



INTRODUCTION + SUMMARY

Corporate real estate (CRE) metrics have traditionally focused on cost and efficiency. Yet an organization's most valuable resource is its people. Will COVID-19 reverse the trend of reducing square footage per employee and shift the focus from space-centric measurements to human-centric measurements? Or will companies place greater priority on reducing expenses? Further, will the significant business disruptions and prolonged uncertainty ushered in by COVID-19 bring transformational change in companies' leasing strategies?

Challenge: Develop key forecasts and recommendations for corporate real estate professionals as they address how the pandemic will impact space utilization and metrics going forward.

The new office metrics will reflect:

- *The combining of our virtual and physical environments*
- *Universal clues for comfortable social barriers within Public spaces*
- *Physical distance measures included within Space planning, circulation and programming*
- *A ten fold increase in the influence of mental and physical health in design*
- *As the connected economy acclimatizes, offices in residences will no longer be an afterthought*

Smoothing the Disruption to Space Metrics & Utilization through Change Management

When undergoing any drastic workplace change, a Change Management program is needed to ensure success. Given that the entire world was thrust into this new environment without much notice and certainly no change management, our team decided to focus the topic on the change management that will be needed to return us to the metrics and utilization of the new office.

WORK FROM HOME



ACCEPTANCE OF WORK FROM HOME (WFH)

- Employees & employers both embrace working from home either full or part time
- Diminish of previous negative perceptions regarding working from home



FLEXIBILITY OF LOCATION, TIME & SCHEDULE

- Employees will demand flexibility from their company
- Increased productivity for head's down work
- Eliminate commute time



IMPLEMENT WFH POLICY

- Phased Re-Entry with rotation between home & office
- Evaluation of a long-term WFH Policy
- Strategies for Real Estate needs and potential adjustments

WORK FROM HOME



EXPANDED AT HOME SERVICES & SUPPORT

- IT: this potentially includes hardware, software and IT personnel enhancements
- Furniture: Stipend and ergonomic evaluations of at-home offices



MANAGING AND BENCHMARKING PRODUCTIVITY

- Managing employees with less physical interaction may be the most challenging for companies
- Companies will need to modify their approach to evaluate productivity

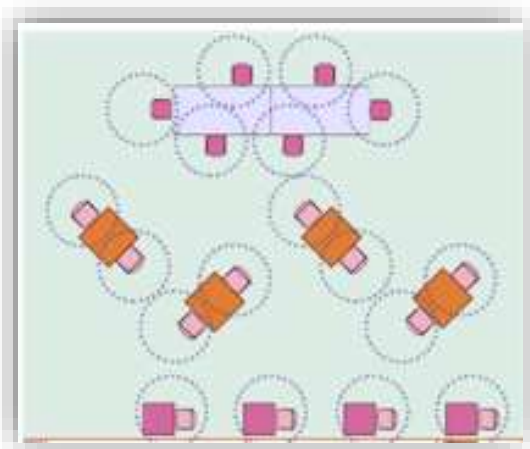


SUSTAINABILITY BENEFITS

- With WFH there will be less pressure on parking and traffic will decrease
- As employees only work a few days a week in the office, the use of mass transportation could increase

Smoothing the Disruption to Space Metrics & Utilization through Change Management

TECHNOLOGY



SENSORS

- Space Utilization/Distancing/Density
- Availability to Clean and Cleaning
- Employee Temperature and Health Signs
- Managing Traffic Flow – Egress/Ingress and transportation to and from office.



DISPLAY:

- Occupancy and Availability
- Rooms: Max Capacity and Social Distancing
- Open Plan: Max Capacity and Density
- Supporting Large Group Events

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TECHNOLOGY



APPS

- Occupancy View and Booking
- Wayfinding to clean room
- Hands-Free
- Contact Tracing

ROBOTS

- Measure and Police Density
- Initiate Cleaning Protocols
- Auto-Clean when space is indicated its ready

SPACE UTILIZATION & METRICS



UTILIZATION

- Utilization is projected to drop
- Renewed focus on room specific utilization.
- Shift to capacity vs. occupancy

MOBILITY

- Increase in mobile staff, who will have increased seat choice
- # of seats per staff will increase
- Permanent seats will be assigned to ensure staff safety

Smoothing the Disruption to Space Metrics & Utilization through Change Management

CLEANING + MAINTENANCE

Cleaning + Maintenance

Goal: Keep people safe and virus free through cleaning and sanitizing of spaces within the workplace as cost effectively as possible. Measured by # of people infected by floor, building, etc.

Definitions – per CDC

Cleaning refers to the removal of dirt and impurities, including germs, from surfaces.

Disinfecting works by using chemicals, for ex. EPA-registered disinfectants, to kill germs on surfaces

CLEANING + MAINTENANCE

Metrics:

1. Strong cleaning program with written procedures when cleaning and sanitizing buildings identifying what surfaces need to be cleaned, who is responsible for each area, what products should be used, how to clean the area to prevent cross-contamination and PPE required
2. Software that automates cleaning orders when anyone vacates a space. SLA's in place to measure
3. An App that tells employees when their desk was last cleaned and sanitized so they know it is safe
4. Regular training of cleaning staff "how to clean and sanitize" surfaces, equipment, signage, electronics
5. Training of employees on wiping down their desks and equipment as soon as they're done for the day
6. Close down touch kiosks
7. Begin journey to rely on touch-reducing amenities, such as double-swinging push doors, motion sensor lights, and other hands-free amenities that reduce germs in high-traffic areas.
8. Clean desk policies initiated; only single serving food in kitchen reducing risk in kitchen/break rooms
9. Change management – cleaner leaves not saying "cleaned by XXXX and a heart"
10. HVAC – inspections for meeting air flow standards, air filter changes, and damages caused by vacancy



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EMPLOYEE EXPERIENCE

Create virtual connections
Opt into Social experiences
Customized wellbeing support
Upskilling active listening
Authentic communication
Care for the carers before burnout occurs
Play to strengths – find skills throughout your team that can be deployed.
Growth opportunities and MENTORING still needed.



MENTORSHIP



Be mindful.

Be intentional.

Be in it together.

Be communicative.

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THANK YOU

Thank
you!

Space Utilization & Metrics Team Number: #2