

This webinar will begin shortly...

RECOVERY READINESS

A HOW-TO GUIDE FOR REOPENING YOUR WORKPLACE

Client Preview Webinar

30 April 2020



RECOVERY READINESS GUIDE



THE SAFE SIX



PREPARE THE BUILDING



PREPARE THE WORKFORCE



CONTROL ACCESS



AGENDA OVERVIEW

Introduction



Matthew Bouw
Chief Executive Officer
Asia Pacific



Jun Sochi
Head of IFM & Asset Services
Asia Pacific



Bill Knightly
Global COO
Global Occupier Services



Anshul Jain
Managing Director
India and South East Asia



Chris Browne
Head of Global Occupier
Services, Asia Pacific



Hideaki Suzuki
Head of Research & Consulting
Japan

What Might 'Day One' Look Like?

Our '6 Feet Office' Design Concept

Recovery Experience

Insights from Greater China



Sean Wang
Managing Director
North China



Hideaki Suzuki
Head of Research & Consulting
Japan

CUSHMAN & WAKEFIELD'S RESPONSE:

Recovery Readiness Guide: A How-To Guide to Reopening Your Workplace



Bill Knightly

Global COO, Global Occupier Services



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

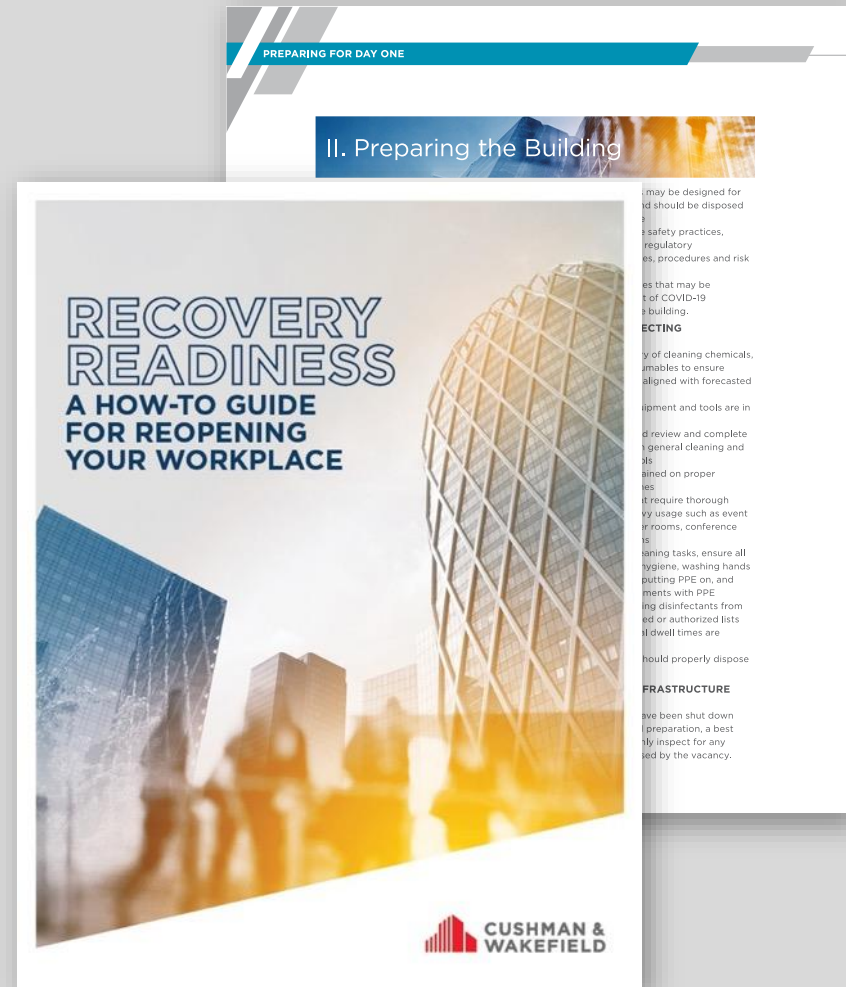
A HOW-TO GUIDE FOR REOPENING THE WORKPLACE



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

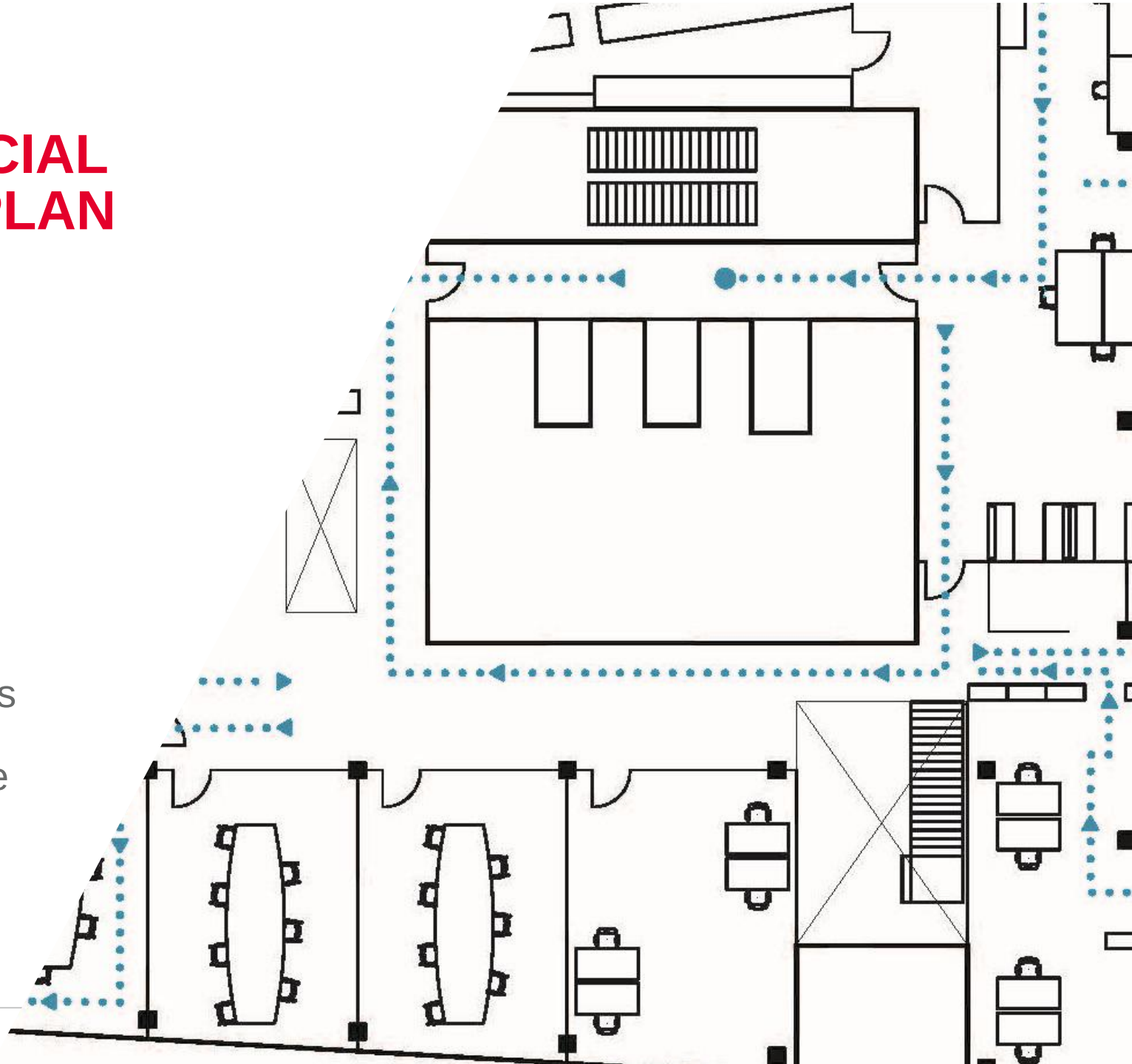




CHECKLIST:

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



WHAT MIGHT DAY ONE LOOK LIKE?

Our '6 Feet Office' Design Concept



Chris Browne

Head of Global Occupier Services, Asia Pacific

RETURNING TO WORK

EMPLOYEE ENGAGEMENT



DAY ONE

WHAT COULD IT BE LIKE?



6 FEET OFFICE

☐ 6 FEET QUICK SCAN

A concise but thorough analysis of the current working environment in the field of virus safety and any other opportunities for improvement.

☐ 6 FEET RULES

A set of simple and clear workable agreements and rules of conduct that put safety first.

☐ 6 FEET ROUTING

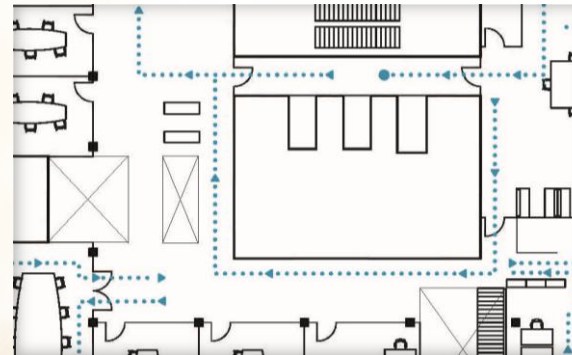
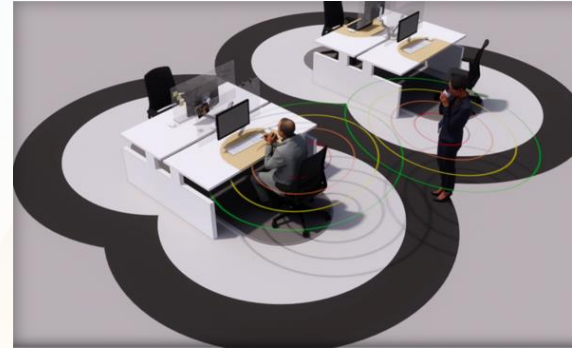
A visually displayed and unique routing for each office, making traffic flows completely safe.

☐ 6 FEET WORKSTATION

An adapted and fully equipped workplace designed for worker safety

☐ 6 FEET FACILITY

A trained employee who advises on and operationally ensures an optimal functioning and safe facility environment.



THE RETURN WILL HAPPEN IN PHASES

CONSIDERATIONS

Company Direction
External Influences
Landlord Guidelines
Policy and Governance

Short term:
Emergency Response
*Prepare to Return to Work
Day 1*

Mid term:
Test & Validate
*Upcoming Projects
6 Feet Office Concept*

Long term:
“New” Business As
Usual



Prepare to return to work with the
Recovery Readiness:
A How-to Guide for Reopening
Your Workplace



RECOVERY EXPERIENCE

Insights from Greater China

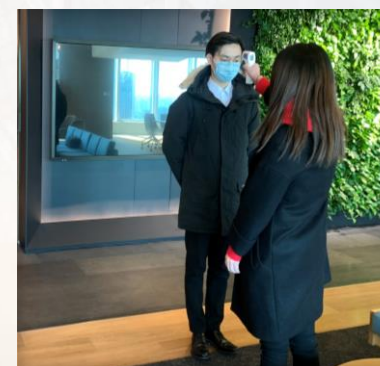
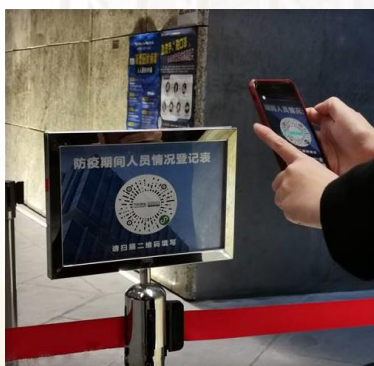


Sean Wang

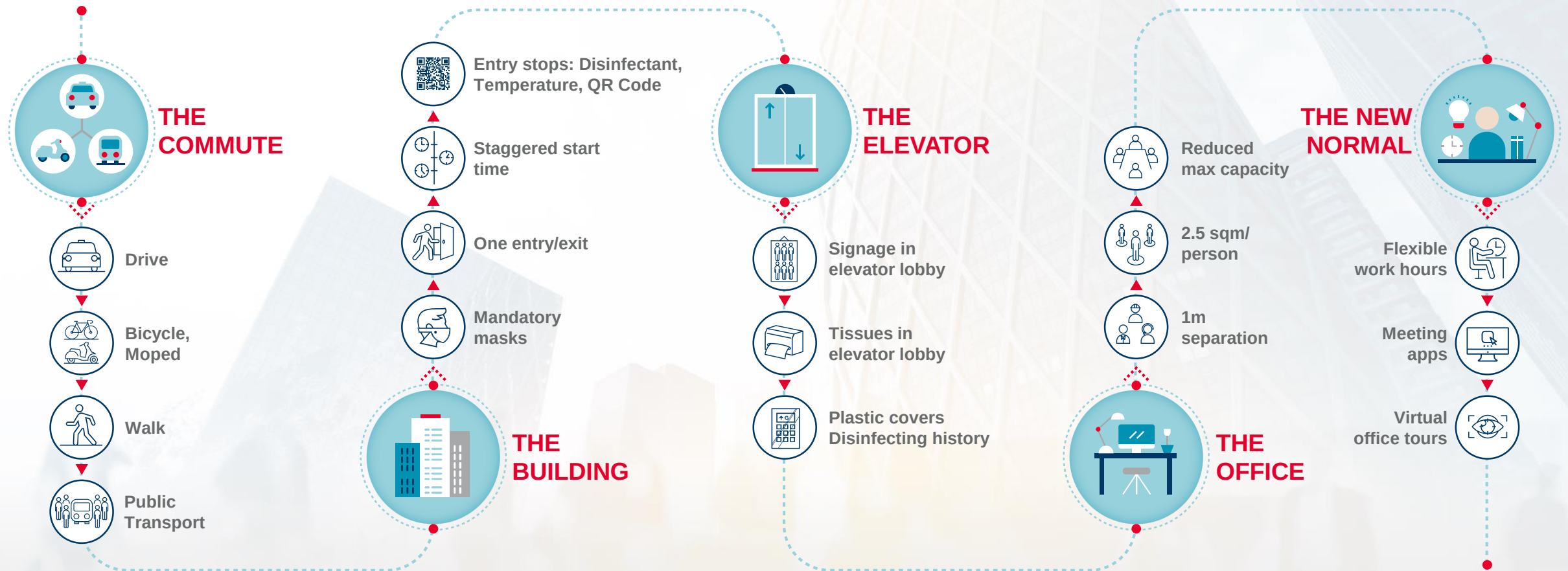
Managing Director, North China

CUSHMAN & WAKEFIELD IS HELPING CORPORATE CHINA GET BACK TO WORK

-  **80** Cities
-  **1,000** Properties
-  **10,000** Tenants
-  **1 Million** Workers
-  **800 MSF** of Property



A DAY IN THE LIFE OF AN OCCUPIER IN CHINA

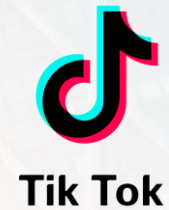


DIGITAL ACCELERATION

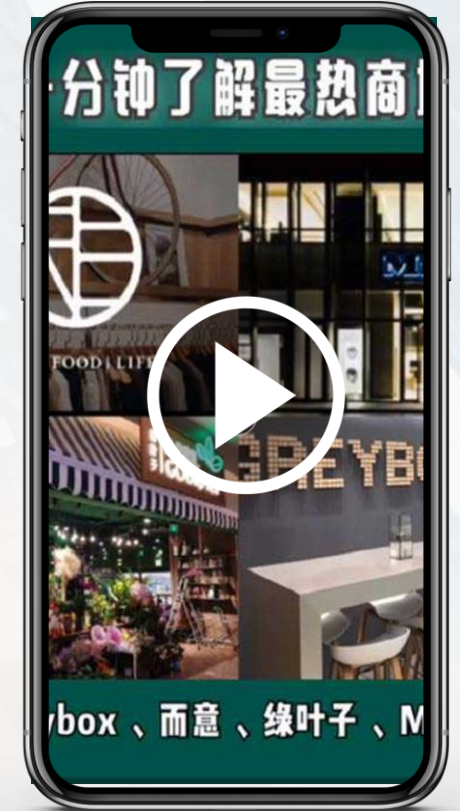
DIGITAL TOURS through VR Technology



E-LEASING through 1Broker app



RETAIL VIDEOS through TikTok



WHAT WORKED? OUR LEARNINGS

1



GOVERNANCE

- Stricter lockdowns but faster containment
- Culture of following the rules
- Culture of wearing masks
- Efficient tracking apps

2



PROPERTY MANAGEMENT

- Up-to-date pandemic manuals
- Quick mobilization in response to fast-changing government guidelines
- Reliable procurement channels – for cleaning & PPE products
- Additional costs - overtime, equipment, meals

3



OCCUPIERS

- Staying up to date with social distancing guidelines
- Commute to work challenging (quarantine may be imposed)
- Loss of time: queuing, checkpoints
- Communication crucial to overcome fears

Q&A

Please submit your questions by clicking the Q&A icon on the top right-hand corner of your window.

Moderator



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Panelists



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Hideaki Suzuki
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Japan

This webinar has now ended.

THANK YOU

*A recording of the webinar will be uploaded
onto our website and included in our
next Insights email to clients.*

