



IMPACT REPORT 2018:

HKS Chicago Living Lab

The HKS Chicago office functions as a living lab where we constantly test, evaluate, and evolve our environment. We designed HKS Chicago to foster employee creativity, satisfaction and well-being. To calibrate our environment, we track environmental conditions with sensors, survey employees to assess their health and well-being, monitor energy use with a dashboard, and assess how we use our space with behavior mapping. Our living lab addresses the dynamic, continually changing aspects of design by existing as a space that evolves and adapts. It reflects our solution-seeking work culture that evaluates research and firsthand experience with an emphasis on health and well-being. We are pursuing WELL Gold certification for our office, and we have achieved LEED for Commercial Interiors V4 Platinum and ENERGY STAR Charter Tenant certifications.

Health Impact

7% Increase in Sleep Satisfaction

51% Increase in Lighting Satisfaction

56% Increase in Air Quality Satisfaction

44% Increase in Acoustic Satisfaction

25% Increase in Thermal Comfort

2% Increase in Employee Focus and Mood

Sleep, lighting, air, acoustic & thermal statistics from Delos WELL surveys. Focus & mood statistics from experience sampling surveys.

Environmental Impact

	Energy	Carbon	Operation Costs
Previous Office	102.1 kBtu/ft ²	94.0 MT-CO ₂ e	\$1.51/ft ²
Modeled	48.7 kBtu/ft ²	69.2 MT-CO ₂ e	\$0.70/ft ²
Actual	42.6 kBtu/ft ²	59.4 MT-CO ₂ e	\$0.60/ft ²

Business Impact

9% More Employees Present, Even With Flexible Work Policy

Behavior mapping showed an increase in mean number of employees in the office, potentially indicating greater comradery and space utilization for collaborative and focused work.

6,000+ Online Views of Our Living Lab Story

HKS Website; YouTube; Facebook; Twitter; Instagram

2,564 People Visited HKS Chicago in Our First Year

From October 2017 through September 2018, we hosted public events that welcomed 2,564 visitors to our office. This is an increase of 2,489 more people than we hosted in our previous office, where we welcomed only 74 guests in the prior year.

