

AIR CRE TOWN HALL

# The Reimagined Workplace Post Coronavirus

Friday, May 8, 2020

Presentation and Q&A Session

## TOPICS

- 1 What does a phased opening look like?
- 2 Building operations and workplace hygiene
- 3 New workplace utilization options for distancing
- 4 Rethinking the purpose of office space
- 5 Strategic planning for the near and long term

Q&A



## SPEAKER

### **John Adams**

*Regional Managing Principal,  
Managing Director at **Gensler**,  
with over 20 years of experience  
as an architect, real estate  
strategist and planner*



## CATALYST FOR CHANGE

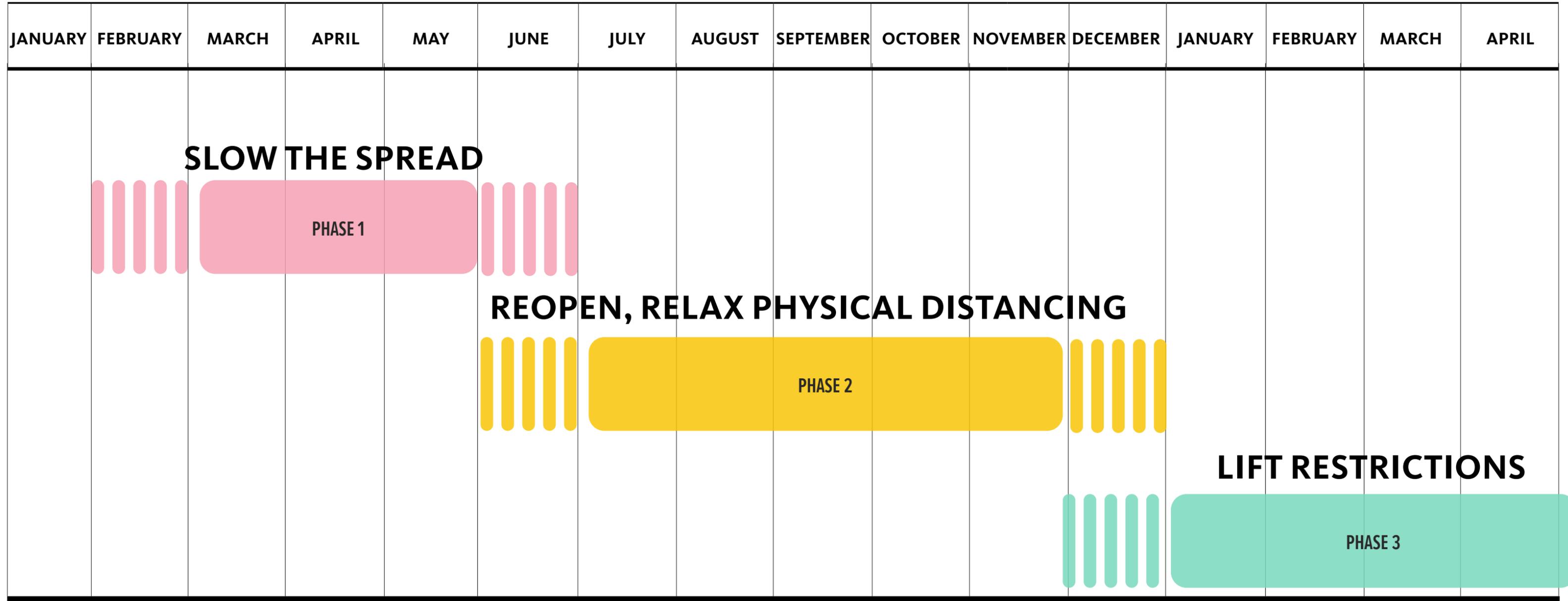
We are looking at a significant change in how we work – not just in how we work remotely during lock down – but how we think about the workplace after we emerge from our distributed locations.

This virus and our collective response is going to indelibly change our world. And while the virus itself is scary, the opportunity to reinvent how we work-both together and apart-can be a catalyst for positive change.

# HYPOTHETICAL ROAD MAP TO REOPENING - EXAMPLE

2020

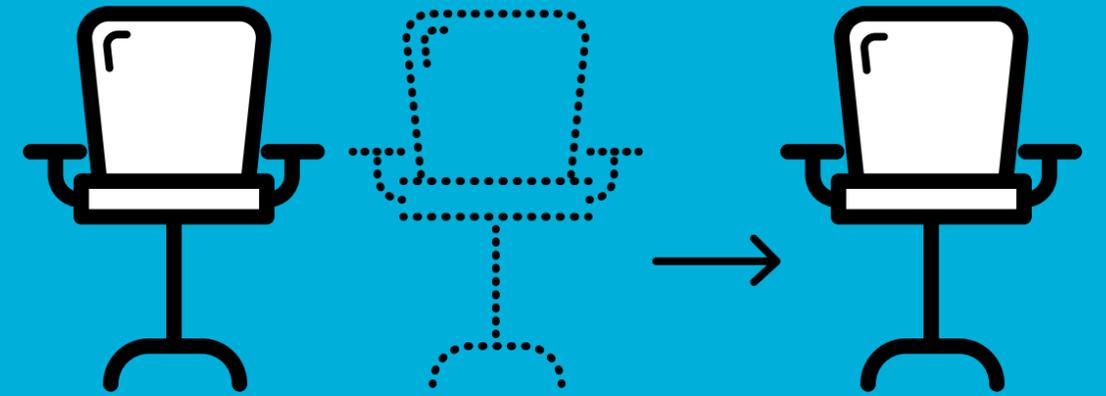
2021



Source: "National Corona Virus Response: A Road Map to Reopening", American Enterprise Institute

Above is an example only.

# RETURN TO THE OFFICE



## BUILDING OPERATIONS - OWNER OR TENANT CONSIDERATIONS



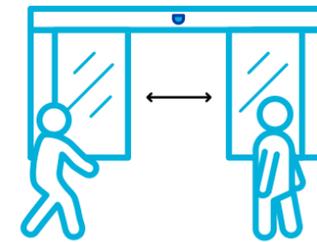
### INFRARED FEVER SCREENING SYSTEMS (IFSS)

IFSS will probably play an ever-increasing role for screening building entrants and monitoring room utilization.



### TOUCH-LESS RESTROOM

A bathroom collects more viruses and bacteria than any other room in a building. A touch-less bathroom may make people feel safer.



### HANDS-FREE CIRCULATION

Hands-free door pulls or motion sensors can minimize the need to directly touch door hardware, elevator call buttons, and building directories.



### HYGIENE & CLEANING PROTOCOLS

People may feel safer if their building implements deep cleaning protocols for common areas like lobbies, rest rooms, corridors, etc.



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## WORKPLACE UTILIZATION

Upon the initial return to the office, most organizations will want to incorporate distancing into their workplace without replacing their furniture. We chose to study this scenario using the densest furniture approach currently in widespread use “benching.”

Most benching solutions use a 30x60 in. desk, which yields a seat density of 30-35 SF/seat. While there are conflicting views regarding what constitutes a “safe” distance to avoid airborne contagion, 6 feet has been drummed into most people’s heads, so we studied how this benching system can be rearranged to provide at least 6 FT spacing, 36 SF per seat, and avoid people facing each other. 6’ is a CDC Guideline.

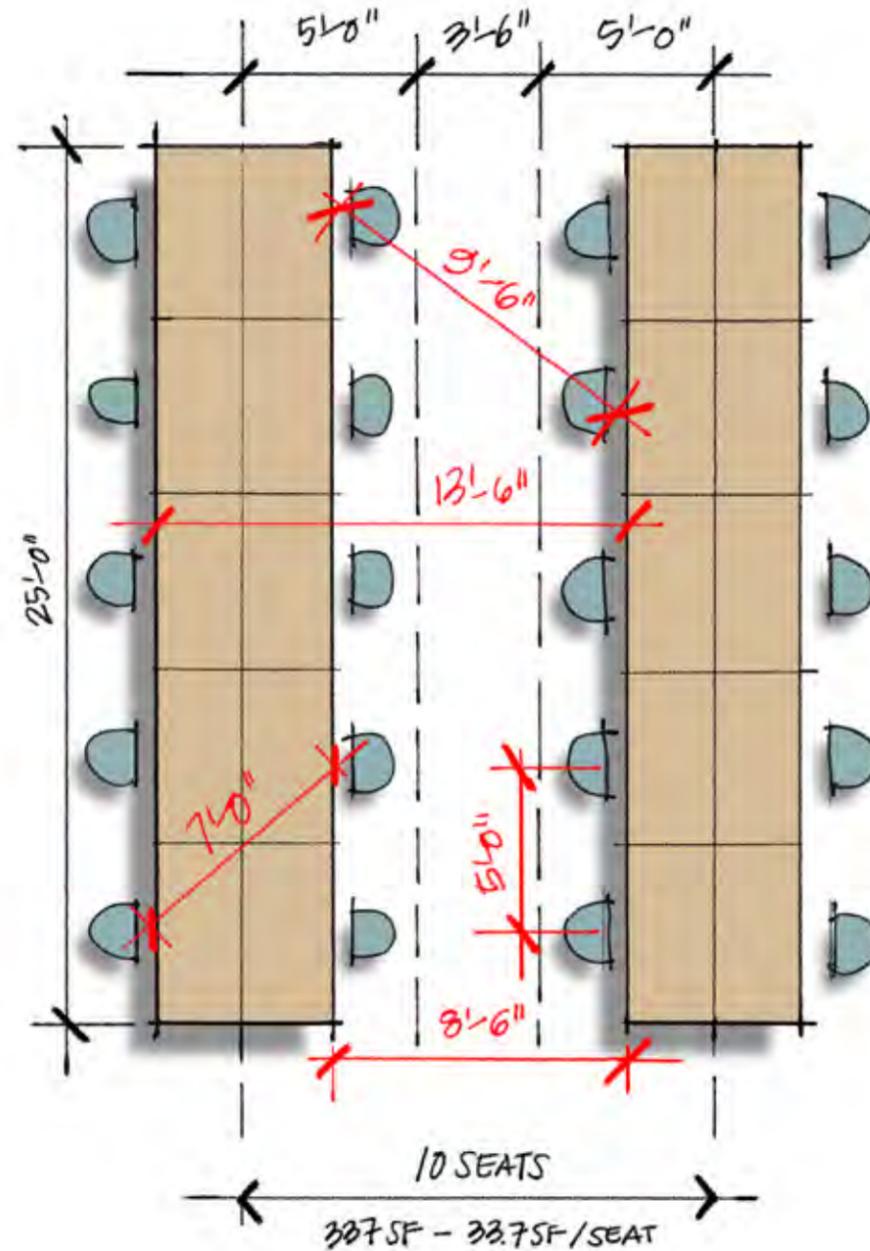
The solution we are seeking is one that respects distancing, at a reasonable seat density, with a reasonable level of Work From Home. This will drive decisions about how to use space and whether to acquire more space.

## SPACED LAYOUT

The **Typical Benching Layout** on the left serves as a basis of comparison for alternative layouts using the same desk size.

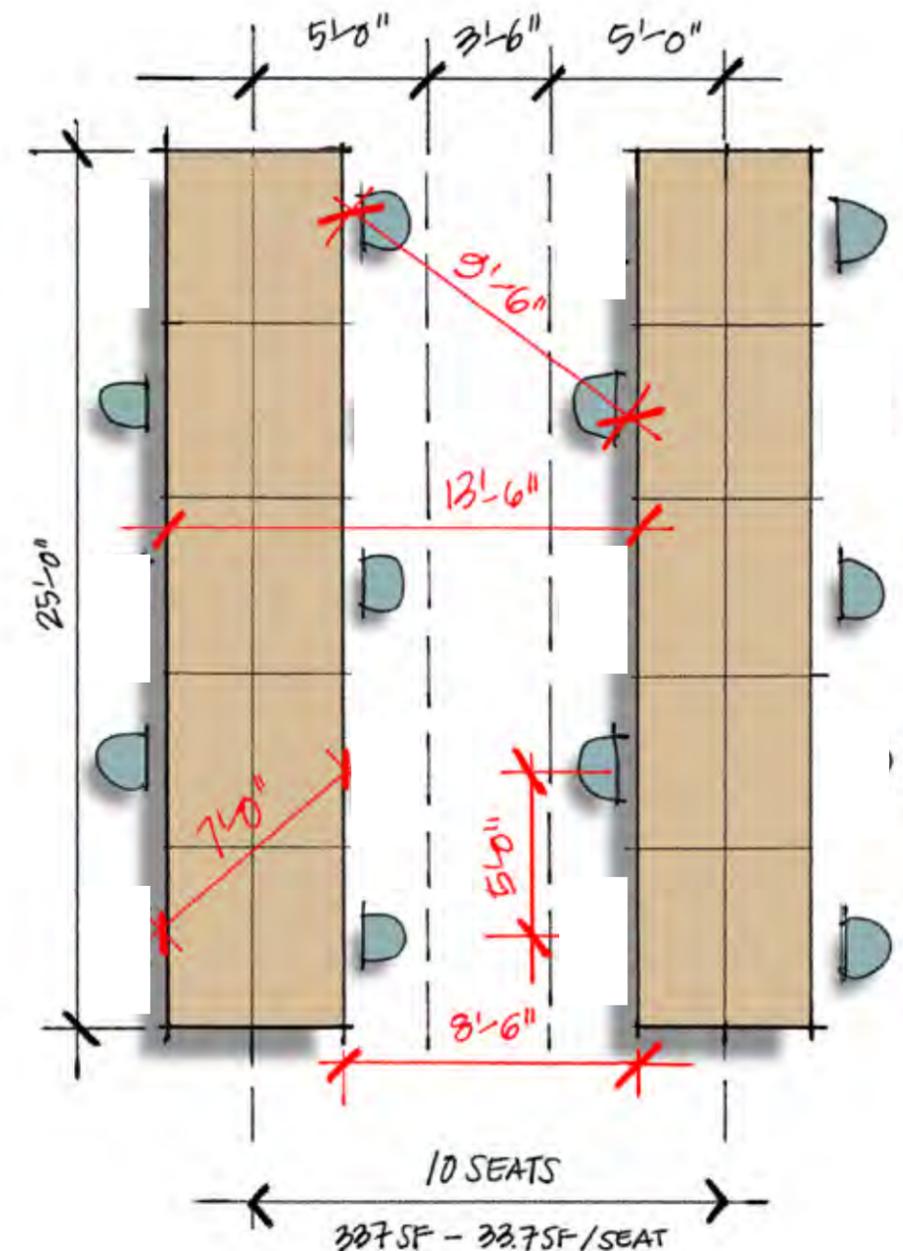
The **“Checkerboard” Layout** on the right doesn’t reconfigure the furniture, it just occupies every other desk, cutting the capacity in half and **reducing occupant density from 34 SF/seat to 68 SF/seat.**

### Typical Benching Layout



### Checkerboard Layout

(No reconfiguration)



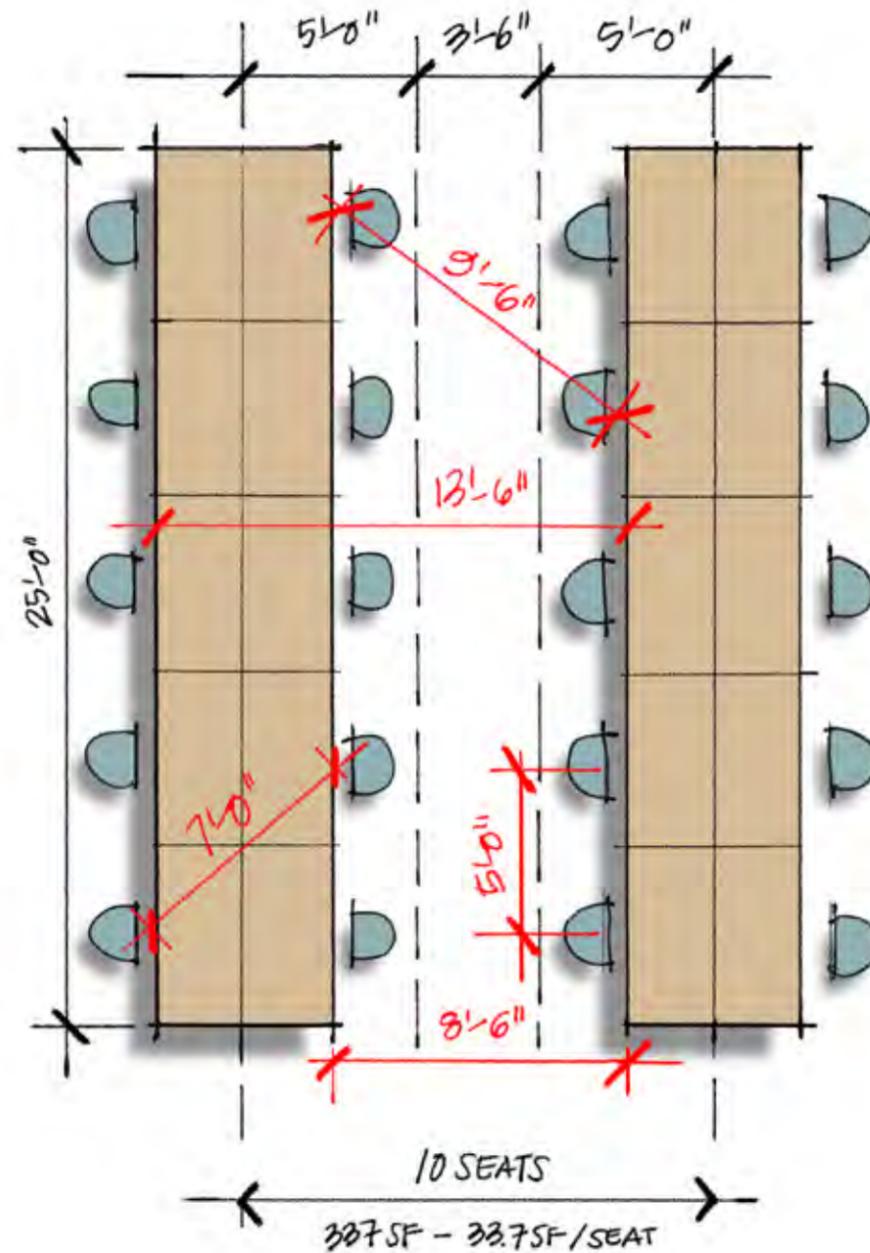
Based on CDC guidelines as of May 2020 for 6' distancing.

## SPACED OUT LAYOUT

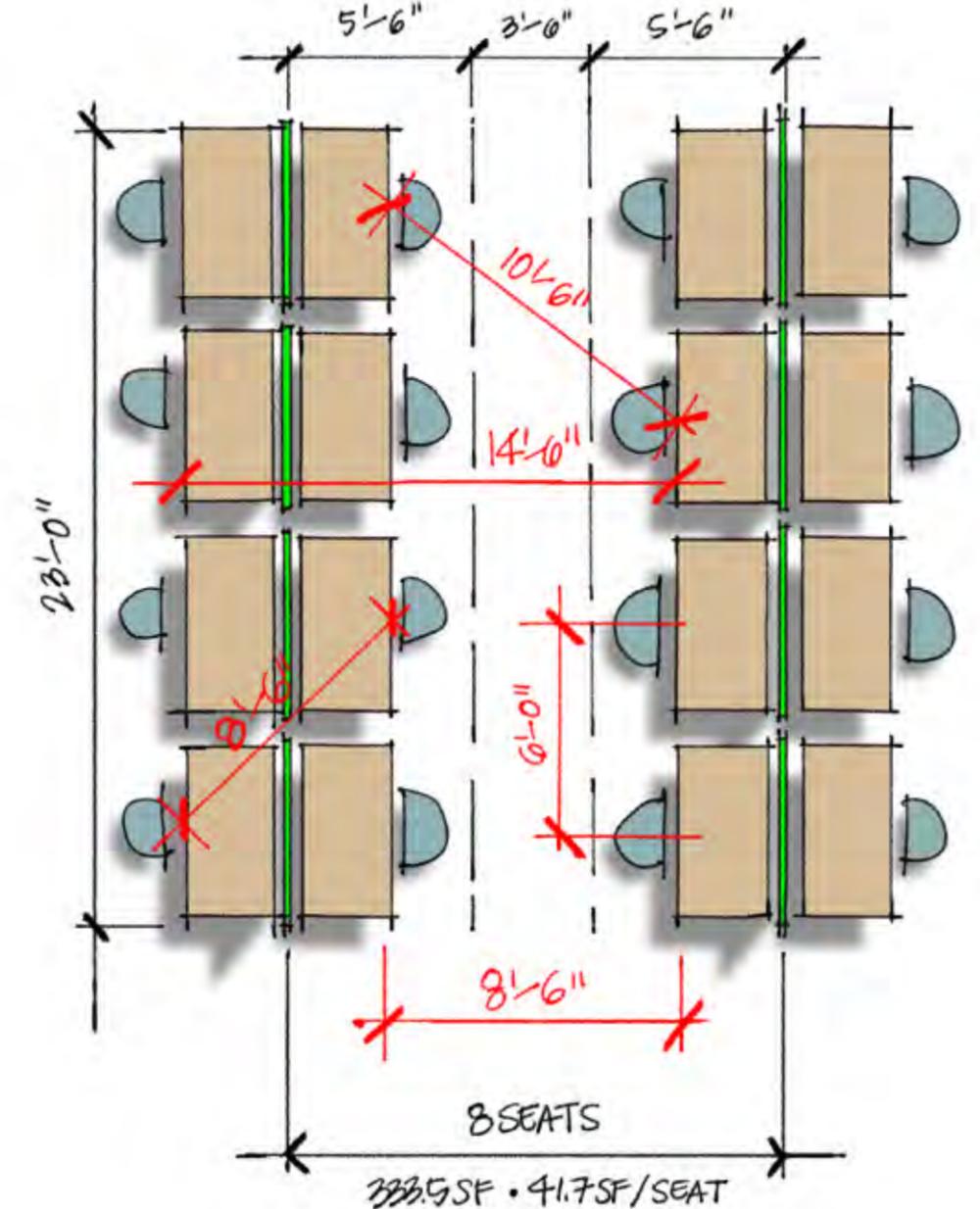
The **Spaced Out Layout** on the right uses the same geometry as the Typical layout, but adds 1 ft between rows to achieve a six foot distancing goal.

**Occupant density is 42 SF/seat**, however, seats still face each other, which is not ideal.

### Typical Benching Layout



### Spaced Out Layout



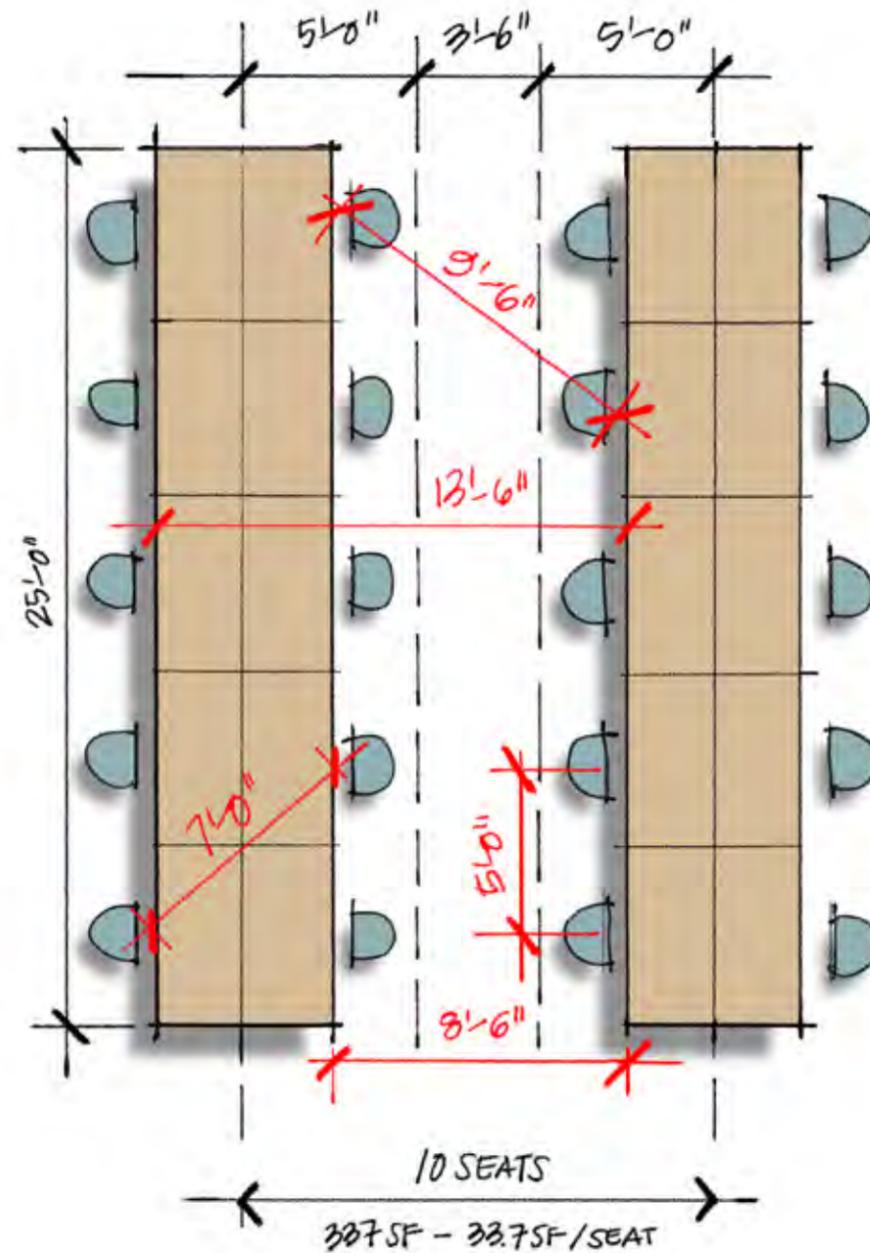
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## WORKPLACE UTILIZATION

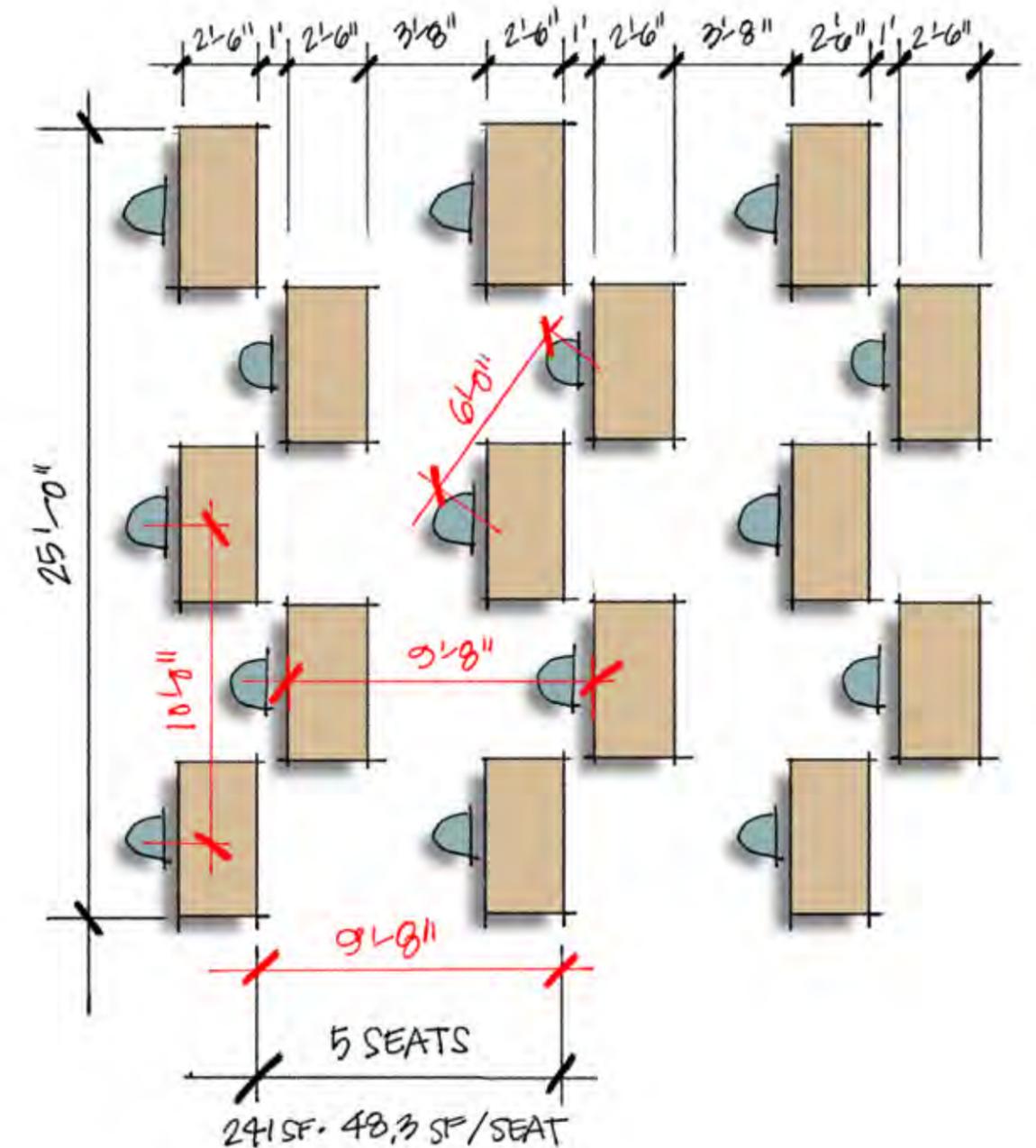
The **Plaid Layout** on the right offers increased spacing to meet all objective criteria and feels more spacious.

**Occupant density is 48 SF/seat vs 34 SF/seat** for the typical layout, and no seats face each other.

### Typical Benching Layout



### Plaid Layout



Based on CDC guidelines as of May 2020 for 6' distancing.



## TYPICAL BENCHING VS. DISTANCED BENCHING

### DISTANCED BENCHING

- 45% Work from Office
- Less dense workstations
- Less dense mtg space
- Less dense amenities
- Wider corridors

6' Distanced Benching with 55% Work From Office *uses the same USF* as Typical Benching with 100% Work From Office

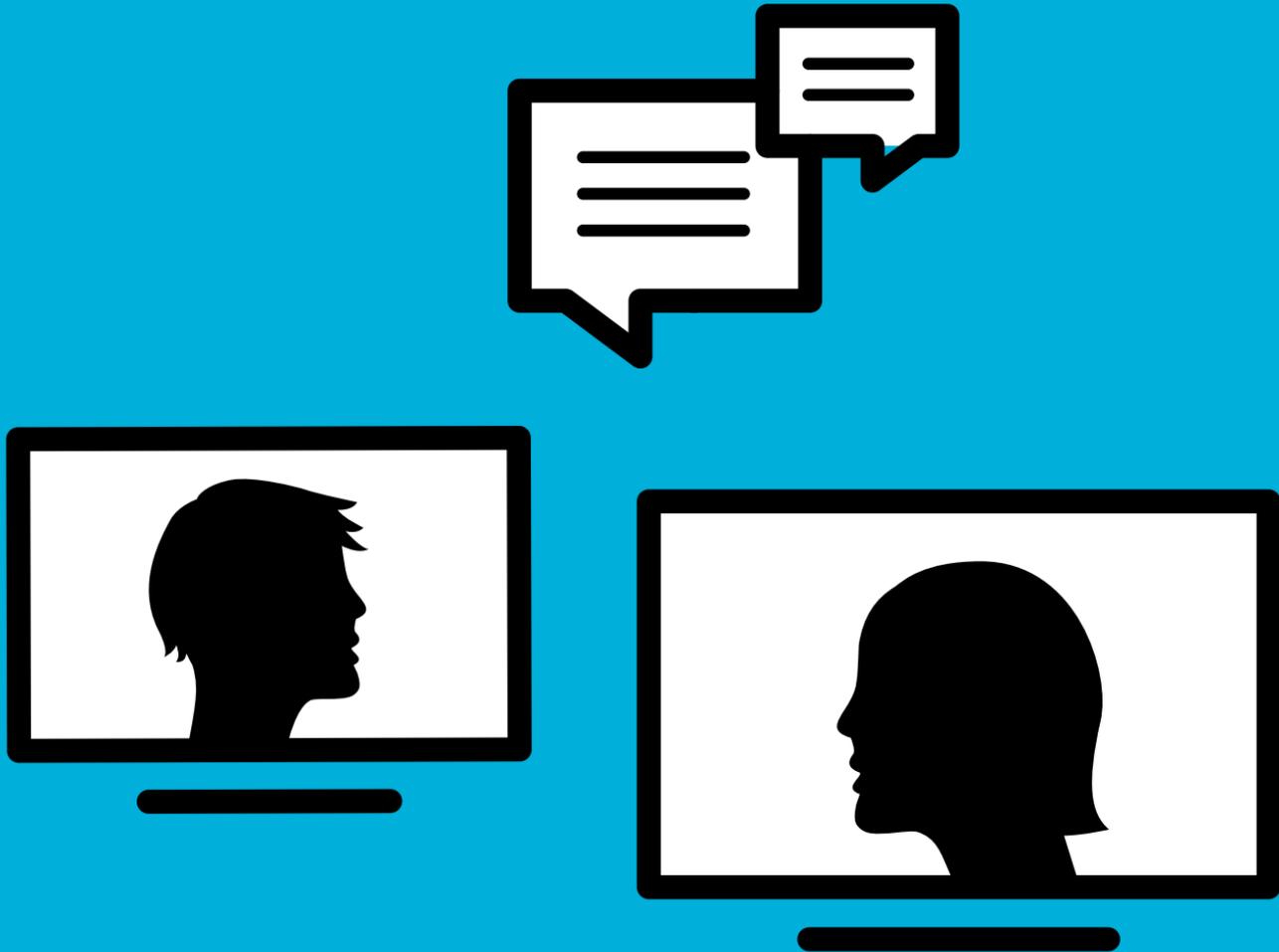
	Typical Benching	Distance Benching
<b>Total Staff</b>	100	100
<b>Work From Office</b>	100	55
<b>Work From Home</b>	0	45
<b>Workstations</b>	3,500 NSF (100 S x 35 SF)	2,750 SF (55 S x 50 SF)
<b>Meeting Space</b>	2,500 NSF (100 S x 25 SF)	2,200 SF (55 S x 40 SF)
<b>Amenity Space</b>	1,500 NSF (100 P x 15 SF)	1,375 SF (55 P x 25 SF)
<b>Subtotal Net SF</b>	<b>7,500 NSF</b>	<b>6,325 NSF</b>
<b>Circulation</b>	3,150 SF (30%)	4,235 SF (40%)
<b>TOTAL Usable SF</b>	<b>10,650 USF</b>	<b>10,560 USF</b>

NOTE

*In this comparison, "Distanced Benching" means the minimum recommended spacing. Some organizations may wish to use greater spacing.*

Based on CDC guidelines as of May 2020 for 6' distancing.

# RETHINKING WORK





## **THIS IS AN OPPORTUNITY TO RETHINK WORKPLACE STRATEGY & REAL ESTATE PORTFOLIO**

How much physical space might really be required, given the shift in workplace dynamics?

What footprint or layouts will be required to meet changing safety and hygiene requirements?

What is the best way to use the time when people are physically together, and how do we provide enough (but not too much) space for those activities?

What is the purpose of the physical office?

Who really needs to come to work in the office?

## WHAT PARTS OF WORK REQUIRE PHYSICAL PRESENCE?

Connecting with a sense of organizational purpose

Experiencing things that build a sense of pride, self-esteem

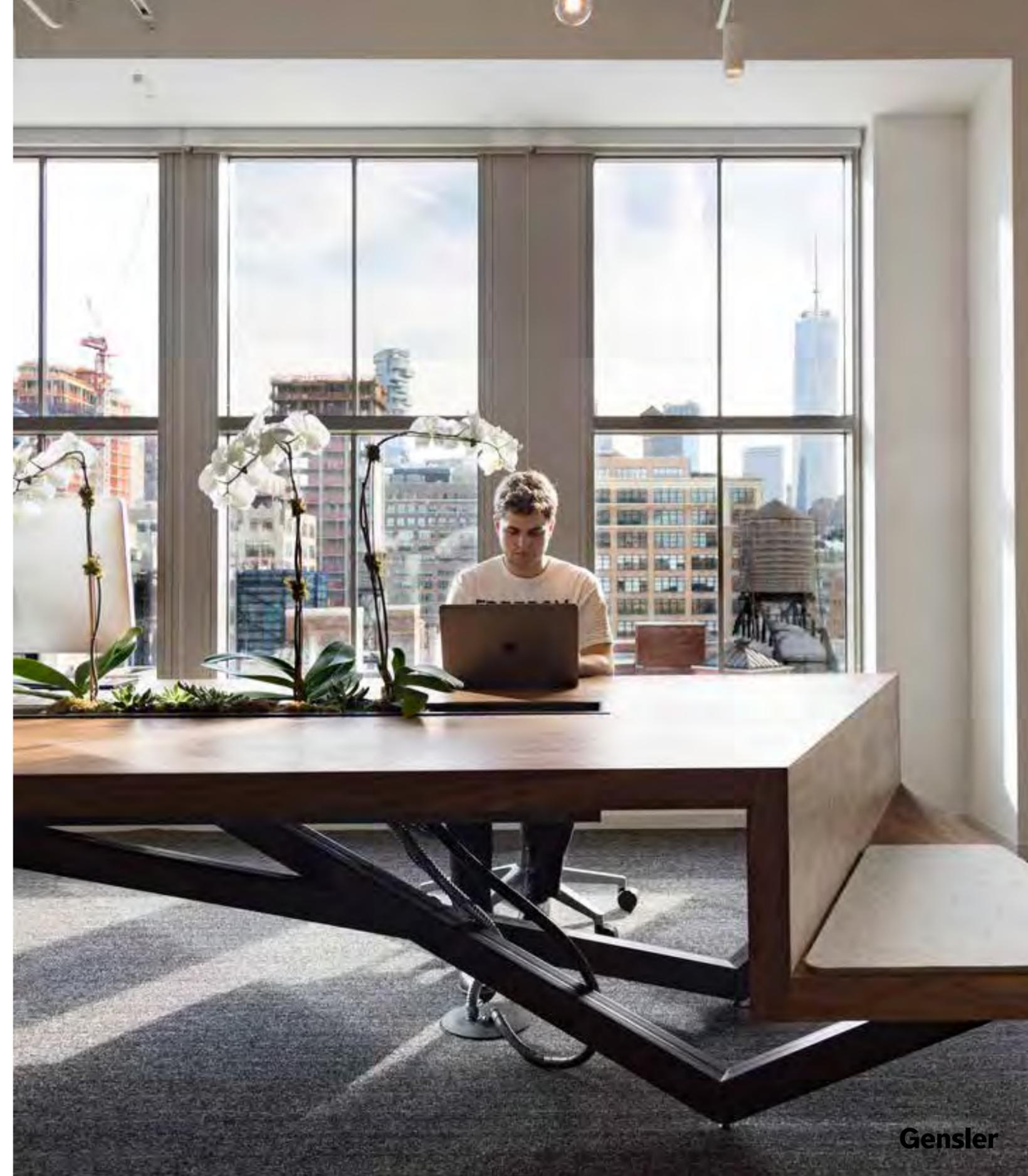
Gaining energy from physical interaction and mentorship

Receiving personal recognition from supervisors and/or mentors

Encouragement from management or teammates

Nourishing friendships with co-workers

Benchmarking your performance by observing others



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## TAKING ACTION

### **NOW**

#### **WORKING FROM HOME**

Study WFH, what's working & what's not  
Plan for return to the office

### **MEDIUM TERM**

#### **RETURN TO OFFICE**

Modify furniture utilization to provide distancing; continue partial WFH  
Work with building management to implement cleaning, screening, ventilation  
Plan for long term

### **LONG TERM**

#### **A NEW WORKPLACE**

Rethink work processes  
Establish WFH/WFO strategy  
Develop workplace strategy to support new ways of working  
Redesign space to embody organizational culture

## OUR APPROACH

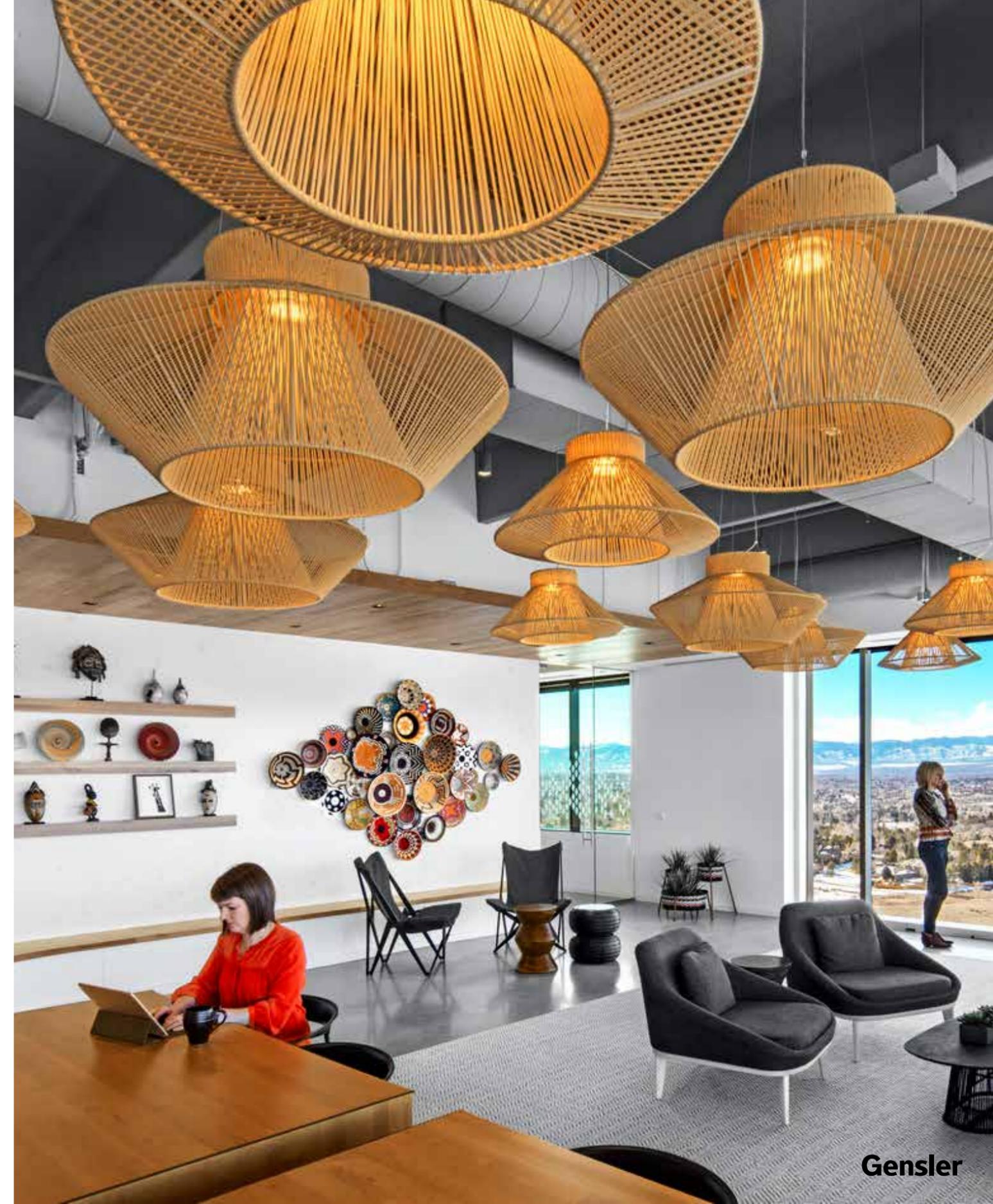
We think holistically about the employee “workplace” in the context of this new business and societal landscape. We will consider:

- Changes to our society that will follow this global pandemic
- New business realities and evolving goals
- Shifting employee needs and expectations
- Opportunities to leverage a broader set of systems and tools



## HOW CAN YOU PIVOT?

- Define the new “workplace” that supports your organizational needs.
- Determine the combination of on-site & remote working that will support work and culture in the long-term.
- Identify the opportunities and challenges that distributed working presents for nourishing organizational culture and employee engagement.
- Analyze how a remote working strategy might impact the real estate footprint and assess square footage reduction opportunities.



Gensler

# TO LEARN MORE...

[GENSLER.COM/DESIGN-RESPONDS-TO-A-CHANGING-WORLD](https://www.gensler.com/design-responds-to-a-changing-world)

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**Q&A**