

WORKPLACE ADVISORY | OCCUPIER SERVICES

## **Business Continuity:**

Navigating the  
Post COVID-19 Reality  
for the  
“Great Return” for  
Businesses



WEDS | MAY 13, 2020

# Meet Your Presenters & Moderator



**Keith Perske**

Head of Workplace Advisory | Americas



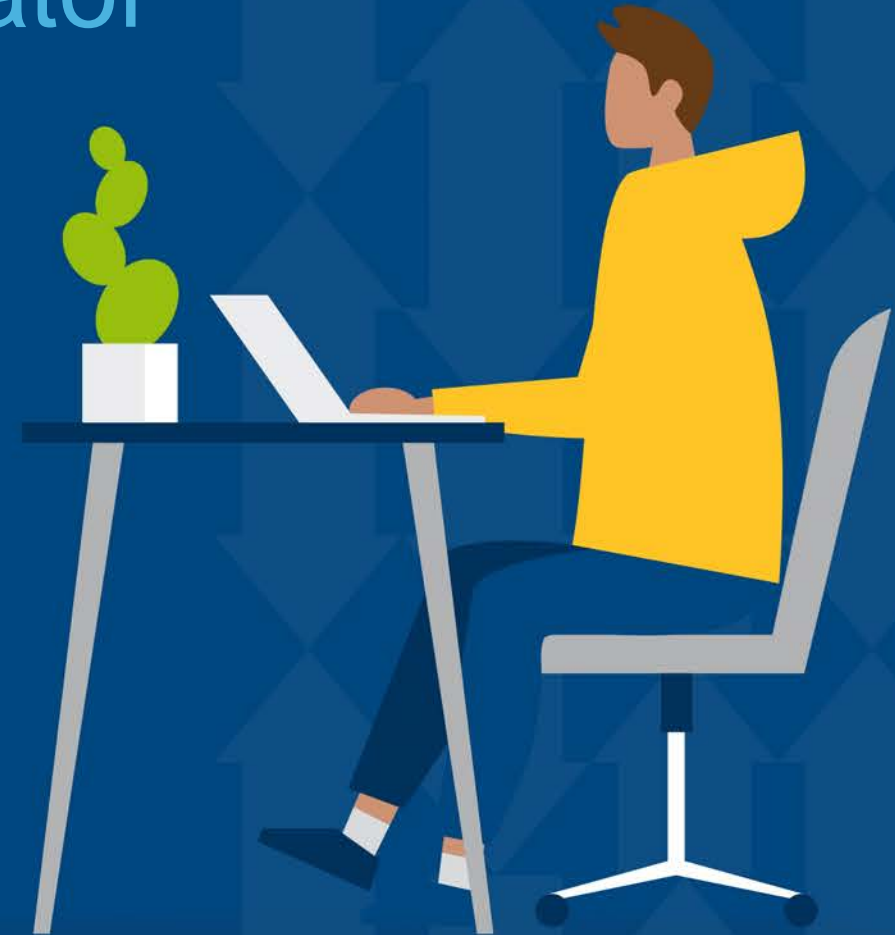
**Brad Christiansen**

Senior Vice President, Occupier Services | Portland



**Bobby LaCour**

Partner | Aldrich CPAs + Advisors  
Aldrich (Moderator)



# Colliers Global Work-from-Home Survey



**Launched  
March 2020**



**4,000+  
respondents**



**Global  
25 Countries**

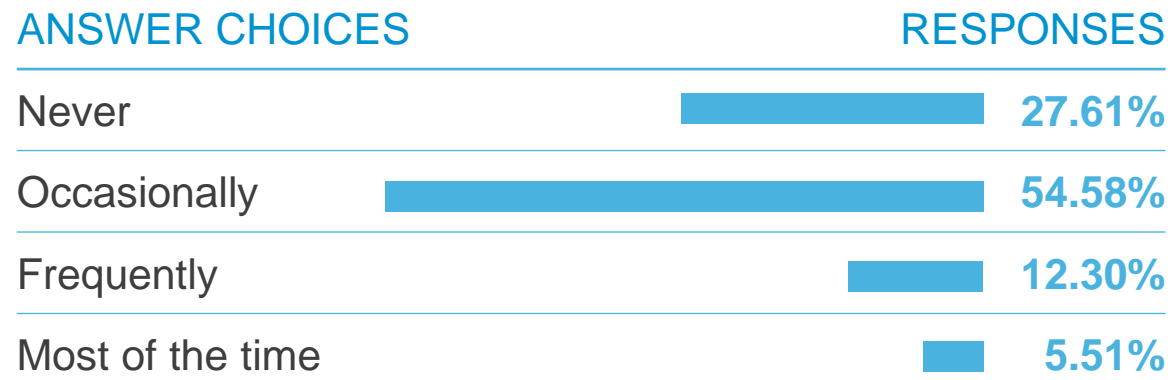


**15 Industries**

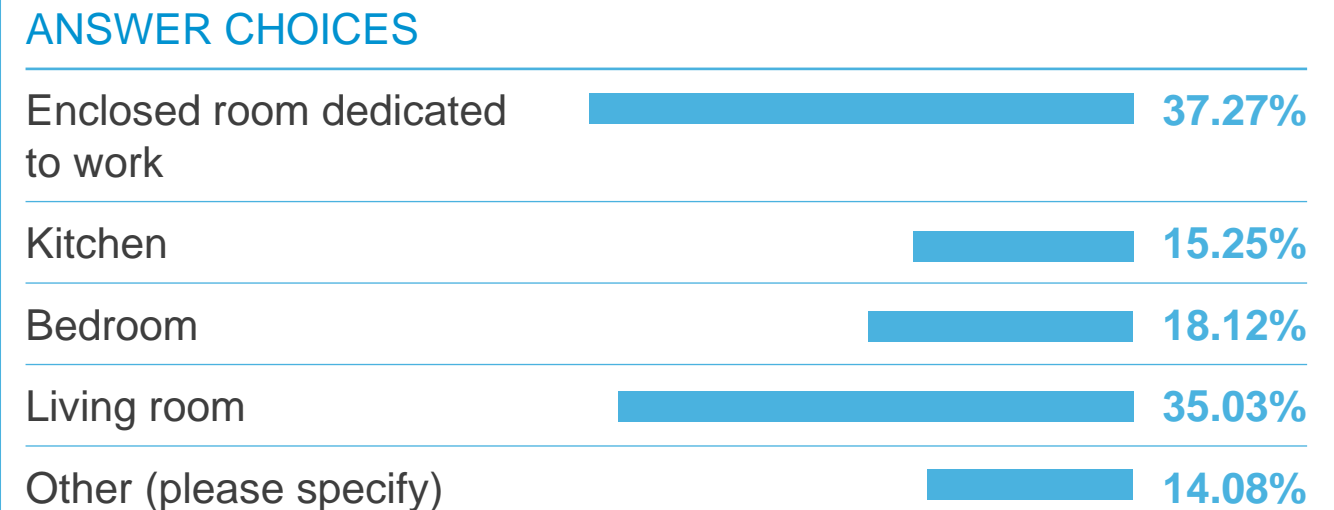
# Colliers Global Work-from-Home Survey

## Insight in the respondents

### Did you work from home before COVID-19?



### Enclosed room and living room most popular places to work



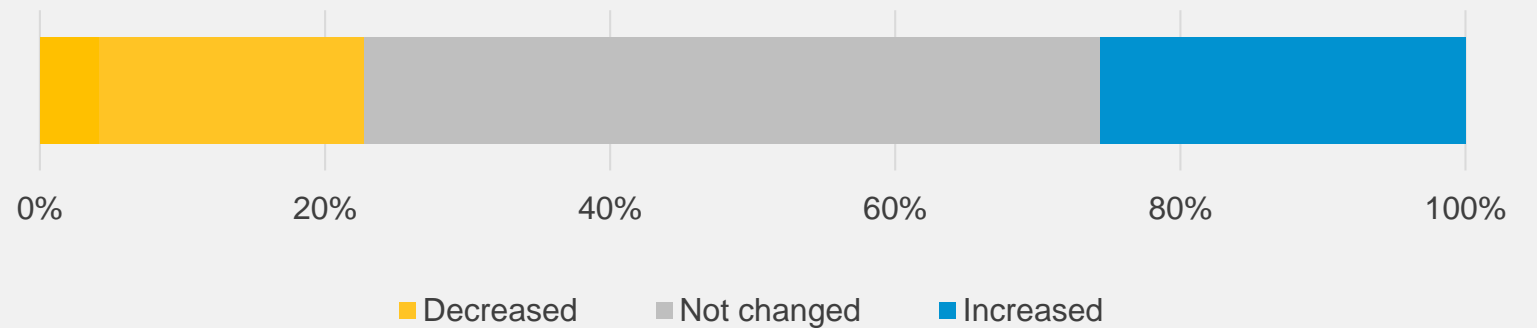
# Productivity and Activity

**54%** indicated productivity did not change.

**22%** indicated a productivity decreased.

**24%** indicated an increase since working from home due to COVID-19.

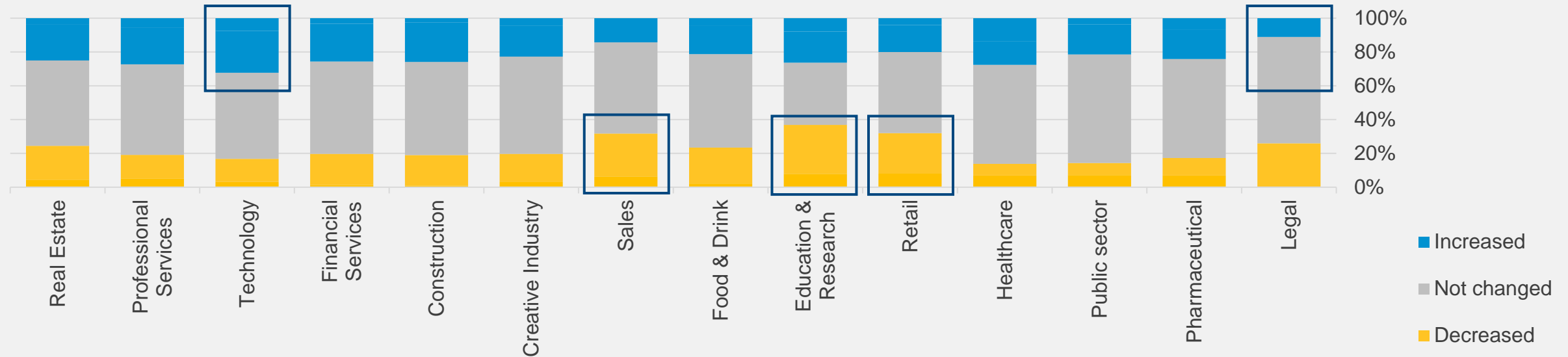
Productivity since COVID-19 [Overall]



# Productivity

## Differences per industry

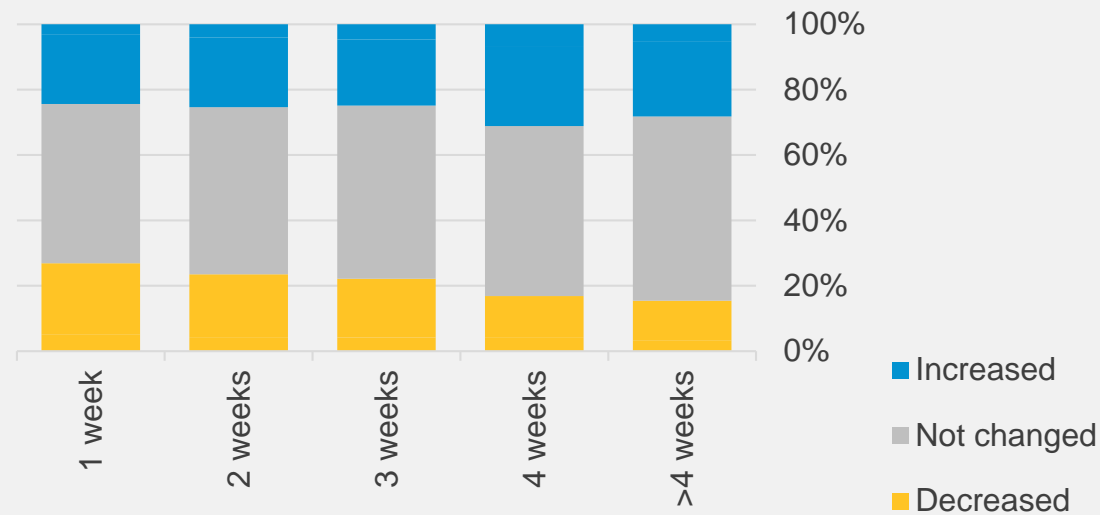
Productivity since COVID-19 [by Business sector]



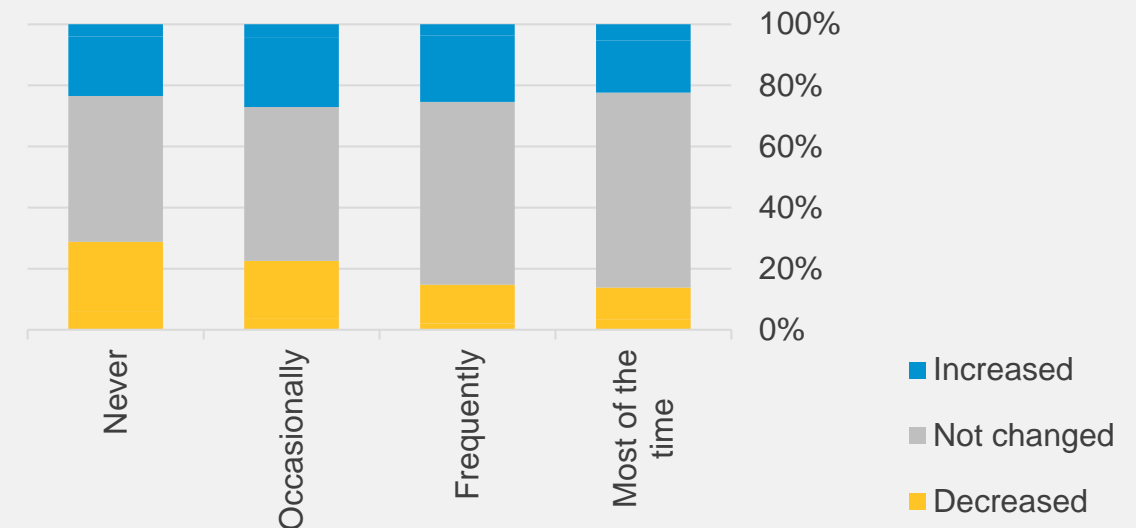
# Productivity

The more experience the lower the productivity decrease

Productivity since COVID-19 [by Duration of WFH]

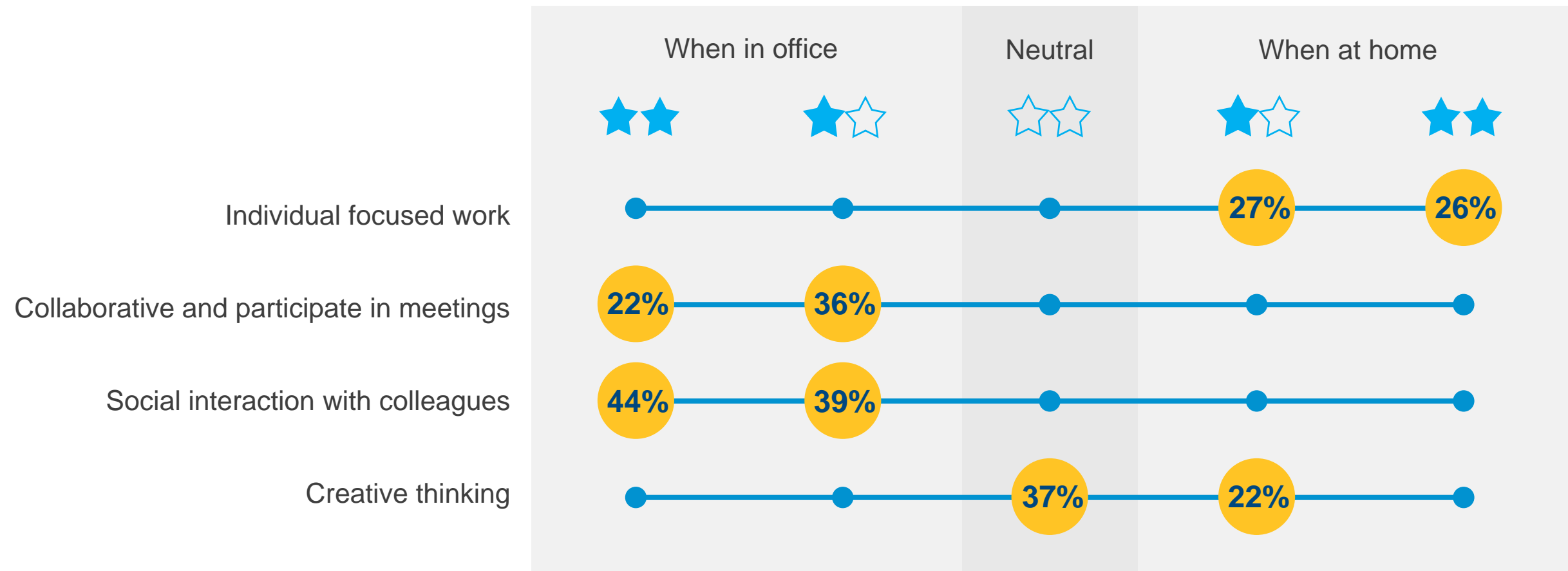


Productivity since COVID-19 [by Experience of WFH before]



# Activity

## Individual focused work better facilitated at home

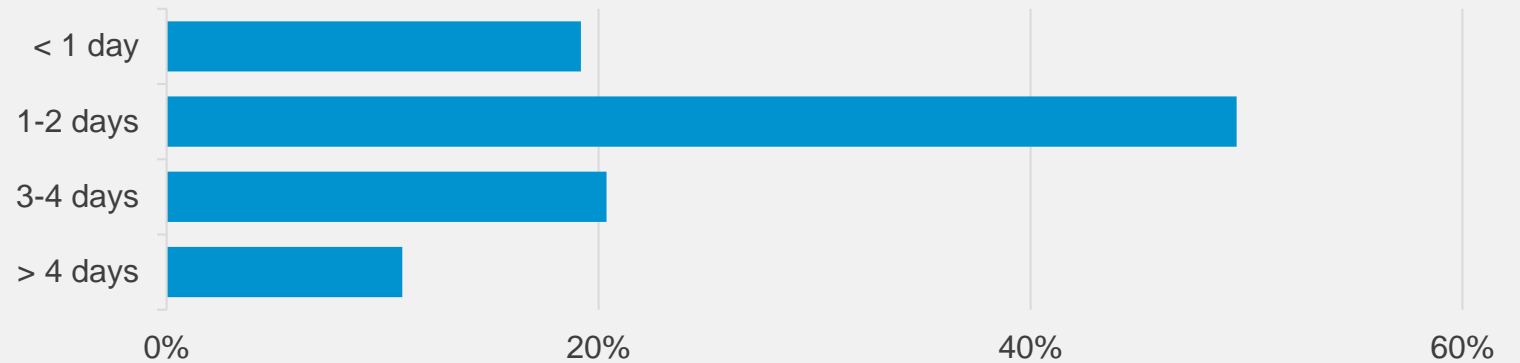




# Workforce Expectation / Desire

How do you feel about working remotely in the future after the COVID-19 situation?

**Working from home after COVID-19 [Overall]**

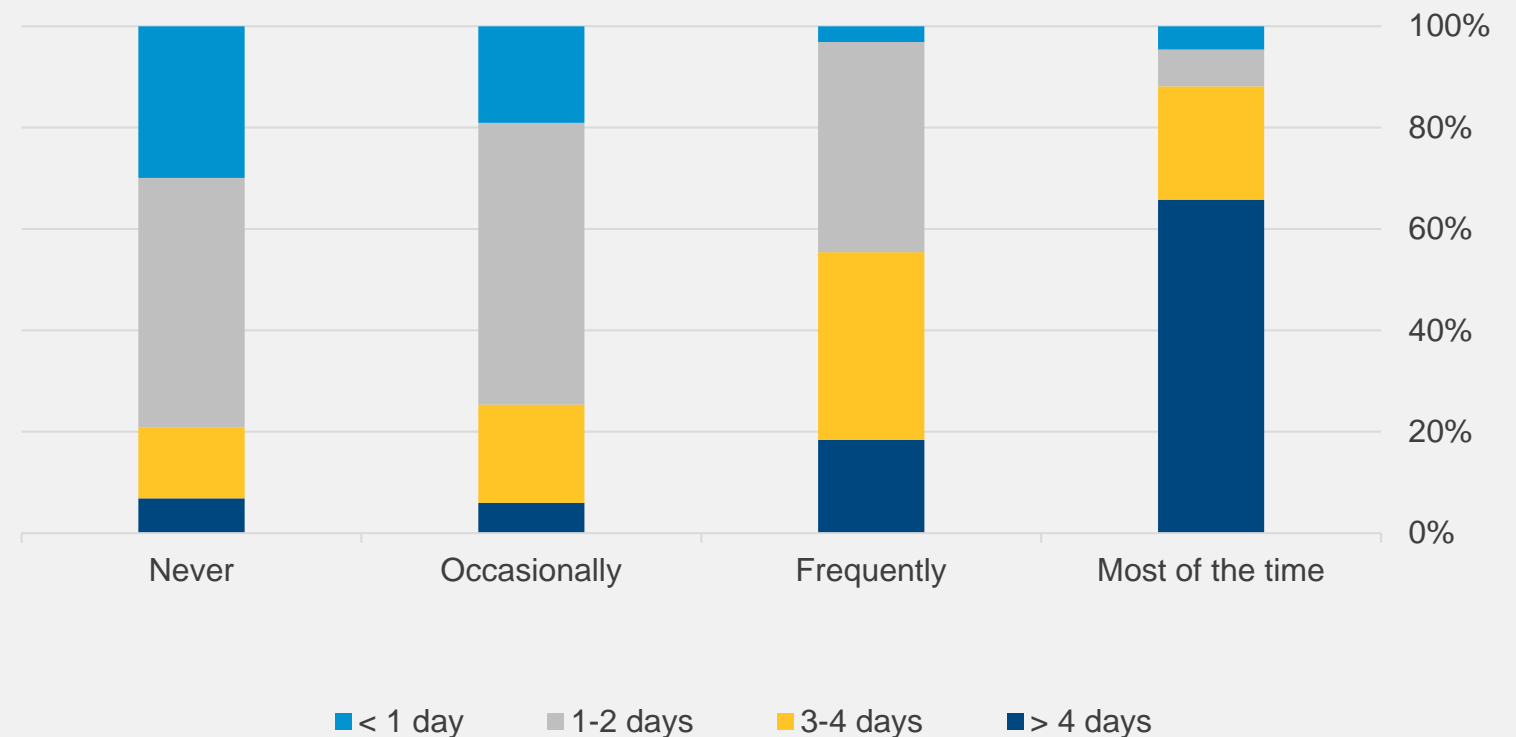


# Workforce Expectation / Desire

## Experience working from home

Of the people that never worked from home before COVID-19, **70%** want to work from home at least 1 day a week.

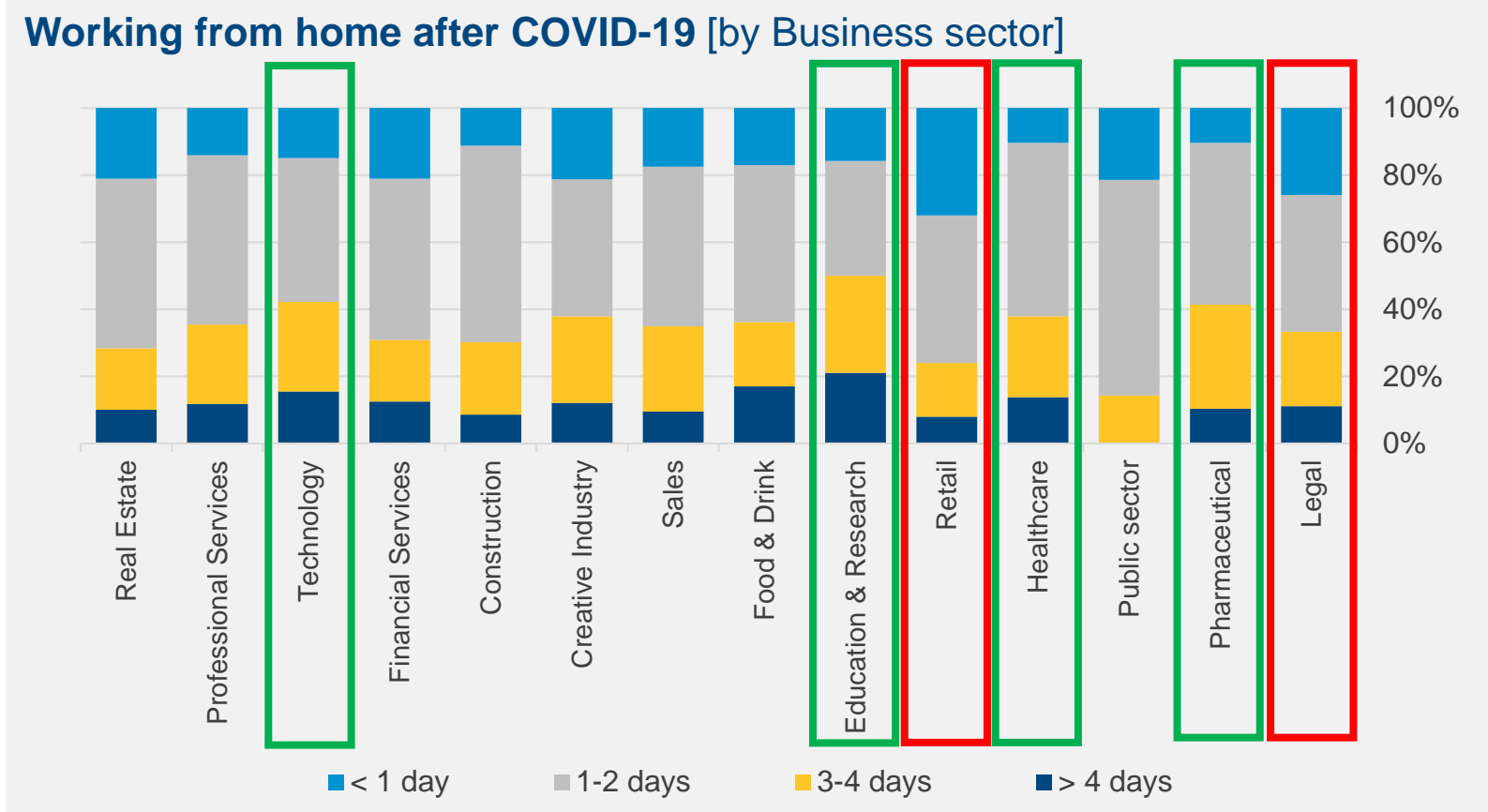
Working from home after COVID-19 [by Experience of WFH before]



# Workforce Expectation / Desire

## Industry

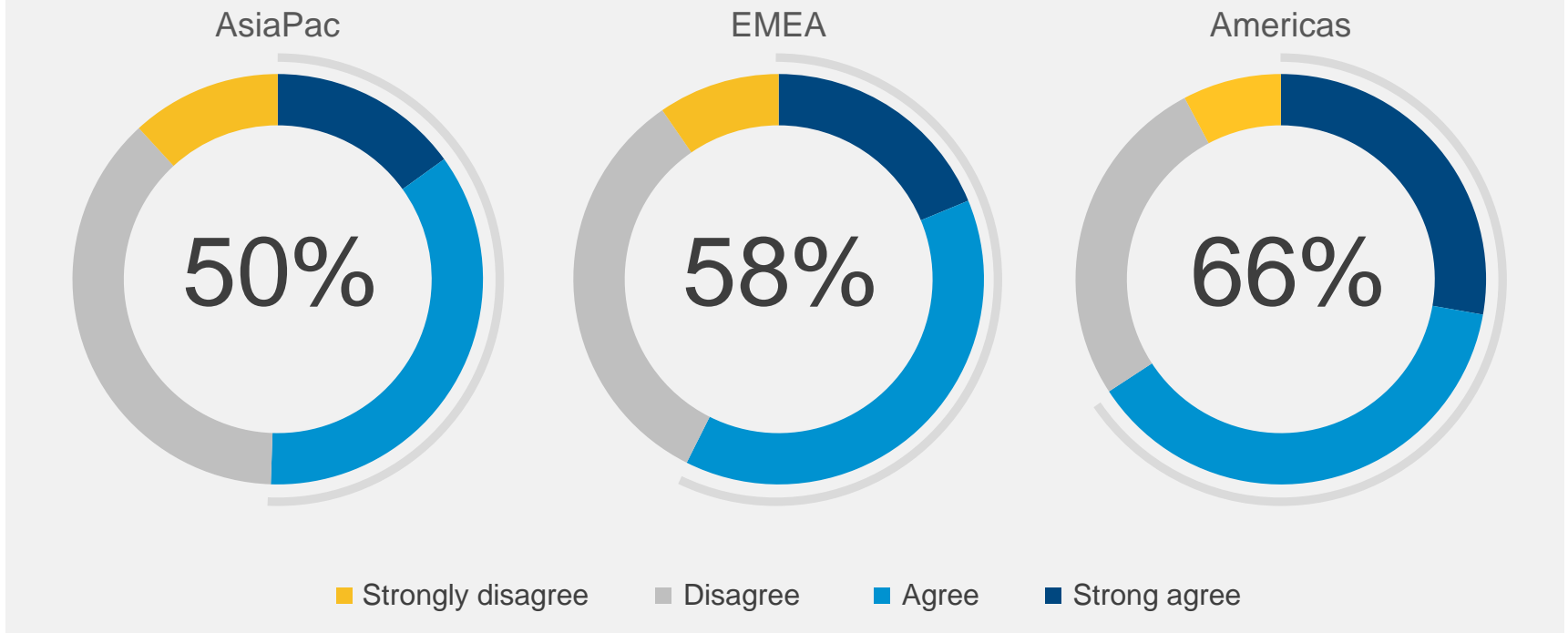
Lowest amount of working from home indicated in the **Legal and Retail industry**. In these industries still **>70%** of the people want to work at least 1 day a week from home.



# Impact on Work-Life Balance

In average, **62%** of the respondents indicate that their work/life balance has improved since working from home.

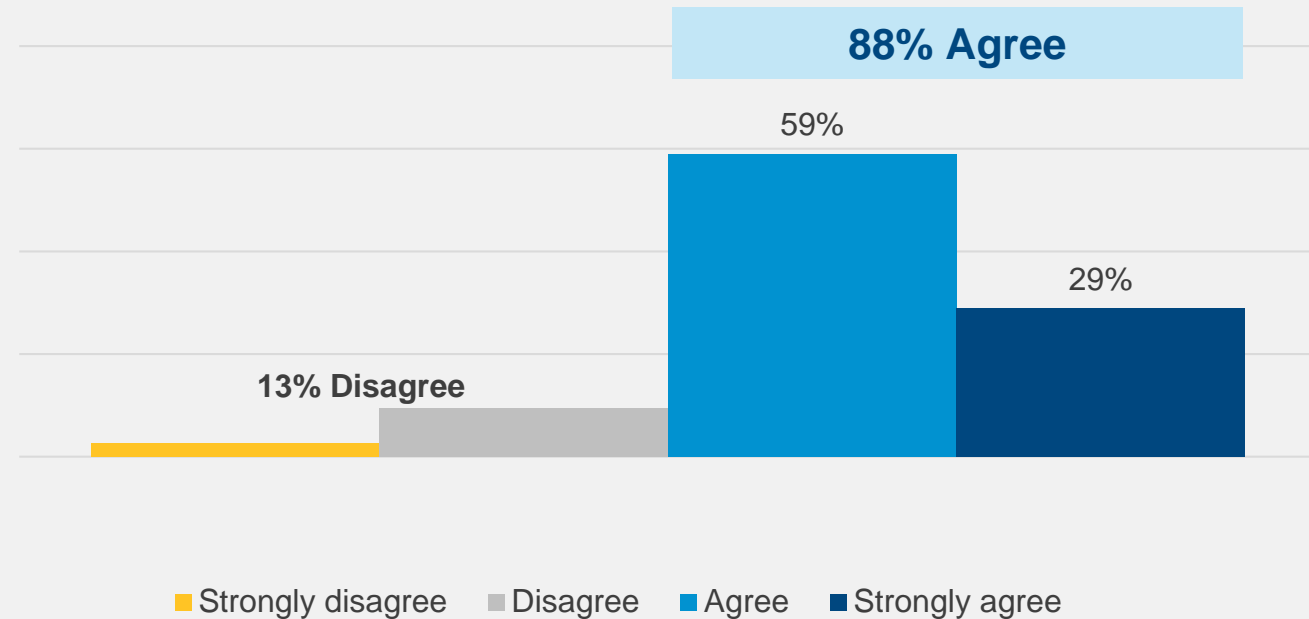
## My work-life balance has improved [Overall]



# Managing Remote Work

**88%** of the respondents indicate that their manager is able to manage virtually.

Manager is able to manage virtually [Overall]

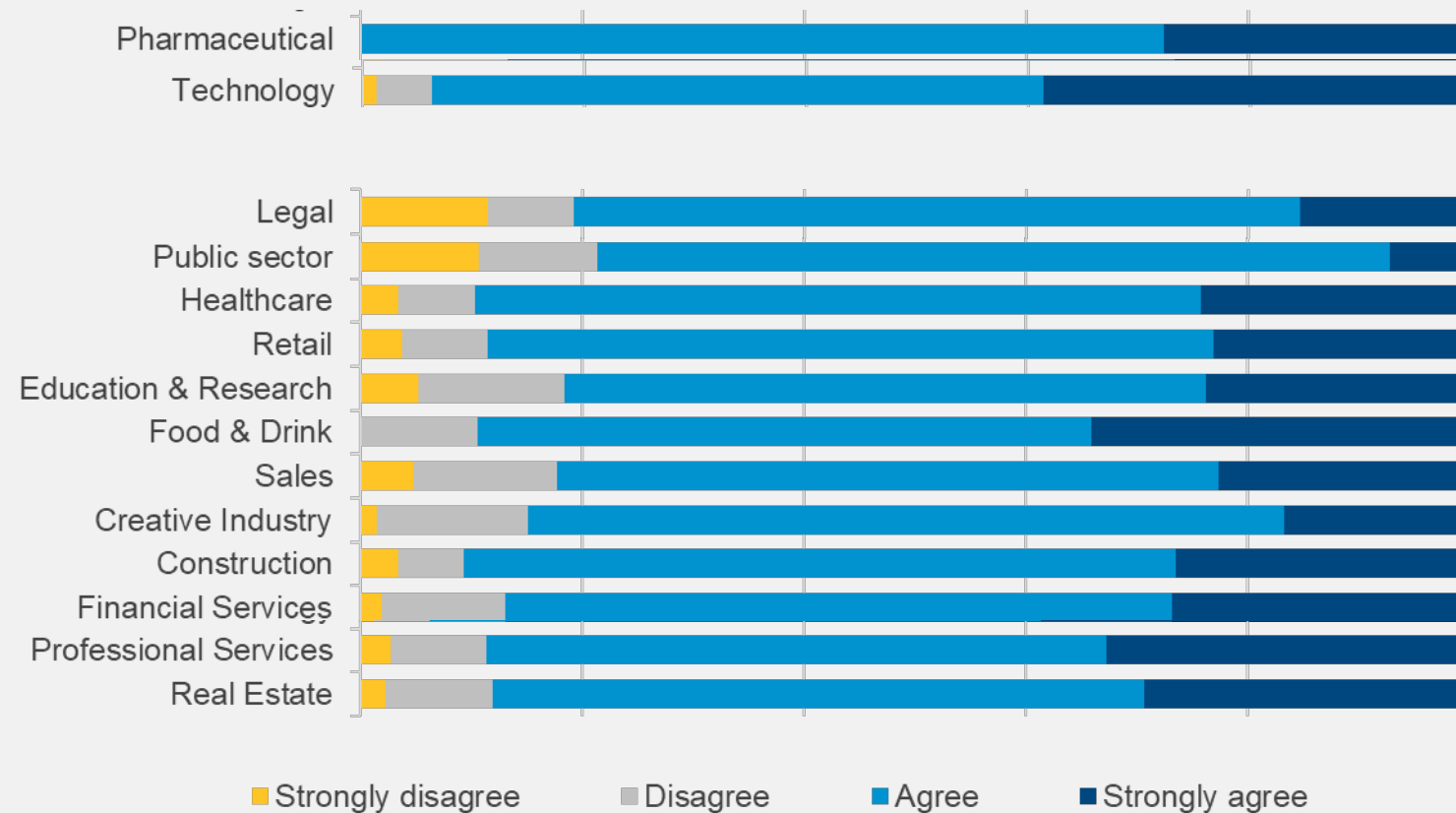


# Managing Remote Work

## Industry

People in the Pharmaceutical and Technology industry are most positive about the ability of managers to manage virtually.

**Manager is able to manage virtually** [by Business sector]



# Connection and Isolation

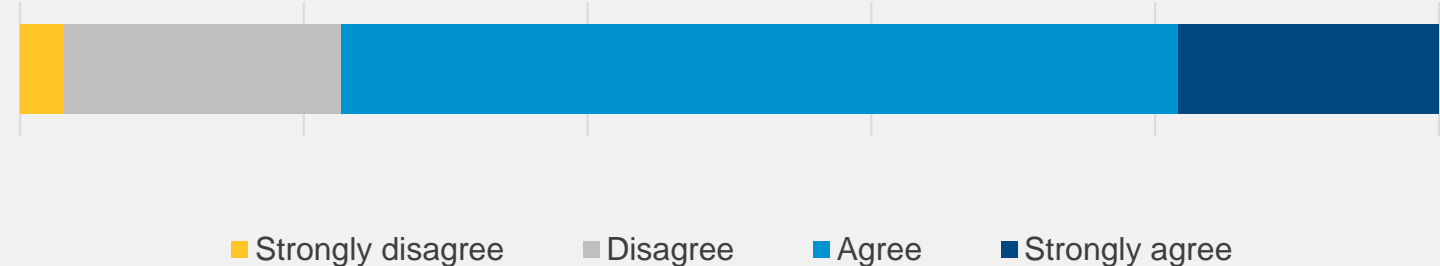
**77%** of people still feel connected to their team.

**37%** of people feel isolated from their colleagues.

People who are not collaborating online feel **10% less** connected to their team.

Men feel **7%** more isolated from their team compared to women.

I feel connected to my team [Overall]



I feel isolated from my team [Overall]



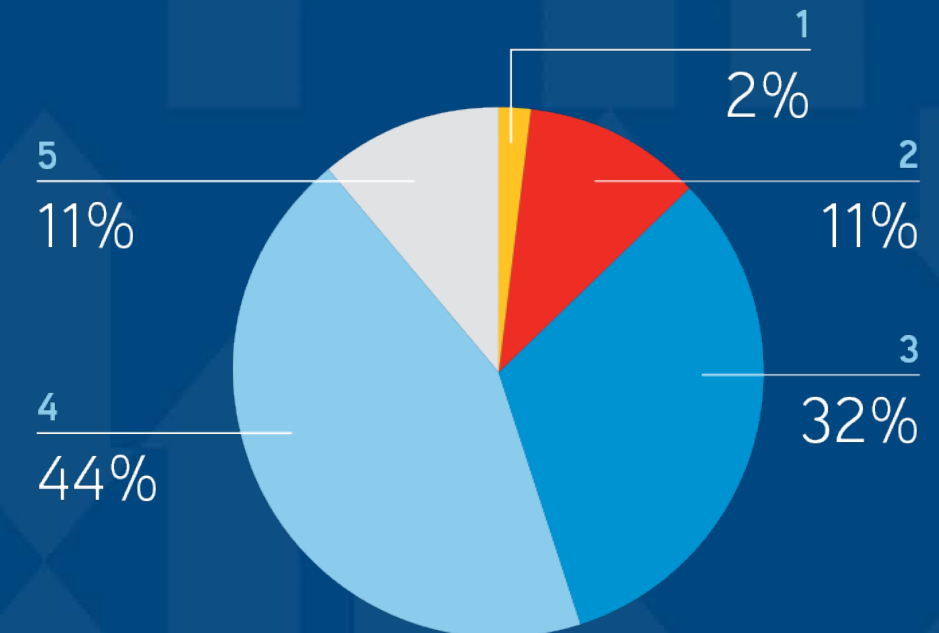
# Big Ah-ha's



## POLL 1: SHORT TERM

On a scale from 1-5, how well is your workforce working remotely today?

POLL RESPONSES	TOTAL ATTENDANCE	POLL ENGAGEMENT
1,316	1,955	67%
RESPONSE OPTIONS	#	%
1 – We are struggling, and it’s not working well	21	2%
2 – We are still trying to figuring it out	147	11%
3 – We are operating fine. Its business as usual	424	32%
4 – We are productive and learning new skills every day	585	44%
5 – We have figured it out, and we are not only productive, but we are thriving	139	11%





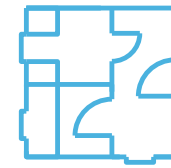
# Early Implications for Organizations to Consider

# Preparing for the Great Return



## Return Strategy

1. Strategically ID who comes back first and why
2. Address density
3. Safety etiquette must be crystal clear before people return
4. Smart orgs are using this to solidify business continuity plans
5. Opportunity to truly connect with employees and demonstrate caring



## Workplace Prep

1. Design
2. Behaviors
3. Communication and Navigation
4. Hygiene and cleaning
5. Technology

# Preparing the People (Short and Long Term)



## Work Practices – New Normal

- Flexibility
- Business continuity
- Autonomy to choose



## Circle Of Trust – Unspoken Rules

- Managing collaboration
- Sense of belonging redefined
- Performance, productivity & presenteeism



## New Behaviors – Clearly Defined

- When in office
- When at home
- Greetings



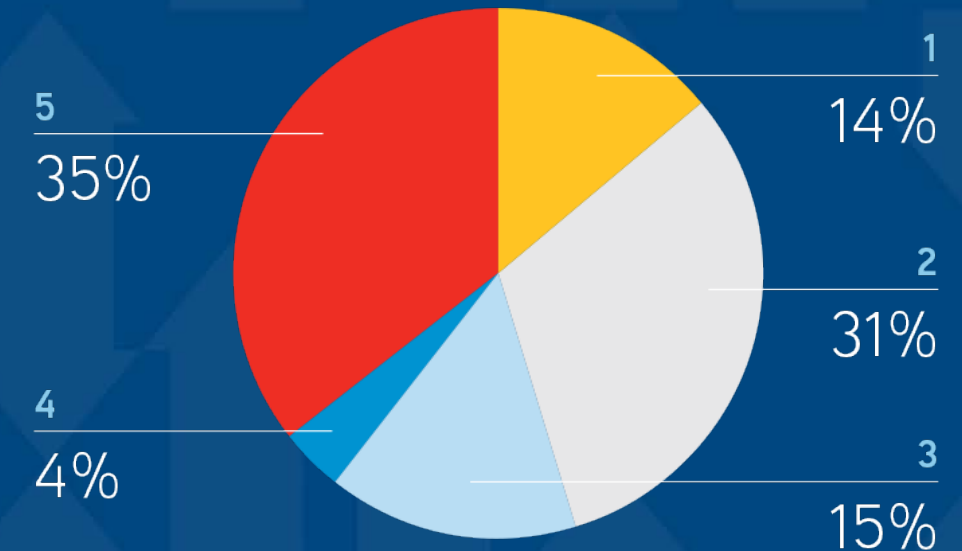
## Space Priority – Optimized / Sanitized

- Density
- Unassigned or assigned
- Space calculations

## POLL 2: LONG TERM

At what stage is your organization in preparing for the return to the office?

POLL RESPONSES	TOTAL ATTENDANCE	POLL ENGAGEMENT
1,316	1,955	67%
RESPONSE OPTIONS	#	%
1 - My organization's C-suite is meeting about this now	168	14%
2 - My organization has established a committee/taskforce	365	31%
3 - My organization has plans in place, and we have a tentative date to return	178	15%
4 - Parts of my organization have already transitioned back to the office	53	4%
5 - Unsure	415	35%





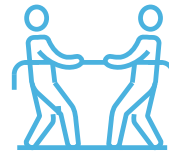


# Re-imagining the Future

# Purpose of Place



**IN-PERSON  
CONNECTION**



**WORK-LIFE  
BALANCE**



**SENSE OF  
BELONGING**



**OFFICES WILL  
BECOME MORE  
ALIVE AND  
INTERESTING THAN  
EVER!**



**LESS FLEXIBILITY  
IN THE WAY  
WORKSTATIONS  
ARE BEING USED**



**LESS, MORE or  
SAME SQM/SQFT?**

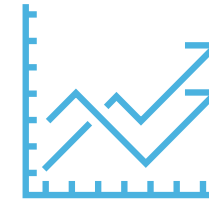
# Long Term



**A DESTINATION  
THAT ATTRACTS**



**DESIGN THE DIGITAL  
EXPERIENCE**



**THE ECONOMY**



# Call to Action

## ORGANIZATIONAL CONSIDERATIONS



Form a Business Continuity Task Force (HR, IT, RE, Comms)



Assess your existing conditions - Work-from-Home and Workplace



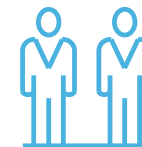
Creating a staggered re-entry and develop a strategic plan with leadership



Balancing physically distancing with effective work practices



Developing policy and communications, advocating for personal empowerment



Partner with your landlord



# Questions



**We are in this  
one together.**

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**Let us know how  
we can help.**

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