



Hickam Federal Credit Union

PEARL CITY, HI

BRANCH SYSTEM | CORPORATE SPACES

Hickam Federal Credit Union (FCU) needed space at its corporate headquarters, and expansion was not an option. NewGround was up to the challenge, first assessing their future staffing needs and then seeking out land to accommodate. At the same time, NewGround navigated Honolulu's scarcity of property and complex regulatory environment.

The new 6.5-acre property provided plenty of space and high visibility, with the option to sell off excess land. The building was designed to be open and modern. It has plenty of natural light, outdoor terraces, and a variety of meeting spaces and collaboration areas. The accompanying retail branch also featured the latest in technology and amenities. NewGround has also begun transforming the Hickam branch-system to reflect the same branding and technology of the headquarters branch.

20,000

SQUARE FOOT PROPOSED
FUTURE EXPANSION

BIA

AWARD WINNER

31,570

SQUARE FEET



Hickam Federal Credit Union

OAHU, HI

BRANCH SYSTEM | CORPORATE SPACES

As the longest-serving financial institution on Hickam Air Force Base—now Joint Base Pearl Harbor Hickam—Hickam Federal Credit Union (FCU) had run out of space at their corporate headquarters. Expanding at their current location was not an option. Additionally, access to the military base and, in turn, Hickam FCU's building had become more difficult due to increased security measures, presenting challenges to the community-based Credit Union.

Faced with the reality that moving off-base was the only logical decision, Hickam FCU needed a partner. One with the diligence and preparedness to navigate Hawaii's complex regulatory process, and the strategic foresight to guide them through the site selection process to find a location to accommodate their future growth plans.

Having built their original headquarters in 1974, NewGround was top-of-mind to handle this project. As a design-build firm with expertise in both financial and corporate facilities, NewGround brought a valuable combination of partnership and thought leadership to the table. Initial conversations revealed that both parties were eager to work together again, and the journey began.

STRATEGY

Finding the perfect property in the Honolulu area was the top priority. But first we needed to determine a building size that would accommodate the Credit Union's long-term growth. NewGround's strategy team developed a long-term staffing program to account for the next 15 years.

We also needed to determine the best location for the headquarters. Due to the scarcity of developable property in Honolulu, finding a large parcel of land in Hawaii can be difficult, but with NewGround's guidance Hickam FCU was able to identify 6.5 acres that would suit the Credit Union very well.

Knowing this was more property than they needed, the NewGround design team recommended a location for the building that would both capitalize on the visibility from the well-trafficked intersection and allow the Credit Union to sell off the remaining, unutilized, land.

Following approval of the site plan, NewGround set to work on creating a building that would be equally contemporary and timeless – a building that would evoke a sense of pride among the employees of Hickam FCU.



DESIGN

The employee experience was top of mind as we set out to design the space. From our early discussions with the Hickam FCU team on how they believed the building should function for employees, one word stood out: open.

The current Hickam FCU headquarters housed high-walled cubicles which can discourage collaboration and limit exposure to natural light. We knew this new building should feature the latest in workplace trends: lowpartition workstations near windows, modular glass wall systems, collaboration areas, privacy enclaves, and a variety of meeting spaces of different types and sizes.

Being technology-forward was very important to the Hickam team—both in the corporate office and in the adjacent branch. So we designed a technology-driven retail branch using self-service in-lobby tellers, a technology bar, and digital media. Interestingly, we included a drive-up—a unique member benefit not common among financial institutions in Hawaii.

As for the exterior, we blended interesting colors and textures to stand out, differentiating the building from others in the area. Unique materials including stone quarried in India, combined with full-height glass to maximize exterior views, “green” terraces, and outdoor plazas make this building a true piece of beauty.

BUILD

We broke ground on Hickam FCU’s new headquarters building on March 2016, under the supervision of NewGround’s Honolulu-based construction team. As locals, their insights into Hawaiian construction practices and years of project management experience helped the project move forward in an efficient manner. The project was completed in 2018 and the Credit Union Board, staff, and members are thrilled with their BIA grand award winning headquarters building.

