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# Back to Work

Setting the standard  
for tomorrow





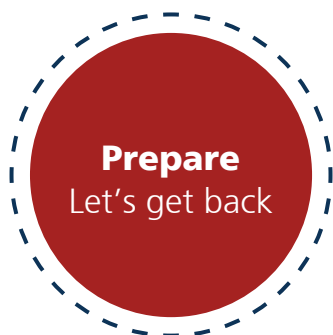
# Back to Work

## Setting the standard for tomorrow

In the last few months the way we live, work and play has been turned on its head to protect people's physical and mental wellbeing. As countries think about the new normal, we present Back to Work – a programme to support businesses and employees returning to the workplace.

The way we interact is undergoing a transformation. Virtual working has proven its value. Unlocking the physical interaction is upon us. Tomorrow's office, school, airport, production plant and hospital will need to adapt. The success of these places will depend on a structured and sensible approach to bringing employees back to work safely and effectively.

As a global organisation delivering services at the frontline, we have gathered our many learnings and insights. The Back to Work programme provides an extensive insight into strategic, tactical and operational learnings. It includes everything from strategic guidance notes to executable standard operating procedures and even a library of posters and nudging materials. In three simple stages, we can help you Prepare, Protect and Perform.



### Preparing Places

- Consider the installation of new workplace signage, partitions and posters.
- Think about redesigning spaces for social distancing, including restaurants, open offices, coffee stations and meeting rooms.
- Undertake the recommissioning of buildings.
- Disinfect and decontaminate.



### Transforming Places

- Introduce certified standards to give people confidence in their surroundings.
- Control people flow through building to ensure social distancing.
- Consider how technology can support risk reduction.



### Testing Places

- Consider how to test major building infrastructure to support minimising infection transfer in air and water systems.
- Use technology to make objective data available on infection counts and drive remedial plans.

### Organising People

- Understand employees concerns and anxieties.
- Consider the pace at which you ramp up building occupancy.
- Equip employees with step-by-step guidelines for returning to workplace.
- Curate a safe and reassuring comeback experience.

### Protecting People

- Empower and nudge people to practice good hygiene via practical guidelines.
- Consider how to listen, change and give feedback to employees.
- Consider how services will be redesigned to avoid creating contact risk.

### Empowering People

- Consider how to support employees who will continue to work from home.
- Revisit your wellness programme.
- Curate "new" workplace experiences to support the new normal.

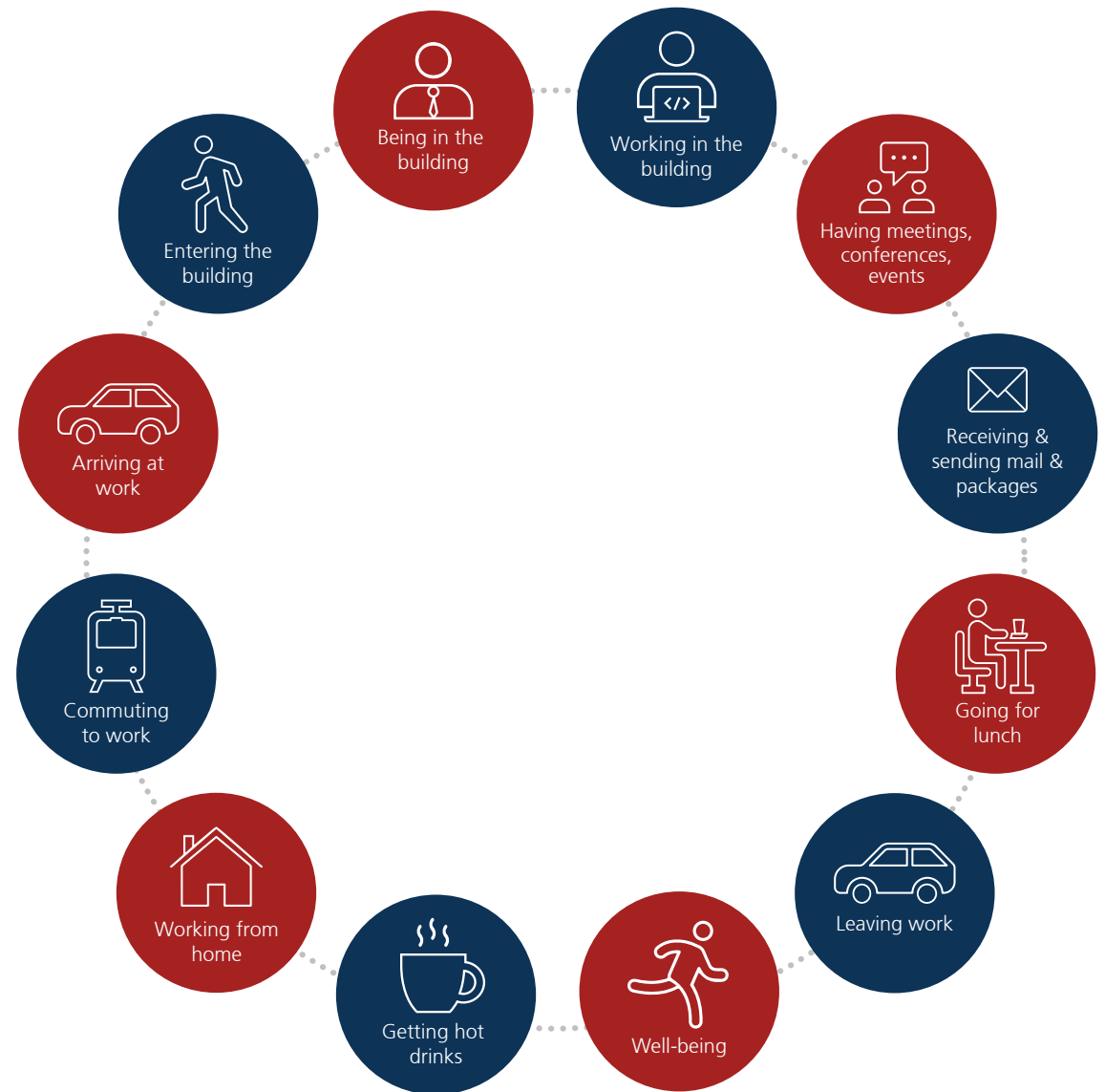


# Touchpoints

## Organising the workplace according to touchpoints

Our organisational approach builds on our tried and tested Touchpoints Concept, utilising our deep subject matter expertise to provide you with solutions designed to meet your needs. Each Touchpoint has:

- A multi-service risk assessment and a set of recommended mitigating actions.
- A framework of service concepts for Workplace, Engineering, Food and Cleaning, together with new technical and operational tools to combat risk.
- A Touchpoint-based set of processes and Standard Operating Procedures in a ready to roll out format.
- A library of employee engagement toolkits to foster awareness, nudge behaviours and create peace of mind.



# Survey and data-based approach to getting back to work

## Top 10 focus areas for employees before returning back to work

- #1 What are the new behavioural guidelines?
- #2 Are we all healthy?
- #3 How will we return to work?
- #4 How will we feel assured that it is safe?
- #5 How will I know that the office and specifically my desk is clean?
- #6 What has changed since I was last in the office?
- #7 How will I be welcomed back?
- #8 What does the new office layout look like?
- #9 What are my possibilities to work from home going forward?
- #10 What is the new process for lunch?

In approaching the Back to Work guide we chose to make the employee the centre of the guidance.

Using ISS white collar employees across the world, we learned that top of mind for most were physical measures to create hygienic and safe conditions, visible changes to allow employees to see the environment was safe and greater opportunities for flexibility to work at home or in the office.



## Prepare

Let's get back

## Guidelines, tools and procedures

### Workplace

- Awareness and nudging package, incl. social distance stickers, posters, footsteps, postcards, communication to employees.
- Workplace design solution package – material for how to set up restaurant spaces, desk spaces, meeting rooms and workplace flows.
- Welcome back protocol, including temperature testing and health screening.

### Engineering

Engineering services and pandemic threats: re-activation guidelines for buildings that have been deactivated, incl. recommendations related to ventilation, air and water treatment.

- Maintenance and Statutory Compliance Guidelines – detailed guidelines, standards and advice to management of routine maintenance delivery and statutory compliance during the current COVID-19 crisis.
- Vacant Property Statutory & Reduced Maintenance Guidance – procedures, building status and risk assessment and checklist.
- Re-occupation of Vacant Property Statutory & Reduced Maintenance Guidance – procedures, building status and risk assessment and checklist.

### Cleaning

- Certified hygiene, cleaning and disinfection product, a complete guide including equipment and chemicals, PPE standard operating procedures, training and quality assurance.

### Food

- Re-opening guidance for restaurants, coffee shops, coffee points and general hospitality, including meetings and events.



## Outcomes

- The building and how it will be used has been prepared.
- The employees returning to the workplace have been informed.
- A safe yet welcoming environment with high engagement scores has been created.

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## Evidence

An ISS customer said:

*“ISS have been pulling the stops out for us globally. A frankly brilliant partnership so thank you to each and every one of you – we couldn’t keep our people and customers safe without you.”*



## Protect

### Safe and hygienic places

## Guidelines, tools and procedures

### Workplace

- A guide to bringing employees back to the office happy, including considerations both for the CFO and the CHRO.
- A guide to working from home safely and efficiently.

### Hygiene steward

Brand-new concept for a Hygiene Steward – creating awareness of hygiene and cleanliness by focusing on high-touch areas in a building:

- Cleaning guidelines for hygiene stewards, disinfection and decontamination, incl. SOPs, proven methodology and quality assurance.
- Tools and equipment catalogue – global proven suppliers supporting ISS, also for PPE.
- Training material for frontliners and certification programme.

### Food

- A guide to the 5 sub-touchpoints relating to “Going to Lunch,” including alternative delivery options to the standard restaurants.

### Engineering

- Engineering services and pandemic threats – how to adapt maintenance, operations and design in the short and longer term.





## Outcomes

- The building and the services provided have all been adapted to create a safe yet welcoming environment.
- Hygiene is visibly managed and assured, engineering regimes adapted to minimize infection spread and food nutritiously provided in a safe manner evidenced by sickness rates and infection scores.

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## Evidence

An ISS customer said:

*A global banking customer called our approach to tackling the corona virus “outstanding” and “industry best practice.”*



**Perform**  
Healthy and  
happy people

## Guidelines, tools and procedures

### Workplace

- ISS Touchpoint recommendations – systematic review of customer journey experience in the light of safety, hygiene and awareness.
- A guide to curating experiences for the new normal.

### Cleaning/Hygiene

Brand new concept for measuring hygiene and disinfection rates:

- Clean-Trace ATP Monitoring System: This brand-new bioluminescence technology for measuring hygiene and infection rates tests contamination by providing real-time pass/fail, quantitative data and reporting on the cleanliness of surfaces.

### Food

- A review of food services - a new purpose, menu and style for a sustainable future.

### Engineering

- Capital projects, infrastructure assessment and revision guidelines.





## Outcomes

- The building and the services provided have a positive impact on employee wellness, retention metrics and thus productivity.

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### Evidence

An ISS customer said:

*“It’s amazing how ISS stepped up to the challenge in these difficult times with pressure on all fronts. Not only handling the health and safety for our employees on sites, but with an incredible robustness in both concepts and execution. Truly a partner meeting the highest international standards, drawing on the global capabilities they have.”*





## The ISS approach

ISS is a global outsourcing company delivering a suite of Integrated Facilities Services to customers, their employees, visitors and consumers in 31 countries. This Back to Work programme is an aggregation of our learnings from the frontline, developed by our experts and tested on live sites. The programme is available to you to support your strategic, tactical and operational challenges as you return your employees to the workplace.

### **Self Delivered**

We have continued to deliver our services via more than 400,000 frontline employees everyday throughout the COVID-19 crisis – our own people trained, equipped, and working to high standards. This operating model has shown great resilience, agility and execution power to allow our customers to continue to keep their employees safe.

### **Ready to go**

The content of this programme is ready to be implemented using simple and easy-to-follow procedures, tools and processes – all delivered by our own dedicated frontline employees.

### **People-focused**

Our plans have been designed to address the concerns and anxieties of people throughout the world. As they come back to the workplace, our programme ensures they are provided safe environments that support their wellbeing.

### **Certified**

Our risk management processes are externally verified by Det Norske Veritas GL to demonstrate that activities implemented by ISS are in line with currently available good practices, as summarized in DNV GL COVID-19 Risk Management - Assessment Protocol.





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# Back to Work

Should you wish to discuss any or all of the Back to Work concepts, guidelines, procedures and tools please contact:

Małgorzata Wilczek

Commercial Director

E. [Malgorzata.wilczek@pl.issworld.com](mailto:Malgorzata.wilczek@pl.issworld.com)

M. +48 514 931 225

Michał Matejuk

Operations Director, Excellence & Projects

E. [Michal.matejuk@pl.issworld.com](mailto:Michal.matejuk@pl.issworld.com)

M. +48 697 080 783

