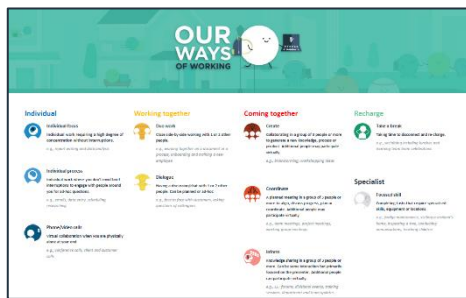


Our Ways of Working (OWOW)

Supporting our people to work in their best way



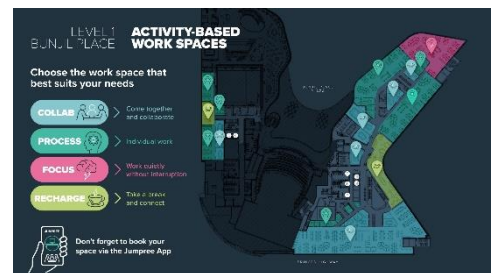
Our Ways of Working (OWOW) is a comprehensive approach aimed at empowering the City of Casey’s employees to work in the way that suits their needs, promoting flexibility and achieving the best outcomes for both the business and our people.

The OWOW program was initiated to tackle a range of significant challenges, including: a need to refresh the old workplace strategy due to a growth in headcount and an unsuitable “neighbourhood”

based approach to the office environment; needing to respond to the pandemic and to support future desired hybrid working arrangements; to support productivity and culture with distributed teams, including adopting the new skills and behaviours needed to work successfully in an activity-based environment; and needing to find innovative ways to optimise operations and maximise efficiency due to the resource limitations.

Key program components:

- Activity-Based Working model to foster flexibility and adaptability while maintaining a strong sense of connection, collaboration, efficiency, and effectiveness.
- Spaces that encourage social connection, collaboration, innovation, partnerships, and the growth and development of our employees.
- Digital tools for collaboration and hybrid working.
- To optimize desk utilization and ensure safe distancing configurations, OWOW implemented the Jumpree booking system.
- To effectively working in activity based and hybrid environments, employees need a variety of skills and competencies. OWOW provides a wide variety of skill and competency building programs to support employee needs.



Program outcomes:

- Door swipe data and desk utilisation data is showing an upward trend, with utilisation rates being higher as compared to that of the previous year.
- The use of Microsoft Viva insights shows that employees are having more quality time with their supervisors and leaders.
- Employee quote: “I love connecting with colleagues I haven’t seen for a while and meeting lots of new people. It is a great way to come together, share ideas and get to know people on a more personal level.”
- Continued assessment against a three-level maturity model to achieve a culture of adaption, informed by evidence-based research on a typical organisation’s evolution journey through activity-based working.
- Employee quote: “Our team works super well remotely but I love heading into the office just for the atmosphere! The facilities are always awesome and it’s so convenient for lunch or if I have to run an errand.”

