



*Achieve
Ambitions*

COVID-19: Workplace continuity

Preparing for re-entry and reimagining the workplace [®]

JLL Consulting

April 16, 2020



Sundar Nagarajan

Americas Lead

JLL Consulting

Sundar.Nagarajan@jll.com



Peter Miscovich

Managing Director,
Strategy & Innovation

Peter.Miscovich@jll.com

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

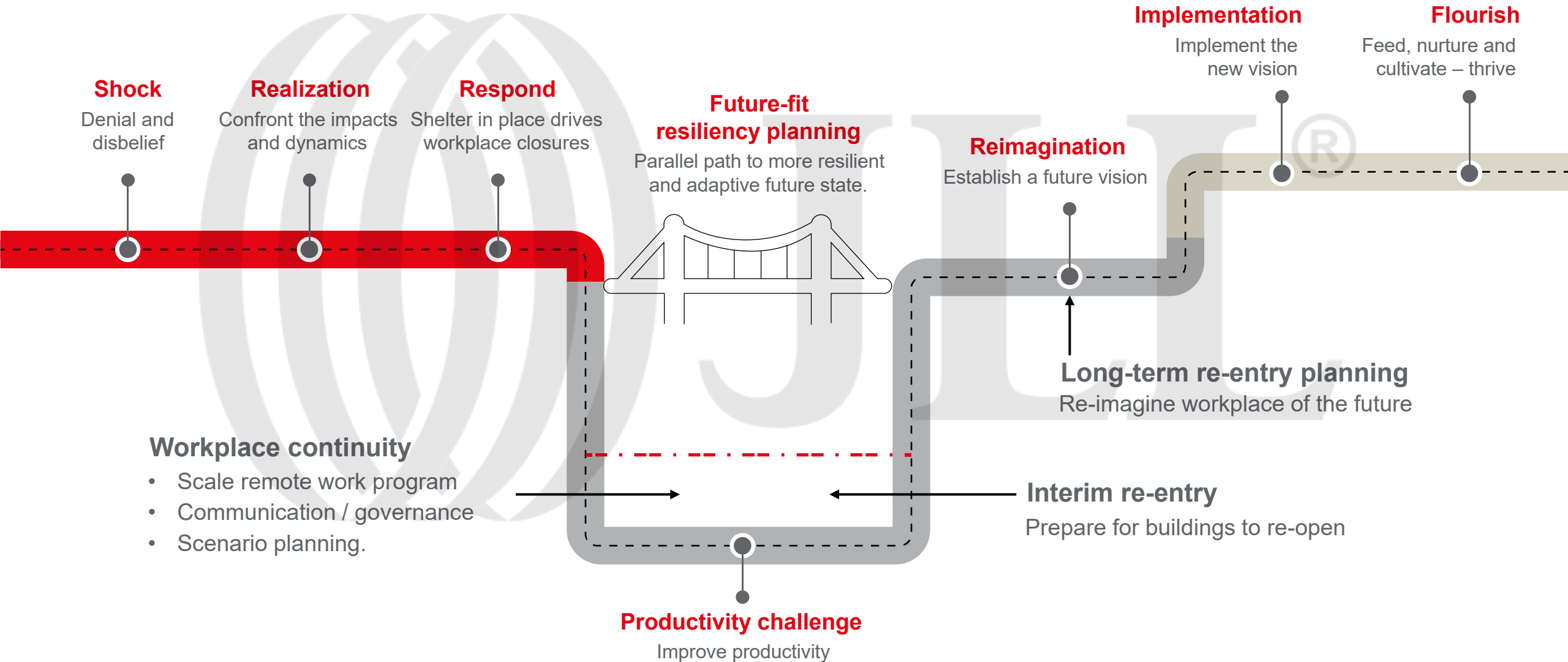
Workplace Continuity Priorities from March 19th Webinar



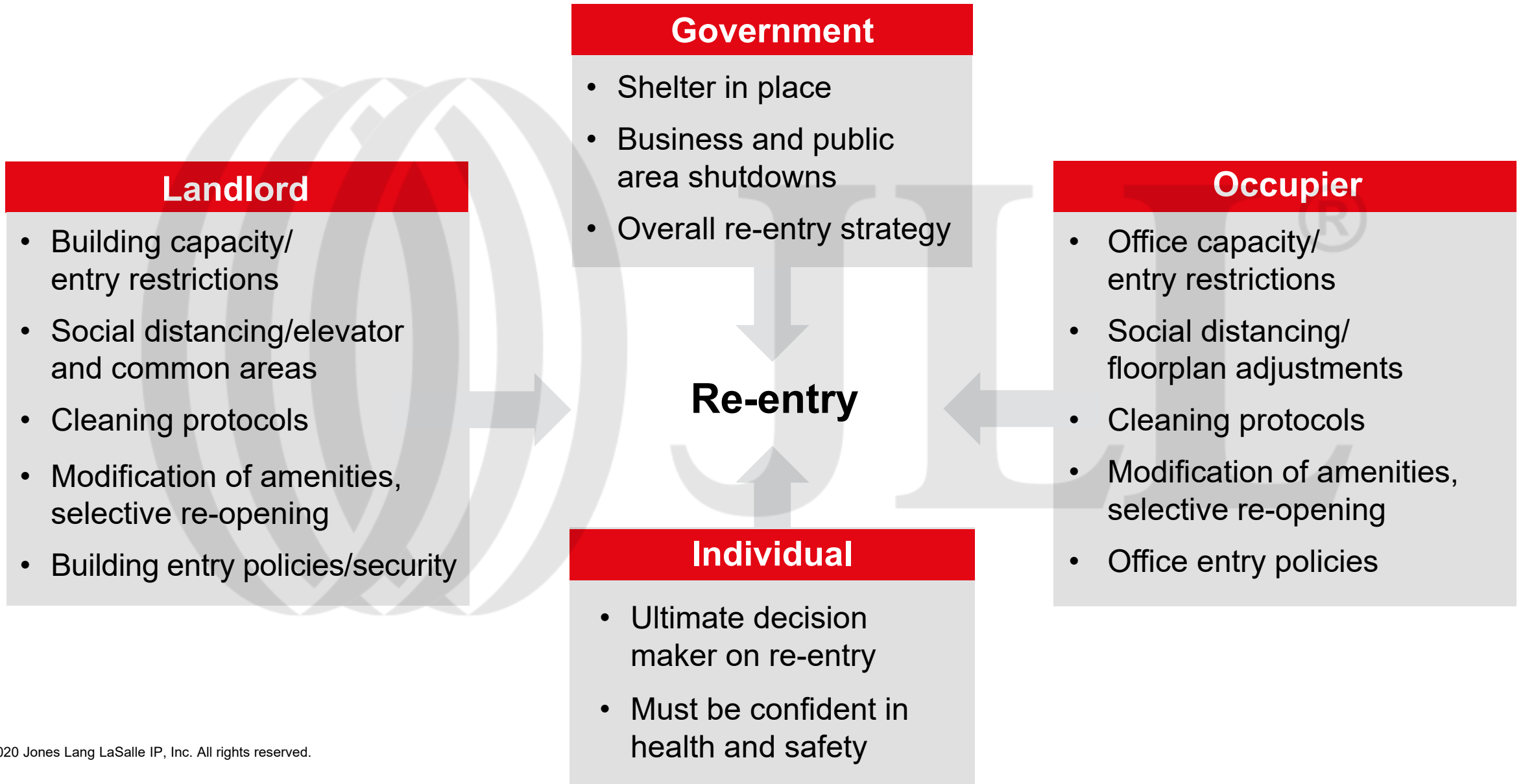
Options	# Selected	% Selected
Preparing COVID-19 “what if” scenarios	196	35%
Building strong communications mechanisms and protocols	192	34%
Achieving remote work scalability	124	22%
Assessing workplace continuity	25	5%
Leveraging alliance partnerships, service providers and vendors	21	4%
Ensuring alignment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

Poll question from March 19 webinar

COVID-19 Client Experience Journey



Interim Re-entry Considerations

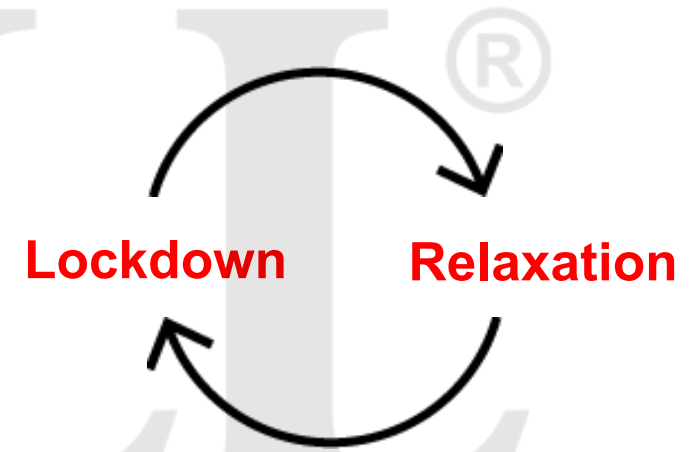


Understanding the Current COVID-19 Dynamics

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

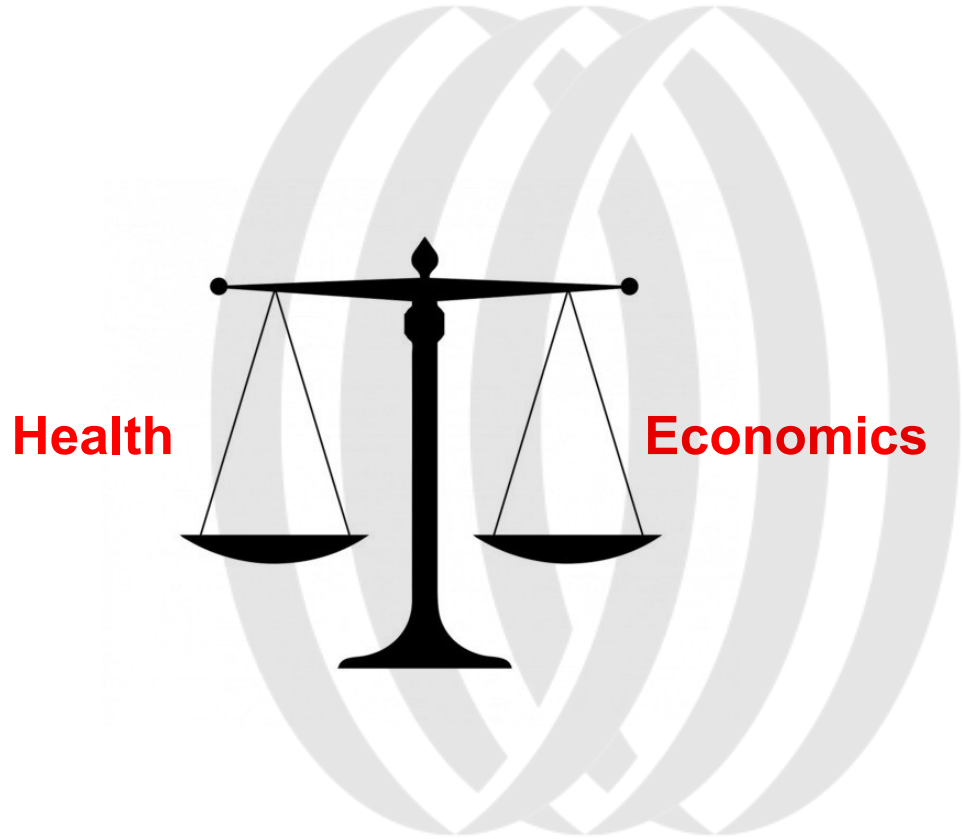


Shelter-in-place and social distancing are only suppression strategies to keep the number of cases below healthcare system capacity; and not a cure



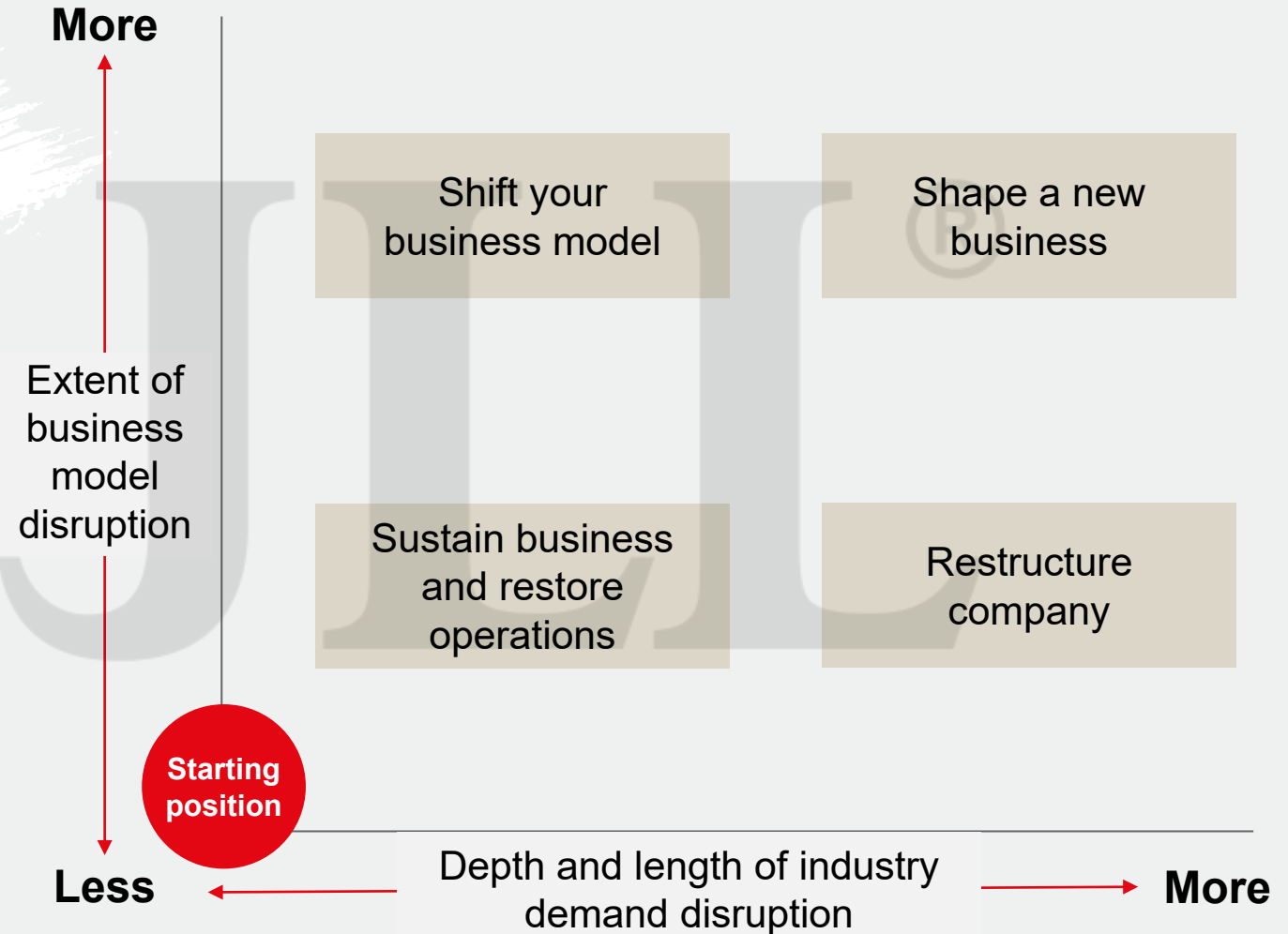
Adaptive triggering (i.e. cycle between lockdown and relaxation) will continue to balance health risk and economic risk until a vaccination and / or medicine is available.

Reimagining a New Paradigm



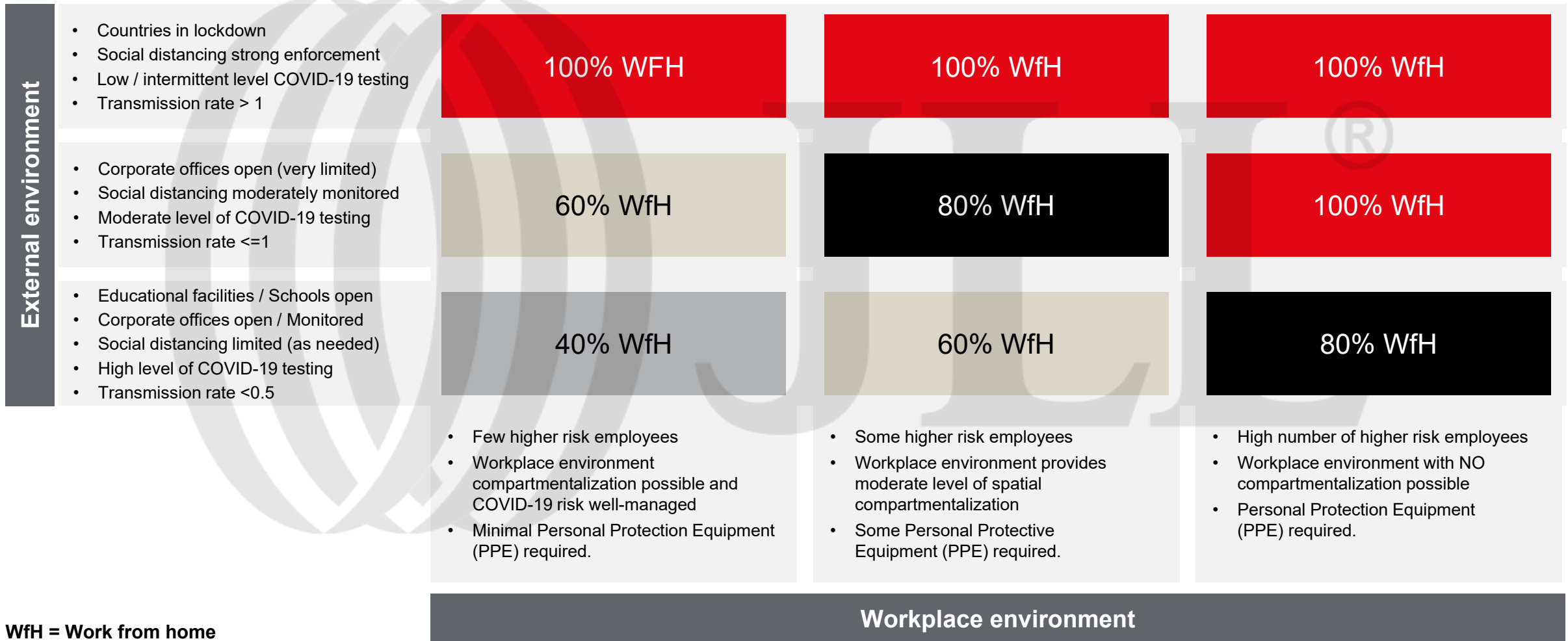
What-if Scenarios for Reimagination

- 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

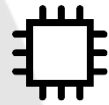
COVID-19 Workplace Continuity Scenarios



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

JLL®