



**Navigating COVID-19: Six New Questions Answered by CRE Professional
CoreNet NorCal Special Interest Group
Session #2 – March 31, 2020**

In response to the impact COVID-19 is having on our members and member-companies, the CoreNet Northern California leadership has 'stood up' the COVID-19 Special Interest Group (SIG). The intent of this SIG is to convene (virtually) members from member-companies to share challenges and emerging best practices related to COVID-19 and crisis management generally. We will be convening this SIG frequently to both support our members and member-companies, and to create a body of resources and best-practices.

Session #2 of the COVID-19 SIG was held March 31, 2020, bringing together 9 CRE leaders representing 9 member companies.

Below is a list of the topics discussed during Session #2:

1. **What is your company's response to COVID-19?** Most companies have taken the approach to completely shut down their offices and only have security or skeleton crew onsite. Janitorial staff is only there to support the security. One end user company is considered an essential business, so the campus is still open, but efforts are being made to minimize the number of workers who need to be onsite by having essential employees do shift work. Key employees have been identified to keep people at minimum.
2. **What considerations are being made for parents?** Employee assistance programs are being rolled out like access to meditation apps and live video series throughout the day that get employees children involved. Mirroring office interactions and planning Coffee check-in to talk about your kids or show pictures of kids. Adding a weekly newsletter wrap up email to incorporate non work-related items including pictures of employee's dogs, family, etc. HR departments and managers communicating and being understanding that work hours may need to be shifted.
3. **How have companies who don't have a traditional WFH policy adapted?** Companies are navigating how to support ancillary employees by allowing them to have a more comfortable at home set up but not everyone is being allowed to borrow items. Financial support is being provided for employees to purchase home office equipment but is limited. Some companies are leaning into their current global ergonomics policy and stick with their \$250 cap. Accommodations are being made if there is a doctor's note. Slack channels are being created companywide to address tech issues so IT can assist and continue to help their employees.
4. **What are plans and considerations around 'return to work' scenarios?** Even after Shelter in Place is lifted, not everyone will be returning to work. Companies plan on

phasing back in beginning with workplace services because time is needed to get the office back up and running. The transition period can take up to a month and people are not being forced to come back in immediately. Example in China offices (specifically Wuhan): Return to work has begun, but not all at once. Employees are assigned numbers which corresponds to a day in the week that they can go into the office. Temperatures are being recorded at the building entrance, at the front desk, and tracked by HR departments.

5. **How are you managing risks and expenses?** Minimizing risk by completely shutting down the site. Any construction projects that are shut down or delayed are being looked at in terms of lease impact. All extensions that need to be made are being tracked and companies are running multiple 'what if' scenarios.
6. **What does wage continuation look like for service providers and contractors?** Companies are trying to be empathetic and look at what is the right thing to do while looking at the short, medium, and long-term planning.

