



Facilities Management: Building safety & trust during COVID

Our Speakers



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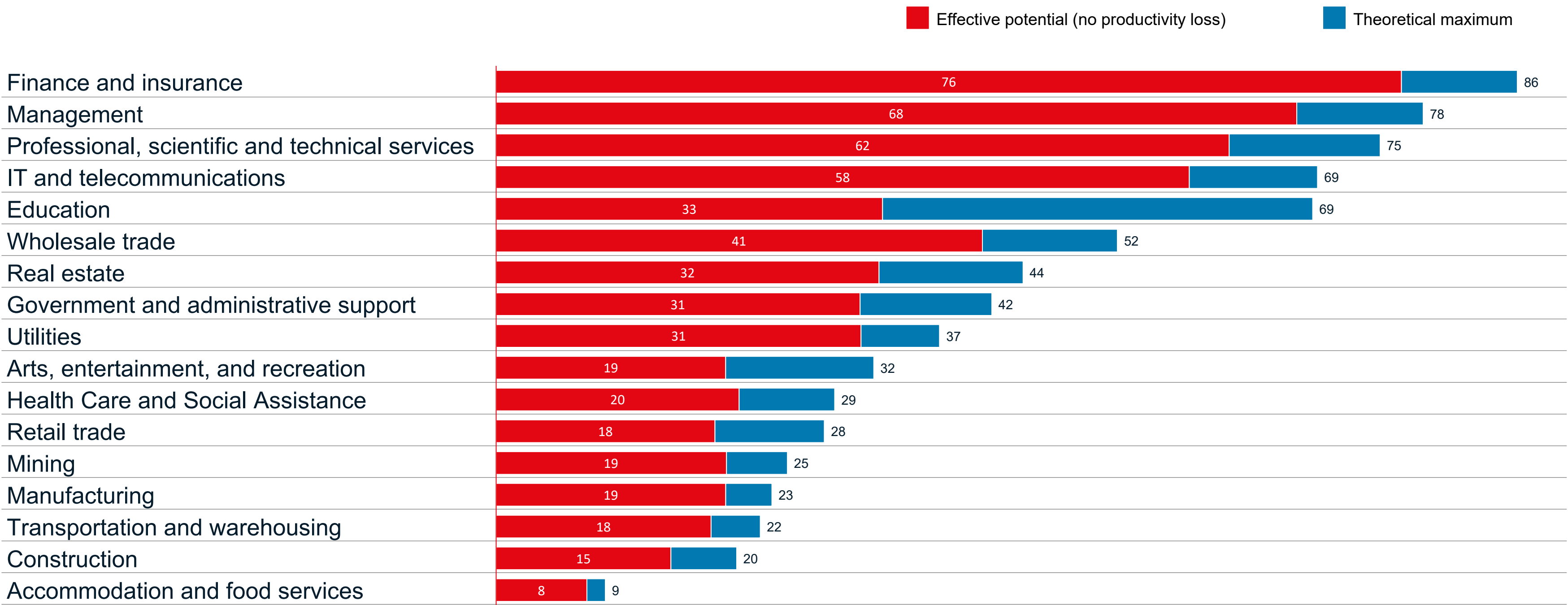
Jack Watkinson

Executive Director,
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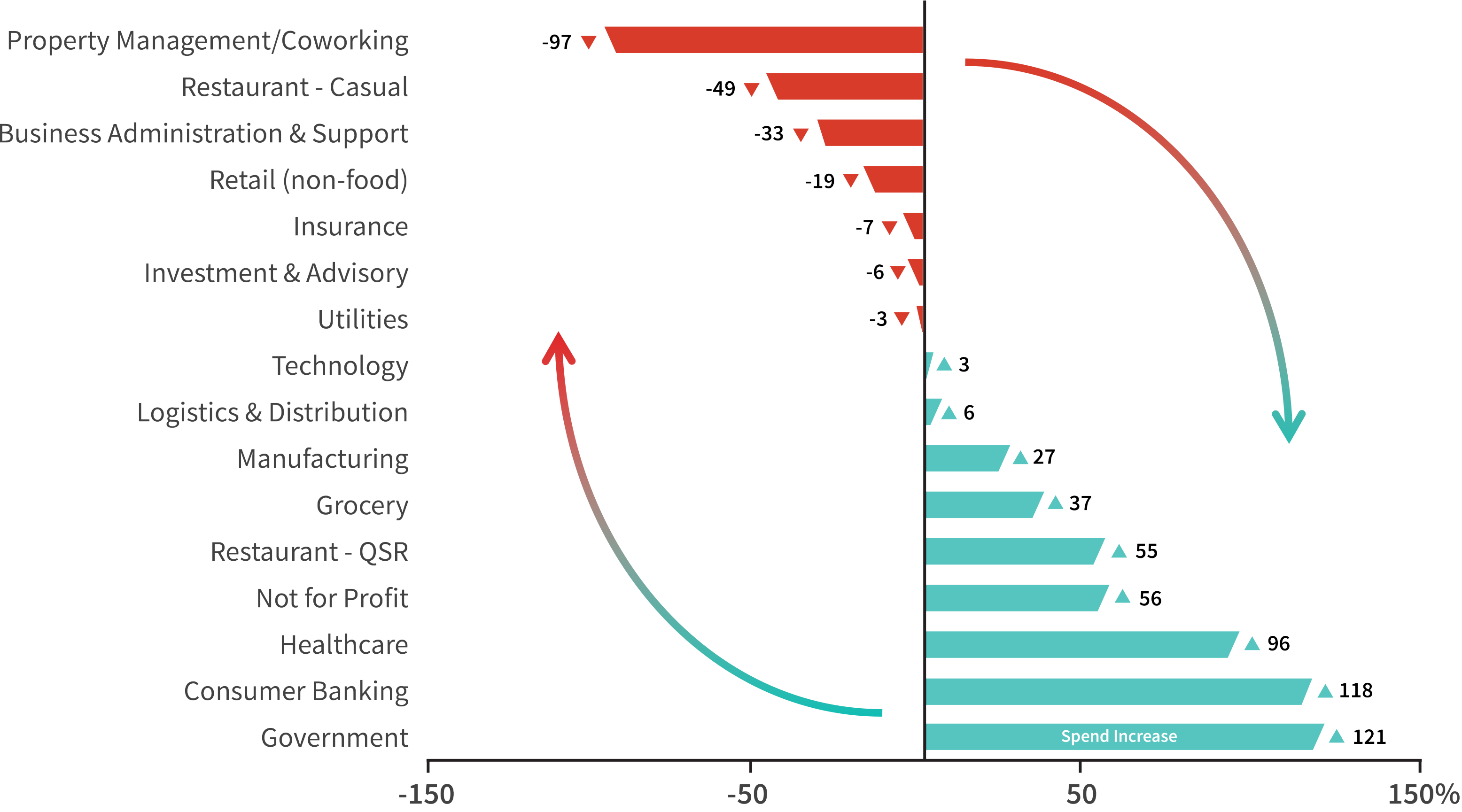
Potential share of time spent working remotely by sector in the United States, %



Note: The theoretical maximum includes all activities not requiring physical presence on-site; the effective potential includes only those activities that can be done remotely without losing effectiveness. Model based on more than 2,000 activities across more than 800 occupations.

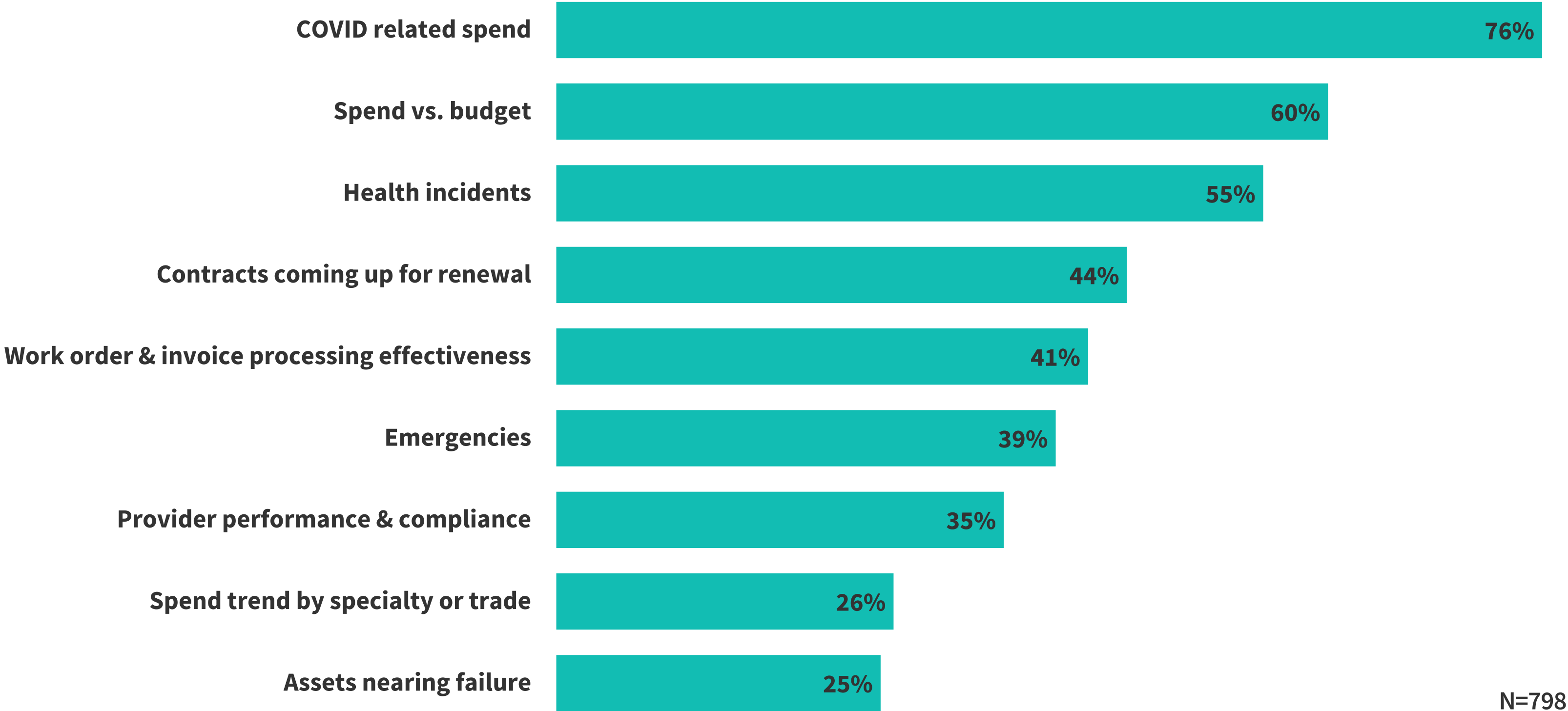
Source: McKinsey Global Institute analysis

Radical swings in start-of-year planned cleaning



What advice do you have for people who are starting to return to the workplace? What a-ha moments have you had this year?

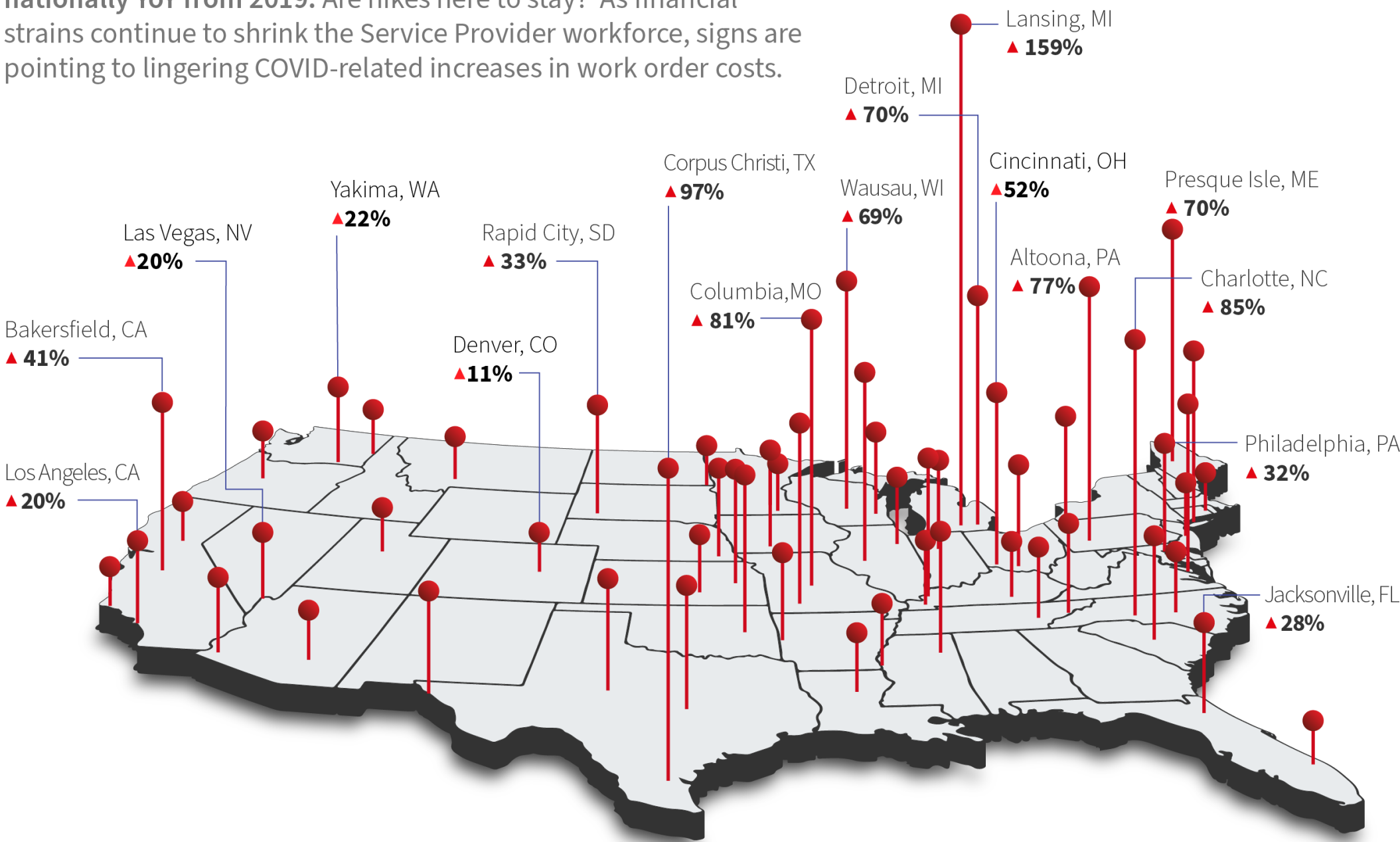
Poll Question: What metrics are you tracking, or do you want to track?



N=798

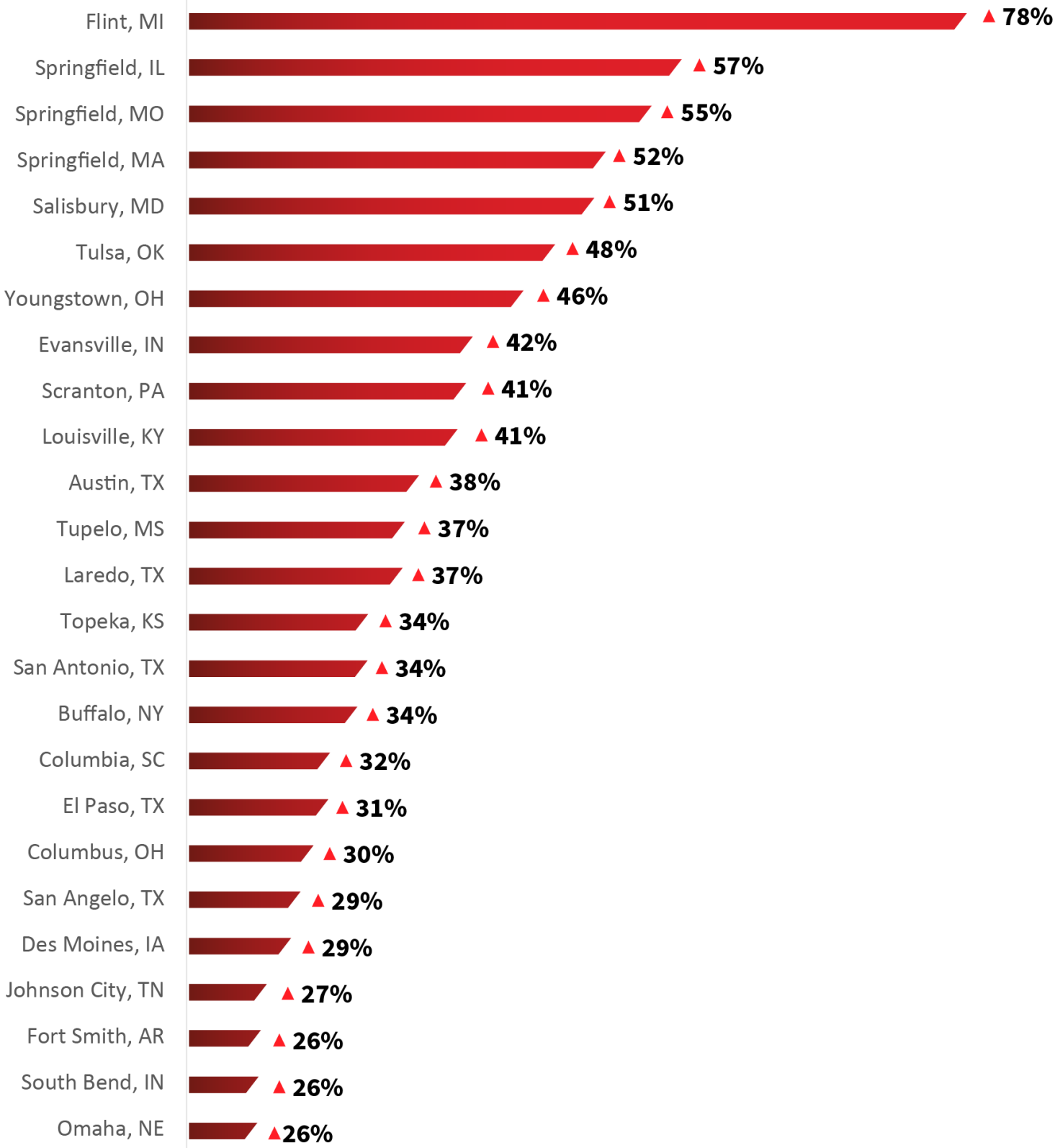
COVID Effect: Spiking Work Order Costs

Work order costs have spiked across the US—an average of 13% nationally YoY from 2019. Are hikes here to stay? As financial strains continue to shrink the Service Provider workforce, signs are pointing to lingering COVID-related increases in work order costs.



Percent Invoice Change 2019 v.s 2020

Cost Increases: Other Markets



Budget volatility



**Increased spend in
health & safety
categories**



**Services supply-
side disruption and
demand spikes**

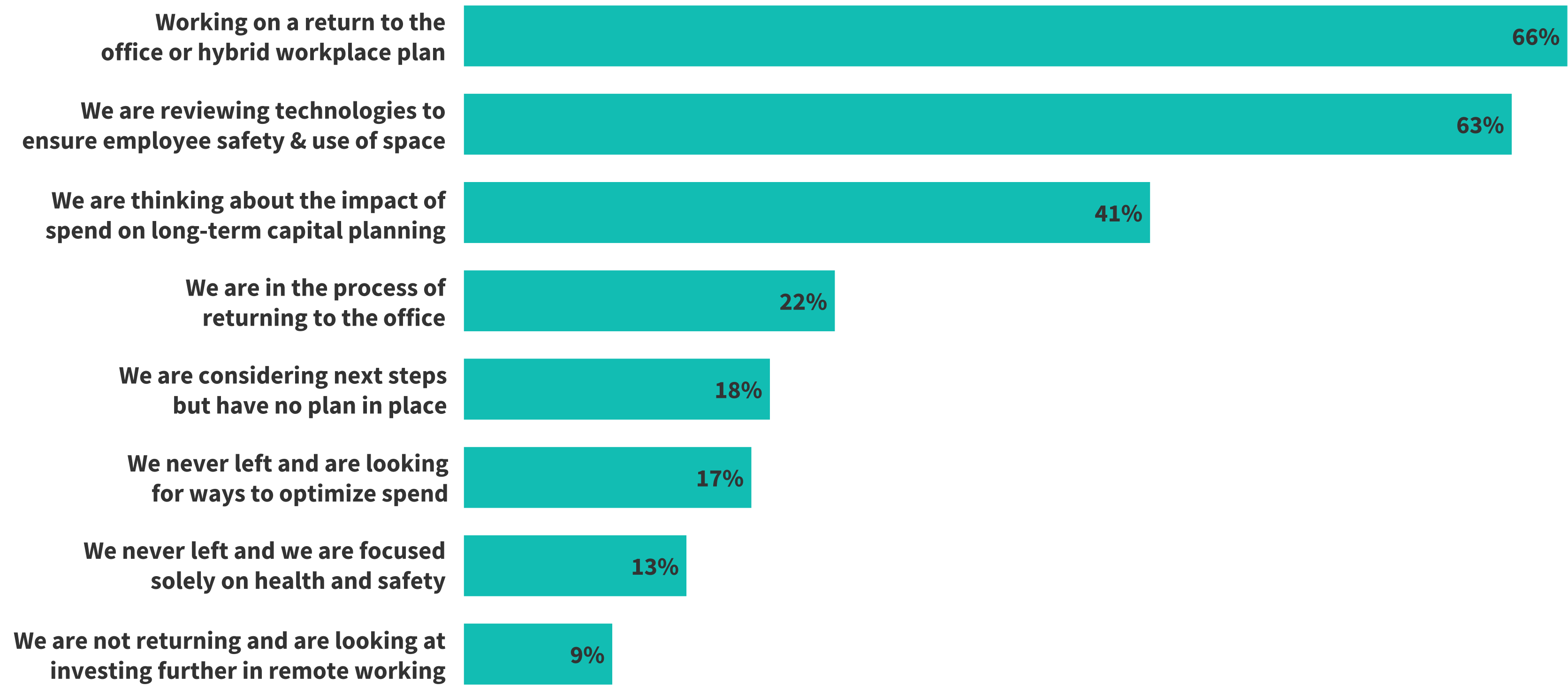


**Backlog of deferred
and "hibernating"
work**

How has the focus on health and safety impacted costs and budgets?

Has the past year **changed the stakeholders you talk to on a regular basis?**

Poll Question: What are you focusing on right now?



N=450



**What technologies are helping
you achieve your initiatives?**



**Thank
You!**

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