



# REOPENING & REOCCUPYING THE WORKPLACE: THE CRUCIAL ROLE OF VISITOR MANAGEMENT

Updated May 2021

The devastating effects of COVID-19 have been well documented, and the disease continues to impact societies everywhere. Across the country, companies, businesses, and facilities of all kinds have been closed down or have drastically curtailed their normal operations.

Those facilities that are open, as well as those anticipating reopening in the near future, must have the best possible protocols and technology in place to adequately screen visitors for COVID-19 exposure and facilitate contact tracing in order to protect the health and safety of all those in their buildings.

This eBook will discuss guidelines for keeping workplaces safe and steps to take in anticipation of reopening temporarily shuttered facilities, including specific ways that automated visitor management systems such as LobbyGuard® Visitor Management solutions can help you protect your workers, contractors, and visitors in the age of COVID-19.

## Why Automated Visitor Management, and Especially Why Now

Facilities have never been so vulnerable, from so many different directions: cyber-attacks, corporate espionage, dangerous intruders. Outdated, error-prone, insecure paper-and-pen sign-in logs just won't cut it anymore. This type of visitor management process is rapidly disappearing, and companies of all sizes are recognizing the value of an automated visitor management system. Such a system offers businesses strengthened property and personal security, helps ensure and document regulatory compliance, and ultimately represents an overall cost savings to the companies that adopt them. And now, with the global COVID-19 pandemic, automated visitor management systems—and [LobbyGuard Visitor Management](#) in particular—have emerged as absolutely essential for companies to safeguard their employees and workplaces from an unseen and potentially deadly threat, as well as to facilitate contact tracing when positive cases are identified.



## Modifying Your Entry Policies in Response to COVID-19

Most businesses and service entities experience frequent visits—by customers, vendors, contractors, applicants, delivery drivers, and others—during the course of a typical workweek. Modifying your entry protocols to include the use of an automated visitor management system and adopting the policies outlined below will help you maintain a safe work environment as you reopen and reoccupy.



### BEFORE ARRIVING

One of the ways to help ensure that no exposed individual introduces the novel coronavirus into your facility is to pre-screen all visitors. Ask every visitor to complete a pre-screening questionnaire via email, text, or phone, at least 24 hours in advance of their visit. Although every facility should adhere to state and local health guidelines regarding screening questions, **your pre-screening visitor questionnaire might include questions such as:**

- *Have you been exposed to anyone who has been positively diagnosed with COVID-19?*
- *Are you displaying symptoms yourself, such as a fever or dry cough?*
- *Have you yourself been diagnosed with COVID-19?*
- *Have you traveled within the last 30 days to any country or urban center considered high-risk by the CDC?*

The potential visitor should complete the questionnaire and submit their responses to your staff prior to their visit. Your staff will determine, based on your policies, whether to include the pre-screened visitor on an approved visitor list.



## UPON ARRIVAL AT YOUR FACILITY

With an automated visitor management system, facilities can easily have visitors scan their driver's license or passport and take their photos as part of the check-in process on a self-service kiosk, instantly checking each visitor against the approved visitor list and the US Government Consolidated List. You will want to put in place procedures to reduce or prevent potential "contamination by touch" from your visitors during this process. Along with self-service kiosks, powerful systems have contactless sign-in, which prompts visitors to scan a QR code at your facility to complete the process on their own mobile device. You can also schedule visitors directly from Microsoft® Outlook, which automatically sends visitors a barcode with an invite for easy sign-in. Upon arrival, scheduled visitors scan the barcode at the kiosk.

If a visitor arrives who has not been pre-screened, your reception staff can screen the potential entrant with your list of COVID-19 screening questions. If the person's responses indicate unlikely COVID-19 exposure or no symptoms, their name can be added to your approved visitor list.

These procedures can also augment your workforce management systems for employees and contractors to ensure they are screened for COVID-19 exposure and approved for entry each day they report to work.

Once the visitor's presence on your approved visitor list is confirmed and the visitor's responses to screening questions including COVID-19 related inquiries are determined to be satisfactory, staff should notify the visitor's host of their arrival. Best-in-class automated systems will auto-notify hosts via email and/or text message of a visitor's arrival and clearance. Similarly, when entrants are not cleared, designated security personnel as well as the visitor's host will be automatically notified, and security personnel can escort the person safely from the facility. In the case of potential COVID-19 exposure, security personnel should also urge the person to seek the advice of a medical caregiver.



## ISSUE EACH APPROVED VISITOR A BADGE INDICATING SCREENING STATUS

Approved visitors should be issued a visitor badge, containing their name, photograph, reason for visit, host's name, permitted location, entry date and time, company or affiliation, and a custom statement

indicating that the visitor has been screened for COVID-19. Though this is not a medical screening and we encourage you to follow your state and local health guidelines, this adds a layer of protection and reassurance for all those in the building that each person has been screened that day and approved for entry. Entry staff should print the badge and place in a location where the person entering the facility can pick it up and place in a badge holder while maintaining social distancing.

Temporary badges can also be printed for your employees and contractors through this process to show that they have been screened for COVID-19 exposure and approved for entry each day.



### RETAIN ENTRY RECORDS TO FACILITATE CONTACT TRACING




One of the greatest advantages of a robust automated visitor management system such as LobbyGuard is the ability to instantly record specific details of each entrant to your facility. In the age of COVID-19, this data gathering and recording capability will allow you to backtrack and trace possible incidences of exposure should one of your visitors, employees, or contractors develop symptoms of the virus. These detailed records, including contact information, dates, check-in and check-out times, for every visitor—and that of employees and contractors if you choose to screen them through the visitor management system—will enable you to inform individuals of their possible exposure and to seek medical guidance. These records will also be crucial for local authorities seeking to locate sources of possible exposure. We recommend retaining records of each entrant for at least 28 days to allow sufficient incubation time for symptoms to emerge.

## Additional Considerations Regarding Visitors During the COVID-19 Pandemic

- ☑ **Mitigate live virus exposure.** Leveraging contactless check-in greatly reduces surface touchpoints and better safeguards everyone in your facility against COVID-19. When using self-service kiosks or other check-in devices, it's important to disinfect them on a regular basis. This should involve the use of alcohol-based disinfectant wipes on all device surfaces with the exception of any



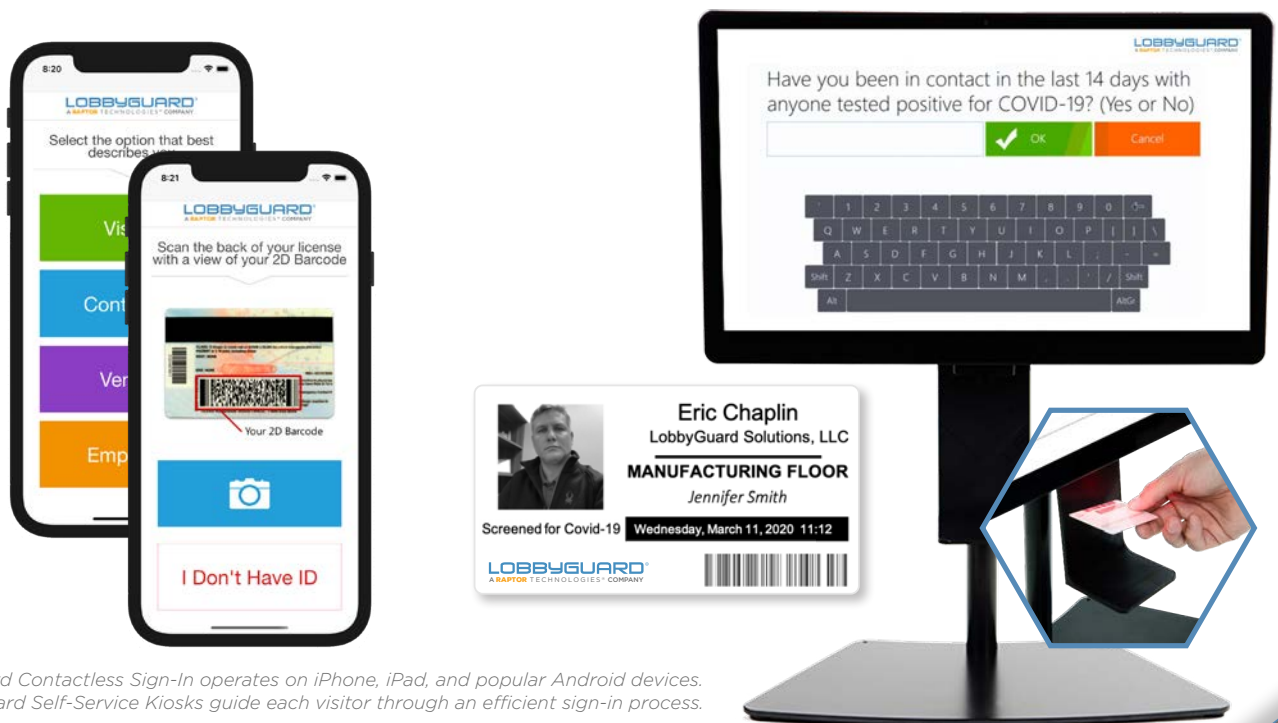
touchscreen, which should be cleaned using cleaning wipes that are specifically intended for use on LCD and touchscreen surfaces.

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- ✓ **Maintain social distancing.** Develop specific policies for maintaining a minimum six-foot distance for entrants as they check in for own protection as well as the protection of your reception staff. Consider implementing social distancing signage in your lobby and placing barriers between your reception staff and your entry traffic. Contactless sign-in expedites the process and reduces lobby congestion.
  - ✓ **Clearly communicate your procedure changes, modifications, and expectations to all employees, contractors, and visitors.** Allow time to answer any questions or address any concerns. Explain that all entrants, including customers and vendors—and if you so choose, employees and contractors—will be screened and badged every time they enter the facility to indicate both approval to be in the building and COVID-19 screening clearance
  - ✓ **Implement regular, ongoing entry area cleaning and maintenance protocols.**
    - Clean touchscreens, keyboards, and mobile devices
    - Keep hand sanitizer available at the reception desk and near self-serve kiosks
    - Keep reception desk and other frequently touched hard surfaces clean and disinfected
  - ✓ **Maintain regulatory compliance.** It is extremely important not to allow operational accommodations for COVID-19 to compromise or interfere with continuation of the specific regulatory compliance standards your facility is required to meet. Whether your operation is required to meet federal or international manufacturing standards, food safety standards, anti-terrorism regulations, and/or data security standards, realize that these requirements have not been relaxed or suspended due to the pandemic and must be maintained.

## Why LobbyGuard®?

LobbyGuard joined Raptor Technologies® in 2019, creating the industry-leading safety management platform used by more than 3.3 million people each week. LobbyGuard Visitor Management solutions help your facility with:

- ✓ **Full knowledge of precisely who is entering your premises** — protect your property and your products, safeguard your employees and all those in your facility against potential danger, including the invisible threat of COVID-19.
- ✓ **Controlled facility access** — keep unwanted entrants out and reduce potential COVID-19 exposure by pre-screening and creating approved entry lists in the system.
- ✓ **Contactless, assisted, and unassisted entry options** — LobbyGuard systems support the sign-in and sign-out processes through mobile sign in, receptionist-assisted, or self-serve unassisted from a kiosk. System configurations can be applied to every type of lobby or facility entrance
- ✓ **Sustained employee confidence and reduced anxiety** — customizable badging gives your employees peace of mind that everyone present in the facility has been screened that day, approved for entry, and cleared regarding COVID-19 exposure.

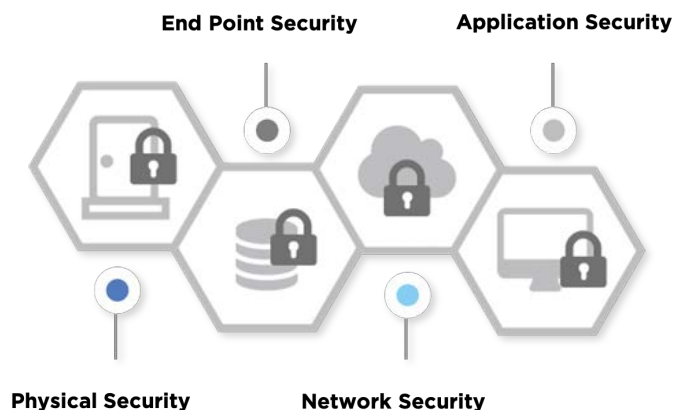


(Left) LobbyGuard Contactless Sign-In operates on iPhone, iPad, and popular Android devices. (Right) LobbyGuard Self-Service Kiosks guide each visitor through an efficient sign-in process.




Report	Description
Visitor Log	View visitors currently signed in.
Advanced Visitor Log	View visitors currently signed in with adva
Visitor Archive	View an archive of those who have W
	View

- ✓ **Facilitated contact tracing** — monitor all entrants with secure system recordkeeping and reporting functions that collect and retain instantly accessible data including names, contact information, and check-in and check-out times for any possible COVID-19 contact tracing efforts.
- ✓ **Maintained regulatory compliance** — make visitor data gathering, retention, and access easy to ensure FSMA, ITAR, C-TPAT, AS9100, PCI DSS, and GDPR compliance, to name just a few. By enhancing your entry management screening processes with LobbyGuard, you will ensure consistency and create a comprehensive audit trail with all visitor data collected and securely retained.
- ✓ **Enterprise-class scalability** — ensure maximum scalability with Microsoft-based systems and cloud security.



LobbyGuard has created and will continue to update a dedicated [COVID-19 resource web page](#) so you can gain immediate access to the most up-to-date workplace-related COVID-19 information for visitor management best practices.





For more information on how LobbyGuard can help you protect your business and employees, remain in regulatory compliance, and ease the burden and cost of visitor management, contact:

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A **RAPTOR** TECHNOLOGIES<sup>®</sup> COMPANY

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