

BR 11/47
4.2-102

15 April, 2011.

BRANCHES, as addressed –

Dear Colleague,

Attached for your information is the Telstra Office Accommodation Standards which according to Telstra HR replaces the Telstra Accommodation Guidelines established in 1995.

Branches should note that the new Policy does not provide minimum sizes for work stations which will cause some concern for members, particularly in the technical/design areas.

Representation will be to Telstra in regard to this matter. If further information is required please contact David Irons.

Yours fraternally,

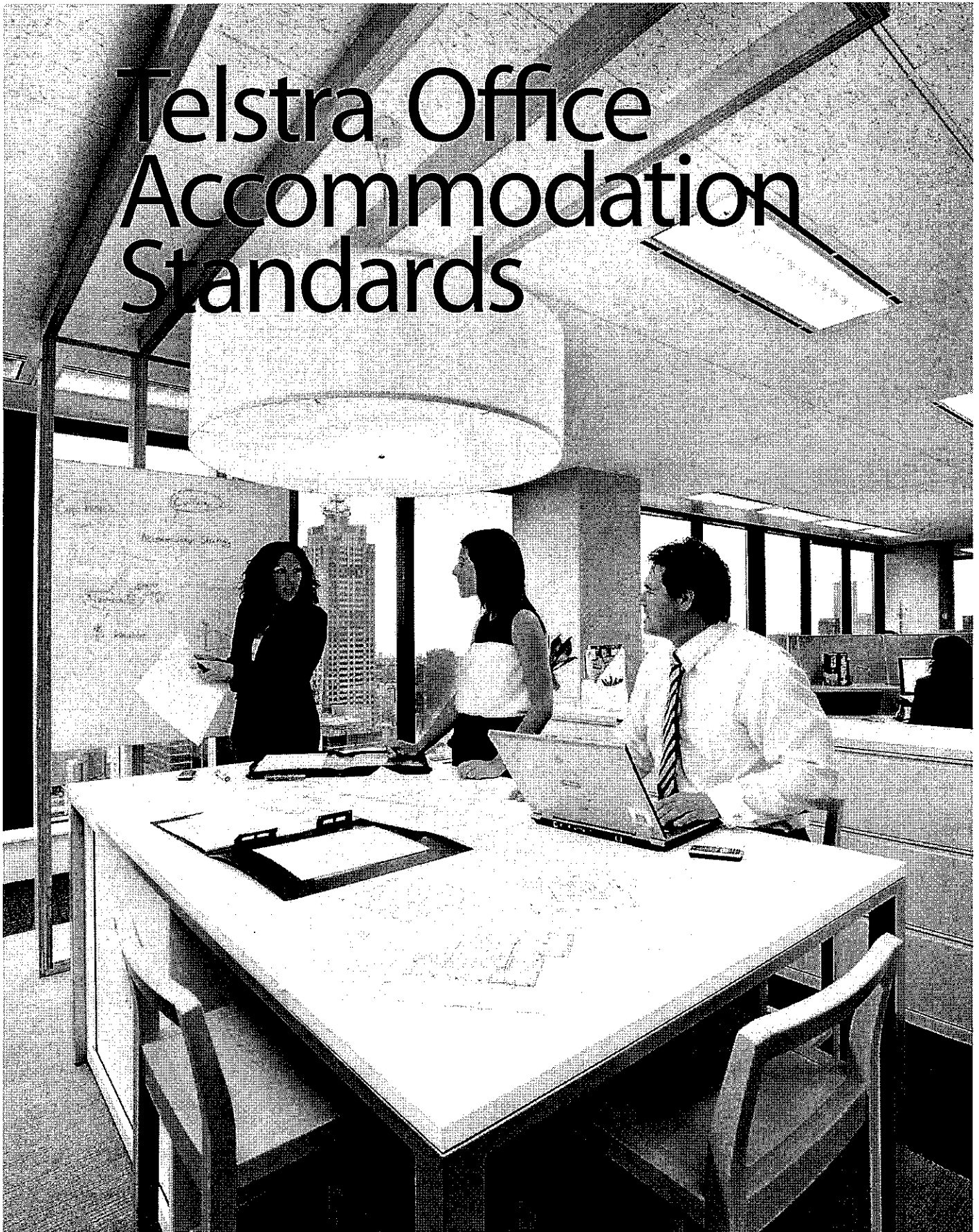


Cameron Thiele,
DIVISIONAL SECRETARY.

Enc.

DI:kr

Telstra Office Accommodation Standards



1.2 Purpose

The Telstra Accommodation Standards document was developed to formalise and streamline the accommodation planning process across the Telstra property portfolio and to promote its underlying objectives for all personnel.

They provide straightforward, practical guidance in planning and managing office and call centre accommodation needs for all new leased or owned office and call centre accommodation as well as alterations to existing facilities.

Through a collaboration of expertise between Telstra and its allied partner Bovis Lend Lease, the standards are a blend of elite critical thinking and best practice in design to produce an environmentally responsible solution for Telstra's future accommodation needs.

Aspirations

- TIME SAVINGS:** Improve productivity and efficiency of personnel through effective planning and use of space
Efficiently respond to changing environments through the use of adaptable modular furniture and joinery
Formalise a set of processes for the initiation of any accommodation works
- COST SAVINGS:** Define benchmark targets for space utilization and fit-out costs
Deliver savings in accommodation costs on a Telstra-wide basis through better positioning and utilisation of space
Formalise the procurement of standard items including furniture, finishes and equipment
Minimise churn costs by the provision of a standard range of furniture, finishes and fixtures
- QUALITY:** Provide consistency in Telstra's approach to the planning, design & construction of office & call centre accommodation
Provide flexible environments that can be used for multiple purposes depending on needs
Assist business units to meet service delivery goals
Reinforce Telstra's brand within corporate environments
- CHOICE:** Offer a variety of furniture options to suit business unit needs and budget
Provide business units a selection of finishes from a Telstra colour palette
- ENVIRONMENT:** Minimise the impact on the environment by incorporating environmentally sustainable design components
Implement waste management policies to increase volume of recycling and minimize general waste output
Use Australian materials where possible to cut down on the energy consumption caused by transport
Incorporate renewable, recycled and recyclable components where practical
- FLEXIBILITY:** Embrace Telstra's latest high speed wireless technology to facilitate ease of relocation
Incorporate complete power, data and comms solution into meeting room environments that can be easily relocated
- MAINTENANCE:** Reduce whole of life cost by utilising finishes & equipment that require low upkeep.

2.0 Telstra Environments

I - We - Us - Our Space

Telstra is creating a world of new horizons that not only builds our brand for our customer base but also influences our internal spaces. Designed to bring us closer while providing intimate environments for individuals and teams, these spaces are characterised by four key differentiating attributes that are contained within one holistic package.

These attributes are I Space, We Space, Us Space and Our Space.

I Space

(I – definition: the nominative singular pronoun, used by a speaker in referring to oneself.)

I Space is a place for me – an individual work-point represented as either a workstation or touchdown space. Contained within either clusters of 1-9 for workstations or on a linear bench with power and data points, I Space provides you with a comfortable, welcoming and down-to-earth environment in which to work productively and collaborate with colleagues. I Space is functional and personal. It provides you with a sense of belonging and pride in your personal environment giving you the inspiration to work creatively.

We Space

(We – definition: the nominative plural of I, used to denote oneself and another or others.)

We Space is an environment you share with your immediate team. Either a back-of-house small-to-medium meeting room, 30-minute meeting space or a multi-purpose space that can serve as a future office or quiet work area, We Spaces will be positioned near main workstation zones. Here you can enjoy a space that is inviting, bright and enjoyable, allowing small groups to meet, work together, concentrate quietly or brainstorm enthusiastically.

Us Space

(Us – definition: the objective case of we, used to denote oneself and more people.)

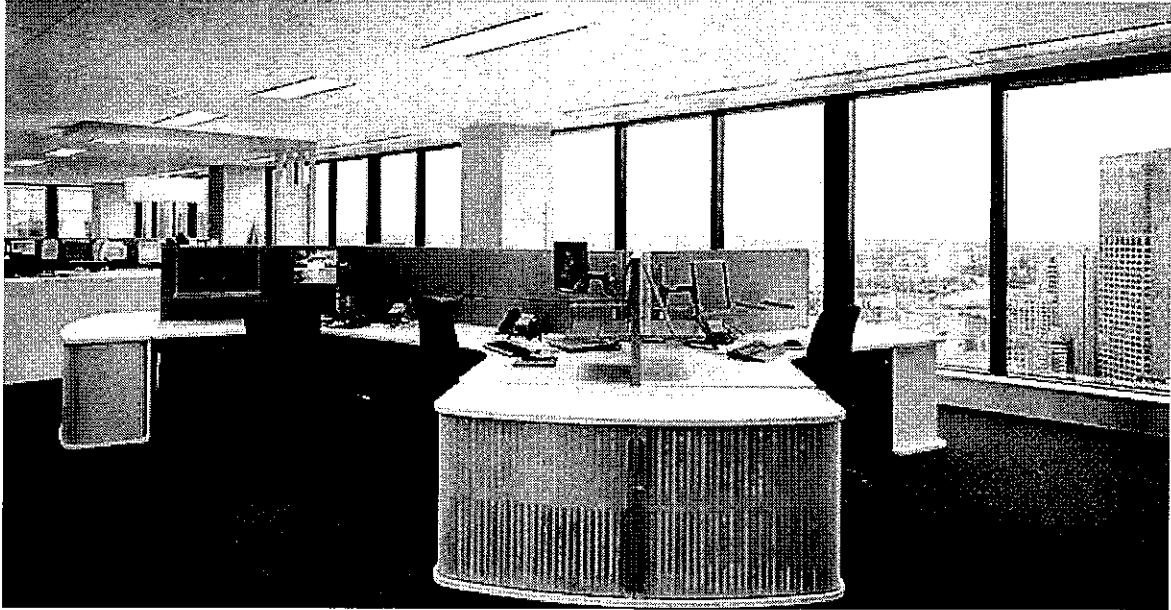
Us Space is an area that provides room for collaboration with a broader group of people. Whether it be a large meeting room catering for groups of around 20 people, a social hub, break-out space or kitchen, Us space is a shared and open environment that beckons use. Flexible in its design, the space is the focal point for your colleague community to share information, revitalise and replenish.

Our Space

(Our – definition: usually denotes group ownership.)

Our Space is your public realm, whether it be a greeting area for clients, storage space or an alcove for communications equipment and utilities. Efficient and practical in design, Our Space is well positioned for quick access next to work zones and meeting areas.

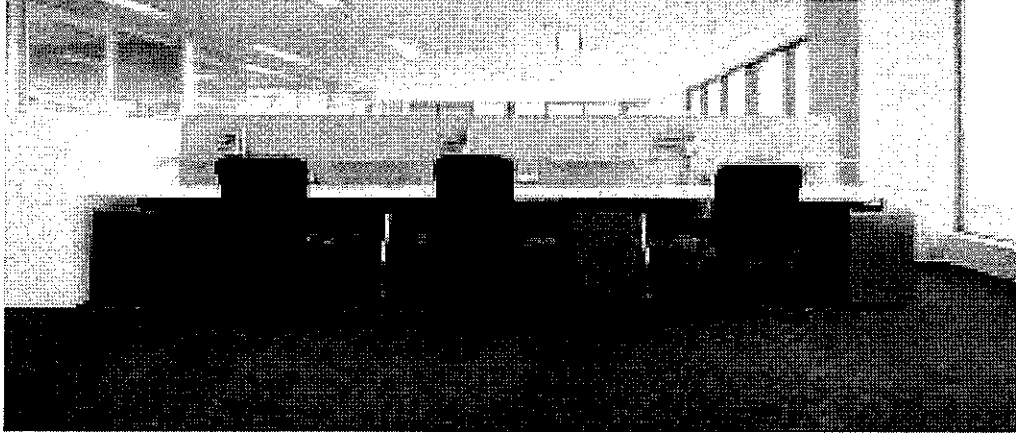
Workstations



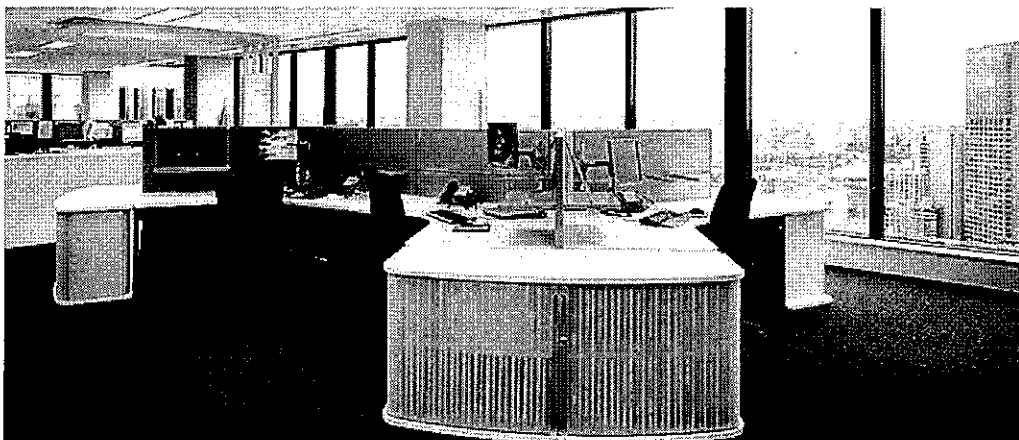
The core component of the "I Space" philosophy, the workstation is the engine room of the Telstra environment. This down-to-earth practical yet comfortable environment gives you the space to work productively, collaborate with colleagues and be creative. Contained within a snowflake designed layout, the workstation puts you at the heart of your corporate community. Retractable screens are optional additions which provide a degree of privacy.

Power and data points are within easy access for desktop equipment and a range of additional accessory options available to suit particular needs.

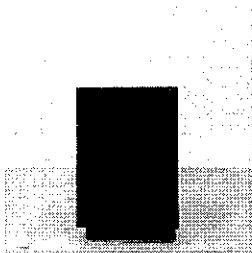
Workstations



linear 1800mm workstations can be used in addition to snowflake clusters to maximize density



Snowflake adjustable workstations in clusters of 3, 6 or 9

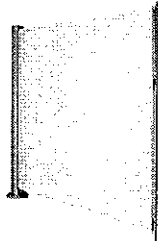


office pedestal
2 box drawers;
1 file drawer

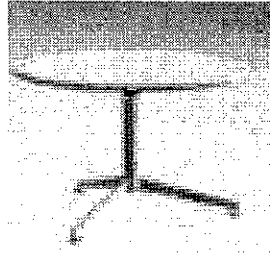


workstation chair

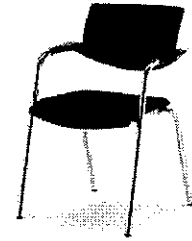
Workstation Furniture Options



retractable screen



meeting table



meeting chair

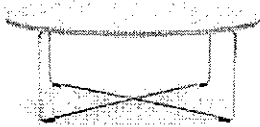
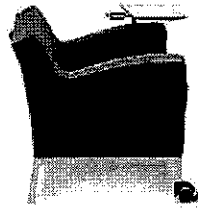


table option

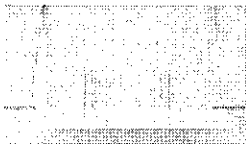


seating option

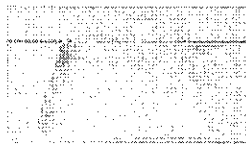


coat rack

Workstation Accessories



shelf



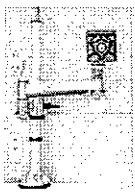
paper tray



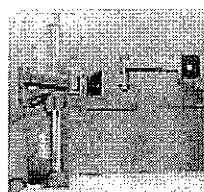
2 power outlets above desk
2 power outlets below desk



2 - 3 data outlets



single monitor arm



double monitor arm
(optional)



CPU cradle under desk
(optional)



Name Plate
(optional)

Touchdown / Project Space



Dare to share – to perform well in a contemporary workplace does not always require us to have our own personal space. What is paramount, however, is having access to efficient and reliable technology that has the capacity to allow us to work effectively. Supported by Telstra's world class communications standards, touchdown and project spaces have become central sharing places within the new corporate community. Conveniently located within the centre channel are power and data outlets providing the flexibility to work away from our desks.

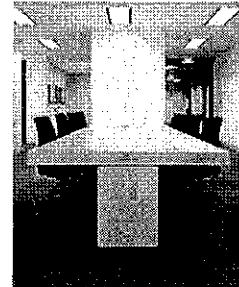
Touchdown / Project Space



workstation chair



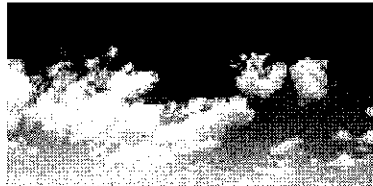
tactile pebbles



touchdown bench



selection of easily
interchangeable branding posters
(see 3.0 Branding for samples)

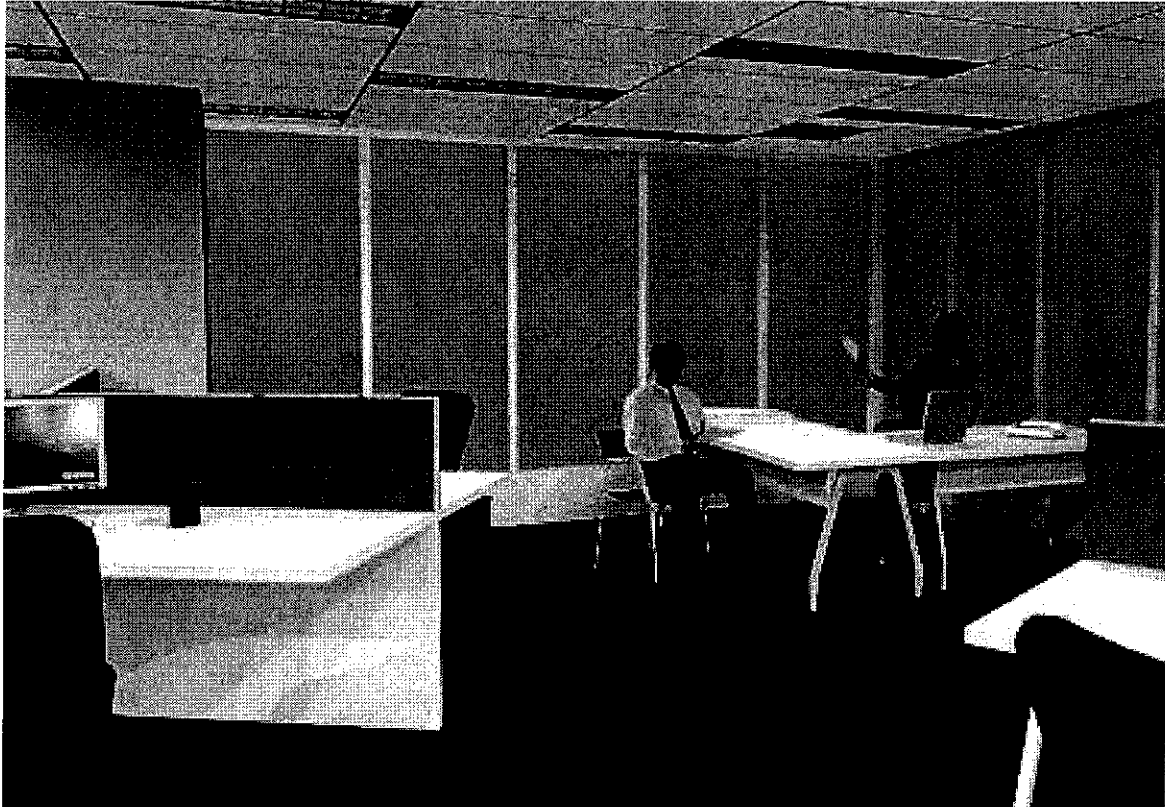


selection of wall graphics
(see 3.0 Branding for samples)



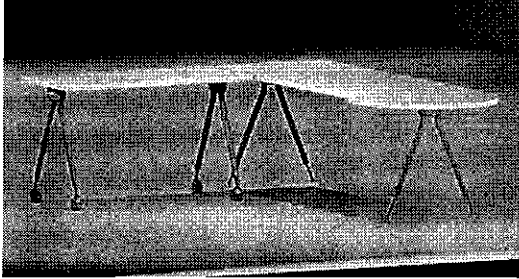
interactive

Open Plan Managers Environment



To provide managers with the environment that promotes effective personnel management techniques, Telstra recognises the need to embrace the open plan work style. Managers work zones are enhanced by incorporating a meeting zone to conduct informal meetings. A lockable storage unit provides the capacity to store confidential information in an easily accessible location.

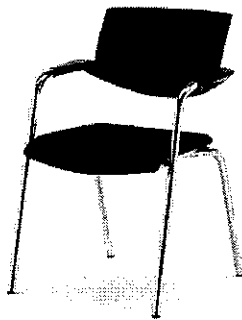
Open Plan Managers Environment



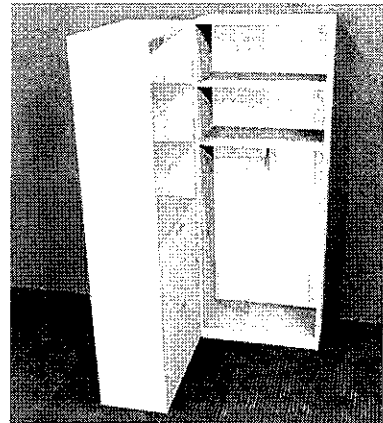
managers desk with rounded end meeting area



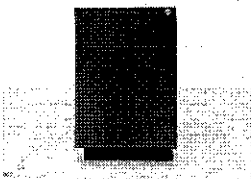
workstation chair



meeting chair



mobile storage unit



office pedestal
2 box drawers;
1 file drawer

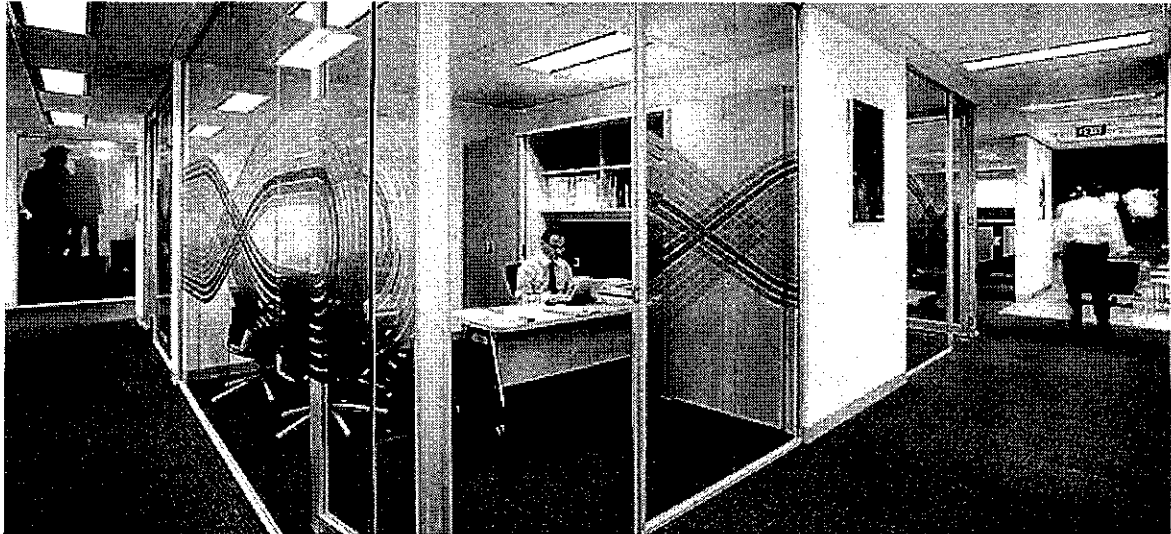
Collaboration Space



A table that reflects the flexibility of I Space by providing occupants with a place within the working environment where they can work, store and meet openly.

There is seating, storage, a whiteboard and highlight lighting allowing all to engage in a collaborative and open way.

Flexible Office / Meeting Suite



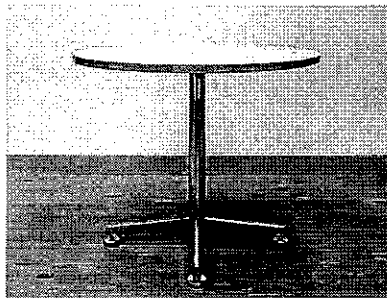
This is a flexible space that can be easily transformed from an executive office into a small meeting room for general use. There are wall to wall lockable cupboards that open to provide the work surface and storage for the executive. When the cupboards are locked, the travelling executive can secure this area to provide an additional small meeting room hence supporting maximum utilisation.

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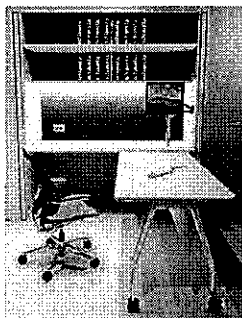
Flexible Office / Meeting Suite



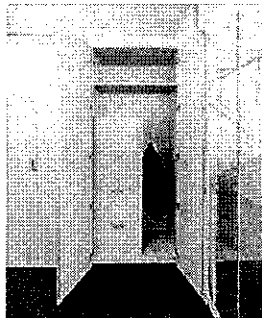
seating



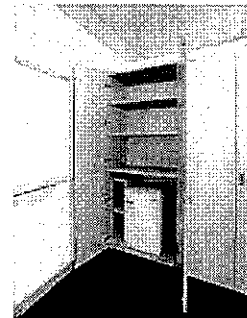
meeting table



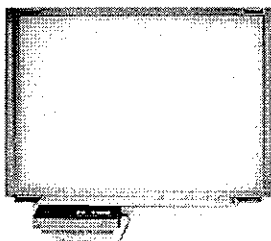
module 1 lockable desk



module 2 file drawer & coat rail
options: - 900mm double cupboard
- 450mm single cupboard



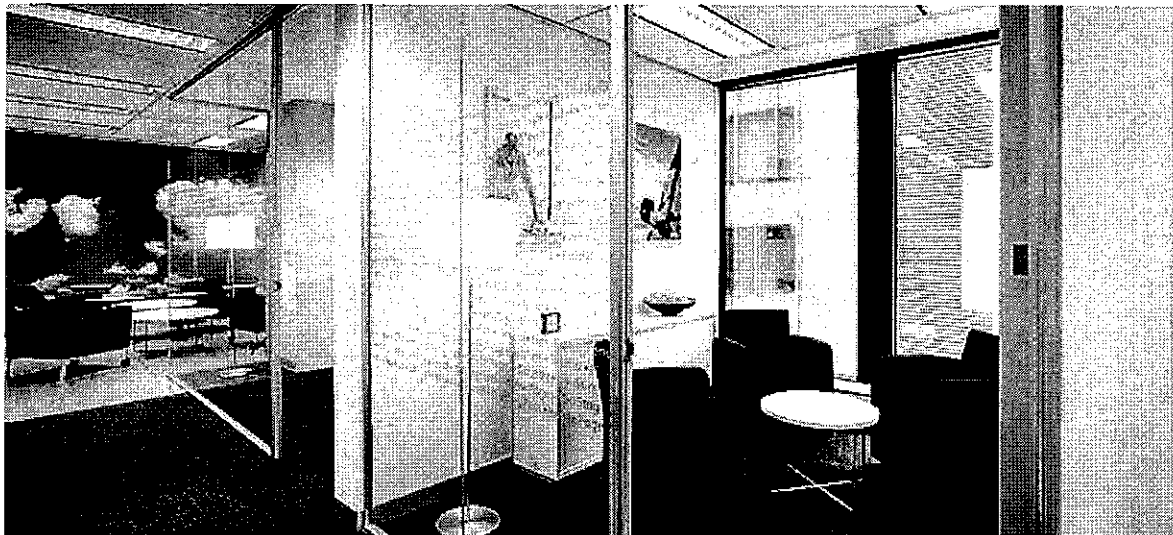
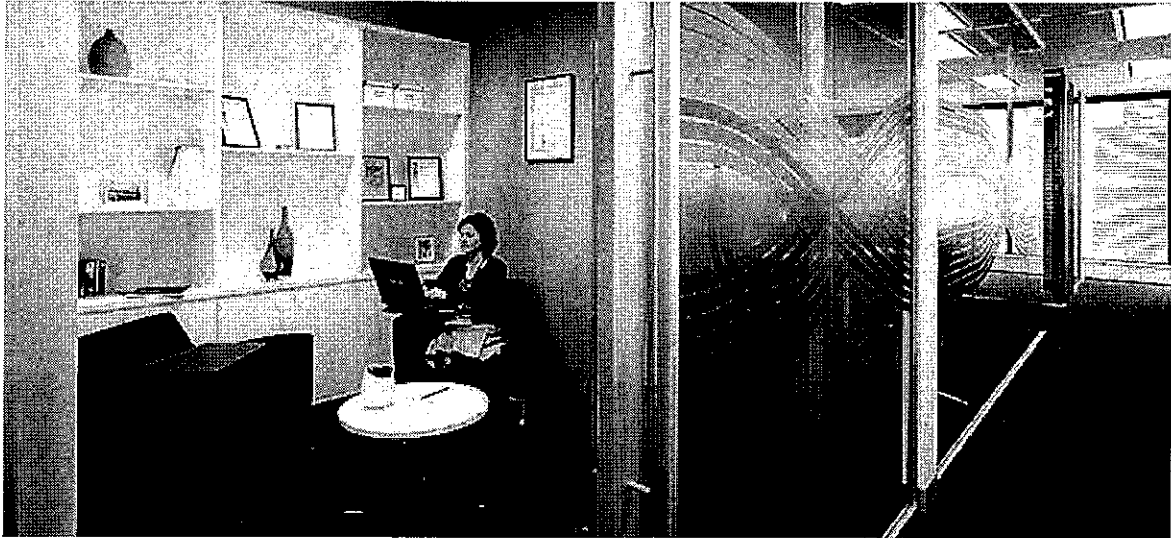
module 3 fridge (optional)
& adjustable shelving
options: - 900mm double cupboard
- 450mm single cupboard



electronic whiteboard

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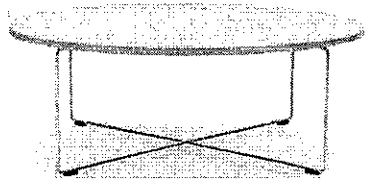
Quiet Room



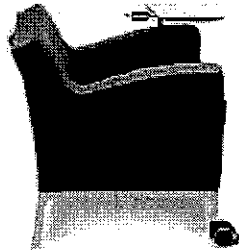
Telstra understands the need for a space that is different and free from interruption when something just has to get done. This space is for the individual, or individuals, and provides a silent environment when focus is required.

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Quiet Room Options



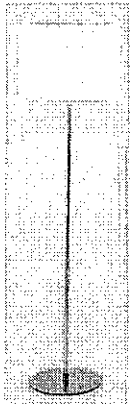
coffee table



seating



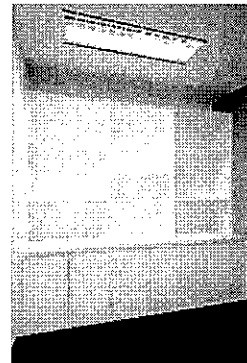
seating



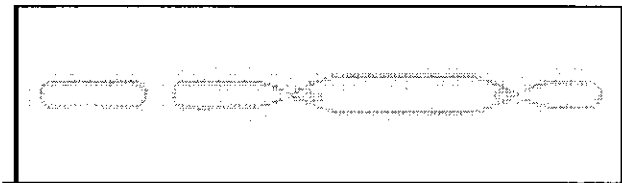
floor lamp



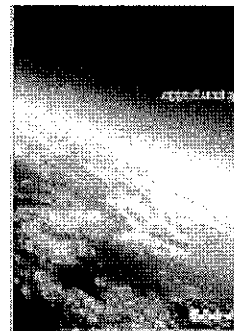
credenza



wall unit



selection of privacy graphics
(see 3.0 Branding for samples)



selection of branding posters that
are easily interchangeable with magnetic
strips (see 3.0 Branding for samples)

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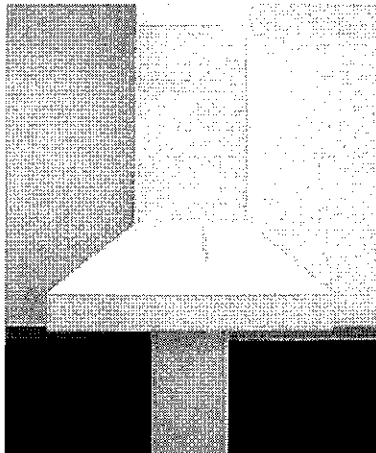
30 Minute Meeting Room



The name says it all. Designed to cater for short duration meeting sessions, whether they be a briefing or fast-paced brain storm, users have 30 minutes in which to complete their task. Access to the room is timed by a digital display that starts counting down the minutes from the moment you enter the room. As the time counts down, so does the colour display on the wall, moving from green to amber to red as the 30-minute mark approaches. Power and data are integrated into the central channel of the worktable for easy access.

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30 Minute Meeting Room



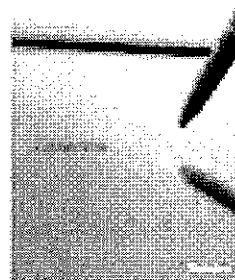
standing meeting room table & light box



tactile pebbles



selection of privacy graphics
(see 3.0 Branding for samples)



selection of branding posters
that are easily renewed
see 3.0 Branding for samples)

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Small Meeting Room

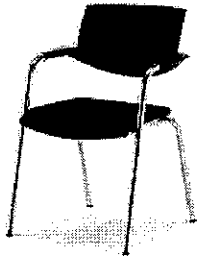


In the modern workplace, information sharing is vital whether it be with your immediate team members or those from another department. In recognition of this Telstra has incorporated small meeting rooms catering for 4 to 6 people within the We Space environment to improve the effectiveness of communications and space utilisation.

Small meeting rooms can be tailored to suit specific needs and incorporate various power and data solutions.

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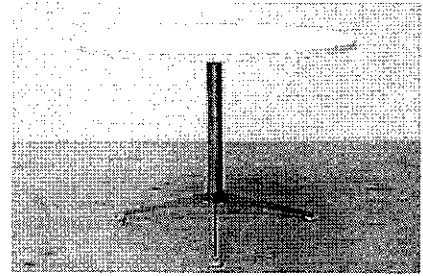
Small Meeting Room



seating option 1



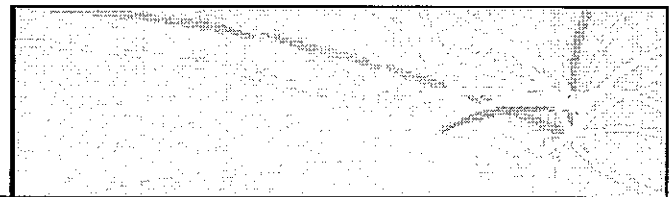
seating option 2



table



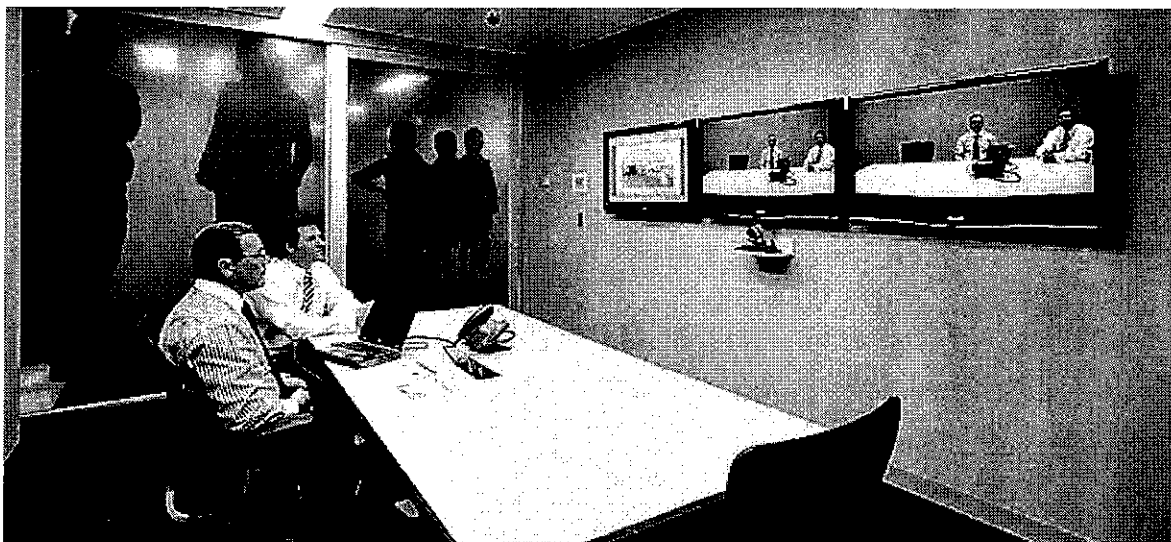
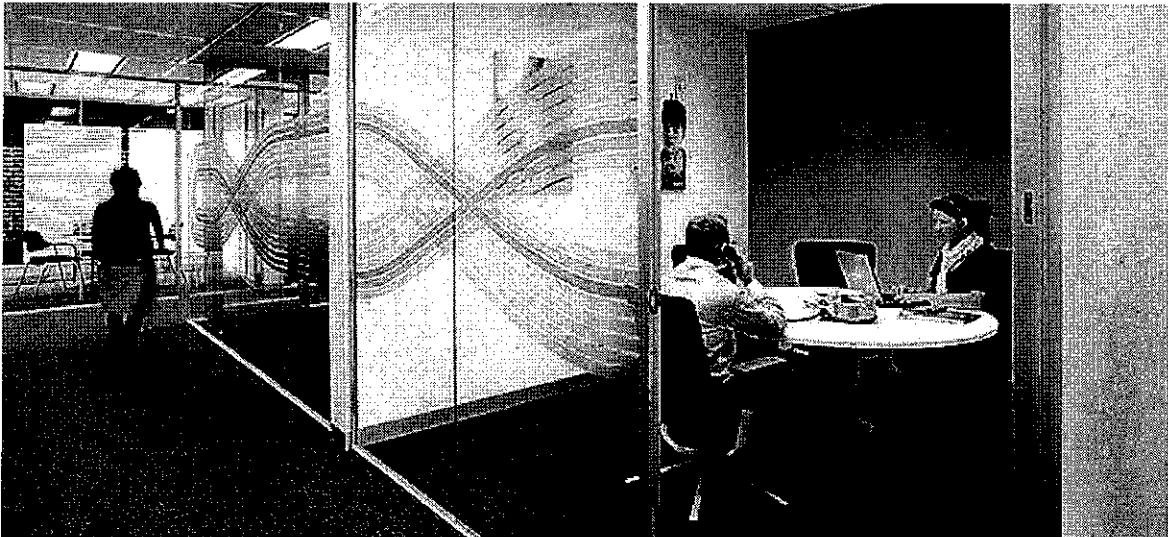
selection of branding posters
(see 3.0 Branding for samples)



selection of privacy graphics
(see 3.0 Branding for samples)

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Medium Meeting Room



These spaces cater for six to eight people. As part of the We Space environment, they are bright and inviting rooms that can comprise clear glazed walls or walls with a privacy film. Slightly larger than the small meeting rooms, they have the singular purpose of catering for medium sized groups.

There are power and data points within easy access for desktop equipment and a range of whiteboards to suit particular needs.

Also integrated into these flexible environments is video conferencing.

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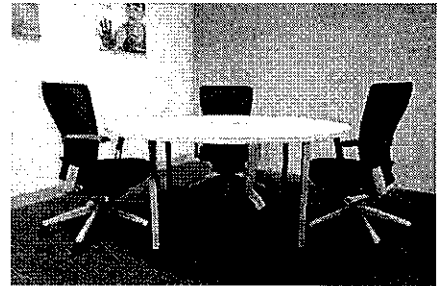
Medium Meeting Room



seating option 1



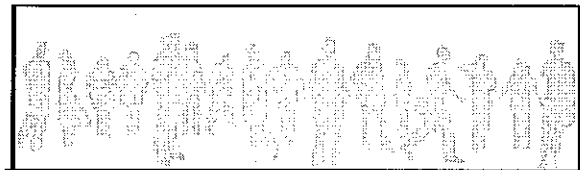
seating option 2



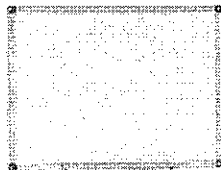
meeting table



selection of branding posters
(see 3.0 Branding for samples)



selection of privacy graphics
(see 3.0 Branding for samples)



whiteboard optional

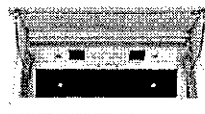
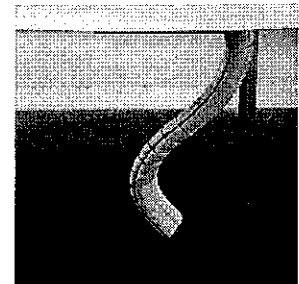


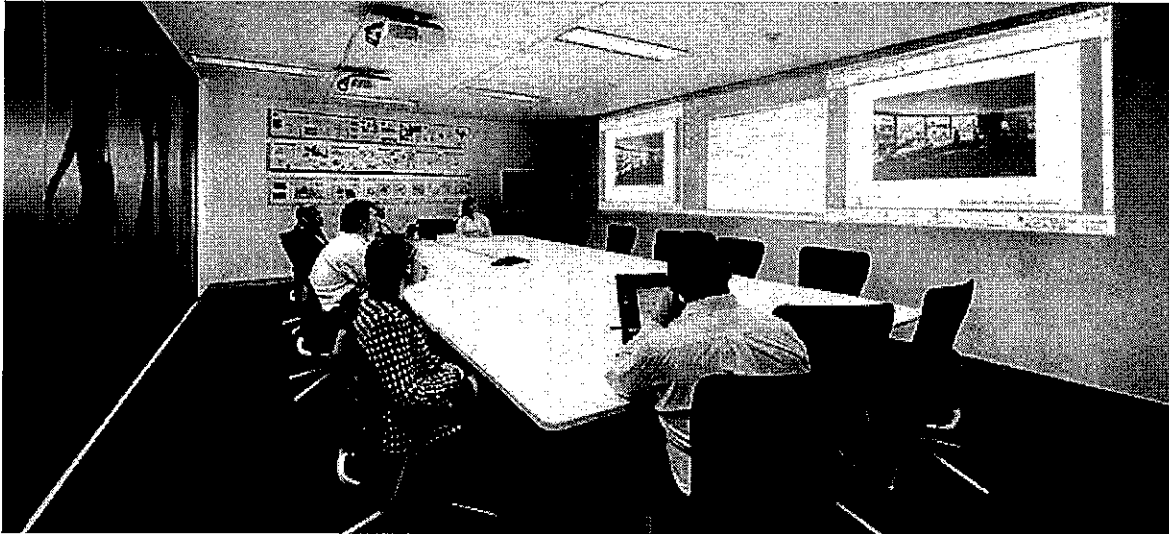
table box for power & data providing
ease of access



umbilacable cords containing
power & data cables

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Large Meeting Room



These multi-purpose spaces can cater for approximately 18 people depending on the requirement and are part of the Us Space environment. They can offer video conferencing facilities and are fully enclosable. Positioned next to social hubs and arrival areas, these rooms can perform a variety of functions.

There are power and data points within easy access for desktop equipment and a range of audio visual equipment to suit particular needs.

Us Space is an area that provides room for collaboration with a broader group of people. Whether it be a large meeting room catering for groups of around 20 people, a social hub, break-out space or kitchen, Us space is a shared and open environment that beckons use. Flexible in its design, the space is the focal point for your colleague community to share information, revitalise and replenish.

Large Meeting Room



seating option 1



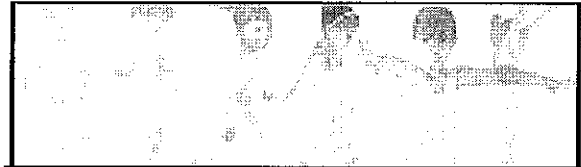
seating option 2



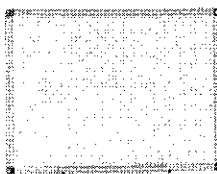
meeting table



selection of branding posters
(see 3.0 Branding for samples)



selection of privacy graphics
(see 3.0 Branding for samples)



whiteboard optional

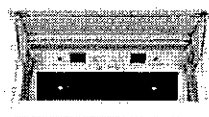
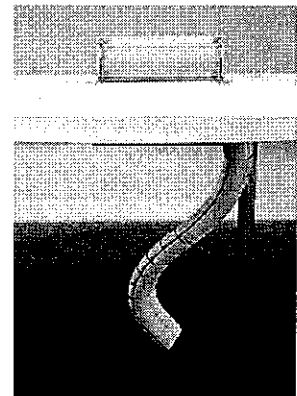


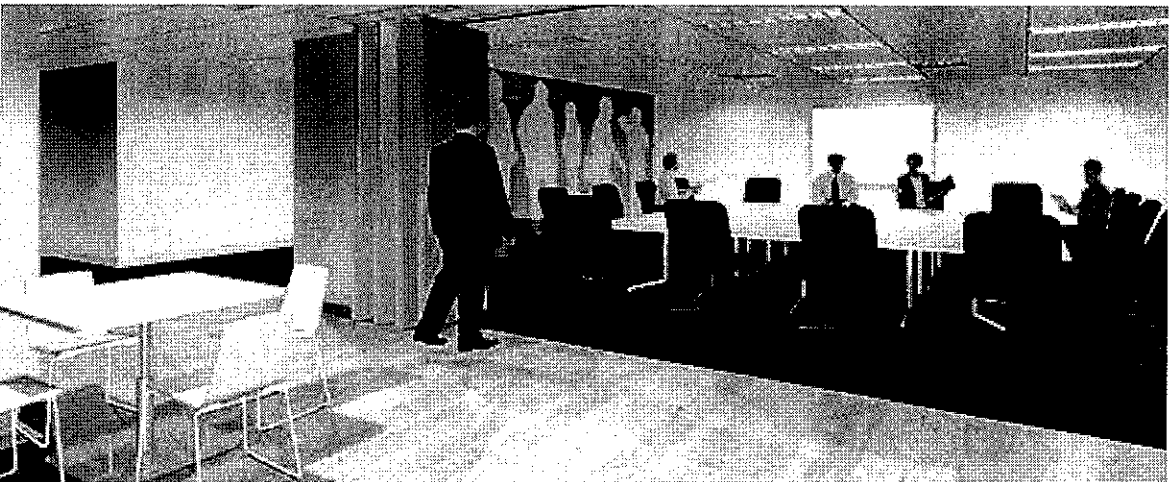
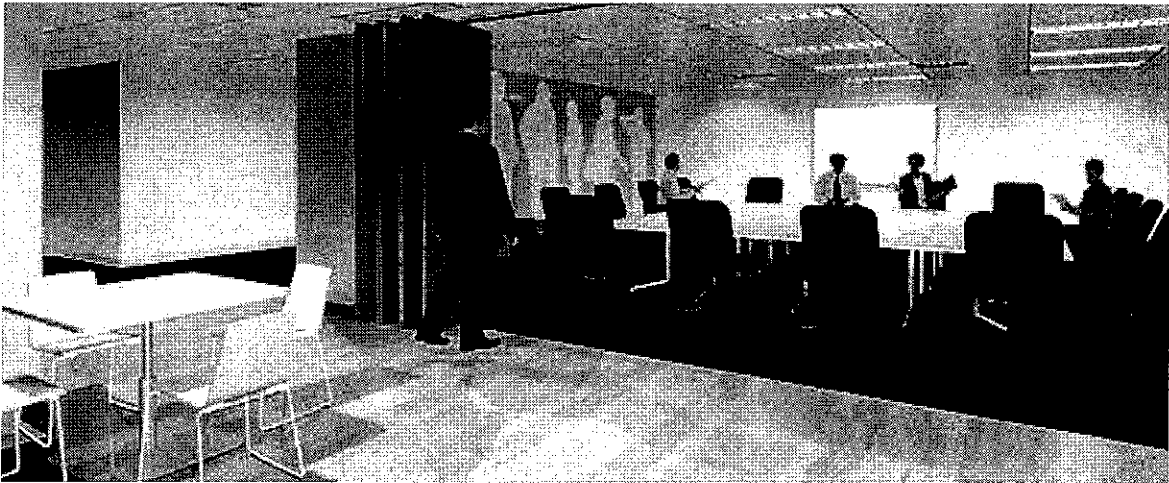
table box for power & data providing
ease of access



umbilacable cords containing
power & data cables

Us Space is an area that provides room for collaboration with a broader group of people. Whether it be a large meeting room catering for groups of around 20 people, a social hub, break-out space or kitchen, Us space is a shared and open environment that beckons use. Flexible in its design, the space is the focal point for your colleague community to share information, revitalise and replenish.

Multi Purpose Room (Training, Meetings, Forums)



Another of the Us Space environments, the multi purpose room provides space for group tasking such as that required to complete special projects. A variation of the large meeting room, these places expand and contract to cater for large groups and encourage staff to use their team working skills.

Located adjacent to the social hub but separated by an operable wall able to be opened or closed. The tables are collapsable to enable the area to be opened up to a large function room.

Us Space is an area that provides room for collaboration with a broader group of people. Whether it be a large meeting room catering for groups of around 20 people, a social hub, break-out space or kitchen, Us space is a shared and open environment that beckons use. Flexible in its design, the space is the focal point for your colleague community to share information, revitalise and replenish.

Multi Purpose Room



seating option 1



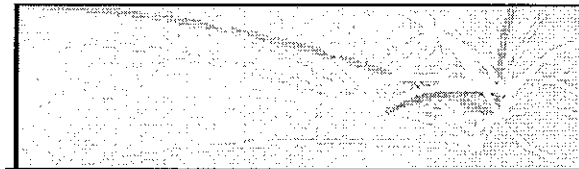
seating option 2



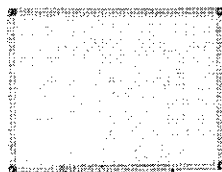
collapsible meeting tables



selection of branding posters
(see 3.0 Branding for samples)



selection of privacy graphics
(see 3.0 Branding for samples)



whiteboard optional

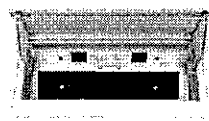
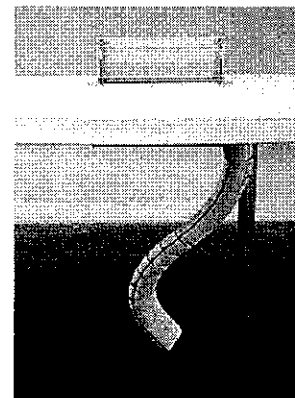


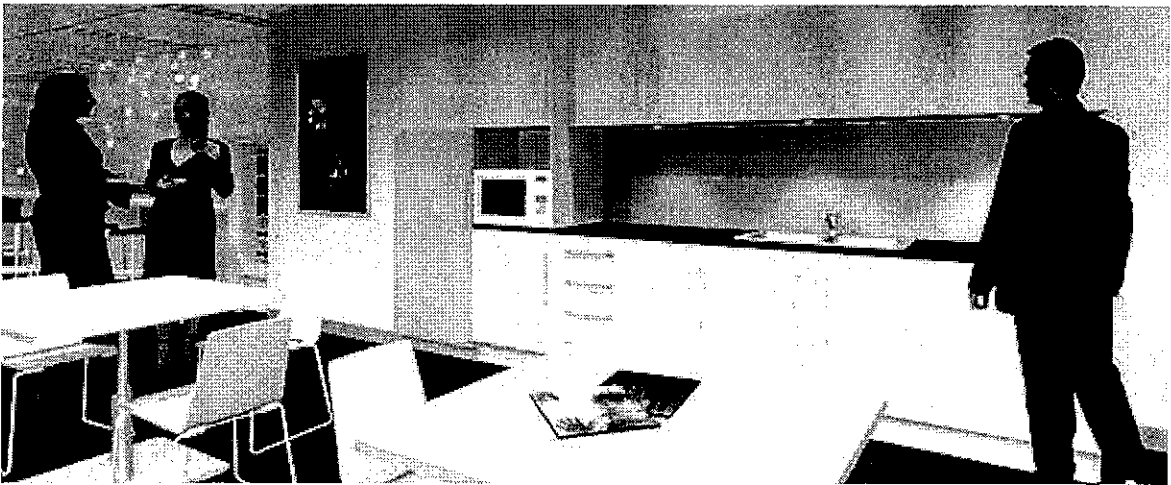
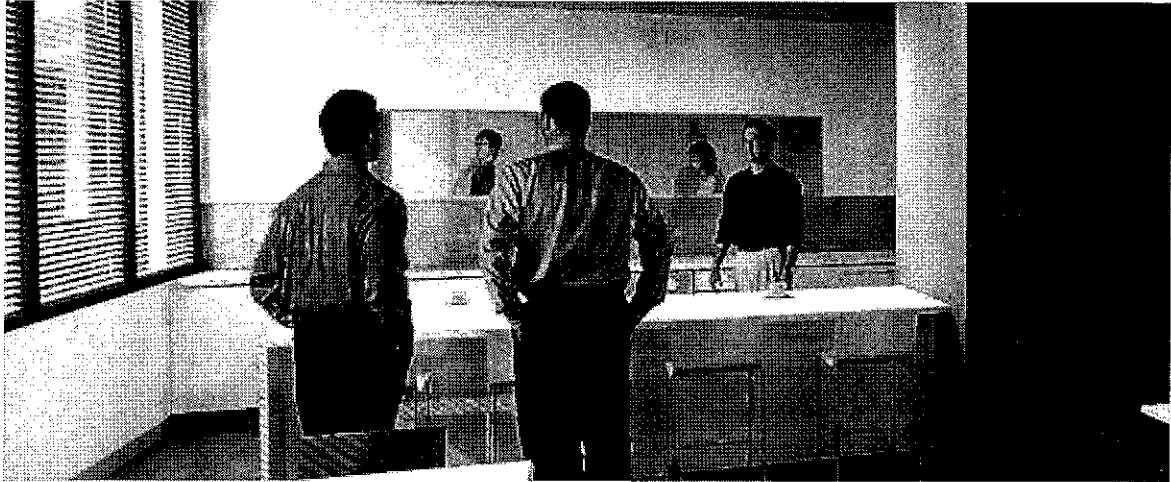
table box for power & data providing
ease of access



umbilacable cords containing
power & data cables

Us Space is an area that provides room for collaboration with a broader group of people. Whether it be a large meeting room catering for groups of around 20 people, a social hub, break-out space or kitchen, Us space is a shared and open environment that beckons use. Flexible in its design, the space is the focal point for your colleague community to share information, revitalise and replenish.

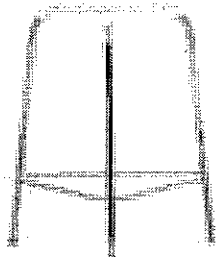
Social Hub



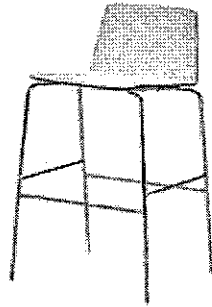
These active breakout areas provide space for collaboration between a broader group of people. Strategically positioned in a centralised location, the social hub consists of small nests of tables and chairs that allow staff to take breaks and relax. With all the amenities to hand including fridge, dishwasher and microwave. To enhance Telstra's commitment to waste minimisation, recycle bins are integrated within the joinery units separating general waste and recyclable materials.

Us Space is an area that provides room for collaboration with a broader group of people. Whether it be a large meeting room catering for groups of around 20 people, a social hub, break-out space or kitchen, Us space is a shared and open environment that beckons use. Flexible in its design, the space is the focal point for your colleague community to share information, revitalise and replenish.

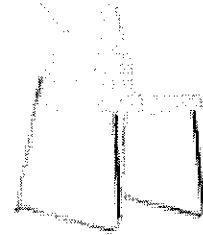
Social Hub



stool option 1



stool option 2



seating

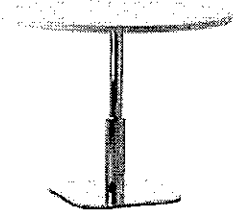


table option 1
(round or square top available)

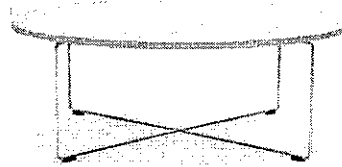
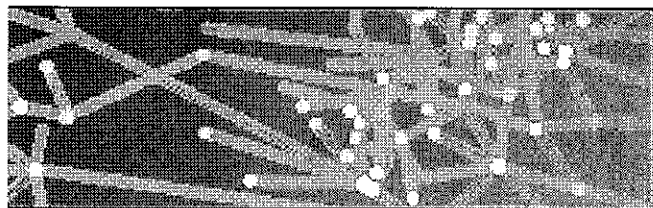


table option 2



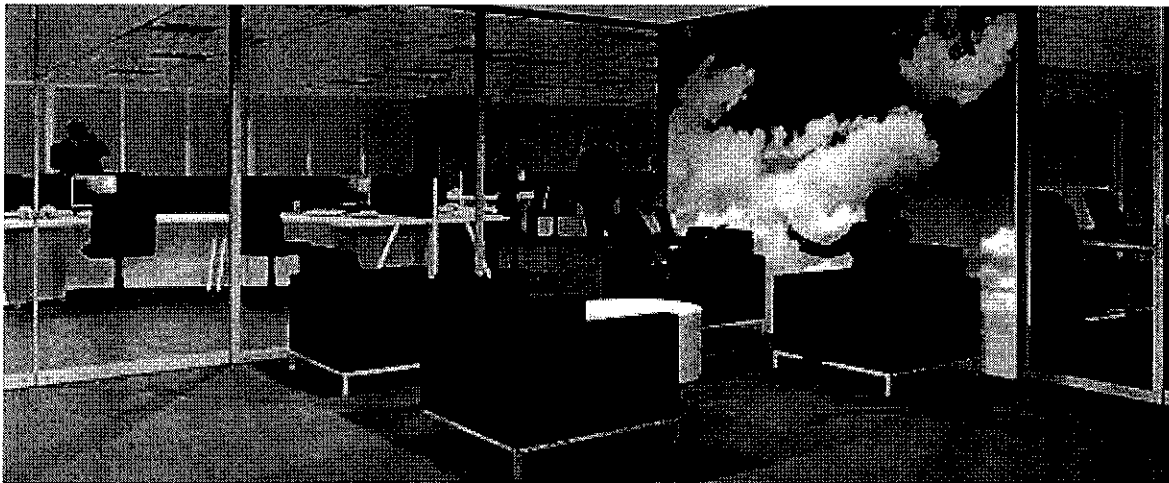
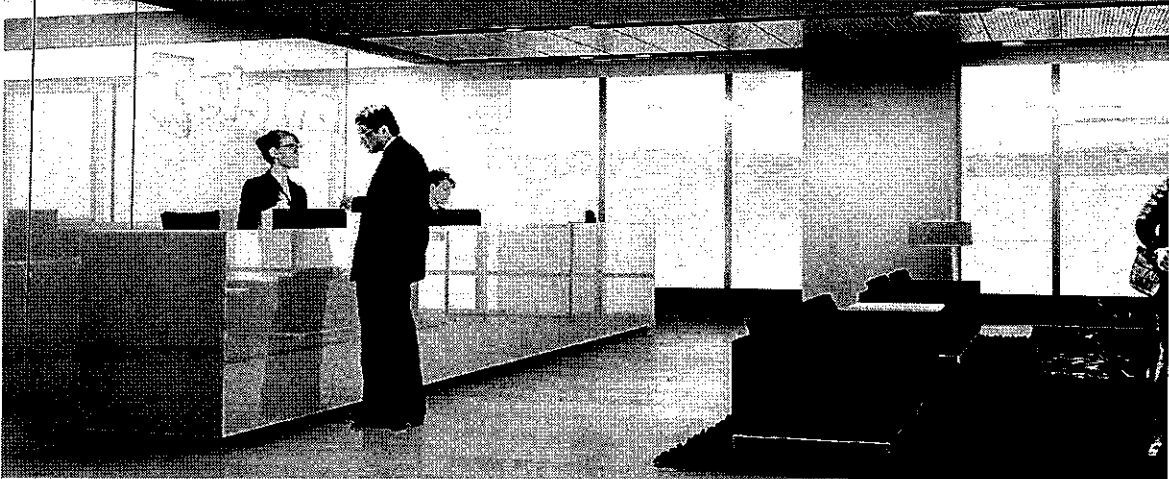
selection of branding posters
(see 3.0 Branding for samples)



selection of wall graphics
(see 3.0 Branding for samples)

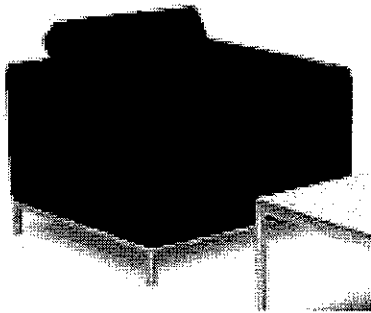
Us Space is an area that provides room for collaboration with a broader group of people. Whether it be a large meeting room catering for groups of around 20 people, a social hub, break-out space or kitchen, Us space is a shared and open environment that beckons use. Flexible in its design, the space is the focal point for your colleague community to share information, revitalise and replenish.

Greeting Area

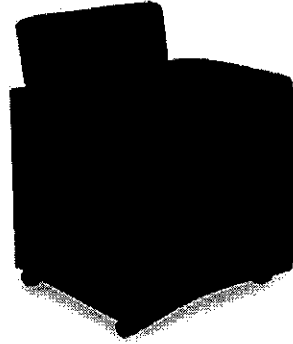


Part of the Our Space environment, greeting areas are the introduction you give to the world. This is the place to meet visitors and staff members from other Telstra environments. These areas can range from formal reception desks to general waiting areas.

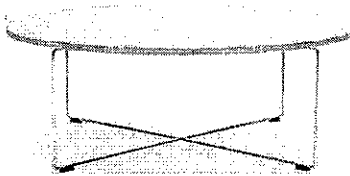
Greeting Area



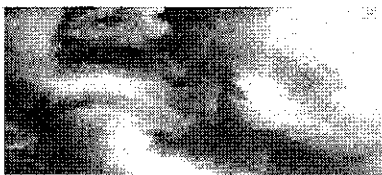
seating option 1



seating option 2



coffee table

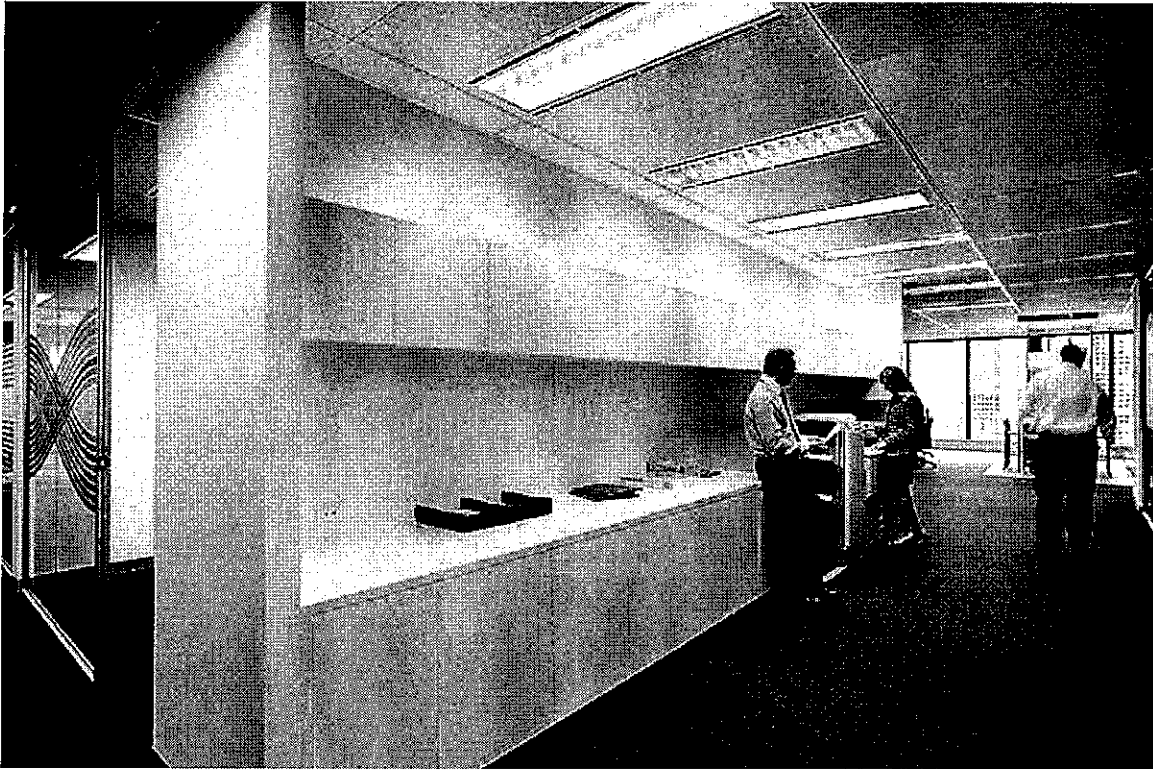


selection of wall graphics
(see 3.0 Branding for samples)



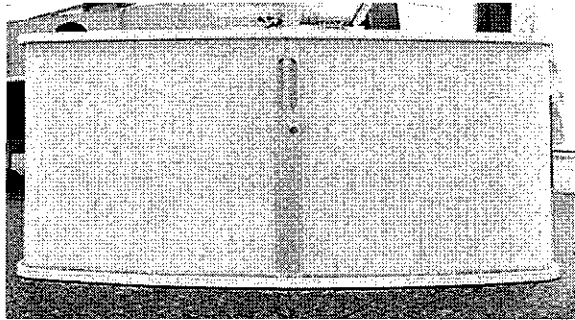
branding opportunity

Integrated Utilities Area

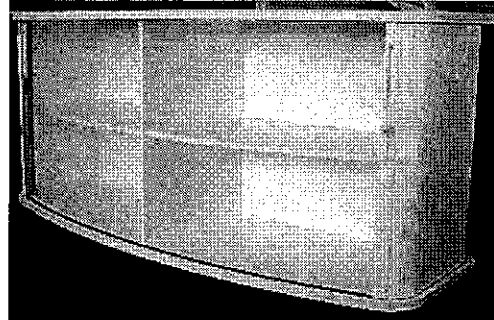


Another of the Our Space public realm, this is the space for shared equipment, communications and filing. Positioned close to existing work zones, these spaces provide for multi-functional devices such as printers, photocopiers, faxes and recycling bins. There is ample storage for stationery and connections to power and data for additional equipment such as binders and laminating equipment.

Storage Options



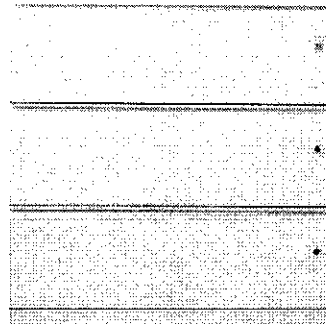
lockable mobile storage unit



open mobile storage unit



plan table storage unit - closed & open view
(optional)



lateral drawer shared storage
(3 or 4 drawer options available)

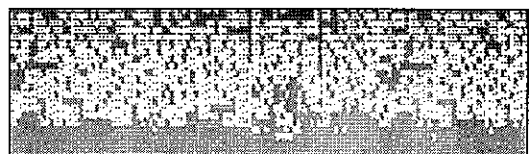
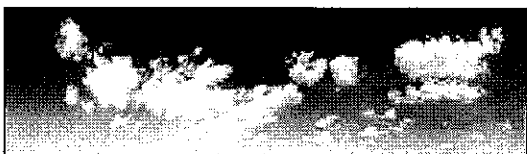
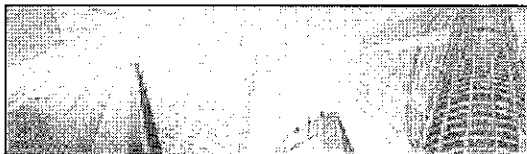
Easy to access, storage space under the Our Space philosophy is the place for accessing current files and equipment. This can be in the form of mobile units at the end of workstations or freestanding group storage units, that are also used as desk and layout space. Use of office space for filing and archiving should be minimised and all record storage needs should be balanced with Telstra's storage policy.

3.0 Branding Options

There are several options available to provide consistent brand messages throughout Telstra environments. These are available in several formats including wall graphics, privacy graphics over glass walls and relocatable posters. These images will be regularly updated and to ensure the most current images are used, please review Telstra's Brand website: www.brand.telstra.com

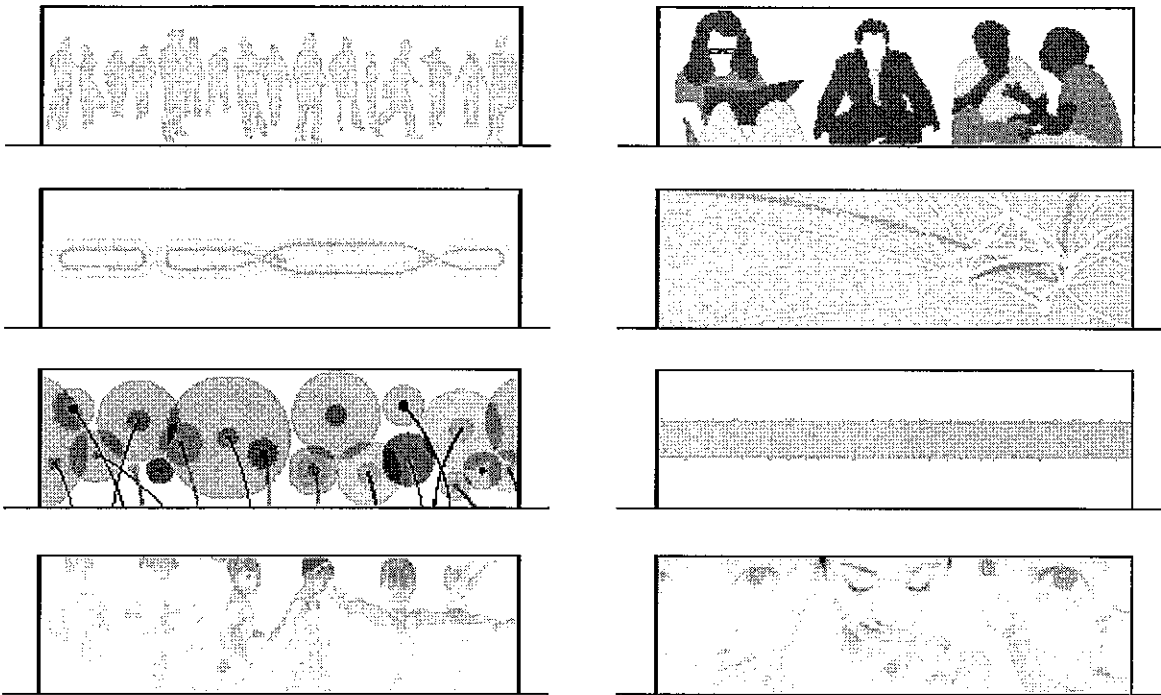
A sample of images are presented on the following pages, but Telstra Branding must be consulted to approve selections and locations of all graphics.

Wall Graphic Samples

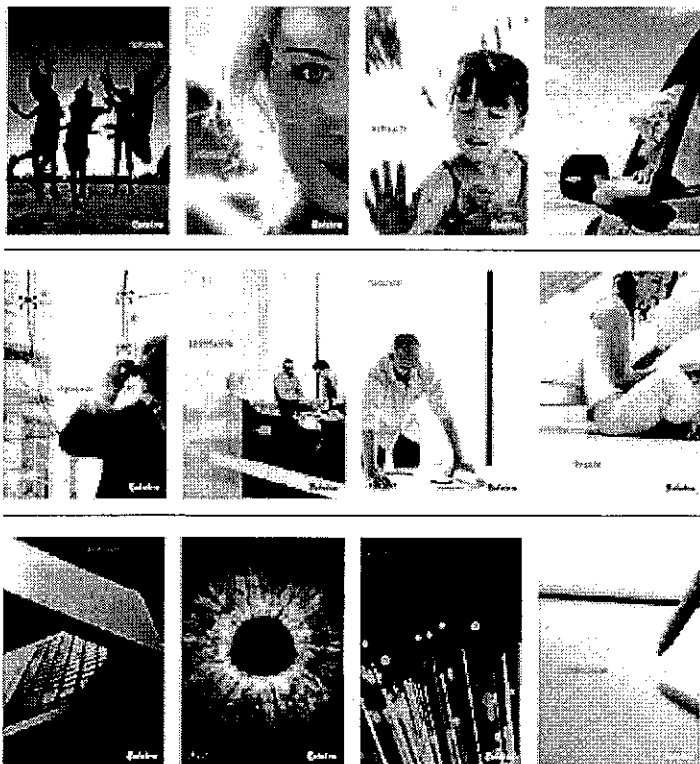


Sample images - contact Telstra Brand for approval & full selection (www.brand.telstra.com)

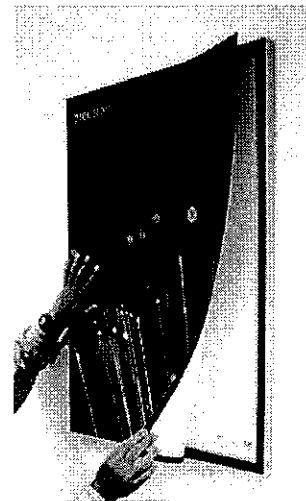
Privacy Graphic Samples



Poster Samples



Interchangeable Possibilities



Sample images - contact Telstra Brand for approval & full selection (www.brand.telstra.com)

4.0 Presentation Format

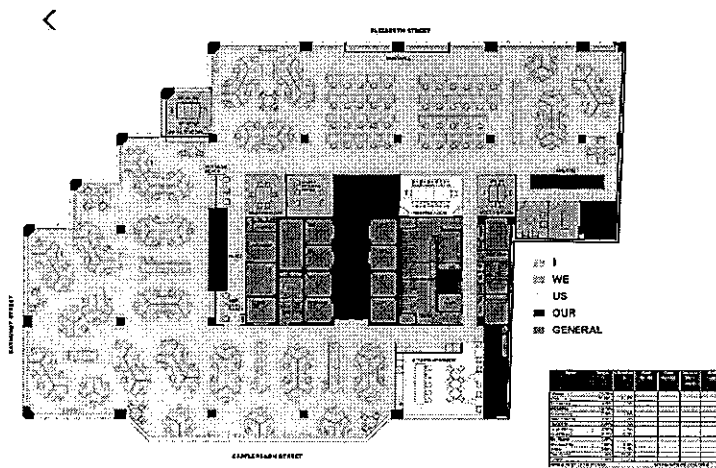
4.1 Overview

Design development presentations should follow a similar format. The information required within a presentation is:

- floor plan with areas shaded in contrasting colours to indicate I - We - Us - Our Space
- summary table
- typical furniture and location layout
- rendered images (where applicable)

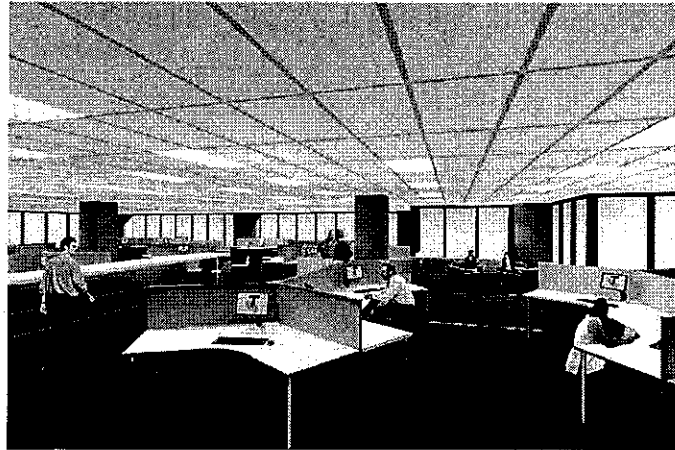
4.2 Sample Layout

The following images provide an example of the layout for a presentation to Telstra:



| Office Summary Table | | Target | Achieved |
|---------------------------------|--------|-----------------------|----------|
| Density (1 FTE : per # m2) | | 1:11.6 m ² | |
| Overall cost per m ² | | | |
| Space | Number | Target | Achieved |
| I Space | | 74.7% | % |
| Workstations | | 71.5% | % |
| Touchdown | | 3.2% | % |
| We Space | | 10.7% | % |
| Small Meeting | | 7.9% | % |
| Medium Meeting | | 2.8% | % |
| Us Space | | 2.6% | % |
| Large Meeting | | 2.5% | % |
| Social Hub | | 3.0% | % |
| Our Space | | 7.0% | % |
| Greeting Area | | 1.9% | % |
| Utilities | | 2.3% | % |
| Floor Comms | | 1.3% | % |
| Storage | | 1.3% | % |
| Telstra Use | | Target | Achieved |
| Cost per workpoint (CAPEX) | | | |
| D.I.E. cost (OPEX) | | | |

| Call Centre Summary Table | | Target | Achieved |
|---------------------------------|--------|----------------------|----------|
| Density (1 FTE : per # m2) | | 1:8.8 m ² | |
| Overall cost per m ² | | | |
| Space | Number | Target | Achieved |
| I Space | | 74.2 | % |
| Workstations | | 74.0 | % |
| Touchdown | | 0.2 | % |
| We Space | | 9.6 | % |
| Small Meeting | | 6.7 | % |
| Manager Office | | 1.7 | % |
| Medium Meeting | | 1.2 | % |
| Us Space | | 13.0 | % |
| Large Meeting | | 4.7 | % |
| Social Hub | | 8.3 | % |
| Our Space | | 3.2 | % |
| Utilities | | 1.7 | % |
| Floor Comms | | 1.2 | % |
| Storage | | 0.8 | % |
| Telstra Use | | Target | Achieved |
| Cost per workpoint (CAPEX) | | | |
| D.I.E. cost (OPEX) | | | |



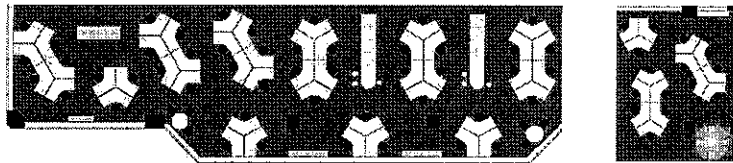
Design Guide



open plan perspective
231 ELIZABETH STREET

Space

The office space is designed with a focus on creating a productive and collaborative work environment. The layout is flexible and adaptable, allowing for various work styles and team configurations. The design emphasizes natural light, ventilation, and a sense of openness.



office chair



storage



informal meeting bar stools



occasional seating



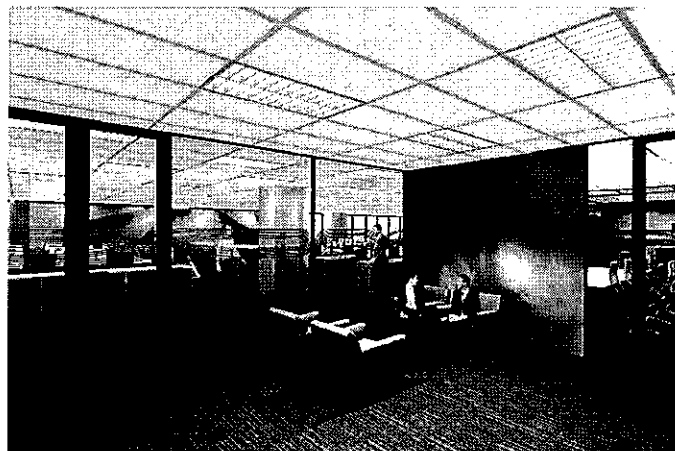
occasional seating area - coffee table



Design Guide



typical furniture & fixtures
231 ELIZABETH STREET



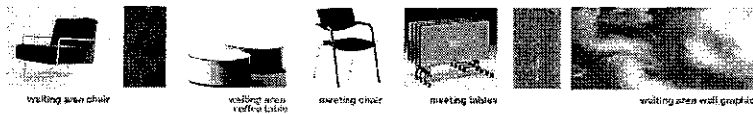
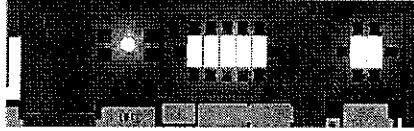
Design Guide



meeting area perspective
231 ELIZABETH STREET

'We' Space

The Space is an environment you share with your colleagues. It's a place of work, but it's also a place to relax and socialize. It's a place where you can meet, work together, and share ideas. It's a place where you can be creative and productive. It's a place where you can be yourself.



waiting area chair

waiting area coffee table

meeting chair

meeting table

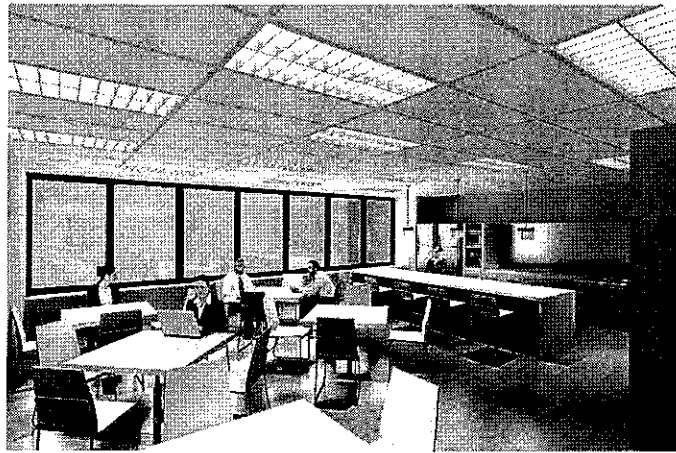
waiting area wall graphic

Dodge Creek

Galathea

Boyle

typical furniture & locations
231 ELIZABETH STREET



Dodge Creek

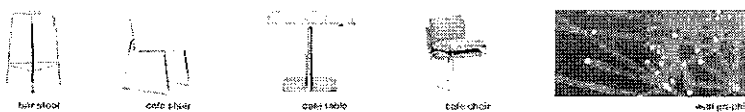
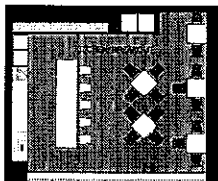
Galathea

Boyle

breakout perspective
231 ELIZABETH STREET

'Us' Space

'Us' Space is a place where you can relax and socialize with your colleagues. It's a place where you can be creative and productive. It's a place where you can be yourself.



bar stool

cafe chair

cafe table

task chair

wall graphic

Dodge Creek

Galathea

Boyle

typical furniture & locations
231 ELIZABETH STREET

5.0 References

5.1 Useful Documents & Websites

Websites

Telstra Property Website <http://www.in.telstra.com.au/ism/telstraproperty/index/asp>

Telstra Branding Website: <http://www.brand.telstra.com>

Telstra Storage Policy: <http://www.in.telstra.com.au/ism/recordsmanagement/recordsstorageearchiving.asp>

Ergonomic Principles and Checklists for the Selection of Office Furniture and Equipment (National Occupational Health and Safety Commission, Nov 1991). <http://www.ascc.gov.au/NR/rdonlyres/AF07B7B1-5B90-4868-8E60-29AF0CC2FB41/0/ErgonomicPrinciplesOf-ficeFurniture.pdf>

Call Centres, A Guide to Safe Work (Comcare, 2006) http://www.worksafe.vic.gov.au/wps/wcm/connect/WorkSafe/Home/Forms+and+Publications/Publications/Import_Officewise+-+A+guide+to+health+and+safety+in+the+office

Officewise, A guide to health and safety in the office (Comcare) http://www.comcare.gov.au/_data/assets/pdf_file/0015/735/Office-wise_June_2007.pdf

National Code of Practice for the Prevention of Occupational Overuse Syndrome [NOHSC: 2013 (1994)] http://www.ascc.gov.au/NR/rdonlyres/A7C1F830-9975-436A-8BE2-5E4FEDAA3312/0/OOS_COP_NOHSC2013_1994.pdf

Documents:

National Office Accommodation Benchmarking, Government Real Estate Group, December 2000

Property in Business - Inefficiencies in Corporate Property Investment in Australia, Clive Warren, 2003

A comparison of office space in the UK and Australia, Clive Warren 2003

Room for thought: A study of office use in Australia, Clive Warren 2003

Property Council Australia, various resources

5.2 Definitions

The following words, acronyms and abbreviations are referred to in this document.

| Term | Definition |
|-------------|---|
| Call Centre | Customer Contact Centre as defined under the Call Centre Optimisation Project |
| CCOP | Call Centre Optimisation Project. Initiative of the New Generation Cost Reduction (Mk1) project |
| Churn | Movement of staff within existing Telstra owned or leased property |
| FTE | Full Time Equivalent Employee |
| NLA | Net Lettable Area |
| VESDA | Very Early Smoke Detection Alarm |

Notice:

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