Contents

Click on title to see page

The Office of the Future Is Resilient ................................................................. 3

The Role of Technology and Resilience in the Restoration Industry .......... 7

Indoor Air Safety Considerations ................................................................. 10

Strategies for Making Restrooms Pandemic-Proof .................................... 17

Under a Watchful Eye: New Security Considerations .............................. 20

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Shortridge Instruments, Inc.

Page 9

Page 10

Page 13

Page 14

Page 17

How to: Future-Proof Your Building
When we think about safety during the pandemic and beyond, it is important to think about it in two components—physical safety and emotional safety. Our physical safety adaptations are everywhere around us, including masks, visual social distancing cues and more.

Emotional—or psychological—safety works in tandem with the physical changes. By making noticeable and concerted changes with safety in mind, people experience heightened emotional security, which helps mitigate stress and discomfort.

Today, as a large-scale return to the workplace is underway, the commercial real estate industry is once again focused on repositioning both properties and the workplaces they house with health, well-being and long-term design strategies in mind.
A best practice is quickly emerging for the office of the future: using resiliency as a model.

**What Is Designing for Resiliency?**

The definition of resiliency is adapting to change effectively. Similarly, a resilient space prioritizes flexibility and adaptability to make short-term adjustments that can eventually be modified to meet changing needs.

For example, the pandemic resulted in the need for social distancing. To quickly adapt, some addressed this safety need with arrows, signage and lines meant to guide the flow of users within the space, most often in the form of stickers that could be rearranged and removed as needed.

When we design for resiliency, we think about innovative ways to design built spaces that can be easily transitioned into a “safety mode.” This may mean strategically using design elements—color, texture, pattern and format—to offer subtle physical distancing reminders for today and after the pandemic has passed. This creates safe, stylish spaces, without bearing the constant reminder of difficult times.

Resilient spaces are also flexible and adaptable. This ensures any immediate design needs can be easy, quick and low-cost, allowing for active changes to address safety and functionality needs. And, while flexibility should support short-term needs, adaptable spaces have the capacity to accommodate substantial change over the lifetime of a building in response to social, economic and physical surroundings. Adaptability responds to the ever-changing needs of building occupants.

All in all, resilient spaces consider the present and the future—they can shift based on internal and external factors. Planning for resiliency is a matter of establishing where an organization is in the present moment and then building from its unique culture, budget and vision.

How can we begin to adapt commercial properties with resiliency at the core? One answer is modular design.

**How Modular Design Contributes to Resiliency**

Nature is inherently resilient and can be an inspiration for modular systems. As a strong tree may adapt to its surrounding environment by bending and flexing when weathering a storm, modular design accounts for future opportunities to adapt, rather than bracing for impact.

Modularity allows for updates to be made and easily changed as design trends and the needs of a particular space evolve.

One example is changing out modular flooring tiles to denote proper social distancing measures, an extension of wayfinding, which can be changed back as needed to address space concerns—con...
The Office of the Future Is Resilient

tributing to both flexibility and adaptability.

With modular design strategies, the office of the future can remain just that—a space that is inherently able to flex to future needs and trends—whatever they may be.

It is increasingly critical to understand the role materials play in the success of a space. The right materials bring value to the users of space, positively contributing to their health, productivity and experience.

Flooring is a highly influential plane in architecture as it is the only surface we are held to by gravity. When considering the flooring, it is important to opt for products that exist as functional design tools because they can create meaning and mood. For example, carpet tile brings textiles within the space, creating visual interest while also providing warmth, comfort underfoot and acoustical benefits.

Similarly, the flexibility of modular flooring lends itself to the suggestion of pathways, transitions, zones and traffic flow. For a bilateral corridor, flooring allows you to suggest movement or create separation through lines, banding, color and pattern. In pain points, like entryways and lobby spaces, patterns can be arranged to signify traffic, waiting spaces and more.

Modular flooring is especially beneficial in that it’s easy to swap out tiles as needed to modify designs within the space according to specific needs and design trends.

Contributing to the Employee Experience with Design

When we design workplaces with resiliency in mind, we place the experience of its users at the core of decisions, which impacts business success. Carefully designed workspaces contribute to employee happiness, productivity and well-being. It is important to approach each space with the desired experience in mind.

For spaces delineated for focus, it’s important to select materials that optimize acoustics and user comfort. Collaboration areas might opt for materials that create a sense of energy through pattern and color.

No matter the given space or its intended use, it is critical to prioritize employee well-being. During the current COVID-19 pandemic, this has never been truer.

Interface recently underwent a redesign of its global headquarters, dubbed Base Camp by employees, in response to the increased need for physical and emotional safety and well-being. In addition, it took this opportunity to examine how the space was being used to ensure the work environment supported employee needs.
Notably, and like most other companies, Interface did not go into 2020 expecting to overhaul its office’s design, meaning it had little resources to make changes. However, when Base Camp initially opened in the fall of 2018, the space was designed with resiliency in mind. The building was intended to serve as a community gathering place and a showcase for innovation, which allowed Interface to make updates centered around evolving employee needs and well-being, company culture and future objectives for the space. Most notably, one of the key objectives was bringing people together again, which employees revealed would be a key driver in returning to the office.

**Resilient Design and Sustainability**

A lesson can be learned from the trials of the pandemic as another global crisis calls for urgent change within the building and construction industry—climate change.

It is critical that the industry takes a cue from nature and views carbon as a resource, rather than the enemy, using it as a building block to engineer better, more resilient products. At the same time, as companies set out to redesign office spaces, it’s important to opt for building materials that reduce the carbon emissions associated with their full product lifecycle.

By selecting healthy building materials and products, companies can further bolster their efforts to promote the well-being of their people, especially as we recognize the direct impact of climate change on health.

**ABOUT THE AUTHOR:** With a passion for design and learning, Mindy O’Gara blends both of these talents into her daily role as director of Product and Learning Experience at Interface. She educates both internal and external audiences on Interface’s product offering and its contribution to design. At the junction between neuroscience and design, O’Gara demonstrates the significant role of material choice and its effects on how we experience three-dimensional space.
The Role of Technology and Resilience in the Restoration Industry

By Jeff Gross

Being an emergency response disaster cleanup company requires a creative combination of being prepared for almost anything and responding to things that you cannot possibly be prepared for. No one outside of our industry can fathom what it takes to be ready for almost anything on a constant basis. This includes being stocked with way more than what you would need on a regular day-to-day basis, and knowing that as soon as disaster strikes, no matter how prepared you were, you will never have enough for the demand that comes in. It is like drinking from a firehose. So why is it important to partner with a restoration company that focuses on technology and resilience?

After the terrorist attacks of September 11, 2001, our company, like our country, needed to focus on bouncing back from this event. We recognized that our talents would be called upon and that the need for cleaning services like ours would surpass a demand that was larger than we have ever seen in our lifetime. We could have settled the business we could handle, and safely done very well for ourselves. Instead, we realized that we had an obligation to our city of New York to do more than that.

Without an idea of what we were up against, we started preparations to exponentially expand our operations to be ready and able to help as many people as possible. We went to our local supply shop, knowing that demand would empty the shelves, and we invested a ridiculous amount of money (for the size of our company) on cleaning supplies, HEPA vacuums and PPE and put it all on a credit card. The funny fateful moment occurred as the clerk swiped the card and looked up at us and said, “Okay, where do you want this stuff shipped to?” My colleague and I looked at each other and realized it would never fit in our offices or a small storage facility and, after a brief moment of dread, we became resourceful: I reached out to a tem-
porary storage container rental company and arranged for a 40-yard container, while my colleague negotiated a rental rate for holding the container at a parking lot right by the Midtown Tunnel. The supplies arrived at that lot just before the container and we had to stack it all up on the sidewalk until the container arrived. That location became our base of operations for all the Lower Manhattan dust clean up jobs.

Fast forward about a decade. We went through Superstorm Sandy and were called upon to help our city recover from the devastating effects of mother nature. We had the sheer luck of being located just a few steps north of 39th street in Manhattan, whereas everything from 39th Street south was without power for days. Imagine being a disaster response company crippled by a power outage with no backup plan. We could have gone out of business. Instead, we took the opportunity to upgrade our technology and built a cold site to be better prepared for whatever comes our way.

Generally, a company that focuses on technology and resilience is usually mobilized in advance of an event, and even when the event does not do what was intended, they are limber enough to redeploy. A perfect example was Hurricane Ida; we were deployed to Louisiana, but the damage did not happen to the extent that was expected. Because of this, we were able to quickly redeploy assets from Louisiana to New Jersey and were able to help handle the work in the Northeast that came as a result of Ida.

Technology means better faster communication, better advanced planning and smoother transition on mobilizing resources to a hot location. It means easier tracking on assets and faster boots on the ground. Resilience allows a company to jump into action faster. They have prepared for these occurrences and do not need to stop and plan after a disaster strikes because they have done that work in advance. A restoration partner focused on both can expand their services for greater reach and impact, building the kind of support every property needs in this ever-changing world.
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Buildings are being made more airtight, the use of synthetic materials is increasing and energy conservation measures that reduce the supply of outside air are popular—all factors that negatively affect air quality.

More and more, health and safety are a big concern in modern buildings. Managers need to provide clean and good quality air. Furthermore, improving air quality can boost employee productivity and well-being. It is in employers’ best interests to test the air quality in the office and take steps to ensure that their work environment is safe and clean for all occupants.

The following pollutants have a wide variety of sources commonly found in the office:

- Formaldehyde from particle board, foam insulation, fabrics, glue, carpets and furnishings;
- VOCs (Volatile Organic Compounds) from copying and printing machines, computers, carpets, furnishings, cleaning materials, paints, adhesives, caulking, perfume, hairspray and solvents;
- Ozone from photocopiers;
- Carbon dioxide from the occupants of the building and fossil fuel combustion;
- Carbon monoxide from vehicle exhaust;
- Allergens such as dust mites, animal dander and pollen;
- Fungi and mould caused by humidity or water damage;
- Bacteria and viruses.

These pollutants can cause people in the office to experience dryness and irritation of the eyes, nose, throat and skin, as well as headaches, fatigue, shortness of breath, allergies, congestion and much more. Savvy property professionals know that the office of the future must feature good air quality.
It’s important to control the causes of airborne pollutants in the building wherever possible. Too much humidity can lead to the proliferation of mould and other biological contaminants, so spills and leaks should be addressed promptly. The building should be cleaned frequently with non-toxic cleaning products. Consider investing in low-VOC carpets and have them vacuumed on a regular basis. You may also want to add plants to mitigate CO₂ levels.

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Touchstone IQ is the only all-in-one platform designed to easily meet energy compliance requirements, deliver cost-saving insights, and streamline project management across your building portfolio.

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  Complete energy benchmarking in minutes, not hours. Get it done right the first time with our compliance tracker.

- **Insights**
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- **Action**
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The next evolution of energy and climate action initiatives has arrived for commercial real estate.

On January 21st, 2022, President Biden announced the establishment of the Building Performance Standards Coalition. This coalition launches a partnership between 33 local and state governments, the Department of Energy, and the Environmental Protection Agency with the goal of delivering cleaner, healthier, and more affordable buildings. CRE owners should be prepared for their local government to enact new ordinances in the coming years, which will mandate them to reduce energy consumption by upgrading their buildings to achieve upwards of a 30% energy usage reduction. This new legislation goes beyond benchmarking and facilitates new commitments to the design and implementation of building performance standards.

Existing tools weren’t built for today’s demands

Those who have been forced to use ENERGY STAR® Portfolio Manager® (ESPM) know the platform is less than ideal. Not only is it inefficient, it’s also extremely confusing and cumbersome. This is particularly true for those who manage an entire portfolio of buildings. Energy benchmarking regulations are highly complex and constantly evolving. Requirements and deadlines vary from city to city and state to state. It’s financially taxing and time-intensive for building owners to ensure they are in compliance. Any mistake in the process can cost building owners tens of thousands of dollars in fines.

Today, benchmarking solutions such as ESPM or paid consultants simply get buildings into compliance but don’t help CRE portfolios to use their energy data to meet the aggressive standards being established. In order for energy compliance and management to be effective, industry tools must be easy to use and add value to your business. Unfortunately, existing tools simply were not made to meet these demands, until now.

Is your compliance deadline approaching?

City and state energy regulations can be an expensive surprise for building owners and property managers. Here are some of the ordinances to be aware of across the U.S. in 2022.*

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*Not a complete list. Deadlines subject to change.
Intelligent energy management designed for you

Touchstone IQ for Buildings is the only all-in-one energy management platform created by energy experts to deliver an intuitive benchmarking process and personalized energy recommendations across your portfolio in one user-friendly dashboard.

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Touchstone IQ goes well beyond compliance and helps CRE portfolios find value in their data, bringing you meaningful insights and cost-saving action in an intuitive performance dashboard. Our users receive a virtual ASHRAE Level I energy and water assessment based on the energy and building data they provide. These assessments, worth thousands of dollars as a stand-alone offering, provide recommendations on energy efficiency projects, including automated payback analysis to help you choose and prioritize.

Touchstone IQ enables accounts to have unlimited users to collectively set and manage their progress against goals and forecast future energy usage with the data they already have. Imagine, your entire building portfolio within one easy-to-use dashboard enabling you to gain insights by the team, geography, or business line, while also identifying how you measure up to other buildings in your cities. That’s how energy benchmarking should be. It’s more efficient. More financially sound. More of what you’ve been needing all along.

Do you currently manage a portfolio of 20+ buildings?
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In the third year of the pandemic, Americans are not only more sensitive to germs in public restrooms, they now hold higher standards for the cleanliness, condition and technology used in these shared spaces.

Industry research conducted by Bradley Corporation in January 2022 shows that despite ongoing COVID-19 outbreaks, most Americans have not been deterred from using public bathrooms. In fact, 41 percent of Americans report using public restrooms as often as they did before COVID came on the scene. Interestingly, 27 percent say they use them more now than previously.

Elevating restroom maintenance. A positive side effect of the virus is that half of the population believes public restrooms are now cleaner and in better condition than before COVID. More men (55 percent) give a thumbs up to the cleanliness of restrooms compared with women (47 percent).

How unclean restrooms spell trouble for businesses. Americans increasingly think poorly of a business when they encounter a messy restroom. In 2022, 51 percent of Americans say an unpleasant public restroom at a business shows poor management, up from 39 percent in 2021.

Americans are in search of touchless restrooms. Eighty-four percent of Americans believe it’s important for public restrooms to be equipped with touchless fixtures and 63 percent say they are more likely to return to a business that offers no-touch capabilities in its restrooms. In fact, Americans view touch-free technology as the number one feature that makes them feel safer from germs in restrooms.

Consumers spend more money at a business with pleasant restrooms. Americans are willing to put their money behind restroom cleanliness. Almost 60 percent say they are likely to spend more cash at a business with clean, well-maintained restrooms. Another 58 percent say when out running errands they’ll take restroom breaks at a business they know has “good” restrooms.
In today’s post-pandemic world, touchless fixtures are a restroom requirement. Bradley’s all-in-one WashBar® and Verge™ Soap and Faucet sets coordinate beautifully with a variety of our handwashing basins to create a hygienic, touch-free washroom experience. Commercial washrooms brought to life.

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BRADLEYCORP.COM/WASHBAR-NEXT-GEN
As American workers gradually return to the office, building owners and managers should take a fresh look at their security programs to ensure that their properties are adequately protected and tenants’ latest needs are being met.

That’s a message from Greg Falahee, managing director for facilities management at Allied Universal, a leading security and facility management company with more than 800,000 employees around the globe.

Falahee said the scope of work outlined in contracts between many security companies and their clients has remained “stagnant through multiple contract cycles.” Meanwhile, buildings’ security needs have changed substantially during the pandemic, with new technologies available, occupancy rates in some building types down sharply and businesses adjusting their hours of operation to provide workplace flexibility.

Some building supervisors are requiring security guards to take on more customer-facing tasks, such as checking visitors’ vaccination status and enforcing mask rules. At the same time, the national labor shortage is forcing security companies to raise wages in order to recruit and retain workers, leading to higher costs for building owners and managers.

All of those factors make it important for building operators to stay in close contact with their security providers and periodically review their priorities, Falahee said.

“The pandemic has challenged all of us to look at things through a new lens,” he said. “Between the pandemic, civil unrest and economic uncertainty, there’s definitely been a growing concern about providing safe and secure environments for tenants and guests.

“Successful property managers work with their security partners in reviewing incidents both on and off their property, evaluating if there are foreseeable risks and deploying means for mitigating those risks. Maintaining a healthy cadence of communication and assessment will best address security concerns.”

Falahee said building supervisors should establish and maintain a “reasonable standard of care” with regard to security at each property. Simple steps include:

- **Conducting a risk assessment or survey to identify threats and vulnerabilities.** Who are your tenants? Do any pose a greater threat to the property? Does the use of your property increase the potential threat?
- **Review onsite and community-wide criminal activity at least annually,** and adjust your security posture accordingly.
- **Have written security procedures that are refreshed annually.** Ensure all responsible parties are aware of any changes.
- **Participate in local crime-prevention partnerships,** typically organized by local law enforcement agencies or business-improvement districts.
Always document the justification for changes to your programs, and maintain a file for any unforeseen litigation.

“It’s important to keep in mind that not all building security programs are the same,” Falahee said. “Not only do they differ by building type, but they differ depending on who’s occupying the space, their risk tolerance and what types of business activities are being conducted there.”

Technological advancements are giving building owners and managers more sophisticated tools to maintain security. Falahee said today’s security professionals are interacting with a host of Internet-connected digital applications that include closed-circuit television, life and fire safety systems and remote online access-control systems.

Long-term industry trends include identifying tasks that can be performed by technology applications such as robotics, Falahee said. Examples include deploying an integrated visitor management system to expedite the credentialing of contractors and visitors and using robotics to patrol a building’s perimeter, allowing security guards to focus on decision-making tasks and customer service.

“Larger organizations are investing heavily in technology, analytics and intelligence tools to help move toward integrated security programs that provide better flexibility long term,” Falahee said. “Integration is the buzzword du jour in the commercial real estate security sector, with increasingly complex and disparate systems being integrated on a single platform.

“Incident reporting, tour watches and security officer tour systems are all included on a single platform run with artificial intelligence. Today’s security professional is not complacent. Rather, he or she is technologically savvy and committed to continual training.”

Lastly, Falahee said that when selecting a security partner for a customer-facing program, building owners and managers should consider:

- **Industry-specific expertise** – Securing a residential community is different from securing an office building or a retail store. The right security partner will have experience with your type of building.

- **Highly selective recruiting** – With labor in short supply, some security companies may not be performing their due diligence when hiring security guards, and not every security professional is cut out for a multifaceted, public-facing role.

  “The ability to both secure and welcome is a unique talent, and the security professionals filling that role must be carefully screened and selected,” Falahee said.

- **Emergency response plan** – Your security provider should have the local management support and manpower to handle emergencies, along with a plan for action.

  “A natural disaster that leaves a building without power or makes a primary exit road impassible should be considered as part of the security program development,” Falahee said. “While no security measure can prevent these occurrences, communication, preparedness and evacuation plans are needed.”
Resources

Resources:
- BOMA International's Coronavirus Resource Center
- BOMA International COVID-19 Commercial Real Estate Impact Studies
- BOMA Deep Dive No. 1: Charting a Path to the Future of the Office
- BOMA Deep Dive No. 2: Tenant Culture and the Psychology of the Return
- BOMA Deep Dive No. 3: Health, Wellness and Sustainability Beyond COVID-19
- BOMA Deep Dive No. 4: The Office Building's Role in the Optimized City of the Future
- BOMA Deep Dive No. 5: Taking the Pandemic Pulse of Healthcare Real Estate
- BOMA Deep Dive No. 6: Getting Creative With Vacant Spaces
- BOMA Deep Dive No. 7: Property Professionals Accelerate on Their Positives

Webinars:
- Commercial Real Estate at a Crossroads: Workplace Trend Insights from BOMA's Second COVID-19 Impact Study
  (June 30, 2021)
- Commercial Real Estate at the Crossroads: Tenant Expectation and Investment Insights from BOMA's Second COVID-19 Impact Study
  (June 25, 2021)
- Commercial Real Estate at a Crossroads: Office Occupancy and Demand Insights from BOMA's Second COVID-19 Impact Study
  (June 21, 2021)
- BOMA International's How Virtual Is Redefining Real Estate
  (May 25, 2021)
- BOMA International's Making the Most of a Changing Work Landscape
  (May 11, 2021)
- BOMA International's The New Tenant Amenity: Health & Wellness
  (April 27, 2021)
- BOMA International's Budgeting for a New Normal: What Should You Be Prioritizing?
  (August 25, 2020)
- BOMA International's Getting Back to Work: Preparing Buildings for Re-Entry Amid COVID-19
  (May 6, 2020)

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