



IMPACT REPORT 2019:

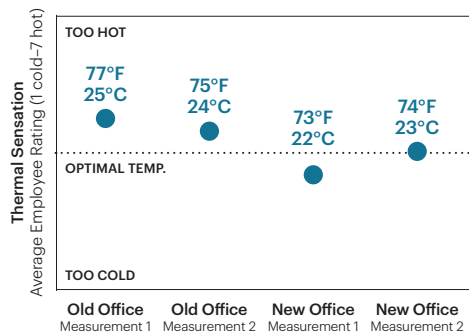
Elsley House Living Lab

The HKS London office, Elsley House, functions as an ecosystem committed to a culture of testing, evaluating, and evolving to meet the changing needs of all stakeholders. Simply put, it is a Living Lab. We designed the space to be a studio, not an office. The design enables the cross-fertilisation of ideas, promotes staff health and well-being, and supports creativity and collaboration. The Living Lab layers qualitative and quantitative methods to meet human outcome, business, and building performance goals. We track environmental conditions, survey employee experiences, and map behaviors across locations to assess occupancy patterns. This model moves beyond a one-and-done post-occupancy evaluation to tap into the dynamic relationship between the built environment and the human lives that we design for.

Human Impact

- 28%** Increase in Air Quality Satisfaction
- 19%** Increase in Healthy Food Options Satisfaction
- 20%** Increase in Water Quality Satisfaction
- 26%** Increase in Thermal Satisfaction

Over the course of four measurements of objective and subjective data, we were able to adjust the thermal environment to meet the optimal subjective rating.



20% Decrease in Acoustic Satisfaction

We are evaluating sound absorbing materials, sound masking systems, and have adjusted the amplification settings on speakers.

17% Decrease in Access to Nature Satisfaction

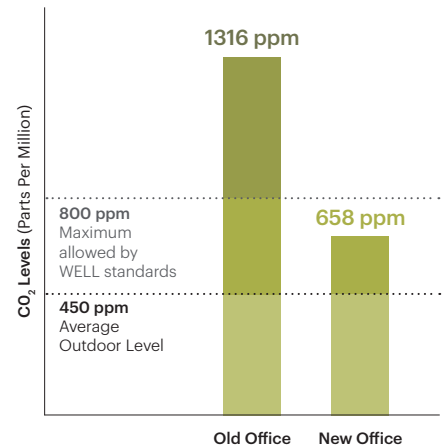
We are investigating opportunities to introduce appropriate planting adjacent to social areas to maximize people's exposure to nature.

Statistics from Delos WELL surveys, experience sampling surveys, and environmental sensors.

Environmental Impact

48% Decrease in CO₂ Levels

Exposure to high indoor CO₂ levels may drastically reduce complex cognitive and decision-making performance. WELL Certification recommends a maximum of 800 ppm.



Business Impact

35,000+ Online Views of our Living Lab Story

HKS Website; YouTube; Facebook; Twitter; Instagram

2,410 People Visited Elsley House

Since our studio opening on December 18, 2017, we've hosted public events that welcomed 2,410 visitors to our office.



The data reported is one year post-occupancy. As a living lab, our research is ongoing and we will continue to share our findings including any differences in experiences between floors at Elsley House. For more information, contact us at research@hksinc.com.