



LEVERAGE

your workplace strategy to drive
workplace wellbeing

The why, the what and the how

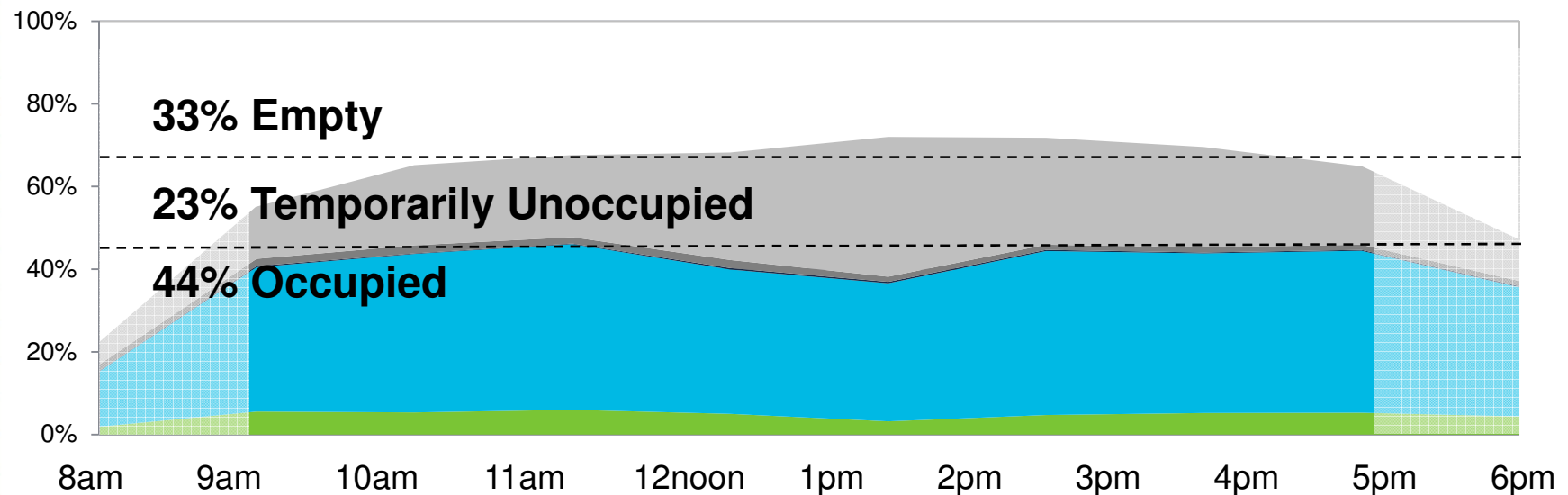
1. The platform
2. What we set out to do
3. How we went about it
4. How we are going
5. The realities
6. The current opportunity

Visible **cost**
opportunity
connected
straight to our
customer

The platform

Efficient use of space across the organisation

Our current layout is inefficient



Average desk occupation across a typical day (9am to 5pm)

Visible **cost opportunity**
connected
straight to our
customer

Shift from
product to
customer at the
heart of
everything we
do

The platform

AMP – our enduring story of help

Our promise: To help people own tomorrow

The help our customers want: Our CVP

Help that is expert

Help that is proactive and personalised

Help that makes it effortless

Six ways to help: Our practices

1. Share our expertise

3. Listen and show we care

5. Own it and get it done

2. Make the complex simple

4. Really know me and offer new ways to help

6. Make everything easy

What
would it look like
at its best?

How
would it show up
in my work?

Visible **cost opportunity**
connected
straight to our
customer

Shift from
product to
customer at the
heart of
everything we
do

How our
employees
want to work

The platform

A culture where...

Today is:



Disconnection
between teams



Chaotic



Busy

Source: Focus Groups

But we'd like:



Working together,
connected and mobile



Dynamic and engaging
experience, greater choice



Empowered and
trusted

We want flexibility, choice & mobility options...

91%

Would like to work from home for some period of time

87%

Would use alternative settings like quiet rooms or informal collaboration spaces if they were provided

To...

- Be productive
- Get away from distractions
- Complete tasks requiring concentration
- Ad-hoc collaboration with colleagues

Visible **cost opportunity**
connected
straight to our
customer

Shift from
product to
customer at the
heart of
everything we
do

How our
employees
want to work

Connecting the
Working
Experience to
the **Workplace**

The platform



Sparkitecture

A New Working Experience at AMP

To create an environment where high performing people *bring their best selves to work*; we will create a dynamic and engaging new approach to getting the job done. With the customer at the heart of everything we do, our employees will be connected, *collaborative and agile*, through the innovative and relevant combination of space, technology, practices and behaviours.

Sparkitecture

Sparkitect /noun/

*A person who designs
the ways and places
we work at AMP.*

Sparkitecture /verb/

*Designing the ways
and places we work
at AMP.*



OWN IT and GET IT DONE

through spaces, technology & people

Select the right places, tools and people you need to work with to achieve your goals. Who do you need to connect and collaborate with today?

SHARE

our stuff

In our neighbourhood, everything is shared: our spaces, knowledge, tools and resources. Sharing makes it easy to help each other and our customers.

RESPECT

thy neighbour

A healthy buzz and energy is welcome! However, make the most of collaboration spaces and think about how you might impact the people around you as you work.

Keep it



Our neighbourhood should be somewhere you'd be proud to show off to our customers and your family. It's up to all of us to keep our spaces clean and clutter free.

care

for yourself &
your community

Look after yourself by staying active and well. Our customers value the environment, and so should we by limiting the amount we print. Recycle, reuse, reduce.

THE *Sparkitect* CODE

OWN IT and GET IT DONE

through spaces, technology & people



care

for yourself &
your community

AMP 

MY SPACE

OUR SPACE

We will
be here

ANY SPACE



Open plan

Sparkitecture

Alternative
work spaces

Breaking the
link with the
desk

Hot Desking

care

for yourself &
your community



Stand by me



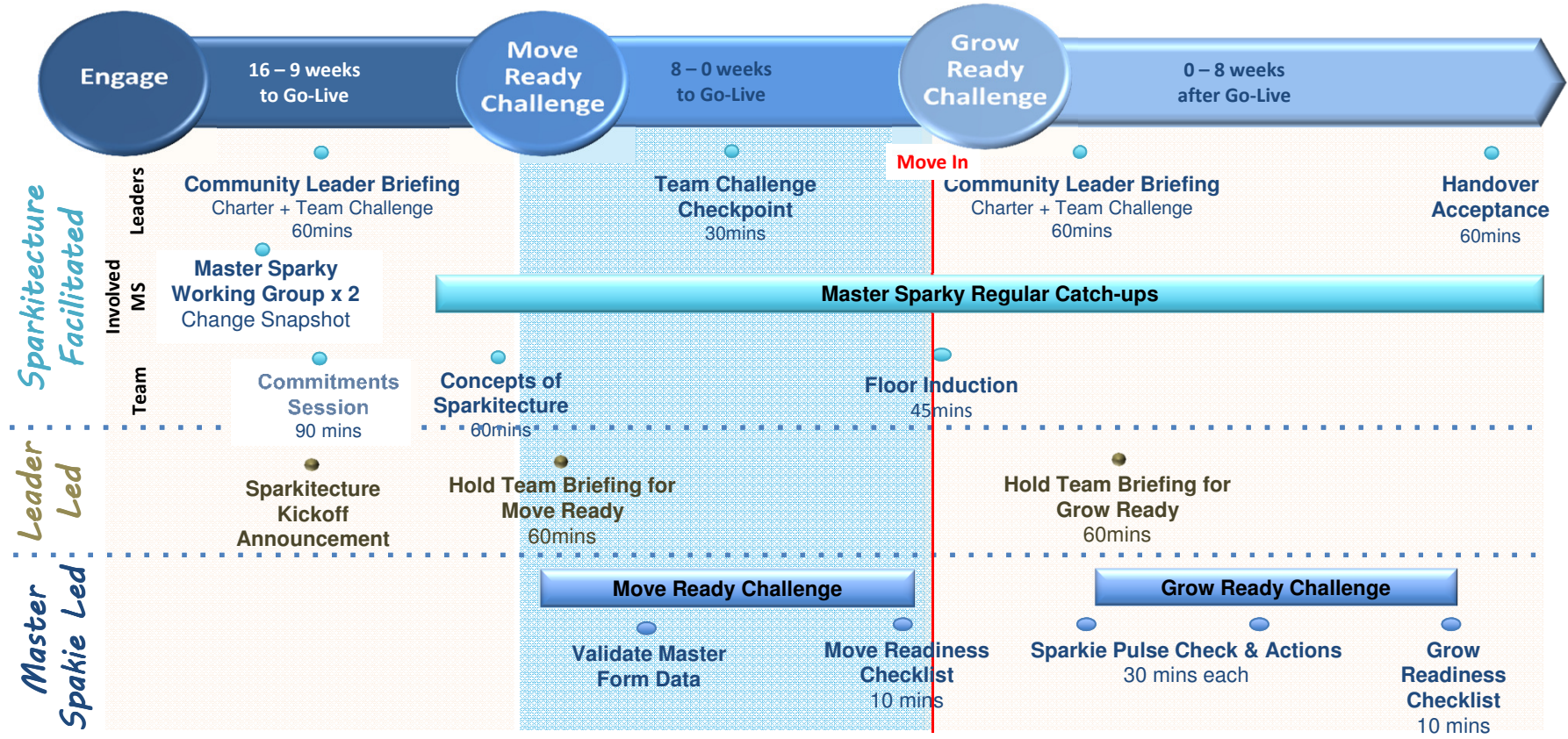
Staircrazy



Walk to the waste

Sparkitecture

Change Playbook



NOTES: Challenge guides and comms templates will be provided to support these activities (including: Sparkitecture Leader Checklist, Comms Strategy & Mobility Training)
 CSA & Pulse Checks provide Change Metrics and Readiness Mechanism utilised under all options
 * Floor design activities - completed

Results to date

Since August 2014

8 floors live, 3 about to go live, 3 to go

Sparkitecture

Employee experience and utilisation outcome

Working environment

93% of respondents are **either satisfied or extremely satisfied working in the new CQ2morrow** working environment and **would not return** to the old way of working if given the choice

79% of people agree or strongly **agree** that they are **happier with AMP** as an employer **due to the new working experience**.

Getting the job done

Do you feel trusted and empowered to have the freedom to work where and how you need to get the job done?

- 90% yes: within the building at CQ:
- 70% yes: working offsite (other AMP offices, clients etc.)
- 75% yes: working from home

Feedback on change and communications experience

- Feedback from the *Sparkitecture Experience tours* was that 85% would move onto a CQ2morrow floor today
- Positive feedback on new working environment, experience and connection to brand culture from Board down
- Positive feedback from across the business, held up as a role model change experience

Spaces

67% said that they felt the choice of spaces was **enabling** them to be **more productive**:

- **26%** felt **more productive >10%**
- 30% felt the same as before

84% said they felt the choice of **spaces** was enabling them to be **more collaborative**

What's in it for the team

84% **agreed it is easier to collaborate** with members of their team and people across the floor

72% said they feel part of a floor community

64% believe they are getting to know people from other teams on the floor

The change **spectrum** like a box of chocolates

Changing **habits** is hard

Not all **leaders** are **consistent** and or great leaders

The move can **disrupt** productivity

The reality of change

Workplace Experience

Our Workplace will improve the lives of our people enabling them to be their best self in the workplace and beyond

The **strategic co-location**, optimisation and fluidity of teams aligned to **strategic priorities**

Practices, systems and resources that will support the organisation to be **fluid and agile**

The **persistent evolution and thought leadership** in the **design** of our working spaces, technology & practices relevant to AMP's **future vision of work**.

A workplace **environmental & wellbeing** strategy that **improves the lives** of our people and environment

Questions

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