the facilities and workplace team can tackle on their own. They will require a centralised, multi-disciplinary group to achieve. That will need to involve expertise from:



**Finance:** approve new budgetary spend on cleaning costs, new technology, signage etc



**Procurement:** support the purchasing of required resources e.g. PPE, signage, services



**HR:** liaise re new staff working conditions and policies



**IT:** manage new technology and adapt existing systems; support ongoing home working



**Health and safety:** ensure people's ongoing health and safety including evacuation procedures



**Communications:** help to shape messaging around the new normal and share this with employees



**Legal:** ensure the organisation is adhering to all necessary legislation and protocols



**Business leadership:** lead by example and communicate the new policies and procedures

## Section Four

### Getting the message across

**Many of the ideas discussed in this guide will be a fundamental change for employees and they will need considerable support in adapting to the new normal. It's essential that organisations invest in good communications to ensure the new policies work.**

#### Ideas to consider include:

- A talking-head video with the CEO welcoming people back into the office and explaining both the measures the organisation has taken to ensure people's safety and setting out what people will need to do in the workplace. This can be shared on the microsite (see below), on social media and sent directly to individuals
- A video taking people through a typical employee journey in the office and demonstrating the new procedures
- Put together an office etiquette guide which includes all the do's and don'ts about the new office space so there is no ambiguity. This could be included in the Personal Hygiene Pack mentioned above (see Cleaning). It should include:
  - How to walk around the office safely while maintaining social distancing
  - Procedures for using desks / chairs and IT equipment
  - Any clear desk policy
  - Meeting room etiquette
  - Procedures for the staff restaurant, tea points and vending machines
  - Information about changes to procedures to welcome guests
  - Details of business travel policy changes
  - How the policy is being enforced and what to do if someone isn't following the guidelines
  - What the organisation is doing to protect its staff, e.g. cleaning procedures etc
- Include all this information on an intranet microsite so it can be regularly updated and shared with people before they arrive on their first day. The microsite should be the main repository of information about the back-to-workplace change. Don't forget to include an FAQs section. Signpost all other communications to the microsite
- Company screensavers can be used to share the latest updates, particularly a significant change in policy
- Signage is an essential element of communicating the new normal and reminding people to socially distance. Ideas include:
  - Floor graphics to show people where / how to queue and what the social distancing rules look like. These are ideal in reception, the staff restaurants, in tea points, at vending machines and on stairwells
  - Posters / graphics on walls to reinforce the social distancing message
  - Directional signage to remind people about single flow policies or which stairway to use
  - Signage to reinforce the 1-2 per person lift policy. Floor graphics in the lifts to show people where to stand to be safe
  - Posters/ screens to communicate all the different things that the organisation is doing to protect its people
- Consider introducing return-to-work champions, or hygiene stewards, within departments – a designated person within each department who can communicate on a one-to-few basis within teams, police any policies and be a familiar point of contact for any concerns
- Remember that some of the people returning to the workplace will have been furloughed while others will have worked through the period. They may have very different feelings about the return to work (relief, guilt, anger, envy) so communicate prudently and recognise these differences. At the same time, some people may have been made redundant as a result of the pandemic, and this will also need to be managed carefully for those remaining
- In addition to communicating the changes to employees, organisations also need to include:
  - Contractors
  - Suppliers
  - Other building users (in a multi-tenanted building)
  - Visitors
  - Clients
  - The landlord

## Section Five

### The role of the workplace post-Covid

The pandemic has demonstrated that work doesn't just have to take place in a workplace. But it's also demonstrated that people want the physical interaction and collaboration with colleagues that the office environment offers – 27 per cent of people in the WKspace research had missed the physical company of their colleagues.

The post-pandemic workplace will not be the same as it was before. While there will be new policies and procedures to keep everyone safe, there will also be a recognition that people are coming to the workplace because they want to be there. They can work anywhere, but they've chosen to come to the office for the collaboration and interaction with their colleagues that they can't get in the same way at home. The office will become less a place to do quiet, concentrated work (although that will still happen) but a place to meet, collaborate, interact and socialise with colleagues. It will become a destination. As a result, the employee experience will need to change to focus on creating more of these opportunities – while also social distancing for the medium-term.



## Section Six

### How Atalian Global Services Vietnam can help



**Workplace strategy:** We are supporting organisations across the world to develop the post-Covid workplace, to keep employees safe while ensuring that their businesses can run effectively. As your facilities and workplace partner, Atalian Global Services Vietnam is here every step of the way to guide you through to create the most effective workplace strategy for your organisation.



**Expert cleaning:** with our experienced and specialist teams we offer full disinfection and sanitation of your working environment.



**Anti-microbial technology and fogging:** We provide specialist disinfection cleaning solutions for properties and vehicles. Our unrivalled antimicrobial technology approach provides germ-free surfaces for up to 30 days, removing the need for a daily disinfection regime. Using our disinfection allows for the treatment of large areas quickly with minimal disruption. The fogger generates small droplets of disinfectant that settle on and around even hard to reach areas. Our fast response, expert disinfection package includes waste disposal, disinfection fogging and fogging with antimicrobial technology.



**Fever screening solutions and occupancy tracking:** Through the use of thermal fever screening, we can help in the detection of possible COVID-19 cases, by conducting preliminary fever screening at the entrance and/or critical areas of your sites. Thus, allowing you to make real-time decisions on allowing visitors into your buildings, which will reduce any risk of contamination.



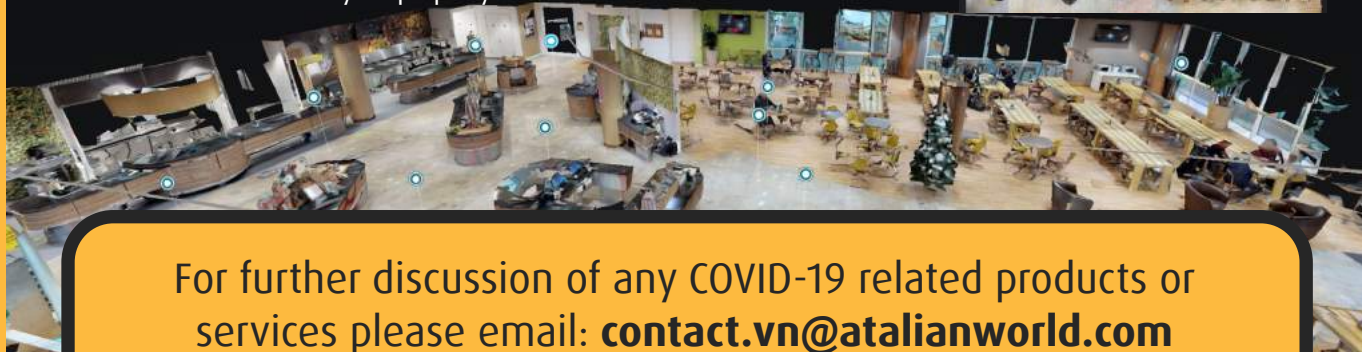
**Supply of PPE:** We have significant stock of PPE. Atalian Global Services Vietnam can supply a full range of PPE including face masks, gloves, gowns and signage. Our service provides logistical and supply-chain solutions with competitive delivery times. Minimum order quantities apply.



**Contactless technology and Covid-19 prevention products:** Atalian Global Services Vietnam are pleased to offer immediate reassurance to protect your valued staff and customers. The Coronavirus pandemic has created a need for visible solutions. Atalian Global Services Vietnam can pre-print acetate (sneeze/cough) protection screens with your logo and desired message. We can provide contactless solutions, such as; automated security gates, washroom facilities, cashless systems for catering and vending.



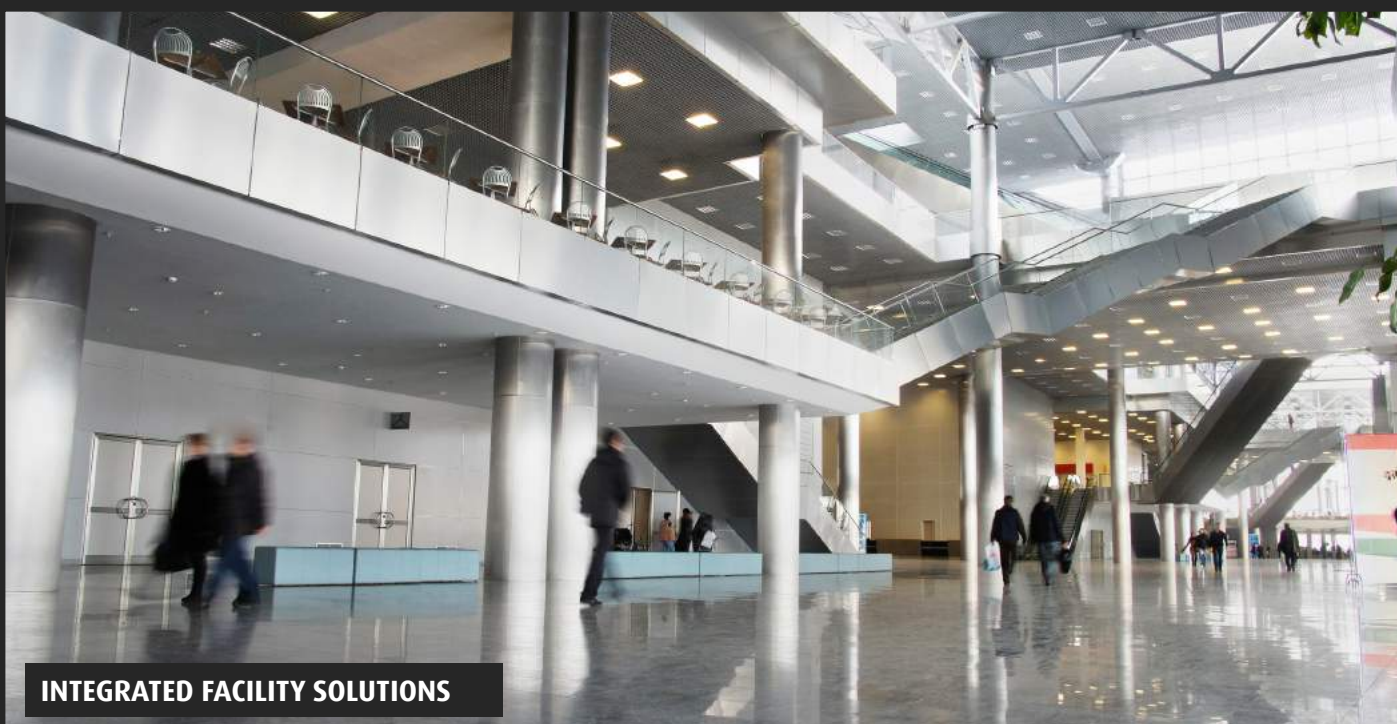
**Digital modelling of your property:** Now may be the time to consider 3D modelling your property, thus creating a digital twin. This would allow a multi-purpose function for your organisation, to mitigate the need for unnecessary access to your property.



For further discussion of any COVID-19 related products or services please email: [contact.vn@atalianworld.com](mailto:contact.vn@atalianworld.com)  
or call +84 28 3848 7002



**One Solution** - Whether you are looking for a stand-alone service line, bundled offering, or an integrated facilities management solution, Atalian Global Services Vietnam can provide a broad range of services for the built environment.



**FACILITIES & VEHICLE DISINFECTION**

**PPE SUPPLY**

**FEVER SCREENING AND OCCUPANCY TECHNOLOGY**



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