The building operator’s guide to keeping occupants safer and healthier
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Introduction: The new normal

Changing expectations for building owners and operators
Welcome to the new normal

In the wake of the pandemic, building and facility stakeholders are being asked to re-examine their strategies and prepare for a new way of working. Today, expectations among both regulators and occupants are simply different. There will undoubtedly be a new level of scrutiny and demand for many building practices — enhanced sanitation, social distancing, HVAC performance, and so on — that didn’t exist prior to the pandemic.

Building owners and facility managers will need to focus on four key areas to meet the new demands of the returning workforce.

- Safer space management
- Enhanced occupant well-being
- Improved occupant engagement
- Streamlined operational efficiency

In this e-guide, we will examine each area and learn how to adapt successfully to new building maintenance and operations practices.
A new era for building operations

Space management: Manage proper social distancing in real time across your facility

Occupant well-being: Boost peace of mind and safety

Occupant engagement: Communicate updates transparently for a better occupant experience

Operational efficiency: Shrink costs and allocate resources wisely

For a deeper dive on these four objectives, head to...

Chapter 2
CHAPTER 2

Four key pandemic-era objectives:
What buildings must do to rise to the challenge, fast
Four key objectives

Space management

Manage proper social distancing across your facility

As people return to office buildings, hotels, and restaurants, there will be a significant need to monitor and manage social distancing. Fortunately, there are digital tools that help you adapt to new regulations, suggested guidelines, and company policies.

Here are a few of the key considerations building owners will need to address:

- **Proper social distancing**: Monitor whether desks and occupants are sufficiently separated via sensors and special software.
- **Occupancy monitoring**: Set capacity thresholds at the room, floor, or building level and receive notifications if occupancy levels risk exceeding limits.
- **An optimal layout**: Analyze how occupants are using spaces to improve floor layout and determine what areas need additional cleaning.
- **Equipment requirements**: Track space usage to determine if there is under-used equipment or space — for under-used spaces, you can reduce maintenance and HVAC energy use.
Four key objectives

Occupant well-being

Boost peace of mind and safety

A key element of attracting occupants back to buildings is to increase safety with better air quality, touchless control points, and sanitization. New monitoring and reporting tools bring intelligence, resiliency, and predictive analytics to bear on this challenge.

New considerations for enhancing occupant well-being include:

- **Air quality monitoring**: Monitor and control proper air circulation, per CDC guidelines, across your building to prevent excessive and prolonged air delivery, maintain proper CO₂ levels, and hit comfortable targeted temperature setpoints.
- **Optimal humidity**: Maintain consistent humidity levels that meet the recommended healthy building range prescribed by ASHRAE and the U.S. Environmental Protection Agency.
- **Volatile organic compound (VoC) control**: Improve air quality by tracking and venting VoCs.
- **Transportation**: Consider autonomous vehicles for guest use or robots to make deliveries.
- **Policies and plans**: Utilize guidelines developed by Arc Guide to Re-Entry, the Center for Active Design, or the International Well Building Institute for policies around healthy environments and well-being.
Four key objectives

Occupant engagement

Transparent communications for a better experience

If one side of the equation is being able to make your building safer, the other side is to communicate these safety measures to occupants. New digital tools allow you to keep occupants engaged with the latest updates, such as how frequently air filters have been changed and when areas were last cleaned.

Approaches to improving occupant engagement include:

- **Improved communications (transparency):** Send key updates and share technology improvements to workforce and guests, helping to establish trust and industry leadership
- **Manage new complexity:** Organize teams rotating between home and office during the new normal
- **Share current occupancy levels:** Enable occupants to navigate to desired areas with mapping visualizations of open spaces
Four key objectives

Operational efficiency

Shrink costs and allocate resources wisely

In the past, building management systems helped the industry improve efficiency. But now, there will be even greater demands put on the building infrastructure. Fortunately, new technologies can help you keep occupants comfortable, while simultaneously helping you use energy and resources more wisely.

New technologies helping you boost building efficiency:

- **Optimized HVAC and energy use**: Monitor and manage your HVAC system for enhanced ventilation, temperature and humidity control. Gain visibility and control over energy use across your building systems, so you can identify savings opportunities.

- **Amenity management**: Control access, lighting, and energy use in areas temporarily left vacant due to lower occupancy, such as gyms and cafeterias.

- **Power management**: Monitor and manage your electrical infrastructure actively, to ensure power reliability and optimize electrical asset use.

- **Smart cleaning**: Direct janitorial teams where they’re needed most, without wasting time on unused areas, via occupancy sensors that alert you when areas approach cleaning thresholds.

- **Asset tracking**: Track who uses high-use building equipment such as elevators / lifts, carts, clothing racks, and more, to determine sanitization schedule and aid contact tracing.

The objectives are clear. But how do we achieve them? Find out in ...
CHAPTER 3

Proven technology meets new demands:
The digital solutions that make it all happen
Adapt to new demands with proven technology

Yesterday’s building systems won’t meet the four objectives discussed in this e-guide.

The way to rise to the challenge is through digital connectivity. Digital connectivity is what connects people with building systems, granting unprecedented control over building operations. It’s what connects facility managers with all the crucial data your systems generate each second, allowing you to command and conquer energy waste and downtime. And it’s what connects the various building systems themselves under a single, coherent “system of systems.”

This digital system of systems is called EcoStruxure for Buildings™. EcoStruxure for Buildings is a multi-layered architecture that spans your smart, IoT-connected devices; your management and control software for your key building systems; as well as apps, analytics, and services — human and machine intelligence — that analyze all your building’s data to detect downtime, drive efficiency, and boost performance.

Four objectives, five solutions

Five components of EcoStruxure for Buildings are essential for achieving the four objectives laid out in this e-guide.
Four objectives, five solutions

Five components of EcoStruxure for Buildings are essential for achieving the four objectives:

- EcoStruxure Building Operation™
- EcoStruxure Workplace Advisor™
- EcoStruxure Engage Enterprise™
- EcoStruxure Building Advisor™
- EcoStruxure Power Advisor™
EcoStruxure Building Operation
An open and secure building management platform that integrates multiple systems for centralized, real-time control, allowing you to improve occupant well-being and manage operational efficiency.

Learn more >>
Four objectives, five solutions

Five components of EcoStruxure for Buildings are essential for achieving the four objectives:

EcoStruxure Workplace Advisor

Our integrated workplace management system that gives you visibility into current space use, helping you optimize space management and boost occupant well-being.

Learn more >>
Four objectives, five solutions

Five components of EcoStruxure for Buildings are essential for achieving the four objectives:

**EcoStruxure Engage Enterprise**

An intuitive app you can use to send occupants safety updates and allow them to find open seating, enhancing *occupant engagement*.

Learn more >>
Four objectives, five solutions

Five components of EcoStruxure for Buildings are essential for achieving the four objectives:

- **EcoStruxure Building Operation**
- **EcoStruxure Workplace Advisor**
- **EcoStruxure Engage Enterprise**
- **EcoStruxure Building Advisor**
- **EcoStruxure Power Advisor**

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**EcoStruxure Building Advisor**

Our intelligent building analytics software monitors core building systems to identify faults, enable predictive maintenance, and improve overall operational efficiency.

*Learn more >>*
Four objectives, five solutions

Five components of EcoStruxure for Buildings are essential for achieving the four objectives:

EcoStruxure Building Operation
EcoStruxure Workplace Advisor
EcoStruxure Engage Enterprise
EcoStruxure Building Advisor
EcoStruxure Power Advisor

EcoStruxure Power Advisor

Our power analytics software monitors electrical networks to empower service teams with better visibility into electrical data, further improving data quality and optimizing operational efficiency.

Learn more >>
Forge ahead in unprecedented times with EcoStruxure Building

Discover how