



Experience Excellence.

**Disaster Prepared,
Continuity Focused**




Since the initial threat of COVID -19, MCS commenced evaluation and planning for multiple phases of what we knew would be a challenging time.

As our clients across the nation enter their respective Return to Office phases; we continue to evaluate, plan and recommend the relevant adjustments needed to support the operations we manage in the safest, yet most efficient ways.

We understand that with each client facing their own unique set of challenges, there is no cookie-cutter method. Rather, we have customized

our innovative approach in establishing ideas and best practices while implementing them in full cooperation with our valued client stakeholders.

The world as we knew it has changed but we remain prepared. We are consistently unwavering in our dedication to our employees and our clients while delivering heightened responsiveness and excellence in all that we do. While some say that adversity builds character, we believe it reveals it.



MCS has reviewed a variety of our service offerings with the goal of preparing our teams and clients to optimize services in Return to Office strategies that will provide continuity of service while promoting safety. The following pages contain lists of suggestions that may be incorporated into your service offering with your support.

PACKAGE & MAIL DELIVERY	4
SERVICE CENTER	5
SITE SAFETY	6
HOSPITALITY SERVICES	7
FACILITIES & RECEPTION SERVICES	8-9

PACKAGE & MAIL DELIVERY RECOMMENDATIONS



Limit courier access to the facility. Meet drivers and other delivery personnel outside the facility when possible to prevent them coming into the facility. You may also require delivery suppliers to take their temperatures first before entering the facility.



Create carrier communication signage for package pick up and delivery. By creating a sign notifying a carrier that the organization has no need for a parcel pick up on a given day, we can reduce unnecessary interaction.



Centralize Mail or Package Delivery Centers to limit direct contact with individuals. Establishing drop off areas designated for pick up to departments can reduce or eliminate direct contact between client staff and service personnel.



Barcoding drop off locations and/or taking pictures of the packages at delivery can replace signing the tablet for delivery confirmation. This will eliminate multiple people touching the device and potentially spreading contagions.



While the CDC has indicated that there is limited risk in transferring the virus on shipped packages, we can offer a range of services to sanitize packages with either cleaning products or devices that use UV lights to clean exposed surfaces.

"Thank you so much for your assistance over the past several days. I had a rough closing that took place over the past three days, and knowing that you guys were able to help handle the document distribution was fantastic. You were careful and efficient. Thank you again."

Partner at a Prominent New York Law Firm

SERVICE CENTER RECOMMENDATIONS



Adjusting service hours and staggering shifts are strategies that can support the changing needs of workers both in the office and when working from home. Shifting schedules can promote safe distancing in the office space. It can also create hub and spoke service support for at home workers that might need things printed or scanned in the evening hours.



Scanning mail for electronic delivery is a great strategy for supporting at home work or just limiting contact in the office. MCS will support new mail strategies with electronic mail or no contact delivery of mail and packages.



MCS will support remote records access by retrieving and scanning the physical records so remote workers can have access to their physical files while maintaining record security and safe distancing.



Job ticketing and electronic submission of print and copy requests will reduce contact while maintaining service. No contact delivery of print jobs or print and ship to home or client options will promote COVID Safe Service.



Video Conferencing from the service center will allow for remote review of proofs and support the confidence of service understanding at a safe distance.



MCS will centralize the request and delivery of supplies using ticketing or email ordering. This will allow MCS to provide reduced contact supply delivery. Our goal is to reduce the traffic at high touch points like decentralized supply closets to improve safe distancing in the office.

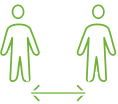
SITE SAFETY RECOMMENDATIONS



MCS is communicating with our site teams and providing weekly updates and reminders on best practices to reduce the spread of the virus. These strategies include personal practices as well as ways they can increase safety at the site, drawn primarily from CDC recommended best practices.



All MCS employees have been instructed to wear masks for all service interactions. We are working to keep our employees and clients safe in your office.



Social distancing in service areas will likely require new occupancy limits to service space. We recommend signage reminding people of space restrictions in satellite copy areas and in service centers.



Some office settings are establishing screening practices, whereby employees would record their temperature prior to coming into the office space to limit the chance an infected person could transmit the virus in the office space.



MCS encourages hygiene safety breaks to allow for hand-washing and use of sanitizer to limit the spread of the virus in alignment with CDC guidelines.



MCS will supplement janitorial services by wiping down high touch surfaces like copiers, scanners and common areas in conference rooms and kitchens.

“This team continues to amaze me every day. Their attitude and teamwork throughout this crisis have been exemplary.”

Administrator at a Global Manufacturing Company

HOSPITALITY SERVICES RECOMMENDATIONS



Seating in areas where food is served should be evaluated. Whether in lunchrooms or conference rooms, seating should be reconsidered to promote social distancing and ensure that people are not sitting directly across from one another where spray of air and food particles may be more likely. Potentially, closing seating in public areas may be used to improve social distancing in these high traffic areas.



Serving food during this COVID period should include consideration of single use, single serving food and utensils. Box lunches for individual use would be better than trays or buffet style meals. Consider the vendors you use for food in the office and ensure they are promoting safety in their service delivery.



Coffee Service should be an area that is evaluated. Eliminating shared, common use items for coffee service is essential. Individual wrapped creamers, sugar packets and cups would be preferred to pitchers of cream, coffee and tea or ceramic mugs that are handled and washed for reuse.



Your MCS hospitality clerk can serve as a barista, pouring and serving the coffee to reduce the touch points for staff and visitors. We can provide the service for pick-up or use carafes on a cart to deliver coffee around the office.



Rethink the use of vending machines. Is the equipment you are using a low touch device? If you do not have low touch units, MCS will wipe down these surfaces to promote safety.



Traditional water fountains and sinks are high traffic touch points that require regular sanitation to prevent transfer of germs and virus. Consider touchless water dispensers to eliminate these touch points. Your MCS hospitality clerk will wipe down these areas to promote a clean environment.

FACILITIES & RECEPTION SERVICES RECOMMENDATIONS



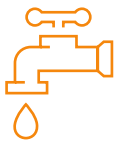
Revising occupancy in conference rooms and removing chairs to promote social distancing in meeting environments will encourage safe meeting practices.



Taking temperatures of both staff and visitors will help prevent contagions from entering the office environment. A temperature of 100.4F is listed as the recommended temperature for restricting access.



Adjusting the dilution ventilation to increase outside air in the building promotes air circulation, and replacing HVAC air filters will promote air safety in the office.



Prevent disease borne illness that can be attributed to stagnant water and devices by turning on faucets in areas that have not been used for a period of time and ensuring water coolers, coffee pots, etc are effectively cleaned and sanitized.



Restrooms have limited traffic flow that can make social distancing in a confined area difficult. Consider reducing the occupancy of your restrooms. For smaller bathrooms, you might consider making them single use rooms to reduce lines while promoting safety.

“I wanted to let you know what a tremendous help MCS has been over the last week or so with the COVID-19 planning. Not only can I run ideas by them concerning mail delivery, but they proactively come up with suggestions to help us as we maneuver through this situation.”

Director at a Large University in New Jersey



Create barriers at reception desks and between workstations using partitions that promote separation. Plexiglass dividers can offer visibility for reception and security functions, while keeping both employees and guests safe.



Eliminate sharing of supplies. Pens are frequently used at reception desks for visitor sign in. Using a data entry tool will help avoid people sharing the virus through shared supplies. Sanitizing pens after use may also help.



Removing or reducing chairs in waiting areas will improve social distancing in an area that has high traffic and typically encourages congregating in small groups.



Limiting the flow of traffic can reduce people crossing paths. This is particularly helpful at intersect points in hallways where you may have reduced visibility. Consider setting one way traffic flows throughout the office.



Visitor management software can reduce the contact with a service employee and provide visitor screening. These tools can provide screening questions to check for temperature, travel history or symptoms that can promote safe entry to the office.



Reevaluate signage in the face of the COVID crisis. Using signage in areas where people typically congregate for service and in entry points can be used to support your safety goals. Signs for six feet of social distancing, safe mask use, and for washing or hand sanitizer let employees and visitors know you are prepared to keep them safe.



Experience Excellence.

800.473.5003
www.TheMCSGroup.com

