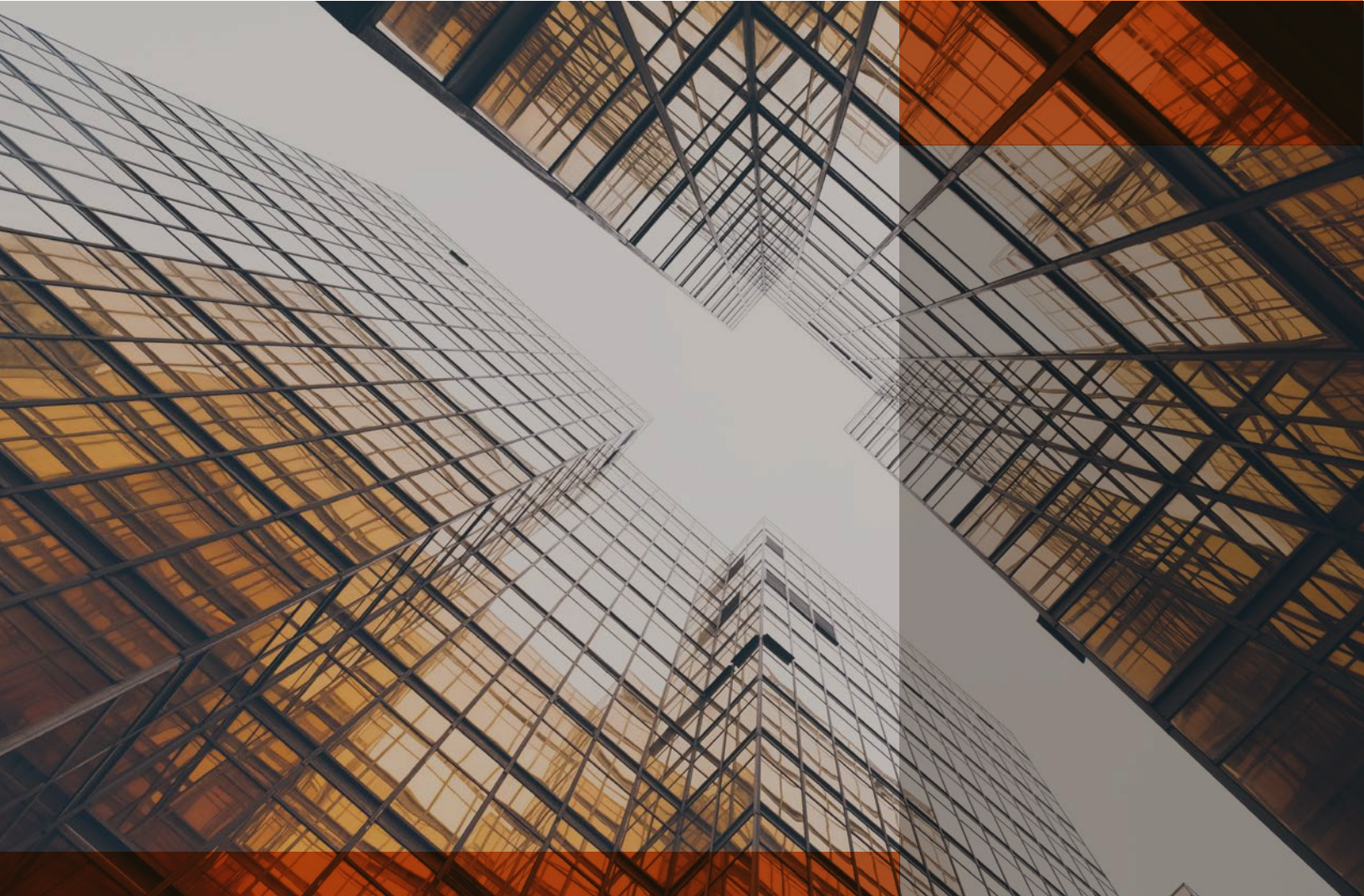


PREPARING YOUR BUILDING FOR WELLNESS



A STEP-BY-STEP GUIDE

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INTRODUCTION

There has been a lot of conversation around what the return to work will look like. The way we live, work and play have certainly changed drastically and there will be both short and long-term planning needed to ensure people feel safe and confident inside buildings.

In this guide, we will focus on the steps organizations will have to take in order to prepare their building for wellness. Taking into account the various physical as well as technological investments that companies will need to make to restore workplace confidence, improve the health of their buildings and the wellbeing of their employees, tenants and visitors.



STEP 1: PERSONALIZE YOUR APPROACH

Forward-looking organizations should be trying to find solutions that are able to serve multiple sets of users. These include management, employees and service providers. Clearly, all organizations need to find ways to manage the transition from the current Work From Home stage to the Physically Distanced Office. They also need to set themselves up for success in the transformed Post-COVID-19 workplace. By collecting better data and setting up better workflows, they can start to rebuild the confidence of all users.

Smart building solutions and other advanced building management systems (like Digital Twin Technology) can help organizations meet these diverse goals by gathering, analyzing, and communicating real-time data about space usage and the office environment in a user-friendly format. These tools can empower managers, service providers, and employees to practice physical distancing, have confidence in the cleaning and safety protocols of the office, and develop the understanding of changing office usage to make informed decisions.

In a recent [WORKTECH Academy](#) webinar, attendees were asked what the impact of the pandemic on people's future work patterns will be? Not surprisingly 71% said that there will be a significant impact.

Every organization and every building will need a set of unique solutions. By investing in advanced platform technologies, organizations will be better equipped to adapt as they grow and move forward without any disruption.



STEP 2:

MAKE DECISIONS BASED ON DATA

A recent [survey by Deloitte](#) shows that many companies are falling behind when it comes to installing Internet of Things (IoT) sensors to collect data. They found that most commercial real estate organizations have not yet fully explored how to capture and use this information to enhance decision-making, improve operations performance, and create a better tenant experience. According to the survey, a full 60% of CRE executives said that their organizations are not capturing their own IoT sensor data. Of the 40% who do capture this data, only three-fourths are using it to generate insights for decision-making.

Most organizations recognize the importance of this data collection and understand that it drives operational efficiency, more strategic business decisions, and helps with future planning. Data collection alone, however, is not sufficient. Decision making needs to be guided by tools that can help analyze and visualize vast quantities of information. For example, the ideal relative humidity levels to reduce the spread of viruses are 40–60%. Having humidity sensors connected to your building management system will allow building managers to get notified when relative humidity levels are not in the optimal range, and allow them to make the necessary adjustments in real-time.

In a [survey that we conducted](#) during the pandemic we asked how organizations are currently managing their buildings. 8% of respondents are managing their buildings entirely onsite and only 17% are able to manage their buildings entirely remotely. 50% say they have a mix of onsite and remote management in place and around 25% do not have a clear plan on how to access their data.

Unlocking the ability to visualize and analyze real-time data from disparate systems and sources on a single pane of glass will go a long way towards setting your building management team to make the best decisions.



STEP 3:

CREATE A HEALTHIER BUILDING

As we move through our collective response to COVID-19 and begin to recover, a new normal will emerge with the opportunity to create a more resilient society—and the buildings and public places we inhabit will play a critical role in this shift. For example, according to recent [international research](#), less than 5% of buildings comply with [ASHRAE's](#) building standard for relative humidity. In order to truly commit to healthier buildings, organizations need to ensure that they are in compliance with leading wellness certifications such as [WELL](#), [Fitwel](#) and [LEED](#).

Our recent survey revealed that 50% of building managers are looking for ways to improve their communication methods with tenants, whilst 30% want to improve how they are able to remotely access their building systems. It's interesting to see close to 10% are researching better ways to disinfect surfaces like using UV light etc.

There are a number of technologies and sensors that will enable CRE buildings to be better equipped when they start to reopen their spaces. For example:

- Occupancy sensors can tell you how many people are in a space and help to achieve the correct amount of density to ensure physical distancing measures are being followed.
- Enabling integration with building access control systems will be essential to create a contactless entry and exit of the building. This will allow building managers to also track and manage the number of people entering the building.
- Being able to automate cleaning schedules.
- Assist tenants to locate recently cleaned spaces.
- Using humidity and air quality sensors to ensure optimum levels are in place to avoid the spread of viruses.

By implementing these processes, organizations will go a long way to ensuring the long-term wellness of their buildings as well as future-proofing their assets to be able to adapt to any disruptions that may occur.



STEP 4:

RESTORE TENANT AND EMPLOYEE CONFIDENCE

In order to promote the health and safety of a building, organizations will need to include the needs of all tenants in their communications and decision-making processes. Empowering tenants and employees to control their experience inside the building will be key to restoring their confidence upon returning to work.

By getting a better understanding of how people utilize space, for example frequency of work orders requested, or types of meeting rooms booked - workplace leaders are able to tune their space design or move from a fixed FM model to something demand-based. Organizations can now see data about how people utilize space to better predict future occupancy trends, schedule maintenance activities when occupancy is low, and reduce the number of maintenance requests.

User-centric mobile applications that connect to building management systems can allow tenants to:

- Mobile access control to enter and exit the building.
- Control their comfort settings, by adjusting lighting and temperature.
- Reserve workstations, meeting rooms, fitness centers and other spaces.
- Access to indoor mapping and wayfinding.
- Submit work order tickets to the facilities management.
- Be notified of any important building announcements or policy changes.

This type of functionality will not only create a better tenant experience, but it will also go a long way to restoring and maintaining tenant and employee confidence.



STEP 5: CREATE A RESILIENT BUILDING

By taking the first four steps mentioned in this guide, your organization will go a long way to ensuring your building is set up to be more resilient. We never know what new challenges lie ahead, but being able to cope with them is essential for long-term stability.

A key take away from our recent survey conducted during the pandemic is that an alarming 25% of organizations do not have a clear plan on how to manage their buildings during these uncertain times.

Investing in the right building technology platforms is key to ensuring long-term success and sustainability. Here are some features that are essential:

- Being able to integrate all building subsystems and sensor data information into one platform.
- Being able to remotely access and manage building subsystems.
- Having access to real-time data, to allow faster decision making.
- Visualizing data to provide valuable insights.
- Empowering tenants to control and customize their experience.

One [technology platform](#) that can provide all of the features mentioned above and a lot more, is a Digital Twin. If you want your building to deliver better business outcomes, and a better experience for everyone within its four walls, creating smart building digital twins are well worth exploring.

ThoughtWire is the leading Digital Twin provider that operationalizes the data from your built environment, IoT devices, people, and workflows. We give you the power of data at your fingertips. Our technology enables you to operationalize data from the Digital Twin through powerful applications, that are designed for automated orchestration of workflows to take real-time action based on Digital Twin insights.

If you would like to know more about our [Digital Twin technology platform](#) and how it can help your organization to unlock better outcomes and future proof your buildings, please get in touch and schedule some time to chat.

A low-angle, upward-looking shot of a modern skyscraper's glass facade. The image is heavily tinted with a warm orange-red color. The perspective creates a strong sense of height and architectural scale, with the building's grid-like structure of windows and steel beams converging towards the top of the frame. The text 'TW' is centered in the middle of the image.

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