



# COVID-19 AND THE FACILITY MANAGER

Human Capital

**ISM Services, Inc**

103A West George Street  
Carmichaels, PA 15320

[www.ism-corp.us](http://www.ism-corp.us)





*This is the second in a series of three articles written by Paul Williams, President of ISM Services, to address the challenges facing the facilities manager as the result of COVID-19. This article deals with Human Capital. The first article dealt with Operations and Management, and the third will deal with Security*



## OVERVIEW

While human capital is not usually synonymous with facilities management, it is of critical importance during this time. Reduced work schedules, children home from school, the risk of furlough, the inability to find basic needs for their households, and a litany of other factors are making this an incredibly stressful time for employees. The facilities manager should do everything in his or her power to create the best employee experience possible and lessen that stress. While risk versus reward needs to be weighed, the facilities manager should strive to maintain the normalcy to the greatest extent possible. Employees will remember the actions, or inaction, taken by employers during this stressful time. The return on investment will be incalculable while inaction will result in the loss of employee satisfaction, loyalty, and loss of critical talent.

**Here is a series of Human Capital-related questions that the facilities manager must consider as the direct result of COVID-19:**



## QUESTIONS

- ▶ What building services and support services like health clinics, day care, gyms, credit unions, and cafeterias can and should be maintained?
- ▶ What messaging and communication can be implemented to keep employees informed on measures being taken to ensure their safety and health in the workplace?
  - ▶ Are message boards available to display important communications at all entrances to facilities that remain open?
  - ▶ Are cleaning measures and schedules being communicated to employees?
- ▶ Are there areas where facilities managers can lessen stress or lighten the load on employees both at home and at work? Some companies are recycling older laptops to give to the children of their employees to facilitate distance learning. What else can be done?
- ▶ Can on-hand supplies or suppliers be leveraged to help employees with household consumables like toilet paper, paper towels, gloves, masks, and cleaning supplies?
- ▶ Have any employees or visitors tested positive for COVID-19? What is their current status? Who did they potentially expose? Have those people been notified?
- ▶ Are there academic, industry, or government resources that can be made available to employees on proper cleaning methods and procedures to help them ensure proper COVID-19 hygiene and hygienic conditions and protocols in their homes and vehicles?

**By addressing these questions and developing his or her own, the facilities manager can play a critical role in assisting to maintain a high employee satisfaction and preserving a sense of normalcy in the midst of the COVID-19 pandemic.**



*Paul Williams is the President and Founding Partner of ISM Services, Incorporated. ISM is headquartered in Pennsylvania and focuses on the implementation and maintenance of Facilities IT solutions. ISM is currently celebrating its 15th year in business.*

*In the next article, he addresses how the facilities manager is addressing Security Issues as the result of COVID-19.*