New Ways of Working are a trend to support company performance…

What are they about, and what is the impact on buildings?
Basically, new ways of working are about making sure that all in the company can work better, and in the same direction.
WORK ENVIRONMENTS TO SUPPORT PEOPLE PERFORMANCE

WHAT ARE THEY LIKE?

FEWER WORKSTATIONS THAN PERSONS, MORE m2 PER PERSON PRESENT

ACTIVITY-BASED LAYOUTS

EXCHANGE

TEAMWORK

SHARING

QUIET

ERGONOMICS ADAPTED TO EACH TASK

INDIVIDUAL, CONCENTRATED WORK

ANSWERS TO NEEDS LINKED TO THE DIVERSITY OF PEOPLE, TASKS, MOMENTS
NEW SPACES, TECHNOLOGY, SERVICES, CHANGE MANAGEMENT
THAT TOGETHER ACTIVATE A TRANSFORMATION

NEW WAYS OF MEETING AND EATING

SINGLE SERVICE DESK

COMPANY BONDING SPACE

FORUM

COMMUNITY SPACES

WORK ANYWHERE ANYTIME TECHNOLOGY

REMOTE COLLABORATION

AOS
Studley
NEW WAYS OF WORKING
WHAT ARE THE GAINS? WHY GO THERE?

TALENT ATTRACTION
MORE RESPONSIBLE AND MOTIVATED EMPLOYEES
AGILITY
IMAGE
SUSTAINABILITY

MANAGERS AS COACHES
RESPONSABILITY
DIGITAL
AGILITY

AUTONOMY

SECONDARY GAINS
BALANCE

EMLOYEE ENGAGEMENT

PRIMARY GAINS
MORE RESPONSIBLE AND MOTIVATED EMPLOYEES
AGILITY
IMAGE
SUSTAINABILITY

SECONDARY GAINS
m2/sq.f. GAIN
COST SAVINGS
CO2 SAVINGS

Engagement Score 2013
0% 30% 40% 65% 100%
Actineo Observatory (edition 2013)
Quality of life is the 2nd most important factor for employees (after interest of work, before pay level)

Employee stress level is linked to workspace satisfaction:
64% of employees that are not happy with their work environment say they are stressed, compared to 38% of employees that are satisfied with their office environment.
NEW WAYS OF WORKING

WHAT ARE THE MAIN IMPACTS ON BUILDINGS?

MORE CLOSED SPACES OVERALL than recent open plan standards

NEW DENSITIES IMPACT HVAC DEMAND, FIRE EXITS, and other capacity-related items

HIGHER QUALITY DEMANDS: FEWER m2, BETTER EQUIPPED

NEW NEED FOR LARGE SOCIAL SPACES

SMALL CLOSED SPACES: IMPACT ON GRIDS

DEMAND FOR BUILDINGS AND SPACES THAT MAKE A STATEMENT
THE NUMBERS
COST / ROI ELEMENTS

More m²/workstation, social space included (up to 20%)

Number of workstations per person: ratio drops from 1,2 to 0,8 or less

m²-linked recurring costs drop

Change Management is cost in project

Occupancy surveys often below 65%

Cost savings may be used to pay for better location and building

“Real” NWOW: good returns on satisfaction, cost, performance indicators

“Cosmetic” NWOW: some negative effects such as ratios not met, sense of loss

Never a mainly Real Estate Project, yet Real Estate event is often the opportunity!