

# Return to Work(place):

Helping to Create Your New Normal

Professional Office Environments

April 2020

# Ways to Engage

- 1 Arrange a listening session. We'll then share what we've been learning about workplace issues, best practices and how work in this new era will affect the way you implement and manage your workplace.
- 2 Workplace Assessment - POE team will assess your space and walk you through short-term options and long-term solutions to help promote wellbeing and promote confidence with your employees of a safe workplace.
- 3 Warranty – while your space is minimally occupied, have one of our workspace technicians onsite to assess any warranty items we can take care of prior to repopulating your space.
- 4 Work from Home Options – POE team has pulled together many quick ship WFH options that will allow your employee the comforts and ergonomic options of the workplace. We can share with you and your employees.
- 5 Join a knowledge event - Haworth and POE are hosting events for a variety of interests. Please reach out to understand what options might be right for you as you try and navigate that changes to come.
- 6 Change Management – Effective change requires a structured approach and strong communication. POE can help develop that plan with you.

# What Clients are asking...

- How do we assess our space with a focus on employee wellbeing?
- Help us approach employees repopulating the office space?
- Should we de-densify our conferencing and open office space?
- How should we approach our safety and wellbeing policies?
- Is unassigned space still the right path for us?
- How will WFH impact our future space planning?
- Safety; how can the office space promote employee safety?
- Should we look at the WFH tools our employees have to do their best work?
- Will Covid-19 impact our future real estate needs?
- Change Management; who should take point in communication?



# Our Expertise

Three critical areas of focus to help you navigate return to the workplace in a COVID-19 environment

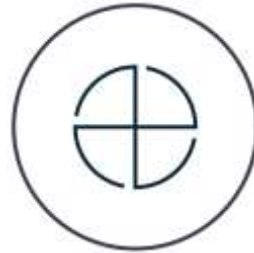


## Employee Well-Being

Supporting people's physical and psychological health to build confidence and enhance performance

## Affordances

Elements of a space that encourage certain behaviors, enabling optimal human performance—cognitively, emotionally, and physically.



## Organizational Culture

Understanding and preserving your culture to empower your workforce and leverage your space in new ways

## Competing Values Framework

A culture model developed from the major indicators of effective organizations that defines four culture types.



## Transforming the Floorplate

Addressing facility requirements, density, and exposure while mitigating risk

## Integrated Palette™

A family of adaptable product platforms developed from our insights on human, organizational, and facility performance.

# Floorplate to Workpoint

Understand the work being done, your current workspace utilization, and how it will change in the new normal.

- Consider lobby/entry point, facility flow, and circulation areas
- Determine where interaction and collaboration take place
- Add employee options for more mobility and flexibility to leave dense areas
- Repurpose some collaboration areas to individual work areas to address density

## Employee well-being

Continue providing views of nature and access to daylight to reduce stress.

## Organizational culture

Utilize open collaboration areas to support visual connection while social distancing.

## Transforming the floorplate

Convert unassigned spaces to assigned spaces to address density challenges.



# Remote Work



Guidelines should balance personal interaction and collaboration—both virtually and physically.

- Identify total occupancy by floorplate
- Define the quantity of positions needed on site
- Determine which roles are optimal for remote work
- Assess your floorplate density level to meet physical distancing guidelines
- Determine the ratio of individual workpoints and the maximum space occupancy
- If space doesn't allow, determine sequencing and work rotation for remote workers

# Design Implications



## Remote Work

Determine which roles are optimal to perform remote work & how it will effect the floorplate



## Cleanliness

Communicate guidelines for cleaning and use of spaces



## Safety

Convey new protocols in lobbies, receptions areas, security checkpoint, etc.



## Density

Analyze facility circulation to achieve appropriate distancing



## Interaction/ Collaboration

Provide physical and virtual solutions for personal interaction and team collaboration



## User Control

Provide individuals a variety of spaces to safely accomplish their work



## Technology

Publish supported platforms for communicating internally and externally

1

[Care and Maintenance](#)

2

[Covid-19 Disinfection Instructions](#)

3

[Bleach Cleanable Textiles](#)

4

[Cleaning and Disinfection Infographic](#)

# Floorplate | Example

Return to Comprehensive Solution



## Before

- Consider lobby/entry point, facility flow and circulation areas
- Add options for more mobility and flexibility to leave dense areas
- Repurpose collaboration areas for individual work - address density
- Communicate circulation path to limit employee overlap
- Convert unassigned to assigned spaces to address density challenges
- Remove chairs to help with legibility of physical distance guidelines
- Rearrange large meeting/training spaces to accommodate individual work or small group meetings



## After





# Benching | Example

## Planning

- Address density (6' physical distancing), collaboration, user control, etc.
- Remove, reconfigure and/or retrofit products

## Specification

- Provide material options, other surface treatments for cleaning and disinfection, touchless controls, etc.
- Integrate features to signal occupied workstations and when last cleaned
- Change workpoints to increase individual comfort and security level without losing the elements required to be effective

Before



After



- 1 Density**  
Decrease from 6 to 4
- 2 Orientation**  
No change
- 3 Vertical Space Division**  
higher screen and additional screen on storage
- 4 Horizontal Separation**  
Move storage to separate workspace and remove cushion to not invite close contact visitors.
- 5 Mobility**  
larger workspace with enclosed storage that allows space to move within the space or throughout the floorplate

# Workstation | Example

## Before



## After

### Orientation

#### Physical Movement | Interaction

Change Side-by-Side station to Back-to-Back



### Cleanability

#### Physical Ambient | Air Quality

- Hard surface screen
- Faux leather seating
- Laminate surfaces
- Metal surfaces
- Omit Blotters
- Change Slat to laminate tile
- Changed J-pulls to avoid open channel on storage fronts

### Horizontal Separation

#### Emotional Well-being | Security

- Add Glass End Screens to height adjustable tables
- Change storage spacing on center bank to spread out the meeting space

### Vertical Space Division

#### Cognitive Insulation | Stimulus Control

16" Frameless Glass for safety and light transmission

# Workstation | Example

## Before



## After

### Density

- No Change in number of workstations
- Spatial increase for circulation

### Orientation

**Physical Movement | Interaction**  
Move lounge area away from workspace

### Horizontal Separation

#### Emotional Well-being | Security

- Separate benching units 72" apart
- Gallery Screen
- 3-pc. Corner Screen attached to height adjustable surface
- Pantry Storage
- Trivati Glass Wall



### Cleanability

#### Physical Ambient | Air Quality

- Laminate Corner screens
- Faux Leather Upholstery
- Upholstered Back Task Chair
- Polymer surfaces
- Laminate surfaces
- Metal surfaces
- Limit accessories

### Mobility

#### Physical Movement | Interaction

- Closed storage to secure property
- Glass wall used to divide public space from workspaces

### Vertical Space Division

#### Cognitive Insulation | Stimulus Control

- 3-piece Corner Screens
- Gallery End Screens
- Locker & Pantry Storage
- Trivati Glass Wall

# Conference | Example

## Before



### Compete Culture:

Will adapt fast in new world of work

- Action oriented spaces
- Quick to embrace new technologies
- Need quick face-to-face or virtual interactions
- Will balance physical and remote work

## After



- 1 Density**  
Decrease from 8 to 4
- 2 Orientation**  
No change
- 3 Vertical Space Division**  
Remove Door

- 4 Cleanability**  
Faux Leather Seating  
Laminate surfaces  
Metal supports
- 5 Horizontal Separation**  
6' spacing
- 6 Mobility**  
Closed storage to secure items  
Tables are easy to move