



Organizations should offer an enhanced focus on the whole health, safety, and well-being of employees returning to the workplace

As businesses and organizations begin to reopen amidst the COVID-19 crisis, the safety and well-being of employees are an imminent consideration for business leaders. Here are five questions that should be answered to inform the whole health of employees—encompassing physical, mental and emotional aspects:

How can corporate real estate teams support holistic well-being of employees?

Employee well-being

Organizations should expect to develop and follow an integrated plan to well-being. Suggested areas to consider are:

- Maintain regular liaison with local health authorities and care centers to keep up with the guidelines for physical and mental health
- Provide working options like remote work and flex work, with the required infrastructure
- Establish continuous communication with employees via in-person and virtual methods to check in on their overall health
- Deploy change management to effectively inform employees about health and hygiene protocols (through signages, posters, and regular emails)
- Develop a holistic well-being and health plan for both immediate and long-term well-being

How can organizational amenities cater to employee well-being?

Employee experience

Employees value the services provided by their employers to assist their safety and well-being. Critical areas to consider are:

- Arrange for touchless temperature screening or wearable screening devices for self-reporting
- Enable availability of safe transportation services for office commute, with requisite distancing, as an alternative to public transport
- Provide access to well-being clinics and concierge within the office campus
- Enable access to onsite doctors, nurses, and counselors for employees to discuss their health and well-being concerns
- Encourage well-being conversations to share health challenges and experiences of employees

How can organizations plan for safe movement of their workforce?

People movement

Interactions and movement of people within the workspace should support compliance with defined safety guidelines. Key considerations include:

- Launch staggered work shifts and break timings to avoid crowding during entry and exit to the building and its common spaces
- Establish and monitor elevator capacity allowance
- Designate dedicated elevators for specific floors to limit employee interaction
- Establish queuing protocol for common spaces
- Place floor markings to direct foot traffic in a unidirectional manner
- Assess security and surveillance for common areas to manage crowd control





How can workplace design and standards evolve?

Workplace design

Workplace design and space usage will be important to promoting safe distancing and distribution of employees. Critical areas to consider include:

- Re-evaluate seat sharing policies to support distancing with spaced-out cubicles and alternate seat usage
- Repurpose collaborative spaces—small spaces for individuals and larger rooms for smaller meetings
- Reposition and mark seats in common places, like cafeterias, to establish social distancing
- Enable easy access to basic medical and first-aid supplies and PPE equipment for preemptive aid
- Reduce shared spaces and equipment that are not necessary (for example, magazines and cafeteria menu cards)

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How can facilities promote health and well-being?

Facilities management

Organizations should expect to provide sufficient physical safety in building facilities. Key considerations include:

- Establish entry and exit protocols (separate gates and timings) with landlords of multi-tenant buildings
- Use touchless technologies for employee badging, potential temperature checks, visitor registration, and elevator and door controls
- Institute routine cleaning of high-touch areas (for example, fixtures and light switches) and frequently used common spaces, using safe and authorized chemicals and disinfectants
- Enable frequent routine cleaning and deep sanitization of building spaces, utilizing third-party vendors as needed
- Conduct pre-occupancy health and safety assessment of the office building to inform workplace readiness

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