



Everything You Wish You Had Known About Remote Working

By Peter Andrew, Cole Purdie, and Grant Morrison, CBRE

Remote working is often talked about in mainstream front offices, but until recently, rarely executed at scale. In the past month, organizations equipped with the right policies – and an empowered workforce – have transitioned relatively seamlessly in response to immediate needs for social distancing while maintaining business continuity.

In contrast, underprepared companies faced the risk of productivity loss due to numerous challenges. Some of the issues they didn't foresee ranged from the inaccessibility of digital files and business platforms to ineffective management approaches. Many organizations realized – too late – that they didn't have the right type of technology to support remote working.



This month, CBRE's two-office strategy in Singapore seamlessly switched gears in response to COVID-19. Activity Based Work areas were easily repurposed to accommodate split teams between offices; distinct neighborhoods and work zones enabled social distancing; and our technology infrastructure supported secure access to work files and to the CBRE platform.

So, what do you need to know now to make your business more agile when implementing remote working as a Business Continuity Plan (BCP) strategy?

Workplace portfolios can be much more flexible

Organizations with multiple offices within a city have more options to maintain continuity than those reliant on a single office. Not all these spaces need to be owned or leased by an organization; a core office can be supported by access to flexible space available 'on demand' from serviced office and co-working providers.

Multi-site strategies allow teams to be split between offices for social distancing, minimizing the risk of a whole team being taken out of action due to an unexpected event, and ensuring business infrastructure continuity.

continued on page 5

Member Spotlight

Jennifer
Kozicki,

Workplace Architect,
Audible, Inc.



By Kelley Douglass, Oldcastle BuildingEnvelope

What are your general job responsibilities / areas of expertise?

I'm currently a part of Audible's Workplace Team and work on large and small projects from planning into design through construction. I work with our employees from programming to change management. I'm a licensed Architect which helps when coordinating with our consultants through these projects to be able to make in-field decisions to stick to our schedule and budget.

Tell me about your company.

Audible is the world's largest seller and producer of audiobooks and other spoken-word entertainment, enriching the lives of our millions of listeners every day. With our customer-centric approach to technological innovation and superior programming, Audible has reinvented a media category, and is the driving force behind today's audio entertainment revolution.

How did you become familiar with CoreNet?

In my previous life in architecture firms, I was always familiar with CoreNet. I went to a few events and presentations in the past. In this new role on the client side, I feel that it is important to stay connected to the industry through this great organization. A good friend of mine asked if Audible would be a sponsor so she brought us in!

continued on page 4

Don't Miss These Events!

- May 12: **CoreNet Coffee with Joe Rossi, Verizon**
- May 15: **Virtual Happy Hour**
- May 21: **Women's Group Breakfast, Part 2**
- Sept. 1: **Annual Golf Outing**
Morris County Golf Club, Morristown, NJ
- Oct. 26-27: **CoreNet Global Summit | Virtual**

Visit the [events section](#) of the chapter website for more information and to register.

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Letter from the President

I hope this note finds you and your loved ones safe and healthy during these difficult times. While our world has changed dramatically and we all struggle to accept this new reality, I am heartened by our industry's ability to adapt. As corporate real estate professionals we are trained to be problem solvers, see the possibility of new opportunities and move forward with resiliency. I am proud to be part of our amazing network of professionals and see so much corporate real estate innovation from our peers related to coping with the pandemic and adapting to new ways of working.

I am pleased to see our community forging more connections in different ways as we endeavor to stay connected from a distance. Although the technology has been available for years, COVID-19 has made it newly imperative for us to leverage new ways of connecting online to strengthen and empower our community and friendships.

Our Board of Directors and Committee Members will continue to monitor the situation as we plan future initiatives and look to engage with our membership in new ways. Please watch your email for these announcements. Also, as we move forward with more virtual events, we are looking to our members to share their thought leadership and relevant topics of interest. If you have articles or thought leaders with a story to tell, please [reach out to me](#) to discuss creating a program to share with our membership via our various committees.

Thank you for doing what you can to stay closely connected with our CoreNet community during this challenging time.



Sincerely,

Jeff Weidenborner
President, CoreNet New Jersey



SAVE THE DATE

2020 CoreNet New Jersey

Golf Outing

September 1st

Morris County Golf Club, Morristown, NJ

2020

CoreNet Global Summit North America Update

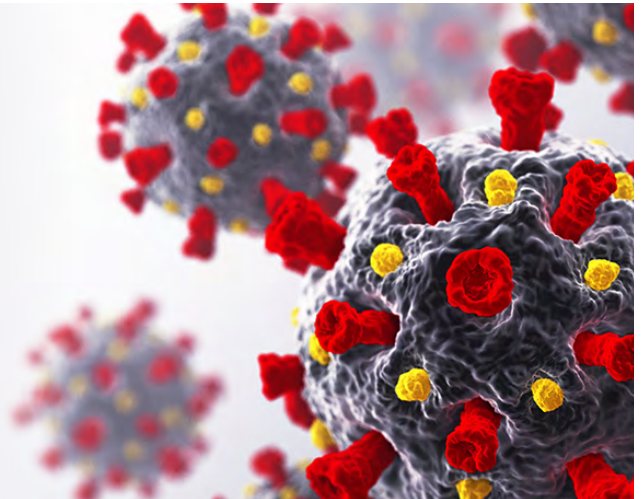
The 2020 CoreNet Global Summit | North America that was scheduled to be held in Washington, DC has been canceled. There will be a virtual Summit held October 10/26- 10/27.

More information to follow.

Chapter Message: **COVID-19**

As the concerns associated with COVID-19 continue, so does unease in our community. If you are in need of support - you have it. Now is a great time to leverage relationships as we work to determine the best possible solutions for the challenges. Our CoreNet Chapter is a community, and we continue to encourage connecting with each other. Please utilize our growing social media pages ([LinkedIn](#) and [Facebook](#)) to facilitate conversations, and to share topics for discussion. We look forward to bringing you an array of in person programs as soon as it is safe to do so.

The various NJ Committees are working on alternative meet ups and virtual education sessions to be announced shortly. For additional information, visit the [COVID-19 Resources Page](#).



CoreNet Global Hackathon: A COVID-19 Virtual Ideation Experience

By Matthew Negron, Dauphin

The corporate real estate community is coming together to respond to the challenges posed by COVID-19. To that end, CoreNet Global has established a Hackathon, which provides an opportunity to ideate with peers across the globe to develop collective solutions for the crisis. The chapter has formed a team with seven members to 'hack' into the topic of workplace well-being. The team is addressing the protocols and changes in the office with regard to well-being, mindfulness, and enhancing health and safety of the workplace. The team has broken the topic into three main subjects - people, physical space, and communication. The findings will be submitted to CoreNet Global on May 8th with a 1,500 word essay and 10 presentation slides.

Thank you to the following team members:

Team Leaders

Matthew Negron, Dauphin

Lisa Brinkman, HOK

Team Members

Jennifer Kozicki, Audible

Karen Ehrenworth, Verizon

John Giordano, Avison Young - US

Kate Caruso, HLW

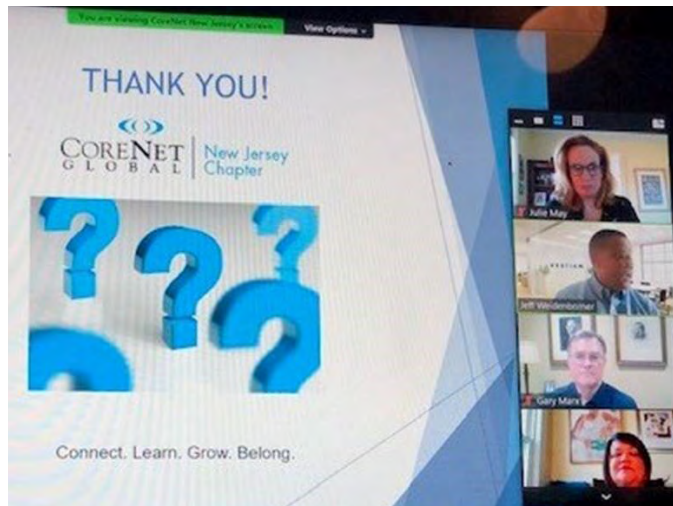
Andrea Megnin, Barclays



Round Table Discussion with Kay Sargent, HOK Director of Workplace

By Veronica Stampfl, Dauphin

As news of people going back to work spread, our industry has been actively researching to find ways to make the office safe. On April 24, CoreNet NJ held a round table discussion on the topic, “What Will Be the COVID-19 Takeaways for the Workplace?” led by HOK Senior Principal and Director of Workplace Kay Sargent. Kay began by giving an overview of the *New Now* enumerating the physical and behavioral shifts that will be taking place as we venture into designing the workplace of the future. Most of the questions asked by the audience focused on finding solutions to address the immediate need to provide employees with a safe place to work once shelter-in-place has been lifted. As an end note, Kay challenged the community to think outside the box and to seize this time as an opportunity to design spaces that will set us on a path forward to accommodate the new way of work and into the future.



CoreNet NJ Virtual New Member Orientation

By Julie May, Gunlocke

The Membership Committee held the spring New Member Orientation virtually for the first time on April 21st. Thirty participants dialed in to learn more about what the chapter has to offer, including ways to get involved with committees, networking and educational events, as well as giving back to the community. For more information on committee involvement, [click here](#) or reach out to newjersey@corenetglobal.org

Member Spotlight *continued from page 1*

How have you benefitted from being a member?

Being a member for a short period of time, I'm amazed at the sharing of knowledge that I've already seen. This is a hard time for us all and being in constant communication, strategizing about the future and learning from each other are all great benefits I've seen so far!

The best piece of advice I ever received was...

Define what your boss's biggest problems are and then pick the ones you want to fix. Layout what you might need to accomplish it. Helping your boss look good, makes you look good and adds to your value.

One thing I can't live without is...

My puppy! Kozy Kozicki (hehehe) is my adorable puppy who is now seven years old. She is always happy to see me, loves me no matter what and is always up for a snuggle. Without her I'd be 10 lbs. heavier, as we love to hike together and she is happy to eat my leftovers!

Some of my favorites...

Book: Hum... my favorite book is "Pride and Prejudice," but my favorite listen is "Call Me God," which is about the DC sniper.

Food: Anything my boyfriend makes – he's such a good cook, but also sushi which I would love to learn how to make myself someday!

Hobby: I live on a Christmas tree farm – so all kinds of outdoor work, whether in the garden, mowing the lawn or trimming trees! If I'm outside working with my hands, I'm a happy lady!

Vacation Spot: Just picking one is too hard, but Barcelona is one of my favorite cities. Costa Rica was the most adventurous trip and Cambodia has some of my favorite old architecture.

Restaurant: Stanton Italian Table by Flemington NJ is by far our favorite place to eat. It is one of those places that I never order off the menu because the specials are always amazing. The chef is so friendly and the atmosphere is warm and cozy.

Things to do on weekends: Mowing the lawn and yard work usually take up one weekend day. The other is spent with family, cooking or out exploring!



Share Your News in the CoreNet New Jersey Quarterly Newsletter

Are you or your company doing something interesting and relevant in corporate real estate that you'd like to share? We're looking for articles that focus on topics like industry best practices, current real estate trends, crisis management, technology, construction and design. Submit your content to newjersey@corenetglobal.org and we'll review to include in upcoming issues.

Everything You Wish You Had Known About Remote Working *continued from page 1*

For organizations without a two-office option, a flexible approach to workplace design can also be extremely effective at managing volatile and unpredictable headcounts in the short and medium term.

Less paper, more cloud = instant ability to enact remote working

Building resilience into daily work processes is also a good idea. Encourage your employees to migrate their work files to a secure cloud system as a matter of habit. That way, if remote working policies kick in, they will be able to access their files easily and remain productive.

In addition to being the most environmentally responsible solution, going paperless is a good way to ensure that your organization stays nimble. Any company that relies too heavily on physical documents is bound to be hampered by an indefinite period of remote working. If your business is slowing down because you can't get important documents signed, then it's time to consider the benefits of a paperless office.

What happens if the lights go off?

Business continuity plans involve much more than deciding which remote work policy to adopt. Companies should be thinking of possible worst-case scenarios from an operational standpoint. For instance, what happens if you don't have access to your server and comms room for three weeks? Have you ensured that your infrastructure implements the necessary uninterruptible power supply (UPS) devices and other technology fallbacks for BCP?

Factoring all these considerations into your everyday operation is essential so you can be prepared for any eventuality.

Be ready to act quickly to avoid security risk and limit confusion

Imagine a scenario where you tell your employees to start working from home, without offering any clear guidance on the protocols to follow. This could lead to a wide range of potential security issues, such as employees working on public wi-fi networks, downloading confidential files to their personal laptops or emailing business documents to personal email addresses.

To avoid these security pitfalls, always ensure that you are communicating clear guidelines to your staff. For instance, when CBRE started implementing BCP measures in our Singapore office, we sent all employees a "work from home" toolkit, explaining how to securely access the company network and how to avail of our digital collaboration tools. This type of communication is essential to mitigate the inherent risks of remote working.

Are you still stuck managing work productivity by presence?

Many managers today still rely on "seeing their people" in order to manage them. They feel nervous that work won't get done if they are not around to supervise. While that may be true for some junior staff or specific

roles, most employees nowadays can be managed by their performance, removing the need for the constant physical presence of their managers.

Organizations that currently implement remote working solutions or desk-sharing workplaces are already familiar with shifting management style away from presence to performance, and are well prepared for an unexpected shift to substantial remote working.

How future proof are your leaders?

All too often, senior leaders are the last to adopt new technologies in the workplace. This may not seem like a priority when business is running smoothly, but a lack of preparedness can prove detrimental if a crisis strikes. A leadership team that doesn't practice what it preaches won't instill confidence in its employees.

In remote working situations, leaders should set an example by proactively using all the digital tools recommended by the company. This will encourage employees to follow their lead and more importantly, convey to them that the leadership team is forward-thinking and adaptive in challenging times. Change management, and efforts enabling leaders to 'lead from the front' where technology is concerned, is always valuable time spent.

Many of our current work practices are redundant

When the dust settles from current events, the world's biggest remote working experiment will be over. What will we have learned?

Clearly some organizations will have been better prepared for remote working and social distancing in offices than others. Organizations will learn from this experience and implement better technology, platforms and processes to enable a rapid response to future unexpected challenges.

CBRE sees a broader learning and some bigger opportunities:

- Why do we have so many unproductive meetings today – we didn't miss them when we didn't have them, so maybe we should make more permanent changes?
- How do we define what work is and empower our people to be productive without standing over them?
- Why don't we create a more diverse approach to balancing remote work and different kinds of flexible offices to create a better work experience for our people and a more efficient use of office space?

The rapid adoption of remote working at a global scale offers us the opportunity to really reflect on the future of work, and what the office of the future should look like. And when we start building these workplaces, not only will organizations be well equipped to maintain operations and productivity when situations like COVID-19 arise, but we can unlock the potential for people to be happier and healthier at work and at home.

Please be safe in these challenging times.

Call for Volunteers

CoreNet New Jersey is looking for eager volunteers... and we need YOU! There are many ways to get involved such as helping a [committee](#), hosting an event at your facility, speaking at an event, writing an article for the newsletter, and more. [Contact us](#) today and get involved.

NOTE: You must be a CoreNet member to volunteer for a committee.



Welcome New Members

| | |
|-------------------|--|
| Michael Ham | • Fidelity National Title Group |
| Edward Hand | • Nuvolo |
| Matthew Henrikson | • Cognizant |
| Colin Holetz | • Nuvolo |
| Dana Jenkins | • Mancini Duffy |
| Andrew Judd | • Cushman & Wakefield of New Jersey, LLC |
| Christopher Kent | • Workrite Ergonomics |
| Jennifer Kozicki | • Audible, Inc. |
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