



# Bringing employees back to the workplace.

— Industry best practices for a safe return to the workplace.



As businesses worldwide prepare for a re-opening, they need to ensure employees, visitors, and contractors on premises are safe. To achieve this, they must put policies in place that prevent individuals at a higher risk of infection from entering a site.

- 1 Slow and steady
- 2 Inform and set expectations
- 3 Pre-screen
- 4 ZeroTouch™ arrival
- 5 Keep up to date

Step one

## Slow and steady.

The biggest infection risk during a pandemic is large groups of people together indoors.

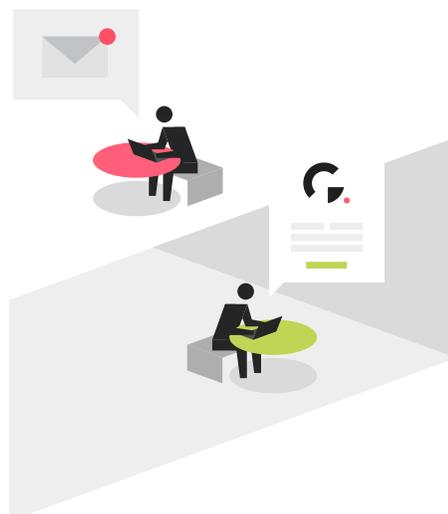
To avoid this, bring in only essential personnel and create shifts so not all employees are onsite at the same time.

Additionally, ensure you are only accepting visitors that need to be physically onsite. Any meetings that do not require facility entry should be done remotely.

## Invite first.

Within Traction Guest, you can pre-register employees and essential visitors for the specific times they are allowed to come onsite.

This “invite first” approach is your first gate to controlling who you have coming onsite.



Pre-registrations can be created through a number of methods:

- Per individual
- Bulk spreadsheet upload (CSV file)
- Calendar integrations (Outlook, Google Calendar)

### Bulk Invites Upload

Use the CSV template file to upload your invitations or select an existing file. A single file must not contain more than 300 invitations. File must contain:

- Email and start date
- End Date if parking lots and stalls are being assigned
- Parking lot names must have parking lot stall, and match the names used in the parking lot section.
- Host emails must be separated by commas without a space. All emails must match existing hosts in the system (e.g. "alice@example.net,chrism@example.net")

[SELECT CSV FILE](#) [DOWNLOAD CSV TEMPLATE](#)

Date Format used in CSV file

[CANCEL](#) [UPLOAD INVITATIONS](#)

Step two

## Inform and set expectations.

Once you decide who is coming into the office and when, the next step is to set proper arrival procedures and expectations.

Through pre-registration, you can send customized emails with information individuals may need beforehand and the steps they will be required to complete before coming on site.

Use Traction Guest's email template editor to configure standard templates for both

employees and visitors so you can prepare them in advance.

In the email you send, include a "Registration Portal Link" as a required step to enable Pre-Screening.

The invited individual will receive the Invite email tailored to the specific location they are being invited to.

Any emails you are sending the invited individual should set expectations as to what is required in the new normal to keep people safe.

Step three

## Pre-screen.

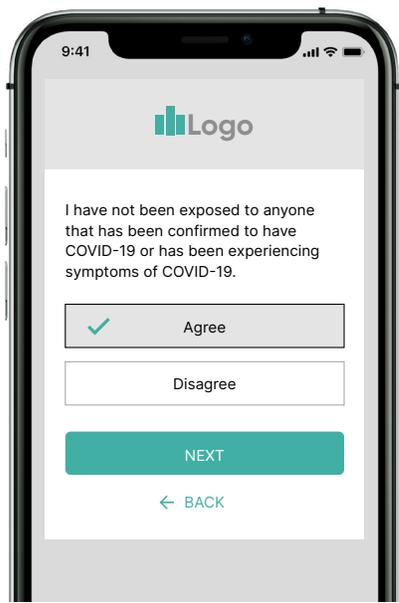
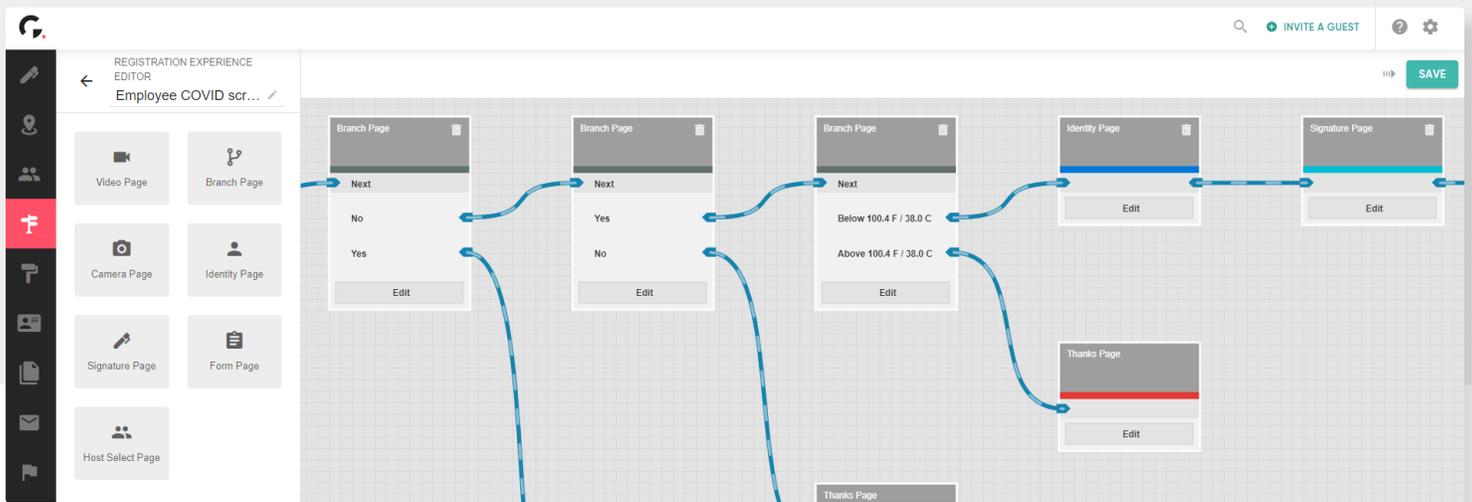
Before the employee or visitor arrives, they must complete a pre-screening health questionnaire to ensure individuals at a higher risk of infection are not allowed on premises.

Any pre-screening process should provide different outcomes depending on the answers provided.



## Controlling the pre-screen process.

Screening is controlled by you and can be made location specific. To edit this process, a Traction Guest admin can use the Dynamic Registration Portal Experience Editor.



Each question can lead the individual down a new path of the registration process so the information provided and emails sent can be tailored to the answers given.

As new best practices arise, you can quickly update these registration experiences and deploy those changes. Updates pushed to the registration will seamlessly take effect, even for individuals that have already received their invite email but are yet to complete the registration process.

**Logo**

**Welcome!**

Please complete the following questions within 24 hours of your visit to our office.

**START**

**Logo**

In the last 14 days, have you experienced any symptoms related to COVID-19? These symptoms can include: fever, dry cough, tiredness, etc.

No

Yes

**NEXT**

[← BACK](#)

**Logo**

Have you taken your body temperature within the last 48 hours?

Yes

No

**NEXT**

[← BACK](#)

**Logo**

Please select if your temperature was above or below 100.4°F / 38°C

Below 100.4°F / 38°C

Above 100.4°F / 38°C

**NEXT**

[← BACK](#)

## Denied Outcome.

Once you have completed all health screening questions, if the individuals' answers indicates they could be at a higher risk of infection, the system will:

1 End the process with a customized warning.

**Logo**

A temperature above 100.4 °F / 38.0 °C indicates a fever.

At this time we will not be able to allow anyone who has had a fever within the last 14 days to come into the office. Please reach out to your manager

**Logo**

Thank you for completing the health screening questions.

**At this time we will not be able to allow you into the office.**

Please reach out to your manager for next steps.

This email was automatically sent as acknowledgement of your recent registration. If you feel that you have received this email out of error, please reach out to [support@tractionquest.com](mailto:support@tractionquest.com)

2 Send them a follow up email that contains instructions for next steps.

## Approved outcome.

If all the questions answered results in a "Low Risk" outcome, they can continue forward.



**Logo**

Please sign this document to attest that all the answers you gave given are accurate.

By signing this document, I, \_\_\_\_\_ attest that all the questions answered during this health screening questionnaire are true and accurate to the best of my knowledge.

- In the last 14 days, I have not experienced any symptoms related to COVID-19
- In the last 14 days, I have not been in close proximity with anyone who has displayed symptoms of COVID-19 or has been confirmed to have COVID-19
- In the past 48 hours I have taken my body temperature and it was below 100.4 F (30 °C)

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Logo**

Please confirm your details.

Email

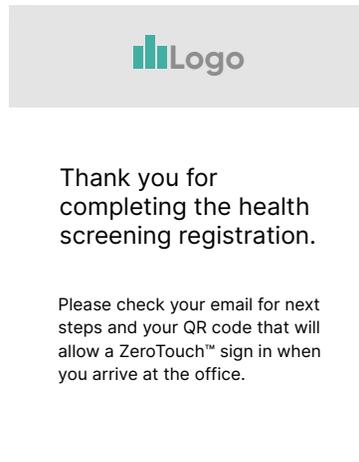
First Name

Last Name

Phone

**NEXT**

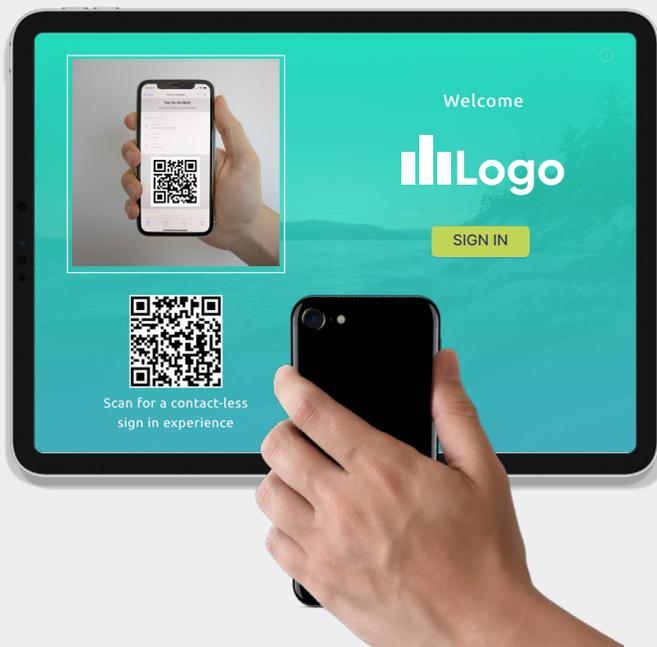
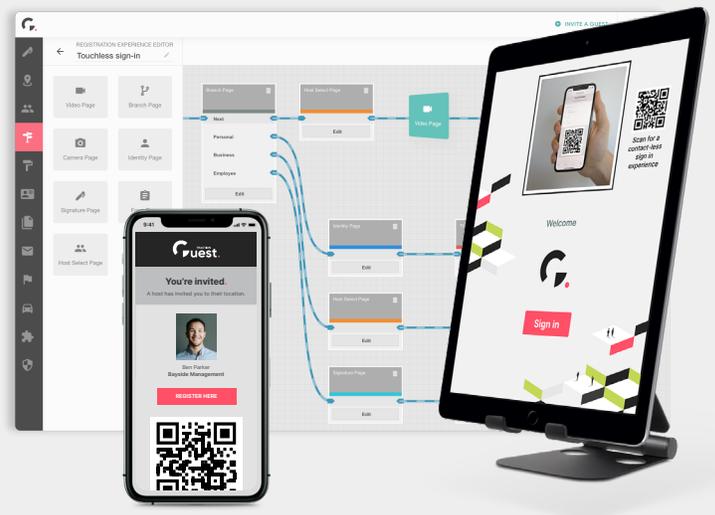
Upon completing this process, the individual will receive a new email that provides arrival instructions:



#### Step four

## ZeroTouch™ arrival.

When someone arrives in the office, you will need to check them in to maintain an accurate list of who is onsite. To avoid all individuals coming onsite interacting with the same communal check-in device, Traction Guest has introduced ZeroTouch sign-in.



## Self-serve.

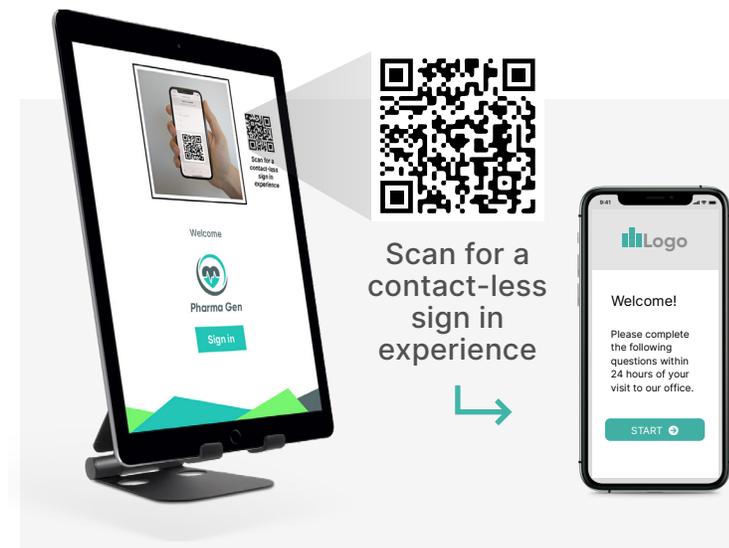
### Invited

You can configure the iPad kiosk to have an always on display camera to read the QR code within the invite email received after completing the registration process.

By having the iPad scan their QR code, the system will automatically check them in.

### Not invited

If you choose to allow non-invited visitors to come onsite, you can configure the iPad kiosk to display a QR code that the visitor can scan with their smartphone. Once scanned, it will open the registration portal on their device. Upon completing the registration they will receive a new QR code that can then be scanned by the iPad to complete their check-in.



## Assisted check-in.

If a visitor was not able to complete the health screening questionnaire beforehand or was not invited and they do not have a smart device to use, you can have a staff member check them in. This can be done either with the Guestbook or by having a staff member directly interact with the kiosk on behalf of the person checking in and answering the questions on the iPad.

If onsite temperature checks are required as per your company policy, temperature data can be

appended to the sign in record by a staff member with access to the Guestbook.

All data captured and related to the sign in records are exportable for audit purposes.



### Step five

## Keep up to date.

During a pandemic, things are always changing as new information is released. Stay up to date on the latest best practices by reaching out to [Customer Support](#).

Or by reviewing our online resources:

Once new best practices are identified, your Traction Guest admin will be able to implement them across all your locations remotely.

5 practical ways to manage visitor operations during COVID-19

Read more >

Quick Takes on Enterprise Security - Episode 2

Watch now >

Introducing ZeroTouch™. Touchless sign-in for employees and visitors

Read more >

Visitor Screening Best Practices.

Read PDF >