IFMA Houston's
August 2020

"Back to Work"
Best Practices

"Back to Work" Best Practices August 13, 2020

IFMA HOUSTON

RECORDING
PANELISTS
QUESTIONS
CORNERSTONE
ILLUMINATION
BOARD
CONTACT

IFMA Houston Chapter
40 YEARS
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Introduction

The following eBook was compiled based on the responses of IFMA Houston's August Panelists from our Back to Work Best Practices Panel.

We hope you find this resource useful in the future as you continue to go back to work.

How to Use this eBook

Each of the tabs are links taking you to that particular section of the eBook. Additionally, some of the sections have multiple pages.

The sections with multiple pages will have the following image in the bottom right hand corner to allow you to "turn the page."



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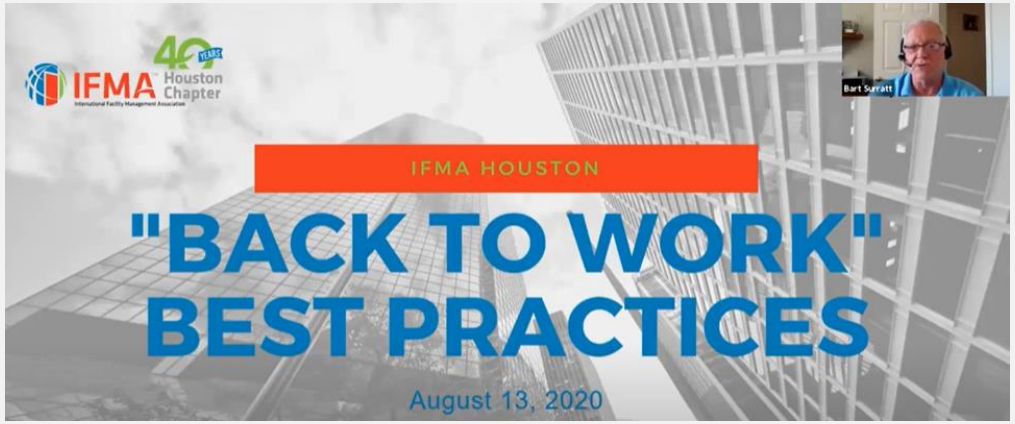
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RECORDING



Click Here to Watch the Replay

Above you will find the recording from the Panel Discussion on Thursday, August 13th.

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PANELISTS - Page 1



Ann Breedveld is a Facility Manager at Memorial Hermann. Ann's passion for Facility Management evolved as a result of 2010 and 2011 Corporate relocations from 9401 and 9301 Southwest Freeway to the Memorial City campus.

This project received an HBJ Landmark award. In years following, Ann has accomplished a number of reconfiguration and restacking projects. She's currently responsible for corporate space utilization of approximately 500K square feet across three campuses housing 2,500 employees. Ann holds a Bachelor's in Business Management, BOMI RPA and IFMA FMP designations, and has 15 years of experience working through the Facility Services process with corporate employees and executive leadership. When she's not working she's enjoying time with family, a classic car collection, and her dog Chevy.



Troy Donahue, FMP has been with the Houston Airport Systems for 38 years. He started as the Manager of Corrective Maintenance before being promoted to the senior Superintendent

He was promoted to his current role of Division Manager in January 2016 at Bush Intercontinental Airport. He earned his FMP designation in 2014.

Troy has been an active member of IFMA Houston since 2015. He is also an active member of the Airport Council.

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PANELISTS - Page 2



As the Director of Facilities for The Menil Collection, ***Wesley Haines, CFM*** oversees the maintenance, custodial, and security teams for the museum's buildings and offices, manages the capital construction projects, and collaborates across departments for numerous other functions including the coordination of exhibition construction. He is a graduate of Texas A&M University at Galveston and a Certified Facility Manager. In his previous career as a Merchant Mariner, he was the youngest employee of Edison Chouest Offshore to be appointed to the position of lead Chief Engineer of a 280 ft. offshore supply vessel.



Glenn Hicks is an Enterprise Account Executive at iOFFICE representing the Southeast region of US.

With over 11 years in the Real Estate and Facilities world, Glenn partners with companies in helping them better understand how the role technology can play in their strategies. Glenn holds a Bachelor's in Computer Information, Master of Business Administration, and several certificates in Process Improvement. When not working, you can find him time with family, cheering on the Dallas Cowboys, trout fishing, wood working, and exploring ATV trails.

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PANELISTS - Page 3



Eric Johnson, CFM has been in Corporate Real Estate and Facilities for 25 years, 17 years at Amegy Bank. He was a core project team member on Amegy's corporate office tower/campus build (Amegy Tower 2014-2017), as well as current construction of a new parking garage and complete building restack/reconstruction at Amegy's downtown campus (Amegy On Main 2018 – 2021). In addition to Facilities Management, his other areas of focus are accounting and financial planning, risk and governance, and other strategic initiatives. He obtained his CFM designation in 2009 and works across business lines in property management and engineering, accounting and finance, strategic planning, and operational efficiencies. He spends his spare time playing/listening to music, time with family, outdoor activities (recreation, fishing, etc.), some travel and general R&R.



Scott Lang, CFM is currently the Americas Real Estate & Facilities Manager for Lloyd's Register responsible for 38 properties within North, Central and South America.

He also carries the designation of CFM of which he is very proud. During his 25 plus years in facilities he has completed numerous interior buildouts, full building restacks, and several office relocations. Scott is very involved in IFMA as the current Vice President of the Houston Chapter and the Membership Committee chair for the Corporate Facilities Council. When Scott is not working he is an avid baseball and football fan and loves spending time with his family.

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PANELISTS - Page 4



Jane Stallings, FMP has been in the Real Estates and Facilities Division of ConocoPhillips for 7 years as a Facilities Project Manager.

As an active member of IFMA since 1998, Jane joined the organization as a Young Professional member and has held numerous leadership roles with the Houston Chapter of IFMA. Currently, she is serving her second term as President of the Houston Chapter, and her sixth year on the Executive Board.

She earned her FMP designation in 2006.



Shantel Woods, FMP is currently a Division Manager with Houston Airport Systems. She has been with the City of Houston for 27 years as a Facility Manager.

She joined IFMA in 2008 and never looked back. She earned her FMP designation and became an active member of the IFMA Houston Chapter along with the Airport Council.

Currently, Shantel holds multiple board positions with the Airport Council – Scholarship & Membership.

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MODERATOR - Page 4



Bart Surratt, CFM has over 25 years of facilities and real estate experience in the Financial Services, Collocation (data centers) and Critical Information Services industries.

A Certified Facility Manager (CFM), 25 + years, through International Facility Management Association (IFMA) and past president of the Houston Chapter. A fun fact .... Bart was in the first group (charter member) of FMer's to earn a CFM designation. Bart has had responsible for corporate offices and global operations management representing over 100 offices and 2.5m square feet. Bart is married with 3 children and lives in Sugarland.

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QUESTIONS - Page 1

Discuss your company's decisions and factors around the decision to reopen.

Eric Johnson, CFM (AMEGY): Since bankers are considered essential workers, they never closed and have been responsible for protecting their employees, as well as, their customers. Some of their campus sites and other back offices that were "less" critical did close down. But overall, Amegy Bank has followed the CDC guidelines, put disinfection protocols in place, and made PPE available for employees and customers entering their buildings.

Ann Breedveld (MEMORIAL HERMANN): Because of their industry, some of their departments were unable to close. Memorial Hermann put safety protocols in place to restrict foot traffic access throughout buildings and skyways/walkways. Those employees and visitors who were granted access into their buildings were required to go through a screening process. Additionally, everyone was required to wear a face mask and socially distance.

Jane Stallings, FMP (CONOCOPHILLIPS): ConocoPhillips has worked hard to protect their employees through putting process and procedures into place regarding sanitization, PPE, and lots of signage throughout their buildings and sites globally. Additionally, they have made space modifications in order to accommodate for social distancing. Because ConocoPhillips is a global corporation, they made it a priority to share these procedures globally with all of their sites.

Troy Donahue, FMP (HOUSTON AIRPORT SYSTEMS): With the Houston Airport Systems, they reduced the number of employees in any one area of the airport. It was a priority to restrict large meeting rooms, and communications and meetings were moved from in-person to virtual. The airport started using Microsoft Teams for their meetings and other communications. They separated teams and some offsite facilities in order to avoid the sharing of equipment.

Scott Lang, CFM (LLOYD'S REGISTER): Because Lloyd's Register has locations in a variety of locations, before they could open, it was important they noticed a decrease in COVID cases in those cities prior to considering re-opening their offices. Once it was confirmed the COVID case numbers were down, digital inspections and surveys of sites were completed. Currently, the sites are slowly opening back up, but they are currently only at 50% capacity.

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QUESTIONS - Page 2

Wesley Haines, CFM (MENIL FOUNDATION): There were 2 parts to the Menil Foundation's re-opening plan. The first part of the plan was to re-open to employees and the second part of the plan was to offer the public direct, personal encounters with works of art, per the mission statement. For their employees, they offered a flexible work schedule. The Foundation looked at local hospitalization levels to determine whether or not it was safe to re-open the museum to guests and employees. They felt is was important to, also, monitor the availability of cleaning products, hand sanitizer, face masks, PPE and physical barriers, in order to know whether it was safe to re-open.

What specific procedures have you put in place in order to safely re-open?

Wesley Haines, CFM (MENIL FOUNDATION): Specifically, the Menil Foundation made it a priority to educate their employees prior to re-opening the museum to the general public regarding social distancing practices, proper handwashing techniques, how to self-screen before coming to work, the proper way to clean and disinfect their person work spaces (since some employees expressed concerns with others entering their personal spaces). Doing this allowed their custodial staff to focus more on the high touch areas for sanitization.

Wesley Haines, CFM (MENIL FOUNDATION) continued: They discouraged in-person meetings, adjusted traffic flow throughout the building, held trainings on how to communicate with guests while wearing masks by using hand signals, etc. Additionally, they communicated with museums across the country in order to discuss any issues others had with guests to try to mitigate issues up-front.

Eric Johnson, CFM (AMEGY): It was important for their buildings to come up with a plan for those coming back to the office. They created floor plans to secure proper spacing and distancing in the work environment. They required everyone – guests and employees – to wear masks while inside the building. Additionally, they communicated with clients exactly what they were doing for them to keep them safe and what was required of them to enter the Amegy space. In order to make the process easier easier, they provided masks at the door for everyone entering the building and hand sanitizer stations around the building. The most important lesson learned was to be flexible and nimble, because everything was constantly changing. Local hospitalization and positivity rates are being monitored as phased re-openings are moving forward. A Task Force still meets regularly to discuss what is working and what isn't, and what changes need to be made moving forward.

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QUESTIONS - Page 3

What specific procedures have you put in place in order to safely re-open? (continued)

Jane Stallings, FMP (CONOCOPHILLIPS): There were essential workers in the building at all times, so it was important, early on, was create a crisis management team that kept the leadership team informed at all times. A desk drop was completed immediately with contact tracing diaries and face masks. Additionally, ConocoPhillips provided a basic "How-To" and why instructions about COVID, along with digital signage, videos, etc. for those coming back to office to keep them informed about changes in the office. Hand sanitizer dispensers were distributed throughout the facilities, updates to the HVAC systems, along with adding thermal scanning units to the turnstiles in the lobby as people enter the buildings. Face masks are offered throughout our building for everyone to make it easier to implement the face mask mandate.

What specific equipment and signage have you purchased to allow for re-opening?

Shantel Woods, FMP (HOUSTON AIRPORT SYSTEMS): The Houston Airport System has put down floor decals to help enforce social distancing and limited walkways with directional signs to encourage people not to pass each other on walkways through the airport. Additionally, for the employees, plexi-glass dividers were installed between cubicles and sneeze guards were installed at podiums. There are signs in all of the elevators to encourage social distancing. Chairs were removed in all of the conference rooms in order to limit the number of the people who were allowed to meet in person, and the occupancy signs were all updated in those conference rooms, as well as in elevators and restrooms.

Ann Breedveld (MEMORIAL HERMANN): Memorial Hermann has been checking temperatures of everyone entering the hospital facilities, and installed thermal scanners. Hand Sanitizer stations have been installed throughout the facilities and campuses, and masks are mandatory in all of the facilities. Clear signage can be found throughout the hospitals, on the floors, elevators, etc. to encourage and remind about social distancing. Virtual meetings are strong encouraged, in lieu of in-person meetings. The goal is to restrict as much foot traffic on the Memorial Hermann campuses as possible, and what foot traffic cannot be restricted, require those people to go through the screening process.

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QUESTIONS - Page 4

What are new protocols related to visitors, deliveries, etc. during this time?

Eric Johnson, CFM (AMEGY BANK): Because the bankers are considered essential, they have remained in the office during the times that most have worked from home. Therefore, there have been certain visitors, deliveries, etc. that needed to be maintained, like coffee deliveries, for example, to our retail locations. For Eric, specifically, one of the challenges encountered was an ongoing construction project during this time, when workers were still constantly entering and exiting their sites on a regular basis. The vendors Amegy worked with during this time had written protocols in place that were shared with Amegy, and vice versa to eliminate any divergence. If vendors arrived without masks, they were not allowed to complete deliveries. Mask wearing and social distancing was enforced on the construction site as much as possible during construction. The sites in California were doing temperature checks and daily COVID testing prior to allowing anyone on site. The decisions were made at the local sites not to install temperature sensors.

Troy Donahue, FMP (HOUSTON AIRPORT SYSTEMS): All guests and employees are required to wear masks to enter the terminal. Delivery people are required to check-in and have their temperatures scanned prior to coming on site.

Wesley Haynes, CFM (MENIL FOUNDATION): The Foundation is limiting the number of visitors allowed in the building. The leadership came up with occupancy numbers they felt the employees would feel comfortable with having there. As people enter and leave the building, they are carefully being counted in order to keep track of the number of people in the building.

TECHNOLOGY QUESTIONS:

Have you had to make modifications or enhancements to the technology used to address your meeting needs, capacity support, hybrid participation, etc?

Glenn Hicks (iOFFICE): Because iOFFICE is a technology company, it was important to see how everyone was adapting to the changes going on, as a result of COVID-19. It was important that everyone had access to the technologies like ZOOM, WebEx and Microsoft Teams. Additionally, companies could no longer have 20 people in a conference room, and specifically, for iOFFICE's space, they were down to approximately 30% capacity, so they chose to work in shifts in order to make it safe to work in their office space. iOFFICE uses technology and sensors that identify areas that are used more than others and therefore require more attention when it comes to sanitization and cleaning. Desk booking has become something that organizations have prioritized, which allows flexibility in the work space. Additionally, the implementation of touchless visitor registration and QR codes have become very popular.

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QUESTIONS – Page 5

For those who are tenants of buildings, how has your relationship been with your property managers in dealing with your changes in needs and requirements?

Scott Lang, CFM (LLOYD'S REGISTER): Because Lloyd's Register leases about 90% of their office space right now, the organization has had multiple conversations with their landlords , and it has all been very professional. Because our sites are all over, the COVID situations are different in the different locations. Some of the buildings are requiring COVID testing. There are certain sites where the discussion with the landlord has been about closing office space for the remainder of 2020. Scott mentioned that some landlords have actually come to him offering rent abatement for a couple of months, if needed. Additionally, Scott has reached out to several of his landlords about reducing space needs, since remote working has been so successful during this time. Most of the landlords have been very understanding and accommodating.

Q&A – Audience Participation

Firms/Organizations limiting access to common areas like break rooms, etc. How are your companies dealing with this limitation?

Wesley Haynes, CFM (MENIL FOUNDATION): The Menil Foundation has closed off all of the conference rooms in the building and the employees are only using teleconferencing and virtual for the time being. The organization has purchased a ZOOM subscription for people to utilize for these virtual meetings.

Eric Johnson, CFM (AMEGY): All of Amegy Bank's conference centers have been closed, but the break rooms have not been closed down because they have consistently had employees working during these times when others have not. Face masks, gloves, and other forms of PPE have all been required when social distancing is not possible.

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QUESTIONS – Page 5

Where are the gaps in technology, and what have you discovered technology needs to provide in order to meet the Facility Managers' needs?

Glenn Hicks (IOFFICE): The facility managers were asking how they could keep the space they had and still comply with social distancing requirements. It was important to be able to show Facility Managers how technology could assist them in solving problems they were having in the modern COVID world. Showing them that using a spreadsheet or PDF wasn't going to do that.

Additionally, we found it was important to explain what desk booking was and how they could utilize it in their environment. Most organizations were using Outlook to organize their conference spaces, but Outlook did not necessarily have the capabilities to organize virtually.

Jane Stallings, FMP (CONOCOPHILLIPS): Employees were so successful working from home, a concern is that they might not want to come back to the office to work. ConocoPhillips has a concern that some of our younger generation might want to work from home permanently.

Is there any specific statistical data that you are using to figure out your re-opening determinations? For example, Texas Medical Center ICU occupancy, etc.

Wesley Haynes, CFM (MENIL FOUNDATION): The Menil Foundation has not placed any specific measurements or thresholds, but the foundation is constantly reviewing the trend over time. The Greater Houston Partnership has some great information on their website, including a "Reopen Houston Safely Monitoring Dashboard". It isn't based purely on hospitalization rates, but instead, it includes the positive growth tend, daily case growth overall, medical supplies, etc.

Eric Johnson, CFM (AMEGY): Amegy Bank is, also, considering a number of factors within the medical community, not just one factor. The organization has to consider all sides in order to make that kind of determination including legal, HR, medical, etc.

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QUESTIONS - Page 6

Are there certain things that will permanently change post-COVID?

Troy Donahue, FMP (HOUSTON AIRPORT SYSTEMS): The Airport Systems are hopeful that life will get back to normal with people flying and out.

Ann Breedveld (MEMORIAL HERMANN): Similar to what Jane mentioned earlier with ConocoPhillips, Memorial Hermann believes they have had people have been successful working remotely, and may want to stay home. The hospital has put a task force in place to take a look at the feasibility of working from home. Additionally, from this point forward, cleaning will always be held to a higher standard than before.

Wesley Haynes, CFM (MENIL FOUNDATION): As facility managers, another permanent change will be investing in indoor air quality improvements. If you upgrade your air filtration system or install UV or bipolar ionization systems, there will be changes and upgrades to those in the future.

Is there a prediction on permanent percentage of reduction in the office workforce? Is there anyway to know what your reduction is going to be or look like?

Scott Lang, CFM (LLOYD'S REGISTER): At Lloyd's Register, we are currently looking at a new project called "Future Ways of Working." The project looks at the way our employees work instead of where they are working. The project is focused on more efficient working. The company is focusing mostly on our employees working from remote locations, more than them working from home. For example, what Glenn Hicks mentioned about "neighborhoods," instead of the traditional idea of a cubicle workspace. Implementing this idea could cut Lloyd's Register's workforce costs by 50%.

Have any of you completed comparisons to others in your respective markets? And has that influenced your protocols?

Scott Lang, CFM (LLOYD'S REGISTER): With surveyors and assessors from a technology standpoint, Lloyd's Register has. Since the surveyors, inspectors, and assessors have to go onto to ships and tanks to do inspections, technology is becoming more widely used in the industry to complete these inspections with the use of drones in order to avoid having to send those people onto the ships.

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Have any of you completed comparisons to others in your respective markets? And has that influenced your protocols?

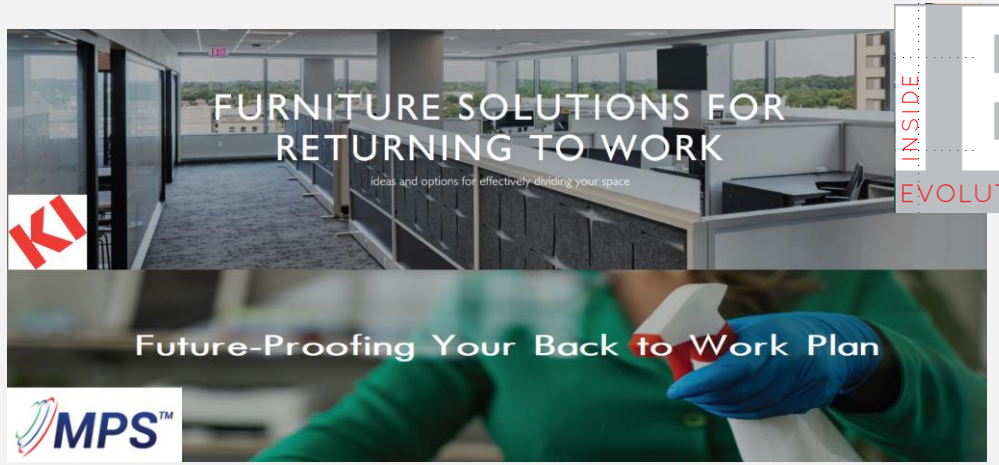
Eric Johnson, CFM (AMEGY): Because Amegy has affiliates in multiple states (California, Nevada, Arizona, etc.), they all run independently as "d.b.a."s. These affiliates have been the benchmarks for other AMEGY affiliates to see what works and what does not. Doing this has allowed for a lot of alignment in these groups, as well.

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CORNERSTONE - Page 1



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ILLUMINATION – Page 1

BEST PRACTICES

Returning to the Office

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Welcome your coworkers back to the office by sanitizing and disinfecting all the surfaces in the building. Help them breathe easy in their workspace.

- **Increase the frequency of your enhanced and touchpoint cleaning** and consider scheduled electrostatic applied disinfection. Wiping alone is not sufficient.
- **Clarify your scope of work with your vendors carefully**—you need to understand what they are spraying. Make sure the toxicity is low, near-neutral pH, food-grade, EPA-registered and on the N-approved list.
- **Upgrade your vacuums to dual-motor** upright devices with HEPA filters.
- **Avoid low-moisture, foam or encapsulation cleaning** for your back-to-work initial carpet clean. Switch to deep cleaning that includes pre-vacuuming, pre-agitating, and hot water extraction with 160-degree water.

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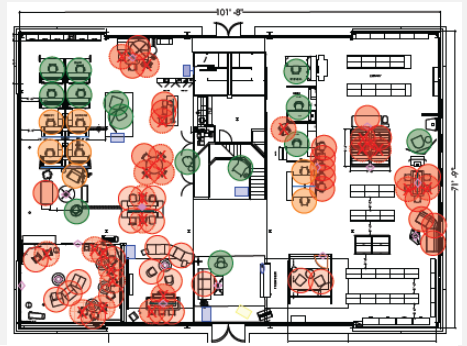
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our social distancing assessment //

Know your options when it comes to repurposing and restructuring the way your workspace flows and functions. With our Social Distancing Assessment, we take the hard work out of rethinking your workspace, so that it serves your team and clients with optimal efficiency in a safe environment.



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- Your vision
- Preliminary budget

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We will set our focus on the specific demands of your workspace. We can help you best determine:

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- Ideal seating conditions for workstations and collaboration areas
- Safety signage needs throughout your facility

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A review of existing drawings will be necessary to assess your facility's current state and assist with strategy. To better establish a plan for your facility, we will use tools such as:

- Existing CET drawings
- CAD 2D or 3D designs
- Applied symbols to accurately identify potential needs

EXPERIENCE

You will receive items you can use to make your workplace a safe space. You will receive:

- An outlined document of potential needs
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- A map identifying capacity and general safety reminders
- A template of signage with editing capabilities
- Training on how to use and read the plan set in place for your facility

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ILLUMINATION - Page 2



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Thank you so much, again, for attending the IFMA Houston August Virtual presentation on Thursday, August 13, 2020.

Should you have any questions or need to contact IFMA Houston for any reason, please do not hesitate to reach out to our Chapter Administrator, Melissa Bennett, who is currently still working from home.

As a result, email is still the best way of communicating at this time.

Thank you,
IFMA Houston
admin@ifmahouston.org

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