



U.S. General Services Administration

**U.S. General Services Administration**  
**COVID-19 Workplace**  
**Safety Plan**

**February 24, 2021**

# Contents

<b>1. PURPOSE</b>	<b>3</b>
<b>2. COVID-19 COORDINATION TEAM</b>	<b>3</b>
2.a. Responsibilities	4
2.b. Timeline	5
<b>3. COMMUNICATIONS</b>	<b>5</b>
4. STAKEHOLDER ENGAGEMENT	6
5. DIVERSITY, EQUITY, AND INCLUSION	6
6. EMPLOYEE HEALTH AND SAFETY	7
6.a. Telework and Remote Work	7
6.b. Face Masks	7
6.c. Testing	8
6.d. Contact Tracing	8
6.e. Travel	9
6.f. Symptoms/Screening	9
6.g. Quarantine and Isolation	10
6.h. Confidentiality	10
7. WORKPLACE OPERATIONS	<b>10</b>
7.a. Occupancy	10
7.b. Physical Distancing	11
7.c. Facility Cleaning	11
7.d. Hygiene	12
7.e. Ventilation and Air Filtration	12
7.f. Visitors	12
7.g. Staggered Worktimes & Cohort Based Scheduling	13
7.h. Elevators	13
7.i. Shared Spaces	13

## 1. PURPOSE

This document provides the U.S. General Services Administration's (GSA) COVID-19 Workplace Safety Plan in response to Executive Order (EO) 13991 on [Protecting the Federal Workforce and Requiring Mask-Wearing](#) and the Office of Management and Budget's (OMB) memorandum [M-21-15: COVID-19 Safe Federal Workplace: Agency Model Safety Principles](#), which requires the 24 Chief Financial Officer (CFO) Act agencies to review safety principles defined in the memorandum and develop tailored agency COVID-19 workplace safety plans.

The plan applies to all GSA employees, contractors, and visitors; puts the safety of GSA's people first; and follows the [latest guidance](#) from the U.S. Centers for Disease Control and Prevention (CDC) and the [Occupational Safety and Health Administration \(OSHA\)](#) on preparing workplaces for COVID-19.

GSA continues to apply the following guiding principles that align with CDC guidance and M-21-15. These principles were immediately reaffirmed and communicated by the Acting Administrator:

1. The health and safety of the federal workforce is one of the Administration's highest priorities.
2. The world is facing an unprecedented pandemic, and GSA supports the recovery of Federal Government operations and the delivery of workspace that enables the workforce to deliver safely and effectively on their core missions.
3. Knowing that work is just one aspect of a person's life, GSA has used its role in safely and effectively furnishing space and services for millions of government employees to help support families, businesses and communities.
4. GSA delivers safe workplaces wherever our federal workforce serves, responsive acquisitions to facilitate mission success, and technology platforms and products for effective public service delivery.
5. GSA is proud to co-chair the Safer Federal Workforce Task Force with the U.S. Office of Personnel Management (OPM) and the White House COVID-19 Response Coordinator.
6. GSA will provide federal resources and tools, and use governmentwide strategies to reduce the spread of COVID-19 and support the recovery of communities.

## 2. COVID-19 COORDINATION TEAM

GSA established a Pandemic Planning Task Force on March 9, 2020, to coordinate the agency's response and activities related to COVID-19. The Pandemic Planning Task Force now convenes weekly. In April 2020, GSA convened a Return to Facilities (RTF) Task Force to create a framework for agency decision-making in compliance with [OMB M-20-23](#) and a process for all GSA regional office buildings (ROBs) and field offices. The RTF Task Force's goal was to create structure for employees' safe return to facilities. The RTF Task Force convened approximately monthly. On January 26, 2021, the Acting Administrator convened the RTF Task Force and updated its membership to ensure alignment with M-21-15. GSA's RTF Task Force, now known as the COVID-19 Coordination Team, includes:

- Acting Administrator
- Deputy Administrator
- Chief of Staff
- Senior Advisor to the Administrator on COVID
- Senior Advisor to the Deputy Administrator

- Associate Administrator for the Office of Mission Assurance
- Associate Administrator for the Office of Civil Rights
- Public Buildings Service (PBS) Acting Commissioner and Deputy Commissioner (includes Occupational Safety and Health representation)
- Federal Acquisition Service (FAS) Commissioner
- FAS Deputy Commissioner
- Chief Financial Officer
- Chief Information Officer
- Chief Human Capital Officer
- Chief Administrative Services Officer (includes internal Occupational Safety and Health representation)
- General Counsel
- Associate Administrator, Office of Strategic Communication
- Regional Representative: PBS Region 2 Regional Commissioner
- Regional Representative: PBS Region 7 Regional Commissioner
- GSA Workplace Safety Plan Project Manager/Acting Deputy CFO
- Industrial Hygienist from the Centers for Disease Control and Prevention

## 2.a. Responsibilities

GSA's COVID-19 Coordination Team meets regularly to review changes to guidance, policies, and internal management processes. In alignment with M-21-15, COVID-19 Coordination Team responsibilities include:

1. Conduct assessments to establish, implement, and monitor compliance with: (a) safety protocols for physical space and masking, and (b) determinations of on-site and telework/remote working.
2. Review draft COVID-19 workplace safety plans and protocols for the agency, make any necessary changes, and submit plans to the Safer Federal Workforce Task Force for review and comment.
3. Meet regularly to review compliance and consider revisions to agency COVID-19 workplace safety plans and protocols.
4. Consult with appropriate GSA business lines, OPM, and OMB.
5. Coordinate with appropriate GSA business lines and building security and safety committees.

### What's Next

- Immediately review GSA's decision framework, playbooks, and associated policies, documentation, and communication to the workforce to ensure alignment to M-21-15 and the latest CDC guidance.
- Develop rollout plans for the Safer Federal Workforce Task Force to acknowledge 100 days, six months, and one-year milestones.

## 2.b. Timeline

The timeline below provides a schedule for implementation of policies and guidance in alignment with CDC and M-21-15 guidance.

Winter 2021	Spring 2021	Summer 2021	Fall 2021
COVID-19 Coordination Team	Confidentiality Policy	Elevators	Staggered Work-Times & Cohort-Based Scheduling Policy
Face Mask Policy	Contact Tracing Policy	Hygiene	Telework and Remote Policy
Physical Distancing Policy	Environmental Cleaning Procedure	Occupancy Policy	Travel Policy
Quarantine & Isolation Policy	Testing	Shared Spaces	
Symptoms Monitoring		Ventilation & Air Filtration	
Visitors Policy			

**Continue to align policies with CDC guidance and best practices, and communicate changes to GSA employees, contractors and visitors.**

## 3. COMMUNICATIONS

GSA has implemented a range of communication channels to reach employees, answer questions, and create transparency on GSA's approach to COVID-19. Communications throughout the pandemic have ranged from announcing mandatory telework from the GSA Administrator, reminders about mandatory face masks, announcements about a new screening process in the GSA Headquarters building, and soliciting feedback from employees. GSA recognizes the need for two-way communication and includes feedback loops during the pandemic and throughout the reopening process. Communications channels include:

1. COVID-19 Resource Center: Deployed a page on its intranet site, Insite, to be a centralized location for information related to COVID-19 to be used by employees.
2. Town Halls: Conducted recurring GSA-wide and regional virtual meetings to discuss COVID-19 plans and answer questions from employees. Town halls are recorded and available on Insite.
3. Messages from Leadership: Continuously distributed messages from the Administrator throughout the pandemic.
4. Leave and Telework FAQs: Issued Telework and Leave FAQs.
5. Communications Templates: Provided a recommended timeline and standardized templates for communicating with GSA employees throughout the process.
6. ReturntoFacility@gsa.gov Inbox: Implemented a centralized email address for GSA employees to submit feedback and receive a response from the appropriate GSA point of contact.
7. Anonymous Feedback Form: Implemented a Google form for employees to submit feedback and concerns anonymously.
8. Employee Surveys: Conducted various surveys to assess employee experience, needs during the pandemic, feelings, challenges, and areas for improvement, including a monthly recurring survey to assess how employees feel and operate if they have returned to facilities.

### **What's Next**

- Finalize and communicate COVID-19 Relief and Recovery Communications Plan, an agency-wide communications strategy and plan in alignment with CDC and M-21-15 guidance, including goals, milestones, tactics and timeline that fosters a culture of prioritizing public health and safety.
- Create and distribute a fact sheet to agency leadership that conveys key internal and external message points surrounding GSA's COVID-19 response.

## **4. STAKEHOLDER ENGAGEMENT**

GSA has identified primary stakeholders to engage in each step of the COVID-19 relief and recovery process, including employee unions, GSA employees and contractors, GSA leadership and specialized staff, visitors to GSA facilities, the media, and the American public. GSA has kept the employee unions and other stakeholders informed of the agency's plans, both at the start of the pandemic and as the agency implements its future state operating model when the pandemic becomes less disruptive. GSA continues to recognize the importance of two-way feedback and ongoing conversations with stakeholders to adjust and improve its planning and communications.

### **What's Next**

- Maintain ongoing, transparent communications with identified primary stakeholders.
- Directly engage with employee unions on the Workplace Safety Plan and implementation, continue to provide notices, and pursue bargaining, as appropriate, consistent with Executive Order 14003, its collective bargaining agreements, and statute.
- Conduct outreach to solicit feedback from stakeholders and continue to evaluate and update GSA's planning and communications, as needed.
- Conduct media outreach for GSA's COVID-19 response and support, including (1) publishing technology blogs around COVID-19 response, (2) highlighting GSA's Presidential Innovation Fellows work in health IT and vaccines, (3) publicizing GSA facilities that are vaccination sites (e.g., R2: Puerto Rico, R7: Tulsa, and R10: Auburn), and (4) setting up press calls or interviews for the GSA Administrator to talk about what GSA is doing, how GSA is accomplishing it, the work of the Safer Federal Workforce Task Force, and why it's important to America.

## **5. DIVERSITY, EQUITY, AND INCLUSION**

All of GSA's policies, guidance, and communications are in accordance with Equal Employment Opportunity Commission guidance. In a GSA-wide message issued on February 2, 2021, the Acting Administrator emphasized taking "a holistic approach to diversity, equity, and inclusion. We will be intentional in our people, processes, and partners. We will make sure that they reflect our values and priorities."

### **What's Next**

- Review existing communications and channels and integrate messaging to increase racial equity and awareness throughout GSA's COVID-19 response, future communications and messages from leadership, and future state operations.
- Continue to monitor socioeconomic metrics and encourage the use of small businesses consistent with the Administration's priorities.

## 6. EMPLOYEE HEALTH AND SAFETY

Since the pandemic began, GSA has developed guidance and resources to provide a safe workplace for GSA employees, contractors, and visitors. This section describes the guidance and actions that GSA has taken to date in response to the pandemic, in addition to the set of actions that GSA has most recently taken or plans to take in response to M-21-15.

### 6.a. Telework and Remote Work

In the Acting GSA Administrator's first message to the agency on January 20, 2021, she reaffirmed GSA's commitment to maintaining maximum telework for all GSA employees and contractors. Based on GSA's mission, 99.5% of employees have telework agreements in place; and approximately 95% of employees remain in a full-time telework status or on leave daily, with approximately 5% reporting to facilities. The majority of the roughly 5% of the workforce reporting to facilities during the pandemic are those responsible for critical facilities management and project management of the 8,800 real property assets nationwide. GSA executive leadership work with supervisors to identify mission critical roles and associated personnel that require onsite presence. Through a Daily Check-In survey further described below, GSA supervisors monitor and ensure only those employees that must be in a facility to perform their mission critical function are permitted to work in a facility. GSA is working to develop a staffing plan that categorizes employees into three groups based on their need to come to the office most of the time, sometimes, or rarely. The staffing plan will be applied as more employees report to the office in the future.

Early in GSA's pandemic response, GSA deployed a mandatory Daily Check-In survey for all employees to report work location daily, as well as daily Executive Summary reports reviewed by leadership to ensure only employees reporting to facilities have a mission critical need to do so. GSA continues to use the Daily Check-In survey for all employees. Additionally, to answer employee questions about GSA's mandatory telework posture, GSA published FAQs regarding leave and telework policy in relation to COVID-19. GSA also developed and delivered targeted IT training and communications to improve the employee experience in a maximum telework environment. On-demand training continues to be available to GSA employees on GSA's intranet site, Insite.

Based on success operating in an increased telework environment during COVID-19, GSA has begun planning to adopt a future state operating model that increases long-term telework flexibilities for its employees.

#### What's Next

- Revise Telework and Leave FAQs based on new guidance in M-21-15 and in alignment with CDC guidance.
- Regularly review levels of community transmission by consulting CDC's COVID Data Tracker.
- Review and align the future state strategy to increase telework long term based on GSA's success operating in an increased telework environment, and categorize employees based on their need to perform their job in GSA facilities long term and after the pandemic ends.

### 6.b. Face Masks

On January 28, 2021, the Acting GSA Administrator sent an agency-wide communications in alignment with EO 13991 on [Protecting the Federal Workforce and Requiring Mask-Wearing](#), reinforcing that all GSA employees and contractors on-site in federal buildings or on federal lands are required to wear masks. GSA's internal guidance on the required use of face coverings at

facilities under GSA's jurisdiction, custody or control ("GSA-controlled facilities") applies to all GSA employees, contractors, and all other individuals transacting business with or visiting GSA employees or GSA contractors at GSA-controlled facilities. Guidance on the use of mask-wearing for employees, contractors, and visitors includes:

1. Where to Wear Face Coverings: (1) in common areas or shared workspaces, including open floorplan office space, cubicle embankments, conference rooms, and GSA vehicles; and (2) in outdoor shared spaces when physical distancing cannot be maintained.
2. How to Wear and Maintain Face Coverings: (1) the cloth face covering should extend above the nose without interfering with eyewear and below the chin to cover the mouth and nostrils completely; (2) it should fit snugly, but comfortably, against the sides of the face and be secured; and (3) it should be laundered regularly to maintain good hygiene.
3. Exceptions to Face Coverings Requirement: (1) in accordance with existing [Equal Employment Opportunity Commission guidance](#), accommodations may be provided for persons who wearing masks may be difficult because of sensory, cognitive, or behavioral issues; (2) when an individual is alone in an office with floor to ceiling walls and a closed door or for a limited time; (3) when eating or drinking and maintaining distancing in accordance with CDC guidelines; and (4) when passing through security, individuals may be required to lower their face covering, if requested.

All building entrances and throughout GSA-controlled facilities, signage is posted to remind employees, contractors, and visitors about the required use of masks.

#### **What's Next**

- Update face mask guidance, as needed, and in alignment with CDC and M-21-15 guidance.
- Continue to procure personal protective equipment for GSA facilities and distribute to employees and visitors at GSA buildings, as necessary.
- Update facility signage to reinforce the mandatory use of masks and enforcement of the policy in GSA-controlled facilities.
- Develop a mask enforcement plan to address consequences of refusal to wear mask and enforce mask usage.

#### **6.c. Testing**

GSA plans to adopt CDC guidance with regard to testing.

#### **What's Next**

- Issue GSA-specific guidance or policies with regard to testing, in alignment with CDC and M-21-15 guidance, and release communications from leadership, as needed.

#### **6.d. Contact Tracing**

The GSA Office of Human Resources Management (OHRM) released a standard operating procedure (SOP) for reporting a COVID-19 exposure in a GSA-controlled facility, including a process for notifying personnel who may have been exposed. GSA provided regions with communications templates for communicating the exposure to impacted personnel. M-21-15 requires agencies to "collaborate with and support the contact tracing programs of local health departments to help identify, track, and manage contacts of COVID-19 cases" and "engage in coordination with facilities staff to implement infection control and workplace safety efforts once informed of a case

of COVID-19 (either due to specific symptoms or positive test)." Next steps below are intended to address requirements from M-21-15.

#### **What's Next**

- Revise the exposure notification process and communications to align with CDC and M-21-15 guidance.
- Assess resource availability to conduct contact tracing.
- GSA's Technology Transformation Services is currently researching the viability of developing and providing an open source contact tracing solution for Federal Government-wide use.

#### **6.e. Travel**

GSA's Office of Administrative Services (OAS) has issued guidance, in alignment with [CDC](#), restricting all temporary duty travel and limited planned travel to mission critical only. All travelers must obtain authorization from a supervisor before completing booking. In seeking authorization, travelers and their supervisors are expected to justify whether the trip meets the criteria of "time-sensitive and critical to the execution of GSA's mission." OAS conducts an additional review and approval to ensure such justification is documented. In addition, any employees who have an approved travel authorization receive a weekly email providing reminders of travel restrictions and guidance, including carefully assessing travel risk prior to travel ([per CDC guidance](#)), wearing a mask during all portions of a trip, maintaining physical distance from non-household members, maintaining good hand hygiene by regularly washing hands with soap and water or using alcohol-based hand sanitizer, if soap and water are not available, and not coming into the office for a period of time after official travel, as well as following any testing guidance once issued.

#### **What's Next**

- Review travel guidance for alignment with CDC and M-21-15 guidance, including the approval process for exceptions to travel restrictions.
- Issue and communicate updated guidance with procedures for quarantining after travel according to [CDC guidance](#), and adjust memo to reflect any new government-wide guidance, as well as incorporating existing guidance, such as getting tested before and after travel or self-quarantining for 10 days after travel, if unable to get tested. The GSA memo is under review as of February 8, 2021.
- Monitor compliance with guidance and procedures.
- Issue guidance removing travel restrictions in alignment with CDC guidance when appropriate.

#### **6.f. Symptoms/Screening**

On December 1, 2020, GSA implemented a two-step, mandatory process for employees, contractors, and visitors entering the GSA Headquarters building (1800 F Street, NW, Washington, DC). Employees, contractors, and visitors are required to complete the [screening questionnaire](#), which asks about COVID-19 symptoms and exposure, and have their temperature taken using a touchless thermal imagery scanner at the entry of the building. The process is intended to protect all entrants by limiting potential exposure to COVID-19 while in the building. Employees who develop any symptoms consistent with COVID-19 during the workday must immediately isolate, notify their supervisor, and promptly leave the facilities. On February 3, 2021, communications were sent to staff of the GSA Headquarters building reminding them of this process.

### What's Next

- Review procedures and existing FAQs for symptoms and screening to align with CDC and M-21-15 guidance.
- Update guidance to include protocol for when someone develops symptoms during the workday, in alignment with CDC and M-21-15 guidance.
- Implement the mobile application and thermal scanner machine more broadly at other high-traffic facilities (e.g., ROBs) across the country.
- Monitor compliance with guidance and procedures.

### 6.g. Quarantine and Isolation

GSA employees and contractors with a suspected or confirmed case of COVID-19 are advised to isolate, [per CDC guidance](#), and not to come into a GSA facility for 14 days. Personnel who have had a close contact, [as defined by the CDC](#), with someone who has COVID-19 should follow CDC and local guidance for quarantine. Employees are instructed to notify their supervisor or the OHRM Reasonable Accommodation Coordinator, if they do not feel comfortable disclosing this information to their supervisor.

### What's Next

- Issue and communicate guidance with updated procedures for quarantining and isolating in alignment with CDC guidance. The GSA memo is under development as of February 8, 2021.

### 6.h. Confidentiality

GSA developed an Exposure Notification Process and SOP for Reporting COVID-19 to allow employees to report an exposure either confidentially or non-confidentially. The process and SOP allow employees to communicate sensitive medical information to an OHRM Reasonable Accommodation Coordinator, if the employee does not wish to share this information directly with their supervisor.

### What's Next

- Identify and establish a point of contact for questions relating to personal medical data for COVID-19 and vaccines.
- Continue to ensure the notification process emphasizes employee confidentiality and protection of personally identifiable information, when expanded to notify local and State health officials, including test results and symptom screening.

## 7. WORKPLACE OPERATIONS

### 7.a. Occupancy

GSA's guidance provides target facility capacity. These capacity levels were determined based on ability for safe physical distancing in the facilities. GSA deployed a mandatory Daily Check-In survey for all employees to report their work location daily to track and limit occupancy to mission critical personnel in GSA facilities. This survey also serves as a tool to ensure that GSA is not exceeding 25% capacity, wherever possible. A summary of the daily check for all organizations and employees is sent daily to the GSA Acting Administrator and heads of all GSA Service and Staff Offices for review and appropriate action. GSA has communicated that "field offices with less than 50 employees should exercise reasonable precautions with regard to office capacity as the 25%

ceiling may not apply given a smaller office workforce."

#### **What's Next**

- Revise and communicate guidance, as necessary, to adjust for appropriate capacity levels as health conditions improve and GSA transitions to a new future state operating model with increased telework.

#### **7.b. Physical Distancing**

On January 28, 2021, the Acting GSA Administrator sent an agency-wide communications in alignment with EO 13991 on [Protecting the Federal Workforce and Requiring Mask-Wearing](#), reinforcing that all GSA employees, contractors and visitors on-site in federal buildings or on federal lands are required to maintain physical distance. GSA has established physical distancing guidelines consistent with CDC to promote maintaining distance of at least six feet from others at all times in conference rooms and all other communal areas and workspaces. One-way walkways and reconfiguration of workspaces have been implemented to minimize interactions. This guidance reinforces that physical distancing is not a substitution for face coverings. Throughout GSA-controlled facilities, signage is posted to remind employees, contractors, and visitors about the required physical distance.

#### **What's Next**

- Update communications templates to emphasize the need to maintain physical distance.
- Update, as needed, signage and physical distancing mechanisms in place at ROBs and field offices.

#### **7.c. Facility Cleaning**

Enhanced cleaning in common use, high-touch, high-density spaces, such as lobbies, restrooms, elevators, and stairwells, and regularly used offices has been implemented, in accordance with CDC guidelines. GSA's OAS provides hand sanitizer and other disinfectant products in GSA's Headquarters and ROBs and assists in the acquisition and distribution of these products across field office locations, as requested. Wipes are available throughout GSA-occupied spaces to wipe down surfaces and shared equipment and related personal property.

GSA developed and issued a cleaning and disinfecting procedure for when a COVID-19 exposure is reported in a GSA facility. When a COVID-19 exposure is reported, the facility management office is required to submit an Office of Mission Assurance (OMA) SPOT Report to inform OMA of the impact to normal operations in the building (*i.e.*, the cleaning process). The impacted areas are then cleaned and disinfected in accordance with CDC guidelines and the PBS-issued Cleaning and Disinfection Procedures. GSA also developed a real-time COVID-19 Exposure Tracker to track COVID-19 incidents. Through the SPOT report and COVID-19 Exposure Tracker, GSA is able to track and report the time from the incident report to completion of cleaning.

#### **What's Next**

- Refine cleaning procedures, if needed, as additional guidance is released from CDC.
- Refine the COVID-19 exposure notification and cleaning processes to increase the speed of cleaning and disinfection, in accordance with CDC guidelines, as such guidelines may be revised from time to time.
- Develop and issue communications on new CDC guidance, including email

announcements, signage, and posts to GSA's intranet site.

- Continue to monitor compliance with CDC guidance for facility cleanings.

#### 7.d. Hygiene

GSA deployed a page on its intranet site, Insite, to be a centralized location for information related to COVID-19 to be used by employees. The site included a Stop the Spread of Germs Guidance campaign, which includes best hygiene practices to prevent the spread of germs and viruses, in alignment with CDC guidance. GSA provided individual facilities with printable sign templates to promote good hygiene habits. GSA also has set up hand sanitizer stations with at least 60% ethanol at GSA facilities entrances and throughout workspaces. All of GSA's ROBs continue to be 100% stocked with hand sanitizer. As of January 29, 2021, GSA has procured and provided 481,274 gallons of hand sanitizer government-wide.

#### What's Next

- Continue to issue communications and signage throughout GSA-controlled facilities to market the "Stop the Spread of Germs" campaign.
- Update "Stop the Spread of Germs" guidance to reflect the most recent CDC guidance.
- Track and monitor compliance with CDC guidance on hygiene protocols.

#### 7.e. Ventilation and Air Filtration

The agency developed and revised heating, ventilation, and air conditioning (HVAC) guidance for all buildings. To the extent feasible, buildings should increase outdoor air ventilation, improve filtration, and reduce or eliminate recirculation. This guidance reflects the current CDC recommendations on workplace ventilation and is being implemented in all GSA facilities.

#### What's Next

- Revise HVAC guidance, if necessary, and as new guidance or standards become available.
- Identify and implement HVAC replacement and repair projects in GSA-managed facilities.

#### 7.f. Visitors

GSA has issued guidelines for visitors to GSA-controlled facilities. Currently, visitors are allowed in GSA facilities only with prior approval. For the GSA Headquarters building (1800 F Street, NW, Washington, DC), all visitors are required to complete the screening questionnaire and thermal screen before entering and are required to wear face masks upon entry. Accommodations are provided for persons for whom wearing masks may be difficult because of sensory, cognitive, or behavioral issues. Individuals may be required to lower their face covering when passing through security. If needed, visitors are provided with face masks.

#### What's Next

- Continue to monitor visitor restrictions and visitor rates, as additional employees return to facilities.
- Align visitor policies with CDC and M-21-15 guidance, and communicate policy changes through signage and messages from leadership.
- Implement the mobile application and thermal scanner machine more broadly at other

high-traffic facilities (e.g., ROBs) across the country.

### 7.g. Staggered Worktimes & Cohort Based Scheduling

GSA will implement an agency-wide process and technology for staggering worktimes to reduce density, minimize traffic volume in elevators, and avoid crowds during commuting. To help reduce exposure, GSA will implement cohort based scheduling.

#### What's Next

- Develop and issue communications on CDC guidance, including email announcements, signage, and posts to GSA's intranet site.
- Utilize the Daily Check-In tracker to track worktimes and ensure cohort based scheduling is followed by GSA employees.

### 7.h. Elevators

GSA with internal occupational health and safety representation has assessed elevators to determine safe occupancy. Employees, contractors, and visitors are instructed to stagger their use of elevators and restrict elevator loads. Additionally, GSA provides printable sign templates for facilities to indicate elevator capacities, as well as direct the flow of traffic in elevators, stairs, and hallways through floor indicators.

#### What's Next

- Continue to limit elevator usage and restrict elevator loads in its facilities, which will become more important as more employees return to the workplace, in alignment with CDC and M-21-15 guidance.
- Communicate elevator restrictions through signage and messages from leadership, and monitor compliance with restrictions.

### 7.i. Shared Spaces

GSA has established best practices, in accordance with CDC guidance, for managing the use of shared equipment and spaces in GSA-controlled facilities. Guidance includes disinfecting tools or equipment, such as phones, computers, and other office equipment, anytime the equipment is used by or transferred to a new person. Direction on configuration of furniture to limit the use of shared spaces and workspace capacity has been communicated. Signage has been posted in GSA facilities to indicate closed or limited shared space.

GSA developed and issued a cleaning and disinfecting procedure for when a COVID-19 exposure is reported in a GSA-controlled facility, which includes guidance on cleaning and disinfecting shared spaces.

#### What's Next

- Continue to limit the use of shared spaces and leverage technology, where appropriate, to connect people.
- Update and communicate shared spaces policy in alignment with CDC and M-21-15 guidance.
- Monitor compliance with shared spaces guidance.