

Space Utilisation & Metrics - Team 4

Supporting Slides
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Team

CORENET
GLOBAL | **HACKATHON**
Team 4 : Space Utilization & Metrics
A COVID-19 Virtual Ideation Experience



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Problem Statements

Short, Medium & Long Term

- What are the pandemic impacts on space utilisation and the metrics?
- What are the transformational changes to leasing strategies?



Our approach to the Hack

- *Used a central Google drive for shared documentation*
- *Agreed the question(s)*
- *Used online collaboration tool (FunRetro) to ideate the problems*
- *Grouped the answers into What, Why and How*
- *Split team to research and write*



Flexible
Distributed
Working



Agile, Activity
Based, Human
Centric Design



Workplace as
a Destination
Experience
- Vehicle for
Brand
Expression
and Culture



Sustainability



Digitisation of
Workplaces



Employee
Health, Safety
& Wellbeing

Trends will not change, history tells us that disruptive events accelerate existing trends and also lead to new behaviours, COVID-19 is doing exactly this.



Greater willingness and desire to work from home, or simply outside the regular office.



The need for agile, flexible space increase, the purpose of space will change, people will come to the office for specific reasons impacting on the type of spaces and services required.



Workplace becomes the place where we do all the things we either cannot do or are difficult to do at home.



Focus on sustainability and environmental impact of workplaces will continue to be a priority. Workplace has a role in the environmental social responsibility and resilience.



Technology is improving fast. Digitization of the workplace will accelerate to enable human contact compliance and less reliance on people to provide services (Apps, IoT, Sensors and Robotic)

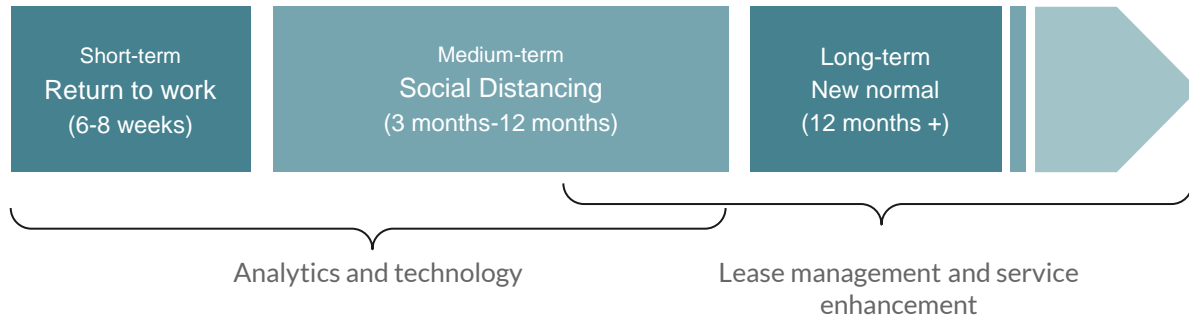


Health, safety and wellbeing has become the number one priority, with the need to reassure and give people the confidence that the environment is safe.

Companies are taking a forward-thinking approach, where it's not just about protecting the occupants of buildings now, but adopting measures to protect against future outbreaks.



Key Time-Phases:

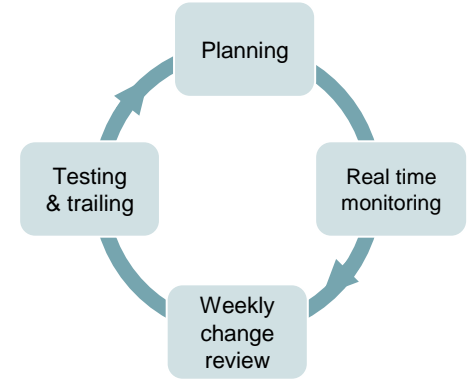




Areas analytics can support return to work:

Priorities	Metrics to support
Social Distancing Compliance	Numbers coming into building, Distance between people working or collaborating/ socialising Numbers in meeting rooms/ enclosed spaces
Cleaning & hygiene	Which spaces were used in day, how often? Has a space been vacated? Air quality & humidity
Employee confidence/ Wellbeing	Surveys to understand employee confidence Demonstrate numbers of spaces cleaned Show when enclosed/ social spaces are occupied (incl amenities) Trace occupancy where COVID has been identified

Return to work continual testing and adjusting:



Insights from data will be key as there is no precedent for our current situation.

There will be a need to maximise and repurpose existing technologies, else leverage investments in technology solutions which will continue to support working practices into the new normal.



Area	Technology solutions	Employee confidence/ Wellbeing	Cleaning & hygiene	Compliance	Workplace areas	Communal & social areas	Meeting rooms & enclosed spaces	Building access and flows	Amenities (washrooms, lifts, stairwells)
Scheduling and access control	Space scheduling applications		X		X		X		
	Building access control			X				X	
	Visitor management applications						X	X	
Sensors	PIR Sensors		X	X	X	X	X		
	Thermal imaging/people recognition			X	X	X	X	X	X
	Environmental management		X		X	X	X		
Privacy dependent sensors	Bluetooth Beacon		X	X	X	X	X	X	X
	Wireless network				X	X	X		
	Wearables	X							
Communications	Signage	X	X	X	X	X	X	X	X
	Surveys	X	X	X	X	X	X	X	X



Medium term metrics as people continue to manage Social Distancing

- Ongoing tactical reporting as per Short Term
- Standard metrics still valid: Space utilisation (occupancy %, cost per area)
- **Value from the workplace:**
 - Workplace & collaboration experience
 - Effectiveness of new working styles and patterns and importance for office users
 - Workplace environmental impact

Start looking for signs of the new normal

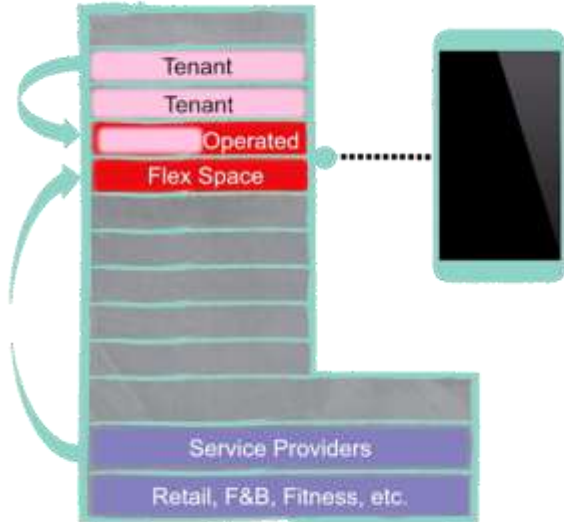
This will be reflected in trends showing the stabilising of:

- occupancy levels
- working patterns and ways of working in the office
- changing demand for services

Enabling the development of future workplace strategies and designing of the workplace



The Optimal Ecosystem Model



Source:

JLL, "Unissu Presentation - Commercial Real Estate as an Ecosystem"
Cushman & Wakefield, "What Occupier Wants - Outlook 2020"



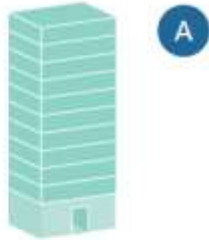
In-House Flex Working Services

Just-In-Case Space to Landlord

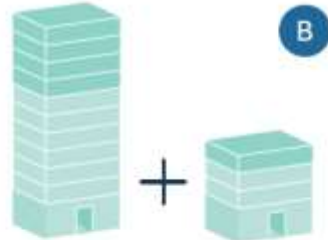
Increased Space Non-Utilization

Lease Structure Base + Dynamic

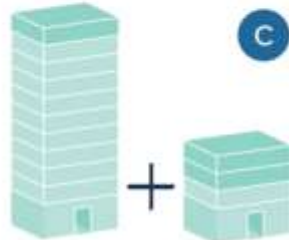
Digital Space Mgt. & Community Tools



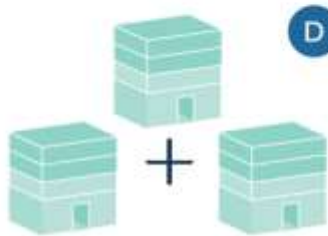
A
Centralised Model
(All in central CBD Tower)



B
Split Support Model
(Client facing staff in CBD & support in the suburbs)



C
Split Client Model
(Client suite in CBD & remainder in suburbs)



D
Distributed Localised Model
(Suburban & fringe locations to suit clients and staff)

A. Centralised Model

B. Split Support Model

C. Split Client Model

D. Distributed Localised Model

Source: Simon Pole @Unispace

Think Create Make

Questions?

Thank You!



Team Composition

Team member	Company	Role
John Cowx (Team Lead)	Freespace	Head of Business Intelligence
Cindy Martin	Diageo	Head of Strategy & Standards CRE
Claire Odgers	Millennium Capital Management	EMEA Head of CSRE
Stephen Corkin	NFS Technology Group	Head of Corporate Sales, Workspace
Laurent Soulat	Unispace	Regional Principal - Client Partnerships
Bethany Bradshaw	Savills	Graduate Surveyor - Occupier Services
Olga Pushkina	Seven	Project Manager
Simon Abboud	Plug and Play Ventures	Analyst - Real Estate & Construction Tech.