



The Workspace Life Cycle Never Stops

Let us do the work for you.

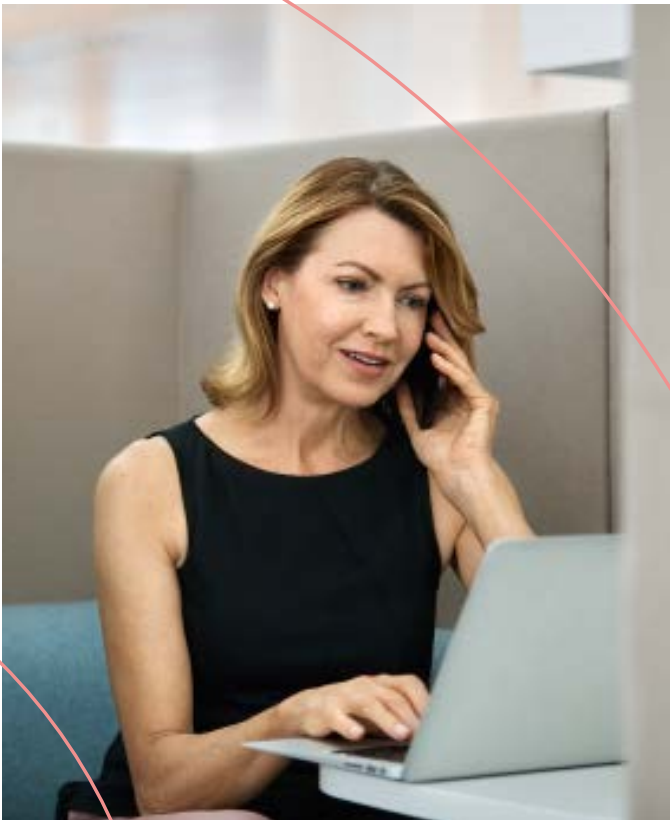
What We Do

Great workspaces can transform your organisation. We help you get it right the first time.

The commercial property and fit out industry are complex, fractured, and time-consuming. As a result, navigating it can be costly, drawn-out, and unfruitful.

This is why we created Spaceful. We are a single point-of-contact for your workspace life cycle, becoming a trusted partner to your business, saving you time and resources.

We consult on your needs and partner with the right experts for each project. We manage everything from planning and property to design, fit out, and maintenance. The result is a workspace that inspires your team and one that your organisation can be proud of.



Life Cycle

Spaceful is your single point-of-contact for your workspace.

Whether you are a large organisation, a co-working enterprise, or a small business, we will deliver a fantastic workspace while taking the burden of time off your shoulders.

01. Planning

We get to know how your team uses your workspace to create a strategy to get the best out of your spaces over their entire life.

02. Property

If a new space is what you need, we can find it. Unaffiliated with any agency, we search for and procure property that truly fits your needs.

03. Design

We work with leading architects to reimagine your interior, considering the evolving nature of business and what it can offer your team.

04. Fit Out

Leveraging our trusted network of suppliers and contractors, we take care of everything from fit outs to furnishings.

05. Maintenance

We take care of maintenance, so you do not have to, ensuring your space is in its best form over its entire lifespan.



Organisational Culture

What Is It?

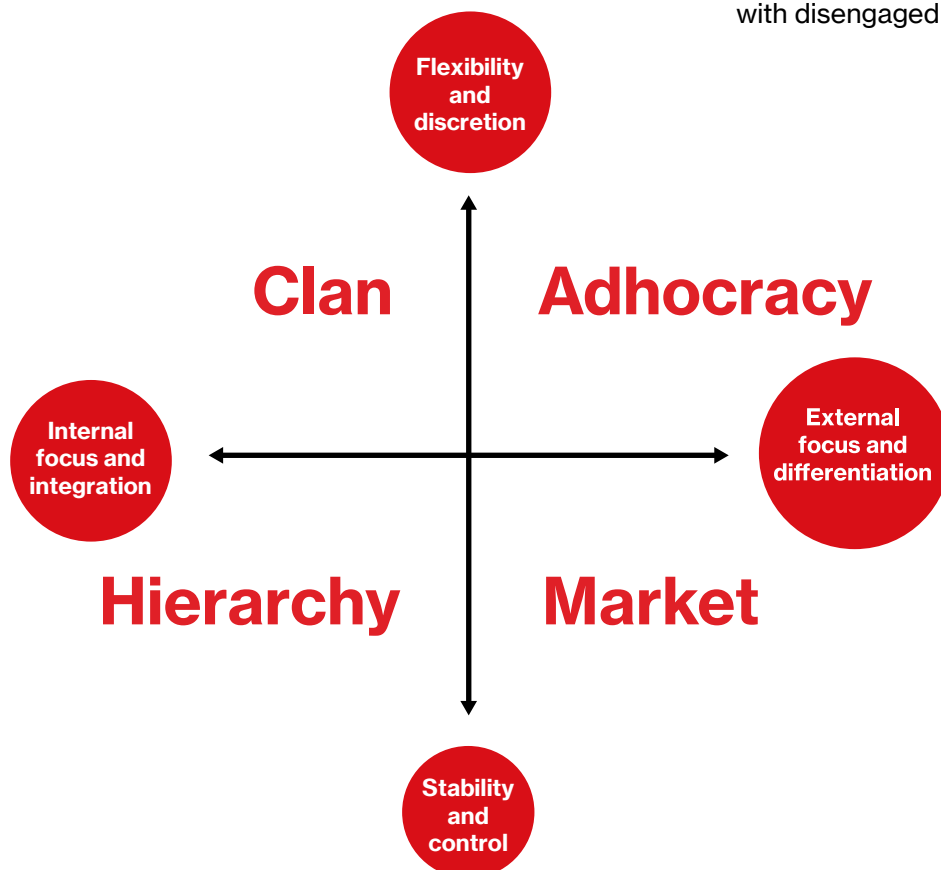
The shared value, attitudes, and practices that characterise an organisation. It is the personality of your organisation, and it plays a big role in overall employee satisfaction.

The four main types of Organisation Culture are:

- **Clan:** We are all in this together.
- **Hierarchy:** Get it done RIGHT.
- **Adhocracy:** Risk it to get the biscuit.
- **Market:** We are in it to win it.

Why Does It Matter?

- In 2020 alone, **47%** of high-performing staff left their employer.
- **1/3** of new employees decide within the first 90 days if they will stay and if it will be short or long-term.
- **33%** higher revenue in organisations that attract top talent.
- Interestingly, part of this is attributed to hiring top managers, which leads to **27%** higher revenue per employee.
- Top talent is up to **8X MORE PRODUCTIVE.**
- **58%** of employees have left a job or would consider leaving one if they felt the culture was permeated by negative office politics.
- **86%** of potential employees would NOT apply or continue to work for a company with a bad reputation with former employees or the public.
- **134%** salary cost to an organisation with disengaged employees.



Workplace Design To Support Culture

How can workplace design attract and retain talent?

- Design spaces and provide resources representative of the diverse job functions that reside and thrive in each workplace.
- To bring in top talent for every position, employers need to consider that staff at all levels want to spend time in a space that supports their needs throughout the entirety of their day.

Designing for Every Employee

Today's workforce is spread across generational bounds, each with its own needs and expectations. For example, Gen Z will have different expectations for wellness than Baby Boomers.

Well-Being

A new study by Gallup demonstrates that well-being and engagement are reciprocal – influencing each other – and the deterioration of well-being is correlated with more working from home and social isolation. The implication is an office that fosters well-being will also be good for mental health and engagement.

Placing existing and prospective employees at the centre throughout the workplace design lifecycle improves productivity, creativity, and wellness. Promoting these advantages and considerations to potential employees is crucial in securing top talent across the workforce.

By investing in a healthy environment for employees, companies make a long-term commitment to their staff to provide positive spaces, allowing for longer and healthier relationships between companies and their employees.

Balancing Privacy, Visibility, and Connection:

Workplaces have evolved from the 1970s cellular

to contemporary open-plan spaces, with both approaches having pros and cons.

While cellular limits collaboration, acoustics and privacy can be an issue in open-plan areas.

- **Flexibility:** Instead of operating at two extremes, designs that create spaces for all employees and every task empower work choices. That is, employees, select the workspace that best suits their needs for the day.
- **Innovative Thinking:** This is fostered when employees have designed spaces that can change in response to employee needs.
- **Work Choice:** Creates psychological safety, autonomy, nurtures cooperation, reduces or eliminates bureaucracy, and allows for collaboration across seniority levels.

How Workplace Design Attracts And Retains Talent



Employee Mindset

Willingness to work in a variety of organisational roles and settings.

Serve the customer before your manager.

Focus on what you do, not where you work.

Accept yourself as a project-based worker rather than a function-based employee.

Value work that is meaningful.

Commit to assisting the organisational achieve its outcomes.

Committed to lifelong learning.

Willing to show enterprise and initiative.



Shared Value

Flexible Deployment

Customer Focus

Performance Focus

Project-Based Work

Human Spirit and Work

Commitment

Learning and Development

Open Information



Employer Mindset

Encourage employees to work in organisational roles.

Provide information, skills, and incentives focused externally.

Link rewards and benefits with performance rather than organisational dependency.

Structuring work around projects rather than organisational functions.

Provide work (wherever possible) that is meaningful.

Commit to assisting employees in achieving their personal objectives.

Enter into a partnership for employee development.

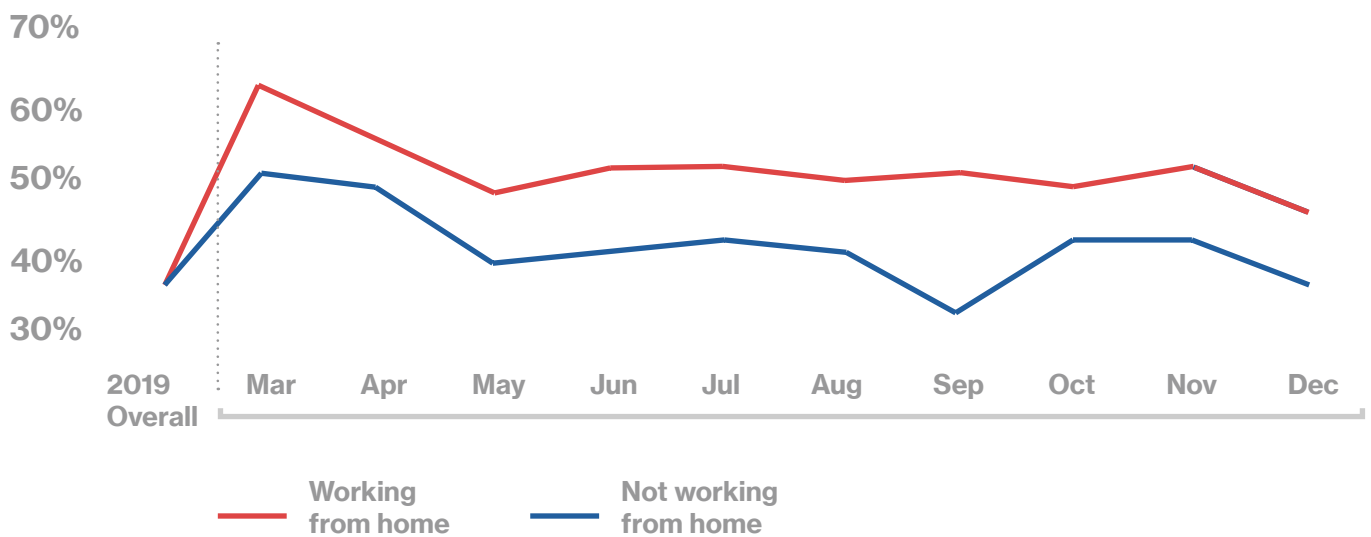
Provide employees with access to a wide range of information.

How Workplace Design Attracts And Retains Talent

Worry And Stress Are Higher For Remote Workers Than For On-Site Workers!

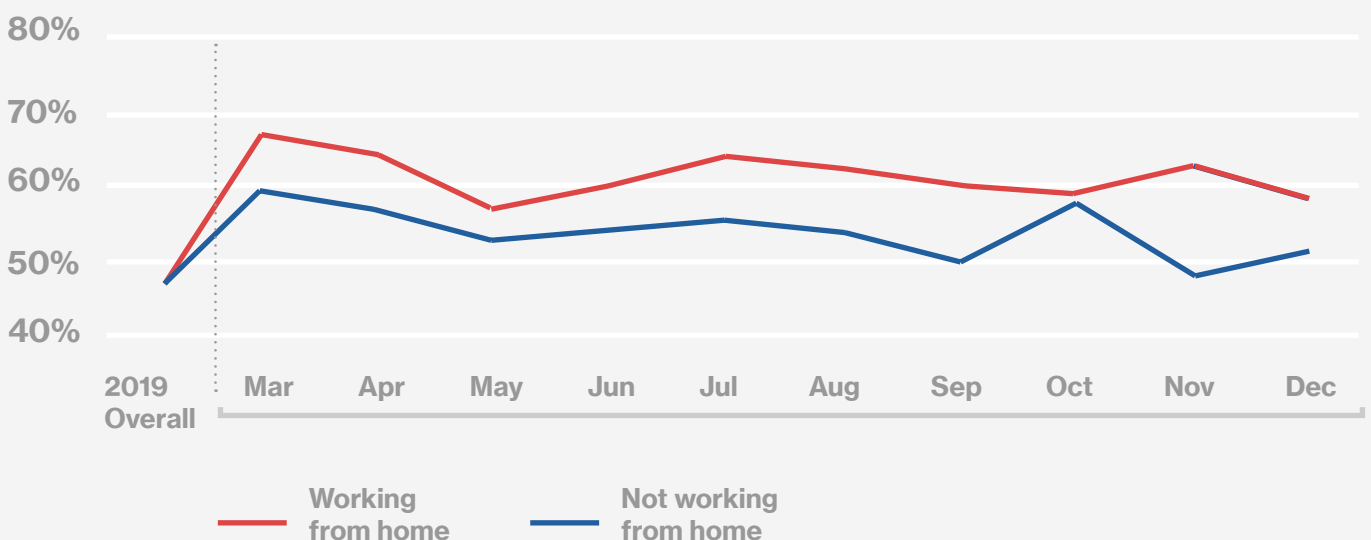
Did you experience the following feeling during much of yesterday?

Worry



Did you experience the following feeling during much of yesterday?

Stress



Workplace Strategy

Accelerating the Shift to Re-Architecting Work

A workplace strategy is the dynamic alignment of an organisation's work patterns with its work environment to enable peak performance and reduce costs.

- 01.** How do I get the most out of my people to achieve my company's long-term objectives?
- 02.** How do I find, attract, and retain top talent in my industry to achieve my company's long-term objectives?
- 03.** How do I know what the workplace will look like in 5 years?

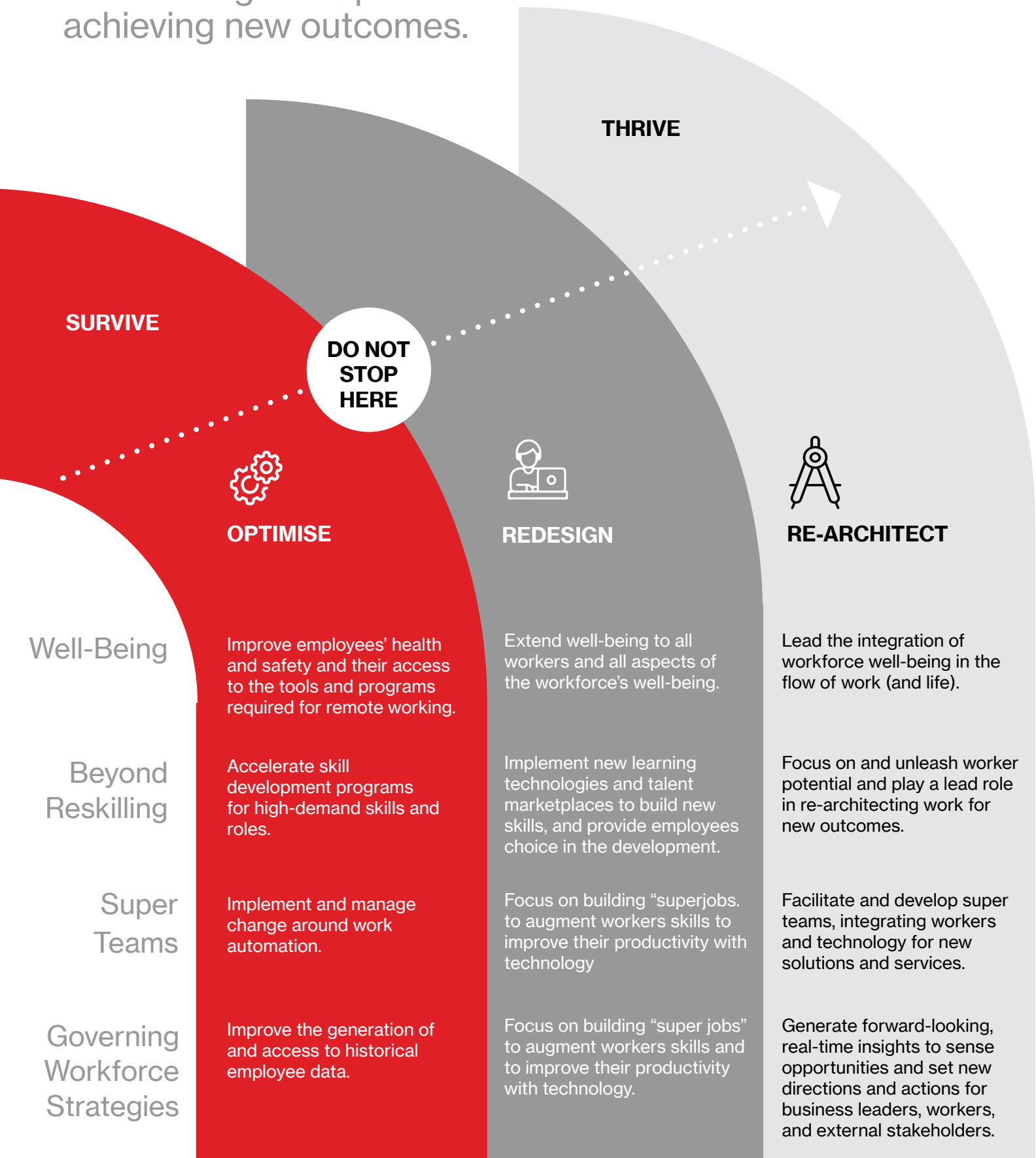


Objectives of a Workplace Strategy

- 01.** Calculating if the workforce/workspace strategy is not done well, how much could it cost your company?
- 02.** Identify the key drivers of employee satisfaction and talent attraction. How is the organisation perceived internally and externally?
- 03.** Allow key workplace culture goals to underpin design decisions.
- 04.** What would a 'Super Team' look like in your organisation, and what spaces would it need to perform?
- 05.** Are the company policies, facilities, and lease arrangements flexible to adapt to constant change quickly and effectively?
- 06.** Identify growth areas of the company and identify the projected growth.
- 07.** How ready is the workforce to perform the work of the future? What are our capability, experience, and skill gaps, and how will we close them?
- 08.** What are the short-term and long-term flexible working arrangements that executives and employees desire?
- 09.** What technology is required to set up the organisation for a transition to flexible working?
- 10.** How can this impact the total amount of space required? What footprint will be required?

Redesign Or Rearchitect?

From optimising to redesigning to re-architecting: HR's path to achieving new outcomes.



An Effective Workplace Strategy Program Can Offer:

- Efficiency and flexibility in the use of office space, which is traditionally dedicated, expensive, and often unoccupied, typically leading to a 20-50% improvement in asset performance.
- Mobile technology tools that enable access and collaboration on-demand – anytime, anywhere.
- Flexibility and choice for employees to be productive in various work settings, including corporate sites, customer locations, at home, etc.
- Increased virtual and face-to-face collaboration opportunities, fostering the belief that the “office” enables interactions that facilitate key business priorities, such as innovation, knowledge sharing, and speed-to-market.
- Significant cost savings associated with the real estate portfolio include identifying space-reduction opportunities and changing workspace standards.



Designing Work For Well-Being

The End Of Work/Life Balance

Workers prioritise transforming work for well-being more highly than executives!

What are the most important outcomes you hope to achieve in your workplace transformation efforts in the next one to three years?

Rank

Senior executives

Individual workers

1	Improving the customer experience	Improving quality
2	Increasing innovation	Increasing innovation
3	Reducing cost	Improving worker well-being
4	Improving quality	Improving the customer experience
5	Doing new work	Doing new work
6	Increasing capacity	Reducing cost
7	Growing market share	Increasing capacity
8	Improving worker well-being	Growing market share
9	Increasing social impact	Increasing social impact

Emerging Priorities in Organisations

- **Cultural:** Building well-being into social behaviours and norms.
- **Relational:** Fostering well-being in relationships among colleagues.
- **Operational:** Including well-being in management policies, processes, and programs.
- **Physical:** Designing the physical workspace to facilitate well-being.
- **Virtual:** Designing new technologies and virtual workspaces for well-being.

Organisations Can Take A Variety Of Actions To Integrate Well-Being Into Work

ORGANISATIONAL

TEAM

INDIVIDUAL

CULTURAL

Building well-being into social behaviors and norms.

Model well-being behaviours, such as taking micro-breaks or only making certain meetings video-focused.

Be proactive and vocal about well-being needs.

RELATIONAL

Fostering well-being in relationships among colleagues.

Form teams based on worker preferences, working styles, and personal needs.

Check-in frequently, proactively, and consistently with colleagues on their well-being needs and preferences.

OPERATIONAL

Including well-being in management policies, processes, and programs.

Embed well-being criteria in work scheduling, performance management processes, leadership evaluations, and rewards and recognition programs.

Enable team agency and choice by allowing teams to adopt well-being practices best.

PHYSICAL

Designing the physical workspace to facilitate well-being.

Design work environments to support workers' physical, mental, and emotional health needs.

Leverage physical workspaces that promote team collaboration and performance.

VIRTUAL

Designing new technologies and virtual workspaces for well-being.

Use new technologies, like virtual reality, to train team members to navigate stressful situations (e.g., interacting with a frustrated customer).

Leverage wearable technologies and apps to help master distractions, increase mindfulness and reduce anxiety.

Reduce Real Estate Costs

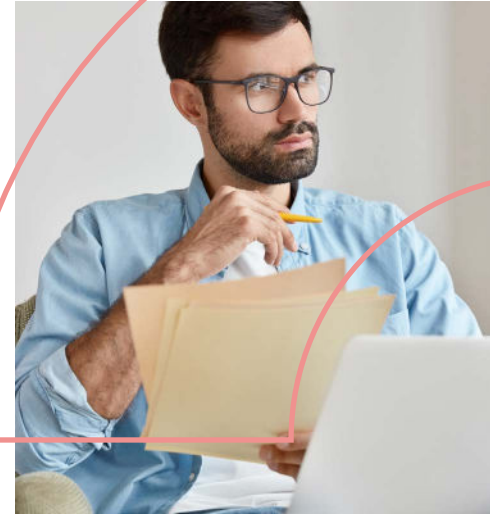
Flexible seating has been proven to reduce real estate costs by 30%. That is because elevated seating ratios increase capacity by accounting for remote work.

Attract And Retain Talent

Flexible spaces have also been shown to be the employees' preference and can provide an edge in the race for talent. In fact, 70% of employees say that working in agile spaces is more stimulating.

Enhance Productivity

Employees in agile spaces are also more productive. For example, employees in agile environments demonstrate a 16% increase in productivity over their peers in fixed workplaces. That adds up to 6.4 hours per week per employee.



Ratio Based Seating

Before implementing a ratio-based seating plan, it is critical to understand there is no one-size-fits-all formula for setting up ratios. For example, it may be tempting to set a fixed ratio across the board throughout the organisation; however, ratios should fit the demand and workflow of individual teams.

For instance, it is often the case that the sales team will naturally be out of the office more often. But, conversely, the financial or legal team may spend extra days running through paperwork on-site.

Traditionally, companies have typically adopted this average departmental breakdown:

- Financial/Legal: **1.1 ratio**
- Typical Baseline: **1.2 ratio**
- Technology: **1.3 ratio**
- Contact Centre: **1.4 ratio**
- Sales Team: **1.5 ratio**

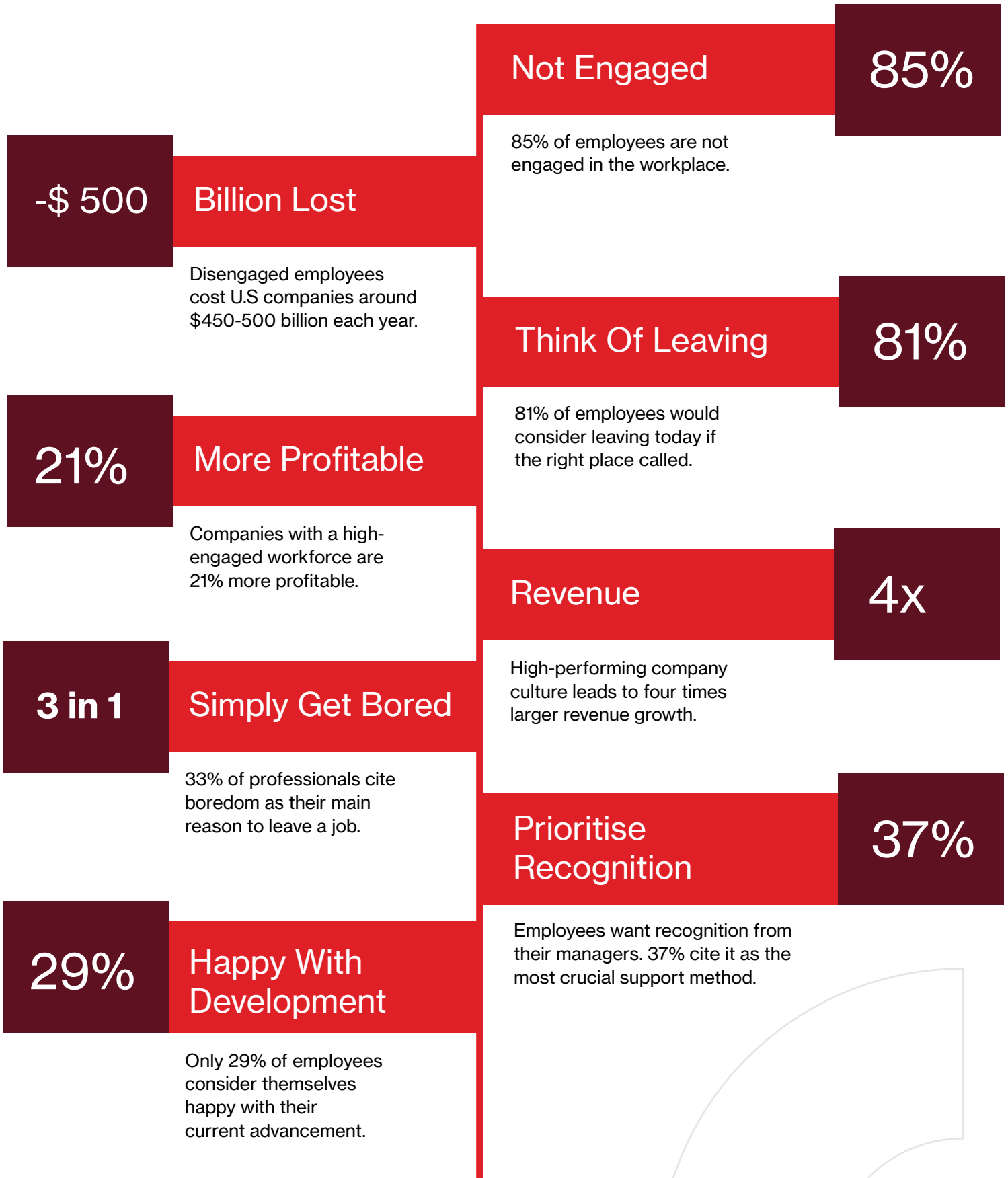
Companies with a Highly Engaged Workforce are 21% More Profitable!

81% of Employees are Considering Leaving Their Jobs!

Good Company Culture Increases Revenue by 4X!

Employee Engagement

In Numbers



Property

And why it is a critical aspect of your office accommodation to get right.

Whether your business is big or boutique, choosing the right workspace can be daunting. There is a lot to consider, from understanding exactly how much space you need now and in the future, as well as the facilities, location, cost, and the length of the lease you will be committed to.

Based on data and feedback from working with clients across all major Australian cities, the following are the top five pieces of the puzzle to consider:



01. Making The Correct Property Choice

The most common mistake is failing to choose a property type that suits your company vision and the market perception you want to hold or achieve. Location, access, and local amenities are essential factors that will impact business operations. Companies that have got it wrong have suffered from up to a 60% loss in operational productivity.

02. Considering Staff

Perhaps the most crucial facet to get right is the consideration of staff. In today's modern workplace, it is critical to drive and promote an employee-centric culture and get them engaged in and part of the discussions around office accommodation. Companies with a solid employee-centric culture see up to 50% less cost per hire and a 28% reduction in turnover.

03. Due Diligence

It may seem obvious, but tenants often fail to undertake an independent investigation to ensure that buildings and improvements comply with local, state, and federal regulations and requirements. Therefore, a compliance review of zoning, building permits, and building code certifications, as well as existing and planned developments in the surrounding area, should always form part of due diligence to avoid future costs and issues.

04. Leasing

A major challenge tenants face is navigating a lease negotiation or renewal with limited knowledge of the process and the market. Critical details around incentives, lease term, asking rent, fine print, and making goods can significantly impact a company's bottom line. On average, Spaceful has saved our clients \$1,029m2 of OPEX and CAPEX over the lease term.

05. Not Keeping Emotions At Bay

There are many distractions when navigating commercial property, one of the most influential of which is your own view. This can be misleading, as it does not always reflect the needs of stakeholders, staff, and even clients. A strategic decision should be based on a company's historical performance and short and long-term targets. Do not simply consider a property because you consider it affordable, but rather, is it the correct type of investment for you, and does it align with the company vision.

D&C vs Traditional

Typical Fit Out Methods and the Reasons why Design and Construct Saves you Time and Money

Traditional Method (Design-Tender/Bid-Construct)

- A single designer/architect needs to deliver a 100% complete DD.
- The client needs to then engage in tendering these DDs to builders to provide accurate cost plans.
- The designer and builder bear no contractual obligation to one another (finger pointing starts).
- The client carries the risk that the DD is complete and compliant.

Whereby the client engages with a D&C provider to perform both of these activities under a single contract.

- High levels of collaboration.
- Input from multiple trades into the design.

In determining which project delivery method and contractual arrangement to employ, clients should carefully analyse their:

- Capacity and technical capability to closely manage the process.
- Individual project drivers.
- Sensitivity to cost and schedule escalations.
- Degree of comfort with bearing project risk.
- Single POC bearing project risk.



Key Statistics with Using D&C vs Traditional Method:

- 11.5% less chance there will be project schedule growth (project brief and scope).
- 6% less chance of project cost growth (variations to the design, timeline, etc.).
- 12% faster construction speed.
- Overall project delivery, 33% faster.

Clients who have the time, extra funds to hire additional professionals, and the resources to control the design and construction processes to ensure everything is closely managed may suit the traditional model.

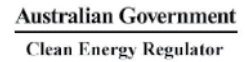
However, they need to note that they must bear the risk that the DD may not be fully complete. They also need to ensure a full buildability analysis is done and contingencies are allowed for in case of project variances, which can result in significant over-runs.

This method is for very simple/small and predictable projects.

On the other hand, D&C methodology outperforms traditional methodology in terms of cost and project schedule performance, quality outcomes, reduced client risk, variations, and most importantly, allows for a collaborative approach and the ability to respond to evolving client needs.



Our Clients



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