


# Best practices for transforming the workplace

Don't overlook these proven strategies when downsizing, closing, or moving an office space




Waiting until the last minute can complicate things:

Start coordinating projects early

### Techniques for a smooth project execution




- Workplace transformation can be a catalyst for change, but only if you allow the time to plan and implement.
- Early engagement will facilitate more seamless and productive project execution.
- Taking the time to plan projects in advance can drive cost savings and other efficiencies.





Real estate changes are a team sport:

Make sure you involve all key stakeholders

Key internal players	Key external players
 Real estate/facilities	 Real estate broker
 Department heads	 Owner's project manager
 Records management	 Facilities management
 Legal/risk	 Corporate interior design
 Information technology	 Records management vendor



Information assets take up more space than you think:


Real estate changes are a great time to get your information under control

### 50 file cabinets take up ~78m<sup>2</sup> of office space

- \$35K to \$50K in annual lease costs depending on location
- Enough space for two large conference/collaboration rooms



Labels in diagram: Obsolete IT assets, Wasted storage cupboards, File rooms, Desks with business and personal items, Stacks of boxes/paper, File cabinets.




Don't overlook risk:

A data breach could impact an organisation's bottom line and reputation

<p><b>\$9.4M</b> average cost of a data breach in the U.S.</p>	<p>"Global bank to pay \$35M after hard drives with 15M customers' data turn up at auction."</p>	<p>"Federal officials retrieve 1-9 forms found in used office furniture."</p>
<p><b>60%</b> of data breaches lead to price increases that are passed on to customers</p>	<p>"Man finds documents with personal information inside dumpster."</p>	<p>"Personal information found in files dumped on sidewalk."</p>
<p><b>46%</b> of organisations suffer reputational damage due to a data breach</p>	<p>"Patients 'frustrated and disappointed' after records found in dumpster."</p>	<p>"Personal information left in file cabinet misplaced by local nonprofit."</p>

Sources: IBM, Imprivata




External support is often necessary but can also be risky:

Make sure your vendors are properly vetted

### Vendor evaluation checklist

- Positive reputation
- Auditability
- Strong security policies (i.e. data security, chain of custody, etc.)
- Vetted and trained employees
- Sound financials
- Focus on terms and conditions
- Contribute to strategic organisational goals






Real estate changes create opportunities to enhance sustainability:

It's important to recognise them and take advantage

### Opportunities to support sustainability goals beyond building operations

 Donate office supplies	 Recycle documents	 Collocate data centre
 Recycle/remarket IT assets	 Recycle/donate furniture	 Vendor selection




Don't reinvent the wheel for every project:

Create a standardised process for real estate changes

### Some advice for your game plan

- Document key successes and mistakes for future projects.
- Maintain a process for implementing best practices and lessons learned not just for projects, but across your entire real estate portfolio.
- Work with partners who can help you standardise processes and who can do more rather than less.



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