

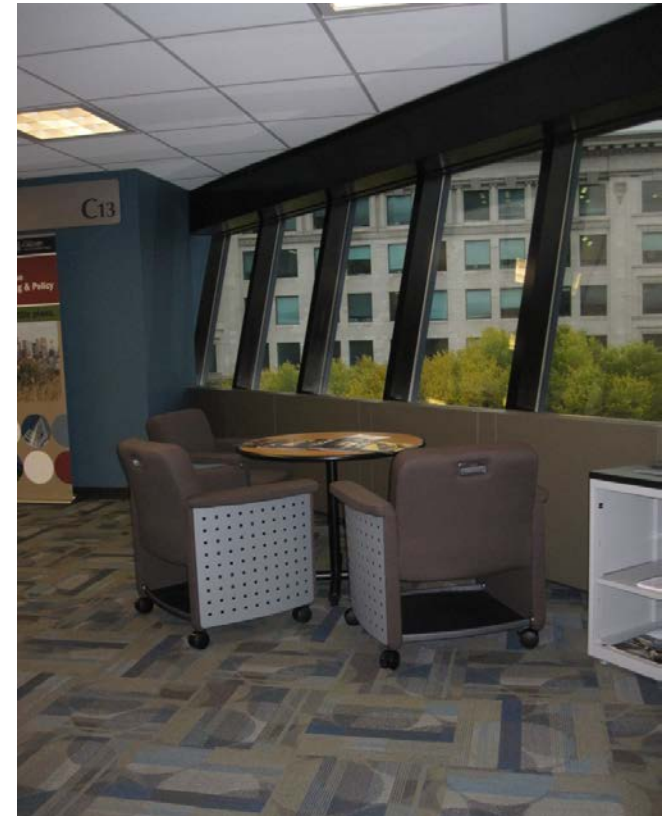
# WORKPLACE CONDITION ASSESSMENT



Presented to the  
National Executive  
Forum on Public  
Property May 12, 2011

# OUTLINE

- INTRODUCTION
- DEVELOPMENT
- CHALLENGES
- METHODOLOGY
- ATTRIBUTES & ASSESSMENT
- RESULTS
- GOING FORWARD



# INTRODUCTION TO CPB

- City of Calgary
  - 255 corporate facilities in wide range of lifecycle
  - 14000+ employees
  - Predict growth of ~200 staff/year
  - Need to provide adaptive, dynamic, quality workspaces
- Corporate Properties & Buildings
  - City of Calgary real property steward
  - 150 facilities, over 5,500 administrative workspaces, and 8 major operational sites

# CPB GOALS AND WCA

- CPB's role:
  - Provision and contribution of quality, functional workplaces and workspaces
- Our goals:
  - Improve service productivity
  - Provide space that recognizes a range of worker demographics and changing technology
  - Lower operating costs
  - Reduce and manage our ecological footprint



# INTRODUCTION TO WCA

- HR Corporate Workforce Strategy
  - Priorities: staff productivity, satisfaction, retention
- CPB to evaluate the condition of City workplaces
  - Use tool similar to Facility Condition Index (FCI)
- Develop business case for funding model and work space improvements
  - Minimum standards to drive towards equality of work environments

# TOOL DEVELOPMENT

## CHALLENGES

- No assessment tool in the North American market
- Corporate buy-in
- Corporate culture
- Variety of workplaces
- Knowledge gap

## SOLUTIONS

- Retain consultant
- Collaborative, iterative, dynamic process
- Staff engagement
- Surveys
- Workspace assessments



# PROJECT PHASING

- Phase I
  - Develop attributes to assess; create space standards
- Phase II
  - Create a tool to assess workplace condition
- Phase III
  - Test tool on a sample of workspace; engage/survey staff
- Phase IV
  - Reporting and recommendations



# WORKPLACE ATTRIBUTES



# ASSESSMENT METHODOLOGY

- Pictures
- Observation
- Measurement
- Catalogue component type, age, etc.
- Excel-based, tabular evaluation template
  - User friendly
  - Easily integrated into asset management software

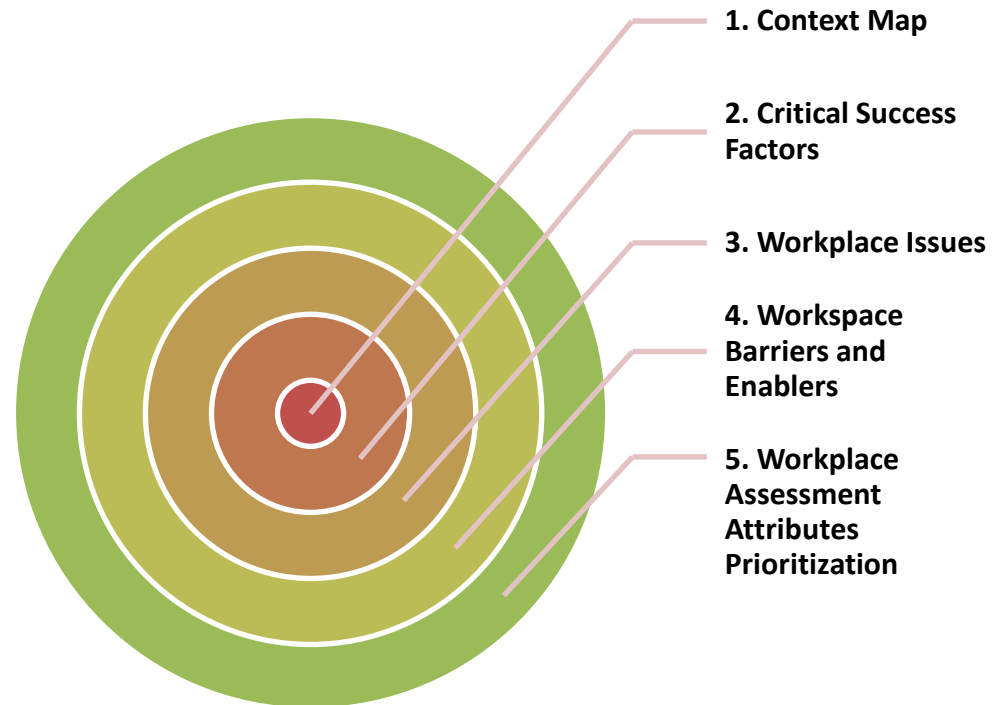


# STAKEHOLDER ENGAGEMENT

## Electronic Survey

- Sent to staff in the assessed workplaces
- 600 responses/1000 sent
- 3 survey modules
  - Workplace
  - Satisfaction
  - Mobility

## Staff Engagement Sessions



# RESULTS TO DATE

- Validated ability to develop and use a workplace assessment tool
- Reproducible, quantitative process
- Significant staff engagement
- Marked disparity among workspaces
- Baseline derived = 75%



# RESULTS TO DATE

## Recommendations:

### Prior to a workplace assessment

- ✓ Conduct a Building Code review
- ✓ Speak with facility manager
- ✓ Review construction drawings



# NEXT STEPS

- Generate report estimating cost to bring existing space up to a 75% condition standard
- Assign criteria weightings and rank workplace attributes
- Evaluate asset management software to generate Workplace Condition Indices (WCI)
- Assess all corporate workplaces with finalized tool

# BENEFITS

- Use current info to prioritize capital business cases (unfunded capital program)
- Inform long range planning
- Provide 'whole building' upgrade planning
- Connect employee elements to workplace condition
  - Workplace Condition ~ Absenteeism ~ Engagement
  - Occupant satisfaction before/after workspace upgrades
  - Quantify/translate savings of investing in our buildings

# QUESTIONS?

For more information

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