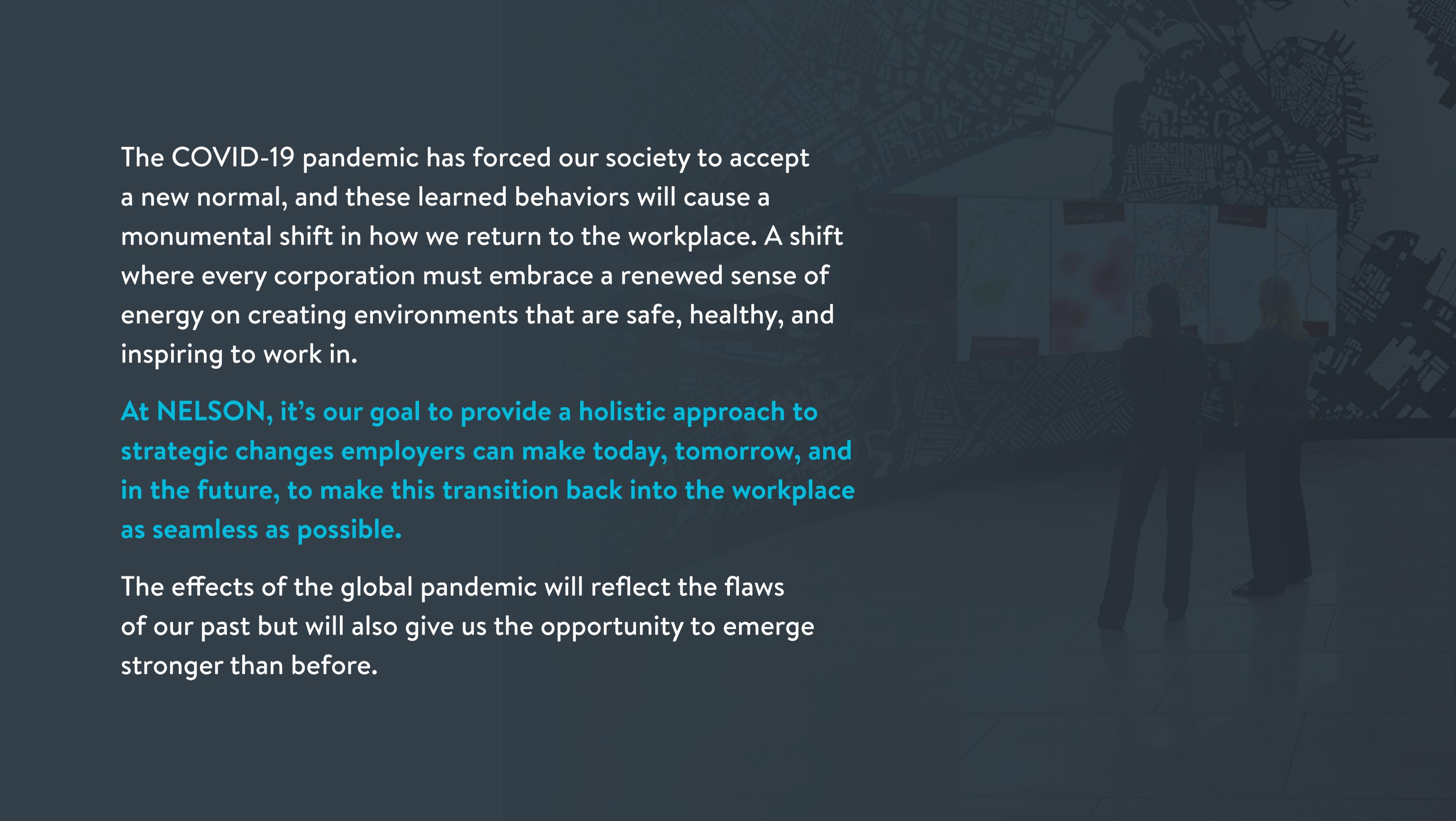


NELSON

WORK AFTER COVID-19:

*Scalable  
workplace  
solutions*



The COVID-19 pandemic has forced our society to accept a new normal, and these learned behaviors will cause a monumental shift in how we return to the workplace. A shift where every corporation must embrace a renewed sense of energy on creating environments that are safe, healthy, and inspiring to work in.

**At NELSON, it's our goal to provide a holistic approach to strategic changes employers can make today, tomorrow, and in the future, to make this transition back into the workplace as seamless as possible.**

The effects of the global pandemic will reflect the flaws of our past but will also give us the opportunity to emerge stronger than before.



63%

*of people believe information regarding Covid-19 coming from employers, compared with 58% for a government website and 51% for traditional media*

INSIGHT

#1

## GERM MITIGATION

As more teammates return to the workplace, putting stringent procedures into practice to mitigate the spread of germs is going to be crucial in making employees feel comfortable outside of their homes. Just as important as putting these processes in place will be how companies convey these new procedures.

### QUICK WINS

- Increased communication should go beyond emails - leverage digital screens to remind staff of new policies, updated cleaning procedures, and best practices in germ mitigation.
- Use anti-microbial solutions that can be applied to multiple surface types.
- Place additional no-touch sanitation stations throughout the building.
- If there's a café, kitchen, or pantry, consider a temporary ban on refillable cups and reusable silverware and only use disposable solutions.
- Create staggered lunch schedules from 11 a.m. to 1 p.m., to allow both social distancing, but also more time to sanitize any shared spaces or amenities.
- Increase humidity levels to 40 to 60 percent to reduce infection.

### ON THE HORIZON

- Install LED Disinfecting Lighting to sanitize break area surfaces, food preparation areas, or bathroom counters.
- Replace fixtures and furniture to focus on “easy-clean” and durable materials like tile, porcelain, soapstone, or granite.
- Implement separate HVAC systems to limit recycled air or invest in air filtration systems.
- Provide more outdoor space as a socially responsible alternative for large gatherings.



INSIGHT

#2

## LOW TOUCH HIGH IMPACT

Companies will need to reduce the number of surfaces employees have to touch throughout the day. Touch screens will be left in the past, while new technologies will eliminate sensitivities surrounding the spread of COVID-19. But eliminating contact doesn't mean the connection will be lost. Low-touch solutions can, and should, still have a positive impact on the employee experience.

“COVID-19 will greatly influence how our physical environments look and operate. Employers can thoughtfully and strategically take action now to set the stage for future investments in their space.”

— DAVID WAGNER

### QUICK WINS

- Empower employees to use their personal devices, cutting down on the need for shared IT devices like AV equipment.
- Use app-based software like iOffice to give workers the power to schedule conference rooms, project content, pay parking meters, and even call elevators, all from their own mobile devices.
- Add no-touch garbage and recycling receptacles in the lobby, café, and other communal spaces.
- Promote stand-up meetings when returning to work in place of traditional sit-down meetings to reduce contact with conference rooms, seating, and gathering areas.
- Move away from printing and paper handouts and embrace more digital sharing.

### ON THE HORIZON

- Replace touch screen technology and employ more “zero-touch” environmental solutions like automatic doors, voice activation, and facial recognition.
- Consider motion-sensor lighting to eliminate touch, measure the utilization of a space and its maintenance needs, and save energy.



**86%** *of U.S. consumers believe a company's culture should support mental health*

### QUICK WINS

- Beyond sanitizing and reconfiguring workstations, hand out a “wellness kit” consisting of sanitizer, masks, gloves, and a safety guide.
- Host a virtual all-staff meeting and training session to highlight what’s been done to secure the space and what the new procedures will be moving forward.
- For many, more time to work remotely can provide peace of mind. Be open to requests for continued flexible or remote work hours.
- Explore ways to help beyond pay - creative and unique benefits are an opportunity to strengthen your culture and brand.

### ON THE HORIZON

- Post-pandemic, companies should add spaces that encourage movement and offer stress relief such as yoga or meditation rooms.
- Use biophilic design to clean the air and increase oxygen levels, and take advantage of opportunities to increase the flow of natural light.
- Adjust your floor plan to include more water stations and multiple pantry zones to keep employees hydrated and eliminate crowding.

INSIGHT

#3

## CREATING A SAFE HAVEN

When it’s safe to return to work, employees should feel at ease and protected. The first days and weeks back will be a critical transition period. The workplace has a unique opportunity and responsibility to become a safe haven for your team. Through support, transparency, and tactics inspired by WELL Building Standards, the office can become the trusted environment employees need.



INSIGHT

#4

## BUILD IN BREATHING ROOM

Most of the workforce will be cognizant of their personal space after following strict social distancing guidelines. Employers can reconfigure their current office layout now to adhere to CDC recommendations and better alleviate apprehension when doors open again.

“During this time of uncertainty, it’s important to go the extra mile to calm what are bound to be concerned employees.”

— SCOTT HIERLINGER

### QUICK WINS

- Stagger the return of employees into the office over several weeks or off-set days to avoid overwhelming staff and make the transition more approachable.
- Reduce the density of chairs in conference rooms to preemptively minimize crowded rooms and capture changes to online scheduling systems to show reduction in room capacity.
- Keep receptionists safe by marking distancing guidelines on the floor, and don’t forget to be creative with messaging to ease stress.
- Separate desks to a standard of six feet.
- Load unassigned seating into your reservation system as to only allow those spaces to be utilized when they comply with distancing guidelines. If such systems are not deployed, remove the seats and label the workstations as unavailable for use.
- Consider installing panels (sneeze guards) between furniture configurations for individual protection. Install partitions for sit-to-stand desks that can attach to the desktop for easy adjustment.

### ON THE HORIZON

- Rethink unassigned seating to provide more consistent workstations.
- Convert smaller workplace pods to provide greater distance, while still offering privacy.



INSIGHT

#5

## REGULATE AND REPLACE OFFICE PERKS

Stay-at-home guidelines have caused consumers to become reliant on services once thought to be indulgent amenities including same-day grocery delivery and live-stream fitness offerings. As individuals become more accustomed to these elevated services, their expectations will shift from novel to anticipated, and employers should offer new benefits that both motivate and regulate the workplace experience.

“When we feel powerless against something greater than us, a little control over one’s immediate environment can bring peace of mind.”

— ROSLYN ZUMBRUNNEN

### QUICK WINS

- Regulate food delivery to keep everyone safe by putting in group food orders and creating a designated place for food distribution.
- Offer a stipend for virtual workout classes while company fitness centers are closed and share free fitness offerings and programs digitally.
- If a staggered return is in place, host a virtual happy hour to boost morale and encourage socializing.

### ON THE HORIZON

- Create lockers to house personal items, assuring employees their things are safe, clean, and protected, while also allowing cleaning staff full access to workspaces.
- Install a kiosk and walk-up window area dedicated to food delivery with heat lamps and refrigerators for temperature control.
- Expand café space to include a commercial kitchen to minimize bringing food in from the outside.
- Provide benefits beyond pay that motivate and regulate like dry-cleaning, childcare, or health services.



# *Let's talk.*

Looking for custom ideas to make your workplace transition more seamless?  
Schedule time with your NELSON team of experts to discuss how to protect your  
business, employees, and environment when returning back to the workplace.

[CONNECT@NELSONWW.COM](mailto:CONNECT@NELSONWW.COM) | [WWW.NELSONWORLDWIDE.COM](http://WWW.NELSONWORLDWIDE.COM)