

# Kroll Security Risk Management COVID-19 Office Reopening Considerations

## **BUSINESS NECESSITY**

### **1. Essential Functions**

Is this location critical to the continued operations of the business?

Does this location contain critical people, processes, products or technology?

## **GOVERNMENTAL RESTRICTIONS**

### **1. International**

Do regarded international organizations allow for offices to reopen?

### **2. Federal, State and Local**

Do Governmental regulations and guidelines allow for offices to reopen?

### **3. Other**

Are there any other governmental issues that may impact upon office reopening?

## **INFRASTRUCTURE CAPIBILITIES**

### **1. Transportation**

Is local transportation (roads, trains, subways, buses, etc.) available at adequate levels, safe for employee travel and cleared for normal usage by local residents?

### **2. Education**

Have local schools reopened? If not, does this location have a plan for employees with children at home?

### **3. Other**

Are there any other infrastructure issues that may impact upon office reopening?

## **BUILDING MANAGEMENT AND TENANT COORDINATION**

### **1. Building Management/Tenant Coordination**

Has office reopening been coordinated with base building protocols that may be impacting the following?

- a. **Health protocols (screening/testing/personal protective equipment)**
- b. **Access control**
- c. **Fire alarm procedures**
- d. **Emergency procedures**
- e. **Evacuation procedures**
- f. **Elevator operation**
- g. **Visitor management**
- h. **Deliveries and mail**
- i. **Cleaning services**
- j. **Communications**

**2. Other**

Are there any other building or tenant issues that may impact upon office reopening?

**OFFICE HEALTH AND SAFETY CONCERNS**

**1. Screening and Testing**

Does this location have a plan for employee health screening (which may include temperature scans)?

**2. PPE**

Who will obtain / supply PPE?

a. **Masks**

Does this location have a stock of protective masks appropriate for staff?

b. **Gloves**

Does this location have protective gloves in stock appropriate for staff?

c. **Hand Sanitizer**

Does this location have access to hand sanitizers as appropriate for staff?

### 3. Sanitation Supplies

a. **Tissues/Toilet Paper**

Does this location have stock or access to toilet paper stock appropriate for staff?

b. **Hand Soap**

Does this location have stock or access to hand soaps appropriate for staff?

c. **Disposable Wipes**

Does this location have an existing stock of disposable disinfectant wipes or access to them appropriate for staff?

### 4. Cleaning Services

a. **Before Opening**

Has this office been disinfected by a professional cleaning service provider before reopening?

b. **Ongoing**

Does this location have access to professional cleaning services regularly for common areas and employee workstations?

### 5. Physical Plan

a. **Shift Work/Schedules**

Does this location have a plan for office hours, which may include flexible working hours or staggered shifts?

b. **Distances and Barriers**

Does this location have spacing distances between employee workstations? Are any physical barriers or structures being provided to ensure

c. **Visitor Controls and Policies**

Does this location have policies and procedures related to outside visitors?

d. **Deliveries and Mail**

Does this location have policies and procedures related to deliveries and mail?

e. **Gathering Locations**

Does this location have procedures related to common areas (i.e., kitchens, meeting rooms, etc.)?

f. **Social Distancing Requirements**

Does this location have social distancing policies?

g. **Internal Meetings/Gatherings**

Does this location have a policy regarding internal meetings (i.e., locations, number of personnel allowed, etc.)?

h. **External Meetings/Gatherings**

Does this location have a policy regarding external meetings?

i. **Emergency Closing Procedures**

Does this location have emergency closing procedures?

**7. Physical Security**

a. **Security Systems**

Have electronic security systems (such as access control, video surveillance, etc.) been tested and confirmed to be in good working condition?

b. **Fire Alarm System**

Has the fire alarm system been tested and confirmed to be in good working condition?

c. **Contract Security Services**

Have contract security services been considered, if warranted by local civil unrest?

d. **Incident and Threat Reporting**

Does this location have procedures in place for employees to report incidents or threats (i.e., office equipment found missing upon reopening, etc.)?

e. **Signage**

Does this location have appropriate signage to communicate COVID-19-related health and safety protocols?

**8. Business Travel: International, Domestic, and Client Sites**

Does this location have a policy pertaining to business travel?

If travel is permitted, does this location have a policy regarding self-quarantine for employees returning from travel if applicable?

Is appropriate lodging available at the destination location?

**9. Training**

Has training been formulated and provided for protocols or policies?

**10. Other**

Are there any other employee health and safety issues that may impact upon office reopening?

## **COMMUNICATIONS**

### **1. Internal Communication**

Does this location have a plan for communicating all COVID-19 or related policies to employees and ensuring compliance?

### **2. External Communication**

Does this location have a plan for communicating office reopening and related protocols to external parties?

### **3. Other**

Are there any other communications issues that may impact upon office reopening?

## **HUMAN RESOURCES/STAFFING**

### **1. Family Health**

Does this location have a plan for employees with sick family members at home (considering social distancing and family medical leave)?

### **2. Continued Working from Home/Special Category**

Does this location have a policy for employees that plan to continue working from home (employees that are uncomfortable returning to public locations)?

### **3. Monitoring Employee Sentiment**

Does this location have a plan for monitoring employee sentiment related to COVID-19 and office reopening?

### **4. Flexible Sick Leave**

Does this location have a policy regarding employee sick leave appropriate for COVID-19?

### **5. Employee Assistance**

Is it required to have employee assistance available at the location due to COVID-19 impacts?

### **6. Support Staffing (such as security, administration, custodial, etc.)**

Is local support staff available as required for office operations?

### **7. Furloughed/Laid Off Staff**

Do any furloughed or laid off staff need to be rehired for operations?

### **8. Third-Party Providers/Vendors**

Does this location rely on any third-party products or services that are at risk? If so, are the alternates available?

### **9. Other**

Are there any other HR or staffing issues that may impact upon office reopening?

## **INFORMATION TECHNOLOGY**

### **1. Infrastructure**

Is the IT infrastructure readily available in this location?

### **2. IT Support**

Is the IT support staff readily available in this location?

### **3. Other**

Are there any other IT issues that may impact upon office reopening?

## **OPERATIONAL CONSIDERATIONS**

### **1. Insurance Coverage**

Are there any contingencies or requirements from the insurance provider regarding populating the office?

### **2. Other**

Are there any other operational issues that may impact upon office reopening?

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