

16 April 2024

R S Grant  
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Dear R S Grant

### **Official information request for Reserve Bank of New Zealand office occupancy rates**

We refer to your Official Information Act 1982 (OIA) request of 16 March 2024 for the following:

- 1) *How many of your staff work from home on a permanent basis.*
- 2) *Approximately what proportion of your staff are in the office each day, on average.*

*If you do not have the above information, please provide any information you have created within the last 12 months (including but not limited to internal emails) discussing the extent to which RBNZ staff attend the office versus working from home.*

### **Background on RBNZ flexible working policy**

The Reserve Bank of New Zealand – Te Pūtea Matua (RBNZ) has a flexible working policy and guidelines that includes ‘flexi-place’ options such as working from home.

Flexible working takes many shapes and forms including variations to work hours or days, variations to leave patterns for more flexibility, working from other locations, or flexible options around careers and roles.

The following documents provide you with relevant information on RBNZ flexible working:

- *Flexible Working Arrangements*
- *Your guide to flexible ways of working*
- *Our approach to hybrid working*

These have been released previously by RBNZ under the OIA and can be found at the following link: <https://www.rbnz.govt.nz/-/media/project/sites/rbnz/files/publications/oias/2023/oia2223-081-wfh-policy-and-stationery-subscription-spending.pdf>

The document *Your guide to flexible ways of working* provides the most robust and up-to-date information on flexible working options and how this is agreed between RBNZ employees and people leaders on a case-by-case basis. The document *Our approach to hybrid working* sets out the principals and practical considerations for hybrid working.

### **Staff working from home**

RBNZ currently has 13 staff members (out of more than 500) who have an official location/place of work outside of Wellington or Auckland (where RBNZ has offices). While these employees will primarily work from home they are required to travel at various times to work in one of our office locations.

## Office occupancy

Given the case-by-case nature of flexible working arrangements set out above, the RBNZ does not keep records of office occupancy. A one-off exercise was undertaken in late 2023 however that produced an indicative occupancy/utilisation rate as a percentage for the RBNZ building at 2 The Terrace. This was done for the Wellington office only (excludes Auckland) and for data from May 2022 to April 2023 at a time when working from home may have been more common following COVID-19.

This data was extracted and manually audited to calculate unique swipe card access to the building compared to the number of available desks (excluding public holidays). This information needs to be treated as indicative only for the time and, given the manual auditing of data, may include some errors.

The calculated occupancy for the RBNZ at 2 The Terrace, month-to-month, for May 2022 – April 2023 is set out below.

May 22	June 22	July 22	August 22	September 22	October 22
39%	43%	41%	38%	41%	43%
November 22	December 22	January 23	February 23	March 23	April 23
39%	43%	46%	46%	38%	51%

Please also note that the RBNZ owns the building at 2 The Terrace and has, in some instances, allowed other agencies to make use of spare desk space if appropriate and needed (for example, following the recent fire in the Treasury building at 1 The Terrace).

There are no plans to repeat this exercise or make any other estimations of office occupancy, although it is expected that there would be higher occupancy/utilisation now than indicated in this May 2022 – April 2023 period.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that we intend to publish a copy of this response on the RBNZ website: [www.rbnz.govt.nz/research-and-publications/official-information-requests](http://www.rbnz.govt.nz/research-and-publications/official-information-requests). Responses to requests are published in order to improve public transparency and provide an additional resource for anyone seeking information.

Yours sincerely

Government and Industry Relations

Reserve Bank of New Zealand – Te Pūtea Matua