



The Healthy Workplace

Montroy ■ Andersen ■ DeMarco

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A Letter From MDA & MADGI

Dear Clients, Colleagues and Friends:

As employers take measures to reopen from the effects of COVID-19 the consensus seems to favor transformative changes to the workplace and how we work. At MDA and MADGI we are evaluating and identifying future trends and developing inspired workplaces. Our focus is moving forward to a better office design that is healthier, more efficient and productive for our clients. Our work has led us to believe that initial changes that respond to COVID will give way to long lasting changes that improve the workplace. Changes we have made to incorporate WELL standards, build flex offices and integrate technology will not fade once a vaccine is in hand. To explain our thoughts on the short and long- term impacts from this historic moment we have created this Healthy Workplace Guide. We hope this guideline helps prepare for a safe return to the office and we look forward to working with you to make your future workplace better.

To all of our clients and friends we wish you and your loved ones a healthy, safe return to the office.

Sincerely,

Montroy DeMarco Architecture & Montroy Andersen DeMarco



The Temporary & New Normal

Just before COVID-19 arrived and disrupted lives and workplaces the physical office was a place for individualized work, for collaboration with peers, where people worked together to share ideas and resources. Over the past several decades we have worked with companies to densify and transform their physical space moving away from individualize cubicles and private offices toward spaces that were egalitarian open work environments to foster spontaneous collaboration. In recent years the workspace featured benching and small “hot-desks” to maximize occupancy.

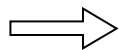
When the pandemic hit, the workplace environment shifted suddenly and drastically. Due to the nature of the virus and its ability to spread, the open office trend suddenly became a health hazard and without any solution for how to work safely in the office, everyone was sent home to work remotely.

While cases persist and the race for a vaccine continues, the time has come to begin returning to the workplace. The focus is no longer on the open office but how the workplace can be temporarily transformed to become the environment we need it to be. A place where safety and the 6 foot golden rule of social distancing can be implemented and employees can return.

Until the day a vaccine is found this “Temporary” phase will be our “New Normal”. Beyond that we expect many of the lessons learned about remote work and density to become permanent and the post covid workplace to be in many ways better than before. We expect to combine the open office environment with all the ideas, technology, and tools we’ve gathered working from home, to create a truly flexible workplace that integrates health and well-being into a workplace to enhance productivity, brand, and culture.



social distance
screens
flexibility
tools
technology
sanitizing
day 1
the temporary
workstations
production
solitary
retreat



technology
inspiration
tools
feedback
presentation
huddle
wellbeing
the new normal
pantry
flexibility
day 2
communication
sanitizing
hot desking
collaboration
community
gathering
production
meetings

Why Should We Return to the Office?

What the New Normal Workplace Will Look Like

As we work through this temporary period at home it has proven to be more efficient than expected and some of the changes are beneficial. Employees and employers are beginning to ask; why go to the office?

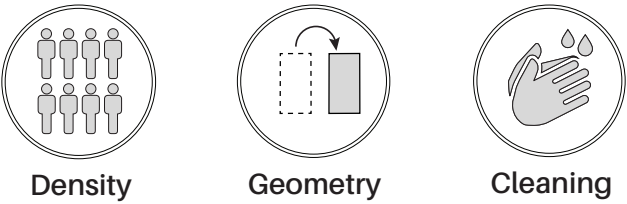
The office has to offer something which remote work cannot offer. In addition to the opportunity to physically meet and work together the future post covid workplace may see the office supplemented by remote working as companies become more flexible. The office will offer different things for different employees and will be activity based rather than occupancy based connecting the office and home to create a work from anywhere workplace. The office will focus on meetings and company gatherings, offering a variety of resources in the form of spaces, furniture, work tools, and media, allowing employees to choose spaces and move between them based

Video conferencing and phone calls only go so far when people are used to in-person interaction - an eyebrow raised or sarcastic tone conveying so much more in person..

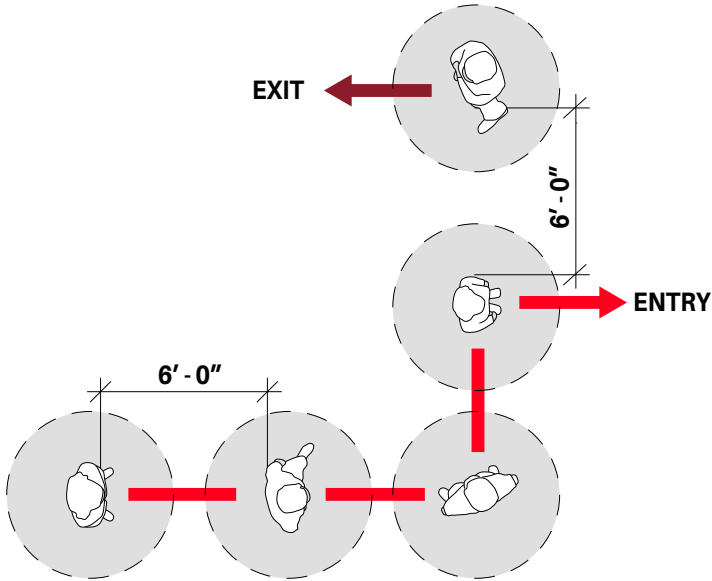
on their current task. It will be a more flexible place with furniture selected to serve multiple purposes transforming a room by the addition or subtraction of a chair to serve and respond to different needs. Through more fresh air, operable windows, outdoor space, biophilic design, and sustainable materials, the post covid workplace will be a healthier environment that makes employees comfortable while working to promote the physical health and wellbeing of each person.

Tips for Building Lobbies & Elevators

MADGI and MDA put together a few tips and illustrations to help plan for a safe return to the office once shelter-in-place guidelines have lifted. Traffic control and occupant flow should be considered to ensure the safety of employees upon their arrival. Due to social distancing, elevator queues and longer waiting times in lobbies should also be anticipated. Having a reentry plan that addresses these factors will allow for a safe return to the workplace for tenants.

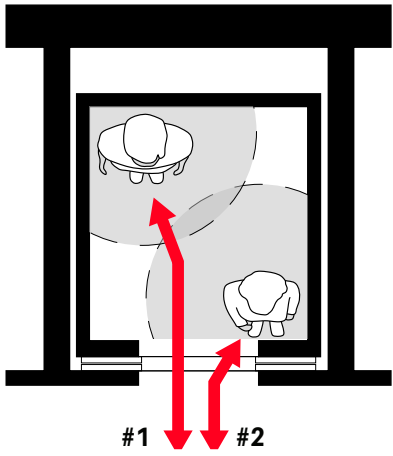


- Establish protocols for building reception, shipping/receiving, elevators, and visitors.
- Implement protocols for safety and health checks.
- Install no-touch hand sanitizing stations at key points with in building lobbies and common corridors.
- Calculate the anticipated occupancy population and create a plan for controlling traffic in lobbies, elevators, and stairways taking social distancing into account.
- Create a plan for phasing the flow of tenants over 6 increments of time at the busiest times of day.
- Utilize the stairs. Designate each stair as up or down to reduce cross directional traffic.
- Implement a “Keep to the Right” policy for movement through common areas.
- Implement a plan for tenant’s incoming food deliveries.
- Communicate regularly with tenants about the building’s protocol. Install signage and directional way-finding techniques to clearly communicate paths of travel.
- Install temporary sneeze guards at building reception desks and other high-interaction points to protect the building’s staff.
- Implement no-touch technologies and/or increase building personnel at peak times to help reduce common touch points including doors and elevator buttons.



Occupancy & Flow Studies

Prior to the pandemic building occupants only had to wait a couple of minutes for an elevator and very little thought was put into the path they would take from the front door to the elevator. With social distancing in place, buildings will have to stage pathways to each elevator bank, making sure to include standing points and passing routes to maintain distancing as well as taking the new building and elevator population into account.

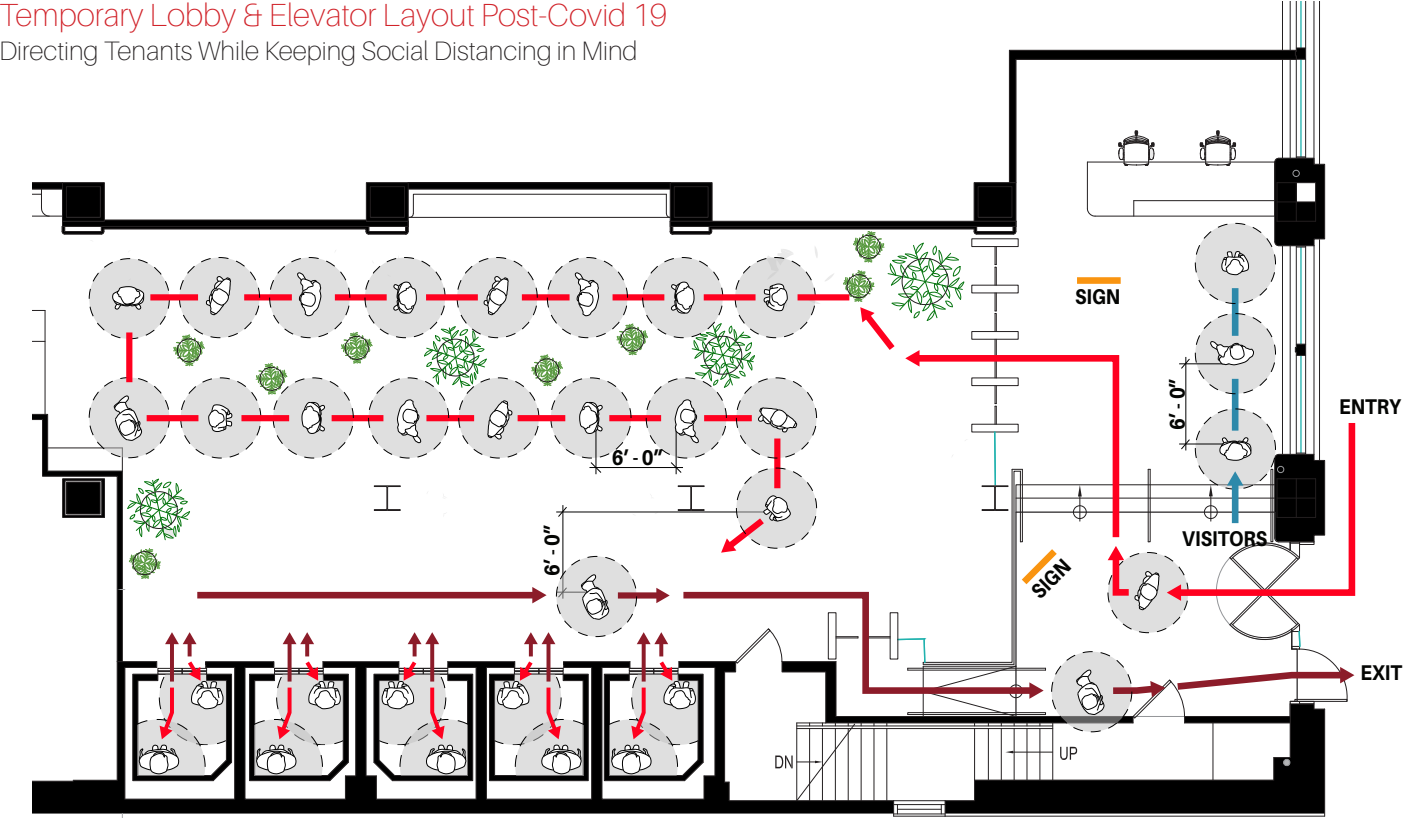


Elevator Occupancy & Flow Studies

Depending on the size of the elevator, the amount of occupants occupying the cab per trip will vary. In this case, the first occupant to enter the elevator should select their floor and move to the rear corner, the following occupant should select their floor and stand in the opposite front corner.

Temporary Lobby & Elevator Layout Post-Covid 19

Directing Tenants While Keeping Social Distancing in Mind





The Temporary Workplace

Day 1: Tips to Ensure Employee Health Safety

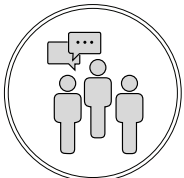
The Temporary workplace employees will find when they return to the office will directly respond to the Pandemic and will be different from what employees are used to; in most cases the return to the physical space will be optional and even restrictive. It will be ruled by social distancing and CDC guidelines, enforcing the standards that are slowly becoming normal. The team collaboration employees are used to will continue online rather than in conference rooms and rather than a place for gathering, the office will be open for bare necessities.

In most cases, physical changes will need to be considered in preparation for employees returning to Temporary offices. These changes will take employee health safety into account to ensure guidelines are being maintained, such as maintaining 6-foot separation between colleagues. Key components for a safe return for your employees include establishing and promoting new health policies, monitoring

density, rearranging, distancing, and/or partitioning off workstations, regular cleaning and disinfecting, mandatory use of PPE, and finally implementing new technologies that make the process smoother and safer for everyone involved.

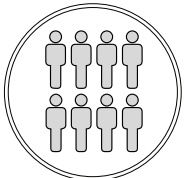
The office will be different from what employees are used to...the return to the physical space will be optional and even restrictive.

As these adapted environments are worked in, employers will have the opportunity to decide what makes sense for the long term healthy workplace. Some of the changes in the workplace like natural light, window views, better air filtration, robust technology, and overall lower density in the office will not be easily discarded.



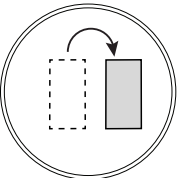
Culture

- Establish and communicate **policies and protocols** transparently with employees.
- **Survey** regularly. Recognize the fear that employees might have in returning to work.
- Phase employees back to the office to reduce the office population.
- Create **neighborhoods** by assigning specific open areas to certain teams.
- Follow CDC guidelines including **social distancing, face masks, and gloves.**
- Implement **thermal screens** for all incoming occupants
- Leave swing doors open where possible.
- Install **signage** to remind occupants to social distance.
- Visual communicate to occupants an area needs to be or has already been cleaned.



Density

- Implement **one way circulation routes** to reduce cross-directional traffic and maintain 6ft separation. Install directional way-finding along the route to encourage occupants.
- Reduce the day-to-day office population by **staggering employees** in the office over a day or week time frame. Assign employees to an 'A' or 'B' day or 'Blue' or 'Red' week. When that day or week is in session, they have access to the office.
- Install **signage** that indicates the occupancy of a room in order to maintaining a 6ft distance.



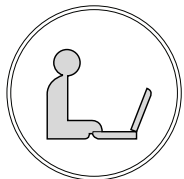
Geometry

- **Rotate workstations** to reduce face-to-face orientation or physically separate desks for social distancing.
- **Remove chairs** in meeting rooms and locate remaining chairs to maintain 6ft separations.
- Rearrange soft collaboration areas to maintain a 6ft distance. On long benches or sofas indicate a 6ft separation with **temporary markings.**
- Install **barriers** where alterations to density or geometry are limited. Existing storage components and plants can be rearranged to create barriers between spaces and panels can be installed between workstations to reinforce distancing.



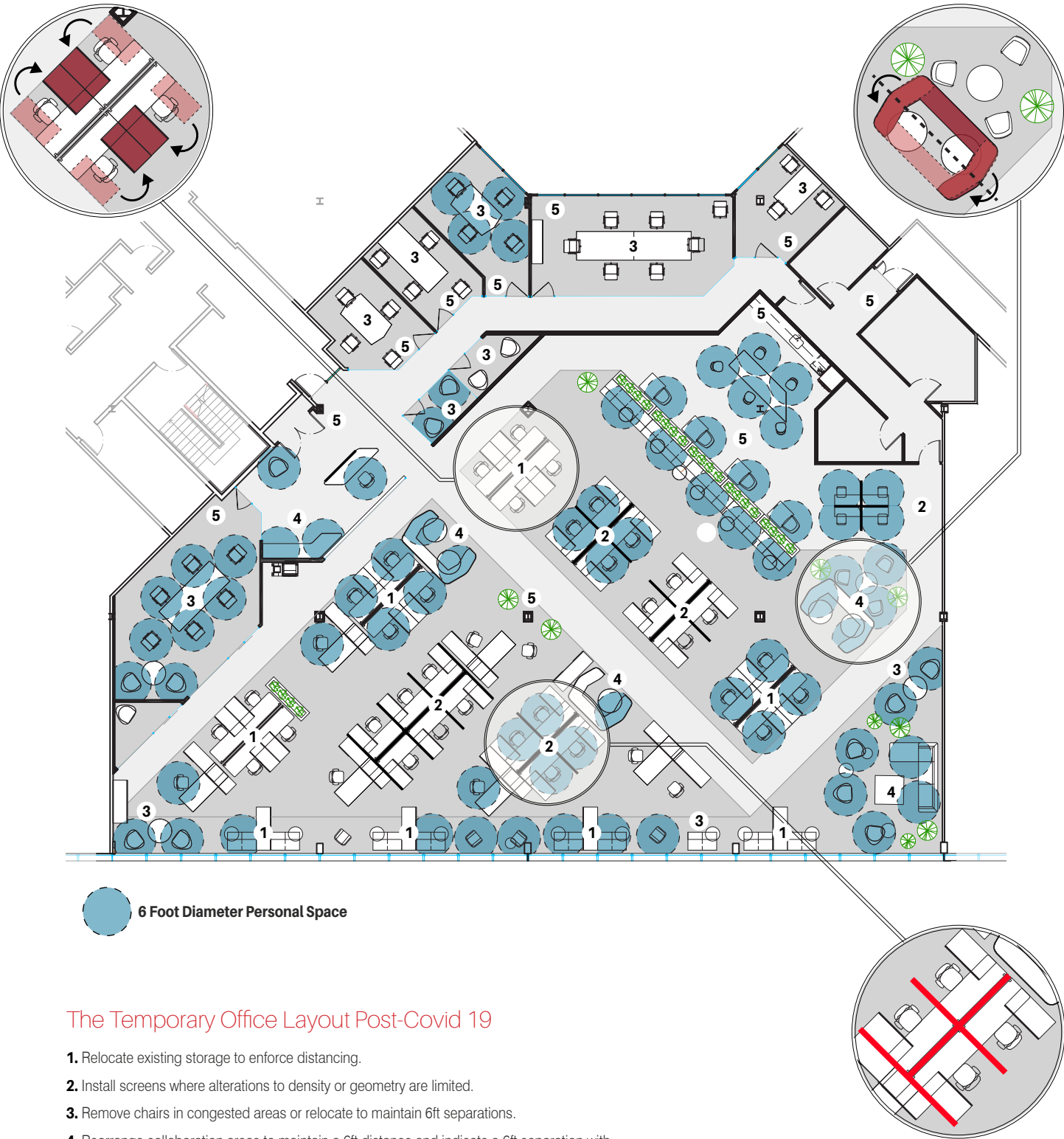
Cleaning

- Implement a **hand wash or sanitizer policy** for all incoming occupants.
- Install **cleaning stations** and **hand sanitizer stations** at key points around the office.
- Increase routine cleaning of high traffic areas.
- Implement **deep cleaning protocols** and a **clean desk policy.**
- Where shared desking can not be avoided, implement a clean-in, clean-out policy.
- Implement **hands-free devices** where ever possible.
- Rethink how food plans are arranged.
- Install **anti-microbial film** on high traffic touch points.



AV

- Increase **video conferencing capabilities** at workstations and in meeting rooms to connect to those not in the office.
- Where hard connections to AV are not possible, install **portable video conferencing systems.**
- Update reception, room reservation, and conference room AV systems to be **hands-free.**
- Utilize existing screens to communicate **social distancing** reminders and policies.



The Temporary Office Layout Post-Covid 19

- 1. Relocate existing storage to enforce distancing.
- 2. Install screens where alterations to density or geometry are limited.
- 3. Remove chairs in congested areas or relocate to maintain 6ft separations.
- 4. Rearrange collaboration areas to maintain a 6ft distance and indicate a 6ft separation with temporary markings if necessary.
- 5. Install cleaning stations at key points around the office.

Design for Now & Plan for the Future

Day 2: Flexible Design & Policies

How does a workplace prepare for both the temporary phase and the new normal phase at the same time? Through creative planning and flexible design, a workplace can address the solutions needed for both phases simultaneously.

We've entered a new era of employee health and wellbeing, and it's not going to end anytime soon. Heating and air conditioning systems that allow for better filtration should be selected to provide cleaner, fresher air for employees. Furnishings and finishes should be chosen not only for their looks but also for their anti-microbial properties and ease of cleaning. Workplaces should also incorporate WELL Building that address both the physical and mental health of their employees.

Furniture will play the biggest role in maintaining a safe and healthy workplace while transitioning between the temporary and new normal phases. Flexible design can take both these phases into account by selecting pieces that are reconfigurable, storable, mobile, and multi-functional.

Through creative planning and flexible design, a workplace can address the solutions needed for both phases simultaneously.

Finally, AV technology that fosters collaboration between the workplace and employees at home should be invested in throughout all meeting spaces and workstations.

Making smart, flexible changes to a workplace's design now will help employers plan for the new reality and the future one at the same time.



Designing for The Temporary Office

Keeping Social Distancing in Mind



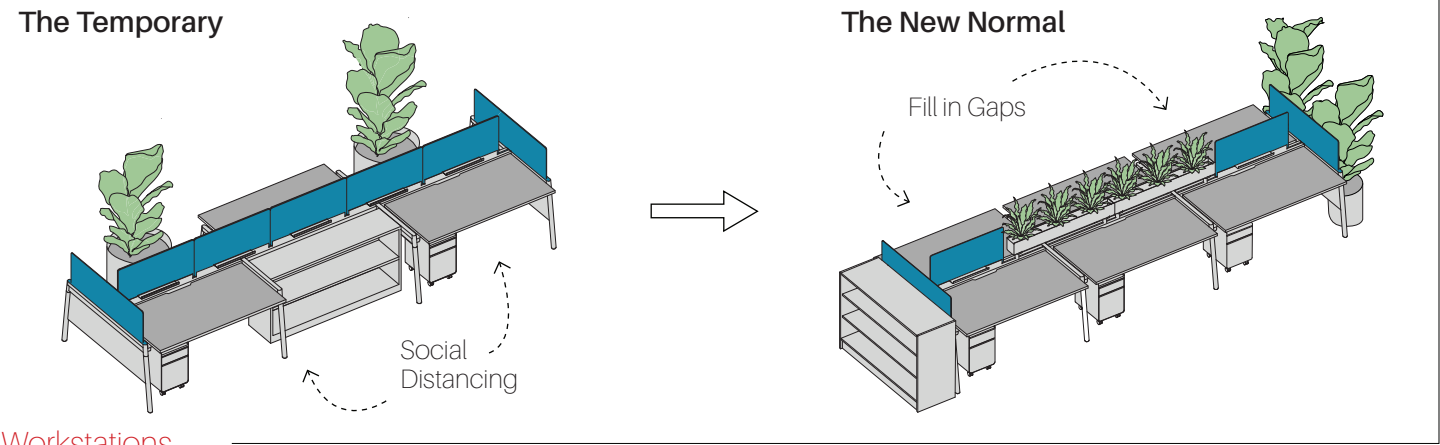
Planning for The New Normal Office

How The Temporary Can Transition to The New Normal

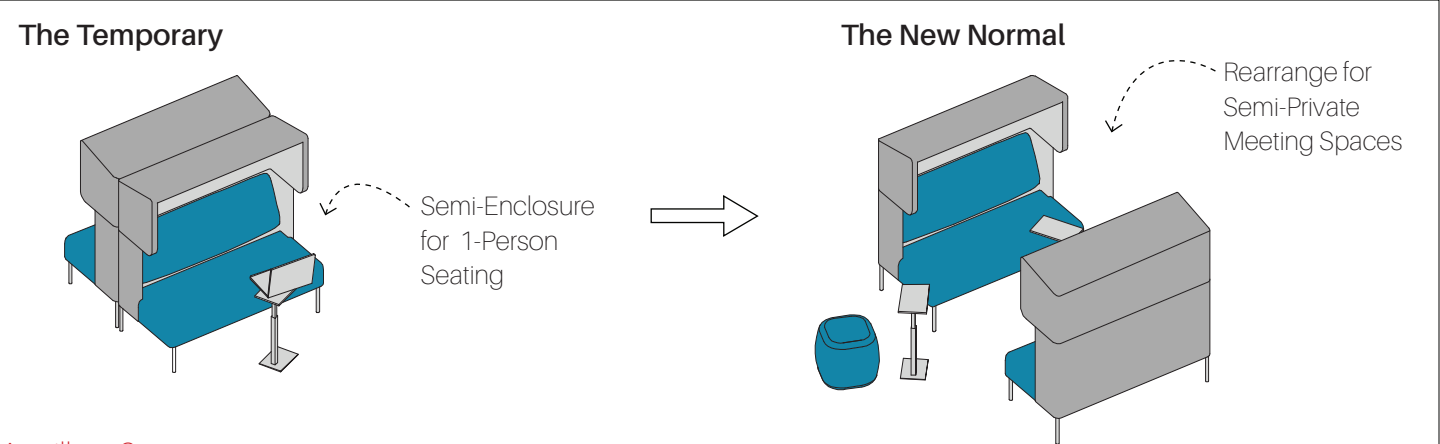


Transitioning from the Temporary to the New Normal

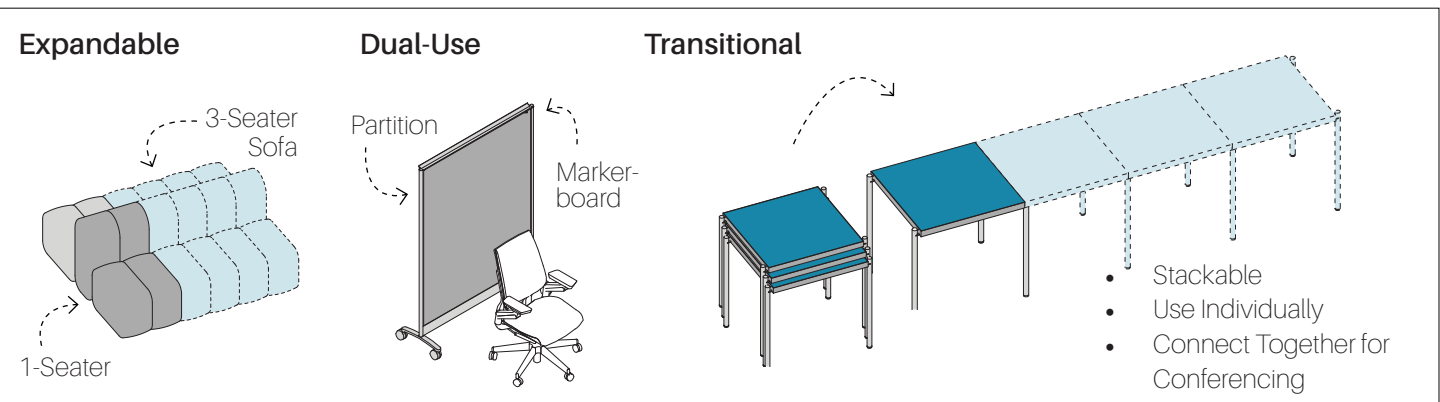
In order to respond to the needs of the *Temporary* workplace while still preparing for the *New Normal*, purchase furniture and/or attachments for existing furniture that enable healthy working (like privacy panels, screens, planters). Transitional spaces, compact/storable furniture, furniture on casters, and multi-use items are good solutions for the present that can adapt to future needs.



Workstations



Ancillary Spaces



Furniture Examples

How Can We Help?

MDA and MADGI are here for you.

Let us help you prepare and respond to the impact of COVID-19 on your work environment. Collaboratively, we will work with you to evaluate and develop a healthy, efficient and productive workplace tailored for your firm's culture, requirements and needs.

Together we can rethink, transform and make your future office safer and better.

Contact us to discuss your new healthy workplace.

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