

# DESIGN SENSE

TASTY INDIAN BISTRO  
spice is *life!*

**FortisBC**  
going with the flow

ISSUE 17

**ssdg.**  
SSDGINTERIORSINC

## who we are.

SSDG Interiors is one of BC's top interior design firms, working with great brands including Terminal City Club, Hootsuite, and Fortis BC. We have a loyal client following with over **70% alumni** and a team of **20 talented designers** who love what they do and deliver results.

## what we do for you.

At SSDG we are passionate about creating **unique** spaces. Spaces that **tell your story**, define your brand, evoke emotion and create amazing experiences for clients, guests and employees.

**Why?** Because without the story, it's just another space.

**Visioning**  
**Concept Development**  
**Space Planning**  
**Construction Drawings**  
**Project Management**



# collaboration

MOTIVATES PEOPLE | INSPIRES CREATIVITY | CULTIVATES INNOVATION | DRIVES PROFITABILITY



Last issue we talked about collaboration between teams, this month we focus on what is unique about Peer to Peer collaboration.

1. Teams
2. Peer-to-Peer
3. Mentoring / coaching
4. Learning
5. Socializing

## Part 2: PEER-TO-PEER

- This is collaboration between people with similar roles and skills.
- People seeking knowledge, asking opinions, bouncing ideas off each other.
- It is often impromptu interaction.

The type of spaces that work well for this group:

- A well designed office; research indicates that lawyers and other professionals spend over 35% of their day collaborating (usually one on one) in private offices.
- As offices get smaller furniture layouts are getting more creative to accommodate small meetings.
- Create spaces along common corridors and public spaces that make it easy to have short impromptu conversations; spaces designed for chance meetings with somewhere to perch or lean.

Next issue we will explore the unique aspects of collaborating through mentorship.





# spice is *life!*

Cultural inspired fusions of eastern details woven with modern western elements were used to create a perfect blend of east and west. Exotic eyes lure your attention to the bar and private dining area, and hand carved elephants imported from India dazzle diners in pops of colour and light. The result is an urban dining experience without having to leave the suburbs.

Since opening in August of 2011, sales at this family-owned restaurant have doubled and the owner is thrilled with the results. It's not uncommon for eager diners to be lined-up out the front door. In seeking to bring back the young demographic to this family restaurant by modernizing, the owner has seen new customers from all ages and ethnicities increase across the board.

*"As soon as customers walk in the door, they say they can't believe their eyes. It gives them a feeling like they are in Vegas. We used to be busy on weekends, but now even weeknights we get line ups."*

Inder Saini, Owner





## going with the *flow*

After years of outsourcing, FortisBC repatriated their Contact Centre operations, part of an effort to create jobs in BC and provide better customer care. Two Contact Centres were constructed, one in Burnaby and one in Prince George.

In keeping with Fortis' core values of environment, innovation, and well-being, the 50,000 SF Burnaby Contact Centre resides on two floors in a new LEED Gold certified building recently completed in Willingdon Business Park in Burnaby. While Fortis did not target LEED certification, the team followed sustainable design practices.

- The lighting and mechanical systems are highly efficient.
- Offices are on the interior with open office areas adjacent to windows with low panels to allow natural light to penetrate the space.
- Materials are low VOC.
- Doors and feature millwork were locally manufactured from regional fir.
- Appliances are Energy Star approved.
- Recycling stations are placed throughout floors.

Graphics played an important role in creating interest on the large open floor plates. The overall design concept

and Fortis' values were integrated into custom wall graphics that created areas of high visual impact while personalizing the space and reinforcing key brand concepts.

The Contact Centre is a space that aptly facilitates connection and contact. The design concept was developed around the word 'flow', representing their product, gas, and also describes the smooth forward movement of energy, ideas and information between the Contact Centre teams, the workplace and the community.

# workplace *trends*

## 1. CHANGE IS CONSTANT

The workforce, economic, sustainability, and technology.

## 2. TECHNOLOGY

Is and will continue to be the single largest factor fueling change in the workplace today.

## 3. SUSTAINABLE CHOICES

Are important to workers: for the workplace and on a personal level.

## 4. WORKSHIFTING (TELECOMMUTING)

Technology enables new ways of working and is changing where people work: remotely, from home, satellite or client sites.

## 5. REAL ESTATE FOOTPRINTS ARE SHRINKING

Fewer offices, densification of office space. Workshifting leads to desk sharing - individually owned offices are disappearing. Desk sharing is here to stay.

## 6. INDIVIDUAL SPACE < COMMON SPACE

Research shows that workers typically spend about 50% of their time working individually and 50% collaboratively. Organizations are starting to understand that this means they need to provide a variety of collaborative settings.

## 7. COLLABORATION

Forms of collaboration: teams, peer-to-peer, mentoring, learning.

## 8. A VARIETY OF COLLABORATIVE SETTINGS

Examples of diverse collaborative spaces include: café/lunchroom, meeting room, project room, team bullpen, offices/workstations, informal work areas, and common areas such as copy rooms.

## 9. PROXIMITY MATTERS

Driving traffic to shared space encourages interaction.

## 10. PRIVACY IS IMPORTANT

Design spaces to provide options.

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## new projects underway.

Colliers

Jump.ca

BHP Billiton

Red Bull

Mercedes

Hootsuite

Miku Restaurant

Fortis

Terminal City Club

Hyatt Regency Vancouver

River Rock Resort

Prospera Credit Union

Plenty of Fish

Golder Associates