

# The Building Reimagined

New Normal Series

*Building Owners, Operators, and Developers are facing challenging new realities.*

As we re-enter the workplace, we will be faced with new challenges and realities. Building Owners, Operators, and Developers will be required to adapt and address the new needs and requirements of their tenants.

As experts in workplace strategy and design, PDR has developed four categories of considerations to help you build strategies and programs to serve your building communities and put them at ease when they return to the new norm.

## 1 Changes in Leasing Trends

Reevaluation of Tenant Occupancy Models  
Separation of Work and Place  
Implementation of Hygiene Programs

## 2 Operations, Maintenance, and Cleaning Programs

Maintenance Policies and Procedures  
Security and Building Operations  
Focusing on Human Wellness  
Scrutiny of Construction Materials & Details

## 3 Safe Building Systems and Design

Arrival Sequence  
Access Elevators & Vertical Transportation  
Toilet Rooms  
Air Quality and HVAC Systems

## 4 New Standard for Amenity Spaces

Gathering with Social Distancing  
Nourishment  
Fitness Areas  
Outdoor Spaces

**PDR**

PDR has deep experience working with global companies, real estate advisors and developers to redefine the high-performance workplace. To learn more, visit [www.pdrcorp.com/newnormal](http://www.pdrcorp.com/newnormal)

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## 1 Changes in Leasing Trends

### Reevaluation of Tenant Occupancy Models

- Increased acceptance of Work From Home
- Evolution of Activity-Based Working models
- Scrutiny of office and collaborative seats
- Standardization based on physical distancing

### Separation of Work and Place

- Employer permission to work from places other than the main office
- Focus on what an office can provide that home cannot
- Development of the new office building amenity program

### Implementation of Hygiene Programs

- Reallocation of space utilization per seat
- Strengthening of property cleaning programs
- Enhanced hygiene operations for building amenities

### Evaluation Timeline

Day 1 Occupancy

Near Term 0-6 Months

Long Term 6-24 Months

Future Projects and Properties

## 2 Operations, Maintenance, and Cleaning Programs

## 3 Safe Building Systems and Design

## 4 New Standard for Amenity Spaces

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## 2 Operations, Maintenance, and Cleaning Programs

### Maintenance Policies and Procedures

- Consideration of MERV 14+ or HEPA filters to capture micro-particles
- Prioritization of disinfection over superficial cleaning

### Security and Building Operations

- Respect of physical distancing standards to reduce tenant fears
- Support of tenants' need for staggered hours to reduce density

### Focus on Human Wellness

- Adoption of WELL Building Standard over construction based standards
- Continuation of research to solve for new "clean building standards"

### Scrutiny of Construction Materials and Details

- Implementation of a sanitation program that is effective and economical
- Evaluation of pervasive architectural details that harbor unsafe conditions

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## 2 Operations, Maintenance, and Cleaning Programs

## 3 Safe Building Systems and Design

### Arrival Sequence

- Facilitation of safe and hygienic public paths
- Implementation of touch-less entry devices
- Subscription to app-based platforms for access

### Access Elevators and Vertical Transportation

- Deployment of RFID badges for touch-less elevator call
- Protocols for limits on passenger capacity per cab

### Toilet Rooms

- Installation of touch-less fixtures and stall doors
- Consideration of hygienic paper goods in lieu of hand driers

### Air Quality and HVAC Systems

- Amplification of user control at the individual occupant level
- Adoption of UV light and advanced filters in ductwork systems
- Expansion of fresh air exchanges to prevent micro-particle recirculation

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### Gathering with Social Distancing

Solutions for spaces and furnishings to support collaboration  
Implementation of technology-rich experiences to increase utilization

### Nourishment

Continuation of social energy with physical distancing standards  
Elimination of all self-serve food, condiments, and drinks

### Fitness Areas

Accommodation of distancing with app-based scheduling and physical space  
Visibility of fitness staff frequently cleaning equipment  
Provision for easy access to disinfectants for users to clean equipment

### Outdoor Spaces

Expansion in size, variety and function  
Incorporation of sheltered queuing zones for emergency screening use

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