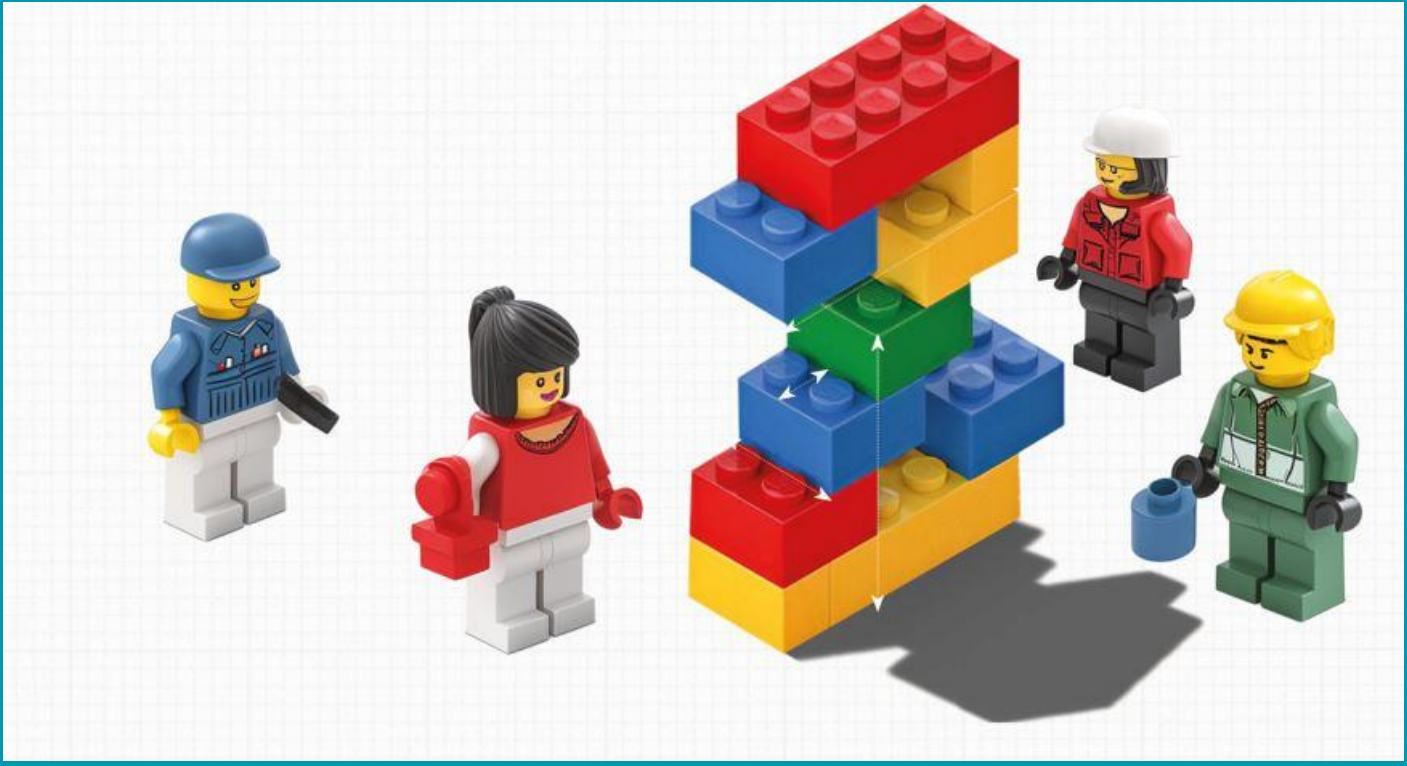
PARKSIDE REFRESH GURUS' BOOKLET



Welcome to the Parkside Refresh project team!

You have been selected as the Refresh Guru, to act as a representative for your department and team.

We would like to thank you in advance for your time and efforts dedicated towards the project.

This booklet contains a summary of the project background, project timelines as well as the Refresh Guru roles and responsibilities during and after the refresh.

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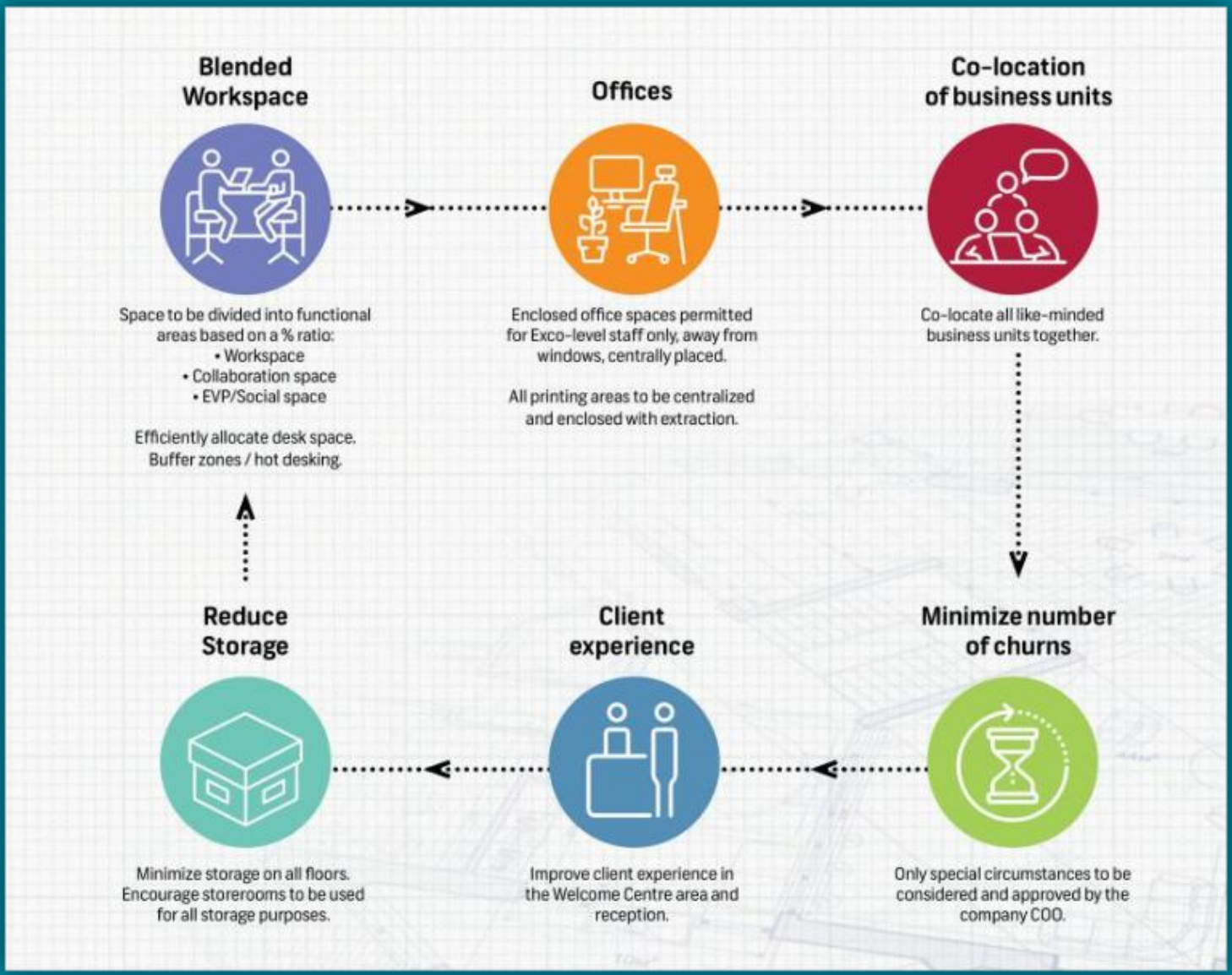
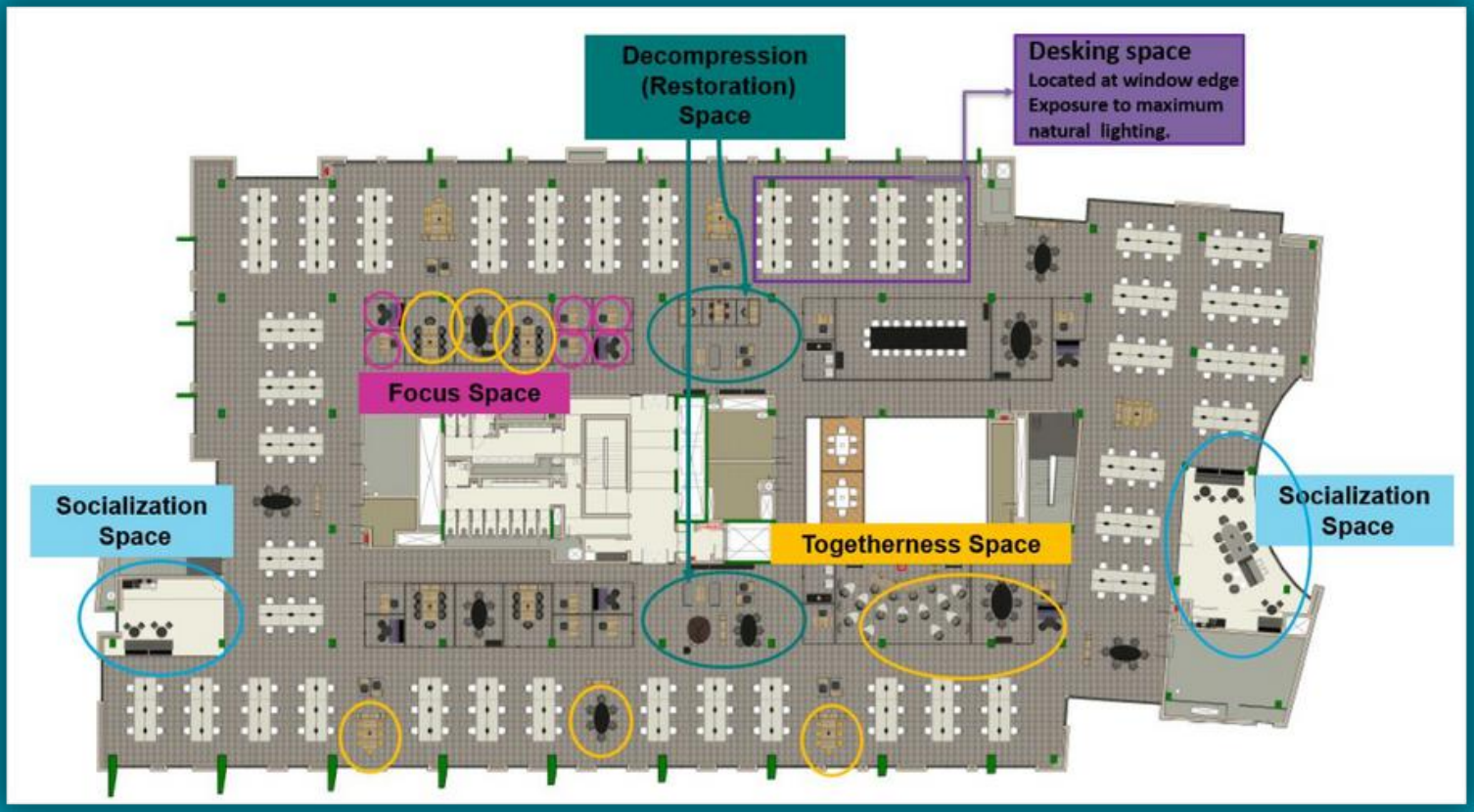
PROJECT BACKGROUND

Parkside building was launched in 2015. Since the buildings 1st occupation, there has been a significant and gradual increase in staff numbers.
Parkside occupation in 2018: 870 – 900.
Parkside occupation in 2024: 1350.
Productive me was implemented in the building in 2020. It is a shared workspace initiative, encompassing of 70% permanent desking, 20% shared desking (2-people sharing) and 10% hot desking (4-people sharing).
Since 2015, there have been no renovation or revamp projects in the building, only office churns and general maintenance.
To address the increasing number of requests for office churns, EXCO initiated the process to review the possibility of doing a Parkside internal refresh in June 2023.
The Parkside Refresh project team conducted pre-analysis and research to review the trend of movement of occupants throughout the Parkside building throughout the day. In addition to that, a Parkside survey was circulated in November 2023 to all Parkside staff members to gather valuable insights into the employee's personal preferences, concerns, and suggestions.
This information and feedback was used to compile and define the design principles, which forms the basis of the Parkside Refresh design.
The Parkside Design principles were presented and approved by EXCO in February 2024.

PARKSIDE DESIGN PRINCIPLES

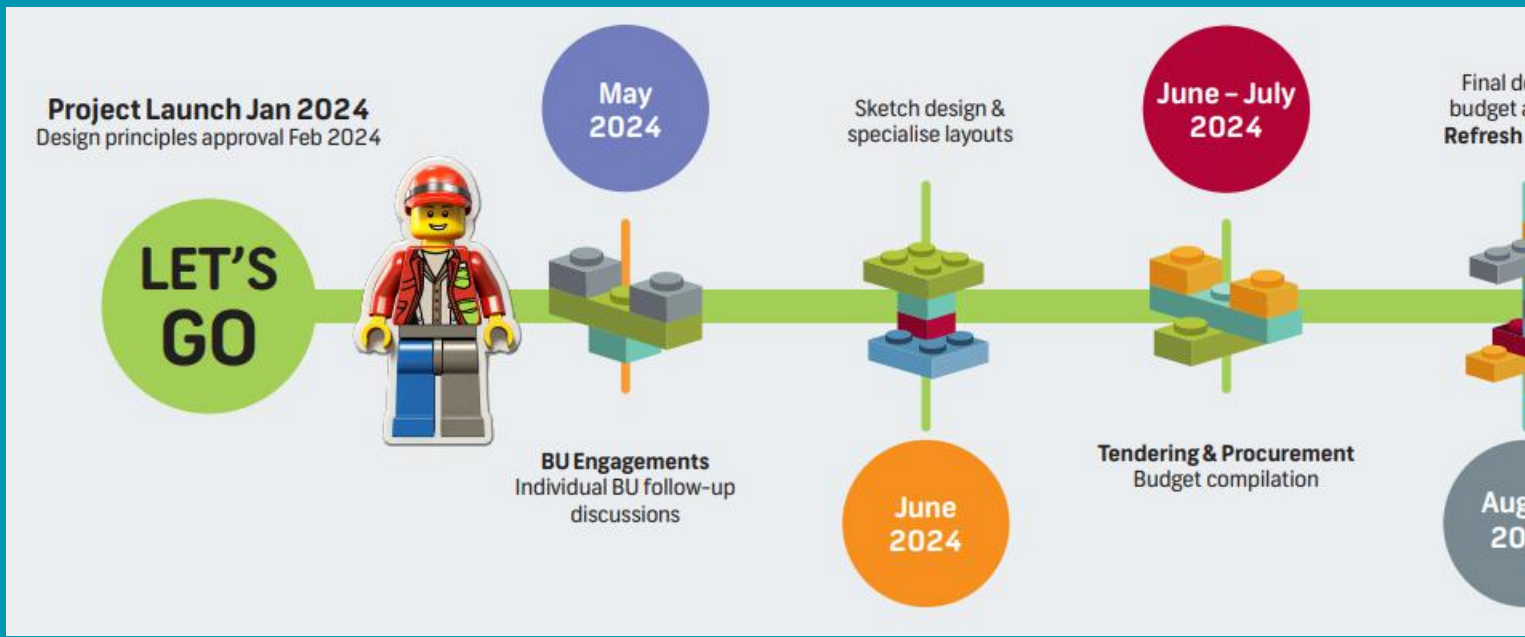


CONCEPT LAYOUT

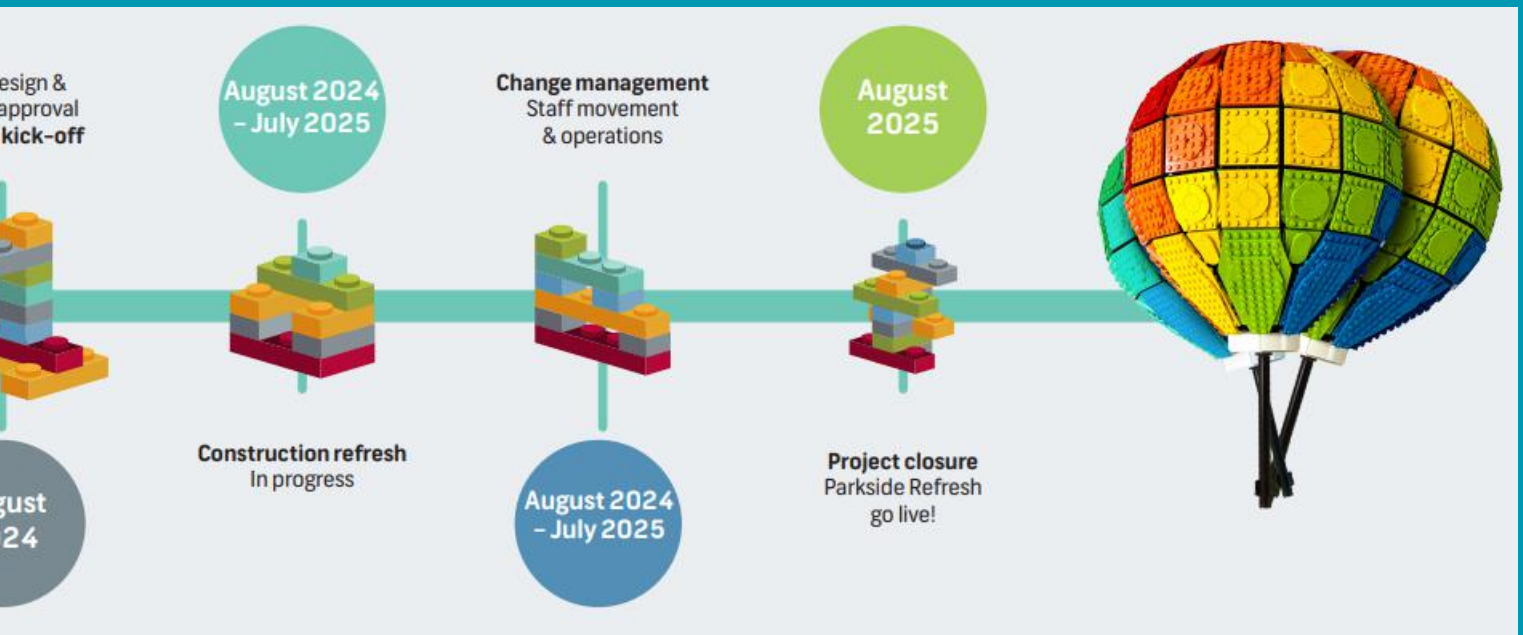


This is the design model that will be followed. Guided by the approved design principles.
(NB: Not final layout. To be used as example of space allocation only).

PROJECT OVERVI



EW & TIMELINES



REFRESH GURUS

What is a Refresh Guru?

A passionate individual who actively supports and promotes a significant organizational change.

(Guru: “highly respected and revered for their deep understanding and mastery”)

Why a Refresh Guru?

The Refresh Guru will be required to have a deep understanding of the business unit operations and play the key role of being the communication intermediary between the project team and the BU.

PARKSIDE REFRESH GURUS

Office of the CEO - **Nina Louw**
RMB – **Josephine Diogenus**
Commercial - **Susan Fick**
Group Finance - **Punehi Kavishe**
Project Management Office - **Zambwe Mwilima**
Insurance Brokers - **Alex Gaugorob**
Human Resources - **Reinhard Mahalie**
Points of Presence (POPS) - **Xanthe Van Wyk**
Group Treasury - **Werosa Kubas**
Data & Digital Transformation (DXD) - **Hermanus Stein**
Property Management & Group Security - **Maria Ihuhua**
Credit - **Davina Mcnab, Timothy Van Niekerk, Hamukwaya Ernest**
Premium Banking – **Elize Smith, Alna Booysen, Agatha Francis**
Fiduciary – **Charlotte Visser**
Ashburton Investments - **Wayne Mouton**
Compliance - **Willem Brink**
Information Technology - **Nicolette Diergaardt**
Payments Product House - **Albert Matongela**
Procurement & Accounts Payable - **Elise Unoovene**
Group Internal Audit - **Eugen Eberenz**
Group Forensics - **Jacoline Benade**
Contact centre – **Wilibard Shirunga**
Group Risk - **Moses Makayi**
Retail - **Bronwen Chase, Sharon Britz**
Strategic Marketing & Communications - **Quinten Potgieter**
Legal – **Janine Grant**
Short term insurance – **Tanya Van Wyk**

REFRESH GURUS ROLES AND RESPONSIBILITIES

- Collect and gather BU requirements.
- Act as an intermediary between the BU and Project team.
- Provide updates, support, and guidance to department team members.
- Disseminate information about the project timeline, key milestones, and any updates to all department team members.
- Address questions and queries from employees regarding the Refresh project.
- Encourage a positive attitude towards the refresh project by highlighting the benefits and opportunities it presents.
- Department document/record management.

REFRESH GURUS TASKS

TASKS BEFORE PARKSIDE REFRESH

- Provide updates, support, and guidance to department team members.
- Address any issues or challenges that arise during the transition period.
- Collaborate with project team to execute the necessary work to complete project.
- Should your BU require relocation – the Refresh Guru should be on the frontline to act as intermediatory between project team and department.

TASKS AFTER PARKSIDE REFRESH

- Provide updates, support, and guidance to department team members.
- Ongoing change management.

GLOSSARY OF TERMS

Office refresh – *to improve office appearance and functionality.*

Office churn – *any changes to the floor space layout.*

Refresh Guru – *a passionate individual who actively supports and promotes organizational changes.*

Change Management – *process of assisting employees within an organization to smoothly adapt to changes.*

Block and stack – *design process that involves arranging departments or workspaces in a way that maximizes efficiency and space utilization.*

Sketch plan – *a simple drawing that outlines the basic layout and features of a space.*

Blended workspace – *a physical office space with a flexible and adaptable work environment.*

Hot desking – *a flexible workspace system where employees use any available unassigned open desk when they do not have assigned seating.*

Design principles – *approved design fundamental guidelines to ensure the newly refreshed workspace is functional, efficient and aesthetically pleasing.*

Aesthetics – *look and feel, visual appeal of a space.*

CONTACT INFORMATION

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