



Property Management Executive Roundtable

Resilience and Managing Through Constant Change

Thursday December 2, 2021

Property managers continue to be faced with many new challenges balancing tenant occupancy, building operations, an enhanced focus on health & wellness, and what a return to workplace will look like.

This session examined how organizations have re-evaluated their buildings, technologies, capital expenditures, sustainability, and the resilience of their businesses.



Top takeaways:

- The phrase 'always be learning' must form part of our DNA. We need to equip our people with the tools to facilitate that learning. Education, experience, and staying close to those ideas which form our strategy, must be prioritized.
- Leaders need to be thoughtful and inclusive in their communication and lead with empathy; this will allow them to bring out the best in their team's performance through a time of significant change in our industry.
- Landlords need to have greater engagement with customers to understand how space needs are evolving – to focus not only on their SF requirements but also on their overall needs to make the use of space more productive for their employees to be successful, such as flexible common areas to work, concerns around health and wellness, and overall needs to help attract their employees back to the office.
- Landlords need to actively embrace technology to facilitate meeting the future issues around energy, smarter buildings and ESG. Also the journey of cyber security is complex and the only choice is to engage, seek help from trusted advisors, and build a strategy to mitigate risk.
- As we return to normal and reflect on our lessons learned from COVID-19, we must recognize that our employees are the greatest assets. Genuine care, engagement and support is what is necessary to enable our employees to be successful in a volatile environment.
- Being agile and embracing technology will help us to keep pace in this fast-changing environment.
- ESG concerns are gaining significant momentum and we will require significant effort to bring our buildings to where they need to be to reach the necessary targets. We need to start now.



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