



**COVID-19**  
**Herman Miller**  
**Playbook BMP Benchmark**  
**& Photolog**

by Scott Plummer

October 29, 2020

**#bettertogether**



**“Only a group of people who share a body of knowledge and continually learn together can stay vital and viable.”**

**— Max DePree, Leadership Is an Art**

# Intranet Coronavirus Homepage

The screenshot shows a web browser window displaying a SharePoint intranet page. The browser's address bar shows the URL `hermanmiller.sharepoint.com/sites/coronavirus`. The page header includes the 'HermanMiller' logo, the 'SharePoint' logo, and a search bar. The main content area features three large image-based tiles: 'Return to School Resources' (showing a child at a laptop), 'Return to the Workplace' (showing an office interior), and 'Work From Home' (showing a woman on a video call). Below these tiles are three sections: 'Information on...' with icons for Manufacturing, Charitable Resources, Facemasks, US Benefits Well-Being Resources, Temperature Checks, Travel, U.S. Benefits Quick Facts, and Conferences, Meetings, and Visitors; 'Helpful Quick Links' with icons for International SOS, Centers for Disease Control and Prevention, Travel.State.Gov, and World Health Organization; and 'PDF Documents/ Tips' with a 'See all' link. A teal button labeled 'CV19 Questions?' is positioned below the 'Helpful Quick Links' section. The Windows taskbar at the bottom shows various application icons and the system clock at 11:02 AM.

# Intranet Coronavirus Homepage

COVID-19 Information - Home | hermanmiller.sharepoint.com/sites/coronavirus

Apps | EtQ Reliance - Portal | Reliance TEST - Log... | MainStreet - Intranet | COVID-19 | One Drive Wasabi | Wasabi Email Googl... | Foresight | Yahoo | Marine Forecast for... | Great Lakes Coastal... | Strive - Home | AAC Credit Union

HermanMiller | SharePoint | Search this site

## COVID-19 Information

Home

☆ Not following

### PDF Documents/ Tips

See all

Sync | Export to Excel

All Documents

Name	Modified	Modified By
CDC Informational Posters	March 3	Sasha Wolff
Best Practices on Remotely Working From Home.pdf	March 15	Carrie Rhein
Customer Care Contacts - Global.docx	March 12	Tom Dykhuis
Dealer_Letter_EMEA.pdf	March 5	Sasha Wolff
Employee Product Purchase Final.pdf	March 23	Kalah Amash
GenericCustomerResponse_Email_Customers_NAC.docx	March 17	Sasha Wolff
Healthcare Resource- Teladoc.pdf	March 6	Sabryna Cisneros
Healthcare Resources- Employee Assistance Program.pdf	March 6	Sabryna Cisneros
Herman Miller Geiger Nemschoff.pdf	August 19	Sasha Wolff
Herman Miller Visitor FormFINAL.pdf	March 19	Sasha Wolff
Meeting Cancellation Notification.docx	March 13	Tom Dykhuis
NAC_Dealer_Letter.pdf	March 5	Sasha Wolff
Records Transmittal Form.doc	September 22	Brittany Bellamy
Remote Work Tips for Employees 2020.pdf	March 12	Tom Dykhuis
WMIshutdownWTLtalkingpoints.docx	March 24	Tom Dykhuis

Windows taskbar with icons for Edge, Word, Excel, PowerPoint, Teams, and other applications. System tray shows time as 11:05 AM.

# COVID-19 Return to Work Playbook

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## Playbook Objectives and Audience

This playbook defines our new reality, laying out how we'll go about returning to—or continuing in—the workplace in a way that's both safe and human. It's divided into two major parts. The first is an overview of corporate policies and procedures. It's a base of essential information that applies to all groups across the organization; e.g., protocols for health screening, return to work, cleaning, travel, and visitors.

The second part of the document is composed of sections specific to different areas of the business: hospitality, manufacturing, retail, showrooms, and workplace/office. It provides additional information specific to each area of the business.

This playbook offers solid guidance, but we know there will be times when it'll be necessary to interpret and apply our protocols in light of local conditions (e.g., government or other local authorities, or facility-specific needs). In those cases, please work with leadership to determine the right course of action.

This playbook will continuously be updated with current state/county level requirements and other expert guidance. You'll always be able to find the most current version of the [playbook here](#). Hard copies will also be available but may not be current.

This playbook will also be used to inform the preparedness and approach of other location types within Herman Miller, our Dealers, suppliers, and potentially unrelated third parties that respects the appropriate degree of confidentiality.

“The first responsibility of a leader is to define reality. The last is to say thank you.”

— Max DePree

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# **Covid-19 Playbook Basic Requirements**

- **Stay vigilant!**
- **See something, say something**
- **It's every leader's responsibility to ensure we're setting the standard and enforcing that this is all being followed to the best of our ability. WALK THE TALK**
- **We have to ensure our people are not getting complacent around the pandemic. These protocols are most likely going to be here for a while.**

# Covid-19 Playbook Basic Requirements

- Masks worn over mouth and nose (except when eating and drinking)
- Break time shutdowns to completely clean immediate area – three times a day (two breaks and at end of shift)
- 6' social distancing everywhere practical
- Gaps between shift start times
- Additional face shields for responders, Facilitators, and TMO's
- Social distancing of work-stations
- Barriers in place to the best of our ability if we can't meet 6' 100% of the time
- Temp check stations – questions at temp check stations
- Scheduled/additional weekly cleaning of all areas of the plant

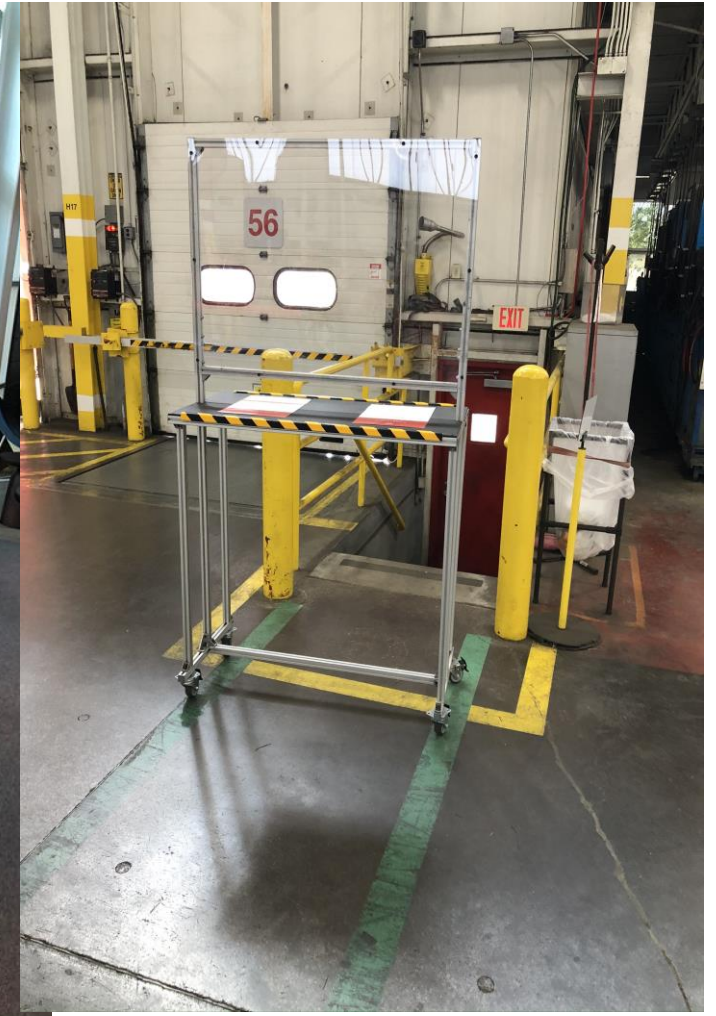
# Facility Entrance Temperature Station Examples



HermanMiller  
Trial Handsfree Temp Scanner



GSO Temp Station Example

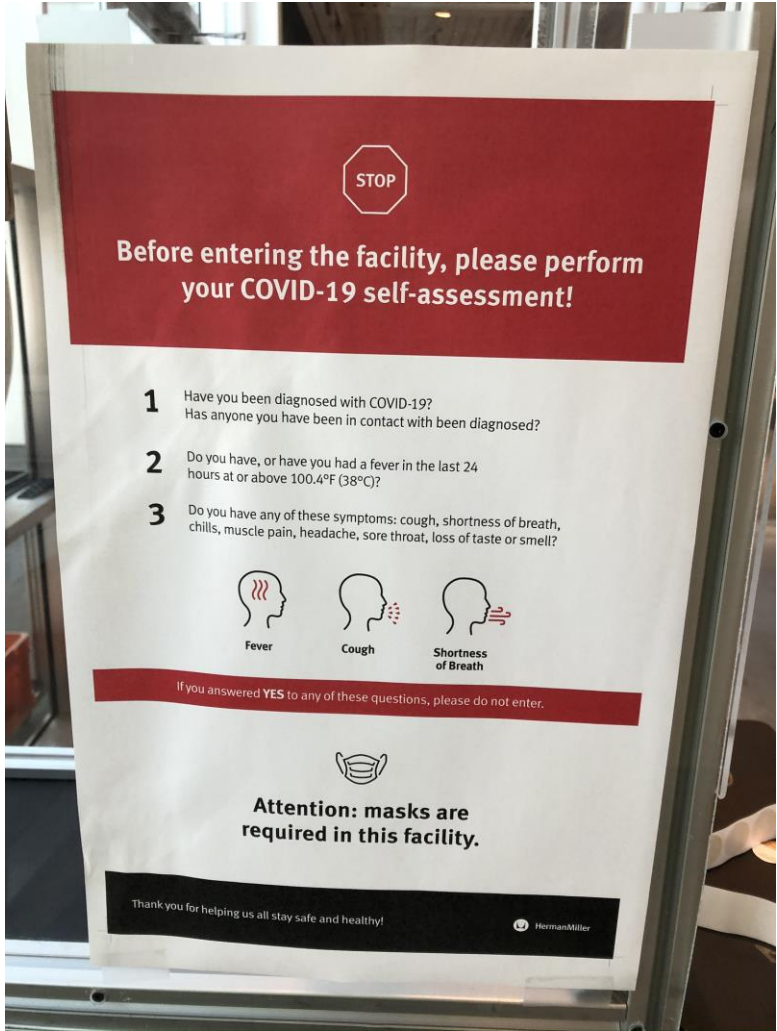


MWD Truck Driver Temp Check

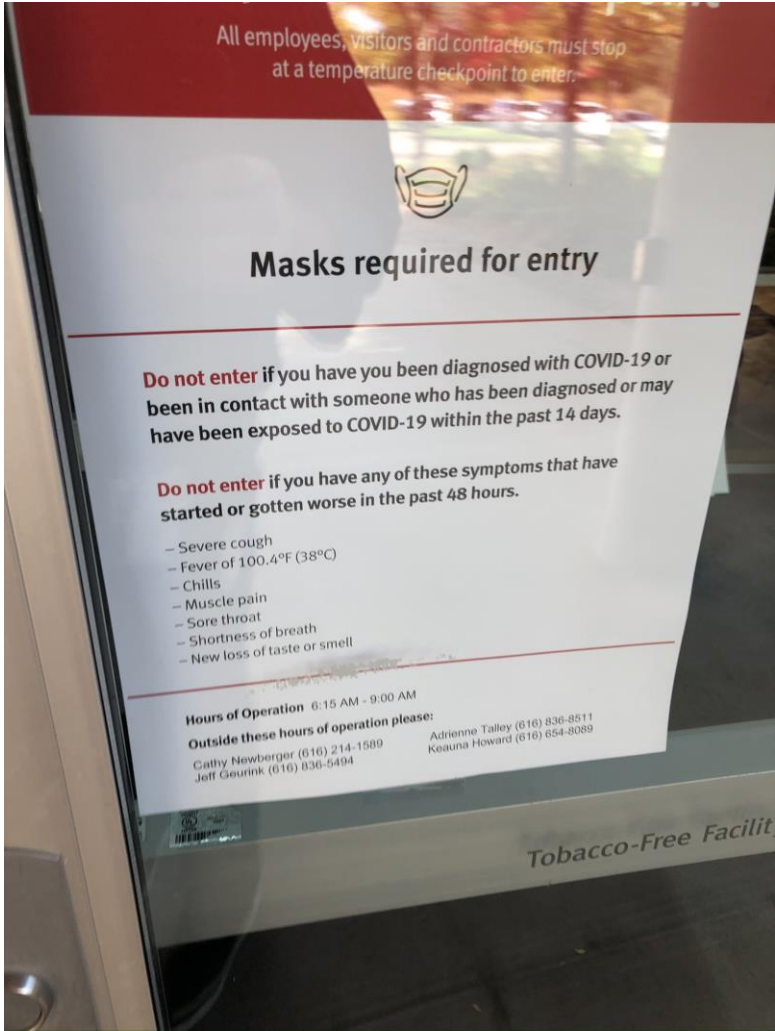
# Facility Entrance Signage Examples



GSO Wellness Fitness Center  
HermanMiller

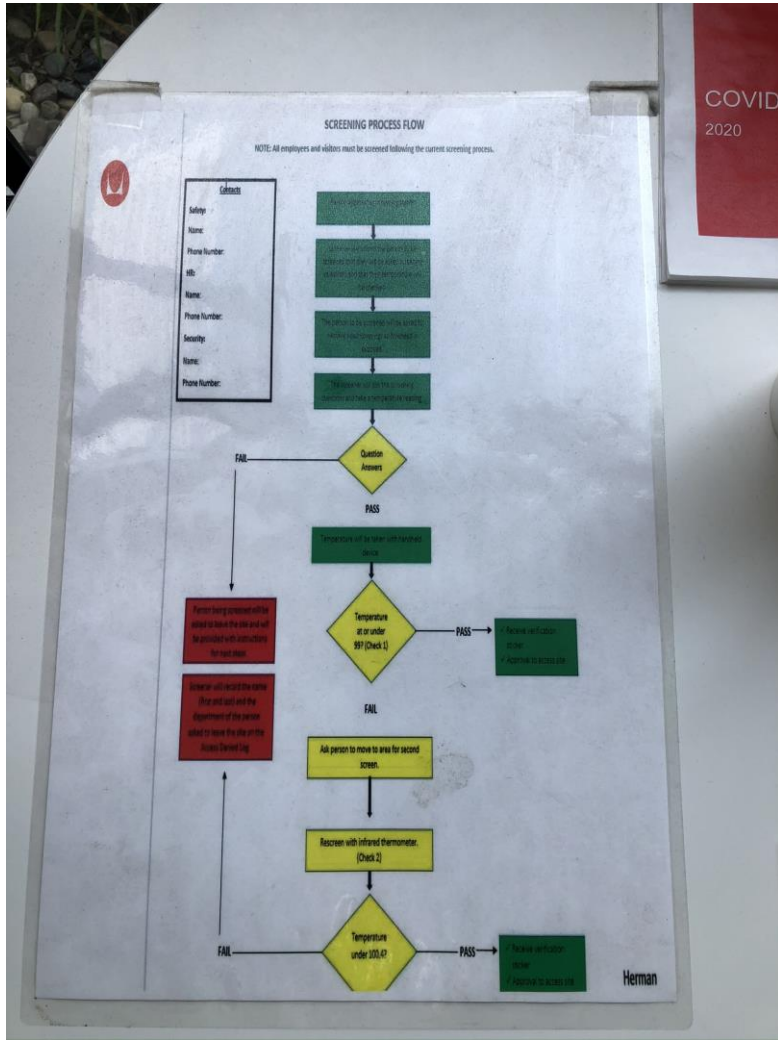


GSO Entrance Signage Temp Station



GSO Entrance Signage

# Facility Entrance Attendant Instructions & Schedule



**Hickory Scanning Schedule**

Sept-20-26

Start/End Time	1st	2nd	3rd			
	5:40-6:20am	1:40-2:20pm	9:40-10:20pm			
Booth 1	Scanners	Assistant 1	Assistant 2			
Shift	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday/Sun
3	Audrey	Chesley E	Alex	Ty L	Don M	
1	Kevin M	Tim D	Kim B		Janice F	
2	Bryan K	Rich A	Ginny	Corneka R	J.A. Day	

**NEXT WEEK SCHEDULE**

Sept 27 - Oct 3 Hickory Weekly Scanning Schedule

Day	1st	2nd	3rd
Monday	Angie C	Don E	Jan E
Tuesday	Don E	Jan E	Angie C
Wednesday	Jan E	Angie C	Don E
Thursday	Angie C	Don E	Jan E
Friday	Don E	Jan E	Angie C
Saturday	Jan E	Angie C	Don E
Sunday	Angie C	Don E	Jan E

ACE

Temp Check Station Decision Tree

HermanMiller

Hickory Temp Check Station Schedule

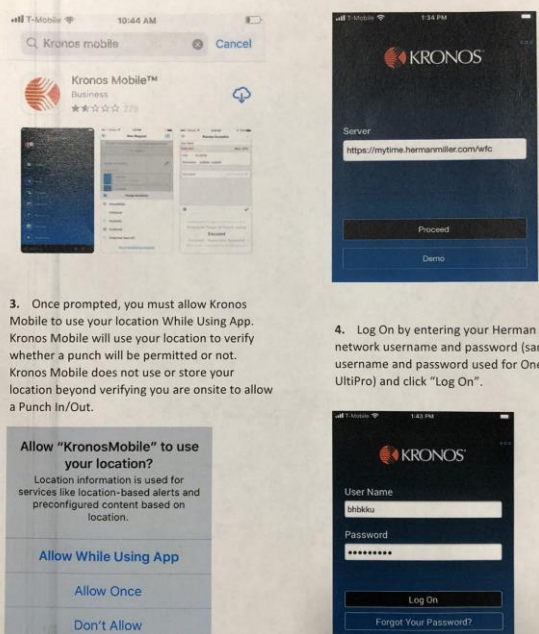
# Time Clock Examples

1. On your mobile device, open the mobile app store (Google Play, iOS App Store) to search for and install Kronos Mobile™

2. Once installed, open the Kronos Mobile app. Enter the Server name <https://mytime.hermanmiller.com/wfc> and click "Proceed"

3. Once prompted, you must allow Kronos Mobile to use your location While Using App. Kronos Mobile will use your location to verify whether a punch will be permitted or not. Kronos Mobile does not use or store your location beyond verifying you are onsite to allow a Punch In/Out.

4. Log On by entering your Herman Miller network username and password (same username and password used for One Login, UltiPro) and click "Log On".

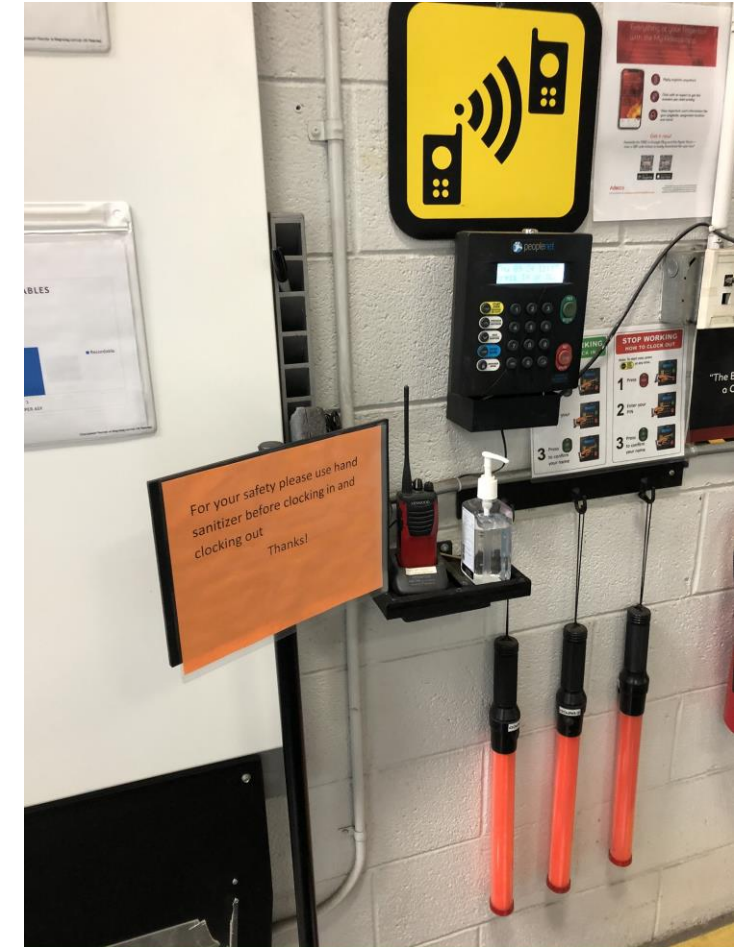


The image shows four screenshots from a mobile device. The first shows the app being searched for in the Google Play store. The second shows the app's main screen with the server name 'https://mytime.hermanmiller.com/wfc' entered. The third shows a location permission dialog box with 'Allow While Using App' selected. The fourth shows the login screen with fields for 'User Name' (bhakku) and 'Password'.

Kronos App Timeclock



Time Clock example



Temp time clock vs APP

# Common Touch-point Improvement Examples



Ped Xing Gate replaced with flashing sign  
HermanMiller



Video Handsfree Macrowaves



Hands free Gatorade Concentrate dispenser

# Capacity Limits / Workspace / Meeting Space Socially Distanced Examples



HermanMiller Locker Social Distancing



Social Distance Lockers



# Capacity Limits / Workspace / Meeting Space Socially Distanced Examples

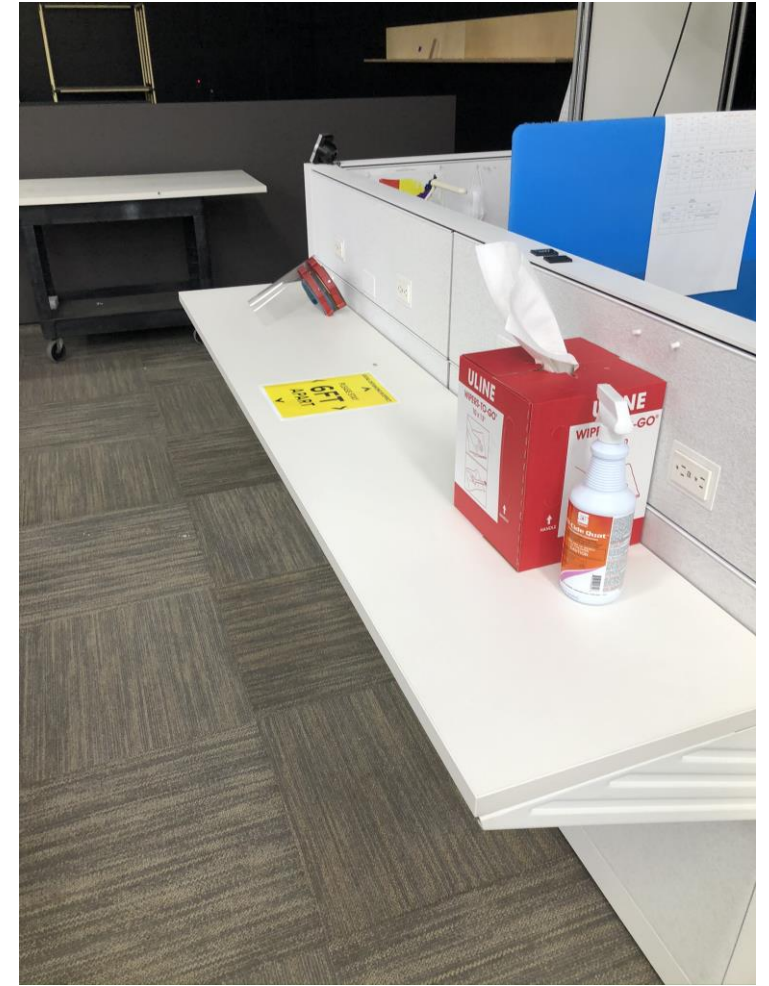


Adjustable Social Distance Barriers

HermanMiller



3D Printed Facemasks for close work



Showroom example

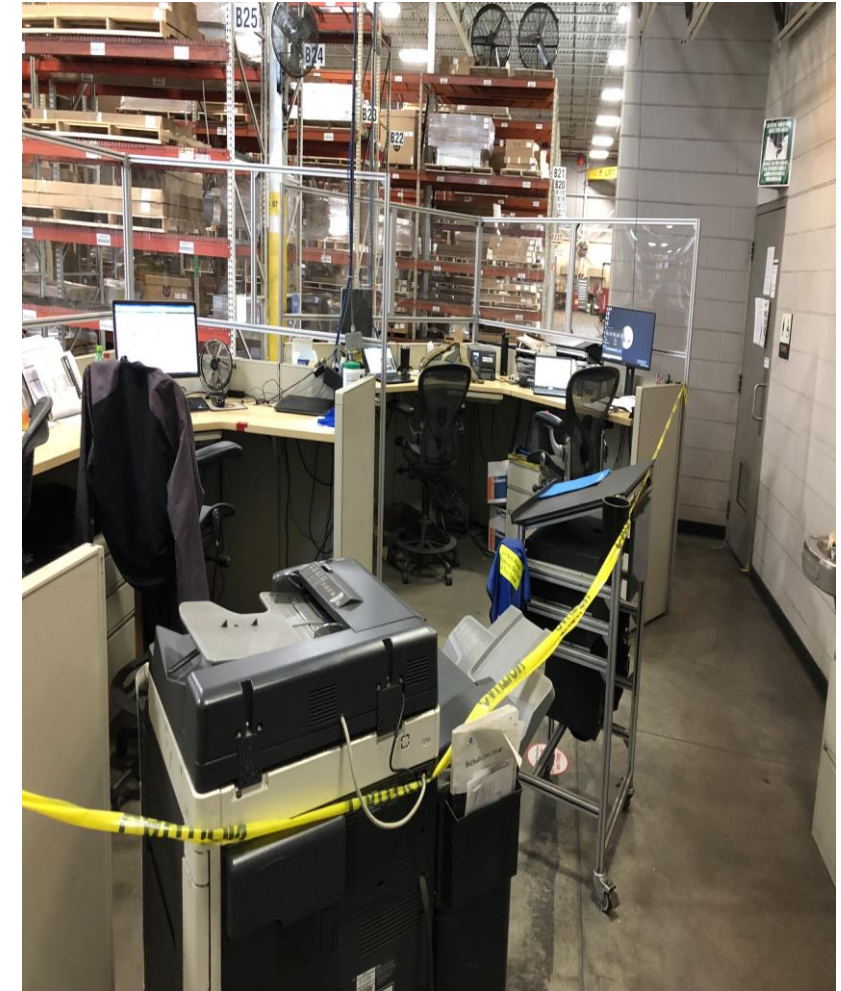
# Capacity Limits / Workspace / Meeting Space Socially Distanced Examples



Huddle social distance floor marking example

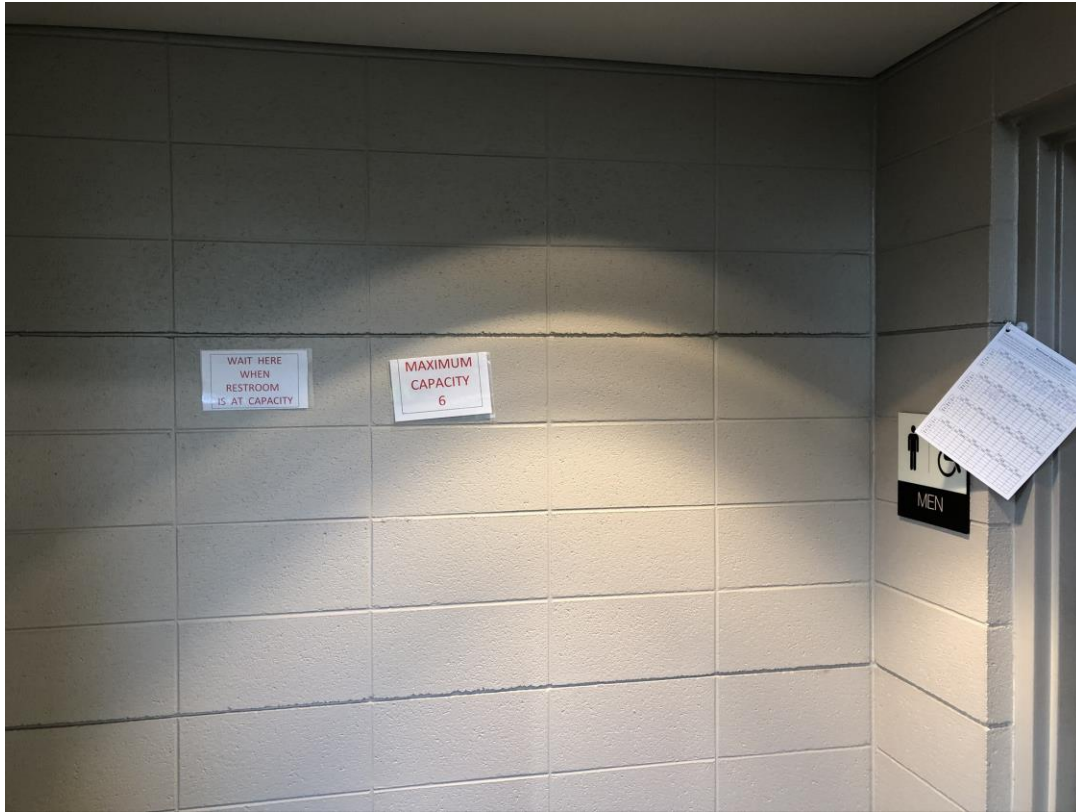


FMDS SD floor markings



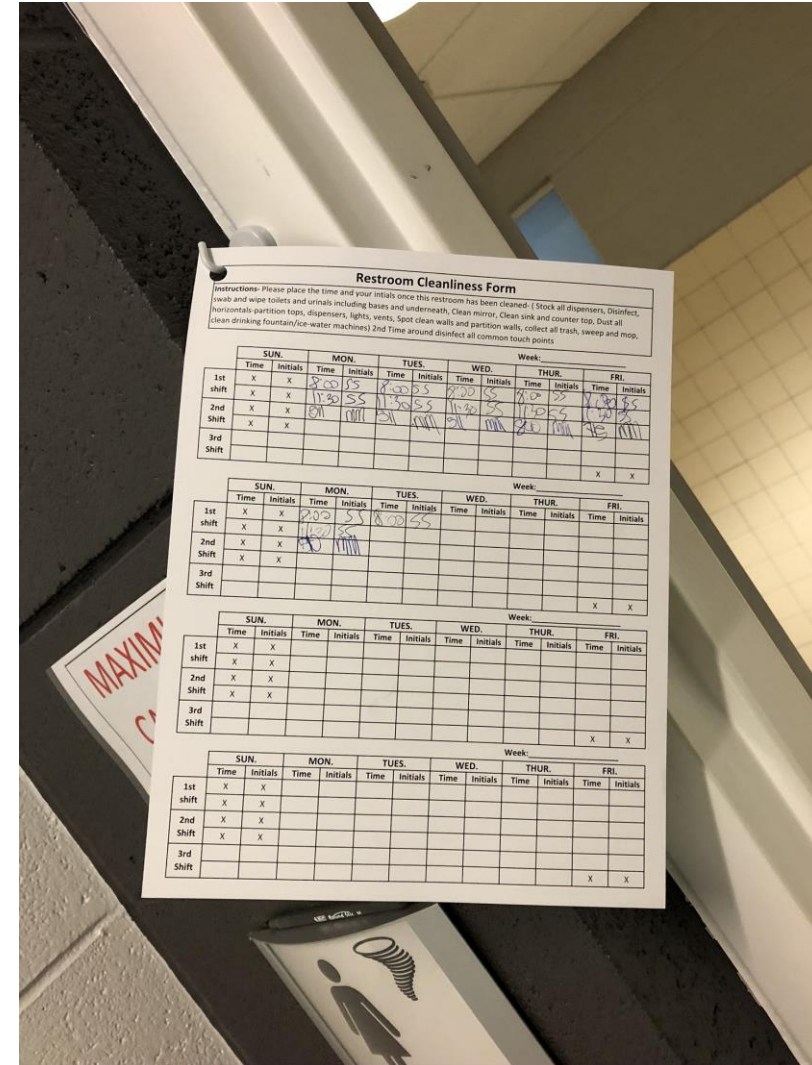
SD workspace

# Capacity Limits / Workspace / Meeting Space Socially Distanced Examples



Bathroom Capacity signage

HermanMiller



Contractor Bathroom Cleaning Log Example

# Capacity Limits / Workspace / Meeting Space Socially Distanced Examples



Gymnasium SD floor markings

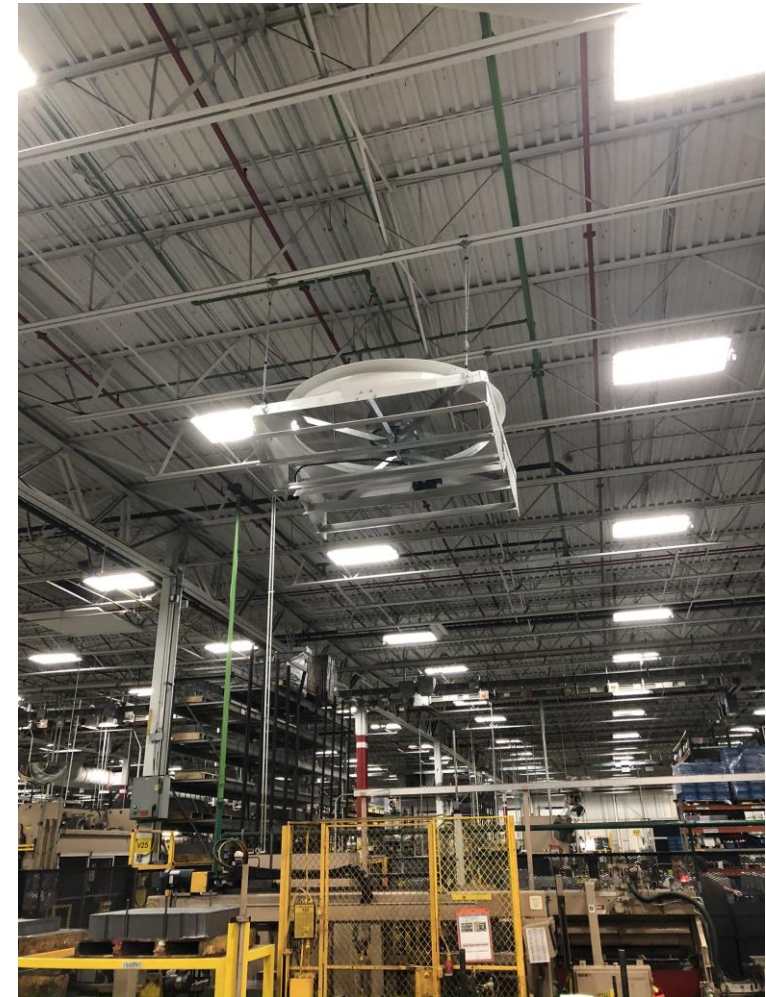


One Way Directional Travel Arrows

# Ventilation System Improvement Examples



HermanMiller



BAF and Big Dog Fans

## Cleaning Agent Overuse Damage Example - \$1800/lift

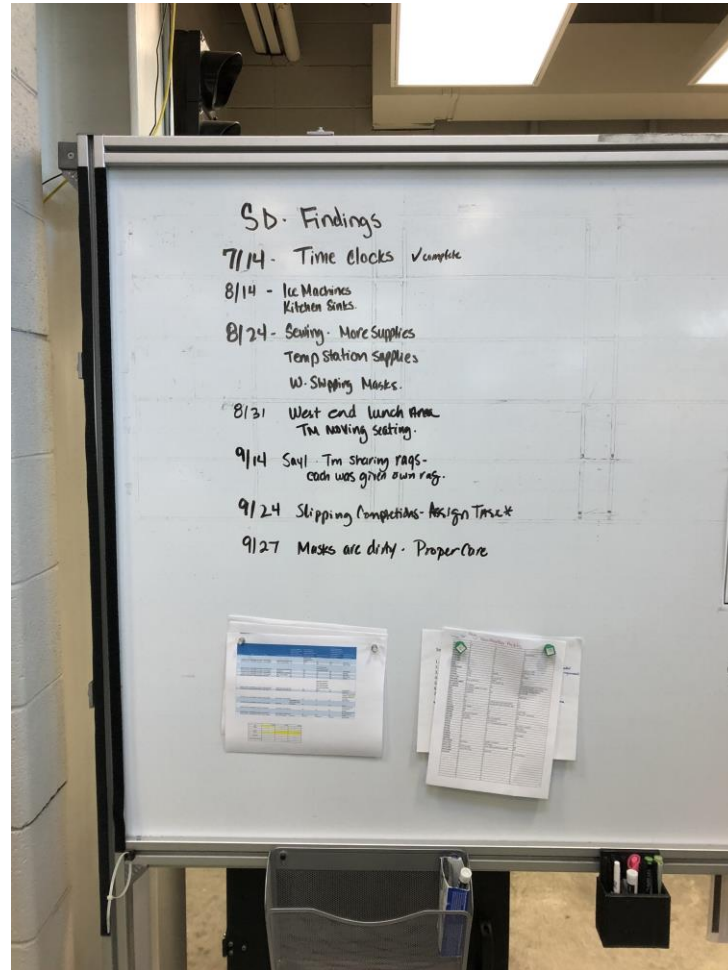


Raymond Lift handle example



Raymond Lift Handles example

# COVID-19 Audits



SD Audit Findings Log

**Trick or Treat!**

**Keep  
smiling,  
even if  
they can't  
see your  
face!**





**Thank you!**  
**Questions, Comments, Suggestions?**

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