

How To Lead Your Workplace Through Uncertainty



The COVID-19 pandemic provided facilities and real estate executives with a real-time lesson in how critical agility is today. Unprepared facilities leaders struggled with out-of-date disaster response plans and rigid processes that hindered them in quickly adapting to new ways of working.

As firms prepare to reopen buildings, iteration and agility must be central to return-to-work plans given the continually changing pandemic and economic environment.

Businesses that embrace agility are better placed to adjust to changing markets, regulations, innovations and employee needs. Agile workplaces play a key role in helping employees work flexibly and collaboratively.

4 Actions To Build A More Agile Workplace

- 1 Adjust Your Workplace For New Ways Of Working
- 2 Respond To Disruption With Existing Technology
- 3 Measure And Monitor Employee Engagement
- 4 Launch New Occupant-Facing KPIs To Reassure Employees

1 Adjust Your Workplace For New Ways Of Working

- Adopt technology that equips staff to work remotely and in office.
- Provide staff with cloud workspaces to access data securely and remotely.
- Offer flexible seating so staff can focus in-office time on idea sharing or deep thinking.
- Refresh outdated workplace disaster management plans.

"The lockdown has highlighted holes in our IT infrastructure for remote working"

"COVID-19 has caught us by surprise. We've had to scramble to close our buildings"

"I don't have the tools to remotely manage my building while folk are off-site"

2 Respond To Disruption With Existing Technology

Two-thirds of firms want to re-use technology to respond to COVID-19. Here are a few tips on how to utilize your existing solution:

% of firms already using



Visitor Management System

83%

- Use your visitor management system as your first line of defence to stop infected people from entering a building.
- Adapt pre-visit surveys with COVID-19 screening questions to help identify potential carriers before they enter a building.
- Log all visitors into and out of a building. (now law in New Zealand and Singapore for contact tracing)

Space Booking Software

80%

- Block out the booking of specific desks to enforce more space between staff.
- Reconfigure software rules so that employees must book meeting rooms with surplus seating capacity to allow for social distancing.
- Use your space booking systems to inform efficient cleaning schedules.

IWMS

58%

- Your IWMS will be your best view into all building costs to help you identify cost efficiency opportunities.
- Analyse capital plans to identify opportunities to pause or defer projects.
- Identify opportunities to consolidate space to drive cost savings in the longer term.
- Identify lease breaks or opportunities to reduce rental payments.

Office Restacking Software

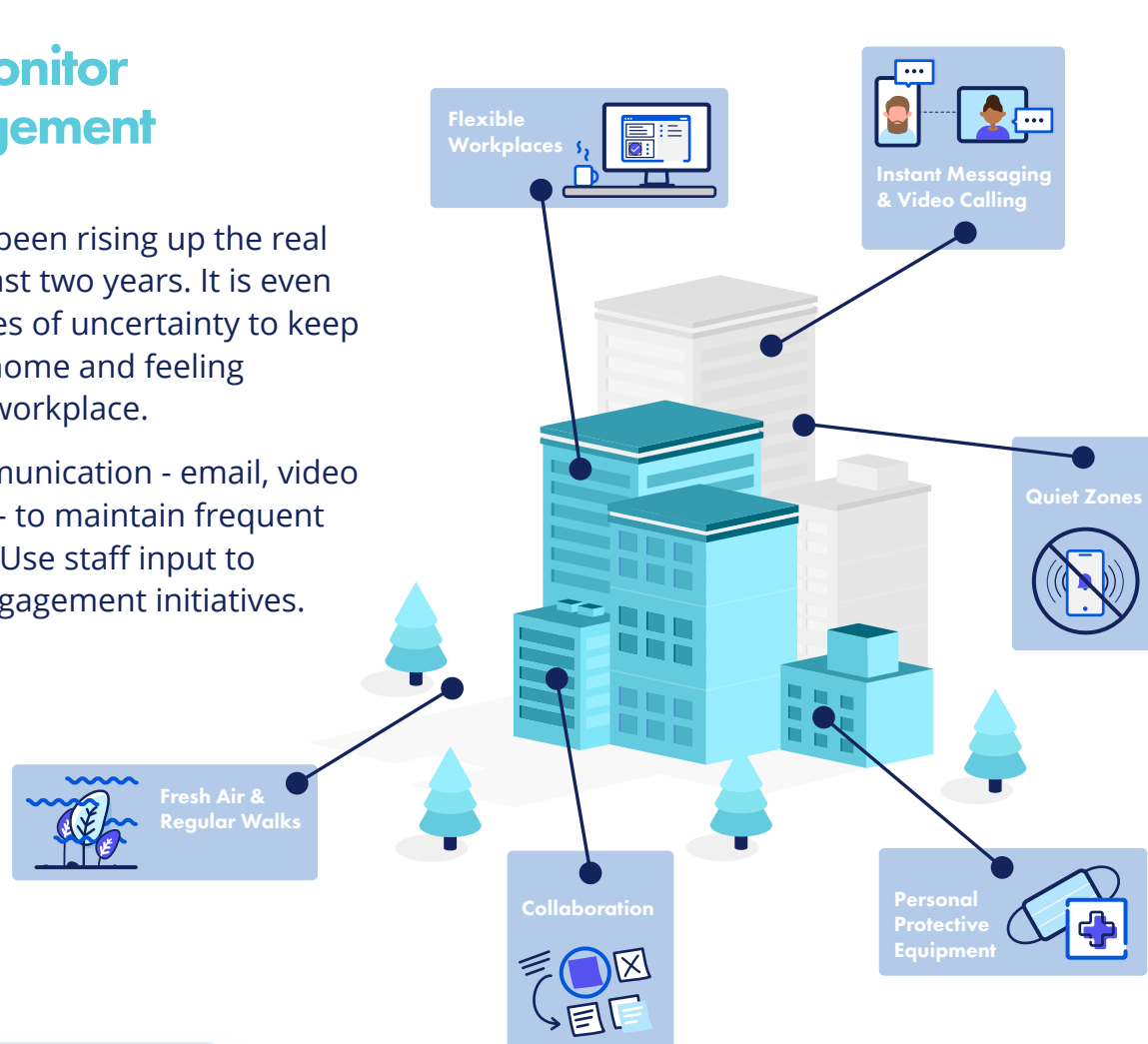
56%

- Test out new space layouts to meet social distancing or space consolidation strategies.
- Build more flexibility into your workplace by creating agile workspaces and flexible seating areas.

3 Measure And Monitor Employee Engagement

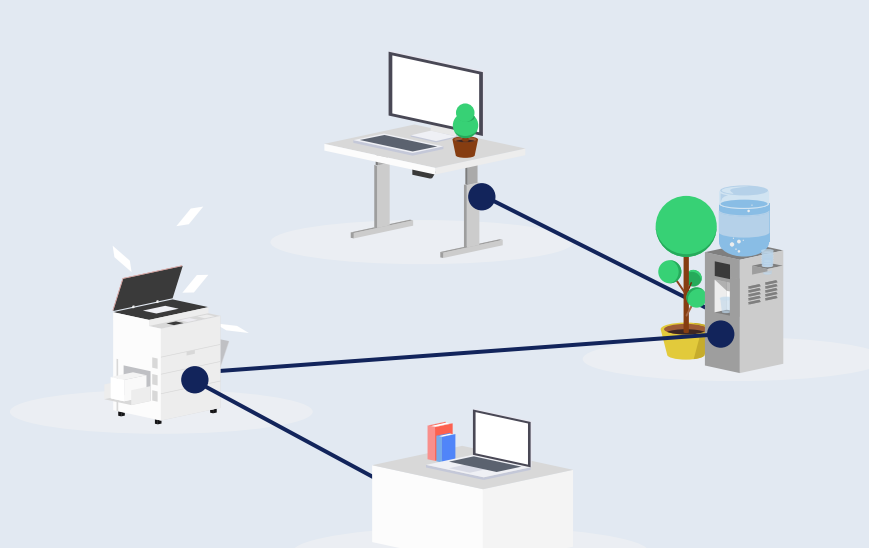
Employee well-being has been rising up the real estate agenda over the past two years. It is even more relevant during times of uncertainty to keep employees motivated at home and feeling comfortable while in the workplace.

Use existing lines of communication - email, video calls and workplace apps - to maintain frequent two-way communication. Use staff input to iterate your workplace engagement initiatives.



4 Launch New Occupant-Facing KPIs To Reassure Employees

When workplaces do start to reopen, employers will need to reassure that their buildings are safe and have sufficient safety protocols in place. That will drive the need for a set of KPIs that are occupant facing:



Number Of People Per Square Meter In The Building

Cleaning Frequency

When Meeting Rooms Were Last Cleaned

Air Quality & Level Of Ventilation

Sources

<https://research.verdantix.com/report/practical-ways-to-leverage-your-iwms-to-respond-to-covid-19>

<https://research.verdantix.com/report/global-corporate-survey-2019-smart-building-technology-budgets-priorities-preferences>

Verdantix poll data, April 2020