



CBRE and Liverpool City Region Combined Authority

19 MAY | 2020



OCCUPIER PERSPECTIVE

KATE SMITH

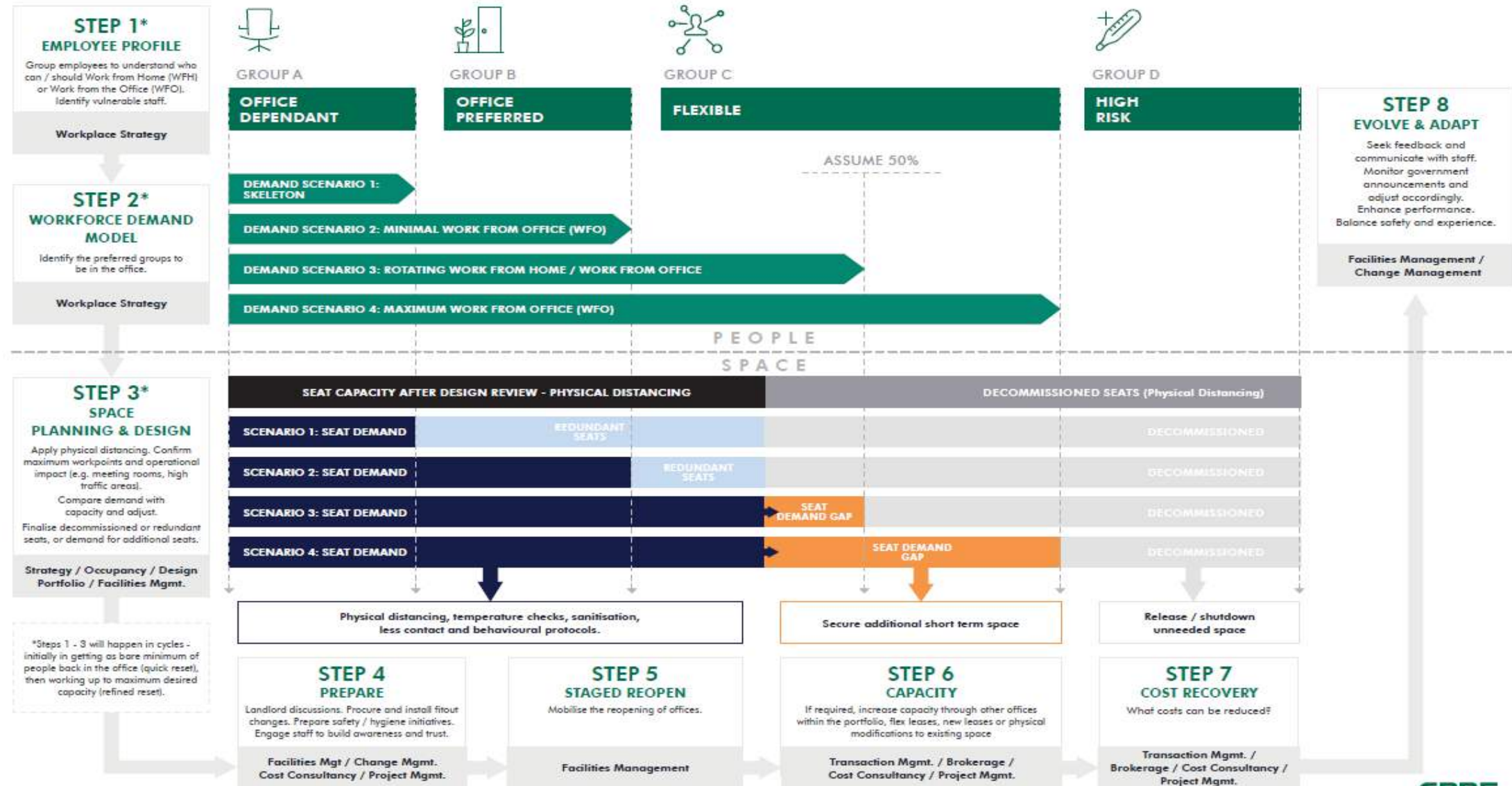


NOT EVERYONE WILL BE SUITED TO 'HOME WORKING' IN THE LONG RUN



WORKPLACE RESET

Who should come into the office or stay at home - and how do we accommodate that capacity?

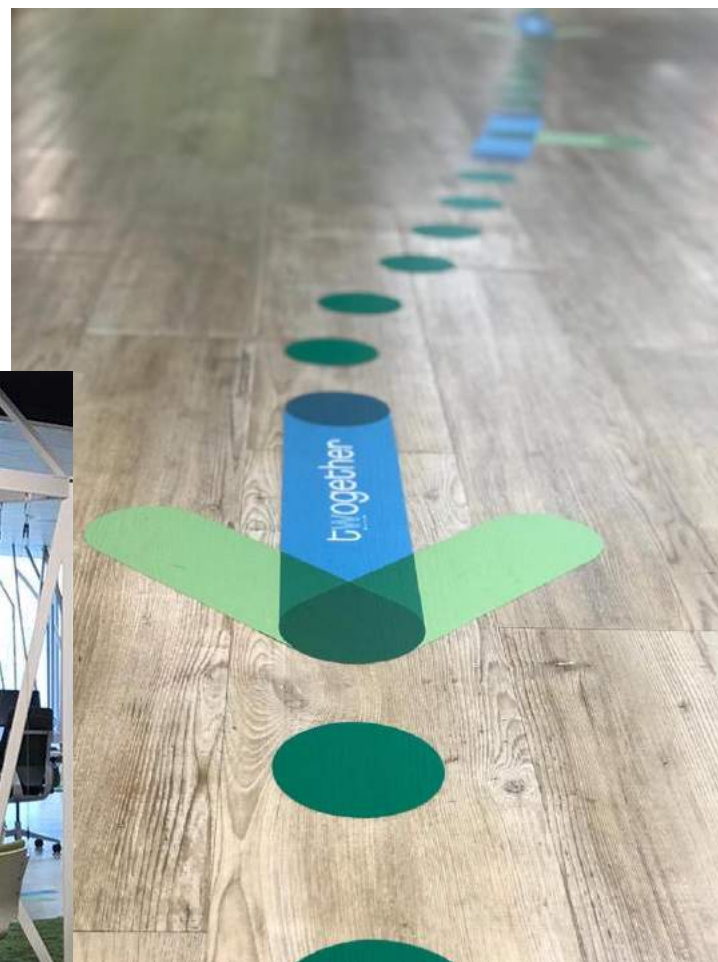


BUSINESS LEADERS & EMPLOYEES				
Demand Planning	HR Policies & Benefits	Working In the Office	Working at Home (WAH)	Communications & Change Mgmt.
Manage Volume	Expand Options	Operating Guidelines	Prepare for Extended WAH	Awareness & Readiness
Determine who needs to return and at what frequency to manage space utilization	Plan for how and who will tell employees to go home if they are exhibiting symptoms	Develop practical guidelines for working in the office (e.g., DIY cleaning, use of amenities & meeting spaces, etc.)	Provision for extended work from home (e.g., update policy, routines, furniture and equipment)	Develop standard communication that will be used by individual(s) to inform others when/if this happens and next steps
Validate critical business operations, department adjacencies and team dynamics to prioritize office occupancy	Update/develop sick leave and extended leave policies to accommodate those who need to stay home until healthy	Develop guidelines for social distancing (e.g., meeting size limits, identification of "no sitting/gathering" areas, protocols for safe entry/exit, etc.)	Update/develop flexible work policies to accommodate those who need to stay home to care for other household members, are "at risk" or require special consideration	Develop "welcome back" campaign to boost morale and set the culturally appropriate tone for returning to the office
Stagger access to office based upon business needs; expand work day / work week operations to decrease peak entry/exit	Determine how the organization will handle employees who are deemed critical to return to work but may be unwilling to do so	Determine how the office will respond if any individuals are diagnosed after returning to work (e.g., full shutdown again, blocking off an area/floor, etc.)	Develop and deliver comprehensive training materials for managers who will maintain remote work teams	Create outlets (e.g., virtual company-wide platform) for employees to pose questions, concerns, or recommendations
'Return to Work' demand forecast	Audit existing policies and benefits packages	Operating protocols and guidelines	WAH guidelines and best practices	Educational campaign and communications plan

FACILITY OPERATORS				
Occupancy Management	Furniture, Equipment & Accessories	Office Services	Food Services	Janitorial Services
Decrease Office Density	Reconfig/Reaccessorize	Triage Support Levels	Desk-Dash Services	Visible Protocols
Reconfigure for lower density and increase physical distance by decommissioning spaces	Reconfigure to increase linear distance between open deals; re-orient desks to maximize directional separation	Calculate requirements for needed sanitation products and begin procurement process now (ie room sanitation kits)	Convert cafeterias to grab and go only and/or provide delivery of food and beverages	Increasing cleaning of all surfaces in high-touch areas (doorknobs, handles, stair rails, beverage dispensers, etc.)
Declutter through the office to facilitate easier, more thorough cleaning of individual desks, meeting rooms, and shared areas	Install practical (not decorative) barriers between work settings to facilitate minimum safe separation	Ensure mail and deliveries are left untouched for at least 24 hours	Remove self-service food bar to eliminate multiple people touching the same equipment	Plan “gap time” between all room bookings to allow for cleaning between uses)
Adapt booking for meeting rooms (and desks in shared environments) for one use or occupancy per booking before re-cleaned	Apply antimicrobial surface shields and self-cleaning adhesive surfaces (e.g. Nanoseptic) on high touch surfaces	Ensure proper PPE is available to staff working in any service capacity in the office	Adapt food service options as needed based on expanded and changing work routines	Promote transparency in enhanced cleaning methods, protocols and products
Reset to lower density and manage staggered use	Furniture audit to prioritize cost effective modifications	Office services recalibration	Revised F + B strategy	Supply chain readiness for supplies and PPE

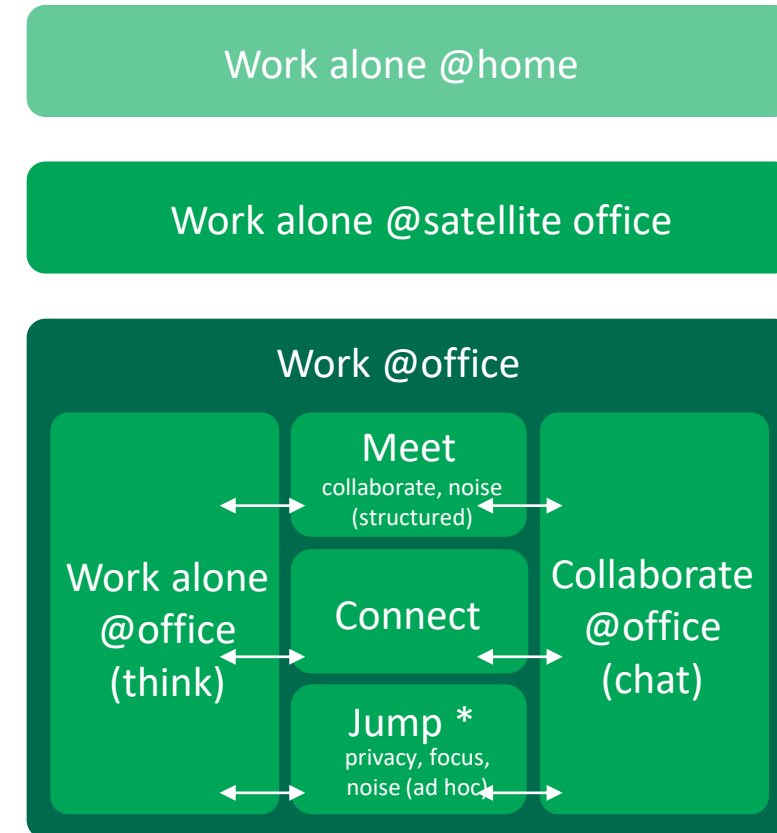


BUILDING OPERATORS			
Infrastructure Maintenance	Security, Screening & Compliance	Building Ingress and Egress	HVAC Systems
Safe Services	Occupant Certification	Safe and Efficient Entry/Exit	Increase Ventilation
Evaluate all core building assets, systems, and solutions for critical work resets at lower loads	Provision for high volume funneling and screening of employees and visitors	Map safe routes into and out of the office, through the elevator lobby, and into the tenant suite	Evaluate HVAC system to maximize the safe exchange of outdoor air
Ensure essential staff has appropriate direction and PPE	Ensure cross-tenant alignment & attention to EEOP / HIPPA medical protocols for temperature screens	Expand work day and work week routines to facilitate staggered and changing access	Explore supplemental solutions such as Ionization and UV for enhanced purification
Plan separately for work in 'occupied' and 'unoccupied' areas of the building	Promote self screening and stay at home procedures	Develop contingency plans for heightened risk in the building or access to the building (public transportation)	Upgrade, document, and communicate to employees improvements in air circulation and filtration
Implement 'Safe Working Day' Campaign	Joint partnership on tenant screening process	Communicate building protocols to employees	MEP Engineering and IAQ Audit



WAYS WE MIGHT DO THINGS DIFFERENTLY

1. Smaller, poly-centric HQs
2. Trophy Offices - higher quality and better-equipped space to support employee needs and attract people from home offices
3. Compartmentalised open plan neighbourhoods
4. Meetings might remain virtual, more will happen at the primary work setting
5. You might be surprised who will work from home in the future
6. Sick people must stop coming to the office
7. Health Anxiety & Wellbeing a core employee and occupier priority
8. A 'fluid' or 'mixed reality' workplace, bringing home to work
9. Occupier Workplace Metrics will change – focus on effectiveness
10. Workplace technology finally takes hold





Our team have developed a Workplace RESET process to help you navigate this next stage and ensure you provide a safe and sustainable working environment for those returning to the workplace and continuing to work remotely.

1 // SPACE RESET

How many people can I safely accommodate in my Workspace?

2 // OCCUPANCY RESET

How do I know who to bring back and how?

3 // ENVIRONMENTAL RESET

How do I ensure my building systems help mitigate any spread of Covid-19?

4 // PORTFOLIO RESET

What additional space might I need in the short term?

MAY 2020



CONSTRUCTION AND PROJECT MANAGEMENT

NEIL ROGERS

CONSTRUCTION PROJECTS SHORT-TERM FOCUS

1. Construction Sites

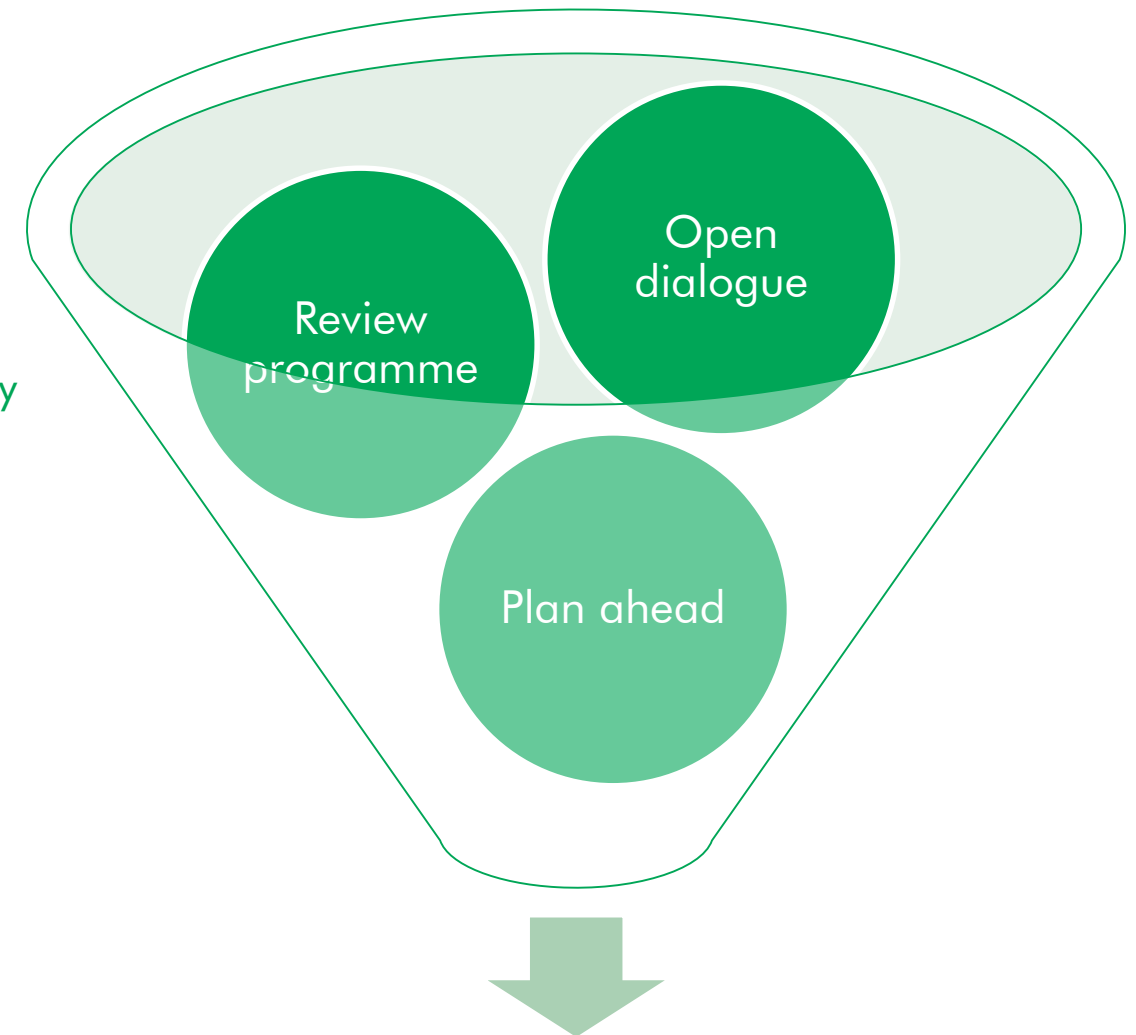
- Some have remained open using distancing guidelines
- Many have closed completely

2. Long-term impact is unknow. For now focus on the short-term strategy

- Reduced labour
- Reduced materials
- Review programmes
- Plan ahead, review cash flow & place orders!
- It's a shared problem. Speak to the contractor.

3. Re-opening construction sites – what to consider

- Have the government lifted restrictions on resumption of work
- Can a safe working environment be provided
- Are contractors and supply chains willing to return to site
- Is the developer



Work together

RE-OPENING SITES – A CONTRACTORS PERSPECTIVE

1. Risk assessments and implementation

- Travel to site
- Site access points
- Hand washing
- Toilet facilities
- Canteen and eating arrangements
- Changing facilities and drying rooms
- Enhanced cleaning

2. Task Planning and Programming to ensure Social Distancing is maintained

- Social Distancing - supply chain
- Avoidance of close working

3. Procedure if someone falls ill

- First Aid
- Self-Isolation

4. Provision of training

- Covid-19 Induction Training

5. Compliance

- Introduction of Covid-19 Site Compliance Officer

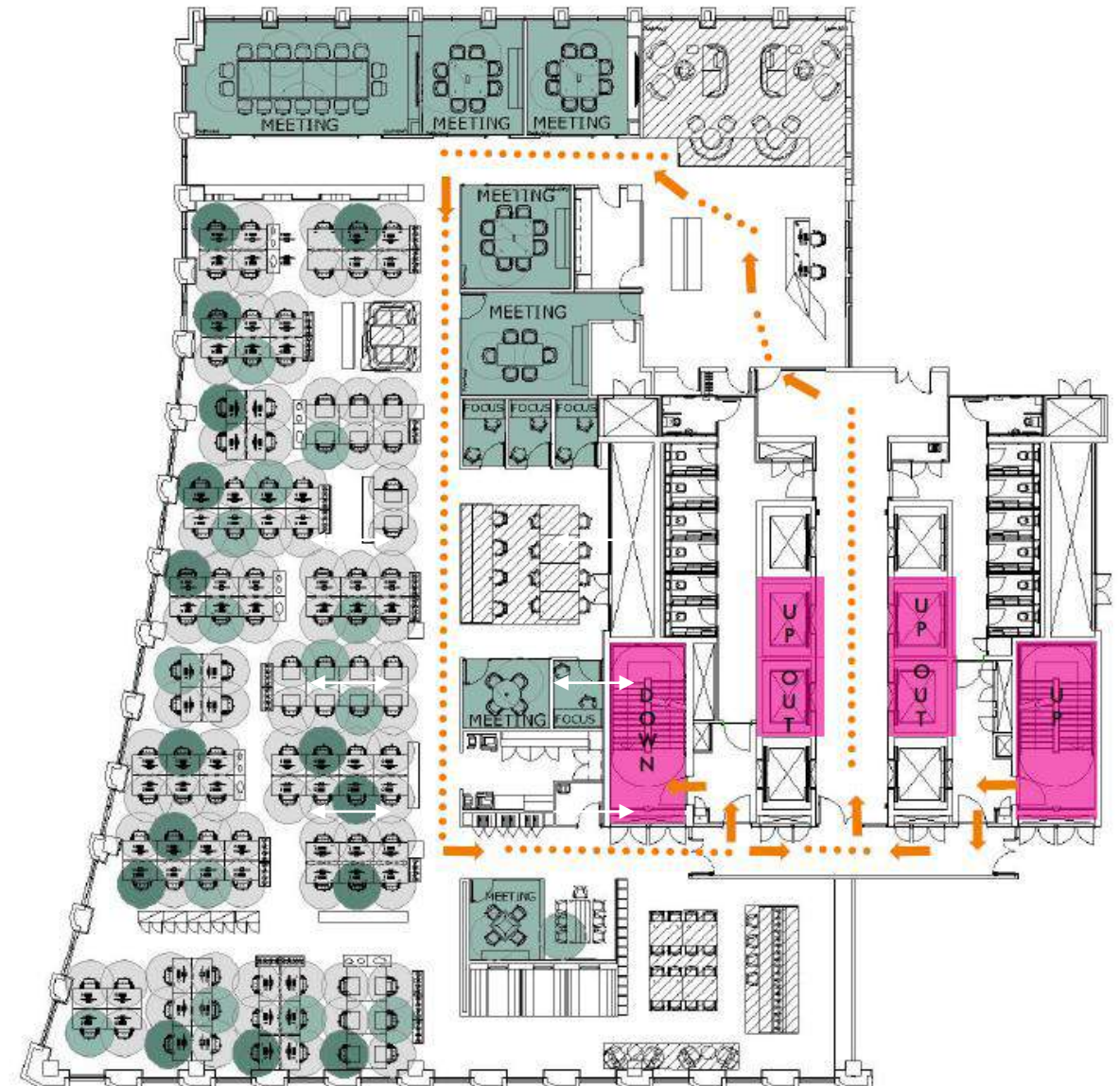
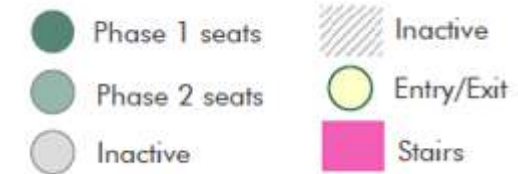


RETURNING TO WORK – OFFICE ENVIRONMENT

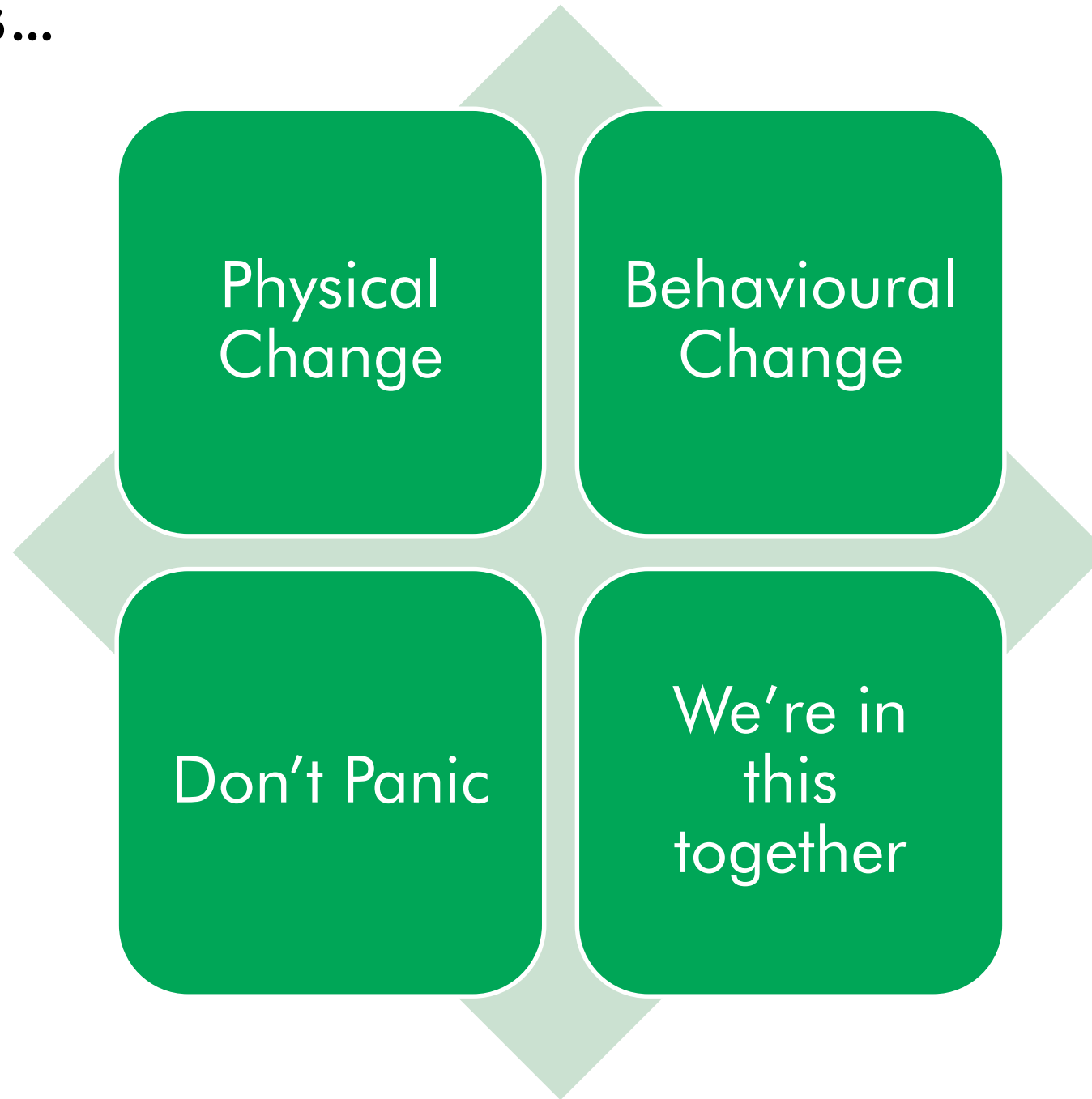
1. SEAT CAPACITY

- Maximum occupancy ~ 40% capacity. Active and inactive spaces will be easily identifiable with signage and labelling.
- Only the floors required to support the demand will be opened. This is to control movement, focus increased cleaning services and allow time for future floors to be prepared for opening.
- Confirm 2m linear distance between seats, entry and exit access points and direction of travel within the space
- Use 'free address' and signage to indicate where desks are in use or require cleaning between use.
- Phased occupancy until capacity is reached. This will be reviewed regularly on a fortnightly basis.

	CURRENT	PHASE 1	PHASE 2	TOTAL ACTIVE
Workstations	110	15	14	29
Offices	0	0	0	0
Focus Rooms	4	0	4	4
Meeting Rooms	7	0	7	7
Alternative Workstations	7	0	1	1
TOTAL SEATS	128	15 (11%)	26 (20%)	41 (32%)



FINAL THOUGHTS...





May 2020

LIVERPOOL MARKET INSIGHTS

NEIL KIRKHAM



Stratus Imagery

aerial photography & filming

www.stratusimagery.co.uk





TRANSACTIONS



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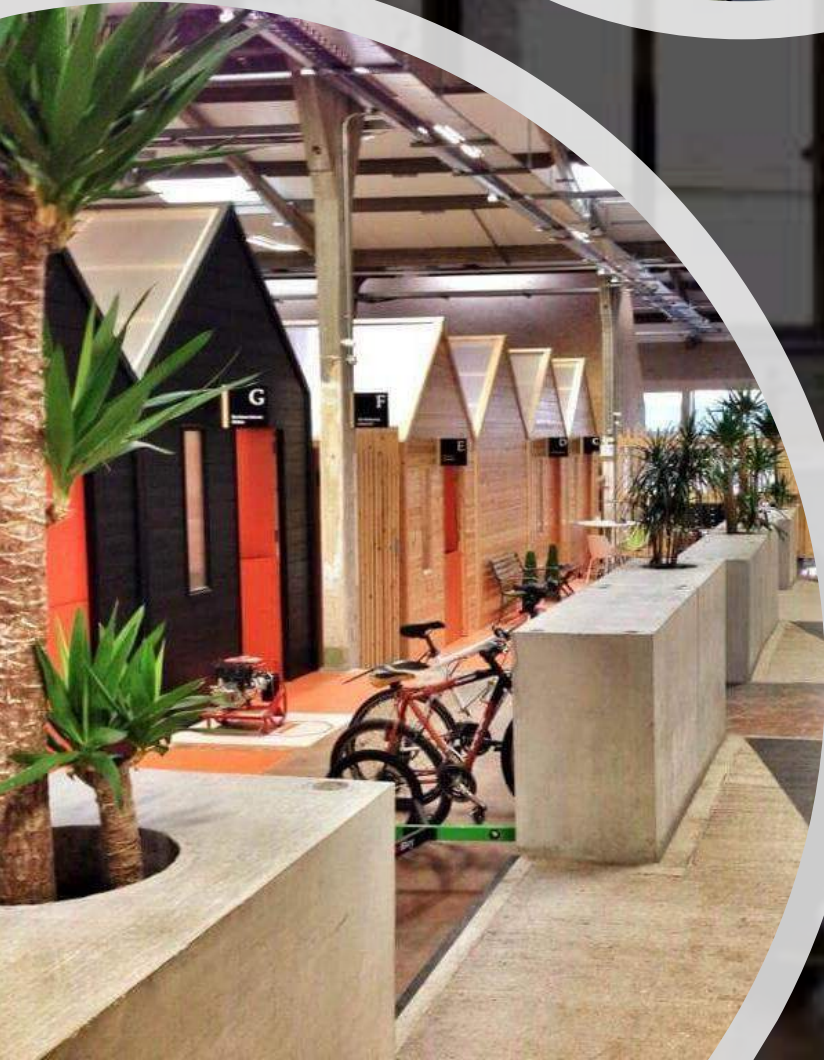


EXISTING OCCUPIERS



One size
does **NOT**
fit all





WHAT DOES THE
FUTURE HOLD?



LANDLORD PERSPECTIVE

JENNY SMITH

PLANNING FOR THE RETURN

Occupiers and Landlords should identify a comprehensive list of all stakeholders critical to a successful return to work:

Landlord Stakeholders

Property Manager

Supply Partners

Service Provider

Occupier Stakeholders

Business Leaders

Functional Partners (e.g., HSE (Health, Safety & Environment), HR, Fire Marshals)

Nominate A Representative or Team to co-ordinate



PLANNING FOR THE RETURN

- Landlords and their agents may require a pre-occupation survey, this is to assist with planning.
- In order to facilitate all Occupiers re-occupation as safely as possible your landlord may seek reasonable notice.
- Every property has to be considered individually and site-specific measures put in place.

BUILDING PROTOCOLS - OCCUPIER

- Landlords may need to issue new operational protocols.
- Occupiers may need to confirm enhanced / supplemental cleaning, if local guidance such as the government, PHE or WHO require such.



KNOWING YOUR RESPONSIBILITIES

- Understand your lease responsibilities pertaining to the building and your demised premises.
- Knowing your areas of responsibility will help assist you, your property management team and Landlord in a more successful re-occupation of the building.
- Follow your lease provisions pertaining to any premises work that may be required within your space due to alterations needed for social distancing and safer workplace.
- Adhere to any new building protocols provided by the Landlord relative space alterations using contractors and subcontractors.





THANK YOU

All COVID-19 related materials have been developed with information from the World Health Organization, Center for Disease Control & Prevention, and the experience of CBRE, clients and strategic suppliers in affected regions. They may not be suitable for application to all facilities or situations.

Ultimately, occupiers and landlords must make and implement their own strategic decisions for their individual stakeholders and facilities. CBRE's guidance is intended to initiate those discussions and expedite the process. We make no representations or warranties regarding the accuracy or completeness of this material. CBRE cannot ensure safety and disclaims all liability arising from use of these materials.