



Prepare, Prevent, and Protect to ensure a Return Ready workplace

Why visitor, employee, and people flow management is pivotal to your return-to-work playbook

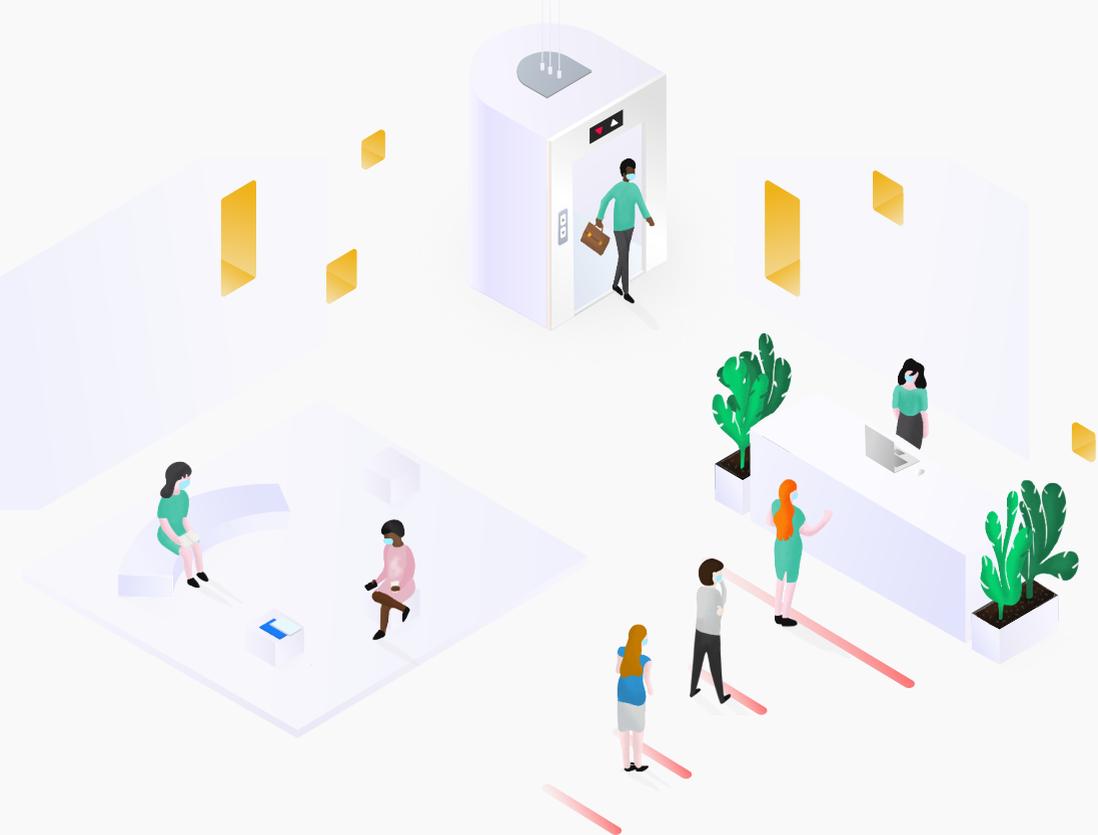


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In the wake of the COVID-19 global pandemic, we've witnessed the rewriting of health and safety procedures in the workplace.

Organizations leading the way are part of industries deemed essential, as they have had to adapt quickly to keep operations going. Global manufacturing companies, for example, have published pioneering, detailed return-to-work playbooks to show how they are adapting their processes to reopen offices and facilities.

In doing so, several manufacturers have published pioneering, detailed return-to-work playbooks to show how they are adapting their processes to reopen offices and facilities. These guides have served as valuable resources for other industries to learn from, paving the way for a safer return to work for all.

Return-to-work playbooks cover important topics such as self-health screenings, COVID-19 testing, deep cleaning of workspaces and equipment, physical distancing rules, and Personal Protective Equipment (PPE).

This list is not exhaustive, and different industries have their own set of needs to limit the spread of the virus. But one element is consistent in all playbooks: companies' duty of care towards keeping employees and visitors safe.

As workplace safety is being redefined, we've listened to the businesses writing these playbooks and others across industries to better understand how visitor, employee, and contractor management is becoming increasingly critical in a post-pandemic era.

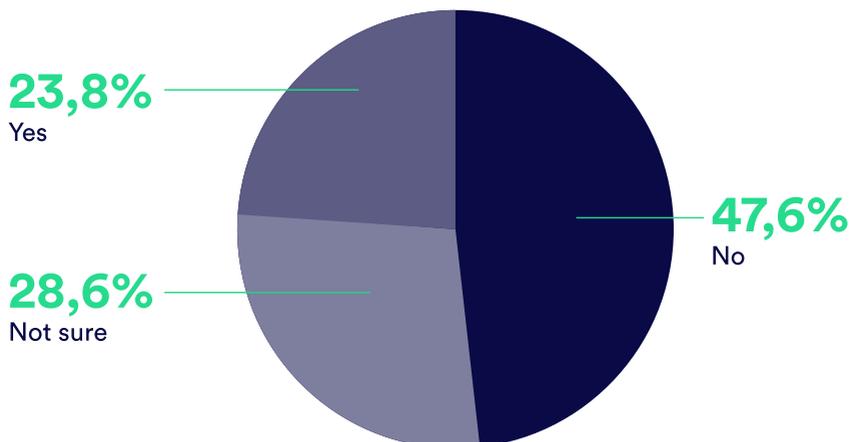
As such, we created our own return-to-work playbook in which we analyze similarities and pain points in the COVID-19 guidelines of organizations like Ford and GM, and present ways in which workplaces can become Return Ready.

The importance of visitor management in workplace safety

After the World Health Organization's (WHO) [declaration of COVID-19 as a global pandemic](#) on March 11, 2020, Proxyclick held a series of [virtual roundtables](#) to discuss best practices for organizations reopening offices and facilities in the post-lockdown phases.

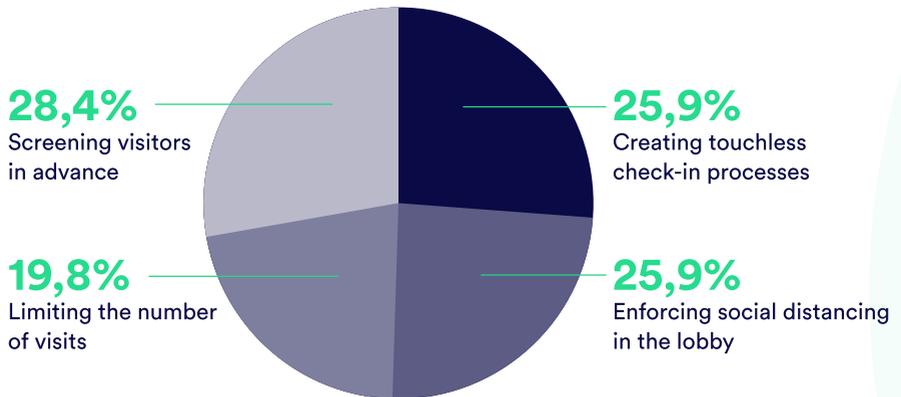
In a roundtable session with L'Oréal, Metlife, and Brooklyn Navy Yard, attendees answered the poll question "Do you think your front desk is equipped for the post-lockdown phase?" Nearly half (48%) of respondents answered "No," while 29% answered "Not sure," and 24% answered "Yes."

e-Roundtable Poll: Do you think your front desk is equipped for the post-lockdown phase?



Roundtable attendees then answered the question, “What is your top priority when it comes to managing visitors?” 28% answered screening visitors in advance, 26% answered creating touchless check-in processes, 26% answered enforcing social distancing in the lobby, and 20% answered limiting the number of visits.

e-Roundtable Poll: What is your top priority when it comes to managing visitors?



Following this important conversation and others with our global customers across various industries, it's clear that visitor management needs to be a key component of COVID-19 health and safety plans.



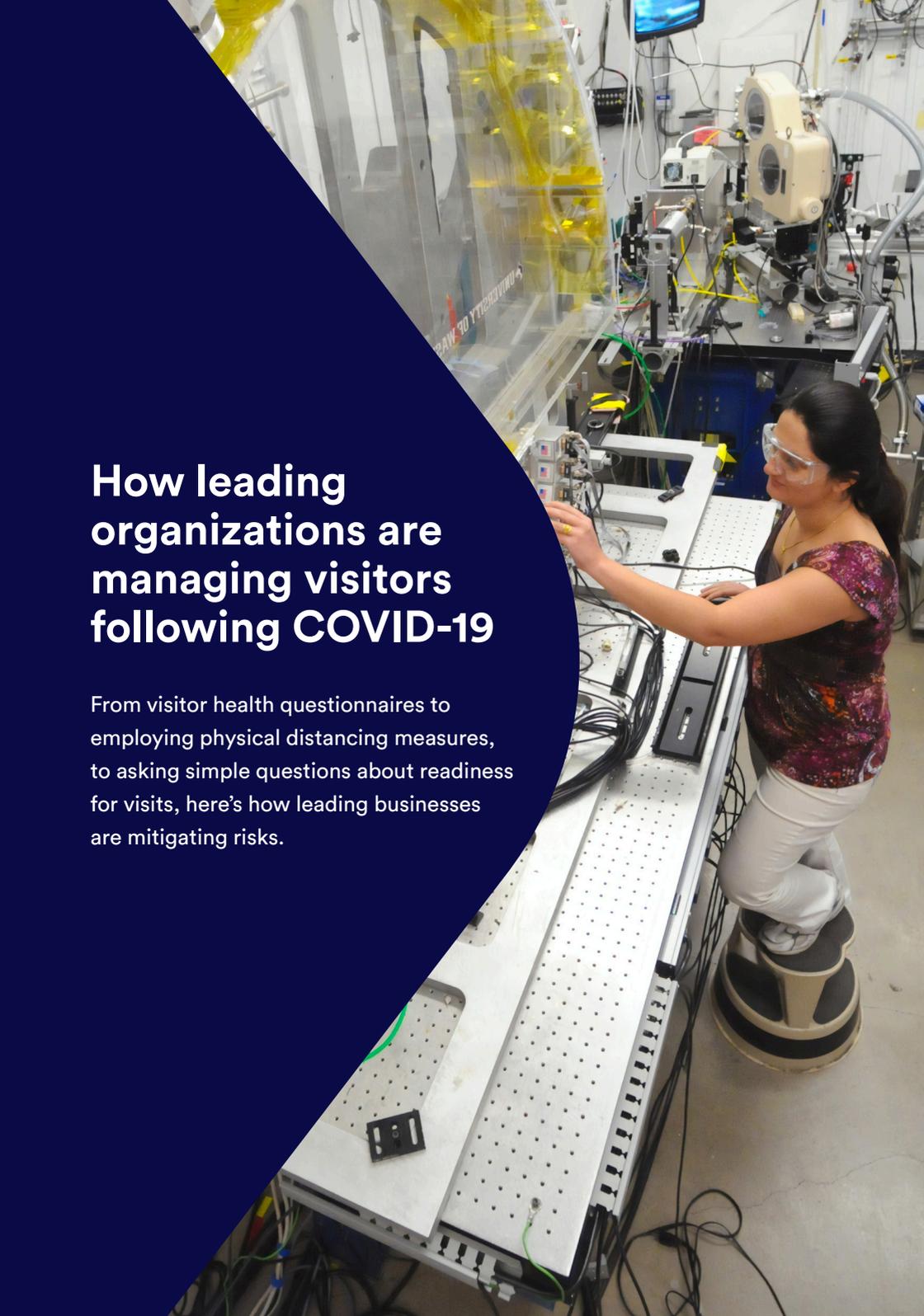
Furthermore, the global organizations that have created comprehensive return-to-work playbooks include specific sections on handling business-critical visitors such as contractors, vendors, and suppliers.

This level of importance assigned to screening and tracking visitors in the “new” workplace now makes visitor management systems essential.

In addition to improving efficiency, privacy, security, and branding, companies can leverage visitor management solutions to ensure individuals entering a premises are screened for symptoms, informed of safety measures, and able to enter without touching hardware or surfaces.

Our return-to-work playbook examines how global organizations are managing visitors. We’ll also look at how Proxyclick helps companies Prepare, Prevent, and Protect to ensure a Return Ready workplace with the following key features of visitor management systems:

- Only granting access to business-critical and approved visitors
- Facilitating digital questionnaires to screen visitors before and upon arrival
- Sending detailed safety protocols, images, and videos for visitors to review beforehand
- Making visitor check-ins entirely “touchless”
- Managing visitor data while respecting data privacy regulations

A woman with dark hair, wearing safety glasses and a colorful patterned top, is standing on a stool in a laboratory. She is focused on adjusting a piece of equipment on a long, perforated metal table. The background shows various scientific instruments, including a large yellow robotic arm and other complex machinery. The scene is brightly lit, typical of a professional laboratory environment.

How leading organizations are managing visitors following COVID-19

From visitor health questionnaires to employing physical distancing measures, to asking simple questions about readiness for visits, here's how leading businesses are mitigating risks.



Dow Material Science Company



Source: [Dow's Return to the Workplace Playbook](#)

Dow's three-phased approach detailed in their Return to the Workplace Playbook indicates that visitors will be severely restricted in Phase 1, restricted in Phase 2, and monitored in Phase 3. Regional crisis management teams (CMTs) will assess the following questions related to visitor management based on external and internal criteria to determine risks, timing, and readiness:

- Are processes in place to deter non-business critical visitors and deliveries (i.e., food, flowers, etc.)?
- Do visitor centers, delivery points, gates, etc., provide space and aid in social distancing?
- Are processes in place to identify and handle business-critical visitors and deliveries?
- Are self-monitoring and reporting expectations and processes established for employees, contractors, tenants, and visitors?



Source: [Ford's Return to Work Manufacturing Playbook](#)

Ford's Return to Work Manufacturing Playbook is one of the most detailed out there and highlights the following related to visitor management:

- Only business-critical visitors are permitted at any Ford facility.
- Screening of all business-critical visitors is required prior to entry into Ford facilities and events. This is done using a Ford visitor screening document in which the visitor must let the host know if they're at risk by answering a set of questions. The Ford employee host will retain a copy of the visitor health screening (hard or electronic copy).

- This visitor self-health assessment covers the below questions. If the visitor answers “yes” to any of these, access will be denied and the visitor will be asked to reschedule their meeting or make other arrangements.
 1. Has the visitor had a confirmed diagnosis of COVID-19 in the last 14 days or are they waiting for a COVID-19 test result?
 2. Has the visitor traveled internationally in the last 14 days?
 3. Has the visitor had close contact or cared for someone diagnosed with COVID-19 in the last 14 days?
 4. Has the visitor experienced cold or flu-like symptoms in the last 14 days?
- All individuals, including visitors, must wear face masks on Ford facilities.
- According to Ford’s privacy policy, visitors’ “personal information will be retained for as long as necessary” for the purpose of contacting possibly infected individuals if required.
- Visitors are required to follow the same thermal temperature scan as employees. Based on the results, they may be denied access to the facility.

General Motors (GM)



Source: [GM's Returning to the Workplace With Confidence guide](#)

In handling possible COVID-19 cases that may arise on-site, GM recommends the following in their Returning to the Workplace With Confidence employee guide:

- If you notice or become aware of an employee or visitor with symptoms, follow the steps below:
 - Maintain a physical distance of six feet (two meters) from the employee and ask them to move away from other employees or into an empty conference room
 - Notify your supervisor
 - The employee should report immediately to the site Health Center or call medical staff

Deutsche Post (DHL)



Source: [DHL](#)

DHL outlines COVID-19 measures on their website, indicating that visitors, as well as social distancing and cleaning measures, are handled as follows:

- Visitors are being restricted, controlled, and even prohibited. This includes visits from customers, suppliers, and colleagues who are normally based at other sites.
- All sites are implementing preventive actions including split-shifts and/or alternative site working, working from home, and body temperature screening.
- All sites have implemented social distancing measures, enhanced hygiene, and more robust cleaning and disinfecting processes.

Brooklyn Navy Yard (The Yard)

**BROOKLYN
NAVY | YARD**

Source: [Brooklyn Navy Yard](#)

Our customer Brooklyn Navy Yard (The Yard) highlighted what they're doing to handle visitors, which includes using Proxyclick to help facilitate the below measures:

- Security guards check in non-registered visitors using tablet kiosks, instead of having visitors check themselves in with the kiosks. This helps limit contact with surfaces and lowers the risk of spreading the virus.
- Most visitors are pre-registered with passes, which allows for a swift touchless entry into the industrial park through The Yard's limited number of access points.
- The Yard is temporarily using Proxyclick exclusively for all new tenants, staff, and volunteers on the premises. This lowers health risks for security staff, as they don't need to interact with visitors for ID checks or additional information upon arrival.
- Proxyclick's data reporting abilities are being used to extract necessary visitor information and create data visualizations.

Are you Return Ready?

How companies can leverage a cloud-based visitor management system right now

Companies can implement visitor management systems to fully digitize and streamline the entire check-in process, following Proxyclick's Return Ready framework:

- **Prepare:** Screen visitors and employees ahead of arrival.
- **Prevent:** Equip visitors and employees with unique QR codes for a touchless check-in, leverage integrations for improving building traffic and physical distancing, and customize visitor profiles to integrate crucial health data.
- **Protect:** Send emergency notifications, keep auditable logs of all visitors and employees for contact tracing, and comply with data privacy regulations.

Let's start by taking a closer look at the similarities between each of the above-mentioned playbooks regarding visitor procedures before, during, and after a visit. Then, we'll go deeper into how leveraging Proxyclick during each stage helps companies **Prepare**, **Prevent**, and **Protect** against COVID-19 in the workplace.



Before the visit

- **Dow, Ford, and DHL** have indicated that only business-critical visitors are being identified and permitted. Non-business critical visitors are denied access at this time.
- **Ford** is requiring that all visitors complete a pre-visit health screening.
- **Tesla** highlights that all suppliers, contractors, and vendors visiting its sites must have a copy of their COVID-19 policy and on-site safety protocols.
- **Brooklyn Navy Yard** is using Proxyclick to pre-register its visitors and send them QR codes via email to access entry points of the building.

“We had to start asking visitors about their recent travel experience because of COVID-19 risks. I just assumed that this would be easy to do with Proxyclick, and it was.”

- IT Services Relationship Manager, Automotive - 5000+ employees

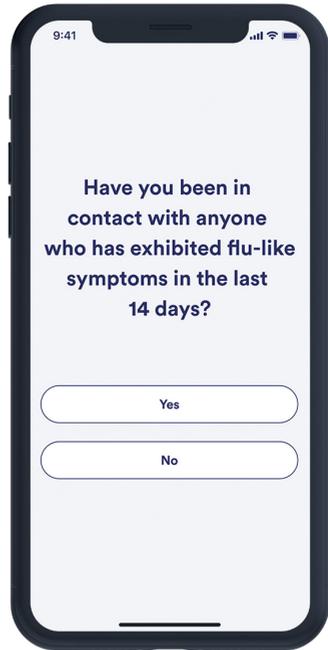
Prepare

Benefits of leveraging Proxyclick before the visit

Digitally screen visitors before they come on site.

Say goodbye to the basic PDF or hard copy questionnaire (which, in being passed from person-to-person, does more harm than good). Instead, send health questionnaires via email to visitors **right before they arrive.**

Companies can also easily set up rules so that specific answers to questions trigger either immediate access or denied entry to your site. Visitors will be informed if their access is denied, and hosts will be immediately alerted.



No check in allowed

Unfortunately, based on the answers provided, we are unable to allow entrance at this point. Please proceed to exit and contact your host via phone or email to let them know.

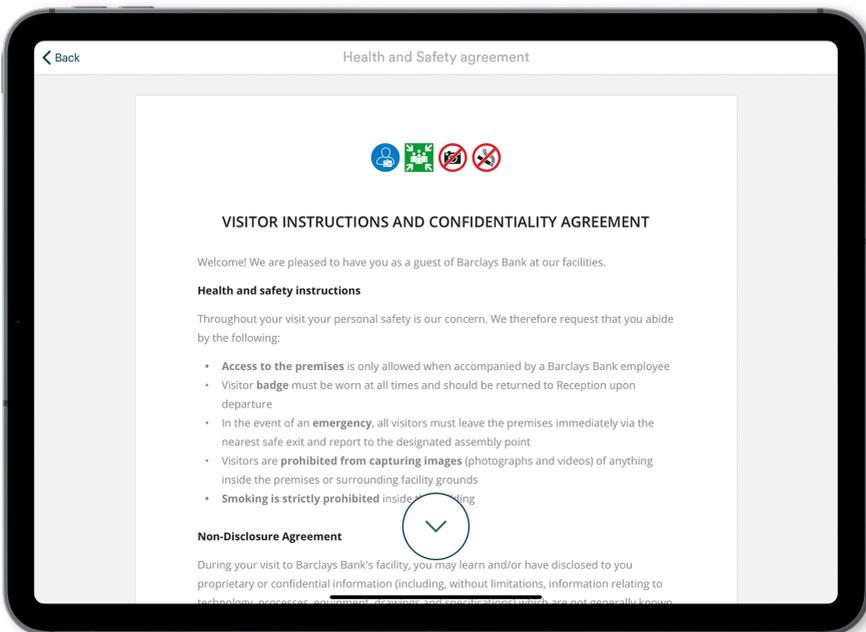
Next

Prepare

Benefits of leveraging Proxyclick before the visit

Make sure all visitors are informed of and follow safety procedures on the premises.

In addition to online health questionnaires, send information, images, and/or videos detailing on-site safety procedures before a visitor arrives via the remote registration email. Visitors can stay fully informed of processes for temperature checks, face masks, personal hygiene, social distancing, and more. In an invitation email, send NDAs and other agreements for individuals to digitally sign before arriving.





Minimize unexpected visitors.

Ensure that all visitors on-site are business-critical by sending them exclusive invitation emails with QR codes that allow them access to certain parts of the building at specified times of the day.

Adapt to changing regulations with ease.

If local or national health regulations change suddenly overnight, companies can quickly adapt pre-visit or on-site health questionnaires and company procedures directly in Proxyclick (they can even do this remotely, from the comfort of their sofas).



“With the COVID-19 virus, Proxyclick’s customer support guided us through the custom screens process to enable us to ask the questions we were looking for to keep our associates safe.”

- Senior Human Resources Manager, Automotive - 501-1000 employees

During the visit

- **Dow and Tesla** indicate that they are administering self-health questionnaires to visitors upon their arrival.
- **Ford, Tesla, and DHL** are requiring temperature scans for visitors.
- **GM** highlights employee host accountability: if they become aware that visitors have symptoms, they must notify supervisors and report the case to the health center.
- **Brooklyn Navy Yard** ensures that only security guards handle Proxyclick kiosks while allowing guests to scan QR codes from their mobile devices at all access points for a touchless entry.

“Instead of just using a COVID-19 questionnaire, which is now in place for all visitors, we copied the whole check-in process into Proxyclick so that all responses, including temperature checks, are captured in the system.”

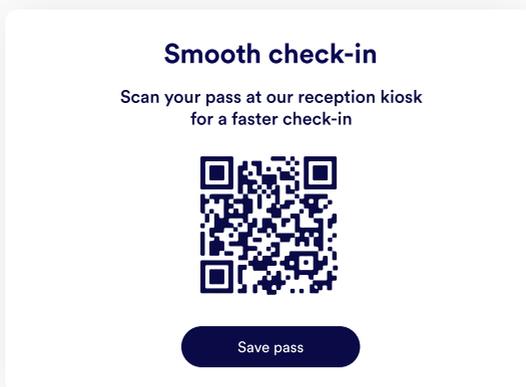
- Patrick Foong, CIO APAC, Sodexo

Prevent

Benefits of leveraging Proxyclick during the visit

Implement a complete touchless check-in process.

If visitors complete a remote health questionnaire and their answers comply with company regulations, they'll receive a QR code via an invitation email.



As part of Proxyclick's Touchless Check-in process, visitors can scan this QR code directly from their mobile devices at front desk kiosks or at access control entry points like turnstiles, doorways, and elevators via destination dispatch. Proxyclick specifically integrates with several access control vendors to make this possible.

This efficient and safe process helps eliminate unnecessary crowds or complications at check-in, and limits or eliminates touching of surfaces to reduce the risk of virus spread.

Prevent

Benefits of leveraging Proxyclick during the visit

Customize visitor profiles in the system. If visitors undergo a temperature scan, include fields like “temperature reading” to integrate crucial health data in real time and prevent symptomatic individuals from entering your workplace.

Add new custom field ✕

Name of the field

Temperature Reading

Type

Free text

Default value

Mandatory

Save in visitor profile

Active

Save



ome
ix's
e

Change language

Show your QR code to the camera to check in or check out

Check in

Delivery

Check out

After the visit

- **Dow** has emphasized the need to easily report on visitor data.
- **Ford** employee hosts retain a digital or hard copy of the visitor health screening in case this information is needed following the visit. Visitor data is retained for “as long as necessary.”

“Proxyclick has been super helpful, I’m not sure what we would have done otherwise if we didn’t have a system that was convenient and easy to use.”

- Marc A. Cecere, Director of Applications, Brooklyn Navy Yard

Protect

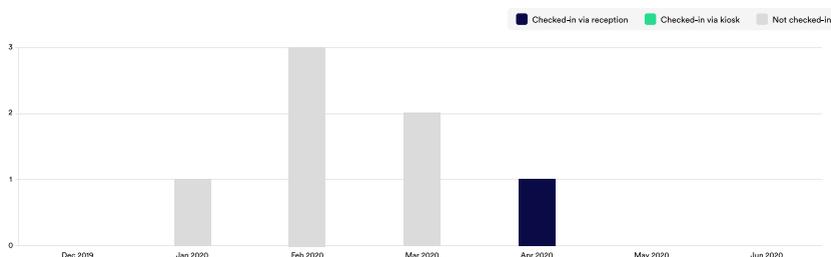
Benefits of leveraging Proxyclick after the visit

Access visitor data quickly in case of an emergency.

A cloud-based visitor management system allows for visitor data to be easily stored and accessed. If hosts learn about an infected individual in the weeks following a visit, they can access visitor contact information to quickly and discreetly notify anyone on the premises of the risks.

How many visitors per month?

2 visitors per month on average



Protect

Benefits of leveraging Proxyclick after the visit

Comply with data privacy regulations.

While regular distribution of digital health questionnaires may be new to most organizations, now isn't the time to start ignoring regional or national data privacy laws. Proxyclick's automatic data deletion feature allows for stored visitor data to be immediately deleted from the system after a specified number of days. This helps companies comply with important personal data regulations like GDPR or CCPA.

Retention period

Automatically delete visits after a given number of days in order to comply more easily with privacy regulations

Keep visits until the account is closed

Automatically delete visits older than

1 day ▾

Save changes



What's next: People flow management as the norm in the reopened workplace

In facing transforming workplace design and safety procedures, organizations are experiencing the need to embrace new technologies that will fully equip them against COVID-19 risks.

For organizations that are already screening and tracking individuals on the premises - and for all those facing the challenge of getting Return Ready amongst new regulations - it pays to make cloud-based visitor management systems a necessary part of return-to-work plans.

And in the COVID-19 era and beyond, implementing a safe, efficient, and compliant people flow management process that extends beyond a simple front desk check-in system starts and ends with a flexible, best-of-breed solution.



About Proxyclick

Proxyclick is a cloud-based visitor management platform built for the best-of-breed needs of the global enterprise and helps trusted brands across every industry to transform the way they welcome their visitors and contractors.

Proxyclick's clients include L'Oréal, Vodafone, Revolut, PepsiCo, Audi, and other global Fortune 500 companies with both offices and production sites. With more than 30 million visits registered in 10,000 locations around the world, Proxyclick's solution allows organizations to minimize security and compliance risks while upholding privacy rights.

To learn more about how Proxyclick can help in your return to the workplace, consult directly with our specialists or book a demo at www.proxyclick.com

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