

# RECOVERY READINESS TASK FORCE

APRIL 21, 2020



# SPEAKERS



**John Forrester**  
President



**Bill Knightly**  
Chief Operating  
Officer, GOS



**Despina Katsikakis**  
Head of Workplace  
Business Performance

# AGENDA OVERVIEW

## Recovery Experience

## Recovery Readiness – Cushman & Wakefield's Response

- Collaboration is Key
- A How-To Guide for Reopening the Workplace
- “The Safe Six”

## Day One

- XSF@Home
- Six Feet Office
- The Phases of Return

## Q&A

# OUR EXPERIENCE SHARING WHAT WE'VE LEARNED

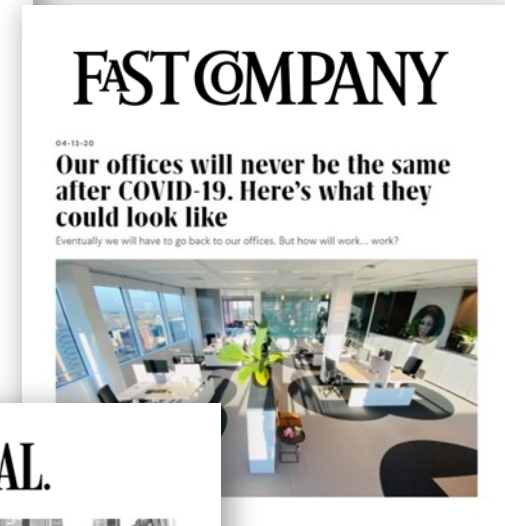


## EXPERIENCE IN CHINA

10,000 Tenants

1 Million Workers

800 MSF of Property



# RECOVERY READINESS: CUSHMAN & WAKEFIELD'S RESPONSE

Bill Knightly



# COLLABORATION IS KEY



## Cushman & Wakefield is Engaging with Owners, Occupiers and Strategic Partners Across the Globe

### HEALTH & SAFETY EXPERT PARTNERS:



### RECOVERY READINESS TASKFORCE:

**Paul Bedborough**, Chief Executive, C&W Services

**Bruce Mosler**, Chairman, Global Brokerage

**Despina Katsikakis**, Head of Workplace Business Performance

**Adam Stanley**, Chief Digital Officer & Chief Information Officer

**Edward Law**, Head of Operations, Vanke Service Cushman & Wakefield

**Jason Tolliver**, Head of NewCommerce Research

**Jeroen Lokerse**, Head of Netherlands

**Kevin Thorpe**, Chief Economist

# A HOW-TO GUIDE FOR REOPENING THE WORKPLACE

## PREPARING FOR DAY ONE

## DAY ONE AND BEYOND

## WHAT'S NEXT



# THE SAFE SIX



**PREPARE THE  
BUILDING**



**PREPARE THE  
WORKFORCE**



**CONTROL  
ACCESS**



**SOCIAL DISTANCING  
PLAN**



**REDUCE TOUCH  
POINTS**



**COMMUNICATE  
FOR CONFIDENCE**





CHECKLIST:  
**PREPARE THE  
BUILDING**

- Focus on Worker Safety
- Assess Mechanical, HVAC, Fire/Life Safety Systems
- Update Cleaning Procedures
- Partner with Landlord on Requirements/Policies
- Engage Vendors
- Complete Inspections, Remediations & Repairs Before Reopening





CHECKLIST:  
**PREPARE THE  
WORKFORCE**

- Decide Who Returns to the Office / Who Can Work From Home
- Develop Employee Communications – What should they expect?
- Educate on New Policies & Procedures



#3



## CHECKLIST: **CONTROL ACCESS**

- Control Entry Points - Building Lobby / Reception / Shipping / Receiving
- Implement Visitor Policies
- Provide PPE
- Establish Protocols for Health Checks
- Determine Elevator Protocol



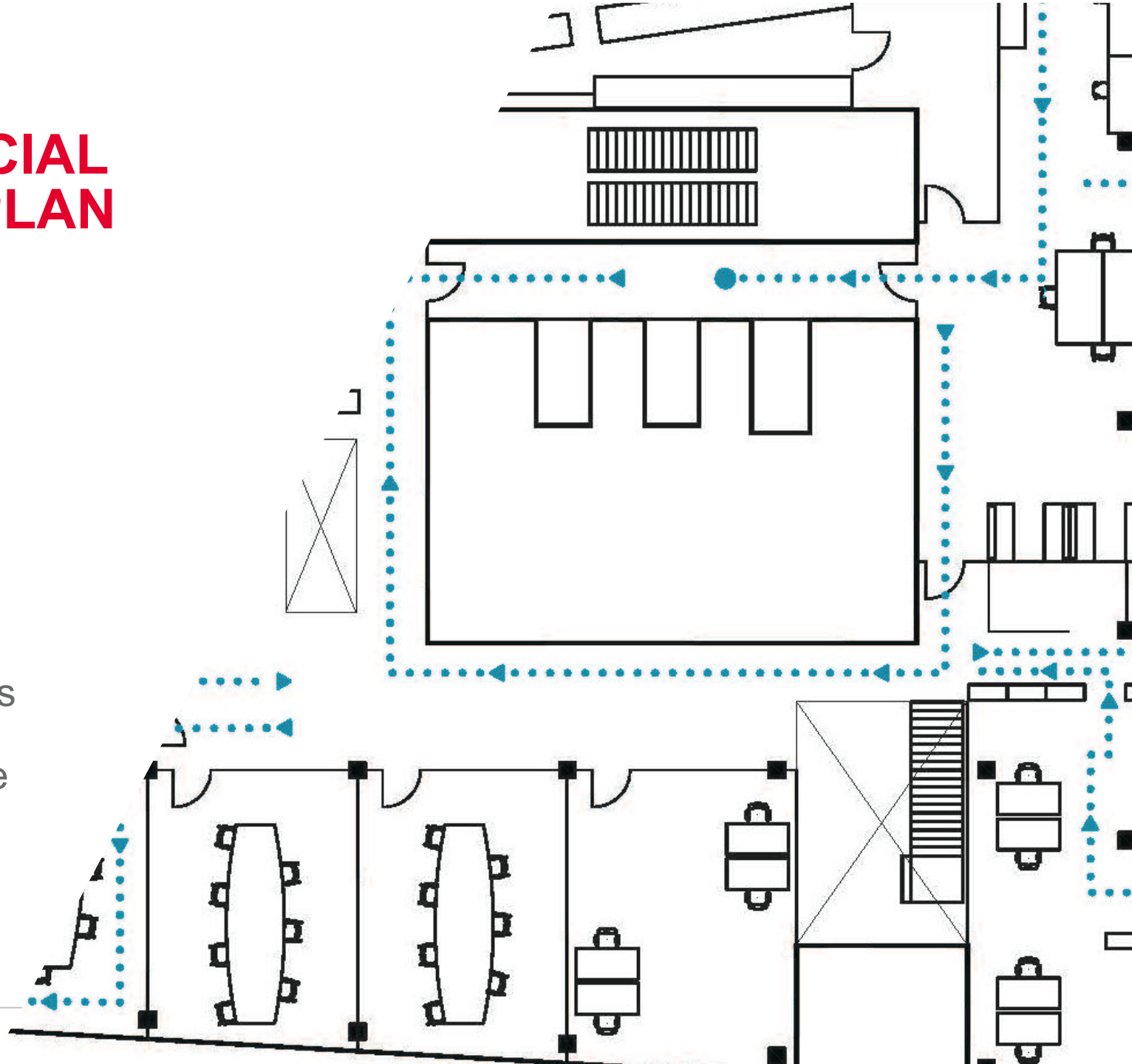
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CHECKLIST:

## CREATE A SOCIAL DISTANCING PLAN

- Decrease Density
- Designate Foot-Traffic Patterns
- Install Shields as Appropriate
- Manage Schedules
- Prohibit Shared Use of Small Spaces
- Leverage Technology to Monitor Use
- Limit In-Person Meetings



#5



CHECKLIST:

## **REDUCE TOUCH POINTS & INCREASE CLEANING**

- Enhance Cleaning & Disinfecting Practices
- Utilize Touchless Ingress / Egress
- Enforce Cleaning Protocols
- Institute Clean Desk Policy
- Consider Low-Touch or No-Touch Fixtures
- Remove High-Touch Shared Tools
- Establish Food / Kitchen Plan



#6



CHECKLIST:  
**COMMUNICATE FOR  
CONFIDENCE**

- Ensure Leadership Alignment on Re-entry
- Establish Two-Way Communication
- Create Trusting & Transparent Culture
- Set Clear Employee Expectations
- Recognize the Fear in Returning
- Test, Measure, Validate & Adapt



# DAY ONE

Despina Katsikakis



**A diagnostic tool to assess the employee's work from home experience.**

## Individual Benefits

- Dashboards
- Evidence
- Benchmarks

## Aggregate Benefits

- Statistical Findings
- Guidance
- Perspective
- Best Practices

## XSF@HOME HELPS ANSWER YOUR MOST CRITICAL QUESTIONS



### Learn How Your Employees Are Coping with Work from Home Conditions and What They Most Need to Remain Healthy, Happy, and Engaged

XSF@home is a unique survey and diagnostic tool that helps your company answer questions including:

**How **productive** are employees in today's COVID-19 environment?**  
Measure and improve employee experience from the perspective of productivity, collaboration, energy, bond with colleagues, and learning and development.

**What are the **biggest challenges** facing employees while working from home?**  
Understand if employees are struggling with connectivity issues, balancing work and caregiver responsibilities, lack of privacy, and distractions.

**How are **employees feeling** right now?**  
Capture perspective on how employees are feeling about the current situation and why they are feeling that way.





**Are you **communicating** in the way employees need?**  
Understand employee opinion on whether you are sharing the right type of information in the right way and at the right frequency.

**What should you consider as you plan the **return to the office** strategy?**  
Capture data on the needs of your employees, how well they can work remotely, and their expectations about the future to help inform your plans on who comes back to work, why, when and how.

**How do you **compare** against your peers?**  
Benchmark the experience of your employees compared to others in the database to understand where you may have strengths to build on, opportunities to improve, and areas to explore further to craft your return to the office strategy.

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### Cushman & Wakefield Delivers AT THE INDIVIDUAL CLIENT LEVEL

-  **DASHBOARDS**  
that allow you to view your survey data results
-  **COMPARISONS**  
across your different regions
-  **EVIDENCE**  
about what is working well and not so well for employees
-  **BENCHMARKS**  
(confidentially and in aggregate only) with those of other companies who have taken the survey

### AT THE AGGREGATE STUDY LEVEL

-  **STATISTICAL FINDINGS**  
revealing the key drivers of employee experience
-  **INVITATIONS**  
to participate in a series of webinars in which our leaders share best practice ideas from across our network of the world's leading companies
-  **GUIDANCE**  
on how to prepare for the return to the office and how to support employees from a logistical and psychological perspective
-  **PERSPECTIVE**  
on the future of safe office design and how to approach the creation of workplaces that are meaningful destinations that generate engaging experiences for employees

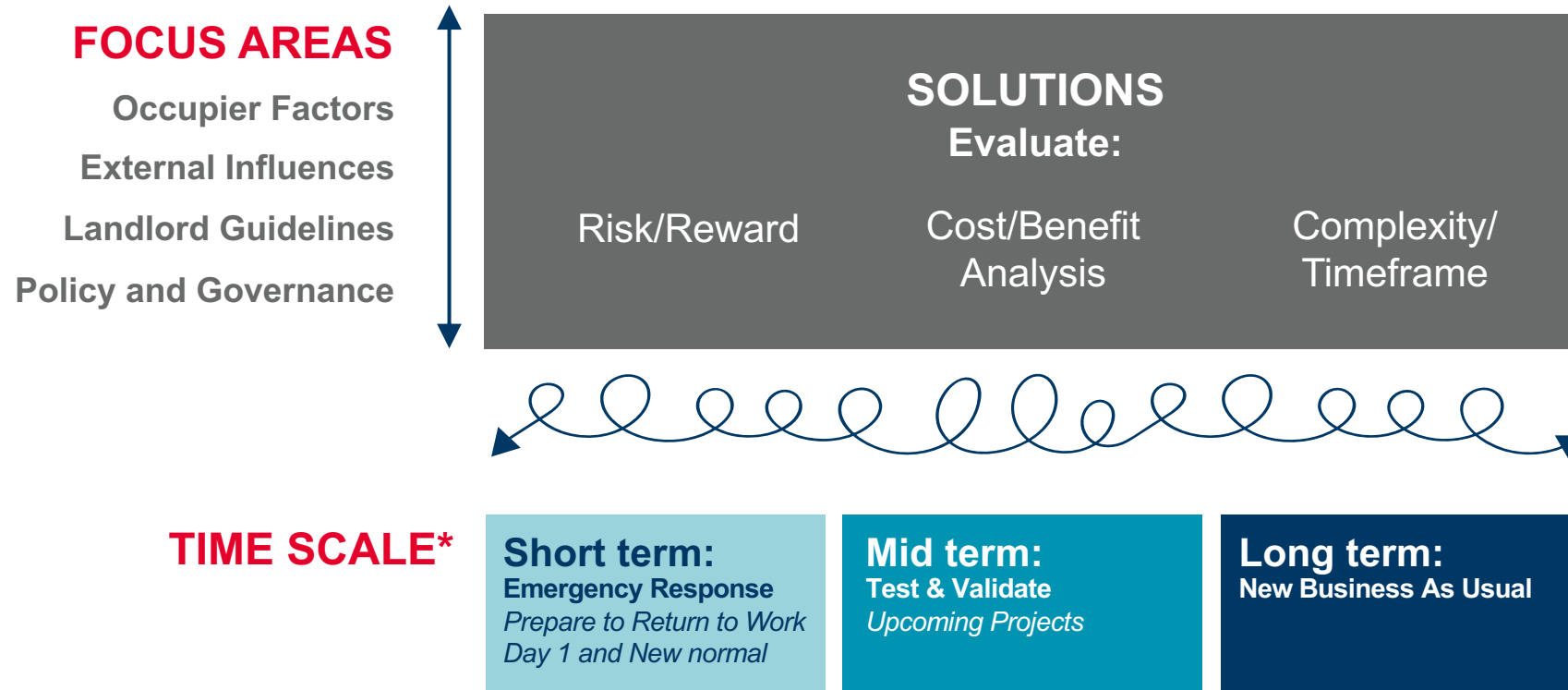


# DAY ONE

## WHAT COULD IT BE LIKE?



# THE RETURN WILL HAPPEN IN PHASES



\*Progress may not be linear: may revert due to contamination or second wave of infection, or may accelerate due to herd immunity or vaccine availability, etc.

# Q&A