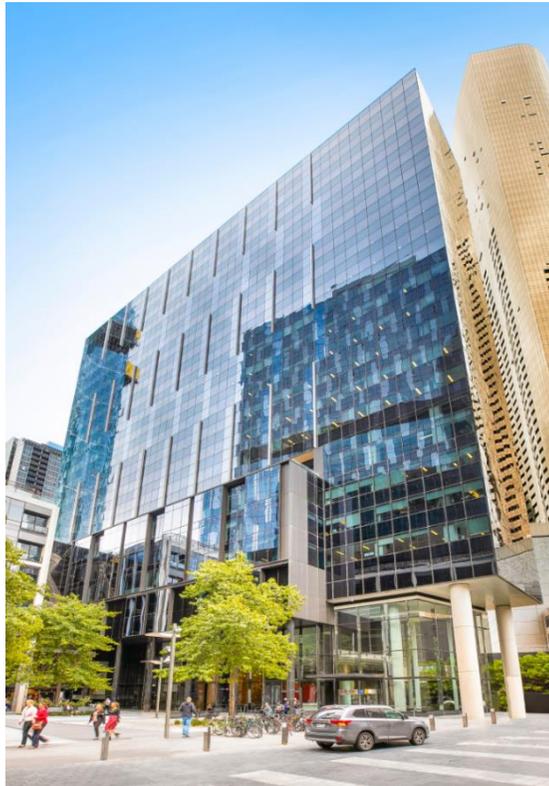
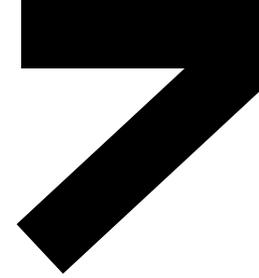


End of Trip Facilities and Energy Efficiency Initiatives in a Grade A Office Tower



**LOCATION**

Twenty8 Freshwater is a 24-storey office tower asset situated in the Southbank area of Melbourne, Australia, along the banks of the famous Yarra River.

**SUMMARY**

As part of the building owner’s broader Sustainability agenda, Twenty8 Freshwater successfully expanded and upgraded end-of-trip (EOT) facilities by converting some car parking spaces to support bicycle commuting for tenants rather than driving a car. The addition of EOT facilities has increased the lifestyle amenities of this building, strengthened tenant relationships by promoting health and wellbeing activities and therefore improved the owner’s ability to renew tenant leases and maintain high occupancy rates. The building also achieved the highest 6 Star NABERS Water rating and 6 Star NABERS rating with Green Power (meaning part of the electricity supplied is from renewable energy sources).

**ACHIEVEMENT**

Twenty8 Freshwater is one of Melbourne’s first environmentally sensitive commercial buildings and continues to push boundaries to improve its sustainability credentials. The building has been rated under the full suite of the National Australian Built Environment Rating System (NABERS), including Energy, Water, Waste and Indoor Environment. In 2021, the building achieved the highest 6 Star NABERS Water rating, as well as NABERS Energy rating of 5.5 Stars without Green Power and 6.0 Stars with Green Power. It has also received a full 6-star rating under Green Star Performance.

To further improve tenants’ experience and reduce greenhouse gas emissions beyond the building’s immediate footprint, the team has repurposed several basement parking spots and created state-of-the-art EOT facilities. Based on a recent Tenant Survey, the EOT is well received by tenants with a score of 4.9 out 5.0.

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## DESCRIPTION

### EOT Facilities Retrofit

Bicycling and walking across Melbourne has increased significantly over the years, making high quality EOT facilities a desirable amenity that is also aligned with a broader sustainability agenda. The new state-of-the-art at facilities at Twenty8 Freshwater ensure the building is attractive to tenants, reduce downtime vacancy and promote tenant retention.

It enables commuters to bicycle to work, as well as support participation in physical activity throughout the day. The EOT facilities make full use of the 650sqm footprint, providing 194 bicycle racks and 394 secured lockers, as well as 24 high-quality showers, drying room and wellness amenities



The lockers are allocated to all tenants based on their leased area, with the option to hire additional lockers to assist with demand. Towel services, soaps and vending machine for essentials forms part of the offering.



To create a safe environment for cyclists and protect them from busy traffic, green marked entry/exit bicycle travel lanes were created by relocating the existing boom gate.

To ensure security of the space and users, access key cards are distributed to tenants, with CCTV installed at key locations and regular security guard inspections. The interior design also features natural elements of timber and a biophilic plant wall, which creates a calm and restorative hub for tenants with improved air quality. Other sustainability features include LED lighting system and water efficient fixtures.

The property manager performs the daily management of the EOT facilities as part of their Property Management Agreement.



The EOT facilities are open to all tenants as well as the property management team.



## Energy Efficiency Measures

The building owner partnered with a building management system (BMS) specialist to drive the performance of Twenty8 Freshwater from a tenant comfort and sustainability perspective, which focused on improving NABERS Energy and Indoor Air Quality Ratings.

Using BMS as a tool, the new analytics exception-based approach provides more time to change and optimize operation strategies and improves user interfaces. Combined with the well-maintained building equipment, it helps to improve the overall collaboration between different onsite building services providers.

Examples of smart energy conservation measures include:

- Program the BMS to lockout chillers when outdoor conditions are cold, or the heaters when outdoor conditions are hot
- Reduce airflow pressure when occupancy rates are low
- Supervise the placement of air temperature sensors during fit-out, e.g., avoid placing over machinery that emit heat (photocopiers)
- On-Demand HVAC control to allow tenants to switch off air conditioning/heating if unoccupied

- Widening temperature control bands during extreme outdoor conditions to prevent excessive energy usage
- Installation of motion detectors to ensure lights are off when spaces are unoccupied
- Physical nightly audits to identify operations are in order to confirm HVAC is switched off as programmed (as relays can fail), no water leaks, reduced lighting.

## COST

The EOT refurbishment cost is approximately AUD 2.4 million.

## SPECIFICATION

Year Built	2008
Property Type	Office
NFA	34,060sqm
Floors	24

## INFORMATION

Source: J.P. Morgan Asset Management

Company website: <https://am.jpmorgan.com/>

**J.P.Morgan**  
Asset Management