



A COVID-19 Virtual Ideation Experience

Workplace Wellbeing - Tennessee Chapter

Agenda - Well Being Over One Day in the Workplace

- Finding a Healthy Space in the Office
- Finding Health Resources in the Office
- Optimizing Building Performance to Combat Transmission

3 Elements of Well Being in the Workplace

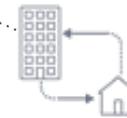
PHYSICAL SPACE



TECHNOLOGY



FLEXIBILITY



WHAT DOES IT MEAN FOR EMPLOYEES?

Ability to find and reserve available desks in spaces designated safe for employees

Trust that the space is sanitary

WHAT DOES IT MEAN FOR MANAGEMENT

- Identify spaces needing additional sanitation.
- Maintain corporate distancing guidelines

MINIMIZE RISK & BUILD EMPLOYEE TRUST

Digital Communications to keep employees aware of wellness resources like clinics and sanitation stations.

- Continue to foster employee **health, safety & productivity**

A dynamic, fluid workforce.

Continued variability in space usage.

- Drive **optimized space & portfolio management** through space analytics
- Give employees the space that makes them most able to do their work.



IDEA



CONNECT



SOLVE



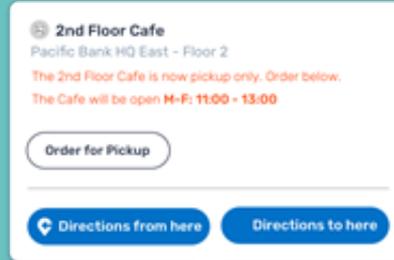
PRESENT

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A DAY IN THE LIFE



Ok, looks like my group is going into the office tomorrow. I'll book an open desk.



I'm going to place a lunch order and avoid the Cafe. Is it open?

Before I leave for the day, I want to check density across the buildings I manage.



I don't have anymore meetings, going to work from home

How do I know my desk is safe and sanitary?





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Finding A Desk

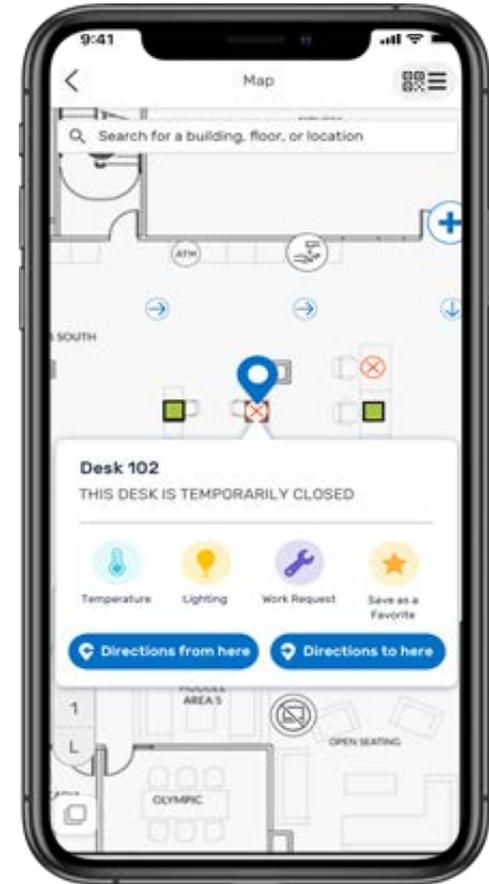


Use Workplace App to facilitate Desk Booking:

- Support social distancing by disabling specific desks for reservation and hiding them from search
- Desk **availability is visible in the App** for each floor, enabling employees to find and reserve areas to work
- Reserve desks in advance, for the entire day, to ensure cleaning schedule compliance (limit one desk, per employee, per day)*
- Search for and locate colleagues' workstations for that day
- Desks can specifically be **marked as closed*** and/or **booked for multiple days***
- Send **work requests** (anonymously or not) directly from desks

Value delivered:

- Readily manage building capacity and comply with social distancing layout
- Employees are able to easily find and reserve available desks
- Aids staggered workforce and partially opened campuses



Icons can be placed in hot desk areas, explaining that some desks are unavailable for booking to maintain social distancing

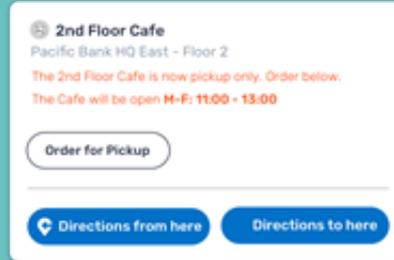


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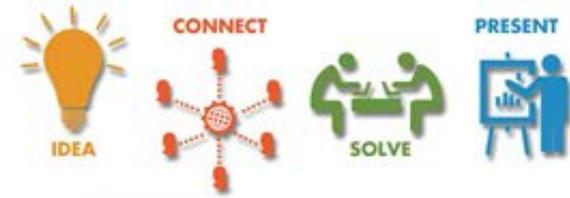
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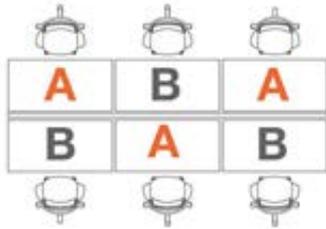
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Trusting Your Space

01. Develop people-focused policies and procedures



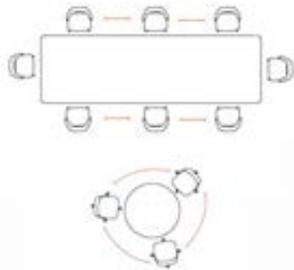
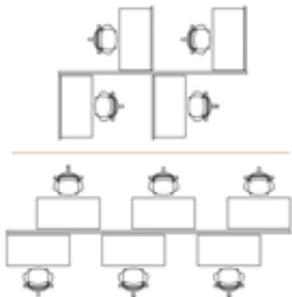
- Establish flexible work strategies such as remote work options, alternate shifts of A/B team schedules, and phase employees' return to work in stages.
- Allocate spaces and tools to discourage shared usage through assigned seats and dedicated electronics, equipment and meeting spaces.

02. Assure employee safety and well-being



- Maintain a healthy physical environment. Specify fabric and finishes with antimicrobial properties and/or bleach-cleanable surfaces.
- Add sensors and no-touch technology for hands-free operation.
- Support employee health and wellness through temperature checks, sponsoring programs for physical and mental well-being, and encourage employees to stay home when not feeling well.

03. Create spaces that allow people to be "alone together"



- Consider spacious layouts or stagger users to maintain 6' minimum distances.
- Reduce the number of people in meeting spaces.
- Create enclosures or delineate space through incorporating architectural solutions and/or adding screens, panels, dividers and storage units to define existing workstations.

04. Upgrade HVAC Systems and Office Cleanliness

- Upgrade HVAC Systems to enhance filtration – consider hospital grade filters.
- Assure ventilation keeps clean air flowing in and helps direct air down.
- Borrow practices and ideas from healthcare/hospital design.
- Bring in outside air when possible.
- Investigate potential of UV technologies to enhance overall indoor air quality.
- Add a robust and regular cleaning protocol, including daily day – and nighttime cleanings and scheduled deep cleanings, like electro-static cleaning.
- Establish a clean desk/clean meeting space policy to enable a cleaning crew to thoroughly clean all desk and spaces.



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Trusting Your Space



Add taller glass or fabric stackers to existing panels.



Add dividing screens to benching applications.



Add doors or perpendicular panels and returns to existing stations to create barriers along the corridor and open environment.



Add screens to height adjustable tables and increase height or existing spine mounted screens.



Add enclosure along corridors and between dedicated workspace and open, ancillary space.



- Reduce number of seats and large meeting tables. Consider Round tables to ensure proper distancing.
- Consider non-rectangular modular table configurations for greater distancing.



Add separation between lounge seating and provide individual, dedicated work surfaces.



- Repurpose formerly shared meeting areas as dedicated team spaces.
- Create distinct zones for small teams.



- Use desktop screens to indicate maximum occupancy and seating pattern.
- Reduce the number of occupants allowed in meeting and collaborative spaces.
- Employ touchless meeting room technology.



Orient lounge chairs away for privacy and proper distancing.

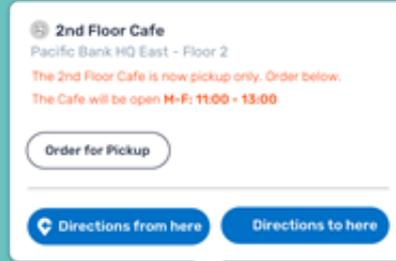


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Real Time Communication

Communication Planning:

- Regional & Site specific
- Collective buy in from multiple stakeholders – recruit “change champions”
- Contingency for how to manage a diagnosed case on campus

Varied Communication Channels:

- Digital Signage
- Intranet
- Workplace Applications with searchable wellness features
- Stickers in elevator & high traffic areas

Real or Near Real Time Information:

- Update Employees as state regulations change
- Keep the status of office amenities- clinics, cafes, gym’s up to date.
- Clearly indicate that a space has been cleaned and sanitized after use. Draw attention to sanitization stations for employee use.





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Ok, looks like my group is going into the office tomorrow. I'll book an open desk in Comfy.

2nd Floor Cafe
Pacific Bank HQ East - Floor 2
The 2nd Floor Cafe is now pickup only. Order below.
The Cafe will be open M-F: 11:00 - 13:00

Order for Pickup

Directions from here Directions to here

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MEETING DISTANCING GOALS

Use Analytics to Track Occupancy

- Identify high density areas with sensors or WiFi-based reporting
- Determine where additional desks or spaces should be added to reduce density
- Determine which floors should be opened or closed based on occupancy and traffic patterns
- Review data to ensure that desks and spaces were not being used outside of specified hours
- Identify areas which may benefit from additional cleaning periods based on employee traffic

Value delivered:

- Plan for opening of additional areas and floors based on data, not intuition
- Ensure that cleaning resources are allocated based on usage.



**Visual from ComfyApp*

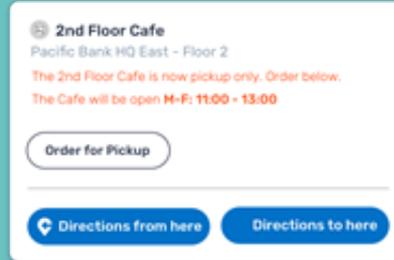


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Flexibility to Work From Home

Extend and Broaden Work From Home:

- Follow lead of Tech leaders in extending work from home to the fall.
- Reduces obligation to come to office when feeling ill
- Reduces number of employees in office at any one time.

Create Home Office Ergonomics Program:

- Equip employees with proper IT devices, task seating, monitor arms, lighting, and desking to encourage a positive and supportive at-home work environment.
- Train employees on proper ergonomic practices and habits to support a healthy environment when working from home.
- Educate employees on successful WFH and remote work habits and practices.
- Educate managers on how to successfully manage a remote team.



Adjust Your Immediate Surroundings

- Start with a good chair**
Stick with proper ergonomic seating to increase comfort and reduce risk of injury.
- Position your screen correctly**
To reduce eyestrain, a monitor arm can easily hold a screen in the proper position.
- See the light**
To minimize glare and illuminate work materials as needed, use an adjustable task light.

Incorporate Movement and Visual Breaks into Your Work Day

- Vary your posture**
For better health, create a daily work style that includes both seated and standing postures.
- Keep moving**
To stay active, take a short walk during your lunch break, or build in stretch breaks throughout the day.
- Rest your eyes**
To reduce eyestrain, incorporate brief "rest breaks" to refocus and rest your eyes throughout the day.

Help employees get the most out of their home office.