COVID-19

Returning to the Workplace Signage Program

Communication with your staff and visitors.

When you're ready to open the door again, consider these essential points when using signage to communicate.

Staying informed with regulations is essential.

Enact federal, state, local and OSHA regulations for the safety of your staff, visitors, and surrounding tenants. Display any state or local compliance postings that may be required.

Maintaining a clean office is everyone's duty.

Keeping your office sanitized requires compliance and assistance from all staff and even incoming visitors and clients.

Social distancing is a top priority for workplaces.

Remind staff and visitors of social distancing measures and implement physical changes to maximize the layout of your office.

Social etiquette connects office and personal behavior.

Bridge the gap between healthy protocols and human behavior to remind staff that actions in the office can affect everyone's personal and home life, too.

Your signage plan begins by identifying core areas within your workplace.

Below are the common workplace areas in which signage may be needed for effective communication.

Building Lobby	**Café / Pantry**
Building Elevator Lobby	**Meeting Rooms**
Building Elevators	**Restrooms**
Workplace Elevator Lobby	**Wellness Rooms**
Reception	**Copy / Print Areas**
Corridors	**Locker Rooms**
Workstation Areas	**Mailroom**
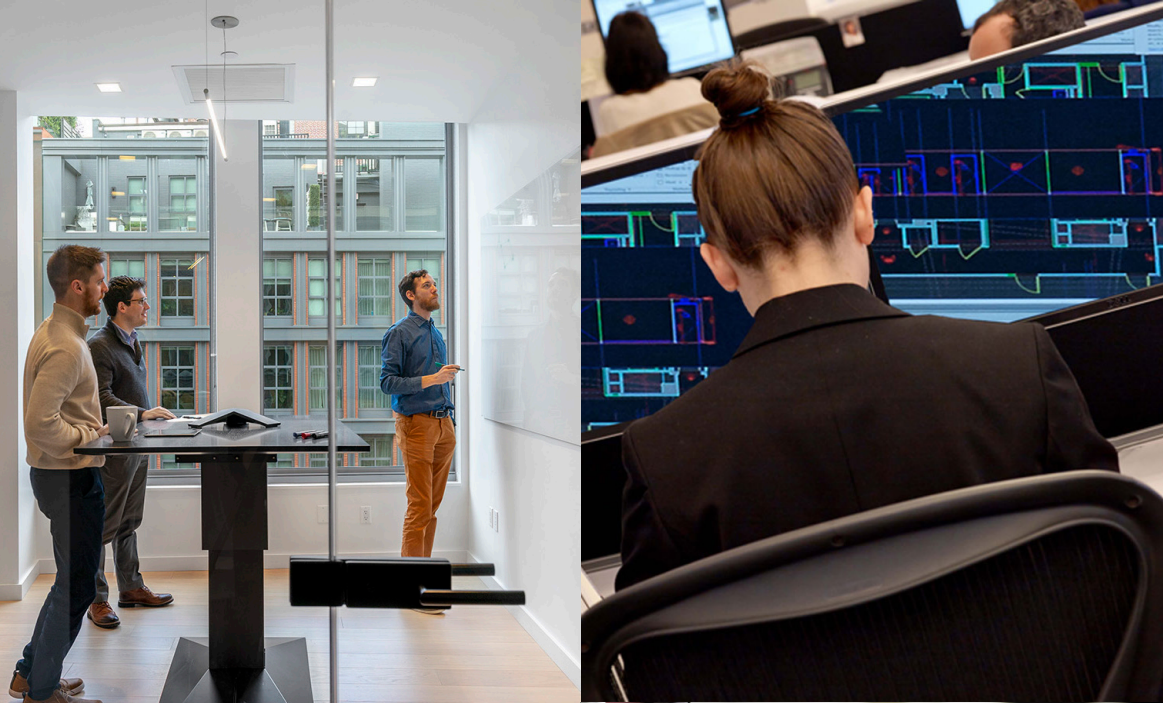
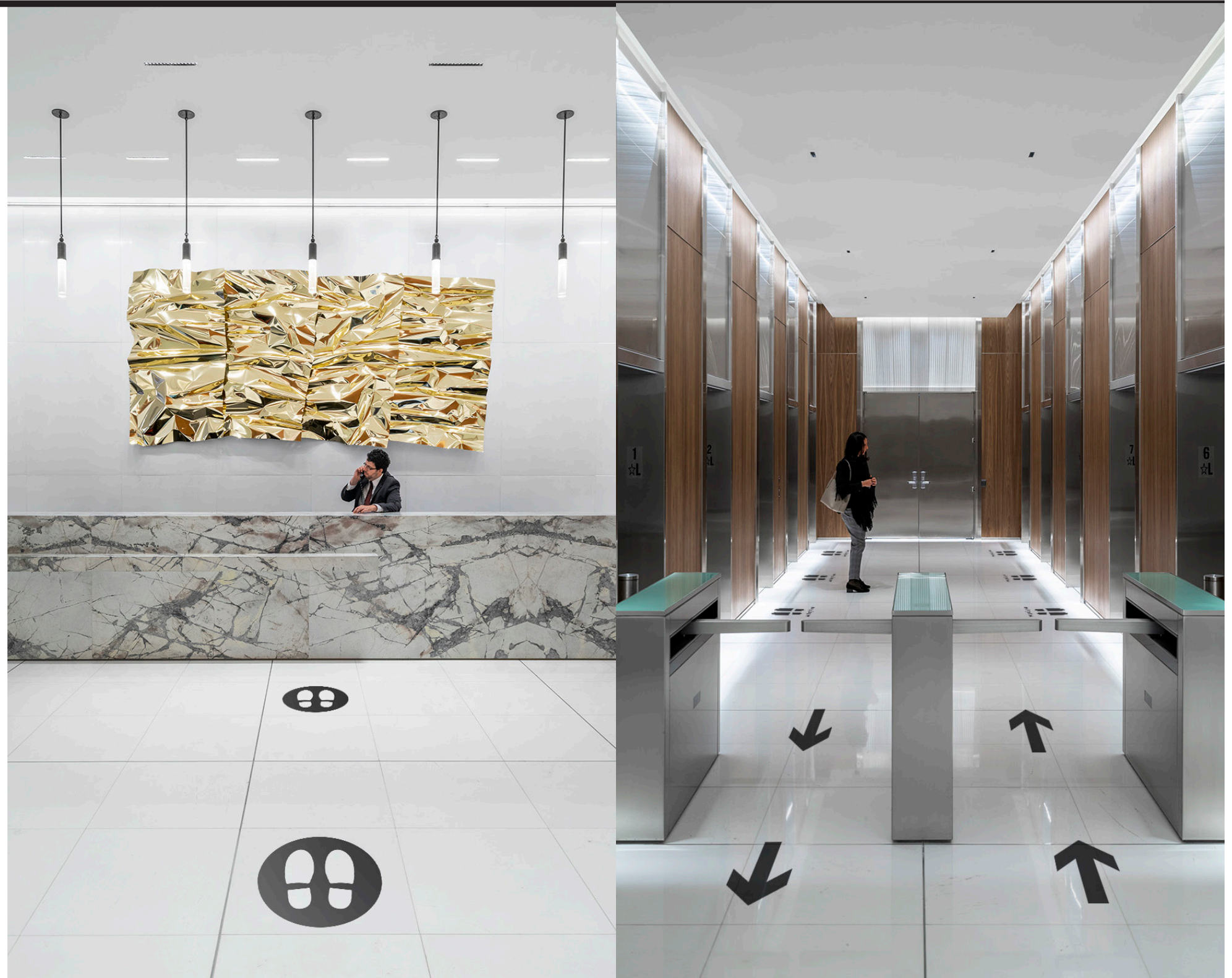# Building Lobby

Strategy

The building lobby should properly queue visitors at the entrance desk and maintain strategic building flow.

Place markers on the floor near the main entrance desk, informing visitors to stand 6ft apart from each other.

Place floor directional arrows, designating particular turnstiles for entering and others for exiting. This will help reduce face-to-face contact from incoming and outgoing movement.

Building Elevator Lobby

Strategy

Locate where individuals should stand to wait for elevators and avoid exiting elevator patrons.

Place markers in front of each elevator cab. Each marker should specify where a waiting individual should stand to comply with social distancing.

Building Elevators

Strategy

Elevators are close quarters, where density and standing locations will need to be addressed.

Develop elevator capacity protocols, limiting the amount of individuals that can be in an elevator at one time. Place a sign near each elevator cab or above each call button.

Provide clear markers on the floor of each elevator cab or a diagram on the elevator wall, outlining where each individual should stand to maximize social distancing.

4
Suggested Elevator Capacity

Floor markers state that passengers should stand at four corners

Elevator Entrance
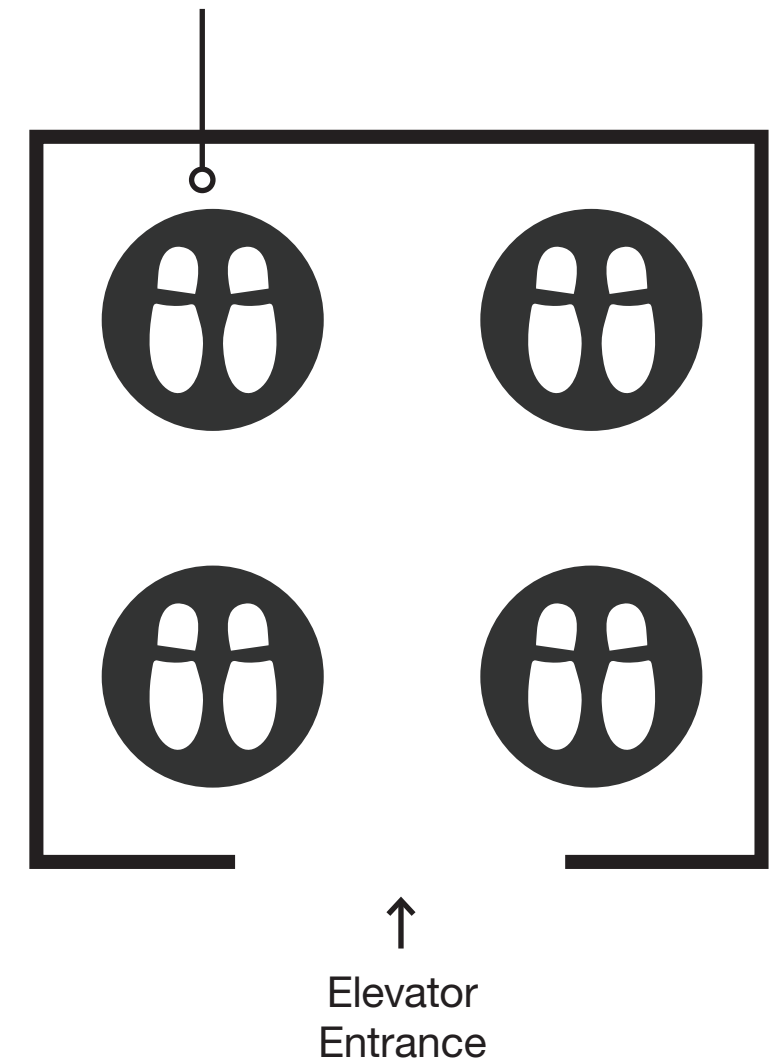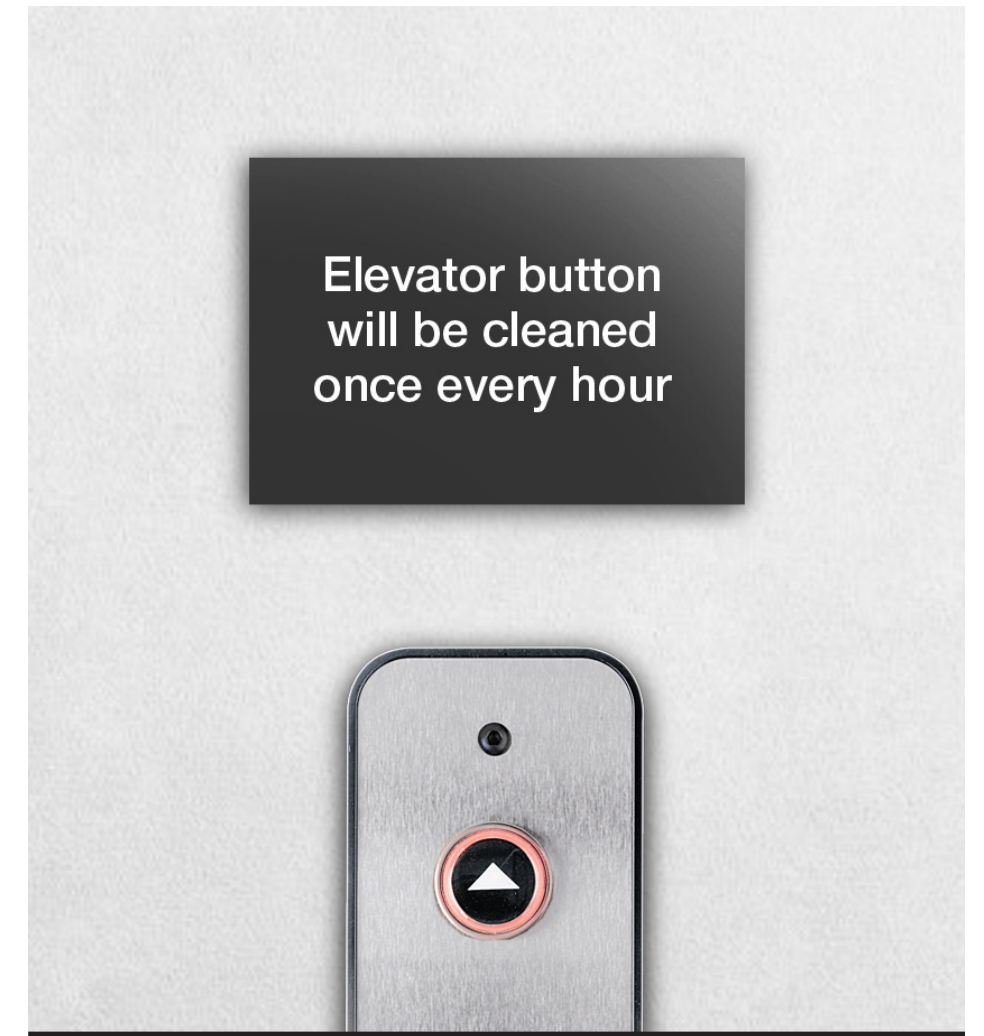
Workplace Elevator Lobby

Hotspots

The elevator lobby is a central thoroughfare that requires a focus on touchpoint cleaning.

- Elevator Call Buttons / Touch Pads
- Entry Doors

Strategy

Avoid information/signage overload upon arrival.

Sample Messaging

Elevator button will be cleaned once every hour

Elevator Button Cleaning
Place above elevator button.

Reception

Hotspots

The reception is a key information spot where staff and visitors will interact with shared touchpoints.

- Entrance Door Handles
- Reception Desk
- Login Portal
- Visitor Seating Area
- Coat Closets

Reception

Strategy

• Display a clear health and safety company policy.

• Visitors must sanitize before entering and interacting within the workplace.

Sample Messaging

Executive Order
Place at reception desk.

Sanitize Hands
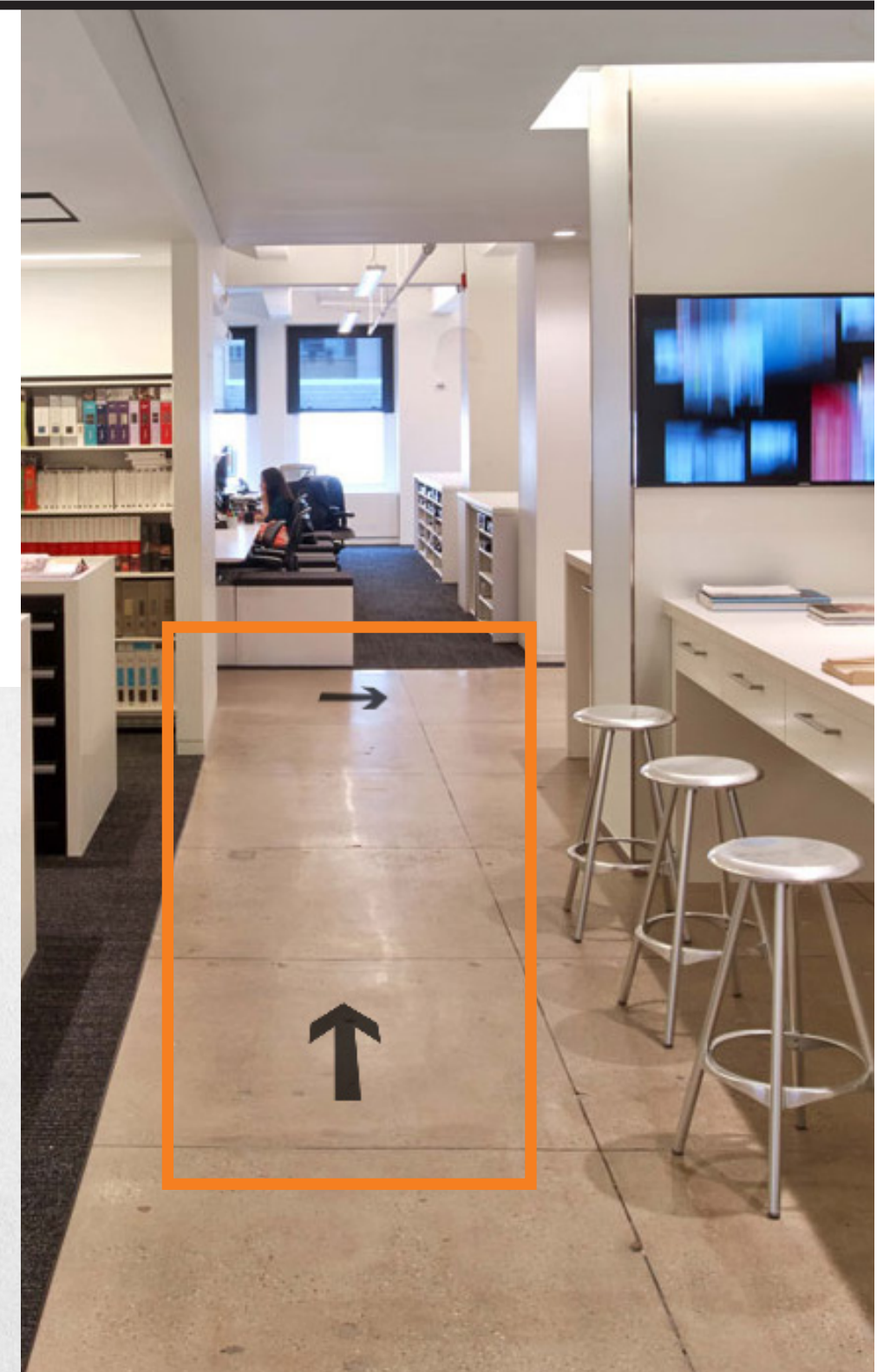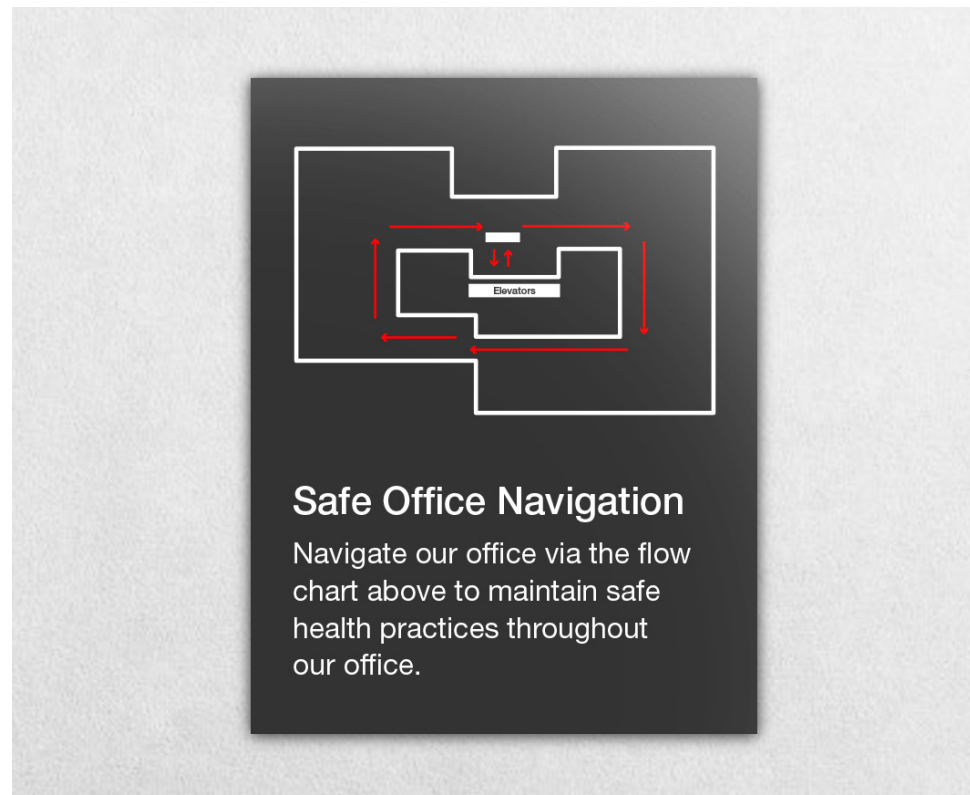Place at reception desk or visitor seating area.

Corridors

Strategy

Outline how staff and visitors should safely navigate through your workspace.

An Office Traffic Flow merges human nature with best health practices. Identify how your staff utilizes your space and how you can reduce staff closely passing by each other.

Draw inspiration from federal and local regulations, especially social distancing initiatives, to ensure that staff move throughout the office in a methodical, safe manner.

Safe Office Navigation
Navigate our office via the flow chart above to maintain safe health practices throughout our office.

Workstation Area

Hotspots

Each workstation area should maintain clean standards for the benefit of all staff.

- Work Surfaces
- Seats
- Keyboards & Mouse
- Phones & Headset
- Printers
- Trash / Recycle Bins
- Storage & Communal Counter Top
- Storage Closets

Workstation Area

Strategy

• Promote cleanliness for each staff's personal workstation.

• Convey healthy practices and remind staff of their personal duties for a safer workplace.

• Encourage staff to have their own sanitizer at their desk or with them at all times.

Sample Messaging

Safe Workplace Practices
Place on workstation area walls.

Disinfect Workstation
Place on prominent surfaces near workstations.

Café / Pantry

Hotspots

The café/pantry features heavy foot traffic and touchpoints connected to food and drink preparation.

- Counters
- Drawers & Cabinets
- Microwaves
- Refrigerators
- Coffeemakers
- Ice Machines
- Seating
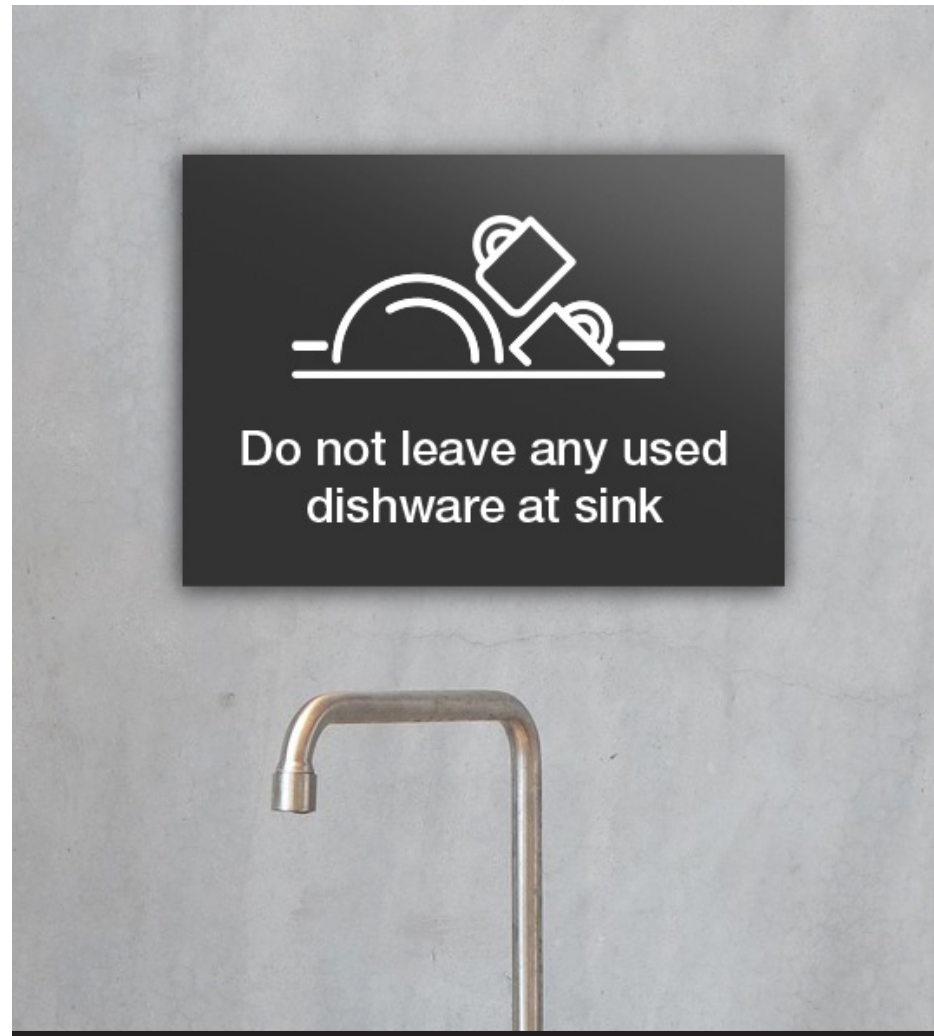- Sinks
- Dishwashers
- Trash Bins

Café / Pantry

Strategy

• Convey the importance that all employees must sanitize before using the café/pantry.

• Define protocols for use of fridge and other amenities.

• Instruct employees to clean dishes immediately after use.

Sample Messaging

Dishware Cleaning
Place on wall, above your sink(s).

Keep Café Clean
Place on prominent counter area.

Meeting Rooms

Hotspots

Meeting rooms are spaces where organization and frequency of use will need to be addressed.

- Entrance Door Handles
- Conference Tables
- Seating
- Conference Phones
- Keyboards, Mouse & Accessories
- Touchscreen Monitors
- AV Controls
- Whiteboards
- Drink Refrigerators
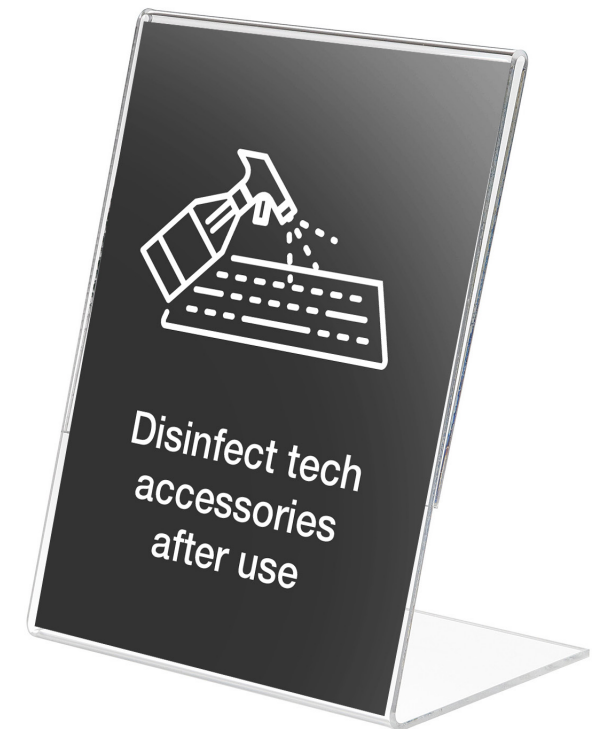- Room Schedulers

Meeting Rooms

Strategy

• Outline clear room capacity rules to lesson the density of staff in one space.

• Remind meeting room users of social distancing protocols, when sitting or congregating in a space.

• Remind staff to clean heavily-used room devices before use.

Sample Messaging

Maximum Capacity
Place on exterior of room door.

Disinfect Surfaces
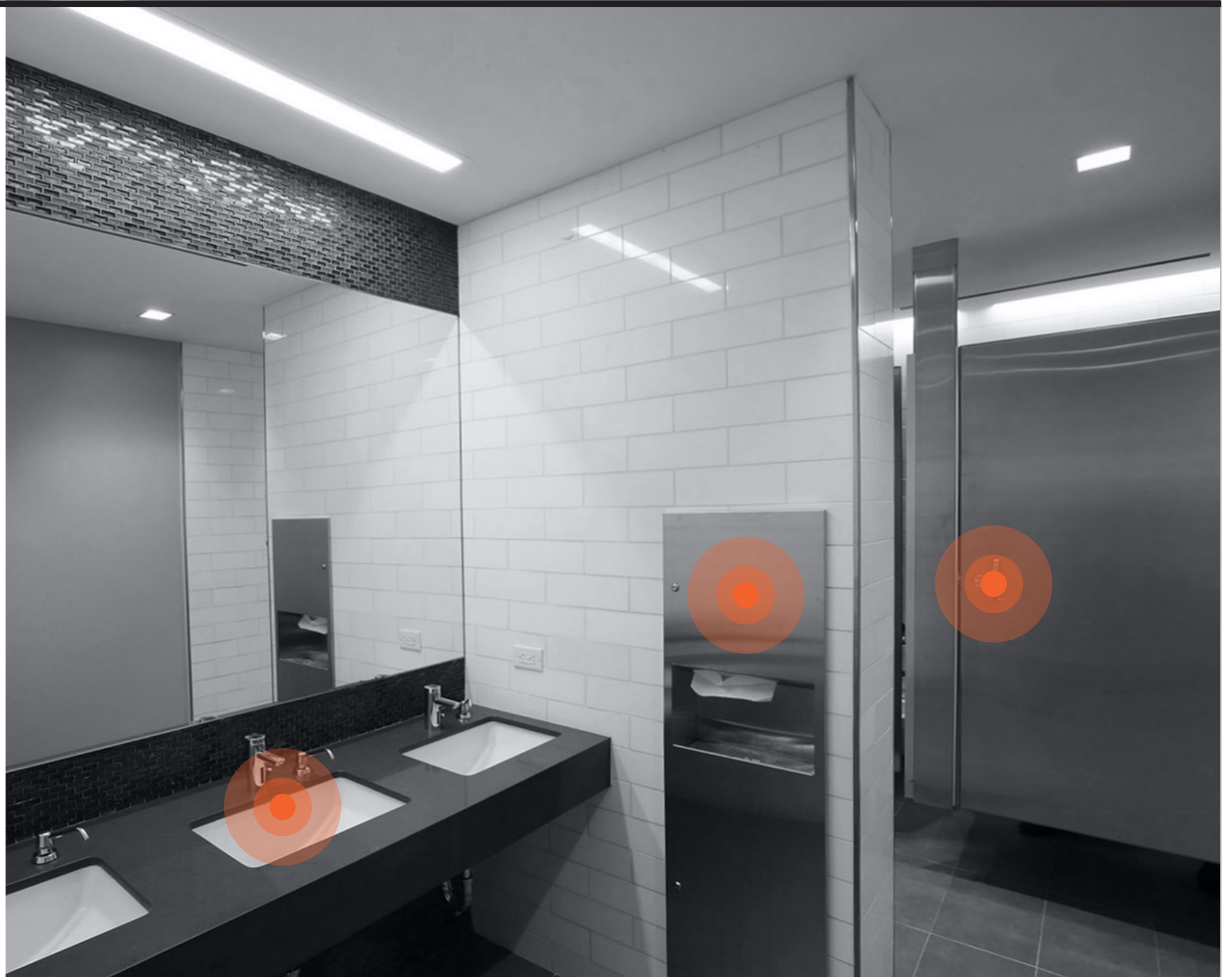Place on meeting room tables.

Restrooms

Hotspots

Restrooms are communal areas that will require expanded measures beyond everyday health actions.

- Restroom Door Handles
- Stall Doors
- Sinks & Faucets
- Paper Towel & Soap Dispensers
- Hand Dryers

Restrooms

Strategy

• Encourage the use of paper towels to open and close the restroom entrance doors. Signage and additional waste baskets may be required.

• Instruct restroom users how to properly cleanse their hands.

Sample Messaging

Wash Hands
Place above sinks or on nearby wall.

Use Paper Towel
Place inside of restroom door or on nearby wall.

Wellness Rooms

Hotspots

Wellness rooms are healthy escapes for staff and should maintain high sanitized standards.

- Door Handles
- Seating
- Tables & Accessory Furniture
- Sinks & Faucets
- Refrigerators
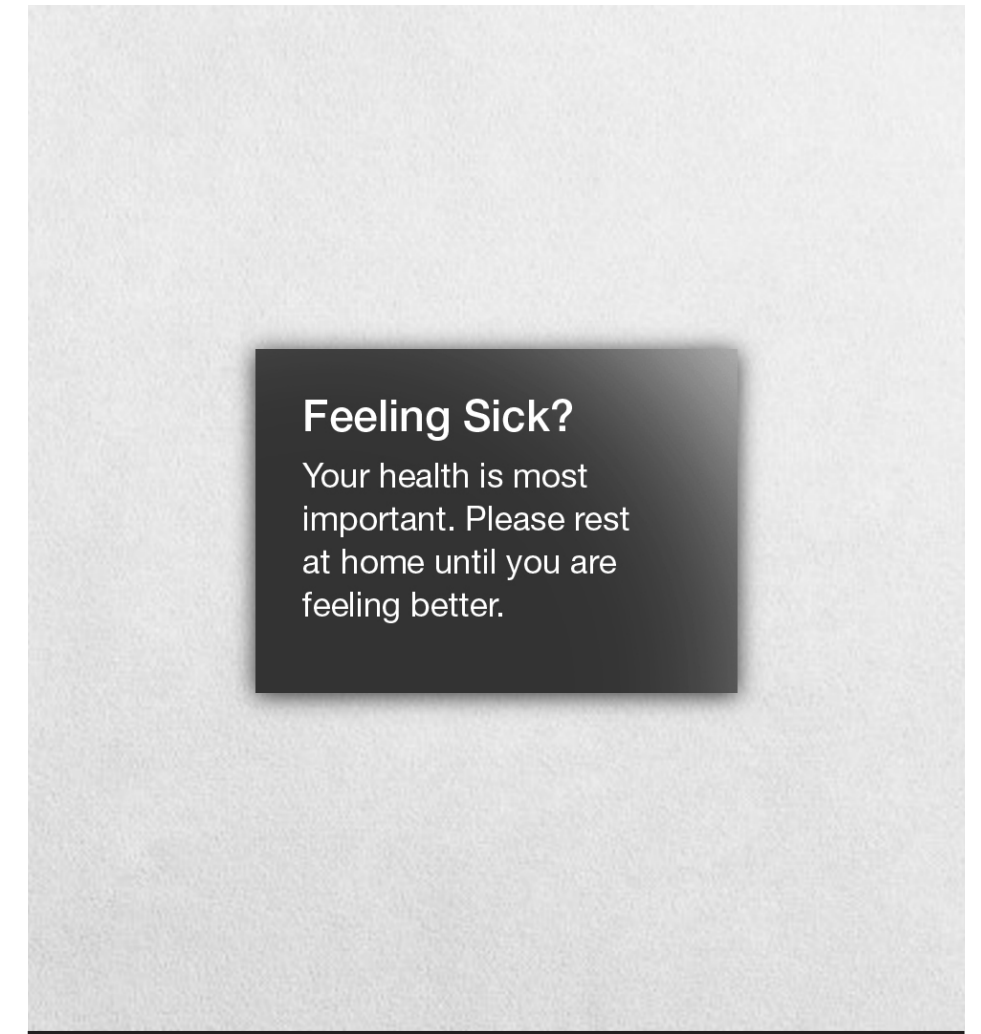- Microwaves
- Trash Bins

Wellness Rooms

Strategy

• Remind room users that if they feel ill, to simply go home.

• Encourage users to keep the room clean and sanitize after use as a courtesy and precaution for an upcoming user.

Sample Messaging

Keep Clean
Place on prominent counter or tabletop.

Feeling Sick
Place on wall.

Copy, Print & Locker Areas

Hotspots

Copy and locker areas are central hotspots with many touchpoints that require attention from all users.

- Copy Machines
- Printers
- Counters
- Cabinets & Drawers
- Storage Closets
- Trash / Recycle Bins
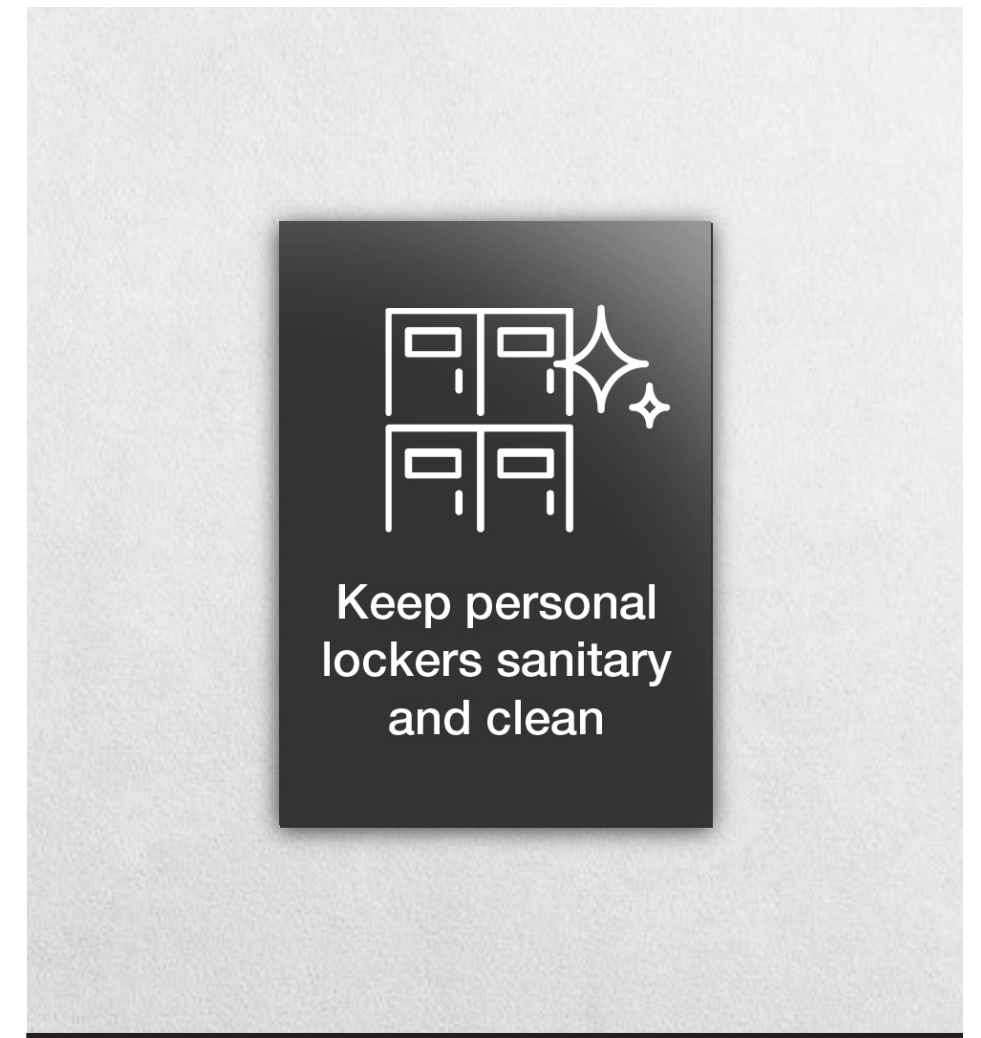- Lockers

Copy, Print & Locker Areas

Strategy

• Encourage staff to sanitize after using copy room equipment.

• Encourage staff to maintain a clean and sanitized personal locker.

Sample Messaging

Sanitize Hands
Place on prominent wall near equipment.

Sanitize Lockers
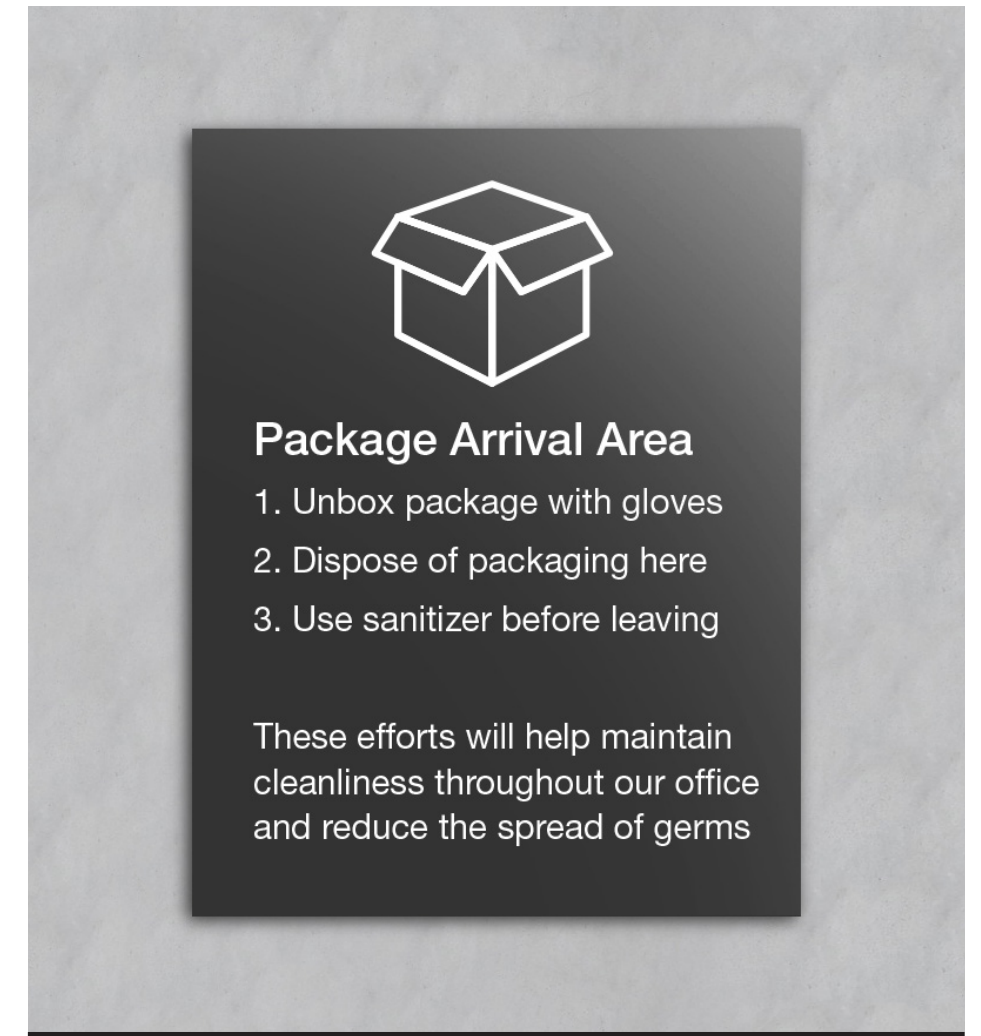Place on prominent wall near lockers.

Mailroom

Strategy

• Develop a Package Arrival Area, where all delivered packages should be unboxed or unwrapped by their receivers. Each staff should:

1. Unbox their package.
2. Dispose packaging in trash bin.
3. Use sanitizer to cleanse hands.

Sample Messaging

Package Arrival Area
1. Unbox package with gloves
2. Dispose of packaging here
3. Use sanitizer before leaving

These efforts will help maintain cleanliness throughout our office and reduce the spread of germs

Package Arrival Area
Place on wall within your designated Package Arrival Area

Other Support Tools
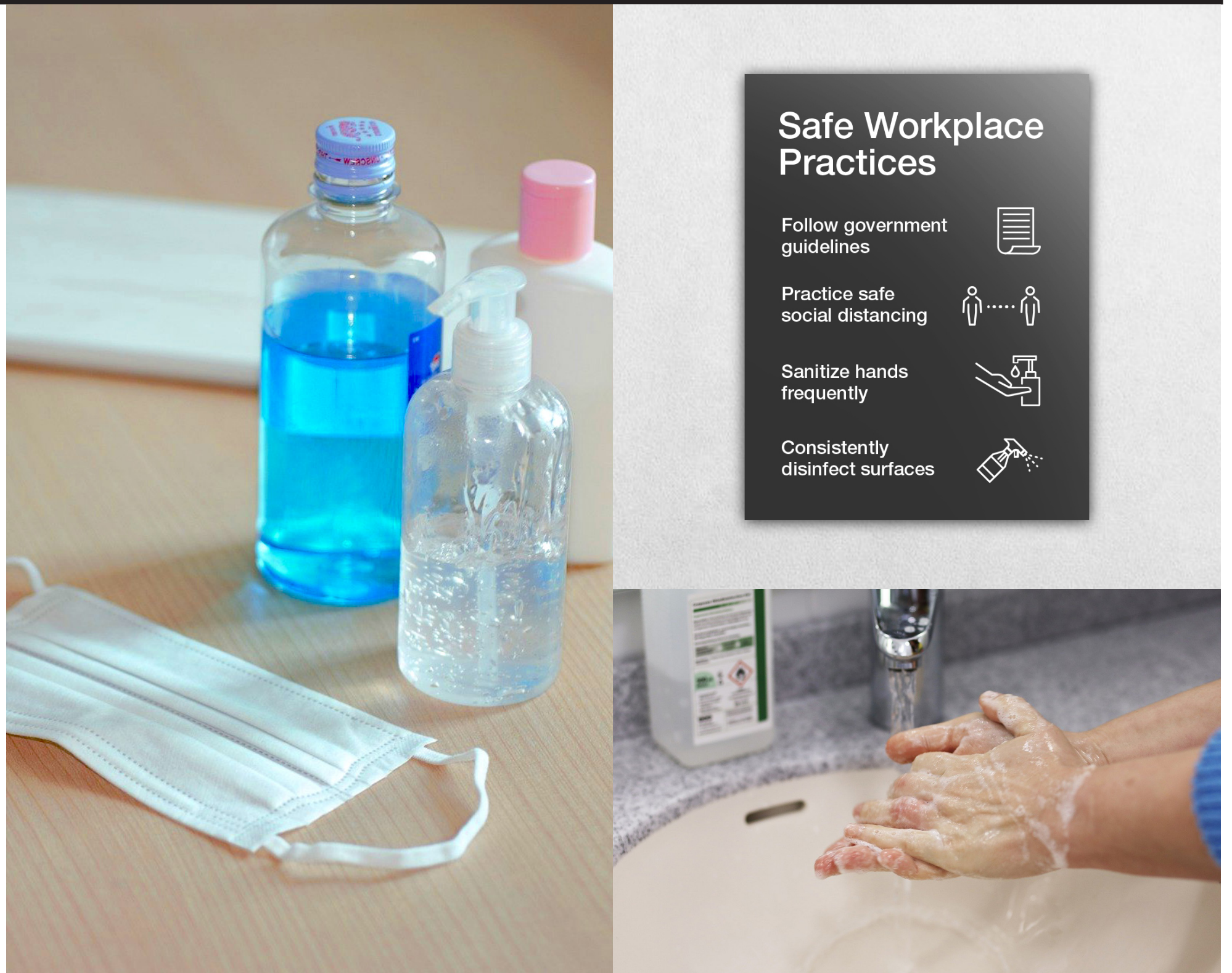
Office Sanitation Stations

Provide multiple areas for staff to sanitize and remain in compliance with protocols.

Your Office Sanitation Stations should be located in multiple areas throughout your office. Areas include but are not limited to:

• Reception
• Café
• Restrooms

The areas should be stocked with cleansing items. Items include but are not limited to:

• Sanitizer
• Disposable Masks & Gloves
• Tissues
• Large Trash Bin
• Signage outlining cleansing protocols

Safe Workplace Practices

Follow government guidelines

Practice safe social distancing

Sanitize hands frequently

Consistently disinfect surfaces

Other Support Tools

Employee Care Kit

Provide a Care Kit of supplies and information, based on best practices for health and safety.

The kit may include (but is not limited to) the following items:

• Disposable Mask
• Disposable Gloves
• Pocket Sanitizer
• Information Guide (include tips, office health and safety protocols, local health regulations, and other essential information)

Internal Communication

Establish cohesive communication to convey ongoing information to staff.

For your internal "health campaign", we recommend developing a standard email header or graphic so all staff can easily recognize ongoing health emails.

Emails should touch upon these core subjects:

• Office-Wide Sanitizing Guideline
• Personal Workstation Protocols
• Office Visitor & Client Protocols
• Latest Local & Regional Health Regulations

Need Help?

Need assistance developing a signage plan specific to your office? TPG is here to help:

Gladys Yue
Branding Studio
GYue@TPGArchitecture.com
212.536.5205 T
646.678.1578 M