
International Hotels Group

While implementing a return-to-office strategy for their team, International Hotels Group (IHG) realized that they will no longer have secure places for their employees to store their belongings. As many of their team members work on different floors throughout the workday, they wanted a solution that not only offered secure storage on every floor, but easily allowed them to reserve a locker for however long they need, on their own unique schedules.

The Challenge

Creating a secure storage solution for an unassigned seating return-to-office plan.

After the effects the pandemic caused on remote and in-person working, businesses have been starting to reconsider their workplace processes and how to bring employees back in the office. International Hotels Group was faced with this decision, and got to work on a return-to-office plan. Due to the nature of their workplace, they decided on an unassigned seating arrangement. IHG employees commonly work on more than one floor, and it didn't make sense to keep employees in one place.



During their plans, they quickly realized that no assigned seating meant no personal storage space. One IHG employee explained, "I think most companies are looking at the way people are coming back to the office and what the workplace looks like right now, and they want things stored away, they don't want things spread out around the office." Because of this, a personal storage challenge arose among the planning team.



The Solution

Smart lockers on every floor for every employee's distinct needs.

“Smart lockers weren’t front of mind when talking about unassigned seating for employees, but it became a part of the natural evolution of the requirements that would go into our plan,” said Shane Lomax, the Facility Manager at IHG. They received a call from their architect, Hendrick. Hendrick explained that smart lockers were the way to go so employees could reserve both a workstation and a locker. IHG was a fan of the concept:



I think this is a way employees can have secure storage for their personal items. Lockers are key to reserving your workstation because they usually have storage in those places. At IHG for example, people work on multiple floors, so they can come in and grab a locker on whatever floor, at any time. It doesn't restrict them from moving around.”

IHG decided to bring Hendrick in to get involved with the project at hand. Hendrick and IHG worked together to create a few initial layouts of the plan. Soon after that, Cushman & Wakefield, their project management team got involved.

After seeing a demo of the smart lockers on-site, the team was impressed and worked together to finalize locker bank layouts, locations, and quantities needed. They came up with two different types of lockers specifically for the needs of the end user, a locker big enough to hold a backpack, and a small locker made to hold smaller items like a keyboard or folder.



Implementing the technology was a breeze, as IHG employees already use badges throughout their office. IHG's IT team simply provided data and internet access and after the software downloaded, their badges were connected to the smart lockers. The IHG team couldn't have been happier with the process and the final result.



The Successes

1) Individual locker size requirements. The team was able to provide two locker sizes that supported employees' needs so they have room to store both large and small items.

2) Access card capabilities. All IHG employees can reserve a locker with their access card - and for however long they need. Some employees will need a locker for just a day, and others a week or more. The smart lockers were set up so employees can reserve a locker for up to a year.

3) Custom data reporting. Originally, the data only had a pie chart that showed the percentage of lockers that were being used, but IHG wanted to see more than just that. So, since reporting can be customizable, they now can see exactly which employees were using the lockers along with the percentage of employees in the office that use them, giving them a better idea of the way their team works.

“It was a great project to work on. The architect and PM team have a great relationship, and the IHG team was receptive. The install and software team both received great compliments and there was a lot of communication. Things went real smooth.”

4) Set cleaning schedules. IHG also set the time on when their smart lockers need to be cleaned to every 2 weeks. This makes it easy for the cleaning crew to prioritize and track the cleanliness of the smart lockers.

Hamilton Casework Solutions offer GREENGUARD Gold certified products to provide safe, quality, environmentally friendly workspaces. FSC® (FSC-C110583) and OSHPD certified components are also available as specified by a designer.



3158 Production Drive | Fairfield, OH
45014
info@hamiltoncs.com
W: 800.503.9966