



# A New Way of Working

Enhancing the one-team environment, improving productivity and wellbeing



**Bendigo and  
Adelaide Bank**



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# Our New Home in Adelaide



# The challenge

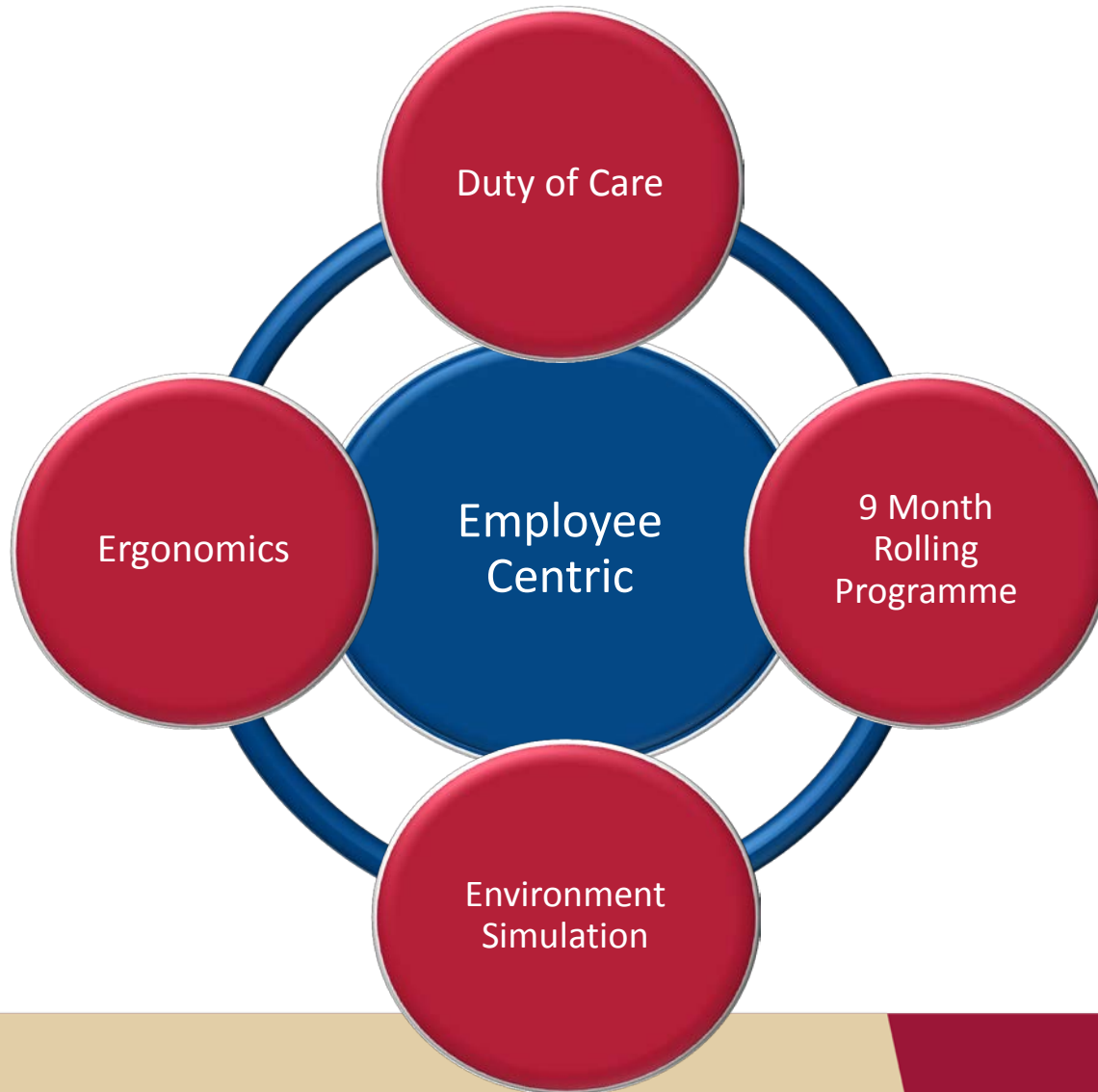




# Experience Centre

# The Experience Centre

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# An Ergonomic Focus

Workstation factors...

Workstation

VARIETY

ADJUSTABILITY

STANDING

Monitors

SIZE,  
PLACEMENT,  
DUAL

POSITIONING

MONITOR ARMS

Chairs

9 MODELS

KEY ATTRIBUTES

SELECTION PROCESS

# Key Success Elements

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- **Simulated environment**
- **Induction / Orientation**
- **HR, IT & Properties co-located**
- **Engaged Leaders**
- **Weekly feedback sessions including pre & post surveys**
- **Online Issues Register**
- **Special needs survey**
- **Dedicated Project Transition Team**
- **Willingness to change**

# Preparation

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Planning and Scheduling

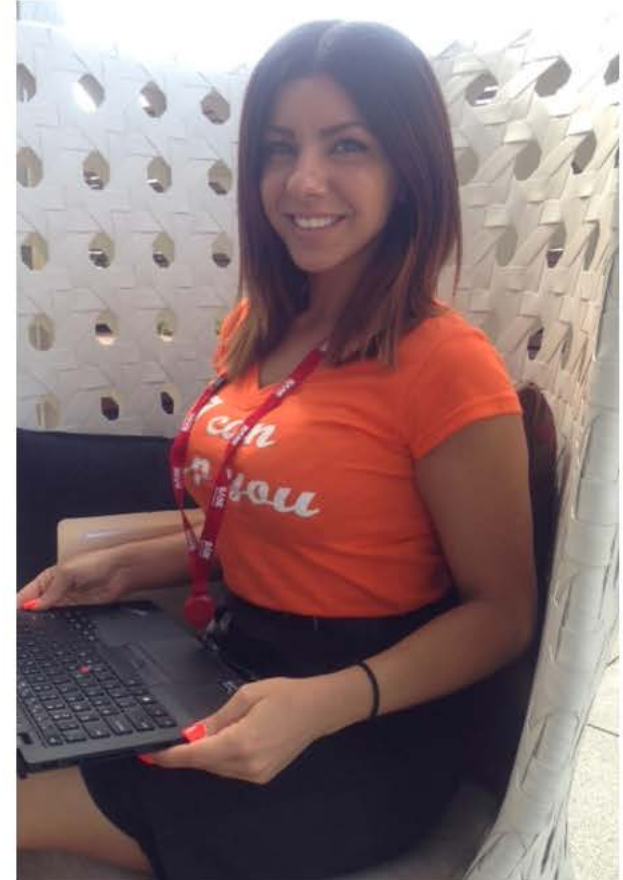


Special Needs Survey



BASE Buddy Model

# BASE Buddies



# Preparation

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Emergency Response



BASE Building Tours



BASE Passport

# BASE Passport

**BASE**  
Building connections.

80 GRENFELL STREET  
PASSPORT

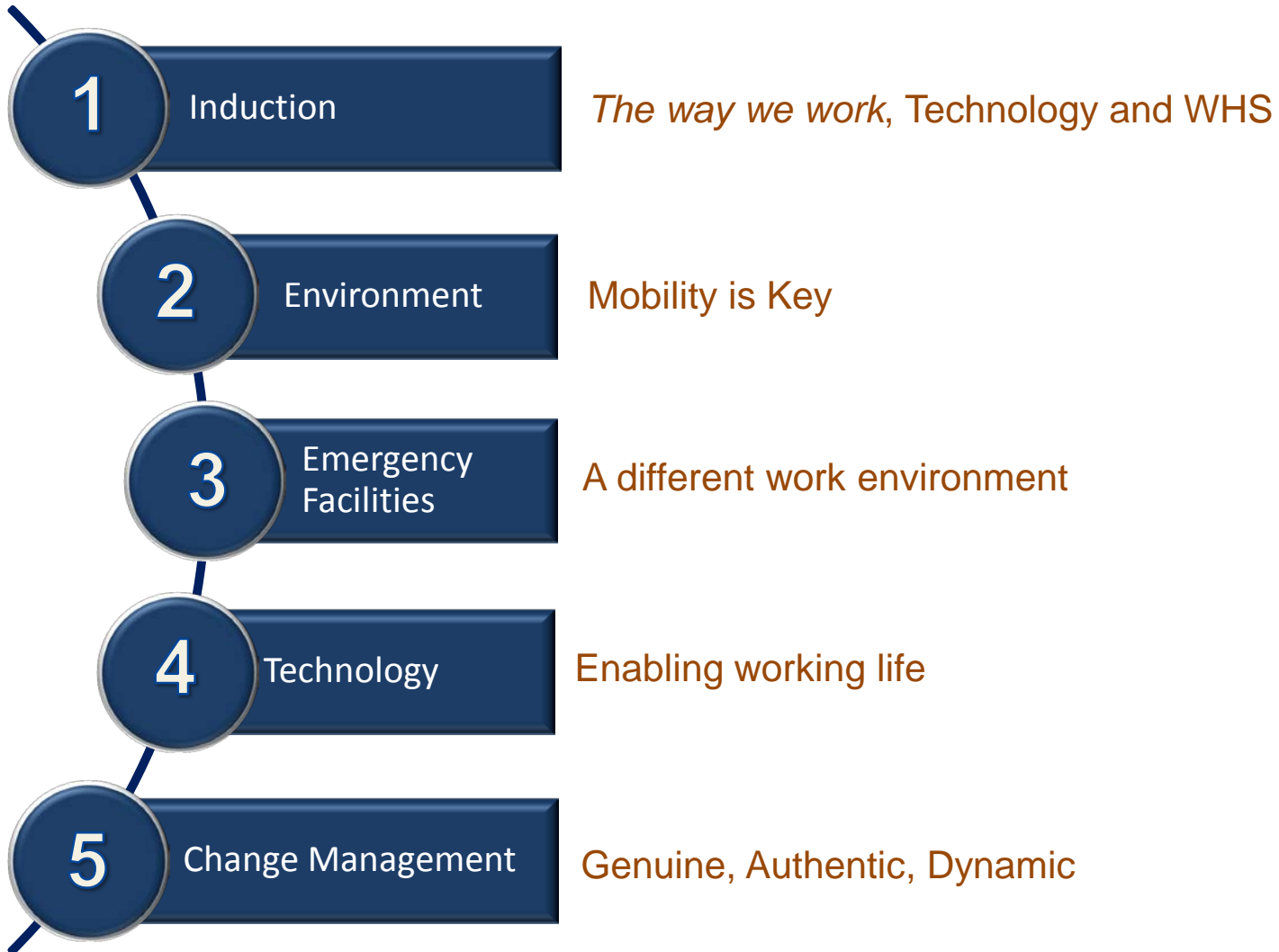
 **Bendigo and  
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## Key for Maps

- Workstations
- Meeting Rooms & Phone Booths  
Video Conference - VC  
Audio Visual Screen - AV  
Smart Board - SB  
Phone Booth - P
- Collaborative Space  
Audio Visual Screen - AV
- Lockers, Team Storage  
& Team Hub
- Utilities Bays & Compactus
- Break-Out Areas,  
Balconies & Terrace
- Toilets & Change Rooms  
Lifts
- Fire Stairs
- After School Room (L2)  
Parents / Sick /  
/ First Aid Room (L4)



# 80 Grenfell Street



# 80 Grenfell Street

1

## Highlights

- Timely
- BASE Buddies and Passports
- Interactive and fun
- Special Needs

2

## Highlights

- Internal Stairs
- Utility Rooms, Kitchens, Bins
- Workstation Guidelines
- Variety of Work Spaces

3

## Highlights

- Emergency Wardens & Induction
- First Aid Facilities
- Evacuation Drill

4

## Highlights

- Single Access Pass
- WiFi Connected
- Simplistic Connections
- Technology & Facilities Service Desk

5

## Highlights

- Leadership at all levels
- Communication & Transparency
- Accountable and Responsive

# A day in the life of...



# Early Staff Views

60  
%

Feel Activity Based Working works well for them

12  
%

of Leaders believe the work environment has *not* resulted in better overall employee performance

69  
%

of Line Managers produce their best ideas working somewhere other than individually at a workstation

50  
%

Believe flexibility is important for their performance

# Benefits

36  
%

reduction in printing and paper consumption

25  
%

saving in office supplies

80  
%

reduction in on-site storage

Healthier and cleaner environment

Flexible and configurable event space

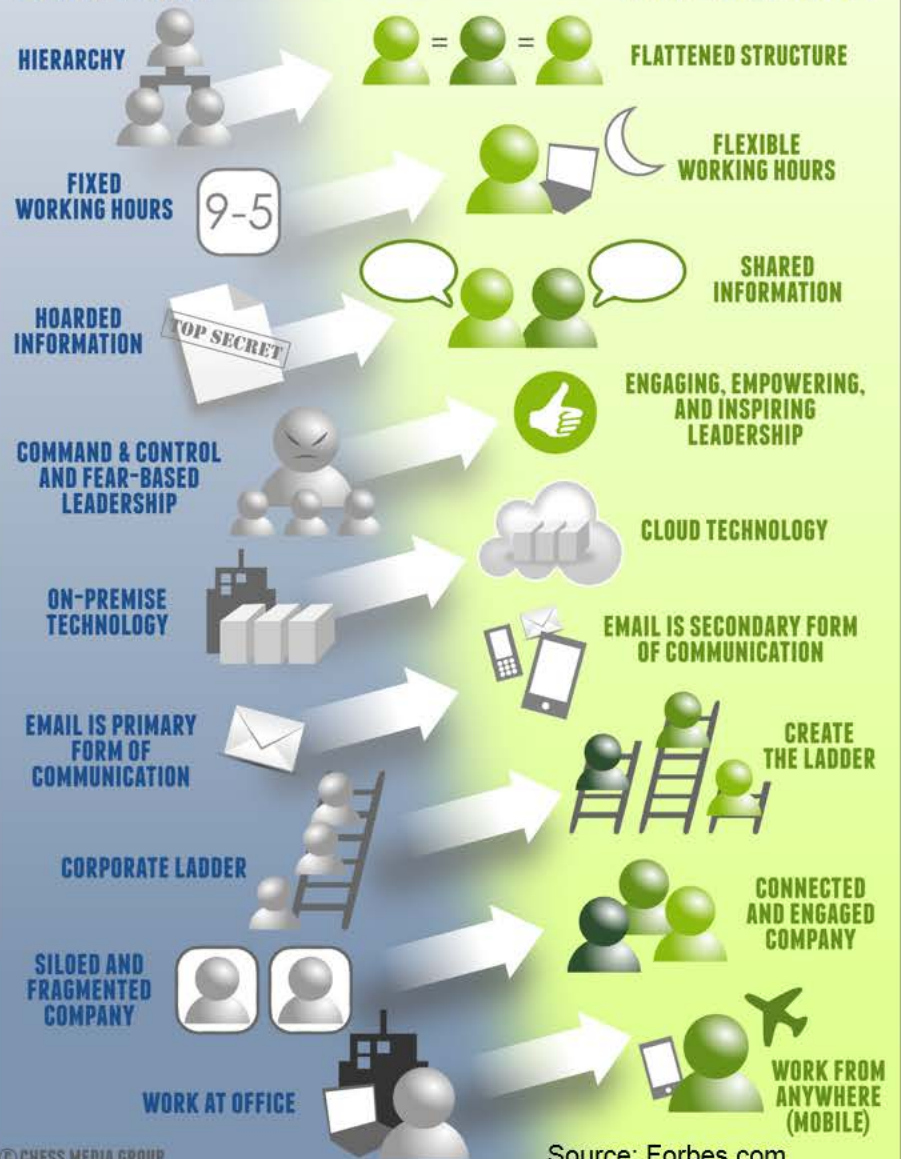


# It's Evolving...



## THE EVOLUTION OF WORK

THE PAST → THE FUTURE



## What would we do differently?

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Workplace Design



Technology



Process Improvement



# Bendigo and Adelaide Bank



Adelaide Bank



Bendigo Bank



Leveraged Equities



RURAL BANK



Bendigo Wealth



Sandhurst Trustees

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