

SPACE BOOKING CONSIDERATIONS For a Hybrid Return to Office

Presented by: **SWAG** (Strategic Workplace Advisory Group)

February 2023

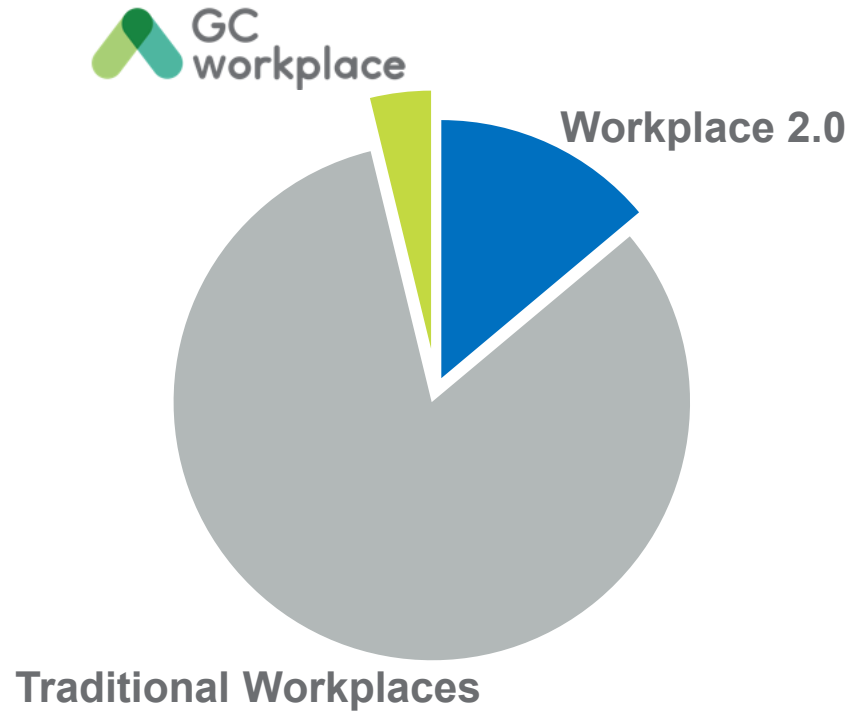
Hybrid Work Models & Workplace Utilization

In the context of a hybrid work model, to ensure efficient use of office space or to accommodate recent growth, many departments are looking to adopt an unassigned workplace utilization for the return to office.



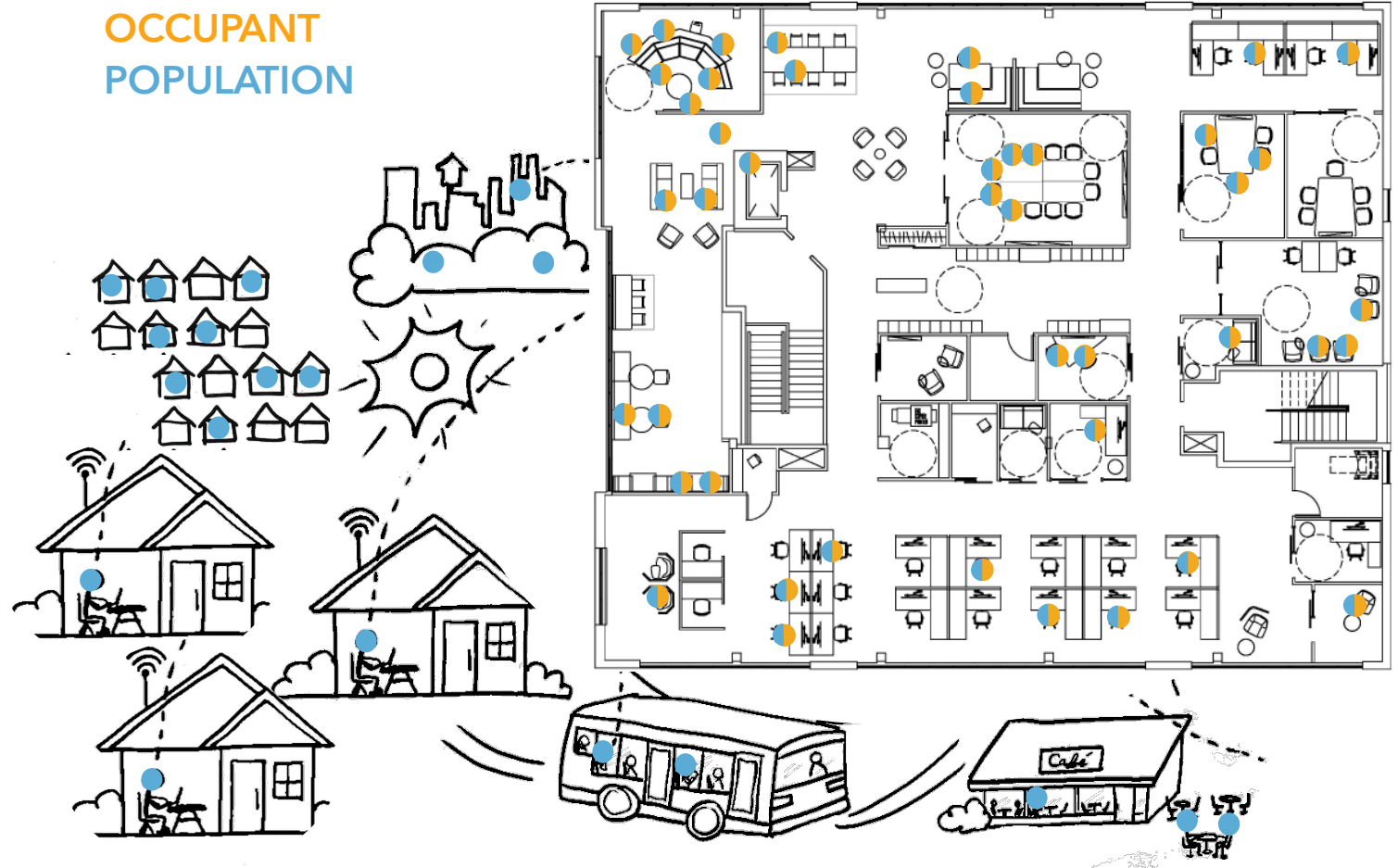
The Return to Office Looks Different for Everyone

However, with only about 4% of general purpose office space having been modernized to GCworkplace in the last few years, the reality is that most employees will be going back to more traditional workplaces.



Accommodating More with Less

While adopting an unassigned workplace utilization for a hybrid work model is a flexible and efficient strategy to serve a larger population than its target onsite occupancy can accommodate, there are two important factors to consider: the employee experience and managing occupancy levels.



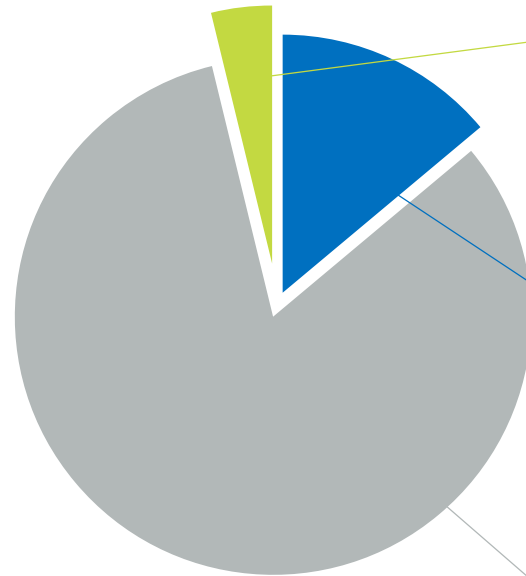
Managing Occupancy & the Employee Experience

A major enabler to both the employee experience and occupancy management is the use of a space booking tool. However, in order for a space booking tool to be a successful enabler, it must align to the type of workplace and its utilization intention.



Differences in Workplace Types

Depending on the type of workplace as well as its intended utilization, different booking strategies should be considered.



- ✓ Lots of variety in workpoint types
- ✓ Centralized personal storage
- ✓ Purposely designed to be unassigned

Workplace 2.0

- ✓ More open w/lower workstation panels
- ✓ A few quiet rooms & open collab areas
- ✓ Personal storage is within workstations

Traditional Workplaces

- ✓ High workstation panels
- ✓ Little variety in workpoints
- ✓ Personal storage is within workstations



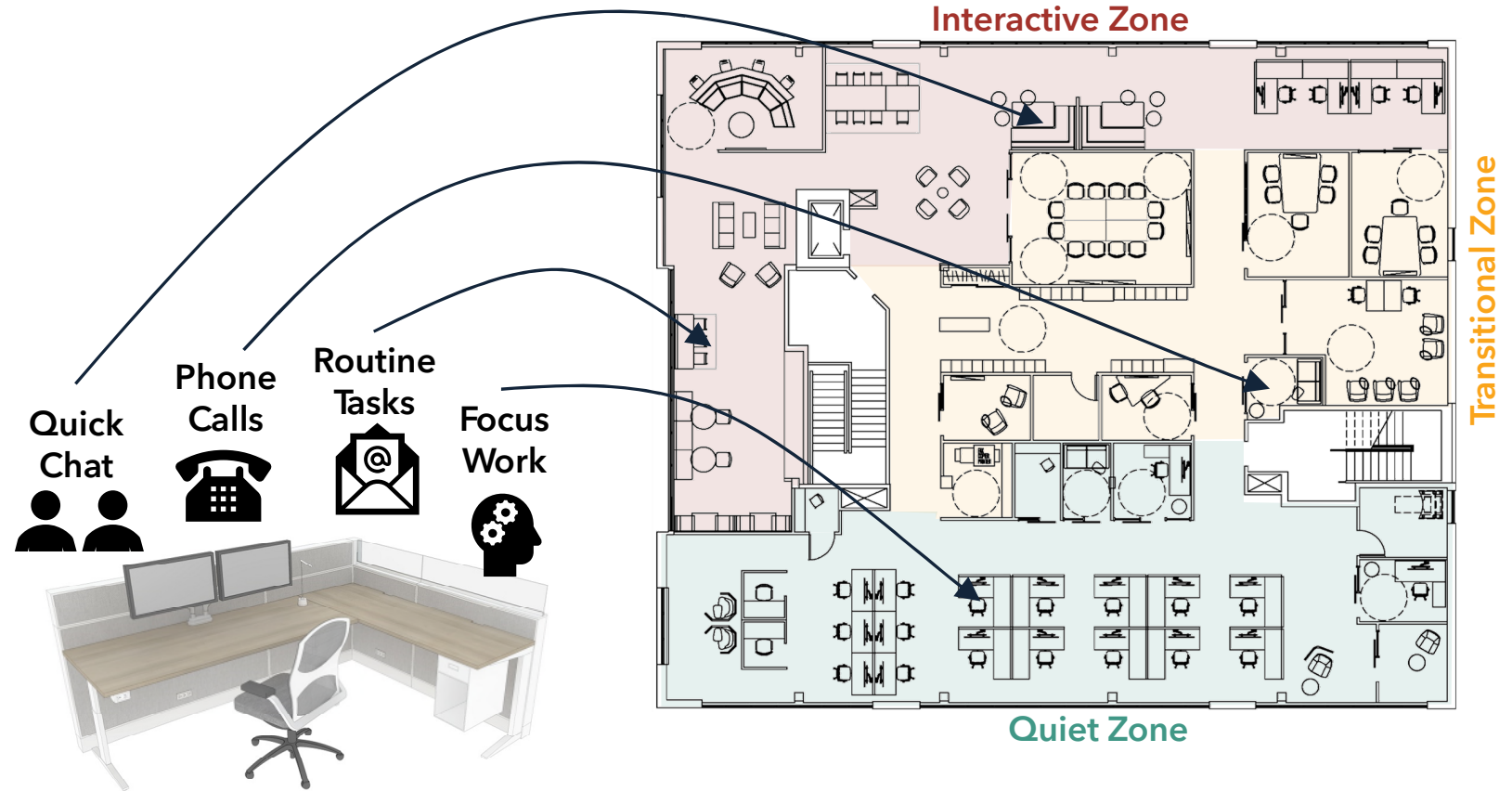
GCworkplace & Activity Based Working

GCworkplace is specifically designed to enable *Activity-Based Working*, which recognizes that with mobile technology, “work” isn’t somewhere you go, but rather something you do.



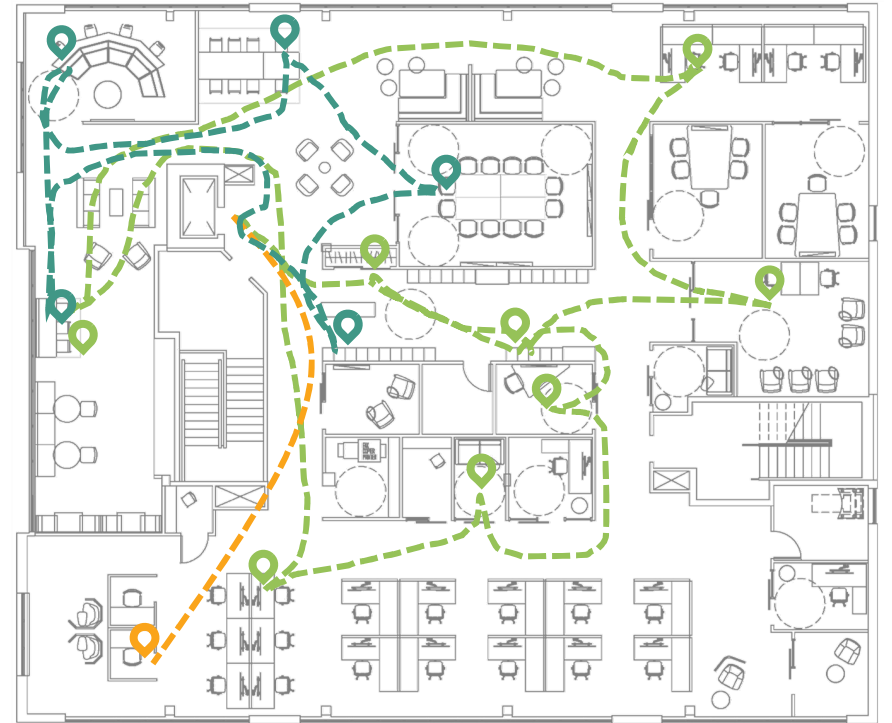
A Space Designed to be Unassigned

With a wide variety of workpoints found in three distinct acoustical zones, employees can untether from one specific spot and gain the freedom to access an entire ecosystem of work settings.



GCworkplace is Inclusive

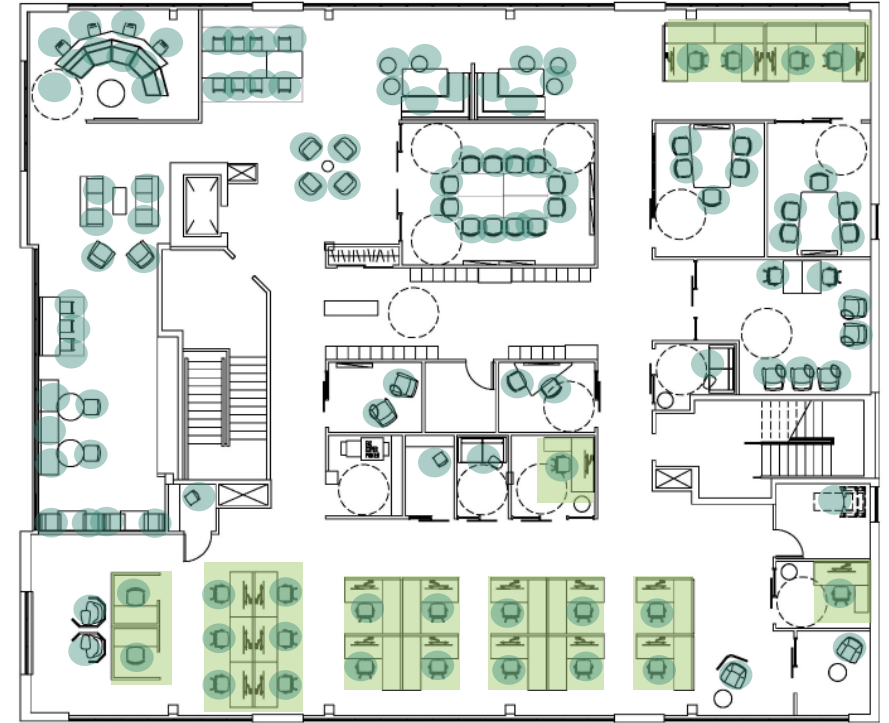
A shared, activity-based workplace is an inclusive workplace where everyone, regardless of job title, is empowered to self-select the work settings that best suit their various activities, needs and personal preferences throughout the day, at any time, on any day.



Shift in Mindset from "Me Space" to "We Space"

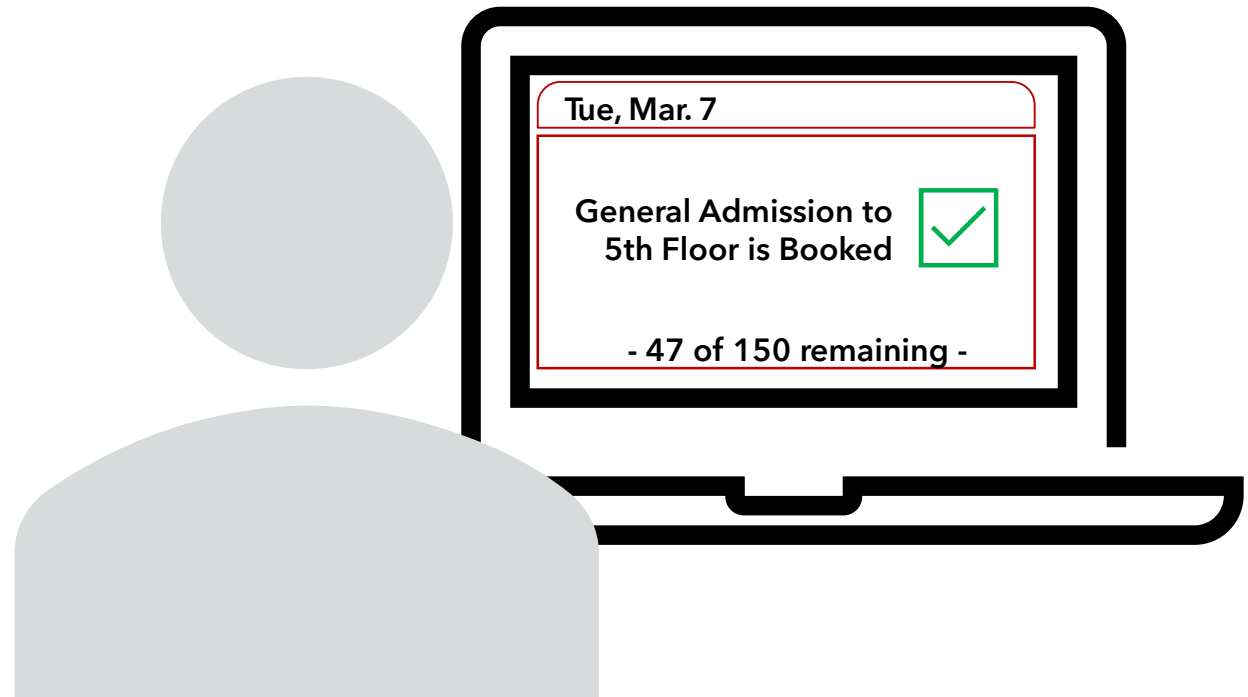
With an equal access, unassigned use of space, as well as a 'one-workpoint-at-a-time' etiquette, GCworkplace provides an almost 2:1 ratio of total workpoints (from all categories) to target onsite occupancy; meaning there will always be ample variety of available workpoints to be used by its onsite occupants.

WORKSTATION
WORKPOINT



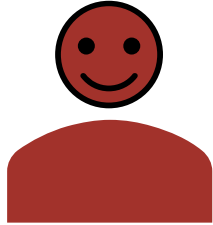
Space Booking Considerations for GCworkplace

Aside from meeting rooms, a “general admission” booking prior to using a GCworkplace will ensure occupancy levels are managed while allowing occupants to freely use the entire workplace based on their own individual needs and preferences. Requiring employees to book specific workpoints ahead of time goes against the flexible intended use of GCworkplace.

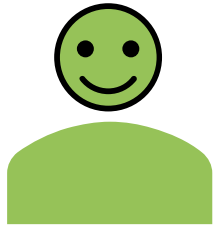


Space Booking Considerations for GCworkplace

Examples of a **GOOD**
user experience for General
Admission booking in
GCworkplace:



Reassurance that there will be room for you when you get there by booking a general admission to the floor



Moving to another, better suited workpoint at any time by simply seeing that it is vacant

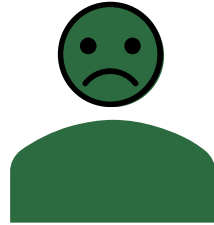


Using informal collaboration spaces, like a lounge or chat point, for impromptu exchanges with colleagues



Space Booking Considerations for GCworkplace

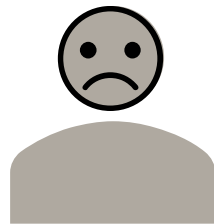
Examples of a BAD user experience with a workstation booking strategy in GCworkplace:



Showing up to someone sitting in your booked station



Not making use of the variety of available workpoints because booking and unbooking every time is a deterrent

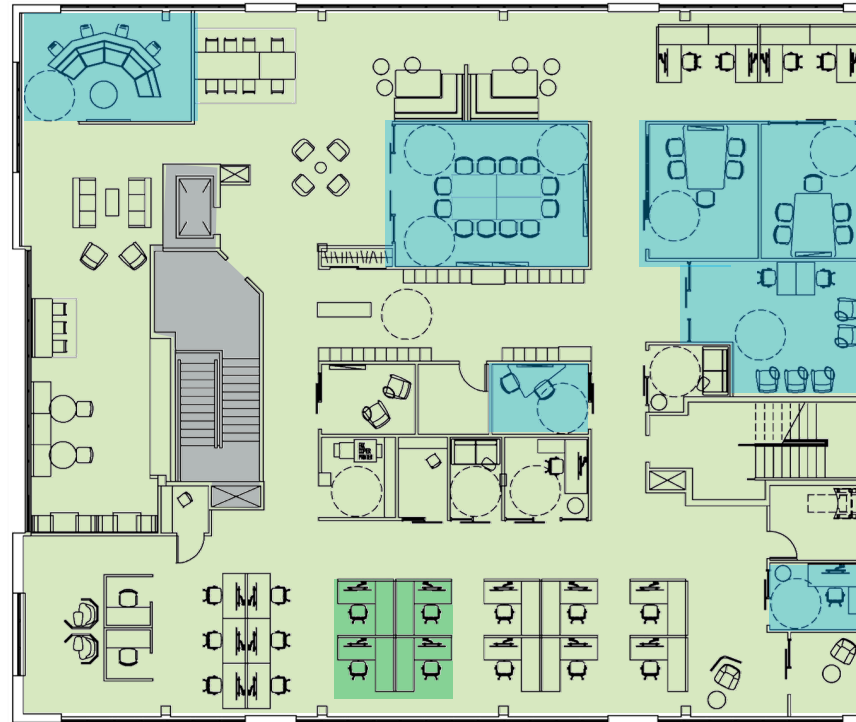


Wanting to move to a workpoint that looks vacant but is booked in the system



Space Booking Considerations for GCworkplace

Booking strategy best practices for GCworkplace:



General Admission
'Use what you see'
Manage occupancy

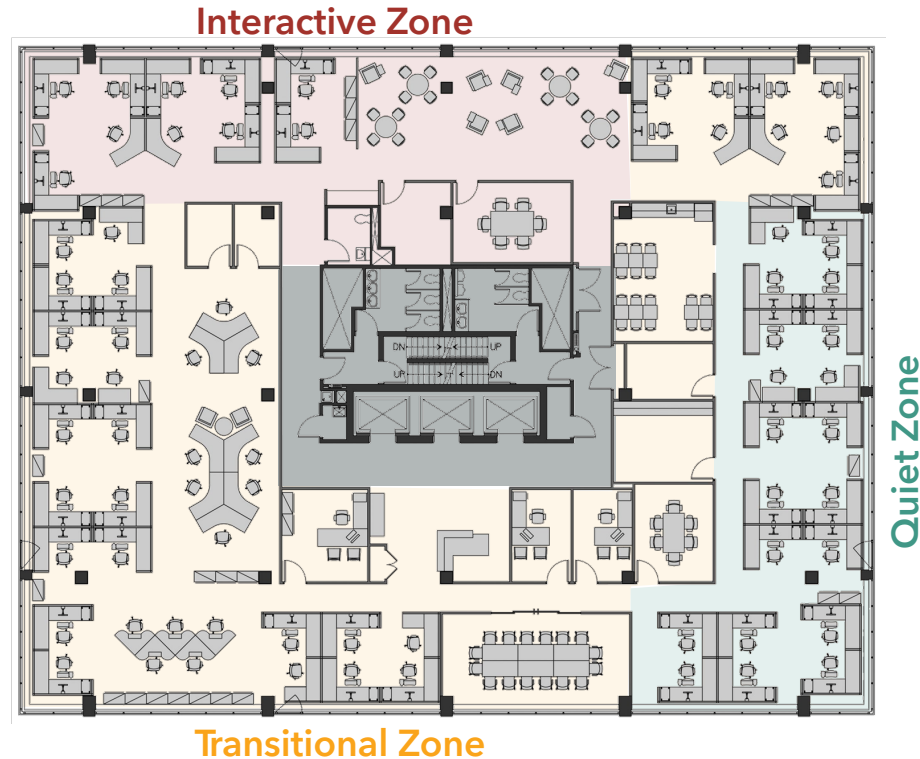
Bookable by the Hour
Meeting Spaces
Need to plan ahead

Alternative Options
Adaptation reassurance
Can add or remove w/time



Utilization Opportunities for Workplace 2.0 Spaces

An office space designed to Workplace 2.0 presents some opportunities to improve an unassigned user experience, such as dividing the existing space into acoustical zones.



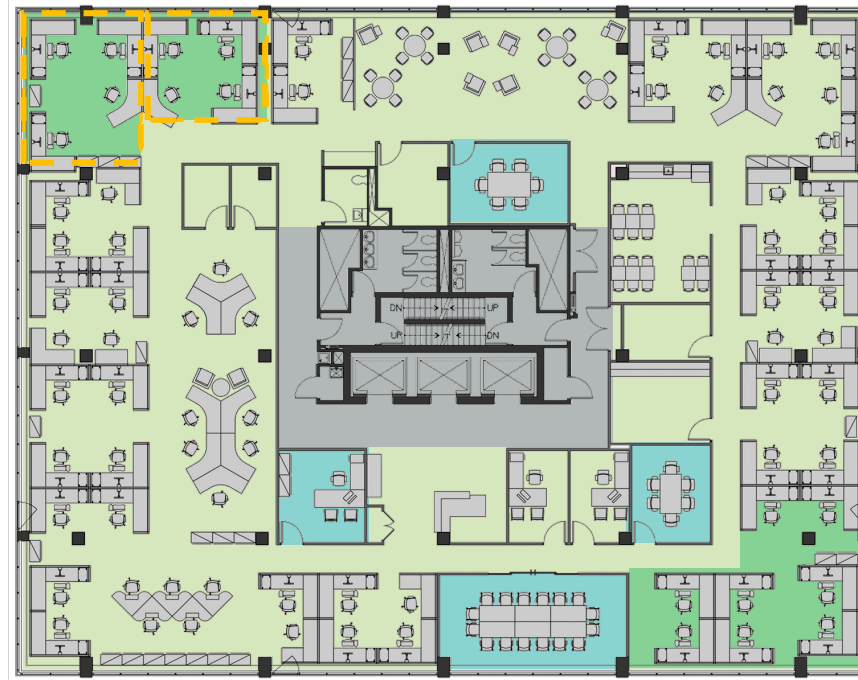
IF POSSIBLE...

- remove & centralize personal storage from workstations/offices
- relocating any existing collab furniture to the newly identified interactive zone



Space Booking Considerations for Workplace 2.0

Because Workplace 2.0 space does not offer as much workpoint variety compared to GCworkplace, different space booking solutions can enhance the user experience by providing its users with options:



General Admission
'Use what you see'
Manage occupancy

Bookable by the Hour
Meeting Spaces
Need to plan ahead

Alternative Options
Some quiet workstations
■ Team cluster booking



Space Booking Considerations for Traditional Workplaces

In the case of traditional workplaces (pre-WP2.0), it is generally best to keep a simple *'book-a-workstation for-the-day'* strategy. With high workstation panels, the environment is not conducive collaboration outside of meeting rooms and it is very difficult to see what is occupied or vacant.



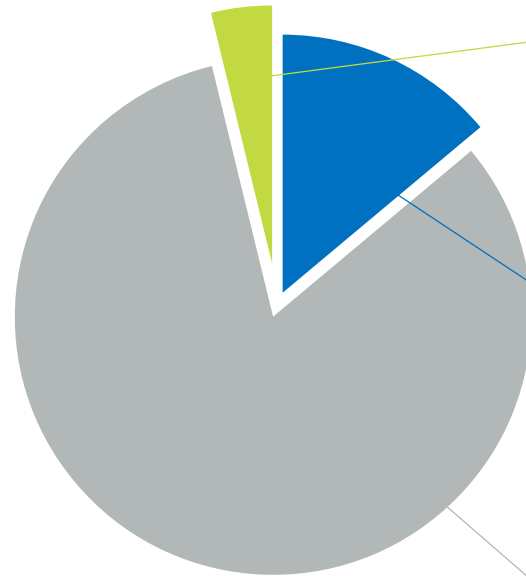
Workstation Booking
Can be coordinated with other team members

Bookable by the Hour
Meeting Spaces
Need to plan ahead

No Booking Req'd
For ad-hoc use

Summary

Going unassigned in a hybrid work model is a great way to ensure office space is being used efficiently, BUT to ensure occupancy levels are managed as well as the employee's workplace experience, booking strategies must align to each workplace type.



- ✓ Mostly General Admission booking
- ✓ Meeting rooms bookable
- ✓ Some specific use workpoints bookable

Workplace 2.0

- ✓ Mix of General Admission and bookable workstations
- ✓ Meeting rooms and specific use bookable

Traditional Workplaces

- ✓ Book a workstation for the day
- ✓ Meeting rooms and specific use bookable



Q & A

Strategic Workplace Advisory Group (SWAG)

Accommodation Management & Workplace Solutions
Public Services and Procurement Canada

