HqO

Attracting Workers with Fun and Utility

How workplace experience technology transforms the office into a destination for hybrid work.

Contents

Chapter 1

Introduction

Boosting Productivity and Satisfaction Through Experiences

The physical office has the potential to improve employee productivity and help companies build stronger corporate cultures.

A report from researchers at the University of Chicago, for example, finds that remote employees complete fewer hours of work per week than their in-office counterparts. That report is supported by a recent paper in *Nature Human Behavior*,

which discovered that Microsoft workers are 30% less productive during periods of remote work. Though the prevalence of remote work has grown with the pandemic, research shows that — even in a post-COVID world — in-office work simply makes employees more productive.

However, increased worker output isn't the only benefit offered by the office. Physical workplaces also help employees network and work collaboratively, while

instilling a sense of purpose that often gets lost in fully-remote settings. As the *Harvard Business Review* says: "Being around a group of people who are working toward a common mission reinforces that goal in everyone in the workplace."

In other words, **the office helps strengthen a company's mission by bringing coworkers closer together.**

But now, over two years out from the start of the pandemic, many companies are having difficulty getting their employees back into the office. According to Kastle's *Back to Work Barometer*, U.S. office occupancy levels were at 38% in March 2022 — far below a pre-pandemic peak of nearly 100%. Lower occupancy rates are still all too common, which means that most workers have yet to return to their physical office spaces. In an attempt to encourage employees to return, some companies have implemented elaborate one-off perks at their offices and corporate campuses. However, these have largely failed to bring employees back to work enthusiastically.

This is because, before COVID-19, most workers had no choice but to commute to the office almost every day. It was a workplace standard, one that was seldom disputed. Now, in the wake of the pandemic and the Great Resignation, expectations around workplace habits have shifted.

According to HqO's *State of Workplace Experience* report, for example, 92% of office landlords say that employees want more from their workplaces. The report also finds that 88% of workers value hybrid work equally to healthcare and other key employee benefits. Similarly, McKinsey data finds that many workers are leaving their jobs due to unsatisfactory workplace environments. These trends help us explain why companies are having trouble getting workers back in the office: COVID-19 and a chaotic labor market have given employees more choice. Now, people can choose to work where and how they want, altering the future of the workplace as we know it.

For some employers, the task of creating a more meaningful workplace experience might seem daunting. Fortunately, solutions exist for those who are looking to solve this problem. By using workplace experience technology to bring both

fun and utility to office spaces, companies can remove roadblocks that keep employees away, while also adding new programs that give employees a good reason to come to the office. These changes allow companies to meet their productivity goals, increase employee satisfaction, and attract and retain the best talent in a tight labor market. In this guide, we'll look at a few of the ways that companies can achieve these objectives in support of their long-term business goals.

Let's begin

Improving Workplace Experience with Fun and Utility

Defining Workplace Experience

So, what is workplace experience?

It's a term that has become increasingly common, but it can take on many different meanings depending on the company. To understand the benefits of improving the workplace experience, it's important to first have a clear understanding of both the term and its importance for employers.

Simply put, workplace experience (or WX) consists of the *experiences, people,* and *spaces* that employees interact with in the workplace — whether in the physical office or remote. These components can be fueled and amplified by technology, empowering people to do their best work regardless of location. Below are just a few examples of this dynamic.

Experiences:

» Building access control

» Programs and events

» Fitness

» Classes

» Menus and order ahead

» Room booking

» Parking & transit

People:

» Office socializing

» Vendor/services interactions

» Coworker interactions

» Workplace culture

Spaces:

» In-office

» Work from home

» Office common areas

» Satellite offices

Once a company connects employees to each other, their overall workplace culture, and the physical spaces and resources offered to them, they will be able to generate both short- and long-term business success.

Right: WX sits at the intersection of the people, spaces, and experiences that define the workplace..

Workplace Experience (WX)

The Economic Impact of Workplace Experience

Employers value workplace experience because the quality of that experience directly affects the bottom line. Research shows, for example, that investments in workplace experience lead to increased employee productivity (a 29% increase in work quality, according to Gallup) and even decreased levels of absenteeism. But workplace experience isn't just important because it impacts productivity. On a deeper level, workplace experience matters because of a significant shift in the preferences and expectations of today's workers and consumers.
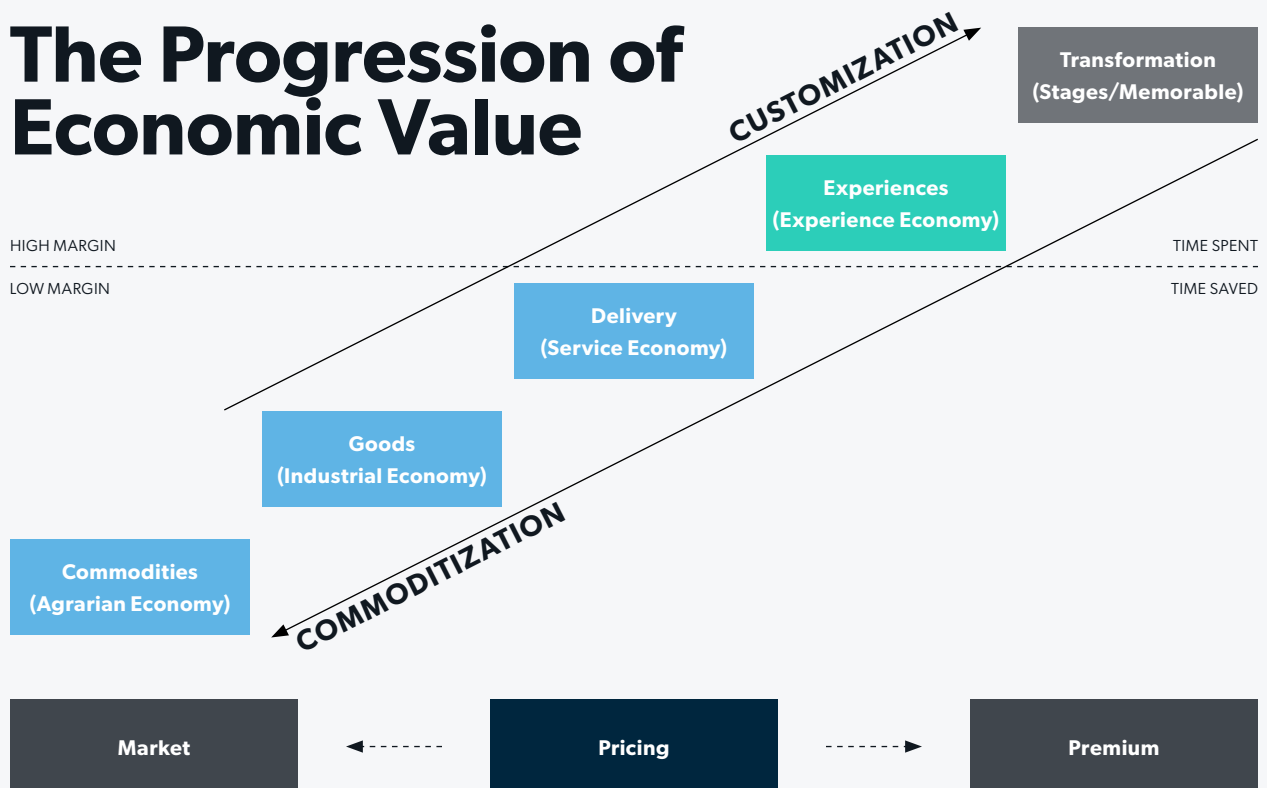
Internationally-acclaimed authors B. Joseph Pine II and James H. Gilmore explore this concept in their best-selling book, *The Experience Economy: Competing for Customer Time, Attention, and Money*. According to Pine and Gilmore, we no longer live in an industrial economy, or even a consumer economy. Instead, they say, we now live in an experience economy. And in order to succeed, companies must act accordingly.

An experience economy, Pine and Gilmore explain, is an economy in which companies sell memorable experiences to customers instead of just a product. This business strategy is the secret behind keeping products and services competitive with modern consumers. In many ways, you can think of your employees as the "customers" of your workplace. This new-age era follows the natural trajectory of economic offerings over time, which can be broken down into the following five stages:

» **Commodities**: Commodities encapsulate the natural materials (such as animals, minerals, and plants) that cannot be differentiated, and thus can be sold in bulk based on supply and demand.

   » Workplace Example: The traditional cubicle office of the 2010s exemplifies this.

The Progression of Economic Value

CUSTOMIZATION

Transformation (Stages/Memorable)

Experiences (Experience Economy)

HIGH MARGIN — TIME SPENT

LOW MARGIN — TIME SAVED

Delivery (Service Economy)

Goods (Industrial Economy)

COMMODITIZATION

Commodities (Agrarian Economy)

| Market | ←‑‑‑‑‑‑ | Pricing | ‑‑‑‑‑→ | Premium |

Above: Joe Pine's depiction of the progression of economic value over time.

» **Goods**: Goods occur when commodities are used to create distinctive, tangible products that can then be sold based on a predetermined value.

> » Workplace Example: Integrated workplace management and content management systems help companies to better manage their spaces.

» **Services**: Services go beyond a physical, tangible product. Instead, they provide activities that are personalized to the consumer, which are often valued higher than the goods required to receive them.

> » Workplace Example: Today, many companies use an on-site office manager and point solutions and limited-use apps to deliver services.

» **Experiences**: Experiences create the newest, and perhaps the most meaningful, economic offerings. These occur when a business uses both services and goods to engage an individual in a memorable way over time.
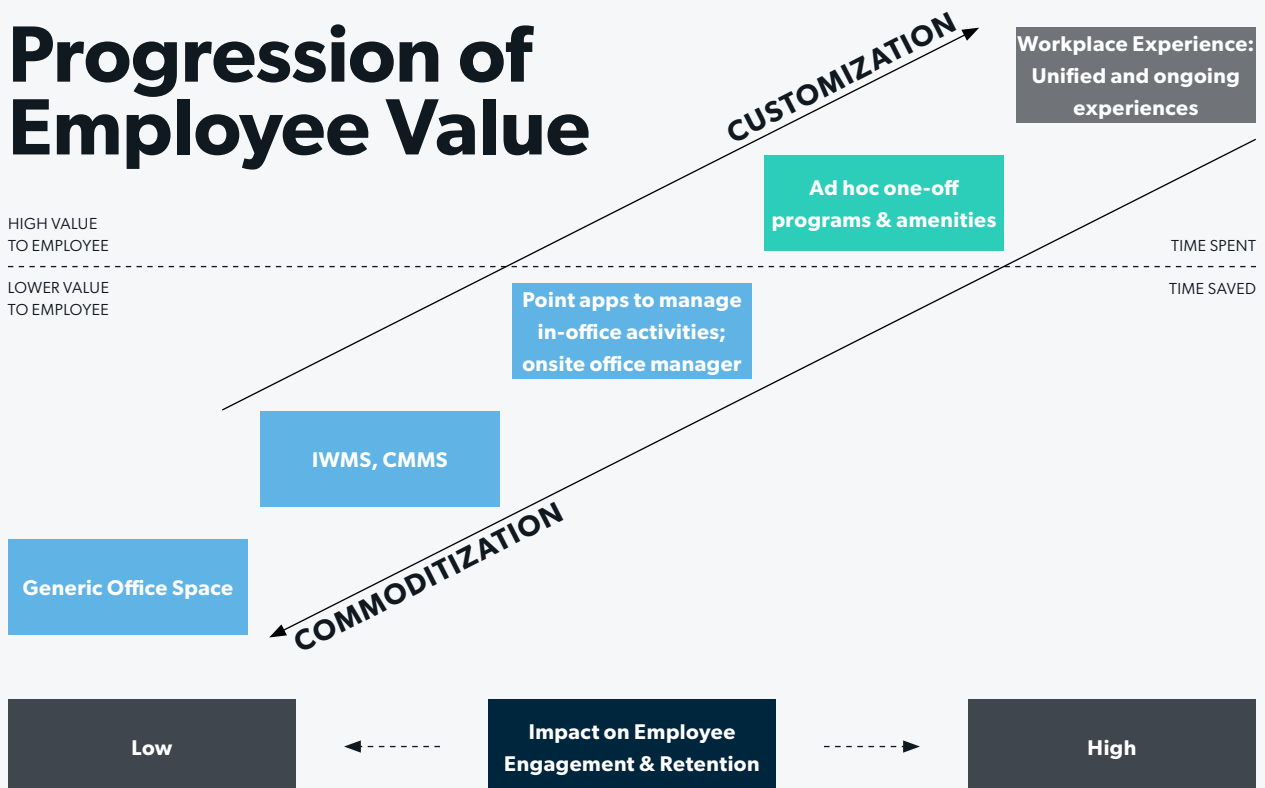
» Workplace Example: More and more companies are adding ad hoc programs and amenities to entice employees back to the office.

» **Transformation**: Transformation customizes the experience to the needs of the specific user, making a greater impact on the individual.

> » Workplace Example: Workplace experience strategies unify and tailor tools and ongoing experiences that enable the employee to choose and customize the right ones for them.

In short, the bare essentials are no longer enough to keep consumers engaged. In 2022, your workers are your consumers. By adding fun and utility to the workplace, companies meet the expectations of contemporary employees by offering them an experience (the workplace) rather than a product (the office). In the following sections, we'll explore how that works on a more practical level.

Progression of Employee Value

CUSTOMIZATION

Workplace Experience: Unified and ongoing experiences

Ad hoc one-off programs & amenities

HIGH VALUE TO EMPLOYEE

TIME SPENT

LOWER VALUE TO EMPLOYEE

TIME SAVED

Point apps to manage in-office activities; onsite office manager

IWMS, CMMS

COMMODITIZATION

Generic Office Space

Low	Impact on Employee Engagement & Retention	High

Above: Progression of economic value for employees.

Improving the Workplace with Fun and Utility

According to recent [research] by McKinsey, "Lack of support for employee health and well-being" is the fifth most common reason why employees leave their jobs without a new one in hand. Other factors like "Unsafe workplace environment," "Noninclusive, unwelcoming, and disconnected community" and "Inadequate resource availability," all ranked within the top ten.

These findings are significant because they show us that the employees behind the Great Resignation aren't necessarily leaving their old jobs *just* for higher pay. Instead, the McKinsey data demonstrates that many workers are actually leaving their old positions due to concerns about their own well-being. They're leaving because they feel disconnected from — and poorly served by — their workplaces.

Or, in other words, they're actually leaving due to *a poor workplace experience.*

As stated earlier, employers can address these employee pain points and boost employee satisfaction by bringing fun and utility to their offices. By adding **utility** to their spaces (with tools like mobile access, room and desk booking, and more), companies can ensure that their employees have the tools and resources needed to do their jobs. By adding **fun** to their offices (through expanded and optimized programming, fitness or financial health classes, and so on), employers can build more meaningful workplace connections and help employees strike a healthier work-life balance.

Together, these two kinds of improvements enhance the workplace experience and help make the office a destination for hybrid work by satisfying the "experience" component of Pine and Gilmore's experience economy. In the following sections, we'll look at how successful companies can and are engineering successful workplace experiences to keep their employees satisfied in the long-term.

The Rise of the Workplace Experience Manager

To deliver on better workplace experiences, employers have developed more purposeful strategies to improve the office. Many companies have begun to hire new dedicated roles for the workplace, such as Workplace Experience Managers.

Workplace Experience Managers have very specific roles and functions within a company, but on a macro level, they're focused on achieving the following:

» Creating a workplace that attracts and retains talent

» Reinforcing corporate culture

» Building stronger connections between the company and its employees

» Removing friction and complexity from the workplace so that employees can focus on work

The Great Resignation has accelerated the need to prioritize the development of new and improved amenities like on-site fitness centers, mothers' rooms, and other on-site services that make the office a more pleasant place to be. In today's labor market, it's easier than ever for employees to quit jobs and seek other employment that provides better accommodation (such as increased flexibility and hybrid work), compensation and benefits, and alignment with workplace culture and purpose. Thus Workplace Experience Managers help their companies attract and retain the best talent by running and managing novel programming, as well as generally helping to ensure that the company is able to offer a positive employee experience.

But, as Workplace Experience Managers know, it's not enough to simply offer new programming and amenities. In order to get the most out of their companies' investments in the office, Experience Managers need to be able to tailor their workplace amenities, activities, and programming to best meet the needs and preferences of their companies' employees. The new imperative to tailor and optimize available offerings has led a growing number of Experience Managers to adopt a workplace experience technology solution at their companies (this per a recent HqO report).

But what does workplace experience technology look like? And how can it help your businesses bring fun and utility to the office, regardless of whether or not you currently employ a Workplace Experience Manager?

In the following sections, we'll answer these questions by taking a more detailed look at the benefits of workplace experience technology. Follow along below to learn more, and consider downloading HqO's recent *Introduction to Workplace Experience* guide for additional information.

How OccasionGenius Connects HqO Customers with Popular Local Events

OccasionGenius is a Virginia-based technology company that connects users with the most popular local events in their area. We sat down with Nathaniel Marcus, CEO of the company, to understand more about how they add value to the workplace experience for employers.

What does OccasionGenius do for its partners and users? Can you give us an elevator pitch?

OccasionGenius is an event discovery technology company that connects users with exciting upcoming events happening around their building. We blend our technology with a local team of experts to aggregate, curate, enhance, and keep up-to-date information about upcoming local events.

Above: OccasionGenius uses streamlined technology to connect users with the best local events.

Our core function, at present, is to connect users with lists of events that are happening nearby. We use our technology to make that list as interesting as possible for everyone who interacts with it.

Can you tell us a little about your background? How did OccasionGenius get started?

The company's roots go back to 2015, when I was actually running a separate private events company. Around that time, I decided to include a section for public events on our website, and it really took off. That growth continued and came to a head in 2017, when I sold that private event company and made the pivot to public events. That's how OccasionGenius was formed. After that initial stage, our growth was aided by many community resources and accelerator programs, in particular the Lighthouse Labs RVA accelerator in our hometown of Richmond, VA, as well as Plug and Play accelerator in Silicon Valley.

We've always excelled at connecting people with the most interesting in-person events and that mission hasn't changed with the pandemic. If anything, I think that people actually have a greater need for in-person events now than they did before COVID. So while the market conditions have changed, the work has stayed the same and remains important. I think our work is actually more important now than ever before.

People want to get back together after a long time apart. They want to go places and they want to see other people there. That's exactly the kind of contact that we facilitate.

Can you describe your partnership with HqO? How do you work together to connect users with engaging events?

We connect our users with the most exciting upcoming events. Those events come in all shapes and sizes, and can include things like local fairs, festivals, Shakespeare in the park, movies on the lawn and food truck courts, to name a few. All listings appear either in English, or in the building's native language. That's what users see when they open the HqO app: an optimized list of popular events in their area, written in their native language.

For now, users just see that list of events that are tailored generally to fit their building location. But in the future, we're building toward each individual user seeing a recommended list of upcoming events, hyper-personalized just for him or her.

In your experience, how can expanded and optimized programming create value for employers?

We did a primary research study of office workers in the United States. What it showed us, basically, is that office workers are hungry for local event discovery:

» 89% value local public events over private team-building events, which is not too surprising. OccasionGenius allows buildings to meet workers where they are at, by supporting their discovery of local public events.

» 78% say their building does not satisfactorily connect them to events happening nearby.

» 59% believe that knowing about nearby leisure events improves their quality of life and work-life balance.

In addition, 40% say that knowing about upcoming local events provides them better ideas for dynamic team outings.

People are coming back to work more and more, but they're not always able to leverage their location at work to take advantage of what's happening nearby. OccasionGenius helps foster a more positive work-life balance, which adds value for employers by improving their overall employee experience.

Obviously, the future of work has changed significantly after the pandemic. A lot of companies understand that they now have to offer something special to get everyone back to the office, and I think that programming is a big part of that mission. Events, classes, and concerts help make the office become an interesting place that employees want to visit.

Left: Nathaniel Marcus, CEO of OccasionGenius.

How would you describe the importance of programming in the post-pandemic workplace?

Today, a lot of companies are brainstorming ways to get people back in the office, and they're using a number of different tactics to accomplish that goal. We've seen some companies add certain perks or limited-run events to their offices, for example, in an attempt to get people to return. Of course, these kinds of benefits can help get people back in the office. But I also don't think that most companies are satisfied with the effectiveness of these strategies. In fact, I think that most offices are still struggling to get people back to in-person work.

To get workers back in the office — and to keep them satisfied when they return — I think that companies really have to make physical workspaces more appealing. One of the best ways to do that is by engineering a more enjoyable office environment. That means connecting workers with events and programming, but it also means adding programming to make the experience of being in the office much more meaningful than it was before the pandemic. That's what people want today: they want meaning and human contact. They want satisfying in-person moments.

What do you think the future of work will look like, based on your experience with OccasionGenius?

It might sound a little bit unconventional off the bat, but I actually think that the future of work will be similar to the current state of leisure travel. Let me explain.

Today's business travelers are able to extend their business trips for leisure experiences, and I think it's similar with office workers today: you go to the office to do your job, but you can extend your commute to relax by attending a local event, going to a bar near the office, or doing some shopping. That's how I think about the future of work — today's office workers are kind of like business travelers. The old way of doing things is opening up to a new paradigm.

How can digital technologies (like the partnership between OccasionGenius and HqO) enhance physical experiences, whether in or out of the office?

We recently asked office workers about the types of events they are most interested in going to. The five most popular categories were, in order of preference, food and drink festivals, concerts, markets, cultural festivals and art exhibits. I think that, in the future, we're going to see more technology that can connect employees with these physical experiences.

The pandemic showed us that we all have this deep need for human contact, and now, as people continue to get back to their regular lives, I think that we're all going to be looking for satisfying in-person experiences. Digital technology certainly helps us engage in digital experiences, but it also connects us with in-person experiences, and I think we're going to see it continue to do that in the future, probably to an even greater degree than it does now. Growing demand for physical experiences is one of the unexpected side effects of the pandemic.

To learn more about OccasionGenius, visit their website.

Chapter 3

Using Workplace Technology

The Components of Workplace Experience Technology

We've already mentioned workplace experience technology briefly, so let's break it down into its core components.

Workplace experience technology is software that employers use to improve the workplace experience. It helps Workplace Experience Managers, HR leaders, and other office decision makers improve the experience of being at work — no matter where work may be.

In general, workplace experience platforms are the most comprehensive when they include three main features: a scalable and secure employee app, workplace modules, and a platform that integrates with the systems you already have. Below, find a quick breakdown of these categories:

» **An employee app**: A workplace experience app helps satisfy the needs of individual workers by giving them a "remote control" for the office, allowing them to customize their workplace experiences to best address their own needs and desires. By creating a single destination for all workplace-related resources and utilities, a workplace experience app saves employees time and improves worker satisfaction by creating more meaningful in-person and hybrid experiences.

» **Workplace modules**: A successful workplace experience app should cover six core modules to guarantee employee success. These include:

  » Help: Allow employees to submit maintenance and other requests from one interface, so they can get issues resolved faster without the usual back and forth.

  » Services: Make sure to provide convenience and fitness services so employees can stay healthy without having to leave the office.

  » Community: Your technology should be used to further create a sense of connection in the workplace.

  » Feedback: You will want to provide employees with an easy way to share their sentiment, priorities, and feedback on an ongoing basis.

  » Spaces: You can take the friction out of desk, conference room, parking, and other resource reservations with tools to manage in-office space usage.

  » Security: You will need to keep spaces secure while providing a welcoming environment, through features such as mobile access control and visitor management.

Left: Workplace experience technology boosts productivity by reducing distractions.

» **An integrated platform**: The best workplace experience technology will also include the four following integrated features. These help companies extend and optimize their existing experience strategies:

> » Admin: An administrative interface allows companies to create targeted programs. This allows employers to bring fun programming to the office, while also optimizing that programming to appeal to the largest possible number of employees.

> » Insights and Analytics: Insights and analytics features help employers understand how their spaces are being used (or not used) by employees. This allows them to tailor their investments to make the most of their spending on workplace experience.

> » Marketplace: A top workplace experience app should utilize an integrated technology marketplace with pre-built integrations. This allows employers to tailor their experience strategies to fit the needs of their workplace.

> » General Platform Services: An optimal workplace technology solution offers ongoing platform services to guarantee security and scalability for growing businesses. The HqO platform is ISO, SOC-2, GDPR, and PIPEDA compliant. This demonstrates a firm commitment to safeguarding information for expanding businesses.

Workplace experience technology sets companies up for success by incorporating the above list of modules and integrations. Together, these features bring added appeal to the office that helps companies improve employee retention, satisfaction, and overall productivity.
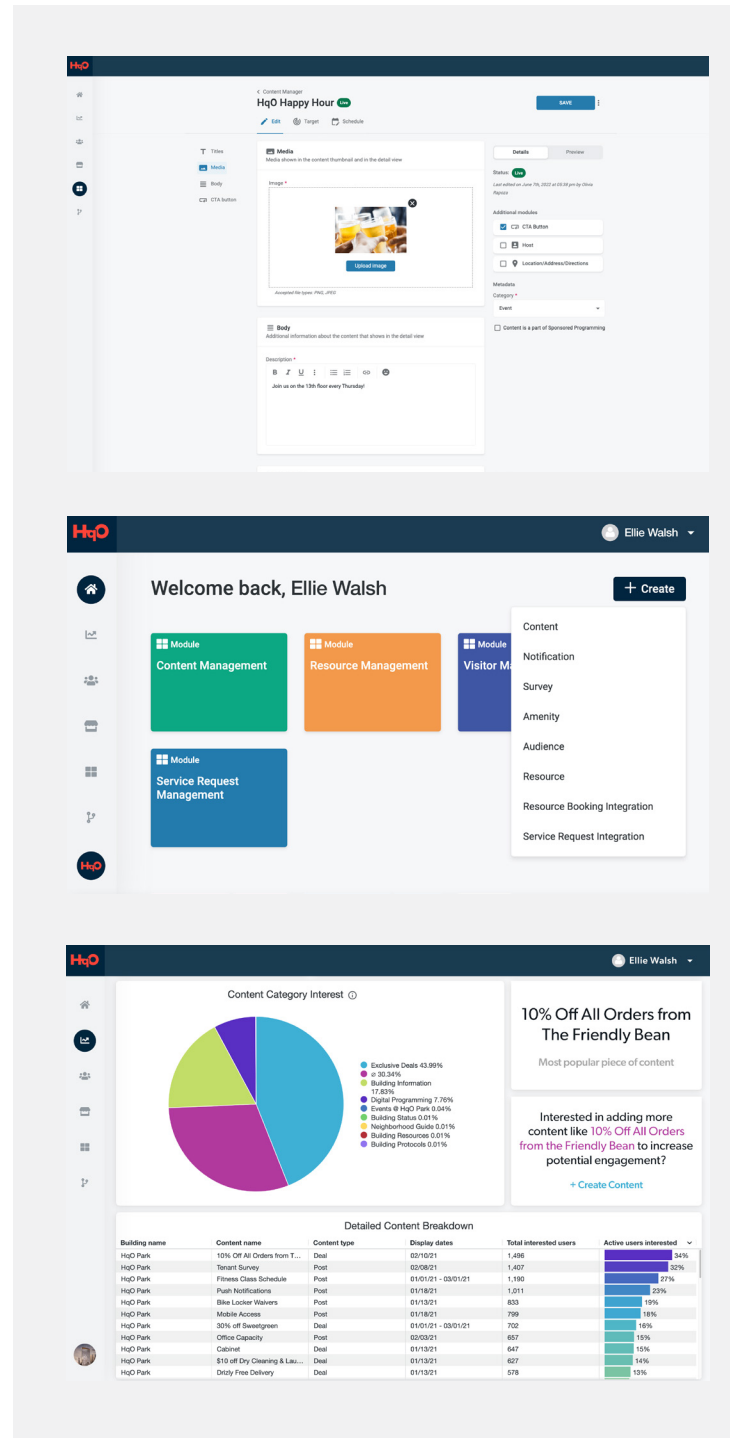
Right: HqO's integrated platform gives companies the power to take control of their workplace experiences.

Investing in Experience-Focused Technology

In the age of hybrid work, employers don't just need to spend more on the workplace experience — they need to invest their money with intelligence to get the most out of their spending. That's why a recent HqO report finds that 74% of companies in the commercial real estate space already use — or plan to use — a workplace experience app at their properties. Workplace experience technology is popular because it's effective: it adds value to physical and digital workplaces to support today's hybrid workers.

Workplace experience technology also sets itself apart from office utility technology — like room booking or visitor registration software — by offering added features and integrations that go well beyond the limits of "utility." While office utility technology, for example, is usually focused on performing a single action or satisfying a single need, workplace experience technology comprehensively addresses the needs and concerns of employees. It allows employers to turn the office into a destination for work by offering useful technology and meaningful experiences, all in a single, easy-to-use app. Typical utility features of workplace experience technology include:

» Room and desk booking

» Mobile access

» Visitor management

» Service requests

» Parking

» Commuting tools

A growing number of companies are using workplace experience technology to optimize their office spaces, per a recent HqO report. But it's not enough to simply invest in technology to improve the workplace. Companies also need to make sure that their technology solutions offer the full range of possible benefits. In the following section, we'll look at the ways that HqO can help your company improve its workplace experience.

Right: Flexible spaces allow employees to work alone or as a group.

Making the Office a Destination for Workers

Using HqO to Enhance the Workplace

By implementing the HqO Workplace Experience Platform at their offices, companies improve the quality of their in-office and hybrid experiences. This allows employers to meet the heightened expectations of the modern workforce in new and exciting ways, while optimizing and maximizing business outcomes.

So how exactly does HqO change the experience of being at work? Below, learn more about our platform's specific product capabilities:

Fun

HqO's technology services and connects employees by providing:

» **Personalized content**: Engaging and targeted in-app content creates a shared experience and sense of community for employees. It also keeps them active in the app, affording employers greater access to their workers.

» **Expanded programming**: Some companies offered one-off events as part of their return to office strategy. HqO goes further by providing custom programming and ongoing event support that helps your office become a long-term destination for hybrid workers. Let us host an event at your workplace for you by partnering with a local bakery or brewery. We deliver custom programming to improve worker satisfaction.

» **Connections to local events**: Interested in seeing a concert after work? What about a movie or a game? HqO connects employees with the best local events. Users simply open the app, browse the tailored list of offerings, and select an event that interests them. Events are constantly updated and streamlined to ensure a positive user experience.

» **Custom company programming**: Use your workplace experience app to hold your own events, without involvement from your technology provider. HqO makes this possible by offering rich self-service capabilities that allow Workplace Experience Managers and other workplace decision makers to put on their own engaging events.

» **Discounts on local events and goods**: Bring employees to the office by offering exclusive discounts at local retailers. HqO's dedicated Customer teams secure these benefits for companies as part of our comprehensive event and programming offerings.

» **Food ordering**: Save time and skip the line by ordering lunch from local vendors through your workplace experience app. HqO helps workers save time by ordering ahead through the app.
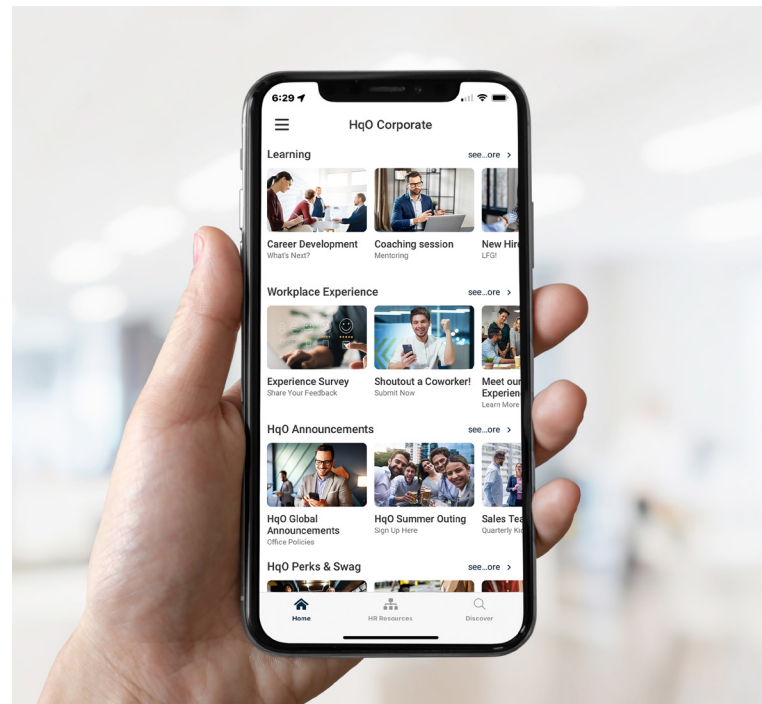
Utility

HqO's technology offers utility to the employee by providing the following in a unified mobile app, which gives employees access to all physical and online workplace resources:

» **Mobile access**: Ditch your key card. Forever. The HqO app lets employees use their smartphones to enter the office, which means that workers can quit worrying about cumbersome, easy to lose key cards. This feature is particularly useful for hybrid workers, who may use their access cards infrequently.

» **Flexible room booking**: Hybrid workers can plan their days in advance by booking meeting rooms and desks from their smartphones. According to HqO's *Office Insights* 2022 report, 84% of employers view room and desk booking as an important area for investment. Meet your employees' needs with the best workplace experience technology.

» **Transit information**: Help hybrid workers commute with ease. The HqO app delivers commuting data to workers' smartphones to make their trips to and from the office as seamless as possible.

» **Capacity management**: Understand how many people are in your office and limit capacity to improve employee safety. This feature is particularly useful for workplaces where COVID is a concern.

» **Service requests**: Ask for help changing that lightbulb or fixing that vent — all without leaving your workplace experience app. HqO saves employees time and simplifies service requests by making it possible to submit requests through an app.

With these diverse capabilities, employers can make the office a destination for every employee, regardless of their needs or location.
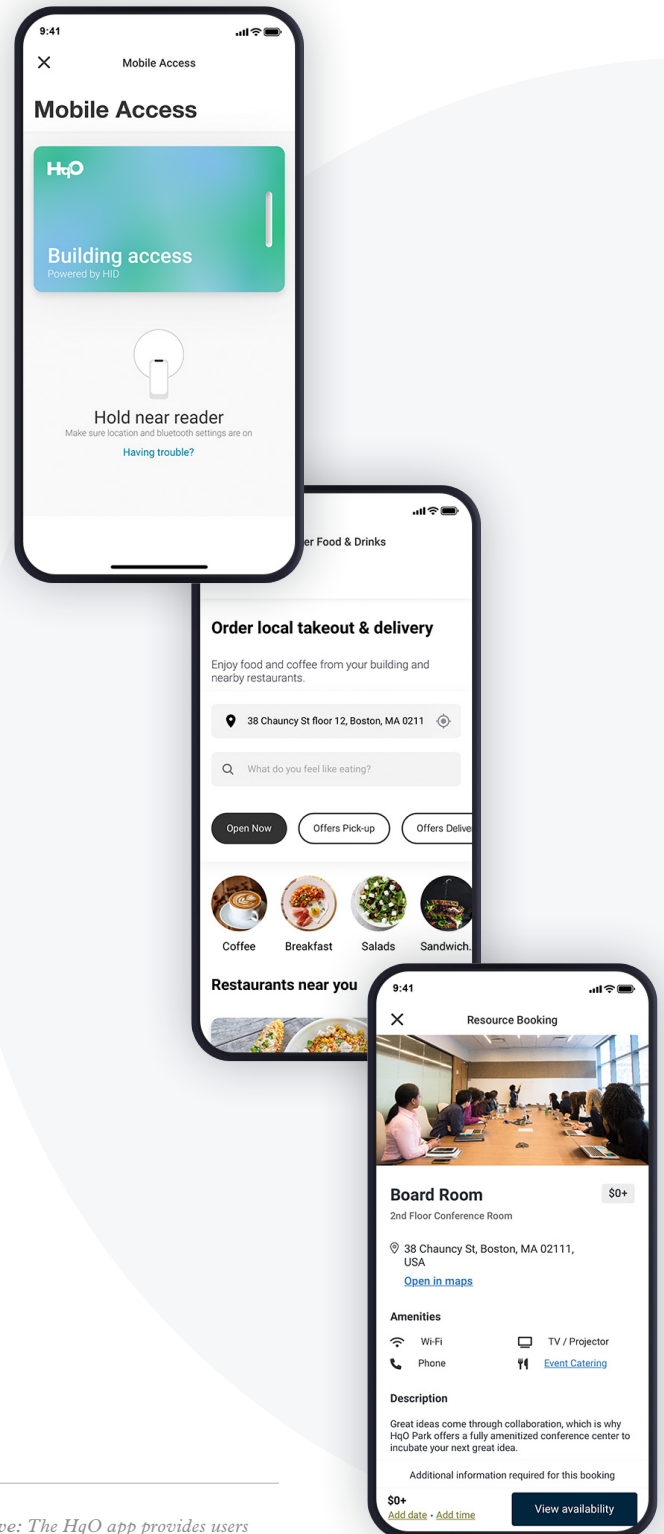
Above: The HqO app provides users with mobile access, room booking, and food ordering capabilities to improve the in-office experience.

How Besix Built and Engaged Their Community with HqO

BESIX NL is a multidisciplinary company that specializes in construction, infrastructure, and marine works. Known for taking on complex assignments, Besix's collaborative approach allows it to find and build sustainable solutions for even the most challenging projects.

The Challenge:

The nature of Besix's business means that it likely has employees working remotely, in-office, and from project sites on any given day. Because their employees do their work in so many different places, the company knew that their workplace experience technology solution would have to be nimble and agile enough to support collaborative work from multiple physical locations. They also knew that, in order to attract and retain the most talented hybrid workers, they'd have to optimize their offices with added fun and utility. These were the goals that HqO set out to fulfill for the company.

The Results:

Besix achieved its goals of creating a stronger building community by adopting HqO's workplace experience technology. In addition to achieving its long-term community objectives, the company also received positive customer and employee feedback on their efforts to optimize the space and provide innovative programming. By partnering with HqO, Besix added fun and utility to their offices, allowing them to better attract and retain hybrid talent going forward.

Above: Besix NL, located in Dordrecht, The Netherlands

Notable wins include:

» An HqO adoption rate of 99%

» 73% of Besix employees use the app every week

» 84% of Besix employees use the app every month

» High levels of engagement demonstrate satisfaction with "fun & utility" experience strategy

» Besix employees currently benefit from in-app capabilities like room and desk booking, space usage, and more

» Besix can also now leverage robust usage and employee sentiment data and insights to continuously enhance their workplace experience. The company uses this data to tailor their amenity and programming offerings.

Optimizing the Future of Work

The future of work has changed, but it doesn't need to pose a challenge to companies trying to support modern employees.

The slow return to office has shown that modern workers don't want things to go back to the way they were before the pandemic. Instead, today's employees want more meaningful workplace experiences that mimic the comfort and functionality of their personal consumer experiences.

Some companies have already begun making changes to their offices in order to make them more appealing to hybrid workers. Many employers are hiring Workplace Experience Managers to improve the workplace experience. Others are making investments in different ways, often using workplace experience technology. Naturally, there are particularly innovative companies investing in all of these strategies.

Regardless of where you invest, the office remains hugely important to the future of work: according to a recent report from HqO, 52% of employers agree that employees are more successful when they spend more time in the office. And, workplace experience technology is serving as the main driving force behind getting people back into the office.

With employees working how, when, and where they like, you'll want to keep ahead of the trends and anticipate their needs. The workplace of the future is digitized — are you ready to get started?

Schedule an HqO demo today to see our workplace experience solutions in action.

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We Value
Your Feedback

Thank you for reading *Attracting Workers with Fun and Utility* (Guide #0822). Please take a moment to let us know your thoughts in a [short survey](#).

About HqO

HqO is transforming how people connect with each other and the places they work. The HqO Workplace Experience Platform makes it easy for companies and commercial property teams to create modern workplaces through world-class amenities and services that allow people to thrive and produce the best results. Active in over 250 million square feet in 25 countries, 57% of the Fortune 100 rely on HqO to enhance their workplace experiences, improve employee satisfaction, and drive operational excellence. For more information, visit https://www.hqo.com/.