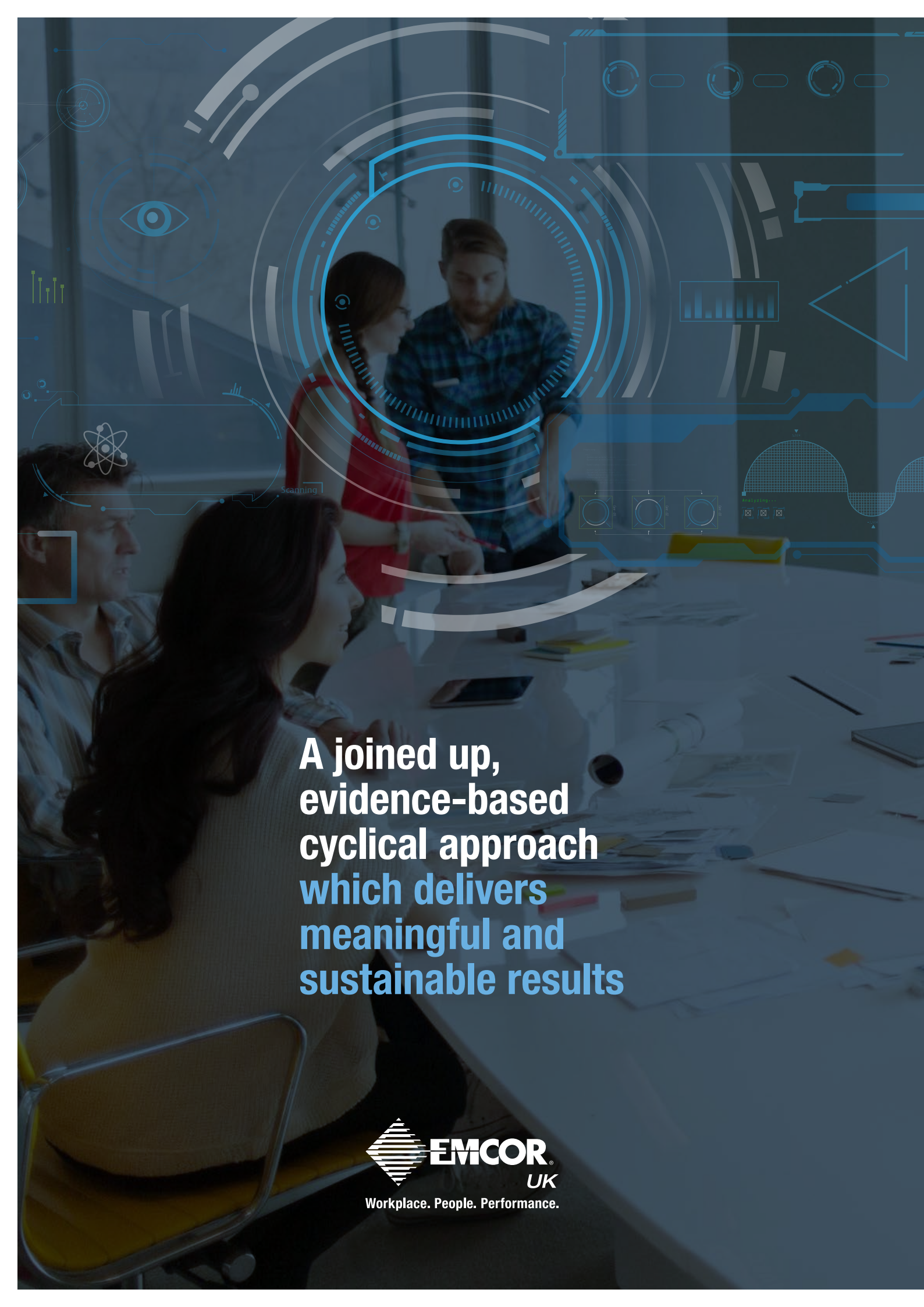


# TRANSFORMING WORKPLACE EXPERIENCE

Sustainable and evidence-based  
workplace transformation





**A joined up,  
evidence-based  
cyclical approach  
which delivers  
meaningful and  
sustainable results**



# WHY WORKPLACE MATTERS

**Outstanding workplaces are only achieved with deep understanding followed by the *right* actions**

Providing workplaces where your people can perform well and have a positive experience is proven to boost business performance.

The COVID-19 pandemic has fundamentally changed the world of work and will have a lasting impact on working environments. The most effective workplaces not only enhance productivity, efficiency and creativity - they also support and encourage the right behaviours and adapt to suit how people want and need to work at any given point. And workplaces that can flex and change quickly to meet immediate and sometimes unexpected challenges are now more important than ever.

The most productive and inspirational workplaces align the unique DNA of a business and its people, bringing to life and empowering the values, purpose, aims and behaviours of the organisation. Employees feel motivated, have purpose, are engaged and are more productive. Crucially, transformational workplaces also find the right balance between operational efficiency, fostering creativity and innovation, and providing a healthy and happy environment for all.

EMCOR UK moves workplace beyond the fads and trends in office design with evidence-based, practical recommendations for change. We shift the spotlight away from aesthetics and focus on the best fit between how your business needs to operate and how your people work best.



# OUR METHODOLOGY

## Evidence based and sustainable workplace transformation

The traditional workplace is undergoing a powerful shift towards flexible working with a variety of spaces to suit different needs, including co-working and collaboration, creative thinking, planned and unplanned meetings, private conversations, even socialising. Accommodating such a broad spectrum of needs (for individuals as well as the business) requires a completely different approach.

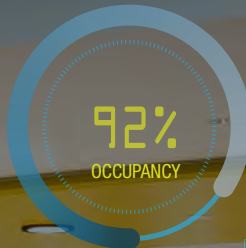
### Understanding the people perspective

Using structured employee surveys tailored to your business, we identify the workplace issues impacting individuals' ability to work effectively. We also help you to benchmark your employee responses and behaviours against other companies on a global scale so you can see exactly how your workplace compares to others.





# People Retention Motivation Engagement Wellbeing Productivity



CREATIVE THINKING

COLLABORATION

MEETINGS

CO-WORKING

CO<sub>2</sub> SENSORS

## What we offer



- **Comprehensive data gathering** using a combination of surveys, sensors and monitoring tools.



- **Strategic insight plus recommendations** and actions to achieve your workplace goals - the easy wins as well as strategic operational and capital expenditure.



- **Assessment and interpretation** of multiple interdependent elements to identify the actions required to achieve workplace transformation.



- **Delivery and ongoing management** of an optimised workplace which flexes and evolves to meet changing business requirements.



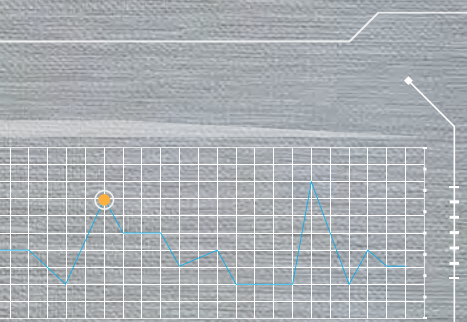
# INSIGHT DRIVES PERFORMANCE

As an experienced workplace and facilities management provider, we have a deep understanding of the dynamic relationship that exists between people, organisational culture and buildings.

This 360-degree view of what's really happening is a powerful leap forward; combine this with our experience of FM delivery and we can do everything needed to achieve lasting and transformational change.

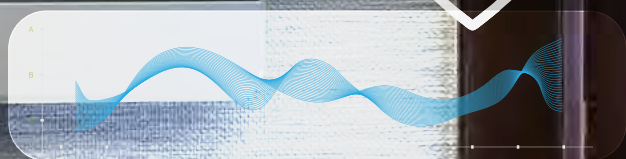




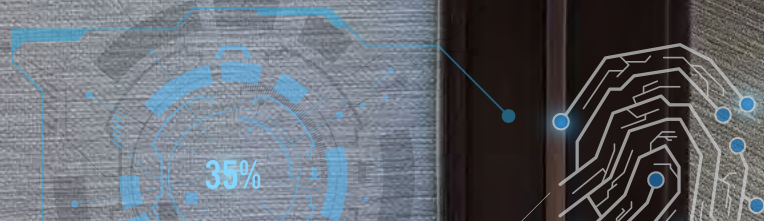
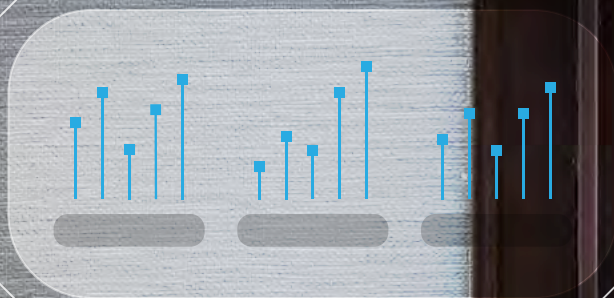


TEMPERATURE  
OVERVIEW

20°C



CO<sub>2</sub> LEVELS



## Actionable outputs driven by data and technology

Technology has enabled an important step change in understanding of how workplace can be optimised. It has become the enabler for workplace transformation.

By definition, a building is 'smart' when various components such as air conditioning, lighting, and security alarms are connected and controlled by one operating system. Applying new technology that adds value and interconnectivity is key for creating an 'intelligent' workplace where people and performance is strategically managed through data-driven decision-making.

**Gathering quantitative and qualitative workplace performance metrics offers the hard evidence needed to identify, achieve and *maintain* optimum working conditions**



MEETING ROOM  
CLEANED:  
20 MINUTES AGO



# A WHOLE NEW PERSPECTIVE

We build a body of evidence using multiple elements to develop a deeper understanding. We look in detail at how your workplace currently functions and identify the specific actions that will result in better people and workplace performance, now and for the longer-term.

## Employee experience analysis

It is vital to understand employee perceptions of their working environments and the impact on performance before making workplace changes. This allows managers to make decisions about workplace evolution based on robust data and trends rather than anecdotal evidence or individual preferences.



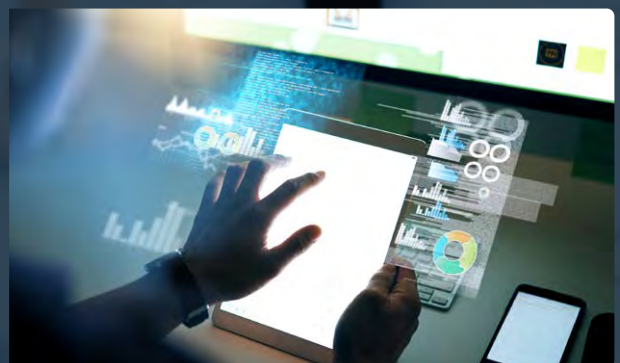
## Cognitive assessment

Building a body of evidence with cognitive testing reveals how the controllable environmental elements in the building are impacting productivity. When fully optimised and managed correctly, environmental factors are proven to boost cognitive performance and ensure healthier working conditions. Our assessments also reveal what the optimum settings should be for your people.



## Environmental monitoring

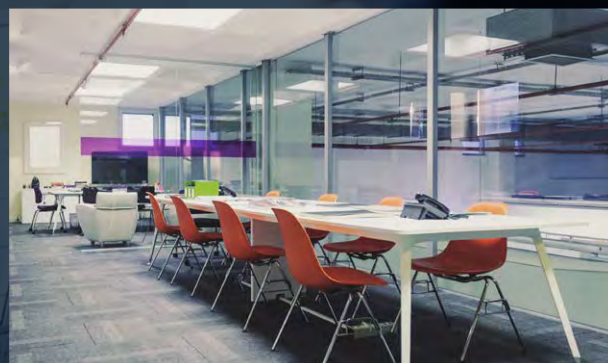
Using sensors to measure temperature, light, humidity, CO<sub>2</sub> and noise levels gives a detailed understanding of inefficiencies. We use cutting edge technology to reveal actionable insights to improve building performance and save energy.





## Space utilisation assessment

A detailed review of the entire property portfolio reveals a complete picture of how buildings, different spaces, work zones and facilities are operating at various times of day. The reality is often not the same as what was intended – or the best use of the space available from an efficiency, productivity or value perspective.



## Evidence based workplace design

Workplace plans and designs which are founded on objective, independent evidence protect against expensive fads and short-term trends. Operational environments meet specific business goals such as improved productivity, sustainability and employee retention - and achieve best value as a consequence.



## Delivery embedded into workplace strategy

Taking a strategic approach to workplace transformation means investment remains intrinsically linked to business goals and focus stays on sustainable results over time. A leap forward from the traditional 'build and leave' approach, this evolutionary response successfully avoids ongoing depreciation of workplace investment.





# THE WORKPLACE CONTINUUM

## A different way of thinking and funding workplace transformation

It is important to recognise workplace transformation is never 'finished'. It must constantly evolve as your people, the work they do, and the business landscape all change over time. Continual measurement is therefore required to ensure a changing workforce or business or service is being served in the optimum manner.

We use regular structured assessments to measure the effect of change over time and offer evidence of how the business investment in workplace has achieved results.

**Use actionable outputs to achieve sustainable results and improvements over the long term.**





# EMCOR UK: Transforming Workplace Experience

## Starting your workplace journey

As a facilities management market leader with decades of experience, we ensure all kinds of workplaces are functioning as they should; we also understand first-hand how the best physical environments bring out the best in the people operating within them.

**Now we bring you the latest thinking on workplace transformation: sustainable workplace solutions built on a foundation of solid evidence and unique insight. And all of this is backed up by our practical facilities management expertise and deep experience of what is possible and practical in the real world.**

**Let's begin your workplace transformation.**



## About EMCOR UK

As one of the UK's leading integrated facilities management (IFM) providers, EMCOR UK has an enviable track record in maintaining high-performing, productive and sustainable workplaces and real estate for customers.

For many of our customers, we've delivered facilities management contracts that continually achieve measurable results and have lasted more than ten years. These customers value EMCOR UK's collaborative approach and unwavering commitment to service excellence.

We have invested in technology and developed bespoke software applications to support and enhance our service delivery. The information and real-time data that our applications provide, enables us to expertly monitor and manage the facilities management services we deliver in the workplaces we manage and maintain for our customers.

Our reputation has been built on an award-winning, safety-first culture and a unique collaborative approach to facilities management. This, and an unrelenting commitment to customer-service excellence, delivers value to our customers and workplaces that are well maintained and productive.

## EMCOR UK: Transforming Workplace Experience

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