



Engagement Report

Season 4: Bring Your Best Self

Introduction

In April 2019, The Better Buildings Partnership (BBP) and CitySwitch launched the Better Buildings Cup. The Better Buildings Cup is a framework to increase whole building engagement in achieving net zero emissions. This gamified approach to building collaboration aims to catalyse building owners to leverage existing programs, resources and industry stakeholders to deliver coordinated and meaningful environmental engagement with their tenants and occupants.

The Cup is comprised of four different seasons, each focussed on a specific aspect of sustainability, with distinct calls to action for each of the stakeholder groups.



The Bring Your Best Self season focuses on engaging the building owners, companies and individuals to use collective action to make their workplace more happy, healthy and sustainable. This will be achieved through a combination of platform activities, marketing collateral, activations and building events, email marketing campaigns, and meetings with the building leadership team.

Season Overview

The purpose of this season is to improve overall building efficiency, whilst maintaining comfort and increasing building resilience. This requires support and involvement not only from the building managers and owners, but from companies and individuals as well. This season also focuses on workplace health and wellness, and makes the connection between wellness and efficiency.

The three primary objectives for Bring Your Best Self are:

1. Improve building efficiency and resilience and optimise comfort
2. Companies engage with both their Building Manager and their staff to be happy, healthy and sustainable
3. Individuals feel supported, empowered and comfortable in their workplace

In the Bring Your Best Self season, there are distinct calls to action for each stakeholder group; these have been outlined below, alongside the methods used to communicate these messages.

Stakeholder Groups		Calls to Action		Methods
Individuals	Be active and healthy at work	Be more resilient	Know what your building and company is offering	EDM Events
Company Reps	Optimise temperature settings	Create/maintain an active/well workplace	Undertake a policy review	EDM Events
Building Managers	Improve energy demand management and resilience	Improve HVAC energy efficiency	Improve water efficiency (water rating, manage end of trip facilities)	BM Report BBP Meetings

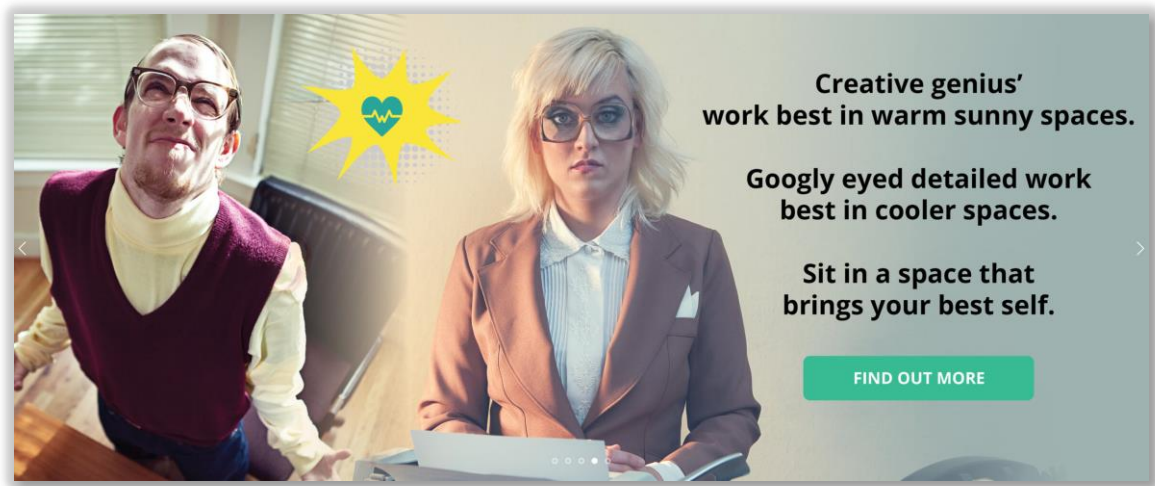
Communications Plan

Email Details		Stakeholder Groups		
Name	Date	Individuals	Company Reps	Building Managers
BYBS Email 1	Week 1 01-06/10	<ul style="list-style-type: none"> New Year New You – announcing BYBS Bushfire disaster – how to help 	<ul style="list-style-type: none"> New Year New You – announcing BYBS Bushfire disaster – how to help 	<ul style="list-style-type: none"> New Year New You – announcing BYBS Bushfire disaster – how to help
BYBS Email 2	Week 2 13-19/01	<ul style="list-style-type: none"> New Year New You – announcing BYBS Activity suggestions leaderboard update 	<ul style="list-style-type: none"> New Year New You Announcing BYBS Activity suggestions This is the season to really engage with your BMs leaderboard update 	<ul style="list-style-type: none"> BM report get them to do an occupant comfort survey Improve energy demand management and resilience This is the season to really engage with your CRs IEQ rating
BYBS Email 3	Week 3 20-26/01	<ul style="list-style-type: none"> Occupant comfort survey 	<ul style="list-style-type: none"> Spotlight on RAP (https://www.reconciliation.org.au/reconciliation-action-plans/) Create a reconciliation plan / review your RAP 	
BYBS Email 4	Week 4 27/01-02/02	<ul style="list-style-type: none"> Spotlight on comfort in the workplace: Normalize cold/hot spots Blanket/moving desks Make the best of Activity Based Working (Expand the band) leaderboard update 	<ul style="list-style-type: none"> -Future Proof your workplace -Set temperature for comfort and performance (Expand the band) leaderboard update 	<ul style="list-style-type: none"> BM Report Flag that people may be asking about changing the temperature bands HVAC settings and expand the band
BYBS Email 5	Week 5 03-09/02	<ul style="list-style-type: none"> Re-think your commute Take public transport instead of driving Run or ride to work leaderboard update 	<ul style="list-style-type: none"> Take public transport instead of driving Toolkit to implement an active transport campaign Implement an active transport campaign leaderboard update 	<ul style="list-style-type: none"> BM report Fix leaking taps, toilets and showers Improve water efficiency (get a water rating, manage water consumption in end of trip facilities) Case study
BYBS Email 6	Week 6 10-16/02	<ul style="list-style-type: none"> Fun and fitness challenge Walking meetings 	<ul style="list-style-type: none"> Reach a gold/silver/bronze lease What is a gold/silver/bronze lease? 	
BYBS Email 7	Week 7 17-23/02	<ul style="list-style-type: none"> Report leaking taps, toilets and showers leaderboard update 	<ul style="list-style-type: none"> Tenancy level case studies on water consumption Report leaking taps, toilets and showers leaderboard update 	<ul style="list-style-type: none"> BM report – Final month Ramp it up IEQ rating Case study if we have it
BYBS Email 8	Week 8 24/02-01/03	<ul style="list-style-type: none"> Final month email –Ramp it up Top I activities committed to in their building (send to each building) Changing activities from “to do” to “done” Competition 	<ul style="list-style-type: none"> Final month email –Ramp it up Top CR activities committed to in their building (send to each building) Changing activities from “to do” to “done” Competition 	<ul style="list-style-type: none"> BM report + competition *Phone building managers too to ramp up recruitment/engagement of the building

BYBS Email 8.1	Week 8 24/02-01/03	<ul style="list-style-type: none"> • Competition 	<ul style="list-style-type: none"> • Competition 	
BYBS Showcase Email	Week 9 02-08/03	<ul style="list-style-type: none"> • Case Study • Competition 	<ul style="list-style-type: none"> • Case Study • Competition 	<ul style="list-style-type: none"> • BM report • *Phone building managers too to ramp up recruitment/engagement of the building
BYBS Email 9	Week 9 02-08/03	<ul style="list-style-type: none"> • Competition • leaderboard update 	<ul style="list-style-type: none"> • Competition • leaderboard update 	
BYBS Email 10	Week 10 09-15/02	<ul style="list-style-type: none"> • Spotlight on your commute: • Benefits of mindfulness and benefits of walking/riding to work • Changing activities from “to do” to “done” • Competition 	<ul style="list-style-type: none"> • Spotlight on your commute: • Benefits of mindfulness and benefits of walking/riding to work • Changing activities from “to do” to “done” • Competition 	<ul style="list-style-type: none"> • BM report • Changing activities from “to do” to “done” • *Phone building managers too to ramp up recruitment/engagement of the building
BYBS Email 11	Week 11 16-22/03	<p>LUNCH AND LEARN WEEK</p> <ul style="list-style-type: none"> • What is an Indoor environment rating? Ask your building manager about what your indoor environment rating is. • Changing activities from “to do” to “done” 	<p>LUNCH AND LEARN WEEK</p> <ul style="list-style-type: none"> • What is an Indoor environment rating? Ask your building manager about what your indoor environment rating is. • Changing activities from “to do” to “done” 	<p>LUNCH AND LEARN WEEK</p> <ul style="list-style-type: none"> • BM report • Changing activities from “to do” to “done” • *Phone building managers too to ramp up recruitment/engagement of the building
BYBS Email 12	Week 12 23-29/03	<ul style="list-style-type: none"> • BYBS activities that haven’t been done that much (less popular) • Changing activities from “to do” to “done” • Competition • leaderboard update 	<ul style="list-style-type: none"> • BYBS activities that haven’t been done that much (less popular) • Changing activities from “to do” to “done” • Competition • leaderboard update 	<ul style="list-style-type: none"> • BM report • Changing activities from “to do” to “done” • *Phone building managers too to ramp up recruitment/engagement of the building
BYBS Final Week Email 1	Week 13 30/03-05/04	<ul style="list-style-type: none"> • Push all activities, not just BYBS – which have been ticked off least? Pick 6 to tick off • Push changing to-do to done • Competition winners have been chose, check your emails! 	<ul style="list-style-type: none"> • Push all activities, not just BYBS – which have been ticked off least? Pick 6 to tick off • Push changing to-do to done • Competition winners have been chose, check your emails! 	
BYBS Final Week Email 2	Week 13 30/03-05/04	<ul style="list-style-type: none"> • Push all activities, not just BYBS – which have been ticked off least? Pick 6 to tick off • Push changing to-do to done 	<ul style="list-style-type: none"> • Push all activities, not just BYBS – which have been ticked off least? Pick 6 to tick off • Push changing to-do to done 	<ul style="list-style-type: none"> • BM report
BYBS Final Week Email 3	Week 13 30/03-05/04	<ul style="list-style-type: none"> • Push all activities, not just BYBS – which have been ticked off least? Pick 6 to tick off • Push changing to-do to done • Announce competition winners 	<ul style="list-style-type: none"> • Push all activities, not just BYBS – which have been ticked off least? Pick 6 to tick off • Push changing to-do to done • Announce competition winners 	


Marketing Creative

Marketing collateral has been designed and developed to support engagement and storytelling throughout Bring Your Best Self.




Examples of digital marketing collateral for websites and social media.

Save the swimming for the pool
this summer.



Stick to less than 4 minute showers.

BRING YOUR BEST SELF



Burn off the
Christmas
calories.




Conduct a walking meeting.

BRING YOUR BEST SELF.



Ride like a rocket man.




Walk, cycle or even scooter to work.
Choose sustainable transport.

BRING YOUR BEST SELF




Got the stationary blues?
Become a stair master!



Choose to move! Take the stairs.

BRING YOUR BEST SELF



Bring Your Best Self campaign posters.

Existing CitySwitch behaviour change campaigns will also be used as resources throughout this season. These include beginners guides for companies and building managers, as well as the 'Expand the Band' campaign. There are related Cup activities that reference these resources, and they are also delivered through the weekly email marketing campaign.

CITY SWITCH
GREEN OFFICE

BEGINNER'S GUIDE TO HEALTHY BUILDINGS

The CitySwitch Green Office program approaches health and wellness in the office by looking at how the built elements of an office interact to contribute to human health, wellbeing and productivity and what we can do to thrive in our offices. Staff costs, including salaries and benefits, can account for up to 85 to 90 per cent of a company's total expenditure! When it comes to staff attraction and retention, research indicates tenants are placing thermal comfort and indoor air quality second only to public transport proximity in their top workplace priorities!¹ An overwhelming body of evidence published over the past decade shows a clear link between best practice indoor environments and the savings that can be gained from healthy, happy and productive staff.

QUICK GUIDE

For an optimum workplace environment:

Mind

- Aesthetics: visually appealing environments have a positive effect on productivity.
- Connect to nature with indoor plants or by installing a green wall.
- Gease employee satisfaction by performing an occupancy survey.

Body

- Office layout: positioning of healthy snacks vs unhealthy snacks and water vs sugary beverages.
- Provide opportunities to move such as stand - sit desks, encouraging staff to take the stairs or to conduct a walking meeting or offering discounts to local gyms.
- Promote active transport – install bike racks and ensure access to shower facilities and lockers.

Culture

- Equal access for all to healthy workplaces.
- Look at how wellness is communicated throughout the organisation (e.g. employee handbooks and external marketing).
- Clarify expectation around sickness and leave.

Workplace

- Indoor air quality – including ventilation effectiveness and levels of pollutants (VOCs).
- Utilise biophilic principles – we have a need to connect to nature.
- Thermal comfort – temperature, humidity, air flow.
- Lighting – maximise daylight, whilst minimising glare and heat.
- Acoustics – minimise external noise as well as the noise levels within the office space.
- Office layout – arrangements of walls, partitions, furniture and equipment in relation to fixed elements.
- Ergonomics – an assessment should take place per employee at their workstation.

RESOURCES

- Health Building Database – CitySwitch Website.
- NABERS Indoor Environment Goals.
- 10 Steps to Improve Staff Engagement and Health – CitySwitch website.
- Video: Interfaces, Google and biophilic design.
- Green Star Building – Green Building Council Australia.
- Explores Green Star and NABERS Ratings – CitySwitch website.
- Tenant's Guide to Green Leases – Department of the Environment and Energy website.

CASE STUDIES

- Fifth Estate ebook: Healthy Offices.
- Department for Environment and Water and Scientific Office Information case study.

Contact your CitySwitch program manager for more information about incentives and grants available.

www.cityswitch.net.au

Updated Jan 2019

CITY SWITCH
GREEN OFFICE

BEGINNER'S GUIDE TO OFFICE GREENERY

Office greening or biophilic design can be achieved by various means including indoor plants, views of flora and fauna (both live and in pictures), green walls and roof top gardens.

Biophilia is a term used to describe our basic human desire to connect to nature. There is a body of evidence to support that our psychological well-being is increased upon exposure to natural features and environments.

Contact with nature has been found to:

- Enhance healing and recovery from illnesses.
- Increase cognitive functioning on tasks requiring concentration and memory.
- Help to reduce stress and fatigue and enhance productivity.

Offices with indoor plants have been found to experience a 10 per cent reduction in carbon dioxide levels in air conditioned buildings and 25 per cent reduction in buildings without air conditioning. Plants also filter the air of pollutants such as VOCs (Volatile Organic Compounds), which are off-gassed from paints, carpets and furniture.

In a three-month study of University of Technology Sydney (UTS) office staff, participants with plants reported a reduction in stress and negative feelings by as much as 40 per cent. International researchers have found plants can help to reduce the amount of sick leave people take. Increasing plant life in your working environment can have positive effect on human reasoning costs.

QUICK GUIDE

Top tips for indoor plants (provided by Emma Siddle, Thomson)

Lighting

- Select plants for your office based on the amount of light available.
- For low light levels choose plants such as Sansevieria, Aglaonema, Spathiphyllum, Philodendron, Syngonium, Peperomia, and palms.
- For areas with natural light or bright indirect sunlight nearly anything will grow including ferns, hostas, begonias, orchids, dracaena, and succulents.
- For areas with direct sunlight (cacti and most succulents will survive, although take care in summer, especially west facing windows).

Watering

- Overwatering more commonly kills plants than under-watering.
- Stick your finger in the soil and if it still feels wet down to around 5cm then your plant probably doesn't need a drink.
- It is best to give your plants a good soaking less frequently rather than pouring a little bit of water on the top soil every few days; the water doesn't penetrate to the roots and root rot can occur.

RESOURCES

- Eight Health Benefits of Indoor Plants.
- Biophile Spaceships - Abstract from Journal of Happiness Study.
- Need to Reduce Indoor Pollution? - Three-month study from the University of Technology Sydney.
- Why Biophilia is the Secret for Six Cities - Property Council Australia article.
- 88 Architects Office Greening case study - David Brown Director of 88 Architects and self proclaimed plant addict shares his story with us, and provides a comprehensive guide to buying and caring for indoor plants.
- Video - Adelaide Sustainable Buildings Network.

Contact your CitySwitch program manager for more information about incentives and grants available.

www.cityswitch.net.au

Updated Jan 2019

Existing CitySwitch Beginner's Guides for healthy buildings.

CITY SWITCH
GREEN OFFICE

EXPAND THE BAND

OVER- HEATING OR COOLING YOUR BUILDING?

Collectively, we can provide better occupant comfort, save millions and reduce emissions, simply by expanding the band.

Many commercial office buildings in Australia maintain a fixed temperature of 22°C each day of the year. However, research suggests that providing a diversity of work environments and temperatures, and letting people choose the space for the task, supports better outcomes for people.

By expanding the band by 1°C you can also reduce the amount of energy your heating, ventilation and air conditioning system consumes by 6-10 per cent. Since climate change is the biggest challenge that cities – and the people who live in them – face today, reducing our energy consumption in Australia's biggest opportunity to act on climate change.

Sydney's offices are responsible for 45 per cent of greenhouse gas emissions¹. By working together, we can make an impact, collectively cutting energy consumption and emissions, saving millions whilst creating more productive workplaces.

HOW DOES IT WORK?

The three most important controls affecting thermal comfort and efficiency are the temperature set point, the dead band, and the proportional band.

- Temperature set point:** The target space temperature prescribed by the HVAC system.
- Dead band:** The range in which neither cooling nor heating is required.
- Proportional band:** Also known as throttling range, this is used for modulation control of the HVAC system. By widening the proportional band the system can run at less than full capacity more often.

Most HVAC systems operate on a very narrow deadband – in many cases of less than 1°C. But the Australian Institute of Refrigeration, Airconditioning and Heating (AIRAH) recommends temperature set points between:

- 20-22°C in winter
- 24-26°C in summer²

Dead bands of up to 3°C and proportional bands up to 2°C can achieve a balance between occupant comfort and energy efficiency³.

Expanding the temperature deadband also saves money on heating and cooling as HVAC systems don't have to work as hard to maintain required temperatures.

In fact, research confirms that expanding the deadband by 3°C can cut HVAC energy costs by up to 30 per cent⁴.

If your lease is stopping you from making temperature adjustments in line with occupant needs and the latest science, ask for a Better Buildings Partnership best practice lease with your next move.

WHAT ARE THE BENEFITS?

- Save on energy bills
- Slash greenhouse gas emissions
- Enhance building occupant comfort and productivity
- Boost your NABERS Energy rating
- Reduce the load on air conditioning equipment
- Reduce peak demand on the electricity grid on extreme days
- Save water from cooling tower use
- Enhance building resilience, especially in extreme weather

HOW DO WE EXPAND THE BAND IN OUR OFFICE?

- Do your homework.** AIRAH Skills Module B1 provides guidance on temperature setpoints, deadband and proportional band settings for optimum energy efficiency.
- Know your building.** Every building is different – and it will be a matter of trial and error to determine the optimum settings for each season.
- Take your time.** Apply changes to indoor temperature gradually – AIRAH recommends 0.2°C at a time – to maintain a balance between energy savings and occupant comfort. Incremental change helps people acclimatise.
- Monitor satisfaction.** The success of your efforts to expand the band will depend on effective feedback. Look to your smart building systems, big data and the feedback of building users for help.
- Tell people why.** Research shows us that people are more willing to work in an office with a wider range of temperatures when they understand how it will make a difference to climate change.
- Work together.** Managing comfort in an office building takes a committed building operators team working together with building users. But together you can identify opportunities to enhance the workplace while also cutting costs and emissions.

CITY SWITCH
GREEN OFFICE

WORK WITH CITYSWITCH Visit: www.cityswitch.net.au/expandtheband

Supported by:

- BETTER BUILDINGS PARTNERSHIP
- AIRAH
- FMA

1. City of Sydney (2018) Sydney's Sustainable Office Buildings Plan. www.cityofsydney.nsw.gov.au/tech/office-buildings-sustainable-office-plan

2. Australian Institute of Refrigeration, Airconditioning and Heating (AIRAH) Skills Module B1: Space temperature set point and control band. www.aiah.org.au/Centres/Files/HVAC/Manuals/2018/08-15-HVAC-0204.pdf

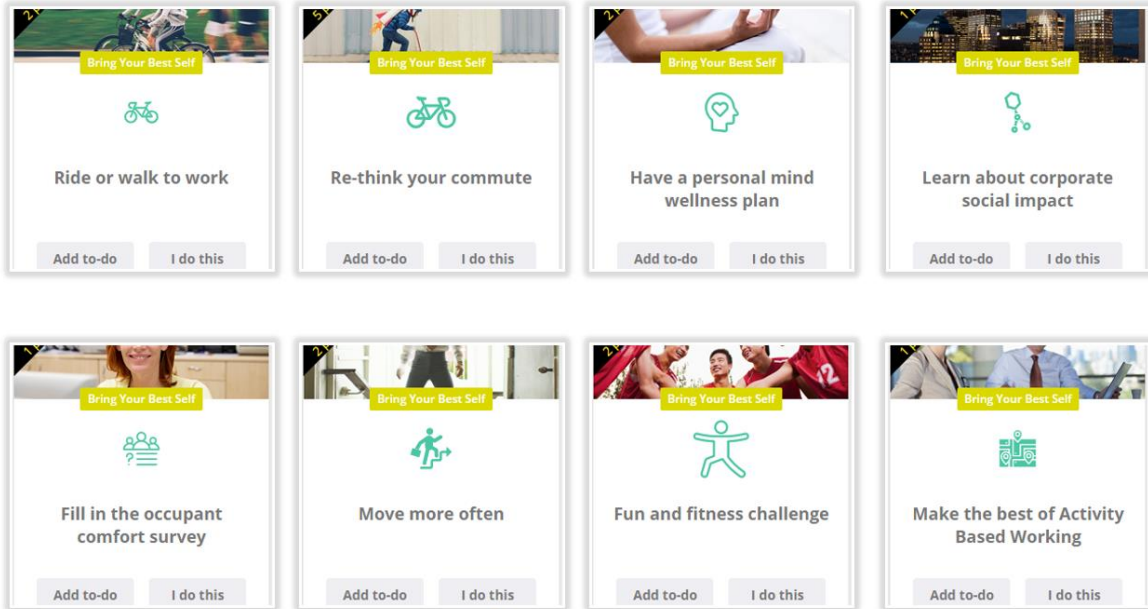
3. Zhang, Hualin, Robert, Haggard, Graham, and Gifford, Ian (2017). The effect of indoor temperature setpoints during summer on office workers' cognitive health and mental comfort. Building and Environment, 122, 16-26. <https://doi.org/10.1016/j.buildenv.2017.03.048>

4. Hoyle, Kim, Evans, Edward, Zhang, Ha (2018). Evidence for temperature setpoints: Simulated energy and design considerations for new and retrofit building. Building and Environment, 149, 16-26. <https://doi.org/10.1016/j.buildenv.2018.07.025>

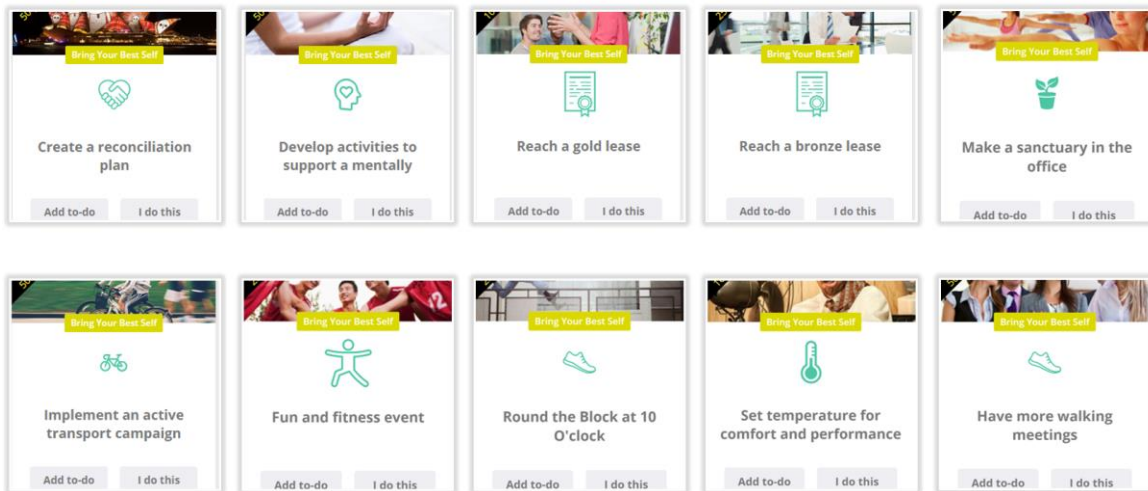
'Expand the Band' campaign factsheet for building owners.

Platform Activities

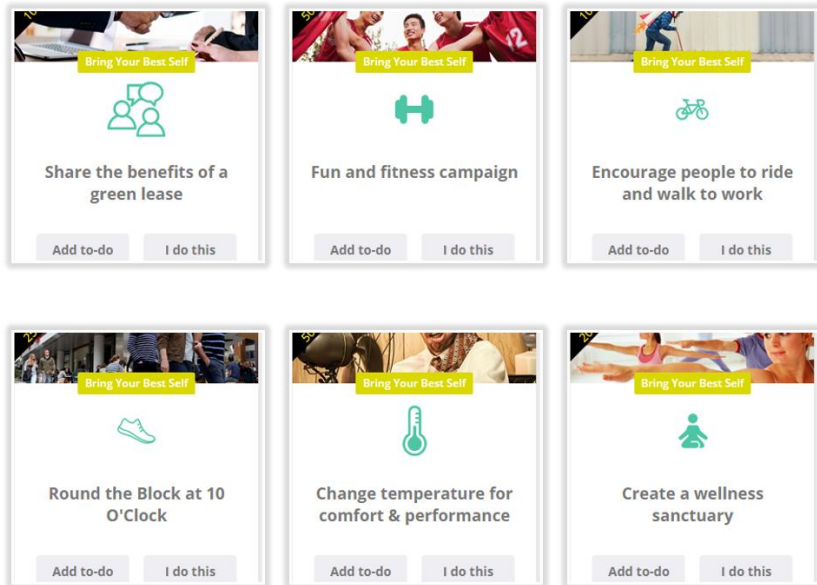
There are a number of platform activities for participants in the Bring Your Best Self season, with suggested actions ranging from introducing walking meetings and fitness activities to adjusting building temperature settings. These activities are suggested throughout the season in the email campaigns.



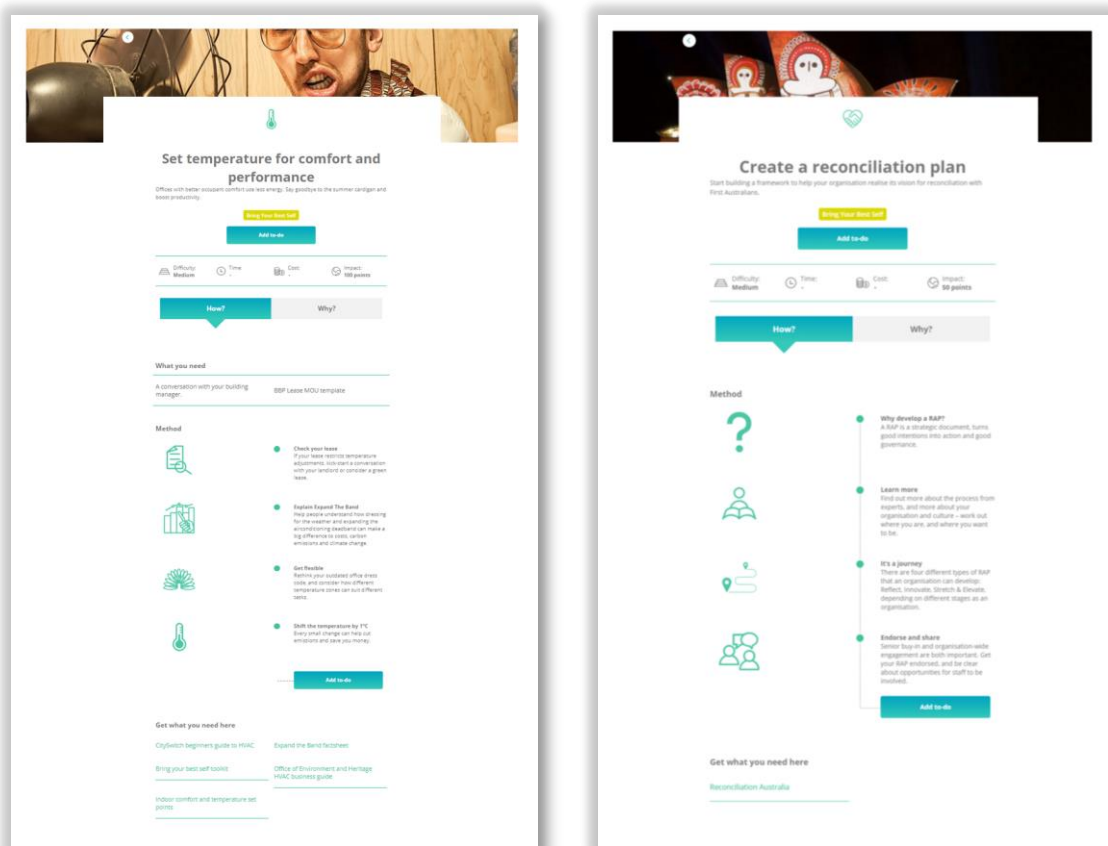
Individual Activities



Company Rep Activities



Building Manager Activities



Sample activity details

Conclusion

At the conclusion of the Bring Your Best Self season, companies and building owners should have become more engaged with each other, and with the individuals in their building. Individuals should be more aware of the actions being taken by their company and building, and play an active role in contributing to a happy, healthy and more sustainable workplace.

The metrics used to measure the success and impact of this season will include the number of activities completed by all stakeholders, case studies and examples of changes made by buildings and companies, and potentially qualitative survey data collected toward the end of the season.