



*Achieve
Ambitions*

Tenant needs in a post- pandemic world

*2020 Forecast Series
Part Four: Navigating Post COVID-19*

United States | 2020



COVID-19 industry impact



Most severe

Industries with the **most immediate challenges** to their businesses, revenue and financial wherewithal

- Restaurants & Dining
- Performing Arts & Spectator Sports
- General Retail
- Travel & Tourism
- Hospitality
- Senior Housing
- Education
- Non-Emergency Healthcare
- Aviation
- Oil & Gas
- Coworking

At-risk

Industries **susceptible to disruption** depending on the duration and severity of the downturn

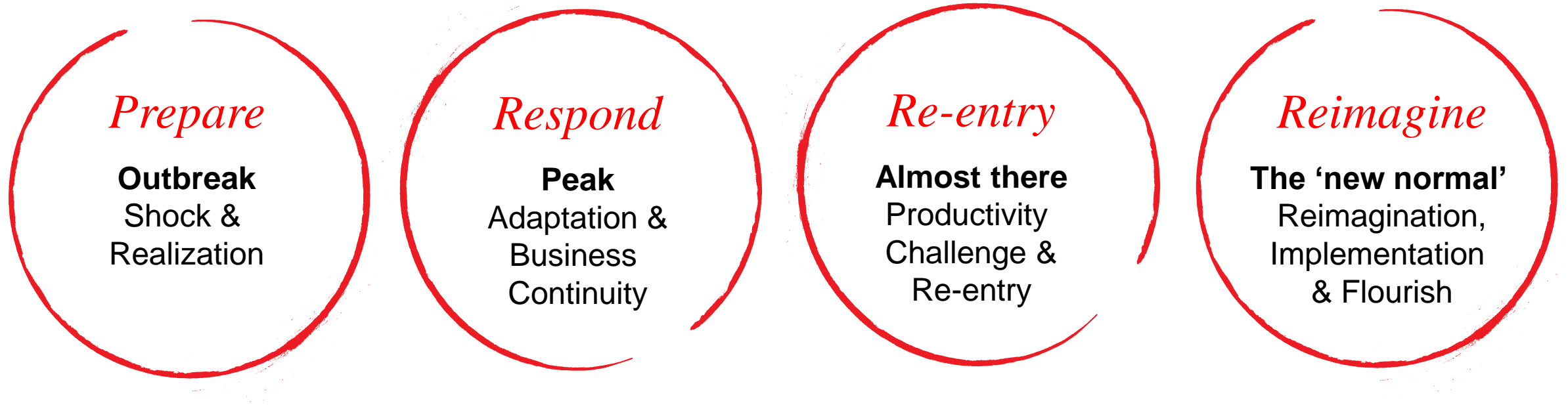
- Legal
- Finance & Banking
- Accounting & Consulting
- Marketing & Advertising
- Consumer Technology

Positive impact

Industries **likely to expand** as a result of changing consumer behavior and future growth prospects

- Grocery & Consumer Staples
- Medical & Biotech
- Urgent Care Healthcare
- eCommerce
- Data Centers
- Warehouses
- Federal Government
- Government Contractors
- Construction & Infrastructure

Corporate Re-entry: Operational resilience and the 'new normal'

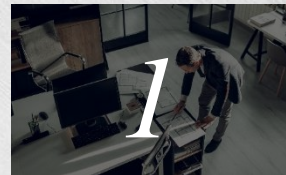




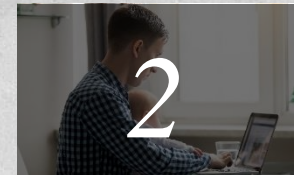
The events of the past several weeks have changed the world of work for today, and into the foreseeable future.

As we begin to navigate a post-COVID-19 world, our goal is to provide an informed perspective on what tenants in general will want as they return to offices and try to ramp up productivity. Interestingly, some of these identified trends were already emerging, and will most certainly gain momentum in this new environment.

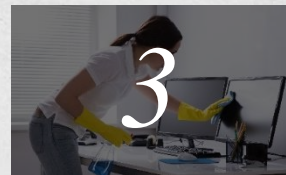
Four trends to watch in a post-pandemic world:



Space design that offers greater dedication, privacy and separation from others



Flexible work schedules and locations



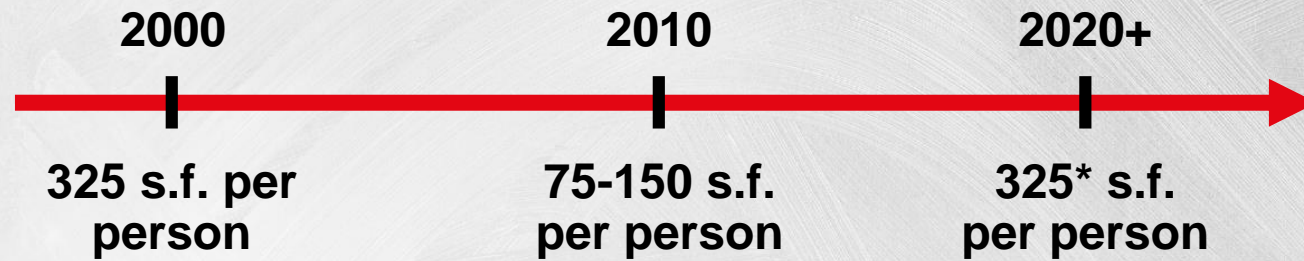
Hyper-focus on health and safety



Opportunities to both collaborate and to concentrate

#1 Re-thinking space design

A boomerang of space per employee?



Benching, shared desks, hoteling stations – trending down

Need to rethink communal spaces, shared amenities and crowded “bottlenecks” like lobbies, elevators, bathrooms and cafes

Critical for reentry: estimating space usage, monitoring/ managing density and flow, creating flexibility to make adjustments and communicate protocols



**Initial office re-entry is likely to be staggered and will impact near-term occupancy rates and densities, without an impact on capex.*

#2 Flexibility

Migration

Migration back to the office will be gradual

- Essential employees return first
- Phased or rotation approach for the rest

Tech needs

Video conferencing capabilities and increased connectivity technologies will be key and require:

- Early integration with IT teams
- Adapting to your employees
- Budgeting for extras

Sentiment

Most workers (60%) plan to work from the office *and* work from home in the future*

*JLL employee survey

Location considerations

Coworking will likely decline

Multi-location strategies likely to increase

- Dual-hub locations?



#3 Hyper-focus on health and safety

1. Potential implementation of temperature scans
2. Landlords and/or large occupiers to provide Personal Protective Equipment (PPE) use and disposal
3. Increased attention to property and facilities management including:
 - Measures to improve the safety and sanitation of physical environments
 - Clear communication and visibility of risk mitigation efforts and health/cleaning protocols



#4 Emphasis on collaboration *and* concentration



In-office work will continue:

1. Innovation blooms with people in a room together, solving problems
2. Corporate culture requires shared core values, and in-person experiences, challenges and triumphs
3. Challenges such as emerging technologies and disruptive business models are difficult to solve via conference call
4. Times of disruption define a business





Looking forward, JLL will continue to monitor the evolving nature of the workplace, in light of changing external conditions. We anticipate that office occupant sentiment will continue to shift as the impacts and duration of the COVID-19 pandemic become clearer. Our teams will continue to focus on our client needs and on the critical balance between health and safety, and commerce and connectivity.

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