



**new wave**  
WORKSPACE



**HYBRID  
WORKPLACE &  
DIGITAL OFFICE**  
THE FUTURE HAS ARRIVED



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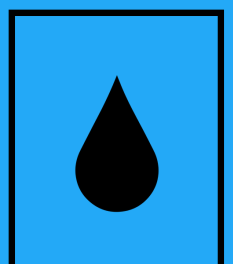


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WELCOME  
TO THE LIQUID  
OFFICE.

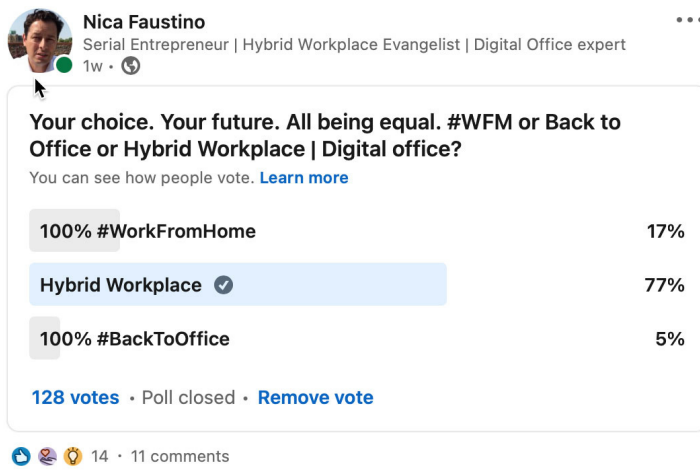


# 1. WELCOME TO THE HYBRID WORKPLACE & DIGITAL OFFICE


## THE FUTURE HAS ARRIVED

A brand new world is emerging after the pandemic: working from home became not only a viable but a desirable alternative for employees all around the planet. At the same time, drawbacks related to people's mental health have been identified everywhere. In this unprecedented scenario, the equation Hybrid Workplace + Digital Office had quickly become the most complete solution **for reducing real estate costs and keeping employees safe, productive and, most of all, happy.**

### EMPLOYEES ARE ASKING FOR HYBRID WORKPLACE:



 Support  Comment  Share  Send

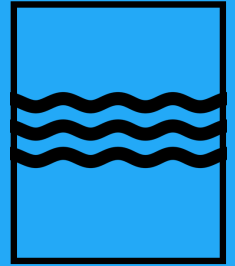
 2,297 views of your post in the feed

QUICK POLL MADE WITH 128 PEOPLE FROM NICA FAUSTINO'S LINKEDIN

## REAL ESTATE, REAL CHANGES

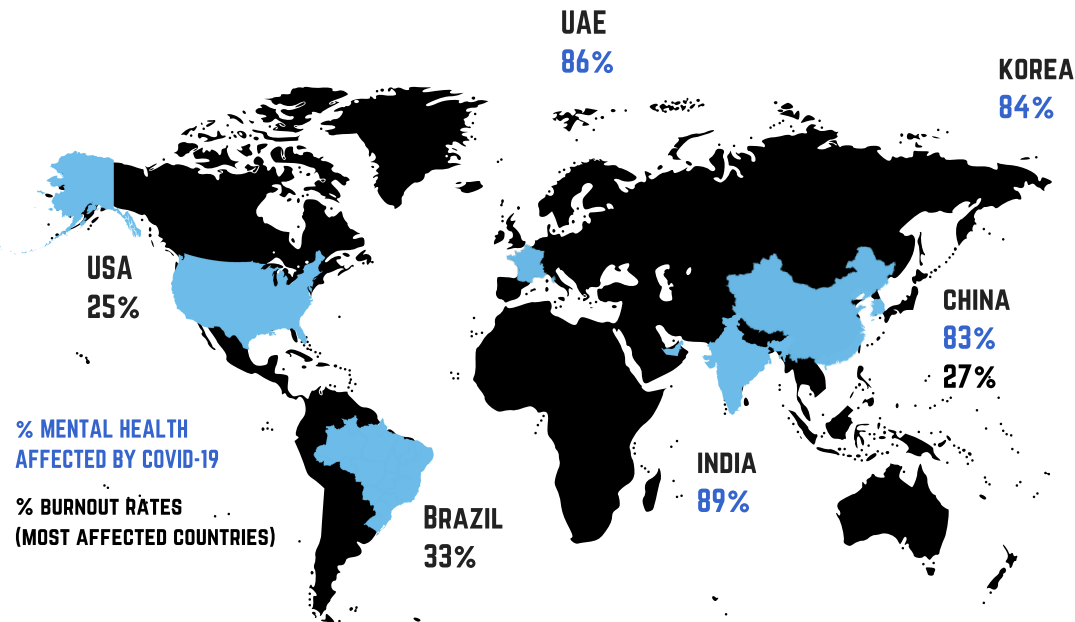
Corporate Real Estate owners and Occupiers quickly understood that a revolution was ahead and approaching fast. They started to negotiate existing leasing contracts, making them flexible and looking for the proverbial win/win outcome. The real estate revolution is just beginning and alternative workplaces are being created at an extremely fast pace globally.

BE WATER,  
RE-SHAPE.



# IT'S LONELY AT THE TOP

Although employees of every level of the organisation suffered mental health issues since the rise of the pandemic, executives and Human Resources seem to have struggled the most to adapt according to the survey performed by ORACLE | WORKPLACE INTELLIGENCE.

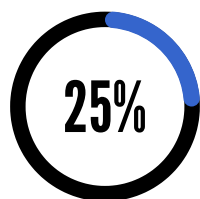


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## BEST OF BOTH WORLDS

As the vaccination roll-out progresses, more and more employers and employees are looking for solutions to balance the equation between WFO (Working From Office) and WFH (Working From Home). The long period of social isolation has shown that employees surely can keep their productivity levels, but they also miss the routine of meeting their colleagues and toggling office and home spaces while the cost of real estate makes it simply unacceptable to leave offices empty or with very low utilisation.

OFFICE OCCUPANCY, BEFORE AND DURING THE PANDEMIC:



### IDLE OFFICE SPACE

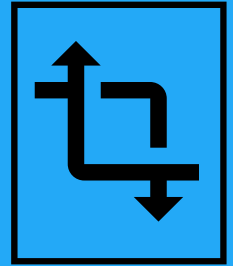
Employees on holidays, sick-days, on-the-road jobs was the normal **before the pandemic**.



### EMPTY OFFICE SPACE

Everyone working from home during the pandemic.

ADAPT,  
TRANSFORM,  
REBIRTH.



# 2. WHY HUMAN RESOURCES AND FACILITY MANAGEMENT SHOULD ADOPT A HYBRID WORKPLACE

## ADAPT AND PROSPER

In the last decade, the corporate world **has been through an unprecedented digital transformation**. Now, the extended coronavirus pandemic accelerated even more the changes and companies were unable to ignore the data, cost and opportunities presented by this ever-changing scenario. They all need to adapt to survive and prosper under different global rules.

DIVE INTO  
THE LIQUID  
FUTURE



### FACILITY MANAGEMENT [WORKPLACE GOALS]

#### [01] Hybrid Workplace

\_Employees can work from home, work from the office, work from anywhere

#### [02] Digital Office

\_Employees can connect to the services provided to them by the company independently of they are working from.

#### [03] Right-sizing

\_Employers can make data-driven decisions about how much real estate is needed to accommodate their workforce under a Hybrid Workplace environment

### HUMAN RESOURCES [WORKFORCE GOALS]

#### [01] Employee well-being

\_Employees feel happy to be working for the company

#### [02] Employee safety at the office

\_Employees trust the employers to look after them when working from the office

#### [03] Collaboration | Productivity

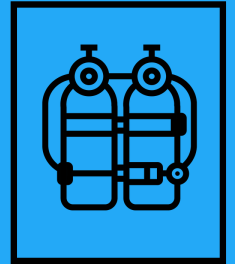
\_Employees are teamed up into agile and activity based workgroups relevant to their work, driving improvement into productivity



# HAPPINESS IS GOOD FOR BUSINESS

And one of the most crucial points of attention for the next decade is how to manage the **satisfaction and sense of belonging of employees**. Smart companies already realised that the – good – employee experience not only makes everyone happier, but also drives faster growth.

WE ALL NEED  
OXYGEN.  
LET'S GET  
SOME FRESH  
AIR.



## FOCUS ON EMPLOYEE EXPERIENCE DRIVES FASTER GROWTH TO SUCCEED, COMPANIES MUST FOCUS ON BOTH EX\* AND CX\*



of revenue growth leaders rank EX as a top priority in the next 3 years – but only 29% of laggards do



Faster revenue growth at companies with high CX & EX versus low CX & EX



of revenue growth leaders say that improved EX leads directly to improved CX



Execs say their organization is designed to focus on high CX or high EX, but not both

\*EX: EMPLOYEE ENGAGEMENT AND SATISFACTION

\*CX: MEETING CUSTOMER EXPECTATIONS, DELIVERING CUSTOMER SATISFACTION

FORBES INSIGHTS IN ASSOCIATION WITH SALESFORCE.COM

## EMPLOYEE EXPERIENCE EQUATION

Leverage the Employee Experience Equation to harmonise Culture, Tech and Physical Space and drive significant positive outcomes for all involved.



# ATTENTION POINTS

THE BUSINESS CASE:  
FINANCIAL + WELL-BEING.

## FACILITY MANAGEMENT [WORKPLACE STRATEGY]

### [01] Real Estate Cost

- \_US\$15,000 cost per year per employee per assigned desk
- \_Empty buildings were simply unsustainable financially
- \_Return of entire floors, real estate leases cancellation, ghost towns appeared

### [02] Corporate Social Responsibility

- \_20 km per employee per day commute
- \_Huge impact on petrol & CO2

### [03] Collaboration Spaces

- \_Quest for flexible solutions in workspaces

### [04] Physical Space into Collaboration Spaces

- \_Workspaces need to be re-designed to foster collaboration based on different employee groups

### [05] Technology

- \_Technology as a key ingredient to enable the Hybrid Workplace and productive collaboration between people physically in the office and people working from home
- \_Technology used to achieve a business goal or overarching vision, never as a hollow innovation

## HUMAN RESOURCES [WORKFORCE STRATEGY]

### [01] Employee happiness

- \_People are most happy when interacting with other people
- \_100% WFH: interactions exclusively over telephone, instant messages or video conferences
- \_Employee burn-out started to be reported frequently in the news globally

### [02] Employee productivity

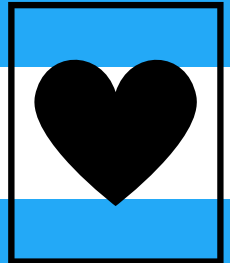
- \_Surveys prove that computer-based roles can be as productive when WFH as when WFO, specially when the choice is made by the employee
- \_Agile work and in-person collaboration is fundamental to balance employee productivity in some cases

### [03] Employee well-being

- \_Employee extended working hours are being reported due to "living at the office" when 100% WFH is implemented

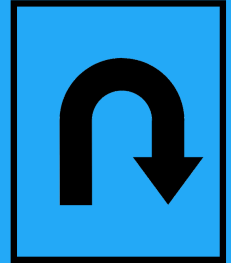
### [04] Culture

- \_Young workforces not being integrated, losing the opportunity to learn by observation and close contact
- \_Culture value's being lost due to lack of informal and presential contacts



# 3. HOW WE GOT HERE?

THE ONLY WAY TO MAKE A U-TURN IN THE SEA IS WITH PLANNING



## FACILITY MANAGEMENT [WORKPLACE STRATEGY]

## HUMAN RESOURCES [WORKFORCE STRATEGY]

PRE-PANDEMIC (BEFORE FEB/2020)

**[01] BUILDING OCCUPANCY**  
PLANNING STATIC, CONTROLLED  
GROWTH, MINOR CHANGES

**[01] RECRUITMENT**

**[02] BUILDING MAINTENANCE**  
FOCUSED ON KEEPING THE BUILDING  
OPERATING EFFICIENTLY AND ITS  
OCCUPANTS HAPPY

**[02] REMUNERATION**

**[03] CAREER PROGRESSION**

**[04] EMPLOYEE SATISFACTION**

DURING THE PANDEMIC (MAR/2020 TO DATE)

**[01] SHUTDOWN THE OFFICE**  
PEOPLE 100% WFH  
TECHNOLOGY ALIGNMENT TO  
INTEGRATE AND SETUP EMPLOYEES  
AT HOME

**[01] FURLOUGH AND DISMISSALS**  
CAREFULLY PUTTING EMPLOYEES ON  
FURLOUGH SCHEMES  
HANDLING DISMISSALS FAIRLY

**[02] OFFICE EFFICIENCY, COST  
UNDER 0% OCCUPANCY**  
CONTRACTS, ELECTRICITY,  
OTHER SERVICES

**[02] TENDER LOVE AND CARE**  
LOOKING AFTER THE MENTAL HEALTH  
AND SPECIFIC NEEDS OF EMPLOYEES

**[03] PHYCOLOGICAL WELL-BEING**  
ISOLATION, LACK OF COLLABORATION  
AND INTERACTION WITH OTHERS  
WERE GREAT CHALLENGES FOR A  
HUGE PART OF THE WORKFORCE

**[04] BURN-OUT**  
LONG HOURS DUE TO 100% WFH AND  
MENTAL FATIGUE

**[05] ANXIETY**  
THE PANDEMIC BROUGHT THE  
UPSURGE OF SEVERAL FEARS IN  
EMPLOYEES' ROUTINE, SUCH AS THE  
FEAR OF UNEMPLOYMENT





## FACILITY MANAGEMENT [WORKPLACE STRATEGY]

**[01] SAFE PLACE TO WORK**  
COVID-SAFE SYSTEMS, SOCIAL  
DISTANCING, CONTACT TRACING

**[02] RE-INVENT THE OFFICE**  
RE-DESIGN, RE-THINK, RE-EVALUATE  
NEEDS

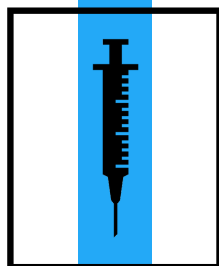
**[03] DIGITAL TWIN**  
ADOPTION OF TECHNOLOGY, SPEED OF  
EXECUTION, AUDIT TRIAL, CONTACT  
TRACING, CAPACITY PLANNING,  
MONITORING

**[04] HYBRID WORKPLACE**  
WORK FROM HOME, WORK  
FROM OFFICE, WORK FROM  
ANYWHERE (WFA)

**[05] COLLABORATION SPACE**  
RE-THINK OF THE WORKPLACE,  
REDUCTION OF MEETING ROOMS,  
INCREASE OF COLLABORATION  
SPACES, ROLL-OUT OF  
UNASSIGNED/HOT-DESKS

**[06] PRODUCTIVITY ENABLER**  
WORKPLACE AS A PLACE TO  
COLLABORATE, MEET TEAM  
MEMBERS, BE CREATIVE

POST-PANDEMIC (PHASE 1, 2, 3 – AFTER MASS VACCINATION)



TO THE  
HYBRID  
FUTURE

## HUMAN RESOURCES [WORKFORCE STRATEGY]

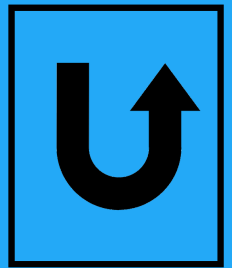
**[01] ANXIETY**  
AFTER THIS LONG PERIOD OF  
ISOLATION, EMPLOYEES WILL HAVE  
TO FACE THE RETURN TO CROWDED  
SPACES

**[02] KEEP UP THE GOOD WORK**  
HOW TO KEEP THE COMMUNICATIONS  
AS CLOSE AS THEY WERE IN THE  
PANDEMIC PERIOD? LESSON  
LEARNED, LESSON APPLIED.

**[03] ADJUST TO THE HYBRID**  
AS THE HYBRID WORKPLACE AND  
DIGITAL OFFICE CEMENT AS THE  
STANDARD SCENARIO, COMPANIES  
WILL HAVE TO GATHER SOLUTIONS  
BOTH FROM WFO AND WFH THAT  
WORK PERMANENTLY

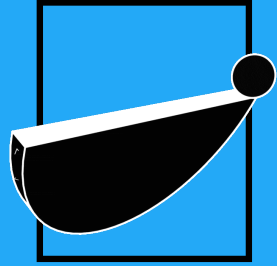
**[04] PRODUCTIVITY METRICS**  
CONTROL RESULTS, NOT PEOPLE

**[05] COORDINATE INTEGRATIONS**  
IN A LIQUID REALITY, HOW CAN  
COMPANIES BUILD A CULTURE AND  
INTEGRATE PEOPLE?



# 4. PAST, PRESENT, TO THE FUTURE

IT'S ALL  
ABOUT  
BALANCE



## FACILITY MANAGEMENT [WORKPLACE STRATEGY]

PRE-PANDEMIC  
(BEFORE FEB/2020)

90% OFFICE BASED

DURING THE PANDEMIC  
(MAR/2020 TO DATE)

100% WFH  
(HOME-OFFICE BASED)

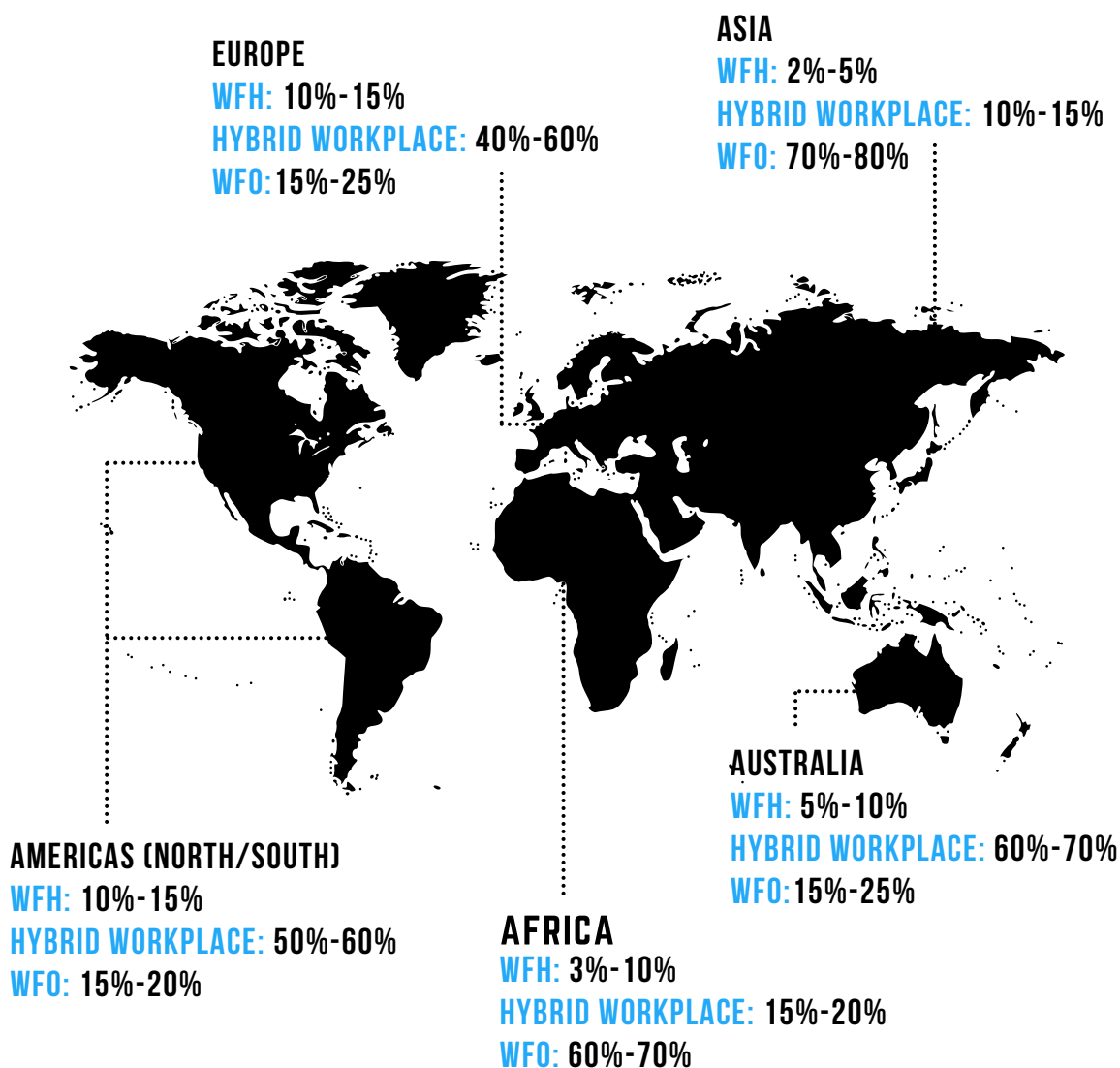
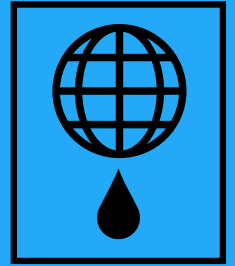
POST-PANDEMIC (PHASE 1, 2, 3 -  
AFTER MASS VACCINATION)

HYBRID WORKPLACE  
& DIGITAL OFFICE  
\_30%/50%/70% OFFICE SPACE  
REDUCTION  
\_2-3 DAYS PER WEEK WFH

# 5. A WORLD OF CHANGE

## HOW WILL WE SETTLE AFTER THE PANDEMIC?

FROM 3/4  
TO A WHOLE  
LIQUID WORLD



SOURCE: NEW WAVE WORKSPACE GLOBAL SURVEY 2021



# 6. HYBRID WORKPLACE CHECKLIST



## HOW CAN WE PULL THIS OFF?

Leverage technology to better understand your employees' needs, constantly communicate with them and help them to feel safe when WFH, WFO or WFA (Working From Anywhere).

Adopt One App to become everyone's remote control, passport for a safe return to the office and happy workforce.

## WORKPLACE CHECKLIST



WHAT ABOUT?	WHAT TO DO?	HOW TO DO IT?
People	[01] People flow	Carefully manage people flow to, at and from the office
	[02] People Finder	Develop the ability to find where people are working from
Workplace	[01] Occupancy	Define the min., max. and ideal workplace occupancy
	[02] Social Distancing	Post floor signage; desk signage; one-way system
	[03] Service on-demand	Enable service requests from one integrated system
	[04] Digital Twin	Duplicate the physical office as Digital, accessible through one system; office everywhere
Collaboration	[01] Employee bubbles	Define workplace and workforce policies ensure that only those who are supposed to be in the office are allowed in (desk booking, room booking, access control)



# WORKPLACE CHECKLIST



WHAT ABOUT?	WHAT TO DO?	HOW TO DO IT?
Collaboration	[02] Technology	Adopt video collaboration; document collaboration; electronic doc signature; access control
Safety	[01] Employee surveys	Regularly gather valuable employee insights through polls, surveys
	[02] Employee self-assessment	Roll-out easy to self-assess covid insights
	[03] Employee vaccination tracking	Track employee vaccination
	[04] Contact Tracing	Leverage technology for contact tracing

# WORKFORCE CHECKLIST

WHAT ABOUT?	WHAT TO DO?	HOW TO DO IT?
Well-being	[01] Social Distancing	Safety for return through people flow control
	[02] Surveys	Always check what the employees wants to do
	[03] Self-assessment	Covid self-assessment, well being
	[04] Vaccination tracking	Build a vaccination status map
	[05] Contact Tracing	Data security and clarity on contact tracing protocol; health, safety and privacy
Learning & Development	[01] Surveys	One integrated system to collect information; data mining; insightful analytics for decision making



# WORKFORCE CHECKLIST



WHAT ABOUT?	WHAT TO DO?	HOW TO DO IT?
Integration	[01] Employee bubbles	Ensure those who need to be together are allowed in the building on same days for collaboration, teamwork and socialisation
	[02] Employee mix at the office	Digitally setup working groups to maximise performance and team work
Community	[01] News	Community news platform; post, read, like, forward posts safely within the company; social digital integration
	[02] Onboarding	Clear and joyful content to welcoming new team members, engaging old and new employees
	[03] Feedback system	Safe place for candid feedback; awards for best ideas; the company listens to its employees
Well-being	[02] Surveys	Regular heart beats to understand employees' desires
	[03] Self-assessment	Roll-out covid self-assessment, well being surveys, polls
	[04] Vaccination tracking	Build a vaccination status map
	[05] Contact Tracing	Data security and clarity on contact tracing protocol; health, safety and privacy
Diversity	[01] Diverse teams assembling	Knowing the employees profiles, it's possible to mix more diverse people, to actively assemble diverse teams, promoting inclusion



# WORKFORCE CHECKLIST



WHAT  
ABOUT?

WHAT  
TO DO?

HOW TO  
DO IT?

**Analytics**

**[01] Sensor data  
(insights)**

Leverage IoT (Internet of Things), sensor technology to gather occupancy data

**[02] Human data  
(insights)**

Leverage human generated data and cross check with IoT, to improve quality of insights and avoid false positives

**[03] Interaction  
data (insights)**

Spend time to understand the data and generating insights for decision making

## 7. CONCLUSION

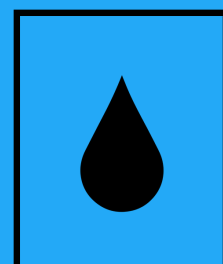
### ADOPT THE INEVITABILITY OF THE HYBRID WORKPLACE AND DIGITAL OFFICE

Understand your workforce desires, embrace technology passionately and embark on the journey ahead where the physical blends with the digital and the world becomes a better place.

Join us on this journey!

We learn, we share.

THE LIQUID  
OFFICE.



new wave  
WORKSPACE

15

# WE ARE NEW WAVE WORKSPACE

“EMPTY YOUR MIND.  
BE FORMLESS, SHAPELESS,  
LIKE WATER.

PUT WATER INTO A CUP,  
IT BECOMES THE CUP.

PUT WATER INTO A TEAPOT,  
IT BECOMES THE TEAPOT.

WATER CAN FLOW OR CREEP  
OR DRIP OR CRASH.”

BRUCE LEE

**New Wave Workspace** is a flexible workspace platform that enables the Hybrid Workplace | Digital Office in partnership with our clients and partners globally. If we're living in a liquid ever-changing world, we have to be water. **For a liquid workspace, a new wave is coming.**

**Join us on this journey!**

