Smart Office

Realizing the full potential of the workplace!

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Agenda

- Key drivers of change

- Smart Office – Realizing the full potential of the workplace

We can see 4 key drivers or enablers of change within the workplace management area

Cost/Price pressure

Technology

Workplace Strategy

Sustainability & Corporate Responsibility

War For Talent & Productivity

Corporates are fighting a war for talent and increased workforce productivity

- Unemployment remains high in Europe, however both private and public sectors struggle to recruit and retain talented workers

- 4-generation workforce with different preferences and attitudes towards work and workplaces

- 63% not engaged, 24% disengaged*

- Only 54% think that the design of their workplace ables them to work productively**

- Strong relationship between perceived comfort and self-reported productivity, with differences in productivity as high as 25% reported between comfortable and uncomfortable staff***

- Research shows that design of an office has a material impact on the health, wellbeing and productivity of its occupants****

- The workplace, meaning "office, home and third place", is becoming an important differentiator!

Example: Stockholm City Office
SEK/service user/year

+/- 1 % productivity
= 100 % office services

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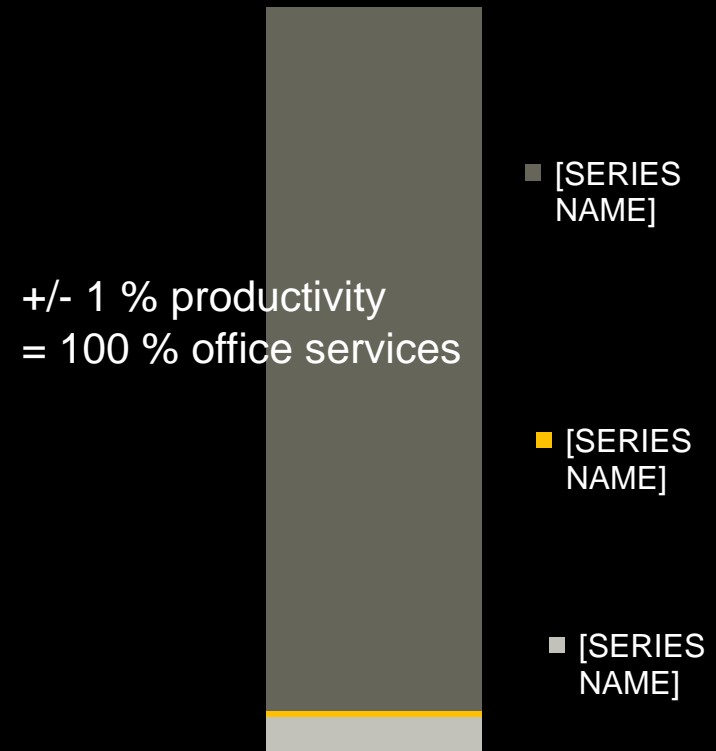
* Gallup, 2011-2012 (average of 142 countries)
** Leesman, November 2014 (over 70.000 responses)
*** The Impact of Office Design on Business Performance
**** World Green Building Counsil

High cost of ill-health and lack of engagement

- The annual absenteeism rate in the US is 3% per employee in the private sector, and 4% in the public sector, costing employers $2,074 and $2,502 per employee per year respectively[2]

- Poor mental health specifically costs UK employers £30 billion a year through lost production, recruitment and absence[3]

- The aggregate cost to business of ill-health and absenteeism in Australia is estimated at $7 billion per year, while the cost of 'presenteeism' (not fully functioning at work because of medical conditions) is estimated to be A$26 billion[4].

Source: Health, Wellbeing, Productivity and Business Case, World Green Building Counsil, 2014

Employees are the **unhappiest** they have been in their **22 years** of tracking job satisfaction rates.
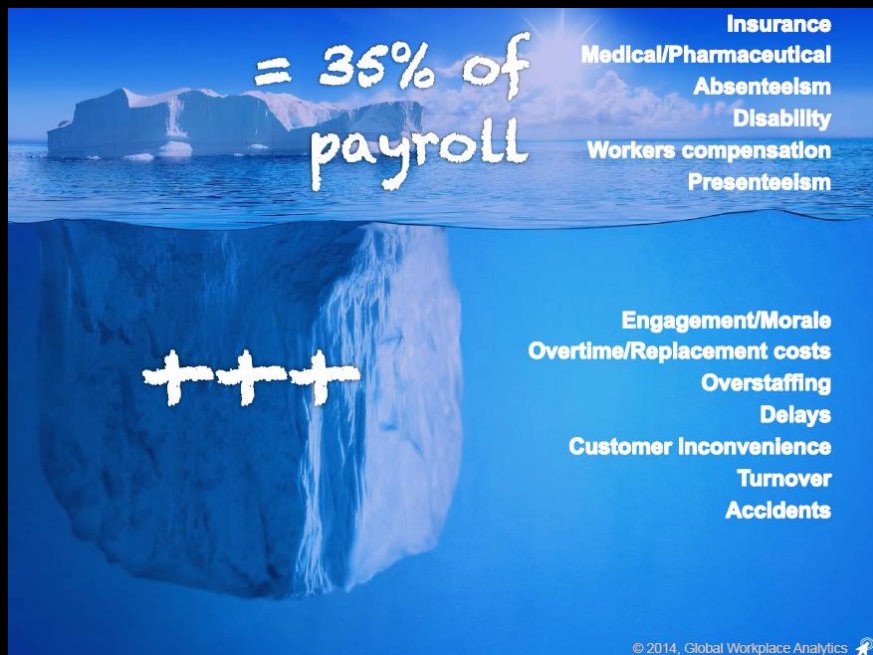-*Conference Board Survey, 2014*

84% of Americans are **unhappy** with their current job.
- *CNNMoney*

Recent "What's Working" survey found that **1 in 3** US employees are serious about **leaving their current jobs**.
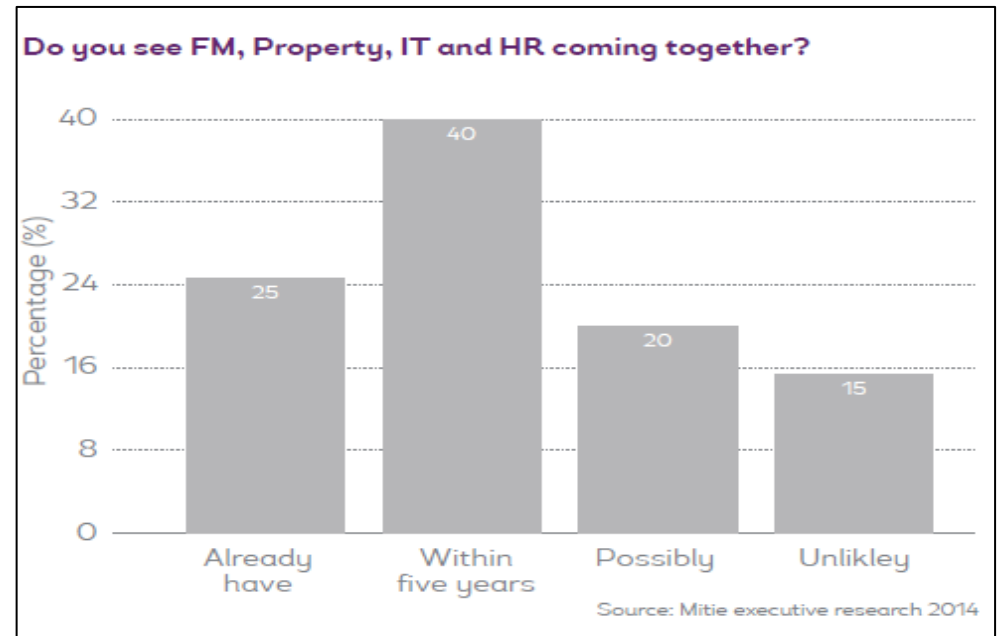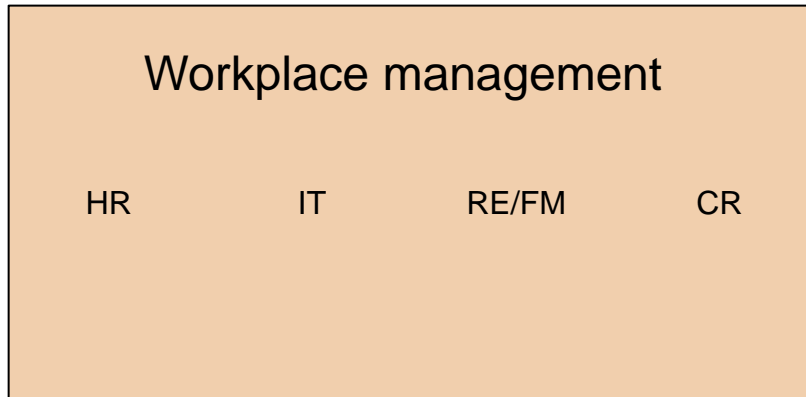-*Mercer's, 2014*

= 35% of payroll

Insurance
Medical/Pharmaceutical
Absenteeism
Disability
Workers compensation
Presenteeism

+ + +

Engagement/Morale
Overtime/Replacement costs
Overstaffing
Delays
Customer Inconvenience
Turnover
Accidents

© 2014, Global Workplace Analytics

Sitting is the new smoking.

One experiment with high school students found that standing in class instead of sitting improved their test scores by 20%.
-Time

SITTING IS KILLING YOU

The Truth About Sitting Down

http://www.howtogeek.com/93822/sitting-is-killing-you-infographic/

Workplace management – a single function in companies in the future?

- 20th century silo thinking is dead!

Workplace management
HR   IT   RE/FM   CR

Do you see FM, Property, IT and HR coming together?

Percentage (%)

- Already have: 25
- Within five years: 40
- Possibly: 20
- Unlikley: 15

Source: Mitie executive research 2014

*… And the common aim will be to **make work work better**!*

Agenda

- Key drivers of change

- Smart Office – Realizing the full potential of the workplace

Your workplace impact your business results!
A smart office…

- Strengthens your brand

- Helps you attract and retain talented people

- Maximizes the output from your people

- Optimizes the use of space and resources

- Improves your triple bottom line - Captures social, environmental and economical values
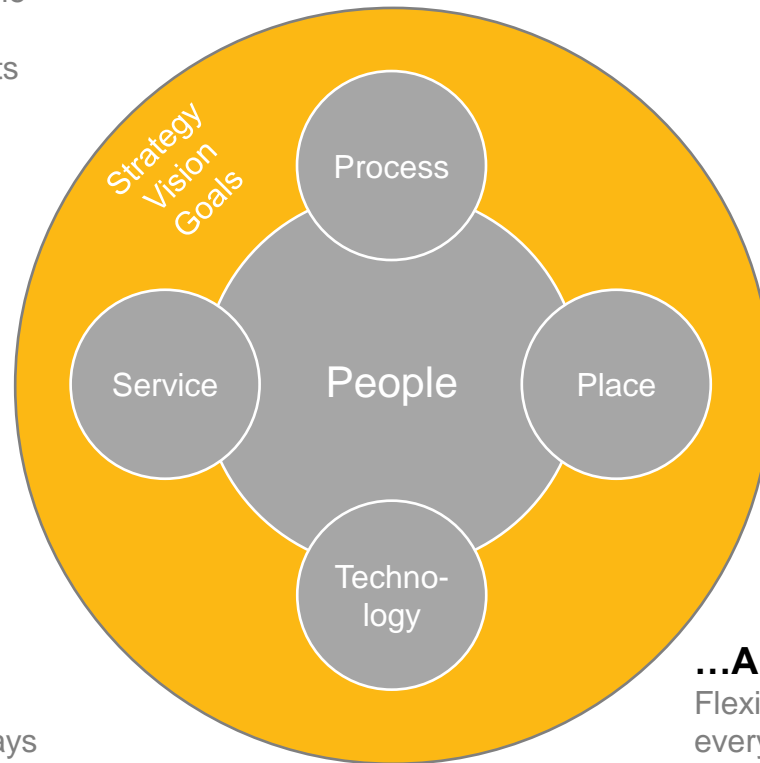
A Smart Office is…

…Sustainable
Sustainable in every way possible balancing both economical, environmental and social aspects

…Service enhanced
Enhanced by the services provided both regarding function, convenience and experience.

…Technology enabled
Enabled by technology which efficently supports the needed ways of planning and performing work

…People centered
Centered around the people working there. What attracts and motivates them to go to work? What do they need to perform at their best?

…Activity based
Based on the activities that need to be performed. Are they best done individually or in teams? What level of focus or kind of collaboration do they require?
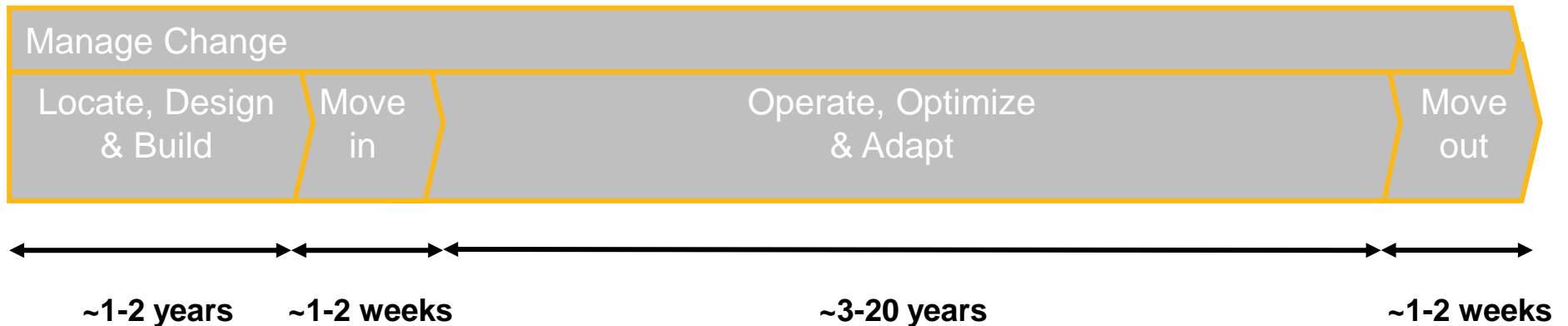
…A place designed for flexibility
Flexible in the way it is accessible and used every day and it is open for changes and innovation over time.

Strategy Vision Goals

Process

Service

People

Place

Techno-logy

A Smart Office is…

…not a design/build project **– It's a continuous change journey**

We call it **Office Lifecycle Management**

Manage Change			
Locate, Design & Build	Move in	Operate, Optimize & Adapt	Move out

~1-2 years　　　　**~1-2 weeks**　　　　　　　　　**~3-20 years**　　　　　　　　　**~1-2 weeks**

"As the business environment changes so do the needs of people, process, facilities, technology and services. This change journey has to be managed in order to secure attractiveness, productivity, cost efficiency and sustainability throughout the entire workplace lifecycle. As an IFM-provider working close to our customers and their employees, we can add substancial value in every phase of the life cycle".

Examples of workplace metrics for the Smart Office

- Abseenteism/preseenteism
- Staff turnover/retention
- Revenue breakdown
- Customer satisfaction
- Employee satisfaction
- Employee engagement score
- Service user satisfaction
- Self reported productivity
- Number of improvements
- Space utilization results
- Enabling flexibility and choice
- Measuring physical office environment
- Environmental impact (traveling, property etc.)
- Traveling expenses
- Medical costs
- Medical/physical complaints
- …

Metric Scorecard — Directions: Only modify the numbers in BLUE.

	Metric Measured	Score Methodology	Metric Origin	Primary Metric Owner	Importance Weight	Baseline Assessment		Post Assessment @ 3 months		Post Assessment @ 6 months	
						Score 1-5	Weighted Score	Score 1-5	Weighted Score	Score 1-5	Weighted Score
1	Overall workplace assessment score				4%	0.0	0.0	0.0	0.0	0.0	0.0
2	The design of the workspace conveys that employees are valued by The Principal.				5%	0.0	0.0	0.0	0.0	0.0	0.0
3	I have sufficient storage (physical or virtual) to support my work.				5%	0.0	0.0	0.0	0.0	0.0	0.0
4	I can adequately navigate my way throughout the campus (wayfinding).				6%	0.0	0.0	0.0	0.0	0.0	0.0
5	The acoustics in the workspace I use are adequate for me to complete my work.				4%	0.0	0.0	0.0	0.0	0.0	0.0
6	The work areas available enable productivity.				8%	0.0	0.0	0.0	0.0	0.0	0.0
7	The technology capability at my workstation, in conference rooms and campus-wide is effective and easy to use.				7%	0.0	0.0	0.0	0.0	0.0	0.0
8	There is an appropriate range of spaces for my different work activities.				5%	0.0	0.0	0.0	0.0	0.0	0.0
9	Space is available for spontaneous collaboration.				7%	0.0	0.0	0.0	0.0	0.0	0.0
10	The amount of natural light and views to the outside are adequate.				3%	0.0	0.0	0.0	0.0	0.0	0.0
11	The work environment and technology enhances cross-collaboration with other groups, departments & teams.				5%	0.0	0.0	0.0	0.0	0.0	0.0
12	The design of the workspace helps to attract and retain talented people at The Principal.				7%	0.0	0.0	0.0	0.0	0.0	0.0
13	Employee engagement scores have improved.				5%	0.0	0.0	0.0	0.0	0.0	0.0
14	Utilization of space aligns with industry best practice and client objectives.				3%	0.0	0.0	0.0	0.0	0.0	0.0
15	Space standards (offices, workstations, conference, support spaces) align with client objectives.				5%	0.0	0.0	0.0	0.0	0.0	0.0
16	Increase proximity to and quantity of both formal & informal collaboration space.				4%	0.0	0.0	0.0	0.0	0.0	0.0
17	It is easier and less time consuming to accommodate space Move, Add, Change (MAC's) requests from the business post client.				4%	0.0	0.0	0.0	0.0	0.0	0.0
18	Accuracy of occupied vs. vacant seats across campus.				5%	0.0	0.0	0.0	0.0	0.0	0.0
19	Green Globes assessment score.				4%	0.0	0.0	0.0	0.0	0.0	0.0
20	Be a good environmental steward (construction, water reduction, waste diversion, recycling plan, etc.)				4%	0.0	0.0	0.0	0.0	0.0	0.0
	TOTAL IMPACT SCORE: Max Non-weighted Score is 100; Max Weighted Score is 5.				100%	0.0	0.0	0.0	0.0	0.0	0.0

Smart Solutions enhancing Smart Offices

Coor SmartResponse makes it easy for service user to report faults through use of QR-codes and smart phones

Coor SmartMove makes it easier to handle small and large moving projects using web-based tool for admin

Coor SmartUtilization measures and analyzes workplace utilization real time using new sensor technology

Launch Q1 2015 — **Coor SmartMeetings** makes HD video conferencing available and easy to use through new cloud technology

Coor SmartFlow makes it possible for service user to redirect physical mail and gives alerts when mail has arrived

Launch Q1 2015 — **Coor SmartVirtualReception** makes visual human interaction and support possible from remote location using modern AV

Coor SmartID makes ID-card mgmt more efficient by using photo stations and web-based tool for access control

Launch 2015 — **"Coor SmartSensors 1"** increases efficiency and proactiveness in service delivery by using smart sensors on critical objects

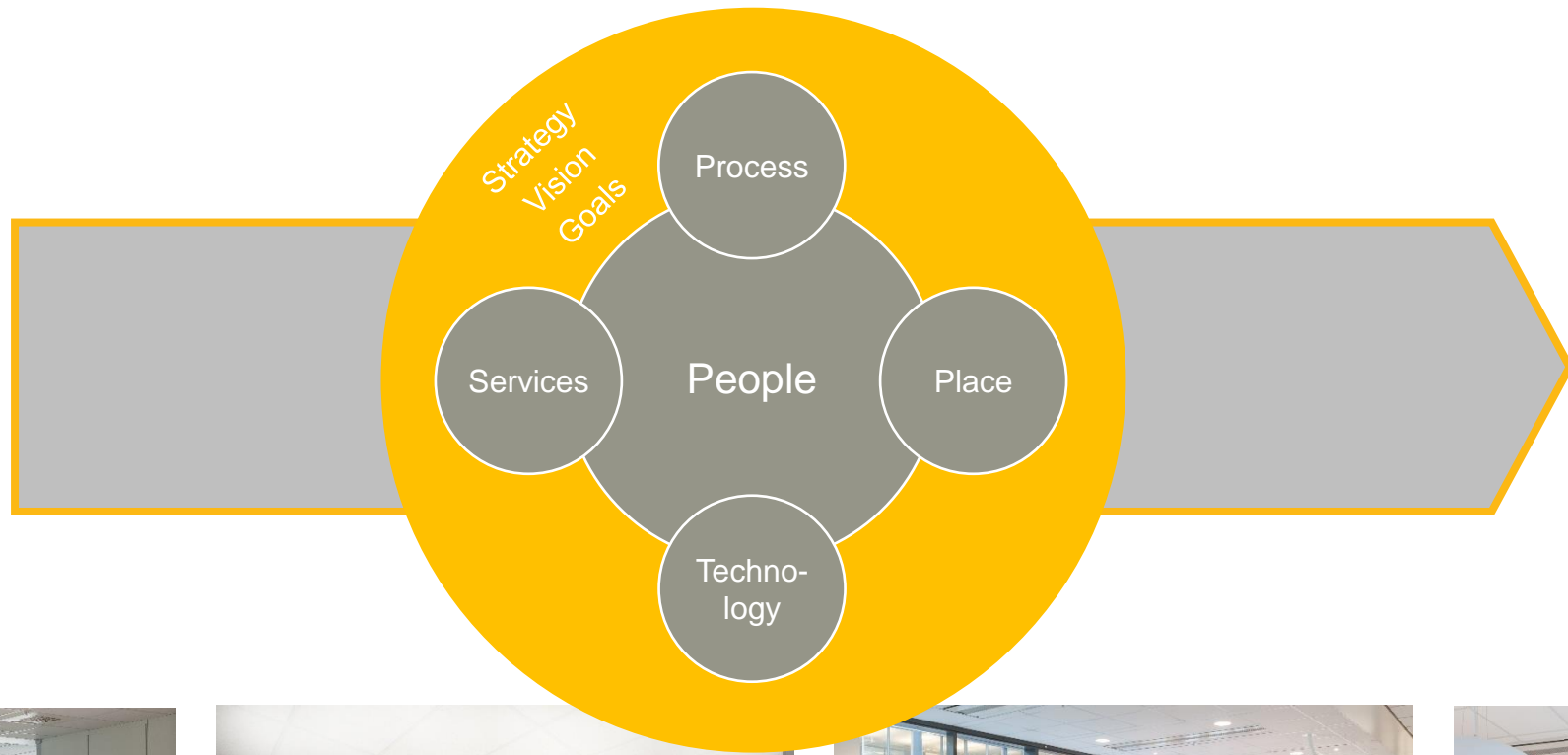**Coor SmartDisplays** makes it easy to reach out to employees and visitors/customers using digital signage

Launch 2015 — **"Coor SmartSensors 2"** increases control of indoor climate by using smart sensors for measurement and adjustment

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