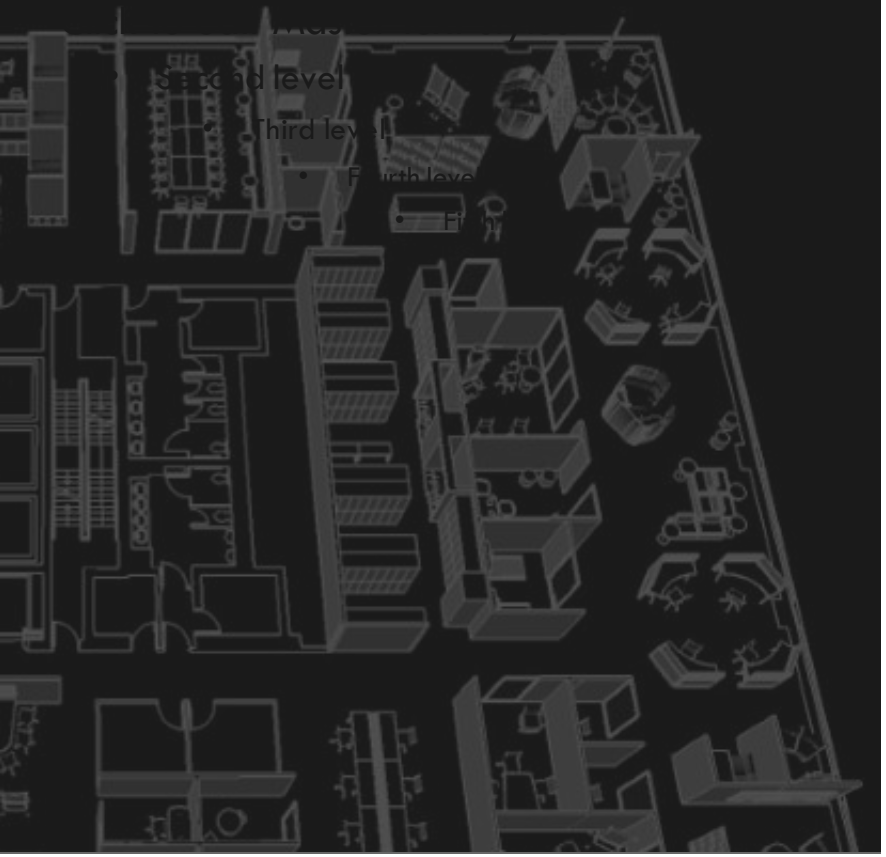
GCworkplace DESIGN GUIDE

TRANSFORMING THE WORKPLACE EXPERIENCE



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PART 1

INTRODUCTION

NRCan office, Ottawa

IN THIS SECTION

Part 1 introduces the context of workplace modernization. It is organized into the following sections:

1.1 HOW TO USE THIS DOCUMENT

1.2 WHY AN ACTIVITY BASED WORKPLACE (ABW)?

1.2.1 NOW AND THEN, WORKPLACE COMPARISON

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1.3 SOCIAL IMPACT OF WORKPLACE DESIGN

PART 1

INTRODUCTION

Look for this icon when **additional information** can be found in other section of **this document.**

GCworkplace Interior Design Resource Centres are available on the following platforms:

GCpedia

Available internally to GC employees

GCcollab

Available internally, and externally by invitation

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 as well as all relevant national and regional building codes.**

ADDITIONAL RESOURCES (available on GCpedia and GCcollab)

GCWORKPLACE TECHNICAL REFERENCE MANUAL

Detailed technical information describing each workpoints and their recommended location, furnishings, and IT profile.

GCWORKPLACE SPACE PLANNING WORKBOOK

A **mandatory tool** for planning and calculating workpoint ratios and distributions.

GCWORKPLACE FUNCTIONAL PROGRAMMING 101

A roadmap that outlines the functional programming process for a GCworkplace fit-up project.

GCWORKPLACE STANDARD FURNITURE TYPICALS

A document that describes typical furniture layouts and costing conform with the GCworkplace workpoints.

1.2 WHY AN ACTIVITY BASED WORKPLACE (ABW)?

Workplace transformation is taking place around the globe. Major trends are driving the business case toward agile space design that improves workforce flexibility and choice. ABW is agile. It is the concept that can potentially address the problems of the traditional and open plan officesuch as noise, privacy and standardization, and that best leverages modern productivity technology and the ability of the workforce to be mobile.

GCWORKPLACE DEFINITION

A GCworkplace is a **modern, efficient and inclusive** workplace which responds to the public service workforce's needs and supports a flexible way of working. GCworkplace is the term adopted by the Government of Canada for workplace modernization. It is based on the implementation of Activity Based Working (ABW), which is a way of working that offers all employees **shared use** to a **variety** of workpoints, allowing them to **choose** the optimal setting to perform their tasks and functions. it **optimizes** office space and is based on the seven **dimensions** of creating a flexible, healthy, efficient, inclusive, collaborative, green and **technologically advanced** digital space.

Activity Based Working

This workplace solution is about allowing occupants to untether from a fixed point and choose the optimal setting for their work activities throughout the day. It provides far greater flexibility in where and how an employee chooses to work – and in doing so, **promotes collaboration, productivity and efficiency**. A flexible workplace provides the infrastructure to allow occupants to move fluidly from one activity to another.

ADVANTAGES FOR THE OCCUPANT

- Flexibility of where & how to work
- Adapted to personal needs & preferences
- Access to a wide range of workpoints and amenities
- Accessible and inclusive

ADVANTAGES IN ASSET MANAGEMENT

- Flexibility to suit within the design standard
- Elimination of many common tenant service requests

ADVANTAGES AT THE PORTFOLIO LEVEL

- Optimization of the use of space
- Potential reduction of physical footprint*

**Space allocation is determined by the Space Allocation Standard*

WHY ACTIVITY BASED WORKPLACE (ABW)? (Continued)

1.2.1 THEN vs NOW, A VISUAL WORKPLACE COMPARISON

PREVIOUS WORKPLACE STANDARDS

INDIVIDUAL ● STANDARDIZED ● HIERARCHICAL ● STATIC

GCWORKPLACE

FLEXIBLE ● INCLUSIVE ● MOBILE ● EMPOWERING

INTRODUCTION


NRCan office, Ottawa

WHY ACTIVITY BASED WORKPLACE (ABW)? (Continued)

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

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
- 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
- **Unassigned work environment allows space utilization to be optimized**, and reduces vacant space due to absence or remote working

DESIGN BEST PRACTICE

✓ Use of green building tools such as LEED accreditation, and Green and wellness rating tools such as WELL standard and FitWELL, as inspiration for sustainable and healthy features in workplaces

Having a sense of belonging in the workplace is an important part of employee engagement and wellbeing. While workpoints in a GCworkplace are shared, creating a common team wall and/or space allows occupants to proudly display any photos, certificates or any other items they wish to share. Thus, personalization allows employees to take ownership of their work environment, assert their identity and create greater group cohesion. A common team area can also serve as a communication tool within the workplace to display memos and communiqués, or to make any announcements relevant to the group. **A personalization strategy should be developed in partnership with all employees.**

BEST PRACTICES

- ✓ Locate team space/wall in an Interactive or Transitional Zone, i.e. near entrance, personal storage area, main circulation paths, Kitchenettes or Lounges
- ✓ Integrate a magnetic wall, whiteboard wall, and/or cork board into the design to creating a space for a team to share and communicate

1.3 SOCIAL IMPACT OF WORKPLACE DESIGN

Modernizing the workplace towards an ABW has a significant impact on work habits. Since the ABW concept emphasizes the cultural aspects of work rather than hierarchical ones, it is important to be consistent in promoting an organizational culture that emphasizes office sharing in order to provide equitable access to the benefits that GCworkplace has to offer. **Respect for the office sharing policy by all is essential** in order to eliminate hierarchical barriers and individualistic, sedentary and territorial behaviors that adversely affect working relationships and knowledge sharing.

The planning of physical space has an impact on behavior, social relations as well as communication. For example, a well-designed kitchenette can become a natural collision point that benefits intersection of diverse groups to create a welcoming, informal meeting space where people happily get together to interact with their colleagues. Spaces that allow impromptu gatherings can contribute to connecting employees among teams. In fact, it is important to consider the social impacts related to the workplace design and its everyday use

PSPC Office, Gatineau

NRCan office, Ottawa

IN THIS SECTION

Part 2 outlines the guiding design principles of GCworkplace, and how each is supported by strategic design. These key design principles are organized into the following sections:

GCWORKPLACE KEY DESIGN PRINCIPLES OVERVIEW

2.1 USER-CENTRIC DESIGN

2.2 PROMOTE EQUAL ACCESS

2.2.1 ERGONOMICS

2.2.2 UNIVERSAL DESIGN & ACCESSIBILITY

2.3.1 INCLUSION AND NEURODIVERSITY

2.3 DESIGN FOR ACTIVITIES

2.4 ZONE BY FUNCTION

2.4.1 COLLABORATION

2.4.2 FOCUS WORK AND REFUGE

2.5 PLAN FOR FLEXIBILITY

2.6 IMPLEMENTATION OF KEY PRINCIPLES

PART 2

KEY DESIGN PRINCIPLES

FIVE KEY DESIGN PRINCIPLES

GCworkplace is like an ecosystem. If one of the key design principals is missing or inadequate, the entire functionality is threatened. All elements are therefore co-dependant and must work together to redefine the work experience.

USER-CENTRIC DESIGN

A positive employee experience increase engagement, job satisfaction, creativity and productivity. Thus, a good workplace design can make employees **happier** at work. GCworkplace is promoting a user-centric design to contribute to **healthier** work habits and to reduce stress.

PROMOTE EQUAL ACCESS

GCworkplace is an unassigned work environment where all occupants have equal access to various workpoints. GCworkplace promotes a more **inclusive work environment** that supports the varying needs and **preferences** of a diverse workforce.

DESIGN FOR ACTIVITIES

GCworkplace is based on the concept of Activity Based Working, which encourages occupants to untether from a fixed point and choose the optimal setting for their work activities throughout the day. In order to **support choice and flexibility**, GCworkplace feature a **variety of workpoint types and configurations**.

ZONE BY FUNCTION

An integral part of offering choice of work settings is the ability for occupants to choose their preferred **level of ambient sound and activity**. By including three functional zones, GCworkplace ensure that different work environments are available to suit individual work preferences and specific task requirements.

PLAN FOR FLEXIBILITY

GCworkplace is an adaptive template using a **modular framework** with consistent dimensions that facilitate adaptation over time. Planning for change with more agile spaces optimize the functionality of a space.

GENDER BASED ANALYSIS +

The GCworkplace is a user-oriented concept. It is fundamentally inclusive because of its functional flexibility which allows occupants to choose the optimal setting to perform their tasks. By putting professional activities at the center of the workplace, it allows employees to work in a variety of spaces that can meet their multiple needs and preferences, including those of people with visible or invisible disabilities. A Gender-Based Analysis Plus (GBA +) was performed to assess the potential impact of GCworkplace design on various identity factors including age, employment status, gender, origin ethnic and cultural, visible and invisible disabilities as well as the role of caregiver.

For more information, see GBA+ & GCworkplace Design

GCpedia GCcollab

2.1 USER-CENTRIC DESIGN

GCworkplace recognises that a welcoming, supportive and aesthetically pleasing workplace have a significant impact toward increasing **engagement, job satisfaction, creativity and quality of work.** In the broader workplace context, a work culture that encourages mobility, enabling employees to work from the location that suits their day-to-day activities, whether that be in the office, at home or another location, reduce stress and enable better balance between work and personal activities.

WELLBEING

As **mental and physical health** are important topics for the Government of Canada, a well designed and comfortable workplace that encourages social connections and provides places to relax is a positive part toward keeping employees mentally and physically healthy. GCworkplace promotes wellbeing by encouraging **movement** throughout the day and by offering choice to suit **professional and personal work preferences.** When employees are encouraged to make use of a variety of workpoints throughout the day, the movement and change in posture reduce fatigue and improve cognitive function, leading to greater **productivity** and a more **enjoyable work experience.**

BIOPHILIC DESIGN BEST PRACTICES

- ✓ Optimize daylight to reduce the need for artificial lighting during peak daylight hours
- ✓ Avoid obstructing windows to allow equal access to outdoor views
- ✓ Allow maximum light infiltration with perpendicular panels to the windows and glazing in enclosed rooms
- ✓ Incorporate natural features, materials and patterns into the design and layout to bring the natural world into the indoor environment

2.2 PROMOTE EQUAL ACCESS

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. Workplace activities vary among organizations as well as among groups within an organization. For most, the work day is comprised of a number of different activities which have different **functional requirements** and can be supported by a range of **design solutions**. Spaces designed with a wide range of workpoint configurations accommodate a more diverse workforce and contribute to a welcoming and inclusive environment.

By promoting an **unassigned environment**, GCworkplace design contributes to a more efficient use of space, as **all workpoints are** shared. It fosters an environment where all occupants have equal access to various workpoints. This principle allows occupants to choose the functional settings that best accommodates their various tasks and activities according to their **personal work preference**. An unassigned environment allows space utilization to be optimized, and promotes **equity** in access to resources such as privacy or supporting tools.

2.2.1 ERGONOMICS

Ergonomics are an important aspect of supporting **physical health** and **wellbeing** as well as **inclusivity**. Strategies for designing an ergonomic workplace tend to take two routes: providing as many opportunities for user **adjustability** as possible and planning in ways that encourage changes in **posture** and intermittent **movement** throughout the day. Activity Based Workplace design does both by encouraging movement and physical activity through frequent changes of workpoint and by offering choice to users.

In a GCworkplace environment, furnishings and equipment should accommodate a range of ergonomic needs including height, width and angle adjustability, thus reducing the ergonomic accommodation requests which were frequent in the past. Ergonomic needs must be integrated into the overall design solution, rather than only at specific workpoints so that all employees can benefit from it. **For cases where the range of typical workpoint options do not address a specific concern, special accommodations should be further developed on a case by case basis.**

For further information on **workpoints adjustability,** consult the GCworkplace Technical Reference Manual >>

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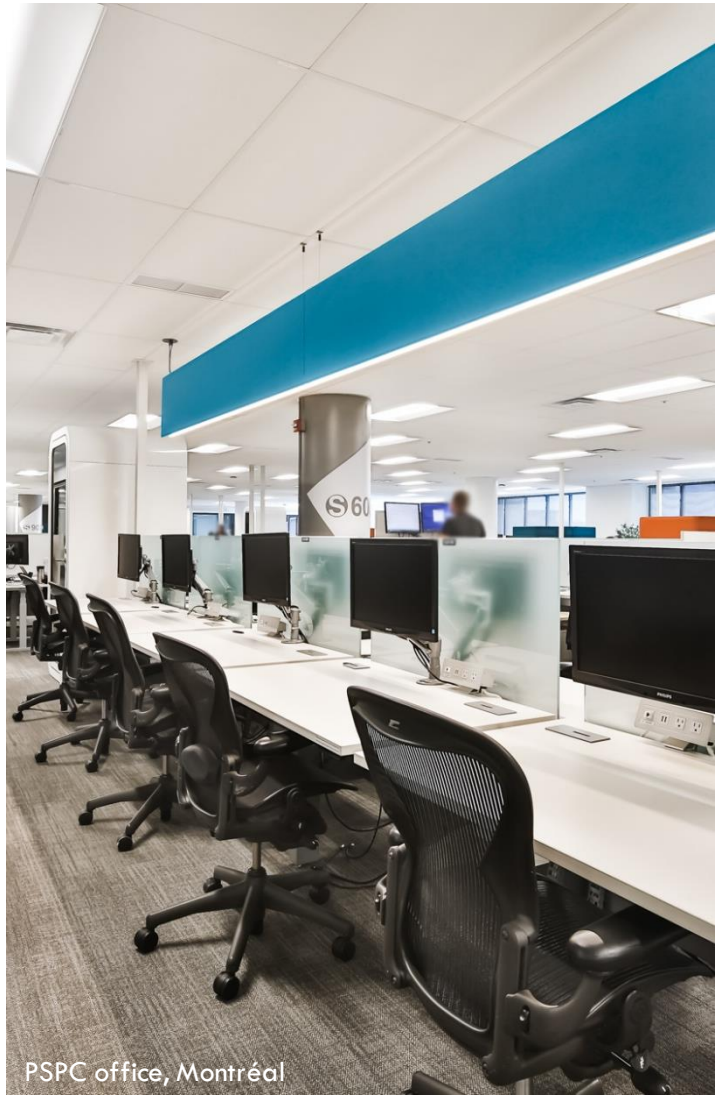

PSPC office, Montréal

PROMOTE EQUAL ACCESS (Continued)

2.2.2 UNIVERSAL DESIGN & ACCESSIBILITY

Universal design is used as a philosophy to create workplaces that are welcoming and **equitable** for all. **Universal design principles must be followed for all GCworkplace projects** to ensure spaces are functional and accessible to all (mobility, dexterity, visual and hearing ability, cognitive function, etc.). With the added support of modern adaptive technologies in the workplace, this increasing consideration for workplace equity yields to **optimal universal design solutions**.

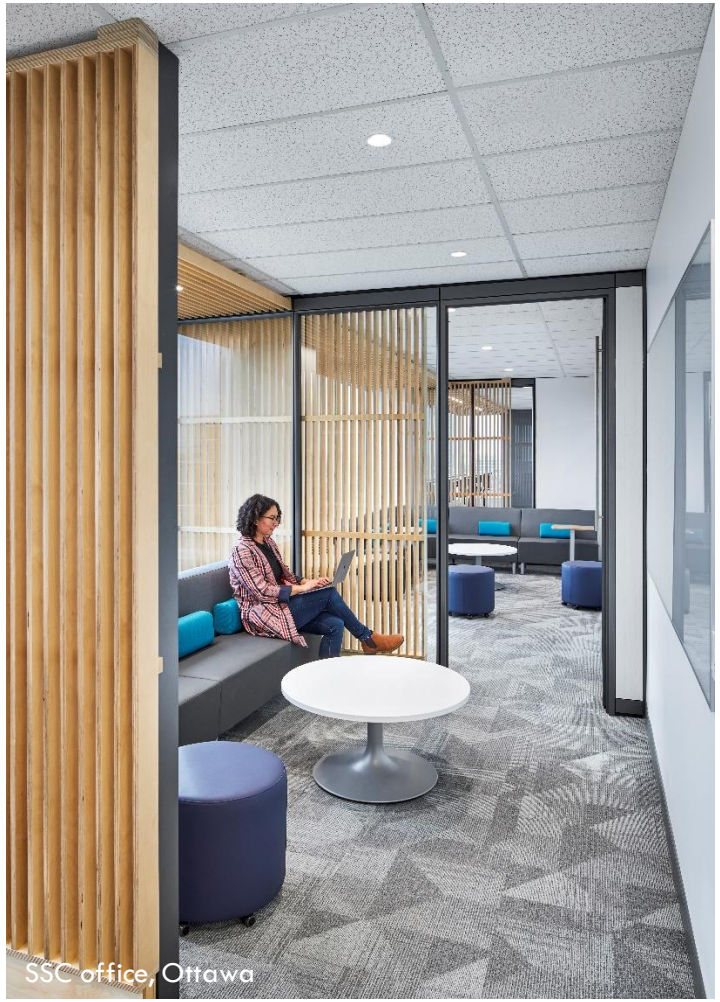
GCworkplace has been developed to be an accessible and inclusive workplace design standard by providing occupants with full control over the work settings that best suits their **functional needs**, knowing that we all have different **abilities, disabilities** and **personal preferences**. By integrating accessibility at the onset of the design phase, GCworkplace is promoting an inclusive, equitable and adaptive workplace.

BEST PRACTICES

- ✓ Provide MANY options that include a proper turning diameter for All INDIVIDUAL workpoint **types**, open or enclosed,
- ✓ Include a proper turning diameter for All COLLABORATIVE workpoints, open or enclosed
- ✓ Allow access and use for right-handed and left-handed
- ✓ Provide a variety of ergonomic chairs

For **accessibility tips** for each workpoint type, consult the GCworkplace Technical Reference Manual >>

GCpedia GCcollab


SSC office, Ottawa

2.3 DESIGN FOR ACTIVITIES

By providing a variety of workspaces available to all, occupants have the opportunity to choose the work setting that best suits their activity. One of the keys to a successful GCworkplace is ensuring a wide variety of workpoint types to support a range of activities.

2.3.1 INCLUSION AND NEURODIVERSITY

When designing the workplace, it is important not to underestimate the fact that it is an environment where sensory sensitivity is increased.

To ensure the occupant's wellbeing, neurodiversity must be considered. Thus, some occupants who are **hypersensitive** process sensory stimuli to an amplified degree. A work environment where the noise level and temperature are controlled will be preferred by hypersensitive occupants as will spaces with dim lights, where attendance is limited and a scent-free policy is in place.

Hyposensitive occupants sometimes have difficulty seeing, hearing or feeling sensory stimuli in a work environment. They often prefer to be over-stimulated in order to better process sensory information. These occupants will prefer to work in an open area, in the transitional zone or the interactive zone.

Neurodiversity emphasizes the importance of a great variety of workpoints, well distributed in each zones of the Gcworkplace.

BEST PRACTICES

- ✓ Improve the acoustics by different architectural elements, textures, etc.
- ✓ Clearly define spaces with visual separation
- ✓ Locate workstations in all three functional zones and not just in the quiet zone

2.4 ZONE BY FUNCTION

GCworkplace is planed in a way that noise-generating workpoints, such as collaborative workpoints, are away from individual workpoints in order to manage acoustics and better **support concentration and collaboration**. GCworkplace is designed in three functional zones – Quiet, Transitional and Interactive - which ensures that activities are grouped together to reducing noise disruptions.

Identifying zones within the workplace inform occupants on how the space should be used. Those seeking a distraction-free area 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, in varying sizes and quantities.**

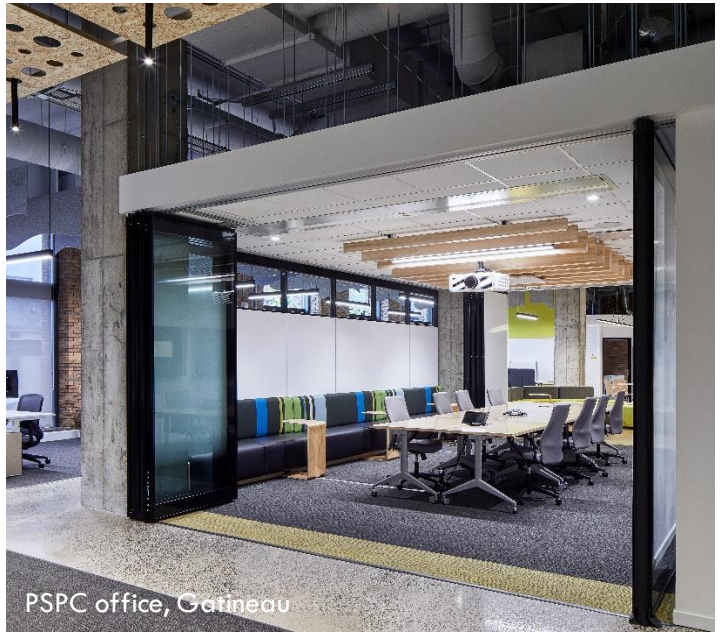
A **Quiet Zone** includes open, semi-enclosed, and enclosed individual workpoints. In these zones, the intent is to encourage individual focus work, and to support the need for quiet or private spaces.

A **Transitional Zone** includes a variety of open and enclosed spaces where less intense concentration is supported. Transitional Zones may include open individual and collaborative workpoints, semi-enclosed collaboration, and Support Spaces such as Lockers or Shared Equipment Area.

In an **Interactive Zone**, socialization and group collaboration is promoted and strongly encouraged. By 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 workstyles.

Further information on **workpoint planning strategies**

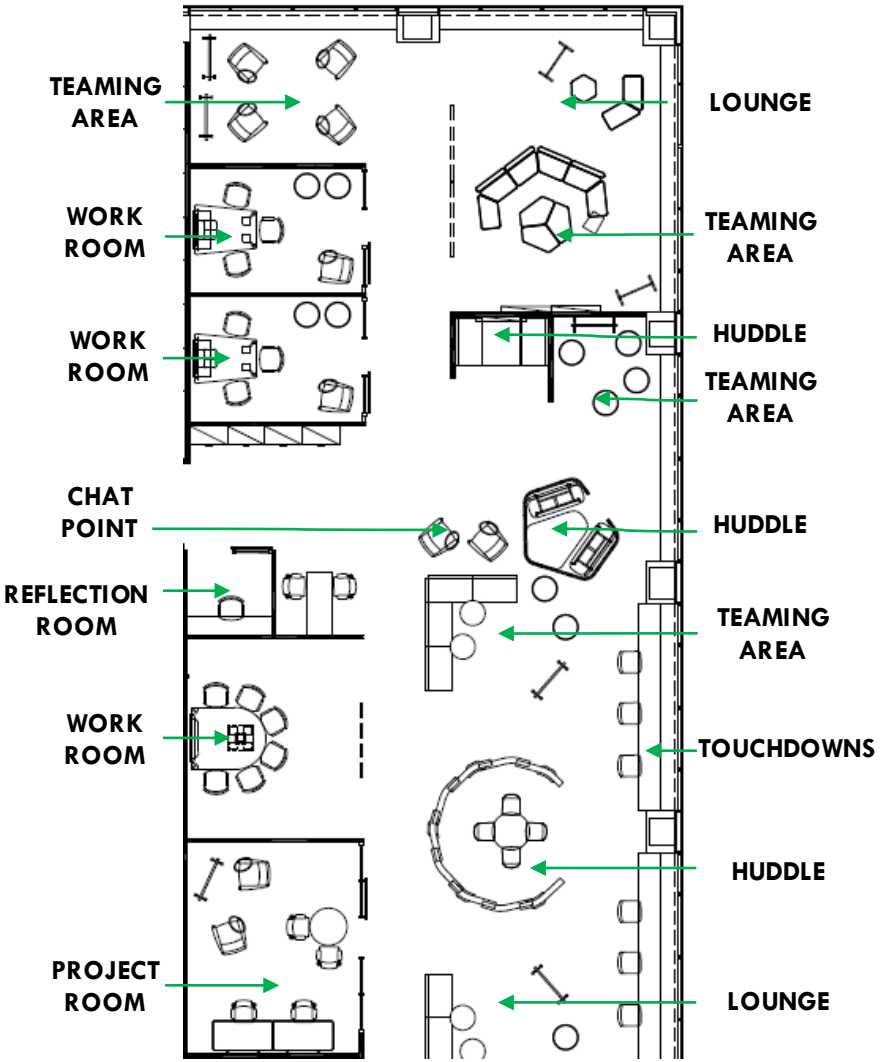
KEY DESIGN PRINCIPLES


PSPC office, Gatineau

ZONING & ACOUSTICS BEST PRACTICES

- ✓ Locate the Transitional Zone near the main entrance where there may have excessive traffic and disruptions
- ✓ Use the Transitional Zone as noise buffer between the Quiet and Interactive Zones
- ✓ Separate large Meeting Rooms from the Quiet Zone by using the Transitional Zone as a buffer
- ✓ Move the Quiet Zone as far as possible from the main entrance
- ✓ Plan Support Spaces, such as Lounges and Kitchenettes, where sound levels tend to be higher, away from the Quiet Zone
- ✓ Close, partially or fully, Kitchenettes with full-height partitions to minimize disruption
- ✓ Plan noisier workpoints, such as collaborative open workpoint, away from Quiet Zone to mitigate noise spill-over
- ✓ Provide enclosed spaces such as Focus Rooms and Phonebooths near Quiet Zone to encourage people to take phone calls away from open individual workpoints

Further information on **workpoint planning strategies**



ZONE BY FUNCTION (Continued)

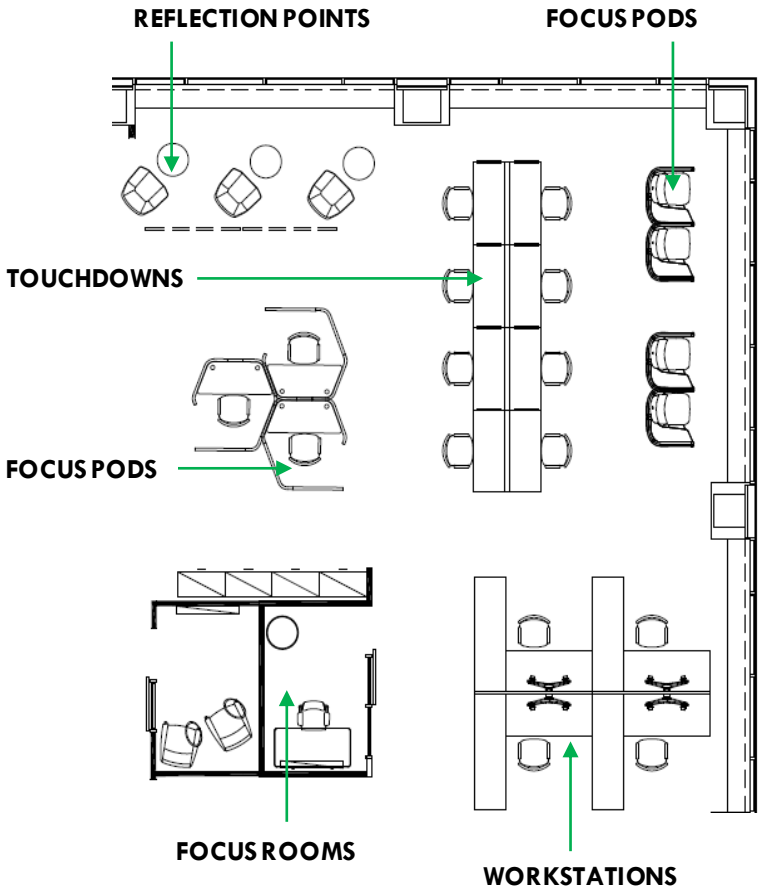
2.4.1 COLLABORATION

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. GCworkplace embraces design strategies that promote digital collaboration and virtual communication by including large shared monitors in collaborative workpoints. An environment that makes it more convenient to work and collaborate digitally **contributes to optimal productivity** and modernizing the workplace.

Since collaborative areas tend to be used by multiple people, they can be disruptive to others if not strategically located. The plan to the left demonstrates how enclosed and open collaborative workpoints can be grouped, and how flexible furnishings can be used to define space in open areas.

BEST PRACTICES

- ✓ Provide workstations and/or Touchdowns, for those who intend to work more collaboratively, in the Transitional and Interactive Zones
- ✓ Locate Chat Points outside Large and Medium Meeting Rooms for pre-/post-meeting spill-over
- ✓ Consider planning open collaborative workpoints next to enclosed workpoints where writeable walls can provide additional collaborative functionality
- ✓ Provide technology and tools such as large monitors and writable surfaces in collaborative workpoints



ZONE BY FUNCTION (Continued)

2.4.2 FOCUS WORK AND REFUGE

GCworkplace design focuses on improving access to visual and acoustic privacy. By recognizing that all employees can benefit from an environment that **supports focus work or time to recharge**, GCworkplace is designed to support all occupants. By providing proper zoning, GCworkplace ensures that noisier and more collaborative activities are performed away from quieter activities to minimize disruption. The Quiet Zone is a **distraction-free area** to help create a work environment conducive to concentration, highly cognitive tasks and activities requiring a high level of discretion. Privacy is achieved by managing acoustics in open areas and providing ample open AND enclosed individual workpoints. Therefore, the workplace goes from clutter to calm.

PRIVACY BEST PRACTICE

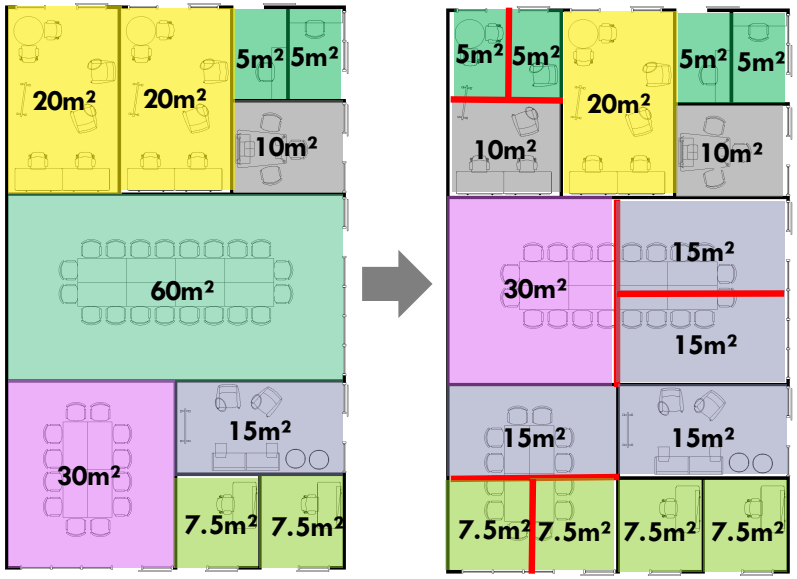
- ✓ Provide a variety of individual workpoints with different levels of privacy
- ✓ Plan visually private Reflection Points near windows with views to outdoors
- ✓ Plan noisier workpoints away from Reflection Points and Quiet Zones to mitigate noise spill-over
- ✓ Visually identify the Quiet Zone and, if possible, define the expected etiquette in order to limit disruption for occupants performing highly focused work in this zone. This can be done through intuitive design solutions and/or signage
- ✓ Ensure doors to Meeting Rooms, Project Rooms and Work Rooms do not open into a Quiet Zone
- ✓ Provide adequate visual privacy to Active Workstations users

2.5 PLAN FOR FLEXIBILITY

GCworkplace provides a variety of opportunities for occupants to work in groups of various sizes and in a range of activities. A **flexible workplace** with movable furniture, fewer hard walls and more demountable partitions facilitates changes over time. Thus, it is more **adaptable** without major renovations. It enable simple adjustments to room sizes and ensures that changes in activities, functions or groups can easily be accommodated.

MODULAR AND ADAPTIVE

The need to adapt easily to organisational change in the workplace is critical. Planning and design decisions will impact howreadily the workplace will be able to adapt. Enclosed spaces should be planned using a modularity framework (as shown in diagram below), by standardizing wall dimensions across a project and by limiting built-in furnishings. These measures will better facilitate the grouping of enclosed spaces and will enable workpoints to be converted more easily, as the workplace evolves over time.



BEST PRACTICES TO ACHIEVE FLEXIBILITY IN DESIGN

- ✓ Design with modularity in mind
- ✓ Promote flexible furniture solutions over permanent or built-in fixtures
- ✓ Equip workpoints with furnishings that can be reconfigured to suit varying needs
- ✓ Specify demountable partitions where possible, to increase ease of reuse and reconfiguration when the needs of a population change
- ✓ Build enclosed support spaces, such as Shared Storage Rooms or Telecommunications Rooms, with standard drywall construction. Use, for all other enclosed spaces, demountable partitions to allow optimal flexibility
- ✓ 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

2.6 IMPLEMENTATION OF KEY PRINCIPLES

USER-CENTRIC DESIGN	Consulting **ALL** employees is important in ensuring all requirements are captured as well as promoting a sense of belonging and contribution.
PROMOTE EQUAL ACCESS	In order to promote a shared space, personal storage must be removed from individual workpoints and **centralized.**
DESIGN FOR ACTIVITIES	There must be a minimum level of functional variety to meet **user needs and preferences.**
ZONE BY FUNCTION	Zoning is imperative to **cueing intended behaviors** and mitigating sound and visual distractions.
PLAN FOR FLEXIBILITY	Designing in an agile way allows the workplace to easily adapt to **ever-evolving requirements.**

PART 3

DESIGN DEVELOPMENT

PSPC office, Gatineau

IN THIS SECTION

Part 3 identifies each of the workpoints and support spaces that make up the GCworkplace design. These concepts are organized into the following sub-sections:

3.1 DESIGN PROCESS MAP

3.2 FUNCTIONAL PROGRAMMING

3.3 GCWORKPLACE ACTIVITY PROFILES

3.4 ESTABLISHING A BASELINE WORKPOINT DISTRIBUTION

3.5 INTRODUCTION TO WORKPOINTS

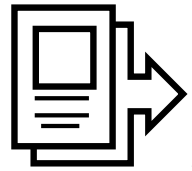
3.5.1 WORKPOINT QUICK REFERENCE GUIDE

3.6 SUPPORT SPACES AND SPECIAL PURPOSE SPACES

3.7 PERSONAL AND SHARED STORAGE

3.1 DESIGN PROCESS MAP

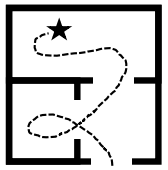
PRE-DESIGN



FUNCTIONAL PROGRAMMING 101

To gather functional requirements and client-specific needs through an online survey and workshops.

DESIGN



SPACE PLANNING WORKBOOK

1

To determine workpoint quantities and ratios in acccordance to the GCworkplace Design standard.

DESIGN GUIDE

2

To provide design guidance, key design principles and design strategies prior to beginning the concept design phase.

DESIGN REVIEW CHECKLIST

3

To ensure that a concept design aligns to the GCworkplace Design standard and follows all key design principles.

TECHNICAL REFERENCE MANUAL

4

To provide technical information, including acoustical/visual privacy, IT/AV profile, electrical, mechanical and architectural info, as well as accessibility requirements for all workpoint types.

TRANSLATION OF COLLECTED DATA

Information gathered in functional programming is used to develop the design and planning of a GCworkplace. This **tangible information**, such as workstyles, can inform the activity profile to be used, thus making it possible to select workpoints, furniture and tools that will be most useful. The level of diversity of activities, mobility levels and the preferred work atmosphere will help to modulate the working environment according to these factors.

For example, a 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. It is by analyzing collected data through functional programming that it is possible to determine workpoint types and quantities that will be the most useful for a particular group.

3.2 FUNCTIONAL PROGRAMMING

Functional programming is a fundamental process carried out before a specific fit-up project that captures in detail the functional and technical requirements of the workspace. It can therefore be designed to meet the specific activities, needs and workstyles of occupants.

The importance of **following a rigorous design consultation process** therefore cannot be understated, as user requirements and activities form the basis of every GCworkplace design. For this reason, all projects should follow the functional programming process outlined in the GCworkplace Functional Programming 101 document (link below).

The final functional programming report will reflect the data analysis and recommendations, primarily based on the Activity Profile, for workplace design. It is the culmination of results of a design consultation process and may also include other client-specific information that would inform the design process. For example, more detailed specifications for Special Purpose Spaces (SPS), departmental planning guidelines or security requirements, etc. In other words, functional programming is the key to creating an optimal design, based on the user's requirements and preferences.

For further information on **GCworkplace Functional Programming process**, consult the GCworkplace Functional Programming 101 >>

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MOBILITY

Mobility refers to the level of movement between different activities throughout a typical day or week. This include **internal mobility**, which occurs between various spaces in the workplace, and **external mobility**, which occurs between the primary workplace and alternate work locations. Many elements influence mobility :

How often are employees away from the office? Employees may have unpredictable schedules and/or may work offsite frequently.

What kind of work is performed by employees? Employees that work more individually could have a higher external mobility level if they often work remotely. On the other hand, those who require a physical presence for operational reasons will probably have a lower external mobility level, because of their role or tasks.

Mobility should be considered in relation to workpoint ratios. Higher levels of mobility, both internally and externally, may precipitate a more Interactive activity profile, whereas lower levels of mobility can indicative an Autonomous activity profile.

3.3 GCWORKPLACE ACTIVITY PROFILES

The GCworkplace Activity Profiles provide three models for workpoint distributions based on different interaction profiles between employees: The Autonomous, Balanced and Interactive Profile. These profiles demonstrate how the **GCworkplace design concept can be adapted to different work environment** based on the types of activities, typical duration and frequency, patterns of interaction within and among teams, workstyles and overall functional and technical requirements. The GCworkplace Activity Profiles also take into account varying levels of mobility, both internally and externally.

A workplace Activity profile supports the activities that will be mainly carried out within the office. For a group that has high external mobility, it is important to distinguish between activities done within the workplace and activities that may be done from a remote site. For example, a group that has full flexibility in where they choose to work everyday (telework) will likely be better supported by an Interactive workplace as many will choose to do individual focus work from home or a coworking site, and prefer the office for team meetings and collaboration.

A group's ideal workplace **Activity Profile** will be determined through the Functional Programming process.

Further information on **baseline workpoint distribution** for GCworkplace Activity Profiles

For further information on **GCworkplace Activity Profiles**, consult the GCworkplace Space Planning Workbook >>

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AUTONOMOUS

BALANCED

INTERACTIVE

LOWER LEVEL OF MOBILITY

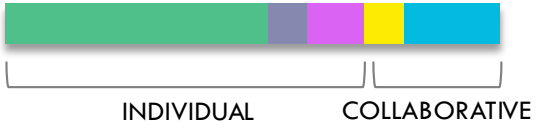
HIGHER LEVEL OF MOBILITY

The Autonomous activity profile supports a group that has **limited** task variety and low external mobility. It features the highest proportion of individual workpoints.

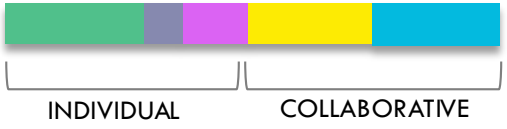
The Balanced activity profile supports a group that has **moderate** task variety and moderate external mobility. It has the most balanced distribution of workpoints, with an equal proportion of individual and collaborative workpoints.

The Interactive activity profile supports a group that has **high** task variety and high external mobility. It features the highest proportion of collaborative workpoints.

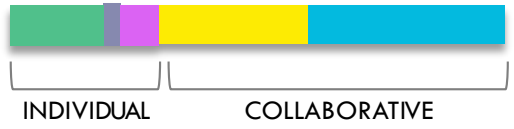
AUTONOMOUS WORKPOINT RATIOS



BALANCED WORKPOINT RATIOS



INTERACTIVE WORKPOINT RATIOS



PRIMARY INDIVIDUAL OPEN

PRIMARY INDIVIDUAL ENCLOSED

SECONDARY INDIVIDUAL

OPEN COLLABORATIVE

ENCLOSED COLLABORATIVE

To see each profile's **ideal workpoint distribution,** consult the GCworkplace Space Planning Workbook >>

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WORKPLACE DESIGN COMPARISON

These graphic representations show the different activity profiles in comparison to a traditional workplace model. Unlike previous workplace models, that were largely based on hierachy, the GCworkplace Activity Profiles now provide the right workpoint distribution to support a group's level of task variety, degree of interaction and mobility.

The GCworkplace Space Planning Workbook provides ideal workpoint quantities (based on um^2) for each activity profile to ensure a functional and holistic design. These quantities can be adjusted withing predetermined upper and lower limits. These limits are the same from one activity profile to another.

To see each profile's **ideal workpoint distribution,** consult the
GCworkplace Space Planning Workbook >>

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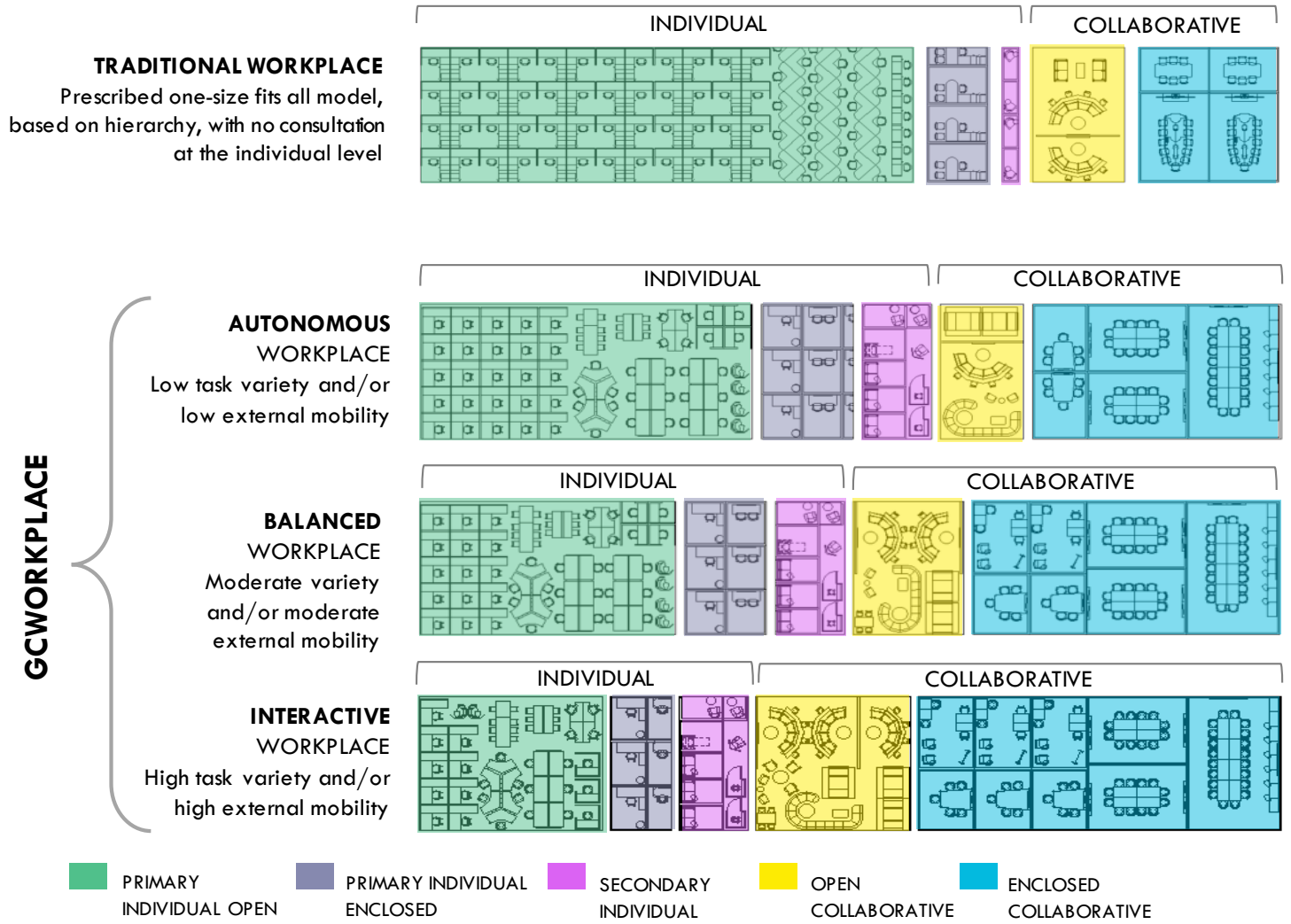
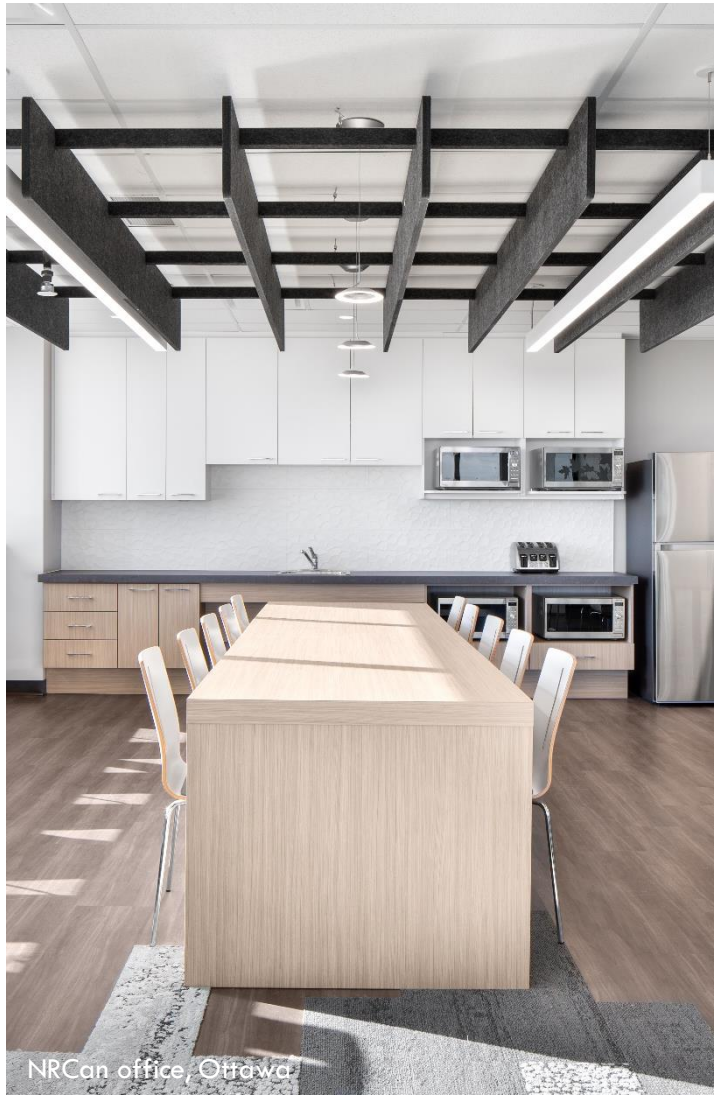
GCWORKPLACE ACTIVITY PROFILES (Continued)




NRCan office, Ottawa

3.4 ESTABLISHING A BASELINE WORKPOINT DISTRIBUTION

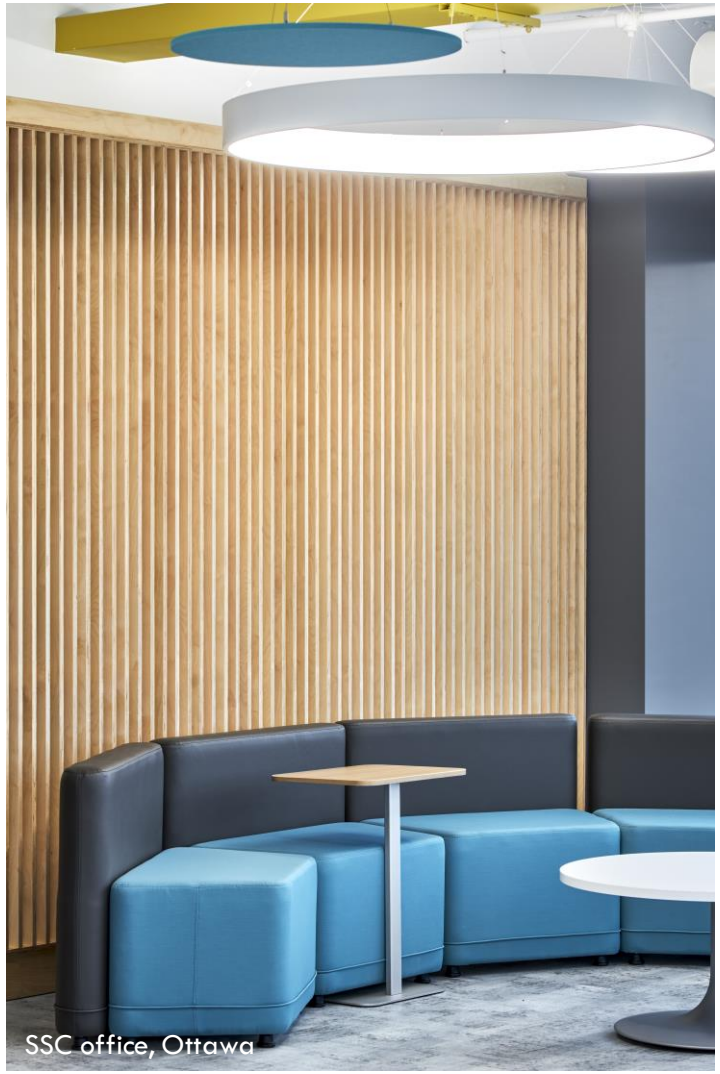
Identifying which GCworkplace Activity Profile best suits a population allows design teams to quickly establish baseline workpoint calculations based on population or known space solution, using the GCworkplace Space Planning Workbook. While the GCworkplace Space Planning Workbook provides auto-calculated baseline quantities for each GCworkplace Activity Profile, there are opportunities to adjust these distributions (within pre-determined limits) based on project-specific parameters and to satisfy client requirements and functional needs. In addition, **maximum 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 be considered in terms of occupants number who regularly require an individual enclosed space to support their primary function, adjusted based on the estimated occupancy rate. Sufficient additional enclosed individual workpoints should be provided 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
- Recommended quantities of 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 must never exceed the maximum occupant load of the floor**

WORKPOINT DISTRIBUTION COMPARISON

	AUTONOMOUS	BALANCED	INTERACTIVE
Individual Workpoints	**50-65%**	**30-50%**	**5-30%**
Collaborative Workpoints and Support Spaces	**35-50%**	**50-70%**	**70-95%**


SSC office, Ottawa

3.5 INTRODUCTION TO WORKPOINTS

A workpoint is any space where someone can perform their work, and is designed specifically to support different functional requirements and/or personal preferences. 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. 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. Enclosed individual workpoints provide the greatest level of privacy and are best suited for highly focused work or work performed by people in need of individual accommodations. 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 ideas sharing 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. Collaborative workpoints provide a variety of formal and informal meeting spaces.

INTRODUCTION TO WORKPOINTS (Continued)
3.5.1 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

PHONEBOOTH

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

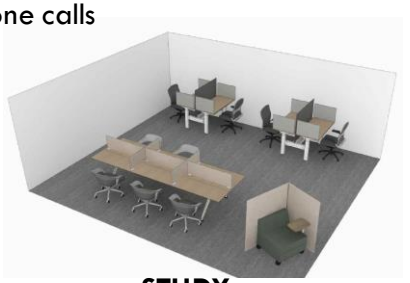
SECONDARY INDIVIDUAL

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



STUDY

Shared room for individual quiet work

DESIGN DEVELOPMENT

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

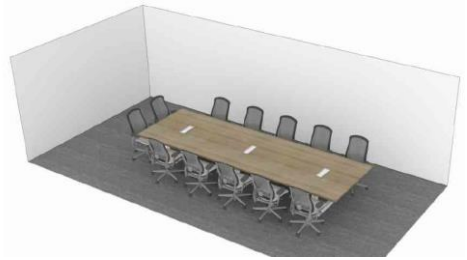
ENCLOSED COLLABORATIVE

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

For more **specific information on workpoints,** consult the GCworkplace Technical Reference Manual >>

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GCWORKPLACE SPACE PLANNING WORKBOOK

The **GCworkplace Space Planning Workbook** is a companion tool to the GCworkplace Design Guide. It provides a template for the space planning of general-purpose office space.

The GCworkplace Space Planning Workbook provides ideal workpoint quantities (based on um^2) for each activity profile to ensure a functional, holistic design. These quantities can be adjusted withing pre-determined upper and lower limits. These limits are the same from one activity profile to another.

For further information on **workpoint distributions,** consult the GCworkplace Space Planning Workbook >>

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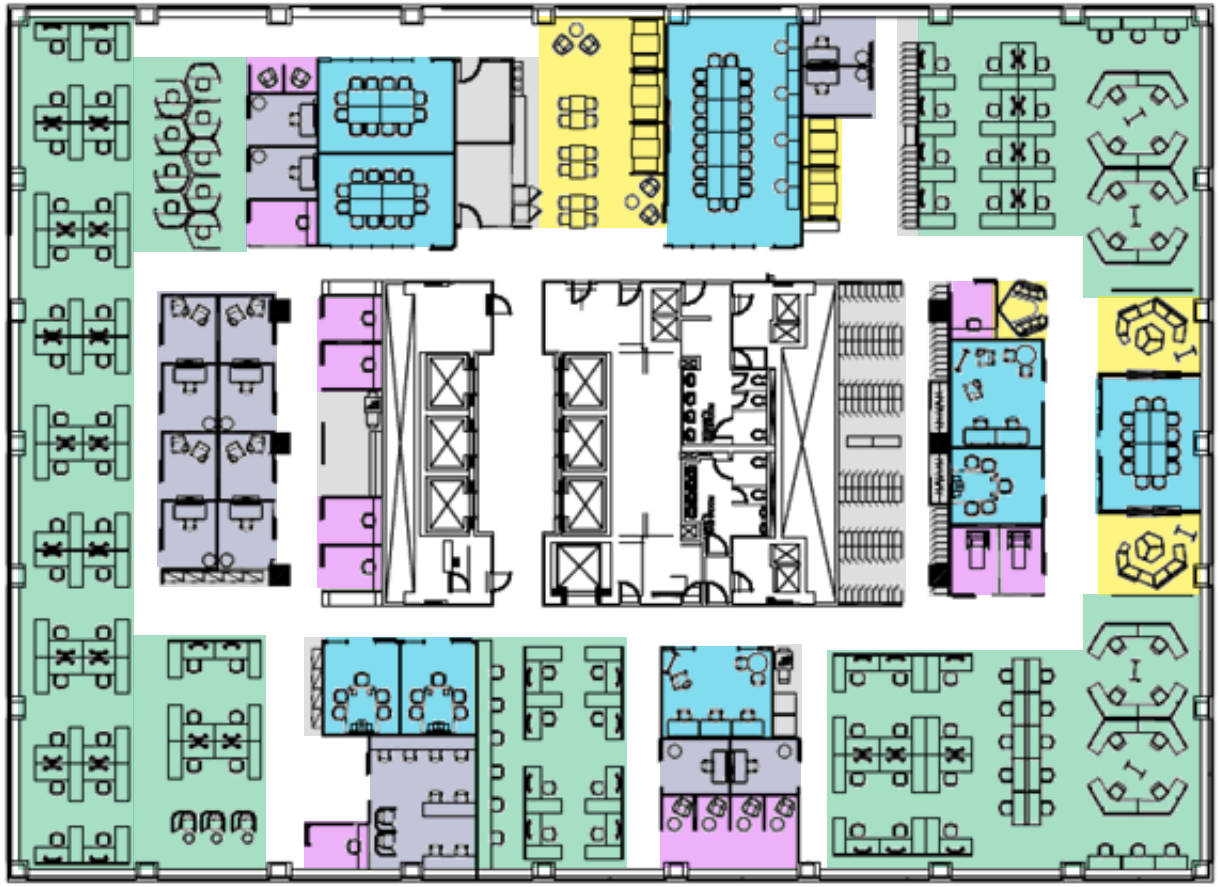
EXAMPLE OF WORKPOINT LIMITS		TARGET OCCUPANCY: 100 PEOPLE (1100m2u)	
		MINIMUM SEAT COUNT	MAXIMUM SEAT COUNT
Primary Individual Open	Workstation	12	65
	Touchdown	8	30
	Focus Pod	2	12
Primary Individual Enclosed	Focus Room	4	12
	Phonebooth	4	8
Secondary Individual	Reflection Point	2	6
	Active Workstation	0	4
	Study	0	20
Collaborative Open	Chat Point	1	5
	Huddle	1	6
	Teaming Area	1	4
	Lounge	1	2
Collaborative Enclosed	Work Room	2	6
	Project Room	0	6
	Medium Meeting Room	1	3
	Large Meeting Room	0	2

BASELINE WORKPOINT DISTRIBUTION FOR THE AUTONOMOUS PROFILE

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1800m2 WITH A MAX OCCUPANCY OF 163:



AUTONOMOUS
SAMPLE PLAN

Workstations: 86
Touchdowns: 22
Focus Pods: 12

Focus Rooms: 14
Phonebooths: 7

Reflection Points: 6
Active Workstations: 2
Study: 1 (with 10 seats)

Total individual workpoint seats: 159

Chat Points: 2
Huddles: 4
Teaming Area: 2
Lounge: 2 (with 20 seats)

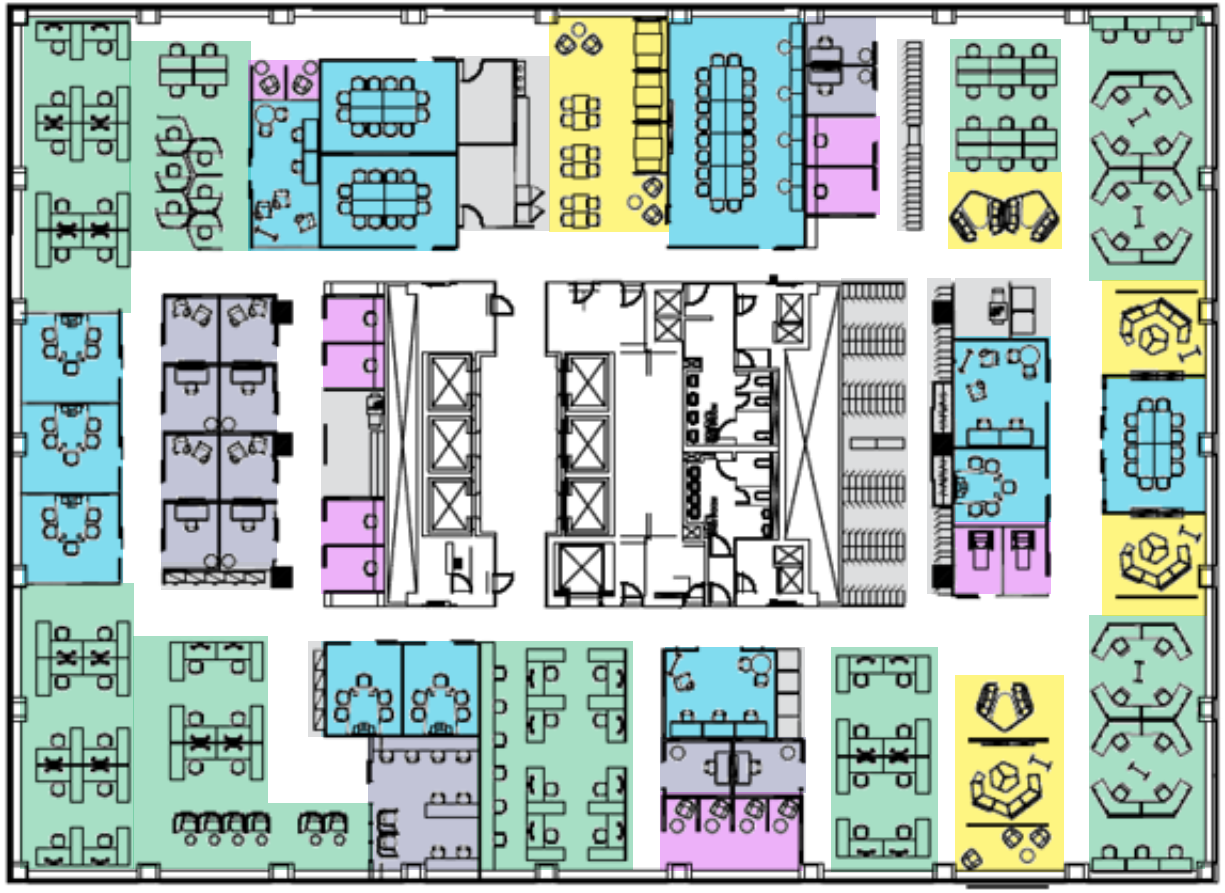
Work Rooms: 3
Project Room: 2
Medium Meeting Rooms: 3
Large Meeting Room: 1

Total collaborative workpoint seats: 143

Kitchenette :1
Equipment Areas: 2
Lockers: 150
Shared Storage Room: 1
Telecom Room: 1

BASELINE WORKPOINT DISTRIBUTION FOR THE BALANCED PROFILE

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1800m2 WITH A MAX OCCUPANCY OF 163:



BALANCED
SAMPLE PLAN

Workstations: 58
Touchdowns: 28
Focus Pods: 12

Focus Rooms: 12
Phonebooths: 6

Reflection Points: 6
Active Workstations: 2
Study: 1 (with 10 seats)

Total individual workpoint seats: 134

Chat Points: 3
Huddles: 4
Teaming Areas: 3
Lounges: 2 (with 20 seats)

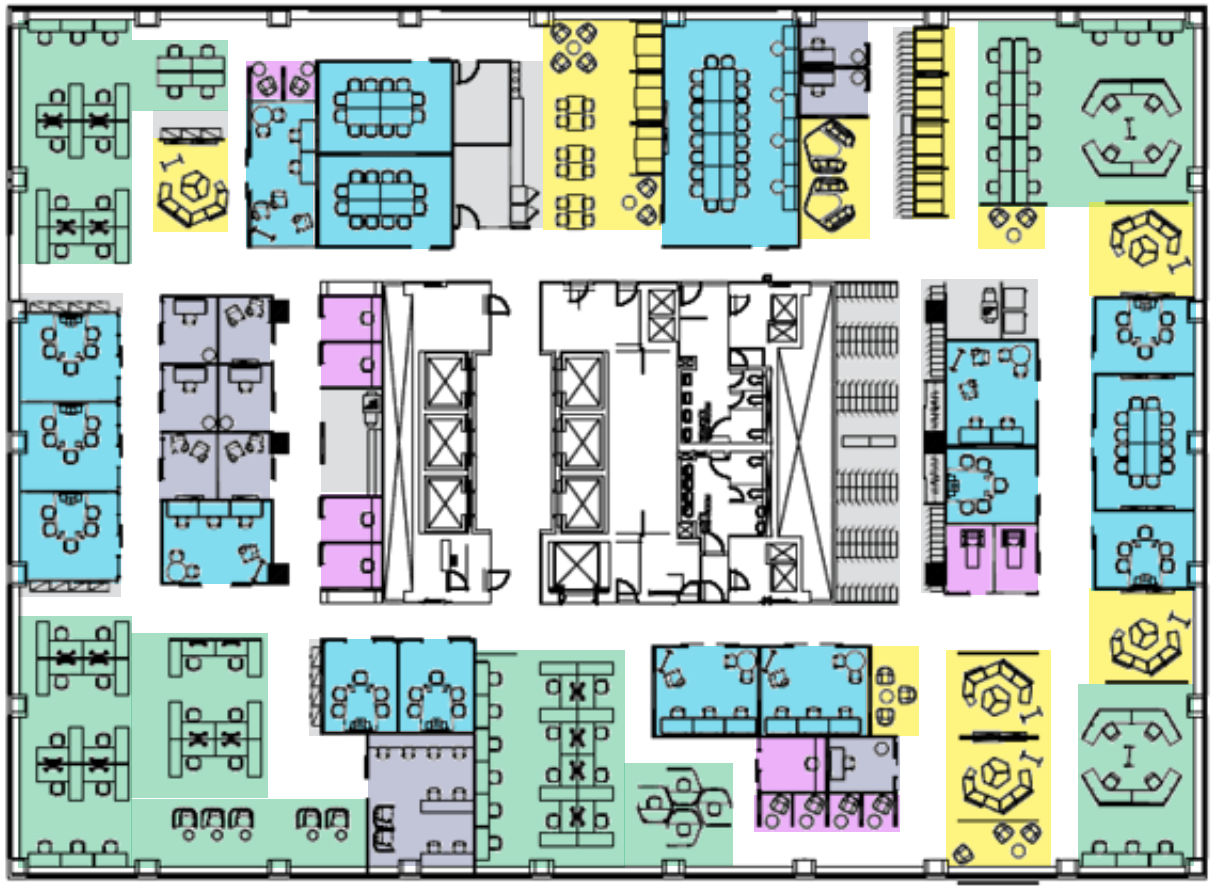
Work Rooms: 6
Project Rooms: 3
Medium Meeting Rooms: 3
Large Meeting Room: 1

Total collaborative workpoint seats: 174

Kitchenette :1
Equipment Areas: 2
Lockers: 150
Shared Storage Room: 1
Telecom Room: 1

BASELINE WORKPOINT DISTRIBUTION FOR THE INTERACTIVE PROFILE

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1800m2 WITH A MAX OCCUPANCY OF 163:



Workstations: 38
Touchdowns: 32
Focus Pods: 9

Focus Rooms: 9
Phonebooths: 5

Reflection Points: 6
Active Workstations: 2
Study: 1 (with 10 seats)

Total individual workpoint seats: 102

Chat Points: 5
Huddles: 7
Teaming Areas: 5
Lounges: 2 (with 20 seats)

Work Rooms: 8
Project Rooms: 5
Medium Meeting Rooms: 3
Large Meeting Room: 1

Total collaborative workpoint seats: 217

Kitchenette :1
Equipment Areas: 2
Lockers: 150
Shared Storage Room: 1
Telecom Room: 1

INTERACTIVE
SAMPLE PLAN

SPECIAL PURPOSE AND PROGRAM-SPECIFIC SPACES

Design teams should use a holistic approach to incorporate any pre-identified Special Purpose Spaces (SPS) and other program-specific spaces, that are adjacent to the general purpose office space, into a GCworkplace fit-up project. It is also important to ensure that adequate Support Space (Kitchenette, Lounge, Lockers, Meeting Space, etc.) is planned into the office space and provided to occupants who work full-time in any adjacent SPS.

KITCHENETTE BEST PRACTICES

- ✓ Locate Kitchenettes in an Interactive or Transitional Zone, often adjacent to a lounge
- ✓ Plan semi-enclosed or open space with visual separation

EQUIPMENT AREA BEST PRACTICE

- ✓ Centralize business centres and shared support spaces

For further information on **support spaces**, consult the GCworkplace Technical Reference Manual >>

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3.6 SUPPORT SPACES AND SPECIAL PURPOSE SPACES

GCworkplace includes a range of auxiliary workspaces to **support employees work activities** throughout the day.

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 non-fixed soft seating, to provide a multipurpose lunchroom and interactive space.

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. Any items stored in upper cabinets or shelves should also be available at a lower reach.

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.

CUSTOM SUPPORT SPACES

To provide maximum flexibility in the design of a GCworkplace projects, a 'Custom Support Space' can be used as a closed room, open area, support space, or shared storage to support a group's specific needs. This custom space can be up to 1.5% of the total space.

COAT CLOSETS

When planning personal storage, it is important to consider the **storage of seasonal items** such as winter boots and coats. Separate coat closets or cloakrooms should be planned next to lockers, as well as benches.

FILLING

Any filling requirements can be incorporated into the design to accommodate the group's specific needs. Shared filing should be centralized and personal filing can either be centralized or incorporated into the personal locker solution. Enclosed storage rooms should be used only where required for the highest security levels. Open storage areas with lockable cabinets are to be the default solution for non-secure items. Otherwise, large enclosed filling room must be considered as Special Purpose Space.

For further information on **Lockers**, consult the GCworkplace Technical Reference Manual >>

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3.7 PERSONAL AND SHARED STORAGE

LOCKERS

In a GCworkplace environment, lockers are located outside of individual workpoints, and centralized in areas adjacent to circulation paths for easy access. **Quantities, configurations and size of lockers as well as the shared storage strategy must be determined in conjunction with client consultation. Clients may choose to manage the assignment of lockers how they best see fit.** This could be a 1:1 ratio assigned lockers, a mix of assigned and day-use lockers or mostly smaller day-use lockers. For groups with higher external mobility, it is therefore recommended to opt for smaller unassigned lockers.

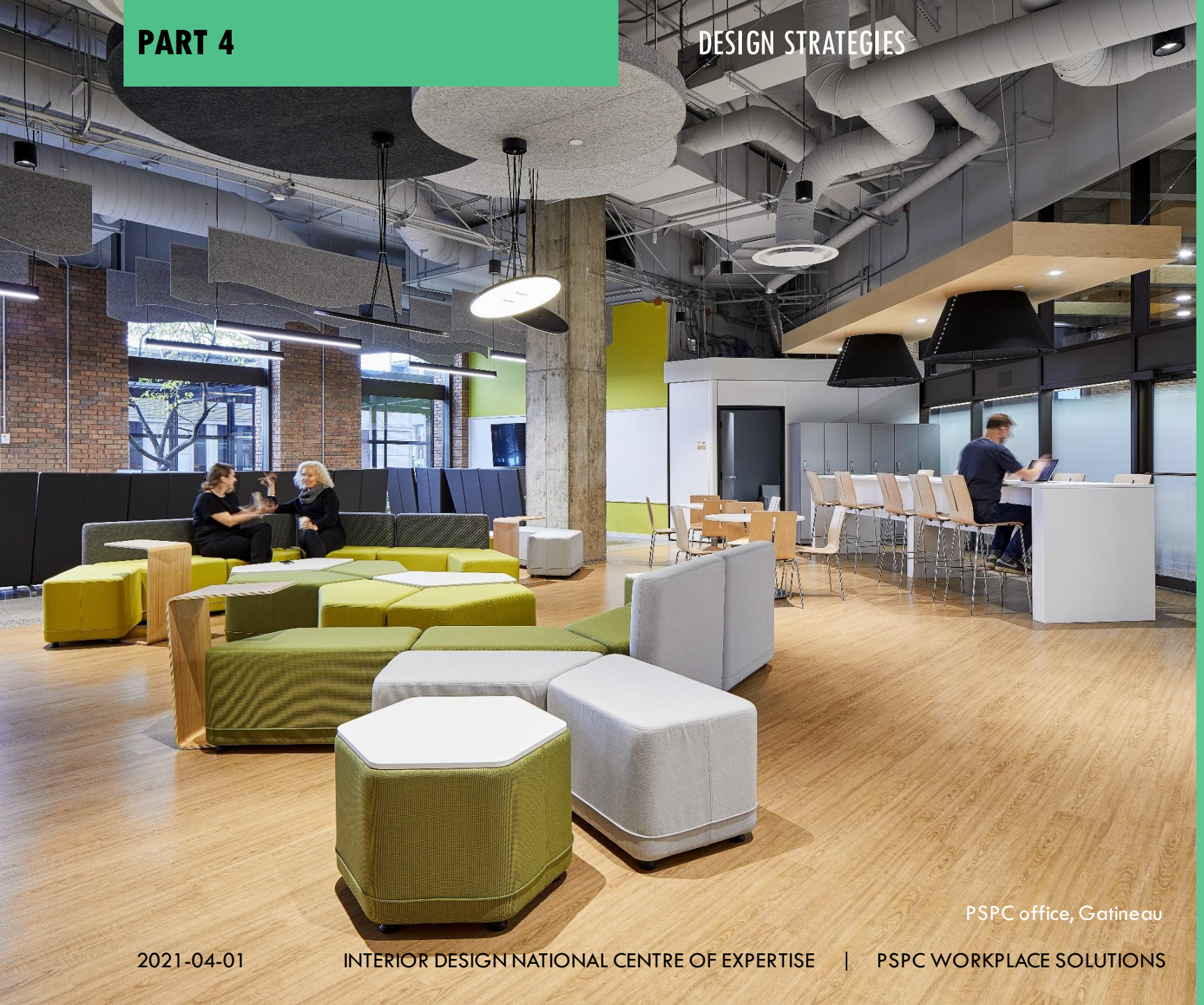
Because workpoints are shared and cleared at the end of the workday, lockers are used to store personal and work related effects. Although **double-height lockers** are the default option for a GCworkplace, it is recommended to provide a **variety of locker sizes and configuration** to meet varying needs and preferences.

PERSONAL AND SHARED STORAGE BEST PRACTICES

- ✓ Locate Lockers and closets near main access point and away from the Quiet Zone
- ✓ Plan additional individual Lockers to accommodate fluctuations in occupant numbers, when possible
- ✓ Ideal assigned locker dimensions are at least 15" wide (38 cm) and 18" deep (46 cm)
- ✓ Provide Lockers with integrated code or digital locks to avoid the need for key administration
- ✓ Provide a variety of Locker's exterior and interior features such as handle, lock and hook
- ✓ Consider adding a plastic tray to limit the accumulation of salt and water when winter boots are integrated in the assigned lockers
- ✓ Provide a variety of benches height, width and depth in large Locker Area
- ✓ Consider having additional smaller day-lockers and a coat storage for any groups who regularly receive visitors

PART 4

DESIGN STRATEGIES



PSPC office, Gatineau

IN THIS SECTION

Part 4 ties together all the GCworkplace principles to demonstrate diverse design strategies to suit a wide range of functional requirements. It is organized into the following sections:

4.1 STRATEGIES FOR MULTI-LEVEL STACKING

4.2 REGIONAL, SECONDARY AND SMALL OFFICE STRATEGIES

4.3 WORKPOINT PLANNING STRATEGIES

4.3.1 SEQUENCING STRATEGIES

4.3.2 FUNCTIONAL ADJACENCIES

4.4 FIXED FONCTION STRATEGIES

4.5 INTERIOR SIGNAGE AND WAYFINDING

4.1 STRATEGIES FOR MULTI-LEVEL STACKING

When planning larger workplaces, there are two general strategies that apply to vertical stacking respecting the Activity Profiles, Zoning and workpoint distributions. For **consistent** vertical stacking strategy (Model A), **a single GCworkplace Activity Profile is selected** to represent the activity types and workstyles. The floors can then be zoned consistently to create a typical floor template, allowing for minor differences between floors to accommodate, where applicable, Special Purpose or Program-Specific Spaces. Otherwise, a **segmented** vertical stacking strategy (Model B) best applied to medium and large floorplates. In this scenario, it is preferable to keep certain workpoints, such as meeting rooms and support spaces, consistent.

Model A: Consistent vertical stacking strategy

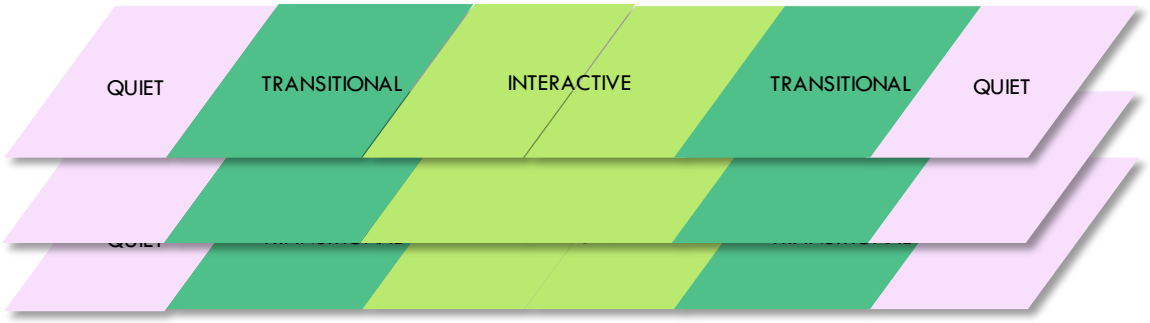
The benefits include:

- Facilitates navigation due to consistent floor planning
- Allows workpoints locations to be consistent and easier to locate
- Evenly distributes workpoints and support spaces, reducing the risk of floors overuse or underuse
- Is ideal for small and medium floorplates

Model B: Segmented vertical stacking strategy

The benefits include:

- Allows to assign teams with similar activity profiles and needs to a section of the floor including the three functional areas
- Facilitates group cohesion by ensuring the proximity of same team members in a smaller perimeter
- Centralizes group-specific needs in one place
- Keeps support spaces in the same place on all floors

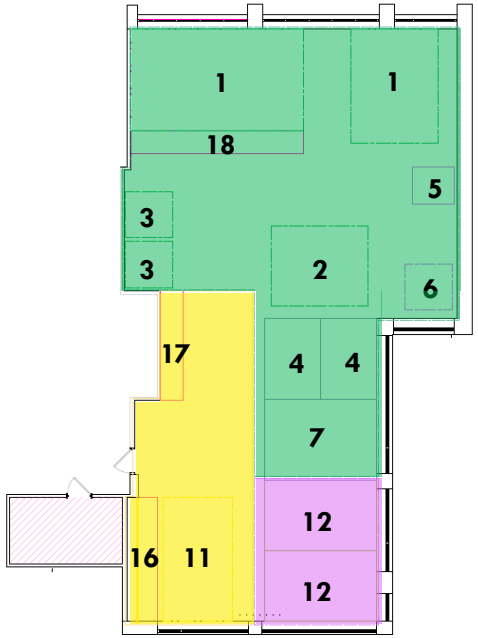


4.2 REGIONAL, SECONDARY AND SMALL OFFICE STRATEGIES

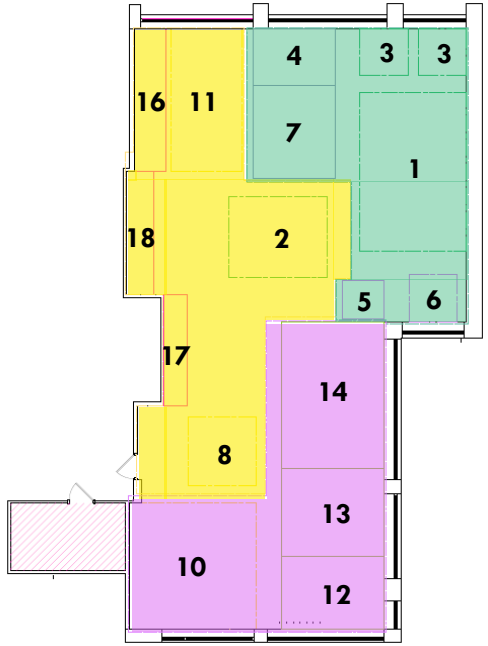
In smaller offices, GCworkplace Activity Profiles can still be used. However, in order to meet GCworkplace key design principles, some adjustments may be required. For example, when smaller floor areas make acoustic management more challenging, it is possible to use an enclosed Study in place of a Quiet Zone. 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 individual enclosed workpoint such as Focus Room can serve as a Phonebooth. Alternately, flexible furnishings can allow to transform 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 GCworkplace Activity Profile:

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

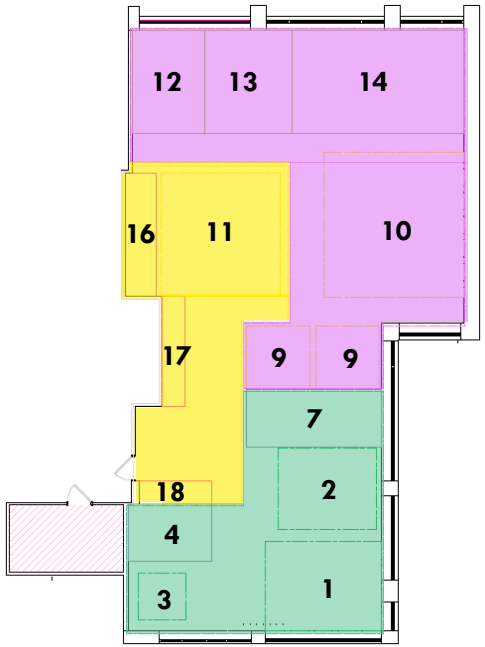
AUTONOMOUS



BALANCED



INTERACTIVE



QUIET ZONE

TRANSITIONAL ZONE

INTERACTIVE ZONE

4.3 WORKPOINT PLANNING STRATEGIES

PRIMARY INDIVIDUAL OPEN

- ✓ Workstations to be primarily located in proximity to perimeter windows, generally in a Quiet or Transitional Zone
- ✓ Touchdowns to be in any zone, with a grouping to be considered near main entrance, for visitors and quick access
- ✓ Focus pods to be primarily located in Quiet and Transitional Zones

PRIMARY INDIVIDUAL ENCLOSED

- ✓ Focus rooms to be located in a Quiet or Transitional Zone
- ✓ Phonebooths to be located throughout the floor, mainly in Quiet Zone

SECONDARY INDIVIDUAL

- ✓ Reflection Points to be located in a Quiet Zone near windows
- ✓ Active Workstations to be located in a visually private and enclosed room, ideally facing windows
- ✓ Studies to be located in a Quiet Zone, or used as a Quiet Zone for very small floorplates

COLLABORATIVE OPEN

- ✓ Chat points to be located in an Interactive or Transitional Zones, typically near meeting rooms and paths of travel
- ✓ Huddles to be located in Interactive or Transitional Zones
- ✓ Teaming areas to be ideally located in an Interactive Zone
- ✓ Lounges to be located in an Interactive or Transitional Zone, near the kitchenette

COLLABORATIVE ENCLOSED

- ✓ Work Rooms to be located in a Transitional or Interactive Zone
- ✓ Project Rooms to be located in a Transitional or Interactive Zone
- ✓ Meeting Rooms to be located in a Transitional or Interactive Zone

For further **technical information on workpoints,** consult the GCworkplace Technical Reference Manual >>

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WORKPOINT PLANNING STRATEGIES (Continued)

4.3.1 SEQUENCING STRATEGIES

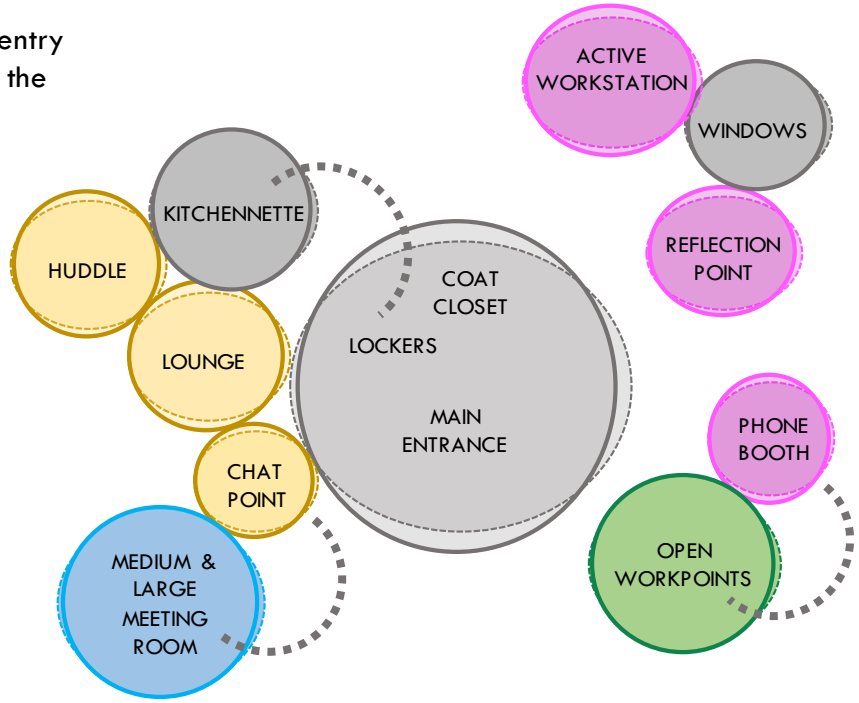
Sequencing of workpoints from main entry points should follow a **logical sequence of activities** to create an intuitive user experience. For example, occupants tend to use lockers first, followed by main supporting spaces or Meeting Rooms, then they can choose a short, medium or long term workpoint.

- Lockers to be located near main entrance to facilitate personal items storage when arriving or leaving
- A Chat point must be provided at Main Entrance to allow impromptu discussion between colleagues
- Spaces most often used by visitors, such as Large Meeting 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

4.3.2 FUNCTIONAL ADJACENCIES

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

- ✓ **Lockers + Coat closets** for proximity to store seasonal items
- ✓ **Kitchenette + Lounge + Huddle** to provide additional places to work, chat and eat in a friendly environment
- ✓ **Active Workstation + Window** for proper use of this workpoint
- ✓ **Phonebooth + Open individual workpoint** to optimize its quick and unplanned use
- ✓ **Meeting Room + Chat point** to allow discussion before or after a meeting
- ✓ **Reflection Point + Window** to maximize comfort and wellbeing



4.4 DEDICATED ACTIVITY STRATEGIES

Some group specific activities may require one or more dedicated workpoints for a particular activity, such as a large table to review plans, a specific technology or a confidential area. Therefore, this means that a specialized function can be assigned to a specific workpoint that supports it.

DEDICATED WORKPOINTS

Workpoints dedicated to a specialized activity must be holistically integrated into the GCworkplace planning. Thus, the design must be developed according to the functional proximity between the activity dedicated workpoint and the other workpoints. In terms of best practices, it is recommended to plan any activity dedicated workpoints in the Transitional Zone in order to reach the greatest number of employees workstyle.

DEDICATED SPACES

Spaces that are dedicated to one or more specialized activities must meet the GCworkplace key design principles. **Employees who work regurlarly in this area should be able to benefit from the same flexibility in terms of choice, the same autonomy and the same variety as other occupants.** It is possible to isolate a dedicated space to one or more specialized activities by creating a physical barrier to **recreate an ecosystem** including the five GCworkplace key design principles.

4.5.1 DESIGNING FOR HIGH SECURITY

As mentionned in the Government of Canada Workplace Fit-up Standards, the client department is responsible for advising Public Services and Procurement Canada (PSPC) of its recurity requirements for their accommodation premises. However, an effective change management strategy as well as clients onboarding is the key to ensure the fit-up project success when there are specific security requirements to meet. The project team's responsibility, or the consultant's if applicable, is to educate the client about the design possibilities by trying to understand what their security restrictions are, such as the possibility of integrating a **dedicated space** (see section 4.4 above).

FEDERAL IDENTITY PROGRAM REQUIREMENTS

Interior signage is covered under Federal Identity Program (FIP) standards. **This includes spaces that have no public access**. These signs fall under common use and operational signs. They include direction and location signs, as well as zone identification signs (especially for Quiet Zone and Study), which would include boardrooms and other work spaces and workpoints.

The FIP Manual Signage Section explain how to apply the Government of Canada's visual identity on signs. Layout and design details that complement the FIP Manual such as direction and area signs, directional arrows and colours values. can be found in the technical specifications guide.

Government of Canada signs must be conform to the ***Official Languages Act requirements.*** More details available in the FIP Manual Official languages side by side Section.

Universal Design principles have been applied to develop a Government of Canada tactile signage system that is to be implemented in federal facilities. Tactile signage information can be found in the FIP manual section 4.3B.

4.5 INTERIOR SIGNAGE AND WAYFINDING

Well designed wayfinding system provide visual, tactile, hearing and digital directions throughout the space. It is therefore important to develop a simple, effective and constant strategic orientation plan in order to enhance the work environment. Keeping occupants at the center of the experience is essential as a sense of safety, well-being and empowerment improves when there principles are applied.

An effective wayfinding strategt results in a fusion of directional information and creativity to help occupants and visitors find their way easily and logically. It can therefore be very interesting to use and highlight the architecture, interior design, quality materials, lighting, workpoints and floor concepts. Designers can also support wayfinding by creating various concepts such as using specific material near doors, using different colors to identify the Quiet Zone, or any other design strategies that support the information that may also be available through signage. The whole must reflect the occupants organizational culture, thus contributing to the creation of a sense of belonging.

WAYFINDING BEST PRACTICES

- ✓ Eliminate unnecessary complexity in the design of wayfinding
- ✓ Avoid conflicting/disorienting information
- ✓ Identify the Quiet Zone with signage as well as environmental cues (accent lighting, lower ceiling baffles, etc)
- ✓ Include spatial indicators to distinguish zones and enclosed room by emphasizing key architectural elements, **in order to physically feel the change of zones**

ACKNOWLEDGEMENTS AND CONTACT INFORMATION

PHOTOS COURTESY OF:

- PSPC Montréal
  - Designed by: Aedifica with Jean-Pierre Lemonde, Pascale Desbiens and Isabelle Nadeau from PSPC
  - Photographed by: Jérôme Labrecque
- PSPC Gatineau
  - Designed by: 4té
  - Photographed by: Justin Vanleeuwen (JVL photo)
- NRCan Ottawa
  - Designed by: LWG architectural interiors
  - Photographed by: Kevin Belanger
- SSC Ottawa
  - Designed by: LWG architectural interiors
  - Photographed by: Kevin Belanger


JVL photo

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

For any questions or comments, please contact:
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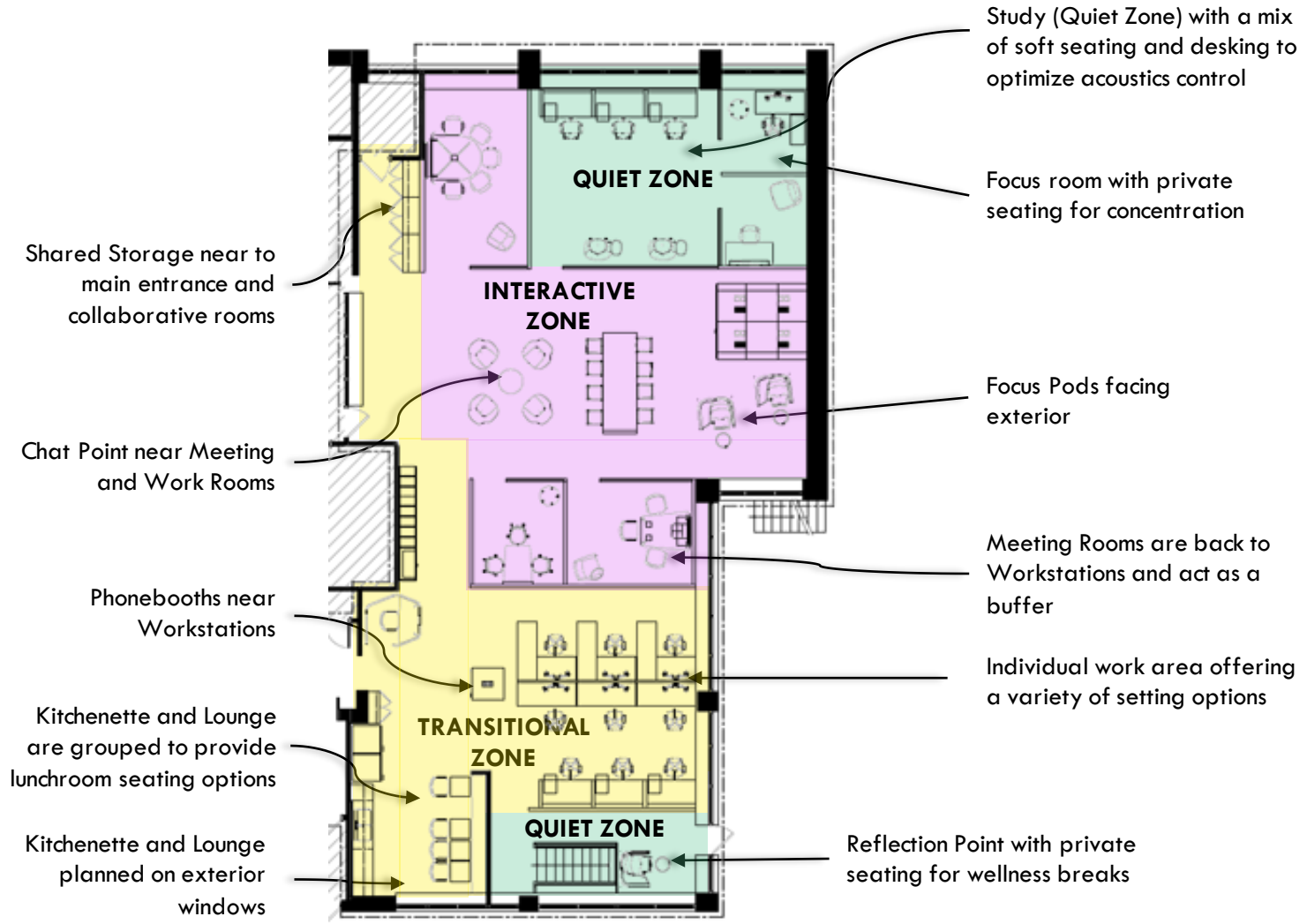
ANNEX : SAMPLE PLANS

BALANCED PROFILE

309m2

POPULATION OF 26

PLAN ANALYSIS: REGIONAL, SECONDARY AND SMALL OFFICE

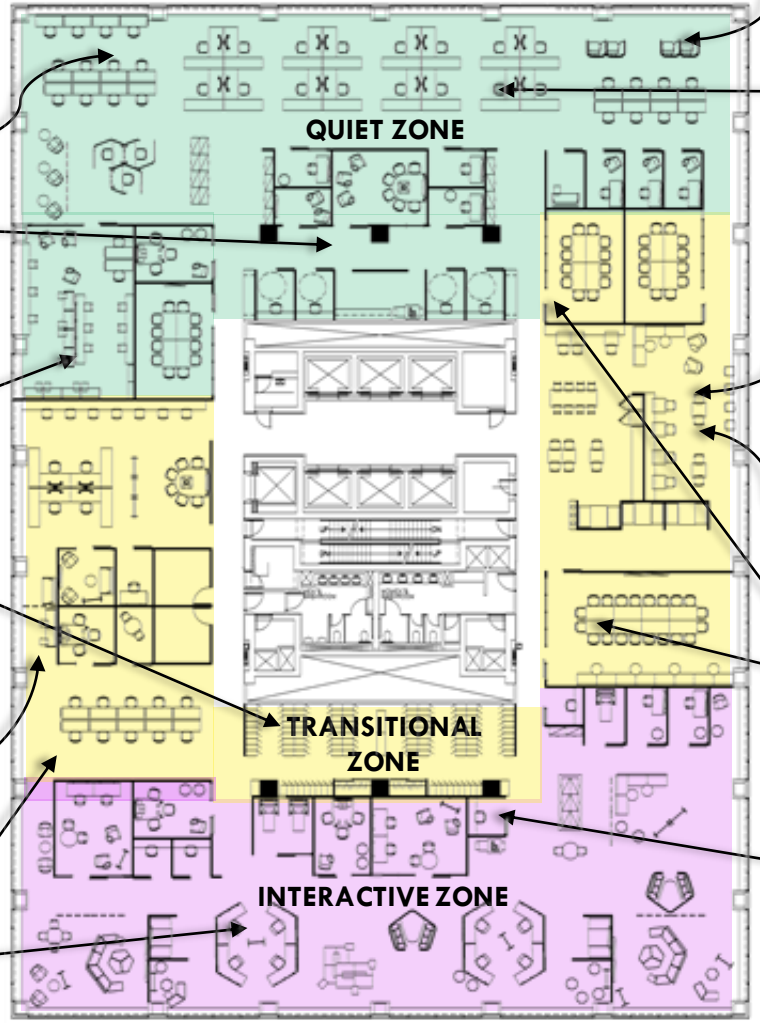


BALANCED PROFILE

1800m2

POPULATION OF 150

PLAN ANALYSIS: FLOOR PLAN



Quiet individual work area offering a variety of seating options

Doors to enclosed workpoints in Quiet Zone oriented to minimize disruption

Study with a mix of soft seating and desking

Centralized Lockers combined with additional coat closets for personal storage

Reflection Point with private seating for wellness breaks

A variety of Workstations oriented to facilitate collaboration

Quiet individual Focus Pods facing exterior

Workstations in the Quiet Zone are individually-oriented and offer visual privacy

Kitchenette and Lounge planned on exterior windows, but partially open to allow daylight infiltration

Kitchenette and Lounge are grouped to provide lunchroom seating options

Large and Medium Meeting Rooms are close to main point of entry, for guest access

Phonebooths distributed throughout the space