

# Transforming Our Workspace

## Principality Building Society

### **History**

- Principality Building Society was founded in 1860 to provide mortgages and savings, which remains our key purpose.

### **53 Branches & Agencies**

- Since 1860 we've grown our branch network across Wales and the borders and are committed to keeping all branches open until at least the end of 2025

### **Principality House, our head office in Cardiff**

- As we've grown, so too have the number of non-branch colleagues so in 1992 our Head Office moved to Principality House, which was the workplace for over 700 colleagues until March 2020 when the country went into lockdown.

# Transforming Our Workspace

## Why change?

### Why did we change our ways of working?

#### **Essential Refurbishment needed**

- Principality House built in the 1980s, so a full mechanical and electrical refurbishment was planned over 5 years. With the building closed due to covid-19, opportunity to bring this forward and complete over an 18 month period

#### **Demand for Hybrid working**

- *Internal*- Internal Survey in 2020 showed colleagues would prefer a 50% split between home/office working when we re-opened

- *External*- Throughout 2020, lots of media speculation on the future of the office environment (the 'new normal') as companies adapted to working from home and some reduced their office space

# Transforming Our Workspace

## How did we change?

### How did we change our ways of working?

#### **End of 2020- Transforming our Workspace Programme initiated:**

##### **PH Refurb Project**

- Several years of mechanical and electrical refurbishments of floors 1-7 brought forward to be complete in 18 months

##### **Agile Working Project**

- Aim of defining what Principality's Hybrid Model should be and what 'hybrid' means for us
- Aim of understanding what workspaces we needed on each floor so that we could better utilise the building and support our hybrid model

# Transforming Our Workspace

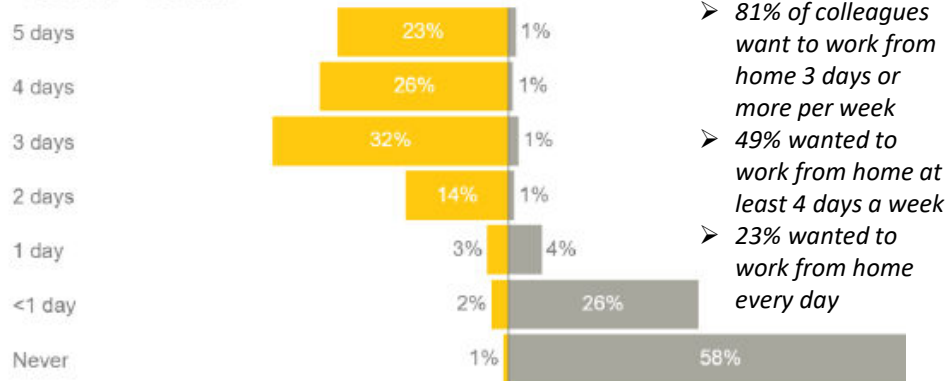
## How did we change?

With the office closed for the essential refurbishment work, we hired **Boost Cognition** to help us understand what our Hybrid Model should be & how we could better utilise the space for our colleagues..

### Boost Cognition Report findings- Colleague Feedback

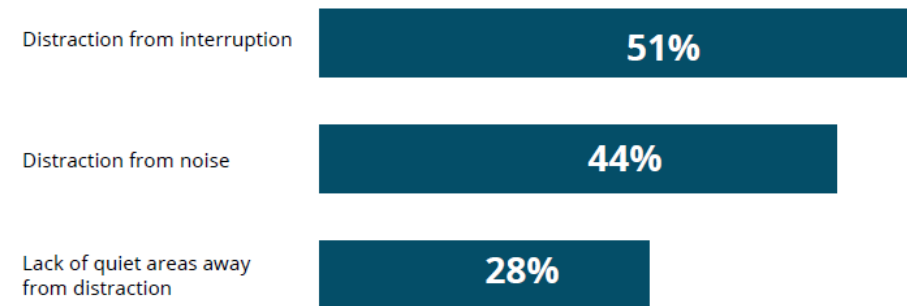
#### Days at home

● Post Covid ● Pre Covid

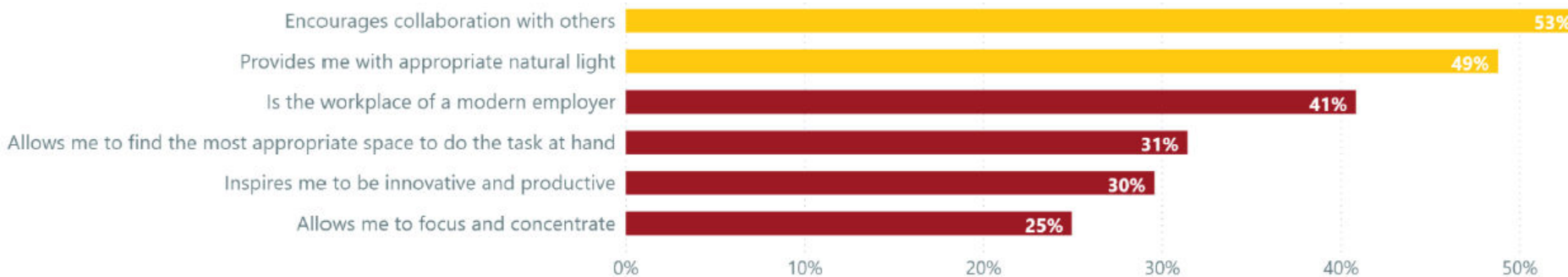


- 81% of colleagues want to work from home 3 days or more per week
- 49% wanted to work from home at least 4 days a week
- 23% wanted to work from home every day

### Top 3 barriers to productivity reported when working in the office



Q. To what extent do you agree with the following statements about your main office environment prior to Covid-19 lockdown?



➔ With their findings, Boost Cognition provided a **recommendation** for changes for our People, Spaces and Technology

# Transforming Our Workspace

## How did we change - People

### **People Deliverables**

#### **Hybrid Working Policy**

- Released to our colleagues in May 2022, this outlined the below guiding principles and what our Hybrid Model means for our colleagues

#### **10 Guiding Principles**

1. Are based on trust. We trust you to choose the best places and technology to match the work you do, your personal preferences and to balance this with your own needs and the needs of your team.
2. All colleagues feel supported and treated with a consistent approach, whether they are at home or in the office,
3. Work is an activity and not a destination.
4. It is open to everyone who has a suitable role regardless of how long they have worked for Principality.
5. Physical presence does not equal great performance. Your performance will be evaluated on the impact you have and the outcomes you deliver.
6. When scheduling calls or booking meeting/collaboration spaces, you should always include a WebEx or Teams invite to ensure you are inclusive of colleagues from all work locations
7. We commit to making sure that you have the right technology and equipment to support you to work in this way.
8. Hybrid working should not impact the level or quality of service to members or your colleagues.
9. Community and connection are part of who we are at Principality and we know they are important for your wellbeing. We will continue to provide safe office spaces for you to collaborate and connect with each other.
10. We know that there might be times when being onsite is crucial in order to be able to carry out your role. At these times we would encourage you to make the most of visiting the office to familiarise yourself with the facilities and onsite support we have available.

#### **Working Together Agreement**

- An artefact that outlines how we will work together in practice, covering themes such as communication, conducting hybrid meetings, workspace etiquette and colleague personas to bring to life the vision for our colleagues.

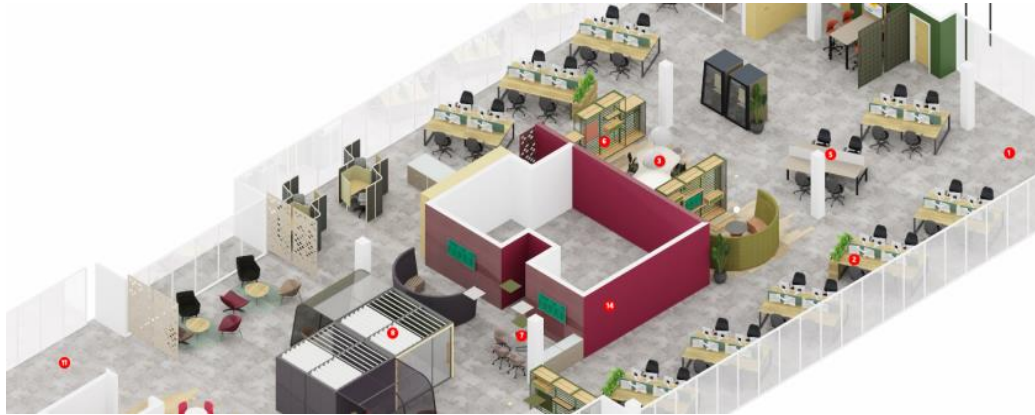
#### **Line Manager Training**

- Internal training course that supported managers in the transition to managing hybrid teams. Focussed on being mindful of different biases, the key principles of our Hybrid Working Policy and took Managers through various scenarios they'd likely experience as a result of our hybrid model. Each sessions was introduced by a member of our Exec team.

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## How did we change – Space/Estates

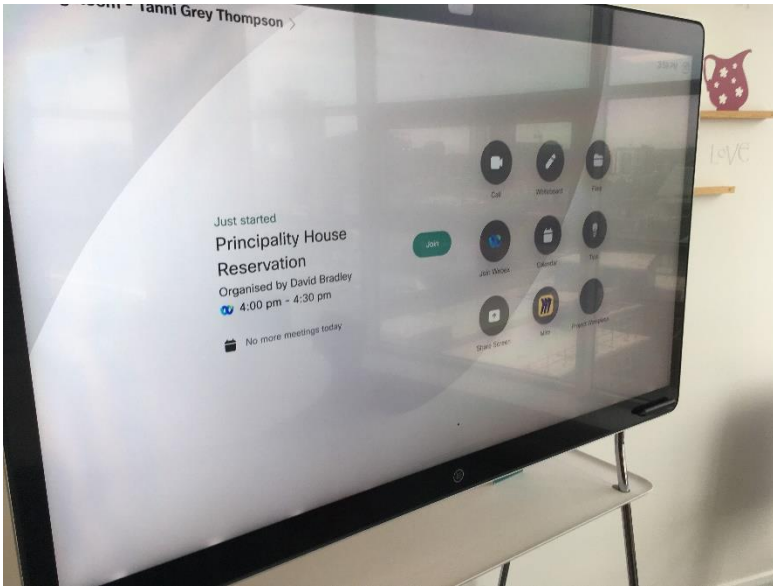
We then hired **D&G Interiors Ltd** to work with the project team on the look and feel of the office. They produced 3D designs, procured and installed the new furniture and worked with our People, Estates and Branding teams on the design.



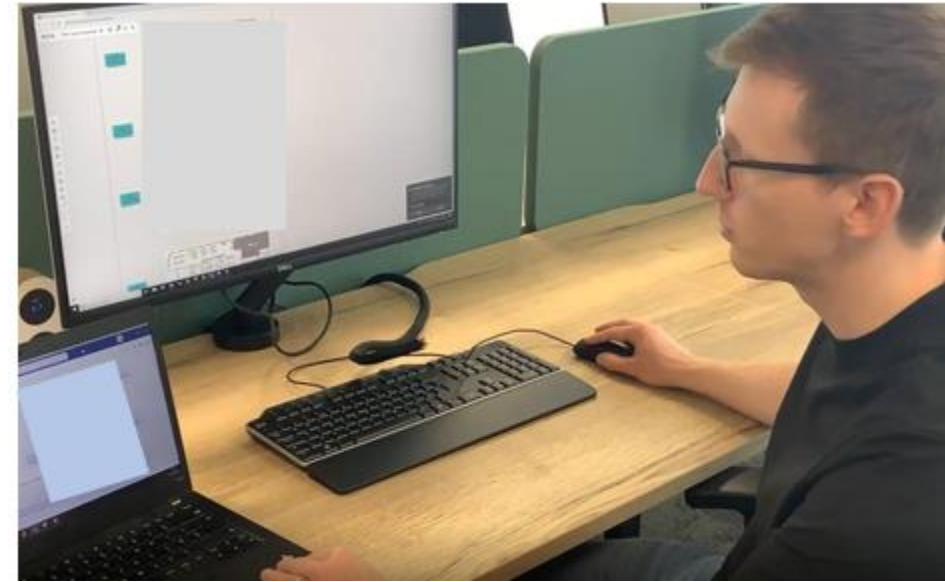
Floor	New Purpose
8 <sup>th</sup> Floor	<b>Unchanged</b> - this floor was renovated in 2018 and will still have a mixture of soft furnishings and meeting rooms.
3 <sup>rd</sup> - 7 <sup>th</sup> Floors	<b>Directorate Homes</b> - only a small number of teams who have to be based in PH to do their roles have their own desks within their Directorate Home. Colleagues have the flexibility to book desks, meeting rooms and collaboration spaces all other desks on all floors.
2 <sup>nd</sup> Floor	<b>Quiet Floor</b> – as recommended by Boost Cognition, a ‘no phones’ floor where colleagues can do ‘head-down’ work, free from distraction. This floor will also include wellbeing rooms and multi-faith rooms. <u>Colleague feedback</u> was that noise distractions and a lack of quiet spaces were the highest rated barriers to productivity.
1 <sup>st</sup> Floor	<b>Collaboration Floor</b> – as recommended by Boost Cognition, a number of high-quality collaboration spaces throughout this floor. Registry’s dedicated area will also remain on this floor with improvements to the existing setup. <u>Colleague feedback</u> was that there was a lack of quality and quantity of collaboration spaces previously.
Ground Floor	<b>Exhibition/Conference space</b> - tiered seating for up to 100 colleagues and video technology for those working remotely.

# Transforming Our Workspace

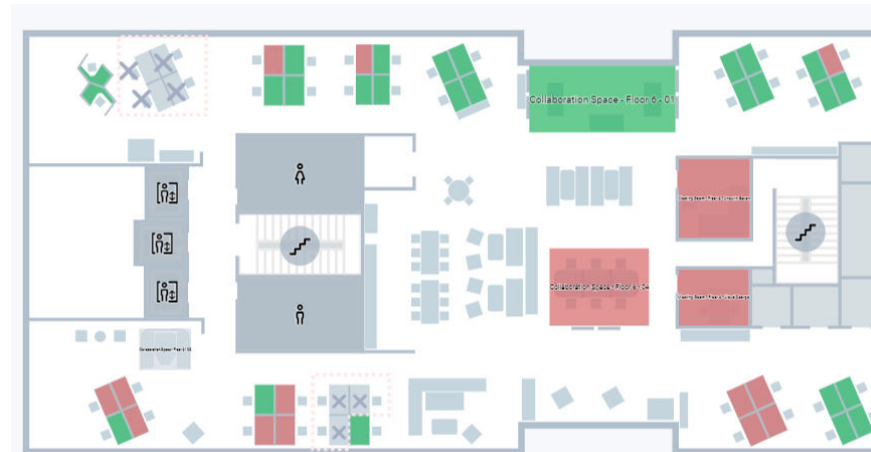
## How did we change – IT



High quality **Videoconferencing** technology in Meeting Rooms and Collaboration spaces



Various types of **individual workspaces**, with **laptops** provided to all hybrid colleagues



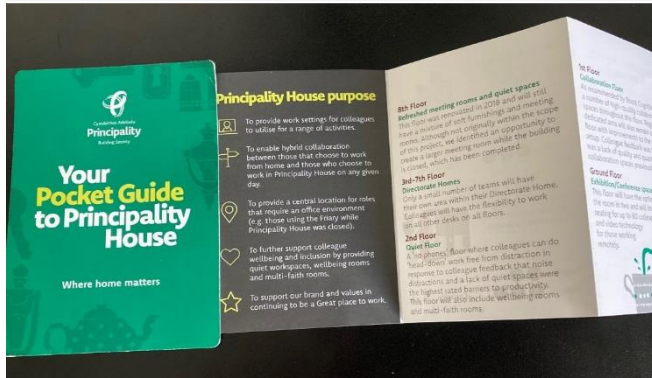
Appspace **Booking App**- colleagues use this to book desks, meeting rooms and collaboration spaces. All the other spaces are non-bookable and for ad-hoc use.

# Transforming Our Workspace

## How did we change – Business Readiness

### Pocket Guide

Covers the purpose of each floor and the new workspaces colleagues would find on them



### New Lanyards

Upgraded our lanyards with ones made from recycled Poly Lactic Acid (renewable raw materials that are compostable) and with our updated brand colours



### Hybrid Working Handbook

Our 1 stop shop for colleague support and information in relation to hybrid working

#### IT Using the Technology in Principality House

**Wi-Fi connection-** Your laptop should connect automatically to 'WLAN-CORP'  
**Desks-** Plug your laptop into the lead to connect to the monitor & split the screen as needed. [Link](#)  
**Collaboration Spaces-** Using the videoconferencing tech. [Link](#)  
**Meeting Room-** Conducting a hybrid meeting. [Link](#)

#### Desktop PCs

If you're using Outlook on a desktop PC in Principality House, Outlook via the browser saves time compared to using the desktop version (<https://outlook.principality.co.uk/>). Equally, Microsoft Teams runs faster via the web browser on the desktop PCs (<https://teams.microsoft.com>)

#### Videoconferencing



#### New Meetings

Step 1- Always start by booking the space you want to use via Appspace  
Step 2- You'll receive an Outlook Meeting... Add a WebEx or Teams to this and invite your Attendees  
Step 3- In the space you've booked, a 'Join' button will appear before the meeting starts

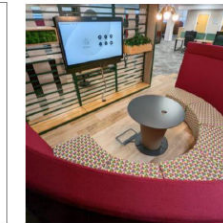


#### Existing meetings & other scenarios..

[Click here](#) to watch the video, that covers the below:

- if there is an existing meeting already in the diary
- when using Microsoft Teams (this way does also work very well for WebEx too)
- if the organiser will not be attending the space in person

Password- AxsQdMM3



#### Microsoft Teams

Book the Space you want to use on Appspace, then...  
a) for new meetings, add the attendees and a 'Teams' to the Outlook invite... or  
b) for existing meetings, add the space/room as an attendee in the existing meeting invite

To: [Meeting Room - Dylan Thomas - 5th Floor](#) |

### Colleague Tours

Conducted throughout May and June for our colleagues to familiarise themselves with the building prior to it re-opening

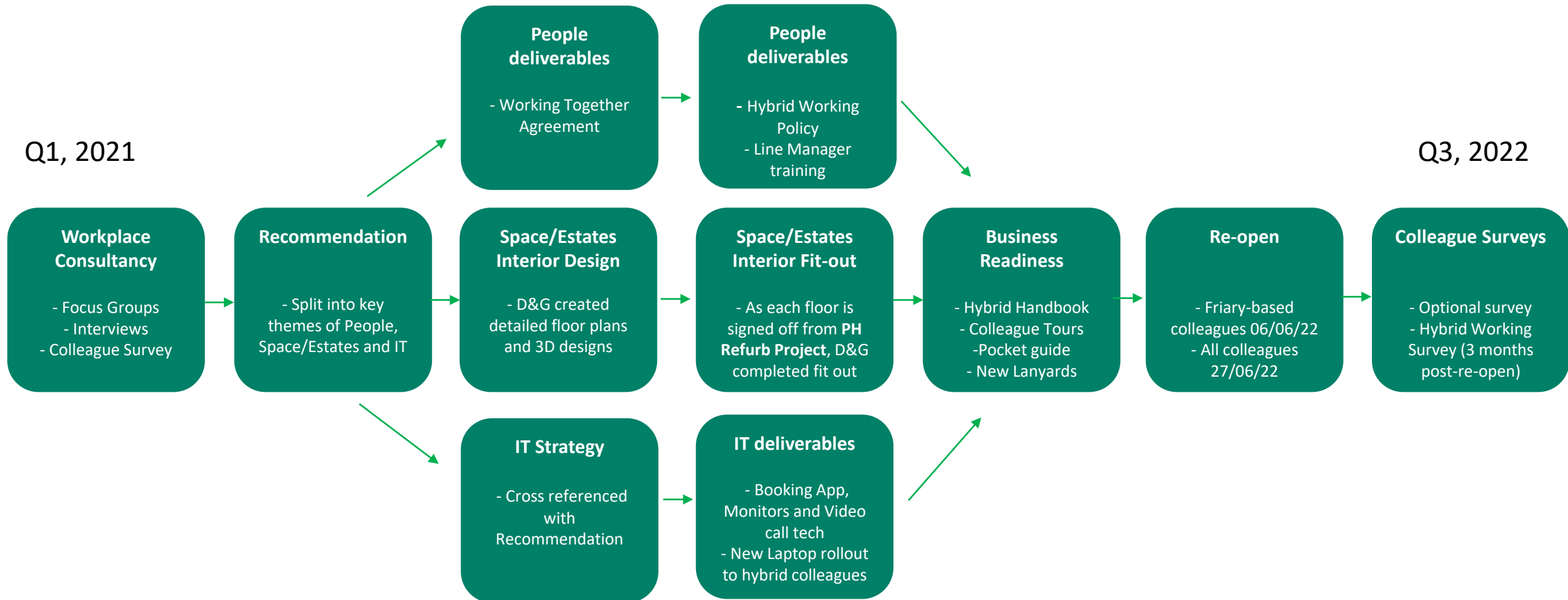


# Transforming Our Workspace

## How did we change - Summary

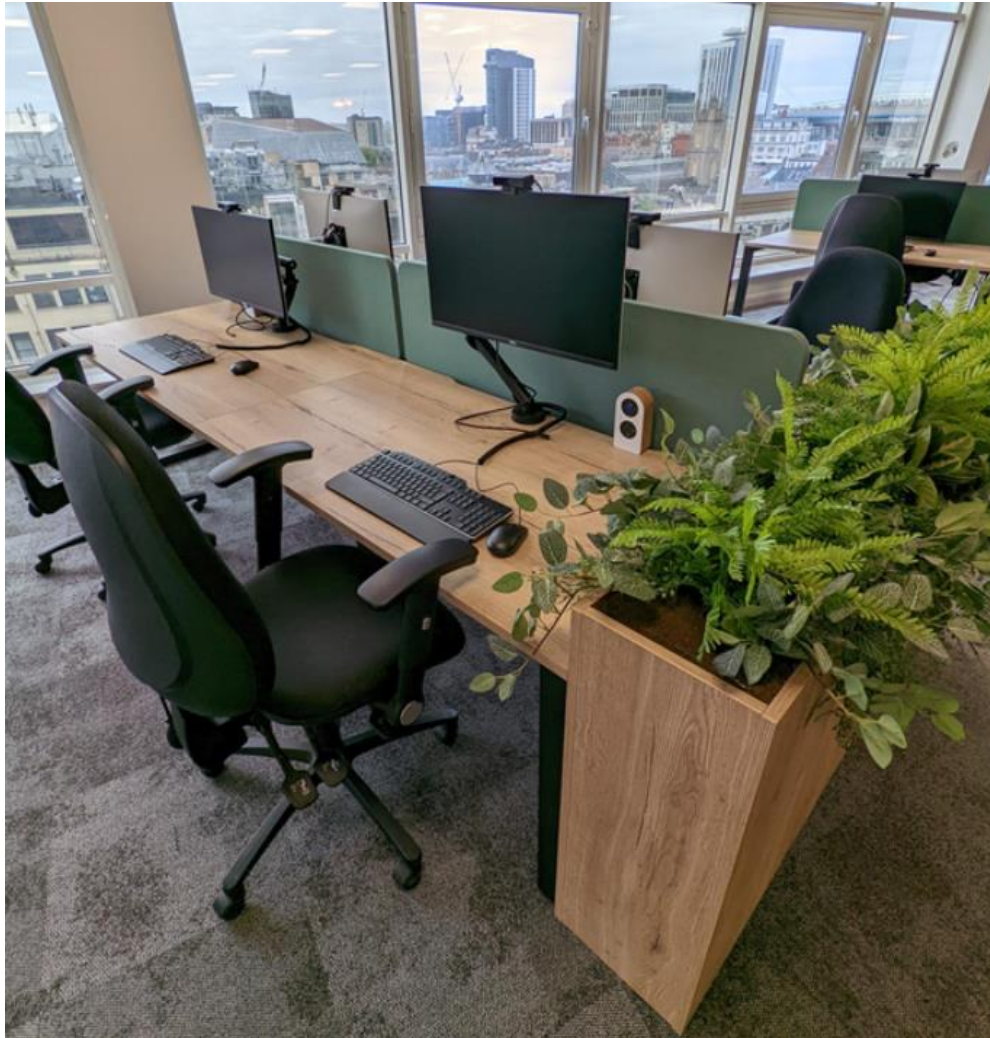
Q1, 2021

Q3, 2022



# Transforming Our Workspace

## What was the outcome?



Standard Desks for laptops



Desktop PC Desks

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## What was the outcome?



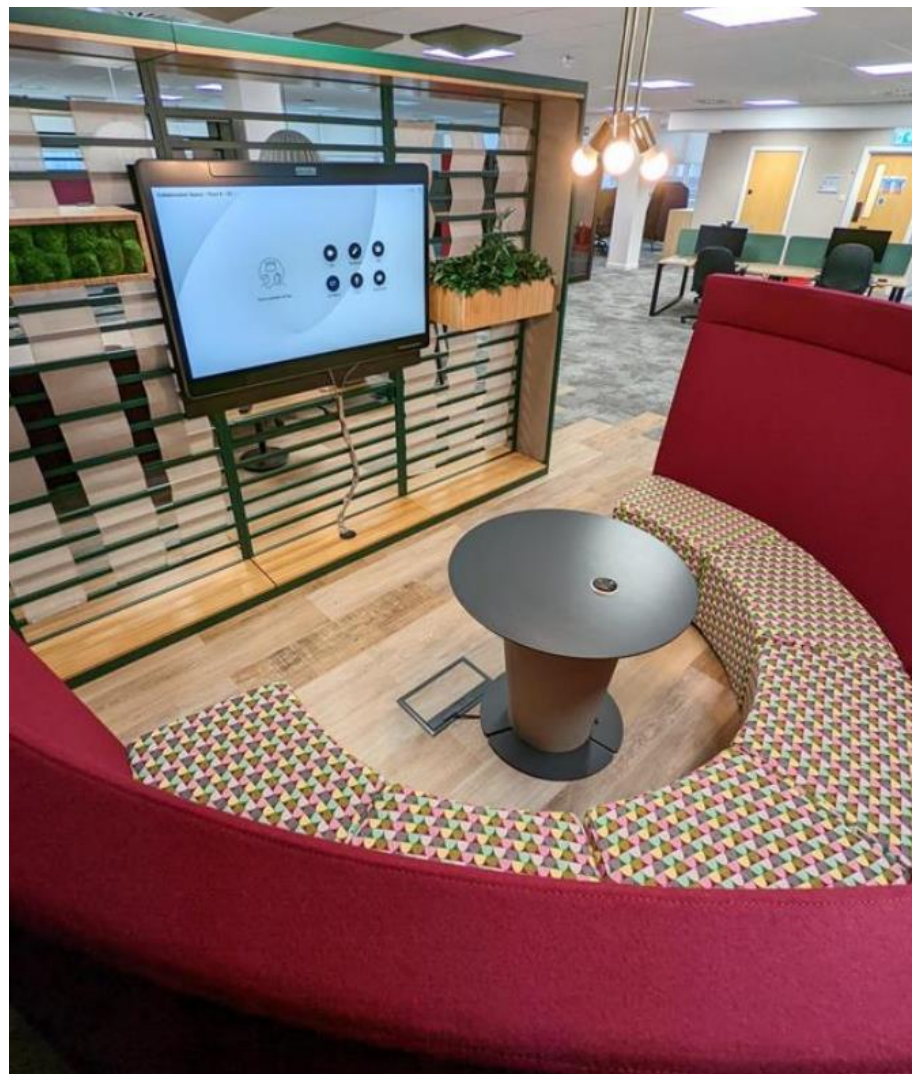
Height-adjustable Desk for laptops



Focussed Desk for laptops

# Transforming Our Workspace

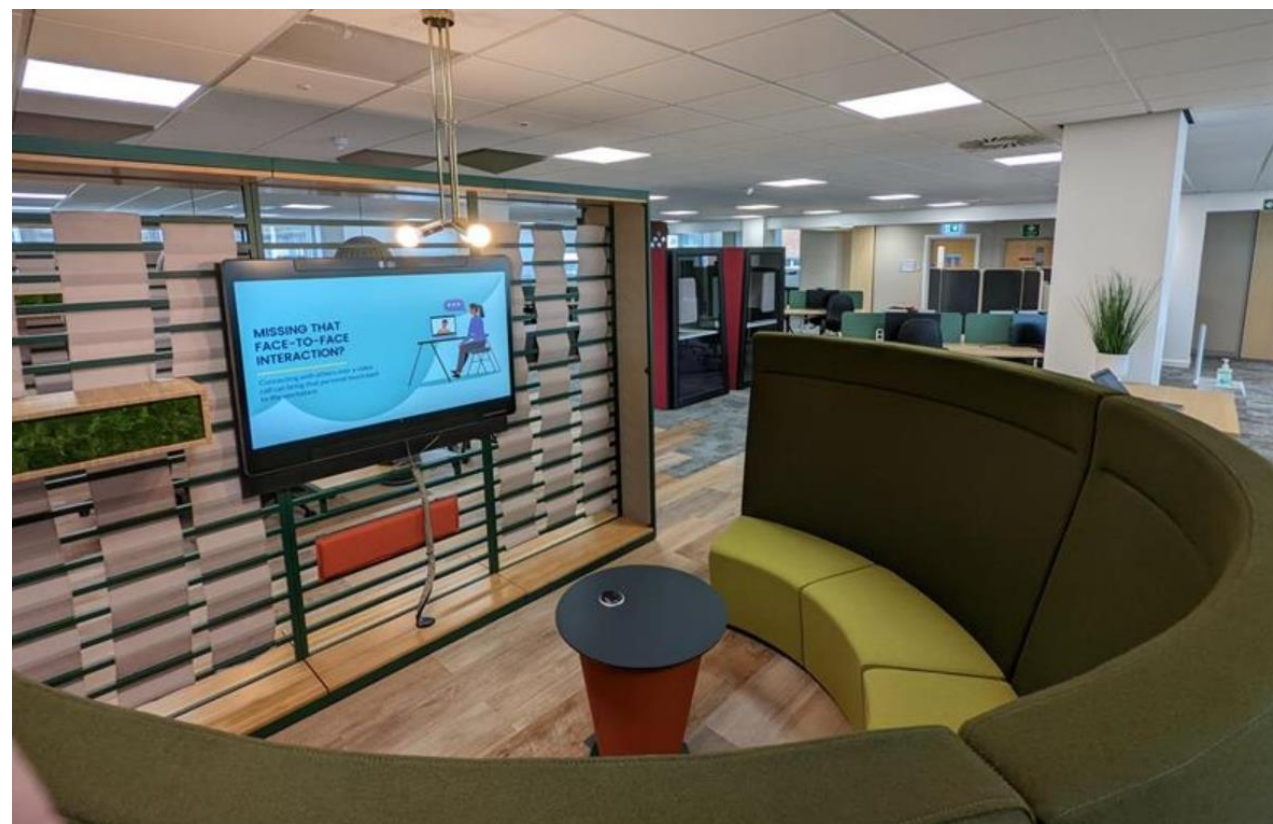
## What was the outcome?



Collaboration Spaces

# Transforming Our Workspace

## What was the outcome?



Collaboration Spaces

# Transforming Our Workspace

## What was the outcome?



Formal Meeting Rooms

# Transforming Our Workspace

## What was the outcome?



Formal Meeting Rooms

# Transforming Our Workspace

## What was the outcome?



Formal Meeting Rooms



# Transforming Our Workspace

## What was the outcome?



Informal Meeting Rooms

# Transforming Our Workspace

## What was the outcome?



Ground Floor Conference Room

# Transforming Our Workspace Feedback/Measuring Success



## Daily Optional Survey

From day 1 of re-opening, QR codes were added to lift waiting areas and on videoconferencing screens for colleagues to complete a short 3 question survey of their experience. The feedback was very positive, and this also gave us a useful solution to troubleshoot any teething issues



## Hybrid Working Survey

In October 2022, after several months of Principality House being open again, we asked colleagues to complete a Hybrid Working Survey that covered all aspects of our new model. We also included questions asked by Boost Cognition so we could measure the success of the project.

Results:

- We score significantly higher on every question asked in both the Boost Cognition survey and our own one
- All questions asking colleagues to rate something out of 5 scored a minimum of 4.3/5
- Our highest-scored question was on colleague choice of work location, which scored 4.8/5
- Colleagues told us there is a sufficient number of each type of workspace
- We re-designed the office based on colleague feedback in 2021- their top 3 reasons for working in Principality House remained unchanged (social interaction, collaboration, change of scene) so we knew we had delivered an office re-design that met our needs

# Transforming Our Workspace Principality Building Society

**What** were some of the key benefits of this work?

**Supported productivity and colleague wellbeing**

**Improved communication between all colleagues**

**Refurbished office to meet our current and future needs**

**Implemented a Hybrid Model and Office design that's right for us**