



Ms. Kate Lister – President at Global Workplace Analytics, USA

# Return on Investment of Remote Work



**Ms. Kate Lister**  
President  
Global Workplace Analytics  
USA

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About Me

Remote worker  
Telework  
Telecommuting

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About Me

**Research enthusiast**  
Been championing remote work for fifteen years

**Former banker**  
Got involved in workplace design & strategy

**Remote work authority**  
To attract talent & reduce work life conflict

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### About Me



#### Respected workplace strategist

Working with clients on a wide range of strategies & practices

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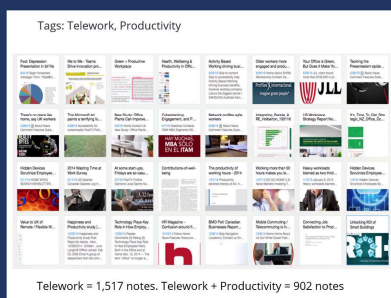
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### Proprietary Research Database



- 6000+ data points
- Fully tagged
- Boolean searchable
- Updated continually

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### Recognized Thought Leader



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### In the News

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### Road Map

#### History/Trends

- Who offers?
- Who wants to?
- Who can?
- Who did?
- Who will?
- Why?

#### Potential Impact

- People
- Planet
- Profit

Before

During

After

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### Who Offered?

Pre-COVID-19

69%

Ad-hoc

42%

Part-time

27%

Full-time

57%

Flex hours

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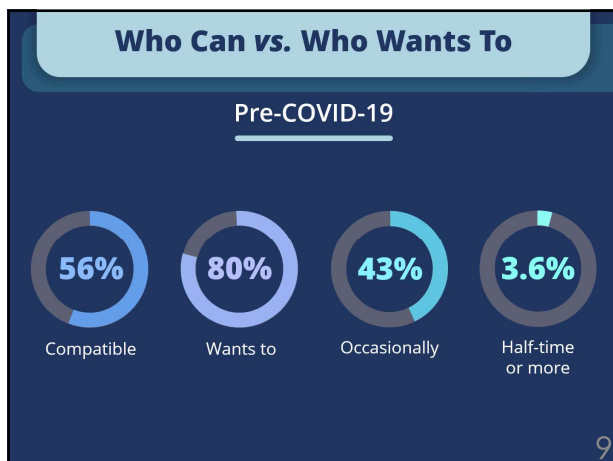
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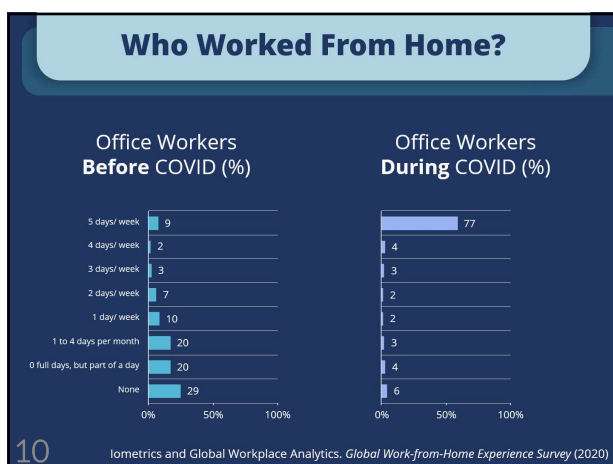
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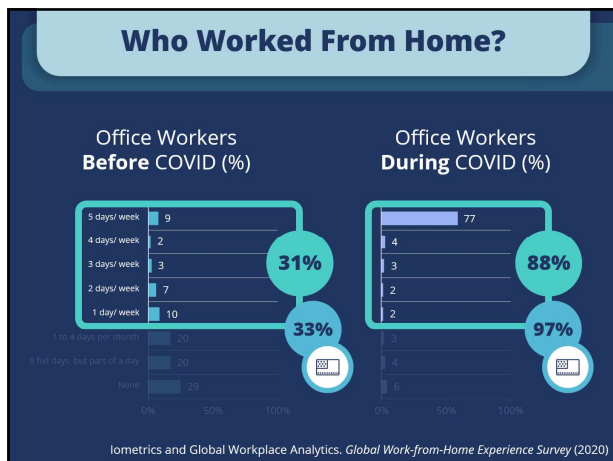
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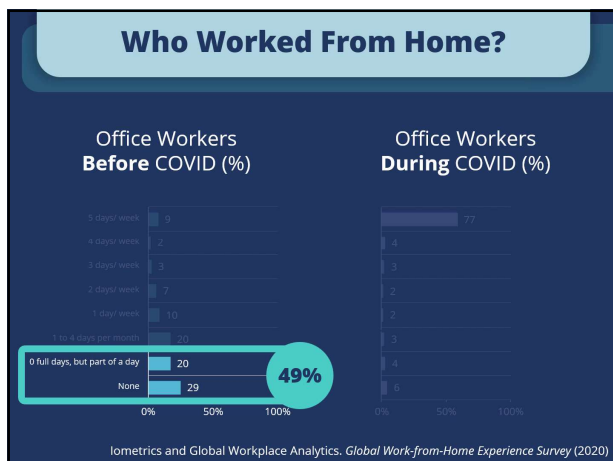
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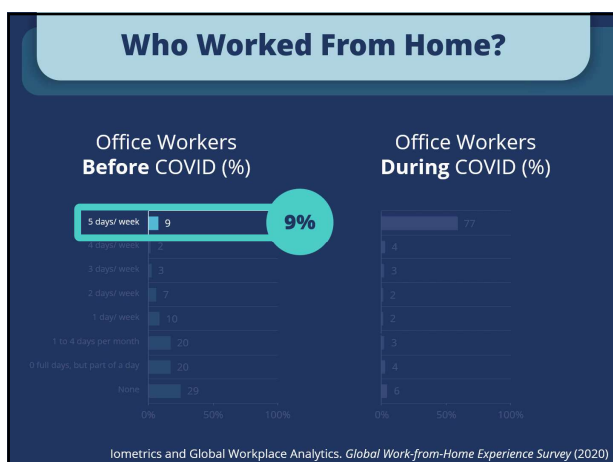
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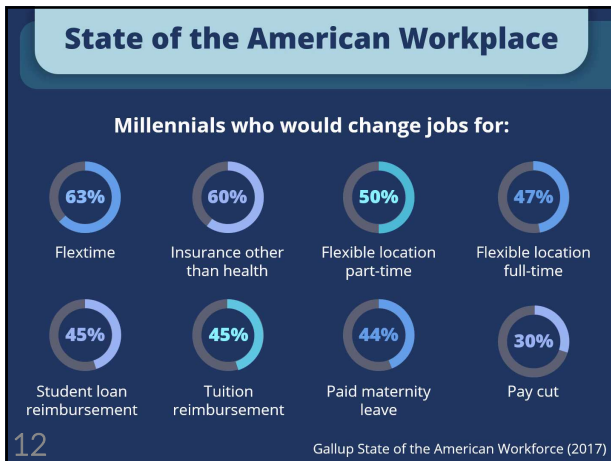
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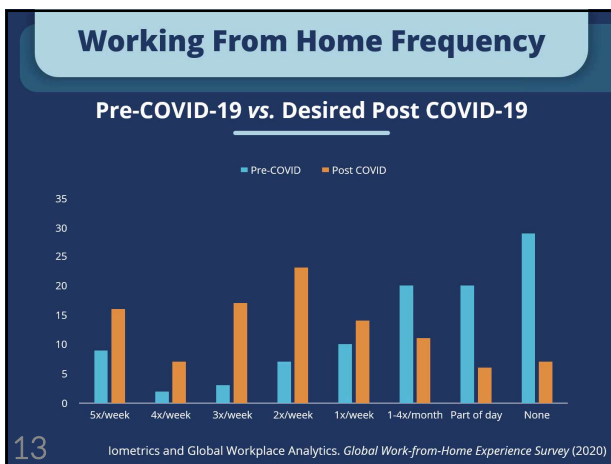
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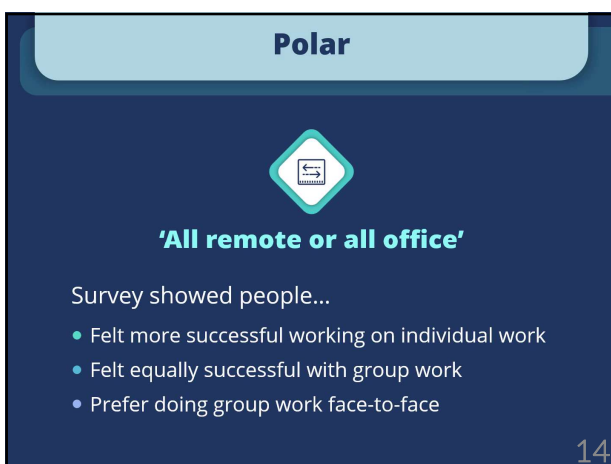
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**Remote Work in the Future?**

**Potential Impact**

People  
Planet  
Profit

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**People, Planet, Profit**

Long term sustainability depends on the interdependence of all three

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**Profit**

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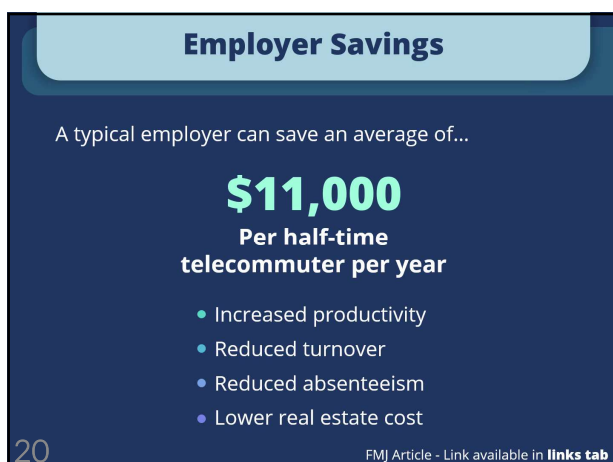
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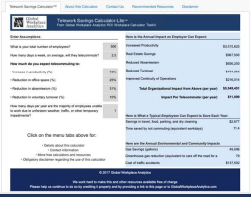
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## Global Workplace Analytics Telework Savings Calculator®

Investigate tools that would help agencies quantify the impact of their remote work programs



- 125 variables
- 600 calculations
- Backed by research

Global Workplace Analytics  
Telework Savings Calculator® - See links tab

**GAO**  
U.S. GOVERNMENT  
ACCOUNTABILITY OFFICE

*"Global Workplace Analytics' telework calculator is comprehensive and based on solid research"*

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## Warning!



**Math ahead!**

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## Productivity: The Math

*'Can't measure productivity in the information age'*

**Wrong!**

Salary = **\$65,000 per annum**  
 Cost = \$81,500 a year  
     = \$325 a day  
     = \$40 a hour  
     = **70¢ a minute**

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### Employer Savings: The Math

**\$11,000**  
Per half-time telecommuter per year

1

Productivity +15%

2

Office space -25%

3

Turnover -15%

Absenteeism -30%

Continuity 1 day

24

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### Productivity Increase

Fewer interruptions

Microsoft Study

Employees are **interrupted every 3 minutes**.  
Once distracted, by **even as little as 60 seconds**,  
it can take **15 to 25 minutes** to recover

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### Productivity Increase

Fewer interruptions

People who work from home  
save an average of **35 minutes a day**

Distractions	Minutes a day
Office	78
Home	43
	<b>=35</b>

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The screen versions of these slides have full details of copyright and acknowledgements

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### Productivity Increase

Fewer interruptions

Office	Home
78 mins a day	43 mins a day

35 mins x 70¢  
= \$24.50 a day  
x 125 days

**= \$3,066** for each half-time remote worker a year  
**= \$306,600** for every 100 half-time remote workers a year

**Savings should go up during normal times!**

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### Productivity Increase

+50% of Commute Time

Average Commute = 60 Minutes  
x 50% = 30 minutes  
x 70¢ a minute  
= \$21 a day  
x 125 days

**= \$2,625** for each half-time remote worker a year  
**= \$262,500** for all half-time remote workers a year

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### Productivity Increase

15% Assumption

Some research points to increases as high as 55%

15% is the low-end

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## Productivity Increase

### 15% Assumption

\$81,500  
x 15%  
= \$12,225  
x half-time

= **\$6,112** for each half-time remote worker a year

= **\$611,200** for every 100 half-time remote workers a year

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## Productivity Increase

### Absenteeism

Remote work reduces absenteeism  
**by 30%** (on average)



Leading cause people call in sick is  
that **they're sick and tired of work**

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## Productivity Increase

### Absenteeism



#### Reduces stress

People can avoid the politics at work

#### People are still willing to work

When they're not too sick

#### Post-surgery time, childcare issues etc.

Saves having to book time off

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**Productivity Increase**

Absenteeism

Absenteeism = 10 days a year  
Reduction = 30%  
= 3 days a year  
x \$325 a day  
= **\$975** per person

= **\$97,500** for every 100 employees a year

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**Productivity Loss**

If Not Able to Work

Being able to work in the event of:

Bad weather

Highway closure

Pandemic

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**Productivity Loss**

If Not Able to Work

\$325 per person each day  
x 100 employees  
= **\$32,500 a day**

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**Productivity Impact**

The multiple revenue to compensation is about

**x 6**

**\$100,000**

**\$600,000**

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**Employer Savings: Real Estate**

1

Productivity +15%

Absenteeism -30%

Continuity 1 day

2

Office space -25%

3

Turnover -15%

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**Real Estate Savings**

Reduce office space **by about half** the frequency of remote work

**50% remote work**

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### Real Estate Savings

Reduce office space **by about half** the frequency of remote work

**25% reduction in space**



**Drop-in/  
reserve space**

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### Real Estate Savings

Office cost = \$10k for each person a year  
x 25%  
= \$2,500  
  
x 100  
**= \$250,000**

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### Employer Savings: Turnover

**1**

Productivity +15%

Absenteeism -30%

Continuity 1 day

**2**

Office space -25%

**3**

Turnover -15%

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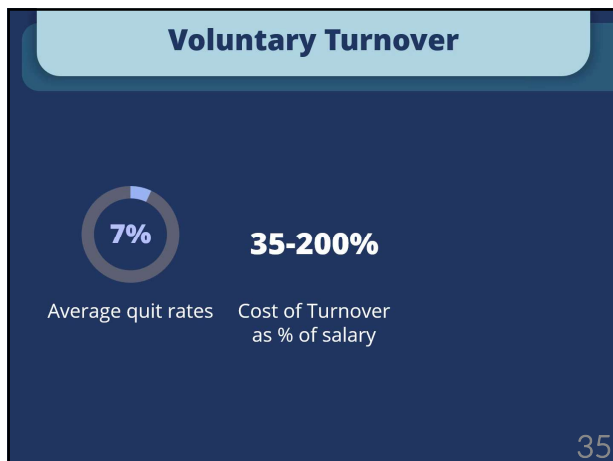
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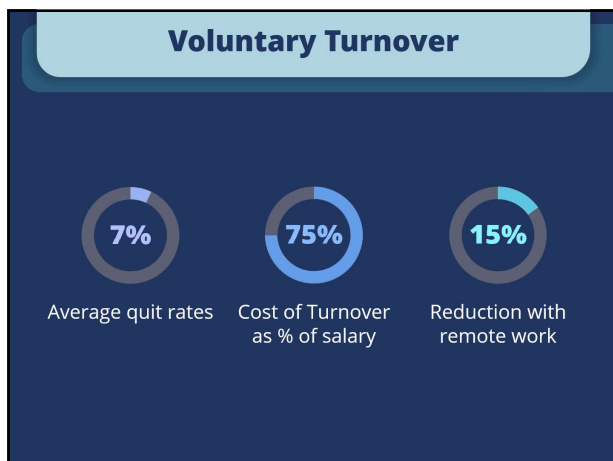
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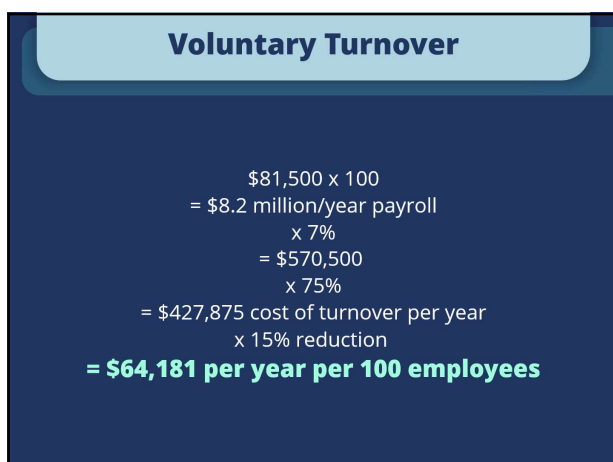
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Annual Employer Savings

Half-Time Remote Work per 100 Employees

Productivity	\$611,000
Real Estate	\$250,000
Absenteeism	\$98,000
Retention	\$65,000
Continuity of Operations	\$33,000
<b>Total</b>	<b>\$1,057,000</b>

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No Brainer ROI/Breakeven

Benefit x useful life ÷ Cost

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Breakeven Analysis

Dual Monitors

Up to 50% increase in productivity  
**Productivity per minute = 70¢**  
**Useful life = 3 years**

\$200 ÷ 3 = \$67  
 ÷ 70¢ = 90 minutes a year  
 ÷ 250 days a year  
**Breakeven = 23 seconds a day**

We often make decisions like this that are **false economy**

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ROI Analysis

Dual Monitors



Up to 50% increase in productivity

**10% increase in productivity**

**\$81,500 salary + benefits**

**Useful life = 3 years**

$$\begin{aligned} & \$81,500 \times 10\% \\ &= \$8,150 \times 5 \\ &= \$40,750 \div \$200 \\ &= \mathbf{203x\ ROI} \end{aligned}$$

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Breakeven Analysis

Ergonomic Chair



**Worker comp average claim = \$28k**

**Useful life = 5 years**

$$\begin{aligned} & \$1000 \div 5 = \$200 \\ & \$28,000 \div \$200 \\ &= 28 \times 5 \\ &= \mathbf{140\ chairs} \end{aligned}$$

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People

41

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**Employee Impact**

**Time**  
Save ten days  
a year

**Money**  
Save \$2000-4000  
a year

**Health**  
Manage stress,  
sleep, eat better &  
exercise more

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**Planet**

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**Planet/Society**

In just a few weeks, cities were reporting  
**dramatically better air quality**

56%

Compatible

80%

Wants to

If they would work  
from home half the time...

It would be the GHG  
equivalent of taking  
**the entire NY state  
workforce off the road**

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- ### Maximizing Outcomes
- Sr. Exec Support
  - Cross-functional collaboration
  - Change management
  - Being true to your own organizational DNA
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### Who Didn't Do It Right

Remote work doesn't create management problems, **it reveals them**

Calling back the remote workers **was a way to reduce staff, to get people to quit**

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### Case Studies

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### USA GSA Results



2:1 desk ratio

\$30+ million per year

Energy 50%

Paper reduction

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Telework Report to Congress (2017)

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### Sharp Healthcare Results



Commuter travel	-20% reduction
Office space	-26,000 s.f.
Morale	+++

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### Apollo Results



Productivity	+34%
Turnover	-56%
Absenteeism	-88%
Distractions	-49 mins a day
<b>Impact</b>	<b>= \$17.5M a year</b>

51 Courtesy of Iometrics

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### Dell Results



Frequency	2-3 days a week
Commute	- 136M miles
GHG	-35M mt
Real estate	-\$12M a year

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### Measure Impacts

Use this methodology for evaluating  
a wide range of investments

 Employee engagement
  Training
  Health & well-being

 Technology
  New processes & practices
  Space design

And more...

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### Links and Contact Information



Global Workplace Analytics

*We make remote work... work better*

**Free resources:**

**White papers:**  
<http://GlobalWorkplaceAnalytics.com/Whitepapers>

**Remote Work Savings Calculator™:**  
<http://GlobalWorkplaceAnalytics.com/ROI>

**Contact:**  
Kate Lister  
[Kate@GlobalWorkplaceAnalytics.com](mailto:Kate@GlobalWorkplaceAnalytics.com)

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Links available in **links tab**

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# HSTalks

By leading world experts

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