



U.S. BENCHMARKS WORKPLACE

2017-2020 | VOLUME 1





“Benchmarking is a common practice and sensible exercise to establish baselines, define best practices, identify improvement opportunities and create a competitive environment within the organization. ... At its best, it can be used as a tool to help companies evaluate and prioritize improvement opportunities.”

- Competitive Solutions Inc.

This document is the first in a series of annual workplace benchmarking reports to be produced by Perkins Eastman. The purpose of this effort is to gain a better understanding of the type and quantity of spaces that our clients need, to identify trends across industries, and—eventually—to track changes over time as we continue to build a robust internal database. Our wide-reaching portfolio of projects, spanning 14 practice areas and 18 interdisciplinary offices, gives Perkins Eastman a unique perspective across industries and regions. Leveraging these valuable internal resources will enable us to better serve our clients, supporting our mission of enhancing the user experience through human-centered, evidence-based design.



Methods



2017 - 2020 WORKPLACE METRICS

Analyzed the floor plans and programmatic data of a diverse set of Perkins Eastman projects



Workplace projects analyzed

42



Total Employees

16,401



Industries represented

7



Cities/towns across the U.S.

24



Total area

2,856,887 sf



Office footprints between

6,900 sf & 425,000 sf



2017 - 2020 EMPLOYEE SURVEYS

Questions related to productivity, wellness, communication and collaboration, among others



Employees responded

3,285



Organizations represented

7



ONGOING RESEARCH

Basic, exploratory and inductive research to identify trends, understand influencing factors, and compare with industry best practices



Key Takeaways

Pre- and post-occupancy surveys offer valuable insight into what works and what doesn't work when it comes to space. They help us to identify friction points and obstacles to productivity, as well as opportunities to improve on the functionality of the design. Combined with quantitative project data, employee feedback provides a layer of human context that is essential to our understanding of the space.

A number of common trends emerged in our analysis of survey responses from more than 3,200 employees across five industries. Correlating with the high ratio of open workstations, employees have a strong desire for more private, quiet spaces to accommodate focused work. There is also a desire for more flexibility and choice within the office, including a greater variety of settings for collaborative and individual work. Employee wellness is also a top priority, with a focus on health-promoting features like ample daylight, access to healthy food, and opportunities to move and switch postures throughout the workday.

Main Findings Across Industries

Recommendations

NOISE IS A TOP OBSTACLE TO PRODUCTIVITY



INCREASE FOCUSED REFUGE

Provide more private spaces (phone/focus rooms, etc.)

LITTLE SATISFACTION WITH ABILITY TO MODIFY WORKSPACES



IMPROVE FLEXIBILITY

Empower employees by offering adjustable furnishings and a variety of work settings.

HEALTH & WELLNESS IS A TOP PRIORITY



ENHANCE WELL-BEING

Reinforce connections to nature (views, daylight, etc.) and provide better access to exercise, healthy food, etc.

COLLABORATION BETWEEN TEAMS IS A MAJOR CHALLENGE



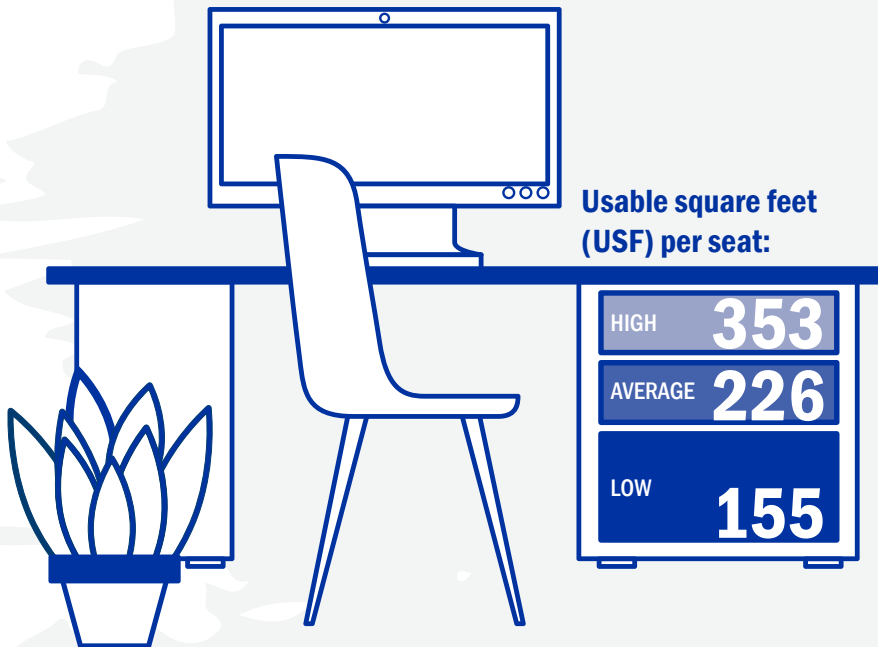
PROVIDE MORE SMALL MEETING SPACES

Increase the amount of huddle/flex rooms, etc. with intuitive technology for formal and informal collaboration.



Industry Benchmarks

2017 - 2020



Usable Square Feet (USF) Per Seat



Closed Office vs. Open Workstation



Closed Collaboration vs. Open Collaboration

| INDUSTRY | Usable Square Feet (USF) Per Seat | | | Closed Office vs. Open Workstation | | Closed Collaboration vs. Open Collaboration | |
|----------------------|-----------------------------------|---------|-----|------------------------------------|------|---|------|
| | HIGH | AVERAGE | LOW | CLOSED | OPEN | CLOSED | OPEN |
| All Industry Average | 353 | 226 | 155 | 24% | 76% | 72% | 28% |
| Financial | 221 | 149 | 89 | 12% | 88% | 65% | 35% |
| Law | 524 | 391 | 244 | 75% | 25% | 76% | 24% |
| Non-Profit | 636 | 242 | 128 | 27% | 73% | 69% | 31% |
| Science & Technology | 239 | 187 | 150 | 13% | 87% | 67% | 33% |
| Technology | 349 | 188 | 127 | 19% | 81% | 72% | 28% |
| Consumer Product | 183 | 153 | 124 | 7% | 93% | 78% | 22% |
| Government | 318 | 271 | 225 | 17% | 83% | 77% | 23% |

Pre-COVID industry benchmarks calculated from Perkins Eastman's projects between 2017 and 2020. "All Industry Average" includes finance, law, non-profit, science & technology, technology, consumer products and government.

Note: For each industry's Usable Square Feet benchmarks, ranges may vary widely due to the nature of the industry and/or due to the representation of metrics from larger headquarter offices.



Finance

Top priority: Easy & reliable access to technology (Wi-Fi, conference room technology, etc.)

KEY FINDINGS

47% Agree that people walking and talking near their desks is an obstacle to productivity

41% Agree that people overhearing their private conversations is an obstacle to productivity

37% Are not satisfied with the amount of personal storage and 23% are not satisfied with the amount of space for individual work

RECOMMENDATIONS



Locate major circulation paths away from various workstations

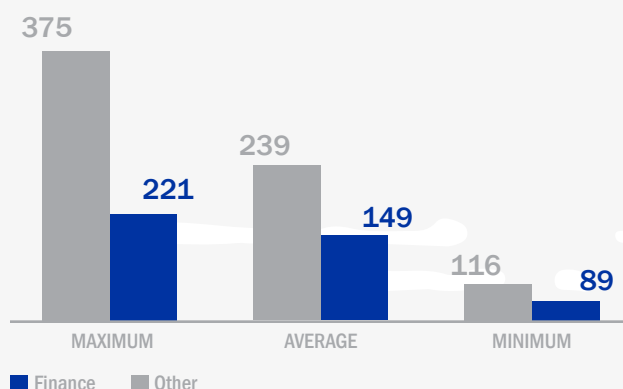


Increase the amount of enclosed workspaces (focus rooms, phone booths, etc.)



Increase usable square feet per seat to accommodate more desktop space and storage

USF PER SEAT



CLOSED OFFICE VS OPEN WORKSTATION

Financial Offices **88% open / 12% closed**

Other Industries **74% open / 26% closed**

Pre-COVID industry benchmarks calculated from Perkins Eastman's projects between 2017 and 2020. "Other industries" include law, non-profit, science & technology, technology, consumer products, and government.

9 financial offices were analyzed to produce industry-specific benchmarks.



CLOSED AND OPEN COLLABORATION

Our benchmarking review found financial services firms to have a relatively high ratio of open workstations and the highest office density, with the average usable square feet per seat falling significantly below the average of other industries. The lack of enclosed workspace correlates with a generally low level of satisfaction with sound privacy as well as distractions from people walking too close to workstations.

Technology integration continues to be a top priority for financial services firms. The industry-wide digital transformation has enabled the shift of processes and services to virtual platforms, leading to an increase in remote and flexible work policies.

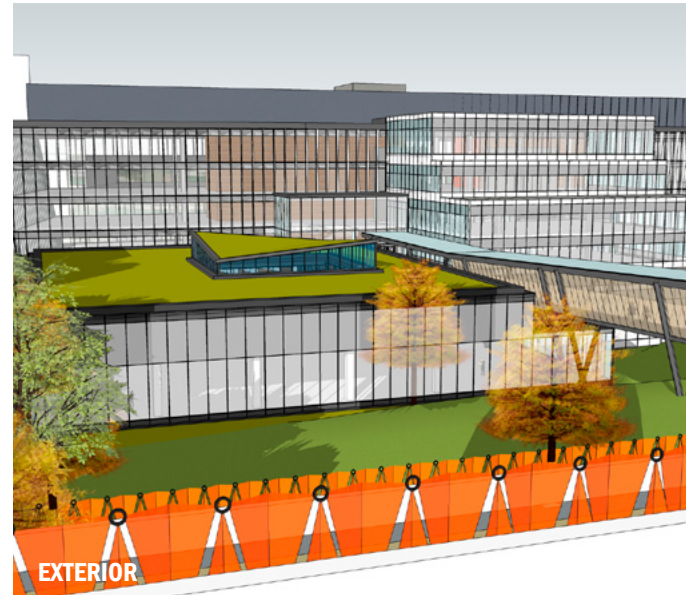
Finance

Case Study



COLOR LEGEND

- SINGLE OFFICE
- DOUBLE OFFICE
- SHARED DESK
- MEETING
- OPEN COLLABORATION
- CLOSED COLLABORATION
- RESEARCH
- PRESENTATION
- SUPPORT



This financial services firm's new headquarters campus comprises more than 400,000 sf of office space. The design incorporates playful features both inside and out, including a dedicated games space to foster innovation and informal collaboration, as well as former surface parking areas transformed into landscaped courtyards with amenities akin to a college "quad." In addition, the campus provides the surrounding community with a 41,000 sf public park connected to pathways through the campus. The new office design uses various strategies to improve the employee experience, such as maximizing daylight, integrating work space with state of the art amenities, and creating a unique building circulation system that encourages gathering and collaboration.



PROGRAM DATA

| | | | | | | |
|--------------|-----------------|-------------------|--------------------------|----------------------------|---------------------|-----------------|
| | | | | | | |
| 1,818 | 153 | 277,628 | 504 | 876 | 0.8 | SUBURBAN |
| WORKPOINTS | USF / WORKPOINT | TOTAL USABLE AREA | OPEN COLLABORATION SEATS | CLOSED COLLABORATION SEATS | COLLABORATION RATIO | LOCATION |



Law

Top priority: Strongly prefer enclosed offices over open workstations.

KEY FINDINGS



Attorneys desire more standard-size private offices



Long hours increase attorneys' desire to access a variety of workspaces for both individual and collaborative work



While much content is now virtual, physical files and paper records are still needed

RECOMMENDATIONS



Adopt single-size offices for partners and associates

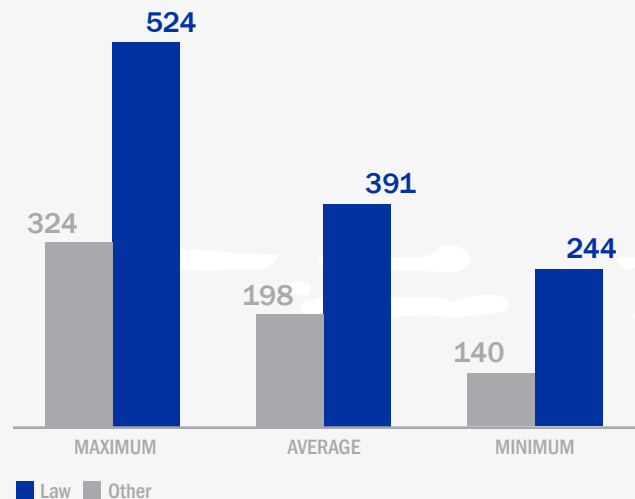


Increase number of collaborative, flexible working spaces and lounges



Space for physical files continues to be required

USF PER SEAT



CLOSED OFFICE VS OPEN WORKSTATION

| | |
|------------------|-----------------------|
| Law Offices | 25% open / 75% closed |
| Other Industries | 84% open / 16% closed |

Pre-COVID industry benchmarks calculated from Perkins Eastman's projects between 2017 and 2020. "Other industries" include finance, non-profit, science & technology, technology, consumer products, and government.

6 law offices were analyzed to produce industry-specific benchmarks.



EMPLOYEE LOUNGE

Law offices stand out with a significantly higher amount of usable square feet per seat compared to other industries. At an average of 391 usf per seat, the typical law office consumes nearly twice the amount of space per employee compared to the average of other industries. The sector also stands out with the highest percentage of closed offices (75% closed versus 25% open).

While the nature of work, in general, requires a higher level of privacy and individual focus, law offices have in recent years experienced a shift towards higher office densities and shrinking office footprints.

Law

Case Study

COLOR LEGEND

- SINGLE OFFICE
- DOUBLE OFFICE
- SHARED DESK
- MEETING
- OPEN COLLABORATION
- CLOSED COLLABORATION
- RESEARCH
- PRESENTATION
- SUPPORT





In operation for more than 170 years, this firm was ready to transform from a traditional hierarchical office to a flexible, team-based environment. Workplace strategies workshops helped establish the goals and vision for the new facility. Key discoveries included creating an overall brand experience for both clients and employees; developing a standard, uniform office size; embracing transparency to support an inclusive and collaborative culture; integrating state-of-the-art AV and IT systems and tools; and promoting flexibility to accommodate new technology and future growth. The design concept incorporates a formal centralized conferencing center for hosting client events. Casual areas that support impromptu encounters are distributed throughout the workplace.



PROGRAM DATA

| | | | | | | |
|---|---|---|---|--|---|---|
|  |  |  |  |  |  |  |
| 42 | 524 | 22,000 | 47 | 54 | 2.4 | URBAN |
| WORKPOINTS | USF / WORKPOINT | TOTAL USABLE AREA | OPEN COLLABORATION SEATS | CLOSED COLLABORATION SEATS | COLLABORATION RATIO | LOCATION |



Non-Profit

Top priority: Privacy and confidentiality

KEY FINDINGS

46% Agree that the quantity of spaces to have a private conversation/call is an obstacle to productivity

45% Agree that the quantity of small meeting spaces is an obstacle to productivity

76% Of employees self-identify as Ambiverts (the highest percentage out of all industries surveyed)

RECOMMENDATIONS



Increase the amount of enclosed workspaces (focus rooms, phone booths, etc.)

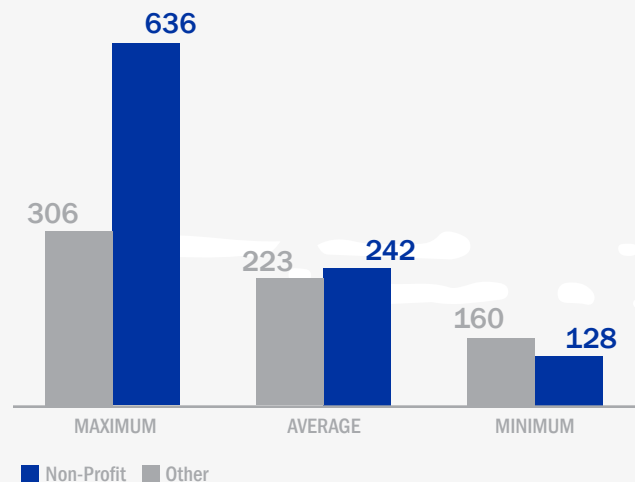


Provide a greater number and variety of small group meeting spaces, including open collaboration space with acoustic buffers



Prioritize flexible spaces that accommodate shifting between focused/quiet and collaborative tasks

USF PER SEAT



CLOSED OFFICE VS OPEN WORKSTATION

Non-Profit Offices 73% open / 27% closed

Other Industries 76% open / 24% closed

Pre-COVID industry benchmarks calculated from Perkins Eastman's projects between 2017 and 2020. "Other industries" include finance, law, science & technology, technology, consumer products, and government.

7 non-profit offices were analyzed to produce industry-specific benchmarks.



FOCUS ROOM AND OPEN COLLABORATION

The non-profit sector stands out with a higher-than-average amount of usable square feet per seat compared to other industries (242 usf versus the all-industry average of 223 usf per seat). The ratio of open versus closed workstations falls close to the all-industry average, as does the ratio of open collaboration spaces.

Our surveys found that employees often utilize informal spaces for in-person meetings. Staff are generally satisfied with their amount of desk space, although some desire more storage space and flexibility for their personal workstation. Overhearing conversations and noise distractions were noted as primary barriers to productivity within the office.

Non-Profit

Case Study 1 | Community-based Healthcare Organization





OPEN COLLABORATION



EMPLOYEE LOUNGE

This not-for-profit, community-based healthcare organization was previously distributed across three locations. The inter-professional care teams occupied offices that did not support collaboration, member privacy, the delivery of its programs, and, more importantly, meeting with members to co-design programs. Using workplace guidelines developed for the headquarters, Perkins Eastman leveraged the standards to create purposeful interruptions by locating meeting, huddle and phone rooms on a single floor plate. To accommodate handicapped access, conference rooms and corridors offer ample space for wheelchair bound members. Effective separation of community space and workplace now complies with essential HIPAA privacy guidelines that ensure securing patient information. This is achieved by locating a large community space near the public elevators, which offers a welcoming environment for members to have coffee and meet with friends.



CONFERENCE ROOM

PROGRAM DATA



577

WORKPOINTS



128

USF / WORKPOINT



73,700

TOTAL USABLE AREA



74

OPEN
COLLABORATION
SEATS



170

CLOSED
COLLABORATION
SEATS



0.4

COLLABORATION
RATIO



URBAN

LOCATION

Non-Profit

Case Study 2 | Computational Research Organization

COLOR LEGEND

- SINGLE OFFICE
- DOUBLE OFFICE
- SHARED DESK
- MEETING
- OPEN COLLABORATION
- CLOSED COLLABORATION
- RESEARCH
- PRESENTATION
- SUPPORT





COMMONS



COMMONS

This project in an 11-story adaptive reuse building is home to a newly inaugurated computational science research institute which provides research and collaboration spaces for scientists in four units, including astrophysics, biology, mathematics, and quantum physics. The project contains a multi-disciplinary program for up to 250 scientists and computer programmers, and flexible space for visiting scholars and fellows during their frequent collaborations.

The design provides private research spaces organized around a range of collaborative hubs, encouraging casual and frequent interaction between scientists. A new feature stair and strategic floor openings create physical connections, and facilitate collaboration across floors. Amenities include a 100-seat auditorium, classrooms, libraries, board room, roof garden, coffee bars, and a staff dining room.



OPEN COLLABORATION

PROGRAM DATA

| | | | | | | |
|------------|-----------------|-------------------|--------------------------|----------------------------|---------------------|--------------|
| | | | | | | |
| 77 | 128 | 9,866 | 3 | 5 | 0.1 | URBAN |
| WORKPOINTS | USF / WORKPOINT | TOTAL USABLE AREA | OPEN COLLABORATION SEATS | CLOSED COLLABORATION SEATS | COLLABORATION RATIO | LOCATION |



Science & Technology

Top priority: Spaces to support focused work

KEY FINDINGS

51% Are not satisfied with their ability to modify their individual workspaces

44% Are not satisfied with the amount of personal storage space

62% Agree that the lack of sound privacy is an obstacle to productivity

69% Agree that the office provides adequate spaces to hold team meetings

RECOMMENDATIONS



Increase storage space and the ability to modify workstations

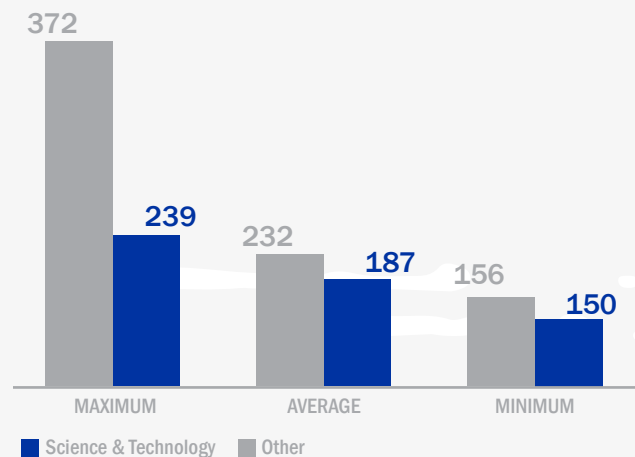


Increase the amount of enclosed workspaces (focus rooms, phone booths, etc.)



The amount of enclosed collaboration spaces is adequate for staff needs

USF PER SEAT



CLOSED OFFICE VS OPEN WORKSTATION

Science & Technology Offices **87% open / 13% closed**

Other Industries **74% open / 26% closed**

Pre-COVID industry benchmarks calculated from Perkins Eastman's projects between 2017 and 2020. "Other industries" include finance, law, non-profit, technology, consumer products, and government.

8 science & technology offices were analyzed to produce industry-specific benchmarks.



EMPLOYEE LOUNGE

Our benchmarking review found science & technology firms to have a higher-than-average ratio of open versus closed workstations compared to other industries and less usable square feet per seat on average.

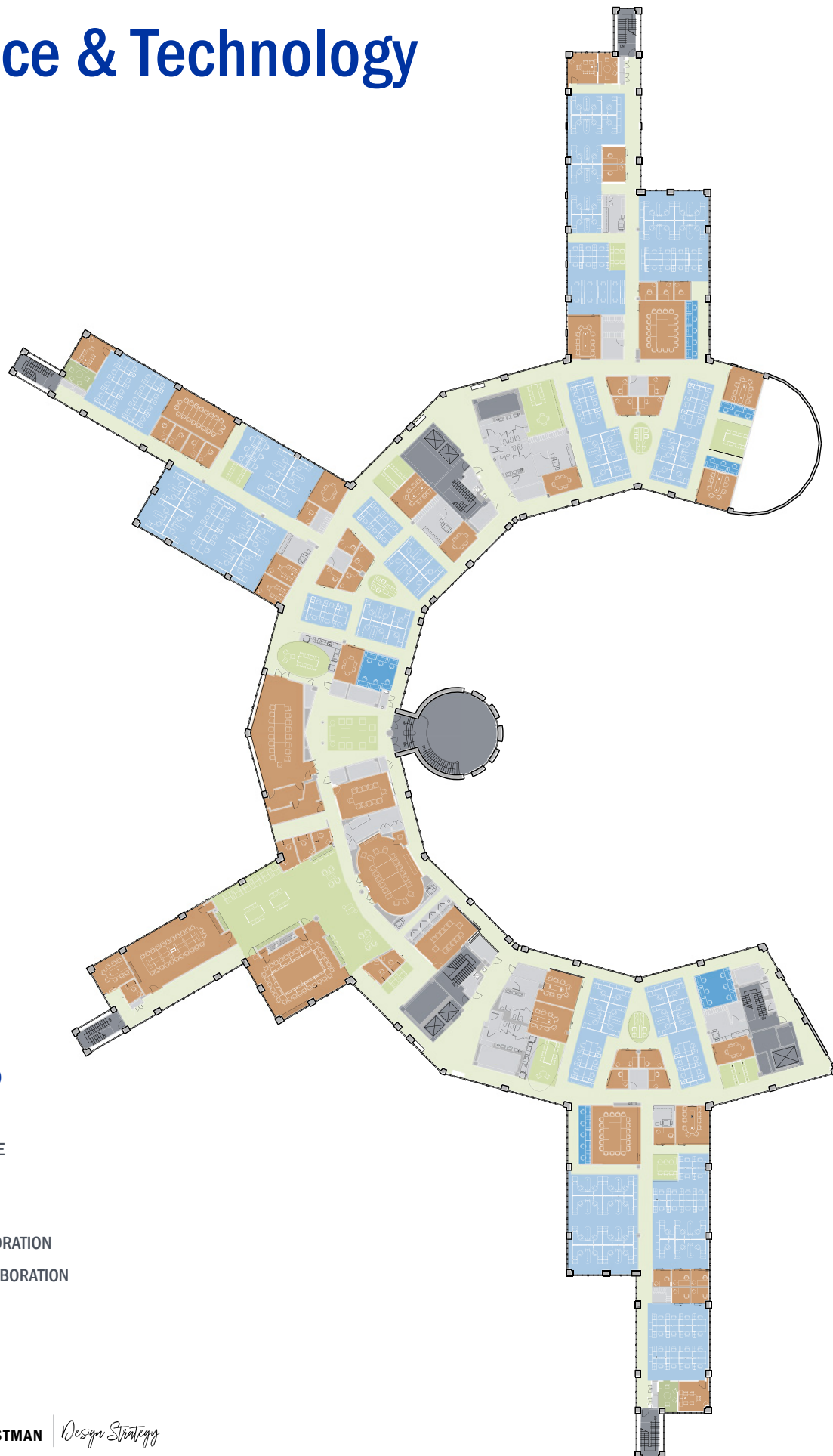
In contrast to other industries, many employees within science & technology work from unassigned desks. Our surveys found that storage space and the ability to modify workstations are among the primary concerns of staff. Obstacles to productivity include

sound privacy, noise and thermal comfort. There is a strong desire for more space to accommodate focused work.

Staff reported spending most of their time in virtual meetings and writing emails, as well as doing focused work at their desks. In general, informal meetings and social interactions occur less frequently compared to other industries.

Science & Technology

Case Study



COLOR LEGEND

- SINGLE OFFICE
- DOUBLE OFFICE
- SHARED DESK
- MEETING
- OPEN COLLABORATION
- CLOSED COLLABORATION
- RESEARCH
- PRESENTATION
- SUPPORT



Following the design and implementation of the company's "Workplace of the Future," this science & technology firm wanted to understand the impact of the new office environment on employee productivity, collaboration, and well-being. Perkins Eastman engaged in cross-departmental interviews, observational analysis and an employee survey to understand utilization and the level of satisfaction with the newly designed workplace. The team also evaluated the success of the organization's new flexible work policy. Based on this post-occupancy evaluation, Perkins Eastman developed actionable design strategies to guide workplace standards and policies for subsequent project phases and for the company's office locations around the world. This analysis provided a comprehensive case study for companies with flexible work policies.



PROGRAM DATA

| | | | | | | |
|---|---|---|---|--|---|---|
|  |  |  |  |  |  |  |
| 469 | 177 | 83,190 | 180 | 476 | 1.4 | SUBURBAN |
| WORKPOINTS | USF / WORKPOINT | TOTAL USABLE AREA | OPEN COLLABORATION SEATS | CLOSED COLLABORATION SEATS | COLLABORATION RATIO | LOCATION |



Technology

Top priorities: Prefer highly flexible environments; Strong desire for space to support focused work; Prefer private spaces over open environments

KEY FINDINGS

52% Agree the amount of small meeting rooms is an obstacle to productivity

48% Are not satisfied with the amount of phone rooms

RECOMMENDATIONS



Increase the amount of small, flex, or huddle meeting rooms

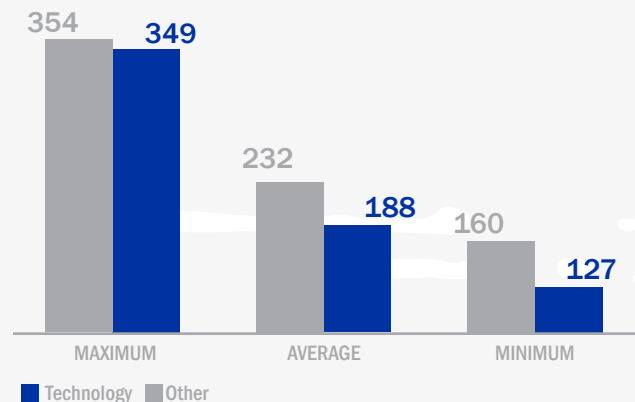


Increase the amount of enclosed workspace (focus rooms, phone booths, etc.)



Current amount of usable square feet per seat is adequate

USF PER SEAT



CLOSED OFFICE VS OPEN WORKSTATION

Technology Offices **81% open / 19% closed**

Other Industries **75% open / 25% closed**

Pre-COVID industry benchmarks calculated from Perkins Eastman's projects between 2017 and 2020. "Other industries" include finance, law, non-profit, science & technology, consumer products, and government.

7 technology offices were analyzed to produce industry-specific benchmarks.



Technology firms were found to have a high ratio of open workstations and fall below the industry average in the amount of usable square feet per seat.

Our surveys found the majority of employees prefer small, “flex” meeting rooms and personal workstations that can be modified according to user preferences. However, the amount of desktop space, storage

space, and phone rooms could be improved. Lack of privacy is noted as a top obstacle to productivity.

Technology

Case Study

COLOR LEGEND

- SINGLE OFFICE
- DOUBLE OFFICE
- SHARED DESK
- MEETING
- OPEN COLLABORATION
- CLOSED COLLABORATION
- RESEARCH
- PRESENTATION
- SUPPORT





OPEN COLLABORATION

This technology firm was looking to reimagine its headquarters to improve the employee experience. Through this project, the company aspired to create a healthy, productive work environment that stimulates creative thinking, encourages collaboration, attracts new talent, and showcases an expanding global reach. Through our in-depth workplace strategy engagement process, Perkins Eastman developed actionable design strategies to guide space planning decisions and subsequent project phases. Design recommendations support the key concepts of variety & choice, flexibility & agility, connection & culture, and wellness & culture.



EMPLOYEE LOUNGE



RECEPTION

PROGRAM DATA



960

WORKPOINTS



127

USF / WORKPOINT



122,039

TOTAL USABLE AREA



17

OPEN
COLLABORATION
SEATS



810

CLOSED
COLLABORATION
SEATS



0.9

COLLABORATION
RATIO



SUBURBAN

LOCATION



Consumer Products

Top priority: Frequent interdepartmental collaboration requires many small meeting spaces

KEY FINDINGS

- 68%** Are satisfied with the amount of space for individual work
- 32%** Agree that the amount of focus rooms is an obstacle to productivity
- 50%** Agree that the quantity of meeting rooms is an obstacle to productivity

RECOMMENDATIONS



Maintain the current ratio of usable square feet per seat

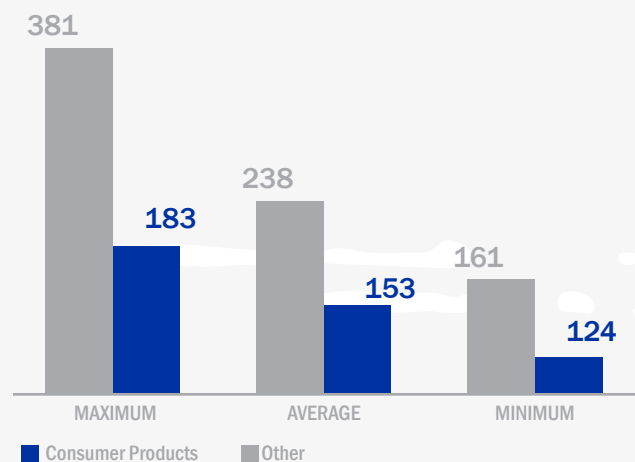


Increase the amount of enclosed workspace (focus rooms, phone booths, etc.)



Locate smaller meeting rooms closer to workstations to encourage more use

USF PER SEAT



CLOSED OFFICE VS OPEN WORKSTATION

Consumer Products Offices **93% open / 7% closed**

Other Industries **73% open / 27% closed**

Pre-COVID industry benchmarks calculated from Perkins Eastman's projects between 2017 and 2020. "Other industries" include finance, law, non-profit, science & technology, technology, and government.

2 consumer product offices were analyzed to produce industry-specific benchmarks.



CLOSED AND OPEN COLLABORATION

Our benchmarking review found the consumer products industry to have less usable square feet per seat compared to other industries and the highest percentage of open workspace versus closed offices. However, in spite of the high office density and openness of the workspace, our surveys found that employees are generally satisfied with the amount of desktop space.

Sound privacy, general noise, and thermal comfort were noted as obstacles to productivity. The majority of work is heads-down and occurs at the individual desk, while collaboration occurs mainly in enclosed meeting rooms.

Consumer Products

Case Study

COLOR LEGEND

- SINGLE OFFICE
- DOUBLE OFFICE
- SHARED DESK
- MEETING
- OPEN COLLABORATION
- CLOSED COLLABORATION
- RESEARCH
- PRESENTATION
- SUPPORT





OPEN WORKSTATIONS



OPEN COLLABORATION

As a global leader in the development of innovative sleep and respiratory solutions, this company required a new space that is aligned with its Workplace Innovation Program, which is based on the principles of shared space, flexibility, mobility, and sustainability. The new dynamic Digital Hub workplace provides a creative environment for new product development, marketing, and co-creation with outside companies and the local institutional community. The space promotes connectivity and collaboration by providing free-address, desk sharing, and alternative work settings. The open, flexible workplace incorporates “scrum development process” areas that support cross-functional, multi-learning team members. As the hub of the office, the pantry is designed to serve as an alternative workplace for employees and visitors, and to support the company’s plan for hosting informative events for its institutional and corporate partners.



EMPLOYEE LOUNGE

PROGRAM DATA



1,220

WORKPOINTS



124

USF / WORKPOINT



150,915

TOTAL USABLE AREA



622

OPEN
COLLABORATION
SEATS



773

CLOSED
COLLABORATION
SEATS



1.1

COLLABORATION
RATIO



URBAN

LOCATION



Government

Top priority: Require closed collaboration for security/confidentiality; Open workstations are prevalent due to their efficiency.

KEY FINDINGS



Many government offices require/desire updated technology (AV, etc.)



Typical staff complaints center on poor indoor air quality and insufficient daylight/artificial light



Government agencies can vary greatly, therefore it's important to note it is a difficult industry to generalize

RECOMMENDATIONS



Find ways to break up perimeter offices to allow greater access to daylight

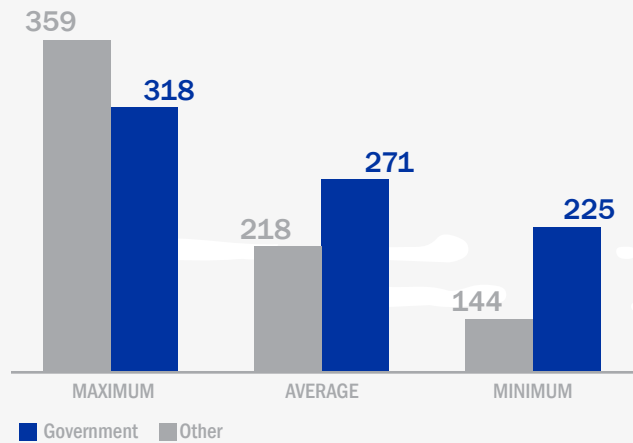


Provide greater user control over ventilation and artificial lighting



Implement a robust infrastructure that allows for future flexibility

USF PER SEAT



Workspace Type

Government Offices 83% open / 17% closed

Other Industries 75% open / 25% closed

Pre-COVID industry benchmarks calculated from Perkins Eastman's projects between 2017 and 2020. "Other industries" include finance, law, non-profit, science & technology, technology, and consumer products.

3 government offices were analyzed to produce industry-specific benchmarks.



CLOSED COLLABORATION

Government offices are relatively inefficient compared to other industries, with an average of 271 usable square feet per seat compared to the all-industry average of 218 usf. The ratio of open workstations is higher compared

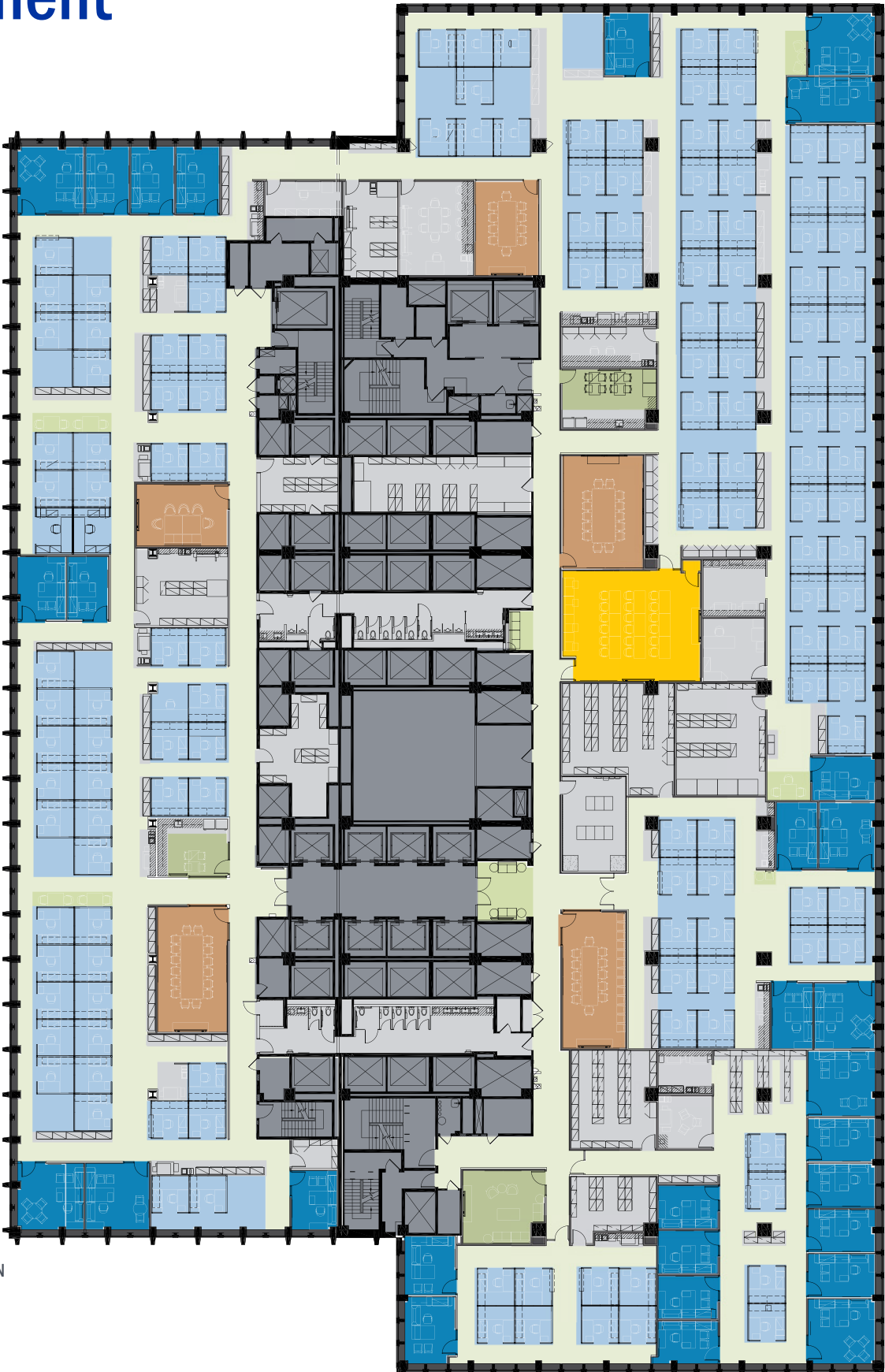
to other industries, while the percentage of closed collaboration space is slightly higher than the all-industry average.

Government

Case Study

COLOR LEGEND

- SINGLE OFFICE
- DOUBLE OFFICE
- SHARED DESK
- MEETING
- OPEN COLLABORATION
- CLOSED COLLABORATION
- RESEARCH
- PRESENTATION
- SUPPORT





CONFERENCE ROOM



OPEN COLLABORATION

The federal government awarded Perkins Eastman two successive five-year IDIQ contracts for a broad range of professional services, including project management, planning, architecture, interior design, and construction administration. Under those contracts, the firm has completed more than 50 projects, ranging from feasibility studies to design and construction. The types of project range from small office tenant alterations to major building infrastructure upgrades. All projects have restricted access and, with some Federal Agencies, very high security. Most of the tenant work is either LEED Certified or follows LEED standards. The example shown here illustrates a large tenant alteration.



OPEN WORKSTATIONS

PROGRAM DATA



454

WORKPOINTS



271

USF / WORKPOINT



122,960

TOTAL USABLE AREA



46

OPEN
COLLABORATION
SEATS



263

CLOSED
COLLABORATION
SEATS



0.7

COLLABORATION
RATIO



URBAN

LOCATION



A woman with long dark hair, wearing a purple patterned top and blue jeans, is sitting on a light-colored sofa in a modern office lounge. She is using a black laptop. The lounge has a large window in the background showing a green outdoor area with wooden chairs and tables. The ceiling is made of horizontal wooden slats. The floor is covered with a brown carpet. A small white table next to the sofa holds a cup and some papers. A larger white coffee table in front of the sofa also has some papers on it. The overall atmosphere is bright and professional.

Projections

It is important to note that the metrics and recommendations contained in this report were gathered prior to COVID-19, which has since had a significant impact across industries. In addition to industry-specific demands, larger trends driven by COVID-19 will continue to shape the future of the workplace. The rise of remote work, the expanding role of technology, and an intense focus on employee health and well-being are at the forefront of design and planning decisions as companies navigate re-entry and beyond. These changes are likely to affect office standards; future assessments will provide a useful comparison between pre- and post-COVID benchmarks.



Future Projections



Fewer permanent/assigned workstations and more unassigned touchdown/shared spaces supported by a robust reservation system



Single-size offices to increase space efficiency and flexibility

Interchangeable office and collaboration room sizes with a limited kit of parts to increase space efficiency and flexibility



Less personal workspace / more communal and collaborative space



Demand for higher quality (e.g. new and Class A) spaces with premium amenities and resilient construction

Inclusion of high quality filters and efficient HVAC systems



Flexible and short-term lease contracts



Embedded technology to support work and collaboration, including virtual, face-to-face and hybrid interactions



Enhanced focus on employee health and well being, such as hands-free technology and improved HVAC systems to prevent the spread of airborne diseases

The workforce has evolved:

Mobile & Flexible



The workplace must become:

Communal Destination - Acts as a collaborative and vibrant landing-place for agile workers.

Digitally Habituated



Blended Environment - Leverages digital technologies and physical space to enable mixed modalities.

Focused on Well-Being



Healthy Harbor - Enhances employee well-being while protecting their health & safety.

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Icons: The Noun Project pages 5, 7,9, 10, 13, 14, 17, 18, 21, 23, 24, 27, 28, 31, 32, 35, , 36, 39, 43, 45



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For more information about our research, we encourage you to visit **Perkins Eastman Insights**, the firm's primary digital editorial publication platform. Insights has become **a flagship publication for thought leadership at the firm**, which includes original articles, interviews, white papers, and publications that showcase our Human by Design ethos. This original content features ideas about the spaces where we live, work, learn, play, and heal, spanning all practice areas and services offered by the firm. By engaging with other thought leaders in industries outside and adjacent to architecture, planning, and design the blog curates **an interdisciplinary lens that targets how design can affect positive change in the world.**

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