

**BACK TO THE
WORKPLACE
READINESS**

#ComingBack

MOVING FORWARD WITH CONFIDENCE

It is our culture to be practical, tactical and realistic with our clients. We often share thinking behind our firm's own guidance and strategy, and this also applies to our COVID-19 response and recovery plans. **We are here to partner with our clients, prepare our assets, and bring confidence to our tenants as they return to the workplace.**

While commercial real estate will continue to evolve in the midst of this crisis, the taskforce's goal is to effectively facilitate the conversation about what comes next and what clients should be considering at each stage of the recovery process – whether that be related to investments, operational changes or cultural shifts.

TASKFORCE LEADERSHIP

CHAIR:



Bruce Ford
President
East Region

AGENCY LEASING:



Sara Maffey
Managing Director
Placemaking

ASSET SERVICES:



Katie Sakach
Managing Director
Asset Services

OCCUPIER SOLUTIONS:



Samantha Fisher
Director
Workplace Strategy



Brett Williams
Managing Director
Business Development

THE PLAYBOOK

Transwestern's guidance — our Back to the Workplace Playbook — will be refreshed and delivered to clients throughout the recovery process, allowing us to refine strategies as more information and data become available. This national Playbook will be supplemented by local team efforts to ensure a comprehensive, customizable response to our clients' needs.

While commercial real estate will continue to evolve in the midst of this crisis, the taskforce's goal is to effectively facilitate the conversation about what comes next and what clients should be considering at each stage of the recovery process.











WHERE WE ARE TODAY

The focus of Transwestern's response to COVID-19 is people – our teams, tenants and clients. While we are all experiencing the economic, psychological, health and daily life impacts differently, an essential need across the commercial real estate sector is expert guidance around building operations and janitorial protocols in order to keep spaces clean and people safe.

Multifaceted efforts are actively underway. Asset Services is working around the clock to keep buildings operating and tenants healthy. Additionally, the team has produced guidance for tenants and clients that is applicable to conversations our Occupier Solutions and Agency Leasing teams are having today.

To date, COVID-19-specific protocols, best practices and preemptive communication strategies, all of which are customizable by client, tenant and asset, include:

-  **COVID-19 protocol to support onsite teams**
-  **Client/tenant communication guidelines**
-  **COVID-19 situational questions and responses**
-  **Procedures for confirmed COVID-19 cases**
-  **Cleaning protocol decision tree/menu of options**
-  **Stay-at-home government mandates tracker**
-  **Expense reduction guidance and strategies**
-  **Online skills training and remote working webinars**

While many of these resources are specific to Asset Services delivery, they are the backbone for our Playbook and point to what landlords, owners and tenants should be thinking about, acting upon, and investing in today as we prepare to go back to our assets and workplaces.

Transwestern's clients represent a wide spectrum of sizes, corporate cultures and financial backing. We recognize that preparation and investment suggestions are not "one-size-fits-all," and we remain dedicated to working with each of our client partners to provide a range of guidance that is customizable, achievable, and scalable in size and budget.

WHERE WE GO NEXT

There is already substantial ideation about how the next workplace will be designed and what changes must occur to building systems and common spaces to make our assets safer. Some ideas will involve more capital investment than others, and some will be more relevant than others to our individual clients.

The Playbook will provide layers of response from immediate, intermediate and long-term time horizons, across different levels of investment, and from the perspective of both the occupier and the building owner. The initial guidance matrix will focus on:



We hope these practical frameworks will inform discussions around these timely topics with your clients, build confidence in building owners' investment and operational decisions, and create comfort for our team members, clients and tenants as they return to their workplaces.

It's Time. We're Ready.



[TRANSWESTERN.COM](https://www.transwestern.com)