



Kate Lister, President
Global Workplace Analytics

We've been helping organizations and communities optimize their remote and agile workplace strategies for over 15 years.



United States Government Accountability Office
Report to Congressional Requesters

July 2016

FEDERAL
TELEWORK

Better Guidance
Could Help Agencies
Calculate Benefits and
Costs

GAO and OPM chose our Mobile Work Savings Calculator™ to quantify savings throughout government.

“Global Workplace Analytics’ calculator is comprehensive and based on solid research.”

The Governor of the State of Washington: Executive Order citing our Custom Business Case

JAY INSLEE
Governor



STATE OF WASHINGTON

OFFICE OF THE GOVERNOR

P.O. Box 40002 • Olympia, Washington 98504-0002 • (360) 902-4111 • www.governor.wa.gov

EXECUTIVE ORDER 14-02

EXPANDING TELEWORK AND FLEXIBLE WORK HOURS
PROGRAMS TO HELP REDUCE TRAFFIC CONGESTION
AND IMPROVE QUALITY OF LIFE



European Foundation for
the Improvement of
Living and Working
Conditions

The tripartite EU agency providing knowledge
to assist in the development of social and
work-related policies



International
Labour
Organization

Peer-reviewed book (Edward Elgar, 2019)

Agenda



Work from Home



The Future of Work



Politics

Global Work-from-Home Experience Survey Results

May 2020

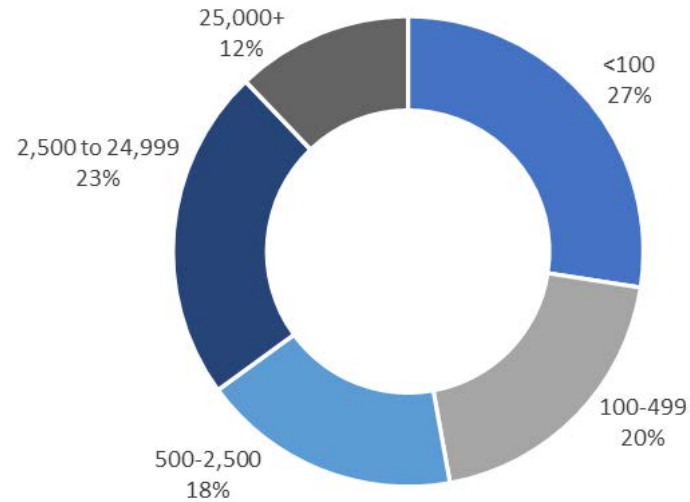
iOMETRICS[®]



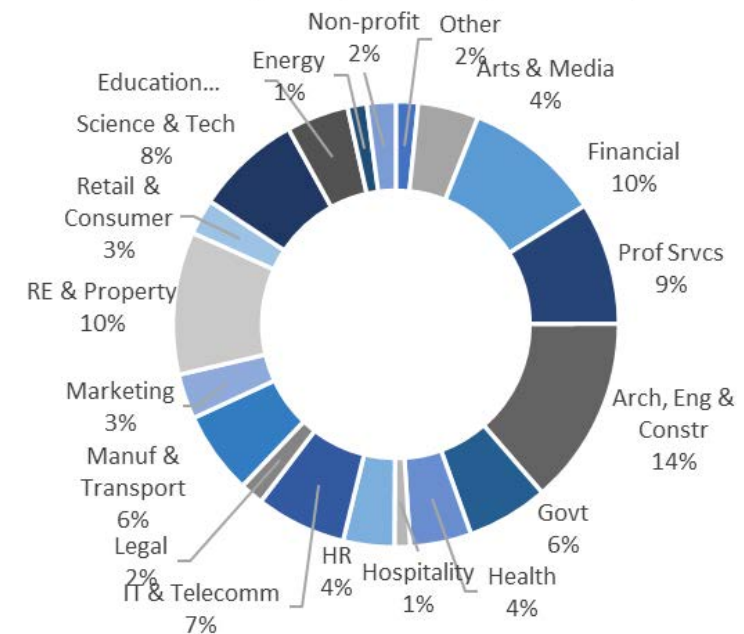
Survey Sample

- **2,865 Responses** over 6-week data gathering period March 30-April 24, 2020
- Representative of office-based workers (“white collar”)

Survey Responses by Organization Size
(Number of Employees)

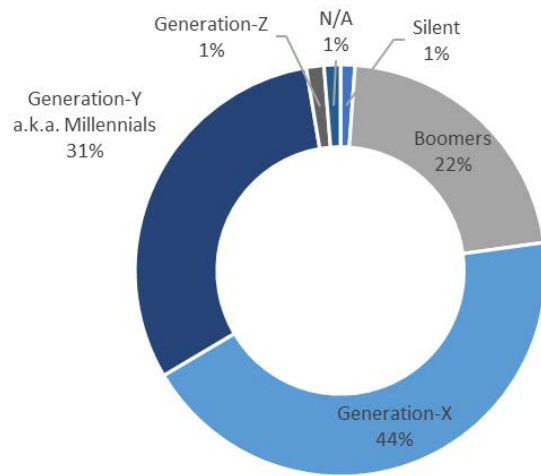


Survey Responses by Industry

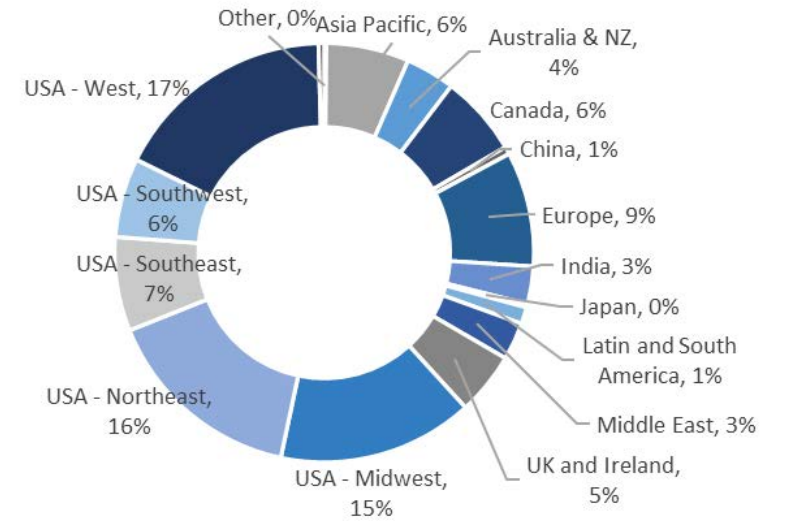


Survey Sample

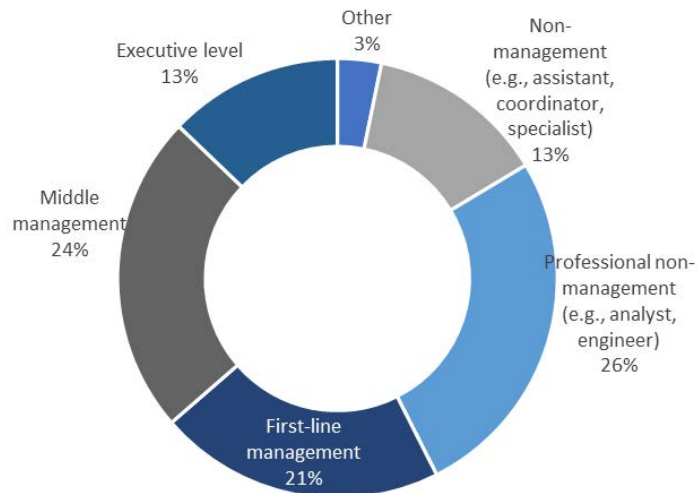
Survey Responses by Age Generation



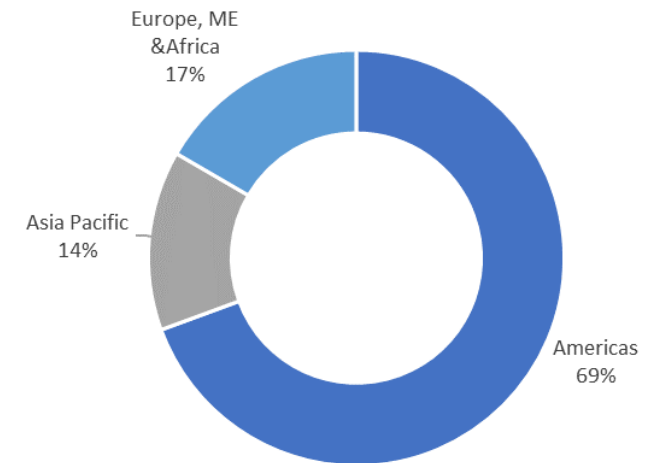
Survey Responses by Geography



Survey Responses by Role



Survey Responses by Geographic Region





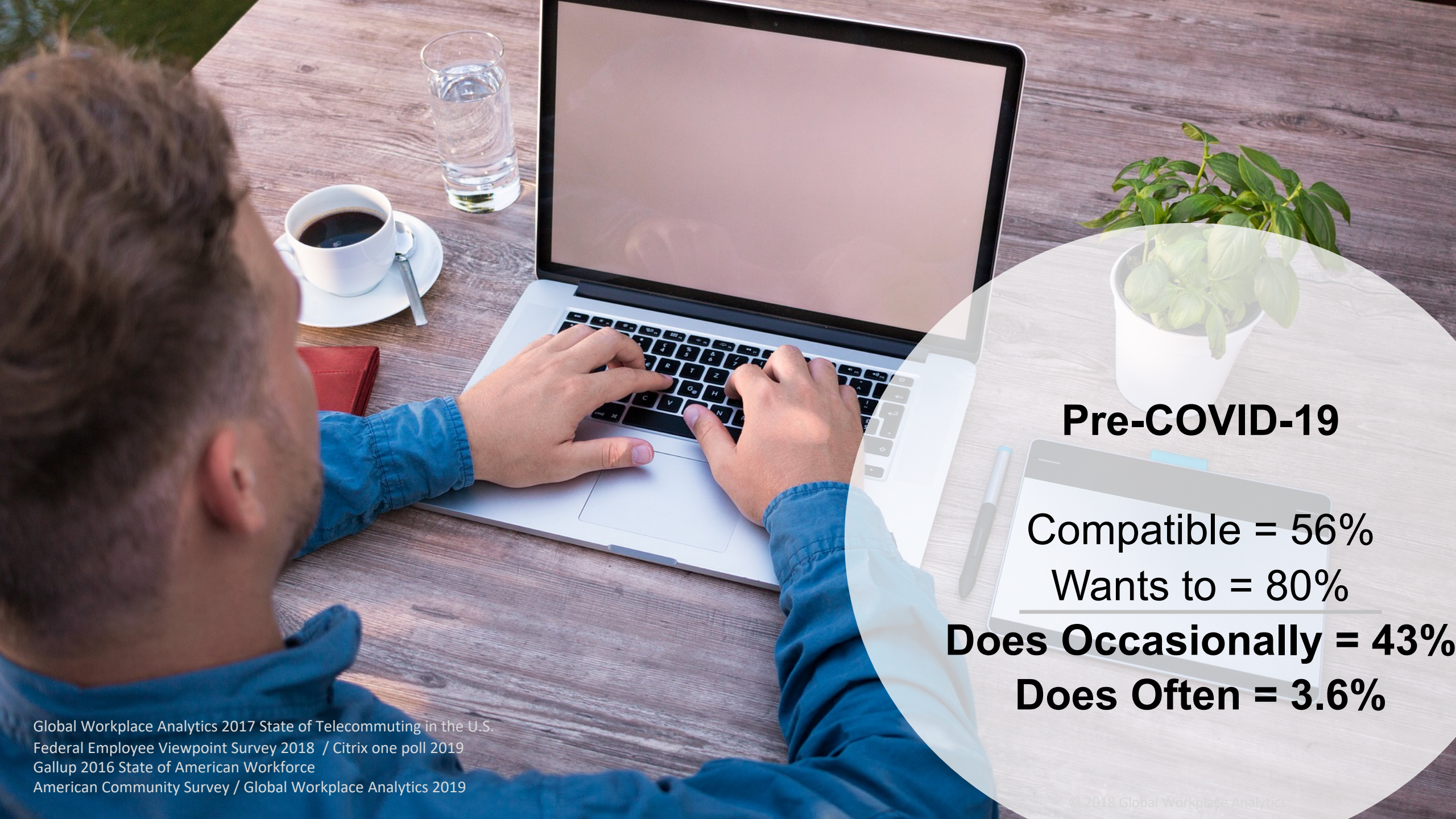
History

Who wants to?

Who can?

Who offers?

Who does?



Pre-COVID-19

Compatible = 56%

Wants to = 80%

Does Occasionally = 43%

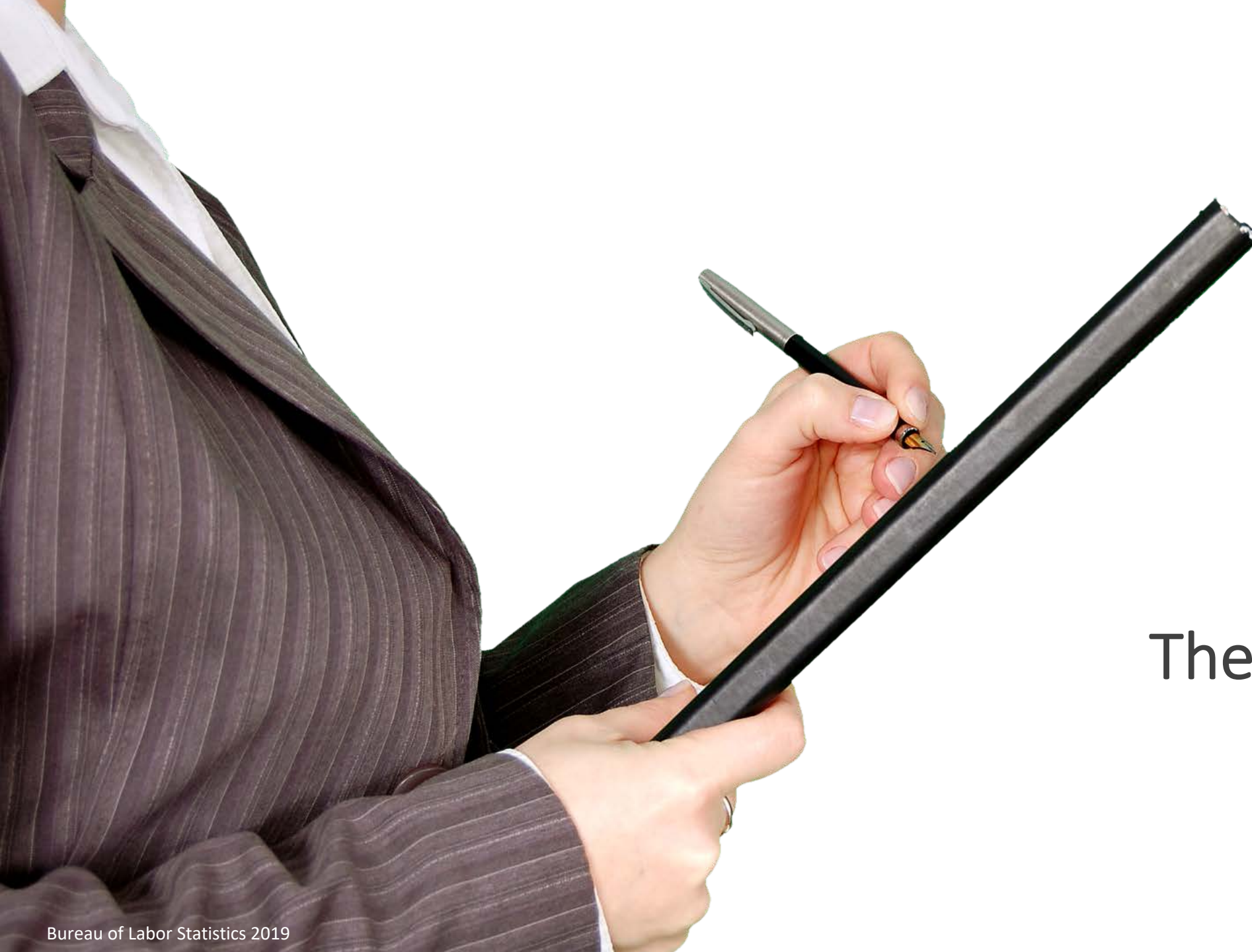
Does Often = 3.6%

LEAVE AND FLEXIBLE WORKING

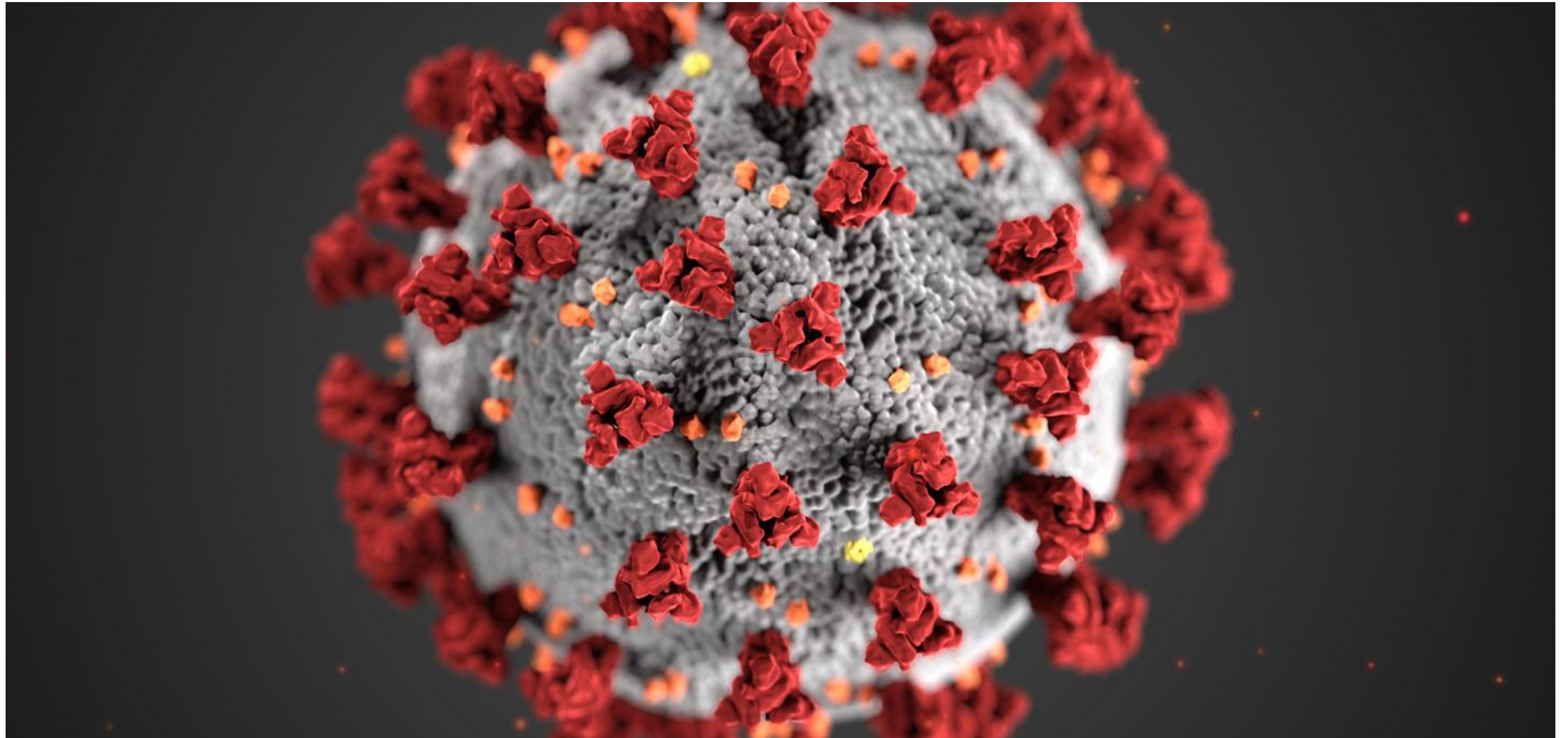
SHRM EMPLOYEE BENEFITS 2019

Who Offers?

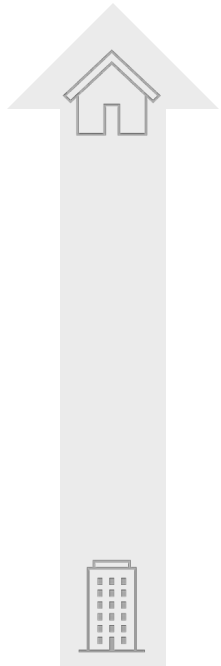
Ad-Hoc	69%
Part-Time	42%
Full Time	27%



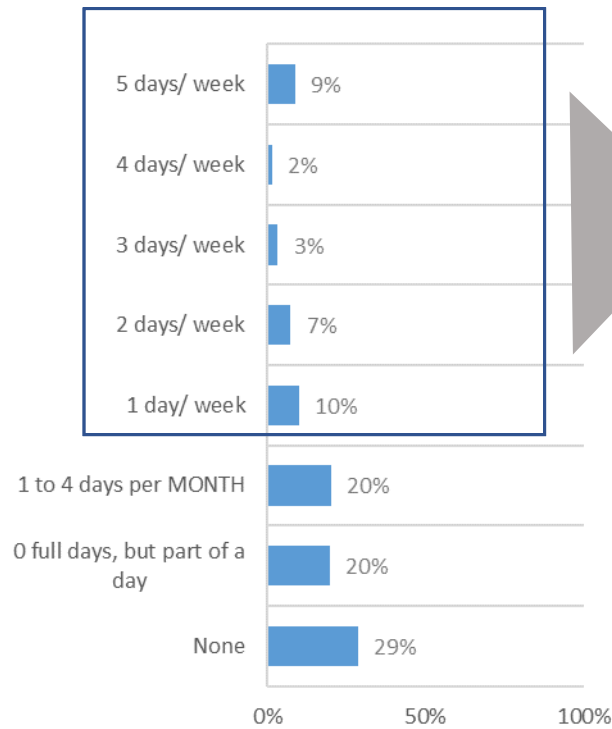
The 7% Privilege



Work-from-Home During Pandemic

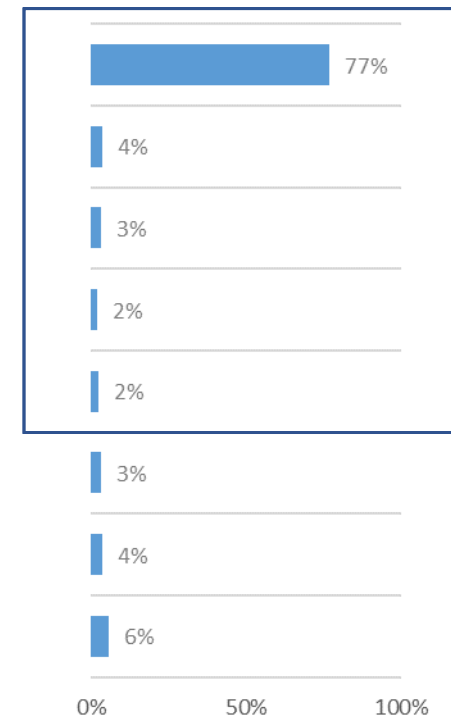


Before COVID



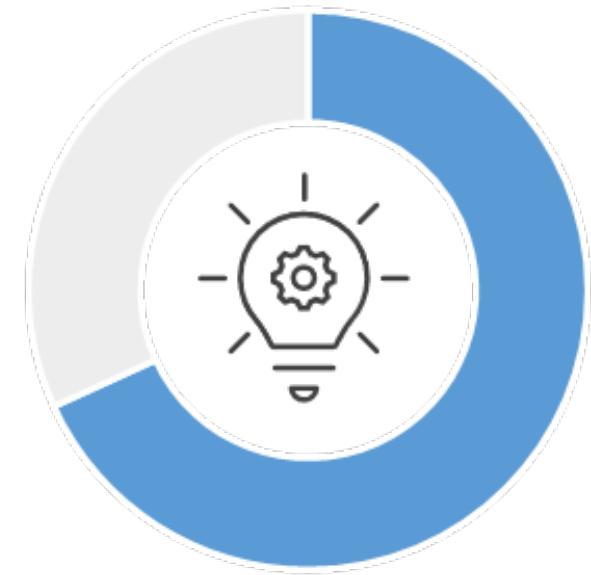
31%

During COVID



88%

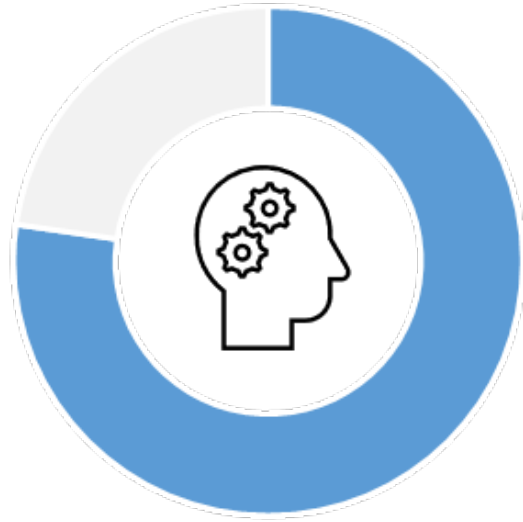
Source: Global Work-from-Home Experience Survey, 2020. © 2020 Iometrics and Global Workplace Analytics.



68%

Overall, are very successful working from home

Source: Global Work-from-Home Experience Survey, 2020.
© 2020 Iometrics and Global Workplace Analytics.



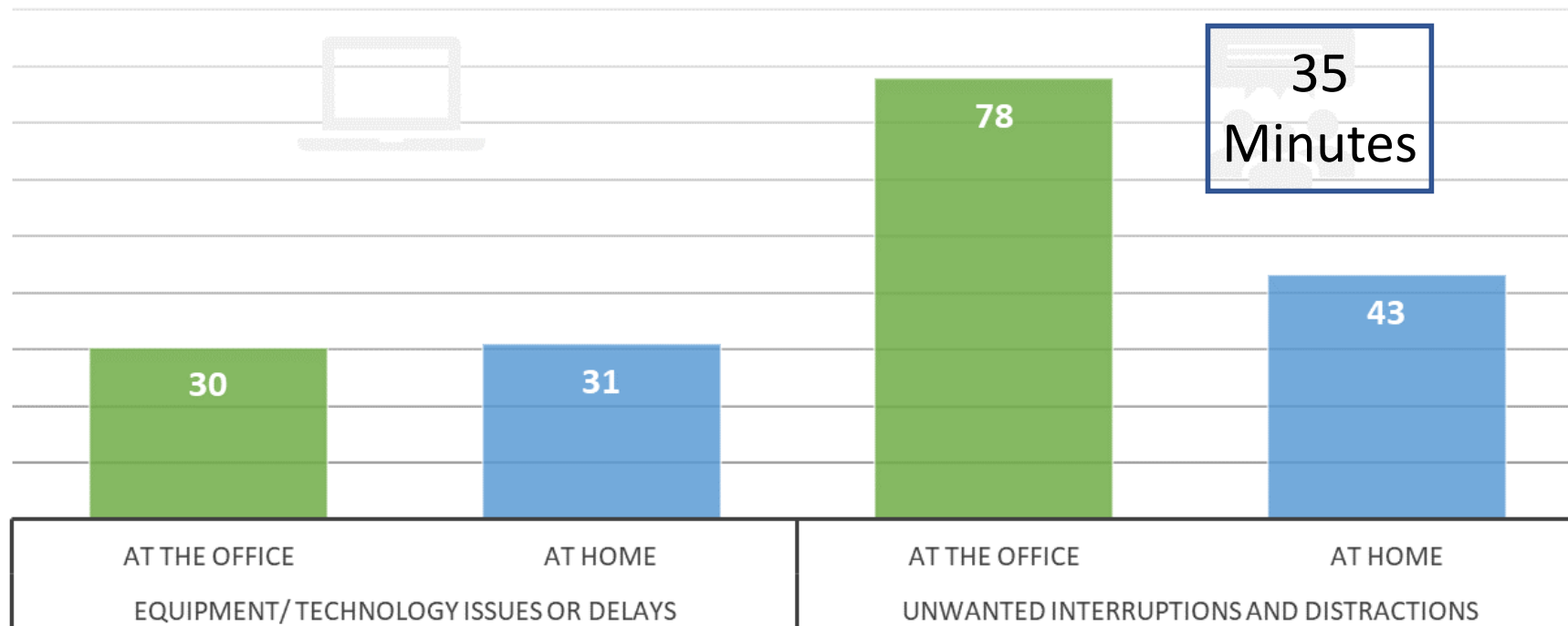
77%

Are fully productive
working from home



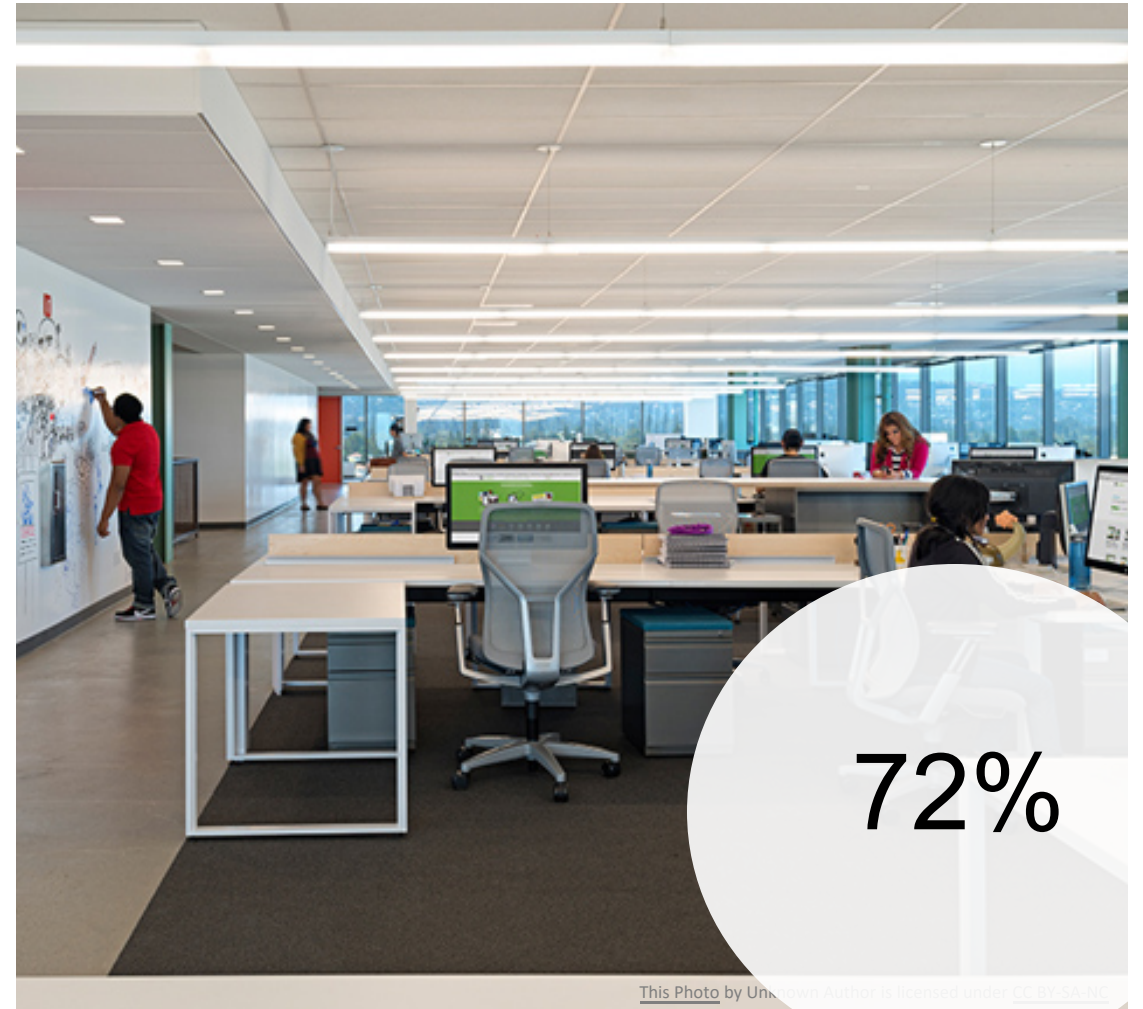
Technology/Interruptions

Productivity Inhibitors: Estimated Minutes per Day

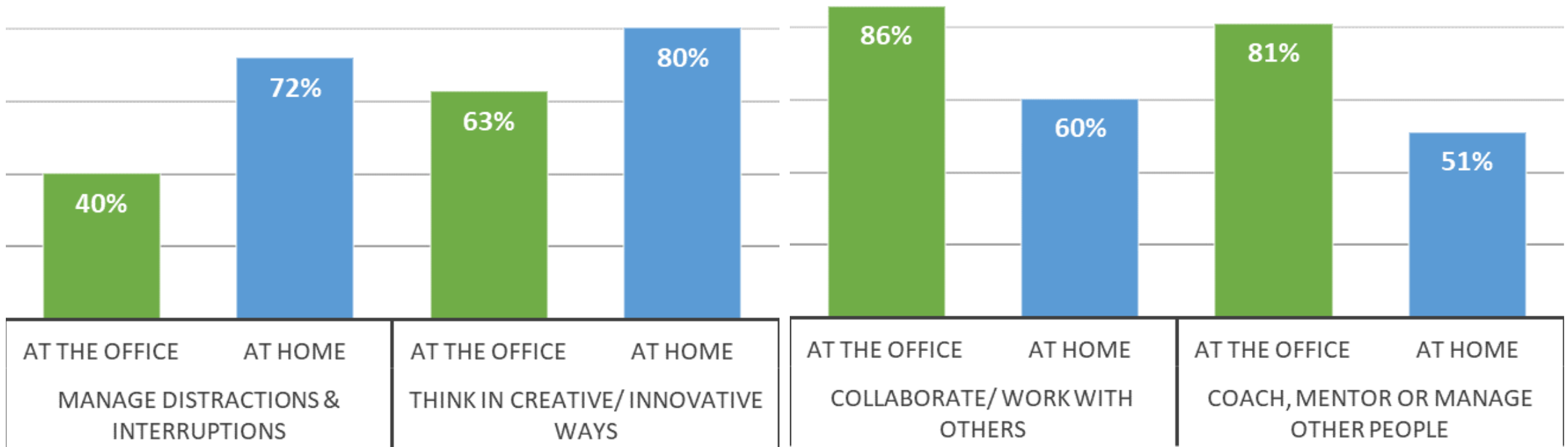


Source: Global Work-from-Home Experience Survey, 2020
© 2020 Iometrics and Global Workplace Analytics. All rights reserved.

Equally Satisfied: Home vs. Office

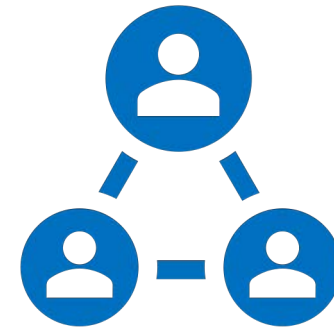
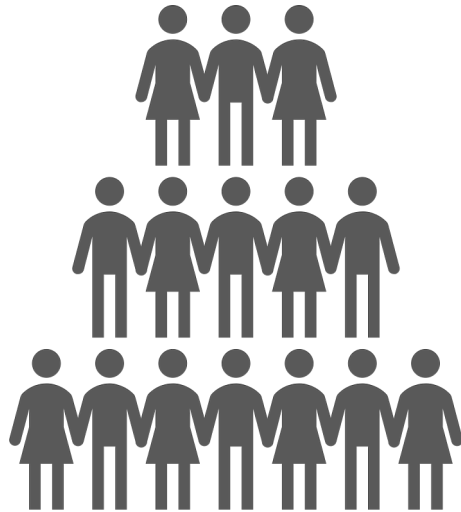


This Photo by Unknown Author is licensed under CC BY-SA-NC



Satisfaction with Performance Home vs. Office

Highest 2,500+: 74%
Lowest 100-499: 62%



Boomers/Gen X: 73%/72%

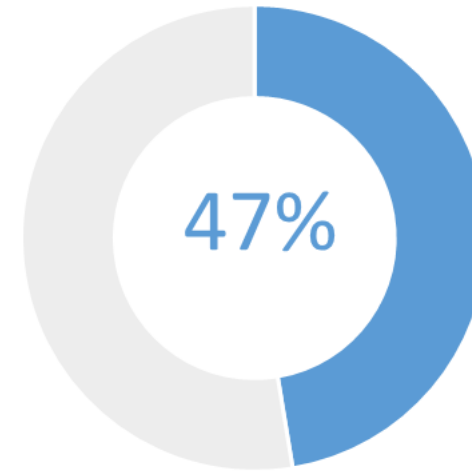
Silent: 68%

Gen Y: 59%

Gen Z: 44%

Demographics: Feel Successful Working from Home

Working During Commute Time



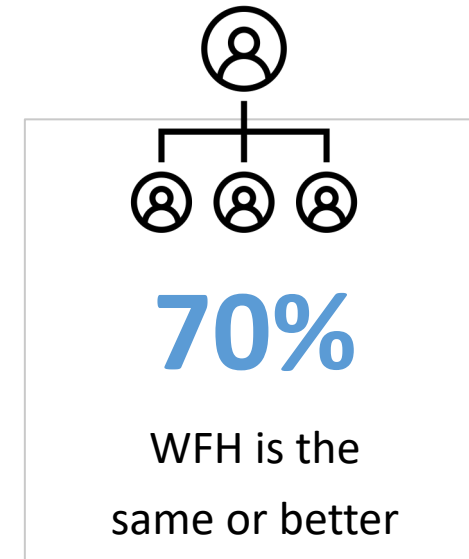
Source: Global Work-from-Home Experience Survey, 2020.
© 2020 Iometrics and Global Workplace Analytics.



What About Managers?



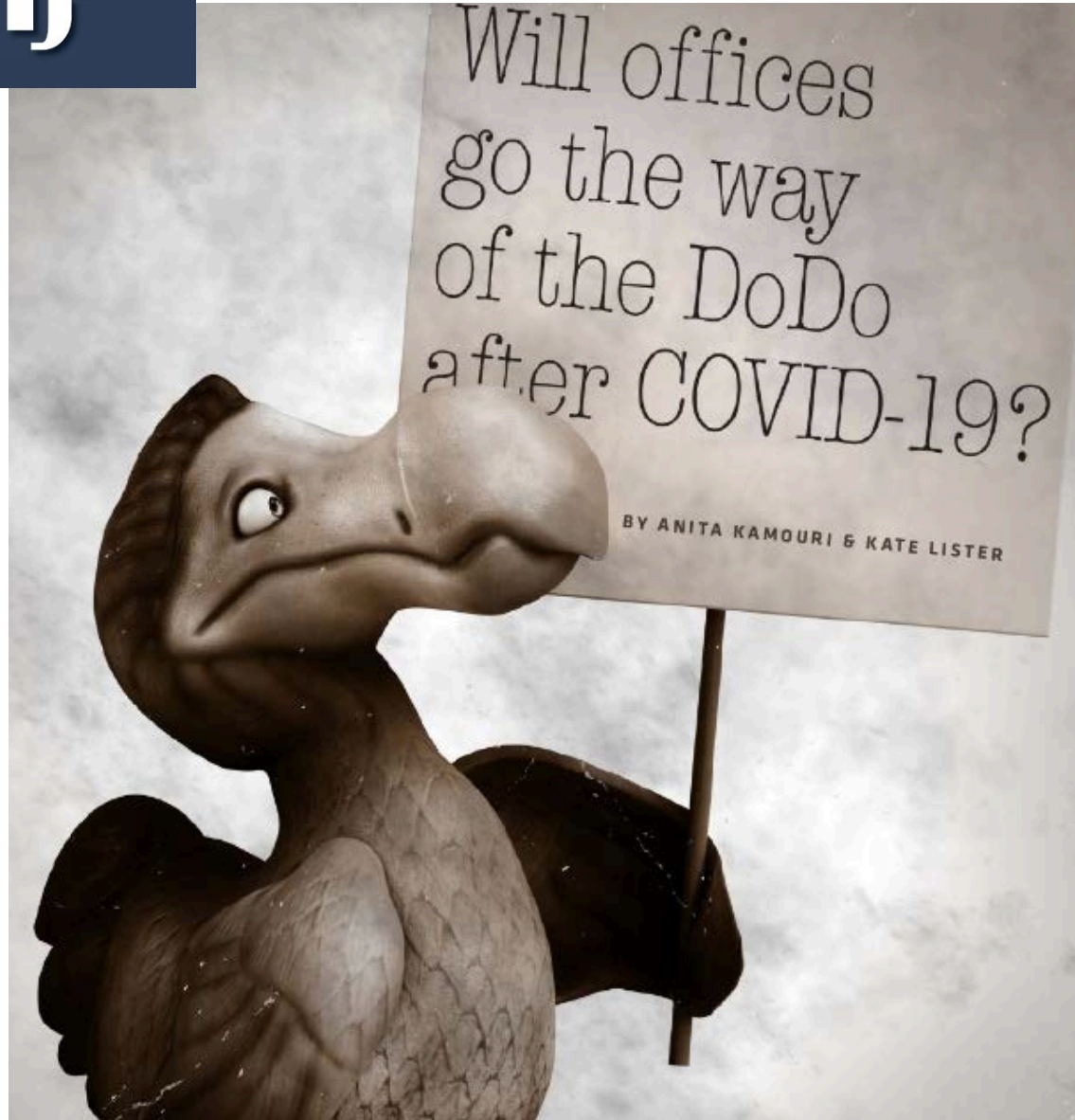
er CC BY-ND





76% Want To Post-COVID





The New York Times

April 7, 2020

What Will Tomorrow's Workplace Bring? More Elbow Room, for Starters

By Jane Margolies

Kate Lister, president of [Global Workplace Analytics](#), expects more than 25 percent of employees to continue working from home multiple days a week, up from fewer than 4 percent who did so before the pandemic.

"I don't think that genie is going back into the bottle," she said.

May 5, 2020

What if You Don't Want to Go Back to the Office?

Kate Lister, the president of Global Workplace Analytics, predicted that workers will be looking for the "happy medium," splitting time between remote work and showing up at the office. The hope is that the pandemic will have shown managers that workers can be trusted to do their jobs without constant supervision. "Any kind of flexibility is something that people are really, really ripe for, just some control over where and when they work," she said.



How Often (days/week)?

Before: $\frac{1}{2}$

During: 5

Future: 2.5



Future of the 7% Privilege?



Agenda



Work from Home



The Future of Work



Politics

Will WFH Stick Post-COVID?



1) Employees



2) Managers



3) Leadership



4) Investors



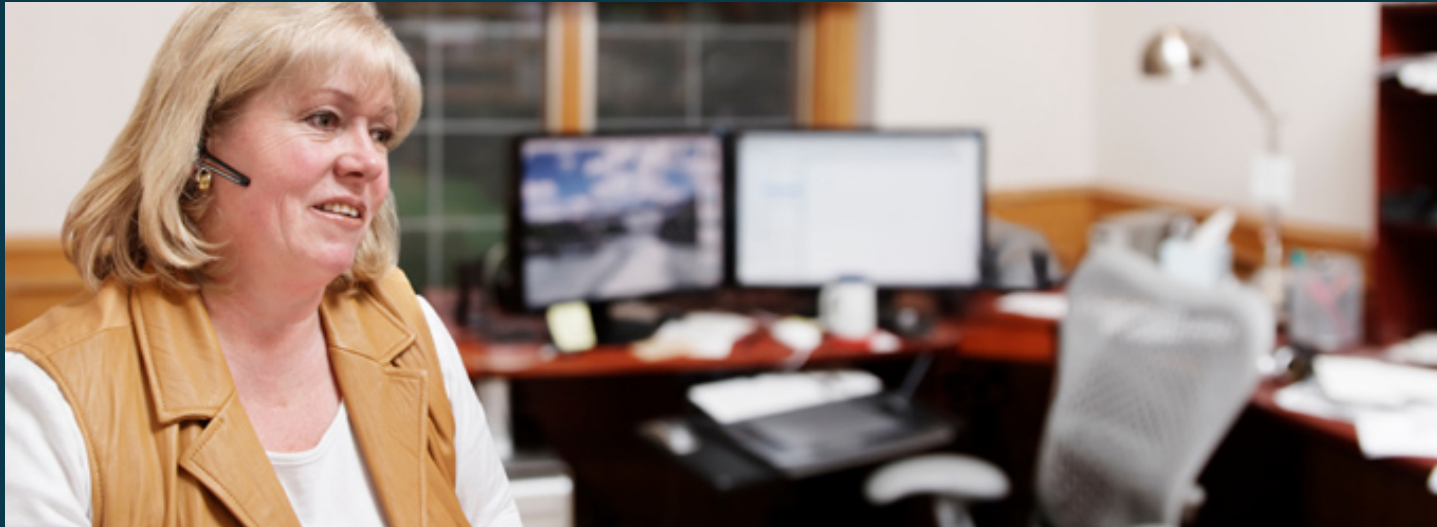
5) Sustainability

1) Employees





2) Managers

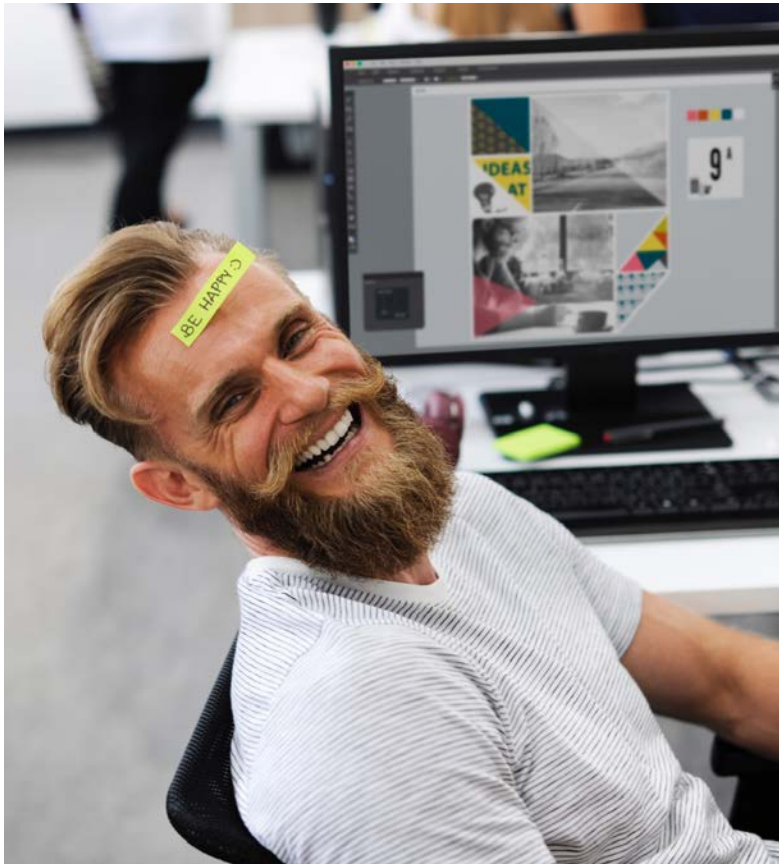


3) C-Suite



74% of CFOs say their company will reduce office space because employees have adapted to working from home, according to a survey of over 300 CFOs by Gartner, a Connecticut-based research and advisory firm.





**Productivity, Attraction/Retention, Real Estate,
Absenteeism, Disaster Preparedness**



4) Investors

5) Sustainability

Per 100 Employees (2.5 days a week):

- 154k Miles
- 8k Trips
- 390 Barrels of Oil
- 70 Tons GHG





Global Workplace Analytics' Remote Work Savings Calculator™
 ...From Global Workplace Analytics' ROI Workplace Calculator Collection

Enter assumptions (or use defaults)		Here is what an employer can expect to save each year:	
What is your total number of employees?	2,134,297	Productivity	\$9,156,236,576
What % is eligible for telework?	56%	Real estate	\$3,597,571,023
What % wants to telework?	80%	Absenteeism	\$1,700,443,936
How many days a week, on average, will they telecommute?	2.50	Retention	\$908,739,269
Potential Mobile Workers	956,165	Continuity of operations	\$562,595,181
		Transit subsidies	\$369,175,328
How much do you expect telecommuting to:		Total organizational impact from above (per year)	\$16,294,761,314
• Increase in productivity (%)	15%	Savings per telecommuter (per year)	\$17,042
• Reduction in office space (%)	25%		
• Reduction in absenteeism (%)	31%	Here is what a typical employee can expect to save each year:	
• Reduction in voluntary turnover (%)	20%	Savings in travel, food, parking, and dry cleaning (less extra utility spend)	\$2,237
		Equivalent number of workdays saved by not commuting	9.2
How many days per year are the majority of employees unable to work due to unforeseen weather, traffic, or other impediments?	1	Here are the annual environmental and community impacts:	
\$/Gallon of gas	\$ 3.00	Gas savings (gallons)	90,870,082
\$/Kilowatt hour electricity (consumer)	\$ 0.12	Greenhouse gas equivalent of taking this many cars off the road for a year	145,881
Average round-trip commute (miles/day)	52	Vehicle miles not traveled (VMnT)	1,844,662,658
% Reduction in travel on telework days	75%	Cost of traffic accidents	\$ 254,495,401
Average round-trip commute (minutes/day)	41		

© 2018 Global Workplace Analytics

A U.S. General Accountability Office (GAO) referred to Global Workplace Analytics' Telework Savings Calculator™ as "comprehensive and based on solid research." It was the only tool recommended for quantifying the impact of telework in government, the purpose of the report.

We work hard to make this and other resources available free of charge. Please help us continue to do so by crediting it properly and providing a link to it or to <http://GlobalWorkplaceAnalytics.com>.



3BL Opportunity San Francisco



25-30%
Multiple Days/Week

Agenda



Work from Home



The Future of Work



Politics

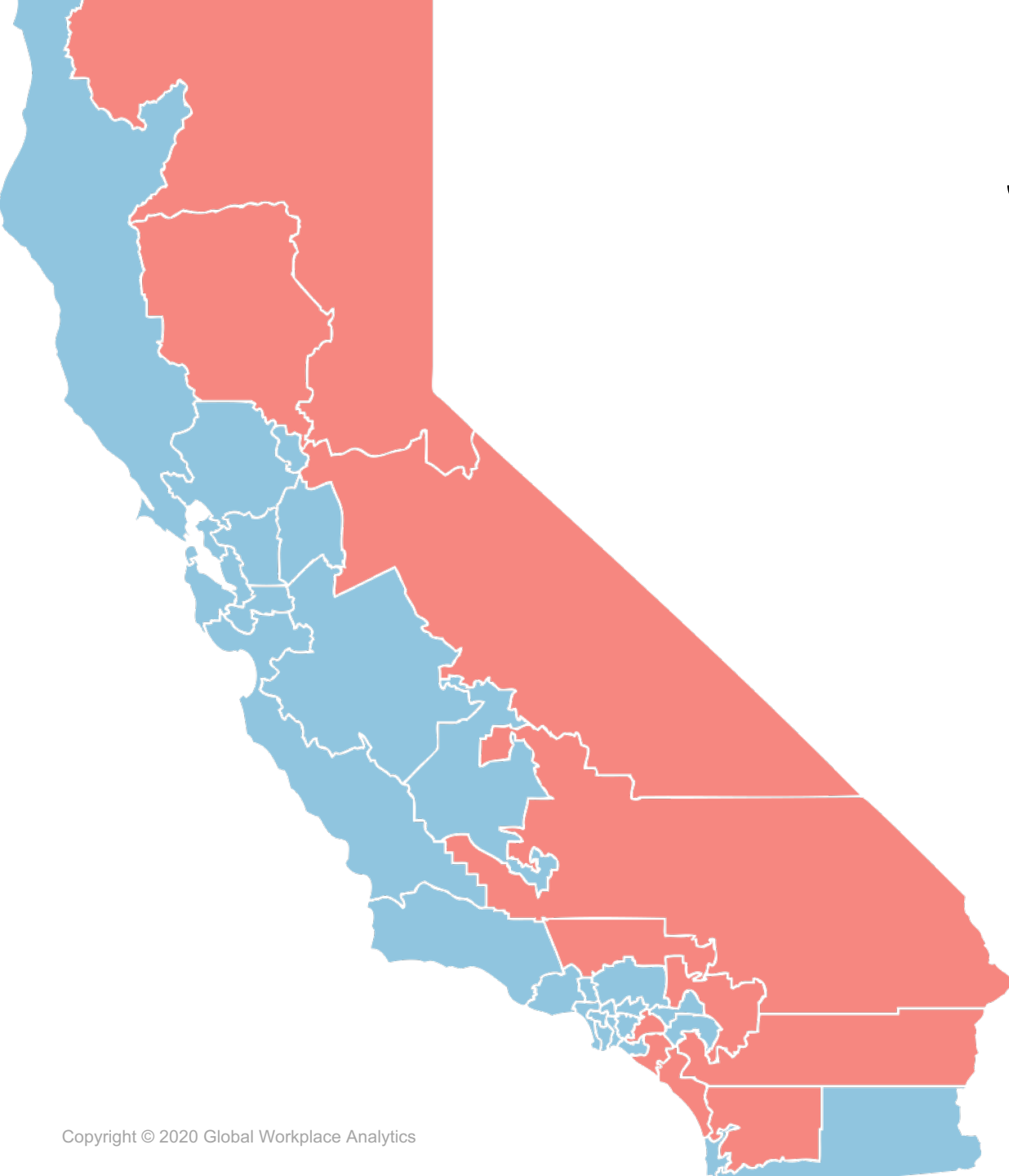
The Telework Metrics and Cost Savings Act

- Sponsored by Representatives:
- Gerry Connolly, D-VA
- John Sarbanes, D-MD
- Jennifer Wexton, D-VA



State Telework

- 1990 Pilot
- Mid 1990's



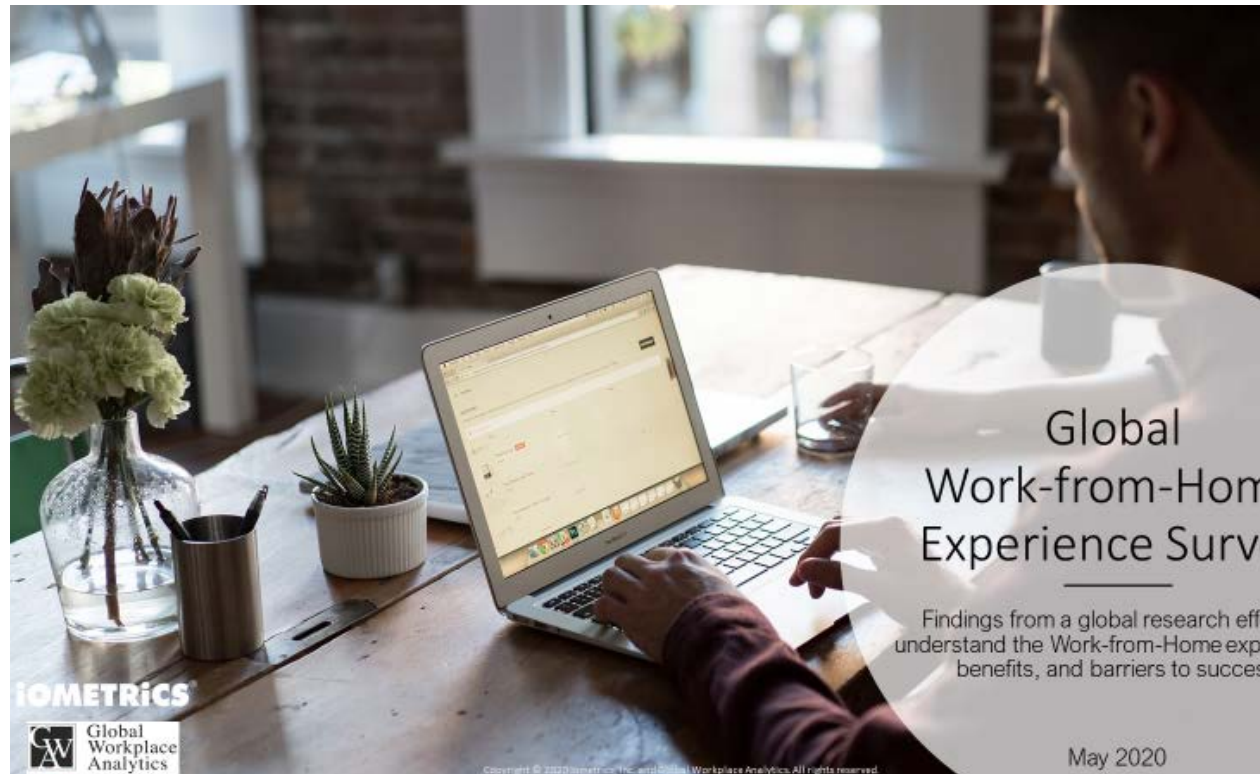


Politics

- Transportation Demand Management
- Labor Laws
 - Department of Labor
 - Workers Comp
 - Employee vs. Contractor
- Tax Laws
 - Nexus
 - Double taxation
- Sustainability Laws

Download the free report

<https://globalworkplaceanalytics.com/whitepapers>



Thoughts/Questions



Kate Lister, President
Global Workplace Analytics

We've been helping organizations and communities optimize their remote and agile workplace strategies for over 15 years.

