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GC workplace

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GCWORKPLACE **DESIGN GUIDE**

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GCWORKPLACE **TECHNICAL REFERENCE MANUAL**

GCWORKPLACE **DESIGN REVIEW CHECKLIST**

PSPC DOING BUSINESS*

GOVERNMENT OF CANADA WORKPLACE FIT-UP STANDARDS*

CLICK ON ANY CATEGORY TO NAVIGATE
(interactive PDF)

***Links to a tool on GCpedia - GCworkplace Resources page**
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GC workplace

FUNCTIONAL PROGRAMMING 101

GC workplace DESIGN ROADMAP

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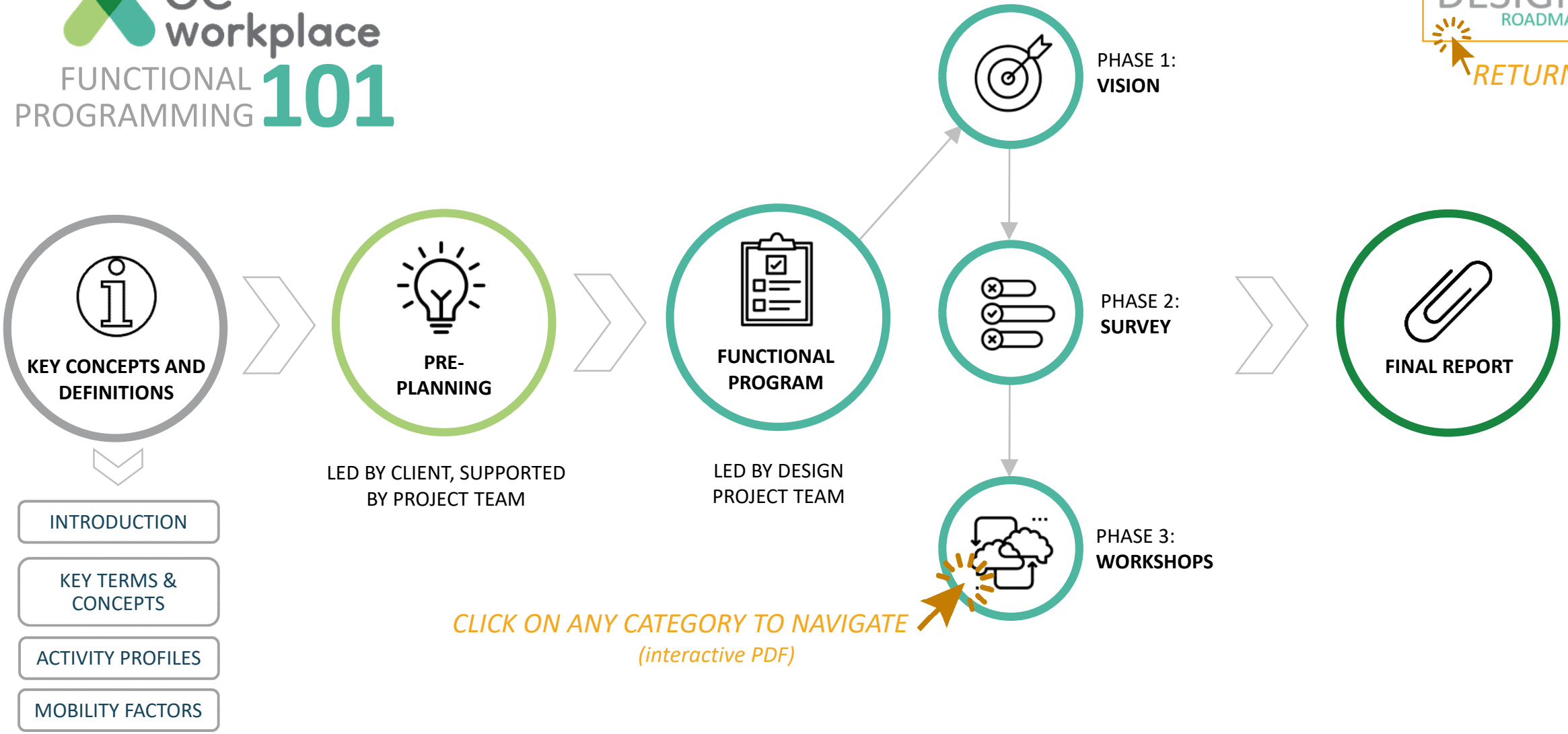

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Government of Canada / Gouvernement du Canada

Canada

INTRODUCTION

The **functional program** is a process conducted prior to a workplace fit-up project which captures in detail the functional and technical requirements of the workspace so that it may be designed to meet the specific activities, needs and work styles of those who will be occupying the space.

The **Functional Program Report** is the culmination of the results of a design consultation process, and may also include other client-specific information that would inform the design process, such as more detailed special purpose space (sps) specifications, departmental planning guidelines or security briefs.

The **importance** of following a rigorous design consultation process cannot be understated, as user requirements and activities form the basis of each GCworkplace design. For this reason, all functional programming activities must include the **three-phased consultation approach** outlined in this document, as well as the corresponding tools and templates.

KEY TERMS & CONCEPTS

ACTIVITY-BASED WORKING: a mobile and digitally-enabled way of working that allows employees to untether from a fixed workpoint and choose a work setting that best suits their various tasks and preferences.

WORKPOINT: any space where an employee can perform their work, with the support of mobile technology and wireless network access. Includes both individual and collaborative settings in open or enclosed configurations to support a variety of tasks and varying degrees of interaction or concentration.

SPECIAL PURPOSE SPACE: a non-standard or "non-recurring" space (area not typically found in all offices) which is required by a department to accommodate activities that are unique and essential to the delivery of departmental programs.

INTERNAL MOBILITY: the average frequency that employees in an organization change between various tasks and activities throughout a typical day, and the associated patterns of movement throughout the workplace.

EXTERNAL MOBILITY: the average frequency that employees in an organization perform work outside of the workplace, including telework, field work, external meetings, or the use of alternate work sites.

SPACE UTILIZATION: the average rate at which workpoints are occupied in a typical day.

USER-CENTERED DESIGN:

User-centred design puts a greater emphasis on the functional needs and work styles of workplace occupants to create an environment that caters to their unique activities and business processes, offers individual choice and flexibility, and empowers a more autonomous way of working whereby employees have greater control of the factors and settings that most contribute to their individual and group productivity.

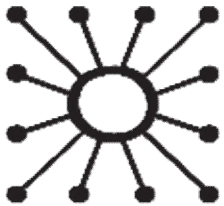
This means it is essential to engage with end users to inform the design solution.

GCWORKPLACE DESIGN adopts an Activity-Based Working (ABW) strategy, which allows maximum flexibility while reducing vacancy and underutilized space, and can most easily achieve the five key design principles:

1. **User-centered design**
2. **Promote equal access**
3. **Design for activities**
4. **Zone by function**
5. **Plan for change**

The **GCworkplace Activity Profiles** provide three models for workpoint distributions based on three different profiles of employee interaction. These profiles demonstrate how GCworkplace design can be adapted to different types of organizations based on their unique types of activities performed in the workplace, typical duration and frequency of these activities, patterns of interaction within and among teams, and overall functional and technical requirements. The Activity Profiles take into account varying levels of mobility within the workplace, as well as mobility between the workplace and alternate work locations.

AUTONOMOUS

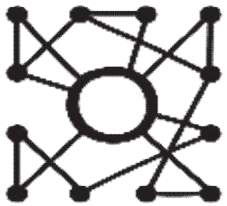


The **Autonomous profile** is best suited to organizations with limited interaction among colleagues or teams, and features the highest proportion of individual workpoints.

BALANCED

The **Balanced profile** is best suited to organizations with moderate interaction, mostly within teams. It has the most balanced distribution of workpoints, with an equal proportion of individual and collaborative workpoints.

INTERACTIVE



The **Interactive profile** is best suited to organizations with a high degree of interaction between colleagues and among teams. It features the highest proportion of collaborative workpoints.

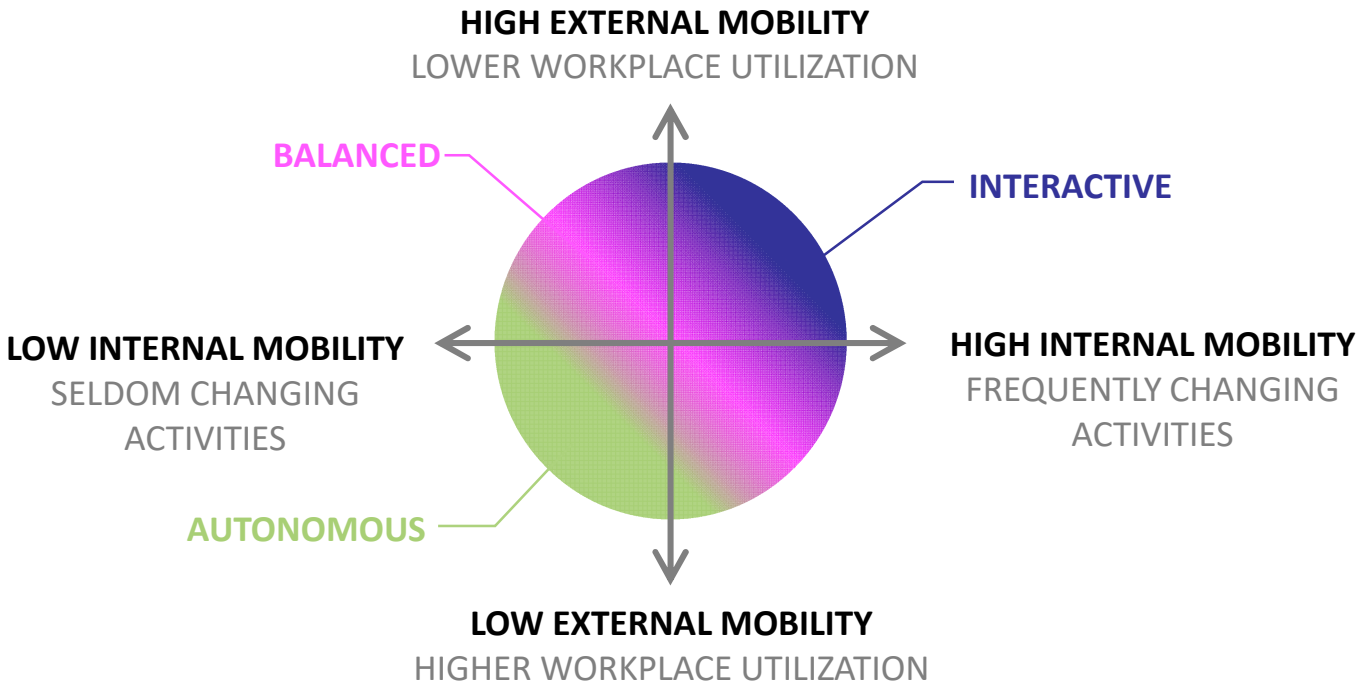
MOBILITY FACTORS

An important part of the consultation regarding activity profiles should include a discussion of **internal and external mobility**;

Internal mobility, that is, moving between multiple activities and workpoints within the workplace frequently throughout the day, will determine whether a design solution should lean more towards an Autonomous or Interactive profile.

However, **external mobility**, referring to activities being performed outside of the primary workplace (whether telework, field work, external meetings, or through the use of coworking or alternate work sites) may also affect the recommended activity profile for the primary workplace design. It is therefore essential to determine mobility level, and what types of activities are being performed within or outside the workplace, in order to determine the optimal planning approach.

The following chart illustrates how mobility influences which activity profile is used:



The design consultation process can be supported by client-led pre-planning activities as part of the transformation process.

PRE-PLANNING

PRE-PLANNING ACTIVITIES
The following activities can help prepare both client organization and project team to embark on a successful design consultation process:

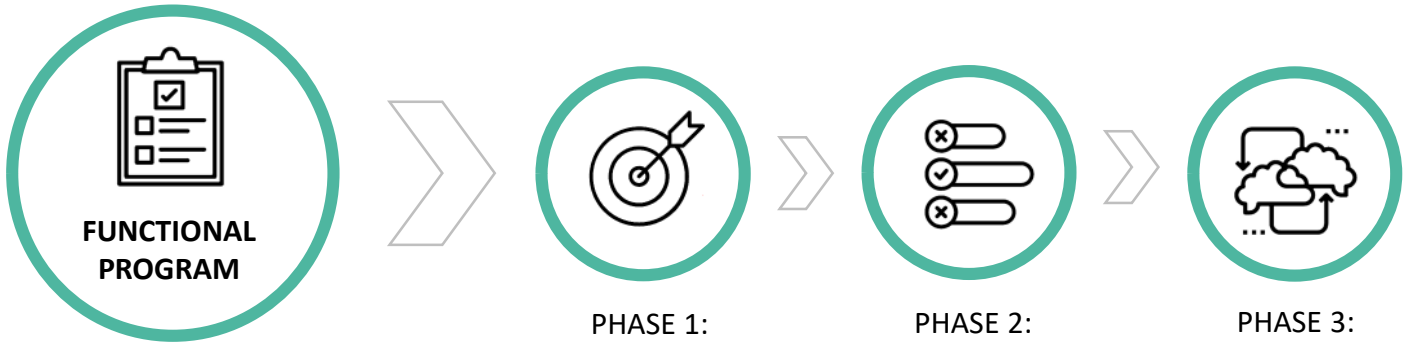
DEFINE A VISION: Examine strategic business plan and identify organizational vision and goals that will drive the project; draft a vision statement

TRACK ACTIVITIES: Begin documenting key business processes and unique activities

ASSESS SPACE UTILIZATION: Establish a baseline utilization rate of existing space

COMMUNICATE: Build a narrative to engage employees at all levels of the organization

ASSEMBLE CHAMPIONS AND KEY PROJECT STAKEHOLDERS: Identify leadership champions to support change management and communication strategy, and begin to identify key project stakeholders such as functional group leads from each business unit, as well as from each key-enabling sector (IM, IT, security, facilities, OHS, HR).



FUNCTIONAL PROGRAM

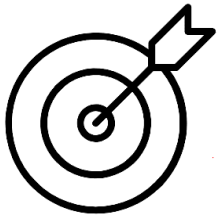
LED BY DESIGN PROJECT TEAM

PHASE 1: **VISION**

PHASE 2: **SURVEY**

PHASE 3: **WORKSHOPS**

PHASE 1 – VISION



PURPOSE:
The first step is to define a **project-specific vision**, and any **key objectives**. What would a successful project outcome look like? What is the desired workplace experience, and how does it support the organizational vision?

PROCESS

1. An initial workshop is held to discuss the opportunities and challenges presented by GCworkplace with the goal of establishing an organizational workplace strategy that includes a clear vision statement and key performance indicators

2. Depending on project scope, this could be an informal meeting with the project team or a more **structured interactive session**

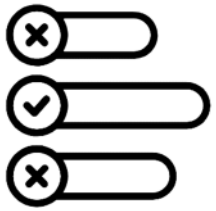
    - GCworkplace DESIGN VISIONING Workshop Template* (EN & FR)

3. An assessment of internal and external mobility and readiness for Activity-Based working should be discussed with the team

4. The desired outcome would identify organizational drivers for workplace design, as well as potential challenges or resistance points so that they can be better addressed through the development of the design and planning strategy

*Links to a tool on **GCpedia - GCworkplace Resources page**
Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre

PHASE 2 – SURVEY



PURPOSE:
Once the overall vision has been established, it is important to **survey the entire population** who will be affected by the workplace modernization in order to establish baseline data regarding individual functional requirements, activities being performed, typical patterns of interaction and mobility, and general work styles and preferences of the surveyed population.

PROCESS

1. Project team requests that an electronic survey be set up by sending an email with the following information to the GCworkplace Mailbox:
   - ✓ Client organization name, unabbreviated, in English and French
   - ✓ Address of fit-up project, if available
   - ✓ Approximate total FTE population number

2. A unique survey link for the project is created by Workplace Solutions (PDF of the Survey questions* for reference)

3. The PSPC Design Manager (or Interior Design National Centre of Expertise) will then input the Branches/Groups into the survey

4. The survey is then sent out by a client representative to all employees who will be moving to the new space

5. Once the survey is closed, data is exported by PSPC Design Manager (or ID NCOE) for analysis and reporting using the GCworkplace Functional Programming Survey Report*

*Links to a tool on **GCpedia - GCworkplace Resources page**
Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre

PURPOSE:
Once the baseline data has been collected, it is necessary to **dive deeper** with the functional group representatives and project stakeholders identified in Phase 1. For example, information relating to Special Purpose Spaces or particular IT or security requirements would be captured in these workshops.

PHASE 3 – WORKSHOPS

PROCESS

1. An interactive workshop format is best—more than one may be required depending on the project scope, and additional interviews may be held with functional groups at the discretion of the design professionals. The workshops would ideally include any functional representatives such as branch/division heads who will be required to provide detailed program-specific requirements, as well as representatives from each key-enabling sector (IM, IT, Facilities, Security, OHS, HR).

    1. GCworkplace **GENERAL PURPOSE OFFICE SPACE** Workshop template* (bilingual)
        ▶ GCworkplace General Purpose Office Space Workshop–FACILITATOR'S GUIDE*

    2. GCworkplace **SPECIAL PURPOSE SPACE** Workshop template* (bilingual)
        ▶ GCworkplace Special Purpose Space Workshop–FACILITATOR'S GUIDE*

*Links to a tool on **GCpedia - GCworkplace Resources page**
Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre

FINAL REPORT

After all three phases of consultation are completed (vision, survey, workshops), a **final functional program report** is prepared to reflect the data analysis and recommendations for workplace design. A document template is available to provide an outline of suggested components, though the final report may vary based on project scope.

SAMPLE FUNCTIONAL PROGRAM REPORT OUTLINE

PROJECT BACKGROUND
- Organizational mandate, structure, projected growth
- Space allocation (per SAS)
- Future space solution (if applicable)

PROGRAMMING METHODOLOGY

VISION STATEMENT AND KEY PROJECT OBJECTIVES

SURVEY RESULTS AND ANALYSIS
- Recommended Activity Profile
- Mobility assessment
- General workspace findings
- Individual workpoint findings
- Collaborative workpoint findings
- Support space findings
- Storage findings
- Technology

DESIGN RECOMMENDATIONS
- General administrative office requirements
- Office space recommendations
- Special purpose space requirements

PLANNING AND DESIGN STRATEGIES
- Functional adjacencies and proximity recommendations
- Zoning strategy
- Stacking strategy (if applicable)

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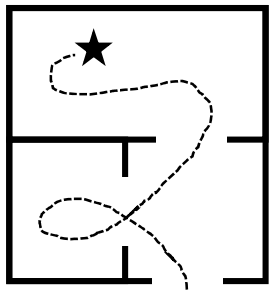

DESIGN

GCWORKPLACE **DESIGN GUIDE**

GCworkplace key design principles and strategies

GCWORKPLACE **SPACE PLANNING WORKBOOK***

◀ To establish an ideal workpoint distribution

GCWORKPLACE **DESIGN REVIEW CHECKLIST**

◀ To review a concept design for alignment to Design Guide

GCWORKPLACE **TECHNICAL REFERENCE MANUAL**

◀ To provide technical information for each workpoint type

*Links to a tool on GCpedia - GCworkplace Resources page

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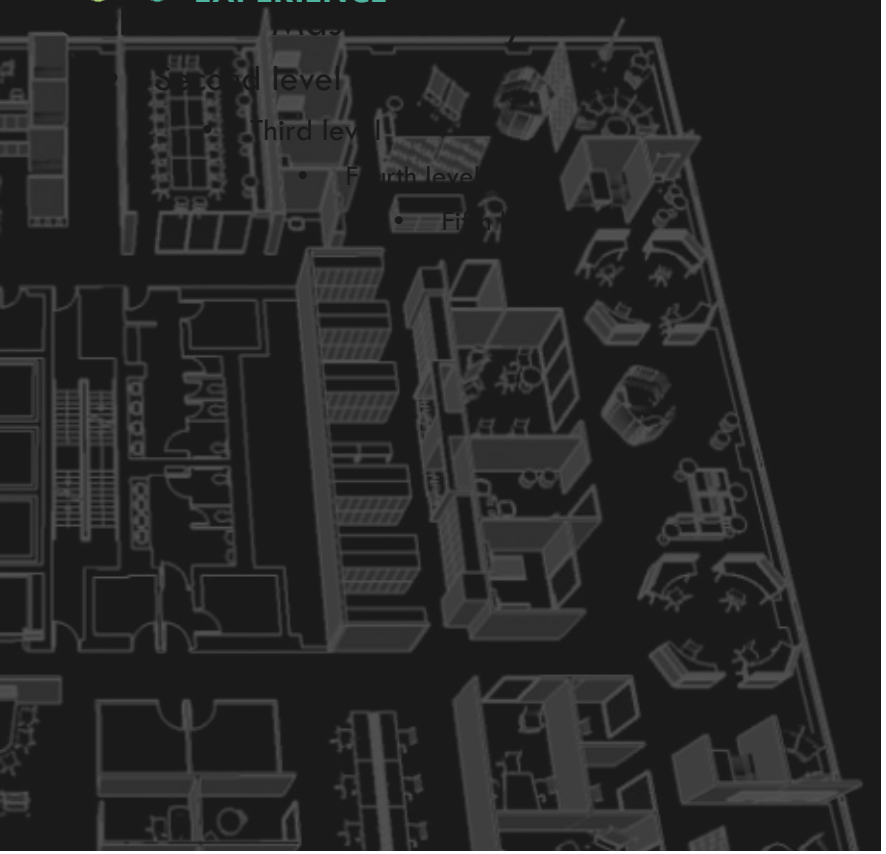
GCworkplace DESIGN GUIDE

TRANSFORMING THE WORKPLACE EXPERIENCE



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NRCan office, Ottawa

IN THIS SECTION

Part 1 introduces the context of workplace modernization. It is organized into the following sections:

Look for this icon when **additional resources** can be found in other section of **this document.**

Look for this icon when **additional resources*** can be found

1.1 HOW TO USE THIS DOCUMENT

The GCworkplace Design Guide is a document outlining the design principles and best practices pertaining to workplace modernization for the Government of Canada. It is intended to provide an overview of the GCworkplace concept and its context within the greater vision for **public service renewal,** as well as provide design professionals and project teams the tools and parameters within which to optimize workplace design. **This document should be read in conjunction with the Government of Canada Workplace Fit-up Standards as well as all relevant national and regional building codes.**

***ADDITIONAL RESOURCES**

GCWORKPLACE TECHNICAL REFERENCE MANUAL

Detailed technical information describing each workpoints and their recommended location, furnishings, and IT profile.

GCWORKPLACE SPACE PLANNING WORKBOOK*

A **mandatory tool** for planning and calculating workpoint ratios and distributions.

GCWORKPLACE FUNCTIONAL PROGRAMMING 101

A roadmap that outlines the functional programming process for a GCworkplace fit-up project.

*Links to a tool on **GCpedia - GCworkplace Resources page**
Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre

1.2 GCWORKPLACE DESIGN CONCEPT

GCworkplace is a term developed to describe the new way of working across the Government of Canada. It is the new vision that now guides Public Services and Procurement Canada's (PSPC) decisions as they relate to the workplace solutions offered to federal departments and agencies and the delivery of workplace modernization projects.

WHAT ARE THE REASONS FOR THE CHANGE?

Knowledge work, combined with the instrumental role technology plays an important role in allowing people to connect virtually from anywhere, means that the concept of work is shifting from 'where you go' to 'what you do'. GCworkplace is different from previous planning strategies in that it supports a flexible environment made up of a wide variety of different functional settings. All employees are empowered to choose where and how to work based on day-to-day activities, functional requirements and personal work preferences. GCworkplace was developed through lessons learned from past initiatives (i.e. Workplace 2.0), from what we collectively heard through the Blueprint 2020 consultations and engagement sessions, and from what PSPC learned from looking at trends and innovations in workplaces across the world.

WHAT DOES THIS MEAN FOR WORKPLACE DESIGN?

Emphasis is shifting towards design solutions that are more flexible, and tailored to suit the specific functional requirements of its users. New technology is also influencing how employees work and interact, and subsequently changing how the workplace is designed to support a variety of activities.

PSPC office, Gatineau

GCworkplace encompasses five key design principles:

- User-centric design
- Promote equal access
- Design for activities
- Zone by function
- Plan for change

All these elements must work together to redefine the work experience.

NRCan office, Ottawa

1.2.1 ACHIEVING A SUSTAINABLE WORKPLACE

Sustainability is a key priority for the Government of Canada and GCworkplace plays an important role in delivering on the government's sustainability objectives. GCworkplace promotes a broad vision of greening where sustainability is at the core of every decision. A sustainable workplace **adapts easily to change**, is **healthy for occupants** and has a reduced environmental footprint.

SOME OF THE ENVIRONMENTAL BENEFITS OF GCWORKPLACE

- More efficient use of space when compared to traditional office layouts, which contributes to lowered greenhouse gas emissions and fewer building materials and resources consumed
- Encourages a mobile workforce that can work anywhere and anytime, thus greatly reducing commuting and the resulting greenhouse gas emissions by promoting virtual collaboration alternatives
- Working digitally reduces the use of paper, printing and the paper storage burden, as well as saving electricity. It is supported by modern work practices, such as digital signatures, Wi-Fi and wireless technological tools
- Unassigned work environment allows space utilization to be optimized, and reduces vacant space due to absence or remote working

DESIGN BEST PRACTICE

✓ Use of green building tools such as LEED accreditation, and Green and wellness rating tools such as WELL standard and FitWELL, as inspiration for sustainable and healthy features in workplaces

NRCan office, Ottawa

IN THIS SECTION

Part 2 outlines the guiding design principles of GCworkplace, and how each is supported by strategic design. These key design principles are organized into the following sections:

USER-CENTRIC DESIGN

A positive employees experience increasing engagement, job satisfaction, creativity and productivity as a strong office design can make employees happier at work. A user centred design, such as GCworkplace, contribute to healthier work habits and reduce stress.

PROMOTE EQUAL ACCESS

GCworkplace is an unassigned work environment where all employees have equal access to various workpoints. GCworkplace promotes a more inclusive work environment that supports the varying needs and preferences of a diverse workforce.

DESIGN FOR ACTIVITIES

GCworkplace is based on the concept of Activity Based Working, which encourages employees to untether from a fixed point and choose the optimal setting for their work activities throughout the day. In order to support choice and flexibility, GCworkplace feature a variety of workpoint types and configurations.

ZONE BY FUNCTION

An integral part of offering choice of work settings is the ability for employees to choose their preferred level of ambient sound and activity. By including three functional zones, GCworkplace ensure that different work environments are available to suit individual work preferences and specific task requirements.

PLAN FOR CHANGE

GCworkplace is an adaptive template using a modular framework with consistent dimensions that facilitate adaptation over time. Planning for change with more agile spaces optimize the functionality of a space.

SSHRC Office, Ottawa

SSHRC Office, Ottawa

2.1 USER-CENTRIC DESIGN

GCworkplace recognises that a welcoming, supportive and aesthetically pleasing workplace have a significant impact toward increasing **engagement, job satisfaction, creativity and quality of work.** In the broader workplace context, a work culture that encourages mobility, enabling employees to work from the location that suits their day-to-day activities, whether that be in the office, at home or another location, reduce stress and enable better balance between work and personal activities.

WELLBEING

As both **mental and physical health** are important topics for the Government of Canada, a well designed and comfortable workplace that encourages social connections, provides places of respite and opportunities to choose the best work environment, is a positive step toward keeping employees mentally and physically healthy. GCworkplace promotes physical health and wellbeing by encouraging **movement** throughout the day and offering choice to suit **personal work preference.** As an added benefit, when employees are encouraged to move among a variety of workpoints throughout the day, the physical activity reduces fatigue and improves cognitive function, leading to greater **productivity** and a more enjoyable **work experience.**

BIOPHILIC DESIGN BEST PRACTICES

- ✓ Environments with more natural light and views to the outside promote mental and physical health and increase productivity
- ✓ Optimize daylight infiltration to the floorplate to reduce the need for artificial lighting during peak daylight hours
- ✓ Avoid obstructing windows to allow equal access to views of outdoors
- ✓ Panels should be perpendicular to windows and glazing on enclosed rooms to allow maximum light infiltration
- ✓ Incorporating natural features, materials and patterns into the design and layout are some strategies for bringing the natural world into the indoor environment

BEST PRACTICES

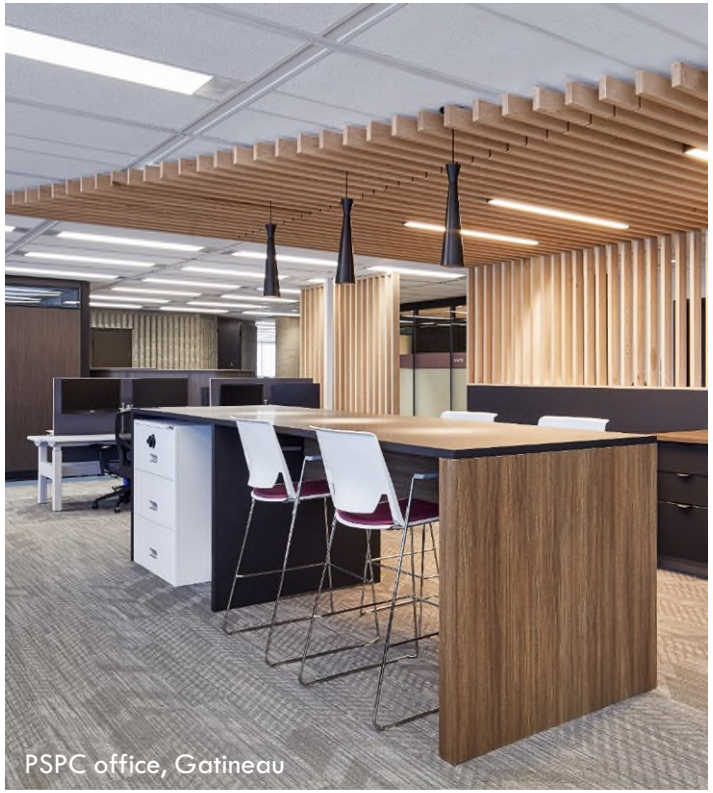
- ✓ Locate team space/wall in an Interactive or Transitional Zone, i.e. near entrance, personal storage areas, main circulation paths, Kitchenettes or Lounges
- ✓ A magnetic wall, whiteboard wall, and/or cork board integrated into the design of the space are ideal options in creating a space for a team to share and communicate

2.1.1 TEAM SPIRIT

Having a sense of belonging in the workplace is an important part of employee engagement and wellbeing. While workpoints in a GCworkplace are shared, creating a common team wall and/or space allows employees to proudly display any photos, certificates, memos or any other items they wish to share.

A common team area can also serve as a communication tool within the workplace to display memos and communiqués, or to make any announcements relevant to the group.

PSPC Office, Gatineau



PSPC office, Gatineau

2.2 PROMOTE EQUAL ACCESS

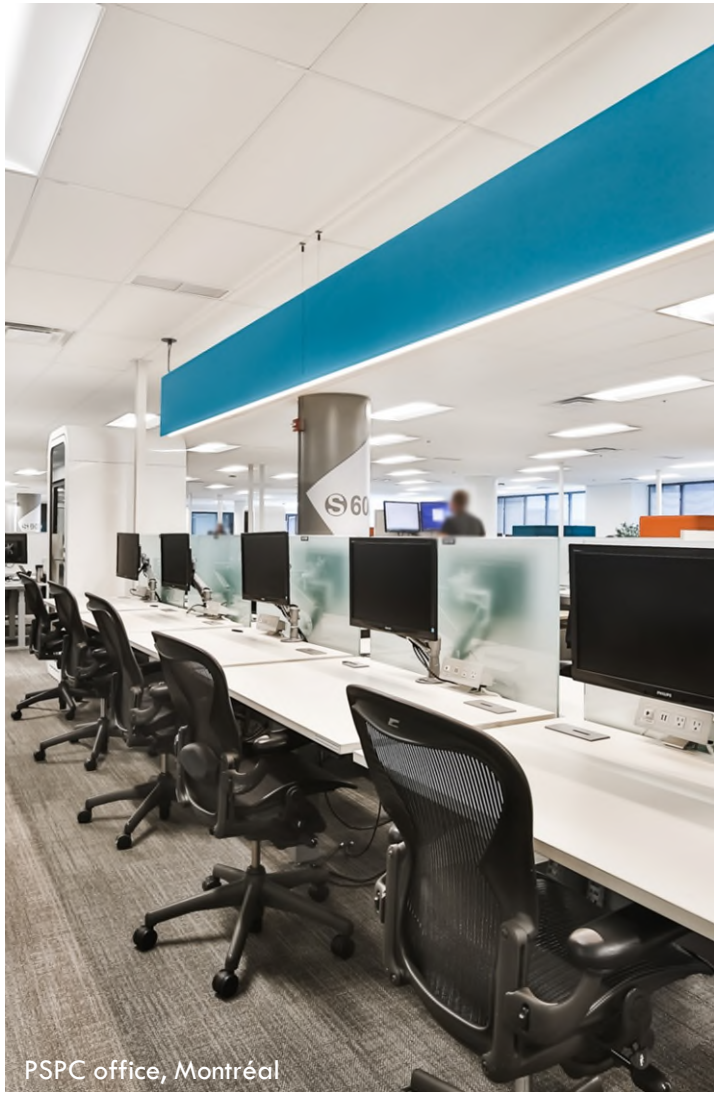
Enabling employees to choose where and how they work based on the requirements of their day-to-day activities promotes a greater sense of autonomy and control, which has been shown to contribute to more engaged and productive organisations. Workplace activities vary among organizations as well as among groups within an organization. For most, the work day is comprised of a number of different activities which have different **functional requirements** and can be supported by a range of **design solutions**. Spaces designed for a wide range of workpoint configurations accommodate a more diverse workforce and contribute to a welcoming and inclusive environment.

By promoting an **unassigned environment**, GCworkplace design contributes to a more efficient use of space, as **all workpoints are shared**. It promotes an environment where all employees have equal access to various workpoints. An unassigned work environment allows employees to choose the functional settings that accommodates their various tasks and activities according to their **personal work preference**.

2.2.1 ERGONOMICS

Ergonomics are an important aspect of supporting **physical health** and **wellbeing** as well as **inclusivity**. Strategies for designing an ergonomic workplace tend to take two routes: Providing as many opportunities for user **adjustability** as possible, and planning in ways that encourage changes in **posture** and intermittent **movement** throughout the day. **In a GCworkplace environment, furnishings and equipment should accommodate a range of ergonomic needs including height, width and angle adjustability**, thereby reducing the need for common ergonomic accommodations of the past. For the small percentage of cases where the range of typical workpoint options do not address a specific concern, accommodations should be further developed on a case by case basis. Ergonomic needs should be captured during the needs analysis phase and integrated into the **design solution**, rather than only at specific workpoints.

For further information on **workpoint adjustability**, consult the GCworkplace Technical Reference Manual



PSPC office, Montréal

2.2.2 UNIVERSAL DESIGN & ACCESSIBILITY

Universal design is the term now more commonly used with the philosophy of creating environments that are welcoming and **equitable** for all. **Universal design principles must be followed for all GCworkplace projects** to ensure spaces are functional and consider a wide range of **mobility levels** in addition to different manual dexterity, visual and auditory capability, and cognitive function. With the added support of modern adaptive technologies in the workplace, this increasing consideration for workplace equity yields to **optimal universal design solutions**.

GCworkplace has been developed to be an accessible and inclusive workplace design standard by providing users with full control over the work settings that best suits their **functional needs** and **personal preferences** throughout the work day.

BEST PRACTICES

- ✓ All INDIVIDUAL workpoint **types**, open or enclosed, must provide MANY options that include a proper turning diameter.
- ✓ All COLLABORATIVE workpoints, open or enclosed, must include a proper turning diameter.

For **accessibility tips** for each workpoint type, consult the GCworkplace Technical Reference Manual

2.3 DESIGN FOR ACTIVITIES

By providing a variety of workspaces available to all, employees have the opportunity to choose the work setting that best suits their activity. One of the keys to a successful GCworkplace is ensuring a wide variety of workpoint types to support a range of activities.

ACTIVITY BASED WORKING

GCworkplace is based on the concept of Activity Based Working (ABW). This workplace solution is about allowing employees to untether from a fixed point and choose the optimal setting for their work activities throughout the day. It provides far greater flexibility in where and how an employee chooses to work – and in doing so, **increases collaboration, productivity and effectiveness.** A flexible workplace provides the infrastructure to allow employees to move fluidly from one activity to another.


CBSA office, Ottawa

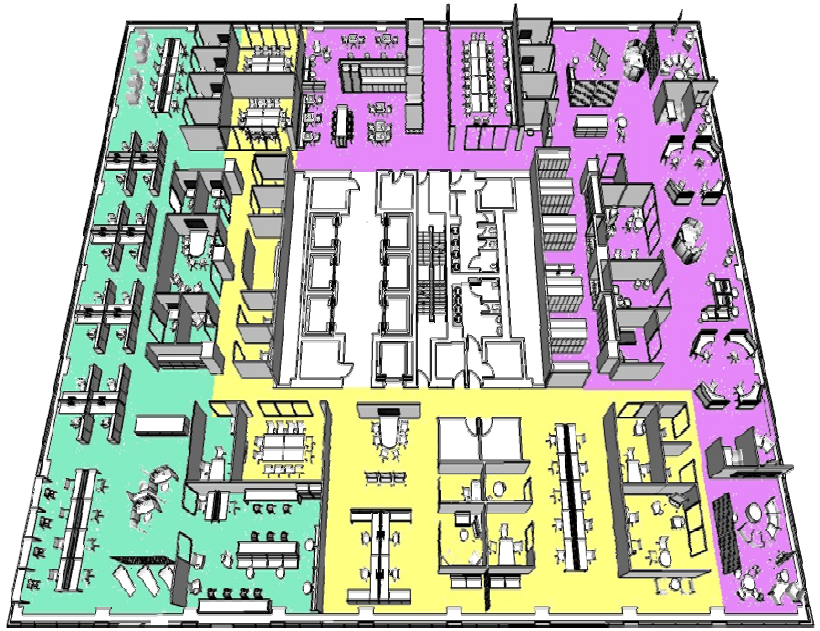

CBSA office, Ottawa


CBSA office, Ottawa

2.4 ZONE BY FUNCTION

GCworkplace is planed in a way that noise-generating workpoints, such as collaborative workpoints, are away from individual workpoints in order to manage acoustics and better **support concentration and collaboration**. GCworkplace is designed in three functional zones – Quiet, Transitional and Interactive - which ensures that activities are grouped together to reducing noise disruptions.

Identifying zones within the workplace inform employees on how the space should be used. Those seeking a distraction-free area can choose a workpoint in a Quiet Zone, while others who are working more collaboratively can choose to work in an Interactive Zone without fear of disrupting those around them. **All GCworkplace designs should include all three functional zones, in varying sizes and quantities.**



A **Quiet Zone** includes open, semi-enclosed, and enclosed individual workpoints. In these zones, the intent is to encourage individual focus work, and to support the need for quiet or private spaces.

A **Transitional Zone** includes a variety of open and enclosed spaces where less intense concentration is supported. Transitional Zones may include open individual and collaborative workpoints, semi-enclosed collaboration, and Support Spaces such as Lockers or Shared Equipment Areas.

In an **Interactive Zone**, socialization and group collaboration is promoted and strongly encouraged. Providing a variety of group workpoints, and locating these activities away from the Quiet Zone, it is possible to achieve a balance within the workplace which supports all types of work activities and work styles.

Further information on **workpoint planning strategies**

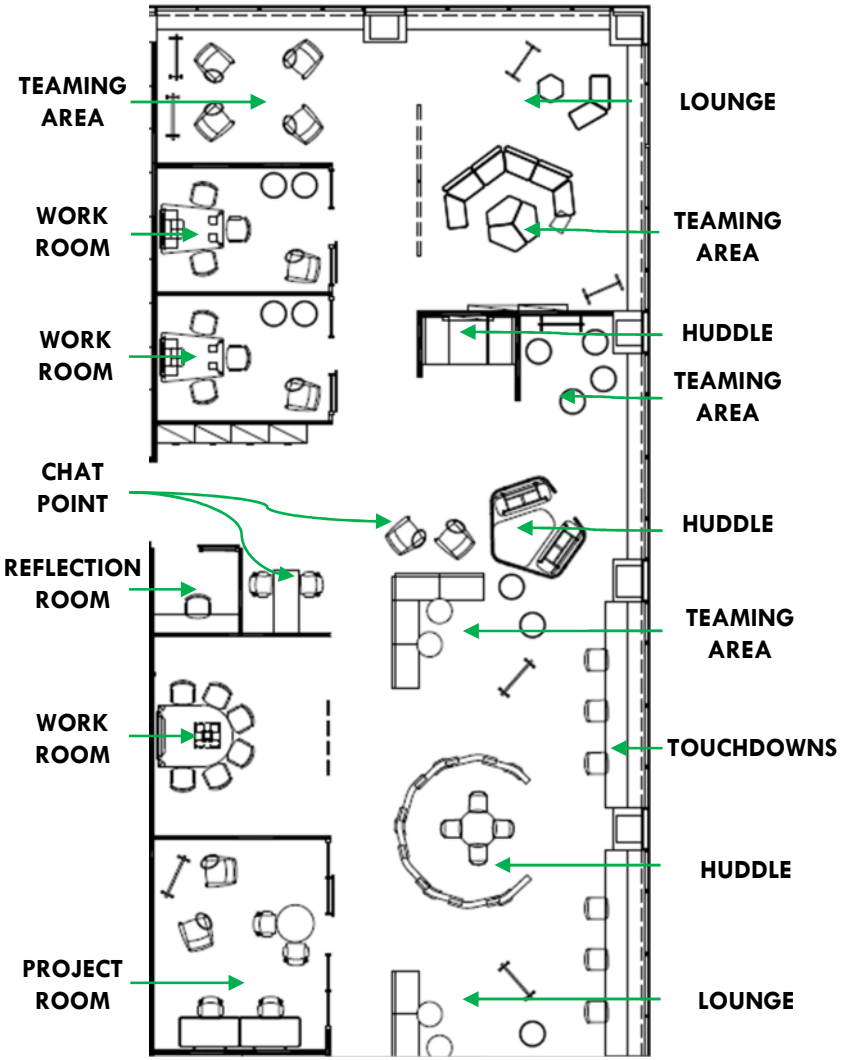
PSPC office, Gatineau

CBSA office, Ottawa

ZONING & ACOUSTICS BEST PRACTICES

- ✓ Transitional Zone is located at main entrances where there may have excessive movement and disruptions
- ✓ Transitional Zone is used as noise buffer between the Quiet and Interactive Zones
- ✓ Large Meeting Rooms should be separated from the Quiet Zone by using the Transitional Zone as a buffer
- ✓ Quiet Zone is furthest from main point of floor access
- ✓ Quiet Zone is not only comprised of Workstations, nor is it the only place that Workstations are located Quiet Zone include a variety of open individual workpoints
- ✓ Support Spaces that tend to have an higher sound levels, such as Lounges and Kitchenettes, are planned away from the Quiet Zone
- ✓ Kitchenettes can be partially or fully enclosed with full-height partitions to minimize disruption
- ✓ Plan noisier workpoints, such as collaborative open workpoint, away from Quiet Zone to mitigate noise spill-over
- ✓ Provide enclosed spaces such as Focus Rooms and Phonebooths near Quiet Zone to encourage people to take phone calls away from open individual workpoints

Further information on **workpoint planning strategies**



2.4.1 COLLABORATION

GCworkplace is designed to better facilitate collaboration by planning for a balance of individual and shared spaces. Collaboration can be encouraged by incorporating **flexible furnishings** and **technological tools** for sharing ideas and co-creating, as well as planning informal collision points for spontaneous interaction. GCworkplace embraces design strategies that promote digital collaboration and virtual communication by including large shared monitors in collaborative workpoints. An environment that makes it more convenient to work and collaborate digitally **contributes to optimal productivity** and modernizing the workplace.

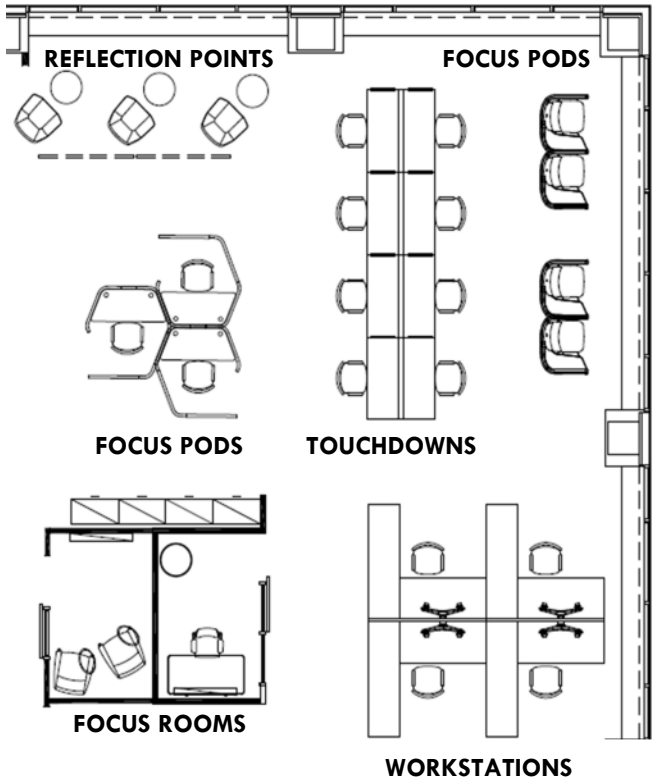
WHAT ARE THE BENEFITS OF COLLABORATION?

- Improved communication across all levels of an organization
- Improved team dynamics and increased sense of community
- Increased transfer of knowledge and sharing of ideas promotes creativity and innovation
- Spaces that allow impromptu gatherings and informal cross-pollination can contribute to connecting employees among teams
- Co-creation can lead to greater innovation in problem solving

Since collaborative areas tend to be used by multiple people, they can be disruptive to others if not strategically located. The plan to the left demonstrates how enclosed and open collaborative workpoints can be grouped, and how flexible furnishings can be used to define space in open areas.

BEST PRACTICES

- ✓ Transitional and Interactive Zones can have Workstations and/or Touchdowns for those who intend to work more collaboratively
- ✓ Chat Points are located outside Large and Medium Meeting Rooms, for pre-/post-meeting spill-over
- ✓ Consider planning open collaborative workpoints next to enclosed workpoints where writeable walls can provide additional collaborative functionality
- ✓ Technology and tools such as large monitors and writable surfaces are provided in collaborative workpoints



2.4.2 FOCUS WORK AND REFUGE

GCworkplace design focuses on improving access to visual and acoustic privacy. By recognizing that all employees can benefit from an environment that **supports focus work or time to recharge,** GCworkplace is designed to support employees. By providing proper zoning, including a Quiet Zone, it is ensured that noisier and more collaborative activities are performed away from quieter activities to minimize disruption. The Quiet Zone is a **distraction-free area** to help create a work environment conducive to concentration, highly cognitive tasks and activities requiring a high level of discretion. Privacy is achieved by managing acoustics in open areas and providing ample open AND enclosed individual workpoints.

PRIVACY BEST PRACTICE

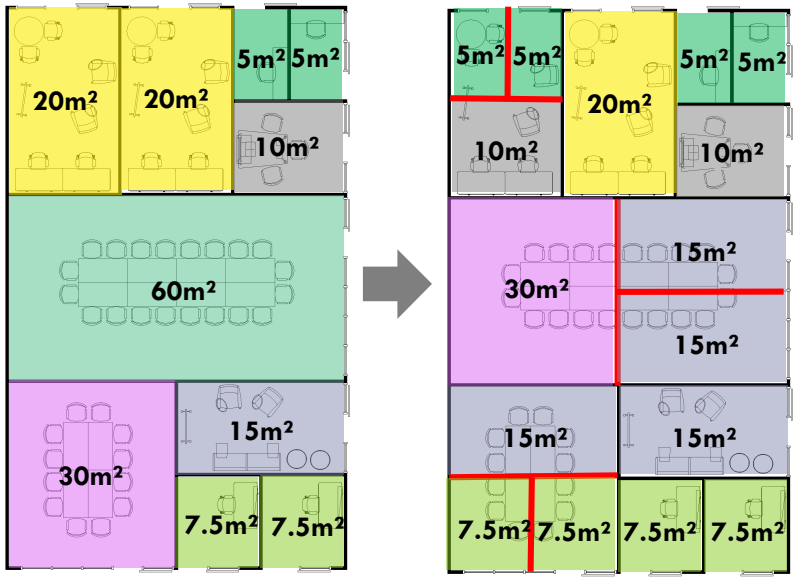
- ✓ Provide a variety of individual workpoints with varying levels of privacy
- ✓ Provide enclosed spaces such as Focus Rooms and Phonebooths near Quiet Zones to encourage people to take phone calls away from open individual workpoints
- ✓ Plan visually private Reflection Points near windows with views to outdoors
- ✓ Plan noisier workpoints away from Reflection Points and Quiet Zones to mitigate noise spill-over
- ✓ Visually identify the Quiet Zone and, if possible, the expected etiquette in order to limit disruption to employees performing highly focused work in this zone. This can be done through intuitive design solutions and/or signage
- ✓ Doors to Meeting Rooms, Project Rooms and Work Rooms should not open into a Quiet Zone
- ✓ Provide adequate visual privacy to user of Active Workstation

2.5 PLAN FOR CHANGE

GCworkplace provides a variety of opportunities for employees to work in groups of various sizes and in a range of activities. A **flexible workplace** with movable furniture, fewer hard walls and demountable partitions make change easier over time and more **adaptable** without major renovations. It enable simple adjustments to room sizes and ensures that changes in activities, functions or groups can easily be accommodated.

MODULAR AND ADAPTIVE

The need to adapt easily to organisational change in the workplace is critical. Planning and design decisions will impact how readily the workplace is able to adapt. Plan enclosed spaces using a modularity framework (as shown in diagram below), by standardizing wall dimensions across a project and by limiting built-in furnishings. This will better facilitate the grouping of enclosed spaces and will enable workpoints to be converted to those that are most in demand as the workplace evolves over time.



BEST PRACTICES

- ✓ Equip workpoints with furnishings that can be reconfigured to suit varying needs
- ✓ Specify demountable partitions where possible, to increase ease of reuse and reconfiguration when the needs of a population change
- ✓ Enclosed support such as Shared Storage Rooms or Telecommunications Rooms should be built with standard drywall construction, and all other enclosed spaces should use demountable partitions to allow optimal flexibility
- ✓ Provide multipurpose spaces with a wide assortment of reconfigurable workpoints, and vary the furnishings and settings within workpoint categories where possible to optimize space utilization

PSPC office, Gatineau

IN THIS SECTION

Part 3 identifies each of the workpoints and support spaces that make up the GCworkplace design. These concepts are organized into the following sub-sections:

3.1 INTRODUCTION TO WORKPOINTS

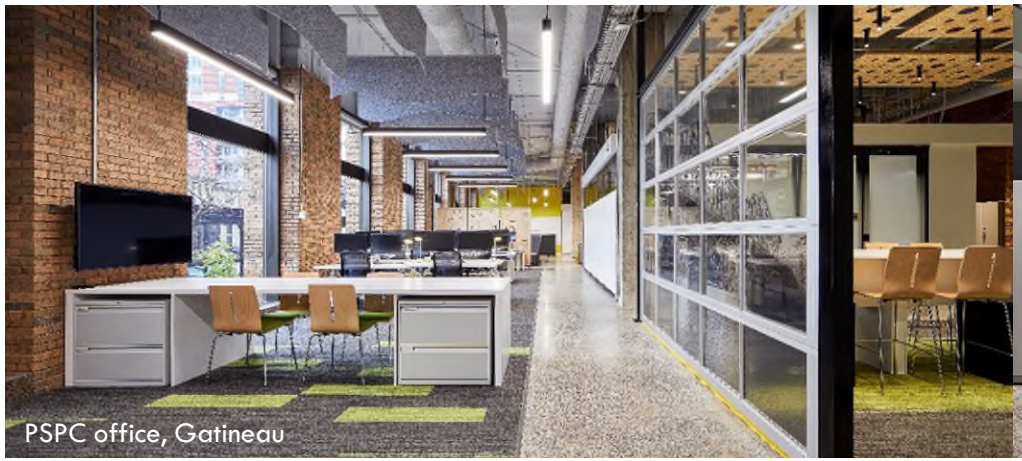
A workpoint is any space where employees can perform their work, and is designed specifically to support different functional requirements. Each workpoint is equipped with furnishings and digital tools that support a variety of tasks and varying degrees of interaction or concentration.

INDIVIDUAL WORKPOINTS

Individual workpoints may be open, semi-enclosed, or enclosed with walls. Primary individual workpoints are used to perform most common tasks requiring varying levels of focus and privacy. These include workstations of various sizes and configurations, located in open areas with optional low dividing panels, as well as semi-enclosed furniture for enhanced visual and acoustic privacy. Enclosed individual workpoints provide the greatest level of privacy, and are best suited for highly focused work or for work by persons with individual accommodations. Secondary individual workpoints support activities that may occur for shorter periods of time throughout the day.

COLLABORATIVE WORKPOINTS

GCworkplace features a wide variety of both open and enclosed collaborative workpoints, promoting spontaneous interaction and sharing of ideas as well as planned collaborative activities. The use of shared monitors and smart screens, writeable surfaces and reconfigurable furnishings allow groups to make the most of shared spaces.



PSPC office, Gatineau

PSPC office, Gatineau

3.2 WORKPOINT QUICK REFERENCE GUIDE

PRIMARY INDIVIDUAL OPEN

WORKSTATION

Mid- to long-term work space with access to others

TOUCHDOWN

Short-term landing point between other activities

FOCUS POD

Semi-enclosed work pod for mid- to long-term focused work

PRIMARY INDIVIDUAL ENCLOSED

FOCUS ROOM

Enclosed space for mid- to long-term focused work

STUDY

Shared room for individual quiet work

SECONDARY INDIVIDUAL

REFLECTION POINT

Refuge for quiet contemplation or wellness needs

ACTIVE WORKSTATION

Treadmill or stationary bicycle with computer station, or other equipment that supports active postures

PHONEBOOTH

Enclosed or semi-enclosed area with acoustic protection for phone calls

OPEN COLLABORATIVE

CHAT POINT

Area for brief impromptu conversations

HUDDLE

Informal open or semi-enclosed area for short- to mid-term meetings

TEAMING AREA

Informal open area to accommodate group work and idea generation

LOUNGE

Open area with furniture for dining and/or social interaction and informal work

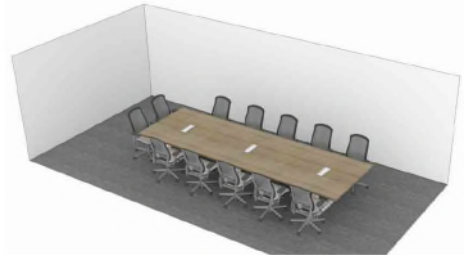
ENCLOSED COLLABORATIVE

WORK ROOM

Enclosed room for team work or meetings up to 4 people

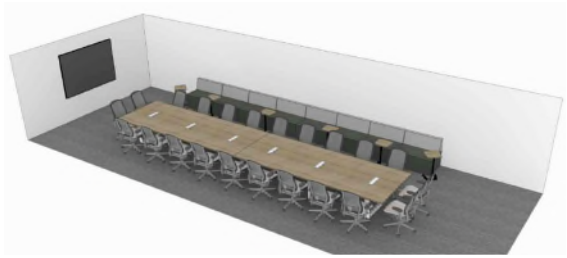
PROJECT ROOM

Enclosed room for collaboration in groups of 4 or more



MEDIUM MEETING ROOM

Enclosed meeting room for up to 12 people



LARGE MEETING ROOM

Enclosed meeting room for up to 20 people

For more **specific information on workpoints,** consult the GCworkplace Technical Reference Manual

KITCHENETTE BEST PRACTICES

- ✓ Locate in an Interactive or Transitional Zones, often adjacent to a lounge
- ✓ Semi-enclosed or open space, with visual separation from workspaces

EQUIPMENT AREA BEST PRACTICE

- ✓ Business centres and shared support spaces to be centralized

3.3 DESIGNING SUPPORT SPACES AND SPECIAL PURPOSE SPACES

GCworkplace includes a range of auxiliary spaces to **support work activities and employee health and wellness** throughout the day.

3.3.1 KITCHENETTES

For space planning purposes, **Kitchenettes are defined as kitchen millwork and appliances only**, and do not include seating. **They should always be accompanied by a Lounge** with a variety of dining and non-fixed soft seating, to provide a multipurpose lunchroom and interactive space.

3.3.2 EQUIPMENT AREAS

Equipment Areas can range in size and configuration, whether accommodating printers and recycling bins in an open area or providing a countertop for collating and closed storage for office supplies in a hard-walled or semi-enclosed area. Any items stores in upper cabinets or shelves should also be available at a lower reach.

3.3.3 TELECOMMUNICATIONS ROOMS

Telecommunications Rooms (also referred to as a Telecom Room) are to be planned per floor in accordance with the direction set out by Shared Services Canada. Access by external technicians is often required, and therefore entrances to Telecom Rooms should be off elevator lobbies or otherwise outside of the secure floor area where possible.

For further information on **support spaces,** consult the GCworkplace Technical Reference Manual

PSPC office, Montréal

3.3.4 CUSTOM SUPPORT SPACES

To provide maximum flexibility in the design of a GCworkplace projects, a 'Custom Support Space' can be used as a closed room, open area, support space, or shared storage to support a group's specific needs. This custom space can be up to 1.5% of the total space.

3.3.5 SPECIAL PURPOSE AND PROGRAM-SPECIFIC SPACES

Design teams should use a holistic approach to incorporate any pre-identified Special Purpose Spaces (SPS) and other program-specific spaces, that are adjacent to the general purpose office space, into a GCworkplace fit-up project. It is also important to ensure that adequate Support Space (Kitchenette, Lounge, Lockers, Meeting Space, etc.) is planned into the office space and provided to employees who work full-time in any adjacent SPS. The GCworkplace Space Planning Workbook* can help determine these ideal ratios.

For further information on **support spaces,** consult the GCworkplace Technical Reference Manual

*Links to a tool on **GCpedia - GCworkplace Resources page**

Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre

CBSA office, Ottawa

3.4 PERSONAL AND SHARED STORAGE

LOCKERS

In a GCworkplace environment, Personal Storage Lockers are located outside of individual workpoints, and centralized in areas adjacent to circulation paths for easy access. Quantities and configurations should be determined in conjunction with client consultation. For example, consideration should be given to common items stored such as typical laptop size or other individual storage requirements.

SHARED STORAGE

Separate coat closets or cloakrooms should be planned for seasonal items such as coats and boots. Shared Storage can also be incorporated to accommodate equipment or file storage based on client needs. Enclosed storage rooms should be used only where required for the highest security levels, and open storage areas with lockable cabinets are to be the default solution for non-secure items.

CBSA office, Ottawa

Further information on **Personal storage planning strategies**

For further **technical information on lockers** and **shared storage,** consult the GCworkplace Technical Reference Manual

MOBILITY FACTORS

Mobility refers to the level of movement between different activities throughout a typical day or week. It can include **internal mobility**, which occurs between various spaces in the workplace, and **external mobility**, which occurs between the primary workplace and alternate work locations.

For example, an group with a high level of internal mobility may frequently engage in a variety of different meetings, team work sessions and periods of individual work throughout the day. Similarly, a group with a high level of external mobility might perform frequent field work or work from home regularly. Mobility factors should be considered in relation to workpoint ratios, as higher levels of internal mobility may precipitate a more interactive profile, and higher levels of external mobility may allow a lower quantity of workpoints to account for alternate work locations.

3.5. ACTIVITY PROFILES

The GCworkplace Activity Profiles provide three models for workpoint distributions based on three different profiles of employee interaction: The Autonomous Profile, the Balanced Profile and the Interactive Profile. These profiles demonstrate how the **GCworkplace design concept can be adapted to different types of organizations** based on their unique types of activities performed in the workplace, typical duration and frequency of these activities, patterns of interaction within and among teams, and overall functional and technical requirements. The Activity Profiles take into account varying levels of mobility within the workplace, as well as mobility between the workplace and alternate work locations.

Once an **Activity Profile** has been determined through the Functional Programming process and the GCworkplace Space Planning Workbook* has been used to generate baseline workpoint distributions, the schematic design phase begins. **Schematic planning must follow the GCworkplace key design principles:**

- User-centric design
- Promote equal access
- Designed for activities
- Zone by function
- Plan for change

Further information on **baseline workpoint distribution** for Activity Profiles

For further information on **Activity Profiles** or **mobility factors**, refer to the GCworkplace Functional Programming 101

*Links to a tool on **GCpedia - GCworkplace Resources page**

Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre

AUTONOMOUS

BALANCED

INTERACTIVE

LOWER LEVEL OF INTERACTION

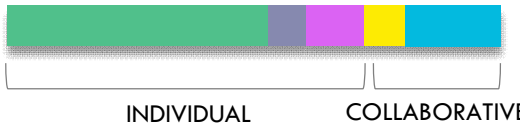
HIGHER LEVEL OF INTERACTION

The Autonomous profile is best suited to organizations with limited interaction among colleagues or teams, and features the highest proportion of individual workpoints.

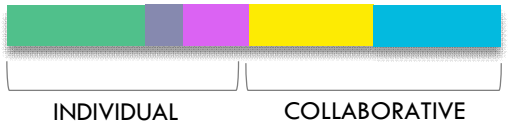
The Balanced profile is best suited to organizations with moderate interaction, mostly within teams. It has the most balanced distribution of workpoints, with an equal proportion of individual and collaborative workpoints.

The Interactive profile is best suited to organizations with a high degree of interaction between colleagues and among teams. It features the highest proportion of collaborative workpoints.

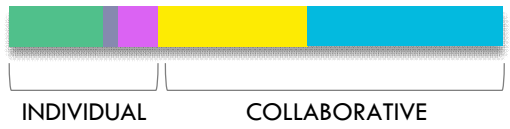
AUTONOMOUS WORKPOINT RATIOS



BALANCED WORKPOINT RATIOS



INTERACTIVE WORKPOINT RATIOS



PRIMARY INDIVIDUAL OPEN

PRIMARY INDIVIDUAL ENCLOSED

SECONDARY INDIVIDUAL

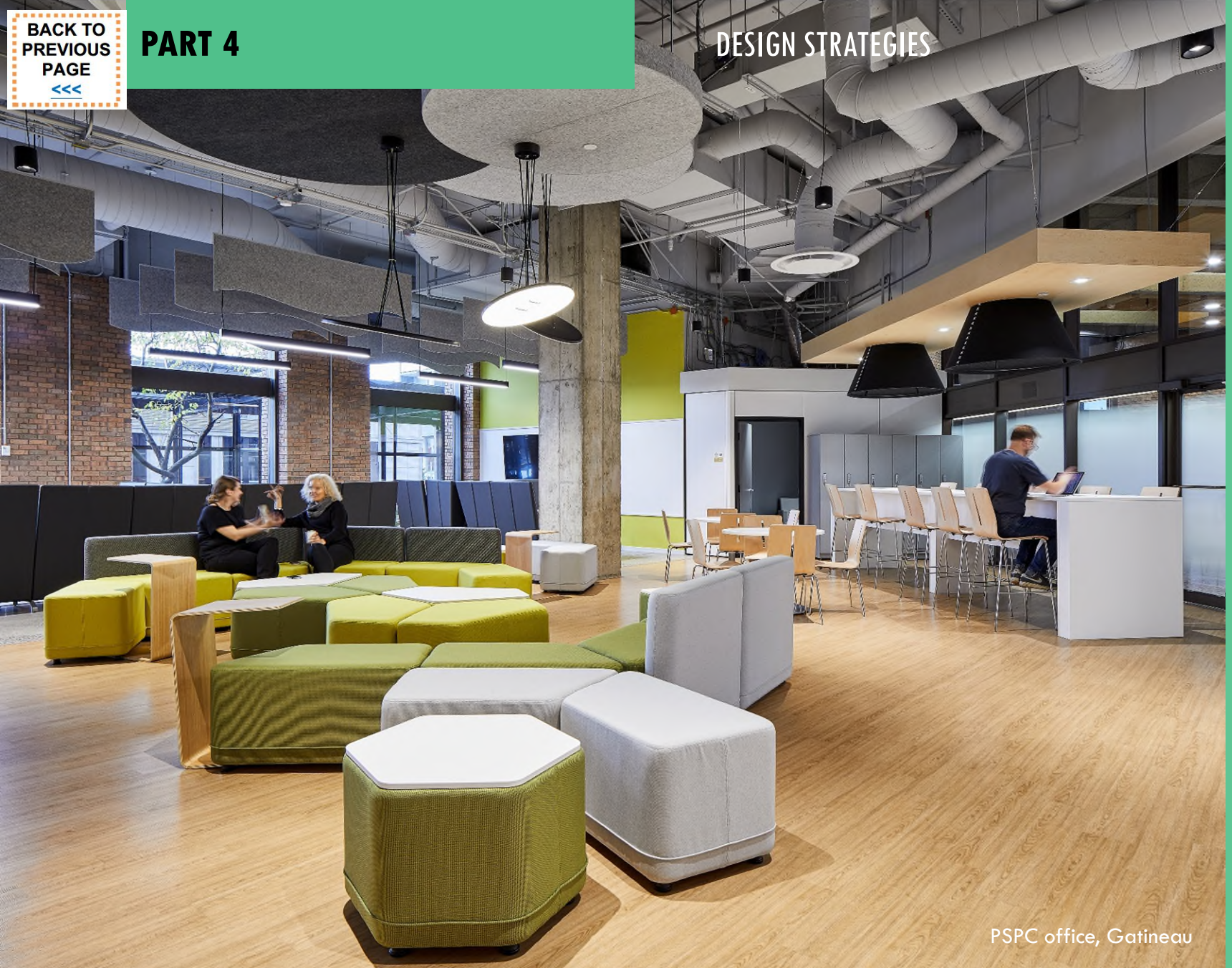
OPEN COLLABORATIVE

ENCLOSED COLLABORATIVE

To see each profile's **ideal workpoint distribution,** consult the GCworkplace Space Planning Workbook*

*Links to a tool on GCpedia - GCworkplace Resources page

Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre



PSPC office, Gatineau

IN THIS SECTION

Part 4 ties together all the GCworkplace principles to demonstrate diverse design strategies to suit a wide range of functional requirements. It is organized into the following sections:

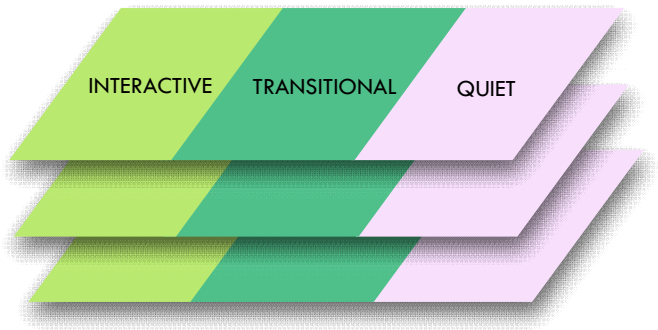
4.1 STRATEGIES FOR MULTI-LEVEL STACKING

When planning larger workplaces that span multiple floors, there are two general strategies that apply to vertical stacking with respect to Activity Profiles, Zoning and workpoint distributions. Generally, **a single Activity Profile is selected** to represent the average activity types and patterns of an organization. Then, floors can be zoned consistently to create a typical floor template, allowing for minor differences between floors to account for program-specific or Special Purpose Spaces. Alternately, a graduated zoning approach can be implemented, where zones vary by floor. In this scenario, it is preferable to keep certain workpoints such as meeting rooms and support spaces such as kitchenettes, equipment areas, lockers and coat storage consistent.

Vertical Stacking Model A: Consistent vertical stacking strategy

The benefits include:

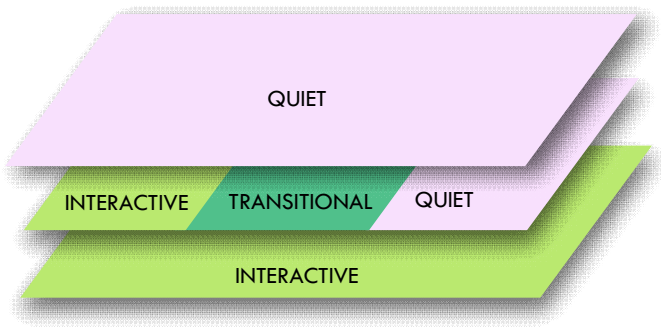
- Consistent workpoint locations are easier to locate
- Wayfinding may be clearer to navigate
- Workpoints and support spaces are evenly distributed, resulting in lower risk of over- or under-utilization of floors



Vertical Staking Model B: Graduated vertical stacking strategy

The benefits include:

- Workpoints that often receive guests such as large boardrooms or training facilities can be zoned onto a separate floor for ease of access
- Improved acoustic control between zones
- Best applied to smaller floorplates, and for occupants who tend to perform fewer total activities per day, for longer periods of time

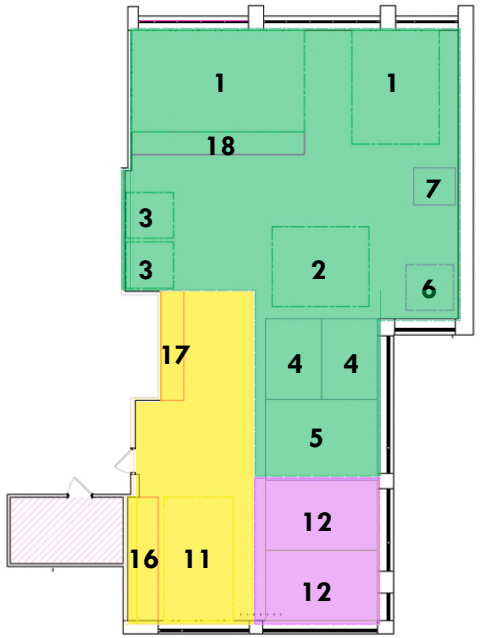


4.2 REGIONAL, SECONDARY AND SMALL OFFICE STRATEGIES

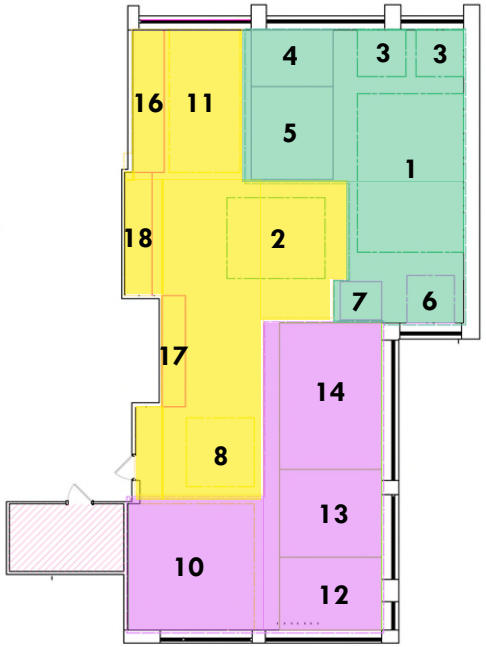
In smaller offices, each Activity Profile can still be used. However, in order to meet the key design principles of GCworkplace, some adjustments may be required. For example, it is possible to use an individual primary enclosed workpoint such as a Study Room in place of a Quiet Zone, when smaller floor areas make acoustic management more challenging. In addition, it may not be possible to include every workpoint type, and therefore it is suggested to encourage multifunctional use where appropriate. For example, small individual enclosed workpoint such as Focus Room can serve as a Phonebooth. Alternately, flexible furnishings in an enclosed collaborative workpoints can allow it to be transformed from a traditional meeting room to a more dynamic Project room as needed. The examples below demonstrate how workpoints can be distributed in a smaller space, according to each Activity Profile:

1 Workstation
2 Touchdown
3 Focus pods
4 Focus room
5 Study room
6 Reflection point
7 Phonebooth
8 Chat point
9 Huddle
10 Teaming
11 Lounge
12 Work room
13 Project room
14 Medium Meeting room
15 Large Meeting room
16 Kitchenette
17 Locker
18 Shared storage

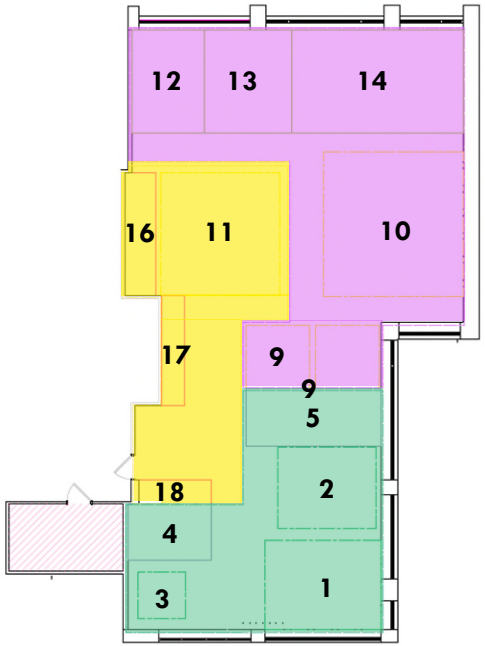
AUTONOMOUS



BALANCED



INTERACTIVE



QUIET ZONE

TRANSITIONAL ZONE

INTERACTIVE ZONE


NRCan office, Ottawa

4.3 ESTABLISHING A BASELINE WORKPOINT DISTRIBUTION

Identifying which Activity Profile best suits a GCworkplace population allows design teams to quickly establish baseline workpoint calculations based on the population size or known space solution, using the GCworkplace Space Planning Workbook. While the GCworkplace Space Planning Workbook provides auto-calculated baseline quantities for each activity profile, there are opportunities to adjust these distributions (within pre-determined limits) based on project-specific parameters and to satisfy client requirements and functional needs. In addition, **occupant load capacity as determined by the National Building Code and the site-specific parameters must never be exceeded.**

The following strategies provide a general guideline for making such adjustments:

- Individual enclosed workpoints should take into account the number of occupants who regularly require an individual enclosed space to support their primary function, adjusted for the estimated rate of occupancy, and with sufficient additional enclosed individual workpoints to support the intermittent needs for privacy and focus work of the entire population
- The quantity of Kitchenettes and Lounges should align to allow combining the two workpoints to form lunchrooms and working cafes
- Recommended quantities of Personal Storage Lockers are auto-calculated based on the target occupancy to allow for future growth. However, this number can be reduced to align with the known population size if significant growth is not anticipated. **Locker quantities should never exceed the maximum occupant load of the floor**

WORKPOINT DISTRIBUTION COMPARISON

	AUTONOMOUS	BALANCED	INTERACTIVE
Individual Workpoints	**50-65%**	**30-50%**	**5-30%**
Collaborative Workpoints and Support Spaces	**35-50%**	**50-70%**	**70-95%**

GCWORKPLACE SPACE PLANNING WORKBOOK PROCESS

The GCworkplace Space Planning Workbook* is a companion tool to the GCworkplace Design Guide. It provides a template for the space planning of general-purpose office space.

1. There are three different worksheets, one for each Activity Profile, which are geared towards accommodating clients with different patterns of mobility and interaction
2. Entering the existing space in m^2 into the workbook will provide an automatic baseline distribution of workpoints based on the target occupancy (based on 12m2/person)
3. The workpoint quatities can then be adjusted to meet the organization's functional needs within the embedded workpoint limits
4. Once the number of workpoints are adjusted to reflect requirements, START PLANNING!

For further information on **workpoint distributions,** consult the GCworkplace Space Planning Workbook*

EXAMPLE OF WORKPOINT LIMITS		TARGET OCCUPANCY: 100 PEOPLE (1200m2u)	
		MINIMUM SEAT COUNT	MAXIMUM SEAT COUNT
Primary Individual Open	Workstation	12	65
	Touchdown	8	30
	Focus Pod	2	12
Primary Individual Enclosed	Focus Room	4	12
	Study	0	20
Secondary Individual	Reflection Point	2	6
	Active Workstation	0	4
	Phonebooth	4	8
Collaborative Open	Chat Point	1	5
	Huddle	1	6
	Teaming Area	1	4
	Lounge	1	2
Collaborative Enclosed	Work Room	2	6
	Project Room	0	6
	Medium Meeting Room	1	3
	Large Meeting Room	0	2

*Links to a tool on **GCpedia - GCworkplace Resources page**

Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre

BASELINE WORKPOINT DISTRIBUTION FOR THE AUTONOMOUS PROFILE

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1800m2 WITH A POPULATION OF 150:

Workstations: 86
Touchdowns: 22
Focus Pods: 12

Focus Rooms: 14
Study: 1 (with 10 seats)

Phonebooths: 7
Reflection Points: 6
Active Workstations: 2

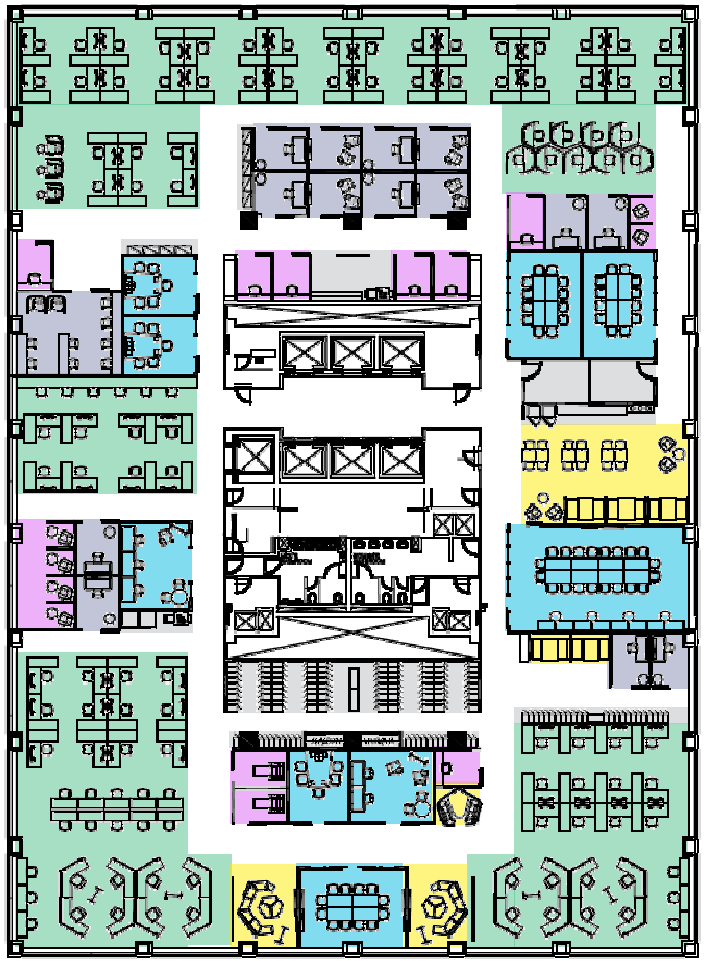
Total individual workpoint seats: 159

Chat Points: 2
Huddles: 4
Teaming Area: 2
Lounge: 2 (with 20 seats)

Work Rooms: 3
Project Room: 2
Medium Meeting Rooms: 3
Large Meeting Room: 1

Total collaborative workpoint seats: 143

Kitchenette :1
Equipment Areas: 2
Lockers: 150
Shared Storage Room: 1
Telecom Room: 1



AUTONOMOUS
SAMPLE PLAN

TOP WORKPOINTS FOR THE AUTONOMOUS PROFILE:

Workstations in different configurations and offering various amounts of work surface will accommodate high levels of individual work for a variety of needs and preferences.

Focus Rooms and **Focus Pods** support individual cognitive tasks for shorter periods of time

Reflection Points and **Active Workstations** can provide opportunities for rejuvenation between long-term activities.

BASELINE WORKPOINT DISTRIBUTION FOR THE BALANCED PROFILE

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1800m2 WITH A POPULATION OF 150:

Workstations: 58
Touchdowns: 28
Focus Pods: 12

Focus Rooms: 12
Study: 1 (with 10 seats)

Phonebooths: 6
Reflection Points: 6
Active Workstations: 2

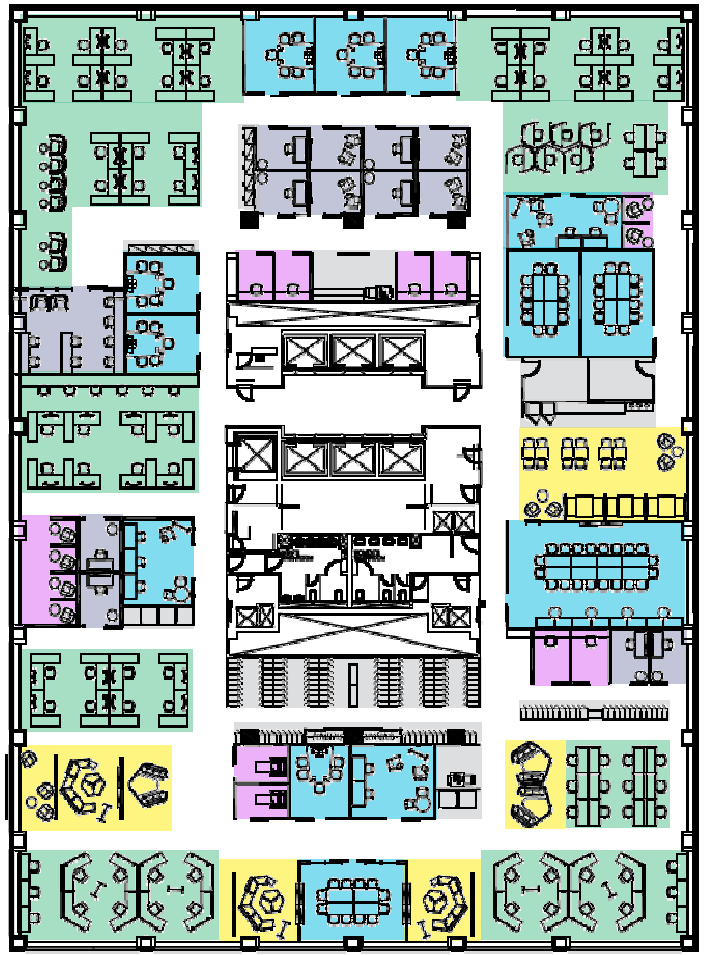
Total individual workpoint seats: 134

Chat Points: 3
Huddles: 4
Teaming Areas: 3
Lounges: 2 (with 20 seats)

Work Rooms: 6
Project Rooms: 3
Medium Meeting Rooms: 3
Large Meeting Room: 1

Total collaborative workpoint seats: 174

Kitchenette :1
Equipment Areas: 2
Lockers: 150
Shared Storage Room: 1
Telecom Room: 1



BALANCED
SAMPLE PLAN

TOP WORKPOINTS FOR THE BALANCED PROFILE:

Workstations and **Touchdowns** support most individual work that does not require high levels of focus. A **Study** supports quiet individual work in a larger enclosed space.

Focus Rooms support individual cognitive tasks for shorter periods of time

Work Rooms can be used for meetings requiring some privacy, whereas **Teaming Areas, Chat Points** and **Huddles** support more informal interactions.

BASELINE WORKPOINT DISTRIBUTION FOR THE INTERACTIVE PROFILE

WORKPOINT DISTRIBUTION FOR A FLOOR OF 1800m2 WITH A POPULATION OF 150:

Workstations: 38
Touchdowns: 32
Focus Pods: 9

Focus Rooms: 9
Study: 1 (with 10 seats)

Phonebooths: 5
Reflection Points: 6
Active Workstations: 2

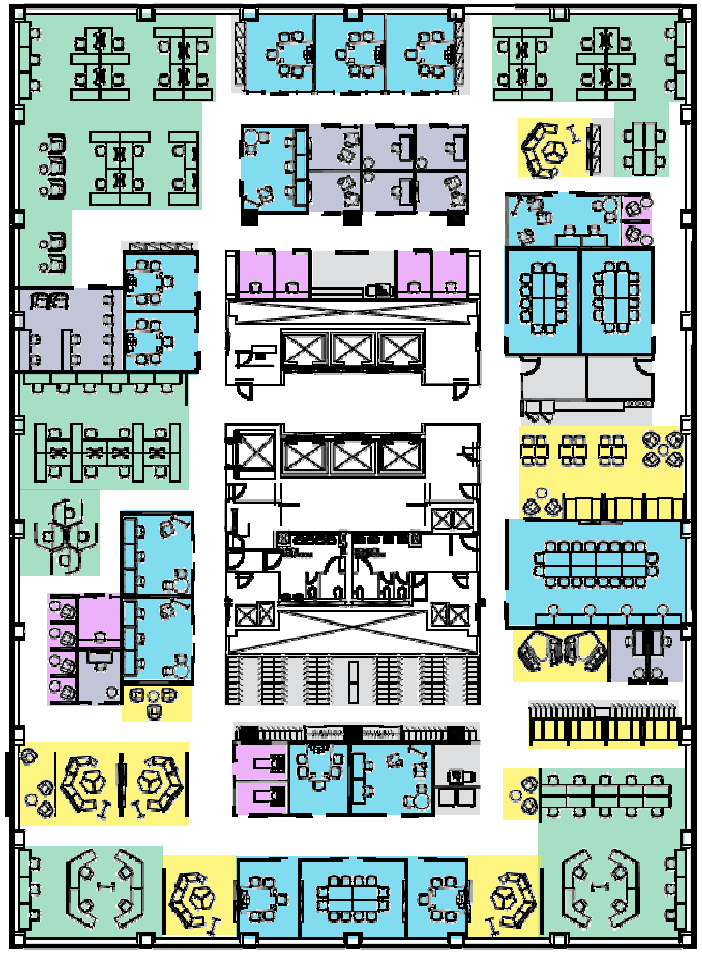
Total individual workpoint seats: 102

Chat Points: 5
Huddles: 7
Teaming Areas: 5
Lounges: 2 (with 20 seats)

Work Rooms: 8
Project Rooms: 5
Medium Meeting Rooms: 3
Large Meeting Room: 1

Total collaborative workpoint seats: 217

Kitchenette :1
Equipment Areas: 2
Lockers: 150
Shared Storage Room: 1
Telecom Room: 1



INTERACTIVE
SAMPLE PLAN

TOP WORKPOINTS FOR THE INTERACTIVE PROFILE:

Touchdowns will support short periods of individual work between group activities

Teaming Areas promote informal and impromptu interaction and provide tools such as writeable surfaces and large monitors to enhance collaboration.

Project Rooms, Work Rooms and **Medium Meeting Rooms** support a wide range of needs for enclosed collaborative spaces.

Chat Points and Huddles can accommodate interactions in smaller groups that do not require the privacy of an enclosed space

4.4 WORKPOINT PLANNING STRATEGIES

PRIMARY INDIVIDUAL OPEN

- ✓ Workstations to be primarily located in proximity to perimeter windows, generally in a Quiet or Transitional Zone
- ✓ Touchdowns to be in any zone, with a grouping to be considered near main entrance, for visitors and quick access
- ✓ Focus pods to be primarily located in Quiet and Transitional Zones

PRIMARY INDIVIDUAL ENCLOSED

- ✓ Focus rooms to be located in a Quiet or Transitional Zone
- ✓ Studies to be located in a Quiet Zone, or used as a Quiet Zone for very small floor plates

SECONDARY INDIVIDUAL

- ✓ Reflection Points to be located in a Quiet or Transitional Zones near windows if possible
- ✓ Active Workstations to be located in a visually private and enclosed room, ideally facing windows
- ✓ Phonebooths to be located throughout the floor, in all zones, mainly in Quiet Zone

COLLABORATIVE OPEN

- ✓ Chat points to be located in an Interactive or Transitional Zones, typically near meeting rooms and paths of travel
- ✓ Huddles to be located in Interactive or Transitional Zones
- ✓ Teaming areas to be ideally located in an Interactive Zone
- ✓ Lounges to be located in an Interactive or Transitional Zone

COLLABORATIVE ENCLOSED

- ✓ Work Rooms to be located in a Transitional or Interactive Zone
- ✓ Project Rooms to be located in a Transitional or Interactive Zone
- ✓ Meeting Rooms to be located in a Transitional or Interactive Zone

For further **technical information on workpoints,** consult the GCworkplace Technical Reference Manual

4.5 SEQUENCING STRATEGIES

Sequencing of workpoints from main entry points should follow **logical sequence of activities** – for example, occupants tend to use lockers first, followed by main supporting spaces such as Kitchenette or Meeting Rooms, then they might choose a shorter-term workpoint (further into the space) or a longer-term workpoint (furthest into the space):

- Spaces most often used by visitors such as Large Meeting Rooms or training rooms should be located near main points of entry
- Enclosed workpoints may be used where zones meet to buffer noise transmission – particularly effective in the Transitional zone

NRCan office, Ottawa

FUNCTIONAL ADJACENCIES

The following workpoints have complimentary roles, and work well when planned adjacent to one another:

Lockers	+ Coat closets/cloak rooms
Kitchenettes	+ Lounges
Meeting Rooms.	+ Chat Points .
Main entrances and Locker areas	+ Lounges and/or Touchdown areas
Active Workstations.	+ Windows .
Phonebooths	+ Open individual workpoints
Reflection Point.	+ Windows .
Lounges	+ Huddles

For further **technical information on workpoints,** consult the GCworkplace Technical Reference Manual

4.6 PERSONAL STORAGE PLANNING STRATEGIES

Because workpoints are shared and cleared at the end of the workday, Lockers are used to store personal and work related effects. **In all GCworkplace project, Lockers are located outside of workpoints**. As a rule of thumb, Lockers should be planned for each employee at a 1:1 ratio. When planning Personal Storage, it is important to consider the **storage of seasonal items** such as winter boots and coats. In case winter boots are integrated in assigned lockers, it is necessary to consider adding a plastic tray to limit the accumulation of salt directly in the Locker. In addition, an adjustable shelf at the bottom of the Locker is recommended to adapt to the height of each user's boots. Then, it is recommended to leave an additional free space of 6" to allow the storage of long coats. Otherwise, a closet is an alternative solution for seasonal items as well as adding the boots storage below the benches, for example. For any groups who regularly receive **visitors**, consider having smaller day-lockers and a coat storage.

SSHRC Office, Ottawa

LOCKERS BEST PRACTICES

- ✓ Lockers and closets are near main access point (main point of entry to floor, such as off elevator lobby), and away from the Quiet zone
- ✓ When possible, plan additional individual Lockers to accommodate fluctuations in employee numbers
- ✓ Plan Lockers and coat storage are locate in a Transitional or Interactive Zone
- ✓ Ideal assigned Locker dimensions are at least 15” wide (38 cm) and 18” deep (46 cm)
- ✓ Provide Lockers with integrated code or digital locks to avoid the need for key administration

For further information on **lockers**, consult the GCworkplace Technical Reference Manual

PHOTOS COURTESY OF:

- PSPC Montréal
  - Designed by: Aedifica conjointement avec Jean-Pierre Lemonde, Pascale Desbiens et Isabelle Nadeau de de SPAC
  - Photographed by: Jérôme Labrecque
- PSPC Gatineau
  - Designed by: 4té
  - Photographed by: Justin Vanleeuwen (JVL photo)
- NRCan Ottawa
  - Designed by: LWG architectural interiors
  - Photographed by: Kevin Belanger
- SSHRC Ottawa
  - Designed by: LWG architectural interiors
  - Photographed by: Kevin Belanger
- CBSA Ottawa


JVL photo

REFERENCE DOCUMENTS:

- TBS ACCESSIBILITY STANDARD FOR REAL PROPERTY
- FEDERAL BASE BUILDING STANDARD
- TBS GUIDELINES/BEST PRACTICES REGARDING THE FUNDAMENTALS OF ERGONOMICS
- NATIONAL BUILDING CODE
- NATIONAL FIRE CODE
- TBS OCCUPATIONAL HEALTH AND SAFETY POLICY
- GOVERNMENT OF CANADA WORKPLACE FIT-UP STANDARDS
- SUPPLY ARRANGEMENTS
- THE POLICY ON THE DUTY TO ACCOMMODATE PERSONS WITH DISABILITIES IN THE FEDERAL PUBLIC SERVICE
- THE TECHNICAL REFERENCE FOR OFFICE BUILDING DESIGN

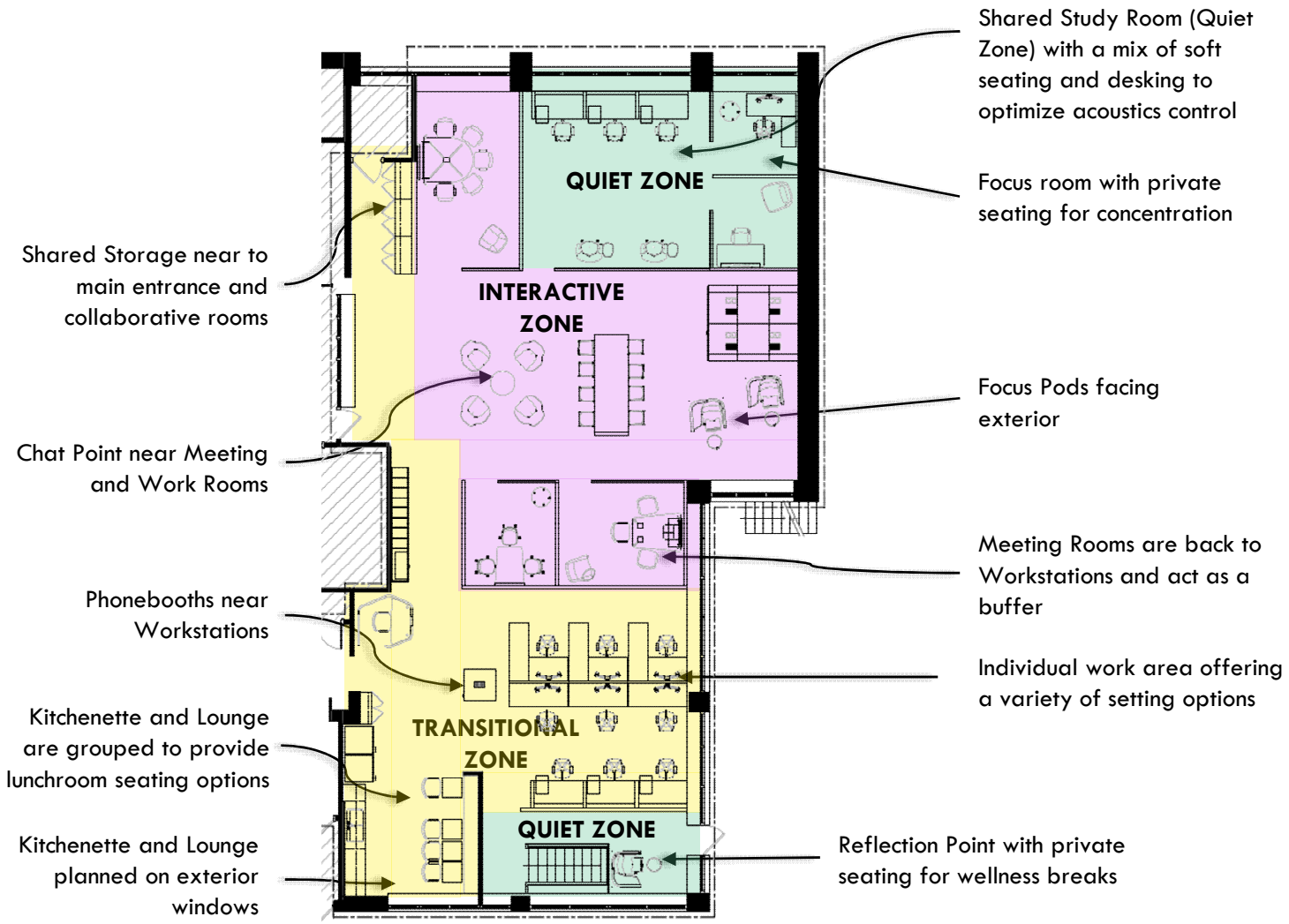
For any questions or comments, please contact:
TPSGC.SIMilieudeTravailGC-RPSGCWorkplace.PWGSC@tpsgc-pwgsc.gc.ca

BALANCED PROFILE

309m2

POPULATION OF 26

PLAN ANALYSIS: REGIONAL, SECONDARY AND SMALL OFFICE

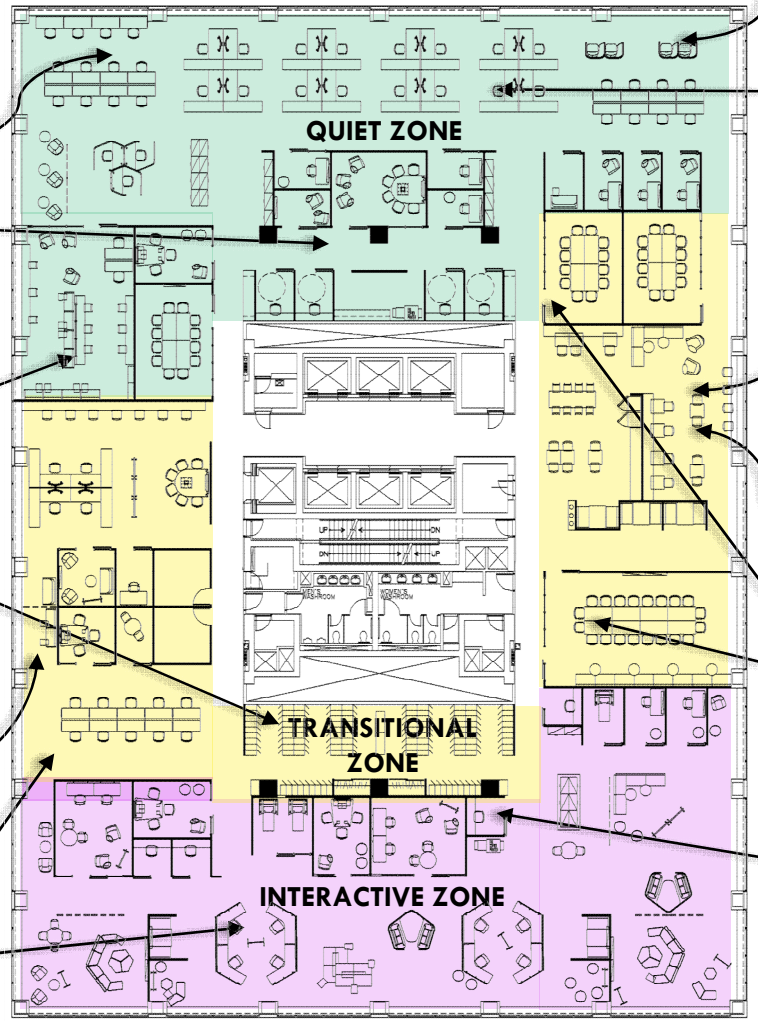


BALANCED PROFILE

1800m2

POPULATION OF 150

PLAN ANALYSIS: FLOOR PLAN



Quiet individual work area offering a variety of seating options

Doors to enclosed workpoints in Quiet Zone oriented to minimize disruption

Study with a mix of soft seating and desking

Centralized Lockers combined with additional coat closets for personal storage

Reflection Point with private seating for wellness breaks

A variety of Workstations oriented to facilitate collaboration

Quiet individual Focus Pods facing exterior

Workstations in the Quiet Zone are individually-oriented and offer visual privacy

Kitchenette and Lounge planned on exterior windows, but partially open to allow daylight infiltration

Kitchenette and Lounge are grouped to provide lunchroom seating options

Large and Medium Meeting Rooms are close to main point of entry, for guest access

Phonebooths distributed throughout the space

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GC workplace

DESIGN REVIEW CHECKLIST

The GCworkplace Design Review Checklist is meant to be used for quality assurance and alignment to GCworkplace key design principles at the conceptual phase of design by designers and design managers.

PROJECT:

ADDRESS:

REVIEWED BY:

COMPANY:

1. Design is based on gathered client requirements.....
2. An Activity Profile has been identified.....
3. **Design solution fits within the GCworkplace Space Planning Workbook* workpoint limits**.....
4. **Design includes all three zones (Quiet, Transitional & Interactive)**.....
5. Zoning and acoustic best practices have been applied.....
6. Collaboration best practices have been applied.....
7. Focus work and refuge best practices have been applied.....
8. Modular and adaptive design best practices have been applied.....
9. Biophilic design best practices have been applied.....
10. All workpoint types offer variety.....
11. Workpoint planning strategies have been applied.....
12. Personal storage planning strategies and best practices have been applied.....
13. Sequencing strategies have been applied.....
14. Team space has been planned into the design.....
15. **All individual workpoint types provide many options with proper turning diameter**.....
16. **All collaborative workpoints include proper turning diameter**.....
17. Main circulatory paths are clear and without obstructions.....
18. All circulation and clearances meet or exceed minimum standards.....

ONCE COMPLETED, **CLICK HERE >** X **TO EXTRACT CURRENT PAGE,** THEN **"SAVE AS"** TO PROJECT FILE

GC workplace DESIGN ROADMAP

RETURN

*Links to a tool on GCpedia - GCworkplace Resources page
Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre

Government of Canada / Gouvernement du Canada

Canada

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GCworkplace TECHNICAL REFERENCE MANUAL

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GC workplace DESIGN ROADMAP

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HOW TO USE THIS DOCUMENT

The GCworkplace Technical Reference Manual is a document outlining the various workpoints included in the GCworkplace Design Guide. The information provided includes best practices regarding workpoint dimensions, planning tips, accessibility tips, technical data and its application along with visual representations.

GCworkplace is a workplace strategy developed to best support a capable and high-performing public service that embraces innovation, transformation and continuous renewal. Spaces are intended to be designed around flexibility and choice. Furniture solutions with integrated power and technology are to be incorporated throughout the spaces.

This manual is intended to be a reference guide to assist in designing a new GCworkplace. It is meant to provide a baseline for design requirements and should be applied in conjunction with client requirements as well as all relevant standards, policies, National, Provincial and Municipal building codes and electrical codes. It should be read along with the Government of Canada Workplace Fit-up Standards, GCworkplace Design Guide, GCworkplace Space Planning Workbook*, GCworkplace Transformation Playbook, and the GCworkplace Base Building Standard.

It is important to note that with the implementation of a GCworkplace fit-up, occupant density may differ from original base building design estimates. The Designer must ensure the base mechanical and electrical building systems have adequate capacity to meet additional demands. This should be done taking a holistic view of the building, not just the individual project in a building.

*Links to a tool on **GCpedia - GCworkplace Resources page**
Also available externally via the GCcollab - GCworkplace Interior Design Resource Centre

PRIMARY INDIVIDUAL OPEN

WORKSTATION

DESCRIPTION:
Mid to long-term workspace with proximity and access to others. Supports individual focus activities such as reading, writing, researching.

PLANNING TIPS:
- **At least one work surface per workstation to be height adjustable;**
- **Any surface with monitor(s) to be (30") deep to allow for use of monitor arm(s);**
- **Panels should not exceed 54" high; can be lower based on zone and activity being performed;**
- **Include adjustable ergonomic task chair and task lighting;**
- **Provide power modules at surface;**
- **Optional open storage can be included for bags or purses.**

EXAMPLES:

OCCUPANTS: **1**

VISUAL PRIVACY: **Low-Medium**

ACOUSTIC PRIVACY: **Low (STC N/A)**

AVERAGE SIZE: **3.5m²**

POSTURE: **Formal**

IT PROFILE:
- **1 or 2 monitors**
- **Port replicator**
- **Power and USB outlets for charging**
- **LAN drop where required**

ACCESSIBILITY TIPS:
- **1100mm minimum clear aisle width minimum aisle width**
- **1700mm minimum turning diameter**
- **Power modules should be located below edge of work surfaces and no further than 500 mm from the front edge of the workstation**

WORKSTATION (continued)

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications.**

ELECTRICAL REQUIREMENTS:

- **3 duplex receptacles per workstation or 2 triplex receptacles per workstation. Allow for 1 dedicated circuit per 3 workstations;**
- **A minimum of 2 USB charging ports per workstation;**
- **1 image/voice/data outlet per workstation (if required by client);**
- **Base building lighting.**

TOUCHDOWN

DESCRIPTION:
Individual landing workspace for short-term work or when checking in between other work activities. Supports typical office activities such as correspondence, writing or reading.

PLANNING TIPS:
- **Surfaces can be at desk height, counter height, or a combination of both**
- **Include appropriate seating depending on surface type;**
- **Provide power modules at work surface (may be shared by multiple users).**

EXAMPLES:

OCCUPANTS: **1**

VISUAL PRIVACY: **Low**

ACOUSTIC PRIVACY: **Low (STC N/A)**

AVERAGE SIZE: **1.5m²/seat**

POSTURE: **Formal or Casual**

IT PROFILE:
- **Power & USB charging**

ACCESSIBILITY TIPS:
- **Provide at least one grouping or section of a grouping at desk height (minimum height 700mm)**
- **Power modules should be located below edge of work surfaces**

TOUCHDOWN (continued)

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications.**

ELECTRICAL REQUIREMENTS:

- **1 duplex receptacle within reach or each seat. Allow for 1 dedicated circuit per maximum 8 seats;**
- **Consider 1 USB charging ports within reach of each seat;**
- **Base building lighting.**

FOCUS POD

DESCRIPTION:
For mid-term individual focused work; a secluded workpoint that supports quiet concentration in an open work environment.

PLANNING TIPS:
- **Semi-enclosed furniture solution;**
- **Can be planned on its own or in clusters;**
- **Provide adequate task lighting.**

EXAMPLES:

OCCUPANTS: **1**

VISUAL PRIVACY: **Medium - High**

ACOUSTIC PRIVACY: **Medium (STC N/A)**

AVERAGE SIZE: **4m²**

POSTURE: **Formal or Casual**

IT PROFILE:
- **Power & USB charging**
- **1 monitor (if furniture type supports)**

ACCESSIBILITY TIPS:
- **Consider height adjustable surface where possible**
- **Include a variety of focus pods; some with wider access**

FOCUS POD (continued)

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications.**

ELECTRICAL REQUIREMENTS:

- **Min. 1 duplex receptacle per pod;**
- **Allow for 1 circuit per 5 Focus Pods or other workspaces with similar Electrical Profile. Where adding a monitor is feasible, allow for 1 circuit per 5 Focus Pods;**
- **Consider 1 USB charging port per pod;**
- **Base building lighting.**

FOCUS ROOM

DESCRIPTION:
For short, mid or long-term individual focused work where a high level of privacy is required. Can also be used for private conversations.

PLANNING TIPS:
- **Enclosed room with demountable and/or drywall partitions;**
- **Consider sliding door to optimize space;**
- **Glazing on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);**
- **Provide adequate task lighting and informal secondary seating.**

EXAMPLES:

OCCUPANTS: **1-2**

VISUAL PRIVACY: **Medium-High**

ACOUSTIC PRIVACY: **Medium (STC 35)**

AVERAGE SIZE: **7.5m²**

POSTURE: **Formal or Casual**

IT PROFILE:
- **Power & USB charging**
- **LAN drop if applicable**
- **1 or 2 monitors**

ACCESSIBILITY TIPS:
- **Height-adjustability for seating and work surface**
- **Contrasting surround on sliding door with handle**
- **Preferred layout to avoid having back to door**
- **1700mm minimum turning diameter**
- **Fully glazed doors and partitions shall have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions.**

FOCUS ROOM (continued)

ARCHITECTURAL REQUIREMENTS:

- **Demountable and/or drywall partitions with glazing;**
- **Include plenum barriers to enhance speech privacy.**

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Standard carpet tile flooring;**
- **Painted walls or unfinished to suit substrate;**
- **Include writable surface on minimum of one wall;**
- **Consider acoustic solutions for sound absorption, such as ceiling hung or wall mounted acoustical panels, etc.**

ELECTRICAL REQUIREMENTS:

- **Allow for 1 circuit per 4 Focus Rooms or other workspace with similar electrical profile;**
- **2 standard electrical duplex receptacles to allow for design flexibility;**
- **2 USB charging ports;**
- **Consider removal of base building lighting and replace with dimmable accent lighting for user adjustability.**

MECHANICAL TARGET:

- **Mechanical equipment and components to be selected to support the room STC rating;**
- **Confirm adequate cooling and outdoor air ventilation will be provided to the space;**
- **Cooling control by dedicated thermostat with occupant set-point adjustment;**
- **When feasible, provide an automatic control strategy to reduce cooling and ventilation to a standby mode when the space in unoccupied.;**
- **U or Z shaped acoustically lined transfer duct for full height partitions (slab to underside of ceiling with plenum barrier).**

DESCRIPTION:
A grouping of quiet individual workpoints in an enclosed room, supporting individual quiet work in a group setting.

PLANNING TIPS:
- **Enclosed room with demountable and/or drywall partitions and sliding door;**
- **Glazing on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);**
- **Include a variety of different individual workpoints (work surfaces, soft seating, layout space, etc.);**
- **A minimum of 10 seats is recommended.**

EXAMPLES:

CCUPANTS: **10+**

VISUAL PRIVACY: **Low-medium**

ACOUSTIC PRIVACY: **Medium (STC 45)**

AVERAGE SIZE: **3m² per occupant**

POSTURE: **Formal and/or Casual**

IT PROFILE:
- **Power & USB charging**
- **LAN connection(s)**
- **No phone use**

ACCESSIBILITY TIPS:
- **Clear aisle width 1100mm minimum clear aisle width**
- **1700mm minimum turning diameter at ends of room Controls and outlets 400mm-1200mm vertical reach**
- **Power modules should be located below edge of work surfaces**
- **Contrasting surround on sliding door with handle**
- **Fully glazed doors and partitions shall have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions.**
- **Individual task lighting**

ARCHITECTURAL REQUIREMENTS:
- **Demountable and/or drywall partitions with glazing;**
- **Include plenum barriers to enhance speech privacy.**

FINISHES:
- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Standard carpet tile flooring;**
- **Painted walls or unfinished to suit substrate.**

ELECTRICAL REQUIREMENTS:
- **Allow for 1 circuit per maximum 6 workpoints;**
- **1-2 standard electrical duplex receptacles per workpoint;**
- **1-2 USB charging ports per workpoint;**
- **For soft seating furniture solutions, provide convenience outlets in nearby floor or wall;**
- **Base building lighting.**

MECHANICAL TARGET:
- **Mechanical equipment and components to be selected to support the room STC rating;**
- **Confirm adequate cooling and outdoor air ventilation will be provided to the space;**
- **Cooling control by dedicated thermostat with occupant set-point adjustment;**
- **When feasible, provide an automatic control strategy to reduce cooling and ventilation to a standby mode when the space in unoccupied.;**
- **Assume 1 laptop per occupant**
- **U or Z shaped acoustically lined transfer duct for full height partitions (slab to underside of ceiling with plenum barrier).**

REFLECTION POINT

DESCRIPTION:
A short-term refuge for quiet individual contemplation or relaxation.

PLANNING TIPS:
- **Semi-enclosed, located in a secluded area, with visual privacy and access to exterior views where possible;**
- **Minimal technology workpoint.**

EXAMPLE:

OCCUPANTS: **1**

VISUAL PRIVACY: **Medium-High**

ACOUSTIC PRIVACY: **Medium-High (STC N/A)**

AVERAGE SIZE: **5m²**

POSTURE: **Casual**

IT PROFILE: N/A

ACCESIBILITY TIPS:
- **Allow for adequate free space next to provided seat to allow for wheelchair/scooter access**
- **1700mm minimum turning diameter**

REFLECTION POINT (continued)

ARCHITECTURAL REQUIREMENTS:

- **Consider architectural solutions for defining space, visual privacy and acoustics (i.e. suspended panels or other room dividers).**

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Consider acoustic solutions for sound absorption, such as ceiling hung or wall mounted acoustical panels, etc.**

ACTIVE WORKSTATION

DESCRIPTION:
Treadmill, stationary bicycle or other suitable equipment with worksurface for computer.

PLANNING TIPS:
- **Provide adequate visual privacy to user;**
- **Ensure adequate power supply for equipment.**

EXAMPLE:

OCCUPANTS: **1**

VISUAL PRIVACY: **Medium-High**

ACOUSTIC PRIVACY: **Medium-High (STC 35)**

AVERAGE SIZE: **5m²**

POSTURE: **Casual**

IT PROFILE:
- **Power & USB charging**

ACCESSIBILITY TIPS:
- **Variety of equipment**
- **Enclosed room preferred**
- **Fully glazed doors and partitions shall have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions.**

ACTIVE WORKSTATION (continued)

ARCHITECTURAL REQUIREMENTS:
- **Demountable and/or drywall partitions with glazing;**
- **Include plenum barriers to enhance speech privacy (if applicable).**

FINISHES:
- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Standard carpet tile flooring;**
- **Painted walls or unfinished to suit substrate.**

ELECTRICAL REQUIREMENTS:
- **Allow for 1 circuit per 5 Active Workstations or other workspaces with similar electrical profiles;**
- **2 standard electrical duplex receptacles;**
- **2 USB charging ports;**
- **Power and USB receptacle to be incorporated in furniture solution;**
- **Power requirements to be validated based on furniture/active workstation solution;**
- **Consider removal of base building lighting and replace with dimmable accent lighting for user adjustability.**

MECHANICAL TARGET:
- **· Mechanical equipment and components to be selected to support the room STC rating;**
- **· Confirm adequate cooling and outdoor air ventilation will be provided to the space;**
- **· U or Z shaped acoustically lined transfer duct for full height partitions (slab to underside of ceiling with plenum barrier).**

PHONEBOOTH

DESCRIPTION:
Short-term enclosed or semi-enclosed area for phone calls.

PLANNING TIPS:
- **Can be enclosed room with sliding door, or semi-private kiosk;**
- **For enclosed rooms, glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);**
- **Provide appropriate task lighting**
- **Provide acoustic treatment for semi-enclosed solutions to ensure sufficient sound absorption.**

EXAMPLES:

OCCUPANTS: **1**

VISUAL PRIVACY: **Medium**

ACOUSTIC PRIVACY: **Medium-High**

AVERAGE SIZE: **5m²**

POSTURE: **Formal or Casual**

IT PROFILE:
- **Power & USB charging**
- **LAN drop**

ACCESSIBILITY TIPS:
- **Contrasting surround on sliding door with handle**
- **Provide some larger phone booths to allow for 1700mm minimum turning diameter inside room**
- **Seating on casters when appropriate**
- **Shelf/surface height 700-800mm**
- **Fully glazed doors and partitions shall have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions.**

PHONEBOOTH (continued)

ARCHITECTURAL REQUIREMENTS:
- **Demountable and/or drywall partitions with glazing or prefabricated booth;**
- **Include plenum barriers to enhance speech privacy;**

FINISHES:
- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Standard carpet tile flooring;**
- **Painted walls or unfinished to suit substrate;**
- **Provide acoustic treatment for sound absorption, such as ceiling hung or wall mounted acoustical panels, etc.**

ELECTRICAL REQUIREMENTS:
- **Allow for 1 circuit per 5 Phone Booths or other workspaces with similar electrical profiles;**
- **1-2 standard electrical duplex receptacles to allow for design flexibility;**
- **2 USB charging ports;**
- **Consider removal of base building lighting and replace with dimmable accent lighting for user adjustability.**

MECHANICAL REQUIREMENTS (FOR ENCLOSED SPACES):
- **Mechanical equipment and components to be selected to support the room STC rating;**
- **Confirm adequate cooling and outdoor air ventilation will be provided to the space;**
- **U or Z shaped acoustically lined transfer duct for full height partitions (slab to underside of ceiling with plenum barrier).**

CHAT POINT

DESCRIPTION:
Area for brief impromptu conversations.

PLANNING TIPS:
- **Standing or seated workpoint;**
- **Minimal technology workpoint.**

EXAMPLES:

OCCUPANTS: **4**

VISUAL PRIVACY: **Low**

ACOUSTIC PRIVACY: **Low (STC N/A)**

AVERAGE SIZE: **3m²**

POSTURE: **Formal or Casual**

IT PROFILE:
- **Power & USB charging (optional)**

ACCESSIBILITY TIPS:
- **Where standing height surface, consider providing one side at a lower height (700mm) for seated posture**
- **Chairs on casters where appropriate**

CHAT POINT (continued)

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**

ELECTRICAL REQUIREMENTS:

- **Base building lighting.**

HUDDLE

DESCRIPTION:
Informal short-mid length meeting area, open or semi-enclosed.

PLANNING TIPS:
- **Semi-enclosed booth or furniture solutions;**
- **Can be used as division between zones.**

EXAMPLES:

OCCUPANTS: **4**

VISUAL PRIVACY: **Low-Medium**

ACOUSTIC PRIVACY: **Low-Medium (STC N/A)**

AVERAGE SIZE: **8m²**

POSTURE: **Formal or Casual**

IT PROFILE:
- **· Power & USB charging;**
- **· 1 large monitor;**
- **· Wireless presentation tech.**

ACCESSIBILITY TIPS:
- **Table with overhang or pull-out shelf (700mm) at end of table to allow for additional participant;**
- **Consider providing adjustable / dimmable lighting.**

HUDDLE (continued)

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Consider acoustic solutions for sound absorption, such as ceiling hung or wall mounted acoustical panels, etc.**

ELECTRICAL REQUIREMENTS:

- **Allow for 1 circuit per 2 Huddles;**
- **2-4 standard electrical duplex receptacles, 1 dedicated to monitor;**
- **2-4 USB charging ports;**
- **Power and USB receptacle to be incorporated in furniture solution;**
- **Include dimmable accent lighting for user adjustability (where appropriate)**
- **Base building lighting.**

MECHANICAL TARGET:

- **Airflow to suit occupant density**

TEAMING AREA

DESCRIPTION:
Informal, open work area to accommodate team work, idea generation and presentations. A grouping of workpoints to encourage sharing and collaboration with various work tools.

PLANNING TIPS:
- **May include various work surfaces with display monitor(s) and/or interactive touchscreen,**
- **Include whiteboards or other writing surfaces, or other collaborative tools.**

EXAMPLES:

OCCUPANTS: **4 – 12**

VISUAL PRIVACY: **Low-Medium**

ACOUSTIC PRIVACY: **Low-Medium (STC N/A)**

AVERAGE SIZE: **15m²**

POSTURE: **Formal or Casual**

IT PROFILE:
- **Power & USB charging**
- **1 large monitor**
- **Wireless presentation tech.**

ACCESIBILITY TIPS:
- **1700mm minimum turning diameter;**
- **1100mm minimum clear aisle width ;**
- **Provide mobile, height adjustable laptop tables;**
- **Controls and outlets 400mm-1200mm vertical reach;**
- **Semi-circle seating arrangement can be angled slightly to allow for free space at one end.**

TEAMING AREA (continued)

ARCHITECTURAL REQUIREMENTS:

- **Consider architectural solutions for defining space and controlling sightlines and acoustics (i.e. suspended panels or other room dividers).**

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications.**

ELECTRICAL REQUIREMENTS:

- **Allow for 1 circuit per Teaming Area;**
- **Minimum of 3 electrical duplex receptacles with USB charging;**
- **1 standard electrical duplex receptacle dedicated to monitor;**
- **Power and USB receptacle to be incorporated in furniture solution (if applicable);**
- **Base building lighting.**

LOUNGE

DESCRIPTION:
Open area with furniture to accommodate dining and/or social interaction and informal work or gatherings.

PLANNING TIPS:
- **Provide a variety of soft seating, small tables, and chairs.**

EXAMPLES:

OCCUPANTS: **10+**

VISUAL PRIVACY: **Low**

ACOUSTIC PRIVACY: **Low (STC N/A)**

AVERAGE SIZE: **20m²**

POSTURE: **Casual**

IT PROFILE:
- **Power & USB charging;**
- **1 large monitor;**
- **Wireless presentation tech.**

ACCESSIBILITY TIPS:
- **Chairs on casters where possible;**
- **Variety of seating;**
- **Variety of surface heights;**
- **Knee space min. 685mm;**
- **Include some seating with armrests.**

LOUNGE (continued)

ARCHITECTURAL REQUIREMENTS:

- **· Consider architectural solutions for defining space and controlling sightlines and acoustics (i.e. suspended panels or other room dividers).**

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Resilient sheet or tile flooring;**
- **Painted walls or unfinished to suit substrate.**

ELECTRICAL REQUIREMENTS:

- **Allow for 1 dedicated circuit per 15m2 of Lounge space;**
- **1 standard electrical duplex dedicated to monitor;**
- **Minimum of 4 electrical duplex receptacles with USB charging;**
- **Power and USB receptacle to be incorporated in furniture solution (if applicable);**
- **Base building lighting.**

WORK ROOM

DESCRIPTION:
Enclosed room for short-term or mid-term group work or meetings.

PLANNING TIPS:
- **Consider sliding door to optimize space;**
- **Work surface against a wall with a large screen display;**
- **Glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);**
- **Provide appropriate task and/or accent lighting.**

EXAMPLES:

OCCUPANTS: **4 - 6**

VISUAL PRIVACY: **Medium-High**

ACOUSTIC PRIVACY: **Medium (STC 35)**

AVERAGE SIZE: **15m²**

POSTURE: **Formal or Casual**

IT PROFILE:
- **Power & USB charging in table**
- **1 large monitor**
- **Wireless presentation tech.**
- **Video conference (optional)**
- **VoIP (optional)**
- **LAN drop (optional)**

ACCESSIBILITY TIPS:
- **Contrasting surround on sliding door with handle**
- **Controls and outlets 400mm-1200mm vertical reach**
- **1700mm minimum turning diameter inside room**
- **Fully glazed doors and partitions shall have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions.**
- **Illumination 200 lux**
- **Knee space 685mm**

WORK ROOM (continued)

ARCHITECTURAL REQUIREMENTS:
- **Demountable and/or drywall partitions with glazing;**
- **Include plenum barriers to enhance speech privacy.**

FINISHES:
- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Standard carpet tile flooring;**
- **Include writable surface on at least one wall;**
- **Painted walls or unfinished to suit substrate.**

ELECTRICAL REQUIREMENTS:
- **Allow for 1 circuit per Work Room;**
- **1 standard electrical duplex receptacle dedicated to monitor;**
- **Minimum of 2 electrical duplex receptacles with USB charging;**
- **Power and USB receptacle to be incorporated in furniture solution;**
- **Base building lighting.**

MECHANICAL TARGET:
- **Mechanical equipment and components to be selected to support the room STC rating;**
- **Confirm adequate cooling and outdoor air ventilation will be provided to the space;**
- **Cooling control by dedicated thermostat with occupant set-point adjustment;**
- **When feasible, provide an automatic control strategy to reduce cooling and ventilation to a standby mode when the space in unoccupied.;**
- **Assume 1 laptop per occupant**
- **U or Z shaped acoustically lined transfer duct for full height partitions (slab to underside of ceiling with plenum barrier).**

PROJECT ROOM

DESCRIPTION:
Enclosed room for longer term project teams or groups to assemble, brainstorm and create.

PLANNING TIPS:
- **Enclosed room with demountable and/or drywall partitions;**
- **Consider sliding door to optimize space;**
- **Glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);**
- **Provide a variety of mobile furniture that can be easily adapted to various configurations;**
- **Provide writable walls and mobile whiteboards.**

EXAMPLES:

OCCUPANTS: **6**

VISUAL PRIVACY: **Medium-High**

ACOUSTIC PRIVACY: **Medium (STC 35)**

AVERAGE SIZE: **20m²**

POSTURE: **Formal or Casual**

IT PROFILE:
- **· Power & USB charging;**
- **· 1 large monitor - (interactive monitor optional);**
- **· Wireless presentation tech;**
- **· VoIP (optional);**
- **· LAN drop (optional).**

ACCESSIBILITY TIPS:
- **·Height-adjustable worksurfaces;**
- **Mobile furniture on casters;**
- **Controls and outlets 400mm-1200mm vertical reach.**
- **Fully glazed doors and partitions shall have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions.**

PROJECT ROOM (continued)

ARCHITECTURAL REQUIREMENTS:
- **Demountable and/or drywall partitions with glazing;**
- **Include plenum barriers to enhance speech privacy.**

FINISHES:
- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Standard carpet tile flooring;**
- **Painted walls or unfinished to suit substrate.**

ELECTRICAL REQUIREMENTS:
- **Allow for 1 circuit per Project Room;**
- **1 standard electrical duplex receptacle dedicated to monitor;**
- **Minimum of 4 electrical duplex receptacles with USB charging;**
- **1 image/voice/data outlet per workstation (if required by client);**
- **Power and USB receptacles to be incorporated in furniture solution (if applicable);**
- **Base building lighting.**

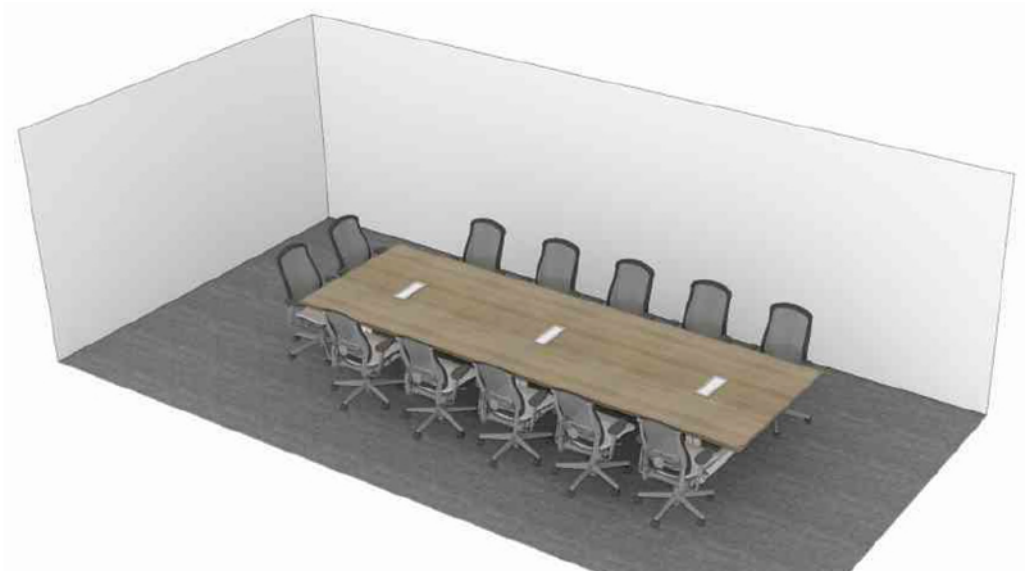
MECHANICAL TARGET:
- **Mechanical equipment and components to be selected to support the room STC rating;**
- **Confirm adequate cooling and outdoor air ventilation will be provided to the space;**
- **Cooling control by dedicated thermostat with occupant set-point adjustment;**
- **When feasible, provide an automatic control strategy to reduce cooling and ventilation to a standby mode when the space in unoccupied.;**
- **Assume 1 laptop per occupant;**
- **U or Z shaped acoustically lined transfer duct for full height partitions (slab to underside of ceiling with plenum barrier);**

MEDIUM MEETING ROOM

DESCRIPTION:
Enclosed room for short to mid-term team work or meetings.

PLANNING TIPS:
- **Enclosed room with demountable and/or drywall partitions;**
- **Consider sliding door to optimize space;**
- **Glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);**
- **Provide appropriate accent lighting (dimmable, etc.).**

EXAMPLE:



OCCUPANTS: **12**

VISUAL PRIVACY: **Medium-High**

ACOUSTIC PRIVACY: **Medium-High (STC 45)**

AVERAGE SIZE: **30m²**

POSTURE: **Formal or Casual**

IT PROFILE:
- **Power & USB charging;**
- **1 large monitor;**
- **Wireless presentation technology;**
- **Cable matrix;**
- **Videoconferencing (optional);**
- **VoIP (optional);**
- **LAN drop (optional).**

ACCESSIBILITY TIPS:
- **1700mm minimum turning diameter;**
- **Outlets and controls 400-1200mm vertical reach;**
- **1100mm minimum clear aisle width throughout room;**
- **Clear knee space 685mm;**
- **Sliding doors with contrasting edging and handle.**

MEDIUM MEETING ROOM (continued)

ARCHITECTURAL REQUIREMENTS:

- **Demountable and/or drywall partitions with glazing;**
- **Include plenum barriers to enhance speech privacy.**

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Standard carpet tile flooring;**
- **Painted walls or unfinished to suit substrate.**

ELECTRICAL REQUIREMENTS:

- **Allow for 2 circuits;**
- **4 standard electrical duplex receptacles plus 1 standard floor mounted receptacle (via under carpet track);**
- **1 standard electrical duplex dedicated to monitor;**
- **2 standard image/voice/data outlets (as required by client);**
- **1 floor mounted standard image/voice/data outlet via under carpet track;**
- **Power and data receptacles to be incorporated in furniture solution;**
- **Base building lighting;**
- **Direct/indirect suspended luminaire(s) to suit meeting table function on a separate switch/light control and motion sensor;**
- **Dimmable perimeter/accent lighting to support presentation function on a separate switch/light control and motion sensor.**

MECHANICAL TARGET:

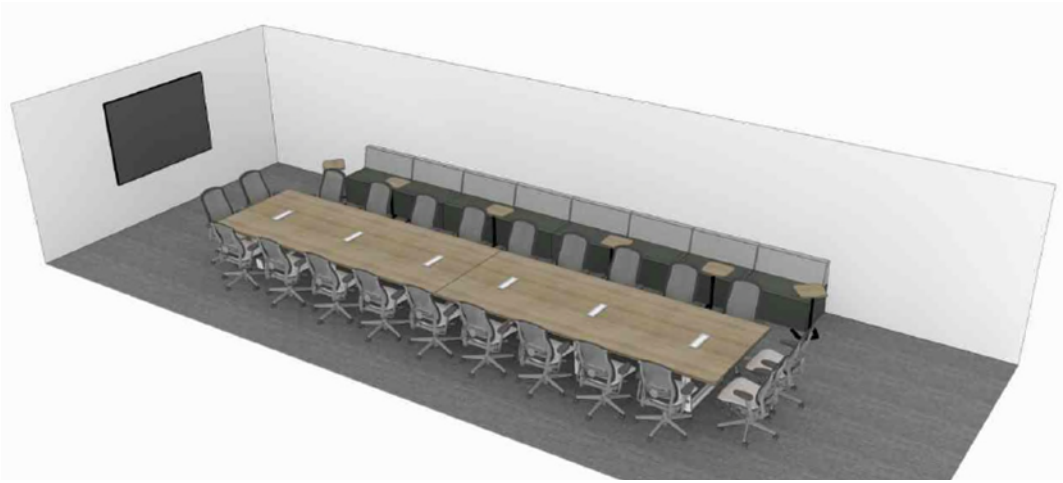
- **Mechanical equipment and components to be selected to support the room STC rating;**
- **Confirm adequate cooling and outdoor air ventilation will be provided to the space;**
- **Cooling control by dedicated thermostat with occupant set-point adjustment;**
- **When feasible, provide an automatic control strategy to reduce cooling and ventilation to a standby mode when the space in unoccupied.;**
- **Assume 1 laptop per occupant**
- **U or Z shaped acoustically lined transfer duct for full height partitions (slab to underside of ceiling with plenum barrier);**

LARGE MEETING ROOM

DESCRIPTION:
Enclosed room for large formal meetings and presentations.

PLANNING TIPS:
- **Enclosed room with demountable and/or drywall partitions;**
- **Include two doors at opposite ends of room, consider sliding door to optimize space;**
- **Glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);**
- **Provide mobile tables reconfigurable into various layouts (training, presentations, etc.);**
- **Include banquette or other seating and mobile laptop tables along one wall for additional guest seating;**
- **Provide appropriate accent lighting (dimmable, etc.).**

EXAMPLE:



OCCUPANTS: **20+**

VISUAL PRIVACY: **Medium-High**

ACOUSTIC PRIVACY: **Medium-High (STC 45)**

AVERAGE SIZE: **60m²**

POSTURE: **Formal**

IT PROFILE:
- **Power & USB charging;**
- **2+ large monitors;**
- **Wireless Presentation Technology;**
- **Videoconferencing;**
- **VoIP;**
- **LAN drop;**
- **Microphone system.**

ACCESSIBILITY TIPS:
- **Assistive listening system;**
- **1700mm minimum turning diameter;**
- **1100mm minimum clear aisle width throughout room;**
- **Outlets and controls 400-1200mm vertical reach;**
- **Clear knee space 685mm;**
- **Sliding doors with contrasting edging and handle.**

LARGE MEETING ROOM (continued)

ARCHITECTURAL REQUIREMENTS:
- **Demountable and/or drywall partitions with glazing;**
- **Include plenum barriers to enhance speech privacy.**

FINISHES:
- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications;**
- **Standard carpet tile flooring;**
- **Painted walls or unfinished to suit substrate.**

- ELECTRICAL REQUIREMENTS:
- **Allow for 2 circuits;**
- **4 standard electrical duplex receptacles plus 1 standard floor mounted receptacle (via under carpet track);**
- **1 standard electrical duplex dedicated to each monitor;**
- **2 standard image/voice/data outlets (as required by client)**
- **2 floor mounted standard image/voice/data outlet via under carpet track;**
- **Power and data receptacles to be incorporated in furniture solution;**
- **Base building lighting;**
- **Direct/indirect suspended luminaire(s) to suit meeting table function on a separate switch/light control and motion sensor;**
- **Dimmable perimeter/accent lighting to support presentation function on a separate switch/light control and motion sensor.**

MECHANICAL TARGET:
- **Mechanical equipment and components to be selected to support the room STC rating;**
- **Confirm adequate cooling and outdoor air ventilation will be provided to the space;**
- **Cooling control by dedicated thermostat with occupant set-point adjustment;**
- **When feasible, provide an automatic control strategy to reduce cooling and ventilation to a standby mode when the space in unoccupied.;**
- **Assume 1 laptop per occupant;**
- **U or Z shaped acoustically lined transfer duct for full height partitions (slab to underside of ceiling with plenum barrier);**

KITCHENETTE

DESCRIPTION:
Kitchen facilities for use by employees for food storage and preparation.

PLANNING TIPS:
- **Semi-enclosed or open space, with visual separation from workspaces;**
- **Includes sink(s), space for refrigerator(s) and microwave(s), millwork and counter space;**
- **Include Recycling centre.**

BENCHMARKS:

1-25 occupants
- One 6m²
- 5 lin.ft. (1.5m) millwork
- One under-counter refrigerator
- Recycling centre

25-50 occupants
- One 10m²
- 5-8 lin.ft. (1.5m-2.5m) millwork
- 1-2 refrigerators
- Cubic
- Recycling centre

50-150 occupants
- One 15m²
- 12-16 lin.ft. (3.5m-5m) millwork
- 1-2 refrigerators
- Recycling centre

151-300 occupants
- Two 15m², each with
- 12-16 lin.ft. (3.5m-5m) millwork
- 2+ refrigerators
- Recycling centre

SEE NEXT PAGE FOR ELEVATION AND PLAN EXAMPLE…

OCCUPANTS: **N/A**

VISUAL PRIVACY: **Medium**

ACOUSTIC PRIVACY: **Low - Medium**

POSTURE: **Casual**

IT PROFILE: **N/A**

ACCESSIBILITY TIPS:
- **· 1700mm turning diameters along edge of counter**
- **· Min. illumination 200 lux**
- **· Max. height of controls:1200 mm**
- **· Max. forward reach 500 mm**
- **· Lever handle for faucet**
- **· High contrast controls**
- **· Microwave on counter**
- **· Pull out shelf below microwave**
- **· Pull out shelves or drawers**
- **· Any items stored in upper cabinets/shelves (plates, cups, etc,) to also be available at a lower reach**

KITCHENETTE (continued)

FINISHES:

- **Solid surface or plastic laminate counters and plastic laminate or engineered wood cabinets. Refer to Section A5.1 in the Fit-up Standards for further details;**
- **Resilient sheet or tile flooring;**
- **Painted walls or unfinished to suit substrate.**

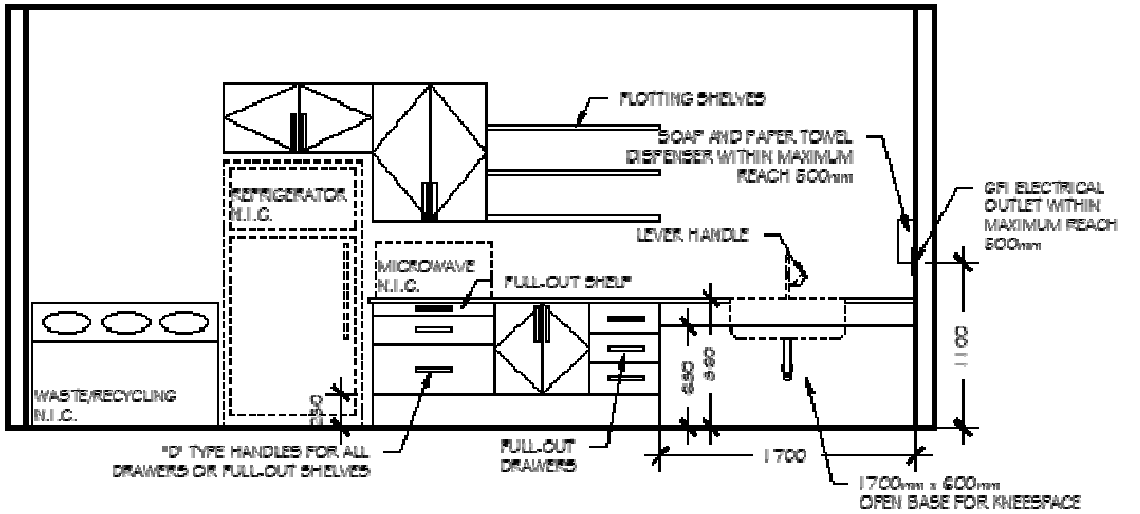
ELECTRICAL REQUIREMENTS:

- **Standard dedicated circuit duplex receptacles to suit quantity of refrigerators and microwaves;**
- **Standard 5-20R (GFCI where required by Canadian Electrical Code CSA 22.1)**
- **Duplex receptacles for other countertop appliances to suit client requirements;**
- **Base building lighting;**
- **Under cabinet lighting with motion sensor (optional).**

MECHANICAL TARGET:

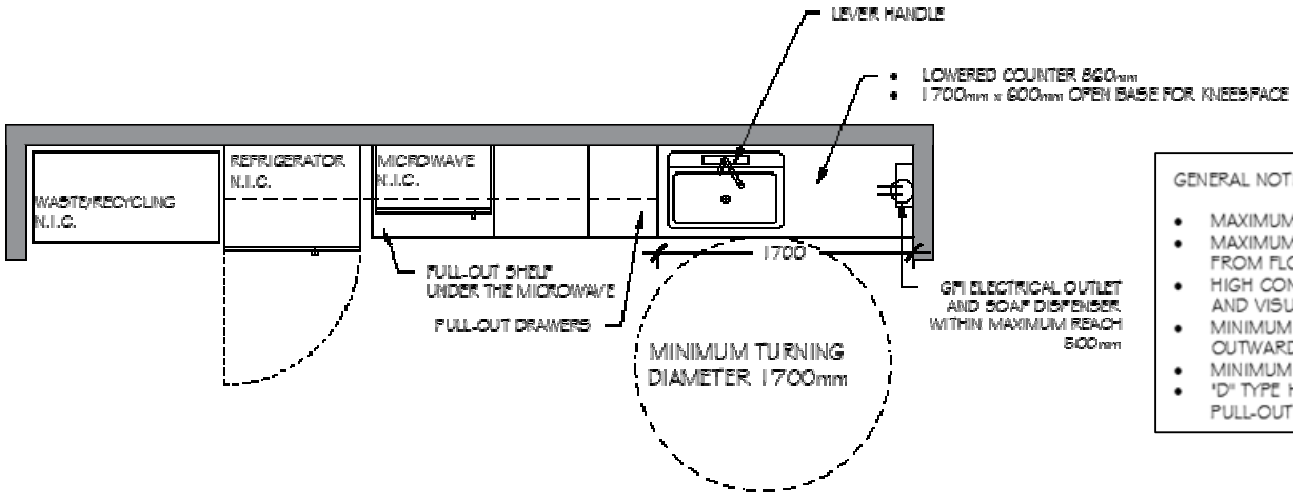
- **Hot water, cold water, drain and vent piping for kitchen sink;**
- **Exhaust fan may be required (if feasible).**

EXAMPLE:



GENERAL NOTES:

- AT LEAST ONE MICROWAVE TO BE AT COUNTER HEIGHT
- HIGH CONTRAST FOR CONTROLS (AUDIO AND VISUAL SIGNALS ARE PREFERRED)
- MINIMUM SPACE CLEARENCE OF 1700mm OUTWARDS FROM EDGE OF COUNTER
- MINIMUM ILLUMINATION 200 LUX



GENERAL NOTES:

- MAXIMUM FORWARD REACH 500mm
- MAXIMUM HEIGHT CONTROLS 1200mm FROM FLOOR
- HIGH CONTRAST FOR CONTROLS (AUDIO AND VISUAL SIGNALS ARE PREFERRED)
- MINIMUM SPACE CLEARENCE OF 1700mm OUTWARDS FROM EDGE OF COUNTER
- MINIMUM ILLUMINATION 200 LUX
- "D" TYPE HANDLES FOR ALL DRAWERS OR PULL-OUT SHELVES

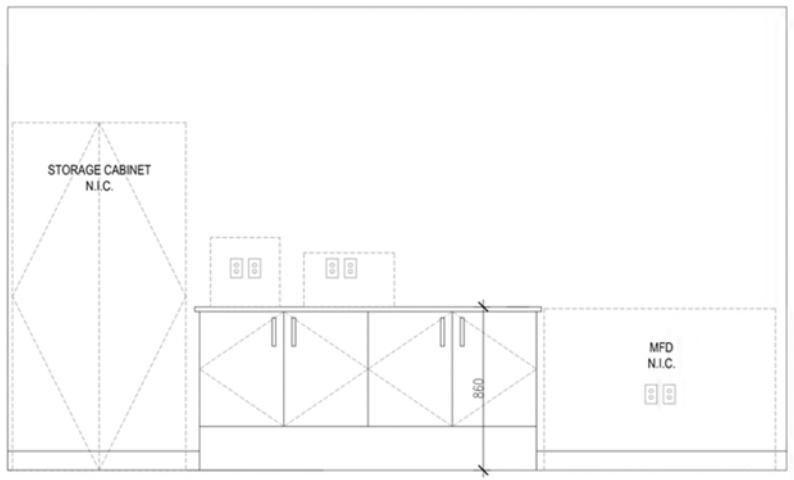
EQUIPMENT AREA

DESCRIPTION:
Business Centre with office supplies and layout space.

PLANNING TIPS:
- **Provide power for equipment; multi-function device, shredder, etc.**
- **Include storage furniture and layout surface.**

BENCHMARK:
- **One Equipment area for every 25-50 target population (or approximately 500m² of floor area)**
- **Minimum of one equipment area that is semi-enclosed per floor, with supply storage and a collating surface: 1,800 to 2,400 linear mm (6' to 8') of counter and lower storage**

EXAMPLE:



OCCUPANTS: **N/A**

VISUAL PRIVACY: **Low**

ACOUSTIC PRIVACY: **Medium**

AVERAGE SIZE: **5m²**

POSTURE: **N/A**

IT PROFILE:
- **Printer;**
- **LAN drop;**
- **Plotter (optional).**

ACCESSIBILITY TIPS:
- **Height of controls 400-1200mm;**
- **Clear area 1350 x 1350;**
- **Any items stored in upper cabinets/shelves (paper, supplies, etc.) to also be available at a lower reach.**

EQUIPMENT AREA (continued)

FINISHES:

- **Standard plastic laminate counters and cabinets. Refer to Section A5.1 in the Fit-up Standards for further details;**
- **Resilient sheet or tile flooring or standard carpet tile;**
- **Painted walls or unfinished to suit substrate.**

ELECTRICAL REQUIREMENTS:

- **· 4 electrical duplex receptacles to meet equipment needs;**
- **· 3 image/voice/data outlets to meet equipment needs.**

MECHANICAL TARGET:

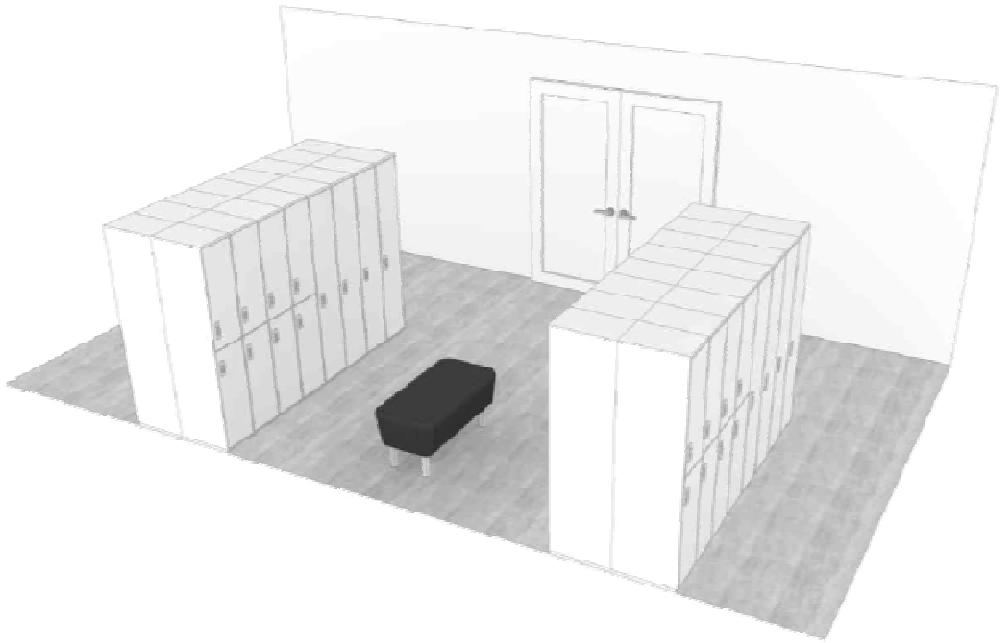
- **Exhaust for photocopier to exterior may be required for enclosed photocopying spaces or where photocopying and printing processes rates and volumes are high.**

PERSONAL STORAGE AREA

DESCRIPTION:
Individual storage in a centralized area.

PLANNING TIPS:
- **Generally, a 1:1 ratio of lockers to employees is recommended;**
- **Consider providing a variety of locker types and sizes for different worker types;**
- **May include smaller lockers for visitors;**
- **Provide Coat Closets or a Cloak room in addition to lockers.**

EXAMPLE:



OCCUPANTS: **N/A**

VISUAL PRIVACY: **Low**

ACOUSTIC PRIVACY: **Low**

AVERAGE SIZE: **0.5m² per person**

POSTURE: **N/A**

IT PROFILE: **N/A**

ACCESSIBILITY TIPS:
- **· High contrast, tactile locker numbers;**
- **· Provide benches or seating with grab bar at end;**
- **· Low rod in one section of closet;**
- **· Coat hangers to come off rod (not attached);**
- **· Controls and shelves should be easily reachable.**

PERSONAL STORAGE AREA (continued)

FINISHES:

- **Low to mid-grade furniture finishes in accordance with the Supply Arrangement Technical Specifications (if applicable);**
- **Painted walls or unfinished to suit substrate.**

ELECTRICAL REQUIREMENTS:

- **Base building lighting.**

WASTE & RECYCLING

DESCRIPTION:
Centralized communal waste and recycling units.

PLANNING TIPS:

- **One unit to be adjacent to kitchenette(s)/lounge(s)**
- **Consider placement near circulation/entrances for convenience of use;**
- **Open area, approximately 1 unit per 200m^2**
- **Allow for disposal of waste, paper recycling and plastic recycling;**

OCCUPANTS: **N/A**

VISUAL PRIVACY: **N/A**

ACOUSTIC PRIVACY: **N/A**

AVERAGE SIZE: **0.5m^2**

POSTURE: **N/A**

IT PROFILE: **N/A**

OPEN OFFICE AREAS

ARCHITECTURAL REQUIREMENTS:

- **Consider additional hardware as required, for durability in high traffic areas, e.g, push/pull and kick plates;**
- **Where required, specify raised floor systems and ramps, epoxy or other special treatments to suit client requirements;**
- **If necessary, relocate/add drinking fountains to suit planning requirements.**
- **Include acoustic solutions for sound absorption, such as ceiling hung or wall mounted acoustical panels, etc.**

FINISHES:

- **Resilient sheet or carpet tile flooring as appropriate. Consider adjacent spaces and finish transitions to determine most appropriate finish;**
- **Enhance way finding and durability in major circulation paths (carpet inserts) maximum 10% of floor area unless using carpet tile;**
- **Painted walls or unfinished to suit substrate. Limited use of wall coverings in high traffic areas can be used where appropriate;**
- **Base building ceiling tiles and grid.**

ELECTRICAL REQUIREMENTS:

- **Base building lighting;**
- **Where floor monuments are required, the use of under carpet power tracks are recommended to limit the need for core drilling wherever possible;**
- **Provide appropriate lighting levels as required by the National Building Code. Refer also to the 'GCworkplace Base Building Standard.**
- **Illuminance and Luminance Ratio & Section 8.12.9.2 Illumination Levels of Interior Spaces;**
- **Provide general use ~~convenience~~ power outlets and switches throughout as required by the National Building Code and current version of CSA C22.2 No. 42. and CSA C22.2 No.111-2010 (15).**

REFERENCE DOCUMENTS

REFER TO THE DOCUMENTS LISTED BELOW FOR SUPPORTING INFORMATION TO HELP YOU PLAN, DESIGN AND BUILD A GCWORKPLACE:

- TBS ACCESSIBILITY STANDARD FOR REAL PROPERTY
- TBS GUIDELINES/ PROCESS FOR IMPLEMENTING ERGONOMICS REGULATORY REQUIREMENTS
- NATIONAL BUILDING CODE
- NATIONAL FIRE CODE
- TBS OCCUPATIONAL HEALTH AND SAFETY POLICY
- GOVERNMENT OF CANADA WORKPLACE FIT-UP STANDARDS
- WORKSPACES SUPPLY ARRANGEMENTS
- THE POLICY ON THE DUTY TO ACCOMMODATE PERSONS WITH DISABILITIES IN THE FEDERAL PUBLIC SERVICE
- THE TECHNICAL REFERENCE FOR OFFICE BUILDING DESIGN
- CANADIAN ELECTRICAL CODE CSA 22.2
- ASHRAE
- THE ACCESSIBLE DESIGN STANDARDS CSA B-651
- NATIONAL PLUMBING CODE
- PWGSC MD 15000-2012 MECHANICAL ENVIRONMENTAL STANDARD FOR FEDERAL OFFICE BUILDINGS, DATED DEC. 2012
- PWGSC MD 15161-2013 CONTROL ON LEGIONELLA IN MECHANICAL SYSTEMS, ISSUED MARCH 2016 INCLUDES ADDENDA A, B AND C
- PWGSC COMMISSIONING POLICY, EFFECTIVE DATE MAY 9, 2011
- PWGSC COMMISSIONING STANDARD, EFFECTIVE DATE AUGUST 11, 2015
- PROVINCIAL AND MUNICIPAL REGULATIONS AS APPLICABLE