# **GOVID-19 COMMERCIAL IMPACT**

August - October Nationwide COVID-19 Impact Study N=3,010 Respondents (Office Space Decision-Makers/Influencers) Selected Survey Insights

### November 12, 2020





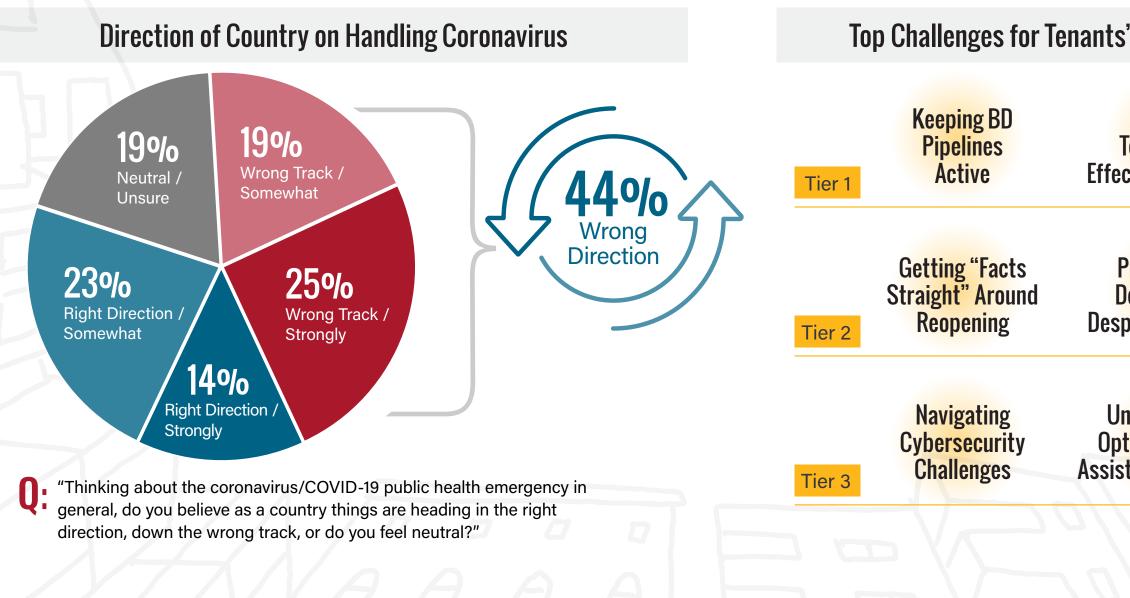




### **TENANT IMPACTS - ENVIRONMENTAL DYNAMICS**

## DIRECTION OF CORONAVIRUS RESPONSE AND PAIN POINTS

- Tenant decision-makers are quite polarized on the direction of the country on handling coronavirus, with a slim plurality "wrong track" (44%) vs. "right direction" (37%). There's little regional variance in direction of the country, but the retail industry, health care and real estate tend to be most pessimistic.
- Top challenges for tenant decision-makers include keeping BD pipelines active, workers engaged and supporting company cultures, creating opportunities for commercial office owners-operators to build bridges with tenants on the issues that matter most to them.







**Top Challenges for Tenants' Experience w/ Coronavirus** 

Keeping Teleworkers **Effective / Engaged** 

**Maintaining Culture &** Connectivity

Professional **Development Despite Separation** 

Convincing **Employees** to **Return to Safe** Offices

**Understanding Options for Gov't** Assistance (e.g., PPP)

Keeping Up w/ **Bills from Vendors** & Suppliers