



A COVID-19 Virtual Ideation Experience

## Environment & Climate Change - Team Number: 3

The Team Members:

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Team Member	<b>Byron Tudor</b>	Cushman & Wakefield	United Kingdom
Team Member	<b>Sally Marshall</b>	Turner & Townsend	United Kingdom
Team Member	<b>Amitava Chakraborty</b>	Cognizant	India
Team Member	<b>Gloria Mamwa</b>	Standard Chartered Bank	United Arab Emirates



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The Coronavirus pandemic has changed the world more than anyone would have expected only a few weeks ago. With many offices, retail space and industrial facilities closed and the majority of people no longer commuting it has provided a unique insight into what is achievable if dramatic sustainability interventions are undertaken.

Now is the opportunity to build on the momentum and take advantage of a terrible situation. Prior to Covid-19 there was true momentum building within Corporates, with sustainability rising to the top of the agenda. The post Covid-19 CRE world is changing with numerous Corporates rethinking portfolio strategies, hub and spoke portfolio solutions gaining traction, and working from home the new norm. All of these provide significant sustainability opportunities but only if previous aspirations are maintained. Key aspects include:

1. Hubs - Organisations will look to transform headquarter buildings into connectivity hubs. A place for colleagues to interact and connect. Less allowance for quiet focussed work or to accommodate back to back conference calls.
2. Spokes or Satellite sites – Organisations will need to understand better how each department and team work and identify clusters of employees for satellite offices. These satellite locations will supplement home working to ensure employee connectivity (wellbeing /culture / collaboration / learning / regenerating).
3. Serviced office sector – previously limited in sustainability credentials. As ‘flex space’ becomes a greater proportion of Corporates portfolio the sector will have to swiftly become sustainability leaders to adhere to Corporate agendas
4. Working from home – outsourcing office space to homes, provide corporates to make a difference outside of the typical office and start to ‘green the homes’ of employees
5. Quick wins for efficiency – start with understanding of the lockdown sustainability impact through utilities monitoring, and identify key insights to minimize baseloads.



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## Sustainable hubs

1. Organisations will need to understand what space is required to deliver company objectives. This requires greater engagement with employees, teams and departments, collaboration between real estate and HR, supplemented by data analysis from space monitors and sensors and IOT more generally.
2. More modular designs such as “plug and play” meeting rooms, phone booths and casual settings that can be lifted and shifted and increase in volume through agile service providers providing increased flexibility and reduced waste.
3. Better connectivity technology for video calls / better company wider communication strategy / better collaboration technology supported by specific training for users. Organisations will need to invest in the technology and training.
4. Priorities the more sustainable buildings within the portfolio but also consider travel volumes, distances and forms of transport for employees in selecting future hub locations.
5. Cafeteria's and large event space may be reconsidered due to hygiene concerns

More investment in Technology platforms



Office fit for connecting and communicating and less focus on open plan seating



Flexible and modular design





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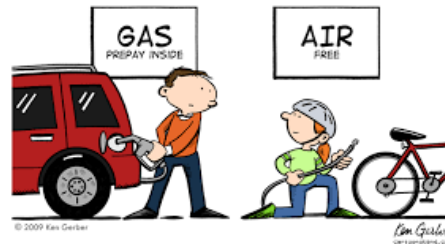
## Sustainable - Spoke / Satellite Offices

1. Organisations will need to understand better how each department and team work and identify clusters of employees for satellite offices. These satellite locations will supplement home working to ensure employee connectivity (wellbeing / culture / collaboration / learning / regenerating).
2. Select locations with easy access which also has infrastructure for public transport, EV charging and cycling facilities. Consider food establishments, gyms, health centres and child care facilities.
3. Adopting a satellite approach will enable teams to stay connected and engaged with colleagues whilst reducing the pressure on transport infrastructure. Local authorities can be engaged to seek green transport solutions such as green buses to reduce reliance on private vehicles
4. Serviced Office providers will need to be the champions of sustainability solutions and supply chain management that support local communities as products and materials will be sourced locally and not globally

Greater transparency and more complex supply chain



Reduce fossil fuelled transport



Reduce dependency on overcrowded transportation infrastructure





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## Home Working Environment

1. Organisations will need to support where possible employees to modify homes to be more sustainable (insulation, water, gas, electricity, Biophilia)
2. Organisations will need to provide both technology equipment and ergonomic work setting for long term home working
3. Benefits will need to be reviewed and updated
4. Organisations will need to invest better connectivity technology, better company wider communication strategy, better collaboration technology supported by specific training for users. Organisations will need to invest in the technology and training.

Investment in technology platforms and training for better connectivity and use of the tools



Support employees to modify homes to become more sustainable



Invest in employees home working environment





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## Moving from Global or Regional or Local

### Local Service Providers local suppliers

- local vendors to ensure delivery
- shorter access routes are more environmentally friendly (local marketing suppliers, local materials for construction)

### New sustainability guidelines

- Using local furniture suppliers, regional car suppliers
- Identify the minimum requirements, but local standards prevails
- Use local designers
- Business Travel Best Practices from the lockdown to become policies and behavior changes in the future
- Create local videoconference hubs with high quality conferencing limiting travel (landlords to identify needs in multitenant buildings/ become part of the services)
- Identify local or virtual training centers
- Carsharing becomes policy for office-based people, reduce/eliminate status cars or make them full environmentally friendly
- EV/hybrid vehicle strategy for each office

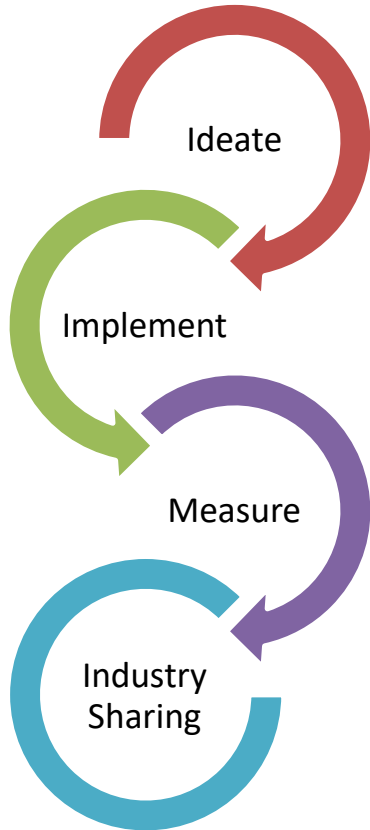


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## Collaboration and Sharing

As an industry and the real estate and construction industry are typically not very good at working together to solve for the outcomes in Real Estate:

- **Space as an Employee Value Proposition** - What will people come to the Office to do? Collide/Network/Collaborate. Want not Waste Not!
- **Impact on Design** - Less large scale meeting rooms, Smaller Meeting capacity, more open colab spaces which will call for more efficient Energy and Environmental Considerations
- **Net Zero** - Acceleration of sustainable measures in collaborative ways, Industry/Organisation e.g. Carbon Zero by 2025 instead of 2030
- CoreNet best practice portal for sustainability be developed
- **Certification** - Measure buildings in use (BREEAM/LEED only measure as built, not actual performance)
- **Landlord/Developer Behaviour** - Reduction of waste when sites are coming back to market. Consider the environmental impact of how CAT A developed – should it be instated in the first place? Wait until taking out CAT A







IDEA



CONNECT



SOLVE



PRESENT

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### Sharing and collaboration

As an industry real estate is not doing good due to the COVID 19 outbreak across the Globe. With millions of Job at stake, it would take breakthrough ideas and innovations

#### Collaboration with clients

- ❖ Understand the type of workspace requirement
- ❖ Make internal changes for them to be relevant in market

#### Innovation – Touch Free

- ❖ Sensor based sliding doors
- ❖ Motion sensor lighting in offices
- ❖ Sensor based restrooms and hand was areas

#### Agile workspaces

- ❖ Employee value proposition
- ❖ Open workspaces than secured ODCs
- ❖ Break out areas to network
- ❖ Shun creation of big meeting rooms

#### Green Buildings – Sustainability

- ❖ Zero discharge
- ❖ PPP model and collaboration with Governments
- ❖ Existing real estate modification

#### Mergers and Acquisitions

- ❖ Merger of firms to avoid being insolvent or bankrupt
- ❖ Acquisition to adapt technology and going digital

#### Being Flexible

- ❖ Reduction is waste
- ❖ Reduction in rent for occupants

#### Common Services for clients

- ❖ Car and bus pool services – 24x7
- ❖ Share ride platforms for employees of all occupants





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## Quick wins and efficiency gains

01

Measuring Monitoring and Targeting for Utilities

02

How low can we go during shutdown of offices? (what can be switched off)

03

Sustainability KPI review (Occupancy drop?)

04

Circular Economy thinking and Best Practices Sharing (single use to reuse maintaining health and safety stds.)

05

Link baseload reduction and Utilities Contracts

06

Design modular systems into existing/new offices to accommodate for variable occupancy

07

Smaller offices with, more efficient use = less energy consumption. -Less office need = positive impact on office rent = less construction.

08

Top down approach... the big offices to lead by example