

WX Press Release



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FOR IMMEDIATE RELEASE

NYC EXPERTS SPEAK ON OFFICE ENVIRONMENTS AND RETURNING TO WORK IN A POST-COVID WORLD

NEW YORK—September 30, 2020—Experts living and breathing the “return-to-work” challenges every day spoke on September 24 at the WX New York Women Executives in Real Estate’s monthly programming event via Zoom. The leaders discussed how the office and work environments are quickly adjusting to new normals post-Covid. The morning conversation, organized by Jane Yang, Director – Investments at Meadow Partners, and **Adriana de Alcantara**, Senior Managing Director – Fund Management at Hines, the conversation focused on the innovative and effective strategies that landlords are implementing in response to the pandemic, how major office users and their workforces are navigating in their new work environments and the biggest re-opening related issues for policymakers.

Jessica Lappin, President for the Alliance of Downtown New York discussed how the Alliance of Downtown New York has been out in the field 24/7 and has used this time to keep the neighborhood clean and safe by sprucing up the neighborhoods, removing graffiti and gardening. The Alliance is also working with the small businesses to keep their businesses operating by offering them rent relief grants and working with a company called *Streetsense* on how these businesses can retrofit their spaces in the age of the pandemic.

In response to the pandemic, **Mike Norton**, Global Head of Property Management at JP Morgan and his team created an acronym DDI – Distancing, Disinfection, Interception of the bioaerosol, to keep their work environments clean and to bring people back in a safe manner. JPMorgan has also redeployed the night shift cleaners to focus more on high traffic areas during the day and by making several environments more touchless.

Charlie Kuntz, Head of Innovation at Hines also spoke to how landlords are implementing the latest innovation and technologies in response to Covid to make the user experience more seamless. The technologies that have been implemented were technologies that were previously tested that have escalated in the wake of Covid and brand-new technologies that have been borrowed from other industries. These technologies include mobile access control, visitor management, tenant engagement apps and touchless activation. While companies may have been exploring these technologies before Covid, they have taken on a new health and safety perspective.

WX hosts monthly morning programs via Zoom for its members, scholars and invited guests on timely real estate and related industry topics. To learn more about the Fall upcoming events, visit: <https://www.wxnyre.com/events/> or email info@wxnyre.com for more information.

About the Speakers:

Charlie Kuntz, Head of Innovation, Hines

Mr. Kuntz serves as the firm's Innovation Officer and is responsible for tracking and examining the viability of the most innovative building design, building technology, and real estate technology overall in the industry and implementing the newest ideas and thinking on every Hines engagement. Since joining Hines in 2007, Kuntz has contributed to the development, acquisition, asset management, financing, marketing and disposition of more than eight million square feet of commercial real estate, most recently including Salesforce Tower and 33 Tehama in San Francisco. Kuntz earned his BA in English from Georgetown University and his MBA from The Tuck School of Business at Dartmouth College.

Jessica Lappin, President, Alliance for Downtown New York

Ms. Lappin is the President of the Alliance for Downtown New York. The organization manages New York City's and the country's largest Business Improvement District (BID) and works to ensure that Lower Manhattan is a thriving and dynamic community. A lifelong New Yorker, former elected official, and previous Crain's "40 Under 40" honoree, Ms. Lappin has a distinguished record in civic life and public service. Lappin took the helm of the Alliance in February 2014. She is responsible for providing core sanitation and public safety services that keep the area clean and safe, manages a free bus service, and has made outreach to the street homeless in the area a priority. She has also significantly expanded the free public WiFi network in Lower Manhattan, produced award winning ads and marketing videos, instituted a district-wide solar-powered recycling program, and helped secure nearly \$100 million in resiliency funding for Lower Manhattan. On the economic development front, she led the organization's efforts to create a first-of-its kind innovation hub and collaboration center called Lower Manhattan HQ. Lappin loves to run and cook and lives in Manhattan with her husband and two sons. She graduated from Georgetown University, Phi Beta Kappa and Magna Cum Laude, and from Stuyvesant High School.

Michael L. Norton, Global Head of Property Management, JP Morgan Chase & Co.

Mike Norton is the Global Head of Property Management for JPMorgan Chase, and is responsible for managing the firm's property and facilities management activities with over 7,400 properties worldwide, comprising over 80 million square feet of space. Prior to joining JPMorgan Chase, Norton was the Global Head of Property Management and Operations for Tishman Speyer, one of the leading owners, developers and operators of first-class real estate in the world. Under his leadership, the firm became one of the toptier operators globally. Mike is also a retired Marine Lt Col where he held numerous assignments and leadership billets over a 30 year career. He also serves on numerous New York and International based boards and charitable organizations, with a focus on real estate & building operations.

About the Moderator:

Adriana de Alcantara, Senior Managing Director, Fund Management, Hines

Ms. De Alcantara serves as Senior Managing Director, Fund Management, Americas. In her role, she is responsible for developing the strategy for new funds in the U.S., as well as supporting additional investment initiatives in the Americas. With over 20 years of real estate experience, she joined the organization in January 2020. Previously, she was Managing Director, Senior Portfolio Manager, with Nuveen Real Estate, where she was the lead Portfolio Manager for both the TIAA-CREF Real Property Fund LP, a core sector-diversified fund, targeting office, retail, multifamily and industrial assets and the New York City Property Fund, a value-add and opportunistic real estate fund investing in New York City

real estate. She served other lead roles at TIAA, as well as leadership roles at Lehman Brothers Global Real Estate Group and O'Connor Capital Partners. Adriana graduated with a B.S. in Business Administration from Universitat Internacional del Catalunya (UIC) Barcelona, has the European designation of Certified Financial Analyst and is a Certified Financial Planner. She is fluent in Spanish, Portuguese, German and French.

About WX New York Women Executives in Real Estate

WX New York Women Executives in Real Estate is an association of executive-level women actively engaged in the commercial real estate industry in New York. The mission of WX is to promote the advancement of women in commercial real estate; to enhance public perception about the role of women in the industry; and to promote the highest standards of professionalism, ethics and integrity in the field. Through educational seminars, breakfasts with industry leaders, mentoring programs, scholarships, and special events, WX provides members with a forum for visibility and exchange, spotlights the accomplishments of individual women in the industry, and paves the way for the next generation of women in the field. For more information, please visit www.wxnyre.com.