

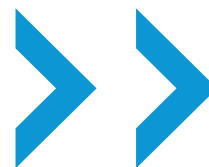


Preparing for the New Office

Balance Employee Safety and Workplace
Collaboration With Touch-Free Printing



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What to Expect

After reading this guide, you'll understand IT's role in facilitating a safe return to work. You'll also learn practical steps you can take to keep employees safe near shared technology, like implementing touch-free printer workflows, cleaning procedures, remote device management, and safety signage.

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THE CHALLENGES OF THE NEW WORKPLACE

How and where we work has changed dramatically this year. For IT leaders, this meant jumping into action to support a much larger remote workforce. But this period of change isn't over. As companies start returning to the workplace, **IT will need to prepare for a new set of challenges that includes enabling employee engagement, productivity, and collaboration, while also accounting for everyone's safety.**

IT needs to think about safety

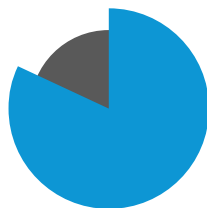
Safety in the new workplace isn't an abstract concept. Health and safety issues can have a very real impact on daily activities. In offices, people use the same bathrooms, coffee and vending machines, copiers, and scanners. They enter and exit through the same doors. These interactions can pose safety issues.

The CDC advises companies to rearrange workspaces to enable distancing, implement advanced cleaning procedures, and educate employees about new policies.¹ According to a recent McKinsey survey, the majority of companies are already implementing changes to physical infrastructure—like separating workstations—to limit contact between people.²

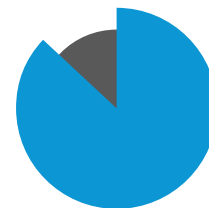
But these changes also need to address technology. That's where IT comes in. IT's role has already grown this year as they worked hard to support the distributed workforce, and now safety is an essential part of the job too.

IT's role has grown

82%
of IT leaders believe their
department is suddenly
in a more visible role.



87%
believe their work is more
tied to the success of their
business than in the past.³



1. <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

2. <https://www.mckinsey.com/industries/pharmaceuticals-and-medical-products/our-insights/how-us-companies-are-planning-for-a-safe-return-to-the-workplace>

3. The Next Normal: COVID-19 Commercial Insights & Considerations, June 2020

Touch-free has become the norm. IT can bring it to the workplace.

Across industries, we're moving to a touch-free world. In the U.S., contactless payments are becoming the norm. A study from Mastercard found more than half of Americans now use them.⁴ Contactless delivery is also widespread and has been adopted across industries, including restaurants and online retail.

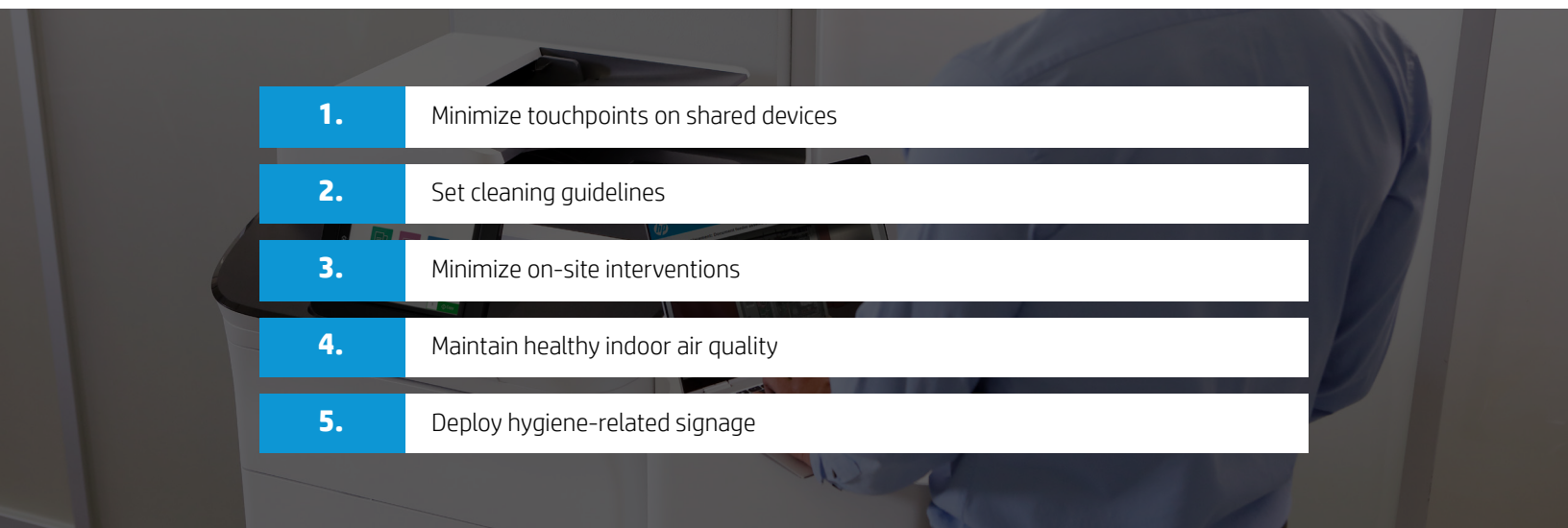
Now that people have grown so used to touch-free experiences outside of work, employees will expect similar practices for communal technology when they return to the workplace. One study found printers contain 301 germs per square inch,⁵ so it's not surprising employees may be concerned about the spread of germs at printing stations.

IT will need plans in place for reducing contact with shared technology, and they'll need technology that supports these plans. Ultimately, the goal is for IT to develop strategies that drive productivity while also enabling social distancing.

HP can help IT with this process. We have devices and touch-free printing strategies to simplify technology use for your employees and increase safety.

Make a plan

In this guide, we'll walk through strategies to help you drive productivity while social distancing as your workforce returns to the office. These strategies include five main steps IT can take to protect employees when they come back to work:

- 
1. Minimize touchpoints on shared devices
 2. Set cleaning guidelines
 3. Minimize on-site interventions
 4. Maintain healthy indoor air quality
 5. Deploy hygiene-related signage

As we go through these strategies, we'll examine how to improve workflows, select safer technology solutions, and establish procedures that help keep devices clean and people socially distanced. Let's get started.

4. <https://www.cnn.com/2020/04/09/tech/mc-study-contactless-payments/index.html>

5. <https://www.printerland.co.uk/germs-in-your-firm-E412.aspx>

1. MINIMIZE TOUCH TO MAKE SHARED TECHNOLOGY SAFER

To safely bring your workforce back on premises, the first step is creating a workflow that allows for the remote release of print jobs to minimize display touches. You may be familiar with the terms **pull printing** or **follow-you printing**, which refer to virtualizing the print fleet so users can submit a job from their device and release it at any printer. Pull printing is a good option for limiting contact with devices.

Why pull printing?

Pull printing has helped businesses improve security, cost savings, and productivity for quite some time. **It allows employees to easily print from wherever they work, then release and retrieve their print job at the nearest printer.**

Now that touching shared devices is a growing concern, pull printing is especially useful. It brings the added benefit of reducing contact with printers and between the people who use them. Only the intended user can release the document when they reach the printer, so employees won't need to touch stacks of print jobs to find theirs.

HP has built workflow solutions that use pull printing, ideal for touch-free offices.

HP Pull Printing Solutions to Enable Touch-Free Workflows



HP Roam



HP JetAdvantage
Secure Print



HP Access
Control Print

These solutions can reduce or eliminate contact with shared technology and simplify workflows for employees and IT. Let's take a closer look at each one.



Pull Printing Solutions

1. HP Roam for Business

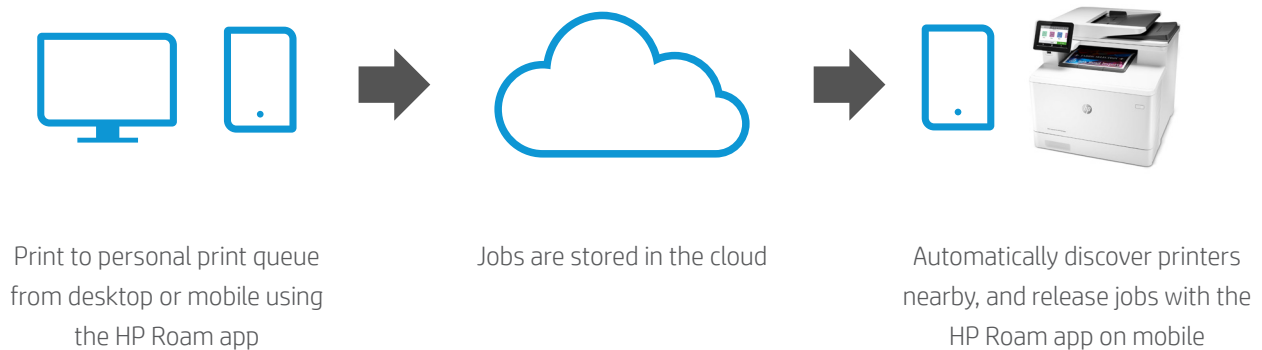
Cloud-based solution compatible with HP printers and multifunction printers (MFPs).

Optimized for small and medium-sized businesses.

Available through HP Premier Managed Print Specialist resellers.

With HP Roam for Business, any user in your organization can easily submit, authenticate, and release print jobs right from their mobile device, eliminating the need to touch a printer. The process is simple and secure:

- A user sends their print job to the cloud via mobile device or desktop.
- It waits in their personal queue until it's released.
- When the user is near a printer, a notification pops up on their mobile device saying they can release the job.
- Once released, the user can quickly retrieve their printed materials, so there's no need to sort through stacks of paper from other users' jobs.



In addition to increasing safety by eliminating the need to touch printers, HP Roam for Business also simplifies the setup process for printing. Users don't need to install printer-specific drivers, so they're no longer tied to one printer. Learn more about using HP Roam workflows in the [HP Roam for Business Brief](#).



2. HP JetAdvantage Secure Print

Cloud-based solution compatible with HP and non-HP printers and MFPs.

Optimized for any size business.

Available directly through HP and HP Premier Managed Print Specialist resellers.

With HP JetAdvantage Secure Print, you get the benefits of touch-free printing, plus the benefits of cloud-native print services that allow IT to simplify infrastructure. This flexible solution increases security by only allowing authorized users to release documents, and the printing process is straightforward:

- Users submit print jobs via their desktop or mobile device.
- Print jobs are encrypted and held on the desktop or in the cloud.
- The user releases the job at the printer using a badge or QR code on their mobile device.

HP JetAdvantage Secure Print also integrates seamlessly with HP JetAdvantage Insights, which provides IT with insights into print analytics. [Learn more about HP JetAdvantage Secure Print.](#)



3. HP Access Control Print

On-premise solution compatible with HP and non-HP printers and MFPs.

Optimized for any size business.

Available directly through HP and HP Premier Managed Print Specialist resellers.

HP Access Control Print is part of [HP Advance](#), a scalable document management software suite that **increases workflow efficiencies and reduces costs for enterprises**. This on-premise solution includes a module for printing that uses a pull printing workflow, so your employees can:

- Easily send print jobs from their devices
- Hold jobs in their personal print queues
- Securely release the jobs when they arrive at a printer via a badge or personal PIN

HP Access Control Print also supports the HP Accessibility Assistant, which allows users to print via voice command without touching the device. [Learn more about HP Access Control and HP Advance](#).

Take a tour of HP Access Control Print

[Watch the video walk-through](#)



Bring the world's most secure⁶ printers to your office



Need printers to support employees returning to work? The new HP LaserJet Enterprise 400 Series printers deliver an enterprise and managed-class experience in a small footprint for new office configurations.



Ideal for small
work groups



Enable touch-free
workflows



Come with best-in-class security
features⁷ to protect, detect, and
recover from malware attacks

6. HP's most advanced embedded security features are available on HP Enterprise and HP Managed devices with HP FutureSmart firmware 4.5 or above. Claim based on HP review of 2019 published features of competitive in-class printers. Only HP offers a combination of security features to automatically detect, stop, and recover from attacks with a self-healing reboot, in alignment with NIST SP 800-193 guidelines for device cyber resiliency. For a list of compatible products, visit: hp.com/go/PrintersThatProtect. For more information, visit: hp.com/go/PrinterSecurityClaims.

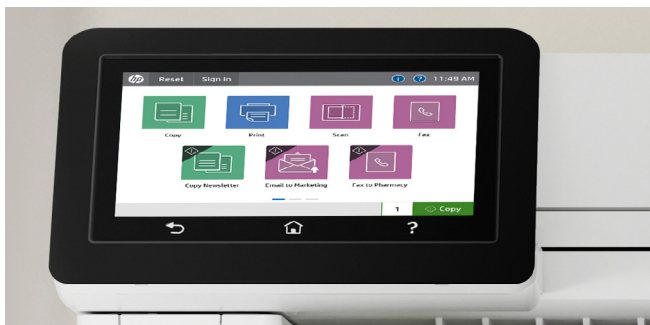
7. Based on HP review of 2018 published security features of competitive in-class printers. Only HP offers a combination of security features that can monitor to detect and automatically stop an attack then self-validate software integrity in a reboot. For a list of printers, visit hp.com/go/PrintersThatProtect. For more information: hp.com/go/PrinterSecurityClaims.



More ways to reduce contact with printers

HP Accessibility Assistant

Another option for reducing contact is the HP Accessibility Assistant, which is compatible with a range of HP single and multifunction systems. Designed to meet worldwide accessibility standards, including the U.S. Revised 508 and Europe's EN 301 549, this device uses **voice control** for key functions. It reduces contact to as little as one button push and accepts 170 different voice commands. [Explore the HP Accessibility Assistant.](#)



Quick Set workflows

Configure Quick Sets for scan, copy, and fax workflows and add them your device's home screen to enable single touch workflow functionality.



Rubber tip stylus

HP displays recognize rubber tipped stylus commands, giving you another option to limit physical touch with the display interface.



2. SET EFFECTIVE CLEANING PROCEDURES

Even if you set up workflows to minimize touch at printing stations, you still need to establish cleaning and sanitizing procedures for shared technology. There is a right way to clean that protects people and devices. Unfortunately, repeated cleaning with some disinfection products may cause damage to certain devices. If you don't use a strong enough cleaner, though, you risk germs spreading.

The most basic rule of thumb for employee safety is following the CDC's guidelines for disinfection. **The CDC recommends a solution of 70% isopropyl alcohol and 30% water for cleaning hard touch surfaces, like printers.**⁶ HP hardware is compatible with these sanitization guidelines, so you can feel confident your devices will hold up to repeated cleaning.

Follow these steps to protect your devices when cleaning:

- Disconnect printers and other devices from power before cleaning
- Use a moist microfiber cloth, not a paper towel (which could scratch the device)
- Never spray liquid directly onto the device
- Wipe printer control panels in one direction, from top to bottom
- Ensure the device has completely air-dried before turning it back on

See a complete list of detailed instructions in our [HP Business PC & Print Devices Cleaning Guide](#).

8. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>

NEW SANITIZABLE MULTIFUNCTION PRINTERS

HP has launched a new line of sanitizable multifunction printers that are tested to withstand up to 10,000 wipes with hospital-grade germicidal disinfectant—without damaging surfaces. Learn about [HP Healthcare Print Solutions](#) for simplifying workplace safety.

HP Healthcare Edition multifunction printers have been tested to simulate up to 10,000 wipes with germicidal towelettes on Control Panel and Keyboard over a 3-year period. Repeated use of these germicidal wipes may cause some cosmetic changes to the product. Testing completed as of September 2019. Germicidal towelette chemical composition is subject to change. Tested germicidal towelettes include: Sani-Cloth® Plus Germicidal Disposable Cloth (EPA Reg. No. 9480-6); Sani-Cloth® AF3 Germicidal Disposable Wipe (EPA Reg. No. 9480-9); Super Sani-Cloth® Germicidal Disposable Wipes (EPA Reg. No. 9480-4) and CaviWipes® (EPA Reg. No. 46781-8); Clorox Healthcare® Bleach Germicidal Wipes (EPA Reg. No. 67619-12).



3. MINIMIZE OPPORTUNITIES FOR ON-SITE INTERVENTION

While setting up touch-free workflows and establishing cleaning procedures are top priorities, **keeping things operating efficiently and safely is next on the list.** This involves having an effective system for device service that limits the need for on-site maintenance.

Reduce technician visits: HP Smart Device Services

Many technology providers need to send technicians out when problems arise. But with HP, you can prevent issues and feel confident you're avoiding needless site visits with **HP Smart Device Services (SDS)**. HP SDS provides remote monitoring, support, and repairs.

Through this service, HP devices communicate their health to your service provider automatically, making it possible to prevent problems. Technicians can troubleshoot issues before your devices go down, and they can diagnose and fix issues remotely, limiting the need for technicians to visit your worksite. And if a technician does need to make a site visit, they'll know what needs to be fixed, what procedures to use, and what parts to bring.

HP SDS is made up of three components:

1. **Smart devices** that include sensors, detailed diagnostic information, and remote management capabilities to quickly solve problems remotely or on-site.
2. **HP data and cloud services** that use predictive machine learning and analytics technology to monitor device health and proactively identify performance issues.
3. **Management tool integration** so your service provider can seamlessly integrate HP SDS technology.

This solution from HP enables efficient service and maximum uptime, and it reduces unnecessary contact with technicians, protecting you and your staff. Learn more about HP Smart Device Services in this [short video](#).



Replace supplies less often: Original HP toner

In addition to a plan for printer service, you also need a plan for supplies. **By using long-lasting Original HP toner such as HP High Yield Cartridges, you can reduce the frequency of cartridge replacements, minimizing contact with devices.** You can also avoid problems caused by off-brand toner that might result in the need for a visit from a service technician.

If you want to make managing supplies even easier, consider a subscription service. 52% of business leaders say they would prefer to use subscription models for toner, and that's not a huge surprise, since a managed service simplifies printer use and prevents interruptions to operations.⁹

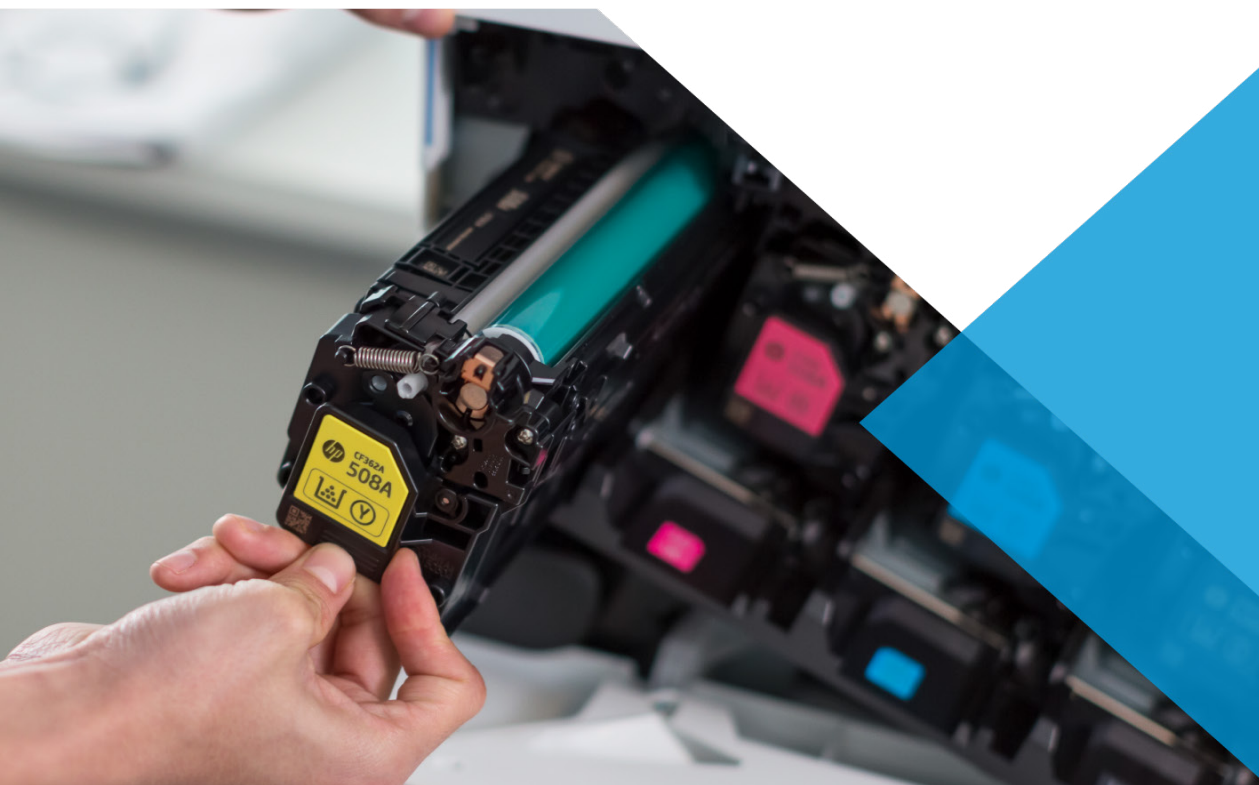
HP makes it easy to get the toner you need. If you use [HP Managed Print Services](#), HP can track supply levels and replenish your toner as needed.

Pro tip:

You can adjust low supply threshold notifications on your printer to limit supply replacement touches. Data collection agents will still track supply volumes for replenishments under HP printer contracts.



9. COVID-19 Commercial WFH Print Pulse Synopsis: May 2020



4. MAINTAIN HEALTHY INDOOR AIR QUALITY

There's another reason using Original HP toner is important for employee health and safety: Non-HP toner cartridges may contribute to poor indoor air quality (IAQ).¹⁰ Indoor air quality matters because Americans spend 90% of our time indoors, where common pollutants are 2 to 5 times higher than outdoors.¹¹

Indoor air quality is something businesses should be concerned about for the health and comfort of their employees. Many objects and products commonly found in workplaces—including carpets, furniture, paints, aerosol sprays, and cleaners—give off volatile organic compounds (VOCs). Even office equipment like printers and copiers can give off VOCs. VOCs can have a significant impact on human health, depending on the chemical(s) emitted.¹²

Why Original HP toner?

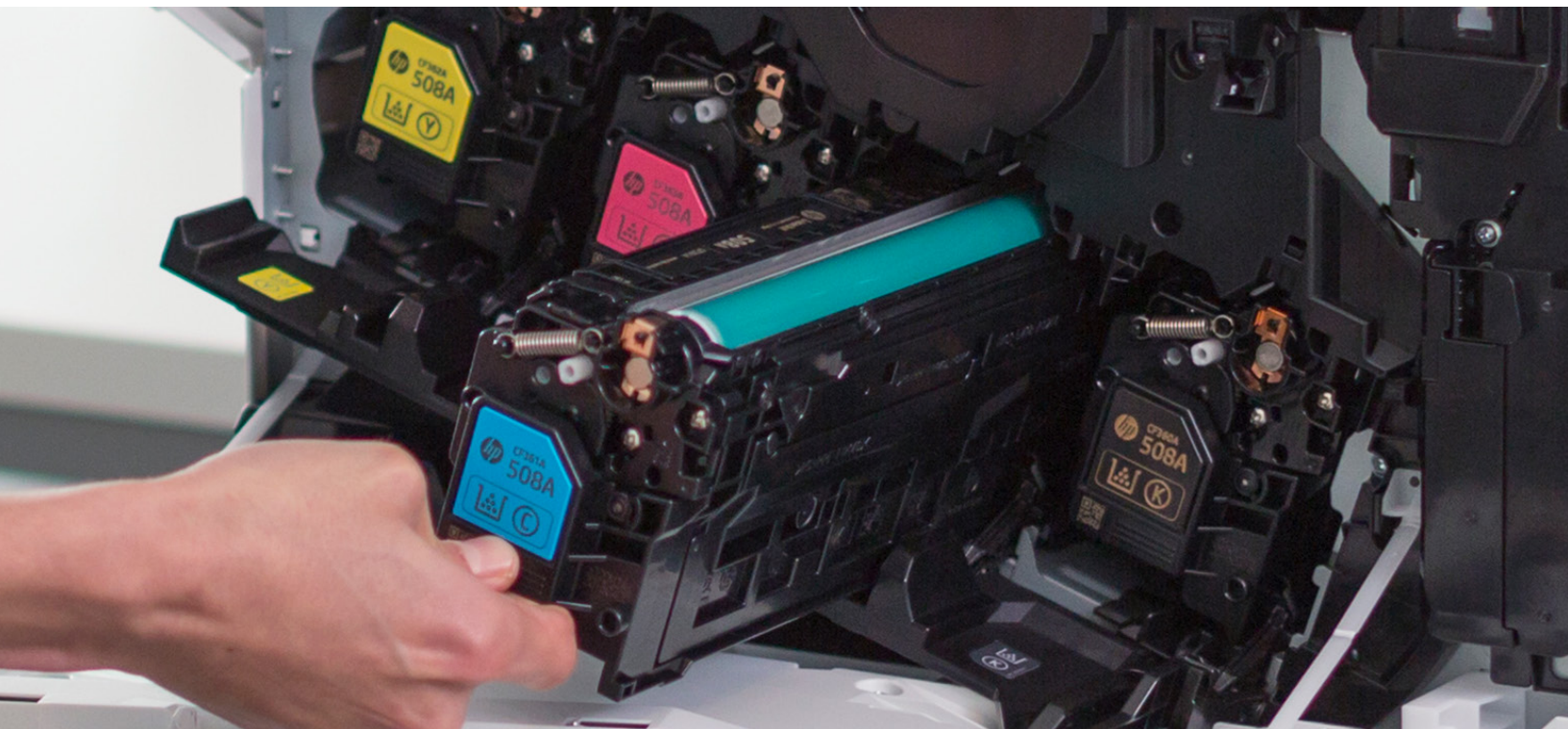
Original HP toner cartridges can help you feel confident your HP printing system¹³ will perform within eco-label emission guidelines. 96% of imitation toner cartridges tested, on the other hand, emitted volatile chemicals at levels that may increase health risks.¹⁰ [Learn more about maintaining good indoor air quality.](#)

10. Nov 2019 WKI Blue Angel Indoor Air Quality study, commissioned by HP, in compliance with DE-UZ 205: 21 imitation and five remanufactured toner cartridge brands compatible with HP Color LaserJet Pro MFP M477fdw (sku# CF410A, 411A, 412A, 413A) purchased in EMEA, LA and NA regions. See [HP.com/go/IAQnonhpWKI2019](https://www.epa.gov/report-environment/indoor-air-quality)

11. <https://www.epa.gov/report-environment/indoor-air-quality>

12. Nov 2019 Intrinsic risk evaluation commissioned by HP. Based on 2019 Blue Angel indoor air quality compliance study which included VOCs emitted from imitation and remanufactured toner cartridges in accordance with DE-UZ 205 and health-based screening levels established by USEPA (2019) and Cal/EPA Department of Toxic Substances Control (2019a). See [HP.com/go/IntrinsicNonHPtoner2019](https://www.epa.gov/report-environment/indoor-air-quality).

13. An HP printing system consists of HP printer, HP paper and Original HP supply. Blue Angel DE-UZ 205 emissions criteria or earlier versions applicable when printing system launched.



5. DEPLOY FACILITY SIGNAGE

We've discussed ways that IT can make workflows safer, keep print stations clean, reduce on-site interventions, and maintain healthy indoor air quality. The last thing to consider is how you'll communicate with employees about these topics. **Facility signage is a simple communication tool that's important for creating a safe workplace.** In general, the workplace will need signage that communicates required hygiene and distancing guidelines.

Signage for IT

From an IT perspective, you may need to instruct people about new procedures for interacting with shared technology. This could include instructions for touch-free printing, guidelines for wiping down devices, and even markers on the floor indicating how to maintain a safe social distance from others while using a printer.

Expectations and messaging may evolve over time, so you may need to print new signage regularly. How can you keep signage up to date and keep printing costs down? Having a large-format printer in house can enable you to create signage quickly, easily, and at a low cost.



HP printers for in-house signage printing

For low to medium volume signage printing—for applications like banners, posters, and signs—we recommend HP DesignJet office printers. With these printers, you can create high-quality black/white and color signage on a wide range of printing materials. [View models](#).

If you need a printer for high-volume production, check out the HP PageWide XL printers, which can produce large quantities of black/white and color signage. These printers can also cut production costs by up to 50%.¹⁴ [View models](#).

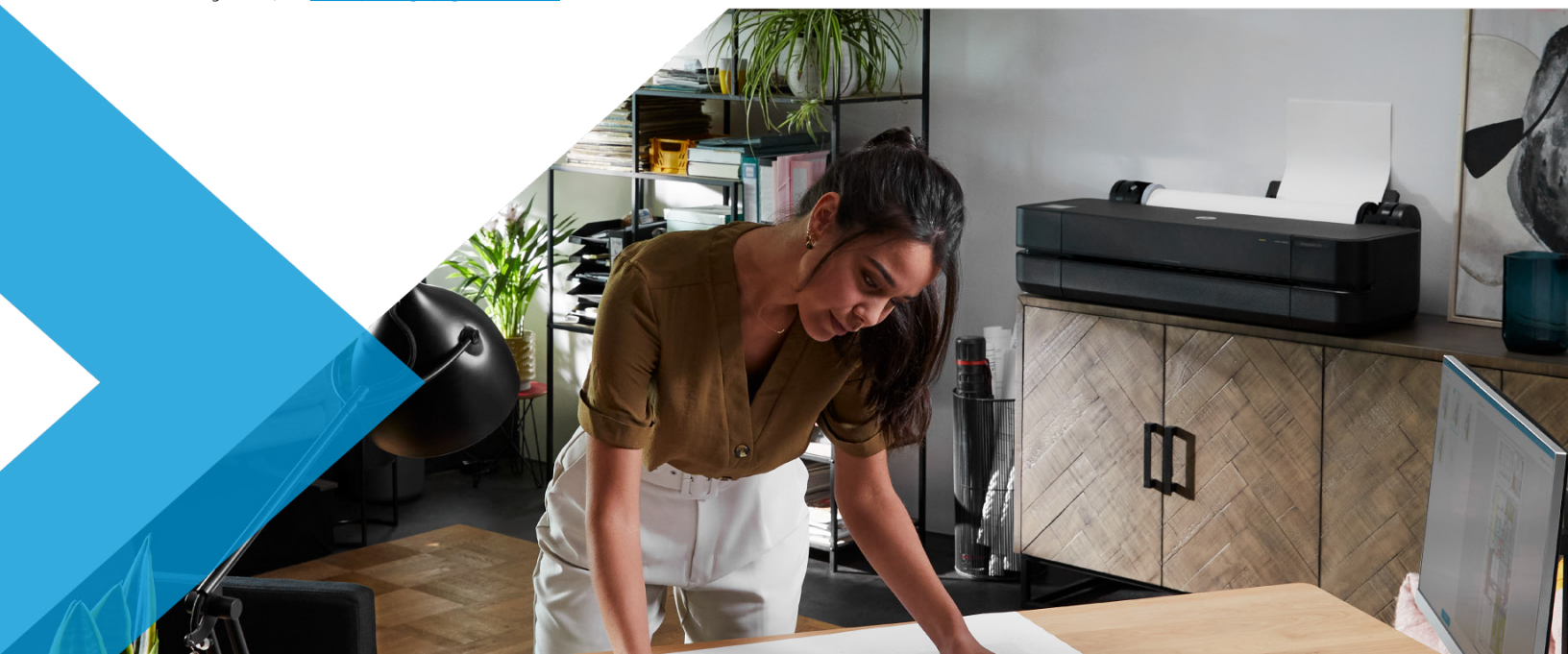
Easily design signage at the HP Applications Center

Want to design simple signs fast? The HP Applications Center lets you create on-demand signs using free, customizable templates. You can change colors and text, add logos and images, and quickly get a printed sign. [Learn more about the HP Applications Center](#).

Get a closer look at HP solutions for printing signage. Watch our webinar [The Safe Journey Back: Custom Posters & Signage for the Workplace](#).



14. Fastest based on internal HP testing and methodology compared to alternatives for large-format printing of technical documents, GIS maps, and point-of-sale (POS) posters under \$200,000 USD as of March, 2015. Production costs savings based on comparison to a setup consisting of one monochrome LED printer and one color production printer, both under \$150,000 USD, as of April, 2015. Production costs consist of supplies and service costs, printer energy costs, and operator costs. For testing criteria, see www.hp.com/go/pagewidexlclaims.



CONCLUSION: TAKE ACTION NOW TO PROTECT THE NEW WORKPLACE

As employees return to the workplace, IT needs to think about health and safety, especially as it relates to shared technology devices. Health and safety isn't just an HR issue these days—it's also very much an IT issue. The good news is with **HP printing technology**, you can:

- ✓ Develop touch-free workflows that are simple for employees to set up and follow
- ✓ Easily keep devices clean and sanitized
- ✓ Minimize on-site service for maintenance issues with HP Smart Device Services
- ✓ Maintain high indoor air quality with Original HP toner
- ✓ Create facility signage to communicate about safety and hygiene

All these strategies will help you bring your employees back to the office safely—without disrupting productivity.

At HP, we know from experience that the return to work is complicated, but we're here to help you navigate all the changes and ensure your workforce can print, scan, and copy safely. For more resources to help you safely return to work, visit our [print resources page](#). If you're ready to get started, [get in touch to set up a consultation](#) with an HP printing specialist.

