For many people, the first step towards a sense of normalcy after the COVID-19 outbreak will be returning to the workplace. There, a variety of safeguards, from enhanced cleaning to room for social distancing, can help them feel more secure in this transition. In response to this challenging environment, Colliers has developed a collection of processes and services that will allow your tenants to re-enter their workplaces with confidence.

Our RE-ENTRY services cover the spectrum of management and value preservation considerations, ranging from no-cost process modifications to add-on products that are available to match the investment tolerance of any client.

SAFETY & WELLNESS

- Guidance on common area changes
- Recommendations on re-entry
  - Cleaning (pre day 1 and after)
  - Directional flow (egress/ingress)
  - Elevator/stairwell usage
  - HVAC considerations
  - Staggered work force
- Procurement
  - Touch free products/AI
  - Personal protective equipment
  - Protocol signage
  - Plexiglass/shielding

RECONFIGURE

- Project management for modifications/improvements
- Furniture procurement, storage and removal
- HVAC operational expertise

MITIGATE POTENTIAL COST INCREASE

- Real estate tax appeal
- Operating efficiencies
- Augmented reality revenue

CONNECTIVITY

- Bandwidth issues (building upgrades)
- IT consulting firm for tenants (for outsourced help vs in house team)
- Cybersecurity concerns (Blackpoint Cyber)

“NEW NORMAL” WORKPLACE

- Virtual experience offering – Fitness, activities, etc. (TFLiving, Neighborhood Curated by Colliers)
- Personal protective equipment requests – masks, sanitizer, supplies by tenants
- Tenant communication/responsibility
- Building protocol shift
- Contractual vendor changes

For more information, please contact

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LOBBIES AND COMMON AREAS
• Utilize proximity readers to open doors or install self cleaning handles (NanoSeptic)
• Install hand wipes/sanitizer stations outside and inside the building
• Designate IN and OUT doors with directional flow arrows on floor
• Install temporary, clear protective partitions at security desks
• Temporarily remove lobby furniture
• Remove sign-in logbooks/consider touchless badging
• Place “stand here” footprints in elevators that maintain distance between occupants
• Consider unlocked staircases with UP and DOWN indicated
• Consider a drop box for all deliveries to avoid non tenants in the building
• If required, install thermo scanning equipment

PARKING GARAGES
• Evaluate installation of automated gates/readers and potentially eliminate attendants
• Investigate contactless payment options
• If attendants are required, ensure that they are stationed behind partitions
• Install hand sanitizer/cleaning stations in garage-level elevator lobbies
• Consider limiting or prohibiting “daily” parkers if possible
• Revisit garage cleaning procedures with garage operators

AMENITY AREAS
• Develop new usage protocols for conference rooms and food areas to keep occupancy low (i.e., grab and go food only)
• Close fitness centers temporarily if possible and evaluate providing/expanding digital fitness classes, such as through TFLiving
• Remove high-touch items such as rooftop seating, vending machines, ATMs
• Revisit sanitization procedures for common areas
• Add hand sanitizer stations

RESTROOMS
• Secure two months of janitorial supplies – chemicals, paper towels, toilet paper, etc. – and restrict access to prevent theft
• If not retrofitted already, install hands-free faucets, urinals, soap, and paper towel dispensers
• Install self-cleaning push plate covers/handles on doors

TENANT FLOORS - OFFICE SPACE AND RESTROOMS
• Revise cleaning procedures with janitorial providers
• Implement trash handling plan, including bulk refuse
• Distribute tenant guidelines for back to work
• Maintain ongoing communications with tenants that cover best practice
• Encourage ongoing communications with tenants that cover best practice
• Provide touchless badging

BACK OF HOUSE
MECHANICAL ROOMS, CENTRAL PLANTS, LOADING DOCKS
• Ensure adequate supplies of PPE are on-hand for building staff
• Develop a plan for any building contractors, example:
  • Announce presence to building staff by phone instead of visiting management or engineering office
  • Maintain a six-foot distance from tenants and other on-site staff
  • Prohibit contracting staff from reporting to work that have fevers or other signs of illness, have traveled out of the country in the previous two weeks, or have traveled to a “hot spot” in the last two weeks
  • Require contractors to provide appropriate safety gear (e.g., respirators, gloves, eye and ear protection)
  • Wash or sanitize hands each time gloves are removed
  • Whenever possible, team size should be limited to two people
• Identify areas to store supplies such as unused parking, penthouses, and vacant spaces
• Review HVAC guidelines as established by ASHRAE
• Increase outdoor air ventilation
  • Disable demand-controlled ventilation (DCV)
  • Open minimum outdoor air dampers, as high as 100%
• Improve central air filtration to the MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass
• Keep systems running longer hours, to enhance the two actions above
• Consider portable room air cleaners with HEPA filters
• Consider UVGI (ultraviolet germicidal irradiation)
• Develop building continuity plan and implement a training program to address key operations in the event of another pandemic situation
• Improve redundancy and backup of critical hardware like building automation systems
• Prepare for cybersecurity threats– Colliers partner, Blackpoint Cyber offers solutions specifically for commercial properties