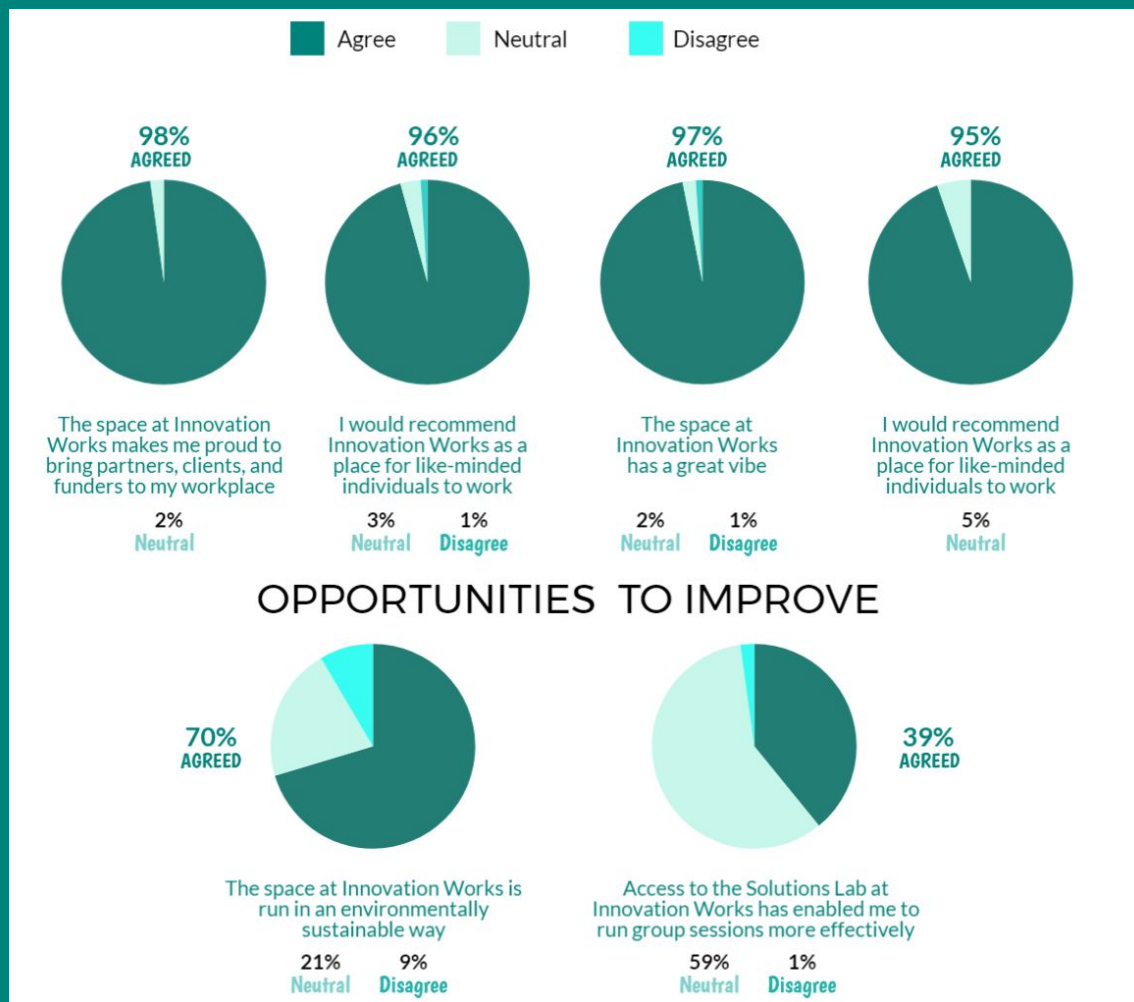


CO-TENANT SURVEY RESULTS

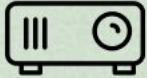
A look at how Innovation Works co-tenants
are satisfied a year after opening our doors



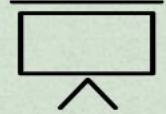
1. Co-tenants were asked about the physical space at Innovation Works...



2. Co-tenants were asked to rate the amenities...



MAJORITY
RATED GOOD OR VERY GOOD



OPPORTUNITIES TO IMPROVE:

- More Flipcharts
- Phone booths (gentle reminders of use, more quiet spaces for phone calls)
- Whiteboards (can be cleaned regularly, more whiteboards around the space)

3. Meeting Room Access?



OPPORTUNITIES TO IMPROVE:

- More small meeting room spaces (2-4 people)

4. How do co-tenants feel about the staff?



SIENNA

"Sienna does an amazing job responding to requests or questions. She makes an effort to know each co-tenants name and does a great job introducing my company to visitors - she actually seems to have a really strong understanding of what we do!"

"I can't say enough. Brilliant says it all. So supportive, energetic, caring and professional. WOW!"



JAYME & JENNY

"They are available, patient and a key contributors the good 'vibe' of Innovation Works."



LORE

"Lore is a true collaborator, a great facilitator and has wicked program management skills. She is always a first pick for my team!"

"They greet people appropriately, are positive and helpful, and are truly engaged in the space."



THE DECA CREW

OPPORTUNITIES TO IMPROVE:

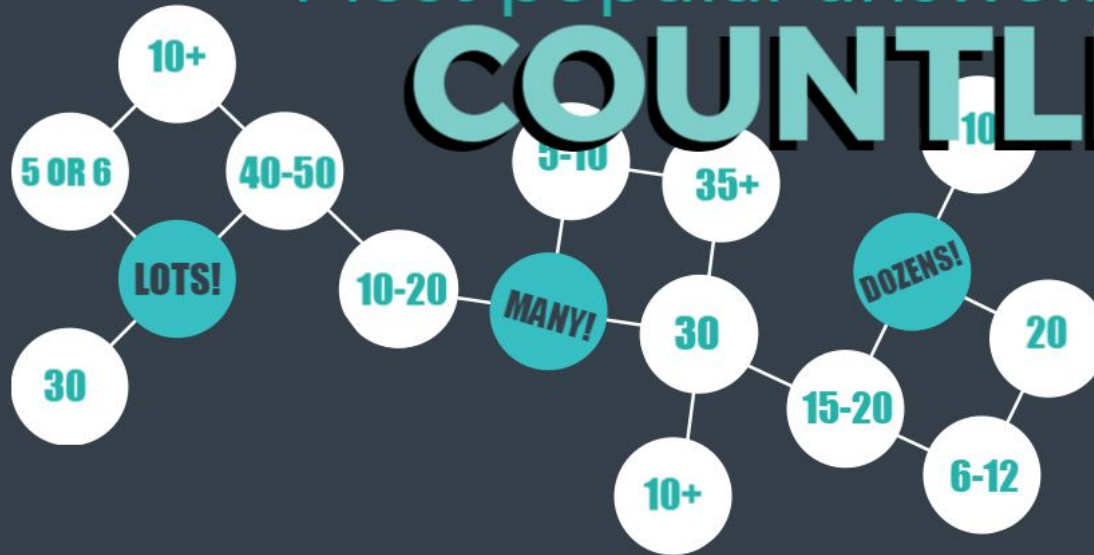
Roles need to be more clear.

Some co-tenants feel lost as to who to approach for what.

How many co-tenants have connected or done business with each other?

Most popular answer:

COUNTLESS



OPPORTUNITIES TO IMPROVE:

- Structured networking events for less active co-tenants

6. Paid for services from co-tenants?

WEBSITE
BLOGGING **DESIGN**
LAWYER VIDEO
FEES PRODUCTION
EVENTS WORKSHOPS
TRADING SERVICES

I WILL BE VERY **YES** SOON
PENDING

I HAVE BEEN PAID FOR MY
WORK BY OTHER CO-TENANTS

YES NOT YET,
BUT SOON **YES**



7. Most IMPORTANT thing about being a part of Innovation Works?



EXCHANGING IDEAS

WITH OTHER CO-TENANTS



8. How has Innovation Works HELPED you interact and connect with other co-tenants?

"As a sole proprietor - I don't believe there is anywhere else in the city I can be afforded the opportunity to access so many people, businesses, across such diverse sectors - so easily, that are so open -- just by walking in the front door."

"There are lots of opportunity for 'conscious collision' through Salad Club, Wine Down and other scheduled events which continues to invite people into the space."

"Simply by existing."

9. STORY TIME!

In general, I have found a mentor and new friend whom I value highly; I have been able to send business opportunities to others, and others have done the same for me; credibility in the start-up community has increased because of association with IW. It has helped energize my work.

I would say 7/10 times I have a meeting with a client where I then connect them to someone in the building who could help them grow their business in some way. It's just great to have access to this whole community of caring, talented and connected people who want to help!

10. Innovation Works has...

...given me access to events I wouldn't otherwise know about



91% AGREE
6.5% NEUTRAL
1% DISAGREE

...made coming to work more fun



86% AGREE
11.5% NEUTRAL
1% DISAGREE

...expanded my personal or professional networks



91% AGREE
6.5% NEUTRAL
1% DISAGREE

■ Agree ■ Neutral ■ Disagree ■ N/A

OPPORTUNITIES TO IMPROVE:

- Innovation Works can become more environmentally responsible

11. EXPERIENCE

_____ compared to _____

Expectations

"One thing I did not expect - I have made significant professional connections with Indigenous community members and other individuals with mental health illness. Innovation Works feels like a safe space for them so it is so nice to know that my space helps them to trust me and get to know me."

"Innovation Works has definitely exceeded my expectations in how connected and shareable the space is."

"One pleasant surprise was the increase in profile we have seen because of the many tours of IW, with tour leaders very kindly pointing out our organization and mission to visitors."

"I couldn't be more pleased with what I see happening for my team - new ideas, networking, use of the space, new partnerships...the list goes on!"

OPPORTUNITIES TO IMPROVE:

- Consistent Communication between staff
- Not enough quiet spaces

12. How did you hear about Innovation Works?



13. If the timing works, would you be there?



SALAD CLUB
WEDNESDAYS



Majority of respondents said they'd be interested in attending these events.



LUNCH &
LEARNS



SUMMER BBQ



CULTURE CLUB



YOGA AND
MEDITATION



WINE DOWN
FRIDAY

OPPORTUNITIES TO IMPROVE:

- More food events
- Themed holiday parties
- Child care during social events
- Documentary evening

INsider E-Newsletter



OPPORTUNITIES TO IMPROVE:

- Move to video or hard-copy
- Space to share challenges and needs
- Stories of our Values in action
- "Getting to Know You" co-tenant feature

BEST THING ABOUT INNOVATION WORKS?



THE SPACE COMMUNITY THE
POSITIVITY PEOPLE
VARIETY LOCATION ENERGY
OF SPACES DIVERSITY
MEETING ROOMS STAFF
CONVERSATIONS ACCESS
DOGS COLLABORATION

**WHAT
SHOULD WE
FOCUS ON?**

1. Creating a more eco-conscious and environmentally friendly space

- LEN to do an Environmental Audit of the building
- Working with Edgar & Joe's to reduce waste
- Better signage around recycling and compost
- Environmental Challenges e.g. Waste-less Lunches, Meatless Mondays



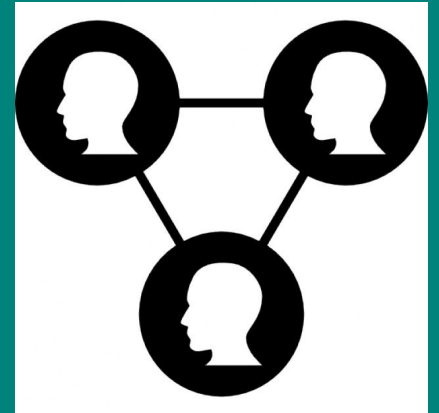
2. Clarity around Innovation Works staff roles

- Posters for staff members to be displayed around space for a limited time
- Updated roles on website and platform
- More clarity around roles during Innovation Works 101 sessions



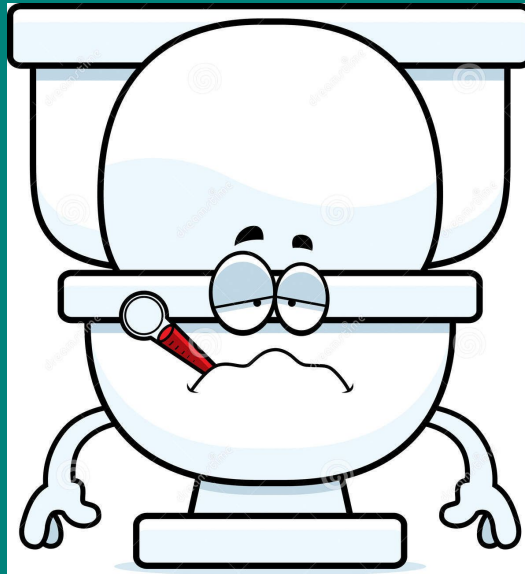
3. Co-Tenant Connection

- "Getting to Know You" Co-Tenant Features to share stories (Blogs, INsider, visually in space via Co-Tenant of the Week)
- Another lunchtime social for those that can't make Wednesdays
- Name tags coming soon!



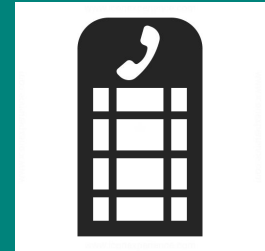
4. Bathrooms

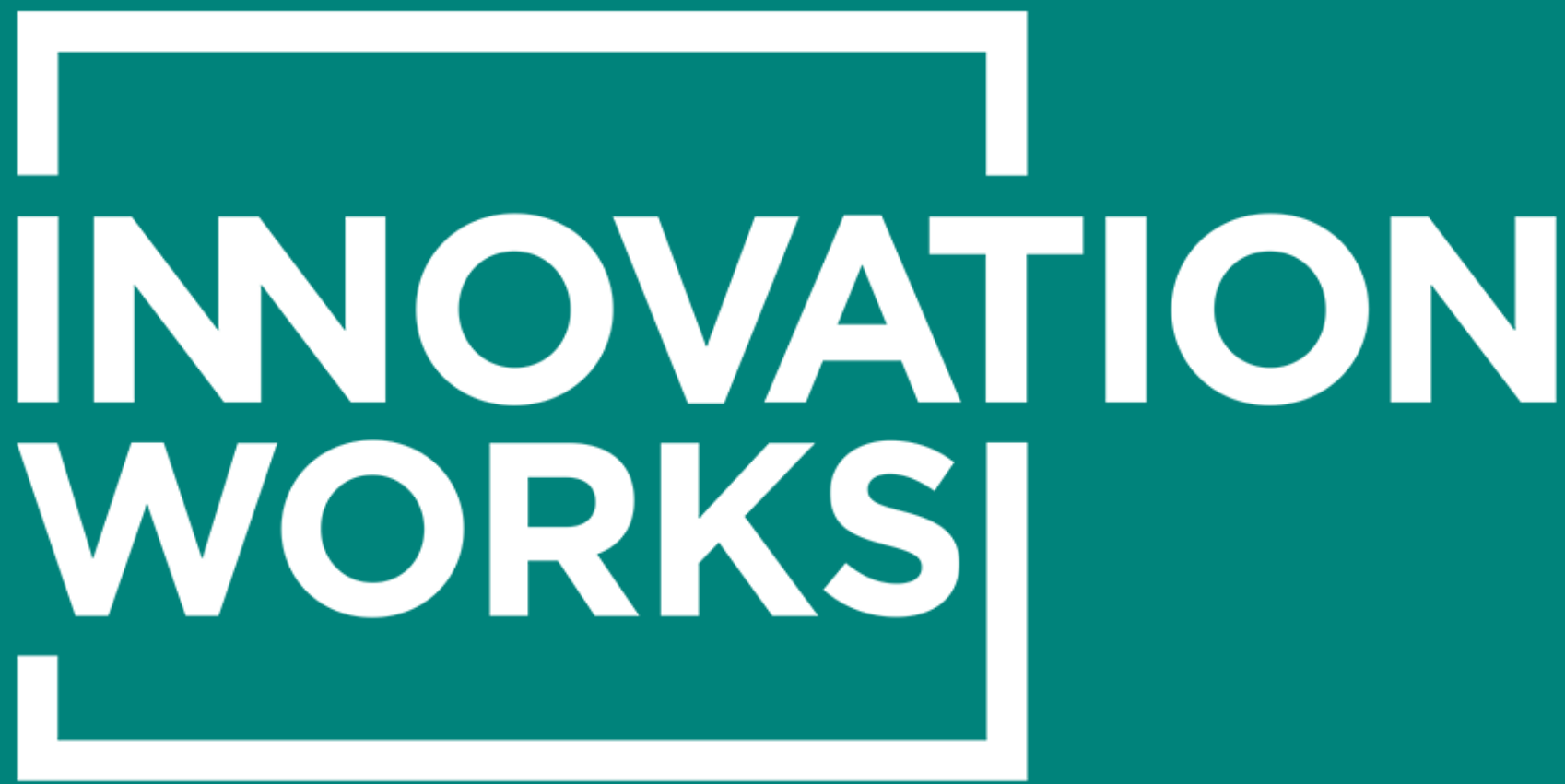
- Working with Practical Plumbing to fix and/or replace temperamental toilets



5. Building Amenities

- Ordering more flip-chart stands
- Storage of markers at Welcome Desk to reduce loss of supplies
- More detailed projector booking process
- Experimenting with film to use in place of whiteboards for usable wall space
- Better signage & communication around phone-booths



The image features a solid teal background. On the left side, there is a large white graphic consisting of two brackets, one at the top and one at the bottom, facing each other. The text "INNOVATION" and "WORKS" is written in a bold, white, sans-serif font. "INNOVATION" is on the top line, and "WORKS" is on the bottom line. The text is positioned to the right of the brackets, with the top bracket partially enclosing the word "INNOVATION" and the bottom bracket partially enclosing the word "WORKS".

INNOVATION WORKS