

COVID-19 Implications for Workplace

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Short-term

As the Stay at Home orders are lifted, we anticipate the following of trends and/or changes to occur within the workplace to facilitate employees return to work:

- High levels of remote work from home will continue with increased need for applications/software and connectivity supporting such work, higher levels of technical support, additional hardware and ergonomic tools.
- Organizations will prioritize key core jobs to return to work first and may break those employees into different shifts to further limit risks. We expect no more than 20-30% of the workforce to return in the first wave. In many instances certain teams may come in on limited days of the week, alternating with others. By having subgroups come in Mon & Wed and others Tues & Thurs, the teams can have time together for innovation and collaboration while limiting commuting and continuing heads down work and conference calls from home.
- The need for social distancing will continue within the workplace for some time. Companies are choosing to identify/tag workstations available for occupancy and those to be left vacant while occupancy remains at lower levels. Additionally plans are being developed to raise panel heights and/or adjust workstations so that individuals do not face each other as they work. Travel patterns within the work areas will be delineated to avoid cross traffic and limit travel distances. Hoteling/un-assigned seating areas are being converted to dedicated occupancy to limit transfer.
- Limits will be placed on in-person meetings; virtual meetings will remain the norm. When conference rooms are used, it will be done at levels well below maximum occupancy capacity.
- Methods for measuring occupants' temperatures and closer tracking of employee activity within and throughout the space will be implemented to track contacts.
- Occupants will establish minimum required cleaning specifications and ensure building management is adhering to them; arrangements need to be in place for deep cleaning of space on demand in the event COVID-19 cases are identified.
- PPE such as hand sanitizer, masks, wipes, paper towels and gloves should be available throughout the space; safety stocks should be established and maintained. Rules about use of PPE, specifically masks and gloves within the space will be defined.

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- Food service functions will change from self-serve to safer pre-packaged options. All catered food will be individually packaged.
- HNTB landlords will also have rules for moving into and through their buildings. Currently in China 80% of class A buildings require a person's temperature to be taken before they enter a building with anyone exceeding a particular threshold denied entry. Discussions with one of our own landlords revealed, they plan not to allow anyone to enter who does not arrive wearing PPE (both masks & gloves). It will be important to work closely with landlords & building managers to coordinate plans and maintain open communications.

At a minimum, it is expected that these changes will continue through the end of year and into next spring as we learn more about the seasonality of COVID-19 and await the development of anti-virals and vaccines.

Long-term

We also expect some long-term changes in how organizations address their workplaces and workspaces.

- There is now a real question about the ongoing feasibility of shared workspaces. Many corporations
- Many companies are already planning to migrate to dual or multi-hub location strategies; seeking to have both urban and suburban locations. We are already seeing this in the greater NY metropolitan area where a number of large corporations who are seeking hub sites in Westchester and New Jersey siting employees who expressing concerns regarding mass-transit and the potential exposure the commute could present. Additionally, the multi-hub strategy will serve provide back-up operational facilities in the event one office is forced to close for a period of time.
- Some businesses are already seeing ongoing flexible work arrangements such a working from home 2-3 days per week, as a recruiting tool; especially in markets such as NY, LA and Chicago where employees spend 1-4 hours per day commuting.