



# Covid-Secure Workplace Reopening Guide

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How Space Connect makes it extremely easy for you to plan, roll-out and manage a Covid-secure, completely flexible workplace reopening model



## Benefits of returning to the office

The last two years have shown that, when necessary, organisations can function efficiently and effectively, even with a fully remote workforce.

But working from home comes with a stack of limitations, for both employees and employers.

JLL's much cited global study of office workers (2020) concluded 74% of employees sought a return to the workplace, as the preferred location for a number of fundamental occupational aspects, including:

- Collaboration
- Issue resolution
- Learning and development
- Team building
- Management
- Support
- Ability to complete complex tasks

**74%** of employees are seeking a return to the workplace

### High performance

What's more, the research found that 80% of high performers missed the office during lockdown, suggesting that being physically present can help certain key individuals flourish.

For all these crucial reasons, planning and management of office and workplace reopening is the number one challenge for workspace managers and leaders in these turbulent times.

# Staff confidence in returning to the office

It's understandable that, while the majority of employees feel positive about a return to the workplace, some may have reservations about doing so within the current climate.

A survey by AVIVA (2020) found that UK workers reported risk of infection (32%) and social distancing (22%) as their top two concerns with returning to the workplace.

## Reducing staff workplace return anxiety

The application of a comprehensive and transparent space management solution can help to significantly increase staff confidence in a managed transition back to the workplace.

This is supported by research from O.C. Tanner (2020) who reported that implementation of a sound and well communicated COVID-19 strategy helped to reduce workplace-related anxiety levels by 37%.

In this guide you'll learn how Space Connect's workspace management solution enables you to alleviate these concerns, and meet the specific and dynamic needs of your business, by providing your managers with a suite of specially developed, flexible Covid-security features as standard.



# At-a-glance guide to Covid security features as standard with Space Connect

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## Desks

- ✓ Flexible desk booking control, for social distancing
- ✓ Customisable Covid security pre-screening questionnaires
- ✓ Desk usage contact tracing
- ✓ Touch-free desk check-in, inc QR code
- ✓ Covid policy and desk sanitisation alerts and notifications



## Meeting rooms

- ✓ Flexible room capacity control, for social distancing
- ✓ Contactless room booking
- ✓ Touch-free room check-in, inc QR code\*
- ✓ Room usage contact tracing
- ✓ Covid policy and space sanitisation alerts and notifications



## Visitor management

- ✓ Capture and store visitor acceptance of your Covid security policy
- ✓ Touch-free visitor sign-in, inc QR code\* and facial recognition



## Analytics

- ✓ Headcount and workspace capacity monitoring
- ✓ Social distance mapping
- ✓ Detailed Covid-secure contact tracing - staff, visitors and contractors



# Covid-secure desk management: Flexible desk booking control, for social distancing

## Uniquely flexible, risk-free contract terms

In these current, unpredictable times, it's tough to know from one month, or even one week to the next, what your desk capacity requirements are going to be.

Space Connect's terms are just 30 days' notice.

So, we give you a unique safety net: The ability to scale your solution up or down, as you need – without being boxed into long term contracts and terms.

## Dynamic 'desk stock control'

With Space Connect your FM team can add or remove, activate or deactivate available desks in seconds, at any time.

So, if you need to switch a percentage or all of your teams to working-from-home, you can deactivate desks right away. And vice versa.

Uniquely with Space Connect, you'll only pay for the desks you set to active: Not for the total number of desks configured.

**Add, configure and activate/de-activate available desks in seconds.**

**Desks can be easily enabled or disabled. Inactive desks can still be seen on the application, but are not bookable.**

Type	Name	Capacity	Floor Plan	Here Mapping Id	Active
<input type="checkbox"/>	Bookable 1-01	1	<a href="#">View map</a>	30560756	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Bookable 1-02	1	<a href="#">View map</a>	30560753	<input type="checkbox"/>
<input type="checkbox"/>	Bookable 1-03	1	<a href="#">View map</a>	30560752	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Bookable 1-04	1	<a href="#">View map</a>	30560751	<input type="checkbox"/>
<input type="checkbox"/>	Bookable 1-05	1	<a href="#">View map</a>	30560750	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Bookable 1-06	1	<a href="#">View map</a>	30560749	<input type="checkbox"/>
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## Instantly flag desks as unavailable, for social distancing

Covid-secure space management is stress-free when desks can automatically be made free or unavailable, based on real-time space occupancy and social distancing parameters.

Space Connect lets your admin team easily flag any desks as unavailable, preventing users from booking and using that desk.

## Easy individual desk configuration

Whether you plan to assign fixed desks to employees, provide flexibility where people choose to sit, or create different sets of bookable desks, the system you choose needs to enable easy configuration.

The fact is, however fixed your plans may seem, you are going to want to change them up in the future.

So, Space Connect gives you complete flexibility to switch desk usage models instantly, as you decide.



Photo by Annie Spratt on Unsplash

*“I would recommend Space Connect for its flexibility and simplicity – even when you need to model, re-model and change when, how and where desks and spaces are booked and used”*

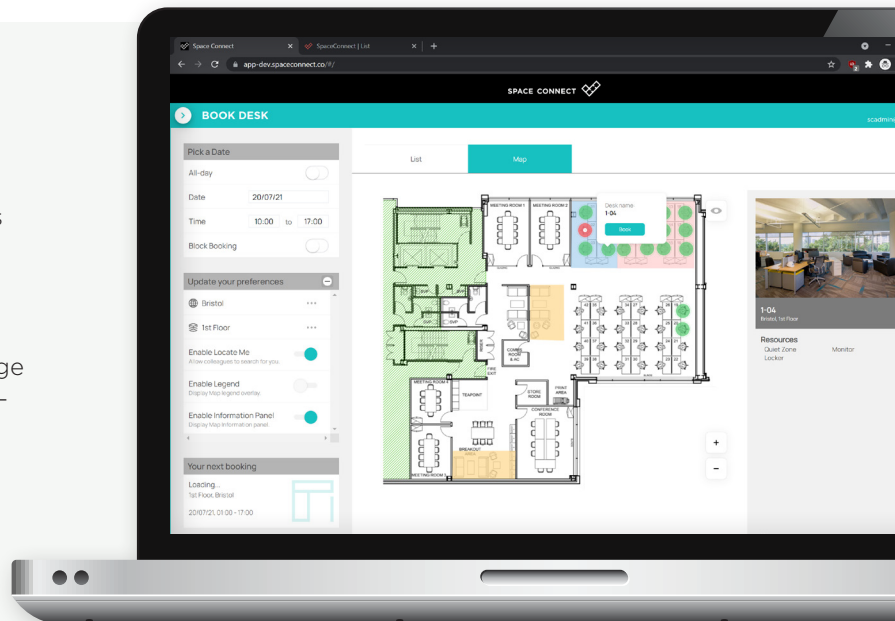
Kedar Viswanathan, Head of Tech for Employee Experience and Corporate Events for BUPA Australia and New Zealand.

## Self-manageable, interactive floor plans

Being responsive to changes in requirements around social distancing, floor capacity and workspace restrictions, means being able to change your floor and desk layouts, quickly.

Space Connect gives you the power to change and upload your own interactive floor maps – for even more space management flexibility:

- Immediately make and self-upload floor plan changes whenever you require
- Create and map new desks to your interactive maps, in real-time

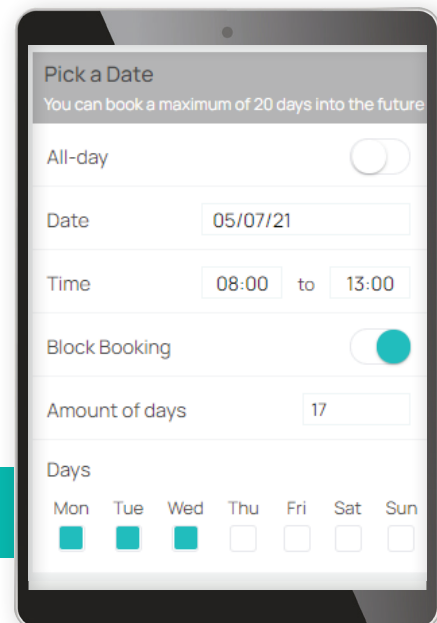


## Desk booking behaviour administration

Space Connect puts the control of Covid-security policies for desk booking parameters in the hands of your workspace managers.

- Self-enable or disable 'All day booking' to fit your office/desk cleaning regimes, for Covid-security
- Manage desk bookings on behalf of other staff or a whole team, including Covid-test-related desk cancellations

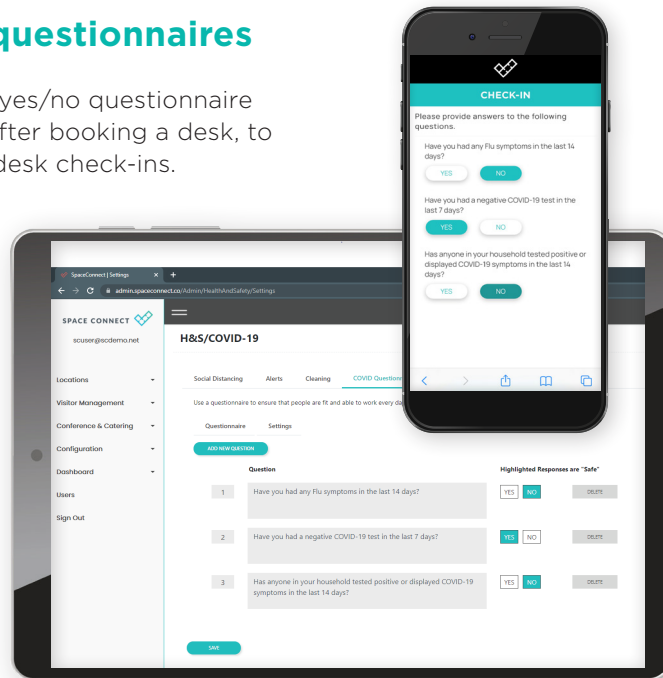
Enable or disable 'All day booking' and block bookings



## Customisable Covid-security questionnaires

With Space Connect you can easily create a yes/no questionnaire for each member of your staff to complete after booking a desk, to enable Covid-security pre-screening before desk check-ins.

- Add your own questions and set 'safe' responses
- Identify health and safety contacts to be auto-notified following an 'unsafe' response
- Auto-email the survey form to users, 24 hours before desk check-in
- Auto-prompt users to complete the form before or at check-in
- Control data privacy settings



## Covid-security / Health & Safety alerts and notifications

- Set hand/desk cleaning alerts and notifications
- Create H&S policy update alerts





## Covid-secure, touch-free desk and workspace check-in

Desk check-in is a crucial element of Covid-secure workspace management.

The data you collect from desk check-ins should allow for active monitoring of social distancing, capacity, and desk use contact tracing. At the same time, the process should be touch-free.

Space Connect enables and natively supports a wide choice of contactless desk check-in options, including:

### Docking stations

Windows client application installed onto a user's device detects a docking station connection and automatically checks them in upon docking.

### Presence-detection sensors

Placed under a desk or in the ceiling to enable the automatic detection of users.

### Smart sensors (RFID card / smartphone tap)

Check in and out using a smartphone or an RFID card through Bluetooth-detection or a card reader.

### Manual check-In

A low-cost and rapid deployment approach enabling manual check-in via our mobile app or web booking tool.

### Facial Recognition

Space Connect's visitor management app can automatically check-in previous visitors through facial recognition technology.

### User generated QR code check-in

Unique to Space Connect - create, print and enable your own check-in QR codes.



## Out-of-the-box sensor integration

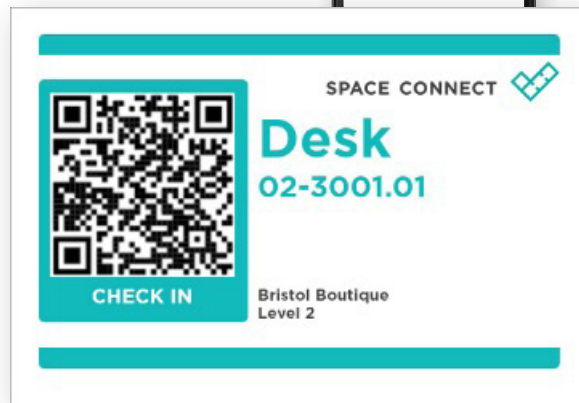
Space Connect integrates natively with leading docking stations, occupancy sensors and traffic light style desk devices.



## Self printable/manageable QR code checking

Uniquely, with Space Connect you can easily generate and print your own desk check-in QR codes, bringing your desk management system a stack of benefits:

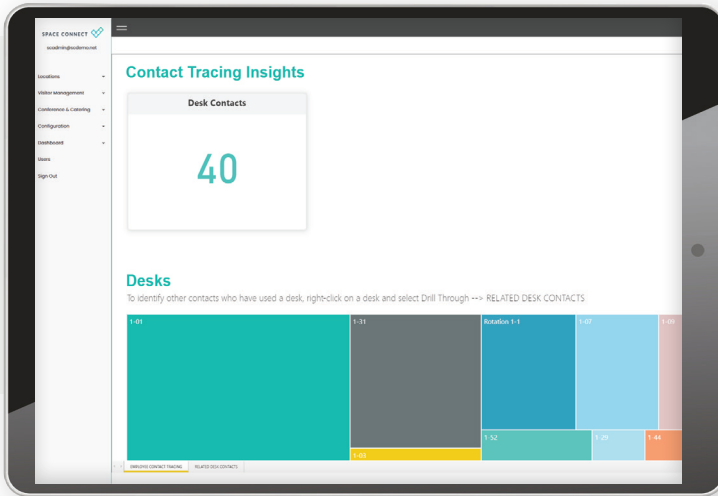
- Associate a user with a desk at time of check-in
- Gain invaluable, detailed desk utilisation data
- No hardware investment required!
- Easily scale-up desk check-in as you add more desks - with no extra costs
- Enable contact-tracing by desk and individual, for increased Covid-security



*“Having QR codes on desks for desk booking delivers some affordable, powerful advantages ... The first is you are associating a person with a desk and a check-in time. For facilities managers this means having both contact-level booking data, and desk utilisation data. It enables contact tracing, usage planning and desk stock control.”*



Matt Pope.  
Founder,  
Space Connect



## Contact tracing

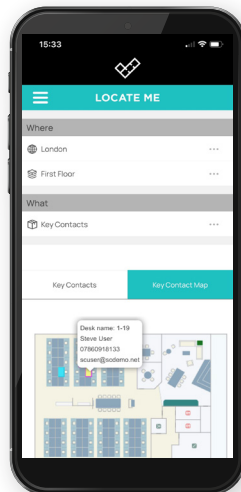
In the event of a staff member testing positive for Covid-19, Space Connect gives you the ability to easily track which desks that person has checked into, AND to identify which other staff members have used that desk too, over a given period.

## Key contact finder

In these current times, finding colleagues and key contacts in the office has become trickier, and more important than ever.

Space Connect's 'Locate Me' feature enables your staff to find any pre-defined key contact, in seconds.

- Let your staff find which of their key contacts are in the office and where they are, in one click
- Show where contact is seated on the interactive map - including contact details
- Find key contacts who are checked into their 'home working' desk



*“Space Connect’s flexibility means the way we use the solution can continue to flex and evolve with our business. With Space Connect we absolutely made the right choice.”*

Martin Gallaher, Programme Manager at Travis Perkins



# Covid-secure meeting room management

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## Flexible room capacity control, for social distancing

Space Connect integrates directly with your calendar environment in real-time, making it super-easy for users to find, book and cancel meeting room space in a touch-free way, using their own devices.

And with Space Connect your FM team can easily ensure Covid-security in meetings. Our self-manageable admin functions make it very simple for you to:

- Restrict meeting room capacity
- Restrict meeting booking length
- Restrict booking windows
- Set how many days in advance a room can be booked

## Online meetings default

When your users create a meeting using the Space Connect mobile app, online meeting facilities are created as default, to encourage remote connectivity to meetings.

*“Post-lockdown, flexibility became incredibly important. Because we had Space Connect, we were able to very quickly and easily reconfigure the entire working model to fit the restrictions around workspace capacity”*

Kedar Viswanathan, BUPA Australia and New Zealand

## No-touch video conferencing automation

With Space Connect, presence-detection sensors placed in a meeting room or connected to a Poly Trio device automatically detect the presence of the organiser in the room.

This enables you to automatically initiate the conference call and start the Poly Trio device, in an entirely touch-free, Covid secure way.

## Initiate from your mobile

Organisers also have the ability to manually initiate the conference call using the mobile app.



# Covid-secure visitor management

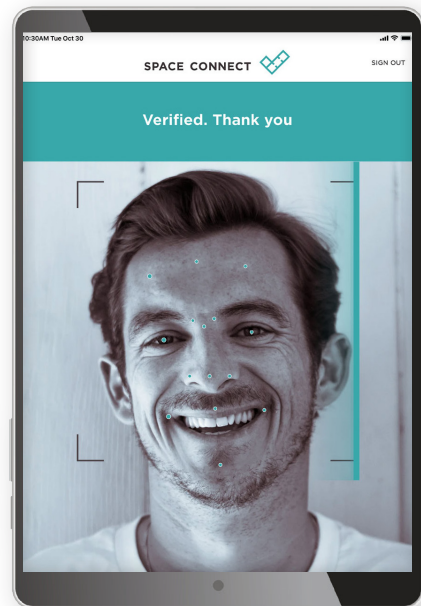
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## Covid-secure, contactless visitor sign-in and flow management

Space Connect delivers Covid-secure, touch free visitor registration with QR codes\* alongside visitor re-registration with AI facial recognition

## Contactless visitor re-registration

Space Connect can recognise a familiar face using built-in facial recognition and machine learning technology, by enabling you to offer to facial-scan a visitor or contractor and match their identity on their next visit, in realtime. in real-time and matching their identity.



## Capture and store visitor acceptance of your Covid-security policy

With Space Connect you can upload a PDF such as a Covid compliance document, for your visitors to digitally sign as part of the reception sign-in process, to help maintain a workplace environment of trust and confidence.

\*Coming soon, in Q1 2022.



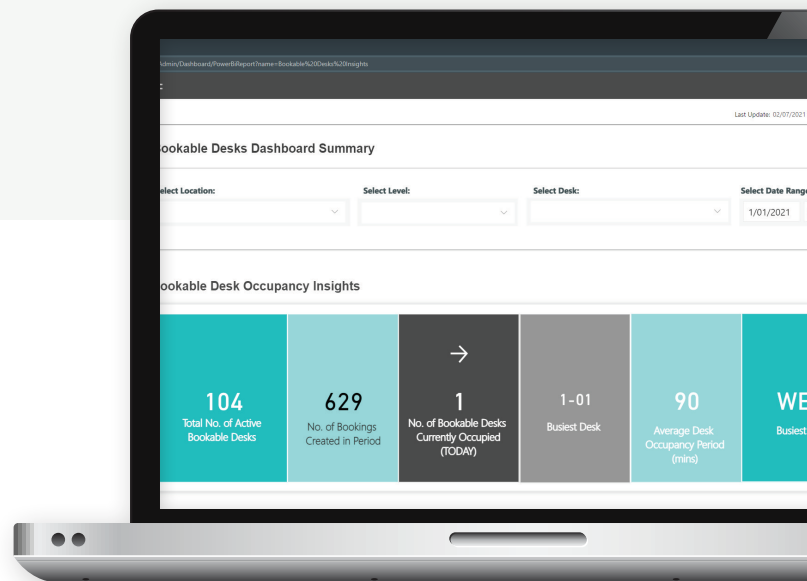
# Built-in reporting and analytics – for easy Covid-secure capacity control and contact tracing

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## Real-time data insights and contact tracing

Each Space Connect module includes real-time reporting and analytics, and comes complete with MS Power BI Reports – free of charge - enabling you to:

- Monitor headcount and workspace capacity for Covid-security
- Map desks and spaces for social distancing
- Easily run detailed Covid-secure contact tracing



## Contact tracing

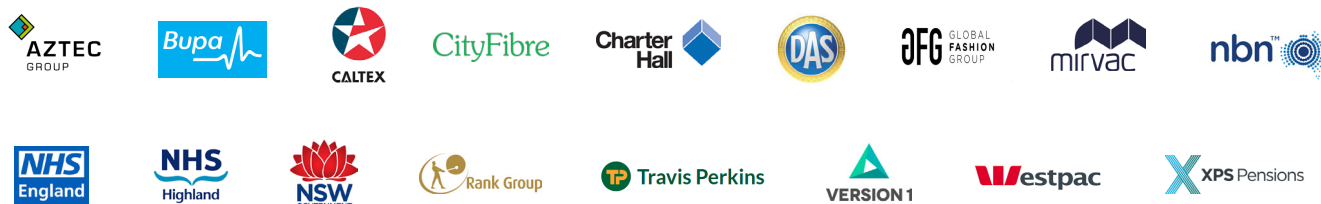
Space Connect lets you drill down into the desks that any staff member has checked into, over a given period, and identify who else has checked into and sat at that desk.

This unique level of desk-use contact tracing fosters staff confidence in your Covid-security policies and space management.

*“We were impressed by how quick and easy Space Connect’s desk booking system was to roll out to all CityFibre employees.”*

Paul Smerkinich, CityFibre

## Used and loved by....



## Get in touch

To discover more about how Space Connect can make it incredibly easy and affordable for you to deliver workspace transformation, contact us to arrange a demo, arrange a call or for further information:

**Call:** +61 (0) 2 6124 0800

**Email:** [info@citadelgroup.com.au](mailto:info@citadelgroup.com.au)

**Or visit:** [www.citadelgroup.com.au](http://www.citadelgroup.com.au)

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Fast, affordable workspace transformation



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MANAGING COMPLEXITY

### Sources:

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