GCworkplace
DESIGN GUIDE

TRANSFORMING THE WORKPLACE EXPERIENCE
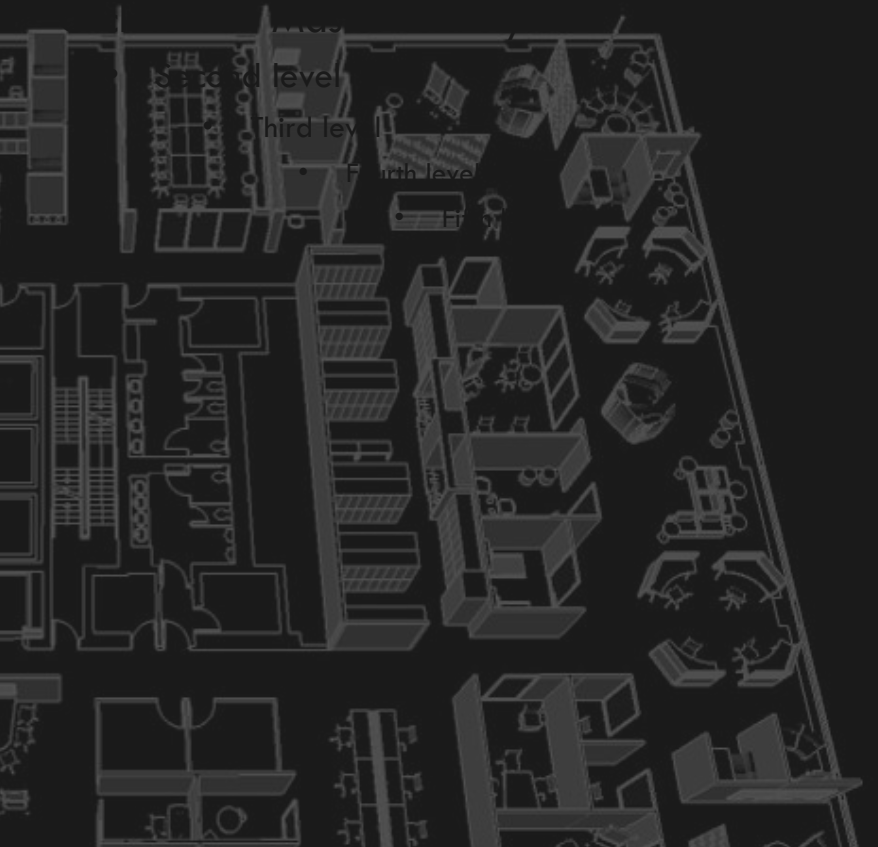
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NRCan office, Ottawa

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

GCpedia

Available internally to GC employees

GCwiki

Available internally, and externally

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 GCwiki):

GCWORKPLACE TECHNICAL REFERENCE MANUAL

Detailed technical specifications for workpoints and support space. For additional IT specifications please refer to the https://wiki.gccollab.ca/images/b/bc/Workpoint_IT_Requirements_EN.pdf

GCWORKPLACE SPACE PLANNING WORKBOOK

A **mandatory tool** for planning and calculating workpoint ratios and distributions, also used for compliance monitoring at the project level.

GCWORKPLACE FUNCTIONAL PROGRAMMING 101

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

GCWORKPLACE STANDARD WORKPOINT TYPICALS (UPDATE TO COME)

Typical furniture layouts based on the Bundle of Goods, as well as IT/AV profiles and cost estimates.

GCWORKPLACE RESEARCH LIBRARY

A section of the GCworkplace Interior Design Resource Centre with case studies and concept guides

GCWORKPLACE INDIGENOUS DESIGN GUIDELINES

A guideline that provides direction to project teams with strategies to honour First Nations, Inuit and Métis communities of Canada by promoting Indigenous economic opportunities and incorporating culturally inclusive design.

1.2 WHY AN ACTIVITY BASED WORKPLACE ?

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. Activity Based Working (ABW) is a space planning concept that strives to address the challenges of the traditional and open plan office such as noise, privacy and sufficient spaces in which to meet and collaborate, and that best leverages modern productivity technology and the ability of the workforce to be mobile.

GCWORKPLACE DEFINED

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 seven **dimensions** of creating a flexible, healthy, efficient, inclusive, collaborative, green and **technologically advanced** space. A central criteria of GCworkplace is the principle of Activity Based Working, which is a way of working that offers all employees **equal access** to a **variety** of workpoints, allowing them to choose the optimal setting to perform their tasks and functions. For GCworkplace to function optimally, four key elements must be well integrated:

1. **Design:** the workspace is designed with a variety of spaces and work settings in which to perform various activities.

2. **Sensory experience:** spaces need to provide employees with explicit and implicit cues about how to use a space. Whether they need to access high- or low-sensory space for the type of work they're doing, employees should be able to easily gauge which space is right for them in the moment.

3. **Behavioral reinforcement:** With optimal design and sensory cues, the space itself works best when people are aware of its expectations; clear communication and a change management process help organizations make the most of their workplace transformations.

4. **Iterative learning:** The flexibility and adaptability of GCworkplace is a critical element that allows organizations to grow and evolve in their space over time; through observation and evaluation of workplace performance and employee experience, an organization can learn what works best and optimize their space to suit their evolving needs and functions.

PSPC office, Gatineau (GCcoworking)

1.3 ACHIEVING SOCIAL AND ENVIRONMENTAL SUSTAINABILITY

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 socially and environmentally sustainable workplace **adapts easily to change**, is **healthy for occupants** and has a **reduced environmental footprint**.

SOCIAL IMPACTS OF WORKPLACE DESIGN

With the rise of hybrid working, the value of the workplace as a hub for collaboration and social connection is more important than ever. A socially sustainable workplace is one that enriches the employee experience, promotes diversity and individual wellbeing and supports healthy teams and communities. GCworkplace design tools and strategies enable design teams to plan a wide variety of the types of spaces that support these goals. These include various collaborative spaces and areas for impromptu social exchange to reinforce group dynamics and help teams build trust and rapport, as well as spaces for focused individual work and quiet contemplation which can benefit those who may not have access to quiet or privacy in their remote work arrangements. Diversity can be further embraced by creating space for individual needs and cultural practices not traditionally supported in the workplace. By focusing design and planning strategies on those spaces that will bring the most value to the employee experience, the workplace can be leveraged as value-added to support an organization's future of work strategy.

MANDATORY SUSTAINABILITY CERTIFICATIONS

In 2021, PSPC Real Property Services reinforced its commitment to sustainability by identifying mandatory certifications for all projects. New Construction must now meet LEED Gold and WELL Silver or equivalent, whereas Fit-Up projects over 1000m2 must meet LEED Silver and Fitwel 1 star or equivalent. A framework has also been developed to provide guidance for Fit-Ups under 1000m2, as well as various other types of projects. For the full certification criteria refer to the PSPC Real Property Sustainability Handbook.

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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:

PART 2

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. Consulting **ALL** employees is important in ensuring all requirements are captured as well as promoting a sense of belonging and contribution.

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.

PSPC office, Gatineau (GCcoworking)
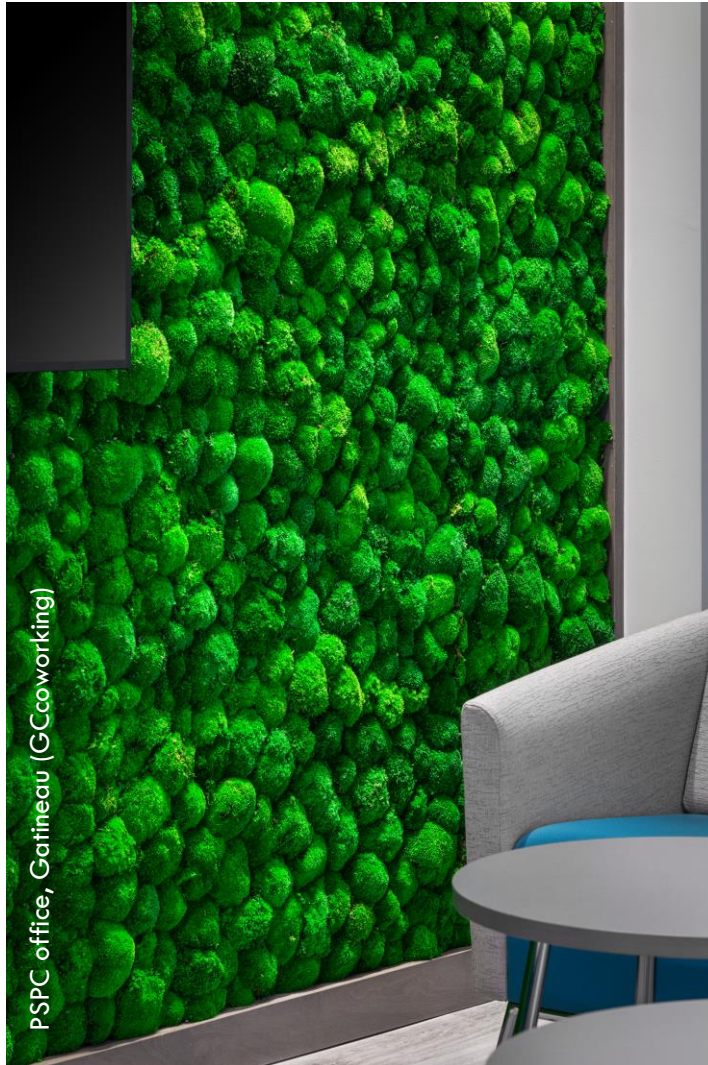
2.1 USER-CENTRIC DESIGN

GCworkplace recognises that a welcoming, supportive and aesthetically pleasing workplace have a significant impact toward increasing **engagement, job satisfaction, creativity, and quality of work.**
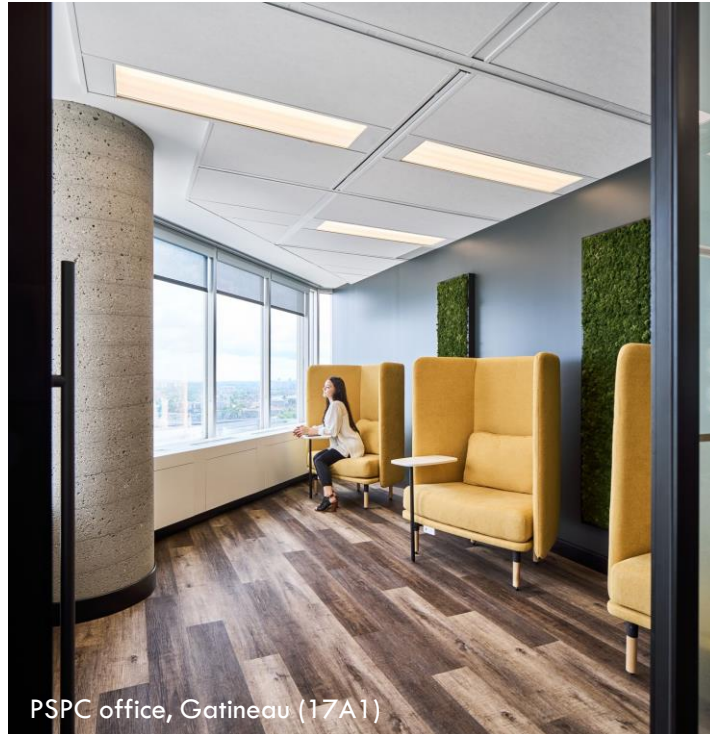
2.1.1 BIOPHILIC DESIGN

The principles of biophilia when applied to design consist in reconnecting humans with nature in order to improve their well-being, comfort, productivity and performance.

Although incorporating plants is the most obvious strategy, biophilia is not limited to such. This concept focuses on the balanced and thoughtful integration of natural elements;

- **Visual links with nature:** Literal integration of nature into the space
- **Invisible link with nature:** Creation of auditory, olfactory, tactile or gustatory stimulations
- **Dynamic and diffused light:** Access to natural light and use of reflective surfaces
- **Material connection with nature:** Use of natural materials and colors
- **Biomorphic shapes and patterns:** Creating references to nature with patterns, textures or symbols
- **Perspective and mystery:** Creation of unobstructed views and partial or obscured views
- **Mobility and orientation:** Integration of a simple and predictable circulation path
- **Refuge:** Creation of small refuge space with visual privacy
- **Transition space:** Allowing the change of atmosphere from zones
- **Workplace attachment:** Creating an anchor in place by reflecting the local ecology
- **Focus:** Adding acoustic panels and separations between spaces for sound management

PSPC office, Gatineau (17A1)

2.1.1 BIOPHILIC DESIGN (Continued)
As an example, an analysis of a GCworkplace project was completed to highlight best practices in Biophilic Design. It shows design applications of the concept of biophilia by creating visual and sensory links with nature through light and perspective, judicious selection of materials and colors, as well as the choice of furniture.

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 within enclosed rooms with interior glazing
- ✓ Add plants, and vegetative green walls (if possible)
- ✓ Use light-reflecting surfaces in darker areas of the office
- ✓ Choose a color palette based on the hues found in natural environments
- ✓ Incorporate natural features, materials and patterns into the design e.g. natural wood grains, cork, stone
- ✓ Include natural images reflecting the local ecology e.g. patterned wall paper, image wall wrap
- ✓ Include wooden slats, hanging plants, partitions, suspension lamps, etc. to clear identify zoning and wayfinding
- ✓ Adding acoustic panels and separations between spaces for sound management
- ✓ Include color-changing, dimmable LED lights in the Wellness Room
- ✓ Limit visual access to the quiet contemplation areas and privacy e.g. by using high-backed chairs

2.2 PROMOTE EQUAL ACCESS

In the broader workplace context, a work culture that encourages mobility, enabling employees to choose where and how they work based on the requirements of their day-to-day activities, whether that be in the office, at home or another location, reduce stress, enable better balance between work and personal activities and promotes a greater sense of autonomy and control, which has been shown to contribute to more engaged and productive organizations. 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

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 focus 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.**

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 more information on **workpoints adjustability,** consult the GCworkplace Technical Reference Manual

GENDER BASED ANALYSIS +

Gender-Based Analysis (GBA) is an analytical process used to assess how diverse groups of people from various identity groups may experience policies, programs and initiatives differently. The "plus" in GBA+ acknowledges that this analysis goes beyond biological and socio-cultural gender- and sex-related identities, and includes an analysis of other identity factors, like race, ethnicity, religion, age, and mental or physical disability.

The scope of this analysis focused on the impact of workplace design in the Canadian Public Service for employees and individuals occupying government workplaces and who identify as members of the various identity groups noted.

Research was grouped into four themes: autonomy, group dynamics, privacy and wellbeing.

PROMOTE EQUAL ACCESS (Continued)

2.2.2 INCLUSIVE DESIGN AND ACCESSIBILITY

Inclusive design is used as a philosophy to create workplaces that are welcoming and **equitable** for all. Inclusive design includes Universal Design as it's a process that creates a holistic design solution that can be used by a diverse group of people. **Inclusive 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 inclusive 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 1700mm turning diameter for INDIVIDUAL workpoint types, open or enclosed
✓ Include a proper turning diameter for All COLLABORATIVE workpoints, open or enclosed (1700mm to 2000mm)
✓ Offer a variety of workpoint layouts, orientation and features
✓ Consider right-handed and left-handed use when specifying furniture
✓ Provide different ergonomic chairs through the various workpoints
✓ Include a variety of Wellness Rooms

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

As an example, an analysis of some GCworkplace workpoints was completed to highlight best practices in terms of Accessibility and Inclusivity. It is a visual demonstration in real projects of design solutions. To read the research, consult the Accessibility and Inclusivity Concept Guide (Coming soon).

SSC office, Ottawa

2.3 DESIGN FOR ACTIVITIES

One of the keys to a successful GCworkplace is ensuring a wide variety of workpoint types to support a range of activities and promote individual choice. Workplace activities vary among organizations as well as among groups within an organization. For most, the workday is comprised of several 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.

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 Interactive or Transitional Zones. Neurodiversity emphasizes the importance of a great variety of workpoints, well distributed in each zones of the GCworkplace.

BEST PRACTICES

✓ Improve acoustics by adding different architectural elements and materials to improve sound absorption
✓ Clearly define spaces with visual separation to minimize visual distraction
✓ Locate Workstations in all three functional zones and not only in the Quiet Zone

As an example, a case study of a GCworkplace schematic plan was completed to highlight best practices in term of Neurodiversity. It helps to understand how to design a workplace that consider the wide range of variation in human neurocognition. To read the research, consult the Neurodiversity Concept Guide.

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. Zoning is imperative to **cueing intended behaviors** and mitigating sound and visual distractions. 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. <u>**All GCworkplace designs must include all three functional zones, in varying sizes and quantities.**</u>
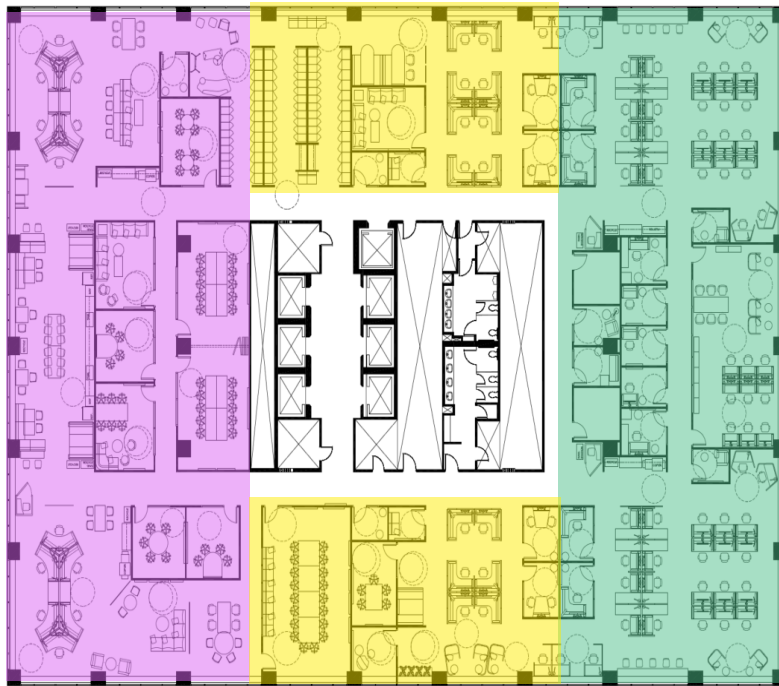
A **Quiet Zone** includes open, semi-enclosed, and enclosed individual workpoints. In these zones, the intent is to encourage individual focus work, and to support the need for quiet or private spaces.

A **Transitional Zone** includes a variety of open and enclosed spaces where less intense concentration is supported. Transitional zone 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.

TRANSITIONAL ZONE 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
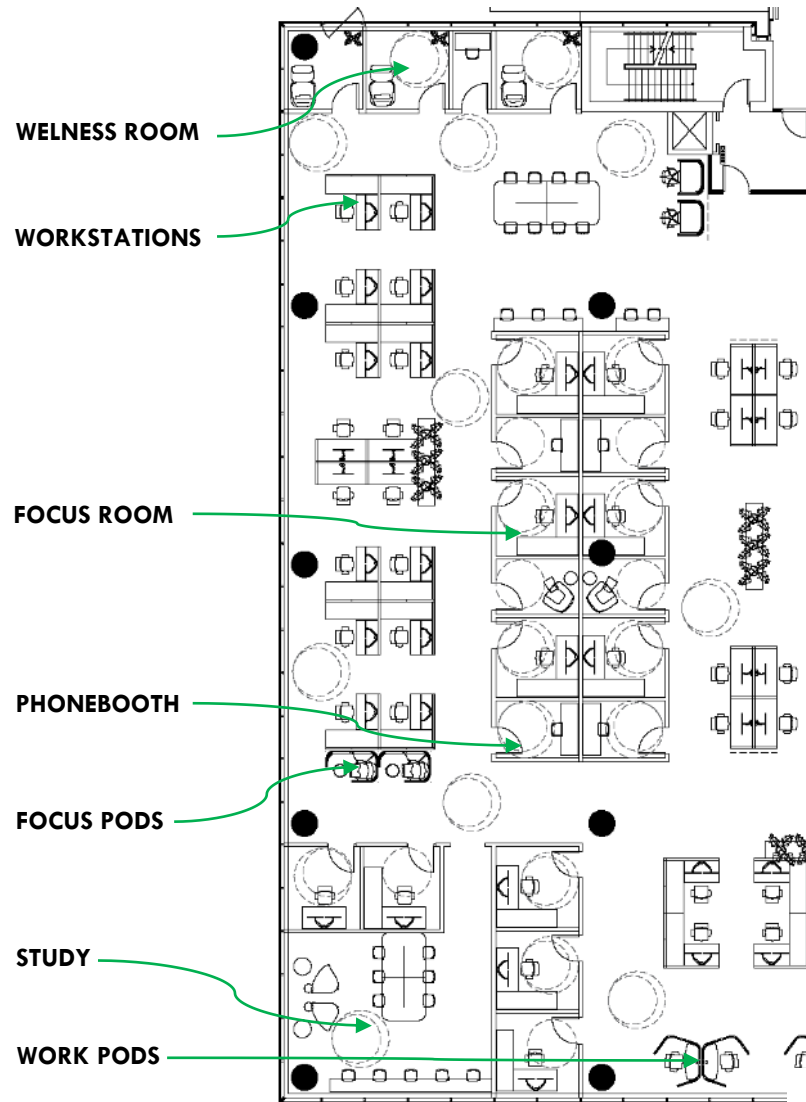
ZONE BY FUNCTION (Continued)

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 below 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

KEY DESIGN PRINCIPLES

WELNESS ROOM

WORKSTATIONS

FOCUS ROOM

PHONEBOOTH

FOCUS PODS

STUDY

WORK PODS
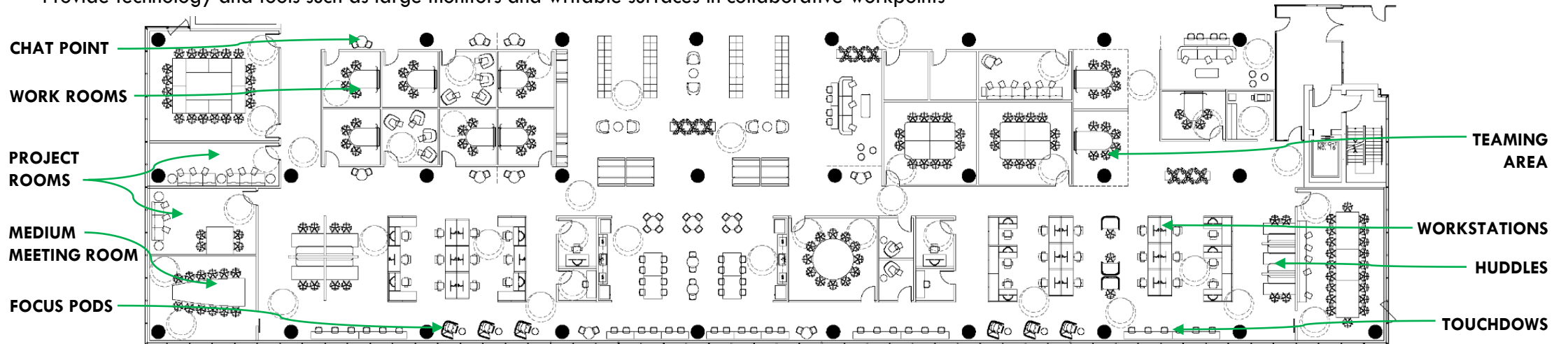
ZONE BY FUNCTION (Continued)

2.4.2 FOCUS WORK AND QUIET CONTEMPLATION

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.

The Study is also an important element in the promotion of a quiet space since it is the only workpoint in a group setting that impose a behavior, i.e. complete silence, since it is an enclosed room. By providing a quiet room in the Quiet Zone, the Study allows employees, especially those who are hyper-sensitive to noise, to focus in a room where sound is controlled. For this reason, the Study is an essential part of planning a functional GCworkplace.

PRIVACY BEST PRACTICE

✓ Provide a variety of individual workpoints with different levels of privacy, layout and orientation
✓ Plan visually private Focus Pods near windows with views to outdoors
✓ Plan the Quiet Zone as far as possible from the main entrance
✓ Plan noisier workpoints, such as collaborative open workpoints, away from the Quiet Zone to mitigate noise spill-over
✓ Plan Support Spaces, such as Lounges and Kitchenettes, where sound levels tend to be higher, away from the Quiet Zone
✓ Visually identify the Quiet Zone as well as Study 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
✓ Use darker color scheme in the Quiet Zone to create a calm environment
✓ In small spaces, group Focus Pods to create a mini-study to allow concentration in a quieter space

PSPC office, Gatineau (17A1)

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. Designing in an agile way allows the workplace to easily adapt to ever-evolving requirements. 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 how readily the workplace will be able to adapt. Enclosed spaces should be planned using a modularity framework 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
✓ Specify demountable partitions where possible to increase ease of re-use and re-configuration when the needs of a population change and allows for optimal flexibility
✓ Provide multipurpose spaces with a wide assortment of re-configurable workpoints, and vary the furnishings and settings within workpoint categories where possible to optimize space utilization

DESIGN DEVELOPMENT

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
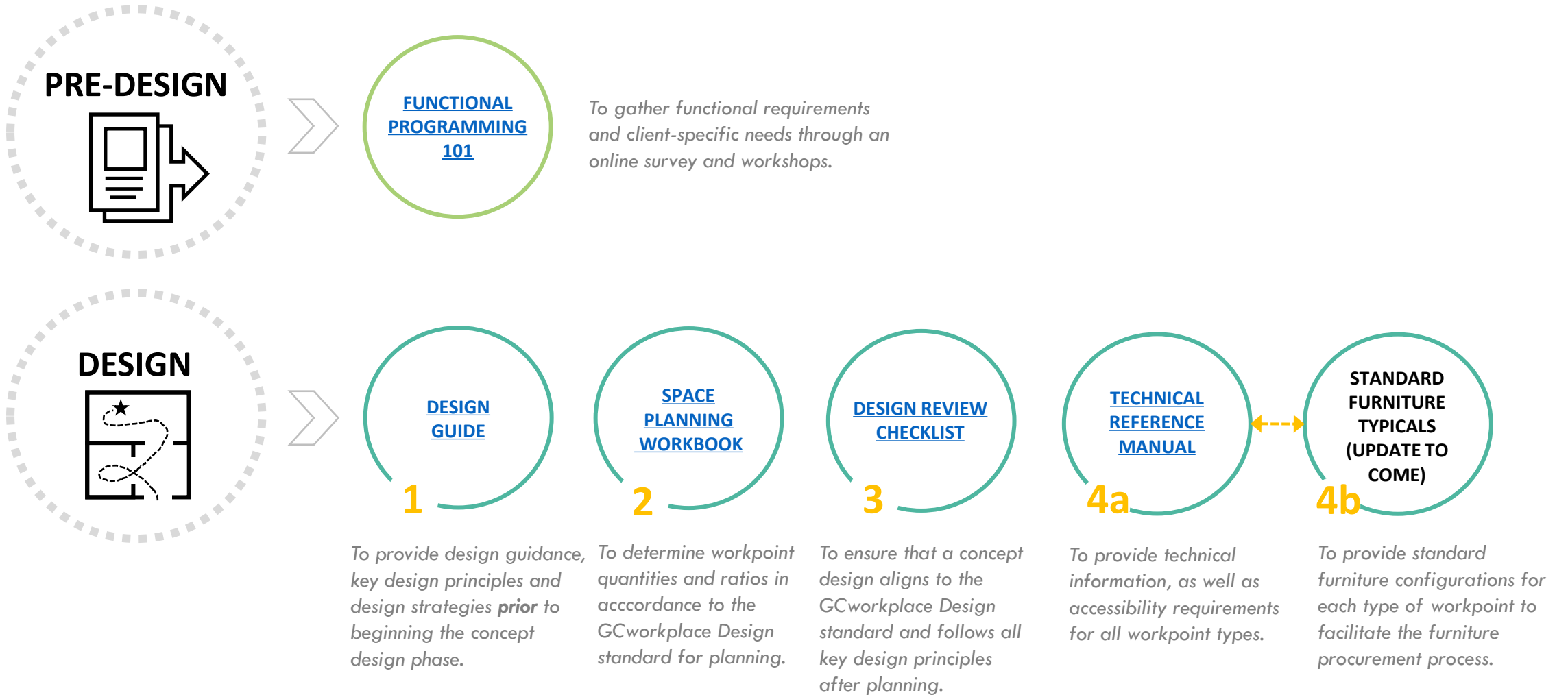
3.4 INTRODUCTION·TO WORKPOINTS

3.5 SUPPORT SPACES AND SPECIAL PURPOSE SPACES

3.6 WELLNESS ROOM

3.7 PERSONAL AND SHARED STORAGE

3.8 ESTABLISHING A BASELINE WORKPOINT DISTRIBUTION

PSPC office, Gatineau (9A1)

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

DESIGN GUIDE

1

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

SPACE PLANNING WORKBOOK

2

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

DESIGN REVIEW CHECKLIST

3

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

TECHNICAL REFERENCE MANUAL

4a

To provide technical information, as well as accessibility requirements for all workpoint types.

STANDARD FURNITURE TYPICALS (UPDATE TO COME)

4b

To provide standard furniture configurations for each type of workpoint to facilitate the furniture procurement process.

MOBILITY

Mobility refers to the level of movement between different activities throughout a typical day or week. This includes **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 :

- What is the hybrid work policy?

- How often are employees away from the office, or working from an alternate location?

- What kind of work and activities are performed by employees?

- What activities will be done at alternative locations and what activities will be done in the workplace?

The flexibility to choose when to come to the office impacts the type of activity mainly carried out in the workplace. Functional programming seeks to evaluate the tasks performed in the office considering that some will be done remotely due to the mobility of employees. Mobility should be considered in relation to workpoint ratios.

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.

The final functional programming report will reflect the data analysis and recommendations, primarily based on the GCworkplace 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.

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 GCworkplace 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, the preferred work atmosphere and the various needs will help to modulate the working environment according to these factors. Use the GCworkplace Design Survey Report Template to show the survey results.

3.3 GCWORKPLACE ACTIVITY PROFILES

The GCworkplace Activity Profiles provide three models for baseline 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 performed in the workplace, typical duration and frequency of these activities, workstyles and overall functional and technical requirements. The GCworkplace Activity Profiles support **activities that will be mainly performed within the workplace.** Therefore, it is important to distinguish between activities done within the workplace and activities that may be done from a remote site. A group's ideal GCworkplace Activity Profile will be determined through the Functional Programming process.

AUTONOMOUS
The Autonomous Profile is better suited to groups that will work individually in the office with a **limited** level of interaction. It features the highest proportion of individual workpoints.

BALANCED
The Balanced Profile is better suited to groups that will work both individually and collaboratively in the office with a **moderate** level of interaction. It has the most balanced distribution of workpoints with an equal proportion of individual and collaborative workpoints.

INTERACTIVE
The Interactive Profile is better suited to groups that will work collaboratively in the office with a **higher** level of interaction. It features the highest proportion of collaborative workpoints.

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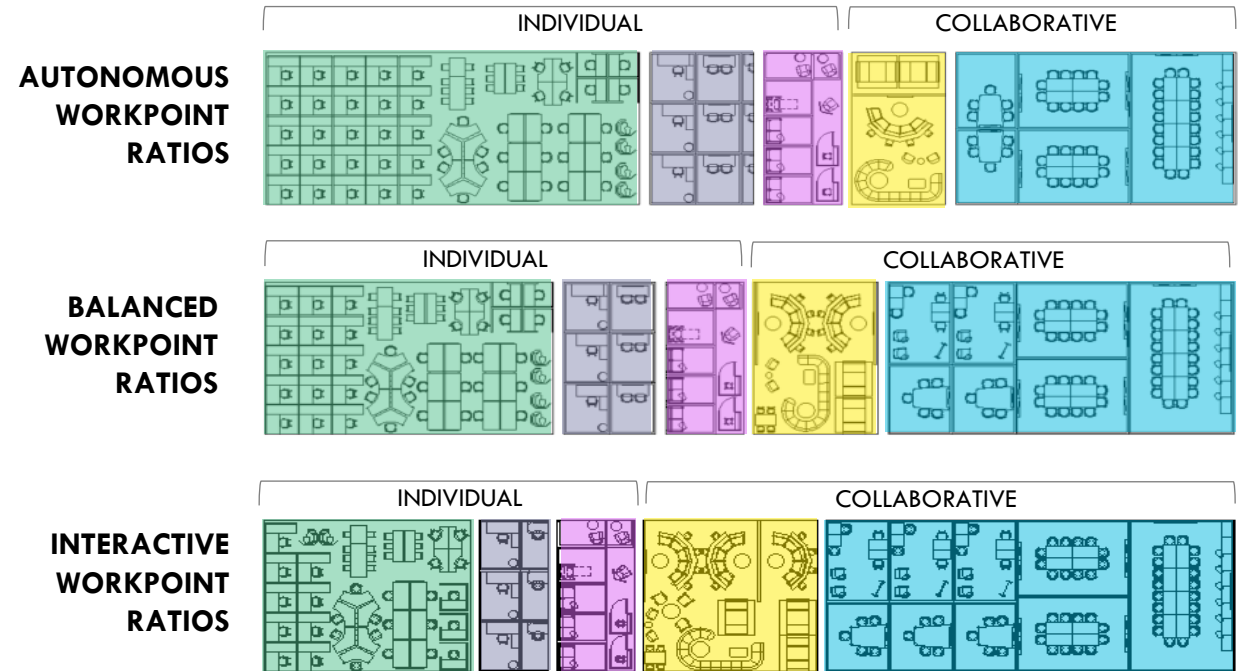
3.4 INTRODUCTION TO WORKPOINTS

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.

RESERVATION SYSTEM CONSIDERATIONS

For the optimal functionality of GCworkplace, it is recommended that a reservation system is considered. The system can be used to evaluate the utilization of specific workpoints and manage on-site occupancy. There should be a balance of bookable and non-bookable workpoints; allowing employees the autonomy to pre-select a workpoint according to their preference and needs while also allowing for impromptu internal mobility. Options should be further explored by the project team.

3.4.1 WORKPOINT QUICK REFERENCE GUIDE

PRIMARY OPEN INDIVIDUAL

WORKSTATION (L-Shaped and Benching)
Posture & Intent: <u>Formal</u>; individual work requiring moderate focus in an open area
Typical Furnishings: Worksurface and task chair, with panels/privacy screens
Utilization Guidance: <u>Mid to long-term</u> workpoint for activities such as reading, writing, analysing, researching, emailing, reviewing and routine tasks

PRIMARY OPEN INDIVIDUAL

WORK POD
Posture & Intent: <u>Formal</u>; individual focus work with partial privacy in an open area
Typical Furnishings: Worksurface and task chair, with screens or panels added for visual privacy
Utilization Guidance: <u>Short to mid-term</u> workpoint for activities such as reading, writing, analysing, researching, emailing, reviewing

PRIMARY ENCLOSED INDIVIDUAL

FOCUS ROOM
Posture & Intent: <u>Formal</u>; individual focus work, and two-person (where applicable) focus & collaborative work in an enclosed room with high level of acoustic privacy and moderate level of visual privacy
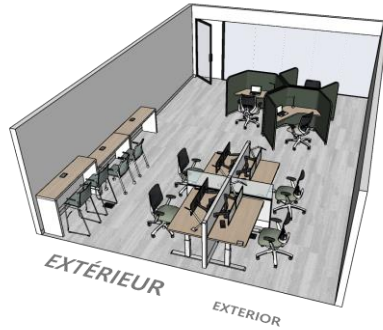Typical Furnishings: worksurface or media table & task chair, and collaborative technology (where applicable)
Utilization Guidance: <u>Mid to long-term</u> workpoint for activities such as reading, writing, analysing, researching, emailing, reviewing, virtual meetings, working on documents that require visual privacy, or collaboration in pairs where a high level of acoustical privacy is required

For additional technical information please refer to the Gcworkplace Technical Reference Manual

3.4.1 WORKPOINT QUICK REFERENCE GUIDE

**PRIMARY ENCLOSED INDIVIDUAL**

STUDY

Posture & Intent: <u>Formal & informal</u>; individual focus work in a room with absolute quiet, and optional adjacency to shared resources library or files

Typical furnishings: Mix of furnishings to provide variety; worksurface & task chair, soft seating & laptop table, and shared resource storage (where applicable)

Utilization Guidance: <u>Short, mid and long-term</u> individual workpoints for activities such as reading, writing, analysing, researching, emailing, reviewing, accessing shared physical reference material, accessing consolidated file storage

SECONDARY INDIVIDUAL
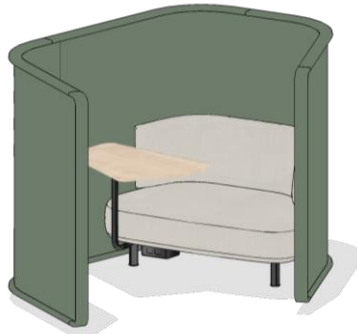
FOCUS POD

Posture & Intent: <u>Informal</u>; individual work in a lounge setting with more moderate visual privacy in an open area

Typical Furnishings: Soft seating & laptop table, with more enclosed privacy screens/panels

Utilization Guidance: <u>Short to mid-term</u> workpoint for activities such as routine tasks, reading, contemplating, emailing, reviewing, quiet breaks between other work activities

SECONDARY INDIVIDUAL

TOUCHDOWN

Posture & Intent: <u>Informal</u>; individual work in an open environment, and a touchpoint in between tasks

Typical Furnishings: Surface and chair or stool, with access to power (where applicable)

Utilization Guidance: <u>Short-term</u> workpoint for activities such as routine tasks, correspondence, informal collaborative work and shorter-term use between other work activities

For additional technical information please refer to the Gcworkplace Technical Reference Manual

3.4.1 WORKPOINT QUICK REFERENCE GUIDE

SECONDARY INDIVIDUAL

PHONEBOOTH
Posture & Intent: <u>Formal & informal</u>; individual work in an enclosed room with added visual and acoustic privacy
Typical Furnishings: Mix of furnishings to provide variety; counter & stool, surface & chair, soft seating & laptop table
Utilization Guidance: <u>Short-term</u> workpoint for activities such as individual phone calls, virtual meetings

OPEN COLLABORATIVE

CHAT POINT
Posture & Intent: <u>Informal</u>; multi-person collaborative work in an open environment
Typical Furnishings: Mix of furnishings to provide variety; surface & chair, soft seating
Utilization Guidance: <u>Short-term</u> workpoint for activities such as informal brief chats with co-workers, quick collaboration sessions, touchpoint in between tasks

OPEN COLLABORATIVE

HUDDLE
Posture & Intent: <u>Informal</u>; multi-person collaborative work in a semi-enclosed environment
Typical Furnishings: Soft seating & surface, and equipped with collaborative technology (where applicable)
Utilization Guidance: <u>Short to mid-term</u> workpoint for activities such as collaboration in groups, informal brief chats, dining

For additional technical information please refer to the Gcworkplace Technical Reference Manual

3.4.1 WORKPOINT QUICK REFERENCE GUIDE

OPEN COLLABORATIVE

TEAMING AREA

Posture & Intent: <u>Informal</u>; multi-person collaborative work in a semi-enclosed or open environment

Typical Furnishings: Mix of furnishings to provide variety; soft seating, surface & chair, and equipped with collaborative technology (where applicable)

Utilization Guidance: <u>Short to mid-term</u> workpoint for activities such as collaboration in groups, ideation & teamwork, presentations, scrums, social interaction & gatherings

OPEN COLLABORATIVE

LOUNGE

Posture & Intent: <u>Informal</u>; multi-person collaborative work in an open environment

Typical Furnishings: Mix of furnishings to provide variety; soft seating, surface & chair

Utilization Guidance: <u>Short to mid-term</u> workpoint for activities such as collaboration in groups, ideation & teamwork, dining, social interaction & gatherings

ENCLOSED COLLABORATIVE

WORK ROOM

Posture & Intent: <u>Formal & informal</u>; multi-person creative collaborative work in an enclosed room

Typical Furnishings: Mix of furnishings to provide variety; surface or media table & chair, soft seating, and collaborative technology (where applicable)

Utilization Guidance: <u>Short to mid-term</u> workpoint for activities such as collaboration in small groups, information sharing, presentations, virtual meetings with 4-6 in-person participants

For additional technical information please refer to the Gcworkplace Technical Reference Manual

3.4.1 WORKPOINT QUICK REFERENCE GUIDE

ENCLOSED COLLABORATIVE

PROJECT ROOM

Posture & Intent: <u>Formal & informal</u>; multi-person creative collaborative work in an enclosed room

Typical Furnishings: Mix of furnishings to provide variety; soft seating, meeting table, media table and chairs, and collaborative technology (where applicable)

Utilization Guidance: <u>Mid to long-term</u> workpoint for activities such as collaboration in medium groups, training, workshops, strategic planning sessions, ideation & teamwork, brainstorming

ENCLOSED COLLABORATIVE

MEDIUM MEETING ROOM

Posture & Intent: <u>Formal</u>; multi-person collaborative work in a more traditional enclosed room

Typical Furnishings: meeting table and chair, and collaborative technology (where applicable)

Utilization Guidance: <u>Short to mid-term</u> workpoint for activities such as collaboration in medium and larger groups, presentations, training

ENCLOSED COLLABORATIVE

LARGE MEETING ROOM

Posture & Intent: <u>Formal</u>; multi-person collaborative work in a more traditional enclosed room

Typical Furnishings: meeting table and chair, and secondary soft seating & laptop tables (in addition to the traditional table and chairs), and collaborative technology (where applicable)

Utilization Guidance: <u>Mid to long-term</u> workpoint for activities such as collaboration in larger groups, teamwork, presentations, training

For additional technical information please refer to the Gcworkplace Technical Reference Manual

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 Zones, often adjacent to a Lounge
✓ Close, partially or fully, Kitchenettes with full-height partitions to minimize disruption

EQUIPMENT AREA BEST PRACTICE

✓ Centralize business centres and shared support spaces

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

3.5 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 collaborative 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.

3.6 WELLNESS ROOM

MENTAL HEALTH, PHYSICAL HEALTH, SPIRITUAL NEEDS AND MATERNITY NEEDS

Whether it's workplace stressors or outside forces, employees' personal needs cannot always wait until the end of the business day to be addressed. By providing a space in which employees can escape from the traditional working environment, it can have a positive impact on wellbeing, and inspire a culture where health and happiness are important.
The Wellness Room should be designed to meet mental health needs, physical needs, or maternal necessities. The use of the room will vary from one employee to another - it can be used for; quiet contemplation, stretching, meditating, to perform relaxation exercises, listening to music, breastfeeding, as a refuge or a private sensory relief space.
The rooms look and feel should be significantly different from the rest of the workplace, it should be a comfortable environment that is meant to help those that use it feel as secluded as possible from the sometimes-overstimulating office environment.

WELLNESS ROOM KEY DESIGN PRINCIPLES

The Wellness Room is based on several key design principles: WELL design, Biophilia, Promote Equal Access, Inclusive Design, Design for Activity, and neurodiversity.

As the Wellness Room is a short-term support space, it must be included in the project according to the quantity given in the GCworkplace Space Planning Workbook. When a project workbooks calls for several Wellness Rooms, providing a variety of room designs offers greater flexibility to the occupants. In this case, one room could be designed to be darker and more secluded, while the other could be brighter and more open. Note that any types of Wellness Room is intended to encourage mental health, inclusivity, and accessibility.

For more information, consult the GCworkplace Technical Reference Manual

BEST PRACTICES FOR THE WELLNESS ROOMS

✓ Create an environment that stands out from the rest of the workplace by using materials and textures to evoke nature and create a feeling of comfort and relaxation
✓ Locate in the Quiet or Transitional Zone, in a discreet area not visible from other workpoints
✓ Choose soft and inviting furnishings like upholstered seating, soft finishes and furniture that can recline
✓ Plan easily movable furniture and accessories, to allow for low effort room reconfiguration
✓ Provide semi-frosted to fully frosted film to interior glazing to create visual privacy
✓ Include soundproofing to increase acoustic privacy
✓ Include signage on the expected use of the Wellness Room (e.g. no phone/tech. use, etc.)
✓ Provide an occupancy indicator on the door
✓ Include adjustable lighting, sound and temperature control
✓ If required, provide access to sink, faucet, paper towel, and soap; either within the room or within close proximity

GLOSSARY OF TERMS

Target Occupancy:

The number of individuals who can physically be in the workplace at one time. Target occupancy is determined by using the GCworkplace Space Planning Workbook, which is based on a calculation of 11mu2/occupant.

Population:

The number of people who will be assigned to the space. Due to varying hybrid work models and external mobility levels, the total population of a workplace will likely be higher than the workplace's target occupancy.

Locker Unit:

A singular locker unit that may be divided up as a single height (full height), double height (half height), or a multi-unit cubby (3-5 high).

3.7 PERSONAL AND SHARED STORAGE

As per the Government of Canada Workplace Fit-Up Standards, Section A3.2 Fit-up Elements and Funding Accountabilities - Lockers (also known as Personal Storage Solutions) are included within the bundle of goods and allocated per this document, GCworkplace Technical Reference Manual and GCworkplace Space Planning Workbook.

STANDARD:

Locker Areas are designed to facilitate shared storage space and should include coat closets, boot storage and appropriate seating. Ideally, Locker Areas should be located away from the Quiet Zone and centralized in one or two areas adjacent to primary paths of circulation.

Organisations have the flexibility to explore a locker strategy to suit their operational needs, however they must not exceed the **total area** AND **maximum quantity of locker units**, as described below.

TWO RULES TO FOLLOW:

1 **Total area: The method used to calculate the maximum Locker Area is 0.5 sq.m. per target occupant.** This area must include the locker units, accessible benches, shared storage such as coat closets and boot storage and clearance/circulation as per the local building and accessibility codes. (i.e. a target occupancy of 100 would allow for a Locker Area of 50 sq.m.)

2 **Maximum quantity of locker units: The maximum quantity of locker units must never exceed the target occupancy, as calculated in the GCworkplace Space Planning Workbook.** This is to avoid inadvertently encouraging over-occupying a space and contravening any local building code directives as well as ensuring that the floor space is optimized for workpoints rather than storage. (i.e. a target occupancy of 100 would allow for 100 Locker Units)

Locker Units

As mentioned in the "Glossary of Terms" section on page 2, a locker unit can be defined as:

A singular locker unit that may be divided up as a single height (full height), double height (half height), or a multi-unit cubby (3-5 high).

Single height (full height) = One Locker Unit

**Double height (half height) = One Locker Unit**

Multi-unit cubby (3-5 high) = One Locker Unit

IMPORTANT NOTE:

As locker units are available in several different widths, it is important to note that the smaller the locker unit selected the more that can fit within the allotted area, and the larger the locker unit selected the less that can fit within the allotted area.

Compliant

Full Height Locker Units

Coat Closet

Casual Seating

Coat Closet

Locker Area Space Allocation
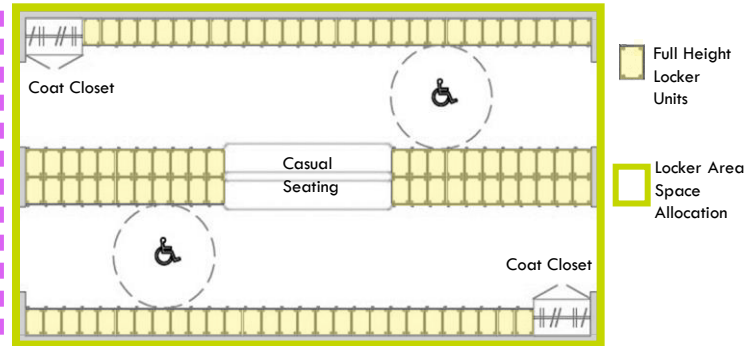
*Note: the example diagram above shows how the use of 12"x18" locker units with building code circulation fits within the total space allocation of 50 sq.m. for a target occupancy of 100.

Non-Compliant

Exceeds Space Allocation

Half Height Locker Units

Casual Seating

Locker Area Space Allocation
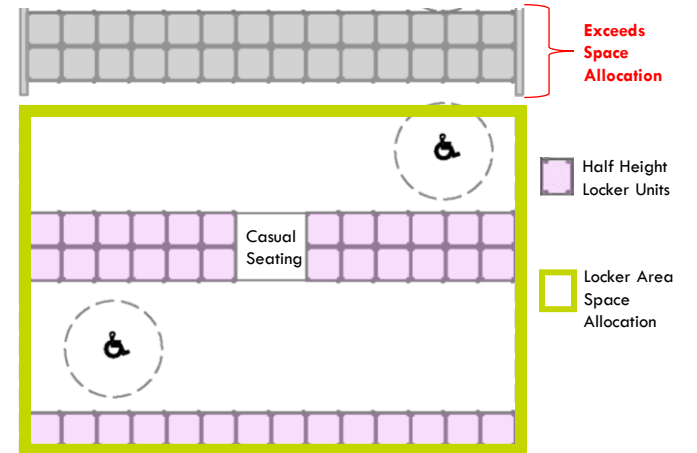
*Note: the example diagram above shows how the use of 24"x24" locker units with the building code required circulation exceeds the total space allocation of 50 sq.m. for a target occupancy of 100.

UTILIZATION STRATEGIES:

Daily Use Strategy

- All lockers are unassigned and available for daily use only
- Suggestion is to have mostly multi-unit cubbies with a few single height lockers for accessibility

Assigned Strategy

- All lockers are assigned to individuals
- This strategy is recommended when a team is working onsite full-time and when the population count is equal to the target occupancy

Recommended Strategy - - - - - - - - - - - ●

- A combination of both daily use and assigned strategies
- This strategy is the most common for GCworkplace projects and hybrid work models
- This strategy is suggested in order to allow employees to get accustomed to the space and an activity-based/hybrid way of working before offering assigned lockers as an option. Many organizations have reported that a significant amount of assigned lockers go un-used once employees adapt to this work style

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☑ **Baseline Calculation**

The baseline design calculation is to provide one half-height locker per target occupant with integrated boot storage below.
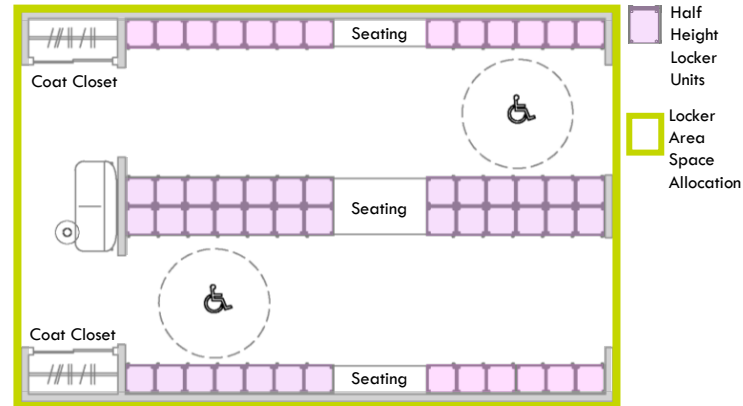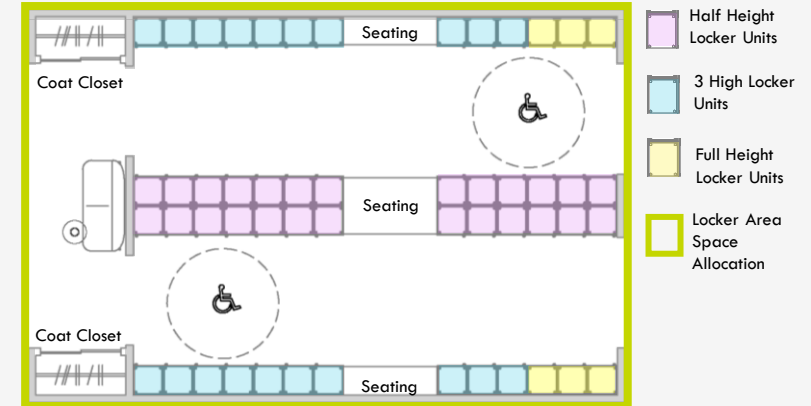

*Note: the example diagram above represents half height locker units (15"x18") that fit within an allocated locker area of 50 sq.m. (Target Occupancy of 100)
Locker units = 50 (50 half height)
Population served = 100

☑ **Recommended Approach**

However, there is room within the maximum locker area to provide a mix of locker unit types and sizes; half height lockers, multi-unit cubbies, and some full height lockers, to support accessibility requirements and accommodate specialized storage needs.

*Note: the example diagram above represents a mix of locker unit types (15"x18") within an allocated locker area of 50 sq.m. (Target Occupancy of 100)
Locker units = 52 (26 half height, 20 three tier, 6 full height)
Population served = 118

COAT CLOSETS

When planning personal storage, it is important to consider the storage of seasonal items such as winter boots and coats. Boot cubbies can be incorporated below locker units. Separate coat closets or cloakrooms must be planned within the locker area.

For optimal accessibility, plan at least one coat closet per floor with a lower coat rod that meets maximum reach heights as specified in CSA/ASC B652:23 Accessible Dwellings

BENCHES

The locker areas must incorporate benches, to provide employees a space to touchdown. For optimal accessibility, plan a variety of seats with different heights, widths, depths, armrests and at least one with backrest.

FILING

Any filing requirements can be incorporated into the design to accommodate the group's specific needs. Open storage areas with lockable cabinets are the default solution for non-secure items. 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. Otherwise, large enclosed filing room may be considered as Special Purpose Space.

DESIGN CONSIDERATIONS AND BEST PRACTICES :

✓ Locate Locker Areas near the floor's main access point and away from the Quiet Zone

✓ Consider how noise generated in locker areas might impact nearby open workspaces – plan partitions or zone appropriately

✓ Ensure ample circulation space and avoid dead end corridors in the locker area

✓ Digital locks can help facilitate a common practice of first come first serve locker use, which is beneficial to a hybrid work environment and to allow for more flexibility in use and avoid the need for key administration.

✓ Differentiate lockers with visual and tactile cues to make it easier for occupants to locate a specific lockers

✓ Project teams should also consider alternative storage solutions for specialty items (i.e. keyboards, OHS carts, boot cubbies below locker units, etc.)

✓ Regardless of the configuration of locker units, it is important that a structural review be conducted on your projects to determine that the floor of the building can accommodate the weight of the units and their location. A strategy for a multi-floor project may be to stagger the locations of the lockers per floor to offset the load on the building. Please consult with your project team.

Refer to the GCworkplace Technical Reference Manual for additional design considerations and best practices.

GCcoworking, Vancouver

TBS office, Ottawa

GCcoworking, Gatineau

NRCan office, Ottawa

3.8 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 based on the target occupancy, 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 occupant 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 a 1:1 ratio with 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 target 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%

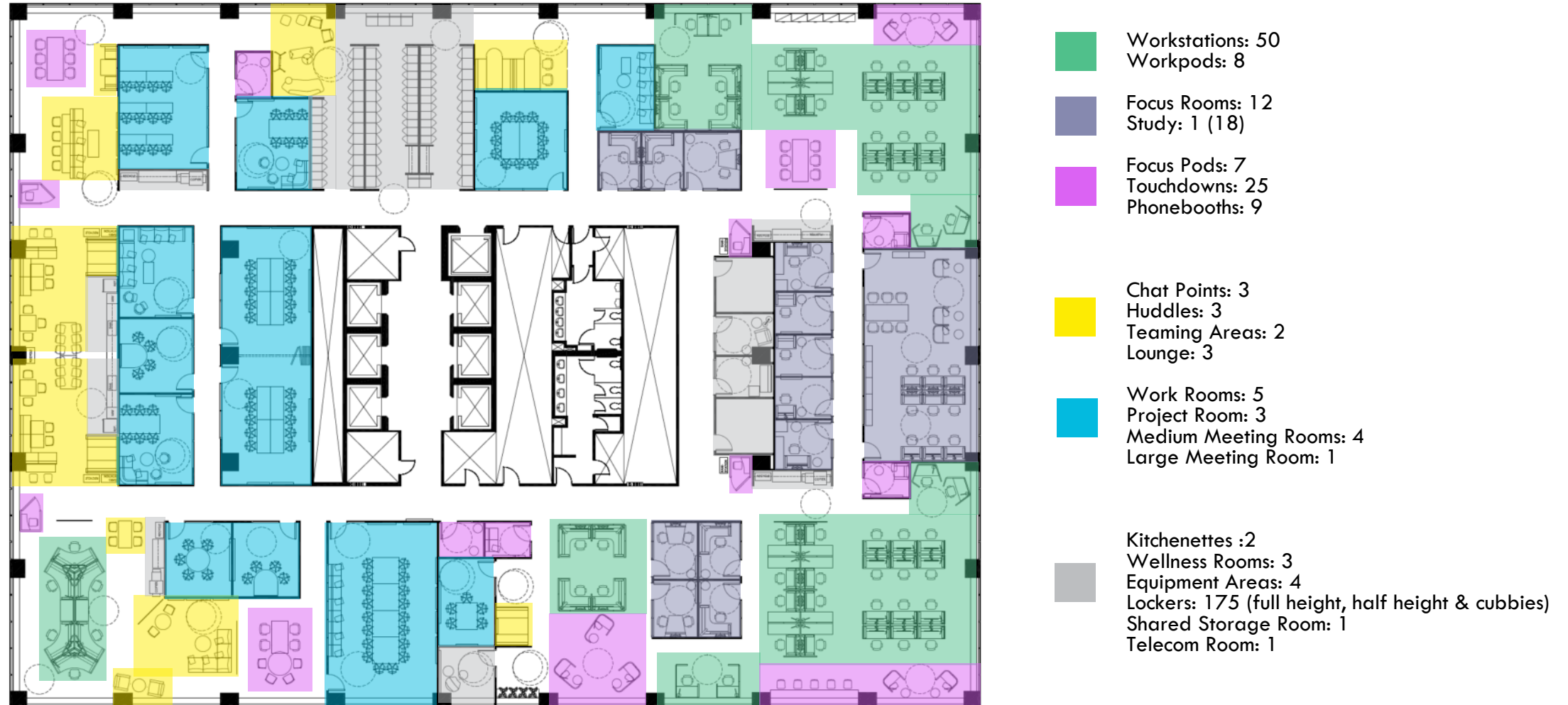**BASELINE WORKPOINT DISTRIBUTION FOR THE AUTONOMOUS PROFILE**

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1810m2 WITH A TARGET OCCUPANCY OF 165:
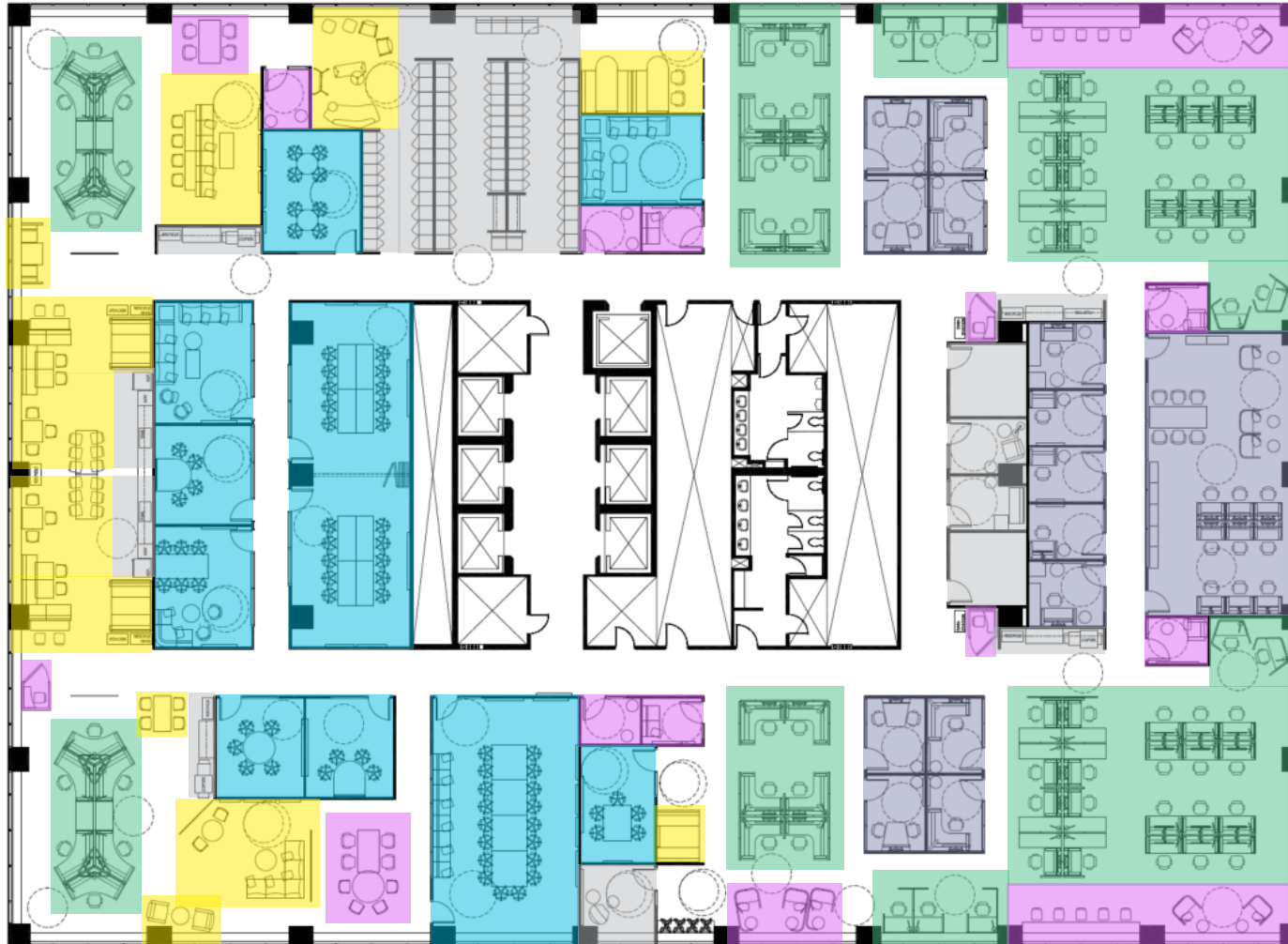
Workstations: 66
Workpods: 10

Focus Rooms: 13
Study: 1 (18)

Focus Pods: 7
Touchdowns: 22
Phonebooths: 10

Chat Points: 3
Huddles: 3
Teaming Areas: 2
Lounge: 3

Work Rooms: 5
Project Room: 3
Medium Meeting Rooms: 2
Large Meeting Room: 1

Kitchenettes :2
Wellness Rooms: 3
Equipment Areas: 4
Lockers: 175 (full height, half height & cubbies)
Shared Storage Room: 1
Telecom Room: 1

BASELINE WORKPOINT DISTRIBUTION FOR THE BALANCED PROFILE

**WORKPOINT DISTRIBUTION FOR A FLOOR OF 1810m2 WITH A TARGET OCCUPANCY OF 165:**

Workstations: 50
Workpods: 8

Focus Rooms: 12
Study: 1 (18)

Focus Pods: 7
Touchdowns: 25
Phonebooths: 9

Chat Points: 3
Huddles: 3
Teaming Areas: 2
Lounge: 3

Work Rooms: 5
Project Room: 3
Medium Meeting Rooms: 4
Large Meeting Room: 1

Kitchenettes :2
Wellness Rooms: 3
Equipment Areas: 4
Lockers: 175 (full height, half height & cubbies)
Shared Storage Room: 1
Telecom Room: 1

BASELINE WORKPOINT DISTRIBUTION FOR THE INTERACTIVE PROFILE

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1810m2 WITH A TARGET OCCUPANCY OF 165:
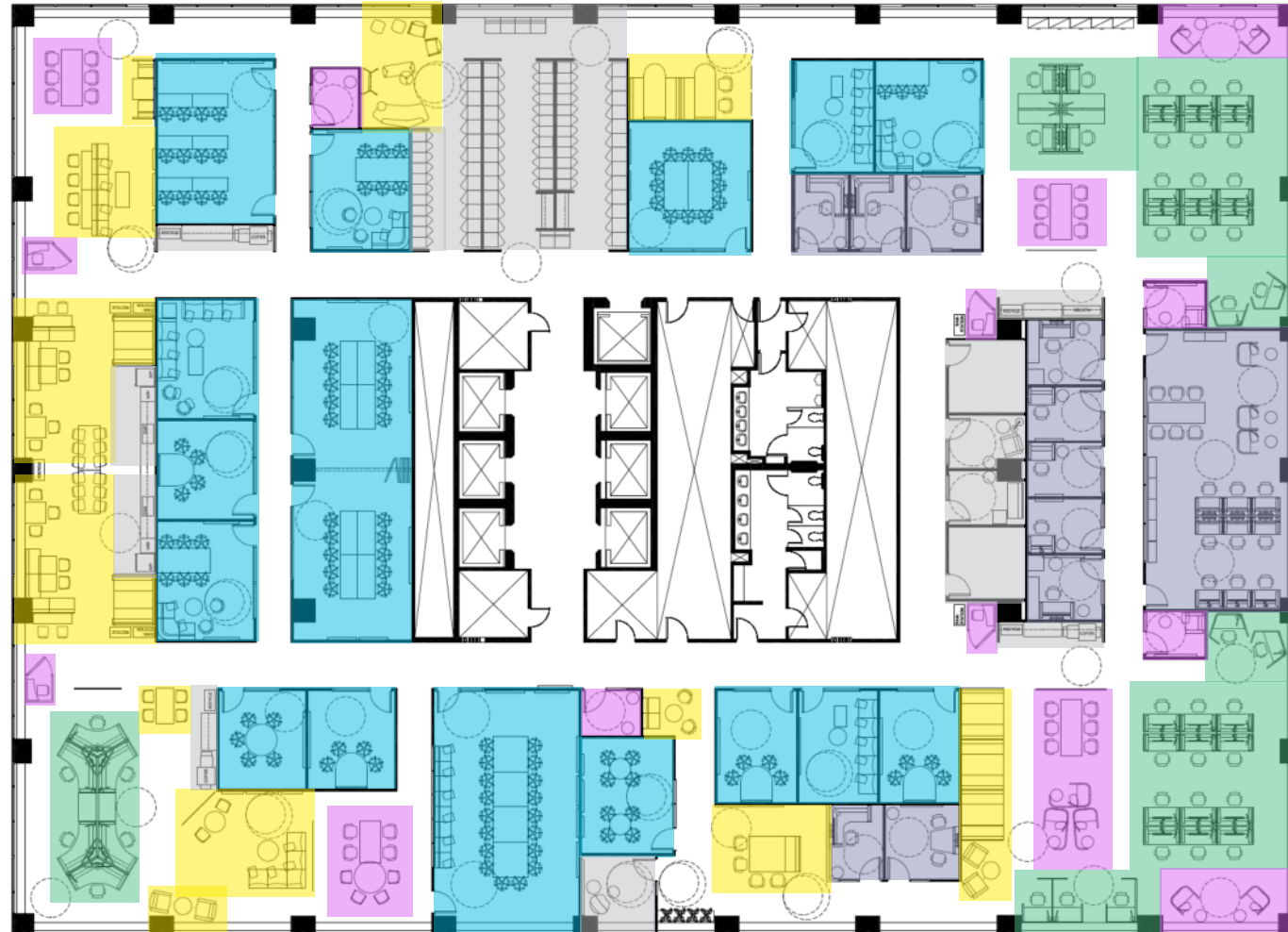
Workstations: 34
Workpods: 7

Focus Rooms: 10
Study: 1 (18)

Focus Pods: 7
Touchdowns: 26
Phonebooths: 8

Chat Points: 5
Huddles: 5
Teaming Areas: 3
Lounge: 3

Work Rooms: 7
Project Room: 5
Medium Meeting Rooms: 4
Large Meeting Room: 1

Kitchenettes :2
Wellness Rooms: 3
Equipment Areas: 4
Lockers: 175 (full height, half height & cubbies)
Shared Storage Room: 1
Telecom Room: 1

PSPC office, Gatineau
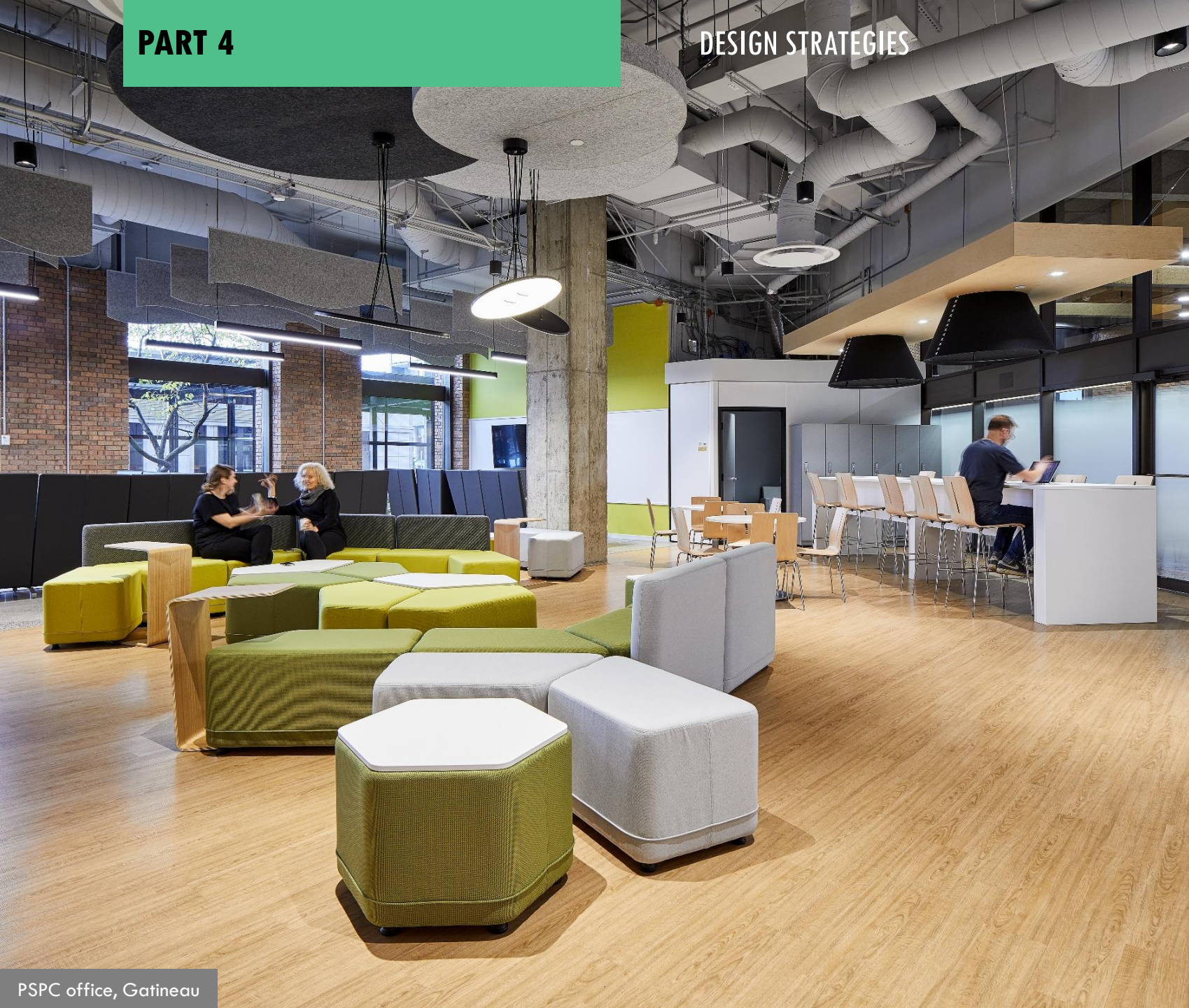
IN THIS SECTION

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:

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4.1 STRATEGIES FOR MULTI-LEVEL STACKING

When planning larger workplaces, there are two general strategies that apply to vertical stacking respecting the GCworkplace Activity Profiles, Zoning and Workpoint Distributions. For a **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. Using a segmented strategy (Model B) allows projects to be divided into different neighbourhoods; the activity profile and zoning may vary by neighbourhood depending on the functional activities being co-located. This second strategy is best applied to large floorplates where the architecture makes it possible to separate the space. To apply the segmented strategy, similar groups with complimentary activities should be identified through functional programming. For example, several groups that perform a higher proportion of focused individual work may share a neighborhood with a larger quiet zone, whereas groups who frequently collaborate together may share a neighborhood with a proportionate sized interactive zone to meet their needs. Neighborhoods should avoid segmenting floors into small zones – a maximum of 2 neighborhoods for a large floorplate is recommended, while smaller floors should aim for a minimum of one for the floor. They must always be designed with a wide variety of unassigned workpoints in a mix of three functional zones.

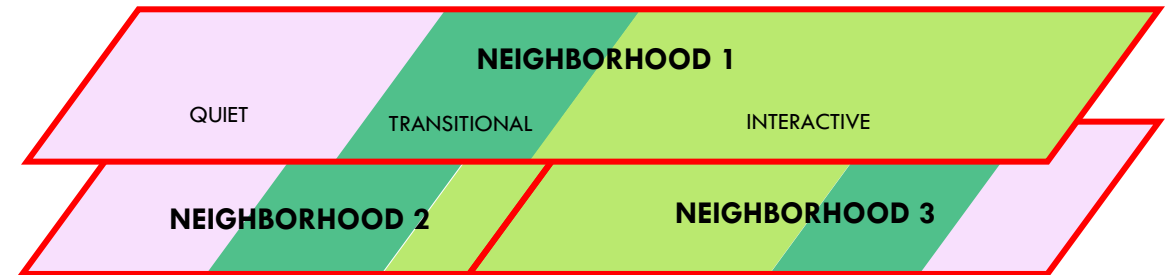**Model A**: Consistent vertical stacking strategy

The benefits include:
• Facilitates wayfinding 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
• Offers the most flexibility for adaptation over time

Model B: Segmented strategy (neighborhood)

The benefits include:
• Fosters group cohesion and optimizes functional adjacencies among complimentary groups
• May serve as centralized hub for resources, equipment or support spaces specific to certain functions
• Allows for different activity profiles and zone sizes for each neighbourhood

INTERACTIVE   TRANSITIONAL   QUIET

NEIGHBORHOOD 1

QUIET   TRANSITIONAL   INTERACTIVE

NEIGHBORHOOD 2   **NEIGHBORHOOD 3**

TEAM SPACES

Having a sense of belonging in the workplace is an important part of employee engagement and wellbeing. While workpoints in a GCworkplace are shared, establishing familiar patterns and visual anchors across floors can help employees become more comfortable in a space. Where possible, functional zones and key anchors such as kitchenettes and lockers should be located consistently across multiple floors. In addition, workpoint groupings that can accommodate teams for a variety of co-located activities can contribute to feelings of team cohesion.

BEST PRACTICES

- Plan strategic workpoint groupings for team spaces in the Interactive and/or Transitional Zones.

  - Example: group several Workstations with a Touchdown table, 1-2 Huddles and a Teaming Area to support a variety of team activities

- Integrate writeable surfaces and large monitors in team spaces to facilitate information sharing and team activities

4.2 DEDICATED ACTIVITY STRATEGIES

CUSTOM WORKPOINTS

There are instances where a department may have specific functional and operational requirements that are not covered in any of the standard GCworkplace workpoints. When this occurs, one or more custom workpoints (as prescribed in the workbook) can be dedicated to that particular task or activity. This could include a large table to review large print material, a dedicated area for client specific technology or equipment, or access to a secure terminal. In terms of best practices, custom workpoints dedicated to a specific activity must be holistically integrated into the overall GCworkplace planning. <u>**Note** that a custom workpoint is not the same as Special Purpose Space</u>.

PSPC office, Gatineau (GCcoworking)
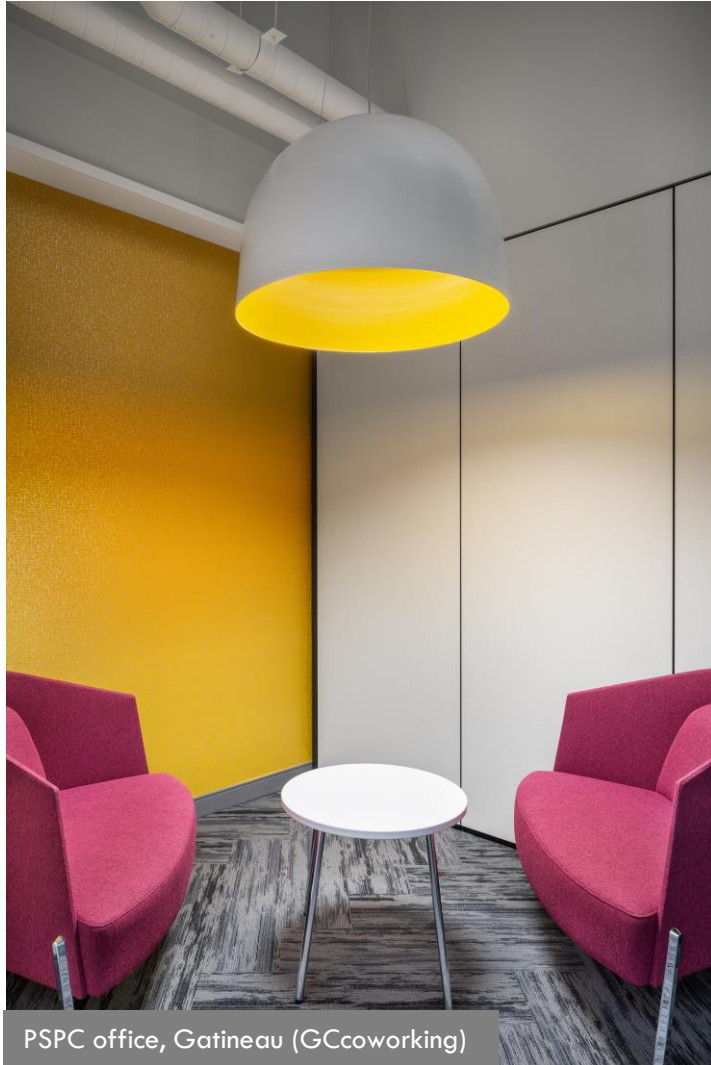
4.3 REGIONAL, SECONDARY AND SMALL OFFICE STRATEGIES

In smaller offices, GCworkplace Activity Profiles can still be used. However, in order to meet GCworkplace key design principles, some adjustments may be required. Certain functional proximity takes on greater importance in smaller workspaces since they optimize the functions of some workpoints. 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 also serve as a Phonebooth. Alternately, flexible furnishings can allow for the transformation of a traditional meeting room into a more dynamic Project Room as needed.

The examples on the next page demonstrate how workpoints can be distributed in a smaller space, according to each GCworkplace Activity Profile.

MULTIFUNCTIONAL SPACE AND FUNCTIONAL ADJACENCIES BEST PRACTICES

✓ Use a Study in place of a Quiet Zone
✓ Use enclosed rooms to divide the Quiet and the Collaborative Zones for acoustic management
✓ Plan Huddles near Kitchenette which can double as lounge seating or informal meeting space
✓ Plan a large island in the Kitchenette Lounge to create an informal meeting space
✓ Include collaborative technology in the Lounge to optimize use throughout the day
✓ Install a retractable wall between the Medium Meeting Room and Teaming Area to create a gathering space conducive to idea exchanges and socialization
✓ A larger Focus Room can double as a small collaborative space for 2-3 occupants, while a smaller Focus Room can serve as a Phonebooth
✓ Plan a Chat Point near the enclosed collaborative workpoints to keep the meeting spill-over conversions within the Interactive Zone

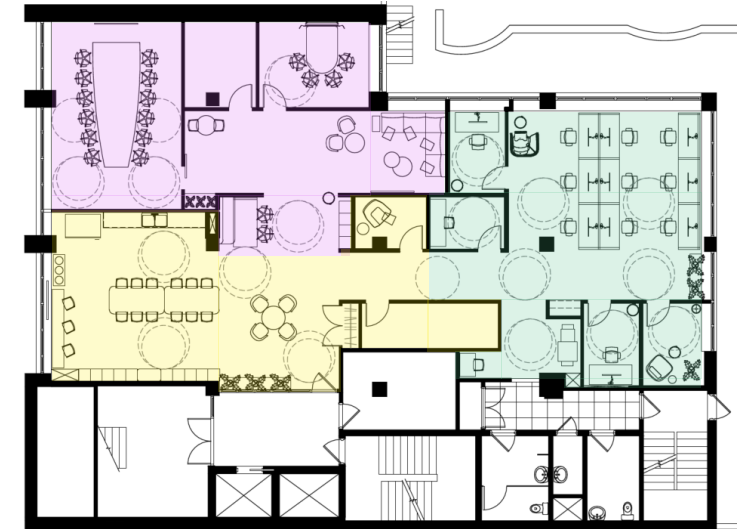## 4.3 REGIONAL, SECONDARY AND SMALL OFFICE STRATEGIES (continued)

AUTONOMOUS
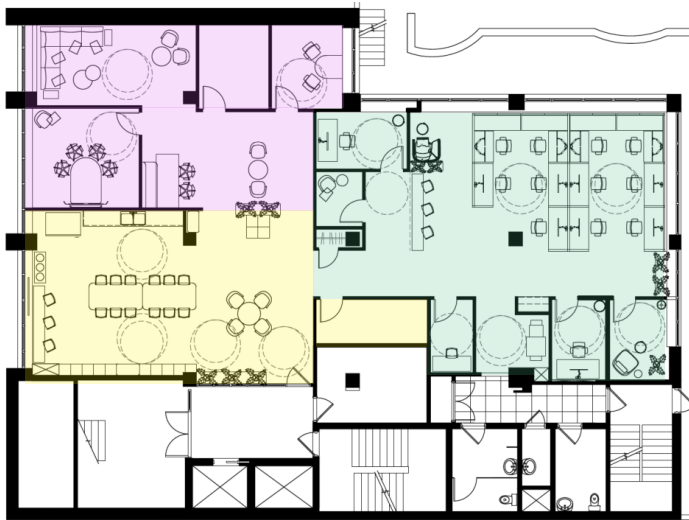
Workstation: 11	Work Room: 1
Work Pod: 0	Project Room: 0
Focus Room: 3	Medium Meeting Rooms: 0
Study: 0	Large Meeting Room: 0
Focus Pod: 1	
Touchdown: 6	Kitchenette :1
Phonebooth: 2	Equipment Areas: 1
	Lockers: 28
Chat Point: 2	Shared Storage Room: 1
Huddle: 1	Telecom Room: 1
Teaming Area: 1	Wellness Room: 1
Lounge: 1	

BALANCED
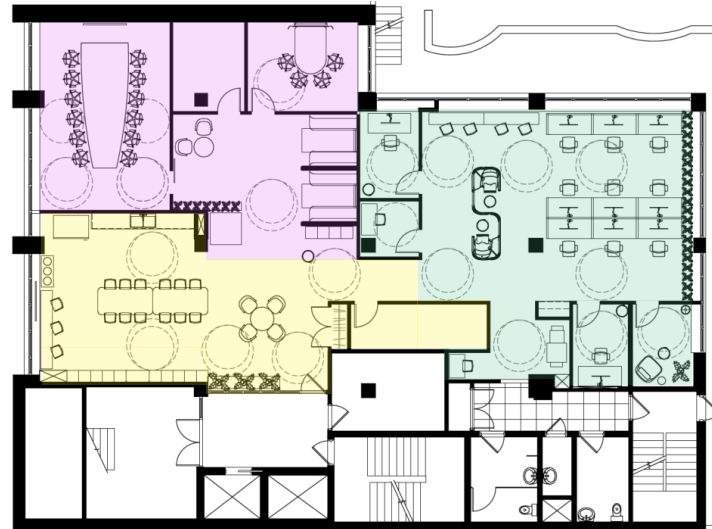
Workstation: 9	Work Room: 1
Work Pod: 0	Project Room: 0
Focus Room: 3	Medium Meeting Rooms: 1
Study: 0	Large Meeting Room: 0
Focus Pod: 1	
Touchdown: 7	Kitchenette :1
Phonebooth: 2	Equipment Areas: 1
	Lockers: 28
Chat Point: 2	Shared Storage Room: 1
Huddle: 2	Telecom Room: 1
Teaming Area: 0	Wellness Room: 1
Lounge: 1	

INTERACTIVE

Workstation: 9	Work Room: 1
Work Pod: 0	Project Room: 0
Focus Room: 2	Medium Meeting Rooms: 1
Study: 0	Large Meeting Room: 0
Focus Pod: 1	
Touchdown: 3	Kitchenette :1
Phonebooth: 2	Equipment Areas: 1
	Lockers: 28
Chat Point: 1	Shared Storage Room: 1
Huddle: 1	Telecom Room: 1
Teaming Area: 1	Wellness Room: 1
Lounge: 1	

QUIET ZONE   TRANSITIONAL ZONE   INTERACTIVE ZONE

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 identification signs, which would include workpoints, zones and support spaces (especially needed for Quiet Zone and Study).

The FIP Manual Signage Section explains 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 comply with the *Official Languages Act* requirements. More details are 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.

4.4 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 strategy 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 or disorienting information
✓ Identify the all zones with signage
✓ Include environmental and design cues in order to **feel the change of zone.** (i.e. accent lighting, lower ceiling baffles, contrasting colors for finishes and furniture, etc.)
✓ Identify any bookable rooms
✓ Define the expected workpoint etiquette in order to limit disruption for occupants (i.e. through intuitive design solutions and signage)

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 (9A1)
    - Designed by: 4té
    - Photographed by: Justin Vanleeuwen (JVL photo)
- PSPC Gatineau (17A1)
    - Designed by: 4té
    - Photographed by: Justin Vanleeuwen (JVL photo)
- PSPC Gatineau (GCcoworking)
    - Designed by: LWG architectural interiors
    - Photographed by: Kevin Belanger
- 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
- 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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