



# Westpac New Zealand

Nationwide

## Services

Sustainability  
Interior design

## Sector

Retail  
Workspace

## Brief

Work with a household-name bank to reflect its values and mission throughout a sprawling corporate and real estate portfolio. All while improving its customer experience framework, supporting its sustainability strategy, and helping to deliver on business objectives.

## Efficiency and sustainability you can bank on

Since 2006, Westpac has used design thinking to reduce costs, increase efficiencies, strengthen its brand, and improve sustainability outcomes — the most recent example of this being its cutting-edge branch design concept dubbed the Sustainable House of Westpac.

The crux of Sustainable House's design is a modular nature that comprises thoughtfully chosen, pre-fabricated fixtures, fittings, and materials that deftly balance brand consistency, quality, sustainability, and functionality.

Each element, from the signature red bench cushions to the teller counters to the lunch tables, has been carefully selected to embody Westpac's brand. The design allows the Westpac team to fully customise which elements go where in which location — but even though the configurations and layouts might be different, the overall impression is always recognisably Westpac.



Sustainable House also enables ground-breaking accessible design (including design for dementia and violent and aggressive behaviour (VAB)), further strengthening Westpac's national network and solidifying its reputation as a customer-focused organisation.

With Westpac, the quest for improvement never stops. We're proud to be a part of that journey.