

WARE MALCOMB

RETURN TO THE OFFICE

A Workforce-Focused Approach



**Center for
Real Estate
Entrepreneurship**

PERCEPTION IS REALITY

- Human behavior study in the midst of a pandemic
- Employees - most valuable business asset
- Research framework
- Methodology



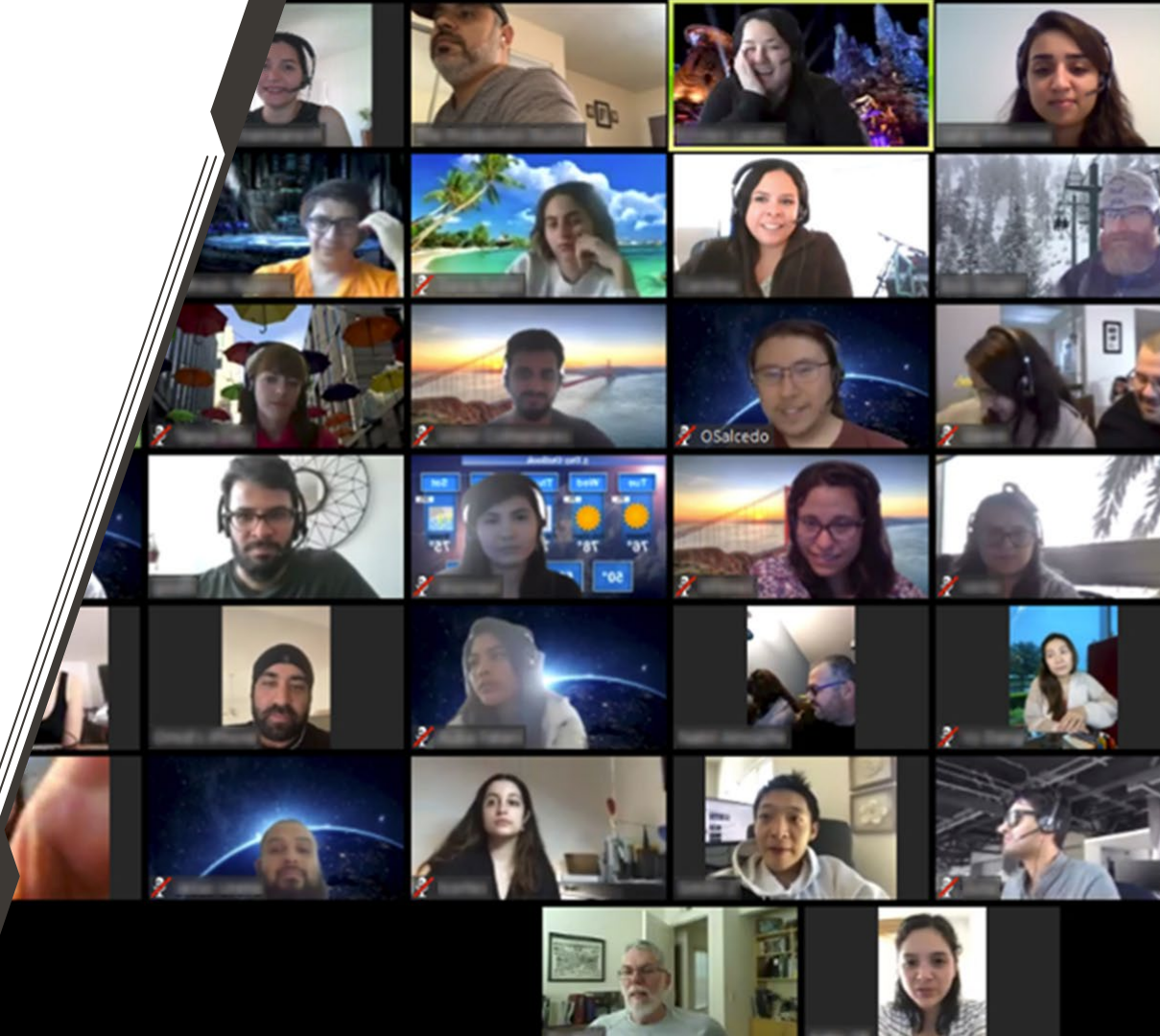


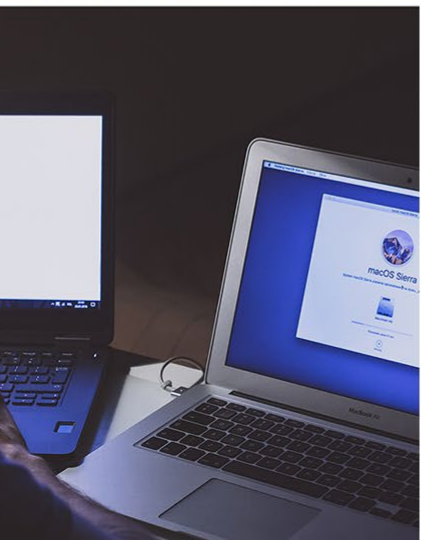
TRUST

- Crucial for organizational performance
- Employees motivated & empowered
- Paradigms broken
- Communication transparency

PSYCHOLOGICAL WELLNESS

- Craving personal connection
- Virtual bonds
 - Happy hours
 - Book clubs
 - Cooking demonstrations
 - Live stream concerts
- Across the driveway or balcony





POSITIVE RESILIENCE

- Evolving working from home strategies
- Pitching in & figuring it out
- Extraordinary contributions
- Wellness impacts

TEAM APPROACH

- Intentional about communications
- Silo break down
- Organizational bonding
- United in important endeavor





PATIENCE & THE SOFTER SIDE

- Increased levels of bonding & cooperation
- Not all work from home experiences are equal
- Patience: requested & granted

EVOLVE INTO SAVINGS

- Short-term: social distancing seating practices will reduce capacity
- Mid-term: speed of change is organization dependent
- Long-term: Working from home strategies will reduce overall corporate footprints





TASTE OF FREEDOM & FLEXIBILITY

- Work – life balance
- Embolden to advocate for health & safety
- Choice & control
- Balance of home & office

TRANSPARENCY IS ESSENTIAL

- Builds Trust
- Multitiered communications
- The evolving process returning to the office



Short Term - Retrofit strategies to get back to the office



Touchless

- Building Entry – Nanoseptic
- Toilet Rooms
- Door Activities



Building Systems

- Portable Air & HEPA Filters
- UV Lights in Air Ducts
- Increased Air Flow at Toilet Rooms & Break Areas



Interiors

- Physical Distancing: Density, Geometry, Divisions
- Wayfinding: Signage, Control Travel Paths
- Temporary Protection Screening



Policies/Protocols/Practices

- Daytime – Enhanced Cleaning
- Temperature Screening/Visitor Protocols
- Flex Work Schedules/Phased Building Entry

Mid Term - Reconfiguring buildings/workplaces based on new learnings



Touchless

- Integrated Door/Badging/Temperature Systems
- Cashless Food Transaction
- Gesture Water Dispensing



Building Systems

- LED/UV Lighting Re-Lamping
- Air Quality Monitoring
- Environmental Occupancy Sensors



Interiors

- Healthy Materials Selections
- Apps for Meeting & Work Seat Availability
- Ergonomic Furniture & Accessories



Policies/Protocols/Practices

- Organizational Mobility Plans
- Extended Building Service Hours (Light/AC)
- Integrated Infrared Body Scanners

Long Term - Reinvention of buildings using science-based evidence and emerging trends



Touchless

- Biometric Security Entry Systems
- Gesture & Voice Activated Experience
- Integrated Badge & Health Scans



Building Systems

- Guaranteed Quality IAQ Standards
- Circadian Lighting
- Sensor Based Utilization On Demand



Interiors

- Individualized Environmental Controls
- Engineered materials that allow for cleaning & disinfecting
- Sensors beyond utilization, measuring wellbeing



Policies/Protocols/Practices

- Hybrid working, integrating remote & office work
- Health & Wellness Focused Environment
- WELL & environmental practices commonplace

COMMON SENSE SHOULD PREVAIL

- Human-center decision making
- Practical – simplified
- Test – pilot ideas
- Long term view supported by short term actions



EMPLOYEE EXPERIENCE OF FUTURE WORKPLACES



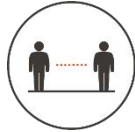
Workplace Assessment



Communication & Training



Safety Protocols



Workplace Guidelines



Food Service Spaces



Housekeeping & Cleaning



Engineering & Operations



Technology



Health & Wellness

Thank you



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