



Welcome to **Barclays X Labs**



What is a Barclays X Lab?

Change, test, adapt, learn...

The way we are working is evolving very quickly, so it is important to make sure that we have the best workplace experience available. At Barclays, we are at the forefront of new ways of working. We are rethinking and redesigning our spaces, technology, services and also how we support our colleagues.

We have created Barclays X Labs as a safe space to test ideas and through data and insights, we will be able to better understand the behaviours and requirements of our colleagues, which will inform the workplace of the future.



Our hypothesis:

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We will increase productivity, improve talent attraction and retention and reduce property costs through agile work-moding practices; underpinned with technology, dedicated support roles and resources, and flexible and hybrid working across curated workplaces, third spaces and home settings.

The Barclays X Labs will test different work mode settings, support structures and experiences.

We want to ensure that colleagues look forward to coming into the office environment and that they can perform at their best when they do.



What is a work mode?

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In order to provide the optimum combination of workplace settings, tools and support, we first need to understand the type of work that colleagues may be engaging in at any given time. Through our colleague research over the past two years, we have identified eight modes of work, five of which we are testing in the Labs:

Click the options below to learn more

COLLABORATION

Spaces to solve problems and get creative

Work where we are better together – problem solving, fixing, discovering and innovating. This is work where it is more than just meeting, it's having a common goal and using the power of the team to get the best solutions.



CONNECTION

Unplanned check-ins and networking

Meets, greets, finding colleagues and building your network in a planned or ad hoc working way.



DEEP WORK

The quiet carriage of the lab

Work where full concentration is needed; a quiet environment, thinking time and the opportunity not to be rushed or disturbed.



Deep work

DELIVERY

Your old friend, the desk

Tight deadlines, long to do lists, emails to action - this is heads-down and power-through work that requires mainly you and your tech.

Delivery



FAST AND FURIOUS

Quick pit stops before heading to the next task

Work with pace and change, sometimes on your own but sometimes quick meets with others. Spontaneous and impromptu drop-ins which are more unplanned than planned.

Fast and furious



Who is running the Labs?

The Labs are being run and managed by CRES and each Lab location has a Lab Host and an Officianado. 'What is an Officianado I hear you ask!' An Officianado is a pioneering new role which has been created to help lead and shape the way Barclays colleagues work. The role is there to support colleagues to do their best work, whatever it is, wherever they are. Their time will be spent carrying out four core activities, following the EASI principle:



Exploring

Finding ways to monitor how people are working, where they're working and what helps them get work done



Advising

Being available to offer information, advice and practical tools to colleagues



Supporting

Being a knowledge resource for specific tasks, projects or situations where navigating modes of work are needed



Improving

Working with colleagues to create fixes for blockers that make every day work challenging

Officianados help colleagues in a variety of ways, such as run better collaboration sessions, giving tips on how to do better focused work and delivering talks and workshops on managing long to-do lists for example.

The Lab host is there to ensure the smooth running of the Labs, support the delivery of services and experiments to the audience, ensure the

processes for measurement are adhered to and the ways of working and services that support them are delivered to their best intent.

You can contact the Labs and speak with a host or an Officianado.

[To find out more, click here](#)

What we want to learn and how will we measure?

The Labs are running for at least a year and we will be carrying out several experiments to test our hypothesis, that our new workplace experience will help increase productivity and talent attraction.

Click the options below to learn more

What are we trying to learn?

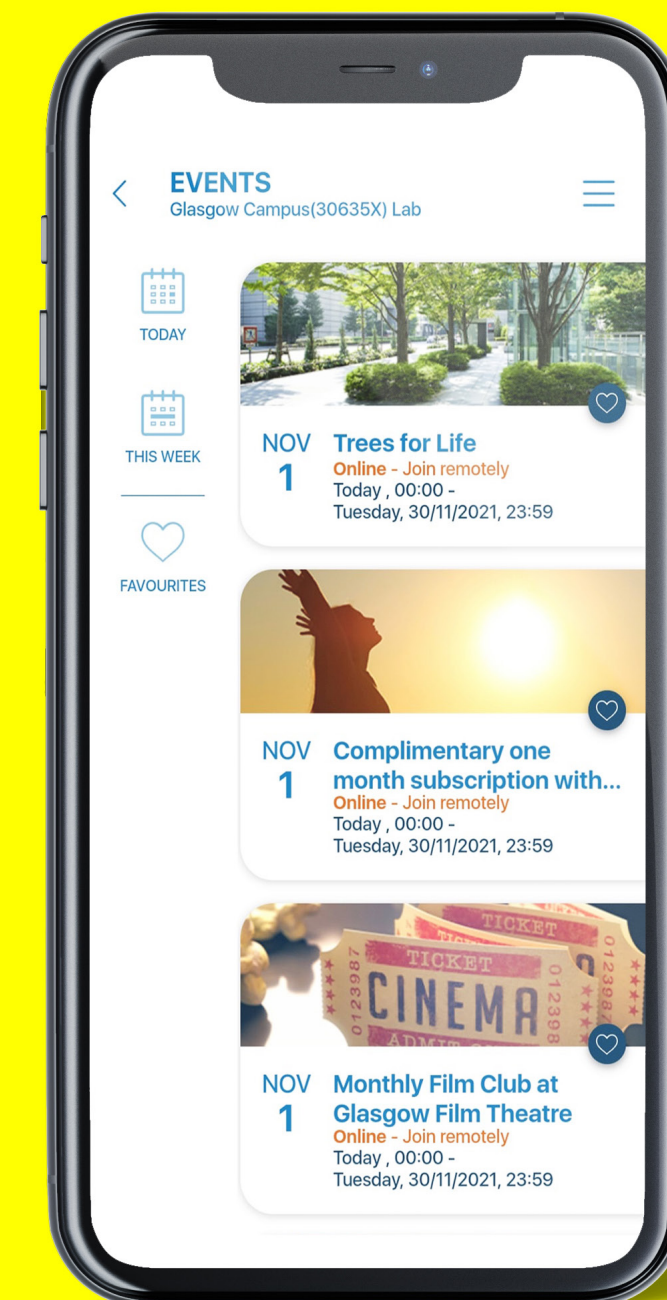
Lab Experiences

During the course of your time in the labs, you will also have the option to attend some of the curated experience activities and events. These can be found via the Be One App, at each Lab location.

Lab Experiences



The Labs are about far more than just space



The Be One App

The Be One app is here to help you get the most from the Labs. It is your one-stop shop for space and experience booking, and will help you understand and navigate the various work modes within the Labs.



Be One App

Key features for Labs:

- Workspace reservation (booking by work mode)
- Live workspace availability (non-bookable spaces)
- Site FAQs and useful information
- Discover/curated content
- Events
- Premises helpdesk
- Push notifications
- Wayfinding/indoor navigation
- Touchpoint feedback/survey

The Be One App

Instructions on how to access the BeOne app via your personal device

For Android:

1. Launch 'Google Play' on your device
2. Search for 'Be One' app
3. Look for the the Be One logo
4. Download the app

For Apple:

1. Launch the 'App store' on your device
2. Search for 'Be One' app
3. Look for the the Be One logo
4. Download the app

Alternatively, scan this code:



Where are the Labs?

How do I find out more?

The Labs are currently running at four locations:

- Radbroke – Turing House Basement
- Northampton – Ground Floor
- Pune – Harmony
- Glasgow – Tradescroft, L6

To find out more you can email one of the locations and the host or the officianado will contact you:

Glasgowlab@barclays.com

Punelab@barclays.com

Northamptonlab@barclays.com

RadbrokeLab@barclays.com