



# The Covivio Operated Office

*A customised and plug&play  
solution !*



**COVIVIO**

# Background

It began as a response to companies needing greater flexibility in their workspaces. Coworking emerged and alongside it came service agreements.

Pure players invested in the market as did a number of REITs. Then, besides flexibility in spaces and rent terms, a new need emerged for services that would provide living spaces to the workers on site.

**Now companies are taking it a step further and looking to take advantage of the space and services provided by operated offices, where an operator looks after everything and everything is included.** The company saves time and resources to concentrate on its core business.

This guide explores this new trend and the solutions offered by Covivio, the only real estate operator to provide operated office solutions as part of its portfolio, run by its in-house teams.



*«More central, more sophisticated, more flexible, offering added value in use and new services, today's office needs better design and more intensive management. Clients are looking for fewer square metres but better square metres, and are willing to pay for it, because the office is taking on a new strategic role: it embodies the corporate culture, reinforces group dynamics and creativity and plays a key role in attracting talent. This has created a new kind of business, the office operator!»*

**Olivier Estève, Deputy CEO, Covivio**



# The Covivio Operated Office

## What is an operated office?

Covivio operated office is an approach to real estate that blends the flexibility of coworking with the professionalism of a property expert and the service quality of a hotel brand, all wrapped up in a one-stop shop.

The operated office is a response to the convergence between the new role of the office, driven by nomadism and employee expectations, AND companies' growing need for flexibility in space, term and contracting, ALL delivered with a focus on experience typical of the hotel sector.

**Commercial lease or service agreement, headquarters or satellite site, all-inclusive or à la carte services, long or short term... Covivio deploys all its expertise to design the best real estate solution for each client's needs.**

## Who is an operated office for?

- ▶ Small, medium or large companies, for temporary or long-term use.
- ▶ For companies who want to give their teams a memorable office experience.
- ▶ For any organisation seeking a partner to design and manage offices in tune with the issues of our times: sustainable development, health and well-being, etc.



## How does an operated office actually work?

Being accompanied in all simplicity:  
our team of experts at your side

- ▶ A single partner, Covivio, drawing on all its areas of expertise, from the Design User Experience unit Conseil-DUX to on-site operational services run by dedicated teams.
- ▶ A single bill for all your services and facilities to simplify management of your office spaces, leaving you free to focus on what matters.

Choose tailor-made:

### from expert advice...

- ▶ The Covivio operated office, much more than pay-per-use: we support and listen to clients, so we can think through the planning and personalisation of the workspaces and services to suit the company and its values.
- ▶ Design the best balance between a long-term project and occasional needs, all-inclusive or *à la carte* services, nomadism or on-site reception, commercial lease and/or service agreement.

### to daily working life...

- ▶ Shared or exclusive services, temporary or long-term, the customer can choose and design everything in consultation with their operator.
- ▶ Every day Covivio is involved in designing, running and developing workspaces for its customers and communities, drawing on technical solutions and a dedicated team that is always happy to listen.

## Why choose the Covivio Operated Office?

- ▶ Because Covivio is the only operator who can support its clients from upstream development to the roll-out of personalised services for their spaces, thanks to its high-quality assets, dedicated teams and service excellence inspired by the hotel industry.
- ▶ Because the Covivio operated office is committed to providing *à la carte* support, which can be activated at any stage of your real estate project: space planning, layout, services, IT, furnishings, etc.

## IN BRIEF, what are the advantages for companies?

### 100% Expertise

- ▶ With our expert real estate solutions teams.
- ▶ The strength of a real estate company, as both developer and manager, with a portfolio worth €27 billion.

### 100% Simplicity

- ▶ To facilitate every project, Covivio is the only partner who can advise on everything from design to full operation.
- ▶ Guaranteeing users an optimum experience.

### 100% Tailor-made support

- ▶ We listen to clients and understand real estate challenges so we can provide customised, modular solutions.
- ▶ *À la carte* support service, which can be activated at any stage of the real estate project, whatever the size.

### 100% Savings

- ▶ Save time:
  - with a dedicated multi-disciplinary team
  - end-to-end support (expert advice) and management (operations) so our clients can concentrate on what matters: their business
- ▶ Save resources:
  - without middlemen, everything is simpler.

### 100% Satisfaction

- ▶ Management: spaces and services that reflect the company's image, foster engagement, promote performance and enhance the appeal of company.
- ▶ Employees: workspaces that are pleasant to be in, adapted to each daily task and a source of well-being.

# Making Covivio's Office Promise a reality

*With Covivio,  
your employees  
will say  
Thank you!*

By focusing on unique real estate solutions, with a personalised approach to advice and a principle of free interchange with its office space clients, Covivio is committed and expresses its Office Promise.

The Office Promise makes 5 specific commitments:

# #1

*Stop boredom,  
(for) more  
commitment!*

**Unique desirable offices and services >> a driver of transformation, pride, individual and collective efficiency, which looks forward to future uses.**

Covivio conceives and designs spaces not as abstract or neutral sites but based entirely around the client, with layout tailored to the particular uses of each company allowing them to achieve their goals through real estate whatever their needs: transformation, collective efficiency, attractiveness, etc.

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*«Every project starts with a blank page and design thinking, deploying all our experience and expertise and drawing on feedback from existing clients.»*

Simon Teboul – Head of Design UX Covivio.



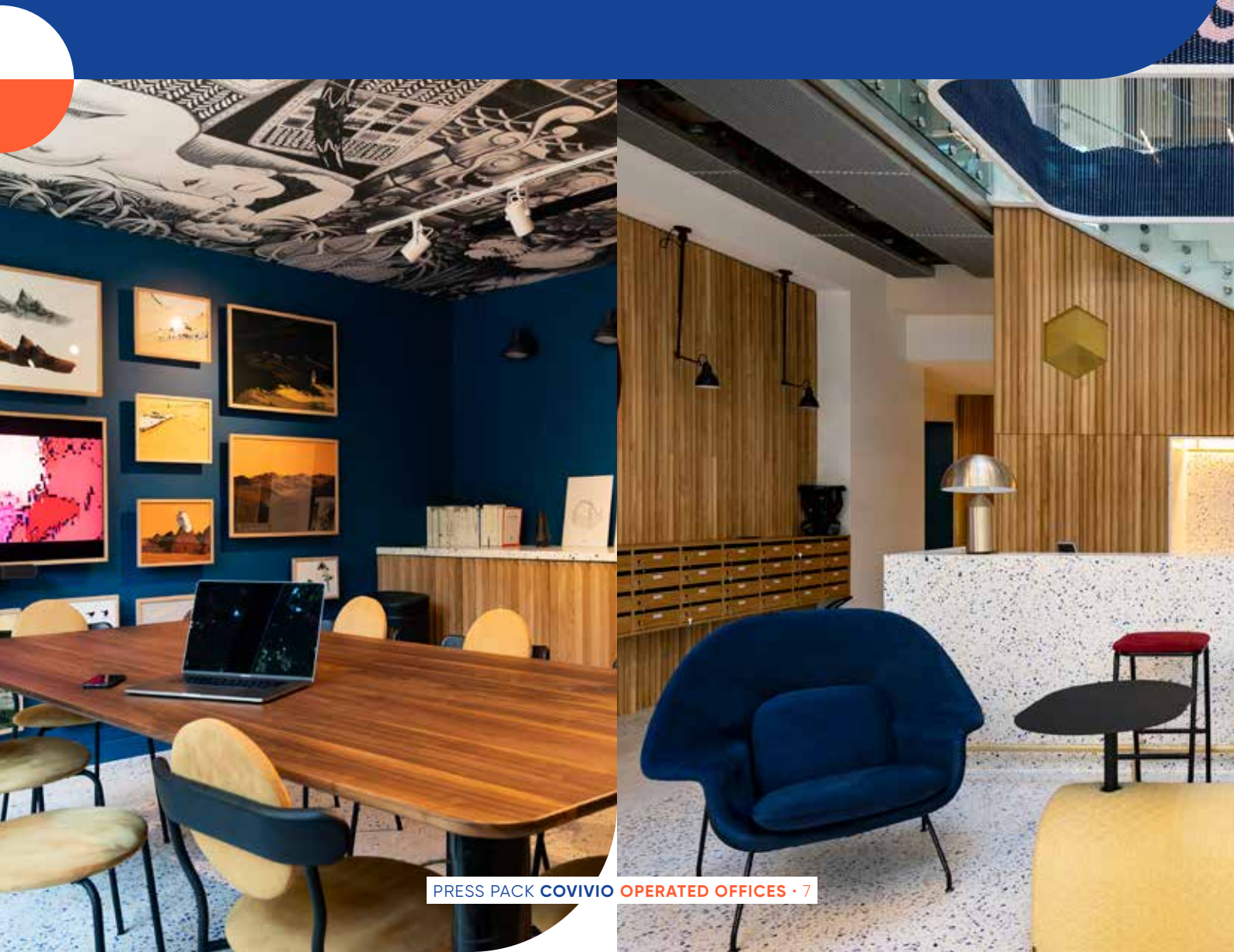
# Case study

## Paris Gobelins, the all-inclusive office

Gobelins is a building in Paris's 5th arrondissement, owned by Covivio since 2006 and previously occupied by Orange. In 2020, Expertise France decided to move its teams in for around five years under a service agreement. What they want: a 100% tailor-made office building.

To deliver this, Covivio shared its expertise on new uses of workspaces and held a number of design thinking workshops on themes such as layout, service planning, expression of company culture.

Gobelins today offers a wide range of services: a dedicated reception team, two bars, sports facilities, wellness sessions, cultural programming, a cooperative vegetable garden, communal library and 120 m<sup>2</sup> of terrace and patio space. All conceived in collaboration with the Expertise France teams.



# #2

*Stop  
restrictions,  
(for) more  
tailor-made!*

**Hybrid and flexible offers >> an operated office model with evolving solutions that mix contractual formats, all in a one-stop shop.**

With Covivio, companies can access a wide range of offers from a few square metres to tens of thousands, a single workstation to several thousands. For any lease term they want, from a few months to decades, as a commercial lease, service agreement or both!

## *Case study* **So Pop and its sensors**

So Pop, a flexible building designed to flex to suit its occupants. Delivered in 2022, So Pop covers 32,000 m<sup>2</sup> on seven storeys to create an ever-changing interior. Its exhibition unit is an exceptional area for artistic expression. Its modular spaces and furnishings have been designed to allow future occupants to develop in an environment that transforms to suit their wishes. Plus: occupation sensors track usage and allow companies to expand or shrink their floor space in the months following the signature of the lease.

# 41%

*of managers agree the growing desire  
for more flexible leases and occupation models  
will revolutionise decision-making on office  
property in coming years.*

Source : EY/ADI Baromètre des implantations tertiaires en France – 2<sup>nd</sup> édition – 2022



# #3

*Stop  
complexity,  
(for) more  
simplicity!*

**End-to-end advice and support >>  
All-in-One approach to advice-  
planning-design-management  
of your serviced offices, up to and  
including smartbuilding.**

Covivio clients benefit from a one-stop shop through all stages of their real estate project, anywhere in France. This guarantees fluidity, efficiency and convergence of issues.

Example: Covivio has a specialist in-house IT team dedicated to researching its clients' computing needs so it can support them in designing and installing their network.

## Case study aum on the IRO building at Châtillon (IT support)

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*«Our company is growing very quickly and we have already moved twice since 2019. We were therefore looking for a location that could support our growth and offer our teams a quality of life at work. This is why we chose the IRO building: we have the guarantee that the infrastructure will be able to evolve with our future development and needs, the working environment is particularly pleasant, and the range of services offered is complete.*

*We were also attracted by Covivio's operated office offer, which allows us to delegate the management of one or more services. We chose to delegate our IT to Covivio, which greatly simplifies our day-to-day work and allows us to concentrate on developing our business.»*

Clément Houllier – CEO aum



# #4

*Stop nasty surprises, (for) greater satisfaction!*

**A 5\* Client relationship >> client culture focused on the quality of services and management, reliability, listening, responsiveness based on your feedback.**

Its client culture is a major strength of Covivio, which puts its teams at its partners' service. The aim is to react faster and improve satisfaction day-to-day by listening to and understanding its clients.



*«Feedback committees are where we pull together all the feedback from clients at group level and spread best practice throughout all our buildings.»*

*And this is reflected in the results of our satisfaction surveys: in 2022, Covivio outperformed the industry benchmark set by the Kingsley Institute, a leader in the analysis of customer satisfaction in real estate companies.»*

Marielle Seegmuller, Director of Operations, Covivio

**3,9 out of 5**

Overall satisfaction  
(vs Kingsley Index of 3.7)

**4,3 out of 5**

Satisfaction with the quality  
of the management teams  
(vs. Kingsley Index of 3.8)

**4 out of 5**

Intentions to renew current  
contracts or leases  
(vs. Kingsley Index of 3.6)

*Survey of 265 Covivio and Wellio customers in France and Italy in February-March 2022*



# #5

*Stop  
gadgets,  
(for) more  
impact!*

**A pragmatic approach to CSR to improve client experience >> specific innovations and performance, with long-term monitoring, aligning our interests, and strong local roots.**

Covivio adds its social responsibility and sustainability standards to those of its clients through an approach based on emulation and continuous improvement. An operator committed to a greener city, Covivio sets ambitious CSR targets for each of its projects (materials, certification, consumption, etc.).

## Case study Paris Gobelins, Expertise France

Always prepared to go the extra mile as part of its customised approach, Covivio worked with Expertise France's environmental department (an internal unit responsible for sustainable development issues). Numerous adjustments were made to the project as a consequence, such as the creation of a cooperative vegetable garden on the roof terrace, increasing the size of the bicycle store and a dedicated area for bartering and exchanging second-hand products.





# Innovative partnerships to meet the new expectations of companies

## Focus on Covivio Pass Nomade x Neo-Nomade

Covivio has partnered with Neo-Nomade, France's leading coworking reservation and management platform, to create the Nomade Pass.

### Customised advice and support

- ▶ Advice from Covivio on tailoring their real estate holdings and managing nomadism for its teams.
- ▶ Support from the Neo-Nomade teams to find an efficient response to the needs of your employees.

### Simple and transparent management

- ▶ Centralise and manage teams' nomadism and flexible offices efficiently through a tailor-made digital platform.
- ▶ Access a dashboard for managing reservations and budgeting in real time.
- ▶ Billing based on actual use.

### Access a tailor-made network of coworking spaces

- ▶ Create an à la carte network from 1,300 coworking spaces in France, to meet the needs of your company: type of offices, location, budget, etc.

### Pros

- ▶ The pass gives you access to all Wellio spaces in France.
- ▶ Offer employees a whole range of alternative home working options and let them quickly re-serve working or meeting space on demand, by the hour or the day.

## What are the benefits for a company?

### For employees

- ▶ Alternative to home office.
- ▶ Alternative to «wild» nomadism.
- ▶ Gathering spaces for teams.
- ▶ Reduction of home-work travel.
- ▶ Comfortable working in all situations.

### For the company

- ▶ Remote efficiency and productivity.
- ▶ Prevention of Psycho Social Risks.
- ▶ Attractiveness, employer branding.
- ▶ Optimisation of property / costs.
- ▶ Business continuity / recovery.



*«As workspaces have become mixed - office, home, third spaces - organisations can now access a hybrid flexible stock of real estate that works for their nomadic teams. We share an ambition with Neo-Nomade: to support employees' mobility and create specific responses tailored to the new office paradigm.»*

*We came up with the Pass Nomade so that teams can easily reserve working or meeting spaces in sites pre-specified by their company. Our 7 French Wellio spaces are, of course, accessible. This partnership with Neo-Nomade has energised our ambition to conceive and offer flexible and modular working environments.»*

Céline Leonardi, Commercialisation and Design UX Director, Covivio and Director of Wellio



*«Multiple workspaces, new nomadic teams: the office has entered a new paradigm. Neo-Nomade and Covivio created the Pass Nomade to support companies in managing their real estate flexibility. Aims: to give access through a single platform to 95% of the flexible and coworking property market in France and to simplify management with a single contract and a single bill. This partnership with Covivio shows we can strike structural partnerships with the leading market actors and support this new reality for workspaces.»*

Nathanaël Mathieu, Chairman and co-founder @ Neo-Nomade



# Focus on Furnished Offices offer by Covivio

Aware of the impact of its activity on the environment, Covivio intends to align its ambitions with those of its customers. Office furniture and its management are one of the levers to be activated to reduce the carbon footprint of companies. This is why Covivio structures its approach in this area around two axes: sourcing responsible furniture and the virtuous circle of rental.

**Covivio has partnered with NORNORM to offer companies a subscription service for sustainable and flexible office furnishings.**

## A flexible tailor-made environment

Whether a company is growing, moving or changing the layout of its spaces, the Covivio x NORNORM Furnished Office range is a quick and easy way to adjust its property to suit its needs.

## High-quality furniture with a timeless design

Clean lines and a Scandinavian aesthetic for top range products in a timeless design built to last.

## Low cost

No up-front fee and a subscription equivalent to €1 per employee per day.

## Commit to a sustainable office

By only using high-quality furniture we can extend its life. All products are made from sustainable materials and maintained in an environmentally friendly way. After use, they are restored and put back into circulation.

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*«Every year in France, millions of tons of office furniture are thrown away, and the volume of furniture makes it difficult to collect. Based on this observation, we wanted to offer companies a sustainable and circular furniture solution. Covivio's commitment to the environment and the attention it pays to supporting its customers in their own environmental efforts make it an ideal partner for Nornorm.»*

*«Paris is also a new market for us, and working with Covivio is an important stepping stone. We are pleased to support Covivio in the creation of this furnished office offering, designed to meet the needs of their clients.»*

Jonas Kjellberg – Chairman of the Board at NORNORM





## How exactly does it work?

### 1 Needs

The company explains its needs :

- ▶ layout of working, relaxation and dining spaces, choice of furniture style and complementary products, any special needs...
- ▶ and visualises the new workspaces in 3D.

### 2 All-in-One solution

From design to delivery: design approved and furniture chosen, it only remains to deliver and install the furniture and interior layout.

### 3 The circle is closed

If the subscription is terminated, the furniture is recovered, restored and put back in circulation.



# About Covivio

Covivio, co-create and co-manage living real estate.

Thanks to its partnering history, its real estate expertise and its European culture, Covivio is inventing today's user experience and designing tomorrow's city.

A preferred real estate player at the European level, Covivio is close to its end users, capturing their aspirations, combining work, travel, living, and co-inventing vibrant spaces.

A benchmark in the European real estate market with €27bn in assets, Covivio offers support to companies, hotel brands and territories in their pursuit for attractiveness, transformation and responsible performance.

Covivio's purpose is to build sustainable relationships and foster well-being, and act as a responsible real estate operator for all its stakeholders: customers, shareholders and financial partners, internal teams, local authorities, as well as future generations and the planet. Furthermore, its living, dynamic approach opens up exciting project and career prospects for its teams.



## PRESS RELATIONS CONTACT

Géraldine LEMOINE  
+33 (0)1 58 97 51 00  
geraldine.lemoine@covivio.fr

Anne-Laure VIGNEAU  
+33 (0)6 47 18 88 83  
anne-laure.vigneau@covivio.fr

Louise-Marie GUINET  
+33 (0)1 43 26 73 56  
louisemarie.guinet@wellcom.fr