Space Utilization & Metrics
Team Number: 21

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

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Our Research

- Our Diverse Team’s Experience and Expertise
- Continued Webinars by Recognized Leaders in our Industry
- Interviews with our Network of CRE’s and Industry Leaders
- CoreNet Global Ongoing webinars
The culture of a company may change to be more human centric due to the expanded ecosystem of the workplace, but some will remain space centric. Decentralized or Centralized, that is the question.
Timing of the Change

Considerations

Risk / Reward

Cost / Benefit

Complexity / Timeframe

Short Term
Prepare the Workplace for a Safe Return with Minimal Adjustments Conforming to Governmental & Health Requirements

Mid-Term
Rethink the Ecosystem of Workplace Choice & Metrics Needed for Success

Long Term
Implement Protocols that Enhance the Experience & Productivity of Employees
Cost of Real Estate & Design

• Costs will increase to provide the enhancements required for a safe and productive workplace
  • Enhanced building security
  • Hands free/automated equipment
  • Changes to building systems (HVAC and water treatment)
  • Increased cleaning protocols
The WFH and Flex Work Factor
Reimagining the Workplace

• Workplace Strategy will need to inform the right balance
• More choice in where we can be most productive...home, office, 3rd place, flex space
• No “one size fits all”
• Flex Office will evolve to include safe practices to overcome density issues
Technology Considerations

• Security
  • Audit existing access control systems for additional features (Analytics for crowding, population control, and virtual barriers)
  • Enhance lobby safety/security protocols

• Audio Visual - Conference Rooms
  • New apps accommodating increased room bookings, fewer seats, & occupancy sensors to monitor traffic

• IT Infrastructure
  • Increase Help Desks services for Remote Workers
  • Expanding Wi-Fi/Cellular Coverage to support nomadic workforce

• Invasion of privacy – Personal data sharing for marketing purposes
Space Requirements/Metrics

- Short term - major clients staying the same. Wisdom to evaluate the new "normal"
- Long term - yet to be determined based on new Workplace Strategies
- Metrics - Assumed 1:1 desk:person strategy is no longer standard practice
- Workplace and it’s value to the company shifting
- How can we make X number of SF perform as effectively as possible for the most amount of people?
Ideas on Measuring the Human Centric Experience

- Measure of Productivity
- Wellness as a major influencer
- Collaborative environments will still be required
- Choice will be a benefit for attract/retain issues
- Change Management is critical
Final Recommendations/Conclusions

• Things are changing and evolving every week
• Utilize your network of experts to inform your decisions
• Workplace Strategy will be key to customizing your needed solution
• It’s likely that space/person will not change greatly, but how the space is utilized will
• Real Estate Strategy will need more consideration on flexibility
• Managed/Serviced Space (Co-Working) office will not be going away
• Construction Costs will need more management/scrutiny to allow for appropriate decision making on spend
• The cost associated with creating WFH environments should be comparable to the costs of professional experience at the office.
• Follow your guiding principles and culture to make grounded decisions