



Return to Work(place)

Navigating the New Normal

Haworth International Edition
May 2020

Agenda

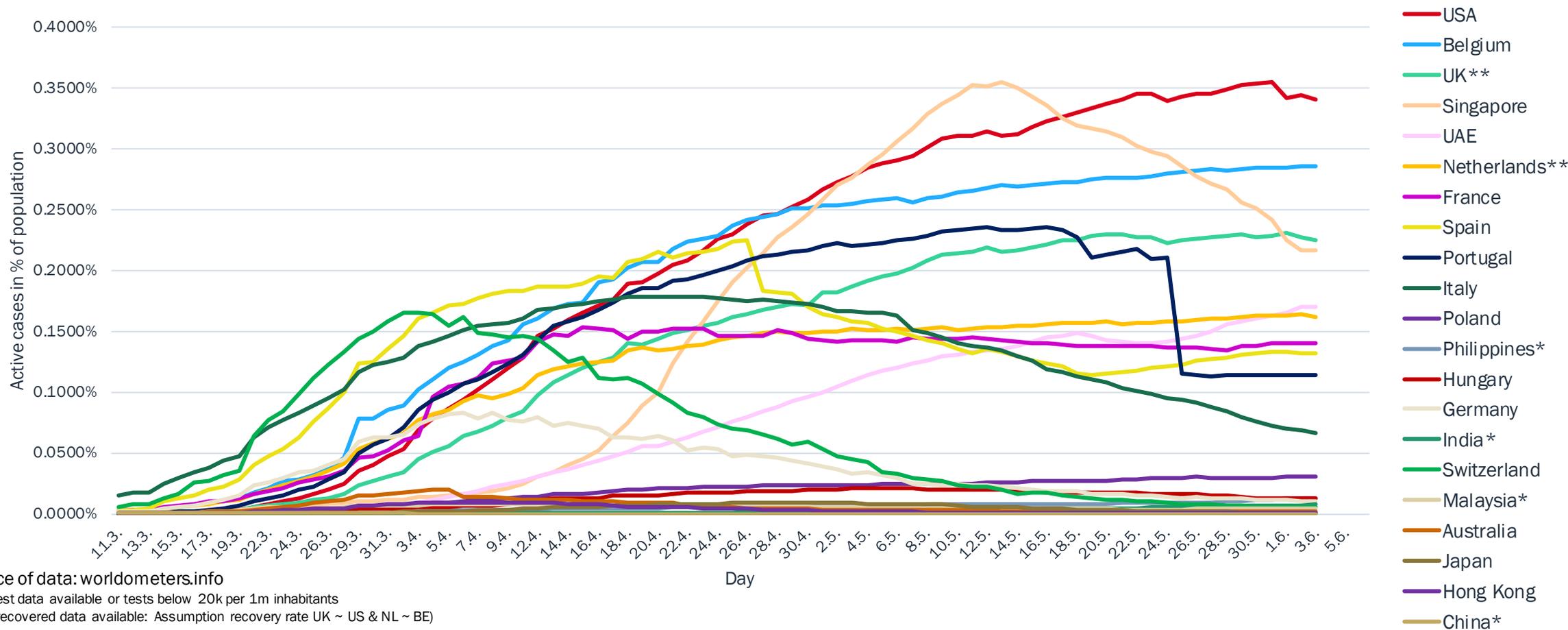
1. State of Our Business
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3. Further Resources

State of Our Business



Most countries show flattening or declining active Covid-19 cases – we are resuming activities everywhere

Covid-19 Development Key Haworth Countries since March 2020



Source of data: worldometers.info

* no test data available or tests below 20k per 1m inhabitants

**no recovered data available: Assumption recovery rate UK ~ US & NL ~ BE)

We have started to bring back selected staff to the office

Haworth's Covid-19 guidelines for employees

HAWORTH

Starting your day






Exercise and start your day with your perfect breakfast to fuel and strengthen your system

Prepare your personal items: 1. protection kit like masks, hand sanitizer, and 2. personal belongings like mugs, water bottles, pens

When leaving the house, put on your mask and keep your distance, when using public transport, make sure you avoid touching public surfaces

When you are using public transport for your commute, make sure you avoid touching public surfaces, sanitize your hands after touching doorknobs, handrails etc. If possible use touch free payment methods

HAWORTH

Arriving at work







Behave according to the instructions of the building and follow the building guidelines

Queue for temperature check, maintain physical distancing

Sanitize your hands and make sure to keep masks on.

While moving through the building, make sure you reduce density. If possible, use the stairs

Swipe your access card and complete your declaration process to make sure we can track

HAWORTH

At Work







Maintain 2m physical distancing

Make sure you are aware of the occupancy limits in rooms. When possible prefer to conduct meetings virtually

Sanitize your hands and make sure to keep masks on

While moving through the building, make sure you reduce density. If possible, use the stairs

Swipe your access card and comply with Haworth's health and safety protocols or those of our clients



contact your team leader and functional leaders if you have questions or any concerns.

HAWORTH

During Lunch







Buy or go out for lunch outside of peak hours

Make sure you use your personal items

Eat where you can keep the necessary physical distance and make sure you are in designated lunch areas

Make sure that you dispose trash, wipes and all used items

Maintain a positive hygiene, wash your hands, sneeze into your armpit, especially when you go out for lunch

HAWORTH

Leaving the office







Practice a clean desk policy. Remove all personal items and work files or documents from the desk when leaving the office

Put on your mask the moment you step out of the office

Swipe your access card before leaving the office

Try to avoid big groups when leaving the office

When you are using public transport for your commute, make sure you avoid touching public surfaces, sanitize your hands after touching doorknobs, handrails etc. If possible use touch free payment methods

HAWORTH

At home







Wash your hands or even shower upon arrival at home. Take off your shoes at the entrance and change into clean clothes before interacting with others

Disinfect your mobile phone, car keys and other items that may have been exposed in public areas

For single-use masks, discard them properly in a closed bin

For reusable masks, inspect for tears or holes. You can either wash your masks thoroughly (everything above 60 degree Celsius) or iron them very hot to destroy germs and viruses

Do things that help you relax and restore, that make you feel good

In all plants we are working at the needed capacity with enhanced health and safety measures

Germany: Bad Munder



India: Chennai



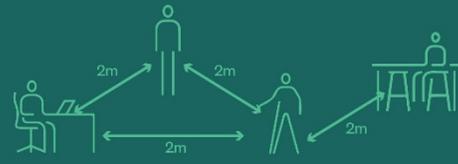
Our Priority Remains the Safety of Our Employees

- 2-meter physical distancing is being maintained across all facilities
- Employees are required to wear face coverings
- Employees working remote to reduce density
- Additional cleaning throughout the day
- Daily disinfectant cleaning in high-traffic areas
- Additional wash stations throughout manufacturing

HAWORTH

Haworth promotes Physical Distancing for Healthy Workplaces.

Due to COVID-19, this work-point is to remain unoccupied. Members are reminded to maintain a 2-meter distance from each other to reduce risk of transmission.

Please scan the QR code for Haworth's complete COVID-19 workplace policy.

HAWORTH



This workspace has been cleaned.

HAWORTH



This workspace hasn't been cleaned.

HAWORTH

Starting your day



- Exercise and start your day with your perfect breakfast to fuel and strengthen your system
- Prepare your personal items. 1 protection kit like masks, hand sanitizer and 2 personal belongings like mug, water bottles, pens.
- When leaving the house, put on your mask and keep your distance when using public transport. make sure you avoid touching public surfaces.
- When you are using public transport for your commute, make sure you avoid touching public surfaces, sanitize your hands after touching doorhandles, handrails etc. If possible use touch free payment methods.

HAWORTH

Arriving at work



- Behave according to the instructions of the building and follow the building guidelines.
- Queue for temperature check, make sure to maintain physical distancing.
- Sanitize your hands and make sure to keep masks on.
- While moving through the building, make sure you reduce density if possible, use the stairs.
- Swipe your access card and complete your declaration process to make sure we can track.

HAWORTH

At Work



- Maintain 2m physical distancing.
- Make sure you are aware of the occupancy limits in rooms. When possible prefer to conduct meetings virtually.
- Sanitize your hands and make sure to keep masks on.
- While moving through the building, make sure you reduce density if possible, use the stairs.
- Swipe your access card and comply with Haworth's health and safety protocols or those of our clients.
- contact your team leader and functional leaders if you have questions or any concerns.

HAWORTH

During Lunch



- Rinse or go out for lunch/break of peak hours.
- Make sure you use your personal items.
- Eat where you can keep the necessary physical distance and make sure you are in integrated lunch areas.
- Make sure that you dispose trash, when and all used items.
- Maintain a positive hygiene, wash your hands, sneeze into your arm, especially when you go out for lunch.

HAWORTH

Leaving the office



- Practice a clean desk policy. Remove all personal items and documents from the desk when leaving the office.
- Put on your mask, be courteous you step out of the office.
- Swipe your access card before leaving the office.
- To be avoid the group when leaving the office.
- When you are using public transport, make sure you avoid touching public surfaces, sanitize your hands after touching doorhandles, handrails etc. If possible use touch free payment methods.

HAWORTH

At home



- Wash your hands or even shower upon arrival at home. Take off your shoes at the entrance and change the clothes before interacting with others.
- Disinfect your mobile phone, car keys and other items that may have been exposed in public areas.
- For online mail, make sure to dispose them properly in a covered bin.
- For relaxation, inspect for pests or home. You can either keep your masks through daily cleaning above 60 degree Celsius or wash them very hot to destroy germs and viruses.
- Do things that help you relax and restore that make you feel good.



As a manufacturer we also contribute to mask production across the globe

For Hospitals and Employees in many global locations



Return to Work(place) – International Point of View



Covid-19 has impacted everyone's daily life

COVID-19 closed the office and turned our homes into our workplace. This has impacted everything about daily life. Our family members and roommates have become our coworkers. Saturdays feel like Wednesdays.

Boundaries have disappeared, our colleagues call around the clock. We work at our dining room table, in bed, on sofas, at card tables and— if lucky—in a home office. Physical distancing norms, health, and safety concerns are at an elevated state. Going forward, finding the balance of how to create personal interaction and virtual collaboration will be critical for our well-being and of a functioning society.

Like most of you we all left our workplace in March, uncertain when we could return. Every organization is seeking to understand what short- and long-term workplace changes to implement—from facility needs, to work rotation and the sequenced return of the workforce.



This is not the first virus, but Covid-19 seems to be broader and more contagious

The impact of other pandemics to the workplace

Frequent reactions during former virus outbreaks:

- Promoted frequent hand washing with installed hand-cleansing stations at multiple locations
- Maintained a high standard of workplace hygiene - conducted regular extreme cleaning
- Front line reception, service and facility staff always wore surgical masks and sometimes gloves
- Shared desking protocol was to clean when you leave, clean when you arrive
- Social responsibility to avoid work if you had flu like symptoms

PMC Manager about the SARS outbreak in Singapore:

There was concern and uncertainty. People avoided touching door handles, escalator rails and other public surfaces. Visitors avoided Singapore, but for those in Singapore life went on. There was an external perception versus an on-ground reality.

Wuhan coronavirus compared to other major viruses

VIRUS	YEAR IDENTIFIED	CASES	DEATHS	FATALITY RATE	NUMBER OF COUNTRIES
Marberg	1967	466	373	80%	11
Ebola*	1976	33,577	13,562	40.40%	9
Hendra	1994	7	4	57%	1
H5N1 Bird Flu	1997	861	455	52.80%	18
Nipah	1998	513	398	77.60%	2
SARS	2002	8,096	774	9.60%	29
H1N1**	2009	>762,630,000	284,500	0.02%	214#
MERS***	2012	2,494	858	34.40%	28
H7N9 Bird Flu	2013	1,568	616	39.30%	3
2019-nCoV*	2020	2,994,761	206,992	6.9%	192

*As of April 27, 2020

**Between 2009 and 2010

***As of November 2019

#Countries and overseas territories or communities

Sources: CDC; UN; WHO; New England Journal of Medicine; Malaysian Journal of Pathology; CGTN; Johns Hopkins University; The Lancet; Reuters, CIDRAP

When planning the return to the office many questions have to be considered

- What happens in the home office?
- Will your employees be wearing masks?
- How will your entrance and lobby areas look different (protocols and space)?
- Will you be screening for temperature?
- What are your protocols for cleaning?
- What tools do you have so people feel secure?
- How do you enhance employee comfort in the workplace?
- How will circulation paths change?
- Will your employees bring more items to work (lunch and supplies)?
- How will your amenities change (cafeteria, refresh areas, outdoors)?
- How will you communicate wayfinding, safety, and cleanliness?
- How will you ensure physical distancing?

While safety is driving short term decision, the human need for social interaction stays relevant in the long term

Dimensions influenced by the Covid-19 crisis

- The workplace is an important physical environment in which both the employer and employee benefit
- Value creation is the core of the organisations existence, and ongoing competitive advantage
- Collaboration is the centerpiece of workplace strategy
- Plenty of research supports premise of employees benefiting from their human connections in the workplace.
- The cultural element of a physical workplace is the stickiness that retains and attracts talent
- Organisations invest in space, branding and in team building is to establish a unique organizational culture



Three critical areas of focus help you navigate return to the workplace in a COVID-19 environment

Haworth Expertise



Employee Well-Being

Supporting people's physical and psychological health to build confidence and enhance performance

Affordances

Elements of a space that encourage certain behaviors, enabling optimal human performance—cognitively, emotionally, and physically.



Organizational Culture

Understanding and preserving your culture to empower your workforce and leverage your space in new ways

Competing Values Framework

A culture model developed from the major indicators of effective organizations that defines four culture types.



Transforming the Floorplate

Addressing facility requirements, density, and exposure while mitigating risk

Haworth Products & Services

A family of adaptable product platforms and workplace services developed from our insights on human, organizational, and facility performance.

When adapting the floorplate to a Covid-19 environment many aspects need consideration

Design Implications



Remote Work

Determine which roles are optimal to perform remote work & how it will effect the floorplate



Cleanliness

Communicate guidelines for cleaning and use of spaces



Safety

Convey new protocols in lobbies, receptions areas, security checkpoint, etc.



Density

Analyze facility circulation to achieve appropriate distancing



Interaction/ Collaboration

Provide physical and virtual solutions for personal interaction and team collaboration



User Control

Provide individuals a variety of spaces to safely accomplish their work



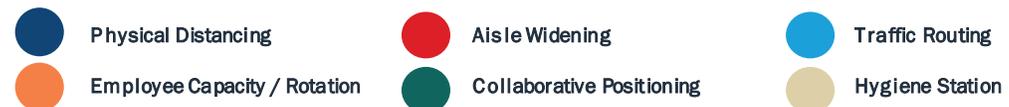
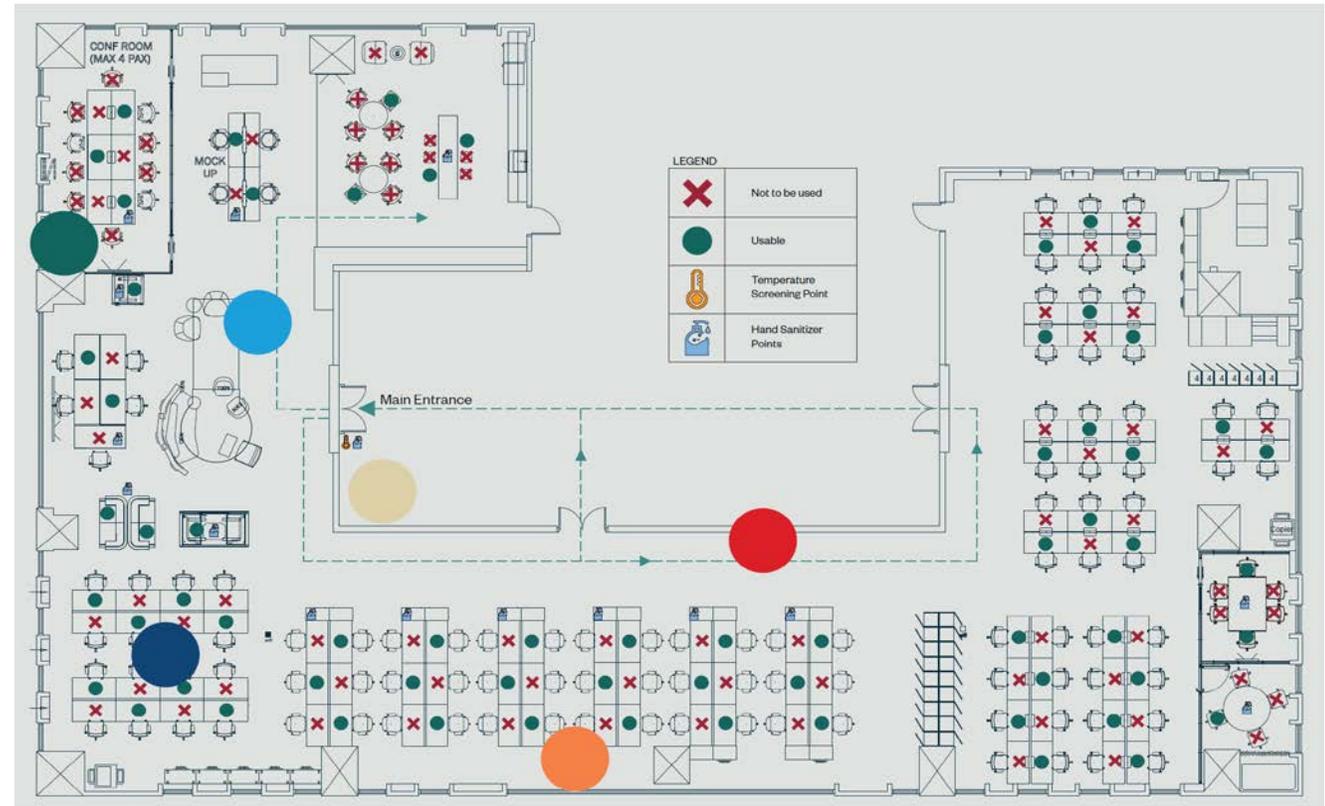
Technology

Publish supported platforms for communicating internally and externally

Short term a mix of home and office work mixed with behavioural guidelines reduces infection risk

Short Term - Office

- Reduction of capacity of occupants given a 2-meter distance parameter for each employee
- Signage to educate and create awareness of spaces that cannot be occupied
- Documentation of employees and visitors for tracing
- Barriers between and beside workstations provide additional protection and wellbeing to employees
- Alternating presence groups to ensure the right mix of employees are in office while rotating working from home.
- Workplace guidelines for norms and behaviours including physical distancing during meal times, hygiene standards and the use of elevators and doors
- High frequency areas even aisles may become “one-way-streets” to reduce physical contact
- Meeting rooms will have to be more pre-set and less variable to warrant for safe distancing



While working from home started unprepared, routines and focus on ergonomics help ease the potential stress

Short Term – Home

- Maintain physical and social boundaries
- Maintain temporal boundaries
- Focus on the most important work



Long term the world of work will not look so much different as before as panels & cubicles hinder collaboration

LongTerm – Office

- Lower panels and space dividers with controlled open plan
- The office needs to flow with safe physical distancing that makes sense for the density of the occupants.
- Technology to support optimal space utilization and to provide real-time distance calculations and alerts to employees.
- Continued vigilance of hygiene: Regular deep cleaning and behaviour norms become natural part of office work-life.
- This could result in a greater investment in services providing Indoor Air Quality and Biophilia.
- Biophilia can be used to create congestion buffers in space and increase the quality of human experience
- In addition, worksurfaces may incorporate antibacterial coatings to provide greater peace of mind, even if they do not help against virus spread.



Mid Term



Short Term



Current

Working from home is great – under certain circumstances

Long Term - Home

- Up to **30%** of the workforce will **work from home** in the future, either full-time or permanent part-time basis - employers need to enable their employees with effective work-points at home or close to home.
- Home offices will be **technology enabled** with additional computer monitors and video conferencing equipment to support better ergonomics and experience.
- Companies may need to augment their IT/Cloud strategy to enable **productive data access and sharing** outside the office server infrastructure
- Dedicated **work-point lighting** creates a positive experience in terms of the working comfort but also for video conferencing.
- The home-office will either be a **highly effective dedicated space** (where space is available) or an **adaptable work point** that integrates beautifully into the work-homelife.
- A new way of co-working for **concentrated work in close proximity** to residential areas will emerge: Previously the community and collaboration was at the core of co-working, in the future concentration and workplace ergonomics could significantly grow in importance – community and collaboration will happen within CBD office



Humankind is adaptable and flexible – we will overcome also this crisis. As responsible individuals

Practical considerations outside the office

- There are hundreds of opportunities for people to violate the new office protocols.
- Every human contact from mass-transit to shopping and public dining provides opportunity for infection.
- Virus transfer is also possible in elevators and when co-workers forget to cough into their elbow.
- Until a vaccine is available, the solution must be to make social interaction safe for all people involved.
- There will be a growth and higher acceptance of the use of technology such as tracking apps to identify and alert potential health risks.
- This informs people to know when and how their health might be compromised and facilitates immediate action to limit its impact, including quarantine and isolation.
- We have recovered from SARS, MERS, H1N1 and other pandemics.
- We believe that once these long-term measures are defined in detail and implemented, the workplace strategists in the office will focus again on how to make space more productive instead of restricting opportunities to collaborate by physical distancing rules and screens.
- We very much look forward to the old-new world – where human beings can socially interact with each other in a safe environment.

Further Resource



Idea Starters – Office



Idea Starters – Home



Social Aspects of Distant
and Distancing Work



Example for Employee
Guidelines

Questions



Team of Experts

The Global Workplace Ideation, Global Research, and Co-create teams have developed strategies to help transform your work areas.

Our resources will help you with employee well-being, culture preservation, and floorplate transformation in changing times.



Ways to Engage - Contact

- 1 Arrange a listening session. We'll then share what we've been learning about workplace issues, best practices and how work in this new era will affect the way you implement and manage your workplace.
- 2 Haworth will walk you through short-term options and long-term solutions in development.
- 3 Arrange for a Client Consult Session with one or several of our knowledge experts (Global Workplace Research, Ideation, Co-create team).

Contact: Your.Name@Haworth.com m: 123.456.3789

Thank you