

FRASERS PROPERTY AUSTRALIA

FRASERS PROPERTY ARE DOING WELL



Why healthy buildings work

Healthy buildings are good for business. They are also a point of difference in a competitive market. But measuring health and wellbeing in the built environment is a complex science. An organisation's culture can affect the health, wellbeing and productivity of its workers. And in a physical building, so does the air, lighting, acoustic and thermal qualities.

Healthier buildings have stronger staff retention, lower absentee rates, and better staff performance and productivity. Staff costs usually represent around 90 per cent of a business's total operating costs, so even small gains in these areas can have significant benefits¹.

Frasers Property Australia's approach to healthy buildings

Frasers Property Australia's approach to creating healthy buildings is guided by their strategy *A Different Way*. The strategy outlines Frasers' commitment to creating places where resources are reused, recycled and restored, and new ideas fostered, so everyone can lead better, healthier lives. With its healthy buildings approach, Frasers Property has raised the industry bar by putting people first throughout their building portfolio.

GOALS

- Create places that support healthier lives
- Improve the wellbeing of customers and employees

Signatory status

Date joined CitySwitch	8 July 2012
Tenancy size	7689m ² - Sydney, Melbourne, Brisbane and Perth offices
NABERS commitment rating	5 star
Website	frasersproperty.com.au

Key outcomes

Technology	NABERS Indoor Environment (IE), Building Occupants Survey System Australia (BOSSA), WELLS, Green Star
Awards	CitySwitch National Signatory of the Year Award 2016

“ The design approach makes conscious use of passive design as part of a strategy to encourage movement – both for fitness and to promote unplanned conversations and collaboration. Fundamental to the design is the belief that the built environment can directly affect our health. ”

Reini Otter

Frasers' Executive General Manager
Commercial and Industrial



¹Reference: Sustainability Victoria, 2009. Employee Productivity in a Sustainable Building, Pre and Post Occupancy Studies in 500 Collins Street

Setting the baseline and targets

Frasers Property started by monitoring health and wellness in their corporate offices across Australia. It established the baseline conditions in its offices using annual ratings and surveys including an accredited NABERS IE rating in three out of four corporate offices; BOSSA surveys of all offices measuring staff satisfaction; and a WELL Building Standard Gold rating at its Rhodes Corporate Park head office.

Health and wellness initiatives

Once the baseline was established, Frasers Property addressed the built aspects of health and wellness. It moved its Perth office from an older building to a newly refurbished office and achieved a 6 star Green Star Interiors v1 Certified Rating.

The company also undertook a major refurbishment in their Rhodes head office targeting a 6 Star Green Star Interiors v1 rating and WELL Gold rating.

The refurbishment focused on making it easy for people to use stairs between floors to encourage more physical activity.

The kitchen was designed to foster social activity, with only one kitchen between two floors.

An open plan layout provided better collaboration while quiet spaces gave opportunities for better concentration and sit-stand desks were provided.

The number of plants was increased for better air filtration, improved connection to nature and improved aesthetics.

Finally, company-wide national video conferencing was upgraded to include all staff in all locations, engendering a sense of community in the organisation, and reducing the need to fly interstate.

The next step for the organisation is an upgrade and refurbishment of their Melbourne office, also targeting a 6 Star Green Star Interiors v1 rating.

Staff and community engagement

After reviewing staff surveys, Frasers Property then looked to engage and influence the culture of the organisation by providing:

- access to psychologists 24/7 through its employee assistance program
- free health and wellbeing information, including dietary and exercise plans
- a formal flexible work policy with an ‘all roles flex’ approach
- fresh fruit and vegetable deliveries
- annual flu shots and other health checks
- a healthy lifestyle program.

Current staff engagement activities include Enviro Week Lunchtime Talks, hosting internal World Green Building Week competitions, and participating in Clean Up Australia Day and National School Tree Day.

Frasers Property aims to measure progress on occupant satisfaction through annual BOSSA surveys.

More broadly Frasers Property is committed to improving the wellbeing of its customers. A partnership with ‘Live Life Get Active’ provides free daily fitness classes to the general public.

Available in both residential communities and an industrial estate, the fitness camps have seen more than 3,500 participants lose around a tonne in weight in the past 12 months.

Key lessons

To foster healthy buildings, Frasers Property says it was important to engage with staff at the outset to discover what was needed in their workspaces. In the original Perth office, for example, the BOSSA survey saw only a 24% staff satisfaction rate. Combined with a NABERS IE assessment, this feedback informed a plan for moving the Perth team to a different office and refurbishing it. The post-occupancy survey resulted in Perth achieving in the 100th percentile for overall staff performance, health and productivity.

Frasers Property found it was important to have support from Facilities Managers early within the process. Designers, builders and contractors also required early engagement and education in the value of healthy building fitouts.

This sector is still young and large parts of the building industry are yet to adapt to these new service requirements.

Frasers Property made regular site visits during refurbishment works to ensure its specifications were met.

The outcome

The use of independently verified results (BOSSA and NABERS IE ratings) provides third party certification of the results, and demonstrates Frasers Property is on the right track. People in its offices report that they are happier and more positive. This anecdotal evidence is expected to be reflected in the results of the next round of BOSSA surveys and NABERS IE ratings.

Frasers Property continues to be a global property leader by demonstrating the value of people’s wellbeing to its business.

