

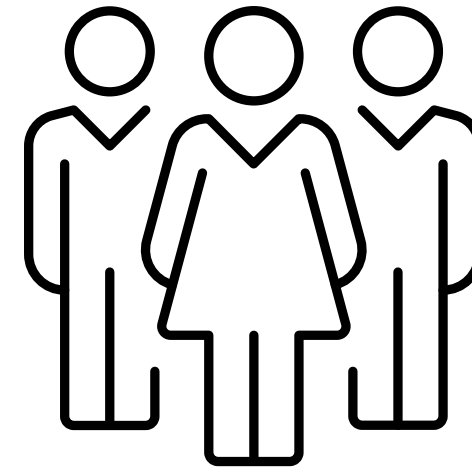
# WELLINGTON OFFICE REFIT FEEDBACK

15 December 2022

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## 36 Respondents from 135 people based in Wellington Office

60% of People and Kōrako	(6 respondents)
43% of International	(3 respondents)
40% Export Customers	(6 respondents)
32 % of Customer Solutions	(7 respondents)
19% of SPP	(14 respondents)
0% of Investment	



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# Most people want neighbourhoods

## For Neighbourhood – main concerns:

- Sensitive Conversations
- Anchor days
- Collaboration and connection within teams
- Eliminates potential struggle to find a desk for parents or those with commitments before work
- Helpful when trying to locate someone from another team

## Against Neighbourhood – main concerns:

- Not enough people in the office to justify them
- Enjoy the cross-pollination
- Like to sit near team on anchor days, however, don't feel it's necessary to have fixed neighborhoods
- Leaves big gaps in the office when it isn't an anchor day.

29

respondents think we should have neighbourhoods

5

respondents think we shouldn't have neighbourhoods

5

respondents weren't sure or think only some teams should have neighbourhoods

**During construction neighbourhoods will be disestablished** to ensure people feel like they aren't "intruding" on an already established neighbourhood. We heard this was a concern of some of you moving from Level 12.

**Post-construction we will trial a new neighbourhood setting** – with "zones". This would involve grouping certain teams on each floor in zones so teams can sit near each other, while aligning with the fluidity of hybrid working/ensuring there aren't big gaps on non-anchor days. We'll consult with people leaders on potential zones, with the need to taking the following into account:

- Export Customer team to be based on L15 because customers use the physical space on that floor
- We want a mix of backbone and customer facing/customer-facing roles on each floor
- We try and group teams that closely work together within zones where we can
- Adventure Teaches Us. It won't be perfect, but we will experiment and review.

This will be trialled for 2 months and then we will seek your feedback on whether it is working, and what (if anything) we should do differently. We will communicate out these zones in the new year., after consultation.

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## Some people asked about Anchor Days

Some of you asked about anchor days in the Drop-in Sessions we ran, and how these would work during construction and in the new office environment

### ***During construction***

- If people need to work from home in order to work productively at any time during the construction phase, then they may do so. This should be agreed with your people leader.
- Weekly comms will be sent out on a Monday advising of the planned construction activities for the week to allow people to plan accordingly. We appreciate your flexibility and cooperation during this time. Any last-minute changes to planned construction will be communicated by email and Teams. Your safety and wellbeing is our priority during this time.

***Post construction usual anchor days will continue.*** These will be posted publicly so that everyone knows what office capacity might look like on any given day. We may need to review the existing anchor days to ensure there are sufficient fire wardens and first aiders in the office each day.

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# Most people want dedicated zones for collaboration & quiet work etc.

Most of the respondents commented on the necessity of a quiet zone for more focused work. Not many commented on having a space for collaboration.

**Quiet zones** should be a space to read or absorb information and where you can't be disrupted by zoom calls

It will be important to have clear guidance around what a "quiet zone" means.

## **Other suggestions:**

- Equip with keyboards, screens, standing desks
- Ensure the areas are well located i.e. away from noise/collab areas so that the noise is absorbed
- Hold a people leader session where we all sign up to what we're going to lead out; on behalf of Welly office culture, not our home teams.
- Space to make zoom/phone calls in i.e. Phonebooths



**We have allocated different areas for both focus and collaboration on Levels 14 and 15 (see next slide).**

There was an appetite for this among the feedback and will ensure a space for our neurodiverse people.

There will be some clear guidelines around what can/cannot occur in the 'quiet zone' i.e. no calls, no leaving equipment/laptop there for long periods of time while absent etc.

Most people want dedicated areas for collaboration & quiet work etc.

s6(d)

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# Most people agree that there should be anchor desks, but only for a small group of people where their role, team or health needs require it.

## Those with anchor desks should be for people that:

- Roles that frequently work with sensitive information i.e. payroll
- Ergonomic safety or health reasons
- Are mac-users (if there is no alternative)
- If it is important the organisation knows where the person is sitting (e.g. **s9(2)(a)**, or Service Desk)

## Concerns around anchor desks:

- How often should people come into the office to merit having an anchor desk?
- If they don't come in very often, how might we reduce the unnecessary gaps between desks if there are anchor desks?

28

respondents think we should have desk but only for a small group of people

5

respondents think we should all have anchor desks

1

respondent thinks we shouldn't have anchor desks

**A small group of people will have anchor desks during construction and in the new fitout.** Eligibility for anchor desks will be based on one of more of the following requirements:

- Health/ergonomic requirements
- Privacy/confidentiality
- Specific equipment requirements

If people require an anchor desk, they should discuss this with their People Leader, and will be subject to GM approval

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# Design – Our characters, Te Reo Māori and Meeting Rooms

## Incorporating Te Reo and Characters:

- Consult with Māori to ensure it's authentic
- Have characters and Te Reo displayed in key areas / on the walls
- Bilingual signs i.e. kitchen, stairwells, labels

**References to our characters will be retained** on Levels 14 and 15

**Bilingual signs and labels will be used** in specific places around the office to encourage the use of Te Reo Māori in everyday discussions

**We will work with s9(2)(a)** to ensure Te Reo Māori elements are incorporated thoughtfully and sensitively.

## Booking meeting rooms

- Most are happy with having a mix of bookable and non-bookable.
- Non-bookable rooms should be smaller rooms that people can duck into for calls, zoom presentations etc.
- Bookable larger rooms for meetings, customer visits
- Non-bookable should have business rules i.e. if you need it for over an hour, book a bookable room etc. It can be frustrating when someone decides to make a focus room their "office"

**Meetings rooms will have a mix of bookable vs. non-bookable.** There will be clear business rules around non-bookable rooms to ensure these are free to allow people to use them for last minute phone calls or ad hoc meetings.

## Meeting room names

- Even split between keeping the names, changing the names and not really caring about the names.
- Of those that wanted to change, the requests tended to be more NZ-centric names like NZ flora/fauna, Te Reo room names or all NZ mountains (rather than from around the world).

**We will keep the current room names** as they are to reflect the mountain theme.

**New meeting rooms will be named after mountains** from around the world to reflect our international footprint and connections.



# Design – Colours, neurodiversity and furnishings

## Colours:

- Not conclusive as there was an even split between people not really caring and some people wanting some slight changes.
- Many were happy to “leave it to the designers”

**The outside of the two new banks of meeting rooms will be painted in two different colours:**

Dulux: Dolphin Daze



Dulux: Green Me



## Neurodiversity

- Ensuring different spaces (quiet zones), and clear guidelines around these/ non-zoom meeting areas.

**We have allocated different zones for both focus and collaboration on Levels 14 and 15 (see next slide).**

There was an appetite for this among the feedback and will ensure a space for our neurodiverse people.

There will be some clear guidelines around what can/cannot occur in the ‘quiet zone’ i.e. no calls, no leaving equipment/laptop there for long periods of time while absent etc.

## Furnishings

- Most are happy with the sustainable approach
- Some concerned with the removal of booths no longer being near the kitchen. (Mostly the digital team uses these quite frequently.)

As part of our commitment to sustainability **we will reuse furniture that is still in good working order**

**We will include some new phone booths** as these were popular during the hybrid working trial, as well as individual quiet zone booths with sides that reduce noise.

**The booths currently outside the Digital neighborhood are unable to be retained** because we need to make way for more meeting rooms. There are social zones on both Levels 14 and 15 to allow people to catch up, share kai together, do the quiz etc.

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## Other questions/issues raised

**Q: How easy it will be to move from desk to desk – adjusting headsets, videos etc?**

A: Digital will be communicating clear guidance on what to take and leave at workpoints. This guidance will also be displayed clearly throughout the office. As a summary, you should take your own laptop and headset when leaving a workpoint. Please leave all other equipment such as keyboard, mice and dongles. Digital are also replacing all of the screen brackets with new, more user-friendly brackets that make it easier to adjust screens each time you move to a new workpoint. There will be regular cleaning of all desks/equipment.

**Q. How many showers will there be available now that L12 won't be accessible?**

A: There is a shower available on Level 14, and further showers are located in the Basement of our building. Please contact the Facilities team if you wish to use these Basement showers and they can arrange access from building management.

We're told that the shower pressure on L14 is much better than it was on L12!

**Q: Will parents be disadvantaged in not getting a workspace if they come in late due to school drop off?**

A: Hybrid working means that you sit in an area that best suits the activity that you are undertaking. This may mean you move to different areas throughout the day. If you arrive in the office later, you can find a workspace that suits the activity that you are doing first (this may be at a desk with two screens or another workspace). We encourage you to be flexible in that if a desk with two screens is not immediately available, there will always be another space for you to work. At this stage, we are not planning on implementing a desk booking system. However, we may review this if the need arises. We'll review the approach in two months time, and are interested in feedback from parents about whether they find getting a desk to be a challenge.

**Q: How will we maintain team culture/routines during construction and in the new hybrid workspace?**

A: We encourage you to continue your usual routines as a team during the construction period. However, there will be periods of time where this may not be feasible due to noise or space restriction. We will be providing weekly updates so you can plan your days around this. We appreciate this will require some flexibility and patience from you and we are grateful for your cooperation.

**Q. The proposed Level 14 kitchen looks cramped. Can we move it or open it up a bit more?**

A. We have explored moving it/opening it up but the designers have advised it's not possible due to pipe work and other design constraints. If there is a small queue, then it's simply an opportunity to have a conversation with someone you might not usually chat to.