

## Space Utilization & Metrics Team Number: 17

In this hackathon, thought has been applied to think on diverse parameters that affect space utilization directly and indirectly. Some of them are tangible with direct link to cost and others are intangible that connects to well being and employee satisfaction. Accordingly, this annexure gives insight to various metrics considered in Office space utilization and provides recommendation for implementation post COVID-19.






Work from home (WFH) concept is widely talked about in current situation and followed by most of the companies. But implementation of WFH for a longer term comes with its own challenges and advantages for both companies and employees. Post COVID-19, WFH will be considered seriously as one of the options of Workplace Strategies unlike earlier days. This document throws light on those lines.



# Big Picture

- Companies will evolve real estate strategy to run & thrive in new-normal
  - Square footage per employee will increase to address safety concerns
  - New age Digitally powered infrastructure design will be leveraged to reduce costs and build intelligent systems
  - Lease expenses will be one such area where companies will look at cost reductions with innovative engagement models
- Infrastructure will extend to Work from Home
- Offices will provide venues for emotional connect, collaboration and ideation
- Industry will seek frameworks to navigate in right course
- Our team proposes CoreNet to create 'CoreNet Rank' based on metrics for various aspects to space utilization and wellness.
- This presentation outlines key metrics that can be utilized to create 'CoreNet Rank'




## SPACE UTILISATION METRICS & RECOMMENDATIONS - TEAM 17

| Sl. No. | Description  | Definition  | Impact  | Metrics  | Recommendations post COVID 19  |
|---------|--|---|---|--|--|
| A       | <b>WORKSPACE UTILISATION</b><br>    | <b>OFFICE SPACE DENSITY</b><br>Square footage per person                                    | Due to social distancing requirement, the density is expected to be reduced; which means sqft per person will be increased.<br>More real estate space would be required to house same number of employees.  | 90-120 sft standard may undergo change to 175-250 sft depending on different variables.  | Implement social distancing norms for workspace seating, meeting rooms and Cafeteria.<br>Convert breakout spaces to workspace seating in order to reclaim required seat count.<br>Utilise training rooms to accommodate more seating.<br>Reduce meeting room capacity and create more phone booths.  |
| B       | <b>WORKSPACE CULTURE</b><br>        | <b>WORKSPACE UTILISATION PATTERN</b><br>Efficient & effective methods of space utilisation. | Historically, workspace utilisation has changed from dedicated seats to Activity based workspaces to Flexible workspaces.<br>Traditional assigned seating may become regular.<br>Cost will influence adopting innovative methods in the industry. | Instead of increasing real estate cost due to social distancing requirement, efforts can be made to retain the cost at current levels.<br>Operations cost & support staff cost may increase 2 folds depending on different options of space utilisation. | 70% seats can be assigned seats for core staff and 30% can be hotdesks for occasionally visiting office staff with more focus on hygiene & cleanliness for hotdesks.<br>Space allocation to be re-worked and Infrastructure to be enhanced for new requirement.<br>Virtual doubling of real estate space by operating office in multiple shifts to cut the real estate cost and bring efficiency.  |
| C       | <b>OPERATIONS RESTORATION</b><br> | <b>OPERATIONS RE-START</b><br>Start of office operations in current scenario                | Office will not be able to function to its full capacity for near term  | Real Estate space requirement may go down by almost 40% in long term.  | In short term, Implement work from home concept for at least 95% of staff and restore office operations in stages with 5-10% incremental staff count.<br>Cafeteria operation may undergo change to "Bring your own meal" concept or limited packaged food.<br>Implement sufficient signages & communication to educate employees to follow safety protocol.<br><br>In long term, reduce the dependency on real estate by implementing work from home concept for 70% of staff permanently. |




## SPACE UTILISATION METRICS & RECOMMENDATIONS - TEAM 17

| Sl. No. | Description   | Definition  | Impact  | Metrics   | Recommendations post COVID 19   |
|---------|---|---|---|---|---|
| D       | <b>FUTURE OFFICE DESIGN</b><br>    | <b>DESIGN CONCEPT</b><br>Office Interiors Design Brief              | Due to new normal, office design concepts will be changed in future. More focus on hygiene compliance, social distancing, automation of office operations with lesser manual interface. | Increase in Capex cost towards office infrastructure may go up by 15% - 20% per sft.<br>Square footage per person can be worked out to retain current levels by reducing common area spaces.<br>Common area space allocation may witness reduction by almost 75%. | Office seating arrangement will confirm to social distancing norms if required to be converted. Height of privacy screens in workstations may be increased due to social distancing norms.<br><br>Cafeteria seating may witness transparent partitions across the table. Breakout spaces, Recreation & Gym facility inside offices would be compromised in future.<br><br>AC equipments will be designed with more filtration efficiency, Improved air quality and sanitisation.<br><br>More IOT / Automation will come in to office. Sensors will measure the occupancy data / utilization based on Safe Distance Procedures and provide recommendations on seating layout. Cameras will determine occupants temperature and also link it with access control system, touchless access control through facial recognition, automated food dispensers in Cafeteria. Automated Visitor Management system to manage front desk. |
| E       | <b>VIRTUAL COLLABORATION</b><br> | <b>VIRTUAL MEETINGS</b><br>Usage of online tools for collaboration. | Physical face to face meetings will get converted to online virtual meetings.   | Usage of collaboration tools will witness spike from current levels of 5% to 90%.<br>Meeting room & Training room infrastructure cost may be reduced by 15%   | More Collaboration tools like Skype, Teams, Webex, Zoom or other video conferencing tools could be used more frequently to reduce meeting room space. Meeting room capacity will be restricted for optimal utilisation of 5-6 seaters and bigger capacity meeting rooms may vanish.<br>Trainer led classroom trainings could be replaced with online trainings, which will reduce the training room requirement.  |

## SPACE UTILISATION METRICS - TEAM 17


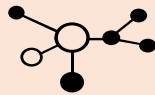



| Sl. No. | Description  | Definition   | Impact  | Metrics   | Recommendations post COVID 19  |
|---------|--|--|---|---|--|
| F       | <p><b>OPERATIONS COST</b></p>       | <p>OPERATIONAL EXPENSE<br/>Real Estate &amp; FM Cost</p>                           | <p>Due to financial stress in current situation, companies are expected to postpone real estate expansion plans. Real estate inventory is expected to go up with demand going down.</p> <p>The word cleanliness will be replaced with hygiene along with their standards. Maintenance contracts will be renegotiated for new standards and compliance requirements.</p> | <p>Rental cost is expected to go down by 5 - 15% per sft depending on location.</p> <p>Soft services cost expected to go up by 15% and Utility cost may come down by 20-25%. But both of them are expected to go up, if number of shifts are increased.</p> | <p>Renegotiate rental terms with landlord for most cost effective option including rental holidays during current Force Majeure like situations and coverage for similar situations in future.</p> <p>Train support staff for new standards. Equip support staff with required equipment to avoid dependency on external agency.</p>   |
| G       | <p><b>EMPLOYEE WELL BEING</b></p>  | <p>EMPLOYEE SATISFACTION<br/>Infrastructure &amp; Employee Assistance programs</p> | <p>The term "Best workplace to work" may have to be changed to "Safest workplace to work"</p> <p>Work environment for Employees will be changed.</p>  | <p>Employee satisfaction and well being index may go down for near short term. Intangible cost of motivation and employee engagement will increase.</p>   | <p>Wellness coach or a doctor may be required to improve well being of employees at work in the absence of recreation and collaboration activities.</p> <p>Encourage use of staircase as compared to elevators, for following social distance norms and improve physical activity.</p> <p>Provide helpdesk for employees to manage stress and anxiety.</p> <p>Employers to design more Employee engaging activities for maintaining and motivating workforce. Most importantly to retain talent.</p> |
| H       | <p><b>LOGISTICS</b></p>           | <p>TRAVEL &amp; TRANSPORT<br/>Long &amp; Short Distance commute</p>                | <p>All abroad travelling restrictions will continue for some time. Local transportation methodology will change with restrictions on passenger number.</p> <p>Car pooling concept may vanish for sometime.</p>  | <p>Abroad travelling restrictions will bring down the cost by 97%.</p> <p>Local transportation cost would increase by 2 to 2.5 times.</p>   | <p>Having Telepresence Equipments or video conferencing facility can address travel requirements to an extent if not completely.</p> <p>Incentivize employees to drive their own vehicles to office.</p>   |

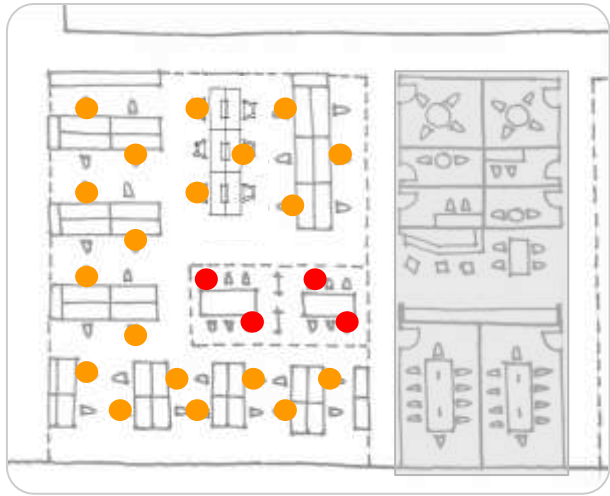
## METRICS FOR WORK FROM HOME & ITS IMPACT

| Sl. No. | Key Points  | Organisation centric   | Employee Centric   | Metrics                  |
|---------|---|--|--|--------------------------|
| A       | <b>REAL ESTATE SPACE</b><br>       | <p>Reduced real estate space requirement if organisations take approach of work from home. This would reduce 30% real estate space liability for organisations</p>             | <p>Home will be converted to Home office Concept. Home designs to accommodate this concepts in future. Immigration will be avoided, if allowed to work from home town without migrating to cities. Residential market cost may see downward pressure due to above scenario</p> | sft per person           |
| B       | <b>CAPEX INVESTMENT</b><br>        | <p>Due to reduction in space requirement, capex investment will be reduced drastically. This is expected to come down by 30%</p>   | <p>In short term, organisation can extend financial support to employees to enable home office concept. In long term, employees will be expected to have this set up ready at home.</p>  | \$ per sft               |
| C       | <b>INFRASTRUCTURE SET UP</b><br> | <p>Data &amp; Power connectivities &amp; network setup cost may go down. Dependency on common amenities including Cafeteria space, meeting rooms, training rooms, AC etc.,</p> | <p>Additional investment required in getting stable data network and Power back up support. Ergonomically certified furnitures to be sourced for well being.</p>   | Maintenance cost per sft |



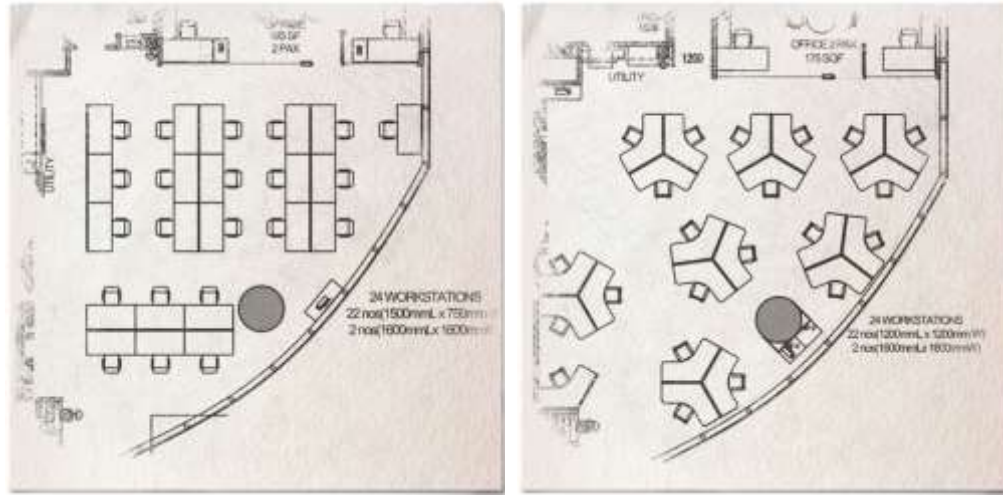
## METRICS FOR WORK FROM HOME & ITS IMPACT

| Sl. No. | Key Points  | Organisation centric   | Employee Centric  | Metrics  |
|---------|---|--|---|--|
| D       | <b>EMPLOYEE WELL BEING</b><br>   | Investment on Gym facility & recreation space will go down.<br>Health care insurances to cover telemedicine consultation on stress management. | Employee well being may improve with more time to spend with family.<br>Commute to office will be reduced, providing more time for self grooming.                       | Employee Satisfaction  |
| E       | <b>HUB &amp; SPOKE MODEL</b><br> | Capex cost will be converted to Opex cost for managing this model.   | Flexibility to work from near by office.<br>Reduced commute time.   | Rental cost per employee   |
| F       | <b>DATA SECURITY</b><br>       | Increases cost to company in enabling employees to work in secured network.  | Uncontrolled home environment leading to issues with data security may cause problems.<br>It may take more time for employee to resolve any data or network issues.     | Incidents of security breach   |
| G       | <b>DIVERSITY</b><br>           | By allowing work from home concept, diversity will improve.  | Single parents, parental care givers or women employees will have flexibility to work from home.<br>Will give flexibility for specially abled people to work from home. | Diversity index<br> |



● Staggered seating in an existing layout

● Hot desks to be used as workstations



Change in Space Planning in order to maintain Social Distancing Philosophy while retaining the head counts

## Reinvent the meeting

Meeting room to accommodate less than 50% of the designed capacity

8 P meeting room to reduce to 4 P by applying staggered seat concept

4 to 6 P Meeting room to convert to standing scrum meeting



# SOCIAL DISTANCING

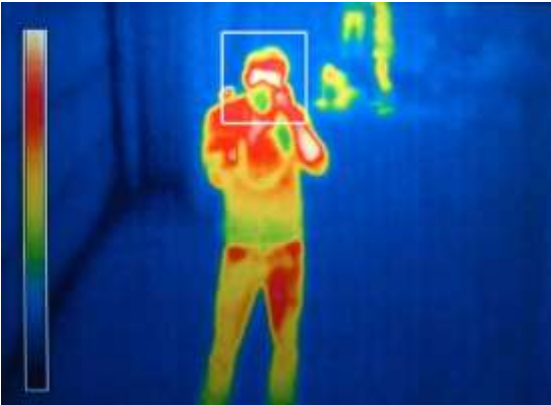
Ensure adequate spacing through **Temp Floor marking** in queueable/crowded areas

Can be integrated as part of **Graphics** for long term usage

Funky/ unique design patterns through **Taping** to liven up the space while serving the purpose of Social distancing







Thermographic cameras at Entrances



Face Recognition access control

**THERMAL IMAGING**



Entry allowed / Directed to Lounge

**VENTILATION DISINFECTANT SYSTEM**



data innovation needs  
**TECHNOLOGY**  
 science data analysis



IoT. Wireless sensors to monitor high density areas to manage capacity. People Counting Sensors provides accurate data for places where people tend to congregate. Maximum occupancy for each space can be preset and alert can be set in case the occupancy exceeds the pre-set.