

Guide

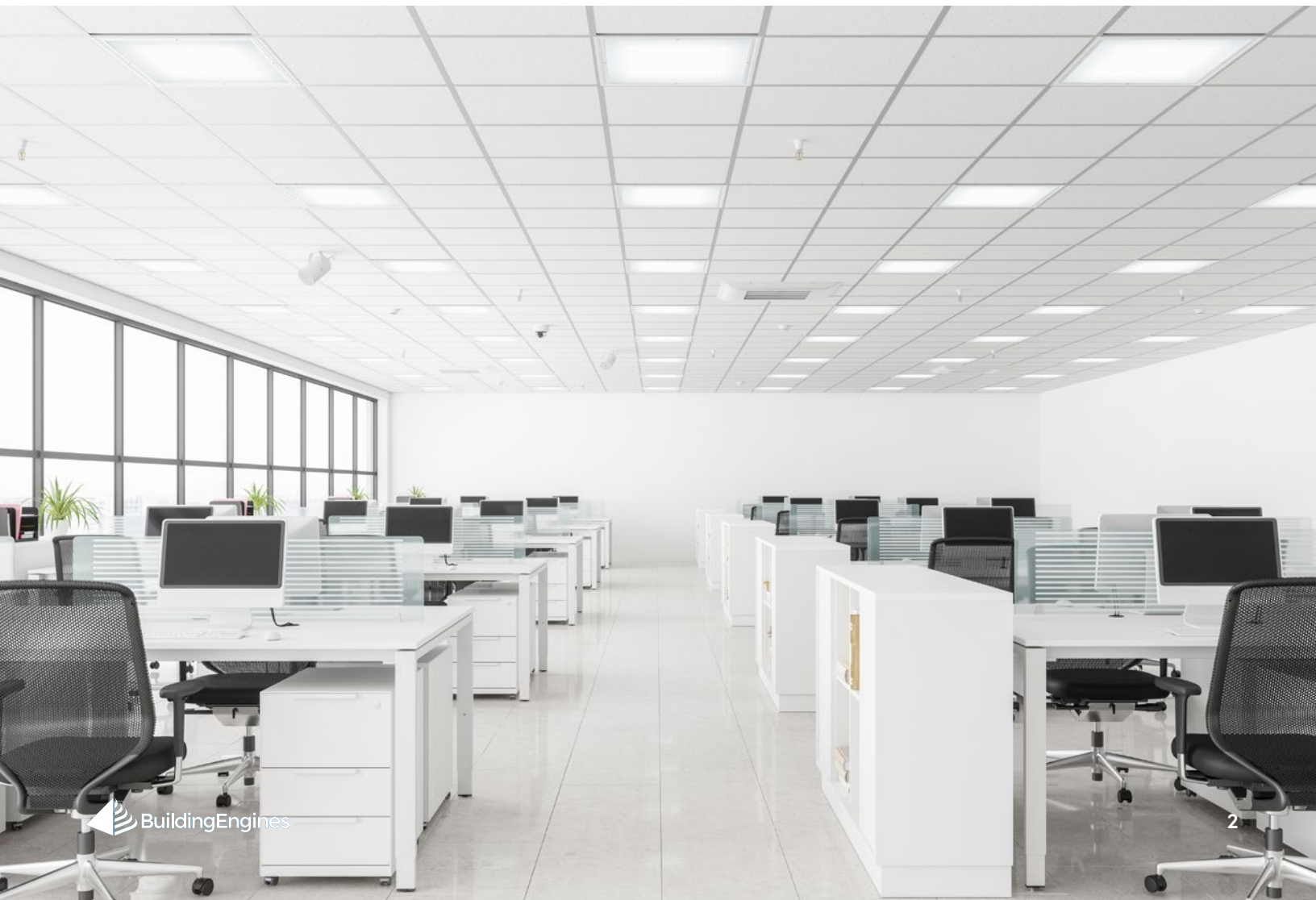
The Safe and Healthy Workplace Kit

The CRE Guide to Bringing
Tenants Back to Work in 2020

Opportunity

The COVID-19 pandemic has upended most aspects of ordinary life, including the workplace. For months, office buildings have sat empty as property managers and their tenants wonder what's next.

As local regulations change daily and new hotspots emerge, it can be difficult to know how and when to reopen your office building safely. While there is unlikely to be a single date on which all your tenants return to the office, now is the time to plan how to make their return as safe and stress-free as possible.



Envisioning the post-COVID-19 workplace

According to a recent [Gensler survey](#),



12% of workers say that they want to work from home exclusively after the pandemic



44% say they never want to work from home



44% say they want to split their time between home and the office

There's little doubt that the workplace will look drastically different post-pandemic, especially with over 50% of workers looking to work from home in some capacity. Property managers must be agile as they create hybrid workspaces that allow for occupant flexibility while moving away from coworking or shared workstations that don't meet safe distancing guidelines. Ultimately, the modern office needs to be considered as safe as home in order to survive.



The three phases of building re-occupancy

Phase #1



Offices sit mostly vacant as only critical workers return to work. Property management teams work behind the scenes to devise new logistical safety measures and to reconfigure spaces to support social distancing.

Phase #2



Offices begin to fill as more workers return in phases, or on alternating schedules. Offices adapt to a fluid situation that changes as state and federal guidelines change. Office occupancy ebbs and flows as property management monitors COVID-related incidents as well as the emotional pulse of tenants.

Phase #3



Infection rates decline and things slowly start to stabilize as we move into our 'new normal'. Offices decide how many workers want to or are able to work out of the physical office at any given time and configure workspaces accordingly. Property management teams focus on maintaining new safety and sanitation standards, and continue to track tenant satisfaction.



Property manager objectives throughout re-occupancy

As workplaces move forward (and possibly backward) through the phases of re-opening, property managers will need to keep the following objectives in mind:

- ✓ **Understand** evolving tenant needs, including a need for additional space, visual janitorial services, mask-wearing and touchless experiences.
- ✓ **Implement** new procedures and technologies that inspire tenant confidence and promote safe distance.
- ✓ **Emphasize** the support that the property team will provide to tenants during an uncertain time.
- ✓ **Engage** tenants and foster community after a time when many have lacked social connection.
- ✓ **Adapt** to changing state and federal guidelines, and to each tenant's individual re-entry preferences.



Use signage to set new standards

During a time in which tenant stress is running high, it's important to show that your team is taking health concerns seriously. Inspire tenant confidence by highlighting the new safety protocols in place, and erect clear signs and visual cues to encourage social distancing. Clearly mark your building's lobby and common areas to manage foot traffic and communicate new elevator protocols.

[Download COVID-19 Signage](#)



Five elements of a successful return to the office



Consistent Communication

Regular communication is key to managing tenant fears and expectations regarding reopening.



Watch how-to video

Use [tenant message board](#) functionality to inform tenants of new procedures and re-entry timelines in the weeks leading up to reopening.



Watch how-to video

As more workers return, use [broadcast messaging](#) to keep in touch with tenants and get important messages out quickly.



Proactive Risk Management

Manage your property's compliance to evolving government mandates and mitigate liability to protect your business from costly claims.



Watch how-to video

[Incident tracking](#) functionality enables you to monitor COVID-19 related incidents occurring at your property.



Watch how-to video

Creating standard [inspection](#) templates ensures that your property adheres to the latest re-occupancy guidelines and standards.



Management Team Coordination

To keep your building running smoothly during a tumultuous time, everyone on your team needs to be on the same page.



Watch how-to video

Track work more efficiently with COVID-specific [forms](#).



Watch how-to video

Issue [recurring work orders](#) to ensure building cleanliness and safety.



Watch how-to video

Use to [RFP Automation](#) to quickly find qualified vendors for cleaning and maintenance.

Maintaining Tenant Satisfaction

As workplaces weigh the pros and cons of returning to the physical office against remote work, it's more important than ever to keep tenants satisfied.



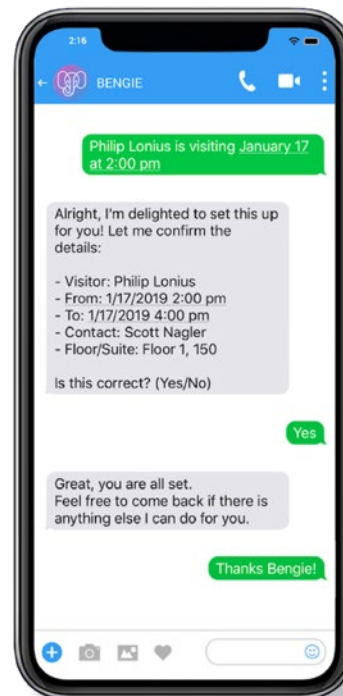
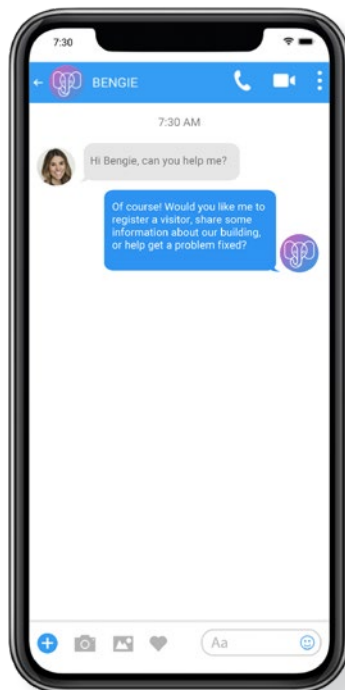
Watch how-to video

Delight tenants with tools like [Bengie](#), an AI-powered virtual assistant, that makes it easy to request services and to engage with building management via SMS text messaging or Slack.



Watch how-to video

Use [tenant satisfaction surveys](#) to identify areas for improvement.



Reconfiguring Tenant Spaces

COVID-19 is reversing previous workplace trends that showed shrinking square feet per worker.

Maximizing space is now a priority, and property managers must be able to help tenants manage their space efficiently.



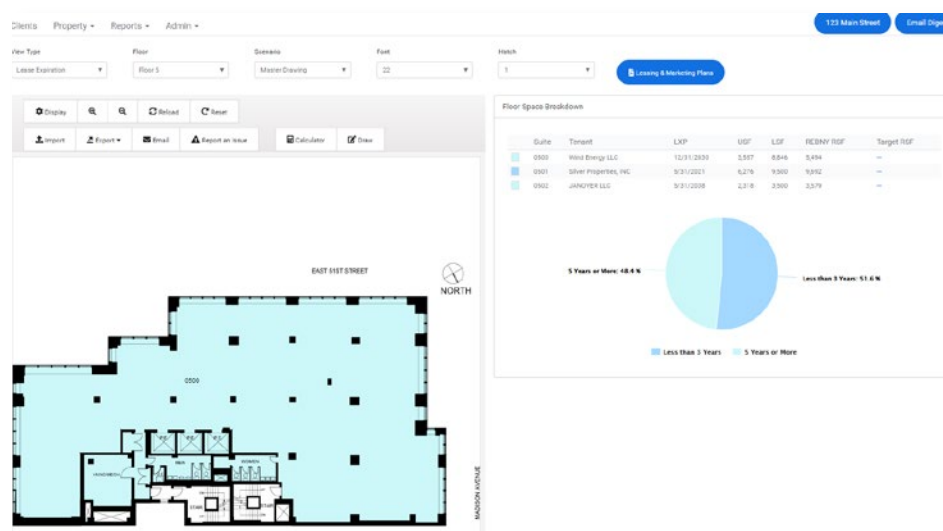
Watch how-to video

As you consider areas to reduce or expand to enable social distancing, leverage a [Space Management solution](#) that will give you accurate measurements and data reports to fuel your decisions.



Provide tenants with CAD drawings to help them envision different layout possibilities they physically rearrange spaces.

Download our Space Management for Re-occupancy [Checklist](#).



Implementing touchless experiences

In the age of COVID-19, technologies that limit person-to-person contact are an essential part of any building's success. By implementing touchless visitor access, tenants can screen and pre-clear upcoming visitors, eliminating the need for paper sign-in logs. Guards can then issue an ID badge that can be photographed by visitors to limit contact and to reduce time spent at security check-in.

Read our Touchless Visitor Experience [infographic](#).



Preparing for Tenant Turnover

Most forecasts predict an extended period of disruption to the CRE industry that will last well into 2022.

Considering the current financial climate, some tenants will inevitably choose not to renew leases, or might decide to transition away from physical office spaces altogether.

- ✓ Property managers should stay ahead of expiring leases to be proactive about re-occupancy efforts.
- ✓ Management teams should obtain up-to-date RSF information in order to re-write leases in a way that will maximize net NOI.



Let us help you navigate the unknown as we forge ahead through the COVID-19 pandemic together.

To lend a hand to our peers in the CRE industry during this unprecedented time, **we're offering the core capabilities of our platform at no charge through the end of 2020.** This functionality comes pre-configured for all COVID-19 reopening efforts, giving you the operational visibility you need to reopen with confidence.

[Get Started Today](#)

Building Engines improves net operating income across the world's most successful Commercial Real Estate portfolios. Our customers increase their revenue, deliver the best occupant experience, and reduce their operating costs using our innovative building operations software platform.



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