

# Case study

## Furniture solution

JUNE 2022

*Project:*

30 Victoria street, Gatineau





## Context

With the closure of many workplaces during the pandemic, working from home has become the new normal for many organizations. This shift in behaviours has led many to discover that they can be more productive on individual tasks from their homes, while they may miss the connection and collaboration they once had with their teams in the workplace. Now that many are considering a return to the workplace, organizations are left to wonder whether their previous workspaces will still meet the needs and expectations of their workforce. Many pre-pandemic workplaces featured a high proportion of dedicated individual workpoints which may no longer serve the needs of the hybrid worker, while existing collaborative and community spaces may be insufficient. Newly dominant activities such as hybrid collaboration may require further consideration in workplace planning when it comes to technology and acoustics.

Thus, considering the fundamental changes to ways of working, many organizations are looking for ways to quickly update their workplaces to meet the new their evolving needs. One way to achieve this is a modernization based on a furniture solution to align with the hybrid work model. The following furniture-based fit-up project was carried out by the Office of the Commissioner of Official Languages at 30 Victoria street in Gatineau, Quebec.

### FURNITURE SOLUTION

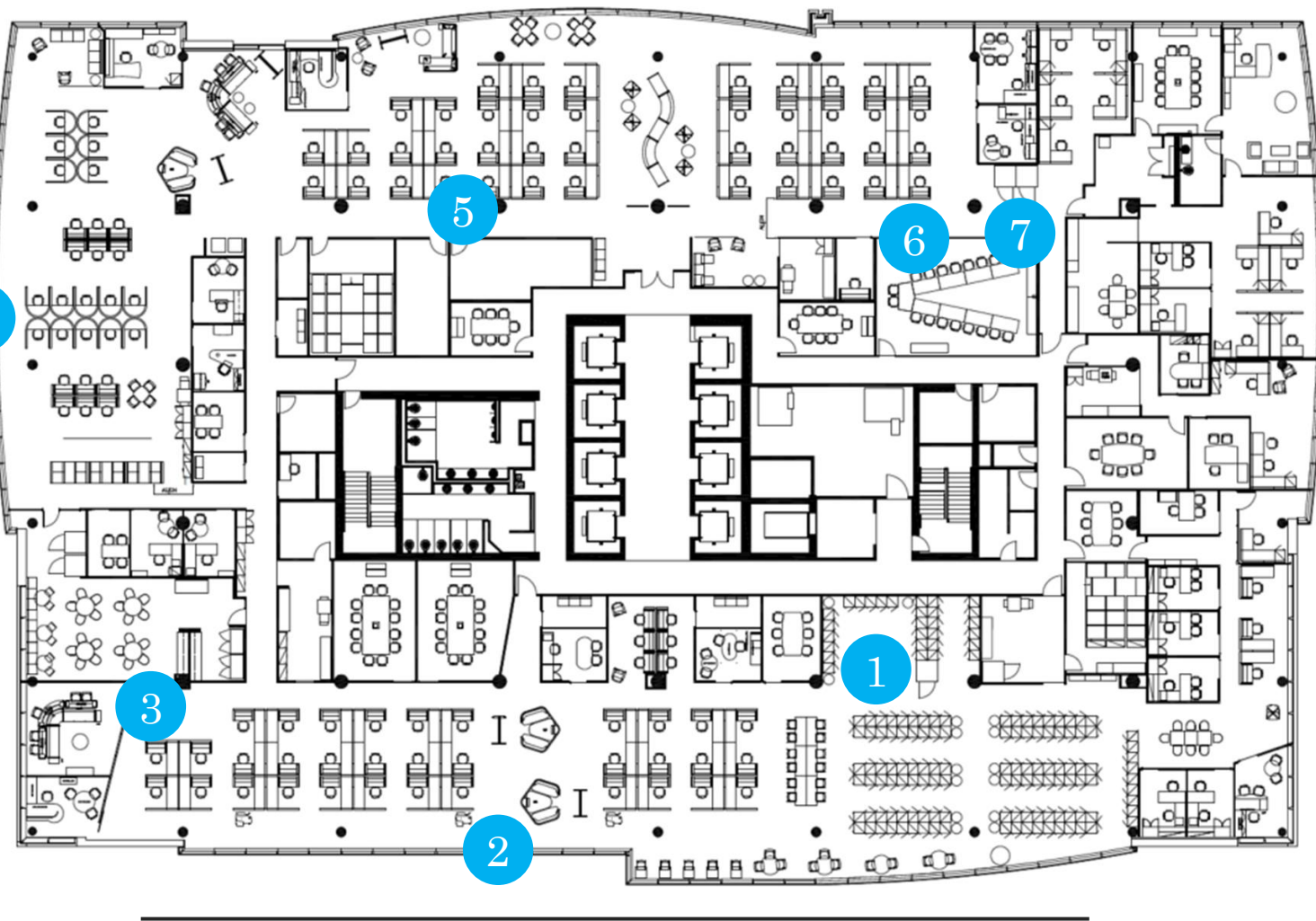
A furniture solution aims to minimize the costs of modernizing a workplace by limiting demolition and construction in a project. The goal is to design the workplace using the existing space and room divisions, repurpose some of the existing furniture and reconfigure them to better suit the organizational needs. In this type of project, organization generally move away from 1:1 ratio of individual workstations in favor of additional open collaborative spaces and a wider variety of workpoint types.



# Project Overview

## 30 Victoria street, Gatineau by OCOL

1. Lockers have been centralized to allow for shared use of all workpoints
2. Addition of open collaborative workpoints, in this case free-standing Huddles with panels for more visual privacy
3. Space has been reconfigured to promote various ways of collaborating, with the addition of open, informal Teaming Areas
4. Addition of open individual Work Pods with panels to increase visual privacy, ideal for more focused work or virtual meetings
5. Reuse of existing workstations. Configurations vary to allow certain level of proximity with colleagues or to offer greater privacy
6. Meeting rooms are kept as is as well as the support space such as the Kitchenette and equipment room, to lower costs and expedite delivery schedule
7. Additional freestanding Phonebooths provide enclosed space for calls while avoiding further new construction

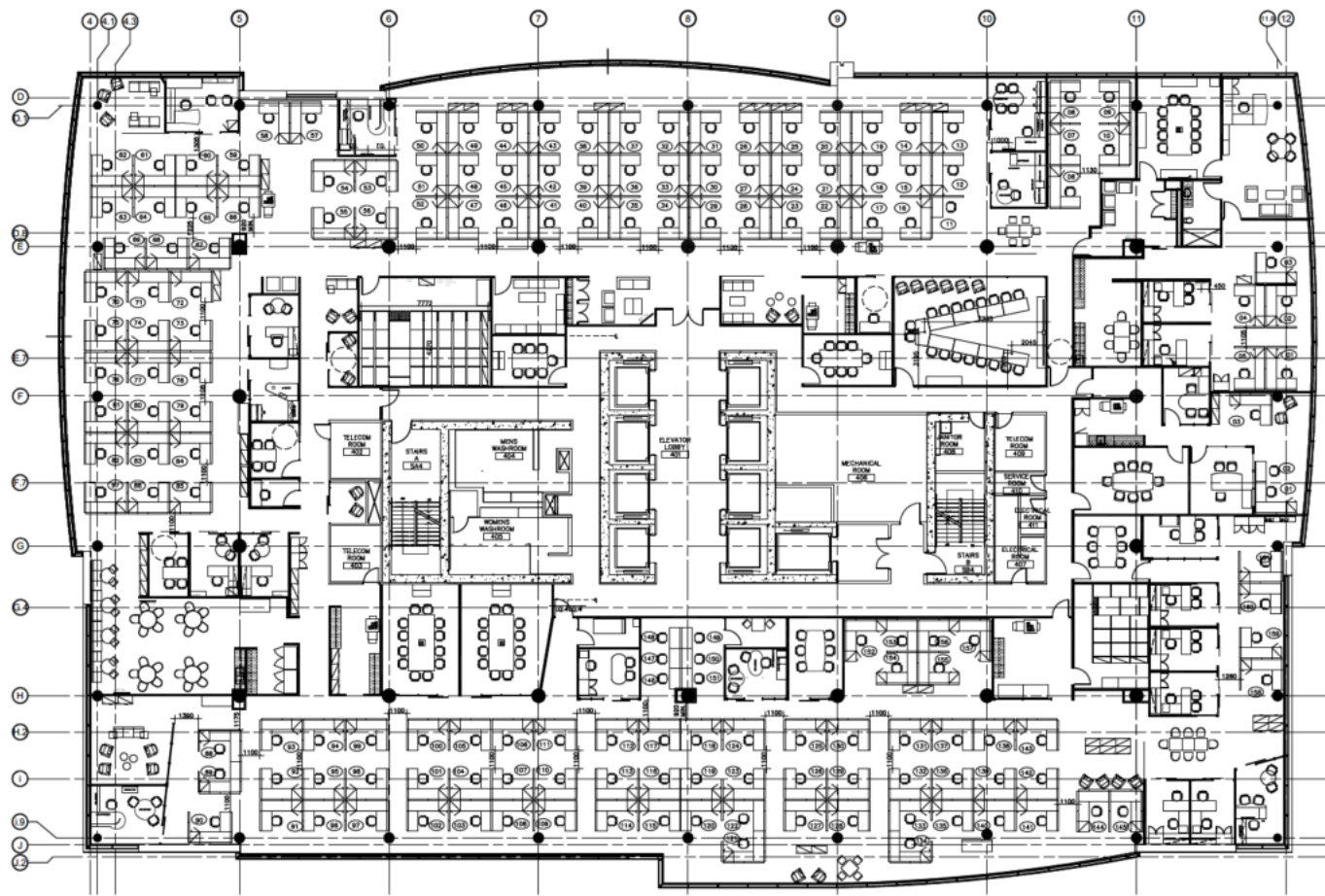


**Project objective:** The Office of the Commissioner of Official Languages (OCOL) was looking to implement GCworkplace without initiating any construction to provide employees with a more suitable workplace for collaborative work due to the hybrid working model. The floor had been recently fit-up to Workplace 2.0. standards and the client was happy with the existing look and feel. Their goal was to repurpose enclosed rooms to better align with GCworkplace and reuse existing furniture where possible while also integrating some new variety of open furniture configurations.

**Timeline:** From June 2021 to June 2022 (12 months). The objective was to modernize the floor before mandatory teleworking is lifted and employees have the option of returning to the workplace. Furniture was completed a few months before June 2022, updated signage was integrated shortly after occupancy.

### INTERESTING FACTS

- 50% reduction of workstations
- Temporary floor ambassador to help employees understand how to use the new workplace
- The Commissioner's office has been maintained in its original configuration



**Before (Workplace 2.0 standard)**

### Space Planning Workbook (after modernization)

Profile: Autonomous  
 Space solution: 1925 m<sup>2</sup>  
 Target occupancy: 160 FTE  
 Year of completion: 2022

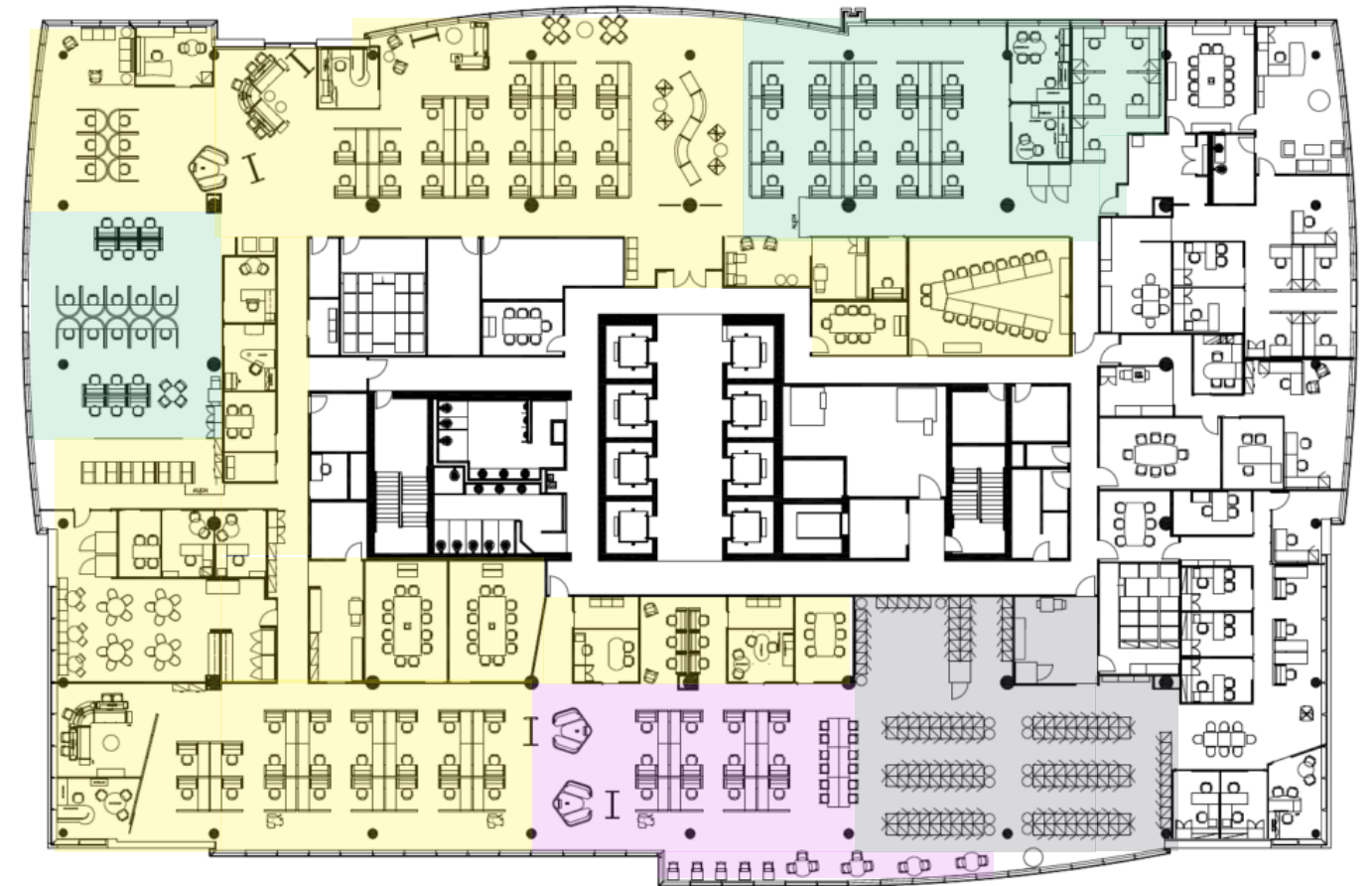
Typical workstation: 81	Chat point: 5
Touchdown: 29	Huddle: 3
Focus pod: 16	Teaming area: 4
Focus room: 15	Work room: 3
Study: 1 (8 occupants)	Project room: 2
Reflection point: 3	Medium meeting room: 2
Phonebooth: 6	Large meeting room: 1

# Project Story and Design Concept

## 30 Victoria street, Gatineau by OCOL

**Lessons learned:** The client was eager to start the project and first took a test plan and tried to start the implementation. The design consultant had to manage expectations in order to be able to make the changes in a reasonable time frame. Thus, some requests in terms of zoning were not feasible. The design consultant therefore recommended design strategies to better manage the acoustics on the floor while maintaining the targeted schedule.

The floor was a good example of a GCworkplace transformation that didn't require construction. Because it was a relatively new building, the electrical and mechanical systems had sufficient capacity to support the changes to the design. The furniture was in good shape for reuse and was helpful to the schedule and cost.



**After (Furniture solution based on GCworkplace standard)**



