

For many people, the first step towards a sense of normalcy after the COVID-19 outbreak will be returning to the workplace. There, a variety of safeguards, from enhanced cleaning to room for social distancing, can help them feel more secure in this transition. In response to this challenging environment, Colliers has developed a collection of processes and services that will allow your tenants to re-enter their workplaces with confidence.

CLIENT SERVICES

Our **RE-ENTRY** services cover the spectrum of management and value preservation considerations, ranging from no-cost process modifications to add-on products that are available to match the investment tolerance of any client.



SAFETY & WELLNESS

- Guidance on common area changes
- Recommendations on re-entry
 - Cleaning (pre day 1 and after)
 - Directional flow (egress/ingress)
 - Elevator/stairwell usage
 - HVAC considerations
 - Staggered work force
- Procurement
 - Touch free products/AI
 - Personal protective equipment
 - Protocol signage
 - Plexiglass/shielding

RECONFIGURE

- Project management for modifications/improvements
- Furniture procurement, storage and removal
- HVAC operational expertise

MITIGATE POTENTIAL COST INCREASE

- Real estate tax appeal
- Operating efficiencies
- Augmented reality revenue

CONNECTIVITY

- Bandwidth issues (building upgrades)
- IT consulting firm for tenants (for outsourced help vs in house team)
- Cybersecurity concerns (Blackpoint Cyber)

“NEW NORMAL” WORKPLACE

- Virtual experience offering – Fitness, activities, etc. (TFLiving, Neighborhood Curated by Colliers)
- Personal protective equipment requests – masks, sanitizer, supplies by tenants
- Tenant communication/responsibility
- Building protocol shift
- Contractual vendor changes

For more information, please contact

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LANDLORD INFORMATION SHEET

Own a building?

Here's how to prepare for higher occupancy and the tenant's journey from your front door to their office.

LOBBIES AND COMMON AREAS

- Utilize proximity readers to open doors or install self cleaning handles (NanoSeptic)
- Install hand wipes/sanitizer stations outside and inside the building
- Designate IN and OUT doors with directional flow arrows on floor
- Install temporary, clear protective partitions at security desks
- Temporarily remove lobby furniture
- Remove sign-in logbooks/consider touchless badging
- Place "stand here" footprints in elevators that maintain distance between occupants
- Consider unlocked staircases with UP and DOWN indicated
- Consider a drop box for all deliveries to avoid non tenants in the building
- If required, install thermo scanning equipment

PARKING GARAGES

- Evaluate installation of automated gates/readers and potentially eliminate attendants
- Investigate contactless payment options
- If attendants are required, ensure that they are stationed behind partitions
- Install hand sanitizer/cleaning stations in garage-level elevator lobbies
- Consider limiting or prohibiting "daily" parkers if possible
- Revisit garage cleaning procedures with garage operators

AMENITY AREAS

- Develop new usage protocols for conference rooms and food areas to keep occupancy low (ie, grab and go food only)
- Close fitness centers temporarily if possible and evaluate providing/expanding digital fitness classes, such as through TFLiving
- Remove high-touch items such as rooftop seating, vending machines, ATMs
- Revisit sanitization procedures for common areas
- Add hand sanitizer stations

RESTROOMS

- Secure two months of janitorial supplies – chemicals, paper towels, toilet paper, etc. – and restrict access to prevent theft
- If not retrofitted already, install hands-free faucets, urinals, soap, and paper towel dispensers
- Install self-cleaning push plate covers/handles on doors



TENANT FLOORS - OFFICE SPACE AND RESTROOMS

- Revise cleaning procedures with janitorial providers
- Implement trash handling plan, including bulk refuse
- Distribute tenant guidelines for back to work
- Maintain ongoing communications with tenants that cover best practice
- Encourage tenants to de-clutter key work areas and surfaces for optimal daily cleaning

BACK OF HOUSE

MECHANICAL ROOMS, CENTRAL PLANTS, LOADING DOCKS

- Ensure adequate supplies of PPE are on-hand for building staff
- Develop a plan for any building contractors, example:
 - Announce presence to building staff by phone instead of visiting management or engineering office
 - Maintain a six-foot distance from tenants and other on-site staff
 - Prohibit contracting staff from reporting to work that have fevers or other signs of illness, have traveled out of the country in the previous two weeks, or have traveled to a "hot spot" in the last two weeks
 - Require contractors to provide appropriate safety gear (e.g. respirators, gloves, eye and ear protection)
 - Wash or sanitize hands each time gloves are removed
 - Whenever possible, team size should be limited to two people
- Identify areas to store supplies such as unused parking, penthouses, and vacant spaces
- Review HVAC guidelines as established by ASHRAE
- Increase outdoor air ventilation
 - Disable demand-controlled ventilation (DCV)
 - Open minimum outdoor air dampers, as high as 100%
- Improve central air filtration to the MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass
- Keep systems running longer hours, to enhance the two actions above
- Consider portable room air cleaners with HEPA filters
- Consider UVGI (ultraviolet germicidal irradiation)
- Develop building continuity plan and implement a training program to address key operations in the event of another pandemic situation
- Improve redundancy and backup of critical hardware like building automation systems
- Prepare for cybersecurity threats– Colliers partner, Blackpoint Cyber offers solutions specifically for commercial properties

TENANT INFORMATION SHEET

Going back to the workplace?

Here are a few things to consider that can help make the environment safer for you and your colleagues.

DESIGN AND SPACE CHANGES

- Rotate orientation of open workstations to prevent people from facing one another
- Space employees in six-foot by six-foot workstations apart with a full workstation buffer
 - Consider assigning team members to different days (e.g. A Team and B Team)
- Install partitions between desks that face each other
 - Alternatively, install clear panels to raise to increase total partition height to a minimum of 60 inches
- Install temporary clear partitions at reception or security desks to provide a buffer between staff and visitors

NEW BEHAVIORS

- Train receptionists, security, and other gatekeepers to identify symptomatic people
- With the assistance of your health care provider or health department, establish contact tracing and exit plan to use if anyone shows symptoms
- Establish required training that covers new behavior and hygiene all employees must complete before returning to the workplace
- Distribute guidance for employees that are not feeling well
- Stagger employee schedules to limit elevator crowding
- Facilitate Effective Cleaning
 - Mark un-used spaces at the end of each day to allow cleaning staff to focus on contaminated surfaces
 - Encourage employees to declutter and remove personal items from desktops at the end of each day
- When possible, leave doors open to minimize use of high-touch surfaces
- Encourage virtual collaboration
- Temporarily use disposable dishware and utensils
- Consider mental health
 - Establish quiet spaces or rooms for meditation or personal restoration
 - Provide meditation apps or provide literature
 - Facilitate counseling or professional support



COMMUNICATION AND NAVIGATION

- Install entry signage to inform visitors of rules for hand washing, sanitizing, gathering, queuing, and mask use
- Establish one-way traffic patterns and install wayfinding arrows
- Remove every-other chair in conference rooms and install six-foot markers
- Install signs to close whiteboards
 - Alternatively, remove whiteboard pens or issue sets to each employee to eliminate sharing
- Install six-foot markers in areas where people tend to queue

HYGIENE AND CLEANING

- Distribute OSHA *Guidance on Preparing Workplaces for COVID* to empower employees to manage their own safe behaviors
- Place dispensers of alcohol-based (60% minimum) hand sanitization prominently throughout the space.
- Provide disposable sanitizing wipes to clean surfaces and workspaces
- Discourage the sharing of phones/desks, offices, or other tools/equipment
- Provide access to trusted health information and hold regular hygiene briefings
- Establish cleaning procedures that address high-touch surfaces like door handles, handrails, switches, etc. multiple times a day
- Build trust by ensuring that cleaning procedures are visible during the day
- Clean all touchpoints nightly (desks, task lighting, light switches, chairs, drawer pulls)

TECHNOLOGY

- Identify tools to increase remote-working efficacy
 - Preliminary findings from Colliers' Global Working from Home survey, launched in March, shows that 80% of employees would like to continue working from home at least one day a week
- Install touch free utilities
 - Door openers
 - Faucets
 - Soap dispensers
 - Paper towel dispensers
 - Air/hand dryers
- Leverage digital signage to post new workplace guidance