



Post *COVID-19* Move-in

Organizational Assessment



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Dear Valued Client

The Corporate Office at its core is an industry of companies / brands providing comfort for their employees. The safety of employees and clients has always been our number one priority. We seek to change corporate office industry norms, behaviors and standards to ensure both employees and guests are comfortable. As we work to re-open the nation's economy, we want to ensure that clients offices and spaces will be cleaner and safer than ever before when they are ready to resume business once again.

In meeting the new unprecedented challenges **COVID-19** has presented, we have updated the health and safety initiatives, and introducing '**Stay Healthy Protocol' (SHP)** – This initiative will focus on three (3) essentials - Comfortability, Flexibility, and Creativity. Within this includes social interactions and workplace protocols, while ensuring transparency throughout the employee and guest journey. The purpose of **SHP** is to boost employee confidence and moral in accordance with the new CDC, Federal and State guidelines.

We are honored to share our professional recommendations in this process of getting America's employees, guests, and customers back to work with confidence.

Most sincerely,

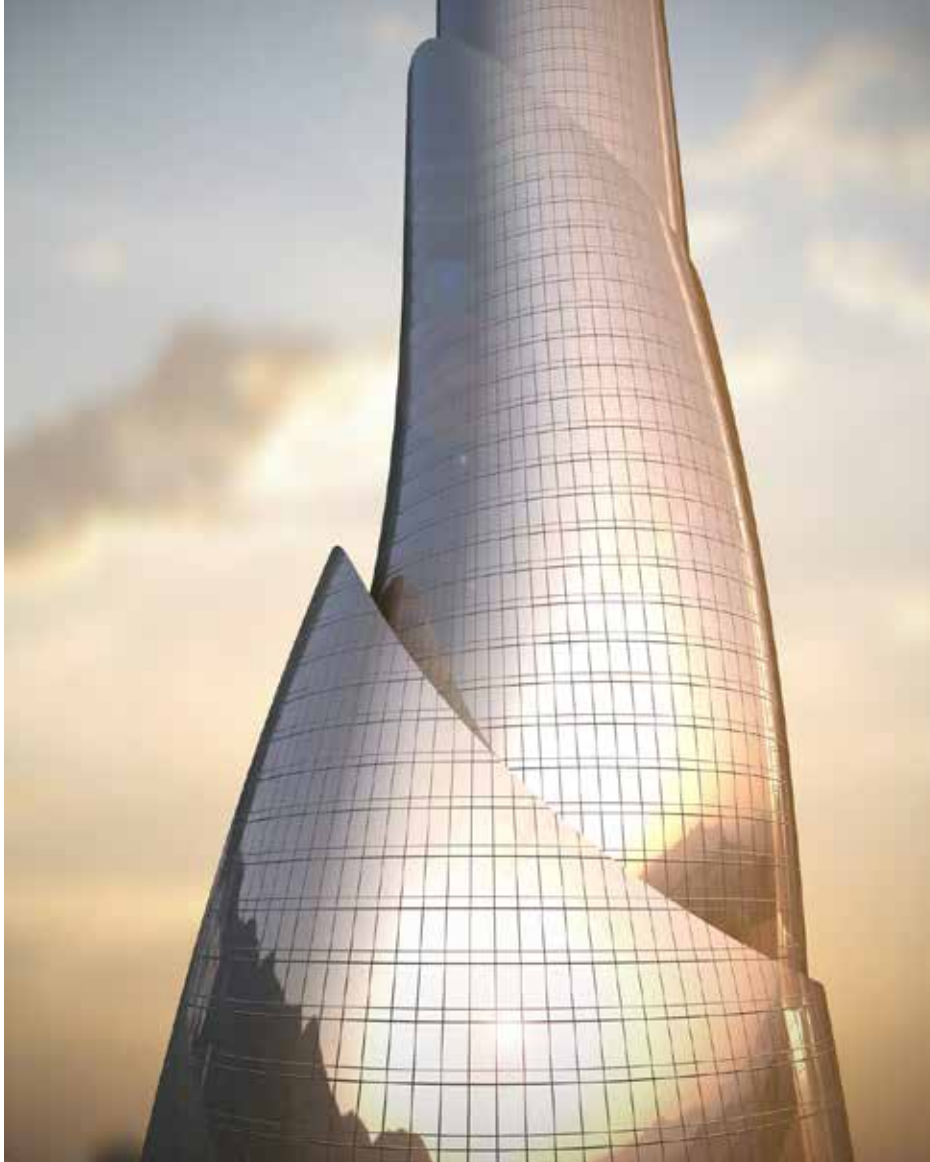


David W. Gomez

Principal / Chief Creative Officer



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The following SHP recommendations are as follows:

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- Environmental
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3. CREATIVITY

- Environment Design
- Sustainability
- Inspirational



COMFORTABILITY

(assuring occupants are safe & comfortable)

01

1.COMFORTABILITY



Stay
HEALTHY
Protocol

PSYCHOLOGICAL COMFORT:

It starts with Executive Management leaders to produce, direct, manage the implementation and submittal of a communications plan / package, setting the stage to uplift the moral and comfort of its employees, guests, and customers with the new Strict Disinfecting / Sterilizing Protocols & Guidelines, showing compliance with the CDC, Federal and State guidelines being implemented in the office and/or building, or both. This communications plan should also be submitted publicly.

We recommend a **‘Brand Ambassador Task Force’** be created to develop communications to reinforce its mission and values with the new COVID-19 protocols. Possibly develop a ‘Welcome Back Packet’ that would include the following:

- Hand sanitizer
- Mask
- New / updated Employee Handbook or New Virus (COVID-19) Requirements & Guidelines
- Floor plans showing new layouts & design
- Reinforce company mission, values, or soul & spirit
- Replacement of social rituals
- Updated amenities

Brand Rejuvenation – Celebrating DIVERSITY, EQUALITY, and INCLUSION goes beyond race, gender, ability/disability or veteran status. It is far more complex. It reaches into the complexities that form us as individuals, so no matter who you are or what your status is within your organization, we can all learn from one another, learn things that can benefit or even revolutionize your company. ‘An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage.’ – Jack Welch. This is the perfect opportunity to reinforce this and include as part of your messaging in the organization’s Communications Plan.



Stay HEALTHY Protocol

ENVIRONMENT COMFORT:

Part of this initiative should be part of your communications package, describing the implementation of new disinfecting and sanitizing protocols throughout the office/bldg. This is to include, but not limited to the following:

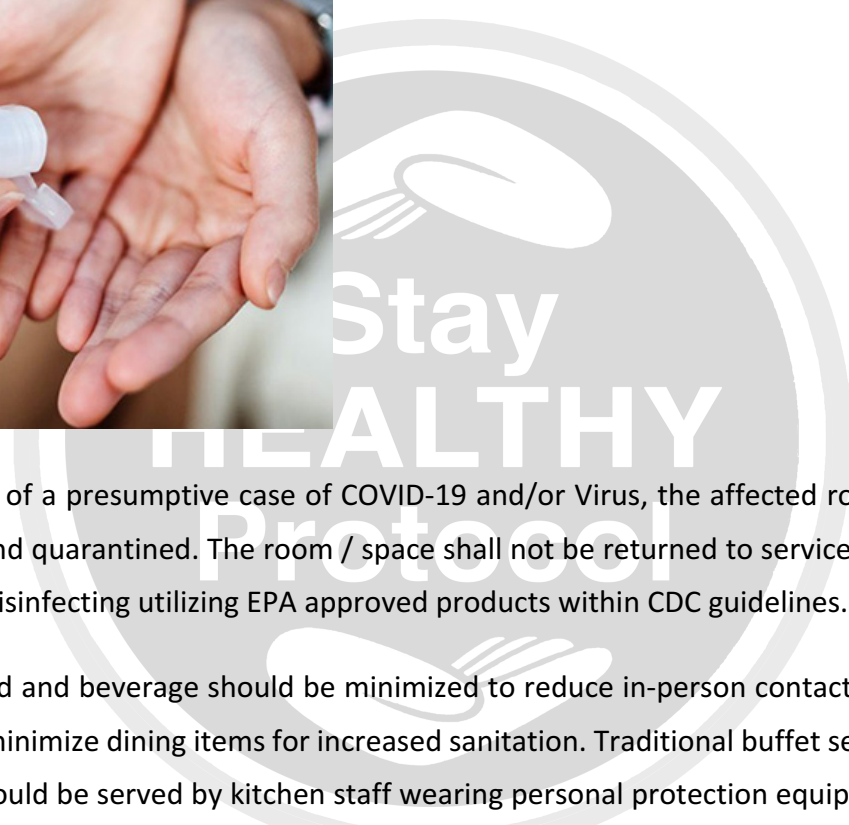
- Cleaning products and protocols shall include [EPA-approved disinfectants](#) that meet CDC requirements
- CDC guidelines on [disinfecting buildings and facilities](#).
- Landlord / Bldg. Management Communications Signage – indicating new requirements & guidelines
- Employee & Guest Health Concerns
- Case Notification contact information for local health authority

Public Spaces and Communal Areas: Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, security check-in, reception check-in areas, elevators and elevator buttons, door handles, public bathrooms, copy machines areas, vending machines, escalator and stair handrails, gym equipment, communal areas, kitchen and break rooms, dining surfaces and all seating areas.

Private & Public Offices: Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous items including computers and controls, door and furniture handles, file cabinets, telephones, in-office lighting control panels and switches, temperature control panels. The frequency of room cleaning during an employee's stay may be altered based on business hour requirements.

Building / Office Elevators: Button panels shall be disinfected at regular intervals, including the beginning of each employee/maintenance staff work shift and continuing throughout the day.

Shared Equipment: Shared supplies and equipment shall be disinfected after each shift or transfer to a new employee.



Room Recovery Protocol: In the event of a presumptive case of COVID-19 and/or Virus, the affected room / space shall be closed from occupancy and quarantined. The room / space shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.

Kitchen / Cafeteria / Breakrooms: Food and beverage should be minimized to reduce in-person contact with employees and buffet service and also minimize dining items for increased sanitation. Traditional buffet service shall be limited, but when offered, it should be served by kitchen staff wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Sneeze and cough screens shall be implemented at all food displays. Minimal items should be placed on condiment tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food service.

If budget allows, [International WELL Building Standards](#) should be implemented into an existing space. IWBS is a performance-based system for measuring, certifying, and monitoring features of the built environment that impact human health and wellbeing, through air, water, nourishment, light, fitness, comfort, and mind.



BEHAVIORAL COMFORT:

Employee Handbook and/or New Employee Requirements - Part of this initiative should also be part of your (in-house) communications package, stating the updated Implementation of Strict Cleaning Rules & Regulations for ALL Employees & third-party consultants.

This document should include, but not limited to the following:

Personal Hand Cleansing - If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing. Employees shall wash their hands for **at least 20 seconds**, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.

Employee Training - All employees shall receive COVID-19 safety and [facility sanitation protocols training recommendations from the CDC](#) with more comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.

Personal Protective Equipment (PPE) – For employees exposed to the general public, i.e.: reception, kitchen, shipping & receiving, security, [CDC recommendations](#) along with federal and local government regulations shall dictate appropriate PPE to be worn. PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request. Please refer to [OSHA](#) for more information.



FLEXIBILITY

(giving employees flexibility in this new norm)

02

2.FLEXIBILITY



ORGANIZATIONAL EMPATHY:

A Digital Transformation – In these unprecedented times, companies have quickly figured out how to serve their customers, clients, and employees remotely, and there's no going back. Companies now need to be much more empathetic with REMOTE WORKING – A Truly Virtual Workforce. Giving QUALIFIED individuals flexibility.

More than ever before, companies are recognizing that working “nine to five” is unsuited to the demands of a modern workforce. If management can place greater emphasis on flexibility for people to accomplish their best work—when and how it meets their personal needs (as well as the needs of the company)—they can reinforce the cultural shift of measuring staff based on performance, which can result in exponential benefits for the organization.

Organizations must remove stigma and support employee needs to make time for self-care—including exercise, meals, and family time. Policies and procedures need to reflect these shifts, and leaders should model a true work-life blend so that it becomes part of the company culture.

In a recent [Forbes article](#), it describes the industries that will be WIPED-OUT – this includes Office Space Operators, due to the dramatic shift that COVID-19 has caused with remote working. Many organizations, like Twitter, will be cutting on rental space and choosing NOT to renew leases.



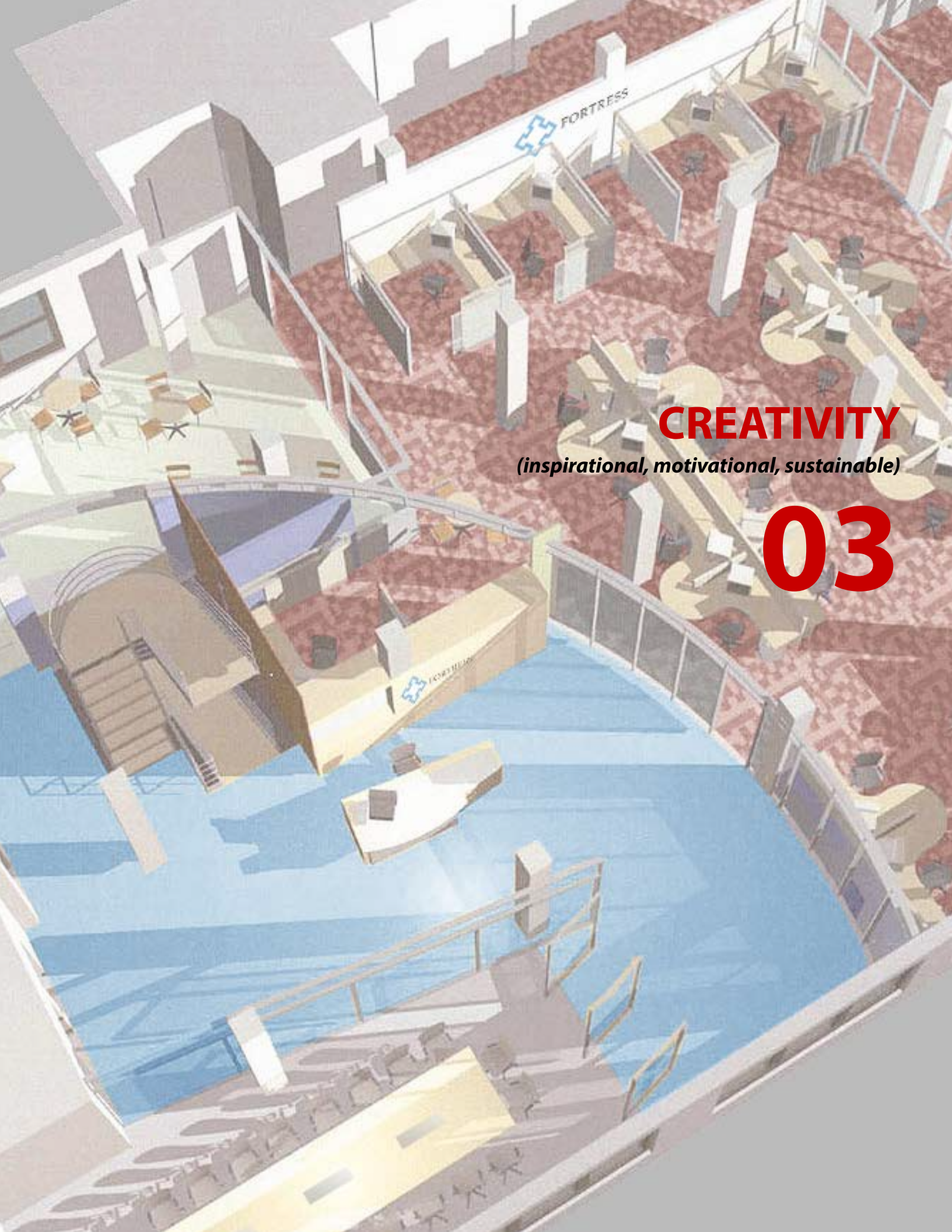
Benefits - Leaders that demonstrate this quality and publicly recognize excellence in their people will earn greater trust and loyalty from staff and clients. Companies will capitalize on the cost savings in office space, and everything involved with supporting that individual in the space. As a result, the company will attract highly skilled remote workers. Indirectly, this flexibility creates equity for the organization.



OPERATIONAL / HR:

A plan outlining the new norm and an ongoing communications strategy is highly recommended to remind staff, guests, and clients on the safety requirements and protocols. Stressing on limitations, cleaning and disinfecting protocols, and work hour access into the office.

Aside from the implementation of new cleaning and sanitizing requirements, consider modifying guidelines by adding additional sick-time during state & national crisis, to include paid leave. Organizations should also consider adapting compensation and benefits to level the risk workers are facing - such as Dedicated Bonus or Benefits, and Salary Adaptation.



CREATIVITY

(inspirational, motivational, sustainable)

03

3. CREATIVITY



ENVIRONMENT DESIGN:

Before creating a 'Theatre of Hygiene' and a utopia for employees, let's first get into the space modifications needed for employee and guest safety. Due to the COVID-19 crisis, the new objective is to minimize personal contact and interaction, and control access where needed and required.

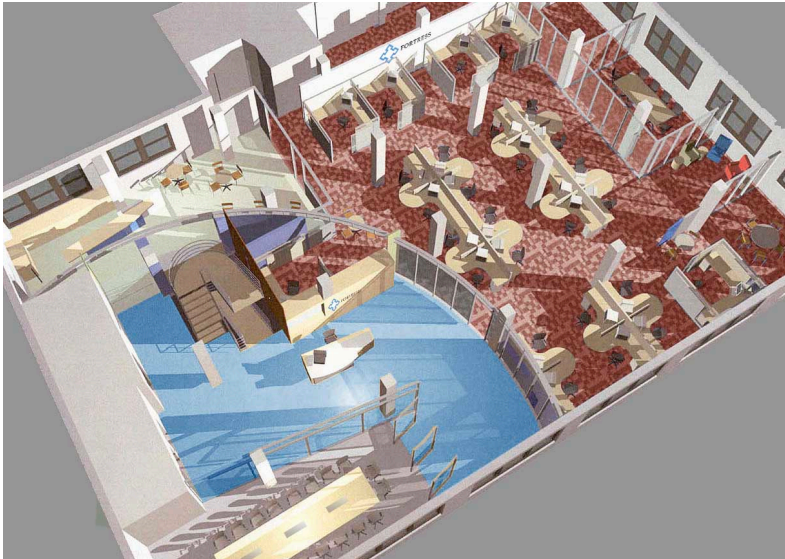
Implementing BRANDED WAY-FINDING, both digital and graphic, will be key in communicating the new initiatives. One of the major benefits of this crisis is that organizations have been forced to pivot to a more Digitally Transformative way of doing business - REMOTE WORKING. By keeping a select staff working out of office, will reduce occupancy, overhead costs, and rentable real-estate space. An opportunity for organizations to RE-THINK how the space will be better utilized with the possible reduction of occupants – mentoring, training, conferencing, press & sales events.

Once the occupancy calculations have been established, and budget has been determined, we can decide on what can and cannot be accomplished. The following Major & Minor modification items are purely intended as professional suggestions and recommendations:

Major Modifications: Hand sanitizers to be installed at all key entries, exits, and communal areas, to include the introduction of UV-Sterilization Lighting throughout, along with anti-bacterial flooring is highly recommended. Elevator signage mandating limited occupancy per elevator bank, is crucial when waiting to board.

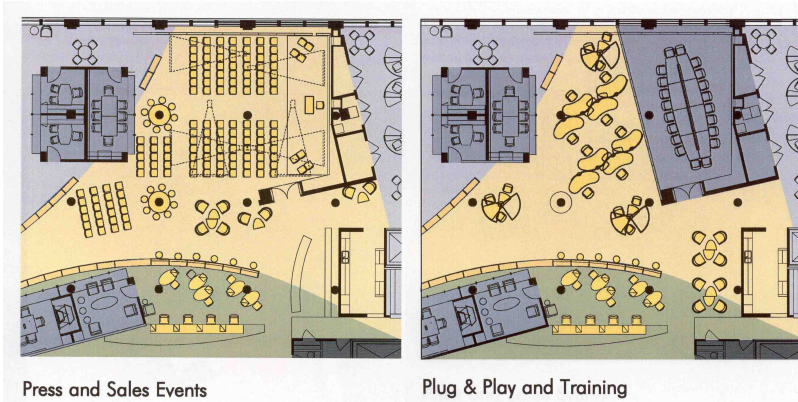
Main Entry / Reception Areas:

- Pre-screening required before any appointment
- New UV-Sterilization Portal
- Security camera w/ intercom (technology)
- Glass partition separation (if applicable)
- Card Key Access



Stay HEALTHY Protocol

- ONE-WAY traffic flow (if applicable)
- New entry / exit doorways – touchless motion sensor or automatic doors (technology)
- Touchless sign-in (technology)
- New reception desk & seating with clear divider screens
- New reception furniture - non-porous and anti-bacterial
- Implement Biophilic Barriers (plant / flower wall)



Communal / Meeting / Conference Spaces:

- Limit occupancy
- Touchless reservation tablets (technology)
- Retrofit or new conference table w/ adjustable plexi panels, power & telecommunications capable
- ONE-WAY entry & exit (large spaces only)
- Convertible communal spaces from enclosed to open plaza style configuration
- Implement Biophilic Barriers (plant / flower walls)



Private / Guest Offices:

- New office furniture – non-porous and anti-bacterial

Open Work Space:

- Partial height partitions separation from all common areas
- New work stations w/ divider screens (fabric & clear) – comply with 6' distance separation
- New office chairs – non-porous and anti-bacterial fabrics / materials
- Implement Biophilic Barriers (plant / flower wall)

Kitchen (K) / Cafeteria (C) / Breakrooms (B):

- Implement Pre-order App (technology) - K & C
- ONE-WAY Entry & Exit access
- New food service fixtures – hot & cold - K & C
- Design new condiment access counter - K & C
- New space for additional pre-packaged meals coolers & vending machines
- Install touchless faucets (if applicable) - B
- Touchless coffee / tea machines
- Touchless microwave oven openers
- New finishes – non-porous and anti-bacterial



Stay HEALTHY Protocol

Restrooms / ADA Toilets:

- Install touchless water closets w/ full-height partitions
- Install touchless facets (if applicable)
- Install touchless soap-dispensers (if applicable)
- Install touchless hand-dryers (if applicable)
- ONE-WAY entry & exit doors

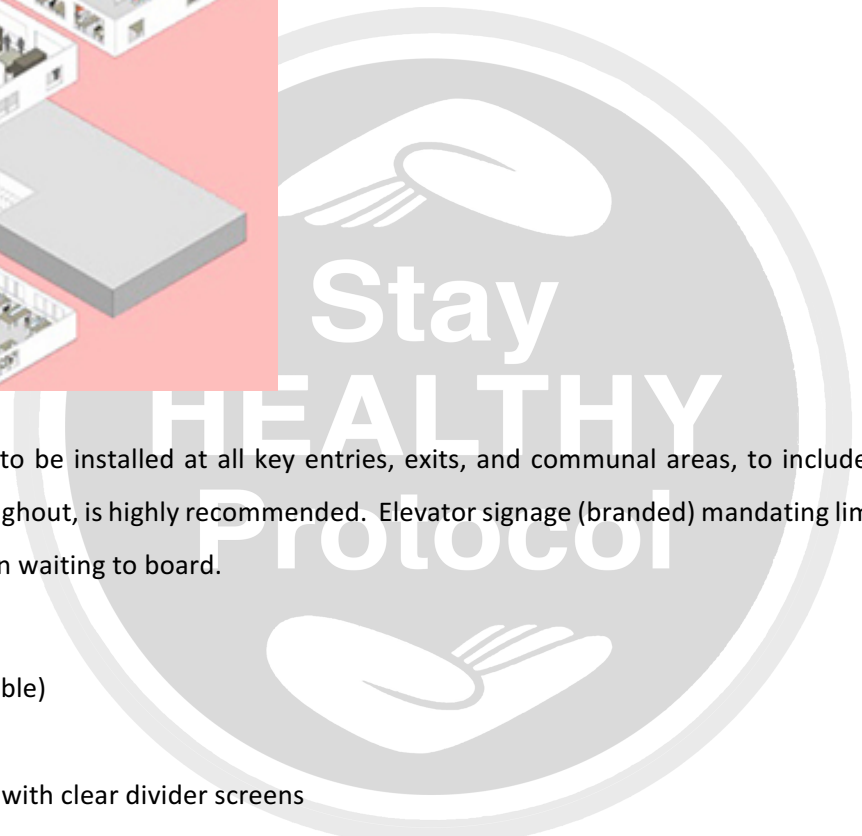
Shipping / Receiving Areas:

- Re-design layout (if applicable)
- New UV-Sterilization Portal for packages & mail
- Security camera w/ intercom (technology)
- Glass partition separation (if applicable)
- Card Key Access (if applicable)
- ONE-WAY entry & exit double doors (if applicable)

New Isolation Room: (required)

- Patient style Isolation Room – to include Toilet room
- One-Way entry & exit doors
- Security camera w/ telecom (mandatory)
- Card Key Access (mandatory)
- New comfortable furniture – non-porous and anti-bacterial fabrics / materials / finishes
- Tel / Data connection
- [Air Filtration System](#) - required





MINOR MODIFICATIONS: Hand sanitizers to be installed at all key entries, exits, and communal areas, to include the introduction of UV-Sterilization Lamps throughout, is highly recommended. Elevator signage (branded) mandating limited occupancy per elevator bank, is crucial when waiting to board.

Main Entry / Reception Areas:

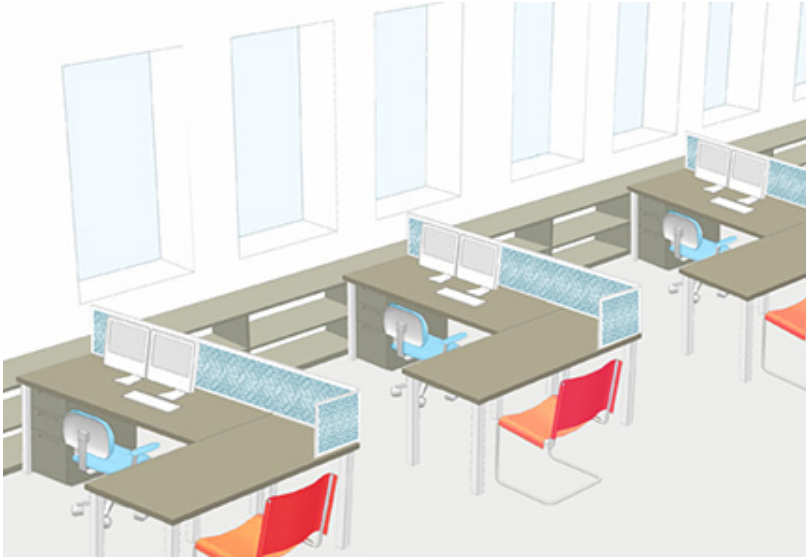
- ONE-WAY traffic flow (if applicable)
- Touchless sign-in (technology)
- Retrofit existing reception desk with clear divider screens
- New reception furniture - non-porous and anti-bacterial fabrics / materials
- New anti-bacterial flooring

Communal / Meeting / Conference Spaces:

- Touchless reservation tablets (technology)
- Modify existing conference table w/ adjustable plexi panels
- ONE-WAY entry & exit access (large spaces only)
- Reduce seating
- Transition to Virtual Teleconferencing (ie: ZOOM) meetings (technology)
- Implement Biophilic Barriers (plant / flower walls)
- New anti-bacterial flooring
- New Freestanding [Air Filtration System](#)

Private / Guest Offices:

- New office furniture – non-porous and anti-bacterial

A large, semi-transparent circular logo in the background. It features the text "Stay Healthy Protocol" in a bold, sans-serif font. Above and below the text are stylized white icons of hands being washed with soap suds.

Stay HEALTHY Protocol

Open Work Space:

- Install divider screens (fabric & clear) on to existing workstations – comply with 6' distance separation
- New office chairs – non-porous and anti-bacterial
- Implement Biophilic Barriers (plant / flower wall)
- New Freestanding [Air Filtration System](#)

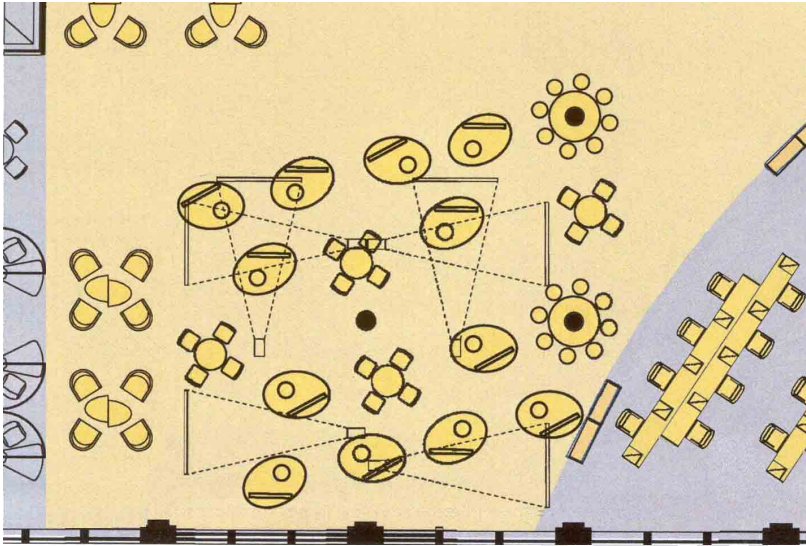
Kitchen (K) / Cafeteria (C) / Breakrooms (B):

- ONE-WAY Entry & Exit access
- Add separation screens on existing food service fixtures - K & C
- Add pre-packaged meals cooler w/ self check-out - B
- Touchless coffee / tea machines
- Implement Biophilic Barriers (plant / flower wall)
- New furniture – non-porous and anti-bacterial
- New anti-bacterial flooring
- New Freestanding [Air Filtration System](#)

Restrooms / ADA Toilets:

- Limit occupancy
- Temporarily close-off every other stall and urinal
- Install touchless facets (if applicable)
- Install touchless soap-dispensers (if applicable)
- Install touchless hand-dryers (if applicable)





Stay
HEALTHY
Protocol

Shipping / Receiving Areas:

- New UV-Sterilization Lamps & Wands for packages & mail
- Security camera w/ intercom (technology)
- Card Key Access (if applicable)
- ONE-WAY entry & exit access (if applicable)

New Isolation Room: (convert existing storage / office /other)

- Security camera w/ telecom (mandatory)
- Card Key Access (mandatory)
- New comfortable furniture – non-porous and anti-bacterial fabrics / materials / finishes
- New non-porous and anti-bacterial flooring
- New Freestanding [Air Filtration Systems](#)

Branded Wayfinding / Communications (Digital & Graphic)

- New Wayfinding graphics throughout
- Updated Maps & Layouts – to include physical distancing and queuing
- New Communications Guidelines & Requirements Signage - to include physical distancing and queuing
- New Branded wraps
- ONE-WAY graphics & decals

Miscellaneous Items:

- New [Water Filtration/Purification Cooler](#)





SUSTAINABLE DESIGN:

The Gen-Z and Millennials are more environmentally conscious than ever before. Top talent demands are increasingly pushing organizations for GREEN design and sustainable environments. Depending on the organizational budget, [International WELL Building Standards](#) can be implemented into existing spaces. For new, renovated, and/or retrofit spaces, International WELL Building Standards & [LEED Certification](#) is critical and required in the current platform.

Organizations may need to reinvent themselves and move to cruelty-free and environmentally safe products, and services.

Biophilic Design - a great way to increase occupant connectivity to the natural environment through the use of direct nature, indirect nature, space and place conditions. It has been proven in generating good energy, good health, environmental, and economic benefits for occupants, with few drawbacks.



INSPIRATIONAL DESIGN:

Experiential Design – Employees, guests, and customers long to have an experience when stepping into a space. Inspiration to be innovative, to give back, to support, to educate, or to create a fellowship for a good cause.

The silver-lining of COVID-19 is that you get to create a new and/or updated environments that can engage and motivate your inhabitants. Creating experiences that focuses on behavioral psychology, understanding and application of cognitive-behavioral patterns, through on-branded design practices in environment, product, technology, communications, and service – a combination of the 5-senses.

A space should express a sense of energy, nostalgia, fantasy, or even history using graphic quotes, words or phrases. Simple decals can be a psychological trigger of comfort, motivation and inspiration. These are a few creative elements of design that can dramatically alter the way your staff can live, work, play in your space.

Thank you. We truly appreciate your attention.

Stay healthy & let's get to work!