



Ready or Not?

Predictions are many and varied but broadly fall in to two views; we will need less space as more people work remotely and we will need the same (potentially more) space as we operate in a less agile way to account for the cultural/social changes primarily around social distancing/physical interaction.

It is likely that these transitional arrangements will need to operate for the remainder of the year, if not longer and this generates two critical questions.

- How do I prepare my business to operate during this interim period?
- What will the solution be longer term?

As a solutions provider we believe in keeping solutions simple and we help our customers assess and deliver a business communications solution based around ***People, Property and Technology***.

Whether you are an SME in your own premises or a multi-national organisation in a managed office/estate, everyone working in an office environment will have to adapt. Whilst the long-term solution may include relocation or the introduction of intuitive IT solutions these will involve both planning and investment. In the short term we will all return to the same office, occupying the same space, with the same workforce and we need to adapt this space in a practical, cost effective way whilst addressing the human needs.

From a practical perspective we need to plan for what is likely to be a phased return to the workplace over a prolonged period, beginning with key workers and then business critical workers. Organisations that plan effectively for this initial phase will create environments where people feel safe and valued whilst providing a compliant and fit-for-purpose office which is also easily adaptable to any future requirements. In what is undoubtedly going to be difficult periods for lots of organisations doing this in a cost-effective manner will be key allowing businesses to concentrate on their core activity rather than office/estate management issues.

The benefits derived from the currently enforced lockdown and the new ways of working and interacting with both clients and staff should also captured as this will



ultimately inform the long term strategy adopted, including defining the operating model; identifying actual floor space required; establishing mix between desk and collaborative space; developing the functional design of these areas; identifying most appropriate IT systems to use; infrastructure required and most importantly what your clients and staff want.

Medium/long term options will be driven by the outputs from the actions taken short term and ultimately client requirements but these need to be proactively considered and where appropriate addressed during the transitional phase as lease options allow decisions to be made on rightsizing options, operating models, renegotiation of leases, disposal and/or acquisitions.

Amid the speculation, and the difficulties in planning for the long term, Albion is supporting organisations with the challenges that are most pressing right now. We are helping our clients consider the key factors around People, Property and Technology and ultimately ensure that they create an environment which allows people to excel in a safe and compliant building optimising the use of technology and systems.

For further information please contact our Solutions teams.

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Are you ready to work in a post-lockdown workplace?



Every office environment is different, but whether you are an SME in your own premises or a multi-national organisation in a managed office/estate, everyone working in an office environment will have to adapt.

We believe in keeping solutions simple and we have built an assessment and delivery model based around People, Property and Technology to be implemented before bringing your people back into the office workplace from a phase of working remotely.



People

- **Communicate, communicate, communicate.** Prioritise wellbeing, H&S, and productivity when talking to your people, and keep communication regular and consistent.
- **Have a flexible approach to working patterns** and places and clearly define what is meant by agile working. Not everyone will want, or be able to come back to the office and want or be able to continue to work from home. Review "workplace opening times" to avoid peak travel on public transport and enable people to maintain a work life balance.
- **Create wellbeing safe spaces.** Change can be unsettling and a cause of anxiety so ensure help is on hand through providing both virtual channels and physical spaces in the office where mental health support is available.
- **Lead your staff by setting clear ground rules.** Clearly state who and when people can come into the office and that if you aren't feeling 100% to remain at home and set the minimum standards expected such as washing your hands and keeping your distance. Also consider what people behaviours need to change, such as visitor and meeting protocols and travel policy.

Property

- **Carry out health check on systems and services** – ensure your building is safe and performing at its optimum before allowing staff to reoccupy the space. Initial consideration should be given to:
 - **Statutory Compliance** - ensure buildings are compliant before returning (fire, sprinklers, lifts, emergency lighting, water systems are hygiene checked and replenished etc).
 - **Ventilation System** - Increase air circulation rates to maximum and utilise natural ventilation as much as possible.
- **Review operational facilities and service provision** – to ensure safe practice for all and only redeploy essential corporate functions during the remobilisation phase.

- **Implement workstation rationalisation** - De-densify workstations. Create buffer spaces where desk layouts are in line and ensure screens are in place between adjacent desks. Identify and allocate workstations for people who need to return to the office for all their working hours to avoid sharing spaces.
- **Identify high traffic spaces and touchpoints**, add cleaning stations and signage where touchless features can't be installed.
- **Review travel plans to identify high risks around travel**, assess access and egress to buildings and implement an access strategy.

Technology

- **Invest and develop technology** to make working from home as good as the workplace.
- **Eliminate the use of shared equipment as far as possible.**
- **Maintain and enhance use of virtual meetings.** Even when the office is back open.
- **Add locked printing** to allow for quick non delayed access to the office for collecting printing.
- **Provide support** with how to guides/webinars and troubleshooting services.
- **Remove shared touchpads** and maintain security through mobile device authentication.



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