

## BeCode helping to unlock the successful shared workspace



*'Easy-to-operate, secure personal lockers are absolutely fundamental to the success of our 360 workplace strategy programme.'*

Zoe Harris Office Manager CBRE Global Investors  
One New Change, London, UK

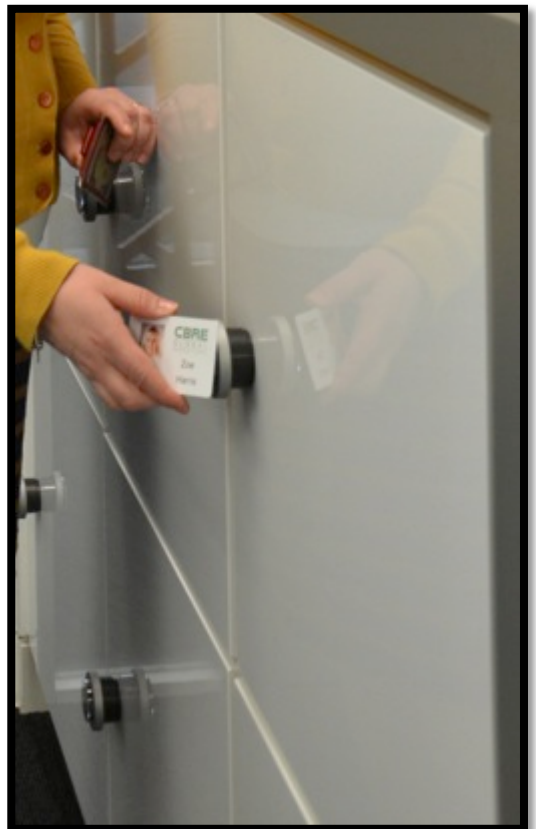
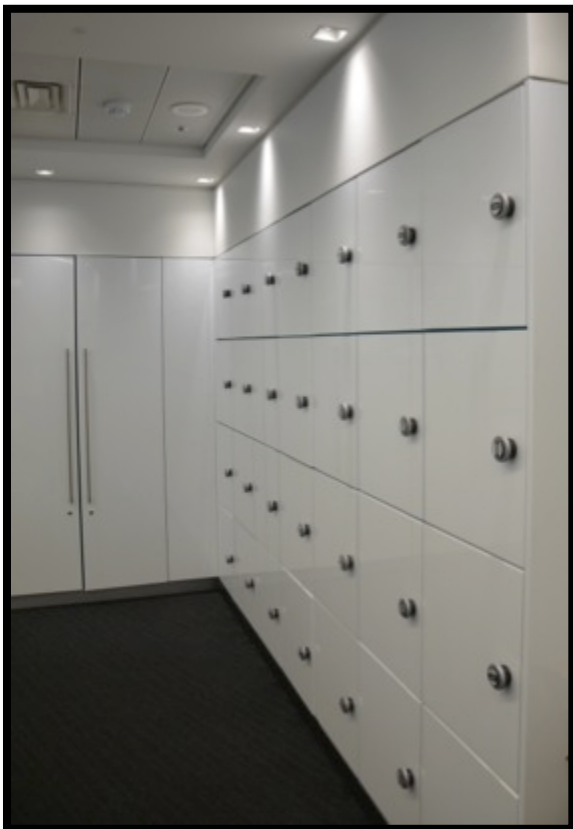
Everything at the CBRE Global Investors office in London, from the concierge style desk at the door, to the bright open workspace, welcomes the visitor. CBRE Global Investors consolidated two London offices into their new premises at One New Change in 2012. The move followed the company's acquisition of ING Real Estate in 2011 and presented the perfect opportunity to integrate the teams and change the culture and working practices of the company. Office Manager, Zoe Harris has been involved from the first office concept to the current day-to-day running of the facility. We talk to Zoe about the office development and how BeCode keyless locking became an essential feature of the plan.



CBRE Global Investors' aim was to make the most efficient use of the new office space and create an environment to increase productivity and encourage staff retention. Zoe stresses that, 'the advantage of the new premises was that everyone was new to the office, which helped the integration of the companies.' Zoe's insight into the practical implementation of the company's global Workplace 360 programme highlights the importance of research, planning and the essential ingredients that make a shared work environment successful.

The Workplace 360 concept was based on extensive global research into the company's international offices and working practices. Key considerations were the use of space and the move to a more digital and less paper dominated environment. Central to implementing the plan was the removal of pedestals and the dramatic reduction in filing storage.

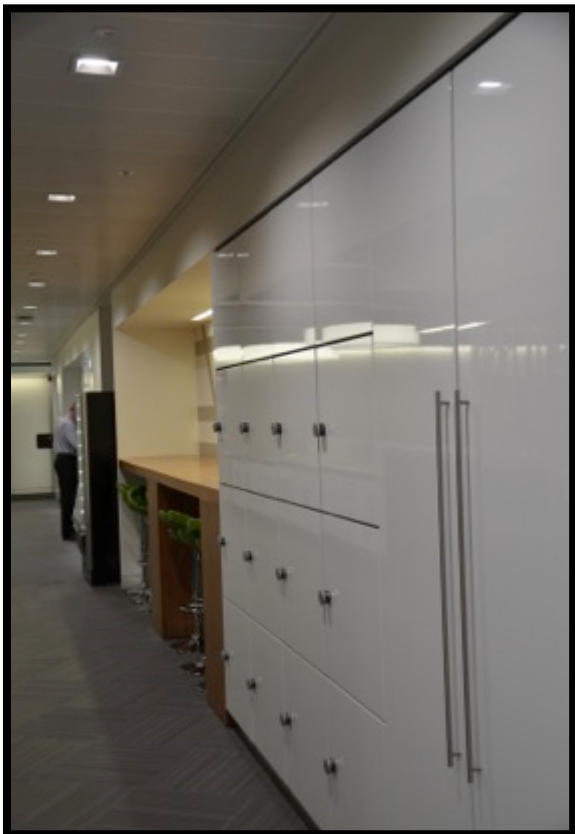
In One New Change, employees are accommodated in team areas with unassigned seating and desking. Every workstation has the same configuration: a laptop docking station, a telephone with a log-in system for their personal extension, a keyboard, mouse and monitor. Everything has been chosen to enhance the comfort of staff and cater for a variety of working styles. High and low level work spaces, coffee areas and a library are mixed with traditional desking and soft seating. The open space is punctuated by informal unassigned enclosed spaces, often in the form of acoustic pods. Formal meeting rooms are designated for external meetings or private internal meetings.



A clean desk policy is essential to the shared working environments. Zoe explains that 'the key to success was the provision of lockers for each individual. These lockers are allocated to teams in banks and distributed by proximity to the team's working areas. The research had determined the size of the lockers and they were designed accordingly. The lockers are subtly colour coded to define the area.' Most teams have an anchor position, normally a PA or secretary, who can have slightly different storage demands. Paper is kept to a minimum, everything is either archived or shredded, dramatically reducing the need for storage. The few filing cabinets are hidden in the walls. The progress to a paperless office continues with a new document management system coming on line this year to reduce the need for paper storage even further.

Zoe believes that the personal lockers are fundamental to the success of the office 'the lockers were a big change; they made people think of school, especially as you consider they were all coming from static desks with pedestals.' Certain teams have different working styles and the use of the areas differs but the locker provision and the principle of shared work areas remains, as Zoe relates 'the surveyors are out of the office a lot and so their area sees true rotation of desk space, whereas the corporate finance team are in 100% of the time and so most individuals stay at the same desk position.'

Zoe explains that it was essential that the employees found everything easy-to-use. 'With such a culture change anything that is even a small irritation can become a big frustration. It was important that we helped to introduce the technology and find things to make the whole system work quickly and easily. The BeCode locks have allowed this to happen.'



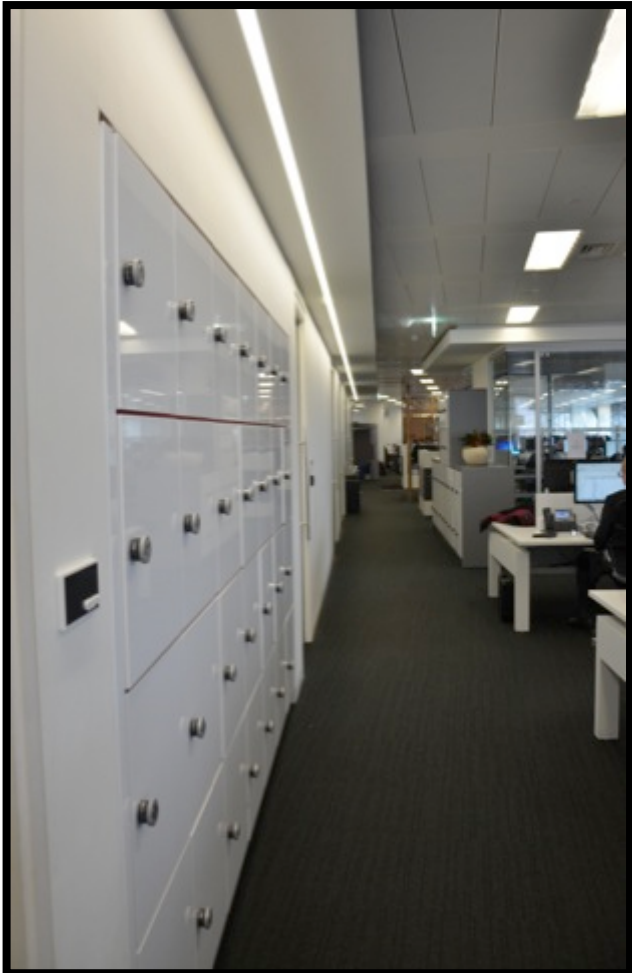
‘In the old days with the pedestals and filing cabinets I was always on the phone ordering replacement keys or breaking into lockers with a letter opener for someone who was rushing to a meeting and needed a file or bag. I met Phil from BeCode and we now have a locker system that is secure and easy-to-operate; if someone forgets their number or loses a card there are designated people who have master codes and cards to open and re-programme the locks.’

‘We started with BeCode EVO locks with digital codes but have upgraded to the new BeCode Air RFID locks which link to our building access and the print and photocopying system. Each individual has one card that does everything - it makes the whole system quick and simple.’

Zoe stresses that it is not just about choosing the right products, it is also essential for suppliers to offer service and support. ‘What is important to us is that BeCode are happy to be here on site to help us to introduce the new locks and advise us.’

‘We certainly advocate the 360 workplace approach and the importance of personal lockers to its success.’ Zoe’s advice to others implementing an activity based shared work area would be to consider every area carefully and keep everyone informed on progress. ‘We had to keep everyone in the loop and make sure the wow factor of the office inspired them to accept the changes, then the technology had to make it work.’







BeCode UK Ltd  
Design House  
Caswell Rd  
Brackmills Ind. Est.  
Northampton, NN4 7PW

Showroom  
8 St. Johns Lane  
Clerkenwell  
London, EC1M 4BF

T. +44(0)1604 700 891  
F. +44(0)1604 667 422  
info@becode.co.uk  
www.becode.co.uk

🐦 @becodeuk  
📱 becodeuk  
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