Today’s Panelists

Christie C. Minch, LEED AP
Managing Principal
Workplace Strategies
cresa

Lew Brode, EVP
P.E., LEED AP
GPI

Elizabeth Long
AIA, NCARB, LEED AP
OTJ Architects

Holly Martin
IIDA, NCIDQ, LEED AP
OTJ Architects

Jordan McLean
Project Executive, LEED AP
HITT

Shannon McLendon
Director of Office Services
The Motley Fool

Richard M. Rhodes
Managing Principal
cresa
Today's Discussion Topics

• Readiness: Strategies for effectively re-entering the workplace

• Space Usage: Through a short-term and long-term lens

• Cultural Effects: Navigating anxieties

• Protocol: New office guidelines, policies, and procedures
# Readiness: Strategies for Effectively Re-entering the Workplace

## Who Should Be Engaged

<table>
<thead>
<tr>
<th>In-House Departments</th>
<th>Real Estate</th>
<th>Executive Leadership</th>
<th>Information Technology</th>
<th>Environmental Health and Safety</th>
<th>Finance / Procurement</th>
<th>Business Units</th>
<th>Human Resources</th>
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<tbody>
<tr>
<td>Janitorial</td>
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<td>Pre-return space inspection</td>
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<td>HVAC / Mechanical system maintenance (i.e. filter changes)</td>
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<td>Procurement</td>
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<thead>
<tr>
<th>Integrated Partners</th>
<th>Real Estate Workplace Partner</th>
<th>Janitorial Vendor</th>
<th>Landlord</th>
</tr>
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<tbody>
<tr>
<td>Janitorial</td>
<td>☑</td>
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<td>Security protocols</td>
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<td>Procurement</td>
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## Things to Consider

### Operations
- **Janitorial**
  - Security protocols
  - Commute impact (i.e. commuter benefits, parking capacity, public transit safety)
  - Vendor management
  - Visitor protocols
  - Pre-return space inspection
  - HVAC / Mechanical system maintenance (i.e. filter changes)
  - Food service
  - Procurement

### Workforce Reentry
- **Identify key business functions**
- **Identify key roles, activities and skill sets**
- **Identify redundancies and dependencies between various functions. Does cross-training need to occur?**
- **Survey and data gathering**
- **Virtual training on new office guidelines and protocol**
- **Phased reentry plan**

### Human Resources
- **Work from home policy change?**
- **Sick policy/reporting illness**
- **Health screening**
- **Travel protocols**
- **Commuting benefits**

### Workplace Strategy
- **New social distancing standards**
- **Agility/desk sharing vs. traditional assigned?**
- **Common area management**

### Change Management and Communications
- **Digital**
- **Written**
- **Environmental (i.e. physical signage)**
- **Customer**
- **Vendor**

### Future Proofing
- **Crisis management team**
- **Business continuity planning**
Readiness: Strategies for effectively re-entering the workplace

Increased Circulation

- Additional runtime of HVAC system (increased circulation)
- Increase Ventilation/Disable Demand Control Ventilation
What's Next: a Discussion on Re-entering the Workplace

Readiness:
Strategies for effectively re-entering the workplace

Filter Replacement

- Covid-19 particle size is 0.125 microns
- Proper filter selection will have an impact on energy usage, first cost and longevity

![Graph showing particle size and fractional efficiency](image)

<table>
<thead>
<tr>
<th>MERV Rating</th>
<th>Sublet Vacancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>10%</td>
</tr>
<tr>
<td>13A</td>
<td>30%</td>
</tr>
<tr>
<td>14A</td>
<td>65%</td>
</tr>
</tbody>
</table>
Readiness: Strategies for effectively re-entering the workplace

UV Lighting

UV Lighting in Air Handling Unit

“Upper Room” UV System

UV Lighting in Ductwork
Readiness:
Strategies for effectively re-entering the workplace

- Sink faucets upgraded to touchless technology
- Light switches that are not currently sensor activated will be upgraded
- Installing wave-to-open door systems where practical
- Provide touchless (forehead) thermometers for staff to voluntarily take their own temperature
- Alexa for business voice activated systems
Space Usage:
Through a short-term and long-term lens

Sample Preparedness Plan
Space Usage: Through a short-term and long-term lens

Restaurant “X”

Figure: Sketch showing arrangement of restaurant tables and air conditioning airflow at site of outbreak of 2019 novel coronavirus disease, Guangzhou, China, 2020. Red circles indicate seating of future case-patients; yellow-filled red circle indicates index case-patient.
## Workplace Preparedness - Pricing Matrix

<table>
<thead>
<tr>
<th>SANITIZE AND DISINFECT</th>
<th>MANUFACTURERS</th>
<th>LEAD TIME</th>
<th>ROM COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor-standing, sensor-activated hand sanitizer dispensers</td>
<td>Multiple manufacturers</td>
<td>Varies</td>
<td>$250–400</td>
</tr>
<tr>
<td>Wall-mounted, sensor-activated hand sanitizer dispensers</td>
<td>Multiple manufacturers</td>
<td>Varies</td>
<td>$100–125</td>
</tr>
<tr>
<td>Wall-mounted sanitizer wipes dispensers</td>
<td>Multiple manufacturers</td>
<td>Varies</td>
<td>$40–100</td>
</tr>
<tr>
<td>Floor-mounted sanitizer wipes dispensers</td>
<td>Multiple manufacturers</td>
<td>Varies</td>
<td>$275–400</td>
</tr>
<tr>
<td>Wall-mounted latex glove dispensers</td>
<td>Multiple manufacturers</td>
<td>Varies</td>
<td>$30–150</td>
</tr>
<tr>
<td>Hygienic cleaning on all spaces and surfaces</td>
<td>Multiple subcontractors</td>
<td>Available immediately</td>
<td>$150–250 per square foot</td>
</tr>
<tr>
<td>Antimicrobial coating on surfaces, fixtures, and equipment</td>
<td>Everest Microbial Defense</td>
<td>2 weeks</td>
<td>Varies</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RESTROOMS / PANTRIES</th>
<th>MANUFACTURERS</th>
<th>LEAD TIME</th>
<th>ROM COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic toilet flush valves</td>
<td>Multiple manufacturers</td>
<td>In stock</td>
<td>$400–500</td>
</tr>
<tr>
<td>Sensor-activated faucets</td>
<td>Multiple manufacturers</td>
<td>In stock</td>
<td>$325–850</td>
</tr>
<tr>
<td>Sensor-activated paper towel dispensers</td>
<td>Multiple manufacturers</td>
<td>In stock</td>
<td>$150–400</td>
</tr>
<tr>
<td>Sensor-activated soap dispenser</td>
<td>Multiple manufacturers</td>
<td>In stock</td>
<td>$125–600</td>
</tr>
<tr>
<td>Modified garbage and recycling systems cabinetry</td>
<td>Multiple subcontractors</td>
<td>1–2 weeks</td>
<td>$250–800</td>
</tr>
<tr>
<td>Sensor-activated garbage and recycling systems</td>
<td>simplehuman</td>
<td>In stock</td>
<td>$75–275</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DOORS AND OPENINGS</th>
<th>MANUFACTURERS</th>
<th>LEAD TIME</th>
<th>ROM COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>New automatic door operators with wave sensors</td>
<td>Multiple manufacturers</td>
<td>2–6 weeks</td>
<td>$5,500–10,000</td>
</tr>
<tr>
<td>Retrofit automatic doors with wave sensors</td>
<td>Multiple manufacturers</td>
<td>1–2 weeks</td>
<td>$1,200–1,300</td>
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<tr>
<td>Door foot pulls</td>
<td>Multiple manufacturers</td>
<td>In stock</td>
<td>$35–50</td>
</tr>
<tr>
<td>Antimicrobial door push plates</td>
<td>Multiple manufacturers</td>
<td>In stock</td>
<td>$50–60</td>
</tr>
<tr>
<td>Door hardware with antimicrobial coating</td>
<td>Architectural specified material</td>
<td>Varies</td>
<td>Varies</td>
</tr>
<tr>
<td>Hands-free door lever opener—Forearm Shield</td>
<td>FSB</td>
<td>In stock</td>
<td>$35</td>
</tr>
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<table>
<thead>
<tr>
<th>ELECTRICAL</th>
<th>MANUFACTURERS</th>
<th>LEAD TIME</th>
<th>ROM COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>UVC light sanitizer</td>
<td>PMC lighting</td>
<td>3–4 weeks</td>
<td>Varies</td>
</tr>
<tr>
<td>Motion-activated switches / lighting</td>
<td>Multiple suppliers</td>
<td>In stock</td>
<td>$300–325</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HVAC OPTIONS</th>
<th>LEAD TIME</th>
<th>ROM COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filtration systems</td>
<td>Engineered</td>
<td>Varies</td>
</tr>
<tr>
<td>Filter replacements at VAV</td>
<td>Multiple manufacturers</td>
<td>In stock</td>
</tr>
<tr>
<td>Filter replacements at AHU</td>
<td>Multiple manufacturers</td>
<td>In stock</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FURNITURE / SIGNAGE</th>
<th>MANUFACTURERS</th>
<th>LEAD TIME</th>
<th>ROM COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Space protocol and path of travel, signage, social distancing etiquette and reminders</td>
<td>Multiple vendors / subcontractors</td>
<td>1–2 weeks</td>
<td>Varies</td>
</tr>
<tr>
<td>Furniture dividers</td>
<td>Multiple vendors</td>
<td>Varies</td>
<td>Varies</td>
</tr>
<tr>
<td>Reception desk screening</td>
<td>Multiple vendors</td>
<td>Custom</td>
<td>$1,000–2,500</td>
</tr>
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<table>
<thead>
<tr>
<th>GENERAL</th>
<th>MANUFACTURERS</th>
<th>LEAD TIME</th>
<th>ROM COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office space repaint</td>
<td>Varies</td>
<td>Available immediately</td>
<td>$0.75–2 per square foot</td>
</tr>
<tr>
<td>Office carpet replacement</td>
<td>Varies</td>
<td>2–6 weeks</td>
<td>$28–50 per square yard</td>
</tr>
</tbody>
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Space Usage: Through a short-term and long-term lens

Workplace Considerations:

- Hands-free sensor technology / Motion sensor touchless automatic fixtures
- Vacancy sensors vs Occupancy sensors for lighting
- Air Testing (IAQ Testing Firms)
- Review / Retro Commissioning to be sure the systems in their space are functioning properly
- UV systems in the space for afterhours surface cleaning
- Other technologies (Bipolar Ionization, Dry Hydrogen Peroxide)
Space Usage: Through a short-term and long-term lens

Prior to COVID-19...

- **10%** of staff **TELEWORKED REGULARLY**

...Today...

- **70%** would give up a dedicated seat to telework **2+ DAYS / WEEK**

Top Reason To Work From The Home?

- **82%**
  - no commute

Top Reason To Work From The Office?

- **90%**
  - collaboration
Cultural Effects: Navigating anxieties

Sample Surveys

Remote Work Feedback Survey
Current Policy

5. Does your company have a remote work policy in place?
- Yes
- No
- Unknown

6. Was remote work allowed in your organization?
- Yes
- No
- Unknown

7. If you answered yes, how often did you work remotely?
- Never
- 1-2 days
- 3-4 days
- Full-time

8. How are you currently communicating with your team members?
- Email
- Slack or other communication app
- Videoconferencing
- Phone
- Text
- Other (please specify)

9. How are you currently receiving and tracking new assignments?
- Email
- Phone call
- Text
- Project Management software
- Other (please specify)

10. How are you currently filing paperwork with HR?

11. Have you ever received any remote work training?
- Yes
- No
- Unknown

What's Next: a Discussion on Re-entering the Workplace

What do people miss the most about the workplace environment?

- Employees ranked collaboration in their top 3.
- Employees ranked social environment in their top 3.
- Employees ranked energy in their top 3.
- Employees ranked connectivity to your network in their top 3.
- Employees ranked resources in their top 3.
- Employees ranked limited distractions in their top 3.

What are companies doing to stay socially engaged?

- 67% ranked collaboration in their top 3.
- 57% ranked energy in their top 3.
- 36% ranked social environment in their top 3.

What virtual communication tools have companies been turning to?

- Zoom
- Slack
- G Suite
- Microsoft Teams
- Skype
- Workplace
- Family storytime

Has productivity been impacted?

- 65% of respondents reported changes in their productivity levels.
- 24% of respondents reporting being more productive when working from home.
- 35% of respondents reporting being less productive.

Are employees keeping to their typical working hours?

- 57% yes
- 43% no
- 35% still work 8-5
- 23% have flexible hours
- 21% get an early start with no commute
- 10% get a late start with no commute
- 7% are distracted by non-work tasks
- 5% are now primary caregivers

What are companies doing to stay socially engaged?

- 50% of companies are now having daily video calls.
- Additional creative WFH engagement strategies include:
  - Coffee meetings
  - Happy hours
  - Team competitions
  - Exercise sessions
  - Home tours
  - Family storytime

The Largest Work From Home (WFH) Experiment Ever

COVID-19 has had huge impacts on the way we all live and work in a very short time. How is everyone adjusting to this massive WFH experiment? We conducted a survey to find out how people are coping across the world. The information below provides an early glimpse into the benefits and drawbacks of WFH.

What does this mean for your organization and the future of remote work? Please feel free to reach out to your local Cresa advisor to discuss how to optimize the current WFH situation and discuss how remote working can be part of your Back-to-Work strategy.
Cultural Effects: Navigating anxieties

Change Management and Communication Plan

HOW WE’RE TAKING ACTION: SOCIAL DISTANCING PROTOCOL

CONFERENCE ROOMS:
Conference room densities will be reduced as follows:
» Number of seats at tables will be reduced by approximately HALF.
» The balance of available seats will be placed at an appropriate distance along the perimeter of the room.
Please allow a minimum of ten (10) minutes between meetings for proper sanitation protocols to be followed (as above).
Erica Woody will serve as the main POC for all conference room sanitation procedures.

LOUNGE, PANTRIES, & COMMON AREAS:
» Lunch and learn, brown bag lunches, and any meetings that exceed federal, state, or city guidelines for social gatherings will be held virtually until further notice.
» Individuals may elect to attend our weekly all-staff Monday meetings from their desks via GTM.
» When in the pantry, staff members are to remain a minimum of six feet away from each other.

WORKSTATIONS:
Note that our desks are already spaced approximately six feet apart (as measured from person to person/seat to seat) and will not require reconfiguration.

HOW WE’RE TAKING ACTION: FOOD & BEVERAGES

- All food items delivered by vendors for staff must be INDIVIDUALLY WRAPPED.
  We reserve the right to refuse delivery of improperly packaged items.

- While we will continue to hold our all-staff Monday meetings, food will no longer be provided, due to the change in meeting time.

- Going forward, Monday morning breakfast pastries will be replaced with pre-packaged snacks available in the pantry.

- Vendor-sponsored happy hours will be suspended until further notice.
Protocol:
New Office Guidelines, Policies, and Procedures

- Revised Work from Home Policies
- New protocol and guidelines around illness and sick leave
- New office guidelines (i.e. staggered shifts, work days/hours, etc.)
- Revised commuter benefits?
- New office protocols (i.e. sanitization guidelines and frequency, social distancing, meetings, visitors, seating plans, path of travel, etc.)
- Virtual training for employees
- Ongoing survey work and data gathering to inform further revisions to policies and procedures
- Remain flexible, transparent, and agile.
Helpful Links

Stay updated and informed on all COVID-19 news

**CDC**

**NIOSH**
https://www.cdc.gov/niosh/index.htm

**WHO**
https://www.who.int/emergencies/diseases/novel-coronavirus-2019

**OSHA**
https://www.osha.gov/SLTC/covid-19/

**FFCRA**
https://www.dol.gov/agencies/whd/pandemic/ffcra-questions
Questions & Answers

Thank You!

Christie C. Minch
cminch@cresa.com

Elizabeth Long
long@otj.com

Holly Martin
hmartin@otj.com

Lew Brode
lbrode@gpinet.com

Jordan McLean
jmclean@hitt-gc.com

Shannon McLendon
smclendon@fool.com

Richard M. Rhodes
rrhodes@cresa.com