

OFFICE

re-imagine

Adapting today, a Class-A office re-entry case study

OUR OFFICE DESIGNS
ARE ROOTED IN FOUR KEY
DESIGN PRINCIPLES

Engage

amenities and common
spaces adapt to give
occupants choice

Empowerment

integrated technology,
tools, and resources elevate
collaboration, work, and play

Effective

wayfinding and instructional
signage enhance the
wellbeing of users and
visitors alike

Experience

rooted in placemaking,
where brand drives a
seamless experience
throughout the property

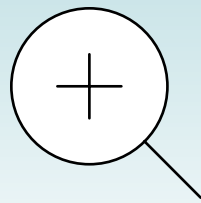
Team Touchdown.

Team Touchdown is
Ankrom Moisan’s task force
on re-entry solutions.

We are office and workplace designers, strategists, healthcare specialists, wellness-focused designers, and researchers dedicated to learning and strategically responding to COVID-19’s effects on office environments—now and in the future. Through research and meeting with corporate clients and building owners, our thought-leadership group is developing a knowledge base and the necessary tools to help clients plan for a safe, healthy, and resilient return to the office environment.

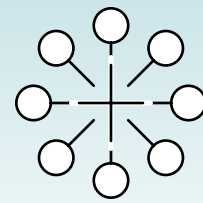


Designing for the next normal means adapting.



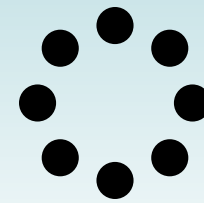
Learn

Understand users needs, challenges, risks, and opportunities of returning to the office.



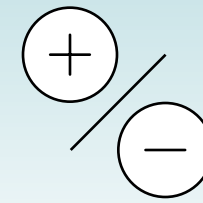
Plan

Refine business strategies and user experiences to prioritize tenant's well-being.



Implement

Follow through by integrating the right tools, resources, and communication plans for a safe re-entry.



Adapt

Meet each new reality, observing and adjusting as circumstances shift now, near-term, and in the future.



We surveyed 300+ people about returning to their workplace.

We learned three insights that guide our recommendations:

INVEST IN WELLBEING

Over $\frac{3}{4}$ of our participants cite policy and behavioral changes as essential to their safety. Supporting user's wellness by providing opportunities for individual control of their environment will help tenants feel safe while keeping their community safe.

REDEFINE CONNECTION

Common areas, including restrooms and circulation, are spaces that overwhelmingly concerned our respondents. Re-energize existing amenity spaces to introduce new purpose while providing safe opportunities to connect with others in their community.

FORTIFY TRUST

A building communication plan for re-entry, rooted in science-based evidence is critical for a successful building re-entry. Team Touchdown is gaining new insights regularly and is committed to helping adapt the response as new information becomes available.

This case study exemplifies the next normal

The following re-entry design recommendations apply what we've learned:

INVEST IN WELLBEING

Daily cleaning of all building common areas, with deep cleaning on a weekly basis

Establish disinfection stations for deliveries

Provide low-impact updates to HVAC and plumbing to decrease contact with contaminants

Specify nonporous materials that are easily cleanable

Integrate touchless technology

Wellness is the new amenity!

REDEFINE CONNECTION

Re-energize ancillary spaces to provide opportunity for safe connection.

Provide meeting facilities that support tenant needs for social distancing and technology

Smart technology that works with personal devices to provide directory assistance and visitor check in

Provide thoughtfully integrated visual cues for social distancing and path of travel guidance

You are in the meeting!

FORTIFY TRUST

Educational signage and wayfinding for seamless user experience

Consider design solutions that accommodate new wellness procedures while being thoughtful of the tenant's experience

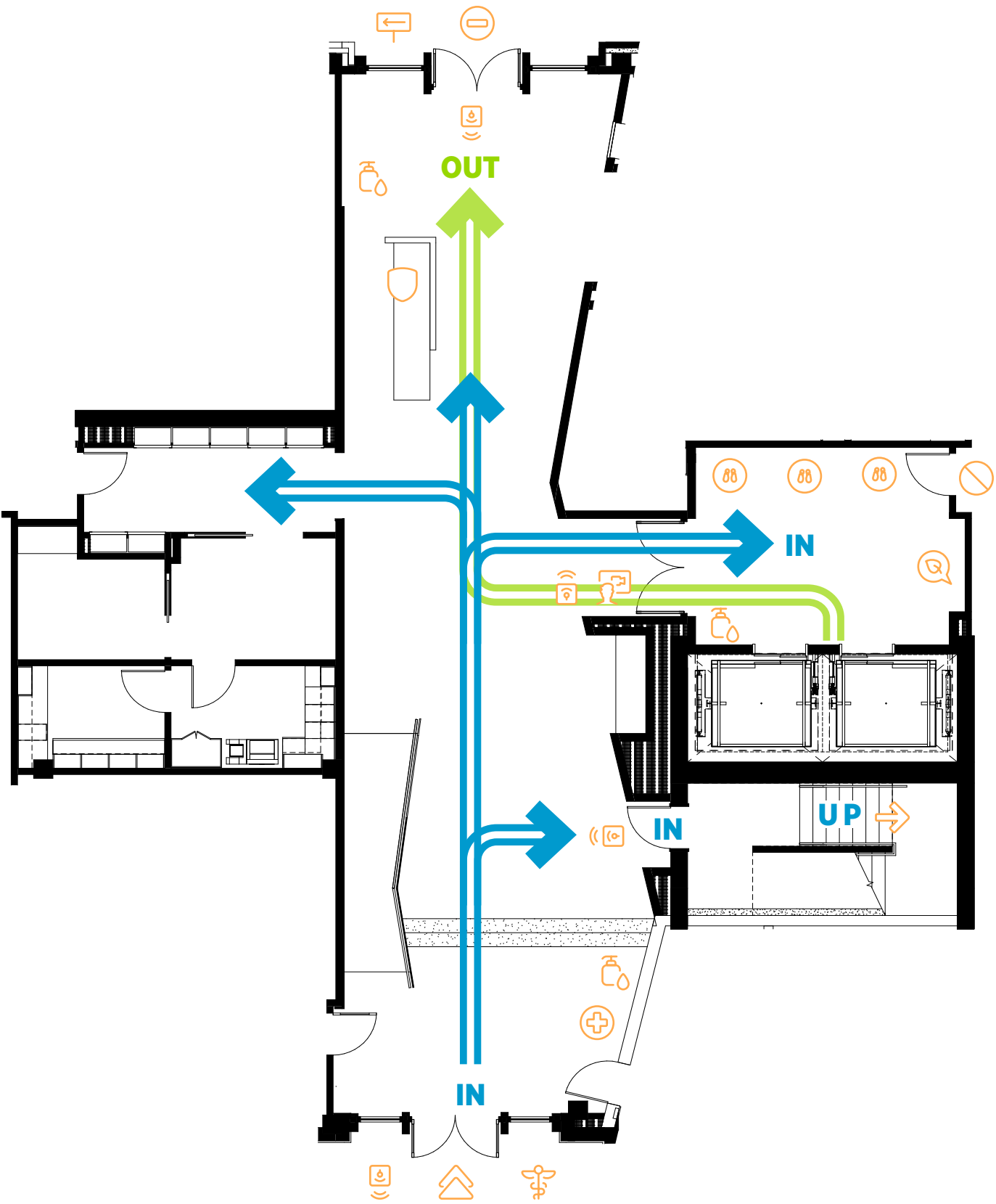
Clear and regular communication plan

Integrated sanitation fixtures that encourage community care





Educate building users on proper hygiene and cleaning procedures

Join the circle of trust!








ENTERING THE BUILDING



OPERATIONS

-  Access by courtyard (door is for exit only)
-  Monitored health-assessment screening
-  PPE Station
-  Marked six-foot queuing distances

FACILITY

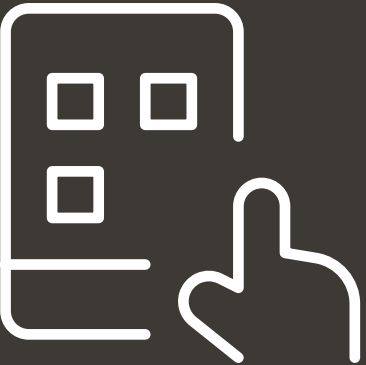
-  Signs direct visitors to the courtyard for screening
-  Touchless automated door / Fob access point
-  Transparent shield at security guard desk
-  Sole entry point of building
-  Install digital touchless building directory and call up system with camera
-  Signs designating stairs as UP ONLY and DOWN ONLY
-  Informational signage noting social distancing, building updates, and community events

How's it feel being back?

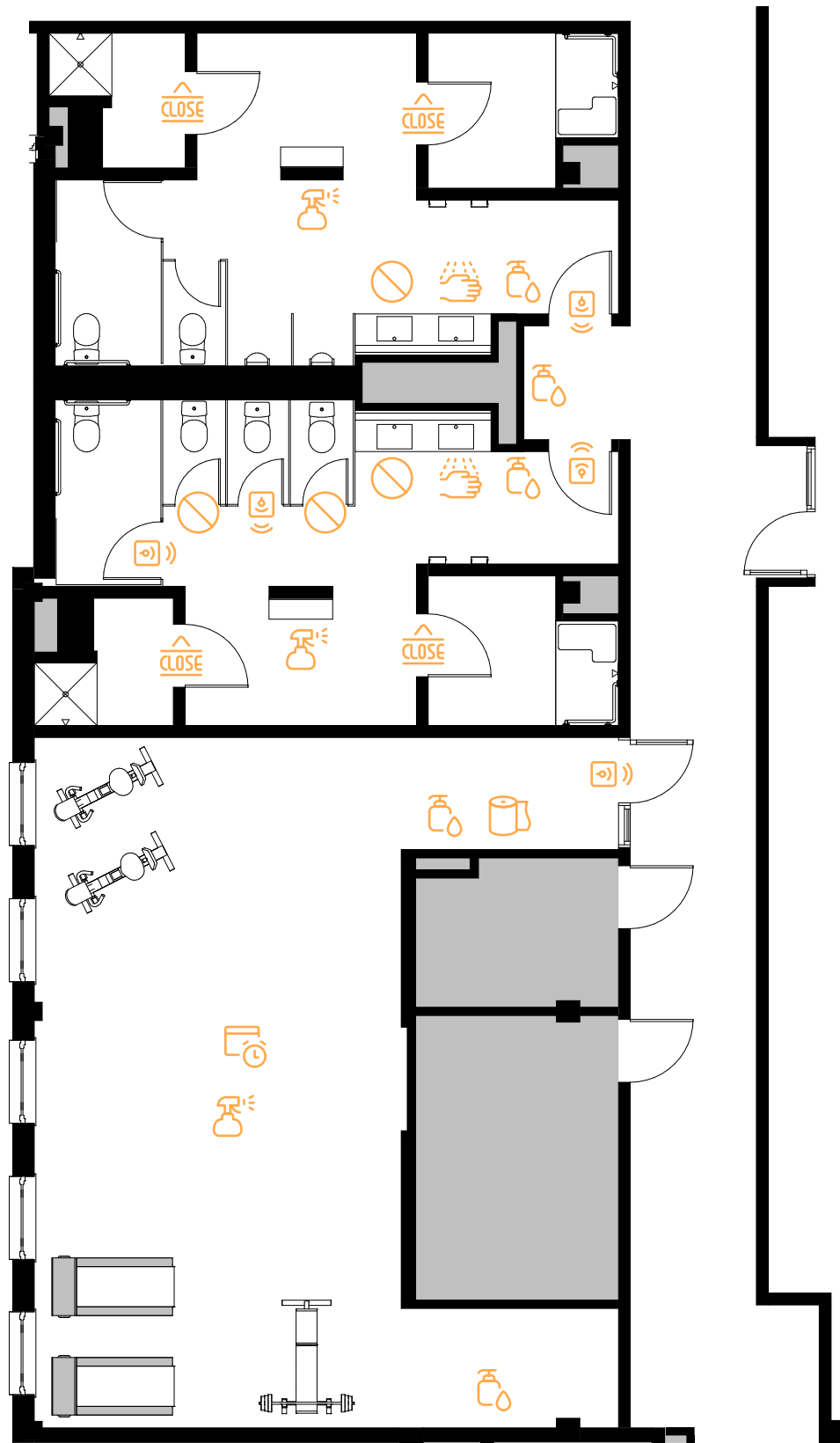
have to admit

was worried about getting in

but this is WAY EASIER than even the grocery store



USING GYM AND LOCKER ROOM



OPERATIONS

- Limit gym access for daily deep cleaning
- Alternative: use scheduling software
- Close showers (temporarily)
- Close stalls and sinks
- Marked six-foot queuing distances

FACILITY

- Sanitation stations
- Occupancy sensor lights at corridor
- Paper towel dispensers and disposal unit
- Touchless soap and faucets
- Touchless door entry
- (automated toilet seats with lid)
- Higher CFM fans



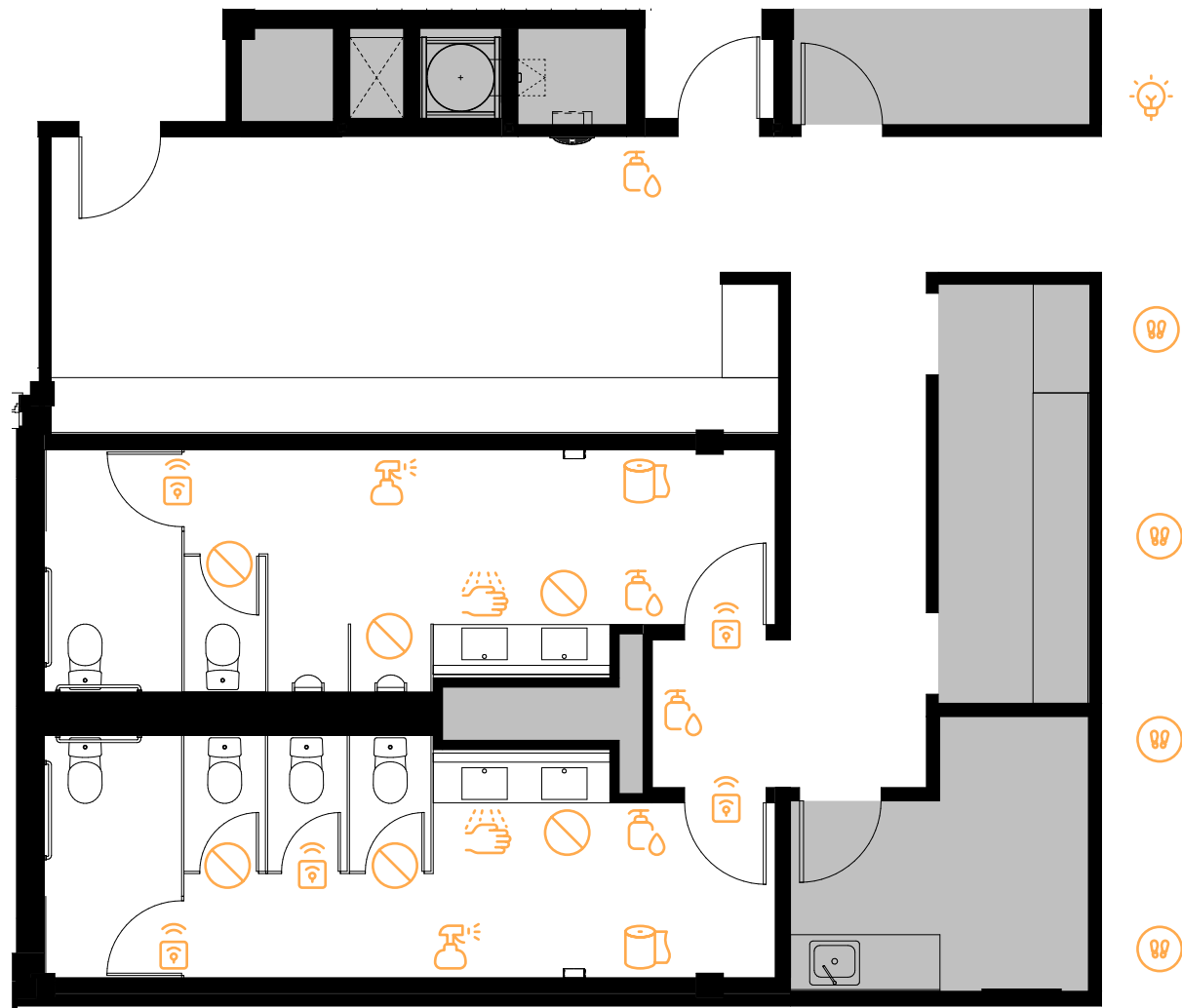
Sounds like they're taking care of you.

Are you back at your desk yet?






just waiting for the ok to go upstairs

in basically my own private elevator








USING THE RESTROOM AND GYM



OPERATIONS

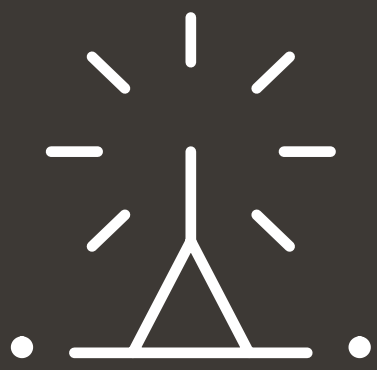
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So how'd they update the bathrooms?

um, cleaner in there than my entire walk to work



MANAGING THE BUILDING

SECURITY

Hourly security patrols in and around the building

FT

CLEANING

More frequent deep cleaning

IW

More cleaning staff during business hours

IW

Periodic sanitizing mist

IW

Weekly sanitizing fog

IW

PLUMBING

Flush building pipes and prime floor drains

IW

Sanitize water fountains, bottle fillers, toilets, sinks, faucets, showers, and restroom accessories

IW

Add automatic trap primers

IW

Disinfect hot-water supply and recirculation pipe with high-temperature water (140-170 F) to kill L. pneumophila

IW

HVAC

Add local HEPA or ionization filtration in dense locations (e.g. restrooms, elevator lobbies, and elevator cars)

IW

Regularly change air filters

IW

Publish findings monthly

FT

Commission systems quarterly

IW

Clean ductwork quarterly

IW

Fully open outdoor dampers

IW

Control humidification

IW

Train tenants on using operable windows

FT

Increase restroom exhaust

IW

Add exhaust fans in print rooms

IW

IW: Invest in Wellbeing

FT: Fortify Trust



REFERENCES AND RESOURCES

PUBLIC HEALTH AND SAFETY

Centers for Disease Control

World Health Organization

Occupational Safety & Health Administration

COMMERCIAL REAL ESTATE

Cushman & Wakefield, (April 2020). *Recovery Readiness: A how-to guide to reopening your workplace*. Retrieved from <https://www.cushmanwakefield.com/en/insights/covid-19/recovery-readiness-a-how-to-guide-for-reopening-your-workplace>

Jones Lang LaSalle, (April, 2020). *A guide to returning to work in the next normal*. Retrieved from <https://www.us.jll.com/en/coronavirus-resources/return-to-work>

SANITATION AND DECONTAMINATION

Illuminating Engineering Society of North America

Centers for Disease Control

AIR VENTILATION AND FILTRATION

Glumac, (April 2020). *Strategies for Returning to Work in a Covid-19 Environment*. Presented to Ankrom Moisan Architects.

The National Air Filtration Association



Architecture Interiors Planning Brand

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