



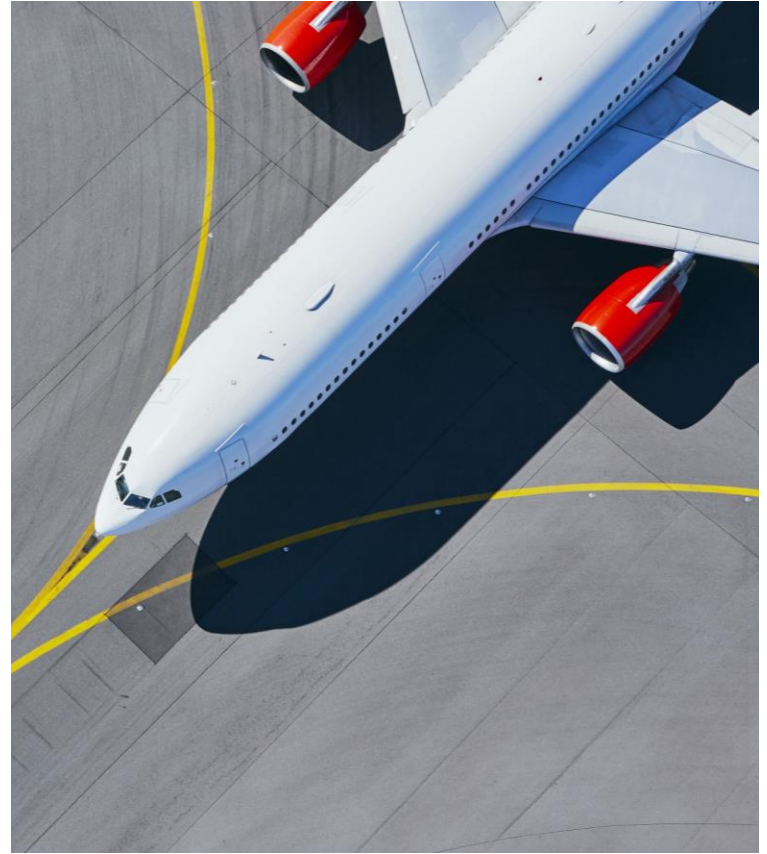
# Return to Office- Future of Workplace

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Cisco Systems

“This is your captain speaking. I’m working from home today”.



# Our Commitment



Cisco's priority is the health and safety of all people on our sites.



We will comply with applicable legal requirements related to Return to Office and adhere to recommendations put out by the Centers for Disease Control and World Health Organization.



Our framework for Return to Office has 4 areas of consideration: legal, medical, employee concerns, and government regulations.



We will strive for global consistency, but we will use a phased approach and each Return To Office will be reviewed and implemented on a site-by-site basis.



The process will be flexible and managed to adjust for any waves of continued infection, as well as regional, government, or medical guidance provided to Cisco globally and/or locally.

# Return to Office - Summary by Phase

Mandatory Work from Home Phase (view locations <a href="#">here</a> )	Phase 1 (view locations <a href="#">here</a> )	Phase 2 (view locations <a href="#">here</a> )
<ul style="list-style-type: none"><li>• Business critical workers (definition <a href="#">here</a>) only accessing Cisco sites, with manager approval</li><li>• Protective measures in place, including mandatory wearing of face coverings, training, daily symptom self-check</li><li>• Very limited on site facilities</li><li>• 5% site capacity</li><li>• No visitors unless ELT approved</li><li>• <a href="#">1-time approval</a> to collect personal items/peripherals</li><li>• Business <a href="#">travel</a> suspended</li><li>• <a href="#">Meetings/events</a> should be virtual – limited exceptions for <a href="#">Customer/Partner meetings</a></li></ul>	<ul style="list-style-type: none"><li>• Multi-factor approval process (not just local regs)</li><li>• Mission critical workers only accessing approved sites</li><li>• Protective measures in place, including mandatory wearing of face coverings, training, daily symptom self-check</li><li>• Limited on site facilities</li><li>• Max 20% site capacity</li><li>• Visitors exception by SLT</li><li>• <a href="#">1-time approval</a> access</li><li>• Reservation system for critical staff</li><li>• Domestic (intra-country) <a href="#">travel</a> with VP approval</li><li>• <a href="#">Meetings/events</a> should be virtual – limited exceptions for <a href="#">Customer/Partner meetings</a></li></ul>	<ul style="list-style-type: none"><li>• Further approval process</li><li>• All sites open, with further facilities reinstated</li><li>• Employees can access for collaboration/team-work</li><li>• Protective measures in place, including mandatory wearing of face coverings, training, daily symptom self-check</li><li>• Limited/modified on site facilities</li><li>• Max 50% site capacity</li><li>• Visitors allowed within <a href="#">guidelines</a>, with pre-registration</li><li>• Domestic (intra-country) &amp; regional <a href="#">travel</a> with VP approval</li><li>• <a href="#">Meetings/events</a> should be virtual – limited exceptions for <a href="#">Customer/Partner meetings</a></li></ul>

# Office Procedures – Phase 2

You should continue to work from home and plan to use Cisco facilities only when needed to enable better collaboration and team working, not just to work through your everyday tasks at a workspace on your own. As a guide, we expect each of our offices to be at no more than half capacity on any day.



If a building occupant reports a suspected or confirmed case of COVID-19, appropriate response teams will be engaged to investigate and respond.



Population in buildings and seating guidelines will be monitored and action taken where capacity exceeds social distancing requirements.



Workers must get permission to work onsite and ensure they have secured required facilities for their group in advance (e.g. meeting room of correct size).



Enhanced cleaning protocols, including surface cleaning, floor cleaning, localized aerosol misting, and other techniques in place.

## It's time to reimagine and redesign the workforce and workplace



Look beyond the new normal and embrace the ever-changing reality of our future. Rise to new levels of business resiliency with solutions that provide an adaptable, engaging, and trusted experience for your employees, customers, communities, and ecosystem

# Redesign work. Reimagine the future.



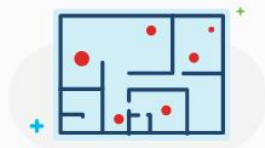
Today's changes and tomorrow's uncertainties are redefining your organization and how you work

According to CFOs surveyed in the June 2020 PwC US CFO [Pulse Survey](#):



**54%**

will make remote work a permanent option.



**81%**

will prioritize changing workplace safety measures as they return to the workplace.

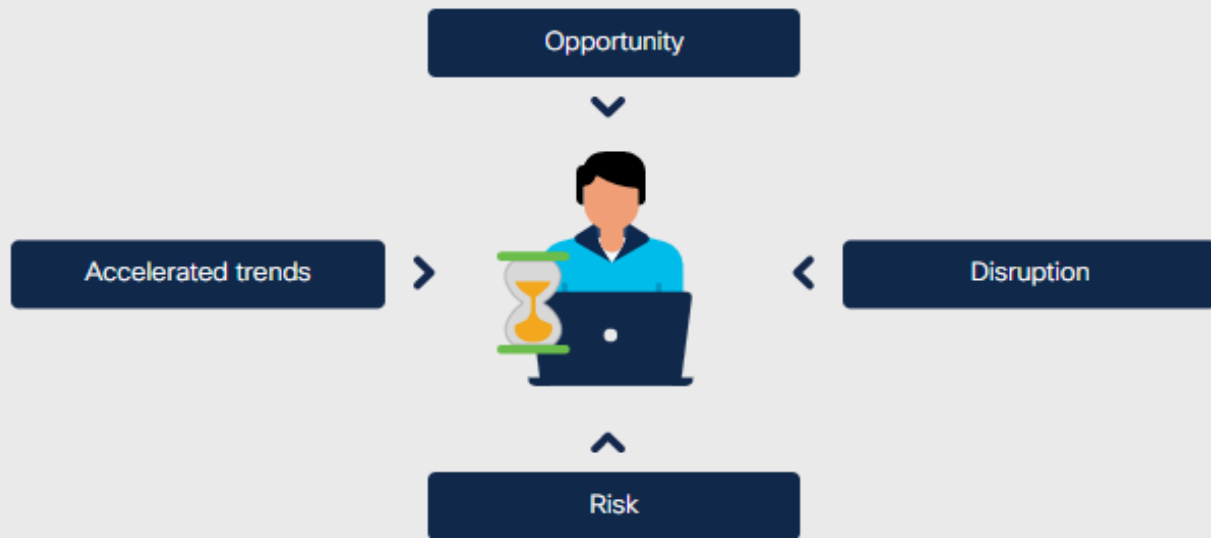


**49%**

expect new technology investments will position them better for the long term.

The changes are so large, so fast, so many, and in some cases, here to stay.

Your organization is faced with:

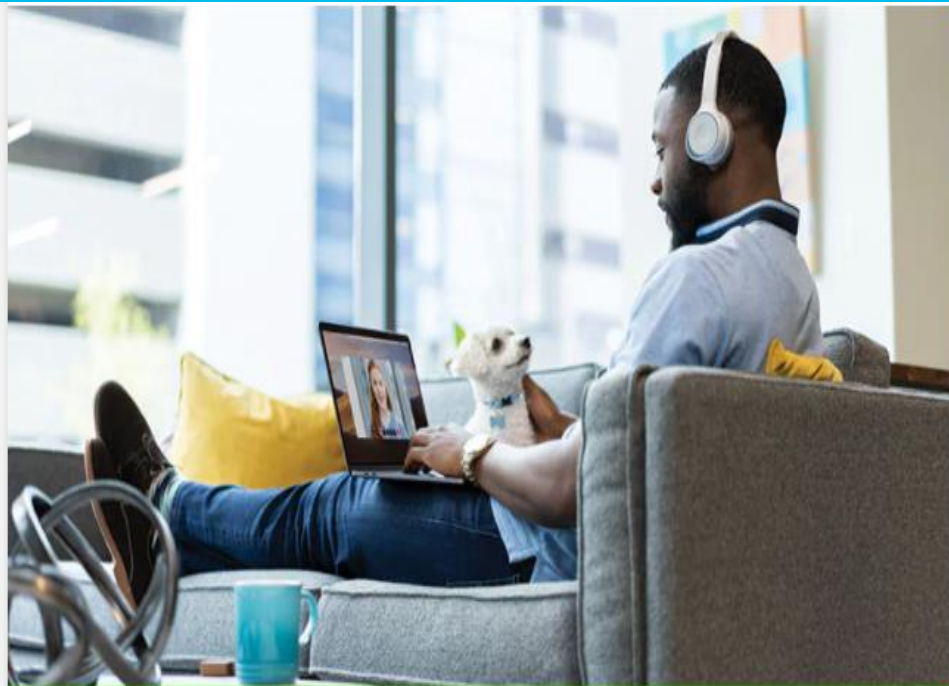


How do you successfully balance acceleration and disruption?  
risk and opportunity?



# Empower your remote workforce

- Keep your workers engaged
- Enable work to be done anywhere
- Bring enterprise-class performance to the home

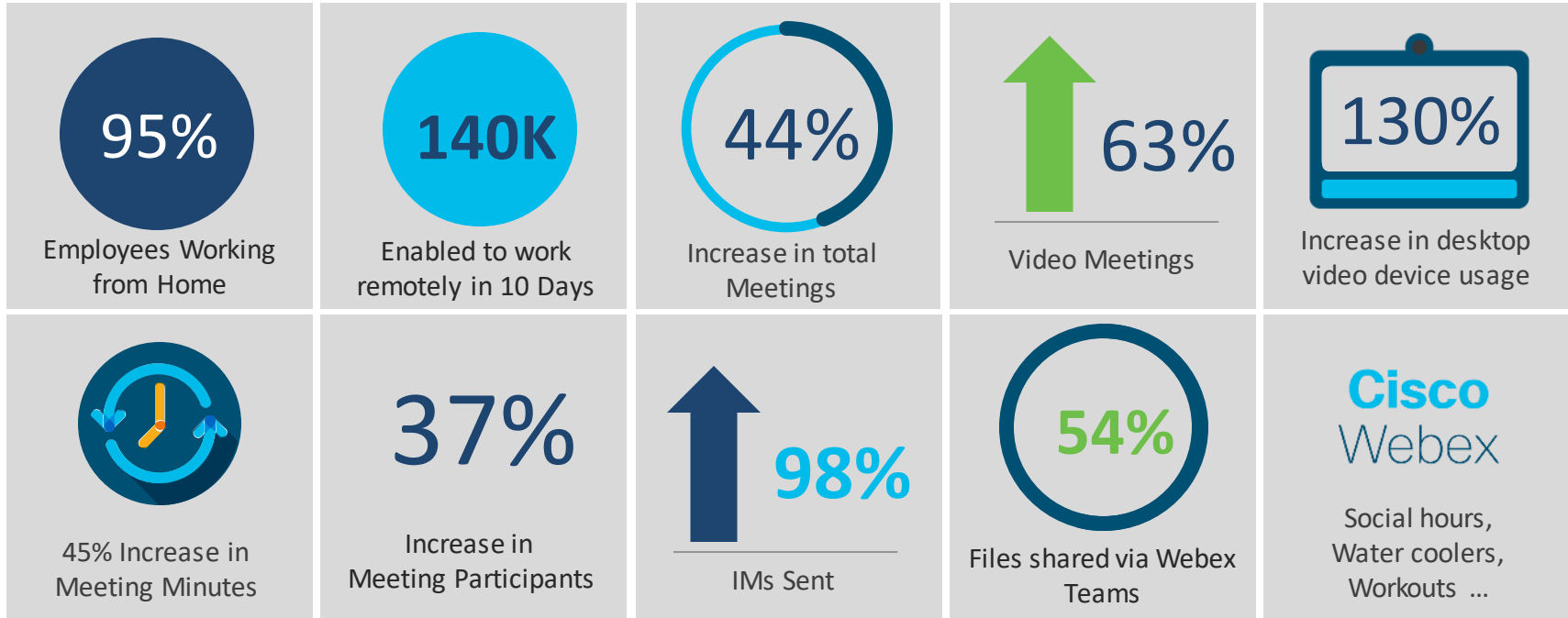


# Return to the workplace

- Ensure worker safety and wellness
- Build a secure and distributed-work model
- Enable operations to scale



# In 2020 – our way of working shifted ....



# Survey Findings

Internal



External: 800K employees  
5K workplaces, 100+ countries

Survey assessed: Activities, Impact, Physical features, Service features  
Slicing by: Country, Function, Age group, Length of service, Work settings etc

## Office Environment



- Global Office index of 75.6 (high performance range) however a third sit below 60 which is of concern
- Our office environment is outperforming our home environment
- By country, the US were lowest performing, China highest
- All service features and almost all physical features are above the global benchmark

## Home environment



- At home, 85% reported having a dedicated space or room. Higher than the benchmark, usually indicating a higher experience, but not in our case
- The higher the age, the higher the home score
- Home based productivity is reported to be high, however connection and well-being scores are low
- Engineering, Sales & Marketing are struggling most at home

# Planning for the Future



## Sustain & Improve Current way of

- Support Business Continuity
- Continue the new-hire onboarding
- Simplify the experience (Apps, Devices)
- Reliability & Scalability
- Security & Support
- Home office policies
- Virtual event offerings



## Return to Office Planning

- Phased return
- Flexible booking system
- Office Pass application
- Digital signage
- Touchless / voice experiences
- Meeting room alerts
- Density management
- Occupancy sensors



## Future of Work

- Hybrid workers
- Next-Gen Workplace
- Health & Safety
- Workstyle based offerings
- Integrated experiences
- Secure Remote Solutions
- Science of Work

# Next Generation Workplace Program



The purpose is to look beyond our current state of work, and reimagine what work means. Cisco will provide thought leadership through an integrated, cross functional approach to work. We will use the time provided by the pandemic to design and test new approaches, we will test globally without testing the globe in order to evaluate the Technology, Workplace and People solutions, the interaction between our solutions, and iterate.

**Globally consistent approach to sentiment analysis to increase the value of the data gathered**



**External Research**  
Benchmark Survey

**Internal Research**  
Sentiment Survey



## Work from Anywhere

Physical and technical offerings to meet longer-term needs in support of emotional connection to Cisco and our Conscious Culture

- Virtual Ergonomic Assessment
- Enhanced collaboration options
- User centric assistance portal
- *Compliance, Benefits and Wellbeing*



## Resident Population

Where team success relies on co-location and face to face collaboration, initial engineering focus

- Research and reimagine the workplace



## Cisco Culture, Connection and Innovation Centres

Highly flexible spaces built to serve customers and employees, connecting creativity, innovation and Cisco's Conscious Culture



# Future Workspace Objectives



## Accelerate business resiliency

Identify and swiftly act upon the opportunities that will yield the best results for business continuity and resiliency.



## Support dynamic work environments

Extend the resiliency and flexibility of your infrastructure to cope with contingencies like remote and dynamic work environments.



## Mitigate risk

Draw upon Cisco CX Advisory expertise and best practices to forge a proven path forward that minimizes risk to your business.



## Cisco Secure Remote Workforce solutions help you:

- Empower workers to be productive anywhere
- Optimize each unique worker experience for performance, cost, and security
- Extend enterprise-class operations to the home

### Flexible Remote Access

Provide a safe a consistent work experience from anywhere with:



- Centralized security policy
- Flexible access types (HW, SW, BYOD)
- Seamless access with zero security compromise
- Centralized management and orchestration for remote end-points

### Secure Remote Collaboration

Enable deeper team engagement and productivity with:



- Flexible and secure collaboration tools
- Single Webex app to connect and personalize
- Webex devices for all-day teamwork
- Embedded security, compliance, and multifactor authentication

### Remote Contact Center

Scale, secure, and optimize contact center remote agent and supervisor capabilities with:



- Cloud contact center and VPN-less access
- Management of distributed agents
- Virtual agent support
- Security compliance and supervisory controls

### Virtual Desktop Infrastructure

Provide a secure full-desktop and application experience to users on any device, anywhere in the world with:



- Rapid deployment and scaling without user disruption
- Control and security of end user desktops and data

### Remote Expert Access

Provide simple, secure access to experts to enhance the customer experience with:



- Video collaboration
- Messaging

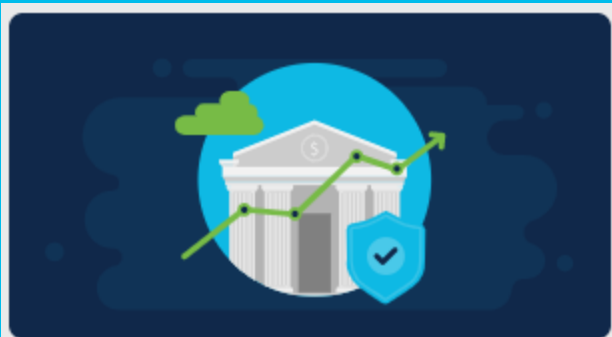
### Optimized Application Experience

Use real-time insights into distributed application and service performance to optimize the user experience with:



- Performance management and insights correlation from infrastructure to code
- Visibility into remote workplaces





## Cisco Trusted Workplace solutions help you:

- Maintain worker safety and wellness
- Evolve to a secure and seamless distributed work model
- Expand operational consistency across environments

### Secure Access

Provide consistent, identity-based secure access to the network for users and devices with:



- Cisco Software-Defined Access using segmentation, automation, and assurance
- Cisco Identity Services Engine (ISE) to maintain a consistent security policy

### Seamless Collaboration

Enable team ideation and collaboration across devices, distributed teams, locations, and organizations with:



- Webex Desk, Room, Phone, and Board series devices for all-day teamwork
- Co-create, whiteboard, and hand-raising tools
- Single application to collaborate across devices and enable no-touch experiences

### Remote Operations

Maintain your operations using secure, policy-based remote connectivity into the operational domain with:



- Cisco IoT and Industrial Security solutions for secure remote access to operational equipment and processes
- Cisco Identity Services Engine (ISE) to maintain a consistent security policy

### Social Density Automation

Monitor configurable building and room capacity levels and automate intelligent touchless experiences with:



- Right Now app on DNA Spaces and Webex devices
- Density thresholds and capacity monitoring
- Automated real-time notifications

### Proximity Reporting

Ensure workplace safety and compliance in facilities by reducing employee risk of exposure with:



- Proximity reporting app
- Real-time wireless location data
- Full control over user privacy

### Asset and Facility Monitoring

Use sensors and real-time wireless location data to monitor critical assets and facilities with:



- Cisco DNA Spaces, asset tags, and real-time wireless location data
- Cisco Industrial Asset Vision to monitor industrial assets and facility health
- Meraki Sensors to monitor environment conditions of network closets

# Event Management

## Hybrid Event Considerations

All in-person events should have hybrid accessibility to allow digital attendance by those who cannot join in person. This could range from a simple streaming of a presentation, to connecting multiple smaller in-person groups from different satellite destinations, to more complex usage with multiple sessions and interactivity. Engaging remote audiences should be part of both the event agenda design and the technology tool decisions.

There are Cisco technologies available as well as support services. During your GSMM event consultation, please discuss the options that best suit the event and audience needs.

Here are some examples from Hilton's Event Ready Playbook:

