



COVID-19

# Chasing the Outbreak

## A FORCED TEST OF TELEWORKING

SINCE THE FIRST WEEKS OF MARCH, MANY SPANISH COMPANIES FROM ALL SECTORS HAVE BEEN FORCED TO MANAGE THEIR WORKFORCE AND TEAMS REMOTELY AND VIRTUALLY. PREVIOUSLY, COMPANIES FROM THE ASIA PACIFIC REGION HAVE DONE SO, AND THOSE FROM THE EUROPEAN AND NORTH AMERICAN REGIONS WILL SHORTLY DO SO.

This is the largest remote work trial in human history, and it is creating tension in many companies and positive results in others, testing all of us, workers, directors, and organizations.

From one day to the next it is not feasible to meet in person with our colleagues, teams, clients and collaborators and all interaction must be remote and virtual.

Many organizations have found that they are not ready for remote work. This is the case of companies that do not have corporate video conferencing tools, remote access to their management and logistics systems or the company's IT server, so that their employees are working in a precarious way making an extra effort that they should not do.

Others have covered that, although they have the necessary corporate tools in place and allow their workers to work remotely on time, they did not have a clear strategy prepared for the entire workforce and with a prolonged character over time, so that behaviors can be observed and variable returns according to teams and people.

And, finally, there are companies that were prepared in technology and remote work procedures that initially have not undergone any change internally, and yet are experiencing the shortcomings of those companies and people with whom they interact outside their company, including customers, suppliers and collaborators, who do not have such means and preparation.

## THE LESSONS WE SHOULD LEARN FROM COVID 19 AND “REMOTE WORKING” OR “HOME WORKING”

Companies should provide recommendations, help and means for remote work. With the necessary means and training we can all become more productive, as shown by several studies that analyze teams that work remotely compared to teams in traditional environments.

However, these systems must be adapted to each company and team so that they are truly positive and optimize the operation of the entire company as a single entity. The level of introduction of the system will be the result of an in-depth analysis and a vision and strategies proposed by experts.

Managers should be capable of managing teams virtually, which often requires a new skill set. Employees would have to adapt their home to work according to the remote strategy that each company acquires and in return it should study the situation on a case-by-case basis and even carry out plans with

concrete support measures. The furniture should be ergonomic, the home workspace should have adequate acoustics and natural and artificial lighting levels, as well as the internet bandwidth, should be adequate. If this is not feasible, you may want to consider accessing flexible workspaces close to the specific employee's location.

After the COVID-19 situation it is likely that many Steering Committees and Boards of Directors will reconsider the type of office space that they require moving forward. The decision to have a single, centralized location or plan for decentralization is likely to emerge in many Steering Committees and Boards of Directors in the coming weeks. The fact is that companies will want to better manage future business interruptions, for whatever reason, instead of facing the closure of a centralized office, mobilizing in precarious conditions all their equipment.



In addition, the bleak aspect of large empty office spaces, with unused assigned station extensions, makes us think about certain overall company costs that could be optimized or better utilized.

Remote work will also shed, after a time, the need to have spaces for socialization and physical interaction with our teams, other departments, management, customers, suppliers and collaborators, in an environment that clearly and forcefully reflected the image and the culture of the company. The office will be a fundamental place to collaborate, communicate, motivate, present and feel connected to the company, but it will not necessarily be the location of our daily workplace. At least not for all employees and teams.

In this sense, many companies could rethink the appropriate proportion of assigned and shared positions, as well as the simultaneity factor of their workforces by business unit, department or team.

Finally, this potential decentralization of workspaces could change in Spain the tendency to try to live as close as possible to the city center since we would not be obliged to move to “the office” on a daily basis, but on a regular basis, according to real needs. This could influence the residential market as well as mobility solutions and pollution levels. I would even dare to say that it could be a solution, in some cases, for emptied Spain, as long as the bandwidth allows it.

## A REMOTE WORKING GUIDE - “HOME WORKING”

The realities of Coronavirus / COVID-19 make working from home, or working remotely, an effective way to continue being productive and contributing to companies, and even improving results. However, teams need to be guided and supported to act consistently, collaborate effectively, and improve their customer service.

At Colliers we have prepared a short help guide to improve the conditions of our remote or home work, “Remote working”.

This guide includes tips of all kinds, such as the need to create remote working rules and tips for all company workers, managing their commitment and availability, how to avoid distractions or use tools for video conferencing, sharing and presenting

documents, how to access the company’s server or set limits on working hours, health-related advice, etc.

For more information, access <https://knowledge-leader.colliers.com/editor/12-ways-to-work-remotely-during-covid-19/>

We, at Colliers, are currently performing a study to measure how people experience working from home. Best practices will be collected per sector to be able to help organisations further optimising the home working experience. We are ready to work with you to define how the insights from [this survey](#) can be applied in your organisation.



## HOW COLLIERS CAN HELP YOU DESIGN YOUR NEW REMOTE WORK STRATEGY AND CORPORATE SPACES

Through different services, Colliers can help you take a step forward and reorganize your strategy to take advantage of the benefits and lessons learned from this trial that we have had to suffer in March 2020:

- Measure how your people experience working from home.
- Develop customised optimisation approach based on collected data
- Support in the elaboration of a corporate remote work strategy and policy “WFH Policy” organization’s work-from-home policy
- Support in the selection of IT and communications technologies necessary to activate said “WFH Policy”
- Analysis of its “portfolio” of office spaces including measurements of actual use and occupation.
- Workspace strategy to optimize your leased area portfolio including space reductions, brand image enhancement, and the creation of healthy, inspiring and accelerative environments for collaborative and creative activities.
- Change management of the organization as a whole - “Change Management”.
- Management of global transformation projects including the general strategy, associated real estate tasks, the design and execution of real estate and technological projects. Workplace Strategy, Tenant Representation, Design and Construction Management.
- The management of your rented surface portfolio “Workplace Management” to quickly adapt it to your needs, which will be increasingly changing.

For more information go to <https://www2.colliers.com/es-ES/Services/REMs-and-Technical-Services> and contact Miguel Angel Falcón



Miguel Ángel Falcón

Managing *Director* / *REMS & Technical services*

[miguelangel.falconescalona@colliers.com](mailto:miguelangel.falconescalona@colliers.com)

[www.colliers.com](http://www.colliers.com)

[colliers.spain@colliers.com](mailto:colliers.spain@colliers.com)

