How to understand if you need more or less office space

In today's session we'll cover

The changes to real estate strategy teams can make to maximise ROI and efficiency

Which metrics and data-points are central to leasing decisions and space allocation

The various ways utilisation data can be gathered across real estate portfolios to inform decision making

Today's host

David Thomas
Business Operations

Questions

REC

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Key considerations when evaluating real estate strategy

Keep the following questions in mind as 'Guiding Principles'

when making changes to ensure your projects deliver the

desired changes:

- What is the purpose of this office?

- Who needs to attend and when?

- With what frequency and for what function?

- What scale is needed?

- What are the primary location considerations?

- How do we fund, operate and control it?

- How do we make it more agile?

Louis Lhoest
Veldhoen & Co

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How to get started: What challenges are you facing?

Change for change's sake is redundant, start projects by identifying your pain - ask yourself, which of the following statements apply:

- Our office is empty for most of the week

- Employees regularly struggle to find space

- People spend most of their time at their desk versus in meeting rooms?

- Our employees require 1:1 desk allocation - yes / no?

- Our offices haven't returned to pre-Covid occupancy levels

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Key metrics for long-term adjustments

Building stats

153/Day

23 Under-utilised Workstations

Desk metrics

54% Monthly utilisation average

67% Peak utilisation

1.24:1 Peak to average ratio
Good = Below 1.3:1 | OK = 1.3 - 2 : 1 | High = Over 2:1

Meeting room metrics

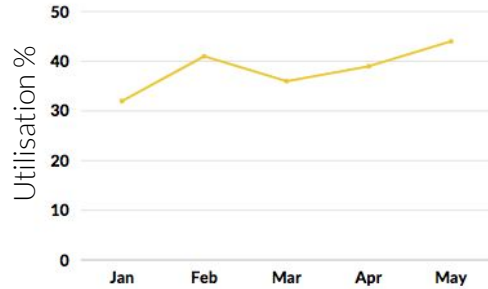**9** Under-utilised Meeting Rooms

02:42 Average utilisation per day

3 Average # of occupants
(Average max capacity = 8)

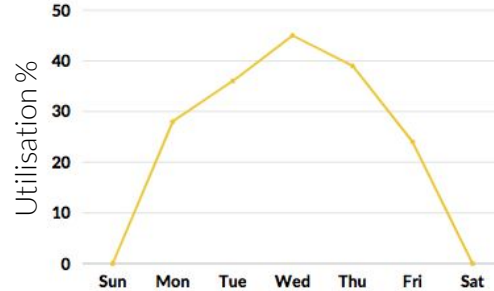opensensors.com

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Key metrics to examine in short-term planning

Monthly occupancy trends

Weekly occupancy levels

Occupancy by floor

Asset usage

Private Desk 35.7%
Booth 26.8%
Stool 7.1%
Breakout 14.3%
Office 16.1%
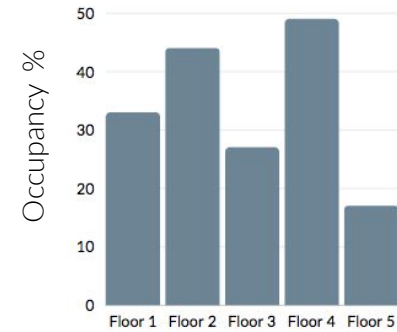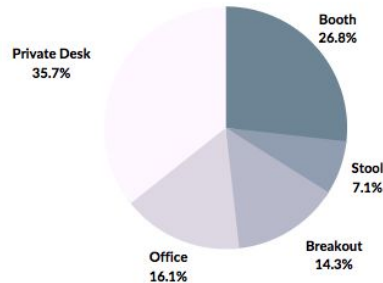
Lowest occupancy Area

23%

Highest occupancy area

64%
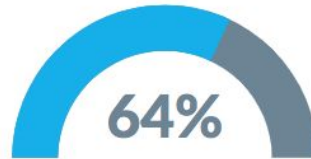
Occupancy by department
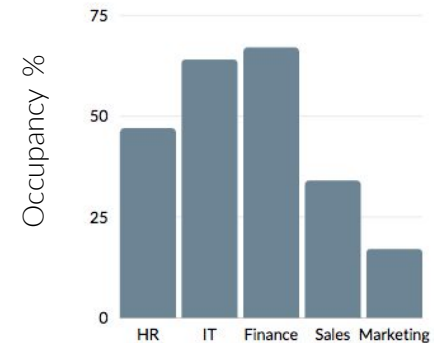
Our approach to gathering data
A secure and flexible network

Understand how often workspaces or assets are being utilised

- Desks
- Focus rooms
- Meeting rooms

Encrypted data

Data gathered and transmitted through LoRawan

Powerful analytics software

Accessible data anywhere, anytime

Compare workspaces and asset usage

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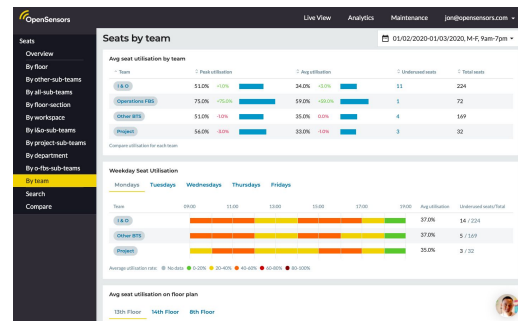
Types of sensors deployed

Desk PIR
Detects heat and motion on individual assets

Footfall Counter
Counts number of people passing into or through an area

Room Counter
Detects number of individuals in a space

Key considerations in planning:
- Define goals and objectives of study ahead of deployment
- What level of granularity is necessary?
- What are the timeline considerations?

Key considerations in sensor placement:
- What is the nature of the space - fixed space or flexible?
- Are there any unusual spatial considerations?
- How to maximise longevity of placement?

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The importance of sensor tagging

Seats
- Overview
- By Area
- By Asset-Type
- By Department
- By Direction
- By Floor
- By Seating-Type
- By Space
- By Team-Table

- Overview
- By Ability-to-book
- By Formality
- By Workpoint-Height
- By Workpoint-Type
- By capacity

- Overview
- By Area
- By Department
- By Row
- By Row-Letter
- By Seating-Type

Rooms
- Overview
- By Area
- By Asset-Type
- By Department
- By Direction
- By Floor
- By Office
- By Seating-Type
- By capacity

- Overview
- By Department
- By Room-Name
- By Room-Type
- By Seating-Type
- By capacity

Rooms
- Overview
- By Ability-to-book
- By Formality
- By Interactive-vs-Isolated
- By capacity

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Gauging utilisation on a macro level
Monitoring floor-by-floor footfall

Footfall overview

📅 20/09/2022-27/09/2022, M-F, 8am-6pm ▾

Number of people Counter Counter 6 6 Floor Aldgate

2,503 In **2,642** Out

160
120
80
40
0

Tue, Sep 20   Tue, Sep 20   Wed, Sep 21   Wed, Sep 21   Thu, Sep 22   Thu, Sep 22   Fri, Sep 23   Fri, Sep 23   Mon, Sep 26   Mon, Sep 26   Tue, Sep 27

Number of people 7 Floor Aldgate Counter Counter 7

1,472 In **1,713** Out

120
90
60
30
0

Tue, Sep 20   Tue, Sep 20   Wed, Sep 21   Wed, Sep 21   Thu, Sep 22   Thu, Sep 22   Fri, Sep 23   Fri, Sep 23   Mon, Sep 26   Mon, Sep 26   Tue, Sep 27

Place footfall sensors above the entrances and exits of floors to gain a high-level view of their occupancy throughout the week to see which spaces have potential for growth.

Footfall Counter

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Assessing current capacity levels

High-level indicator metrics by desk & room utilisation

Seats overview

Underused seats

● **278** / 979 total seats

Used < than 15%

Average utilisation

30.0%   +2.0%

Peak utilisation

49.0%   +2.0%

Wednesday, 6 Jul 22, 13:00

Peak occupied

471 / 979 total seats

Occupied for any time within 1 hour

Rooms overview

📅 29/06/2022-27/09/2022, M-F, 9am-5pm ▾

Underused rooms

● **3** / 107 total rooms

Used < than 15%

Avg time occupied per day

4h 4m

Work hours: 09:00 - 17:00

Busiest day

5h 43m / Wed, 29 Jun 2022

Day with highest occupancy of rooms

All rooms occupied per day

0h 0m

Time when all rooms are occupied

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Locating low-occupancy areas

Underused desks floor-by-floor

Seats by Floor

Avg seat utilisation by Floor

˄ Floor	⬍ Peak utilisation		⬍ Avg utilisation		⬍ Underused seats	⬍ Total seats
1. 5th Floor - South	66.0%	+0.0%	36.0%	+2.0%	22	93
2. 5th Floor - North	47.0%	-3.0%	27.0%	+1.0%	105	263
3. 5th Floor Cafeteria	100.0%	+0.0%	49.0%	+5.0%	2	47
4. 4th Floor - South	49.0%	+5.0%	22.0%	+1.0%	78	150
4th Floor	48.0%	+3.0%	28.0%	+3.0%	198	508
5. 4th Floor - North	53.0%	+2.0%	29.0%	+5.0%	120	310
5th Floor	53.0%	0.0%	32.0%	+2.0%	128	402
6. 4th Floor Cafeteria	100.0%	+0.0%	47.0%	+3.0%	0	48
7. Upper Ground Floor	93.0%	-2.0%	40.0%	-6.0%	7	43
8. Lower Ground Floor	76.0%	+1.0%	43.0%	+2.0%	5	25

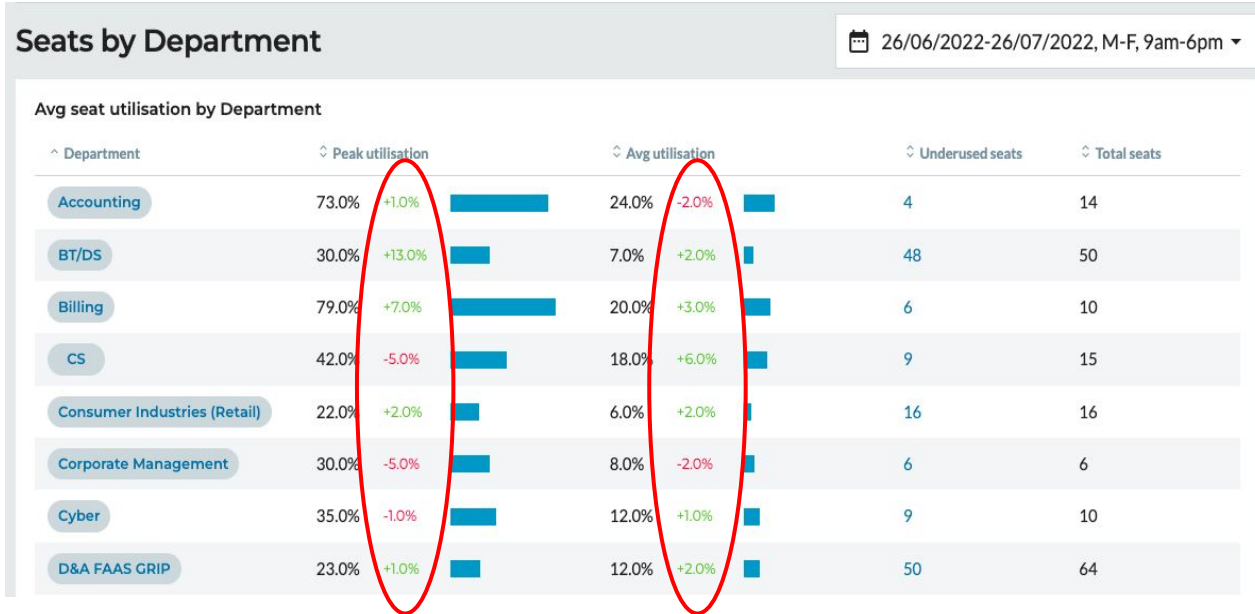Compare utilisation for each Floor

Tag individual desk-PIR sensors to reflect the floor they are on to show how many desks are currently underutilised throughout your building.

Desk PIR

Understanding departmental space requirements
Addressing trends in occupancy

Seats by Department

📅 26/06/2022-26/07/2022, M-F, 9am-6pm ▾

Avg seat utilisation by Department

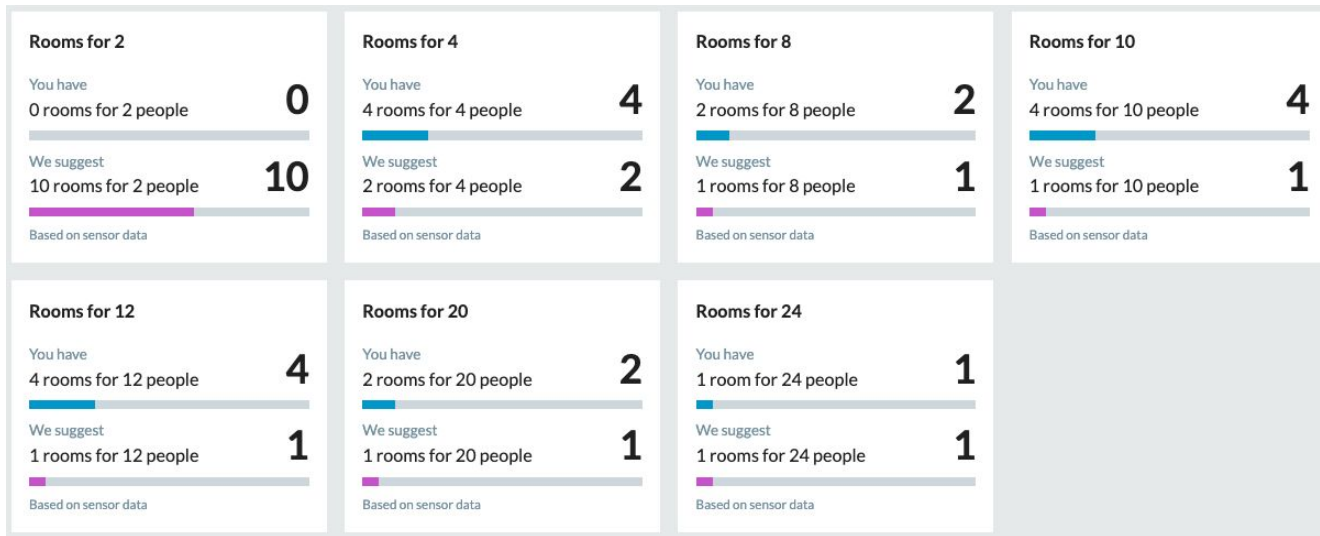| ^ Department	⇅ Peak utilisation			⇅ Avg utilisation			⇅ Underused seats	⇅ Total seats
Accounting	73.0%	+1.0%	▬▬▬	24.0%	-2.0%	▬	4	14
BT/DS	30.0%	+13.0%	▬	7.0%	+2.0%	▪	48	50
Billing	79.0%	+7.0%	▬▬▬	20.0%	+3.0%	▬	6	10
CS	42.0%	-5.0%	▬	18.0%	+6.0%	▬	9	15
Consumer Industries (Retail)	22.0%	+2.0%	▪	6.0%	+2.0%	▪	16	16
Corporate Management	30.0%	-5.0%	▬	8.0%	-2.0%	▪	6	6
Cyber	35.0%	-1.0%	▬	12.0%	+1.0%	▪	9	10
D&A FAAS GRIP	23.0%	+1.0%	▪	12.0%	+2.0%	▪	50	64

Identify which departments require more space and which are well provided for by tagging assets on a team-by-team basis.

Compare how usage has changed over time to forecast future requirements and gauge which will require more space.

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Improving Meeting Room Usage
Rightsizing meeting rooms

Rooms for 2

You have
0 rooms for 2 people — **0**

We suggest
10 rooms for 2 people — **10**

Based on sensor data

Rooms for 4

You have
4 rooms for 4 people — **4**

We suggest
2 rooms for 4 people — **2**

Based on sensor data

Rooms for 8

You have
2 rooms for 8 people — **2**

We suggest
1 rooms for 8 people — **1**

Based on sensor data

Rooms for 10

You have
4 rooms for 10 people — **4**

We suggest
1 rooms for 10 people — **1**

Based on sensor data

Rooms for 12

You have
4 rooms for 12 people — **4**

We suggest
1 rooms for 12 people — **1**

Based on sensor data

Rooms for 20

You have
2 rooms for 20 people — **2**

We suggest
1 rooms for 20 people — **1**

Based on sensor data

Rooms for 24

You have
1 room for 24 people — **1**

We suggest
1 rooms for 24 people — **1**

Based on sensor data

Assess the usage of your entire meeting room portfolio - taking into account their maximum capacity versus actual utilisation - to generate a behaviour-based recommendation.

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Providing the right meeting space
The importance of data from counter sensors - example 6 person room.

Avg room utilisation over time

5h 27m Avg time occupied per day   **8h 0m** Busiest day   **5h 13m** All rooms occupied per day   **1** Total rooms
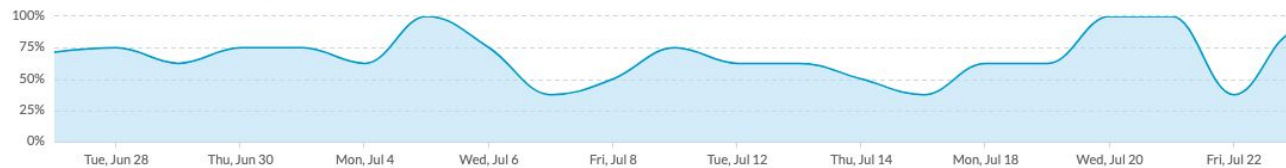
Average utilisation over time for a selected time period

Avg number of people

3 Avg occupied   **6** Peak occupied

6 - Friday, 1 Jul 22, 01:00

Average number of people over time

Occupancy data alone isn't sufficient to ascertain whether or not rooms are being used appropriately.

When space is limited it is vital to ensure spaces are being used to their full potential - this requires occupancy counts.

Room Counter

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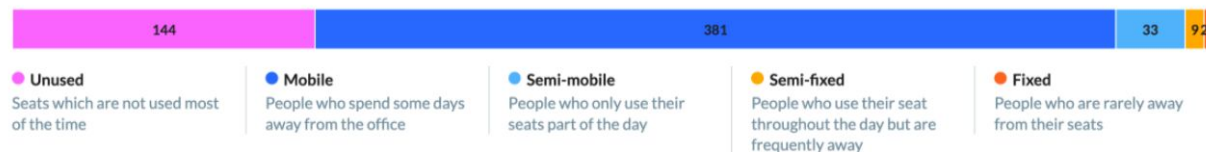# Leverage mobility profiles to assist with space sharing
Move away from 1-2-1 desk allocation

Shift away from average utilisation to deepdive into how individual asset types are used throughout the day and week to better provide the correct array of bookable versus fixed assets.

Workplace policy will need to be aligned with new ways of working to ensure individuals are not 'occupying' multiple assets at once - i.e. introduction of lockers and clear desk policies

Overall seat behaviour

569 Total number of seats

| 144 | 381 | 33 | 92 |

- ● **Unused** — Seats which are not used most of the time
- ● **Mobile** — People who spend some days away from the office
- ● **Semi-mobile** — People who only use their seats part of the day
- ● **Semi-fixed** — People who use their seat throughout the day but are frequently away
- ● **Fixed** — People who are rarely away from their seats

Seat behaviour by workspace

● Unused ● Mobile ● Semi-mobile ● Semi-fixed ● Fixed

| Desk | 429 | 75 | 320 | 27 | 5 |
| Breakout | 140 | 69 | 61 | 6 | 4 | 0 |

Seat behaviour by bank

● Unused ● Mobile ● Semi-mobile ● Semi-fixed ● Fixed

Bank 4	7	0	7	0	0	0
Bank 5	8	0	5	3	0	0
Bank 6	8	0	3	3	1	1
Bank 1	6	0	5	1	0	0

Thank you

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