

SUCCESSFUL WORKPLACE

→ COMMUNITY
→ WELL-BEING
→ FLEXIBILITY

INTRODUCTION

A successful workplace is designed to incorporate flexibility, well-being, and community to support a productive and engaged employee.

The case studies chosen reflect the importance of these themes. The Portland location of Expensify successfully employs all ideas to create a diverse and inviting experience. Call center Queretaro uses flexibility to excess and fails to incorporate the other themes, creating a space that is overwhelming and rigid.

COMMUNITY + WELL BEING + FLEXIBILITY
=
PRODUCTIVE AND ENGAGED WORKERS

A group of individuals that work towards similar goals and interests, sharing the companies attitude and identity.

It increases creativity, fosters engagement, and creates a sense of belonging.



The overall healthy mental and physical state. Healthy workers are physically able to perform and have a sense of belonging and loyalty to the company.

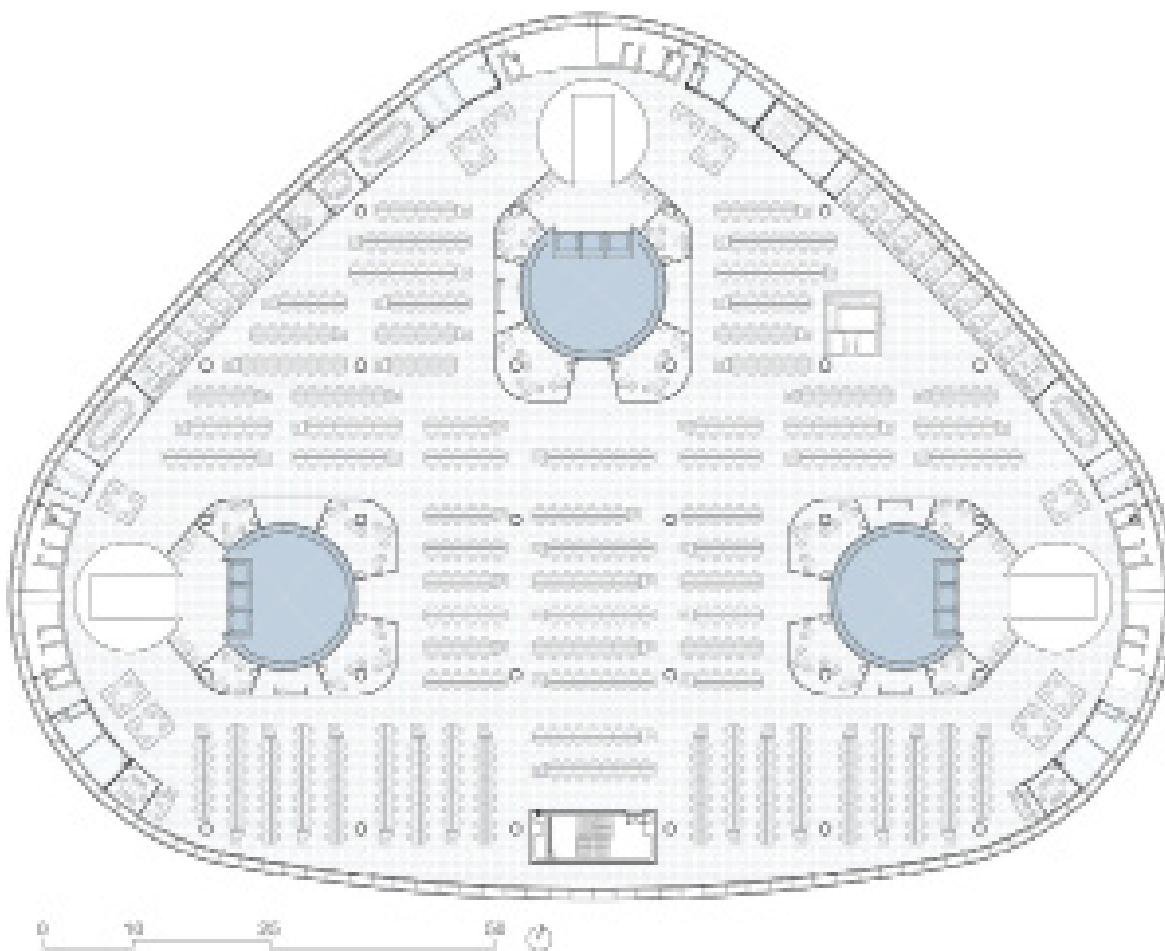
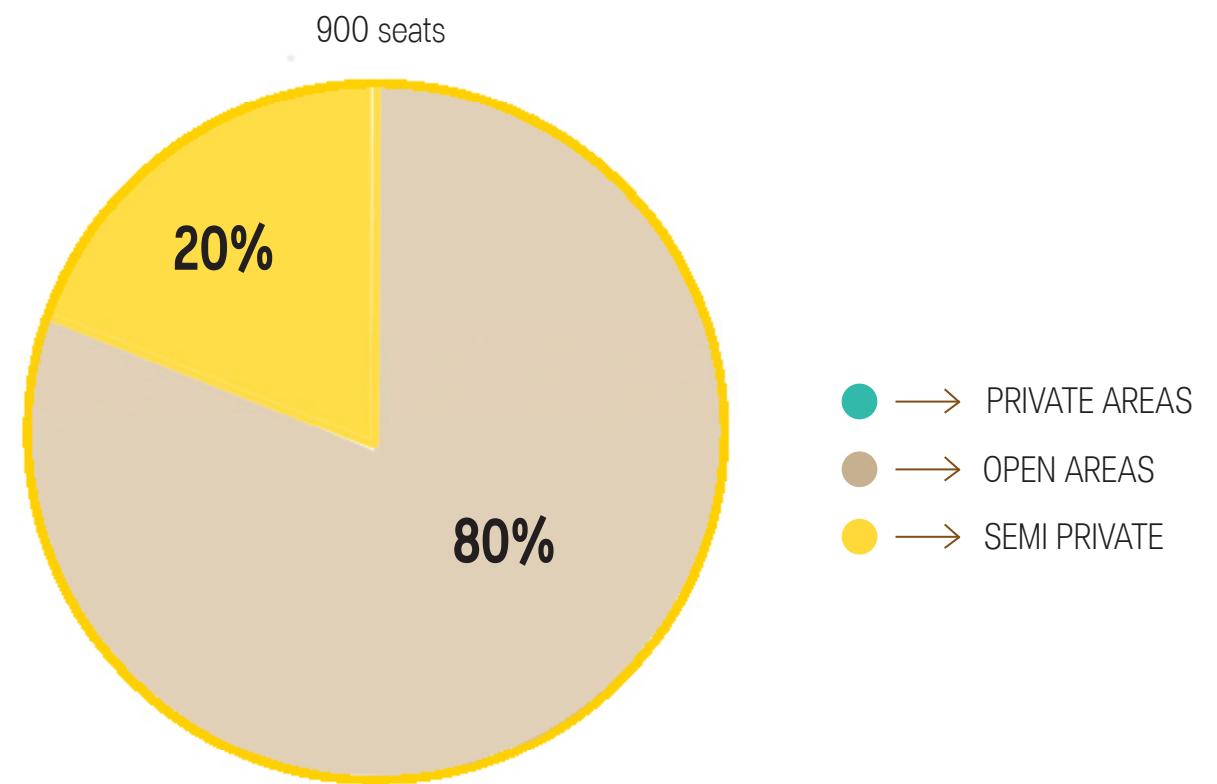
The ability for the space to be easily modified to fit the users' needs. It gives workers a sense of empowerment, allows for a dynamic work space, and meets the demands of evolving industries.



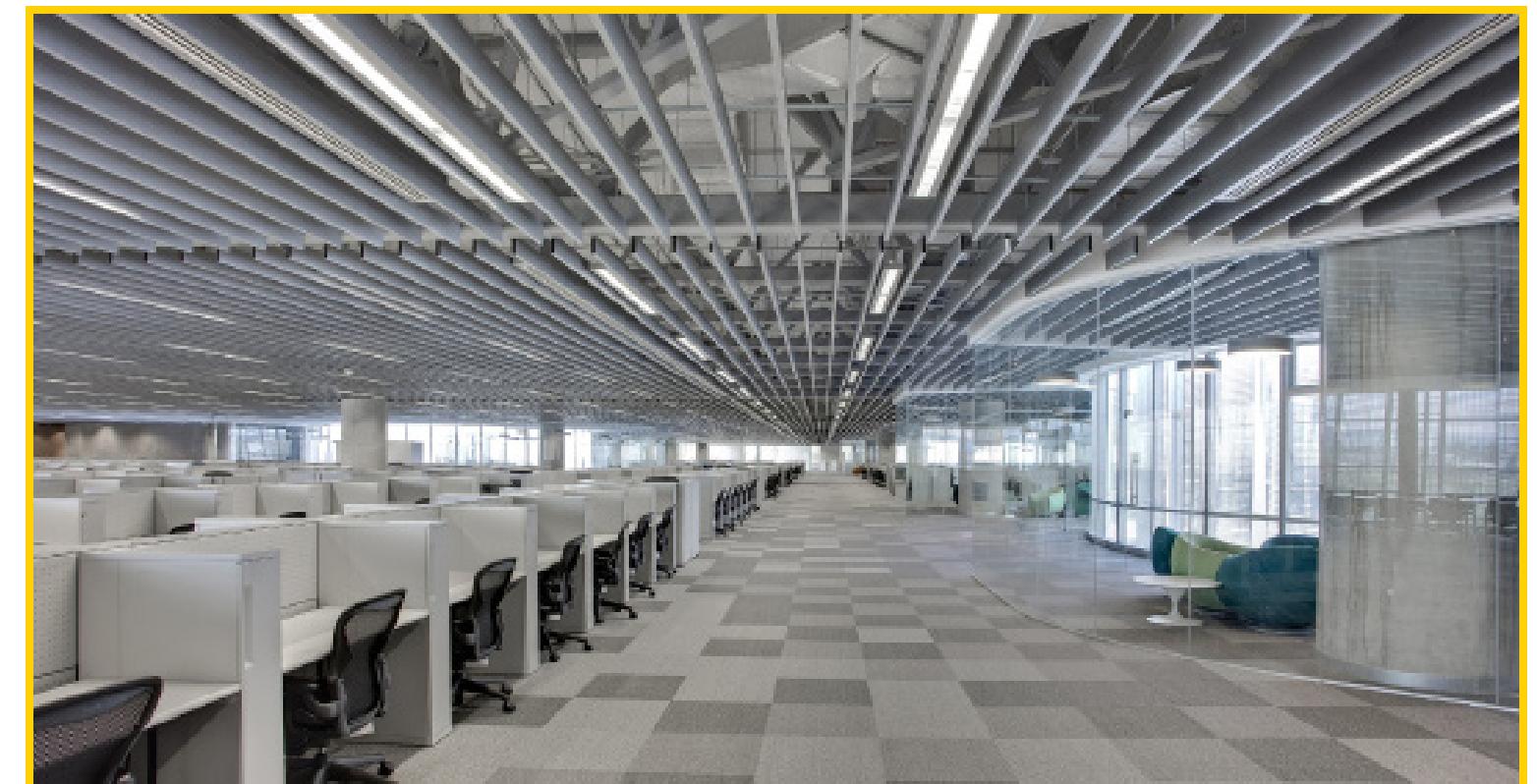
CASE STUDY 1

Call Center Querétaro
Office Estudio Lamela, Springall+Lira
Queretaro, Mexico

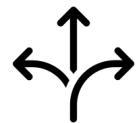
Area | 93578.0 m²
Project | 2006
Category | Offices Interiors
Manufacturers | Bosch, Somfy, Escenium HAUS



Although the space has flexibility opportunities, there are no specific private areas

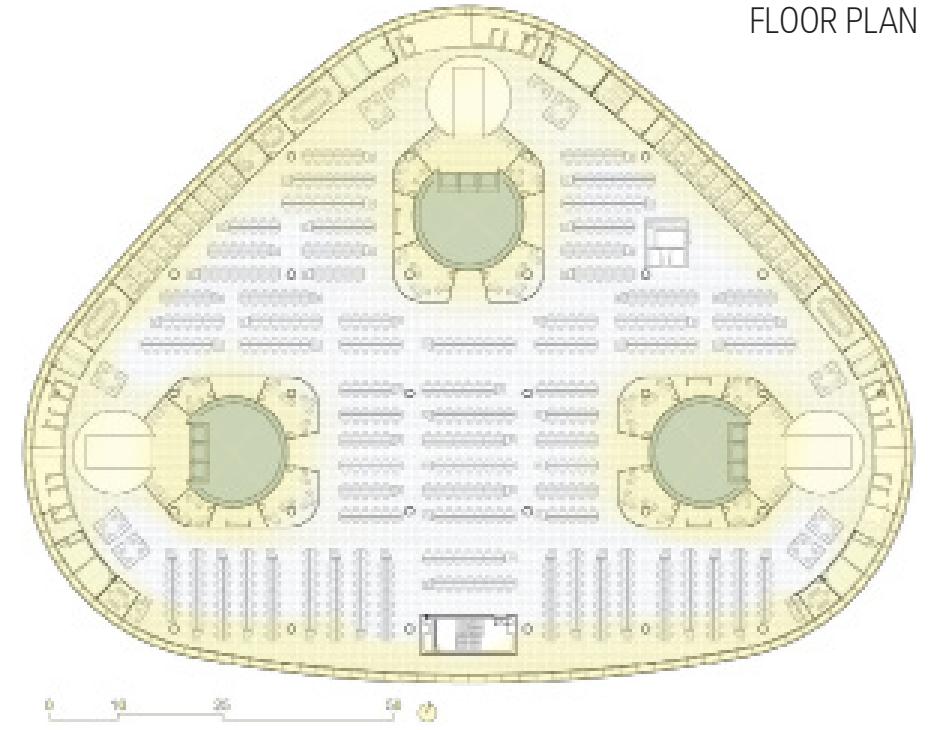
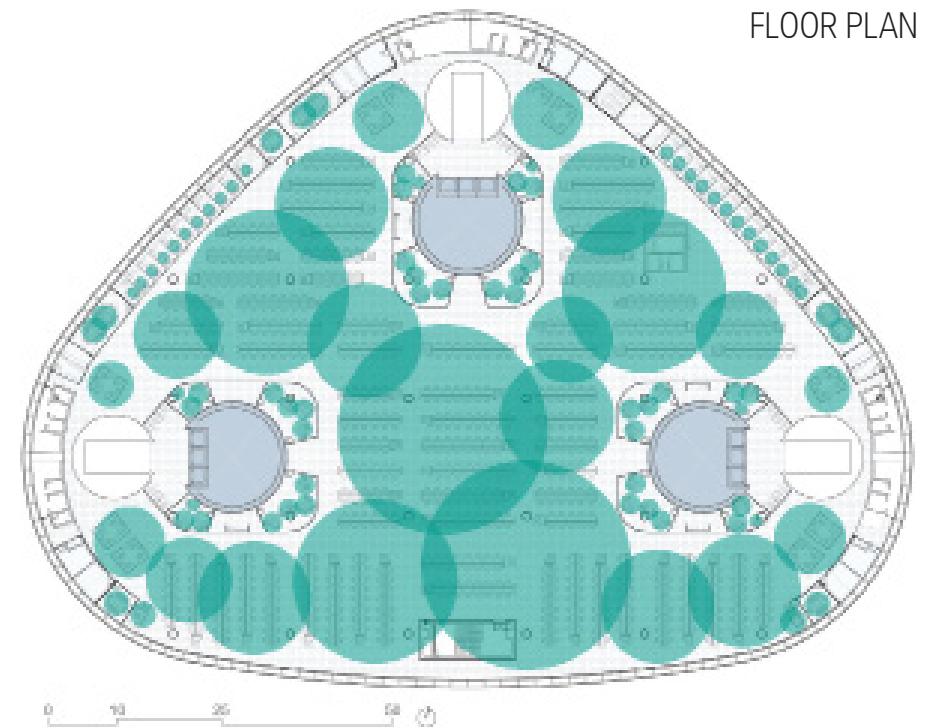


Call Center Querétaro is the most advanced Call Center in the world, with a capacity for **two thousand positions**. The design approach uses **contrast** between **earth-bound** elements that use **heavy materials**, taking into account traditional Mexican architecture, and **light materials** which represent the present and the technological future.



Neutral color palette

Although the space has flexibility opportunities, there are no specific private areas

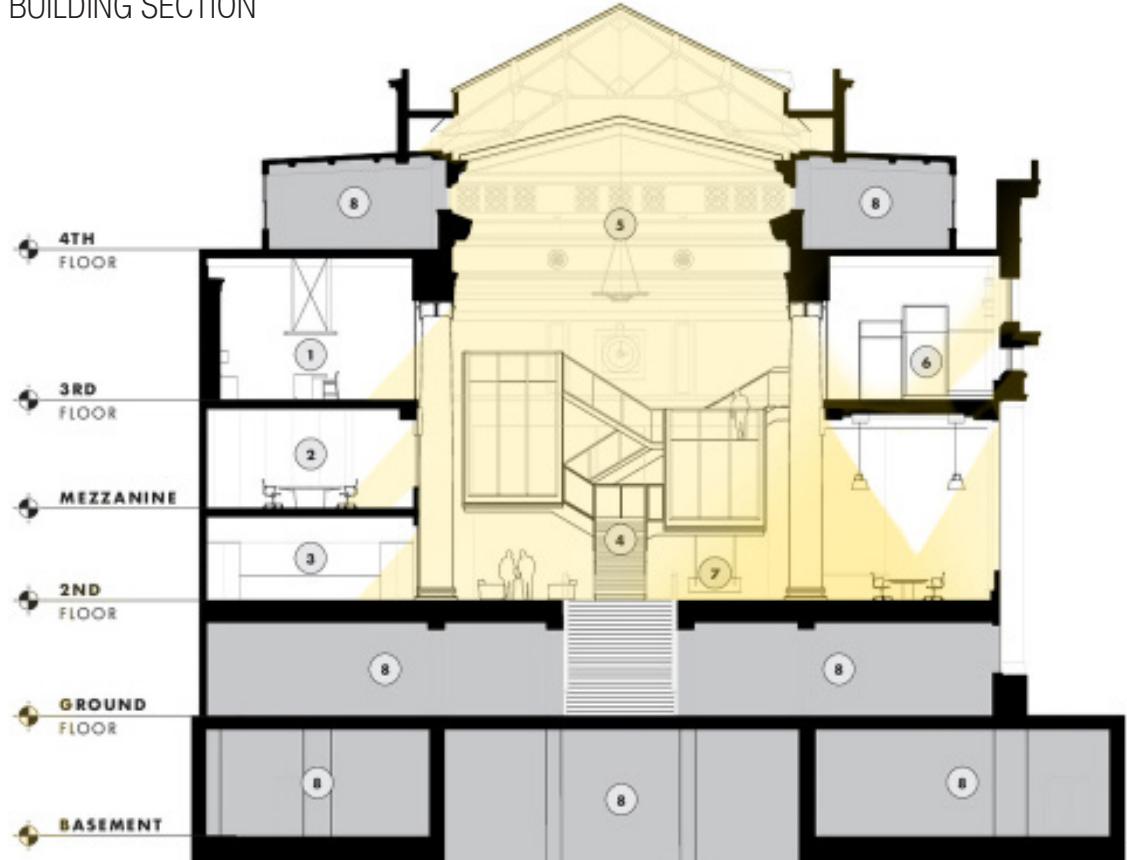


NOISE AREAS ←

NATURAL LIGHT AREAS ←

CASE STUDY 2

BUILDING SECTION

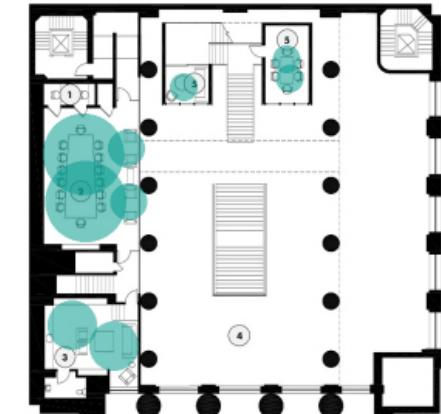


● → NATURAL LIGHT AREAS

ZGF partnered with Expensify to design an interior that reflects the company's signature "choose-your-own-adventure" work setting, in honor to how the company first came to life - working in coffee shops and, later, out of a San Francisco office with no assigned seating.

Expensify
ZGF Architects
Client Expensify
Portland, Oregon, USA
Area 17,352 sqft
Year 2017
Industry Technology

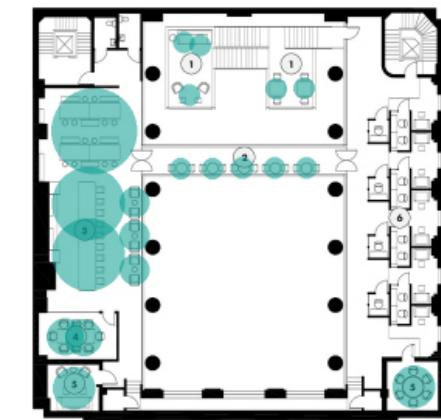
● → NOISE AREAS



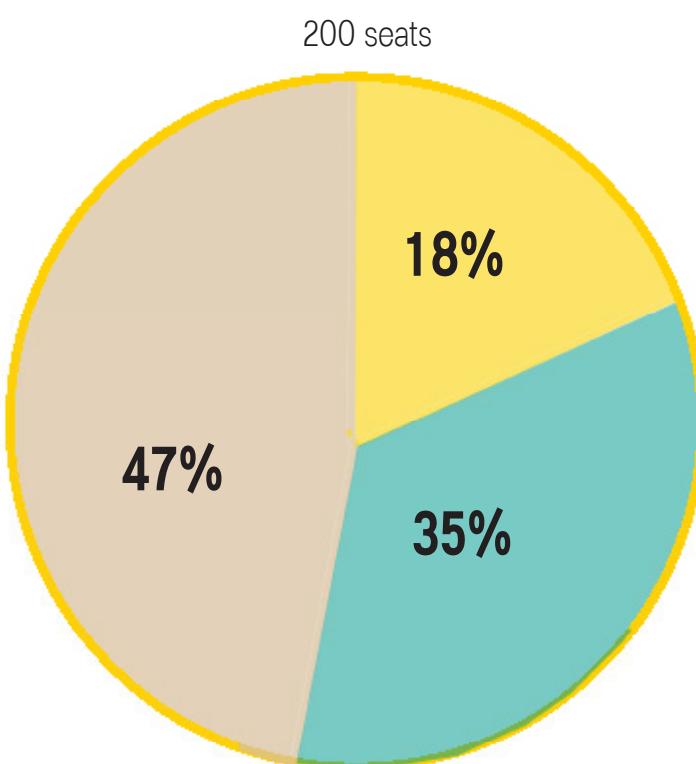
MEZZANINE FLOOR PLAN



2ND FLOOR PLAN



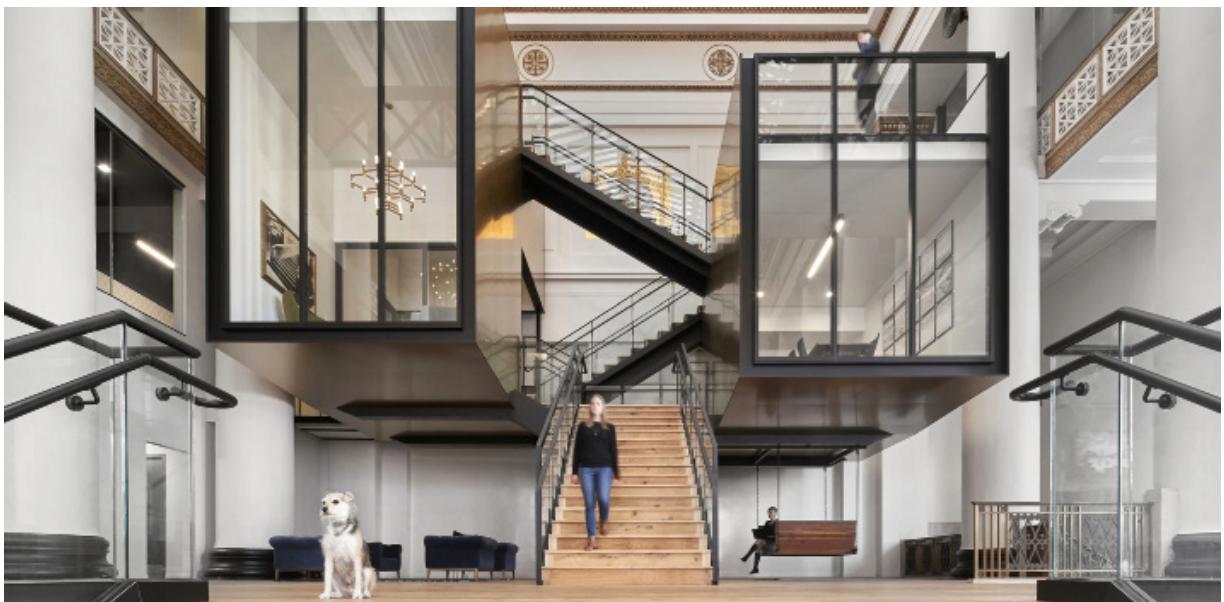
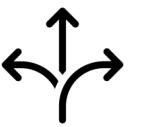
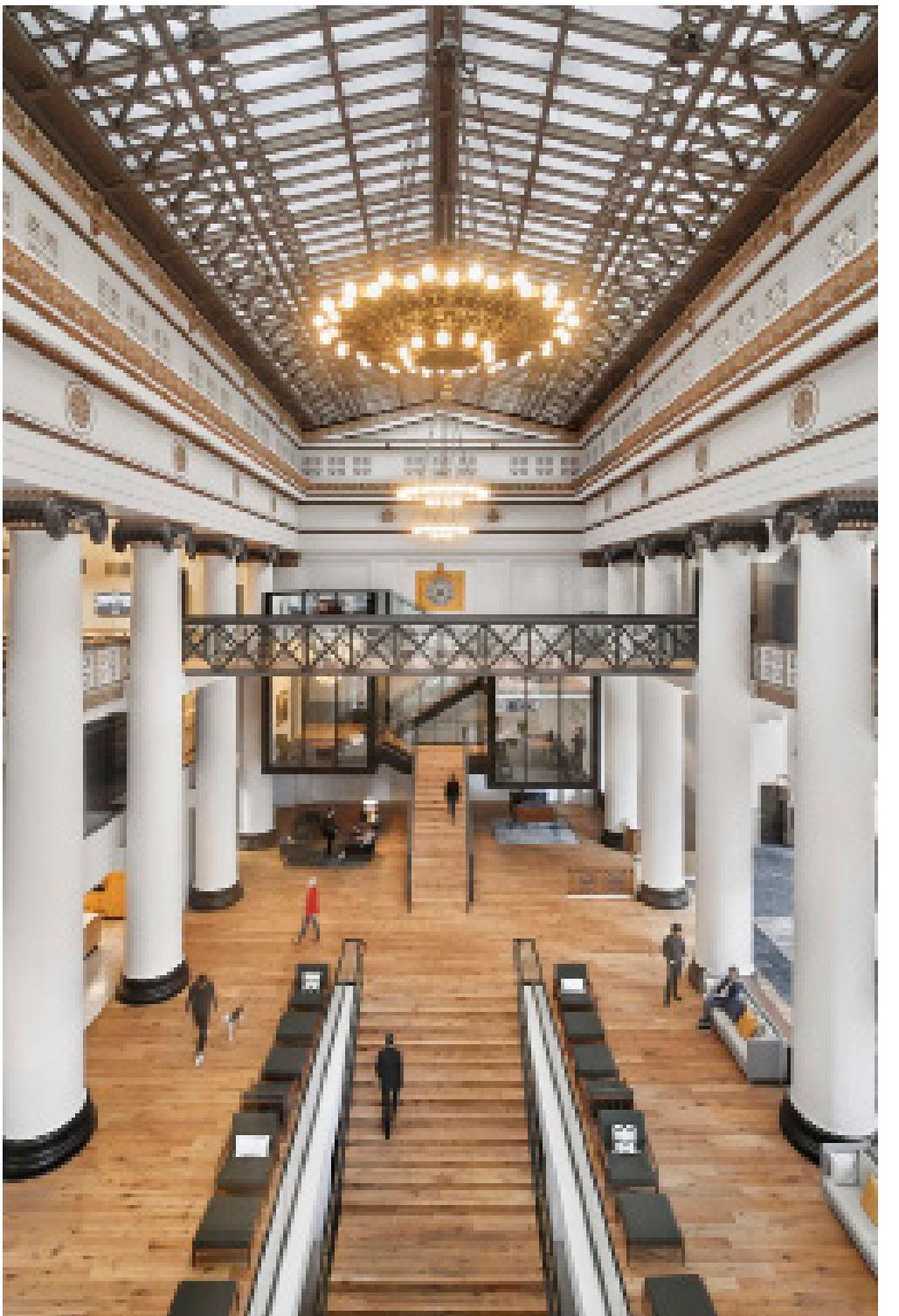
3RD FLOOR PLAN



● → PRIVATE AREAS

● → OPEN AREAS

● → SEMI PRIVATE

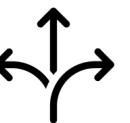


CONCLUSIONS

CALL CENTER QUERETARO



COMMUNITY



FLEXIBILITY



WELL-BEING



Case study 1 has no sense of wellbeing because it doesn't promote physical nor psychological health of its employees. There is also a lack of community within the design, since there is no self identity of the workers within the company, and isn't a sense of belonging that is needed to drive productivity and spark creativity within the work environment. There is flexibility in the design, however it isn't successful in having a variety of work spaces for employees to choose from, making the environment monotonous and unstimulating.

EXPENSIFY

COMMUNITY



FLEXIBILITY



WELL-BEING



Case study 2, on the other hand, is successful in providing wellbeing in the workplace. It has natural elements within the materials and textures used in the design to reduce stress, as well as abundant natural lighting and semi-private spaces divided by glass to promote a sense of community. It has a cafe as the central social node of the building, a place where both formal and casual interaction happen (ADHOC). There are also private offices that separate spaces for a more structured meeting environment. There is abundant flexibility within the workplace, with many spaces to choose from in order to either complete tasks or to take a break from them.

DESIGN GUIDELINES

- 1 Appropriate flexibility that allows users to choose how to work and with what level of privacy
- 2 Variety of spaces that are clear on what they allow, while giving users freedom of choice
- 3 Utilize some color, natural materials, and a balance of natural and artificial light to create an environment to reduce stress and improve engagement
- 4 Understand the brands identity to determine the user needs and how they do work while representing the brand in the design
- 5 Foster a sense of well-being through a multitude of programs that encourage movement and provide spaces to support those programs

REFERENCES

[Hok: Space Fusion](#)

[Gensler: US Workplace Survey
2016](#)

[Arch Daily: Call Center Queretaro](#)

[Arch Daily: Expensify](#)

[Office Snapshots: Expensify](#)