



Members Respond to the Coronavirus Challenge

AI Kinisky, PMP, SLCR
Global Real Estate Strategist & Business Partner to the Cloud Business Group
Global Real Estate & Facilities
SAP
Bellevue, Wash.



How is your company organizing internally to deal with COVID-19/Coronavirus? Who's leading the effort?

We have internal teams reporting up to the Board level around the world focused by region that are gathering information, assessing sites, communicating with employees, etc. Functions involved include Real Estate and Facilities Management as well as HR, Physical Security and executive support.

What role does the C-Suite have?

Supporting these teams above, providing feedback and guidance and removing roadblocks.

What key steps have you taken?

We have been proactive with our response to COVID-19 including new internal cleanliness reminder signage, strategic communications, additional cleaning, additional hand sanitizer stations and promoting working from home wherever possible. We are seeing large and expected drops in utilization of our office spaces which indicates to us that the working from home message has been received.

Travel has been reduced to business-critical trips only. Corporate events are being cancelled or postponed. This could be internal large gathering meetings all the way up to customer events.

We are prepared to take additional steps if/when necessary, but we are confident that with the actions we have already taken in support of our employees, customers and partners, we will minimize the impact.

What's the biggest challenge you're encountering as you respond to the coronavirus?

Supporting our employees working from home in countries that are not prepared for it culturally, as well as supporting our employees who also have children at home due to school closures.

What advice do you have for other corporate real estate professionals?

Slow your decision making on real estate initiatives for the next 6 months. Rerun your utilization numbers. You may not need as much space as you think after this is over as many employees may continue to work from home who weren't previously.

What long-term implications might this challenge have for your company?

It will only strengthen our flexible work initiatives proving to those who may not have worked remotely in the past that they can do it successfully. I don't believe there are many people working from home right now saying 'I can't wait to get back to my 2hr roundtrip commute each day!'