RECOVERY READINESS
PLATFORM SOLUTIONS

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CUSHMAN & WAKEFIELD | Pyramid Brokerage Company | C&W SERVICES

WHAT'S NEXT
TOOLS & SERVICES TO ACT NOW

Recovery Readiness: Solutions that Leverage Cushman & Wakefield's "How-To" Guide to Reopening

RESPOND

- Portfolio Administration support for rapid response to key lease clauses
- Lease modification services for rent relief and renegotiation
- Virtual market/site tours and leasing
- Experience per Square Foot (XSF) learnings for productivity and **XSF@Home surveys** for WFH employees
- Facility cost containment
- Valuation & Advisory services
- Distressed asset resolution

REOPEN

- Health, Safety, Security and Environment (HSSE) assessments and best practices
- Space planning for social distancing; **6 Feet Office**
- Project and Program management to modify workspaces
- Enhanced cleaning protocols and procurement of critical supplies
- Ongoing employee engagement via XSF

REIMAGINE

- Facilities Management, Health and Safety in a new business as usual environment
- People, **Change Management** and Future Work Pattern development
- Workplace Strategy
- Portfolio and Location Strategy
- Technology assessment and enablement
- Environmental influences

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. REDUCE TOUCH POINTS & INCREASE CLEANING

6. COMMUNICATE FOR CONFIDENCE

1. PREPARE THE BUILDING

CLEANING PLANS, PRE-RETURN INSPECTIONS, HVAC & MECHANICALS CHECKS

- ❑ Ensure safety of all workers

- ❑ Ready Mechanical, HVAC, Fire/Life Safety systems

- ❑ Clean with government-approved products

- ❑ Partner with building owners/Landlord to ensure compliance with owner requirements/policies

- ❑ Engage vendors in back-to-work plan

- ❑ Review and prepare plans for client/owner approval regarding changes to cleaning scope or any additional services

- ❑ Ensure all inspections, remediations, repairs and communications are complete before reopening

2. PREPARE THE WORKFORCE

POLICIES FOR DECIDING WHO RETURNS, SHIFT/SCHEDULE MANAGEMENT, EMPLOYEE COMMUNICATIONS

❑ Develop and execute detailed plan on how to return to work

❑ Phased return based on roles and priorities, including temp workers if needed

- – Alternate workdays between the office and WFH

- – Stagger arrival/departure times

- – Enable teams to negotiate their own 'in-office' schedules

❑ Evaluate why/how some employees benefit from returning to the office

- – Productivity from proximity to colleagues; socialization; amenities; and work tools and resources

❑ Evaluate why/how some employees benefit from continued WFH

- – Health and family priorities; reduced commute time; technology enables WFH without loss of productivity

❑ Advise on alternate means of safe commuting

❑ Prepare and post reminders of social distancing and cleaning protocols

3. CONTROL ACCESS

PROTOCOLS FOR SAFETY AND HEALTH CHECKS, BUILDING RECEPTION, SHIPPING & RECEIVING, ELEVATORS AND VISITOR POLICIES

- ❑ Control the entry points including deliveries

- ❑ Reconfigure gathering and lobby areas for social distancing

- ❑ Install plexiglass shields as appropriate

- ❑ Clearly communicate building protocols through signage and floor markings

- ❑ Consider temperature screening

- ❑ Provide sanitizer, wipes, PPE as appropriate
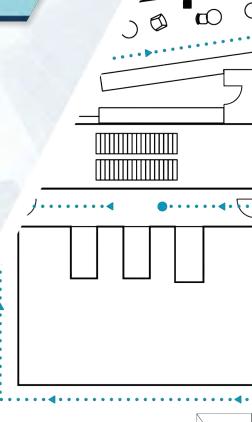
- ❑ Disable touchscreens

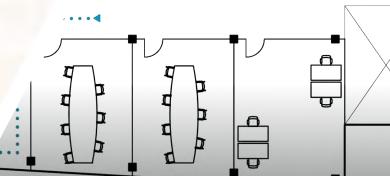# 4. CREATE A SOCIAL DISTANCING PLAN

DECREASING DENSITY, SCHEDULE MANAGEMENT, OFFICE TRAFFIC PATTERNS

- ❏ Plan to support social distancing, i.e. 6 Feet Office protocols

- ❏ Specify seating assignments for employees to ensure staff adheres to minimum work distances

- ❏ Monitor space usage

- ❏ Redesign spaces, alternate desk/chair use, etc. for social distancing

- ❏ Add panels between desks including height adjustable panels for sit/stand desks

- ❏ Enforce stringent cleaning protocols for shared spaces

- ❏ Reduce capacity of spaces—e.g., remove some chairs from large conference rooms

- ❏ Prohibit shared use of small rooms and convert them to single-occupant use only

- ❏ Designate and signpost the direction of foot-traffic in main circulation paths

5. MANAGE TOUCHPOINTS & INCREASE CLEANING

TOUCHLESS INGRESS/EGRESS, CLEAN DESK POLICY, FOOD PLAN, CLEANING COMMON AREAS

❑ Sanitize all workspace areas, including office, conference rooms, breakrooms, cafeteria, restrooms, and other areas prior to opening; maintain enhanced cleaning and disinfecting practices

❑ Remove high-touch shared tools such as whiteboard markers, remote controls, etc.

❑ Supply disinfectants near or on each desk and work area, particularly those that are shared; stock hand sanitizer, disinfectant wipes, etc.; enable DIY cleaning

❑ Install low-touch or no-touch switches, doors, drawers and other fittings; ensure appliances and equipment are in working order

❑ Designate a specific enclosed room to isolate persons identifying themselves with symptoms

❑ Remove open food and beverages; consider replacing with single-serving items

❑ Limit in-person meetings/gatherings in the office

❑ Institute a clean desk policy; create secured, designated storage areas for personal items

6. COMMUNICATE FOR CONFIDENCE

RECOGNIZE THE FEAR IN RETURNING, COMMUNICATE TRANSPARENTLY, LISTEN/SURVEY REGULARLY

❑ Ensure leadership alignment on re-entry strategy

❑ Clearly set employee expectations, with an emphasis on making them feel secure

❑ Establish two-way communication

❑ Create a trusting and transparent culture

❑ Articulate Return to Work and Work from Home policies and benefits

- Guest and visitor policies

- Employee travel policies

- HR policies regarding illness, support for caregivers, etc.