WELCOME

DOUG LOON
PRESIDENT

MINNESOTA CHAMBER OF COMMERCE
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. It’s up to employers to ensure return to a sustainable level without jeopardizing employees’ or customers’ 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 continued operations.

Based on the best practices shared by employers in these critical industries, the Minnesota Chamber of Commerce provides the following guidelines for businesses to assist in transforming their efforts to protect workplace customers as they come back on line.

Businesses are eager to have no testing that will help identify individuals who may be sick without and those who may be in the first stages of recovery. Testing of testing personnel is critically important to realize public confidence and resumption of business operations.

Personal protection and facilities cleaning, sanitizing

• Create ways to achieve new patient care requirements and guidelines for all employees.
• Implement procedures for employees to use at a frequency and duration to ensure they can be safely handled.
• Wipe down public areas and equipment for the employees and staff.
• Sanitize and maintain appropriate signage to alert everyone of changes and at all COVID-19-related safety changes.
• Rotate employees and input back-spacing, temperature checks and frequent handwashing.
• Wear personal protective equipment, masks and gloves for proper hygiene.

Suggested best practices

The following suggestions can be replicated as general best practices, adaptable and vary with each individual situation.

Personal protection and facilities cleaning, sanitizing

• Clean the break areas and common areas between shifts and after each shift.
• Remove trash and cleaning supplies from common areas after cleaning.
• Sweep, mop, clean, wipe off and sanitize all doorframes, railings, light fixtures, countertops and equipment.

Vendor engagement

• Regular health information reviews for vendors on the COVID-19 infrastructure.
• Separate vendor and customer foot traffic on common areas and at the entrance to the building.

Social distancing

• Offer separate entrances and exits for vendors and employees.
• Have a clear visual to indicate employees share an exit.
• Set up a 6-foot buffer between shifts.
• Ensure space for vendors and CF staff.
• Post 10-minute buffer to ensure adequate cleaning time.
• Post signs to remind employees to maintain 6 feet.
• Regular cleaning and sanitizing.

Covid-19 Prevention Best Practices

mnchamber.com
TODAY’S SPEAKERS

DOUG LOON  
MINNESOTA CHAMBER OF COMMERCE

NATHAN DEY  
NAVEGATE, INC.

JIM WOLFORD  
ATOMIC DATA

CLAIRE ROBERTS  
COLLIERS INTERNATIONAL
NATHAN DEY
NAVEGATE, INC.
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
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.
RETURNING TO WORK

APRIL 30, 2020
RETURNING TO WORK

MINNESOTA CHAMBER OF COMMERCE

GROWING MINNESOTA

THANK YOU MN CHAMBER OF COMMERCE AND DOUG LOON
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.
RETURNING TO 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

- 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.
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.
DOWNLOADABLE RESOURCE

WWW.ATOMICDATA.COM/MNCHAMBER
THANK YOU

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CLAIREE ROBERTS
COLLIERS INTERNATIONAL
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?
THANK YOU!