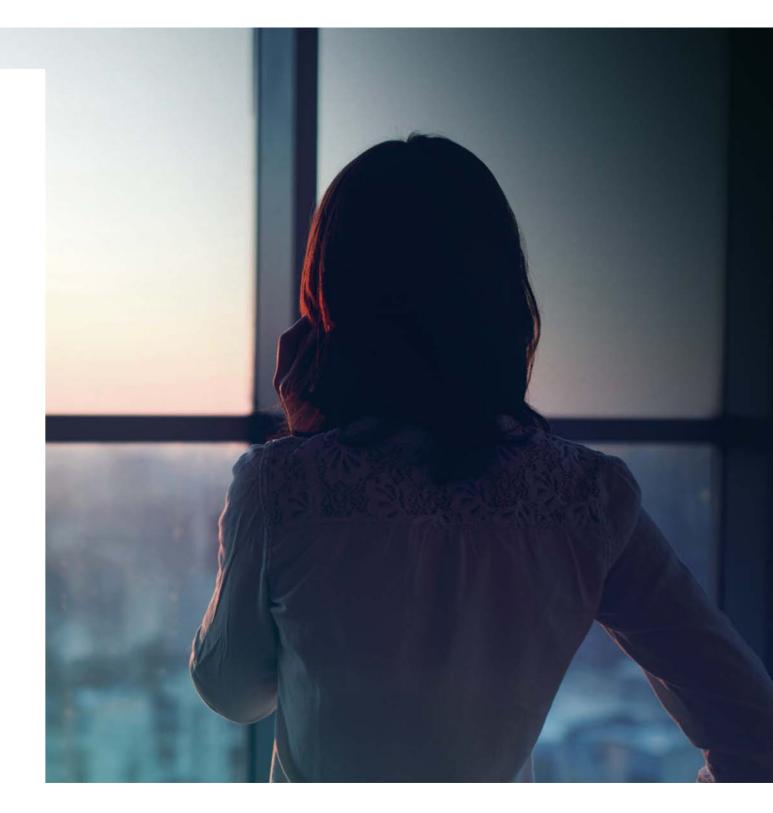


# EXPLORERS EDGE

# REOPENING THE WORLD'S WORKPLACES

MAY 13, 2020



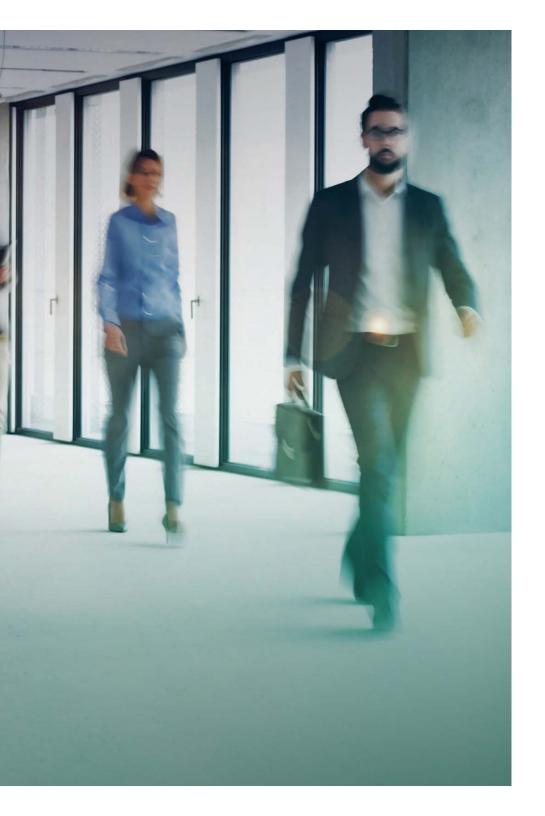




# REOPENING THE WORLD'S WORKPLACES

# TODAY'S GOALS:

- Learn the principles of how to plan your reopening
- Provide you with some tools, playbooks and checklists
- Provide you with a credible research source





# REOPENING THE WORLD'S WORKPLACES

AGENDA:

- Business Leaders and Employees
- Facility Operators
- Building Managers
- Restaurants and Retail

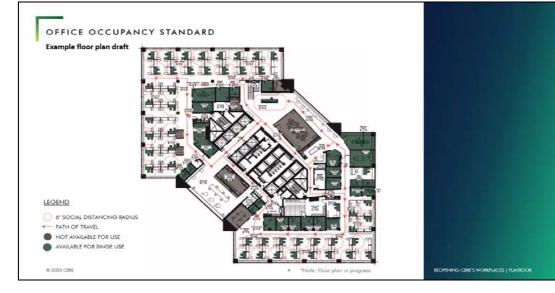
## BUSINESS LEADERS & EMPLOYEES

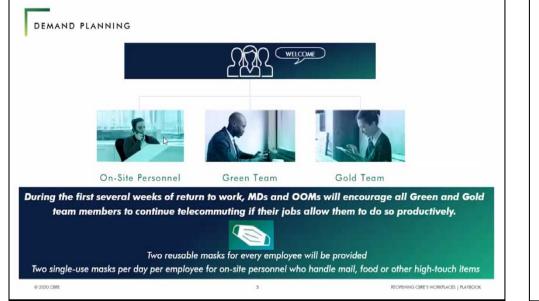
### WHAT YOU CAN DO NOW

<b>Demand Planning</b> manage volume	HR Policies & Benefits define and expand options	Working in the Office operating guidelines	Working at Home (WAH) guidelines to extend WAH	Workforce Preparation communication and training
<ul> <li>Determine who needs to return and at what frequency to manage space utilization</li> <li>Validate critical business operations, department adjacencies and team dynamics to prioritize office occupancy</li> <li>Stagger access to the office based upon business needs</li> <li>Expand work day/work week operations to decrease peak entry/exit</li> </ul>	<ul> <li>Plan for how and who will tell employees to go home if they are exhibiting symptoms</li> <li>Update/develop sick leave and extended leave policies to accommodate those who need to stay home until they are healthy and can safely return to the office</li> <li>Determine how the organization will handle employees who are deemed critical to return to work but may be unwilling or apprehensive to do so</li> </ul>	<ul> <li>Develop practical guidelines for working in the office (e.g. DIY cleaning, use of amenities &amp; meeting spaces, etc.)</li> <li>Develop guidelines for social distancing (e.g. meeting size limits, identification of "no sitting/gathering" areas, protocols for safe entry/exit, etc.)</li> <li>Determine how the office will respond if individuals are diagnosed after returning to work (e.g. full shutdown again, blocking off an area floor, temporary work at home, etc.)</li> </ul>	<ul> <li>Provision for extended work from home (e.g. update policy, routines, furniture and equipment)</li> <li>Update/develop flexible work policies to accommodate those who need to stay home to care for household members that are "at risk", or require additional considerations and accommodations</li> <li>Develop and deliver comprehensive training materials for managers who will maintain remote work teams</li> </ul>	<ul> <li>Develop standard communications that will be used by individual(s) to inform others when/if this happens and next steps</li> <li>Develop a "Welcome back" campaign to boost morale and set the culturally appropriate tone for returning to the office</li> <li>Create outlets (e.g. virtual company-wide platform) for employees to pose questions, concerns, or recommendations</li> <li>Provide access to resources in coordination with updated HR policies and benefits</li> </ul>
Occupancy Demand Analysis	Policies & Benefits Audit	Office Operating Protocols (based on best practices)	WAH Policies, Guidelines & Toolkit	Educational Campaign & Communications Plan
Return-to-the-Office Occupancy Plan	Identify & Define New Options	,	Remote Workforce Management Training	

# RETURN TO WORK OCCUPANCY PLAN <u>EXAMPLE</u> **CBRE**

#### ESTABLISHING OUR REOPENING PLAN IMPORTANT: Leaders must remain prepared at all times to manage an exposure concern or address changes in community status that might affect work location decisions to remain open. Ensure that all Welcome Team member rstand their roles and remain familiar with response protocols. **Recurring Status** WEEK 1 WEEK 2 WEEK 3 + Criteria Met Review Clock starts on "Readiness teams" Return of a small A percentage of Continuous status reopening timeline with percentage of Green/ Gold groups review process return to ensure all criteria met facility readiness employees whose roles will be allowed to work Update guidance and require being in the at the office during office alternating weeks, but processes as Community readiness are encouraged to appropriate criteria are met. (state Test week to work from home if /provincial opening It may take several operationalize their role allows them guidelines) months to return to return to work to do so productively normal office capacity Others will continue · Within Advisory Services, Continued guidance to all MDs must obtain working from home work from home if approval from Werner possible · Access to the office Dietl and the Americas must be pre-Chief Operating Officer · Return to the office not approved by MD mandatory for Green/ to reopen a specific and OOM leader Gold team members Advisory office @ 2020 CBRE REOPENING CBRE'S WORKPLACES | PLAYBOOK 2





#### FAQS - OFFICE PROCESSES & PROTOCOLS HIGHLIGHTS

#### SOCIAL DISTANCING PRACTICES:

- Six-foot social distancing throughout the office is required
- Limited capacity in common areas and meeting rooms
- meetings, including internal meetings, by Zoom at the desk
- Employees will be asked to eat at their desks. Shared appliances such as the microwave, fridge will be unavailable. Coffee
  machine will be available

#### AM I REQUIRED TO WEAR A MASK IN THE OFFICE?

- If a local or provincial government mandates the usage of masks in offices, you will be required to comply
- Masks are encouraged when commuting to and from work, when leaving the office to pick up food or run errands and
  when moving throughout the building
- · Importantly, any employee who wants to wear a mask, even if not mandated, is welcome to do so

#### **CLEANING PROTOCOLS?**

- Enhanced cleaning protocols will be put into place, such as providing disinfecting wipes and increased cleaning of common areas
- Recently used desks will be marked as unavailable so employees can avoid those spaces

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REOPENING CBRE'S WORKPLACES | PLAYBOOK

CBRE

### FACILITY OPERATORS

### WHAT YOU CAN DO NOW

Occupancy Management decrease density	Furniture, Equipment, & Accessories reconfigure and re-provision	<b>Office Services</b> recalibrate support levels	Food & Beverage Services revise options and facilities	Janitorial Services frequent and visible protocols
<ul> <li>Reconfigure for lower density and increase physical distance by decommissioning spaces</li> <li>Declutter the office to facilitate easier, more thorough cleaning of individual desks, meeting rooms and shared areas</li> <li>Adapt meeting room reservations (and desks in shared environments) for one use or occupancy limits to allow for re-cleaning in between use</li> </ul>	<ul> <li>Reconfigure to increase linear distance between open desks; re-orient desks to maximize directional separation</li> <li>Install practical (not decorative) barriers between work settings to facilitate minimum safe separation</li> <li>Apply antimicrobial surface shields and self-cleaning adhesive surfaces (e.g. NanoSeptic) on high touch surfaces</li> </ul>	<ul> <li>Calculate requirements for needed sanitation products and begin procurement process now (e.g. room sanitation kits)</li> <li>Ensure mail and deliveries are left untouched for at least 24 hours</li> <li>Ensure proper Personal Protective Equipment (PPE) is available to staff working in any services capacity in the office</li> </ul>	<ul> <li>Convert cafeterias to grab and go only and/or provide delivery of food and beverages</li> <li>Remove self-service food and beverage equipment to prevent the spread of germs</li> <li>Adapt food service options as needed based on expanded and changing work routines</li> </ul>	<ul> <li>Increase cleaning of all surfaces in high-touch areas (doorknobs, handles, stair rails beverage dispensers, etc.)</li> <li>Plan "gap time" between all room bookings to allow for cleaning between uses</li> <li>Promote transparency in enhanced cleaning methods, protocols and products</li> </ul>
Occupancy Standards for Lower Density Meeting Room Protocols	Furniture Audit Cost Effective Modification Recommendations	Roles, Responsibilities, & Workflows for Office Services	Food & Beverage Strategy	Supply Chain Readiness Cleaning Protocols & Communications

## **BUILDING MANAGERS**

### WHAT YOU CAN DO NOW

frastructure Maintenance fe services	Security, Screening & Compliance occupant certification	Building Ingress & Egress safe and efficient protocols	HVAC Systems increase ventilation	
Evaluate all core building assets, systems, and solutions for critical work resets at lower loads Ensure essential staff has appropriate direction and PPE Develop separate plans for work in 'occupied' and 'unoccupied' areas of the building	<ul> <li>Provision for high volume funneling and screening of employees and visitors</li> <li>Ensure cross-tenant alignment &amp; attention to EEOP/HIPAA medical protocols for temperature screens</li> <li>Promote self screening and stay at home procedures</li> </ul>	<ul> <li>Map safe routes into and out of the office through the elevator, and into the tenant suite</li> <li>Expand workday and work week routines to facilitate staggered and changing access</li> <li>Develop contingency plans for heightened risk in the building or access to the building (public transportation)</li> <li>Consider building enhancements to touch-free access (e.g. doors, turnstiles, sinks, etc.)</li> </ul>	<ul> <li>Evaluate HVAC system to maximize the safe exchange of outdoor air</li> <li>Explore supplemental solutions such as ionization and UV for enhanced purification</li> <li>Upgrade document, and communicate to employees improvements in air circulation and filtration</li> </ul>	
'Safe Working' Campaign	Tenant Screening Process	Building Protocols for Ingress/Egress Systems Audit for Touch-free Upgrades	MEP Engineering & Indoor Air Quality (IAQ) Audit	



## RETAIL

### WHAT YOU CAN DO NOW



Plan

Asses COVID-19-related impacts to in-store operations and physical layout.

- Analyze Floor Plan: Distancing "hot spots", fixture placement, operational changes
- Shape Customer Journey: Modify customer traffic and queuing patterns
- Analyze Operations: Back-ofhouse, receiving, cleaning
- Support Path to Opening Strategy: Leadership, training, messaging

Prepare

Implement operational changes and physical adjustments that align to Client's reopen strategy:

- Deep Cleaning
- Hygiene: Training and certification for employees
  Commission HVAC: Increase
  - air changes, redirect airflow, filter, disinfection
- Installations: Plexiglass shields, wayfinding, hand sanitizer, notouch hardware, signage



### Reconfigure

Design and build long-term physical adaptations to store.

- Site: wayfinding, lot reconfigure/restripe, BOPIS
- Exterior: Secondary entrance pickup zone
- Sales Area: Fixture layout change/replace, POS relocations
- **Back-of-House:** Restroom upgrades, breakroom enhancements
- Stock Room: reconfigure for storage, returns, BOPIS



#### Return to Work Plan

Trained and prepared Staff

Space readiness for Customers Established customer service model

### RESTAURANTS

### WHAT YOU CAN DO NOW

Alternative Revenue Sources

#### Now is the time to:

- Prepare a Plan for Relaunch
- Implement changes to poise for Business Recovery
- Protect your cash flow and seek additional capital
- Modify how you engage with guests and patrons

Capital Management	Operational Adjustments	Messaging + Communication	Triage Business Strategies
Use a "fast follow" approach Plan for second wave	<ul> <li>Establish Social Distancing Guidelines</li> <li>Develop Pickup and Delivery procedures</li> <li>Service in the Era of Social Distancing</li> <li>Reopening Menu approach</li> <li>Safety and Sanitation</li> <li>Front of House Sanitation</li> </ul>	<ul> <li>Onsite Premise Strategies</li> <li>Signage and Visual Communications</li> <li>Digital and Social Media</li> </ul>	<ul> <li>Business Diversification</li> <li>Delivery options</li> <li>Virtual Restaurants</li> <li>Ghost Kitchens</li> <li>Curbside Pickup</li> <li>Restaurant Provisions</li> <li>Private dining</li> <li>Expanded catering</li> <li>Grocery Store partnerships</li> </ul>



**Reopening Plan** 

Customer Engagement

Trained and prepared Staff

Customer Confidence through Social Channels

13406.7



# https://www.cbre.com/covid-19











# THANK YOU.