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Workplace Insights Report Q1 2021

awfis | Leadership Series

The year 2021 has seen global workplace transformations like never before.

The pandemic has ushered in significant long-term changes to the way we work and continue to do so. Since the first outbreak in 2020, organisations around the world have reinvented their workplace strategies and have transformed the workplace environment with innovations as well as experimentation. And with the second wave of the pandemic looming over us in 2021, the discussions around safety, the use of digital tools for easy collaboration, employee health and experiences have taken centre stage again. This year too, workplaces have had to adapt rapidly with working from home and remote working becoming the norm and changing the workforce dynamics considerably. This has led organisations to focus on making use of technologies that will support the new remote workforce, increasing engagement among its employees and maintaining productivity- all in an efficient and sustainable manner.

This report intends to put forth a compilation of the insights derived from the series of webinars conducted under Awfis Leadership Series on various pertinent topics revolving around the world of work in 2021.

Awfis Leadership Series brought together leading experts across industries for insightful discussions focussed towards unearthing emerging trends, new practices and evolving consumer behaviour that will define the future of work. Since July'2020, Awfis successfully organized 8 invigorating discussions and received extraordinary response from over 4000 professionals spread across industries like Real Estate, BFSI, Travel & Tourism, Electronics, Telecommunications, IT & ITeS etc. We were honoured to have brilliant minds from the CRE industry, and several senior leaders share their valuable insights with us.

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THOUGHT LEADERS



Sameer Saxena, India Real Estate, FM, HSE & Travel
Leader, Marsh & McLennan Companies



Niraj Basotia, Group COO, Usha Martin Technologies



Viral Desai, National Director Office Transactions, Knight Frank India



Shamsher Sindhu, Vice President & Head RES, APAC, Mastercard



Praveen Vasudeva, Country Head, India - Global Real Estate & Facilities, SAP

THOUGHT LEADERS



Navaneet Mishra, Senior Vice President & General Manager,
Hexagon Capability Center India



Nachiket Anavekar, Global Head - Facilities, Real Estate & Admin, Tata Technologies



Balvinder Singh Arora, Vice President - Administration, Paytm



Manisha Prasad, Head - Human Resources, CRIF



Sumitabh Bhatnagar, Head - Corporate HR, VFS Global

India Inc's Return to the Workplace: Strategies for the New Office

2020 set definitive trends in a lot of ways, with the paradigm shift in work styles leading the conversation. Remote working while often mentioned was never as widely experienced and accepted. 2021 has ushered in the new normal with a significant percentage of Corporate India heading back to office. The workplace return strategy is built on the pillars of flexibility, convenience, and an uncompromising focus on employee safety & well-being. From distributed workforce to hybrid work models, India Inc plans to move ahead with their best foot forward

KEY HIGHLIGHTS:

A flexible real estate portfolio with light capex and short term leases will help companies to adopt to any model of working with limited constraints.

01

02

One size does not fit all as the adoption of the different working models depend on the nature of work, remote working capabilities, remote worker persona and other organizational and employee centric factors.

The future of work will be about 'anywhere, anytime' as office spaces will act as a central hub for collaboration, innovation and organizational culture.

03

04

Work has moved from a workplace centric world to a work centric world. Organizations are now looking at converging work, workforce and workplace.

Organizations will need to work together closely with their policies, technology and employees to come up with the best hybrid model environment.

05

06

Perception and empathy are important from an organization's perspective to make employees feel comfortable and secure in facilitating return to work.

With the right support from companies, employees can champion a healthy work-life balance with the hybrid model of working.

07

EXPERT INSIGHTS



Sameer Saxena,
India Real Estate, FM, HSE & Travel
Leader, Marsh & McLennan Companies

"The hybrid model of working answers all aspects, whether it is related to Employees, Employer or the Environment. It is an Effective and Efficient way for companies to adopt the future of working. An amalgamation of all these facets has demonstrated that the hybrid model of working is here to stay."



Niraj Basotia, Group COO, Usha Martin Technologies

"The evolution and preparedness of companies in terms of infrastructure and cyber security will determine how fast they are able to adapt to a hybrid culture and make it successful for their employees. Additionally, employee discipline and management's trust in the employee will go hand in hand in defining how the hybrid model of working will take shape."



Viral Desai,
National Director Office Transactions, Knight Frank India

"The three key pillars that basis which organizations were able to curate a seamless employee experience in a pre-pandemic world were - organizational culture, technology and physical space. While these three pillars remain will remain essential, it is imperative to note which of these pillars will be more important in the current scenario. Additionally, the assurance of safety and comfort from employers will be instrumental in helping employees return to work faster."



Shamsheer Sindhu,
Vice President & Head RES,
APAC, Mastercard

"The new office will become the meeting point driven by quality. Today, organizations are evaluating and experimenting until a new model for real estate evolves. Focus of organisations is on maintaining and enhancing social capital and culture."



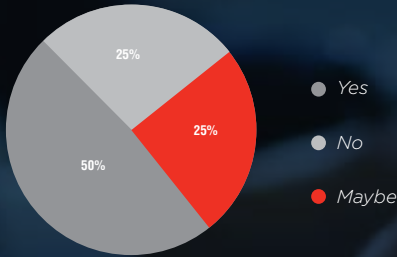
Praveen Vasudeva, Country Head, India - Global Real Estate & Facilities, SAP

"The pandemic just changed certain dynamics of the physical workplace and has hastened the realization that work is not somewhere you go, but something you do. It's not a change, but a fundamental shift.

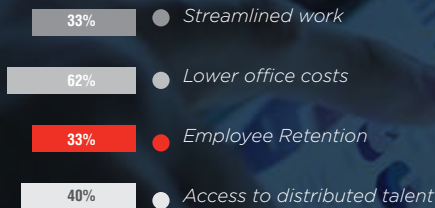
While new ways of working will need to be adapted, technology will continue to be a dominant solution that will enhance the performance and productivity for both workers and the workplace. The reason for return to the physical workplace are no longer driven by performance but for collaboration, social and human connections. It's about creating a modern, inclusive and flexible work environment that is built on collaboration & trust."

AUDIENCE INSIGHTS

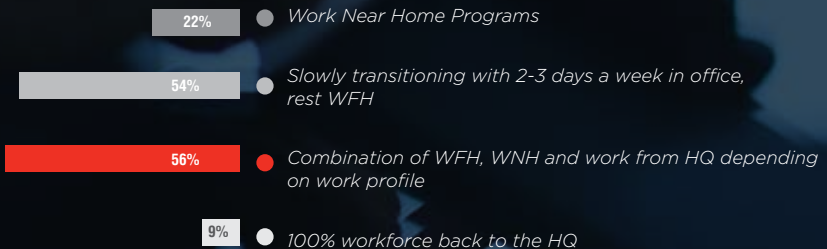
01 *Is Hybrid work model a sustainable long-term solution for India Inc.?*



02 *What are the advantages of Hybrid work model for organizations? **



03 *What are the reopening strategies being adopted by organizations in India? **



*The respondents could select multiple options.

Embracing the New Normal: Strategies for Distributed Workforce

2021 has brought with it a more definitive understanding of the new ways in which organizations and the workforce will thrive in near to long term future. Distributed workforce model has emerged as the best middle ground between Work from Home and Work from HQ. And while many businesses had created new processes and procedures to adapt to a remote workforce last year, distributed workforce is now a new proposition that companies need to readjust to in order to productively work apart together.

KEY HIGHLIGHTS:

While work from home has equipped employees with high level of productivity, it has also bought feeling of isolation, blurring of lines between work life balance and lack of collaboration..

01

HR policies have to be constantly evolving or situational in nature to provide the right solutions to businesses. Long term or rigid policies have not always proven to be successful.

02

Organizations must enable employees with the right work setup to ensure optimum productivity and seamless communications between teams for a sustainable work environment.

03

Trust plays a critical role in a remote working scenario where managers should ensure that team members feel engaged, well connected and focused but not extensively scrutinized.

04

Organizations will have to define few processes to manage performance, communication and engagement in a remote working scenario.

Collaboration will emerge as an important factor in performance management. Individual goals will have to be met alongside team building and knowledge sharing amongst teams.

05

06

EXPERT INSIGHTS



Navaneet Mishra, Senior Vice President & General Manager,
Hexagon Capability Center India

"In the new normal, Organizations that provide their employees with the option to choose a suitable model will emerge as winners.

Given the scenario we are in today, employees are not willing to commute to far off distances unless absolutely necessary. Therefore, a middle ground which provides convenience, productivity and the right working environment will be the best suited option going forward."



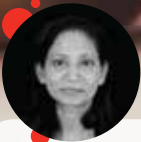
Nachiket Anavekar,
Global Head - Facilities, Real Estate &
Admin, Tata Technologies

"In these uncertain times, there are definitive actions that can improve resilience and strengthen business momentum. A framework that outlines the path forward by giving clarity amidst these uncertainties can make the difference between organizations that will thrive and those that will not. Prioritizing safety, engagement with employees, empowering workforce and building trust in a hybrid model will ensure an organization's success."



Balvinder Singh Arora, Vice President - Administration, Paytm

"The idea of distributed workplace has been prevailing for long time now and companies had earlier experimented with it on very few occasions. However, with the advent of the pandemic, companies re-adopted this model for business continuity and are providing all the support to their employees in terms of furniture, internet etc. The adoption of this model allowed enterprises to ensure not just ease of doing business, but also employee engagement amidst the remote working scenario. The benefits associated with this model has been tremendous and companies will strive to continue in similar manner in the future."



Manisha Prasad, Head - Human Resources, CRIF

"At CRIF, we are always evolving with time in term of our people practices. The pandemic has allowed us to be more sensitive to our surrounding and adapt to a sustainable workforce module. With focused investments in teams and technology, we have witnessed increased productivity with time. As we are still facing uncertainty, it is essential to ensure that we are protecting our people and being future ready by building a culture pivoted on trust. The leaders truly have a key role to play in motivating and enabling people to be their best. As some performance stereotypes will change, a key driver for overall progress will be optimising performance at the back of knowledge sharing."

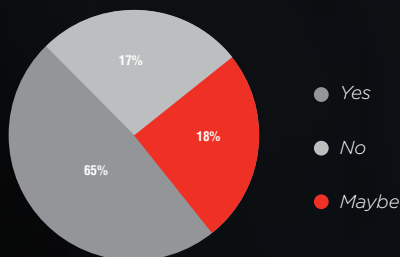


Sumitabh Bhatnagar,
Head - Corporate HR, VFS Global

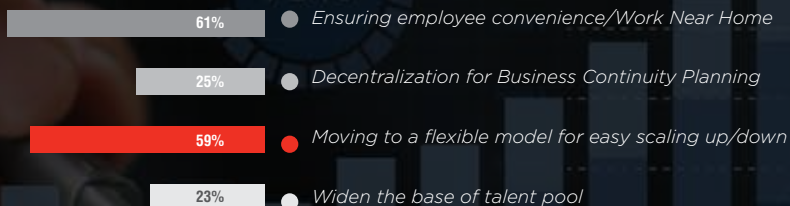
"A distributed workforce will continue to be a reality across industries for the foreseeable future. This model has already proven positive results by giving professionals the opportunity to optimize work-life balance, control their budget better without the usual expenses of travel, fuel, and rents that one would otherwise pay to live closer to work. For organizations, a distributed working model enables the diversification of the workforce, allowing them to hire people without location and infrastructure as a parameter, thereby widening their talent pool."

AUDIENCE INSIGHTS

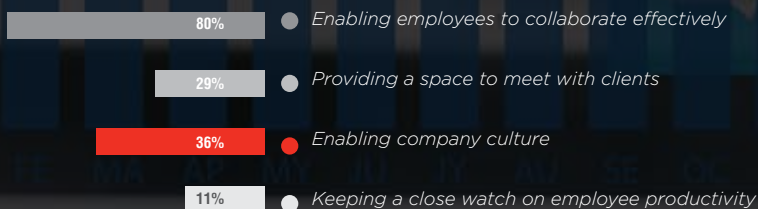
01 *Is distributed workforce a sustainable solution in the long-term?*



02 *What are the primary reasons for companies transition to distributed workspaces?**



03 *Which of the following are important for the purpose of physical offices in the future? **





WORK PLACE 2021

The year 2021 will be the year of innovations as organisations across the world identify new trends and ways to connect with their employees for an effective future of their workforce, amidst the second wave of the pandemic.

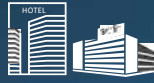
THE PARADIGM SHIFT IN WORKSPACE DISTRIBUTION



Conventional Office (100%)



Head Office (50%-60%)



Satellite Offices (30%-40%)



Work from Home (5%-10%)

Awfis Portfolio



Awfis Enterprise



Awfis Coworking

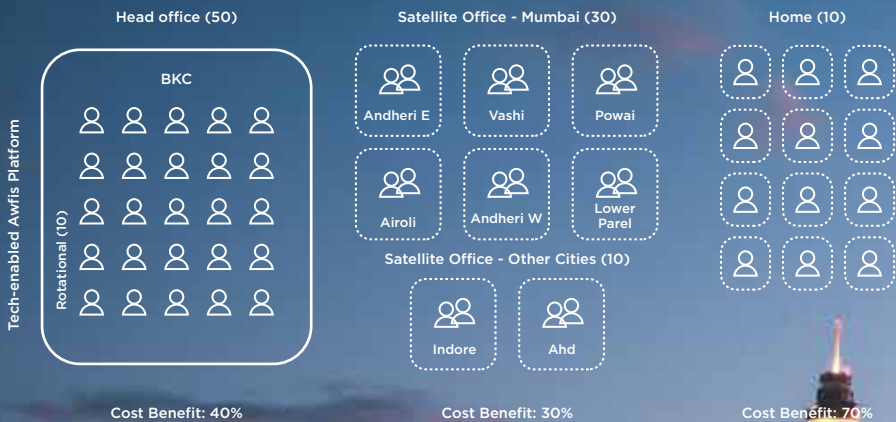


Distributed Work Centres



Awfis@home Remote Working

EVOLVING WORK STYLES, AWFIS WORKPLACE TRANSFORMATION



Awfis Real Estate Savings Calculator

The Proprietary Awfis Savings Calculator demonstrates exactly how much your organisation can potentially save!



<https://www.awfis.com/savings/calculator>



INSIGHTS FROM 2020

2020 has been the year of many transformations. Amidst the chaos of the pandemic, businesses continued to strive hard to get a grip on the changing customer preferences and the evolving workspace dynamics. Work From Home shifted from being a forced overnight phenomenon to a pleasant reality for many, while many also itched to get back to the physical workplace after months of WFH. Collaboration found a new meaning as teams continued to come together virtually to innovate in order to stay relevant. As businesses continued to pivot to survive, Design & Technology emerged as the two pillars driving transformations to create the workplace of future. 2020 also brought along a renewed focus on employee health & wellbeing, cost optimizations, flexibility & business resiliency. This led to the emergence of a new workspace paradigm - 'The Distributed Workspace Model' that will completely transform workplace as we know it today.

Key Highlights

- Going ahead, the need for sustainable green projects and newer building designs will be on increase.
- Offices will continue to be important centres for collaboration/interaction with colleagues.
- There is a need to create work near home models for residential hubs especially in business districts.
- Majority of organization going forward will look at remote working strategies between 15-30% depending on their needs.
- Technology will build confidence amongst employees to return to work during the pandemic apart from the social distancing norms and hygiene protocols by companies.
- Workplace consciousness will propel workplace design and technology to become more purposeful and strategic.
- Office tech will have to provide next level of convenience and collaboration that may not be easily possible at home.
- Corporations will reconfigure working styles to increase efficiency and attract talent pools.

THOUGHT LEADERS



Mr. Ramesh Nair,
CEO & Country Head, JLL India



Mr. Sanjeev Tullicherry,
Head of Workplace for
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Mr. Juggy Marwaha,
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THOUGHT LEADERS



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*VP & Head Corporate Real Estate
& Workplace Services*



Mr. Ram Chandnani,
*Managing Director Advisory &
Transaction Services India, CBRE*



Mr. Vikas Chawla,
*India Operations Director Employee
& Workplace Solutions, Adobe*



Mr. Ajay Randhawa,
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Mr. Anurag Mathur,
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Mr. Amit Ramani,
Founder & CEO, Awtis

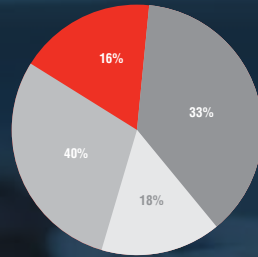


Mr. Sumit Lakhani,
Chief Marketing Officer, Awtis

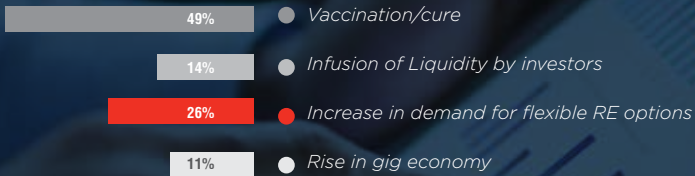
AUDIENCE INSIGHTS

01 What are the permanent changes you expect in your office space?

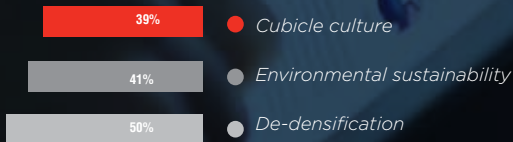
- Higher space allocation per person
- Shift back from open environment to cubicle style offices
- Higher Tech & IoT interventions
- Not expecting any permanent changes



02 Which factors will impact the shared RE recovery in coming months?



03 What is the major design transformation trend that will get adopted post Covid?*



04 Which tech innovation will see maximum adoption post Covid?*





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