

MINNESOTA CHAMBER OF COMMERCE

GROWING MINNESOTA



RETURN TO WORK: A WEB SERIES

OFFICE ENVIRONMENTS
THURSDAY, APRIL 30, 2020



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WELCOME



DOUG LOON
PRESIDENT

MINNESOTA CHAMBER OF COMMERCE

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COVID-19 PREVENTION BEST PRACTICES

mnchamber.com

Return to work safely

Throughout the challenges presented by the COVID-19 public health emergency, the Minnesota Chamber's goal has been to strike a balance between safeguarding health and protecting Minnesota's economy. Minnesota businesses are eager to get back to work. Business operations can and should return to a sustainable level without jeopardizing employees' or customer safety.

An estimated 82% of Minnesota jobs have been deemed "essential" under Governor Walz's Executive Order 20-20 and associated guidance from the Department of Employment and Economic Development. These businesses have detailed strategies to protect their workforce from the spread of COVID-19 while ensuring continuity of operations.

Based on the best practices shared by employers in these critical industries, the Minnesota Chamber of Commerce provides the following guidelines as suggestions to assist other Minnesota businesses in their efforts to provide safe workplaces for their employees and customers as they come back on.

Businesses are eager to have access to testing that will help identify individuals who may be sick with virus and those who may be immune. Acceleration of testing availability is critically important to restore public confidence and reopen the economy. By implementing the

COVID-19 PREVENTION BEST PRACTICES

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Suggested best practices

The starting place for all industries is the comprehensive federal guidance provided by the Department of Labor's Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control and Prevention (CDC).

OSHA Occupational Safety and Health Administration
<https://www.osha.gov/Publications/OSHA3990.pdf>

CDC Centers for Disease Control and Prevention
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

The following suggested guidelines can be replicated as general best practices, applicable to most workplaces. Industry-specific best practices are outlined on mnchamber.com along with many real-time success stories from companies who are getting it right for workers and customers.

Personal protection and facilities cleaning, sanitizing

- Create training to review new safe-at-work requirements and guidelines for all employees.
 - If returning to work, training and orientations should be done on day one.
- Make information available to employees about Personal Protective Equipment, disinfection measures, social distancing protocol, on-site health screening, signs and symptoms of COVID-19, self-quarantining and return-to-work policies, visitors and contractors screening, signage, time-off options and all other COVID-19-related safe workplace changes.
- Train employees on frequent hand washing; properly covering coughs and sneezes.



- Clean the break rooms and common touch areas (door knobs, etc.) after each shift.
- Thorough cleaning of ALL shared surfaces throughout the facility at least once every 24 hours. This includes common spaces like bathrooms, conference rooms, lunchrooms, etc.
- Shut down production in the area where a COVID-19 affected employee worked (i.e. department, line, station) to conduct cleaning, as well as shut down and clean common spaces like bathrooms, conference rooms and lunchrooms once notification of potential COVID-19 spread is suspected.

- Provide masks, shields, gloves, shoe coverings, coveralls, etc. if appropriate and available.

Social distancing



- Offer work-from-home options for all employees who can perform duties remotely.
- Change shifts.
 - Stagger shifts and start times to maximize distancing.
 - Allow 30-minute buffers between shifts if possible so that employees don't come into contact during transition.
 - Cross-train teams, so that teams can better stagger shifts.
- Provide visual markers on floors for six-foot distancing, per CDC guidance.
- Stagger breaks and lunch schedules.
- Offer lunch breaks in vehicles instead of shared cafeterias or break rooms.
 - Employees need to bring their own meals and be able to eat them without use of microwave.
- Restrict movement between departments and/or functions (e.g. don't allow traffic between production and office workspaces).
- Conduct phone/email/virtual meetings instead of in-person meetings, even when at office.
- Limit meetings to no more than 10 individuals, provided appropriate spacing is possible.
- Hold meetings in large spaces where people can spread out at six-foot intervals.
- Space out desks and work stations; construct temporary walls between workstations.

Vendor engagement

- Request health and travel assessments for vendors/contractors coming on-site.
- Separate contractors and vendors from the workforce (have them use separate bathrooms, entrances if possible).

TODAY'S SPEAKERS



DOUG LOON

MINNESOTA
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NATHAN DEY

NAVEGATE, INC.



JIM WOLFORD

ATOMIC DATA



CLAIRE ROBERTS

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NATHAN DEY

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Returning to Work

Minnesota Chamber of Commerce

Who Are We?

Integrated supply chain services and software company

- HQ in Mendota Heights
- 6 Owned Offices
- 100+ Employees
- 70+ International agents
- 600+ Customers
- 8,000+ Logistics and Supply Chain professionals using Navegate technology platform globally
- 50,000+ Global shipments touched annually



Navegate Emerald Software



Digital Supply Chain Services



Global Freight Brokerage Services

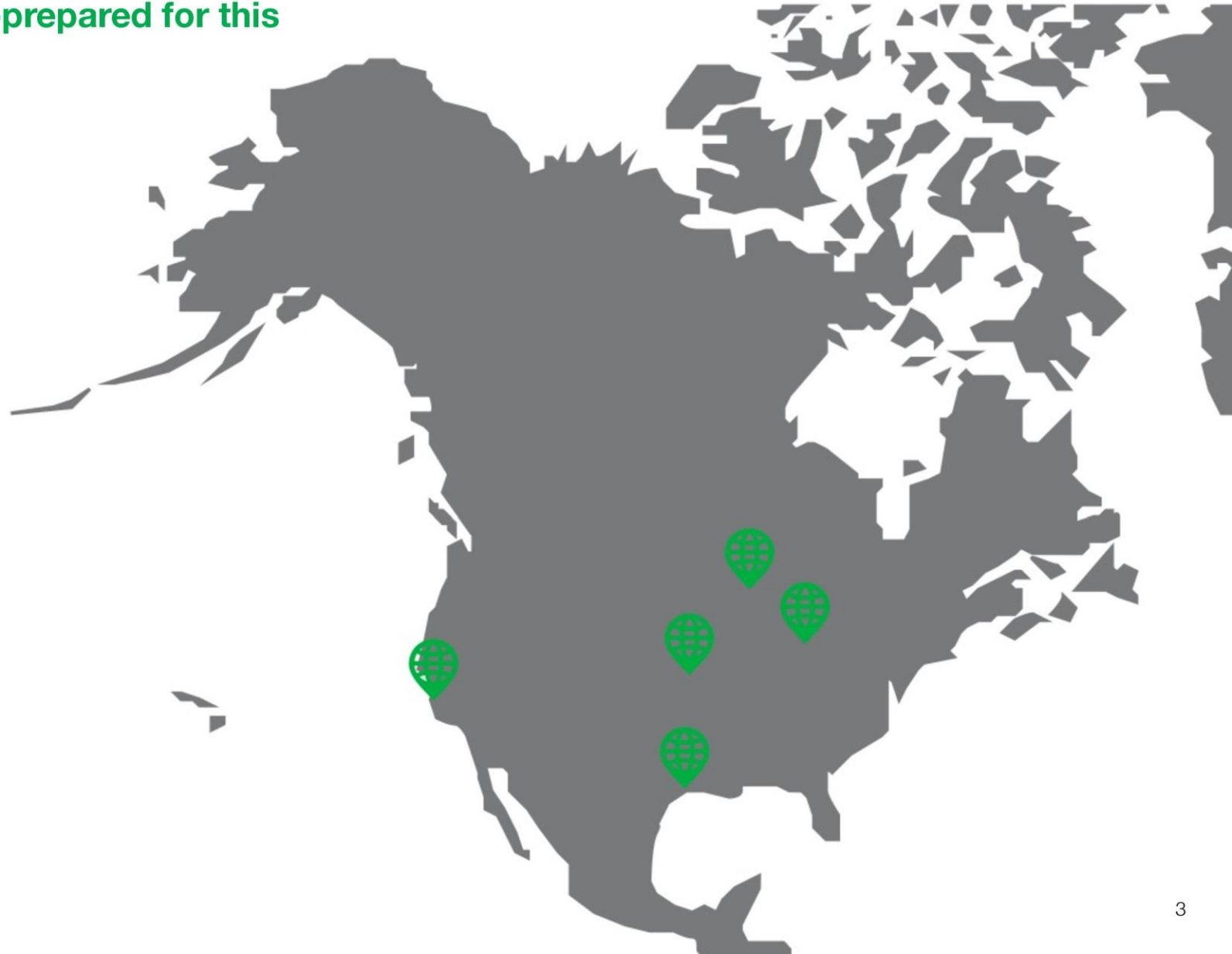
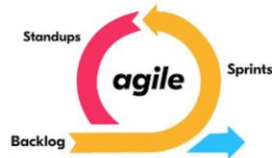


Pre-Pandemic

The nature of our business had us well-prepared for this

With teams scattered across the U.S. and China, we're accustomed to working closely with someone we don't see in person.

We were already pretty tech-savvy



Present

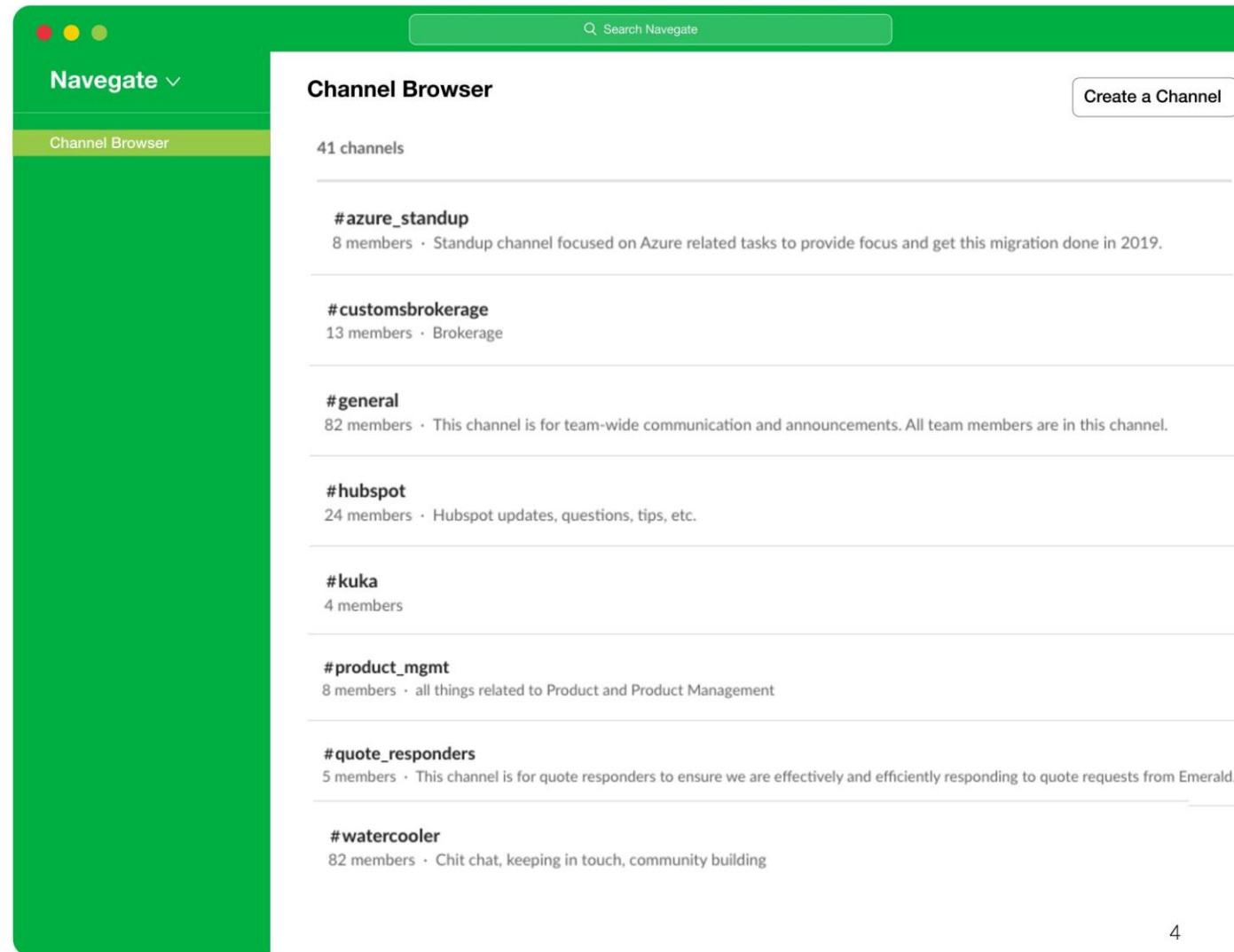
Now, we're leveraging our technology more than ever before

Communication

- We utilize Slack & Zoom much more frequently than in the past
 - Our laggards are starting to adopt
 - Power users are now stepping up to drive content across entire employee base
- Many teams are accustomed to constant contact and open communication within the office, but those group conversations have moved to Slack channels

Meetings

- Every team has weekly check-in meetings
- We've pushed for shorter, more frequent check-ins
- Conscious effort to maintain the personal touch of the office life—taking time for chit chat and personal updates at start of meetings
- Virtual happy hours, morning coffee groups
- Most of our team operates within our software platform, making remote collaboration easy both within internal teams and with customers



Looking Forward

We're building our plans for a return to normal

- Work has changed considerably, forcing us to reevaluate what real needs are
 - Different attitude toward WFH in general
 - We intend to continue using collaborative tools when we return to the office
- We've designated a "Return to Work Task Force", which has started planning for a gradual return
 - Prioritizing those who need to work more collaboratively
 - Taking schooling, childcare, and home situations into consideration

Office Space

- Desks are already far enough apart for distancing measures
- Barring use of coffee makers, refrigerators, microwaves, drinking fountains
- Small bathrooms and copy rooms will only allow one person at a time
- Maximum of two people in elevators at a time, with designated places to stand
- Asking employees to disinfect surfaces after use
- Encouraging wear of PPE within the office

Mind your germs!

- Feeling sick? Stay home!
- Gotta cough? Into the elbow!
- Disinfect shared areas & surfaces you touch
- Don't touch things you don't need to



Mind Your Germs!

Small measures to keep yourself and your coworkers safe

NO DRINKING from water fountain

If refilling a water bottle, do not allow bottle to touch fountain. Disinfect area before and after use if needed.





JIM WOLFORD

ATOMIC DATA

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RETURNING TO WORK

APRIL 30, 2020





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THANK YOU MN CHAMBER OF COMMERCE AND DOUG LOON



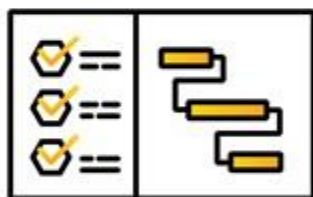
A photograph of three diverse professionals (two women and one man) in an office setting, smiling and looking at a tablet held by one of the women. The image is overlaid with a blue horizontal band and several yellow hexagonal graphic elements. The text "RETURNING TO WORK" is centered in white on the blue band.

RETURNING TO WORK



STEPS ATOMIC DATA IS TAKING

PHASED RETURN



Split staff into A, B, C groups, including high risk individuals.

MANAGING HEALTH



Employing fever stations, Ecolab solutions for masks, gloves, etc.

BUILDING FOR THE FUTURE



Remote work leaped ahead and isn't going anywhere. Blend it into traditional work.



STEPS ATOMIC DATA IS TAKING

POLICY REVIEW



Review, audit, rewrite,
distribute policies, procedures,
handbooks

DISPERSED STAFF



- Where are things hosted and how do we get to them?
- How do we maintain team/company dialogue?
- How do we ensure security and continuity?
- Adapting training and messaging.



LOOKING AHEAD/BEING PROACTIVE

CLOUD



- The importance of a true cloud strategy.
- Selecting the right cloud/hosting method.
- Redundancy scenarios. What if QuickBooks Online is down?
- Managing a monumental shift to remote work.





LOOKING AHEAD/BEING PROACTIVE

SECURITY



- Your staff are your human firewall. Keep them up to date.
- Dispersed workers mean less network control.
- Consider off-network security methods.
- Create, distribute, and train on your policies.





LOOKING AHEAD/BEING PROACTIVE

THE HUMAN ELEMENT



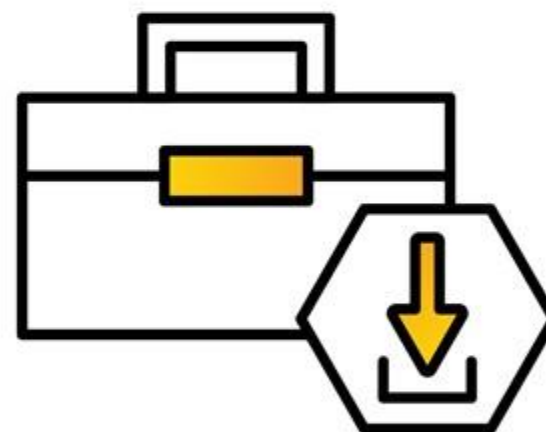
- Remote working is not for everyone.
- Consider personalities and work methods when building your teams.
- Build technology around the user.
- Train, advance careers, and demand greatness.



RETURNING TO WORK



DOWNLOADABLE RESOURCE



WWW.ATOMICDATA.COM/MNCHAMBER

THANK YOU

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Headlines

A sampling of what we're seeing nationwide

Could COVID-19 change the look of the office
as we know it?

This is the end of the office as we know it

**The Coronavirus Economic
Reopening Will Be Fragile,
Partial and Slow**

The Office As We Knew It Isn't Coming
Back Anytime Soon. Maybe It's
Changed Forever

A Look Inside WeWork's Post-Pandemic World

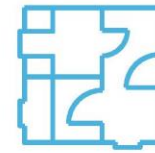
Half of Workers Don't Want to Come Back to the Office

Preparing for the Great Return



Return Strategy

1. Strategically ID who comes back first and why
2. Address density
3. Safety etiquette must be crystal clear before people return
4. Smart orgs are using this to solidify business continuity plans
5. Opportunity to truly connect with employees and demonstrate caring



Workplace Prep

1. Design
2. Behaviors
3. Communication and Navigation
4. Hygiene and cleaning
5. Technology

Preparing the people (short and long term)



Work Practices – New Normal

- Flexibility
- Business continuity
- Autonomy to choose



Circle Of Trust – Unspoken Rules

- Managing collaboration
- Sense of belonging redefined
- Performance, productivity & presenteeism



New Behaviors – Clearly Defined

- When in office
- When at home
- Greetings



Space Priority – Optimized / Sanitized

- Density
- Unassigned or assigned
- Space calculations

QUESTIONS?

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