



**CITRIX®**

# Back to the Office

Ensuring safe workspaces after COVID-19





## Contents

Navigating uncertain times .....	<b>3</b>
A blended approach to going back to the office .....	<b>7</b>
Ensuring employee wellness and experience .....	<b>13</b>
The ever-expanding role of technology .....	<b>16</b>
A Citrix case study: Sharing our story .....	<b>18</b>
Adopting technology designed for adaptive work .....	<b>24</b>
Simplifying back to the office with Citrix Workspace .....	<b>26</b>



# 1 | Navigating uncertain times

COVID-19 uprooted much of the world as we knew it, and fundamentally and permanently changed how and where we work. Without much time to prepare, offices were thrust into unprecedented closures. For companies with the technology and a strong remote work culture already in place, the transition was less disruptive. But for those without it, the pivot has required a massive adjustment.





# Creating a new normal

As we start to reemerge and begin to tentatively step into a post-pandemic future, organizations are realizing that going back to the office will be anything but normal. It's becoming increasingly apparent that:

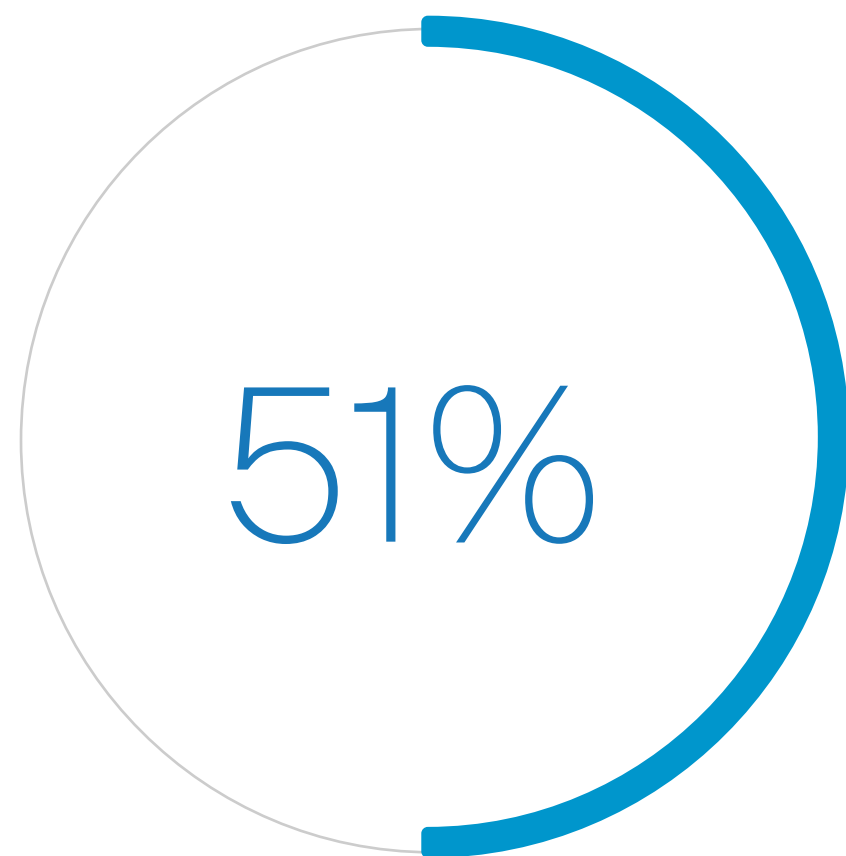
- ✓ We'll have to work together to establish new norms
- ✓ Employee safety must be central to decision-making
- ✓ Strong leadership is needed now more than ever
- ✓ Companies need a flexible, hybrid approach to reopening
- ✓ Technology will play an even greater role in the future of work



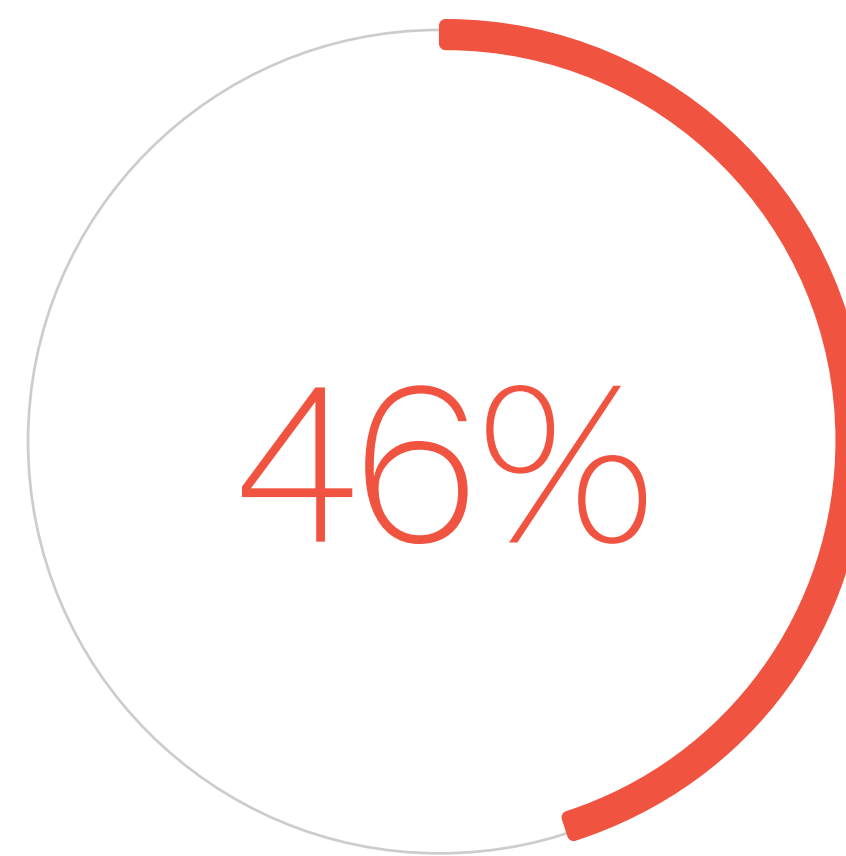


# Ensuring employees are ready to reemerge

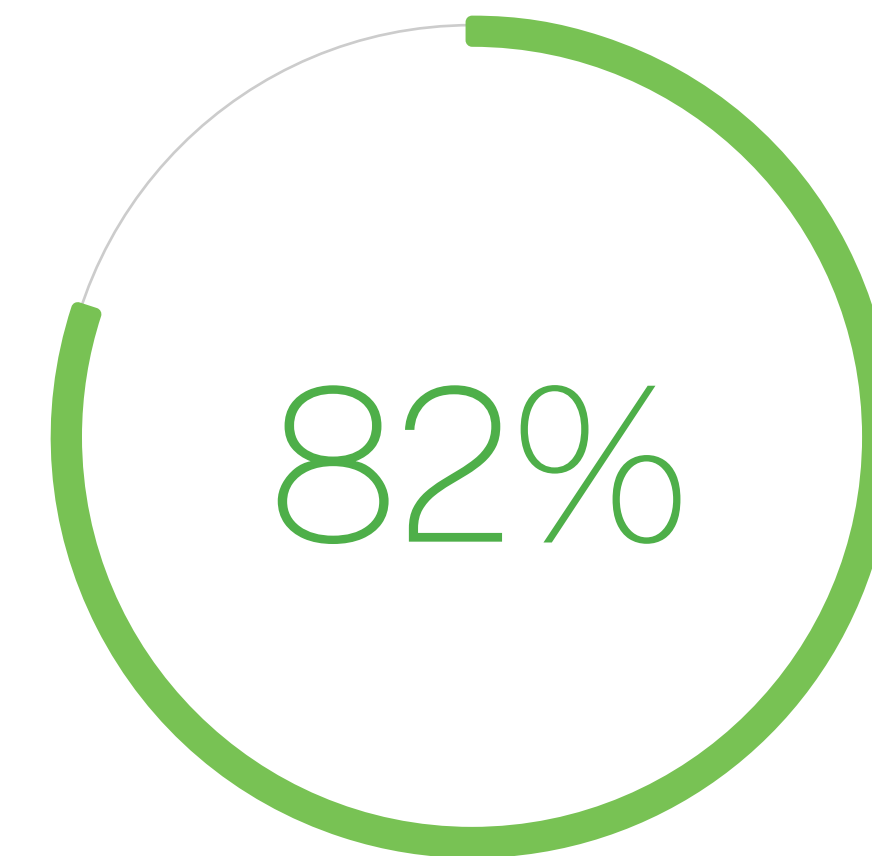
Citrix conducted a OnePoll survey of knowledge workers. They found that nearly **70%** of workers reported they don't feel comfortable going back to the office without proper safety measures in place. What's more:



want regular testing and screenings before returning to office



would like to see an effective vaccine rollout first



need contact tracing measures in place



# A snapshot of key challenges and concerns

As companies look to reopen their physical spaces, it's important to keep in mind that there's no one-size-fits-all approach. It's also important to remember that:

- ✓ Many safety measures are universal, but some individualized precautions may be needed for unique roles or sites.
- ✓ Different regions have different requirements. Move at a pace that's in sync with community guidelines to decrease the likelihood of resurgences in your area.
- ✓ A lot of employees are eager to return to the office, but others may not be yet, if ever at all. For those employees, additional steps should be taken to help them reacclimate slowly or transition to a full-time remote position.
- ✓ Organizations can establish safety protocols but it doesn't mean all employees will automatically comply. Getting buy-in from employees will help drive success.





## 2 | A blended approach to going back to the office

Organizations need an integrated approach to reopening to be most effective. That approach should begin with leaders, and:

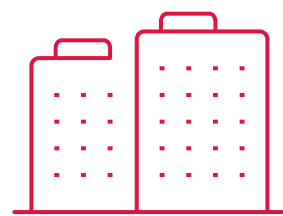
- ✓ Extend to employee safety and experience
- ✓ Include physical and digital spaces
- ✓ Contain policies for employees who will continue working remotely
- ✓ Utilize technology to support work at every step of the journey



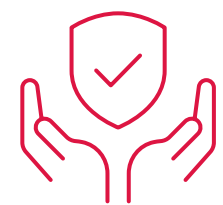


# Leading the charge

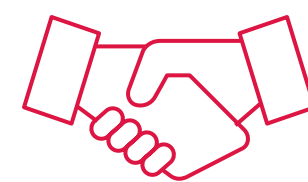
The responsibilities of leadership have always been great, but the pandemic has made them even greater. In addition to courage, transparency, flexibility, empathy, and decisiveness, leadership teams now must work cross-functionally and be accountable for health risks in ways they never have before in space. The following outline a few of the ways functional teams are seeing their responsibilities expanded:



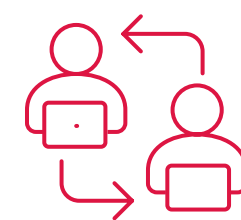
Facilities



Legal & Security



HR



IT





## | Facilities

Reopening after the closure is a much bigger endeavor than unlocking doors and turning on lights. Facilities are now also in charge of ensuring compliance for new requirements like:

- ✓ Ongoing sanitation and desk reconfigurations to ensure ample spacing
- ✓ Cleaning and monitoring heating ventilation/air conditioning systems (HVAC)
- ✓ Overseeing signage for things like social distancing markers
- ✓ Adding and refilling hand sanitizer dispensers
- ✓ Setting up temperature and health screening teams and mask distribution stations.

“We have to meet two needs — we need to ensure the physical site is safe, but we also have to make sure employees feel safe in that environment.”



**Jenna Geigerman,**  
Director, Real Estate and Strategy,  
Citrix



## | Legal & Security

Ensuring compliance with federal, state, and local ordinances is another crucial consideration as organizations reopen. The Legal department will be responsible for determining if and how changing regulations impact the reopening process across regions, offices, job titles, and site needs.

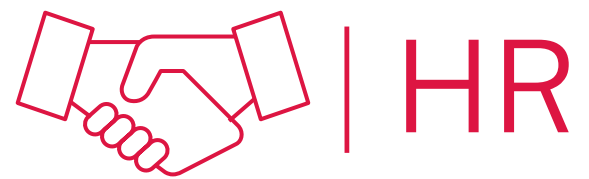
The Security team is also critical as organizations reopen. They'll be responsible for reinforcing things like social distancing and face coverings, and may even be required to intervene if employees are slow to comply with mandates.

**“The public health conditions are dynamic and different in every location – and they are constantly changing. And that’s where you need to give your teams the ability to respond and foster that active-response capability.”**



**Tony Gomes,**  
EVP and Chief Legal Officer,  
Citrix





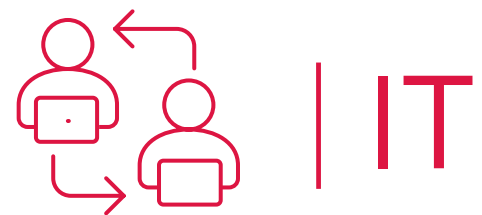
Employee wellness programs are nothing new to HR, but now they'll also need to work cross-functionally to further support mental and health care initiatives. For example, they may need to work more closely with managers to meet special requests for individual employees or to minimize the extra pressure managers themselves may experience as a result of COVID-19. They may need to work with external experts, like local health officials, to better understand mental health behaviors or tactics for getting employees on board with safety compliance. They need to be at the heart of policy creation around who returns to the office, when, and under what circumstances. On top of all that, HR will assume responsibility to ensure HIPAA compliance and employee confidentiality should a COVID-19-related incident arise.

**“It’s been incredibly important for us to focus on mental health for our employees. We have tried to pull together as many resources as possible, not only for our employees but for our managers who tend to be in the squeeze point...”**



**Donna Kimmel,**  
EVP, Chief People Officer,  
Citrix





In the new normal, organizations will need to adopt a hybrid or blended work solution for their employees. For companies who haven't yet, they'll likely find that enabling remote work isn't as daunting as it might seem. In addition, organizations must now understand how technology plays a role in safely returning employees back to the office and managing the balance of a hybrid work solution. Regardless of where companies currently are in their digital transformation, [IT needs to be prepared](#) to support remote work should another disruptive event arise or a shelter-in-place be reissued.

“The COVID-19 crisis has presented IT decision makers with a once-in-a-lifetime scenario — a rupture in the business landscape that will expedite the emergence of a truly hybrid work environment. It seems highly likely this experience will reshape the corporate world as we know it, forever.”



Meerah Rajavel,  
CIO,  
Citrix



# 3 | Ensuring employee wellness and positive experiences

Employees won't be able to do their best work unless they feel safe. By identifying moments that might feel uncertain to employees upon reentry, companies can ease the transition of the first days back. Communicate agreed-upon behaviors and set expectations for those moments ahead of time. And because most employees won't be back in the office full-time for the foreseeable future, be mindful of how to best establish safe and productive spaces — both physical and digital — to allow for continued collaboration regardless of location.





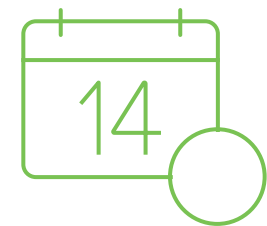
## Establishing safe physical spaces

People can be both eager to return to office, and reluctant at the same time. Even for sites with strong workplace cultures, employees can be highly reluctant to go back to the office, if at all. For employers who are hoping to encourage employees back, rethinking and establishing safe physical spaces is critical. Here are a few ways to promote those safe spaces:



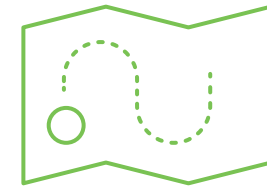
### Set up screening stations

Measure and monitor wellness before employees are permitted on the premises



### Assign schedules

Reduce the number of people in a building at any given time based on square footage and occupancy rates



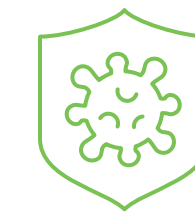
### Reconfigure floor plans/sitemaps

Make it easy to follow the six-foot social distancing guideline



### Make masks readily available

Ensure they're being worn by employees in the office



### Post signage

Remind employees of best practices and company health policies



### Implement new technologies

Implement voice- and motion-activated devices, like badges, doors, lights, and faucets to minimize the spread of contaminants



## Creating collaborative and effective digital spaces

Some companies, like Twitter and Squarespace, have already announced that they'll let any employees who wish to work remotely indefinitely. And it's likely that more companies will follow suit, or at the very least, support a hybrid approach for work. Regardless of where employees work, adopting an intelligent workspace will remove friction and unnecessary complexity, and:



### Simplify mobility management

Manage the myriad of mobile devices — including desktops, laptops and IoT — in one central platform that's simple, safe, and ultra-secure



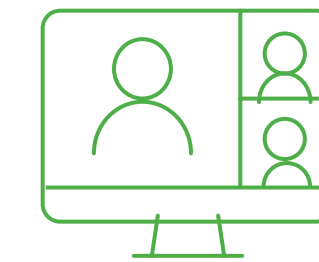
### Deliver seamless access

Ensure employees get everything they need, with the same consistent experience across iOS, Android, and Windows



### Provide choice and flexibility

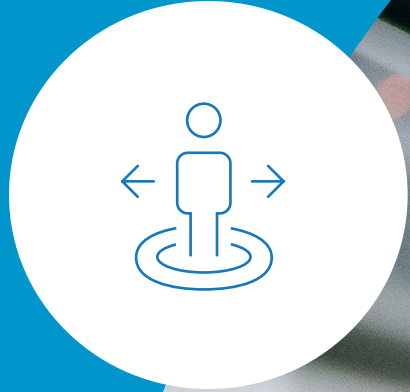
Implement user access controls that change based on where employees go and which networks they're accessing to simplify and secure transitions between home and office



### Level the playing field

Adopt the right technology to ensure that employees get almost the same experience whether they're in the office and meeting face-to-face or on a video conference





# 4 | The ever-expanding role of technology

Without a doubt, remote work technology enabled much of the work being done during the pandemic. But as we reemerge, we need to reimagine and embrace the new and unexpected ways technology can help keep us safe.





## Improving office safety with tech

We tend to think of technology in terms of productivity. But it's also playing a big role in ensuring the health and safety of employees. Advanced technology like IoT, proximity-based devices, and voice-activated commands will help limit exposure and spread, minimizing the threat of future disruptions to work.

And in the event of a known exposure, technology can help decrease the spread of pathogens. For example, badging technology can help with contact tracing, managing office traffic flows, or issuing notifications to alert Facilities when occupancy levels are reaching maximum, so employees can be redirected to other floors or buildings.





# 5 | A Citrix case study: Sharing our story

The required closure of most offices around the world created some pretty high stakes. Fortunately for us, Citrix, we've been leaders in remote work for over 30 years — which means we've been able to rely on our own solutions to keep business running as smoothly as possible. We also collaborated with health leaders and other tech companies to create best practices. Through our adaptive technology, some innovative thinking, and a lot of collaboration between global and local leaders, we've been able to create a flexible system that has minimized the impact of the pandemic on our business.





## Overseeing efforts across the Citrix enterprise

Managing employee needs across the enterprise is a big undertaking. That's why we've made sure to communicate and ask for employee input often and in different ways. Some of the ways we communicate across the enterprise include: surveys, email, Slack, our intranet, a sales team information portal, and our health microapp.





## The importance of the right technology

From a technology standpoint, our employees were already using Citrix Workspace, Citrix Virtualized Apps and Desktops, and Citrix Content Collaboration. This made office closures and reopenings easier for a few reasons:

- ✔ Our workforce was used to having secure, remote access to the apps and data they needed. There were a few instances where offices required network enhancements or needed to make minor compatibility adjustments, but overall, the transition to a fully remote workforce was pretty seamless.
- ✔ We have created a microapp to streamline the reentry process. Instead of having employees verify health status and physically sign in when entering the building, they can log on to the app and verify their status digitally in advance.
- ✔ Having a secure, centralized solution makes it easier to comply with regulations like the Health Information Portability and Accountability Act (HIPAA), General Data Protection Regulation (GDPR), and other government regulations.

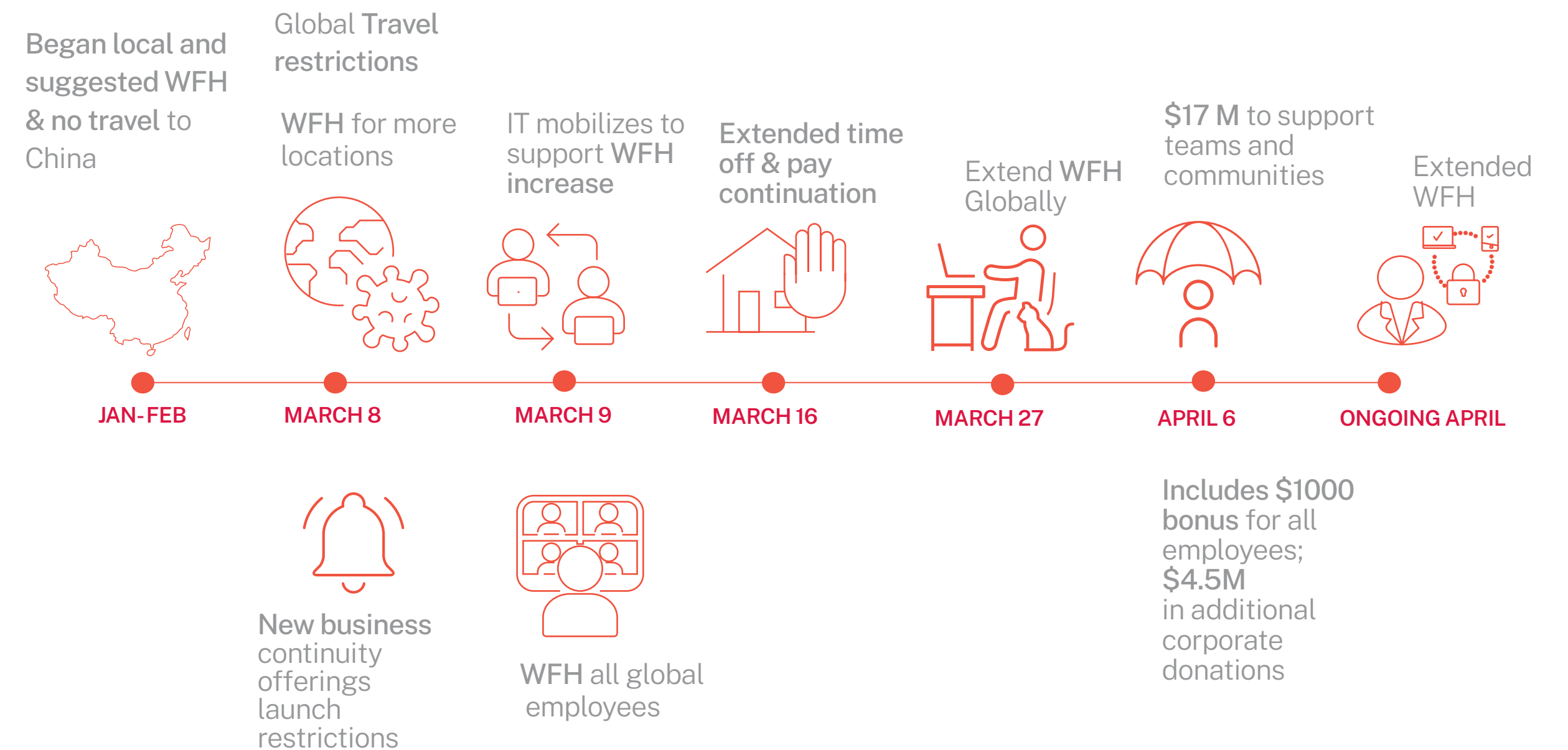




## Thinking globally, acting locally

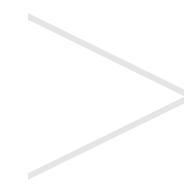
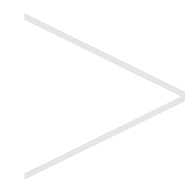
Part of the challenges facing enterprises are the differing and changing needs and requirements across regions. For example, in China, where the outbreak first began, closures began in January 2020. By mid-March, closures had extended to most of the offices around the world (there were offices in Europe that didn't close at all). About the same time as the global closures occurred, China was planning to reopen. This allowed us to take learnings from one region and apply them globally.

At the same time, we had to remember that every location had unique concerns based on outbreak levels in their region. With this in mind, the global team had to work very closely with local teams to ensure employee health, well-being, and government compliance.





## The Citrix four-phased back-to-office approach



**Essential employees only**  
0-7 days after a decline in new cases.

In this phase, Citrix brings on only the employees who are required on-site to perform functions that can't be performed remotely, like securing buildings or maintaining servers.

**10% occupancy**  
7-14 days after a decline in new cases.

This phase includes employees who can perform their jobs better on-site than remotely — engineers, some digital sales teams, new employees who may need more hands-on training, or employees who need to troubleshoot issues in a complex environment.

**50% occupancy**  
14-21 days after a decline in new cases.

This phase requires the greatest amount of effort and coordination, including:

- ✓ Modifying site services, such as cafeterias and gyms to ensure social distancing,
- ✓ Screening employees before entering the building
- ✓ An app for certifying health status
- ✓ Widespread social distancing and ample use of face masks
- ✓ Collaboration between site and team leads
- ✓ An official lift of lockdowns

**Full occupancy**  
Final stage

This phase likely won't happen for some time; full-site service at full occupancy levels and won't occur until there's a vaccine or until the World Health Organization (WHO) is no longer issuing warnings about COVID-19.



5 | A Citrix case study: Sharing our story

A sample of a template that can be centrally stored, secured, and updated per location for a global perspective.

Tier	Region	Citrix Site	Phase	PPE Supply	Janitorial Prep	Site Prep
1	APJ	<b>Bangalore</b>	Phase 1	●	●	●
	AMER	<b>Fort Lauderdale</b>	Pre-1	●	●	●
	AMER	<b>Raleigh</b>	Pre-1	●	●	●
	AMER	<b>Santa Clara</b>	Pre-1	●	●	●
2	AMER	Alpharetta		●	●	●
	AMER	Burlington		●	●	●
	EMEA	Canbridge		●	●	●
	EMEA	Chalfont		●	●	●
	AMER	<b>Costa Rica</b>	Pre-1	●	●	●
	EMEA	Dublin		●	●	●
	EMEA	London		●	●	●
	EMEA	Munich		●	●	●
	APJ	<b>Nanjing</b>	Pre-3	●	●	●
	EMEA	<b>Patras</b>	Pre-1	●	●	●
	EMEA	<b>Prague</b>	Catch Up	●	●	●
	EMEA	<b>Schaffhausen</b>	Pre-1	●	●	●
	APJ	Singapore		●	●	●
	APJ	<b>Sydney</b>	Catch Up	●	●	●
	APJ	<b>Tokyo</b>	Catch Up	●	●	●

Tier	Region	Citrix Site	Phase	PPE Supply	Janitorial Prep	Site Prep
3	EMEA	<b>Amsterdam</b>	Catch Up	●	●	●
	APJ	<b>Beijing</b>	New Office Closed 3 wks	●	●	●
	AMER	Bethesda		●	●	●
	EMEA	<b>Copenhagen</b>	Catch Up	●	●	●
	AMER	Dallas		●	●	●
	EMEA	Dubai		●	●	●
	APJ	<b>Hong Kong</b>	Catch Up	●	●	●
	EMEA	Madrid		●	●	●
	APJ	Melbourne	Pre-1	●	●	●
	AMER	Markham		●	●	●
	APJ	Mumbai		●	●	●
	AMER	Parsippany		●	●	●
	AMER	San Juan		●	●	●
	AMER	Sao Paulo		●	●	●
	APJ	<b>Seoul</b>	Catch Up	●	●	●
	APJ	<b>Shanghai</b>	Catch Up	●	●	●
EMEA	Stockholm		●	●	●	

● On track for current and next    
 ● Not ready for current phase    
 ● Current phase ok, not ready for next phase    
 ● No Info Available or N/A



# 6 | Adopting technology designed for adaptive work

For organizations transitioning back to the office, having a comprehensive IT solution in place promotes flexibility and a good employee experience. The best solutions will also make it easier to embed safety and health protocols, screening and certifications, and use of analytics and templates to help manage occupancy rates and important broadcast communications.

And as organizations begin to reemerge, it will be important to remember that the same IT measures that were critical to business operations before the pandemic, are now even more so.





# A comprehensive platform to meet all your IT needs

Deliver a great user experience with a technology solution that is:



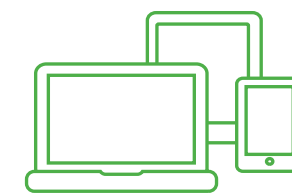
## IT friendly

- ✓ Securely delivers apps and data regardless of where they are located
- ✓ Allows for control customizations based on job roles and personal preferences
- ✓ Centralizes and manages your entire IT ecosystem from a single screen — even across hybrid, multi-cloud, and on-premises data centers



## User friendly

- ✓ Allows access to all apps and files with a single sign-on
- ✓ Simplifies everyday tasks with a personalized information feed, virtual assistant, and automated workflows
- ✓ Empowers employees with self-service and customizable tools



## Mobility driven

- ✓ Delivers enterprise mobility management and bring-your-own-device support
- ✓ Simplifies access to data from anywhere, at any time
- ✓ Allows employees choice over devices, software, apps, and work locations
- ✓ Ensures mobile productivity and an engaging digital experience from any device



## Secure

- ✓ Delivers security outcomes based on zero trust
- ✓ Provides a consolidated approach without a lot of point products
- ✓ Unifies access to apps and data — even across different regions, dispersed offices, and content repositories
- ✓ Centralizes enforcement of security policies



## Continuously connected

- ✓ Ensures high-quality connections from remote locations
- ✓ Securely supports virtual, cloud, and SaaS apps across the enterprise
- ✓ Optimizes bandwidth
- ✓ Provides an exceptional app experience



# 7 | Simplifying back to the office with Citrix Workspace

Going back to the office will be anything but normal. The global pandemic has brought about a new reality that will likely require even more flexibility in where — and how — work gets done. Whether in the office, remotely, or a hybrid of both, Citrix Workspace delivers an intelligent, secure, and exceptional experience that streamlines workflows and improves the employee experience so IT teams and employees alike are free to do their best work — anytime, anywhere.



[Find out how Citrix Workspace can help your organization go back to the office.](#)

