



Navigating COVID-19

Preparing the office for safe return

Agenda

- Introduction from **Darrell Matthews**, Director of Membership, ACE.
- **Aaron Taylor** of Stantec and **Simon Innes** of Goodson Associates, two companies who have plans in place on how to set up their existing office space for safe working. They will share their experience and findings.
- **Q&A** from attendees.

Housekeeping

- This is best experienced through headphones which will cut out the background noise.
- To ask questions please go to “**questions**” in your control panel (the sidebar with the controls to the right of your screen). We’ll try and answer as many as possible, but don’t worry we’ll also answer any others we haven’t had time to cover after the webinar.
- Don’t worry if you miss anything we will be uploading this to our website in the next few days, so if you want to listen again to us you can!

www.acenet.co.uk/COVID-19

Getting Back to Business



Aaron Taylor – Principal and Sector Lead

Preparing for Safe Office Return



Agenda

1. Introduction to Stantec
2. The Goal
3. Safely returning to work
4. Human focused ideas for a new workplace
5. Smart Building Strategies
6. Getting Safely to the office
7. Wellbeing
8. Resiliency & Hope



STANTEC AT A GLANCE



23,000
employees



400+
locations



Global
operations





WHAT WILL IT LOOK LIKE?

A WORKPLACE TRANSFORMATION

WHAT DO WE DO AFTER THE WORLD PAUSED?

The pandemic has caused us all to stop, reflect, and plan for a new world. One that we did not anticipate, and few had a game plan for. Safety, health, well-being, mitigating risk, and crisis have become key initiatives to move forward. But how are they implemented? What are the most important things to do now? What do the long-term implications look like?

These questions have been asked of us, and we expect you are asking yourselves these same questions as you begin to plan for re-entry into the office.

RESEARCH & BENCHMARKING TO MAKE INFORMED DECISIONS

We've been in research and benchmarking to quickly learn on many. Our Workplace Transformation Survey was sent to clients to look at current conditions, gather some points and identify critical issues to support finding informed conditions on how to move forward. We asked about working from home, re-entry into the workplace, and the long-term changes they were evaluating. The data we've gathered has allowed us to identify opportunities and possible solutions to re-enter the workplace.

STRATEGIES FOR YOUR UNIQUE NEEDS

We know many of our clients have complex real estate portfolios and unique needs specific to their organizations and industries. In this guidebook, we are offering strategies to prioritize health and well-being in both owned and leased spaces, wherever your workspace is physically located. Our focus is on guidelines for action for the next six to twelve months.

LEVERAGING CROSS-SECTOR EXPERTISE TO SUPPORT YOU

Our multi-discipline and cross-sector expertise allowed us to bring you insights from many different points of view. Architects, interior designers, engineers, technology experts, hygienists, transportation and urban planners, as well as experts in sustainability, well-being, and resilience have all come together to strategically address how we move forward. Strategy is prioritized safety, mitigation, and put people first and equity central, and more long-term implications are defined to help you make informed decisions for your people, your business, and your communities. This has been a little different in many complex ways, but we will get through it. People will come together again, and we are here to support you as you navigate this transformed world of work.

STAY SAFE. STAY WELL. AND THANK YOU FOR MAKING US A PART OF YOUR COMMUNITY.
STANTEC WORKPLACE TEAM





The Goal

The goal of the Stantec Workplace Transformation survey is to gain insights into what the future workplace may look like across a spectrum of industries in a post-pandemic world.

The Workplace Transformation Survey went out to over 130 selected Stantec clients across a diverse cross section of industries across the globe.

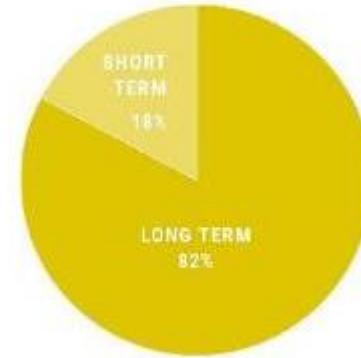


Top 2 reasons for wanting to get back to the workplace

1. The ability to collaborate face to face
2. Social interactions with colleagues



LONG-TERM VS SHORT-TERM IMPACTS OF WORKING FROM HOME ON THE WORKPLACE IN THE FUTURE?



AVERAGE EXPECTED FREQUENCY OF DAYS WORKING FROM HOME PER WEEK:

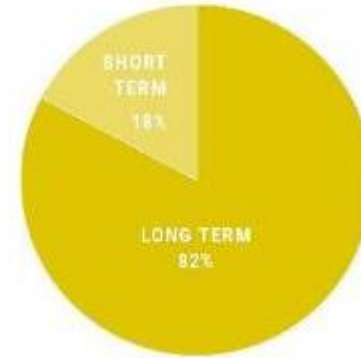


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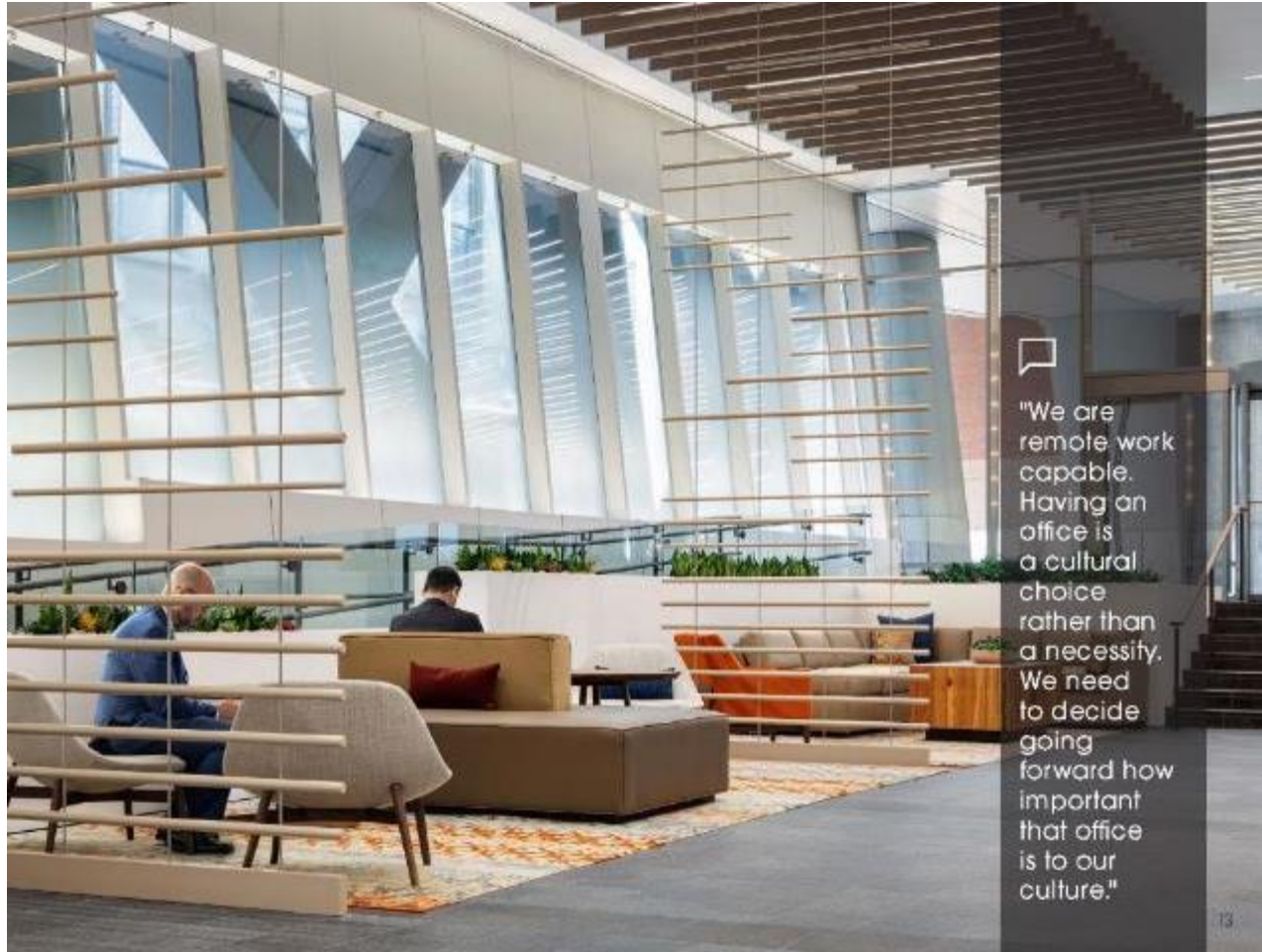
- 88% were looking forward to getting back to the office....
- Only 15% selected “ability to focus” as a challenge. This indicates working from home does not inherently negatively affect successful completion of work.....
- No one stated remote working would change to full time for employees.....



Top Concerns – going back to work

1. Proximity to others
2. Sanitation
3. Safety & Security

- 67% shared the top concern
- 50% said the experience had changed their view of remote working in a positive way
- Whilst remote working increases, 53% felt office sizes would be maintained, 42% with some level of contraction and 5% with significant reduction in size



□
"We are remote work capable. Having an office is a cultural choice rather than a necessity. We need to decide going forward how important that office is to our culture."

A woman with glasses, wearing a green top and dark pants, is sitting in a bright blue armchair, reading a book. She is in a modern office lounge with large windows, a green wall, and another blue armchair with a plaid pillow. A small table with a lamp is next to her.

**GUIDELINES TO SAFELY
RETURN TO WORK**

Safely return to work

Humans were designed to work together. However, we need to keep our number one asset safe upon returning to work and while at work so that working together is safe.

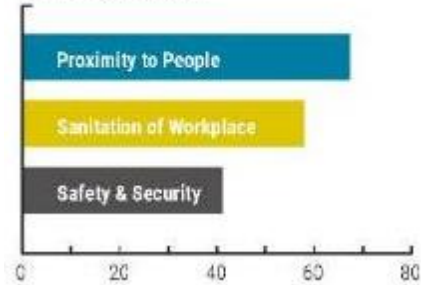


Highest priority changes in the workplace

1. Numbers of people in the office full time
2. Safety & Wellness (Protocols and Amenities)
3. Nightly deep clean & improved cleaning schedules



TOP 3 CONCERNS ORGANIZATIONS HAVE FOR RETURN:



Guidelines put into practice -

1. Identify occupied seats. Seats are planned to be occupied on off-shifts meaning teams will only be in the office a few days a week to maintain social distancing
2. Indicate seating to be removed to maintain social distancing
3. Indicate hand sanitiser and wellness stations



Indoor Air quality - actions

1. Change all filters in AHU equipment
2. Perform an air quality assessment
3. Increase concentration of outdoor & relief air



Additional potential options -

- Increase ventilation – flush pathogen
- HEPA Filtration – trap pathogen
- Electrostatic filters – kill pathogen
- Ultraviolet Germicidal Irradiation – kill pathogen
- Bipolar Ionisation – kill pathogen
- Photocatalytic Oxidation (PCO) – kill pathogen
- Indoor Humidity Management – maintain 40%-60%RH





Choice

This pandemic has shifted the how, when, and where of work.

Remote work was thought by many to never be practical or productive, and now the world's largest experiment is happening.

We are ALL a part of it!



The importance of choice in the next normal

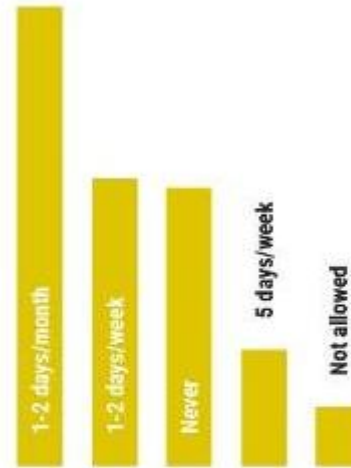
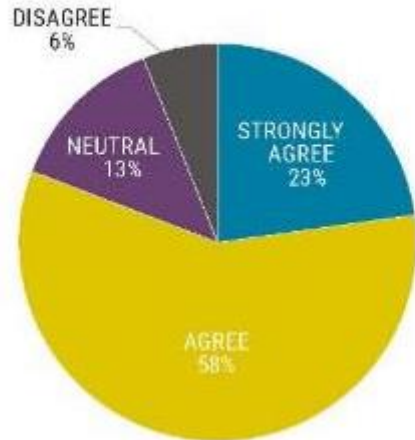


What does workplace choice mean to you?

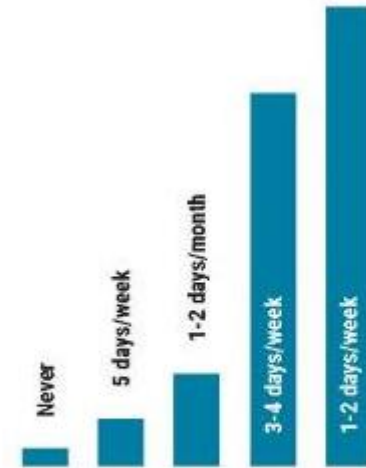


Organisations that mobilise towards choice and prioritise “stakeholder-based” decision making will be the most sought after and successful in the next normal.....

I AM ABLE TO EFFECTIVELY COMPLETE MY INDIVIDUAL WORK AT HOME



PRE-PANDEMIC, ON AVERAGE HOW OFTEN DID YOU WORK FROM HOME?



POST-PANDEMIC YOU WOULD BE MOST EFFECTIVE IN YOUR ROLE WORKING FROM HOME:



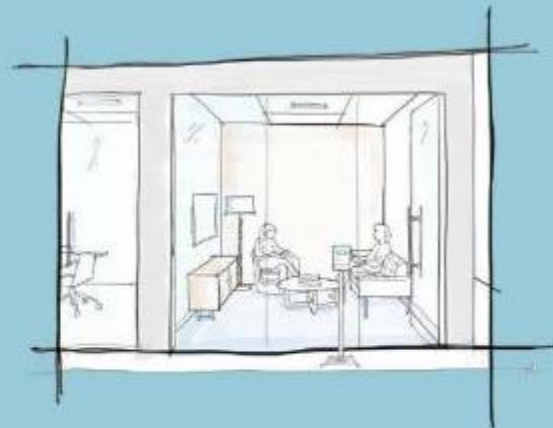
“A Day in the Life” – putting the idea of choice into action



Imagine waking up in the morning, perhaps you work out in your home gym, make your coffee and the short commute to your home office. You put your head down and focus for a few hours, completing all of your independent tasks for the day. A quick check of your calendar alerts you that you have time to grab a snack and a cup of coffee from your favorite cafe before your first conference call.



You arrive and see that your favorite table is available (six feet away from other customers). You grab a coffee and a snack and dial into your conference call before commuting to your company workplace.

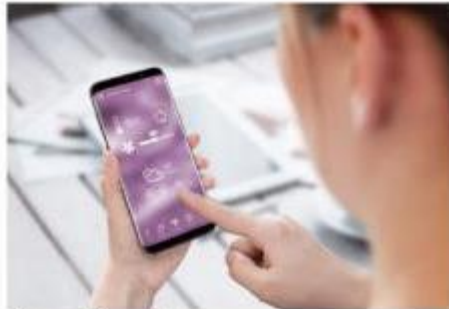


You previously scheduled a meeting room on your company app, so you arrive seamlessly, check in through security and navigate to your reserved room. You and your teammates connect for an in-person brainstorming session taking up most of your afternoon. Prior to leaving you review your schedule for the next day and reserve the spaces you will need for your in-office work.





People Counting – Workplace Intelligence



Thermal Comfort



Smart Access



Smart Lockers

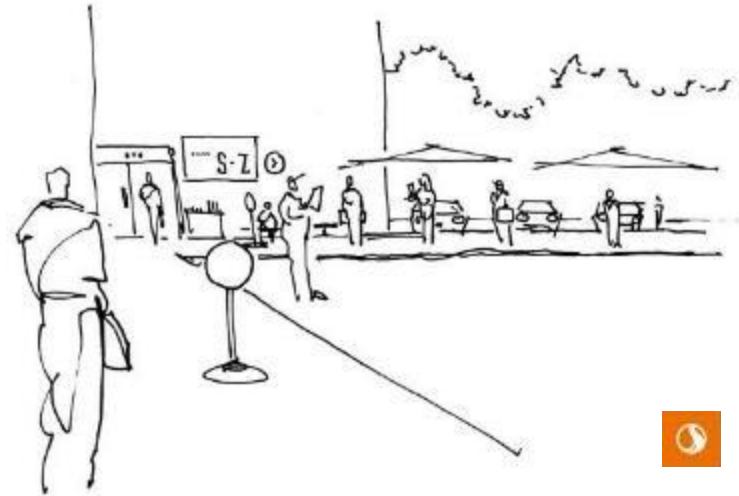
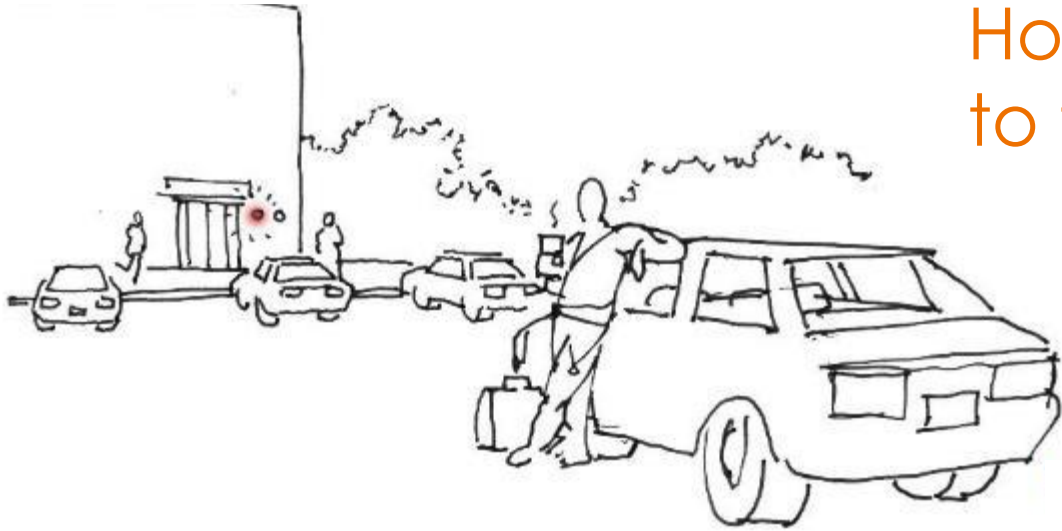
Smart Buildings & Technology

Smart Buildings put people FIRST

Whether working remotely or in the physical workspace, demands for seamless and user intuitive technology solutions have never been greater.



How do we get safely
to the office?





Wellness

We must think about not only mitigating the spread of the virus but creating environments that foster healing and wellbeing.

Defined health is not simply the absence of illness but is really a much broader concept of holistic health (Mind, body and spirit).

Biophilic design principles

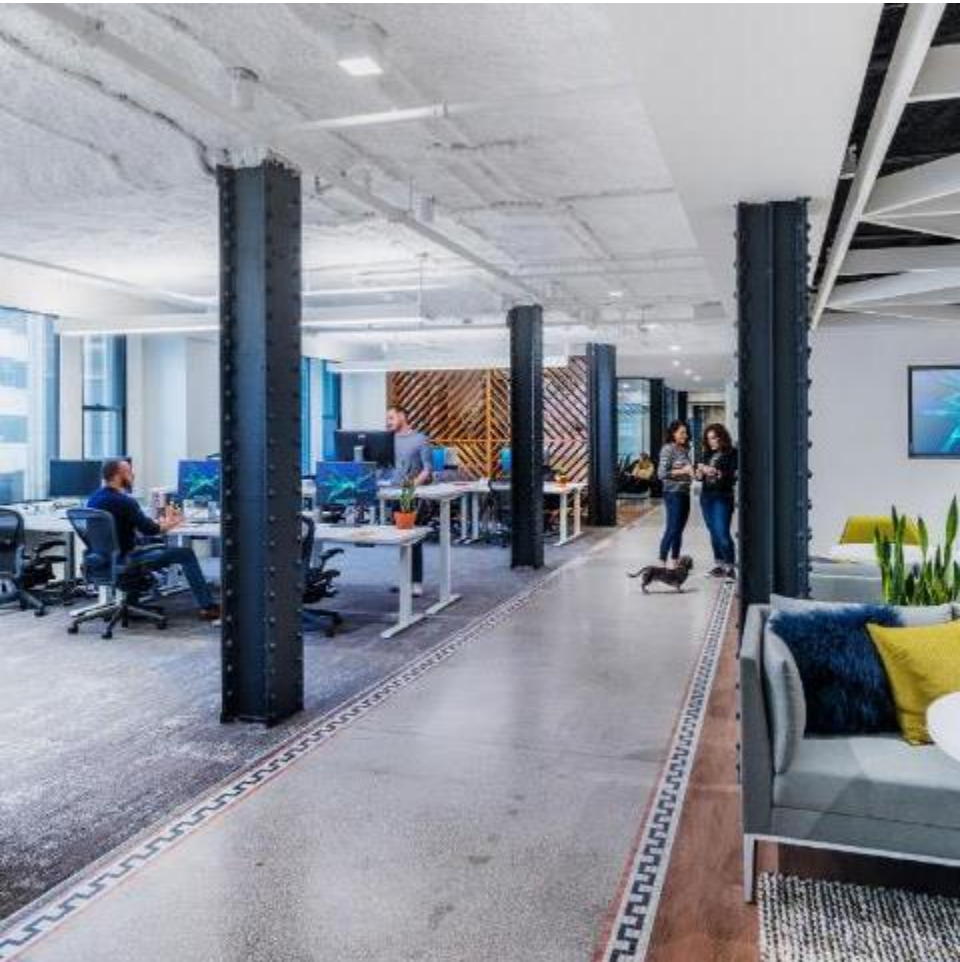




Resiliency & Hope

Resilience – the ability to withstand, recover and bounce back stronger when faced with shocks and stresses.





Moving forward

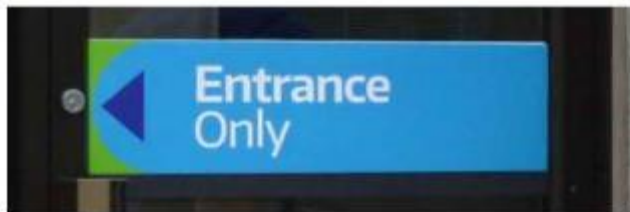
- Deloitte has identified three critical phases of a crisis – **Respond, Recover and Thrive**. Stantec propose the following strategies for returning to the workplace -
- **Expanding the Response Team**
- Engaging specialists to prepare and maintain a safe workplace
- **Communicating with Clarity**
- Providing clear information while alleviating concerns
- **Design for All**
- Leveraging the power of design to respond to employees' needs and concerns as well as organizational needs.



Getting back to Social - Stantec



It's great
to see
you again.





Getting Back to
Social

**USER
EXPERIENCE**

Interior Spaces
Conference Rooms



The team
is back.





Be clever,
be fresh.

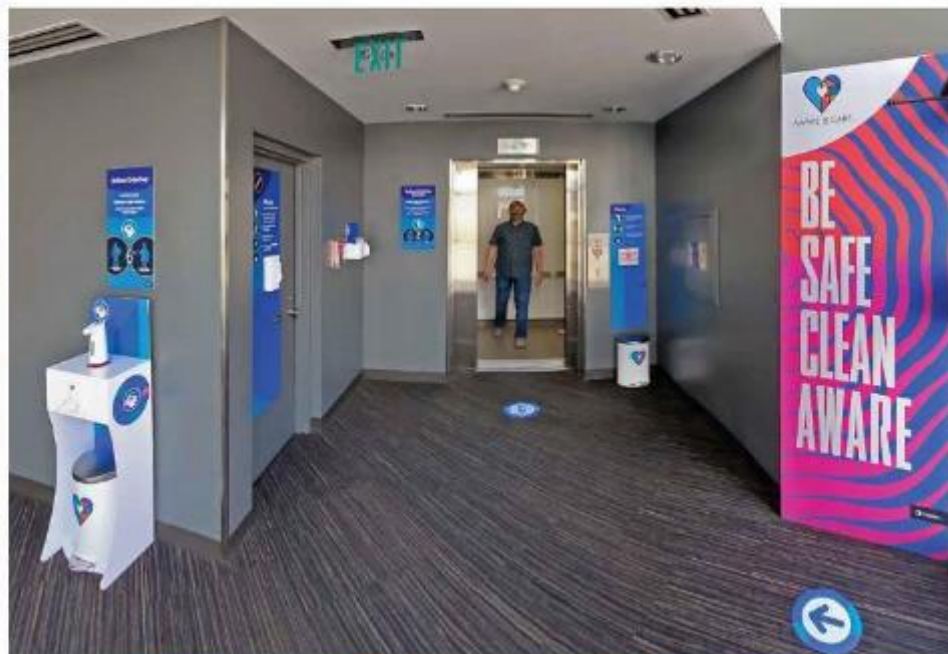


Getting Back to
Social

**USER
EXPERIENCE**

Interior Spaces

Return to
the new.





**Wipe.
Wash.
Win.**



Building Entrance

Entry Area | Sign Message Example



POSSIBLE NO-TOUCH SOLUTIONS
FOR INCREASED INFECTION PREVENTION**ADDITIVE:**

- 1. Hand/Arm
 - a. Push-plates
 - b. Pullers
- 2. Foot
 - a. Kickplates
 - b. Toe Pulls
- 3. Tissue Dispenser (door-mounted)
 - a. Trash Can + Paper Towels
- 4. Motor-assist
 - a. Button
 - b. Push/Pull
- 5. Automatic Opener (touch-free)
 - a. Sensor

REPLACEMENT:

- 1. New Hardware
 - a. Off-the-shelf
 - b. Custom
- 2. New Door with integrated hardware

RECONFIGURE:

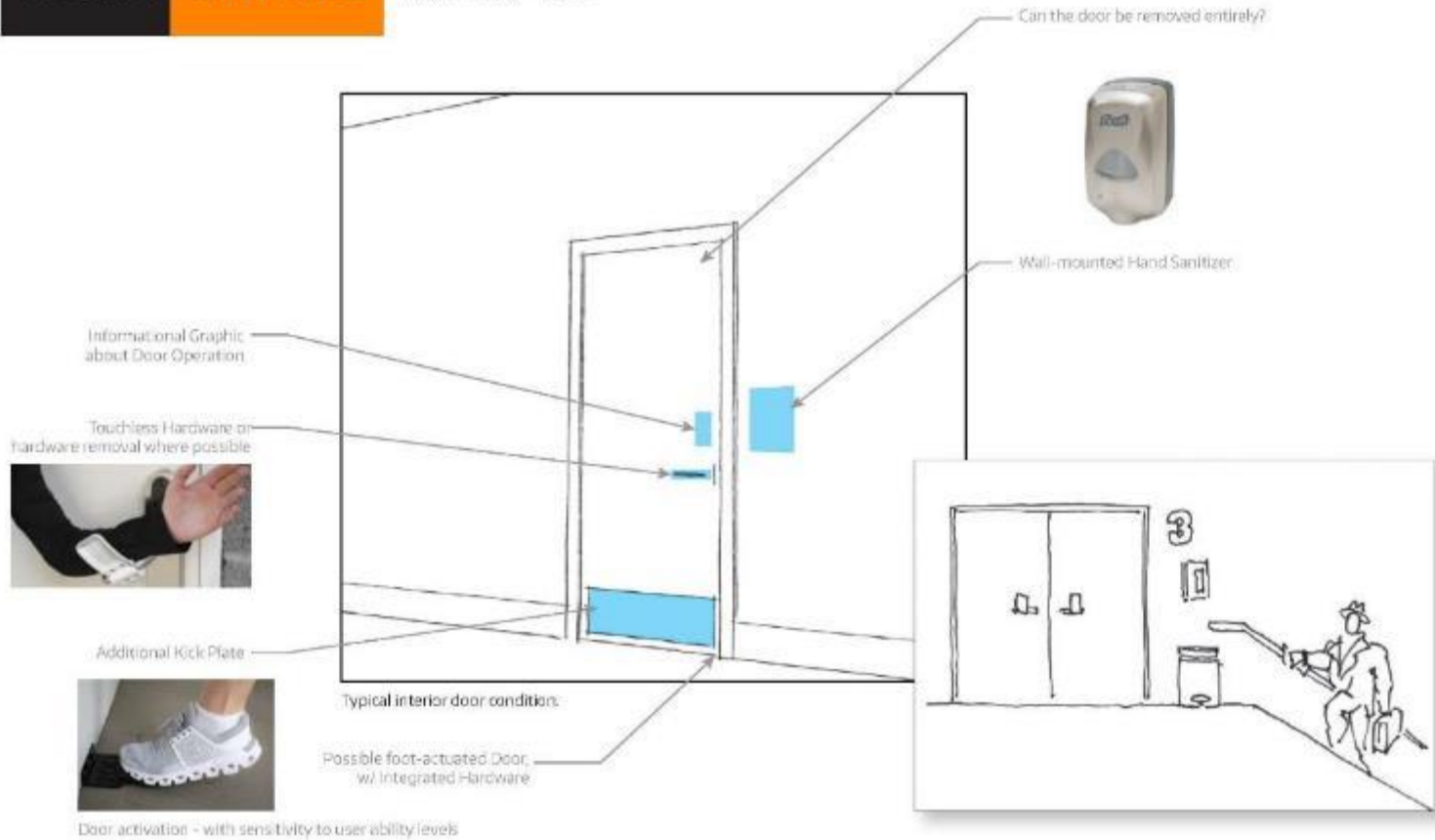
- 1. Door Removal
- 2. One-way door traffic
- 3. Double-swing (code permitting)

Door activation - with sensitivity to user ability levels

■ Short-term

■ Long-term







Getting Back to Business



A Workplace Transformation Guidebook

May 2020



Thank you

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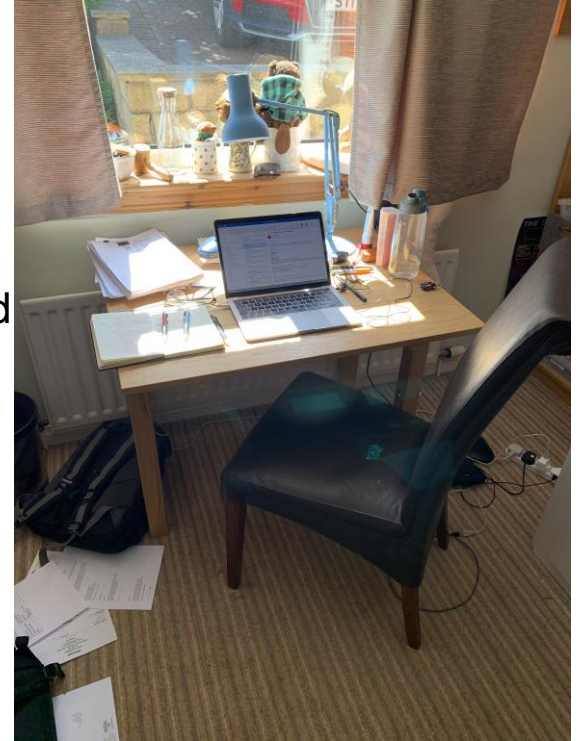


Simon Innes

Managing Director
Goodson Associates

Current working arrangements

- Majority of staff working from home.
- Those that cannot, are in the office limited numbers.
- All staff are working remotely on their office machines.
- Staff have set their offices up the best they can.
- Some have taken home their big screens, etc.
- Kitchen Tables, Spare bedrooms, etc.
- Often both are working from home, battling for space and bandwidth.
- Often children that need home schooling too.
- Continual communication of staff and management.
- DSE Assessments not undertaken (6 Months?)



What is the level of productivity?

Staff consultation

- SurveyMonkey to all staff including those furloughed
- 83% of the Staff want to return to work if they can
- 43% of the Staff have children in nursery, primary or secondary education

Q4 If you have children at Nursery or School, what was your Pre Covid-19 intentions for childcare during the Summer Holidays?

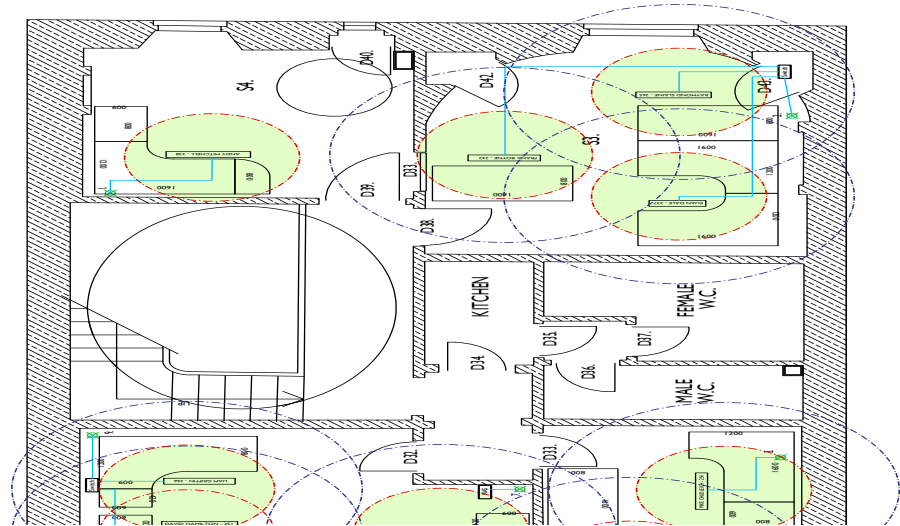
family remained work summer holidays days mum wife time covered using
holidays children grandparents leave
nursery help weeks mother school clubs childcare taking

Staff Wellbeing on return to work

- Consider effect of long-term home working on the staff
- Consider and understand reluctance of staff to return
- Consider public transport in the area
- Opening up availability of car parking spaces
- Support Home working for as long as possible
- Review office work practices to reduce risks
- Continue connection to all staff

Office considerations

- Office Cleaning – Before and during
- Access Egress and Circulation
- How many can occupy each office at one time?
- Travel - commuting and for work
- Common Areas
- Common Equipment
- Ventilation
- Meetings with external bodies in the office
- Office Visitors
- Fire Drills / Assembly Points
- General Hygiene and office cleanliness
- Specialist PPE





Questions

Replay webinars from this series



Navigating COVID 19 -
Improving cashflow through...



Navigating COVID 19 -
Business loans and finance



Navigating COVID 19
Maximising motivation whil...

www.acenet.co.uk/COVID-19



Thank you!