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A **COVID-19** Virtual Ideation Experience

Team Topic and Number: Workplace Wellbeing, 5

Team sponsor/chapter (if applicable): HOK

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**Input your submission below. Please remember that you have 1500 words to
share your insights.**

During these uncertain times, CRE leaders are asking critical questions when it comes to health and wellbeing in the workplace:

- How will existing real estate footprints need to change, expand, pivot to support health and wellbeing?
- How will shared spaces, such as elevators, lounge areas, breakrooms, etc., need to evolve?
- How can we de-densify office spaces to support physical distance?
- How will remote workplaces be supported?
- How to support Sustainability?
- What HVAC upgrades do we need to invest in?
- How should Strategic Leasing Plans be adapted to the new ways of working?
- What HR policies, IT infrastructure and facility protocols are needed to support business continuity plans?

A Day in the Life ...the new must haves

6:00 am: Sanity and satisfaction while starting the day...

Intention: Ensure my family and children's needs are addressed and confirm my team is set up to work for the day.

Protocol: My two-week work from home shift has ended and we are expected to go in to the office today. I am always nervous about leaving my children and heading onsite even with the **new cleaning protocols** including **increased frequency** of high touch areas and regular wipe downs of desks. Now that we **don't have food service** on Fridays, I need to pack my lunch and bring a drink with me. I also must **wear a mask** onsite, which is uncomfortable. The company is supposed to provide them, but I **can't remember** who to contact if someone on my team needs one. I log onto our **app** and find the newly-formed **Rapid Response Team** contact name.

8:00 am: Arrival, 'the new order'...

Intention: Safely navigate my commute and get settled into my work day. Protocol: The night before I booked an **enclosed office** and reserved a **roundtrip seat** on the subway on an **app**. The flexible workplace policy (**Work Wherever Whenever**) is in place but twice a month, we have mandatory face-to-face team meetings. Face shields must be worn. Before I leave home, I do a **health scan** using a wand. All public entrances in the city are equipped with **UV germicidal irradiation**. Entrance/exits are **controlled, one directional, and spaced apart**. Elevator buttons, door handles, desks, and other touch points have a **nanoseptic self-cleaning skin applied**. Only two of us are allowed in the elevator at a time. Day is going well so far, I ordered my hot tea from the app and just got the notification that it's ready! I head to the kitchen to collect my order.

10:00 am: Best practices in play...

Intention: Maintain sanitation and find a safe place to work. Protocol: I came in before the **Second Shift Rush Hour**, worked out in the newly reopened Fitness Center and was pleased to see that the new sanitized **individualized shower base** and changing rooms were open. I brought my lunch and booked a **designated time slot** at the building café for Monday. My **mask** is hot and humid against my face. I walk by the **Rapid Response Hub** and pick up a new mask. The new **duo hand sanitizer/moisturizer stations** have been set up, soothing my cracked, but clean knuckles. Lunch stored in my **modified personal locker** which now has a refrigerator drawer, water bottle filled, mask on, hands clean, email inbox combed, I head down to the outdoor courtyard, with the new physically-distant, yet beautiful sculptural ottomans, benches and tables. Sun on my face, I take a deep breath, open my laptop, and start my day.

12:00 pm: Multi-sensory Amenities...repositioned

Intention: I found a physically distant-compliant outdoor seat (**assigned lunchbreak time**) and enjoy the exposure to **biophilia** and the soothing scent of the lavender plants. Protocol: My Lunch break is assigned. I am tentatively impressed with the newly published **Procedures for Air Quality** in our work environment which has eliminated the previously unpleasant disinfectant odors from the necessary repeated usage...My thoughts now travel to checking on the details: Side effects, 'green' products, **Antimicrobial** finishes on the newly reupholstered seats. I email the Rapid Response team with my questions. I see the request is logged, and I should hear back tomorrow. I am happy to escape outdoors because our building has added **HVAC air volume** that creates an incessant **sound**. **Plants** are also prolific inside in our common areas. Not only do specific types act as natural air filters, but they provide a sense of calm to the employees who have concerns about returning to the office.

2:00 pm: It's about time...Quality of Family Life rules...

Intention: Meet with my team and our HR representative to confirm best work policy to support all roles. Protocol: **Work from Home with Children** is supported in the following situations: My team member is homeschooling their child due to another school closure, she needs to take 2 hours to help him prepare for an important test. The newly introduced **Emergency Time Off** program is geared to situations just like this. **Work in Office:** This team member's job requires them to come into the office, but they really need to leave at 4:00. Because our company supports **flex time**, he will go home at 4, attend to his appointment and log back in after dinner to finish out the day. **New Work Schedule:** This team mate is at our site with **reduced hours** due to the virus. While normally work she works until 4, she now need leave at 2:00 p.m. We are all thankful that our company continues to pay a full 40-hour work week, despite only working 30.

4:00 pm: Personalization...the appearance of Hello Kitty...and "Hands Free"

Intention: Unassigned desk and my **Mobile Work Kit** and my **WFH set-up**. Protocol: My company opted to move to **shift schedules** and **assigned seats**. After I leave the office, a crew cleans and sanitizes my work area for the next person. I take my Mobile Work Kit with me: personal keyboard, mouse, wipes (my daughter has emblazoned these with hello-kitty stickers) and any personal items. All elevators, doors, faucets **hands free**. Lounge areas have been converted to Zen areas for meditation, and focused work. We rely on technology **meeting platforms** to support not only our work tasks and team meetings but also nurture our company **culture**. I feel safe that the company is committed to health. I began work early, so I can leave at 4:00 and pick up my kids. I am engaged, focused, as my company has invested in my health. I also have my **WFH** setup. My company provides a full ergonomic workspace at home. *For our new happy hour format, instead of craft beer and Ramen, we move to a walking meeting to wind down our day.*

6:00 pm Virtual Everything...

Intention: Keeping the human connection alive. Protocol: The workday is winding down and I am leaving my desk the way I found it this morning, **clear and clean**, ready for the **next shift**. I am sure to pack all my personal and office belongings, leaving the desktop clear, and completed a sanitizing surface wipe of the high points, desk, door handles, laptop accessories, and furniture. Before I leave the office for the commute home, I prepare my new PPE, a fresh mask and pair of gloves, and then a visit to the restroom to thoroughly wash my hands and face. The new **signage** reminds us to be conscientious social distance protocols, 6 feet spacing in public, and prepare to join the

outside world. I remain vigilant during my commute, limiting the items and places I touch, being aware of others around me, and most important and needed in these times, be a friendly face. A **wave** and “Hello” goes a long way to help us feel alright.

8:00 pm: Ending the day with Satisfaction...

Intention: Finishing up my workday and updating our signage program. Protocol: Draft weekly email update for **office-wide communications**. Everyone is familiar with the **staggered arrival times**, and “color” teams designating the Early Shift and Late Shift. Hand sanitizing stations have been added throughout and cleaning crews are now on site all day. Conference rooms have been de-densified by removing seats to **limit occupancy**. This email focuses on the new order for additional signage for the office including: **directional signs, 6’ distancing, “Just Cleaned”** stamp for individual desks and more **color papers** for the shifts.

The diversity of the workforce and the requirements to do ones’ job and feel safe and cared for means there is no one size fits all solution. Confidence in a customized set of sustainable solutions is key. With the right tools in place, easily transferable over time, these solutions will carry us beyond the current crisis. Employers are driven, now more than ever to meet employees where they are and be mindful of what they need as individuals. While design details may change, our attitude about wellness will become a permanent fixture of our mindset. We will all be relearning how to fulfill our basic needs to thrive.