

Creating Workplace Experiences

David Howorth, Global Colleague Experience

People & Culture: Workplace





People will **forget**
what you **said**, people
will forget what you
did, but people will
never forget how you
made them **feel**.

-Maya Angelou









Workplace Experience
makes good business
\$en\$e!

1. Increased productivity
2. Reduced turnover and recruitment costs
3. Enhanced customer satisfaction:..
4. Innovation and creativity:
5. Brand reputation and loyalty:

THE REJUVENATED WORKPLACE

~THE JOURNEY TO THE NEW RENAISSANCE



Confidential



Our CX Definition

A holistic experience from the first to the last encounter and everything in between.

Integrating human, physical and digital workplace experiences to enable colleagues to perform at their best.

While creating an engaging and inclusive programme of activities to bring colleagues together to help build communities.



Workplace Functions & Services

Workplace Design

Design and
development of all
office projects,
specifications &
standards

Capital Projects

End to end
construction delivery
for consolidation and
relocation projects

Real Estate

Acquisitions,
disposals, renewals,
lease transactions &
negotiations

Health, Safety and Risk

Safe reliable
operation of our
buildings and
managing risks

Colleague Experience

A holistic experience
from the first to the
last encounter &
everything in
between

Workplace Transformation

bpWorklife, change
management &
culture change on
transformation
projects

Regional Workplace Services

Integrated facilities
management and
business support
across the portfolio

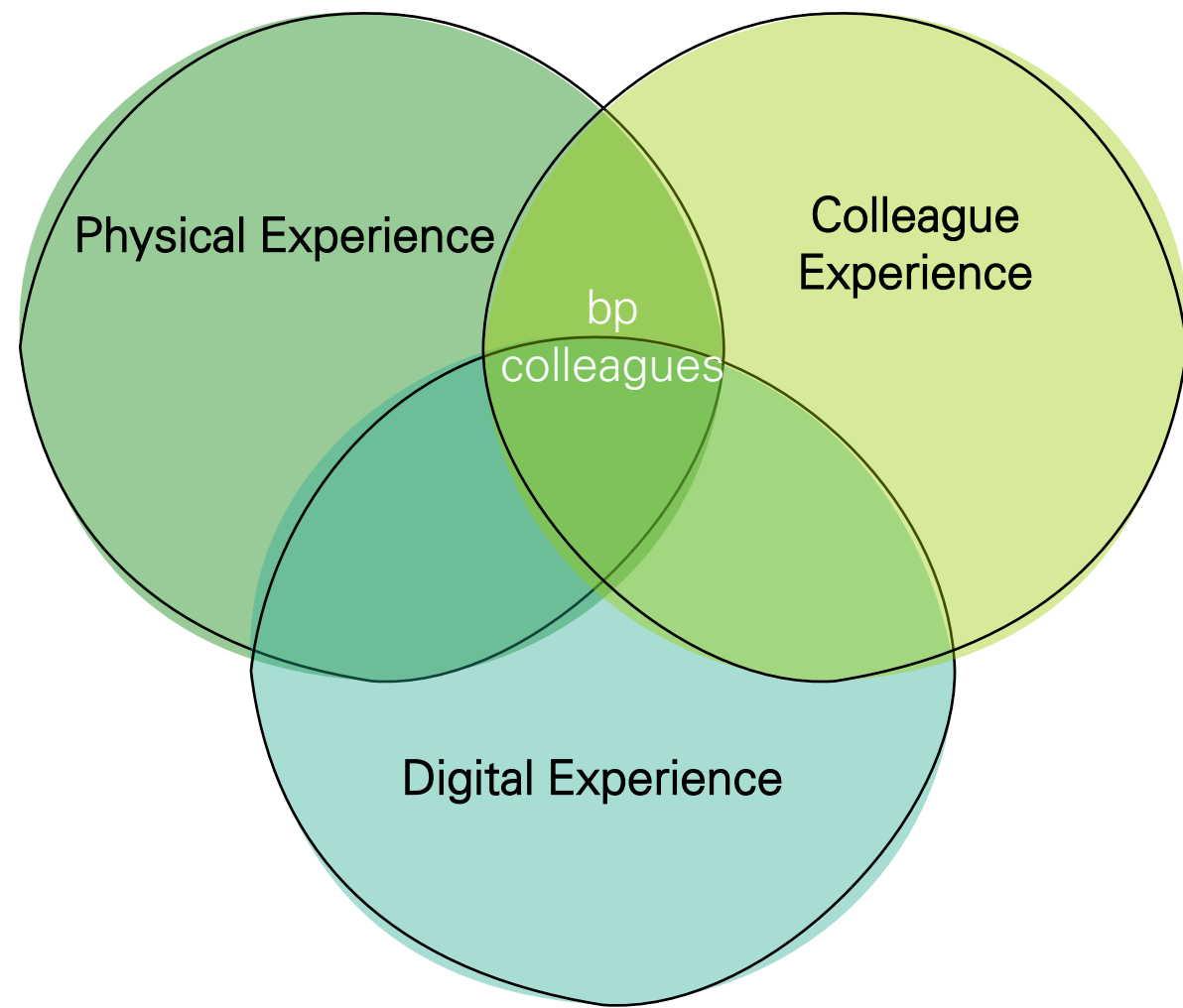
Engineering & Sustainability

Engineering &
Sustainability
strategies aligned
with our Sustainability
Aims

Shared Services

Governance, finance,
location strategy,
workplace data &
metrics

Workplace experience – our 3 enablers



Physical Experiences

Need

Bring colleagues together in inspiring environments

Deliver value to the organisation

Action

Introduction of new agile working programme and revised design guidelines

Implement a location strategy

Impact

Occupancy levels Monday to Thursday near (pre-2020)

Less space, more efficiently used

Locations that reflect "Who We Are"

Colleague Experiences

Need

Transform our service delivery model, to be more colleague centric focused

Supporting our DEI agenda

Action

Introduction of our Experience Services programme across all workplaces

Increase the visibility and impact of our 10 Employee Resource Groups in the workplace

Impact

Enhanced service experience, effective stakeholder engagement, greater ownership

Dedicated branded community spaces, creating impactful events, increased colleague awareness

Digital Experiences

Need

Inclusive technology for all colleagues

Seamless integration of workplace applications

Action

Formation of a squad: CX/Digital(including Microsoft) and our Accessibility ERG

Implementation of our digital roadmap

Impact

Assistive technology: (hardware and software) for all that need it

Colleague awareness of existing assistive tools within office 365

Simplification of workplace technology, removal of applications through economies of scale



3 Take Aways!

- Colleague Experience (CX) is an essential element of running a successful business of any size.
- It requires skilled CX professionals to plan and deliver across the 3 enablers: Physical, Colleague and Digital experiences.
- It is a lot more than cup cakes, slides and beanbags!

Thoughts, comments,
questions

