

**Healthy Operations  
Start Here**



## **How KBS Helped a Leading Manufacturer Reopen and Keep Employee Safe During COVID**

One of the world's largest semiconductor manufacturers needed a strategy and implementation facilities services plan to safely bring back its roughly 20,000 employees during the early stages of COVID-19.

### **CHALLENGE**

*Returning 20,000  
Employees to  
Work Safely*

Housed in 35 combined offices, laboratories, manufacturing facilities, and shipping/distribution centers across the United States and Canada, a one-size-fits-all approach would not meet its needs.

Classified as an essential business, this manufacturer required a comprehensive and scalable solution that was effective, trackable, and ensured employee peace-of-mind.

## KBS SOLUTION

*Strategic Cleaning,  
Vigilance, and  
Communication*

**Strategic Touchpoint Cleaning and Communication** KBS deployed full-time crews that completed two-hour-cycle high touch point cleaning with EPA-certified disinfectants. Areas included elevators, staircases, conference rooms, break rooms, lunchrooms, restrooms, and all shared common spaces. Cleaning logs were posted in high-visibility areas and photographic evidence was sent to facility management professionals.

**COVID-19 Rapid Response** Upon notification that an employee tested positive, KBS had a specialized crew on stand-by to disinfect the affected area as well as track and trace that employee's movements to ensure all additional impacted areas were disinfected. KBS crews used a combination of electrostatic sprayers and manual cleaning to ensure all flat surfaces were properly mitigated.

**Staggered and Measured Return** KBS developed a week-by-week schedule for employee return. This was recommended for two reasons: ongoing employee comfort level and reducing exposure numbers should an employee test positive. The client brought back 25% of its employees in week one and 25% in week two. Weeks three and four these employee pools were rotated between in-office and at-home. In the second month 25% of the workforce was brought back every week until they reached 100%.

The KBS recommended schedule when implemented supported 100% of employees to return safely within a two-month period. The centrally managed program was standardized and replicable across its North American operations.

Employee feedback was overwhelmingly positive, with appreciation shown for the regular cleaning protocols and on-site, visible presence of KBS personnel following CDC recommendations at that time. Reported COVID infections were rapidly mitigated, continuing to build employee confidence in the return to onsite work. Operating at scale allowed the manufacturer to deliver enhanced results for its employees while lowering costs.

## RESULTS

*A Safe Return to  
Work; High Employee  
Satisfaction*

**Evolution of the Program** KBS worked with the client to modify COVID response programs, regularly cleaning high-traffic common areas with electrostatic sprayers and specially trained staff to mitigate the risk of COVID spread and also reduce areas that emergency crews needed to cover in the event of an infected case. KBS continues to work with the client through the recovery period to ensure facilities follow CDC guidelines and the program reflects what is necessary given current COVID conditions.