

# COVID-19 and Facility Management Best Practices for Commercial Facilities

The rapidly evolving COVID-19 pandemic not only poses a threat to the health and wellbeing of your associates and customers but is also causing major disruption to established supply chain and business practices. Now is the time to actively and aggressively prepare your organization to:

- 1 Minimize risk to your associates and customers
- 2 Create business continuity plans that address multiple quarantine and shut-down scenarios
- 3 Develop protocols for returning to “business as usual” after the threat has ended

CBRE | Facilitysource has developed the following solutions and scope recommendations based on best practices across our client population. We are sharing this information to consider as your organization develops COVID-19 preparedness and response plans. Please note that all response actions should adhere to current guidance from the World Health Organization, the Centers for Disease Control and Prevention, and the Occupational Safety and Health Association.



**Janitorial Services** - A clean environment and good hygiene is the first line of defense against COVID-19. When considering janitorial scope enhancements, it is important to balance the perceived threat level and cost implications.

- Level 1: Precautionary - Available when a facility is open for business. Scope of work includes scheduled cleaning services leveraging a standard janitorial provider.
- Level 2: Possible Exposure - Occurs when a facility may be closed to customers due to a suspected case. Scope of work includes a deep cleaning leveraging a restoration provider.
- Level 3: Confirmed Exposure - Activated when a store is closed to confirmed exposure to the virus. A deeper cleaning is needed by a specialized restoration provider.



**HVAC Services** - Proper maintenance of an HVAC system may help slow COVID-19 spread in a commercial building. HVAC maintenance tasks can include:

- Off-cycle filter changes
- Visual inspections
- Duct cleaning
- Flushing air



**Emergency Management Systems** - Infectious disease outbreaks mean disruption of normal business practices including changes to hours of operation and even mandated closures. Our energy management systems solution can support your locations with remote lighting and HVAC services including:

- Monitoring
- Scheduling
- Start-up
- Help desk

## Did You Know?

Now is a great time to leverage technology to plan and track COVID-19 maintenance activity. Our two solutions, fmPilot and fmSurvey, can help you enact your business continuity plans until your locations return to “business as usual”.



Report and track reactive or planned work specific to COVID-19



A checklist and/or site audit tool for COVID-19 location activities

# Supporting Your Facilities Every Step of the Way

Across the country, the COVID-19 pandemic has caused many facilities to temporarily close in an effort to keep employees and customers as safe as possible. Here at CBRE | Facilitysource, we want to support you and your facilities every step of the way. We can support you maintain your dark and idle facilities, and help you reopen your locations when the time comes.



**Dark and Idle Store Support** - If your facilities close during this pandemic, CBRE | Facilitysource can provide support to maintain your properties by providing the following services:

- Site surveys and start-up
- Grounds maintenance
- Exterior services
- Pest control
- Asset collection/tagging



**Supporting Reopening of Locations** - When it's time for you to reopen your facilities, CBRE | Facilitysource can help get your locations UP. AND RUNNING. by offering the following services:

- HVAC startup/filter change
- General maintenance checklists with ability for customization
- Sanitation/cleaning
- Ordering/delivering location PPE and cleaning supplies
- Asset collection/tagging

## Our Team of Dedicated Self-Performing Technicians Are Here for You

To support you in every way we can, we have local teams of dedicated self-performing technicians dispersed throughout the country. Whether your commercial facilities need dark store support, or you need assistance in re-opening your facilities, our technicians will act as an extension of your team to keep your facilities UP. AND RUNNING.

- Local first-hand experience across a variety of trades
- Quicker response times and higher service levels
- Refine scopes faster, with better data and decision-making

To learn more about how we are approaching facility management and COVID-19, follow us on social media:



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