

# Safe at Work: COVID-19 Office Building Toolkit



## We're here to help.

In these unprecedented times, some regions remain in quarantine, while others are beginning to reopen after weeks of shutdown. We're still coming to terms with what society and workplaces will look like, and managers are concerned about keeping colleagues safe from COVID-19, while serving customers and core needs.

Facility managers are tasked with preparing office buildings for returning employees. They need to ensure they have the right equipment and products in place to institute a high standard of hygiene, as well as the right cleaning protocol to help remedy colleagues' concerns about infection.

For more than 50 years, we at Tork have been – and continue to be – committed to improving hygiene in establishments around the world by developing and producing complete hygiene solutions and digital cleaning software.

With this guide, we want to share our expertise and provide concrete guidelines on how to execute appropriate hand hygiene and surface cleaning to help you and your colleagues stay well and keep your business operating.

We hope you can reopen your offices in a responsible and sustainable way, keeping yourself, your colleagues and customers healthy and safe.

Sincerely,

**Anna Königson Koopmans**

Marketing Director – Office Buildings  
Essity Professional Hygiene



# COVID-19

As office buildings begin to reopen, facilities staff are concerned about preventing the spread of COVID-19 and ensuring sick employees stay home. COVID-19 can spread through droplets produced when an infected employee coughs or sneezes. It may also spread through contaminated surfaces or objects.

But following proper hand hygiene protocols, practicing routine cleaning and disinfecting procedures, and optimizing dispenser placement in your facility can help reduce the spread of COVID-19. This toolkit provides the resources you need to help you reinforce best practices in your office during this outbreak and beyond.



## How can COVID-19 spread in your office building?



**Through the air  
by coughing and  
sneezing**



**Close personal contact,  
such as touching or  
shaking hands**



**Touching an object or  
surface with the virus on  
it, then touching your  
mouth, nose, or eyes**



# Hand hygiene

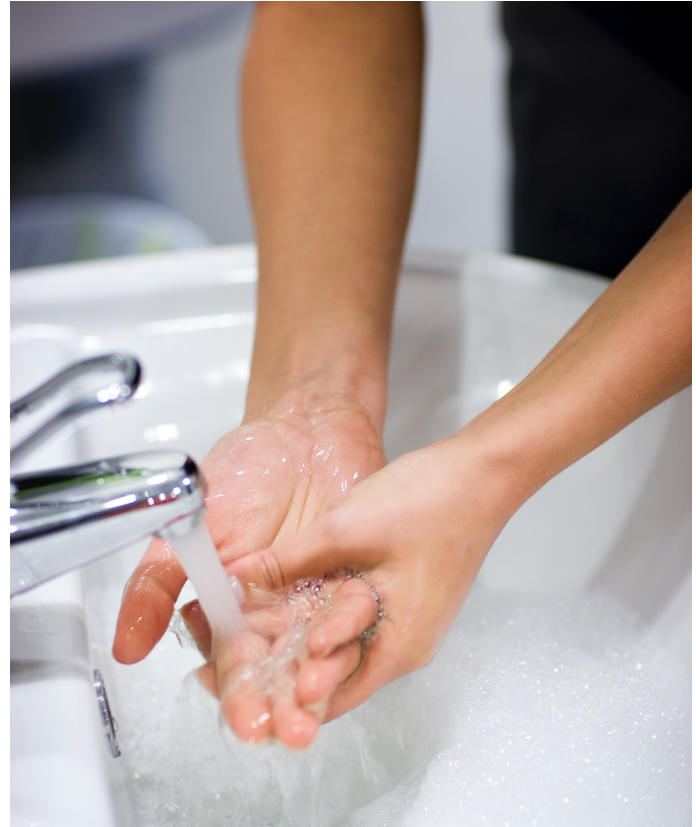
About 70% of offices today have open-plan seating, which makes it challenging to prevent the spread of the virus that causes COVID-19. In an office setting, we touch multiple surfaces – such as our keyboards, computer mice and phones – that can be contaminated with a pathogen.

That's why it's more important than ever to practice proper hand hygiene. Employees should wash their hands frequently and properly throughout the day, but especially:

- After nose-blowing, coughing or sneezing
- Before and after preparing food and eating
- After using the toilet or touching trash

Ensure that you provide your employees with a clean, well-stocked handwashing facility and hand sanitizer.

You can promote proper hand hygiene in your facility in several ways, including posting signs near the sinks, restrooms and other high-traffic areas in the facility. Below are some tools and information to encourage proper handwashing and disinfecting techniques among employees.



## Resources

**Handwashing procedure**

Wash your hands with soap, water and paper towel.

For more information visit [torkusa.com](https://torkusa.com) or [tork.ca](https://tork.ca)

**Handwashing procedure**

**Hand Sanitizing**

Disinfect your hands

For more information visit [torkusa.com](https://torkusa.com) or [tork.ca](https://tork.ca)

**Hand sanitizing**

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# Surface cleaning

Office workers can contract COVID-19 by touching surfaces contaminated with the novel coronavirus, so high-touchpoints should be frequently cleaned and disinfected to help reduce the spread of infection. Here are some cleaning tips for different areas within your building:

- **Overall:** High-traffic areas with surfaces being touched often should be prioritized and cleaned frequently. Use disposable cleaning cloths and change them frequently. Make sure your cleaning staff has effective cleaning equipment and gear to protect themselves. Make disposable wipes for cleaning available so employees can clean specific areas when needed.
- **Reception:** Wipe high-touch surfaces such as door handles, touch screens and elevator buttons frequently. Keep wiping solutions close by to make cleaning a swift and smooth task.
- **Office:** Clean shared high-touch equipment such as keyboards, computer mice, printers and phones often and ensure that surface cleaning is carried out regularly. Provide disposable wipes for cleaning so employees can clean their personal space when needed.
- **Restrooms:** Begin cleaning less dirty surfaces and end with the toilet and the floor. Use more than one wipe to prevent spreading germs. Mops and sponges can harbor microorganisms, so cleaners should consider disposable solutions.
- **Breakrooms:** Clean the least dirty surfaces first and the floor last. Greasy or oily surfaces need to be cleaned with hot water and professional cleaning detergents before being sanitized.

Below are some additional resources to help you ensure that your office building remains safe for the people who work there.

## Resources

**Hygiene issues in an open office environment**

It is becoming increasingly evident that cleanliness and hygiene in the workplace is not only just a matter of a nice to have, but is a vital factor for productivity. With more and more offices converting to open concept, people are socializing more frequently, sharing facilities and technology, and thereby facing more hygiene risks than before. As many people, especially younger generations, are also becoming more health conscious, ensuring a clean and safe work environment for employees becomes more important for possible recruits and current talent.

Offices are getting their own share of all-in-one health environments, this leading to increased hygiene concerns and needs all around the world. New data from the global [Leadership in Cleanliness \(LiC\)](#) and insights from the [Tork Office Trend](#) shows that today's offices need to accommodate proactive hygiene solutions, enabling employees to take control over workplace hygiene. Here we look into the details and trends and dig deeper into how hygiene solutions can give a competitive edge in a market where offices are often open concept.

**Open plan offices have both upsides and downsides**

About 70% of offices in the US and 72% in the UK today have open floor plans, and in open concept offices there is more movement in a collaborative environment. They do require a higher level of maintenance and a stronger hygiene strategy with solutions designed for the flexible office environment.

A number of studies have found a correlation between the number of people working in a room and the risk of disease to be 'exponential'. That is, the more people sharing a space, the more exposed they are to potential disease.

**References:**

1. [Tork Office Trend 2020](#). The report shows 70% of offices in the US today have open floor plans, and 72% in the UK.
2. [LiC Global Cleanliness Report 2019](#). The report shows that 70% of offices in the US and 72% in the UK today have open floor plans.
3. [Tork Office Trend 2020](#). The report shows 70% of offices in the US today have open floor plans, and 72% in the UK.
4. [Tork Office Trend 2020](#). The report shows 70% of offices in the US today have open floor plans, and 72% in the UK.

**Hygiene issues in an open office environment**

[Download](#)

**Tork cleaning for health checklist**

- Put on protective gloves and apron.
- Empty trash and recycling bins—replace liners and make sure to sanitize inside and outside of the waste bins as needed.
- Washroom Cleaning:**
  - Clean and sanitize all touch surfaces with a sustainable green cleaning solution. Use a new wipe for each area to reduce cross-contamination.
  - Refill all dispensers to ensure proper hygiene and hand washing practices can be achieved.
  - Mop the floor using a sustainable cleaning solution, with special attention to areas around the toilets and sinks. To reduce cross-contamination consider disposable cleaning options.
- Dust all surfaces including doors, partitions, picture frames, table and chair legs, air vents, blinds and window sills. This will reduce allergens as well as improve indoor air quality.
- Polish and clean high shine surfaces such as glass/mirrors, chrome, steel with sustainable cleaning solutions.
- Floor Care—move furniture and fixtures as needed to reduce accumulation of allergens and improve indoor air quality.
- Vacuum carpeted areas with vacuums equipped with HEPA filters.
- Sweep and mop hard surfaces using sustainable cleaning solutions.

For more information visit: [tork.us.com](https://tork.us.com)

**Tork cleaning for health checklist**

[Download](#)

**The Value of Data-Driven Cleaning for the Facility Services Industry**

**Introduction**

With the fourth industrial revolution upon us, the use of which technology depends upon us to know no bounds. The use of data and the concept of 'Big Data' continues to change the way businesses operate in many industries, not least the facility services industry.

In the cleaning and hygiene environment, in which increasingly strict customer groups are demanding on service providers, companies need to work and plan ahead their business effectively. The production of services and goods about companies containing new technology in the use of a 'Big Data' approach means that by harnessing data you can better manage and control business operations. Companies that do not know how to control their operations through their own digital insights will be increasingly difficult to meet customer demands and to remain successful in the market.

For facility services, health, safety and security, it is crucial to provide a professional, safe and secure environment capable of protecting people and assets from risks. This is achieved through the use of high-quality cleaning and maintenance. Regular routine work, regular cleaning schedules and strict adherence to the cleaning standards for the companies of service. Cleanliness depends on the ability to collect and analyze data from the use of technology in the workplace, both regarding the use of cleaning, helping them to stay competitive and increase their performance in the marketplace.

The digital landscape is changing continuously. To stay ahead of the market and to be ready to respond quickly to the changing demands of the market, companies need to invest in the right technology and to use it effectively to improve their business.

It is not business as usual, and we are entering new levels of complexity the way we work. Data-driven cleaning enables us to better understand and optimize our cleaning work.

**Jan Dierckx, Senior Global Category Buyer at Essity**

**essity**

**The value of data-driven cleaning**

[Learn more](#)

**Getting your workplace ready for COVID-19**

3 March 2020

Get your workplace ready for COVID-19

In January 2020 the World Health Organization (WHO) declared the outbreak of a new coronavirus disease in Hubei Province, China to be a Public Health Emergency of International Concern. WHO stated there is a high risk of a 2020 coronavirus disease (COVID-19) spreading to other countries around the world. WHO and public health authorities around the world are working actions to contain the COVID-19 outbreak, however, long-term success cannot be taken for granted. All sectors of our society – including business and employees – must play a vital role in curbing the spread of the disease.

**How COVID-19 spreads**

When someone with the COVID-19 coughs or sneezes they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects – such as desks, tables or telephones. People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads by contact with people, but also spreads through air. COVID-19 spreads through contact with contaminated surfaces and objects. However, some people do experience more serious disease than others. People with underlying health conditions, such as heart disease, are more vulnerable to be more vulnerable than those under 65. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to contract these.

This document gives advice on:

1. Simple ways to prevent the spread of COVID-19 in your workplace
2. How to manage COVID-19 in case of an emergency response & return
3. High-touch surfaces and how to disinfect them
4. Getting your workplace ready in case COVID-19 arrives in your community

1. Simple ways to prevent the spread of COVID-19 in your workplace

The best course of action will help prevent the spread of infection in your workplace, such as desks, tables and telephones, and protect your customers, contractors and employees.

Employees should start doing these things now, even if COVID-19 has not arrived in the community where they operate. This is to ensure they are ready for the day that it does arrive and to slow the spread of COVID-19 if it arrives at your workplace.

- Make sure your workplace is clean and hygienic

**Getting your workplace ready for COVID-19**

[Learn more](#)

## Healthier buildings

As employees return to the office, their safety and wellbeing is a top priority for all of us. Facility managers can help manage the risk of infection by promoting good hand hygiene and cleaning more frequently and differently from before.

### Provide cleaning and hygiene solutions

Employees themselves will be more proactive in ensuring surface hygiene, so provide solutions that allow employees to clean keyboards and other shared office surfaces when needed.

### Make operational adjustments

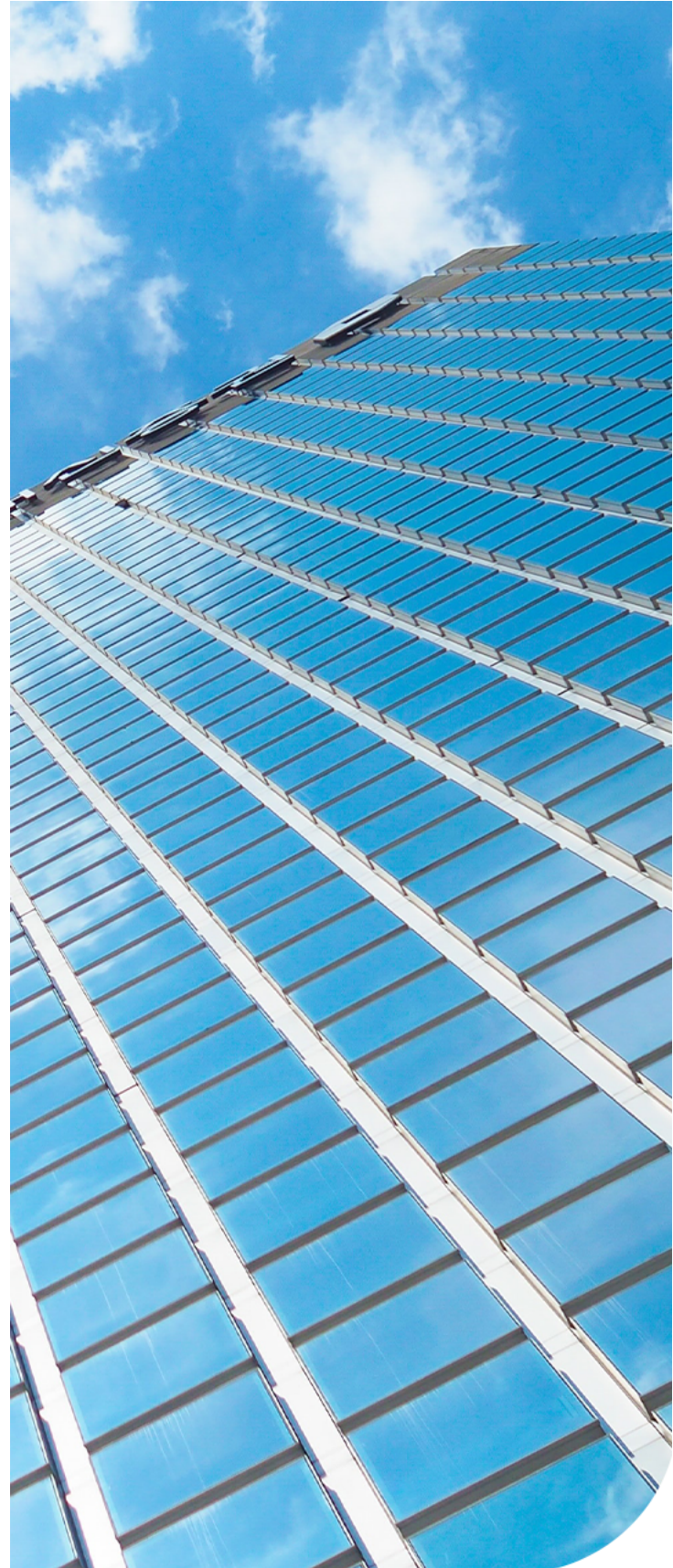
Make operational adjustments to limit the contact between workers in your office building at any one time by:

- **Extending office hours and asking employees to come into the office in shifts.** Add time between shifts to reduce contact and to clean high-touch surfaces.
- **Staggering arrival and departure times.** Reduce the volume of people entering and exiting areas such as the lobby, elevators and break rooms.
- **Alternate days between working remotely and on-site.** Only half the workforce would be in the office on any given weekday.
- **Staggering workstations.** Where possible, stagger workstations in the office to physically separate workers.
- **Limiting in-person group meetings.** Meetings should be held virtually as much as possible. For necessary in-person meetings, employees should practice physical distancing and proper hand hygiene.

### Encourage use of protective equipment

Ensure that protective equipment is available where and when needed, such as face masks and paper hand towels for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them.

For facility managers and service providers, high-quality office hygiene is the new standard. We have an opportunity not only to meet but exceed this expectation and to enable employees to take an active role in workplace hygiene.

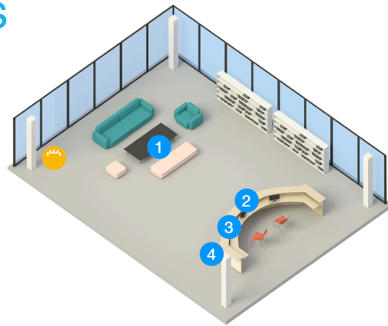


# Dispenser placement recommendations

As employees return to the office during the COVID-19 pandemic, you can reinforce proper hand hygiene through optimal hand hygiene dispenser placement. Make sure to place hygiene equipment in easily visible and accessible areas where there's a natural flow of traffic. Employees should not have to go out of their way to access those dispensers. While we understand that every office is unique, here are some guiding principles for areas in your office space.

## Reception areas

- 1 Napkins
- 2 Sanitizer
- 3 Facial tissue
- 4 Waste bins



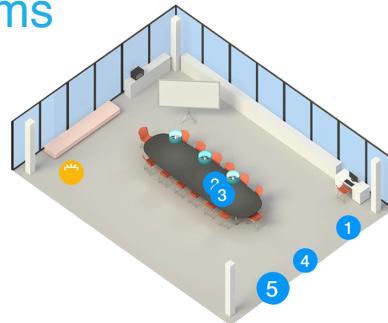
## Restrooms

- 1 Toilet paper
- 2 Hand towels
- 3 Soap
- 4 Waste bins
- 5 Toilet seat cover
- 6 Sanitizer
- 7 Facial tissue



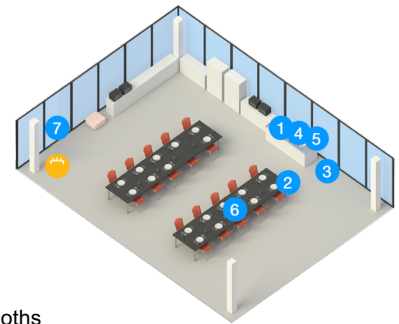
## Conference rooms

- 1 Hand sanitizer
- 2 Napkins
- 3 Facial tissue
- 4 Wiping and cleaning cloths
- 5 Waste bins



## Breakrooms and kitchenettes

- 1 Soap
- 2 Sanitizer
- 3 Waste bins
- 4 Hand towels
- 5 Wiping or cleaning cloths
- 6 Napkins
- 7 Facial tissues



## Office areas

- 1 Sanitizer
- 2 Waste bins
- 3 Facial tissue
- 4 Wiping and cleaning cloths
- 5 Napkins



## Office hygiene

For more information about the importance of hand hygiene and cleaning in your office building during the COVID-19 outbreak and beyond, visit our "Office Hygiene" resource page.

[Learn more](#)



## Product Recommendations for Office Buildings

### Restroom

Tork's innovative solutions are specifically designed to provide a positive and tidy guest experience while also ensuring a sophisticated look and feel through their award-winning design. Dispensing one sheet at a time reduces the risk of cross-contamination since people touch only what they need while also reducing waste and consumption.



Item #	Dispensers	Refills
552538	<b>Tork PeakServe® Mini Continuous Hand Towel Dispenser</b>	105065 Tork Advanced PeakServe Continuous Hand Towel
461102	<b>Tork Matic® Hand Towel Dispenser - with Intuition™ Sensor</b>	290025 Tork Advanced Matic® Hand Towel
473208	<b>Tork Elevation Coreless High Capacity Bath Tissue Dispenser</b>	472880 Tork Advanced Coreless High Capacity Bath Tissue
5555290	<b>Tork Twin Mini Jumbo Bath Tissue Roll Dispenser</b>	12024402 Tork Advanced Mini Jumbo Bath Tissue Roll, 2-Ply
571608	<b>*Tork Elevation Foam Skincare Automatic Dispenser with Intuition Sensor S4</b>	401211 Tork Extra Mild Foam Soap, 401701 Tork Extra Mild Foam Soap
571508	<b>*Tork Foam Skincare Manual Dispenser</b>	401211 Tork Extra Mild Foam Soap, 401701 Tork Extra Mild Foam Soap

### Common Areas

Tork solutions that enhance all details of guest and employee experience – including service, design and hygiene providing an all around high-quality experience.



Item #	Dispensers	Refills
2083281	<b>Tork Pop-Up Bracket Dispenser</b>	510176 Tork Cleaning Cloth
655300	<b>Tork Small Bracket Wiper Dispenser</b>	520350 Tork Industrial Cleaning Cloth
570058	<b>*Tork Hygiene Stand, Sanitizer bottle bracket #570068 for Stand also available</b>	400217 Tork Alcohol Foam Sanitizer
571608	<b>*Tork Elevation Foam Skincare Automatic Dispenser with Intuition Sensor S4</b>	400217 Tork Alcohol Foam Sanitizer 400016 Tork Alcohol Gel Hand Sanitizer, 70% alcohol*

## Product Recommendations for Office Buildings

### Offices, Conference Rooms and Reception

Tork systems are designed for environments with high demands on hygiene and cost control to create a more hygienic environment, while improving the image of your facilities.



Item #	Dispensers or Products	Refills
559028A	<b>Tork Centerfeed Dispenser</b>	121201 Tork Advanced Soft Centerfeed Hand Towel, 2-Ply, White
655300	<b>Tork Small Bracket Wiper Dispenser</b>	192291 Tork Odor Resistant Foodservice Cleaning Towel

### Breakrooms, Cafeterias and Cafes

Dispensing one napkin at a time helps reduce paper consumption and reduces risk of cross-contamination, since people touch only what they need.



Item #	Dispensers or Products	Refills
7232000	<b>Tork Xpressnap Fit® Tabletop Napkin Dispenser</b>	DX800 Tork Xpressnap FIT Advanced White Dispenser Napkin DX806E Tork Xpressnap Fit Advanced Natural Dispenser Napkin
7432000	<b>Tork Xpressnap Fit® Countertop Napkin Dispenser</b>	DX800 Tork Xpressnap FIT Advanced White Dispenser Napkin DX806E Tork Xpressnap Fit Advanced Natural Dispenser Napkin
552538	<b>Tork PeakServe® Mini Continuous Hand Towel Dispenser</b>	105065 Tork Advanced PeakServe Continuous Hand Towel
571608	<b>*Tork Elevation Foam Skincare Automatic Dispenser with Intuition Sensor S4</b>	401211 Tork Extra Mild Foam Soap
440245A	<b>Tork Industrial Paper Wiper, Pop-Up Box</b>	
520371	<b>Tork Industrial Cleaning Cloth, Handy Box</b>	
400017	<b>*Tork Alcohol Gel Sanitizer, 240 mL</b>	
400018	<b>*Tork Alcohol Gel Sanitizer, 460 mL</b>	

\*Sanitizer dispensers and refill supply may be limited while we ramp up capacity. Talk to your Tork Representative for more details.

### Get in touch

Join millions of people already using Tork products every day.

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