

Flexible Work: From Workplace to Anyplace

Cisco Plus Canada – May 16th, 2012



The Opportunity



73% agree flexible work has a positive impact on employee productivity.

Harris Decima Survey

Why is Flexible Work important?

“Average per-office costs in many Canadian cities can reach the \$6,000 a year range. Organizations can save about 1 office for every 3 teleworkers. With 1,000 teleworkers, an organization could reasonably save some \$2,000,000 per year.”

- Innovisions Canada

Sun Microsystems saved \$68 million a year in real estate costs, \$3 million a year in reduced power consumption with flexible work options for 17,000 employees (2,000 primarily working at home, 15,000 up to 2 days a week)

“42% of Canadian employees could be lured away from their existing employers if given the option to telework”

-Ekos Research

“Flexible Work (works at home 2-3 days per week) could save employers over \$10,000 per employee per year – the result of increased productivity, reduced facility costs, lowered absenteeism and reduced turnover.”

“Companies that don’t adopt a telework strategy as part of their operations are at a competitive disadvantage”

- Scott McNealy in Calgary, April 2010

40% of the labour force is now over the age of 40. Baby boomers are already slipping into retirement. Businesses will have to fight for top talent.

“Commuting Distances continue to Rise.”

-2006 Census
Canada

“A 20-minute commute to the office (40-minute round trip) consumes four 40-hour work weeks a year!”

-WorkShift Calgary

How big is this shift?

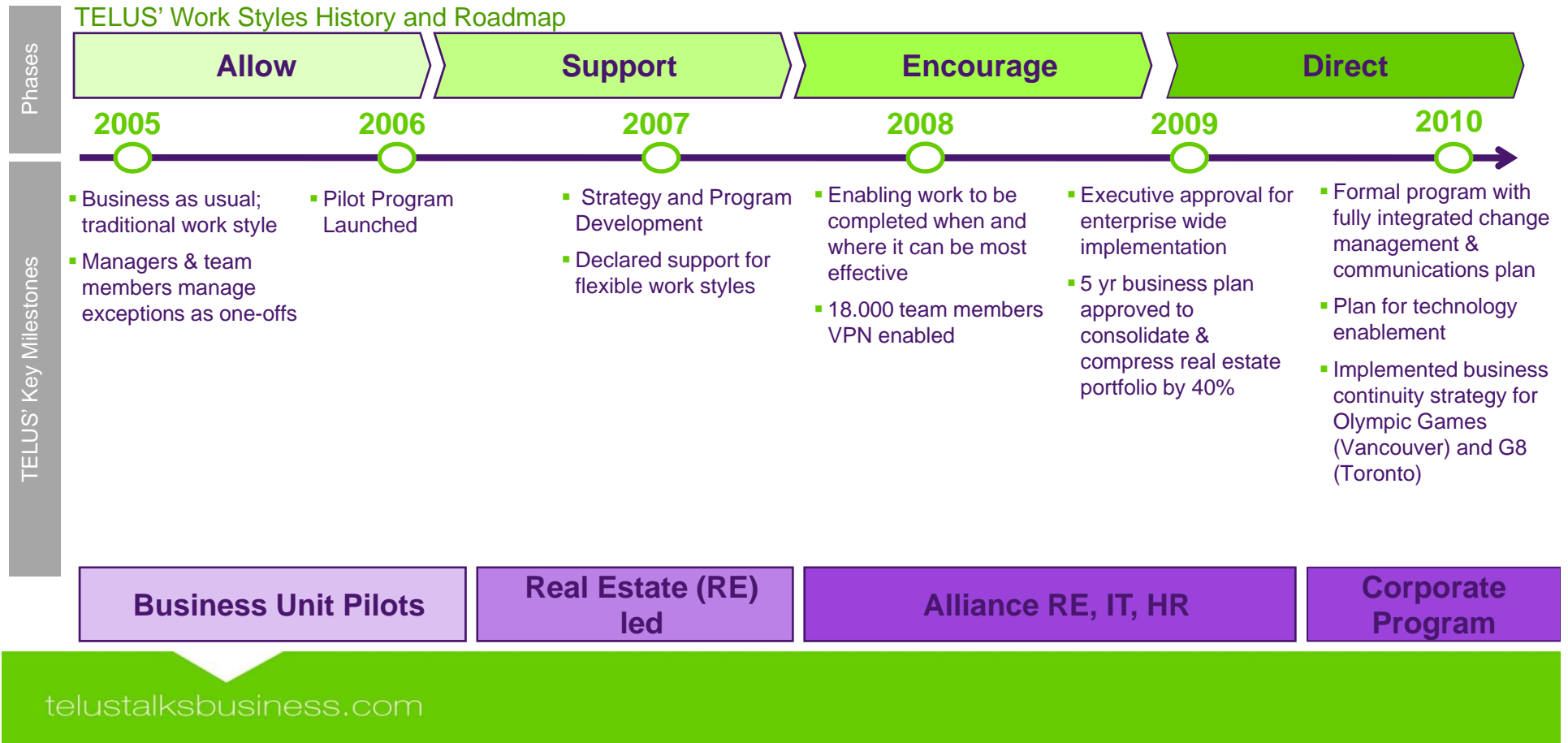
89% indicated that a flexible work program makes a company more attractive

Flexible Work 2nd most important after pay

46% of employers offer some sort of flexibility in work arrangements

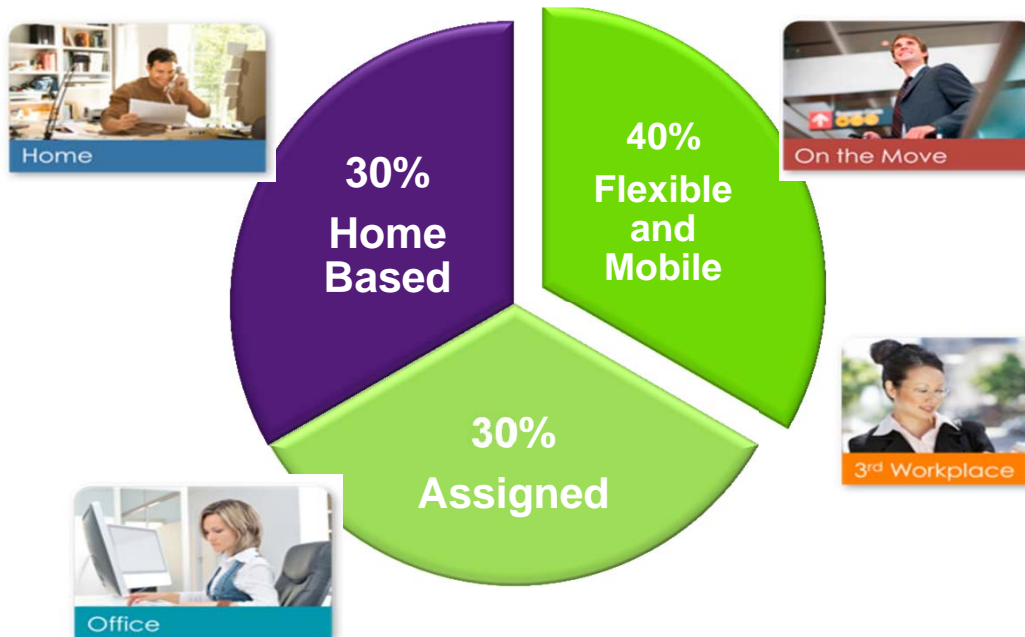
73% of companies report higher productivity and loyalty

The TELUS Journey: How we got there...



TELUS Mandate: 2015

The TELUS goal is to have:



40% of our team members adopting a mobile approach to working; this can be from home, in the office or, better yet, onsite with our clients

30% of our team members working from home full-time

30% of our team members continuing to be located within TELUS buildings

Flexible Work: The Triple Bottom Line



- ✓ *Return on Investment*
- ✓ *Return on Employees*
- ✓ *Return on the Environment*

Financial Impacts



annual corporate savings per employee

up to **\$6,000**

telustalksbusiness.com

Employee and Societal Impacts

annual commute & travel time savings per employee

160 hours = 4 weeks



Environmental Impacts



TELUS Business Context: Why we are doing it?

Return on Investment

- ✓ *NPV Positive Business Case*
- ✓ *40% Reduction in Real Estate Footprint*

Return on Employee

- ✓ *Increased Engagement and Satisfaction Scores*
- ✓ *Recruitment and Retention*
- ✓ *Top 100 Employers*

Return on the Environment

- ✓ *Better Communities, GHG*
- ✓ *Global 100 Most Sustainable Companies in the World*
- ✓ *Recipient of BC Hydro Power Smart Award*



Desired Workstyles Model

Assigned



Home-Based



Flexible

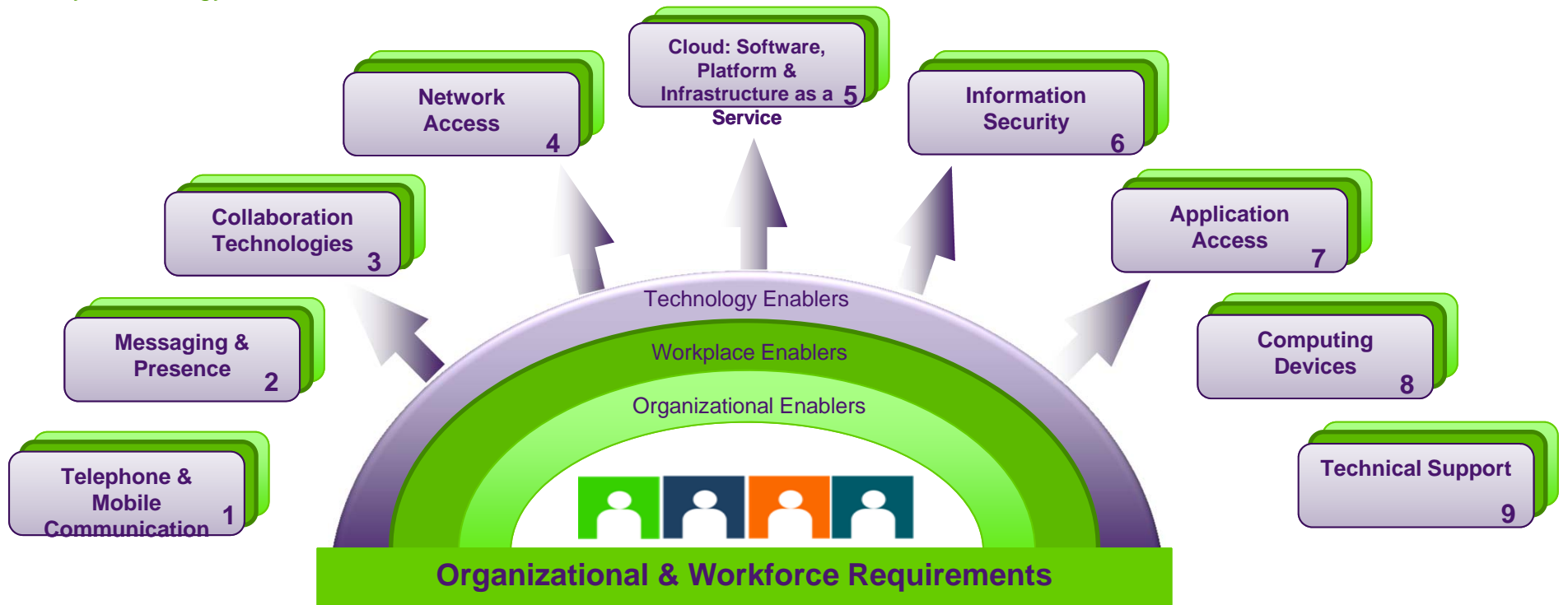


Mobile

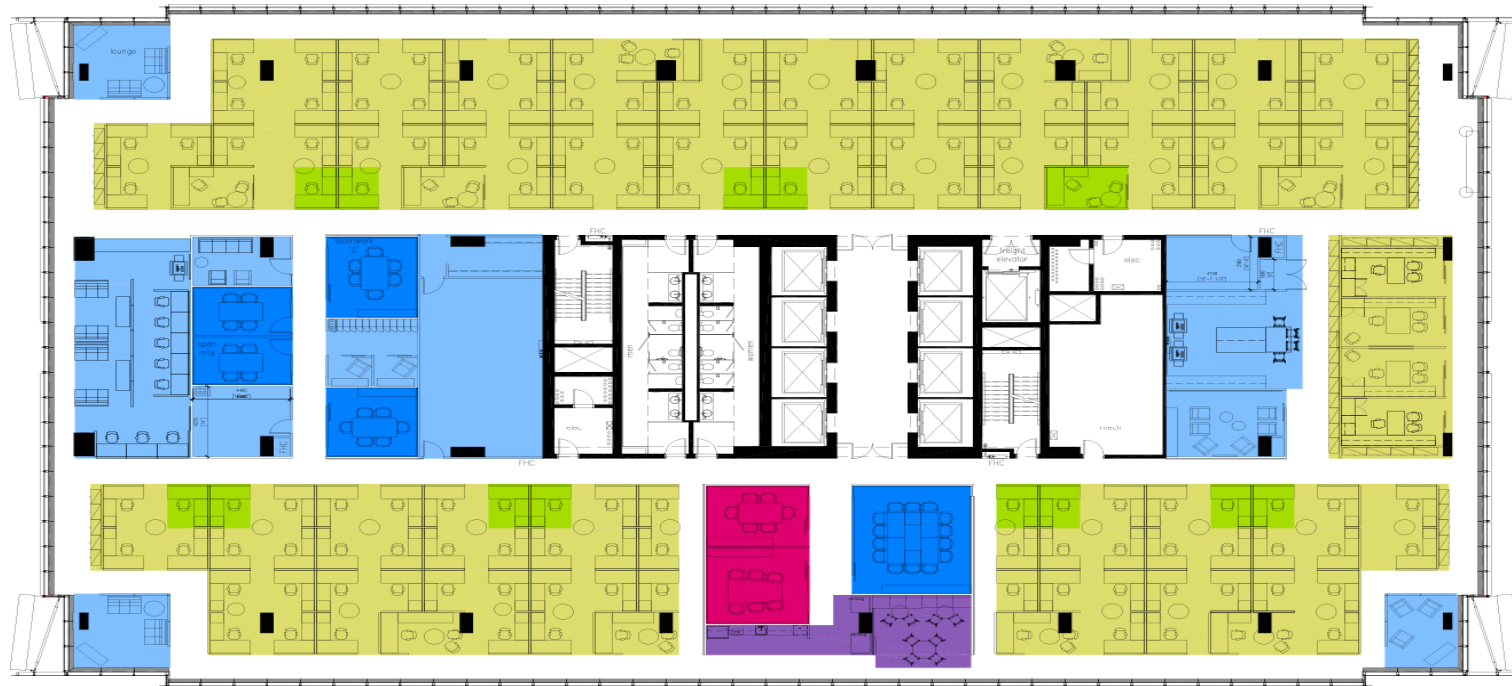


Flex Work Framework

Key Technology Considerations



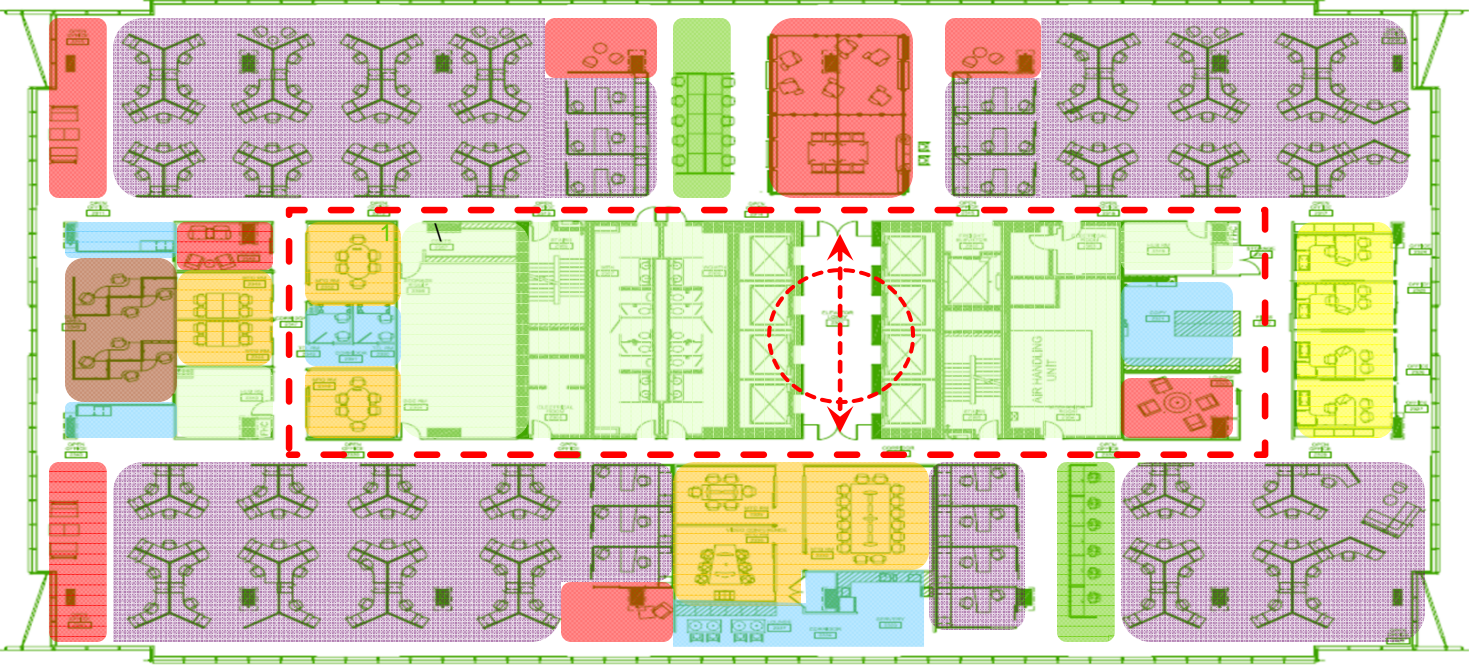
Real Estate - before



- RESIDENTS
- MOBILE TELEWORKER
- LOUNGES/BUSINESS CENTRE
- COLLABORATIVE (GROUP)
- REFRESHMENT CENTRE/BALCONY SEATING
- TECHNOLOGY ROOMS
- AGILE PROJECT ROOMS
- NOMAD ENCLAVE

DEDICATED
RE-WORK A1
TELUS TOWER TORONTO
FLOOR 025

Real Estate – after



- Collaboration Area
- Quiet Zone
- Dedicated and Shared Mobile Workstations
- Touchdown Workstations
- Bookable Meeting Rooms
- Refreshment Center, Business Center and Telephone Room
- Primary Circulation

An Office That Mirrors Our Culture



Implementing Our Vision Into a National Strategy

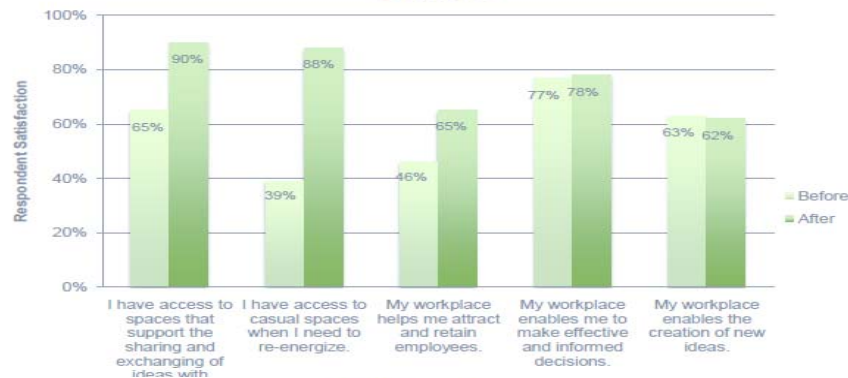


TELUS garden

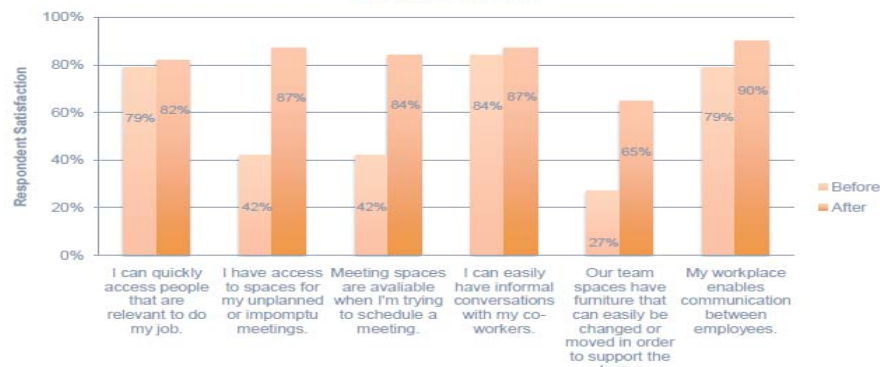
- A one million square foot mixed use development that includes a new 22 story TELUS head office building, a 46 story residential complex, and revitalised retail streetscapes
- Our team's new home and national headquarters in the heart of downtown Vancouver
- A vibrant centre reflective of the TELUS brand that will serve as a destination and legacy for our customers, team, and the City of Vancouver
- Demonstrate TELUS excellence in technology innovation, environmental sustainability and community investment

HR - Employee Productivity

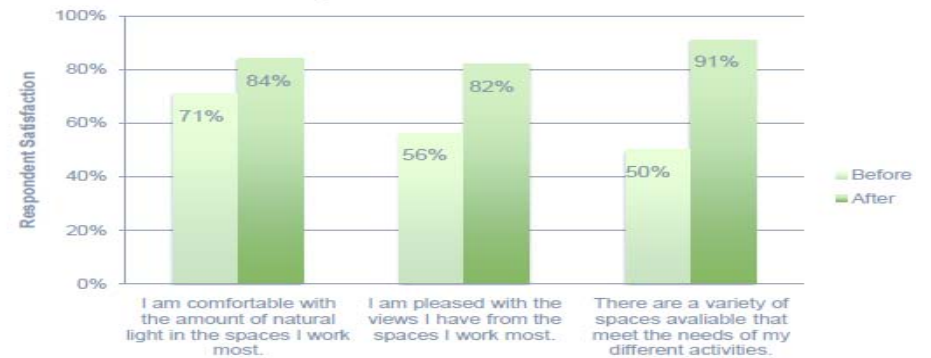
Culture



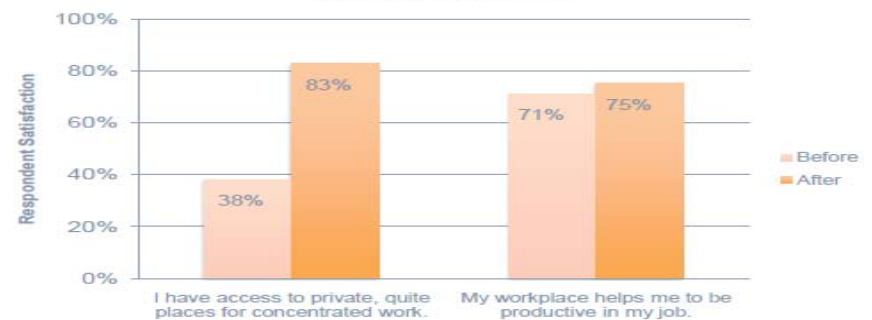
Collaboration



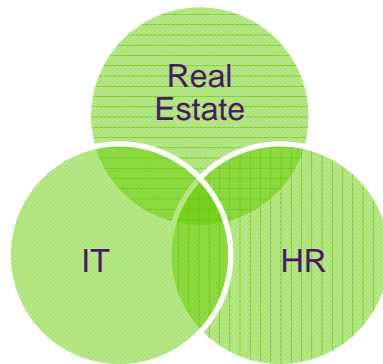
Physical Environment



Concentration



The Keys to the Program



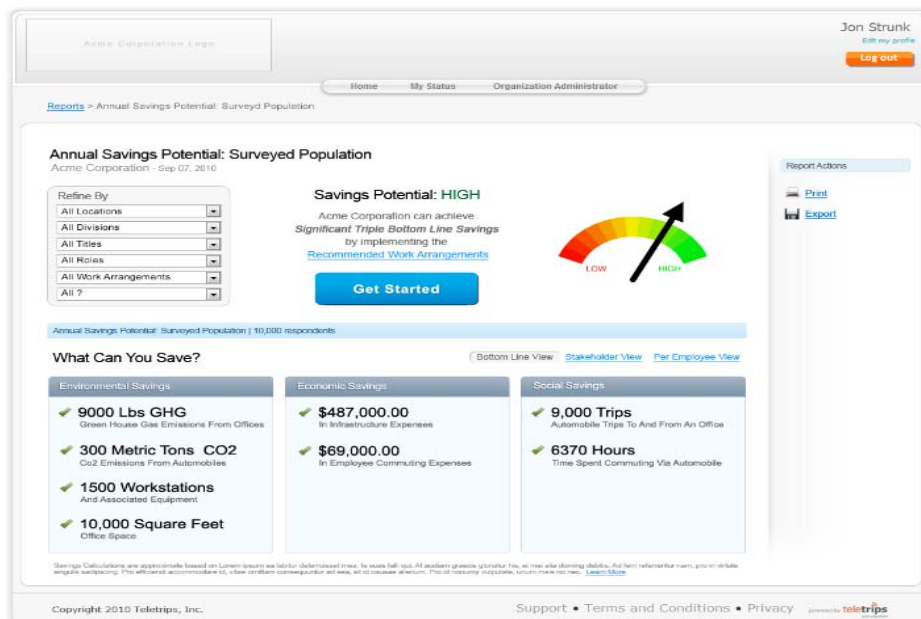
Understanding New Work Arrangements

- | | |
|----------------------|-----|
| 1. Assigned | 30% |
| 2. Flexible / Mobile | 40% |
| 3. Home Based | 30% |

Enterprise Business Case and Executive Commitment to Drive Change



Seizing the Opportunity:



- Is there a case for change?
- What is the nature of your opportunity?
- Align your technology capabilities
- Test, pilot, grow



Inter-company Conference Service for Immersive Telepresence

- **A real example. Enabling meetings anywhere.**
- **What is it?**
 - Inter-company (B2B) global conferencing service for Cisco Immersive Telepresence units
 - Over 2,000 End Points reachable today, on 6 continents, served by many Service Providers
 - Includes TELUS Internal TP Rooms; 800+ global Cisco TP Rooms and 40+ Public Rooms
 - Number of locations growing daily
- **When is it available?**
 - Pilot service available now, conference bridges located in NYC, limited # of participants
 - Service launch July 2012, includes :
 - Toronto-based Exchange
 - Shared MPLS access for TELUS Network customers
 - Full end-to-end CTS solution, including Implementation, B2B Service & Support services

Enabling people to work where and when it is most effective

...how does this make your organization even better?