



Fortum Ways Of Working - WOW

Fortum's Digital Workplace Our Change Journey 2017-2019

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Fortum In Brief

Our core

Hydro and nuclear
Combined heat and
power production
Circular economy
Energy-related
products and expert
services

We are the largest
electricity retailer in
the Nordics and one of
the leading heat
producers globally.
We have
2.5 million
customers.

96% of our
electricity
production is CO₂
free in Europe,
57% in all
operations

8,300
professionals
in the Nordics,
the Baltics,
Russia, Poland
and India

2/3 of our
power
production is
**hydro and
nuclear**



Climate change and
resource efficiency



Active customers



**The global
megatrends
affecting our
industry**



Urbanisation



Digitalisation,
new technologies



A change in
our working
culture is
needed.

A young boy is the central figure, dressed in a dark suit, a red tie, and a brown leather aviator cap with goggles. He is holding a large, handmade airplane constructed from cardboard boxes. The airplane has two long, cylindrical engines mounted on its wings. He stands in a grassy field under a clear sky. The image is decorated with several semi-transparent colored squares: green and yellow in the top left, blue in the top right, and a cluster of green, teal, and yellow squares in the bottom left. The text 'How to nurture creative thinking and innovation?' is overlaid in large white font.

How to nurture creative thinking and innovation?

The background of the slide features a photograph of two women smiling and looking towards the right. The woman in the foreground is wearing a red top, and the woman behind her is wearing a dark top with large polka dots. The image is decorated with several semi-transparent colored squares: a light green square in the top left, a yellow square below it, a light blue square in the top right, and a large orange square in the bottom left. The text is centered in white.

We want to find new
ways to connect our
people and their
expertise.

A man with a beard, wearing a dark blue long-sleeved shirt and a black beanie, is smiling while holding a white VR headset over his eyes. He is in a workshop or office environment with various tools and equipment visible in the background. The image is decorated with colorful geometric shapes: a green square in the top left, a yellow square below it, a blue square in the top right, an orange square below it, and a large orange square on the left side. The text "Fortum Ways of Working" is overlaid in large white font, and "Introducing the WOW project" is overlaid in smaller white font below it.

Fortum Ways of Working

Introducing the WOW project

A photograph of three business professionals walking in a city street. On the left, a woman in a purple suit is pushing a bicycle with a silver helmet on the handlebars. In the center, a man in a light-colored trench coat and blue tie is walking. On the right, a woman in a light blue shirt and dark skirt is walking, holding a white cup. The background is a blurred city street with other pedestrians. The text "Breaking organisational unit boundaries." is overlaid in large white letters. There are several colored squares (green, yellow, orange, blue) in the top left and bottom left corners.

Breaking
organisational
unit
boundaries.



Flexibility also in our
working processes.

A person wearing a white protective suit and a backpack is standing outdoors, holding a tablet. A bicycle is in the foreground, and a city skyline is visible in the background. The scene is bathed in warm, golden light, suggesting sunrise or sunset. The text "Supporting the change." is overlaid in the center.

Supporting the change.



Our well-being is what
creates innovation and
growth.

Fortum Ways of Working – a Cultural Change Process

Ways Of Working & Leading

- Leadership Culture
- Virtual Teams
- Remote Work
- Co-operation and openness, sharing of information
- Attention to well-being
- Activity-based office, clean desk policy, meeting practices

Implementation of cultural change

New Tools

- New Workplace Concept
- Skype meetings by default
- MS Surface Hubs
- MS Office 365
- &frankly pulse survey tool
- How to record working time
- Intelligent building

Support in change & communication

Working in the new office

- Workplaces, technology & equipment
- Meeting rooms & auditorium
- IT support
- Cleaning, recycling, food, reception, mail room
- Well-being (lockers, gyms)
- Follow-me Printing, Safety & security related topics

Practical topics connected to the HQ move

Our head office in Espoo, Finland: 1,100 people

40,000 m²

Traditional and
open-plan office

Always at the
office

Projectors



14,500 m²



Multi-space
office



Flexible work



MS Surface
Hubs

Changes in IT Environment at Campus Espoo

- Workplace Concept
- Meeting room reservation
- Time Reporting
- Visitor Management
- Intelligent Building System
- IT Support Reinvented



New Workplace – Requirements

Ease of use

- Plug in and start
- Good accessibility for interfaces
- Just few seconds to start your work
- Easy installation

Clean Desk

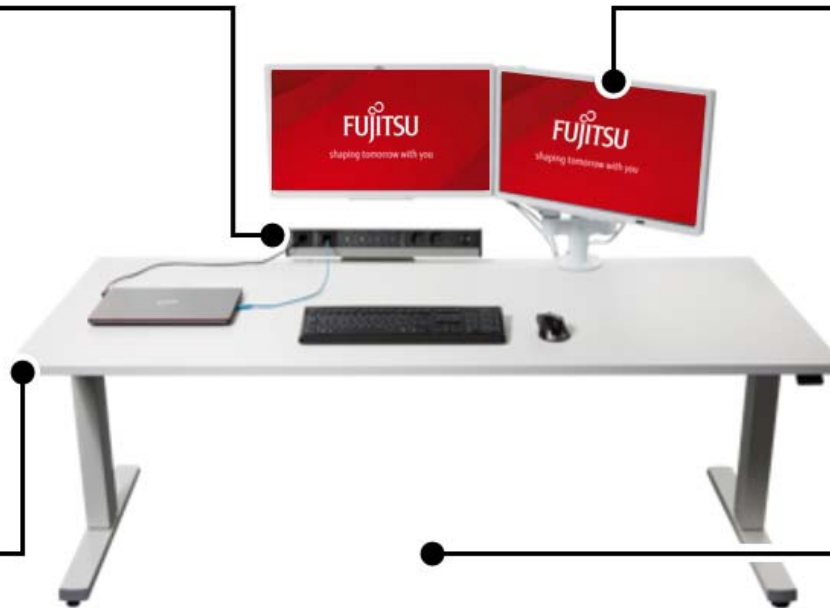
- Vanish your cables
- More working surface
- Less struggle

Ergonomic and Health

- Ergonomic keyboard and mouse
- Height adjustable display

Modern Workplace

- Perfect for shared desk offices
- Valuable home office solution



Standard Workplace 2018

- Motorized table and ergonomic chair
- USB docking station
 - Connect workstation to charger and USB cable
 - Docking station has 3 free USB ports
- 2 x Fujitsu 24" P24-8 WE Pro monitors
 - 16:10 IPS panel 1920x1200
 - adjusted in a dual stand or as a separate monitors depending on place
- Fixed network, keyboard and mouse
- 3 free power outlets on top of the table



New Standard Workplace 2019

- Motorized table and ergonomic chair
- Universal USB docking station
 - Connect workstation to USB-C only for both power and connectivity
 - Docking station has 3 free USB ports
- 1 x 34" Fujitsu Curved monitor (or 2 x 24" Fujitsu 24" P24-8 WE Pro with robot arm)
- Fixed network, keyboard and mouse
- 3 free power outlets on top of the table



The Roll-Out Continues...

- New Oslo HQ Skøyen Atrium III,
- To be commissioned Oct 2019
- 400 workplaces
- <https://schage.no/prosjekter/skøyen-atrium-III>



- New Stockholm HQ Solna United
- To be commissioned Jun 2020
- 650 workplaces <http://www.solnautd.com/>



...and the journey continues!

WOW - IT Actions in 2019-2020 after the move

- Fine-tuning & rolling out the Workplace & Meeting Room standard globally
- Harmonizing meeting room technology & support globally

Other actions in 2018-2020 after the move

- Global Strategy and Open Leadership Program for all managers
- Floor responsible persons continue their work at each site
- “Campus Working Teams” established to develop the work environment
- WOW (ways of working) seminars for managers to reflect the change and share best practices
- Intelligent WOW lectures to all employees



Thank you!

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