

## Distributed Work: Team Number: 3



A COVID-19 Virtual Ideation Experience

<b>Time Span</b>	<b>Long Term</b>	<p><b>RE Strategy &amp; Workplace Design</b></p> <ul style="list-style-type: none"> <li>Changes to workplace design based on alterations to activity based working and work from home ratios</li> </ul>	<p><b>Government Policies</b></p> <ul style="list-style-type: none"> <li>Monitoring changes to government policy and how this informs changes to workplace design and strategy</li> </ul>
	<b>Short Term</b>	<p><b>Operations</b></p> <ul style="list-style-type: none"> <li>Allowing for continued physical distancing, requirements to maintain and clean and safe workplace</li> </ul>	<p><b>Return To Work</b></p> <ul style="list-style-type: none"> <li>A change to a working model where increased work from home ratios are adopted, and less fixed office space is required</li> </ul>
		<b>Internal</b>	<b>External</b>
<b>Control</b>			



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### A distributed working model is here to stay

The potential of distributed working has **accelerated companies at least 5 years into the future**

#### Recent results from global companies:

- Colliers survey: 82% of respondents now want to work remotely at least one day per week
- CoreNet Global: 66% of respondents have a positive view of remote working than previously
- TCS, India's leading company, publicly announced 75% of employees will work from home permanently
- Stockbroking companies indicating a 100% work from home strategy with employees on rotational basis to office 1-2 day a week

#### Accelerated remote working looks like:

- **Virtualisation** of teams, conferencing and meetings
- Robust **anytime, anywhere, anyplace** connectivity
- **BYOD** as a viable business option
- **IT infrastructure** creating extensions to all points
- **HR policies** for work in singular or cluster modes – remote + virtual

Source: Savills: COVID-19: Transforming Workplaces



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### What Changes for the Returning Workforce

Social Distancing has to be followed until the pandemic curve settles down and the vaccine is developed

#### Major Changes being adopted:

- Touchless interface to reduce contact points
- Systems to monitor body temperatures through thermal cameras
- Workplace maintenance costs to go up by minimum 25%
- With corporates focussed on social distancing, Socialising common areas lose their significance
- HR Policies are becoming more stringent, each employee will have to submit their travel history (both business & leisure) to the organisation

#### Some workplace solutions that can be cost effectively implemented in the short term for that returning workforce

- Reduced Densities and goodbye to the typical working day
- Consider going to a four-day work week and staggering teams across five days to reduce density by up to 20 percent on any given day
- Assigned Unassigned Desks- Transition to unassigned seating that allows employees to establish boundaries enables distancing
- Respect the individual- Assign lockers, file drawers or storage cabinets to individuals to separate personal items. Remove trash cans from individual desks and replace them with a communal location that consolidates sanitation.
- Ability to control cleanliness- make it easier for employees to maintain proper hygiene, especially when it comes to washing and sanitizing their hands. Additional sinks in kitchens and break rooms offers one solution
- Humidity Control- Increase humidity levels to 40 to 60 percent to reduce infection - People and Culture
- Introduce HR policies that consider remote work on a need based and longer-term basis – Healthcare
- Design standards followed in healthcare sector will also apply to corporate workplaces - Risk Assessments
- Undertake risk assessment of the premises in consideration of Covid19

Source: Knight frank views on CRE Market



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# PEOPLE: WFH LEARNINGS



**EXPERIENCE  
VARIED GREATLY  
DEPENDENT ON  
SITUATION.**  
- IMPORTANT TO HAVE  
RIGHT WFH SETUP



**TECHNOLOGY IS  
KEY ENABLER**  
- VC MEETINGS  
SHORTER & FASTER  
DECISION MAKING  
- FACE-TO-FACE STILL  
REQUIRED FOR  
COLLABORATION



**PRODUCTIVITY  
FOR  
CONCENTRATED  
WORK TYPICALLY  
INCREASED**



**LOSS OF  
LEARNING BY  
LISTENING &  
ABILITY TO  
UPSKILL  
THROUGH TEAM  
ADJACENCY**



**STRUCTURE  
REQUIRED FOR  
WFH TO BE  
SUCCESSFUL**



**RETHINK  
MEETING  
SCHEDULING  
AND STRUCTURE  
IN FUTURE**



**IMPROVED TEAM  
/ BUSINESS  
LEVEL OF  
COMMUNICATIO  
N**  
- REMOTE / GLOBAL  
EMPLOYEES MORE  
CONNECTED  
- MORE PERSONAL  
INTERACTIONS



**TRUST BETWEEN  
MANAGER &  
TEAM CRITICAL**  
- RECOGNITION AND  
ACCEPTANCE THAT  
WFH IS OK



**DESIRE TO  
INCREASE WFH  
MORE  
PERMANENTLY  
FOR ALL ~1-2  
DAYS PER WK**



**NEED TO  
PRIORITISE  
HEALTH &  
WELLBEING**  
- MORE 'ME' TIME  
WITH LESS COMMUTE  
TIME  
- REDUCTION IN  
INCIDENTAL EXERCISE  
- INCREASE IN  
UNINTERRUPTED  
SCREEN TIME



**NEED FOR THE  
BUMP FACTOR**  
- INCIDENTAL  
INTERACTIONS CRITICAL  
TO SOCIAL NETWORK,  
RELATIONSHIPS AND  
BUSINESS OUTCOMES



**DIFFERENT  
SPACES /  
LOCATIONS  
REQUIRED FOR  
DIFFERENT TYPES  
OF WORK**  
I.E. OFFICE =  
COLLABORATION  
HOME / HUB SITE =  
CONCENTRATED WORK