

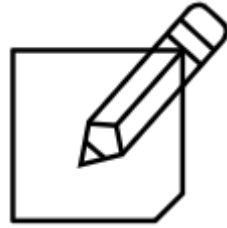
As our commercial clients look to emerge from the initial COVID lockdown, many are looking at how they may have to repurpose, modify or restrict the usage of their existing properties to ensure **staff and visitor safety**, ensure compliance with the latest government regulations and instil a high level of **public confidence**.

As we continue to develop these ideas, thoughts, solutions and best practices, we thought it worth sharing some of the initial ideas with our clients and partners:



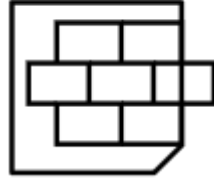
SURVEY STAGE

- More and more we are now carrying out surveys outside normal operating hours, whilst in the past this has been to either be discrete or not interfere operationally, in a COVID world this can be done to minimise physical contact, keeping both our surveyors and the local occupiers safe.
- Our survey teams are now all set with sterile wipes and face masks, goggles and glove PPE and we have included a full section devoted to COVID mitigation in our RAMS.
- We'll liaise with key holders/agents/occupiers to ensure keys and access codes are sent remotely avoiding face to face contact.
- At survey stage, more and more of our clients are instructing a virtual tour alongside the initial inspection. Working very similarly to Google Streetview, this tour can be customised to include features and specific elements that need highlighting. Being able to review the property remotely, reduces the need for internal, contractor and other consultants to carry out those initial visits, reducing personal contact and saving on travel cost and time.
- One client that is really seeing the benefit from this, has a complex, remote stakeholder structure and has started viewing the tour in their property team sign off meetings.
- On from the 360 tour, we can also provide scalable scan models from the raw scan data, again reducing the need for specialist contractors to attend to provide quotations and estimates.
- More than ever picking up the peripheral areas of a building is now key, whether for the design of click and collect, or entrance queuing systems.



DESIGN STAGE

- Many of our multi-site occupiers with estates of varying styles of properties that will need to be considered. Our design team are assisting them to review their existing site records (some of which we may already possess) and providing schedules of recommended actions and agreed layouts for communication and implementation.
- For clients with smaller properties and/or higher footfall, there may be very restrictive constraints in reopening, or a point at which reduced customer footfall may make it economically unviable to reopen. We can assist with customer flow modelling and establishing turnover predictions based on average transaction values.
- We have now adjusted to the idea of reduced occupancy or buildings. This may be something as simple as understanding office layouts and flow, formatting a strategy to stagger working hours, or devising safe external queuing systems to enter and circulate. It is clear a form of this will need to continue, longer term so we can assist both in short term and longer term solutions
- Where queuing externally isn't necessarily as easy as at a Supermarket, we can design in solutions, from the simple deli-type ticket dispensers to IT integrated booking slots.
- Circulation routes and one way systems seem to (mostly) minimise contact with other building users. Some of the challenge is informing users, whether through signage or floor graphics.
- VM and window displays, may be removed and replaced by clear customer communication and information posters.
- For many of our multi-site occupiers, a return to normal operations is also signalling the return of support and head office staff after working from home or furlough. Another consideration for them is how to adjust to the changes with increased workstation spacing and pinch points.
- Another consideration will be adapting buildings to different use in the longer term. Within the retail sector, becoming more multichannel seems inevitable and the likelihood is we will see more space designated to customer collection, click and collect in all outlets.
- For some of our clients, their business is based around providing a personal service. Whilst implementing screens and face shields may work, we can look at other solutions such as remote operation of optical testing equipment and 'by appointment only' entry to showrooms.



PROJECT MANAGEMENT

- We are working with some of our clients to understand their maximum staff and public occupancy numbers in any of their sites. For some this may lead to commercial decisions and priorities on which buildings to prioritise.
- We are assisting some of our clients in the production of their staff briefing documents – whether providing support and advice, or tangible graphics, illustrations and drawings.
- Some of our clients have instructed us to manage their desk top roll outs across their estate, including collation of site information, contractor selection and costing, staff briefing, co-ordinating works and budget reconciliation. As our costs are then attributable to the project, they can be capitalised, rather than using precious internal resource.
- We have a network of partner contractors, suppliers and specialists who can very quickly provide a ready to roll out solution, including signage and graphics providers, shopfitters, screen and joinery manufacturers and sanitation stand suppliers.
- In these times, obtaining best value for our clients is essential. Being able to offer procurement solutions, including the potential of bulk-buying across other of our clients is particularly of help.
- Our work for many different clients across many sectors, allows the suggestion of ideas from one to another, with what may start in one sector, becoming best practice in another.

At the time of writing the government has just released their detailed plans to ease the lockdown. We envisage these best practice/top tips to vary and adjust as our economy is slowly released from lockdown and will look to update and re-issue as these change. We would also welcome your thoughts, ideas and suggestions so these can also be discussed.

Should you wish to chat through any solutions/ideas/thoughts, please feel free to email me at martin@hlpltd.net or call me on 07757 214637.

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