

HAWORTH

Return to Work(place)

Our Global Headquarters



We Are All in This Together

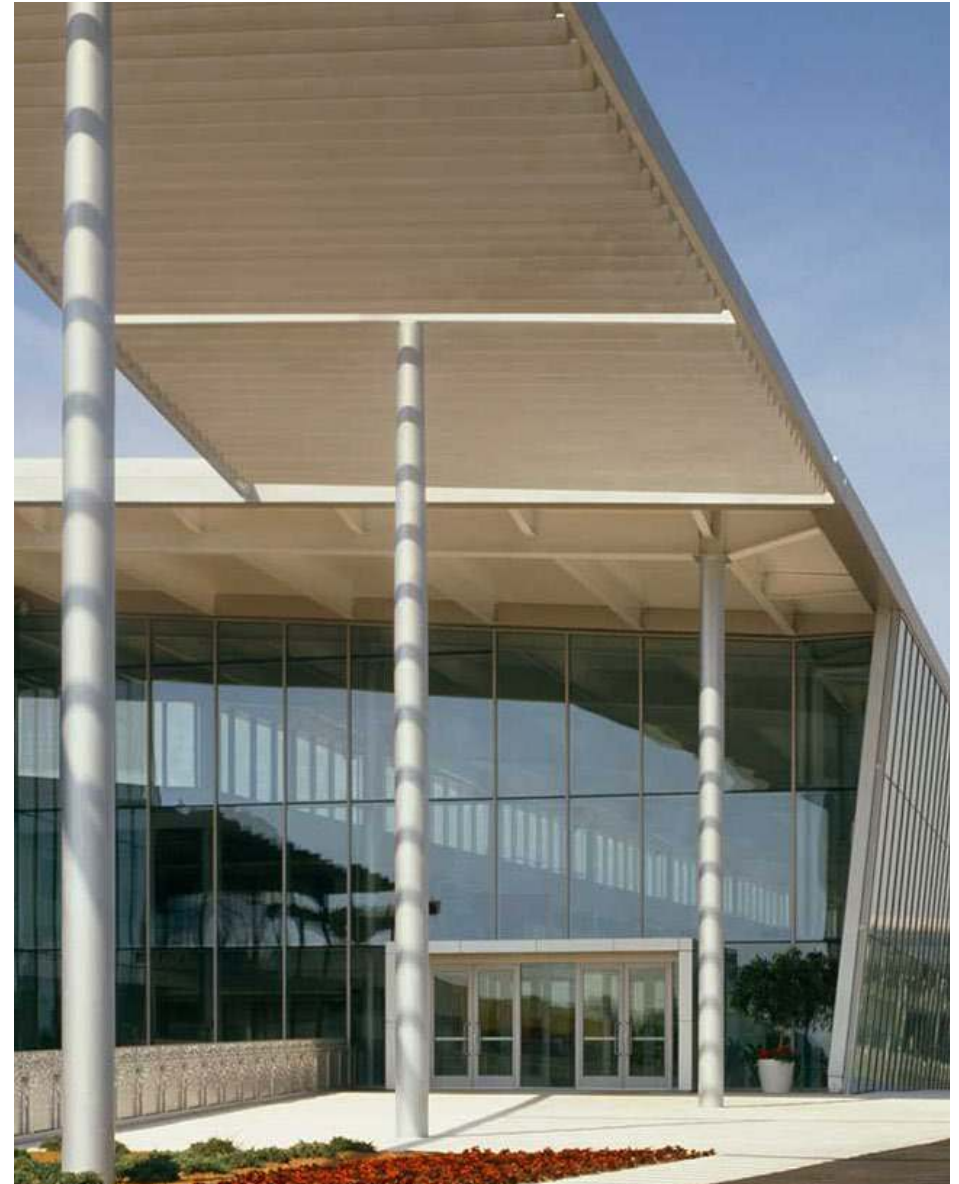
Like other businesses figuring out how to bring their people back to the office safely, Haworth is on a journey. COVID-19 presents new challenges for ways of working no one had even considered until the pandemic forced us into long durations of working from home. Just like many of our customers, we anticipate that remote work will be part of our work culture for the foreseeable future.

We have identified three critical areas of focus that guide our return to the workplace: employee well-being, organizational culture, and transforming the floorplate. This piece specifically addresses facility planning, along with remote work consideration, for office workers at our global headquarters, One Haworth Center.

Our three phases for re-entry are:

- Phase 1 – occupancy required for critical personnel (e.g., IT/HR/Facilities) in support of full manufacturing
- Phase 2 – near-term rotational re-entry of office workers
- Phase 3 – long-term occupancy plan

We began our journey by assessing: density, work rotation, policies, and protocols—there are many things to consider. The following represents our evaluation of one section of one floor in the building to determine the changes we could apply in Phase 2 to safely welcome our members back to the workplace.

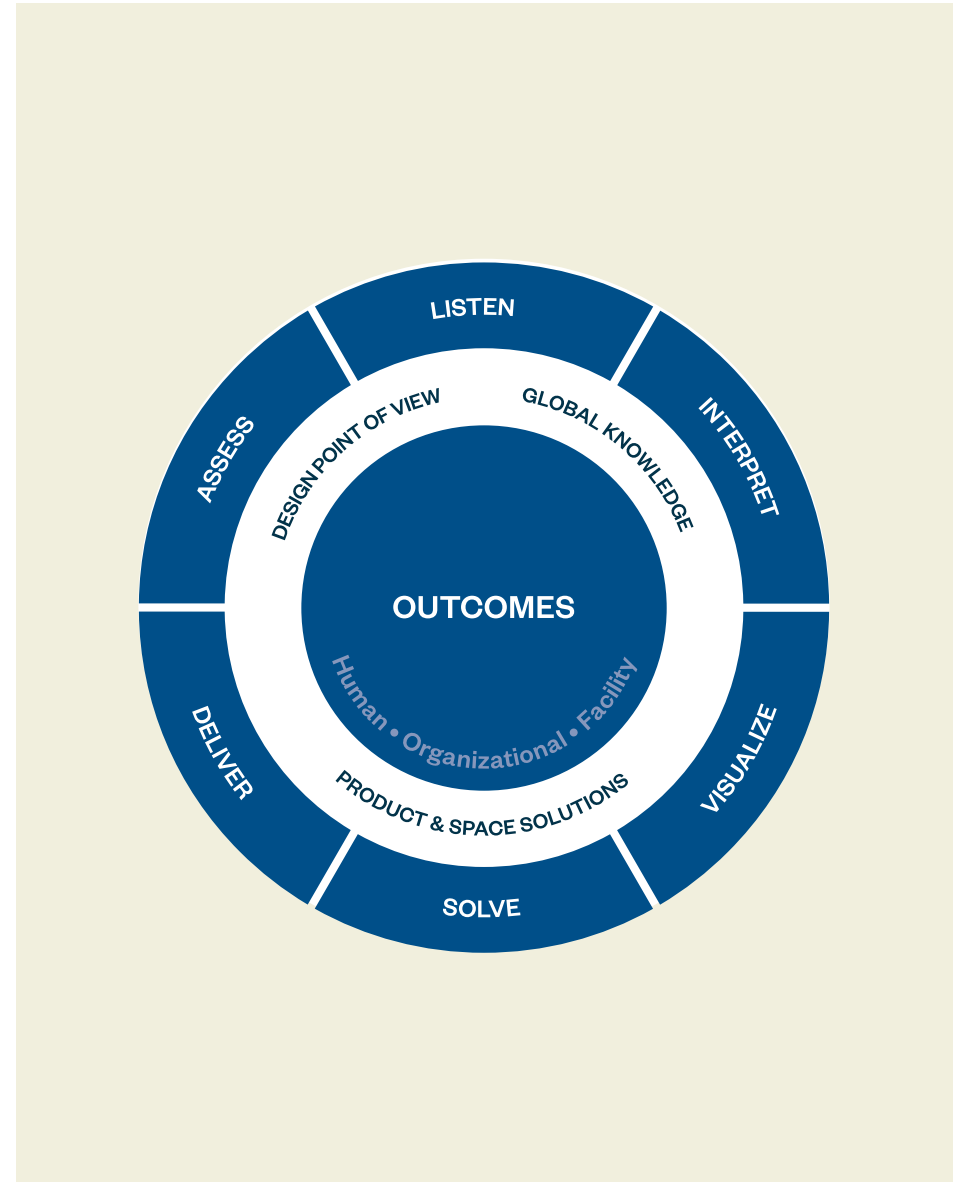


Organic Workspace

Organic Workspace is our perspective of space design built on our global knowledge and design point of view. It's also our process for creating space with our partners and customers. The result is alignment of people and space for optimal performance.

We applied Organic Workspace to our own space—addressing the unexpected business drivers brought about by a pandemic to solve for what we can change now. The steps we take with our customers served as our guide, with a primary focus on Assess, Listen, and Interpret. Each step has been outlined to reflect the process we followed for our headquarters space.

- **Assess – Monitor and Evaluate**
Evaluated the current floorplate with a focus on member well-being and safety, and goals around density and distancing.
- **Listen – Have a Discussion**
Gathered information on people's needs and expectations upon returning to the workplace.
- **Interpret – Confirm Understanding**
Summarized the information, applied knowledge and research, and set a direction for delivering on goals.
- **Visualize – Bring to Life**
Utilized floorplates to communicate work rotation plans, a zone approach, and physical distancing scenarios to inform decisions for next steps.
- **Solve – Recommend Specifics**
Modified areas for appropriate density, increased outdoor capacity, added screens where needed, and adjusted group areas.
- **Deliver – Manage Details**
Put initial occupancy numbers in place for return to the workplace.



Re-Entering the Workplace

In assessing our global headquarters, we first reviewed the overall floorplate, taking into account CDC guidelines and global best practices. Then we developed protocols for our own members for how to return to their workplace.

Our best practices are shared below, starting from home preparations and arrival in the building to interacting within the workspace. Between home and work, everyone will use different transportation with guidelines to follow. Most of our members drive or bike to our headquarters and park on the building property.



Preparing for the Day

What We Did	Why
Required completion of self-screening app	Self-assessment documents health and presence of occupants; enables user control to reduce stress
Created weekly rotation schedule	Regulates occupancy and allows for overlap
On-site temperature check	Mitigates risk
Reinforced scanning of ID badge	Verifies building occupants
Required mask while moving throughout the building	Mitigates risk
Recommended packed lunch and refreshments	Limited food or beverage service on site; lowers risk for group gatherings
Assigned parking lots and entryways	Balances flow and keeps people near their designated work zones



Engaging with the Workspace

What We Did

Assigned teams to zones

100% assigned workspaces

Evaluated HVAC & efficiency

Phased return of members

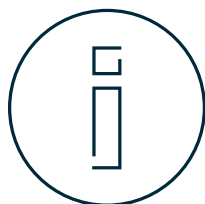
Why

Allows for movement but minimizes circulation; provides dedicated meeting spaces

Supports well-being through comfort, user control, and enhanced cleaning protocols

Improves air circulation to prevent transmission

Reduces building occupancy and accommodates physical distancing



Communications

What We Did

Meeting room signage

Worksurface signage

Digital signage

Why

Visual reminders to establish protocols and communicates maximum capacity

Communicates cleanliness protocols, schedule, and usage availability

Keeps members informed of ongoing changes and updates



Customer Experience/Visitors

What We Did

Web-based health questionnaire

Required mask while moving throughout the building

Defined customer path and engagement with select experts

Why

Confirms health status at entry checkpoint and documents occupancy

Mitigates risk

Provides best experience for customers while physical distancing

Floorplate Changes

From social spaces, where people gathered pre-pandemic, to workpoints and the amenities that support people throughout the day, see how our floorplate has changed to address COVID-19 protocols.

Social Spaces

- **Lobby** – now a checkpoint
- **Community** – modified layouts for physical distancing and more individual work locations
- **Outdoor** – added new products for more work areas outside
- **Retreat** – converted to assigned workpoints
- **Meeting & Conference** – reduced quantity of seating, opened doors, removed work tools, fewer touchpoints

Workpoints

- **Private Office** – reduced quantity of guest seating
- **Workstation** – rotational work schedules and evaluated modifications for future density phases
- **Benching** – rotational work schedules and screens added where needed
- **Touchdown** – converted to assigned workpoints

Amenities

- **Refresh Areas** – reduced seating, exposed recycling/trash bins, provided personal cleaning supplies; refrigerators/ice makers unavailable for use
- **Self-Service Cleaning Stations** – added to each work zone for user control
- **Restrooms** – hands-free door openers, designated by zone
- **Print/Copy Rooms** – assigned by zone

Technology

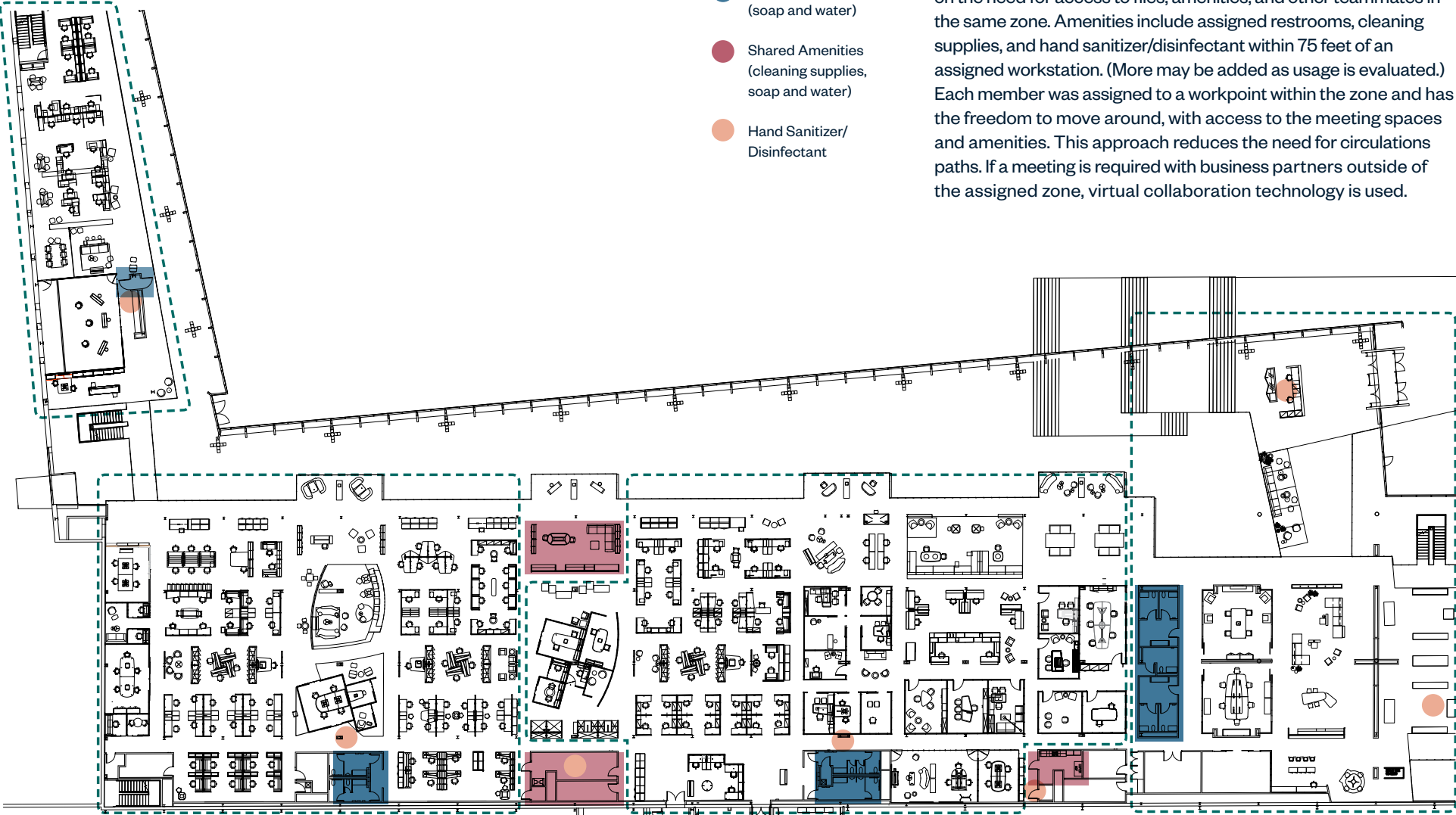
- **Meeting & Conference** – added video conference technology to support collaboration with remote workers
- **Platform Consistency** – set protocols for sharing and virtual meetings
- **Outdoor** – boosted Wi-Fi to support work on patio



Defined Work and Amenity Zones

- Zone Boundary
- Assigned Restroom (soap and water)
- Shared Amenities (cleaning supplies, soap and water)
- Hand Sanitizer/ Disinfectant

In the floorplate shown, the space was divided into zones to minimize interaction and contact. Group designation was based on the need for access to files, amenities, and other teammates in the same zone. Amenities include assigned restrooms, cleaning supplies, and hand sanitizer/disinfectant within 75 feet of an assigned workstation. (More may be added as usage is evaluated.) Each member was assigned to a workpoint within the zone and has the freedom to move around, with access to the meeting spaces and amenities. This approach reduces the need for circulations paths. If a meeting is required with business partners outside of the assigned zone, virtual collaboration technology is used.



Work and Amenity Zones – Workpoint



Before

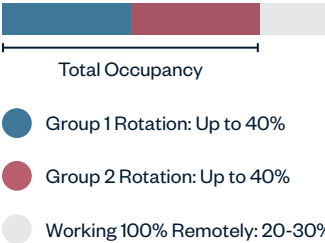


After

- Digital screens provided for connection to remote workers
- Fewer chairs support physical distancing
- Safe place for personal interaction

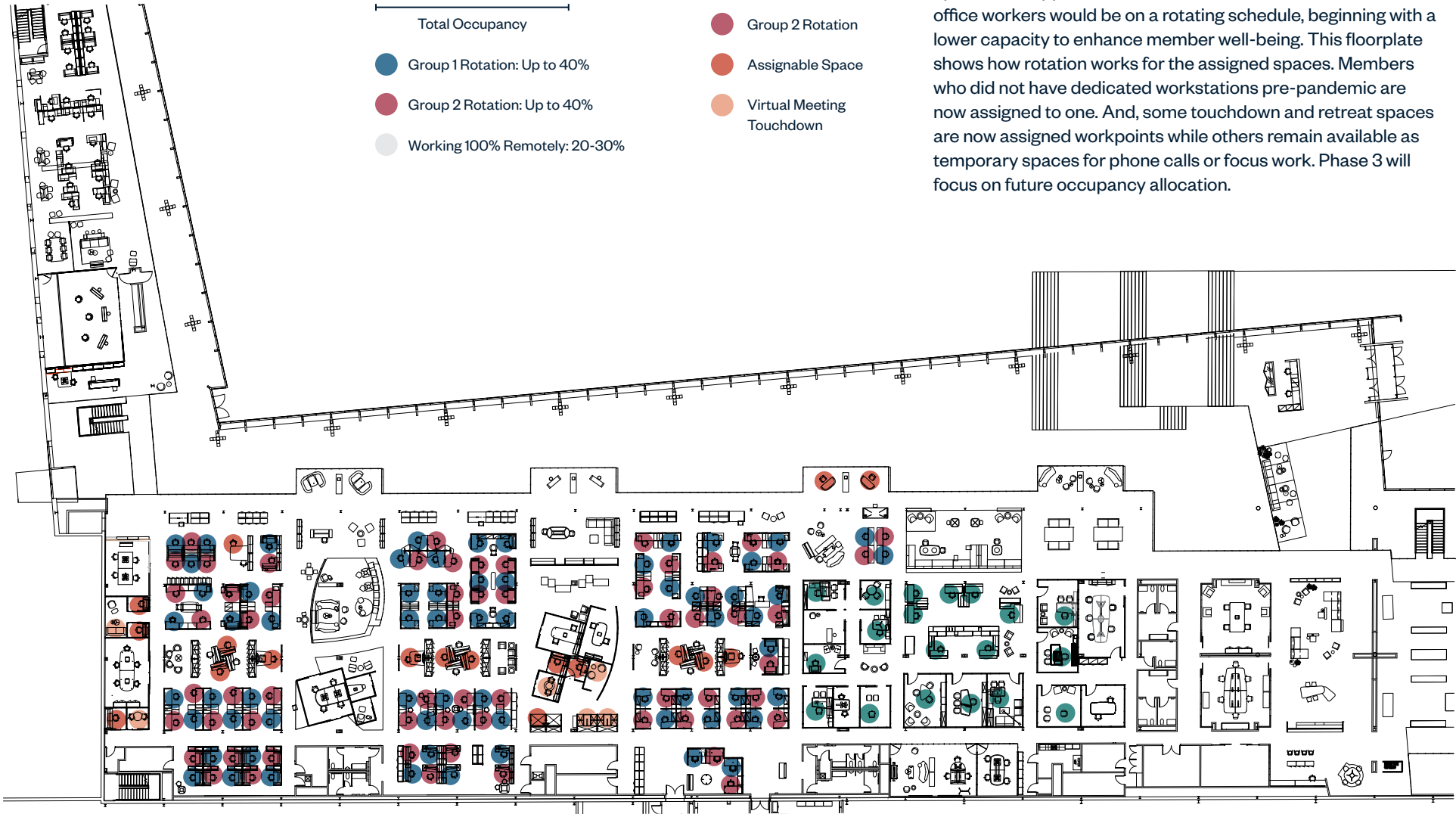
Work Rotation Strategy

Workforce Allocation



- Assigned Full-Time
- Group 1 Rotation
- Group 2 Rotation
- Assignable Space
- Virtual Meeting Touchdown

Our goal was to determine maximum capacity for the building as we brought in critical employees for manufacturing and operations support in Phase 1. In Phase 2, we identified which office workers would be on a rotating schedule, beginning with a lower capacity to enhance member well-being. This floorplate shows how rotation works for the assigned spaces. Members who did not have dedicated workstations pre-pandemic are now assigned to one. And, some touchdown and retreat spaces are now assigned workpoints while others remain available as temporary spaces for phone calls or focus work. Phase 3 will focus on future occupancy allocation.



Work Rotation – Workpoint



Before

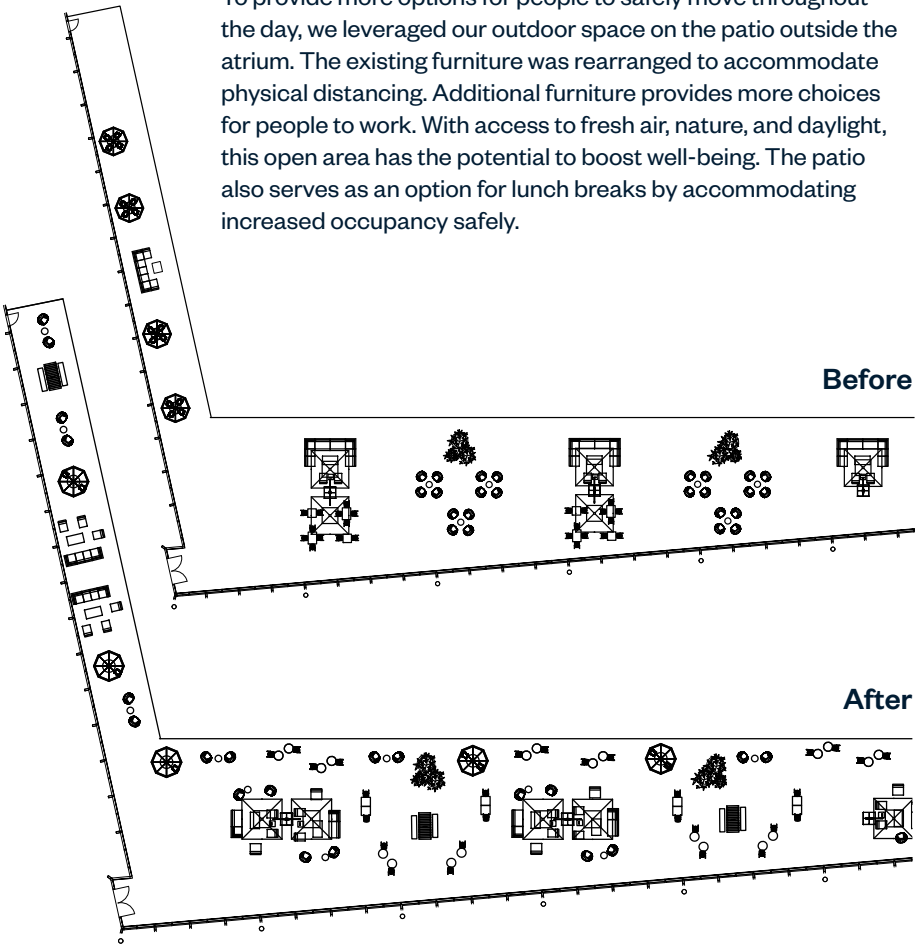


After

- Screens added for separation
- Materiality assessed for cleanability and changed as needed
- Individual storage provided for worker needs
- Benching scaled down from 6 occupants to 4

Outdoor Patio Plan

To provide more options for people to safely move throughout the day, we leveraged our outdoor space on the patio outside the atrium. The existing furniture was rearranged to accommodate physical distancing. Additional furniture provides more choices for people to work. With access to fresh air, nature, and daylight, this open area has the potential to boost well-being. The patio also serves as an option for lunch breaks by accommodating increased occupancy safely.



Outdoor Patio – Workpoint

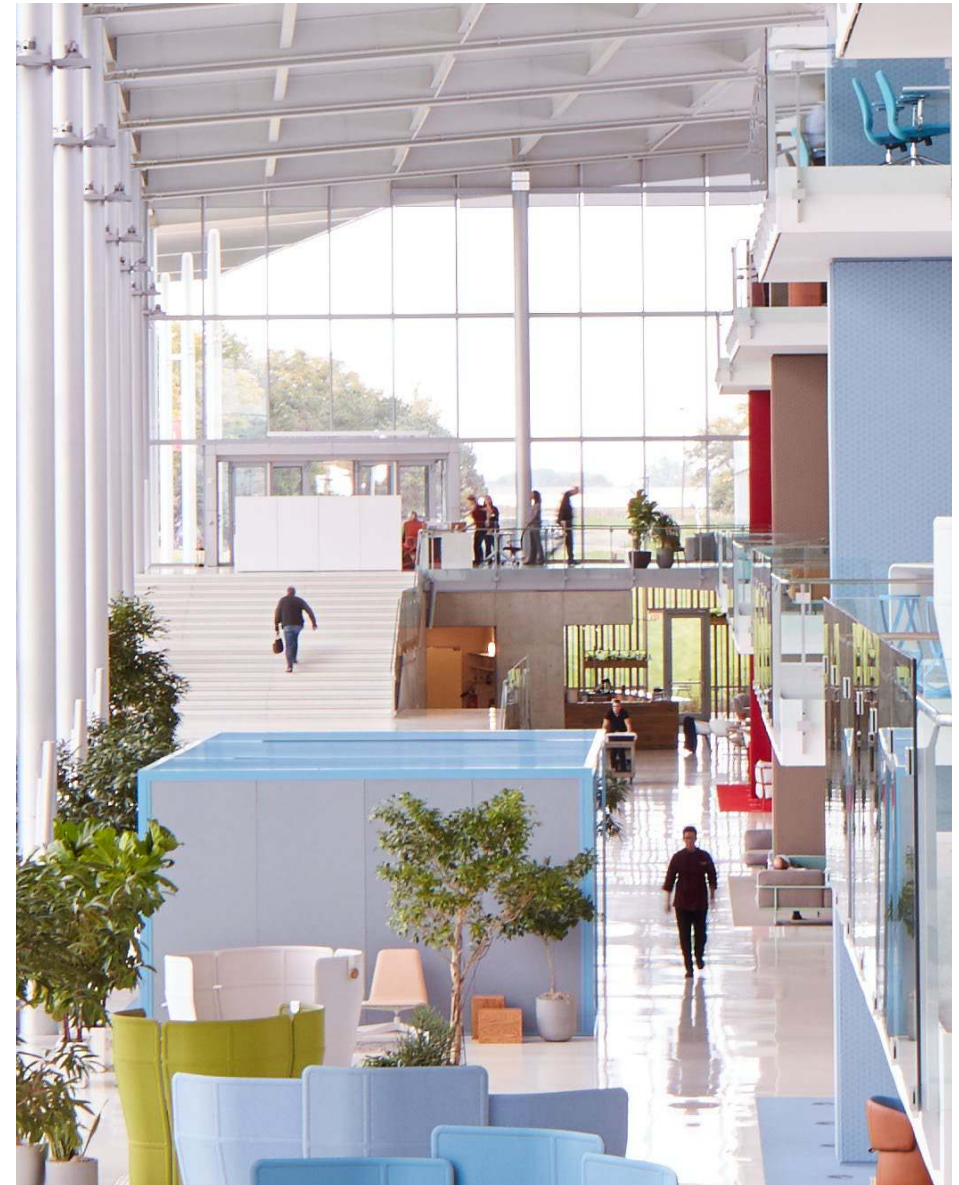


The Journey Continues

Phase 2 began with a lot of learning—taking what we know about the workplace, implementing best practices, sharing what we have learned, and adjusting as we go. Our global footprint has enabled us to be proactive by leveraging knowledge experts around the world and understanding regional experiences. In Phase 3, we will continue to assess our work environment and member needs to determine reconfiguration opportunities, including moves, adds, and changes that meet COVID-19 protocol.

Want to learn more?

Get in-depth information about how Haworth can help your organization navigate returning to the workplace in a COVID-19 world by visiting haworth.com/rtw.



Resources

Cleanability Protocols

Task	Cleaning Products	PPE	As Needed	Daily	Weekly
Floor - mop/sweep/vacuum	3M 33H	Gloves	X	1X	
Railings, doors, handles – wipe clean	3M 40L/1L	Gloves		2X	
Elevators – clean, vacuum	3M 40L	Gloves		2X	
Office furniture – dust, sanitize	3M 1L	Gloves	X		
Badge card readers – wipe clean	3M 40L	Gloves		2X	
Coat closets, lockers doors, and handles – clean	3M 40L/Lysol	Gloves			1X
Paper towel dispensers – wipe clean	3M 40L/1L	Gloves	X		
Soap dispensers – wipe clean	3M 40L/1L	Gloves	X		
Cupboard handles – wipe clean	3M 40L/1L	Gloves		2X	
Drawers and cupboards inside/outside – wipe clean	3M 40L/1L	Gloves		1X	
Countertops – wipe clean	3M 40L/1L	Gloves		1X	
Sinks – wipe clean and clean out drains as needed	3M 40L/3M sponge	Gloves		1X	
Tables – wipe clean	3M 40L/1L	Gloves		2X	
Railings – wipe clean	3M 40L	Gloves		2X	
Stair door handles – wipe clean	3M 40L	Gloves		2X	
Horizontal surfaces – wipe clean, disinfect	3M 40L	Gloves	X		
Air vent covers/vents – dust/vacuum	N/A	Gloves		1X	
Appliances, counter tops/fronts – wipe clean	3M 1L/16L	Gloves		2X	
Conference/Training/Collaborative/Café Spaces					
Cafeteria tables and chairs – wipe clean, disinfect	3M 40L	Gloves		4X	
Seating hard surfaces – wipe clean, disinfect	3M 40L/1L	Gloves		2X	
Table tops, walls, light switches, door handles – clean	3M 40L	Gloves		2X	
Glass doors and side glass – wipe clean	3M 1L	Gloves		1X	
Front and back of doors and door jambs – wipe clean	3M 40L	Gloves		1X	

Screens

Our wide variety of screens offers adaptable solutions for new and existing workspaces to promote physical distancing and support employee well-being. Desktop screens, end panels, and freestanding territory and wayfinding screens are all available in cleanable and easily disinfected surface options, including glass, plastic, metal, veneer, and fabrics.

For more options, visit haworth.com/rtw-product-solutions.

Lightweight Desktop Separation Screen



Acrylic Desktop Separation Screen



Signage

We created signs with simple messages and icons to clearly communicate protocols in our facilities, and we shared these with our dealer partners to use in their workplaces as well.



Member Kit

Every member in North America received a care package to help keep them healthy and safe—like a daily wellness guide.

The kit includes:

- Hand sanitizer made by a local brewery
- Mask made by Haworth
- No-touch tool designed to attach to ID badge lanyard
- Pamphlet about what to expect when returning to work(place)



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