



## MUSE OFFICE PROJECT

2<sup>nd</sup> Meneuului Street, Bucharest, Romania



# GETTING READY FOR OFFICE RE-ENTRY



**Return to the office with ready-to-use spatial solutions and carefully conceived planning approaches.**



# OBJECTIVES

The design and layout of spaces can, for example, encourage interaction or stimulate creativity. Furthermore, the physical office can convey a strong cultural message to employees and visitors about the organization's identity or brand. By setting clear and explicit objectives, all stakeholders involved will have similar expectations concerning the new office concept.

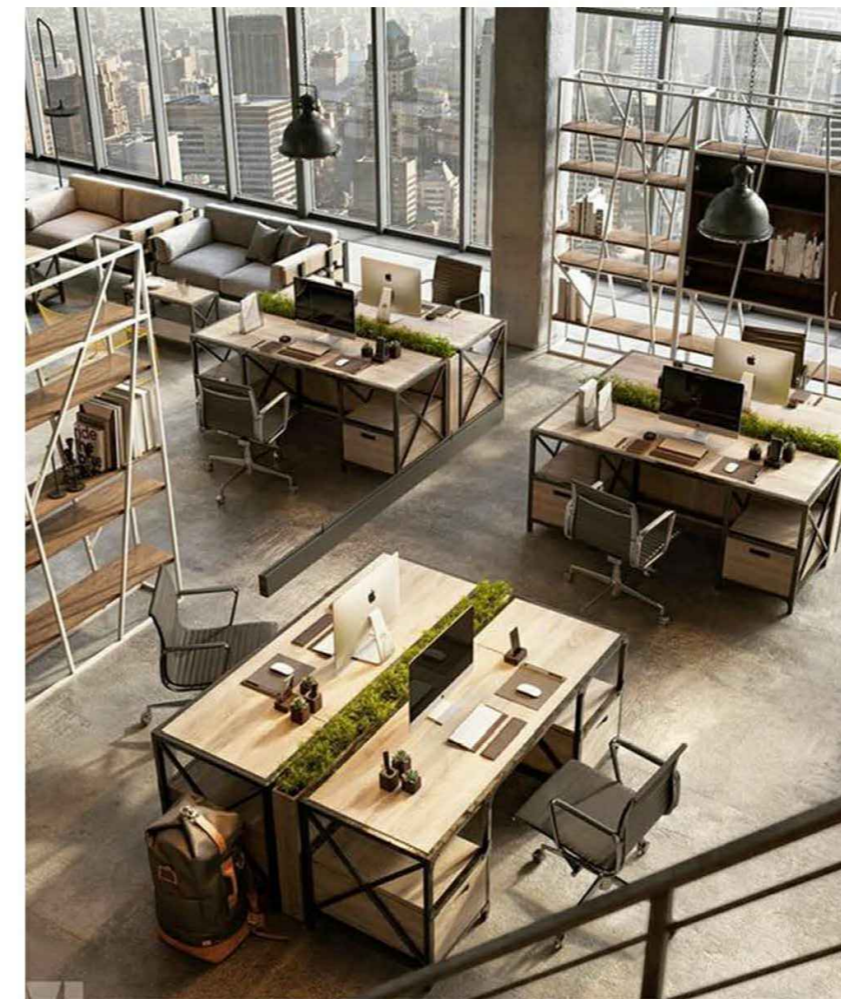


## ENHANCE PRODUCTIVITY

The most important objective is also the most difficult one: to enhance productivity. The term productivity refers to the fine balance between the total occupancy costs of a workplace and its contribution to employee performance. Basically it is about improving staff output against fewer costs. Although reducing costs is often the prevailing paradigm, there is a growing case for providing an effective work environment to improve employee performance. The work environment should match the activities that need to be carried out. Different work processes tend to require different types of work space. For example, head-down work will call for a relatively distraction-free environment, in which people are not diverted by workplace chatter and telephone calls, while interactive processes may work well in environments that are buzzing with activity.

### RELEVANT CONSIDERATIONS

- What are the key factors most likely to enhance productivity?
- What are the differences between individual, departmental and organizational productivity?

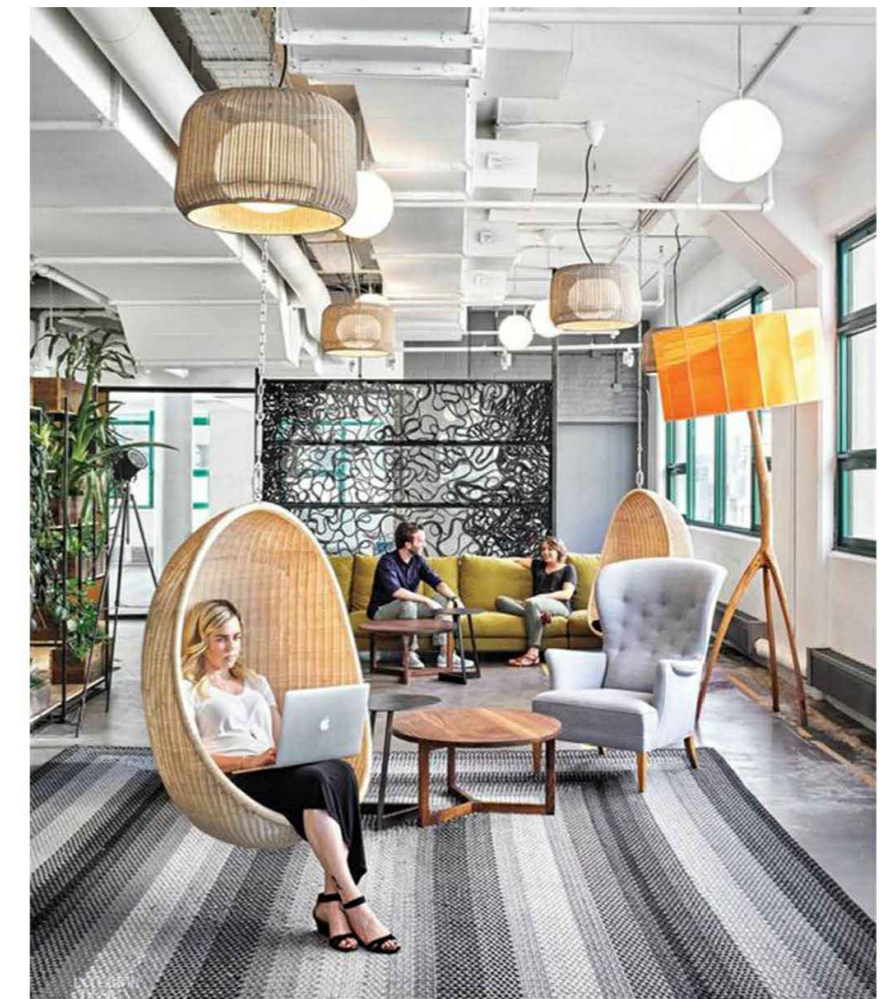


## REDUCE COSTS

Cost reduction is a major objective in many projects. Accommodation is expensive and not always used as efficiently as it could be. On average, workstations in office buildings are physically occupied only 50 to 60 percent of the time, while they represent major costs for leasing, cooling, maintaining and cleaning the space needed. Cost savings should, however, always be seen in relation to employee performance. While the running cost of an office building represents a mere 10 to 20 per cent of total operating expenses, it is still relatively low compared to employee costs. This means that efficient use of space is important; but even more important is creating an environment where people can work effectively.

### RELEVANT CONSIDERATIONS

- What is the need for cost reduction?
- What are the options to reduce floor area per workstation?
- How can frequency and costs of internal moves be reduced?



## SUPPORT CULTURAL CHANGE

Many organizations spend a great deal of money and energy on rethinking and changing their corporate culture. Changing a culture, however, is one of the most difficult managerial tasks. Culture is by definition deeply rooted and therefore difficult to transform. Office design, however, can be a powerful tool or 'change agent' in this process. Changes in the layout and design of the work environment intended to support cultural change should, however, go hand in hand with changes in management style and working practices. As an organization you need to consider carefully what sort of culture you wish to create and what the real identity of the organization is.

### RELEVANT CONSIDERATIONS

- What type of message should the office convey to both staff and visitors?
- To what extent is that desired message in line with the existing culture?
- How is the new office related to a wider programme of cultural change?
- What are the key words associated with the new office (e.g. dynamic, innovative, sober, cosy, welcoming)?



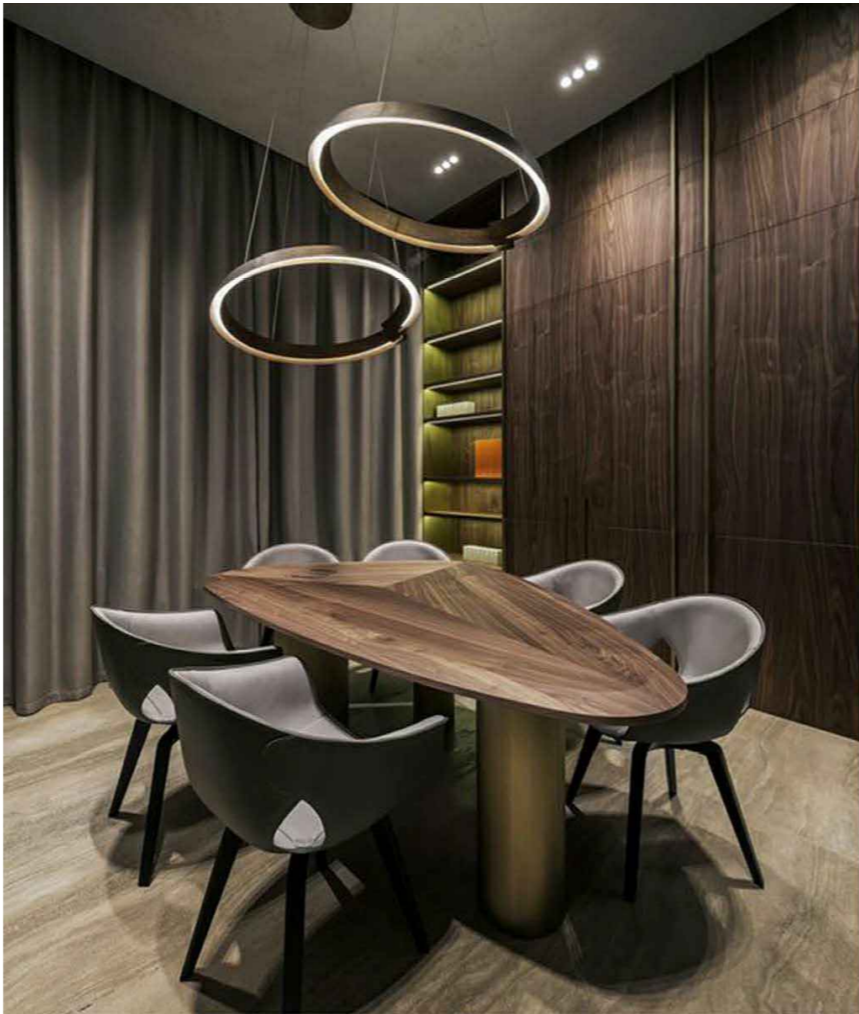
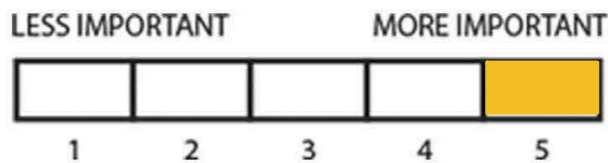


### ATTRACT & RETAIN STAFF

For almost any organization, attracting good quality staff and retaining highly-skilled personnel is critical. This can be done by providing meaningful work, promising career prospects and attractive financial compensation; but the physical work environment can also play an important role. Providing employees with comfortable, attractive surroundings tells them that they are valued by management and helps to make a good impression on job applicants. Certain employees might attach particular importance to privacy and personal space, whereas others might place more value on, for example, the availability of coffee bars or reading rooms. The freedom to work wherever and whenever also tends to be highly valued by employees.

#### RELEVANT CONSIDERATIONS

- How important is the physical work environment to them?
- What types of work environment are successfully used by competitors?

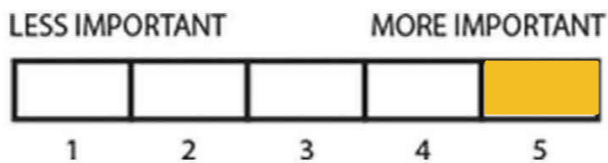


### EXPRESS THE BRAND

Branding is about creating a particular image or perception of the organization and its products or services among customers or other strategic stakeholders. Traditionally, branding is the responsibility of marketing departments and strongly focused on logos, packaging, websites and advertisements. But, as stated previously, the physical work environment can also be used to convey a particular message or identity, working as a showcase or three-dimensional business card to the outside world. A common means to brand the office environment is the incorporation of 'brand visuals' (logos, slogans and company colours) in the fit-out of the building. In addition, there are also more subtle ways to express a company's brand. For example, a company that wishes to brand itself as very innovative may choose an office concept that is equipped with state-of-the-art technology, funky brainstorming rooms and generous circulation spaces for informal communication.

#### RELEVANT CONSIDERATIONS

- Does the organization have an explicit branding strategy?
- What message should the office convey to employees and visitors (eg. integrity and confidentiality, creativity and freedom, etc.)?

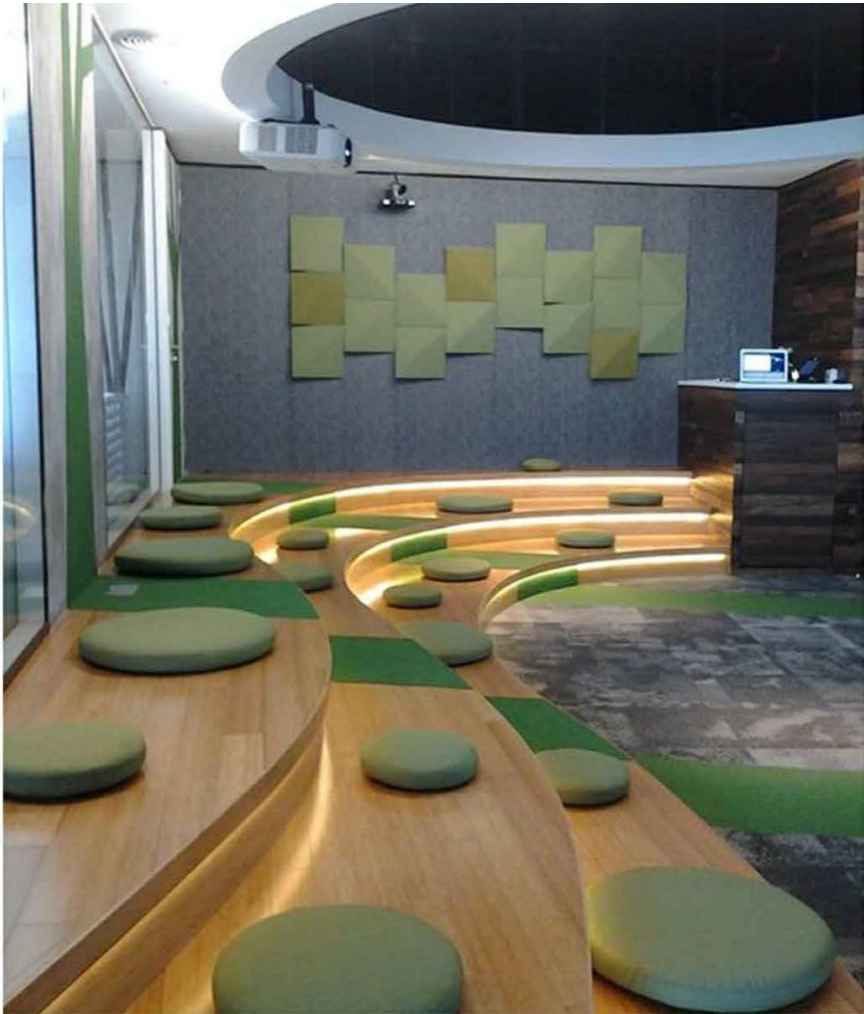


### ENVIRONMENTAL IMPACT

Office buildings have a large impact on the environment as they require a lot of raw materials to build and even more natural resources to run. Next to transport and travel, buildings are the largest consumer of energy and therefore a significant contributor to the emission of greenhouse gases. Furthermore, the operation of office buildings requires large amounts of water and leads to a lot of waste. The choice of office concept — in particular the footprint of workstations and whether or not they are to be shared — has a considerable influence on the environmental impact of an office building. Small footprints and the flexible use of workstations lead not only to a reduction in space requirements, but also need fewer materials and less maintenance, less heating and cooling, less lighting and cleaning.

#### RELEVANT CONSIDERATIONS

- What are the options to reduce the carbon footprint of the office?
- What are the options to reduce the consumption of raw materials?



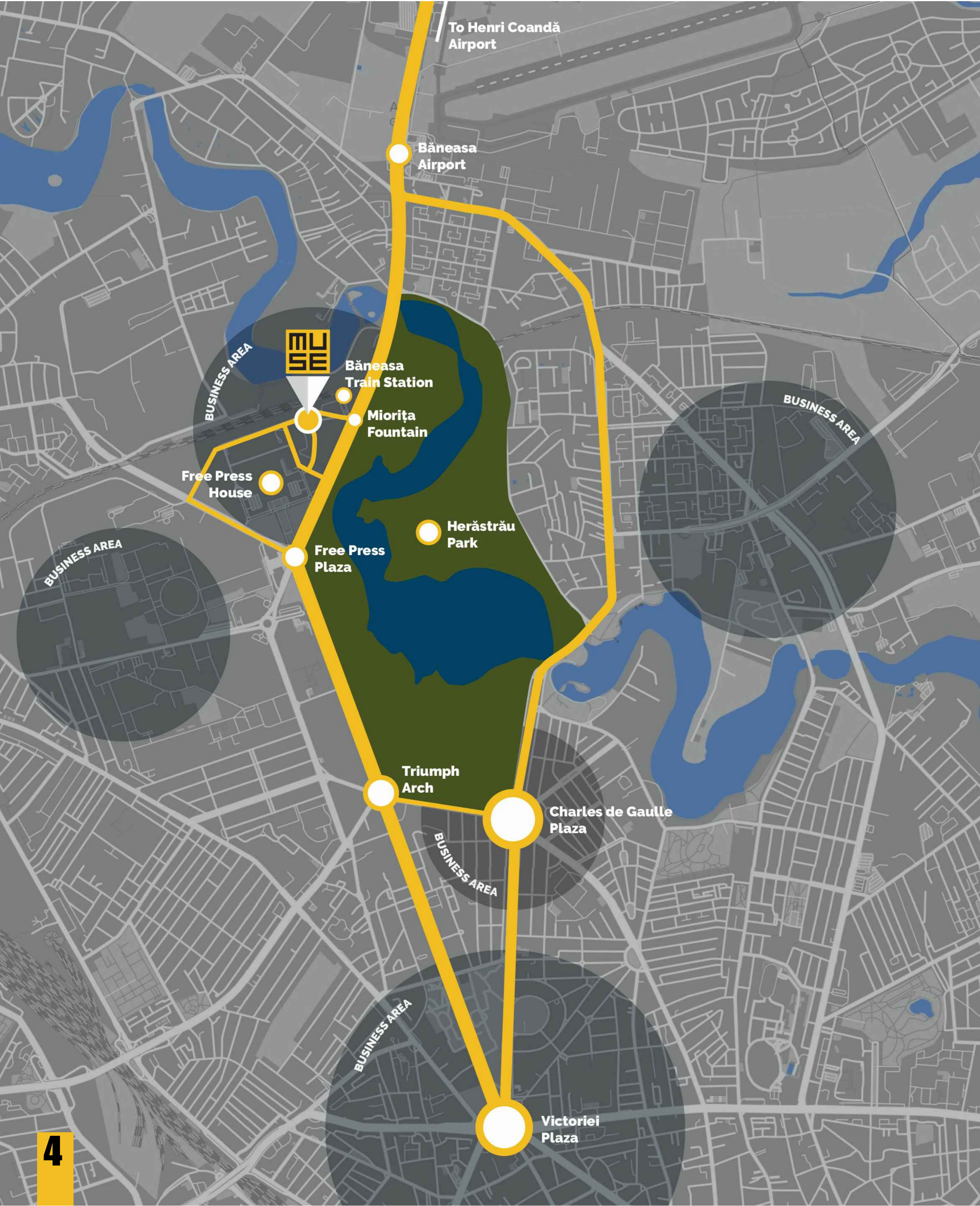
### STIMULATE CREATIVITY

Creativity is rapidly gaining in importance to both organizational and individual work processes. Many businesses aim to excel through their capacity for continuous innovation, for which creativity is essential. Again, the layout and design of the work environment can play a crucial role, creating spaces that stimulate spontaneous exchange of ideas, but also secluded areas for individual thinking. Generally, creative work is characterized by being both highly cognitive and highly social. Creative workers need a combination of frequent interaction with peers and intense, focused concentration. Such work might require workshop-like open spaces or a mix of individual workplaces and informal meeting spaces.

#### RELEVANT CONSIDERATIONS

- What type of creativity should the office stimulate?
- To what extent should creativity be stimulated (i.e. an entirely creative work environment or a limited number of creative spaces such as brainstorming rooms)?





**MUSE**

CITY  
GATE

UNICREDIT  
TOWER

**BOUTIQUE, FLEXIBLE OFFICE SPACE**

FREE  
PRESS  
PLAZA

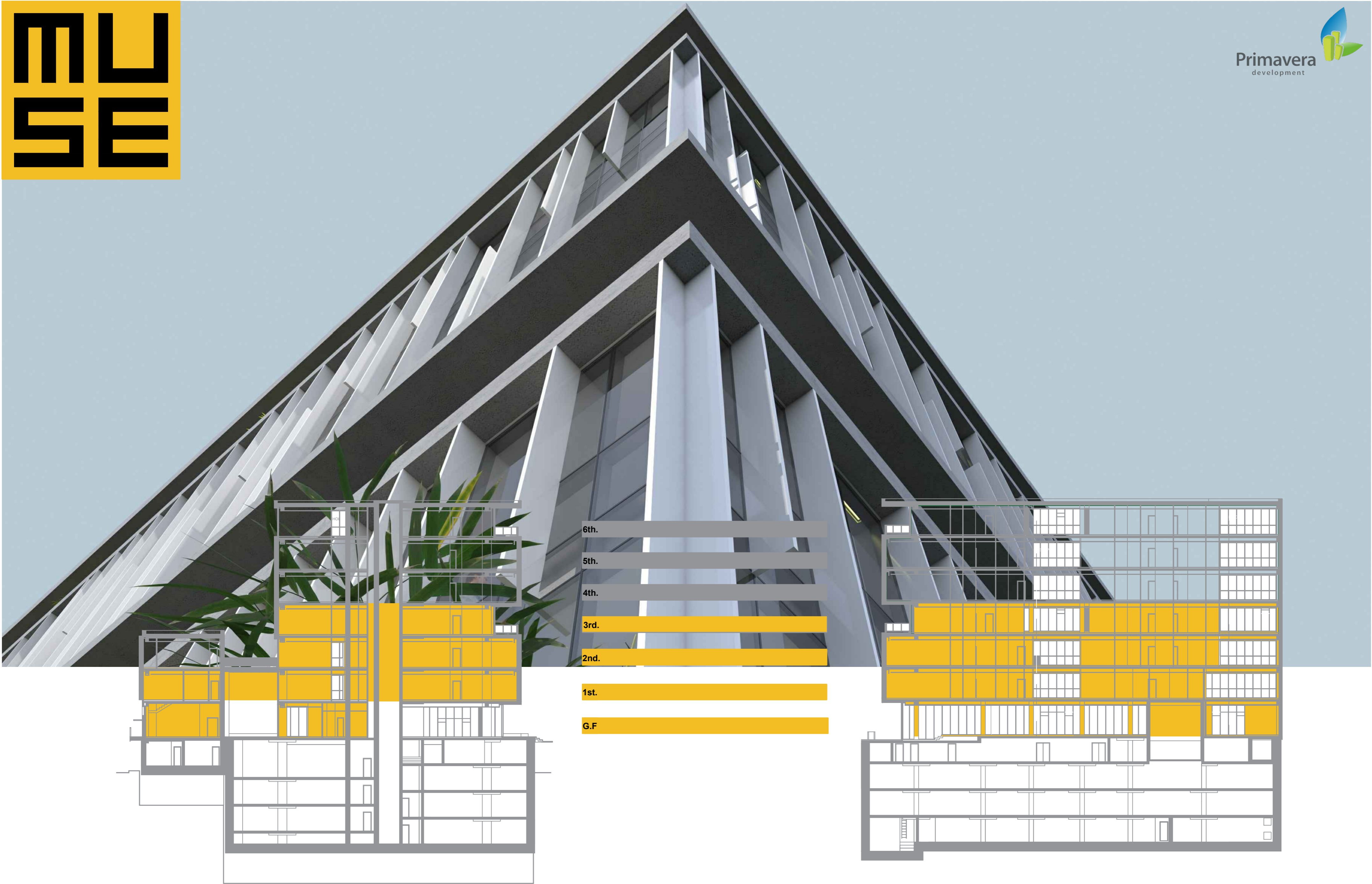
FREE  
PRESS  
HOUSE

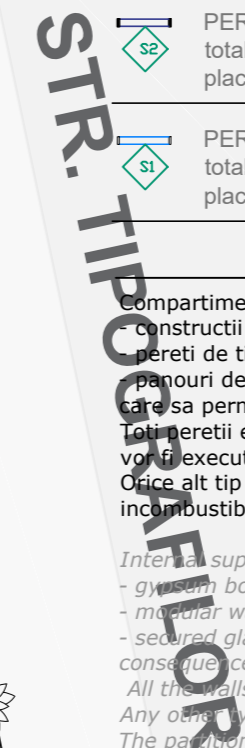
BBP

S-PARK

**MUSE**







 USA STICLA, 1 foaie de sticla securizata, H260cm, cu toc perimetral din aluminiu cu balamale si maner

 PERETE GIPS CARTON-grosime 12.5 cm, structura metalica CW75, dublu placat cu placi de gips carton de 12.5mm, izolatie vata minerala 5 cm; placile si structura metalica realizate din pardoseala tehnica pana in placa superioara de beton. **Peretele este realizat conform specificatii producator**

 PERETE DIN STICLA DUBLA - 2 foi de sticla securizata; structura din profile de aluminiu. Peretele are o inaltime totala de 260 cm si realizat din pardoseala tehnica pana in peretele de gips carton ce completeaza spatiul pana in placa superioara de beton;folie sablata aplicata. **Peretele este realizat conform specificatii producator**

 PERETE DIN STICLA SIMPLA - o foaie de sticla securizata; structura din profile de aluminiu. Peretele are o inaltime totala de 260 cm si realizat din pardoseala tehnica pana in peretele de gips carton ce completeaza spatiul pana in placa superioara de beton;folie sablata aplicata. **Peretele este realizat conform specificatii producator**

Compartimentările interioare suplimentare față de proiectul inițial se vor realiza din:

- construcții de gips-carton și izolații fonice;
- pereți de tip modular - clasa de combustibilitate c0 - incombustibilă;
- panouri de sticlă securizată sau rame metalice si foi de sticlă;

care să permită realizarea, modificarea și desființarea lor ulterioară fără influența asupra proiectului de bază.

Într-o parte din pereți executată exclusiv din sticlă clară nu constituie compartimentări din punct de vedere al rezistenței la foc; acestea vor fi executate din sticlă securizată.

Orice alt tip de compartimentare pentru care nu este precizată pe plan rezistența la foc, va avea clasa de combustibilitate c0 incombustibilă. Partiziile din placă în placă vor asigura o rezistență la foc de minim 30 minute.

*Internal supplementary partitions, not contained in the initial project, will consist of:*

- gypsum board isolated walls;
- masonry walls c0-fireproof;
- secured glass panel, or metal framed glass, in order to make possible execution, modification and disassembling without any consequences on the initial project.

*All the walls made fully by clear glass are not considered fire rated partitions; they must be executed with secured glass.*

*Any other types of partitions which are not marked on the plan as fire rated; must be combustible class c0 - incombustible.*


*The partitions slab to slab must offer minimum 30 minutes fire resistance.*


Project/Project:

# PROIECT DE AMENAJARE INTERIOARA IN CLADIRE DE BIROURI TIPOGRAFILOR 2

Beneficiary/Client:

**LEGENDA**

 -ZONA SHOW-ROOM

 - OPEN SPACE OFFICES

Projectant  
general/General  
designer:

**S.C.PRIMAVERA  
DEVELOPMENT S.R.L.**

FO 18694908, J40/8344/2006  
Centrul de Sprijinire și Dezvoltare a Afacerilor Sîrluiului, Strada Sîrluiului 22-26, București 014354

-RESTAURANT

-SHOWROOM

-HALL

Categoria de importanta/Significance class, conf. HGR766/97:	C
Clasa de importanta/Importance class, conf. P100-1/06:	III
Funcțiune clădire/Function of the construction, conf. P118/99:	Clădire civilă (publică) normală
Risc de incendiu/Fire risk	MIC
Grad de rezistență la foc/Fire Resistance Degree conf. P118/99:	I

Verificator atestat/Technical auditor:	B, D, E, F
Verificator atestat/Technical auditor:	C

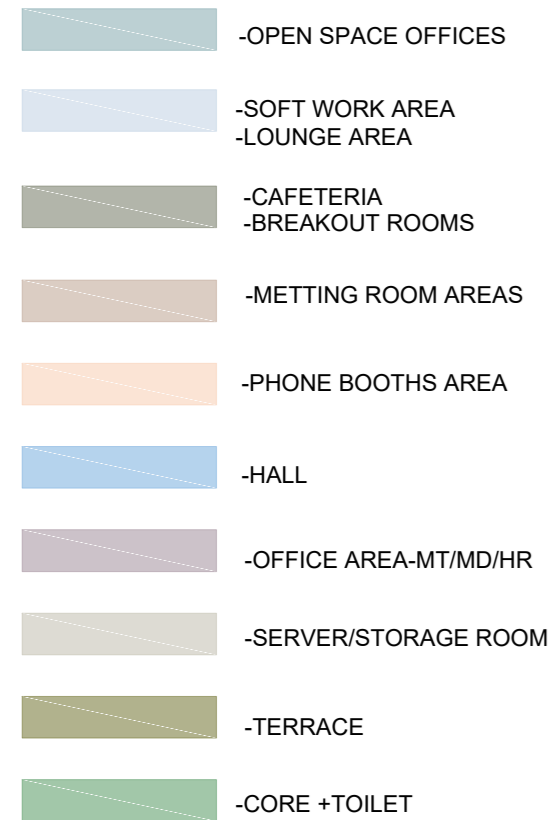
Proiectant de specialitate/Subdesigner:

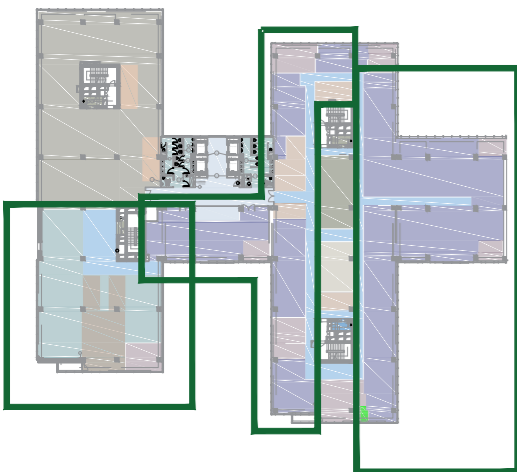
Specialitate/Speciality:	Faza/Phase:	Proiect nr./Project no.:
Arhitectura	concept-V1	... / .....

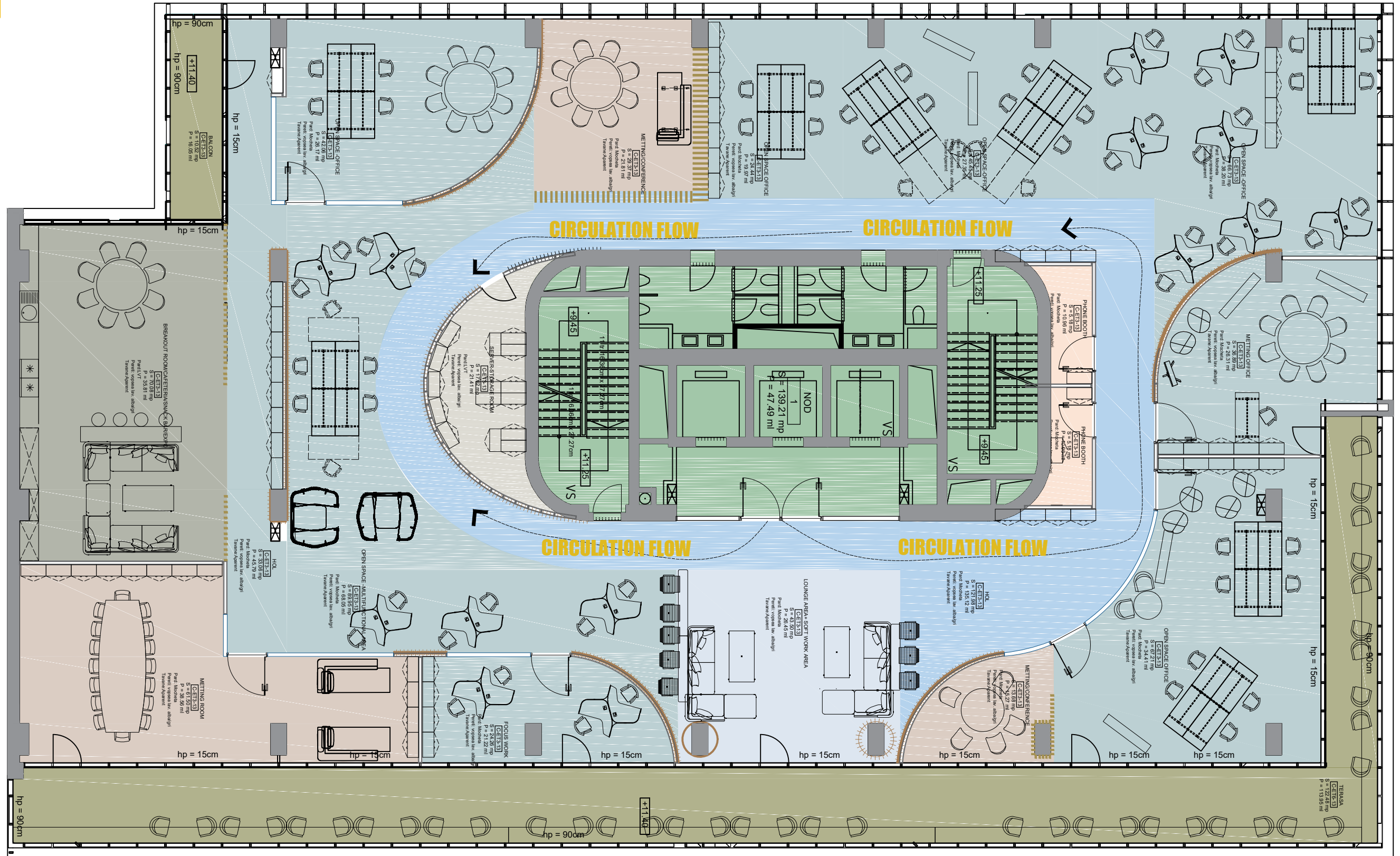
Plansa/Drawing:	Scala/Scale:	Desen nr./Drawing no.:
PLAN COMPARTIMENTARI PARTITIONS LAYOUT	1:100	A09

Sef proiect/Chief Architect:	
Proiectant/Designer:	
Desenat/Drawn by:	Arh.FRANCESCA A.LAZAR
Scara/Scale: 1:100	Data/Date:

Nota:	Informația din această planșă reprezintă intenția arhitectului. În funcție de situația stipulată în contract proiectanții poate primi spre aprobare din partea constructorului desene de fabricație, detalii de execuție, mostre de materiale.
Note:	The information from this table represents the architect's intention. Accordingly to the situation mentioned in the contract, the designer may receive from the constructor, with a view to their approval, working drawings, execution details, and prototype material
S.C.PRIMAVERA DEVELOPMENT S.R.L., Centrul de Sprijinire și Dezvoltare a Afacerilor Sîrului, Strada Sîrului 22-26, București 010580 18694908, J40/8344/2006	















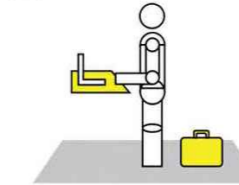


# WORKSPACE



## TOUCH DOWN

Min 4 sq m per workstation



An open work space for one person; suitable for short-term activities which require little concentration and low interaction.

### CONSIDERATIONS

Often designed to be used while standing, instead of sitting, underlining the short-term character of its use.

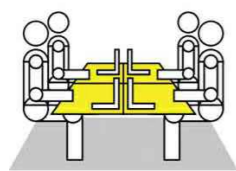


### ADVANTAGES/ DISADVANTAGES

- + Efficient utilization of space when frequently occupied
- + High degree of spatial flexibility (i.e. relatively easy to add to existing layout)
- Only suitable for a limited range of office activities
- Lack of acoustic and visual privacy

## OPEN OFFICE

Min 6 sq m per workstation



An open workspace for more than ten people, suitable for activities which demand frequent communication or routine activities which need relatively little concentration.

### CONSIDERATIONS

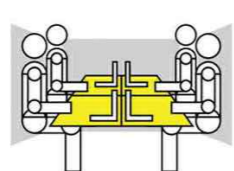
Pay extra attention to acoustics (i. e. sound-absorbing materials, acoustic ceilings, sound masking).

### ADVANTAGES/ DISADVANTAGES

- + Efficient utilization of space
- + Ability to increase density by adding extra desks
- Limited acoustic and visual privacy
- No possibilities for individual climate control

## TEAM SPACE

Min 6 sq m per workstation



A semi-enclosed work space for two to eight people; suitable for teamwork which demands frequent internal communication and a medium level of concentration.

### CONSIDERATIONS

Carefully choose the height of partitions: low partitions add to openness, high partitions add to visual privacy.

### ADVANTAGES/ DISADVANTAGES

- + Efficient utilization of space
- + Relatively flexible because medium-high partitions are easier to move than ceiling-high partitions
- Limited acoustic and visual privacy
- No possibilities for individual climate control

## CUBICLE

Min 6 sq m per workstation



A semi-enclosed workspace for one person, suitable for activities which demand medium concentration and medium interaction.

### CONSIDERATIONS

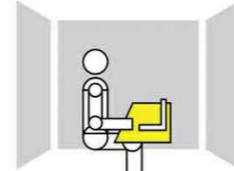
A protocol for distracting activities, such as speaking on the telephone is recommended. Cubicles have a relatively negative image among users.

### ADVANTAGES/ DISADVANTAGES

- + Efficient utilization of space
- + Relatively flexible because medium-high partitions are easier to move than ceiling-high partitions
- Limited acoustic and visual privacy
- Not very suitable for work requiring confidentiality

## PRIVATE OFFICE

Min 9 sq m per workstation



An enclosed work space for one person, suitable for activities which are confidential, demand a lot of concentration or include many small meetings.

### CONSIDERATIONS

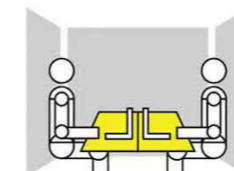
Using transparent partitions reduces the closed character of private offices and brings more daylight into the building.

### ADVANTAGES/ DISADVANTAGES

- + Provides acoustic and visual privacy
- + Very suitable for work requiring confidentiality
- Relatively expensive because enclosed offices demand more space and require enclosing walls
- Inflexible since ceiling-high partitions cannot easily be moved

## SHARED OFFICE

Min 6 sq m per workstation



An enclosed workspace for two or three people, suitable for semi-concentrated work and collaborative work in small groups.

### CONSIDERATIONS

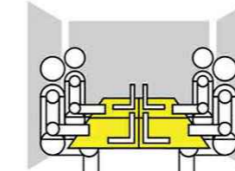
Best shared by people having a similar working pattern and attitude to work.

### ADVANTAGES/ DISADVANTAGES

- + Provides a reasonable amount of privacy and confidentiality among the room's users
- + Fairly good possibilities for individual climate control
- Quite expensive because of the space necessity and the enclosing walls
- Inflexible since ceiling-high partitions cannot easily be moved

## TEAM ROOM

Min 6 sq m per workstation



An enclosed workspace for four to ten people; suitable for teamwork which may be confidential and demands frequent internal communication.

### CONSIDERATIONS

Balancing the required levels of concentration and interaction can be problematic.

### ADVANTAGES/ DISADVANTAGES

- + Provides a certain amount of privacy and confidentiality as well as team interaction
- + Team setting stimulates free flow of knowledge and workplace learning within teams
- Floor-to-ceiling partitions negatively impact the cost efficiency and flexibility
- Danger of unpredictable utilization rates

## STUDY BOOTH

Min 6 sq m per workstation



An enclosed work space for one person; suitable for short-term activities which demand concentration or confidentiality.

### CONSIDERATIONS

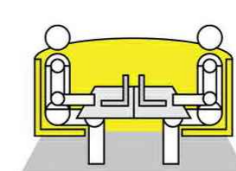
Careful planning is necessary to coordinate the demand of study booths (utilization rates vary strongly per organization).

### ADVANTAGES/ DISADVANTAGES

- + Efficient utilization of space when frequently occupied
- + Provides a lot of privacy and confidentiality
- Difficult to guarantee availability when not used on a non-bookable basis
- Protocols for use are recommended, e.g. a booking system to avoid queuing

## WORK LOUNGE

Min 4 sq m. per workstation



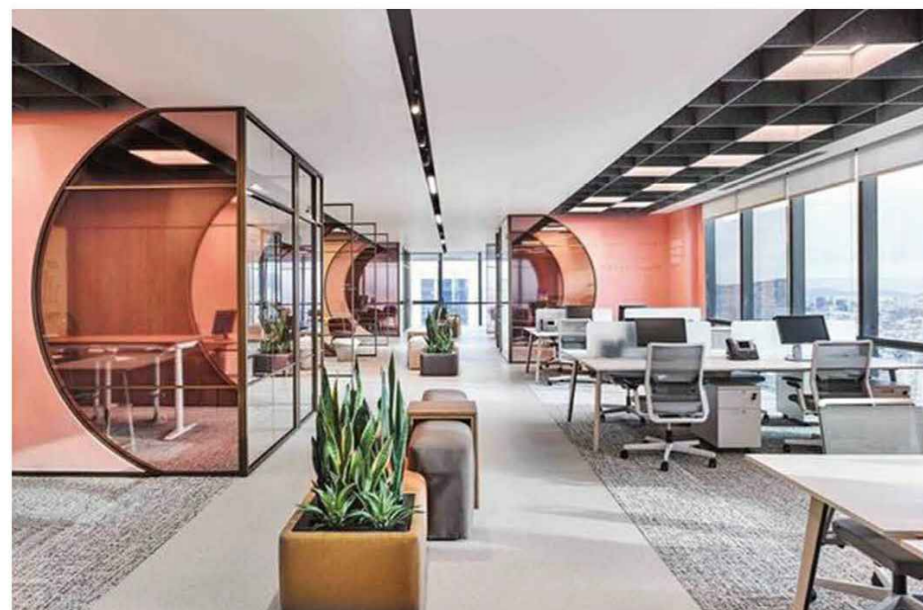
A lounge-like workspace for two to six people; suitable for short-term activities which demand collaboration and/or allow impromptu interaction.

### CONSIDERATIONS

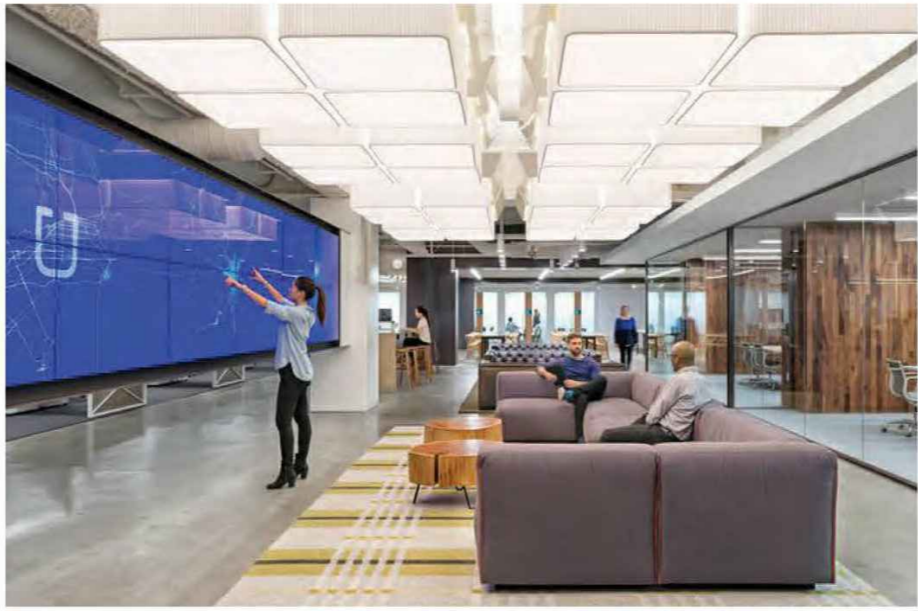
Attractive design is likely to increase the utilization rate.

### ADVANTAGES/ DISADVANTAGES

- + Efficient utilization of space when frequently occupied
- + Can act as overflow space for peak periods of high occupancy
- Limited privacy and confidentiality (i.e. noise and interruptions from adjacent spaces)
- Fully adjustable lounge furniture can be rather expensive

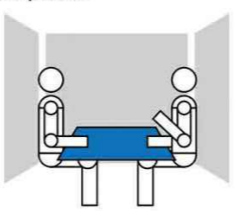


# MEETING SPACES



## SMALL MEETING ROOM

Min 2 sq m per person



An enclosed meeting space for two to four persons, suitable for both formal and informal interaction.

### CONSIDERATIONS

The use of transparent walls can cause visual distraction when located near busy circulation routes.

### ADVANTAGES/DISADVANTAGES

- + Size suits majority of scheduled meetings and confidential discussions
- + Can be used as bookable workstation (e.g. study booth) when not used for meetings
- When used on a 'first come, first served' basis, availability cannot be guaranteed
- Due to its small size, not very suitable for presentations that require a data projector

## LARGE MEETING ROOM

Min 2 sq m per person



An enclosed meeting space for five to twelve people, suitable for formal interaction.

### CONSIDERATIONS

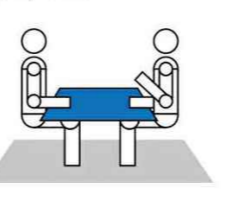
The use of transparent walls can cause visual distraction when located near busy circulation routes.

### ADVANTAGES/DISADVANTAGES

- + Can be converted to smaller rooms when folding walls are used
- + Can also be used as a brainstorming room when properly equipped
- Needs rules for use and policy for no-shows
- Utilization tends to be high at certain times only (i.e. between 10am and 11 am and between 3pm and 4pm)

## SMALL MEETING SPACE

Min 1.5 sq m per person



An open or semi-open meeting space for two to four persons; suitable for short, informal interaction.

### CONSIDERATIONS

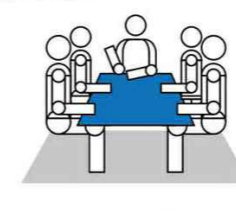
Medium-high partitions or curtains create visual privacy.

### ADVANTAGES/DISADVANTAGES

- + Size suits majority of ad hoc meetings and non-confidential discussions
- + Encourages informal meetings and networking since there is no need to book in advance
- Due to its informal use, availability cannot be guaranteed
- Noise can be distracting to adjacent staff

## LARGE MEETING SPACE

Min 1.5 sq m per person



An open or semi-open meeting space for five to twelve people; suitable for short, informal interaction.

### CONSIDERATIONS

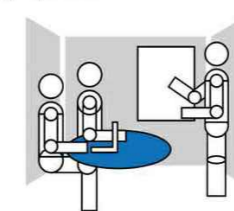
Utilization rate largely dependent on location and finishing.

### ADVANTAGES/DISADVANTAGES

- + Encourages informal meetings and networking (i.e. people passing by can easily join meetings)
- + Can be used as informal workstation (e.g. touch down) or waiting area when not used for meetings
- Noise can be distracting to adjacent staff
- Lack of privacy and confidentiality

## BRAINSTORMING ROOM

Min 3 sq m per person



An enclosed meeting space for five to twelve persons; suitable for brainstorming sessions and workshops.

### CONSIDERATIONS

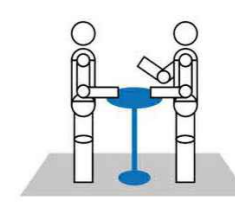
Extra space and the use of flexible furniture enables users to make different meeting configurations (theatre, cabaret, horseshoe) for different types of meetings.

### ADVANTAGES/DISADVANTAGES

- + Can also be used as a large meeting room when properly equipped
- + Can stimulate creativity and innovation
- Danger of unpredictable utilization rates

## MEETING POINT

Min 1 sq m per person



An open meeting point for two to four persons; suitable for ad-hoc, informal meetings.

### CONSIDERATIONS

Design and quality of furniture positively impacts the utilization rate.

### ADVANTAGES/DISADVANTAGES

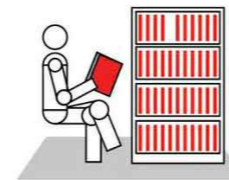
- + Facilitates chance encounters and impromptu meetings
- + Can be used as a waiting area for visitors
- Utilization largely dependent on location and finishing
- Limited privacy and confidentiality



# SUPPORT SPACES

## LIBRARY

Min 1 sq m per book cabinet plus 3 sq m per study place



A semi-open or enclosed support space for reading of books, journals and magazines.

### CONSIDERATIONS

Libraries are becoming increasingly obsolete with on-line availability of books and journals.

### ADVANTAGES/DISADVANTAGES

- + Provides a quiet place for activities requiring concentration, away from open workstations
- + Efficient utilization of space when designed to be multifunctional
- Danger of low utilization rates, depending on the culture and work style of the organization

## GAMES ROOM

Sizes vary and depend on the games facilitated and the number of people participating



An enclosed support space where employees can play games (e.g. computer games, pool, darts).

### CONSIDERATIONS

May ask for special attention to soundproofing.

### ADVANTAGES/DISADVANTAGES

- + Provides a chance to relax and play, to take a sociable break during pressurized workdays, helping to reduce stress-related complaints
- + Can positively affect staff morale
- Game rooms might be considered 'unproductive' sqm of costly office space
- Danger of low utilization, depending on the culture and work style of the organization

## WAITING AREA

Min. 2 sq m per seat



An open or semi-open support space where visitors can be received and can wait for their appointment.

### CONSIDERATIONS

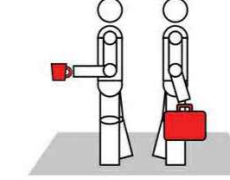
Provision of multimedia, wireless Internet access and/or magazines can make a waiting area more attractive and functional.

### ADVANTAGES/DISADVANTAGES

- + Provides a dedicated place for visitors to wait, keeping them from lingering on the office floor
- + Can help visitors to feel welcome
- + Can be used for branding, giving visitors a first impression of the organization
- Waiting areas are rather 'unproductive' square metres of costly office space

## CIRCULATION SPACE

Min. width 1.2 m



Support space which is required for circulation on office floors, linking all major functions.

### CONSIDERATIONS

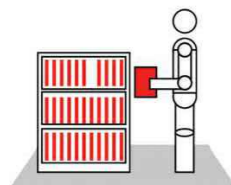
Avoid dark, long and empty corridors. Try to create a 'street': lively spaces with traffic, views and encounters.

### ADVANTAGES/DISADVANTAGES

- + Connects functions and spaces that are otherwise isolated
- Badly designed circulation spaces are rather 'unproductive' square metres of costly office space
- Busy traffic routes, and corridors where people tend to gather, can cause distraction and disruption to adjacent staff

## FILING SPACE

Min 1 sq m per filing cabinet



An open or enclosed support space for the storage of frequently used files and documents.

### CONSIDERATIONS

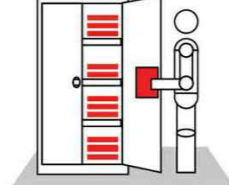
The need for filing space is directly related to the discussion about the digitalization of work processes and flexible working.

### ADVANTAGES/DISADVANTAGES

- + Can be used as space divider and act as noise buffer (when higher than one-and-a-half metres (5 ft.) and fitted with acoustic properties such as perforations in backpanels and front doors)
- + Space efficient when clearance area overlaps with secondary circulation space
- Filing spaces are rather 'unproductive' square metres of costly office space with no other function than the storage of files and documents
- The use of high cabinets can block sight lines and access to daylight

## STORAGE SPACE

Min 1 sq m per filing cabinet



An open or enclosed support space for the storage of commonly used office supplies.

### CONSIDERATIONS

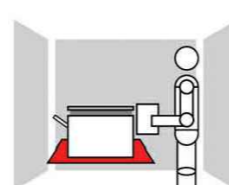
Make someone responsible for managing the stock of office supplies.

### ADVANTAGES/DISADVANTAGES

- + Centralized storage space reduces the amount of office supplies in personal desk pedestals
- + Space efficient when clearance area overlaps with secondary circulation space
- + Efficient utilization of space when combined with print and copy area and mail area to form a central 'service point'
- Storage spaces are rather 'unproductive' square metres of costly office space with no other function than the storage of office supplies
- Danger of being used for the storage of just anything

## PRINT & COPY AREA

Min 6 sq m per copier



An open or enclosed support space with facilities for printing, scanning and copying.

### CONSIDERATIONS

With increasingly mature IT solutions such as e-books and digital ink, printers are likely to become obsolete at some point.

### ADVANTAGES/DISADVANTAGES

- + Centralized print and copy areas diminish the need for personal printers and discourage unnecessary paper usage
- + Space efficient when clearance area overlaps with secondary circulation space
- + Efficient utilization of space when combined with storage space and mail area to form a central 'service point'
- Printers and copiers produce noise, add to internal heat load, and may emit toxic particles
- Possible issues with tidiness and confidential printing (the latter can be resolved by passwords)

## MAIL AREA

Min. one per floor / department



An open or semi-open support space where employees can pick up or deliver their personal mail.

### CONSIDERATIONS

With increasingly mature IT solutions and central scanning facilities, physical mail is rapidly becoming obsolete.

### ADVANTAGES/DISADVANTAGES

- + Centralized mail areas contribute to more efficient mail logistics
- + Space efficient when clearance area overlaps with secondary circulation space
- + Efficient utilization of space when combined with storage space and print and copy area to form a central 'service point'
- Mailboxes are rather 'unproductive' square metres of costly office space with no other function than the temporary storage of mail

## PANTRY AREA

Min 1.5 sq m per vending machine + 1 sq m per person using it or in line



An open or enclosed support space where people can get coffee and tea as well as soft drinks and snacks.

### CONSIDERATIONS

Level of luxury can vary from standard coffee machine to complete espresso bar and can be varied throughout the office to provide different levels of attractiveness.

### ADVANTAGES/DISADVANTAGES

- + Takes personal coffee-makers away from the work floor
- + Encourages informal interaction and networking
- + Space efficient when combined with break area
- Can cause distraction and disruption to adjacent staff when designed as an open space
- Issues with tidiness (can be resolved by protocols and additional cleaning)

## BREAK AREA

Min 2 sq m per filing cabinet per seat



A semi-open or enclosed support space where employees can take a break from their work.

### CONSIDERATIONS

Fit-out can vary from basic quality to high quality with comfortable seats and designer furniture.

### ADVANTAGES/DISADVANTAGES

- + Provides a place for people to relax and unwind, away from their workstations
- + Can cause distraction and disruption to adjacent staff when designed as an open space
- Issues with tidiness (can be resolved by protocols and additional cleaning)
- Danger of low utilization when taking breaks is seen as 'not done'

## LOCKER AREA

Min. one per department/floor



An open or semi-open support space where employees can store their personal belongings.

### CONSIDERATIONS

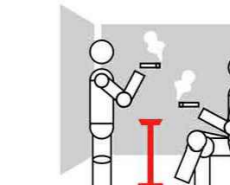
Locker spaces can vary from rather space-consuming 'garages', where employees store their trolleys, to small 'pigeonholes', where they can store a single briefcase.

### ADVANTAGES/DISADVANTAGES

- + Facilitates flexible and mobile working and enables staff to travel light
- + Space efficient when clearance area overlaps with secondary circulation space
- Danger of low utilization when people have few personal belongings and bring their own briefcase to work

## SMOKING ROOM

Min 1.2 sq m per smoker



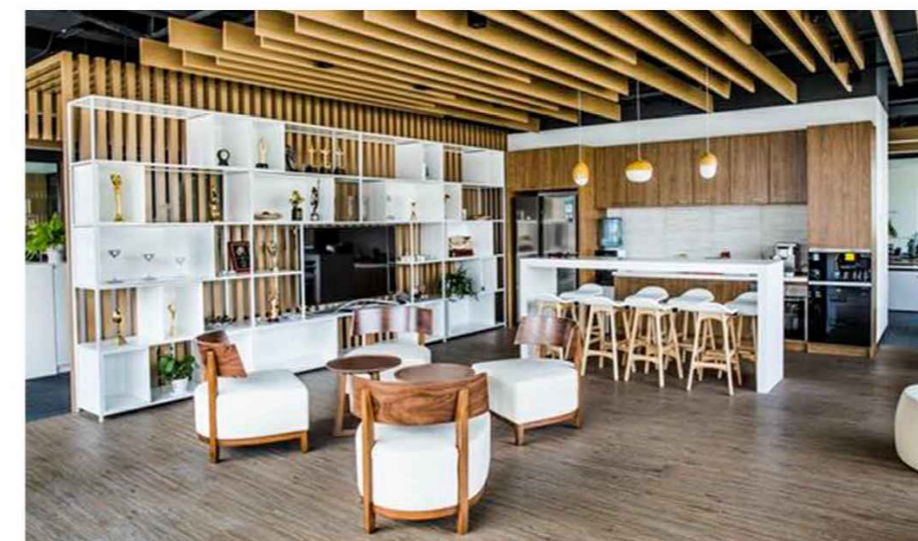
An enclosed support space where employees can smoke a cigarette.

### CONSIDERATIONS

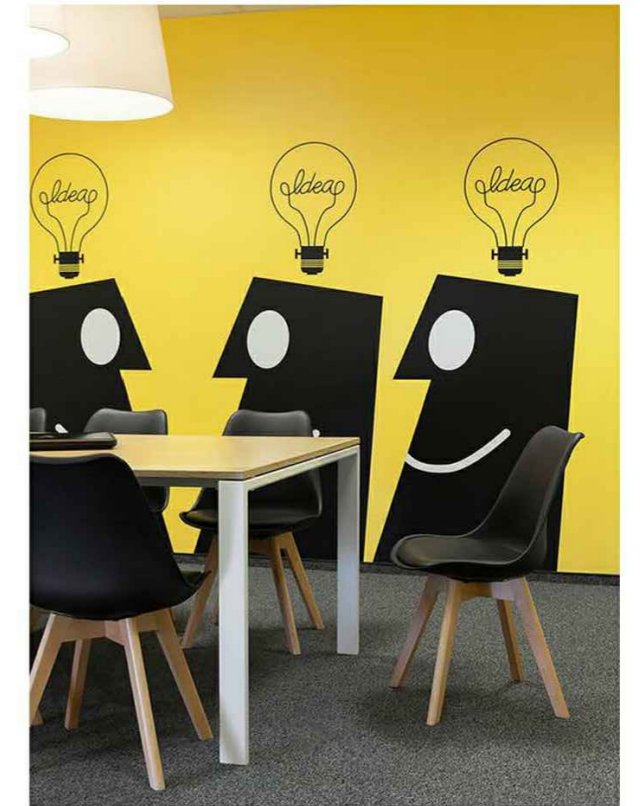
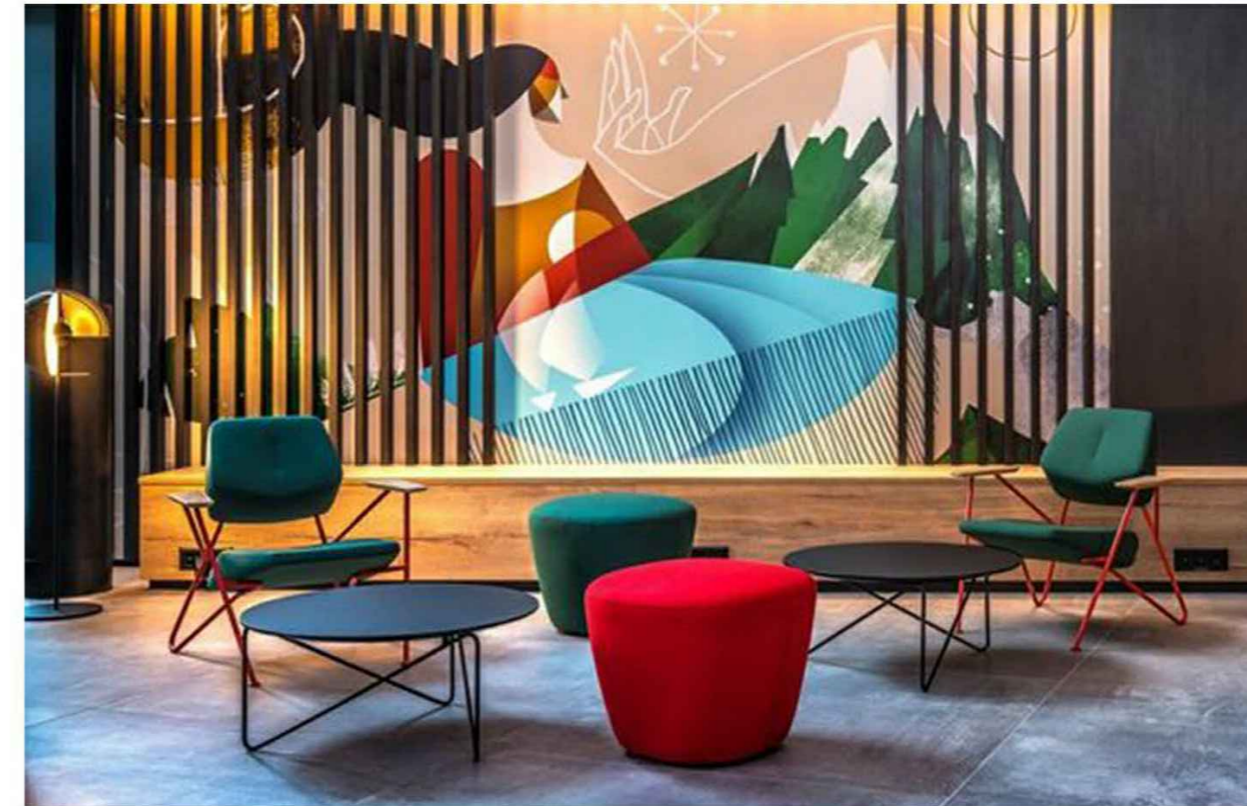
Smoking rooms are increasingly banned from office buildings (in some countries they are prohibited).

### ADVANTAGES/DISADVANTAGES

- + Takes smokers (and their cigarette stubs) away from the entrance of the building
- + Requires additional technical installations for room ventilation
- Issues with tidiness and the smell of cigarette smoke
- Does not encourage smokers to kick their habit



# IMPLEMENTATION



## ANALYZE

As this publication intends to show, there is an overwhelming number of possibilities in office design. There are few absolutes and every organization is unique in its needs and ambitions. For example, the perfect environment for a design studio would not work for a law firm and vice versa. Therefore, the first step in developing an office concept is making a thorough analysis of the organization that has to be accommodated.

### TOOLS

- On-line employee surveys
- Interviews with employees
- Observation studies

## COMMUNICATE

To create awareness and harness engagement among employees, clear communication from the start of a project is essential. The future users of a new office concept should know why, when and how their work environment will change. This helps to avoid confusion and/or misleading expectations.

### TOOLS

- Presentations
- Newsletters
- Mock-ups
- Exhibitions with drawings/models of the new office

## INVOLVE

Office design is not an autonomous process that should be driven by experts only. Involving end-users in the process ensures that solutions will be usable and meet the needs of the organization. A crucial side effect of user involvement is that users are likely to see the concept as 'theirs' when they have been involved in the development process.

### TOOLS

- Workshops and brainstorming sessions
- The creation of 'focus groups' that review design solutions
- Excursions with users to other projects (to provide them with inspiration and alternative insights)

## INTEGRATE

The development and implementation of a new office concept generally involves more than the physical work environment alone. It also entails the way of working, the style of management, the use of information technology and potentially a revised organizational culture.

### TOOLS

- Mapping organizational change programmes (in HR, IT and/or marketing)
- The creation of specific work groups for IT and/or HR topics
- Involvement of HR, IT and marketing experts in the project team

## CARE & PRESERVE

New office concepts have to be looked after once they have been created. When moving in, it is important to take care of possible 'teething' troubles, as nothing is perfect first time around. To do so, provide a central point where employees can post complaints and/or suggestions for improvement. Furthermore, the new concept should ideally be evaluated after several months in use to make further improvements.

### TOOLS

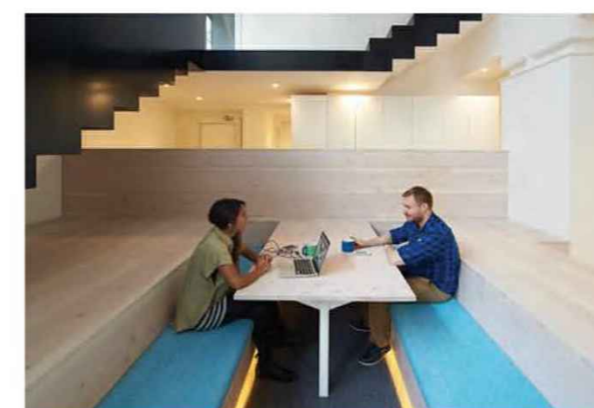
- A 'mailbox' for complaints and/or suggestions
- Post-occupancy evaluation surveys
- Instruction books with practical guidelines for using the new office

## BE BRAVE & GO FOR IT

It is not easy to change and improve the office environment. Just like any other change, it is likely to raise resistance among employees. Sometimes this resistance indicates serious weaknesses in the concept, other times people are just wary of new ideas. Either way, resistance has to be taken seriously and taken into account in the implementation process.

### TOOLS

- Bravery, dedication and belief in the new office concept





## MUSE OFFICE PROJECT

2<sup>nd</sup> Menuetului Street, Bucharest, Romania

# THANK YOU



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