RETURN TO THE OFFICE
A Workforce-Focused Approach
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
• 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

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

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

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

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

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

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

Cynthia Milota, CID, FMP, LEED AP
Director, Workplace Strategy
cmilota@waremalcomb.com