

Corenet Hackathon - Wellbeing

Australian Chapter - Wellbeing Team

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Problem Statement

Problem Statement: Workplace Wellbeing Given the catastrophic loss of life from COVID-19,

- Will wellbeing no longer be a 'nice-to-have' and instead become a 'must-have'?
- What new protocols around wellbeing, mindfulness and enhancing health and safety should be introduced into the workplace?
- What becomes of our willingness to be in common spaces, and
- Will people and companies be reluctant to use coworking spaces and shared office settings as part of their real estate and workplace needs?
- Will this be the end of benching and other solutions without partitions (e.g., protection) from others around us?
- What steps should be taken in the event of a COVID-19 recurrence?

Challenge & Process

Challenge: Develop forecasts and key recommendations for corporate real estate professionals that address these challenges and respond to wellbeing in the workplace going forward.

Hackathon process:



Top Forecasts – emerging into 3 themes

Physical wellbeing (Practical)

Changed operating rhythms. Is 9-5, 5 days a week the best for all of our wellbeing?

We understand innovation and learning happens best when teams come together. While focus work can easily be done from home, it is critical people come back together at certain times, not to stifle innovation and learning.

Current spaces are repurposed, ensuring both the psychological and physical safety of teams are met, allowing business to thrive in the new normal.

The ability to connect in and be supported by team spaces, social hubs, wellbeing areas and meeting spaces is heightened, whilst factoring in distancing and hygiene needs.

Mental Wellbeing (Emotional)

Work-life balance v Worklife collision could lead to NWOW

Shift to 3 days in the office and 2 days at home for the majority of the workforce!!

As WFH increases, the workplace concentrates more on connection.

People and Culture/HR and Property/Real Estate teams join forces to produce long lasting wellbeing programs that invest in and support employees (and potentially customers and community) on a daily basis.

Performance Monitoring / Prevention (Management)

Continue to see increase in WFH across the board

Push for innovation in creating communities / collaborating **virtually**

Offering support for Mental wellness will become a driver for A&R talent

Significant investment is made in training People Leaders and other networks to enable them to provide wellbeing support for their distributed teams. New networks can be created - "Wellbeing Champions", "Mental Health Ambassadors" etc.

Top Forecasts Continued.

Physical wellbeing
(Practical)

With people having more control how they have worked during the lock down. We will see less open plan offices as people won't want to be squeezed into a workplace but more activity-based workplaces. **Giving choice which includes working from home.** So more in-depth research on how, where and when people are working in all spaces.

Mental Wellbeing
(Emotional)

Already this global event has given us all greater awareness and respect for each other's personal lives. Prior to this experience, our partners, children and pets were topics of conversation during our lunch break. However now that we have taken our work lives into our homes, we have quite literally given our colleagues a *front seat view of our personal lives*. Our screens have provided us with a window into each other's homes.

Performance Monitoring / Prevention
(Management)

Seeing more of each other's home life will evolve to having genuine connections with each other as we will be sharing information that we would not typically divulge when at work. We will not only gain greater insight into each other's home lives; we will also have a **deeper understanding of each other as human beings** and this will make us all better colleagues. We will perhaps be more understanding and *will consider a colleagues' family before we send an urgent email at 5.25pm.*

Forecast one will drive more active and moveable adjustable furniture and interior systems, that can move and morph and suit multiple users and changes. Medical grade surfaces on office furniture.

Short term hyper hygiene in the workplace will help people be more confident when returning to the office. The office will smell cleaner! Mid-term -Long term designers sourcing the appropriate materials for harsher more frequent cleaning and anti-microbial finishes.

How a company responds to this change event will be largely determined by their ability to manage BOTH physical and psychological response to Return to Work plan. Expectation will be that all Hyper clinical and cleanliness is an expectation. But providing more choice around how an employee returns or doesn't and supporting that decision will be defining for how willing employees are to accept return to work plans. How will I be emotionally supported – will likely be an important factor for businesses to account for.

What about the products that will help us go back to the workspace in a safe and healthy way? Shields/boots,... away from open spaces back to smarter flexible and (semi) enclosed options
Co-working spaces, is this the end of it or a new beginning if redesigned?

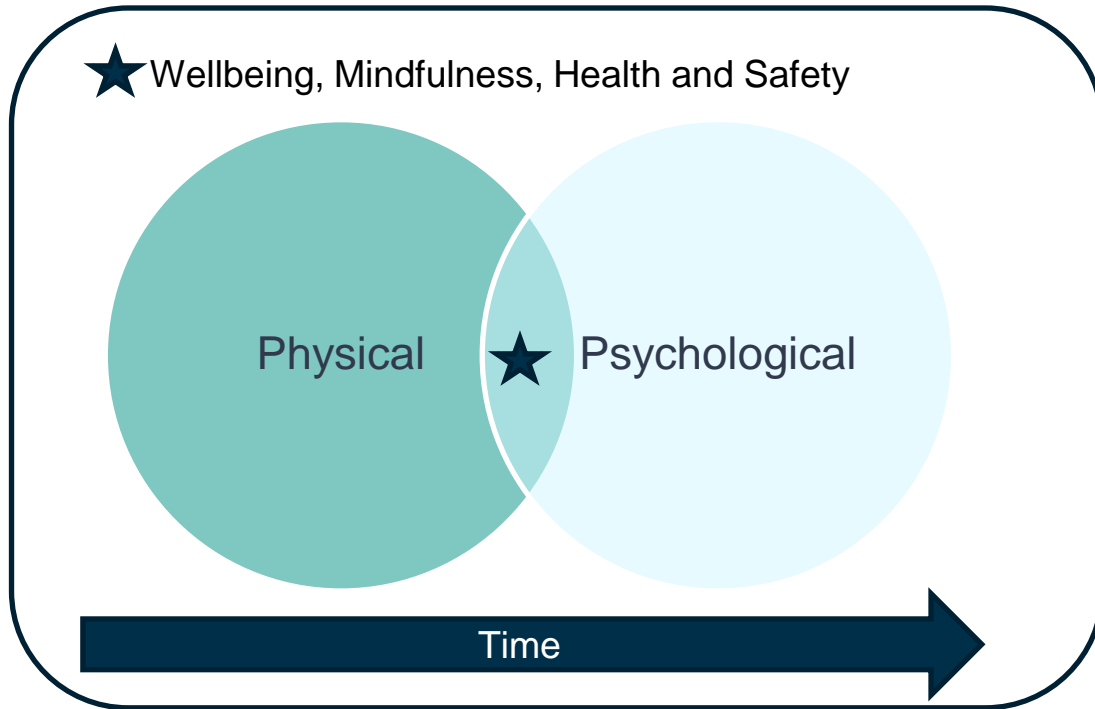
Assumptions

- Personalised devices for high touch items such as keyboards and mice
- There will be an increase in remote working
- Not all work is the same, some functions, work modes, suit remote working better than others
- Majority of workplaces will not have employees all return at the same time
- There be greater flexibility in hours worked, gone is the 9-5 workday
- With greater flexibility in work hours, there's a greater risk in burnout from additional hours worked
- Reduction in desire for open plan office space, increase in demand for high performing team spaces
- This is a defining change event, similar to 9/11, COVID-19 will signify a point in time when the workplace and the way we work dramatically changed
- New standards and protocols for cleanliness
- Behavioural changes in the way people interact
- Some organisations will adapt and change quickly, some might not need to change at all
- Training staff on cleaning in and cleaning out as they use a space - not just the cleaners (for now, while there is no vaccine)
- Focus work to be done at home, only coming into the office for specific meetings, connection with your team, collaboration
- Working from home doesn't suit everyone, there won't be a one size fits all solution



Assumptions Continued.

- While some industries will thrive, many are suffering
- While wellbeing has been a focus for many leading organisations, ALL organisations are now focusing on the health and wellbeing of their people, and the trend is likely to stay
- COVID-19 has been a great equalizer, it's effected everyone at all levels of the organisation
- Organisations will be guided by government instruction; for majority of leading organisations, this will guide their bare-minimum action taken
- Adoption of technology will increase to assist the balance between workflow and space utilisation
- We will see an increase touchless services in high touch areas such as lifts and doors
- Rapid developments and common place adoption of medical grade material surfaces
- Interiors will be designed to suit rapid iterations, reduction in fixed elements, increase in mobility
- Repurposing open plan spaces, making them semi-enclosed



- We explore Wellbeing as a whole, focusing on the overlapping of spheres and have shared predictions employees and employers may consider over time.
- Things you may do short/long term and for *Today, Tomorrow and Ongoing*.

Key Recommendations (Refer Paper)

Sources and Resources

- CBRE (2020, April 24) China's Response to COVID-19: Lessons for Landlords and Occupiers <<https://www.cbre.com/research-and-reports>>.
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- JLL (2020) COVID-19 Re-entry, Strategically prepare your buildings, space and people.
- Miller, Rex, (2018, May) The Healthy Workplace Nudge: How Healthy People, Culture, and Buildings Lead to High Performance, Wiley.
- Steelcase (2020, April) Navigating What's Next: The Post-COVID Workplace <<https://www.steelcase.com/postcovid/>>.

Team Members – Australian Chapter

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