COVID-19 Creates the Need for Workplace Continuity

**Crisis Management**
- Overall coordination of the response to a crisis
  - Coordinate and manage the response to the crisis
  - Establish priorities
  - Allocate resources
  - Manage operational teams

**Business Continuity Plan**
- Safeguard day-to-day business
  - Business objectives
  - Business risk and impact analysis
  - Business continuity strategy
  - Test and audit maintenance

**Disaster Recovery Plan**
- Recover after the event
  - Scenario planning
  - Business strategy and operating model
  - Real estate strategy
  - Disaster recovery strategy
  - Operational resilience

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## Workplace Continuity Priorities from March 19th Webinar

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<tr>
<td>Preparing COVID-19 “what if” scenarios</td>
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<td>35%</td>
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<td>Building strong communications mechanisms and protocols</td>
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<td>Assessing workplace continuity</td>
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<td><strong>Total</strong></td>
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Poll question from March 19 webinar
COVID-19 Client Experience Journey

**Shock**
- Denial and disbelief

**Realization**
- Confront the impacts and dynamics

**Respond**
- Shelter in place drives workplace closures

**Future-fit resiliency planning**
- Parallel path to more resilient and adaptive future state.

**Reimagination**
- Establish a future vision

**Implementation**
- Implement the new vision

**Flourish**
- Feed, nurture and cultivate – thrive

**Workplace continuity**
- Scale remote work program
- Communication / governance
- Scenario planning.

**Productivity challenge**
- Improve productivity

**Interim re-entry**
- Prepare for buildings to re-open

**Long-term re-entry planning**
- Re-imagine workplace of the future
Interim Re-entry Considerations

**Re-entry**
- Office capacity/entry restrictions
- Social distancing/floorplan adjustments
- Cleaning protocols
- Modification of amenities, selective re-opening
- Office entry policies/security

**Landlord**
- Building capacity/entry restrictions
- Social distancing/elevator and common areas
- Cleaning protocols
- Modification of amenities, selective re-opening
- Building entry policies/security

**Government**
- Shelter in place
- Business and public area shutdowns
- Overall re-entry strategy

**Occupier**
- Office capacity/entry restrictions
- Social distancing/floorplan adjustments
- Cleaning protocols
- Modification of amenities, selective re-opening
- Office entry policies

**Individual**
- Ultimate decision maker on re-entry
- Must be confident in health and safety

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Understanding the Current COVID-19 Dynamics

Pharmaceutical intervention (vaccination to prevent or medicine to cure) for COVID-19 not yet available

Shelter-in-place and social distancing are only suppression strategies to keep the number of cases below healthcare system capacity; and not a cure

Adaptive triggering (i.e. cycle between lockdown and relaxation) will continue to balance health risk and economic risk until a vaccination and/or medicine is available.
Reimagining a New Paradigm
What-if Scenarios for Reimagination

- Gain a realistic view of your starting position
- Develop scenarios for multiple versions of your future
- Establish your posture and guiding vision
- Determine actions and strategic moves that are robust across scenarios
- Set trigger points that drive your organization to act at the right time.

Source: Getting ahead of the next stage of the coronavirus crisis – McKinsey & Company
COVID-19 Workplace Continuity Scenarios

External environment

- Countries in lockdown
- Social distancing strong enforcement
- Low / intermittent level COVID-19 testing
- Transmission rate > 1

100% WFH

- Corporate offices open (very limited)
- Social distancing moderately monitored
- Moderate level of COVID-19 testing
- Transmission rate <=1

60% WfH

- Educational facilities / Schools open
- Corporate offices open / Monitored
- Social distancing limited (as needed)
- High level of COVID-19 testing
- Transmission rate <0.5

40% WfH

- Few higher risk employees
- Workplace environment compartmentalization possible and COVID-19 risk well-managed
- Minimal Personal Protection Equipment (PPE) required.

100% WfH

- Some higher risk employees
- Workplace environment provides moderate level of spatial compartmentalization
- Some Personal Protective Equipment (PPE) required.

60% WfH

- High number of higher risk employees
- Workplace environment with NO compartmentalization possible
- Personal Protection Equipment (PPE) required.

80% WfH

WfH = Work from home
Reimagination: The Enterprise of the Future

Digital Elastic Workplace Ecosystems*

- **Workflows**
  - Digital
  - Integrated
  - Agile
  - Adaptive
  - Asynchronous

- **Workforce**
  - Engagement
  - Fulfillment & Delight
  - Well-Being, Health & Protection
  - Performance

- **Workplace**
  - Digital
  - AI + Augmented
  - Cognitive +
  - Digital + Mobile
  - Robotic + Virtual

- **Workspace**
  - Experience
  - Agile + Collaborative
  - Immersive + Flexible
  - Distributed
  - Adaptive

- **Building**
  - Intelligent
  - Sustainable
  - Efficient
  - Smart
  - Safety

- **Portfolio**
  - Flexible
  - Always-on
  - Data-driven
  - Optimized
  - Resilient

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**Brand**

**Culture**

**Values**

**Health**

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Adaptive & Responsible Enterprise and Real Estate

*2020 Accenture Productivity in Uncertain Times through Elastic Digital Workplace Research @ March 2020
Requests we are hearing from Clients

✓ Workforce re-entry strategy
✓ Facility and building re-opening protocols
✓ Workplace and common area adjustments for social distancing
✓ Re-entry program management
✓ Training workforce and/or staff on re-entry expectations
✓ Building confidence with individuals on health and safety
✓ Reimagination
Thank you