



*A Global Workplace Community within CREC and CFC focused on increasing
Workplace Innovation and Consciousness*

Welcome!



Kate North
Chair, Workplace Evolutionaries
VP of Global Development,
e-Work.com

2014 Update

Our Focus- next 6 months

1. Expand Knowledge
 - Research & Case Studies
2. Leverage “Friends of WE”
3. Create exceptional WE events
 - WE:binars
 - Facility Fusion- Save the Date!
 - Ottawa / March 17-19th
 - Washington DC / April 15-18th

Topic: "WELL certified Workplaces – the next generation of sustainability"

Presenting: Beth Moore, CBRE and Paul Scialla, Delos

Focus: Learn about the process and criteria involved in certifying the first "WELL" office building in the world as CBRE shares their findings from their new corporate HQ in Los Angeles using the Delos framework.

Introductions

Presenters:



Paul Scialla,
Founder / Delos



Beth Moore,
Workplace Director / CBRE

Host:



Kay Sargent,
VP Architecture, Design
& Workplace Strategies,
Teknion

Introduction to Delos

[PLAY VIDEO](#)



For more information on Delos, please contact us at
info@delosliving.com

WELL Building Institute



International WELL
Building Institute

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Clinton Global Initiative (2012):
President Clinton Announces The
Delos® Well Building Standard™



WELL Building

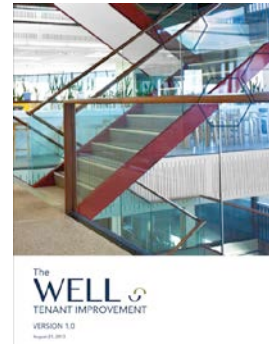
Context and WELL Certification



The
WELL 
BUILDING STANDARD®

VERSION 1.0

November 19, 2013



WELL Standard Engine



“

Wellness Real Estate™ is built on many individual features, which when combined, have an unprecedented positive health impact”

— Dr. Deepak Chopra
Author and Founder of the Chopra Foundation

Delos Advisory Board Member



MIND

COMFORT

FITNESS

LIGHT

NOURISHMENT

WATER

AIR

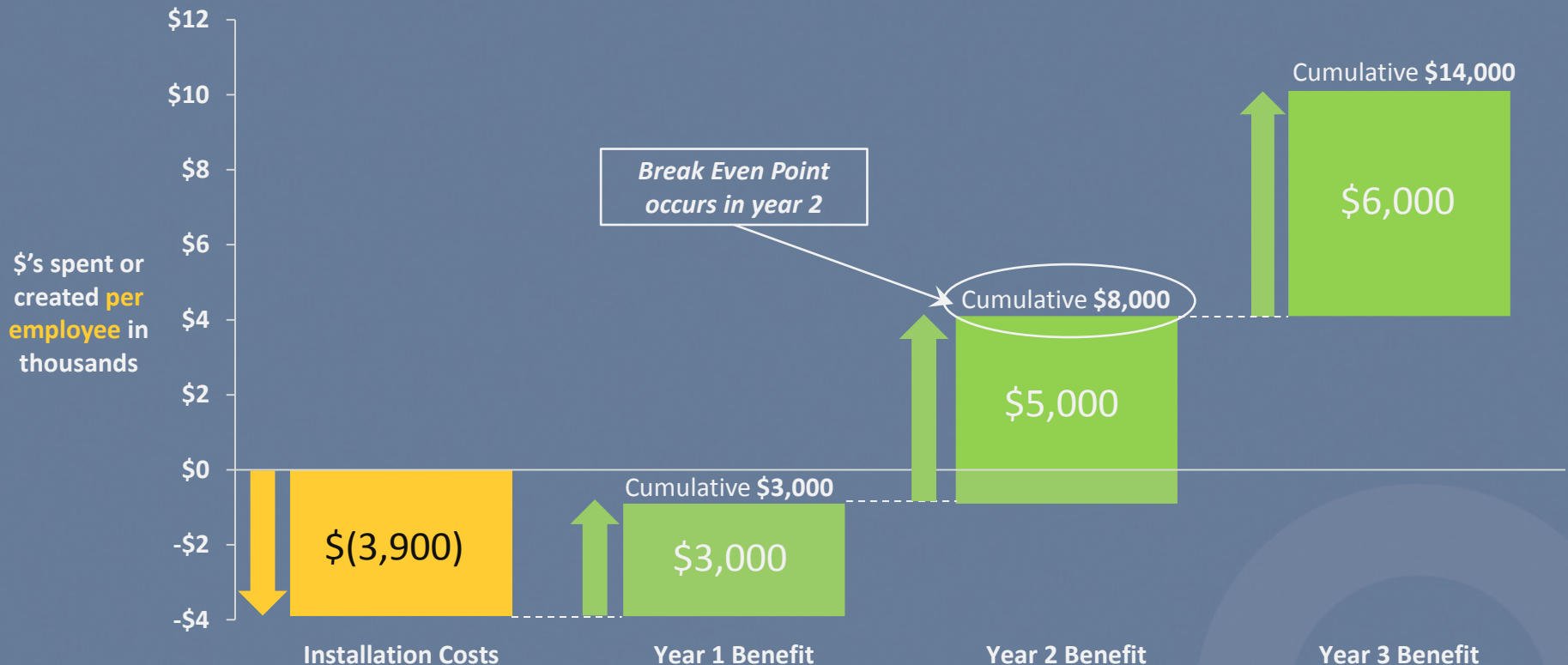
WELL™ Office ROI Results

Questions for Refinement of Analysis:

1. What is the relationship between ongoing maintenance cost and installation cost?
2. Do we want to show if employers choose not to implement certain features?

We estimated the benefits based on the specific features of the WELL™ model by researching 210 studies and then using that evidence to connect the features to ROI.

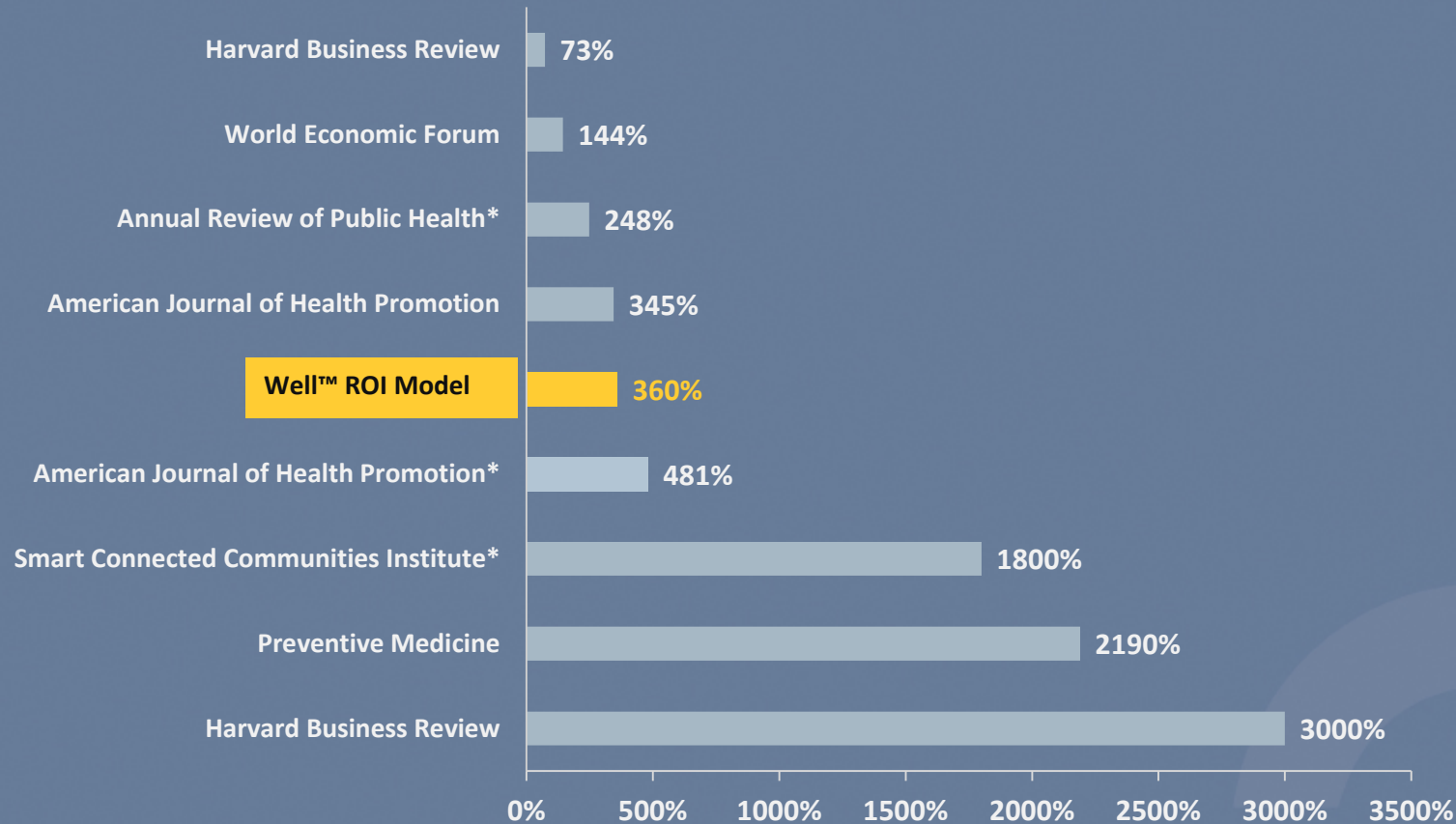
Impact model shows **ROI of 360%** over three years



Note: Installation costs are based on the actual cost of build out at CBRE's WELL™ certified office.

Comparison of WELL™ Model with Other Prominent Analysis of ROI on Workplace Wellness

Other studies have estimated ROI both above and below the WELL™ ROI Model calculation.

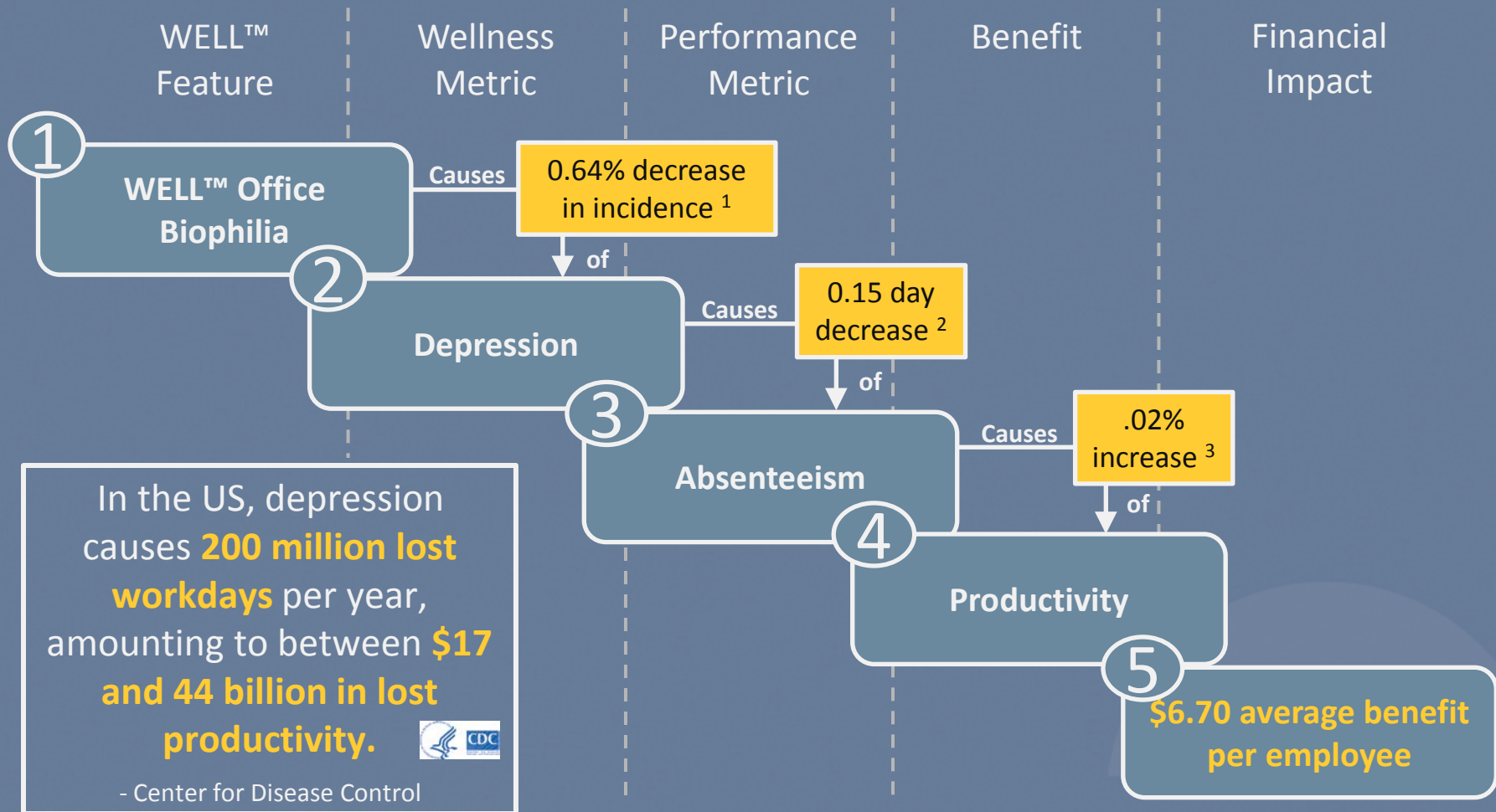


Note: Additional information about prominent studies will be available in the following section.

**Time frame is not available for these studies and as such they were not normalized to reflect ROI over three years.*

Spotlight Case Study: Depression in the Workplace

This case illustrates one of many ways in which WELL™ Office Biophilia boosts Financial Impact.



Sources:

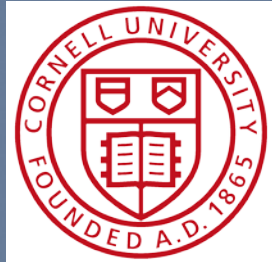
¹ Terrapin Bright Green LLC. "The Economics of Biophilia: Why Designing with Nature in Mind Makes Financial Sense." 2012. 30 July 2013

² Health and Safety Executive. "Self-reported work-related illness (SWI) and workplace injuries: Results from the Labour Force Survey (LFS)." 2012. 2 Aug. 2013

³ 1 missed day = 1/250 lost productivity per year

Where does the evidence come from?

The model uses findings from reliable sources including those shown below.



International Journal of Indoor Environment
and Health

American Psychologist

North Carolina Medical Journal

Preventive Medicine

University of San Diego Real Estate

American Journal of Public Health

American Journal of Health Promotion

Annual Review of Public Health

World Economic Forum

The Center for Work and Health, AdvancePCS

Pinnacle Care Private Health Advisory

American Society of Interior Designers

The Human Factors and Ergonomics Society
48th Annual Meeting

The Bureau of Labor Statistics

Business Knowledge Source

The Healthy Workplace Project

Building Research and Information

National Energy Management Institute

California Energy Commission

Eastern Ergonomics Conference and
Exposition

National Renewable Energy Laboratory

Society of Human Resource Management

Journal of Occupational & Environmental
Medicine

Surgeon General

Cambridge Judge Business School

Health Affairs

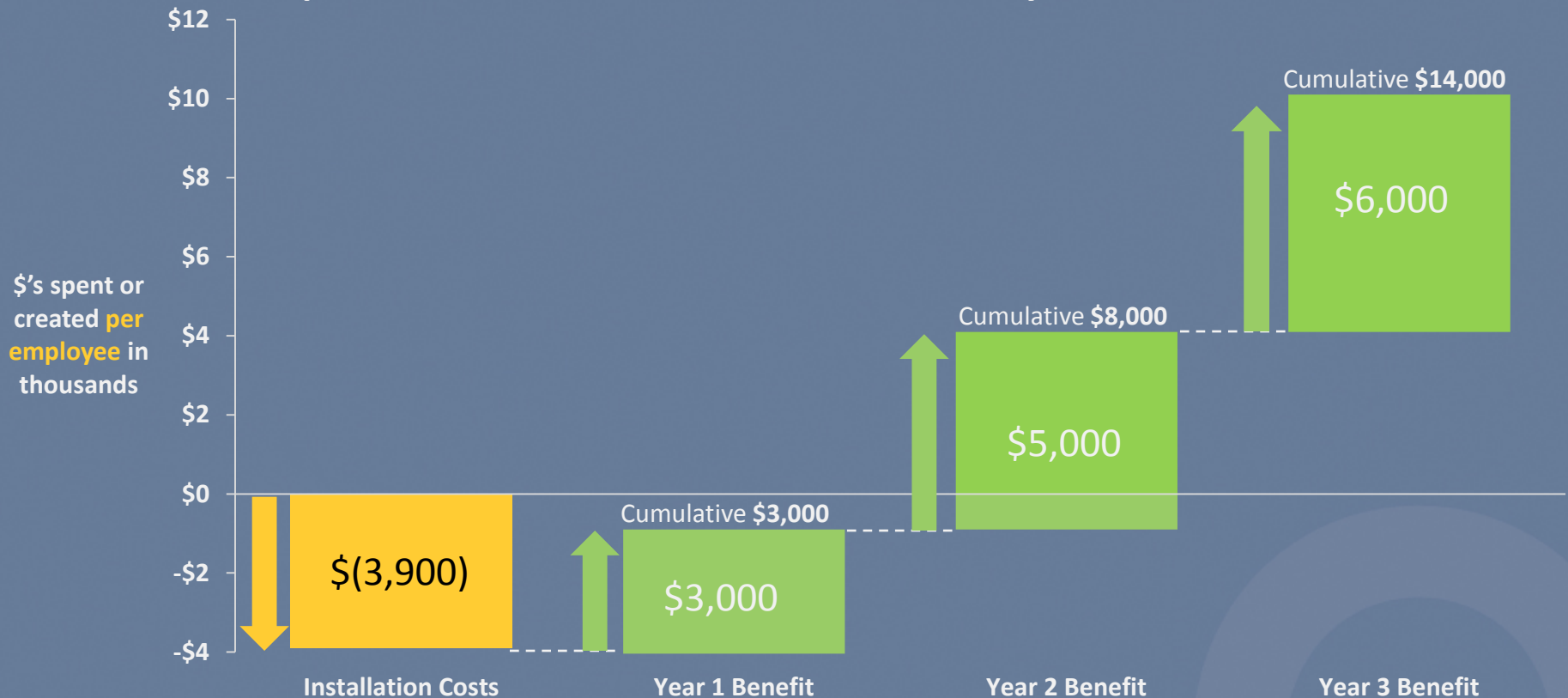
Journal of Environmental Medicine

American Diabetes Association

WELL™ Office ROI Results: Breakdown

In this section we explain the breakdown of the benefits.

Impact model shows **ROI of 360%** over three years

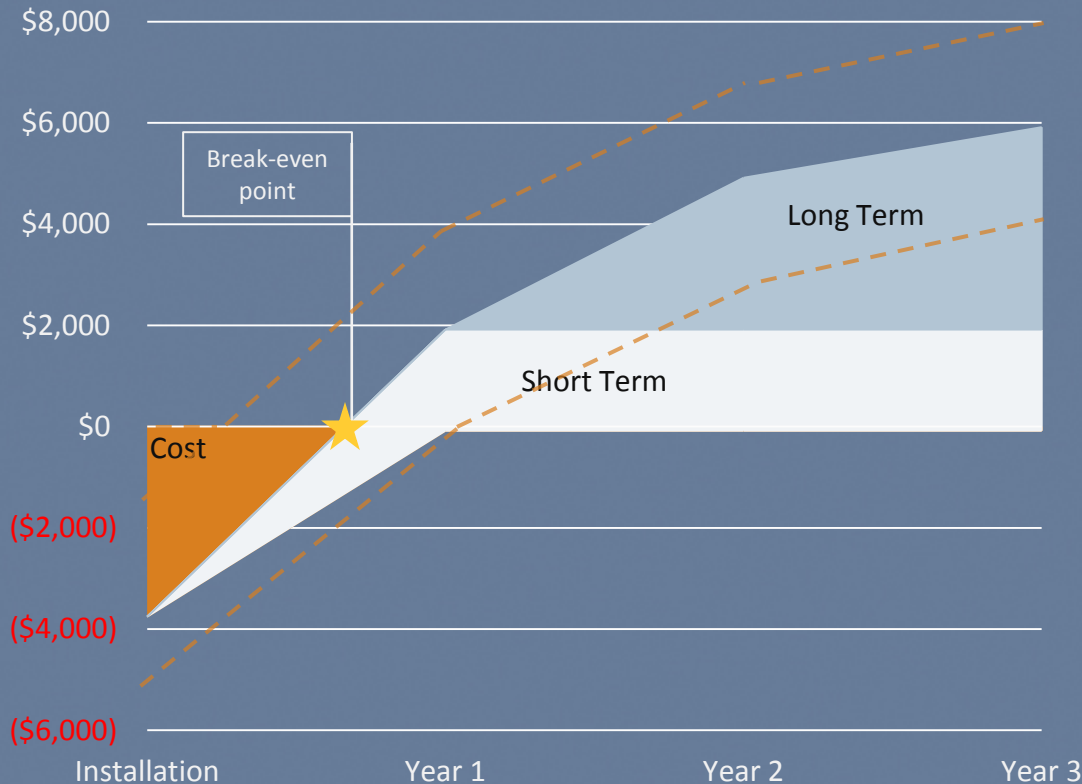


**Assuming 200SQFT per employee, this translates to \$10 per SQFT*

Breakdown of WELL™ Financial Benefit: Per Employee

Financial benefit of the WELL™ Office Standard occurs over time, with benefits accumulating over the short, medium, and long term.

Cost and Accumulated Benefit Over Time

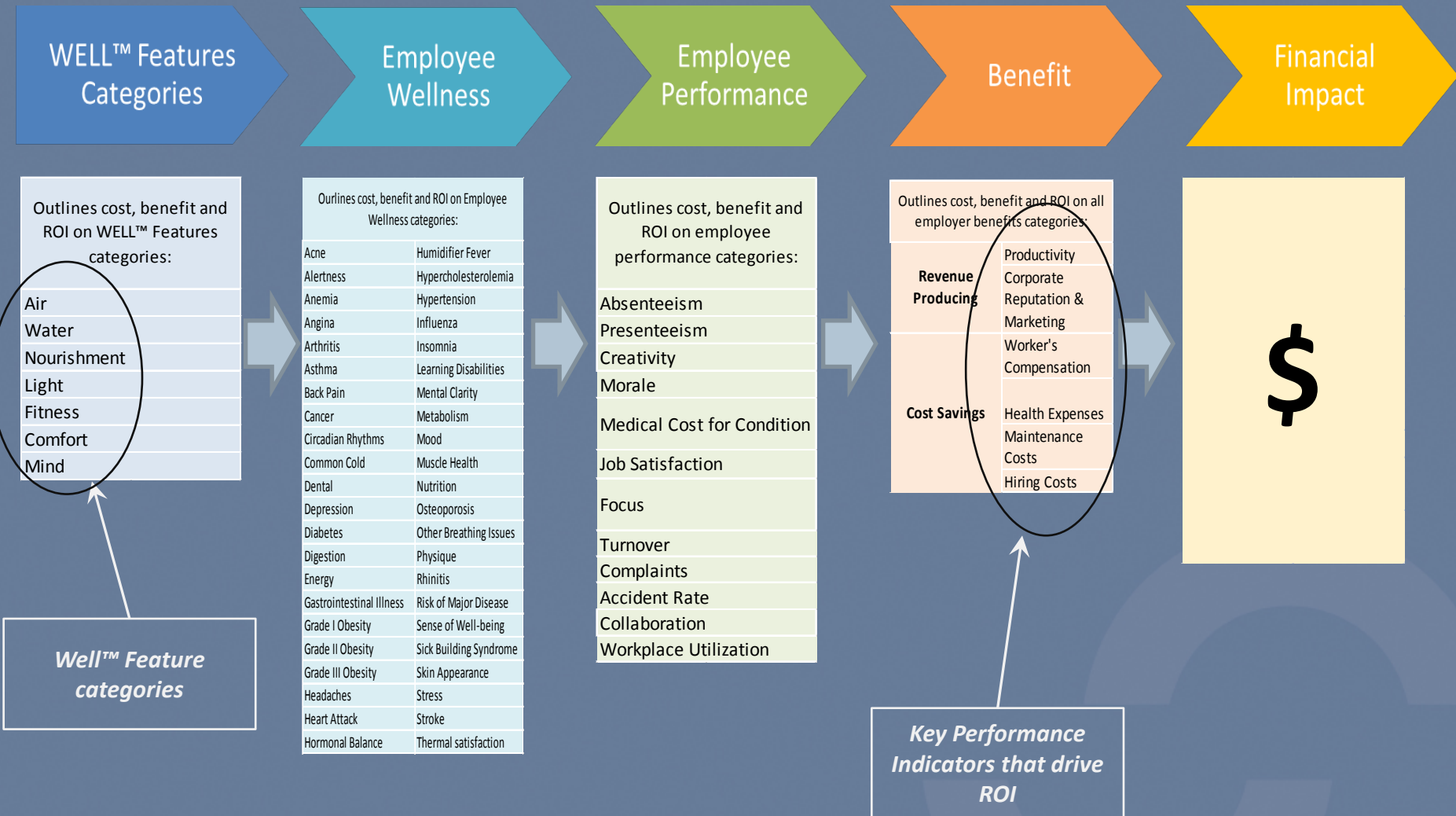


**Benefit of
\$4,000 to \$8,000
per employee
per year**

Note: The bands show the minimum and maximum Well™ Financial Benefit based on the initial health of the office.

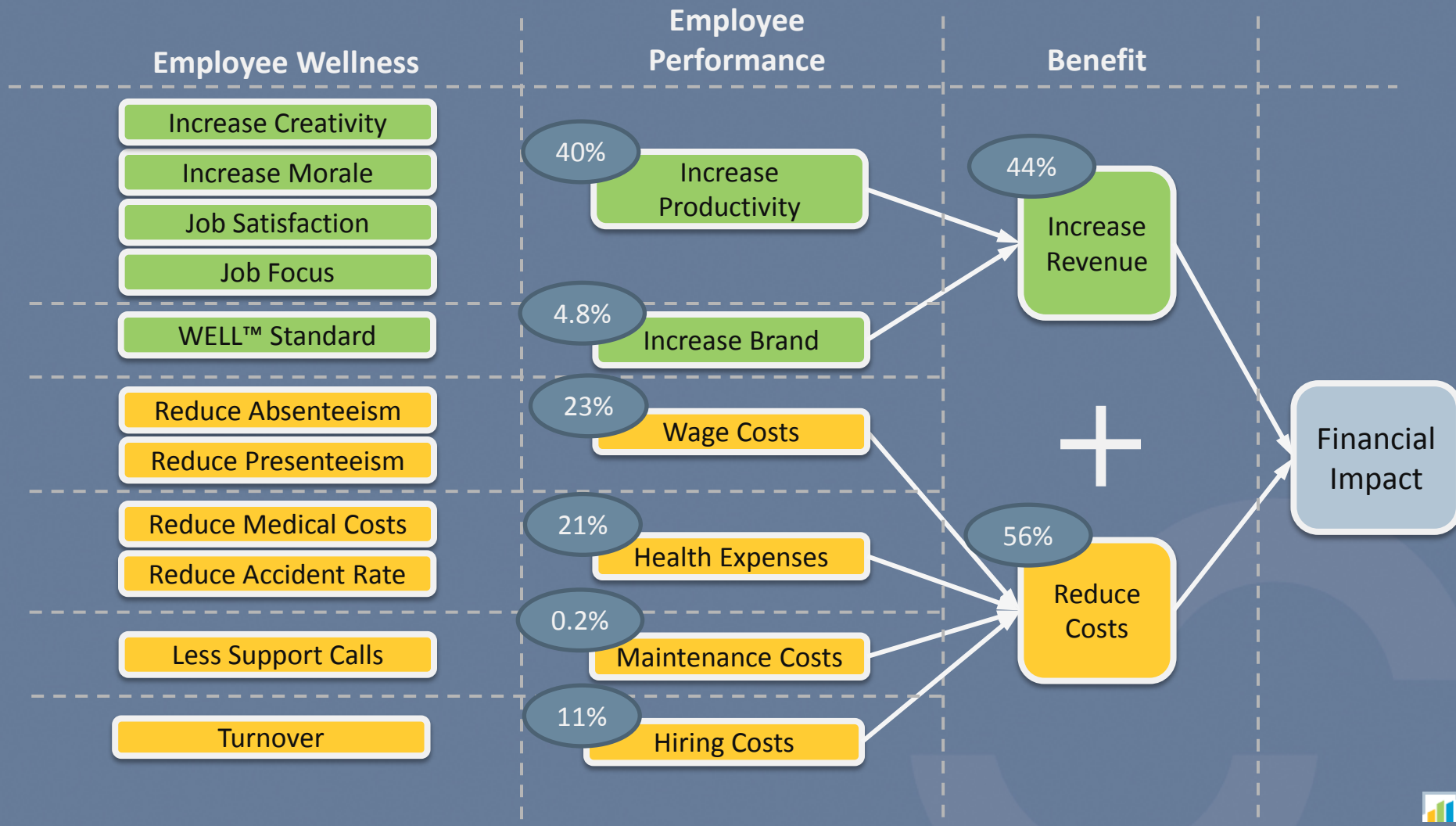
ROI on WELL™ Value Chain

We linked specific WELL™ Features to concrete Financial impact through a 4 step value chain.

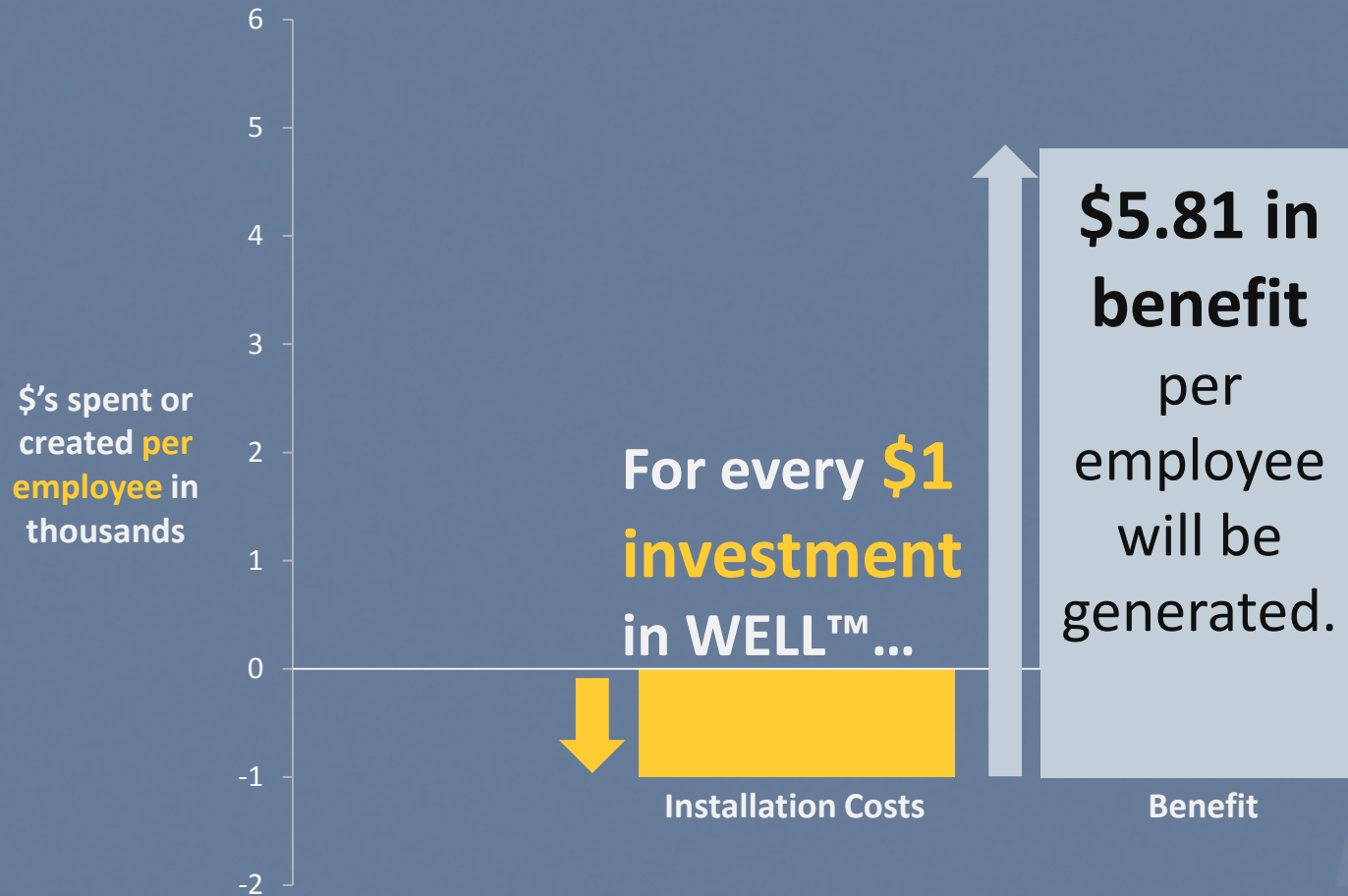


Mapping ROI – Causal Model

The model breaks down relative sources of benefits through revenue increases and cost reductions

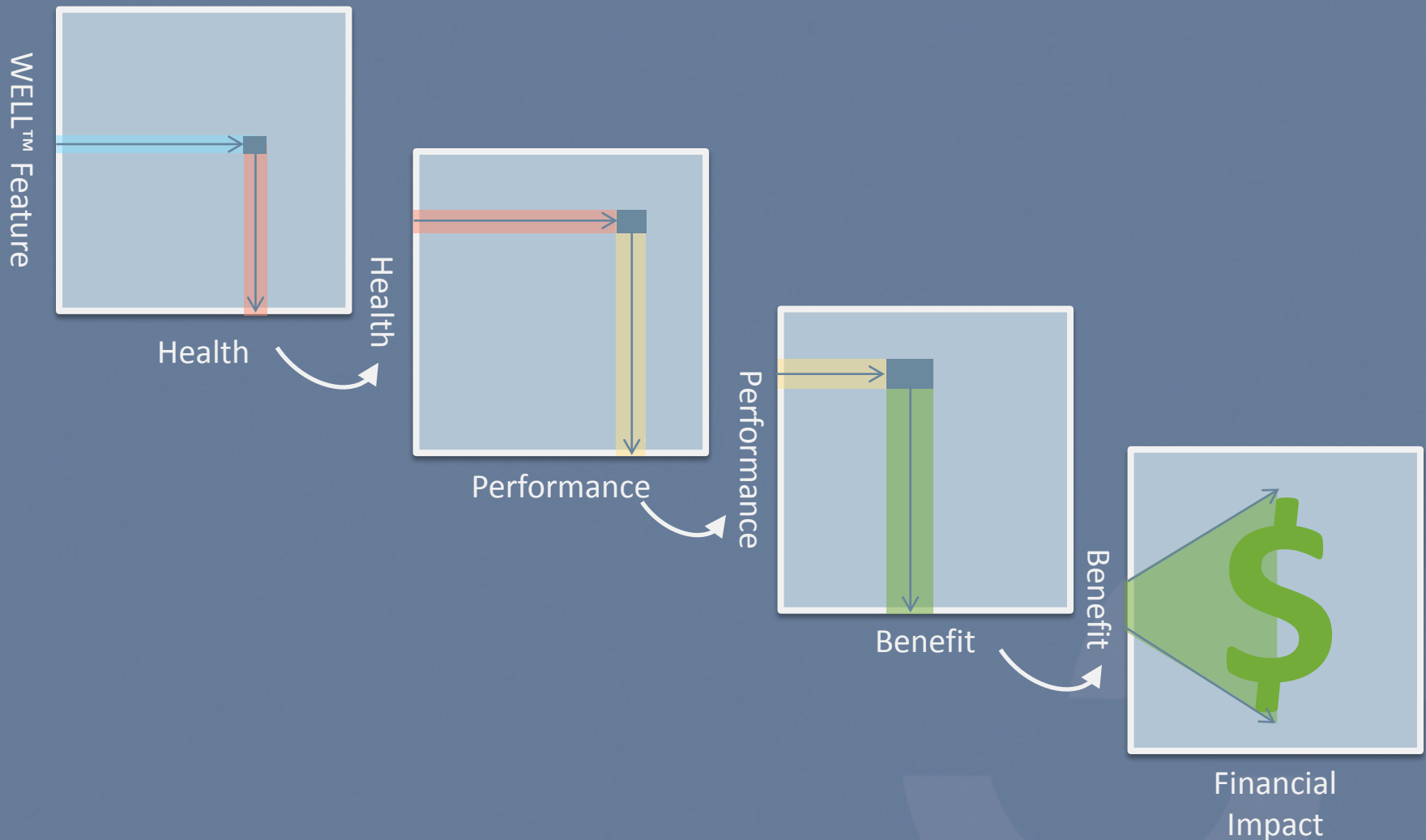


Spotlight Case Study: The American Journal of Health Promotion



ROI on WELL™ Calculation Method

The WELL™ ROI model is constructed in an accordion style, in order to capture each 1-to-many relationship from the WELL™ Feature to Financial Impact.



CBRE WORKPLACE STRATEGY

DOWNTOWN LOS ANGELES CASE STUDY



IT ALL STARTED WITH AN IDEA ...

Create a better workplace to become the “pace car” for our industry.

INCEPTION, RESEARCH AND PROCESS

COMPONENTS OF SUCCESS

METRICS & RESULTS

OUR WORKPLACE VISION

EFFECTIVENESS

- Collaboration
- Technology
- Productivity

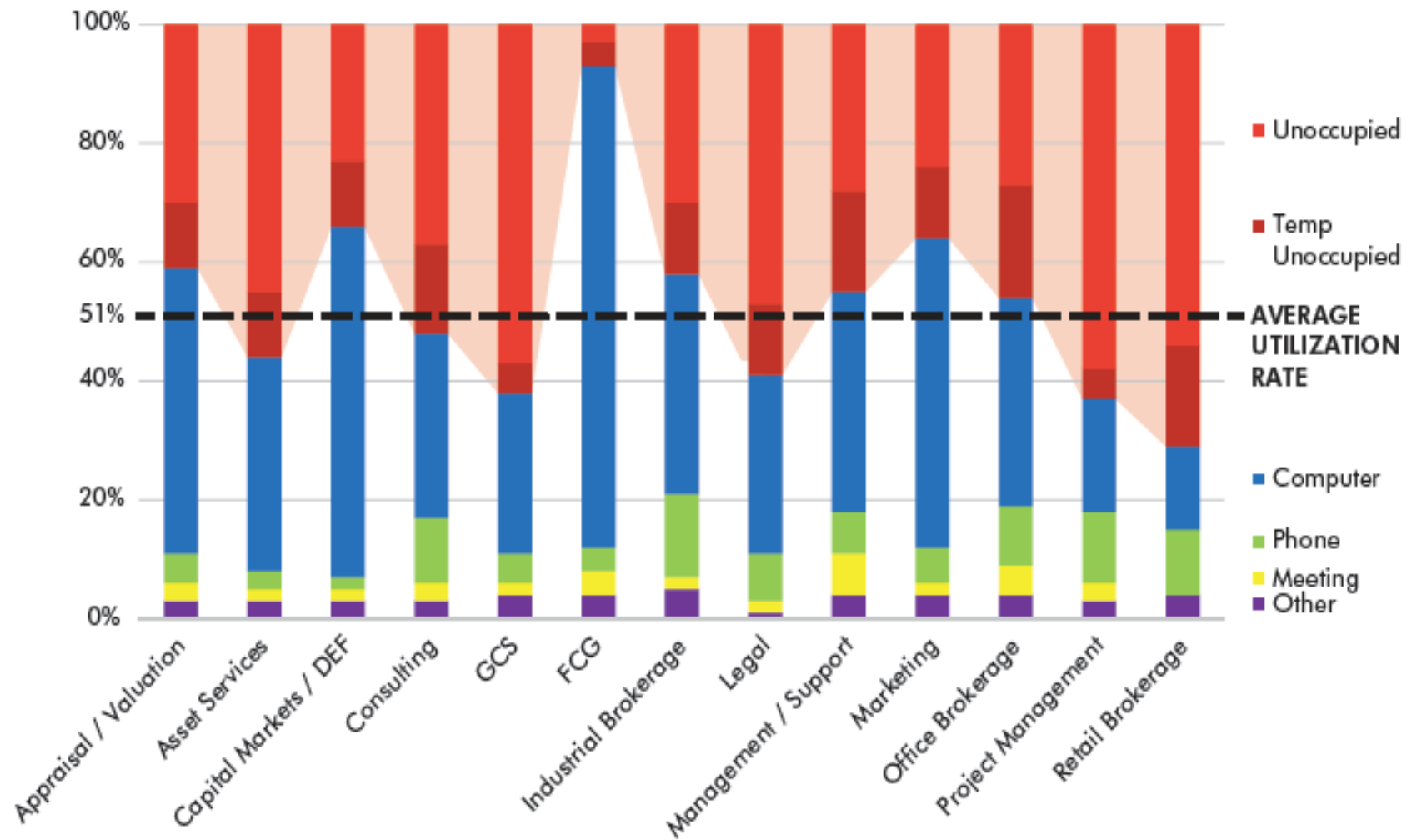
LEADERSHIP

- Lead by example
- Bold change
- High-risk, high-reward

EXCITEMENT

- Create “wow factor”
- Disruption (in a good way) to our clients
- Liberation for our sales professionals

51% AVERAGE , 72% PEAK UTILIZATION



WE TOURED THE GLOBE

BLOOMBERG – NYC

BOFA – NYC

STEELCASE – GRAND RAPIDS, MI

HERMAN MILLER – GRAND RAPIDS, MI

AUTODESK – SF

SALESFORCE – SF

GOOGLE – SF

AT&T FOUNDRY – SF

RUSSELL INVESTMENTS – SEATTLE

MICROSOFT – SEATTLE

PWC – LOS ANGELES

HYUNDAI – ORANGE COUNTY

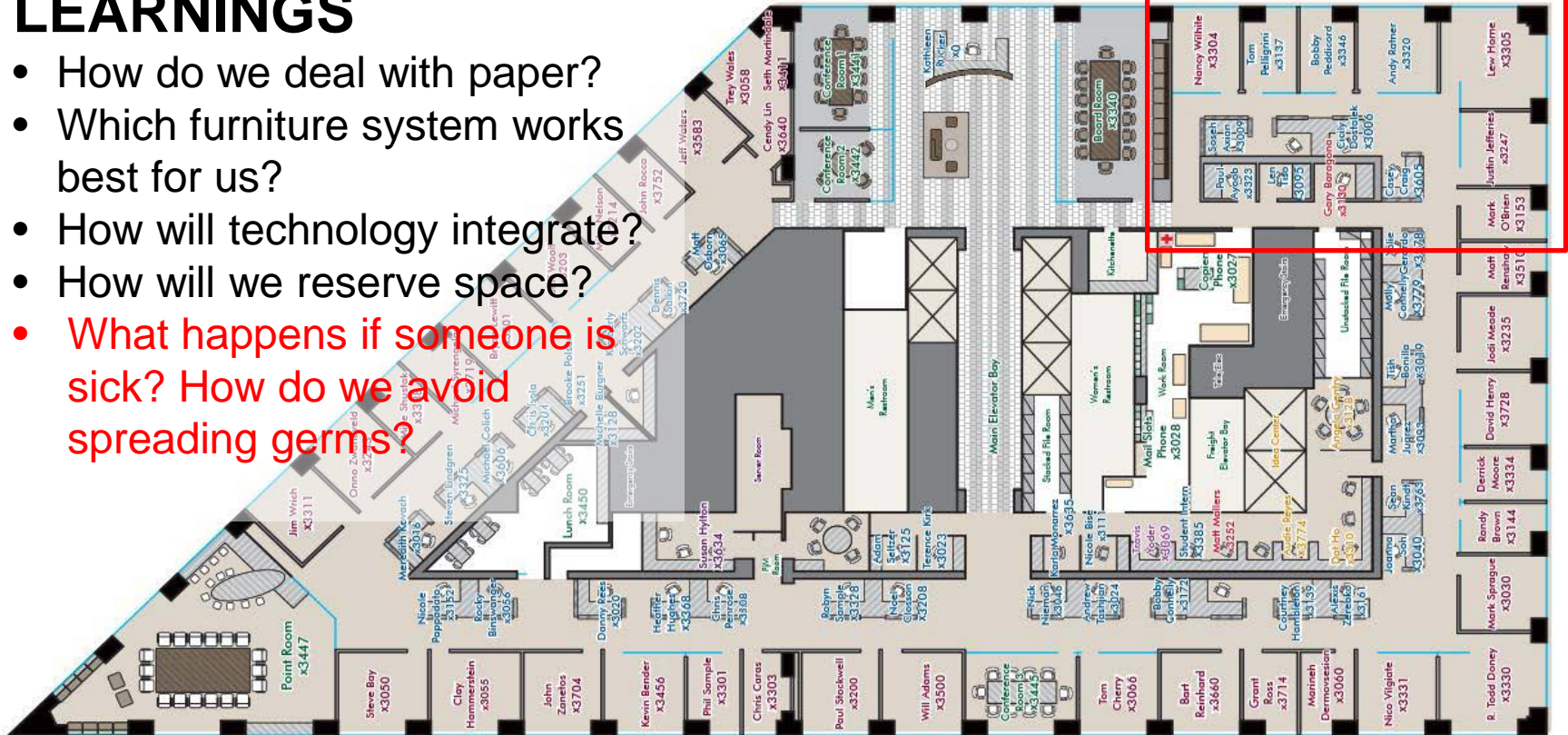
ORACLE – AMSTERDAM

MICROSOFT – AMSTERDAM

LAUNCHED A PILOT PRE-MOVE

LEARNINGS

- How do we deal with paper?
- Which furniture system works best for us?
- How will technology integrate?
- How will we reserve space?
- What happens if someone is sick? How do we avoid spreading germs?



ACHIEVED BUY-IN THROUGH COMMITTEES



ART & RECOGNITION

Nary La
Jeff Waters
Morgan Slade
Ken Fanellii
Laura Espinoza
Will Adams
John Zanetos
Clay Hammerstein
Kathleen Rucker



FURNITURE

Ken Fanelli
Paul Stockwell
Wally Rosvall
Don Spradlin
Chris Karlen
Jim Wrich
Mike Nelson
Carlos Posada
Lindsay Malison
Steve Bay
Andy Ratner
Mike Syrengelas



HEART

Kevin Bender
Kat Rucker
Mark Moniz
Barbara Emmons
Seth Martindale
Karen Greenberg
Meagan Brazil
Paul Stockwell
Cicily Dostalek
John Zanetos



DIGITIZATION

Justin Jeffries
Susan Hylton
Berrick Treidler
Mackenzie Lynch
Brett Green
Dennis Salkin
Liz Atlee
Onno Zwaneveld



HEALTH

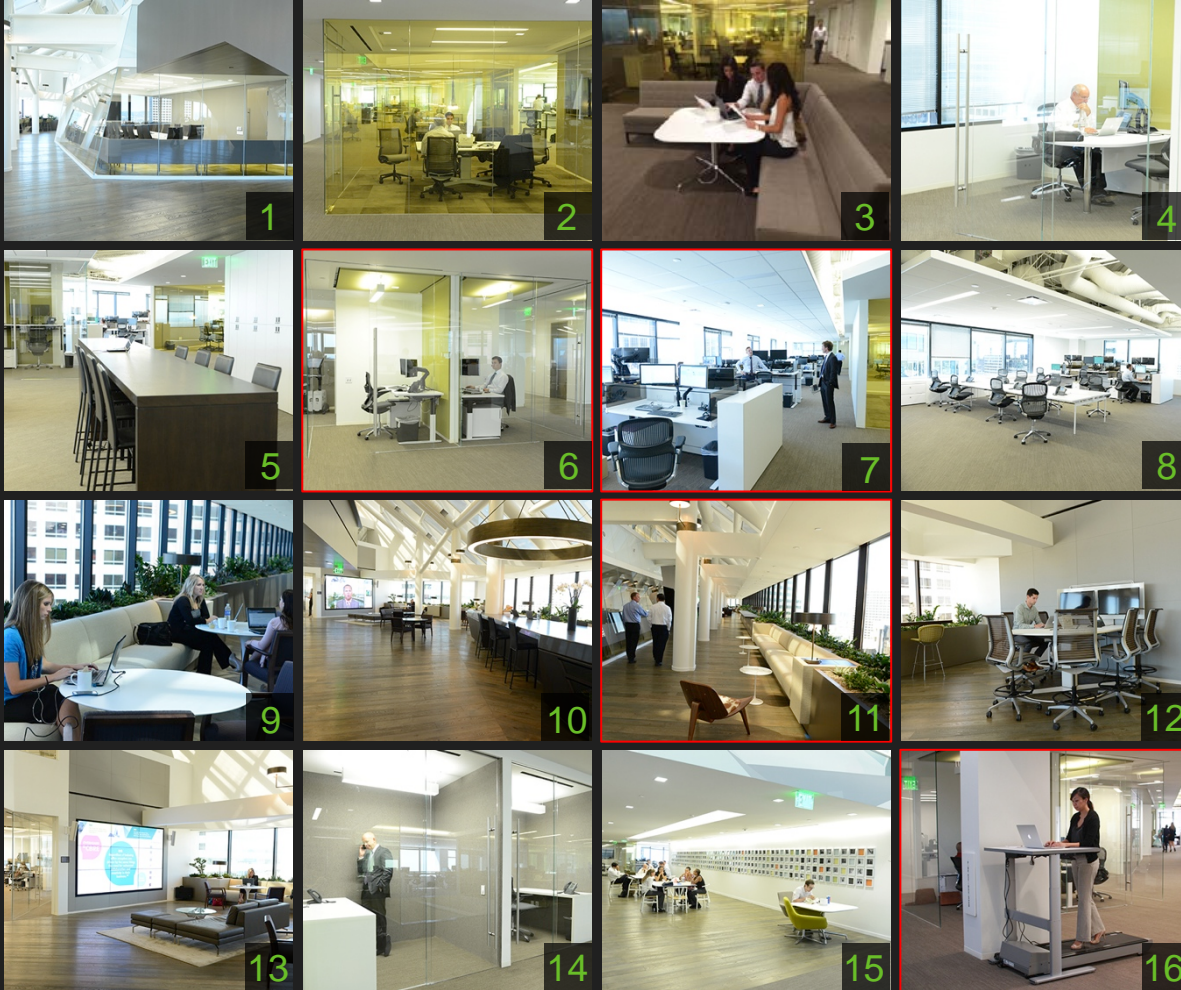
Onno Zwaneveld
James Repkin
Berick Treidler
Mike Syrengelas
Lew Horne
Lenny Beaudoin
Laura O'Brien
John Rocca
Ken Fanelli



TECH

Susan Hylton	Alan Wang
Norman Lee	Mark Moniz
Ed Tan	Rocky Binswanger
Matt Renshaw	Dennis Salkin
Stephanie Lew	Alicia Spradlin
Paul Ayoob	Luke Morris
Trey Wales	Onno Zwaneveld
Laura Espinoza	Darlene Hayes

OFFERED VARIETY – 16 SPACES TO WORK



1. CLIENT CONFERENCE ROOM
2. TEAM HUDDLE ROOM
3. OPEN TEAM AREAS
4. OFADS
5. NEIGHBORHOOD TOUCHDOWN SPACE
6. FOCUS ROOM
7. WORKSTATIONS
8. TEAM TABLE
9. BANQUETTE & CAFE TABLE IN THE HEART
10. BAR SEATING IN THE HEART
11. GARDEN AREA
12. OPEN MEDIA:SCAPE SPACE
13. LOUNGE SEATING IN THE HEART
14. PHONE BOOTHS
15. RISE CAFE
16. TREADMILL WORKSTATION

EMBRACED WELLNESS: FIRST WELL™ CERTIFIED OFFICE

COMFORT

- Acoustic damping walls
- Ergonomic workstations
- Antimicrobial surfacing
- EMF shielding
- Lumbar supporting floor core
- WELL cleaning protocol in place

WATER

- Filtered water hydration stations

NOURISHMENT

- Nutrition tips & nutritional snacks
- Nutrition classes via Fitness Concierge

MIND

- Biophilia – indoor landscaping
- Aromatherapy
- Wellness literacy

AIR

- UV treatment and activated carbon filtration
- Outdoor air flow at all times
- CO₂ and relative humidity monitoring

LIGHT

- Circadian Lighting System™

FITNESS

- Inviting stairs
- Treadmill desk
- Stretch area
- Kybun standing pads
- Yoga classes via Fitness Concierge

SUSTAINABILITY

- LEED Platinum Certified Building
- LEED Gold Certified Tenant Improvements
- WELL Certified Tenant Improvements
- Red List compliant materials

LEADING THROUGH THE CHANGE

- Engage Workplace Consulting
- Start early
- 9 months to plan
- 10 months to build
- 2 hours to transition after move
- Workplace documented everything

Change Management 2012

FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST
8 th On site research conducted. Utilization study. Leader interviews. Observation study. Survey.	22 nd Findings report presented. 2ND 11th DETERMINED THAT DTLA IS TO BE 1ST CBRE PILOT IN U.S.	12 th 1 st Gender design presented. 19 th Revised program and emphasis on "new" factor design.	2 nd Weekly calls start with PJM, Workplace Strategy, and DTLA management. 27 th Managed technology presented. Visit to Orlano.	1 st Introduction to personal efficiency needs. 1 st Engagement with business units to discuss vision for future workplace.	18 th Identified, toured and evaluated five building options. SUMMER VACATION	1 st -20 th Began evaluation of technology standards. Determined not to go with GTD training for efficiency. Identified Steering Committee Members.

Change Management 2012-2013

SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY
4 TH 1ST STEERING COMMITTEE MEETING 21 st Workplace360 Roundup eNewsletter update sent.	2 nd Workplace360 Roundup eNewsletter update sent. 2 nd Low move out of his office and Media Scape is setup. MANAGEMENT TEAM GOES F ADDRESS 12 th DTLA server capacity is temporarily resolve. 20 th Workplace360 Roundup eNewsletter update sent. 2 nd Trip to Amsterda.	2 nd Space plans approved for 400 S. Hope. 5 th Workplace360 Roundup eNewsletter update sent. 16 th	2 nd Met with Southland Technology to learn about Liquid Galaxy. 7 th Workplace360 Roundup eNewsletter update sent.	HAPPY NEW YEAR! 7 th Trip to Michigan to visit Herman Miller and Steelcase. DTL LEASE IS SIGNED	4 th Workplace360 Roundup eNewsletter update sent. 13 th Furniture Markup is installed. Liquid Galaxy approved.

22nd
1st ALL OFFICE TOWN HALL IN 400 S HOPE
Neighborhood ideas are introduced.
Low goes paperless and exceeds server capacity, cracking the system.
LEW'S 1ST BLOG POSTING

Change Management 2013

MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
1 st Workplace360 Roundup eNewsletter update sent. 13 th Heart design approved. 15 th Laptops deployed to employees. 26TH CONSTRUCTION CAMERA IS INSTALLED AND COMMUNICATED TO EMPLOYEES Workplace360 Roundup eNewsletter update sent.	1 st Furniture Bid Awarded to Knoll and Steelcase. 17 th Began redesign of service center. Laptops deployed to employees. Workplace360 Roundup eNewsletter update sent. 24 th Leadership discussion begins over potential move of CBRE U.S. Headquarters.	1 st Big push to finalize digitization. 16 th Ancillary Furniture Presentation. Workplace360 Roundup eNewsletter update sent. 22ND HEADQUARTER S MOVE TO DTLA APPROVED	5 th Workplace360 Roundup eNewsletter update sent. 10 th LiquidGalaxy development unit installed. 14 th Art committee finalizes recognition and key art elements. 19 th Workplace360 Roundup eNewsletter update sent. 28 th Street artist commissioned. CONSTRUCTION IS WELL UNDERWAY!	1 st Focus on technology integration and training to save time, work mobile and collaborate efficiently. Workplace360 Roundup eNewsletter update sent. 8 th Met with our 1 st concierge hire to discuss servicing and programming the heart. SUMMER VACATION Focus on Liquid Galaxy Integration.	Planned... Workplace360 Roundup eNewsletter updates. Continue technology training with group and 1:1 training. New office tours with employees. Move preparation activities. CHANGE MANAGEMENT WORKSHOPS TO PREPARE FOR THE MOVE + GOLDEN RULES	MOVE TO 400 S. HOPE!

IMPROVED EFFICIENCY AND VARIETY

BEFORE: DTLA + HQ

61_{KSF}

191_{SEATS} 191_{PEOPLE}

319_{SF/PERSON}

3 DIFFERENT SPACES TO WORK

1,500 FILE DRAWERS

AFTER: DTLA + HQ

48_{KSF}

168_{SEATS} 210+_{PEOPLE}

228_{SF/PERSON}

16 DIFFERENT SPACES TO WORK

300 FILE DRAWERS

TOTAL GROSS RENTAL SAVINGS

\$900K PER ANNUM RENTAL SAVINGS=
\$9M OVER 10 YEARS
30%!

KEY RESULTS

- 100% FREE ADDRESS
- INCREASED CAPACITY FOR GROWTH
– SAME FOOTPRINT
- WELL™ CERTIFIED
- SIGNIFICANT COST SAVINGS
- COLLABORATIVE ENVIRONMENT
- AN ENVIRONMENT THAT IMPROVES
THE WAY WE WORK



MARKET REACTION

12–15

TOURS A DAY

3,500+

CLIENTS AND COMMUNITY LEADERS
HAVE TOURED THE SPACE

40+

ARTICLES COVERING OUR STORY

***EMPLOYEES WOULD NOT GO BACK
TO THE OLD WAY OF WORKING***



HQ UNVEILING VIDEO



Deepak Chopra
Chopra Center for Wellbeing

[PLAY VIDEO](#)

WE:binar

February 20, 2014



Topic:

Presenting:

Focus:



WORK**DESIGN**
MAGAZINE

Topic: How Can Workplace Design Improve the Productivity of Employees?

Presenting: Bernice Boucher, JLL
Head of Workplace Strategy, Americas



Date: Tuesday January 26th at 1:00 EST

To Register: Go to wdmwebinar.eventbrite.com



WE Tour: GSA's new Workplace!

Facility Fusion DC 2014

Please join us for an workplace discussion and exclusive tour of
GSA's new highly innovative workplace

Date: Tuesday, April 15, 2014

Time: 8:00 - 11:30 AM

Host/Speaker: Anthony N. Macri
Smart Occupancy Lead, GSA

Where: 1800 F Street, NW Washington,
DC 20405

Limited availability RSVP required

Register – <http://facilityfusion.ifma.org/dc/conference/facility-tours>

Shuttle from hotel will be provided



A Global Workplace Community focused on
increasing Workplace Innovation & Consciousness

Workplace Strategy Summit 2014

WHEN: June 8 – June 10, 2014

WEHRE: Wokefield Park, England

SPEAKERS:

- Frank Becker, Cornell
- Alexi Marmot; University College of London

SPONSORS:

- IFMA
- IFMA Foundation
- University College London
- Manhattan Software
- Planon



IFMA
International Facility Management Association

IFMA FOUNDATION

UCL
University College London

WORKPLACE STRATEGY SUMMIT 2014: RESEARCH IN ACTION
BERKSHIRE, ENGLAND
JUNE 8-10, 2014

The second Workplace Strategy Summit will be held on June 8-10, 2014 at Wokefield Park in the United Kingdom. The Summit will be sponsored by the IFMA Foundation, IFMA and University College London.

Presenters will include leading thinkers from the fields of design, facility management, organizational ecology, technology, and management.

Building on the success of the first Workplace Strategy Summit held at Cornell University in 2012, this event will be a way to further the conversation on how the office environment can best serve the activities of today's organizations and to define next steps for serious research needed by the profession.

The conference will facilitate an exchange of views of experts and practitioners with emphasis on the issues of where the field of workplace strategy is, where it is going, and what research is needed to help organizations create effective workplaces.

Attendance at the conference is limited to 160 people in order to facilitate an exchange of experience between all participants. The mix of experts and practitioners will provide a wide range of perspectives grounded in experience of developing and implementing innovative workplace strategies in diverse industries, organizations, and national contexts.

PROGRAM

The conference will include presentations by leading thinkers in the areas of workplace and organizational ecology, based on critical topics, and round-table breakout sessions that will facilitate a vigorous exchange of views by conference attendees. Confirmed speakers include Frank Becker from Cornell University and Alexi Marmot from University College London.

more information visit www.ifmafoundation.org



WE Thank YOU for joining us!



To be a part of WE, please join either CREC or CFC