



Impec Group

COVID-19 Return to Workplace

**Our End-to-End Services to Implement Your
Workplace Re-Entry, Version 1**

IMPEC
GROUP 



A Letter From Our CEO

I hope everyone is staying safe, positive and optimistic during this time.

Impec Group exists to service *people*. It always has, and always will. Although we are in the workplace industry, our focus does not lie solely on the physical facilities, the carpets, the desks or the furniture sitting in the rooms. Those are all important components, of course, but they are important only to the extent that they are servicing the *people* in these workplaces. Our focus remains on the people first – their experiences, health, safety and wellbeing, as they engage with the facilities – and then on solutions next.

At a time when much of the population has been so dramatically impacted, with much of the workforce newly furloughed or working remotely, we have been focusing on solutions, for our clients and our employees. We are thinking bigger and bolder, and diving deeper in understanding your needs as they develop, to emerge with holistic solutions that drive a positive experience for people.

We are sharing this booklet to start the conversation around creating a well-coordinated and unified re-entry process – one that is holistic and end-to-end, and that also supports your company goals and priorities. The key areas of intervention from these phases will be on:

- Creating a Re-Entry Strategy
- Creating a New Workplace Layout
- Executing the Workplace Design
- Sanitizing the Workplace
- Reviewing HVAC Systems
- Hiring Essential Re-entry Staff and Support

Each client is unique so there is no cookie cutter solution being prescribed. We are here to listen to you and work together to deliver the right solutions for your workplace re-entry.

A handwritten signature in black ink that reads "Raffy Espiritu". The signature is fluid and cursive, with a large, stylized "R" at the beginning.

Raffy Espiritu, CEO and President

A service solution focused on execution.

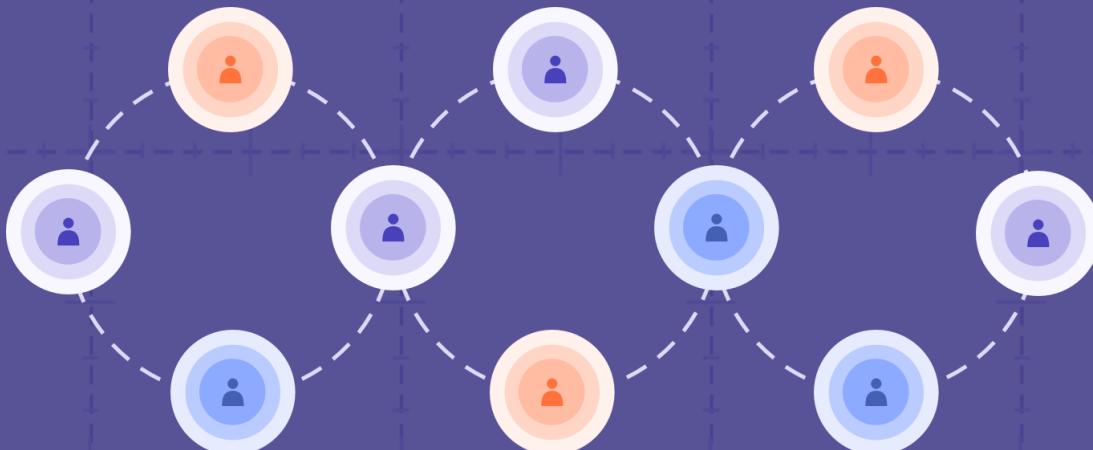
You've read all the great ideas on **Workplace Re-entry**.

We have too.

Everyone knows the drill, but who's going to actually perform the work?

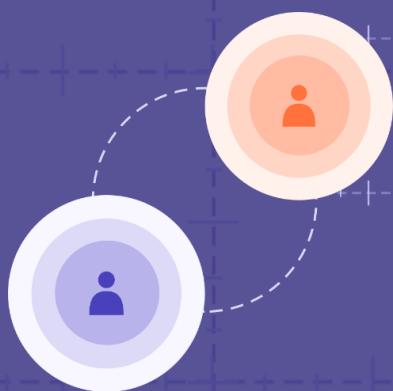
Impec Group has focused its resources on **ACTION**.

Ideas and perspectives are great, but now is the time to act with proven experience in **EXECUTION**.



This booklet is intended to serve as a general framework to approach the Re-Entry process, from assessing the workplace needs, to engaging vendor partners, to coordinating “First Day of Business.” In the next few pages, you will find a summary of our action plan and detailed breakdowns of our major services for a comprehensive end-to-end workplace re-entry. However, each client is unique and we’re here to find the best fit for your needs.

Whenever you need us, we’re ready to help.



Our Re-Entry Action Plan

The 3 phases we recommend for workplace re-entry:

Phase 1: Assess

Understanding your needs, priorities, and goals to create a strategy for you

- We listen to your needs to create an **end-to-end strategy with executable checklists** to oversee the entire re-entry process.
-

Phase 2: Engage

Prepare workplace space, infrastructure, and services for employee health and safety

- Create a new workplace layout to promote social distancing
 - Implement the new design and signage with Project and Move Management professionals
 - Sanitize the workplace, initially and regularly
 - Integrate sanitization protocols to cleaning scope
 - Change high-touch contact points to automatic/touchless
 - Incorporate best practices for infection control
 - Evaluate building mechanical systems
 - Create safe HVAC and Fire/Life Safety systems
-

Phase 3: Execute

Review checklists & coordinate First Day of Business

- Communicate re-entry plan to leadership, key stakeholders, and employees for "First Day of Business"
- Hire essential staff and support to coordinate re-entry measures

Phase 1

Assess

Create a Re-entry Strategy



Create a Re-entry Strategy

Planning for Re-Entry

In the past few weeks, the COVID-19 pandemic and stay-at-home policies have ushered in a vastly new and frequently shifting landscape, pushing many people to work remotely and practice social distancing. As managers and employers start planning to welcome a largely furloughed and Work From Home workforce back to the workplace, there are a lot of factors to keep in mind to ensure a re-entry that promotes employee wellbeing, as well as long-term health and safety. We work with clients of all sizes to start this re-entry process with a comprehensive **end-to-end strategy**. Here are just a few of the considerations that we walk you through when building out this strategy:

1) The 6' Ring of Reality and Occupancy Calculator

Taken from the 6' social distancing rule is the 6' ring of reality concept: a 6-foot radius visualization around each employee and individual workspace. Overlaying this 6' visual ring into an actual workplace footprint is the first step in physically adjusting workplaces to adhere to social distancing rules. As this 6' ring may impact occupancy, we can coordinate different rotation systems or hoteling models to alleviate issues with loss of space.

2) Flexible work and Real Estate

In conjunction with neighborhooding and hoteling systems, we have an opportunity to look for functional solutions to be more efficient with space. This can look like new flexible work policies and new training for teams to learn how to work effectively even when they are remote.

3) Utilizing Vendor Partnerships

Leveraging existing technologies and productive vendor partners will be an integral part of adjusting to the new workplace norms. Engaging in these conversations with vendors early and often, as well as brainstorming to find applicable solutions, can help in breaking down the process of workplace re-entry into manageable steps.

4) Returning to Work – A Tiered Approach

Assigning tiers (i.e. Tier 1 = 50 employees who need to work in-person) helps to approach company priorities systematically and efficiently when adjusting back to the physical work environment.

An example of the 6' Ring of Reality in a 3D workplace model.

The Faces behind Your Workplace Strategy



Julija Constantino //
Sr. Workplace Strategist



Jen Nguyen // Sr.
Workplace Strategist



Carly Tortorelli //
Sr. Vice President of
Workplace



Phase 2

Engage

**Implement the New Design
Sanitize the Workplace
Create Safe HVAC Systems**



Carly Tortorelli // Sr.
Vice President of
Workplace Technology

Create a New

Workplace Layout

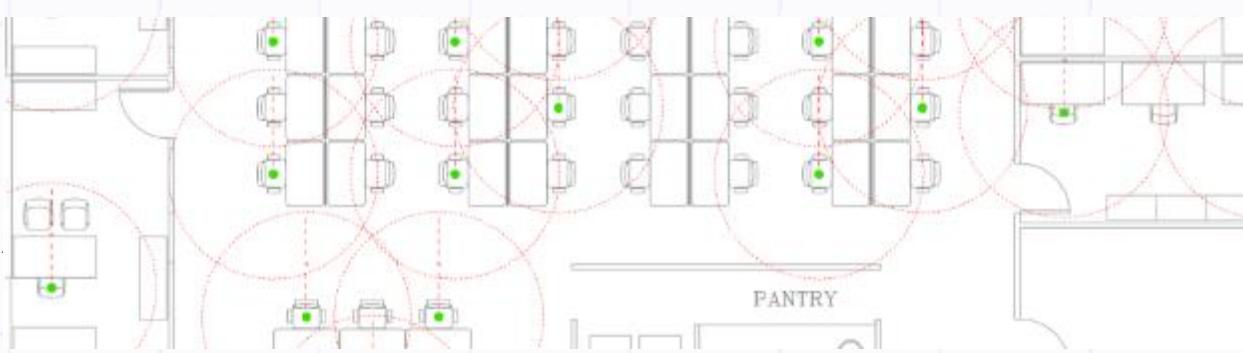
Creating your workplace around priorities

The first step of designing your new workplace is understanding your workplace needs. We listen and understand your priorities and company policies to help configure a space that both meets your needs and promotes social distancing. For example, before designing the workplace, we want to understand:

- Do employees in certain departments need to return to work earlier than others? If so, can we consider a tiered approach in welcoming employees back?
- If you have offices nationally or globally, which locations are safest to open first for re-entry?
- Is agile seating or hoteling something you are open to incorporating?

Configuring spaces with the 6' Ring of Reality

Once we understand your workplace needs, we re-do your space drawings with the 6' Ring of Reality: a 6' ring visualization that shows which areas are too dense and can be spaced out to ensure social distancing.



Our team of senior CAD/CAFM experts can re-configure your workplace based on your needs and deliver **CAD reconfigurations** and **3D representations of spatial changes** with the new social distancing measures. These new layouts ensure people are spaced out in all areas including conference rooms, work stations, and soft seating or congregation areas. We also provide you with **visual dashboards** that show:

- What occupancy looked like before
- What occupancy looks like now
- Percentage of space lost (if any)
- Potential strategies to mitigate impact

The Faces behind Your Project & Move Management

Gina Caruso // Sr. Vice President of Project Management

Renee Ralston // Vice President of Project Management

Tom Pantazis // Vice President of Construction Management

Implement the New Design

Building newly-designed workplaces

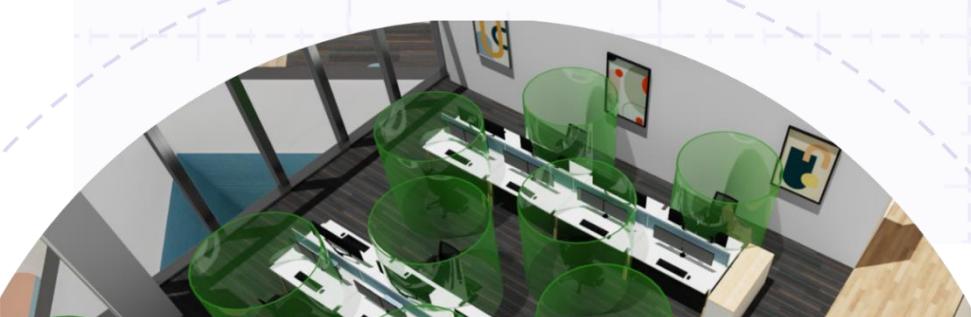
Upon approval of the new space drawings, we can implement and create your new workplace. Our Project, Move, and Construction Management teams are highly trained professionals who know how to deal with stressful situations, create action plans and use the know-how and resources to implement change fast. We can help you:

- Perform site surveys and Test fits for your lobbies and office spaces
- Coordinate furniture and workspace reconfiguration with new workspace layout
- Coordination of architectural service for any larger scale changes
- Work with Telecom and IT services to accommodate workplace revisions
- Coordinate special signage to reinforce the new norm and social distancing expectations
- Pre-qualify general contractors and architects, through bidding or negotiation to choose the right team, budget accordingly and schedule appropriately
- Expediently manage on-site construction of revised layouts from start to completion
- Execute move plans and mover on-site scope consistent with your Workplace Re-entry plan

Our objective is to help you achieve your workplace objectives through understanding your need, collaborating to create a new workplace design, then implementing and executing to deliver a new workplace that is not only, beautiful but spacious and comfortable for your employees.

Embracing the “new normal” design

Moving and re-configuring your workplace may sound like a daunting task, but it doesn't have to be. Over the years, many workspaces have navigated to a high density model, which does not comply with social distancing. We will work with you from start to finish, from understanding your needs, to creating new CAD drawings with 6' "rings," to coordinating all the moves and potential architectural changes involved. We also provide you visual dashboards to view occupancy before and after, and help you plan temporary and permanent solutions, to ensure that you achieve your goals with the Workplace Re-entry plan.



A 3D model of what a workplace promoting social distancing can look like.

Sanitize the Workplace, Initially and Regularly

Creating Infection Control through Sanitization

Workplace sanitization is one of the primary pillars in ensuring a safe and healthy workplace for employees. Our team of dedicated and well trained professionals are highly equipped and ready to support your objective of creating a safe and healthy facility, both for your workplace re-entry and for future proactive maintenance. Utilizing best practices in our infection control services and expertise, our team has 30+ years of experience and are well prepared with state-of-the-art equipment, a well-trained response team and registered EPA chemistries with COVID-19 kill claims.

Impac Group's disinfection process is a two-pronged approach using both a touchpoint manual method (spray bottles) and a touchless method utilizing electrostatic sprayers. The addition of the touchless disinfection and sanitizing system offers many benefits in comparison to the traditional, stand-alone touchpoint manual method utilizing only a team equipped with spray bottles and rags.

By also incorporating touchless electrostatic spraying you accomplish the following:

- Maximize efficiency with the ability to disinfect or sanitize up to 4x greater surface area than traditional cleaning programs in no additional time
- Reduce infection rates through more proactive and comprehensive disinfection procedures
- Touchless disinfection or sanitization of full rooms in under 3 minutes
- Ensure maximum surface coverage and infection control by incorporating both methods

Questions & Answers

Q) Are the chemistries being used for disinfection safe?

A) Yes. We use Oxivir TB, which is considered best in class and has the safest rating attainable 0-0-0. Oxivir TB is registered with the EPA with COVID-19 specific kill claims.

Q) How long after the disinfection process until the space can be re-occupied?

A) Business disruption will be very minimal, and spaces can be re-occupied immediately after disinfection services are complete.

The Faces behind Your Sanitization Services


Joe Cigolini //
Director of Custodial
Operations


Richard Peterson //
Director of
Customer Solutions
Operations

The Face behind Your
HVAC Solutions



Bob Dills // Vice President of LEED AP, SFP at Western Allied Mechanical, Inc

Create Safe HVAC Systems

| Implementing Safety Measures around Airborne Disease Transmission

Our team partners with Western Allied, our strategic partner for over two decades, to support your objective of maintaining a safe and healthy facility. Limit the risk of potential airborne transmittal of infectious disease pathogens by acting on our recommendations regarding your HVAC systems. Our team has 30+ years of experience and are well prepared to ensure optimal HVAC efficiency, air quality and support your overall objective of a safe and healthy workplace.

Based on best information available, our recommendations to address concerns and reduce the risk of airborne pathogens (including COVID-19) include the following initial steps regarding HVAC systems:

- Improve filtration level: use a minimum of MERV-13/14 filters
- Increase outdoor airflow into building/systems
- Increase ventilation and airflow levels at zones
- Utilize local in room free standing fan powered HEPA units that can provide local cleaning
- Set to run longer hours of operations with widened temperature controls

Additional steps beyond our initial recommendation can be taken as follows:

- Establish isolation rooms with negative pressurization and local HEPA filtration
- Install Ultraviolet Color Lights (UVC) called in rooms for local disinfection of airborne particles
- Install UVC lights in AHU units to disinfect airborne particles
- Install local freestanding or ceiling mounted HEPA filter units to capture airborne particles

Questions & Answers

Q) How do infectious diseases spread in a building from person to person?

A) Through airborne particles that can remain suspended in the air for minutes to days. Some research indicates that transmission of some pathogens transmits through airborne particles within a range of 3-7 feet between people.

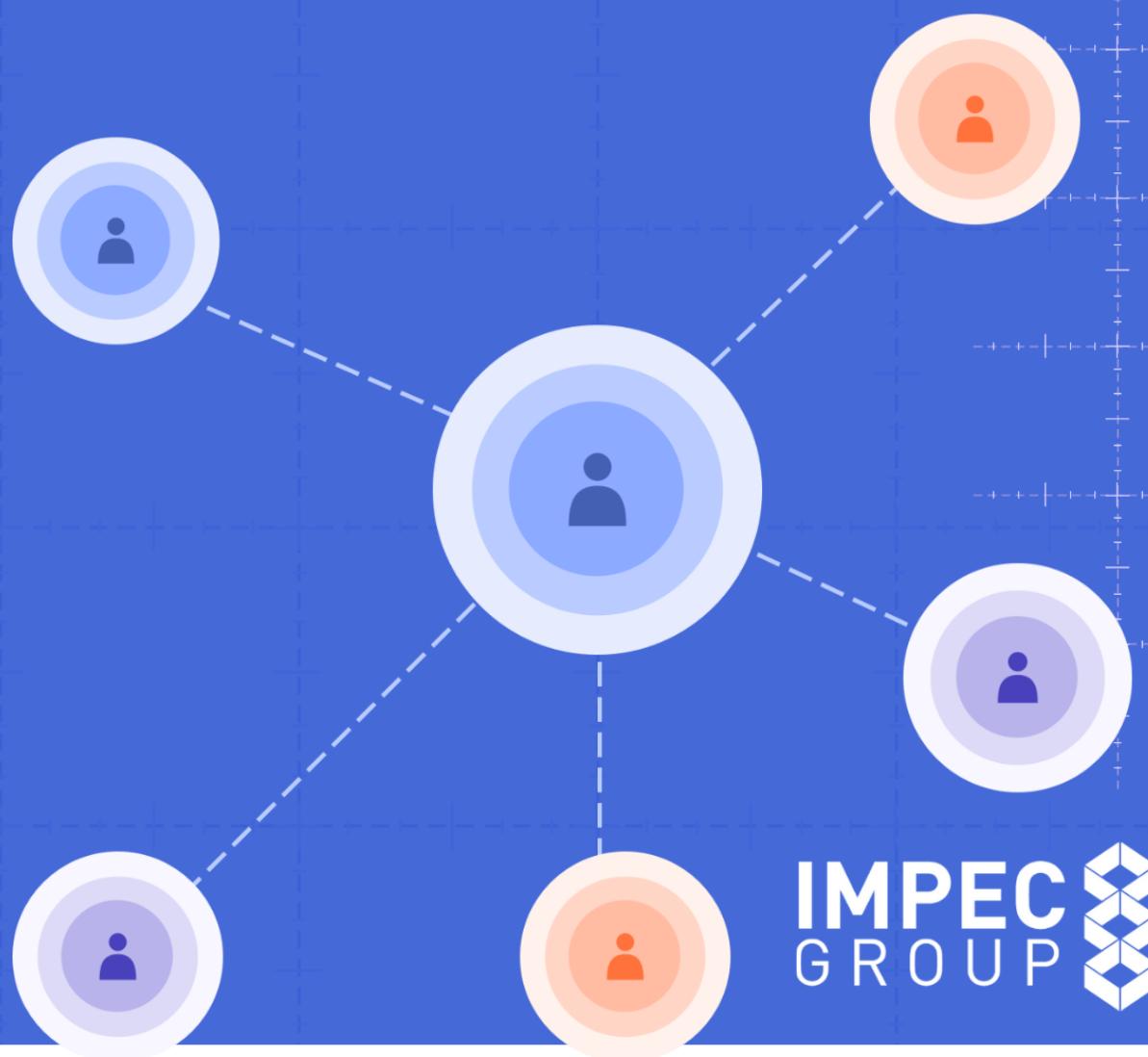
Q) Can adjustments in my HVAC system/protocols really make a difference?

A) Absolutely, from increasing outdoor air flow, UVC lights, increased filtration, establishing isolation rooms, there are several measures one can take to further limit risk and support your overall goal of a safe and healthy workplace.

Phase 3

Execute

Coordinate Re-Entry through Staffing



IMPEC
GROUP

Hire Essential Re-entry Staff and Support

| Coordinating Re-entry through Staffing

In the final phase of the re-entry plan, it is important to ensure that all the new protocols and measures being put into place are well-coordinated. With changes to the workplace layout, work schedules, employee programs and more, it is important to ensure that all staff involved in the workplace re-entry are well-trained to ensure that the process is safe and positive for everyone involved. Our Staffing Division at Impec Group is highly trained and well-equipped to hire key talent who can deliver the best possible workplace experience for your needs, including any new measures that you must implement as part of the "new normal" after COVID-19. We are industry experts at hiring and retaining talent, from lobby specialists to building engineers to community managers, to ensure that not only are all your current workplace needs met, but that they are well supported with regular learning and growth opportunities to adapt as your workplace changes. Here are some of the ways we can help you hire and train staff for to deliver a smooth workplace re-entry:

- Hire key workplace staff (workplace coordinators, lobby specialists, building engineers, janitorial staff, etc.) who can embody the company culture and assist in your workplace re-entry for temporary or long-term engagements. As part of their current training and development, they will receive a series of training around safety protocols (from elevators, stairs, café and break rooms, etc.) to maintain a healthy and safe work environment
- Provide qualified nursing services (LVN/LPN/RN) to take temperature readings at the front doors of the workplace
- Assist in developing an Employee Assistance Program to provide options for mental and emotional wellness during these times

| Final Review and Re-entry

Finally, when you are ready for the First Day of Business, we will walk you through your final checklists (which we provide at Phase 1 as part of the initial strategy,) to ensure that all services and new measures are in place for a smooth workplace re-entry.



Christina Hudnall
// Sr. Vice President
of Staffing &
Placement

**The Face behind Your
Workplace Staffing**

About Impec Group



***By combining the best in people, process, and technology,
Impec Group drives positive employee experience through
customized solutions for all of your workplace needs.***

1991

YEAR FOUNDED

300+

REAL ESTATE
PROFESSIONALS

50

MSF UNDER
MANAGEMENT

11

OFFICE LOCATIONS

Headquartered in Santa Clara, California, Impec Group is an innovative workplace solutions firm, servicing fast-growing companies, cities, and prominent organizations nationwide. Founded in 1991, Impec Group helps clients drive positive employee experience by delivering effective workplace solutions, which encompass Operations and Site Services, Project, Move and Construction Management, Staffing Support and Workplace Technology. Together, this model of meeting any and all of your workplace needs create holistic workplace experiences that are data-driven, innovative, beautiful and inspiring. Our approach is based on a foundation of listening and collaborating with our clients to fully understand each need, provide solutions swiftly and effectively, and establish successful partnerships.

| Our Alliance Partners in Workplace Re-Entry



TEAMwerc



Whenever you need us, we're ready to help.

We are a passionate team that has been in the trenches and know what it takes to build a turnkey workplace, re-configure space when needs suddenly arise, and provide professional sanitization services to keep employees safe. At a time when COVID-19 has impacted the lives of so many, we are here to continue our support, understand your needs, and work together to achieve a healthy and safe experience for employees. Wherever you are in the process, we are here to help.

For further information about our services, please contact:



Carly Tortorelli

Senior VP of Workplace Technology
ctortorelli@impecgroup.com



Richard Peterson

Director of Customer Solutions
rpeterson@impecgroup.com