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CREDAI-MCHI Webinar: Key to the Lockdown – Episode 18 Presented by Deceuninck India and Godavari Paints Episode : 18

Date: 27 April,2020

Timing: 11:00 am

Venue: Zoom video Meetings

Topic: Social Distancing Measures: The New Normal in Real Estate Post COVID (Office, Sites & Sales Lounge)

Speakers:

- (1) Anshuman Magazine, Chairman & CEO, CBRE - India, South East Asia, Middle East & Africa**
- (2) Pranav Mishra, Head Liabilities - ICICI Bank**
- (3) Prashant P.V, Director - Operations & Technology - Shapoorji Pallonji & co pvt ltd**
- (4) Rajesh Pandit, Managing Director, Global Workplace Solutions & Property Management India, Middle East and North Africa – CBRE**

Moderator – Ms. Binita Dalal

1. Mr. Pranav Mishra

How essential services in banks are working today ?

Ans : We have 6000 offices across the country and having 1 Lakh + employees, customers should not impacted in 1500 plus cities. We are operational, we are one of the providers. Banking plays an initial role, cheques to be cleared, and other daily transactions have to be covered. We created cross functional team. (ABCD) that became hero, we have to keep all the branches operational. We were very clear that our branches need a format, different infrastructure, where we created social distance at the front office level. There is no way to get infected by AC, so 2 floors were operational in cubical structure, rest of the floors were shut in BKC. We created mobile ATMs. We have made business continuity plan and formation of senior BCP crack team. Protocol for all department. I- Mobile, we created online influencers, we encouraged digital, we tried to station back our security guards. Customers come first and we have to serve them first and also our employees. We were capturing solutions through a digital platform. CSR as a group we proactively ensure a lot of sanitization. We are making aware the customers and our employees about social distancing. We have sanitized branches, queue manager-based control. We created Town call, banking is an essential service, well adapted with conversational skills. Remapping of branch staff. Precautionary measures for the staff such as Mask, Sanitizers, PPE. We are following new normal ways for the staff like rostering, mapped to the nearest workplaces, Work from Home. Taking care of customer connect & communication. Customer focus through Digital. We did video KYC. Now social distance has become a norm. We have new sets of challenges, office designs, we have to rethink giving more space. Digital, video conferencing, use of digital tools, virtual account management are based towards using technology for reaching our customers.

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2. Anshuman Magazine

How is the world opening up from lock down and coming back to normal life?

Ans : More learnings, every country is at a different stage & planning. This is the right time to plan & execute. Not to ask your employees to come back but to invite them. Make aware them about COVID virus and importance of social distance post COVID. They are in fear that using public transportation, they may catch viruses. We have taken measures that our place is safe for our staff. India has its own challenges. We are sitting on huge learning. We have tied up with the best health organizations, and big university. The rest explanation I am Passing it onto Rajesh to answer

3. Mr. Rajesh Pandit

Some of the questions occupied in our presentations & thanks to social media, How do we handle social emotions at this hour, workforce and customer with credible ensured. Reducing physical contacts. In the last 2 weeks, now we are focusing on hygiene and social distancing, how we carry this after lockdown, our migrants labourers & employees, when they come back how do these measures help them? The team CBRE, which includes all processes & guidelines. We try to update the guidelines as per the government regulations. Usage of digital tools & the change can be done through video conferencing and various webinars. Employee experience will be redefined & focus on hygiene, touchless operations. Shopping may be online, Robots are us for digital management, Robotic cleaning, where this demand will make more affordable, Plasma disinfection the offices, FAITH. We have to be flexible, u need to be associated with clients, to play safe practices, full transparency in your action. This will be the mantra for future. 71% of the employees want a better environment in the office from our new survey. Installing hand sanitizers at various places, customize plans, through proper communication programs. There is no conclusive decision that COVID is an airborne disease, we educate & encourage make the temperature higher than 24 for good health environment. We need to continue to screen the temperature and document it, CBRE also to use declaration form for visitors to track records. Our aim was to **densify the office and how we re-densify our space** to avoid contamination of space. Office spaces have to relook up. Guide people to follow the protocol. There may be a lack of trust of people. Sanitization has to be done frequently every couple of hours, Transportation where people may have to avoid public transport for highly spread of contact of virus, so employers can provide their transportation, so sanitization of vehicles need to be done.

EARTH +WATER +AIR + RWA

Is youngster's profession. Most of the sites basically to screen the temperature, we all know people may not now be able to move. Lockdown has given us the feeling of helplessness and anxiety, during this time we have engaged with innovation and ideas.

Residential business, we have created COVID measures, are incorporated in the slides, we need to train our technician in commercial constructions. We are thankful to various Government bodies for essential services, ATM, Police Forces. CBRE heroes has Contributed without expectation

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4. Mr. Prashant P.V

We are experiencing a new normal, address rehearsal for us, engineering, compliance requirement, make SOP & protocols for arriving at the right solution for all the sites. We have 3500 labourers at sites in Mumbai. 50-60% sites occupied with labourers and following social distancing norm. Education is the solution to all the stakeholders, we have to handle it with care, as a lot of miscommunication is happening at present, so education for everyone is important. Engineering, Enforcement & Evolve. Transmission is very unintentional, tracking misinformation is a bigger challenge. Steps taken at various sites. Thermal scanning, constantly engage with workers, we have to ensure timely money to labours & essential services. Distribution of face mask kits, tie up with grocery shops providing grocery shops nearby the sites. Atal Ahar Yoyna, subsidized lunch at the site @ Rs 5, give them prepared food. Disinfection, emergency response team at each site, social distance from them, isolation rooms at site. We have doctors visiting them regularly. We also try to create awareness camps, reinforce our measure that nobody is untraced of this illness. We also had in the last 34 days the medical fraternity visiting us, reinforcing us that we are doing the right thing. We will also be facing challenges and we will have the solutions by getting evolved. Prevent the interaction of vendors and visitors with labourers at site.

Q&A

1. Anshuman Magazine

Q. China is coming back, and Singapore has extended their logged, how to you manage people confidence to come back ?

Ans We have formed the practices, giving confidence to them, before you enter any office buildings, or premises at work place there are all provisions of preventive measure & Hygiene and communicated as a team. Communication transparency is the key to bring into the confidence of our people.

2. Pranav Mishra

Q. Managing 1 lakh people coming every day from your office, what are the measures you take for your team ?

Ans : Half of the staff can be accommodated. Continue with social distancing. Sanitization, masks, gloves compulsory. We enable our digital system, we can figure out and trace things out. Branch has to update us entire report each day.

3. Prashant P.V

The government has declared a red orange and green zone, pressure & challenges that we will face, retain the labour at the existing camp, and onsets of monsoon. Productivity is not going to remain the same. If we find a cure a lot of this can be discounted and diluted.

4. Rajesh Pandit

Q. It must be quite a task that people are well taken care of their health and precautionary measurers?

Ans : We are constantly in touch with our colleagues who are working from home and sites, and we constantly communicating with them

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Q. How do we keep office places going in terms of sanitization?

Ans . The fact is there is a lot of uncertainty in this COVID, what we need to do is disinfect office premises, and communicate aggressively.

Closing comment

1 Anshuman

Get people to be humble, especially the younger generation, not taking things for granted, need to be prepared which is out of control. people should be grateful and value what they have

2 Pranav Mishra

Just learn new skills, we should be thankful to the space we have, we need to keep it hygiene

3 Prashant P.V,

India is optimistic, India may not go under recession. Learning new skills, IT sector finding solutions for contracting transactions, new working system, more mechanism, more rehab, hope will come out of this pandemic and things happen for the best of future.

4 Rajesh Pandit, Managing

We have to be normal, When the going gets tough, the tough get going

Vote of thanks by Rajeev Jain

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