workplace wellness
nicoleta maxim

WORKPLACE

WELLNESS

TO ATTRACT AND RETAIN TALENT THROUGH THE BUILT ENVIRONMENT

NICOLETA MAXIM

content

Interior Apple Park, California

summary

In the battle for top talent, environment influences not only our personal wellness but also a company's ability to recruit and retain employees. Companies are in a fierce competition for talent and now recognize that their offices are an untapped recruiting tool. Employees have high expectations of their workspace environment driven by their consumer experience outside of work. Organizations must design workplaces that support comfort and wellness if they want to attract and keep valued talent. What people really want from their workplace is a great experience.

The physical environment can play a large role in our daily work experience. The workplace is a place of focus, a place for collaboration, and a place to get stuff done and move business forward. However, the built environment can be so much more than that – it can be a place where ideas are shared and innovation blooms because the physical work environment has subtle wellness elements embedded in the space, which have a positive impact to the employees' well-being and their collective engagement.

Interior design elements are not the only factors that have an impact on the wellness of the occupants in an interior space, but elements such as lighting, acoustic systems, color and texture of flooring, furniture, surface finishes, biophilia, and space layout are frequently identified as the main retainers of talent in a workplace. Today's workplace is an ecosystem, and the best workplace experiences are built on variety, choice, and autonomy that directly yield in attracting and retaining human talent.

literature review

"We spend almost a third of our lives in the office, and in order to find and retain top talent, it is essential for companies to foster an environment that empowers people with the right space to work, think, and collaborate naturally. Seventy percent of offices today are open plan, and the open layout can be fantastic. But it really needs to be implemented correctly with employee productivity and happiness".[1]

INTRODUCTION

The health of workers has been negatively impacted by the effects of economic globalization. It is proving to be a major managerial challenge for organizations that value social development and economic growth. Both are sustainable when synchronize with the promotion of wellbeing at work.[2]

With globalization, companies deal with an increased cultural diversity within the workforce and a fierce competition for attracting and retaining talent.

Talent management is defined as *"all the systems and processes that enable a company to attract, develop, and retain employees with highly qualified skills",[3]* but in the era of technology, *"talent management"* has different meanings within companies. Some organizations aim to manage talent throughout the company,[4] while others are managing employees with high potential through the working conditions of the built environment. Approaches differ so greatly within companies, that a process for talent management can be near to non-existent in one, but an integrated process that has a significant impact on business in another.

Due to an abundance of technological advances, many companies seek workplace wellness to support their continued success. As organizations are assessing how to best foster their prime goals of collaboration, sharing knowledge, and productivity in the workspace, there is a seismic shift occurring towards workplace wellness as the solution. In the last 20 years,[5] the modern office has gone through a number of drastic evolutions on the road to workplace wellness. The early 2000s saw the death of the cubicle farms and the rise of open floor plans, and 2015 brought waves of ping-pong and football tables to offices everywhere.[6] While office trends come and go, one thing that does not change is the impact of office environments on employees' health and wellbeing.

WELLNESS PROGRAMS VS WELL BUILT ENVIRONMENT

In an effort to support a healthier and more productive workforce, employers across the country are expected to spend an average of $3.6 million on wellness programs in 2019.[7] Think of the snack bar, onsite gym, meditation rooms, and wellness programs attached to a fitbit app. But is any of it paying off? A recent Harvard study[8] show that wellness programs offered by 80% of large US companies yield unimpressive results.

Recently surveyed 1,601 workers across North America[9] show that employees want the basic first: Better air quality, access to natural light, and the ability to personalize their workspace. Half of the employees surveyed said that poor air quality makes them sleepier during the day, and more than a third reported up to an hour of lost productivity as a result. In fact, air quality and light were the biggest influencers on employees' performance, happiness and wellbeing, while fitness facilities and technology-based tools were the most trivial.[10] A high quality workplace – one with natural light, good ventilation, and comfortable temperature – can reduce absenteeism for up to four days a year.[11]

Research from Gartner[12] found that organizations where employees have high satisfaction with their workplace had a higher ability to attract (30%) and retain (18%) employees. More than two-thirds of the surveyed employees said that a workplace that supported and enhanced their health and wellbeing would encourage them to accept a job offer (67%) or to stay at their current job (69%).[13]

"People used to work for companies, but now they expect the companies to work for them – to provide dynamic office settings that help them to be more productive and creative", reports the Gensler U.S. Workplace Survey.[14] The turnover costs for recruiting, training, lowered productivity, and lost expertise are high.The replacing of a single employee costs approximately 20% of that employee salary.[15]

The workplace environment and its role in employer-employee relationships are in the spotlight. Companies are in a fierce competition for talent, and now recognize that the office space itself is an untapped recruiting tool. In 2019, employees have high expectations for their workplace environment, driven by their consumer experience outside of work. Organizations must design workplaces that support comfort and wellness if they want to attract and keep valued talent.

THE WELLBEING OF THE BUILT ENVIRONMENT

The built environment and the architecture of a space, regardless if it is at home, at work or in public social interactions, have a profound impact on people's lives. People can gravitate to spaces that might not be good for them. Research shows that when we habituate to something, whether it is an environment or a pattern of buying, we tend to become accustomed to, and prefer the patterns, even if we would be better off with something else. The argument Goldhagen[16] makes is that most of our experiences in the built environment are unconscious. Whether we are conscious of them or not, they impact us.

For example, people are more open to creative new concepts when they are in rooms with higher ceilings. [17] Marketing scholars Joan Meyers-Levy and Rui Zhu did a research on whether the height of a ceiling had any impact on the way a person thinks. They modified the study rooms so that some had 10-foot ceilings and others had (false) eight-foot ceilings.[18] Across several experiments, the researchers found evidence that high ceilings seemed to put test participants in a mindset of freedom, creativity, and abstraction, whereas the lower ceilings prompting more confined thinking. Good design can create positive emotions and

consequently positive human relations, improve our physical health, and intelligence.

Goldhagen also refers to visual elements, such as color, light, and the form of a structure impacting the built environment. Sounds, smells, textures, materials, temperatures, incorporation of nature, and natural materials have a positive influence on people. In addition, forms, integration of architecture with landscape design, and the degree of crowding or the lack of it have a high impact on humans.

The environmental character of a space is a multi-sensory fusion of countless factors which are immediately perceived as an overall atmosphere, ambience, feeling or mood. *"I enter a building, see a room, and in the fraction of a second – have this feeling about it."[19]*

WELLNESS DEFINITION

Wellness is not visible or tangible, but it does have visible and tangible impacts on an individual. To understand what those impacts are, we must first understand its meaning. Wellness is a term that means different things for different people. To some wellness is physical fitness, and it is focused on exercise, diet, and nutrition. To others, the term implies the holistic health of the individual as a combination of the body, mind, and spirit.

Various industries, including corporate human resources, spas and resort, healthcare providers, and the health insurance business use partial meanings of the term wellness to focus on their business strategies or work areas. However, the actual design of the interior is not included as a component in their definition of wellness. The National Wellness Institute (NWI) defines wellness as *"an active process through which people become aware of, and make choices toward a more successful existence."[20]* Furthermore, NWI gives wellness six dimensions: [21]

Occupational – recognizes personal satisfaction and enrichment in one's life through work
Physical – recognizes the need for regular physical activity
Social – encourages contributing to one's environment and activity
Intellectual – recognizes one's creative, stimulating, mental activity
Emotional – recognizes awareness and acceptance of one's feelings
Spiritual – recognizes our search for meaning and purpose in human existence

Applying a wellness approach can be useful in nearly every human endeavor, and even more impactful in our workplace environments where we spend a large part of our lives.

BUILDING INTERVENTIONS FOR WELLNESS AT THE WORKPLACE

Although wellness is not a new term, the awareness of the importance of human wellness at the workplace is a topic with growing significance. In the past, the funding and emphasis was placed on health care-systems to improve Americans' health focus, but current trends are shifting towards healthier environments.[22]

What does a healthy building look and feel like? Findings from the fields of building science, environmental psychology, design, architecture, and public health suggest that a wide range of building interventions can help support human health and wellbeing. These interventions typically address the following measurements: accessibility, acoustical comfort, air quality, beauty, and biophilia. Community, density, ergonomics, fitness, layout, lighting, nourishment, olfactory comfort, safety, security, thermal comfort, and water quality. This research recommends that design is the key to making healthy choices for occupants more visible, convenient, and accessible.

The link between the environment and human behavior has been studied through environmental psychology and environmental design.[23] However, there has not been significant

research relating the interior design of the built environment to the well-being of the end user.

HOW INTERIOR DESIGN RELATES TO WELLNESS

Interior design elements are not the only factors that have an impact on the wellness of the occupants in an interior space, but elements such as lighting, acoustic systems, color and texture of flooring, furniture, surface finishes biophilia and space layout, are frequently identified as the main retainers of talent in a workplace.

Lighting

Lighting is essential to our development and emotional health. We need light to regulate our inner circadian clock (24 hour), so we know when to sleep and when to be awake. Light prevents depression in the dark months of winter and provides essential nutrients for growth.[24] The development of architecture is closely linked to that of artificial light, although it was only at the end of the twentieth century that architects began to treat artificial light as an integral part of the design process, rather than a functional system.[25] Buildings themselves became light source, not only fulfilling the basic needs of visibility, but also creating an effect, an

atmosphere, and a condition.[26]

Staple, SAD Light Station

Hill Office, Andrew Franz Architect PLLC

Acoustics

We experience environments with all of our senses, not just our eyes. How we hear a building is as important as how we see a building, and hearing is an active process. Environments provide acoustical cues that define an area spatially and can help create a mental map for those with sight impairments.

Ensuring the best possible acoustic comfort in a space goes all the way from avoiding unpleasant echoes to creating silent areas where needed.

Acoustics play multiple roles in the environment, not only assistance with orientation, but also location identification and situational awareness, and all of this can contribute to the overall experience of enjoyment for all users. [27]

Acoustics in open offices are particularly important in the design of open-plan office landscapes because nearby conversations can be intrusive to privacy and disrupt work flow. Many open space dividers are made of acoustic panels, and the patterns and the colors often have an impact on the way the privacy of the space is perceived.

Modern open ceiling

ASI Architectural

Materials

Scientific studies have proven that color and materials can greatly affect our mood. And in the workplace, psychologists believe that color can have a direct correlation to our levels of focus, calm, and creativity.[28]

Incorporating natural material remains a worthy trend in wellness design born out of the primal need to be connected to our origins.

Creating a restorative environment begins with sustainable choices and contributes to how we respond to our surroundings; hence organic material can be used to evoke a relaxed, close-to-nature feel that we often desire.

Previous workplace

Comcast Technology Center Working Lounge

Biophilia

Incorporating nature and the outdoors into the office space is the new office trend.[29] Biophilia is the idea that humans possess an innate tendency to seek connections with nature and other forms of life. It's our inherent human connection to the natural world.

Biophilic design is an innovative way to harness this affinity in order to create natural environments for us to live, work and learn.

Design that connects us to nature is proven to inspire us, boost our productivity and even contribute to a stronger sense of well-being. The layout of spaces includes incorporating natural elements such as trees, plants, and grass into buildings and workspaces, and materials with nature inspired patters.

Companies from Apple, Comcast, and Amazon, to smaller independent businesses, are embracing biophilic design to create beautiful, calming, inspiring spaces for their employees. Nature inspired materials and elements can help create more positive working environments that stimulate the senses, increasing focus and productivity, sparking creativity and reducing stress.

Wespi De Meuron Architecture
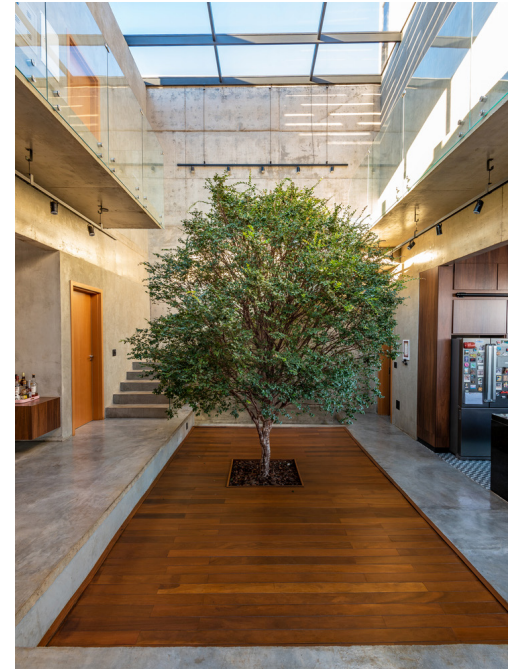
Favaro Jr. Architecture

Air

Indoor air is often more polluted than the outdoor one. In particular, it is stuffed with harmful VOCs, that are released by building materials, glues, cleaning & air freshening products

Air pollution is making you worse at your job. Most modern office spaces are climate controlled, meaning that doors and windows are sealed tight. This prevents air from steadily moving in and out of the room, allowing particulate matter, among other harmful air pollutants, to build up.


Coworking, Starrett-Lehigh Building

Yuan Architects

Movement

Incorporating movement throughout the workday is essential in order to maximize one's energy and performance as well as reduce the significant health consequences associated with sitting or standing without moving for several hours. Sitting too long while working can cause the brain to fall into a slumbering state, contributing to short-term memory loss and slower brain processing brain speed as well diminishing one's ability to learn.

Coworking, Starrett-Lehigh Building
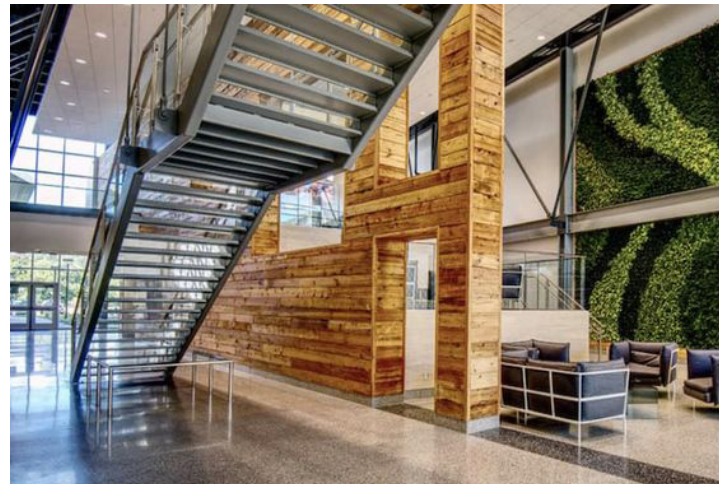
Source unknown

CONCLUSION

The look and feel of an office environment can have an impact on our sense of well-being. Good esthetics act as a pleasing feature in any environment. Spatial shapes also play a significant role in defining the comfortability of a workplace. Spatial proportions explain how some-one would feel in a space. [30]

Much emphasis has been placed on creating open-plan, collaborative working environments in recent years. A 2019 workplace survey by Gensler [31] shows that only a fraction of people would prefer working in a totally open or a totally private environment. Over two-thirds, consider environments that fall between these extremes to be ideal. Offices that are mostly open environments but provide ample on-demand private space have both the highest effectiveness and the highest experience scores.

There is a reason why the top ranked *"best companies to work for"* attract and retain talent. Top companies invest heavily in the design of their office spaces and thus the wellbeing of their employees. They realize that poor design can affect employee morale and also stop them from being successful in the search for new talent.

Providing a vibrant, nature infused, and well-designed environment will ensure that companies remain an attractive proposition for both existing and future employees. Having a great workspace is not what makes an ideal employer, but it likely is a good indicator that a company values employee experience. This is what future and current employees will consider when making decisions about their job.

precedents

Google's architecture and interior design exhibit an abundance of light, color, organic shapes, natural materials, and environmentally sensitive techniques to build a habitat for people to be themselves within a community.

Google LA Office

Steve Jobs' requirement for the Apple Park interiors was based on two principles: *"Health in terms of mental and physical stimuli and ecology, and the regional landscape of California, in terms of history and myth."* [32]
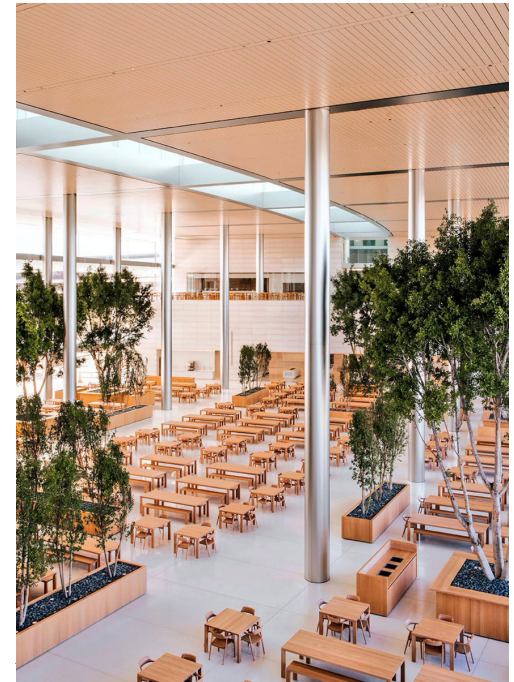
He had a detailed vision of the glass, steel, stone, and the type of trees that will make up the space. [33] Work should be like a walk in the park.[34] He truly believed that creativity will be harnessed equally as much from interiors as it does from the exterior natural environment.

Comcast's new center of innovation and technology design went for the industrial workspace and converted lofts look, which means lots of open areas and about 330 huddle spaces and conference rooms.[35] Noise dampening technology will keep sound level across the work space's three-story lofts down.

Ambitious employees can opt for stairs instead of elevators to the food cafeteria known as The Market, which features a 200 foot "green wall" covered in planters that hold various herbs used in *"fresh preparations"*.

While not all employers have the budget and facilities of the above mentioned companies, they are tapping into the human, social, and intellectual needs of their workforce and allowing their space to flourish and their employees to be well.


Comcast Technology Center Food Court

Comcast Technology Center Working Lounge

design probes

9 - to -5 used to be the traditional schedule that currently is shifting to accommodate other preferences the way people work. However, regardless which company we work for we levitate around a schedule that in a built environment means going from a place to another one to perform different activities or personal leisure time.

9:00 - 9:15	Coffee & chatting
9:15 - 9:30	Emails & daily agenda
9:30 - 10:00	Team meeting
10:00 - 10:30	Emails follow-up
10:30 - 10:45	Coworkers chat
10:45 - 11:00	Phone calls
11:00 - 12:00	Product meeting
12:00 - 13:00	Lunch break
13:00 - 14:00	Desk work
14:00 - 14:30	Conference call
14:30 - 15:00	Department meeting
15:00 - 15:30	Coffee break
15:30 - 16:00	Cross training
16:00 - 16:30	Email work
16:30 - 17:00	Surfing websites

HOME

WORK

9:00 a.m.

5:00 p.m.
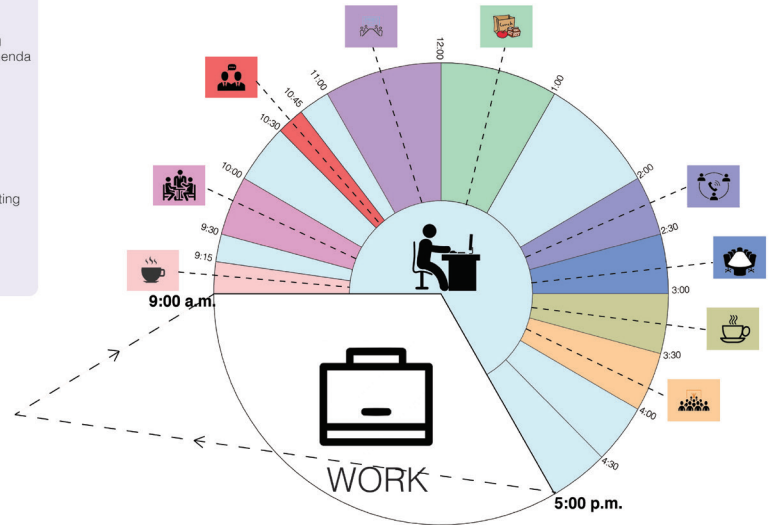
9 to 5 and beyond ...

site selection

A former tannery, the site is located at 444 N 3rd Street, in the area that is called Callowhil East, part of the emerging Northern Edge of Center City Philadelphia.


Historical interior

East Entrance

Recently acquired by Arts & Crafts Holdings, the site is set to be reinvented as a cohesive coworking community. The building has been partially reinvigorated, reenergized and refurbished to now offer 100,000 square feet of prime, customizable office space in the heart of Philadelphia's new creative district.
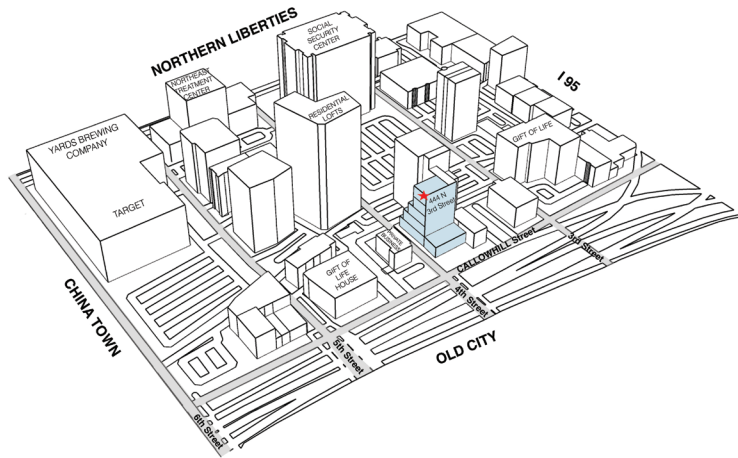
The current tenants are an elementary school, a government agency, non-profit organizations, and various for profit businesses. The building has high exposed ceilings, various column sizes, oversized windows, 360 views of the city, and onsite parking.
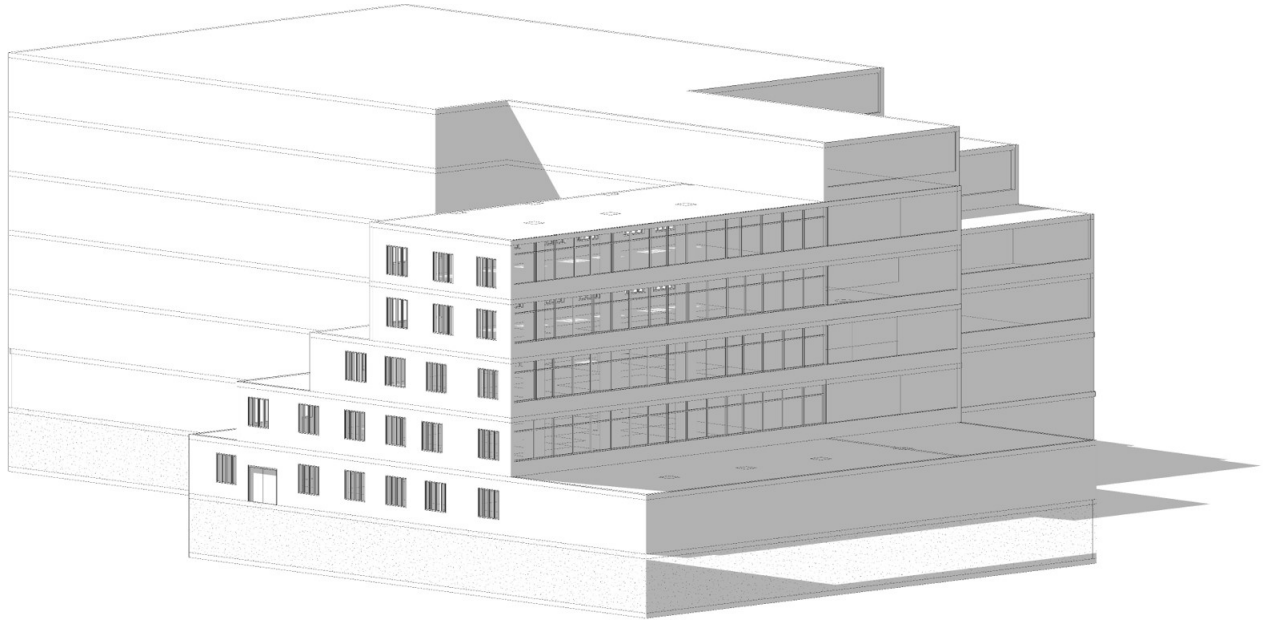

Current Conditions
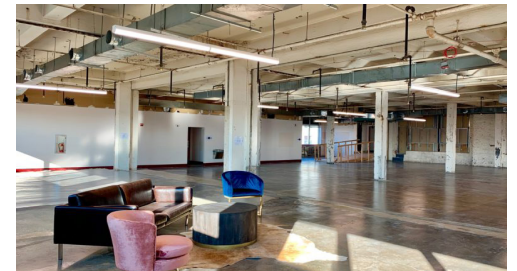
Lobby working lounge

NEIGHBORHOOD VIEW

BUILDING SCOPE

JUNE 30, 2020 3:00 pm
Sunrise 5:35 am
Sunset 8:33 pm

AXONOMETRIC VIEW
SUN STUDY

programming

1st Floor Urban Center

The Urban Center is set to be designed as a public space for the neighborhood community. The space is divided amongst an art gallery that has a direct relationship with the bar that will service art events. The coffee shop is next to the pop-up book store and the working lounge is around the 3 floors atrium. The food court offers a variety of farm to table fresh foods.

2nd Floor Showroom Center

The floor area is designed with offices and workplace solutions on display ready to be implemented at client's request.

3rd Floor Innovation Center

A technology center that hosts an incubation area connected with a media room, chef's kitchen, and various standing stations.

4th Floor Wellness Center

Cardio and relaxation exercises are offered through spinning and yoga studios. A juice bar complements the healthy living style of the floor.
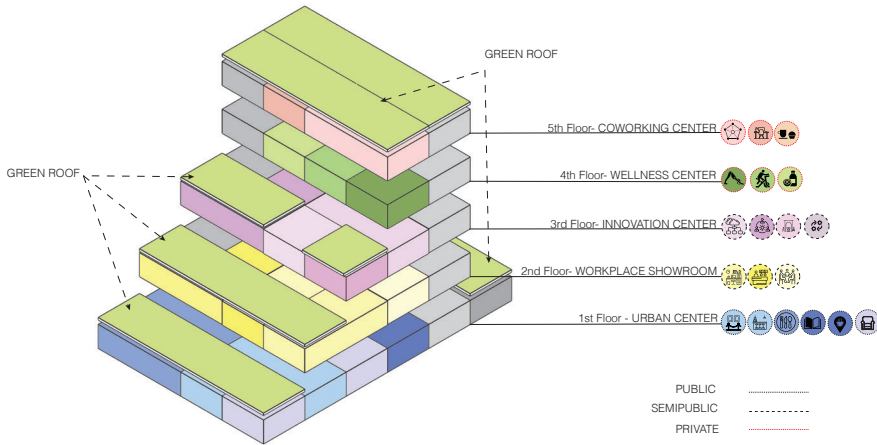
5th Floor Coworking Center

Water drops inspired pods are offered as renting solutions for entrepreneurs and business mind people.
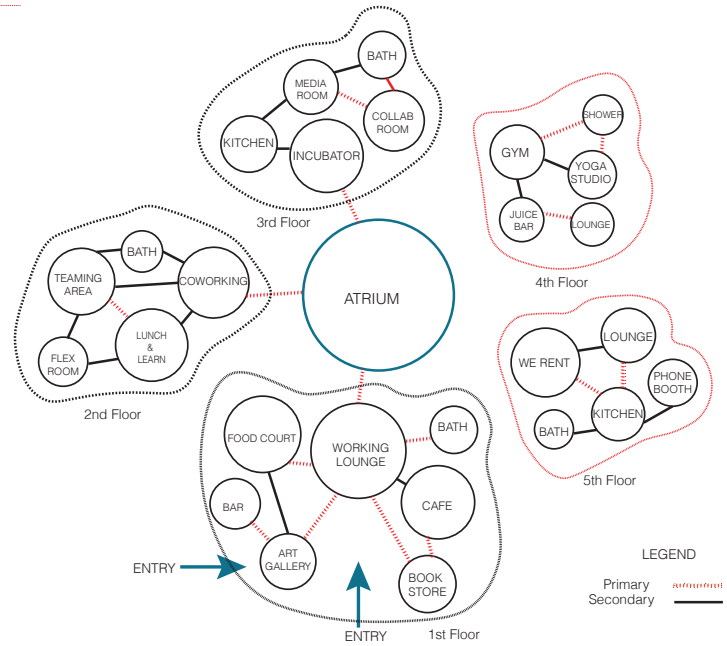
All spaces are ADA accessible.

FLOOR	NAME	SPACE PROGRAM	SQUARE FEET	QUALITATIVE WORDS
1st Floor	URBAN CENTER	ATRIUM	800	Day light
		WORKING LOUNGE	500	Cozy & Homey
		CAFÉ	1000	Energizing
		BAR	1000	Entertaining
		PUBLIC BATH	600	
		ART GALLERY	700	Artsy & Inspiring
		POP UP BOOK STORE	500	Quiet
		FOOD COURT	1000	Engaging
		SERVER	350	
		BIKE STORAGE	300	
		STORAGE	350	
2nd Floor	WORKPLACE CENTER	RECEPTION	100	Welcoming /Day light
		GATHERING AREA	1000	View below galleria
		BATH	400	
		ATRIUM	800	Wellness
		FLEX OFFICES	1200	Glass walls
		OFFICE SOLUTIONS	500	Accoustic media
		COWORKING	800	Exchange
3rd Floor	INNOVATION CENTER	INCUBATION AREA	1500	Innovative
		ATRIUM	800	Light & Greenery
		COLLAB AREA	600	View Garden Roof
		MEDIA ROOM	600	Sound
		KITCHENETTE	300	Healthy
		BATH	400	
		TEAMING AREA	1000	City view
		STORAGE	200	
4th Floor	WELLNESS CENTER	SPINNING	800	City view
		YOGA STUDIO	500	Sunset view natural
		BATH	400	
		LOUNGE	500	Relaxed
		JUICE BAR	500	Fuelled
		SHOWERS	600	Clean
5th Floor	COWORKING CENTER	COWORKING	800	Flexibility
		LOUNGE	600	Engagement
		PODS	800	Focused
		SNACK BAR	200	Health
		BATH	400	
		STORAGE	200	
		TOTAL	23,600	
		CIRCULATION 30%	7,080	
		NET DESIGN TOTAL	16,520	

diagramming

GREEN ROOF

GREEN ROOF

5th Floor- COWORKING CENTER

4th Floor- WELLNESS CENTER

3rd Floor- INNOVATION CENTER

2nd Floor- WORKPLACE SHOWROOM

1st Floor - URBAN CENTER

PUBLIC ....
SEMIPUBLIC - - - - - - - - - -
PRIVATE ....

STACKING DIAGRAM

3rd Floor

BATH
MEDIA ROOM
COLLAB ROOM
KITCHEN
INCUBATOR

4th Floor

SHOWER
GYM
YOGA STUDIO
JUICE BAR
LOUNGE

2nd Floor

BATH
TEAMING AREA
COWORKING
FLEX ROOM
LUNCH & LEARN

ATRIUM

1st Floor

FOOD COURT
WORKING LOUNGE
BATH
BAR
CAFE
ART GALLERY
BOOK STORE

5th Floor

LOUNGE
WE RENT
PHONE BOOTH
BATH
KITCHEN

ENTRY

ENTRY

LEGEND

Primary
Secondary

BUBBLE DIAGRAM

35

design intent

Wellness encompasses physical, mental, and social well-being, and the core of my design is how to blend them together and create an inviting and relaxing working environment.

The entrance and ground floor of a building influence our wellness more than you might think. The Urban Center draws building occupants and neighborhood local community inside through the art events, new books launches. These events contribute to a safer, healthier, and more appealing built environment.

Designers and clients have rediscovered the potential of feature stairs as a means not only to convey but also to address core values of an organization, such as the health of its workforce, its spirit of collaboration, and its policies of transparency.
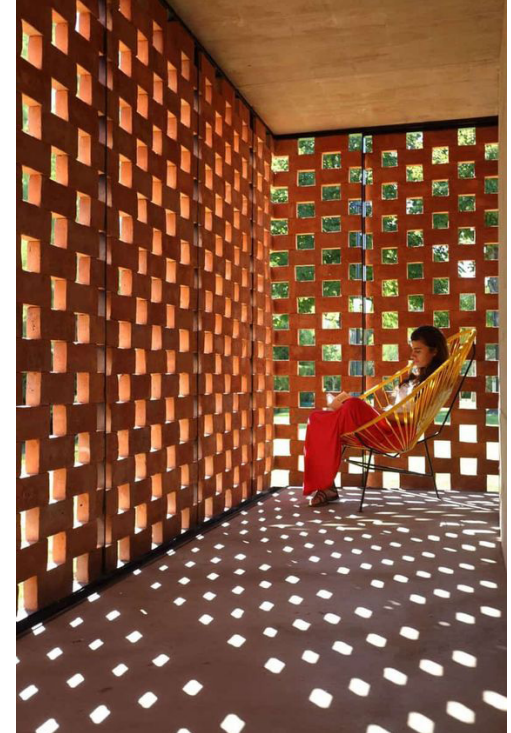
design strategy

Design for openness and comfort,form and function, communication and transparency. Mixing blue color that promotes intellectual focus and orange that boosts optimism. Direct and indirect exposure to natural elements such as green walls and evoking nature patterns. Use the circle as a shape and its meaning of community, power, energy, integrity, perfection, love, and unity.
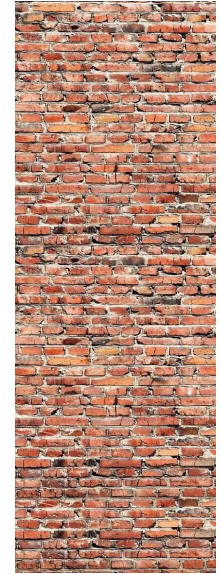
materiality

| warm concrete | natural wood | terrazzo | felt | dark concrete tile | exposed brick |

The building has a series of exposed brick that I retained throughout the design as they add a sense of warmth, character, and texture to the space. It also speaks to the history of the building of the hand that carefully laid down each brick, and of a craft that's quickly becoming less and less common.

Ash wood that is typically applied through meditation spaces in Asia is added to instill calm and visual appeal.

Terrazzo stone is applied for its versatile usage and meaning of togetherness and diversity through the collection of materials that is in its composition.

Felt is a humble and highly durable material that is used for sound absorption and upholstery that is being lately rediscovered as a resource for decorative effect.

user experience

Jasmine	USER 1

OCCUPATION
Showroom Manager

MARITAL STATUS
Married

AGE
35

She just returned to work after 2 months of maternity leave. She has twins (boy and girl) after an agonizing risk pregnancy. She was in a pregnancy center called Oasis, and the built environment was really refreshing. She wishes that she will have the same conditions at her workplace, as her body has not recovered 100% and she constantly worries about her babies.

Fatima	USER 2

OCCUPATION
Project Manager

MARITAL STATUS
Single

AGE
27

Syrian born Fatima lives in a tiny apartment with her mother who does not speak English and her 3 brothers. They lived in a refugee camp for a limited period of time, but after the time expired they had to move out and make a living. She is the only bread earner and she is often nostalgic of the living conditions and the community of people.

Gil	USER 3

OCCUPATION
Self Employed

MARITAL STATUS
Widower

AGE
57

Gil has been an entrepreneur his entire life and he owns a marketing and branding solutions company. He rented a space in the coworking floor as he is really looking forward to the community of self-employed people he socializes with. He likes the proximity to the city, the no hassle parking, the facilities, and the great espresso in the first floor.
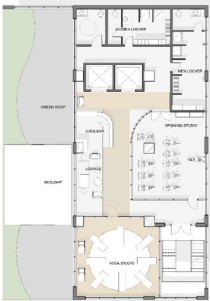
the design

FLOOR PLANS
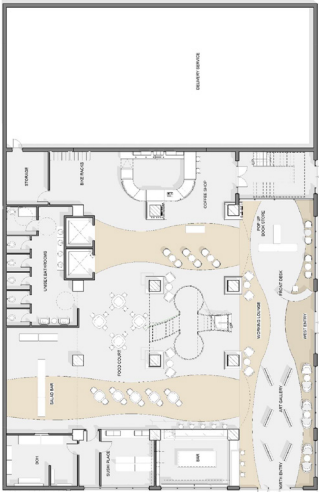
1st FLOOR
URBAN
CENTER
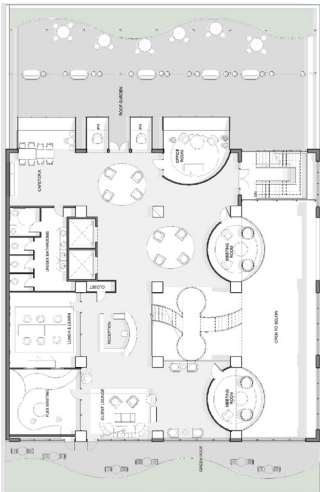
2nd FLOOR
SHOWROOM
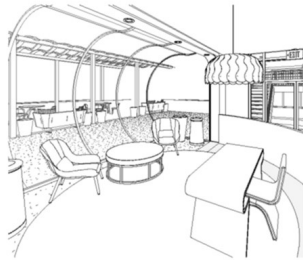CENTER

2rd FLOOR
INNOVATION
CENTER

4th FLOOR
WELLNESS
CENTER

5th FLOOR
COWORKING
CENTER

JASMIN'S DAY AT WORK

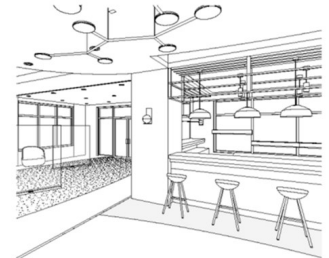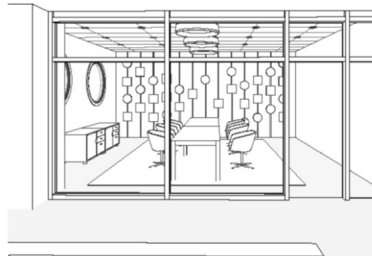| 8:45 am | 10:30 am | 11:00 am | 12:30 pm | 5:30 pm |
| NORTH ENTRYWAY | OFFICE DESK | LUNCH & LEARN | SOUTH TERRACE | ART EVENT BAR |

NORTH ENTRY

LUNCH & LEARN PERSPECTIVE

OFFICE PERSPECTIVE

ROOF GARDEN

MATERIALS
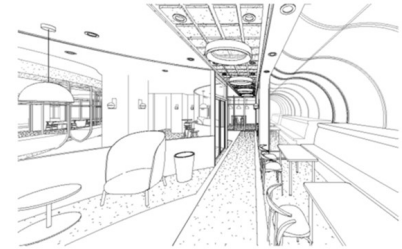
BAR PERSPECTIVE

FATIMA'S DAY AT WORK
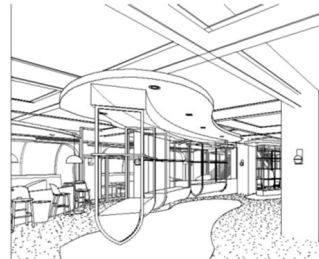

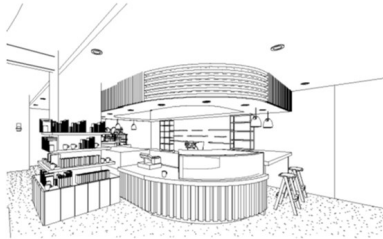| 9:00 am	10:15 am	11:00 am	2:00 pm
COFFEE SHOP	MEETING NEST	GATHERING AREA	OFFICE DESK

COFFEE SHOP PERSPECTIVE

NEST MEETINGS

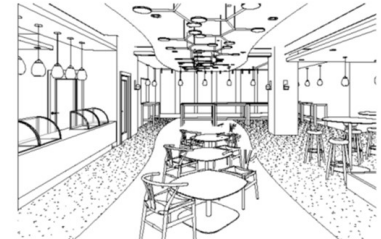GATHERING AREA

INCUBATION PERSPECTIVE

FATIMA'S DAY AT WORK

10:00 am
WEST ENTRANCE

11:00 am
UNOPOD

12:00 pm
GYM

3:00 pm
FOOD COURT

COWORKING

WEST ENTRANCE

WELLNESS CENTER

FOOD COURT

LONGITUDINAL SECTION

LATERAL SECTION

OTHER TENANT

6 BOH

7 SALAD BAR

9 STORAGE

8 UNISEX BATHROOMS

10 BIKE RACKS

SUSHI PLACE

5

FOOD COURT

15

11

17 PARKING LOT

4 BAR

13

COFFEE SHOP

16 DELIVERY SERVICE

UP

14 WORKING LOUNGE

12 POP UP
BOOK STORE

UP

1 NORTH ENTRY

3 ART GALLERY

2 FRONT DESK

WEST ENTRY

1

4th STREET
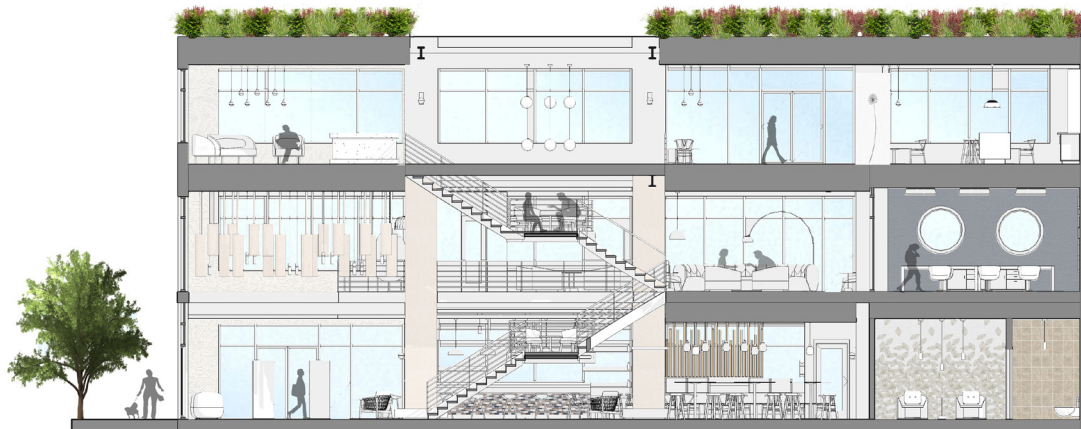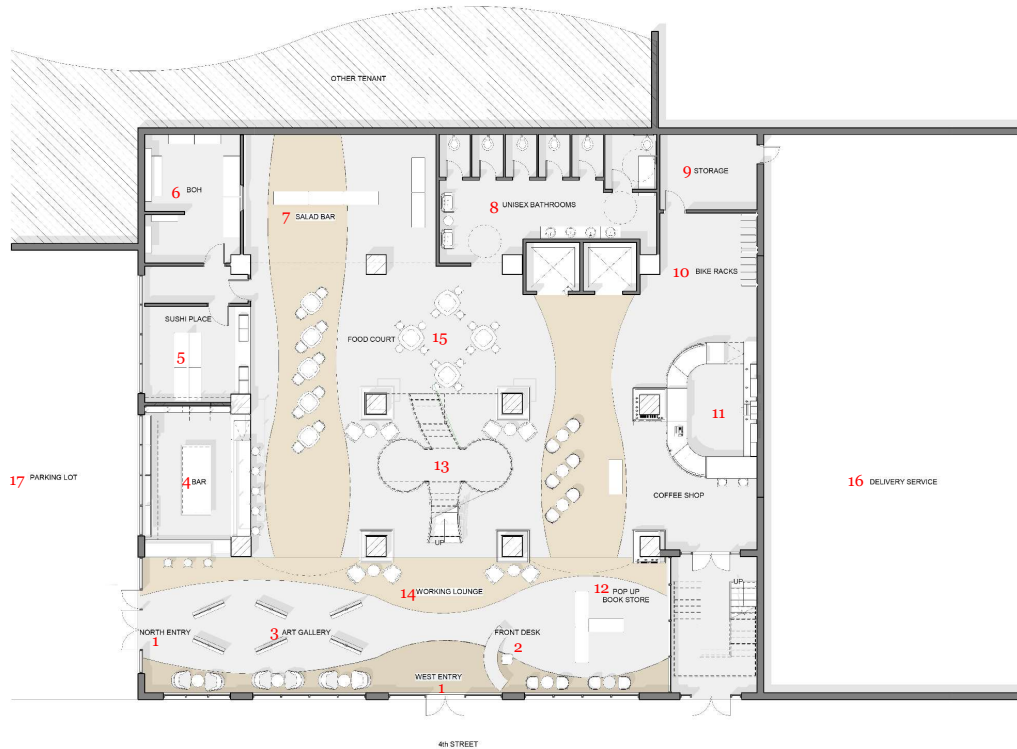
1. Entry
2. Reception
3. Art Gallery
4. Bar
5. Sushi Place
6. BOH
7. Salad Bar
8. Restrooms
9. Storage
10. Bike Racks
11. Coffee Shop
12. Pop Up Book Store
13. Atrium
14. Working Lounge
15. Food Court
16. Delivery
17. Parking

FIRST FLOOR PLAN
URBAN CENTER
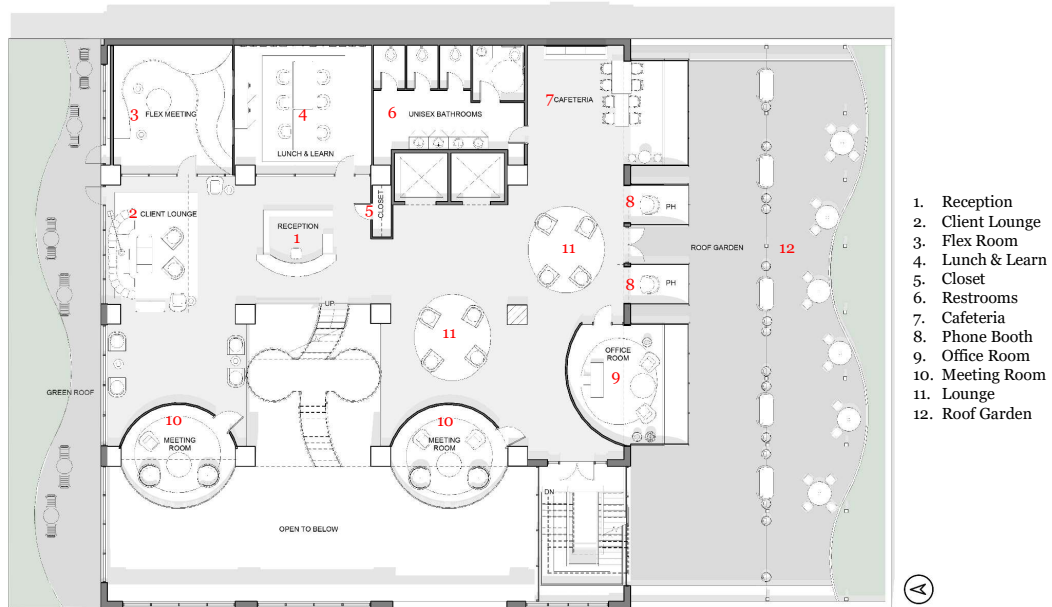
SECOND FLOOR PLAN
SHOWROOM CENTER

Labels within plan:

3 FLEX MEETING
4 LUNCH & LEARN
6 UNISEX BATHROOMS
7 CAFETERIA
2 CLIENT LOUNGE
5 CLOSET
1 RECEPTION
8 PH
8 PH
11
9 OFFICE ROOM
10 MEETING ROOM
10 MEETING ROOM
11
12 ROOF GARDEN
GREEN ROOF
UP
DN
OPEN TO BELOW

1. Reception
2. Client Lounge
3. Flex Room
4. Lunch & Learn
5. Closet
6. Restrooms
7. Cafeteria
8. Phone Booth
9. Office Room
10. Meeting Room
11. Lounge
12. Roof Garden

THIRD FLOOR PLAN
INNOVATION CENTER

1. Reception
2. Lounge
3. Library
4. Gathering Area
5. Chef's Kitchen
6. Restrooms
7. Media Room
8. Incubation Center
9. Green Roof

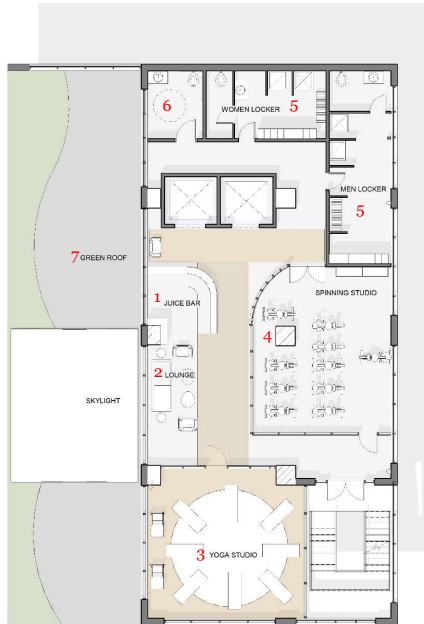**Fourth Floor Plan — labels on drawing:**
6 — WOMEN LOCKER — 5
5 — MEN LOCKER
7 GREEN ROOF
SPINNING STUDIO
1 JUICE BAR
4
2 LOUNGE
SKYLIGHT
3 YOGA STUDIO

1. Juice Bar
2. Lounge
3. Yoga Studio
4. Spinning Studio
5. Locker Room
6. Restroom
7. Green Roof

FOURTH FLOOR PLAN
WELLNESS CENTER

Fifth Floor Plan — labels on drawing:
8 — UNISEX BATHROOMS — 7 KITCHENETTE
LOUNGE
6
TRIPOD
3
1 UNOPOD
6
2 DUOPOD
1 UNOPOD
1 UNIPOD
5 COWORKING
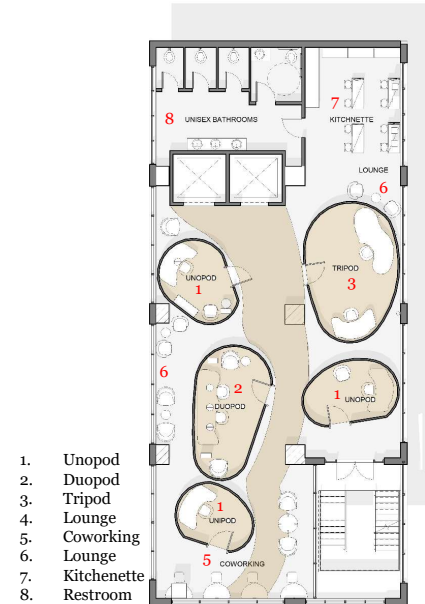
1. Unopod
2. Duopod
3. Tripod
4. Lounge
5. Coworking
6. Lounge
7. Kitchenette
8. Restroom

FIFTH FLOOR PLAN
COWORKING CENTER

furniture

Coalesse Enea
Lotus

Ross Gardam

AJ Royal
Louis Paulsen

Coalesse Enea
Lotus

Beau Pendant
David Truebridge

Wooden Pendant
Ross Gardam

Wishbone Chair

Boet Stool

Womb Chair

Bebop Chair

Wishbone Chair

Wishbone Chair

appendix

INTERVIEWS

Sarah D.
Executive Director, Strategic Experience Programs at Comcast
January 7th, 2020

1. How long have you worked at Comcast and how many people are in your department?

I have been with Comcast for over 13 years, and have been in various positions. I worked in the Comcast Center (CC), and currently I work in 3 Logan Square Center, a space that does not belong to Comcast. The departments are large and diversified, and currently there are about 50 people that I interact within various projects.

2. Do you work in an enclosed office or in an open space layout?

My entire experience has been in an enclosed office, and personally I prefer it. My work is business oriented and decision making. I have to present new products to senior management, strategies that we develop, and sound solutions. Open space is not my favorite as it can really distract my work. However, I do like the small chat opportunity of the open space and the way you can unwind for a couple of minutes. Open space is highly used for entry level positions and for technology brainstorming. Engineers really thrive in open space because they are constantly talking and exchanging ideas that can really lead to successful products/projects. With that said, they all need quiet time to collect their thoughts.

3. What are the different areas within your floor and amongst the others, that you have to travel for and how long does it take you (ex: meetings, leisure facilities, kitchen)?

My schedule is comprised most of the time of back to back meetings, and I truly have to decide which one is the most important that I really have to be in person. Working in a large building can be challenging managing your time, and I end up doing a phone meeting, where I should have been in person. I spend most of the time in the office behind closed doors, eating at my desk, and just taking small breaks for restroom.

4. How often do you take advantage of the leisure facilities and the state of art cafeteria that is in the Comcast Technology Center (CTC)?

I was very enthusiastic about the new gym and I signed up for classes that suit my need. I realized that to travel back and forth to the gym I need 20 minutes, to exercise 30 minutes does not feel enough for the efforts and I need another 20 minutes to shower and dress up for the next executive meeting. Overall it takes longer than an hour and I feel more stressed to get back and forth than relaxed. I dropped the classes.

5. Is there any special attention to acoustics and temperature of the office?

There are TV stations everywhere and you can control the channels and the volume. They are muted all the time but at least I can rest my eyes from time to time and keep myself informed. There is good news about the temperature. The constant fluctuations in weather outside, does not allows match the temperature inside. Too hot or too cold can be really unproductive. We can call a hotline and ask for adjustments that are made for the group of offices.

6. Does the current workplace environment refresh you – is there a sense of wellbeing?

The Compact Center has a more sterile interior style with leather chairs, and finishes that are not inducing a relaxation feeling. The company is changing the finishes to what they call "soft seating". Lots of acoustic panels, fabrics that are soft tactile and colors that resemble more like a home environment than a work place. I like that I have sit/stand office and they are the norm across the company. Today I have a meeting in person from 2-5 and when I return to my office believe me I do not want to sit down anymore. Daylight has an important impact on my work. The layout of my floor is like a "hot dog bun". All the offices are in the outside and people have daylight most of their time in the office.

7. What do you like/dislike the most about your workplace ?

Recently the company redesigned an entire floor in the CC building and created a health center. This is a game changer and save you from not putting your health first. You can schedule eyes doctor appointments, a dentist, and the most important there are doctors for mental issues. People deal with a lot of personal issues, tragic death, divorce, mental breaks, sick children, and not having the time to go for counselling affects their work. With these services in house, we can save, not call out, and really be productive.

8. If you are not to work for money, what are the most important things that you are looking for in a workplace?

People, interaction, and the built environment. I spend more time at work than with my family and people are important. However, if the built environment is not appealing, relaxing, and you hate it, the interaction with people is not primary anymore. The workspace design is very important.

BIBLIOGRAPHY

1. Kohll A (2019). How your office space impacts employee well-being. https://www.forbes.com/sites/alankohll/2019/01/24/how-your-office-space-impacts-employee-wellbeing/#398c3b6c64f3

2. Ochoa P, Lepeley M-T, Essens P (2018) Wellbeing for Sustainability in the Global Workplace, https://www.routledge.com/Wellbeing-for-Sustainability-in-the-Global-Workplace-1st-Edition/Ochoa-Lepeley-Essens/p/book/9781138600898

3. Marinescu P, Toma S, Constantin I (2016). Talent management in the age of globalization. Manager 24, 180-184.

4. Ibid 2

5. Ibid 1

6. Ibid 4

7. Meister J (2019). Survey: What Employees Want Most from Their Workspaces, https://hbr.org/2019/08/survey-what-employees-want-most-from-their-workspaces

8. Miller J (2019). Weighing in on workplace wellness programs, https://news.harvard.edu/gazette/story/2019/04/workplace-wellness-programs-yield-unimpressive-results-in-short-term/

9. Future workplace wellness survey, https://futureworkplace.com/wp-content/uploads/workplace-wellness-study.pdf

10. Ibid 6

11. Ibid 6

12. Ibid 9

13. Ibid 9

14. Ibid 9

15. Boushey H, Glynn SJ (2012). There are significant business costs to replace employees, https://www.americanprogress.org/wp-content/uploads/2012/11/CostofTurnover.pdf

16. Goldhagen SW (2017). Welcome to Your World: How the Built Environment Shapes Our Lives. First edition. New York, NY: Harper, HarperCollins Publishers.

17. Ibid 15.

18. Meyers Levy J, Zhu RJ (2007). The Influence of Ceiling Height: The Effect of Priming on the Type of Processing That People Use. Journal of Consumer Research 34, 174–186.

19. Zumthor P (2006). Atmospheres – Architectural environments – Surrounding objects, Basel, Boston – Berlin, Birkhauser.

20. Steinfeld E, Maisel J (2012). Universal Design: Creating Inclusive Environments, John Wiley & Sons, Incorporated.

21. Hettler B (1976). The six dimensions of wellness model, https://cdn.ymaws.com/www.nationalwellness.org/resource/resmgr/pdfs/sixdimensionsfactsheet.pdf

22. Timm S, Gray W, Curtis T, Chung SSE (2018). Designing for health: How the physical environment plays a role in workplace wellness. American Journal of Health Promotion 32(6). https://doi.org/10.1177/0890117118779463b

23. Ibid 14

24. Ibid 19

25. Bahamón A, Álvarez AM (2010). Light Color Sound: Sensory Effects in Contemporary Architecture. New York: W.W. Norton & Co.

26. Ibid 19

27. Ibid 15. P. 279.

28. Nicol C (2017). Why attractive workplaces attract top talent. https://www.sagepeople.com/about-us/news-hub/why-an-attractive-workplace-is-more-important-than-you-think/

29. Ibid 27

30. Al Horr Y, Arif M, Kaushik A, Mazroei A, Katafygiotou M, Elsarrag E (2016). Occupant productivity and office indoor environment quality; A review of the literature. Building and Environment 105, 369-389.

31. Ibid 8, p. 6.
32. Rybczynski W (2018). The Untold Story of Apple Park, https://www.architectmagazine.com/design/the-untold-story-of-apple-park_o
33. Levy S (2017). Inside Apple's Insanely great (or just insane) new mothership, https://www.wired.com/2017/05/apple-park-new-silicon-valley-campus/#
34. Ibid 32.
35. Cineas F (2018). Fascinating Things I Learned on a Tour of the New Comcast Technology Center. https://www.phillymag.com/business/2018/09/20/comcast-technology-center-philadelphia/