National Executive Forum on Public Property

Improving BC Hydro’s Workplace
One workspace at a time

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## BC Hydro’s Work Environment

<table>
<thead>
<tr>
<th>Interior Space in 2004</th>
<th>Interior Space in 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low density on old floors – 55 people</td>
<td>Increased density on new floors – 80 people</td>
</tr>
<tr>
<td><strong>High energy consumption:</strong></td>
<td><strong>Energy consumption reduced:</strong></td>
</tr>
<tr>
<td>• Lack of natural light</td>
<td>• Increased access to natural light</td>
</tr>
<tr>
<td>• Inefficient overhead lighting</td>
<td>• Individually controlled energy efficient lighting systems and energy star appliances</td>
</tr>
<tr>
<td>• Many offices had individual lamps and printers</td>
<td>• New floors show an average 30% energy savings per floor</td>
</tr>
<tr>
<td><strong>Old BC Hydro culture</strong></td>
<td><strong>New BC Hydro culture</strong></td>
</tr>
<tr>
<td>• Total offices on old floors: 199</td>
<td>• Total offices on new floors: 27</td>
</tr>
<tr>
<td>• No Interior Space Standards in place</td>
<td>• Functionally designed Interior Space Standards in place</td>
</tr>
<tr>
<td><strong>Employee Health &amp; Safety Issues</strong></td>
<td><strong>Improved Employee Health, Safety and Comfort</strong></td>
</tr>
<tr>
<td>• Old furniture had been in use for 20 years and had deteriorated to the point where some pieces were becoming a safety hazard</td>
<td>• Ergonomic furniture &amp; task chairs</td>
</tr>
<tr>
<td>• Ergonomic issues were common place</td>
<td>• Refitting washrooms with touch-less faucets and drying equipment to reduce spread of germs</td>
</tr>
</tbody>
</table>
BC Hydro Facts and Figures

- Number of employees: 6000
- Number of moves completed in 2010: 2700
- Number of owned buildings: 108
- Space owned/managed: 2.5m sq.ft
- Space leased: 400k sq.ft
- Average floor plate: 12,000 square feet
Floor redesign goals

- Decrease costs and equalize density
- Decrease organizational churn
- Improve workforce mobility through technology
Headquarters Improvements

The Headquarters Improvements Project has the following objectives:

- Improve employee productivity, comfort and collaboration
- Increase access to natural light in 90% of space
- Reduce energy and water use by 30%
- Provide waste reduction/recycling opportunities
- Encourage the use of technology to collaborate (Live meeting or video-conferencing)
New Workspaces are:

- Modular and less expensive to reconfigure
- Have low gas-emitting materials (carpet, paint)
- 90% of the wood fiber in these work surfaces comes from a recycled or reclaimed material source
Standard Workstations

These workspaces are for office workers who are at their desks 70 per cent of the time.

Depending on their needs the workspaces are either 60 sq.ft. or 70 sq.ft.
Technical Workspaces

These workspaces are for technical workers who are required to layout large architectural or engineering documents on their desks.

Depending on their needs the workspaces are either 69 sq.ft. or 92 sq.ft if they need to store large documents.
Supporting a Flexible Mobile Workforce

In support of BC Hydro’s mobile workforce, every new floor has designated drop-in workspaces.

These workspaces are 24 sq.ft in size.
Kitchens double as collaborative space

The kitchens have been renamed “Multipurpose Rooms” because they double as meeting rooms or collaborative space as required.
Mechanical and electrical controls

- Adding direct digital control (DDC) will turn all mechanical equipment off once it senses all employees have left the floor
- Increases energy efficiency for overall building
- Implementing the “dark building” technology over time.

Edmonds, Earth Hour 2009
Water efficient fixtures

- Plumbing fixtures are efficient, low-flow products
- Kitchen dishwasher and refrigerators are Energy Star
Energy-efficient lighting

- Most workspaces have an energy saving Ergolight fixture for personal task light adjustment.
Technology solutions

- Properties uses one platform for management of property records which allows us to:
  - Use one single technology to search for information
  - Share information real time across groups
  - Improve response time for queries, reduction of call volumes to help desk
  - Find efficiencies by improved data entering at the source
  - Manage BC Hydro’s current and potential properties
  - Manage Property agreements with land owners and other stakeholders
  - Facilitate the maintenance of buildings owned or leased by BC Hydro
Maximize the energy savings

- Switch off task lights and computer monitors when not in use
- Put a power bar on desk and turn off at the end of the day
- Dress for the weather (don’t use space heaters)
- Close blinds at end of the day
- Make use of workstation Tune-Up tool
- Use the revolving door in the lobby
Creating a vision for the future of work

Short Term
- Increased use of technology to increase workforce productivity:
  - video conferencing
  - drop in work spaces and commuter lounges
  - wireless technology
  - VOIP phones

Long Term
- Increase utilization rate
- Ensure workspaces support the work, whether individual or collaborative by aligning HR and IT with Real Estate (three legged stool)