



*(re) entry*

Workplace Re-Entry: Strategies and Best Practices for Returning to the Workplace after Covid-19

Presented by JLL

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FEI Sacramento  
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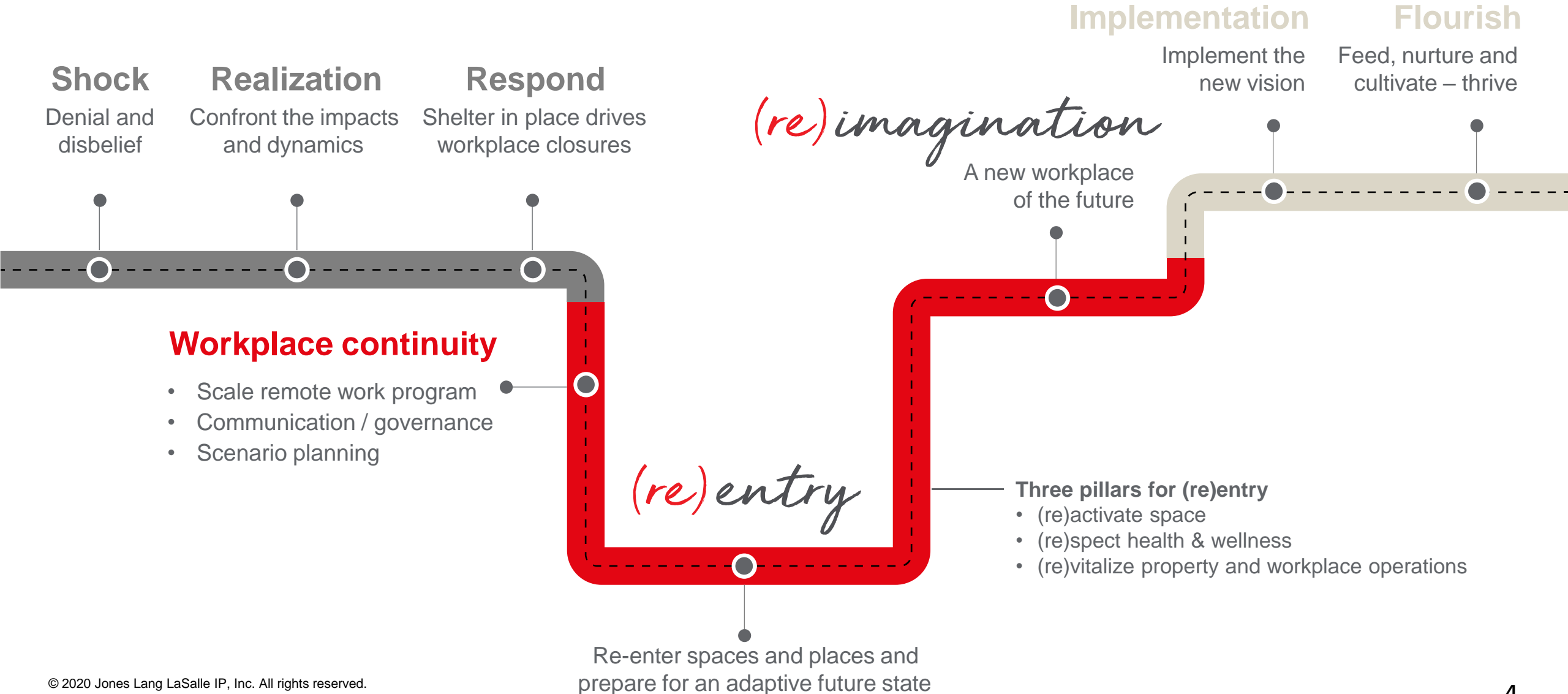
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# The multi-phased journey ahead





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Office Building Protocols and Best Practices



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# Key pillars to *(re)*entry



## Navigating the next normal

*(re)activate*

space

*(re)spect*

health & wellness

*(re)vitalize*

property & workplace  
operations



# Three key pillars

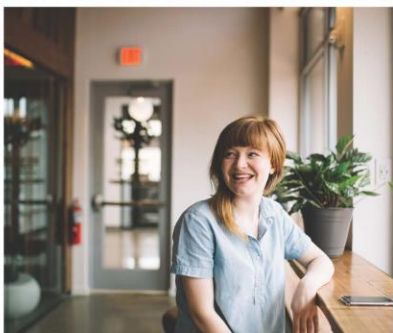
To navigate through the next phase of response to COVID-19, and to prepare for greater numbers of people and tenants returning to your property, we're addressing three key pillars of focus.



## (re)activate space

We're adjusting and communicating expectations around new behaviors that will increase safety, security, productivity and wellness.

- Experience Management
- Marketing and communications



## (re)spect health and wellness

We're creating and monitoring effective guidelines and adjustments to your common area space to balance health, safety and tenant-wellbeing.

- Health screenings
- Janitorial and housekeeping
- PPE
- Social distancing



## (re)vitalize property operations

We're confirming that the building – including common area spaces and amenity spaces – are safe to enter and have undergone operational changes to adhere to new standards.

- Engineering
- Management
- Property staffing
- Security
- Leasing and Specialty Leasing



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### Ensuring a safe space in the next normal

Heightened caution around the COVID-19 health crisis remains in almost all aspects of daily life around the world.

While we're anxious to get tenants back into the buildings we manage, we must keep in mind that this next normal and re-entry is a complex process. Local government mandates and tenant policies must be considered, along with proactive approaches to maintain social distancing, promote health and security for our building communities and ensure tenants' confidence in building safety.

#### As stewards of your building, our team's objectives include:

- Ensure the safety and security of staff, tenants, shoppers and visitors
- Follow the guidance of the CDC and authorities having jurisdiction (AHJ) orders
- Communicate effectively now and going forward
- Listen to and understand the needs of our tenants

#### While your building had restricted access, JLL facilitated:

- Building-wide cleaning and disinfecting
- Common area and high-traffic area deep cleaning and disinfecting
- Building improvements
- Energy conservation
- HVAC preventative maintenance
- Confirm guidance on reopening buildings to workers
- Determine whether a new certificate of occupancy is required from regulatory authorities





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Office space design and the  
workplace after Covid-19



Valerie Hoffman, Principal, NORR



## Workplace Fundamentals – Post COVID-19



Best practices will guide new procedures and protocols that employees can follow to manage a safe workplace environment for all. We recognize changing ingrained habits is not easy; biologically- speaking, we're wired to resist change.



Designing safe environments that prevent a virus from spreading is a heightened focus for our post COVID-19 workplace strategy. Our professional team has amassed a list of workplace behaviors that consider tactile items with high-touch points.



The third fundamental is to implement the solutions. Our team is prepared to provide workplace strategy design solutions and associated programs for both the short and long-term.

## The New Normal

- Timing
- Safety
- Timeline
- Productivity
- Collaboration
- What works best
- Repurpose or purchase
- Practicality



“Employees want to know their workplace is safe and clean when they come back to work.”

Valerie Hoffman, NCIDQ, IIDA, LEED AP  
Vice President

Are We Safe?

Federal + Local  
Guidelines

Personal  
Protection  
Equipment

Cleanability

Directional  
Traffic Patterns

Staggered  
Work Times

Maintain Work  
From Home  
Policy

Technology  
Requirements

## Environment

Design focus on retrofitting, reconfiguration, and flexibility for the future while maintaining productivity, collaboration and safety.

Entry, Reception + Lobbies	<ul style="list-style-type: none"><li>• Hands Free, no touching or sign in</li><li>• Sign-free Deliveries and drop offs</li><li>• Furniture configured for appropriate social distancing</li></ul>
Conference Rooms	<ul style="list-style-type: none"><li>• Limited access and use</li><li>• Smaller conference rooms that do not allow for social distancing are not used</li><li>• Eliminate phone booths or small huddle rooms</li><li>• BYO Pens and Markers</li><li>• Responsible cleaning protocols implemented by Day Porter</li><li>• Furniture configured for appropriate social distancing</li></ul>
Breakrooms + Kitchens	<ul style="list-style-type: none"><li>• Limit access and timing of break room use, one person at a time</li><li>• Furniture configured for appropriate social distancing</li><li>• Eliminate breakrooms</li><li>• Responsible cleaning protocols implemented by Day Porter</li></ul>

## Environment

Private Offices	<ul style="list-style-type: none"><li>• Limit amount of individuals in offices at one time</li><li>• Furniture configured for appropriate social distancing</li><li>• Meeting free zone</li><li>• No shared offices at one time; stagger employees in same office apply cleaning protocol</li></ul>
Collaboration + Lounge Spaces	<ul style="list-style-type: none"><li>• Implement social distancing protocol</li><li>• Create “standing room only” options</li><li>• Remove furniture that does not allow for proper social distancing</li></ul>
Furniture Workstations + Benching	<ul style="list-style-type: none"><li>• Eliminate density</li><li>• Alternate benching (every other seat used)</li><li>• Stagger employees in existing workstations or parts to create new layout</li><li>• Add on glass kits, white boards, panels</li><li>• Free standing panel separation kits</li><li>• Change out fabric to wipeable surfaces</li><li>• More moveable/free standing options for workstation</li><li>• No hotel station use at this time</li></ul>



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Navigating construction projects  
through the “next normal”



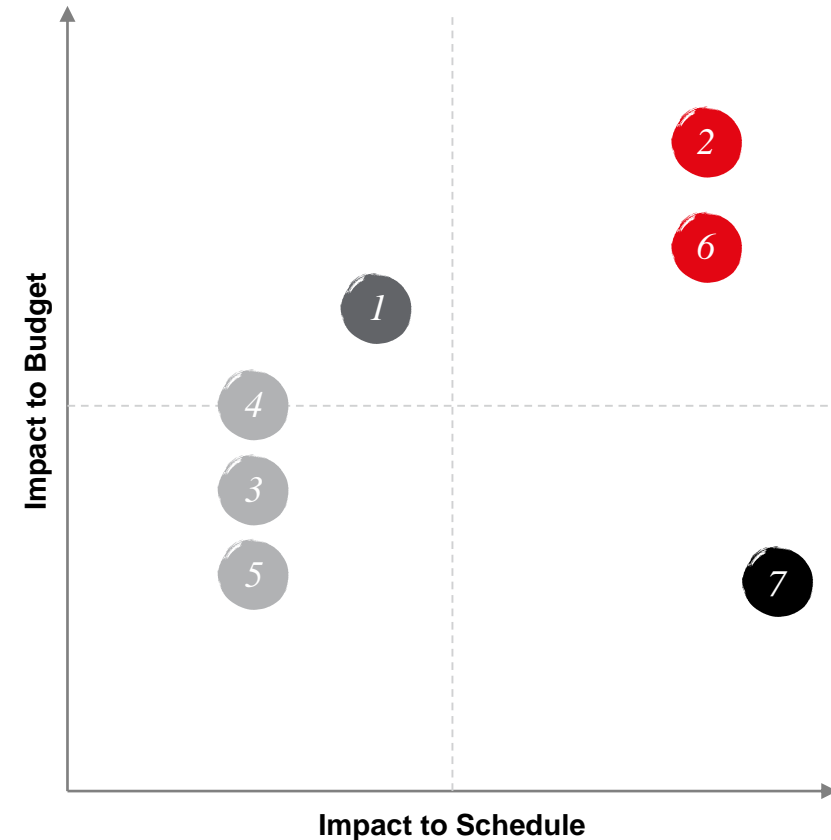
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Item	
1	Extended GCs
2	Inefficiencies associated with social distancing
3	PPE
4	Safety personnel (new protocols)
5	Additional GRs (hand washing stations, etc.)
6	Subcontractor (labor and materials)
7	Permitting

## Change orders are coming in hot!

- GCs are anxious to remobilize; many started 5/4.
- Smaller firms were less equipped and may lag in remobilization efforts as they try to get a handle on the new protocols.





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Expert Roundtable:

Potential long term impacts on the workplace



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Questions?

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*Thank you!*

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