

New workstyle and office concept
for the transitional period.



Workplace Concept Beyond COVID-19

WORK TRANSFORMATION

On issuing “WORK TRANSFORMATION”

It has been important for office design to consider cost, efficiency, communication, environmental preservation, and wellbeing. However, after the COVID-19 pandemic, it is undeniable that preventative measures of an infection spread now have to be considered. From now on, we have to change our way of thinking about the office, which is a shared space. It is essential for companies to protect their own employees' health and to provide a safe environment as a member of the society.

Many companies have been forced to work at home or have web meetings as infection prevention measures, but it made us realize that the new workstyle is convenient and also efficient.

These digital work platforms will be rapidly spreading across the world. On the other hand, it's becoming clear that there are issues to promote the workstyle which spurs creativity and innovation, such as lack of support for self-disciplined workstyle or online communication.

Going forward, companies will need to transform their workstyle and office which can respond to changes flexibly in the face of any emergency.

In addition to infection prevention measures, KOKUYO will assist our clients with the most suitable solutions for their offices in order to maintain continuous growth of their companies and employees, by incorporating merits of both digital work and central office.

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5 Viewpoints for the future workstyle

01

How shall we work in this uncertain time?

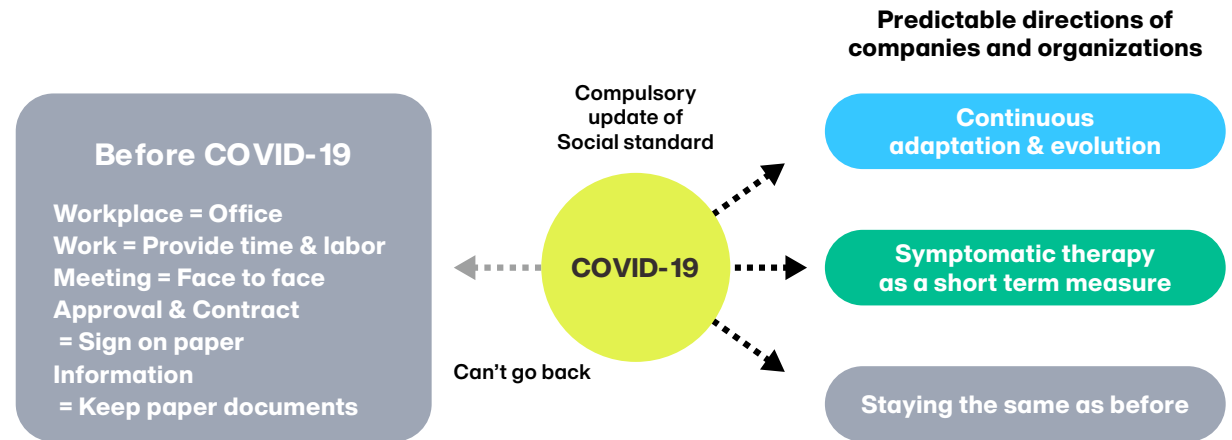
Flexibly react to changes

Due to COVID-19, our lifestyles have completely changed, and it has also been bringing enormous changes to our workstyle. The state of emergency and restrictions have forced us to accept an unprecedented workstyle such as limited outing and office work, office closures, reduced working hours, and controlled commuting hours.

Meanwhile, the workplace has been extended from the real office to online workplaces, such as WFH (Work From Home), Paperless, WEB meeting, Chat, E-money. By trying these new ways, companies and individuals have started to notice the new possibilities.

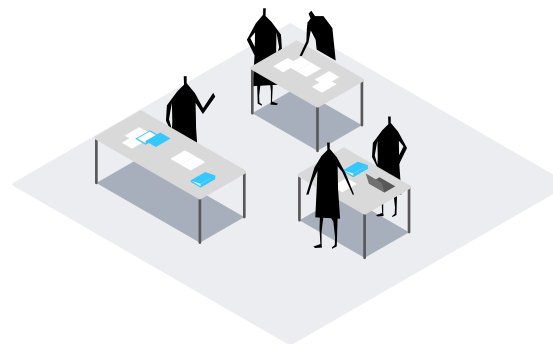
Social standards have been forcibly updated, therefore many companies and organizations are trying out new workstyles in search of the "New normal".

Workplaces are required to be more flexible and responsive to changes under the condition of unclear outlooks and increasing uncertainty.



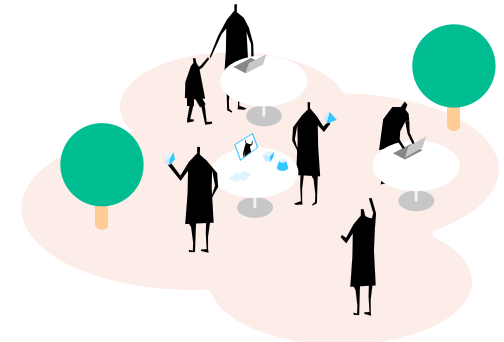
Past Office

Office rule : Fixed
Time : Synchronized
Place : Corresponds to the organization



Future Office

Office rule : Flexible
Time : Desynchronized
Place : Corresponds to the situation



02

What the office strategy should be like?

Design short term office operation recovery and mid-long term growth scenario

To make an efficient office investment, companies need to design office strategy based on two viewpoints, both short- and mid-long terms, simultaneously. In order to evolve to strong organizations which can respond to changes, companies are able to expect an investment effect by clearly defining the role of the office.

Step 1 Short term

Step 2 Mid-long term

<Office operation recovery>

**Control and Prevent
the spread of infection**

<Office growth strategy>

**Introduce new workstyles to
adapt to recurrence of crisis**

With the relaxation of regulations and activity restrictions, return to the office while taking precautions to prevent the spread of infection (coping)
Speed is priority / Infection prevention / Reduction of the risk of spread / Droplet prevention / Contact prevention

Even if infection or other unexpected risks occur again, work as normal and maintain productivity (adapting)
Planned / Sustainable / Growth of business / Growth of employees

03

How has the workplace changed?

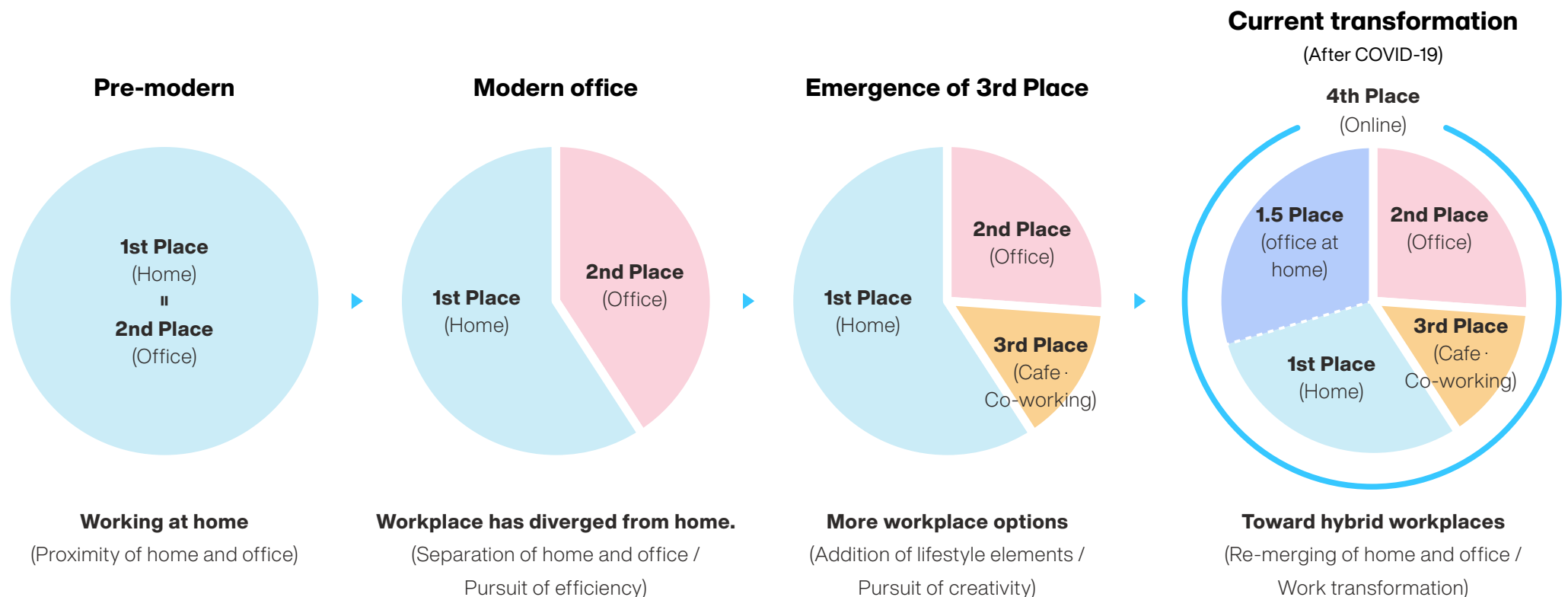
4th Place

1.5 Place

Shift to online work and WFH (Work From Home)

After COVID-19, the biggest change of workplace is that remote work has accelerated and a shifted towards digital platforms.

It has expanded the workplace into online workspaces significantly. Also, the ratio of WFH has increased in the workplace portfolio, and it brought enormous changes to both work and life. Diversified workstyles and transition to digital transformation are the changes which are just about to happen.



04

What will be the role of Central Office?

Evolution of high performance, expertise, more active role in connecting individuals, organizations, and society.

While WFH (Work From Home) and remote work is becoming common, the norm of going to the office is now being questioned as this increases the risk of infection. What was before normal for us to commute to work, we now need to start to think about the meaning and roles of going to the office more than ever.

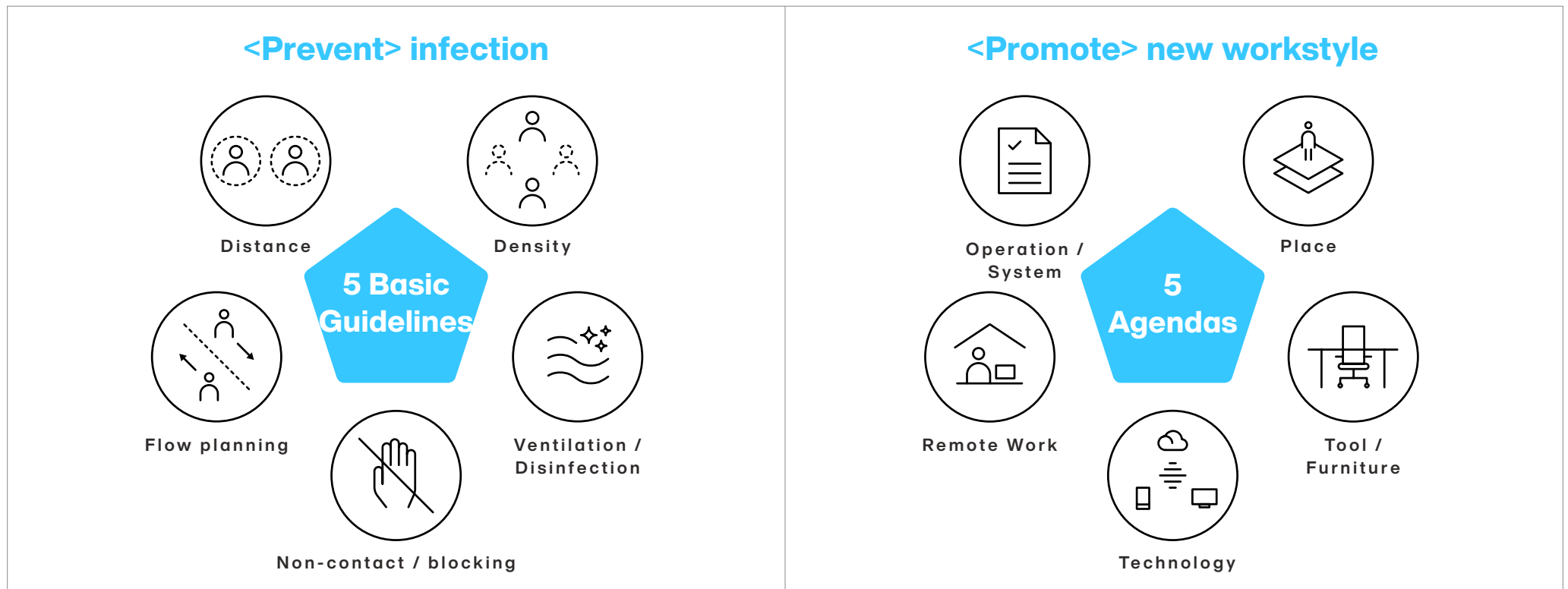


05

What should we think about for future office design?

In taking actions to prevent the spread of infection, set agendas to promote the new workstyle

First, set priority on safety of employees and business and preventive action against infection. As a mid-long term plan, promote measures that lead to employees' health, growth, and happiness, and also new workstyles that make the organization more flexible and innovative.

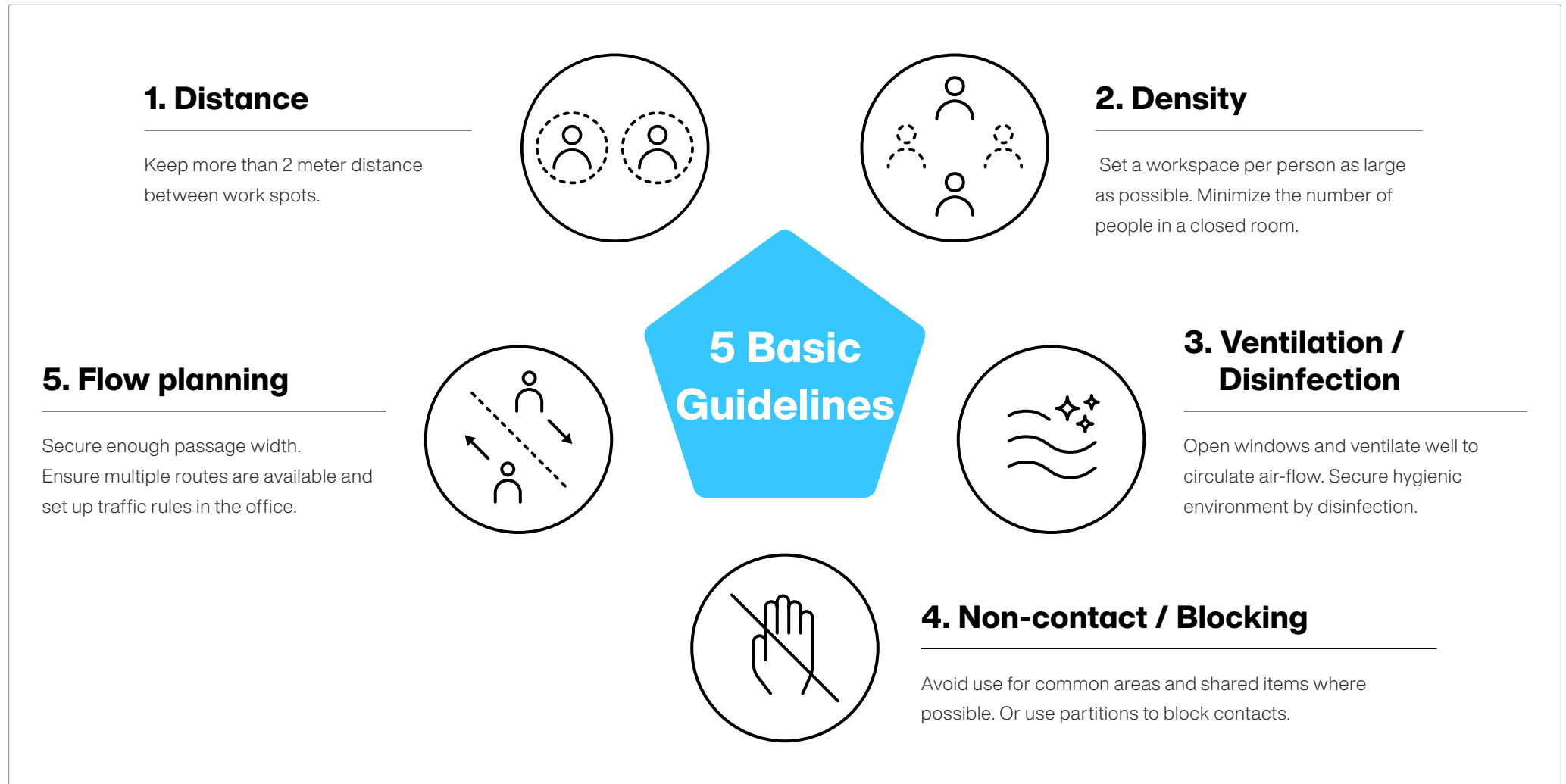


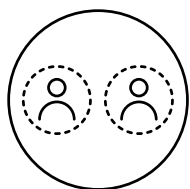


5 Basic Guidelines for the infection prevention in the office

What is the Basic Guidelines for the office to prevent the spread of infection?

We can sustain and promote the productivity and innovative environment for the office with infection prevention measures, which protect employee's health and create a safe environment.





Distance

1

Keep a distance between work spots with combination of operational ingenuity.

2

Keep a distance between desks to secure physical distance.

3

Post signs to motivate people to keep physical distance.

Point

- Limit / Adjust the number of employees in the office by controlling attendance rate and work time hours.
- In case of fixed individual desks, install desktop panels, or sit in a staggered arrangement to keep the distance.
- For non-territorial workspace, sit in a group (recommended) and ensure traceability.

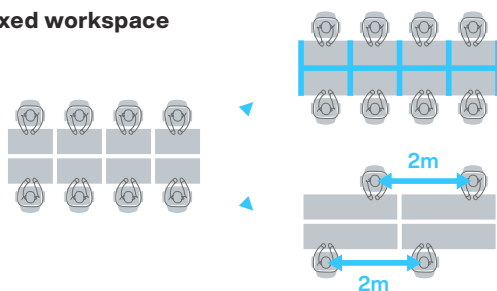
Point

- To secure a certain distance, keep more than 2.0m distance between desks (recommended).
- To secure a certain distance while passing each other, keep a passage width at 1.6-1.8m (recommended).

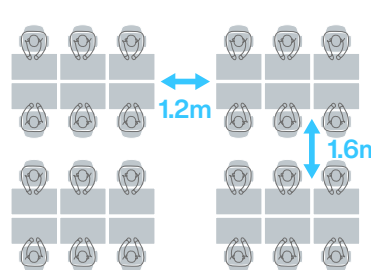
Point

- Post signs at places where people gather such as desks and copy machine area.
- Post signs in meeting areas to maintain a distance from clients.

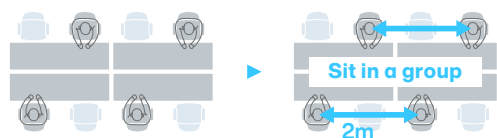
For fixed workspace



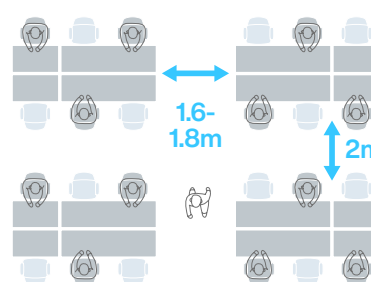
Space efficiency-oriented workspace



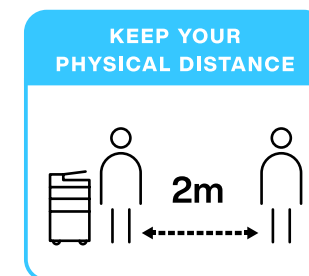
For non-territorial workspace



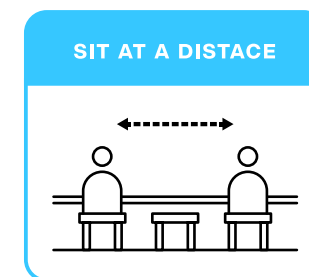
Physical distance-oriented workspace

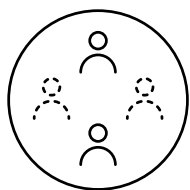


Sign for copy machine area



Sign for meeting room





Density

1

Introduce hoteling operation to manage population density in the office

2

Visualize and analyze worker's location data to avoid overcrowded spaces

3

Use online tools to avoid crowding and closeness

Point

- Make a reservation system for seating to work safely.
- Set priority of attendance in each department, position, project
- Utilize hoteling in group to secure the traceability.

What is hoteling?

Hoteling is a method of office management in which several workers reserve seating and meeting room for shared use.

Point

- Use GPS, sensors, and cameras to get location data.
- Visualize real-time location information.
- Analyze worker's stay / move status and give feedback to optimize their activity.



Visualization of location information

Point

- Reduce on-site participants by half.
- Reduce frequency of meetings by using chat and SNS tools.
- As a guide, set up 1 closed meeting room for 60 workers and 1 meeting space for 10 workers.

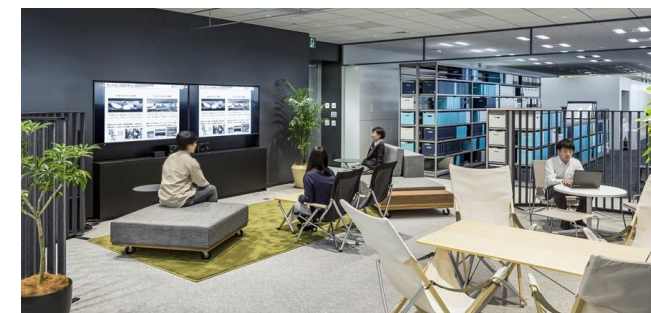
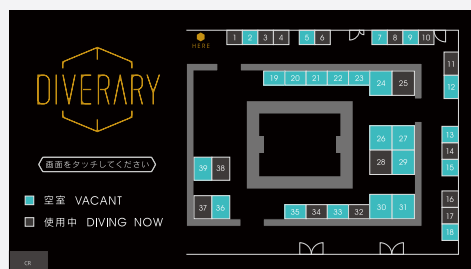


Image of a web meeting with a combination of real and virtual



Image; Hoteling reservation / operation



Give analytic feedback to employees.



Promote the use of online web meeting



Ventilation / Disinfection

1

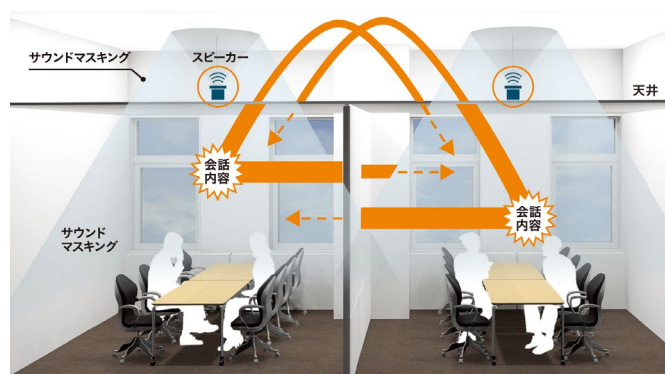
Ventilate and circulate enough air in a closed room such as a meeting room

Point

- Keep the door open to circulate air if ventilation is inadequate in a closed room.
- Consider the introduction of sound-masking system to reduce sound leaking.
- Consider the use of circulator or air cleaner as an aid.



Image of opening partition



Sound-masking system as a solution

2

Secure a required ventilation amount by operation

Point

- Avoid the use of closed spaces with poor ventilation.
- Secure a required ventilation amount.
- Keep windows open where possible.

(Reference) Japanese Ministry of health, labor and welfare:
About ventilation to improve “poorly ventilated closed space” in commerce facilities.

- ① Maintain the required ventilation amount as the standard of Building Management law ($30\text{m}^3/\text{hour}$ per person).
- ② When the required ventilation amount is not enough, please secure the ventilation amount per person by reducing the attendance of a room.
- ③ Open windows : Ventilate 2 times or more per hour (1 time or more per 30mins, fully open windows for a few minutes).
- ④ Open doors on two walls to make flow of air when there are several windows. Open the door when there is only one window.



Non-contact / Blocking

1

Make shared items hands-free and limit to personal items as much as possible

Point

- Making wherever hands can touch, like door handle, to hands-free design is recommended.
- Keep the door open as much as possible.
- Reducing documents to 0.5fm per person by paper-less policy is recommended.

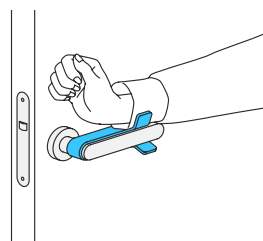
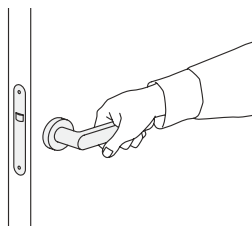


Image of the non-contact door handle with an attachment.

(Reference: <https://locksystem.co.jp/klinkenaufsatz>)



From shared cabinets to personal cabinets.

2

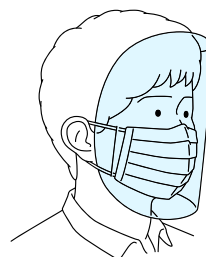
Use desktop panels and face shields to prevent droplet infection

Point

- Acrylic panels are recommended for its ease to disinfect and good visibility.
- Take infection prevention actions such as face shields in a crowded place.



Droplet Infection prevention by acrylic panels.



Consider the use of face shields for customer service or face to face communication.

3

Shared equipment is to be hands-free & Disinfected thoroughly

Point

- Disinfectant stand or trash can with pedal is recommended.
- Trash can with a lid is recommended.
- Place a disinfectant or disinfecting wipes near common area.



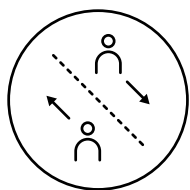
Non-contact disinfectant stand

Disinfectant stand is better to have a pedal, because many unspecified people can use it without contact.



Trash can with a lid / pedal

Prevent contacts in the office by adopting trash cans with a lid.



Flow planning

1

Main route should be one-way to reduce the risk of the spread of infection by face to face contact

2

Disperse communal spaces where people gather, and separate work area by departments

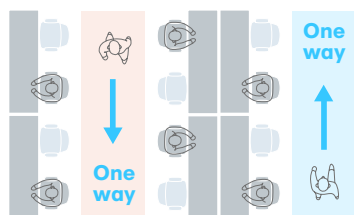
Point

- Clarify route by different floor tiles, graphics, and signs.
- Separate desks and passage by cabinets or plants.
- Separate office entrance and exit as far as possible.

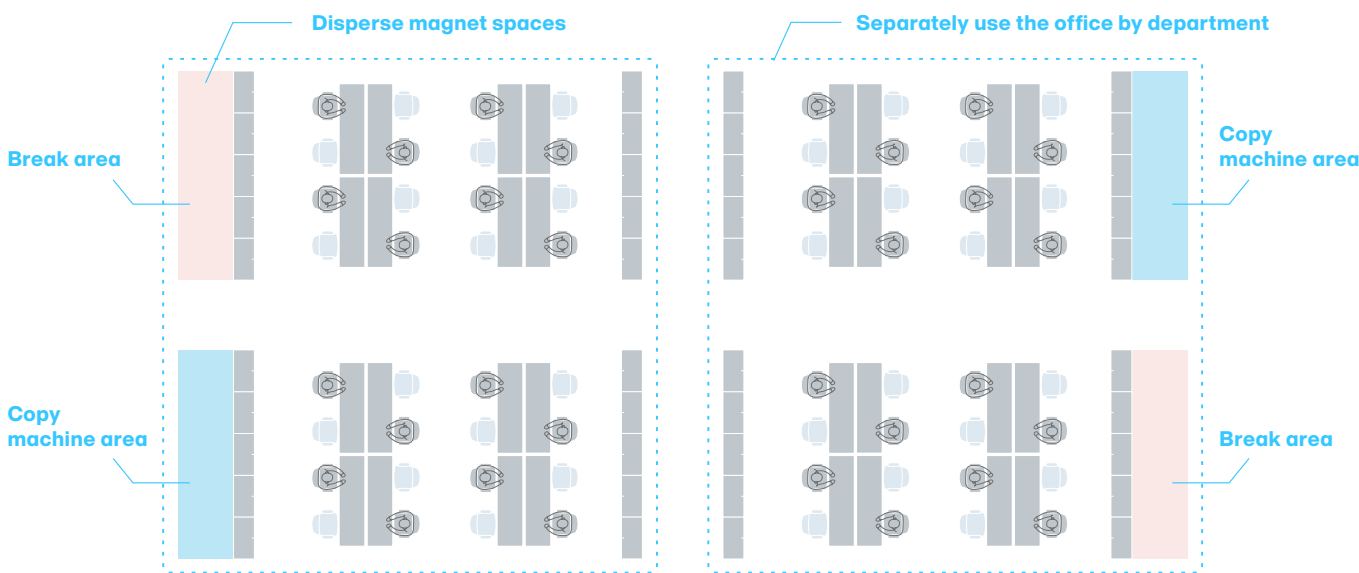
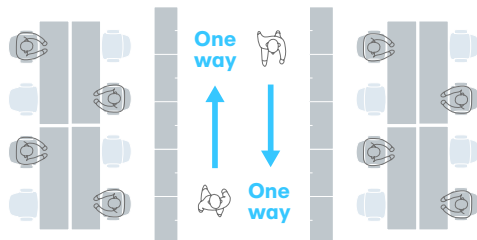
Point

- Disperse communal space such as copy machine and break area.
- Separate work area by departments and plan/optimize the space utilization.
- Secure the space to keep a physical distance.

Idea 1: Low risk of face to face contact (recommended plan)



Idea 2: Separate the passage in the middle and clarify the direction





5 Agendas for Work Transformation

What is 5 Agendas for Work Transformation?

5 agendas to encourage the growth of employees and build innovative organizations which can flexibly respond to the changes, based on a mid-long growth scenario.

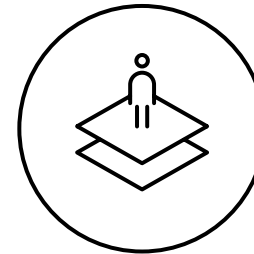
1. Operation / System

Establish flexible policies and guidelines to respond to emergencies and changes.



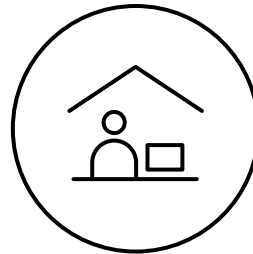
2. Space/Place

In addition to standard office design, create offices which correspond to work transformation from six new perspectives.



5. Remote work

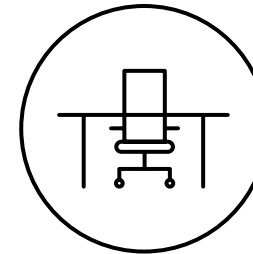
Challenge self-disciplined and work-life balance-conscious workstyle while maintaining health and motivation.



5 Agendas

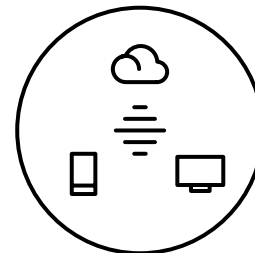
3. Furniture / Tools

Specialize in high performance and expertise, and support for digital work.



4. Technology

Accelerate the workstyle mixed both with online and offline by connecting people and information beyond distance and time.



01

How to create new operation rules for the office

Set up general policies

In KOKUYO's case

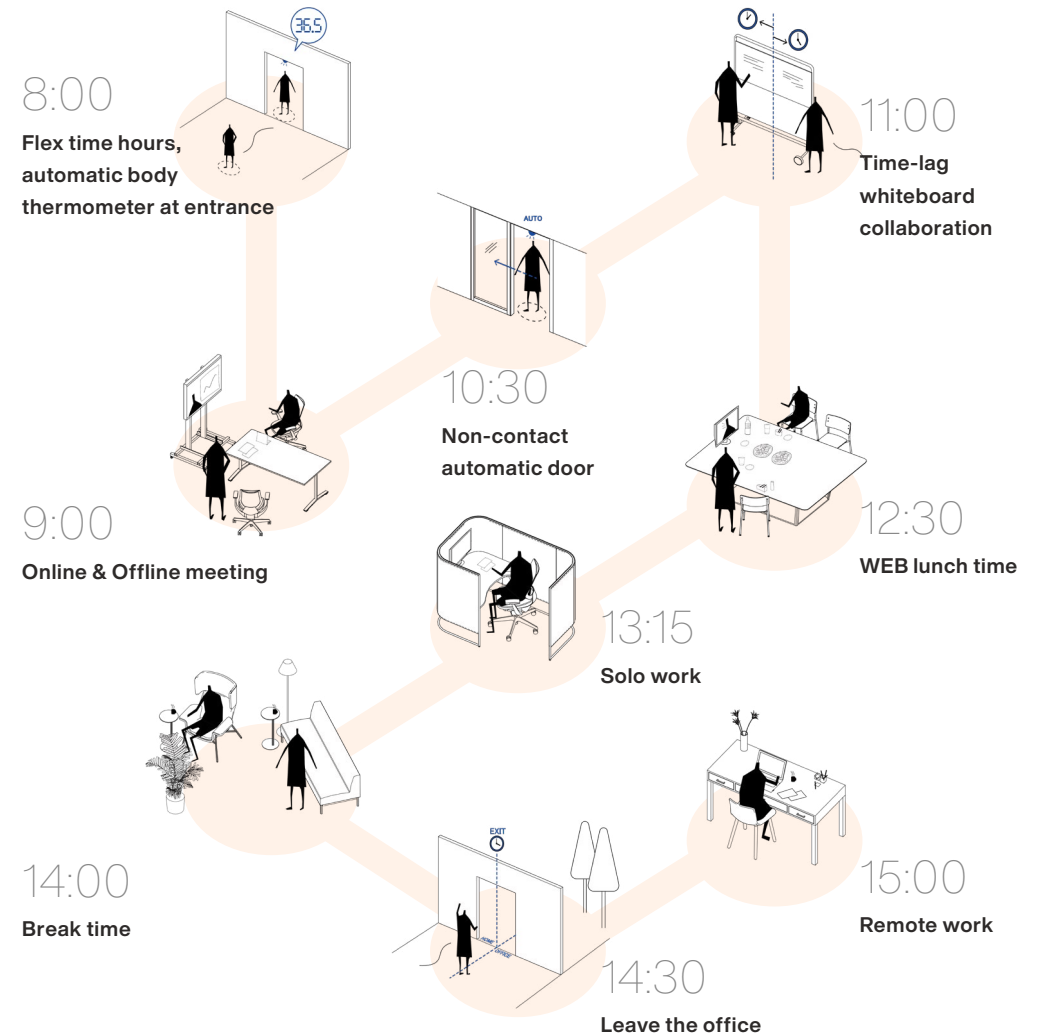
- Policy1** Create and enforce guidelines for safety to continue business activity
- Policy2** Encourage WFH (Work From Home), and online work
- Policy3** Set up "attendance rate"
 - e.g.) Control attendance rate by dividing organization into set teams /
 - Make rules based on characteristic of department's, etc.
 - *KOKUYO's target was 50% attendance rate during the state of emergency and aims this to be 0-30% in the case of 2nd and 3rd wave.
- Policy4** Apply PDCA actions
(Control attendance rate depending on the circumstances)

Set up operation guidelines

In KOKUYO's case

- Set up rules and guidelines for attendance, going-out, and work time
- Office management** ①work area ②meeting room ③MTG space ④Open space ⑤Lunch room ⑥Common area, etc.
 - Cleaning**
 - Event / Seminar**

One day in the new office



02

Space / Place

New office design in response to changes of behavior WX-12

WX-12 is the index that takes KOKUYO's 6 key perspectives in achieving a creative office and adding 6 new perspectives to create an even more resilient office.

Current office design

Zoning by sound
Back : silent

Entrance : noisy

Plan office layout, with consideration to a balance between solo-work area and communication area

Swing-by flow planning

Plan to increase accidental encounters with swing-by route

Diversity of work spots

Provide various work spots to support productive and creative work

Design for gathering

Arrange communal spaces appropriately, based on Allen theorem (30m theory)

A place typical of the company

Strengthen the corporate royalty by sharing spaces that embody the company's characteristic.

Visualization of conditions

Enforce bonding through physical visualization and stay on the same page.

New office design

Zoning by density
Back : avoid crowding

Entrance : avoid staying

Project people flow and density in advance, and plan comfortable and safe office environment.

Pass-by flow planning

Plan the flow which is possible to avoid contact and pass each other, and have transport hubs which keep a safe distance.

Rich blank space

Provide open spaces to produce spatial comfort in the office, while maintaining diversity.

System for gathering

Arrange linkage areas beyond the real and virtual

Experience to be typical of the team

Build a good relationship with team members under the situation of remote work, supporting each other

Visualization of activities

Share each other's activities each other beyond time and place to build trust

Agenda
02

Space / Place

Image of new office

Standing 1on1

Reduce the risk of droplet infection by facing each other diagonally, and make conversation shorter by stand talking

Circle-shaped bench

Sit in a circle-shaped bench, and enjoy the view from windows for a change of pace

Prototyping stage

Area to discuss/examine physical materials. A stage which visualizes specified actions

Connectable cabin

Stand meeting booth, which, by eliminating the center table, makes keeping distance easier and allows freer movement.

My time

Provide workspaces, in which workers can listen to music and sit in a comfortable position

WELL work area

Secure an appropriate distance by the mix of sit & stand desks and plants to provide healthy workspaces

Cleaning cart

Disperse disinfection or cleaning kits in the office

Clear and wide passage

Keep a passage width at 1.6-1.8m (recommended), and make obvious entrance/exit signs to clarify one-way flow

Brainstorming garden

Arrange movable furniture to keep distance from each other

Temperature check gate

Check body temperature to prevent infection spread at entrance

Location monitoring

Dashboard which shows who is currently checked-in the office

Fixed workspace

Provide fixed wide desk for specialized workers who need a large workspace

Minimum/Solo booth

Small dens for web meetings with the sound-proof panels

Team camp

Work spot for casual communication with teams

Shelter

Keep fresh air circulation with open top. Concentrate on work in the immersive space

Team work area

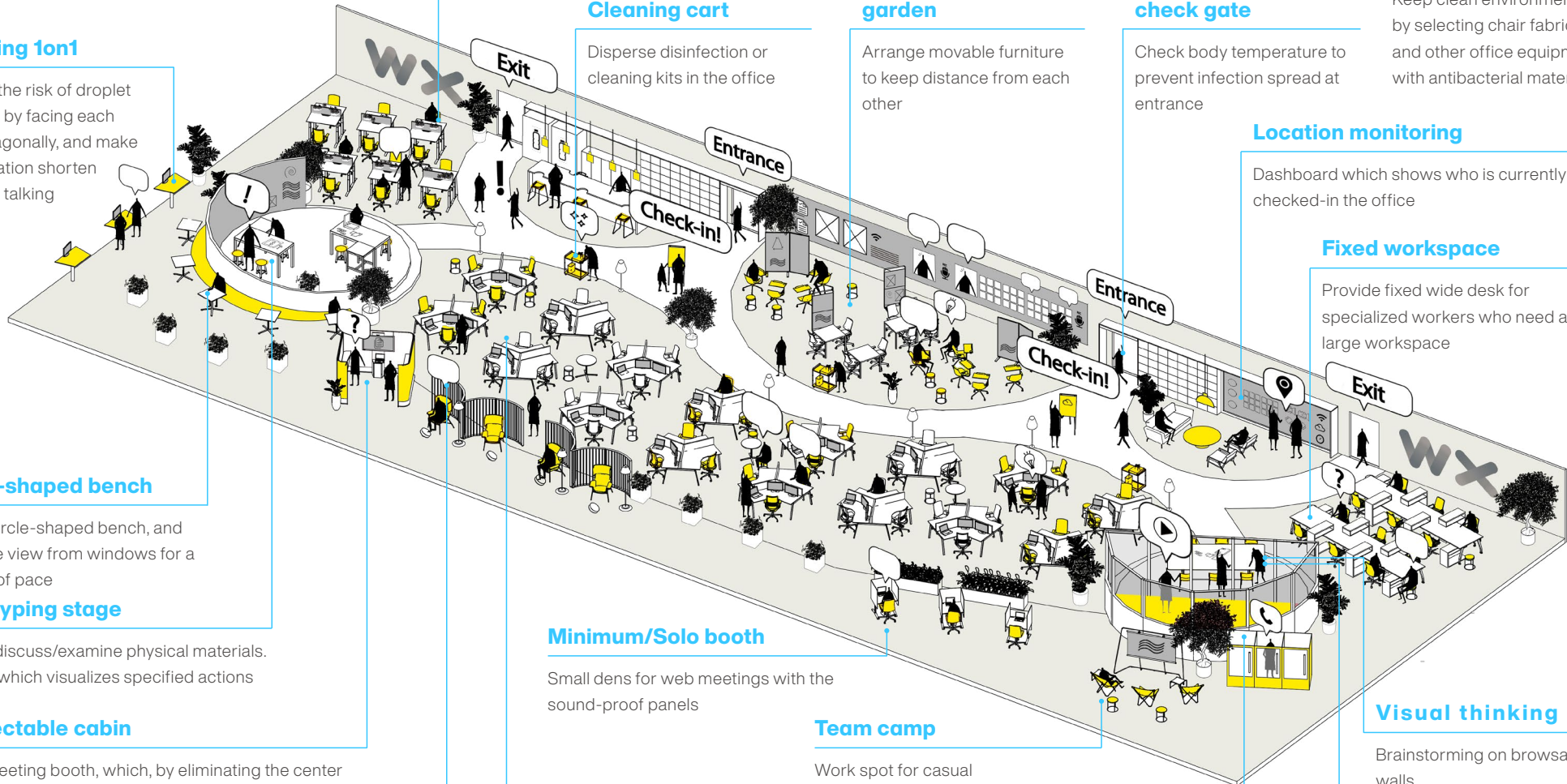
Keep physical distance by angled desk, and make space-efficient office design.

Visual thinking

Brainstorming on browsable walls

Broadcasting studio

Record and broadcast webinar or message from the company

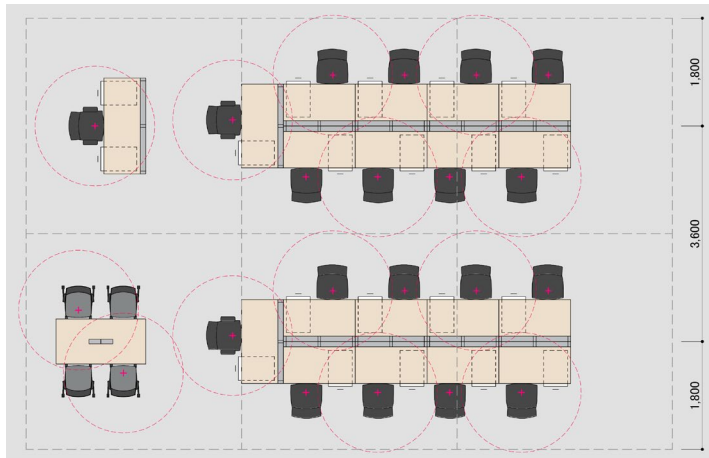


02

Space / Place

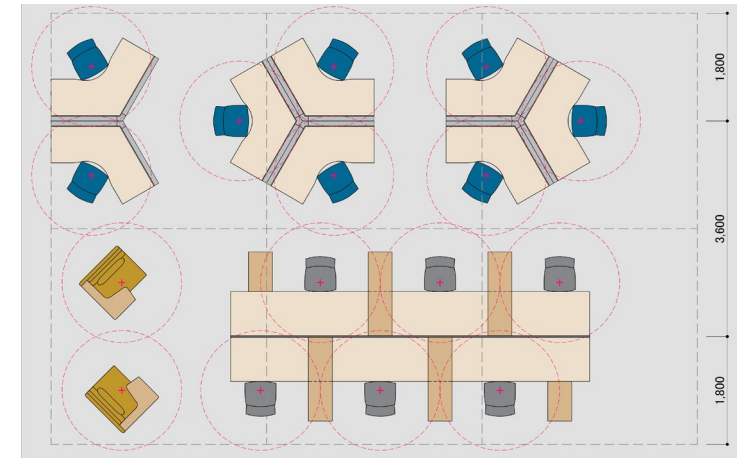
The approach of reserving the physical distance between workstations.

Sparsely and randomly positioned
(Issues with space efficiency)



The approach to achieving space efficiency between workstations.

Safety is maintained above else, and to create an environment that enhances productivity.



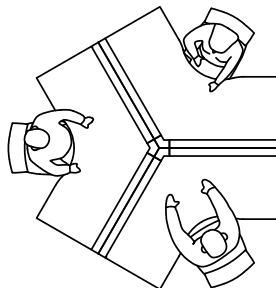
Safety

Physical measures

Install space-efficient module while maintaining distance

Mental measures

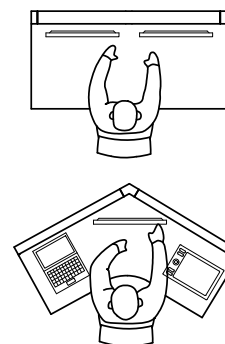
Provide sense of safety in the office by making infection prevention measures visible



High spec

Perspective from workers

Prepare efficient work tools such as multiple monitors, digital tools, and design the space based on ergonomics.



Perspective from facility manager

Increase utilization of seats in the office, while considering physical distance

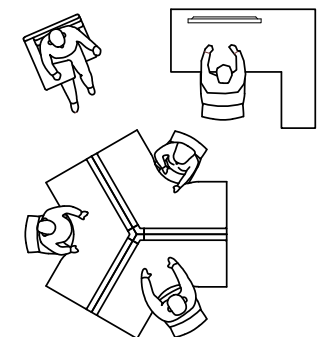
Flexibility

Diversity / Open space

Arrange multi-purpose furniture and set apart clear space in the office to provide a comfortable environment.

Flexibility

Flexibly respond to the changes in circumstances and activities, and offer support for team building or community formation in a project



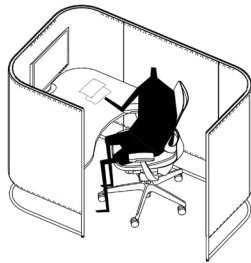
03 Furniture / Tools

Specialize in high performance and expertise, and offer support for digital work.

High functionality / Optimization of expertise

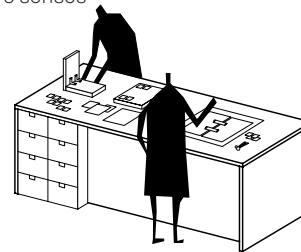
Concentration / Professional solo work

Provide work tools and environment which support sound-proof function and a place to immerse oneself.



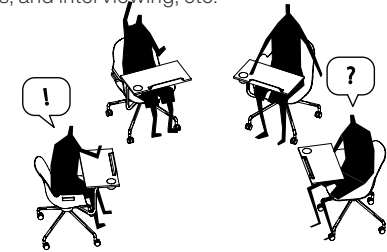
Prototyping

Prepare workspace where workers can check prototyping or experimentation, which enables to work with the five senses



Face to face / Contact

Consider the situations when we need face to face communication, such as meetup, meeting with important clients, and interviewing, etc.



Support for digital work

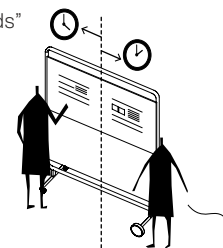
Synchronized communication

N to N communication work, such as divergence and convergence of ideas, needs to be combined online and offline by use of monitor screens.



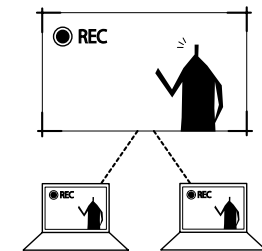
Desynchronized communication

Respond to desynchronized communication according to restriction of attendance rate or flex time. Encourage the new way of sharing information, such as "leaving notes on the boards"



Live broadcasting/Recording

Convey a message through live broadcasting webinars, workshops, or sharing movies



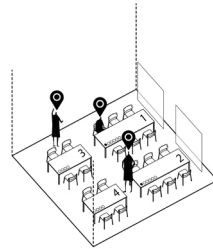
04 | Technology

Accelerate the workstyle mixing both online and offline by connecting people and information beyond distance or time.

Connecting people and information

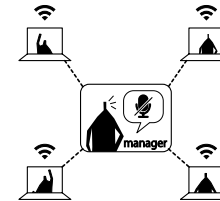
Virtual office

Share the virtual office online. It brings informal communication and pace making beyond distance



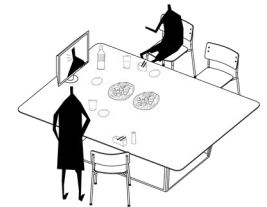
Community manger

Assign community manager online to create welcoming feelings and support matching and team up.



Real & Virtual lunch

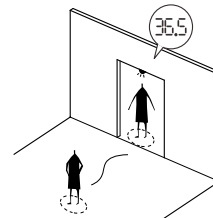
Use lunchtime as casual communication time. Feel connected with team members by sharing work and daily life.



Visualization of information / condition

Understanding health condition

Put body temperature monitors at the office entrance to prevent infection spread in advance. Regularly measured data can be used for worker's self-management.



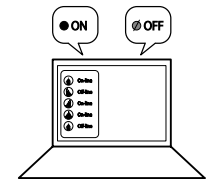
Utilization of the office

Control workers' density by use of location information, and analyze utilization of furniture to optimize the office's use.



Presence / Status

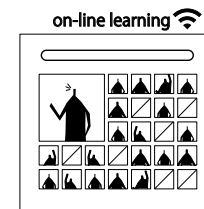
Visualize status, such as "Presence / Absence" and "Available / Busy / Not available" for efficient communication and considering others.



Improvement of digital literacy

Providing opportunities to learn

Have an e-learning or online seminar about skills and courtesy of digital work, and how to use tools.



Extending supports

Provide help desk for new workstyle (virtual / real) to support comfortable and productive digital work.



Sharing skills

Always update work process, courtesy, and documentation on digital work by sharing information



05

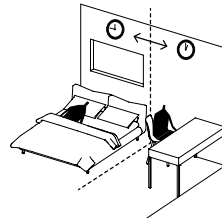
Remote work

Challenge self-disciplined and work-life balance –conscious workstyle while maintaining health and motivation.

Try self-disciplined workstyle

Time schedule

Keep on-time schedule such as wake-up time or time to start work, and have periodic break times.



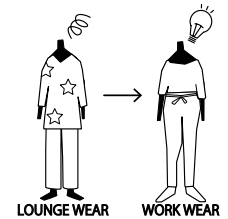
Small goal setting

Set a small goal every day, and achieve it to keep a positive mind.



Workwear for oneself

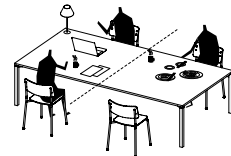
Put on comfortable and functional workwear, It helps to get a mind-set to start work



1.5 place (office at home)

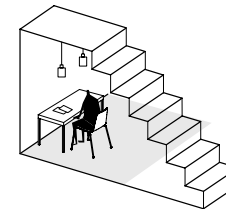
Work setting for home

It needs the flexibility to share the functions and have well-balanced design for both home and office. Digital tools and stationery should be portable.



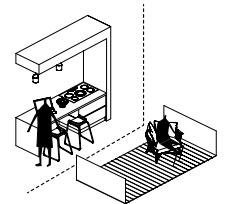
Find small work space

You can find out workspace in unexpected places such as storage areas or clearance space Utilize small workspace.



ABW at home

Every part of a house has a potential for workspaces other than the usual work setting. Outdoor workspace such as terraces and balconies will be good for a change.



Well-being

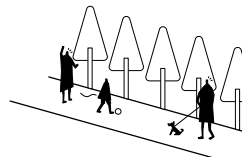
Blending work and life

Work and life are blending in. Think about the balance between time for yourself and time for family



Connection to society

When working from home for long hours, chat with colleagues or friends online, or take a walk to maintain the rhythm.



Online-fitness

Raise fitness level and relieve stress built from lack of exercise through means online.



Workplace Concept Beyond COVID-19

WORK TRANSFORMATION



For Further Discussion

Short-term view : Office operation recovery

Control and prevent the spread of infection

Along with the relaxation of regulations and action restriction, go to work while preventing the spread of infection (take actions)
Speed is priority / Infection prevention /
Reduction of the risk of spread / Splash prevention / Contact prevention

Mid-long view : Growth scenario with office

Introduce new workstyles to adapt the recurrence of crisis

Even if infection or other unexpected risks occur again, work without a decrease of productivity (adapt)
Planned / Sustainable /
Growth of business / Growth of employees

Preparation before opening
responses to the first wave

Measures after opening
responses to the second and third wave

Evolve to the strong organization which can respond to change
preparation for the unexpected situation

Supply management and contingent rule setting

- Checking the stock of consumables
- Rules of distance between seats
- Rules for private room access restriction
- Rules of measuring temperature / health care management

Measures based on Japan Business Federation office guideline

- 3Cs space (Confined, Crowded, Close) / Basic protective measures such as keeping physical distance
- Hygiene management / Measures which can do immediately such as health care

Office supplies without large cost

- Disinfectant / Mask / Face shield / Permanent air cleaner
- Distance between seats / Set-apart arrangement / Desktop panels / Transparent curtains
- Closure of private rooms / Open door / Simple partition / Reconsideration of passage width

Understanding employee's health risk as much as possible

- Installing thermography device / Temperature data

Management of real-time employee's health

- Visualization of employee's health
- mid-long term promotion to the healthy company

Preparation for safe workplace

- Office disinfection services (short term)
- Rearrangement of furniture / Replacement of furniture (short term)

- Change to automatic door / Replacement with antibacterial material
- Introduction of non-contact security
- Periodic office disinfection services (mid-long term management)
- Rearrangement of furniture / Replacement of furniture (mid-long term investment)

Strategic planning for the new office

- Redefinition of the office roles
- Floor portfolio settings
- Reconsideration of mid-term emergency supplies
- Teleworking rate in anticipation of growth / Setting the number of seats, depending on attendance rate
- The numbers of meeting rooms, considering online work / Keeping meeting space open
- Introduction of health index for the health company / Introduction of appropriate furniture / supplies

Measures to improve work environment

- Reduction of operation by use of subscription
- Major office renewal
- Relocation or reduction of floor space for cost savings
- Reconsideration of partition and security
- Continuous maintenance
- Systematic promotion of teleworking
- Quantitative assessment about facility utilization
- Measuring the efficiency periodically / Evaluating the efficiency of an investment

OFFICE

Head office
Regional office /
Branch
Third place



WORK TRANSFORMATION

In 2020, negative news has dominated the world so far, and it has been hard to foresee what the future will hold. Many people are worried about what our lives will be like in the future. However, it is increasingly recognized that the change of workstyle through digital transformation will only accelerate and bring new possibilities.

“Recognize the value of work, and choose a comfortable way of living”

“Working becomes part of living, and ‘Workstyle’ becomes ‘Lifestyle’”

“Seek blessings of nature and land, and start to work in a rich environment”

“The future office will be the place where we feel safe and comfortable, and meet close friends and colleagues”

“Workplace will be ‘Special place’ and ‘The place to go on purpose’”

KOKUYO has supported many work environments so far. Through this transformation, we will continue to plan and create the future of workstyle together.

KOKUYO

WORK TRANSFORMATION Website:
<https://kokuyo-furniture.com/work-transformation/>

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