

Introduction The following eBook was compiled based on information provided from the October virtual presentation, "The Push for Innovation & Resiliency."

We hope you find this resource useful in the future.

How to Use this eBook

Each of the tabs are links taking you to that particular section of the eBook. Additionally, some of the sections have multiple pages.

The sections with multiple pages will have the following image in the bottom right hand corner to allow you to "turn the page."







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RECORDING



Click Here to Watch the Replay

Above you will find the recording from the Panel Discussion on Thursday, October 8, 2020.

PANELISTS - Page 1



KIM BISHOP
VICE PRESIDENT, BUSINESS DEVELOPMENT
MCCOY ROCKFORD COMMERCIAL INTERIORS

Kim Bishop has over 30 years of experience with McCoy-Rockford and is responsible for the direction and support of targeted, strategic accounts. She provides research and insights for focused/collaborative workspaces to leverage technology and efficiently utilize real estate.

PANELISTS - Page 2



SUSAN BONO
SENIOR DIRECTOR OF BUSINESS DEVELOPMENT
CORPORATE CARE

Susan Bono is the Senior Director of Business Development for Corporate Care, a specialty cleaning and maintenance company her husband started over 35 years ago. Prior to joining Corporate Care, Susan spent ten years implementing special projects for the City of Houston's Office of Sustainability and Mayor's Office of Special Events.





PANELISTS - Page 3



KATHY EDWARDS

ACCOUNT EXECUTIVE

APEX Surface Care

Kathy Edwards currently works with APEX Surface Care developing local, Regional and National accounts. She has received awards for employee of the year, top producer, started the Women in Facilities Management WIFM group in 2007. She started her sales career as a representative for corporations such as Johnson & Johnson, Warner-Lambert, Quaker State and Lanier before she entered the Privately Owned small business specialized maintenance career for the past 29 years. She has built Dallas and Houston markets as the single sales executive.

Edwards has been an active member of IFMA, both the IFMA Houston & Dallas Chapters, serving on both boards and as committee chairs in Dallas and Houston for the past 29 years.

She manages the annual Hug A Bear drive for the Houston Chapter benefiting the Houston Police Department, has organized Salvation Army events for children in their residence center and has chaperoned children of Wounded Warriors and those staying at the Ronald McDonald House on cruises for several years.

PANELISTS - Page 4



KELLY WARFIELD MOORE, IIDA SENIOR ASSOCIATE, STRATEGY DIRECTOR GENSLER

As a Regional Leader for Gensler's Consulting Practice Area, Kelly brings over 20 years of expertise in developing, aligning and supporting global corporations with a workplace strategy and design which supports their organizational goals, in tandem with improving employee experience. Kelly thrives on design experience solutions that are built upon a framework of strategy, research and realizing the clients objectives through a collaborative team process. Kelly's acumen for managing clients relationships and her extensive design knowledge ultimately lead teams and clients to a successful solution.



PANELISTS - Page 5



CHAD DAVID SMITH,

VP PRODUCT STRATEGY

iOFFICE

As the VP of Product Strategy, Chad David Smith wears many hats that leverage his 20+ years of experience in the industry. Chad collaborates directly

with clients and partners as well as with the iOFFICE client experience, client success, sales, marketing and sales development teams to create the most innovative and valued solutions for our clients. He is responsible for creating new products for the future, while improving the offerings that we already provide. Chad does this by translating the many voices of our clients and of the market into a clear roadmap that delivers quality solutions with ultimate velocity. And he depends on a lot of help from the entire iOFFICE team to deliver all of this.

Chad developed his passion for innovation and technology over 25 years ago as a young architect. After graduating from the Georgia Institute of Technology with his Master of Architecture, he joined Perkins & Will and jumped into the rapidly evolving worlds of CAD and facility management, and became an early adopter of applications like SpanFM and FacilityCenter. After spending his entire adult life living in large cities from Atlanta to Baltimore to Paris and finally to Washington, DC, Chad recently moved home to the green-pastured suburbs of Indianapolis to be closer to his family.

PANELISTS - Page 6



ADAM STOLTZ,
DIRECTOR OF CONSULTING
HOK

As the HOK Firmwide Director of Consulting, Adam leads a global team of consultants with a range of backgrounds, skillsets, and areas of expertise. His professional experience has focused on addressing the complex issues involving people, organizational performance and the built environment. Proud of his history with IFMA, he is the proud recipient of the 2013 IFMA Associate Member of the Year award. Adam earned a bachelor's degree in social and behavioral psychology from Washington University in St. Louis, and a masters in urban planning from the City University of New York, and is a PROSCI® certified change management practitioner.



MODERATOR - Page 7



MICKI WASHINGTON

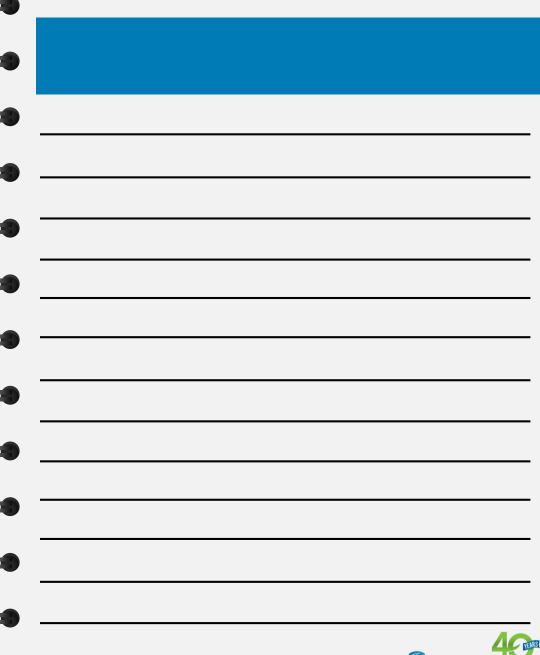
REGIONAL LEADER OF WORKPLACE **HOK**

Micki is a registered Architect and Interior Designer in Texas, who serves as the Regional

Leader of WorkPlace for Texas and bordering states based out of HOK's Houston office.

Over her 19+ years in the design industry, she has extensive experience with large-scale corporate headquarters buildings, managing project teams to deliver next-generation workplaces. She works with major corporate clients and headquarters projects for clients in the Oil & Gas, Technology, IT, Higher Education and Manufacturing. She also brings past expertise with healthcare, hospitality and civic buildings. In her role, Micki focuses on collaborating with large corporate workplace clients and connecting with leadership across HOK's global workplace practice, focusing on helping companies streamline communication efforts as their Account Manager, between their decision-making teams and HOK's design support.

With Micki's years of design experience in the corporate market, she has expertise in all aspects of the project and construction design process, project management, business development, quality control and client relationship building. Her project experience ranges from large scale corporate headquarters interiors build-outs to small office suite renovations, and everything in between.







- Space-Right™ is a product we developed to help our customers bring their employees back into the office safely. It allows users of the Space module to set distancing parameters, instantly reconfigure floor plans, map scenarios & reassign desks automatically, stagger employee arrival schedule, demonstrate compliance, set conference room capacity assignments and more. We've had nearly 200 companies use the tool, initially for free, to help set up their workplace and workforce.

PATHS TO INNOVATION - Page 2



INFECTION CONTROL:

- Infection Control Ask for SDS sheets on products being applied to disinfect. EPA approved and with a neutral Ph are best
- Disinfectants need to be applied to clean surfaces
- Fabric textiles need sanitizing by thorough cleaning
- Testing, evaluations and demos are available to check your facility health
- SurfaceWise2 is being released soon. The only EPA approved coating for continuous kill.



McCOROCKFORD

COMMERCIAL INTERIORS

We took a Now, Near and Far approach to identify activities and services for both our employees and customers

Now:

- Ensure our office was safe for our employees who support essential businesses. (PPE, Protocol, and Processes developed)
- Partner with Covid-Killers for topical spray application to offer decontamination services with 60-90 day protective coating
- Provide ergonomic products for Work from Home (WFH) applications using on-line link for discounted seating, sit stand desks, and monitor arms on quick ship via STEELCASE
 - Offer warehouse storage and inventory services for product that could not be installed due to building closures and social distancing de-densification
 - Continue to monitor local, state, and federal Return to Work guidelines to inform both our internal processes and service offerings

Near:

 Develop catalog of products for Return to Work (RTW) products and services including panel screens, workstation dividers, sanitization stations and PPE stands



- Initiate continuous training for new research, products, protocols, and support materials
- Create a new design service to review a customer's floor plan and identify "red zones" that many need to be modified for social distancing and provide alternate layout solutions
- Provide marketing collateral online via web site and social media to promote safe workplace solutions and offer new services and technologies
- Gather a panel of consultants to review customer expectations, procedures, and timelines
- provide product and service training for new postures and protocol affecting public and collaborative workspaces

Far:

- connect with clients to review their Return to Work strategies and timelines and provide workspace support guidance and service
- Develop short term and long-term strategies for flexible workspaces along with Work From Home initiatives





CORPORATE CARE®

Innovative Custom Maintenance Solutions

Corporate Care's biohazard remediation services eliminate all potentially harmful biohazards and pathogens from affected areas to ensure a safe workplace environment with minimal business disruptions.

Clean up of biohazards and pathogens is a specialized service, demanding advanced equipment, expertise and industry certifications. As a specialist in biohazard remediation for commercial buildings, our remediation teams are all IICRC®-certified to execute proper decontamination of pathogens and other harmful biohazards. We efficiently deep clean, disinfect, and protect (90 day anti-microbial barrier coatings) all areas and surfaces in your workplace to create a safe and healthy environment.

Corporate Care has decades of experience helping facility managers prepare biohazard remediation plans to help prevent an outbreak and minimize business interruptions. Beyond decontaminating affected areas, we provide reporting and

documentation proving all necessary decontamination actions were taken for risk and liability mitigation.

PATHS TO INNOVATION - Page 6

Gensler





Brands and building owners alike are grappling with unprecedented challenges. Based on research from our global Workplace Strategy team, Gensler has created "Back to the Office: Return Strategies for the Workplace and Office Buildings." This comprehensive roadmap offers space guidelines, proprietary tools, and services for what our clients need now, in the near term, and in the long term.



Design responds to a changing world

The Coronavirus pandemic has changed everything. Its impact on global wellness and the economy has forced organizations in every industry — including our own — to flex and evolve, both in real-time and in the long-term. In this collection of ideas, tips, thoughts, and strategies, we explore how design can play a role in making the world a healthier place.











HOK is working with our clients to address the challenges of the day and what lies ahead. We believe that the notion of *"returning to the office"* is flawed. We need to acknowledge that there were things

that weren't working before COVID-19 and instead of returning to them we need to address them as we move forward. We need to evolve beyond a singular notion of "an office" to "reimagine an ecosystem of spaces" that truly address our needs, now and in the future.

Key Offerings that are getting a lot of attention these days include:

- Developing WFH policies and protocols for successful implementation
- 2. Prepare the space for re-entry
- 3. Helping prepare people for the future of work via change management engagements
- 4. Addressing the role technology can play in the future workplace
- 5. Updating and amending guidelines and standards to reflect best practices
- 6. Assessing space and portfolio needs
- 7. Reimagining gathering spaces

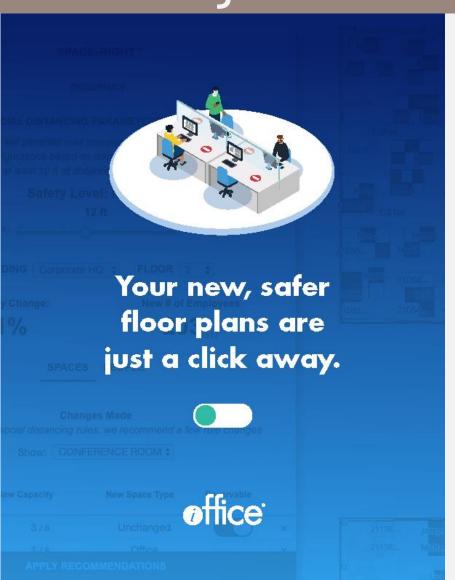








POWER - Page 1



POWER - Page 2

Introducing

A dynamic space planning solution that helps you adjust to new expectations and ways of working.

With iOFFICE's space planning software and Space-Right™ feature, you can set physical distancing parameters with a simple slider, instantly reconfigure floor plans and rearrange seating assignments to help employees return to work with confidence.

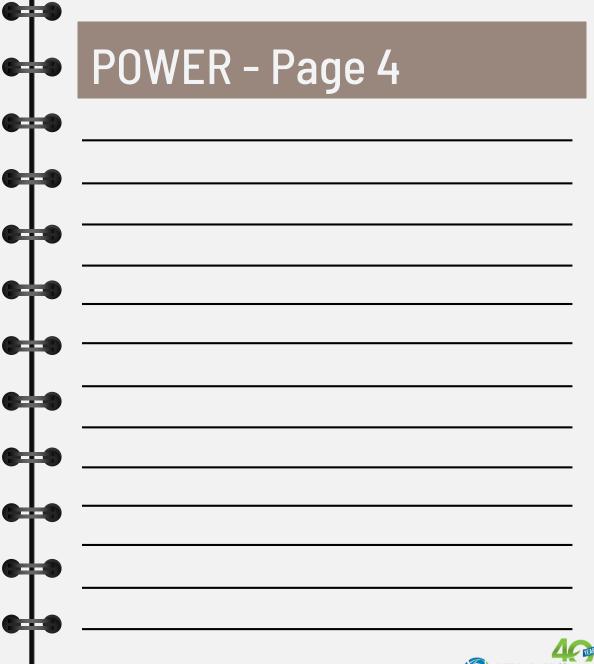
START PLANNING



POWER - Page 3

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ILLUMINATION - Page 1



Long-Lasting Surface Coating
That Protects Against COVID-19
for Up to 90 Days!

While other disinfectant sprays might provide a momentary clean, SurfaceWise2™ is proven to kill coronaviruses on surfaces even after new germs are deposited.



- **⊘** Continuous Coverage
- Ourable & Long-Lasting
- Practical & Efficient

SULFACEWISE.

⊘ EPA-Approved

For more information, visit: www.GoAPEX.com/surfacewise2/





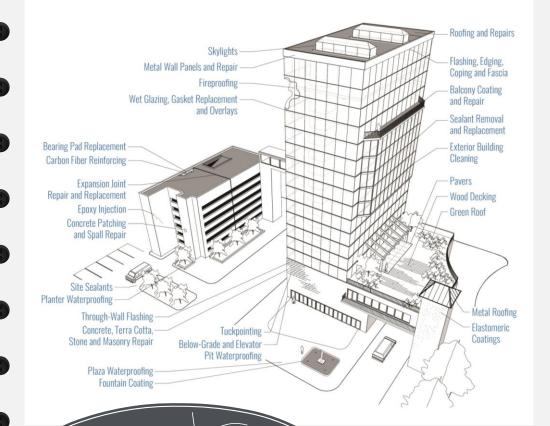






ILLUMINATION - Page 2

TOTAL BUILDING ENVELOPE CONTRACTOR







ILLUMINATION

ILLUMINATION - Page 3

RECONSTRUCTION WITH PURPOSE

our social distancing assessment //

Know your options when it comes to repurposing and restructuring the way your workspace flows and functions. With our Social Distancing Assessment, we take the hard work out of rethinking your workspace, so that it serves your team



EXPLORE

Meet with an experienced Salesperson and Design Consultant to discuss various project aspects and estimate workload. We can talk through:

- Project goals and challenges
- Your vision
- Preliminary budget

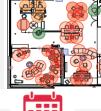
*FF&E assessment included with this service.



ANALYSIS

We will set our focus on the specific demands of your workspace. We can help you best determine:

- Your needs to disperse for the health and safety of others
- Ideal seating conditions for workstations and collaboration areas
- Safety signage needs throughout your facility



TAILOR

A review of existing drawings will be necessary to assess your facility's current state and assist with strategy. To better establish a plan for your facility, we will use tools such as:

- Existing CET drawings
- CAD 2D or 3D designs
- Applied symbols to accurately identify potential needs

EXPERIENCE

You will receive items you can use to make your workplace a safe space. You will receive:

- An outlined document of potential needs
- Legend identifying symbols and products needed
- A map identifying capacity and general safety reminders
- A template of signage with editing capabilities
- Training on how to use and read the plan set in place for your facility

SCHEDULE AN ASSESSMENT

for your business and ensure the safety of your employees and clients now and in the future.

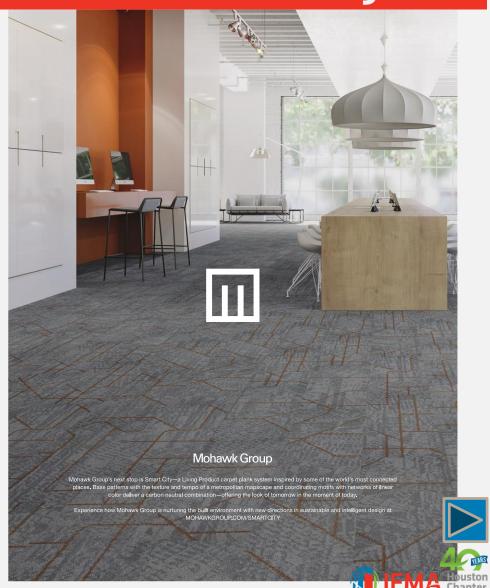
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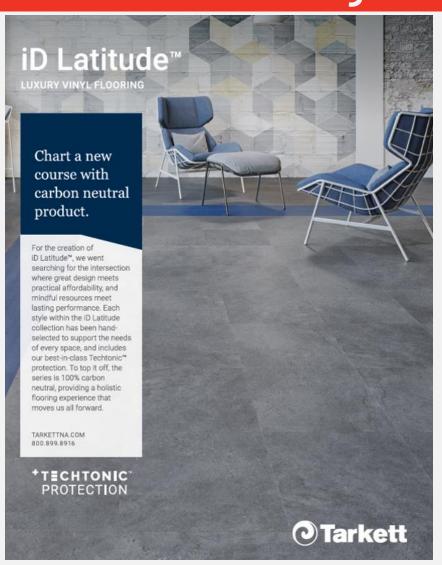
COMMERCIAL INTERIORS



ILLUMINATION - Page 4



ILLUMINATION - Page 5





Thank you to our 2020-2021 Illumination Sponsors!















CORNERSTONE - Page 1



CS maintenance solutions







Project Management & Pricing



Installation & Maintenance

Where Flooring is Our Passion





CORNERSTONE - Page 2





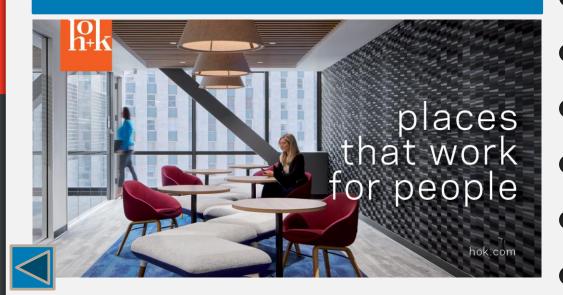
Environment Ltd. Is a fabricator and installer of premium architectural millwork. We buy common and exotic veneers from quality suppliers that carry long runs to make sure we have enough matching product for any size project. Houston Millwork is another side of the company that specializes in commercial plastic laminate casework for medical, office and industrial markets.





CORNERSTONE - Page 3



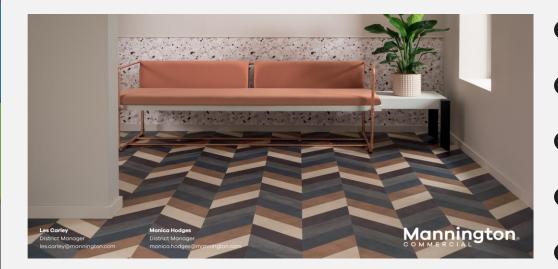


CORNERSTONE - Page 4





CORNERSTONE - Page 5





At ServiceMaster Recovery Management, we've been in the business of getting you back in business for more than 60 years. From water and fire recovery to sanitization and disinfection, we respond

quickly to keep your business running.





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CORNERSTONE - Page 6

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BOARD OF DIRECTORS -Page 1

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NEXT EVENT!













JOIN US

VIRTUAL NETWORKING AND GAME NIGHT



November 10, 2020 | 5:30-7:00 PM Zoom link provided after registration Suggested \$5 donation



Click Here to Register Now!

IFMA'S SILENT AUCTION



DONATIONS NOW BEING ACCEPTED!

Please CLICK HERE for the Donation form. Email completed form to Lesli Sandford



<u>Isandford@maintenanceofhouston.com</u>





THANK YOU!



We hope to "see" you soon, but until then, we will continue meeting virtually!

See You at the November Event:

"Leading Remote Teams"

Use the link below to REGISTER NOW!

Click Here to Register Now!



