13 AUGUST 2020

Unispace Presentation

Novartis

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What you asked us

Why will people go to the office?
How will the new workplace look?
How does working remotely impact the space budget?

about Unispace

Unispace is a global design firm with integrated project construction capabilities.

We seamlessly unite strategy, design and construction to achieve real, measurable results for our clients. We call this unique methodology Think Create Make.

Global vision

Local experience

The Americas

Boston
Austin
Chicago
Columbus
Foster City
Los Angeles
Minneapolis
New York
San Diego
San Francisco
Seattle
Toronto

Bogota
Buenos Aires
Lima
Mexico City
Panama City
San Jose
Santiago
Sao Paulo

EMEA

London
Amsterdam
Barcelona
Brussels
Dublin
Frankfurt
Geneva
Lisbon

Madrid
Milan
Paris
Rome
Zurich

Asia Pacific

Sydney
Auckland
Adelaide
Brisbane
Canberra
Christchurch
Darwin
Melbourne
Perth

Hong Kong
Kuala Lumpur
Singapore
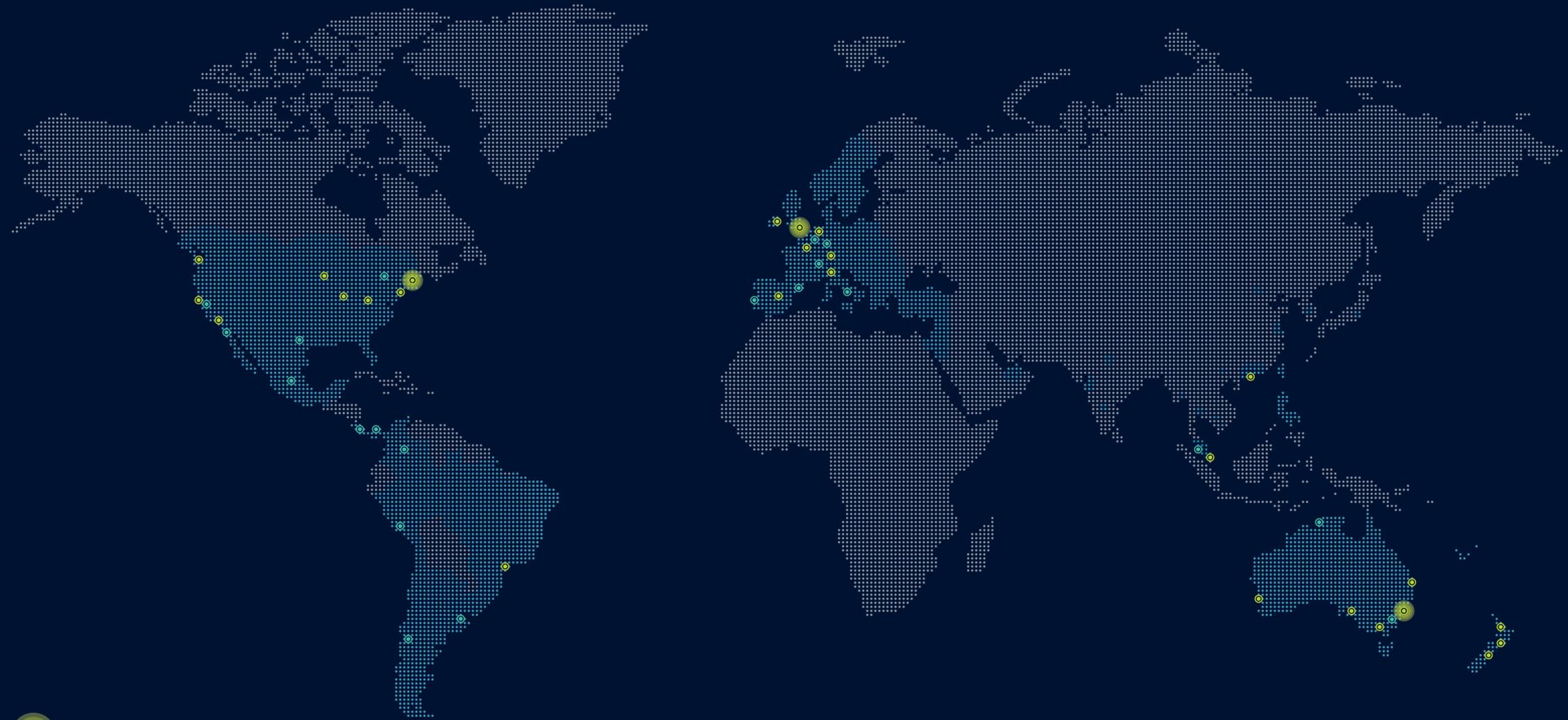
Regional Headquarters

Studios

Operating Locations

Reach

COUNTRIES

25

STUDIOS &
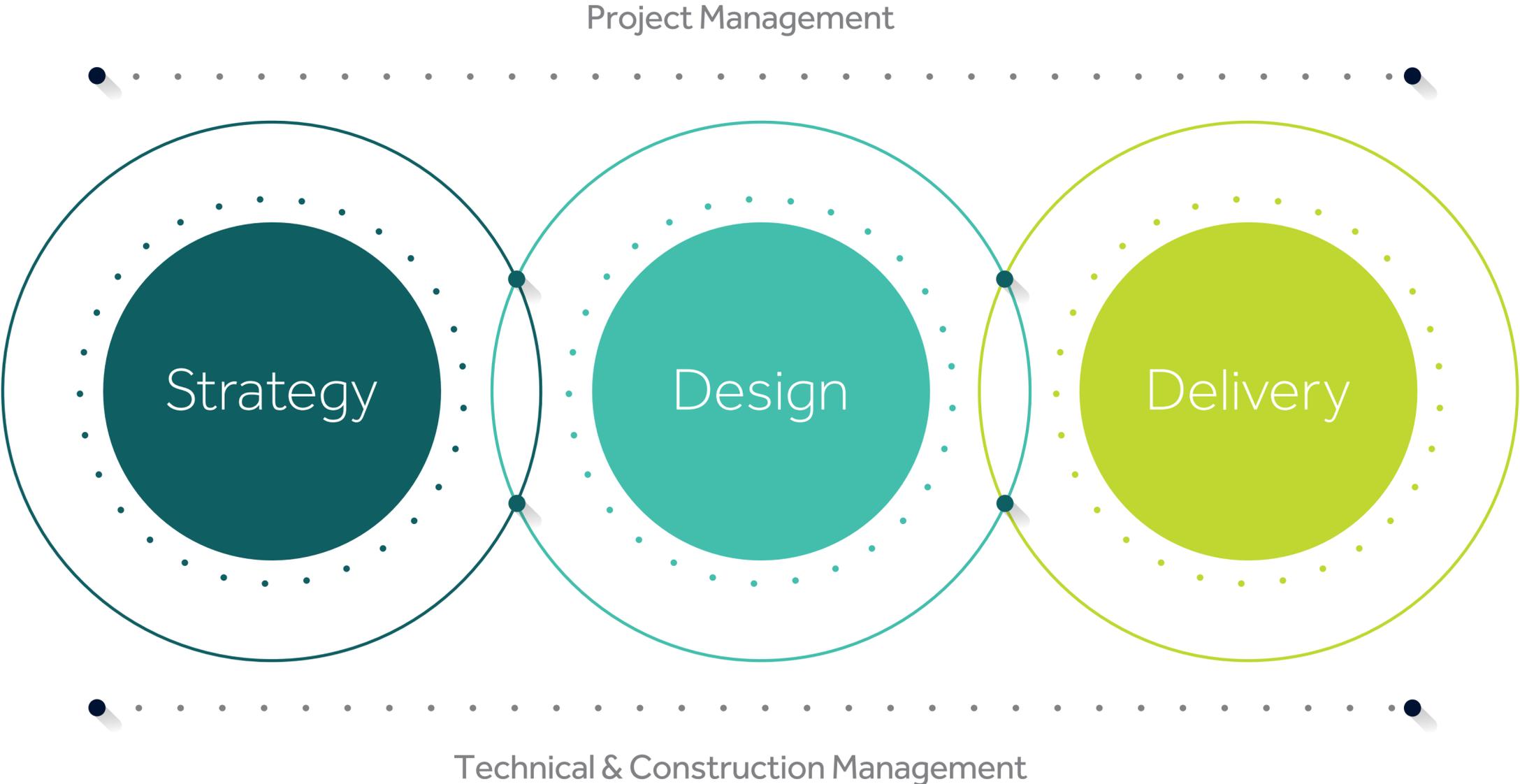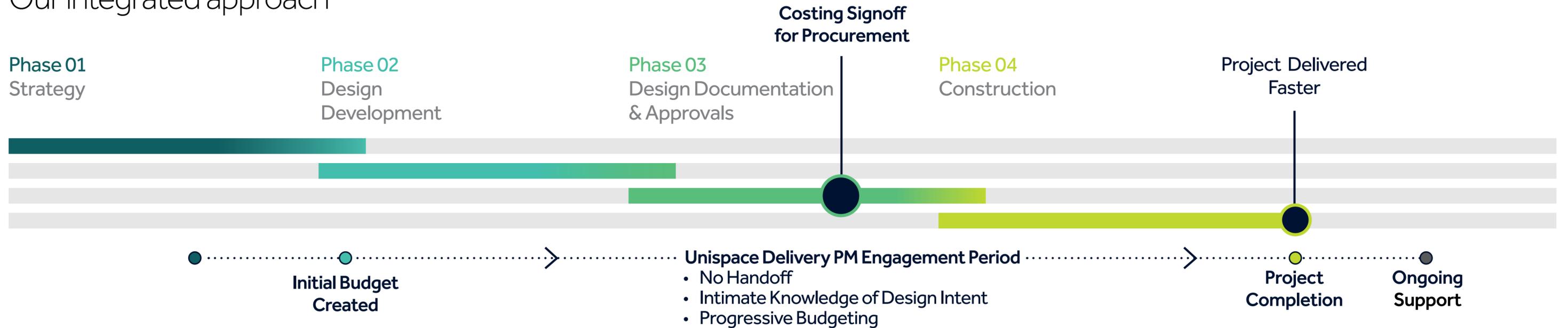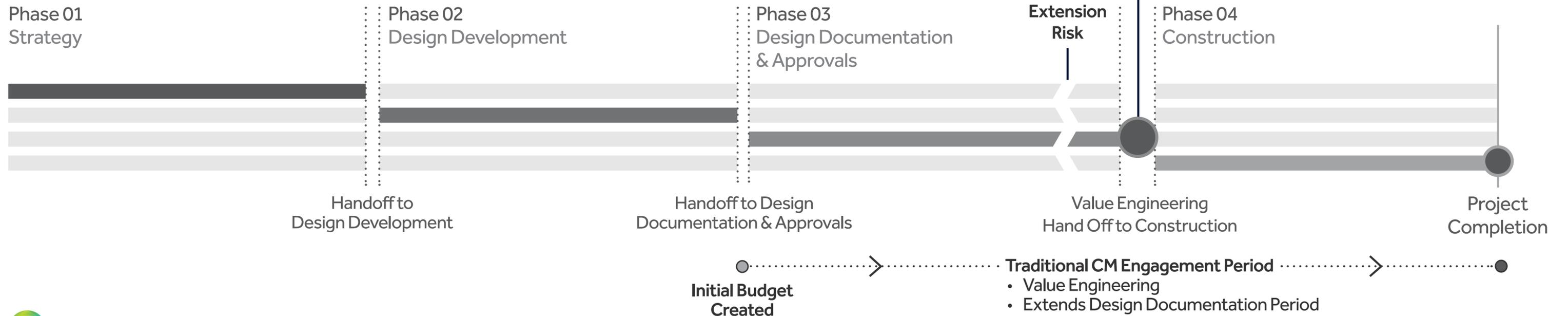OPERATING LOCATIONS

46

PEOPLE

600+

How we work

Project Management

Technical & Construction Management

Strategy

Design

Delivery

Unispace methodology

Our integrated approach

Costing Signoff for Procurement

Phase 01
Strategy

Phase 02
Design Development

Phase 03
Design Documentation & Approvals

Phase 04
Construction

Project Delivered Faster

Initial Budget Created

Unispace Delivery PM Engagement Period
- No Handoff
- Intimate Knowledge of Design Intent
- Progressive Budgeting

Project Completion

Ongoing Support

Traditional Design Delivery Method

Costing Signoff for Procurement

Phase 01
Strategy

Phase 02
Design Development

Phase 03
Design Documentation & Approvals

Extension Risk

Phase 04
Construction

Handoff to Design Development

Handoff to Design Documentation & Approvals

Value Engineering Hand Off to Construction

Project Completion

Initial Budget Created

Traditional CM Engagement Period
- Value Engineering
- Extends Design Documentation Period

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Think Create Make

Why will people go to the office?

Propeller workplace

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Think Create Make

Where are you?

STAGE 01	STAGE 02	STAGE 03	STAGE 04	STAGE 05
Scramble to get employees working from home	Where can I buy hand sanitizer in bulk?	Now that we are back, what do I need to do medium term?	Many people are WFH so lets go back and set them up correctly	What is the long term view and the value of the office?
(Buy tech, change policies, see if everyone is okay)	(Set up the COVID safe office)	(Make changes to ensure the ongoing safety of our people to avoid the next wave)	(OH&S claims have started from incorrect ergonomics)	(Less people in the office so maybe I can change the way my business works)

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Workplace evolution

DRIVEN BY SPACE		DRIVEN BY TECH		DRIVEN BY DISRUPTION		DRIVEN BY PEOPLE
STATUS	COLLABORATION	CHOICE	FLEXIBILITY	EFFECTIVENESS	SPEED	

Cellular	Open plan	ABW	Agile	Agile	Project-based	Propeller
• Hierarchy	• Assigned desks	• Unassigned desks	• Hybrid desk choice	• Flexible arrangements	• Hyper flexible / reconfigerable	• Trust & autonomy
• Watercooler	• Tacit learning	• Hyper collaboration	• Over collaboration	• Deadline increments & sprints	• Destination workplace	• Experience driven workplace
• Departments	• Business lines	• Zones	• Department neighbourhoods	• Cross functional hoods	• Cross specialism	• Problem solving & innovation focus
• Confidentiality	• Work at the desk in line of sight from the manager	• Choice by task	• Task driven	• Physical presence focus	• Project habitats	• Knowledge capture & transfer
• Work in the closed office	• Social spaces	• Work anywhere in the office	• Work anywhere (in/out office)	• Work as needed on multiple projects	• Concurrent development	• Focus on knowledge sharing & harnessing
• Acoustic separation	• Bump spaces	• Trust & freedom	• Home base for critical connection	• Visual management for workflow	• Constant change	• Full trust work anywhere, anytime
• Known location of staff	• Collaboration intent	• Cannot find management			• Constant mentorship	• Experiential learning & curated mentorship
• Individual focus	• Access to management	• Individual oriented	• Business driven	• Team oriented	• Project outcome centric	• Problem solving & innovation focused
• Personal storage	• FM dream	• FM responsibility increades	• Business analysis	• Fun coordinators	• Curation & agile coaching	• Human centric
• Personalisation	• Dual screens and hub printing	• Data collection	• Blended adhoc	• High & low tech	• Fast fail/ fast recovery	• Brand & culture focus
• Own printer & desktop	• Constant meet	• Mobile technology	• Connected technology	• Deep concentration	• Multi-tech & vertical	• Human / Tech integration
• Quick meetings	• Plants on cabinets	• Virtual meetings	• Community teams		• Physical F2F for speed	• Curated problem solving
• Personal pot plant		• Sustainability & Greenstar	• Wellbeing	• Office lifestyle perks	• High performance spaces	• Tailored experiential spaces

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Think Create Make

the **next** normal

Our idea of the next normal

Workplace -digitized

FOCUS

LEARN

SOCIAL

COLLAB

ANALOGUE

Digital Natives

FOCUS

COLLAB

LEARN

SOCIAL

DIGITAL

Think Create Make

Our idea of the next normal

Workplace vs. home

Pre-COVID-19

FOCUS	COLLAB	LEARN	SOCIAL
10%	0%	20%	0%

90%	100%	80%	100%
FOCUS	COLLAB	LEARN	SOCIAL

Post-COVID-19

FOCUS	COLLAB	LEARN	SOCIAL
85%	40%	60%	10%

15%	60%	40%	90%
FOCUS	COLLAB	LEARN	SOCIAL

Our idea of the next normal

Here's what we know:

20-60% percent of the workforce will be working remotely as a result of COVID protocols*

10-30% of office space will remain unoccupied, This is in addition to the over **40-50%** that is already typically unoccupied**

80%
unoccupied
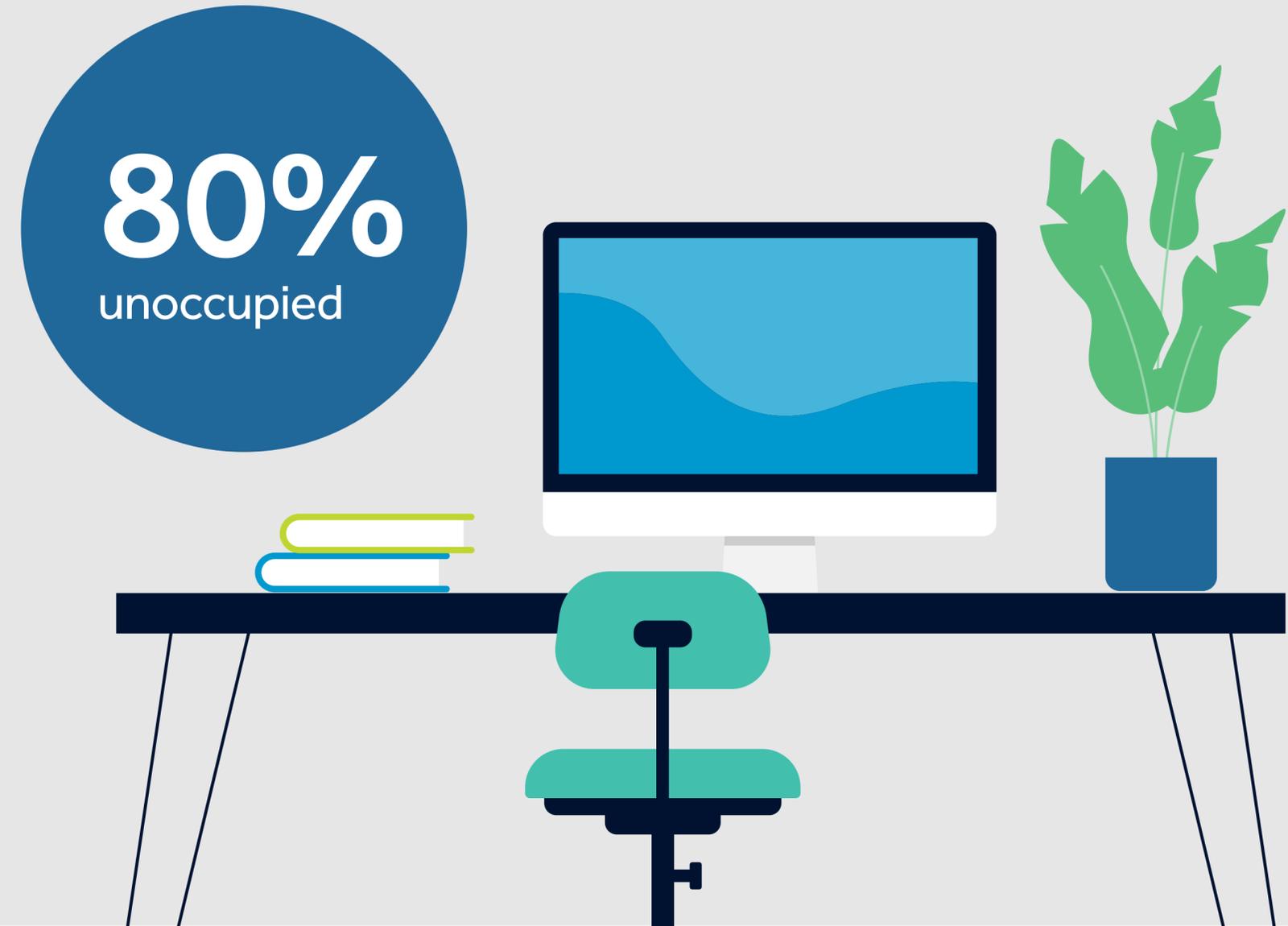
This suggests that at any given time, a workpoint, post COVID, could remain unoccupied 60-80% of the time

The office is becoming irrelevant!

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Our idea of the next normal

Workplace -Propeller

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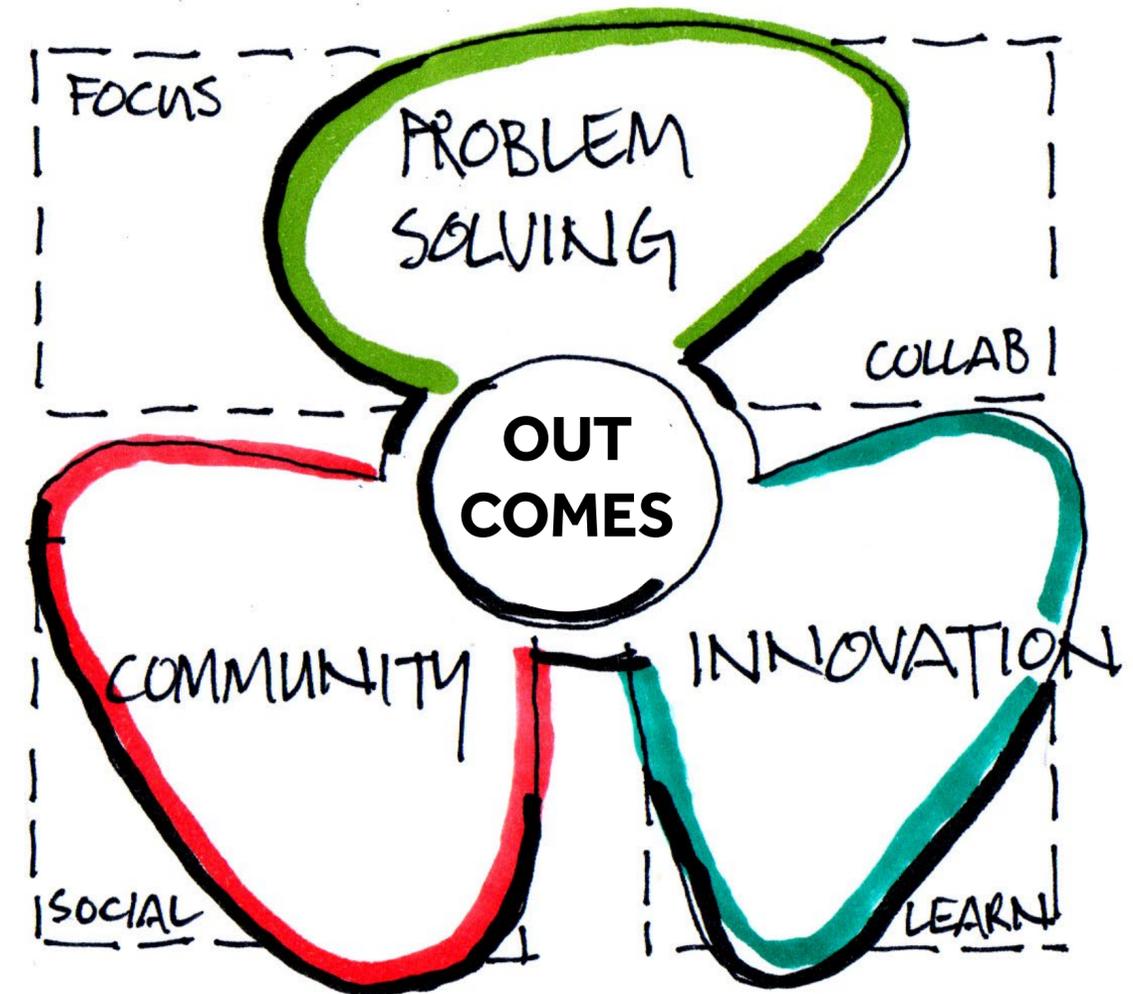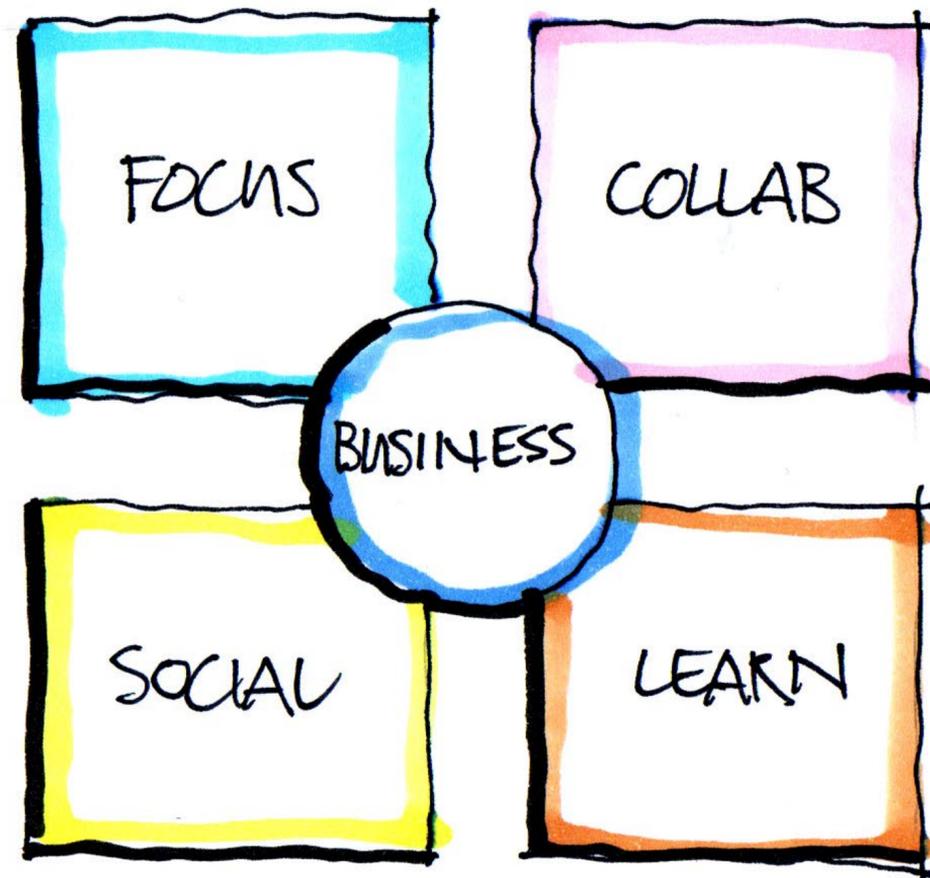
How will the new workplace look?

Our idea of the next normal

Workplace - the office component = curated experiences
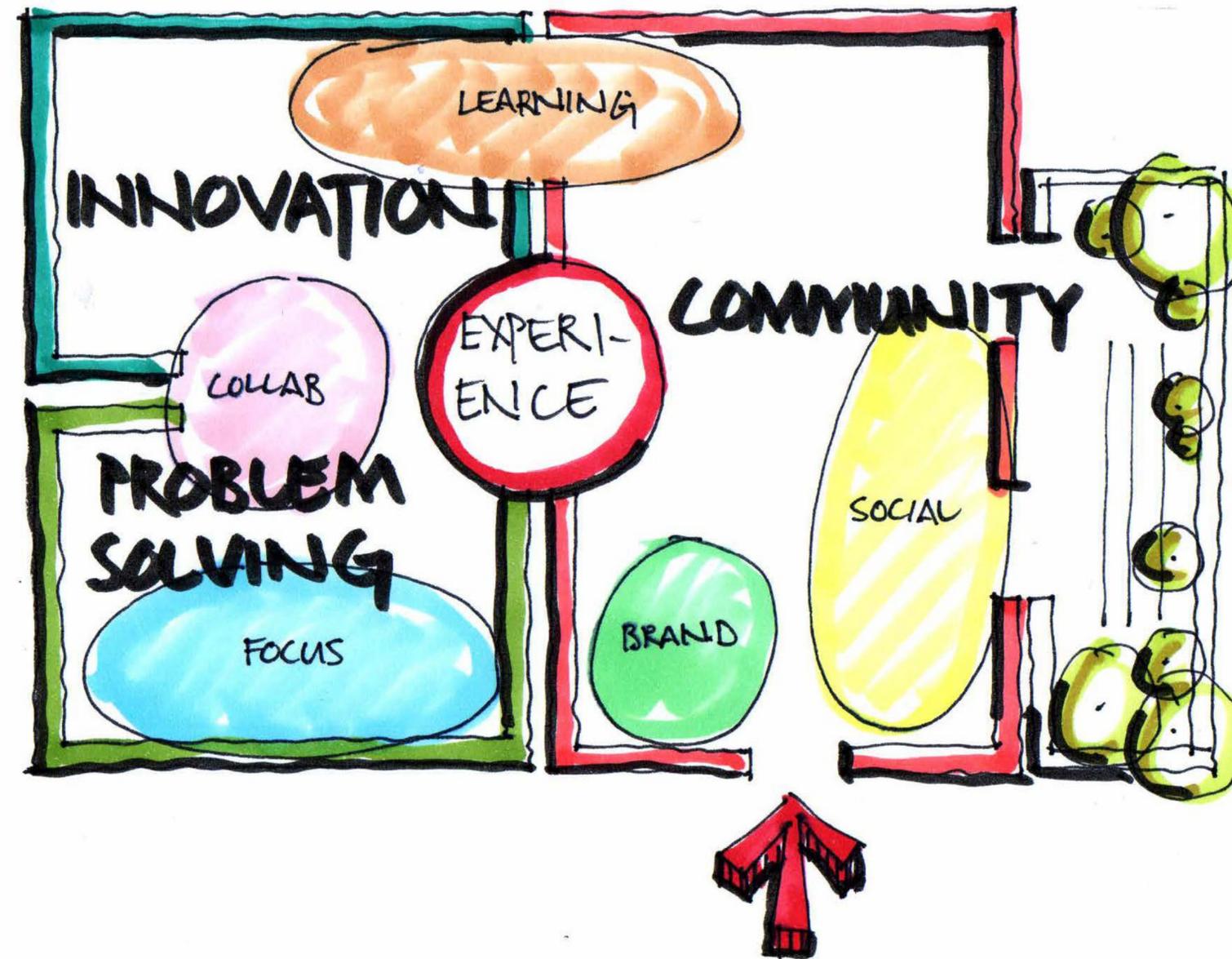
Our idea of the new normal
Workplace assigned seating vs propeller office

TYPICAL FLOOR PLAN
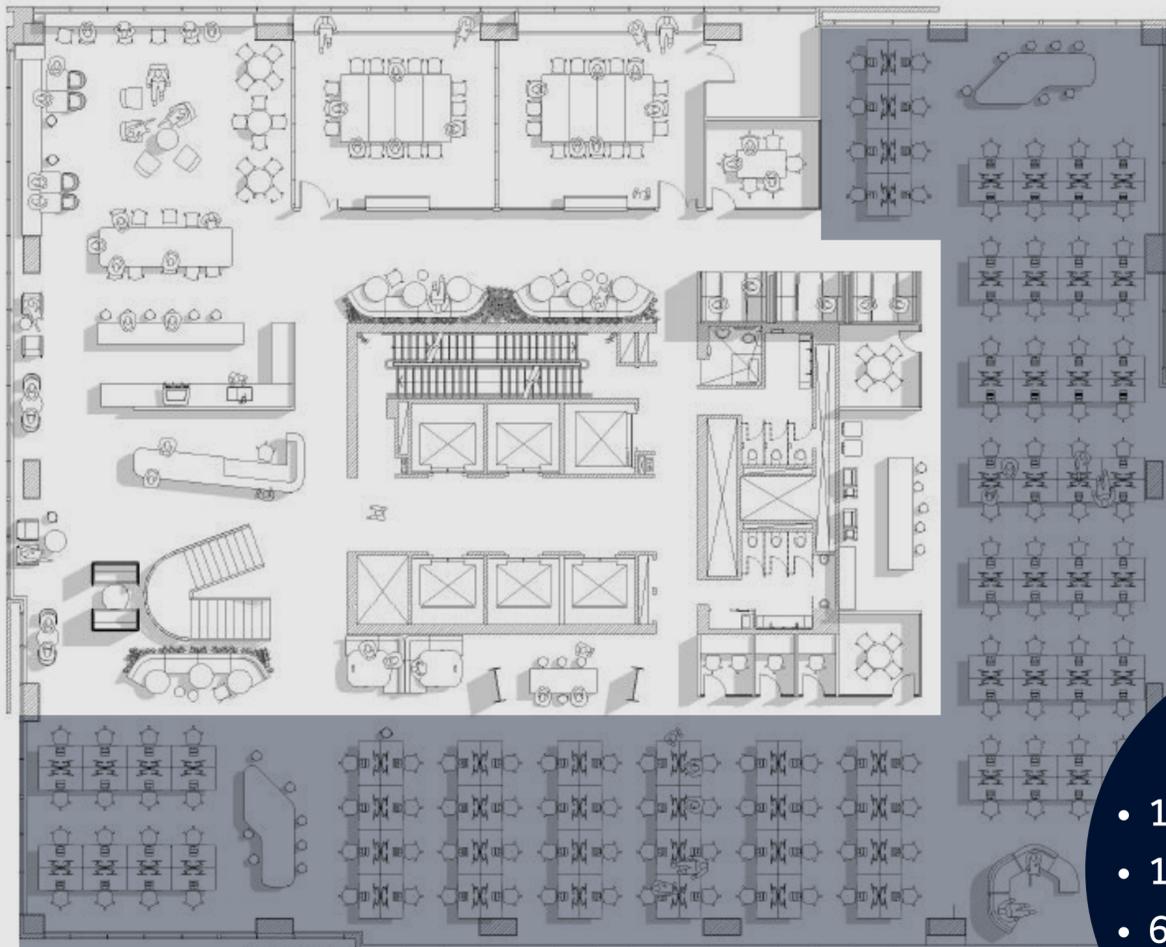
- 1:1 desk arrangement
- 128 desks @ 1600mm
- 60% focus

PROPELLER CONCEPT

- Unispace project
- Post-COVID
- 1300m²

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Our idea of the new normal

Workplace propeller office

1	Lobby	12	Think Cave
2	Check In	13	Team Spaces
3	Brand Experience	14	Maker Space
4	Bleachers	15	Library
5	Proworking	16	Booths & Benches
6	Seminar	17	Side x Side
7	Flexi- Project	18	Meet
8	Collaboration	19	Games
9	Phone Booths	20	Coffee/ Pantry
10	Bookable Lounge	21	Bookable Cabanas
11	Immersion Room	22	Terrace

Problem solving

Community

Innovation

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Think Create Make

Community

Innovation

Problem
solving

The next workplace

The experience

GENERAL PROPELLER

Community, innovation and problem-solving spaces curating a new employee experience.

LEGAL PROPELLER
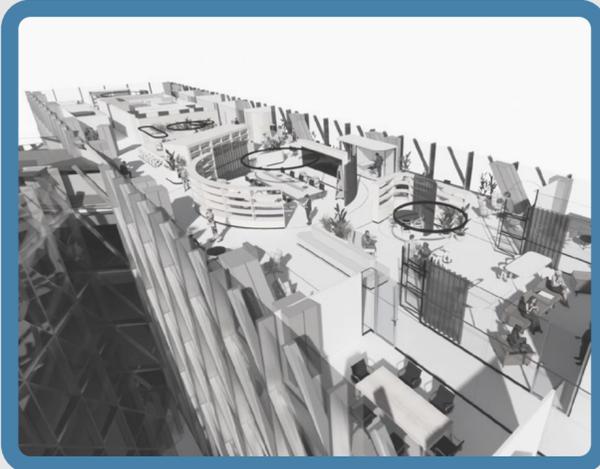
A more conservative approach for the legal market sector.

TECH PROPELLER

A more progressive version focused on enhancing productivity for a digital workforce.

HYBRID INTEGRATED MODEL

Not ready to go completely to Propeller? Here is a combination of Propeller ideals and a more conventional office.

PLAYGROUND

A bold workplace concept predicated on the belief that we can learn through playing.

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Our idea of the next normal

Workplace -Propeller: home + office
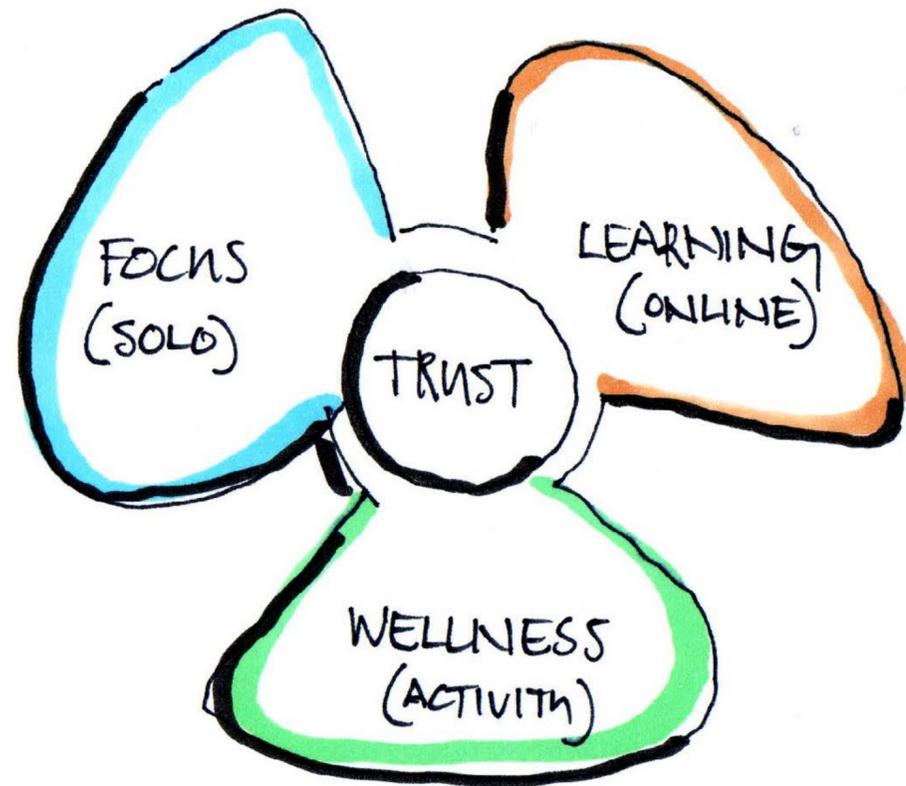
Home
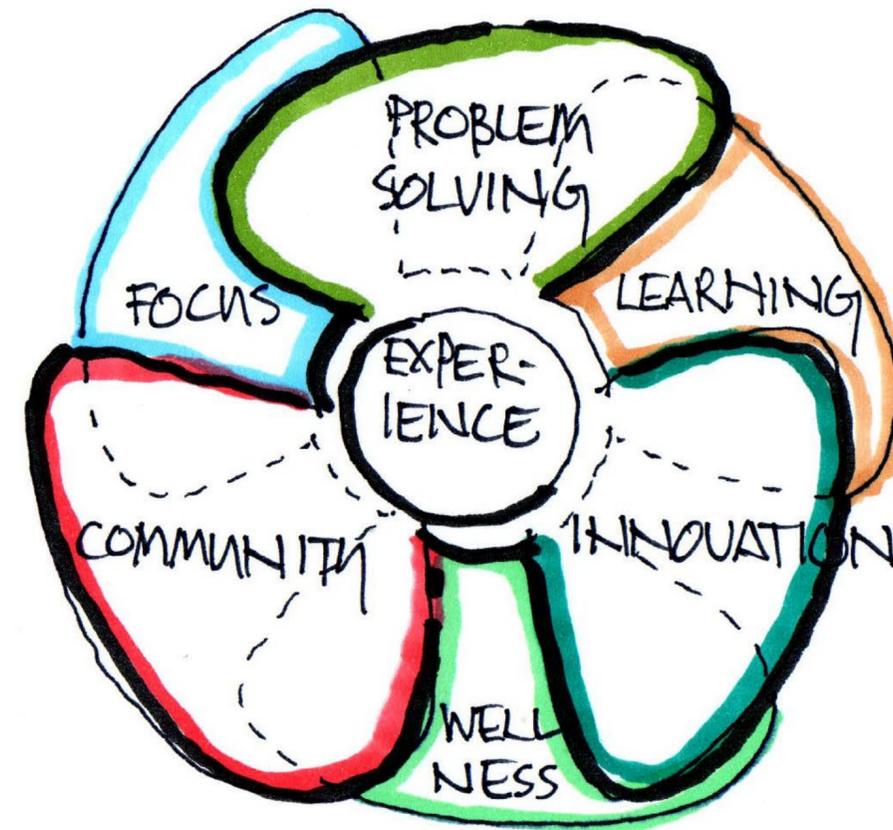
Home + Office

20-30% less space but 20-30% better space via engineered environments & agile technology to empower your people and proopell your business

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Our idea of the new normal

Workplace propeller hub & home
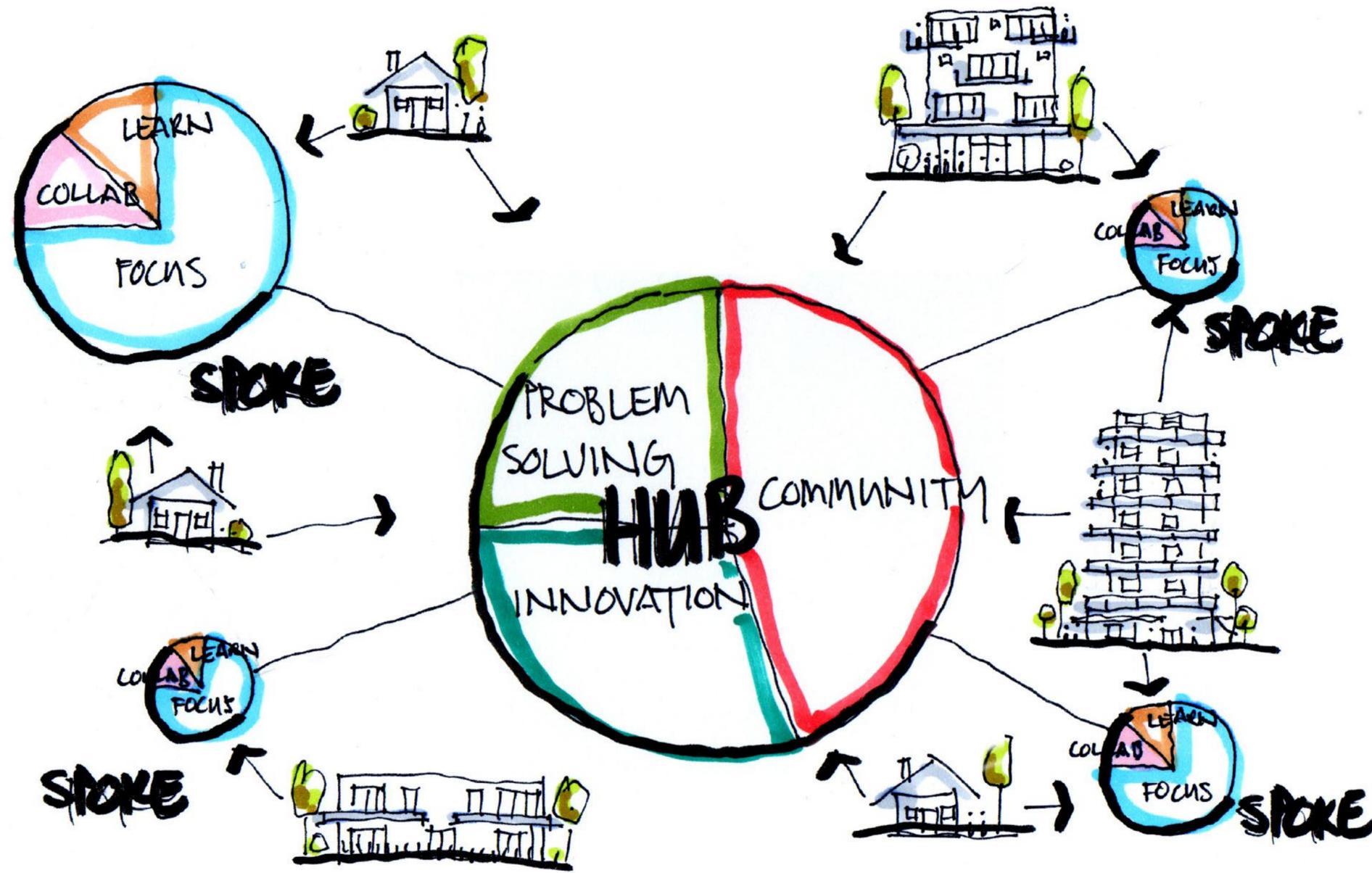
A destination, not an obligation

Distributed estate models

Remote working

Satellite
Satellite Hub/ HQ Satellite
Satellite
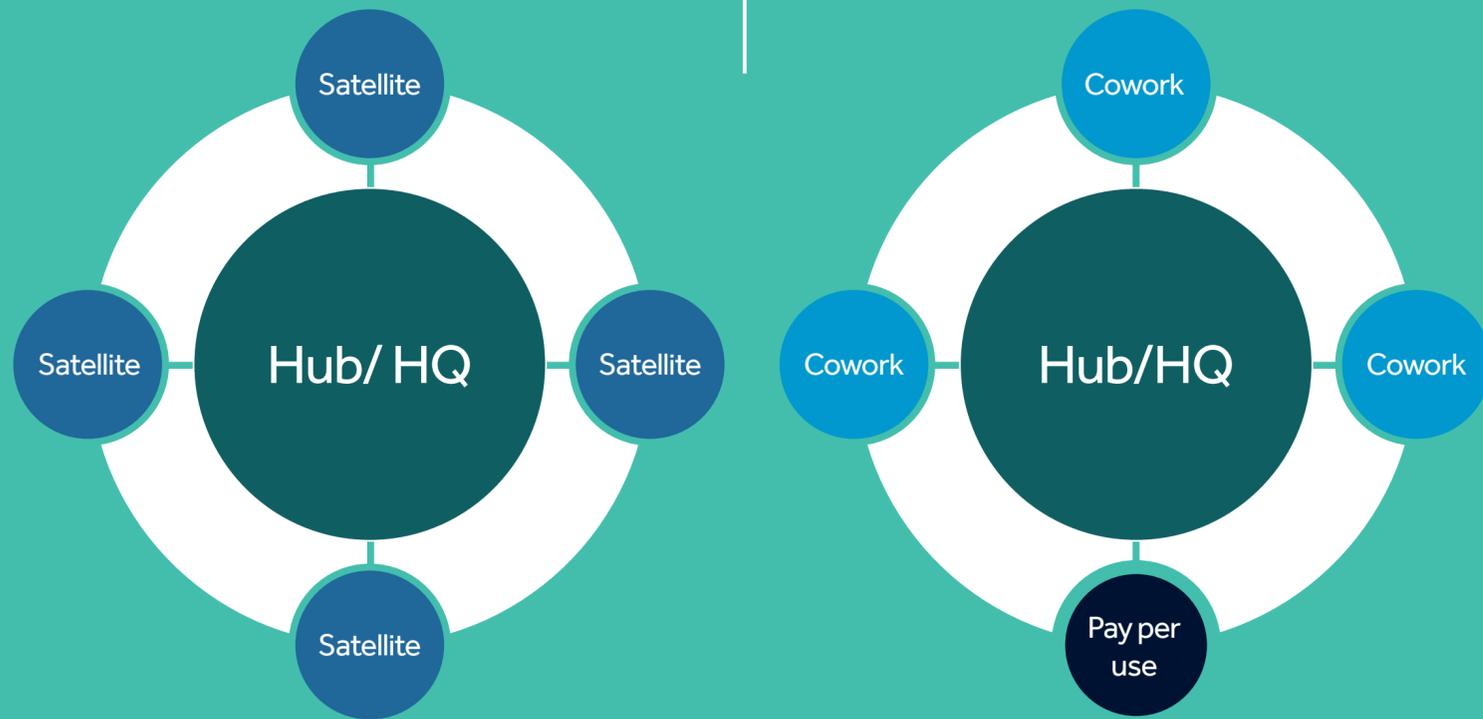
Hub + Spoke
insourced

Remote working

Cowork
Cowork Hub/HQ Cowork
Pay per use
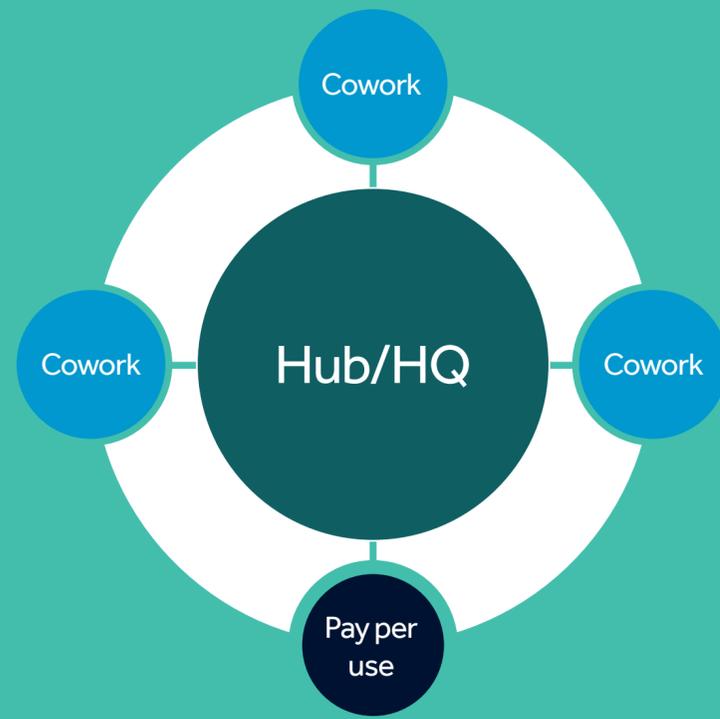
Hub + Spoke
outsourced

Hub/HQ

Remote + Hub
insourced

Cowork Cowork
Cowork Pay per use
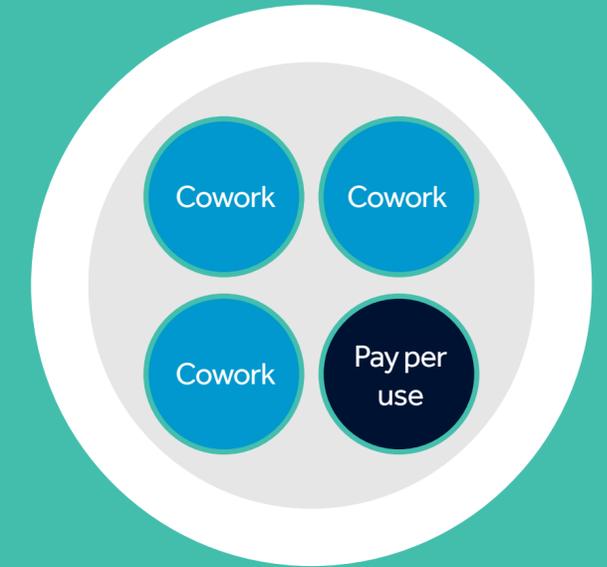
Remote + Hub
outsourced

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Think Create Make

Daily office attendance
Pre-COVID versus forecasted

ACTUAL
Pre-COVID

67%
Average attendance

81%
Peak attendance
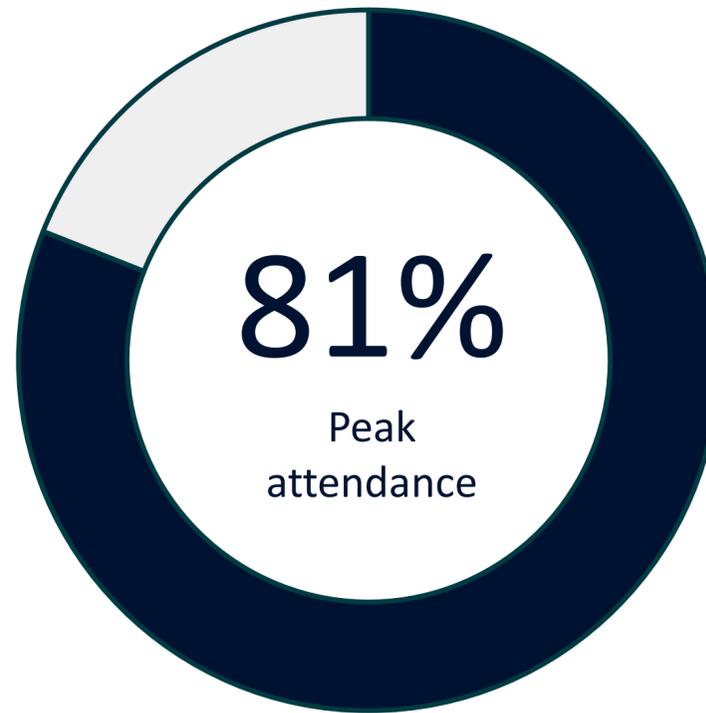
Based on badge swipe data before COVID

FORECASTED
Post-COVID

59%
Average attendance

Based on predictive analytics tool

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Think Create Make
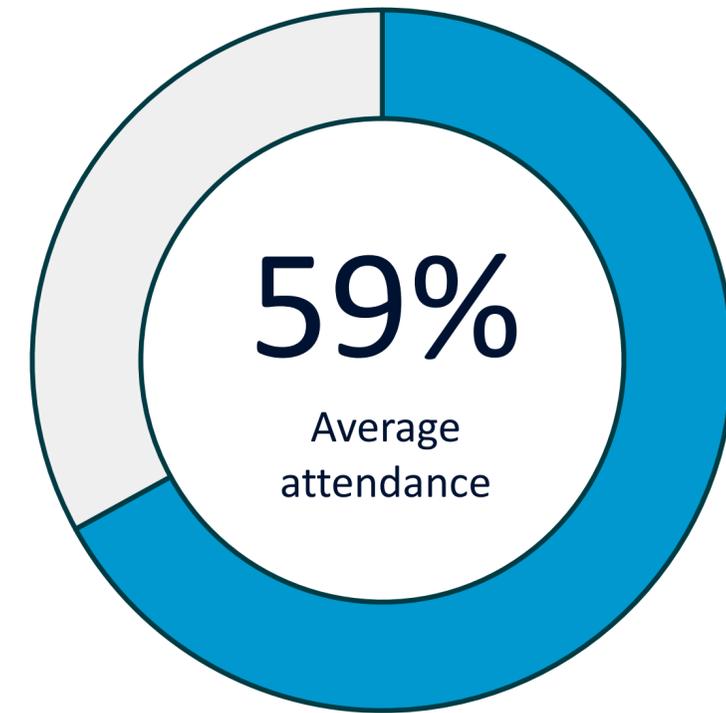
30% reduction in work point provision

Predictive analytics for 365 HC

Post-COVID WFH Days	Sharing ratio	HC %	HC	Work points
Full time WFH	-	18%	64	0
WFH 4 days/week	1:0.5	11%	39	20
WFH 3 days/week	1:0.5	6%	22	11
WFH 2 days/week	1:0.8	20%	73	58
WFH 1 day/week	1:1	14%	52	52
Full time office	1:1	32%	115	115
Total	1:0.7		365	256

The predictive analytics tool draws on badge data, recent data from companies that returned to work, and the Bureau of Labor Statistics to help us understand how many people would be returning to the office and on what basis.

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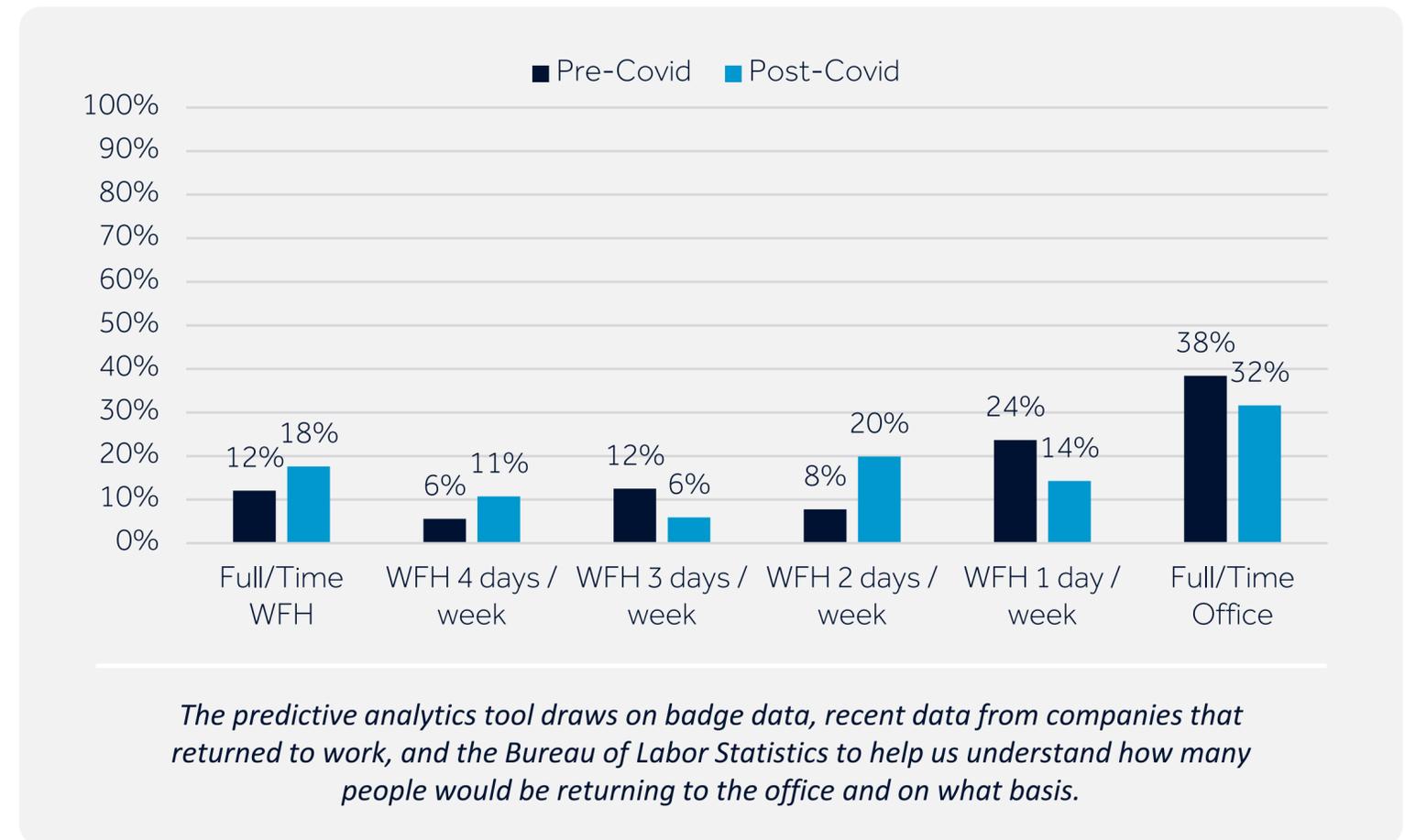
17,000 sqft potential redistribution of space

Scenario of 365 headcount (2020)

Current state

- 365 headcount/365 desks

- 1:1 desk allocation (assumed - TBC)

- 57,000 sqft (estimated from floor plans - TBC)

Future space scenario

- 365 headcount/256 desks

- 1:0.7 (10 deadcount: 7 desks)

- 39,900 sqft required @ 156 sqft per desk (2020

Current state

- Accommodate Service Hub (30-40 seats)

- Redistribute a portion of space previously assigned to desks to deliver enhanced Propeller experience

- Support greater problem solving, innovation and community outcomes

Legend: ■ Office ■ Re-distribute space

Future SQM	39,900 sqft	17,000 sqft
Existing SQM	57,000 sqft	

Chart legend: ■ HC ■ Workpoints — Total SQM

Year	Total SQM
2020	3712
2021	3814
2022	3930
2023	4046
2024	4176
2025	4292

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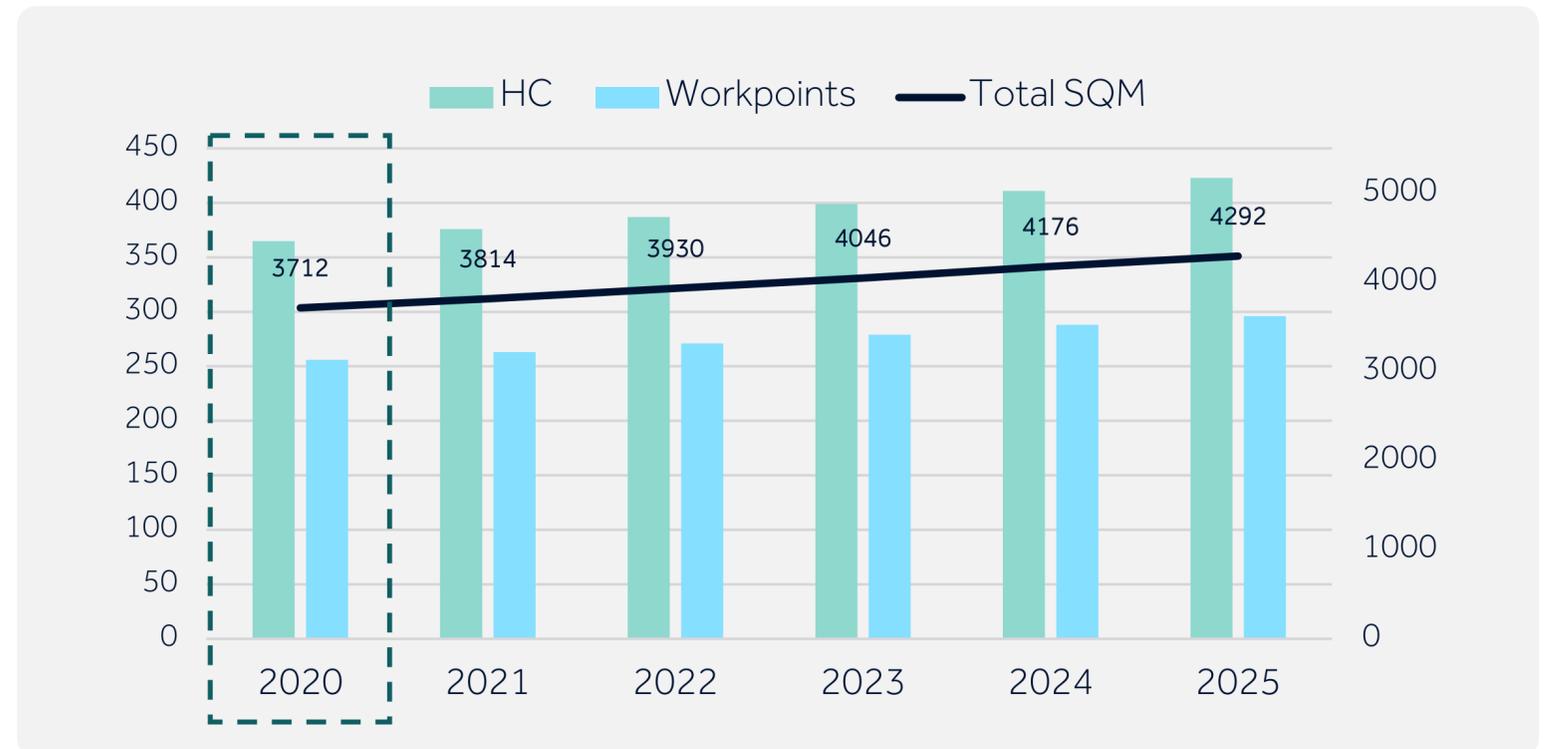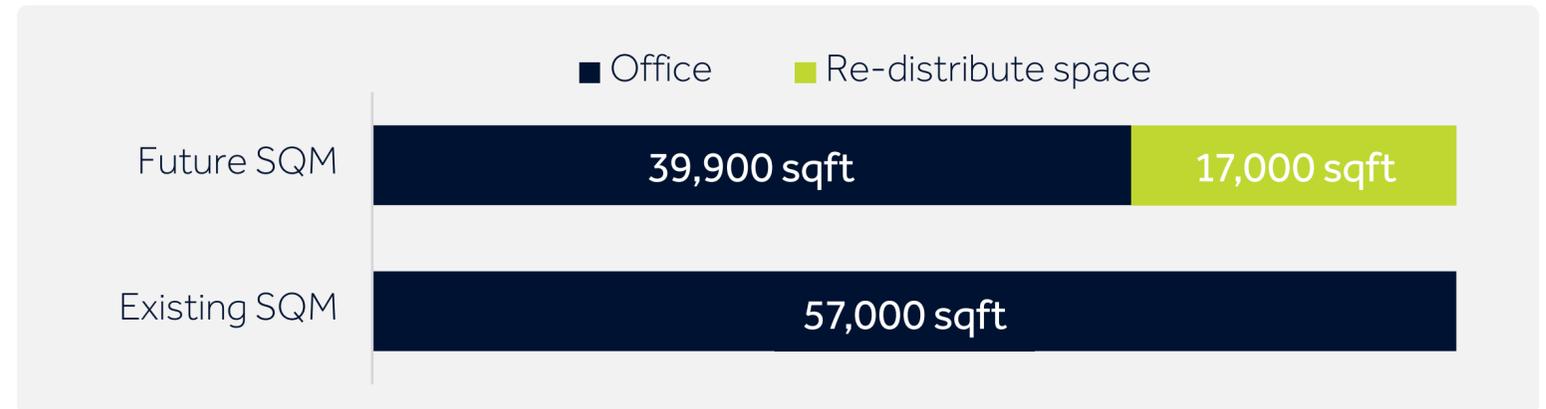
Propeller space budget scenario

Based on 2020 headcount

Notes

- Accommodates 365

- 1:0.7 blended sharing ratio (10 HC : 7 desks)

- Assumes 20% circulation factor and 5% fit factor
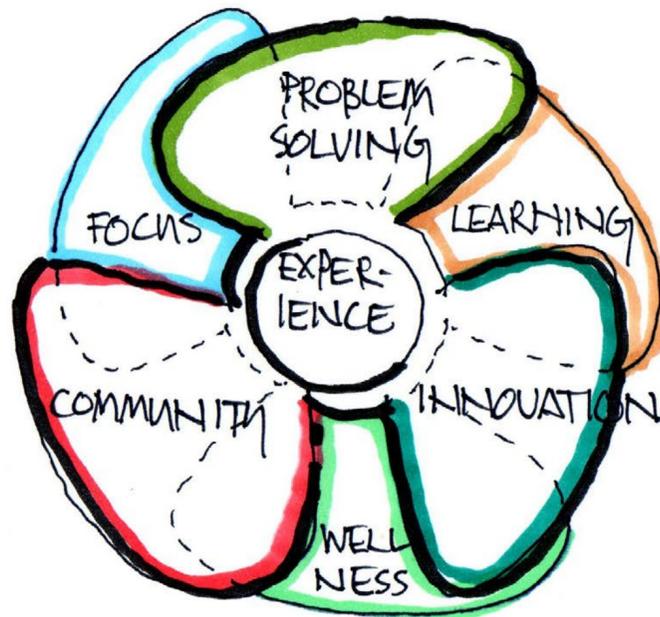
Home + Office

Space Type	Work Setting	Capacity	Count	Area
Problem Solving	Flex Office	1	6	66.9
Problem Solving	Standard desks	1	250	836.1
Problem Solving	Touchdown	1	20	59.5
Problem Solving	Privacy/Focus pod	1	8	26.8
Problem Solving	Phone booth/room	1	8	26.8
Problem Solving	Focus room	2	8	44.6
Problem Solving	Huddle room	4	8	89.2
Problem Solving	Library	8		0.0
Problem Solving	Coding Cave	8	1	20.4
Innovation	Open huddle space	4	4	37.2
Innovation	Standup Meeting	10	4	44.6
Innovation	Scrum wall	8	8	37.2
Innovation	Virtual Collaboratory	4	6	66.9
Innovation	Small Meeting	6	6	122.6
Innovation	Medium Meeting	10	4	148.6
Innovation	Large Meeting	16	2	157.9
Innovation	Project Room	10		0.0
Innovation	Incubator	8	1	37.2
Innovation	Maker Space	15	1	46.5
Community	Reception		1	27.9
Community	Brand Showcase		1	27.9
Community	Town Square/Social Hub		1	111.5
Community	Coffee Point/Pantry		4	59.5
Community	Client - Small Meeting		2	40.9
Community	Client - Medium Meeting		1	37.2
Community	Client - Large Meeting		1	79.0
Community	Training Room		2	92.9
Community	Work Lounge			0.0
Community	Community Lounge		1	79.0
Community	Game Room		1	27.9
Community	Recharge/Contemplation		2	22.3
Community	Amphitheatre Space		1	25.1
Community	Auditorium			0.0

Space Type	Work Setting	Capacity	Count	Area
Storage	Lockers		292	67.8
Storage	Lateral Files		183	102.0
Storage	Equipment Storage		2	18.6
Storage	Archives		1	14.9
Support	Mail Room		1	13.9
Support	Mothers Room		1	11.1
Support	Multi-faith Room			0.0
Support	IT Build Room		1	11.1
Support	Comms/Server Room		4	37.2
Support	Coat Closet		8	8.9
Support	Luggage Closet		1	1.1
Support	Shower & change			0.0

	Circulation Factor		20%
	Fit Factor		5%
	Total NIA		3,715
	NIA/workpoint		14.5

Your project journey

Next steps:

1. Further detail required to confirm current state (exact sqft, headcount growth, team work styles, level of desk sharing, etc.)

2. Confirm appetite for change with leadership based on forecasted future work style

3. Undertake further data collection and engagement to validate future work styles and spaces required to support the business

4. Establish the business case for change based on findings

KEY
- Strategy
- Design
- Delivery

Leadership engagement

Space calculation scenarios

Project kickoff

Finalise business case

Propeller test-fit scenarios

Remote readiness survey

Business engagement

Building due diligence

Post occupancy measurement

Construction

Works programming

Design development & documentation

Concept design

Final Propeller workplace concept

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Think Create Make

How does working remotely impact the space budget?

remote readiness survey

Think Create Make

We will work with you to collect the required information and finalise the survey question set, incorporating your demographic data (locations, departments, etc.) and any additional questions that you wish to include. We utilise Microsoft's robust survey platform MS Forms which can scale to any organisation size and allows multi-lingual support.

Following the launch of the survey, we will closely monitor response rates and provide advice on where specific site reminders/follow-ups are recommended. The survey can be closed early if target response rates are reached or extended if rates are lower than expected.

ESTIMATED TIME

☐ 48hrs from receipt of all required setup information

ESTIMATED TIME

☐ 5 days subject to response rates (recommended)

DELIVERABLES

☑ Survey test link for review and approval

☑ Live survey link for internal distribution

DELIVERABLES

☑ Periodic response rate updates

☑ Technical support if users report any issues while completing the survey

Key information required for survey setup:

☐ List of regions, countries and site locations

☐ Headcount by site location to report response rate

☐ List of departments (multi-level org. structures supported)

☐ Required languages (translation costs TBC)

☐ Any additional questions

☐ Welcome statement

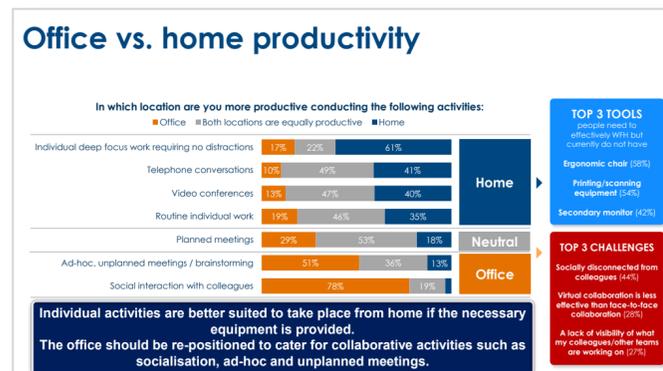**unispace**

Think Create Make

Once our survey is closed, we begin our in-depth data analysis using MS Power BI. Our quality assurance process cleanses the data and any anomalies are removed. Initial finding will be provided to allow validation of data outputs.

You then receive access to your data through Unispace's Workplace Portal. This powerful online tool allows you to view key survey insights and benchmarking. You can interrogate your survey results, filtering by any of your demographic questions and other key metrics such as preferred days working from home.

ESTIMATED TIME

☐ 5 days

ESTIMATED TIME

☐ 5 days

DELIVERABLES

☑ Report on final response rates

☑ Initial findings report

DELIVERABLES

☑ Access to Unispace Workplace Portal

☑ Key survey insights and recommendations

☑ Global benchmark comparisons

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Think Create Make
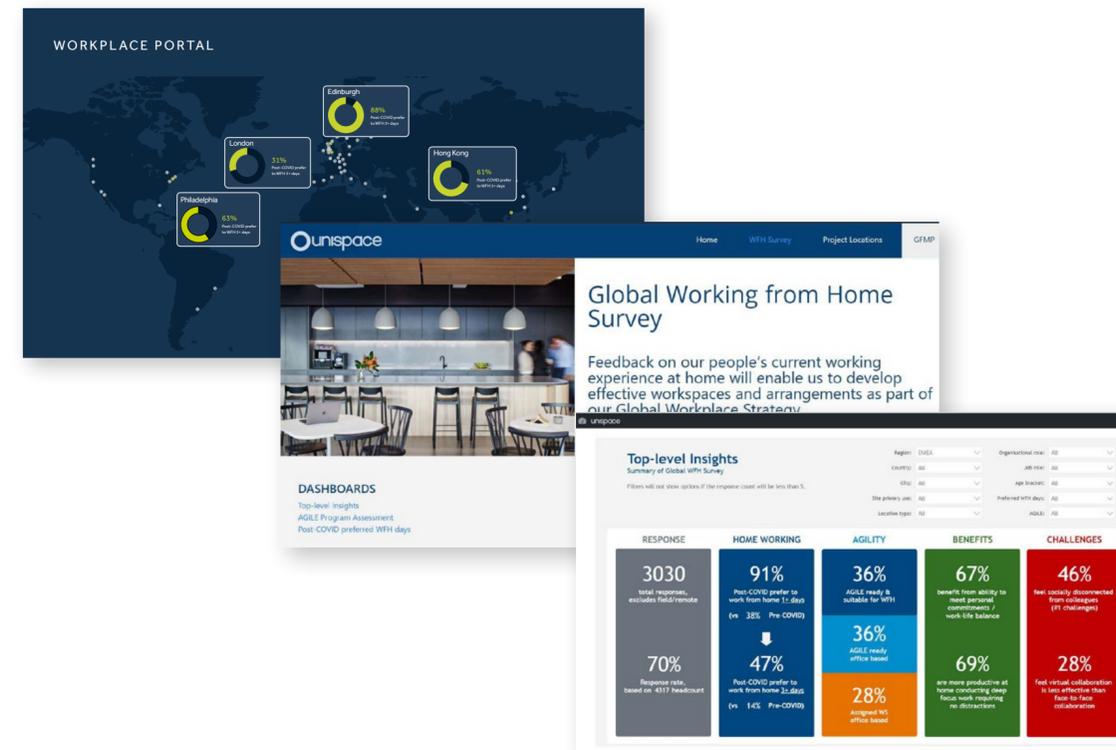
Reality modeling & rapid prototyping

We can create highly accurate, 3D visuals & renderings in near real-time from the test-fits

Initial space scans inform test-fits ·········► Test-fit created with UniBIM ·········► Real-time flythroughs create consensus

Click below
for initial space scan

Click above
for initial space scan

Work Station: $ Huddle Room: $$ Private Office: $$$

Click here for
a flythrough
demonstration

Click here for
WebVR

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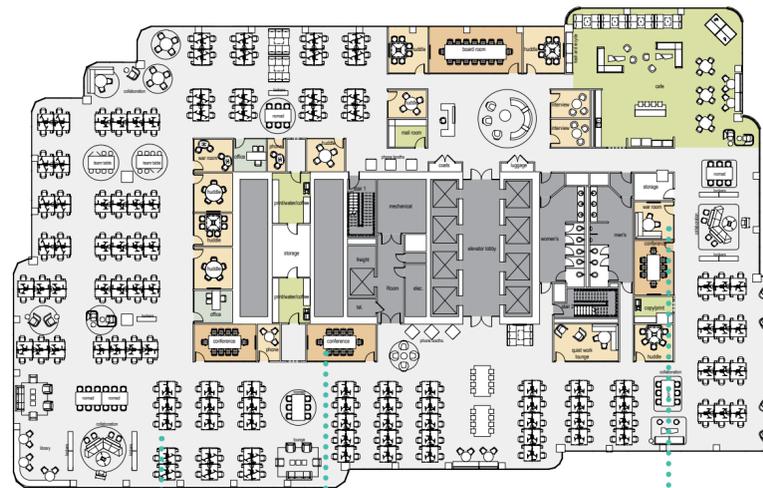
UniBIM in action

Cost databases are attached to the model, so as visuals are updated, so is pricing

Click here for Video

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Q&A
next steps

Think Create Make