As organizations continue to reopen their workplaces after the affects of COVID-19, operations cannot resume in the same way as they did before closing. New and evolving federal, state and local regulations will have significant effects on how businesses can operate physical spaces, including offices, retail locations, warehouses and shop floors.

What does social distancing look like as we reopen the workplace?

Your business will need to adjust its policies and practices for everything from how employees arrive at the workplace, to where they sit, and how they interact. Customers and employees may not be ready to stand in lines or sit in large meetings, and will desire a workplace environment that is low-touch and limits the contact they have with other employees and customers.

This environment creates many new challenges for your organization that need to be addressed today. These challenges will likely continue to evolve for the next 12 months as we reset to meet employees’ and customers’ expectations for how we operate workplaces moving forward.

To address the new needs of the workplace, RSM has developed industry-specific service offerings to help you build low-touch environments within your workplaces. These services help you start thinking about how you can create a safe workplace for your employees and customers, and provide foresight on changing the customer facing experience, rethinking employee spaces, and removing touch and contact points throughout the workplace to build and maintain a safe working environment.

What does the new normal look like?

1. Limiting the number of people in the office, warehouse or retail establishment
2. Reducing the amount of touches—badge systems, doors, products—that an employee or customer needs while at a location
3. Reorganizing existing location layouts to reduce proximity
4. Conducting routine health checks and requiring employees to wear protective equipment
5. Providing low-touch payment processes
6. Constantly evolving to meet regulatory requirements, and changing employee and customer preferences

How RSM teams can help

RSM has cross-functional, industry-specific teams that can address these challenges with a focus on bringing customers and employees back into the workplace safely while minimizing costs.
RSM’s getting back into the workplace services can help you build low-touch environments for:

### Retail locations
Ensuring customers and employees are safe and comfortable within retail locations
- Develop a low-touch shopping, checkout and payment process
- Evaluate store layout and optimize aisles
- Allow for reservations to shop to avoid waiting in lines
- Reduce roaming employees while making it easy for customers to find help

### Restaurants
Ensuring customers and employees are safe and comfortable within restaurants
- Create a low-touch payment process
- Develop a process to reduce lines and congregating when waiting for a table
- Reassess service to reduce interaction with each table
- Assess how to demonstrate cleanliness of service items

### Common areas
Ensuring customers and employees are safe and comfortable within common areas
- Assess turnstiles and security entry points
- Avoid logjams at elevators, security entry points and other common areas to reduce congregation
- Determine capacity controls to reduce congregation points
- Consider advanced technology to reduce logjams and meet regulatory requirements

### Office space
Ensuring employees are safe and comfortable within office space
- Evaluate all aspects of the office space to reduce congregation points and potential logjams
- Evaluate food and drink areas, including refrigerators, coffee, water, etc.
- Evaluate all entry and exit points
- Manage badge access and access to all shared workspaces, conference rooms and team spaces

### Warehouses and shop floors
Ensuring customers and employees are safe and comfortable within warehouses and on shop floors
- Evaluate layout of warehouse and shop floors to reduce congregation points
- Digitize paper processes
- Assess security checkpoints and configurations
- Reassess shifts to reduce number of employees on-site

Our goal is to help you get back into the workplace by providing services to build and maintain low-touch working environments that prioritize the safety and security of your employees and customers.

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