RETURN STRATEGIES FOR THE WORKPLACE AND OFFICE BUILDINGS

MAY 2020
Building owners and users alike are grappling with unprecedented challenges. Based on our work with clients across the globe, Gensler offers space guidelines, proprietary tools, and services for what our clients need now, in the near term, and in the long term.

- **IMMEDIATE ACTIONS**
- **ONGOING PANDEMIC**
- **REIMAGINED FUTURE**
LISTENING TO OUR CLIENTS

We’ve been listening to our clients in every industry to address today’s most pressing topics.

Virtual is not real; recorded is not live. We really need live experiences.

Our physical space is our culture’s town square, main street and community center.

How can I analyze and re-plan my existing office layout?

How do I communicate and manage necessary change in the workplace?

What’s the impact on common areas, vertical transportation, visitor access, and deliveries?

How do we prepare buildings to welcome tenants back to work?

Health & wellness is a priority.

How do I analyze and re-plan my existing office layout?

Home is not an office.

Roundtables and one-on-one workshops

Clients engaged

325+

2,500

67,000+

Multi-industry work-from-home respondents

Clients engaged

We’ve been listening to our clients in every industry to address today’s most pressing topics.
## Spectrum of Readiness

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<th>Ongoing Pandemic</th>
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<td>Leading the Change</td>
<td>The Reimagined Workplace</td>
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![Diagram showing layouts and images related to workspace regeneration.](image)
THREE INCREMENTAL SHIFTS

We’re working with clients to address strategies and solutions that not only get us back to the office, but also prepare us for the long-term future of work.
# SPACE GUIDELINES

**FOR OWNERS / DEVELOPERS**

| 1 | BUILDING ACCESS: ENTRANCES + QUEUING |
| 2 | BUILDING LOBBY: SCREENING, CHECK-IN + SECURITY |
| 3 | BUILDING CIRCULATION: ELEVATORS |
| 4 | BUILDING CIRCULATION: FIRE STAIRS |
| 5 | BUILDING PUBLIC SPACE: RESTROOMS |
| 6 | BUILDING SYSTEMS: FILTRATION + VENTILATION |
| 7 | WAYFINDING, SIGNAGE + GRAPHICS |
| 8 | PROTOCOLS + CLEANING |

**FOR USERS / WORKPLACE**

| 9 | WORKPLACE ENTRANCES: VISITOR + EMPLOYEE |
| 10 | WORKPLACE LOBBY: QUEUING + CHECK-IN |
| 11 | WORKPLACE CIRCULATION: PATH |
| 12 | WORKPLACE CIRCULATION: FIRE STAIRS |
| 13 | WORKPLACE OPEN PLAN: DE-DENSIFICATION |
| 14 | WORKPLACE OFFICES + CONFERENCE ROOMS |
| 15 | WORKPLACE COLLABORATIVE + FOOD SPACES |
| 16 | WORKPLACE OUTDOOR AREAS |
Building Access: Entrances + Queuing

- Single door entries, automatic
- Limit entry points
- Floor decals to adhere to physical distancing guidelines

Building Lobby: Screening, Check-in + Security

- Centralized check-in for health and wellness screening, monitoring, and sign-in
- Designated queuing and waiting area for elevators

Building Circulation: Elevators

- Elevator capacity limited by cab size
- Floor decals to adhere to physical distancing guidelines: boarding, riding, and disembarking

Building Circulation: Fire Stairs

- Use fire stairs for one way traffic in lieu of elevators (for lower floors)
Building Public Space: Restrooms

- Use alternating stalls to control capacity and support physical distancing, confirm with local code compliance
- Heightened cleaning protocols, with protocol + occupancy signage

Building Systems: Filtration + Ventilation

- Increased fresh air intake
- Advanced air filtration
- Increase frequency of air flushing

Wayfinding, Signage + Graphics

- Core, integrated and customized branding and signage components, supporting key areas
- Signage and decals to guide employees through multiple spaces and encourage best-practice protocols

Protocols + Cleaning

- Implement cleaning protocols
- Use signage to encourage people to clean equipment, door handles, and surfaces before and after use

Gloves for Cleaning & Handling

- Provide gloves for cleaning and handling of equipment

No Shared Snacks

- Do not provide shared food and beverage

Ultra Violet Light

- Utilization of ultraviolet light for cleaning surfaces
Workplace Entrances:
Visitor + Employee

• Separated visitor and employee entrances + screening
• Designate employee safe zone after check-in, with no visitor access

Workplace Lobby:
Queuing + Check-In

• Centralized check-in and monitoring
• Floor graphic decals to adhere to physical distancing guidelines

Workplace Circulation:
Path

• One way circulation, avoid crossing in opposite directions
• Paths noted with directional signage

Workplace Circulation:
Fire Stairs

• Use fire stairs instead of elevators for multi-floor tenants
• Enhanced communications and signage
**SPACE GUIDELINES - USERS / WORKPLACE**

**Workplace Open Plan: De-densification**

- Maintain physical distancing guidelines between individual desks
- Limit desks that would require people to directly face each other

**Workplace: Offices + Conference Rooms**

- Doors to remain open
- Limited occupancy per room size
- Meeting members to participate virtually from the office or home

**Workplace: Collaborative + Food Spaces**

- Limit seating that would require people to directly face each other
- Designate physical distancing guidelines in pantry/kitchen/amenity areas

**Workplace: Outdoor Areas**

- Reconfigure to support physical distancing guidelines
- Limit seating that would require people to directly face each other
SPACE GUIDELINES - FUTURE SPACE TYPOLOGIES

WORKPLACE CIRCULATION

WORKPLACE DE-DENSIFICATION AND COLLABORATION

BUILDING ACCESS: ENTRANCES + QUEUING

BUILDING VERTICAL CIRCULATION

WORKPLACE RECEPTION / SCREENING / CHECK-IN

WORKPLACE ACTIVATED CORRIDORS

HEALTH + WELLNESS

AMENITIES
# Charting the Path Forward

## Our Services

### Immediate Actions
Select tools and services to quickly develop data and action plans for rapid planning and implementation.

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<td>Portfolio: Asset Action Plan</td>
<td>Tenant Action Plan</td>
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<td>Signage and Wayfinding</td>
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### Ongoing Pandemic
Begin to implement interim solutions that pivot the building and tenant experiences towards future needs.

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<td>New Supply and Demand Alignment</td>
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<td>User Surveys and Space Monitoring</td>
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<td>Workplace Guidelines Analysis</td>
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### Reimagined Future
Now it's time to consider long-term strategies and solutions to prepare and plan for a healthier environment, enhanced user experience, and more leverage from real estate assets.

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<td>Transition Readiness and Planning</td>
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<td>Scenario Planning and Decision Modeling</td>
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<td>Organizational and Work Process Assessment</td>
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<td>Guideline Rollout Planning</td>
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<td>Experience Assessment</td>
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**Our Services**

- Change Management and Communication
- Workplace Guidelines Analysis
- Transition Readiness and Planning
- Organizational and Work Process Assessment
- Guideline Rollout Planning
- Experience Assessment
- Brand Design

**Back to the Office**

**Charting the Path Forward**

**Our Services**

- Change Management and Communication
- Workplace Guidelines Analysis
- Transition Readiness and Planning
- Organizational and Work Process Assessment
- Guideline Rollout Planning
- Experience Assessment
- Brand Design
PLANNING STARTS TODAY
FOR THE WORKPLACE OF THE FUTURE

IMMEDIATE ACTIONS

1. SCREENING AND MONITORING PROTOCOLS
2. CLEANING AND HYGIENE
3. PHYSICAL DISTANCING
4. VERTICAL TRANSPORTATION

ONGOING PANDEMIC

1.

REIMAGINED FUTURE

1. NEW SPACE TYPOLOGIES
2. SPACE STANDARDS AND GUIDELINES
3. BUILDING INFRASTRUCTURE AND SYSTEMS
4. ENHANCED WORKPLACE EXPERIENCE
5. TOUCHLESS EXPERIENCES
6. SMART BUILDING APPLICATIONS
7. HEALTH AND WELLNESS

BACK TO THE OFFICE
SOLVING CHALLENGES TOGETHER
REDEFINING THE FUTURE

Our incredible team of thought leaders use diverse expertise and a culture of design innovation to tackle the world’s toughest challenges.

Gensler is not an expert in public health matters or infectious diseases. This material is intended to provide ideas or options for further consideration and ideation. You should make decisions related to your operations, business continuity or preparation plans in collaboration with experts in public health and safety.

Connect with us at gensler.com/COVID-19

READ OUR ARTICLES ABOUT DESIGN’S RESPONSE TO A CHANGING WORLD

- 10 Considerations for Transitioning Back to Work
- How the Pandemic Will Influence Building Design
- Understanding the Touchless Workplace
- Tips for Signage and Wayfinding in a Post-COVID-19 World
- For Law Firms, COVID-19 Has Accelerated the Inevitable
- An Air Filtration Primer for Building Owners and Developers
- A Day in the Life: Going Back to Work in China
- Optimizing Office Building Lobbies for Wellness
- What Happens When We Return to the Workplace