

# Moments



Design Choice  
Best Places to Work  
Timeless Architectural Forms

Universal Design  
Hybrid Working Models  
Piloting & Experimentation

#6

A new design language  
for the workplace

Formerly "SPACES"





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TOGETHER AS A TEAM  
THE FUTURE WILL BELONG  
TO ALL OF US  
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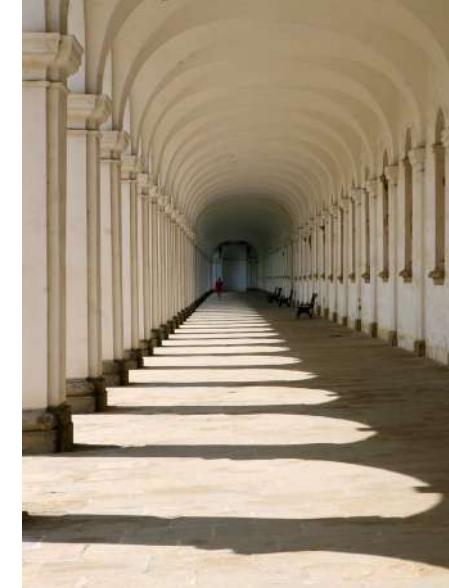
## Verandas

An engineered architectural room system that is inherently sustainable, infinitely flexible and incorporates massive design choice.



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# Editor's Letter

Welcome to the Summer 2022 edition of Moments, a fresh distillation of what we see going on in design and in workplace environments.

The last edition proved massively popular and confirmed our belief that in this digital world, full of flickering and transient data, creative people love to pick up and experience a real book from time to time!

The many real-life experiences and conversations we have with clients around the world play out in these pages, and because we want the best representation available, especially large employers with significant staff numbers and corporate real estate.

We're seeing a lot of activity and investment in reimagining and re-equipping workplaces, even while the debates continue about what balance hybrid work should take, and return-to-office policies are devised and unpicked

The economic turmoil and political conflicts are a sober backdrop; what hasn't changed since our last edition is the huge desire for both human connection and empowerment, including choices of where and how to work.

And we've continued innovating to the needs we see and hear – themes such as flexibility for future change; a sense of place, with welcome and assurance; and spaces to meet, share and collaborate.

We showcase many projects with well-known names and highly creative uses of established products, always inspirational.

You'll also find Arcadia - an entirely new landscape for work - referencing soft natural shades and classical familiar forms. The line has been meticulously crafted and critiqued by highly experienced designers, and so channels formal and architecturally proven arches and niches, while also capable of building out into futuristic, organic shapes.

And again, we spotlight some of the current trends and welcome contributions from the industry for our next edition.

Enjoy, and keep in touch!

**Nic Baxter**

VP Global Research & Insights, Spacestor



## Moments

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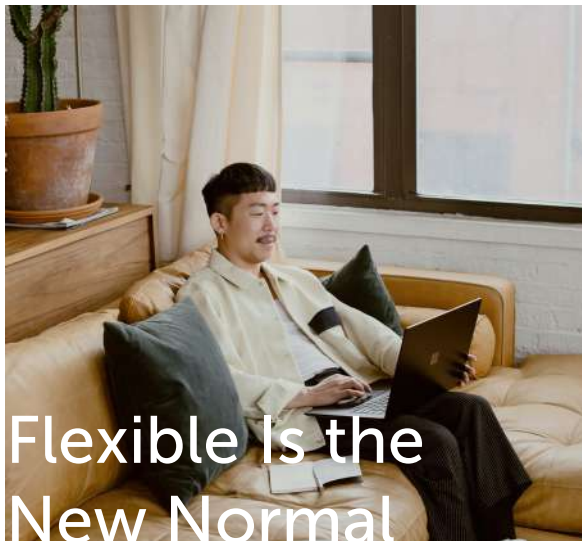
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# Emerging Trends

If the past few years have taught us anything, we know that flexibility in policies, procedures, and in the physical workplace itself are critical to an organisation's long-term vitality.

The workplace is changing quickly. In order to respond to the fresh challenges and opportunities, and to flourish, companies must be prepared to adapt every aspect of their workplace design. Giving employees choice, and understanding their needs will be key to the success of the workplace.



## Flexible Is the New Normal

In response to the increasing trend of activity-based working, it is key the physical workplace remains flexible, and can be physically reconfigured—either by space managers or by the users themselves. Team spaces created from solo seats, or meeting rooms reconfigured into private offices can be seamlessly facilitated by systems with in-built flexibility as activities change.

Workplaces need to be able to evolve and respond to uncertainty with solutions that create compelling settings for organisations to allow their most valuable asset—their people, to thrive and be their best.

The new goal is physical change overnight at no cost to the organization. The number of people in the workplace is dynamic, increasingly driven by employee choice of when and where to work, so the workplace needs to accommodate many employees with effective places to collaborate, socialize, and focus. To achieve this modular furniture and design is key.



## Universal Design

Inclusivity has been an important consideration for some time, and this continues to sit at the forefront of workplace design now. Despite tough days over the last two years, we have seen incredible community spirit. Individualism has a place, but "togetherness" and community give us both meaning and results. There are differences in preferences for different generations, circumstances, and careers – workplaces need to accommodate for all. Companies have been making huge improvements in more inclusive designs, but there is still a need to advance this and will be a topic high on the agenda for companies wishing to increase the diversity of their talent.

In the coming months, we expect to see a rise in purpose-led organizations: more collaboration, and empowerment no matter your background, experience, gender, or race. Organizations will need to address the issues of "invisible people and unheard voices" to unlock the true power and potential of a universal design. Companies have a lot to gain by becoming more "we" than "me". The collaborative power is significant: research shows that diverse and inclusive teams are better at solving complex problems, are more innovative and make better decisions 87% of the time.



## Sustainability

It is critical to understand that sustainability is a not just a current trend, it is here to stay. The importance of sustainability has grown for most companies, and there have been some good movements towards a greener society over the last couple of years, but people don't want to lose this momentum. Nearly half of the UK workforce admits to being more environmentally responsible at home than in the office. Although companies are also feeling pressure from their customers and their competitors to become more sustainable, they also acknowledge that sustainability is a growth driver. In fact, sustainability is cited as the fourth biggest growth driver among companies looking to expand.

Making use of furniture rather than built alternatives is a much more sustainable option and is growing in popularity. Building a fixed construction room takes a lot of time and resources, and when it is time to change or adapt, the space needs to be deconstructed and rebuilt. With modular meeting rooms and furniture, the sustainability aspect goes far beyond the product material, into the use of the product.



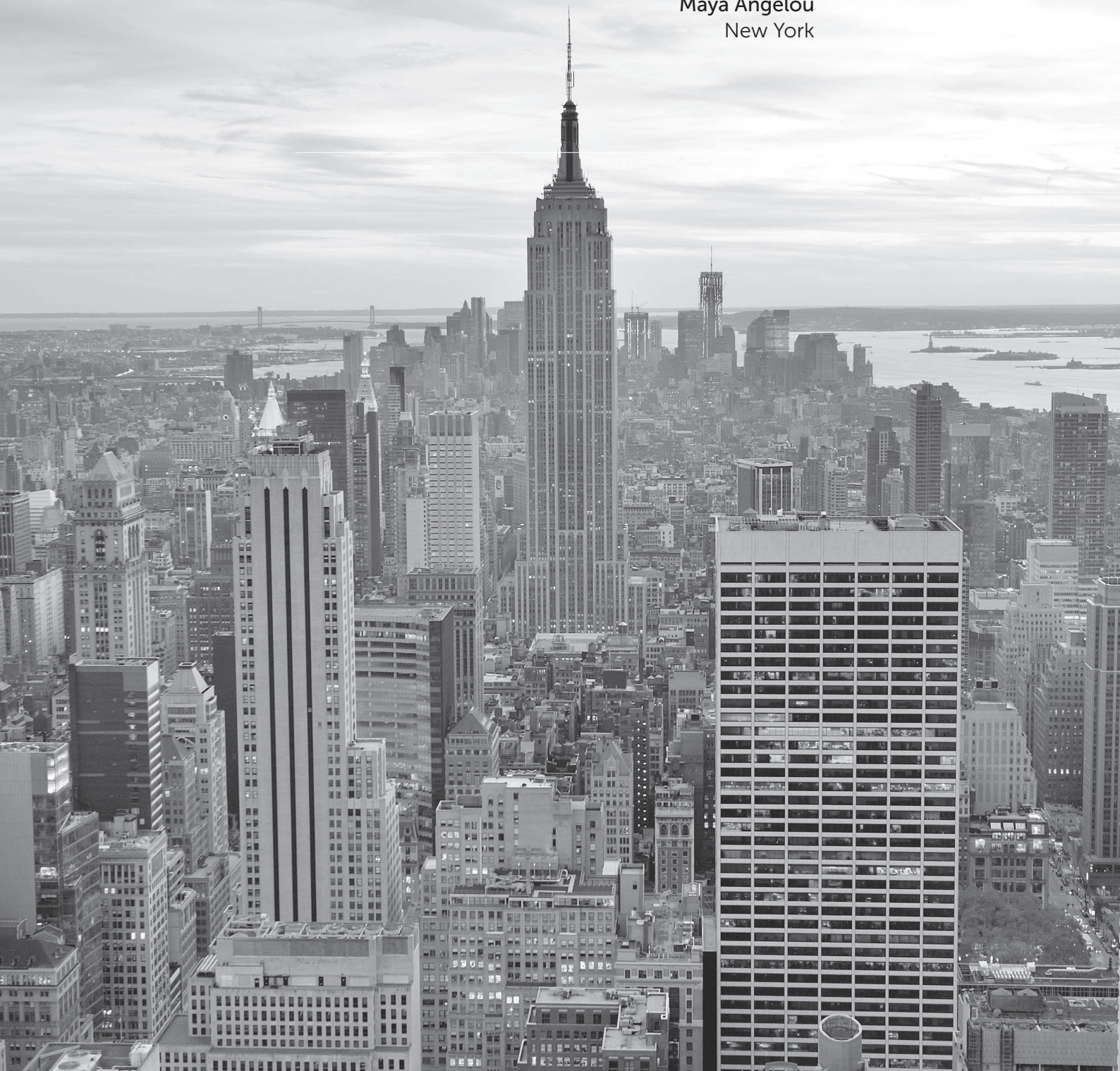
## Workplace Experience

Providing ways for employees to adapt to the changing environment easily, whilst maintaining productivity is key for staff retention and attracting new talent. Whilst at home, people have missed the sense of community, networking, relationship-building and socialising with colleagues. However, by giving the workforce more choice in where and how they work, organisations are having to 'compete' with the home office by offering spaces that are 'contractor' grade but look as good as home, so employees feel comfortable whilst being in the space they need to work - a first for many companies. It is equally important to provide for those who are struggling. Reports have highlighted fears over financial and job security, stress, and being unable to socialise with feelings of isolation. Companies that cater for these innate human needs by fostering a supportive culture in the workplace can expect greater commitment and engagement from employees.



“You can't use up creativity.  
The more you use,  
the more you have.”

Maya Angelou  
New York







## What's Motivating People in the Face of The 'Great Resignation'?

The 'Great Resignation' is a phenomenon that describes record numbers of people leaving their jobs, specifically after the COVID-19 pandemic; an issue felt across the globe. As a result, companies are now having to re-evaluate and redesign the procedures, policies and benefits they have in place that allow them to retain and attract top talent.

Although certain industries such as healthcare, technology, education and marketing are seeing some of the highest resignation rates, the collective social shift means that the impact of 'The Great Resignation' is a consistent pattern across all industries and retaining and attracting talent will be the business world's single greatest current challenge. In this article, we'll look at what it means, how businesses can overcome this and why a motivating workspace could just be a company's best weapon in the war for talent.

### What is the 'Great Resignation'?

The Great Resignation is an idea originally proposed in 2020 by Professor Anthony Klotz of Texas A&M University, who researches the ways in which employees leave companies and how leaders respond to and manage resignations.

Also known as the "Big Quit", this term describes the mass exodus of people from companies, quitting jobs for reasons associated with the pandemic. This comes from a variety of personal and professional motivations, but at its core is a newfound readiness to embrace flexible working and achieve a healthier work-life balance.

Anthony himself was surprised to see the scale on which his predictions came to fruition, with 47.4 million jobs in the US left voluntarily last year, as reported by CNN, and in the UK, as reported by the Evening Standard, resignation rates are at their highest level since 2009.

One of the many reasons for this trend is due in part to the globalization of the workforce which means that employees have more options than ever after experiencing remote working during the pandemic. Now, best practices that were once considered a benefit when joining a new company (work from home, early finishes, part-time hours for parents etc.) are a pre-requisite for many jobseekers.

Klotz expects 'The Great Resignation' to continue for the next 2-3 years, as turnover is contagious and there is a renewed confidence in the job market post-

COVID, where security was paramount.

In short; The Great Resignation is sure to be a defining point in time for many businesses and the way they decide to address it will decide their future. Their biggest challenge; how to be competitive as an employer.

### How to Attract and Retain the Workforce

The most important way to understand how businesses can retain and attract employees best is to first, listen. A study from McKinsey looking at the Great Resignation supported the notion that there is a clear disconnect, with employers, who are often misunderstanding the real reasons their people are leaving.

For example, when employers were asked why their people had quit, they cited compensation, work-life balance, and poor physical and emotional health.

These issues did matter to employees—just not as much as employers thought they did. By contrast, the top three factors employees cited as reasons for quitting were that they didn't feel valued by their organizations (54 per cent) or their managers (52 per cent) or because they didn't feel a sense of belonging at work (51 per cent).

Notably, employees who classified themselves as non-White or multiracial were more likely than their White counterparts to say they had left because they didn't

feel they belonged at their companies."

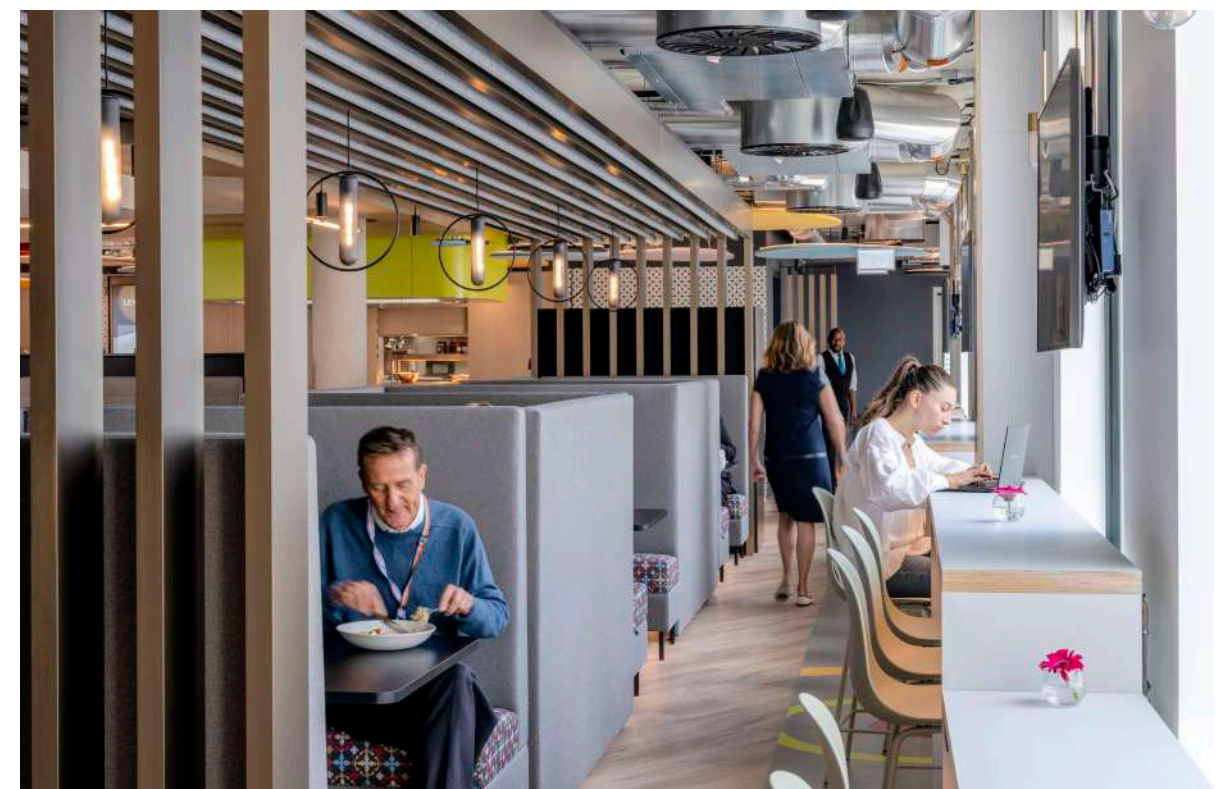
Therefore, one of the most effective ways that businesses can ensure they're retaining top talent is by fostering an environment of openness and communication, encouraging feedback and asking their employees what changes they'd like to see within the company.

This means there's an increased need for businesses to treat their employees like customers. When it comes to retaining talent, it means businesses need to build a culture that aligns with their employee's personal values; many of which have been tested and renewed during the pandemic and the many social issues raised in its duration. A culture of diversity and inclusion, sustainability and positive representation are key to attracting top talent and businesses must not shy away from communicating their brand ethos, values and commitments on these issues clearly.

Many of these ways to retain top talent require in-person connectivity. By bringing employees together, a greater sense of community, collaboration and recognition is felt. Workspace design, then, can contribute greatly in the fierce war for talent.

### Experimenting With Workspace Design to Best Suit Your workforce

When considering your workforce's needs, wants and aspirations it is key to consider workplace design.





With so many employees wanting a new, innovative environment, providing a workspace that enriches the employee experience is one sure-fire way of attracting talent from the market while engaging current employees by taking their ideas on board and thus, retaining talent.

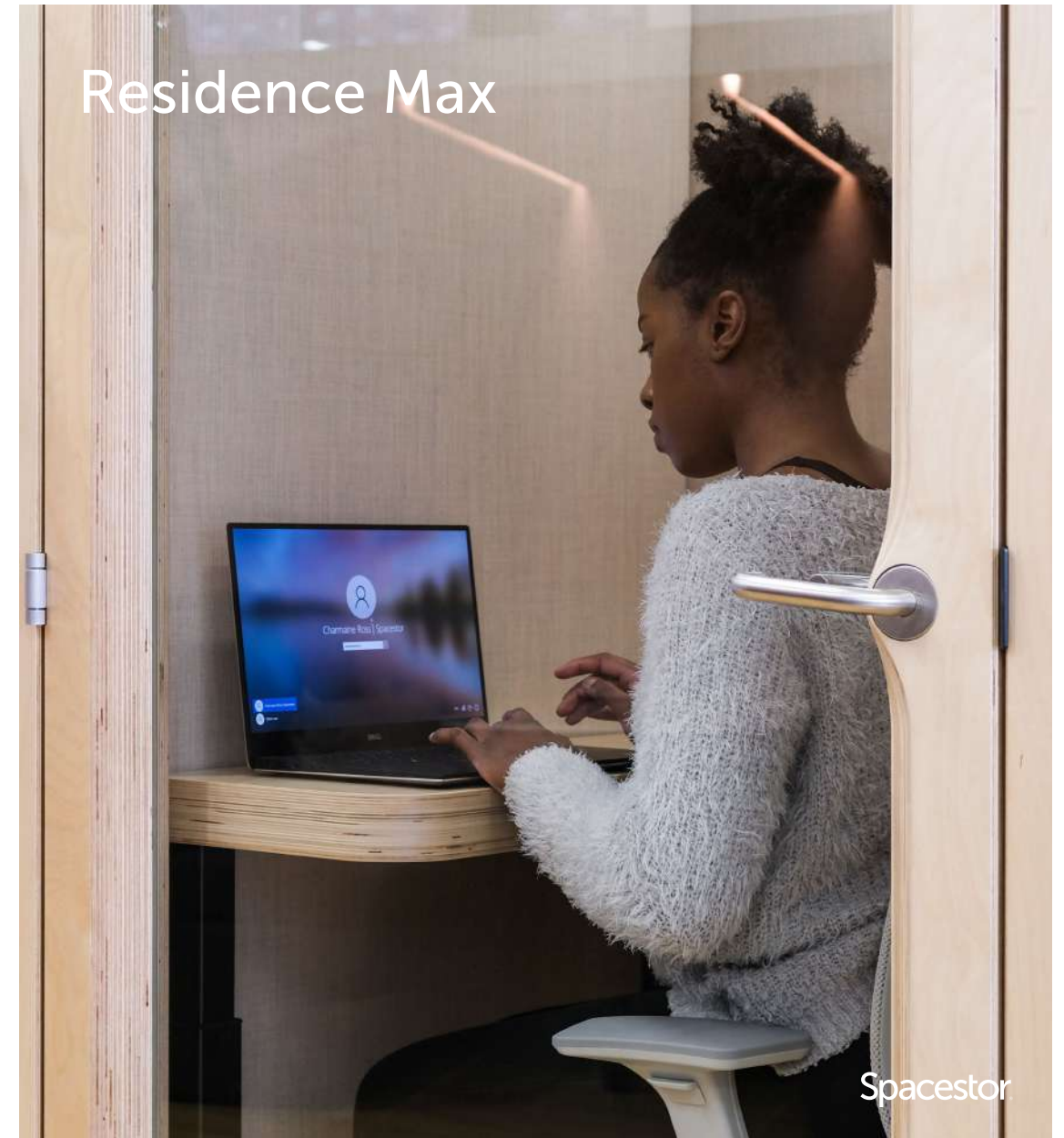
Spacestor's project with leading architecture firm, MCM showed this in action, with MCM clearly setting out to use engagement psychology to better connect with their workforce and gain a deeper understanding of the needs of their people. Spacestor worked with MCM to trial various workspace solutions and see which worked best for them. Focusing on flexibility, the new pilot space allowed experimentation with new ways of working; a fantastic example of putting people first and the reinforced need for big decisions to come from a community level, not mandated from a corporate level, gaining buy-in from employees in the process.

We also know that autonomy and flexibility has a great impact on employees. For most people, this means a hybrid work pattern that allows them to pick their working schedule. A motivating workspace will allow for this entirely by offering great design choice. By allowing potential and current employees a completely bespoke work experience, they can change their routine and environment to match their mood and tasks.

When it comes to motivating people in the face of 'The Great Resignation', the most important thing is that businesses need to put people first. By engaging employees, asking them what changes they'd like to see, communicating more about their company culture and using a motivating workspace design to offer choice, companies can show they are future-facing, have their finger on the pulse and truly want to offer the best solution for their employees.



Photography Credits © Lounge







# Moët Hennessy

Based in the iconic building at 7 World Trade Center, luxury wine and spirits brand Moët Hennessy's move to downtown Manhattan has allowed them to create a new workplace bringing together their world-class brands in a dynamic workplace experience. Turning to leading New York architecture firm, TPG, they have crafted the 35th and 36th floors into a space that embodies their collective culture, diversity and accomplishments. An aura of luxury begins right at the reception with effervescent lights, evoking images of champagne bubbles, floating down from the ceiling above.

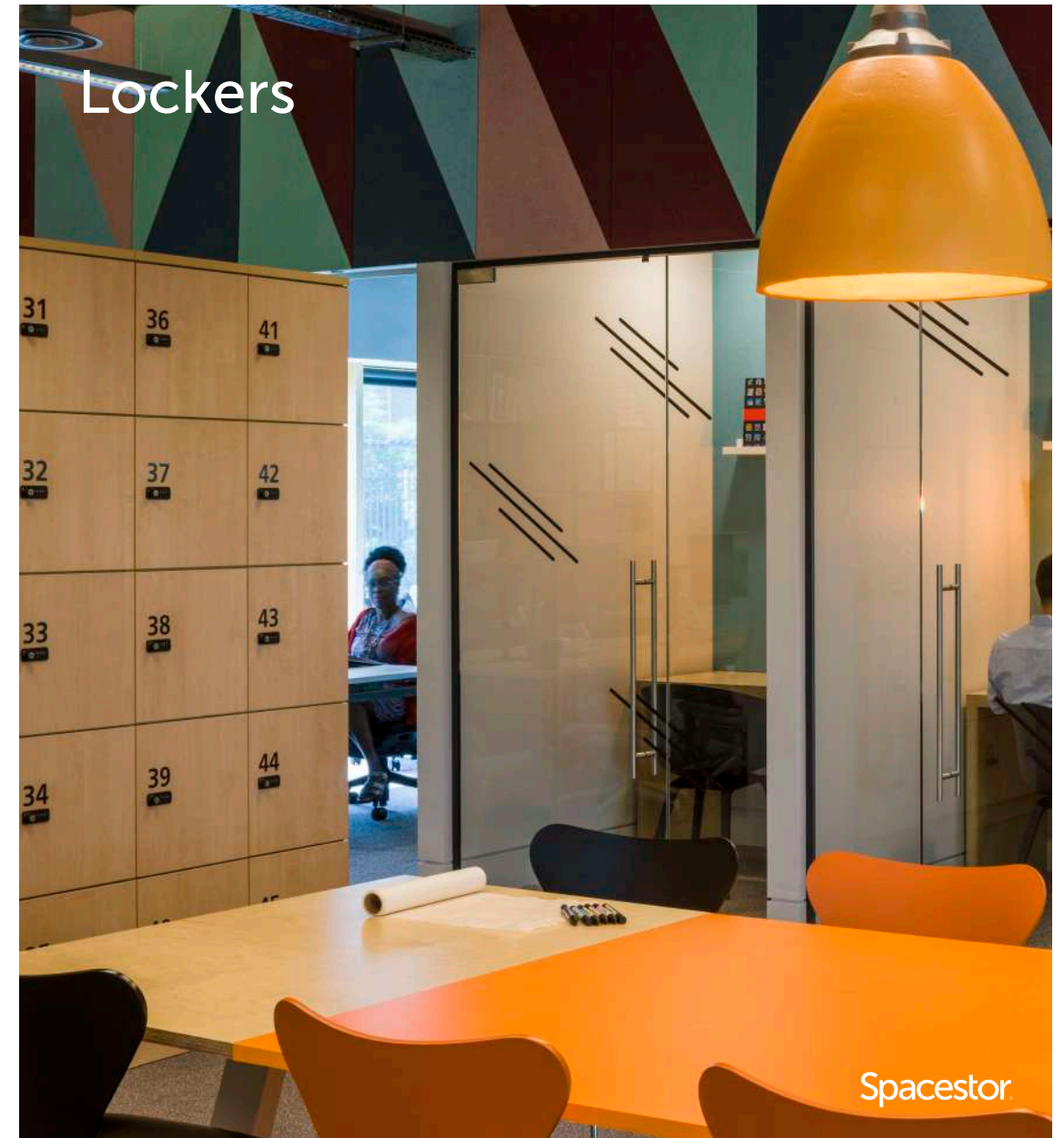
Wanting to inspire collaboration amongst and beyond teams as well as create an inclusive space for everyone, TPG based the floorplate on an open-plan concept of workspaces around the perimeter with integrated storage and shelving throughout the design. Providing a simple and yet highly effective division between the various neighborhoods, several configurations of Palisades Grid afford the necessary levels of privacy, without building walls. Customized to Moët

Hennessey's exact requirements, the Palisades Grid provides luxury looking storage as well as a shelving and display area for their iconic products and branded merchandise. Equipped with power, the storage units house their printers and other tech as well as multiple refrigerators to keep the all-important drinks cold!

Floor to ceiling windows in many of the meeting rooms and breakout spaces not only allow natural light to flood the space but provide striking 360-degree views of downtown Manhattan. The sense of wellbeing is further enhanced with natural biophilia in the café and the use of organic materials and calming colours throughout the design. Carrying the brand through into every design detail, even the naming of the meeting rooms has become a brand reflection, each having been named after a different shared value. The sophisticated dining room, complete with blue velvet, restaurant-like seating bears the name "Epicureanism" whilst the intimate cocktail lounge, is named "Elegance".

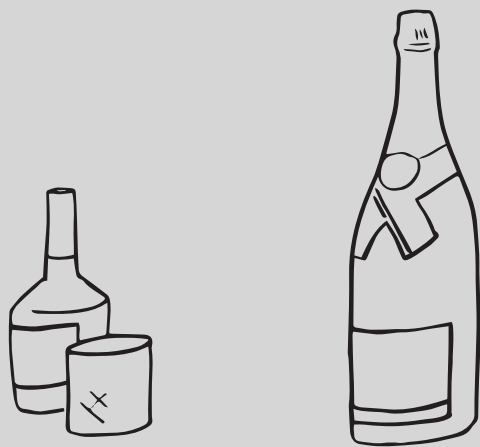






# Lockers

Photography Credits © Eric Laignel/ TPG Architecture



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Explore Lockers





# Why is Design Choice so Important for Workspace Design?



Choice is power in the workplace. The necessity to innovate and adapt in order to navigate the pandemic has opened numerous new pathways for corporations full of opportunity, ultimately giving employers and employees alike access to more choice than ever before.

The result of this newfound right to choose what a successful workplace looks like, is that 'traditional', pre-pandemic workspaces are outdated and no longer fit for purpose. Now, the most successful workplace designs encourage office customization, office personalization and foster great flexibility; offering real design choice.

In a world where almost everything about our work lives has changed, ongoing needs for workspaces are ever-evolving, which is why design choice is key for businesses to be truly future-proof.

Now, as businesses across the globe return to hybrid patterns of working; it's clear that no two weekdays in the office will be the same; that level of freedom and autonomy must be reflected in workspaces. By creating an environment with great design choice, corporations know that they can be agile and navigate

any curveballs while still maintaining a space that has the ability to work best for a diverse and ever-changing workforce; because this way, said workers can choose what suits them.

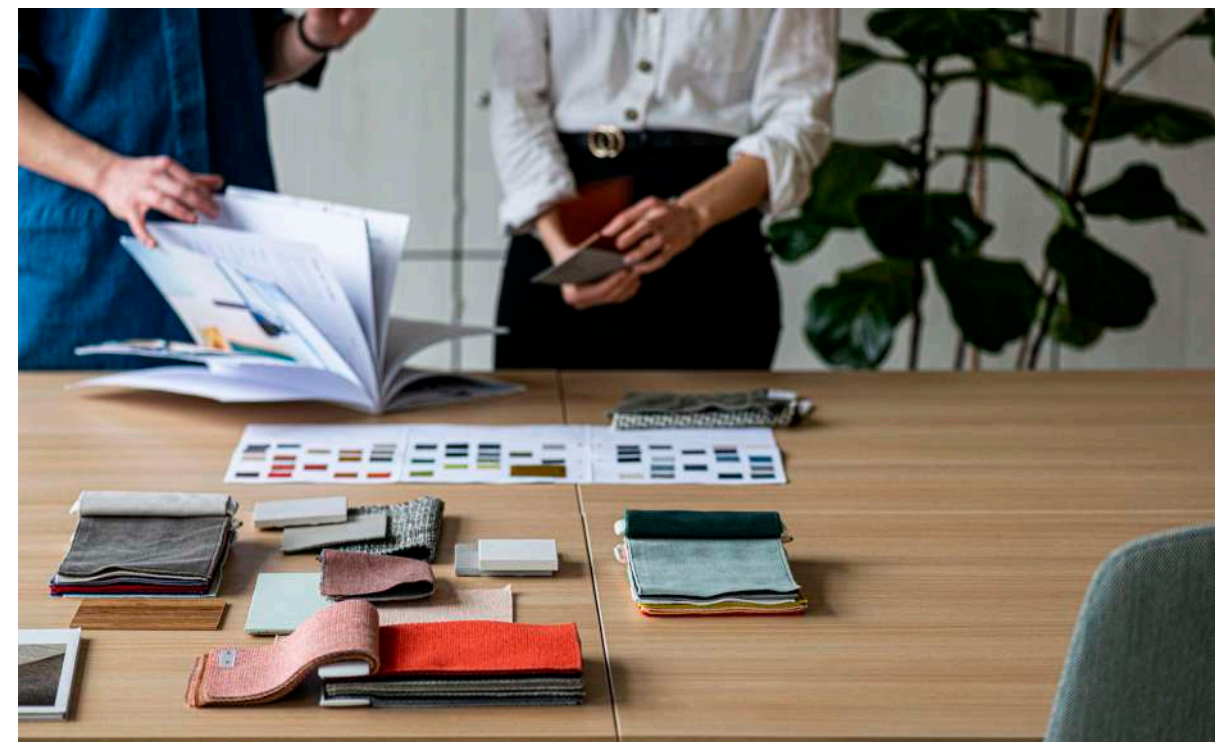
In this article, we'll explore how corporations can implement great design choice, why they should and the business-critical outputs they can expect as a result of doing it well.

## What Does Good Design Choice Look Like?

A good level of design choice can generally be categorized by enabling any of the following four elements: personalization, customization, configuration and flexibility.

The idea of personalization is twofold; firstly, referring to having a dedicated space in which to work, which is a big win for health and safety, with a return to the traditional open-plan office unlikely to be seen in the near (and distant) future.

Secondly, personalization in the workspace enables a completely bespoke and personalized work experience. Every worker has different schedules,





styles, aesthetic tastes, and physical limitations that affect their ideal workspaces, and the best companies pay attention to these details.

By offering the option for employees to personalize their workspace according to their individual preferences, workers are shown a great level of trust and given ownership of their work environment making them feel heard, increasing employee engagement and strengthening their sense of loyalty.

Office customization is a form of personalization but allows these design choices to be altered on a daily basis. This can be a more collaborative experience, with the option for customizable pieces to be embedded into daily activities such as 'war rooms', 'huddles' and 'scrum spaces', offering opportunities for teams and individuals to express themselves, their goals and clearly communicate this.

Configurational workspace design offers increased choice too, accommodating impromptu interactions at a moment's notice. With the current number of people in a workplace at any given time dynamic, the workplace needs to be able to accommodate large groups and small teams alike, and configurational, modular pieces offer stylish solutions that facilitate creative collaboration and socializing while still offering the opportunity for independent work and focus.

Great flexibility and agility in workspace design used to be a benefit, but now it is a key requirement, with workspaces needing to evolve quickly and be ready for anything. Flexible and scalable office design solutions empower organizations to make quick decisions and stay reactive to changing needs, by allowing spaces to transform overnight, scaling up or down at limited cost to the organization.

Having a workspace that adapts to rapidly changing personal, professional and business circumstances is what it takes to have great design choice.

## Benefits of Workplace Design Choice

The most important thing about great design choice is that it pays. It pays on a human level, boosting moods and contributing to better levels of mental health. It pays on an economical level, the longevity of a choice-based workplace makes it a sustainable and cost-effective solution. Though, perhaps most interestingly (and thoroughly researched), it's a great business investment, tackling many of today's major corporate challenges and making companies more

attractive, profitable and efficient.

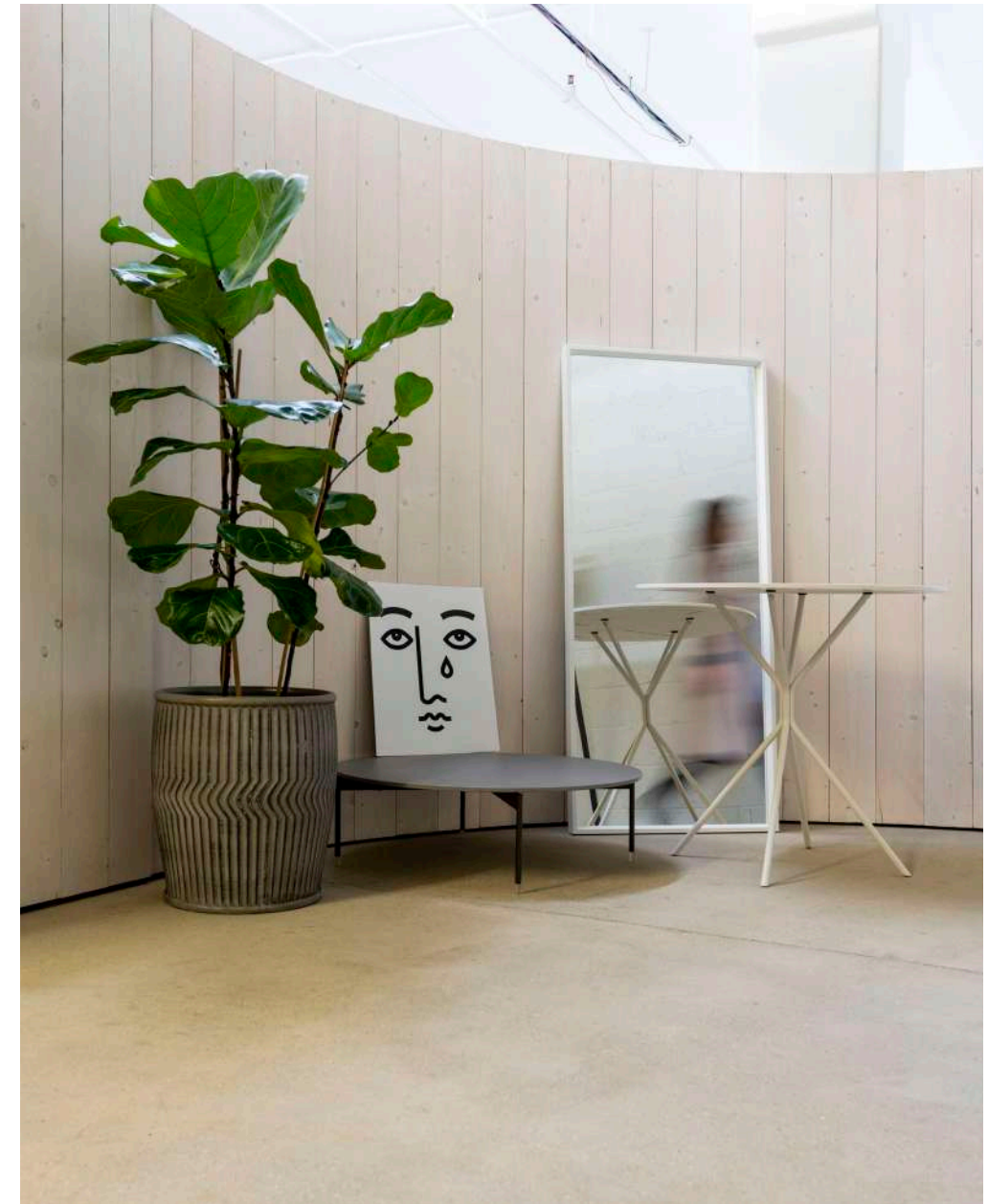
Productivity is directly impacted by our surroundings, and the right to choose and amend our work environment boosts it further by giving colleagues more control and autonomy to make their own decisions.

Work Design Magazine looked at the impact of choice in the workplace with the support of Environmental Psychologist Sally Augustin, who said; "When we don't feel in control of what happens to us in a place, we are stressed, discouraged and frustrated. Feeling in control is the key here; we don't have to actually exercise control to reap psychological benefits."

Proving that just knowing that we can adjust our environment to better suit our needs on that specific day makes a huge difference in our ability to be productive.

Over the last couple of years, companies across the globe recorded record-breaking low levels of employee engagement, meaning that more professionals were leaving their roles, changing their careers entirely or simply underperforming.

The onus this year is on companies to treat their employees as customers, and companies that foster a caring, supportive culture with great autonomy, control and freedom in the workplace can expect greater commitment and engagement from employees, as well as improved retention levels to attract top talent; which will be key in the ongoing 'Great Resignation', where the war for talent is hotter than ever before.



So, why is design choice so important right now? Because it's the only way that a fixed location can remain a viable option for businesses and a preferred option for employees.

Although many workers will continue to request greater flexibility and hybridity in their work patterns, it's clear that just as many

people are now actively seeking a sense of community in their work lives and crave interaction in an office-based environment.

Only by welcoming workers back into a workspace full of design choice backed up with a great company culture, can organizations become workplaces of the future.



# Hybrid Workplace: A Hybrid Approach to Work



crossroads, trying to ensure employees had all the resources they needed to maintain their productivity, while still hitting organizational goals. This paved the way for the hybrid workplace.

The hybrid workplace is usually used to describe a mix of different ways of working, usually, it is a business model combining remote work with working from an office. It looks different across many organizations, but it typically includes a flexible working pattern where meetings and collaborations are completed in the office, and work from home, or other locations, for the remaining time.

The hybrid workplace generally allows employees the opportunity to fit work around their lives, rather than structuring work around fixed hours logged into an office. For many, there's an optimal balance of productive work with reduced stress and less commuting. But the workplace needs to be equipped to deal with this - agile offices that offer flexible solutions to work for a number of different working styles are perfectly suited for this.

Hybrid is not just something you see with tech companies, as it once was - most organisations around the world are now looking towards long-term hybrid work styles.

## How Has the Hybrid Workplace Evolved Over the Last Couple of Years

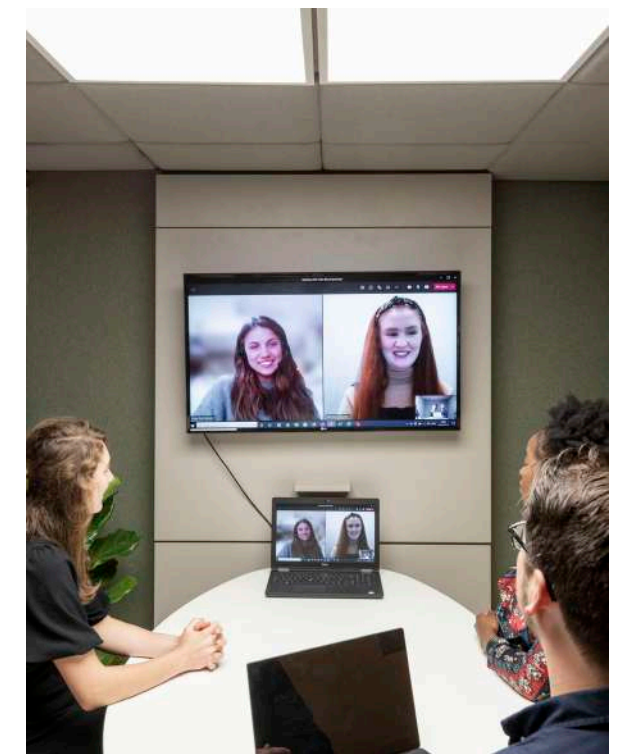
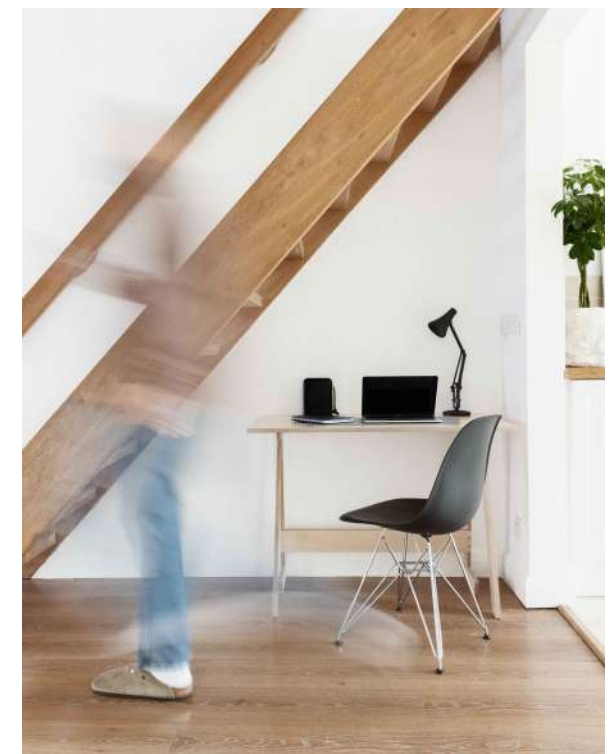
As the pandemic continues to evolve, so do people's feelings about the future of work. Employees have gone from a feeling of uncertainty around how they can cope without the office, to fully embracing

the flexible life without a commute when working remotely, to seeing more value in the workplace with collaboration, mentoring, networking and finding an easy split between work/life balance since they've been back.

Many employees have spent the past year or more working remotely and have settled into their own routines. Getting back into the swing of working on-site is a process. Once they get over the initial hurdle of having a new routine, many employees actually prefer to work mostly on-site. To encourage their employees to go in, workplace teams should focus on building a people-centric workplace experience.

Interestingly, according to some recent research undertaken, employees in industries outside of tech want hybrid work the most. About three-quarters of employees in the business services industry said they prefer a hybrid work model, with employees in construction, manufacturing, automotive, and utilities saying similar. Maybe tech employees may desire work setups that are more secure and sophisticated than what they have at home, or could it be they're attracted to the perks of the workplace that are common at tech companies?

Another interesting trend we've seen in recent months is a generational gap in preferences to work styles. Many generation Z or pandemials have never actually worked in an environment that was solely office-based, some never even attended a large meeting that wasn't over video conference! Many of this generation crave the collaboration to make the most of networking, mentoring and being able to learn from



As the external environment continues to evolve, people's feelings about the future of work is changing too. Hybrid working has been around for a while. However, it's only since the seismic shift in how we work, brought about by the events over the last couple of years, that we're hearing the term everywhere. History can show us many consequential changes made as a result of global crises - working

from home is just one. In this article, we'll dive into how employees feel about returning to the workplace, what the hybrid workplace is and how that term has evolved more recently, and we'll take a look at how the demand for a hybrid work model has changed.

## What is a Hybrid Workplace?

Back in 2020, employers found themselves at a



the more experienced workforce that can only come with being office-based. Conversely millennials and gen X seem much more willing to embrace the flexible arrangements, and baby-boomers prefer to have a focussed space providing a clear divide between work and home life, and therefore use the office and private spaces more. But what this does show us, is that there is a mix of working styles across the workforce, and workplaces today need to be able to cater for all types.

### Advantages of the Hybrid Work Model

There are some clear advantages of hybrid working. In addition to the points already discussed, we've listed a few more trends that we've seen through working with our clients all over the globe:

- Worries over workplace safety; most employers believe they have done enough to keep their workers safe, but empathic and considerate strategies may mean that employers have to go beyond what they feel is appropriate.
- Employees have missed being on-site, but want to keep the added flexibility that has come with working remotely. Younger generations that have only known work through 'pandemic life' may be feeling like they are missing opportunities.
- Working from home set-ups don't always offer great experiences particularly in the younger workforce who are unlikely to have a study or home office, so end up leant over the coffee table to perform tasks. Having the option of going to the office when focussed work is required is a great advantage for them.

### 4 Quick Tips to Implement A hybrid Work Model

There are a number of ways to implement a hybrid work strategy. We have summarised some quick and easy tips, taken from our experiences and conversations with thought leaders in the industry:

#### 1. Include your employees in the process

There is a greater chance your hybrid workplace initiative will be successful if employees feel included in the journey and related discussions. This could be accomplished through employee surveys and polls, where employees are asked for input on how they feel about returning to the workplace.

#### 2. Leverage your intranet

The hybrid work environment may be new, but the challenges associated with connecting and communicating with employees aren't. The good news is that these problems were solved a long time ago with intranet software. Having a central location for your people to pick up on messages and changes is a great way of keeping them involved in the company culture when they are not in the office.

#### 3. Keep Health and safety top of mind for employees

A large number of employees tell us they are worried about staying safe while in the workplace, even with the vaccine rollouts we have seen around the world. This could signal a new normal—one that requires employers to recognize health and safety as part of the workplace experience. Being more universally accepting to different points of view, and facilitating the ability to split work in different locations can go a long way in helping people feel safer.

#### 4. Facilitate different working styles with different working zones

Offering different types of environments through zoning and dividing the workplace can help the workforce find their ideal setting for tasks. This 'Activity Based Working' allows employees to choose from a variety of settings according to the nature of what they are doing, combined with a workplace experience that empowers them to use those spaces throughout the day.



# Insights Live

by Spacestor.

Join hundreds of other workplace leaders hearing from global industry thought-leaders on how to get the best from today's workspaces, on the popular series of virtual panel discussions hosted by Spacestor.

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# Insights Live Rewound

## Designing Sustainably Through Continual Change



**Charmi Deepak**  
Global Real Estate, Design &  
Construction Leader,  
Zendesk



**Jennifer Bryan**  
Director and Published  
Author,  
ABChange Consultancy



**Meena Krenek**  
Interior Design Director,  
Principal,  
Perkins&Will



Watch Here

The term 'sustainability' has meaning far beyond the environment; considering many elements of human needs and wellbeing, which has new implications in our current context of hybrid work. For example, considering for staff who don't have an appropriate setting in which to work from home, as well as making environmentally responsible decisions at a time when workspaces are evolving faster than ever before. Leaders questioned how much real estate is still needed when we give intelligent thought to how existing spaces can serve dual purposes at different times. This episode also took a deep dive into finding out what makes organisations unique and how that can be leveraged to connect and provide for our people.

## The Future of Workplace: What to Expect in 2022



**Bryan-Parker**  
Director of National Real Estate  
Policy,  
PwC



**Isabel Thompson**  
Senior Manager, Global  
Workplace Design & Experience,  
Uber



**Lewis Barker**  
Director, Real Estate & Workplace  
Services, EMEA,  
Service Now



Watch Here

This episode brought together the collective predictions of workplace experts for the year ahead – not crystal ball forecasts, but insights based on two years of experience in our new working environments. With the need for flexibility being everywhere, from workplace design to employee choice (employees are not only customers of the workplace but also customers of their employers!), leaders were encouraged to 'fail fast and fail forward' without waiting to see what others do, for risk of being left behind. Consideration was given to the upcoming technologies we can expect to see utilised more (but are technologies like AI really developed enough to be considered useful AND affordable in workplace strategy?) as well as hybrid concepts. Could the future be 'homing from work'?

## Universal Design: A Holistic Approach to Workplace Experience



**Lisa Kong**  
Principal,  
DLR Group



**Omar Ramirez**  
Head of Workplace,  
Miro



**Suzan Dixon**  
Head of Workplace,  
Standard Chartered Bank



Watch Here

Universal design has been brought to the top of the agenda since the pandemic highlighted additional sensitivities that we've not had to previously deal with. But do we need to spend a fortune to ensure our workspaces are designed so they can be accessed, understood and used to the greatest extent possible by all people? One of the first steps to empowering employees through empathetic design is finding out what their needs are. Experts discussed ways to discover this and shared a strategy for catering to the basics of universal design, then moving up the 'pyramid'. This episode covered it all, from pets and children in the workplace to Zoom villages!

## Mitigating the Unknowns of Future Workplace Design



**Lisa Britz**  
Director of Workplace Design,  
LinkedIn



**Bill Fedun**  
Director, Workplace Solutions,  
CUNA Mutual Group



**Jayme Schutt**  
Director of Commercial Interiors,  
HKS Architects



Watch Here

Designers have always considered for future change in workplace, but possibly not for the level of flex we're currently experiencing – is a state of nimble adaptability just becoming a normal part of our longer-term future? If so, the power is going to rest with the most agile organizations. Those bold enough to admit they don't yet know the answers but are willing to experiment must also consider sustainable design and build. Along with the concept of rapid change most likely runs a feeling of fear for employees, but design can go a long way to combat this, along with with empathetic leaders and proven change management strategies.



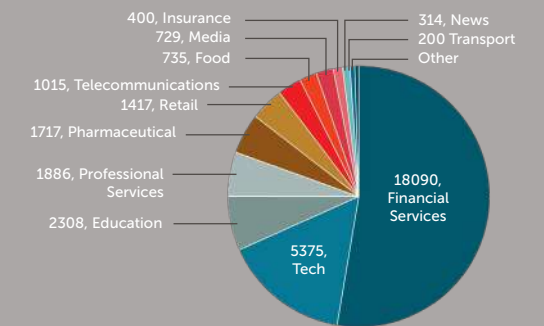


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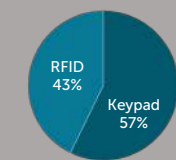


# Lockers and Personal Storage

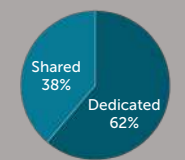
In a survey of over 35,000 locker installations completed since March 2020 Spacestor have seen some fascinating trends emerging from some of their top global clients, such as Oracle, Amazon, CapGemini and Swiss Re.



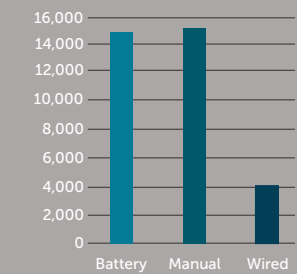
LOCK TYPE



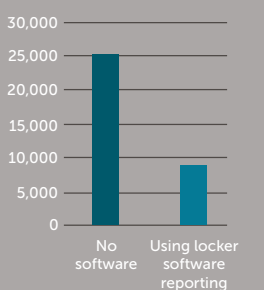
LOCKER FUNCTION



LOCK POWER



SOFTWARE REPORTING & USAGE





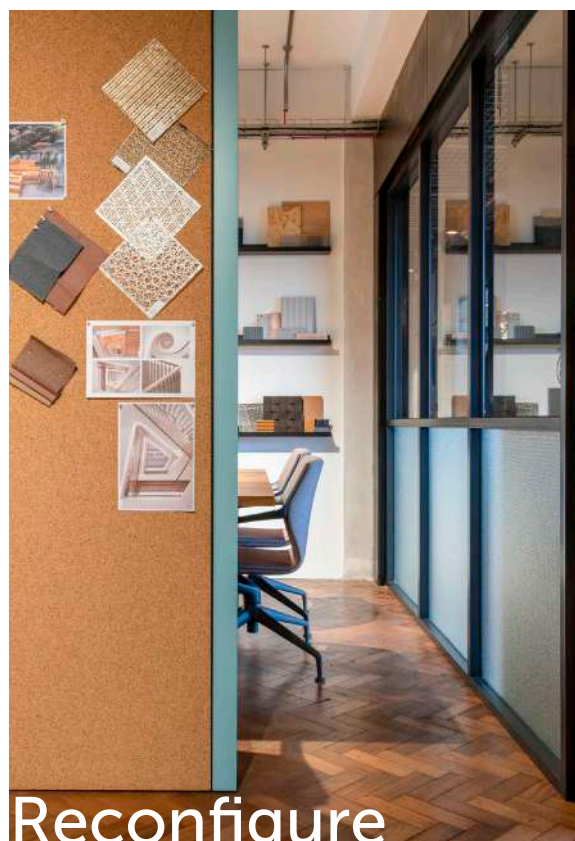
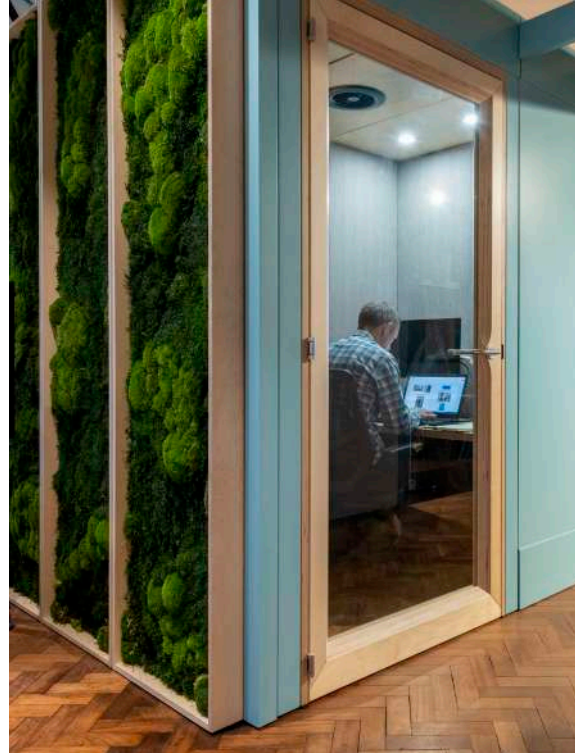
# MCM

Focusing on flexibility, the new pilot space for leading architecture firm MCM allows experimentation with new ways of working during one of the most disruptive periods the workplace industry has ever known.

MCM is a group of architects and designers working across the globe creating the future of workplace. During one of the most disruptive periods in our industry, MCM seized the opportunity for a lease break to swap the building that had been their home for over 15 years for a thriving co-working space in Southwark, allowing them to create a pilot workspace for testing new ways of working. Their dedicated studio space within the co-working environment allows them to experiment with a plethora of different space types from individual private working to collaborative meeting spaces, as well as giving access to amenities

like cinema rooms and restaurants.

Trialing these different spaces allows MCM to get real-time feedback from employees who are regularly in the workspace, and as a key element of the pilot, they needed architecture that was adaptable and 'hackable' to ensure infinite future flexibility. Responding to these exact needs, MCM chose the Verandas product due to its innate flexibility enabling them to build exactly what they wanted in modular and flexible way. Jon Race, Group CEO at MCM commented "When we looked at the pilot space, we looked across the market at various suppliers, one of the things that attracted us to Spacestor was the infinite flexibility of the Verandas product; there's lots of product out in the market, but it was the flexibility and adaptability and the ease of dealing with Spacestor that just made it a great testbed for us."



Reconfigure

Reshape

Refine

Through collaboration with MCM and engagement with the staff, it was clear the two big drivers for the new space would be creative collaboration and social interaction. Diving deeper into these two, MCM wanted to be able to create these spaces utilizing a range of finishes, wall styles and accessories to test in the space.

Being able to customize every element allowed them to create whiteboarding walls, collaboration spaces around the pinboard area, add in a biophilic touch with a moss wall and add in lockers for additional personal storage.

At the heart of the Verandas product is a commitment



to sustainability. Traditional meeting rooms not only use materials that are impossible or difficult to recycle, but are totally single-use, and when dismantled, the meeting room is simply thrown away. With Verandas, the reusable components not only reduce wastage, and therefore money, but saves anything from going

to landfill. Design Director at MCM, Deepak Parmar commented, "I think it's fantastic that if this particular system doesn't work in this exact configuration, we don't have to think about waste we can just reuse the components and create a new type of space."

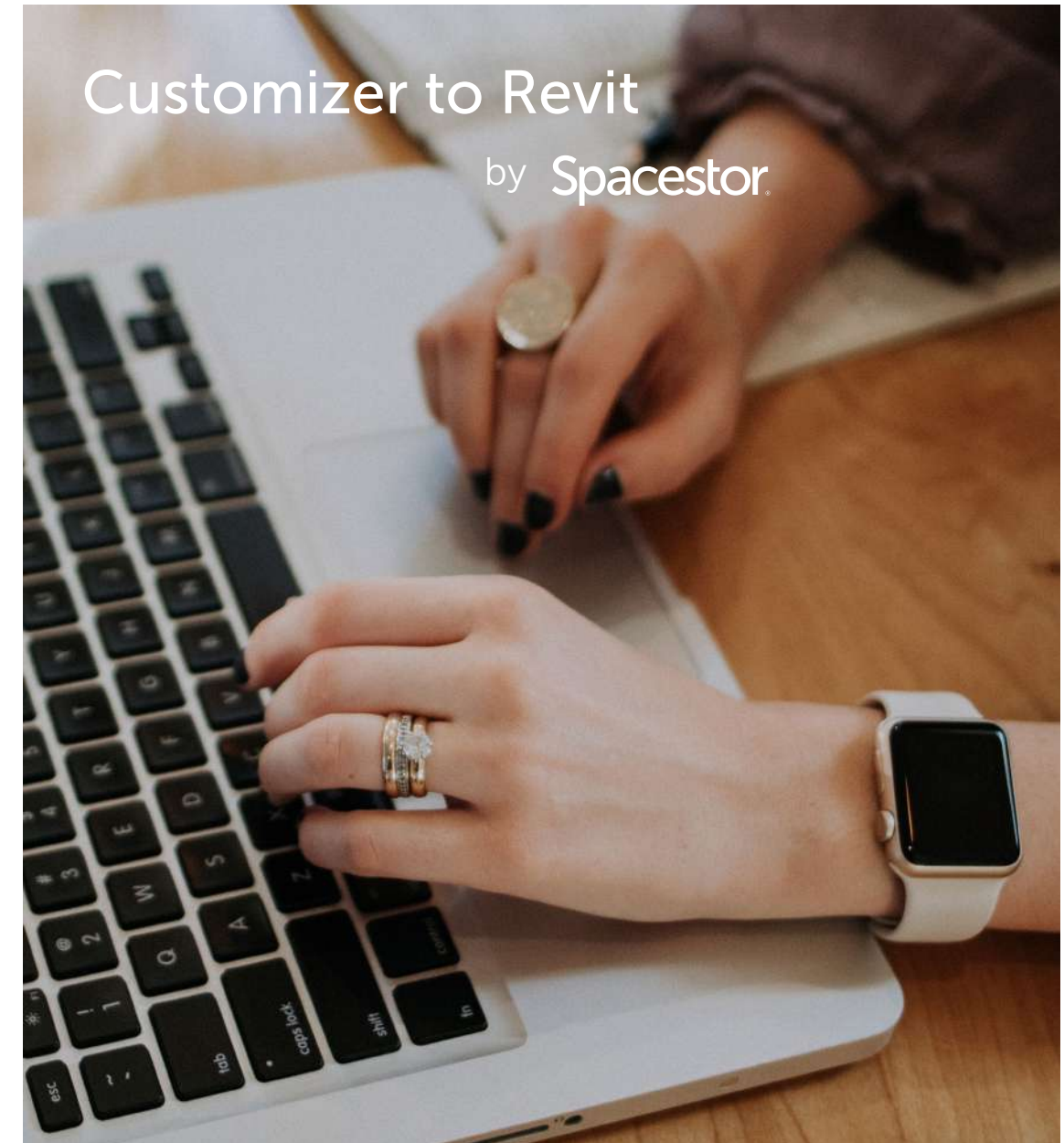
“ WE CHOSE THE VERANDAS PRODUCT BECAUSE OF ITS INCREDIBLE FLEXIBILITY, ENABLING US TO BUILD OUT EXACTLY WHAT WE WANTED IN A VERY MODULAR AND FLEXIBLE WAY. WORKING IN PARTNERSHIP WITH SPACESTOR HAS ENABLED US TO TEST DIFFERENT WAYS OF WORKING, DIFFERENT ZONES, DIFFERENT SPACES AND DIFFERENT MATERIALS TO REALLY ASCERTAIN WHAT OUR FUTURE NEEDS WOULD BE.

*Jon Race, CEO MCM Architecture*



“ THE VERANDAS SYSTEM IS GREAT FOR US BECAUSE IT ALLOWS US TO TRIAL LOTS OF DIFFERENT MIX MODE TYPES OF WORKING SPACES, FROM COLLABORATION SPACE; THAT COULD BE BRAINSTORMING, PIN BOARDING, WHITE BOARDING, LOTS OF LAYOUT SPACE FOR OUR WORKING LIBRARY, AND ALSO, REALLY IMPORTANTLY, SOME ACOUSTICALLY PRIVATE SPACES.

*Deepak Parmar, Design Director, MCM Architecture*



With the easy-to-use interface of the Customizer, users can configure the exact furniture configuration required and simply download a fully customized Revit family.

This major breakthrough is an industry-first, providing a huge advancement and time saving for designers.

Explore the Customizer





# Infinitely Flexible



Verandas





# Gymshark

Having recently been valued as a £1Billion company, Gymshark was founded just under 10 years ago by Ben Francis, making it one of the fastest growing companies in recent history. Based out of Solihull, England, they are the second British company to ever achieve 'Unicorn' status. And as their fan base and turnover was rapidly growing in the US, it prompted the company to open their first American office, in Denver Colorado.

Oktra, the design and build experts behind Gymshark's locations in the UK and Hong Kong, has also designed this first foray into the American market. Focussing on user-experience, the space is filled with bold design choices, and uber-smart tech systems. From the initial, dramatically low-lit reception and meet and greet area, users progress to increasingly brighter and more airy spaces. Right at the heart of the open plan office, vast glass windows provide sweeping views of the Denver city skyline and nearby mountain range.

In both their Solihull, England and Denver, Colorado locations Spacestor's Railway Carriages provide the

perfect meeting spot. As a free-standing furniture pod, the booths have their own power and lighting, and are fully equipped with an AV screen and camera to allow for virtual meetings. Three upholstered walls and a roof provide a sound-absorbing cocoon around the occupants, creating the ideal place for team collaborations or socialising. With the ability to totally customize the colour of the cladding and all the internal upholstery, the Railway Carriages create an extension of the brand in both workplaces.

Smart tech like the lighting system uses sensors to monitor surrounding levels of light and mimics natural daylight, keeping circadian rhythms going, even at the centre of the built environment. The same sensors monitor space use, allowing Gymshark to track office occupancy and efficiency whilst cutting energy use by 90% and greatly benefitting the environment!

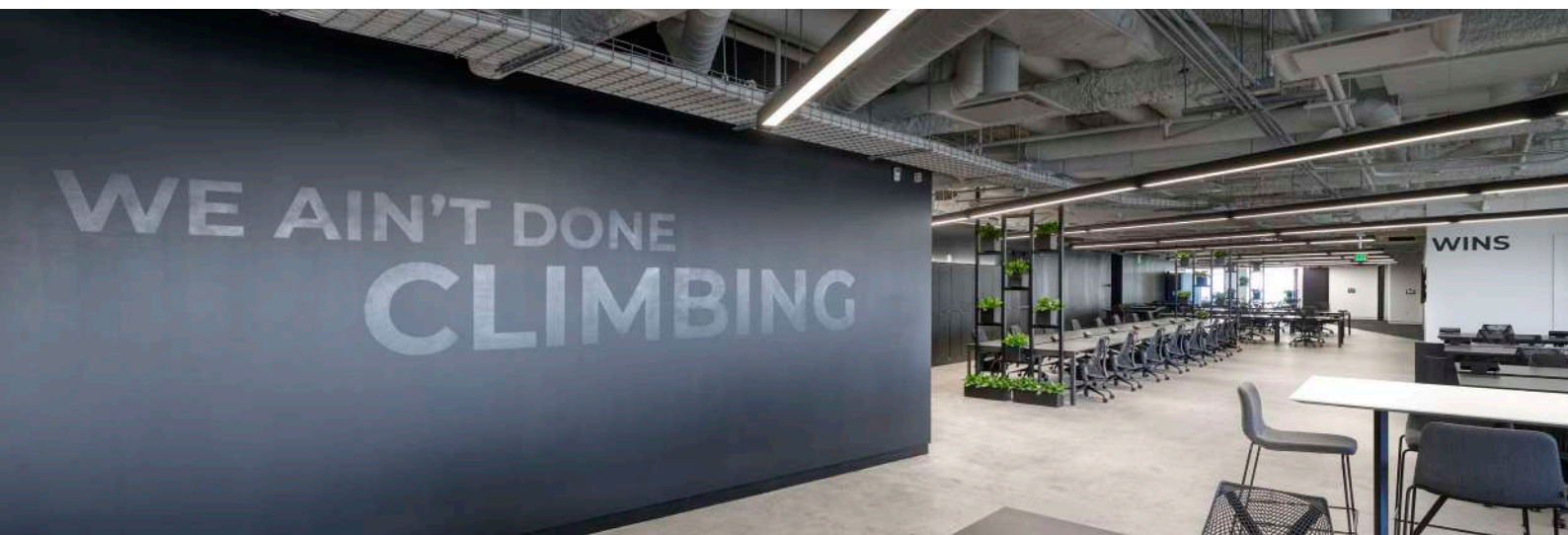
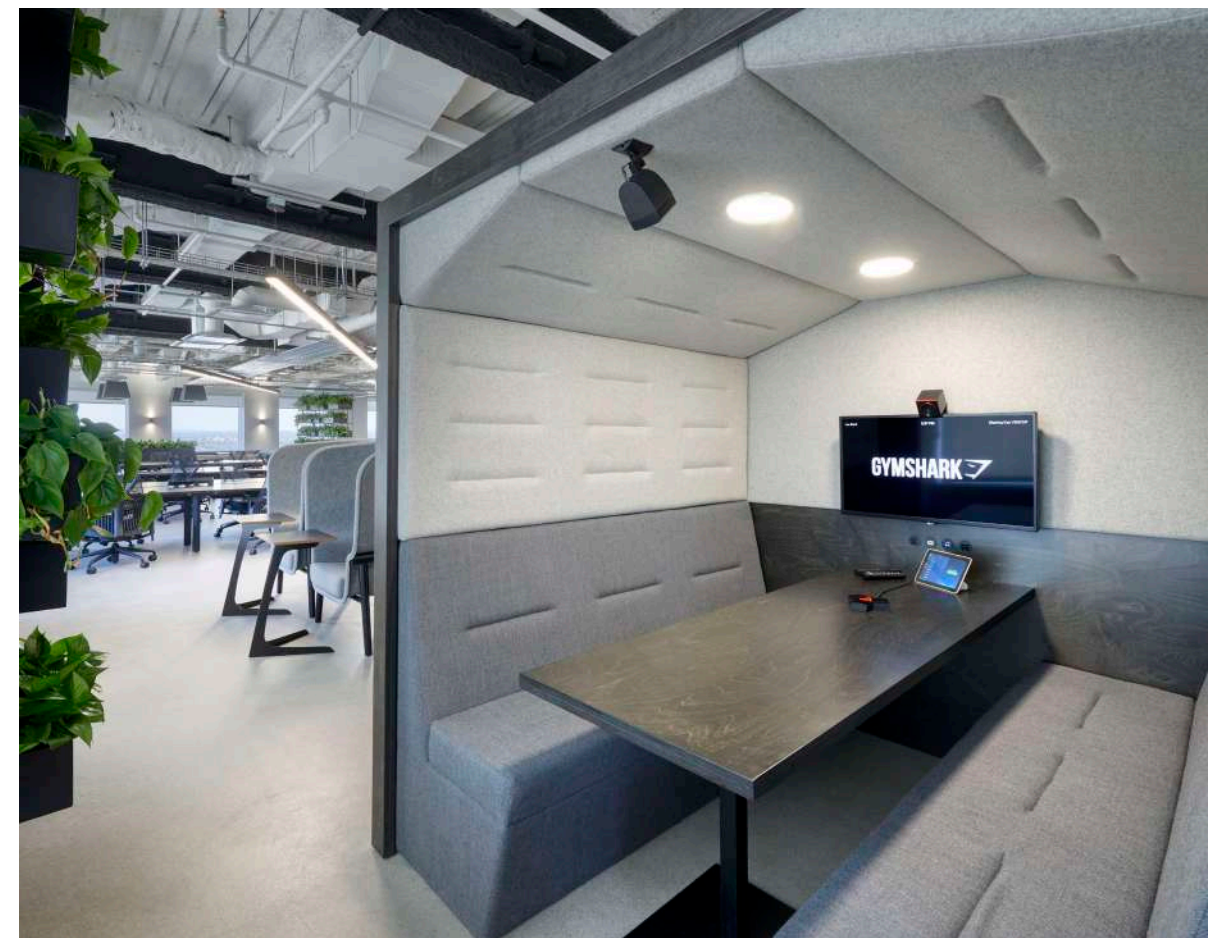
This stunning new space provides Gymshark with an extension of their brand, through a premium physical space, to help attract and retain the best talent, for the high-growth journey ahead.



## Informal Collaboration Space

Featuring Railway Carriage by Spacestor

Denver, Colorado







## Organic Forms and Natural Shapes in Workplace Design

In the not-too-distant past, bold, eye-catching and geometric design filled workspaces with vibrant and colourful patterns to transform cold and corporate offices into thriving hubs of activity. As with most workspace design trends, they reflect social context and loud, sharp shapes are now leaving the hybrid office to a different kind of aesthetic: organic design.

Organic design is growing in popularity, caused in part by a post-pandemic societal realignment of values and thus, a shift in workplace design towards comfort, wellbeing and nature.

Key to achieving a successful organic and natural environment is the use of organic design forms and shapes combined with other tools such as reconfigurable furniture systems to create space fluidity and natural, muted color schemes.

In this article we'll be looking at organic design, the role of natural shapes and organic forms and why it's so effective in workspaces right now.

### What is Organic Design?

Taking cues from nature, organic design principles emphasize minimalism and promote harmony between the man-made elements and the natural

world. This is more relevant than ever in the workplace, where businesses can attract people back to the office by offering a softer and more welcoming environment.

Organic design trends encourage the use of natural forms, sustainable materials and minimalism, opting for clean lines, neutral color palettes and generally speaking, few flourishes or embellishments.

Post-pandemic, the world has seen a switch in attitudes back towards simplicity and nature as well as a tendency to suffer with technological fatigue. Providing an organic design in the office can combat this, as well as make employees feel more "at home".

The use of organic design forms and shapes, which draw inspiration from nature help to achieve this. Organic shapes are free-flowing, unregulated by exact dimensions. Organic shapes are what biophilic design would call biomorphic forms - shapes that imitate natural ones - think leaves, ocean waves, rock formations and clouds.

Organic design aims to imitate the wide-open spaces of the outdoors and bring natural elements inside, using biophilic design principles such as a focus on natural lighting, using plants and greenery to recreate the outdoors and promoting

space fluidity through flexible, modular furniture.

### Environment's Impact on Mood

It's no secret that our workspace environment has a significant impact on our mood and wellbeing. When considering nature in design, the benefits to employees in the workspace are even greater. Just being able to see nature, real or represented in artwork, has been shown to increase self-esteem and mood, especially among younger people.

Creating workspaces that feel peaceful, natural, soft and nurturing help us build environments where we feel calmer and are better pre-disposed to deal with stress. A research poll of North American employees found that access to natural light and views of the outdoors are the number one attribute of the workplace environment, outranking popular benefits such as onsite gyms and childcare services. Employees said that access to natural light and views improves their overall happiness and wellbeing (78%), work satisfaction (73%), work performance (70%) and organizational commitment (54%).

The impact is not just about greater engagement levels, organic design has physical health benefits, with workers in daylight office environments reporting a 51% drop in eyestrain, a 63% drop in headaches and a 56% reduction in drowsiness.

Experiments have shown that the exposure of employees to nature through the sound of running water and forest scents not only improved subjective measures of stress, but also physiological factors like heart rates and blood pressure.

### The Psychology of Shapes

Spatial shapes and layouts have a behavioural and emotional effect on employees that trigger a subconscious change in attitudes, behaviours and moods.

Like color, the use of shapes has psychological effects on people within the workplace, and a combination of these tools can create a brand-new landscape for work.

Experts have studied the psychological impact of shapes for years, concluding that there is an undeniable link between certain shapes and ways of thinking, that when utilised that can help us promote certain attitudes and behaviours, particularly useful in organic workplace design.

Circles and other circular shapes like ovals and ellipses are some of the most classically used shapes in design and have a unique connotation. Unlike other geometric

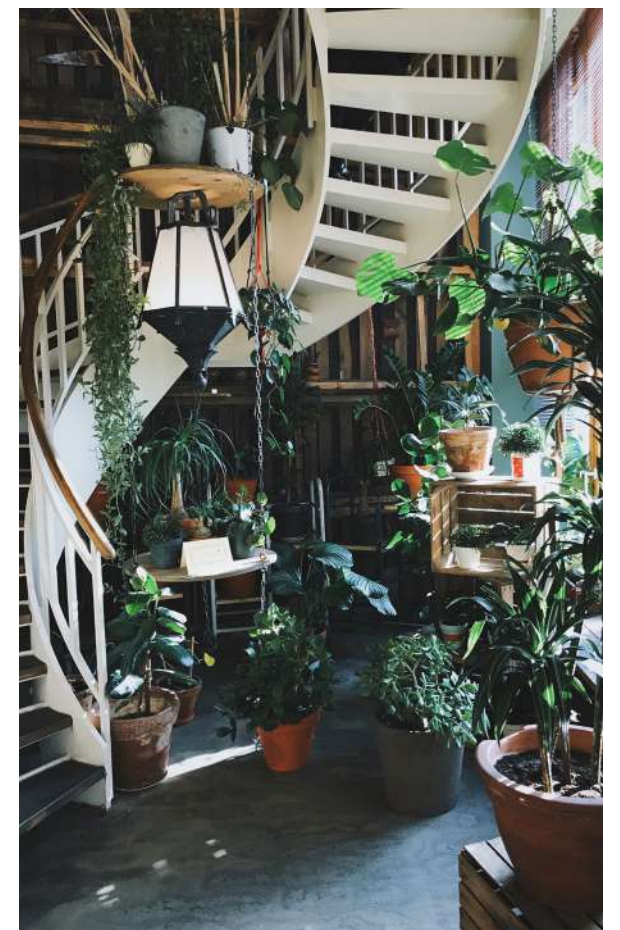
shapes, circles don't have angles, making them appear softer, gentler and more friendly than other shapes. Circles also represent unity, protection and completion.

Curves and softer design features are timeless, with ancient constructions such as the Roman Colosseum and Greek Agora designing with curves in their architecture, drawing inspiration from natural organic forms in their archways and curved lines. Circular in shape, these buildings represented community, bringing together neighbors into one space.

Organic shapes are never uniform, unbound by rules or measurements, they mirror the random formations that are found in nature, where rockery is both smooth and rough, rolling hills are curved and fluid and tree branches reach out arbitrarily.

Organic shapes can also suggest movement in design, as when we think of movement we think of natural and biological creatures and elements; crashing waves, flying birds and dancing flames. Capturing this in workspace design promotes ideas of freedom and agility.

When using organic forms in the workplace, although there is some level of regulation and measurement required, designing furniture pieces with curves, circular features, experimenting with textures and using the psychology of shapes can transform an office into a more natural, welcoming environment.







## Arcadia. The New Landscape for Work.

Arcadia takes inspiration from timeless architectural forms to provide a new interior design language for the workspace. The future workspace needs space settings that are stimulating, refreshing, and highly adaptable. Arcadia delivers on this with its soft lines and organic shapes; specifically crafted to be globally familiar yet not highly directive, allowing instant creation and landscaping of spaces with classic architectural forms from Colonnades to Pantheons, Rotundas to Cloisters – without building walls.

The modular kit of parts construction, pure geometric shapes and patent-pending quick-release joining system means shapes can be reused and reconfigured over and over again to experiment, evolve or just have fun as we adapt to our ever-changing present. An earthy palette of six carefully-chosen colors, references minerals and biophilia to compliment and blend together shades from the natural world.

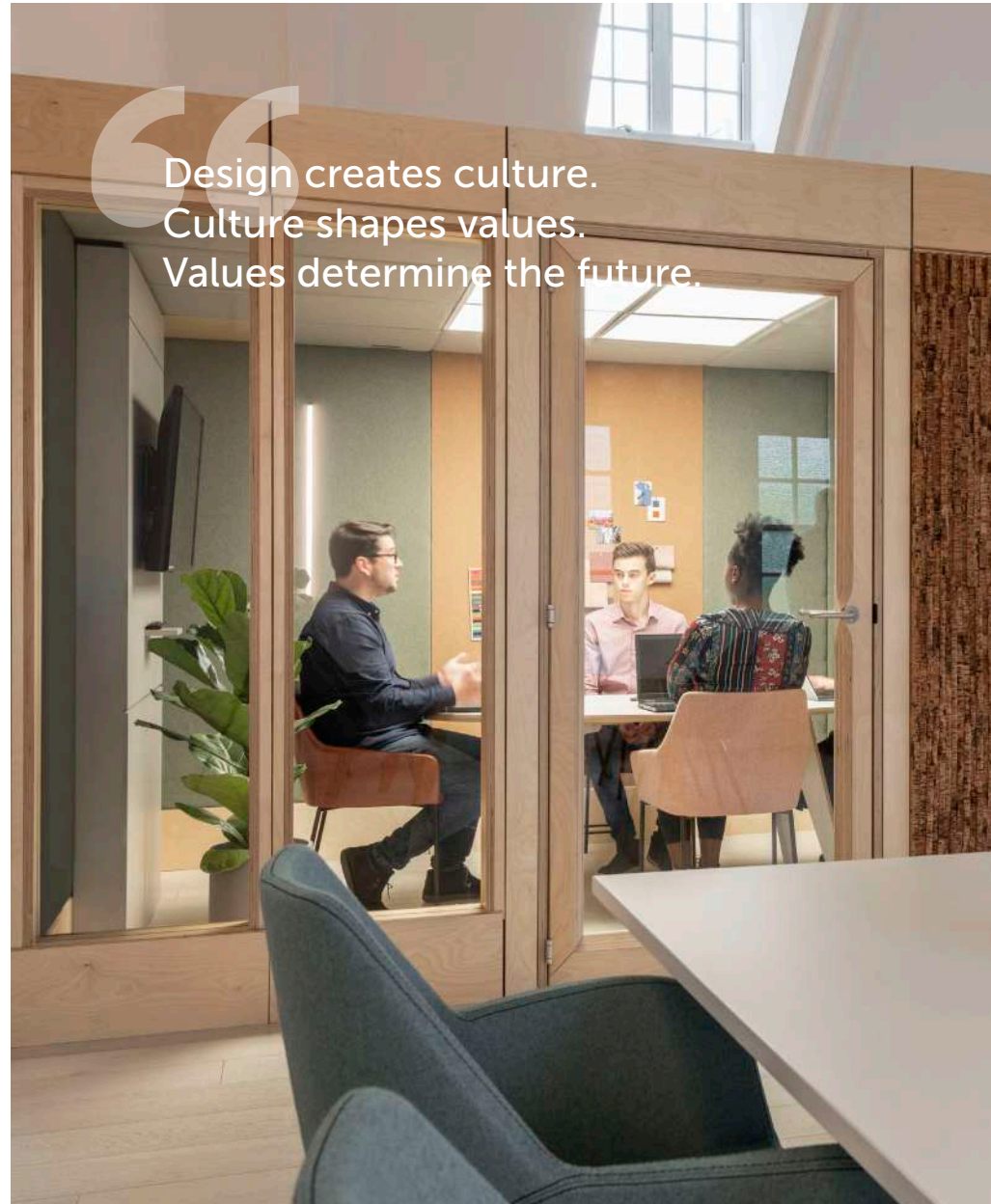


Scan to Explore

**Gensler**  
Product Design Consultant

**Spacestor**

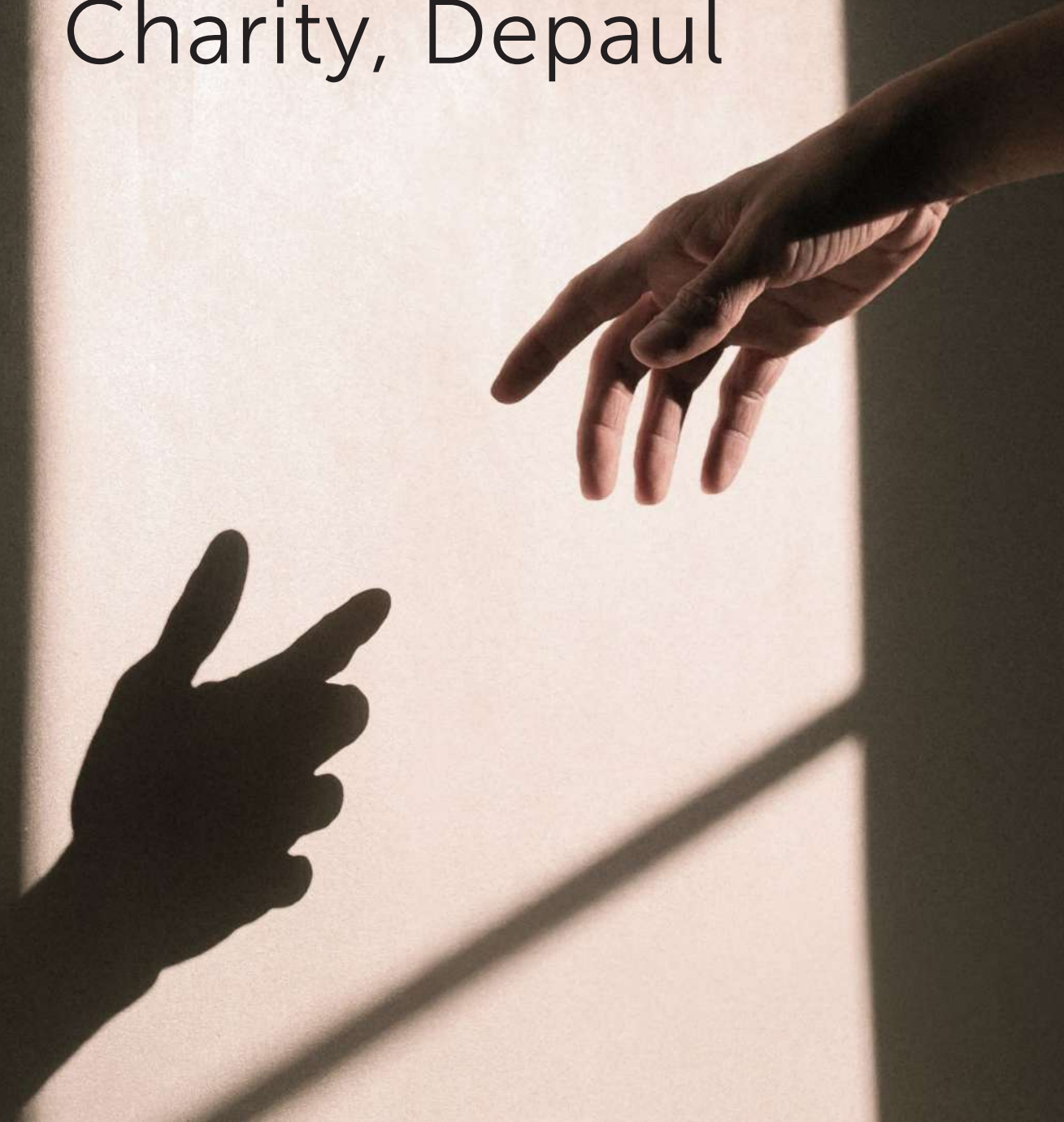




“  
Design creates culture.  
Culture shapes values.  
Values determine the future.”

Robert L. Peters  
Designer and Author

# Spacestor Supports International Homelessness Charity, Depaul







global company, we feel that we can expand on this by enriching the lives of others. This is why we have partnered up with Depaul to tackle homelessness.

says Nick Stedman, VP Marketing at Spacestor.

We believe that everybody deserves the opportunity for a fulfilling future, this is why when you select Verandas not only are you choosing a sustainable, design-led solution, but you're investing in a greater future for all"

Spacestor are proud to be on this journey and look forward to seeing the positive impacts each time a client chooses Verandas. This new partnership with Depaul is part of the Spacestor Havens program, which is an initiative set up for continued support towards those that need it.



“WE BELIEVE THAT EVERYBODY DESERVES THE OPPORTUNITY FOR A FULFILLING FUTURE, THIS IS WHY WHEN YOU SELECT VERANDAS NOT ONLY ARE YOU CHOOSING A SUSTAINABLE, DESIGN-LED SOLUTION, BUT YOU'RE INVESTING IN A GREATER FUTURE FOR ALL

Nick Stedman, VP Marketing, Spacestor

As a global company, Spacestor understands that their impact on the communities throughout the world is significant. Aims are to consistently support and strengthen the global community and to help create not only an unforgettable work experience but inspire wellbeing inside and out of the workplace.

Spacestor recently launched Verandas, an engineered architectural meeting room system, that is inherently sustainable, infinitely flexible and incorporates massive design choice. The influence of Verandas reaches far beyond the workplace. It's not just a meeting space solution, it's a way of giving back to the world as well as enhancing workspaces. This is because at the heart of everything they do, is a love for people. Not just for those at work but for all humankind. So as part of Spacestor's Havens programme, for every Verandas room that is purchased, they will accommodate one homeless person through their partnership with Depaul International.

Depaul are committed to ending homelessness and improving the lives of those affected by it. This resonates with Spacestor's core beliefs because improving lives has always been at the center of our values. Another reason for the choice of Depaul as charity partner is due to their international coverage with global reach. This enables clients all over the world to directly contribute towards the fight against homelessness in their local

community. When you buy a Verandas configuration, you'll be directly contributing to improving the lives of homeless people in your region.

Depaul now manage over 80 different projects internationally providing shelter, food, medical care, and a place of safety for over 23,500 individuals each year. They provide support through three areas of work:

- Provision of essentials for life - food, water, sanitation, and shelter
- Provision of basic physical and mental health care and support to access specialist services
- Provision of welfare support and advocacy services to enable individuals to move towards independence.

DePaul works in the spirit of St Vincent de Paul – a Vincentian approach focused on responding to need through action and innovation. They work inclusively with individuals from all walks of life, in a way that acknowledges the diversity and equality of opportunity for all. Their goal is to ensure that everyone has a place to call home and a chance to build a positive and fulfilling future.

"Facilitating and enriching people's working lives is at the core of Spacestor's brand. Furthermore, as a



## Universal Design - Designing for Pets in the Workplace

The issue surrounding new styles of working is still incredibly prominent in workspaces all over the world. Designers and workplace planners are keen to get large numbers of staff returning to the office in order to utilise the space effectively, and many places are offering a hybrid working arrangement to give people 'the best of both worlds'. However, for the millions of people who acquired a pet during the pandemic, they have become used to working at home full time whilst caring for their companion.

According to a recent study by pet products company 'Bark', more than 70% of dog owners still working from home expect to miss their pet when they return to the workplace – compared with only 42% who will miss their spouse and 39% who will miss their children. The issue has in fact become so common that some pet insurers are now covering claims for the behavioural therapy and treatment of dogs that are distressed to see their owners leave them during the day.

### Pandemic Life Caused Us to Have More Pets

It's no secret that pet ownership soared during the pandemic. According to the 'American Pet Products

Association', 11.38m US households took on a new pet during this period, with 75% of all pet owners saying that spending time with a dog or cat helped to reduce their stress and increased their sense of wellbeing. Pandemic life challenged us to look with a new perspective and consider the importance of things closer to home. People began to realise the hidden benefits of spending more time with their pets and children. So what happens now as everyone starts to return to the office?

### Hybrid Work – How Pets (and Children) Now Need to Fit Around Your Lives

Now that the new hybrid style of work is common practice within companies, people know they can be just as productive at home as they can in the office. Many employees only venture in for certain meetings and occasional collaboration so they don't lose touch with the rest of the workforce. For those with children and pets, the appeal of staying at home often outweighs the 'need' to be in the office.

Usually, when you're at work, you don't see what your pet does all day. This is especially relevant for dogs, who may scratch, bark or whine, especially if a delivery

comes. Now people are noticing everything they do and are thinking 'I didn't know you did that all day' and they feel they can't leave the dog alone for ten minutes, much less for ten hours.

So, employers are faced with the difficulty of enticing people back into the office. Offering solutions like bringing their pet into work could be a great incentive to encourage more people back in, as well as potentially offering some additional benefits to help attract the top talent to the business. Below, we look at some of the benefits companies can offer, and some of the advantages and disadvantages of bringing a pet to work.

### Advantages and Disadvantages of Pets at Work

Allowing people to bring dogs to the office can be complicated - especially for a small business - and the companies that do allow this generally have pretty strict policies. These can include making employees verify that their pet is adequately trained and providing evidence that the pet is insured, cleaned, free of parasites and vaccinated.

However, dogs can provide many benefits to people in the workplace, aside from offering a good reason for employees to work from the office instead of their home. Researchers have studied the impact of dogs in the areas of social support and stress reduction, performance, health and safety, and social interactions. The potential benefit of dogs in the workplace is that they may have a positive effect on the social interactions among employees and create more opportunities for co-workers to interact in a positive setting. There is a positive correlation between the impact of mental well-being and having pets around you, which can help stimulate productivity - perhaps most offices could do with a 'therapy dog'!

On the other side, their presence may also pose several hazards and risks. Some of these hazards and risks are related to allergies, phobias, or other sensitivities. An employer's decision to accept a dog in the workplace ought to consider the potential impacts to the health, safety, and well-being of all employees.

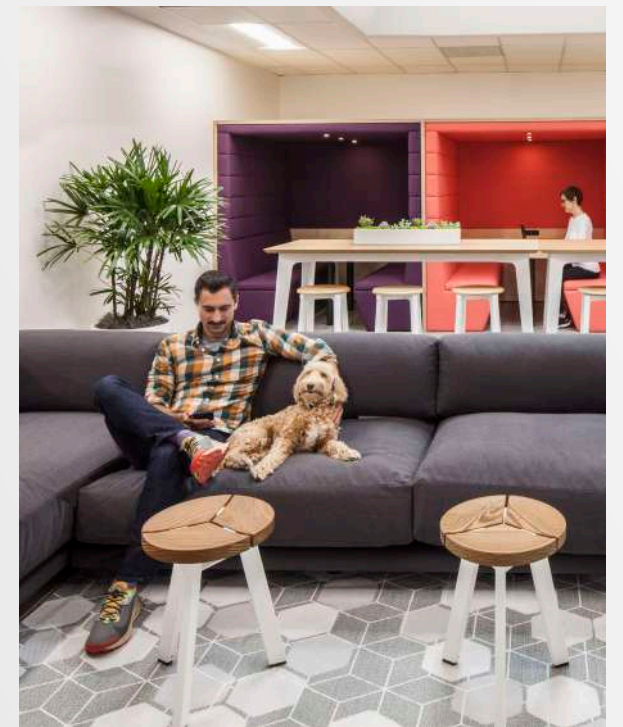
Pet-friendly offices could also look to offer benefits to the furry friend as well as the employee, and insurance for animal companions could be among the trending post-pandemic employment perks. A recent study by Nationwide showed that even before the pandemic,

pet health insurance has quickly become one of the most requested voluntary benefits as its popularity continues to skyrocket among US employers looking to attract, engage and retain pet-owning employees. So along with paid time off, private health, and pension plans, employers can offer pet owners benefits in insurance and care of their animals.

### Workspace Designs for Attracting Pet Owners to the Office

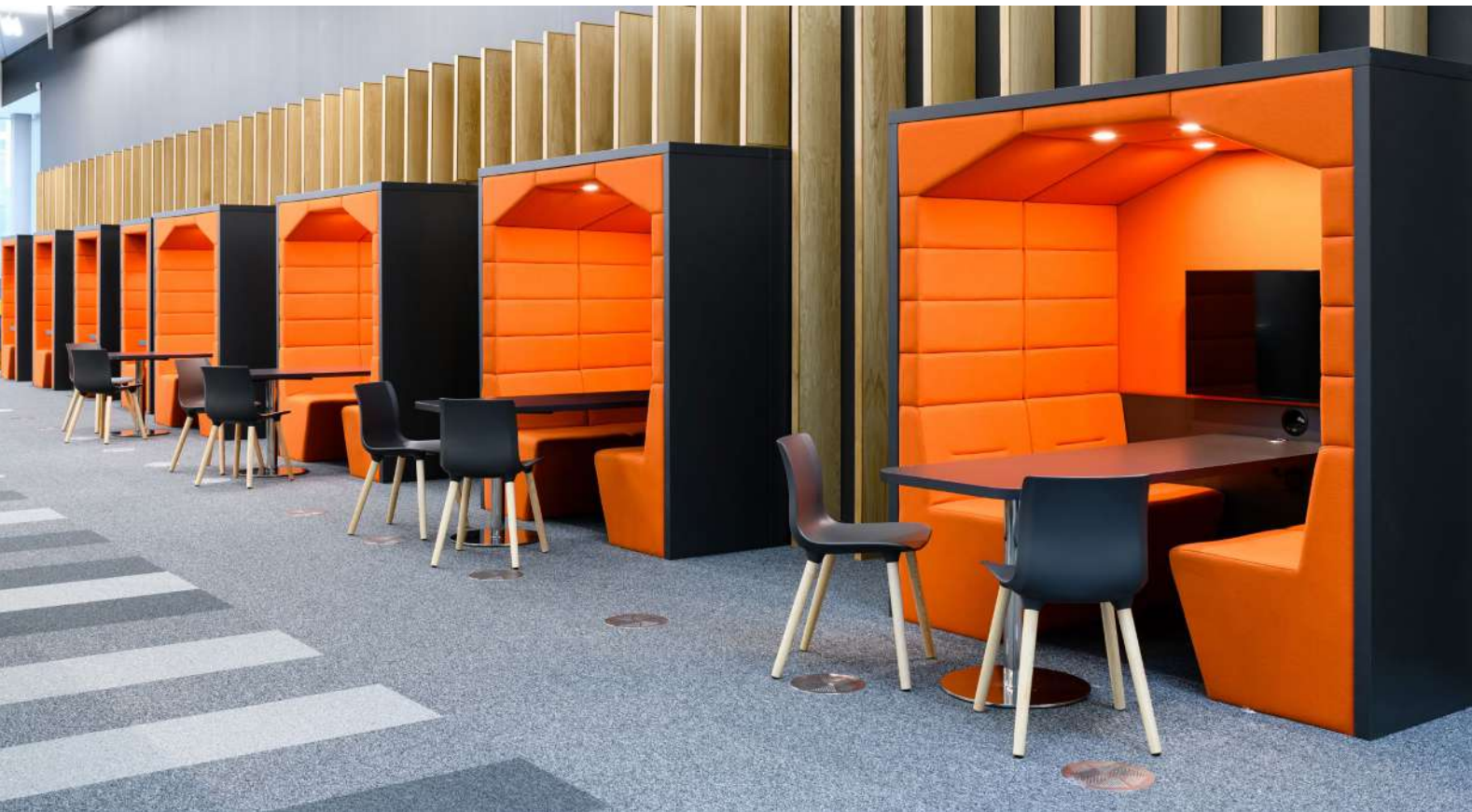
Besides pet insurance, a growing number of businesses are allowing their employees to bring their animals to work. The most famous of these is Amazon which, once again, ranked as a top dog-friendly business, with more than 1,000 dogs at Amazon's Seattle headquarters, thanks to the company's dog-friendly work policy. Jennifer Skipper, Amazon's "Woof Pack" manager (how about that for a dream job?) said "Our dogs are a special part of Amazon's peculiar culture, and a mechanism for connection. We've found that dogs in the office actually contribute to our collaborative company culture."

When considering the prospect of dogs in the workplace, it is important to know in which situations dogs are discretionary and in which situations dogs are a legal accommodation. Employers are obligated to allow dogs only in select circumstances, such as service dogs, like guide dogs. However things are different with a pet dog, where there may be limitations due to insurance reasons or landlord issues, but if this is not an issue, a pet in the workplace can bring a number of added benefits.





## Accessible Furniture for an Inclusive Workplace



### What Is an Accessible Workplace?

Modern office design has pushed to become more comfortable, more practical and more productive, but equality, diversity and accessibility have also become far more important. With the emphasis on health and wellbeing we've seen recently, and a conscious young generation consisting of Gen-Z or Pandemials, people are more cognizant of the need for the workplace to be accessible for all. With office design currently experiencing a radical reinvention, employers are always pushing to appeal to younger generations, and talent.

Accessibility is about removing barriers from a workplace or work function, so that everyone has equal access to the location, tools and tasks required to perform their role. The design or layout of a building, its lighting, noise level, signage and parking

are examples of factors that may present a barriers for people of different abilities.

### Why Is Accessibility important in the Workplace?

There is a moral and legal duty for businesses to cater for people with different abilities, so it is important to think about how premises are accessible. There are currently over 1.2 million wheelchair users in the UK according to the NHS, and approximately 3 million in the US. Their collective voice is being heard and with companies investing in modern office designs which aid productivity, wellbeing and comfort, it is important to cater for people of all abilities.

There is guidance on what a workplace has to provide through Disability and Equality Acts that have been passed and created, which puts emphasis on workplace accessibility and inclusion. But, disability is

not always visible. In some cases, disabilities include conditions like learning difficulties, debilitation pain, fatigue and mental health disorders. This means there are a variety of different aspects to workplace design and furniture that need to be thought of.

### Designing for Accessibility

You may think that it is going to be an expensive undertaking to make your office or building more accessible and inclusive, but it doesn't necessarily need to be. Some changes in the workplace can be quick and affordable, even simple considerations like rearranging office furniture to allow wider spacing between desks for wheelchairs or installing ramps to access your premises are just two examples of quick and affordable changes.

### Here, we're going to take you through seven tips to help make a more accessible workspace:

1. Provide a larger variety of height adjustable furniture. An example of this are desks that can move up and down to allow for different sitting or standing positions, operated at a touch of a button. This extends to not just typical runs of desk you expect to see in an open office, but also pods and booths. This also provides benefits to employees of all abilities, with the abundance of health benefits drawn from a correct working position being well documented.
2. Think about the physical features in the workplace; consider wider passageways for wheelchairs and moving furniture which may be restricting corridors, as well as ensuring there are available facilities on each level or having an elevator. Introducing Braille at the office and ensuring light switches and signage are at a suitable height for wheelchair users are also considerate ways to make your workplace more inclusive.
3. Be aware of the assistive technologies available like speech recognition, buttons and switches designed for people of all abilities - colour-coding can also be a great help in some situations.
4. Offer employees the chance to undertake training so they know how to contribute to a better working environment for all.

5. Offer more breakout areas for people to use for different functions or work types, allowing for more seating options, a choice of pods and booths and collaboration zones.

6. Ensure your reception is fit for all, considering every touch-point. Sign-in books may need to be completed so providing a desk at a lower level or adjustable height desk would be beneficial.

7. Provide mindful spaces for staff to break out into for quiet concentration time, or chill out zones for screen and comfort breaks. These solutions can really help with mental health and wellbeing of everyone.



### Furniture Solutions For an Accessible Workplace

Spacestor take accessible design very seriously and feel that it is important to provide equitable solutions to people of all abilities. Here are some highlights of some of the furniture and features that specifically cater to the accessible workplace:

Residence Connect was crafted to provide an optimal and inclusive video conferencing experience. Following the principle of inclusivity, the design of Residence Connect affords an equitable experience for all users, regardless of their abilities. The accessible DDA model is designed for easy approach and entry and exit with a battery-powered push button door opener mechanism. Additionally, the design includes a level threshold for easy access. Usability and controls have been designed for people of all abilities for an equitable experience. Ergonomics have also been



Carefully considered with inclusion of height adjustable monitor mount and height adjustable desk.

height and width options to cater for the diversity of the modern workforce.



Verandas, a modular 'kit-of-parts' meeting room, with the flexibility to alter room style and use. Being sustainable and totally customizable, there are many options that can be utilized for a more accessible addition to the office, including level door thresholds and many accessories that can create unique and inspiring spaces, inclusive for all. Adjustable height desks, and other additions around the Veranda means that there are many accessible options here too.

Workspaces are increasingly becoming places to collaborate and socialise, so the need for meeting spaces is ever-growing. The Railway Carriage has been developed to meet this exact need. Acting both as an ideas hub for collaboration as well as a relaxed, focus space for concentration, this office meeting booth has a sleeker aesthetic with a stronger, more modular design. Available in over 300 million combinations, it has varying styles, a huge range of finish options and accessories. Adaptations and customizable options can be included to cater for everyone, including options to extend the table or remove seating on one side so that it is easily accessible for wheelchair users.



Portals, a flexible family of productive spaces catering to employee choice through a variety of individual working styles. Stay connected to the buzz but away from mainstream distractions. These come in various



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# SCAD

A colourful and bold reflection of the unique, design-led nature at the heart of Savannah College of Art and Design.



The Savannah College of Art and Design is a private, nonprofit, accredited university, offering more than 100 academic degree programs across its locations in Atlanta and Savannah, Georgia; Lacoste, France; and online via SCADnow. SCAD enrolls 15,000 undergraduate and graduate students from more than 100 countries. The innovative SCAD curriculum engages professional-level technology and other advanced learning resources, and affords students opportunities for internships, professional certifications, and real-world assignments. Students are surrounded by a thriving art scene and a diverse environments at all SCAD locations, complimenting the diversity and design-led nature of the university. In a recent study, 99% of SCAD graduates were employed, pursuing further education, or both within 10 months of graduation. SCAD provides students and alumni with ongoing career support through personal coaching, alumni programs, a professional presentation studio, and more.

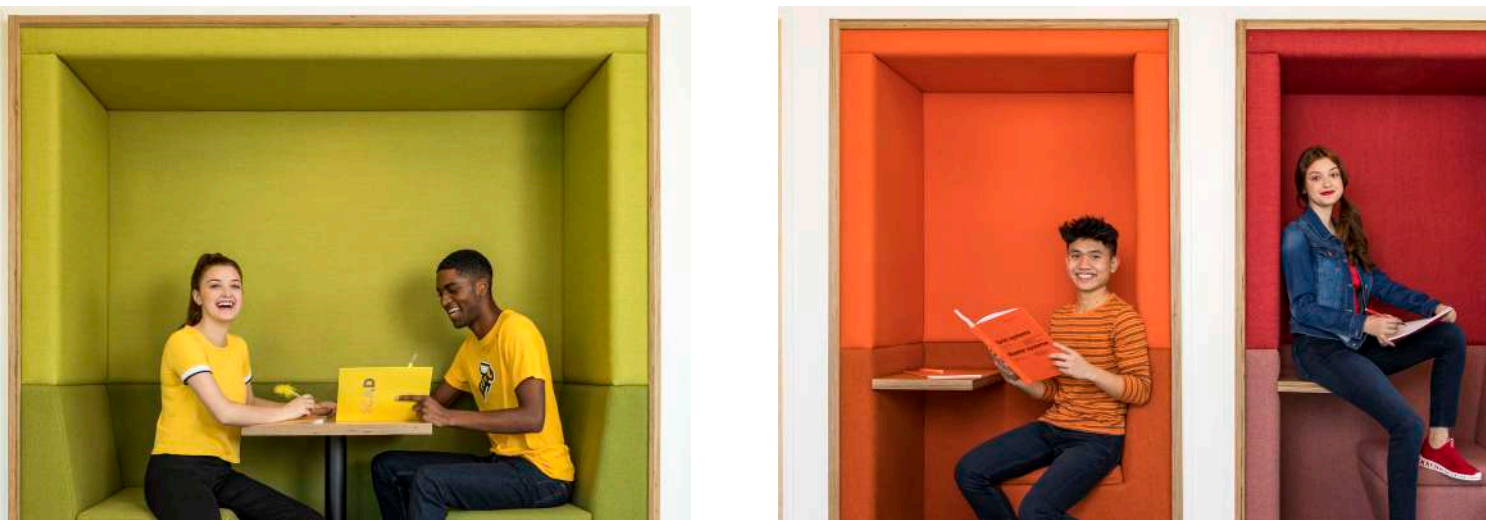
and suite in with the tonal range used throughout that floor. Having customizable furniture was essential in order to allow this design motif to flow seamlessly throughout the building. Providing quiet nooks for focused work as well as collaboration hotspots, our Portals and Railway Carriage products have been customized on every floor to mirror the surrounding design hues.

With a matching design aesthetic, the single personal Portals look like an exact half of the two person Railway Carriage booths and being built into the wall allows for a flush look and a clean design feel.

Dorms are provided for the students who study at SCAD at the 'SCAD Victory' housing project, a suite-style set of residential halls expanding over two blocks of Savannah's Historic Streetcar District. Whilst separate from the college itself the dorms are a design haven, reflecting the individuality and creative nature that speaks to the heart of who SCAD are. From the outside, the glass corner of the building gives a glimpse into the interiors, with 4 bold neon letters across each of the four floors, spelling out 'SCAD'.

The neon letters echo the color scheme at each level,

Photography Credits © Savannah College of Art and Design







## The Sticky Workplace – How to Attract Staff Back

Workplace strategists are facing a delicate challenge right now; how do we attract staff back into the workplace, whilst offering them reasons to stay in the office, especially when there are so many benefits seen recently in working from home? This then leads us another question - how do we get staff to stay suitably engaged and invested in the company and to commit their long term futures to it?

Not all employees want to return to the workplace; many recent surveys have been shared showing that people have grown uneasy about returning to in-person work, and being skeptical of the need for traditional workplaces. If the workplace is uncomfortable or full of distractions, it can make for an unhappy workplace. For example, an open office layout is good for employee interaction but prone to noise and visual distractions that can make it difficult to focus on their work. There's no perfect or "best" office layout, but as long as the needs of your employees are prioritized, then

it goes a long way in making them feel valued.

Urban designers have been facing similar issues with the physical environments of a city centre for a lot longer. They have to think about how to help people feel safe, whilst also giving them reasons to visit and stay in a city centre. There are many principles that we can use from these planners and apply to the workplace in order to draw staff in and get them to 'stick'.

### Three key principles which relate to both situations are;

Density – which incidentally should not be confused with over-crowding. Supporting a workplace strategy with flexible spaces that can be easily reconfigured to help bring people together for collaborating, meeting, socialising, and being involved with the culture.

Culture and there will always be a need for 'private spaces' using solutions like Office Pods and Booths can

help to facilitate this. But it's also important to provide for a diverse set of collaborative activities through face-to-face interaction and the exchanging of ideas, which can be accomplished through amenity areas such as employee lounges.

Mixed Uses - another aspect of urban design is taking maximum advantage of mixed-use opportunities. Planning professionals have long recognized the benefits of mixed-use districts. Office spaces can often address desires, luxury and convenience by offering amenities such as cafes, fitness areas, or well-being rooms alongside traditional workspaces. The goal being to create a space where people can take work above and beyond the typical "at work" behaviours and provide benefits employees can't get while working at home.

When designing a workplace, neighbourhoods and communities create a sense of belonging, especially when these neighbourhoods are more than just a group of cubicles and conference rooms and instead include agile solutions and flexible interaction for collaborating across teams. Integrating clear wayfinding and incorporating planning concepts such as landmarks, nodes, and edges provide a framework for neighbourhoods. Zoning with modular furniture can go a long way to accomplishing this, and gives flexibility in reconfiguring and adapting as the workplace evolves.

However, physical design elements alone are not enough to support a "community." While functional in providing an organizational framework, the neighbourhood model tends to focus on the physical attributes of a space at the expense of people. The sociocultural environment (the communities of work) that make up an organization is equally important. Being able to appropriately represent your brand and corporate identity essentially creates an experiential workplace that acts as a destination that employees and visitors want to come to. Only by addressing both can we create workplace experiences worth returning to and thriving in.

Another aspect to consider are theories on how staff are motivated at work. Herzberg and Maslow produced two well known theories; Herzberg theorised there was a set of factors in any given workplace that contributed to an employee being satisfied with their job, 'Motivators', which includes enabling them to participate in interesting work and allowing them to achieve recognition. At the other end of the





spectrum, there is another set of factors which can cause an employee to be dissatisfied if regarded as unsatisfactory, 'Hygiene Factors' these include pay, job security and benefits.

As an alternative, Maslow's theory presents the idea that everyone has a "hierarchy of needs" which can be represented as a pyramid. With the base being the most fundamental needs for life; survival needs. And the top represents the individuals ability to achieve their full potential. Maslow's theory suggests that the more fundamental needs that feature lower down must be fulfilled before an individual can climb the pyramid and focus on satisfying his or her higher level needs.

Finding the balance between ensuring that the more fundamental needs of people are met and that people also feel valued by the organisation, means they are challenged and that they have the room to grow and

learn more. Applying these motivational factors to a workplace strategy can help to create an experiential workplace.

A workplace that is experiential can serve as a foundation for recovery from recent disruptions and concerns. If you want your employees to improve their productivity, it could come down to the structure and setting of your office. Not just the location, but the layout of office furniture and equipment, applying agile and flexible solutions and giving people the freedom to individualize their workspace. Creating a culture that improves the overall vibe of your office, give a sense of "place," or attachment offering more than just an aggregate of decorative elements. Its purpose is to celebrate and reflect the culture of those working in a particular location, providing benefits employees can't get while working at home.







HMRC

As part of their framework scheme, Spacestor worked with Overbury and Ward Robinson to create a brand new, showcase location for the organisations 'Workplaces of the Future': an office and events space that sets the standard for collaboration and employee engagement. As a complete re-imagining of their current space, this showcase location had to be transformative.

The triple-height atrium that runs the length of the building, soaks the space with natural light from the vast, glass ceiling above. This overabundance of light creates an open and inviting avenue through the centre of the space, that is finished with a range

of collaboration spaces. Through the centre of the avenue, the space features several runs of our Railway Carriages. Customized with beachhut graphics and a seaside-feel, these booths are perfect for solo working or collaborative meetings, and feature stunning prints of the North England's dynamic landscape. The acoustic properties of the booth provide sound insulation and a sense of privacy insulated with acoustic absorbing panels to provide solace from the open space, yet also a sense of privacy for those using the meeting space. Integrating a monitor into each of the Railway Carriages allows staff to seamlessly work from wherever they choose.



The design uses Palisades Grid to divide up the much larger open-plan space into multiple, smaller environs. Integrating technology with the inclusion of the TV alcove means that the employees can truly work from anywhere, as well as use the space for larger presentations and meetings. The versatile furniture selection allows the space to be subdivided into smaller neighbourhoods and areas, and quickly reconfigured without requiring building works. Consequently they can scale their office space to meet the needs of different teams and projects on-demand, without requiring lengthy waits or any extra expenditure.

The core goal of the project was to meet strict

sustainability and accessibility requirements and has resulted in a dynamic and engaging workspace that transforms the perception of public sector workplaces. The collaborative areas at the centre of this new space are prime locations for casual meetings and catchups; from café-esque seating to larger boardroom setups, and even a circular amphitheatre. Another driver for the programme was to provide efficiency for their customers while improving the ways that the staff worked with one another. Their new fit out helps achieve this by reducing their real estate footprint, lowering ongoing running costs and greatly improving staff morale, efficiency and productivity.



# Creating the Best Places to Work 2022



So many brands that have achieved recognition for their spaces in the 'best places to work in 2022' releases.

Attracting and retaining top talent is a key part of workplace strategy. Candidates are spending more time researching the corporate culture and finding a workplace that fits with their priorities.

One of Spacestor's top workplace trends for 2022 was 'Employees become Customers of the Workplace' as the workforce is having more choice in where and how they work, the office is having to compete with the home as well as other companies in order to attract their 'customers' aka employees.

Spacestor is pleased to have worked on 60% of the workspaces listed in the top 100 places to work.

Lists include:

- Forbes, World's Best Employers
- Fortune 100 Best Companies to Work For
- Glassdoor UK's Best Places to Work 2022

As Spacestor are in the fortunate position to have worked with so many of the organisations listed, they have taken a look at these projects to see what they all have in common to offer their people and summarised this here:

## Culture

The business brand values, message and culture are how some of the top employers are creating a workplace that employees love to go to every day. Cultural values and priorities like sustainability, collaboration, and activity-based working are some of the main elements we've seen from these organizations.

## Personalization

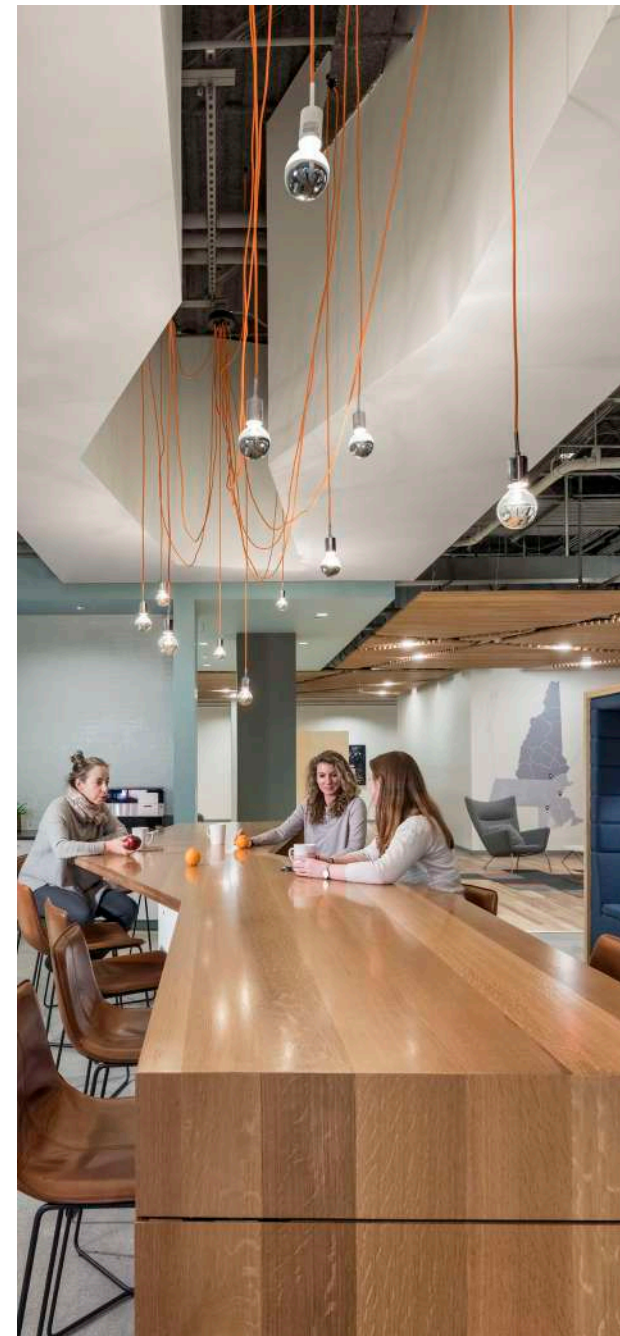
When it comes to attracting people to the workplace, personalization, customization, and design really comes down to allowing teams to choose between a variety of versatile spaces in the workspace offering its users greater choice and, giving users control over how and where they work. These companies have recognized the impact personalized workplace design has on their staff productivity, loyalty, and attracting new talent.

## Wellbeing

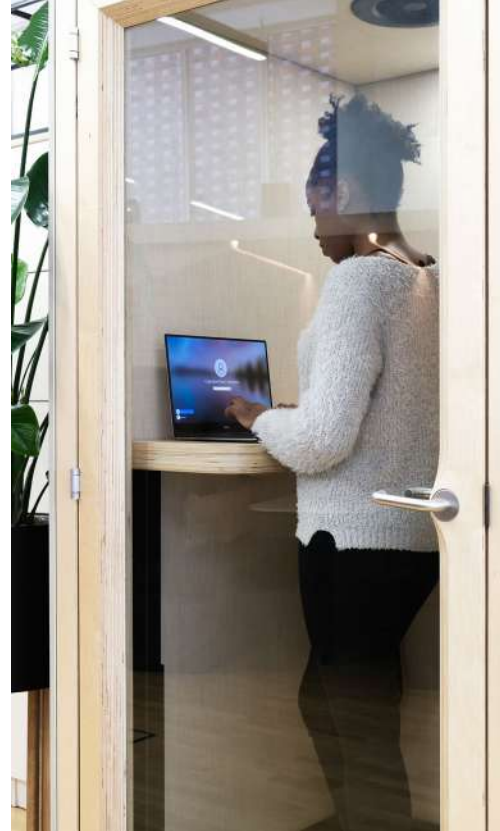
As the workplace has evolved, principles of wellbeing have been added to the designs of the workspace. When staff feel energized, looked after, and better in the workplace, they will be more productive, creative and innovative. The workforce of today appreciate changes like increased airflow, hand sanitiser stations, touchless doors and interfaces, use of natural light and biophilia. Flexible desk layouts, communal spaces and neighbourhoods are particularly important to designs that keep employee well-being in mind.

## Universal Design

The workplaces that prioritise equality and an equitable experience for all users are likely to be more profitable. Universal design doesn't mean you're designing one thing for all people. You're designing a diversity of things so everyone finds a way to participate. A survey by the Harvard Business Review found employees at companies that focussed on inherent and acquired diversity were more likely to out-innovate and out-perform others. The report also revealed employees in a 'speak up' culture were 3.5 times more likely to contribute their full innovative potential.







## Declare: Commitment to Sustainability

As another step in Spacestor's sustainable design story, they have announced that a number of their products have been issued a Declare label.

As part of Spacestor's commitment to the environment and sustainable design, they have announced another important step in their journey. Six of Spacestor's key products, Palisades Grid, Verandas, Railway Carriage, Residence Connect, Residence Max and Forte, now have Declare labels!

The insightful graphic on the right hand page dives into the detail of what exactly a Declare label shows. With responsible sourcing and ingredient transparency becoming increasingly more important, the Declare label provides the necessary details to give you peace of mind.

### WELL Building Standard

In addition to this, all Spacestor's products with Declare labels are also 'LBC Red List Approved', meaning they have been approved as compliance pathways for the International WELL Building Standard v1 Feature 26 for Enhanced Material Safety and WELL v2 Feature X13 Enhanced Material Precaution. These features take a precautionary approach to hazards by emphasizing healthy material selection to minimize risks.

In addition, all active Declare labels contribute to WELL v2 Feature X14 Material Transparency. This Feature prioritizes supply chain and ingredient transparency to offer product specifiers the tools they need to make fully informed choices when selecting healthier products.

### What Next ?

As a global company, Spacestor's impact on the environment is significant. Spacestor seeks to consistently support and strengthen the global community, help create a unique, unforgettable workspace experience and to inspire wellbeing. The journey to creating a better future is never finished, and they're always looking for ways to lessen their impact on the environment. Right now, they're working on further transparency, providing embodied carbon figures for key products, as well as continuing on their long-term goal of eliminating the use of VOCs, harmful plastics and chemicals in our products.

All to create a better, more sustainable, future together.

## What is a Declare Label?

The ultimate in material transparency, issued by the International Living Future Institute, a Declare label gives designers and furniture specialists peace of mind that they're making responsible sourcing decisions.



1.

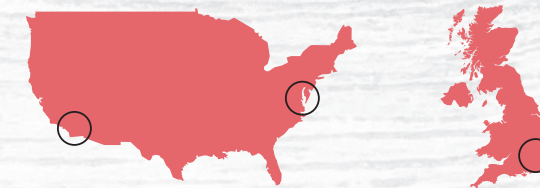
**Where does the product come from?**

Sustainably sourced LBC Redlist approved materials.

2.

**Where is it made?**

Los Angeles, California; Philadelphia, Pennsylvania; London, UK



3.

**Where does it go at the end of its life?**







Jacobs

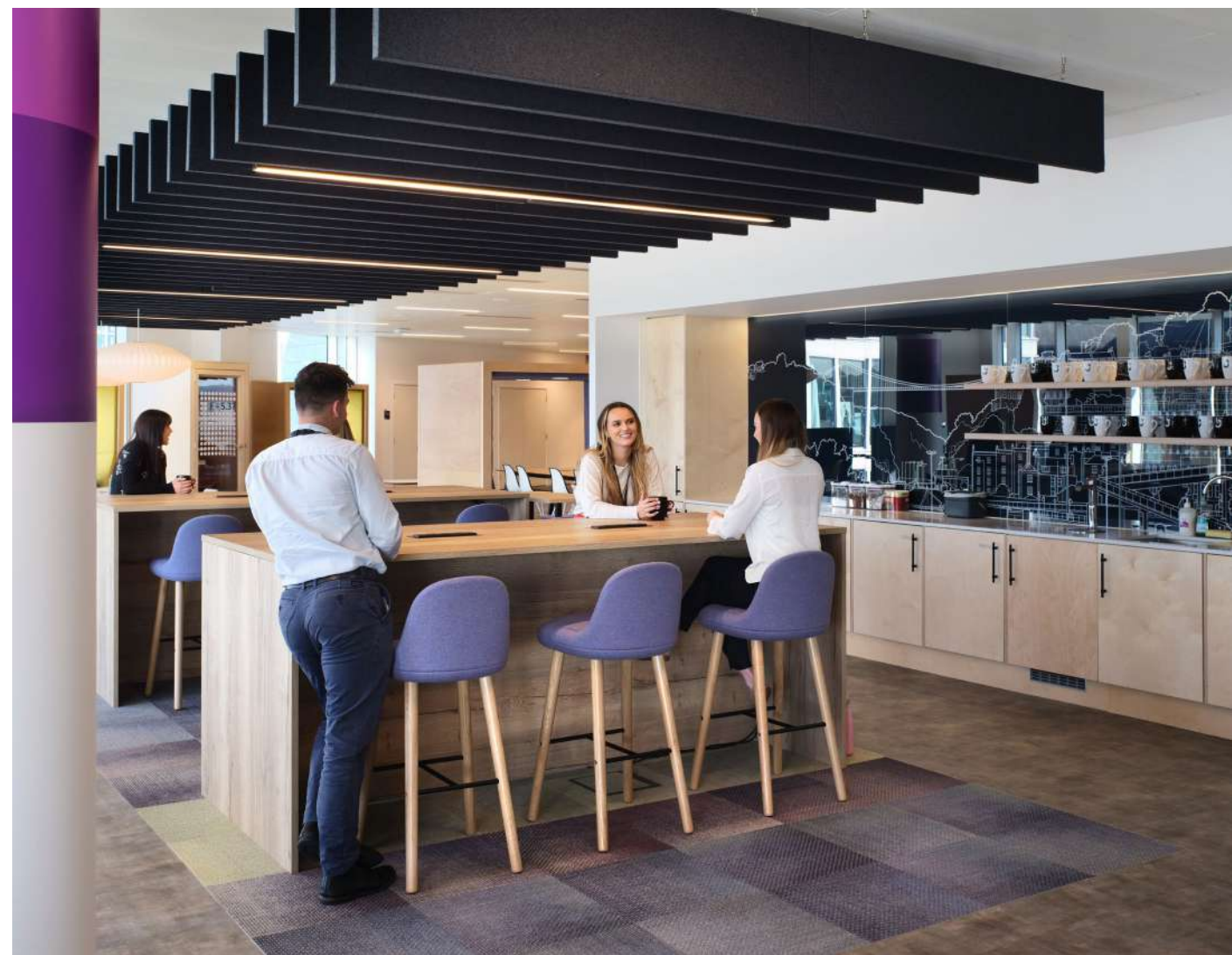
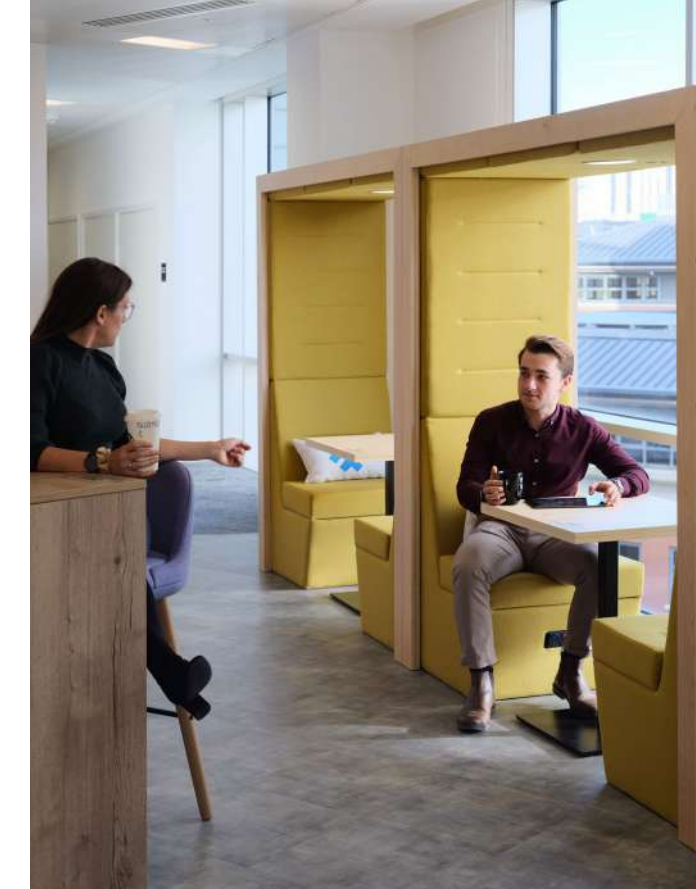
Offering a glimpse into the future of place as they applied their insights, expertise and solutions to new ways of working for their own new offices in Bristol, UK

Global professional services provider, Jacobs has recently opened the doors to their expansive new flexible working hub in Bristol city centre. In their new base at the One Glass Wharf, the office will be home base for in excess of 500 staff. Ever forward-thinking, this is the first of their global locations to open in preparation for "the future of flexible working". Because Jacobs have always been led by their employee's needs, implementing flexible working schemes to best support this, the physical locations remain an integral part of their strategy into the future, as a place to facilitate and support collaboration and connection.

The products and technology within the space has been carefully designed to cater for these exact needs. Across the flexible floorplates, staff have a huge choice of space settings and types in which to collaborate with their colleagues. Railway Carriage booths in different sizes and styles throughout the floorplate allow two or

four people to informally meet up and easily connect. Not only do these pods create an extension of the design within the workspace, but when requirements change, it can simply be relocated to suit the evolving ways physical spaces will be used.

More private than the Railway Carriage, Residence Meet allows two people to still collaborate, but with the ability to close the doors on the pod. This allows potentially disruptive noise, video or phone calls, to be taken out of the open office areas or alternatively means a private or high-focus discussion can be taken away from the distractions of the surroundings. The variety of space settings within the Jacobs hub not only allows people to choose where they want to work based on the task in hand, but also based on their personal preference. From small touchdown perches to larger versions suitable for wheelchair users, Portals provide employees with sufficient privacy and space to complete productive work in a semi enclosed,





comfortable environment.

With a focus on sustainability as well as providing the ultimate employee experience, Jacobs have woven sustainable measures throughout the design. From donating goods, rather than sending to land-fill, making sustainable furniture choices and occupying a building that uses a nearby river for cooling. They are actively demonstrating their commitment to the local community and the environment. Railway Carriage, Residence Max and Portals products have all been issued a Declare label; a statement of their commitment to making sustainable choices.

“OUR BRISTOL NEW WAYS OF WORKING HUB IS A PHYSICAL EMBODIMENT OF JACOBS’ PURPOSE OF CHALLENGING TODAY. REINVENTING TOMORROW. OUR GOAL IS TO DELIVER THE BEST IN PERSON AND VIRTUAL EXPERIENCE FOR CONNECTING OUR TALENT IN A FLEXIBLE, SUSTAINABLE AND BEAUTIFUL SOLUTION. SPACESTOR’S DIVERSE RANGE OF PRODUCTS ARE A SIGNIFICANT COMPONENT OF OUR TOOLKIT TO DELIVER THESE EXPERIENCES

*James Kerrigan, Principal Design & Strategy, Jacobs*



“We talk about sustainability and our minds automatically go to environmental, social issues. And I think really what it comes down to is creating spaces that feel healthy. There’s been a mindset shift on what that looks like in the future.

Meena Krenek  
Interior Design Director, Principal,  
Perkins&Will

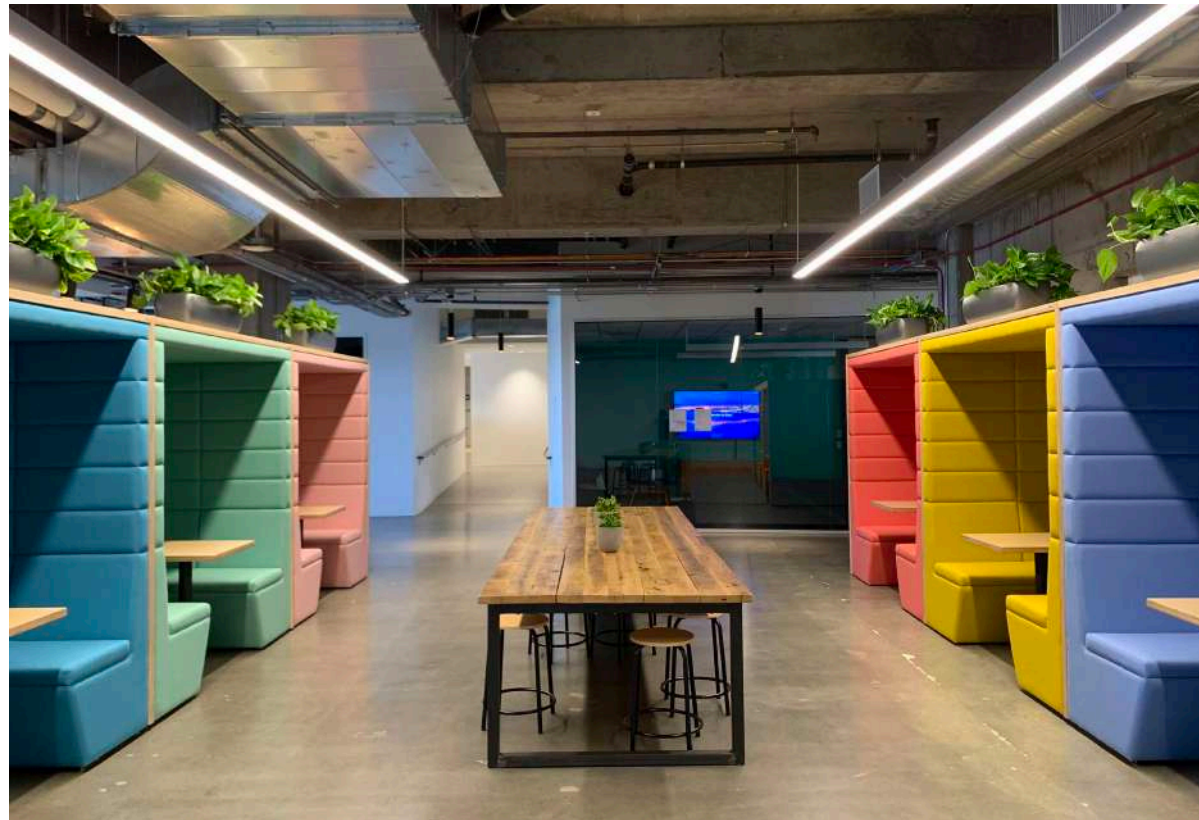




Brookfield Properties, New York



# The Value of Experimentation and Piloting in Workspaces



It's no exaggeration to say that the pandemic has completely revolutionised the working world. Flexible, remote and hybrid working has become the accepted standard and as such, office and workspace design requirements are fluid.

As corporations continue to look for the most strategic workplace solutions for their people and their business goals, teams should be making the most of the unique opportunity to make a real difference to their people and their environment through experimental design

and piloting spaces.

Continuous testing or the perpetual beta principle presents a low risk and engaging way of trialling brand new concepts. From working styles and office occupancy levels to the most suitable furniture for a diverse workforce, piloting spaces allows for organizations to discover the model most successful for them and their team before investing.

In this article, we'll be looking at why hacking your workspace through experimental design is so popular,

valuable and rewarding.

## Why Experimentation is Important Right Now

There's no more critical asset to an organization than its people. This has never been more evident than it is now, with the post-pandemic Great Resignation highlighting the need for businesses to treat their employees as customers and compete in order to retain and attract the best talent.

We have seen a shift in the last six months, with leadership taking on a much more active role in recruitment and retention. This is through redesigning policy, embedding a better company culture and leveraging workplace design as a tool. By creating offices and policies that address employees' needs, support a healthy work-life balance and make it as easy as possible for people to do their jobs, companies can evolve and bring the best talent with them into the workplace of the future.

At the forefront of this are workplace pilots – rapid prototypes allowing employees to experience potential future workplace settings and share both qualitative and quantitative feedback to help inform future decision-making.

This has a multitude of benefits, but most importantly of all, it puts people back at the center of the workplace and gives them a feeling of ownership in their company and environment, increasing plummeting engagement levels (that were falling even pre-pandemic) and allowing leadership teams an opportunity to express genuine care about employee preferences and make a tangible commitment to their workforce.

Piloting spaces allows employees to test various designs and offer feedback in advance of significant investment – ultimately decreasing the risk involved in creating brand new spaces and solutions from a financial standpoint as well as labour and time. This also makes experimental design a more sustainable option, especially when combined with modular furniture and reconfigurable furniture.

Other than saving money, increasing engagement levels and the benefits of sustainability, experimental workspaces have the potential to future-proof the office, ready for the new generation entering the workforce now, who have already got a very different idea about what the workplace of the future should look like and offer.

## Designing for All Generations

Testing new ways of working and continuous improvement is always key to innovation and great

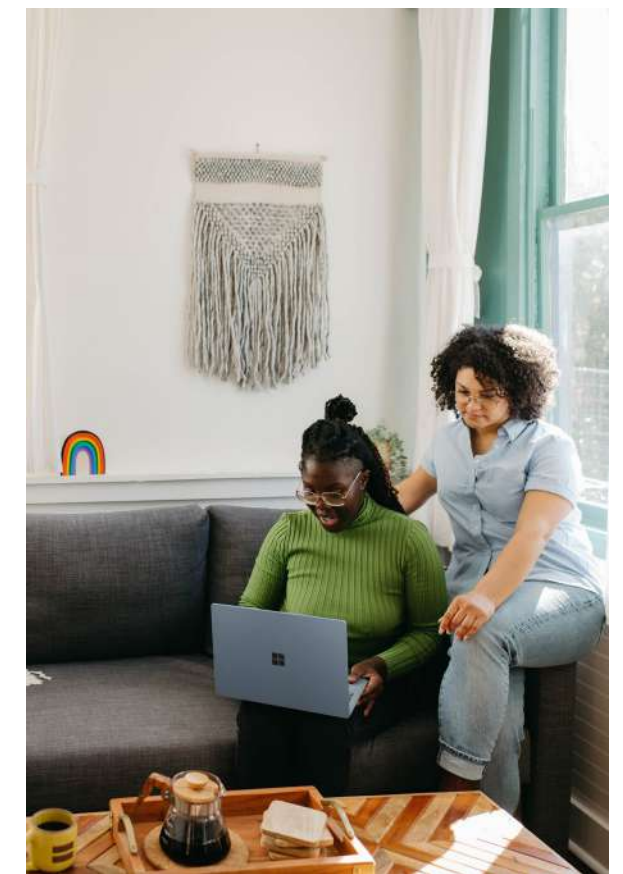
workspace design, but now it's much more crucial due to the deep sociological and psychological impact of the pandemic. Not least, when considering a brand-new generation of young people that have never experienced the typical 9-5, 5 days a week in the office; Pandemials.

These young people are often called Generation Z, but might be more appropriately called "Pandemials" as they're joining the workforce right now. One thing we already know about Pandemials is that they thrive when granted flexible working arrangements, which they much prefer to traditional office spaces.

Having missed out on the last few years of "traditional" in-person education, Pandemials are more productive when offered a choice of working environments, including a variety of different spots to suit different tasks; a trend set to continue as the younger generation grow up in a post-pandemic world.

Clearly, the workplace will now need to accommodate more generations than before, from Pandemials who crave agility and flexibility, to Millennials, who may favour a hybrid solution and Generation X who are happy for some change, but may still long for a semblance of normality and structure.

Rather than hypothesising, by experimenting with a number of designs, layouts and furniture and crucially by piloting these design solutions, leadership can get a much better idea of how to mesh the needs, desires and requirements of a diverse workforce and offer equal opportunity for their employees to give their





input and thus make the role of the office truly future-proof and suitable for the many.

## Hacking the Workspace

Companies that invest in workplace pilots decrease the risk of creating spaces that fail to marry their company culture, goals, work styles and work environment. Instead, positioning themselves to create rewarding environments that empower people and businesses; a great way to hack your workspace.

That's exactly what Architecture firm, MCM did, when they worked with Spacestor and seized the opportunity for a lease break to swap the building that had been their home for over 15 years for a thriving co-working space in Southwark, allowing them to create a pilot workspace for testing new ways of working.

With a vested interest in architecture and space, MCM introduced behavioural change psychology as part of the way they consult with their clients, who they had noticed over the pandemic were keen to better ascertain the needs of their people before considering spatial requirements. The complexity of this topic stretches to include and recognise cultural nuances in offices, generational differences and even down to the personal living situations of each employee and how this might impact one's desire to work remotely or not.

So, when they decided to change their own offices, they knew that piloting their workspace solutions was going to be key to their success, and their dedicated studio space within the co-working environment allowed them the chance to truly experiment with

a plethora of different solutions and see which ones worked best.

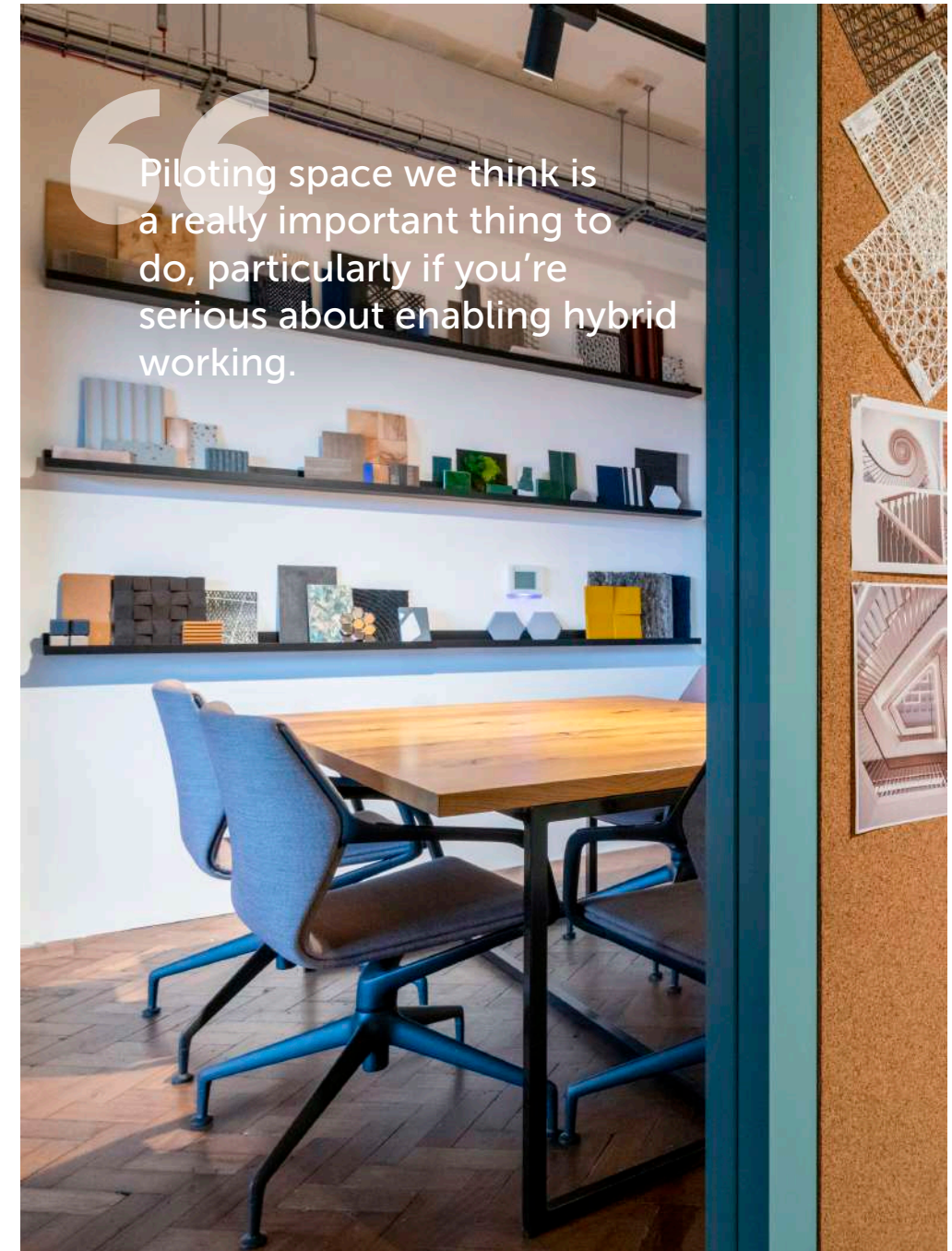
These spaces ranged from those suited to independent, private working to collaborative meeting spaces, as well as giving access to amenities like cinema rooms and restaurants.

Trialling these different spaces allowed MCM to get real-time feedback from employees who were regularly in the workspace, and as a key element of the pilot, they needed architecture that was adaptable and 'hackable' to ensure infinite future flexibility.

MCM hacked their workspace by opting for modular furniture and reconfigurable furniture which means the office is personalized on a daily basis to reflect the needs of the employees in the office at any given time.

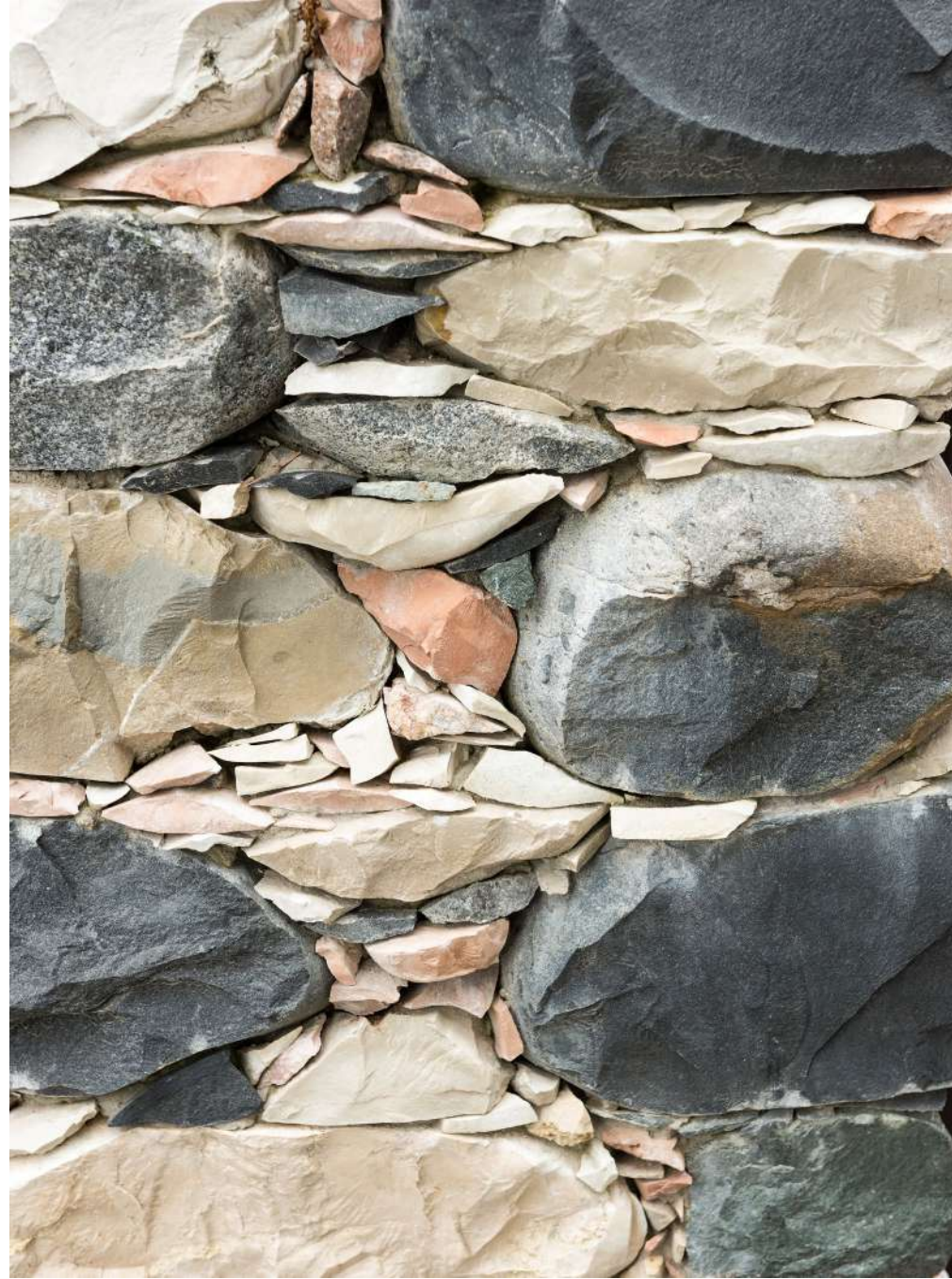
Modular, scalable and reconfigurable furniture means that the working environment is bespoke and customizable, aligned to employee moods and goals; such as using Bleachers for an impromptu team collaboration session or the Verandas for a quick team scrum at the beginning or end of the day.

There are many reasons and benefits to piloting and experimenting with workspaces right now, offering companies a real opportunity to make a difference to their people, the planet and their bottom lines. If you'd like to know more about experimentation in workplaces, you can listen to Spacestor's Insights Live Panel Debate about building a culture of experimentation.



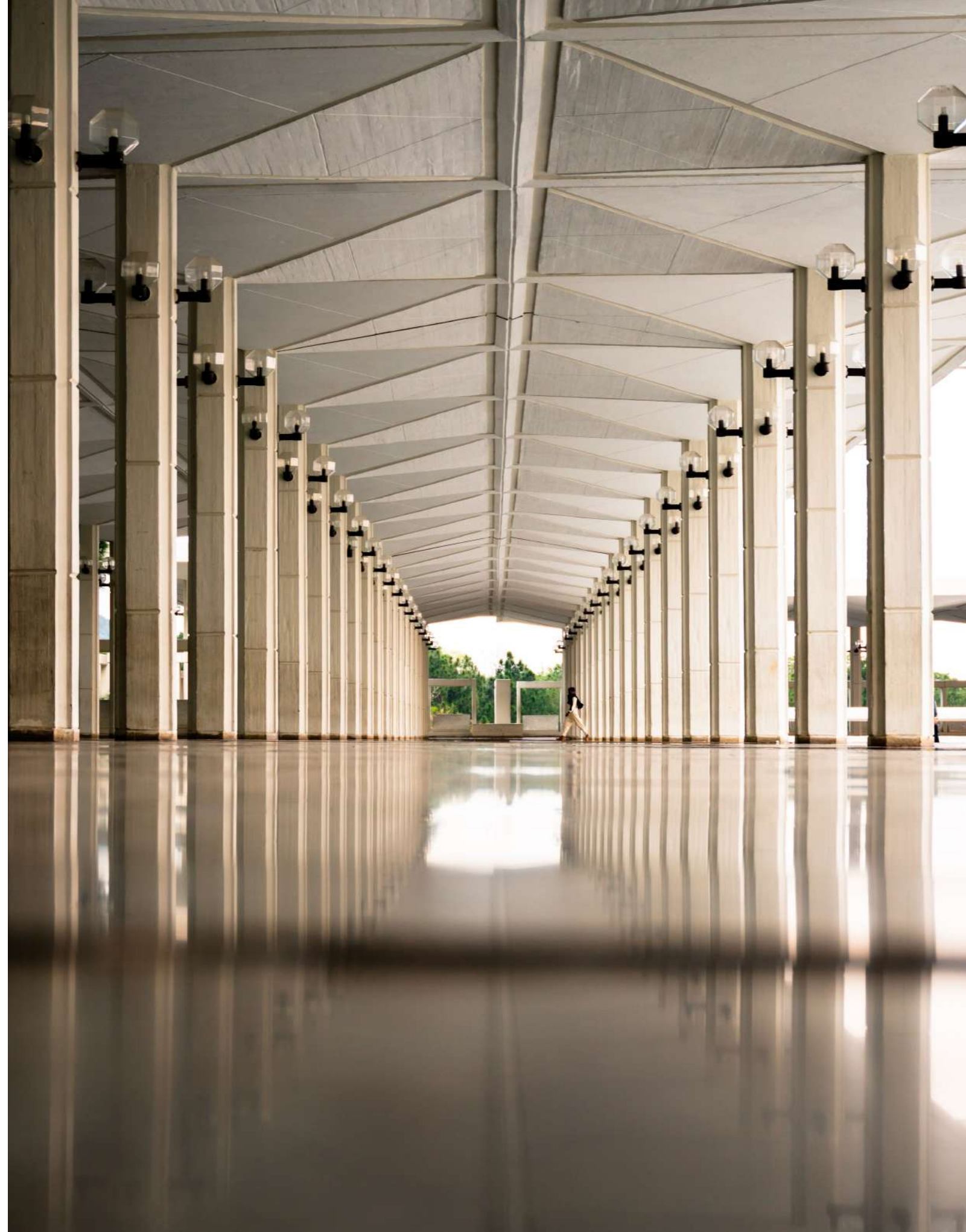
**Jon Race**  
CEO, MCM Architecture





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