## Top 5 Office Re-Entry Liability Issues to Avoid

<table>
<thead>
<tr>
<th>Liability Issue</th>
<th>Actions to Take to Avoid</th>
</tr>
</thead>
</table>
| **No documented plan for pre and post re-occupancy of offices**               | + Documented plans – dates, actions, people, processes, communication, escalations, decontamination & deep cleaning, measurable testing, archival storage and retrieval  
   + Specific plan for post re-entry COVID-19 exposure event (suspected or confirmed) – isolation, decontamination, restoration and measurable verification for safe return  
   + Copies of all signed decontamination/disinfection/deep cleaning contractor agreements  
     - Scope and level of service  
     - Application processes complete with equipment type and model # and disinfection chemicals to be used  
     - CDC, EPA and OSHA guidelines, usage approvals and product/registration numbers  
     - Certifications of contractors - IICRC                                                                                                                                 |
| **Misuse of commercial disinfection chemicals (biocides) for decontamination** | + Use only CDC-registered, EPA disinfectants and application practices that are “Green” leaving no chemical harmful toxic residues  
   + Get SDS sheets and photos of all disinfectant product name labels, instructions and warning labels and cross reference with CDC and EPA approved use guidelines including application instructions (concentration mixing, and application instructions). Commercial biocides - Microban®, Botaniclean®, MediClean®, Fiberlock Shockwave® among others are classified as “pesticides” by the EPA - inappropriate misuse, or un-approved application (aerosol misting of any kind) is a violation of Federal Law, and surface residue contact and inhalation can irritate sensitive occupants.  
   + Go Green – be sure to use CDC, EPA, and OSHA approved disinfectants only with no chemical residues (chlorine dioxide, 70% alcohol, hydrogen peroxide, bleach (1 part to 100 parts water) solution is all that is needed to kill Coronavirus according to the CDC.                                                                                                                                 |
| **Bad decontamination practices**                                             | + Proper concentration of mist, fog and hydrostatic spraying to prevent premature evaporation  
   + Correct “dwell time” (usually 10 mins.) for effective kill of microbes such as Coronavirus – use a FLIR infrared camera for confirmation  
   + Use appropriate PPE (masks, gloves, eye protection, clothing) and contamination disposal practices  
   + Deep clean all carpets, hard surfaces and furniture before decontamination  
   + Applying ScotchGard® on furniture and Teflon® is a proven best practice for ongoing deep cleaning for microbial removal                                                                                                                                 |
| **Use defined roles for de-con and deep cleaning disinfection and sanitization** | + Use IICRC certified decontamination providers for deep cleaning, disinfection and sanitization for carpet, hard surface flooring and furniture  
   + Team with daily janitorial service for manual disinfection of high touch point surfaces  
   + Use established providers performing commercial (non-residential) decontamination services prior to Coronavirus pandemic  
   + Do not use transient or temporary personnel (janitorial). Use insured experienced firms with local full time personnel                                                                                                                                 |
| **Incomplete service performance records, efficacy verification, or results testing of decontamination** | + At a minimum dated paid receipt for services with specific line items and referenced to statement of work  
   + Get dated and time-stamped photos, videos, completed work orders and GPS records of decontamination services as performed  
   + Take and retain quantifiable test measurements of post decontamination test readings by specific physical location  
   + Get a dated certificate of re-occupancy upon completion of decontamination services signed by authorized provider                                                                                                                                 |