

Office Space Management and Hot Desking

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BAA Heathrow 



About Heathrow

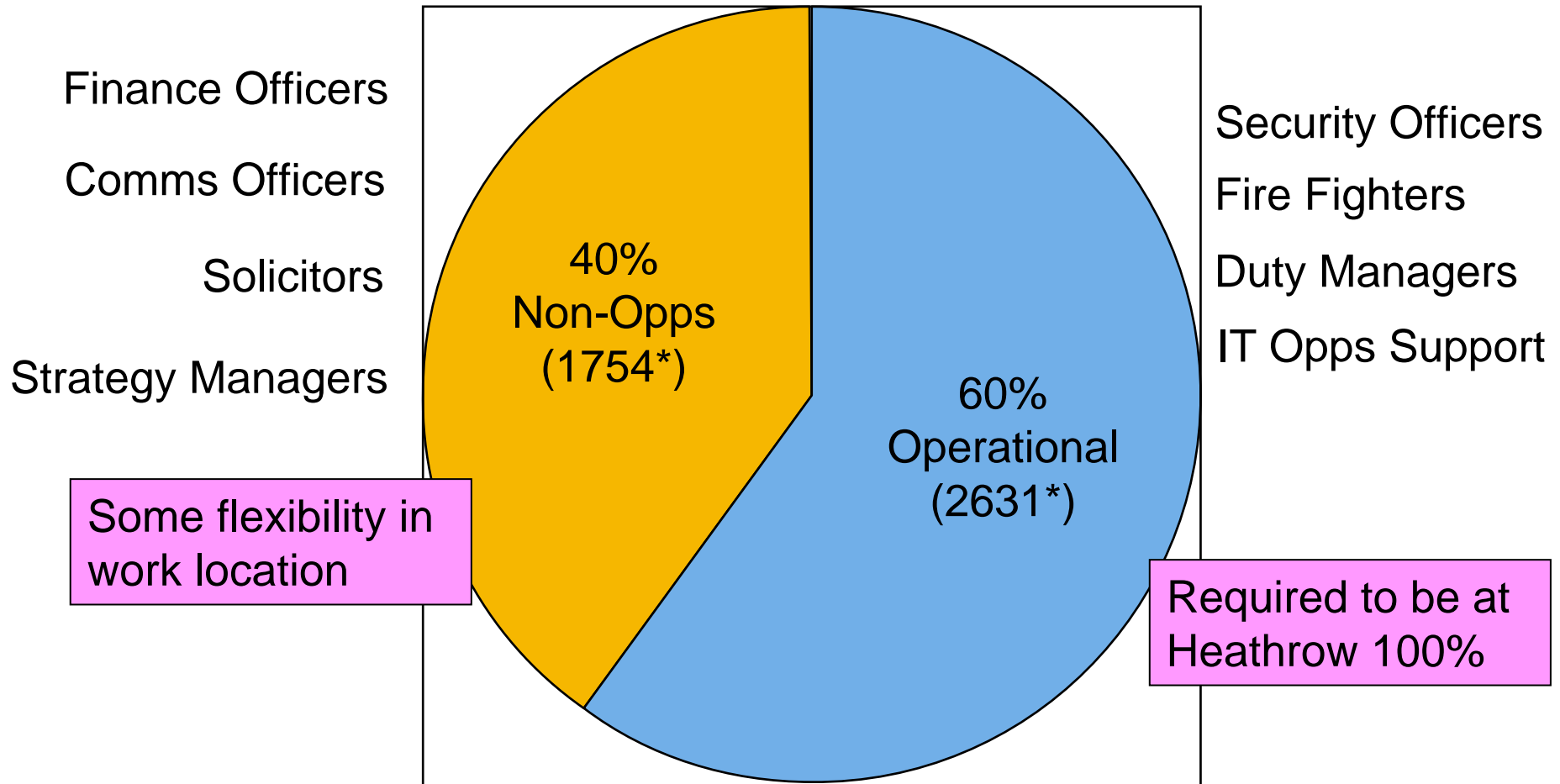
Facts and figures

- ▶ The world's busiest international airport and widely regarded as the aviation hub
- ▶ 68 Million 'visitors' per annum
- ▶ UK's biggest single employment site
 - ▶ 72,000 employed at Heathrow
 - ▶ 170,00 jobs sustained by Heathrow
- ▶ UK's busiest Bus & Coach Station
- ▶ 4 Tube and 3 Rail Stations
- ▶ Airport-wide Travel Plan

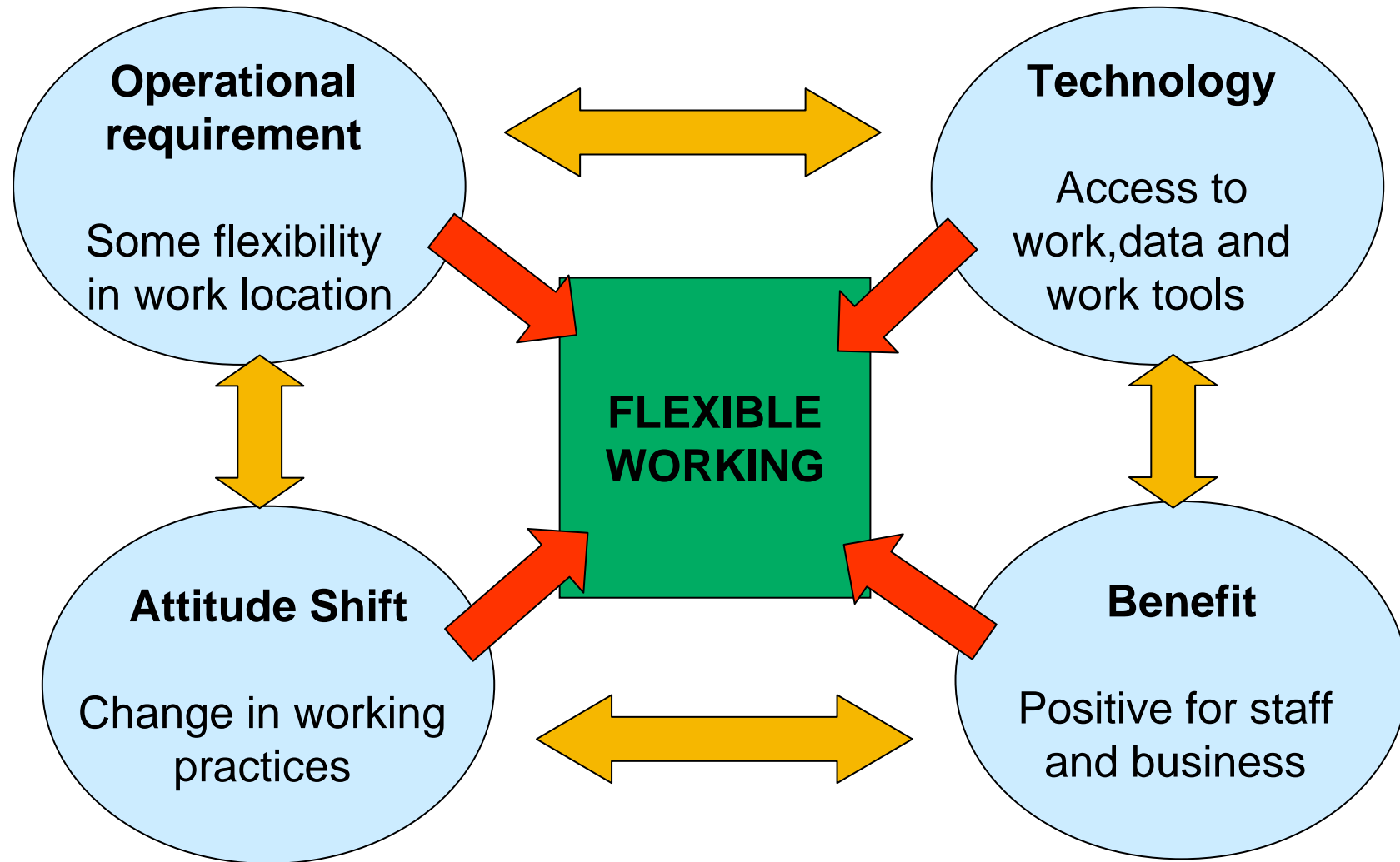


- ▶ Free Travel around Heathrow
- ▶ Carshare Scheme
- ▶ Airport Travelcard
- ▶ Cycle parking / Dr Bike events
- ▶ Bikesafe motorcycle initiative
- ▶ Interest free loans
- ▶ Annual promotional events
- ▶ Staff induction process
- ▶ Personalised Travel Planning
- ▶ Mobility Management Group
- ▶ **How we work...**

Number of BAA staff at Heathrow: **4,385***



* Approximate figures



Technology



Networks

First network was to share time

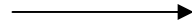
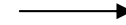
Local Area Networks (LANs)

Wider Area Networks (WANs)

WWW

Software

Technology helping to deliver change **BAA Heathrow**



CITRIX[®]



Technology driving
change to working
practices.....

Opportunity

Technology supporting alternative ways of working

- ▶ Hot desking and clear desk policies
- ▶ Teleworking (working from home)
- ▶ Mobile working (handheld technologies)
- ▶ Office Hopping

Additional benefits:

- ▶ Compressed working
 - ▶ 9 Day Fortnight
 - ▶ 4 Day extended week
- ▶ Staggered working hours
- ▶ Job sharing & part time employment

What is Hot desking?

What is Hot desking?

- ▶ Temporary occupation of a work station by a particular employee.
- ▶ One desk shared between several people who use the desk at different times.
- ▶ No personal space for any hotdesk worker.
- ▶ Used in places where not all the employees are in the office at the same time.
- ▶ A primary motivation for hot desking is cost reduction through space savings - up to 30% in some cases.
- ▶ Flexible working practices can leave desks and personal offices often vacant, consuming valuable space and resources.
- ▶ Supports work/life balance and alternative working practice

How Hot desking has saved BAA money

- ▶ Previous office accommodation consolidations have delivered a ratio of desks to staff of **1:1.2**



Savings of approx.
£400,000 per annum

- ▶ Future office accommodation consolidation at Compass Centre will produce a ratio of desks to staff of **1:1.5**



**20% reduction in
desk numbers**

Additional savings of
approx. £150,000 p/a

Is Hot desking working
at BAA?

An alternative view?

WORKS TOO WELL IN SOME RESPECTS
Not for

TOO STERILE?



An alternative view?



Desk Personalisation



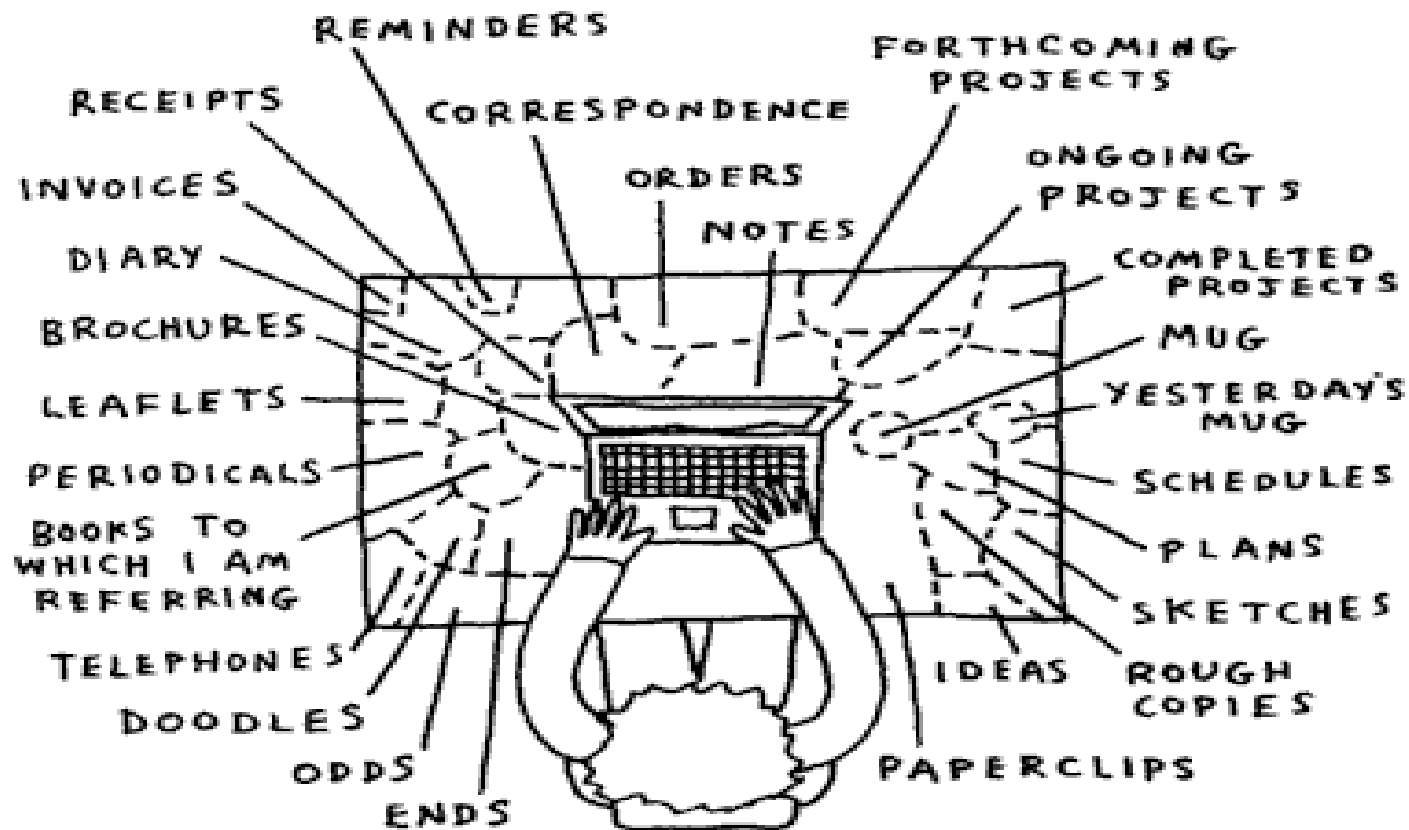
I 
MY DESK

The Future or happening today?



HOW I ORGANISE MY DESK

THE AREAS ARE ALLOTTED THUS:



Thank You

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