CALL TO ACTION:
BUSINESSES & WORKPLACE
START PLANNING NOW FOR
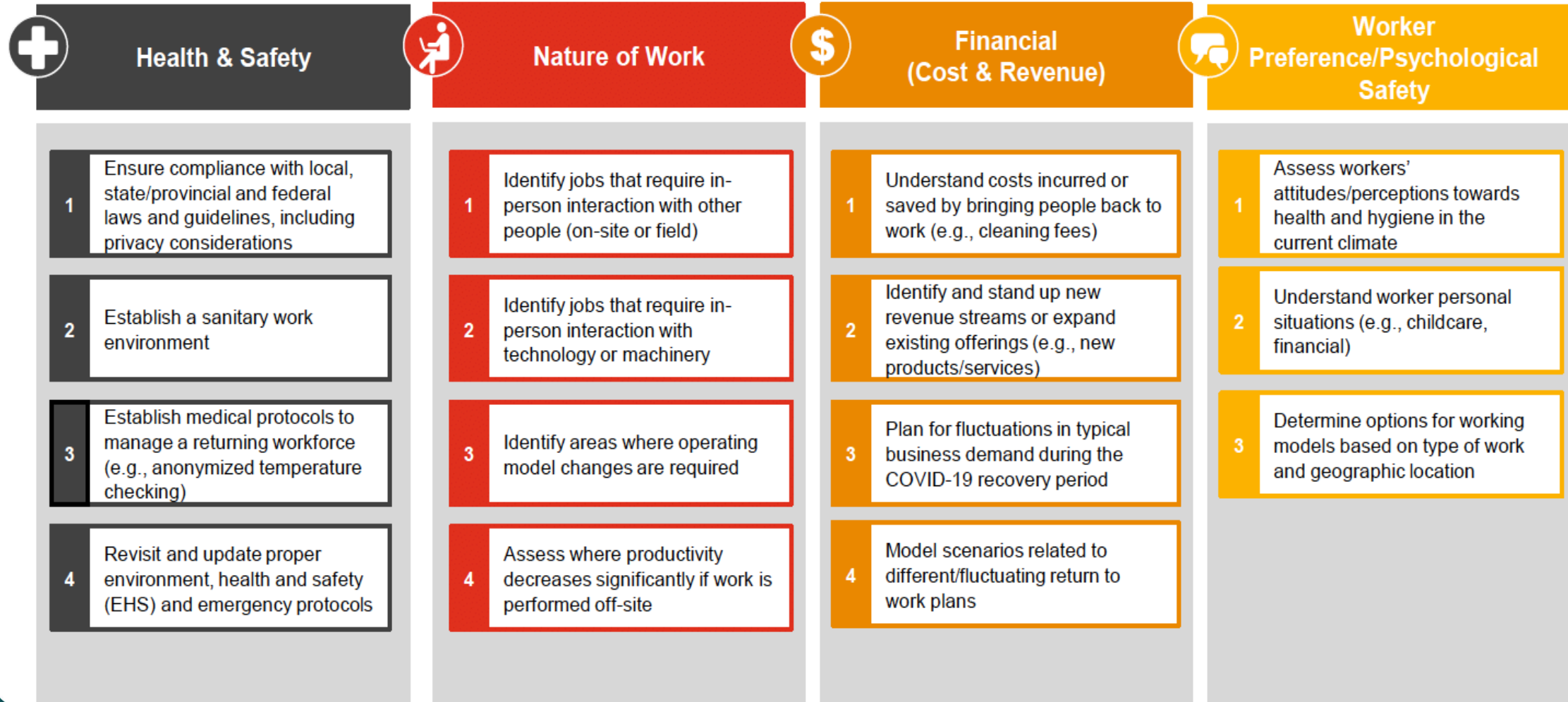# BUSINESS RE-BUILDING AND RECOVERY

IDEAS & CONCEPTS
FOR SURREY BUSINESSES TO CONSIDER

This crisis may be longer than what was initially thought and we may never return to the world of pre-COVID-19- _{source PwC}

Key "return-to-work" levers

	Lockdown	Partial opening	New normal
Key enablers	■ Containment measures (social distancing, travel bans, essential worker policies and service shutdowns, testing, PPE and enforcement)	■ COVID proofing low proximity jobs ■ Mass testing (diagnostic and serology/ antibody) ■ School and daycare options	■ Treatments & vaccine ■ Coordinated / triaged economic activity protocols ■ Distributed office space ■ Activity rotas ("work days")
Metrics to watch	■ Volume of testing ■ Health system capacity expansion and PPE volumes ■ Overall case numbers ■ Seniors/ infection and mortality	■ Regional infection rates ■ New case growth ■ Seniors infection and mortality ■ ICU capacity and PPE ■ Elective health volumes	■ Health and education sector response ■ Infection reemergence ■ Mass immunity ■ Macroeconomic indicators
The economy	■ Massive demand side shock ■ Government as payer of last resort and debt growth	■ Balancing of economic activity and health & safety ■ Risk of economic imbalances	■ Recessionary hangover? ■ Consumer sentiment is the key ■ Polarisation of impact on people and businesses

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There are four key decision criteria to evaluate prior to bringing back subsets of the workforce source PwC

⊕ Health & Safety	🪑 Nature of Work	$ Financial (Cost & Revenue)	💬 Worker Preference/Psychological Safety
1 Ensure compliance with local, state/provincial and federal laws and guidelines, including privacy considerations	1 Identify jobs that require in-person interaction with other people (on-site or field)	1 Understand costs incurred or saved by bringing people back to work (e.g., cleaning fees)	1 Assess workers' attitudes/perceptions towards health and hygiene in the current climate
2 Establish a sanitary work environment	2 Identify jobs that require in-person interaction with technology or machinery	2 Identify and stand up new revenue streams or expand existing offerings (e.g., new products/services)	2 Understand worker personal situations (e.g., childcare, financial)
3 Establish medical protocols to manage a returning workforce (e.g., anonymized temperature checking)	3 Identify areas where operating model changes are required	3 Plan for fluctuations in typical business demand during the COVID-19 recovery period	3 Determine options for working models based on type of work and geographic location
4 Revisit and update proper environment, health and safety (EHS) and emergency protocols	4 Assess where productivity decreases significantly if work is performed off-site	4 Model scenarios related to different/fluctuating return to work plans	

Employers have a strong incentive to meet (and exceed where/when appropriate) baseline recommendations as adverse public health outcomes could result in more stringent restrictions and/or a return to "Stay Home, Stay Healthy" SOURCE: STATE OF WASHINGTON

ALL PLANS SHOULD BE…
- ❏ Actionable & pragmatic to implement
- ❏ Simple in order to be adopted broadly Effective mitigating risk of COVID-19 cases
- ❏ Timely to improve public health outcomes and enable economic recovery
- ❏ Permissible by law
- ❏ Ethical, safe & privacy protective, avoiding harm and being respectful of individual needs and preferences

PLUS:
- ❏ Employers should develop their own unique plans based on checklists
- ❏ Plans should be self-monitored & updated regularly based on evolving public health guidelines
- ❏ Plans should be communicated to the workforce…Following similar approach to regular policy changes – email, etc. …and shared publicly to build community confidence e.g., posted at entrances for visitors, emailed to subscribers
- ❏ Employers should be prepared to take additional measures if public health requires

Workplace Safety

❑ Adhere to federal, provincial and local public health and worker safety guidelines

❑ Work from home for operations able to be performed remotely

❑ Maintain physical distancing wherever possible of 6 feet, including with visitors/customers

❑ Avoid gatherings of >50 people in any office meeting room or shared social space (e.g., cafes, lobbies); everyone should maintain physical distancing of at least 6 feet

❑ Routine sanitization of high-touch surfaces and shared resources (e.g., doorknobs, elevators, vending machines, points of sales)

❑ Ask workers/volunteers to self-certify that they have experienced no CV-19 symptoms since last day of work at, or visit to, the workplace

❑ Ask workers/volunteers to stay home and seek medical guidance if they are experiencing any known symptoms

❑ Ask workers/volunteers to self-quarantine per local public health guidelines if confirmed to have COVID-19 or exposed to confirmed case

❑ Response protocols for workers, volunteers and visitors reporting symptoms and/or are confirmed to have COVID-19 (e.g., isolation)

❑ Avoid non-essential travel and propose self-quarantine per local public health and worker safety guidelines after any high-risk travel as defined by the CDC (e.g., international travel)

❑ Have the ability to log all workers and volunteers that come on premise for purposes of supporting public health contact tracing

❑ Available contact for all workers, volunteers and visitors to report concerns and/or potential violations of the Safe Work Plan θRegular self-monitoring and updates of the Safe Work Plan

❑ Communication of Safe Work Plan to all workers, volunteers and visitors including any future modifications

Workforce Support

❑ Provide workers/volunteers with masks for any public-facing job and/or those whose responsibility includes operating within physical distancing limits of 6 ft. for extended periods of time

• Note: N95 masks should not be used except for public health approved roles

❑ Identify available alternative work assignments for workers/volunteers upon requests due to concerns related to workplace safety. Priority should be given for workers/volunteers who are considered high-risk/vulnerable as defined by public health officials

❑ Train workers/volunteers on symptom detection, sources of high risk to COVID-19, prevention measures (including household suppression) and leave benefits/policies (e.g., UI for workers that need to self-quarantine)

Customer & Visitor Expectations

❑ Visible entry point signage for workers, volunteers and visitors on shared responsibilities (including proper hygiene & sanitization, physical distancing/PPE guidance and information for reporting concerns)

❑ FOR SPECIFC WORKPLACE QUESTIONS, PLEASE CONTACT WORKSAFEBC: 1-888-967-5377. Monday to Friday 8am to 6pm

❑ IF YOU NEED ONE-ON-ONE WORKSAFE CONSULTATION, FOR NOW CONTACT THE SURREY BOARD OF TRADE – anita@businesinsurrey.com and a WorkSafeBC representative will contact you.

❑ PREVENTING EXPOSURE TO COVID-19 IN THE WORKPLACE: A GUIDE FOR EMPLOYERS BY WORKSAFEBC – please cut and paste this link into your web browser: https://www.worksafebc.com/en/resources/about-us/guides/preventing-exposure-to-covid-19-in-the-workplace?lang=en

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Additional considerations: Workforce support – ideas only

Employers should consider & implement listed elements where feasible/relevant

- ❏ Encouraging proper hygiene & health practices
- ❏ Encourage workers/volunteers do regular temperature checks at home before coming to work
- ❏ Avoid non-essential person-to-person contact (e.g., handshakes)
- ❏ Health screenings on-premise
- • Routine temperature checks & screens Enabling tracking and tracing
- ❏ Notify and isolate all workers/volunteers in contact with an individual that develops symptoms
- ❏ Have the ability to log visitors that come on-premise
- ❏ Sanitation procedures
- ❏ Provide hand sanitizer at entrances/exits
- ❏ Clean surfaces between meetings/customer visits
- ❏ Sanitize/quarantine deliveries/packages
- ❏ Perform nightly deep cleaning
- ❏ Limiting shared office resources
  - • Limit shared desks/workspaces
  - • Reduce use of shared office supplies/resources • Limit shared food at worksite
  - • Limit cafeteria capacity and services
  - • Limit public kitchens/vending

Additional considerations: Workforce support – ideas only

- ❑ Ongoing communication to workforce
- ❑ Provide content for vulnerable workers to help navigate Back to Work (e.g. aggregate helpful materials, explain evolving government benefits)
- ❑ Enacting modified working models
- ❑ Job shares that allow for reduced hours
- ❑ Offer partial workforce or alternate day of week operating model
- ❑ Different in-office working hours (e.g. two shifts: 6:30am- 12:30pm and 1pm-7pm with time between shifts)
- ❑ Expanded / extended work from home & leave policies
- ❑ Provide one time home office supply voucher
- ❑ Create workforce relief/aid fund and adopt policy on how funds will be distributed
- ❑ Decreasing commute risks & pressure on public transport
  - Promote and enable individual commutes (e.g., subsidized biking/parking)
  - Employer-sponsored buses/transit options
  - Alternative hours to limit transportation during high public traffic hours
- ❑ Providing additional training and resources
- ❑ Provide guidance on virtual and in person teams
- ❑ Provide career planning and resources
- ❑ Train managers to support new Back to Work model

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Additional considerations: Workforce support – ideas only

- ❑ Enabling access to education and childcare
- ❑ On site day care or study rooms for limited number of children per day
- ❑ Voucher for online education tools
- ❑ Create virtual HR office hours and/or HR hotline
- ❑ Virtual companywide meetings
- ❑ Create networks for workers to connect/share remote working best practices
- ❑ Sponsor well-being challenges geared to staying physically and mentally healthy
- ❑ Supporting mental health needs
- ❑ Access, reduced cost and/or free counseling
- ❑ Access, reduced cost and/or telemedicine consultations
- ❑ Benefit extensions for household members
- ❑ Access to meditation/mindfulness content
- ❑ Digital support groups to decrease isolation and share ideas

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Methods to enact distancing procedures

- ❑ Implement reduced maximum capacity limits
- ❑ Stagger arrival times to avoid congestion
- ❑ Limit ingress/egress points while maintaining fire exits
- ❑ Stagger entry into stores/facilities
- ❑ One-way store/facility aisles
- ❑ Use distance markings at places of congregation
- ❑ Enact barrier protection between workstations or at check out
- ❑ No contact payment/pickup
- ❑ Virtual meetings even when in office
- ❑ Re-organize floor layouts to permit physical distancing
- ❑ Stagger breaks and usage of common areas
- ❑ Avoid sitting face-to-face
- ❑ Create isolated work cells/teams where possible

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Ensuring Governance & Accountable Roles Over Plan

- ❏ Appoint team/lead to manage ongoing Safe Work Plan
- ❏ Designate a hygiene leader for each shift and facility who is responsible for protocol audits
- ❏ Regular reporting of worker and customer sentiment and tracking of public health trends
- ❏ On-going training to meet health guidelines
- ❏ Host pre-return to work training
- ❏ Use of training methods that do not involve personal meetings

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