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400 George Street



Facility: Mixed Use Commercial Office Building
 Client: Cromwell Property Group
 Location: Brisbane, QLD, Australia
 Timing: Completed 2009



Total space	Launched	Occupancy Capacity	NABERS Water Rating	Tenant
43,978sqm	2009 (2021 refurb)	3,000	★★★★☆	Mixed Tenancy

A total of 71 Caroma Smart Command fixtures and fittings were installed across 400 George Street.

Objectives



Measure and reduce water usage

Reduce the water usage in End of Trip by 5% and retain NABERS ratings.



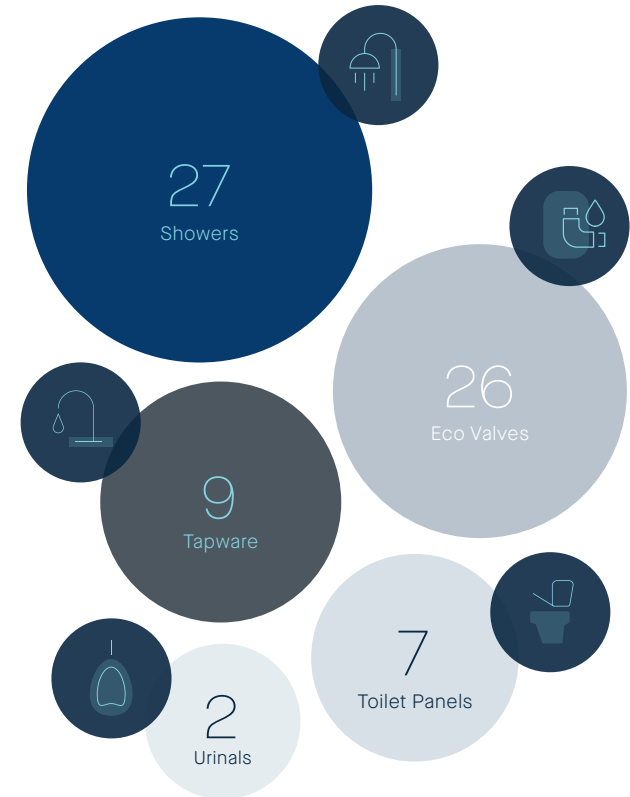
Improve the tenant's experience

Measure and improve the tenant experience.



Understand how to drive costs down

Provide a pathway to enable maintenance cost reductions during building lifespan.



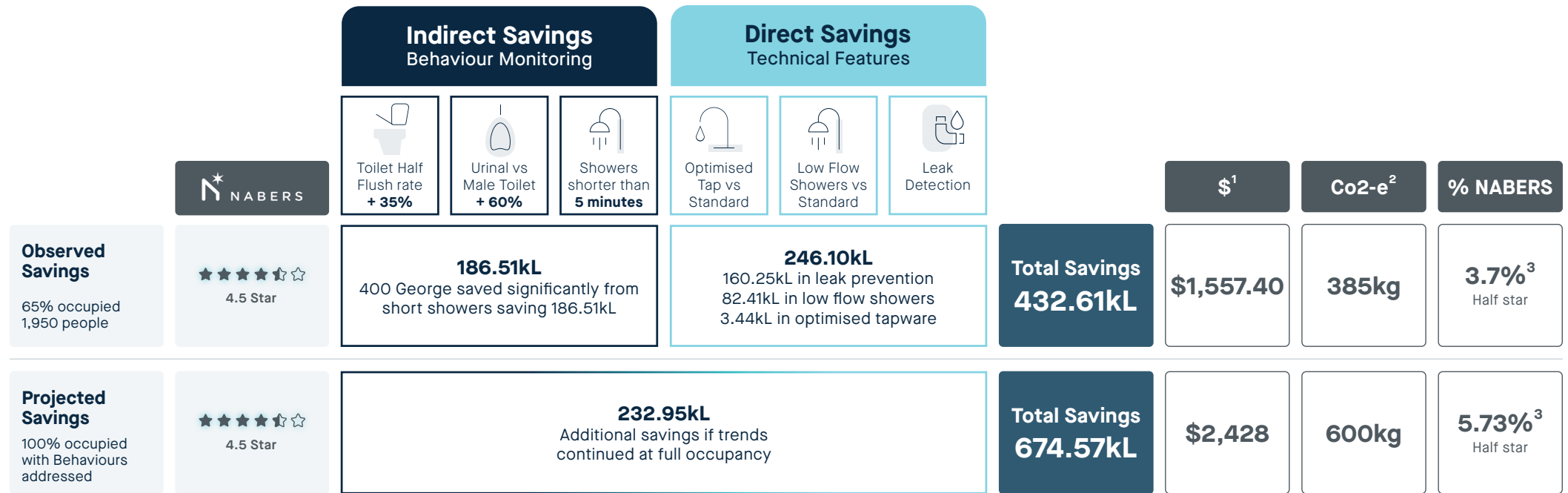
Gallery



Driving Sustainability Through Water Saving

Caroma Smart Command directly impacts water saved as building occupancy increases.

Investing in water management is a must for a sustainable future. Caroma Smart Command is a change enabler through which behaviours can be impacted and unnecessary water use can be saved through proactive management of water consumption.



Of all water consumed at 400 George Street, Smart bathrooms represented only 1%, yet offered 3.7% of the saving required for NABERS half-star improvement. At full capacity, Caroma Smart Command could contribute to 5.7% of a NABERS Half Star uplift³.



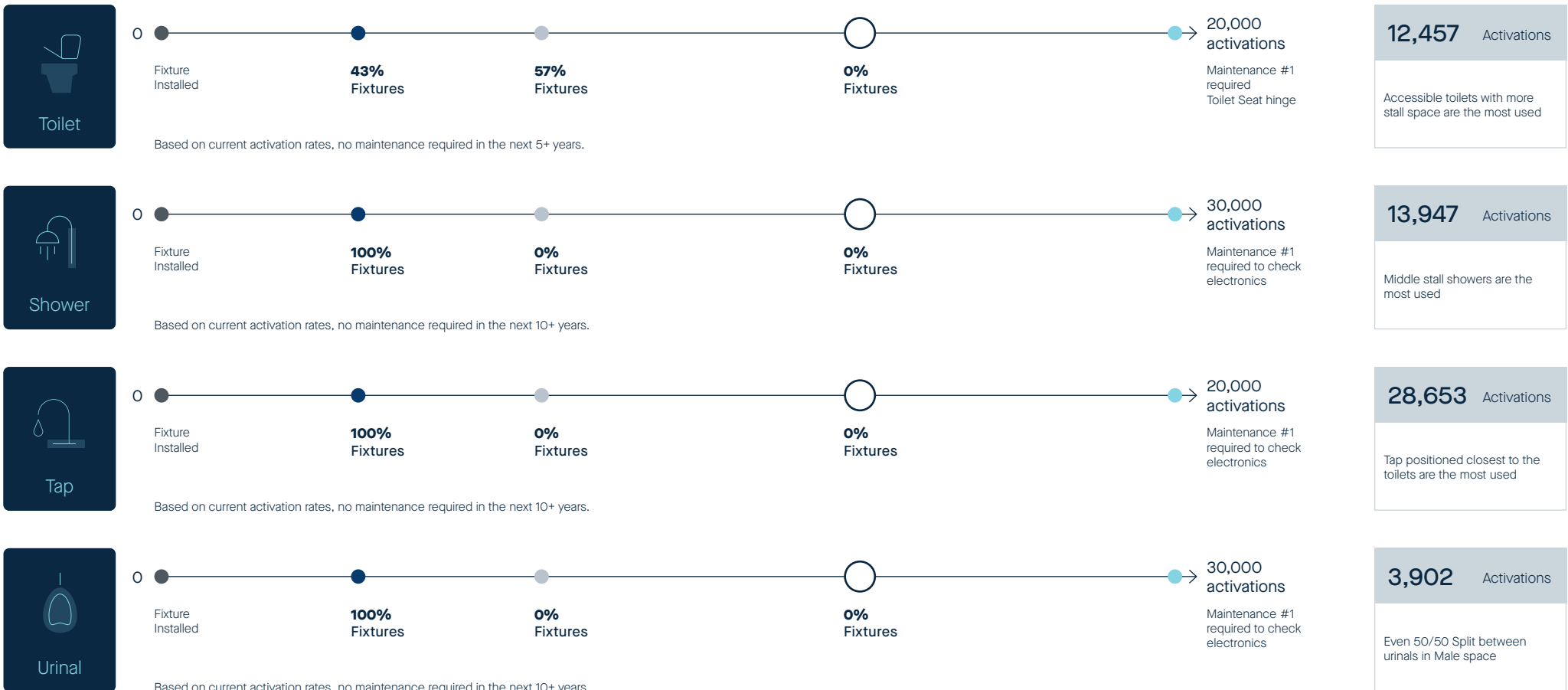
- TOTAL WATER
- SMART BATHROOMS

1. Bulk water supply costs are in the order of \$3.60 per kilolitre. This does not include daily service charges, nor water treatment charges, which can add as much as 50% to the utility bill.
 2. The upstream and downstream carbon emissions associated 1 kilolitre of water are approximately 0.89 kg CO2-e.
 3. Of the 11,779 kL water saving required for NABERS half-star uplift.

Maintenance

Future Lifecycle Maintenance –
We now have full visibility on where each fixture is within its lifespan.

Fixtures have a predictable cycle of maintenance milestones. Number of activations is a leading indicator of a requirement to service, much like the number of kilometres your car has travelled in between services. Therefore we can predict when certain fixtures will need to be serviced & when to expect their end of life.



User Experience

Thanks to the near real-time data at your fingertips, Caroma Smart Command ensures bathrooms are quickly up and running to their maximum potential. 400 George Street tenants are able to enjoy a touchless experience that provides a new level of cleanliness and hygiene.

0.6
AVG

Hygiene Index

The relationship between sanitaryware and tapware activations.
For every sanitaryware use, 0.6 users washed their hands. A score of 1.0 is 'good'.
User behaviours in End of Trip facility differs from standard bathrooms.
With many occupants expectedly transitioning from sanitaryware to showering facility.

4.8_{sec}
AVG

Hand Wash Duration

How long users wash their hands for on average.
A clear heightened awareness followed by steady compliance.

Methodology

Cloud Data

July 2021 → June 2022

End of Trip Facility (inc DDA)

Caroma Smart Command Cloud Data

Focusing on Water consumption, fixture usage, long-term maintenance, top line hygiene indicator.

Behavioural Focus Study

October 2021 → April 2022

End of Trip Facility (inc DDA)

6 week baseline, 6 week education (via signage deployment)

Focusing on a Mixed Method Approach -

Qualitative: Behavioural analysis, tenant engagement survey.

Quantitative: 1:1 stakeholder interviews.

Case Study Summary



Measure and Reduce water usage



Understand how to drive costs down

Observed Savings

Indirect Savings Behaviour Monitoring

186.51kL
400 George Street saved significantly from short showers

Direct Savings Technical Features

246.10kL
160.25kL in leak prevention
82.41kL in optimised showers
3.44kL in optimised tapware

432.61kL

Total Observed Water Savings

3.7% Attribution to a NABERS 0.5 Star
385KG in CO₂e² and \$1,557.40 Water Saving

Clear visibility on fixture usage

Providing a line of sight on future maintenance requirements and informing cleaning resource allocation efficiencies.

Projected Savings

Indirect Savings Behaviour Monitoring

674.57kL
If behaviour benchmarks reached at full occupancy

Direct Savings Technical Features

674.57kL

Total Yearly Projected Water Savings

5.73% Attribution to a NABERS 0.5 Star
600KG in CO₂e² and \$2,428 Water Saving



Improve Tenant Experience

Users realised the opportunity to provide feedback on fixture performance, maintenance issues and cleaning.



Contact Us

For more information please contact our Caroma Smart Command team to see how we can help solve your business' problems.

Find a Showroom

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