

May 1, 2020

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

Prepared by:



**The Motley Fool.**



# Today's Panelists

## Session Leader



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



**Elizabeth Long**  
AIA, NCARB, LEED AP  
**OTJ**  
ARCHITECTS



**Holly Martin**  
IIDA, NCIDQ, LEED AP  
**OTJ**  
ARCHITECTS



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



**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									
		In-House Departments							Integrated Partners		
		Real Estate	Executive Leadership	Information Technology	Environmental Health and Safety	Finance / Procurement	Business Units	Human Resources	Real Estate/ Workplace Partner	Janitorial Vendor	Landlord
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	✓	✓	✓	✓	✓	✓	✓	✓		

Things to Consider

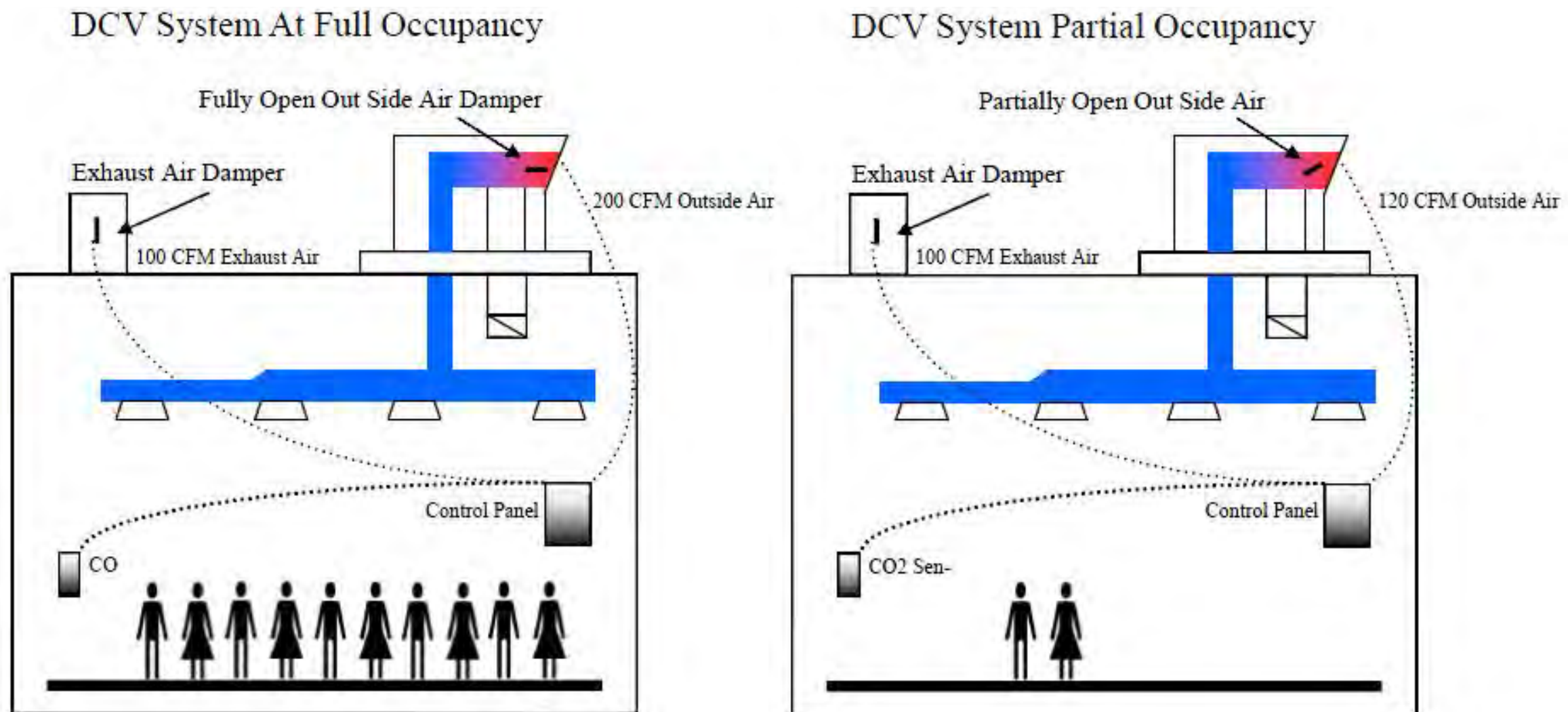
# Readiness:

## Strategies for effectively re-entering the workplace

### Increased Circulation



- Additional runtime of HVAC system (increased circulation)
- Increase Ventilation/Disable Demand Control Ventilation



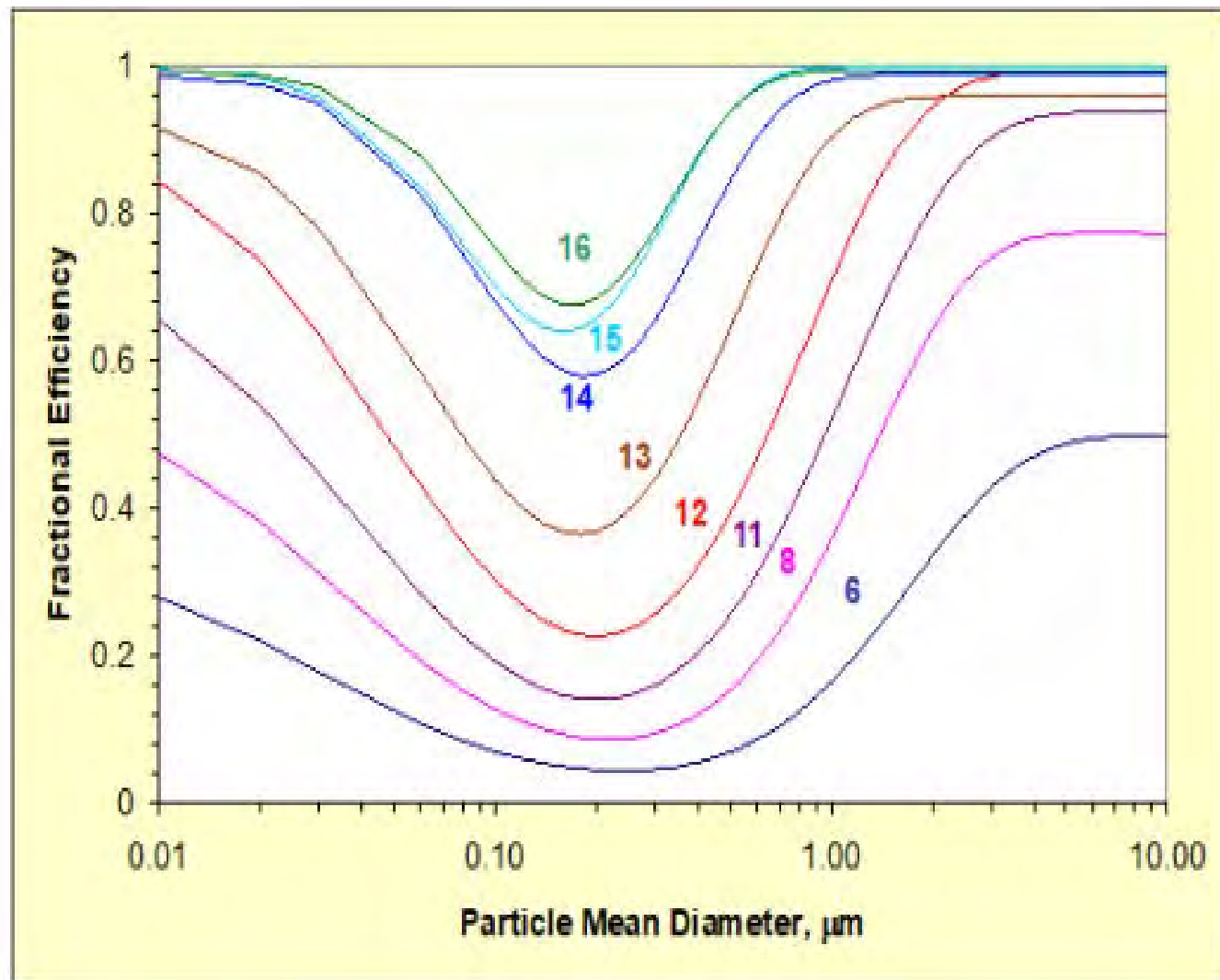
# Readiness:

## 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



MERV Rating	Sublet Vacancy
8	10%
13A	30%
14A	65%

# Readiness:

## Strategies for effectively re-entering the workplace

### UV Lighting



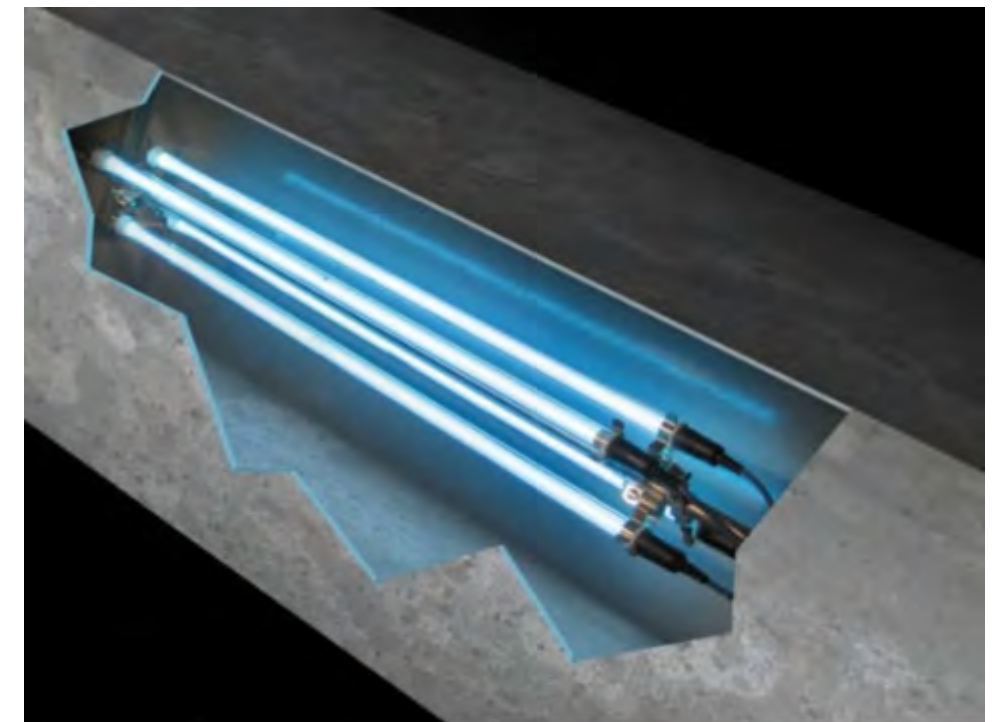
UV Lighting  
in Air Handling Unit



“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



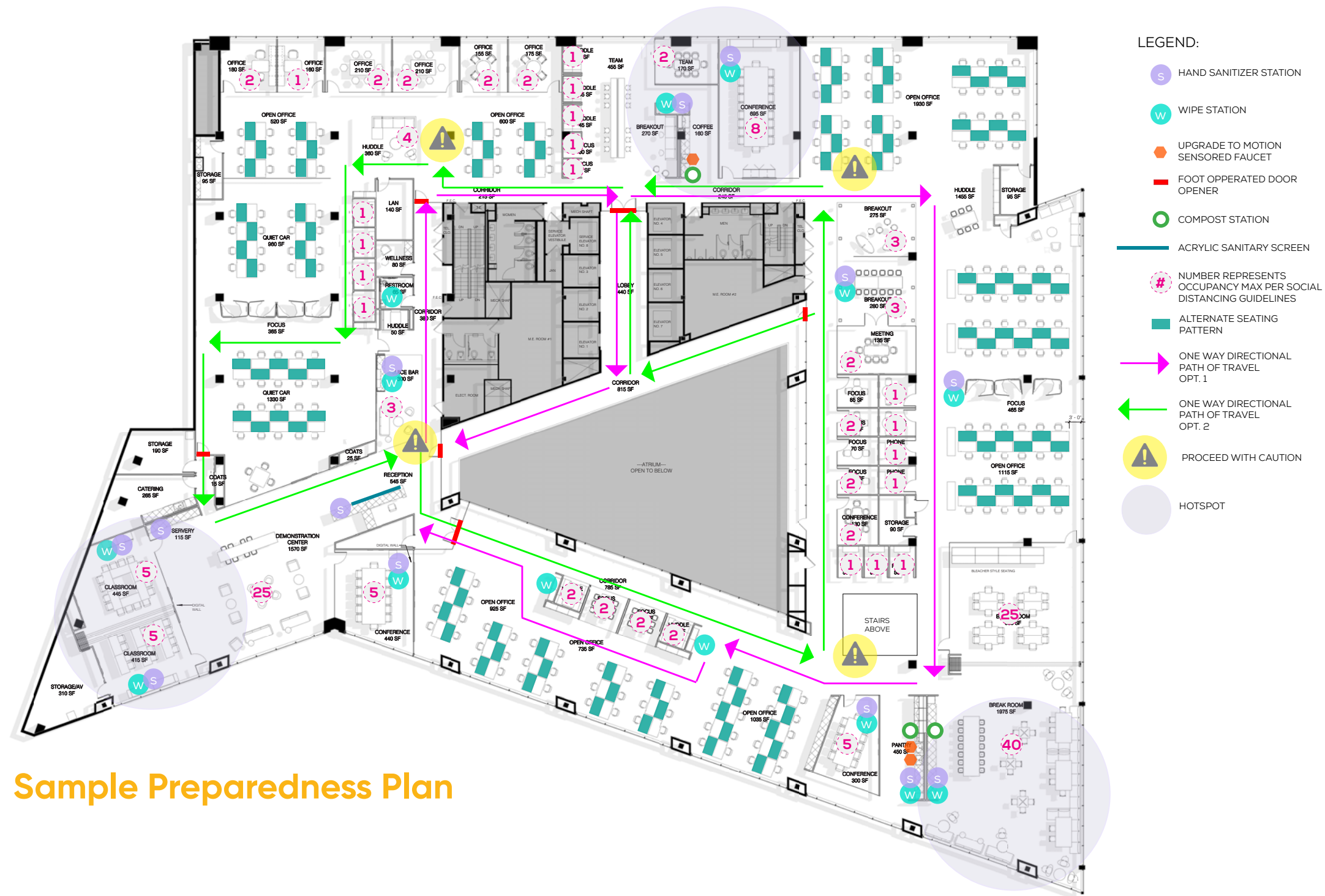
Provide touchless (forehead) thermometers for staff to voluntarily take their own temperature



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"

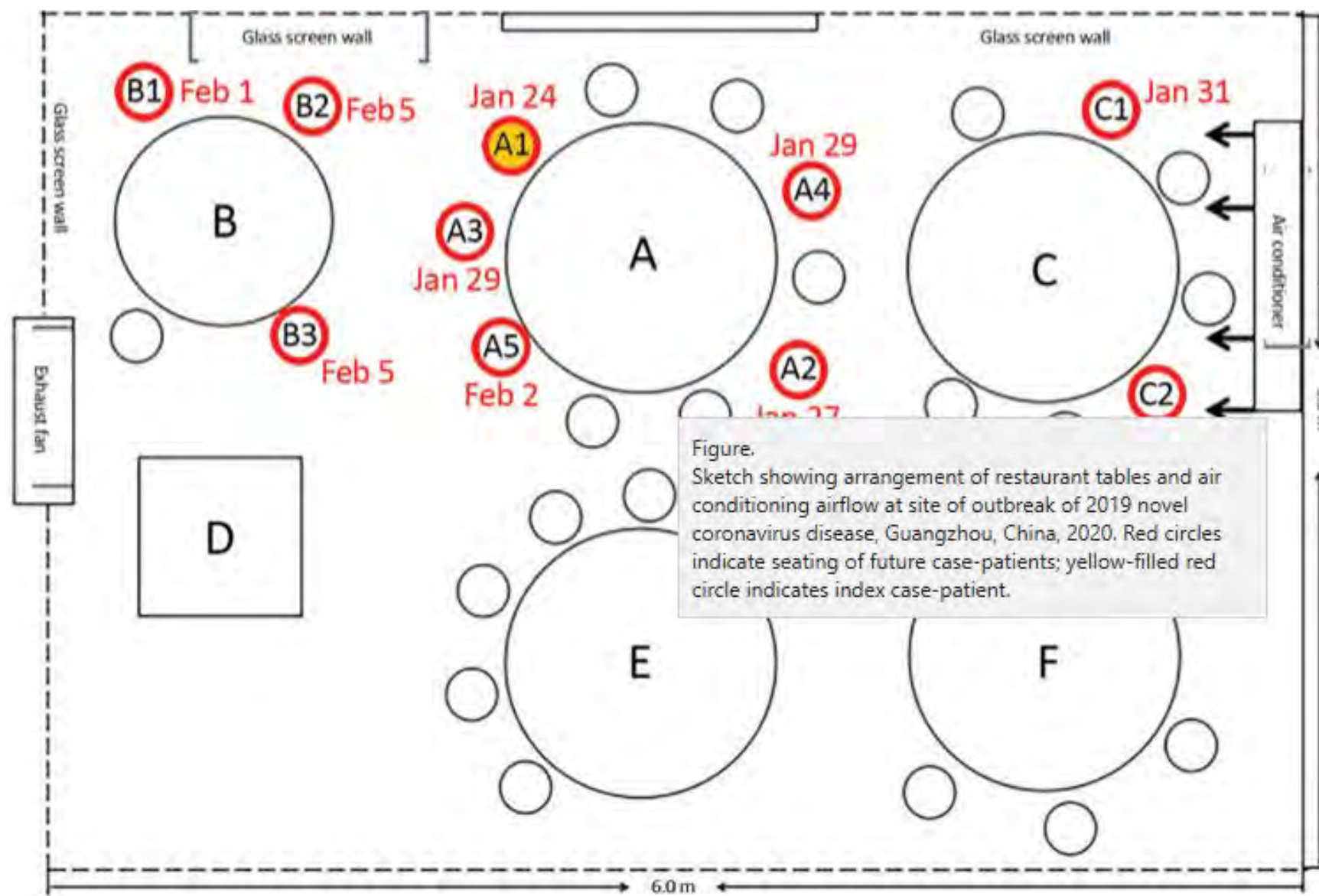
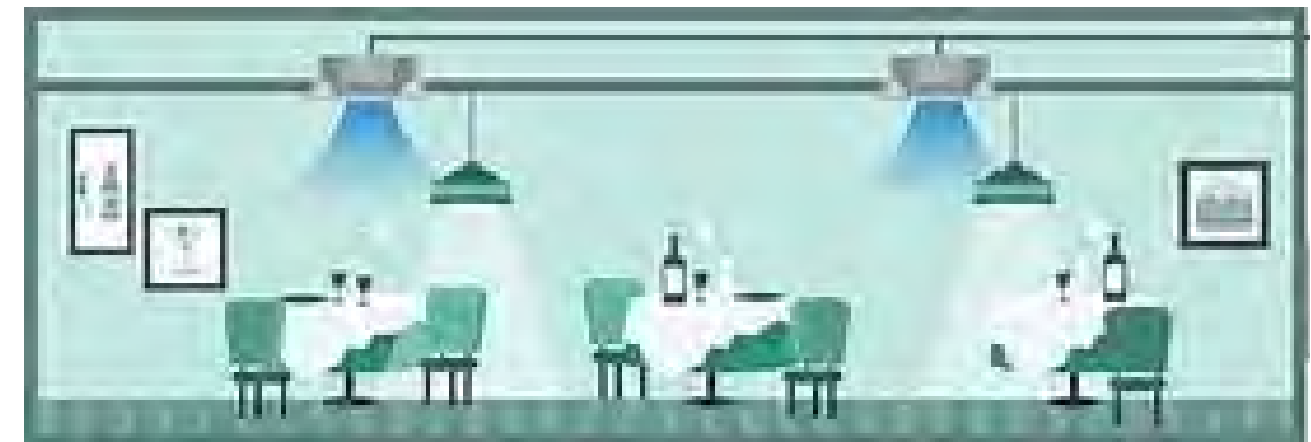


Figure. Sketch showing arrangement of restaurant tables and air conditioning airflow at site of outbreak of 2019 novel coronavirus disease, Guangzhou, China, 2020. Red circles indicate seating of future case-patients; yellow-filled red circle indicates index case-patient.



# Space Usage:

## Through a short-term and long-term lens

### Workplace Preparedness – Pricing Matrix

HITT

SANITIZE AND DISINFECT	MANUFACTURERS	LEAD TIME	ROM COST
Floor-standing, sensor-activated hand sanitizer dispensers	Multiple manufacturers	Varies	\$250–400
Wall-mounted, sensor-activated hand sanitizer dispensers	Multiple manufacturers	Varies	\$100–125
Wall-mounted sanitizer wipes dispensers	Multiple manufacturers	Varies	\$40–100
Floor-mounted sanitizer wipes dispensers	Multiple manufacturers	Varies	\$275–400
Wall-mounted latex glove dispensers	Multiple manufacturers	Varies	\$30–150
Hygienic cleaning on all spaces and surfaces	Multiple subcontractors	Available immediately	\$1.50–2.50 per square foot
Antimicrobial coating on surfaces, fixtures, and equipment	Everest Microbial Defense	2 weeks	Varies
RESTROOMS / PANTRIES	MANUFACTURERS	LEAD TIME	ROM COST
Automatic toilet flush valves	Multiple manufacturers Zum / American Standard	In stock	\$400–500
Sensor-activated faucets	Multiple manufacturers Zum / American Standard	In stock	\$325–850
Sensor-activated paper towel dispensers	Multiple manufacturers	In stock	\$150–400
Sensor-activated soap dispenser	Multiple manufacturers	In stock	\$125–600
Modified garbage and recycling systems cabinetry	Multiple subcontractors	1–2 weeks	\$250–800
Sensor-activated garbage and recycling systems	simplehuman	In stock	\$75–275

DOORS AND OPENINGS	MANUFACTURERS	LEAD TIME	ROM COST
New automatic door operators with wave sensors	Multiple manufacturers Dorma / Stanley / LCN / Detex	2–6 weeks	\$5,500–10,000
Retrofit automatic doors with wave sensors	Multiple manufacturers Norton / BEA	1–2 weeks	\$1,200–1300
Door foot pulls	Multiple manufacturers	In stock	\$35–50
Antimicrobial door push plates	Multiple manufacturers Rockwood / Trimco	In stock	\$50–60
Door hardwares with antimicrobial coating	Architectural specified material	Varies	Varies
Hands-free door lever opener—Forearm Shield	FSB	In stock	\$35
ELECTRICAL	MANUFACTURERS	LEAD TIME	ROM COST
UVC light sanitizer	PMC lighting	3–4 weeks	Varies
Motion-activated switches / lighting	Multiple suppliers	In stock	\$300–325
HVAC	OPTIONS	LEAD TIME	ROM COST
Filtration systems	Engineered	Varies	Varies
Filter replacements at VAV	Multiple manufacturers	In stock	\$30–45
Filter replacements at AHU	Multiple manufacturers	In stock	\$400–800
Modifications for outside air	Engineered	Varies	Varies
FURNITURE / SIGNAGE	MANUFACTURERS	LEAD TIME	ROM COST
Space protocol and path of travel, signage, social distancing etiquette and reminders	Multiple vendors / subcontractors	1–2 weeks	Varies
Furniture dividers	Multiple vendors	Varies	Varies
Reception desk screening	Multiple vendors	Custom	\$1,000–2,500
GENERAL	MANUFACTURERS	LEAD TIME	ROM COST
Office space repaint	Varies	Available immediately	\$0.75–2 per square foot
Office carpet replacement	Varies	2–6 weeks	\$28–50 per square yard

# Space Usage:

Through a short-term and long-term lens

## Workplace Considerations:

GPI

- 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 signed?

Yes  
 No  
 Unknown

6. Was remote work allowed in your organization?

Yes  
 No  
 Unknown

7. If you answered yes, how often did you work from home?

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?

\_\_\_\_\_

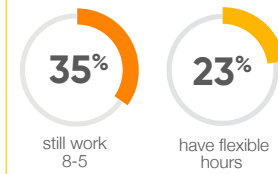
11. Have you ever received any remote work training?

Yes  
 No  
 Unknown

### Are employees keeping to their typical working hours?

**57%** yes

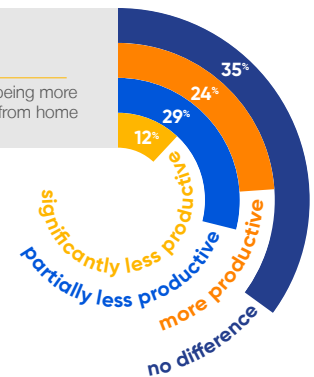
**43%** no



### Has productivity been impacted?

**65%** of respondents reported changes in their productivity levels

with **24%** of respondents reporting being more productive when working from home



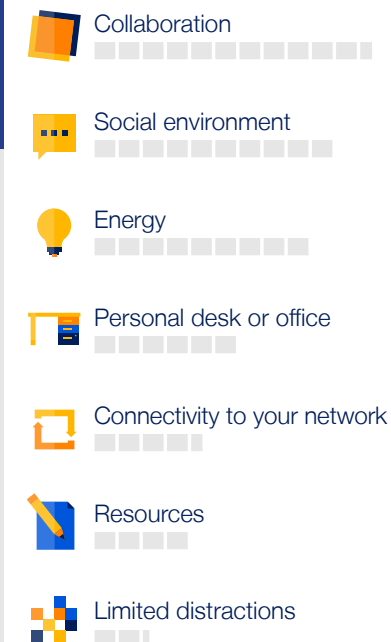
### What do people miss the most about the workplace environment?

Employees like feeling connected.

**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?



### 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

# 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 sanitization protocols to be followed (per above).

Erica Woody will serve as the main POC for all conference room sanitation procedures.



##### LOUNGE, PANTRIES, & COMMON AREAS:

- Lunch and learns, 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



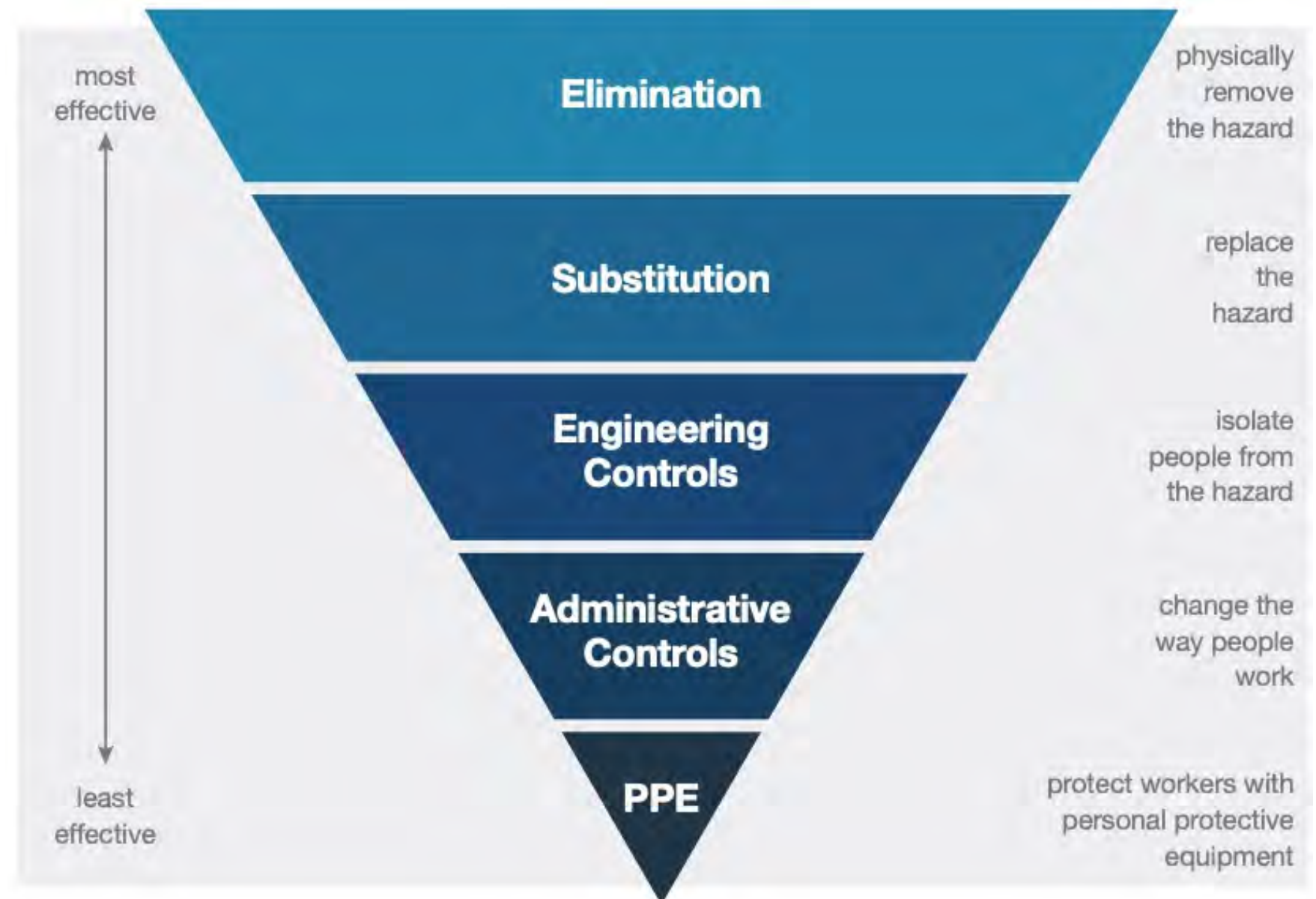
- ✓ All food items delivered by vendors for staff must be **INDIVIDUALLY WRAPPED**. We reserve the right to refuse delivery of improperly packaged items.
- ✓ While we will continue to hold our all-staff Monday meetings, food will no longer be provided, due to the change in meeting time.
- ✓ Going forward, 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**

<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/index.html>

## **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

**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

## Thank You!