

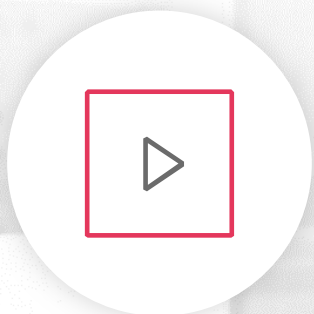


## New World of Work Webinar Series

Planning for a Safe Return to  
the Office

CIPMM July 22, 2020





**This webinar will be recorded and made available to all participants.**



**All participants have been placed in listen-only mode.**



**Submit your questions anytime through the chat. We'll do Q&A at the end.**



# Meet Our Speakers

---

**RICOH**  
imagine. change.



**John Kingan**  
Branch Manager,  
Federal Government Accounts



**Michael Costa**  
Services Portfolio Manager



**Amrit Sandhu**  
Vice President, Human Resources



**Steve Smith**  
Director, Services Portfolio





# Today's Agenda

- GC Guidance and Framework for a Safer Return to Work
- Canada's Re-opening
- Return to Office Attitudes
- Key Concerns for HR Leaders
- Design Best Practices
- Using Technology to Engineering Safer Workplaces
- GC Procurement Strategy
- Q and A







## On a Scale of 1 to 5, What is your attitude toward returning to the workplace?

1. No problem..... Let me in already.
2. I'm good.....If I know the appropriate protocols are in place
3. Mmmm Ok ..... I have concerns and will be super cautious
4. Do I have to?.... ..Will work from home as much as I possibly can
5. No way.....Not happening till there is a vaccine



GC return to work guidance and decision making will be based on the following principles:

1. the health, safety, and wellness of public servants and Canadians are paramount
2. public health instructions to contain the spread of the coronavirus will be adhered to
3. programs and services that the Government of Canada and Canadians rely on will be maintained.





# GC Return to Work Framework

1. The GC Return to Work will be gradual, agile and will vary greatly based on location. (i.e. NCR vs Region)
2. Each department will be responsible for its own Return to Work plan and schedule. Deputy Heads are ultimately responsible for this activity.
3. GC Guidance will continue to be provided to help navigate each Department through the process.
4. Return to work will be a 'hybrid approach'. The new workforce will split – remote and office workers.

# It's a New World of Work

**RICOH**  
imagine. change.

Our first day back in the office will not be like our last.....



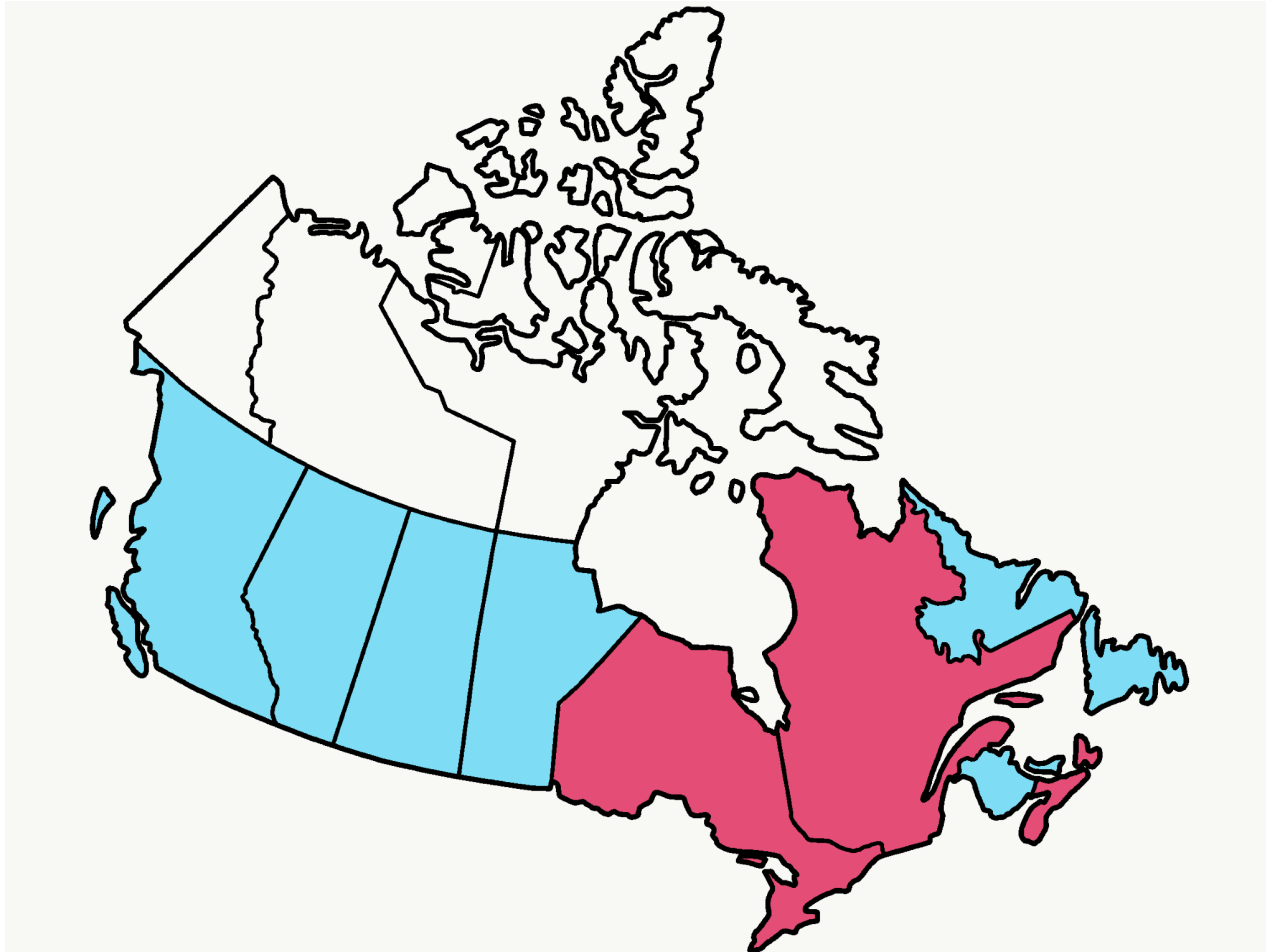
The COVID-19 pandemic has changed how we interact and how we work. Going forward employers will have to enable these changes to ensure employee safety and productivity.



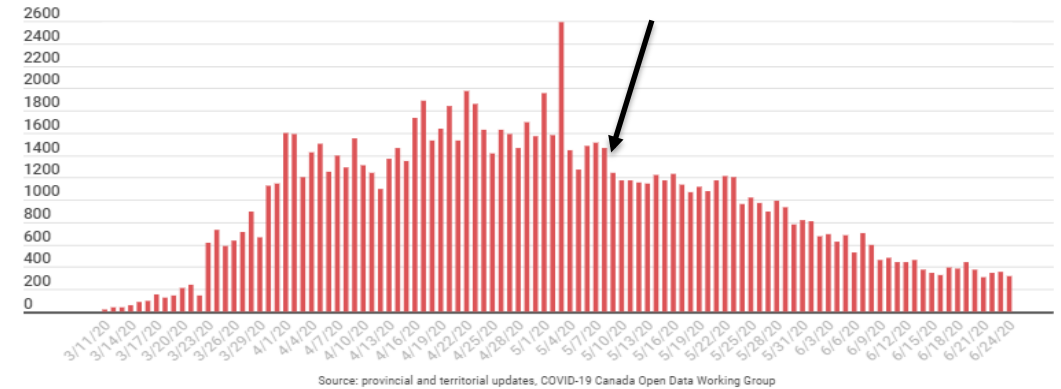


# Canada Opens for Business

**RICOH**  
imagine. change.



**No. of new COVID-19 cases**  
(Daily, starting with day of 100th case)



## Canada

Closed

✓ Essential Services

Stage 1\*

- ✓ Parks
- ✓ Outdoor recreation,
- ✓ Elective surgery
- ✓ Lawn care / garden centers
- ✓ Retail - curbside

May 4<sup>th</sup>

May 30<sup>th</sup>

June 30

© 2019 Ricoh Canada Inc. All Rights Reserved.

\* With physical distancing, capacity restrictions, disinfecting measures, PPE and hand hygiene



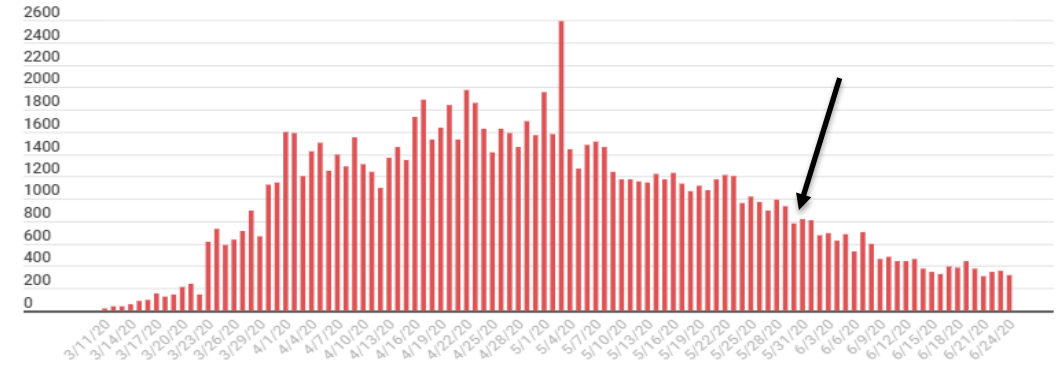
# Canada Opens for Business

**RICOH**  
imagine. change.



## No. of new COVID-19 cases

(Daily, starting with day of 100th case)



Source: provincial and territorial updates, COVID-19 Canada Open Data Working Group

## Canada

### Stage 1\*

- ✓ Parks
- ✓ Outdoor recreation,
- ✓ Elective surgery
- ✓ Lawn care / garden centers
- ✓ Retail - curbside

### Stage 2\*

- ✓ Offices
- ✓ Manufacturing
- ✓ Construction
- ✓ Personal Services

May 4<sup>th</sup>

May 30<sup>st</sup>

June 30

© 2019 Ricoh Canada Inc. All Rights Reserved.

\* With physical distancing, capacity restrictions, disinfecting measures, PPE and hand hygiene





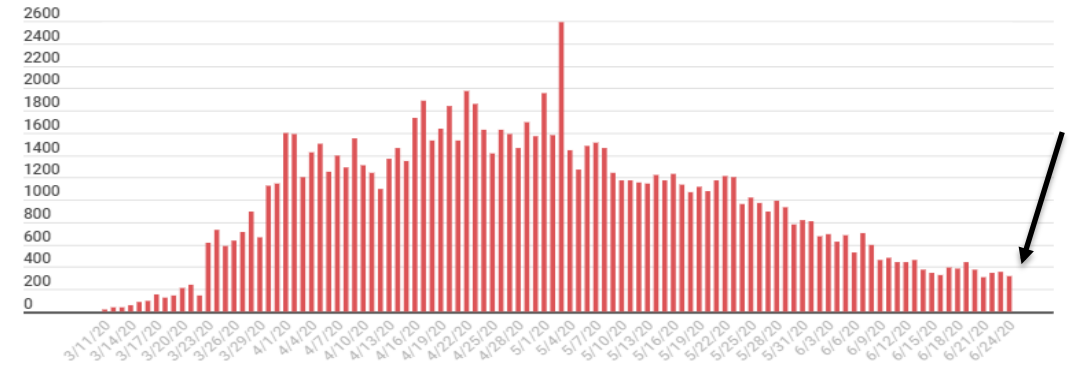
# Canada Opens for Business

**RICOH**  
imagine. change.



## No. of new COVID-19 cases

(Daily, starting with day of 100th case)



Source: provincial and territorial updates, COVID-19 Canada Open Data Working Group

## Canada

### Stage 2\*

- ✓ Offices
- ✓ Manufacturing
- ✓ Construction
- ✓ Personal Services

### Stage 3

- ✓ Gyms
- ✓ Hotels and resorts
- ✓ Movie Theatres
- ✓ Film Industry

May 4<sup>th</sup>

May 30<sup>st</sup>

June 30

© 2019 Ricoh Canada Inc. All Rights Reserved.

\* With physical distancing, capacity restrictions, disinfecting measures, PPE and hand hygiene

# What will it take for people to work in an office?

(Employed Canadians)

**71% will work with conditions**

I'm  
comfortable  
enough  
already

12%

I won't be  
comfortable  
until there's  
a vaccine

17%

Clean Surfaces  
Regularly

66%

Enough Room  
to Distance

60%

Reduce Number  
of People

47%

People Have To  
Wear Masks

37%

Trusted  
Organization

56%

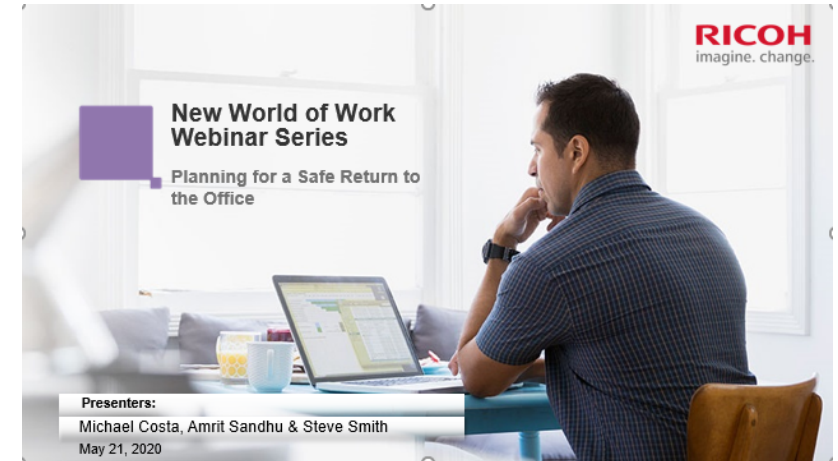
Source: Abacus Data





# Webinar Poll Question and Results

## Which conditions are you most challenged by?





## Employer Obligations

- Employers are required to implement preventative measures to ensure workers are not exposed to conditions which could be harmful to their health and safety while working.
- Employers must update and implement health and safety policies and practices in their workplaces to address the risks associated with the COVID-19 pandemic.

## ..... and Employee Rights

- Employees have the right to refuse work they believe is unsafe. If health and safety concerns are not resolved internally, they can seek enforcement by filing a complaint with their Provincial Health and Safety Contact Center

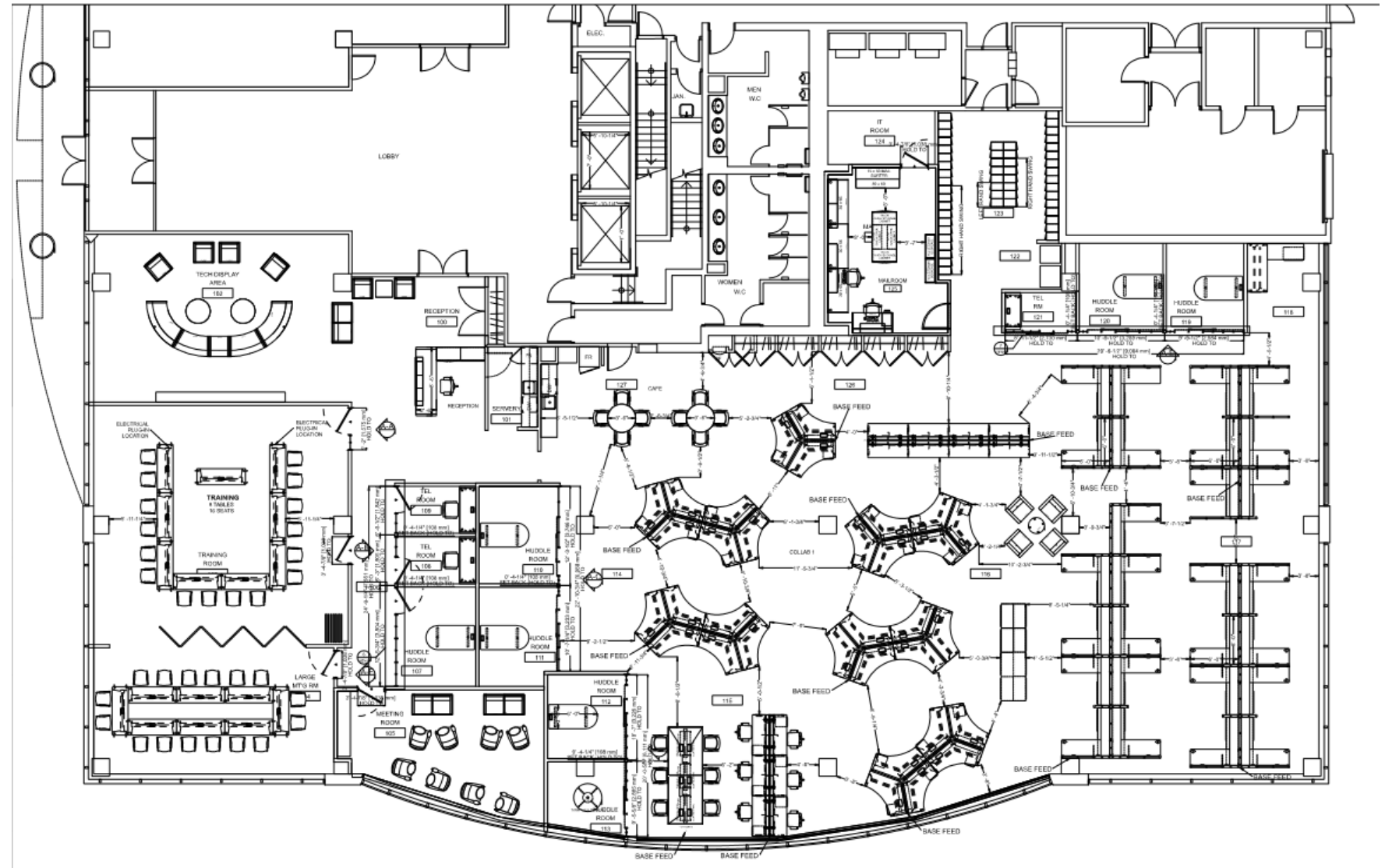




# The Modern Workplace

## The Modern Workplace:

- Open Concept
- Mix of Dedicated & Drop-In seating
- Meeting rooms and Huddle rooms
- Shared print
- Communal café area
- Lounges







# Redefine the Purpose of the Office

**RICOH**  
imagine. change.



## Emerging Realities:

- Most office work can be done almost anywhere.
- Productivity measures changing from output to results.
- Knowledge work has become universal.
- Work is done by people, AI and machines.



# Redefine the Purpose of the Office

**RICOH**  
imagine. change.



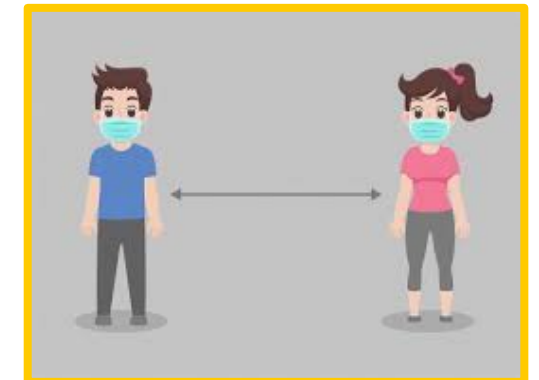
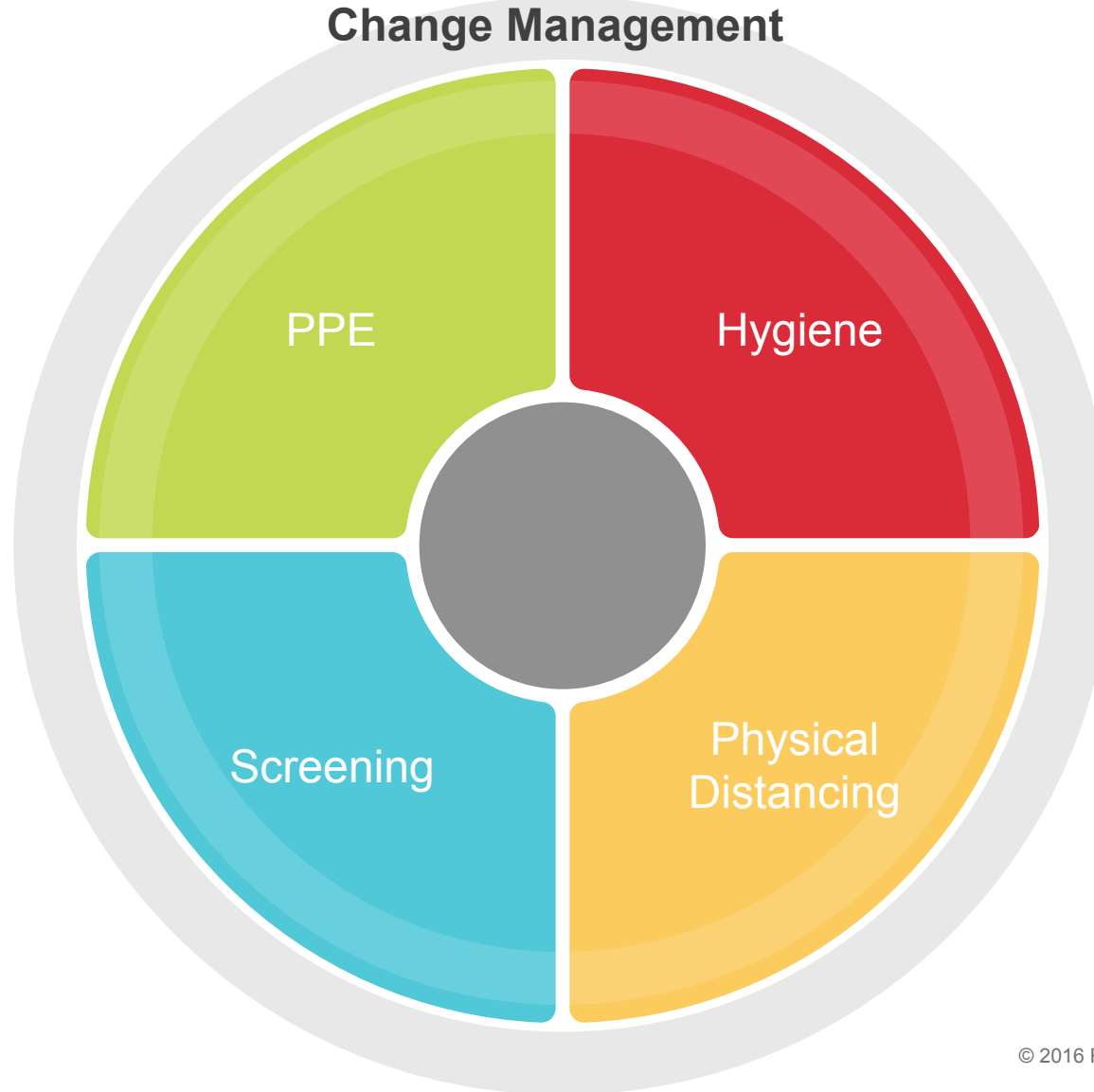
## What is the purpose of the office:

- The office is no longer just a location to report to.
- The office is a place that:
  - provides a sense of community
  - creates experiences
  - amplifies your brand
  - creates an environment to reinvent your business
  - continually renews your culture



# Recipe for Safe Return to the Office

## Change Management





# The New Normal

## Considerations:

### Screening

- Symptom screening Tools
- Temperature screening
- Visitor Management

### PPE

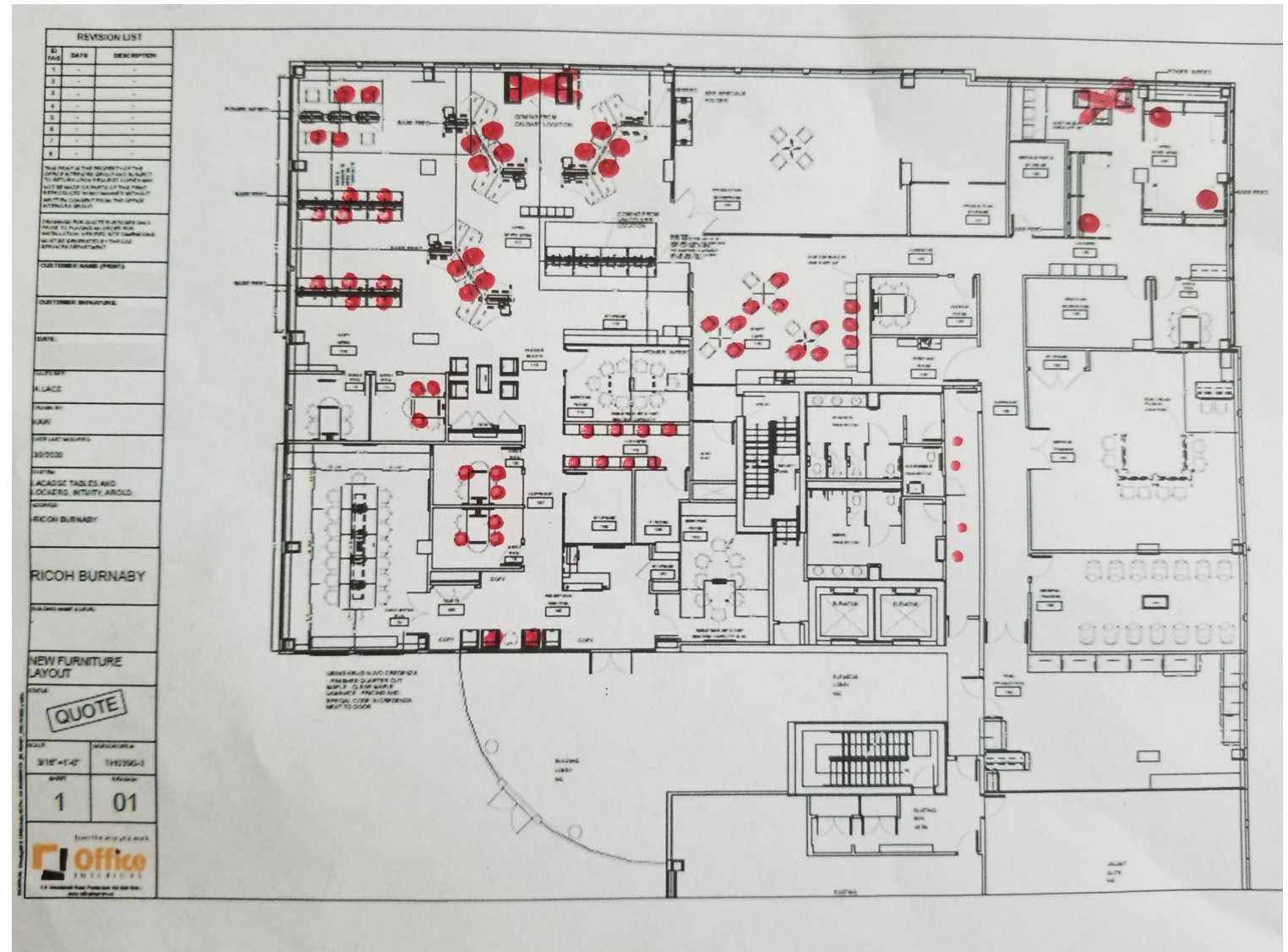
- Sanitation and PPE Stations for employees and visitors
- Masks Policy

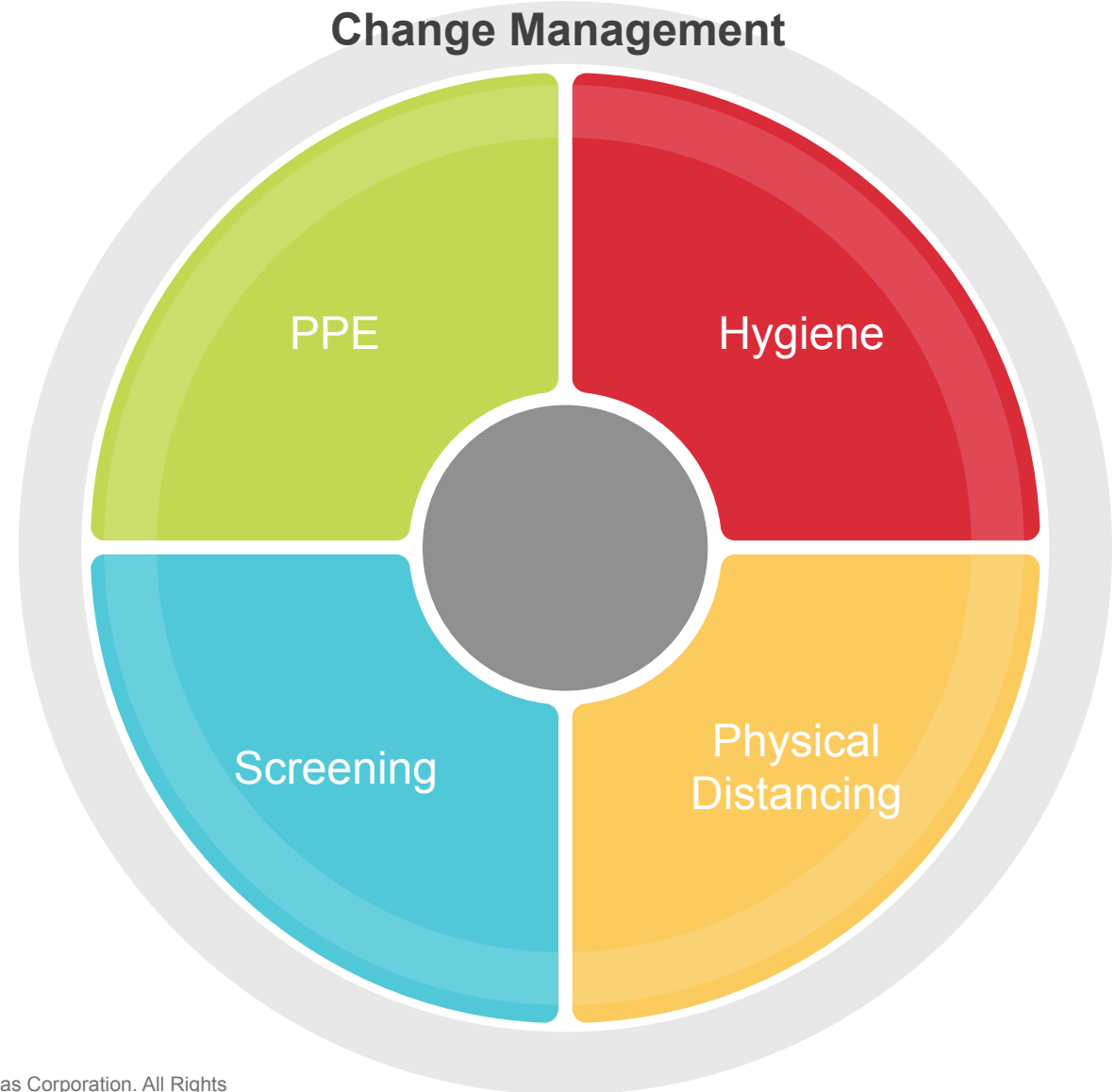
### Hygiene

- Washroom
- Hand washing stations
- Common areas
- Touchless environment
- Positioning of HVAC & Cleaning of air.

### Physical Distancing

- Guidelines for phased in floor occupancy
- Desks marked available or unavailable for booking
- Increased space between desks
- Physical barriers
- Meeting room capacity reductions
- Elevator guidelines







# Ricoh Health Declaration


Employee COVID-19 Self-Assessment  
Questionnaire Survey

As stay-at-home restrictions related to the COVID-19 pandemic begin to lift, a growing number of states now require employers to conduct daily screening for all employees who physically report into work. In accordance with this requirement, please complete the following self-assessment prior to reporting to work each day. All responses will be confidential.

[Complete Daily Form](#)

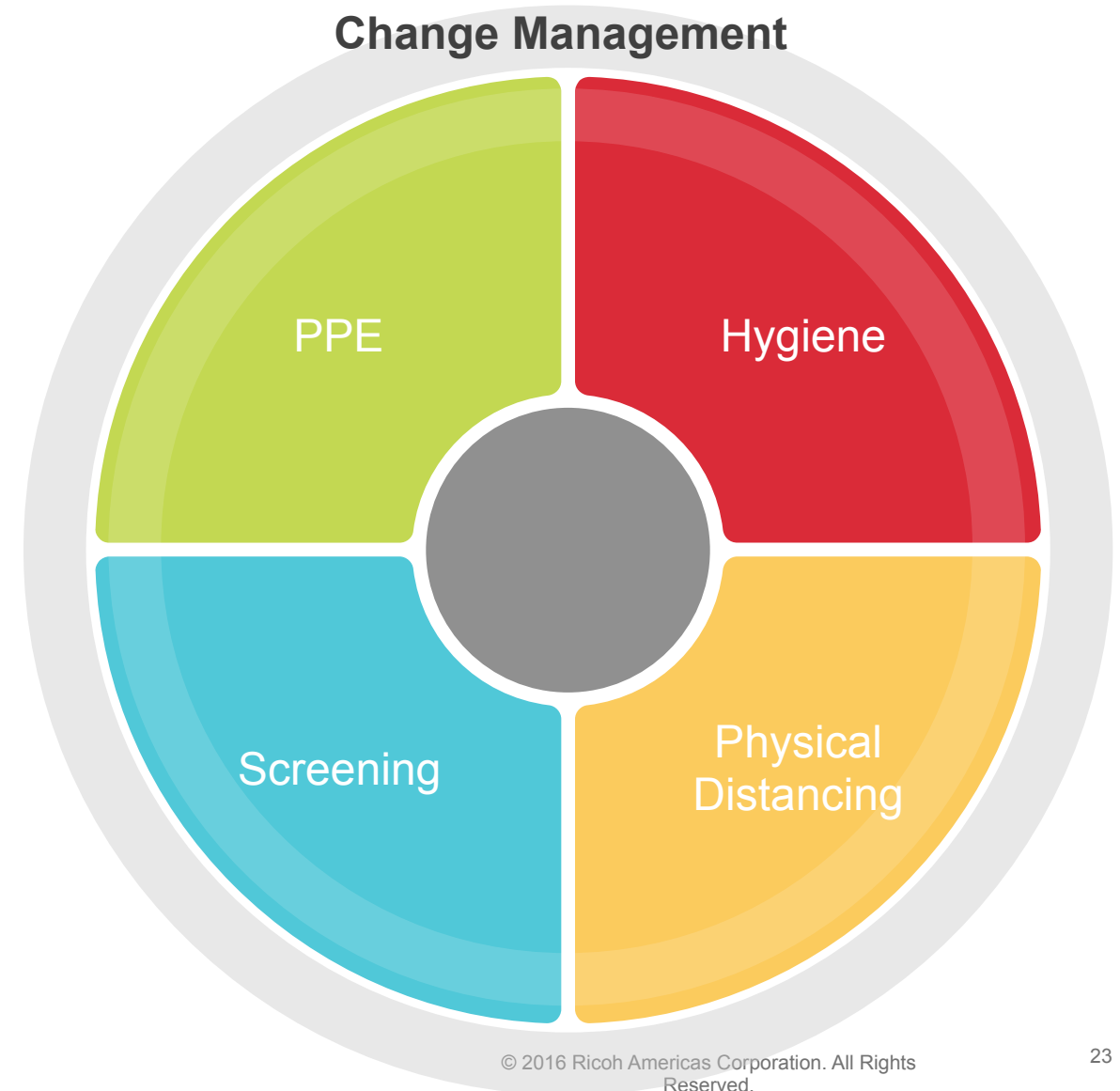




 Be a hero!

**RICOH**  
imagine. change.







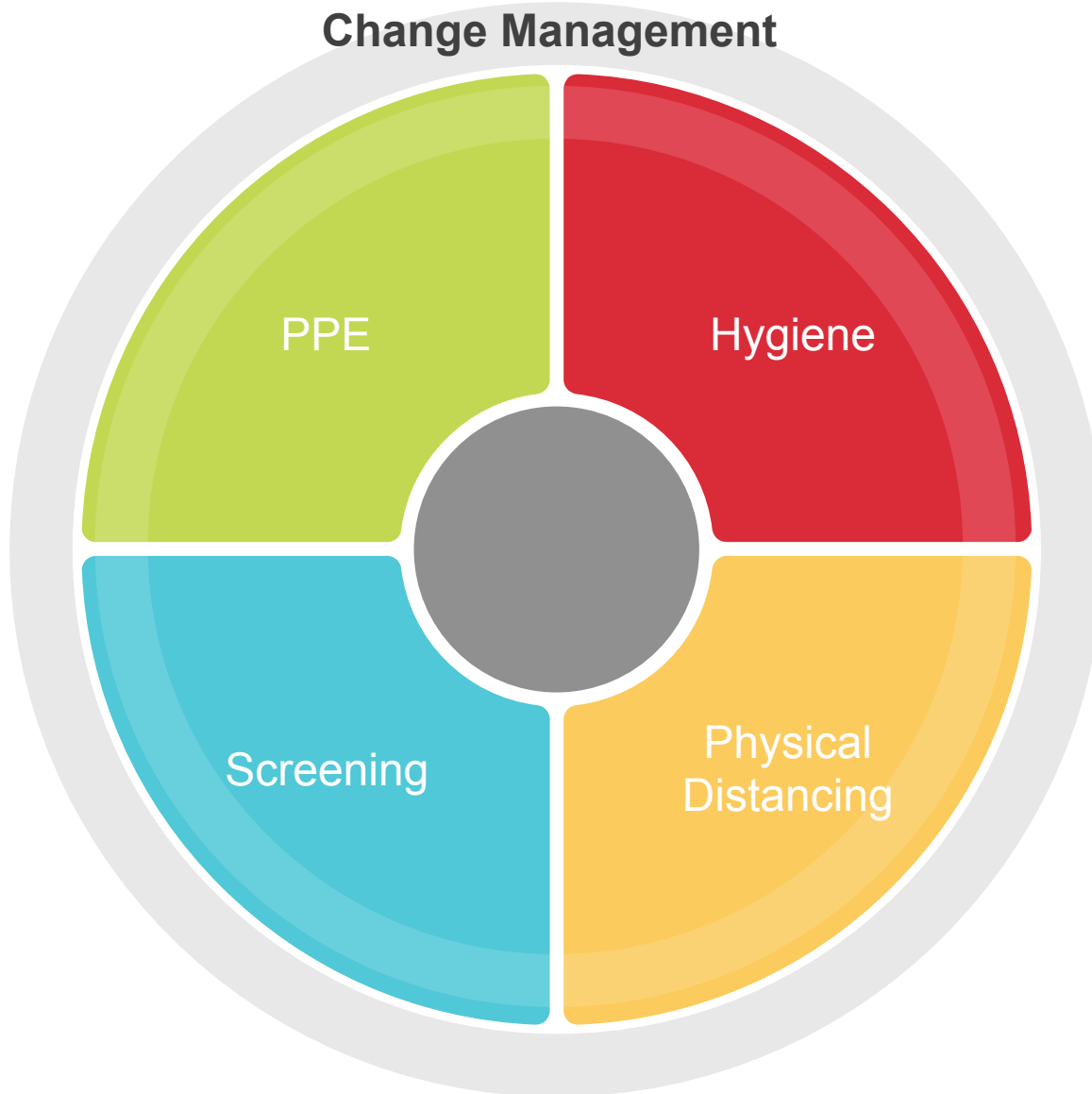
# Non-Medical Masks

- Masks are required where you are not able to create 2m distance or enclosed areas such as meeting rooms
- Mask use in any work environment is welcomed if desired
- Homemade masks should have 3 layers of protection
- Employees will need to follow any requirements provided by our customers for mask use
- If employees are not medically/physically able to wear a mask safely are exempt but will need to speak with their manager

Ricoh will provide both reusable and disposable masks for employee use.

be made







- Additional hand sanitizer stations in work areas, common areas and meeting rooms
- Signage re: frequent hand washing
- Removal of any shared dishware in kitchen

Eighty percent of common infections are spread by hands. Washing your hands at least five times a day has been shown to significantly decrease the frequency of colds, influenza (the “flu”) and other infections.

-BC Centre for Disease Control



# Workspace sanitization



Tent card placed at each station to remind employees to wipe down desk surfaces after each shift



Additional disinfectant spray/wipes will be made available at work stations

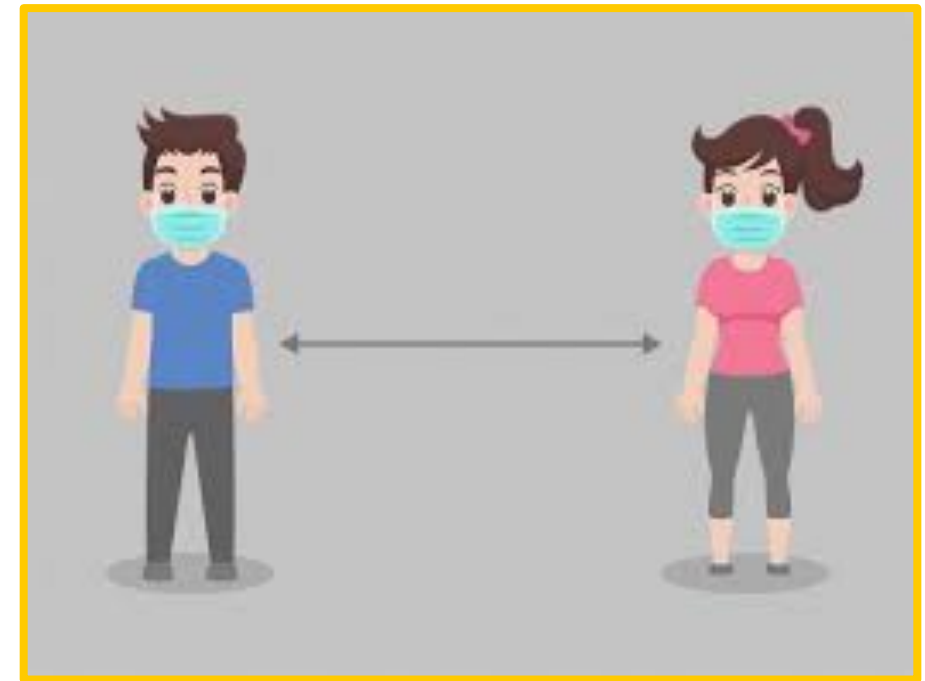
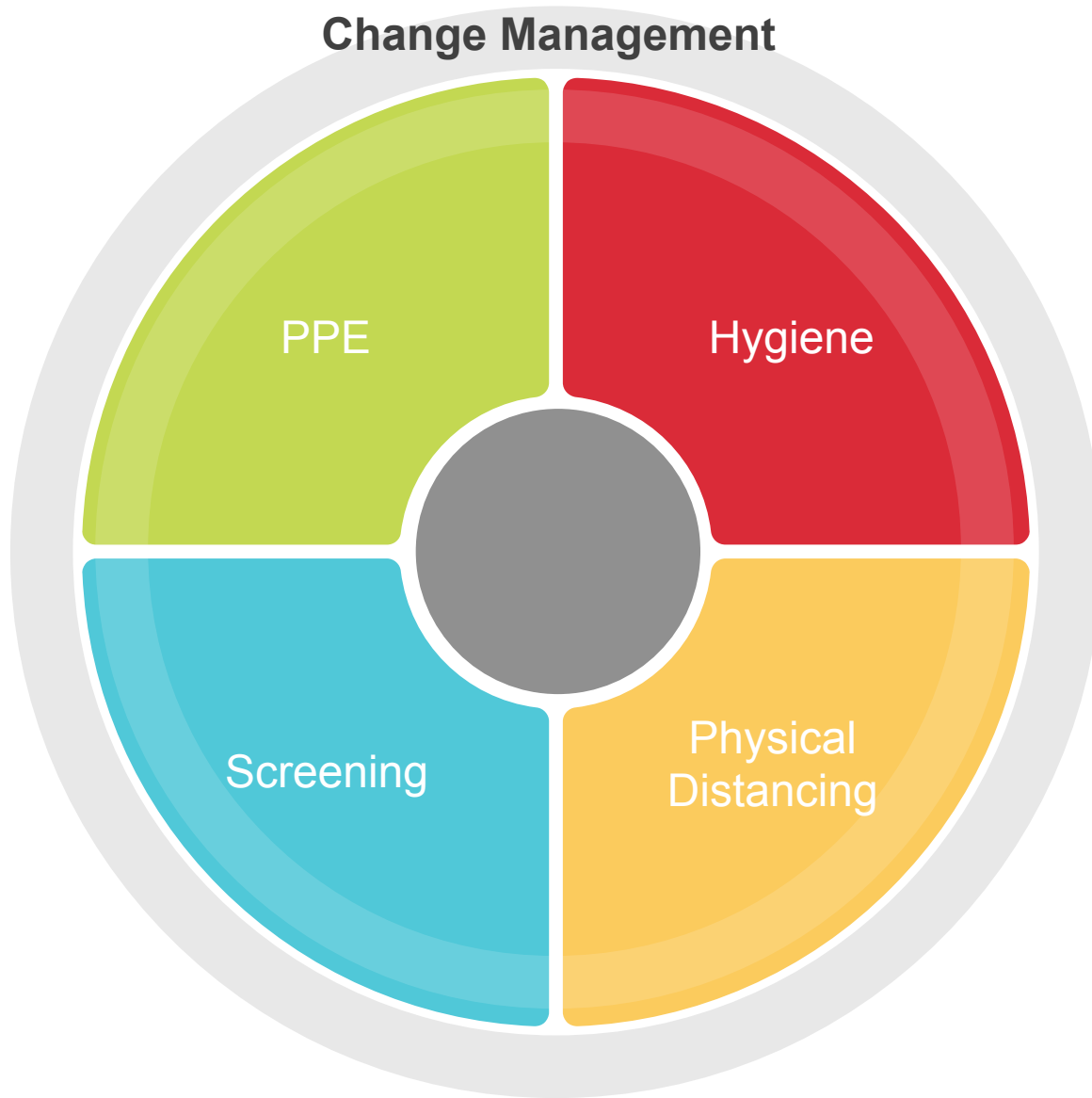


Enhanced cleaning/disinfecting at the property





# Engineering Physical Distancing





- Employees are assigned weeks that they may attend the office
- Pattern of 1 week in, 2 weeks @home
- Reduced seating assigned
- Your HRC will connect to create schedules

*It's not forever, it's just for now.*



# Enabling Contact Tracing

- Scheduled office days
- “Virtual first” philosophy for all engagements
- Tracking of all sales visits to customers required (no “pop-in” visits)

**Fewer faces. Bigger spaces**





# Entrances, Exits and Hallways



## Elevators

*Follow guidance or posted directions of the Landlord or Property Manager for multi-tenant locations.*

*Two people at a time using the elevator.  
Distancing placards in place*



## Stairways

*Follow guidance or posted directions of the Landlord or Property Manager for multi-tenant locations.*

*Guidance: designate up stairwell and down stairwell, where necessary to facilitate social distancing.*

*Ensure Emergency Exit doors remain full access.*



## Door Handles

*Dedicated day porter to clean high touch surfaces.*

*Remind employees not to prop doors open.*



## Hallways

*Follow delineated pathways signage on the floor and clearly indicated directions and access points at intersections.*



# Meeting spaces

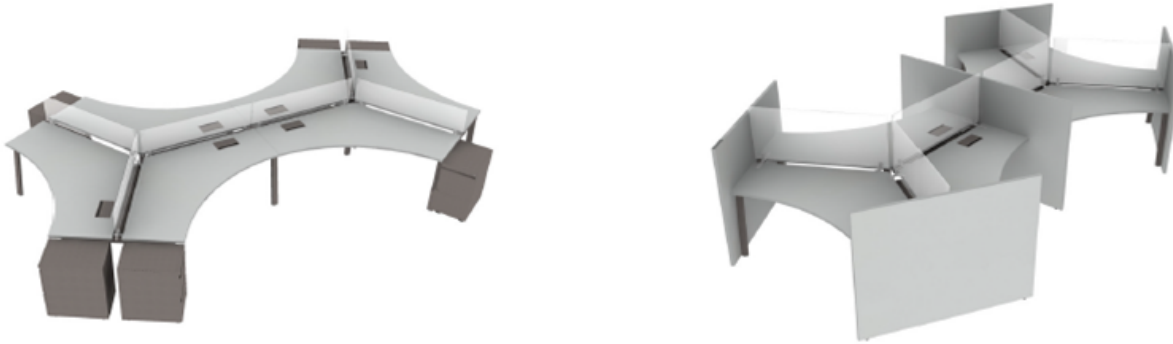
- New signage will indicate meeting room capacity
- Meeting Room capacity reduced by 67%-75%
  - Huddle rooms will be set at 1 person per room
  - Medium sized rooms will be set at 2 people per room
- First Aid Room can have no more than 2 people – where practical both persons must be masked at all times

*Stand together by standing apart.*



# Engineered controls

**RICOH**  
imagine. change.







# Cultural Shifts

- Staying home when sick
- How we view the office
- Selling virtually
- Managing virtually

Trust & Empathy



# The new hero

Model the way,  
stay home when you're sick

Don't tolerate non-compliance

Actively promote the Health  
Declaration

Foster supportive relationships  
on the team.





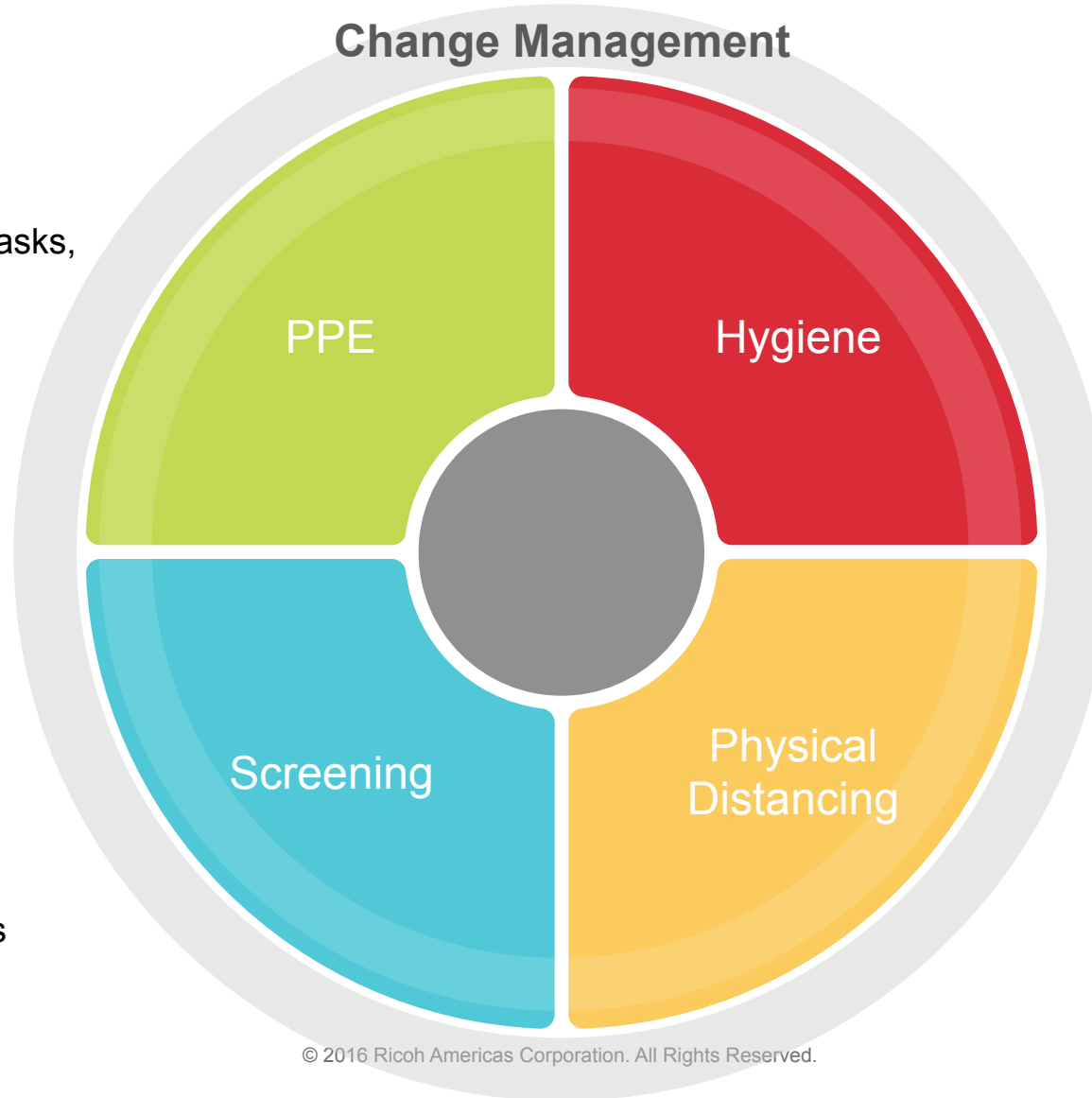
# Recipe Checklist

## Personal Protective Equipment

- ☐ Invest in products
- ☐ Create stations for supplies
- ☐ Policy / Guidelines on use of Masks, Gloves, Face Shields, etc.

## Screening

- ☐ Policy on health requirements to enter the building
- ☐ Temperature screening for employees and visitors
- ☐ Document visitors travel
- ☐ Travel restrictions
- ☐ Building entry policies/protocols



## Hygiene

- ☐ Touchless hand washing
- ☐ Hand sanitizer dispensers
- ☐ Increased cleaning schedule
- ☐ Enable a touchless environment
- ☐ Safety signage
- ☐ Limit congregation in shared areas
- ☐ Plan to manage indoor air quality
- ☐ Clean desk policy

## Physical Distancing

- ☐ Set guidelines for floor capacity
  - ☐ Contact tracing
- ☐ Set meeting room capacity
- ☐ Increase space between seating
- ☐ Build physical / natural barriers
  - ☐ Schedule in office days
  - ☐ Elevator guidelines
- ☐ Staggered shift schedule
- ☐ Engineer common areas
  - ☐ Manage foot traffic



A woman with blonde hair, wearing a white button-down shirt, is working in a server room. She is holding a tablet in her left hand and reaching into a server rack with her right hand. The server racks are filled with various components and cables, and the room is dimly lit with blue and green ambient lighting.

# How Technology Can Help

**RICOH**  
imagine. change.





# Ricoh Smart and Safe Workplace offerings



As Canada get ready to return to the office, Ricoh is helping Canadian Businesses **engineer** safer working environments.

## Smart & Safe Workplace

Digital Mail

Low Touch Print  
& Cloud  
Workflows

Desk Booking

Visitor  
Management

Smart Meeting  
Spaces

Smart Lockers

AV Managed  
Services



## Enable safety policies with the right tools



- Dynamically change meeting room capacities
- Co-ordinate cleaning with meeting room usage
- Reduce touch points with RFID scanning at the meeting room door
- Start, stop, or extend the meeting from the mobile app
- MS Outlook enabled
- Room information, search, and booking



## Helping to engineer safe distancing in the workplace



### Capacity Planning



1.

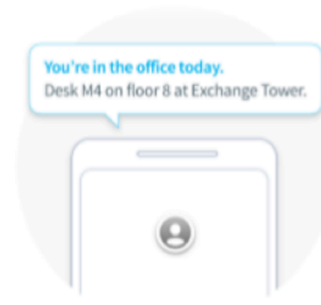
**Manage the closure of desks** to ensure social distancing.

### Social Distancing



**Allow employees to book desks where and when they need them**, but only for a limited number of days each month.

### Cleaning & Sanitation



**Make sure your employees have a desk booked** before they come to the office.

### Contact Tracing



**Provide instant contact tracing** by recording who's been sitting where and in what proximity to other employees.

## Workplace safely extended to vendors, customer and visitors



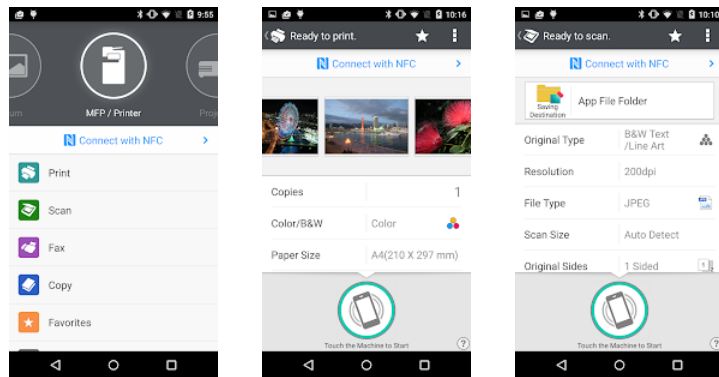
- Pre-meeting visitor screening
- Touchless Self Check-in via QR code or proximity check-in upon arrival
- Integrated in-app wayfinding
- Customizable forms for check-in approval
- MS Outlook enabled





# Touchless Print

**RICOH Smart Device Connector App** facilitates contactless operation of print devices by enabling users to print, scan, copy and share documents from their smartphones and tablets and operate the panel from their mobile device.



**Print documents and photographs:** Submit documents/photos for printing via your smart device and collect them in the workplace.

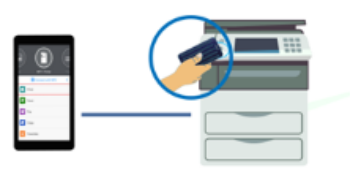
**Scan materials and then save and transmit the data:** After scanning paper documents on a multifunction product, you can directly save the data on a smart device and in cloud storage so it can be viewed anytime and anywhere.

**Make copies with operations performed on a smart device:** Make copies from a smart device and even save frequently used settings as favourites

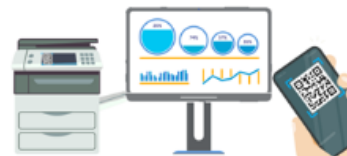
**Send a fax from a smart device:** Specify settings on your smart device to send faxes (via the multifunction product\*) to fax numbers in your smart device address book.



Easy connection with Bluetooth technology for the latest smart devices.



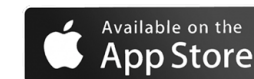
Connect with an NFC-equipped Android device, with just a tap.



Scan a QR code with your iPhone, iPad or Android device



Connect with different cloud storage services





## Improve communication, creativity and collaboration



- Video conferencing connecting all workers regardless of location
- Clean, safe, Interactive flat panel displays for sharing ideas with meeting participants
- Collaboration software for more effective brainstorming and presentations
- [Communications Services Reimagined](#)



# Smart Meeting Spaces

**RICOH**  
imagine. change.

## End to end AV consulting, design, procurement, installation and support

- Update AV technology to support increased need for remote meetings (leverage underutilized travel budget)
- AV solutions from leading manufacturers delivered by Ricoh's national AV Service team and partners

**Lenovo**

**logitech**

**] pexip [**



**biamp.**

**APPLIED ELECTRONICS**



**CONDECO**



**office**

**COASTAL  
INTEGRATED**



## High tech, low touch storage and delivery



- State-of-the-art proprietary Internet of Things (IoT) locking devices that enable real-time monitoring and reporting.
- Seamless integration with third-party systems such as building management, active directory, HR systems, security systems, email systems, and mobile phone applications.







# Overview of Ricoh Services



## Document Processing Services

- Imaging Services
- Return Mail / Digital Mail Services
- AP Services
- Payment Remittance Services



## Communication Services

- AV Hardware and Services
- Ricoh Interactive Flat Panel Displays (IFPDs)
- Ricoh Projectors
- Integration Services



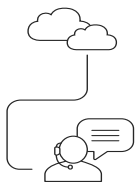
## Content Management & Workflow Services

- Content and Forms Management
- eSignature
- Pharmacy Workflow Management
- RPA
- Ricoh ATIP solutions



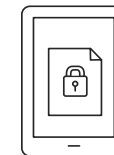
## Onsite Managed Services

- Managed Print Services
- Ricoh Managed Services
- AV Concierge Services
- Meeting Room Services



## IT Services

- IT Consulting
- Cloud Services
- Infrastructure Services
- Network and Security Services



## e-Discovery Services

- Legal Document Solutions
- e-Discovery and Review
- File Analysis



# Procurement Strategies

- For Room/Seat booking and contact tracing: ProServices #E60ZT-180029/059/ZT, LPO, SaaS Method of Supply (Cloud) EN578-191593/F (WIP), as all offerings the regular solicitation process
- For Touchless Print and Document Management: the new WTD Managed Print NMSO #BP-9-10047402/F/002, SLSA #EN578-1008, LPO
- For On-site Managed Services: WTD Managed Print NMSO #BP-9-10047402/F/002, ProServices #E60ZT-180029/059/ZT
- For Communication Services like IFPD: AVSO under Applied #E60HN-17AVSO/003/HN
- For Content Management and automated Workflow Services: SLSA #EN578-100808-139,
- For Document Processing and IT Services: ITPro #E60ZT-180029/059/ZT

**In each use case please contact John Kingan for all options available.**



- Guidebook for departments on easing of restrictions: Federal worksites
  - <https://www.canada.ca/en/government/publicservice/covid-19/easing-restrictions/departamental-guidebook/federal-worksites.html>
- Responding to easing of Coronavirus disease (COVID-19) restrictions for Government of Canada worksites
  - <https://www.canada.ca/en/government/publicservice/covid-19/easing-restrictions.html>
- Information for Government of Canada employees: Coronavirus disease (COVID-19)
  - <https://www.canada.ca/en/government/publicservice/covid-19.html#toc3>

Questions





# Thank You

**John Kingan**

Branch Manager - Federal Government Sales  
Ricoh Canada Inc.

(613) 226-8240 Ext. 3432 (ph)

(613) 727-5592 (fax)

**(613) 282-7823 (cell)**

888-742-6417 (Toll free)

[john.kingan@ricoh.ca](mailto:john.kingan@ricoh.ca)

[www.ricoh.ca](http://www.ricoh.ca)

