



SAFE X SECURE

Deciphering how to implement new
health and hygiene guidelines

INTRODUCTION

In Highlands [COVID-19 Thoughts and Insights](#) blog post and our COVID-centered webinars, we predicted a heavy focus on health, safety and wellness as part of the post-coronavirus New Normal. Now we're taking a deep dive into what that actually means for specific industries moving forward.*

**Please note that you should review these policies in accordance with Federal, State and local regulations and guidance, as well as appropriate industry best practices.*



WHAT'S COVERED

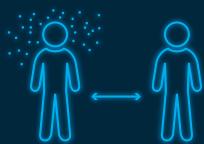
First, we will take a look at health and hygiene essentials that should apply to most businesses. Then we will zero-in on how specific industries are impacted:

- 15** Office and Workspaces
- 20** Manufacturing / Production Facilities
- 22** Healthcare
- 25** Restaurants / Foodservice
- 27** Education
- 30** Hotels / Lodging

HEALTH AND HYGIENE ESSENTIALS

HEALTH & HYGIENE ESSENTIALS

There are four universal areas that apply to nearly every business relative to the protection of their employees, guests and customers.



SOCIAL DISTANCING



PERSONAL HYGIENE



DISINFECTION / SANITIZATION



WELLNESS

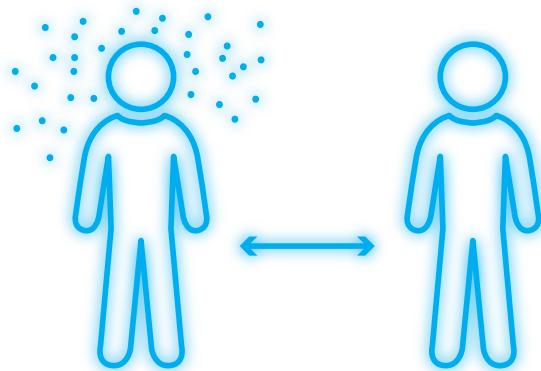
We will walk through each one of these essentials in more detail, but first, wanted to reference supply availability.

We know that supply chains suffered major disruptions due to high demand when the pandemic started. Supply chain issues are still a major concern for many businesses.

The best way to mitigate supply issues is with these three practices:

- Know what your key essential items are and understand inventory levels
- Identify multiple manufacturers of essential items
- Establish partnerships with trusted suppliers and brands

And lastly, don't delay. Prep now for manufacturer inventory replenishment of key essential items.

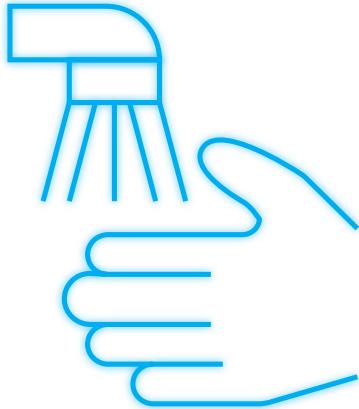


SOCIAL DISTANCING

The CDC recommends social distancing whenever possible. This means avoiding close contact with people and putting distance between yourself and other people outside of your home.

- Remember that some people without symptoms may be able to spread virus.
- Stay at least 6 feet (about 2 arms' length) from other people.
- Do not gather in groups.
- Stay out of crowded places and avoid mass gatherings.
- Keeping distance from others is especially important for people who are at higher risk of getting very sick.

In addition to allowing for adequate space between people, you can incorporate additional safety measures such as room dividers and partitions between people. Marking the floor also helps people visualize proper distancing and can create a singular traffic flow to avoid unnecessary contact.



PERSONAL HYGIENE

According to the CDC, everyone should wash their hands often with soap and water for at least 20 seconds especially during these key times when you are likely to get and spread germs:

- Before and after being in public spaces
- Before, during, and after preparing food
- Before eating food
- Before and after treating a cut or wound
- After using the toilet
- After blowing your nose, coughing, or sneezing
- After touching garbage
- After touching an animal, animal feed, or animal waste

When drying hands, you can air dry hands or use a clean or single-use disposable towel.

If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.

DISINFECTION / SANITIZATION



The CDC recommends daily cleaning and disinfecting of high-traffic areas like breakrooms, lunchrooms and restrooms.

Frequently touched surfaces include:

- Tables
- Doorknobs
- Light Switches
- Countertops
- Handles
- Desks
- Phones
- Keyboards
- Toilets
- Faucets
- Sinks

If surfaces are dirty, clean them, first using detergent or soap and water prior to disinfection. Then, use a household disinfectant. Most common EPA-registered household disinfectants will work.

EPA List N

The EPA has a list of registered disinfectants on their website. However, as developers of the chemical, only Primary Registrants are noted on the EPA List N. But, **Sub Registrants who license the chemical from the Primary Registrants are authorized by the EPA to use the chemical** to manufacture / bottle for distribution and sales under their own brand names provided the EPA Registration Number on the Bottle.

If end-users want verification of products effectiveness against the Novel Coronavirus, they can enter the first 2 groupings including the hyphen of the EPA Registration Number on the EPA List N site – if the EPA code is listed, then it is an authorized EPA registered List N product effective against Novel Coronavirus.

EPA Registration Number	Active Ingredient(s)	Product Name	Follow the disinfection directions and preparation for the following virus	Contact Time (in minutes)
1839-95	Quaternary ammonium	NP 4.5 (D & F)	Norovirus	10

Company Stepan Company  **Primary Registrant**

Formulation Type Dilutable

Surface Type Hard nonporous (HN); Food Contact Post-Rinse Required (FCR)

Use Site Healthcare; Institutional; Residential

Emerging Viral Pathogen Claim? Yes

Date Added to List N 03/26/2020

DISINFECTION / SANITIZATION



Sanitizing with Light

Lab tests show visible light disinfection (LVD) uses non-UV light to significantly reduce pathogens over time including Strep, Staph/MRSA, E.Coli, Salmonella and many other bacteria, mold and fungi. LVD is safe for human contact, can be used continuously and are already available in products like desk and floor lamps, under counter lighting and ceiling fixtures.

Ultraviolet C (UVC) light uses ultraviolet light to kill 99.9% of germs in the air and on surfaces. It breaks down harmful microorganisms at the cellular level and makes bacteria, viruses, molds and protozoa incapable of reproducing and infecting. UVC works quickly (10-60 minutes depending on distance), is used for rapid cleaning and is not safe for use on skin and eyes. Products using UVC are either standalone sterilization units, containers or handheld wands.

Cleaning and Disinfecting Techniques

Many cleaning procedures will most likely be updated to include heightened standards. New techniques and frequencies will provide the best possible environment for employees and visitors. Current CDC guidelines for cleaning, sanitizing and disinfecting include:

Cleaning

- Wearing of disposable gloves to clean and disinfect.
- Cleaning surfaces using soap and water, then use disinfectant.
- Cleaning with soap and water reduces number of germs, dirt and impurities on the surface.
- Disinfecting kills germs on surfaces.
- Practice routine cleaning of frequently touched surfaces.
- More frequent cleaning and disinfection may be required based on level of use.

Disinfecting

Follow instructions on the label to ensure safe and effective use of the product. Many products recommend:

- Keeping surface wet for a period of time (see product label).
- Precautions such as wearing gloves and other personal protective equipment (PPE) and also making sure you have good ventilation during use of the product.
- Diluted household bleach solutions may also be used if appropriate for the surface.
- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
- Leave solution on the surface for at least 1 minute. Bleach solutions will be effective for disinfection up to 24 hours.



WELLNESS

General wellness guidelines include:

- Mandatory temperature checks upon arrival
- Mandatory PPE (facemasks and gloves)
- Replace filtration systems
- No sharing work tools
- Single-use supplies

To prevent illness, employees and customers should have their temperature checked using contactless thermometers and anyone with a fever or other COVID-19 symptoms may not enter.

Employees and customers should be required to wear Personal Protective Equipment (PPE) like facemasks and gloves in public settings where social distancing measures are difficult to maintain.

New technology is emerging that offers stationary body temperature and facial recognition scanners to enhance health and safety measures. These more robust systems can provide integration with attendance tracking for employees or students. And the facial recognition scanners allow for easy visual detection to determine compliance with mask wearing protocols.

Air filters in AC units and air purifiers may need to be changed more regularly. The longer a filter is in place, the more dirt, dust and allergens are trapped clogging the filter and decreasing their efficiency.

Encourage everyone to use their own work tools. If sharing is necessary, refer to the disinfection and sanitization rules.

Provide single-use supplies like paper towels and food service items whenever possible.

A NOTE ABOUT SUSTAINABILITY

Strategize Sustainability

When the world emerges from the crisis, Highlands predicts that consumers will have a renewed interest in protecting humanity against existential risks, and they will seek leadership from companies to help fight that battle.

Maintain Trust and Brand Consistency

According to CEO Magazine, "...sustainable business activities have the power to engage consumers, enhance operations and deliver value to an organisation's bottom line."

Companies that have a sustainable and value-driven positioning will resonate with a growing worldwide readiness to change social, economic and environmental processes for the better. These companies offer promise. Customer care and shared company values are a new level of customer relations. They outline a new approach in marketing communications that enables companies to make a profit by creating common good, with the support of their customers. Instead of promoting products and benefits, the company can create an ecosystem of the brand and its community. This community will not only share and promote but will live by the brand's messages because it believes in them.



Sustainable Disposables

We mentioned single-use, disposable items a few times already. But this doesn't mean that you have to suddenly increase the amount of waste you create. There are many, planet-friendly disposable product solutions available – so you can continue protecting the environment while also keeping people healthy.

'Green' Your eCommerce Experience

Based on a Forbes magazine article published on May 4, 2020, a key finding from a recent Oxford Economics study of 1,000 supply chain executives was "Sustainability will be a growing focus for organizations across industries over the coming years as they seek to meet internal goals, satisfy consumer demand, and comply with regulations." In addition, the majority of respondents (71%) from the study say their organizations have a plan to reduce carbon emissions. Supply chain leaders (the top 12% of respondents) are even more in tune with the importance of sustainability, with 86% saying a sustainable supply chain is a competitive differentiator.



I. OFFICE & WORKSPACES

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We foresee the home and office work environments will be radically different once we return to a more normal period of social and work engagement post COVID-19. Many employees that found themselves working from home for the first time had to figure out how their workspace could be isolated from other family members as well as how they could make themselves the most productive. “Away-from-home” from an office perspective will become “at-home” for many individuals post pandemic. As reported by Global Workplace Analytics, it is estimated that 25-30% of the workforce will be working from home multiple days a week by the end of 2021.

Enhanced disinfecting of home-work surfaces and social distancing will become commonplace. For those that will be returning to their offices, they will likely find changes in their physical environment as well as new rules for group meetings, lunch and breakroom protocols, and even reduced use of elevators.

Workstation LVD lighting will provide a constant source of disinfection at the desk or meeting area utilized by the employee. The illumination from the light source will produce eyestrain reduction of 51%, and offer clear, crisp illumination that is easy on the eyes.

According to the Society for Human Resource Management, the following social distancing guidelines should be maintained in the office to keep employees safe:

- 1** Avoid in-person meetings. Use online conferencing, email or the phone when possible, even when people are in the same building.
- 2** Unavoidable in-person meetings should be short, in a large meeting room where people can sit at least three feet from each other; avoid shaking hands.
- 3** Eliminate unnecessary travel and cancel or postpone non-essential meetings, gatherings, workshops and training sessions.
- 4** Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize. Keep six feet apart when possible.
- 5** Bring your lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
- 6** Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.
- 7** Limit recreational or other leisure classes, meetings or activities, etc., where close contact with others is likely.

Spacing between desks and partitions should be modified to allow workers to maintain a safe distance from each other.

Help facilitate easy room sub-division with partitions and room dividers. Mobile products will allow for greater flexibility and offer instant privacy. As planning and implementing space division in the workplace begins, acrylic and glass countertop protective shields will be an integral part of improving physical office workspace.

Group meetings will be smaller, and the need for mobile visual communication products to help workers collaborate will be highly sought after. Mobile easels, whiteboards, and tack boards will provide for increased collaboration, learning and communication.

OSHA is recommending that employers consider implementing basic infection prevention measures. As appropriate, all employers should implement good hygiene and infection control practices including the promotion of frequent and thorough hand washing by providing workers, customers and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, alcohol-based hand rubs containing at least 60% alcohol should be provided. Employers should encourage workers to stay home if they are sick and encourage respiratory etiquette, including covering coughs and sneezes.

Cleaning protocols should include EPA-approved disinfectants that meet CDC requirements for use against viruses, bacteria and other airborne and bloodborne pathogens. Cleaning and disinfecting will be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk reception areas, conference rooms, elevators and elevator buttons, stair handrails, door handles, public bathrooms, breakrooms and kitchens and seating and surrounding areas.

Employees and visitors have a more favorable impression of a facility when trusted brands are used for cleaning, disinfecting and personal care products. Highly recognized brands offer users a sense of care and wellbeing. This reassurance will be important as these changes are made in the “new” workplace.



II. MANUFACTURING/ PRODUCTION FACILITIES

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As employees enter their workplace there will be a need for temperature scanning and workstation disinfection. This can be accomplished at the workstation with desk lights that utilize UV light that continuously cleans and breaks down harmful microorganisms. Temperature scanning and facial ID equipment will allow an orderly way to check employee temperatures as well as mask compliance. These machines will be in 2 forms: a floor model as well as a desktop. Results can be sent instantly to a destination of choice for monitoring and compliance.

Worker and production spacing will be a new consideration. Facilities will have a heightened focus on PPE. CDC recommendations along with federal and local government regulations will dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, should be made available to any employee upon request.

Based on OSHA's recommended standards, all types of PPE must be selected based upon the hazard to the worker and properly fitted and periodically refitted, as applicable (e.g. respirators). PPE must also be consistently and properly worn when required and regularly inspected, maintained and replaced, as necessary. Additionally, proper removal, cleaning and storing or disposing of PPE is required, as applicable, to avoid contamination of self, others or the environment.

Cleaning and disinfecting of all high touch areas in the "back of the house" should occur in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer should be convenient and highly visible to all employees.



III. HEALTHCARE

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Temperature scanning and facial ID equipment will be used for hospital employees, visitors, and patients. The results can easily be monitored in real-time allowing staff to make necessary cautions and recommendations.

The CDC has published updated guidance for the healthcare industry relative to COVID-19 including guidelines for alternate care sites, ambulatory care, assisted living facilities, blood and plasma facilities, dental settings, dialysis centers, hospitals, nursing homes, long-term care facilities and pharmacies.

The CDC has also developed interim infection prevention and control recommendations for patients with suspected or confirmed COVID-19 disease in healthcare settings. The key concepts in guidance to:

Reduce facility risk

- Cancel elective procedures
- Use telemedicine when possible
- Limit points of entry and manage visitors
- Screen everyone entering the facility for COVID-19 symptoms
- Implement source control for everyone entering the facility, regardless of symptoms
- Isolate symptomatic patients as soon as possible
- Set up separate, well-ventilated triage areas
- Place patients with suspected or confirmed COVID-19 in private rooms with the door closed and with private bathrooms (as possible)
- Reserve AllRs for patients with COVID-19 undergoing aerosol generating procedures and for care of patients with pathogens transmitted by the airborne route (e.g., tuberculosis, measles, varicella)
- Protect healthcare personnel
- Emphasize hand hygiene
- Install barriers to limit contact with patients at triage
- Cohort patients with COVID-19
- Limit the numbers of staff providing their care
- Prioritize respirators for aerosol generating procedures

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This CDC guidance also includes information on the following protocols:

- | | |
|---|---|
|  1 Minimizing Risk of Exposure |  7 Implementing Engineering Controls |
|  2 Adhering to Standard and Transmission-Based Precautions |  8 Monitoring and Managing Healthcare Personnel |
|  3 Patient Placement |  9 Training and Educating Healthcare Personnel |
|  4 Taking Precautions When Performing Aerosol-Generating Procedures (AGPs) |  10 Implementing Environmental Infection Control |
|  5 Collection of Diagnostic Respiratory Specimens |  11 Establishing Reporting within and between Healthcare Facilities and to Public Health Authorities |
|  6 Managing Visitor Access and Movement Within the Facility | |

Healthcare guidelines, requirements and standards will continue to change swiftly and become increasingly more stringent in the future. These heightened protocols will assist with overall preparedness and safety for the healthcare industry in the months and years to come.



IV. RESTAURANTS / FOODSERVICE

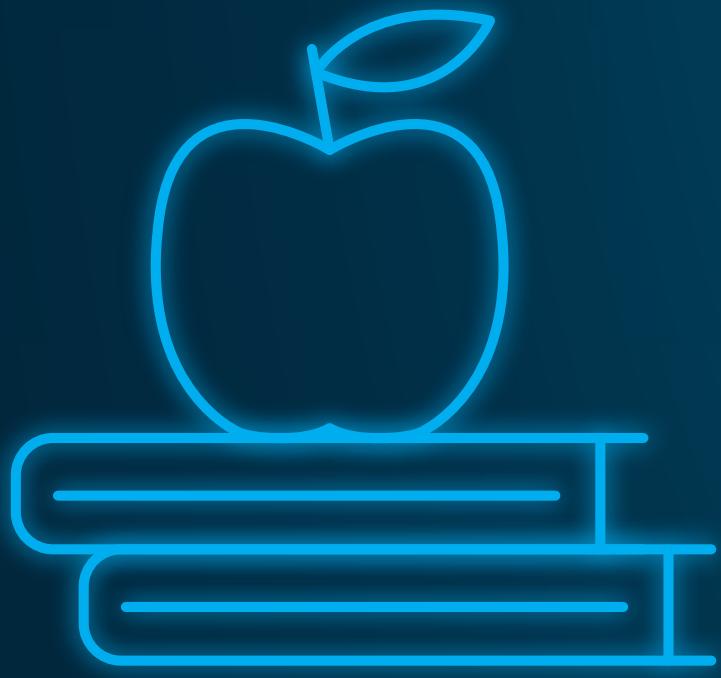
IV. RESTAURANTS / FOODSERVICE

The National Restaurant Association recently released a comprehensive COVID-19 reopening guide for the industry to ensure a safe and secure environment for employees and guests. The 10-page guide, created with input from the FDA, Centers for Disease Control and Prevention and Environmental Protection Agency, lists a variety of recommendations such as sanitizing tabletops between seatings, discarding single-use items like paper menus and installing sneeze guards along buffet bars.

Reopening tips for restaurants include:

- Where salad bars and buffets are permitted, they must have sneeze guards. Change, wash and sanitize utensils frequently and place appropriate barriers in open areas.
- If providing a “grab and go” service, stock coolers to no more than minimum levels.
- Thoroughly detail, clean and sanitize entire facility, especially if it has been closed.
- Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.
- Remove lemons and unwrapped straws from self-service drink stations.
- Clean and sanitize reusable menus.
- Discard paper menus after each customer use.
- Avoid all food contact surfaces when using disinfectants.
- Make hand sanitizer readily available to guests.
- Consider touchless hand sanitizing solutions.
- In terms of employees, the NRA said employee temperature checks can be done at the discretion of the employer though it is not mandated by the CDC.
- Employers should follow local and state requirements when it comes to face coverings, which the CDC recommends as an effective tool to mitigate risk from individuals who show COVID-19 symptoms.

An additional way restaurants can keep customers safe is by implementing temperature scanning and facial ID equipment for employees and patrons. The results can easily be monitored in real-time allowing staff to take necessary precautions.



V. EDUCATION

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Interim guidance revisions for Administrators of US schools K-12 were made by the CDC on 3/12/2020.

In accordance with revised interim guidelines, schools are asked to continue to collaborate, share information and review plans with local health officials to help protect the whole school community. School plans should be designed to complement other community mitigation strategies to protect high risk populations and the healthcare system and minimize disruption to teaching and learning and protect students and staff from social stigma and discrimination. Plans should build on everyday practices (e.g., encouraging hand hygiene, monitoring absenteeism, communicating routinely) that include strategies for before, during, and after a possible outbreak.

The CDC has also developed reopening guidance information about cleaning and disinfecting schools and other public places.

This extensive guide includes details on the following areas:

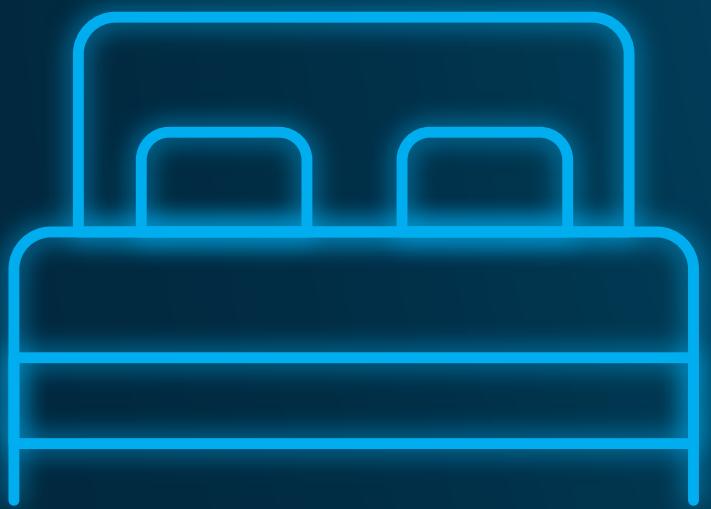
- Development of your specific plan
- How to determine what needs to be cleaned and disinfected
- Consideration of the resources and equipment needed
- Maintenance and revisions of the plan
- Maintaining safe behavioral practices

As students and faculty enter school buildings, temperature scanning and facial ID equipment will provide for a safer environment. Anyone entering the facility with an elevated temperature will be immediately flagged by the system for appropriate handling. The machinery will also provide a check for mask wearing compliance and all results can be viewed electronically by any number of designated authorized personnel.

According to a USA Today article published on April 29, 2020, based on interviews with more than 20 education leaders, as schools reopen the outline of a potential school day might include some or all of the following:

- Arrival, dismissal and recess happen on staggered schedules and through specific doors to promote physical distancing.
- Students eat lunch at their desks. Those old enough to switch classes move with the same cohort every day – or teachers move around while students stay put – to discourage mingling with new groups.
- Teachers and other education staff at higher risk of contracting viruses continue to teach from home, while younger or healthier educators teach in-person.
- Everyone washes their hands. A lot.
- Frequently touched school surfaces get wiped down. A lot.

The challenge will be how to implement these and other measures in schools usually filled with crowded hallways, class sizes of more than 30 people and lunchrooms of hundreds. Schools will take their lead from national guidance but will have to rely on state and local government to assist in maintaining costs, implementation, execution and overall maintenance of new protocols and programs.



VI. HOTELS / LODGING

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To meet the new health and safety challenges and expectations presented by COVID-19, the American Hotel and Lodging Association (AHLA) has launched a program called Safe Stay. This new initiative is focused on enhanced hotel cleaning practices, social interactions and workplace protocols, while ensuring transparency throughout the guest journey. Safe Stay will seek to change hotel industry norms, behaviors and standards to ensure both hotel guests and employees are confident in the cleanliness and safety of hotels once travel resumes. The Stay Safe Advisory Council is comprised of industry leaders representing all segments of the Hotel Industry.

The Stay Safe initiative includes guidelines for the following:

- Employee and guest health through proper hand cleaning, COVID-19 training and CDC guidelines for use of PPE.
- Cleaning products and protocols for all areas of hotels including public spaces and communal areas, guest rooms, laundry, guest elevators, back of the house, shared equipment, room recovery and food and beverage.
- Physical distancing for the following areas of hotels including queuing areas, guest rooms, meetings and convention spaces, front desk areas, concierge, parking services, pools and beaches and back of the house.

In the future, we will see enhanced corporate partnerships between the major hotel chains and leading manufacturers of cleaning supplies as well as leading institutions advising the hotels on enhanced cleaning techniques and protocols.

The impact of COVID-19 is not finite. The hospitality and travel industries will have sustained recovery periods that will last well into 2021 and beyond.

FINAL THOUGHTS

As you continue to pivot through this pandemic, interpreting health and safety guidelines for your unique business and implement them to keep your employees and patrons safe, we want to remind you of the importance of communication.

We think it will be increasingly important to communicate how your business is implementing new safety measures and how you are keeping your employees and your customers safe.

Give everyone peace of mind by letting them know how seriously you are taking safety recommendations and help them feel safe and secure.

ABOUT HIGHLANDS

Highlands started in 1962 as a regional rep group, based in Atlanta, GA – mainly selling office products to dealers across the southeast. Since then, we've evolved a lot. Today, we provide sales, marketing and eCommerce services in multiple sales channels. We work alongside our clients to secure product placement with some of the world's largest B2B re-sellers. We also organize uniform and consistent deployment across the USA, Europe and Canada. And, by the way, we can help with end-user engagement too, securing contractual specification for your products.

Today, we work across multiple channels and categories, including office products, workplace and home furniture, business machines, cleaning supplies, breakroom products, facilities management, hospitality, MRO, FF&E and more. We only work with manufacturers who are looking for a partner to work alongside. For more information, visit thinkhighlands.com.

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