



31 October 2022

Reference 2223-0645

D Towell

[fyi-request-20720-60dd28c2@requests.fyi.org.nz](mailto:fyi-request-20720-60dd28c2@requests.fyi.org.nz)

Tēnā koe D Towell

Thank you for writing to the Ministry of Business, Innovation and Employment (MBIE) on 1 October 2022, to request the following information under the Official Information Act 1982 (the OIA):

- 1. When does the 'Victoria Street Precinct trial' end?*
- 2. How is the success, or otherwise, of the trial being measured? Please provide any documents relating to this.*
- 3. Is a staff survey going to be conducted with the staff working at both sites, to get their feedback? If so, when and in what format? If not, why not?*
- 4. How many desk noise barriers were removed from the MBIE premises at 162 and 167b Victoria Street West?*
- 5. What is the current location of the desk noise barriers that were removed?*
- 6. What is the value of the noise barriers removed from the premises? Either current value, or the value when purchased.*
- 7. How many staff and/or MBIE groups have complained, informally or formally, about the removal of the desk noise barriers?*
- 8. Please provide copies of any documents relating to reports/surveys or equivalent made by sound engineers (or equivalent profession) relating to the effectiveness of the desk noise barriers. (Company names to be removed if required to allow release).*
- 9. Please provide copies of any documents relating to reports/surveys or equivalent made by sound engineers (or equivalent profession) relating to the acoustic measures now in place at 162 and 167b. (Company names to be removed if required to allow release).*
- 10. How many private security guards are employed at 162 Victoria Street West?*
- 11. How many private security guards are employed at 167b Victoria Street West?*
- 12. What is the cost to MBIE for the private security guards employed at 162 and 167b Victoria Street West?*
- 13. How many security guards (equivalent FTE) have been employed to work on floors at 162 and 167b Victoria Street West accessible only by card-accessed lifts and doors?*
- 14. What is the purpose of the security guards employed to work on the secure card-only accessed floors at 162 and 167b Victoria Street West?*

My responses to each part of your request are below.

Question 1 **Victoria St Precinct trial**

Question 2 **Outcomes of the trial**

Question 3 **Staff surveys**

The Auckland Consolidation Project provides MBIE a precinct for Auckland Central based MBIE functions. Leases have been secured for the ground floor and level 4 of 162 Victoria Street West and levels 3, 4, 5 and 8 of 167B Victoria Street West for initial terms of six to nine years. This project has not been considered as a trial, rather it has enabled the centralisation of MBIE services within two buildings in Victoria Street West in line with the MBIE Property Strategy.

Feedback has been gathered on an ongoing basis via regular catch ups with the change champions and people leaders, lessons learnt sessions, the embed phase, and feedback from the governance group.

The lessons learnt sessions with people leaders and change champions have focused on understanding how staff have found the experience. A three month check-in after the 'go live' date was also carried out with these stakeholders. There are no staff surveys planned in addition to the feedback received.

Question 4 **Removal of desk noise barriers**

Question 5 **Current location of desk noise barriers**

Question 6 **Value of removed desk noise barriers**

Question 7 **Complaints about the removal of desk noise barriers**

Question 8 **Advice from sound engineers relating to effectiveness of desk noise barriers**

Question 9 **Advice from sound engineers relating to current acoustic measures**

No noise barriers have been removed from the Victoria Street West sites. The items removed from the Victoria Street West sites were workstation dividers. These are not designed to deliver any acoustic performance or to serve as noise barriers.

12 curved and 90 1200mm x 400mm straight dividers have been removed from the Victoria Street West premises. The cost of these dividers when they were purchased in 2019 was \$265 each and they are currently in storage at MBIE's storage facility.

We have recorded eight email complaints or queries about the removal of workstation dividers. Further comments about the dividers have been captured during the lessons learnt sessions, but these are not attributed to individuals so we can't confirm numbers or if these were raised by the same people. The dividers have also been discussed during inductions and floor walks, but no numbers are available on these ad hoc verbal conversations. There was no requirement for acoustic testing specifically for the workstation dividers. However, as part of the fit-out process at the two Victoria St sites acoustic testing was undertaken by Norman Disney & Young. A copy of the two acoustic testing reports have been provided as **Appendix A**.

Question 10 **Number of security guards employed at 162 Victoria St**

Question 11 **Number of security guards at employed 167B Victoria St**

Question 12 **Cost of security guards employed at Victoria Street**

Question 13 **Number of security guards employed to work on floors accessible by card-accessed lifts;**  
and

Question 14 **Purpose of security guards on card-only floors**

We have interpreted **Questions 10** and **11** as being for the number of security guards at our Victoria Street West sites.

When we design our work locations, we consider the threats and vulnerabilities for each site in order to protect our people and members of the public who interact with our organisation. While the security measures we install at our sites does vary from site to site, it's about ensuring people's intentional or

unwitting actions don't result in a security breach, and that our security is difficult for a non-employee to breach and/or cause harm to our people and our organisation. Security Guards are an example of one of the security measures we use to achieve this. Note we do not publicly disclose details about the security measures operating at our sites.

Accordingly, I am withholding all information in response to **Questions 10, 11, 13 and 14** in full, as well as the site's floor plans contained in the appendix, under section 6(d) of the OIA, where the release of information would be likely to endanger the safety of any person, and section 9(2)(g)(ii) of the OIA, to maintain the effective conduct of public affairs through measures to protect officers and employees of an organisation from improper pressure or harassment.

I am also withholding the response to **Question 12** - costs of the security services at the Victoria Street West sites under section 9(2)(b)(ii) of the OIA, to protect information where making available of the information would belikely unreasonably to prejudice the commercial position of the person who supplied or who is subject of the information.

In line with section 9(1) of the OIA, where we have withheld information using the grounds in section 9(2) of the OIA, we have only done so when the reasons for withholding outweigh the public interest in the information's release.

Thank you again for writing to MBIE. Under section 28(3) of the OIA, you have the right to refer our response to an Ombudsman for review. You can do find out more about this by emailing [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by calling 0800 802 602.

Nāku noa, nā



Adrian Regnault  
**Group Manager, Workplace**  
**Ngā Pou o te Taumarau**