

## Investa Innovation & Technology – Fast Facts

### 1. Drawing transformative insights from rich office data

#### *Next generation BIM technology – ‘digital twins’*

- Creation of a ‘digital twin’ of a building – replicating the physical components of a building in digital form – revolutionises the way it is managed and how tenants are served.
- Investa is utilising digital twins to capture **real time data** from sensors about the health of assets; to gather insights on how users interact with the building and to create a repository of data.
- Digital twins digitally mirror every floor, wall, stair and lift – even doorhandles – and can **record everything** from the original architect’s drawings through to the warranties and service histories associated with plant and equipment.
- They enable **sophisticated building management and better customer service** – efficient building maintenance, lower operational costs, smart capital works investment and value-add to tenancy fit-out design, construction and operation.
- The digital twin for 567 Collins Street, Melbourne, maps more than **57,000 building items** in the asset register and takes feeds from **14,000 live data points** in the building.

#### *Data-driven business improvement*

- Investa’s **Data & Information Project** is designed to save time, deliver more accurate and reliable reporting and enable more strategic decision making, by providing access to real time, data-driven performance metrics
- Phase 1 of the project is projected to **reduce the time spent on preparing reports by 7% for the Real Estate Services team** and up to 20% across the company by the end of the project, which can be re-directed to more strategic work by the teams.
- Over **60 data sources relating to the Real Estate Services business were mapped**, to deliver a comprehensive set of dashboards that track the financial and leasing performance of Investa’s commercial property assets in real time.

#### *Leveraging data to deliver a better occupant experience*

- Investa’s INSITE tenant engagement program is leveraging data from custom tenant portals, in-building events and promotions to **create a sense of community and positive experiences**, tailored to the profile of the building and its occupants.
- The aim is to provide an engaging workplace environment beyond the physical space tenants occupy – **enabling our tenants to make lease renewal decisions based on broader value-based metrics**, rather than purely financial drivers, such as cost per square metre.

- Investa currently has **18,500 registered users on its INSITE portals** (or circa 54% of the INSITE building population), who have participated in tenant engagement activities.
- 89% of Investa buildings with an INSITE tenant portal and events and engagement plan **performed above the benchmark** in the most recent industry benchmarked, tenant satisfaction survey.
- The most active INSITE users **attend an average of five events per year** and utilise the portal services or shopping cart at least 14 times per year.

## 2. Staying ahead of the curve in a competitive environment

### *INSITE evolution – Australia’s first bespoke tenant experience app*

- Investa is the first Australian commercial property owner and manager to be developing a **completely customised, integrated tenant and building operational app** – marking the next phase in its INSITE tenant engagement program.
- It is a single system interfacing app which links control of the building (physical property), commerce (transactions), community (interactions) and content (information) through a seamless communication, interface and customer experience.
- It will be launched at Investa’s Premium grade development Sixty Martin Place, Sydney, due to complete in September this year and to other Investa buildings nationally during FY20.

### *Technology Enabled Workplaces of the Future*

- Investa is leading the market at its new, Premium grade office development, Sixty Martin Place, which incorporates **smart access-controlled doors, speed stiles, lifts and a smart carpark management system**. Enabling occupants to interact and access the building without the need for multiple user logins.
- A digital visitor management system and digital room and locker booking systems **enable a seamless experience for occupants**, who will be able to **access and book space in the building from their smart device**.
- In addition to the building’s Digital Twin, Sixty Martin Place has smart lighting controls and smart sensors and meters **to tailor and reduce energy use and costs for tenants and the owner**. Combined with predictive analytics, **building performance dashboards** will enable operations teams to interrogate how the building is performing and undertake continual finetuning.

### *Fast Start Fit-outs & Leasing Innovation*

- Investa’s **Fast Start Fit-out** services being tested currently - sees Investa facilitate tenant fit-out packages and services alongside a vetted network of quality fit-out suppliers
- The service aims to streamline and simplify the fit-out process by **reducing delays, cost uncertainty and resourcing strain for tenants** – delivering a better overall customer experience for tenants and a more seamless transition to their new Investa workplace.
- Investa is also working on a new, accelerated online leasing process which will make the process of acquiring and disposing of short-term office space easy for tenants.

- These initiatives were **key pain points identified during a Tenant Deep Dive** research project where Investa surveyed over a thousand tenants and occupants and conducted more than 70 face-to-face interviews to identify opportunities to better service tenants and differentiate the experience of establishing a workplace in an Investa building.

#### *Sustainability Innovation*

- Investa was the first Australian property company to set a **Science-Based Net Zero Carbon Emissions by 2040 target**. To meet the requirements of this globally recognised framework, Investa's carbon reduction strategy needed to demonstrate its alignment with climate change science, adhere to the Paris Agreement 2-degree commitment and meet a set of stringent sector-based scope 1, 2 and 3 reduction targets.
- Investa's listed and unlisted office funds<sup>1</sup> were the **first real estate funds in Australia to issue Green Bonds and ICPF was the first Australian real estate fund to close a Green Loan**, all certified by the globally recognised Climate Bonds Initiative (CBI).
- Investa has three WELL rated properties – with Barrack Place the first in Australia to achieve a **Gold Level WELL Core & Shell Precertification** for the development, followed by a **Platinum Level** rating on completion in 2019.

### **3. Building an ingrained, empowered innovation culture**

#### *Culture-building initiatives*

- Close to **70% of the business recently participated in Investa's first internal Innovation Accelerator**, to embed innovation within individual teams across the business, solve problems and generate ideas
- More than **100 ideas were generated and 42 experiments conducted** – with five initiatives now in varying stages of implementation
- Further, Investa has established a formal **Innovation Institute** enabling participating staff to attain a **Corporate Innovation Certificate** upon completion of their studies and fieldwork, with almost 25% of Investa staff currently enrolled.

#### **Ends**

For more information

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<sup>1</sup> Investa Office Fund (now delisted) and Investa Commercial Property Fund (ICPF)