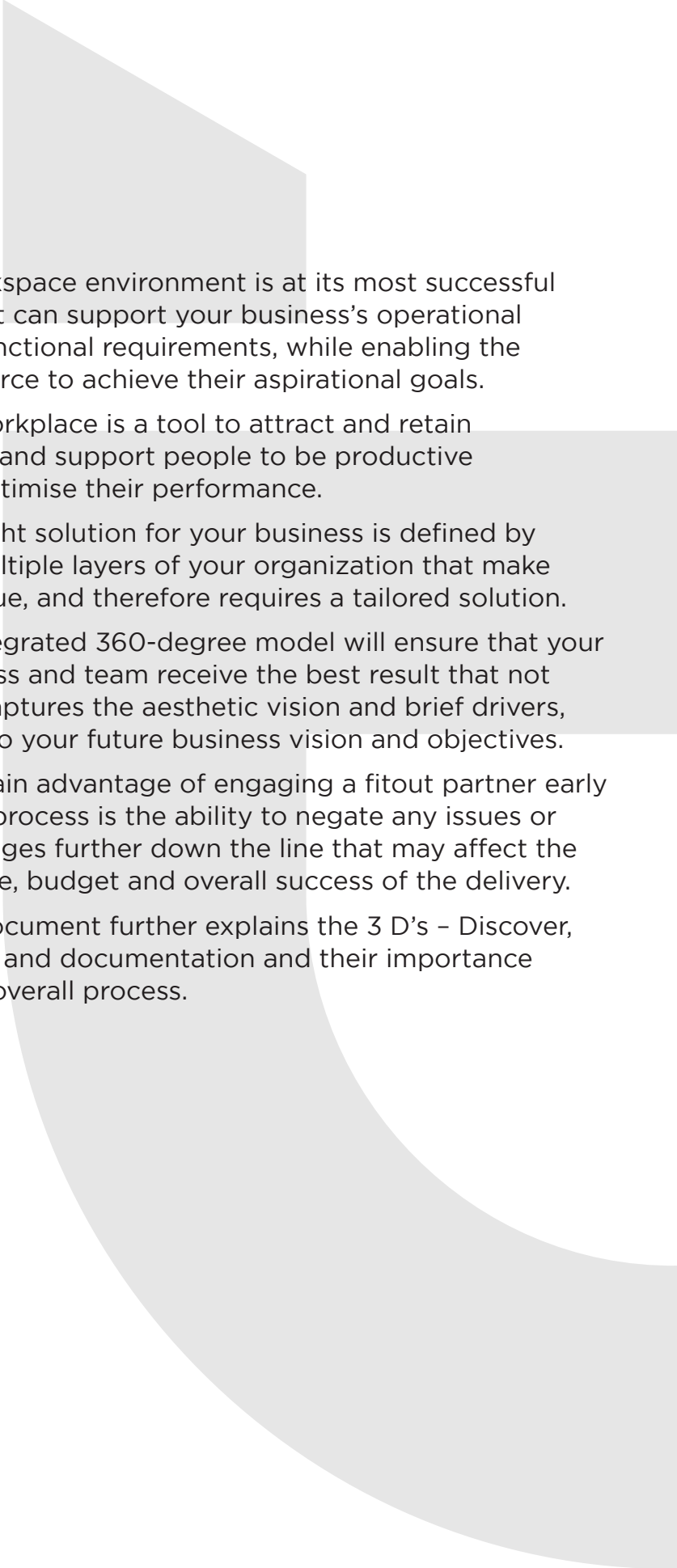




T R U E

THE 3 D'S - DISCOVERY, DESIGN
& DOCUMENTATION



A workspace environment is at its most successful when it can support your business's operational and functional requirements, while enabling the workforce to achieve their aspirational goals.

The workplace is a tool to attract and retain talent, and support people to be productive and optimise their performance.

The right solution for your business is defined by the multiple layers of your organization that make it unique, and therefore requires a tailored solution.

An integrated 360-degree model will ensure that your business and team receive the best result that not only captures the aesthetic vision and brief drivers, but also your future business vision and objectives.

The main advantage of engaging a fitout partner early in the process is the ability to negate any issues or challenges further down the line that may affect the timeline, budget and overall success of the delivery.

This document further explains the 3 D's - Discover, design and documentation and their importance in the overall process.

DISCOVER

The Briefing Phase

The key drivers for a workplace relocation or refurbishment are different for every project and every client, therefore, developing a comprehensive brief early in the journey is essential.

THE KEY ELEMENTS OF THE DISCOVERY PHASE:

- » Design brief meeting project stakeholders for a high-level briefing
- » Stakeholder Interviews with key decision-makers for a management level briefing
- » Team Workshops with business-wide units and employees for a local level briefing

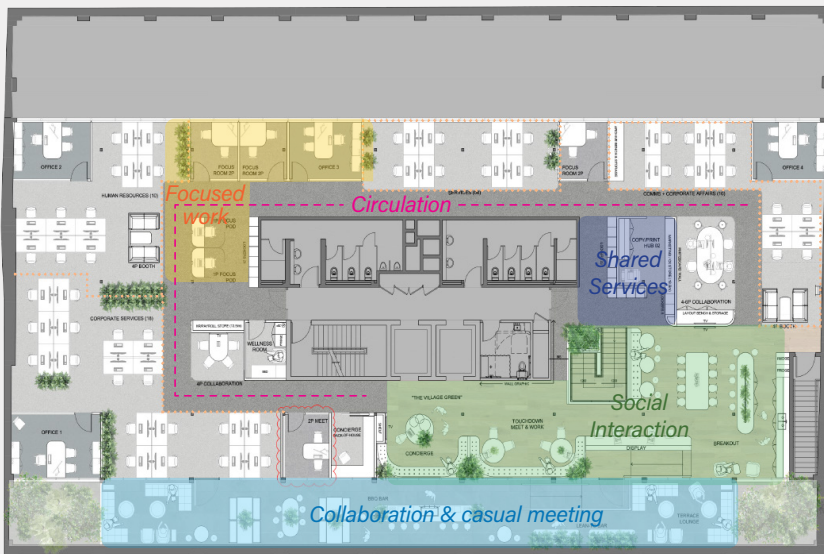
It is not unusual for clients to consider the design brief as a means to resolve only aesthetic and physical requirements, however it also provides an opportunity to address operational and functional needs.

The briefing and discovery stage provide the ideal opportunity to examine the business holistically.

By beginning the project journey well in advance of a lease-end, it allows business leaders to think strategically about the overall operational performance, capacity and responsiveness of the workplace as well as uncovering any challenges in internal processes or behaviours that need to be addressed and resolved.

It may seem both obvious and basic, but the change-management and briefing stage begins with the most-simple of tasks; engaging with and listening to the needs of clients and their team.

Workshops and discovery sessions with key project stakeholders will address the functional information around the headcount, space requirement and vision for the future. However, by extending the discovery sessions to include department heads and individual employees who use the workspace on a day to day basis, it can uncover essential information around a variety of necessities for different departments as well as how individuals currently work, collaborate and interact to achieve their best work.



The early engagement process assists by breaking down a complex environment into smaller pieces to better understand how each element works (or doesn't work and needs improvement).

Essentially speaking, it enables businesses and employees to work better and smarter through data analysis and internal investigation.

To drive insights, a variety of investigations can be employed such as quantitative research which shows space utilisation, monitoring and data analysis, as well as qualitative research including work pattern observations and workshops.

DISCOVER

The Briefing Phase, continued.



It has been proven that employees with clear roles, objectives and goals work more effectively.

By analysing their diverse and individual needs, and transforming the findings into a workspace design, it enables each employee to work efficiently, comfortably and productively with the overall business success in mind.

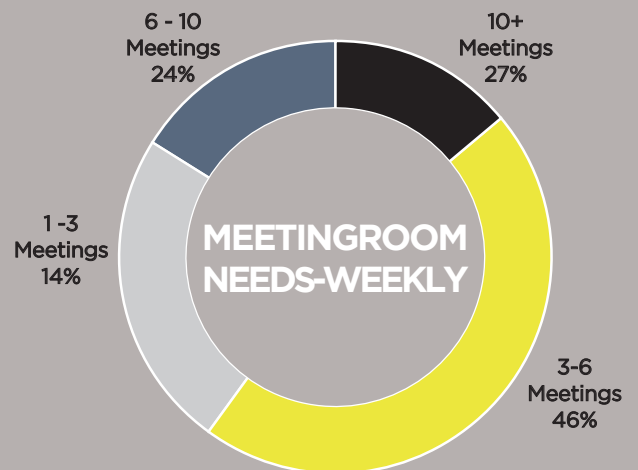
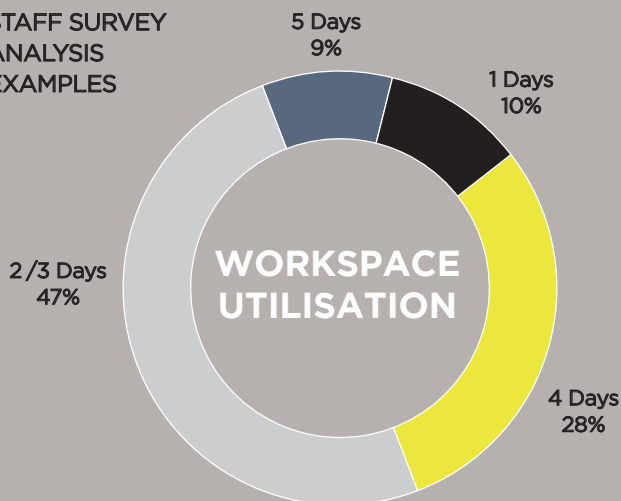


A vital element of an ECI (Early Contractor Involvement) is to gather data through a series of workshops and staff surveys.

Key project stakeholders will provide the initial high-level functional and operational requirements. In order to ascertain a realistic space requirement, it is important to ascertain how often the team actually use the office and each space.

Through qualitative and quantitative data analysis and staff-surveys, the design team can uncover work-patterns and space

STAFF SURVEY
ANALYSIS
EXAMPLES





By delving deeper into departmental requirements, those department leaders can act as ambassadors for change, and supply more detailed and accurate feedback on how their specific teams operate, collaborate and work. It is likely that depending on the role of the department, the team will require different solutions for their particular tasks and work methods.

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It is likely that depending on the role of the department, the team will require different solutions for their particular tasks and work methods. It has been proven that employees with clear roles, objectives and goals work more effectively, and therefore by addressing their diverse and individual needs can allow them to work autonomously with the overall business success in mind.

An audit of the existing space will uncover how each business division currently works, and wider-team workshops and staff surveys can provide feedback on what facilities and settings would support their employee experience.

The data will include each teams' current head count, future head count requirement, storage and workstation requirements, their preferred floor plate location and their need to collaborate with other teams.

For your new workspace fitout to be a successful transition, engaging the wider business in preferences and decisions is essential.

Your staff are undoubtedly the most important asset in any company, and therefore we encourage our clients to gain input from the wider team.

Bringing employees into the brief refining stage also has another key

benefit; and that is that it is more likely that they will be more engaged with the journey and feel as if they were seen and heard when making suggestions about how the space can work.

There will always be slow-adopters of new ways of working in every company and this engagement can assist in bringing them along on the journey. Honest insights from all staff will determine whether the facilities and work settings work effectively for them to achieve their tasks and goals.

Further than their work methods, creating a human-centric workspace that has taken user-experience into consideration is imperative.

An environment that supports wellness, positive social culture and systems to support hybrid work will ensure you receive a holistic solution that is good for your business and your employees.

THE DESIGN PHASE



The key drivers for a workplace relocation or refurbishment are different for every project and every client, therefore, developing a comprehensive brief early in the journey is essential.



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When the brief and objectives have been refined and agreed by the key stakeholders, the project then moves into the design stage.

THE KEY ELEMENTS OF THE DESIGN PHASE:

- » Block stack & zoning
- » 2D Space planning
- » Concept design
- » Design development
- » Furniture & finishes

The design team will use their extensive knowledge of designing for efficient and productive work and overlay this with the specific requirements of your business and teams to provide a suite of documents to display how the space would work.



STEP ONE - Blocking, Zoning & 2D Space-planning

The first step is to create a blocking and zoning plan overlaid with your floorplate and organisational chart in a built environment. If you have a range of shortlisted buildings for the new workspace, the designers will create ghost-fits which are layouts that address the brief that are then overlaid on each building floorplate to see which option is most appropriate for the specific requirements.

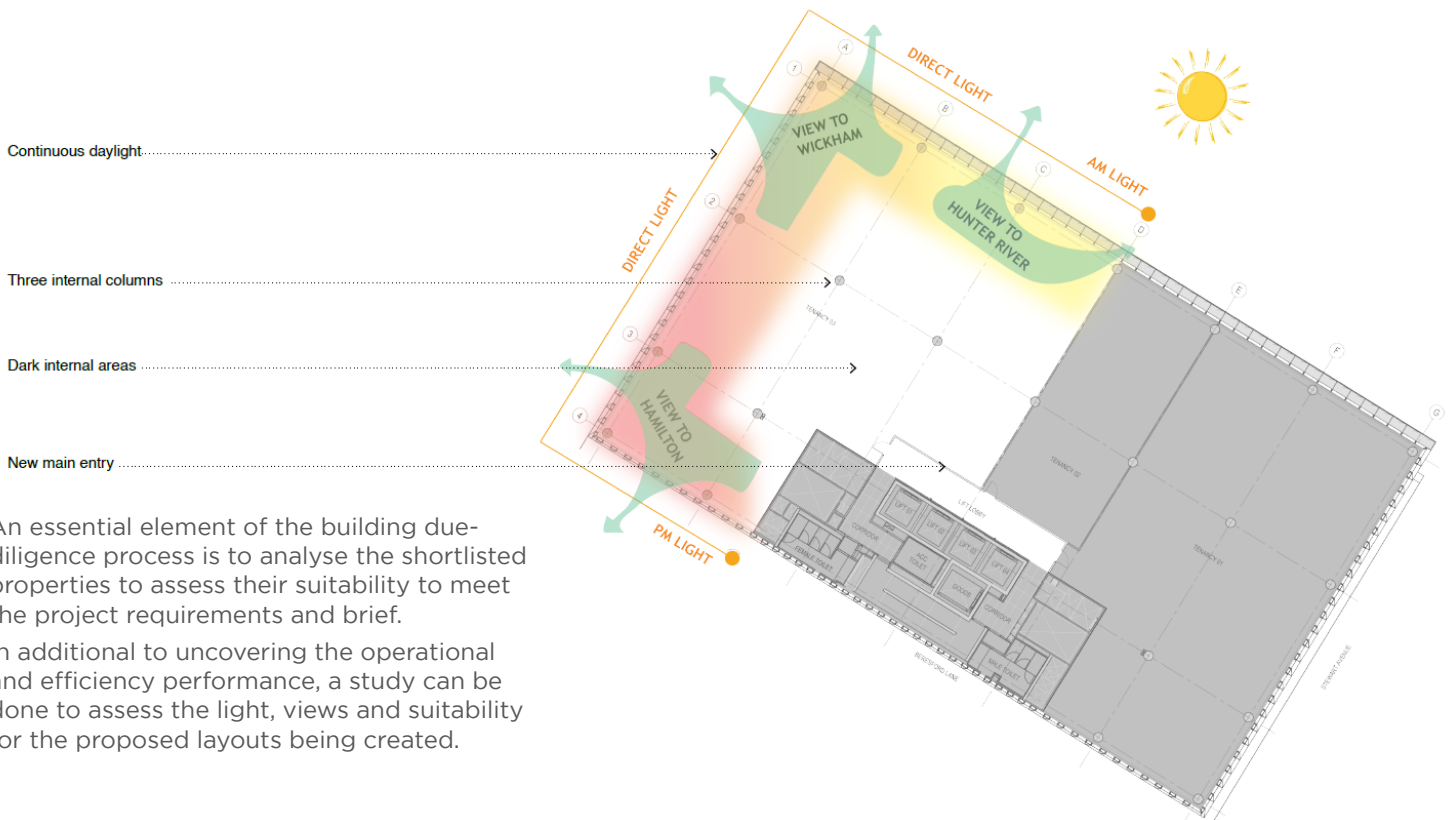
Even if each tenancy is the same floorplate size, the layout, building core and services planned can affect the suitability and efficiency of the space and ultimately, the fitout cost. This feasibility study on the suitability of each property bench-marked against your brief will assist you to select the ideal property to move ahead with.

Attention should be given to the base-build services and whether they adequately support business

operations as well as the position of the building core. For example, if a business is taking a full-floor tenancy and the building has a central core of lifts and amenities, this may negate team connectedness and line-of-sight across the whole floor, and therefore a side-core may provide an improved layout.

At this stage, your fitout partner can introduce you to a Tenant Representative to assist with lease negotiations to ensure you receive the best deal and take advantage of any landlord incentives available.

Next is the 2D space planning which will be developed using the information gathered during the brief discovery and change management stage. These space plans use the data collected and team set up to arrange the teams in a way to promote cross-team collaboration and to ensure efficient space-flow.



An essential element of the building due-diligence process is to analyse the shortlisted properties to assess their suitability to meet the project requirements and brief.

In addition to uncovering the operational and efficiency performance, a study can be done to assess the light, views and suitability for the proposed layouts being created.

THE DESIGN PHASE, Continued.

organic forms

Influenced by nature and child's play to create a serene + welcoming experience

Furniture



Details



Textures



Colour blocks

Simplicity



Bespoke displays



Alternative approach



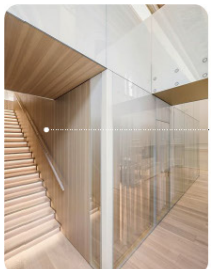
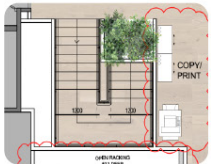
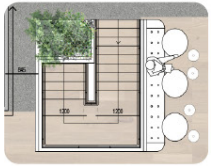
Influential toys



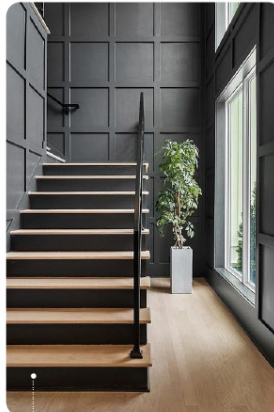
Graphics

DESIGN DEVELOPMENT

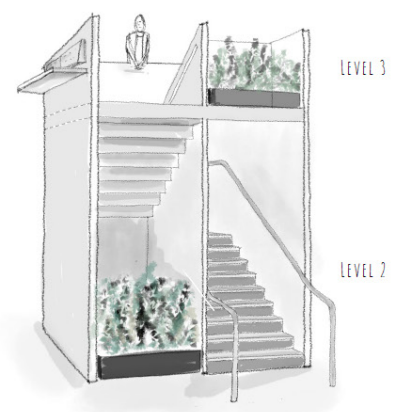
STAIRCASE



Strip light floating effect



Closed dark risers

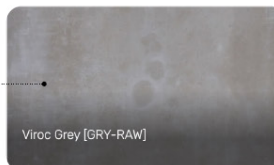


Sketch

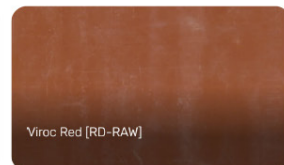
Timber handrail

Viroc Wall panels

Viroc is a cement bonded particle board. It is a composite material, composed by a compressed and dry mixture of pine wood articles and cement.



Viroc Grey [GRY-RAW]



Viroc Red [RD-RAW]

Timber tread



STEP TWO - Concept design, Design development, Furniture & finishes

During the concept development phase, the design team will assess the proposed layout with functionality to improve and optimise user experience. Test-fits are created to show the refined space planning layout to include all team locations, shared services, meeting rooms required and common areas required such as breakout space or townhall open areas.

When developing the design to represent the vision, style and brand of the company, the team will select a proposed palette of look & feel materials, furniture, fixtures and fittings which will help to create the vision and represent the company brand and personality.

The design documentation will also cover any interior architectural treatments, detailed joinery elevations and lighting plans.

Detailed 3D renders will complete the design development stage and show a realistic impression of the space and allow the client and stakeholders to envisage the completed environment.

In the current supply market, rising construction costs and product delivery delays are a significant issue.

A key advantage of going through an early engagement and procurement process with your fitout partner will allow you to identify and negate any supply issues early on. By leveraging the close relationships of your fitout partner with their suppliers and contractors, it enables the selection of trade pricing and furniture with a lead time that will ensure a successful delivery both on time and on budget. This procurement process will secure the best deals on materials and furniture that are cost-effective whilst maintaining the aesthetic vision of the project.

An area of particular importance currently, with the rise of hybrid and remote working, is to overlay the floorplate with a technology and audio-visual plan to address any issues with team connection and ways of working. A technology audit will determine the current I.T capabilities and what further investment is required to ensure all employees are fully supported to work remotely or within the office with a positive user experience.

Design & Documentation & Approvals

The next phase of the project is to create the final architectural documentation package for client approval. This process further develops the overview space plan and dives into the intricate details. This documentation must effectively translate the design intent into a construction reality.

Once agreed and approved, the documentation is used to prepare tender packages for each scope of work and to liaise with specialist trade and service contractors to obtain pricing, schedules and a final pricing schedule for the client. The mission of your fitout partner is to deliver the most cost-effective and efficient solution and provide a final budget that is locked-in before the project goes on-site so there are no surprises or hidden costs after the construction has begun.

A key step at this phase of the projects is to engage any certifiers or development approvals required to go ahead with the build. If you are moving into a space that has never been used as a commercial space or if the building has any heritage restrictions, a DA (development application) will be required. If there are no structural alterations or change-of-use associated, then a CDC (Complying Development Certificate) will be sufficient to go ahead with the works.

With an early selection of service providers, time and budget can be saved by coordinating and integrating the works. By allowing these teams to work concurrently, it will mitigate the risk of potential issues when their work overlaps.



In Conclusion

There is no doubt that entering onto an early engagement involvement (ECI) contract with a workspace fitout partner has many advantages.

We know that the time of each of our clients is valuable, and therefore having one point of contact throughout the project journey is greatly beneficial.

The management and communication with all contractors, suppliers and services is the responsibility of the design and fitout partner.

By taking full liability for all services engaged, it mitigates the risk to the client, as well as saving them time, energy and ultimately, money.

The '3D's' that are covered in this paper are managed and run in a seamless fashion and through regular and transparent communication, it is assured that the project stakeholders are fully up to date on progress, costs and budget.

Another essential element of a full D&C contract is that your fitout company will then engage and manage the service providers and sub-contractors, taking full liability for their work, which removes any risk to the client.

**Talk to one of our friendly team about your
future lease-expiry or workspace requirements**

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