

System-wide Recovery Guidelines for Administrative Space

Team: Real Estate
Date: May 28, 2020

Introduction

This document outlines recommendations for the Administrative workforce to return to the workplace with safety as a top priority. There will be a 'new normal' established, which will include, social distancing, masking, increased and targeted cleaning to protect staff and those around them. It will also result in continued telecommuting, re-assignment of space, and other strategies to de-densify the office to provide a safe environment.

The recommendations are organized into the following categories:

- I. Planning for the Return of the Workplace
 - a. Current Existing Conditions: Work-from-Home and Workplace
 - b. Space Considerations
 - c. Workplace Safety
 - d. Business Requirements (Technology, policies, and future plans)
 - e. Procurement Considerations
- II. Appendix
 - a. Preliminary Checklist for Responsibilities

I. Planning for the Return of the Workplace

a. Current Existing Conditions: Work-from-Home and Workplace

- ☐ Assess productivity metrics, understand current workforce reporting to work and employees telecommuting, and identify current barriers to successful telecommuting

b. Space Considerations

- ☐ Perform a comprehensive assessment of the physical workspace and preparing for reentry where controllable (identify high-risk areas and intersections and high-touch devices, etc.)
- ☐ Protocols for elevator usage and/or reconfiguration (stops on every floor)
 - o No greater than 3 passengers per elevator, 2 recommended.
- ☐ De-densification & space calculations of office space strategies:
 - o Split and staggered shifts to control crowding in office space & on public transit
 - o Prioritization of functions returning that require in-office work (i.e. observed decrease in productivity while telecommuting)
 - o Reconfiguration to ensure social distancing measures should be maintained, and stepped down gradually
 - o De-clutter spaces and furniture configuration to facilitate effective cleaning
- ☐ Establish "safe distance zones" around reception desks and other common gathering points
- ☐ Evaluate ongoing space utilization to ensure planning capacity is not exceeded.



c. Workplace Safety

- ☐ Create stations for hand sanitizer, masks, gloves, and wipes and safe disposal options
- ☐ Post training and communication for proper use of PPE
- ☐ Shared workstations require keyboard covers or gloves worn by team member
- ☐ Restrictions in public areas (lunchrooms, mail rooms, copier rooms, etc)
- ☐ Targeted cleaning protocols based upon the various types and uses of spaces, surfaces, and material finishes, with emphasis on point of contacts (POCs).

d. Business Requirements (Technology, policies, and future plans)

- ☐ Continuation of and improvement of telecommuting programs
- ☐ Identify technology gaps to support, telecommuting and social distancing
- ☐ Encourage use of distributed virtual meetings, even in the office, to discourage convening in conference rooms
- ☐ Create clear protocols for 'one-time' visitors
- ☐ Prepare contingency plans in anticipation of relapses or changing governmental regulations

e. Procurement Considerations

- Provide reusable cloth-based masks to all employees instead of disposable to ensure a reliable and sustainable supply of masks;
 - Hand Sanitizer
 - Cleaning supplies

II. Appendix

a. Preliminary Checklist for Responsibilities

- ☐ Security – Common Areas
- ☐ Vertical Transportation / Elevators and Escalators
- ☐ Fire and Life Safety
- ☐ Building Ingress and Egress / Access Control – Common / Tenant Areas
- ☐ Vendor Screening – COVID-19 Protocols
- ☐ Employee screening – COVID-19 Protocols
- ☐ Janitorial and Cleaning Services
- ☐ Restrooms – Common Areas
- ☐ Restroom – Tenant Premises
- ☐ Food/ Package/ Postage Delivery Management
- ☐ Parking and Garages (Valet Services)
- ☐ Food and beverage services – Common Areas
- ☐ Lounges / Seating Areas – Interior / Exterior Common Areas
- ☐ Flexible Office Space – Common Areas
- ☐ Meeting Rooms – Tenant Premises
- ☐ Meeting Rooms / Conference Centers – Common Areas
- ☐ Office Support Services (Mail/ Copy Center)
- ☐ Bike parking