

Return to Occupancy Guidelines

COVID-19: Best practices
for returning to on-site work

OTIS
Made to move you™



Moving together: Day one and beyond

Important: Follow the formal guidance of your local government, CDC and health officials.

The guidance in this document is designed to assist with elevator-and-escalator specific strategies and complement government guidelines.

ELEVATOR AND ESCALATOR LOADING

The National Elevator Industry Inc. (NEII) offers the following guidelines to maintain 6 foot social distancing:

Elevators

- + 2500 lb cars: No more than 2 passengers in opposite corners
- + 3000 lb and 3500lb cars: No more than 3 passengers – 2 in back corners and 1 in center near door
- + Larger service cars greater than 72" x 72" can accommodate 4 passengers
- ! These limitations were developed based on the "standard" dimensions of elevator cars in those categories. Loading guidelines should be established on a case-by-case basis maintaining 6 foot social distancing

Escalators & Moving Walks

- + Escalators should be loaded with 4-5 steps between passengers
- + Moving walks should be loaded with 6 feet between passengers

SHIFTS AND HOURS

In order to reduce crowding in elevator lobbies and manage traffic flow, buildings should consider staggering work days, start times, break times, lunch times and shift end times. This will reduce crowding in elevator lobbies and help passengers maintain social distancing inside the elevator.

Please note that implementing social distancing practices in your building may result in longer wait times for passengers and lobby queuing. Facility management should also consider using floor markings to encourage social distancing while passengers wait for their elevator.

ELEVATOR DISPATCHING

Automatic elevator operation can help to promote social distancing and provide a touchless passenger experience. Contact your local account representative to learn more about our solutions for Compass® customers and two-button systems.

Compass Destination Dispatching Systems

- + Limit the number of passengers assigned to each elevator
- + Utilize the Otis eCall™ app on your mobile device to place elevator calls remotely
- + Automate operation to pre-defined floors

Two-Button Traditional Systems

- + Assign elevators to specific floors to limit the number of stops
- + Shuttle solutions limit the number of floors served above lobby
- + Express priority solution assigns elevator calls one at a time

SIGNAGE

Facilities and building managers should consider placing signage in and around elevators to encourage social distancing best practices. This includes stickers placed 6 feet apart to indicate safe passenger locations.

Otis has developed free signage and sticker resources for our customers to print using the vendor of their choice.



**DOWNLOAD SIGNAGE
AND STICKER TEMPLATES**

DIGITAL SCREENS

Otis offers digital screens to install inside your elevator that can provide real time messages and reminders to support health and safety messaging.

ELEVATOR/ESCALATOR CLEANING

In order to clean elevator and escalator surfaces, we have previously recommended using Simple Green® All-Purpose Cleaner or soap and water. However, these products may not eliminate the bacteria or viruses that cause COVID-19.

Please note that disinfecting products capable of eliminating bacteria or viruses on surfaces also have the potential to damage elevator/escalator fixtures and surrounding metal finishes over time.

We recommend placing hand sanitizer stations inside the cab and/or on every floor of your building to reduce bacteria on high-touch services. Additionally, Otis also offers two new products for reducing bacteria on escalator handrails.

[Click here to learn more.](#)

HAND SANTIZING

Provide accessible hand sanitizing stations in elevator lobbies and high traffic areas throughout the building.

USE OF STAIRS

Consider guidelines for building occupants to use the stairs instead of the elevators to go up or down one or two floors. Designate specific stairways for up or down traffic only. Support with signage in elevator lobbies or inside elevator cabs.

FOOD SERVICE

A common reason passengers may utilize the elevator throughout the day is to access food service and other amenities. Consider setting up kiosks for food/snacks/coffee throughout the building in order to minimize elevator usage.

DELIVERIES

Where possible, consider scheduling deliveries during off-peak periods and/or designating specific service elevators for deliveries.

ELEVATOR SERVICE

In certain instances, Otis offers preventative maintenance service during non-business hours to avoid disruption. Please contact your local Otis office to learn more about this opportunity.





ADDITIONAL RESOURCES

Visit the sites below for the most up-to-date information and additional resources:

- ◆ [Otis Return to Occupancy Toolkit](#) ⊕
- ◆ [NEII COVID-19 Resources](#) ⊕
- ◆ [World Health Organization Guidelines](#) ⊕
- ◆ [Center for Disease Control Guidelines](#) ⊕

WE ARE HERE TO HELP

OTISLINE® Customer Care Center is available 24/7 for emergencies and service calls

- ◆ **English:** (800) 233-6847
- ◆ **French:** (800) 238-7847
- ◆ **Spanish:** (800) 872-6847

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