

TOMORROW'S WORKPLACE DURING PANDEMIC

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www.arkadiaworks.com

New Normal Saat Bekerja



THE 4 APPROACH

FOR TOMORROW'S WORKPLACE AFTER PANDEMIC

LEADERSHIP OF THE NEW CULTURE

Leaders need to be aware of the changes and integrating new culture for pandemic prevention.

PREVENTION

Several prevention activity will be the “new normal” in the workplace which will be an effective way to reduce the spread of the virus

WORKPLACE DESIGN

The new principle of the new office design is like peoples shouting “You’re too close to me, I need more space!”

TECHNOLOGY

What this crisis has taught us is that, with the right technology in place, then not everyone needs to be at the same place, at the same time.

THE 4 APPROACH

FOR TOMORROW'S WORKPLACE AFTER PANDEMIC

LEADERSHIP OF THE NEW CULTURE

1. Awareness of Changes in Culture
2. Working in an office could become a status symbol
3. Risk Mitigation
4. Non Contact Greetings
5. Budget for Prevention
6. Communication
7. Pre-entry training

PREVENTION

8. Physical Distancing
9. Shift Work Plan
10. Access Control
11. Personnel Protective Equipment
12. Cleaning
13. Arrangements for Suspected or Confirmed COVID-19 Cases

WORKPLACE DESIGN

14. New Design Principles
15. P2 - Office = Pandemic Prevention for Office
 - 15.1 Composition
 - 15.2 Detail
 - 15.3 Scale / Proportion
 - 15.4 Focal Point

TECHNOLOGY

16. Right Technology
17. No-Touch Equipment
18. Change of Meeting Needs
19. Emails & Chat
20. Digital Ink Signature
21. Attendance
22. Project Management Tools

APPROACH #1

LEADERSHIP OF THE NEW CULTURE

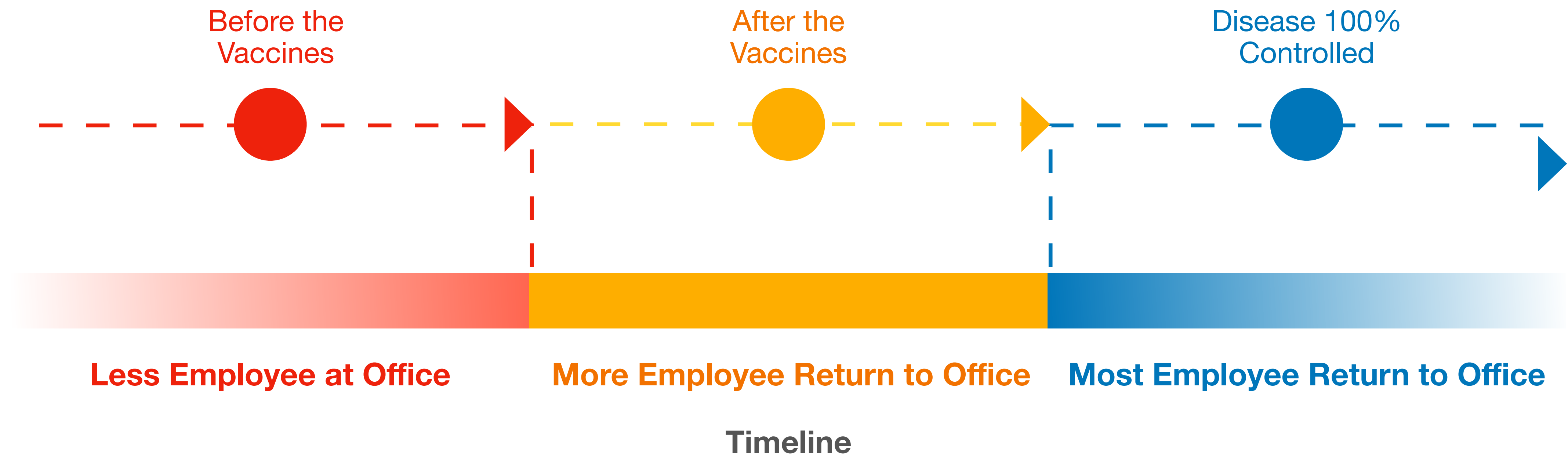


#1 Awareness of Changes in the Culture

- Leaders, Senior Management, and Business Owners are facing with biggest culture changes at workplace (the “**New Normal**”).

Leaders must aware that “***not everyone needs to be at the same place & same time***”. The world as we knew it will be different.

Awareness for **Hygiene & Healthy living** will be higher in the workplace and become common culture.



#2 Office Could Become a Brand & Culture Hub

- During the Pandemic, more companies will split their time between “Going to Office” vs “Work From Home”.

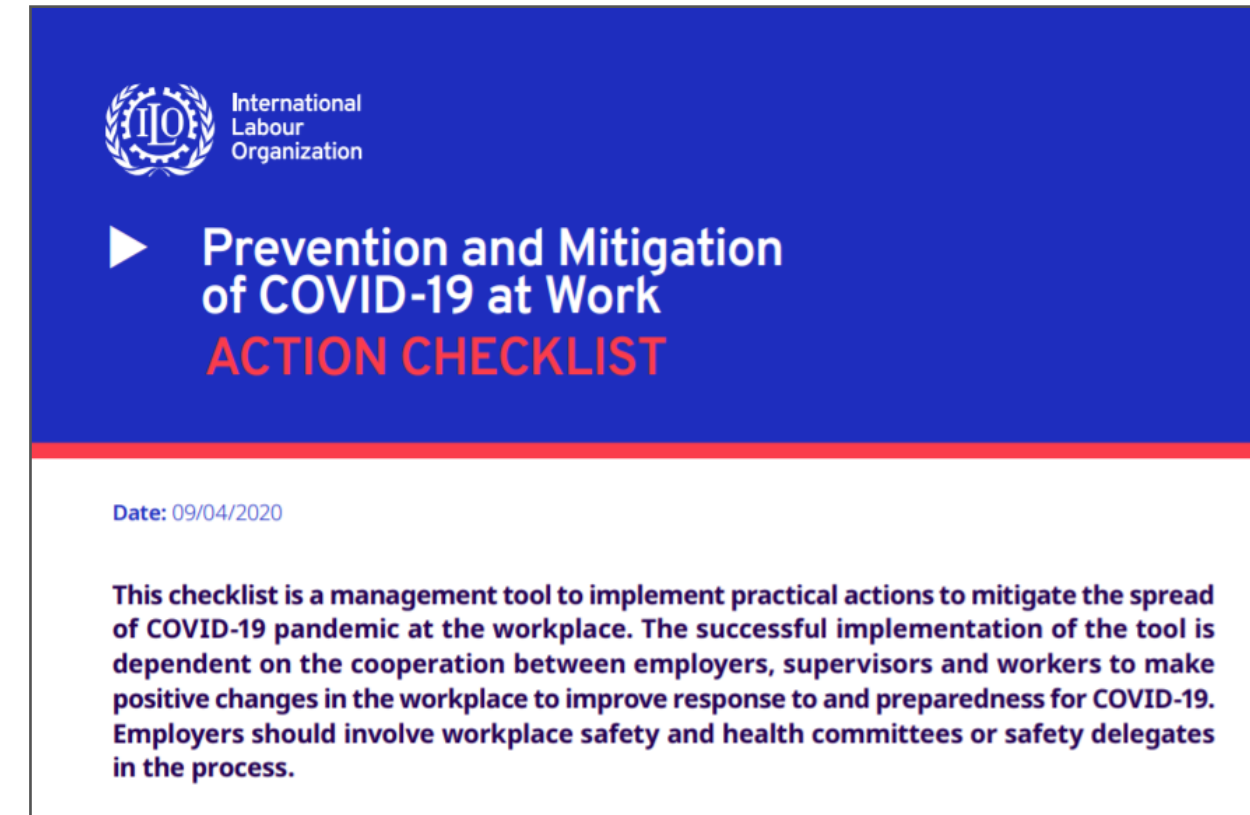
With more people working remotely, companies may open regional hubs or provide access to co-working spaces for hold meetings, corporate culture events, and bring clients, with individual work taking place at home or in other smaller satellite locations.



#3 Risk Mitigation

Prevention and mitigation of COVID-19 in workplaces requires effective processes of risk assessment and risk management.

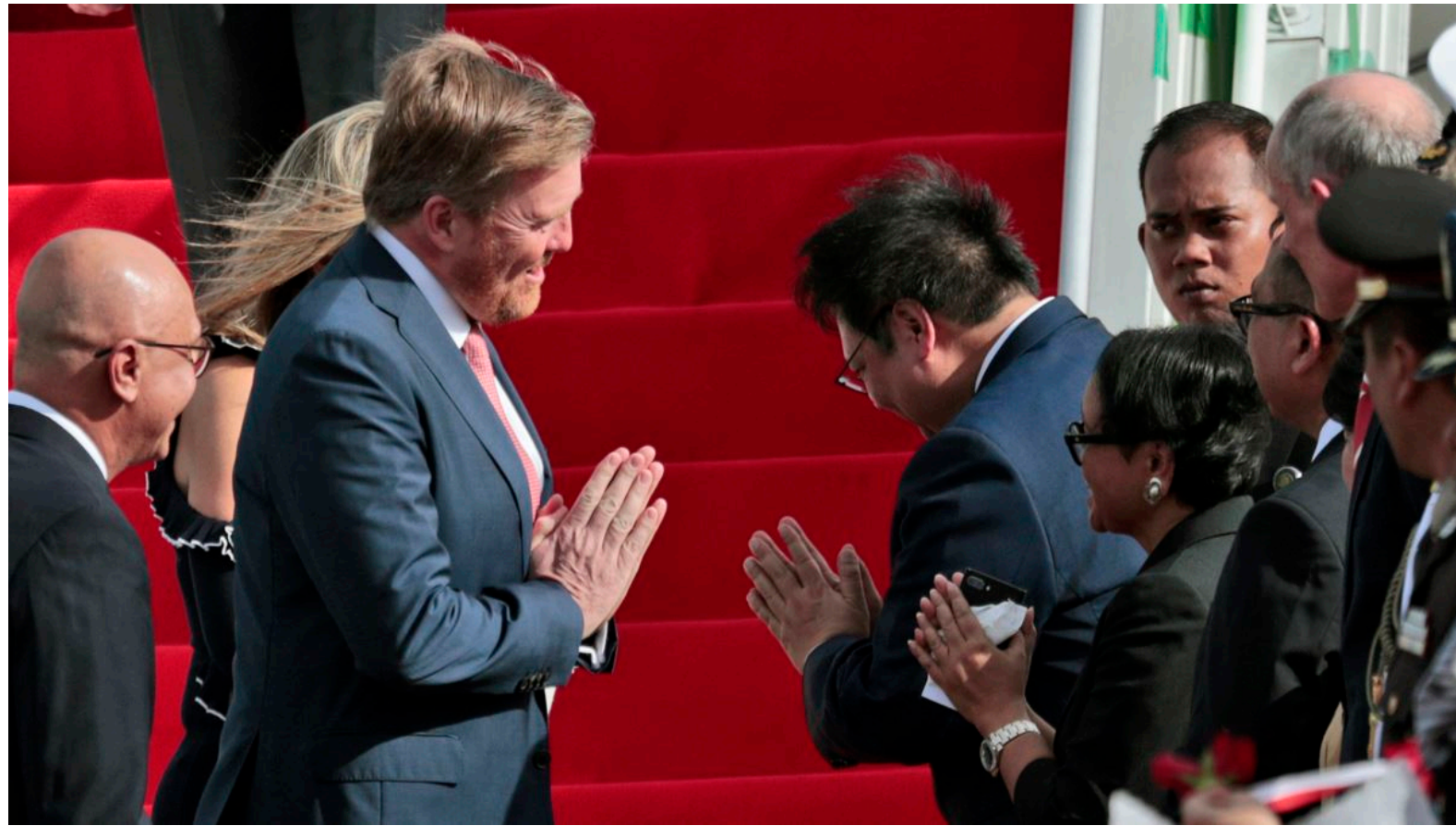
There are several tool offers a simple and collaborative approach to assess COVID-19 risks as a step to take measures to protect the safety and health of workers, starting from **Policy, Risk Assessment, Mitigation, and Arrangements for Positive Cases.**



Employees on lunch break at an auto plant of Dongfeng Honda in Wuhan. Image: AFP
<https://economictimes.indiatimes.com/news/international/business/what-returning-to-work-will-look-like-in-offices-cafes-and-factories-around-the-world/articleshow/75215529.cms>

#4 Non-Contact Greetings

■ Non-contact greetings (as opposed to the handshake) will be the new normal for the business courtesy.



■ King Willem-Alexander of the Netherlands, center left, performs namaste greeting as he is introduced to Indonesian Foreign Minister Retno Marsudi, center right front, upon arrival in Jakarta, Indonesia, Monday, March 9, 2020. (AP Photo/Dita Alangkara).

SOURCE:
<https://learningenglish.voanews.com/a/no-handshake-no-kiss-greetings-in-the-age-of-coronavirus/5326685.html>



■ Democratic U.S. presidential candidates former Vice President Joe Biden and Senator Bernie Sanders do an elbow bump in place of a handshake as they greet other before the start of the 11th Democratic candidates debate of the 2020 U.S. presidential campaign, held in CNN's Washington studios without an audience because of the global coronavirus pandemic, in Washington, U.S. March 15, 2020. REUTERS/Kevin Lamarque.

SOURCE:
<https://www.thestar.com.my/news/world/2020/03/16/debate-in-the-time-of-coronavirus-an-elbow-bump-greeting-for-biden-and-sanders>



■ Wuhan Shake: Anti-Coronavirus Greeting goes viral.

SOURCE:
<https://torontosun.com/news/world/wuhan-shake-anti-coronavirus-greeting-goes-viral>

#5 Budget for Prevention

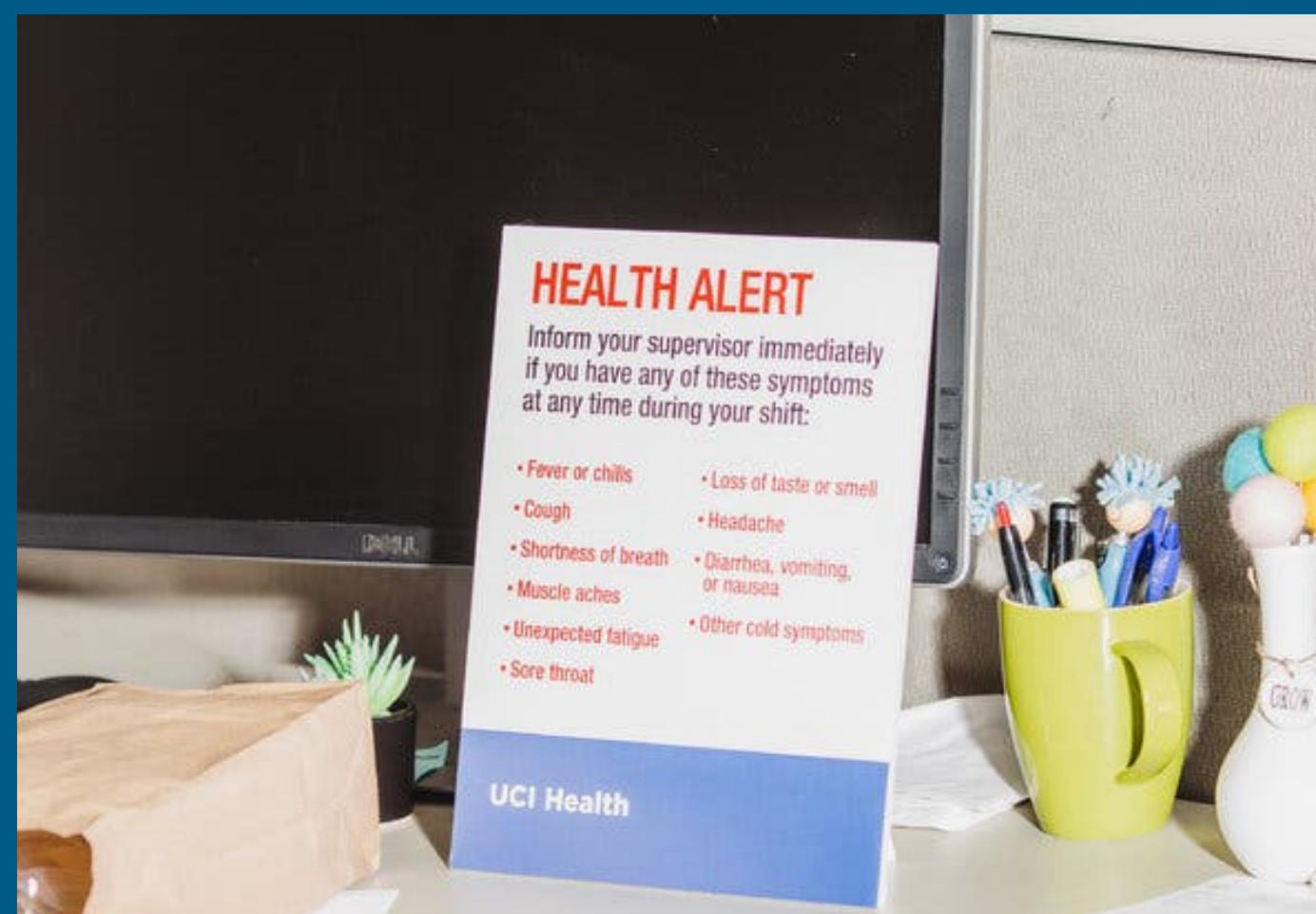
- Management will also pay attention in providing additional budget for prevention activities such as personal protective equipment (PPE), technology, cleaning services, and even workplace re-design.



#6 Communication

Good practice of communication also play important role in reducing the spread of the virus.

Display posters promoting respiratory hygiene, and we can combine this with other communication measures such as guidance from occupational health and safety officers, briefing at meetings, and information on the intranet, etc.



Wash your hands

Wash your hands with soap and running water when **hands are visibly dirty**



If your **hands are not visibly dirty**, frequently clean them by using alcohol-based hand rub or soap and water



Protect yourself and others from getting sick

Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



Protect others from getting sick

When coughing and sneezing **cover mouth and nose** with flexed elbow or tissue



 **Throw tissue into closed bin immediately after use**

Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick



Protect others from getting sick

 **Avoid close contact** when you are experiencing cough and fever

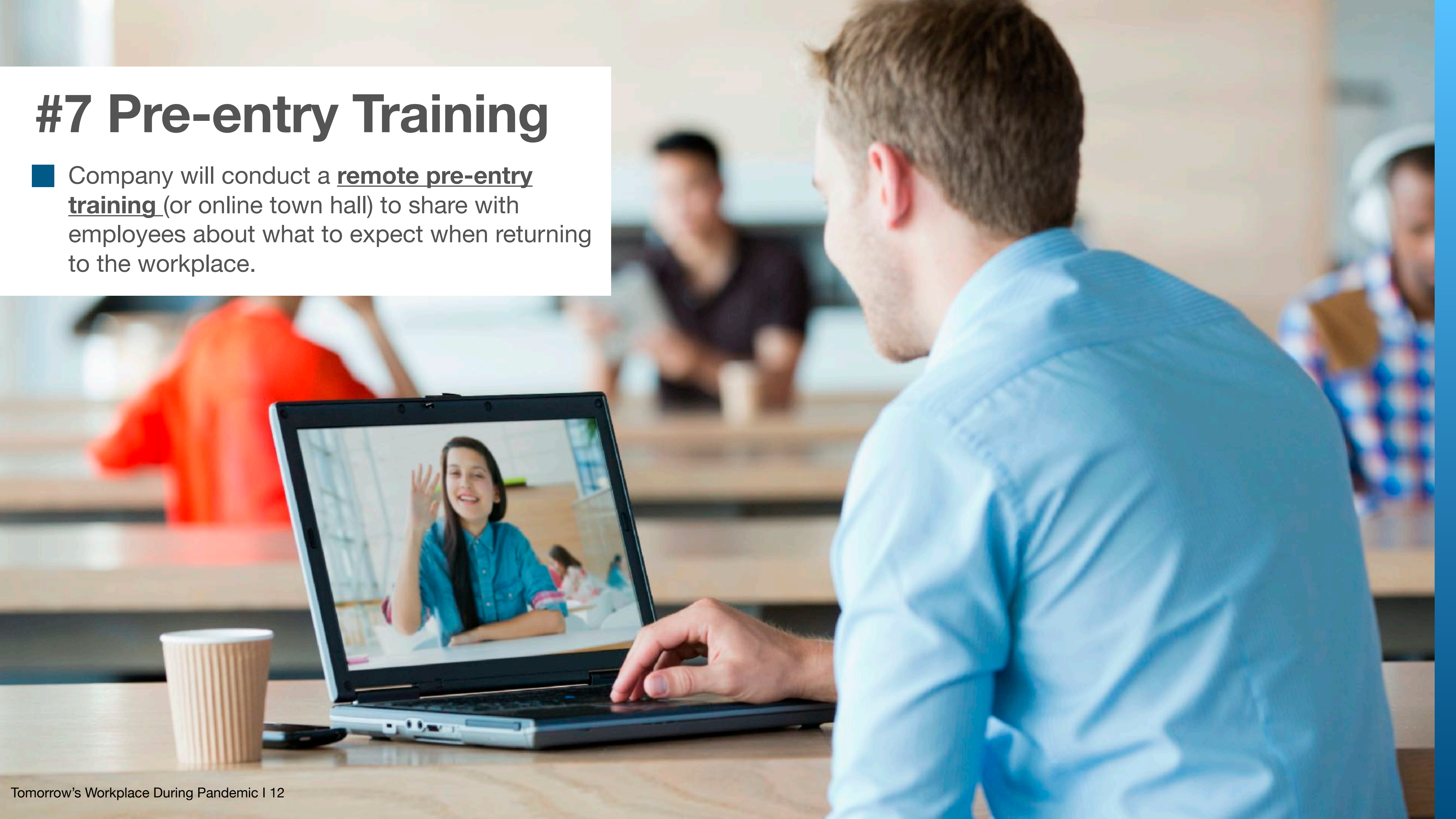
Avoid spitting in public 

 If you have fever, cough and difficulty breathing **seek medical care early** and share previous travel history with your health care provider



#7 Pre-entry Training

- Company will conduct a remote pre-entry training (or online town hall) to share with employees about what to expect when returning to the workplace.



APPROACH #2

PREVENTION

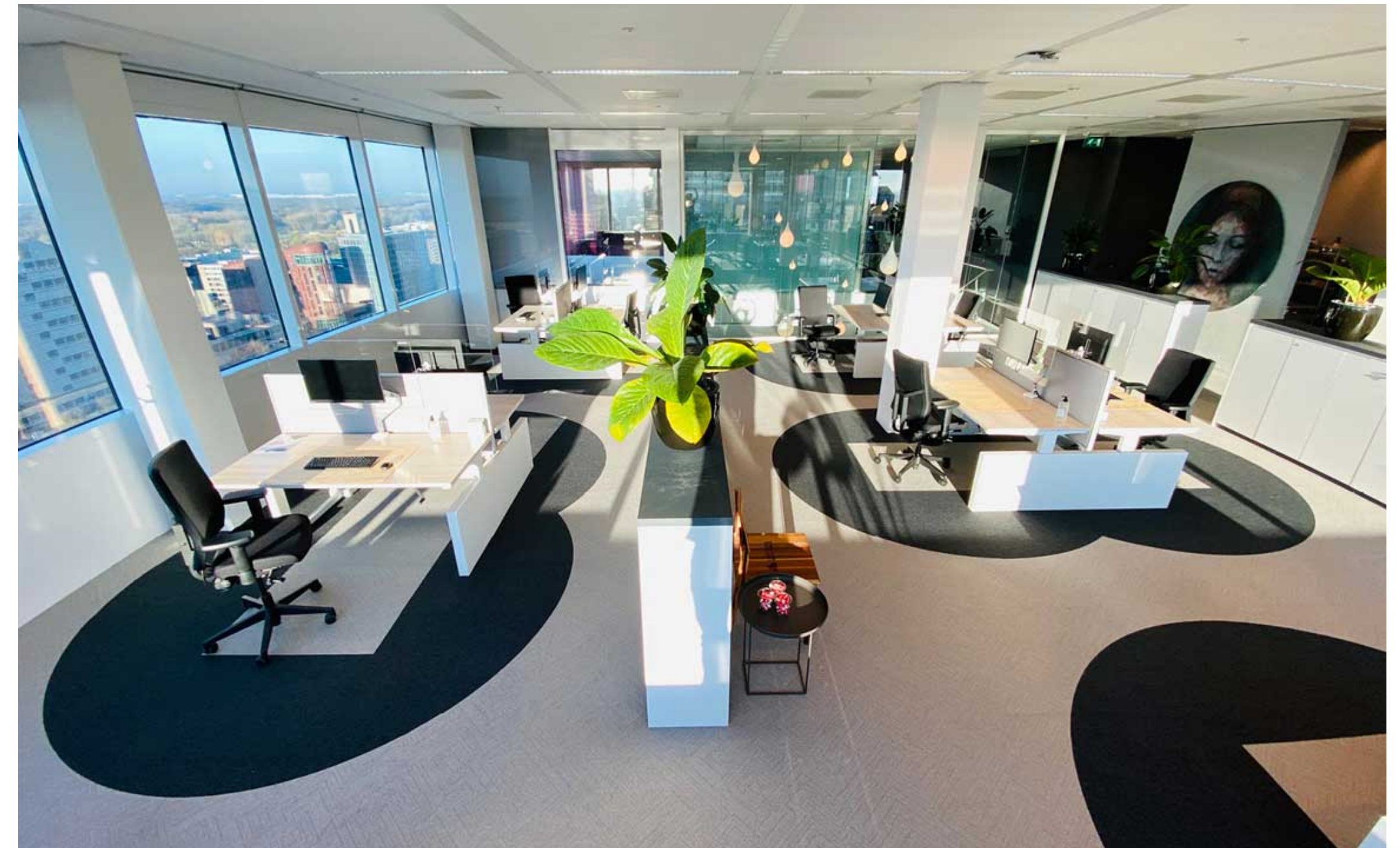


#8 Physical Distancing

To reduce the risk of exposure to the virus at the workplace, we are required to organize work in a way to allow for physical distancing of at least 2 meters (6 feet) from other people.

Avoid face-to-face meetings, giving preferences to phone calls, email, or virtual meetings.

If you need to organize meetings, organize the space to allow for physical distancing.



Cushman & Wakefield 6 Feet Office Project, SOURCE:
<https://www.cushmanwakefield.com/en/netherlands/six-feet-office>



#9 Shift Work Plan

- For organization that still need to meet among colleagues, they can consider 3 or 4 days a week at office, and 1- or 2-days' Work from Home (WFH).

Even the lunch times could become a thing, as employer try to thin crowds in cafeterias. It could be like in your school, starting to lunch at 11:00 and going until 14:00, as people's lunch time is scheduled by person.



An artist's rendering of what a new, physically distanced workplace might look like. In addition to greater distance between desks, the post-pandemic workplace could include mandatory masks, shift work and lineups to take crowd-free elevators or get a temperature check. (Gensler)
SOURCE:
<https://www.cbc.ca/news/business/post-pandemic-offices-1.5551308>



In a photo taken on April 9, employees in the cafeteria at the Hyundai Card company offices in Seoul sit behind protective screens as part of preventative measures against COVID-19. (Ed Jones/AFP/Getty Images)SOURCE:
<https://www.cbc.ca/news/business/post-pandemic-offices-1.5551308>

#10 Access Control

■ You will also face with several delivery & visitor policies for physical distancing.

Temperature checks will be mandatory exercise. For you who work in the building, you are not going to be able to enter buildings very fast.



Foto: Perkuat Physical Distancing, Pekerja Indonesia di Singapura Manfaatkan BNI MoRe.

SOURCE: <https://www.cnbcindonesia.com/market/20200328123440-17-148149/physical-distancing-tki-di-singapura-manfaatkan-bni-more>



Cegah Virus Korona, Kemenperin Cek Suhu Tubuh Pegawai Hingga Tamu.

SOURCE: <https://kemenperin.go.id/artikel/21582/Cegah-Virus-Korona,-Kemenperin-Cek-Suhu-Tubuh-Pegawai-Hingga-Tamu>

#11 Personnel Protective Equipment

- Workplace are required to provide appropriate facemasks and make available paper tissues at worksites (for use by those who develop cough along with closed bins for hygienically disposing them).



#12 Cleaning

■ Workplace are required to provide **hand wash** facility with soap and water, **hand sanitizers**, **disinfection**, and promote a culture of hand washing. Regularly clean the frequently touched surfaces including rest rooms.

In addition, **self clean desk** policy will be the new habit.



#12 Cleaning

8 TIPS TO CLEAN UP MOLD



Protect Yourself

Put on personal protective equipment (gloves, mask, goggles) to protect your eyes, nose, mouth, and skin.



Toss!

Take it out! Anything that was wet with flood water and can't be cleaned and dried completely within 24 to 48 hours should be taken outside. Take photos of discarded items for filing insurance claims.



Air it out

Open all doors and windows when you are working, and leave as many open as you safely can when you leave.



Circulate

When electricity is safe to use, use fans and dehumidifiers to remove moisture.



Don't mix cleaners

If you use cleaning products, do not mix cleaning products together. DO NOT mix bleach and ammonia because it can create toxic vapors.



Scrub surfaces

Clean with water and a detergent. Remove all mold you can see. Dry right away.



Don't cover it, remove it

Painting or caulking over mold will not prevent mold from growing. Fix the water problem completely and clean up all the mold before you paint or caulk.



Dry it up

Dry your home and everything in it as quickly as possible – within 24 to 48 hours if you can.

<http://www.cdc.gov/mold/cleanup.htm>



#13 Arrangements for Suspected or Confirmed COVID-19 Cases

- Leaders need to encourage employees with suspected symptoms of COVID-19 **not to come to the workplace**. Follow the guidance of the local authorities, call the healthcare provider, and arrange isolation.

Leaders also need to emphasize that peoples need to be **honest** if feels sick, and need to declare to all peoples around you.

As a new culture, if your friend infected with flu, then you **don't need to look bad** at him/her. You need to support them in physical distancing.



APPROACH #3

WORKPLACE DESIGN



#14 New Design Principles

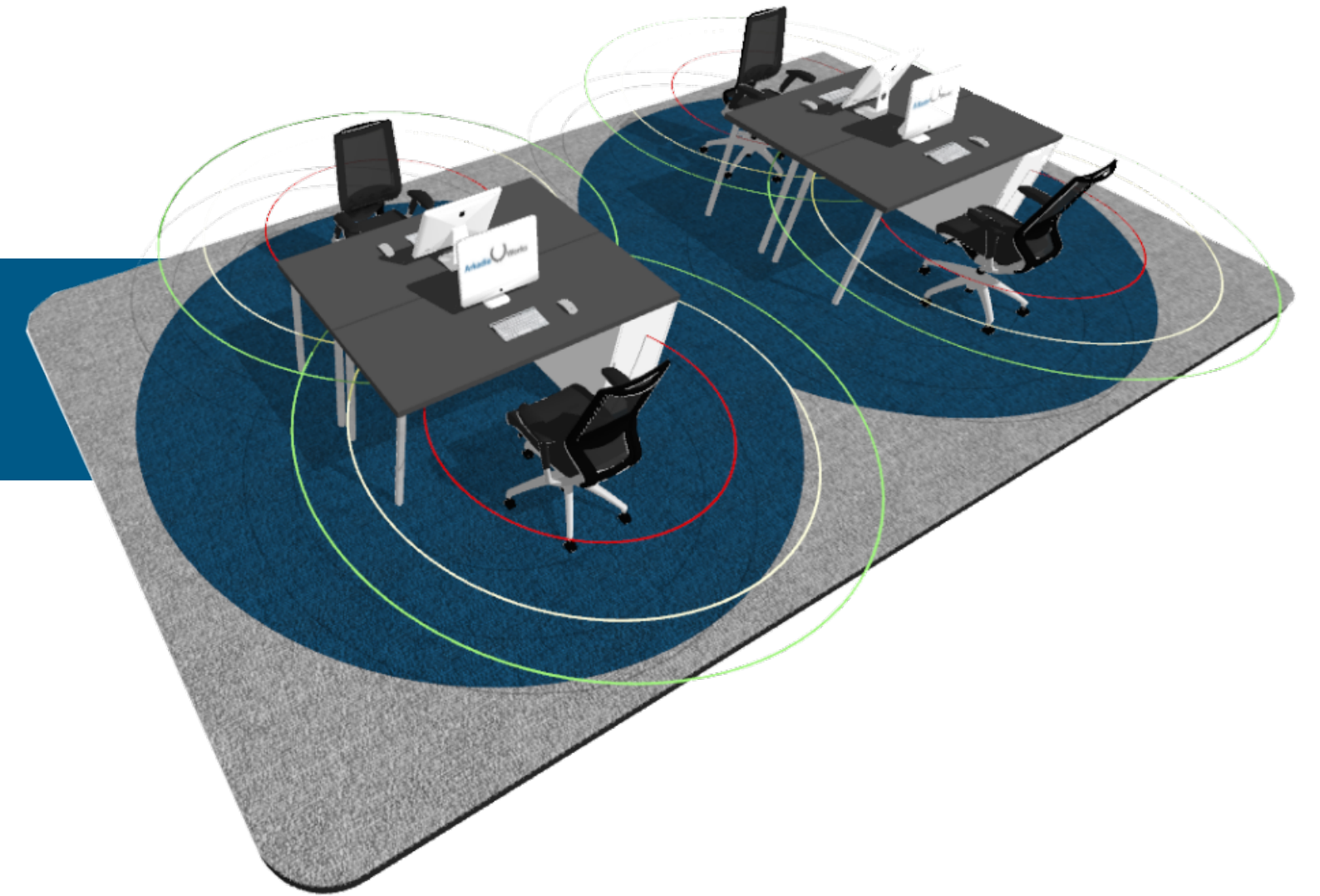
P2

The “**P2-Office = Pandemic Prevention for Office**” is stand as **Pandemic Prevention for Office**. It is our conceptual idea of a new office design to Prevent the Pandemic.

P2-Office = Pandemic Prevention for Office is here to help businesses prepare for their staffs to return to the office and maintain social distancing while creating an effective workplace design.

P2-Office = Pandemic Prevention for Office isn't going away any time soon and is helping businesses adjust to a new normal.

Needs of Space



Needs of Protection



#15 P2 Office

Pandemic Prevention for Office

1. Composition

- Circulation Flow
- Flooring Pattern
- Isolation Room
- Workstation Configuration

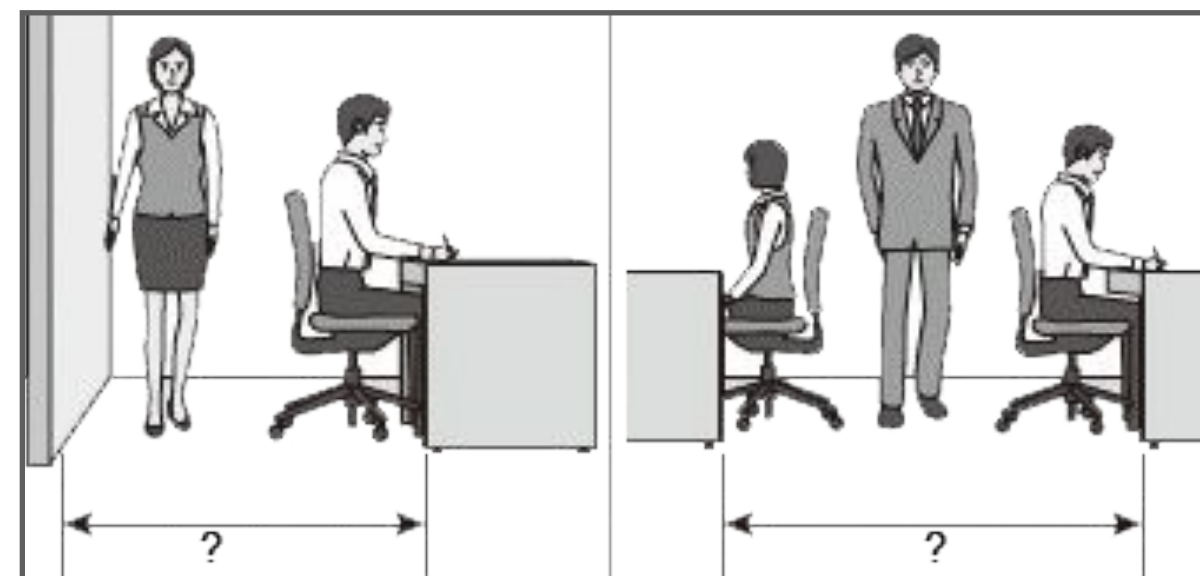


2. Details



3. Scale/Proportion

- Workstation Proportion
- Density Reduction



4. Vocal Point



#15 P2 Office

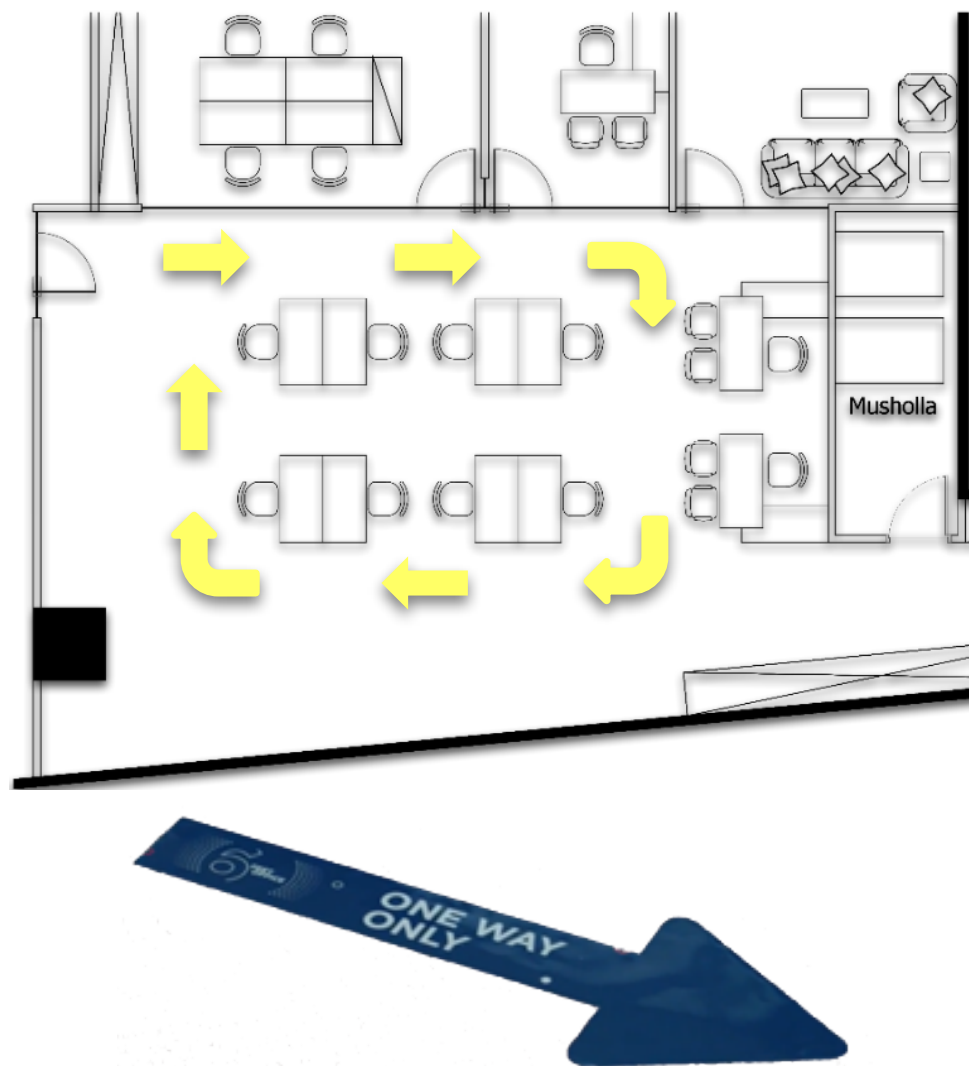
Pandemic Prevention for Office

15.1 Composition

Workplace composition approach will re-consider the process of space planning and conduct an analysis of working environment in the field of pandemic prevention and any other opportunities for improvement.

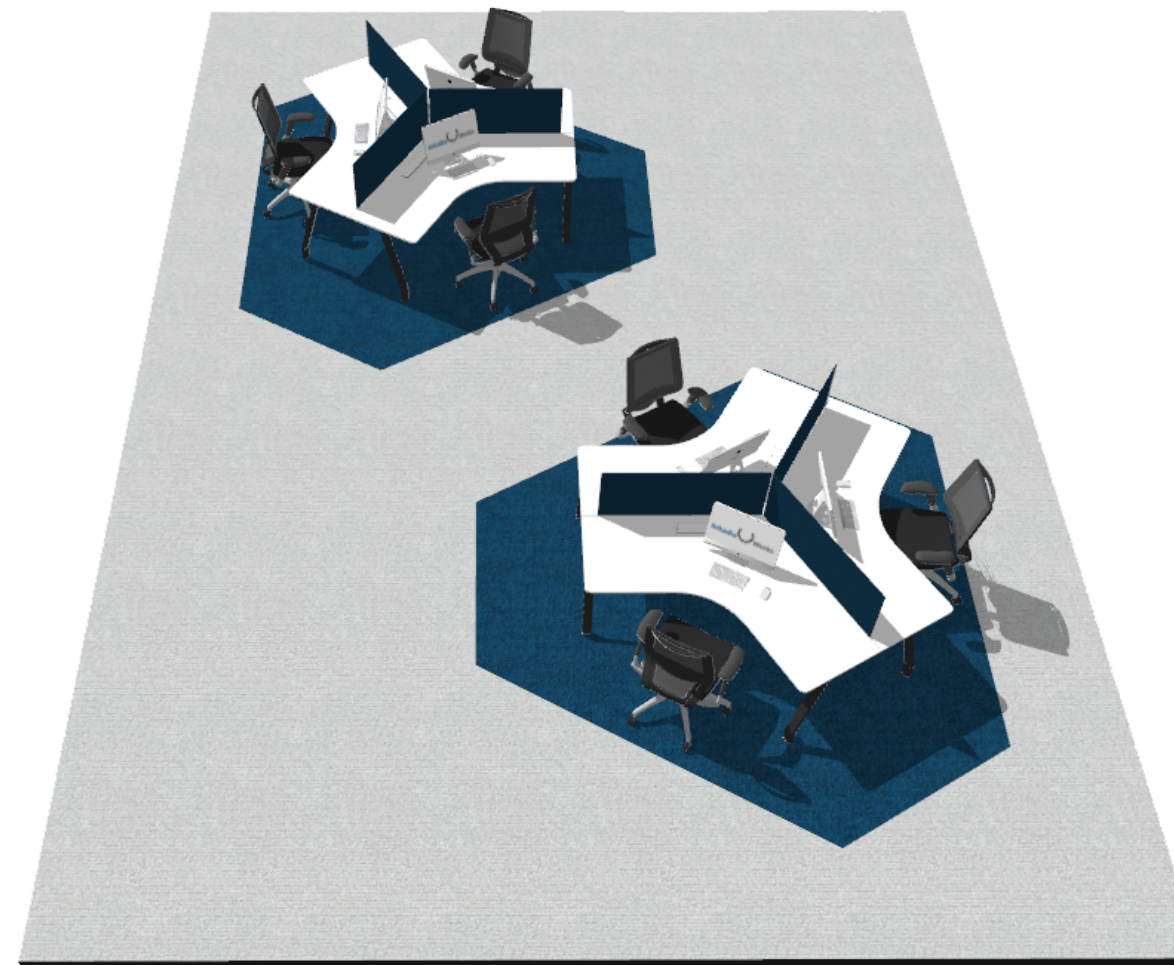
Circulation Flow

A visually displayed and unique routing for each space, making traffic flows more safe.



Flooring Pattern

Flooring pattern represent each space in the office. Different color and pattern for every different zone and function.



Isolation Room

During & After pandemic, every office will require an isolation room, just in case one of the employees suspected infected by the virus.

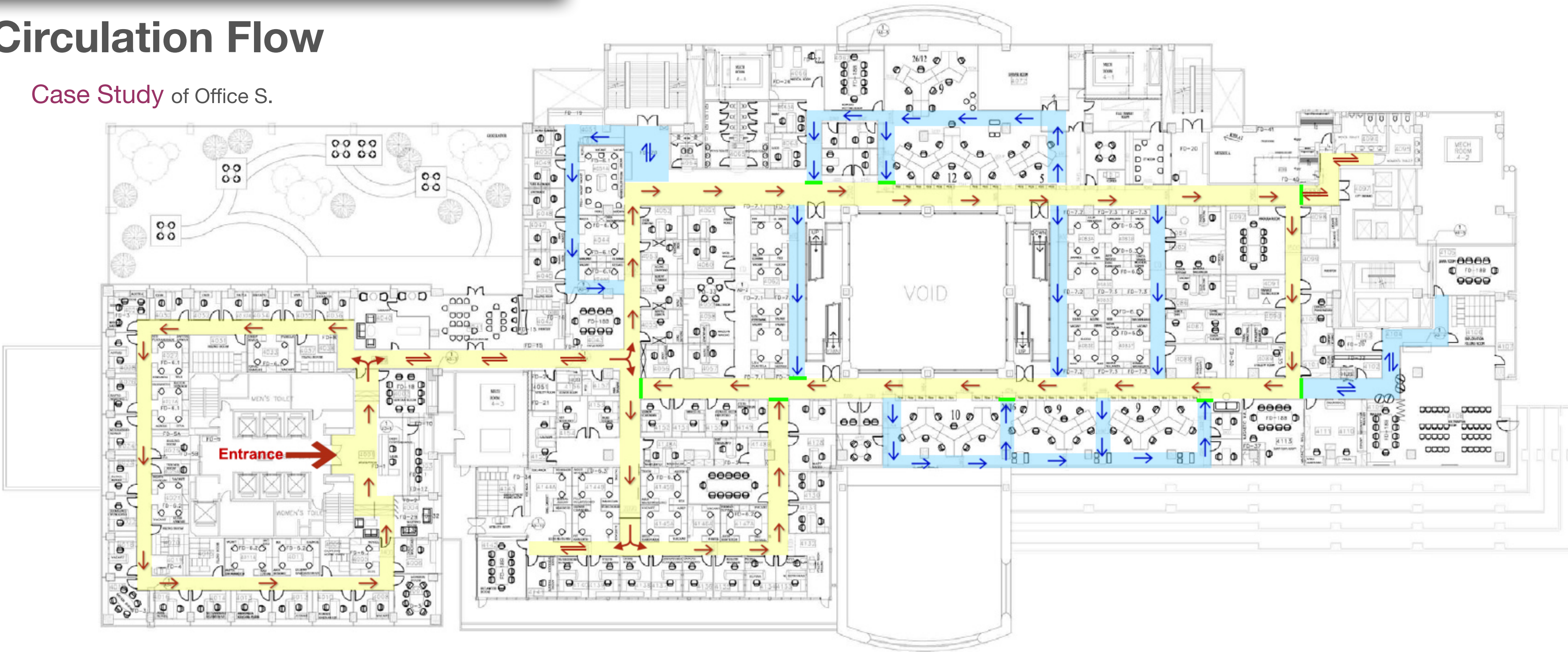


#15 P2 Office

Pandemic Prevention for Office

15.1 Circulation Flow

Case Study of Office S.



Legend :

- Main Route
- Alternative Route

Navigation icons:

- Red arrow pointing right
- Blue arrow pointing right
- Blue arrow pointing left with 'ONE WAY ONLY' text
- Yellow square with 'Walk' and 'No Walk' icons
- Green rectangle
- Red rectangle with 'YOU BETTER STOP RIGHT HERE' text

#15 P2 Office

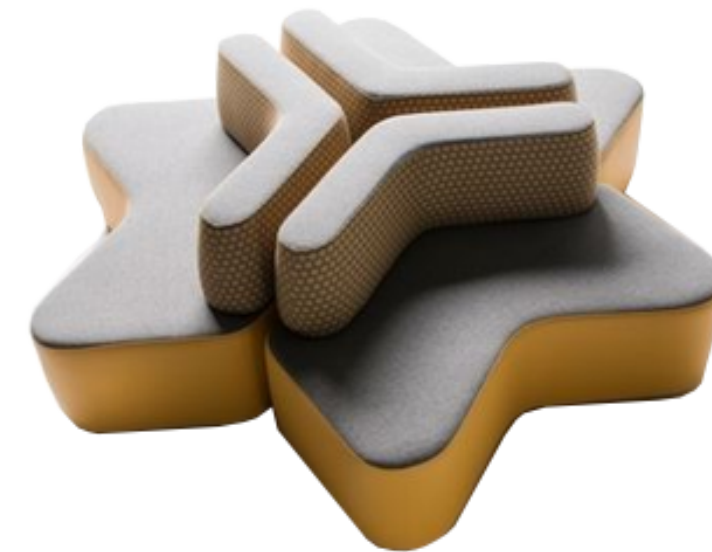
Pandemic Prevention for Office

15.1 Workstation Configuration

In-Line



Back to Back



Crossing



#15 P2 Office

Pandemic Prevention for Office

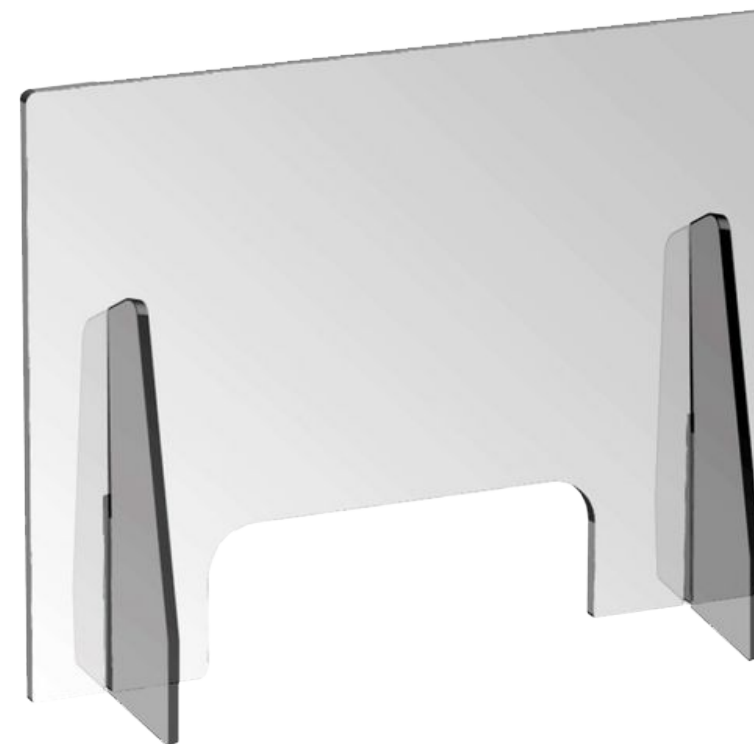
15.2 Detail

Detail is an adapted and fully equipped workplace at which the user can work safely.

Portable Privacy Booth



Sneeze Guard



Divider



Screen Panel

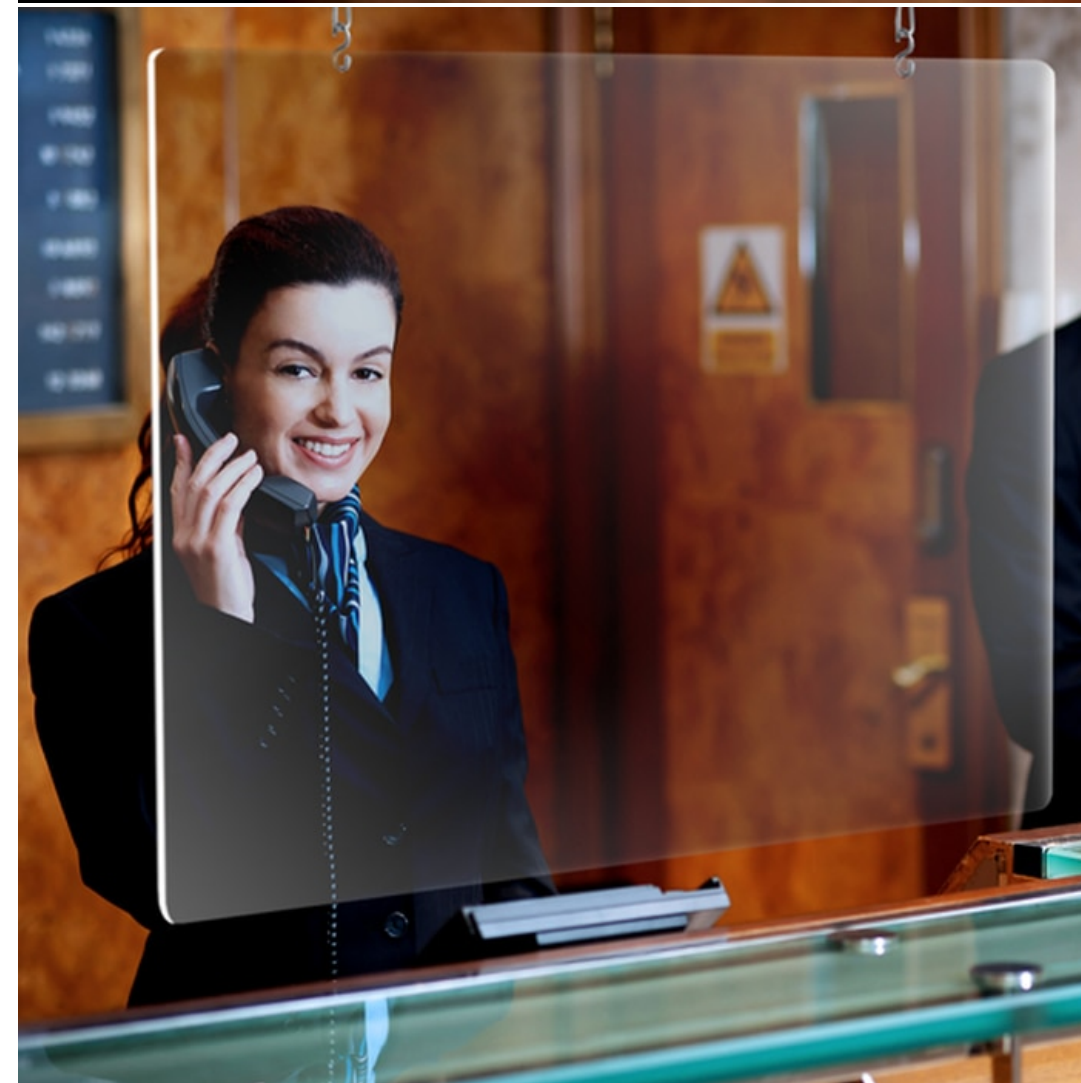


#15 P2 Office

Pandemic Prevention for Office

15.2 Detail

Protection at Customer Service Area



#15 P2 Office

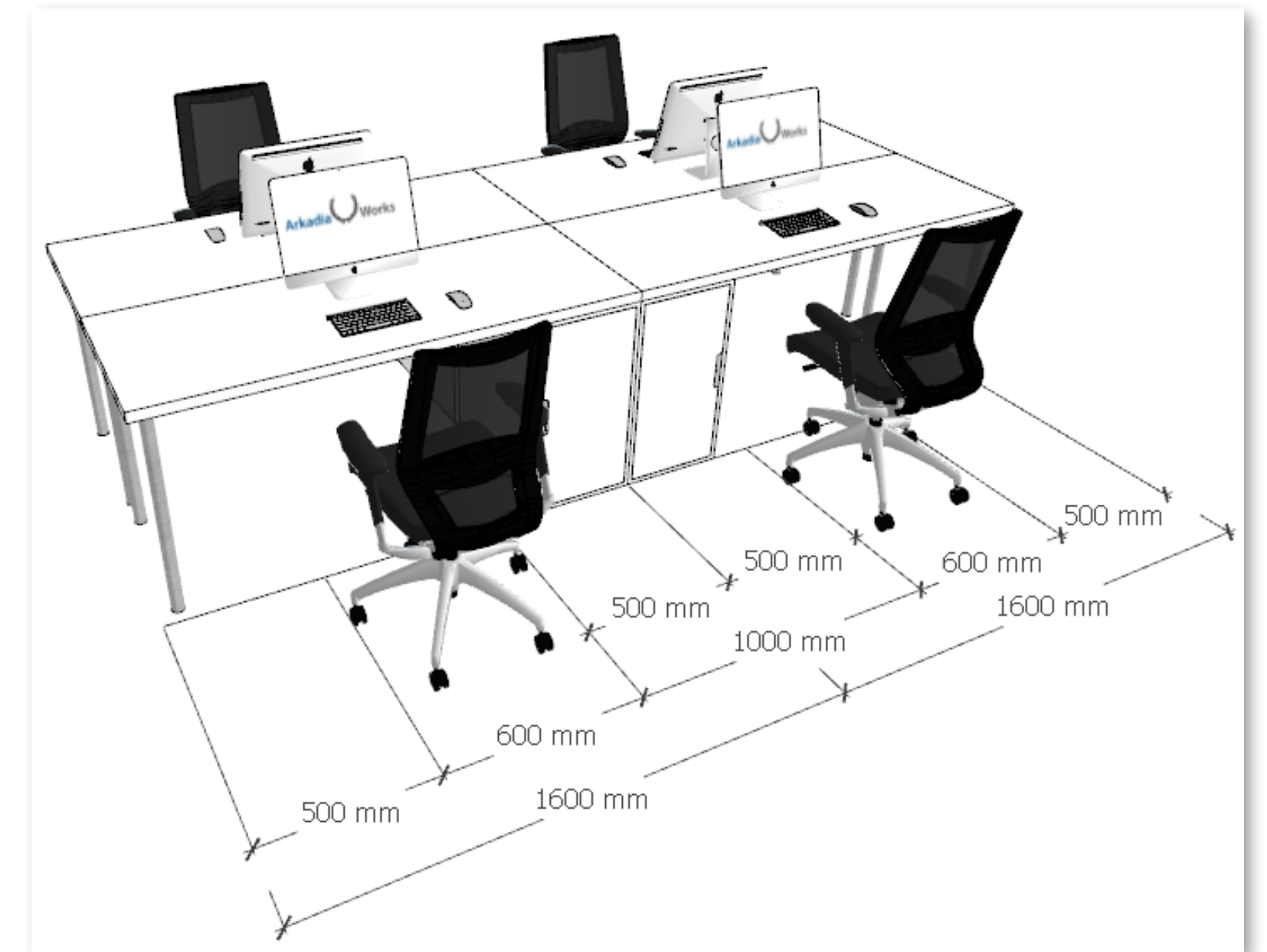
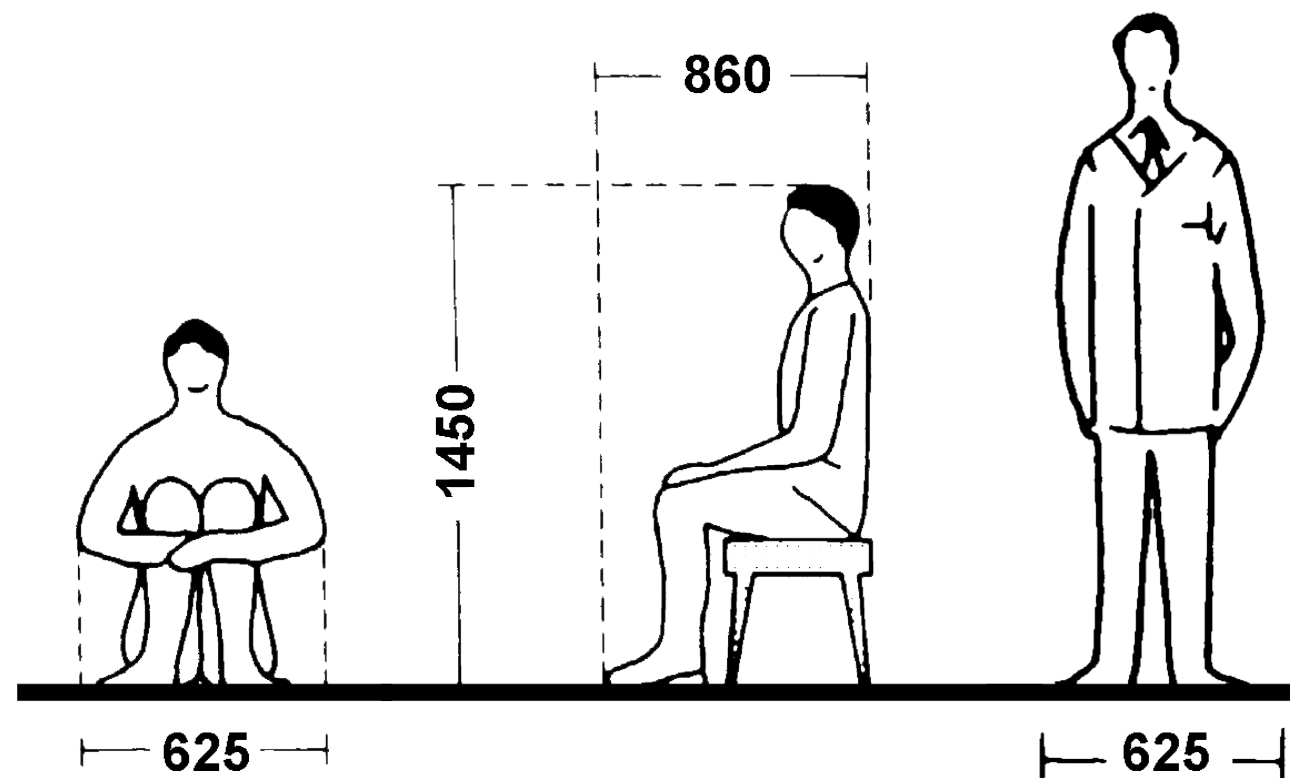
Pandemic Prevention for Office

15.3 Scale / Proportion

Scale & Proportion approach re-measures the number of distance and dimension between each workstation, office corridor, seating in the office area such as waiting room, meeting room, cafeteria, and breakout area to prevent the spread of the virus.

■ Workstation Proportion

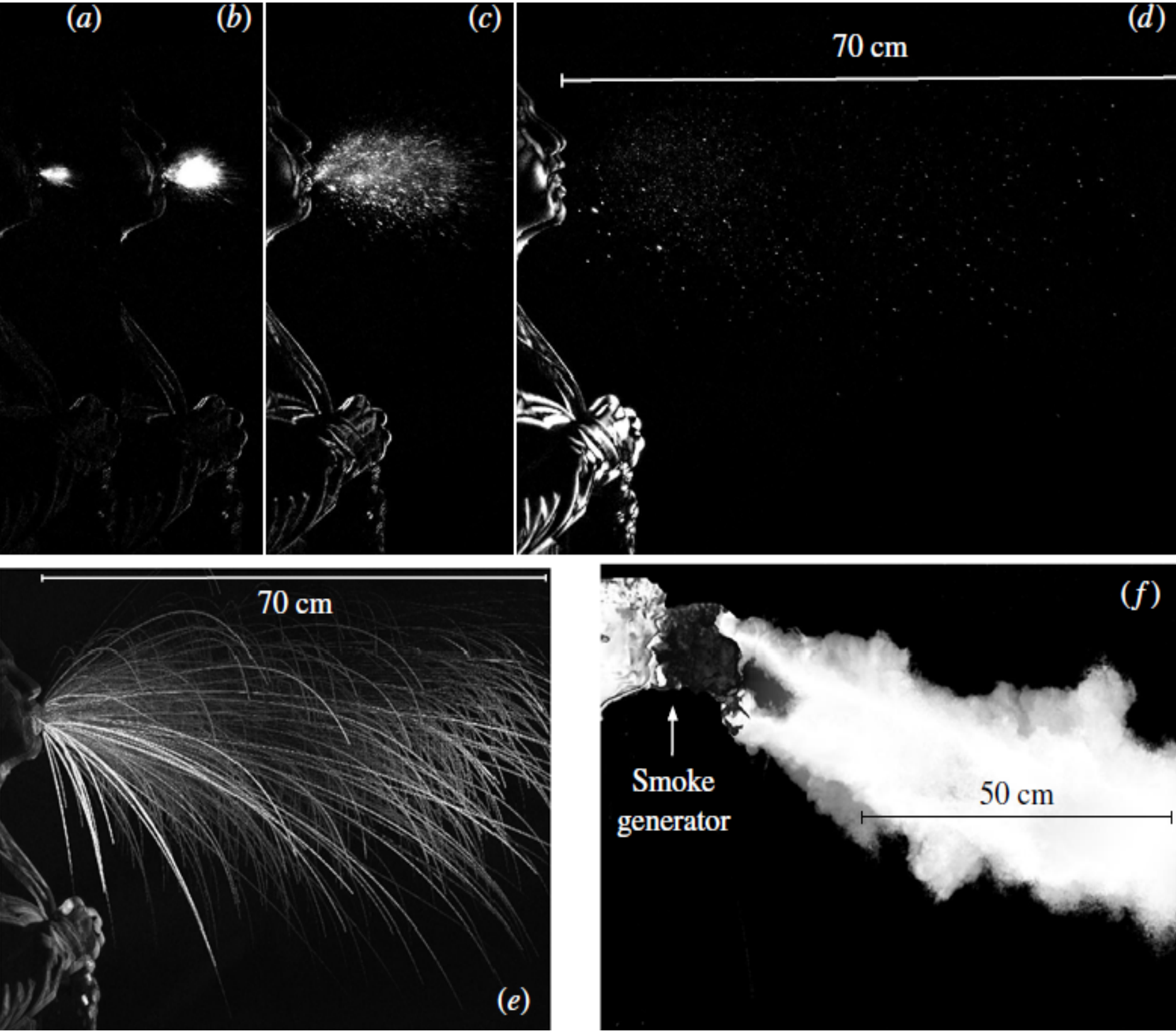
As the guidance from WHO to stay at least 3 feet (1 meter) from each other, the distance between every office activity should be base on that distance.



#15 P2 Office

Pandemic Prevention for Office

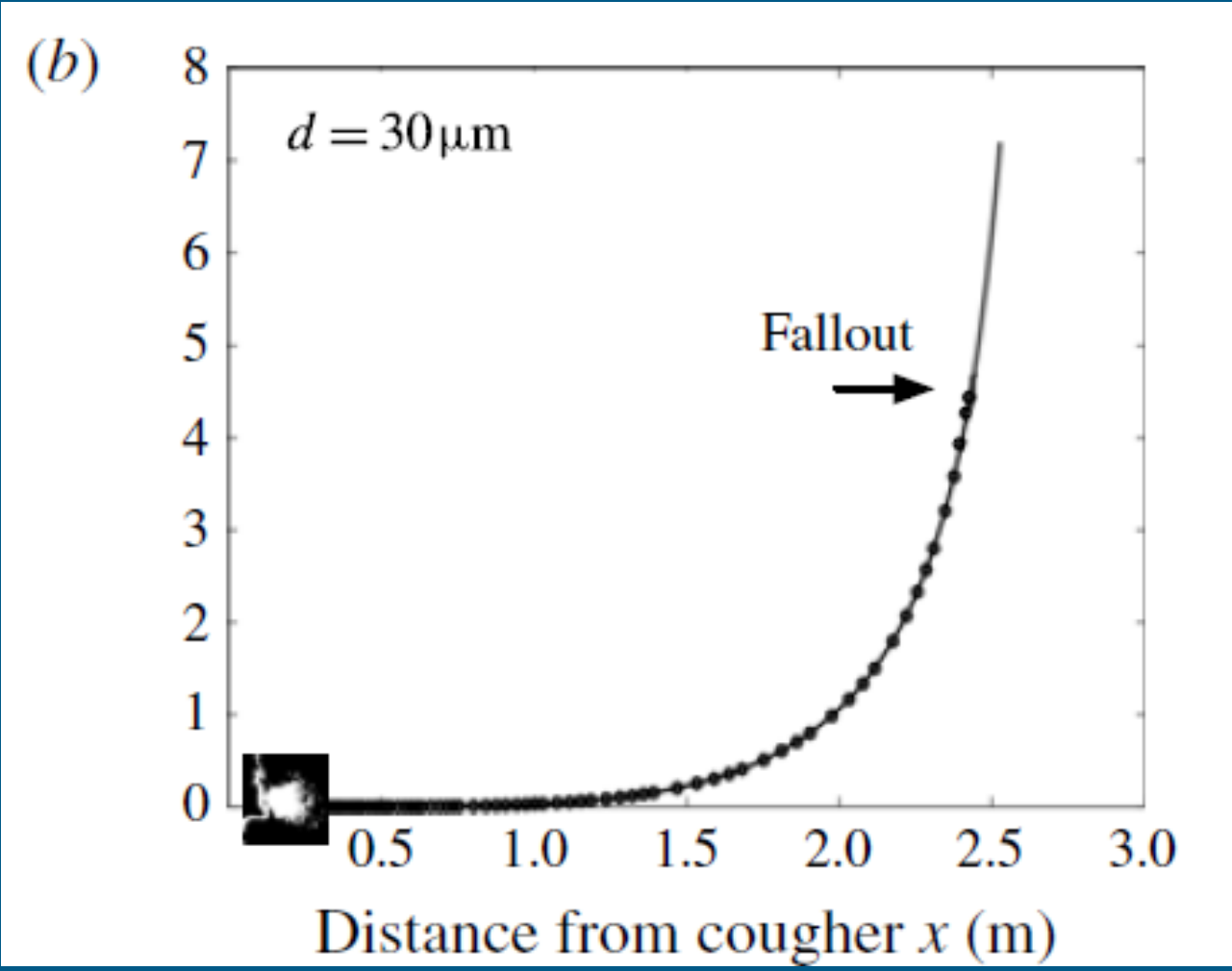
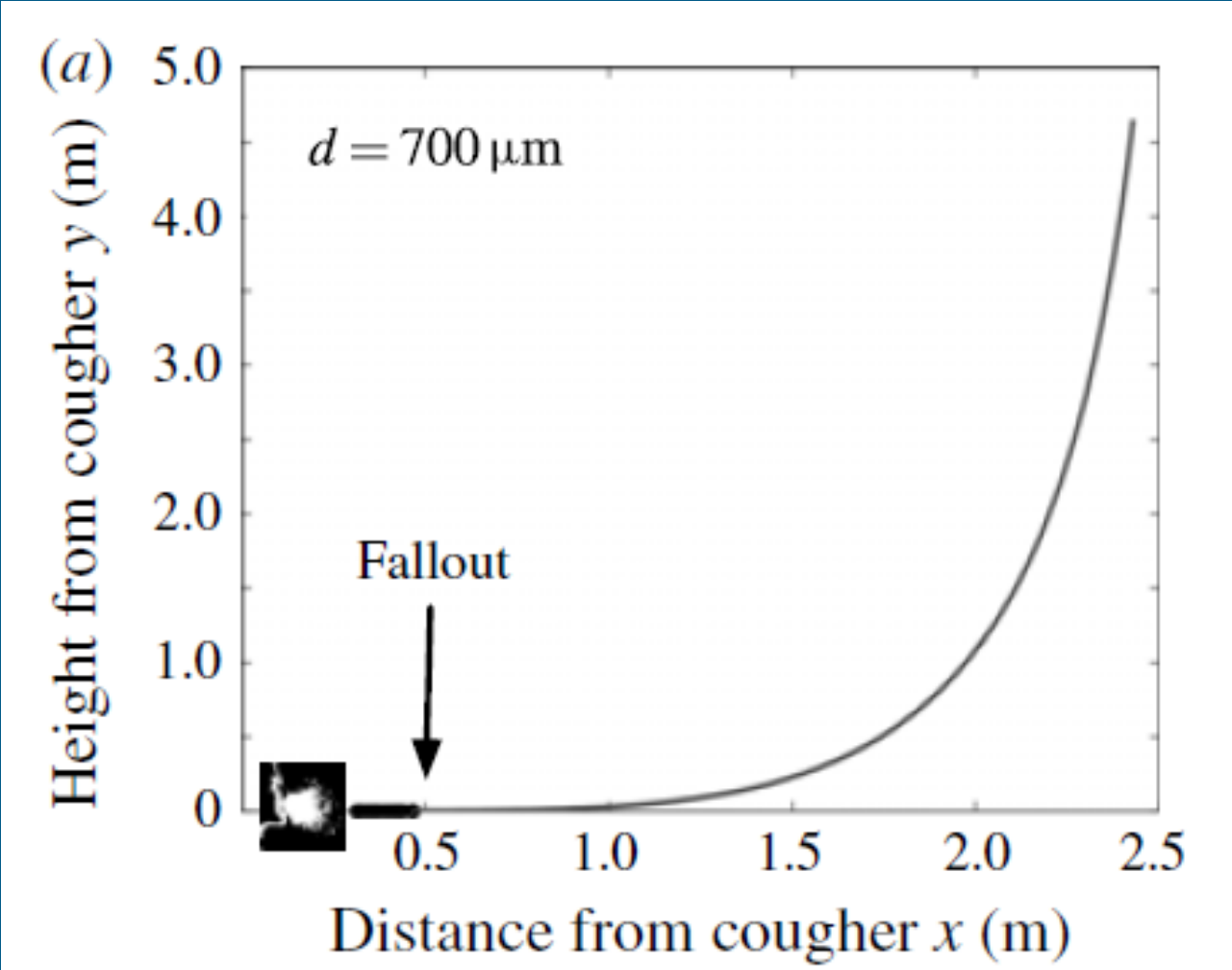
Workstation Proportion



High-speed images of cough recorded at 1000 fps
(Source: Bush; Violent expiratory events: On coughing and sneezing, pg. 541)

The images reveal the dynamics of the expelled gas and liquid phases. The sequence is displayed for the times

- (a) 0.006 s,
- (b) 0.01 s,
- (c) 0.029 s
- (d) 0.106 s
- (e) Large droplets are ejected and their trajectories shown in this streak image.
- (f) A typical cough airflow is visualized using a smoke generator and recorded at 2000 f.p.s.

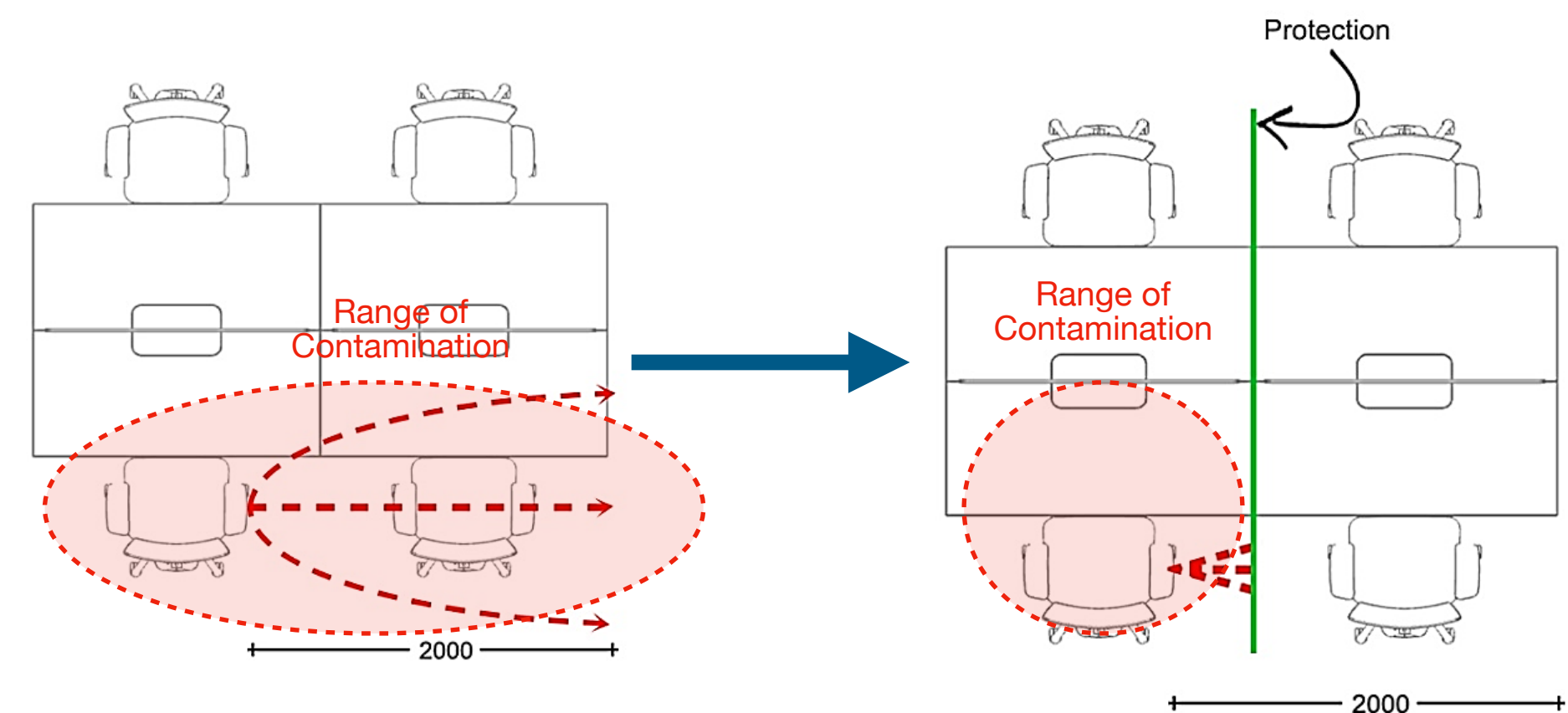
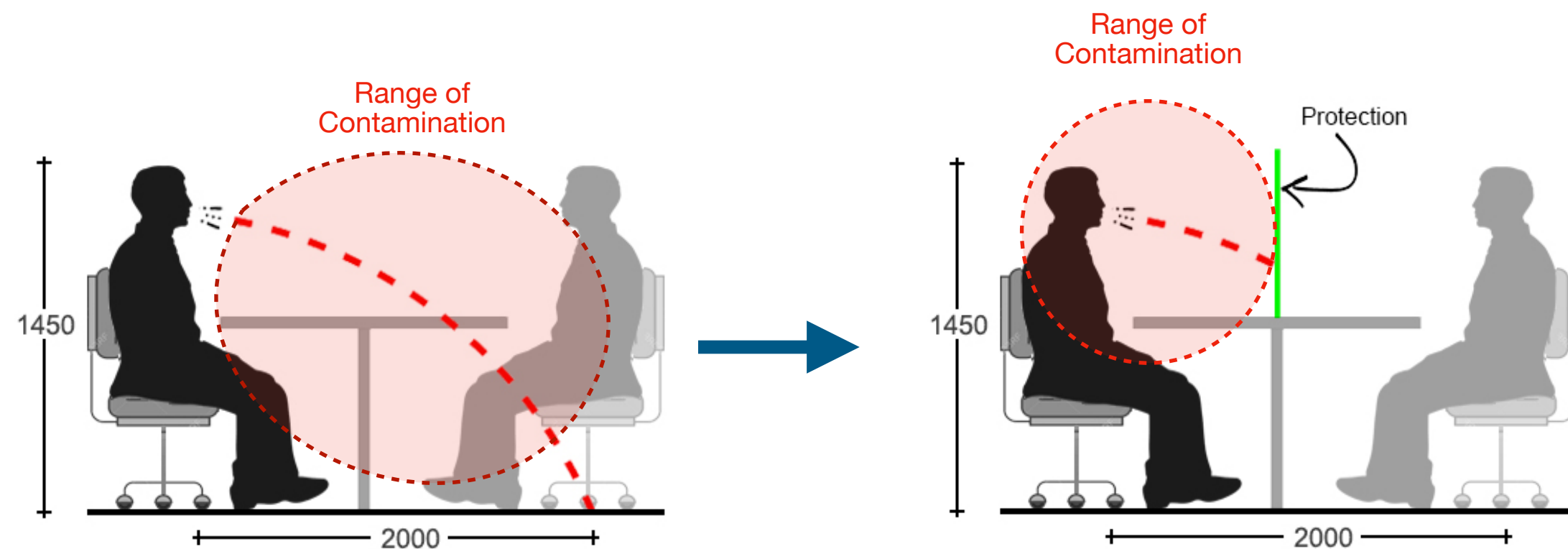
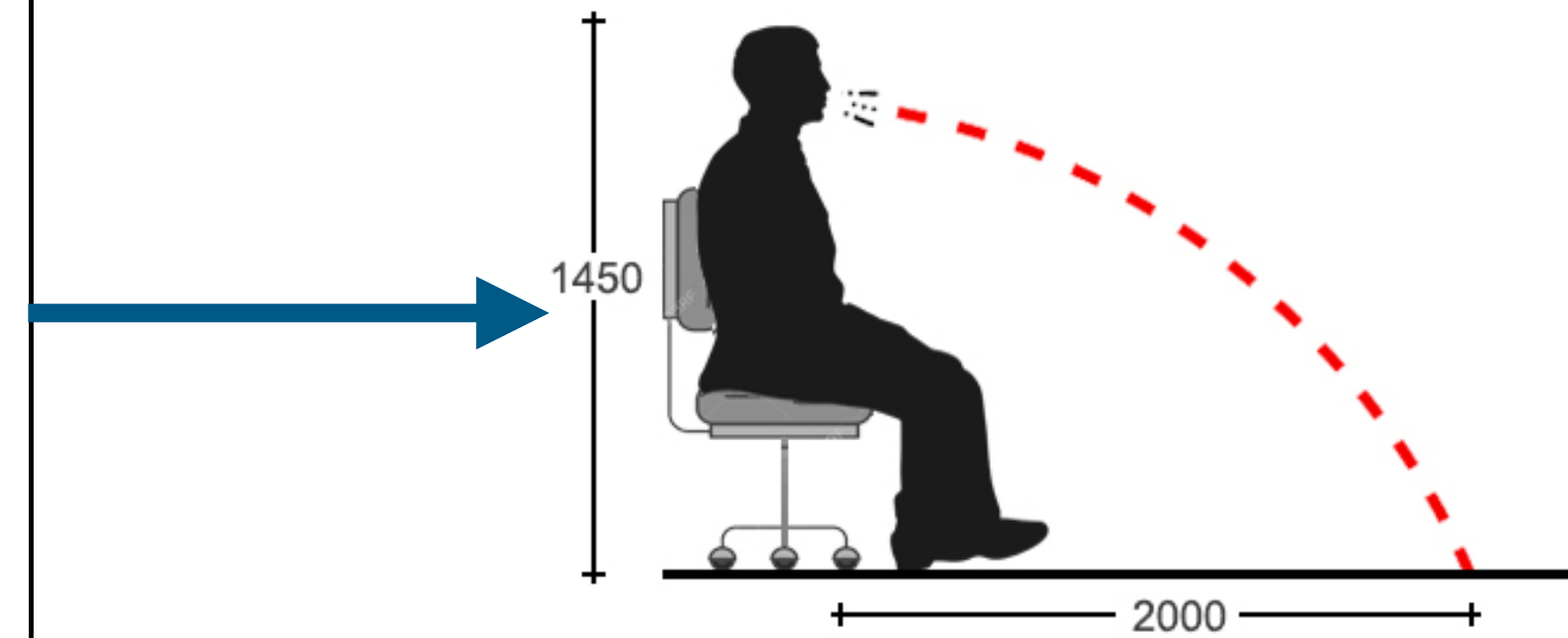
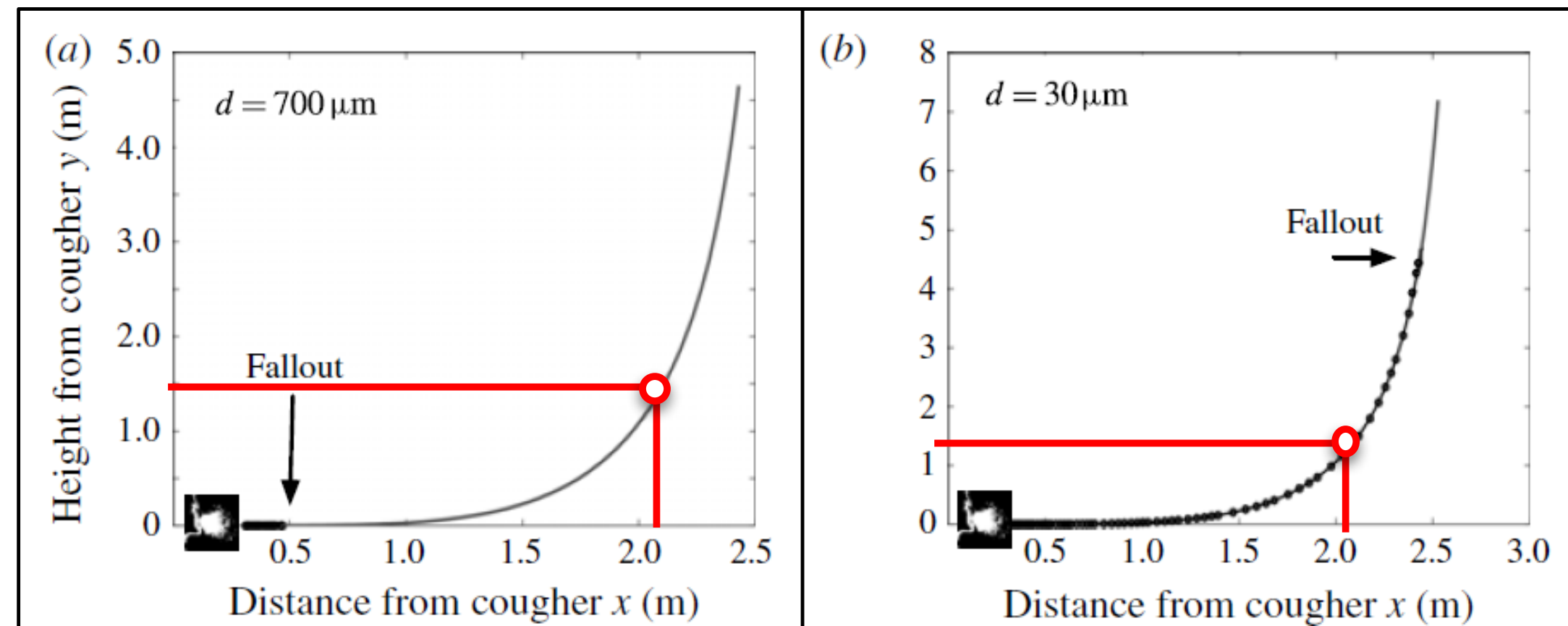


Cough Trajectory
(Source: Bush; Violent expiratory events: On coughing and sneezing, pg. 559)

#15 P2 Office

Pandemic Prevention for Office

Workstation Proportion

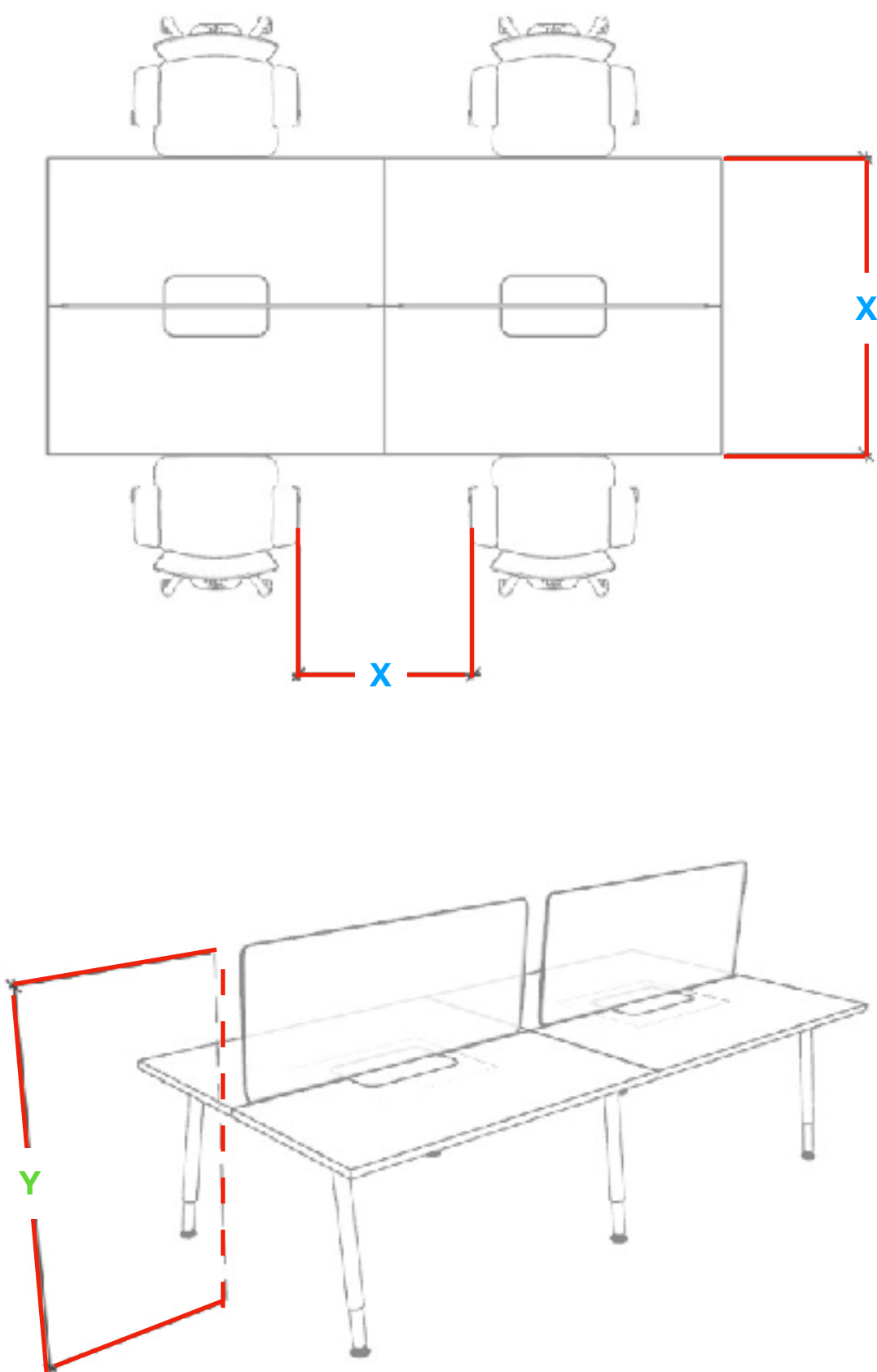
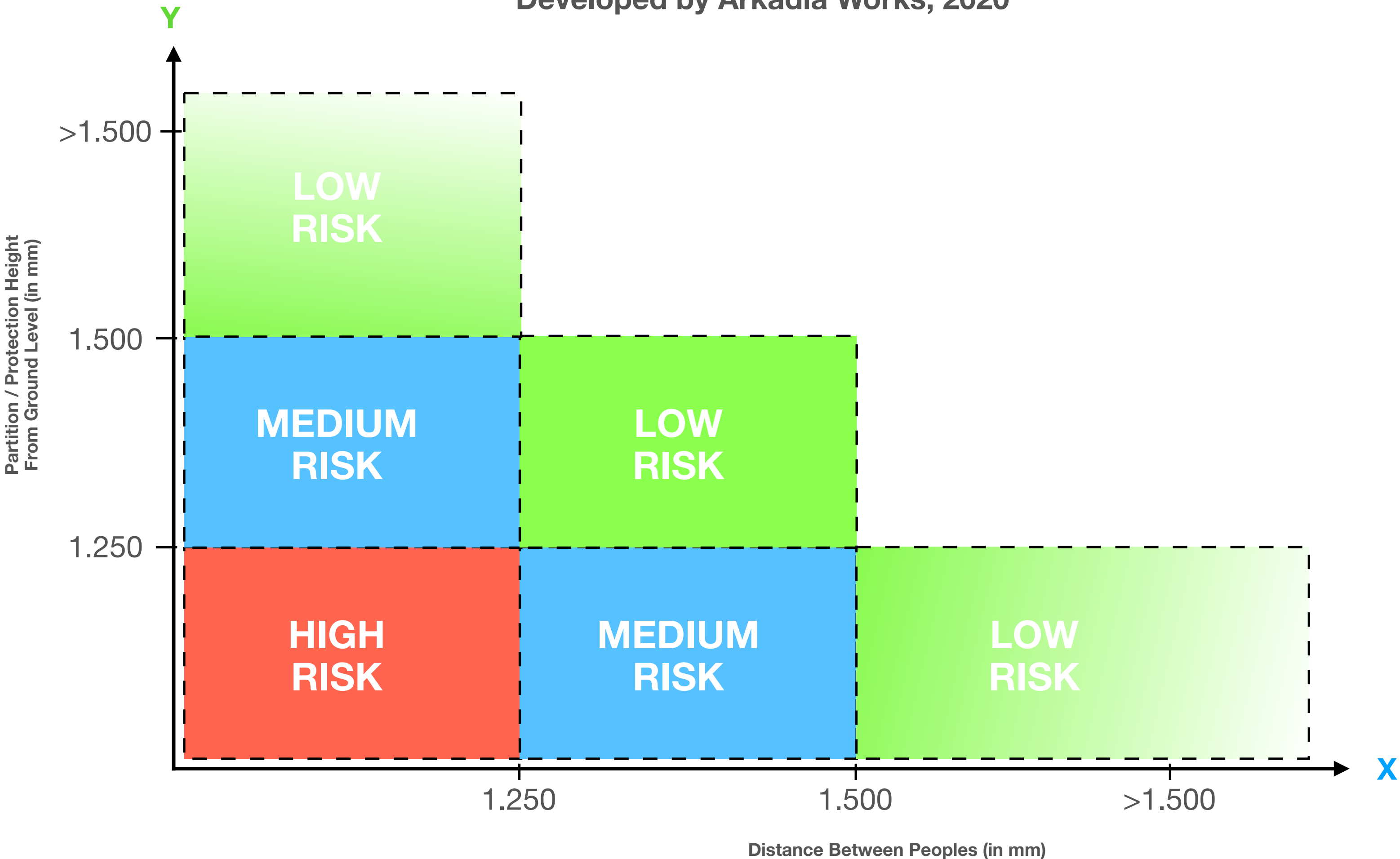


#15 P2 Office

Pandemic Prevention for Office

Workstation Proportion

Partition / Protection Height vs Distance Between Peoples Graphic:
Save Dimension for Pandemic Prevention Workstation Design.
Developed by Arkadia Works, 2020



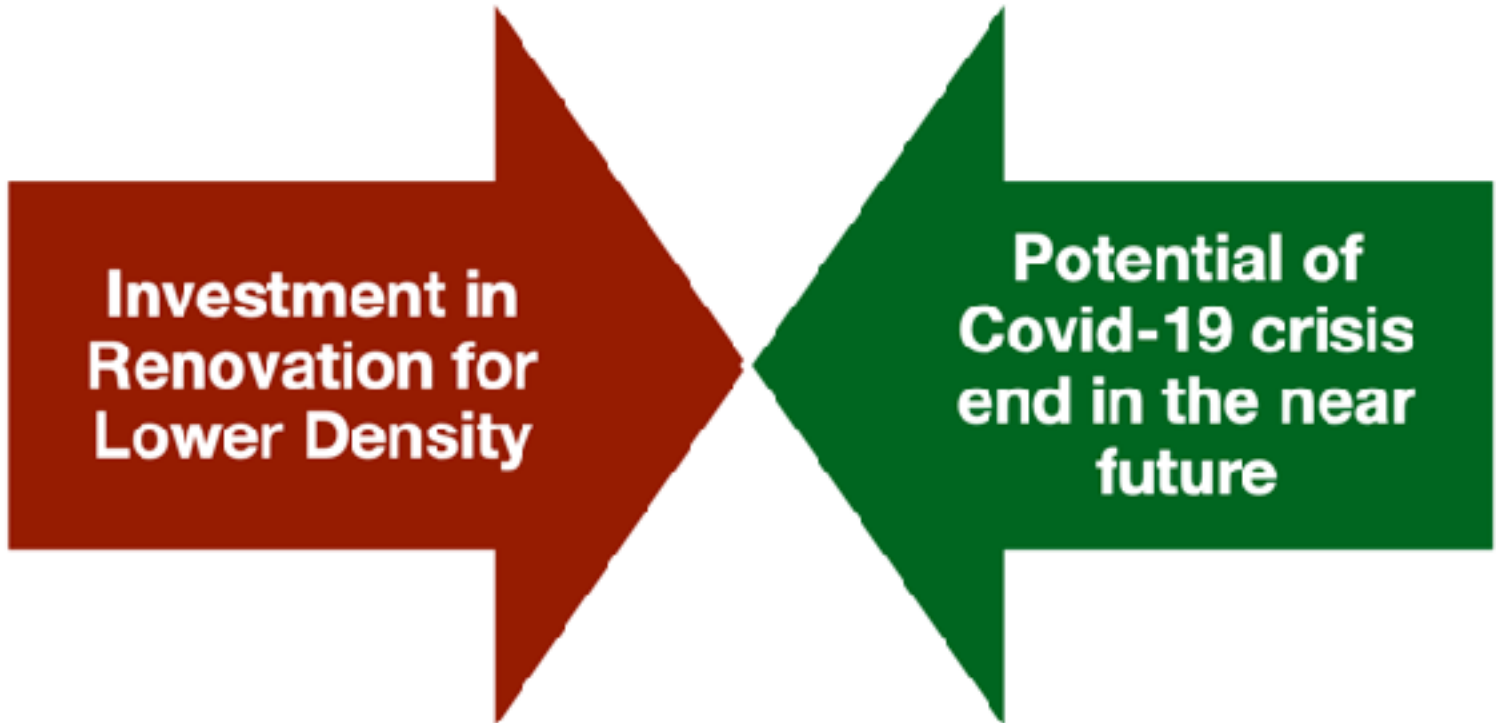
Density Reduction

Case Study

Project	Location	Area (m2) (a)	Existing		New Normal		
			Capacity (person) (b)	Density (m2/person) (a/b)	Adjusted Capacity (person) (c)	Density (m2/person) (a/c)	Capacity Reduction (%) ((c-b)/b)
Pertamina International Shipping Phase 1&2	Patra Jasa Office Tower, 14th Floor	725	59	12,29	43	16,86	-27,12%
Pertamina International Shipping Extension	Patra Jasa Office Tower, 14th Floor	380	46	8,26	38	10,00	-17,39%
Concentrix	Landmark Tower, 5th Floor, Jakarta	1745	300	5,82	192	9,09	-36,00%
Universal Tekno Reksajaya (United Tractor Group)	United Tractor HQ. Jl Raya Bekasi, Cakung, Jakarta Timur						
Aspirasi (Axiata Digital)	Lippo Kuningan	473	73	6,48	46	10,28	-36,99%
Zalora	Logos, Bekasi	883	161	5,48	125	7,06	-22,36%

In density reduction scenario, the capacity reduction will decrease to **17% - 37%** compared with the initial capacity

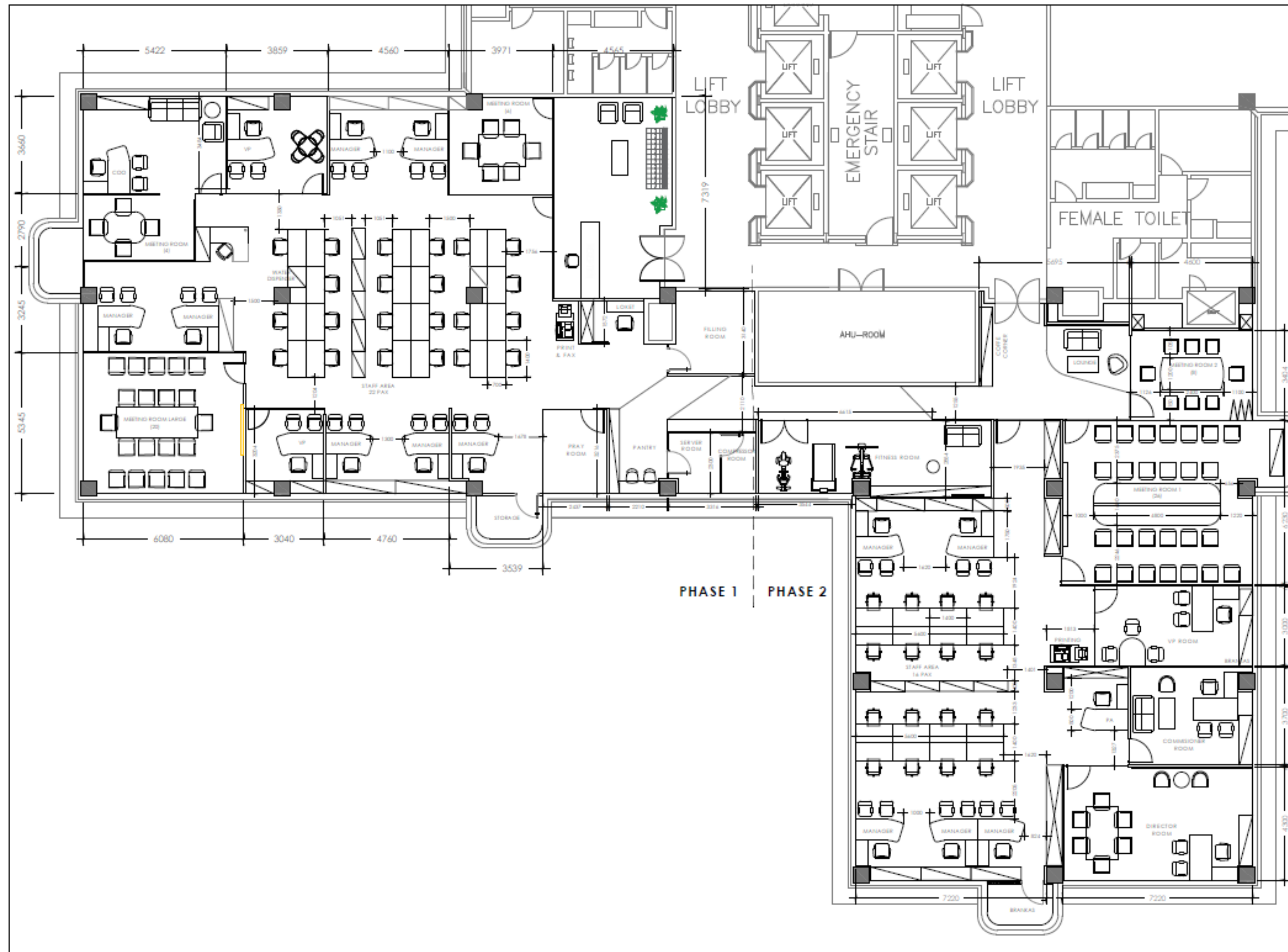
Decision Challenges



Density Reduction

Case Study ■ To achieve the number of safe distance, an office can reduce the number of people in the room, ex; meeting room & cafeteria.

■ Pertamina International Shipping - Existing Layout



Existing Layout

Total net floor area : 752 m²

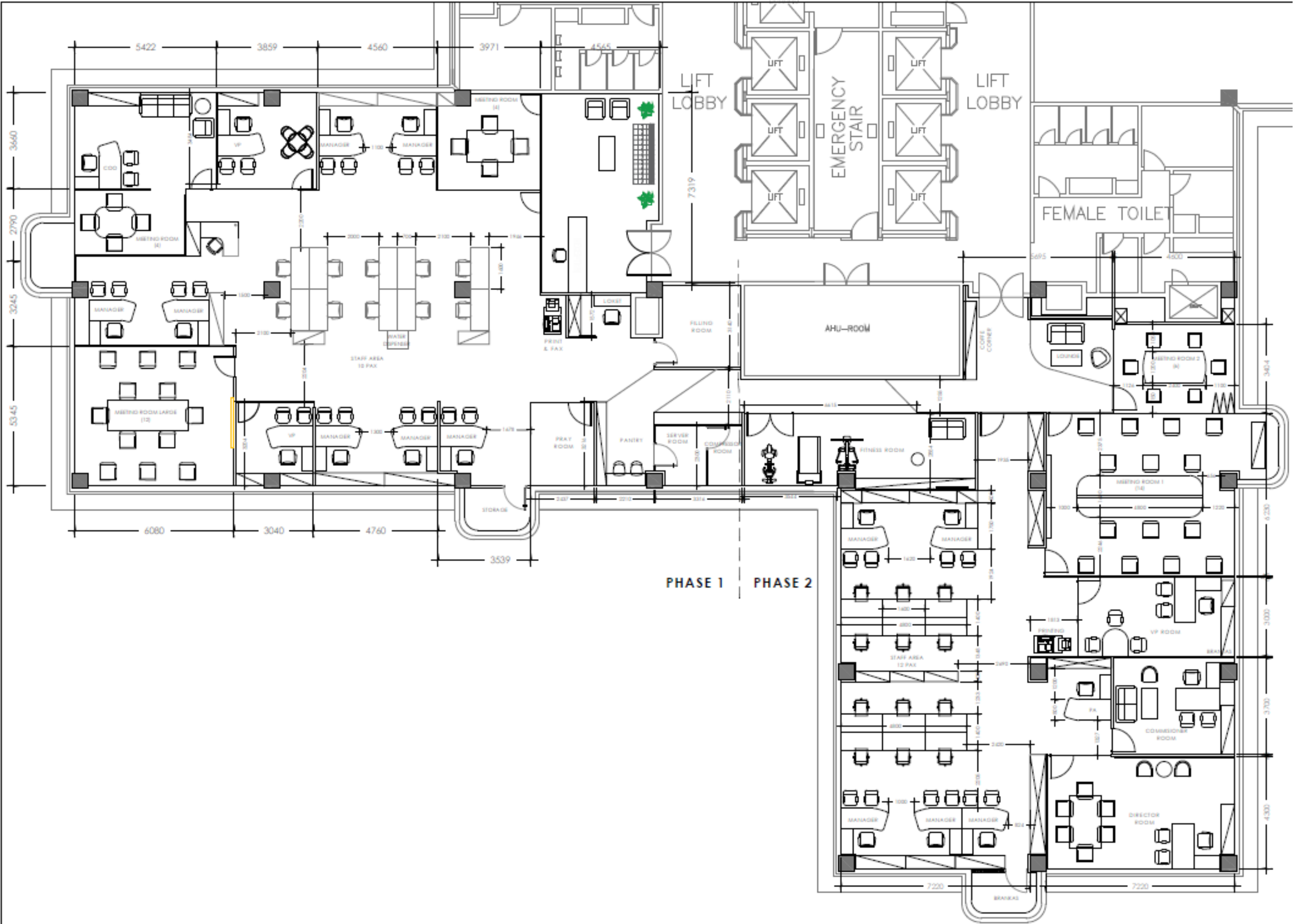
Total employees : 59 person

Office Density : **12.29 m²/person**

Density Reduction

Case Study

■ Pertamina International Shipping - New Normal Scenario Layout



Existing Layout

Total net floor area : 752 m2

Total employees : 43 person

Office Density : **16.86 m2/person**

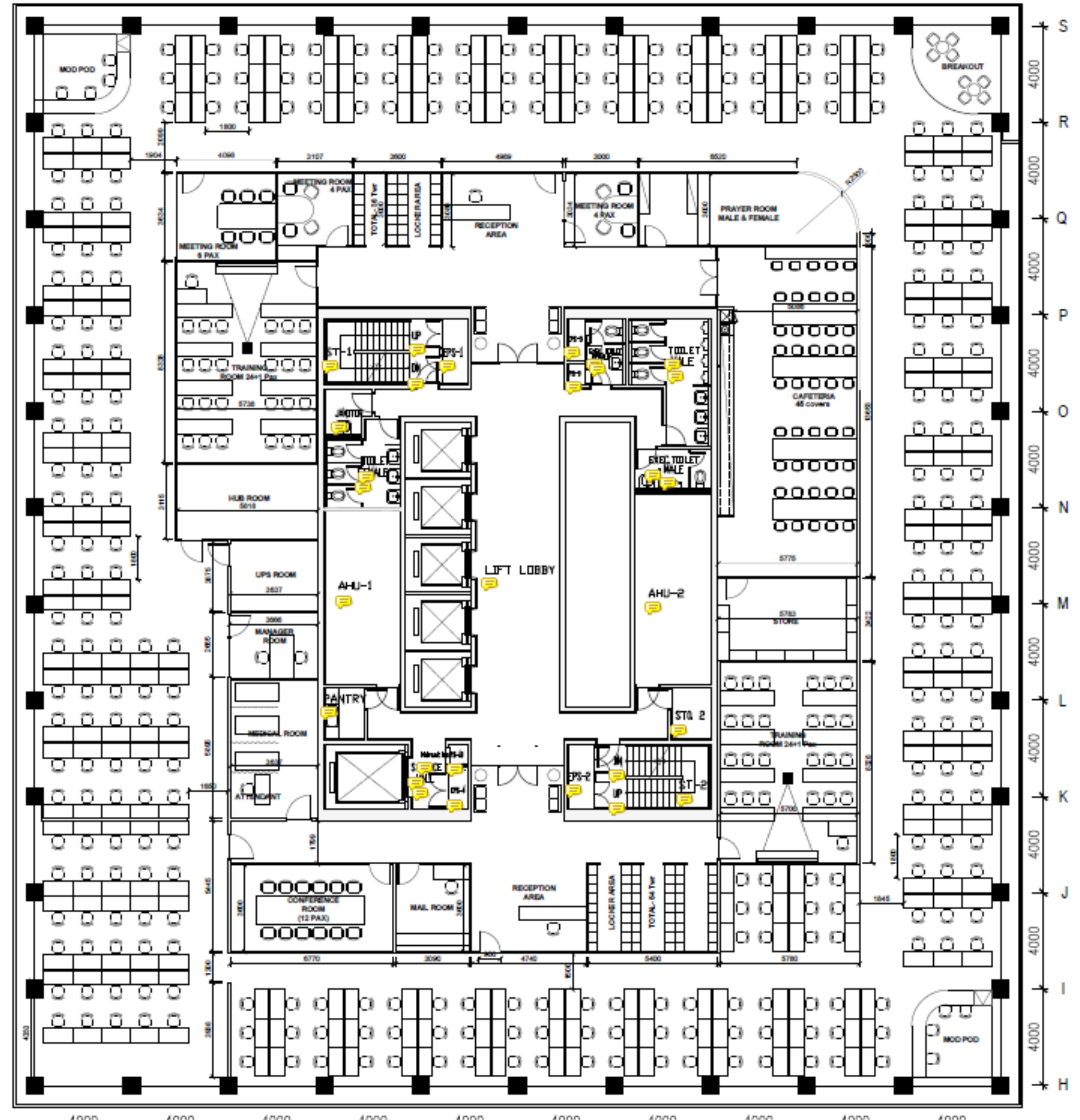
Capacity Reduction : **-27.12%**

Density Reduction

Case Study

Concentrix Indonesia - Existing Layout

Existing Layout
Total net floor area : 1.745 m²
Total employees : 192 person
Office Density : **5.82 m²/person**

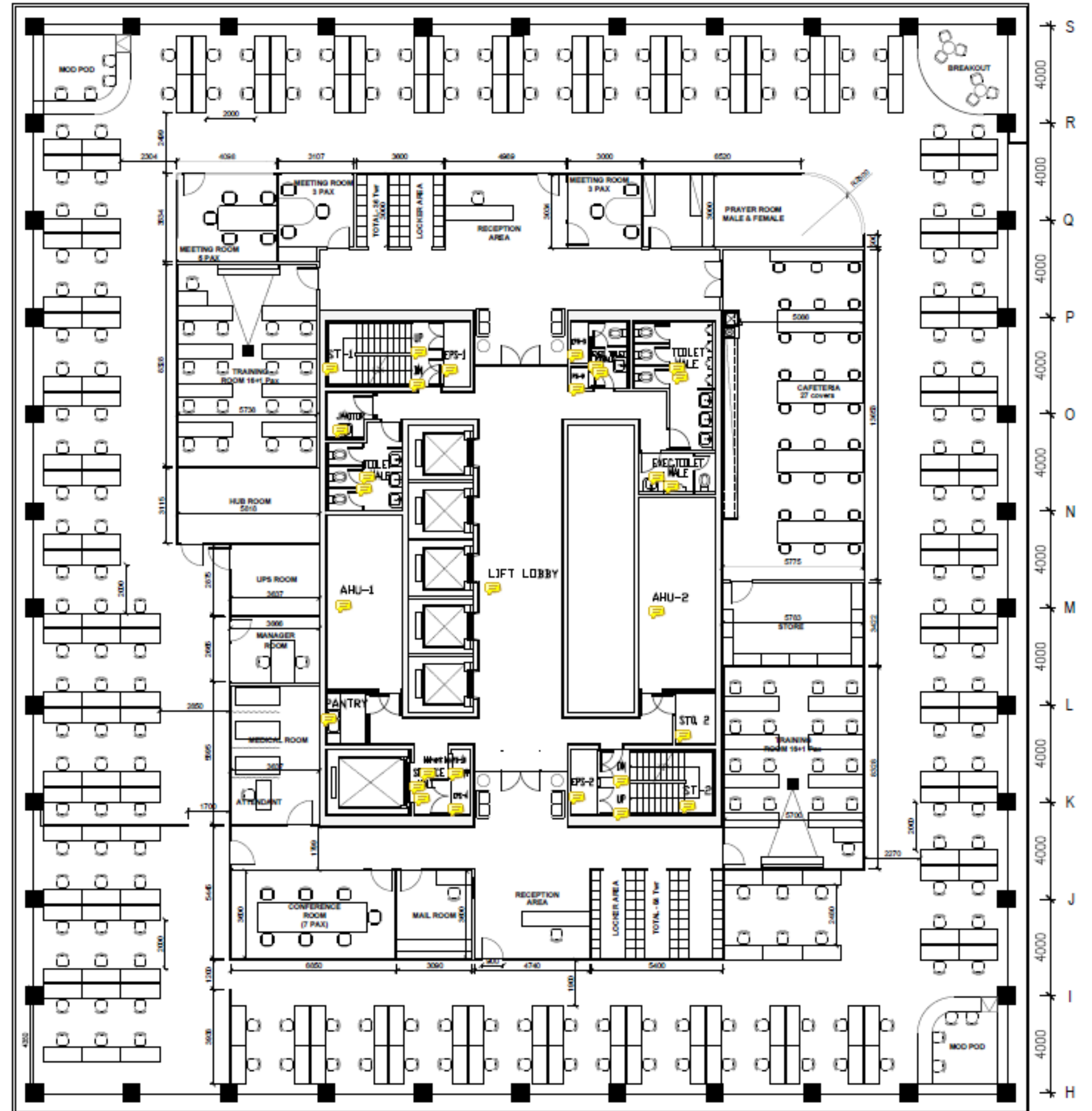


Density Reduction

Case Study

Concentrix Indonesia - New Normal Scenario Layout

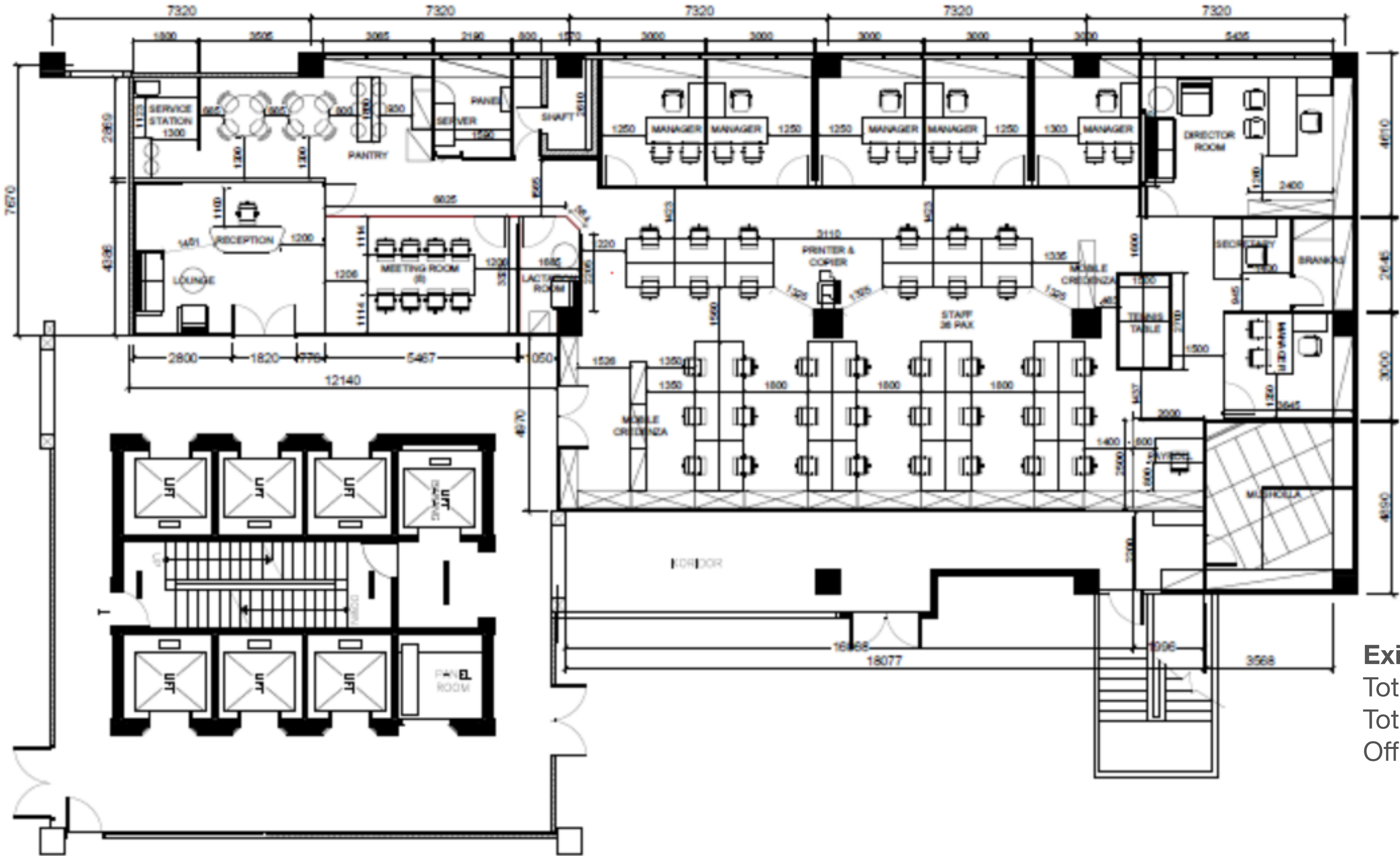
Existing Layout
Total net floor area : 1.745 m²
Total employees : 192 person
Office Density : **9.09 m²/person**
Capacity Reduction : **-36%**



Density Reduction

Case Study

Pertamina International Shipping Extension - Existing Layout



Existing Layout
Total net floor area : 380 m2
Total employees : 38 person
Office Density : **8.26 m2/person**

Density Reduction

Case Study

Aspirasi (Axiata Digital) - Existing Layout



Existing Layout

Total net floor area : 473 m2

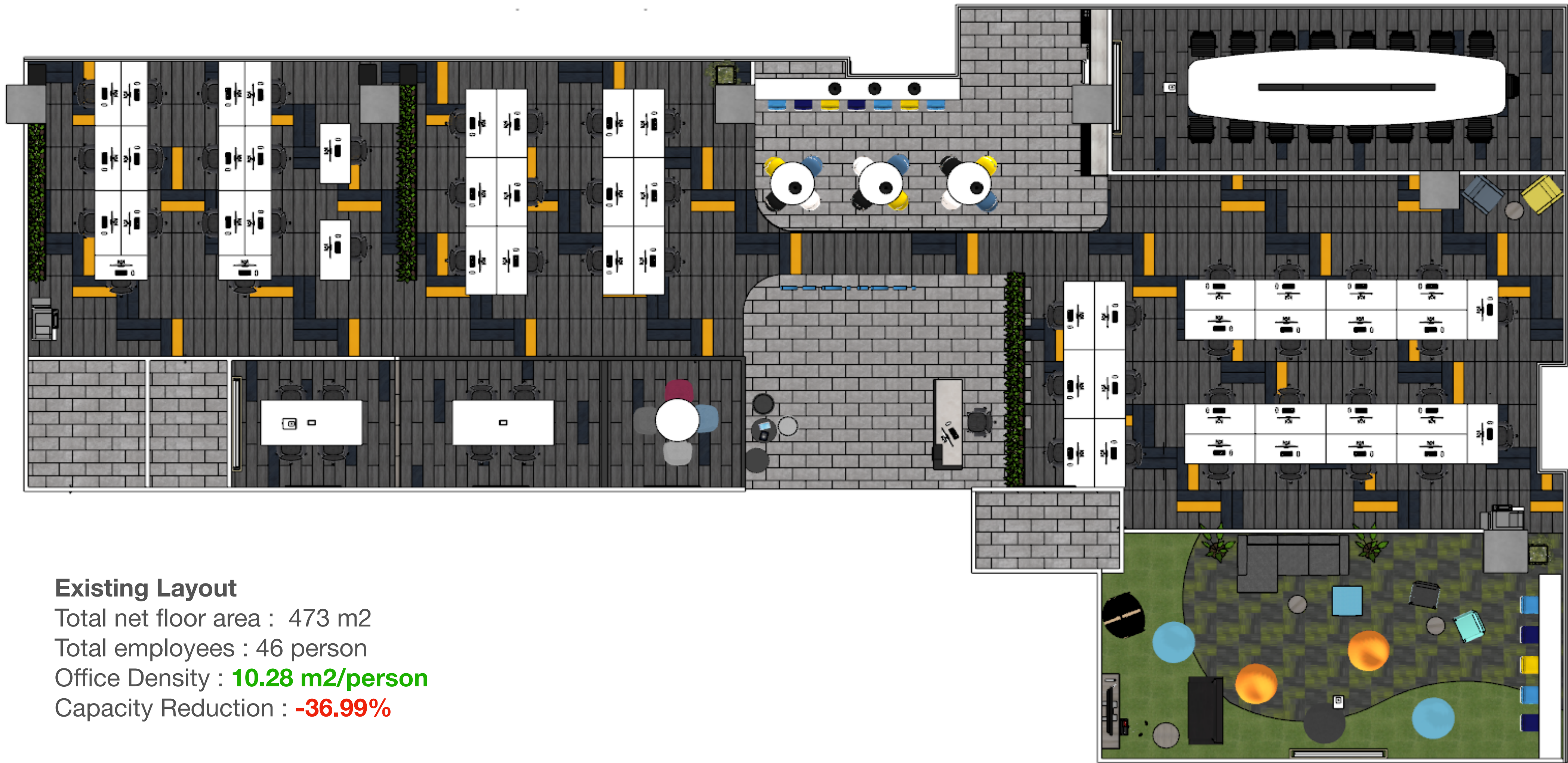
Total employees : 46 person

Office Density : **6.5 m2/person**

Density Reduction

Case Study

Aspirasi (Axiata Digital) - New Normal Scenario Layout



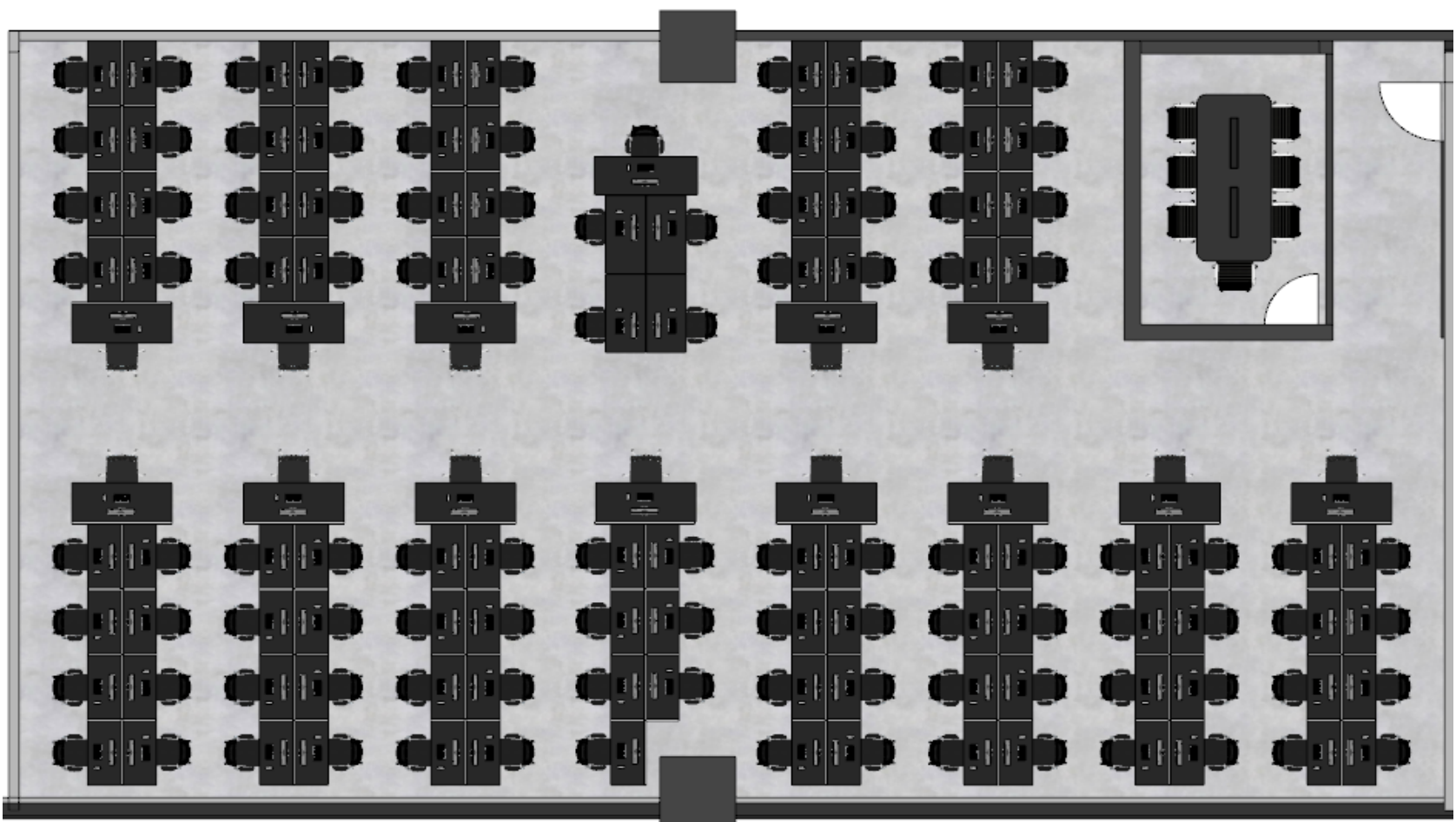
Existing Layout

Total net floor area : 473 m2
Total employees : 46 person
Office Density : **10.28 m2/person**
Capacity Reduction : **-36.99%**

Density Reduction

Case Study

Zalora - Existing Layout



Existing Layout
Total net floor area : 883 m2
Total employees : 125 person
Office Density : **5.48 m2/person**

Density Reduction

Case Study

Zalora - New Normal Scenario Layout

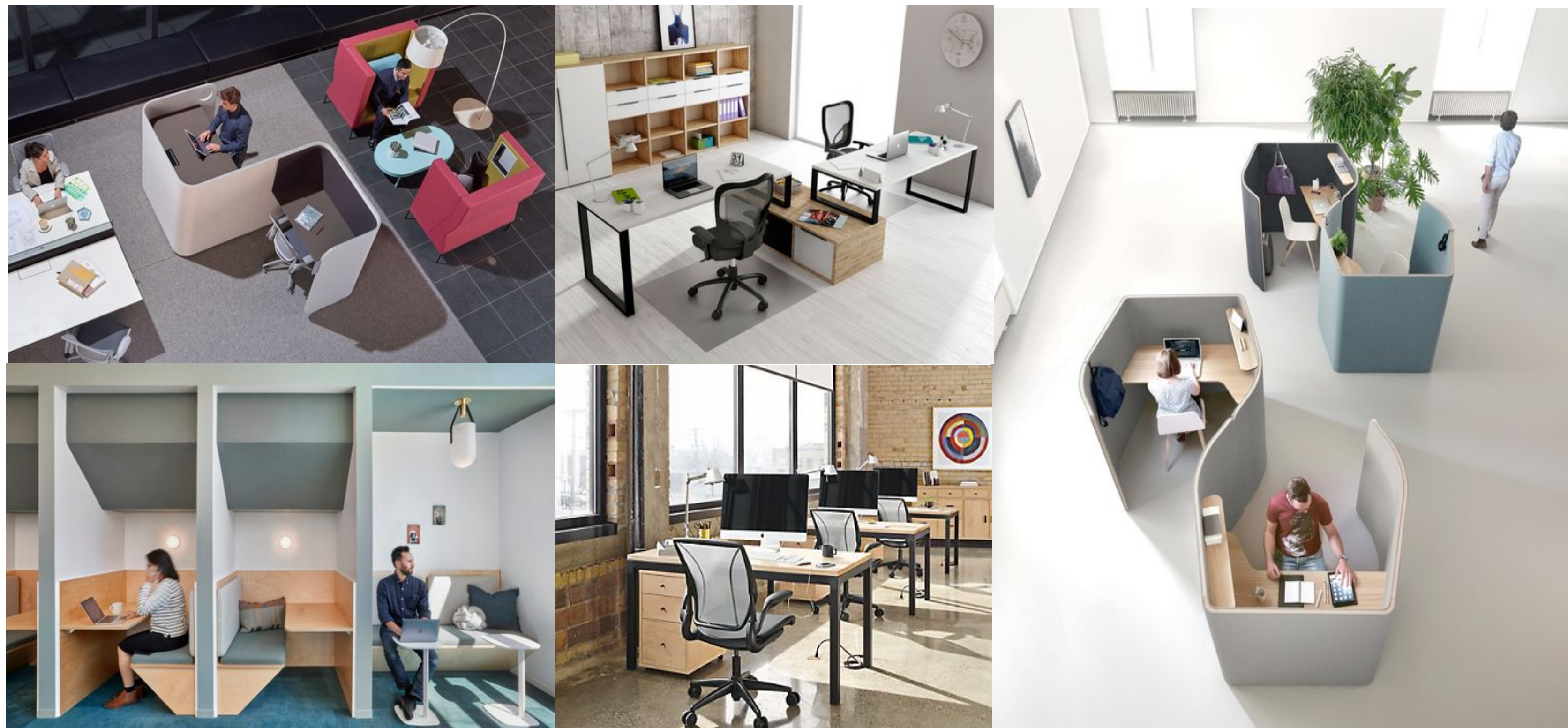


#15 P2 Office

Pandemic Prevention for Office

15.4 Focal Point

Focal Point approach is about giving particular importance and value into an area or object. In the workplace, it is about the aesthetic and design story of the office. The composition, proportion, and the detail have to rhyme with one and another to create a safe and harmony workplace environment.



APPROACH #4

TECHNOLOGY



#16 Right Technology

■ What this crisis has taught us is that, with the **right technology** in place, then ***”not everyone needs to be at the same place, at the same time”***.



#17 No-Touch Equipment

- No-touch equipment will be a new way trending in equipment provision.

Equipment such as door, lifts, coffee machine, dustbin, exit button, can be open using motion sensors, facial recognition, or even smartphone.



Zaha Hadid Architects' new headquarters for the Bee'ah waste management company in Sharjah, UAE may be a glimpse of the future. It is packed with what ZHA calls 'contactless pathways', whereby employees rarely need to touch the building with their hands. Office doors open automatically using motion sensors and facial recognition, while lifts - and even a coffee - can be ordered from a smartphone. SOURCE: <https://www.weforum.org/agenda/2020/04/covid19-coronavirus-change-office-work-homeworking-remote-design/>



Touchless Motion Sensor Door



Touchless Motion Sensor Dustbin



Touchless Exit Button



Touchless Water Faucet



Touchless Toilet

#18 Changes in Meeting Needs

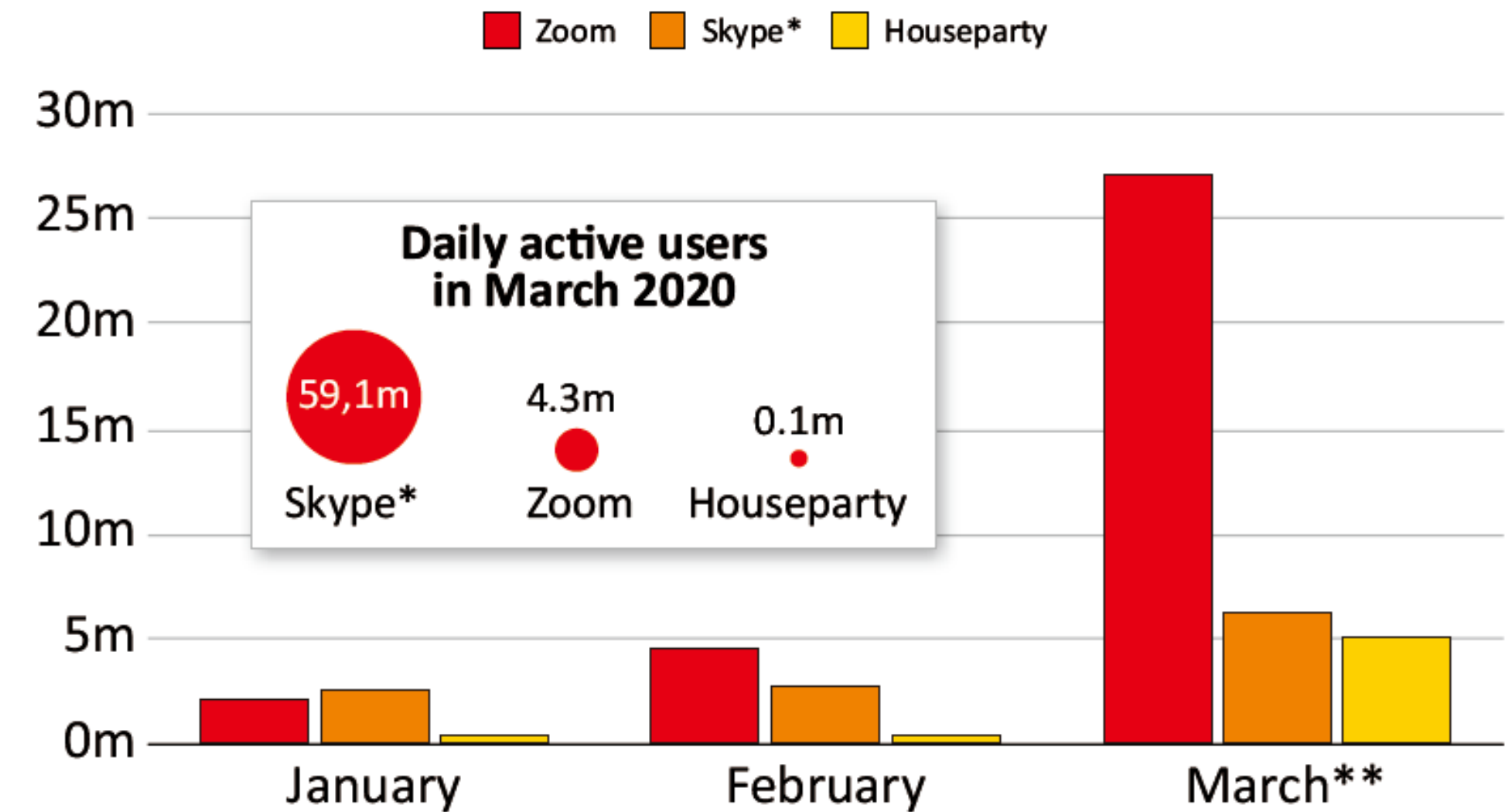
- Previously, there are some “***must meet***” rules from clients that the service provider can’t change due to their exclusivity as clients (i.e. pre-bid meetings, trainings, negotiation, approval, introduction meeting, interview, or even audits).

All of this agenda needs face-to-face meeting (which sometimes really time consuming).

Tomorrow we will see that **most of this agenda is extremely reduced** and can be done electronically via video conference application.

Videos Chat Apps Rise to Prominence Amid Pandemic

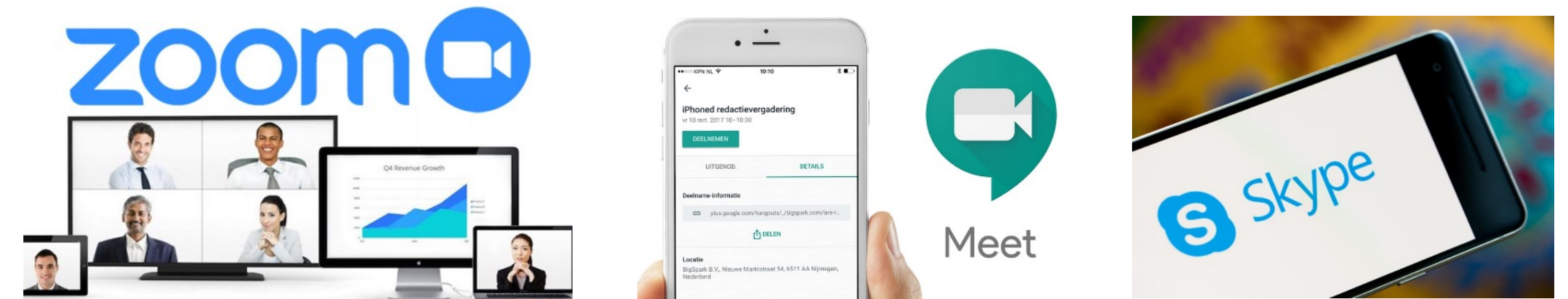
Global downloads of video chat apps for Android and iOS



* excluding Skype for Business

** March data as of March 26

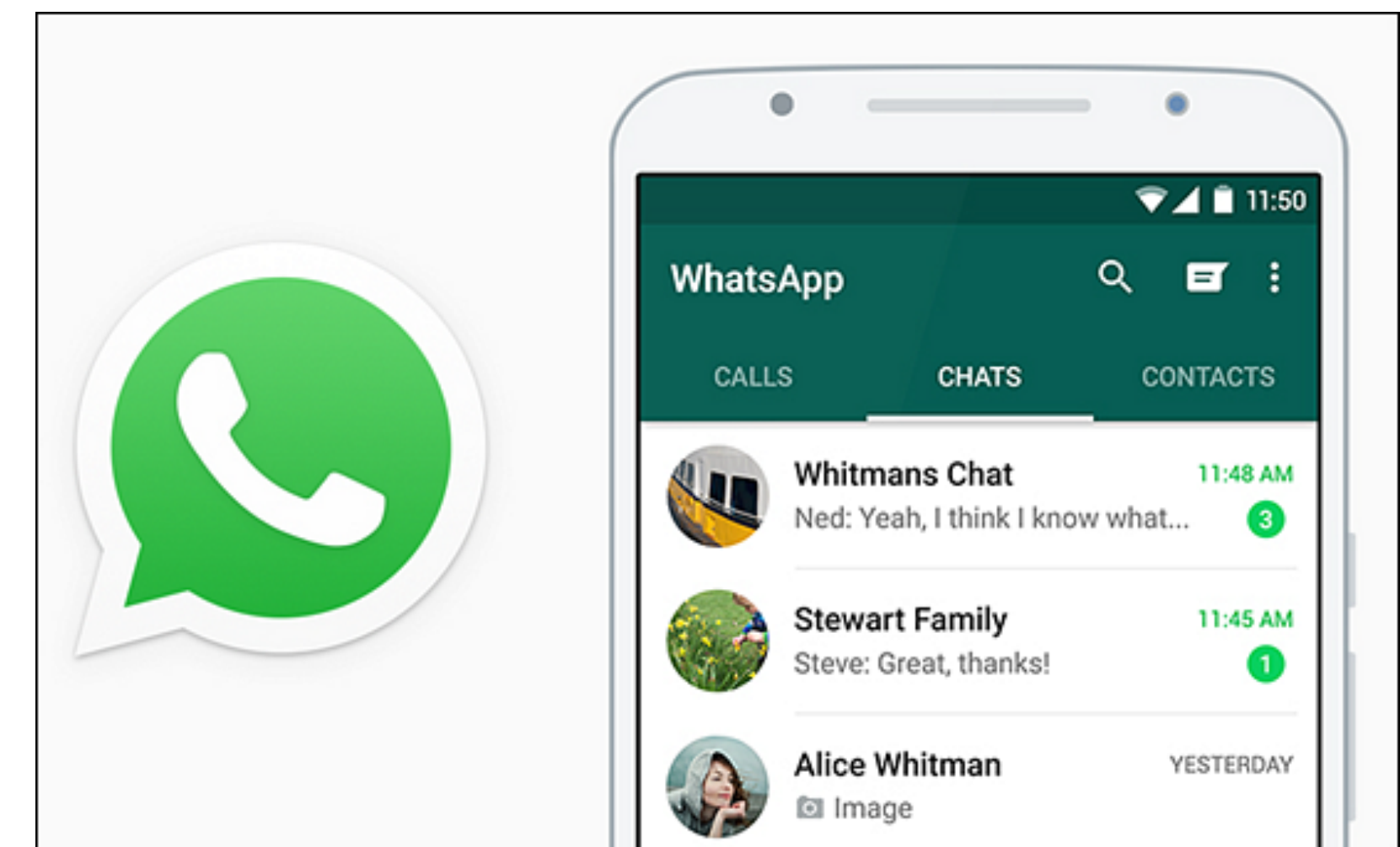
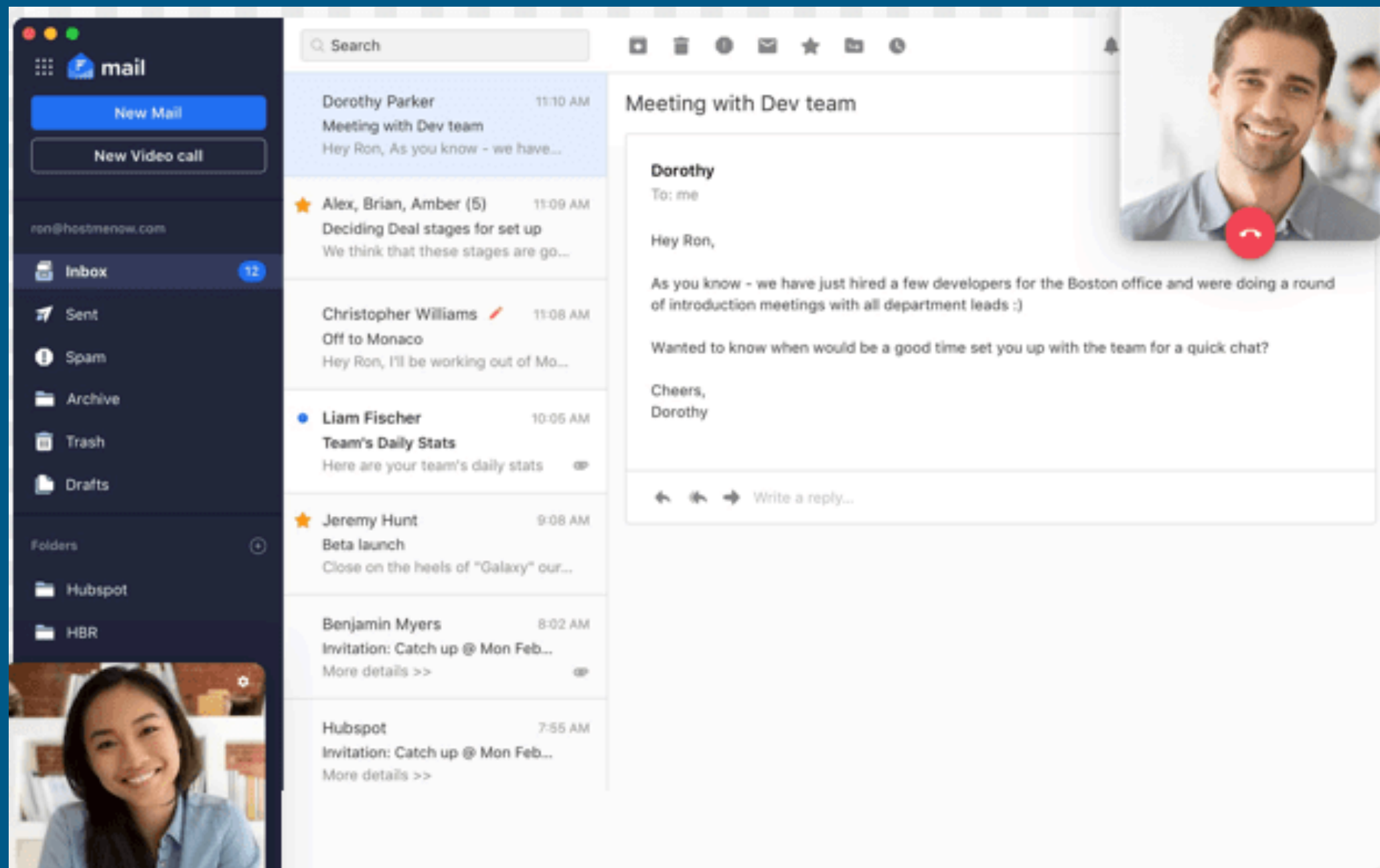
SOURCE: Statista



#19 Emails & Chat

- Yesterday, there are some organization & peoples that still need to meet in person just to deliver a simple invoice, making an approval, submitting a proposal, or maybe requesting something.

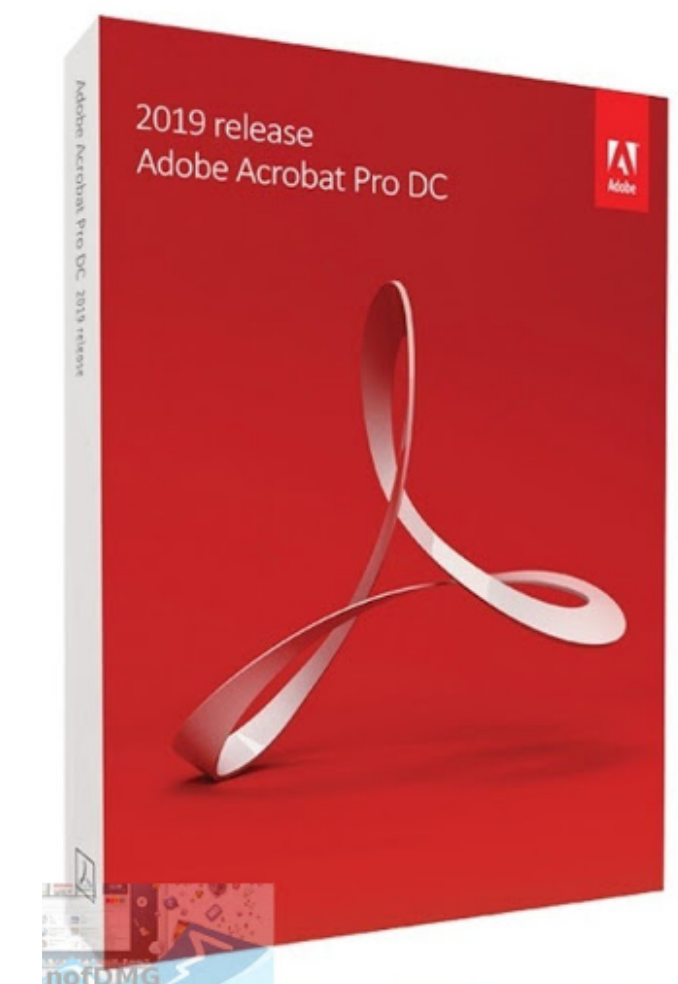
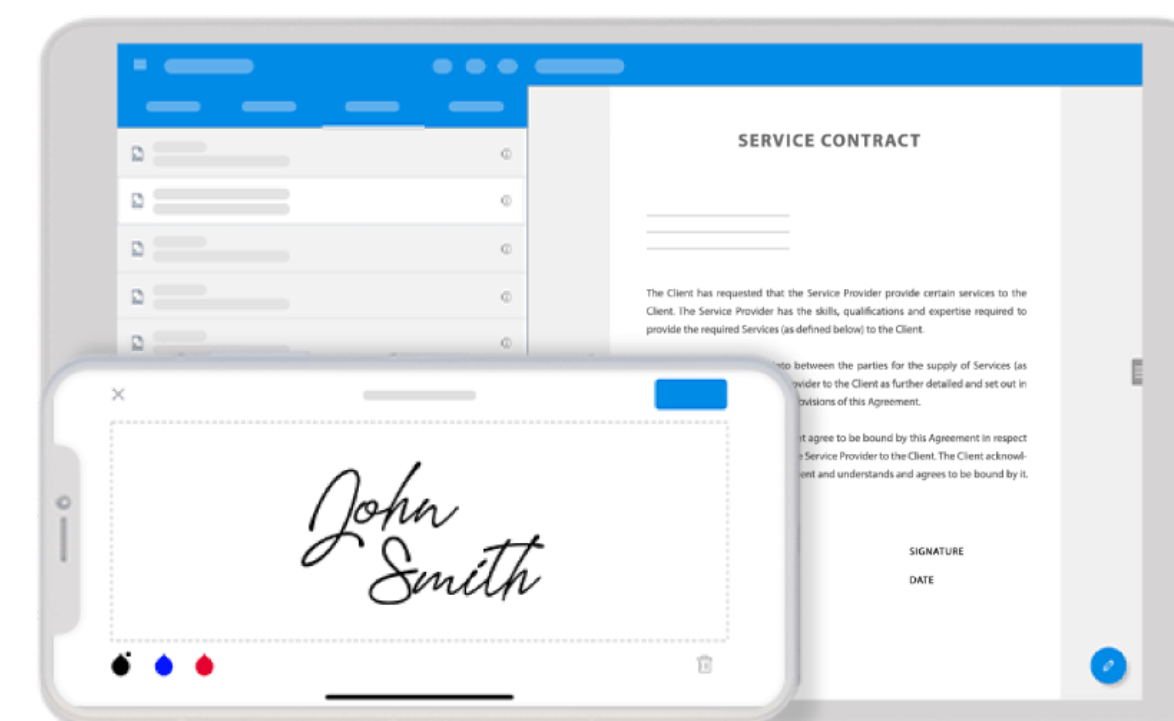
Tomorrow, peoples will **accept email & chat as formal business communication** with customers and stakeholders.



#20 Digital Ink Signature

- Tomorrow, most of the contract & deal will be accepted by digital signature.

More people will realize that this new way of interacting is more efficient & faster.

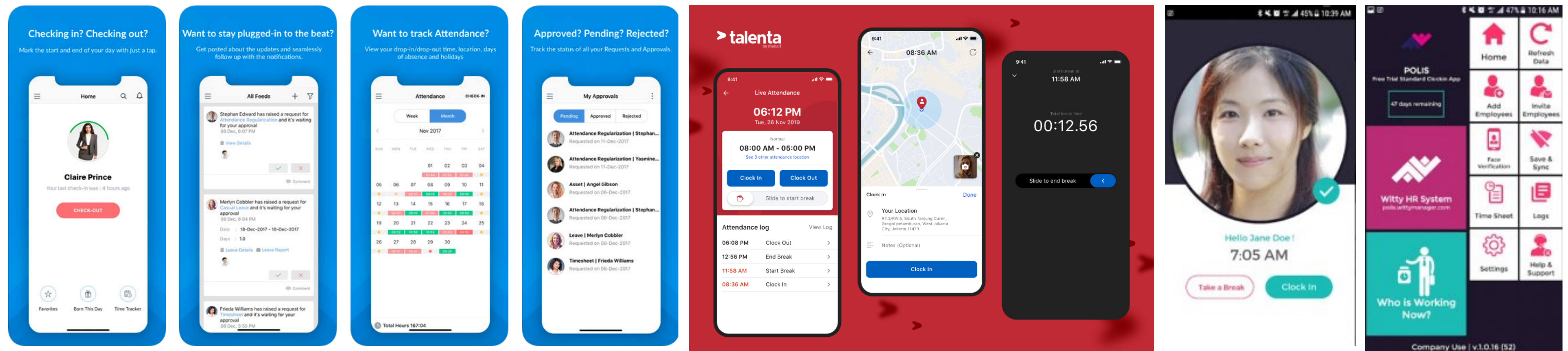
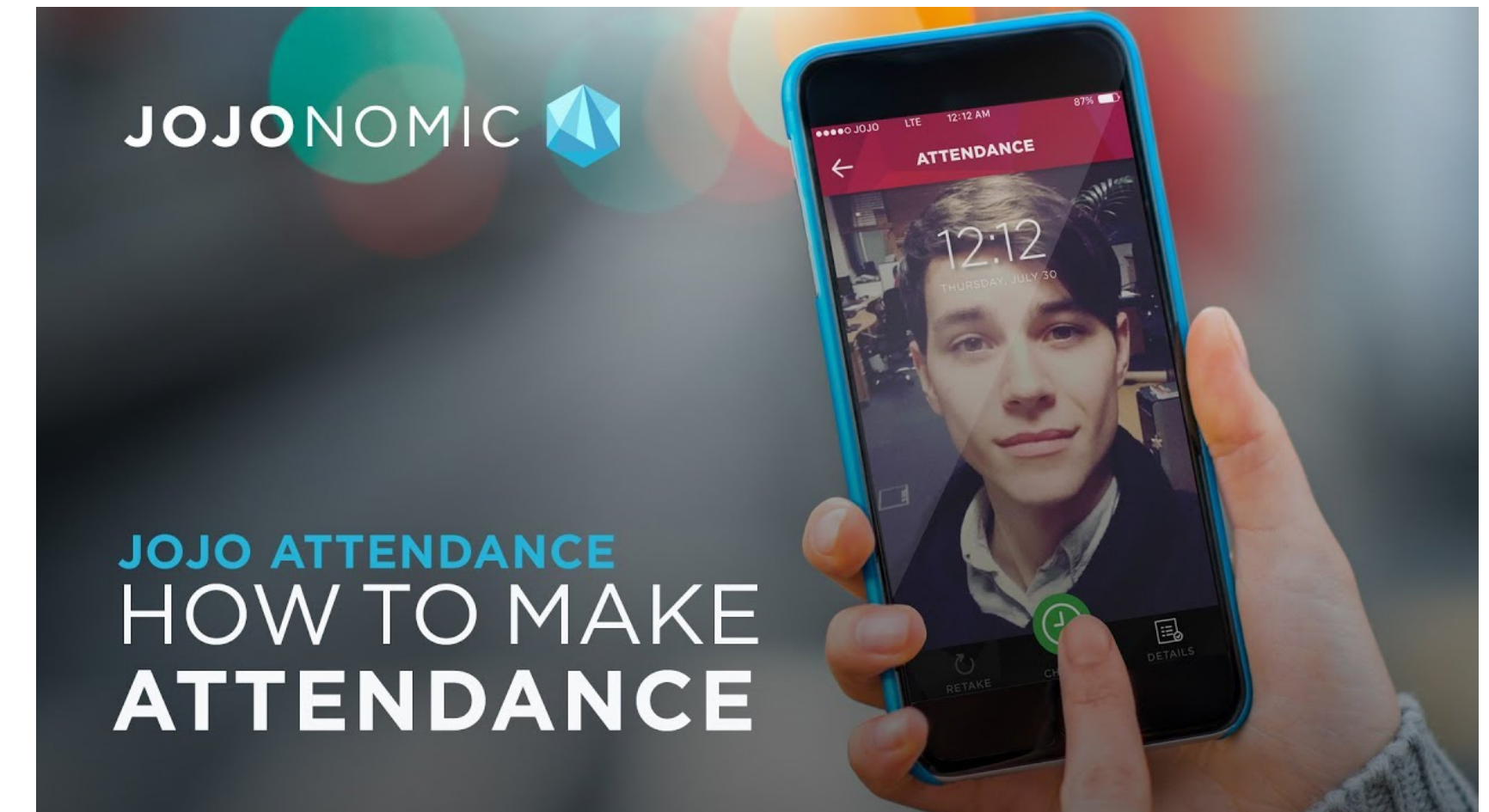


#21 Digital Attendance

■ Tomorrow, the physical attendance machine will be less common as people are less needed to come to the office.

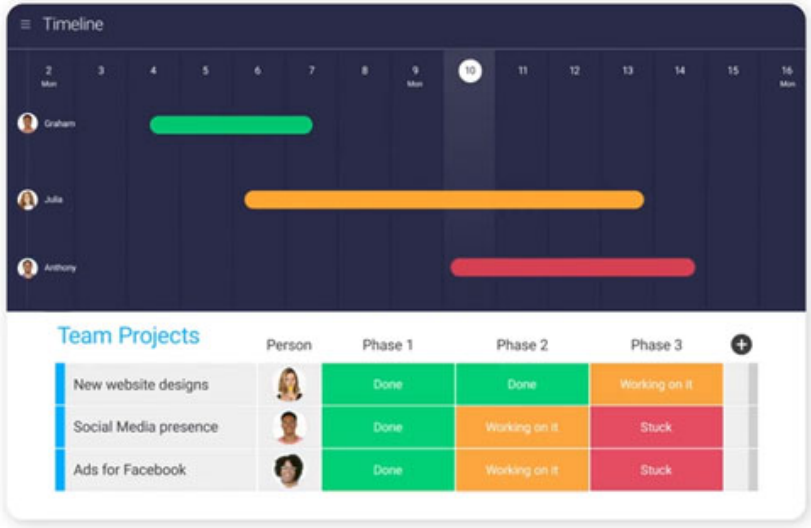
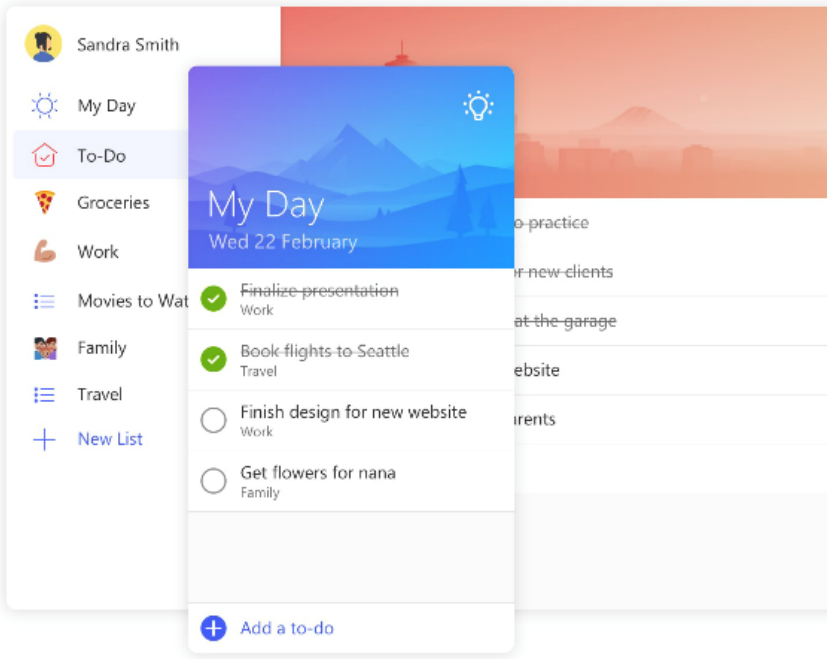
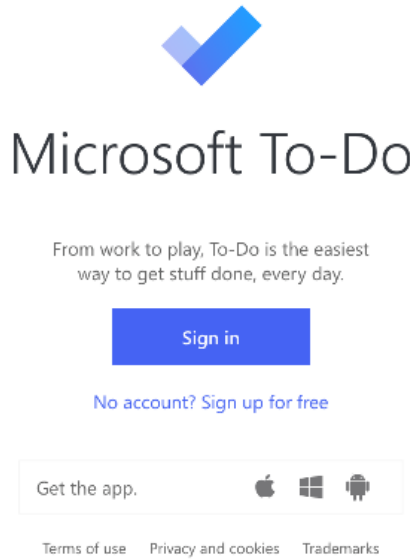
There will be an increase demand in digital attendance machine using your mobile phone.

Or simply say “Hi” in a chat room to let your colleagues that you are ready to work.



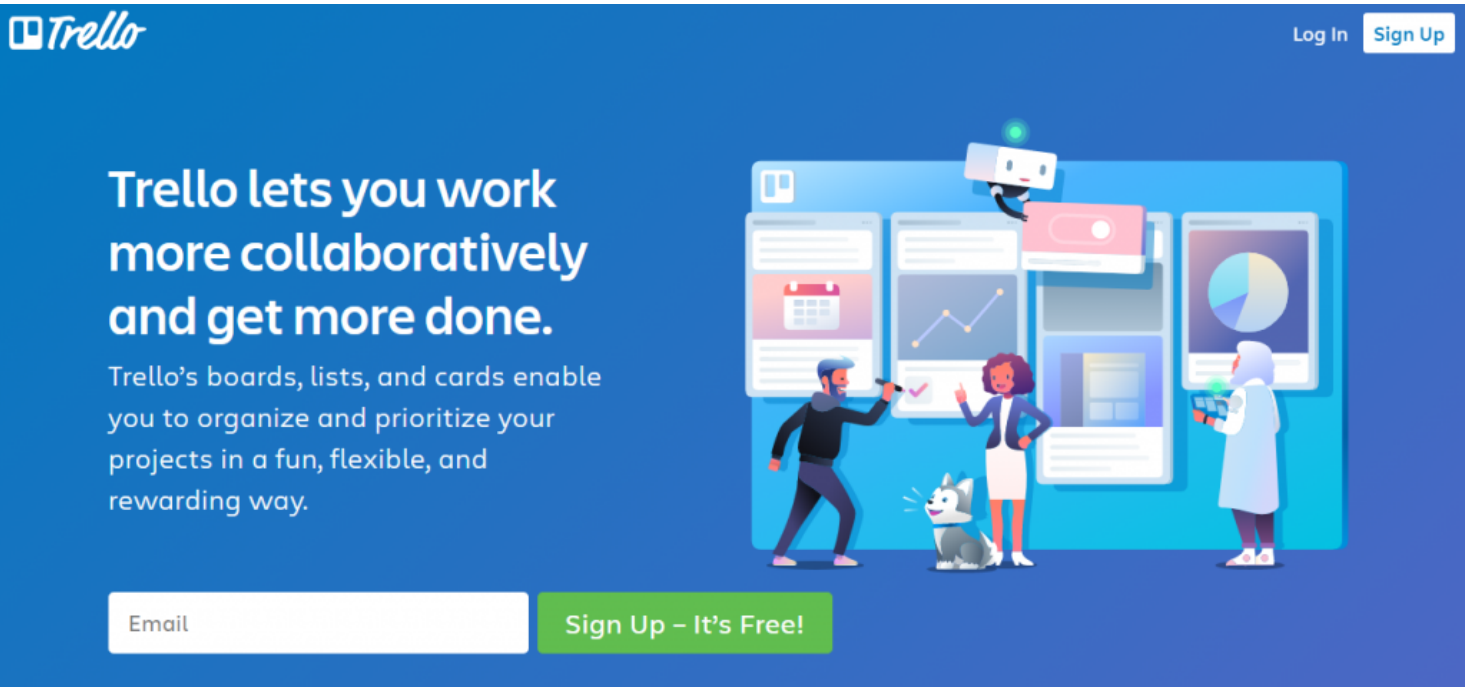
#22 Project & Task Management Tools

■ Tomorrow, Project Management tools in your mobile phone will be in higher demand on managing people’s milestones in achieving targets.



monday.com

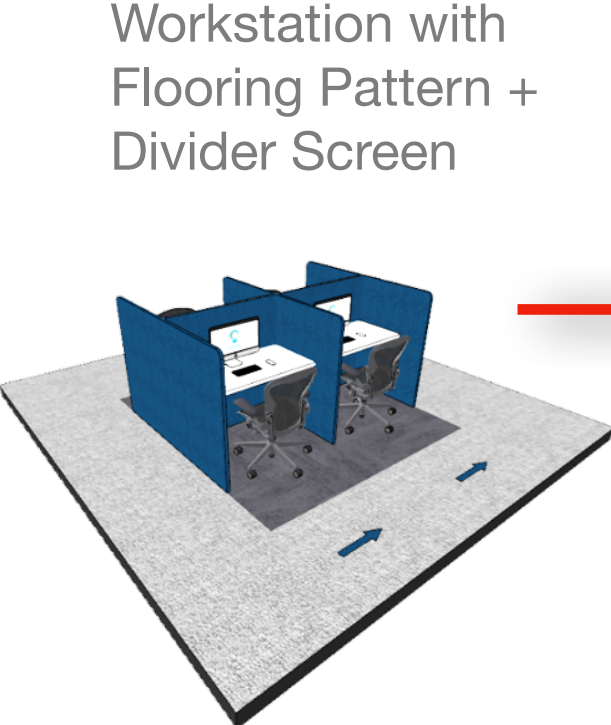
[Find out how To-Do empowers you to accomplish more](#)



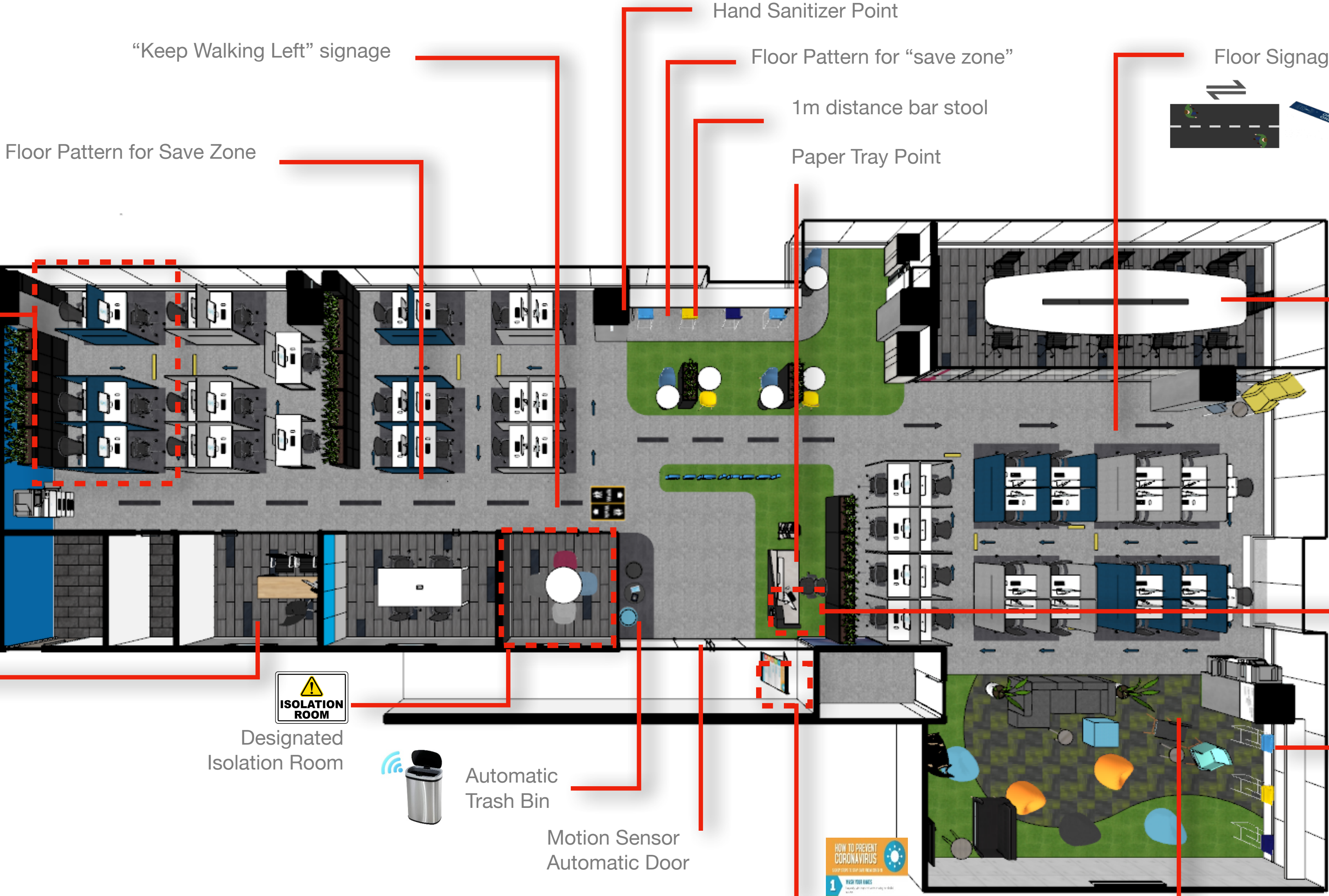
P2 Office : Pandemic Prevention for Office

Case Study

Office A



Director's Room, with moveable Sneeze Guard on the table



Thank You

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Q&A



History proves that one of the advantages of human kind is the ability to adapt changes. We will win against this Covid-19 war by adapting changes in our daily work lives.

Arkadia Works, 2020