



CREDIBLE THINKING

DTRE IN THE HALL OF MIRRORS (A REFLECTION OF LOCKDOWN)



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Staying Safe, Open for Business

DTRE will be reopening the London office on Monday 22nd June

As we prepare the return to our London office on Monday, it seems an age since we left not knowing what scary thing was around the corner. Thankfully, the easing of lockdown and some green shoots in the market makes it feel as if there is light directing us towards the exit.

We have waded through legal and ethical obligations and a myriad of processes to implement for "DTRE - COVID and the Workplace". Office life **will** be different at first, but that should evolve with time. We are ready for a safe reopening and whilst I could document these processes, I wanted to pen a piece on the positive things our team have discovered and embraced through the lockdown.

We found ourselves in a "Hall of Mirrors", considering what was in the reflection. It can be hard to imagine the future at a time of such uncertainty, but it allowed us to think about what we can continually improve. Energies poured into productivity and positivity rather than letting "the crisis" become just that.

We had an opportunity to review how to improve the support of our greatest asset, our team. In turn this would allow them to do what they do best; look after our clients. Client relationships have never felt more robust giving us a chance to get to know the real person rather than just being focused on a transaction. Throughout all of this our knowledge has been called upon to support those many questions and anxieties thrown up during this COVID confusion.

The togetherness of the team has been something of which we can be proud. Connectivity has never been so important (both IT and internal comms)! A collegiate approach has allowed inclusivity to build even more; every person has played their part in keeping the show on the road. As a result, we have all benefited from a more in-depth education fuelled by internal knowledge. Thought Leadership and Credible Thinking has been spilling out from this talented crew.

Wellbeing is something we have always believed in at DTRE. London sales of Avocados and Burford Brown eggs must have taken a hit whilst we have been away from the office, but joking aside, we take our duty of care seriously and for obvious reasons health and wellbeing have moved even further up our list of priorities. We will continually revisit this as it is critical to a healthy future for DTRE.

A happy accident of this troubled time is the opportunity to improve our green credentials; an area where you can always do better. We have had a chance to grasp this, and we don't plan to let it slip;

digitalising the offering, reduction of travel and carbon, and as well as most other companies, embracing the adoption of video conferencing. Of course, we have missed the innovation and joy that comes from face to face interaction, but the improvements achieved haven't been lost on us, and we will keep moving forward with the momentum gained.

Working in an enforced "remote world", we can not ignore the benefits of data which has allowed us to sustain the level of productivity and client servicing that we have achieved. Next steps: some of the most innovative and exciting work coming from DTRE as next part of our journey. Watch this space!

Having used tech so successfully in this period, we will continue to adopt where it compliments us. It is one of the solutions helping to get the team and client back into the office safely. Just as the market needs the confidence to come back, so do our team and clients.

Biomist cleaning, PPE, surface management, silver ion technology, Photoplethysmographic imaging; could you ever have imagined these phrases in the DTRE vocabulary - it's all well understood now! We have plenty to coordinate ahead of Monday when we open the door.

I started this piece by saying how scary things were going into the unknown three months ago. But as we look forward to our office return on Monday, we can also look back at how the team were tested, coped and thrived; perhaps the reflection in the mirror is better than we thought?!

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