



*Achieve  
Ambitions*

# COVID-19: Workplace continuity

Preparing for re-entry and reimagining the workplace <sup>®</sup>

**JLL Consulting**

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# COVID-19 Creates the Need for Workplace Continuity



## Crisis Management

**Overall coordination of the response to a crisis**

- Coordinate and manage the response to the crisis
- Establish priorities
- Allocate resources
- Manage operational teams

## Business Continuity Plan

**Safeguard day-to-day business**

- Business objectives
- Business risk and impact analysis
- Business continuity strategy
- Test and audit maintenance

## Disaster Recovery Plan

**Recover after the event**

- Scenario planning
- Business strategy and operating model
- Real estate strategy
- Disaster recovery strategy
- Operational resilience

**Workplace Continuity**

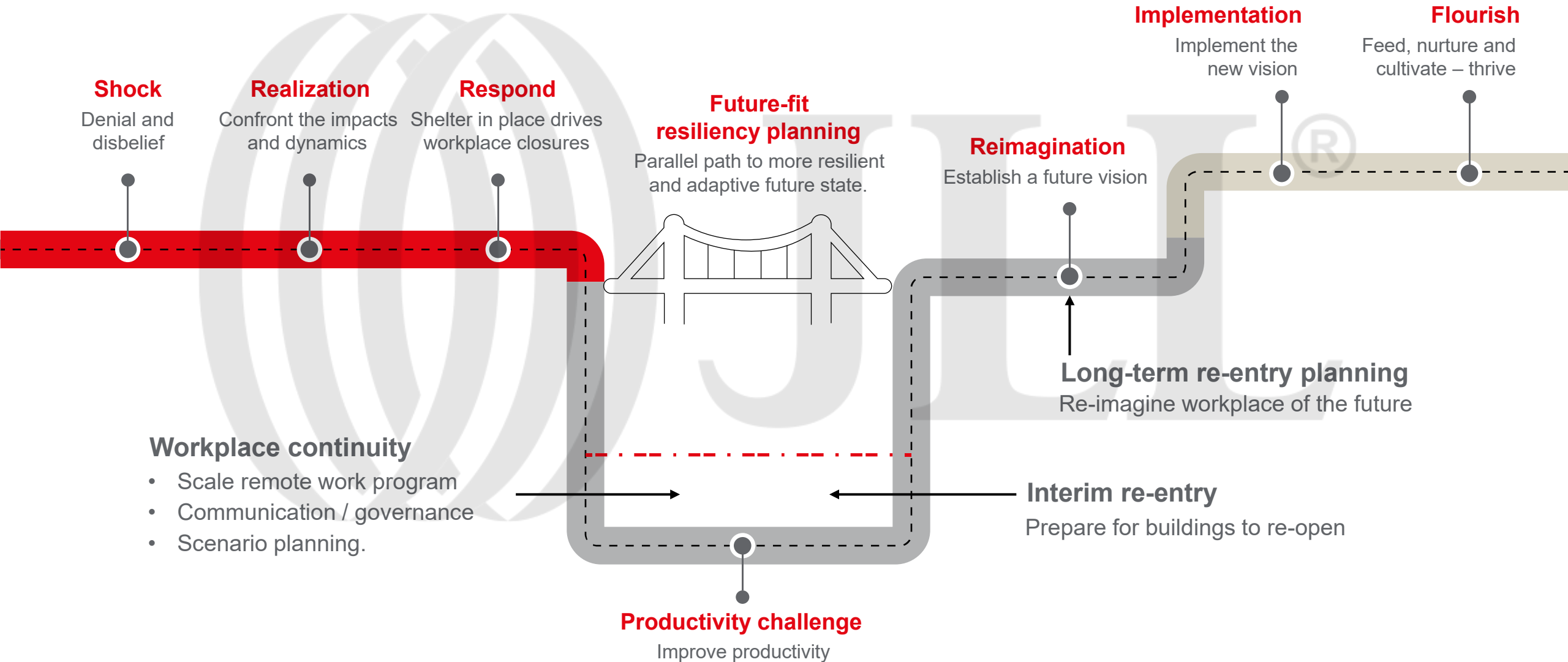
# Workplace Continuity Priorities from March 19<sup>th</sup> Webinar



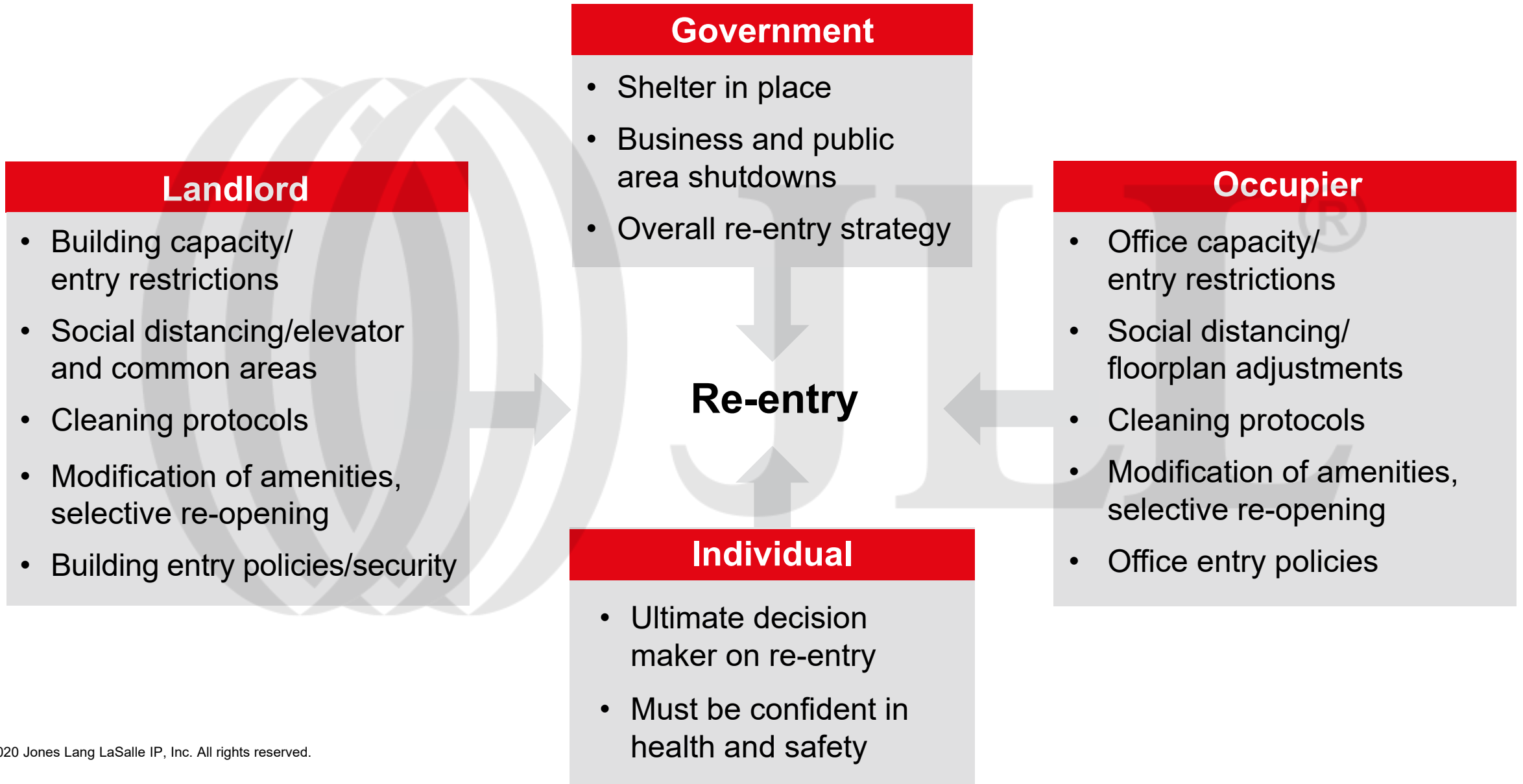
Options	# Selected	% Selected
Preparing COVID-19 “what if” scenarios	196	35%
Building strong communications mechanisms and protocols	192	34%
Achieving remote work scalability	124	22%
Assessing workplace continuity	25	5%
Leveraging alliance partnerships, service providers and vendors	21	4%
Ensuring alignment to enterprise risk management	3	1%
<b>Total</b>	<b>561</b>	<b>100%</b>

Poll question from March 19 webinar

# COVID-19 Client Experience Journey



# Interim Re-entry Considerations

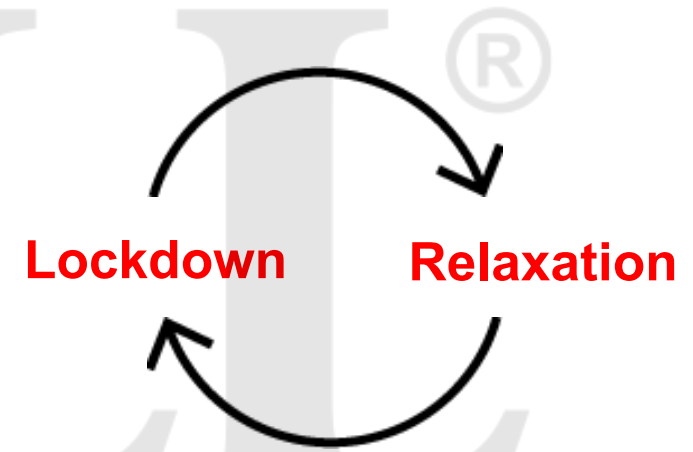


# Understanding the Current COVID-19 Dynamics

Pharmaceutical intervention (vaccination to prevent or medicine to cure) for COVID-19 not yet available



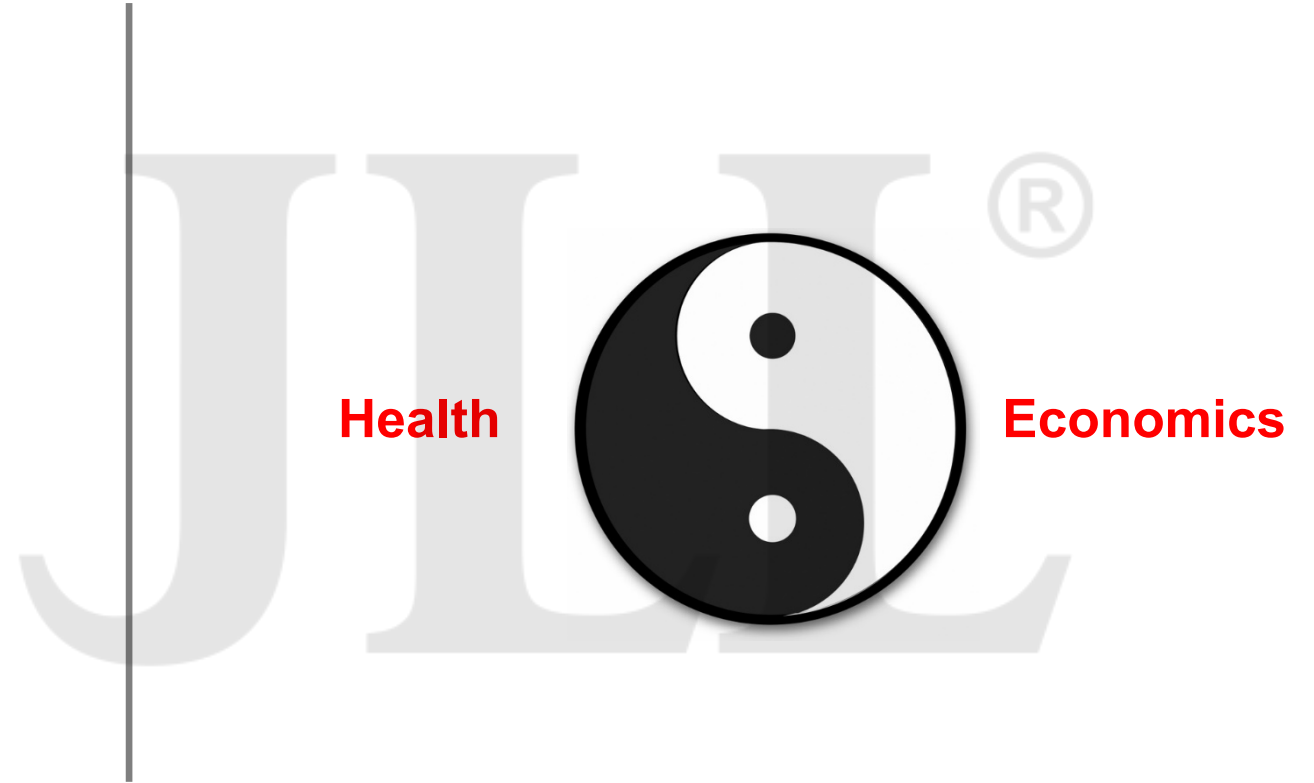
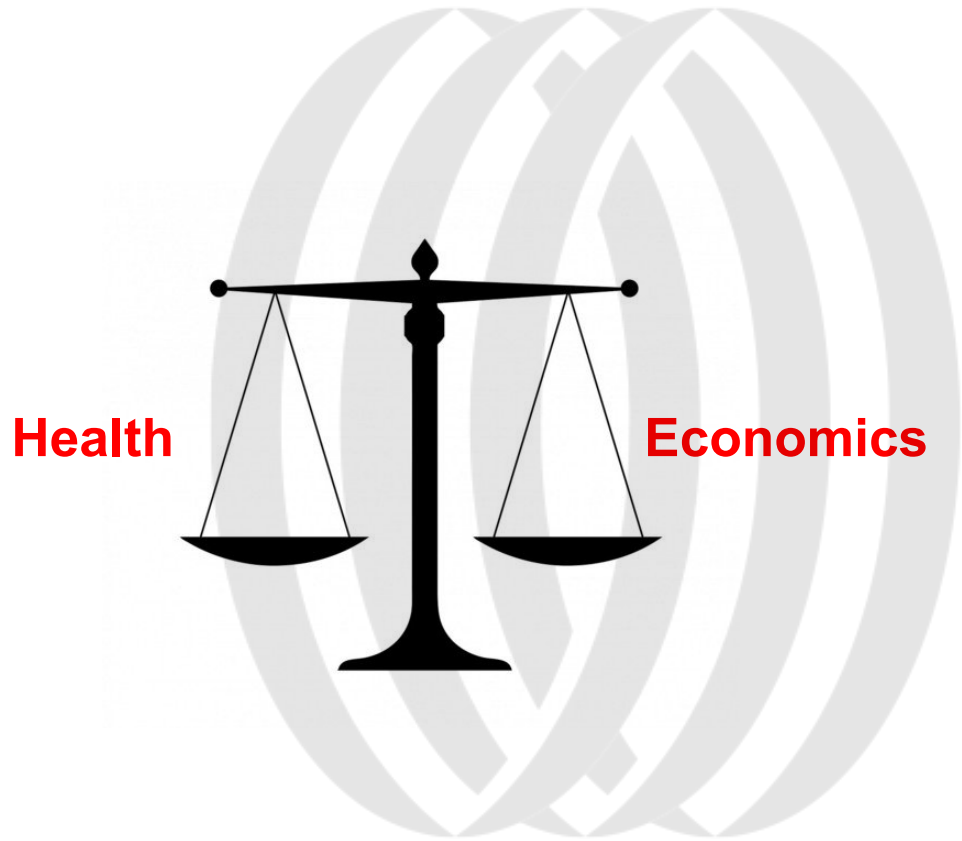
Shelter-in-place and social distancing are only suppression strategies to keep the number of cases below healthcare system capacity; and not a cure



Adaptive triggering (i.e. cycle between lockdown and relaxation) will continue to balance health risk and economic risk until a vaccination and / or medicine is available.

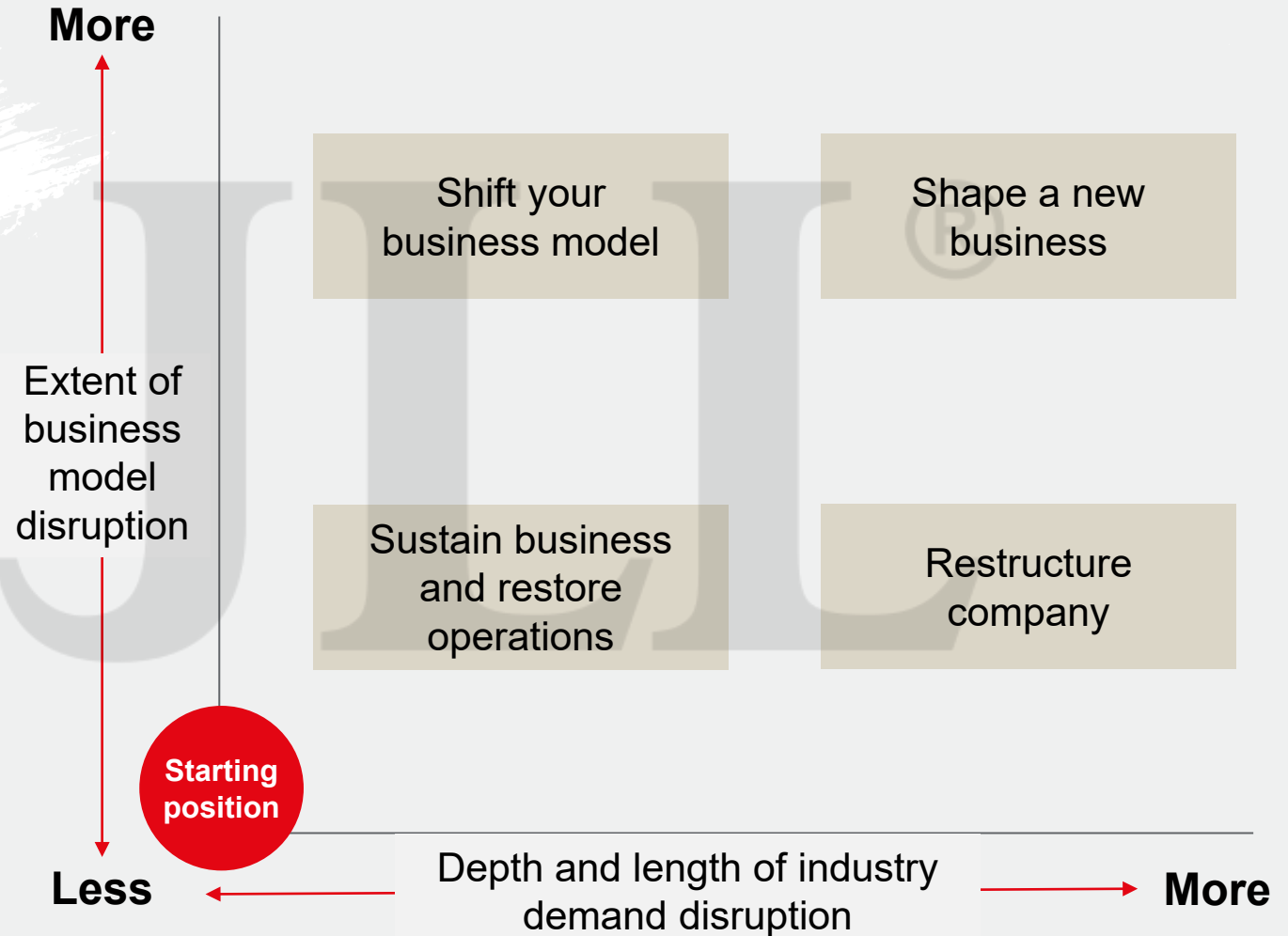


# Reimagining a New Paradigm



# What-if Scenarios for Reimagination

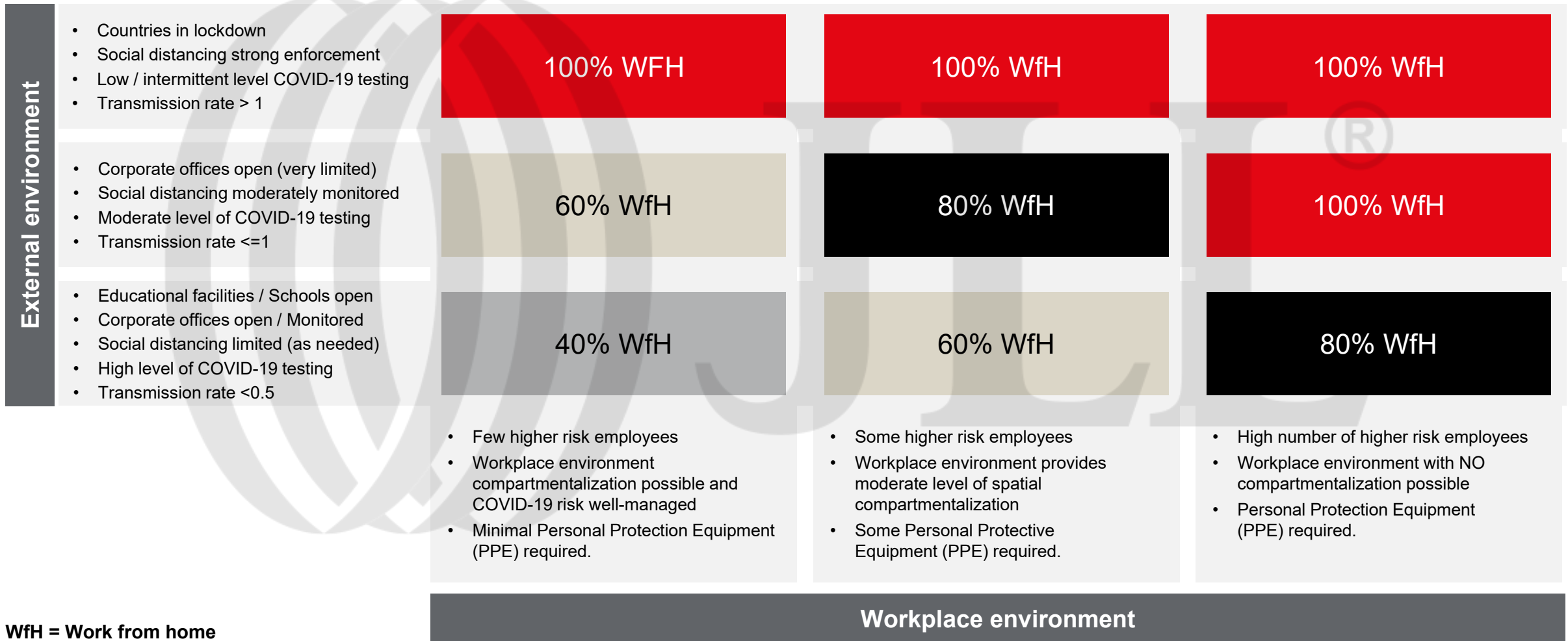
- Gain a realistic view of your starting position
- Develop scenarios for multiple versions of your future
- Establish your posture and guiding vision
- Determine actions and strategic moves that are robust across scenarios
- Set trigger points that drive your organization to act at the right time.



Source: *Getting ahead of the next stage of the coronavirus crisis – McKinsey & Company*



# COVID-19 Workplace Continuity Scenarios

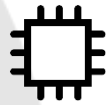


WfH = Work from home

# Reimagination: The Enterprise of the Future

Digital Elastic Workplace Ecosystems\*

Liquid CRE Portfolio Strategies



## Workflows

Digital  
Integrated  
Agile  
Adaptive  
Asynchronous

## Workforce

Engagement  
Fulfillment & Delight  
Well-Being, Health  
& Protection  
Performance

## Workplace

Digital  
AI + Augmented  
Cognitive +  
Digital + Mobile  
Robotic + Virtual

## Workspace

Experience  
Agile + Collaborative  
Immersive + Flexible  
Distributed  
Adaptive

## Building

Intelligent  
Sustainable  
Efficient  
Smart  
Safety

## Portfolio

Flexible  
Always-on  
Data-driven  
Optimized  
Resilient

Brand

Culture

Values

Health

Adaptive & Responsible Enterprise and Real Estate

\*2020 Accenture Productivity in Uncertain Times through Elastic Digital Workplace Research @ March 2020

# Requests we are hearing from Clients



- ✓ Workforce re-entry strategy
- ✓ Facility and building re-opening protocols
- ✓ Workplace and common area adjustments for social distancing
- ✓ Re-entry program management
- ✓ Training workforce and/or staff on re-entry expectations
- ✓ Building confidence with individuals on health and safety
- ✓ Reimagination



*Thank you*

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