Preparing Your Office and Employees for Returning to the Workplace

Presenters:

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RECOVERY READINESS
RETURN TO THE OFFICE

Antonia Cardone, Managing Director,
Workplace Strategy & Change Management
Cushman & Wakefield

COVID-19 Workplace Response Dashboard

EXPERIENCE SQUARE FOOT™

2.7M data points

7 Key Factors
1. Inspire through culture
2. Leverage tech to collaborate

'Renew'
Lagging 10-15% behind

56% average **office use** pre COVID19

SOURCE: CUSHMAN & WAKEFIELD

EPISODE 1
REBALANCING THE **WORK-LIFE EXPERIENCE** PODCAST SERIES
EPISODE #1
What we know, what is critical and what's next?

LISTEN TO EPISODE 1

RECOVERY READINESS
How to Guide
A Living Document

REBALANCING WORK & LIFE — CUSHMAN & WAKEFIELD

**1M people
800M sq.ft.
10k companies**

Back to work in China post C19

New tools:

XSF@home
Remote working calculator

WELL LIVING LAB

6 FEET OFFICE

Prototype Experiment

"It's not just an office. It's an ecosystem"

By CUSHMAN & WAKEFIELD

eBook

RECOVERY READINESS
A HOW-TO GUIDE FOR REOPENING YOUR WORKPLACE

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The Context
WHERE ARE YOU?

Municipal control — Public Space — Street/Commute

Landlord control — Privileged Space — Building

Corporate control — Private Space — Tenancy

Cultural control — Protocols — Interpersonal agreements

Independent — Peers — Colleagues

Individual control — Personal — Desk

C&W: Six Feet Office April 13

C&W: The Safe Six April 21

CDC May 14
Guidance on Communities, Schools & Workplaces

OSHA May 14
Guidance on Preparing Workplaces for COVID-19

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Recovery Readiness
ACT NOW

RESPOND

- Understand critical terms, conditions and dates in leases
- Address rent relief and lease modifications
- Understand employee needs with *XSF@Home* surveys
- Deploy cost containment efforts
- Determine excess or distressed assets to be addressed

REOPEN

- Actively assess portfolio, leases, employees' needs, and space demand & supply to make plans
- Space plan for social distancing using *6 Feet Office* principles
- Modify workspaces where needed
- Implement enhanced cleaning and maintenance protocols
- Source and procure critical supplies, signage and specialty services
- Deliver change management and ongoing employee engagement

REIMAGINE

The **new role of the workplace**, employee experience & wellness, strategic planning and landlord investment in a new environment through:

- Health & safety
- Future work pattern development
- Workplace strategy
- Portfolio & location strategy
- Technology enablement
- Environmental influences

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Short Term: The Safe Six
WORKPLACE READINESS ESSENTIALS

1. PREPARE THE BUILDING

2. PREPARE THE WORKFORCE

3. CONTROL ACCESS

4. CREATE A SOCIAL DISTANCING PLAN

5. ⬇ TOUCH POINTS & ⬆ CLEANING

6. COMMUNICATE FOR CONFIDENCE

Six Feet Office Principles

6 Feet Quick Scan: Analyze current work environment

6 Feet Rules: Set simple and clear protocols that put safety first

6 Feet Routing: Visually display the circulation route

6 Feet Workstation: Address distances, surfaces and panels

6 Feet Experience: Change management, training & guidance to operate effectively
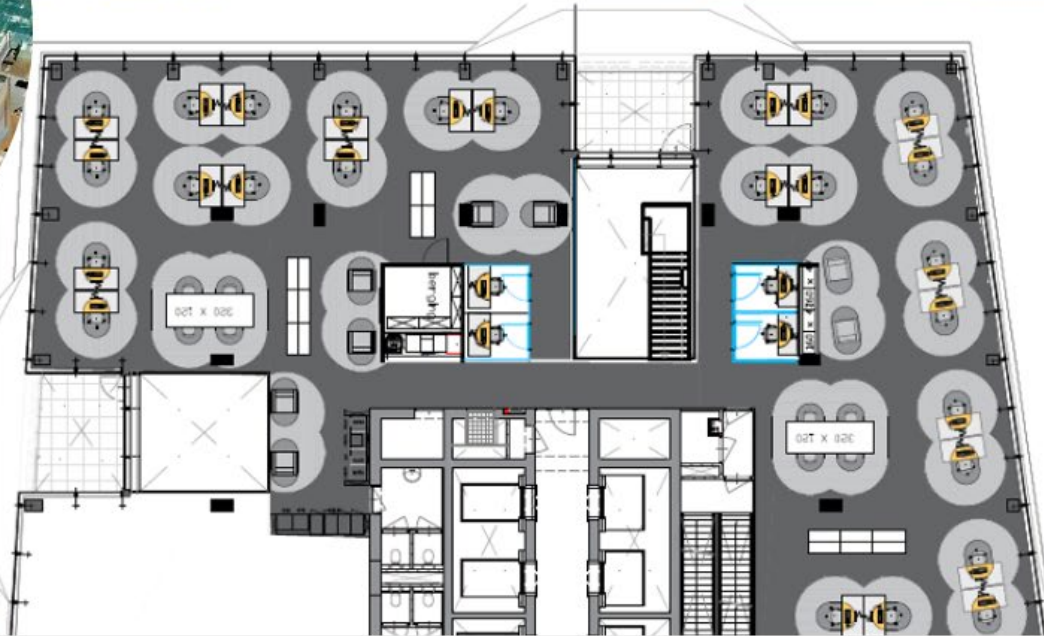
Workplace Assessment
SOCIAL DISATNCING, OCCUPANT CAPACITY, CIRCULATION, TOUCHPOINTS

PANTRY

5 **Distancing:** remove stools; consider single use occupancy.
Touchpoints: use gloves to access shared equipment; support with a day porter; pre-packaged food; single use supplies

OPEN SEATING

4 **Distancing:** significant furniture reduction: 6 seats can be used simultaneously while respecting distancing.
Touchpoints: disinfectant wipes available for cleaning of surfaces.

COMMUNITY SPACE

3 **Distancing:** significant seat reduction: seats used as workplaces.
Circulation: clockwise internal flow; respect others' space.
Touchpoints: disinfectant wipes available for cleaning of surfaces.

ENTRY | EGRESS

1 **Distancing**: elevator lobby – coordinate entrance /egress to respect social distancing. Consider up and down elevators only; consider pinch points. *Note: freight elevator could be used but creates a pinch point for bathroom access.*
Occupant volume: avoid high occupancy and reduce traffic by staggering arrival and
2 departures.
Touchpoints: new gloves to be worn in elevators
Hygiene: employees to wear masks upon entering and while circulating on the floor. Pick up/disposal of PPE to be available upon entering the space.

CONFERENCE ROOMS

6 **Distancing:** capacity reduction: 12 to 5 people.
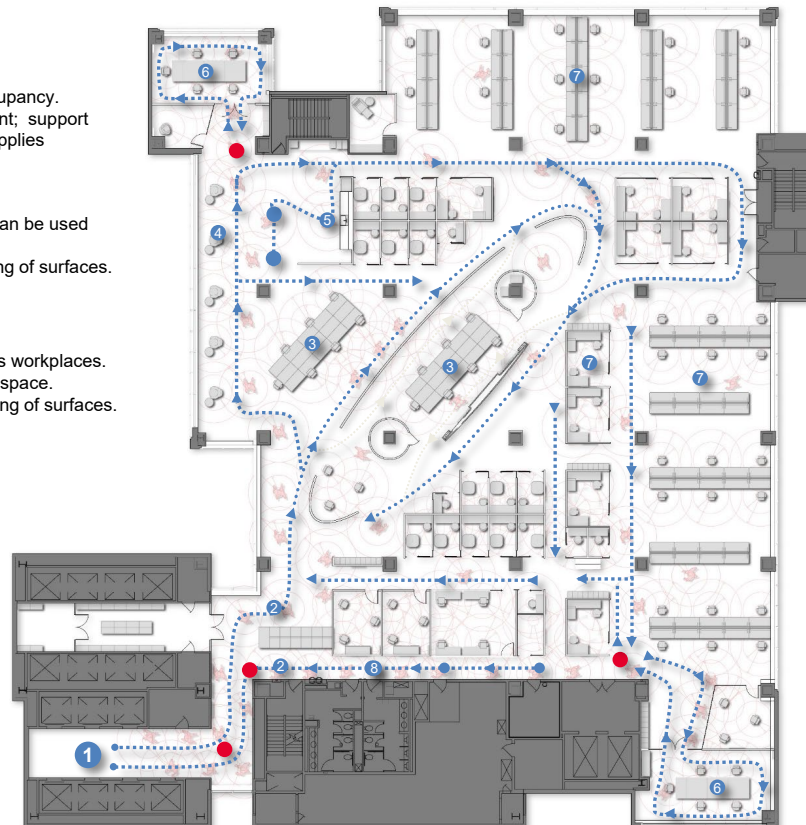**Circulation:** clockwise flow into the conference room; occupants take the furthest seat first; consider queuing protocol prior to entering the room.
Touchpoints: prop doors open (or remove). Shared tech and writing materials only to be used with gloves.

INDIVIDUAL SEATS

7 **Distancing:** workstation occupancy reduced for distancing and secondary circulation capacity; clear vertical dividers to be installed between workstations; remove guest seating. Convert large offices to accommodate two desks yet maintain required distance. Doors to be propped open or removed.

BATHROOMS

8 **Occupant Volume:** each bathroom to be considered single occupant and possibly unisex.
*pinch point for occupants exiting the space.
Hygiene: trash bins placed next to doors. Wear masks.

PINCH POINTS

Indicates friction points with higher traffic volume and proximity to adjacent traffic flow which will need to be considered and resolved.

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Reactivating Your Headquarters

Mandy Frohlich

Chief Operating Officer and Executive Vice President,
Strategic Affairs

American Physical Therapy Association

Embarking on the Task: Comfort in Acknowledging the Obvious

- Not all Things are Certain

- We are all Learning as we Go

- This Work Tests all Previous Assumptions

- You will Uncover New Pressure Points

Where Did We Begin

Starting is Half the Battle

- Identify Key Resources (both communication style and content needs)

- Cushman, OSHA, Property Management Resources

- Determine a Core Team for Planning and Execution

- Listen to Your Staff and Understand their Needs and Preferences (staff surveys, virtual suggestion box etc)

- Talk to Colleagues in other Organizations

- Let Your Objectives Lead Your Plan

Where are We Now: 5 Steps for Reactivation

Objectives

- To continue to support operations and processes that follow health guidance to provide for safety of APTA's staff

- To continue to be a responsible community partner in addressing COVID-19

- To create clear guidance and protocols that are easily accessible to all staff

- To further promote environments in which APTA staff can best provide value to members and potential members in the APTA community

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5 Steps for Reactivation

- Step 1: Prepare North Fairfax for Reactivation

- Step 2: Prepare our Staff Team for Return to North Fairfax

- Step 3: Headquarters Operations

- Step 4: Partnering with our Staff Colleagues

- Step 5: Readiness for Change & Keeping
  Communications Channels Open
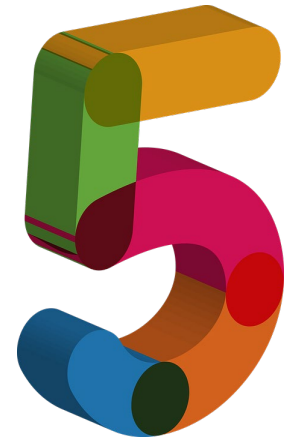
Step 1: Prepare North Fairfax for Reactivation

- Double Check and Ensure Cleaning Protocols

- Update Signage (hand washing, kitchen use, spatial distancing etc)

- Determine Maximum Occupancy per Floor (account for social distancing for offices and workstations)

- Determine Delivery Protocols

- Determine Visitor Protocols - members and other guests

- Procure Supplies - Hand sanitizers, wipes, soap, paper towel, door jams

- Review furniture layout and remove unneeded touch points

- Prepare Phases for Staff Return

Step 2: Prepare our Staff Team for Return to North Fairfax

- Communicate Phases for Staff Return

- Centralized Location for Staff Resources (plans, handouts, training)

- Produce pre-return webinar for staff

- Provide hand outs such as daily staff health checklist

- Resources on Managing the "new" new normal

- Schedule pre-return supervisor touch point or training

- Support staff commuting needs (example: parking)

- Articulate commitment to understanding staff needs

Step 3: Headquarters Operations

- Virtual meetings recommended

- No gatherings over 5 people

- Small meeting rooms closed & chairs removed from large meeting rooms to ensure spatial distancing

- Reiterate Delivery Protocols

- Face masks required outside of personal offices

- Reduce touch points throughout building

- Avoid more than one person in kitchen at once and communal products removed

- Doors remain open (interior passageway doors, stairwells etc)

- Open trash cans for disposal

- Prohibit use of phones or workstations other than your own

- Hand sanitizers and wipes to be made available

- HR to maintain staff role as point of contact for staff that may be ill

- Room identified for staff to isolate if needed

Step 4: Partnering with our Staff Colleagues

- Provide ongoing staff resources to support staff
- Staff surveys
- Staff Daily Health Survey (self assessment)

Staff Daily Health Survey	
Are you currently experiencing, or have you experienced within the past 7 days any of the following symptoms?	
Fever	
Chill with shaking or teeth chattering	
Sore throat	
Frequent Cough	
Shortness of breath at rest	
Pain or tightness in your chest	
Flu like symptoms	
Muscle pain not related to exercise	
Loss of ability to taste or smell	
Are you well, but a member of your household is sick at home with bronchitis or flu like symptoms?	
Are you or a member of your household awaiting COVID-19 test results?	
Have you or a member of your household been asked to self-isolate?	

Step 5:   Readiness for Change & Keeping Communications Channels Open

- Commitment to ongoing updates and transparency

- Prepare staff to be ready to adapt if changes need to be made

- Keeping staff up to date on new training or changes

- Maintain connection between supervisors and staff

- If you are phasing staff in, acknowledge that subsequent phases could look different

- Create preparation checklist for return to remote work should that be necessary

Final Thoughts

- Determine Your Decision Tree (HR, Legal, Facilities, Leadership)

- Expect the Unexpected but Know that You Can't Predict Everything

- Think Beyond Reactivation: What will the next new normal be?

- Consider How to Communicate Plans to Board or Members as Appropriate

- Be Ready to Adapt

Contact Us for More Information:

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Thank you for participating!

If you have any suggestions for additional COVID – 19 webcast topics, please email them to Karen Bernstein, ASAE senior learning manager at: kbernstein@asaecenter.org