

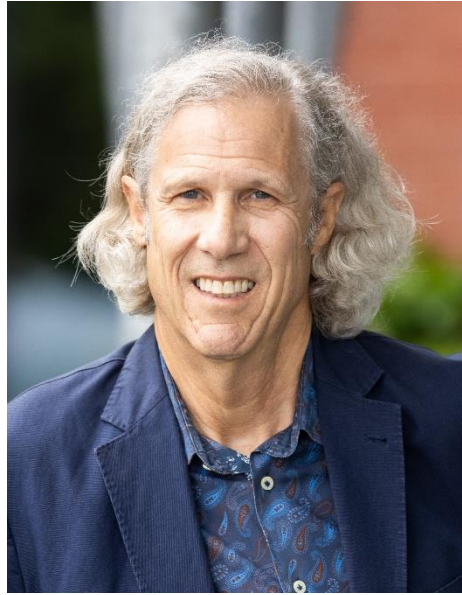
THE HYBRID WORKFORCE & THE AGILE WORKPLACE (PART 2)

white + burke
VERMONT
DEVELOPMENT
CONFERENCE

Today's Presenters



Jane Pickell
Director of Interiors
Freeman French Freeman



Jesse Beck
President
Freeman French Freeman



Jennifer Fitch
Commissioner
VT Buildings & General Services

Your Most Valuable Asset



The Hybrid Workforce



The Agile Workplace



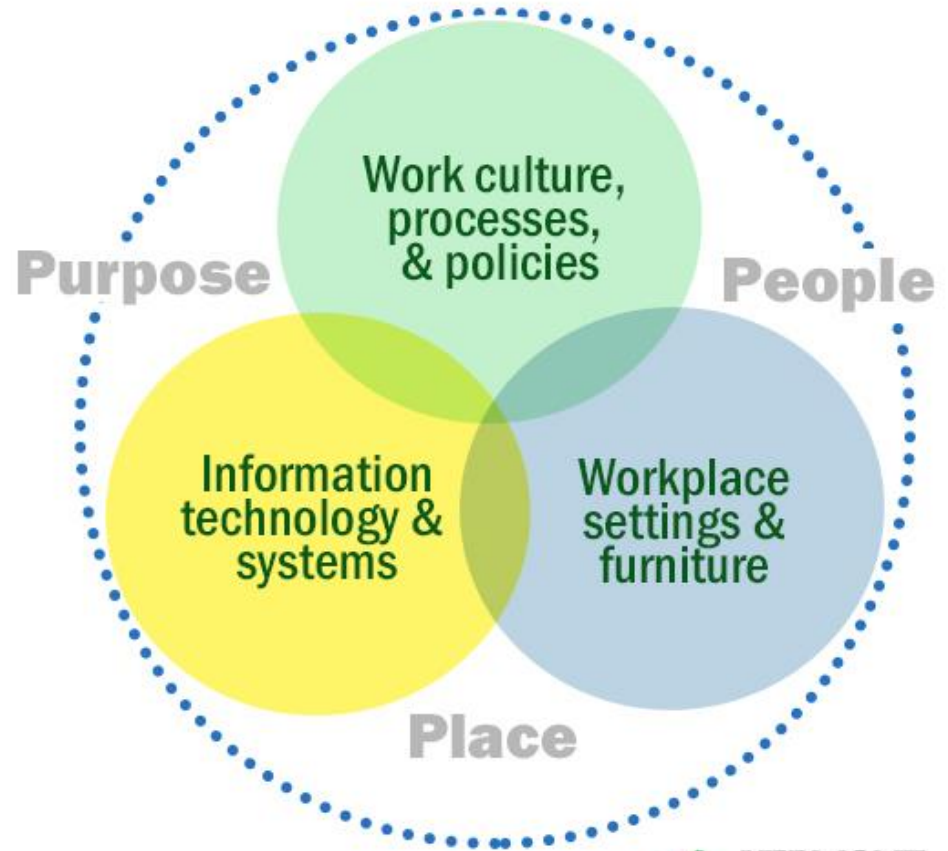
The Agile Workplace at the State of Vermont

*VT Development Conference
Nov. 4th, 2021*



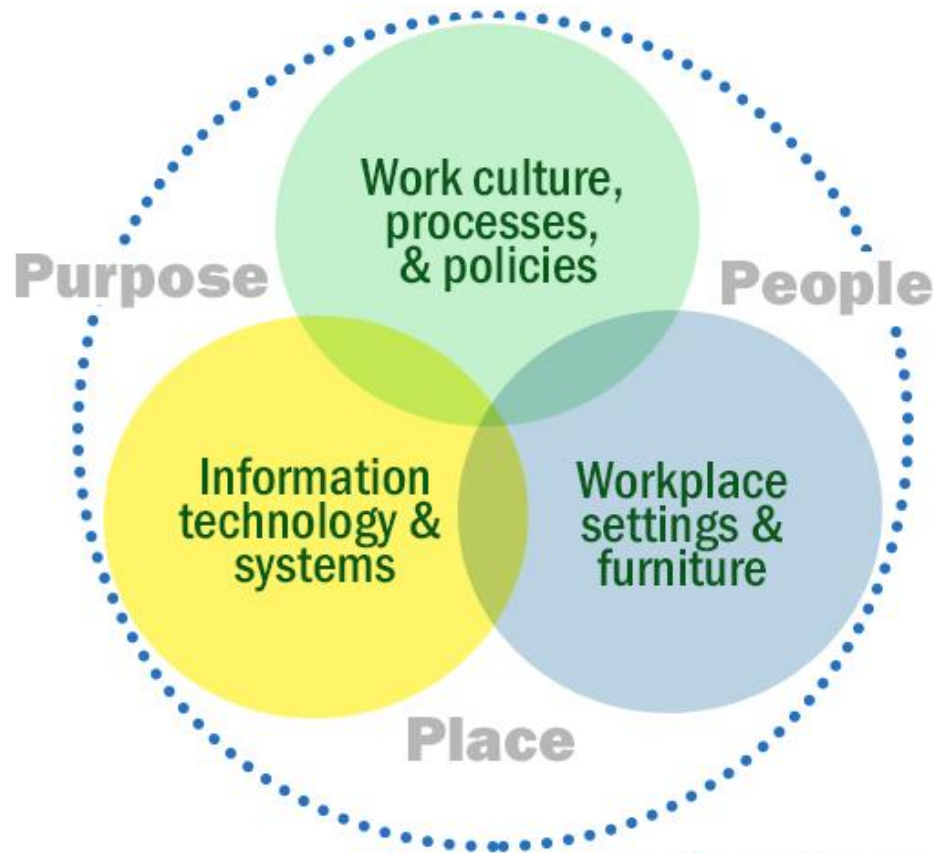
Space management & strategy

“We believe in managing our workplaces with a customer-service focused integrated, and data driven approach.”



Space management & strategy

- BGS revised Space Standards and have been using since 2018 on 400,000 SF of space and planning projects.
- Standards driven by industry best practices and active applied research.
- Now implementing WIMS, a statewide Workplace Integrated Management System.
- Regular and strategic interactions with Agency and Dept. Space Administrators.
- Always looking to enhance programmatic synergies, efficiencies, and save \$ for Vermonters.



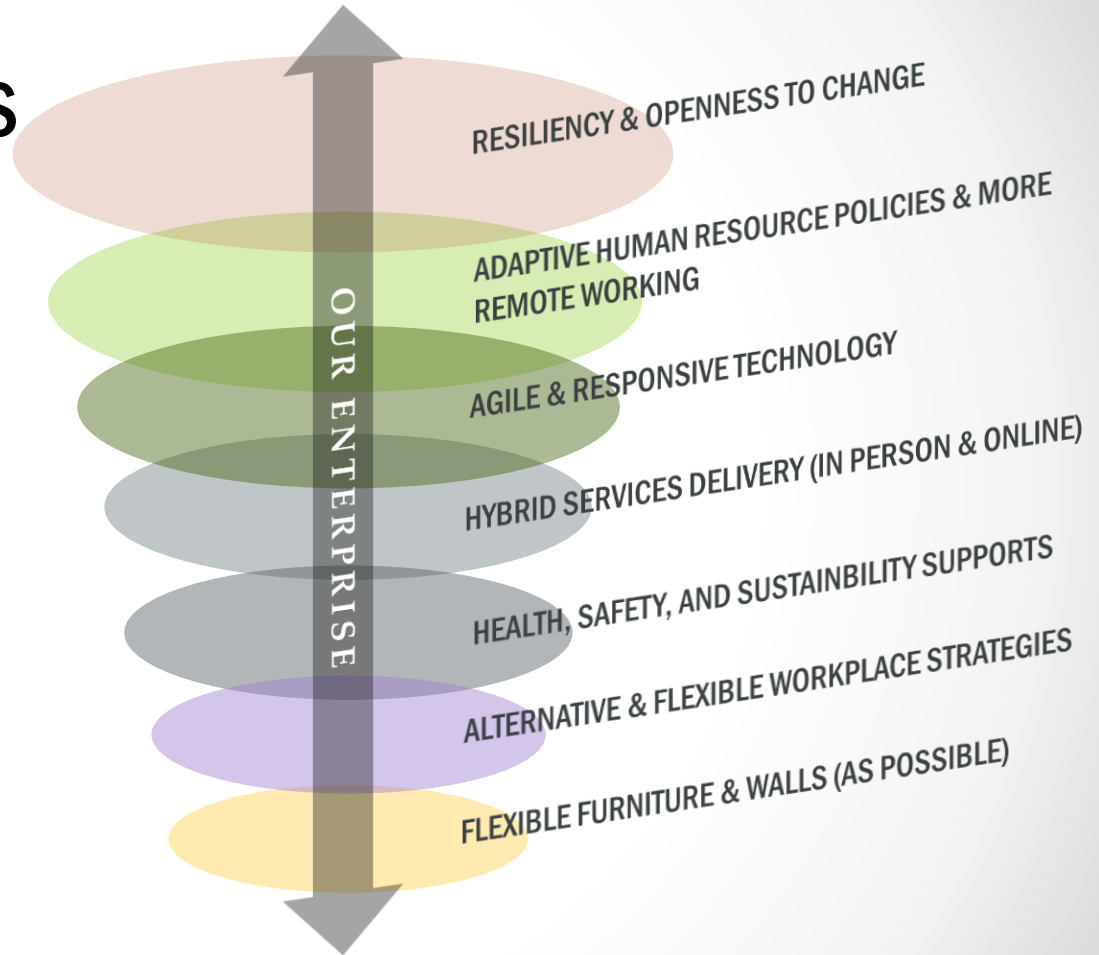
Applied Research Impacts Strategy & Planning



POST COVID-19

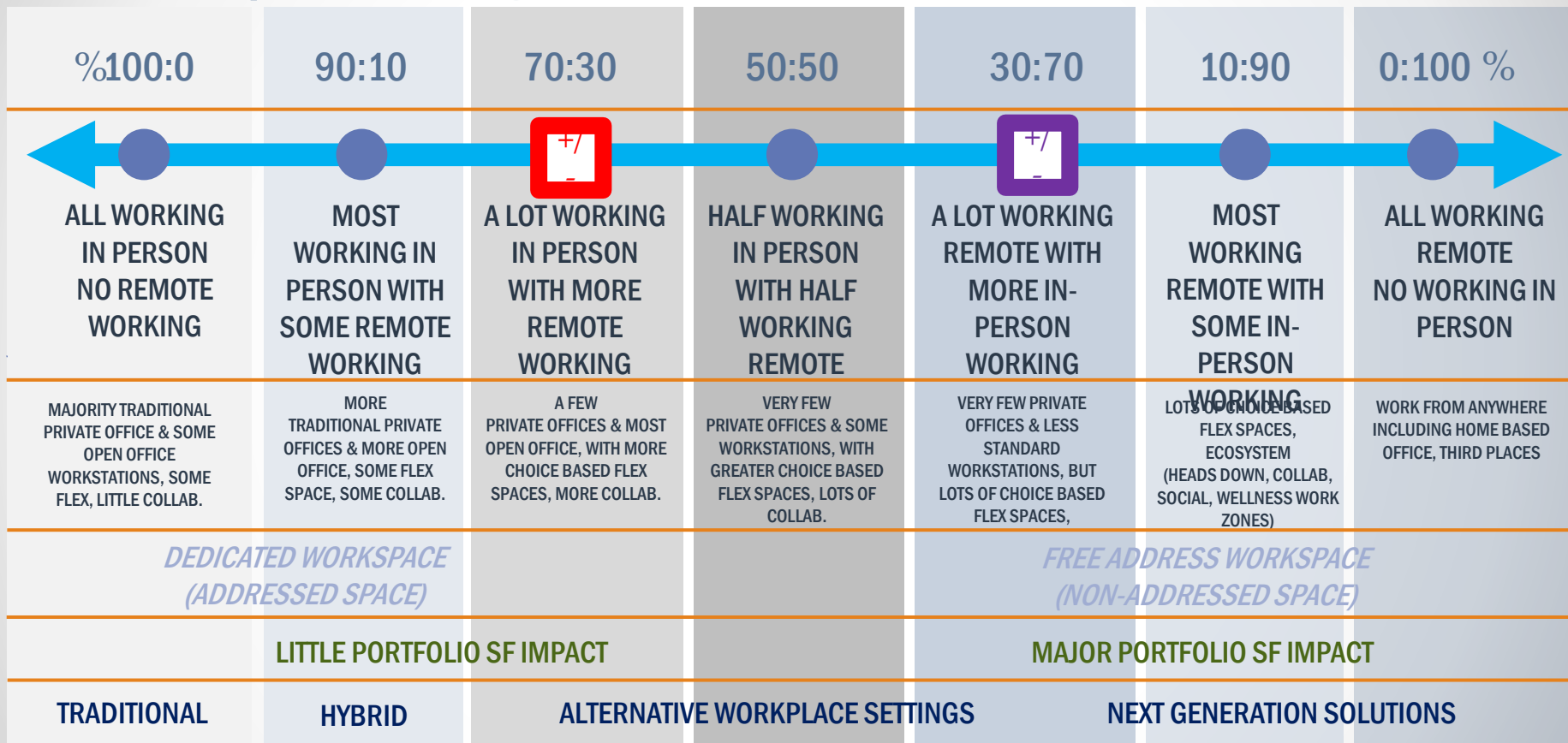
WORKPLACE SUCCESS FACTORS

When applied together, these
factors
make our enterprise stronger than
the sum of its parts.



The Workplace Strategy Continuum

BGS PLANNING, 2021



Research says (ongoing, evolving)



State employees said (9/2020)

Hybrid Working

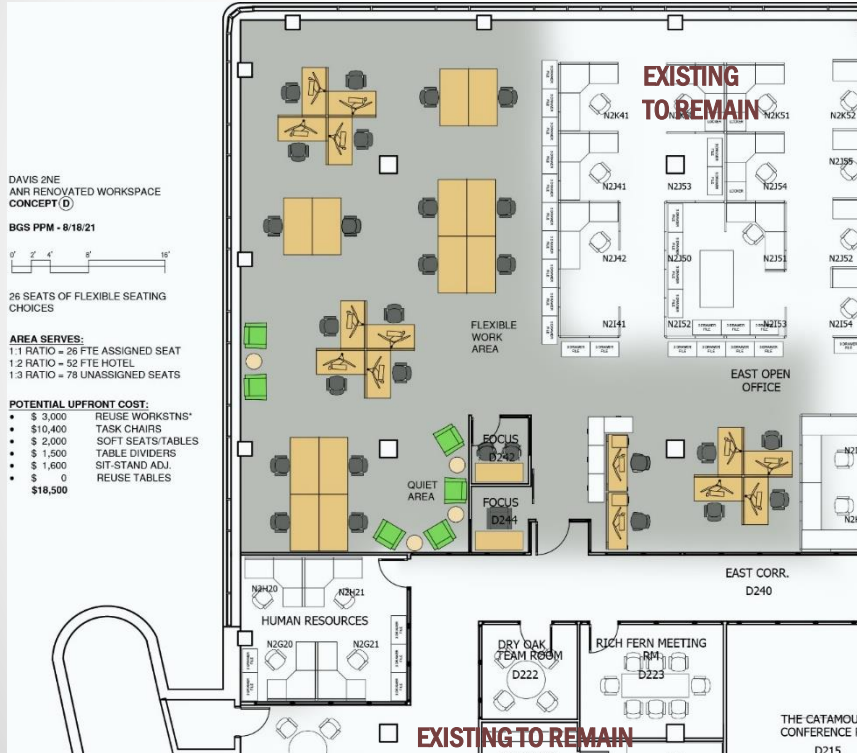
Present and future possibilities

*An ecosystem of spaces
...with many positive climate
and work-life-balance
impacts*



Covid-19 and the Rise of Hybrid Working

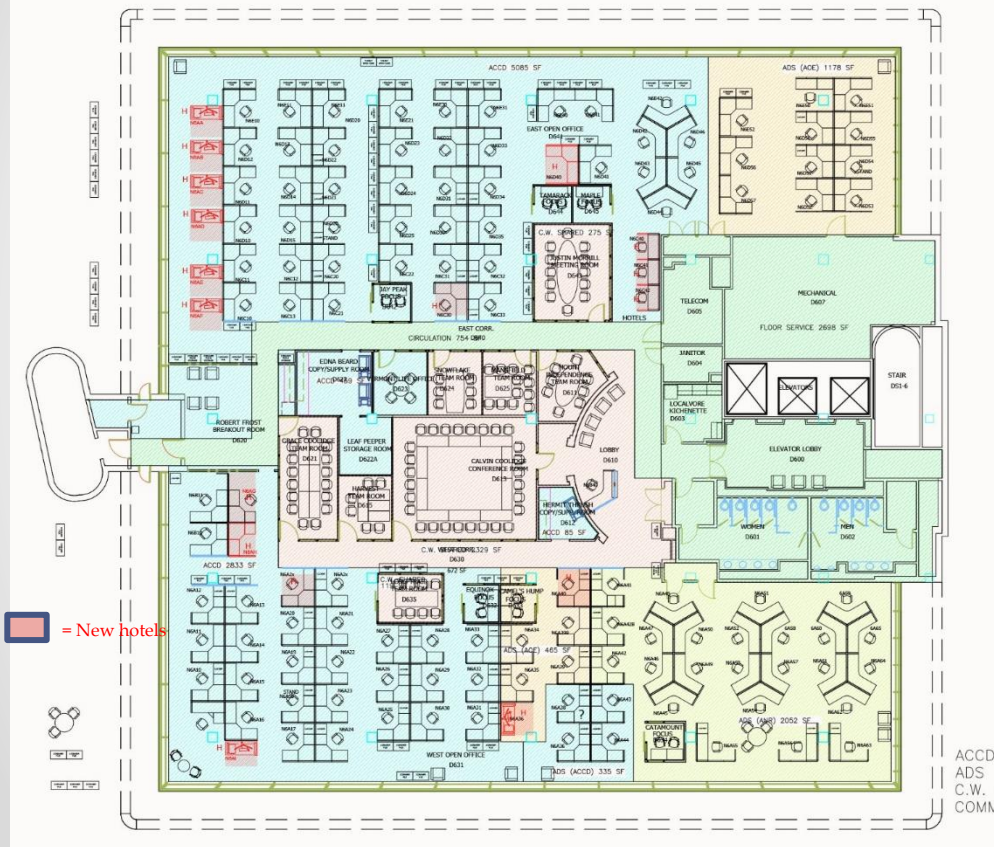
High-value low-cost solutions



1. We can't put the genie back into the bottle anymore. State mindsets have shifted permanently about remote working value to improved work-life-balance and heads down focus work.
2. Just because we know how to work remote now, does not mean it's the best solution for the State and the many business and customer needs we support with the spaces we manage.
3. Use a data-driven approach to better understand the nexus between space utilization, costs, and strategic value with our real estate portfolio.

Covid-19 and the Rise of Hybrid Working

High-value low-cost solutions



4. Always seek to move towards more efficient space use, converting existing larger workstations to smaller ones with goal of 150 usable square feet/person, the State standard. Reuse as possible.
5. Review mobility profiles of staff of in office versus away from office time. Do not assign an office or workstation to someone in the office less than 20 hours a week. Rather, convert that office to a shared office for 2 or more people to on a schedule.
6. Emphasize a piloting-first attitude with low-cost high-value changes, then commit to a later reassessment, adjustments, and possible adoption, more permanent and \$\$ solutions.

Covid-19 and the Rise of Hybrid Working

High-value low-cost solutions



7. **Convert existing workstations to shared hotel and touchdown workpoints.** Use tools like MS-Outlook to book spaces. Remove personal items from each workpoint so spaces can be shared.
8. **Provide easy to use lockers or personal storage in central areas.** Or temporarily convert file cabinet drawings to lockers.
9. **Replace fixed-height worktops with adjustable sit-stands easy sharing.**
10. **Consider converting some offices to flexible collaboration enclaves.** They will support onsite team and mixed hybrid-interactions with off-site coworkers and partners. (Pending mobility analysis)

Covid-19 and the Rise of Hybrid Working

High-value low-cost solutions



PRIMARY
OFFICE DUTY
LOCATION

EASE OF TECH & SETUP

REMOTE &
MOBILE WORK
SETTINGS

11. Supply headsets with microphones for staff so they can more easily use lower voices on video calls in open office settings.
12. Begin to move from assigned seating to unassigned shared seating but do it slowly with change management and education in mind.
13. Add video screens and better cameras in meeting rooms, whether wall mounted or on carts. This will help hybrid-working with offsite staff and partners, and group collaboration. Don't forget whiteboards.
14. Make it easy to plug and play in both the primary duty location and other remote locations. This will ease time-consuming set-up and break-down of computers, screens etc. Make it easy to plug and play in both locations. Docks, monitors, cloud....

Traditional & Agile Workplaces



Traditional Open Office



The Agile Workplace

The Agile Workplace: Some things Change



What Changes

- Active & reconfigurable meeting rooms
- Active workstations
- Unassigned offices
- Unassigned workstations
- Break room/work café
- Zoom rooms
- Informal work zones
- Wellness
- Encourage activity
- Social component

The Agile Workplace: Some Things Stay the Same



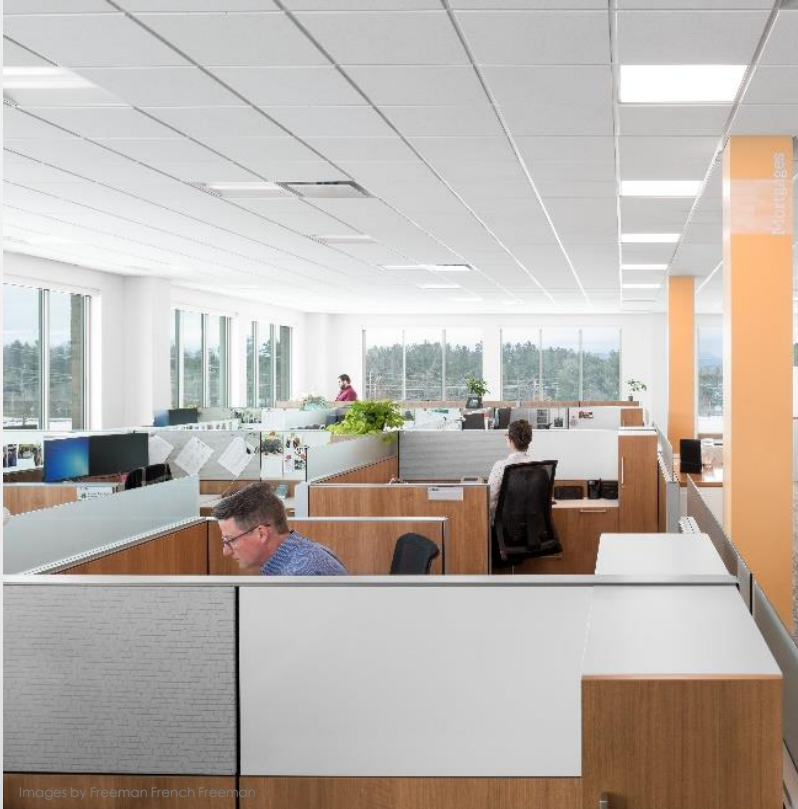
What stays the same

- Private meeting rooms
- (Some) private offices
- (Some) open office
- Break room
- Focus rooms

One Size Does Not Fit All!



Individual Workspaces



Images by Freeman French freeman



Semi-private Workspaces



Private (but shared) Workspaces



Google Office Pods



E-Bay Think Rooms

Fixed Meeting Spaces



Flexible Meeting Spaces



Informal Work Zones



Personal Storage



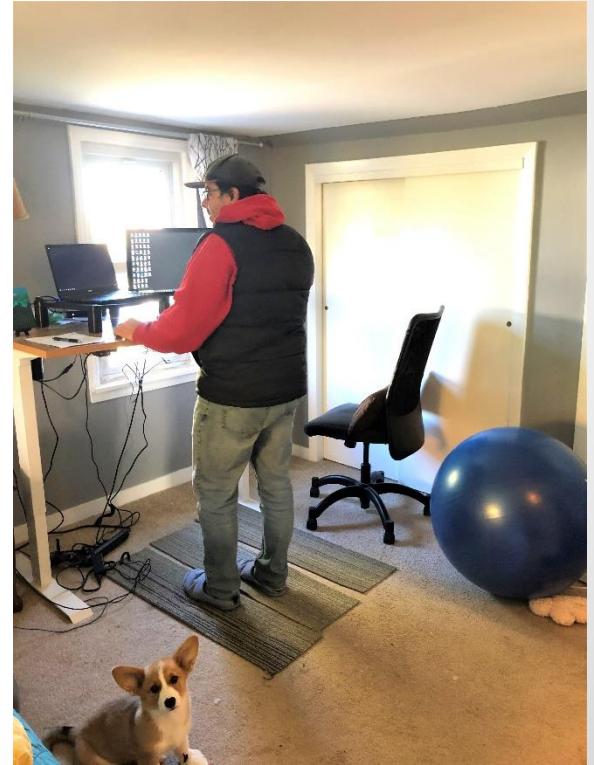
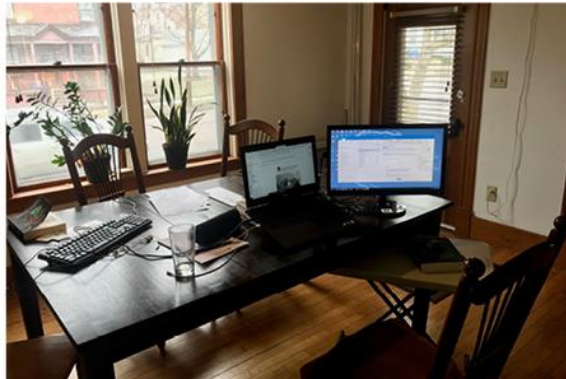
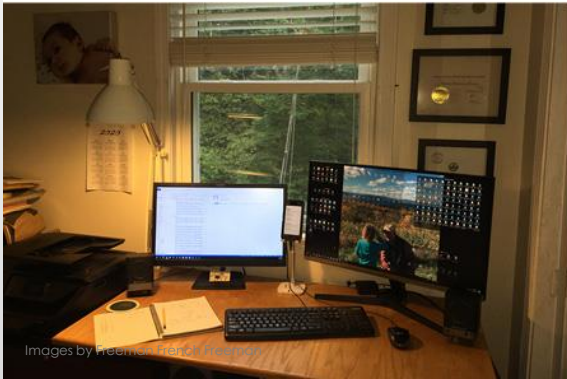
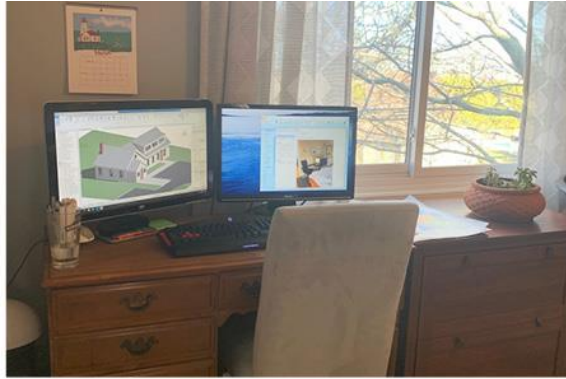
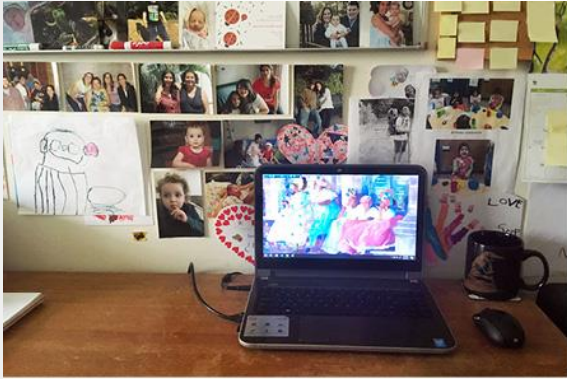
Work Cafe



Outdoor Office (Seasonal)



The Home Office



Technology



Technology & Tools



Room Reservation System

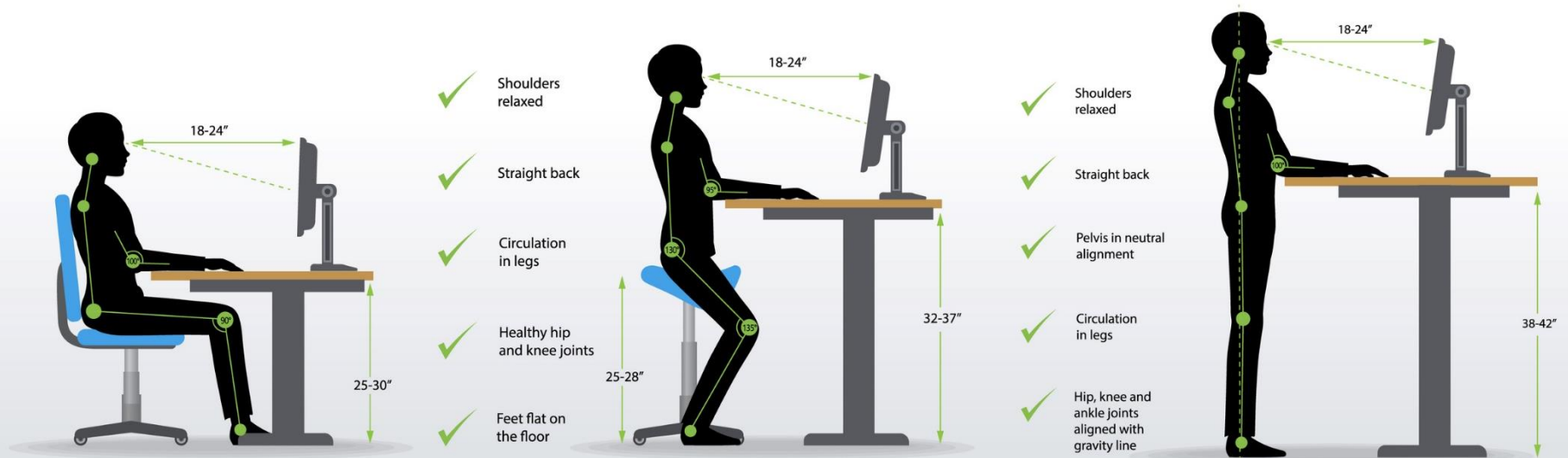


Touchless Elevator



The Owl

Wellness: Ergonomics



Wellness: Active Workstations



Daylight & Access to Nature



Image by Freeman French Freeman

Tunable Light & Controls



Red accent
Intimate
Firelight

Warm tones
Relax
Sunrise/sunset

Neutral tones
Focus
Mid-day sun

Cool tones
Alert
Overcast sky

Blue accent
Energize
Blue sky

Acoustics



images courtesy of Armstrong Ceilings, Eureka Lighting, & Kirei



Ventilation



The Agile Workplace



QUESTIONS?

SPEAKERS

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