



A COVID-19 Virtual Ideation Experience

# Space Utilization & Metrics

## Team Number: 10

### The Post-COVID Workplace

#### **Physical**

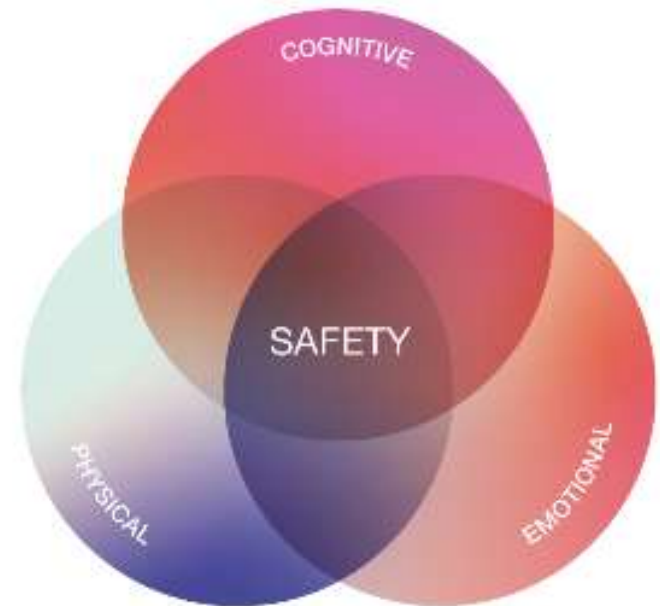
People need to work in places where they are able to stay healthy and minimize exposure to pathogens that cause illness.

#### **Cognitive**

People should not fear for their personal safety because that distracts them from being focused and productive.

#### **Emotional**

Everyone needs to feel safe at work. They need to be confident their employers have done everything possible to create safe environments.





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### Phased Timeline of the Post COVID Workplace

#### 6 months - Survive

##### Communications

- Ramp up communications and be completely transparent
- Virtual town halls / direct executive communication methods – overcommunicate what the company is doing to provide a safe working environment and process changes to support employees

##### Leasing Impacts

- Evaluation of current portfolio in relation to staff transportation.
- Focus on less dense, more varied locations

#### 12 months - Redefine

##### Communications

- Decrease to non-urgent levels, but still keep regular communication paths open to remain connected with remote employees
- Surveys – working from home, level of support, connection to the company, etc.

##### Leasing impacts

- Providing a “communication hub” to reach remote team members or external people / clients – ensuring the proper technology infrastructure is selected

#### 18 months – New Normal

##### Communications

- Maintain and evolve to suit needs
- Surveys – working from home, level of support, connection to the company, etc.

##### Leasing impacts

- Realigning remaining and new leases to map out the future with a focus on diversity of location



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| Traditional Metrics     | New Metrics   |
|-------------------------|---|
| Cost Per Person         | Net Promoter Score (NPS) focused on Workplace Safety          |
| Utilization % Per Space | Value of Space  |
| Mobility Ratio          | Employee Safety and Wellbeing                                 |
| Square Footage of Space | Employee Perception of the Workplace                          |
| Conference Room Usage   | Employee Productivity – In the workplace and remote locations |
| Density                 | Employee Mental Health (EAP Usage)                            |
| Vacancy/Occupancy %     |   |