Your SMART RETURN to the Workplace

What's Inside? (active links)

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Introduction

As we all contemplate the challenges of going back to the office, Premier has pulled together several resources to help you every step of the way.

This guide will provide an **intentional, phased and tactical** approach to assist you in your company's smart return to the workplace.

All-important considerations of physical, mental, social and emotional well-being coupled with primary research by Herman Miller have guided the development of our recommended solutions.

PHASE I

PLANNING
Consider Everything

PEOPLE,
RESEARCH &
LEADERSHIP

PHASE II

RETROFIT
Immediate Actions

SIMPLE
CHANGES &
EMPLOYEE
RETURN

PHASE III

RECONFIGURE
Long-Term Changes

READY
FOR
GROWTH

Phased Approach

Experts in public health, medicine, epidemiology and history agree that returning to the workplace is not likely to be a one-time event.

Our recommended phased approach allows you to implement changes over time and control the impact of inevitable stress on employees and costs associated with office enhancements.

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PLANNING
Consider Everything

PEOPLE, RESEARCH & LEADERSHIP

People

Phase I requires leaders to examine many factors that will affect business practices now and into the future. The first being the **new concerns, perceptions and realities** our people are facing.

• Am I going to be safe going back to work?

• Will my colleagues and clients adhere to safety protocols?

• Does the organization understand and care about what I am personally dealing with?

• Why do I have to come back to the office?

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Research | Herman Miller Survey

Herman Miller's employee survey can help you prepare for the unforeseen needs of your team.

Results from the survey will allow you to learn about:

• Employee work experience prior to and during the pandemic

• What employees have learned about their work style while working at home

• What concerns employees may have returning to the workplace

• What employees need to feel protected in the newly occupied environment

* There is a cost associated with the Herman Miller Employee Survey.

Research | Herman Miller Point of View

While Herman Miller specializes in the built environment, they advocate for behavior change as the most critical factor in keeping people healthy. And while the environment can be a significant catalyst for changing behavior, the environment alone cannot keep people safe.

CLICK HERE TO READ
"Embracing a New Realty
Workplace strategy insights for COVID-19 and beyond"

Leadership

Taking employee feedback into consideration, leaders will make informed decisions about which employees to bring back and when, safety protocols, floor plans, traffic flow, spacial capacities, and ancillary furniture and accessories.

• How will we ensure the safety of our employees?

• What physical distancing protocols are we willing to implement?

• What is our long term approach to remote work?

• Does what we know now, post-pandemic, fundamentally change how and where work gets done?

• What level of protocol adherence will we expect from our guests and customers?

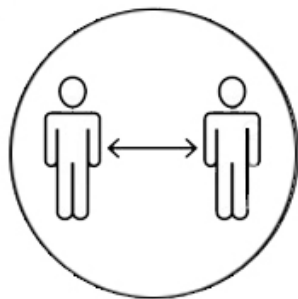• How will we support new behaviors to maintain long term safety?

PREMIER
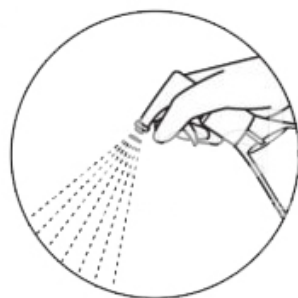*Success by design*   HermanMiller

PHASE I - PLANNING

**WASH HANDS
UPON ENTRY**

MASKS REQUIRED

**MAINTAIN
6'DISTANCE**

**CLEAN SURFACES
AFTER TOUCHING**

**OBSERVE MARKED
TRAFFIC PATTERNS**

STAY HOME IF ILL

**NO MEETINGS
OVER 10 PEOPLE**

NO HANDSHAKING

Safety Protocols

Safety is paramount to a successful return to the workplace. The following is our recommended list of considerations based on research by leading global health organizations.

1. Plan professional cleaning frequency
2. Stay home if ill and notify manager
3. Clean surfaces after touching
4. Maintain 6' distance at all times
5. No handshaking
6. Maximum meeting size
7. Define meeting and break room capacities
8. Define elevator capacities

Additional Considerations:

1. Hand washing required upon entry?
2. Masks required? (Will the company provide masks?)
3. One way traffic patterns?
4. Antibody testing?
5. Thermal scanning?
6. Corporate contact tracing apps?
7. Notify manager if traveling outside home city?
8. Close on-site gyms?

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RETROFIT
Immediate Actions

SIMPLE CHANGES & EMPLOYEE RETURN
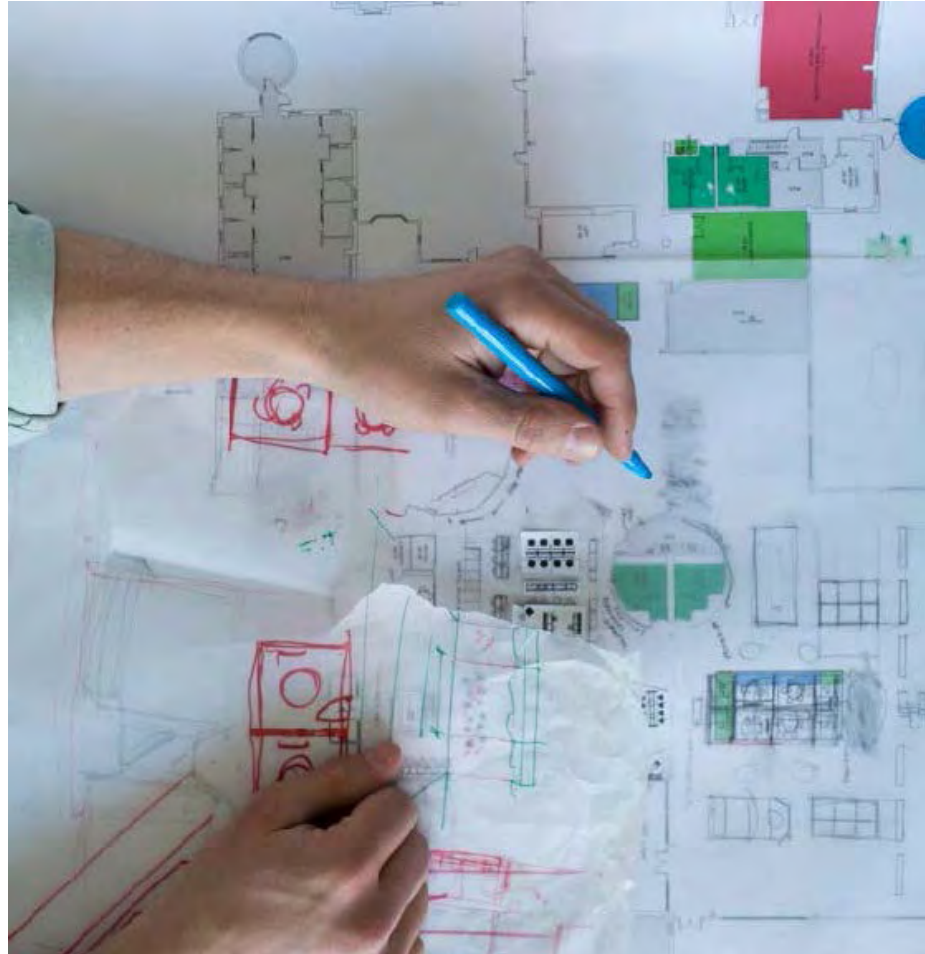
Programming

A simple and efficient retrofit is the fastest way to provide a functional workstation for each of your returning employees.

Premier's design team can assist to adjust the floorplate and find ancillary solutions and accessories to add more capacity and maintain safety standards.

Dividers, mobile screens, marker boards, pods, signage and hand sanitizing stations are all tools to transform your space quickly.

1. Determine hand sanitizing station locations

2. Plan your approach to greeting guests and employees

3. Plan traffic flow (one-way traffic flow reduces face to face interactions)

4. Reduce density based on existing furniture and 6' distancing

5. Create and order bold directional and instructional signage

6. Order necessary cleaning and sanitation supplies and equipment

7. Determine which team members return during Phases II and III and who will work remotely long term
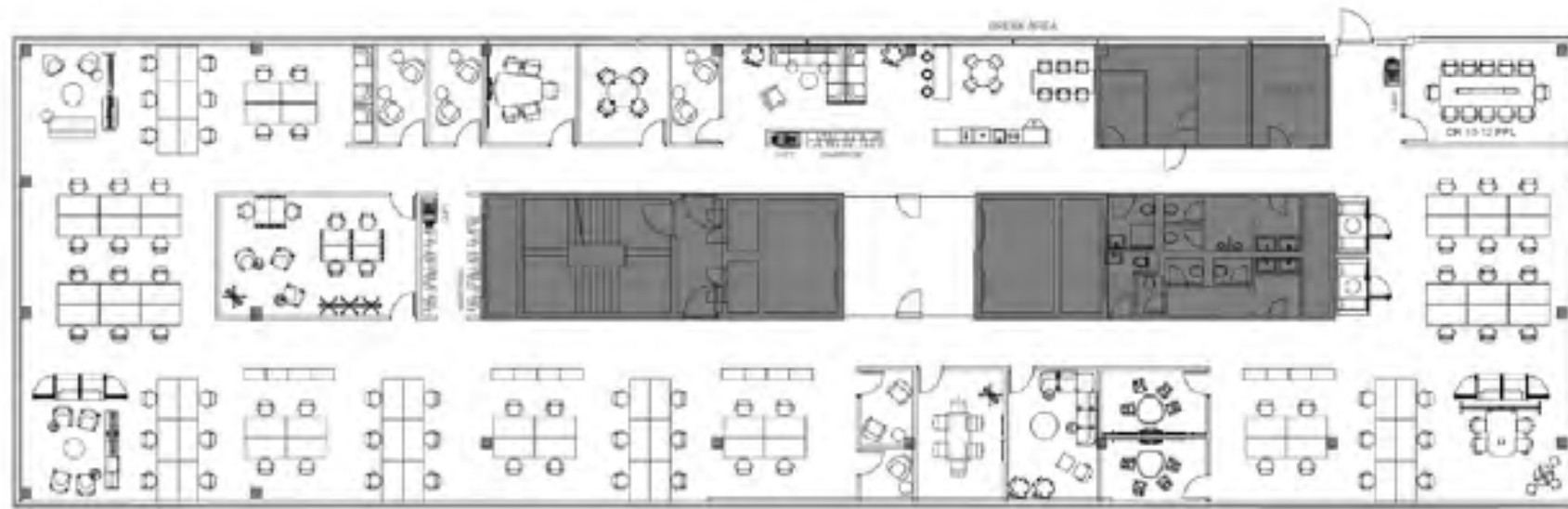
Execute

During the Retrofit, your company will leverage the existing environment by making small changes and adding readily available value-add elements.

Prioritizing workplace decisions by the work your teams and individuals perform every day will create environments that are safer and more effective. Which job functions are critical and must return? Which can be more successful working remotely to create more space for others?

The answers will vary for everyone because there is not—and never will be—a one-size-fits-all approach for supporting people and their work.

1. Order any necessary furniture for long-term remote employees

2. Offer loaner furniture to short term remote employees

3. Create Phase II floor plan

4. Acquire readily available furniture and equipment

5. Professionally sanitize the space

6. Team member orientation

7. Welcome team members back to the workplace

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6' Radius

Proposed Sanitizing Station

Proposed Temporary Check-In Station

Retrofit Example

COVID-19 Modifications

• 74 to 60 workpoints

• Applied extra space 6' physical distancing

• Repurposed meeting rooms

• Localized sanitizing stations
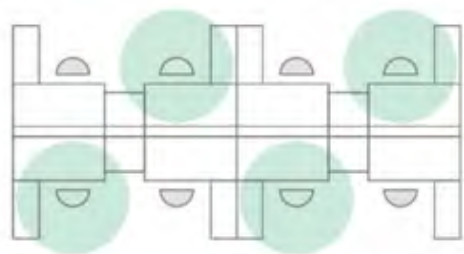
• Increased Framery phone booths from 6' to 8'

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Physical Distancing

Staggered Desk Assignment

- Alternating days
- No desk sharing
- Less density per day

Seat can be occupied - 6' diameter

Benching

8 person to 4 person
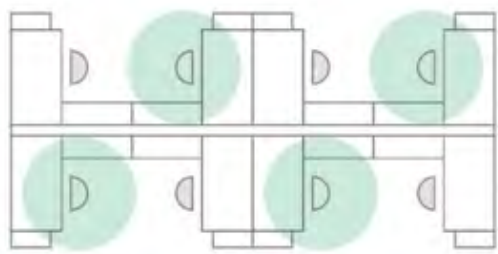
Alternating Outbound Orientation

8 person to 4 person

Ancillary Space Example

- Shift to an overflow workpoint
- Alternate spaces for video conferencing

Collaborative Space

Shift to indvidual workpoint

10 to 3 seats

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Physical Distancing

Staggered Desk Assignment

- Alternating days
- No desk sharing
- Less density per day

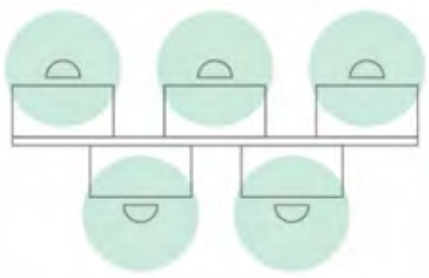Day 1 User
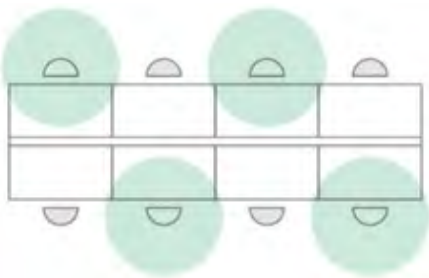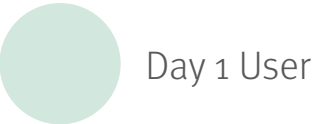
Benching

8 person to 4 person
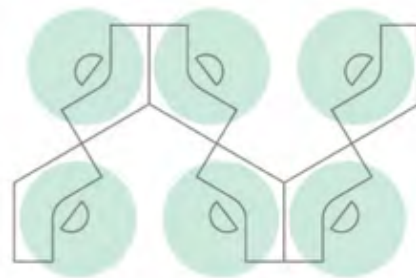
120 Layout

6 person to 4 person
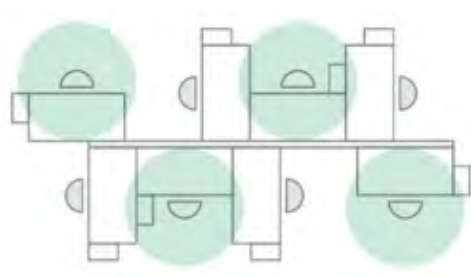
Alternating Orientation
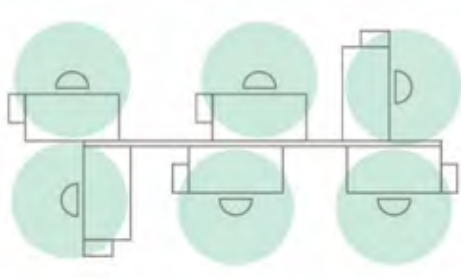
8 person to 4 person

Dedicated Desk Assignments

- Furniture adjustments required
- No desk sharing
- Increased density per day

Dedicated Daily User
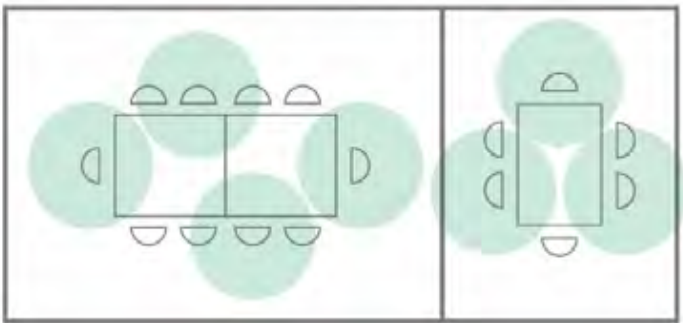
Benching

5 person

120 Layout

6 person

Alternating Orientation

8 person to 4 person
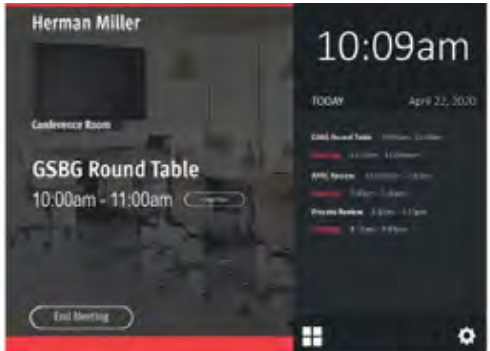
Repurpose Meeting Rooms

Reduce Occupancy of Enclosed Spaces

- No furniture changes
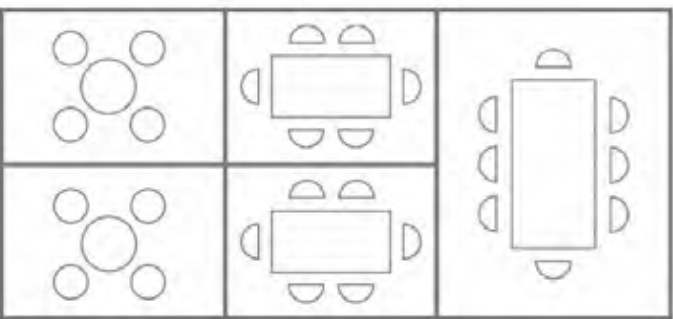- May require chair storage

Seat can be occupied - 6' diameter
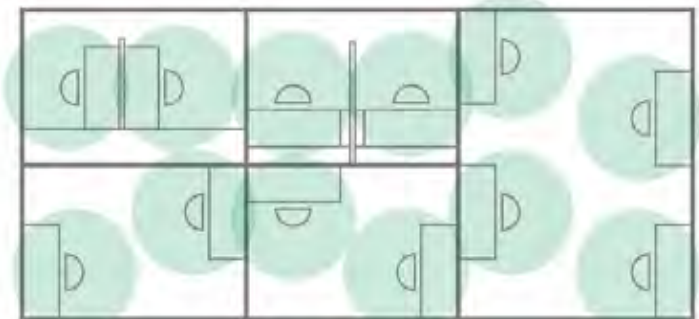

Meeting Room A

10 to 4 seats

Scheduled Cleaning Protocol

Between each meeting

Alternative Applications

- Furniture adjustments required
- Add quick-ship tables and chairs
- Increased floor density per day

Existing Meeting Rooms

Convert to Workpoints

12 seat exploration

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Example - Desk Setting

Dedicated Users

What Changed?
- Removed 2 desks
- Increased spacing between seats to 6'
- Preserved 2 seats
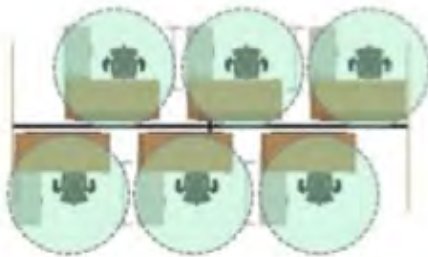
Dedicated daily user
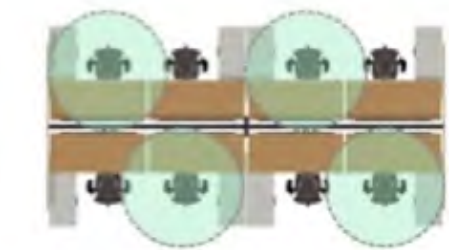
Example - Bench Setting

Dedicated Users

What Changed?

- Increased spacing between seats and staggered desks
- Added boundary screens
- Preserved 2 seats

Dedicated daily user

Example - Collaborative Setting

What Changed?

- Removed lounge and side seating
- Increased spacing between high back sofas
- Changed position of seating at tables to increase spacing
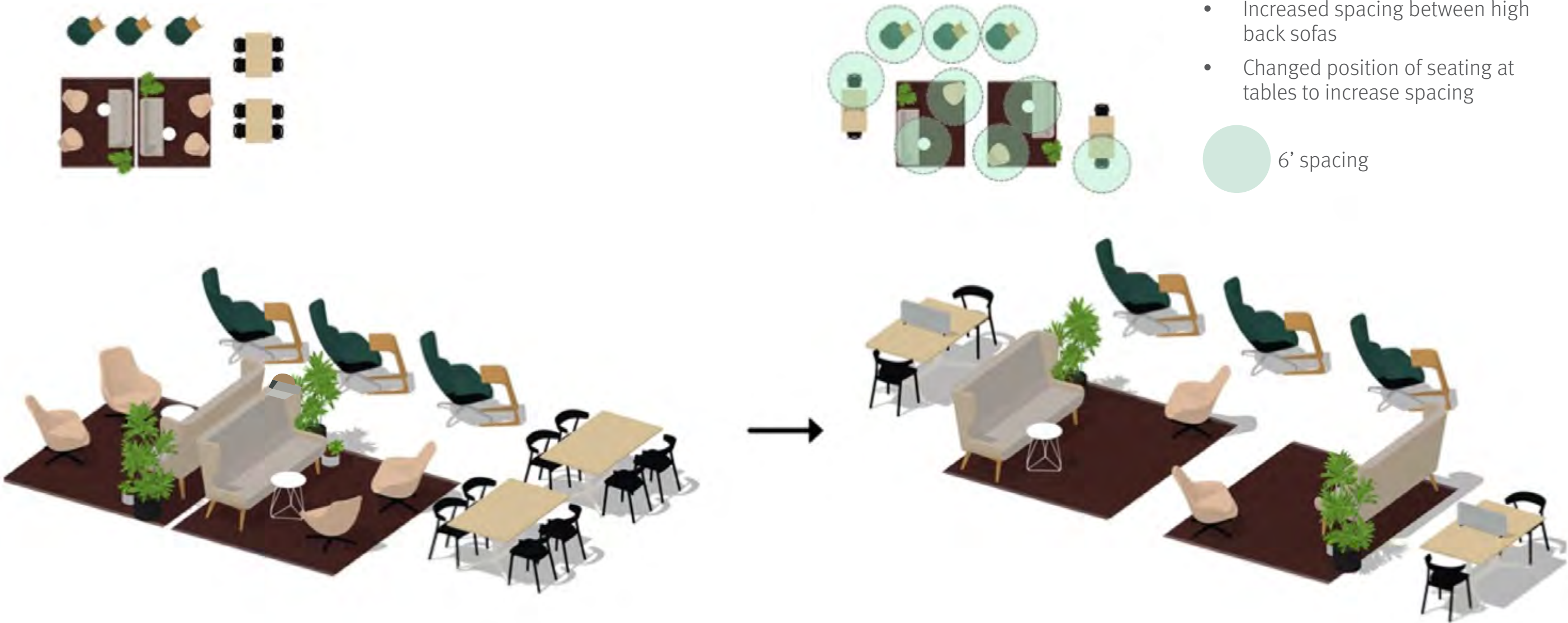
6' spacing

Example - Collaborative Setting

What Changed?

- Removed pillows and accessories
- Separated modular sofas to increase spacing
- Added boundaries
- Moved lounge chairs to create individual focus settings

6' spacing

# How will you create boundaries?

Creating physical and perceived boundaries in your space will be critical to maintaining people's safety as they come back to work. You can think about boundary at three levels: standing, seated, and circulation (the edges of a space that define pathways throughout the workplace). **Keep in mind that screens, panels, and anti-microbial surfaces aren't proven to be effective against transmission of viruses and because they create more surfaces, they might increase the risk of transmission. That said, physical barriers can make people feel psychologically more comfortable.**
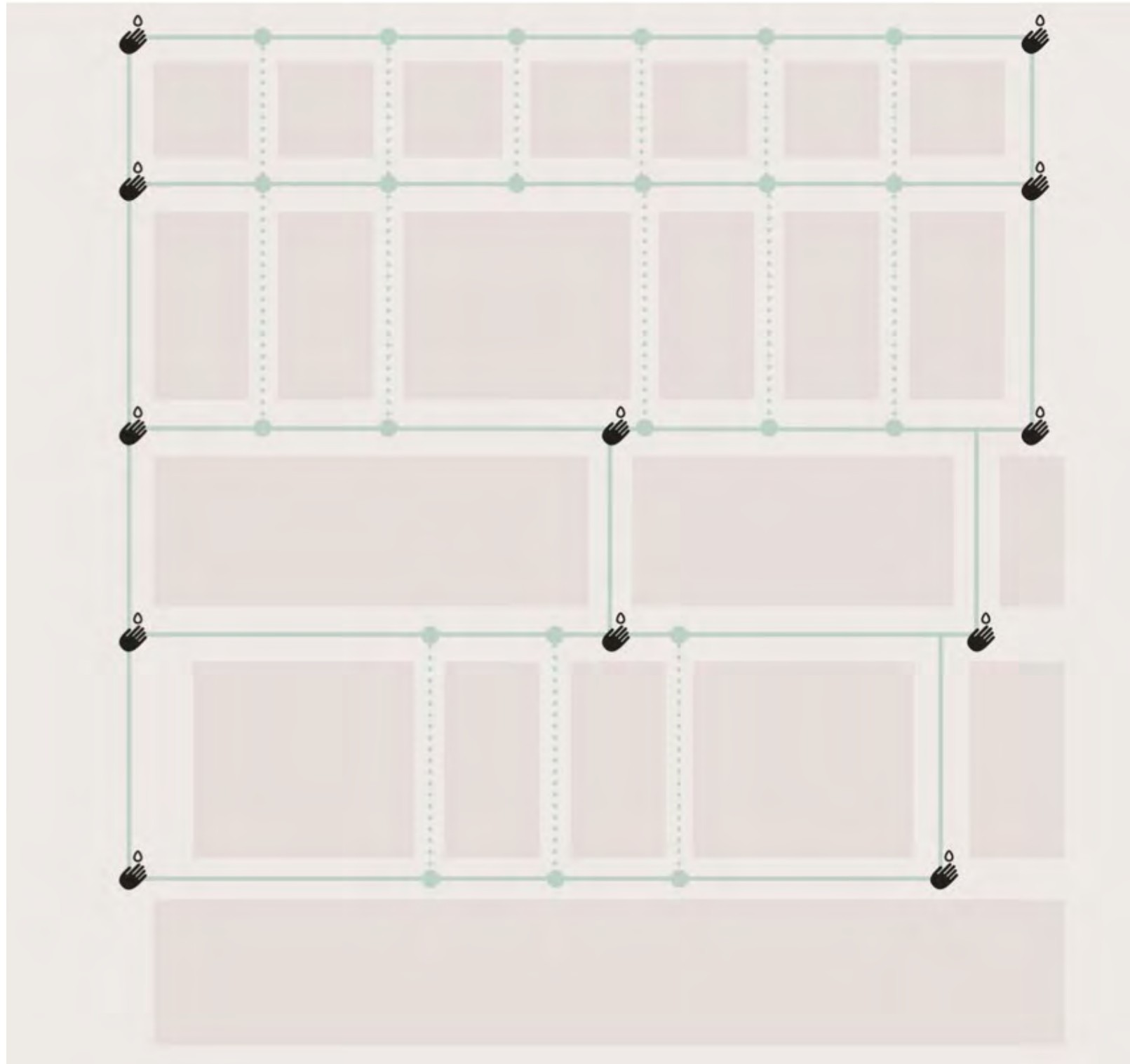
Circulations Space and Sanitizing Stations

Reassess your circulation space. Identifying major intersections will help to define best locations for sanitizer stations. Also consider studying the traffic flow through gathering spaces such as reception areas, breakrooms, and cafes to eliminate bottlenecks. Direct circulation with intention to decrease close contact.

Circulations Space and Sanitizing Stations

Herman Miller Mora Rail for Sanitizing Supplies

• 18" rail

• 48" rail

• Rail clamp

• Soap bracket

• Towel bracket

Surface Attached Dividers and Screens

More divider and screen options available upon request

JSI Flux
Acoustic PET or pressed vinyl available,
30" wide, 28 1/4"h above worksurface

Enwork Harbor Screen
Constructed of a heavy-duty, multi-ply, double-wall corrugated cardboard with structurally enhance skin material

Turf Design Desk Screen
Acoustical, bleach cleanable

Freestanding Dividers and Screens

More divider and screen options available upon request

MergeWorks Villa
Fabric or acrylic (clear or frosted) available

IOA Freestanding Dividers
Mutiple options available

Enwork Zori Freestanding
Mutiple options available

Panel Mounted Dividers and Screens

More divider and screen options available upon request

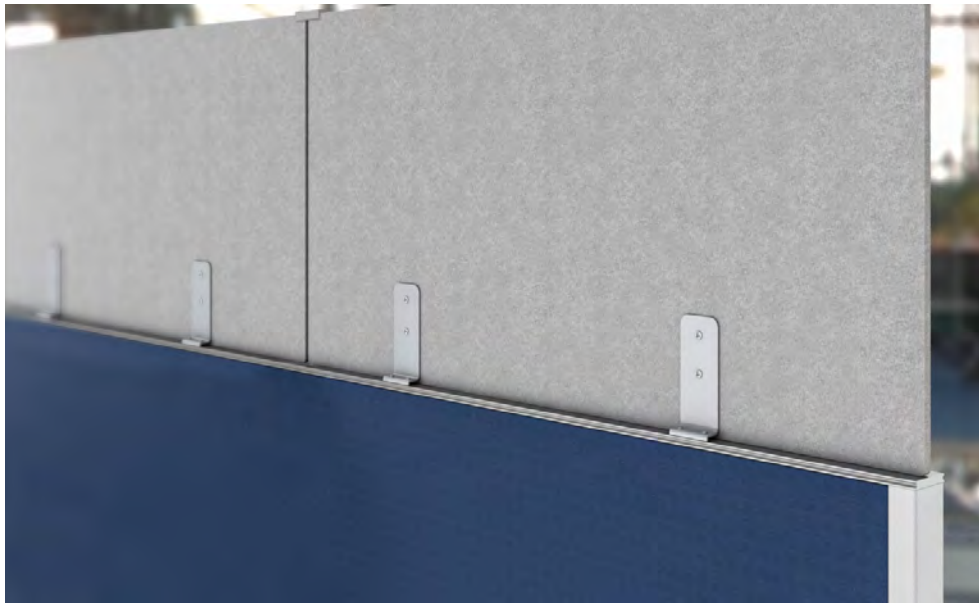**Herman Miller Stack Framed Panel Mount**
11" or 22" high

Herman Miller Frameless Glass Integrated Upmount
7", 11" or 15" high

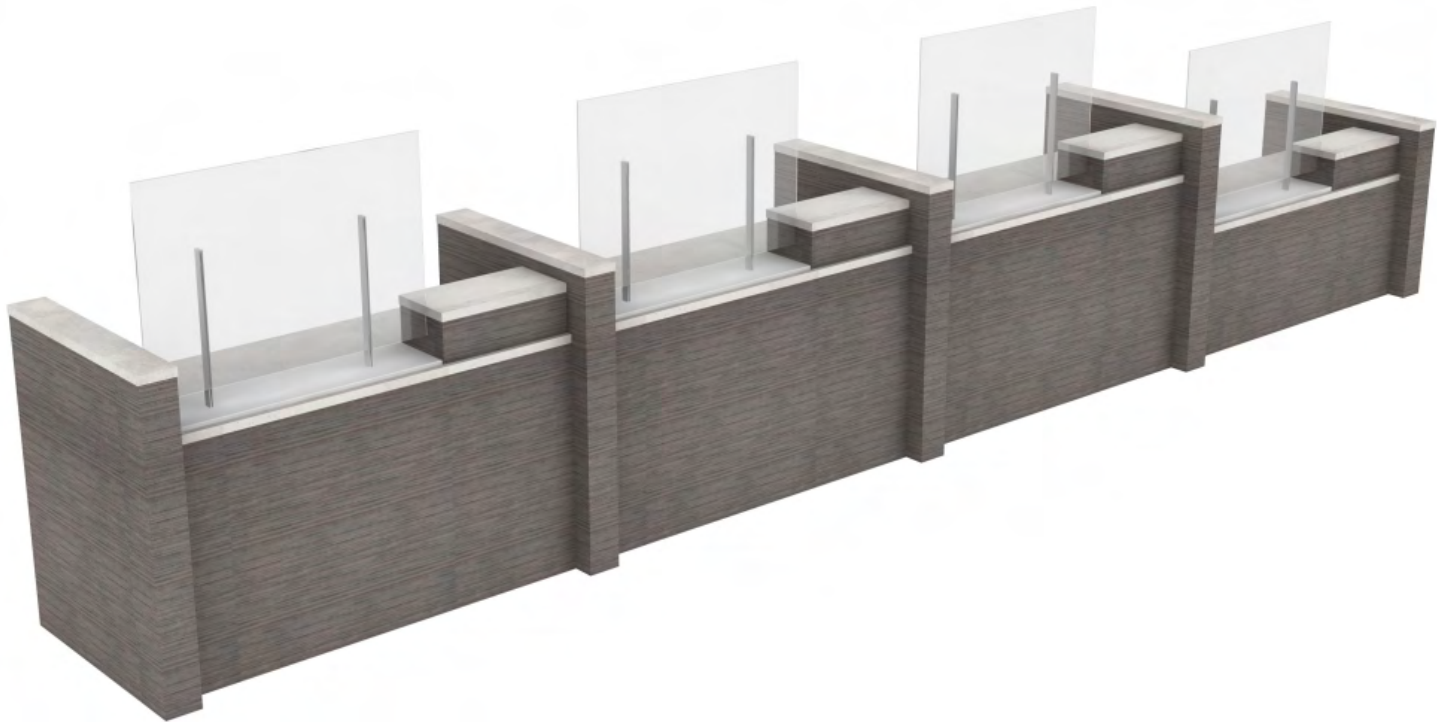# Panel Mounted Dividers and Screens

More divider and screen options available upon request

Enwork Skyline Magnetic Acoustical Panel

Enwork Extended Height End Panel and Acrylic Toppers

Global Wellness Screens
Clear acrylic, under mount or surface mount

Directional and Instructional Signage

Sanitizing Station

One-Way Traffic

Safco Write Way Directional Signs

Arconas Temporary Cushion Cover

Arconas Leave Space Floor Sticker

Workplace Sanitization Services

This is not to a replacement of normal janitorial or custodial services, but in addition to what you are currently doing. Germicidal and anti-viral agents penetrate and deactivate viruses, bacteria and spore cells resulting in them being no longer infectious.

Decontamination of Existing Workstations and Office Environments

This is the immediate reaction to the virus and the need to decontaminate the employee work area. It includes extensive application of chemical based cleaners to the furniture and electronics. This protocol will be a one-time application to render the space virus-free.

Post Commercial Office Furniture Installation

This will be our protocol option moving forward when new, refurbished or pre-owned furniture is delivered and installed. Usually the environment is somewhat clean post construction but work flow contaminates many area by materials and human contact. This addresses all those areas.

Post Employee Move

This dictates our protocol option with moving of employees and all related equipment. To include every item that has been relocated, the individual IT/computer equipment and physical surfaces that were touched by our personnel.

Contact us for more details.

RECONFIGURE
## Long-Term Changes

READY FOR GROWTH

Reconfigure

Phase III allows for reconfiguration and installation of new furniture, materials and anti-microbial treatments needed to create the additional space required to achieve long-term physical distancing and future growth.

1. Create Phase III floor plan to accommodate the return of remaining Phase III employees

2. Order Phase III furniture and equipment necessary to meet your long-term goals

3. Refine safety protocols based on Phase II workplace experience

4. Reconfigure and install Phase III environment

5. Phase III team member orientation

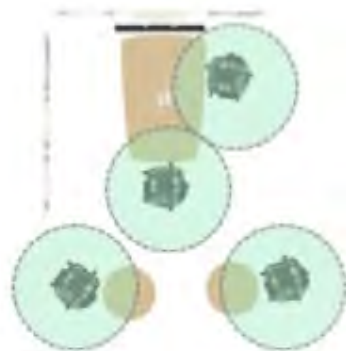6. Welcome Phase III team members back to the workplace

Example - Desk Setting
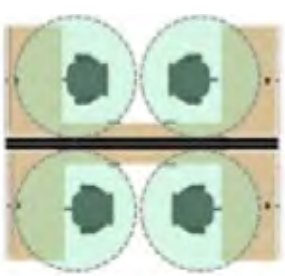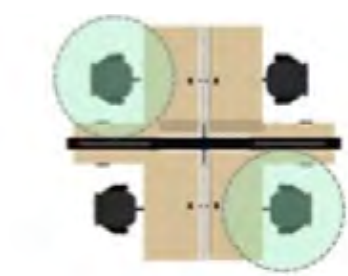
Dedicated Users

What Changed?

- Turned desks outbound
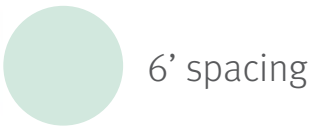- Increased screen height
- Preserved 2 seats

Dedicated daily user

Example - Collaborative Setting

What Changed?

- Adjusted quantity and spacing of chairs
- Added standing height tables

6' spacing

Example - Neighborhood

What Changed?

- Reoriented desks
- Repurposed desks in the meeting space
- Created a standup meeting space in the open area
- Transitioned the jumpspace table to dedicated workpoint

Dedicated daily user
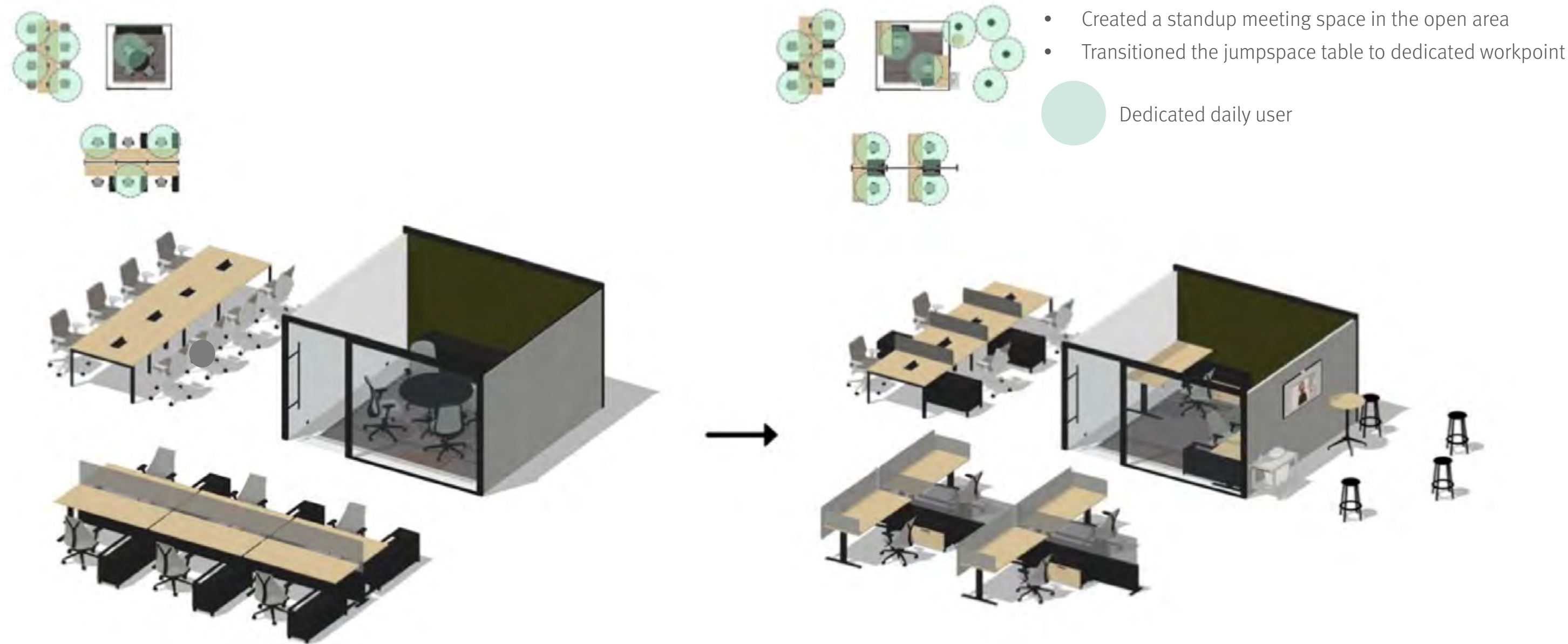
Example - Desk Setting

Alternating Users

What Changed?

- Added gallery panels for circulation boundaries

- Added storage cubbies for increased boundaries

Day 1 user

Day 2 user
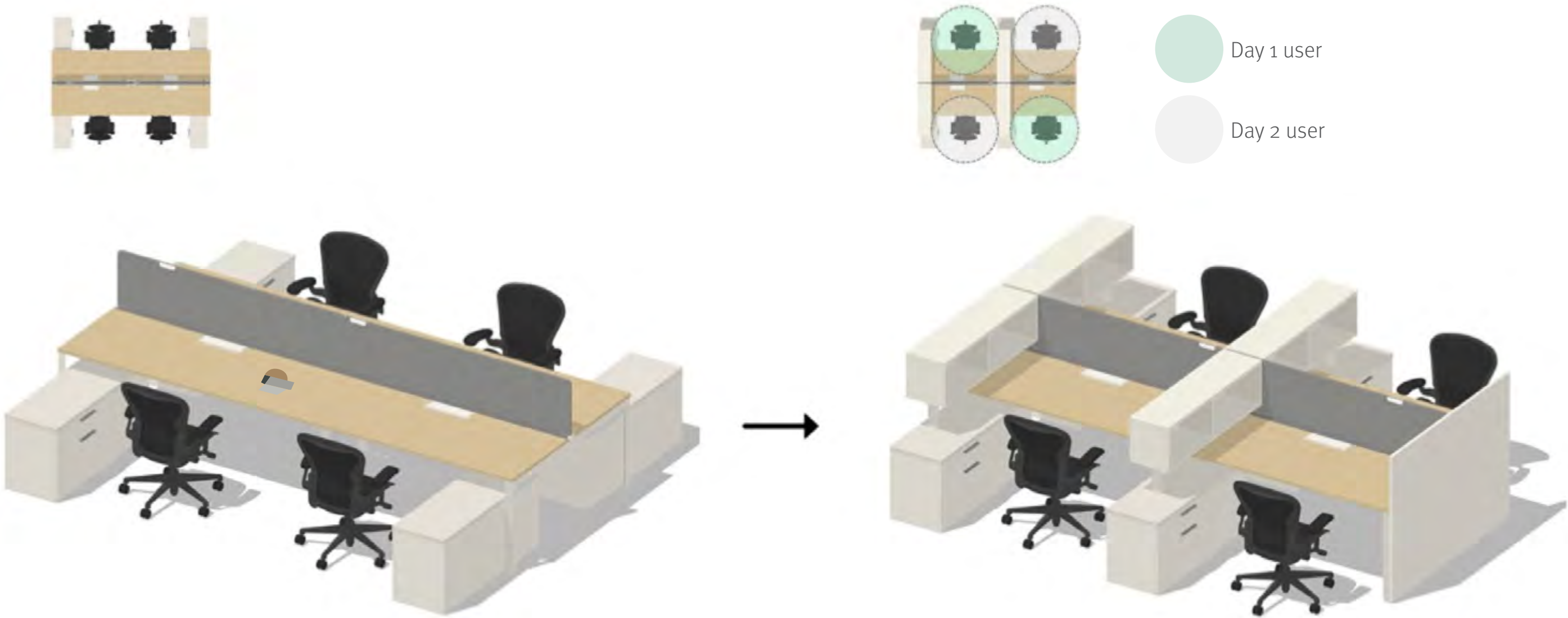
Materials

When designing new spaces or replacing furniture, consider the cleanability of the material. Good examples include coated materials, polyurethane or silicone, or bleach cleanable woven fabric.

The following links are Herman Miller resources to assist you in making the best decisions related to materials and sanitization choices for your company.

COVID-19 Cleaning Protocols Guide

Suggested Cleaner and Disinfectants

Performance Textiles Overview

Antimicrobial Treatments

Herman Miller offers MicrobeCare as an antimicrobial option for select products for customers that want additional protection against germs and viruses.

MicrobeCare is an antimicrobial coating that eliminates harmful microbes. When microbes come into contact with a product protected with MicrobeCare technology, the product destroys the cell wall of the microbes, disrupting the growth process and making it unable to reproduce. MicrobeCare is standard on various Nemschoff products and can be applied to other Herman Miller products through Options.

Thank You!

There are many options, many predictions right now. And truthfully, no one knows for sure what the office will look like 3 months from now, 6 months from now, or even in a year.

We are here for you as a resource. There is not one answer across the board. Premier's team is ready to help you figure out the best solution for you and your company.

Reach out to Premier today for your best solution. We are all in this together.

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