EQUIEM

Workplace Experience, Office Strategy & Technology in the Future Workplace

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Google The Future

Everyday life in the future. Technology ...
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Future technology: 22 ideas about to ...
sciencefocus.com

An architect asked AI to design cities ...
cnn.com

See the Future First | Psychology Today ...
psychologytoday.com

What Is Dubai's Museum of the Future ...
artnews.com

Predict The Future By Leveraging Patterns
nextmapping.com

jobs of the future ...
monster.co.uk

The Future - Big Think
bigthink.com

Immersive Learning Benefits [eBook ...
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The Future Of Insights Report ...
greenbook.org

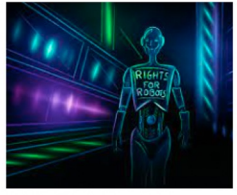
7 Houses of the Future - According to ...
archdaily.com

Museum of the Future | Design and ...
visitdubai.com

Preparing for the future - The Life ...
thelifeadventure.co

Top 20 Future Technologies
futurebusinesstech.com

Human Civilization (2022 — 3355 AD ...
youtube.com



Earth 2050: What will the future of ...
kaspersky.com

ESA - Help explore the futur...
esa.int

Uniquely Human: The Centrality of ...
blogs.worldbank.org

How we can predict the future - M...
mccrindle.com.au

Back to the Future - Wi...
en.wikipedia.org

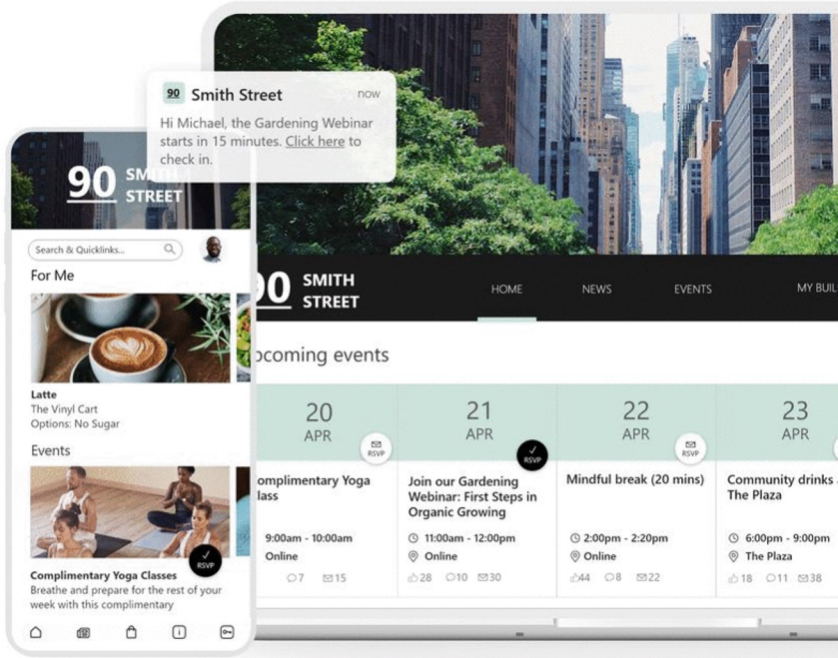
Shaping the Future - WHYY
whyy.org

The Future of Work: Productivity, Video ...
vidyard.com

The future of transport: driving change ...
nationalgrid.com

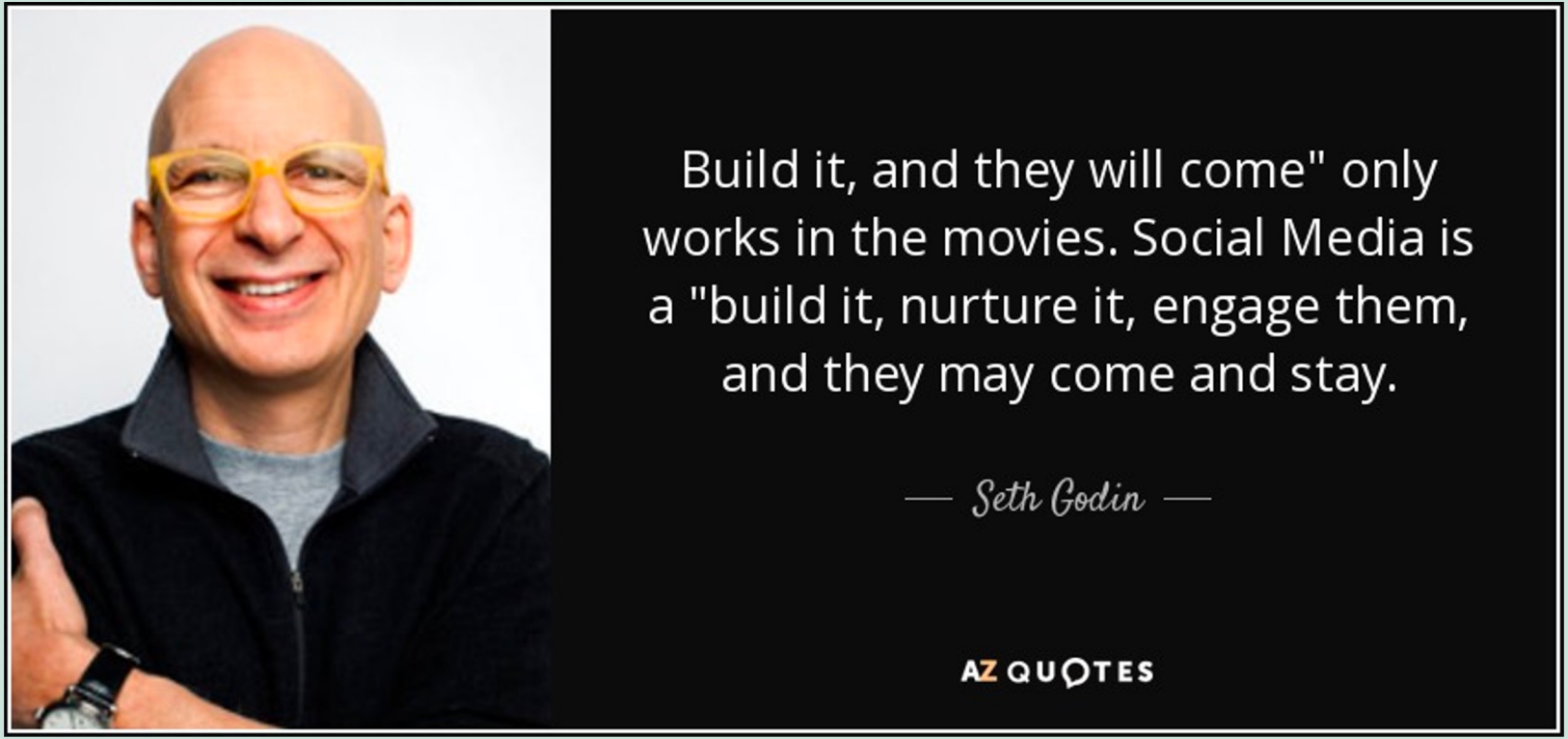
The smart workplace experience and analytics platform, made for the future of CRE.

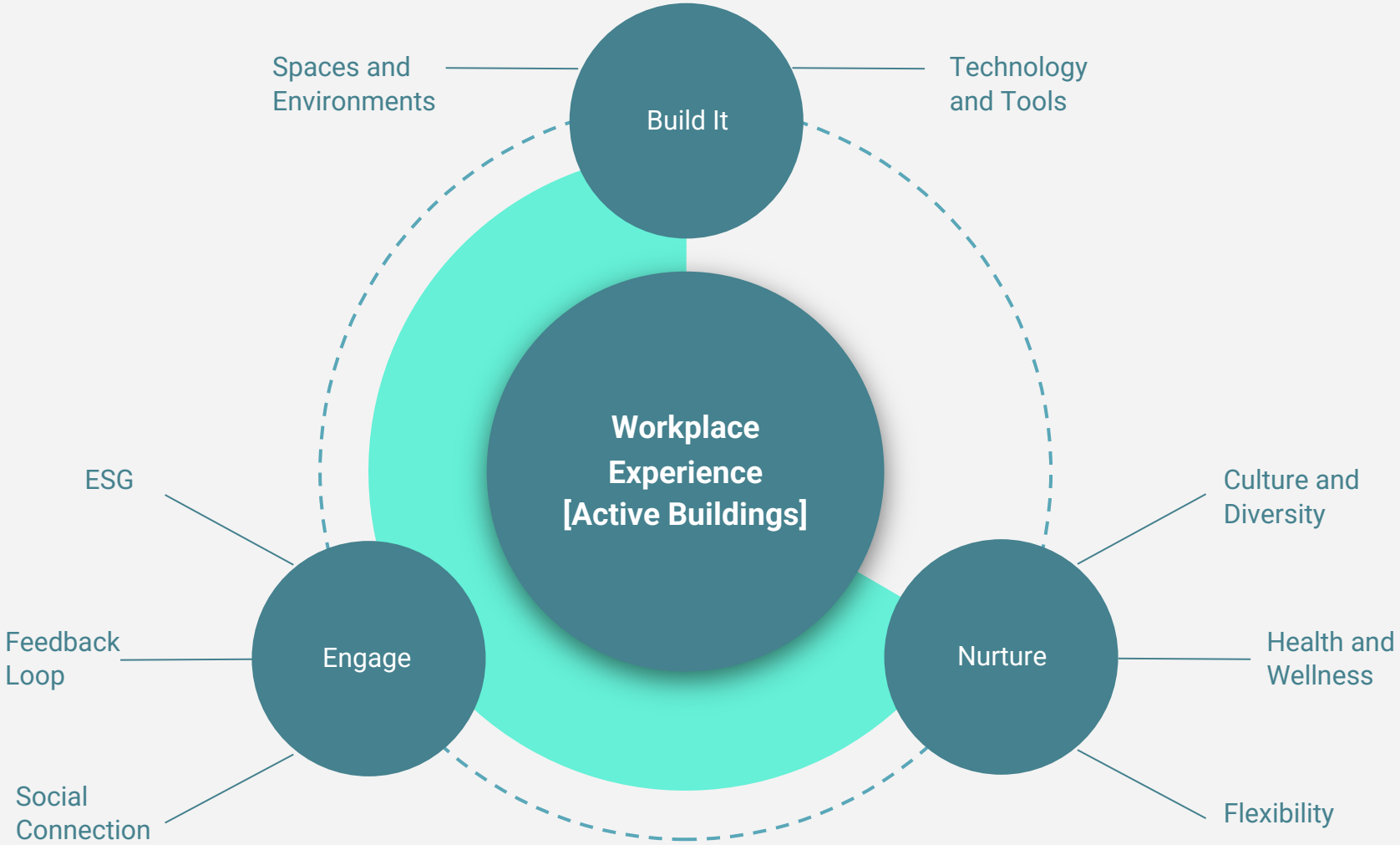
10 years in tenant experience. **5** countries. **500+** buildings, **200,000+** users, **10,000+** companies, **90+** landlords.



Engaged People
Workplace Experience [Active Buildings]
Physical Space & Technology
Company Culture

If you build it, they will come.
W. P. Kinsella
quotefancy


Build it, and they will come" only works in the movies. Social Media is a "build it, nurture it, engage them, and they may come and stay.
— Seth Godin —
AZ QUOTES


Spaces and Environments
Build It
Technology and Tools
Workplace Experience [Active Buildings]
ESG
Engage
Feedback Loop
Social Connection
Nurture
Culture and Diversity
Health and Wellness
Flexibility

Users want to play their part

On average, respondents rate the importance of sustainability at 8/10 or “very important”. However, **only 21% say they are fully aware of their building’s sustainability initiatives**.

Meanwhile, 40% of respondents felt that they had **no way to actively participate** in sustainability initiatives within the building.

*Source: **Equiem** Global Office Tenant Report 2022*

How can **companies** contribute?

85%

of respondents believe that companies should actively work to **reduce their carbon footprint**

83%

think that industrial **practices, policies, and procedures** should be sustainable

58%

of respondents believe their company **should contribute to public awareness**

Over the last ten years the Leesman Index has done more than 800,000 individual employee surveys.

“Does your workplace enable you to work productively? “

Only about 50% of respondents agree that their workplace enables them to work **productively** while desk utilisation is about ~50%.

Collaboration

1

A space to think and talk freely. Brainstorming with colleagues. A welcome, innovative, noisy space.

Contemplation

2

Taking time to stop, and consider, is a much needed but often ignored activity that can bring huge value to an efficient and productive workplace.

Concentration

3

Time to get the work done! No distractions. A quiet, peaceful place for individual tasks i.e writing, designing.

The '3Cs' = Maximum Productivity

Each phase requires a different working environment

HYBRID

Source: *Prof Jeremy Myerson 'The 3 C's' © 2010*

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“The future of offices will be in hospitality. A consumer-focused, consumer-first environment that meets the needs of every individual within the building”.

-Juliette Morgan
British Land

The Future Of Work Edition 2021

This report analyses data obtained in an annual survey, conducted in September 2021, of our global customer base. It examines the changing landscape of customer service in CRE, the differing wants and needs of customers in Equiem's three regions, and how technology has impacted the lives of **hybrid-working** occupiers over the last 18 months.

The survey garnered over **3,200 responses** from companies across various industries in the US, UK, Ireland and Australia.

Download the full report.

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"We are able to work wherever we want, which has had amazing benefits. However, there is a **struggle to find connection with colleagues** when we are not working in person."

Respondent
Equiem 2022 Global Tenant Survey

Predictions: Work Life Transformed

Stay connected to colleagues	73%
Collaboration	71%
Meetings	53%
Meet with clients /secure business	46%
Major project work	38%
Focus and get work done	38%
I don't think the office has a purpose anymore	4%

73%

of employees say they need a better reason to go in than just company expectations

77%

agree/strongly agree that offering remote/hybrid workin will be critical to attracting and retaining talent

Zen and the art of workplace maintenance

Putting technology briefly aside, we asked our surveyed occupiers to build their ideal physical spaces.

	GLOBAL	US	UK	APAC
Relaxation zones	50%	45%	53%	55%
Desks spread farther apart across an open floor plan	34%	31%	41%	32%
Workout areas	34%	33%	35%	37%
More breakout areas	33%	22%	46%	43%
More private offices	25%	31%	19%	21%
More meeting rooms/ conference spaces	24%	19%	28%	33%
More desks/desk space	22%	16%	31%	24%

Flexibility is everything

Occupiers want community and collaboration, but part of that appeal is choice. For many of our respondents, hybrid models make the workplace into a destination, rather than an obligation – and that distinction is key to fulfilment and productivity.

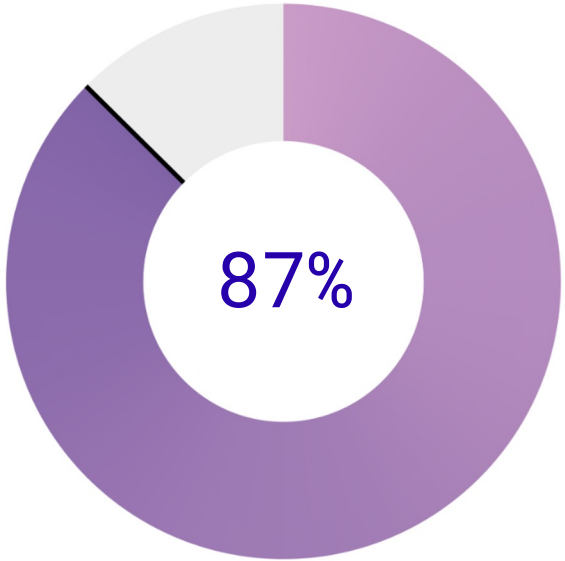
When asked, **'How should companies handle their office strategy going forward'**, occupiers said:

	GLOBAL	US	UK	APAC
Adopt a hybrid model - some days in-office, some remote	58%	52%	63%	68%
It should be handled on a case-by-case basis	20%	22%	18%	16%
There's no need to force anyone to come into an office ever again	17%	19%	17%	13%
Implement a five-day return policy	1%	2%	1%	1%
I'm not sure	4%	6%	2%	2%

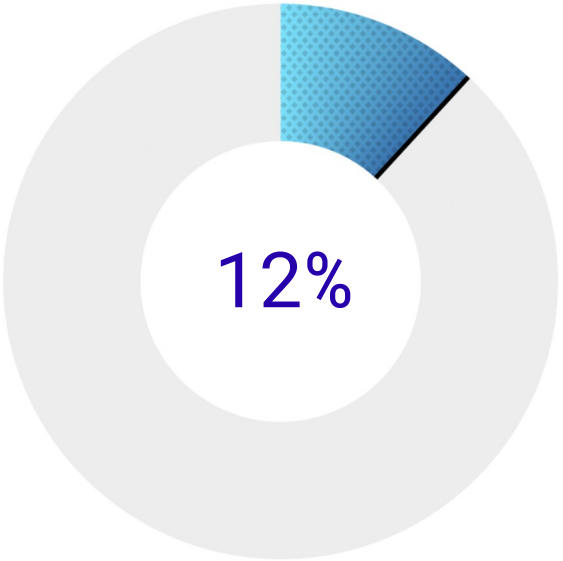
*Source: **Equiem** Global Office Tenant Report 2021*

Microsoft Productivity Survey

Employees report they are productive at work



Leaders say they have full confidence their team is productive



73%

of employees say they need a better reason to go in than just company expectations

85%

of leaders say the shift to hybrid work has made it challenging to have confidence that employees are being productive

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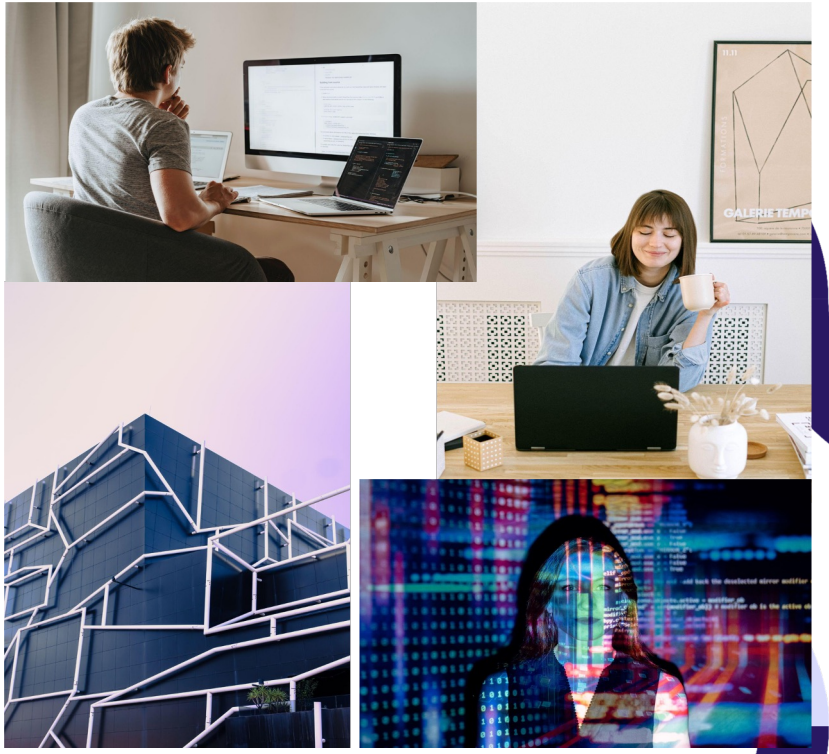
It’s about; how do we create a great user experience.

The balance of power has **shifted**. Employees must be attracted back to the workplace.

Tenants demand **high-tech** amenities and **flexible**, more **elastic** space.

In order to meet expectations, landlords are **rapidly adopting technology solutions** to deliver, measure and manage services and experiences.



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COLLABORATION

CONNECTION

CONCENTRATION

CONTEMPLATION

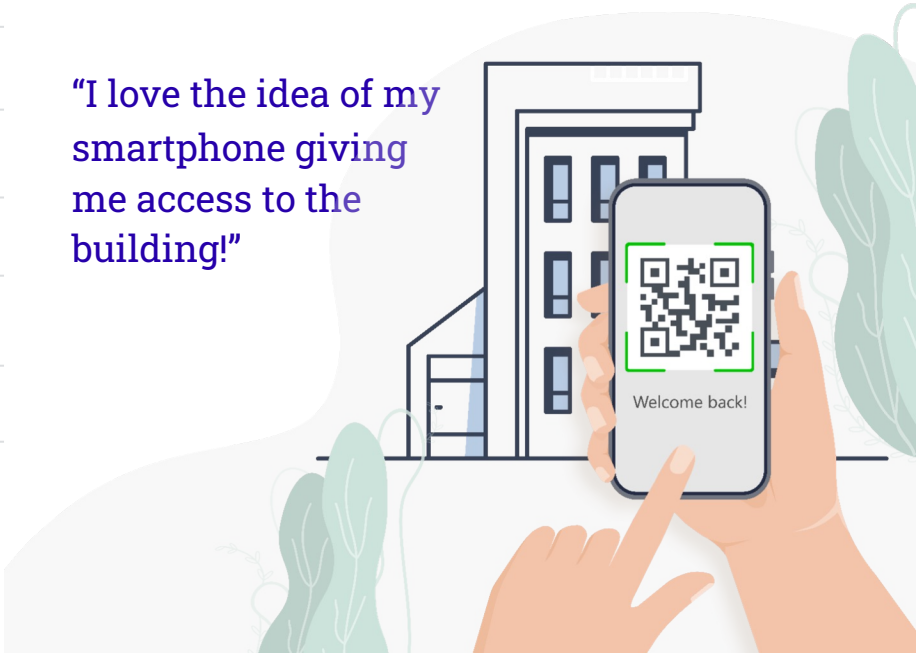
When asked, '***How can your building community platform best support your return?***', occupiers said:

	US	UK	APAC
Touchless access control	53%	47%	**66%**
Regular updates and notifications about building policies	52%	44%	**44%**
Regular updates on Indoor Air Quality (IAQ)	38%	39%	**36%**
Accessible flex space options	31%	46%	**40%**
An easy and quick online guide to re-entering the building	29%	36%	**36%**
Information about building occupancy levels	28%	40%	**28%**
Ordering food and services from local retailers	31%	30%	**34%**
Visitor management software	27%	26%	**38%**
Reserving or getting access to shared amenity spaces	24%	27%	**23%**

*Source: **Equiem** Global Office Tenant Report 2021*

The **tech must-haves**: Touchless access control, IAQ, flex space, and instant notifications

"I love the idea of my smartphone giving me access to the building!"



But… in the scramble to deploy technology, **a new problem has emerged**…

Disparate, single point, systems that **don't work together,** are causing inefficiencies and a bad experience, due to clunky configurations, poor integrations and unstructured data.

Purchasing multiple off-the-shelf point solutions, or developing them in-house has led to greater inefficiencies due to **resource constraints, clunky configurations poor integrations and discrete solutions**

- ✗ Multiple software vendors
- ✗ Lack of visibility across systems & apps
- ✗ Decentralized & unstructured data
- ✗ Lack of insights
- ✗ Disjointed operations
- ✗ Inefficient communication
- ✗ High costs to manage

Reimagining the Interface of Place

Creating new possibilities where people, buildings and technology meet.

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Smart building technology doesn’t just help people. It can also offer a boost to ESG strategies.
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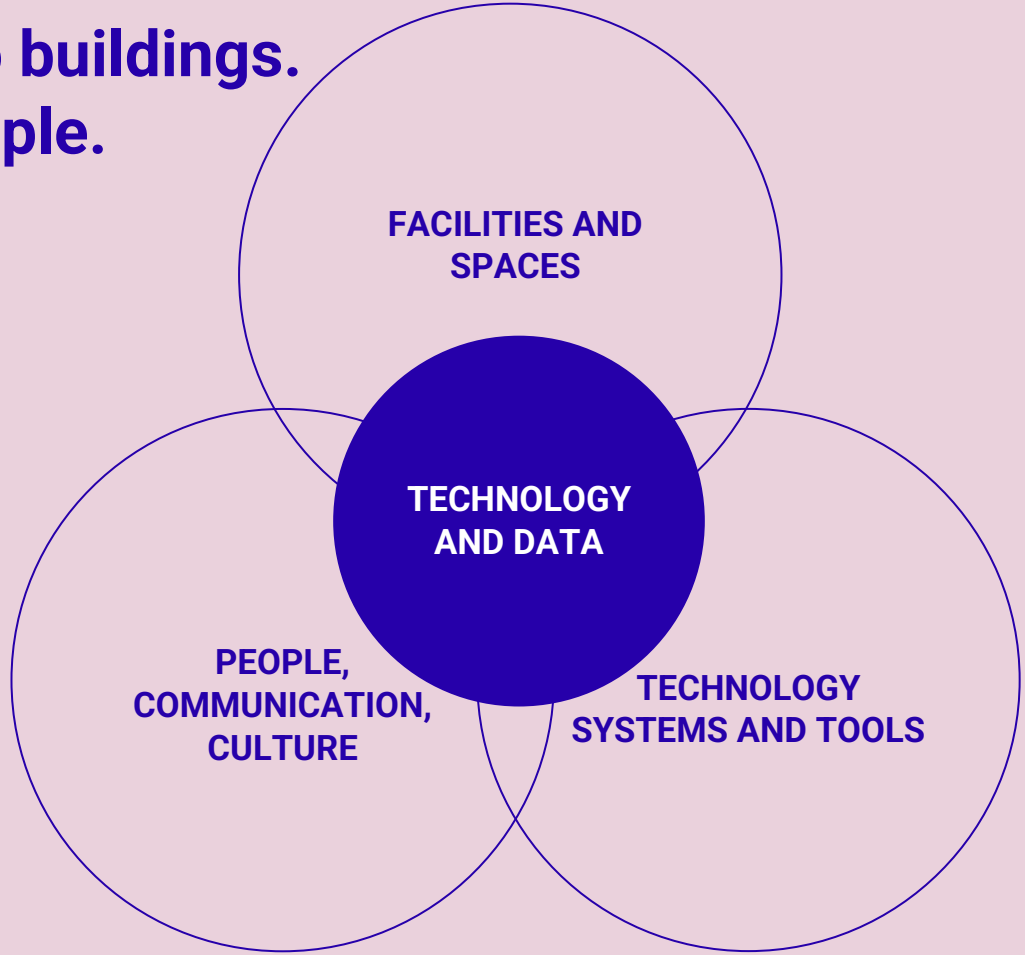
Connected to buildings.
Made for people.



The Key to a More Connected Future

Predictions: Industry Thought Leaders

Beyond the Physical Space

James Pellatt, Innovation Director, Great Portland Estates

Automation & AI

Chennai Gondo, Chief of Staff, Essensys

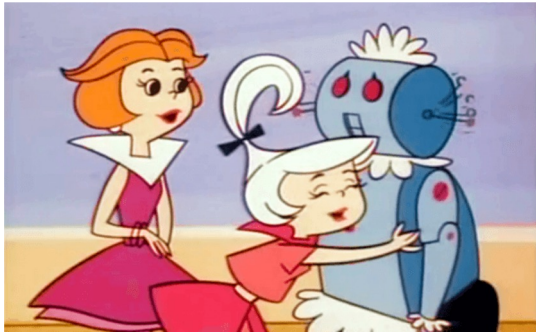
Competing on Amenities & Services

Caleb Parker, Founder, Bold

Ecological Challenge

Sally Jones, Head of Strategy, Digital & Technology, British Land

ASIMO



Thank you.

Equiem, the global leader in tenant experience technology.

Equiem offers the **complete platform for commercial real estate landlords to engage, delight, and improve the working lives of their customers.** Equiem transforms buildings into vibrant, connected communities.

Emily Checinski
Head of Customer and Client Solutions

Connect with me