

COVID-19 RISK OVERLAY PROCESS

1. Print out this guide with attached example plans for reference.
2. **Make a copy of your floor plan with furniture shown.** If you don't have a plan with furniture, check with your architect, landlord, or furniture dealer. If a furniture plan is not available, take your walls-only plan and mark the number of workstations, seating capacity for offices and conference rooms.
3. **High Risk Areas** – Begin by identifying spaces that are high risk for surface transmission of the COVID-19. High risk is identified as spaces that people share as part of their normal workday. Consider instituting a higher cleaning frequency in these areas to reduce the opportunity for surface transmission and a lower occupancy to prevent human-to-human transmission. While each office is unique, typical high risk areas can include:
 - a. **Elevator Lobbies** – Consider both passenger and service elevator lobbies in this grouping.
 - b. **Reception/Waiting Spaces** – Consider your main lobby, security desk, waiting spaces within departments, breakout spaces outside conference rooms, etc.
 - c. **Break/Cafe Areas** – Consider communal, departmental, group spaces that are shared.
 - d. **Shared Phone Rooms** – Consider rooms shared on an as needed basis, not reserved or assigned.
 - e. **Restrooms** – Consider both single and group restrooms.
 - f. **Printer/Copier/Mail Areas** – Consider spaces that contain shared printers/copiers, mailrooms/mail distribution areas/drop off areas, shared trash/recycling drops, etc.
 - g. **Office Supply Areas** – Consider areas where shared supplies are stored.
 - h. **Specialty spaces** – Consider libraries, IT support spaces/help desks, storage areas, coat closets, file cabinets, fitness areas, etc. – spaces shared by more than 4-5 people.
 - i. **Stairwells/Exits** – Consider spaces you use to move between floors or within your space.
 - j. **Vending Areas** – Consider spaces where you provide vending for office/tech supplies, snacks, beverages, coffee, etc.
4. **High Risk Intersections** – Consider intersections, along circulation paths where staff come within close proximity as they move through the office. Also look at choke points (access doors) where multiple staff need to touch handles. Many times, these doors can be propped open and remain open while occupied to limit the number of people who come in contact with handles/hardware.

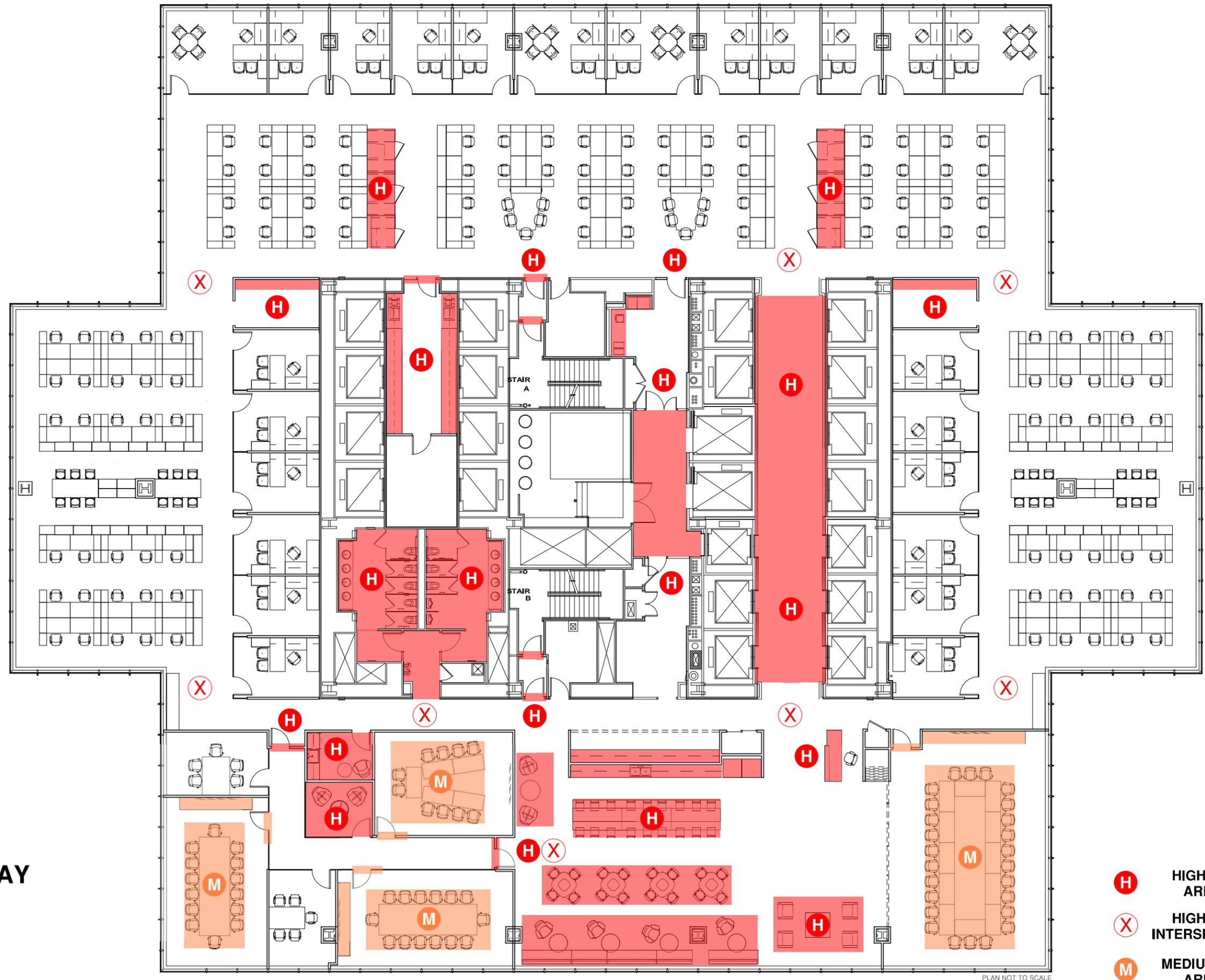
5. **Medium Risk Areas** – Consider areas where people meet more on a scheduled basis or spaces that are shared within small groups or departments.
 - a. **Group Coffee/Food Areas** – Consider makeshift and informal spaces created by groups. (i.e. don't forget group coffee pots, refrigerators, etc.)
 - b. **Conference Rooms** – Consider all enclosed meeting spaces that accommodate groups whether scheduled or ad-hoc.
 - c. **Shared Equipment/Services** – Consider areas where shared equipment like local printers are located and where services are shared like local mail stops for teams, etc.
 - d. **Shared Storage/Filing** – Consider file rooms, storage areas, workrooms, etc.
6. **High-Touch Devices** – Consider areas, and items like touch screens, white boards/markers, conference room controls, AV/TV controls, window blind controls, etc. Create a list of locations for your vendor discussion later in this process.
7. **Lower Risk Areas** – Consider workstations/offices/individual spaces that are occupied by one person during the day or shift. Consider providing products/resources for individuals to clean these spaces before and after each use.
8. **Review with Your Landlord/Vendor** – Once risk levels have been identified, review them with your landlord or cleaning company to determine the cleaning levels and frequency needed in each space.
 - a. **High Risk** – Depending on your occupancy approach, consider having these spaces cleaned once to twice a day in an effort to reduce the potential transmission.
 - b. **Medium Risk** – Depending on your occupancy approach, consider having these spaces cleaned at a minimum each day, or as with conference rooms, after each use.
 - c. **High Risk Intersections** – Consider cleaning the hardware in these spaces frequently, keeping doors open to make touchless and signage/indicators to raise awareness of these spaces.
 - d. **Lower Risk** – These spaces should also be cleaned once a day, or more frequently, depending on your occupancy model. These spaces should be cleaned by the individual using them before and after use but can also be cleaned by a vendor at the end of the day or between shifts.
 - e. **High Touch Devices** – Devices and hardware that are high touch need to be cleaned frequently. Provide wipes and cleaning materials that allow individuals to clean these items as used.
 - f. **Signage** – This is a behavior change for everyone. Consider signage that reminds and educates individuals on the program and their role in maintaining a safe environment. Above all – remind everyone that frequent hand washing is the number one limiting factor in transmitting COVID-19.

9. **Finalize and Communicate Your Plan** – Once you have finalized your plan with your cleaning company/landlord, develop a communication for everyone in the office so that they understand the approach and their role in maintaining a safe working environment for everyone, including visitors and vendors. Every office and every office culture is unique, so create your plan with an understanding that this is a change for everyone, and behavior will need to be reinforced to promote adoption.

Our goal is to help you make a safe transition back into the office and deal with the ever changing implications of COVID-19.

COVID-19 Perspectives Website > ngkf.com/covid-19

If you have questions, please contact your local Newmark Knight Frank contact or our New Normal Team at Newmarknewnormal@ngkf.com



COVID-19 RISK OVERLAY



- H** HIGH RISK AREAS
- X** HIGH RISK INTERSECTIONS
- M** MEDIUM RISK AREAS

PLAN NOT TO SCALE



COVID-19 RISK OVERLAY

- H HIGH RISK AREAS
- X HIGH RISK INTERSECTIONS
- M MEDIUM RISK AREAS

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COVID-19 RISK OVERLAY



- H HIGH RISK AREAS
- X HIGH RISK INTERSECTIONS
- M MEDIUM RISK AREAS

COVID-19 CAPACITY OVERLAY PROCESS

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3. **Enclosed Spaces** – Begin by identifying enclosed spaces that can be allocated to individuals without modifications to the physical space:
 - a. **Offices** – these can become one person spaces – no visitors – individuals can stand in doorway to ask questions but should not enter
 - b. **Conference Rooms of 5 People or Less** – these can become spaces for individuals, similar to office noted above
 - c. **Phone Rooms with Doors** – these can become spaces for individuals
 - d. **Huddle Rooms or Rooms with Soft Furniture** – these can become spaces for individuals
 - e. **Other Enclosed Spaces** – these can become spaces for individuals if needed by relocating a worksurface or table, but make sure the ventilation is set up for office occupancy (i.e. storage rooms may not have adequate air circulation)

4. Open Spaces

- a. **Workstations** – Evaluate your open workspaces by determining if the height of your workstation panels limits transmission. Where employees are seated behind partitions of sufficient height and using all the other recommended precautions, droplet spread may be greatly reduced. If cubical partition walls are not an option to block the spread of droplets, another approach to achieve adequate social distancing is to stagger or 'checkerboard' placement of employees at workstations.

Using this approach, identify open plan work spaces that are 6' apart. Note each of these as single occupancy.

- b. **Open Collaborative Spaces** – Each of these should be counted as single occupancy unless they can accommodate a 6' separation

5. **Rooms Greater than 5 Seats** – A good rule of thumb is to Conference remove 50-60% of the chairs from conference rooms. For larger rooms, there should be no more than 8 occupants allowed in any space to maintain the social distancing guidelines. If larger meetings are required, consider video conferencing within the office between rooms (i.e. holding an all hands meeting) using a number of rooms “virtually connected” together.

Keep in mind that tables are typically less than 6’ in width so staggering occupants may be required to maintain distancing.

Record the occupancy of the rooms after the overlay and change the capacity in your outlook or room reservations system details and issue new room capacity diagrams to staff.

It is important to remove the excess chairs from these conference rooms to help educate the workforce on the new capacity limitations. Consider taking one room offline to house chairs that need to be stored during distancing.

6. **Break/Café Capacity** – Using the social distancing 6’ separation between occupants, identify seating that can maintain the required separation. For these spaces specifically, you may consider moving loose furniture to within the overall space to maximize single occupancy (i.e. chairs take up a lot of space and once you remove a portion of the inventory, you may find a more efficient layout of the room.

Consider using red tape on the floor to identify queues for the coffee/microwave/refrigerators to help your staff understand the right separation as they wait in line to use appliances.

7. Calculate your Capacity:

- a. Your **COVID-19 individual capacity** is calculated by adding the number of spaces you identified in Steps #3 and #4. This can be used to determine the number of people you can accommodate once the workforce begins to return. You may want to consider reserving a few spaces for unplanned staff members and visitors.
- b. Your **COVID-19 conference capacity** is calculated by adding the new seating capacities for conference rooms identified in Step #5. Note this as number of rooms and capacity for each room.

8. **Occupancy Approach** – With both your individual and conference capacity you can now plan your re-population approach. Additional options or considerations other organizations are using include:

- a. Returning essential workforce only (only those that have to be in the office to support business critical operations)
- b. Implementing staggered shifts (6am-12pm and 2pm to 8pm) with office cleaning occurring at midday and end of day
- c. Alternating days with 2 groups (Group A in Monday/Tuesday – Clean Wednesday – Group B in Thursday/Friday – Clean Saturday)

9. Once you have determined your occupancy strategy you can look at what spaces will be used by whom, clear desktops for cleaning protocols and communicate all plans to your workforce, cleaning staff, and management.

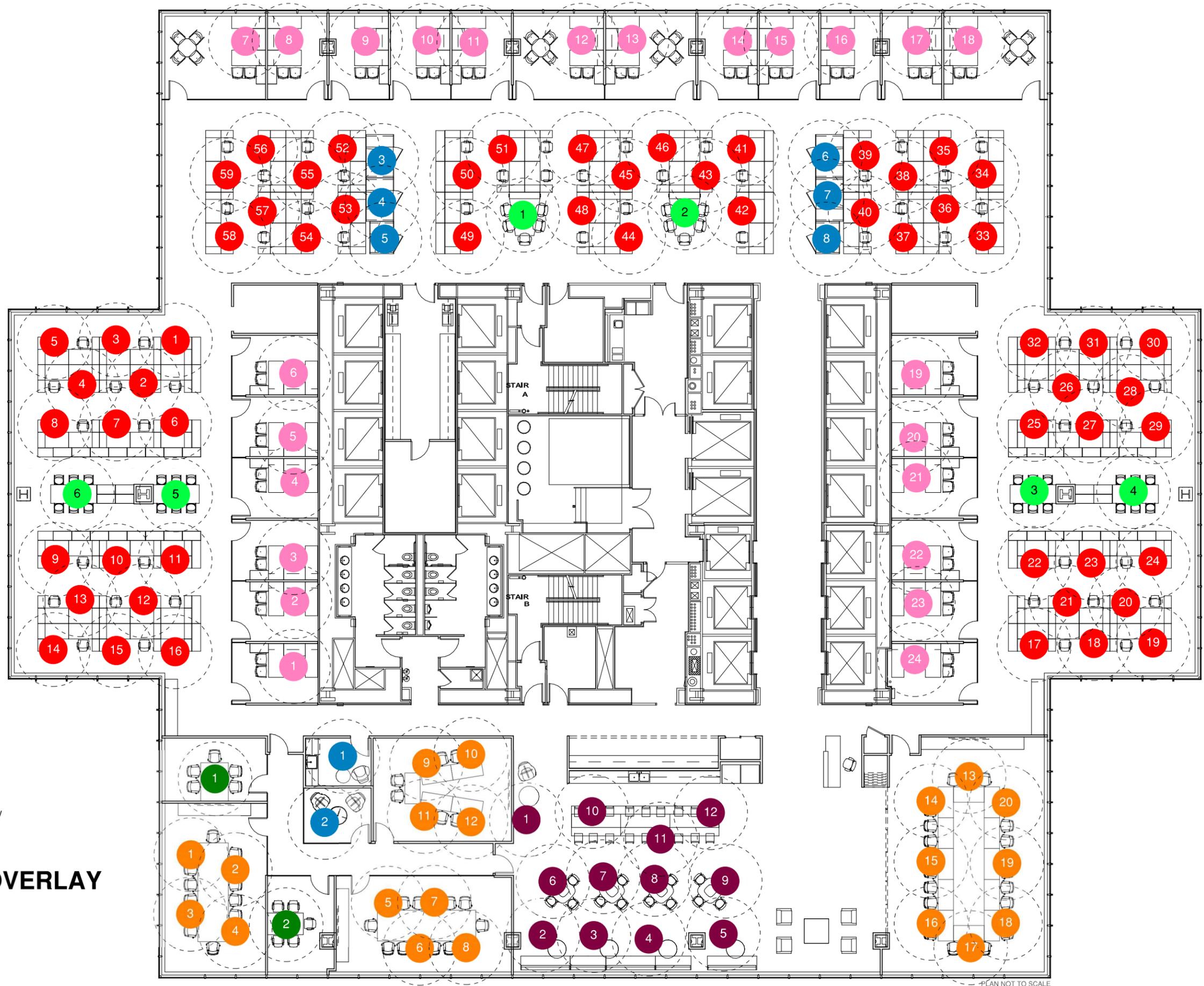
Note that this document is not intended to provide guidance, set a standard or identify specific obligations as it relates to the workplace. Refer to OSHA document 3990-03 2020 for specific Guidance on Preparing Workplaces for COVID-19.

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- **WORKSTATIONS**
Before - 116 | After - 59
- **CONFERENCE ROOM**
Before - 64 | After - 20
- **PHONE ROOM**
Before - 8 | After - 8
- **HUDDLE ROOM**
Before - 2 | After - 2
- **OPEN COLLABORTIVE AREA**
Before - 6 | After - 6
- **BREAK / CAFE**
Before - 44 | After - 12
- **OFFICES**
Before - 24 | After - 24

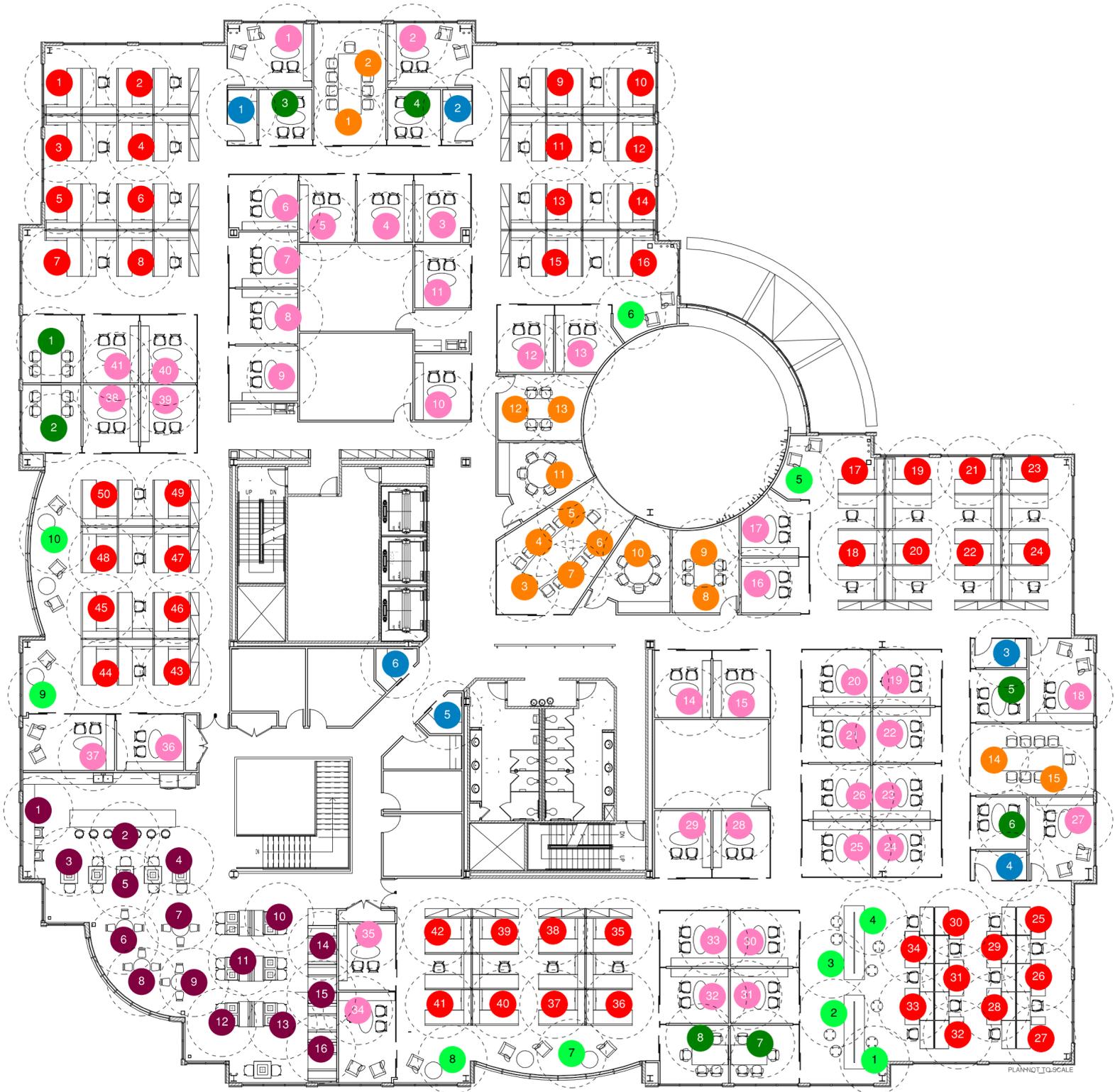


TOTAL SPACES
Before - 161 | After - 104

(Conference Room counted as 4; Break / Cafe counted as 1)

COVID-19 CAPACITY OVERLAY

- **WORKSTATIONS**
Before - 92 | After - 50
- **CONFERENCE ROOM**
Before - 58 | After - 15
- **PHONE ROOM**
Before - 6 | After - 6
- **HUDDLE ROOM**
Before - 8 | After - 8
- **OPEN COLLABORATIVE AREA**
Before - 10 | After - 10
- **OFFICES**
Before - 41 | After - 41
- **BREAK / CAFE**
Before - 67 | After - 16



TOTAL SPACES
Before - 165 | After - 123

(Conference Room counted as 7; Break / Cafe counted as 1)

COVID-19 CAPACITY OVERLAY



Workplace Strategy and Analytics



PLAN NOT TO SCALE

TOTAL SPACES
 Before - 149 | After - 112

(Conference Room counted as 4; Break / Cafe counted as 1)

COVID-19 CAPACITY OVERLAY



Workplace Strategy and Analytics

-  **WORKSTATIONS**
 Before - 77 | After - 41
-  **HUDDLE ROOM**
 Before - 9 | After - 9
-  **BREAK / CAFE**
 Before - 36 | After - 9
-  **CONFERENCE ROOM**
 Before - 54 | After - 16
-  **OPEN COLLABORTIVE AREA**
 Before - 9 | After - 9
-  **OFFICES**
 Before - 40 | After - 40
-  **PHONE ROOM**
 Before - 9 | After - 8