

GCWORKPLACE DESIGN GUIDE



TRANSFORMING THE WORKPLACE EXPERIENCE

<p>PART 1 INTRODUCTION</p>	<p>1.1 HOW TO USE THIS DOCUMENT 1.2 INTRODUCTION TO GCWORKPLACE 1.3 FUNDAMENTAL CRITERIA OF GCWORKPLACE</p>
<p>PART 2 PRINCIPLES</p>	<p>2.1 FLEXIBLE 2.1.1 MODULARITY AND GROWTH 2.2 HEALTHY 2.2.1 ERGONOMICS 2.3 EFFICIENT 2.4 INCLUSIVE 2.5 COLLABORATIVE 2.6 DIGITAL 2.7 GREEN</p>
<p>PART 3 BUILDING BLOCKS</p>	<p>3.1 INTRODUCTION TO WORKPOINTS 3.2 WORKPOINT QUICK REFERENCE GUIDE 3.3 SUPPORT SPACE AND SPECIAL PURPOSE SPACE 3.4 PERSONAL AND SHARED STORAGE</p>
<p>PART 4 DESIGN DEVELOPMENT</p>	<p>4.1 GCWORKPLACE DESIGN METHODOLOGY 4.2 ACTIVITY PROFILES 4.3 ESTABLISHING A BASELINE WORKPOINT DISTRIBUTION 4.3.1 AUTONOMOUS PROFILE 4.3.2 BALANCED PROFILE 4.3.3 INTERACTIVE PROFILE 4.4 PLANNING AND DESIGN STRATEGIES 4.5 REGIONAL, SECONDARY AND SMALL OFFICE STRATEGIES 4.6 STRATEGIES FOR MULTI-LEVEL STACKING</p> <p>ACKNOWLEDGEMENTS, REFERENCE DOCUMENTS AND CONTACT INFORMATION</p>
<p>ANNEXES</p>	<p>ANNEX 1: TECHNICAL REFERENCE MANUAL (COMING SOON) ANNEX 2: DESIGN BEST PRACTICES CHECKLIST</p>

**IN THIS SECTION:**

Part 1 introduces the context of workplace modernization and the vision on which GCworkplace is founded. It also outlines the five fundamental criteria for all GCworkplace designs.

It is organized into the following sections:

- 1.1 HOW TO USE THIS DOCUMENT
- 1.2 INTRODUCTION TO GCWORKPLACE
- 1.3 FUNDAMENTAL CRITERIA OF GCWORKPLACE

THE GCWORKPLACE TOOLKIT

SPACE PLANNING WORKBOOK:
A tool for calculating optimal workpoint distributions.

DESIGN CONSULTATION TOOLS: An questionnaire and interactive workshop template, used by the design team during functional programming to gather client functional and technical requirements.

DESIGN BEST PRACTICES CHECKLIST:
A summarized checklist of best practices for drawing review and quick reference during schematic planning and design.

TECHNICAL REFERENCE ANNEX:
An addendum of technical information related to specific design requirements for GCworkplace.

WORKPOINT DATA SHEETS:
Detailed technical information for each workpoint type.



Look for this icon when additional resources can be found in the Toolkit

1.1 HOW TO USE THIS DOCUMENT

The GCworkplace Design Guide is a document outlining the design principles and best practices pertaining to workplace modernization for the Government of Canada. It is intended to provide an overview of the GCworkplace concept and its context within the greater vision for **public service renewal**, as well as provide design professionals and project teams the tools and parameters within which to optimize workplace design. This document should be read in conjunction with the Government of Canada Workplace Fit-up Standards and the GCworkplace Toolkit, as well as all relevant national and regional building codes.

USEFUL DOCUMENTS AT EACH PHASE OF A PROJECT:

	PRIOR TO PROJECT INCEPTION	PROJECT DELIVERY STAGE	POST-OCCUPANCY
CLIENTS	<ul style="list-style-type: none"> • Design Guide • Change Management Tools • GCworkplace Transformation Playbook 	<ul style="list-style-type: none"> • Change Management Tools • Design Guide 	<ul style="list-style-type: none"> • Change Management Tools
PROJECT TEAMS	<ul style="list-style-type: none"> • Fit-up Standards • Design Guide • Design Consultation Tools 	<ul style="list-style-type: none"> • Design Guide • Fit-up Standards • Space Planning Workbook • Workpoint Data Sheets • Technical Reference Annex 	<ul style="list-style-type: none"> • Design Guide

1.2 INTRODUCTION TO GCWORKPLACE

GCworkplace is a term developed to describe the new way of working across the Government of Canada. It encompasses four elements: space, people, technology and greening. All these elements must work together to redefine the work experience, however this guide focuses primarily on the **space aspect** of GCworkplace. GCworkplace is different from Workplace 2.0 and previous planning strategies in that it supports a flexible environment made up of a wide variety of different functional settings. All employees are empowered to choose where and how to work based on day-to-day activities, functional requirements and personal preferences.



WHAT ARE THE REASONS FOR THE CHANGE?

Knowledge and innovation are increasingly recognized as key drivers of productivity and economic growth. This emphasis on knowledge work, combined with the instrumental role technology plays in allowing people to connect virtually from anywhere, means that the concept of work is shifting from ‘where you go’ to ‘what you do’. In 2013, the Privy Council asked public servants across the country what their expectations and ideals were for the future of Canadian government; the responses were overwhelmingly in favour of a more open government, improved serviced delivery, modern workplaces and a high-performing workforce. These priorities were subsequently outlined in the Blueprint 2020 Report.

WHAT DOES THIS MEAN FOR WORKPLACE DESIGN?

Emphasis is shifting towards design solutions that are more flexible, and tailored to suit the specific functional requirements of its users. New technology is also influencing how employees work and interact, and subsequently changing how the workplace is designed to support a variety of activities. And of course, physical workplace changes will not be effective without change management to facilitate the critical process of changing behaviors in the workplace: updated policies accompanied by new management styles and attitudes to support employees in a more flexible and engaged way of working.

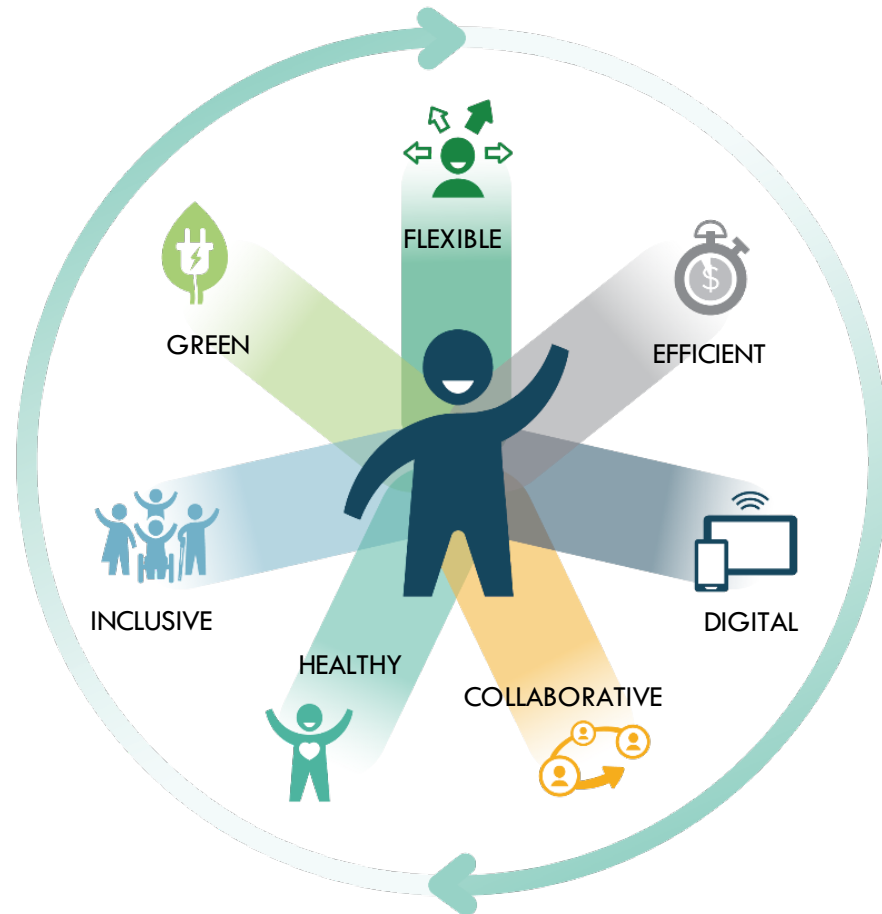


...to create the best conditions for a culture of innovation within the Public Service by leveraging modern **digital** tools that will enable us to **collaborate** government-wide **efficiently**. We aim to design **healthy** workplaces that are **green** and sustainable for the future while putting into place actions that ensure **inclusivity** and offer **flexibility** to all our employees.

PSPC vision statement

GCWORKPLACE DESIGN IS BASED ON SEVEN DIMENSIONS:

The optimal GCworkplace is Flexible, Green, Efficient, Inclusive, Digital, Healthy and Collaborative. In Part 2 of this Guide, each of these dimensions is explored in more detail as they relate to workplace design.



1.3 FUNDAMENTAL CRITERIA OF GCWORKPLACE

EQUAL ACCESS TO SPACE

GCworkplace is an unassigned work environment where all employees have equal access to various workpoints. Enabling employees to choose where and how they work based on the requirements of their day-to-day activities promotes a greater sense of autonomy and control, which has been shown to contribute to more engaged and productive organisations. By recognizing that all employees deserve access to privacy to focus or recharge from time to time, GCworkplace promotes a more inclusive workplace that supports the varying needs and preferences of a diverse workforce.

DESIGNED FOR ACTIVITIES

GCworkplace is based on the concept of Activity Based Working, which encourages employees to untether from a fixed point and choose the optimal setting for their work activities throughout the day. For most, the work day is comprised of a number of different activities which have different functional needs and can be best supported by a range of design solutions.

VARIETY OF WORKPOINTS

In order to support choice and flexibility, each GCworkplace must feature a variety of workpoint types and configurations from the menu of Building Blocks. These are described in more detail in Part 3 of this Guide.

FUNCTIONALLY ZONED

An integral part of offering choice of work settings is the ability for employees to choose their preferred level of ambient sound and activity. By including three functional zones, each GCworkplace groups more interactive, noise-generating workpoints together and away from quiet, individual workpoints in order to manage acoustics and better support concentration and collaboration. Zoning strategies are explored in more detail in Part 4 of this Guide.

MODULAR AND ADAPTIVE

GCworkplace is an adaptive template, and enclosed workpoints should be planned using a modular framework with consistent dimensions that facilitate adaptation over time. More information and examples of modularity can be found in Part 2 of this Guide.

**IN THIS SECTION:**

Part 2 outlines the guiding principles of GCworkplace, and how each is supported by strategic design.

These principles are organized into the following sections:

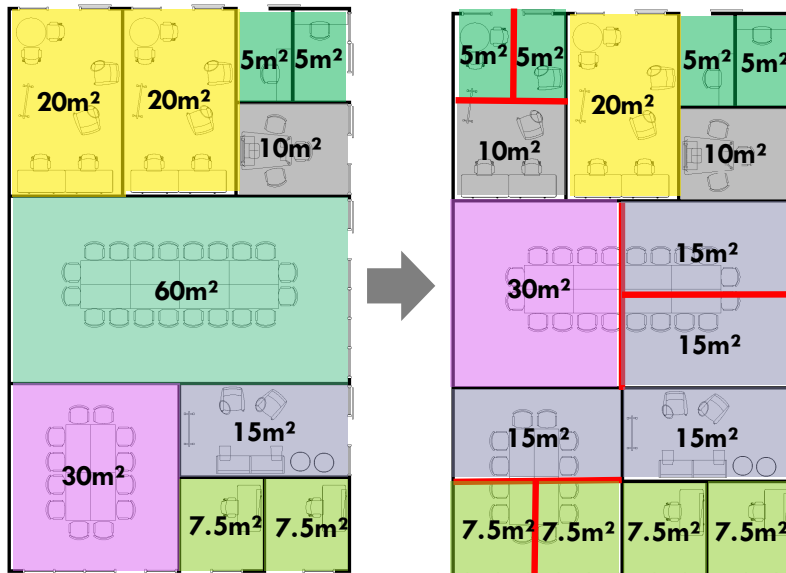
2.1 FLEXIBLE**2.1.1 MODULARITY AND GROWTH****2.2 HEALTHY****2.2.1 ERGONOMICS****2.3 EFFICIENT****2.4 INCLUSIVE****2.5 COLLABORATIVE****2.6 DIGITAL****2.7 GREEN**



2.1 FLEXIBLE

Flexibility refers to the ability of a workplace to adapt to changing functional needs and fluctuating populations over the lifecycle of a building or lease. A flexible workplace provides the infrastructure to allow work to be done from anywhere, allowing people to move fluidly from one activity to another, while also enabling simple adjustments to room sizes and functions over time.

One of the keys to a successful GCworkplace is ensuring a wide variety of types of workpoints to support a range of activities. Workplace activities vary among organizations as well as among groups within an organization, and are often influenced by personal preferences in addition to functional requirements.



2.1.1 MODULARITY AND GROWTH

The need to adapt easily to organisational change in the workplace is critical and the rate of change is ever increasing. Planning and design decisions will impact how readily the workplace is able to adapt, and flexibility is an important element of the GCworkplace design strategy.

Plan enclosed spaces using a modularity framework (as shown in diagram to the left), by standardizing wall dimensions across a project and by limiting built-in furnishings. This will better facilitate the grouping of enclosed spaces and will enable workpoints to be converted to those that are most in demand as the workplace evolves over time. Specify demountable partitions where possible, to increase ease of reuse and reconfiguration when the needs of a population change. Furniture that is modular or reconfigurable will also support changes over time. Enclosed support spaces that are consistent across floors such as Kitchens, Shared Storage rooms or Telecom Rooms should be built with standard drywall construction, and all other enclosed spaces should use demountable partitions to allow optimal flexibility.



TOOLKIT: For further information on designing for growth and flexibility, consult the Design Best Practices Checklist



2.2 HEALTHY

GCworkplace recognises that a welcoming, supportive and aesthetically pleasing workplace can make a significant impact toward increasing job satisfaction, creativity and quality of work. Both mental and physical health are becoming areas of increased focus for the Government of Canada and its employees. If the workplace can be a place that is well designed and comfortable, encourages social connections, provides places of respite and opportunities for movement, this will be a positive step toward keeping **employees mentally and physically healthy**. The workplace promotes physical health and wellbeing by encouraging movement throughout the day and offering choices to suit personal preference. As an added benefit, when employees are encouraged to move among a variety of workpoints throughout the day, the **physical activity** reduces fatigue and improves cognitive function, leading to greater productivity and a more enjoyable work experience. In the broader workplace context, a work culture that encourages **mobility**, enabling employees to work from the location that suits their work, whether that be in the office, at home or another location, can **reduce stress** and enable better balance between work and personal activities.

GCworkplace design focuses on improving access to **privacy** as it is an important element of mental health and wellbeing. This can include encouraging periods of rejuvenation by providing quiet areas for reflection. Privacy can also be supported by providing access to quiet individual workpoints and by creating designated zones in which to perform highly cognitive or focused work. This is achieved by managing acoustics in open areas, providing ample unassigned enclosed individual workpoints available to anyone who needs them, and by ensuring that noisier activities are performed away from quiet work areas to minimize disruption.

Humans are hard wired to respond positively to nature, therefore recreating a **natural environment indoors** as well as providing easy access to the outdoors contributes to wellbeing. The calming effects of plants reduce employee stress and anxiety. Incorporating natural features, materials and patterns into the design and layout are some strategies for bringing the natural world into the indoor environment.



PHOTO COURTESY OF STEELCASE INC.



TOOLKIT: For further information on designing for health and wellbeing, consult the Design Best Practices Checklist

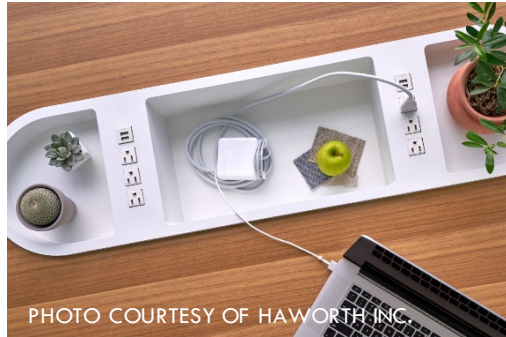


PHOTO COURTESY OF HAWORTH INC.



PHOTO COURTESY OF STEELCASE INC.

2.2.1 ERGONOMICS

Ergonomics are an important aspect of supporting physical health and wellbeing that deserves further elaboration. Physical ergonomics are concerned with human anatomical, anthropometric, physiological and biomechanical characteristics as they relate to physical activity. According to the International Ergonomics Association, relevant topics of physical ergonomics include : working postures, materials handling, repetitive movements, work related musculoskeletal disorders, workplace layout, health and safety. Strategies for designing an ergonomic workplace tend to take two routes: providing as many opportunities for user **adjustability** as possible, or planning in ways that encourage changes in **posture** and intermittent **movement** throughout the day. In a GCworkplace environment, all furnishings and equipment should accommodate a range of ergonomic needs including height, width and angle adjustability, thereby reducing the need for common ergonomic accommodations of the past. Items such as power receptacles should be installed at counter or desk height for easy accessibility without the need to “overstretch” to reach devices. For the small percentage of cases where the range of typical workpoint options do not address a specific concern, accommodations should be further developed on a case by case basis. Assigning employees to workstations for ergonomic requirements should be avoided where possible, as it limits the functionality of the workplace for those individuals. Instead, ergonomic needs should be captured during the need analysis phase and integrated into the **design solution holistically**. It is worth noting that ergonomics not only relate to the furniture and equipment itself, but also employee habits when working. It is encouraged to design spaces that promote movement throughout the day and stretching when engaging in repetitive or strenuous tasks.



TOOLKIT: For further information on ergonomics, consult the Design Best Practices Checklist



2.3 EFFICIENT

Efficiency relates to a better use of space, as well as creating an environment that enables people to be efficient with their time and tasks. By promoting an unassigned environment, workplace design can contribute to a more efficient use of space. Providing a variety of workspaces available to all, employees can save time as well as choose the work setting that best suits their activity.

In the image below, one area of a floor in a GCworkplace project has been designed to support communications and publishing workflows. Here, space is used more efficiently by reducing the amount of individual layout surface at each workstation, and instead adding shared layout space in the form of a large bar table adjacent to the workstations. Since activities performed in this area often include preparation of print materials and proofing of graphic layouts, the individual workstations and collating surface have also been combined with an equipment area for easy access to print resources. Beyond the workstations there is also a semi-enclosed huddle for small team review sessions.





2.4 INCLUSIVE

Spaces designed for a wide range of preferences can accommodate a more diverse workforce and contribute to a welcoming and inclusive environment. Universal design principles must be followed for all GCworkplace projects to ensure spaces are functional and equitable for all.

WHAT IS UNIVERSAL DESIGN?

Universal design is the term now more commonly used with the **philosophy** of creating environments that are **welcoming** and **EQUITABLE** for all, as described in the following definition:

The UN Convention on the Rights of Persons with Disabilities (CRPD) defines universal design as the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

Universal design is a process that enables and empowers a diverse population by improving human performance, health and wellness, and social participation.

- Steinfeld and Maisei, 2012

GCworkplace must strive to go beyond minimum accessibility codes and standard by rethinking the concept of **accessible design**. Considering a wide range of mobility levels in addition to differences in manual dexterity, visual and auditory capability, and cognitive function will yield **optimal universal design** solutions. With the added support of modern adaptive technologies in the workplace, a much more inclusive environment is increasingly possible. More detailed strategies and design principles for inclusive design can be found in the GCworkplace Design Best Practices Checklist (Annex 1), and the GCworkplace Technical Reference Guide (Annex 2).

The following Eight Goals of Universal Design, developed by the Inclusive Design and Environmental Access Center in New York, provide an excellent outline for approaching universal design:

BODY FIT: Accommodate a wide range of body sizes and abilities

COMFORT: Keep demands within desirable limits of body function

AWARENESS: Ensure that critical information for use is perceived easily

UNDERSTANDING: Ensure methods of operation and use are intuitive, clear, and unambiguous

WELLNESS: Contribute to health promotion, avoidance of disease, and prevention of injury

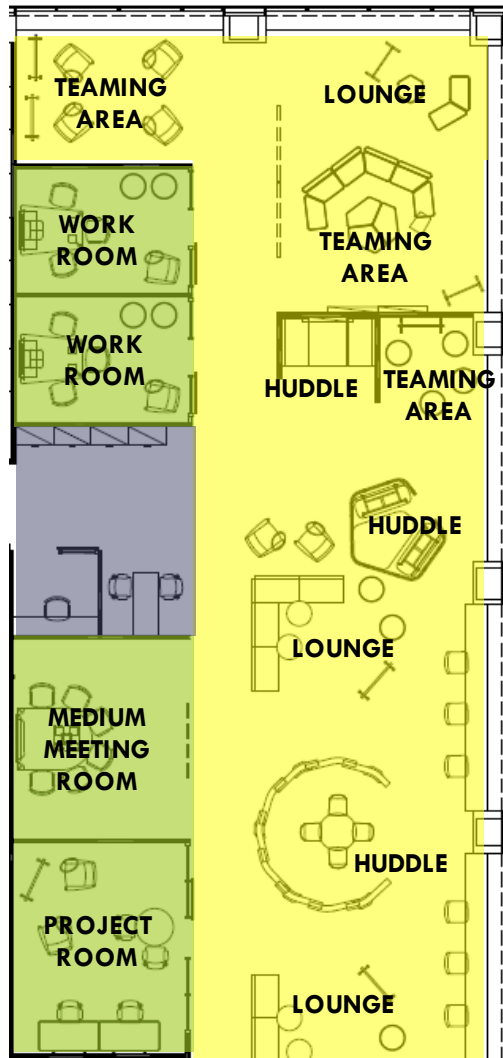
SOCIAL INTEGRATION: Treat all groups with dignity and respect

PERSONALIZATION: Incorporate opportunities for choice and the expression of individual preferences

CULTURAL APPROPRIATENESS: Respect and reinforce cultural values and the social and environmental context of any design project



TOOLKIT: For further information on inclusivity and universal design, consult the Design Best Practices Checklist and the Technical Reference Annex



2.5 COLLABORATIVE

GCworkplace is designed to better facilitate collaboration by planning for a balance of individual and shared spaces. Collaboration can be encouraged by incorporating flexible furnishings and technological tools for sharing ideas and co-creating, as well as planning informal collision points for spontaneous interaction.

Creative thinking and problem solving require both convergent and divergent thinking. GCworkplace provides a variety of opportunities for employees to work in groups of various sizes and in a range of activities.

WHAT ARE THE BENEFITS OF COLLABORATION?

- Improved communication across all levels of an organization; improved team dynamics and increased sense of community
- Increased transfer of knowledge and sharing of ideas promotes creativity and innovation
- Spaces that allow impromptu gatherings and informal cross-pollination can contribute to connecting employees among teams
- Co-creation can lead to greater innovation in problem solving

Since collaborative areas tend to be used by multiple people, they can be disruptive to others if not strategically located. Users should feel comfortable having discussions or sharing information without feeling they are disrupting others within the work environment. To increase successful collaboration in the workplace, the appropriate tools, technology, and environments must be provided.

The plan to the left demonstrates how enclosed and open collaborative points can be grouped, and how flexible furnishings can be used to define space in open areas.



2.6 DIGITAL

GCworkplace embraces design strategies that promote digital collaboration, paperless or 'paper-lite' processes, and virtual communication. An environment that makes it more convenient to work and collaborate digitally contributes to optimal productivity and modernizing the workplace. Technological tools can be leveraged to share information more easily, by including large shared monitors in collaborative workpoints. It can also contribute to more efficient space utilisation by using occupancy sensors and electronic booking systems to manage workpoint sharing. Finally, it can unite teams across work locations and regions by supporting fluid virtual meeting capabilities.



PHOTO COURTESY OF STEELCASE INC.



PHOTO COURTESY OF STEELCASE INC.



PHOTO COURTESY OF STEELCASE INC.



TOOLKIT: For further information on environmental and sustainability, consult the Design Best Practices Checklist



2.7 GREEN

GCworkplace promotes a broad vision of greening where sustainability, both social and environmental, is at the core of every decision. A sustainable workplace adapts easily to change, is healthy for occupants and has a reduced environmental footprint.

ACHIEVING A SUSTAINABLE WORKPLACE:

Sustainability is a **key priority** for the Government of Canada and GCworkplace plays an important role in delivering on the government's sustainability objectives. Therefore incorporating **sustainable thinking** and decision making into all projects is fundamental.

SHARED ENVIRONMENT:

In an unassigned seating environment, all workpoints are shared and therefore a **CLEAN DESK PROCEDURE** is an essential criteria.

Because workpoints are shared and cleared at the end of the workday, **lockers** are used to store personal and work related effects.

Environmental sustainability focuses on the physical environment with the goal of reducing our environmental footprint, creating healthier environments and generally promoting behavior that does no harm to our planet and its inhabitants.

SOME OF THE ENVIRONMENTAL BENEFITS OF GCWORKPLACE:

- More efficient use of space when compared to traditional office layouts, which contributes to lowered greenhouse gas emissions and fewer building materials and resources consumed through a reduction in overall space occupied
- Encourages a mobile workforce that can work anywhere and anytime, thus greatly reducing commuting and the resulting greenhouse gas emissions by promoting virtual collaboration alternatives
- Working digitally reduces the use of paper, printing and the paper storage burden, as well as saving electricity. It is supported by modern work practices, such as digital signatures, Wi-Fi and wireless technological tools
- Environments with more natural light and views to the outside promote mental and physical health and increase productivity
- Workplaces with flexible furniture, fewer hard walls and demountable partitions make change easier and the office environment more adaptable without major renovations
- Use of green building tools such as LEED, Green and wellness rating tools such as WELL standard and FitWELL, encourage implementation of a diverse range of sustainable and healthy features in workplaces



TOOLKIT: For further information on environmental and sustainability, consult the Design Best Practices Checklist

IN THIS SECTION:

Part 3 identifies each of the building blocks that make up the GCworkplace design. These concepts are organized into the following sub-sections:

- 3.1 INTRODUCTION TO WORKPOINTS
- 3.2 WORKPOINT QUICK REFERENCE GUIDE
- 3.3 SUPPORT SPACE AND SPECIAL PURPOSE SPACE
- 3.4 PERSONAL AND SHARED STORAGE



3.1 INTRODUCTION TO WORKPOINTS

The building blocks of GCworkplace are **workpoints**. A workpoint is any space where employees can perform their work, and is designed specifically to support different functional requirements. Each workpoint is equipped with furnishings and digital tools that support a variety of tasks and varying degrees of interaction or concentration.

INDIVIDUAL WORKPOINTS:

Individual workpoints may be open, semi-enclosed, or enclosed with walls. **Primary individual workpoints** are used to perform most common tasks requiring varying levels of focus and privacy. These include workstations of various sizes and configurations, located in open areas with optional low dividing panels, as well as semi-enclosed furniture for enhanced visual and acoustic privacy. **Secondary individual workpoints** support activities that may occur for shorter periods of time throughout the day.

COLLABORATIVE WORKPOINTS:

GCworkplace features a wide variety of both open and enclosed collaborative workpoints, promoting spontaneous interaction and sharing of ideas as well as planned collaborative activities. The use of shared monitors and smart screens, writeable surfaces and reconfigurable furnishings allow groups to make the most of shared spaces.



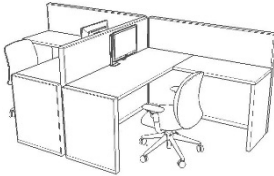
PHOTO COURTESY OF STEELCASE INC.



TOOLKIT: For further information on workpoint specifications, consult the GCworkplace Workpoint Data Sheets

3.2 WORKPOINT QUICK REFERENCE GUIDE

PRIMARY INDIVIDUAL
OPEN



WORKSTATION

Mid- to long-term work space with access to others



TOUCHDOWN

Short-term landing point between other activities



FOCUS POD

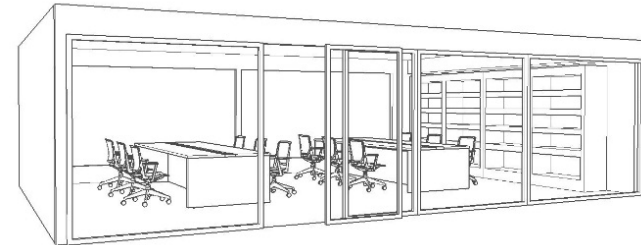
Semi-enclosed work pod for mid- to long-term focused work

PRIMARY INDIVIDUAL
ENCLOSED



FOCUS ROOM

Enclosed space for mid- to long-term focused work



STUDY

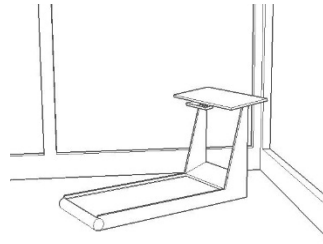
Shared room for individual quiet work

SECONDARY INDIVIDUAL



REFLECTION POINT

Refuge for quiet contemplation or wellness needs



ACTIVE WORKSTATION

Treadmill or stationary bicycle with computer station, or other equipment that supports active postures



PHONEBOOTH

Enclosed or semi-enclosed area with acoustic protection for phone calls

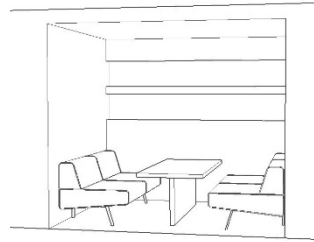
3.2 WORKPOINT QUICK REFERENCE GUIDE (CONTINUED)

OPEN COLLABORATIVE



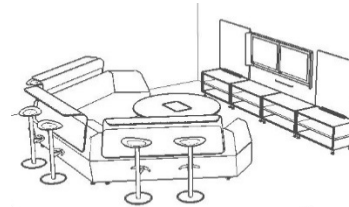
CHAT POINT

Area for brief impromptu conversations



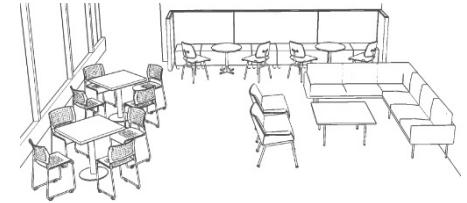
HUDDLE

Informal open or semi-enclosed area for short- to mid-term meetings



TEAMING AREA

Informal open area to accommodate group work and idea generation



LOUNGE

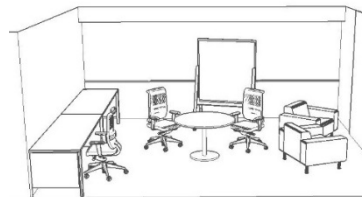
Open area with furniture for dining and/or social interaction and informal work

ENCLOSED COLLABORATIVE



WORK ROOM

Enclosed room for team work or meetings up to 4 people



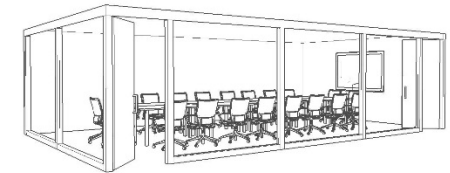
PROJECT ROOM

Enclosed room for collaboration in groups of 4 or more



MEDIUM MEETING ROOM

Enclosed meeting room for up to 12 people



LARGE MEETING ROOM

Enclosed meeting room for up to 20 people

3.3 DESIGNING SUPPORT SPACE AND SPECIAL PURPOSE SPACE

GCworkplace includes a range of auxiliary spaces to support work activities and employee health and wellness throughout the day. These include Kitchenettes, Equipment Areas, Telecommunications Rooms, Lockers and Shared Storage.

3.3.1 KITCHENETTES

For space planning purposes, **Kitchenettes are defined as kitchen millwork and appliances only**, and do not include seating. **They should always be accompanied by a Lounge** with a variety of dining and soft seating, to provide a multipurpose lunchroom and interactive space. Sizes and quantities of Kitchenettes will vary based on project area and population, however standard practice is to plan for one per floor, unless the population per floor exceeds 150. User requirements for refrigerator quantities should be assessed during the functional programming or needs analysis phase. The following benchmarks may be used as a guideline:

TARGET OCCUPANCY PER FLOOR:	TARGET OCCUPANCY PER FLOOR:	TARGET OCCUPANCY PER FLOOR:	TARGET OCCUPANCY PER FLOOR:
1-25	25-50	50-150	150-300+
BENCHMARK: <ul style="list-style-type: none"> • One 6m² • 5 lin. ft. (1.5m) millwork • One under-counter refrigerator • Recycling centre 	BENCHMARK: <ul style="list-style-type: none"> • One 10m² • 5-8 lin. ft. (1.5-2.5m) millwork • 1-2 refrigerators • Recycling centre 	BENCHMARK: <ul style="list-style-type: none"> • One 15m² • 12-16 lin. ft. (3.5-5m) millwork • 1-2 refrigerators • Recycling centre 	BENCHMARK: <ul style="list-style-type: none"> • Two 15m², each with • 12-16 lin. ft. (3.5-5m) millwork • 2+ refrigerators • Recycling centre



TOOLKIT: For further information on workpoint specifications, consult the GCworkplace Workpoint Data Sheets

EQUIPMENT AREA & PRINTER QUANTITY BENCHMARKS:

- Equipment Areas planned at a ratio of **1 for every 50-75 target population** (approx. 500m² of floor area)
- A minimum of one Equipment Area per floor should be **enclosed or semi-enclosed**, with supply storage and a collating surface
- Additional printers may be planned in open areas as needed
- All equipment areas should include a recycling centre



Example: 10m² semi-enclosed Equipment Area with two printers, millwork for supply storage with a layout surface, and recycling centre

3.3.2 EQUIPMENT AREAS

Equipment areas can range in size and configuration, whether accommodating printers and recycling bins in an open area or providing a countertop for collating and closed storage for office supplies in a hard-walled or semi-enclosed area. Quantities and locations on a floorplate should be determined in conjunction with user needs analysis, and adapted to suit the frequency and volume of use for each client.

3.3.3 TELECOMMUNICATIONS ROOMS

Telecommunications rooms (also referred to as a Telecom Room) are to be planned per floor in accordance with the direction set out by Shared Services Canada. Access by external technicians is often required, and therefore entrances to Telecom Rooms should be off elevator lobbies or otherwise outside of the secure floor area where possible.

3.3.4 SPECIAL PURPOSE AND PROGRAM-SPECIFIC SPACE

Design teams should use a holistic approach to Special Purpose Spaces (SPS) and other program-specific spaces, aiming to customize workpoints as needed to suit functional requirements and integrate them into the planned space. For example, consider functions with specific technological or spatial needs and modify certain workpoints to allow for elements such as multiple monitors, additional desktop equipment, or added layout space. Any additional functional spaces that require specialized construction should be considered for approval as Special Purpose Space under PSPC's Guidelines for Special Purpose Space.



TOOLKIT: For further information on workpoint specifications, consult the GCworkplace Workpoint Data Sheets



PSPC OFFICE OTTAWA



PHOTO COURTESY OF STEELCASE INC.

3.4 PERSONAL AND SHARED STORAGE

LOCKERS

In the GCworkplace environment, personal storage lockers are **located outside of individual workpoints**, and centralized in areas adjacent to circulation paths for easy access. A combination of **different storage options** can be provided, ranging from full size lockers or smaller day lockers suitable to storing belongings on a temporary basis. Quantities and configurations should be determined in conjunction with client consultation and needs analysis. For example, consideration should be given to common items stored such as typical laptop size or other standard technology.

SHARED STORAGE

Separate coat closets or cloakrooms should be planned for seasonal items such as winter boots and umbrellas. Shared storage can also be incorporated to accommodate equipment or file storage based on client needs. Enclosed storage rooms should be used only where required for the highest security levels, and open storage areas with lockable cabinets are to be the default solution for non-secure items.



TOOLKIT: For further information on personal and shared storage, consult the Design Best Practices Checklist and the Workpoint Data Sheets

**IN THIS SECTION:**

Part 4 ties together all the GCworkplace principles to demonstrate how the building blocks can be combined in different ways to suit a wide range of functional requirements.

It is organized into the following sections:

- 4.1 GCWORKPLACE DESIGN METHODOLOGY
- 4.2 ACTIVITY PROFILES
- 4.3 ESTABLISHING A BASELINE WORKPOINT DISTRIBUTION
 - 4.3.1 AUTONOMOUS PROFILE
 - 4.3.2 BALANCED PROFILE
 - 4.3.3 INTERACTIVE PROFILE
- 4.4 PLANNING AND DESIGN STRATEGIES
- 4.5 REGIONAL, SECONDARY AND SMALL OFFICE STRATEGIES
- 4.6 STRATEGIES FOR MULTI-LEVEL STACKING

ACKNOWLEDGEMENTS, REFERENCE DOCUMENTS AND CONTACT INFORMATION

4.1 GCWORKPLACE DESIGN METHODOLOGY

The following methodology provides a guideline for sequencing activities in the pre-design and design development phases of a GCworkplace project. If a recent functional programme report is available, this can be used to determine activity profile and program-specific requirements in lieu of steps 1 and 2. Complimentary tools can be found in the GCworkplace Toolkit.

STEP 1

Determine Activity Profile

The first step is to gather general information from all occupants of the future GCworkplace about their basic functional requirements. This includes determining the most common types of activities they perform in the workplace, as well as estimating their average duration and frequency in each in order to recommend an organizational activity profile.

STEP 2

Gather Program-Specific Requirements

The second step builds on the initial survey in step 1, going into further detail to define program-specific requirements. At this time, the project design team would engage with client representatives from all functional groups as well as those responsible for organizational planning in the areas of Information Technology, Information Management, Security, Facilities Management, and any Special Purpose Space functions.

STEP 3

Establish Baseline Workpoint Distribution

Once all functional and technical requirements have been defined and an Activity Profile has been determined, the GCworkplace Space Planning Workbook must be used to establish a baseline recommended workpoint distribution. This will generate optimal workpoint quantities and distributions based on the selected Activity Profile, and may then be further modified to suit specific client requirements.



Tool Available:
Work Style Survey



Tool Available:
Programming Workshops



Tool Available:
Space Planning Workbook

MOBILITY FACTORS

Mobility refers to the level of movement between different activities throughout a typical day or week. It can include **internal mobility**, which occurs between various spaces in the workplace, and **external mobility**, which occurs between the primary workplace and alternate work locations. For example, an group with a high level of internal mobility may frequently engage in a variety of different meetings, team work sessions and periods of individual work throughout the day. Similarly, a group with a high level of external mobility might perform frequent field work or work from home regularly. **Mobility factors** should be considered in relation to workpoint ratios, as higher levels of internal mobility may precipitate a more interactive profile, and higher levels of external mobility may allow a lower quantity of workpoints to account for alternate work locations.

4.2 ACTIVITY PROFILES

The GCworkplace Activity Profiles provide three models for workpoint distributions based on three different profiles of employee interaction. These profiles demonstrate how the GCworkplace design concept can be adapted to different types of organizations based on their unique types of activities performed in the workplace, typical duration and frequency of these activities, patterns of interaction within and among teams, and overall functional and technical requirements. The Activity Profiles take into account varying levels of mobility within the workplace, as well as mobility between the workplace and alternate work locations.

Identifying which Activity Profile best suits a GCworkplace population allows design teams to quickly establish baseline workpoint calculations based on the population size or known space solution, using the GCworkplace Space Planning Workbook. In the Workbook, each profile offers an auto-calculation of the baseline distribution of workpoints, which can then be further refined in conjunction with a more detailed assessment of project-specific needs. An interim GCworkplace environment can be provided on a case-by-case basis to develop a transitional solution where the absence of technological infrastructure prohibits mobile working.



TOOLKIT: For more information on Activity Profiles, refer to the GCworkplace Space Planning Workbook

4.2 ACTIVITY PROFILES (CONTINUED)

AUTONOMOUS



BALANCED



INTERACTIVE



LOWER LEVEL OF INTERACTION

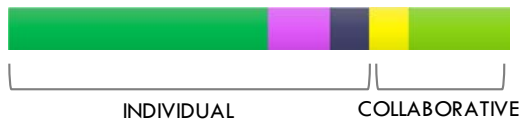
HIGHER LEVEL OF INTERACTION

The Autonomous profile is best suited to organizations with limited interaction among colleagues or teams, and features the highest proportion of individual workpoints.

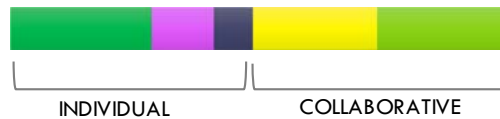
The Balanced profile is best suited to organizations with moderate interaction, mostly within teams. It has the most balanced distribution of workpoints, with an equal proportion of individual and collaborative workpoints.

The Interactive profile is best suited to organizations with a high degree of interaction between colleagues and among teams. It features the highest proportion of collaborative workpoints.

AUTONOMOUS WORKPOINT RATIOS:



BALANCED WORKPOINT RATIOS:



INTERACTIVE WORKPOINT RATIOS:



PRIMARY INDIVIDUAL OPEN

PRIMARY INDIVIDUAL ENCLOSED

SECONDARY INDIVIDUAL

OPEN COLLABORATIVE

ENCLOSED COLLABORATIVE

4.3 ESTABLISHING A BASELINE WORKPOINT DISTRIBUTION

The GCworkplace Space Planning Workbook is a mandatory tool to be used by design professionals, after the programming and needs assessment phase and prior to schematic design. Its primary function is to calculate baseline workpoint quantities for general administrative office space, tailored to each activity profile. These baseline calculations are generated from formulas that have been developed to take into account the wide range of activities performed in the workplace, as well as typical patterns of interaction, mobility within the workplace, and typical rates of absence from the workplace due to factors such as remote working, field work, vacation or other leave. Once the population size or predetermined space solution is entered in the workbook, recommended quantities for each workpoint type will appear, with an option to modify as necessary according to project-specific requirements. It should be noted that, while these formulas have been developed to calculate for most average sized projects, populations of fewer than 50 or greater than 250 may require manual adjustment of workpoint quantities due to natural limitations of applying a single standardized formula.

STRATEGIES FOR FURTHER PROJECT-SPECIFIC ADAPTATION

While the Workbook provides auto-calculated baseline quantities for each activity profile, there are opportunities to adjust these distributions based on project-specific parameters and to satisfy client requirements, provided that total proportions of each workpoint category remain within the approved ranges identified by the activity profiles. In addition, occupant load capacity as determined by the National Building Code and the site-specific parameters must never be exceeded.

The following strategies provide a general guideline for making such adjustments:

- Individual enclosed workpoints should take into account the number of occupants who regularly require an individual enclosed space to support their primary function, adjusted for the estimated rate of occupancy, and with sufficient additional enclosed individual workpoints to support the intermittent needs for privacy and focus work of the entire population
- The quantity of Kitchenettes and Lounges should align to allow combining the two workpoints to form lunchrooms and working cafes
- For multi-floor planning, consider aligning some workpoint quantities with the number of floors
 - For example, planning a consistent number of support spaces, kitchenettes and lounges, and large meeting rooms on each floor can help foster a sense of reliability and structure, and make it easier to find these core support spaces
- Recommended quantities of personal storage lockers are auto-calculated based on the target occupancy to allow for future growth, however this number can be reduced to align with the known population size if significant growth is not anticipated; locker quantities should never exceed the maximum occupant load of the floor.



4.3.1 BASELINE WORKPOINT DISTRIBUTION FOR THE AUTONOMOUS PROFILE SAMPLE PLAN

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1800m² WITH A POPULATION OF 150:

- Workstations: 70
Touchdowns: 40
Focus Pods: 18
- Focus Rooms: 15
Study: 1 (with 8 seats)
- Phone Booths: 5
Reflection Points: 5
Active workstations: 5

- Total Individual
workpoints: 166
- Chat Point: 3
Huddle: 4
Teaming: 1
Lounge: 1
- Work Room: 5
Project Room: 1
Medium Meeting Room: 2
Large Meeting Room: 1
- Kitchenette :1
Equipment Area: 2
Lockers: 150
Shared Storage Room: 1
Telecom Room: 1



TOP WORKPOINTS FOR THE AUTONOMOUS PROFILE:

Workstations in different configurations and offering various amounts of work surface will accommodate high levels of individual work for a variety of needs and preferences.

Focus Rooms and **Focus Pods** support individual cognitive tasks for shorter periods of time

Reflection Points and **Active Workstations** can provide opportunities for rejuvenation between long-term activities.

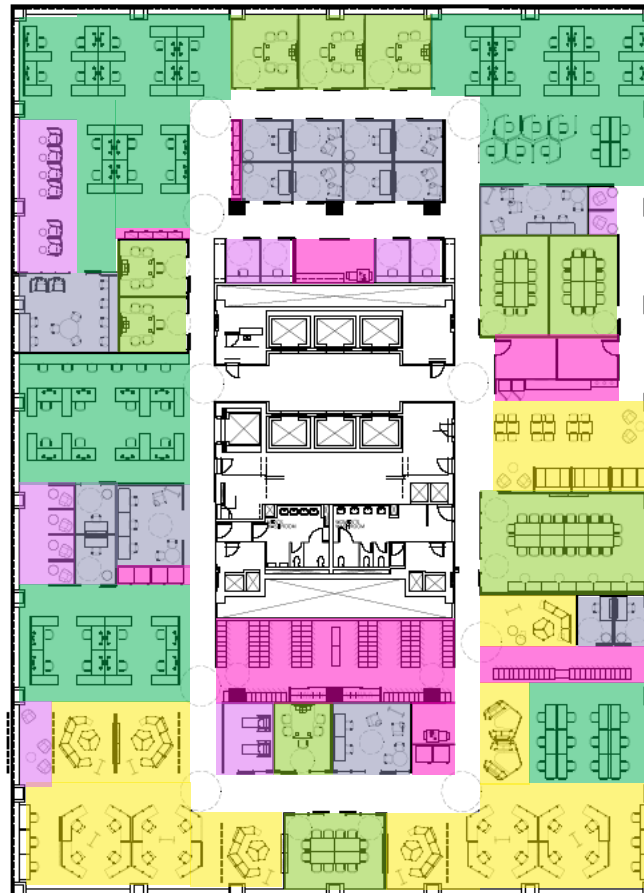


4.3.2 BASELINE WORKPOINT DISTRIBUTION FOR THE BALANCED PROFILE SAMPLE PLAN

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1800m² WITH A POPULATION OF 150:

- Workstations: 32
Touchdowns: 37
Focus Pods: 6
- Focus Rooms: 12
Study: 1 (with 21 seats)
- Phone Booths: 8
Reflection Points: 7
Active workstations: 3

- Total Individual
workpoints: 126
- Chat Point: 5
Huddle: 9
Teaming: 4
Lounge: 4
- Work Room: 5
Project Room: 3
Medium Meeting Room: 3
Large Meeting Room: 1
- Kitchenette :1
Equipment Area: 2
Lockers: 150
Shared Storage Room: 1
Telecom Room: 1

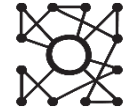


TOP WORKPOINTS FOR THE
BALANCED PROFILE:

Workstations and Touchdowns support most individual work that does not require high levels of focus. A **Study** supports quiet individual work in a larger enclosed space.

Focus Rooms support individual cognitive tasks for shorter periods of time

Work Rooms can be used for meetings requiring some privacy, whereas **Teaming Areas, Chat Points** and **Huddles** support more informal interactions.



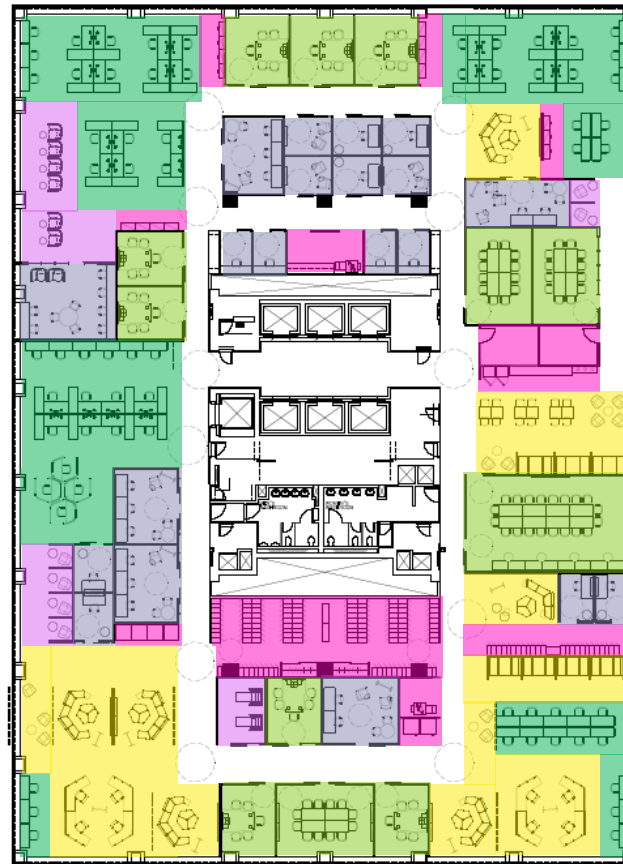
INTERACTIVE

4.3.3 BASELINE WORKPOINT DISTRIBUTION FOR THE INTERACTIVE PROFILE SAMPLE PLAN

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1800m² WITH A POPULATION OF 150:

- Workstations: 20
Touchdowns: 26
Focus Pods: 6
- Focus Rooms: 8
Study: 1 (with 7 seats)
- Phone Booths: 3
Reflection Points: 2
Active workstations: 3

- Total Individual
workpoints: 75
- Chat Point: 9
Huddle: 8
Teaming: 8
Lounge: 3
- Work Room: 6
Project Room: 6
Medium Meeting Room: 6
Large Meeting Room: 1
- Kitchenette :1
Equipment Area: 2
Lockers: 150
Shared Storage Room: 1
Telecom Room: 1



TOP WORKPOINTS FOR THE INTERACTIVE PROFILE:

Touchdowns will support short periods of individual work between group activities

Teaming Areas promote informal and impromptu interaction and provide tools such as writeable surfaces and large monitors to enhance collaboration.

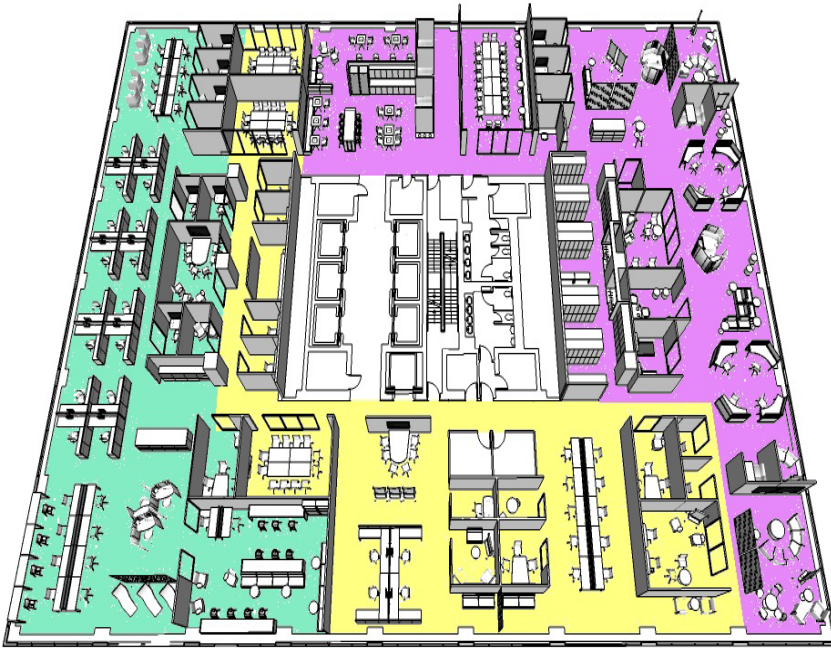
Project Rooms, Work Rooms and Medium Meeting Rooms support a wide range of needs for enclosed collaborative spaces.

Chat Points and Huddles can accommodate interactions in smaller groups that do not require the privacy of an enclosed space

4.4 PLANNING AND DESIGN STRATEGIES

FUNCTIONAL ZONING

Identifying zones within the workplace can help inform users how the space should be used. Those seeking an area free of distractions can choose a workpoint in a quiet zone, while others who are working more collaboratively can choose to work in an Interactive zone without fear of disrupting those around them. All GCworkplace designs must include all three functional zones, as demonstrated below:



A **Quiet Zone** includes open, semi-enclosed, and enclosed individual workpoints. In these zones, the intent is to encourage individual focus work, and to support the need for quiet or private spaces.

A **Transitional Zone** includes a variety of open and enclosed spaces where less intense concentration is supported. Transitional Zones may include open individual and group workpoints, semi-enclosed collaboration, and support spaces such as lockers or shared equipment areas.

In an **Interactive Zone**, socialization and group collaboration is promoted and strongly encouraged. Providing a variety of group workpoints, and locating these activities away from the Quiet Zone, it is possible to achieve a balance within the workplace which supports all types of work activities and work styles.



For more additional planning and design best practices, refer to the Design Best Practices Checklist

4.4 PLANNING AND DESIGN STRATEGIES (CONTINUED)

FUNCTIONAL ADJACENCIES

The following workpoints have complimentary roles, and work well when planned adjacent to one another:

- Lockers + coat closets
- Kitchenettes + lounges
- Enclosed meeting rooms + chat points
- Lounges or touchdown areas + main entries and locker areas
- Active workstations + washroom access
- Phonebooths + open individual workpoints

Once an Activity Profile has been determined and the Workbook has been used to generate baseline workpoint distributions, the schematic design phase begins. Schematic planning must follow the GCworkplace criteria as outlined in section 1.4:

- **Equal access to space** means that, when areas of a floor need to be enclosed due to security requirements, shared workpoints and support spaces should be planned outside of the secure perimeter to allow equal access to shared resources (exceptions may exist for security-designated workpoints)
- **Designed for activities** means that user experience and workflow should inform a logical sequencing of workpoints, and certain workpoints should be grouped according to their functional adjacencies; more on these below and in the sidebar
- **Variety of workpoints** means that each functional zone should feature a wide variety of workpoint types, and workpoint furnishings should vary to provide choice of different postures and configuration
- **Functionally zoned** means that there must be three distinct zones: Quiet, Transitional and Interactive; this is a key component of providing choice, and also serves to manage acoustics
- **Modular and adaptive** means that consistent room sizes should be used as much as possible to facilitate change over time, and circulation should be simple and predictable with clear sightlines to each zone and easily navigated by occupants with diverse abilities

ADDITIONAL GUIDING PRINCIPLES FOR OPTIMAL USER EXPERIENCE

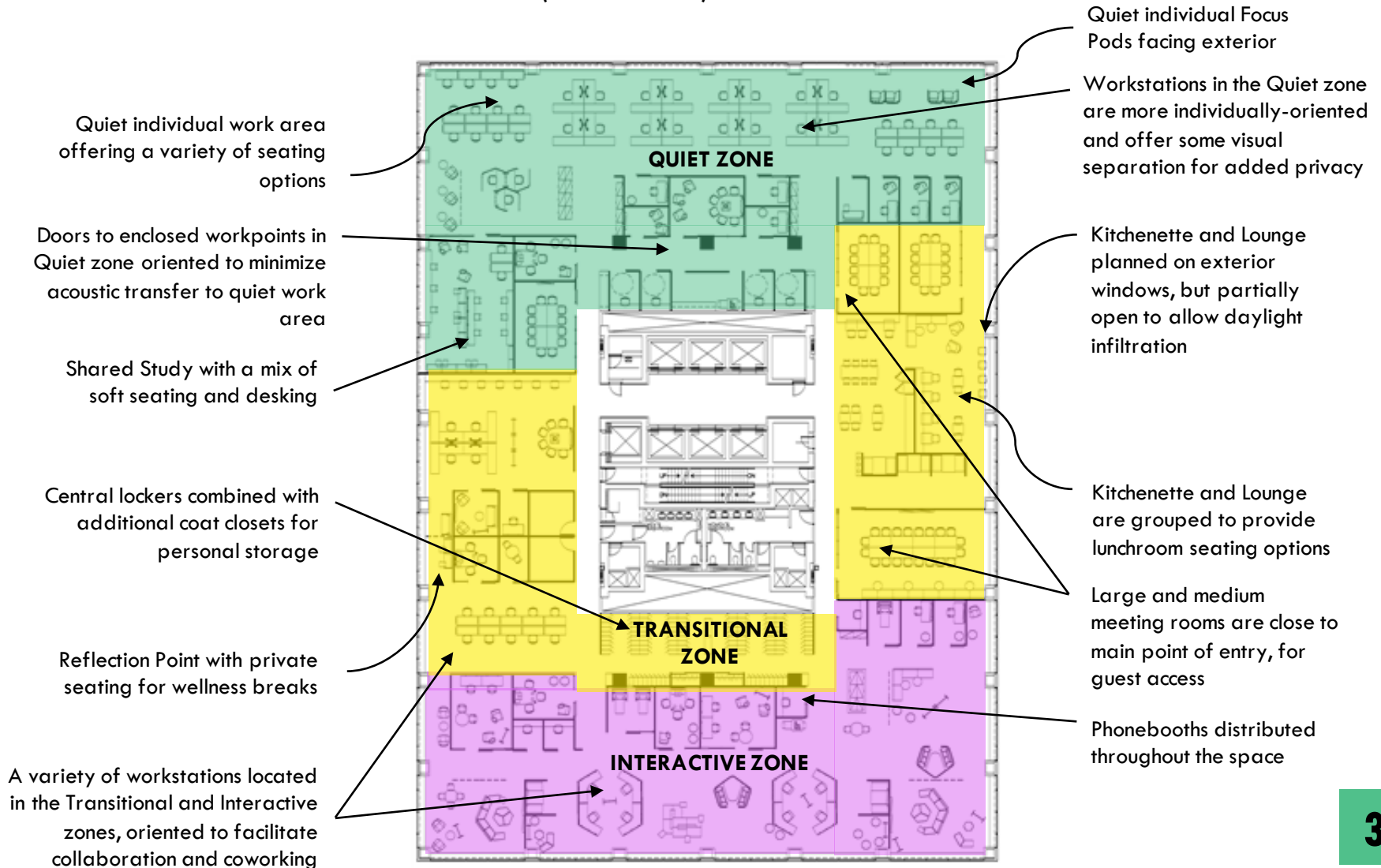
- Sequencing of workpoints from main entry points should follow logical sequence of activities – for example, occupants tend to use lockers first, followed by main supporting spaces such as kitchens or meeting rooms, then they might choose a shorter-term workpoint (further into the space) or a longer-term workpoint (furthest into the space)
- Spaces most often used by visitors such as large meeting rooms or training rooms should be located near main points of entry
- Enclosed workpoints may be used where zones meet to buffer noise transmission – particularly effective in the transitional zone
- In the collaborative zone, consider planning open collaborative workpoints next to enclosed workpoints where writeable walls can provide additional collaborative functionality



TOOLKIT: For more additional planning and design best practices, refer to the Design Best Practices Checklist



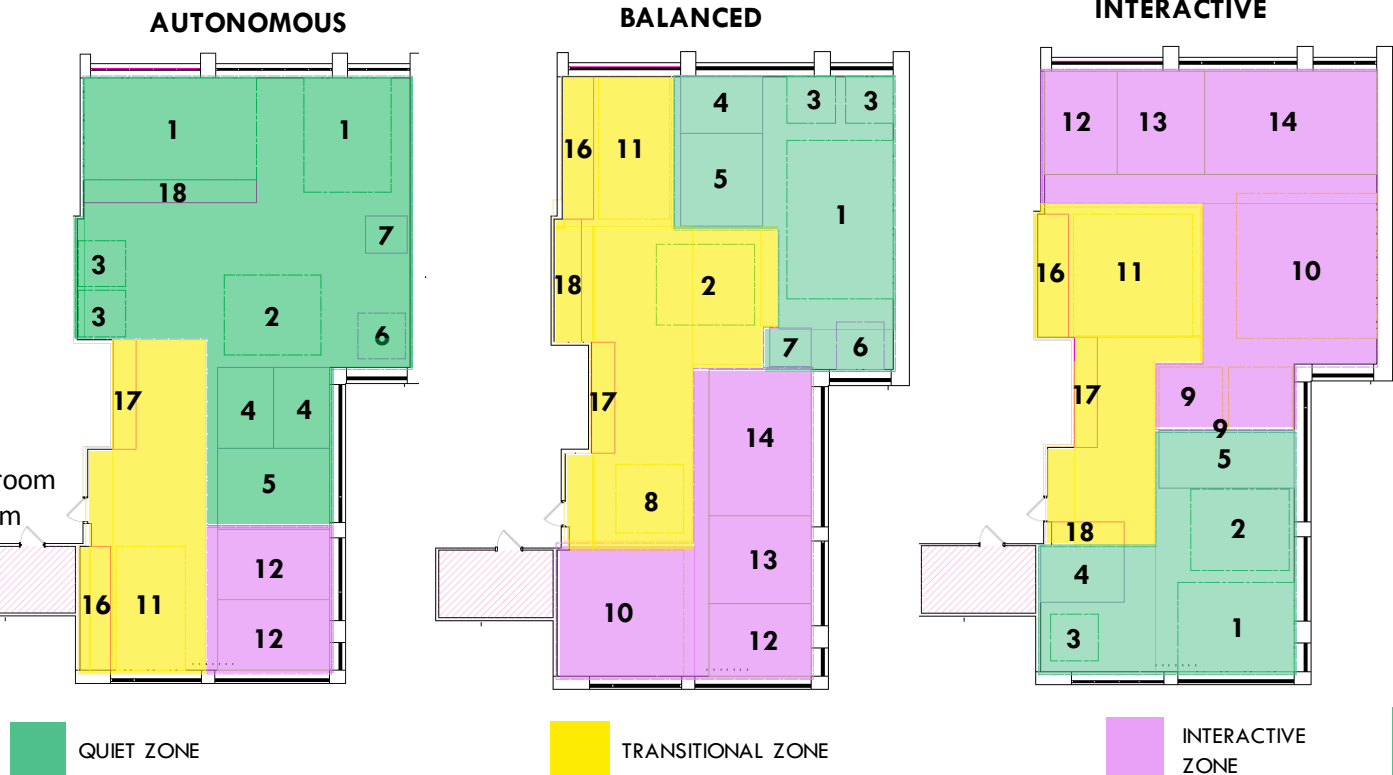
4.4 PLANNING AND DESIGN STRATEGIES (CONTINUED)



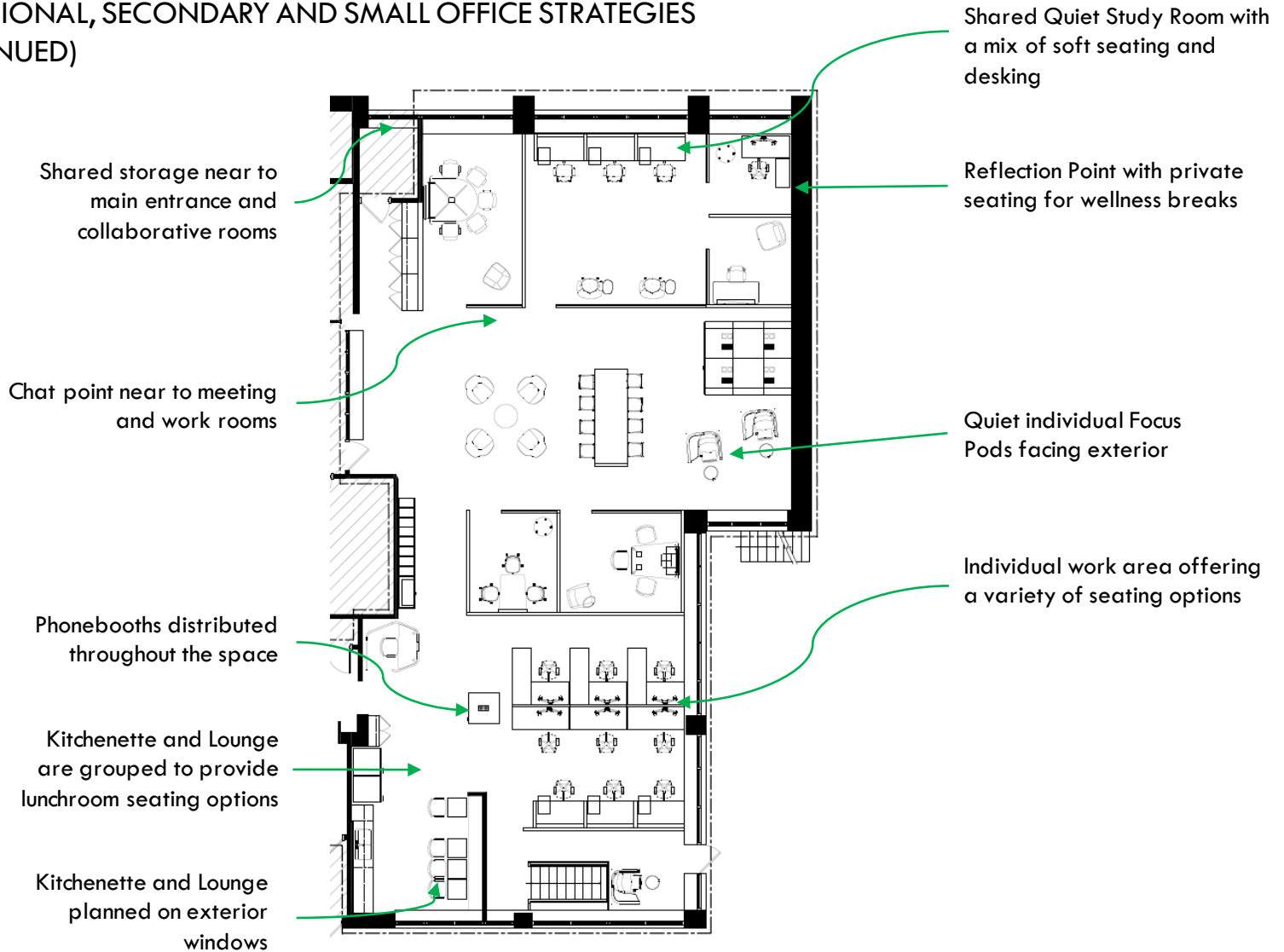
4.5 REGIONAL, SECONDARY AND SMALL OFFICE STRATEGIES

In smaller offices, each **Activity Profile** can still be used. However, in order to meet the fundamental criteria of GCworkplace, some adjustments may be required. For example, it is possible to use an individual primary enclosed workpoint such as a study room in place of a quiet zone, when smaller floor areas make acoustic management more challenging. In addition, it may not be possible to include every workpoint type, and therefore it is suggested to encourage multifunctional use where appropriate. For example, small enclosed workpoints can serve as a phonebooth, reflection point, and small focus room. Alternately, flexible furnishings in an enclosed collaborative space can allow it to be transformed from a traditional meeting room to a more dynamic project room as needed. The examples below demonstrate how workpoints can be distributed in a smaller space, according to each Activity Profile:

- 1 Workstation
- 2 Touchdown
- 3 Focus pods
- 4 Focus room
- 5 Study room
- 6 Reflexion point
- 7 Phonebooth
- 8 Chat point
- 9 Huddle
- 10 Teaming
- 11 Lounge
- 12 Work room
- 13 Project room
- 14 Medium Meeting room
- 15 Large Meeting room
- 16 Kitchennette
- 17 Locker
- 18 Shared storage



**4.5 REGIONAL, SECONDARY AND SMALL OFFICE STRATEGIES
(CONTINUED)**



4.6 STRATEGIES FOR MULTI-LEVEL STACKING

When planning large workplaces that span multiple floors, there are two general strategies that apply to vertical stacking with respect to Activity Profiles and workpoint distributions. Generally, it is recommended that a single Activity Profile be selected to represent the average activity types and patterns of an organization. Then, floors can be zoned consistently to create a typical floor template, allowing for minor differences between floors to account for special purpose or program-specific spaces. Alternately, a graduated zoning approach can be implemented, where zones vary by floor. In this scenario, it is still preferable to keep certain workpoints and support spaces consistent, such as kitchenettes and lunchrooms, equipment areas, as well as lockers and coat storage.

Model A below represents a **consistent vertical stacking strategy**. The benefits include:

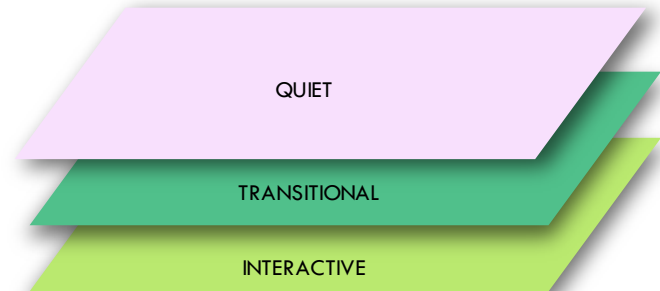
- Consistent workpoint locations are easier to locate
- Wayfinding may be clearer to navigate
- Workpoints and support spaces are evenly distributed, resulting in lower risk of over- or under-utilization of floors



VERTICAL STACKING MODEL A

Model B below represents a **graduated vertical stacking strategy**. The benefits include:

- Workpoints that often receive guests such as large boardrooms or training facilities can be zoned onto a separate floor for ease of access
- Improved acoustic control between zones
- Best applied to smaller floorplates, and for occupants who tend to perform fewer total activities per day, for longer periods of time



VERTICAL STACKING MODEL B

ACKNOWLEDGEMENTS AND CONTACT INFORMATION

This guide was developed by the Interior Design National Centre of Expertise team, a part of PSPC Real Property Workplace Solutions, with insights from the following sources and collaborators:

Blueprint. Transforming Office Space Design | British Columbia's Public Service
Steelcase 360
Haworth Privacy Matters
Citrix Workplace of the Future
Veldhoen + Company
Statistics Canada

Photos courtesy of:

LWG Architecture | Interiors
4te inc.
Haworth
Knoll
Steelcase
PSPC Montréal, Gatineau and Ottawa

For more information, please contact:

TPSGC.SIMilieudeTravailGC-RPSGCWorkplace.PWGSC@tpsgc-pwgsc.gc.ca

REFERENCE DOCUMENTS

- [TBS ACCESSIBILITY STANDARD FOR REAL PROPERTY](#)
- [FEDERAL BASE BUILDING STANDARD](#)
- [TBS GUIDELINES/BEST PRACTICES REGARDING THE FUNDAMENTALS OF ERGONOMICS](#)
- [NATIONAL BUILDING CODE](#)
- [NATIONAL FIRE CODE](#)
- [TBS OCCUPATIONAL HEALTH AND SAFETY POLICY](#)
- [GOVERNMENT OF CANADA WORKPLACE FIT-UP STANDARDS](#)
- [SUPPLY ARRANGEMENTS](#)
- [THE POLICY ON THE DUTY TO ACCOMMODATE PERSONS WITH DISABILITIES IN THE FEDERAL PUBLIC SERVICE](#)
- [THE TECHNICAL REFERENCE FOR OFFICE BUILDING DESIGN](#)

GCWORKPLACE TECHNICAL REFERENCE GUIDE

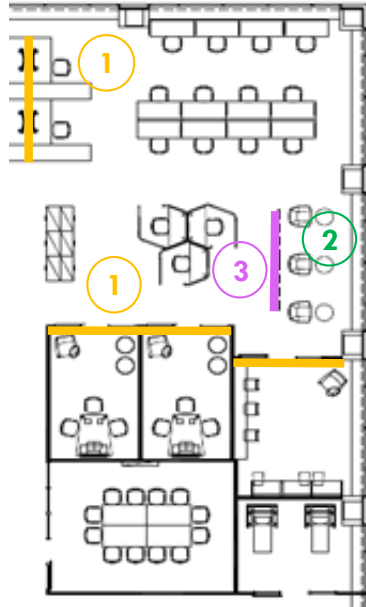


[COMING SOON]

GCWORKPLACE DESIGN BEST PRACTICES CHECKLIST



ENVIRONMENTAL LEADERSHIP



- 1 Panels perpendicular to windows and glazing on enclosed rooms allow maximum light infiltration
- 2 Unobstructed views to the outdoors
- 3 Consider using planters or other natural elements as space dividers

DAYLIGHT AND ARTIFICIAL LIGHTING:

- Optimize daylight infiltration to the floorplate to reduce the need for artificial lighting during peak daylight hours
- Avoid obstructing windows to allow equal access to views of outdoors
- Plan open Reflection Point near windows with views to outdoors, to provide occupants with a way to relieve stress and refocus between high-cognitive tasks
- Install lighting on occupancy sensors in enclosed spaces that turn off automatically when not in use
- Optimize employee comfort by including task lights in individual workpoints
- Install adequate lighting in such a way as to guarantee consistent levels of illumination in hallways and circulation areas
- Boardrooms are equipped with different intensities of lighting and/or sets of lights that can be used independently or together
- Include light switches and dimming control in enclosed Reflection Points to support a range of health and wellness needs

ENVIRONMENTAL LEADERSHIP:

- Incorporate interior green walls, plantings and greenery
- Provide easy access to exterior spaces such as terraces whenever possible
- Provide centralized waste and recycling centres rather than at each workpoint

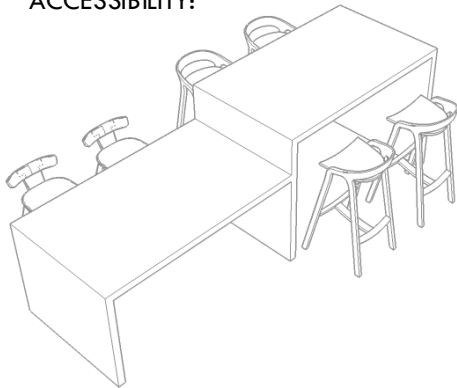
FINISHES:

- Specify materials with low Volatile Organic Compound (VOC) properties where possible, to reduce air quality contaminants or respiratory irritants
- Specify non-porous or easily cleanable materials for counters, tables and work surfaces
- Specify finishes that are durable in high use areas such as kitchen counters
- Since workpoints are shared, specify easily cleanable materials and consider anti-microbial properties when selecting fabrics and finishes
- Hard surfaces are minimized in the Quiet zone to avoid excess sound reverberation

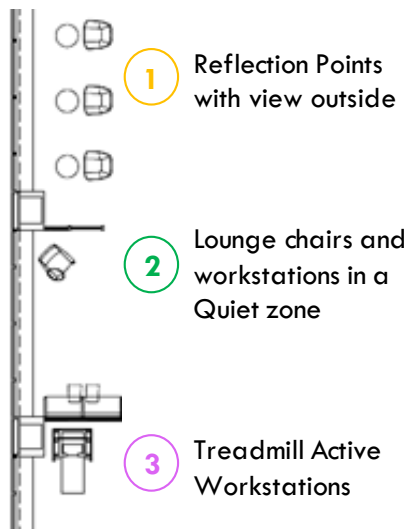
UNIVERSAL DESIGN AND ACCESSIBILITY:

- Ensure appliances such as microwaves, and any fixtures such as soap dispensers are installed at an accessible height
- Placement and size of furniture must allow people who use wheeled mobility devices to navigate the entire space easily
- All light switches and controls for audio/visual equipment are positioned at a height on the wall that is appropriate for persons using wheelchairs or motorized scooters

UNIVERSAL DESIGN AND ACCESSIBILITY:



PHYSICAL ACTIVITY AND WELLBEING:



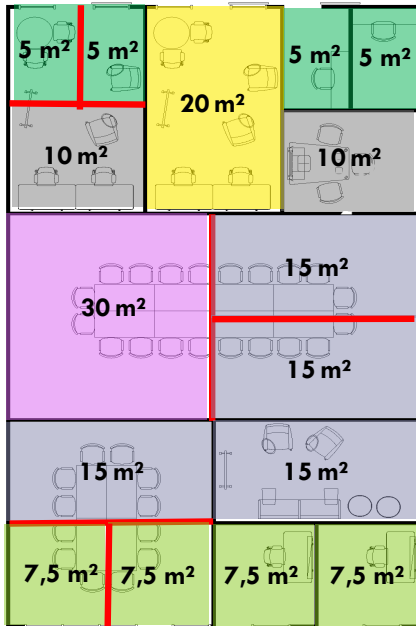
UNIVERSAL DESIGN AND ACCESSIBILITY (Cont'd):

- All workpoint categories offer accessible options (i.e. standing-height tables or counters, are height-adjustable or have a portion at barrier-free height. Focus Pods are large enough that a wheelchair or scooter could pull in and use the desk surface in place of a task chair. Lounge and Teaming Areas are configured to include variety of seating)
- Main circulatory paths are clear and without obstructions (i.e. doors opening out into corridors)
- Color schemes help people with visual impairments to navigate throughout a workplace (i.e. Patterns on the walls and floors are avoided in favor of uniform colors, and spatial changes like the turning of a hallway may be indicated by using contrasting colors and textures on the walls and/or floors)
- All circulation and clearances meet or exceed minimum standards (i.e. where space permits, path of travel between workpoint groupings should be 1200-1500mm; primary circulation should be 1500mm or wider)
- All primary circulation paths are wide enough to accommodate two people who use motorized scooter to pass each other safely
- All secondary circulation pathways allow a person using a motorized scooter to move through the space easily
- Pathways are clear of any potential impediments, such as cords and wires
- Boardrooms and Meeting Rooms are large enough to accommodate people who use motorized scooters or manual wheelchairs
- Counters and sinks are installed at barrier-free height
- Door openers are conveniently located near the door they are meant to open and at a height easily reached by someone using a wheelchair or motorized scooter
- When using keypads on doors or lockers, ensure tactile buttons can be easily used by non-visual users
- Workplace design follows or exceeds standards such as the Treasury Board Accessibility Standard for Real Property and CAN/CSA-B651-12 Accessible Design for the Built Environment as well as the accessibility criteria set out by the local and National Building Codes

SAFETY:

- To supplement the standard audible alarm systems, visual alarms (for instance, flashing lights) are installed to signal an emergency to people with hearing impairments
- Include floor warnings at major space transitions to support non-visual users (i.e. tactile indications on the floor outside of workstations, hallways, equipment rooms, kitchen and/or washroom areas, etc.)
- Provide a cue that indicates a spatial change, such as a room change or a perpendicular hallway

MODULARITY AND GROWTH:



PHYSICAL ACTIVITY:

- Business centres and shared support spaces are centralized to encourage movement
- Integrate Active Workstations such as Treadmill or Stationary Bicycle Workstation and Smart Pods to promote movement throughout the day

ERGONOMICS:

- Provide adjustable task chairs (lumbar, back, seat, arm, height, etc.)
- Majority of workpoint surfaces are height-adjustable to accommodate seated and standing work
- Workpoints, with technological tools such as monitors or digital whiteboards, are equipped with adjustable mounts to modify the height or viewing angle for various users
- Workpoint furnishings offer a variety of user control options (i.e. adjustable arms or seat heights, standing desk and collaborative table, adjustable monitor arm, etc.)
- No seating to be fixed to the floor or table

ZONING:

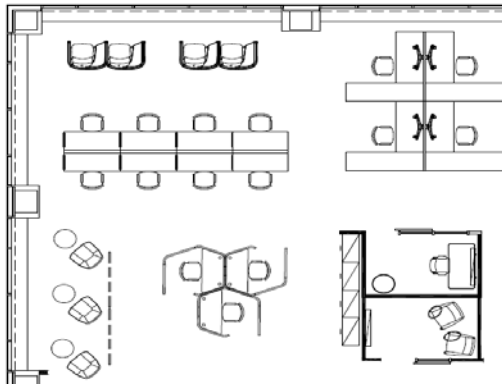
- Include three distinct zones (Interactive, Transitional and Quiet)
- Transitional Zones are located at main entrances where there may be excessive movement and disruptions. This zone is an ideal location for coat closets and lockers

- Transitional Zones are used as buffers between Quiet and Interactive Zones
- Transitional and Interactive Zones have workstations and touchdowns for those who intend to work more collaboratively
- Provide individual workpoints with varying levels of privacy in Quiet Zone
- Plan noisier workpoints away from Focus Pods, Reflection Points or Quiet Zone to mitigate noise spill-over
- Provide enclosed spaces such as Work Rooms, Reflexion Points and Phonebooths near Quiet Zone, to encourage people to take phone calls away from open individual workpoints
- The Quiet Zone is furthest from main point of floor access
- The Quiet Zone is not only comprised of workstations, nor is it the only place that workstations are located. Quiet Zones include a variety of quiet individual workpoints

MODULARITY AND GROWTH:

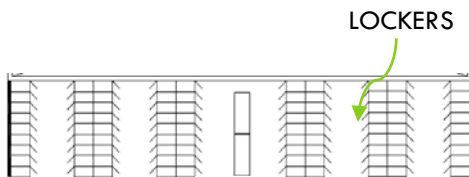
- Plan enclosed spaces using a modularity framework (as shown in diagram to the left), by standardizing wall dimensions across a project and by limiting built-in furnishings. This will better facilitate the grouping of enclosed spaces and will enable workpoints to be converted to those that are most in demand as the workplace evolves over time.

FLEXIBILITY AND VARIETY:



Several different individual workpoint choices in a Quiet zone and flexible furniture allows users to customize the space to suit various group sizes and functions (above).

FURNITURE:



COAT CLOSETS

MODULARITY AND GROWTH (Cont'd):

- ❑ Consider planning up to 5% additional individual workpoints where total space allocation allows, to accommodate fluctuations in employee numbers
- ❑ Specify demountable partitions where possible, to increase ease of reuse and reconfiguration when the needs of a population change with the exception of enclosed support spaces

FLEXIBILITY AND VARIETY:

- ❑ Provide multipurpose spaces with a wide assortment of reconfigurable workpoints, and vary the furnishings and settings within workpoint categories where possible to optimize space utilization
- ❑ Within workpoint categories, vary the furnishings to suit different preferences and lengths of use – i.e. Provide casual seating for shorter-term activities and ergonomic chairs for longer-term activities
- ❑ Use furnishings that can be grouped into different configurations or moved within collaborative areas
- ❑ Use different sizes and layouts of workstations in the same zone (i.e. I-shaped or straight-run)
- ❑ Provide ample options of workpoints for both focused work and collaborative work, in the appropriate zones

throughout a space. Variety can be accomplished by introducing various postures, formal or casual, as well creating different settings (i.e. lounge, task, collaboration, etc). While we typically think of a Meeting Room as a formal setting, creating some casual Meeting Rooms with a variety of soft seating and small mobile surfaces can create a completely different type of work environment

FURNITURE:

- ❑ Provide some additional small lockers (up to 10%) beyond the one per target occupancy calculation, to support visitors or casual day use
- ❑ Provide lockers (personal storage) with integrated code or digital locks to avoid the need for key administration, and simplify changes resulting from moves or growth (keypads feature tactile markers on the buttons or other tactile distinction between buttons for non-visual users)
- ❑ Lockers and closets are near main access point (main point of entry to floor, such as off elevator lobby), and away from the Quiet Zone
- ❑ Ideal locker dimensions are at least 15” wide (38 cm) and 18” deep (46 cm) to store a laptop, keyboard, mouse, folders/printed documents and personal belongings such as a purse or a backpack

FURNITURE:



PHOTO COURTESY OF STEELCASE INC.

FURNITURE PANELS/SCREENS AND PRIVACY:



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FURNITURE (Cont'd):

- Provide various accessories to support tasks within the workplace such as white boards, writable walls, screens and task lights
- Technology and tools such as large monitors and writable surfaces are provided in the Interactive Zone
- Chat Points are located outside large and medium Meeting Rooms, for pre-/post-meeting spillover
- No personal storage is provided at workpoints

FURNITURE PANELS/SCREENS AND PRIVACY:

- Furniture panels that are integrated to workpoints, in particular workstation panels, are not to exceed 54" in height in order to allow access to daylight and unobstructed views
- Provide writable surfaces, higher mobile dividers or screens to contribute to managing acoustics in Open Teaming areas, Work Rooms and Meeting Rooms
- Equip workpoints with a variety of user-adjustable privacy controls such as moveable dividers or acoustic partitions in open areas, or treatments to provide visual privacy for enclosed spaces which include glass windows
- Reflection Points are enclosed, semi-enclosed or have visual privacy

ACOUSTICS

- Use hard-walled spaces as a buffer between Quiet, Transitional and Interactive zone
- Small enclosed spaces feature acoustic partitions, and/or sound-absorptive surface materials at speech height (i.e. felt, cork, or other acoustical engineered products)
- Support spaces that tend to attract higher sound levels, such as lounges and kitchenettes, are planned away from quiet zones; Kitchenettes can be partially or fully enclosed with full-height partitions to minimize disruption to nearby workpoints
- Spaces where visitors may arrive or gather on a floor have acoustic control (i.e. areas outside large Meeting Rooms should be separated from Quiet Zone by using Transitional Zone as a buffer)
- If using sound masking, make sure the system is professionally designed as part of the electrical system and is used in combination with other acoustic strategies
- Locate high-noise workpoints, such as kitchenettes/lounges, away from Quiet Zone and individual workpoints (i.e. Focus Pods, Focus Rooms, Studies and Reflection Points)
- Active Workstations are located in an enclosed or semi-enclosed space to reduce sound disruption

ACOUSTICS:



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POWER AND DATA:



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ACOUSTICS (Cont'd):

- Position Meeting Rooms, Project Rooms and Work Rooms in such a way as to not have doors or openings directly onto Quiet Zones
- Partitions between adjacent enclosed workpoints are sufficiently sound attenuated to prevent sound transfer between rooms
- Use soft materials and acoustic panels where appropriate to reduce sound reverberation, particularly in small enclosed spaces and high-traffic areas such as circulation path
- Use sound masking to provide a baseline level of ambient noise in quieter areas

POWER AND DATA:

- Provide power sources in or near soft seating to recharge mobile devices
- Provide power receptacles at the height of a work surface or counter height to allow easier access and prevent stooping or overstretching to reach devices
- Choose furniture with built-in charging plugs (USB or electrical outlet) such as task lights, tables or ottomans

SIGNAGE:

- Identify zones and their respective etiquette with the use of signage at key entry points to each zone
- Use a color-coding scheme for finishes and furniture to further distinguish zones
- Identify the Quiet zone and, if possible, the expected etiquette in order to limit disruption to employees performing highly focused work in this zone
- Signage should be positioned so that it is easily viewed or touched (in the case of tactile signage), at a height that is within reach by those in wheelchairs, and without visual obstructions
- Enclosed Meeting Rooms, Focus Rooms, Reflection Points and Phonebooths permit users to see if the room is occupied (i.e. By incorporating glass that is partially unobstructed by privacy film, or by making use of 'occupied/unoccupied' signage or door hardware
- Signage feature tactile elements, using Braille and/or raised letters and numerals