THE BRAVE NEW WORKPLACE - INSIGHTS AND HID SOLUTIONS THAT MAKE WORKPLACES SAFER
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15 Reopening doesn’t have to be a daunting prospect
This global pandemic has changed how we live, work, and conduct regular business for years to come—possibly even permanently. Over the past several weeks and months, we’ve been talking to and working with our customers with the goal of enabling a safe return to work and beyond. One thing we’ve noticed is that the complexity and number of challenges an organization faces vary depending on location. We’ve learned that in the mid to long term, and on a more global level, there are several proactive measures and best practices that our customers are taking to help them safely return to work. Let’s explore how organizations like yours are tackling re-opening.

Workplace Adaptation During the COVID-19 Crisis

A recent CoreNet survey found that managing the facility and the workforce are key aspects of COVID-19 responsiveness:

- **93%** of respondents increased access to hand sanitizer, and **85%** enhanced building cleaning, janitorial and sanitation efforts
- **56%** are supporting corporate mandates for expanded remote working and encouraging employees to avoid direct contact and **52%** are establishing inter-corporate partnerships (HR/Risk/IT/etc.) to support new policies
- **31%** established more stringent security procedures for visitors, such as health screenings. **24%** extend those security procedures to employees as well
1. Building Readiness
How will everyone ensure their buildings are physically in shape to reopen? After being unoccupied or under-occupied for weeks or months, building readiness must be addressed completely before considering welcoming anyone inside.

2. Workforce Management
Who’s coming back in and when? Many are expecting a phased return to work. Not everyone will come back initially, and some may stay remote either long-term or permanently.

3. Controlling Access
How will organizations vet staff, employees, and contractors? One option is to institute screenings based on travel history, temperature, or individual level of risk. Note that this should take place at every point of access for your organization, not just the front lobby. Interactions at points like delivery bays can also be a point of vulnerability.
4. Social Distancing & Contact Tracing Plan

How are office policies and restrictions going to change because of social distancing? How do you create an environment to ease the implementation of social distancing and reduce the burden on individual employees? Navigating these questions may mean re-imagining your office layout. In case of an outbreak, it’s important to know your options to quickly mitigate spread and implement contact tracing to prevent additional cases.

5. Reduced Touch Points

What contactless technologies can be used to enforce social distancing? Common surfaces like faucets, doorknobs, coffee pot handles, etc. are considered risk factors. Smart solutions are available to help minimize touchpoints for employees moving around the office (motion-sensing doors, faucets, lights) but employees may also have to bid adieu to the break room for a while.

6 Communicate for Confidence

How do we ensure that both employees and visitors are aware of policy changes, understand why they’ve been instituted, and can comply with extra controls that are put into place? Proactive communication is key to reassure them that you are taking the appropriate measures to keep them safe.
LET HID HELP YOU NAVIGATE THE REOPENING PROCESS

We may not offer a contactless coffee pot or the secret to effective corporate communication, but we do have ways to address many of the challenges you’ll face as you prepare to reopen. In fact, there are 5 areas where HID solutions (plus some ingenuity and flexibility on your part) can help:

1. **Enhanced Workplace Access Controls and Screening**
   - HID® WorkforceID™ Visitor Manager
   - HID® WorkforceID™ Credential Manager with HID FARGO® Connect™
   - HID® SAFE (Physical Identity and Access Management)

2. **Implementing Social Distancing in the Workplace**
   - HID® Location Services

3. **Complying with Contact Tracing and Privacy Regulations**
   - HID® Location Services

4. **Enabling Safe Remote Work**
   - HID® DigitalPersona®
   - HID® Crescendo C2300
   - Smart cards and security keys
   - HID® HydrantID
   - PKI-as-a-Service (PKIaaS)

5. **Creating a Touchless Workplace**
   - HID® Mobile Access®
   - HID® Signo™
   - HID® WorkforceID™ Visitor Manager
ENHANCING WORKPLACE ACCESS CONTROLS WITH ADDITIONAL SCREENING

The need to vet staff, employees, and contractors before they access the workspace will continue for quite a while, which means organizations will need new and expanded ways to provision access. We’ve already heard discussion over temperature testing, along with screening questions, like “Are you exhibiting symptoms? Do you know anyone with symptoms?” plus additional screening questions about recently visited places. Depending on your organization’s level of risk and how much you interface with the public, you may need even more stringent methods.

Check, re-check and check again. That seems to be the consensus for many of our customers who are implementing stringent screening policies. For visitors and employees there may be additional questions, including where they have been in the past 30 days, or whether they have shown any infection symptoms in the past 14 number of days, although time frames vary across jurisdictions. If they provide a positive answer, their visit is either refused or escalated to more thorough checks. Many organizations have made temperature checking mandatory as well, often multiple times a day. Needless to say, none of this is part of what we would consider a “typical” workday. Typical is changing, and screening isn’t going away anytime soon.

Read this blog to learn how some of our customers are using HID enterprise-grade SAFE™ and WorkforceID™ Visitor Management Solutions to enhance visitor and employee screening at their offices.
IMPLEMENTING SOCIAL DISTANCING IN THE WORKPLACE

Experts agree that social distancing will need to be enforced for some time—potentially until an effective vaccine is available. Unfortunately, there aren’t many workplaces that have been laid out with social distancing in mind. The recent popularity of “open office” floor plans has a lot of organizations wondering how they can create distance when their entire footprint has been based on collaboration. Flexibility, cooperation between departments, and clear communication are key.

Revisit your office layout

With tweaks to the office layout, social distancing can continue once the workplace reopens:

- Consider revising cubicle layout and workplace positions
- Create sanitizing stations near common areas that can’t be closed (copiers/restrooms)
- Borrow the grocery store strategy of “one-way” lanes to make movement zones less dense
- Create single entry and exit points to control movement and prevent unauthorized access
- Integrate your policies with a physical access control system (PACS) to monitor and enforce employee activity and isolate any trouble spots where policy may need to be adapted
- Use data to incrementally improve your approach. You don’t have to get everything right the first time. Having the right tools at hand can make refining your approach to reopening a lot smoother
Social distancing is all about what you do when people are in the same place at the same time. That said, it’s important not to forget that the virus can continue to be viable on surfaces long after the human company has left. An aggressive sanitation schedule is key, along with reduction of touchpoints. You can read more about going contactless later on in this e-book. Ultimately, our customers are seeing the need for a “master plan” that unifies the office layout and access control points, along with a need for ways to monitor and potentially even audit the plan once it’s in place.

MANAGE WORKPLACE DENSITY

Customers have expressed an interest in phasing employee return. Implementing a phased return can be complex, especially when you start hashing out the specifics. Who comes back first? Who stays home? How many should be in the office at any given time? And, more importantly, how do you keep track of it all? If you want to maintain 50% office density, then how do you track against that metric? With an HID physical identity and access management system that’s integrates with your existing PACS, it’s possible.

Once inside the workplace, companies must implement employee distancing policies and other procedures to comply with new regulations. HID Location Services provides an automated solution using real-time location and proximity-based location services to safely monitor the distance of employees, automate contact tracing procedures and track and trace hand sanitation usage. Using a seamless IoT network, intuitive data from Bluetooth LE credentials through a cloud architecture allows for easy monitoring and enforcement of your policies and procedures.
COMPLYING WITH CONTACT TRACING AND PRIVACY REGULATIONS

New federal mandates require an efficient contact tracing system to address potential disease outbreaks in the workplace. Balancing these demands with privacy concerns is an issue we’ve increasingly been hearing about. Regions and enterprise customers alike are trying to initiate pilot programs for contact tracing that can quickly isolate who has encountered an infected person within their workplace, monitor their movements, and create audit reports. They need to be able to do all of this without opening themselves up to potential liability due to the exposure of sensitive information.

HID is helping organizations implement contact tracing technology that’s location services-based and uses a secure network, providing anonymous real-time data to help maintain privacy. In the event of an outbreak, the solution allows organizations to leverage the established identification of employees to quickly determine historical movements, quickly locate other team members who are at risk, and initiate isolation protocols if needed. Because beacon-to-cloud communication adheres to the latest encryption standards and all actions are fully auditable, the HID solution may mitigate risks associated with noncompliance.
Facilitate intra-organizational data sharing

Many of our customers have a footprint that’s not limited to one building—or even one continent. Intra-organizational data sharing, especially where it concerns visitors and employees traveling from site to site or contractors who may have had contact with multiple sites, is incredibly difficult to execute without an enterprise PACS that is able to manage all identities across all facilities within an organization. If your organization is heavily siloed between facilities or business units, you’ll be at a disadvantage (and potentially even take on liability) in a contact-tracing scenario.

As travel resumes and the world stops isolating, there will continue to be spot outbreaks or additional waves in certain regions. Monitoring temperatures and asking screening questions for entry will continue for quite a while, even if it’s calmed down in your specific region. We’re seeing many countries asking about contact tracing and immunity passports which may allow you to move or travel based on your infection risk classification. This will require proper testing to prove you’re clear, not to mention a strong trust model using digital certificates. When the consequences of fraud become a matter of public health, there’s no substitute for the cryptographic strength of certificate-based credentials.
ENABLING SAFE REMOTE WORK

Even after the threat from this current pandemic subsides, and it will, more employees will probably opt to work remotely if they’re offered the opportunity. This new influx of remote workers may put a strain on IT resources and create additional points of vulnerability for cyberattacks, especially if they’ll be working from less-secure home or public networks or on their own devices. There’s also a potential for access control issues, including password resets and accompanying IT help desk tickets. Now is the time to revisit your organization’s strategy for securing users and devices—without adding a massive IT burden.

Making remote work safe and feasible means having robust authentication in place. No matter where your organization currently stands on authentication, there’s a solution that can help you secure and streamline access to your online resources. Use the guide on this page to gauge what action you might need to take moving forward.

Make user-selected passwords—and the potential IT headaches they create—a thing of the past. Check out our “90 days of MFA on us” offer and try remote work-ready authentication free for 90 days with DigitalPersona®.
USING MANAGED PKIAAS FOR SECURE REMOTE WORKING

HID’s managed private PKI-as-a-service, HydrantID, enables organizations to quickly create and deploy their own enterprise private PKI trust hierarchies to secure their networks, IT systems and IoT devices.

Securely Authenticate Remote Employees into Your Network with HydrantID PKIaaS

- Modern PKI deployments enable automated digital certificate provisioning to mobile phones, tablets, and laptops through a Mobile Device Management solution such as Microsoft Intune or VMWare Airwatch. These certificates can be used for passwordless authentication for any corporate network resources or applications. HydrantID PKIaaS supports SCEP protocol for out-of-the-box integration with various Mobile Device Management (MDM) platforms.

Secure Virtual Desktop Infrastructure (VDI) with HydrantID PKIaaS

- Virtual Desktop Infrastructure makes it easy for remote employees to access all their files and applications from anywhere in the world, while allowing that data to still live on the corporate server. HydrantID PKIaaS automates the deployment of digital certificates for authentication and data encryption with VDI.

Enable Zero Trust Remotely with HydrantID PKIaaS

- A building block for Zero Trust implementation is the widespread deployment of Transport Layer Security (TLS) in today’s devices and software stacks. TLS relies on digital certificates, powered by public key infrastructure (PKI), to identify machines and protect machine-to-machine (M2M) communication. These certificates authenticate and encrypt all transactions in your network, regardless of where users or devices are located. HydrantID PKIaaS enables IT teams to seamlessly enroll, download, install and renew these certificates with Microsoft Autoenrollment support or through RESTful APIs.

Questions on how PKIaaS works? Reach out to an expert for answers.
CREATING A TOUCHLESS WORKPLACE

As more and more organizations begin to introduce security checks and screening, the potential for these behaviors to increase touchpoints and infection risk is a concern. We’ve seen a significant increase in requests for technologies that deliver contactless user experiences to securely access the workplace, including automatic doors, contactless cards and mobile-based access, and automated turnstiles. Minimizing touchpoints may mean temporarily giving up some office luxuries but may also open avenues for contactless entry and intra-facility movement that create operational efficiencies long after the pandemic crisis has ended.

Transition to touchless

Install touchless doors at heavily trafficked entrances and transition points within your facility

Control traffic without the touch hazard by moving to touchless turnstiles in your lobby

Integrate physical credentials with your PACS, including contactless cards or mobile apps

According to McKinsey & Company, the United States has seen a 20% increase in preference for contactless operations.2

Touchless automatic exterior and interior doors are a great way to minimize one potential vector for disease spread, and they can be secured with smart physical credentials to prevent unauthorized entry, restrict sensitive areas, and create an auditable record of access. HID SAFE is a centralized PIAM (physical identity and access management) solution that can easily integrate with your PACS to ensure that your facility is secure and compliant.

Consumer and employee interest in going contactless is rising. Thankfully, more options for facilitating contactless operations are available today than ever, including access technologies leveraging mobile devices/apps, NFC, Bluetooth LE, Ultra Wide Band (UWB) and touchless biometrics. Leverage these options to safely reduce touchpoints for authorized employees and contractors and lessen traffic in areas where in-person screenings are taking place.
REOPENING DOESN’T HAVE TO BE A DAUNTING PROSPECT

As you begin to ramp up your plan for reopening, don’t get bogged down with worst-case scenarios or anxiety about the unknown. There are simple measures you can take to protect your workers and optimize your workspace for the new normal. With consistent communication and planning across the organization, you’re already on the right track. And since solutions exist that can help you control access to your workplace, implement screening, facilitate social distancing, ensure compliance with emerging regulations, secure your remote workers, and move towards contactless operations, you won’t have to re-invent the wheel to keep your workforce and customers safe.

Need a partner to help you navigate the reopening process in your workplace? HID can help. Contact us [here](#) to get personalized recommendations from an HID expert based on your industry and unique needs.

Sources: