

COVID-19 WORKPLACE STRATEGY

Spacesmith



WHAT WE KNOW



.....
“Moving from shelter in place back to the office is as much about ethics as it is about science.”

Faye Flam, Bloomberg Properties

From New York State

Governor Cuomo plans to reopen NYS businesses in four phases:

(1) Essential Services

Construction, Manufacturing, Curbside Retail, Agriculture, etc.

(2) Professional Services

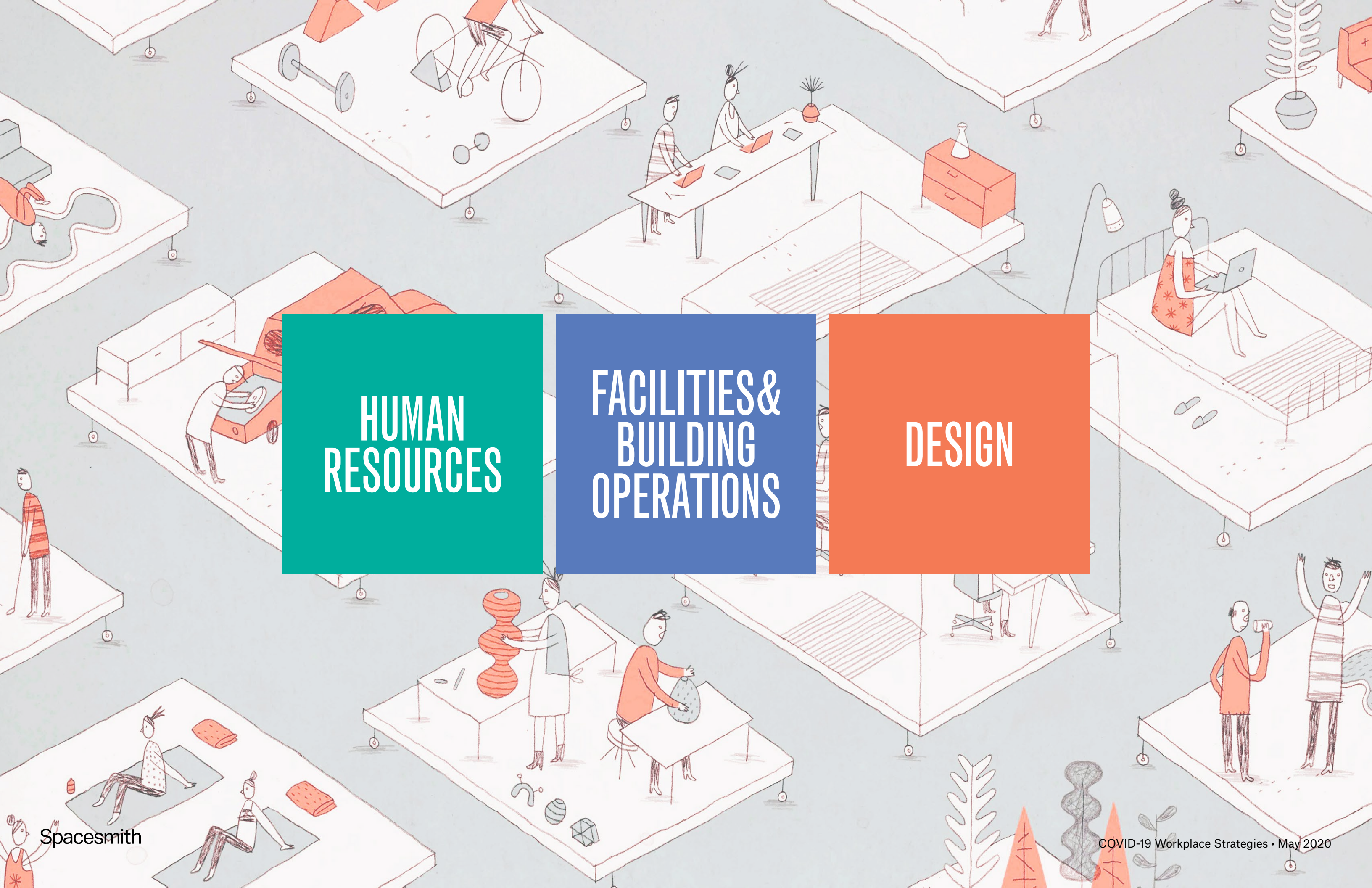
Finance, Retail, Real Estate, etc.

(3) Restaurants, Hotels, etc.

(4) Arts, Recreation & Education

From the CDC

- Space hazard assessment
- Conduct daily health checks
- Wear face coverings
- Implement firmwide social distancing policies
- Improve building ventilation
- Improve building cleaning methods and frequency



**HUMAN
RESOURCES**

**FACILITIES &
BUILDING
OPERATIONS**

DESIGN

HUMAN RESOURCES



.....
“Winning organizations will be those that integrate and master digital work, community, and collaboration.”

Diana Vienne, Fast Company

(1) Develop policies for enhanced cleaning, changes to workplace design, and new HR policies; communicate these effectively in order to increase staff confidence in their safety.

(2) Understand which employees need to come back to the physical office and when.

(3) Understand what employees need at home to work effectively and supply the same: computers, printers, high speed internet.

(4) Develop rotating schedules for remote and in-person work.

(5) Develop strategies for visitor management.

HUMAN RESOURCES



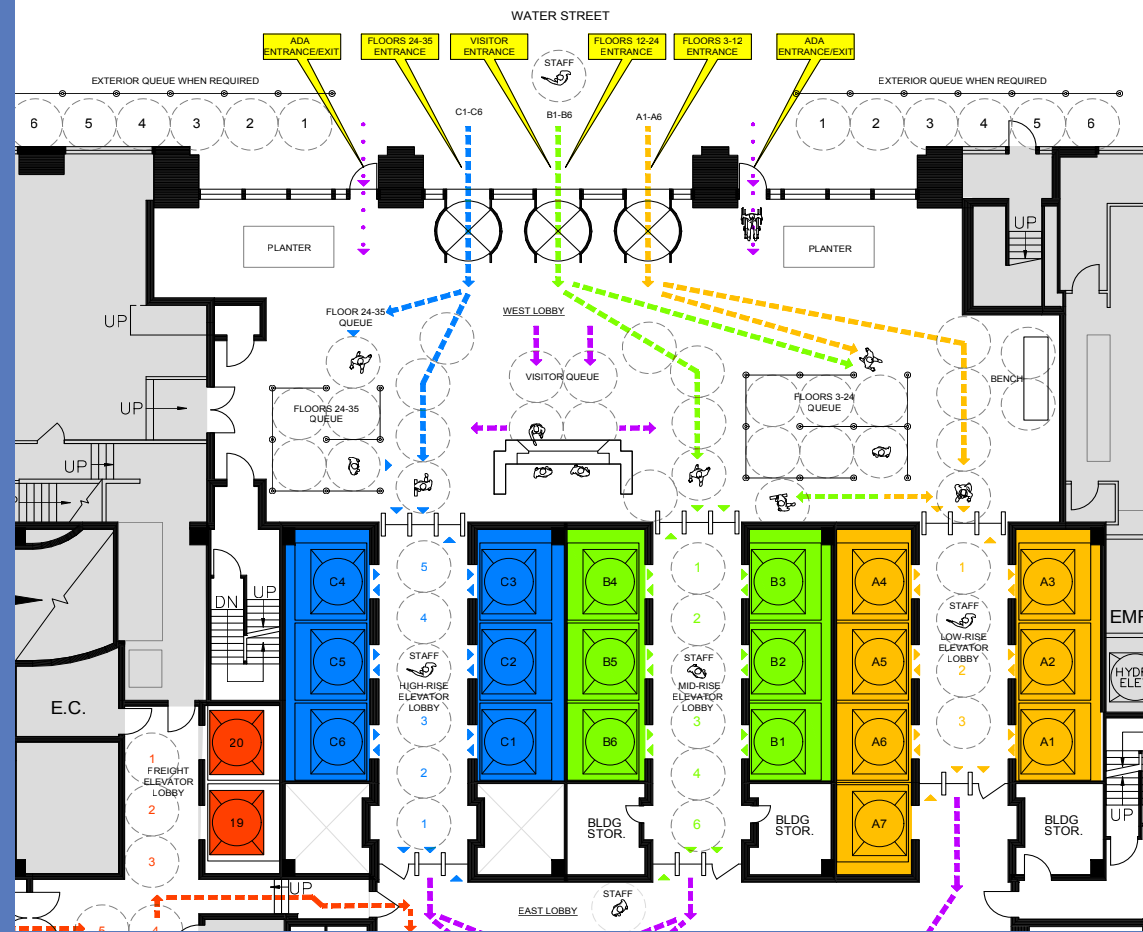
Next Steps. Work in partnership with Human Resources to:

(1) Develop specialized questionnaires to collect and analyze data for implementation.

(2) Assist in the development of firmwide protocols.

(3) Support Human Resources regarding Change Management messaging.

BUILDING OPERATIONS



.....
“Work environments in the future will require reinvention as science-based evidence and emerging technologies offer new solutions.”

Steelcase, *Navigating What's Next*

Understand building access protocols.

(1) Are automatic doors provided at all entry points?

(2) Is access to the building and the office staggered?

(3) How does vertical transportation work? Are all elevator cabs flushed out in between trips?

(4) Are all building and office capacity limits based on the six-foot rule?

BUILDING OPERATIONS



.....
“Improved air filtration is probably the single most important lesson learned from China.”

Despina Katsikakis, Cushman and Wakefield

(1) Develop and roll out protocols for temperature scan and viral screenings upon entry.

(2) Evaluate air distribution and filtration; inquire about enhanced air distribution and MERV filtration.

(3) Develop signage to ensure implemented strategies are being communicated to staff in order to increase people’s confidence in their safety.

BUILDING OPERATIONS



.....

"The parallel to personalized medicine is a personalized indoor environment."

Dr. Joseph Allen, Harvard University Gazette

(1) Develop an enhanced cleaning protocol with emphasis on high touch surface inventory; identify cleaning schedules and cleaning methods created by government authorities.

(2) Use UV cleaning devices with an output of at least 4mW/cm²: invest in electrostatic cleaning equipment and products that are antimicrobial.

(3) Provide tissues, no-touch trash cans, hand soap, min. 60% alcohol-based hand sanitizer and wipes; replace automatic hand dryers with paper towels.

(4) Maintain stocks of PPE.

DESIGN: PREPARING FOR RETURN



.....
“Work is fundamentally social, and in the future co-workers will occupy a more important place in our work experience.”

Tracy Brower, Forbes

(1) How is the space currently laid out? Do you have 6’ between people? What do you do about conference rooms?

(2) How much space does your office have? Can you reconfigure or remove seats to create adequate spacing?

(3) Place signage to encourage healthy habits like hand-washing and access to PPE & sanitizer, and to inform how spaces within the facility should be used.

(4) Use of sensor occupancy technology can offer updates on the density of areas for active avoidance.

DESIGN: NEXT STEPS

(1) Review projects that are in design phases — this is the perfect opportunity to hit pause and re-evaluate.

(2) Review portfolio and identify opportunities for **holistic design strategy adoption**.

(3) Identify total occupancy by floor plate defining quantity of specific positions needed on site.

(4) Assess your floor plate density level to meet physical distancing guidelines.

(5) Determine sequencing and work rotation for remote workers, if space doesn't allow,

(6) Design signage to communicate healthy habits and inform staff how spaces within the facility should be used.

(7) Address facility flow and circulation areas to achieve appropriate distancing.

(8) Modify individual workpoints to comply with physical distancing norms.



HUMAN SERVICE CENTER

Capacity (Before)

● Reception	14
● Counseling	48
● Medical Suite	10
<hr/>	
Total	72



HUMAN SERVICE CENTER

Capacity (After)

● Reception	9
● Counseling	22
● Medical Suite	8

Total 39



Touch-less entrance

Spacesmith



Reduces seating capacity

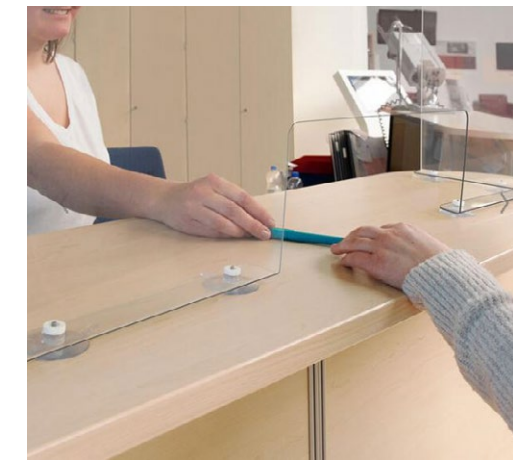


Wash your hands regularly



Keep a safe distance of at least 2 metres

Place signage to encourage healthy habits



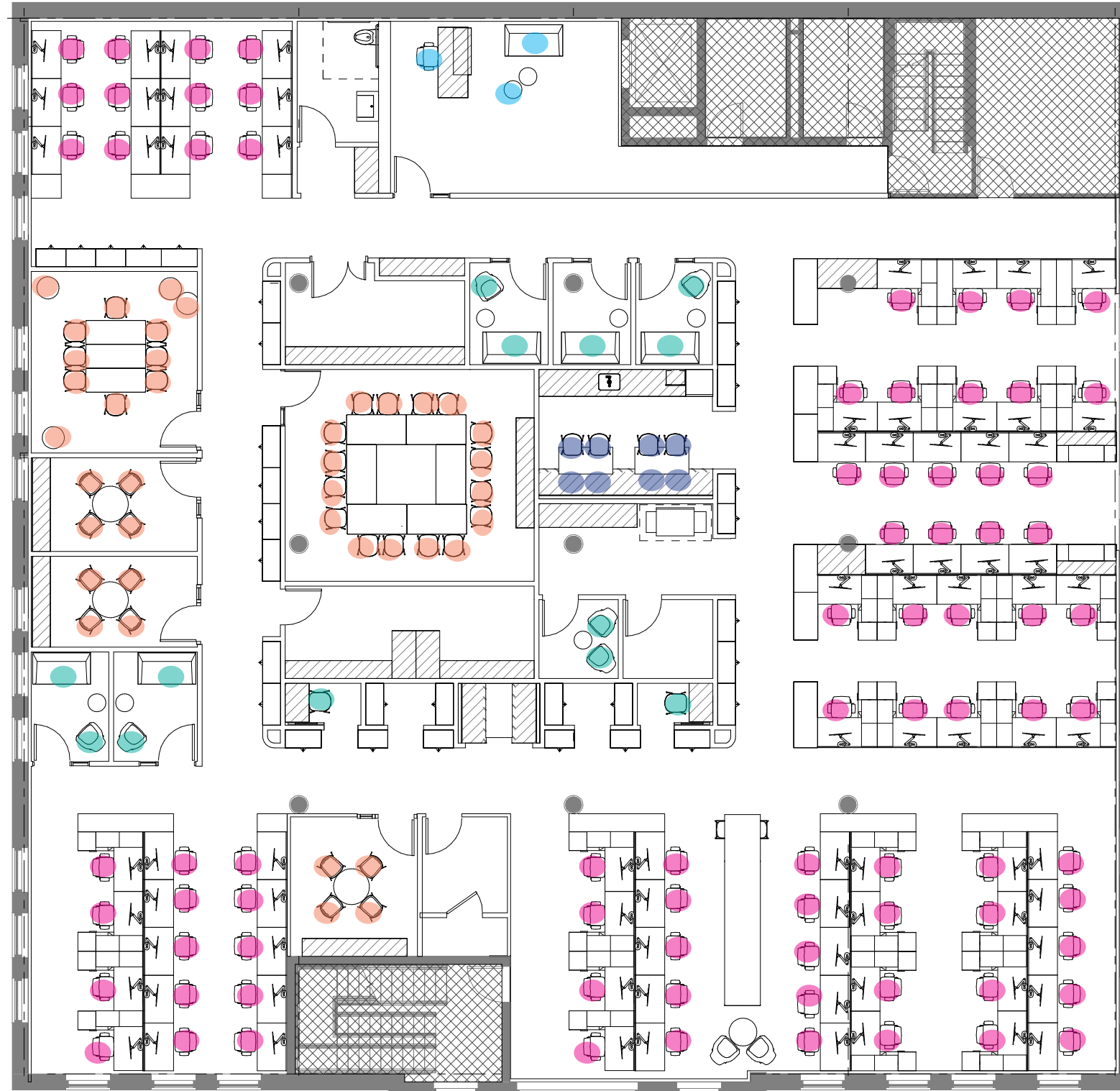
Add reception shield

WORKPLACE

Capacity (Before)

● Reception	3
● Work Stations	75
● Meeting Rms	36
● Counseling	11
● Pantry	8

Total **133**



WORKPLACE Group A

Capacity (After — Group A)

● Reception	2
● Work Stations	39
● Meeting Rms	14
● Counseling	8
● Pantry	2

Total **66**



← - - - One-Way Stair

● Sanitizer Station



No-touch accessories



Distributed pantries



Only use alternate desks;
add panels between desk.

WORKPLACE Group B

Capacity

(After — Group B)

● Reception	2
● Work Stations	42
● Meeting Rms	14
● Counseling	8
● Pantry	2

Total **68**



← - - - One-Way Stair
● Sanitizer Station



Flow & circulation graphics



Distributed pantries



Only use alternate desks;
add panels between desk

RECOVERY READINESS ROADMAP



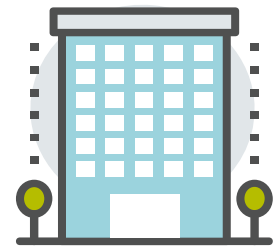
WORKFORCE

- Remote Working (*XSF@Home* Employee Survey)
- Space Demand Assessment
- Cultural Priorities

- Phased Re-entry Strategy
- Change Management Plan
- Workplace Protocols
- Stakeholder Alignment
- Future Vision

- Documentation of assessments and action plans from Phases 1 & 2

- Change Management (Employee Communications, Training & New Protocol Guidance)



PHYSICAL ENVIRONMENT

- Portfolio & Lease Assessments
- Building Readiness
- Supply Assessment
- Workplace Technology

- Space Planning (*6 Feet Office* Plan)
- Workplace Protocols
- Infrastructure Solutions
- Technology Solutions
- Sourcing Plan

- Documentation of assessments and action plans from Phases 1 & 2

- Workplace Strategy
- Project Management
- Facility Management
- Sourcing Solutions
- Technology Solutions
- Transaction Priorities

HOW WE CAN HELP

Spacesmith has a team of experts ready and willing to help you with your plans. Our staff include LEED and WELL accredited professionals who do ongoing research on the latest COVID-19 measures and best practices for a sustainable and healthy work environment. Our services include:

(1) On-line surveys to evaluate current work process, identify safety concerns and recommend change management strategies for return to the workplace.

(2) Space assessments including density studies and retrofitting collaboration and amenity spaces to support social distancing.

(3) Material recommendations that are anti-microbial and maintainable and support WELL & other environmental guidelines.

(4) Landlord real estate evaluations including building access strategies, elevator protocol & social distancing cues.

(5) Signage & graphic design to support design for workplace, lobbies & amenity spaces

(6) Work with real estate partners who can help you (a) negotiate rent relief with your landlord now; (b) restructure your lease for more favorable terms; and/or (c) give you alternate space options to consider.

Please contact:

Ámbar Margarida
CID, IIDA, Assoc. AIA, LEED GA,
WELL AP, Principal
amargarida@spacesmith.com

Elisabeth Post-Marner
AIA, LEED AP, WELL AP, Principal
epostmarner@spacesmith.com

HELPFUL LINKS

<https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

<https://www.forbes.com/sites/tracybrower/2020/04/06/how-the-post-covid-future-will-be-different-5-positive-predictions-about-the-future-of-work-to-help-your-mood-and-your-sanity/#20fae6333e22>

<https://www.forbes.com/sites/reginacole/2020/04/17/five-ways-covid-19-is-changing-the-future-of-interior-design/#63f7d7092ee2>
https://apple.news/Af4XwClDoQxuJzg7_qRH8qg

<https://www.dwell.com/article/architects-say-coronavirus-covid-19-pandemic-will-change-home-design-ee29c873>
<https://www.cushmanwakefield.com/en/netherlands/six-feet-office>

<https://www.osha.gov/Publications/OSHA3990.pdf>

<https://news.harvard.edu/gazette/story/2018/02/your-building-might-be-making-you-sick-joe-allen-can-help/>

<https://resources.wellcertified.com/articles/places-matter-global-health-and-the-coronavirus/>

<https://fortune.com/2020/04/14/coronavirus-responsible-business-leadership-covid-19/>

<https://www.psychologytoday.com/us/blog/lifetime-connections/202004/working-remotely-is-harder-expected>

