

# *(re) entry*

Strategically prepare your  
buildings, space and people



## Preparing for gradual *(re)* entry

It's no secret that the COVID-19 pandemic will drive short- and long-term disruption – in our lives and in our organizations - even after the initial outbreak has been contained. Throughout re-entry into this “next normal,” the safety, security and wellness of your people, buildings and spaces will continue to be your focus.

As you prepare to gradually re-enter your space, there will be an endless list of questions to answer, but with the right plan, focus on the right challenges and expertise to drive successful implementation, you can deliver an effective and successful re-entry into your space.

- **Promote the health and wellness of your employees and visitors**  
How can you adjust and communicate expectations around new behaviors that will increase safety, security, productivity and wellness?
- **Ensure your buildings are safe, resilient, and ready**  
How can you confirm that buildings and spaces are safe to re-enter and understand what operational changes you can make to adjust and drive adherence to new protocols?
- **Create and monitor effective guidelines and adjustments to your space**  
How can you adjust spaces while balancing health, safety and financial implications?
- **Focus, manage and implement the process of re-entry**  
How can you focus on what will make your re-entry successful and coordinate seamlessly with multiple stakeholders and groups?

We're here to help you take on these challenges (and more). We've put together robust re-entry capabilities to ensure the health and wellness of your people; strengthen the safety, resiliency and productivity of your building and office operations; and deliver effective adjustments to your space.

# A holistic approach to re-entering your workspace

Prepare your workspace and your people to safely and efficiently resume operations

## Employee and visitor screening

- Visitor screening services
- Temperature screening

## Building and office operations

- Building technical readiness evaluations
- WELL strategy & implementation plan
- Safety, compliance and risk inspections
- Energy cost control
- Engineering continuity planning
- Facility mothballing
- Remote monitoring of dark buildings
- JiLL - AI-based digital assistant

## Food and beverage

- Food service optimization

## Janitorial

- Preventative, reactive and decontamination cleaning
- Enhanced standards



## Employee health & wellness

- Well-being toolkit
- Welcome back kit
- Experience ambassadors
- Mobility ambassadors
- Progressive workstyle support

## Space guidelines and adjustments

- Re-entry strategy & implementation plan
- Social distancing occupancy strategy & enablement
- Project delivery services
- Workplace foot traffic management & wayfinding
- Flexible space risk advisory
- Attendance monitoring & self-reporting
- Workspace, meeting & collaboration space management

## Mail services

- Amended mail service
- Digital mail delivery



## Challenge:

### Promote the health and wellness of employees and visitors

It's critical that you take enhanced measures to ensure that your workspace is safe before you welcome people back – but it's just as important that your employees and visitors feel safe and supported upon re-entry, too.

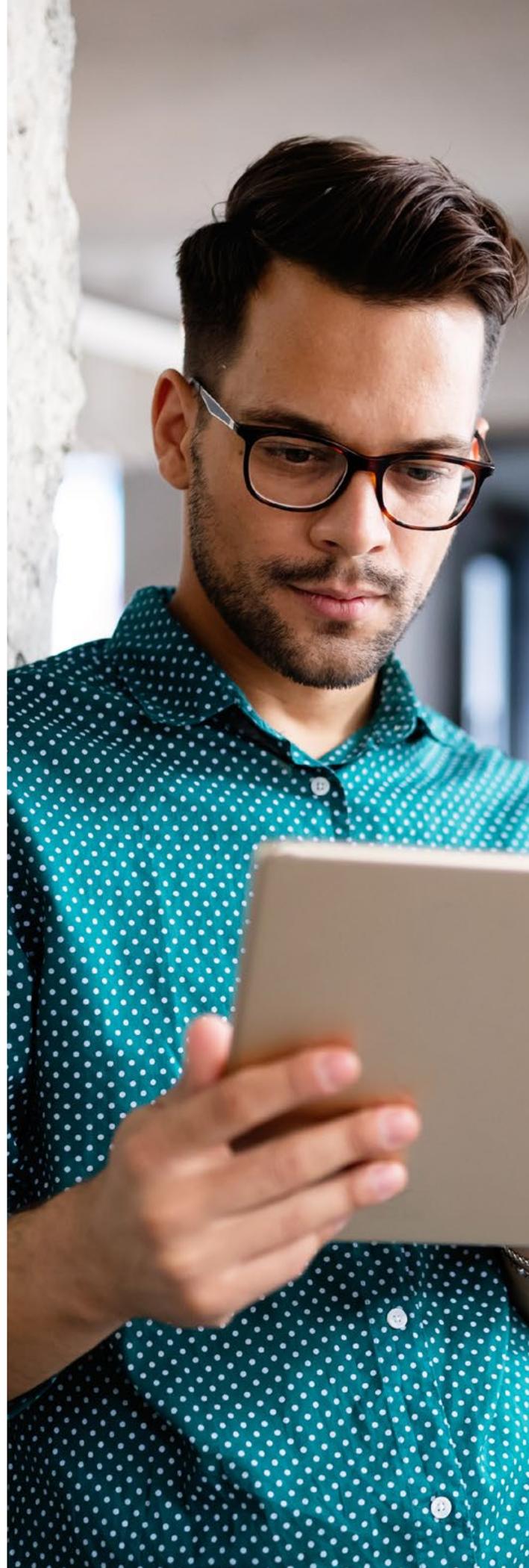
Our re-entry package is designed to help you do just that, with features including:

- **Well-being toolkit:** Support your employees and their mental, physical and financial well-being with our online Well-being toolkit. With ongoing programming – including a webinar series, tips and tricks, and e-learning content and beyond – your employees will have a library of wellbeing resources at their fingertips (whether they're in the office or working from home).
- **Welcome back kits:** Help your employees transition back to the workplace with ease with a Welcome Back Kit. Each Welcome Back Kit features a printed FAQ guide about updated protocols for social distancing, respiratory etiquette, and other new workspace norms, as well as post-pandemic essentials like hand sanitizers, disinfecting wipes, and masks (and additional promotional items, as requested).
- **Experience ambassadors:** Anticipate your employees' needs and help them re-engage with your on-site community as they return to work, with support from a team of Experience Ambassadors. Your Ambassadors will be the first friendly faces to greet employees on their first day back. They'll also be available to help your people adjust to their new workspace norms and social distancing protocols, and will be a fast, reliable resource to address employee questions. And they'll continue to provide support and community engagement for your at-home employees, too.
- **Visitor screening services:** Take extra safety precautions when welcoming employees and visitors to your sites, by administering additional on-site health and safety screenings. Clearly communicate health requirements for entry to your facilities and document your visitors' travel histories and the presence of COVID-19 symptoms or other known illnesses prior to entry.
- **Temperature screening:** Identify the right temperature screening partners for your facilities, partner with them to install your selected equipment and monitor and manage the temperature screening program on an ongoing basis.
- **Food service optimization:** Develop and deliver a Food & Beverage strategy to accommodate expected changes in employee behaviors (like an increase in meals brought from home) and expectations (like a need for social distancing in your cafeteria). And right-size your Food & Beverage spend to suit your post-pandemic occupancy needs – helping you strike the right balance between managing costs and caring for your employees' dining needs.

Likely, your re-entry will be a gradual process and many of your employees will continue to work from home – and they'll need your ongoing support to help them maximize productivity. Our enhanced remote-working program is designed to give your employees the tools and support that they need to be successful – even when they're working outside of the office:

- **Mobility ambassadors:** Support and engage your employees, even as they work remotely. Mobility Ambassadors help ease the adjustment to virtual workstyles, by anticipating employees' needs, helping employees connect seamlessly to resources, and building engagement through targeted programming.
- **Progressive workstyle support:** Put the learnings from your COVID-19 remote work response into practice, by modifying your approach to progressive workstyles. Consider which workplace protocols and guidelines you should fine-tune to support your post-pandemic needs, whether it's reallocating unassigned seats to essential workers upon re-entry, establishing rotational staffing shifts, or beyond.

By developing and managing a unique plan by component or a comprehensive re-entry package, we will partner with you to promote the health and safety of your employees and visitors.





## Challenge:

### Ensure buildings and offices are safe, resilient, and ready

Before you re-open your buildings and welcome your employees back to work, you need to be confident that your buildings – and their technical systems – are operating safely and in compliance with government regulations. Simultaneously, you need to adjust office operations to ensure you're effectively and efficiently managing decreased capacity and different ways of working.

Our facility reinstatement package is designed to do just that, with features including:

- **Building technical readiness evaluation:** Assess the current state of your plant and equipment, so that you have a clear picture of which systems are fully operational, which are in standby mode, and which are non-operational due to issues that should be addressed prior to re-entry. You'll have the data you need to enter new work orders and address any outstanding issues – before your building re-opens. As part of our ongoing maintenance, we'll continue to work with you to ensure all indoor air quality meets agreed upon standards.
- **WELL strategy & implementation plan:** Define and deliver a robust well-being strategy across your portfolio, using the WELL Portfolio framework as your guide. Start by assessing current gaps in your wellness-related building designs and operating practices, then identify and implement new health and wellness initiatives (like seeking WELL Certification) that help your employees adapt to post-pandemic life and reinforce your organization's commitment to their health and well-being.
- **Preventative, reactive & decontamination cleaning:** For sites that have been exposed to COVID-19, complete a full decontamination cleaning, in accordance with approved cleaning guidelines and as instructed by local health authorities.
- **Safety, compliance and risk inspections:**
  - On-site water systems – and resuming any water treatments that have been paused and testing water quality.
  - Sewage and waste systems – including ensuring that waste pipes and water traps are clean and clear.
  - Fire, life & safety systems – as tested by a certified third-party provider.
  - Electrical systems – including testing of emergency lighting systems and safety switch (RCD) testing, both as required by local legislation.
  - Heating and cooling systems – including ensuring that the heating and/or cooling system's operational mode has been reinstated for the appropriate re-entry season (Winter/Summer).
  - Lifts and elevators – and confirming that their certifications are up to date, as required by local legislation.

- Pressure systems – and checking all safety devices and inspecting for system leaks.
- Ventilation systems – and configuring HVAC systems to run on full fresh air (rather than recirculation) and pre-purging the air conditioning systems, both as a means to improve indoor air quality for building occupants upon re-entry.
- **Energy cost control:** Identify and operationalize low-cost or no-cost energy savings measures, which can deliver immediate savings (and keep your operating expenses in check) as you re-open your facilities.
- **Engineering continuity planning:** Update your engineering business continuity plan to reflect the “next normal,” ensuring that your plan captures post-pandemic changes to your portfolio size and structure, operating requirements, and scenario planning needs. Then, identify options to deliver both immediate and longer-term cost savings across your operations (without sacrificing safety or efficiency).
- **Facility mothballing:** Temporarily close facilities that are not part of your re-entry strategy, through our facility mothballing program. Partially or fully shutter your unoccupied facilities, in full compliance with safety and insurance regulations – and you’ll preserve your facilities, systems, equipment and machinery for later use, lease or sale.
- **Remote monitoring of dark buildings:** Install sensors into key building systems (if not already installed) in unoccupied facilities, so that you can continuously and remotely monitor indoor air quality metrics, detect leaks and spills, and have insight into standby generation readiness - all without needing to keep engineering personnel on-site. This technology allows you to notify critical personnel of issues as they arise via email, phone or text. Once an issue is identified, a work order is automatically generated – so that the right resources can be dispatched to the site (and with full transparency). Engineers will quickly access the site and address issues before they become problematic.
- **Digital mail lockers:** Evolve your mail services to enable your shifting onsite workforce, by installing digital mail lockers. Mail and packages are checked-in as they’re received and placed into a locker. Recipients are notified via email and can pick-up their mail and packages at their convenience – with the peace of mind that their items are safely secured until then.

By developing and managing a unique plan by component or a comprehensive re-entry package, we will partner with you to optimize the safety and resiliency of your buildings while also effectively and efficiently adjusting your operations to your “next normal.”

- **Enhanced janitorial standards:** Establish enhanced cleaning protocols for your space (with a focus on high-traffic and high-touch common areas), designed to prevent the spread of germs and help your employees feel at ease. Identify the right scope and frequency of cleaning to suit your specific needs and ensure you have a decontamination plan in place, to guard against the spread of future outbreaks.
- **JiLL, enhanced with COVID-19 features:** Simplify the workday for your employees – whether they’re returning to work or continuing to work remotely – with JiLL, JLL’s AI-based enterprise digital assistant. With JiLL’s help, your on-site employees can schedule in-person meetings (with room booking algorithms that are specifically programmed to support social distancing), access on-demand cleaning and mask delivery services, and manage contactless food deliveries. And JiLL also gives your at-home workers the ability to schedule virtual meetings and instantly access IT support, FAQs and other essential employee communications.

## Challenge:

# Create and monitor effective guidelines and adjustments to your space

Before you re-open your buildings and welcome your employees back to work, you need to be confident that you've thought through any space, occupancy or design adjustments. A critical step in developing your re-entry strategy is mapping potential risk points based on typical movements within the workplace and establishing de-densification thresholds. Each decision should effectively balance health, safety and financial implications.

Our re-entry package is designed to help you do just that, with features including:

- **Re-entry strategy & implementation plan:** Develop a holistic re-entry strategy, by designing an integrated approach that's specifically tailored to the needs of your workspace and your workforce (and coordinated with landlords and other tenants, where applicable). And ensure that your implementation plan accounts for multiple re-entry scenarios, to give you maximum flexibility with when and where you re-enter.
- **Social distancing occupancy strategy & enablement:** Adjust your space's capacity, seating plan and layout based on social distancing guidelines, identify those critical employees who should return to work in each wave of re-entry (and create rotational schedules where needed), and execute any work setting changes or furniture reconfigurations. Update your space usage guidelines (especially for shared

spaces like meeting rooms, collaboration spaces, and restrooms) and associated cleaning routines. Replace high-touch items (like doors and trash cans) with no-touch options. And finally, make sure your employees are clear on what's expected of them, too – by clearly communicating new protocols for respiratory etiquette, sharing office resources like desks and phones, and what to do if an employee becomes sick at work.

Social Distancing Occupancy Strategy & Enablement



- **Project delivery services:** Project, program and relocation management services to help with employee moves, adds, changes and workplace reconfigurations.
- **Workplace foot traffic management & wayfinding:** Help your employees seamlessly navigate your space according to social distancing guidelines (and mitigate the risk of non-compliance in the process). Use signage to clearly communicate new one-way circulation patterns and provide queueing guidance where bottlenecks typically occur (in elevator lobbies and restrooms, for example).
- **Flexible space risk advisory:** Add flexibility to your re-entry strategy. Quickly assess opportunities and risks within your flexible space portfolio, de-densify your office space by taking on short-term flexible space, renegotiate or exit existing flexible space agreements, and achieve the right portfolio liquidity balance.

As you design and implement these changes, you'll want to ensure protocols and guidelines you put in place are being enforced. We can help you drive compliance with these new protocols (and minimize risk in the process) through:

- **Attendance monitoring & self-reporting:** Leverage readily available data sources – like security badge access data and daily show-up rates – to ensure that you're not exceeding your post-pandemic capacity (and minimizing the risk of breaching social distancing guidelines). Engage your employees to self-report social distancing breaches to reinforce your organization's commitment to their safety.
- **Workspace, meeting & collaboration space management:** Coordinate the employee re-entry process using our web-based COVID-19 reservation management system. Designate specific seats as "unavailable" due to social distancing protocols, rotate available seats based on shifts, and block out conference rooms after meetings end to refresh the space before the next session.

## Challenge:

# Effectively focus, manage and implement the entire process of re-entry

Knowing the elements to consider in re-entry is the first challenge, but even after your plan has been developed, you still have to focus your plan and work across various groups, vendors and stakeholders to implement it. Bringing everyone together to effectively partner and communicate throughout re-entry is a critical component.

Our offering can include two elements to help you focus and manage your re-entry:

- **Re-entry readiness plan:** We have developed a robust framework to help CRE teams organize planning activities, to ensure appropriate stakeholders are involved, and to address key questions before, during and after the initial reopening of the office. We understand re-entry isn't one-size-fits all – each organization will need to create their own re-entry playbook tailored to the nuances of their business and portfolio. However, there are a number of fundamental questions that will need to be addressed by all businesses; our framework helps you do just that.

- **Program management:** We have experienced professionals who can help you navigate this complex process to ensure you're coordinated along the way and nothing falls through the cracks during your re-entry process. Using our proprietary tool, we can quickly and effectively determine the right steps for your unique re-entry process. We'll help solve any challenges along the way and provide ongoing progress reports to show you where you are in the process and what else needs to be considered. We can deliver the peace of mind and positive results that comes with a dedicated re-entry program manager.

## Effectively navigate your “next normal”

Preparing for re-entry into the “next normal” is an overwhelming task – and there are numerous decisions that you need to make along the way.

Helping our clients through challenges and uncertainty is core to our commitment to shaping a better world. We can help you create and execute a plan that works for your unique needs. Please reach out to learn more about how we can support you on your re-entry journey.

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