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
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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

Furniture/ Panels
Meeting Space
Collaboration
Green Office
Technology
Air Quality
Lighting efficiency
Ergonomics
Privacy
Communication
Daylight/Views
Accessibility
Acoustics
Transportation Options
Mentoring/Training
Showers/ Fitness
Alter native Work Options
Corporate Culture
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

1. Context Map
2. Critical Success Factors
3. Workplace Issues
4. Workspace Barriers and Enablers
5. Workplace Assessment Attributes Prioritization

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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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