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Starting Shortly....

Wellness Matters

Strategies for re -entering the workplace that prioritise employee health and wellbeing

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WILL + PARTNERS



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#BCOWellnessMatters

[Home](#)

Coronavirus (COVID-19): what you need to do

Stay at home

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

Do not meet others, even friends or family. You can spread the virus even if you don't have symptoms.



[Read more about what you can and cannot do](#)

**STAY AT
HOME** 

**PROTECT
THE NHS**



**save
lives**



What we will cover

1. Introducing Wellness Matters
2. Ready for re-entry – who decides?
3. Principles of COVID-19 risk mitigation
4. Applying the Wellness Matters Roadmap
5. Re-entry next steps
6. Q&A



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Led by medical and environmental evidence base



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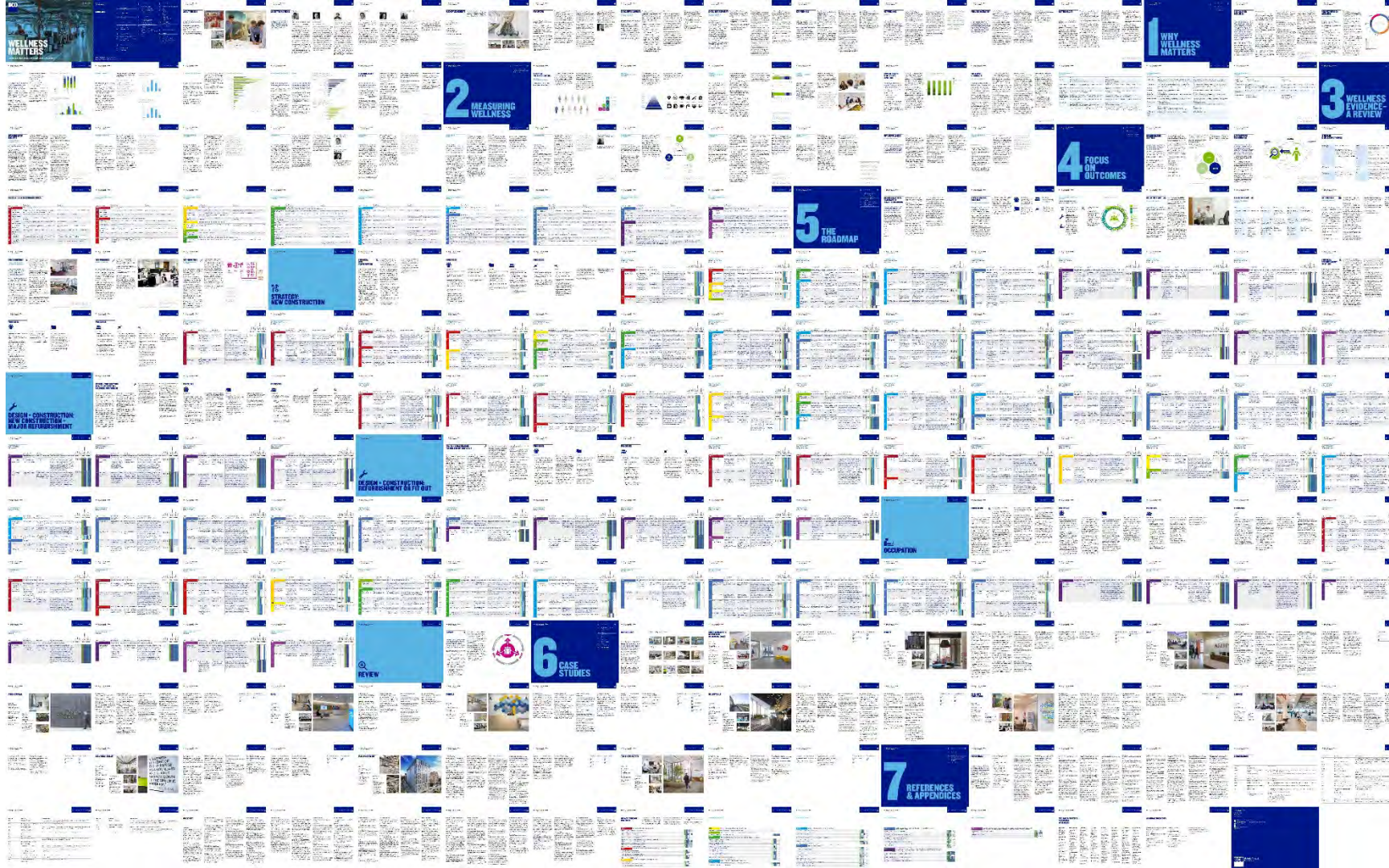


**Prof. Derek
Clements -Croome**

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At a glance:



ken shuttleworth
@makeken

Follow

The most extensive piece of research ever undertaken by @BCO_UK ... thank you to everyone for their time, expertise and hard work in navigating us through the maze to achieve 'BCO Wellness Matters' ... roadmap.

BCO @BCO_UK

Thank you on behalf of the BCO for all the incredibly hard work carried out on this year-long study @makeken #BCOwellnessmatters @elementa_uk @JHPack @WillPartners

2:56 AM - 12 Jun 2018

5 Retweets 18 Likes



5



18



BCO @BCO_UK · Jun 12

Authors are about to take us through the key findings of the Wellness Matters report which will be available to download from the BCO website after today's official launch @LandsecGroup #BCOwellnessmatters #BCOresearch



2



4



<http://www.bco.org.uk/HealthWellbeing/WellnessMatters.aspx>

WILL+PARTNERS

10 Themes. 55 Outcomes. Framework for action

not a rating tool

**BREATHE**

PROTECT OCCUPANTS FROM EXPOSURE TO ADVERSE AIR QUALITY & AIRBORNE CONTAMINANTS



**NOURISH**

PROTECT OCCUPANTS FROM EXPOSURE TO INGREDIENTS OF CONCERN, PATHOGENS, ALLERGENS IN FOOD/ BEVERAGES. ENCOURAGE HEALTHY DIETS, BALANCED FOOD CHOICES & APPROPRIATE SERVING SIZES.



**CLEAN**

CHEMICALS OF CONCERN OR CONTAMINANTS IN WATER BY WETTING. FACILITATE HYGIENE



**TOUCH**

CHEMICALS OF CONCERN, PATHOGENS OR ALLERGENS BY TOUCH



**HEAR**

NOISE LEVELS THAT MAY CONTRIBUTE TO IMPAIRMENT OF HEARING




**SEE**


LIGHTING LEVELS THAT ARE EITHER UNSAFE OR MAY CONTRIBUTE TO IMPAIRMENT OF VISION




DIRECT PHYSICAL IMPACTS


**OUTSIDE**


INFLUENCE HEALTH & WELLBEING BY SITE AND SURROUNDINGS




**INSIDE**


PROVISION OF TYPES OF SPACE OR SPECIFIC FACILITIES. WELLNESS ORIENTED DESIGN FEATURES INCLUDING AESTHETICS & BIOPHILIA




**FEEL**

ECONOMIC, SOCIAL, EMOTIONAL & PSYCHOLOGICAL WELLBEING. PURPOSE, PERSONAL DEVELOPMENT, ENGAGEMENT WITH WORK. OVERALL LIFE SATISFACTION.



**SENSE**

POSITIVE FEELINGS TOWARDS YOUR LOCAL PHYSICAL ENVIRONMENT. ABILITY TO CONTROL LOCAL ENVIRONMENT TO MEET PERSONAL WELLBEING + COMFORT EXPECTATIONS.



PERCEPTUAL IMPACTS

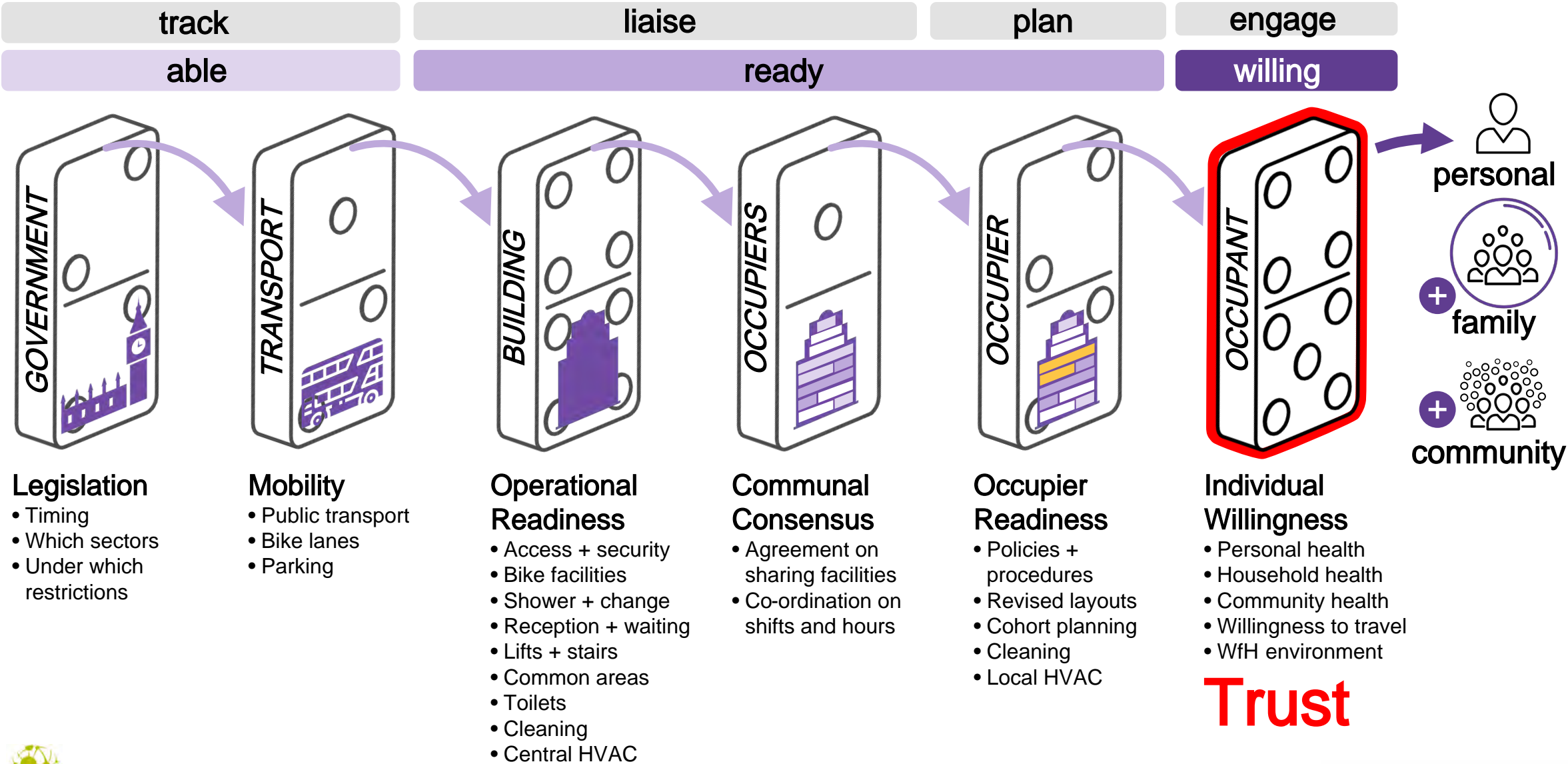
SPATIAL ENABLERS



Ready for re-entry?



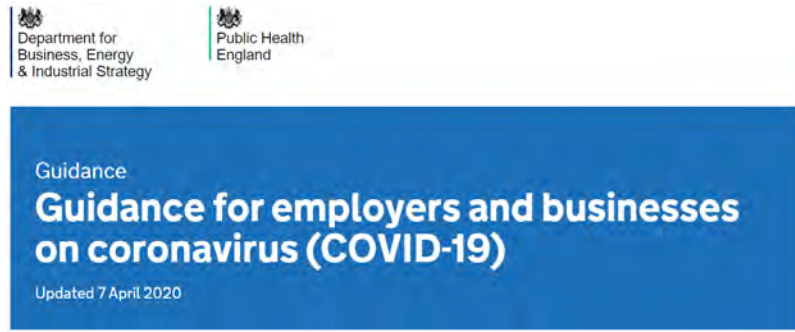
Who decides?



Principles of COVID -19 Risk Mitigation



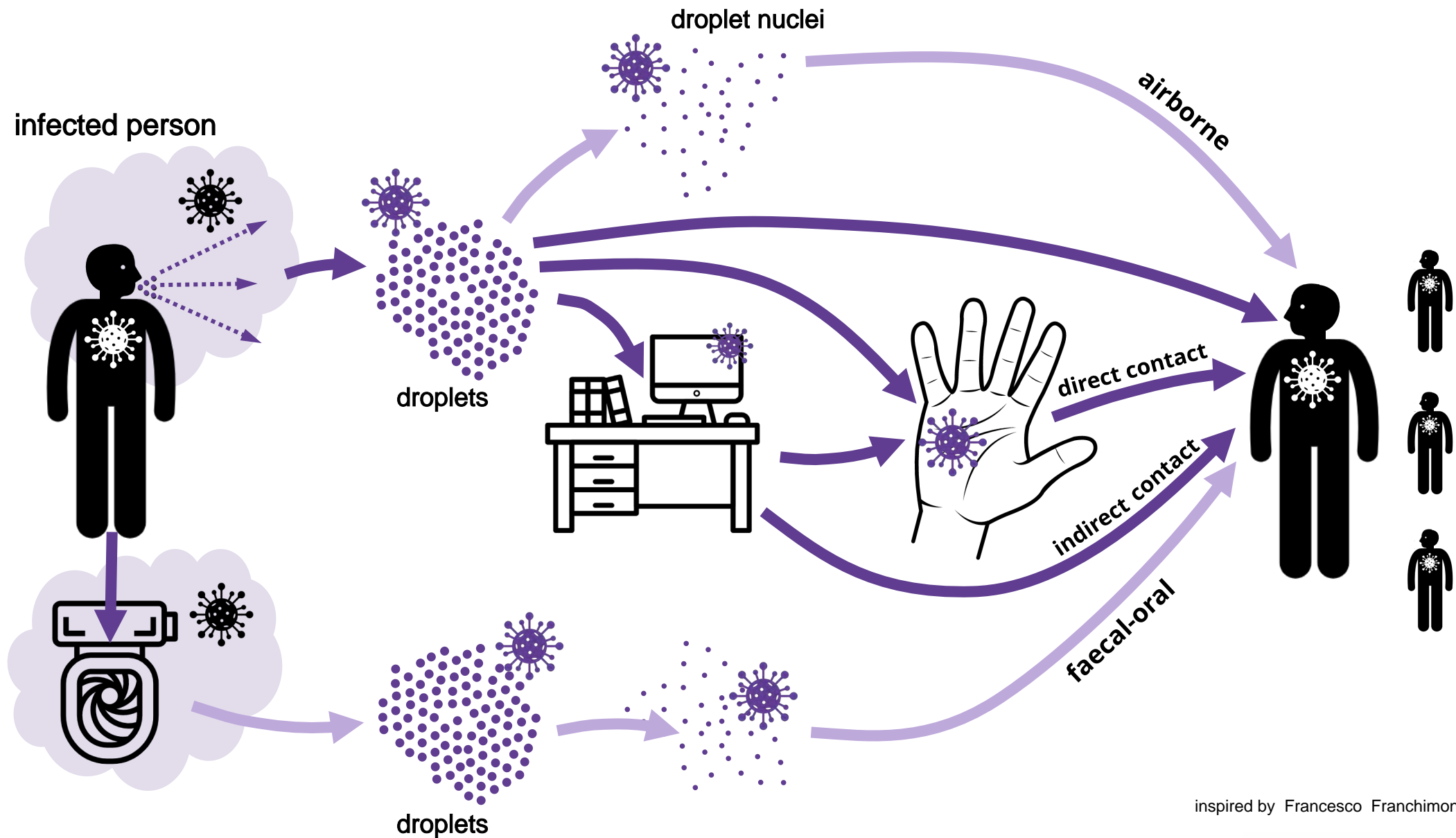
UK Government Guidance : Social Distancing +



"where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, **take all the mitigating actions possible to reduce the risk of transmission between their staff** ."



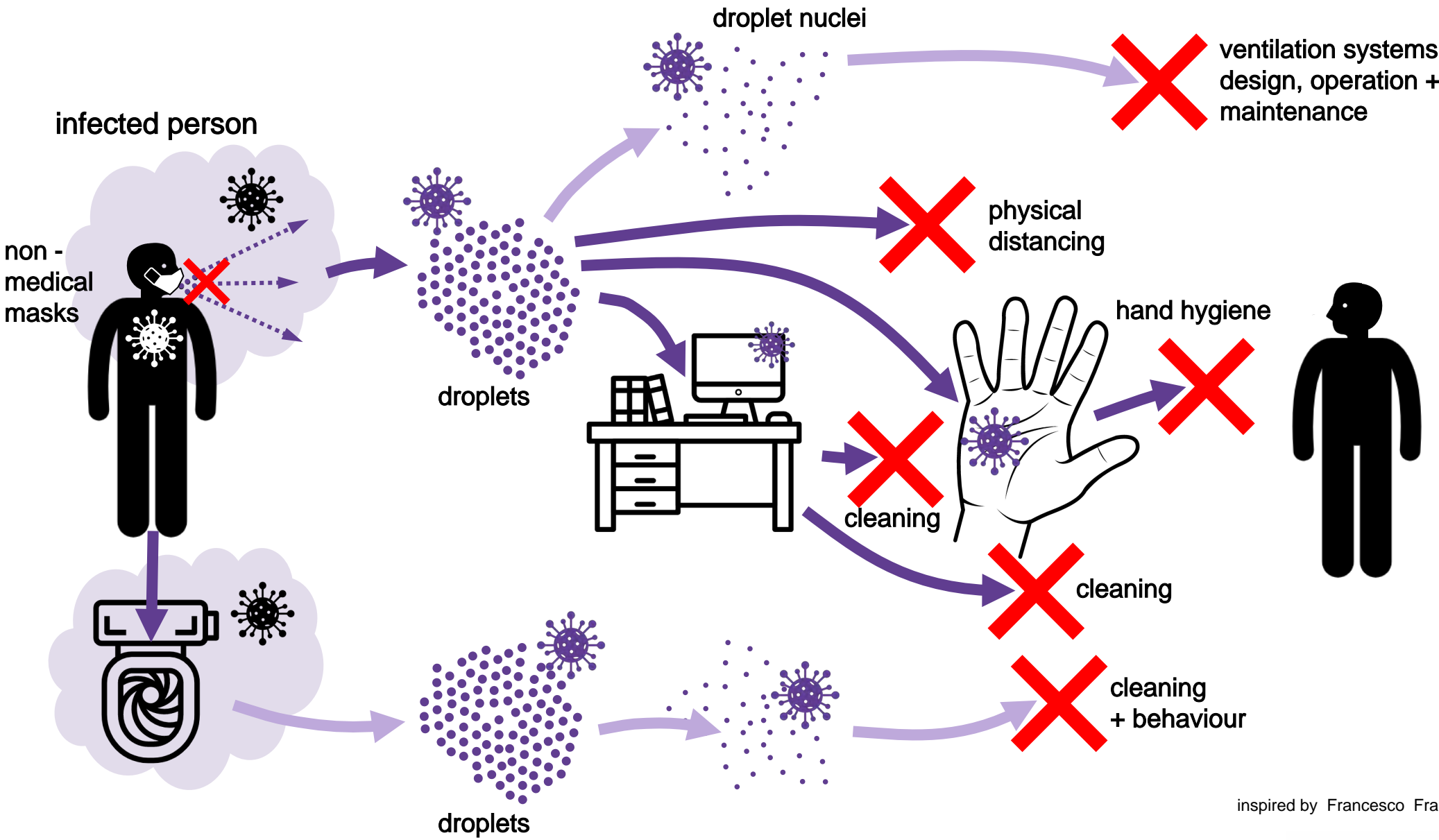
Challenge : COVID -19 transmission



inspired by Francesco Franchimon via REHVA



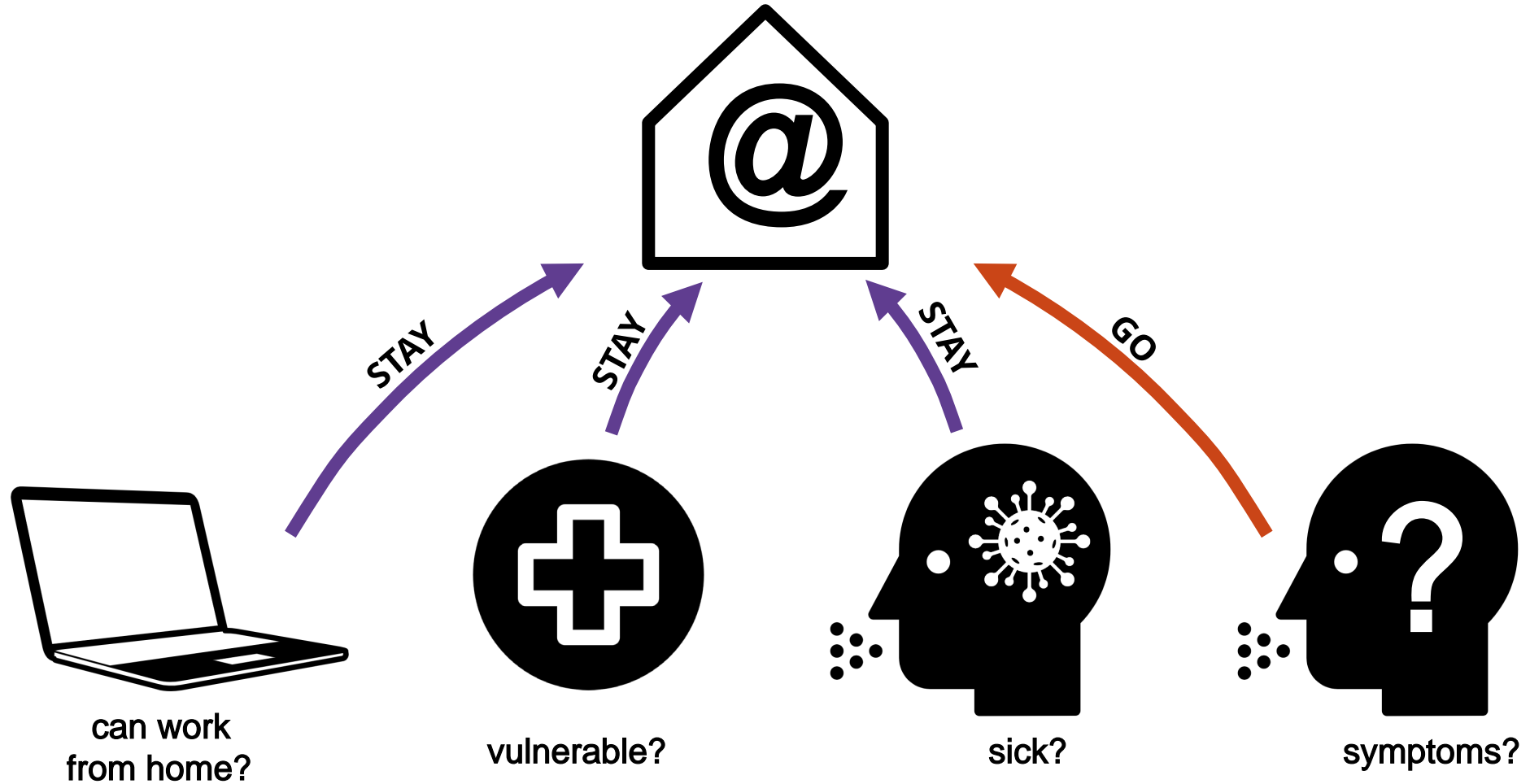
Response : COVID -19 interruption



inspired by Francesco Franchimon via REHVA



Who stays home



Whilst in a workplace



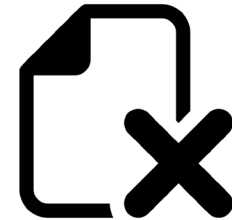
wash



clean



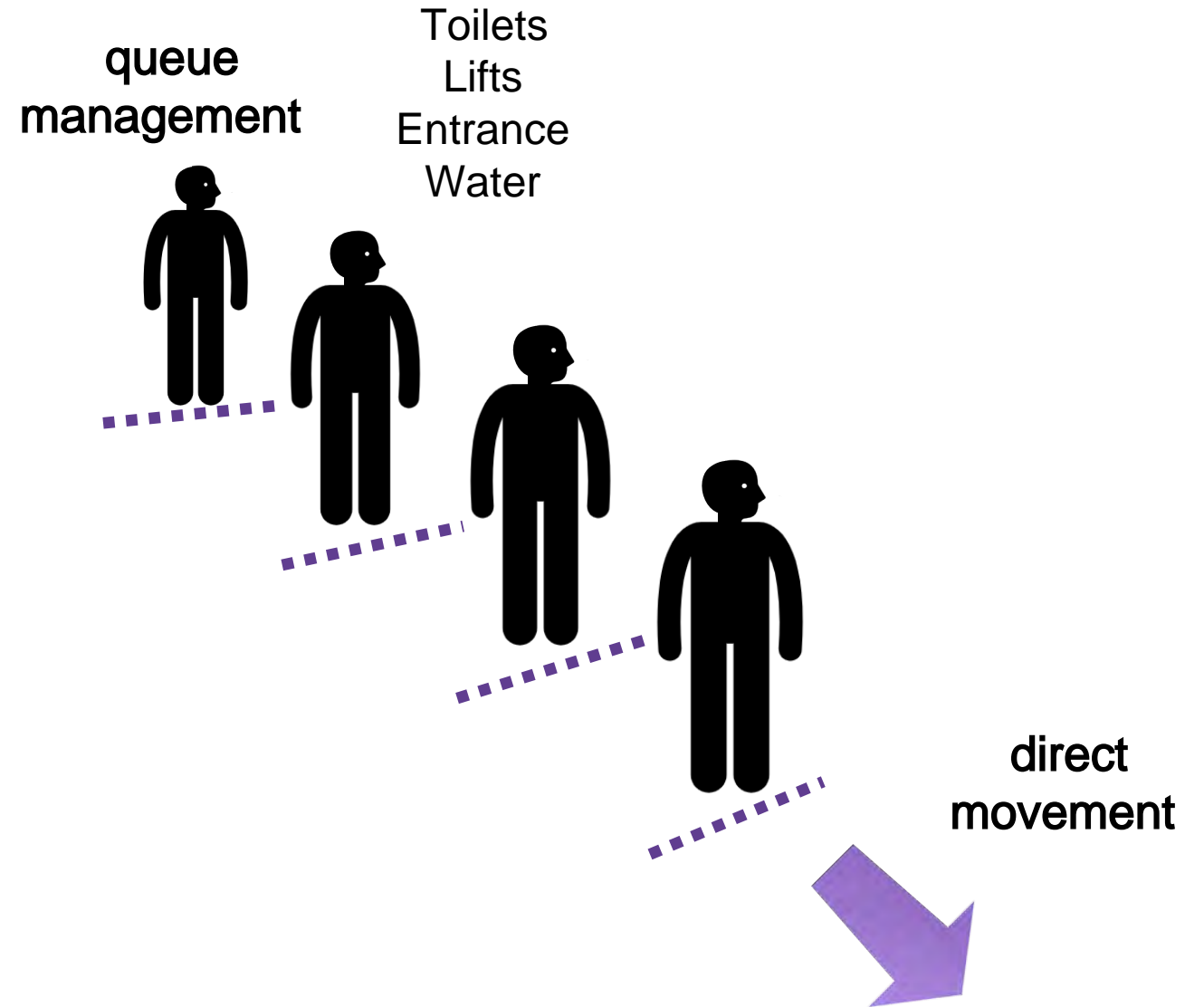
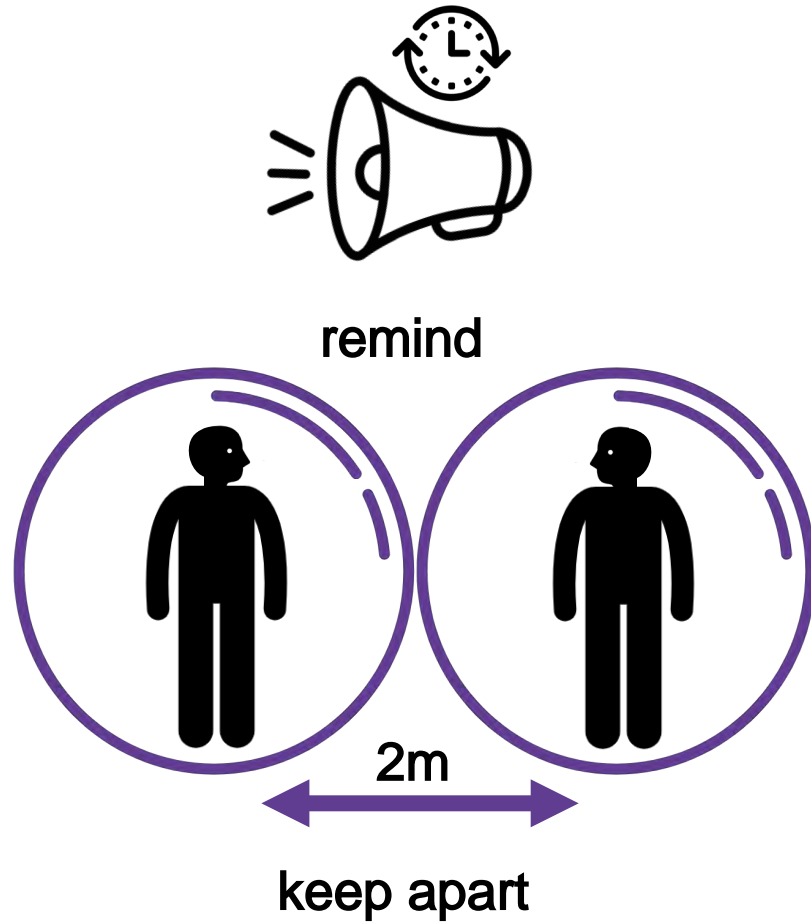
bin



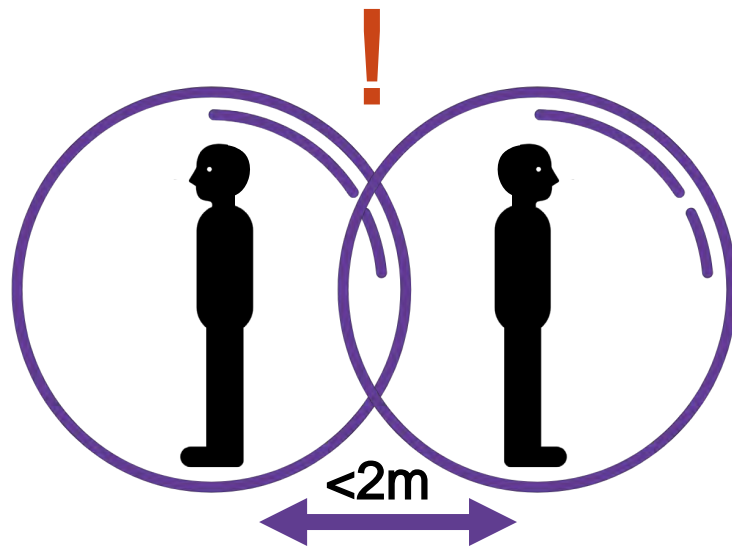
paperless
remote + digital
transfers of
material



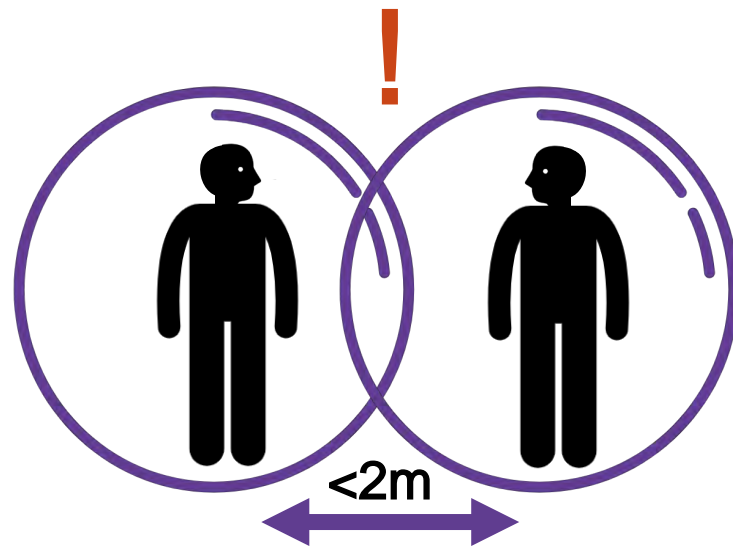
2m physical distancing



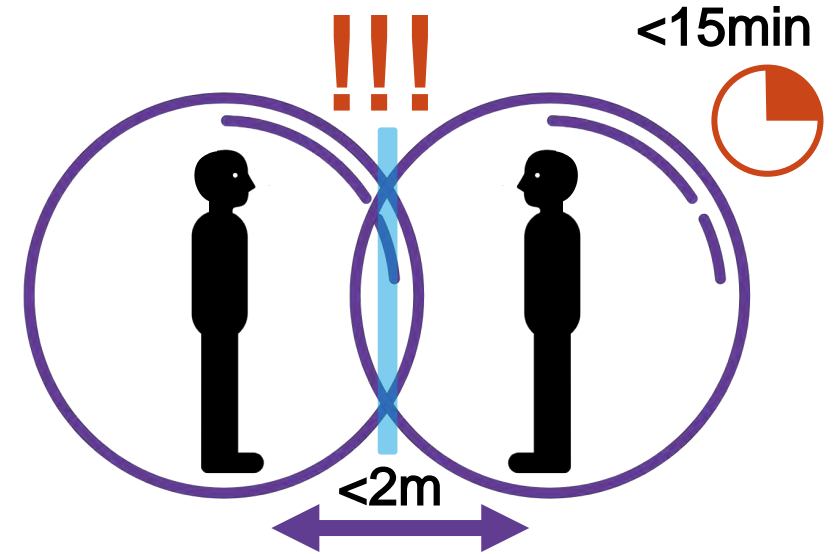
Where 2m not possible



back to back



side to side



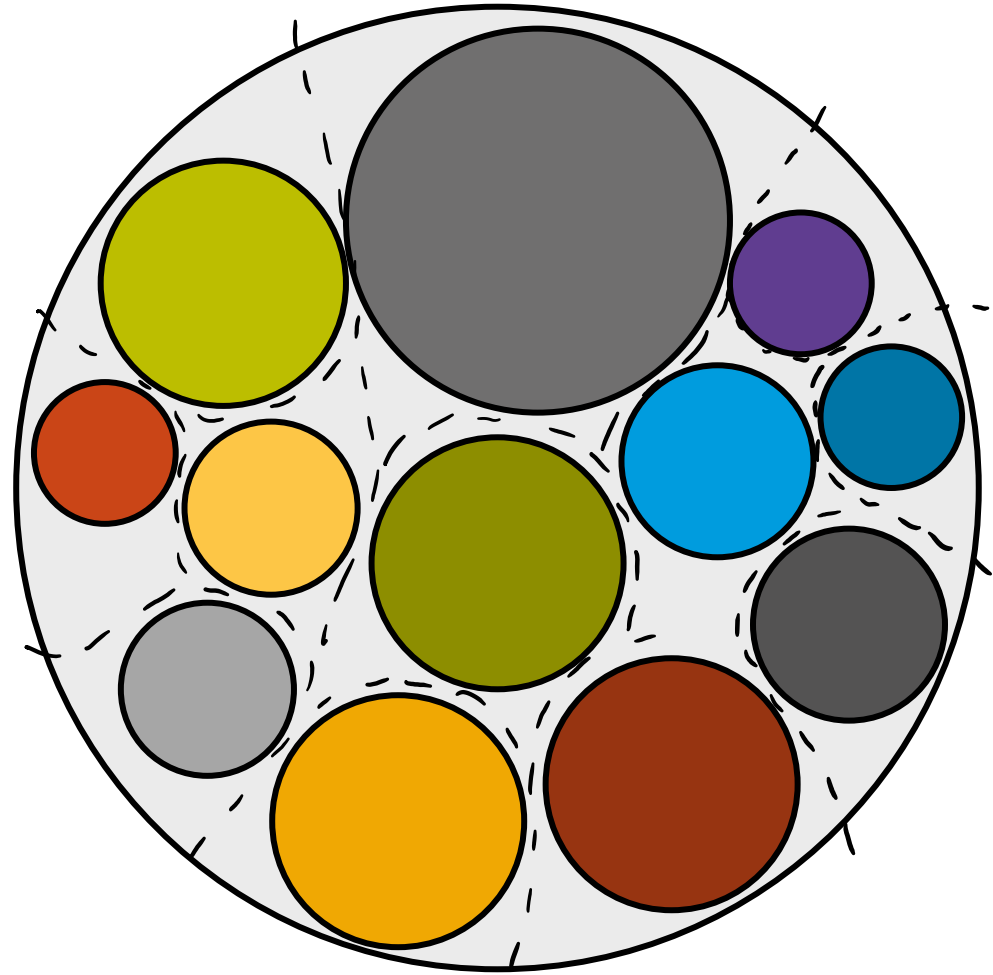
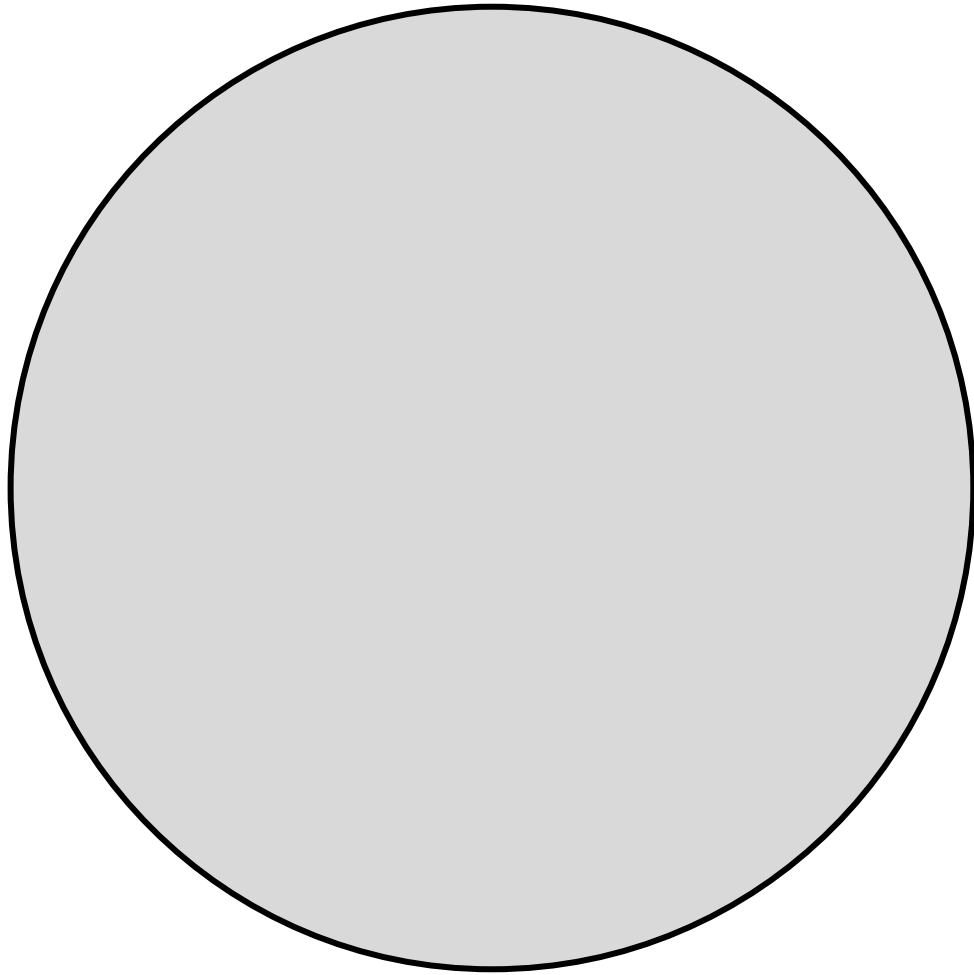
face to face
avoid
max 15 mins
screens

but.... would you accept less than 2m?

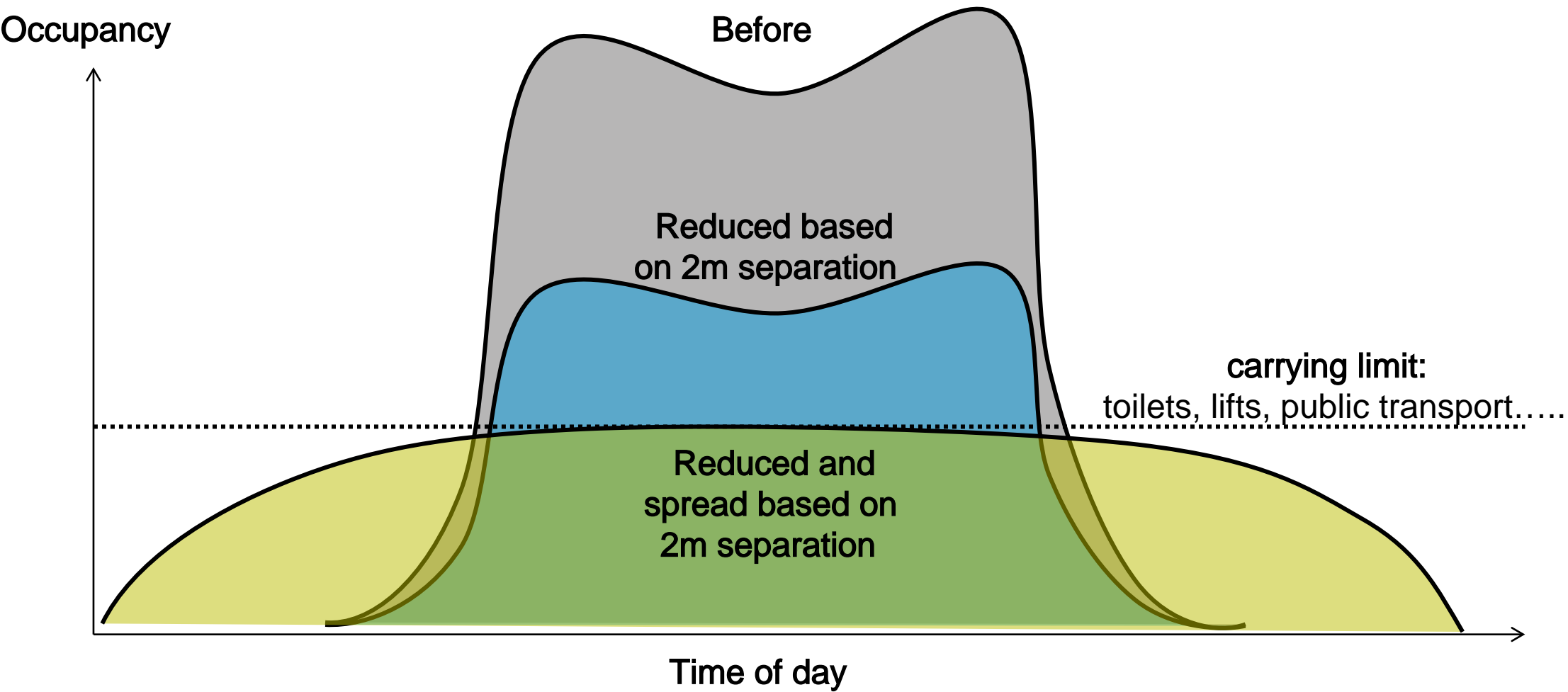


Split staff into stable teams

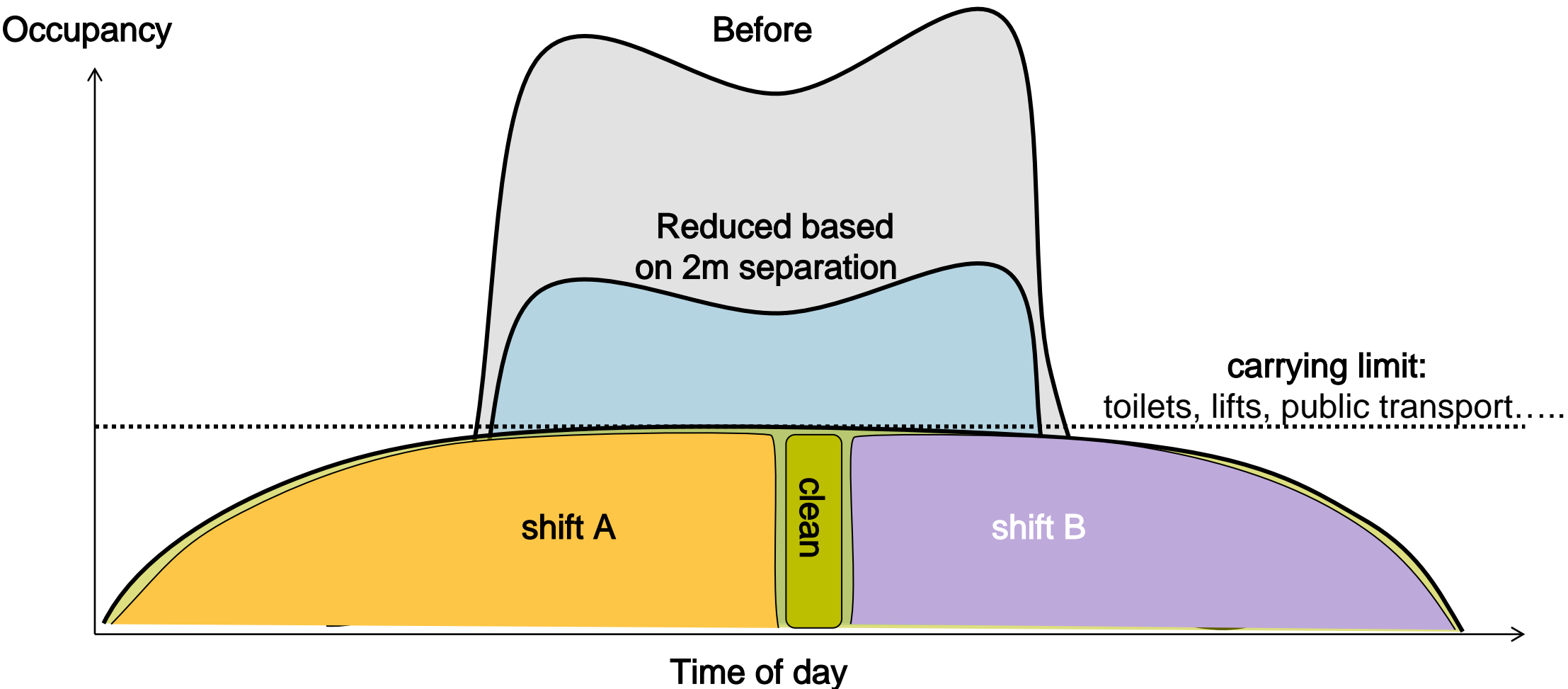
– cohorts – don't mix and match



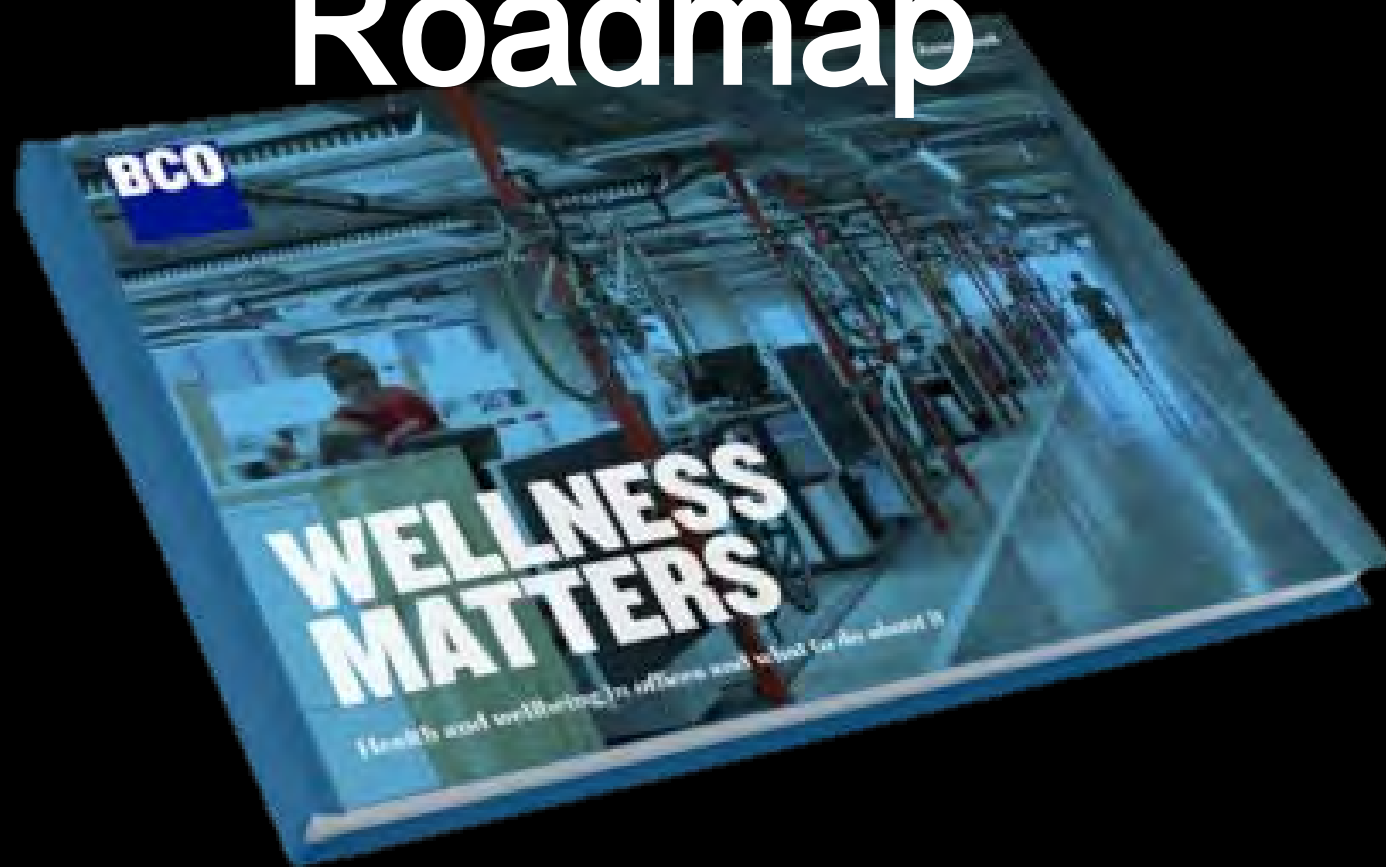
Flatten occupancy peaks – staggered starts



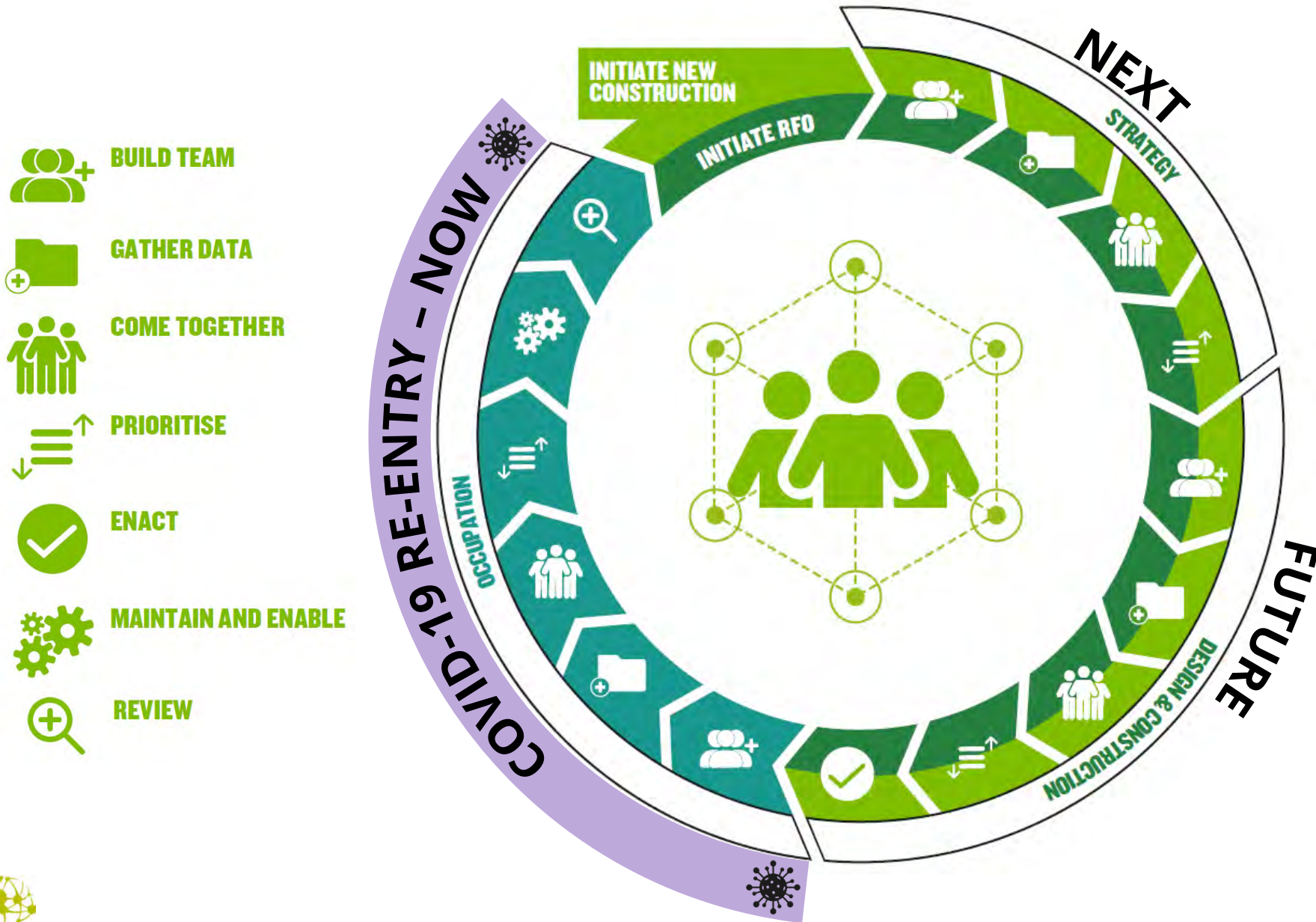
Flatten occupancy peaks – shifts and staggered starts



Applying the Roadmap



Wellness across the whole project lifecycle

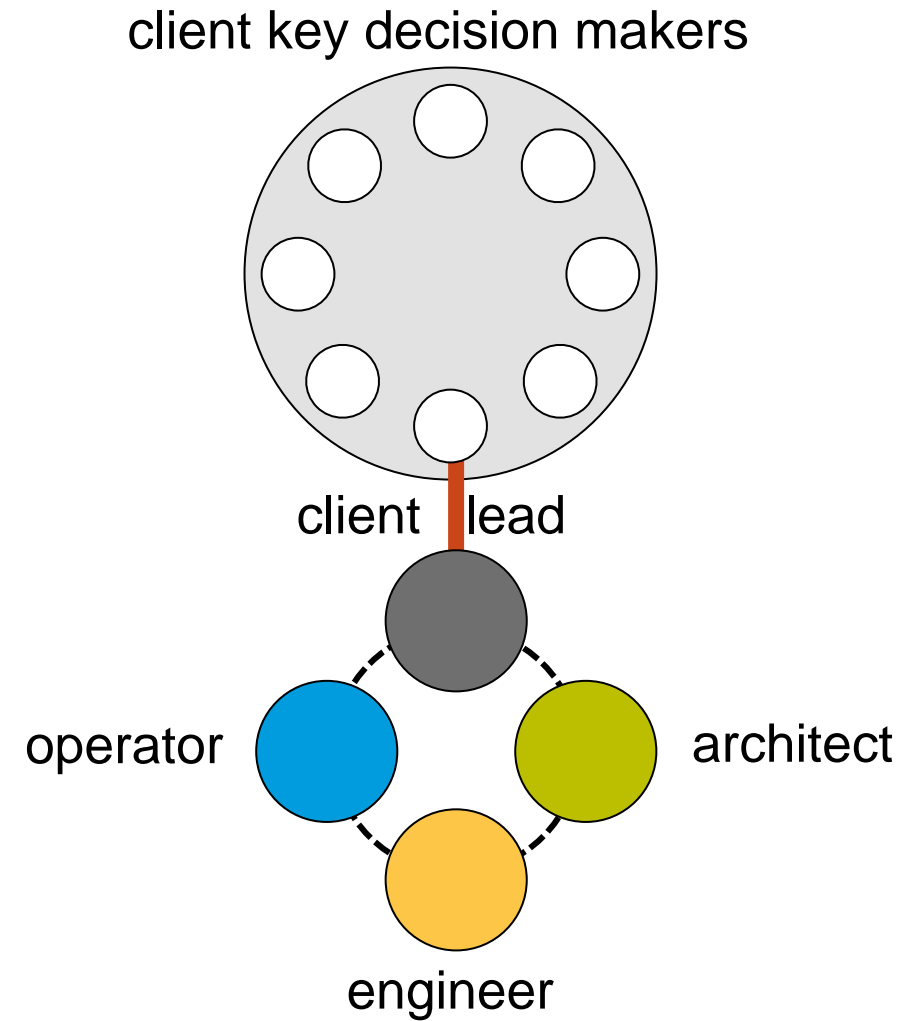
[illegible]

Build the Team

right people, right team, right remit

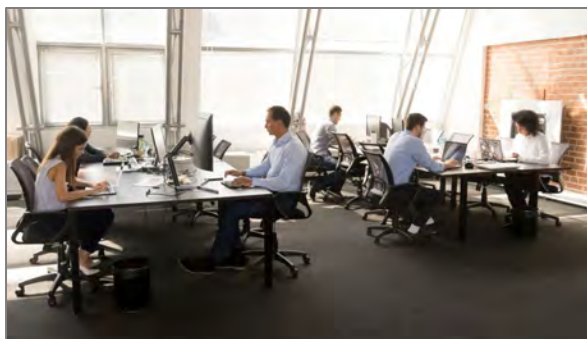


The 'Now' team is small and focused – a rapid response team



Key Stakeholders

Typically those with responsibility for:



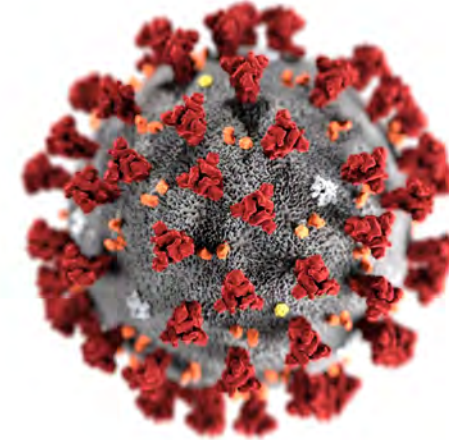
Gather Data

understand your building and the
challenges that lie ahead for your
employees and teams



Establish the baseline

Measuring performance of an existing workplace against health & wellbeing outcomes to reveal potential scope and scale for adaptation.



WM Data Gathering Covered

- Occupant Survey -
- Site Investigation & Analysis
- Indoor Environmental Measurement
- Utilisation Metrics + Facilities Audits
- Maintenance Regimes + Records
- Human Resources
- Policies + Procedures

NEW BASELINE?

Slight shift but
broadly the same



Who are the 25%,
When do they come,
Who decides?

Likely Business Assumptions?

Minimum viable unit
Tasks required in the office
Face to face collaboration

May Not Be:

Who is most essential
Who works together /
adjacencies

Now
25%

Next
50%?

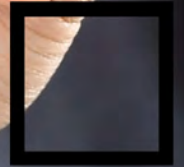
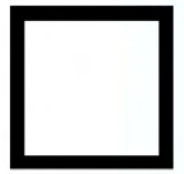
Future
?



Survey –Additional concerns

- **Vulnerable** – individual or family unit, both medically and in terms of abuse
- **Transport** – prepared, willing and safe to travel?
- **Mental health** – loneliness and isolation
- **Equity** – housing quality
- **Work from home** – access to workspace, quality of workspace, connectivity, freedom from distraction?

HR and legal minefield.



Audit

- Access Routes
- High Touch Points
- Gap Assessment – Well / Fitwel
- Mechanical systems

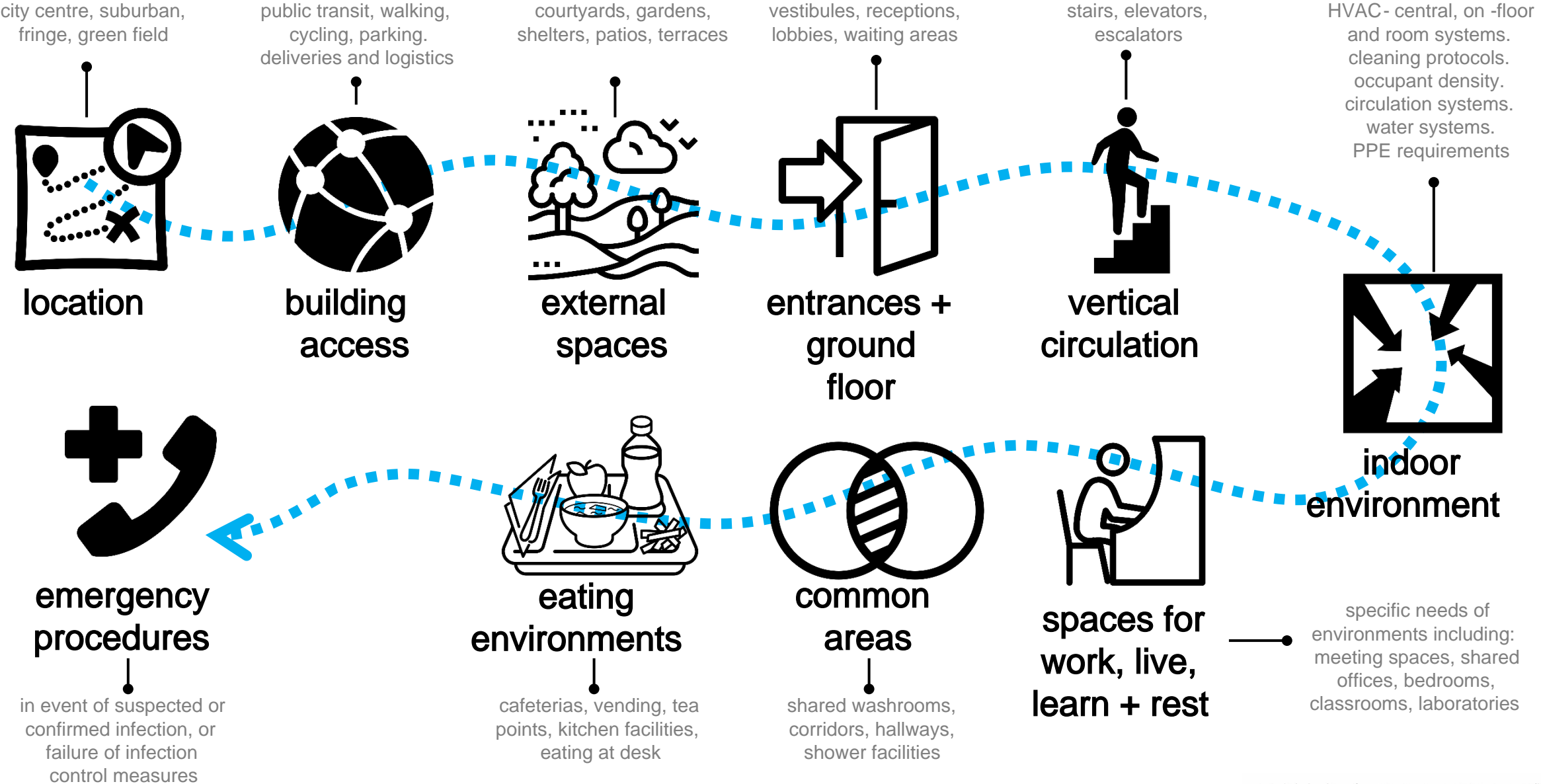
Gather data on your policies + procedures

- Isolation plans
- Incident response
- Air quality management plans

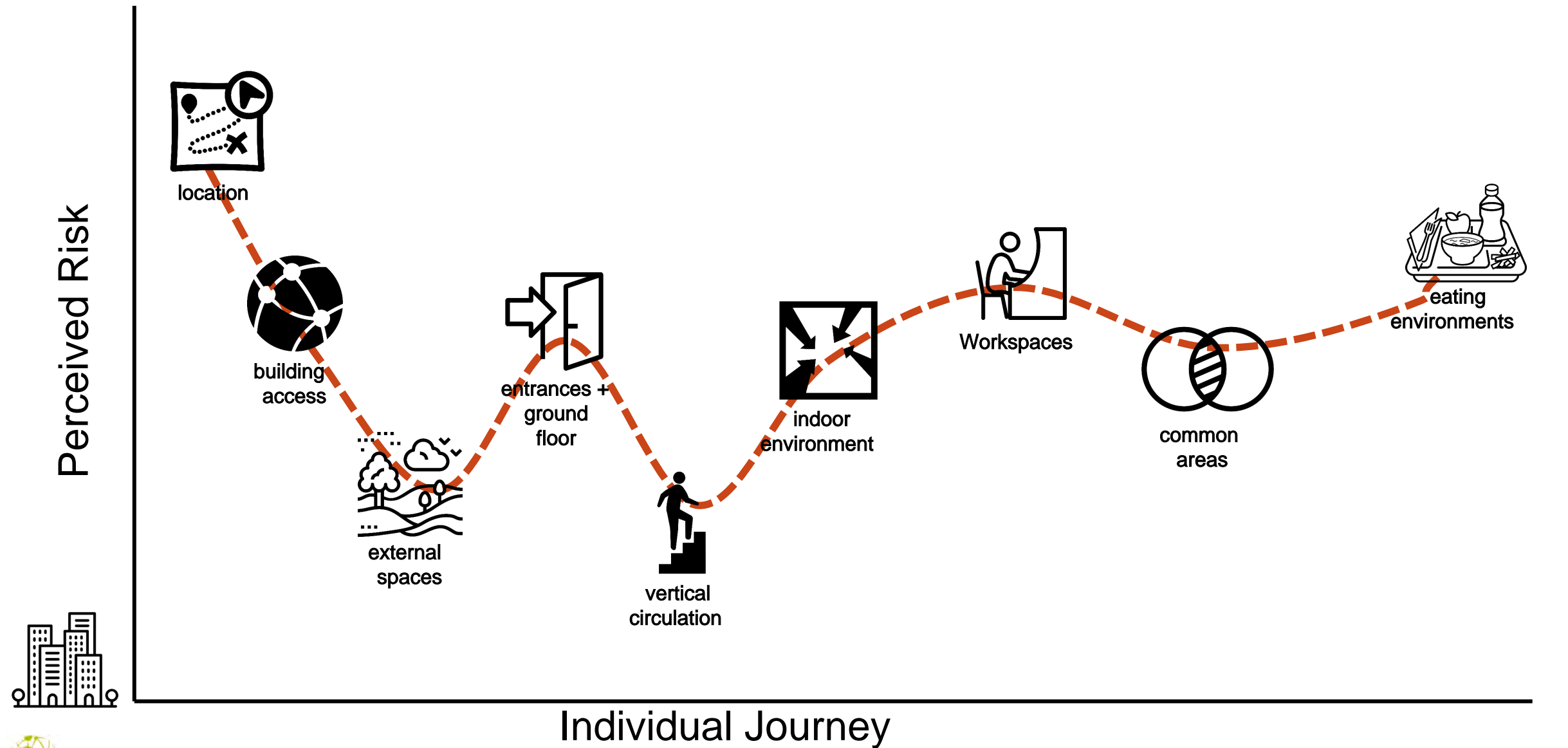


WILL+PARTNERS

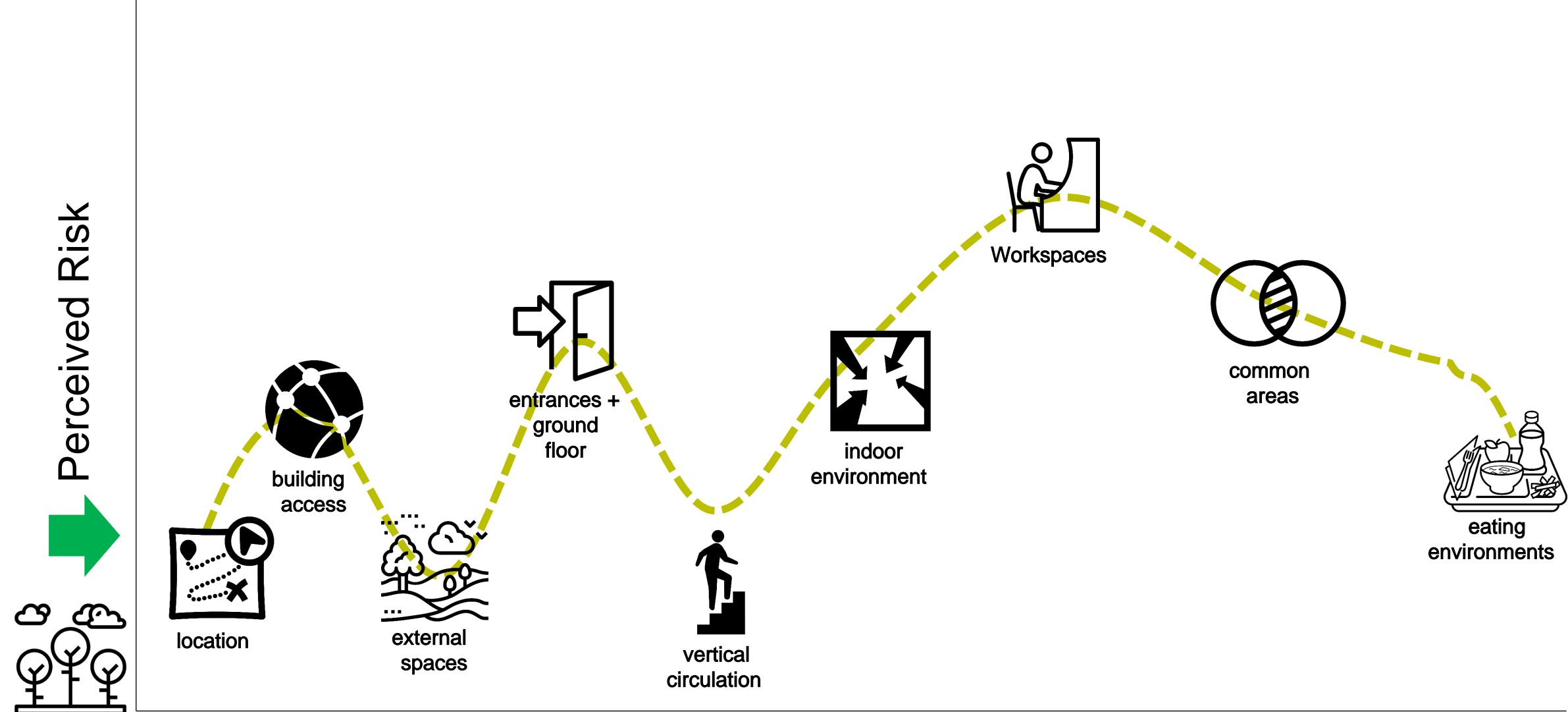
From home to work and back again



Perception of personal risk will be influenced by context



Perception of personal risk will be influenced by context



Test Fit

what might re -entry look like?

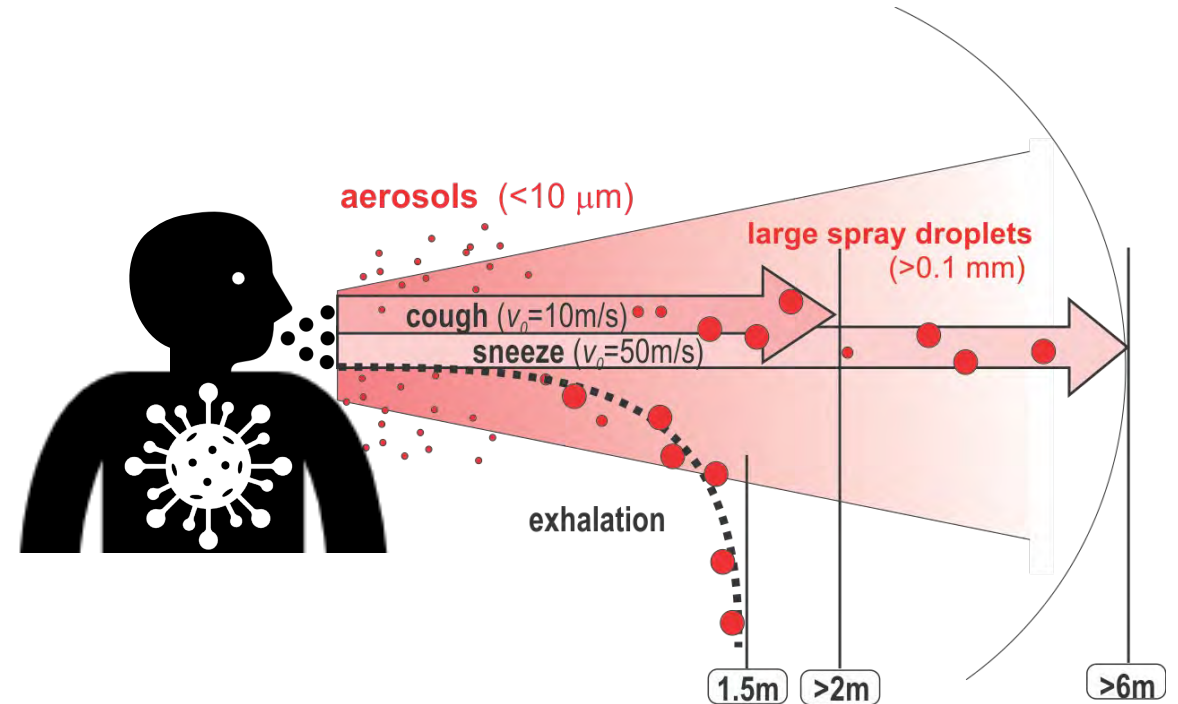


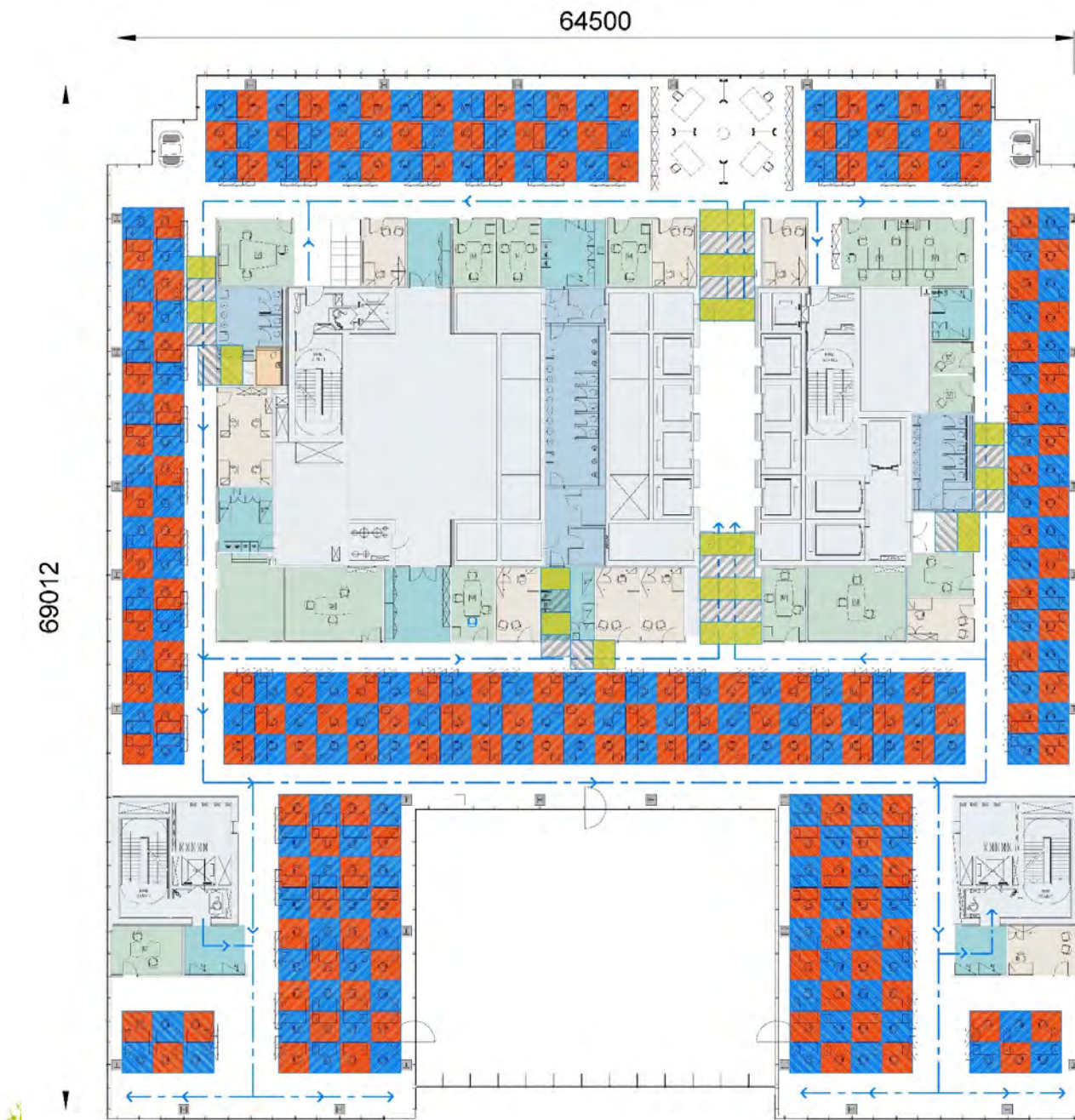
What's the health zone metric for density?

There is no exact answer.....yet

- Floorplates vary due to efficiency and pre - COVID established densities
- Pre COVID-19 there was evidence of correlation between density, absenteeism and presenteeism – now there is correlation, cause, biological gradient and consistency
- 1M distancing for outdoors
- 2M distancing for indoors
- 4.25, 6.5 or 9 M2 Health Zone?

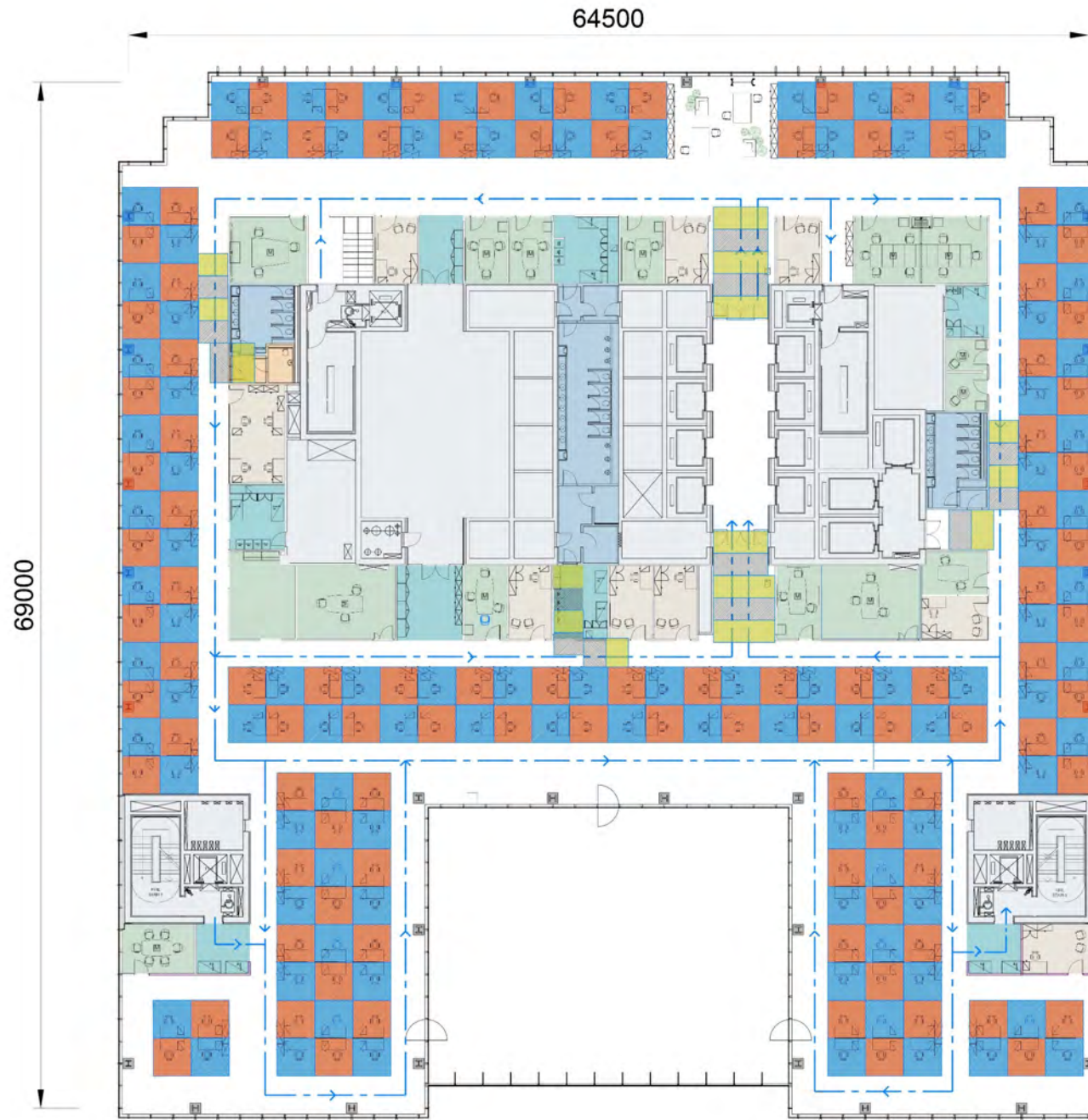
Wearing a non -medical grade mask will be expected in the workplace even with distancing in place





4.25m² (45.7 SF) Health Zone

NIA	3,005 m2	32,348 ft2
	No. of worksettings	Percentage of Pre COVID
Pre COVID Worksettings	600	100%
4.25m2 Health Zones	446	74%



6.5 m² (70 SF) Health Zone

NIA	3,005 m2	32,348 ft2
	No. of worksettings	Percentage of Pre COVID
Pre COVID Worksettings	600	100%
6.5m2 Health Zone	242	40%

Key

Meeting Rooms

Offices

Print area, Storage

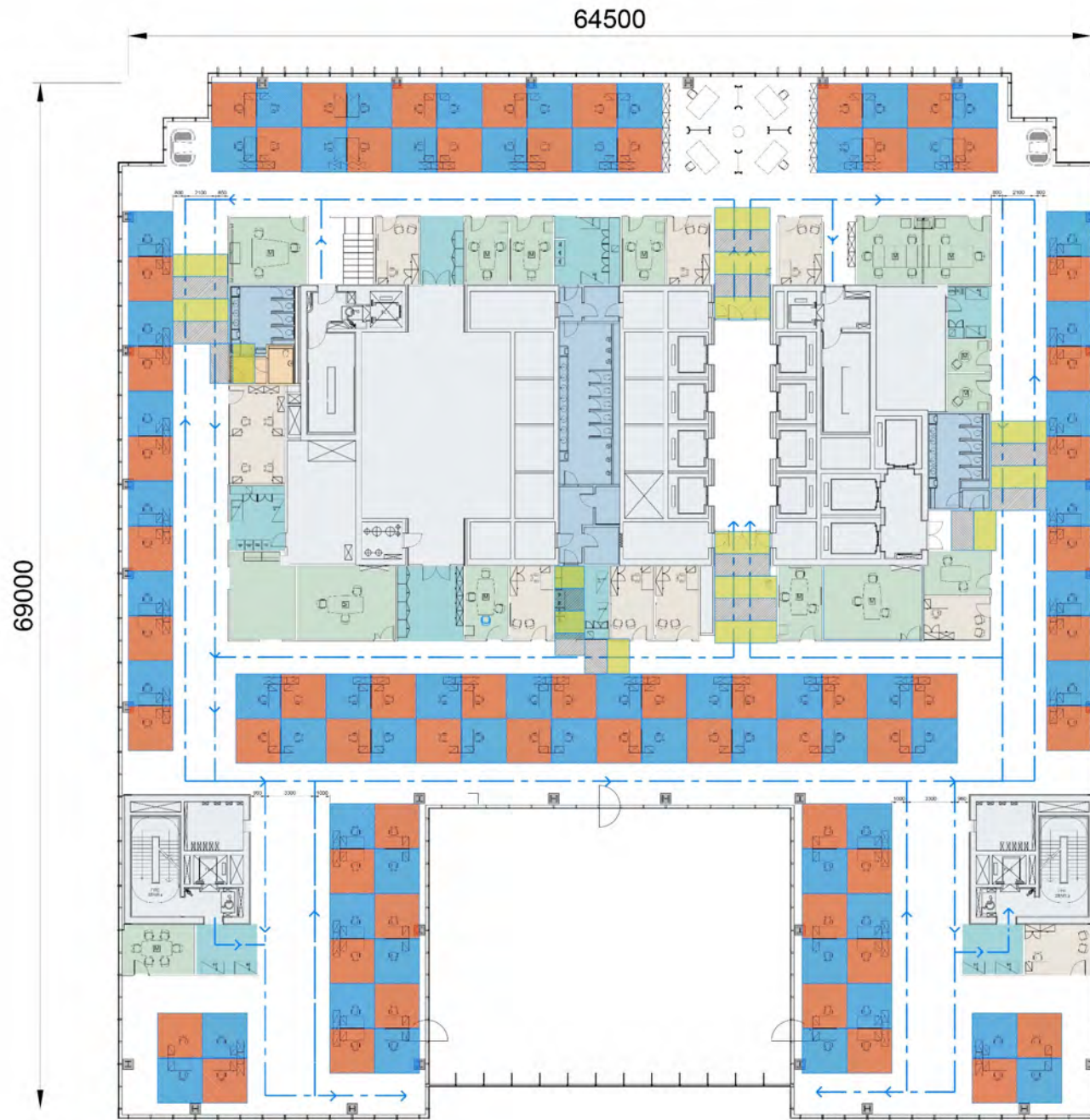
Toilets

DDA

6.5 sqm Health Zone

One way circulation route

2m Queueing Zones



9.0 m² (96.9 SF) Health Zone

NIA	3,005 m2	32,348 ft2
	No. of worksettings	Percentage of Pre COVID
Pre COVID Worksettings	600	100%
9.0m2 Health Zone	170	28%

Key

- Meeting Rooms
- Offices
- Print area, Storage
- Toilets
- DDA



9.0 sqm Health Zone

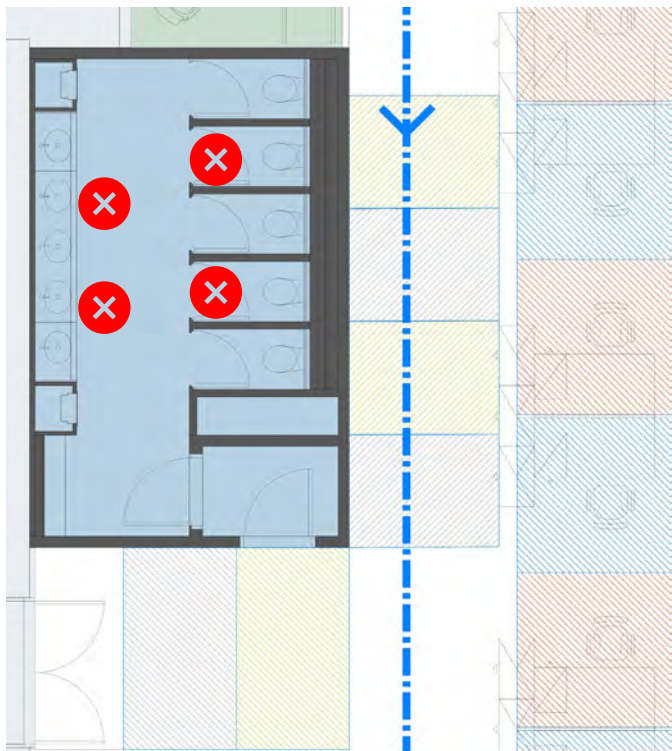


One way circulation route
(two arrows : 2 people can walk on corridor only if 2 m distance maintained)



2m Queueing Zones

Can the toilet provisions with social distancing meet the need?



Toilet Requirements	Population	Requirements
Pre CoVid	600	60/60
4.25 m2 Worksettings	446	54/60
6.5m2 Worksettings	242	35/60
9.0 m2 Worksettings	170	33/60



Review your workplace strategy

Not floorplate first

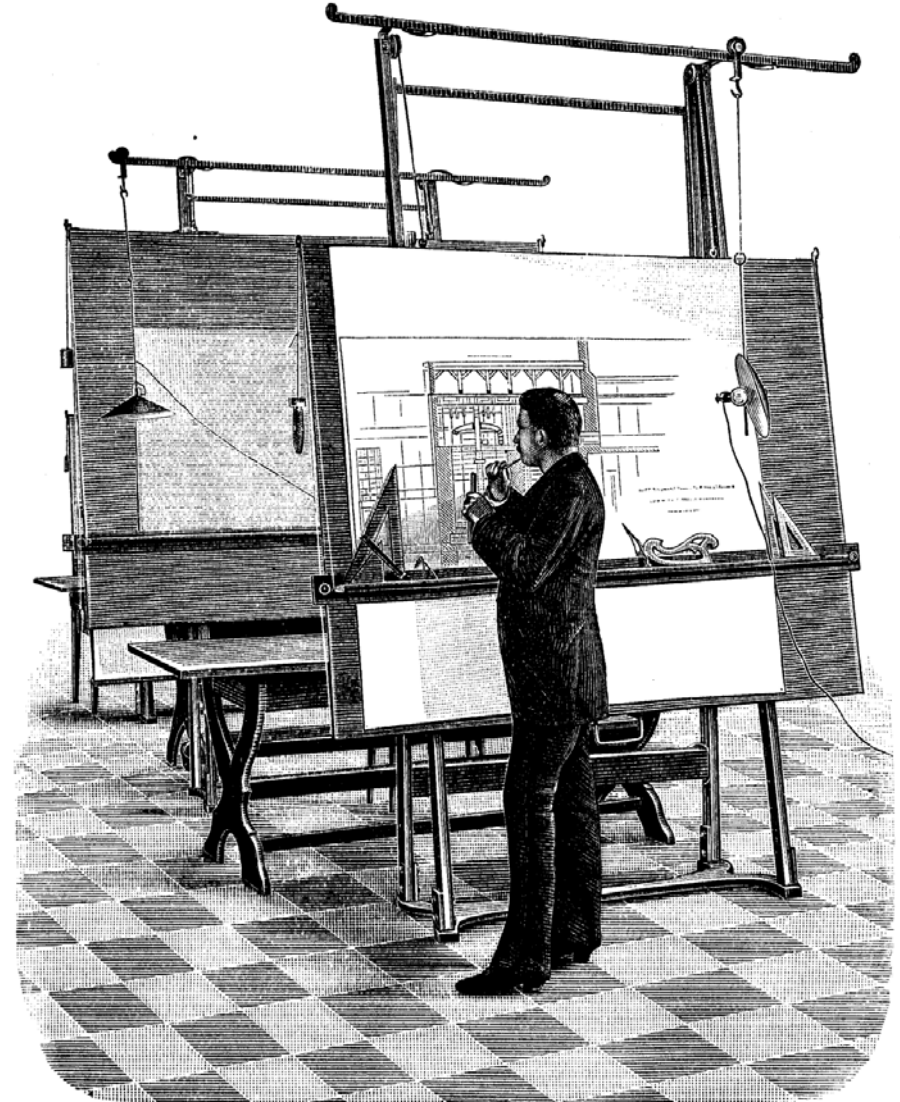
Check limitations from:

- Fire
- Toilets
- Lifts
- Circulation

Right now it feels like everyone pointing at someone else

- Pain will need to be shared across tenancies in multi tenanted buildings
- Engage with landlord and vice versa

Start drawing, testing and designing



A group of four people (three men and one woman) are gathered around a large, light-colored marble table. They are looking at and interacting with numerous small, colorful cards laid out on the table. The cards feature various icons and text, suggesting a collaborative prioritization or brainstorming session. The man on the far left is wearing a light blue shirt and glasses. The man next to him is wearing a white shirt. The woman in the background is wearing a dark blue blazer over a patterned top. The woman on the right is standing, wearing a grey patterned dress and glasses. The background shows a modern office setting with large windows and some greenery.

Come Together + Prioritise

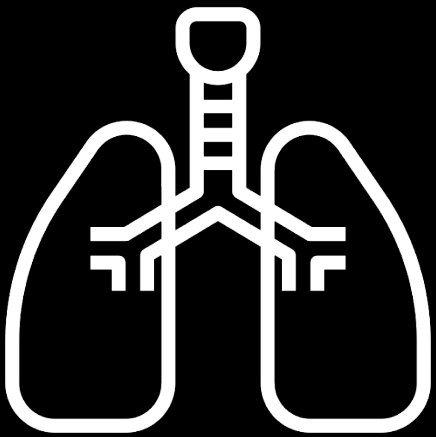
Explore the issues

- What does legislation require?
- What does guidance recommend?
- Who controls the outcome?
- Who needs to be in the conversation?
- What are the practical means of mitigating risk?
- What's the legal and insurance advice?
- What spatial constraints apply?
- How many employees can be accommodated?
- Who will return, when, how and why?
- Are there any show stoppers?

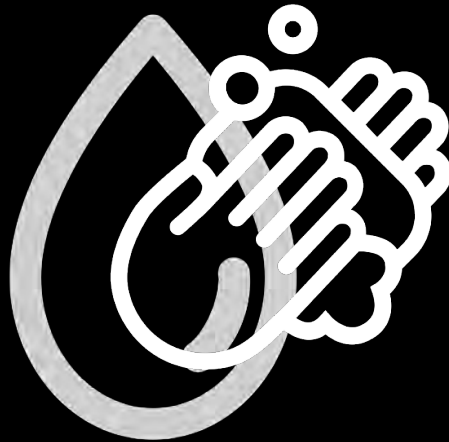
All related to your specific situation



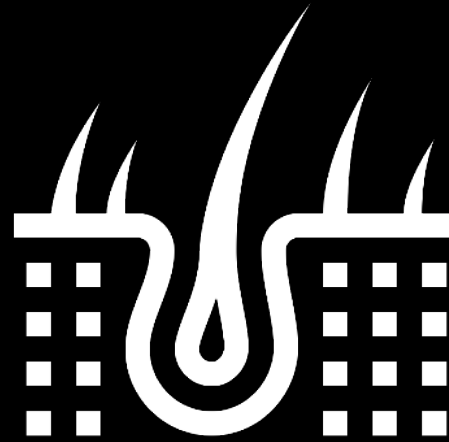
Fundamentals



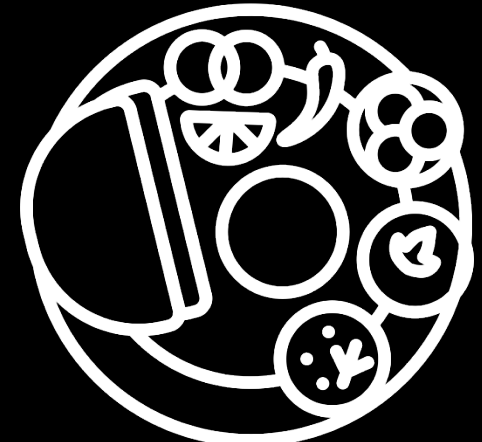
Breathe



Clean



Touch



Nourish



Ventilation

Airborne transmission is an accepted risk within buildings.

Be guided by the recommendations of technical bodies applicable to your region.

These are being updated regularly, and generally becoming more onerous.

These have very significant implications on re-entry preparedness.



COVID-19 Guidance

"While airborne transmission is not thought to be a primary route of transmission, there is an emerging and growing body of evidence that the SARS CoV can also be spread through the air, particularly in poorly ventilated indoor spaces, and that ventilation provision in buildings should be reviewed in the light of this." **CIBSE**



"Transmission of SARS CoV-2 through the air is sufficiently likely that airborne exposure to the virus should be controlled. Changes to building operations, including the operation of HVAC systems can reduce airborne exposures." **ASHRAE**



Ventilation Systems - Central

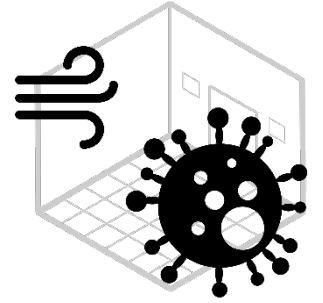
Urgently review operation and maintenance for compliance with latest guidance

Implications:

- Filtration media replacement and enhancement
- 24/7 operation to increase dilution
- Systems that normally run with recirc should be reset to 100% OA
- Energy consumption +++
- PPE for maintenance

Require:

- Follow detailed guidance from relevant professional bodies
- Maintain records
- Transparency between building operators and tenants



Indoor air quality - Prevent exposure to biohazards:



Air + ventilation - Quality, freshness, control + cognitive function



Ventilation Systems - Local

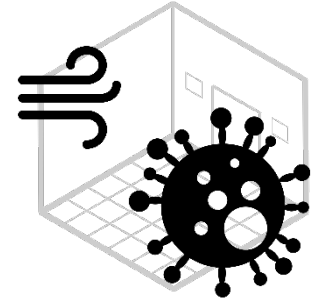
Urgently review operation and maintenance for compliance with latest guidance

Implications:

- Extended operation hours
- Demand control ventilation systems set to full operation
- Minimise re-circulation of air between rooms
- UV to cooling coils
- Filter changes, upgrades
- Shift to DOAS + radiant systems
- Energy costs

Require:

- Follow detailed guidance from relevant professional bodies
- Maintain records
- Transparency between building operators and tenants



Indoor air quality - Prevent exposure to biohazards:



Air + ventilation - Quality, freshness, control + cognitive function



Natural Ventilation

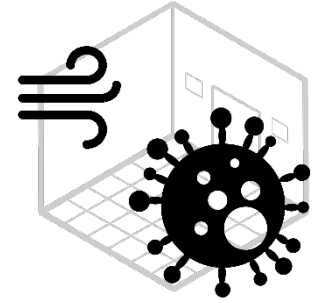
Maximise use of natural ventilation

Implications:

- Regime for cleaning on opening mechanisms
- Increased exposure to external contaminants
- Potential thermal discomfort

Consider:

- Disconnect over rides to mixed mode systems



Indoor air quality - Prevent exposure to biohazards:



Air + ventilation - Quality, freshness, control + cognitive function



Washrooms

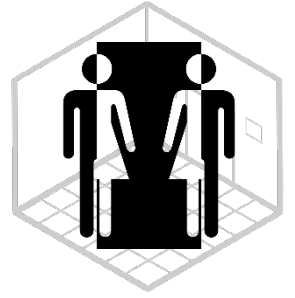
Potential significant reduction in facility availability

Implications:

- Potential one in, one out operation by building operators
- Gaps in access due to more regular cleaning
- Queuing in lobbies with floor markings
- **May become limiting factor on occupant densities, since ratios still apply**

Consider:

- Engage with landlord to confirm facility strategy
- Staggered breaks likely to spread peaks of demand



Enabling good hygiene - Washroom provision



Washrooms + hand hygiene

Enhanced cleaning.
Seat down flush. Signage

Implications:

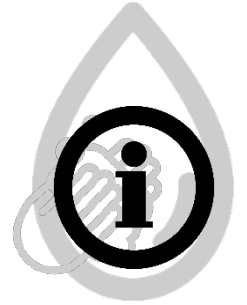
- More frequent cleaning > more frequent closure + more cleaning staff
- Seat should be closed before flush per interim WHO guidelines
- Enhanced signage for handwash, also at all sanitiser stations

Consider:

- Inspect plumbing systems
- Engage with landlord on signage
- Contactless taps, soap dispensers, driers
- Keep track of complaints around skin reactions



Water -washed
infections



Information
hygiene -



Cleaning regimes

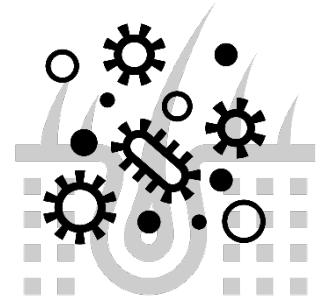
More frequent and more extensive cleaning regimes to minimise surface transmission (fomites)

Implications:

- Increased use of chemicals indoors
- Disruption to work where more cleaning time is needed
- Interaction of cleaning staff with workforce > breaks
- Cost

Consider:

- Timing of cleaning services
- Cleaning products decentralised to staff at desks
- Educate / require cleaning staff to use non-toxic agents
- Signage on all desks / hot desks



Prevent exposure to biohazards through skin contact



Effective cleaning - Ease, frequency + adequacy



Cleaning and air quality

Risk that enhanced cleaning regimes throughout day may impact indoor air quality

Implications:

- Potential elevated exposure to VOCs etc that may have adverse respiratory impacts
- Impact on ventilation requirements to dilute VOCs

Consider:

- Collect real time data on IAQ
- Review IAQ management plans
- Engage with cleaning contractors on choice of cleaning products
- Additional air quality improving measures such as plants and free standing equipment



Indoor air quality - Prevent exposure to 'priority' chemical compounds + respiratory irritants



Effective cleaning - Waste management

Managing waste from disposable PPE

Implications:

- Additional closed lid and contactless bins to manage mask and glove waste
- Removal and central management of potential biohazard waste streams
- Impacts on sustainability / waste targets

Consider:

- Procurement of suitable bins
- Signage and communication about waste disposal
- Engagement with cleaning contractors and landlord on waste stream management



Indoor air
quality - Prevent
exposure to
'priority'
chemical
compounds +
respiratory
irritants



Drinks and tea points

Maintain physical distancing and hygiene of dispensers

Implications:

- Queuing to manage
- Potential reduced provision
- Ban on refills and bring your own cups, shift to disposable
- Hand hygiene stations at all drink points
- Impact on hydration levels
- Impact on sustainability - waste

Consider:

- Updating any equipment to improve physical distancing of dispensers
- Signs at drinking water stations
- Floor markings at tea points



Provide
universal access
to free drinking
water



Kitchens and cafeteria

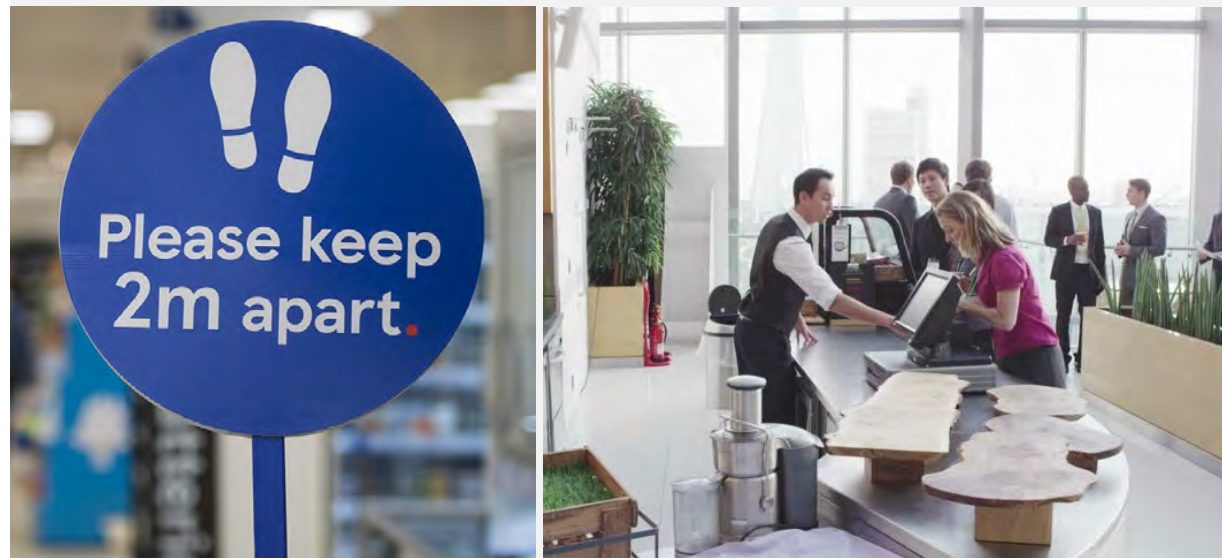
Shift to bring your own.
Serveries with take out service
only with seating areas closed
or significantly reduced.

Implications:

- Shared and refrigerated food storage not possible
- Potential conversion to temporary workspace
- Queuing and floor markings

Consider:

- Engaging with staff on bring your own food
- External seating areas



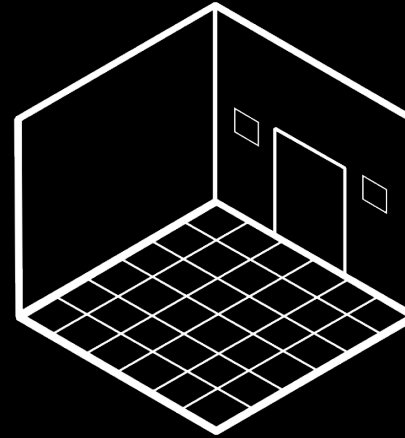
Provide access to
healthy local
food outlets +
amenities



Outside to Inside



Outside



Inside



Cohort formation + getting to work

Equity and health considerations in selecting those who return to work

Implications:

- Reduced PT capacities, and unwillingness to use may cap numbers who can return to workplace
- Cohort selection led by staff circumstances and business needs in tandem

Consider:

- Survey staff to understand transportation limitations
- Review WfH constraints that relate to housing quality, location and health vulnerabilities
- Supporting alternative modes of transport



Consider workplace -based housing quality, location, health + wellbeing of housing stock



Encourage physical activity through access to public transport



Preferred locations and decentralisation

Greater constraints on city centre, multi-storey and transit oriented locations where densities are highest

Implications:

- Choice of locations to maintain or mothball
- Increasing demand for out of town / city fringe locations easily accessible by private car
- Increase in transport related carbon footprint
- Pressure on parking availability

Consider:

- Consider all offices in your re-entry strategy, rather than office by office in isolation
- Diversify geographical exposure in light of future localised re-closure risks



Consider workplace-based housing quality, location, health + wellbeing of housing stock



Encourage physical activity through access to public transport



Cycling

Greater % of employees choose to cycle to work

Implications:

- Cycle storage insufficient
- Cycle store dimensions and 2m/6ft distancing
- Showers and change facilities may be closed by building operator or operate on single user basis

Consider:

- Survey staff on bike use
- Policy on bikes on office floor
- Engage with landlord to confirm their plans



Encourage physical activity by providing support for running, walking and human - powered transit



Building Access

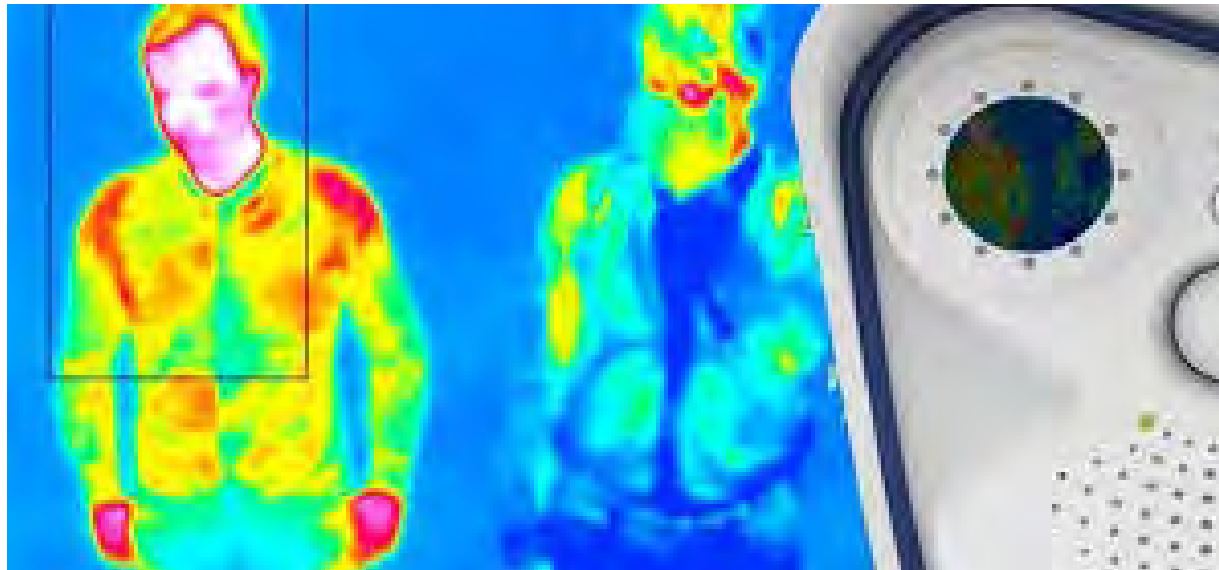
Screening and spacing of building users at entrance.
Reconfigured reception and waiting areas

Implications:

- Temporary vestibules may be needed
- Screening of reception staff from building users
- Restrictions on visitors
- Temperature checks or contact tracing app status verification
- Enclosed waiting areas with negative pressurisation
- Touchless security passes

Consider:

- Engage with landlord to confirm their plans



Prevent crime,
enhance of
safety + security



Lifts

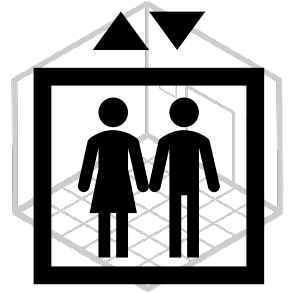
Lift occupancy limited by operator and/or user choice

Implications:

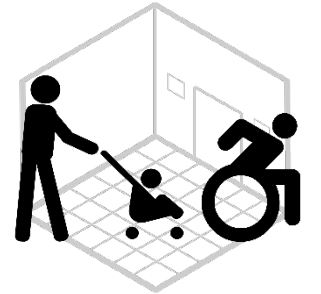
- Single use occupancy dramatically reduces viable occupancy on floor, especially in tall buildings
- Queuing at lobbies, congestion at ground floor
- Accessibility by mobility impaired may be impacted

Consider:

- Floor markings to manage queues
- Staggered shift starts
- Prioritising least mobile users
- Encouraging stair use



Encourage
physical activity
- Circulation



Universal
accessibility -
Inclusive
environments
within the
Building



Stairs

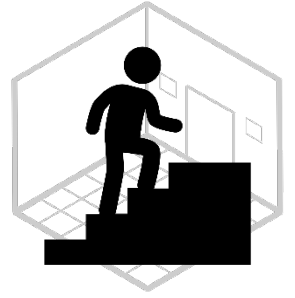
Greater % of staff use stairs vs lifts due to wait times, limits on use and fear of close proximity

Implications:

- Stairs may be designed primarily for fire escape – cannot sustain 2m separation
- Doors are high touch surfaces – tempting to wedge open

Consider:

- One way stairs – one up, one down
- Automatic closers on fire alarm
- Signage and floor markings



Encourage
physical activity
- Circulation



Corridors

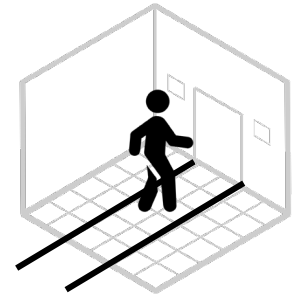
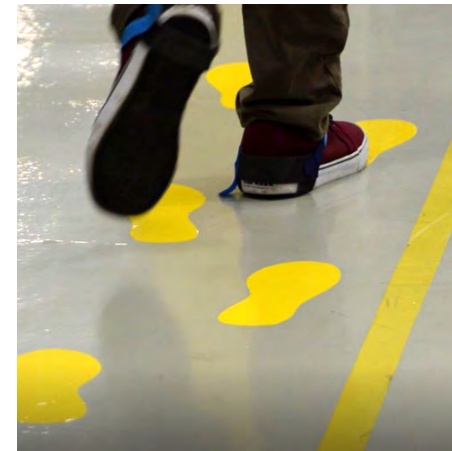
Maintaining separation from workstations and passers by

Implications:

- One way routes through office
- Planned to avoid contact with users at workstation

Consider:

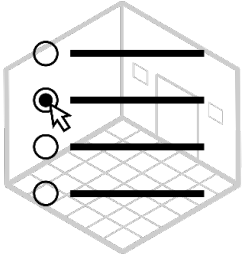
- Floor markings
- Separating workstations from corridors to maintain distancing



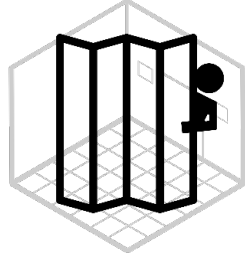
Encourage
physical activity
- Circulation



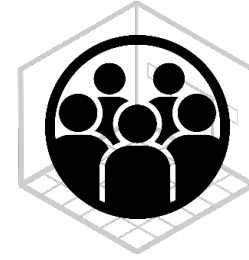
Constrained choice and loss of variety



Effective space management
+ working environment
diversity



Meeting needs for privacy +
retreat



Meeting needs for shared
spaces - breakout, rest areas
and eating



Workstation Ergonomics

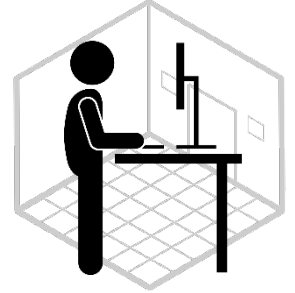
Revised layouts that may limit access to active workstations

Implications:

- Staff that previously had sit/stand desks may not have same levels of access

Consider:

- Maximising the proportion of stations that are 'active'



Provide
adequate
storage



Workplace Storage

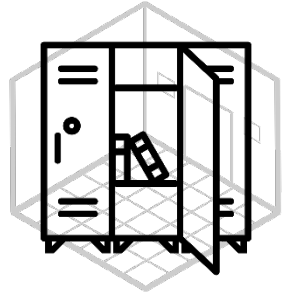
Rotating cohorts + cleaning
leads to clean desk strategy –
staff need onsite storage

Implications:

- Areas dedicated for staff lockers
- Provision of mobile storage units assigned to individual staff

Consider:

- Spatial impacts
- Cleaning regime



Provide
adequate
storage



Engage with staff first

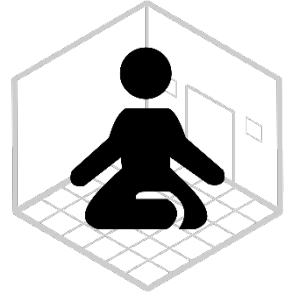
Spaces for meditation and faith use present challenges for social distancing

Implications:

- Maintain provision where possible – or convert to workspace?
- Impact on worship and mental health

Consider:

- Engage with staff before removing provision



Providing relaxation or meditation and contemplation and faith spaces



Maintain your provision

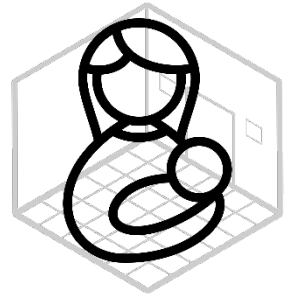
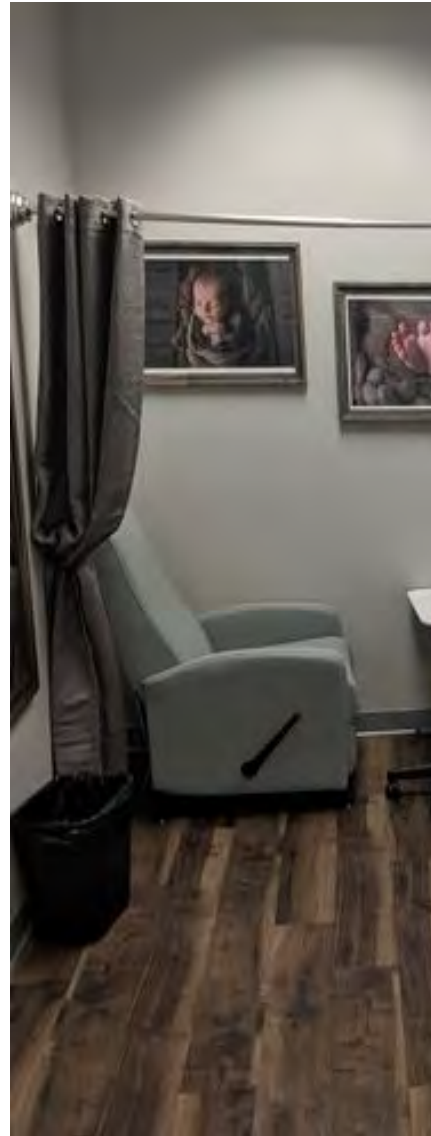
WHO encourages mothers to continue breastfeeding and therefore lactation rooms will still need to operate. Local laws still apply

Implications:

- Maintain provision

Consider:

- Enhanced cleaning regime



Supporting
infant and
mother health
lactation

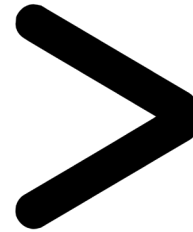


Managing the Conversation



New workplace needs to meet user needs

Can it be better than work from home for all users?



Building better relationships and nurturing friendships

Replace “normal” means of building and nurturing professional relationships

Implications:

- Chance encounters reduced / eliminated
- Considerations for introvert, extrovert, ambivert personality types to replace work settings

Consider:

- Online networking events specially designed to foster individual, team and shared connections
- Comms/Training to support vulnerable



Feeling engaged, included and valued

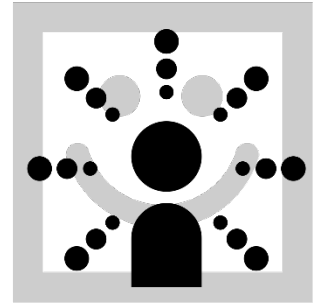
Engaging employees with changes to their physical workspace.

Implications:

- Rethink feedback strategy
- Need to manage expectations through regular open communication

Consider:

- Regular staff surveys both in office and WfH
- Engage on changes to welfare provisions



Wellness Tracking

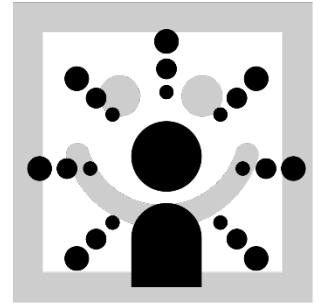
Evolution of the fitness / wellness tracking and gadget experience

Implications:

- Gadget ownership equity
- Privacy considerations
- Risk related to non-compliance

Consider:

- Implications of mandating COVID tracking and enforcement
- Technology updates in buildings to enable tracking
- Communicating pros & cons to employees



Re-entry Planning



NOW
interim re-entry

NEXT
long term re-entry

FUTURE
new resilient
vision for
wellness + work



NOW
interim re-entry

NEXT
long term re-entry

FUTURE
new resilient
vision for
wellness + work

re-close

COVID-28

COVID-23



Preparing to return - review workplace strategy

2-4 months, 6 -12 months, 24 month plans



Return Strategy

1. Review and revise density
2. Identify who returns when and why – weekly timings
3. Review floorplate design - Architecture and MEP
4. Strategically identify who comes back first and why
5. Establish:
 - safety protocol
 - continuity plan
6. Enhanced communication and collaboration for 6, 12 and 24 months



Workplace Prep

1. Design
2. Wellness design
3. Behaviours
4. Navigation and signage
5. Revised workplace strategy
6. New protocols
7. New cleaning and hygiene program
8. How can technology help?

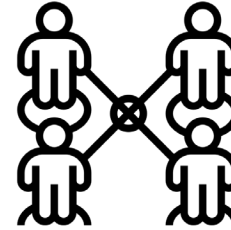


Preparing your people - review workplace strategy



Protocols and Trust

- Keeping performance
- Establishing a new sense of belonging
- Keeping collaboration



New Normal

- Flexibility and density
- Choose what matters
- Prioritise for Business continuity



Establish your Healthy Space

- Density
- Unassigned or assigned
- Space calculations



New Behaviours

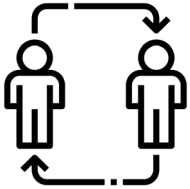
- At home
- At the office
- Keeping distance





Reimagining the Future

The purpose of the office – buildings give messages



Person to
person
connection



Wellness Matters



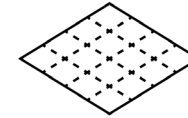
Identity and
belonging



Speed of design
change has
accelerated – it's
inspiring
(and we still use pencils)



Different work
settings for different
use types



More, less or just
simply the same
SQM/SF?
Volume doesn't
change





Key Takeaways + Q&A

1. **Health first** – public and personal
2. **Workplace reset** – question everything
3. **Re-entry is fluid** – 25% 50% ... re-close, repeat?
4. **Significant risk that can be mitigated** :
 1. Engagement with staff
 2. Liaison with landlords and neighbours
 3. Technical evaluations - test fit and deep dive
 4. Track industry guidance – changing rapidly
5. **Wellness Matters ... more than ever**

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#BCOWellnessMatters

