

## WHITE PAPER

# KastleSafeSpaces

## LEVERAGING TECHNOLOGY CAN ENSURE A SAFER RE-ENTRY INTO THE WORKPLACE IN THE COVID-19 ERA

### Introduction

As national lockdowns in response to the COVID-19 pandemic start to be lifted, the country is collectively preparing to transition back to re-opening.

Workplaces that have sat dormant and dark during Stay at Home orders are beginning to open their doors. But anyone who is presenting symptoms of the Coronavirus clearly should not be coming through them. Proper screening needs to be put in place – not only to ensure safe entry but also to inspire in employees the confidence they need to venture back into their workplaces.

Organizations are now tasked with providing a safe space for their workers to come back to. As daunting as that challenge can be, technology is proving a viable partner for enterprises in search of trusted solutions. Kastle is in a privileged position to understand this challenge exceedingly well and has created a blueprint for the safe return to the office. The details of that blueprint are presented here in this White Paper.

## Summary

The extensive scale of our business affords Kastle a clear view into a wide range of workplace and tenant situations and challenges. Kastle has been an innovator in access control security since 1972 with technology currently installed and operating in more than 3,600 buildings and 41,000 businesses across 47 states. We've spoken with a comprehensive set of practitioners and clients, allowing us to surface the best thinking and pressure test our solutions.

Additionally, Kastle surveyed more than 1,000 workers across the country in April to understand what mitigation measures they will need – and expect - to see before they return to their workplaces. The findings gleaned from these efforts have catalyzed Kastle to help organizations assess the solutions they can leverage to address employee concerns and put appropriate safety measures in place.

Taking a proactive lead on ensuring a safe re-entry into the workplace in the COVID-19 era is a responsibility we felt compelled and uniquely qualified to take on.

To that end, Kastle has developed a comprehensive and innovative solution, KastleSafeSpaces, which employs touchless physical access control, video analytics technology and thermal imaging to integrate with virus-screening and contact tracing processes to enable administrators to confidently rollout a safe return to the office. Existing Kastle access control systems can be used to implement many of the elements of this new framework. Kastle's approach focuses on integrating technology with new processes to immediately accelerate solutions to address four major shifts happening within buildings. These combined pillars of safety and security, much of which are available in current building security systems but not fully activated, include:



**Shift One: Everything Is Touchless**



**Shift Two: Screen In / Screen Out**



**Shift Three: Occupancy Monitoring For Contact Tracing**



**Shift Four: Social Distancing**



# Opening Your Workplace In The New Normal

As workplaces across America prepare to re-open after the height of the Covid-19 pandemic, business will be far from unusual. This guide will help you navigate some of the options available to you through your Kastle system or additional Kastle services.

Through this guide, we introduce the four pillars of a safe return to the office.



Everything is Touchless



Screen in & Screen Out



Occupancy Monitoring for Contact Tracing



Social Distancing

Access Control

These pillars will be explored in depth in this White Paper. It will also examine how building operators and workplace employers can leverage their existing Kastle access control platform to better safeguard workers, cast light on the must-haves employees demand to return safely to work, and present solutions employers can implement to meet those demands.

## Assessing Employee Needs and Expectations

Of the 1,000+ participants Kastle surveyed, all pointed to the importance of having ample supplies of hand sanitizer and

cleaning wipes on the premises, as well as the assurance that their offices all be cleaned and sanitized frequently.

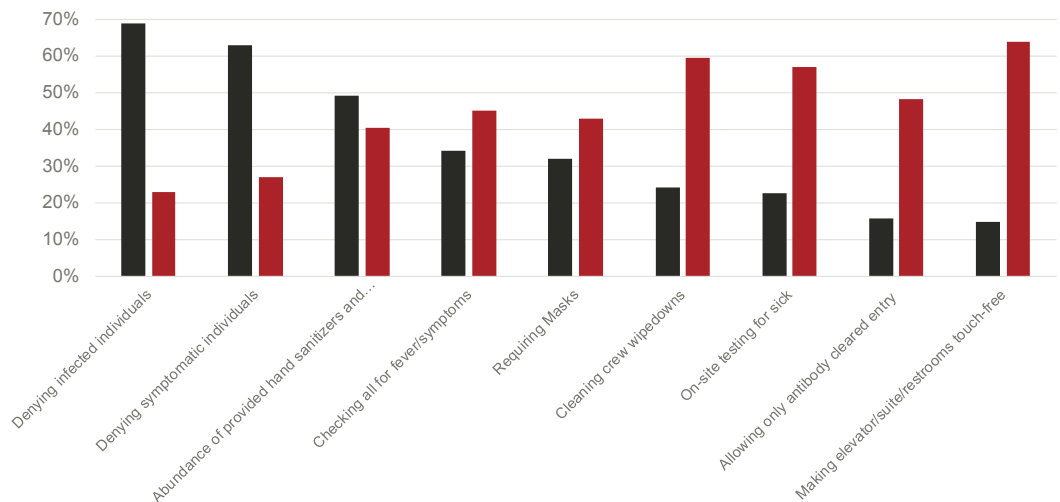
Accommodations for Social Distancing also ranked high on the list. But the single most important factor in inspiring confidence to return to work is onsite screening. Without it, 7 out of 10 people said they weren't going to feel comfortable coming back to their offices. A person who is known to be infected or showing symptoms should not to be allowed access. Employees expect that a procedure be in place at both the building and tenant office levels to ensure that only healthy people are coming in.

### Survey Results:

#### Employee View of a Safe Return To Work

Which health care precautions, if any, you would need instituted in your workplace before returning to work on-premise?

- Show-Stopper Without
- Would be great, but is it feasible?

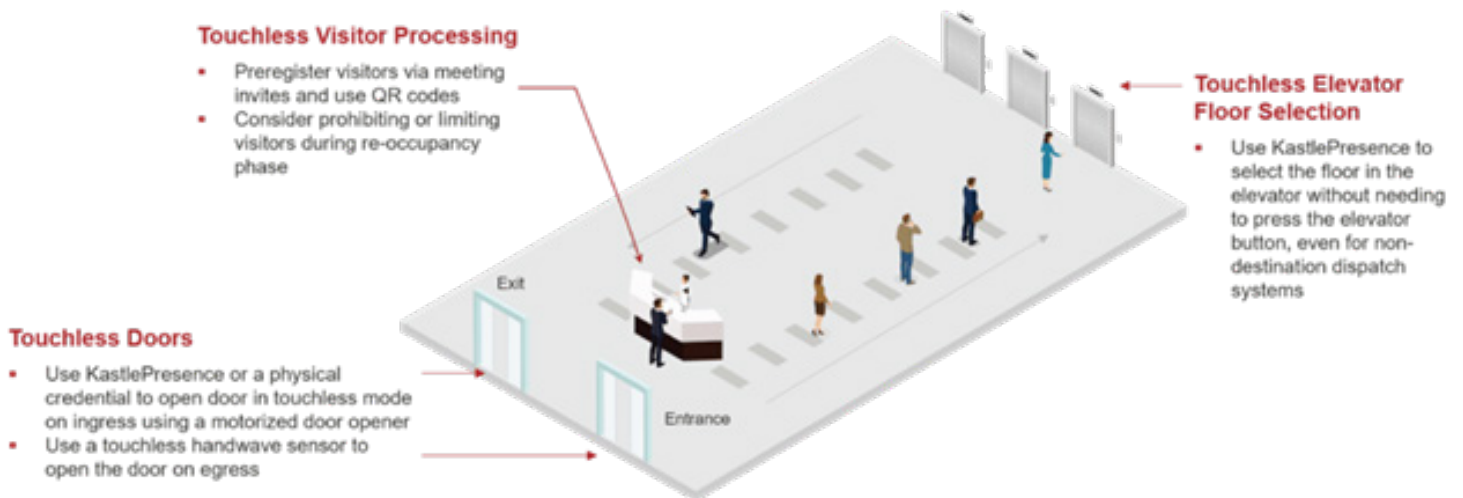


Kastle Systems "Safely Returning America to Work" n = 1,027 respondents



## Shift One: Everything is Touchless

Touchless controls and an integrated app on smartphones will be the new standard throughout office buildings. Our mobile app, KastlePresence®, has been used for years as their hands-free solution. Leveraging the capabilities of an existing Kastle system with the new **KastleSafeSpaces** technologies will enable wireless, hands-free access to doors, turnstiles, elevators, security card readers, visitor kiosks and parking ticket vending machines.



To make front door entrances touchless, there is a near-term opportunity to reuse the motorized door opener that might already be in place for ADA compliance. Kastle can rewire the door such that it can be opened via KastlePresence, making the entire experience touchless. This can also be accomplished with a physical credential that replaces the door button with a hand wave function.

For a touchless experience at the visitor desk, people can be pre-registered online and head straight to the turnstiles or elevator with a QR code they receive via

email using Kastle's visitor management system. Even in places where the security procedure requires someone to stop at the desk, Kastle can configure the interaction to eliminate contact between the visitor and the guard to minimize the number of surfaces people need to touch. An area of particular concern is how to transition elevators to being touchless. Kastle is working with leading elevator companies such as OTIS and others to facilitate calling for an elevator and even selecting the floor for the elevator using KastlePresence.



## Shift Two: Screen in & Screen Out

State Governors and public health officials across the country are implementing strict measures to help prevent the spread of COVID-19, and some jurisdictions are requiring employers to screen their employees before entering the workplace and keep records to compliance. These health screening methods include temperature checks and questionnaires for employees to report on any COVID-19-consistent symptoms.



Some jurisdictions, like New York state, require organizations to keep log of every person who may have had contact with any individual entering a work area suspected of carrying the virus -- then providing this data to the local health department should an infection arise.

This all probably sounds daunting, but Kastle has a solution. To simplify the screening process, Kastle has developed an integrated set of functions that enables **1)** remote self-screening with detailed criteria, **2)** automated occupant/employees record keeping of daily test results, and **3)** physical access control maintained around the clock in order to enforce screening results each day for occupants.



## **1** ENABLE REMOTE SELF-SCREENINGS

Occupants complete a screening questionnaire via the smartphone-based KastlePresence mobile app before reporting for work. The health assessment screening questions (or statements which must be confirmed) are customizable for each client, depending on the protocols for their jurisdiction.

If the occupant confirms that he/she meets the requirements presented by the app, they are informed they can proceed to enter the workplace. If not, they are instructed that they may not enter that day. An ongoing record is maintained each day showing the organization is adhering to protocols.

For scheduled workplace visitors, they are automatically sent the screening questionnaire via email before arrival on the day of scheduled visit. If they respond attesting that they are symptom-free, they are sent 2D-bar code via email which they may use to enter the workplace. If not, they have no access.

## **2** INTEGRATE WITH SYSTEM OF OCCUPANT RECORD

Kastle's access control can sync with an organization's authoritative source for occupant or employee records, such as an HRIS database, so that physical access rights are tied directly to the user identity. This capability enables the organization to automatically record daily screening results gathered from the app questionnaire for each individual every day. This data is limited to only record screening status for each day -- it does not include any underlying employee health records that might cause privacy concerns.

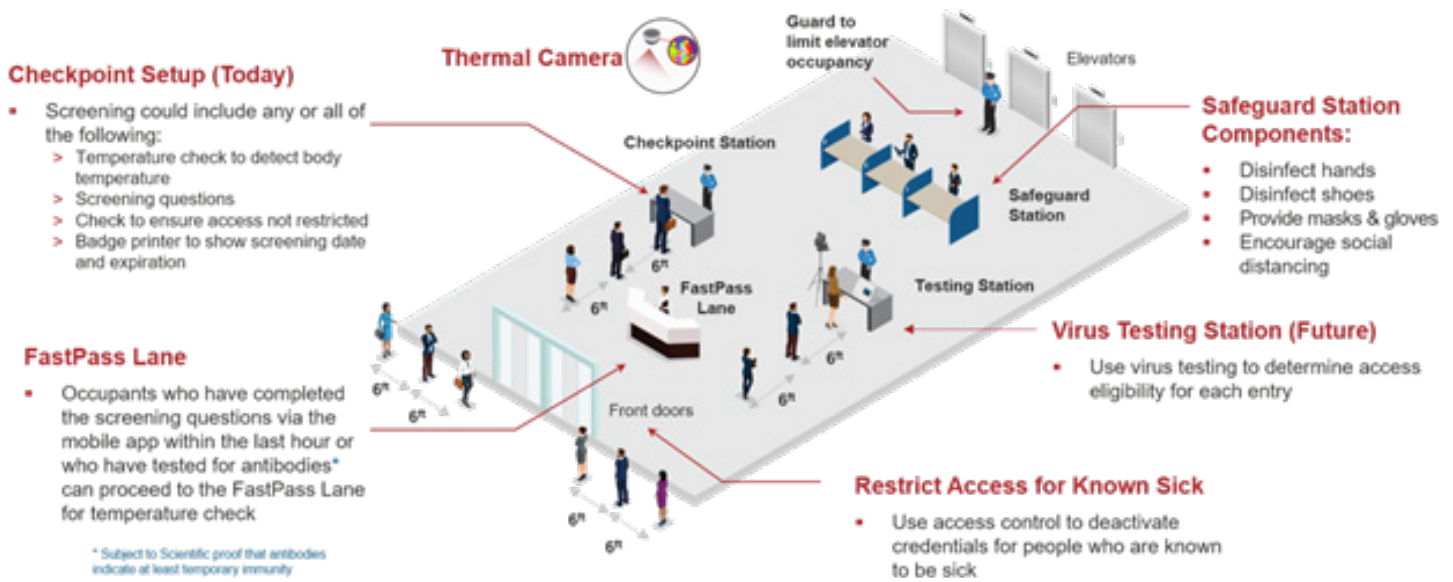
This greatly simplifies compliance with state and local record keeping requirements and the enforcement of corporate policies. Access rights are granted or revoked based on the employee's health condition and this data is tied to the occupant's history record. Compliance verification is as easy as running a report.

## **3** ACCESS CONTROL: ENFORCE HEALTH SCREENING

Kastle's smartphone-based access control system, KastlePresence, is ideal for limiting the entry of contagion into a workplace not only because it administers the daily questionnaire as already mentioned, but it delivers the technology to automatically enforce health screening results by denying access to users who have not met the conditions set forth each day. It deactivates access rights at the end of each workday and does not reestablish them until an individual has passed the screening criteria again the next day.

As the availability of testing increases, those carrying antibodies or testing negative for the virus will screen in and be allowed access. Lobbies will start to resemble airports with testing stations, screening queues, speed lanes, designated

check in times and self-check kiosks. Kastle Systems will work closely with Human Resources departments to protect the privacy of all tenants and workers within a building.



## Shift Three: 24x7 Occupancy Monitoring for Contact Tracing

Contact tracing, which is the tracking of individuals who later learn they were infected with COVID-19 as well as those who have come in contact with them, is easily facilitated with KastleSafeSpaces. To maximize results, offices should have their access system on 24/7 and require both entry and exit readers wherever appropriate.



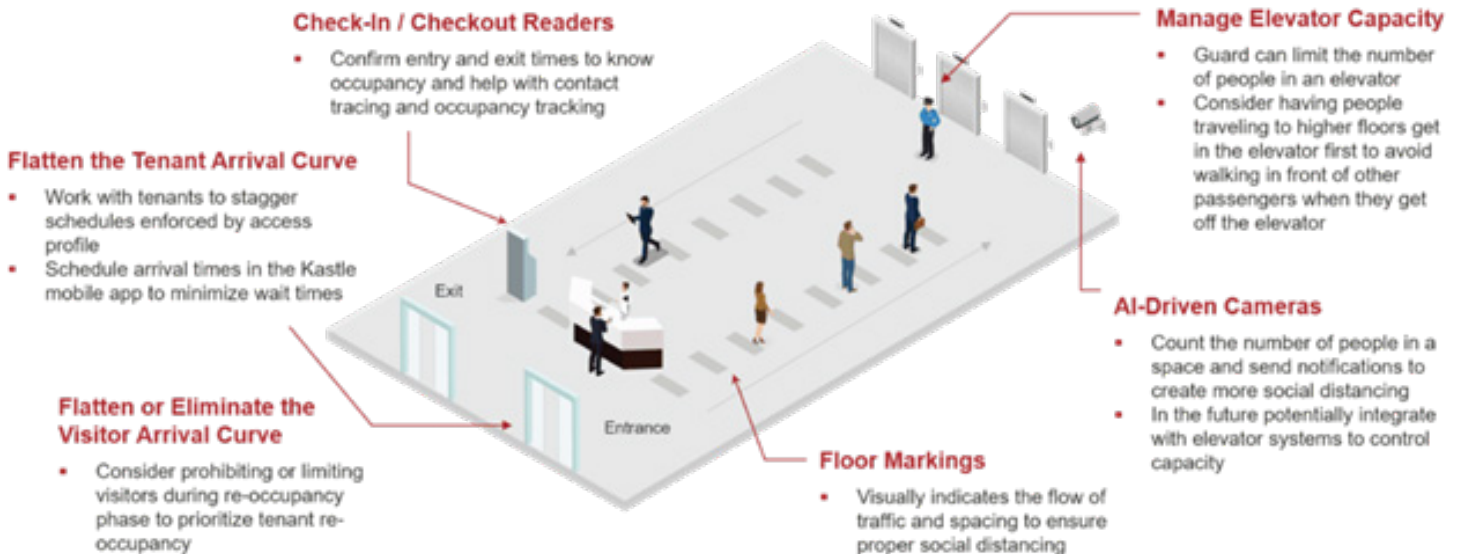
In this arrangement, the system records the actual time of entry and exit for every occupant every day, which is invaluable for contact tracing should any individual be confirmed as infected – there is a running history of other individuals with whom they may have had contact in the days leading up to their diagnosis. This makes it easier for an organization or health department to identify and inform those potentially infected people to monitor their own health accordingly. It also provides the basis for any necessary daily compliance audits of user screening response vs. actual occupancy.

As an ad-on option, this access data can also be further supplemented via intelligent video technology to investigate close personal contact for more detailed tracking. If an employee tests positive for COVID-19, people who are impacted can be quickly and easily notified through the Kastle app. Kastle will be partnering with Public Health and Privacy experts to make sure the information is being used appropriately.



## Shift Four: Social Distancing

KastleSafeSpaces uses data and technology-driven reminders to monitor and manage real-time space occupancy, supplementing physical guides to reinforce social distancing. Traffic flow should be in one direction wherever possible and new floor markings will indicate the flow of traffic as well as reinforce how far occupants should stand away from each other for maximum safety. Real-time data reporting can provide notifications for issues such as exceeding floor-level occupancy and suggest the need for greater social distancing if the number of people in a space is too high. Utilizing access control, Kastle can assist tenants in enforcing staggered work schedules to minimize density.



## In Conclusion

Keeping people safe as we battle through the COVID-19 pandemic dictates that we all work together to take a new, whole-building approach to protecting the health and well-being of workers and building tenants. Re-opening

safely is critically important. Implementing these forward-thinking procedures in the ways we operate will help mitigate risks not only now but in an uncertain future.

If you are planning to reopen your facility or workplace and would like to talk through how to best protect your employees and tenants, **please contact us at [info@kastle.com](mailto:info@kastle.com) or visit <https://www.kastle.com>.**

There are many ways we can help you immediately use existing technology to accomplish many of these goals.

