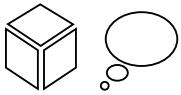# Framing a 'Return to the Office' Strategy

We see this same outline being implemented for three different situations:

1. Pre- covid19 vaccine

2. Immediate Post covid19 vaccine

3. Future workplace

Note: Both reality and perception need to addressed in responses and solutions throughout.

---

1. What is our main objective for people returning to the office?

Examples:

- Enhanced productivity
- Perception of strength of the enterprise
- Reduce fear
- Reduce stress, etc.
- Effectively leverage our recent findings (post-vaccine only)

2. Based on the above objective(s), define the individuals that should return to work.

Examples:

- Bring only those who require face to face contact back to enhance performance
- Bring only those who need critical access to equipment or expensive technology
- Bring only those whose home situation is not conducive to work
- Bring only core leadership teams to house a critical 'strategic command center' for business performance
- Bring everyone back but leverage new work from home skills and benefits (post-vaccine only)

3. Develop multiple journey maps profiling multiple user profiles starting from their home, to the office, and back.

A. Define the risk factors all along each path and the potential policies, operational issues and space issues that would need to be implemented to mitigate.

Examples:

- Body temperature sensors at the front door
- Social distancing at all segments of arrival and workflow (waiting to enter the building, waiting for elevator, desks, etc.)
- Personal protective ware such as masks, etc.

B. Define the productivity deterrents or needs along each journey path and the potential policies, operational procedures and space issues that would need to be implemented to support.

Examples:

- Food options
- Break areas
- Access to team members, etc.

nbbj

4. Develop a complete task list that will enable [company] to 'secure/make safe' the journey paths and support productivity

A. Research and have clear understanding of all official recommendations from health care officials and experts

B. Create solutions and a task list for all required policies, operational procedures and space modifications

C. Identify team members who will complete the tasks, both internal team members and outside consultants

5. Identify how many people the [company] real estate portfolio will be able to support based on the above criteria

Examples:

- Social distancing radius exercise
- Food access/volume
- Assuring a healthy workplace
- Assuring a limited stress environment, etc.

6. Communicate clearly to all of those who may be eligible to return to work in phase 1, based on the above criteria

A. Choice. Everyone should understand clearly the conditions they will return to and can be given the option of choosing where they (and their team) would be most productive

B. Training. Everyone who returns will be required to go through an awareness and training session to understand new and enforced protocols

7. Enhancing the stay at home option

While returning to work is everyone's goal, proper timing to make it the environment that is most comfortable/stress free (productive) for everyone may take a while. In the interim, it may be beneficial to assure our enterprise is also focusing on optimizing work at home scenarios.

nbbj