

CREATE
SMART PLACES TO WORK
WHERE PEOPLE CAN ACHIEVE

new spaces @ work



OFFICE RENEW- Let me help you
revitalizing your workplace
so your business can thrive.

Laurent
Deshusses

June 2018

WORKPLACE TRENDS 2020 & WORKFORCE

- > COLLABORATION
- > FLEXIBILITY
- > INNOVATION
- > PRODUCTIVITY
- > SUSTAINABILITY

+ THE PERFECT OFFICE

WORKFORCE TRENDS 2020:

> [See p.3 to read more](#)

Manage and anticipate that will transform working life in the future.

WORKPLACE TRENDS 2020:

> [See p.5 to read more](#)

Transform and adapt that will make the workplace in the future.

THE PERFECT OFFICE:

> [See p.10 to read more](#)

Floor plan of a great working environment.

Contents

Workforce Trends 2020	3
The evolution of the employee	4
Workplace Trends 2020	5
How it works	5
Key design	7
A variety of spaces	8
Activity Based Design	9
The Perfect Office	10
Variety of Spaces	11
Collaboratives Areas	12
Images, ideas	13
Facility Management	14
Safety, Security, Ergonomics	15

Work is now “what we do”, not “a place where we go”

Workforce Trends 2020

The 2020 WORKFORCE WILL BE

- >Increasingly flexible - To increase use of contingent, intermittent, or consultant employees.
- >Increasingly mobile - The current boom of digital is making remote work easy and efficient.
- >Increasingly diverse - To propose variety and diverse assignments.
- >Encourage personal branding - Self-reliance and self-actualization.
- >Enable work-life integration - To retain and motivate the workforce, to blend their professional expertise with their outside interests.
- >Make mentoring a priority - Mentoring programs will proliferate in the organization of the future.
- >Emphasize social responsibility - Organizations to promote sustainable growth and improve community life.
- >Promote learning and development – To connect learners and disseminating instructional materials.
- >Personalize the career process - Career opportunities may come to resemble university major subject requirements.

EVOLUTION IN PEOPLE/OFFICE

- From individuals workforce → to team workforce
- From individual workplace → to shared workplaces
- From 9 to 5 in the office → to “what we do”, not “a place where we go”
- From team members at the same place → to mobile individuals; virtual team
- From Manager supervising → to Management leading and inspiring

→ **Enabling today's mobile workforce.**

→ **Employees to be judged on performance and not on hours spent in the office.**

→ **Higher Morale. Workplaces with flexibility have less absenteeism and turnover.**

→ **Staff should feel trusted and valued to increase productivity.**

→ **Collaborative workspace, intended to boost morale, encourage collaboration conversations that lead to a lot of creative ideas.**

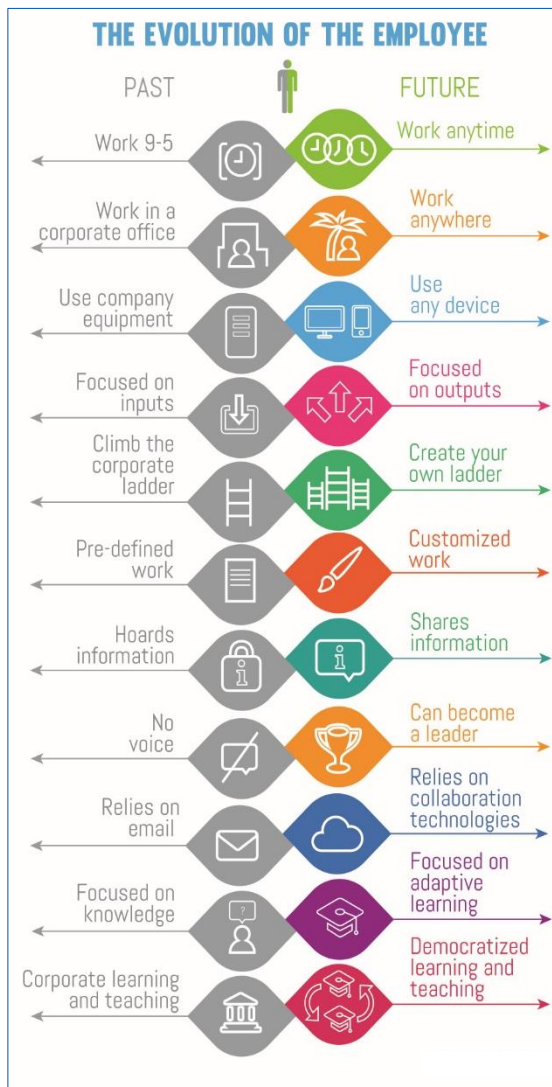
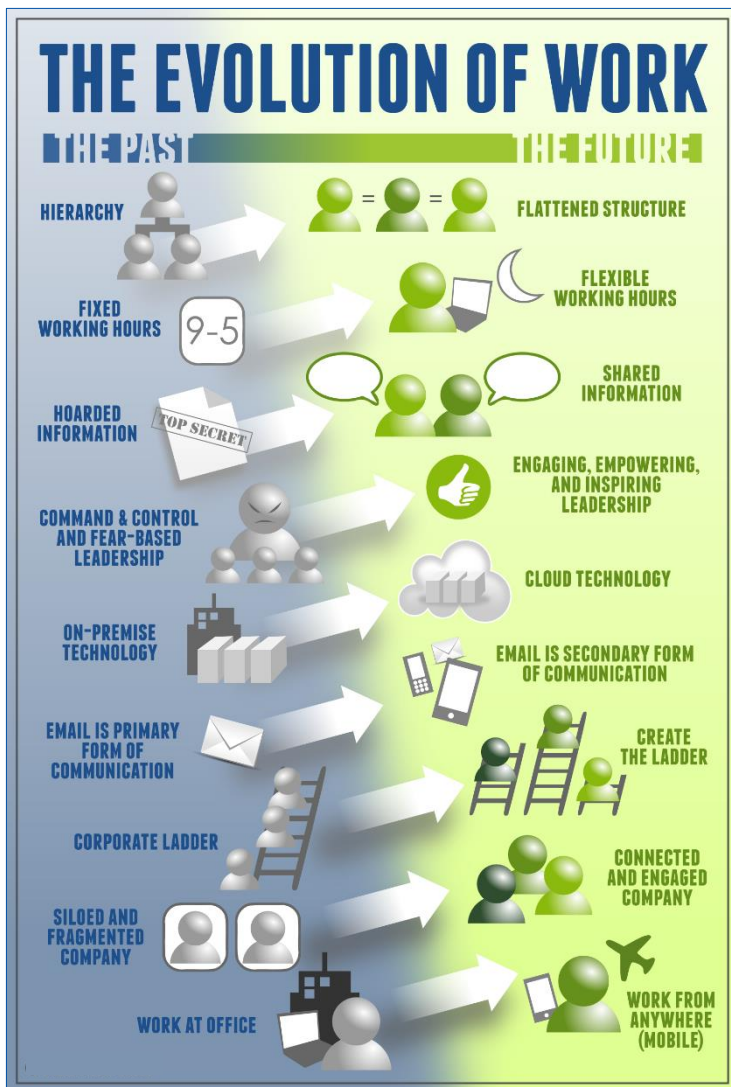
To respond to the needs of the people we care for, adapt to new, improved ways of working, and work seamlessly with colleagues and partner organizations. To continue to modernize the way we work and embrace technology. To do this in a way that lives up to our core values.



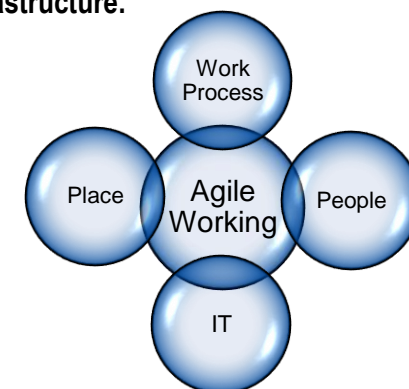
will the rise of
mobile workers and
virtual offices die
the commercial real
estate market?

- ✓ Increase organizational agility and flexibility
- ✓ Achieve a balance between communication and privacy
- ✓ Propose a variety of Spaces for a variety of work
- ✓ Think in zones (Workplaces, We-Places, Me-Places)
- ✓ Places to work, not workplaces
- ✓ Increase productivity of employees
- ✓ Improve employee work-life balance

Workplace Strategy - The Evolution of work



companies are facing more and increasingly sophisticated demands. New workplace horizons are making themselves apparent; in terms of technology, management styles and infrastructure.



Workplace Strategy – Agile Working

Work is now: “what we do”, not “a place where we go” Enabling today’s flexible workforce

WORKPLACE STRATEGY is “a systematic approach for improving the effectiveness and efficiency of how work space is used by changing the way work space is configured.” Workplace Strategy treats the workplace as a strategic asset and enables organizations to align how they plan, design and manage their workplaces with the business goals and objectives of the organization. A good workplace strategy should lead to effective and efficient workplace designs that:

- Reduce Real Estate and Facilities Costs
- Improve work performance
- Increase organizational agility and flexibility
- Improve communication & collaboration
- Increase creativity & innovation
- Increase employee satisfaction
- Improve employee work-life balance
- Improve brand, image identity and culture
- Attract and retain the best talent
- Reduce environmental impact
- Improve healthy work environments

Connect people,
workplace, and IT to
allow working
patterns.

If done well, a good workplace strategy will allow organizations to get the greatest return from their investment.

**WORKPLACE FLEXIBILITY
IS AN AWESOME
LEADERSHIP TOOL, USE IT.**

- ✓ Increase organizational agility and flexibility
- ✓ Achieve a balance between communication and privacy
- ✓ Propose a variety of Spaces for a variety of work
- ✓ Think in zones (Workplaces, We-Places, Me-Places)
- ✓ Places to work, not workplaces
- ✓ Increase productivity of employees
- ✓ Improve employee work-life balance

AGILE WORKING is all about creating a flexible and productive environment. By creating different working areas within the office you can ensure your staff have the complete freedom and flexibility to work where they want, when they want.



**DO YOU HAVE A HIGH
PERFORMING WORKPLACE?**

“WE SHAPE OUR PLACES AND
THEN OUR PLACES SHAPE US”
Winston Churchill

> Create an agile workplace and give the choice to your staff to choose where, when, and how they want to work (or perform). Agile Working is connecting people, workplace, and IT to allow working patterns.

Activity Based Working is a philosophy to make work more effective and efficient, but also more enjoyable for both the organization and the employee.

Flexible working is about bringing people, processes, connectivity and technology together, allowing for flexible working patterns and office space.

Workspace utilization space being under-utilized > optimize for better use.

Attract and retain the best talent Stimulating workplaces have proven to get better performance.

Increased productivity and efficiency by creating an efficient and optimal working area where your team can feel motivated.

Increased innovation Agile working is the key to increasing creativity and innovation within a workplace.

Workplace Strategy – How it works

Work is now: “what we do”, not “a place where we go” Enabling today’s flexible workforce

WORKPLACE STRATEGY - HOW IT WORKS

1. DEVELOP A PROJECT TEAM.
2. UNDERSTAND CURRENT SITUATION.
3. UNDERTAKE SURVEYS, RISK ASSESSMENTS OF ACTUAL SET-UP.
4. PERFORM A WORKSPACE UTILIZATION STUDY.
5. SEE WHICH SPACES ARE UNDERUTILIZED AND WHERE WORK ACTUALLY HAPPENS.
6. UNDERSTAND THE OFFICE NEEDS, VISION.
7. IDENTIFY WAYS TO IMPROVE SPACE UTILIZATION.
8. DEVELOP STRATEGIES TO IMPROVE EMPLOYEE SATISFACTION AND PRODUCTIVITY BASED ON THEIR NEEDS AND THE WAY THEY WORK.
9. ALIGN SPACES TO MEET OVERALL ORGANIZATIONAL GOALS, OBJECTIVES AND GUIDELINES
10. DEVELOP CHANGE MANAGEMENT PROGRAM.
11. IMPLEMENT.
12. ASSESS PROGRAM SUCCESS – IMPROVE.



Connect people,
workplace, and IT to
allow working
patterns.

KEY DESIGN BENEFIT

- >Increase organizational agility and flexibility
- >Optimize flow, circulation (public vs. private)
- >Achieve a balance between communication and privacy (quiet area)
- >Bigger diversity spaces & Collaborative areas with furniture solutions
- >More smaller meeting rooms (phone booths, focus & huddle rooms)

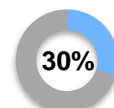
MAKE THE MOST OF YOUR WORKSPACE

WORKSPACE UTILIZATION STUDY

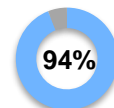
Let’s ask data/metrics to give the answer:

Is your workplace well utilized? – Probably not!

>A complete space utilization study will tell you what you are using and what you are not – can only get better!



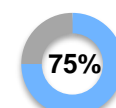
30% of workstations
are unoccupied
during the day



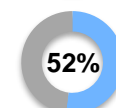
94% of individually
assigns spaces are
“open floor”



Sharing ratio
1.3 : 1.0
(130 employees
for 100 desks)



75% of meetings are
between 2-4 people



52% of time is spent
alone



Meeting space ratio
3.5 : 1.0 (1 meeting
room seat for every
3.5 workstations)



The data also demonstrates that:

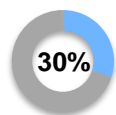
- >Mobility is becoming more important
- >People like to work in “social”
- >Smaller meeting spaces are used more than larger spaces
- >Rooms with technology are used much more than those without

*Propose a great working environment
to your staff and you will have
engaged employees*

Workplace Strategy – Key Design

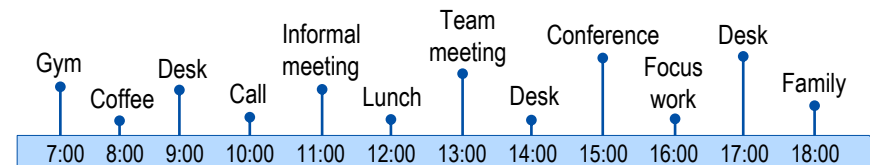
KEY DESIGN BENEFIT

- >Increase organizational agility and flexibility
- >Optimize flow, circulation (public vs. private)
- >Achieve a balance between communication and privacy (quiet area)
- >Bigger diversity spaces & Collaborative areas with furniture solutions
- >More smaller meeting rooms (phone booths, focus & huddle rooms)



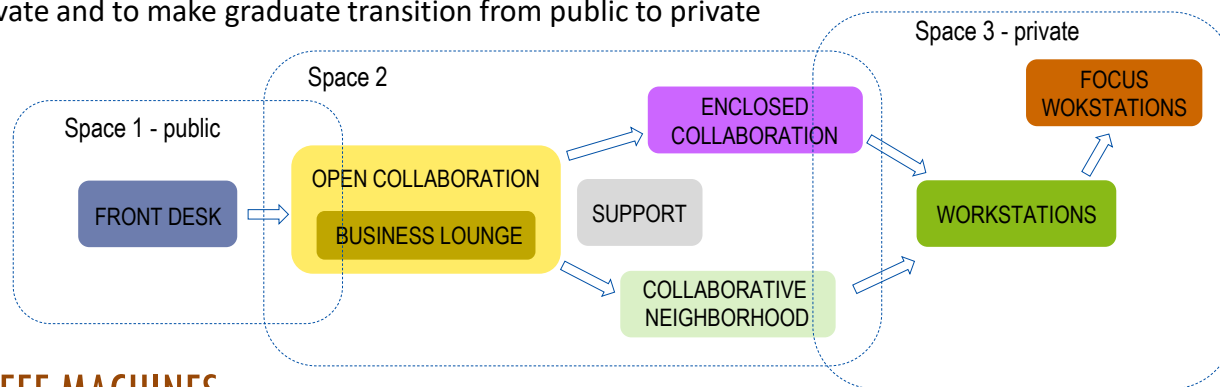
Utilization study
will size it right

A DAY IN A LIFE



SPACE FLOW DIAGRAM:

- >Create distinct areas: public, collaboration, workstation, focus, private and to make graduate transition from public to private



Engaged people and a state of the art office & equipment = great result

COFFEE MACHINES

- >Coffee is considered an essential part of the workday by most workers. Coffee corners and good coffee machines (also water fountains) will make employees happy and it will create collaboration.

Read more: [click here](#)

WORKSTATIONS

- >Desk equipment is critical to ensure that employees have the best tools to work. A good setup will increase workforce efficiently and mobility.

Read more: [click here](#)

HAVE FUN

- >Work isn't always only work! Have fun at work; Break-out, game rooms, activities are stress relief

SAVE RENT WHEN FLEXIBLE

- >With Flexdesk option, you can save millions on rent

Read more: [click here](#)

STAY CONNECTED TO YOUR TEAM

- >Working remotely is becoming increasingly popular. Stay connected with your team whenever, wherever you are: [click here](#)

Workplace Strategy – A variety of spaces

Increase productivity of employees

Work is now “what we do”, not “a place where we go”.

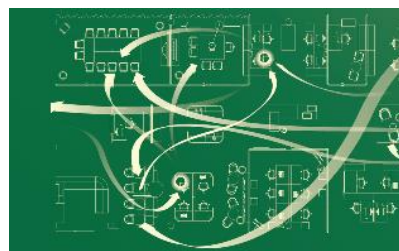
Attract and retain
the best talent

new spaces @ work

Improve communication
& collaboration

Increase employee satisfaction

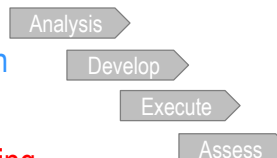
Reduce Real Estate
and Facilities Costs



Telecommuting

Reshape the way of work
Create smart workspaces
where people can achieve

Flexibility: Bigger Than A Benefit



NO ORDINARY DAY IN THE WORKPLACE

Increase organizational agility and flexibility


Activity based design

Enabling today's mobile workforce

Improve employee work-life balance

A VARIETY OF SPACES FOR A VARIETY OF WORK



	WORKPLACES		WE-PLACES		ME-PLACES		SUPPORT
DEDICATED	 SINGLE WORKPLACE	SHARED	 SINGLE TEMPORARY	 RECEPTION WAITING	 MEETING CONFERENCE	 THINK TANK	 ARCHIVE
	 TEAM WORKPLACE		 TEAM TEMPORARY	 OPEN COLLABORATION	 LOUNGE MEETING	 TOUCHDOWN	 TECHNICAL ISLAND
	 MANAGEMENT		 MANAGEMENT TEMPORARY	 CAFETERIA	 CO-CREATION WORKSHOP	 QUIET ZONE	 WARDROBE
					 RE-CREATION	 DEPOT	

Workplace Strategy – Activity based design

CREATE SMART WORKPLACES WHERE PEOPLE CAN ACHIEVE

>Workplaces have a big impact on people productivity, talent retention and costs. Workplaces need to support people, operations and business goals. Create the right environments for people to collaborate, focus and achieve more. Remove barriers like noise or lack of privacy. Re-purpose unproductive and unused space to reduce costs and increase your business performance.

Leading change for successful workplace transformation.

Have the choice to use your space to work

Places of retreat

Where do you work?

Me-places, We-places

new spaces @ work

THINK IN ZONES

Activity based design



>Don't under-estimate Change Management!
It will take some time to prepare, equip and support individuals/team to successfully adopt change in order to drive organizational success and outcomes.

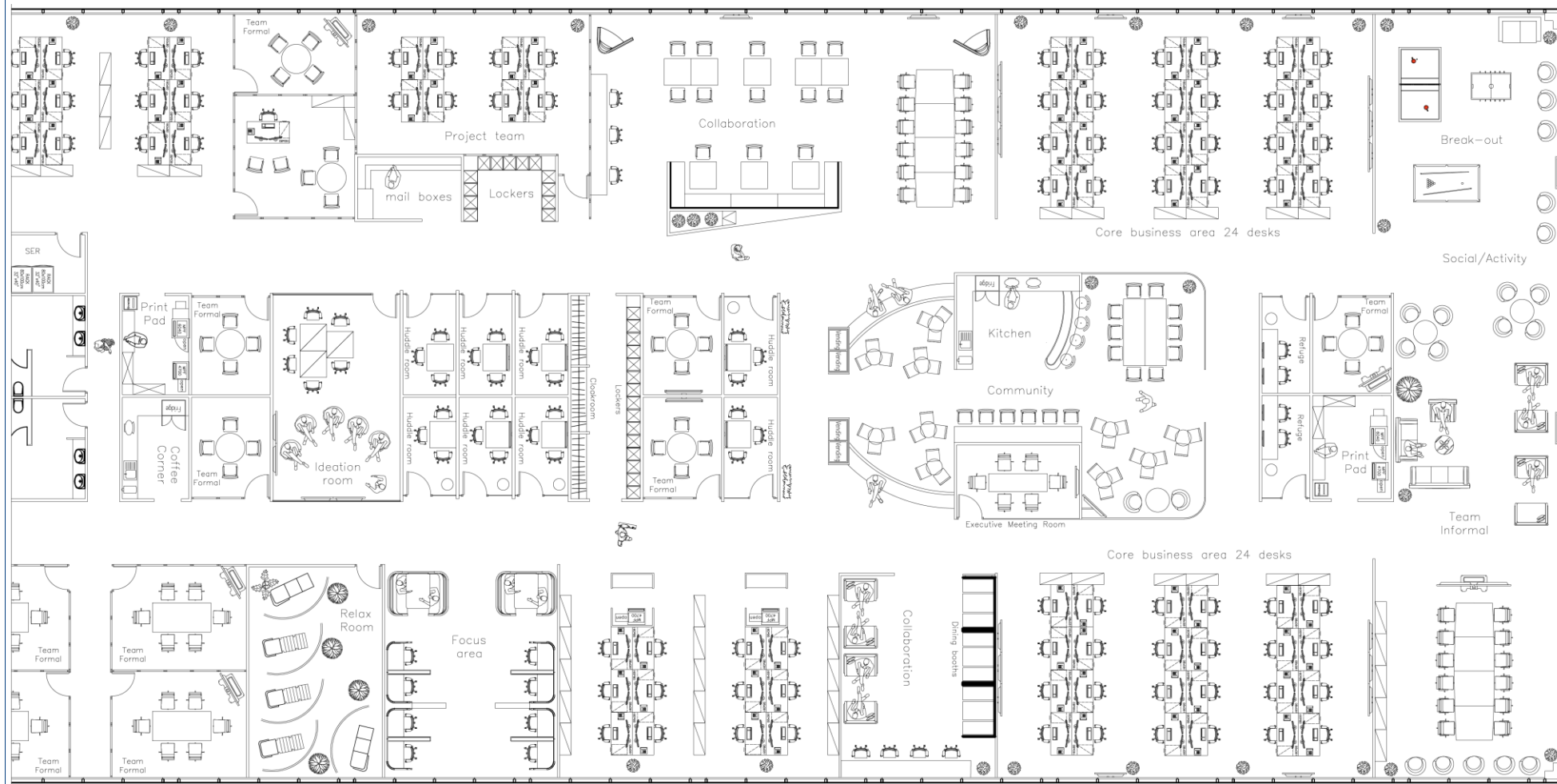
The Perfect Office

*Work is now
"what we do", not
"a place where we go"*

KEY DESIGN BENEFIT

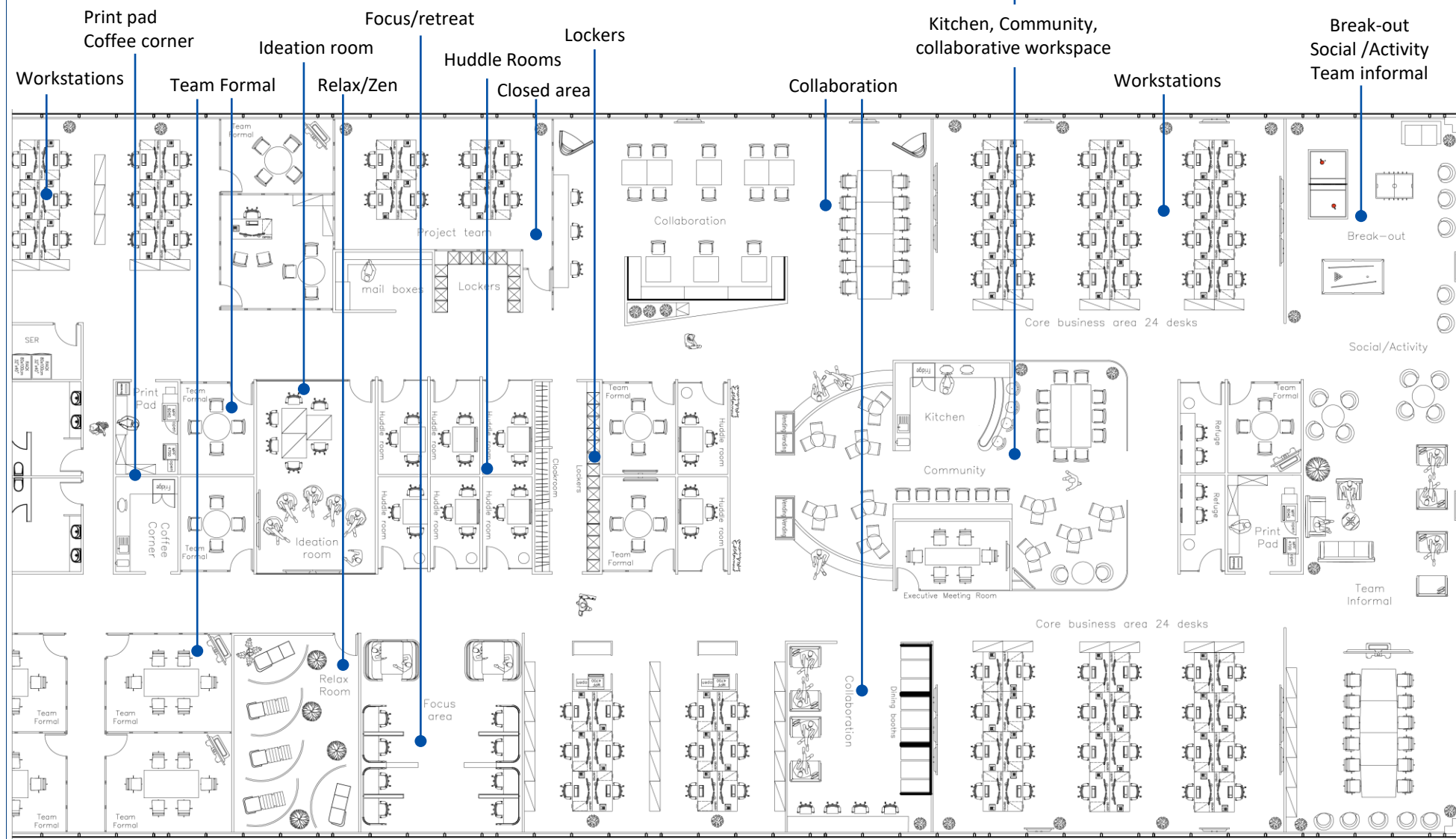
- >Increase organizational agility and flexibility
- >Optimize flow, circulation (public vs. private)

- >Achieve a balance between communication and privacy (quiet area)
- >Bigger diversity spaces & Collaborative areas with furniture solutions
- >More smaller meeting rooms (phone booths, focus & huddle rooms)



Now some companies are seeing office kitchens in a new light, turning them into gathering showplaces intended to boost morale, encourage collaboration and impress clients. "At home, where does interaction happen? The kitchen," said workplace strategist, Laurent Deshusses, who tries to get people to do the same thing at work. "It's about making personal connections: Starting conversations that lead to a lot of creative ideas."

The Perfect Office – Variety of spaces



The Perfect Office – Variety of spaces

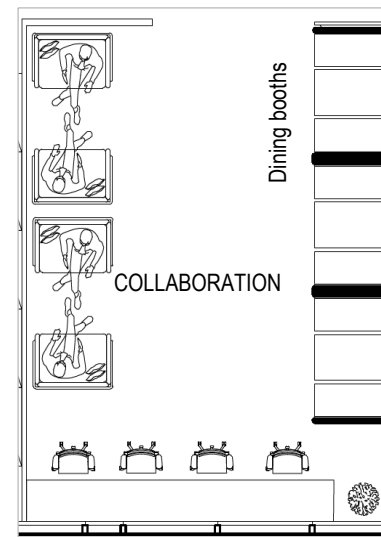
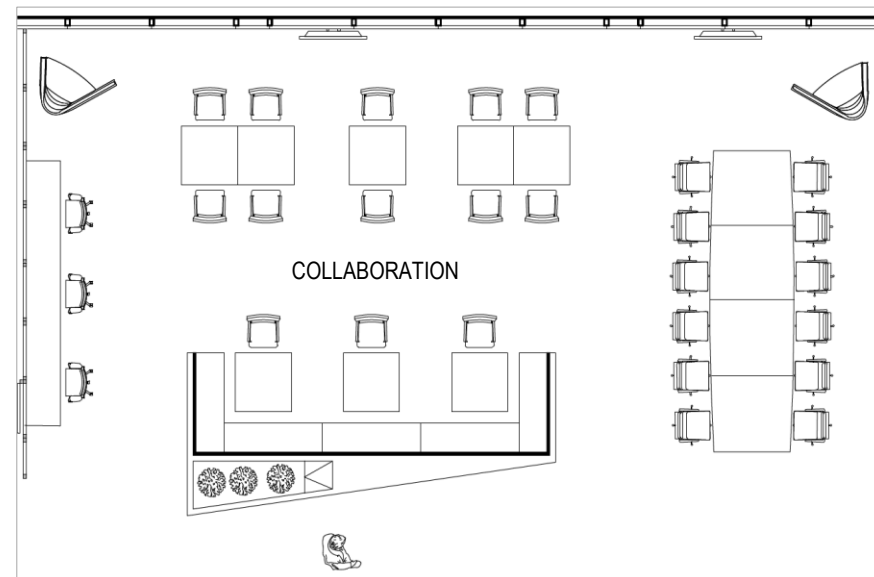
BENEFIT OF COLLABORATIVE AREAS

- >Can be used as working seats.
- >Perfect for a quick meeting, coffee, chat with a colleague.
- >Great place to gather and get ideas.
- >Mobility is becoming more important.
- >People like to work in “social”
- >To have fun.



No private offices for CEO or HR;
Within the team with a nearby
meeting room for privacy > Good
motivation spirit.

Office kitchen/break room as collaborative workspace,
intended to boost morale, encourage collaboration,
starting conversations that lead to a lot of creative
ideas.

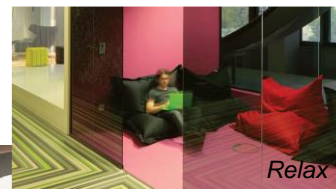
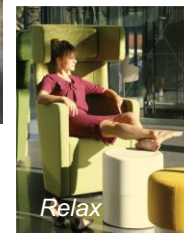


Workspace utilization most spaces
are being under-utilised:

- >Optimize the workplace.
- >Reduce 1:1 desking.
- >Empower desk sharing.
- >Create alternative working areas.
- >Reduce sqm.
- >Reduce Facilities costs

Variety of Spaces

✓ Propose a variety of Spaces for a variety of work



Team Meeting



FM in the workplace

WHAT IS THE FUTURE OF FM ? - IFM

>Integrated Facility Management (IFM) is the future - To consolidate/integrate all FM matters into one management platform – “Internet of Things” (IoT): Smart connections throughout your facilities matter.



IoT

“Internet of Things”
(IoT): Smart connections throughout your facilities matter

3 FACILITIES MANAGEMENT TRENDS RESHAPING YOUR WORKPLACE

Twenty years ago, the phrase facilities management would have conjured images of changing light bulbs or mopping the floor. Now, facilities management means much more. And the definition continues to expand every day, thanks to the evolution of the workplace.

Facilities managers don’t manage only the space, they need to manage the employee experience. They are expected to cultivate an atmosphere that enhances productivity and collaboration.

“As facilities managers, you can often feel like jugglers in a circus, constantly balancing services across different providers to make sure they work well together. An integrated system can help you simplify your tasks while creating more benefits for both the people in your office and the company overall.”

>3 FM trends to be in the radar:

1. Integrated Facilities Management (IFM)

IFM is the method of consolidating all office's services under one common management tool to make day-to-day operations easier to manage.

2. A Greater Emphasis on the Employee Experience

It's no surprise employee satisfaction plays an important role in recruiting and retaining talent – a state of the art office is a Big + for the organization.

3. The Metrics Defining the Success of Facilities Management

Metrics will evaluate performance and data will drive the trend to go for Real Estate, Operations cost, Space utilization, Space quality, and overall IFM services

5 TRAITS OF A GREAT FACILITY MANAGER

- A great Facility Manager is an excellent listener and communicator
- A great Facility Manager is a client based focused
- A great Facility Manager always challenges status quo
- A great Facility Manager knows how to create strategic value
- A great Facility Manager is Both Proactive and Action Oriented

Safety, Security, Ergonomics

WHAT IS THE MOST IMPORTANT THING IN AN OFFICE?

>No it's not the coffee machine ! Even though some people would say so – The SAFETY/SECURITY of people is the priority #1

SAFETY: A safe work environment is essential for the wellbeing of employees. Being aware of hazards in the workplace and preventing accidents.

-An office emergency Evacuation Plan should be well prepared and periodically tested.



>Be ready for an Emergency situation

SECURITY: A secure work environment is essential for the organisation. businesses are at risk from employee theft, criminal break-ins and intellectual property theft.

-Conduct a Security Prevention Assessment , form a expert team, target vulnerabilities.

>Develop the right level of security

ERGONOMICS: The goal of office ergonomics is to design a comfortable working environment for maximum productivity and efficiency – Lots of benefit!

>Adhere for Ergonomics good practice

Workplace – Safety, Security, Ergonomics, BCM
BCM (Business Continuity Management)**BCM (Business Continuity Management)**

>Identifying and assuring a Business Continuity Planning for internal and external threats and synthesizes hard and soft assets to provide effective prevention and recovery for the organization

>Be prepared for the unexpected

Why business continuity?

Power, technical failures (n+1, 2n)

Natural and infrastructure disasters

Major workforce disruption, e.g. due to a pandemic or strike

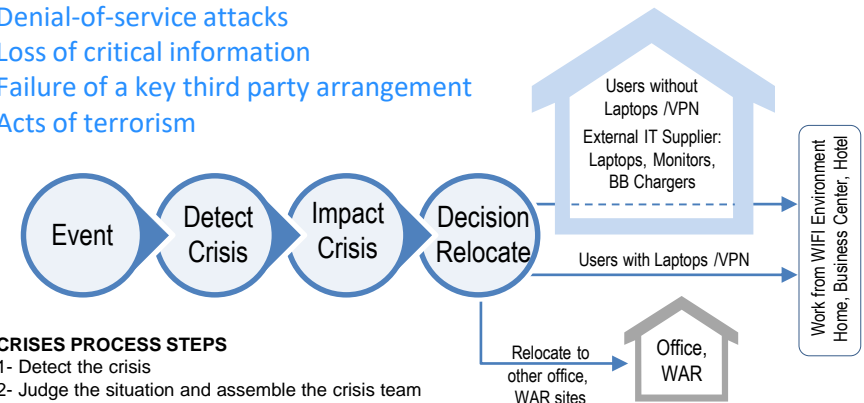
Security attacks, such as computer viruses, worms and

Denial-of-service attacks

Loss of critical information

Failure of a key third party arrangement

Acts of terrorism

**CRISES PROCESS STEPS**

- 1- Detect the crisis
- 2- Judge the situation and assemble the crisis team
- 3- Declare the crisis and inform the crisis team
- 4- Implement a safe and healthy situation for employees and other parties concerned
- 5- Communicate to internal and external (after approval)
- 6- Realize a business continuity plan
- 7- Develop an aftercare plan
- 8- Bring the crisis situation to an end
- 9- Log Crisis process

"If you think security is expensive, think about an accident "

