

The Coronavirus Comeback Kit

HR preparations you can do now to reopen your business with a kicking start



The Coronavirus Comeback Kit was created to help HR staff and business leaders prepare for a successful transition back to a more open economy — whatever that might look like.



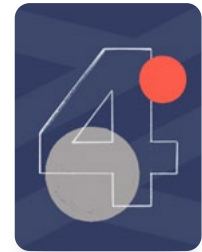
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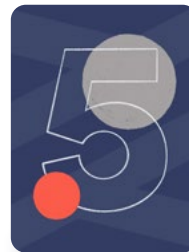
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The following checklist should be considered a guideline or as suggestions only. Please use it in a thoughtful manner, feeling free to update, customize, redact, or alter the suggestions to create the most meaningful checklists for your place of work.

Copying and pasting these lists is permitted and will not be considered plagiarism.

How to throttle business back after COVID-19


Experts say one of the most important parts of our economic recovery is consumer confidence.

Fears of persisting public health threats, coupled with an economy that hasn't suffered as greatly as it has in the last three months, in the last century, will force unprecedented changes.


As a business owner or Human Resources (HR) leader leading your company through the recovery of coronavirus and possible recession, this means you'll need to take utmost precaution to adapt your workplace into a safe environment for both staff and customers.

You are in a critical role managing new concerns. You and your executive team will need to find ways to allow business to function, without compromising public health or confidence.





“Back to work” during high transmission creates formidable litigation, insurance and employee management challenges for public and private institutions.



TOM JOYCE

MANAGING DIRECTOR AND
CAPITAL MARKETS STRATEGIST
WITHIN DEUTSCHE BANK'S
CORPORATE FINANCE
(APRIL, 2020)

SOME EXAMPLES OF THINGS THAT MIGHT BE CONCERNING?

- **WORKERS** may be nervous coming back to the office and feel unprepared to know what to expect. You may discover certain critical staff have high-risk health conditions which require special adjustments to their role or equipment. Employees may ask if they can be tested or have colleagues be tested for the virus, and you'll need to know how to handle these situations.
- **CUSTOMERS** may pose unanticipated challenges. too. They may fear coming into your office or storefront. They may be unaccustomed to virtual meetings. Or perhaps your business lacks sufficient infrastructure to manage more digital consumer bases.

While no one can guess the shape or magnitude of changes yet to come, we do know HR leaders can make preparations today to be ready for if and when restrictions are lifted.

What's the role of HR?

Fundamentally, the roles of HR coming out of COVID-19 lockdowns are threefold. You'll need to:

1

Ready workplaces ahead of time to keep businesses safe and consumers confident.

2

Clearly document and communicate new policies.

3

Create internal and external communications that address questions, concerns, and safety considerations.



HR checklists for reopening business after COVID-19

As much as 80-90% of the country has retreated to containment, according to leading financial analysts.

One of the most crucial steps you can get ahead of now is readying workplaces to keep businesses safe and consumers confident. This process could include physical changes to your work environments, changes to acceptable rules of behavior, and even changing business operations. Let's dive in.

Make a Set of “No Personal Contact” Rules

Limit handshaking, closed meeting spaces, hugging, or any other physical contact that is not necessary for the job or role.



QUESTIONS TO ASK:

- Where is contact made between employees in a normal situation?
- Which contact is critical?
- Is there personal protection equipment (PPE) that my staff could use to reduce the transmission of infection for essential contact?
- Where can I procure PPE?
- How and where can I post new no-contact rules to ensure my staff has read and understood our updated policy?

Encourage “No Item Sharing” When Possible

This includes things like pens, staplers, notebooks, dry erase markers, desk space, file folders, computers, and anything else that can be assigned to individual workers and not shared. Not all businesses will be able to afford a zero-tolerance policy of shared work tools, but where, within reason, a limiting of exposure to shared objects, caution should be made.



QUESTIONS TO ASK:

- What are the essential tools of my business?
And who uses them?
- Are there any high-risk staff whose job may increase their risk of infection?
- Are there any PPEs that can help protect my workers?
- What are the items my business can afford to supply all workers with?
- How and where can I post new “no item sharing” rules to ensure my staff has read and understood our updated policy?

Reorganize Your Floor Plan

What can you do to your workspace that will maximize 6-foot distance between workers, customers, and visitors? Can you stagger workspaces? Adjust desks to point towards walls or office partitions?



QUESTIONS TO ASK:

- What are the essential needs for space for the business?
- Which areas are underutilized today?
- What are we using _____ space for?
Could it be reconfigured?

Get Rid of Common “Gathering” Areas

In accordance with the step above, reconfigure your water cooler hangout spots, too. Can you reallocate communal gathering places for open-air conferences space or more roomy desk arrangements? Before COVID-19 workers liked to share kitchenettes, breakrooms, and staff lounges, but we might not be able to afford such on-the-job luxury spaces. Where can you minimize hang-out spaces and maximize 6-foot distances?



QUESTIONS TO ASK:

- Do you have common gathering areas?
- How do your employees naturally hang out? And where?
- While not eliminating employee camaraderie, what’s the best approach to minimize staff exposure to one another?

Close Breakroom Hangouts

Workers need breaks both legally and mentally. How will you handle them? Previously restaurant and retail breakrooms could be found with several staffers relaxing on worn out couches, quickly eating snacks or cracking jokes before returning to the floor. Now, these breaks need to be monitored.



QUESTIONS TO ASK:

- Is your staff 6-feet apart?
- Do your breakrooms have enough room to accommodate the amount of workers who would be taking a break at once?
- What about smoke breaks and lunch breaks?
- Are there signs posted to wash hands before re-entering the workflow after breaks, just as there were in restrooms?

Create Prominent Hand Sanitizing Stations, Complete with Cleaning Supplies

“Hand-sani” might be your newest line item on your profit and loss statement (P&L). Businesses will need to invest in safety equipment for both workers and patrons to keep consumer confidence. If your shop feels “risky,” shoppers might not return. So make a point to buy 60% or more alcohol per volume hand sanitizers and make them freely available across your business or office space.



QUESTIONS TO ASK:

- Are you able to afford hand-sanitizer stations?
- Where would be the best place(s) to put hand-sanitizer stations?
- What signage would you need to create?
- Are there hand-sanitizer dispensers available for guests, visitors, mailmen, clients, friends, neighbors, customers?

Post Communal Equipment Cleaning Rules

If your office has gyms equipment, common-use equipment like copy machines, metal machinery, industry-specific tools, consider posting clear directions about how to clean the equipment between uses to keep multi-users safe.



QUESTIONS TO ASK:

- What are the most common communal equipment uses in your line of work?
- Are these shared?
- What are the equipment cleaning considerations you deem reasonably required to keep clean of COVID-19 or other germs?
- Are there any training sessions needed to ensure the safety of staff while increasing their cleaning responsibilities?
- How much time would you expect this to take?
- Does that impact the expectations of each individual contributor's workloads?

Create Appropriate Face Mask Rules

States and companies are able to make individual requirements regarding face mask requirements. For instance, Ohio Governor Mike DeWine is requiring face coverings for employees and clients/customers at all times. And JetBlue, the airline company, was the first to require both staff and passengers to wear face masks at all times during travel. While heeding federal and local regulations, create face mask rules that you deem are the most appropriate for you line of business. Then, update your employee handbook with your new policies, and make sure employees are clear with your expectations of both them and the customers you serve.



QUESTIONS TO ASK:

- How close are my employees to customers?
- How much do you think wearing face masks would increase the confidence of your clients or custom body?
- What is your budget for PPE?
- Is it reasonable to expect face mask policies?
For how long?
- What all would go in your policy, and what are the consequences for employees who break conduct?

Limit the Number of People in a Closed Room

If you must have a “closed-room” discussion after opening your office, assess the options to either (1) host the discussion in a large enough room to give each attendee a 6-foot space between one another, or (2) host the meeting virtually, wherein each participant may in fact be under the same roof, but the meeting still takes place via a web conferencing tool online, to minimize direct exposure. As a general rule, post the number of people each room can accommodate, and make sure to update room booking software accordingly. For instance, if your conference rooms were bookable for 10 people before coronavirus, and now it is deemed that the space can actually only host 3-4 people, update the preferences so that employees aren’t making inadvertent errors in booking meetings.



QUESTIONS TO ASK:

- How many conference rooms do you have / do you need?
- Are there any ways to conduct business virtually?
- How many people can safely fit in your conference rooms now?
- Are there adequate cleaning supplies and ventilation systems to prevent the transmission of COVID in these spaces?
- Do you feel comfortable with your workers using these spaces for group discussions?

Break the 9-5

The 9am to 5pm workday might be under societal scrutiny as group dynamics wane in favor for distanced interactions between people. And, it's not just the 9-5ers who need to consider this, but how can any business adjust its hours of operation to manage public health?



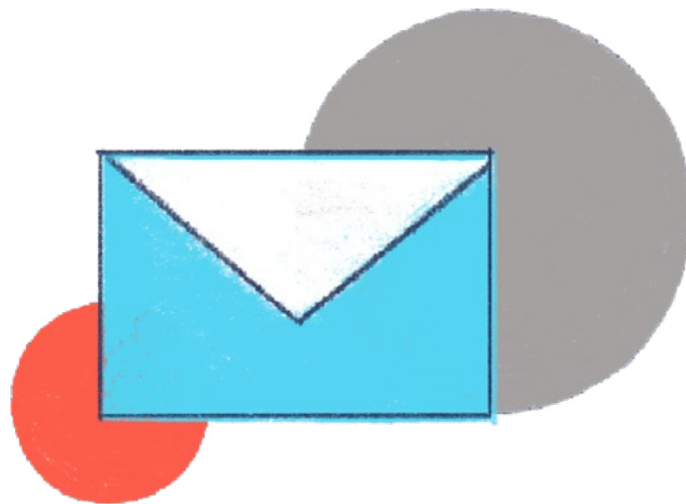
QUESTIONS TO ASK:

- What are other ways your business could reduce the likelihood of infection?
- Could you stagger workdays into shifts where employees come at non 9-5 hours based on team or function?
- What are the parts of your business's products or services that can remain remote? As an example, consultancies often set up in-person "discovery meetings" with new clients. Could this remain virtual moving forward?
- Would employees consider working weekends for two days off during the weekday?

Email templates for staff and customer correspondence

When it's appropriate to reopen, your company will want to send out a clear message to both staff and customers informing them on what to expect.

While this isn't the sole responsibility of HR teams, you'll influence core messaging points. Specifics of each email will vary business-to-business and company-to-company, but there are a few core elements that any business will need to communicate to its community.



INTERNAL STAFF LETTER

- When are you opening and what is motivating that decision?
- When are employees expected to return to work, and will there be normal working hours?
- What are the changes employees should expect from their office, job expectations, and behavior?
- Where do employees go to get more information on COVID-19 changes?
- Who can employees turn to for questions or help?

EXTERNAL CUSTOMER LETTER

- When are you opening and what's motivating that decision?
- What are your hours of operation?
- Are there any special hours of operation for elderly, or people with high-risk conditions?
- What has your business done to change your operations to make it safer for customers or clients to interact with you?

On the following pages you will find a couple email template examples you're welcome to copy and paste for personal or business use.

INTERNAL STAFF EMAIL

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Subject: Employees, Welcome Back to the Office June 05, 2020

Hello Team,

We are excited to announce that our leadership team, in adherence to local and federal law, has deemed it safe and appropriate to reopen our main office for a select group of employees.

The office will be reopening, with normal operating hours of 9am to 5pm, starting June 05, 2020.

You will be receiving an email from your direct supervisor with specific instructions for your job role by tomorrow, but a glance here these are the departments that are cleared to work again in the office while following new office conduct guidelines to ensure the safety of our entire team:

- Marketing
- Sales
- Customer service

Here are the employee groups that we'd advise remain working from home for the time being:

- Accounting
- HR
- Finance
- Legal

Please note our decisions on these groups were solely based on how well these groups can perform their job duties remotely versus in a team, how well our business's investments in digital infrastructure, and do not reflect any favoritism of any kind. In addition, we have reconfigured the office to allow each in-office employee a 6-foot radius from any other worker, which has reduced our total in-office capacity for the time being.

INTERNAL STAFF EMAIL

PAGE 2/2

We will continue to operate with remote-work mentalities of inclusiveness to operate as a whole team at all times.

Any staff member who does not feel comfortable returning to work is welcome to have a one-on-one conversation with your boss regarding your circumstances. And likewise, if you feel there is a compelling case that your role needs to be at the office, please reach out. This won't be the last to our changes, either.

We've rolled out new corporate policies regarding the cleanliness of rooms, staff behaviors, how to when to wash hands, how and when to use conference rooms, and how many people are allowed to be in one room at one time.

Please review the new policies in our employee handbook [here](#). In addition we anticipate that policies, procedures, and operations will continue to evolve as we understand what's working and what's not.

We ask that all staff be nimble, patient, and curious as we embark on rolling out our new procedures, and know that we are in it together.

If you have any questions, or want to talk confidentially to the leadership team or HR team, please do so:

- person@company.com - HR questions
- person@company.com - CEO

Or you can always ask questions to your manager.

We are excited to be on this path with you, of recovery.
Now, let's get to work!

— Name Lastname

EXTERNAL CUSTOMER LETTER

Subject: Please join us as we re-open our doors on June 05, 2020

Dear Valued Customer,

We are beyond grateful for your continued support and loyalty to our brand and services. At this time I am proudly able to announce the reopening of Our Business on June 05, 2020.

Things have been rocky these last few months, and it's because of the commitment you have provided us with that we are able to keep our employees onboard and doors open. For this, on behalf of everyone at Our Business, we thank you.

So what's next?

We are preparing a socially-distanced grand reopening party on May 5th and 6th. Come drop by. We are open for normal business hours of 9am-5pm, and are extending hours to high-risk communities from 8am-9am. Here are some other things we've done, to protect you, our customers:

- We have retrofitted our space to ensure customers and staff are able to maintain 6-foot distances at all times.
- We have invested in touchless checkouts, and we are temporarily not accepting cash.
- We have sanitizing stations at each door, and encourage all patrons, visitors and staff to sanitize their hands upon entry and exit to the building
- We have invested in high-quality cleaning supplies, and doubled our cleaning efforts

If there are other ways you feel we need to take precaution, please let us know. Otherwise, we are excited to see you at our grand reopening party where you can pick up supplies at 20% off, help decorate our sidewalk with sidewalk chalk, and connect with the community at a safe distance.

On behalf of all small businesses in this community, we thank you for your continued support,
Name Lastname

Rules re: COVID-19 testing

The Centers for Disease Control (CDC) recently unveiled new guidance for businesses bringing workers back.

They outline how business owners can determine which staff members are ready to return to work, when, and under what conditions. Their recommendations outline differing scenarios based on the employee's current, or recently past, health status with regard to COVID-19.

A NOTE ON PRIVACY

While Health Insurance Portability and Accountability Act rules generally prohibit asking employees about their health, The Equal Employment Opportunity Commission (EEOC) updated its guidance on the Americans with Disabilities Act and the coronavirus, explaining that employers have the right to screen employees for COVID-19. However, mandatory medical tests must be job-related and consistent with business necessity.

WHAT'S THE ROLE OF HR?

As the person responsible for HR decisions, your job is to clearly understand the legal environment for COVID-19 testing, communicate these regulations to your staff, ensure each employee feels safe in their place of work.

Below, find guidelines for COVID-19 staff testing guidelines, in accordance with the CDC, current to the time of this publication (May 01, 2020). This is not legal advice, and should be verified at the time you are reading this with state and federal laws.

For employees who are / were sick, but have unconfirmed COVID-19

An employee who has had a fever and cough, but did not get confirmation they were infected with COVID-19 and they have fully recovered from their illness with or without medical intervention.

△ You can allow these employees to return to work only under all of the following conditions:

- At least 3 days have passed since recovery, with no fever for a minimum of 72 hours. Employees must have no abnormal temperature for 72 hours without the use of any fever-reducing medicines (aspirin, acetaminophen, or ibuprofen)
- Their respiratory symptoms have improved
- 7 days have passed since the beginning of any symptoms

For employees with confirmed COVID-19 with illness, but who did not require hospitalization

An employee who has been confirmed (tested positive by a medical professional) with COVID-19 and has become mildly or moderately ill due to the virus. For example, these employees were the ones who self-isolated and medicated at home and did not require hospitalization.

△ You can allow these employees to return to work only under all of the following conditions:

- At least 3 days have passed since their recovery, with no abnormal fever for a minimum of 72 hours. Employees must have no significant temperature for 72 hours without the use of any fever-reducing medicines (aspirin, acetaminophen, or ibuprofen)
- Respiratory symptoms have improved
- No continuing illness: the employee exhibits no symptoms of COVID-19
- The employee has had 2 confirmed negative COVID-19 tests, administered by a medical professional and spaced at least 24 hours apart

For employees with confirmed COVID-19, but no signs of illness

An employee who has been confirmed (tested positive by a medical professional) with COVID-19 but has not become ill due to the virus must remain in isolation following their diagnosis.

△ You can allow these employees to return to work only under all of the following conditions:

- After at least 7 days have passed since the date of their first positive COVID-19 test
- They have not become ill
- For an additional 3 days after they end isolation, they continue to limit contact (stay 6 feet away) with others
- They wear a mask or other covering of their nose and mouth to limit the potential of dispersal of respiratory secretions

For employees with confirmed COVID-19 with illness, and who required hospitalization, or employees within high-risk categories, or weakened immune systems

An employee who has been confirmed (tested positive by a medical professional) with COVID-19 and has become ill due to the virus and requires hospitalization, or employees with conditions that might weaken their immune systems, or employees in other high-risk categories all may have contagions that last longer than others.

These cohorts may be at higher risk of shedding (dispersing respiratory secretions) and spreading the infection. The CDC recommends rigorous testing before returning these employees to work since they may experience longer periods of viral detection compared to those with mild or moderate symptoms.

△ The CDC recommends these extra rigorous recommendations before allowing these employees back to work:

- Businesses should consider each of these staff members on a case-by-case basis.
- A test-based strategy before returning high-risk and hospitalized employees to work
- Discussing returning to work with their personal healthcare provider to best assess if they pose no threat to coworkers.

THE FINE PRINT

The CDC has based these guidelines on a “*time-since-illness-onset and time-since-recovery strategy*.” Their site outlines the [guidelines](#):

“This recommendation will prevent most but cannot prevent all instances of secondary spread. The risk of transmission after recovery, is likely substantially less than that during illness; recovered persons will not be shedding large amounts of virus by this point if they are shedding at all.”

OPTIONS FOR BUSINESS

The CDC adds some employers may apply more stringent criteria to allow staff members to return to work, which may be based on whether a “*higher threshold to prevent transmission is warranted*.”

These could include requiring:

- A longer time after recovery before an employee returns to work, and/or
- Requiring employees are tested for COVID-19, then adhering to the guideline’s criteria before they are allowed to return

For healthcare providers and those who work in critical infrastructure or those with “*high-value human assets (i.e., military) where introduction of COVID-19 could cause major disruptions or reduce national security*,” separate [guidelines](#) have been created.

HOW CAN BUSINESSES RECALL WORKERS?

Organizations should look to recall staff members on a case-by-case basis. They may consider bringing back employees who have had no symptoms of COVID-19 during their furlough/layoff initially.

The next wave of staffers for recall could be based on the CDC criteria: staff members who were ill and have recovered, either from COVID-19 or another illness, could be returned to work based on the timelines and guidelines provided above.

Asymptomatic employees who tested positive for COVID-19 but did not fall ill could also be returned following the CDC protocols.

When returning staffers to the job, safe work practices should be observed (see section 1). Businesses may consider taking employee's temperatures before they enter the building, but remember that not all COVID-19 patients experience a fever.

Employers should require any staff member who becomes ill during the workday go home immediately. Distancing as much as possible, maintaining clean surfaces, and wearing masks or other personal protective equipment (PPE) if dealing with the public should also be required.

AM I ALLOWED TO _____?

Please note none of this is legal advice, and your outcome may vary depending on your situation. You may need to consult legal counsel.



Take my employees temperature before allowing them into the building?

✓ Yes.

Ask employees to go home if they become ill during the workday?

✓ Yes.

Require employees to wear personal protective equipment such as facemasks?

✓ Yes. *Though you must follow Americans with Disabilities Act guidance, too. The EEOC has provided guidance entitled [Pandemic Preparedness in the Workplace and the Americans With Disabilities Act \[PDF\]](#) that can help employers implement strategies to navigate the impact of COVID-19 in the workplace.*

Terminate an employee for not following our coronavirus safety guidelines?

✓ *Likely, yes. If you publish specific company policies and get written confirmation that your employees have received and understood the policies, and they are in violation of those policies, you may have grounds for termination. Follow specific state guidelines to terminations and consult your legal counsel.*

Require staff to return to their place of work versus remaining working from home?

- *It depends. Under the [Families First Coronavirus Response Act](#), employers must provide employees with paid sick leave or expanded family and medical leave if they can't work because they have symptoms of COVID-19, are quarantined, or have to care for a child when schools and day-care centers are closed. Additionally, if you are in a high-risk category you may obtain a note from a health professional and request more adequate work accommodations.*

Disclose employee test results to my staff?

- *It depends. Unless an employee has been in contact with staff members while they were infected, employers may not disclose test results (positive or negative) of staff members who tested positive for COVID-19.*

Prohibit staff from traveling?

- ✘ *No. Employers may not prohibit staff members from traveling for personal reasons, but they may require staffers undergo self-isolation before returning to work if they have traveled to areas of concern.*

Hiring and onboarding during a pandemic

COVID-19 may impact your internal hiring and onboarding processes, as well as your desire to hire a certain individual.

For example, employers are permitted to screen job applicants for symptoms of COVID-19 after making conditional job offers, as long as it does so for all entering employees in the same type of job, according to CDC guidance. As an HR decision maker your job will be to ensure your recruiters, interview teams, and interviewees are prepared with accurate expectations. The following frequently asked questions were adapted directly from the [Equal Employment Opportunity Commission's \(EEOC\) Pandemic Preparedness In The Workplace And The Americans With Disabilities Act](#).



If an employer is hiring, may it screen applicants for symptoms of COVID-19?

- ✓ *Yes. An employer may screen job applicants for symptoms of COVID-19 after making a conditional job offer, as long as it does so for all entering employees in the same type of job. This ADA rule applies whether or not the applicant has a disability.*

May an employer take an applicant's temperature as part of a post-offer, pre-employment medical exam?

- ✓ *Yes. Any medical exams are permitted after an employer has made a conditional offer of employment. However, employers should be aware that some people with COVID-19 do not have a fever.*

May an employer delay the start date of an applicant who has COVID-19 or symptoms associated with it?

- ✓ *Yes. According to current CDC guidance, an individual who has COVID-19 or symptoms associated with it should not be in the workplace.*

May an employer withdraw a job offer when it needs the applicant to start immediately but the individual has COVID-19 or symptoms of it?

- ✓ *Yes. Based on current CDC guidance, this individual cannot safely enter the workplace, and therefore the employer may withdraw the job offer.*

May an employer postpone the start date or withdraw a job offer because the individual is 65 years old or pregnant, both of which place them at higher risk from COVID-19?

- ✗ *No. The fact that the CDC has identified those who are 65 or older, or pregnant women, as being at greater risk does not justify unilaterally postponing the start date or withdrawing a job offer. However, an employer may choose to allow telework or to discuss with these individuals if they would like to postpone the start date.*

May an employer postpone the start date or withdraw a job offer because the individual is 65 years old or pregnant, both of which place them at higher risk from COVID-19?

- *Although many people feel significant stress due to the COVID-19 pandemic, employees with certain pre existing mental health conditions, for example, anxiety disorder, obsessive-compulsive disorder, or post-traumatic stress disorder, may have more difficulty handling the disruption to daily life that has accompanied the COVID-19 pandemic. As with any accommodation request, employers may: ask questions to determine whether the condition is a disability; discuss with the employee how the requested accommodation would assist him and enable him to keep working; explore alternative accommodations that may effectively meet his needs; and request medical documentation if needed.*

Read these questions and more on the EEOC’s [Pandemic Preparedness In The Workplace And The Americans With Disabilities Act](#)

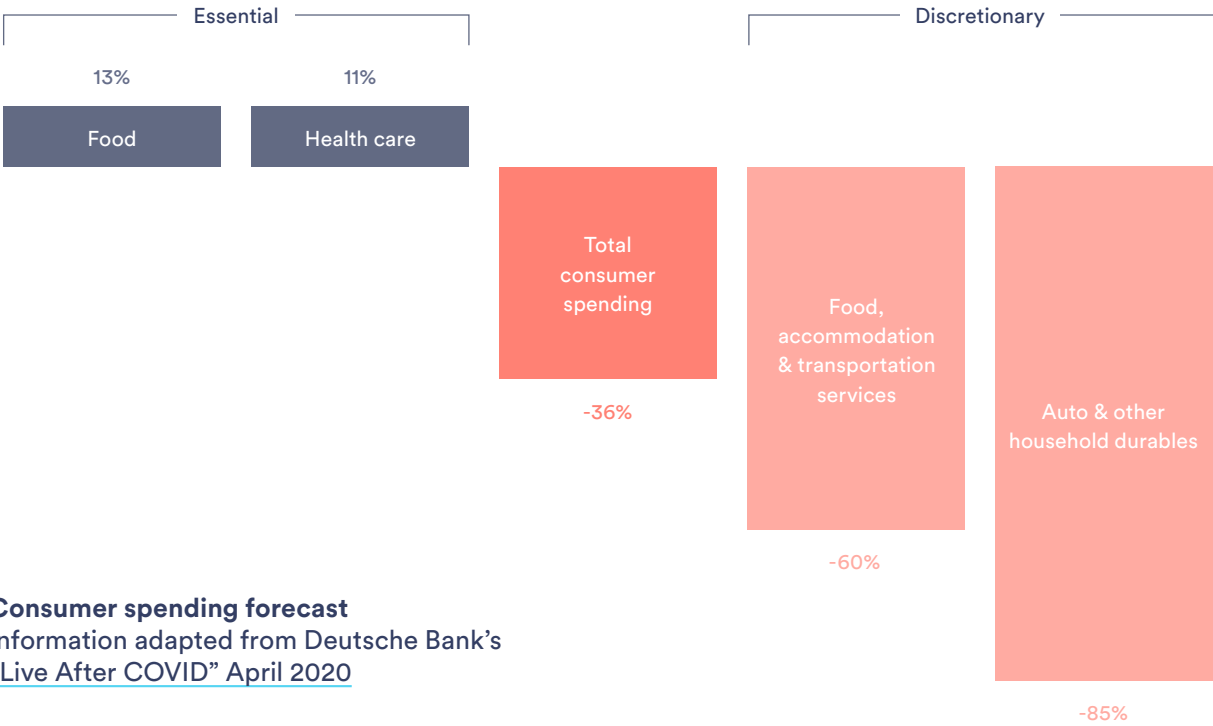
Reopening launch party ideas

Mainstreet bricks and mortar shops that plan to reopen in the coming weeks or months, may be wondering — what can we do to boost revenues quickly without jeopardizing health or our brand image?

It’s a bit of a conundrum, really. You need the business, but you can’t rush patrons back into your store, or cause surges in foot traffic.

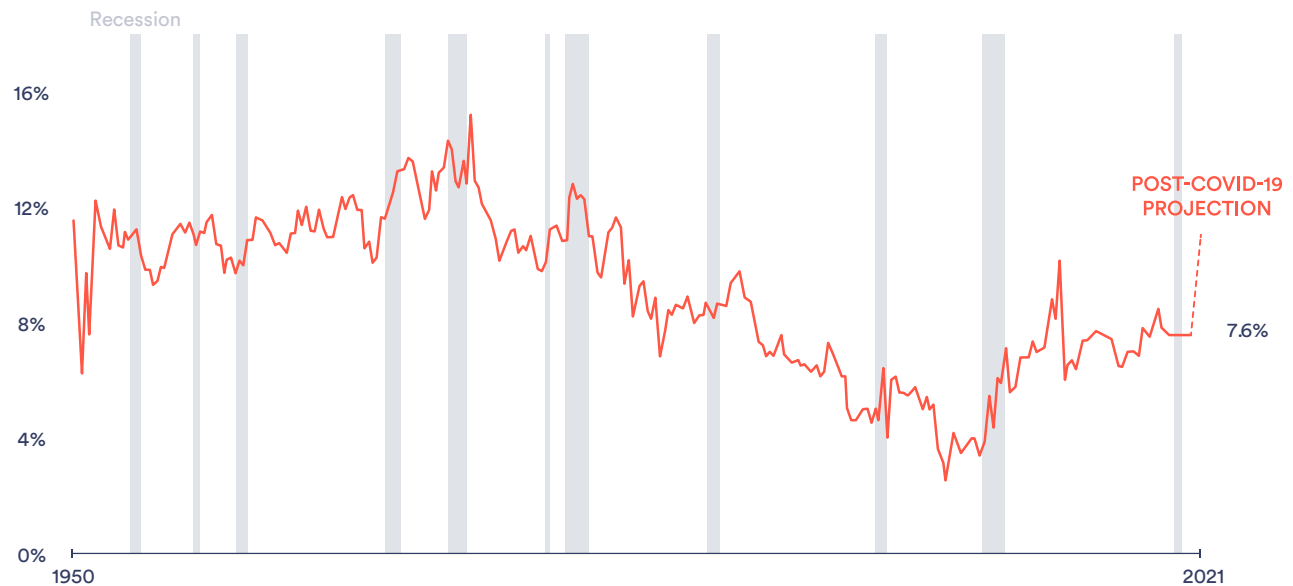
In addition, consumers will be focused on essential spending, not discretionary spending, so you’ll need to work hard to capture mindshare.

Deutsche Bank projected consumer spending on discretionary spending to decrease by as much as 85%.



Consumer spending forecast
Information adapted from Deutsche Bank’s [“Live After COVID” April 2020](#)

Meanwhile, American savings rates are projected to increase, tightening the belt of American spending behaviors.



Source: (1) DB Global Markets Research (Slok, Weidner). FRED. US Census. BEA.

Personal saving rate in the US

Information adapted from Deutsche Bank's ["Live After COVID" April 2020](#)

This all means you'll need to work extra hard to balance your legal operable hours, local sentiment and fears around the coronavirus, all while attempting to capture a diminished demand economy. Don't forget, your reputation is an important part of your brand.

But, hey, that doesn't mean you can't do anything. Here are some ideas to kickstart your reopening day. Steal from these directly, or use them as inspiration.

START WITH BALLOONS

Give your storefront visual life with bright objects like balloons, ribbons, or sidewalk chalk. Make it clear and obvious from a distance that you are open and making an effort to service your community. Bright objects, and objects that are outside your storefront will make this clear.

THINK 6-FOOT THOUGHTS

Arrange merchandise to allow shoppers or clients to remain 6 feet apart at all times.

Consider:

- Using masking tape on the floor to designate “stopping zones”
- Using masking tape outside your store to monitor capacity within your store
- Decreasing clutter throughout the store

ASK FOR VIRTUAL PROMOTIONS

Don't be afraid to ask your customers to help you...even more. Encourage patrons to take pictures, post status updates on social media, and tag your business to their followers so that they know **YOU'RE OPEN FOR BUSINESS!** Consider discounts for the extra marketing help, or following them back.

BE CLEAR ABOUT CLEAN

Consumer confidence about how well prepared your business is to disinfect its surfaces and stay clean is paramount. Public health is the responsibility of every one. Do your part by posting the proactive steps your business has made to protect the health of your shoppers or clients.



We've all been in the grocery and have seen the changes they've made to their facilities to allow social distancing. That's how you need to approach your workspace. You will need to determine the maximum occupancy of your space with social distancing.



KARI GIRARDE
SENIOR DIRECTOR OF INTERNAL
COMMUNICATIONS AND ENGAGEMENT
ZENEFITS

**Signage templates
necessary for the
new world of work**

Posting signs across your workplace will help remind employees of new expectations aiming to maintain public health.

CONSIDER POSTING SIGNS IN THESE PLACES:

- **On your front doors** — reminding people to wash hands before entering the building
- **Between rooms** — reminding people to wash hands and maintain social distancing
- **At payment terminals** — reminding people to use contact free payments when possible
- **In conference rooms** — reminding staff and visitors of people capacities in each room
- **In machine or equipment rooms** — reminding people to clean equipment thoroughly between each use
- **In kitchens or break rooms** — reminding staff of safe measures during times of rest

Our design team has made a variety of .indd signage templates that you can use in your place of work. Use this link [here to access these templates.](#)

Documenting new policies

One of the most important parts of your business' comeback strategy will be to successfully evolve your business in both practice and documentation.

Change will be felt across the organization, but many efforts will be led by HR staff. Your role is extremely important in this metamorphosis.

Documenting all new policies is essential. Employees will need a trusted source of information regarding company policy changes. This is most easily achieved by updating your employee handbook and sending it out for employee receipt and signature.

Your employee handbook updates could include, among other things:

- New rules of cleanliness standards
- New rules of employee interactions with each other, with customers, with visitors
- New remote work policies
- New rules regarding health standards, health testing, and protocols
- Future pandemic, or other “acts of God” moments and how your business will react to those scenarios

If you're looking for examples, here are [7 Employee Handbook Examples to Steal From](#).

**How does
Zenefits help?**

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