

HAWORTH

# Return to Work(place) Playbook

## Floorplate Transformation



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# Navigating the New Normal

Virtually all US office workers left their workplace in March, uncertain when they would be back. Now we are all navigating what returning to the workplace looks like in this new normal brought on by COVID-19.

Physical distancing norms, health, and safety concerns are at an elevated state. Every organization is seeking to understand how to keep people safe, secure, and effective while sustaining their culture and implementing short- and long-term workplace changes. Going forward, finding the balance of how to create personal interaction and virtual collaboration will be vital for our well-being.

## Haworth's Unique Approach: Organic Workspace

Organic Workspace is our perspective and process for understanding the work environment and how people use it. Leveraging our global knowledge, unique design point of view, and product and space expertise, we have developed best practices to help you balance the needs of your people and space as we navigate returning to the workplace. When you engage with Haworth, we will help you through this transition.



# Critical Areas of Focus

Haworth has identified 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



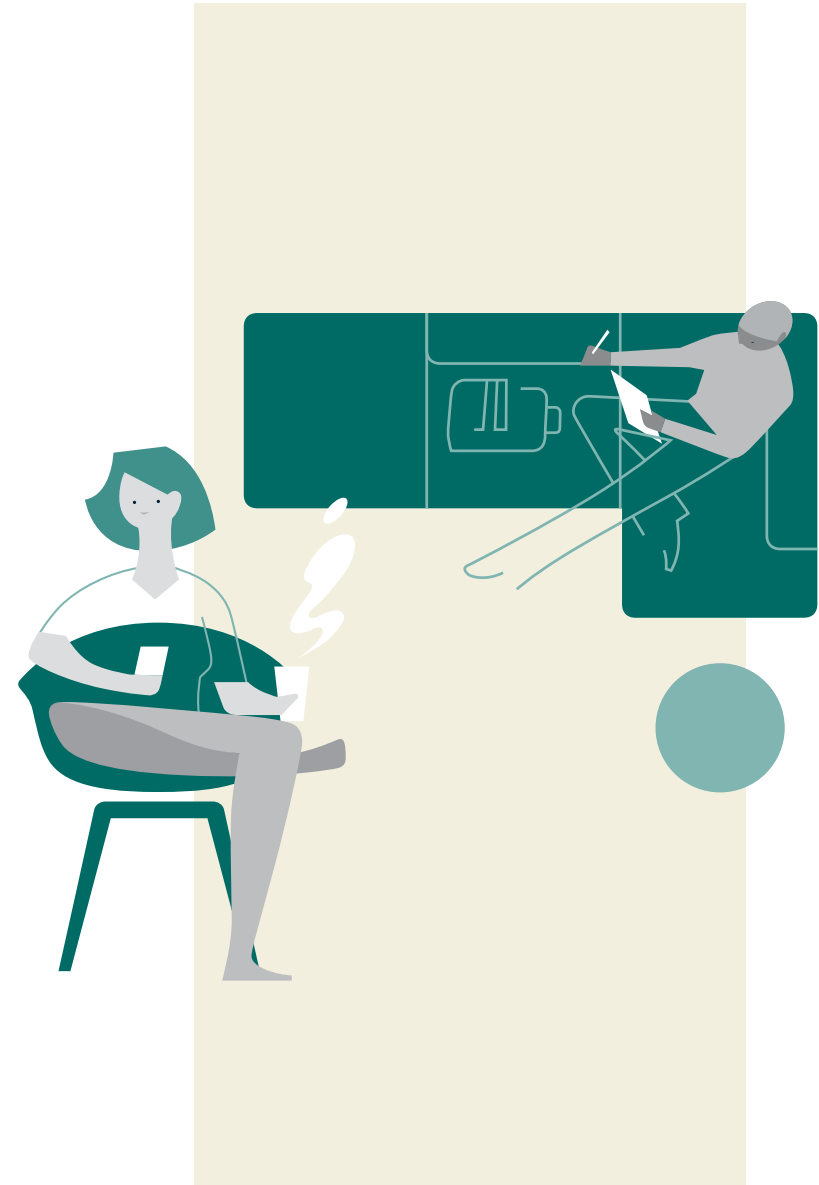
**Organizational Culture**

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



**Transforming the Floorplate**

Addressing facility requirements, density, and exposure while mitigating risk



# Work Considerations

Many of us closed the office and turned our homes into our workplace, hunkered down trying to grasp what is next for the world of work. We have the same challenges you do—and a plan for returning to the workplace that can inform yours. Here are some considerations to start with as you look at your workplace through a different lens.

What happens in the home office?

Will your employees be wearing masks?

How will your entrance and lobby look different (protocols and space)?

Will you be screening for temperature?

What are your protocols for cleaning?

What tools do you have so people feel secure?

How do you enhance employee comfort in the workplace?

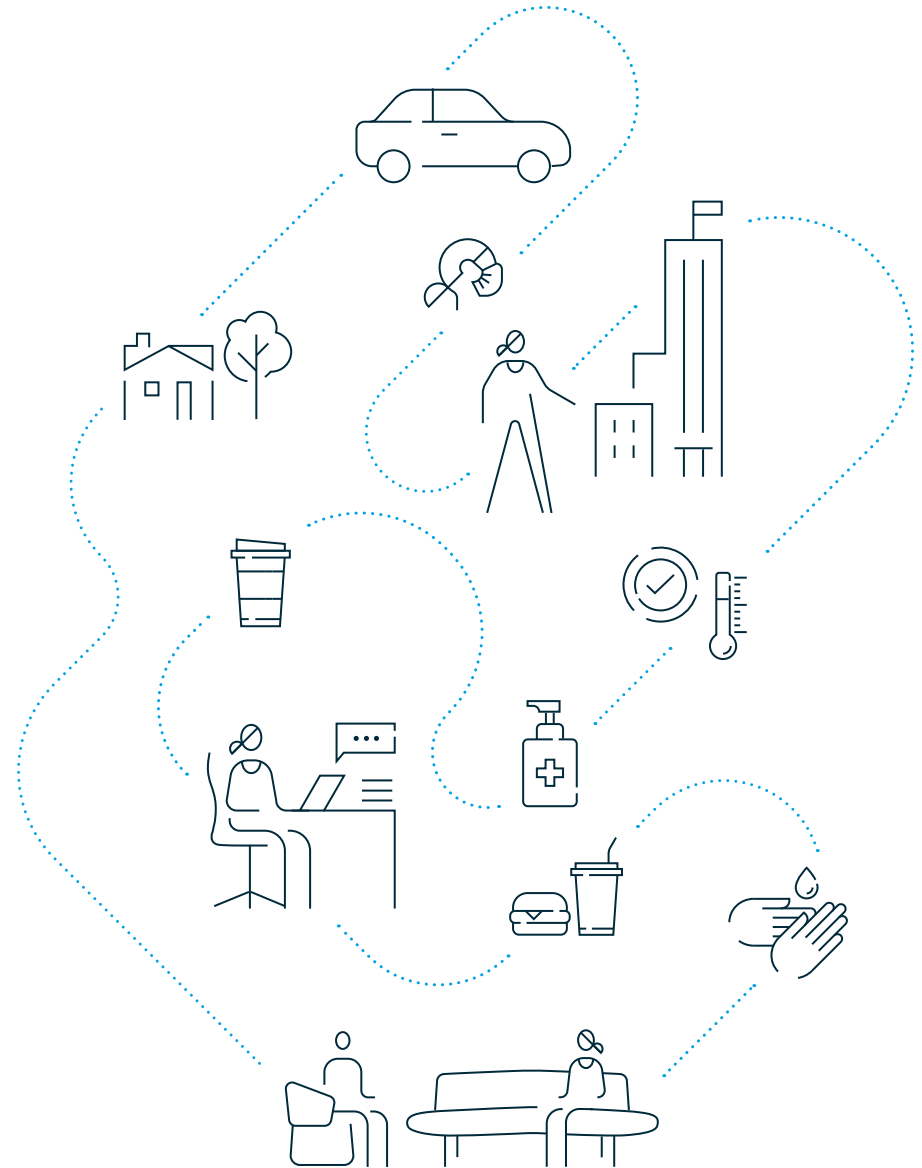
How will circulation paths change?

Will your employees bring more items to work (lunch and supplies)?

How will your amenities change (cafeteria, refresh areas, outdoors)?

How will you communicate wayfinding, safety, and cleanliness?

How will you ensure physical distancing?



# Design Implications

To find balance, it is important to understand the work being done, your current workspace utilization, and how it will change in the new normal.



### Remote Work

Determine total occupancy, which roles are optimal to perform remote work, and how it will affect the floorplate.



### Cleanliness

Communicate guidelines for cleaning and use of spaces, and switch out surface materials to accommodate cleanability.



### Safety

Convey new protocols, shift unassigned spaces to assigned for individuals, and adjust workpoint configurations to accommodate boundaries between workers.



### Density

Analyze facility circulation to achieve appropriate distancing and repurpose spaces to comply with physical distancing norms.



### Interaction/Collaboration

Provide physical and virtual solutions for personal interaction and team collaboration, integrating technology to connect on-site and off-site team members.



### User Control

Provide individuals with a variety of spaces to safely accomplish their work, including options for mobility, flexibility, personalization, and cleanliness.



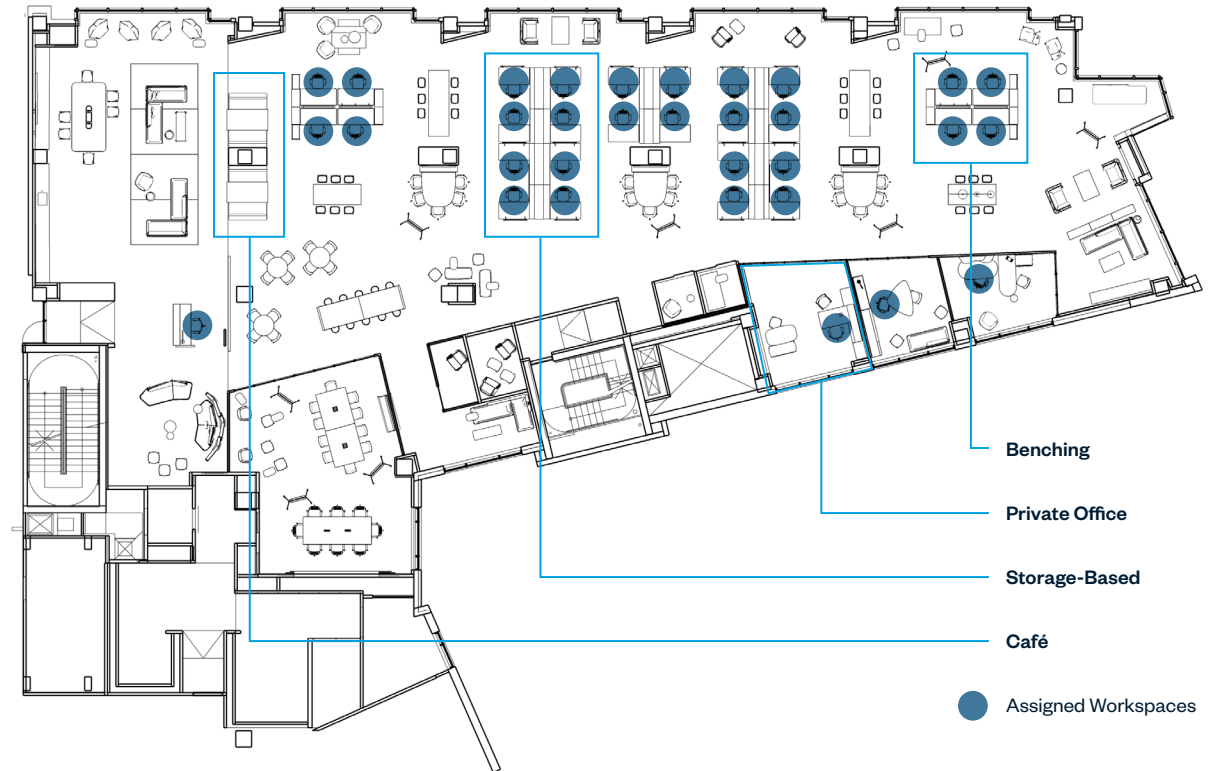
### Technology

Publish supported platforms for communicating internally and externally, create protocols for communication, and utilize digital display for messaging/communications.

# Floorplate to Workpoint

Haworth will help you create a solution that ensures people perform their best, supports your culture, and leverages existing products, enabling you to reconfigure with ease and reduced cost. We start by looking at the entire floorplate—where interaction and collaboration take place—right down to the individual workpoint.

Floorplate – Before



### Floorplate – After



**Remote Work**

- Create a rotating work schedule to bring people in the office on different days.
- Provide technology at workpoints and in open areas for teams to connect with those who are working remotely.



**Density**

- Rotate occupants to maintain correct density levels.
- Change furniture in collaborative areas to decrease occupancy levels.
- Provide more alternative workpoints in repurposed collaboration areas.



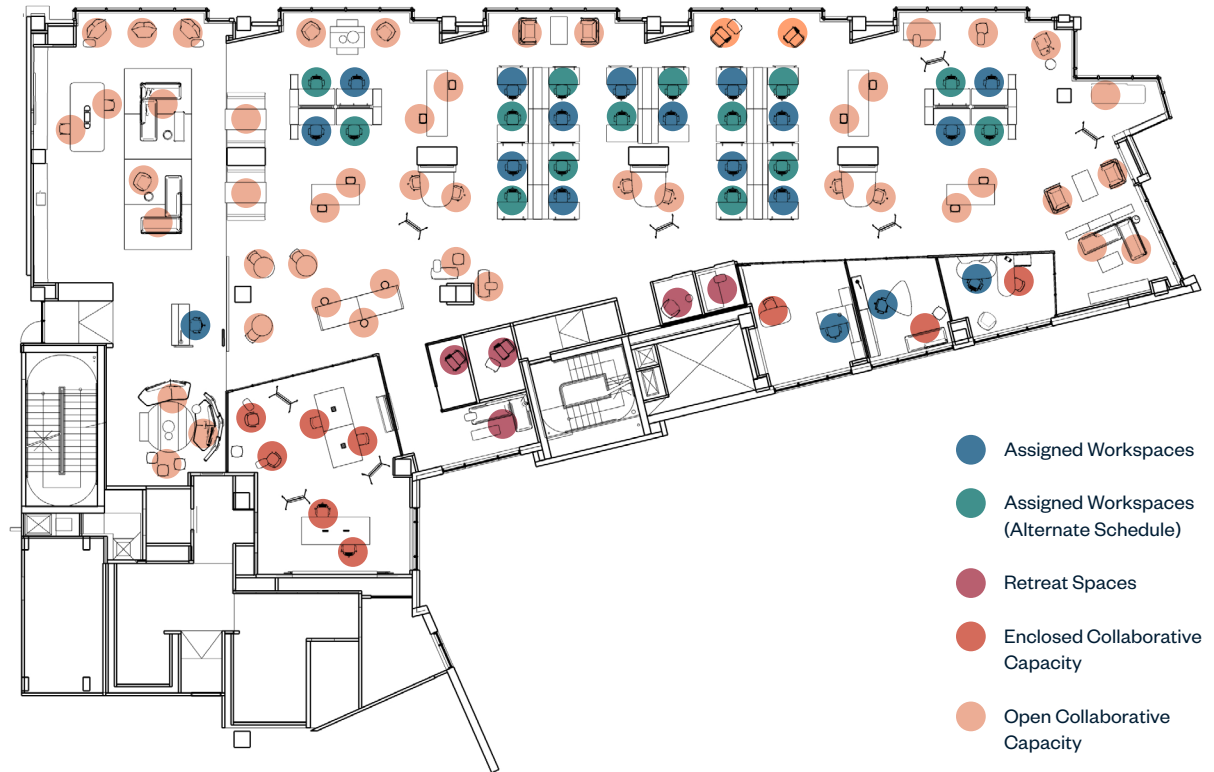
**Collaboration**

- Provide areas away from workpoints for people to connect—physically distanced yet in the same space or virtually with remote workers.



**Technology**

- Adapt collaborative areas to communicate with remote workers.
- Incorporate ways to communicate strategy with occupants, such as additional signage and display screens.

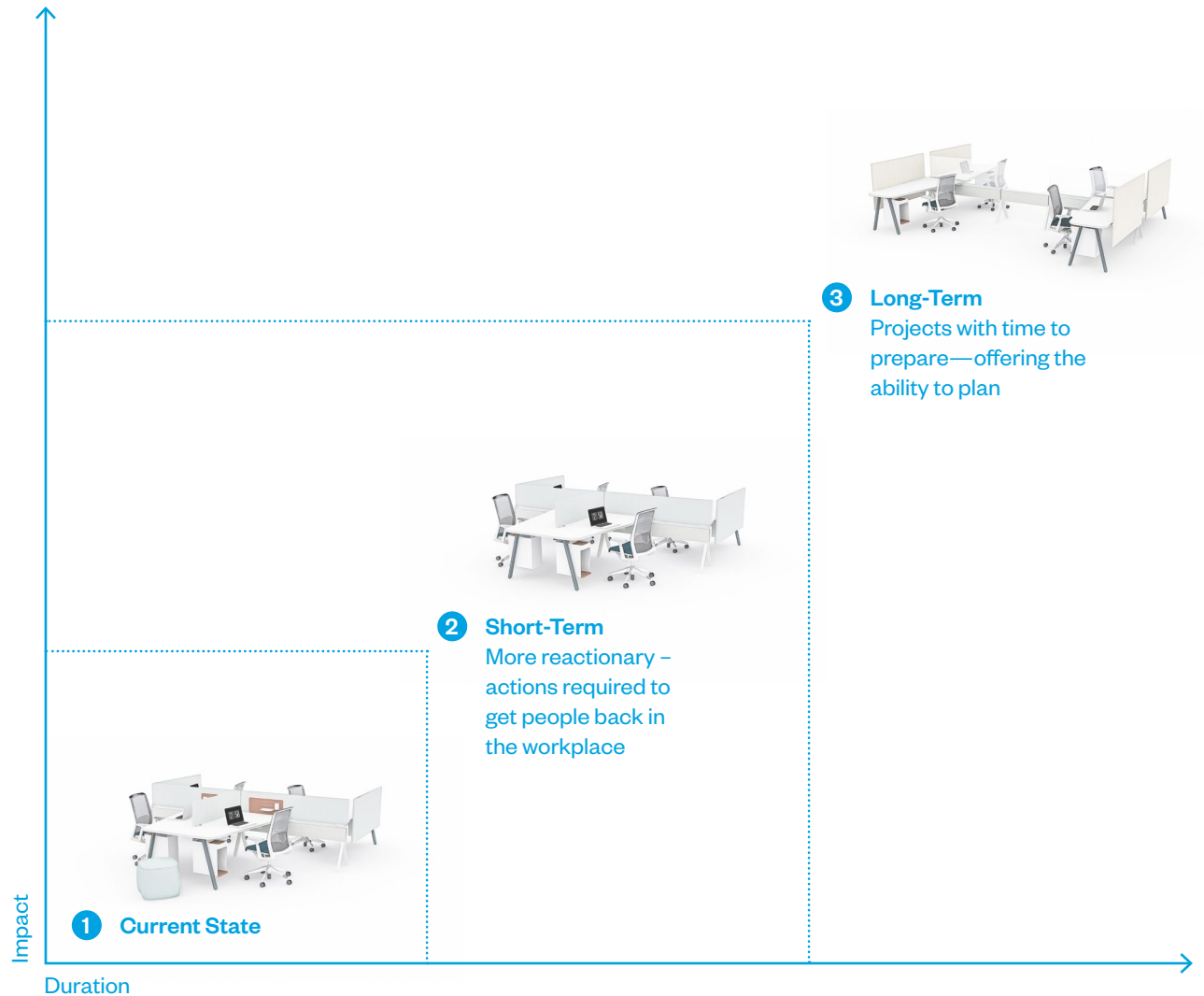


- Assigned Workspaces
- Assigned Workspaces (Alternate Schedule)
- Retreat Spaces
- Enclosed Collaborative Capacity
- Open Collaborative Capacity



# Migration Path

Today your workspace is likely designed to foster collaboration and with adjacencies that will not comply with physical distancing protocols. We can help you quickly adjust for the near future—reacting to the pandemic situation and getting people back to work—as well as long-term strategies you can prepare for with more time to plan. See the ways you can make short-term adjustments or plan for long-term changes at the workpoint level.



# Integrated Palette

Integrated Palette™ is a family of adaptable product platforms developed from our insights on human, organizational, and facility performance. It allows you to easily adjust and reconfigure workpoint applications quickly and cost-effectively. Short-term or long-term, Integrated Palette lets you tailor spaces, from the floorplate to the workpoint, and adapts to today's changing business concerns.

In this before and after example, we reused 72% of the parts—76% of overall dollars in cost—from this application of Integrated Palette products. Our kit-of-parts approach shows how you can leverage your investment over time.

## Workpoint – Before



## Workpoint – After



\*Note: Data does not include seating or power accessories, but does include the desk lighting shown.

# Application Approach

This matrix shows the applications that you would typically see on a floorplate to accommodate group and individual work in open and enclosed environments. Keep this framework in mind as you look at the workpoint solutions on the following pages as they evolve from current state to future state. Each is based on an idea starter provided on haworth.com. Your local dealer can work with you to help you achieve the future state that's best for your organization.

|                | Individual Work  | Group Work  |
|----------------|--|---|
| Open Space     | Panel-Based<br>Storage-Based<br>Beam-Based<br>Desk-Based<br>Benching | Café<br>Lobby<br>Community<br>Lounge<br>Dining and Bar<br>Outdoor |
| Enclosed Space | Private Office<br>Retreat  | Conference Room<br>Training                                       |

# Workpoint

## Storage-Based



### Current State



- Pedestals double as storage and guest seating for user control

### Short-Term

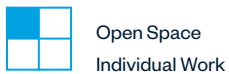


- Team member rotation ensures 50% occupancy
- Pedestals removed to deter visitors at workstation
- Screens and storage give occupant control of space

### Long-Term



- Side screens added for more enclosure
- Additional storage space allows for personalization
- Materiality assessed for cleanability and changed as needed
- Seating orientation changed to reduce density from eight to six occupants



Idea Starter 113

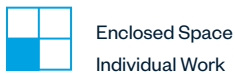
Private Office



Current State



- Private office gives occupant more enclosure for safety



Idea Starter 01

Short-Term



- Private office gives occupant more enclosure for safety
- Alternative areas provided for individual work
- Guest chair repositioned to safely encourage interaction on separate worksurface
- Poufs removed to eliminate fabric surfaces and gathering area

Long-Term



- Private office gives occupant more enclosure for safety
- Alternative areas provided for individual work
- Guest chair repositioned to safely encourage interaction on separate worksurface
- Seating materiality includes faux leather for cleanability
- Coat closet added for user control over personal items
- Touchless light installed for control and safety

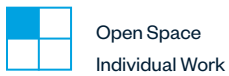
## Benching



### Current State



- Height-adjustable tables accommodate posture change
- Storage creates boundaries for separation from aisleway



Idea Starter 178

### Short-Term



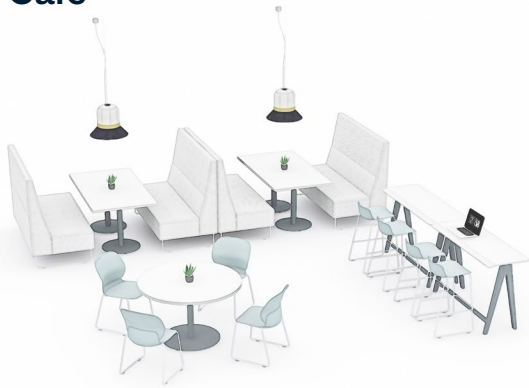
- Height-adjustable tables accommodate posture change
- Storage creates boundaries for separation from aisleway
- Fewer chairs support physical distancing

### Long-Term



- Height-adjustable tables accommodate posture change
- Storage creates boundaries for separation from aisleway
- Desktop screens provide enclosure and shield adjacent occupants
- Additional intermediate panel between desks defines boundaries
- Additional wall creates a barrier

## Café



### Current State



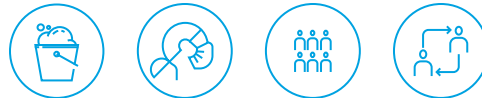
- Materiality assessed for cleanability and changed as needed



Idea Starter 04



### Short-Term



- Materiality assessed for cleanability and changed as needed
- Single seats provide proper distancing
- Cleaning protocols are in place
- Additional space provided between booths
- Fewer chairs prohibit gathering
- Direct view to others supports conversations in open space



### Long-Term



- Materiality assessed for cleanability and changed as needed
- Single seats provide proper distancing
- Cleaning protocols are in place
- Fewer chairs prohibit gathering
- Direct view to others supports conversations in open space

## Benching



### Current State



- Materiality assessed for cleanability and changed as needed
- Individual storage provided for worker needs

### Short-Term

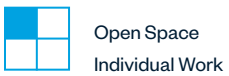


- Materiality assessed for cleanability and changed as needed
- Individual storage provided for worker needs
- Benching scaled down from 6 occupants to 4
- Storage cubbies adapted for individual workpoints

### Long-Term



- Materiality assessed for cleanability and changed as needed
- Individual storage provided for worker needs
- Screens adapted for individual workpoints
- Panels added with appropriate height



Idea Starter 123



## Conference Room



### Current State



- Digital screens provided for connection to remote workers

### Short-Term

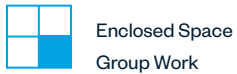


- Digital screens provided for connection to remote workers
- Fewer chairs support physical distancing
- Safe place for personal interaction

### Long-Term



- Digital screens provided for connection to remote workers
- Fewer chairs support physical distancing
- Safe place for personal interaction
- Materiality assessed for cleanability and changed as needed
- Door removed for touchless entry and improved air circulation
- Tables on casters for mobility and user control
- Sled base chairs for stability with mobile tables



Idea Starter 130

Panel-Based

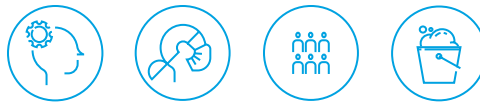


Current State



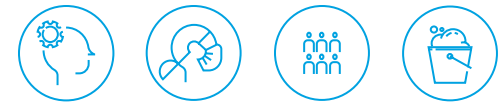
- Height-adjustable tables accommodate posture change
- Storage and panel height provide vertical and horizontal separation

Short-Term

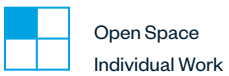


- Height-adjustable tables accommodate posture change
- Storage and panel height provide vertical and horizontal separation
- Removal of stools controls occupancy
- Removing work tools eases cleanability

Long-Term



- Height-adjustable tables accommodate posture change
- Frameless glass added to panels to increase vertical separation
- Removal of stools controls occupancy
- Removing work tools eases cleanability
- Item placed on lower storage to deter visitors from workstation area



Idea Starter 107

Beam-Based



Current State



- Screens provide boundaries for added security

Short-Term



- Team member rotation ensures 50% occupancy
- Screens provide boundaries for added security
- Guest chair removed to deter visitors
- Accessories removed for ease of cleanability

Long-Term



- Screens provide boundaries for added security
- Change in user orientation creates separation between occupants
- Increased screen height on spine wall provides boundary
- Accessories removed for ease of cleanability
- Hard surface screens offer cleanability



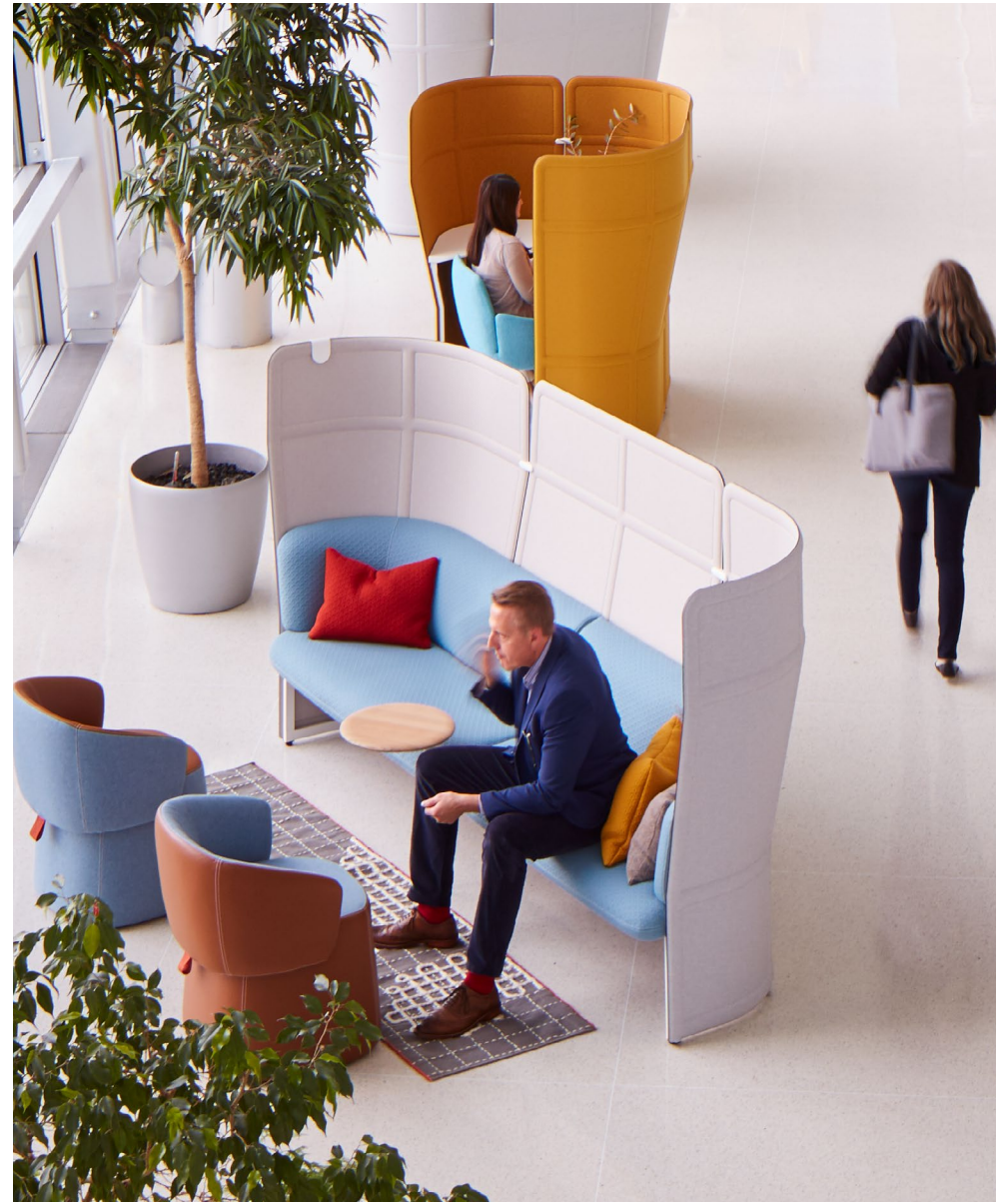
Idea Starter 185

# Haworth Expertise

We know you are anxious to get back to the workplace—so are we. In this new normal, we all seek balance between working remotely and seeing our real coworkers. Through our understanding of employee well-being, organizational culture, and floorplate transformation, Haworth is here to assist with knowledge-based solutions. From floorplate to workpoint, we will help you prioritize the needs of your people, support your culture, and leverage existing product so you can get back to business with ease.

## Want to learn more?

Get more in-depth information about how Haworth can help your organization navigate returning to the workplace in a COVID-19 world by visiting [haworth.com/rtw](https://haworth.com/rtw).



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