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# Back to Work

When our customers  
are returning to the  
office

List of recommendations

Version 2.0

May 1 2020



# Introduction

## List of recommendations to customers from account staff

### Purpose

To provide a list of recommendations to customers from account staff to enable and facilitate a constructive dialogue around key service offerings post COVID-19. Furthermore to ensure that the right measures and adjustments to ISS' key services have been considered. The focus points are related to customer employees not ISS staff.

The recommendations and new solutions proposed are also part of the way we have to reset rather than restart the services ISS have historically delivered. Some will be short term changes others will part of a larger transformation of how to deliver our services.

### Approach

Use this list of recommendations as a starting point for the discussion and allow for flexibility to meet the needs of the various contracts and customer considerations.

Always ensure full alignment with customer requirements as well as any commercial implications. Furthermore, always ensure compliance to guidelines from local and country authorities.

The slides are meant to be used both digitally and in a printed version.

### Best Practice

The list is based on input from a number of ISS countries, accounts and Group guidelines. The list is not exhaustive. Please feel free to add your own points under each touchpoint.



# List of recommendations for ISS professionals

## FAQs



### #1 Why?

To ensure a safe and secure workspace for all customer employees and to ensure visibility of cleaning/hygiene services for employees



### #2 What?

A list of recommendations related to the key ISS services and potential new customer service needs post COVID-19



### #3 When?

Before customer staff returns to work and during work days



### #4 How?

Proactively facilitate a customer dialogue with the account and site responsible



### #5 Who?

All ISS account responsible who have regular dialogues with customers

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

- Survey Monkey, Copenhagen HQ Employees, April 2020

- #1 What are the new behavioral 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?





# Key messages to be delivered

Let us help you create a safe and secure workspace post COVID-19

## Workplace

- Are new office behavior and personal hygiene guidelines communicated?
- Do the touchpoints in the building feel safe and secure post COVID-19?
- Is visible communication of guidelines in place e.g. signage, posters, etc.?

## Food services

- Are new guidelines related to the areas of food consumption clearly communicated e.g. restaurant, meeting rooms, cafés and coffee machines?
- Have physical measures and design been put in place to ensure a safe environment in food consumption areas?

## Cleaning services

- Are all touchpoints assessed from a hygiene perspective?
- Is there a need for additional cleaning services to provide the experience of a safe and secure working environment e.g. decontamination and disinfection?
- Should the cleaning service be more visible for employees in the building?

## Touchpoints

We have used the touchpoint framework to review every point of our customers' work journey and the interactions that take place.

This allows us to frame the areas that may be affected by COVID-19 and for us to make recommendations to reduce this risk.

As work at home may become the 'norm' for many colleagues, we have also included this as a colleague touchpoint.



# Recommendations

## New hygiene standards and cleaning awareness for all touchpoints

All touchpoints	Focus area	ISS recommendation to stay safe and secure (minimum requirements)
New hygiene behavior and office standards for employees	1. Basic rules	<p>1.1 Send communication e-mail about 'Getting Back to Work' to all employees before returning to work outlining new guidelines and behavioral standards e.g. related to hygiene, social distancing, sneezing and coughing, work hours, shifts etc.</p> <p>1.2 Upon arrival in the building, <u>all</u> employees and visitors must familiarize themselves with the new hygiene guidelines for the building including guidelines related to workstations, food areas, coffee stations, restrooms and meeting rooms. Numerous communication channels can be used such as info-screens, physical signage, social media, intranet/homepage, work apps, newsletters etc.</p> <p>1.3 Keep all physical interaction at recommended 2-meter safety distance</p> <p>1.4 Place accessible, preferably contact free, hand sanitizer at all touchpoints as it is mandatory to sanitize hands when arriving at a touchpoint</p> <p>1.5 Place visible tissues/wipes in all desk areas</p> <p>1.6 Wipe off workstations and keyboards with tissues/wipes before and after use</p>
Cleaning awareness and cleaning perception Management	<p><b>Cleaning:</b> Please click <a href="#">here for more information</a></p> <p>1. Cleaning perception management</p> <p>2. Evidence and communication</p> <p>3. Deep cleaning <a href="#">(click to read more)</a></p>	<p><i>Guidance notes on cleaning identical with version 1.1. Further updates to post Covid-19 conditions should be expected</i></p> <p>1.1 Introduce visible hygiene stewards in the workplace. The number of stewards should be proportioned so that they as a minimum are visible to all employees every second hour when seated in the same place (<a href="#">click to find more</a>)</p> <p>1.2 Use posters and stickers to give an overview of what hygiene stewards clean and with what frequency (<a href="#">click to find materials</a>)</p> <p>1.3 Ensure hygiene stewards are properly protected and visible in the work environment with name tags, stand out uniforms and PPE (e.g. gloves, eyewear, masks)</p> <p>1.4 The following frequent contact areas should be cleaned continuously and visibly as part of the hygiene stewards routine: 1) All door handles inside and outside 2) All lift panels inside and outside 3) Handrails on stairs 4) WC panels 5) Taps 6) Soap and towel dispensers 7) Table surfaces in cafeteria and break areas 8) Coffee machine contact surfaces including displays 9) Microwave contact surfaces 9) Printers and photocopy machines 10) All equipment and utensils in copy rooms 11) Reception counters and surfaces in lobby areas</p> <p>1.5 Hygiene stewards should be visible in canteens during lunch hours following hygiene standards for canteens</p> <p>1.6 Use detergents, which smell nice, as it has proven to have a positive, psychological effect on the perception of the cleanliness</p> <p>2.1 Posters should be visible to describe the purpose of the hygiene stewards/visible cleaners and their focus of work</p> <p>2.2 Visible markers should be put up so that users can see surfaces have been cleaned e.g. green cards/red cards, smiley indicators or the like</p> <p>2.3 Hygiene stewards should keep evidence of routines performed in sharable report format with time and responsible steward</p> <p>3.1 If disinfection and decontamination is needed, this service can be added to the hygiene stewards' responsibility</p> <p>3.2 Make documentation of service visible in reception and main areas</p>

# Recommendations

## Commuting to work

Touchpoint	Focus area	ISS recommendation to mitigate impact (minimum requirements)
 <p>Commuting to Work</p>	<p>1. General Guidelines</p>	<p>1.1 Avoid public transportation in peak hours.</p> <p>1.2 ISS could provide Shuttle Bus Service</p> <ul style="list-style-type: none"><li>• Enforce empty space between passengers (may require increased frequency of services)</li><li>• Increased stops, dropping employees closer to their homes during curfew period and to stop onward public transport use</li><li>• Disinfecting all seats, arm rests, rails and other surfaces using medical grade wipes by driver after each trip. Complete disinfection cleaning conducted of all coaches nightly</li><li>• Create a ride roster for each trip. Using portable badge reader to ID riders (if possible) in case an employee later reports Covid-19 contraction and need to identify which coach the employee used in order to inform fellow passengers and decontaminate coach</li><li>• Install hands free sanitizer at entrance and rear of bus</li></ul> <p>1.3 Provide guidance and materials for employees to wipe down the inside of their own cars</p>



# Recommendations

## Arriving at work and entering the building

Touchpoints	Focus area	ISS recommendation to stay safe and secure (minimum requirements)
 <p>Arriving at work</p>	<ol style="list-style-type: none"> <li>1. General guidelines</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Restrict access to people who 'need' to be on site and do pre-screens by phone or email</li> <li>1.2 Do not allow entry to 'not-expected employees'</li> <li>1.3 Create awareness around new COVID-19 health and safety protocols, which have been implemented</li> <li>1.4 Restrict access to persons who 'need' to be on site and do pre-screen by phone or email in advance of arrival</li> <li>1.5 If employees do arrive, consider administering temperature checks for those arriving</li> <li>1.6 Notice upon entering around COVID-19 health and safety government protocols</li> <li>1.7 Restrict the number of visitors in general</li> <li>1.8 Avoid or minimise number of events and conferences</li> </ol>
 <p>Entering the building</p>	<ol style="list-style-type: none"> <li>1. General guidelines</li> <li>2. Visitor guidelines</li> <li>3. Welcome back kit</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Introduce stewards to welcome, guide and instruct employees and visitors when entering the building including handing out welcome back packages and conducting temperature checks (<a href="#">click to find more</a>)</li> <li>1.2 Add walk off mats outside door entrance (virus survives on shoes up to 5 days) and offer shoe covers</li> <li>1.3 Set up 2-meter space markings approaching reception counter</li> <li>1.4 Reduce soft seating to allow for social distancing</li> <li>1.5 Reception should issue (wearing gloves) visitor badges, pass wallets, lanyards etc.</li> <li>1.6 Remove cloakroom facilities for the time being (avoid virus clothing spread)</li> <li>1.7 Only offer bespoke refreshments (nothing on display)</li> <li>1.8 Remove 'shared' resources like periodicals, sweet bowls, newspapers, magazines</li> <li>1.9 Ground floor washrooms should be cleaned with visual frequency</li> <li>1.10 Do not allow food delivered from external providers</li> <li>1.11 Restrict employees bringing food to the building</li> </ol> <ol style="list-style-type: none"> <li>2.1 If visitors must attend activities in the office building, they have to complete a pre-screen by phone or email in advance of arrival</li> <li>2.2. Visitors should be advised prior to arrival of any changes or guidelines they need to adhere to</li> </ol> <ol style="list-style-type: none"> <li>3.1. Hand out welcome kit, sanitizer, welcome card, gloves, hand lotion</li> </ol>

I am your hygiene steward and will make sure you feel safe



# Recommendations

## Being in the building

Touchpoint	Focus area	ISS recommendation to mitigate impact (minimum requirements)
 <p>Being in the building</p> <p>Being in the building</p>	<ol style="list-style-type: none"><li>1. Building capacity</li><li>2. Working in shifts</li><li>3. Building circulation/movement/people flow and crowd management</li><li>4. Use of elevators and stairs</li><li>5. Building utilisation</li></ol>	<p>1.1 Implement incremental return to the workplace. Begin with reduced capacity of people returning to work, based on site/building calculations. Max 50% of normal capacity should be allowed.</p> <p>1.2 Review floor plans to modify layouts. Use 2-meter safety distance as guiding metric to calculate reduced floor capacity</p> <p>2.1 Implement alternative work day shifts for relevant departments or cross section of different departments. Consider stretching work hours for specific functions (early starters, late arrivers)</p> <p>3.1 Implement controlled people flow in a single direction, where possible, to avoid crossing in corridors or open space. Use 2-meter interval markings on the floor or walls along corridors to orchestrate a people flow. The movement flow needs to be mapped out (<a href="#">click to see an example</a>)</p> <p>4.1 Manage reduced elevator capacity and/or change people behavior to minimize physical interaction in elevators. Encourage use of stairs as alternative. Maximum 2 persons in standard elevators. Avoid standing face to face</p> <p>4.2 Control direction of stair movement and mark accordingly with 2-meter distance stickers to manage flows e.g. right side up, left side down</p> <p>5.1 Use smart building technology/sensors to visualise space utilisation and guide people to suitable work areas e.g. nearest safe workstation in our home zone or nearest available meeting room</p> <p>5.2 Make sure all first aid kits are updated with COVID-19 related materials (masks, gloves, sanitizer etc.)</p>

I am cleaning the hand rails and the elevator buttons throughout the day. They are constantly clean and safe.



# Recommendations

## Working in the building

Touchpoint	Focus area	ISS recommendation to mitigate impact (minimum requirements)
 <p>Working in the building</p> <p>Working in the building</p>	<ol style="list-style-type: none"><li>1. Reconfigure general workspace</li><li>2. Desking and Single office (1P)</li><li>3. Break-out areas</li></ol>	<ol style="list-style-type: none"><li>1.1 Review floor plans to change layouts, using 2-meter safety distance as metric to calculate reduced floor capacity</li><li>1.2 Ensure safe 2-meter distance between colleagues using wall/floor markers as appropriate</li><li>1.3 Keep hand sanitizers and tissues close and visible to desk areas. Keep work surfaces tidy and equipment clean.</li><li>1.4 Office kit with disinfection, gloves and doorstop (see example)</li><li>1.5 Provide “wireless” personal mouse and keyboard. These to be stored at end of day. As alternative, ISS to perform daily sanitization of IT assets</li></ol> <ol style="list-style-type: none"><li>2.1 Make sure a Clean Desk Policy is implemented/reinforced</li><li>2.2 Reconfigure typical desk rows:<ul style="list-style-type: none"><li>• Option 1 – alternate desks are left unoccupied by removing every other seat (<a href="#">click to see and example</a>)</li><li>• Option 2 – remove and reposition desks to recommend 2-meter distance for further space optimization (<a href="#">click to see an example</a>)</li></ul></li><li>2.3 Avoid face to face seating, unless at 2-meter distance. At hot desking, use stickers or markers to indicate 2-meter safe distance and adjust seating arrangements to fit</li><li>2.4 All desks/stations should be sanitized before and after each daily use/or new person leaving/arriving at desk<ul style="list-style-type: none"><li>• Option: Add workstations to single offices if desks can be placed at 2-meter distances. Adhere to 2-meter safety distance while seated for 1 to 1 meetings</li></ul></li><li>2.5 Forfeit flex desk working policy and move to fixed desk assignments. If possible make sure employees use the same working desk</li></ol> <ol style="list-style-type: none"><li>3.1 Reduce or remove the soft seating/break-out areas in the building to follow 2-meter distances at social/collaboration settings (<a href="#">click to see an example</a>)</li></ol>



# Recommendations

## Having meetings, conferences, events

Touchpoint	Focus area	ISS recommendation to mitigate impact (minimum requirements)
 <p>Having meetings, conferences, events</p> <p>Having meetings, conferences, events</p>	<ol style="list-style-type: none"> <li>1. General meeting rooms</li> <li>2. Small meeting rooms</li> <li>3. Conference/training rooms</li> <li>4. Townhall</li> <li>5. Social gatherings</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Where possible minimise meetings or deliver meetings through other platforms – VC, MS Teams, Zoom etc.,</li> <li>1.2 All physical meetings should follow the 2 metre safety distance between participants</li> <li>1.3 Reduce meeting room capacity to 50% of normal, e.g. remove 50% of chairs and find suitable storage (<a href="#">click to see an example</a>)</li> <li>1.4 Remove/arrange chairs to avoid face to face proximity, unless at 2 metre distances</li> <li>1.5 Remove non essential room items such as notepads, pens, flipcharts, markers (make them 'available on request')</li> <li>1.6 Consider no refreshments provided until further notice</li> <li>1.7 Allow for 15min buffers between meetings for housekeeping cleaning service (incl. the following in routine: equipment, displays, armrests, tables, cables, keyboards, light switches, remote controls, phones, window blind handles, pulleys/rods etc.)</li> <li>1.8 Recommend one dedicated housekeeping resource per ten rooms to work alongside workplace team</li> <li>1.9 Place tissues and hand sanitiser available in each meeting room</li> <li>1.10 Use closed bins to hygienically dispose of tissues</li> <li>1.11 Escort guests in 2 meter distance and if not possible, advise that you will walk ahead of them to guide to/from meeting room</li> <li>1.12 Visible markers should be put up so that users can see surfaces have been cleaned, e.g. green cards/red cards, smiley indicators or similar</li> </ol> <ol style="list-style-type: none"> <li>2.1 Smaller meetings can happen in the open spaces, respecting 2 metre distances. Encourage walk and talk meetings to take place outside if appropriate</li> <li>2.2 Potentially transform small meeting rooms (2-4 people) or interview rooms to create a solo office by adding single workstation</li> </ol> <ol style="list-style-type: none"> <li>3.1 Arrange conference/training room settings to follow 2 metre safety distances between participants. Use floor stickers to mark safety distances between locations</li> </ol> <ol style="list-style-type: none"> <li>4.1 Convert townhall meetings to virtual meetings in the short term</li> </ol> <ol style="list-style-type: none"> <li>5.1 Allow social grouping to take place outdoors or in large common areas (e.g. atrium) in a circular arrangement with 2 metre distances between participants</li> </ol>

# Recommendations

## Going for lunch

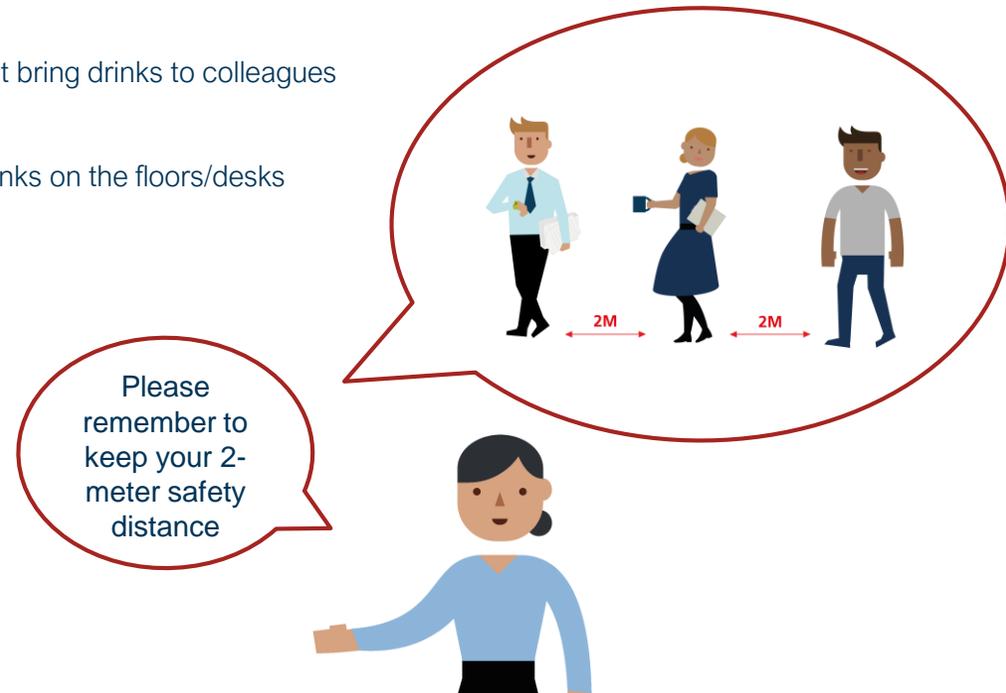


Touchpoints	Focus area	ISS recommendation to stay safe and secure (minimum requirements)
 <p>Going for lunch</p> <p>Going For Lunch</p>	<ol style="list-style-type: none"> <li>Hygiene and personal behavior</li> <li>Service and restaurant design</li> <li>Rules of restaurant</li> </ol>	<ol style="list-style-type: none"> <li>Sanitize hands when entering restaurant area and avoid touching unnecessary objects and surfaces</li> <li>Communicate about changes implemented and why to employees including relevant signage throughout restaurants and canteens</li> <li>Introduce service stewards to help facilitate entrance and departure to eating facilities (one-way flow)</li> <li>Do not allow consumption of food delivered from external providers and restrict employees in bringing food from home</li> </ol> <ol style="list-style-type: none"> <li>Food can be delivered in lunch packages at working desks. This would involve trash bins for “food only” in the working area (<a href="#">Click to See Example</a>)</li> <li>Close/restrict access to all drinking and water bottle refill fountains throughout facilities. Consider temporarily introducing plastic bottled water</li> <li>Remove condiments from tables</li> <li>Food should be handed out by kitchen staff in prepared lunch packages or pre-portioned servings including cutlery, bread, fruit and drinks (consider a “Grab-and-go” set-up)</li> <li>Reduce number of food options</li> <li>Use only disposable plates and cutlery and throw all away after use or alternatively use plates and cutlery if machine washed</li> <li>Set up waiting line with markings in the floor/nudging lines and foot steps</li> <li>No buffet solution or self-service solutions available in the short term</li> <li>Arranged tables with as much distance as possible</li> <li>Only every second chair can be used. Alternatively, remove every second chair to ensure distance is kept</li> </ol> <ol style="list-style-type: none"> <li>Lunch should be served in shifts with relevant number of users compared to total capacity in restaurant and distance requirements, as well as people in the building. 20 minutes per shift should be standard. Allotted time slots for departments/user groups to be allocated upfront i.e. there will be no flexible eating hours</li> <li>Restaurant should only have one way traffic streams to reduce contact, which should be marked to nudge flow</li> <li>Control access points to eating facilities via signage</li> <li>Food choice/ordering should be made before entering eating facilities via app, online or similar (if possible)</li> <li>Serve only food for own consumption and do not carry food out of facilities for eating</li> <li>Implement prepaid solution or at least touchless payment (no cash payment)</li> <li>No socializing in food service areas e.g. meetings, celebrations, Friday bar, etc.</li> </ol>

# Recommendations

## Getting hot drinks

Touchpoints	Focus area	ISS recommendation to stay safe and secure (minimum requirements)
 <p>Getting hot drinks</p> <p>Getting Hot Drinks</p>	<ol style="list-style-type: none"><li>1. Hygiene</li><li>2. Personal Behaviors</li><li>3. Rules</li><li>4. Options</li></ol>	<ol style="list-style-type: none"><li>1.1 Sanitize hands when entering hot drinks area and before using machines and taps</li><li>1.2 Put up wipes for displays, touchpads, drawers, cupboards etc. and wipe if necessary</li><li>1.3 Use only disposable cups, stirrers and lids</li><li>1.4 Keep cups separate and do not stack cups</li><li>1.5 Wrap all tea/sugar/sticks/fruits individually</li><li>1.6 Remove all unwrapped offerings</li> <li>2.1 Put up social distancing floor stickers for waiting line</li><li>2.2 Keep 2-meter distance to colleagues</li><li>2.3 Do not hold small gatherings in area</li> <li>3.1 Only 1 person is allowed to use machine at the time</li><li>3.2 You can only get drinks for your own consumption. Do not bring drinks to colleagues</li><li>3.3 Dispose every disposable product after use at once</li> <li>4.1 Consider bringing in coffee/tea stewards to deliver hot drinks on the floors/desks</li></ol>



# Recommendations

## Receiving & sending mail & packages, Well-being, Leaving work

Touchpoints	Focus area	ISS recommendation to stay safe and secure (minimum requirements)
 <p>Receiving &amp; sending mail &amp; packages</p> <p>Receiving &amp; sending mail &amp; packages</p>	1. General guidelines	1.1 Consider size and space in the mailroom area and recommend only 1 person is allowed in/out at a time 1.2 Ensure safe 2 meter distance between colleagues using wall/floor markers as appropriate 1.3 Ensure couriers and other delivery personnel use hand sanitiser 1.4 Frequently clean surfaces, pigeon-hole and parcel delivery station 1.5 Temporarily freeze receipt of 'personal' deliveries at work 1.6 Only use own pen when signing, or ask delivery person to sign your name in your presence on your behalf 1.7 Always wash hands or use sanitiser after you unpack a parcel or open your letters 1.8 Offer a central collection/drop off point for parcels to be left/collected to reduce contact
 <p>Well-being</p> <p>Well-being</p>	1. General guidelines	1.1 Maintain closure of fitness centres in keeping with government recommendations 1.2 Introduce visible hygiene stewards to maintain first aid room, mothering Room, prayer/reflection room and any other such space 1.3 Consider partnering with Healthcare provider to provide further employee support 1.4 Deliver a library of fitness classes or live streaming from a fitness centre
 <p>Leaving work</p> <p>Leaving work</p>	1. General guidelines	1.1 Wash hands before leaving work 1.2 Stagger leaving times to reduce impact /over crowding on public transport 1.3 Where advised, offer hand sanitiser, gloves and masks to employees 1.4 Ensure there is a visitor pass collection receptacle for old visitor passes to be sanitised for next day



# Recommendations

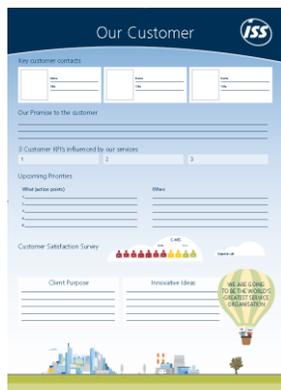
## Working from home

Touchpoints	Focus area	ISS recommendation to stay safe and secure (minimum requirements)
 <p>Working from home</p> <p>Working from home</p>	<ol style="list-style-type: none"><li>1. <b>Setting up an home office</b></li><li>2. <b>Office Supply</b></li><li>3. <b>Mail services</b></li><li>4. <b>Experiences</b></li></ol>	<ol style="list-style-type: none"><li>1.1 Moving computers, screens, printers, chairs and tables to home address</li><li>1.2 Prepare the home office in an ergonomic correct way</li><li>2.1 Delivering an Office Supply Kit to home address (paper, pens, stapler etc.)</li><li>3.1 Digital mail delivery. Scanning physical mails and sending to employees working at home</li><li>4.1 Securing an attachment to the workplace and the company culture by creating experiences for staff while working form home (Virtual Friday bar's, cooking recipes, fitness lessons etc. – ISS has an experience catalogue with inspiration).</li></ol>



# Team Board – ISS recommendation to standing team meeting

Daily meetings with ISS staff to increase awareness of Hygiene



## ISS Recommendations:

- Ensure to address safety Back to Work safety related matters
- ALWAYS follow 2 metre safety distance between participants
- Place tissues and hand sanitiser near board
- Use floor stickers to mark safety distances between employees

## Focus on:

- Hygiene
- Personal behavior
- Safety guidelines
- Feedback from users

- The purpose of the ISS Team Board is to ensure that all employees are informed and instructed to the new circumstances related to COVID-19.

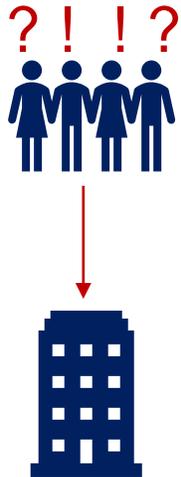
In case the employees can't meet physically they should check the Safety Focus Box on a daily basis.

# Hygiene Steward

Back to work post the COVID-19 coronavirus requires new standards for hygiene and cleaning

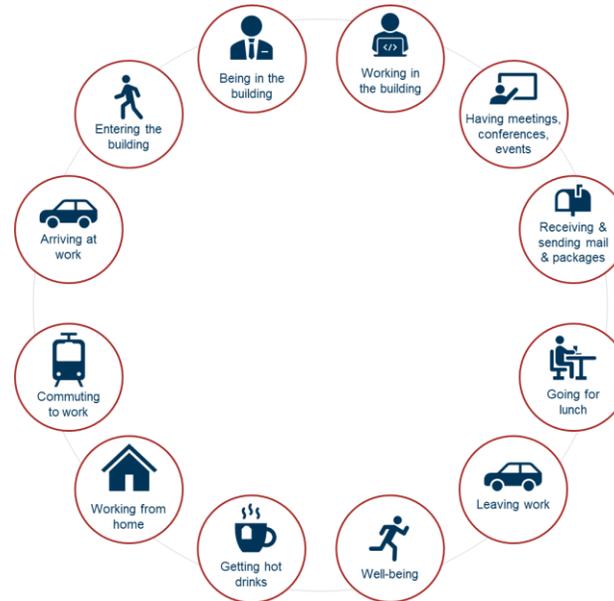
## WHY?

Addressing employees concerns and fears when returning to the office post COVID-19.



## WHAT?

Introducing Hygiene Stewards to ensure a safe and secure workspace for all customer employees and to ensure **visibility** of cleaning/ hygiene services for employees in all touchpoints.



Frequent contact surfaces will be cleaned continuously and visibly as part of The Hygiene Stewards routine.

## HOW?

The Hygiene Stewards will be certified in effective Hygiene Solutions and are properly protected and visible in the work environment with name tags, stand out uniforms and Personal Protection Equipment.



# Contact

Group HSQE Coronavirus Team Site  
([Click to see more](#))

## Contact Person

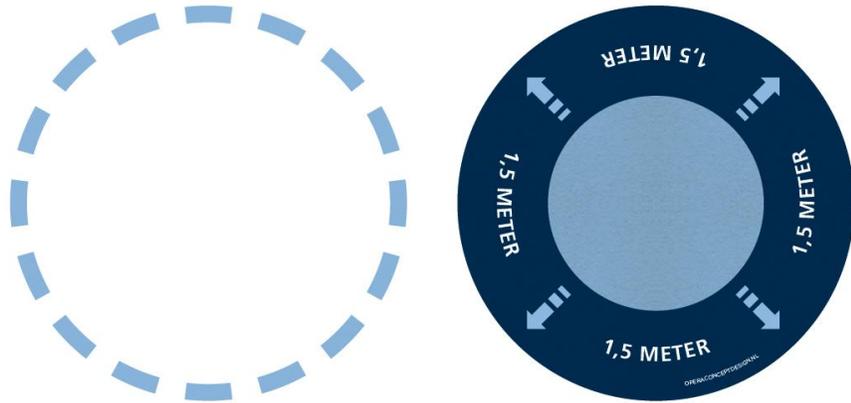
Group Operational Excellence  
Head of Operational Excellence Deployment  
Karsten Meyhoff  
[karsten.wind.meyhoff@group.issworld.com](mailto:karsten.wind.meyhoff@group.issworld.com)

Head of Workplace Experience  
Signe Adamsen  
[signe.adamsen@group.issworld.com](mailto:signe.adamsen@group.issworld.com)



# Awareness and Nudging materials

## Nudging in the workplace



Workplace marking



Walking line floor

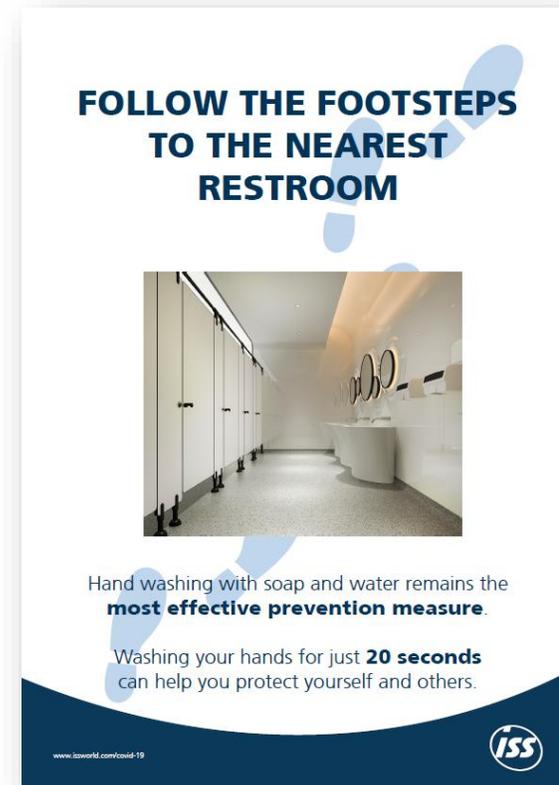


Workplace partition wall



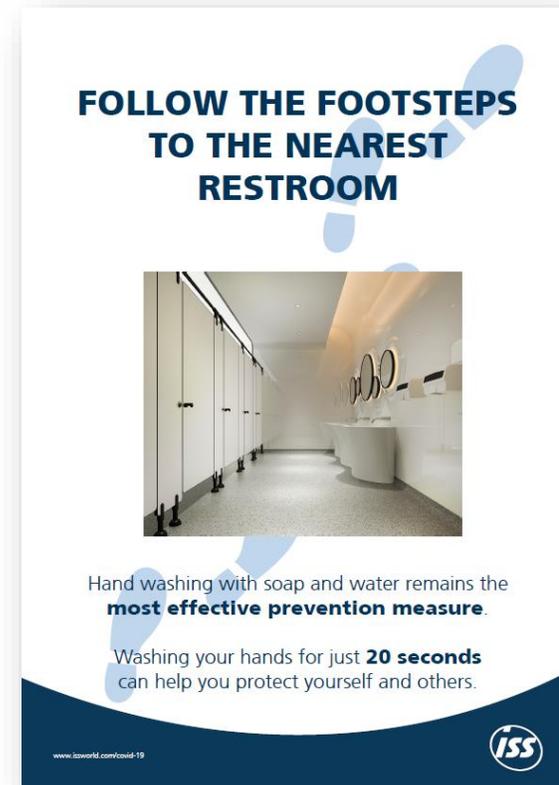
# Awareness and Nudging materials

Social Distance and Hygiene – posters and stickers



# Awareness and Nudging materials

Social Distance and Hygiene – posters and stickers



# Awareness and Nudging

## Social Distance and Hygiene – posters



# Awareness and Nudging

## Social Distance and Hygiene – posters

Front page – foot steps showing the way to the nearest washroom

WELCOME!  
**THIS WAY TO CLEAN HANDS**  
Please locate your nearest washroom to wash your hands.  
Hand washing with soap and water for just 20 seconds remains the **most effective prevention measure**.

www.issworld.com/covid-19

Alternative front page

WELCOME

**WE TAKE HYGIENE SERIOUS**

**FOLLOW THE FOOTSTEPS TO THE NEAREST RESTROOM**

Hand washing with soap and water remains the **most effective prevention measure**.

Washing your hands for just **20 seconds** can help you protect yourself and others.

www.issworld.com/covid-19

Back page

Remember to wash your hands thoroughly by following the steps below.

1. Moisten your hands with water

2. Spread soap on your hands

3. Rub your hands together

4. Right palm over left back of hand and vice versa

5. Palm to palm with crossed fingers

6. Rub back of fingers and knuckles on opposite palm

7. Rubbing both thumbs with opposite palms

8. Circular rubbing of fingertips on both sides on opposite palm of hand

9. Rinse hands well with water

10. Dry your hands with a paper towel

11. Use this towel also to clean the tap to close

12. Your hands are now clean

www.issworld.com/covid-19

# Awareness and Nudging

## Social Distance and Hygiene – posters

### HAND HYGIENE GUIDE

You can take control in your hands! Protect yourself and others - every action makes a difference.



Be **Informed**  
Be **Prepared**  
Be **Smart**  
Be **Safe**

Take precautions to fight **#COVID19**

Washing your hands thoroughly with soap and water can **prevent the spread** of bacteria and viruses - hands touch many surfaces that can aid transmission of viruses and bacteria. Once contaminated, hands can transfer the virus to your eyes, nose or mouth and enter your body, which puts yourself and others around you at risk.

Hand Washing with soap and water remains the **most effective prevention measure**, together with other precautions or good hygiene practices that reduce the risk of infection. When water and soap are not easily accessible, we recommend the use of alcohol-based hand rubs (sanitizers). If hands are visibly soiled, **hand washing is preferred over hand rub**.

Washing your hands can help you protect yourself and others.

#### Did you know?

Hand Washing with soap and water remains the most effective prevention measure, together with other precautions or good hygiene practices to reduce the risk of infection.

Remember to wash your hands thoroughly by following the steps below.



1. Moisten your hands with water



2. Spread soap on your hands



3. Rub your hands together



4. Right palm over left back of hand and vice versa



5. Palm to palm with crossed fingers



6. Rub back of fingers and knuckles on opposite palm



7. Rubbing both thumbs with opposite palms



8. Circular rubbing of fingertips on both sides on opposite palm of hand



9. Rinse hands well with water



10. Dry your hands with a paper towel



11. Use this towel also to clean the tap to close



12. Your hands are now clean

### KEEP YOUR DISTANCE



PLEASE KEEP YOUR DISTANCE



PLEASE KEEP YOUR DISTANCE



# Awareness and Nudging

## Going back to Work Brochure – Brochure developed for ISS HQ



### Covid-19: Our Way Back To Work



Recently, we undertook a survey to hear some of your key concerns when we return to work. We have used the information from this survey to guide you through a safe and controlled return to the workplace.

We closely monitor the guidelines of the Danish Government and following the press conference 6 April we have prepared for a phased opening of HQ. The plan takes governmental guidelines into consideration.



The following guidelines are created in line with these answers and is centered around 3 situations in HQ.

1. Entering, working and being in the building
2. Getting hot drinks and going for lunch
3. Having meetings, conferences, events

Our way back to work

We realize that the coming weeks will be different for all of us, and we need to be flexible and help each other. We ask you to familiarize yourself with the changes we have put in place and respect the changed behaviour we ask you to show. We will all experience different ways of working but it all serves a purpose in this period.

What did you tell us?  
We have asked all of you a series of questions to better understand what really matters when you return to HQ. We use this knowledge to secure a controlled return that instils confidence and assurance with you as employees knowing it is alright to return to work. The survey was focusing on three themes:

1. What would you like to know before you arrive back?
2. What would you like to see done differently to make you feel comfortable?
3. How will the last weeks working from home change your approach to work in the future?

For the purpose of this document we have focused on the first theme - What would you like to know before you arrive back. Here are the high scores in number of responses:

- What are the new guidelines for behaviour?
- Are we all well - no illness?
- What is the plan for coming back to work at HQ?
- Is my office / my desk clean?
- Assurance that it is safe

The following guidelines are created in line with these answers and is centered around 3 situations in HQ.

1. Entering, working and being in the building

Once entering HQ, you will notice additional measures and changes:

- Extra hand sanitizers will be placed at important points in the house, including all meeting rooms. Please use hand sanitizer as often as possible.

Our way back to work

### 1. Entering, working and being in the building



We want to make sure that you feel safe and that you are confident that we are all well. In doing so, we will have to work in smaller teams for a period. The way we do that can vary depending on the situation, but it will start with one team having access in one week – the other team in the other week.

We still encourage all employees to follow the instructions of the Government and to work from home as much as possible.



All employees and guests will upon arrival to HQ be screened and asked the following questions:

- Have you been in contact with a person, who has been infected with Covid-19?
- Have you any symptoms of illness (high fever, cough, cold or breathing difficulties)?

In addition, you will have your temperature checked. If you do not pass the above screening you will not be able to enter the building and you will have to continue to work from home. Please note that HQ can only be accessed and exited through the main entrance for this period.

Once entering HQ, you will notice additional measures and changes:

- Extra hand sanitizers will be placed at important points in the house, including all meeting rooms. Please use hand sanitizer as often as possible.

Our way back to work

- We encourage you to use the same desk every day.
- When you sit at your desk please do not sit "face to face" – arrange that you do not have a colleague sitting right opposite you and make sure you keep your work surface tidy.
- You will find cleaners for your keyboard on all floors and if you need additional cleaning material please ask in the reception.
- Handrails throughout the house will be disinfected every two hours. Please still remember to hold the handrails and use hand sanitizer after use.
- You will find stickers with space markings several places in the building. This is to help all of us keep social distance. Please respect these marks for example in the reception, at coffee machines and in the restaurant.
- Remember to use your own pen and wash your hands when you have touched e.g. a parcel or a letter.
- We have removed or closed most of the soft seats in the building and we have arranged a different table and chair setup. Please do not move furniture from their position, as it serves the purpose of social distancing.
- All areas and especially restroom areas are cleaned several times daily. In connection to this you will see a list on each restroom of when the last cleaning has been completed. In addition, there will be wet signs in all restrooms.
- You can only use the restrooms at the floor where you have your home base. We also recommend that you use the same toilet from time to time if possible.
- If you wish, you can get a mask at the reception.

Please alert staff immediately if something is out of the ordinary.

### 2. Getting hot drinks and going for lunch



Breakfast, lunch and the coffee machines are great meeting moments for all of us – and still should be. But to make sure that we keep a safe distance to each other and reduce risk of contamination we need to change the way we meet.

Our way back to work

For a period of time we will ask you to go for breakfast and lunch in specifically allocated time slots. These time slots will be communicated via e-mail and posters in the office.

- Breakfast and lunch will be served as portions instead of a buffet to minimize contact and thus risk of infection.
- Seating in the restaurant should not be opposite another person. Chairs are arranged accordingly. You will not be able to find unwrapped offerings during this period and in order to minimize contact and risks for contamination, we have also removed newspapers, fruit, snacks and candy on the floors.
- Should you have a special need, the reception can be contacted where we will meet your request.
- External guests and visitors are not allowed to have breakfast or lunch in the restaurant in this period.



In addition, you will experience that:

- We have reduced the allowed capacity for the remaining meeting rooms by 50% and you will find the number of chairs is reduced correspondingly. Signs outside the room will show the maximum allowed capacity in the room.
- Please report to the reception before you start a meeting and when a meeting ends. The purpose is to allow the service staff to clean the meeting room effectively before the next meeting starts.
- Hospitality colleagues will be wearing gloves for service.
- Tissues and hand sanitizer will be available in each meeting room.



Please make sure to wash your hands before going for breakfast and lunch – and use hand sanitizers immediately upon arrival in the restaurant.

### 3. Having meetings, conferences, events



Please keep your physical meetings at a minimum and be aware that any external guests (incl. suppliers, external visitors or any ISS employees in another team) will be subject to approval from your EGM member in this period.

However, if a physical meeting needs to take place please make sure you keep a good distance and make sure the number of people is appropriate for the size of the meeting room.

Our way back to work

We know that some of these measures are inconvenient, but we also trust that we all want to feel safe and comfortable, and that we do not want to risk each other's health. If you are unsure of any of these guidelines or have any questions, please seek advice with your manager.



### Covid-19: Our Way Back To Work



# Awareness and Nudging

Going Back to Work Post card and posters



Welcome back to the office



## Welcome back to the office

To assist you in keeping yourself and your family safe we are happy to offer you a bottle of hand sanitizer and a box of gloves.

You are welcome to use it in the office or take to take it home.

You can purchase more protection material in the retail shop in the restaurant.

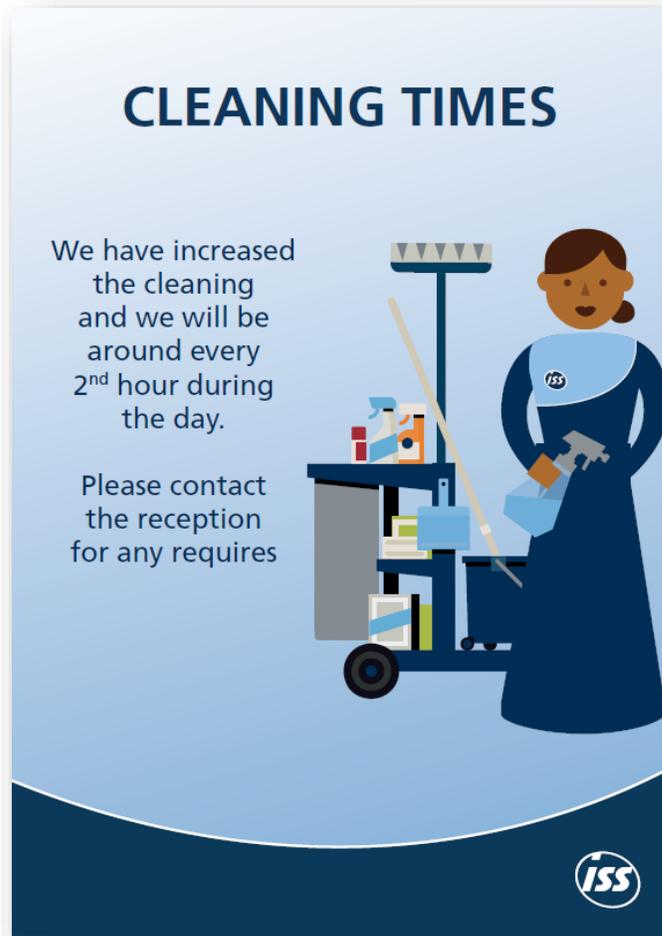
# WELCOME BACK!

Welcome back to Buddingevej  
We are happy to see you back at the office again  
and we look forward to serving you



# Awareness and Nudging

Cleaning Awareness – frequency and Hygiene Stewards



# Awareness and Nudging

## Safe Breaks and food - posters

**BREAKFAST TIMES**  
MAXIMUM 25 PEOPLE AT ANY ONE  
TIME IN THE RESTAURANT

**1<sup>ST</sup> FLOOR**  
7:30 - 8:00

**2<sup>ND</sup> FLOOR**  
8:00 - 8:30

**1<sup>ST</sup> FLOOR**  
8:30 - 9:00

**2<sup>ND</sup> FLOOR**  
9:00 - 9:30



**LUNCH TIMES**  
MAXIMUM 25 PEOPLE AT ANY ONE  
TIME IN THE RESTAURANT

**1<sup>ST</sup> FLOOR**  
11:30 - 12:00

**2<sup>ND</sup> FLOOR**  
12:00 - 12:30

**1<sup>ST</sup> FLOOR**  
12:30 - 13:00

**2<sup>ND</sup> FLOOR**  
13:00 - 13:30



# Awareness and Nudging

Safe Work Place – reduce meeting room capacity



# ISS Disclaimer

Where ISS is requested to provide cleaning services aimed at reducing the presence of biological contaminants, such as Covid-19 (“additional services”), it is understood that ISS and its subcontractors cannot guarantee that any particular virus and/or bacteria will be completely eliminated, or that future transmission will be prevented. Therefore, upon instructing ISS and/or its subcontractors to undertake additional services, the customer acknowledges and agrees that ISS shall have no liability whatsoever relating to the same.

Additionally, ISS will not be liable for any damage to property or assets, fabrics, or any surfaces arising from the chemicals used and/or methods of infectious cleaning.

To find out more about how ISS can support your business with cleaning and disinfection services for COVID-19, please visit our website: [www.issworld.com](http://www.issworld.com) to find your local contact details.



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# Back to Work



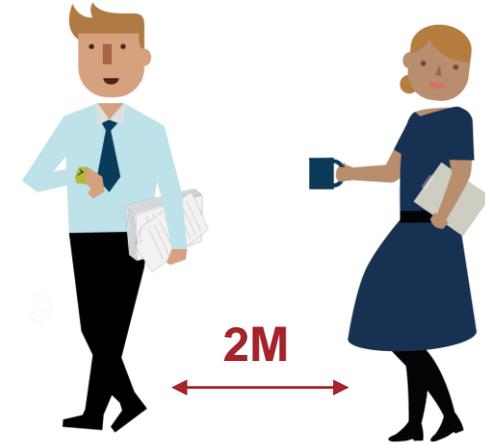
# Safe Circulation

- Control people flow in a single direction, where possible to avoid crossing in corridors or open space
- Use 2m interval markings on the floor or walls along corridors to guide people movement and timing

Yesterday



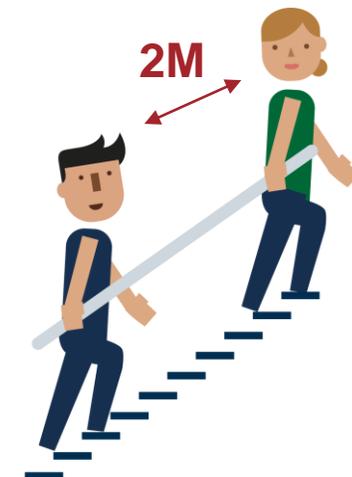
Tomorrow



Yesterday



Tomorrow



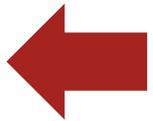
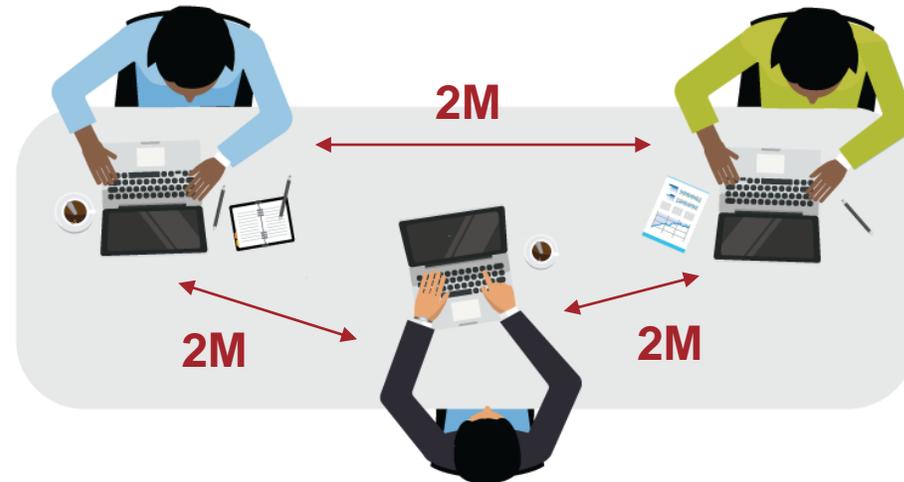
# Safe Workstations

- Option 1 - alternate desks are left unoccupied by removing every other seat
- Avoid face to face seating, unless at 2m distance

Yesterday



Tomorrow



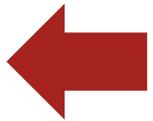
# Safe Workstations

- Option 2 – optimise desk positions to 2m safety distance
- Avoid face to face seating, unless at 2m distance

Yesterday



Tomorrow

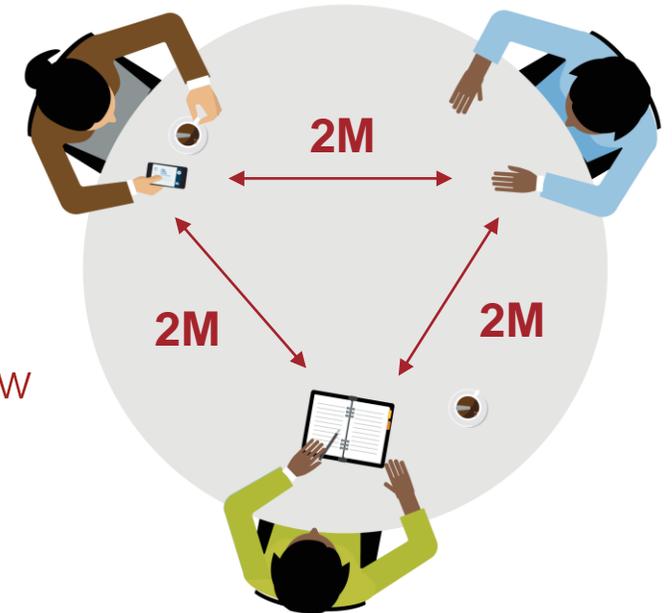


# Safe Breaks

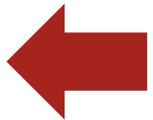
- Reduce/ remove furniture from break-out areas and reposition to follow 2m distances at social settings



Breaks  
Yesterday



Breaks  
Tomorrow



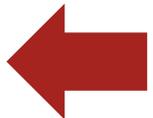
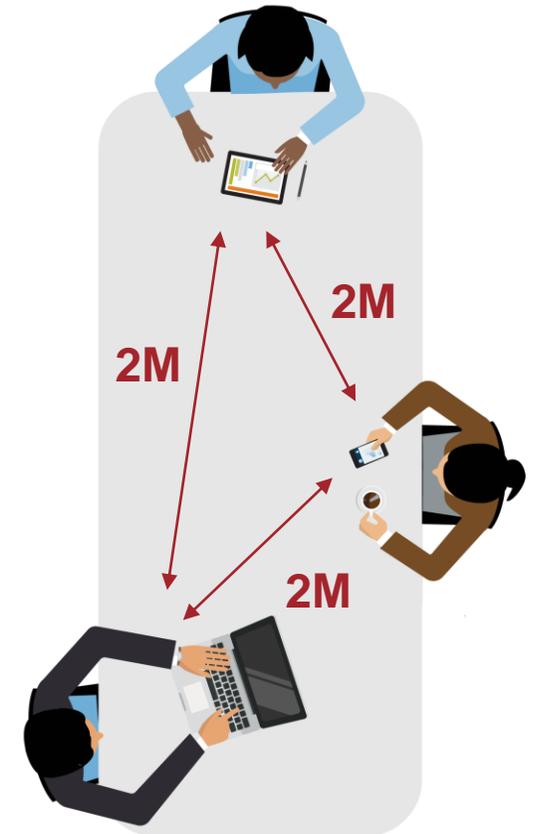
# Safe Meetings

- Reduce meeting room capacity to 50%
- Remove/ arrange seats to avoid face to face proximity
- Maintain 2m safety distance between meeting participants

Yesterday



Tomorrow



# Safe Queuing

- Use floor stickers to mark 2m safe distance at queuing locations (canteen, coffee points etc.)

Yesterday



Tomorrow

