



# Navigating the “New Normal”

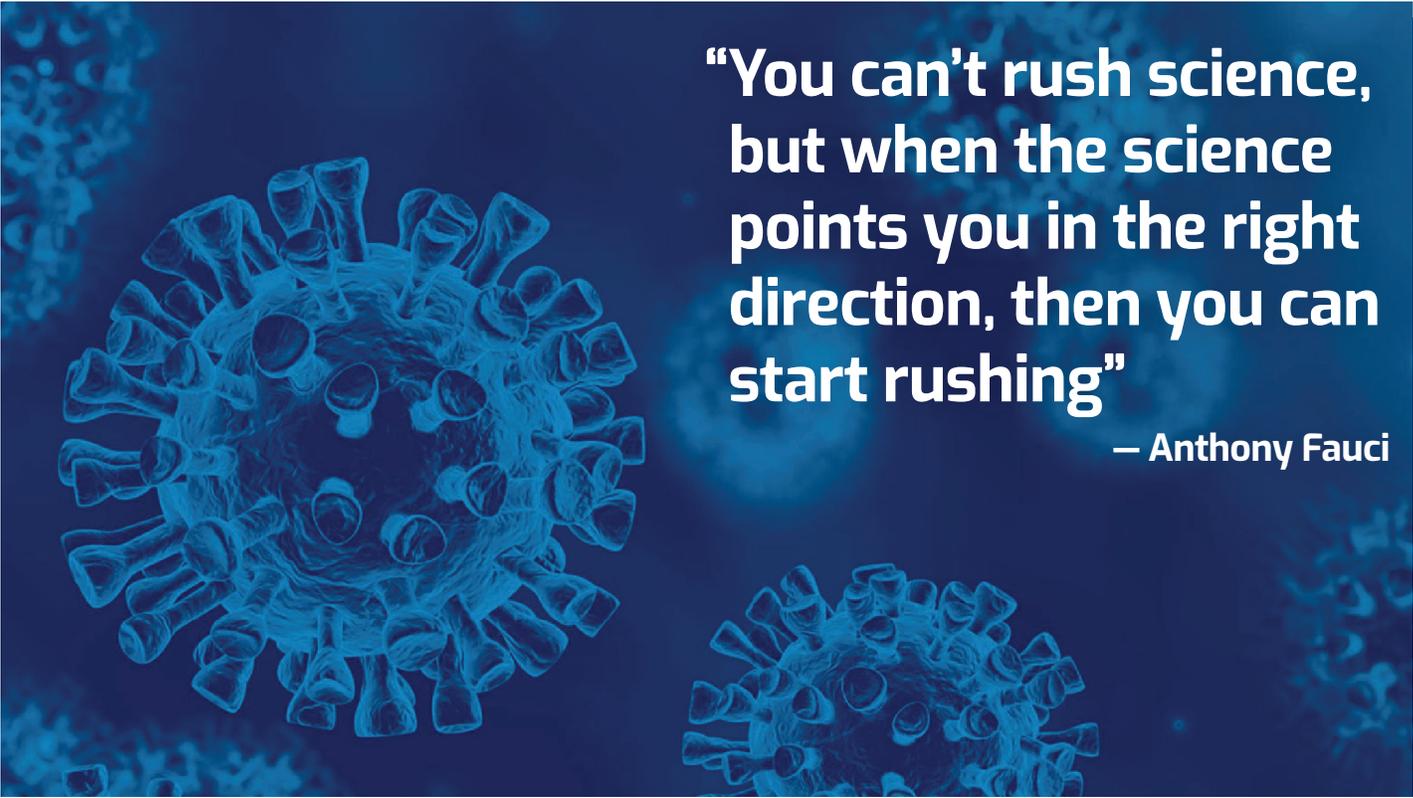
Supporting the operation of your business without compromising the health and safety of employees or clients.



**PREPARE**

**[ RESPOND ]**

**RECOVER**



**“You can’t rush science,  
but when the science  
points you in the right  
direction, then you can  
start rushing”**

**— Anthony Fauci**

COVID-19, the novel coronavirus outbreak, has forever changed the way we work, shop, raise our families and interact with each other. The interruption to business, caused by the social distancing measures needed to contain transmission of the virus, is unprecedented. As businesses and public services get ready for life after the COVID-19 pandemic, employers, employees, and clients want to make sure that health and safety remains a top priority.

The pandemic has raised the hygiene standards for our work environments. The biggest challenge, when battling a pathogen, is that the enemy is invisible. The old way of cleaning may not be enough to keep locations safe for employees and clients. Going overboard on cleaning, on the other hand, can be a waste of manpower and resources. Without specialized support and the right technology, it is difficult, or even impossible, to know if the sanitization is effective and comprehensive. Add to that the potential need to manage a significant workload across multiple locations and a broad geography and the hygiene challenge increases.

Not every job can be done from home. Some businesses and public services that are considered essential – such as gas and electric utilities, public transportation, grocery suppliers and emergency services – have to find ways to keep their employees safe and healthy while physically at the work location during the pandemic. Social distancing guidelines are being followed, to the extent possible, but

there are workspace limitations that need to be addressed to ensure environments are systematically kept clean and potential exposures are eliminated.

Keeping places of business safe is not only the right thing to do for employees and clients, it is also a financially sound decision. Disease outbreaks affecting the workforce and client base may cause disruptions that could be debilitating to the overall health of the business in the long run.

An unsafe workplace may experience higher levels of employee absenteeism due to sickness, which can translate to reduced productivity and lost business opportunities. In addition, employers may be subject to lawsuits due to loss of time at work and pay as well as damages from injuries and pain or suffering related to diseases caught in the workplace.

Additionally, a “COVID-19 Permit to Operate” may become a requirement. This would raise the bar of formal compliance for businesses and project sites, potentially requiring them to show proof that they have a program in place to ensure a safe environment.

Navigating the “new normal” could be very overwhelming and time consuming but having the right partner by your side can make a world of difference. TRC stands ready to help our clients find and prepare for their “new normal” with solutions available for during and after the COVID-19 pandemic.

# Sanitization and Hygiene Monitoring

Heightened standards of cleaning are here to stay and are likely to continue to evolve post-pandemic. We are ready to help our clients achieve the new hygiene standards as well as maintain and enhance them for the long-haul.

## Site Cleaning and Verification

When contamination is found or suspected, the first step is to thoroughly clean the site and then conduct a verification to ensure that the cleaning effectively removed the potential contaminants. TRC provides cleaning verification services, as well as assisting our clients with reviewing their cleaning procedures to ensure they meet CDC and other standards.

## Cleaning Program Review and Modification

With cleaning crews now needing to provide a higher level of service, we will review your cleaning program to ensure adherence to the more stringent hygiene requirements. From training the cleaning crew as to new standards, making necessary procedural revisions, and creating cleaning program documentation and verification, we provide you with the peace of mind that your cleaning program adheres to current standards.

## Full-Service Cleaning Management

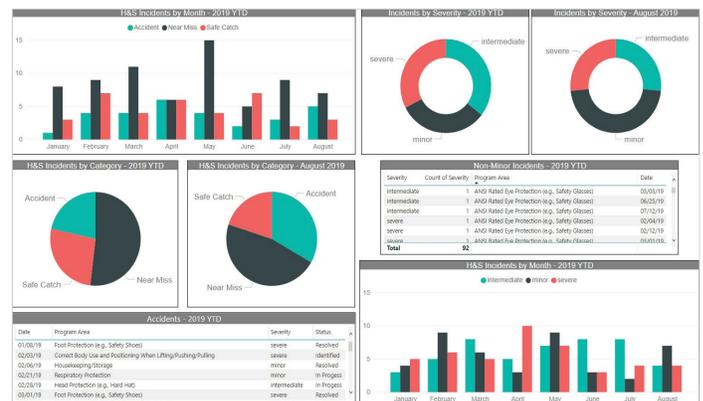
In cases where a client needs more hands-on oversight of cleaning operations, we will design, document and verify cleaning processes and the physical facilities installations needed to support client operations. We are able to provide on-site staffing, sub-contractor and supplier management, documentation oversight, industrial hygiene verification, as well as other enhanced hygiene services and oversight.

TRC partners with you to help keep your business, employees, and clients safe.

## TRC OneView Digital Data Management

Cleaning and verification are relevant to one place and one point in time. It is important to keep track of cleaning and disinfecting activities over time; this ensures that the cleaning program is being followed and provides affirmative documentation of cleaning and disinfecting for insurance and legal purposes. Collection and tracking of data is even more critical and challenging where multiple locations and/or geographies exist across a portfolio of job sites or assets that require ongoing or even one-time sanitization compliance.

TRC OneView, our digital data management tool, enables clients to plan, execute and manage COVID-19 sanitization and compliance programs with real-time data entry at each activity point. Utilizing the tool from mobile phones or tablets, TRC OneView provides a time-stamped, GIS-enabled database that centralizes data collected from all collection points. Results are displayed in customized, easy to use dashboards and allows for the production of reports that can be customized to each stakeholder's needs, ensuring programs stay on track.



# Safe Site Management and Consulting

When the world begins to rebound from the COVID-19 outbreak, businesses will re-open, employees will return to work and essential industries will continue to adapt and operate with new procedures in place. As we navigate towards that "new normal", businesses and asset managers need to plan ahead to prepare the workplace, create a safe environment and prevent disruptions from future pandemics or other crises.

## **Business Continuity Planning**

Employers do their best to provide a safe and productive environment for their workers. Despite their efforts, external factors such as pandemics can impact businesses and their workers and result in lost productivity and other significant business disruptions. TRC can help you create strategies and contingency plans to deal with disruptions and minimize or eliminate the impact on your employees and your business.

## **Staff Augmentation**

We understand that you may have limitations with regard to staffing, given the stress this crisis has put on the workforce and on businesses in general. With a staff of 6,000 technical professionals spread across more than 150 offices and an extensive network of independent contractors that can be quickly mobilized and deployed, we can provide you with temporary workers to fill vacancies caused by disruptions related to COVID-19.

## **Work From Home (WFH) Consulting**

Even before the novel coronavirus outbreak, the world was moving towards telecommuting and remote workforces. However, the majority of businesses are not prepared to support large percentages of their workforce in a remote capacity. Our team will work with you to rethink your IT infrastructure and work processes to allow for remote work without technology disruptions and productivity losses.

## **Physical Facility Changes for Better Hygiene**

Office spaces and other common working areas were not designed with social distancing and airborne disease prevention in mind. A return of the workforce to shared physical spaces will require the retrofit and redesign of work areas to prevent a future recurrence of this pandemic or the spread of a new highly contagious disease. Our technical staff can support you through the process of creating safe workspaces, from an initial assessment to design completion, construction and startup.

## **Job Site COVID-19 Prevention Protocol Enablement**

In field construction, work cannot be done remotely. In order to prevent the spread of disease, social distancing guidelines must be followed but can be difficult to enforce or monitor. In partnership with IOTICITI, the leader in industrial IoT innovation, we provide guidance on design and implementation of COVID-19 prevention protocols that are enabled by technology.

Ensuring compliance with COVID-19 exposure mitigation principles such as social distancing, symptoms pre-screening and rapid identification of exposure requires much more than rigorous policies and procedures. TRC provides a full suite of technology-enabled project, construction and/or site management services to drive your mitigation program. Our tech-enabled solutions include thermal cameras to identify body temperature, workforce monitoring to ensure minimum separation requirements are met, and tracking of movements on site for identification of potential exposure points should a confirmed case occur. A COVID-Supervisor with experienced staff and real-time data is paramount to ensure the safety of a job site.

## Why TRC?

We put clients first by:

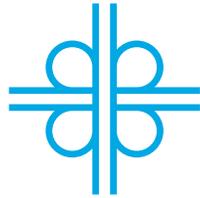
- Envisioning new possibilities and engineering sustainable solutions
- Creating collaborative work relationships that drive better results
- Anticipating issues and quickly resolving them



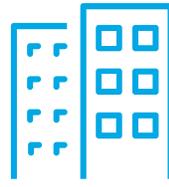
Power &  
Utilities



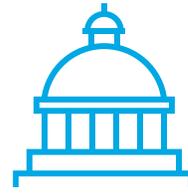
Oil, Gas &  
Industrials



Transportation



Real Estate



Government



Water



Environment and Sustainability

## About TRC

Groundbreaker. Game changer. Pioneer. Since the 1960s TRC has set the bar for clients who require more than just engineering, combining science with the latest technology to devise innovative solutions that stand the test of time.

Today we are a global consulting firm providing environmentally advanced and technology-powered solutions for the oil and gas, power and infrastructure markets. TRC's 5,000 professionals work with a broad range of commercial, industrial and government clients and the communities they serve. We deliver breakthrough solutions that address local needs – so our clients can better succeed in an ever-changing world.