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.

Commercial property managers are now tasked
with providing a safe workplace for their tenants to
return to confidently. As daunting as that challenge
can be, technology is proving a viable partner for
properties in search of trusted solutions. Kastle is in
a privileged position to understand this challenge
exceedingly well and has created a framework for
the safe return to the office. The details of that
framework 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 the spring 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 tenant 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 property owners and managers 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 five 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: Touchless Everything

Shift Two: Screen In / Screen Out

Shift Three: Contact Tracing

Shift Four: Social Distancing

Shift Five: Air Quality

Opening Your Property in the New Normal

As offices 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 five pillars of a safe return to the office.

Touchless Everything

Screen In/ Screen Out

Contact Tracing

Social Distancing

Air Quality

Access Control

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

Assessing Employee Needs and Expectations

Kastle surveyed 1,000 workers from across the nation regarding attitudes about returning to the workplace and their biggest concern was denying access to infected individuals and those exhibiting symptoms. Also important was 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, seven 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.
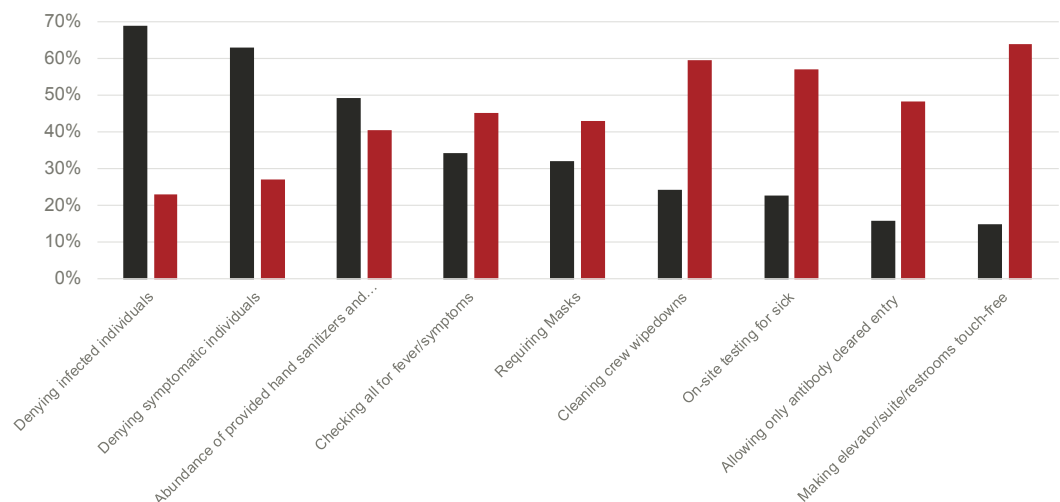
Survey Results:

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?

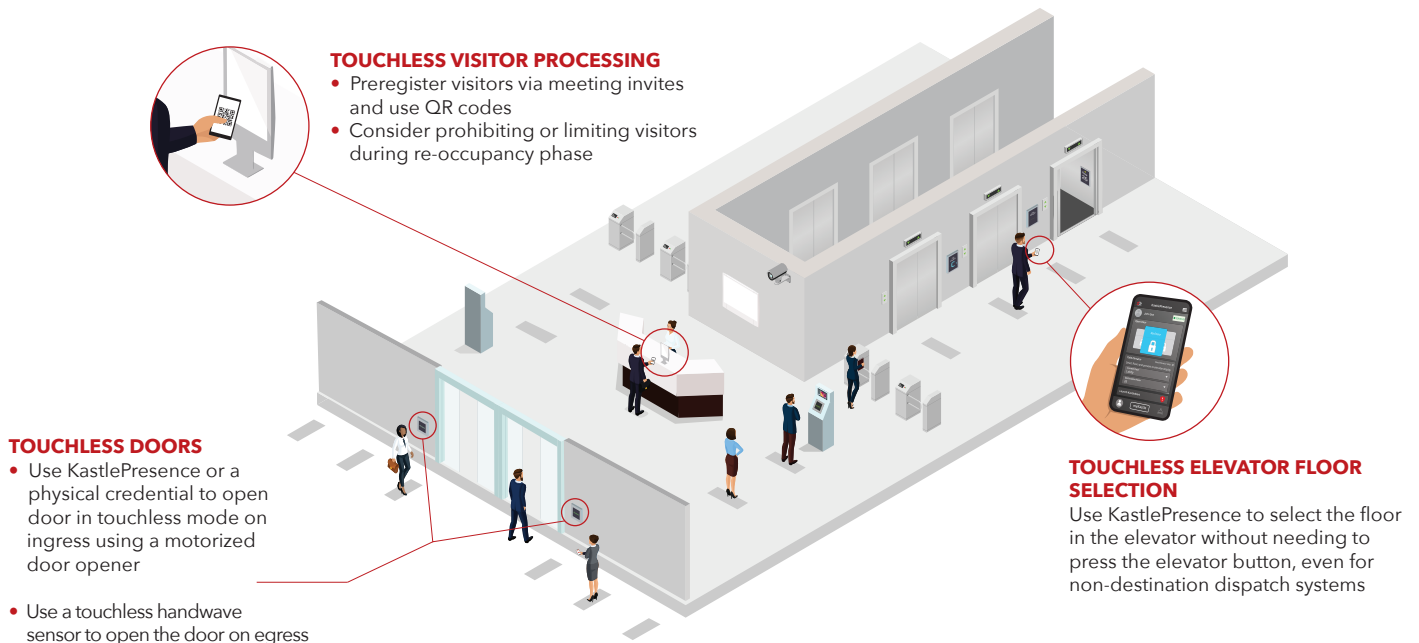■ Show-Stopper Without

■ Would be great, but is it feasible?

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

Shift One: Touchless Everything

Touchless controls and an integrated app on smartphones will be the new standard throughout office buildings. Our mobile app, KastlePresence®, has been available for years as our hands-free solution but is now more relevant then ever. 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.

TOUCHLESS VISITOR PROCESSING
- Preregister visitors via meeting invites and use QR codes
- Consider prohibiting or limiting visitors during re-occupancy phase

TOUCHLESS DOORS
- Use KastlePresence or a physical credential to open door in touchless mode on ingress using a motorized door opener

- Use a touchless handwave sensor to open the door on egress

TOUCHLESS ELEVATOR FLOOR SELECTION
Use KastlePresence to select the floor in the elevator without needing to press the elevator button, even for non-destination dispatch systems

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. The mobile credential signal unlocks the door, and the hand wave sensor triggers the door to open.

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, and 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 to facilitate calling for an elevator and even selecting the floor for the elevator using KastlePresence.

Shift Two: Screen In/Screen Out

Office management will opt for the screening of all employees, vendors and visitors entering their facility based on the most appropriate methods for their particular space. These may include app-enabled questionnaires, temperature checks, newly installed thermal cameras or direct virus testing when it becomes more widely available. **KastleSafeSpaces** facilitates daily screenings of employees, vendors and visitors, making it commonplace and fully integrated with the security access control system to screen out people presenting with symptoms or known to be infected.

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 across industries to protect the privacy of all tenants and workers within a building.

HEALTH SCREENING COULD INCLUDE ANY OR ALL OF THE FOLLOWING:

- Screening questions (An offered amenity for tenants, not something that is required)
- Check to ensure access not restricted
- Badge printer to show screening date and expiration

INTEGRATE HEALTH SCREENING WITH YOUR ACCESS CONTROL

- Your employees can self-screen while they're at home or when they get to the office
- Permit or restrict someone's physical access to your office based on their responses for that day
- Use screening results to inform your daily plan of action to keep your organization healthy and safe

Shift Three: 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, commercial properties should have their access system on 24/7 and require both entry and exit readers wherever possible.

KastleSafeSpaces can utilize the existing access control system as a powerful tool to make contact tracing as simple as possible by mandating credential use for both entry and exit traffic for buildings, floors, tenant office suites and common areas at all times.
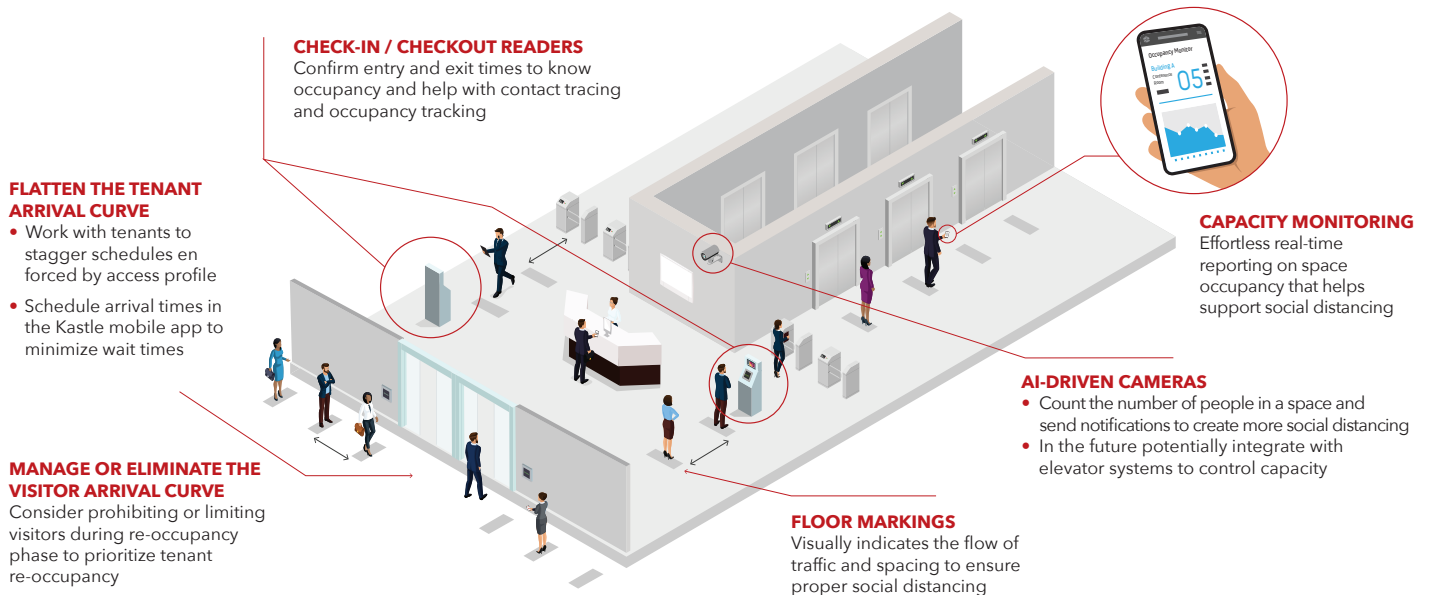
Proximity data can be further supplemented via intelligent video technology to investigate close personal contact for more detailed tracking. If an employee tests positive for COVID-19, people who are impacted can be quickly and easily notified through the Kastle app. Kastle will be partnering with Public 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 property managers or tenants in enforcing staggered work schedules to minimize density.

CHECK-IN / CHECKOUT READERS
Confirm entry and exit times to know occupancy and help with contact tracing and occupancy tracking

FLATTEN THE TENANT ARRIVAL CURVE
- Work with tenants to stagger schedules en forced by access profile
- Schedule arrival times in the Kastle mobile app to minimize wait times

MANAGE OR ELIMINATE THE VISITOR ARRIVAL CURVE
Consider prohibiting or limiting visitors during re-occupancy phase to prioritize tenant re-occupancy

CAPACITY MONITORING
Effortless real-time reporting on space occupancy that helps support social distancing

AI-DRIVEN CAMERAS
- Count the number of people in a space and send notifications to create more social distancing
- In the future potentially integrate with elevator systems to control capacity

FLOOR MARKINGS
Visually indicates the flow of traffic and spacing to ensure proper social distancing
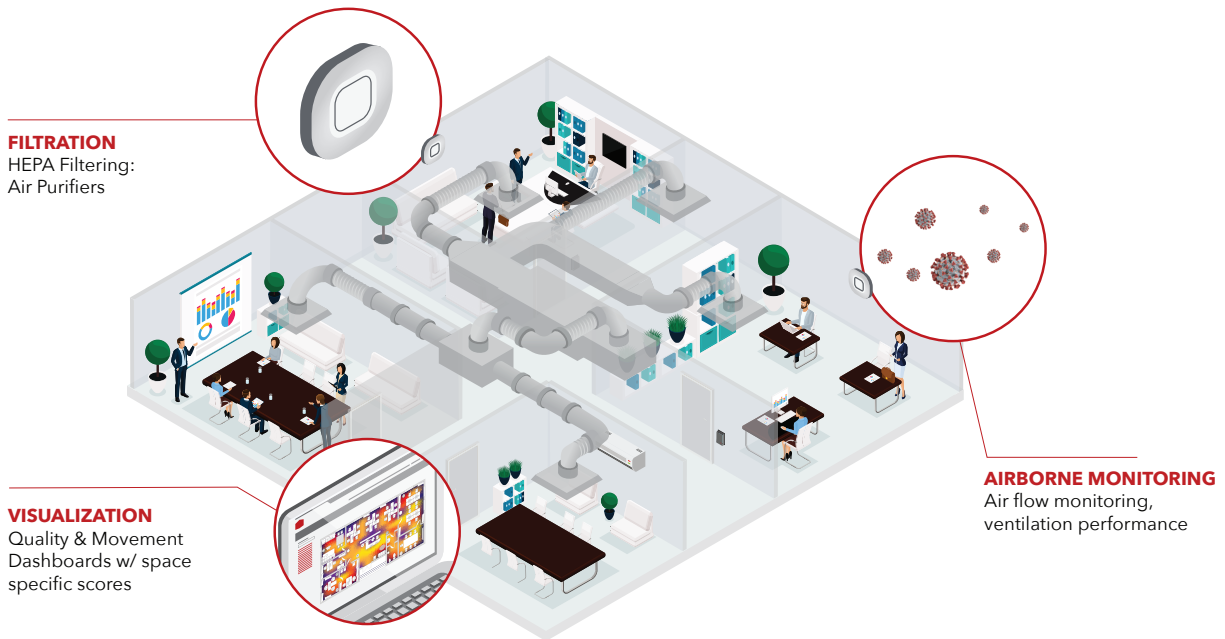
Shift Five: Air Quality

Health authorities have stressed the risk of airborne contaminants on health in the workplace as evidenced by the wide adoption of mandated facemask wearing during the pandemic. As a new component of KastleSafeSpaces, we are introducing air management as a fifth pillar, using technology to detect and filter away potential harmful airborne material in the workplace.

This new air management system can be placed in offices, lobbies or other workplace spaces to assess and improve air quality. The device features smart sensors that detect unsafe levels of smoke, carbon dioxide, VOCs, humidity, particulate matter and more. The device records and reports on Air Quality data in real-time to provide smart insights and recommendations to administrators and or occupants of the space.

FILTRATION
HEPA Filtering:
Air Purifiers

VISUALIZATION
Quality & Movement
Dashboards w/ space
specific scores

AIRBORNE MONITORING
Air flow monitoring,
ventilation performance

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 or your tenants are planning to reopen your workplace and would like to talk through how to best protect your workplace, please contact us at **info@kastle.com** or visit **https://www.kastle.com**.

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