AN EMPLOYER'S GUIDE TO

Epidemics and Global Emergencies in the Workplace

Automating screening and enforcing policies during the COVID-19 Coronavirus outbreak

A WHITEPAPER BY

iLobby®

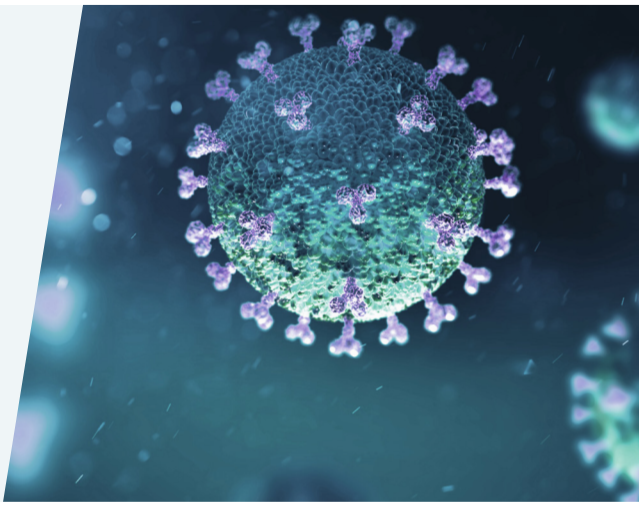
Global Leader in Enterprise Visitor Management™

DISCLAIMER

iLobby® is intended to help streamline processing of visitors and employees at an organization's main points of entrance, and the information provided herein is not to be considered as legal or regulatory guidance or advice. The processes described herein are based on real-world applications and setups used by existing iLobby® clients.

OVERVIEW

Responding to Large-Scale Epidemics in the Workplace



Managing Visitors and Employees in High-Traffic Facilities During Global Emergencies

The 2020 outbreak of the COVID-19 Coronavirus is a clear demonstration of the massive impact an unpredictable epidemic or global emergency can have on the operations of organizations, within a very short period of time.

With quarantines, travel bans, and mass public concern – most businesses and organizations find it challenging to keep a safe workplace. Yet employers are expected to promptly establish short-term polices and enforce them in order to safeguard and protect their employees. This is particularly important in high-traffic facilities and offices that process a large volume of visitors and employees, which places them at a higher risk of exposure.

Large scale enterprises and multi-national corporations are particularly vulnerable during these outbreaks, as they have hundreds, if not thousands, of people walking through their doors on a daily basis.

The impact is even more concerning for global organizations, where business travel and international visitors are a part of everyday operations.

With a growing number of cases being reported on a global scale, it is becoming more important for managers to establish workplace protocols to limit person-to-person contact and potential transmission. However, on a large scale, it becomes challenging to screen each and every individual without impacting daily business operations.

This whitepaper offers best practices for identifying high-risk individuals, and looks at how technology can be leveraged to enforce policies and screen each individual moving through your doors. It outlines processes to mitigate risk and increase control during global epidemics, specifically the 2020 coronavirus outbreak.

SCREENING

Best Practices for Identifying High-Risk Individuals

Selecting the Right Screening Criteria for Efficient Identification of Each Individual's Level of Risk

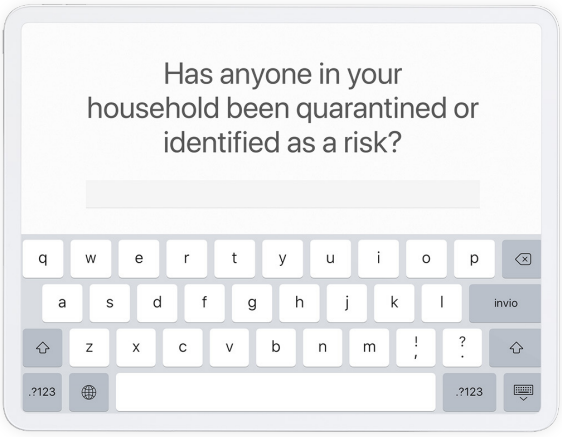
Identifying high-risk individuals starts with asking the right screening questions. The process should focus on questions that determine whether the individual has been in the affected region and what extent of exposure they've had in order to assess the level of risk.

The key questions to ask in order to efficiently screen individuals for Coronavirus, include:

- Have you visited China in the last 30 days?
- Has anyone in your household been quarantined or identified as a risk?
- Have you been exposed to anyone who contracted the Coronavirus?
- Are you experiencing any flu-like symptoms such as fever, cough, or shortness of breath?

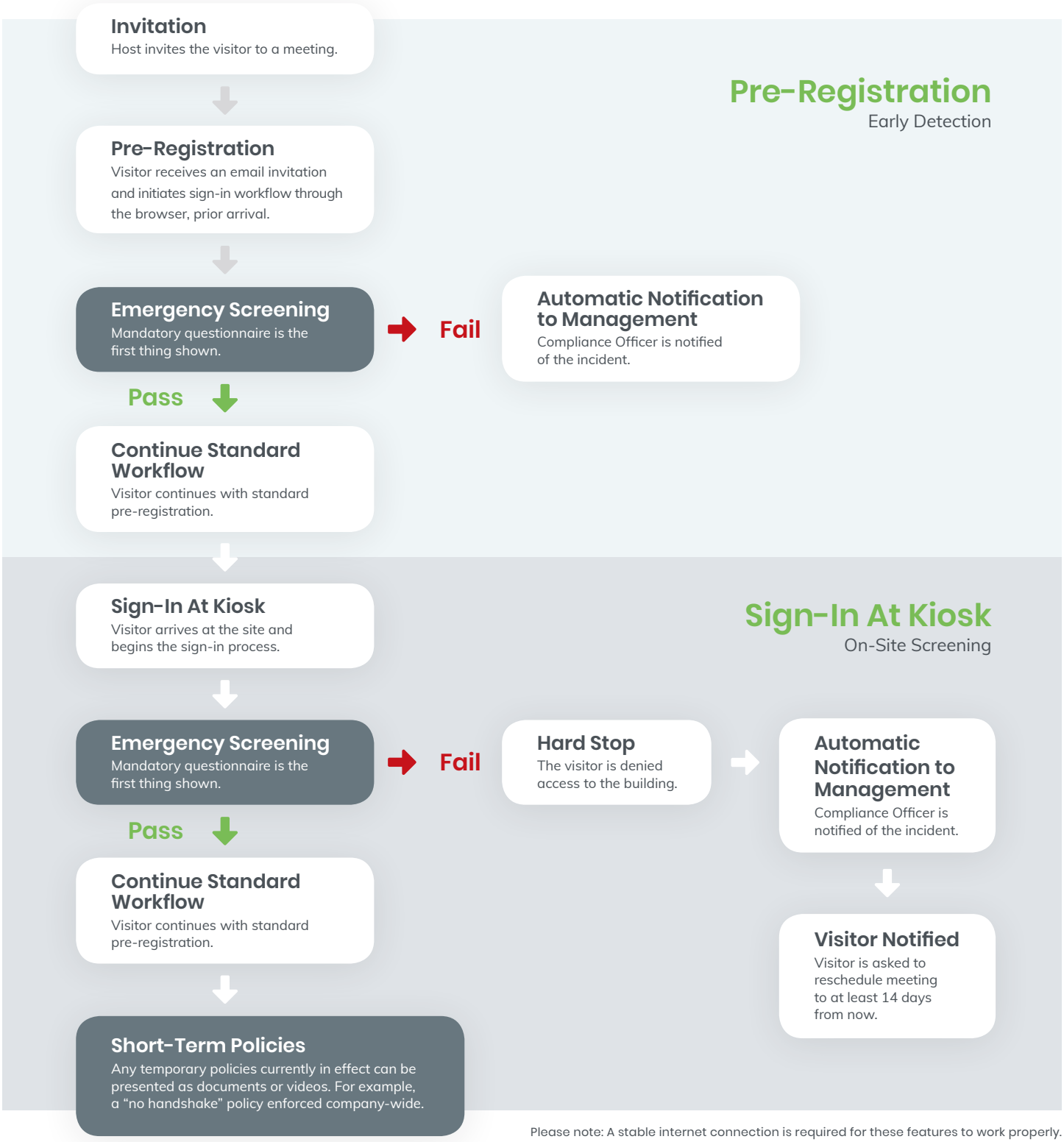
Any individual who answers "yes" to one or more of these questions, should be considered a risk to your workplace. As a precaution, this individual should be asked to reschedule their meeting or interview to a future day, at least 14 days from now.

However, manual screening of each individual is both an ineffective and time-consuming process, and organizations will be better prepared by using digital screening processes where workflows can quickly be established for specific, short-term emergencies.



Emergency Screening Workflow Example for COVID-19

A Real-World Implementation of an Automated Process to Efficiently Screen Each Individual in a High-Traffic Facility Using iLobby®.



Please note: A stable internet connection is required for these features to work properly.

PROCESSING

Leveraging Technology to Automate Individual Screenings on a Large Scale

Systematizing Key Steps and Triggers to Automate Decision Making During the Processing of Visitors

When epidemics and other events of global impact occur, employers need a simple, short-term solution to quickly implement the controls and restrictions needed to improve safety in their workplace.

The successful establishment of measures begins with screening each individual to assess their level of risk. However, manually screening visitors on a one-by-one basis becomes extremely time consuming on a large scale. When hundreds or thousands of individuals are moving through your organization's doors daily, this approach would result in major delays in both your front lobby and normal business operations. Therefore, technology needs be leveraged in order to implement safety measures in a practical, real-world scenario.

The iLobby® Visitor Management platform is an effective screening mechanism for identifying potential risks and threats to your organization.

Here are some of the ways iLobby® can help you respond:

- Pre-screening visitors prior to their arrival to your facilities in order for early detection of potential risk.
- Screening visitors prior to them entering your building to assess if they are potential risks – and if they are, denying them access to your facilities.
- Efficiently communicating all potential or active incidents to building supervisors, management, and security personnel with automated notifications.
- Ensuring that, should an incident occur, an audit trail is kept to retain a log of events in order to better assist authorities in mitigating risks.
- Presenting educational and safety information during sign-in, as well as informing visitors of any short-term measures implemented, such as "no handshake" policies.

Visitor Management System: A Barrier to Control, Screen, and Enforce Compliance

The iLobby® Visitor Management System is able to screen and process each individual that checks in and out of your facilities within just a matter of seconds. The platform is used to enforce both simple and highly restrictive workflows and policies within your workplace, making iLobby® a powerful and effective barrier to control and enforce compliance. Furthermore, iLobby® gives you the ability to use pre-registration screening to identify potential risks from visitors prior to their arrival at your building, and deny local access to offices and employees if necessary.

iLobby®'s flexibility allows major organizations to quickly implement short-term restrictions and policies in their buildings – across all of their locations globally, all from one centralized location.

About iLobby® Visitor Management

iLobby® is a global leader in Enterprise Visitor Management, trusted by thousands of organizations worldwide to track, monitor, and manage people entering their facilities. This game-changing solution helps enterprises reach a high level of security and regulatory compliance in highly complex and regulated facilities such as government buildings, banks, airports, and manufacturing plants.

The platform is an integral part of day-to-day operations for Fortune 500 companies, global corporations, and major institutions such as Canada Post, Toronto Pearson International Airport, Scotiabank, Manulife, Pepsi, Netflix, and more. The platform has been implemented in over 45 countries and has been translated into 35+ languages to support localization for specific regions worldwide.

The iLobby® platform's uniqueness lies in its ability to be quickly configured and deployed to almost any environment, with support for unique workflows and configurations, customizable to each site.

iLobby® has brought a new level of automation and control into highly regulated facilities where complex regulations and security concerns exist. The company continues to develop robust solutions to extend the platform's capabilities in access control, physical security, safety and site management in order to deliver fully integrated systems.

To learn more about iLobby®, visit ilobby.com