how to create a co-working space handbook
Milano CO: New type of working facilities; functional and architectural transformation of buildings into co-working spaces
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PART. I
NEW WAYS OF WORKING PEOPLE AND CHANGE
INTRODUCTION

NEW WAYS OF WORKING / PEOPLE AND CHANGE

yesterday: hierarchy
today: teams
tomorrow: networks
NEW WAYS OF WORKING / PEOPLE AND CHANGE

ABOUT THIS BOOK:

“Looking at the average office interior objectively, it is a strange place. A great barrack, with bright lights shining down on the head of workers regimented at group of desks and with bits of screen sticking up around the place. At the far end, perhaps, are rooms where people sit in isolation for no very apparent reason except that they are paid more. Windows are distant and sealed tightly shut. The air is mildly stuffy, the lights are on all day, and mid morning coffee is like warm and tasteless, out of those machines.”

What kind of place is this to be in seven hours 240 days a year when back home you have fresh air, daylight comfortable furniture and an ambience that makes you feel good? Not all homes are wonderful but the trend towards home working confirms that offices are not good enough.

New regulations by the barrow land complicate workplace design. Desks and chairs must now fit the works but an idealized worker they do not have to be adjustable to accommodate the wide variations in real human beings.

Work place ailments are public issues, but their prevention is not just physical matter. Management attitudes are as important as clean air and an adjustable chair.
INTRODUCTION

NEW WAYS OF WORKING / PEOPLE AND CHANGE

BUSINESS IS CHANGING WORLDWIDE.

Competition to deliver the goods faster and cheaper to market, also face competition to attract and retain talented staff the is gold collar workers. Swiftness and smartness are combining to revolutionize corporate culture. Departments and processes are no longer kept separate but all talk to each other right from the word go sales to design production to marketing.

Information technology alters what we do and how. People types are changing. The worker no longer obediently does what she is told, but follows her own inclination and asks: “why”

Why do we do it this way, rather that which is much quicker? Why am i imprisoned in my own little Office, rather the being out on the floor exchanging ideas with the others? Why do we travel two hours every morning, to work in places much less good than home? Why when electronics will transport my thoughts to your place, and yours to mine?

Businesses faced with competition to deliver the goods faster and cheaper to market, also face competition to attract and retain talented staff the is gold collar worker. Swiftness and smartness are combining to revolutionize corporate culture. Departments and processes are no longer kept separate but all talk to each other right from the word go sales to design production to marketing.
INTRODUCTION

NEW WAYS OF WORKING / PEOPLE AND CHANGE

“HOW TO DO?”

This book is about office interiors: fitting out new ones and refurbishing the old. It is a simple “how to do” book which would be used as a guide for whom doesn’t understand a lot from decoration and architecture.

It is written for who want to make new office workspaces that are new benchmarks. It is for the users of offices, from the chairman of the board to the newly recruited graduate; for those who create the interiors, from architects to furniture designers. And for the ones who have to wrestle with the managers. It is for creators in large organizations and for those who work with just a handful of like minded people.
handbook

PART. II
activities & spaces

movement

primary

services/support

secondary spaces

ambient
PART II.1.1.1. Activities

NEEDS

ORGANIZATION OF ACTIVITIES

GROUP WORK

TYPES
**ACTIVITIES**

**SOLO ACTIVITIES**
- writing, drawing, telephoning,
- selling, dealing, thinking, reading,
- filing, computing, researching

**GROUP ACTIVITIES**
- mentoring,
- counselling, monitoring, interviewing, meeting, team working,
- brainstorming, informing, briefing, conferencing,

**COLLECTIVE ACTIVITIES**
- selling, dealing, researching, filing

**CONGENIAL ACTIVITIES**
- mailing, circulating, paper processing,
- getting supplies, filling, personal care,
- coffee-making, brown-bagging, working launches

**SOCIALIZING**
- eating, entertaining, chatting,
- smoking, exercising

**physical needs**
- space, light & view,
- ventilation, temperature, acoustics,
- furniture & equipment, ergonomic comfort

**psychological needs**
- interaction, proximity, stimulation, peace,
- privacy, confidentiality, security, territoriality, status & image
ACTIVITIES

co-active group INDEPENDENT dealers, telemarketers

co-active group SEQUENTIAL magazine production

interactive groups TEAMS advertising, designing

break-out space including coffee point
paper processing fax, printer, copies
group filling
ACTIVITIES

- mentoring, counseling
- interviewing
- monitoring
- team working
- meetings
- brainstorming
- informing, briefing
- conferencing

2-3 people >> 1 dozen >> 2 dozen >> 4 dozen >>
PART II I II

DISTRUBITION
ORGANIZATION
ADD FUNCTION
**SPACES**

We define a space as an activity area with a boundary. It may contain several different activities, either simultaneous or sequential; and its boundary may be more or less substantial. Ease and speed of response to change is now a central design criterion. Businesses must change in order to survive; processes must change and with them workers’ roles and relationships. So too must spaces, in order to accommodate the new ways of working. New patterns reverse the old. Workstations are becoming single purpose, and fitted to the task: booths for solo activities, small rooms for quiet discussions, and tele-conference rooms. Libraries, conference rooms and cafeterias, on the other hand, are now used for wide range of activities. It comes back to economy; workstations must be tailored to support excellent performance; and large spaces cannot sit idle for long parts of the day.

Dividing spaces needed by an organization into:
- Primary: The principal workspaces
- Circulation: Spaces to do with movement around the office.
- Support / Service: Spaces containing functions to do with operation and maintenance of the building or containing functions that support the work of whole organization.
- Social: Spaces containing functions to do with non-work activities of the occupants
main distribution:

primary

service

circulation

secondary
**SPACES**

**primary space**

- co-working areas
  - space for solitary work
  - space for collective work
  - group work

**service space**

- hidden service space
  - service spaces
    - filling centers, print-reception, libraries, training, auditoria, archives...

**open space**

**secondary space**

- multi-functional space
  - restaurant, cafe, shops, clubrooms, bars, health centres, retreats, créches...
  - commercial activities
  - social areas
  - sportive areas

**circulation**

- hidden service space
  - hidden service spaces
    - workshops, staff rooms, stores, plant rooms...
ADD FUNCTION

organization

enterance

workstation

conference

meeting rooms

reception/info

admin. + archive

services

multi-functional

caffè

shops
ADD FUNCTION

working/private offices

working/public use +
coworking/workstation/offices

working/public use ++
coworking/workstation/offices
creating additions: meeting rooms, conference, seminar...

socializing/public use +
choosing a concept: bookstore

socializing/public use ++
choosing a concept: bookstore
adding: kitchen, shop, relax, programatic events (mfs)

to an existing space!
SPACES

ADD FUNCTION

1* activity

Primary Spaces

2* activities plus

Secondary Spaces
ADD FUNCTION

1 activities plus ‘fix’

2 activities plus ‘half fix’

3 activities plus ‘fix mix’

4 activities plus ‘superflex’

2* activities plus
PART.II.II. Movement

ORGANIZATION OF THE LINKS
MOVEMENT

The functional and psychological needs of movement are interwoven, and are best looked at together; as are the needs of the individual and of the organization.

Patterns of movement:
The star, the grid and the ring are the principal patterns of physical movement in an office; the first two can be three dimensional, but the last only relates to single floors. Their characteristics are:

Star: Centralized / Orientation good / access good at the centre, but poor at the periphery / only one choice of route / easy to control and make secure / major meeting point at the center / isolating, the linear building with a spine core is a simplified star.

Grid: Decentralized / Orientation poor / access equality good everywhere / multiplicity of routes / hard to control and secure / variety of meeting points / integrating.

Ring: Peripheral / Orientation reasonable / access moderately good everywhere / choice of two ways round / relatively easy to control and secure / ring itself is a linear meeting zone / semi integrating / if combined with several links between floors, takes on some of the characteristics of the grid pattern.
MOVEMENT

PATTERNS OF MOVEMENT

GRID

STAR

RING
MOVEMENT

ADD FUNCTION

linear forms

centralize forms
MOVEMENT

ADD FUNCTION

linear forms

outline forms
PART.II.II. Primary Spaces

PLANNING WORKING SPACES
PUTTING IT TOGETHER
CIRCULATION
PLANNING WORKING SPACES
Fitting an organization into a building means approaching the problem from two directions simultaneously: how much space do a certain number of people need (additive approach), and how many people can the building hold (subtractive).
**PRIMARY SPACES**

**PLANNING WORKING SPACES**

Spaces for Collective Work
Much individual work in offices is done in shared spaces. Many pool areas are private to an organization but others, such as a secretarial area outside a group of executive offices, have a public face.

Group Spces
These are the heart of any business. They are where people meet to talk, listen and together create and implement solutions to the job in hand. They can be open or dedicated to an enclosed room.

- Meeting Points
- Team Spaces
- Boxes
- Meeting rooms
- Presentation rooms

**daily activities**

- 0830: group area
- 1000: personal work
- 1030: coffeebreak
- 1315: restaurant
- 1400: meeting room
- 1700: study cell
Spaces for Solitary Work

The places people need when working alone have particular characteristics. Reflective tasks want no distractions: people nearby can be a disadvantage. The solitary worker is more aware of physical comfort. So good environmental conditions, and the right equipment and furniture, are particularly important, especially for repetitive work.

- Workstations: The setting of desk and chair had remained remarkably unchanged for last 150 years. Workstations need space for the worker, furniture and equipment. Space means room to carry out tasks, convenient access to storage and freedom to move without bumping into things.

- Transient Space: “Hoteling” and “Touch-down desk” have created a new form of workstation. These shared desk are used by shift workers those dropping by the office for a short while and free-range workers who are probably part of a team.

- Booths: As it it for general and transient use, it can be minimal in size and without permanent storage. It may not even contain a PC or telephone. It may not even contain a PC or telephone. It is either fully enclosed.

- Private Offices: At one level the office is a workstation with walls round it; at another it is the imposing throne room of the chief executive.
# PRIMARY SPACES

## PLANNING WORKING SPACES / table

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Description</th>
<th>Reference</th>
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</thead>
<tbody>
<tr>
<td>100 cm</td>
<td>single table</td>
<td>ref: avanzi</td>
</tr>
<tr>
<td>150 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>300 cm</td>
<td>shared table</td>
<td>ref: avanzi</td>
</tr>
</tbody>
</table>
PRIMARY SPACES

PLANNING WORKING SPACES / workstation

- **min. workstation**
  - 180 cm x 180 cm

- **max. general workstation**
  - 180 cm x 180 cm

- **managerial workstation**
  - 360 cm x 180 cm
PRIMARY SPACES

PLANNING WORKING SPACES

210 cm

150 cm

350 cm

220 cm

180 cm

370 cm

180 cm

360 cm
PRIMARY SPACES

PLANNING WORKING SPACES

450 cm
360 cm

450 cm
450 cm

500 cm
500 cm
PRIMARY SPACES

PLANNING WORKING SPACES / 50 m² experience
PRIMARY SPACES

PLANNING WORKING SPACES / 50 m² experience
**PLANNING WORKING SPACES & PUTTING IT TOGETHER**

Planning is likely to be simpler and more economic where grids are multiples of each other and relate to the dimensions of building components. For space planning common modules are 90cm, 120cm and 150cm, but there can be many other variations.

<table>
<thead>
<tr>
<th>90cm</th>
<th>120cm</th>
<th>150cm</th>
</tr>
</thead>
</table>

This form is based on the width of a door frame, and gives a high degree of flexibility, but has many joints and elongated panel proportions.

Most sheet materials come in 120 cm widths, which makes this module economical to build. It may well suit small installations, or those which are purpose made.

The 150cm grid is the most common, and leads to economical planning of space. Partitioning and furniture systems are generally designed to work with one the common grid size.
Office spaces are likely to contain several kinds of grids as it shown:

-structure: beams and columns.
-shell: window spacings
-services: electrical outlets, lighting
-settings:
-planning: workstations, room layouts
**PLANNING WORKING SPACES & CIRCULATION**

*Primary circulation:* circulation area around the building core used to access and interconnect the core spaces and the general office areas. This circulation path is required by fire safety and local codes for access to and egress from the space.

*Secondary circulation:* The main circulation through general office areas.

*Tertiary circulation:* The additional circulation is general office areas required to access.
Long, straight circulation paths provide maximum efficiency and optimum organization; however, they can also appear tunnel-like. This is particularly true if the paths are narrow. To provide maximum efficiency and at the same time create an interesting and aesthetically appealing space, the paths should be modified to create irregularities.

Cross corridors

Openings should be as far apart as possible

Two deep accessibility

Openings against to each other
Circulation is the area required to connect functional spaces in the office. In closed plan, circulation comprises the corridors through the space; in open plan, it is the paths through the workstations. The three basic types of circulation are primary, secondary and tertiary.

Circulation path widths should be considered carefully to create totally clear and unobstructed space. Generally, the wider the circulation path, the more spacious and comfortable the plan will appear and feel. Conversely, overly wide circulation paths unnecessarily consume space and decrease planning efficiency. Ideally, the main circulation paths should be at least 150cm and should never be narrower than 120cm.
The minimum width required for public corridors by fire safety code is 13 meters. This code applies to traditional partitioned corridors and all circulation spaces in open plan and the circulation space must be free and clear of any obstructions.

The circulation pattern must be laid out in such a way that the maximum travel distance from the most remote office to the point of decision, that is, does not exceed 15 meters. The exception to this is referred to as a dead-end corridor. A dead-end corridor cannot exceed 6 meters in length from the dead end to the point of decision.
PART II.IV. Support Spaces

ORGANIZATION OF SUPPORT SPACES
SUPPORT SPACES

PLANNING SUPPORT SPACES

Support areas are spaces that are used by a group within the organization or the entire organization to accommodate shared needs. Common support areas include:

- Reception
- Conference Rooms
- Meeting Areas
- Copy Rooms

<table>
<thead>
<tr>
<th>support space</th>
<th>m²</th>
<th>27000m² office or less</th>
<th>27000m² - 90000 office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception</td>
<td>23m²</td>
<td>23m² / 27m²</td>
<td></td>
</tr>
<tr>
<td>Libraries</td>
<td>18m²</td>
<td>27m² / 35m²</td>
<td></td>
</tr>
<tr>
<td>Training suites</td>
<td>x</td>
<td>70m²</td>
<td></td>
</tr>
<tr>
<td>Archives</td>
<td>10m²</td>
<td>23m² / 27m²</td>
<td></td>
</tr>
<tr>
<td>Conference Room</td>
<td>23m²/27m²</td>
<td>27m²/45m²</td>
<td></td>
</tr>
</tbody>
</table>
PLANNING SUPPORT SPACES

For ease of access, they should be located within close proximity to those groups. A support space that functions for the entire organization or even the public, such as conference centers, auditoriums, or cafeterias, should be centrally located. The level of design in these support areas is often based on whether the support area is used as an interface with the public and, therefore, a space is important in conveying the organization’s desired image.

Reception

Reception is where the company greets the world. It is the first part of the company that most people see. So its design can set the tone for what may be a long business relationships.
Reception

Tidiness. How to conceal incoming and outgoing packages, and the shaggy back of the wordprocessor.
Eye contact. Whether to raise the seated receptionist to be nearer the standing visitor’s eye level.
Disabled. How to make part of the desk low enough for wheelchair users to have eye contact and to sign in.

23 m² < minimum square meters area

desk 2.00m waiting room

3.00m entrance

3.50m reception
SUPPORT SPACES

Reception
Conference Rooms

Tidiness. How to conceal incoming and outgoing packages, and the shaggy back of the wordprocessor.

Eye contact. Whether to raise the seated receptionist to be nearer the standing visitor’s eye level.

Disabled. How to make part of the desk low enough for wheelchair users to have eye contact and to sign in.
Conference Rooms

large conference room
40m²

conference chair with casters

visual board

counter
Meeting Areas

Meeting areas varying from the space at the end of the desk or the room, to full blown video conference and training rooms. Ordinary meeting rooms can be furnished with low key standard furniture.
**SUPPORT SPACES**

### Meeting Areas

**KEY for dimensions**

- **a** circulation space 65 - 75 cm
- **b** conference chair 50 - 70 cm
- **c** table width 90 - 120 cm
- **d** table length 200 - 250 cm
- **e** distance to wall 10 - 30 cm
- **f** round table 120 - 140 cm
- **g** low rec. table 60 - 100 cm
- **h** leg room 40 - 60 cm
- **i** sofa lounge chair 80 - 100 cm
- **j** low round table 50 - 80 diam

- **informal meetings**
  - sofa and lounge chairs
- **informal meetings**
  - lounge chairs
Copy Room

Satellite copy rooms should be planned throughout a large office space in locations convenient to users. Central copy rooms should be located in or close to proximity to core areas adjacent to supply mail rooms. In new era it is possible to see function of copy as a part of circulation of the office area.

16 m²
minimum square meters area

counter with storage over

copy machine
Copy Room

possibility to use copy machines in circulation areas
PART.II.V. Secondary Spaces

ORGANIZATION OF SECONDARY SPACES
SECONDARY SPACES

PLANNING SOCIAL SPACES & PUTTING IT TOGETHER

Fitting an organization into a building means approaching the problem from two directions simultaneously: how much space do a certain number of people need (additive approach), and how many people can the building hold (subtractive).

socializing/public use +
choosing a concept: bookstore

socializing/public use ++
choosing a concept: bookstore
adding: kitchen, shop, relax, programatic events (mfs)

socializing/public use+++ 
commercial activities
sportive activities
SECONDARY SPACES

PLANNING SOCIAL SPACES

Spaces for Social Integration

Support areas are the spaces that we used by a group within the organization or the entire organization to accommodate shared needs.

The sizing and location of these support areas are based on the number of people who use the space, the frequency of that use, and the adjacency requirements to internal group or visitors to the space.

These social spaces are the ones in the office that people use for activities largely unconnected with work: the cafeteria, gym, the club room, libraries, creche...

daily activities

0830: group area
1000: personal work
1030: coffeebreak
1315: restaurant
1400: meeting room
1700: study cell
SECONDARY SPACES

ADD FUNCTION

1* activity

Primary Spaces

2* activities plus

Secondary Spaces
SECONDARY SPACES

2* activities plus

1 activities plus ‘fix’

2 activities plus ‘half fix’

3 activities plus ‘fix mix’

4 activities plus ‘superflex’
SECONDARY SPACES

2* activities plus
choose your action:

- social,
- commerce
- conference
- seminars,
- events,
- arts
- sports
- exhibits
- relax,
- cinema,
- learning
- teaching,
- fullflexible,

1 activities plus ‘fix’

2 activities plus ‘fix mix’

3 activities plus ‘half fix’

4 activities plus ‘super flex’

...
SECONDARY SPACES

2* activities plus

activity list

choose your action:
- social
- commerce
- conference
- seminars
- events
- arts
- performance
- eating
- chatting
- fablab

shops
producing
sports
exhibits
relax
cinema
learning
teaching
training
beautycenter
fullflexible

calculator
SECONDARY SPACES

2* activities plus
choose your action:

EXAMPLES:

- RESTAURANTS, CAFES
- PLUS EVENTS
- EXHIBITS, EVENTS
- SHOP
- KINDERGARTEN
- FITNESS CENTER
- LIBRARY
- RESTAURANTS, CAFES
- PLUS EVENTS
- EXHIBITS, EVENTS
- CINEMA, SEMINAR...
- ETC
2* activities plus

CHOOSE YOUR ACTION:

Restaurants and Cafes

In offices the most common formalized social activity is eating. Good subsidized food can promote healthier eating habits and encourage staff to relax and socialize with their colleagues. It expresses management’s attitude to its staff. It also usually leads to shorter lunch breaks.

NOTES:

<table>
<thead>
<tr>
<th>PERSON</th>
<th>SERVICE AREA</th>
<th>DINING AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>0.9 - 1.3</td>
</tr>
</tbody>
</table>

M2
SECONDARY SPACES

2* activities plus

CHOOSE YOUR ACTION:

Restaurants and Cafes

Eating Areas
Round, square, rectangular tables for four to six people are generally most popular, although banquets and booths are economical with space and give additional privacy.

Serveries
The eating area is normally two to three times the size of the support areas.

Kitchens and Anciallry Areas
Design of the kitchen depends not only on the numbers of meals to be served, the number of eating areas and the length of service through the day.

spazial solution examples

eating areas
SECONDARY SPACES

2* activities plus

CHOOSE YOUR ACTION:

Restaurants and Cafes

Eating Areas

Serveries

Kitchens and Ancillary Area

spatial solution examples

eating areas

kitchen

self service

eating areas
Libraries have traditionally been places where people worked alone or talked in whispers. However, the resource centre provides a different paradigm. Collaborative study is encouraged, and more than ever librarians are information advisers. Users need comfortable seating and work surfaces, powerpoints for their computers.
SECONDARY SPACES

2* activities plus

CHOSE YOUR ACTION:

Libraries:

Stuck

Shelving for materials storage for books and periodicals, is the primary space component of any library.

Worktables area

Work areas is in the library provide space for stalls for receiving and sorting mail, cataloging functions, and copying equipment.

Staffing

The size of the staff depends on the amount of control and supervision the library will require. This can range from a self-service facility to fully supervised library.
2* activities plus

CHOOSE YOUR ACTION:

Fitness Center

The facility should be located away from office areas to ensure that noise generated in the fitness facility does not intrude into office areas. The additional traffic to and from the facility can also affect general office areas if the fitness center is not removed from office areas. If the facility is open to users other than occupants of the buildings, the facility should be accessible to the public.

NOTES:

1 PERSON ×

SERVICE AREA = SPORTS AREA

M2

4.5-5.0

general distribution

entrance public

facility operator

changing rooms

equipments

mirrored wall

sports
SECONDARY SPACES

2* activities plus

**CHOOSE YOUR ACTION**:

**Fitness Center**

**Administrative Support**
A typical fitness facility include a desk area for a professional assigned to conduct exercise programs. This area is a point of control for access to the facility.

**Changing Room**
These rooms should consist of a shower area, separate vanity area, and locker area with benches.

**Training Area**
This area use cardiovascular equipment and provide open areas for individual exercise as well as warm up and cool down. These rooms should be carpeted with level loop nylon antimicrobial carpet and equipped with mirrors.
PART.II.VI. Ambience

ASPECTS OF THE SPACES
Part of good corporate culture is providing a stimulating yet unstressful environment in which people can perform at their best. Creativity is essential for the competitive company. It can take many forms. And whatever the task, whatever the situation, good environment helps for creation.

The creative workplace should make worker and visitor alike feel:

- at home, comfortable
- confident, sure of their individual identity and of their worth as human being
- safe, knowing that they can share without losing out and can take risks
- responsible, for the good of themselves and towards those they work with
- creative and innovative

How can be achieved: what messages have to emphasized, or eliminated? At all levels ambience should not be created by default. What characteristics fit the company? What is essence of the team? What messages should each space, and the whole interior, convey?

The ambience that a company creates will reflect the way it works, the way in which it responds to wider concerns and the way in which it wants to be perceived. For most companies the globalization of business is changing the way they work. For all companies the conservation of the globe’s resources is changing the way they build.
AMBIENCE

psychosocial aspects

corporate aspects

physical aspects
Corporate Aspects

The ambience that a company creates will reflect the way it works, the way in which it responds to wider concerns and the way in which it wants to be perceived.

mobility:
Means working all over the world, flying there in person, or sending verbal and visual messages through ether or cable. This ability to go anywhere, to work anywhere reduces social and organizational bonds.

legibility:
Mobility makes legibility essential. Users and visitors should be able to “read” the building easily. The entrance to business premises should be just as obvious.

sustainability:
Green issues affect ambience both physically and psychologically. Daylight likewise is highly prised. Designing the internal parts of a building include using recycled materials and those that come from sustainable sources.

image:
Concentrating on “style” can lead to superficial decisions, and to stultifying the designers energies. To create an unique solution strategic input is needed from the sponsor.
In ambience there is no clear boundary between the corporate and the personal. It is also hard to discriminate between elements which affect people’s feelings and those which touch their senses.

**status:**

The cellular office and how it is furnished describes the status of occupant. The large corner office, with nice views of the park... etc. sends messages of authority and hierarchy more clearly than any well-publicized pay settlement. The minimally furnished open workstation says the reverse.

**personalization:**

Workplaces vary from the totally personalized private office, which looks like just home, though the semi personalized workstation with pin-up, postcards and vase of flowers, to the totally impersonal - such as the shared workstation which belongs to nobody.

**privacy:**

Privacy relates closely to personalization, but nevertheless an elusive concept. Careful analysis of privacy needs, their purpose, how they may be met in design terms is central to the sensible workplace. Beyond the physical body is this surrounding zone, which may be close to the skin or varies.
**Physical Aspects**

How people get into a building and how they make themselves comfortable in it are the most fundamental physical aspects of workplace ambience. A building designed for the disabled will enable all those who use it.

**accessibility:**

In perfect world, buildings would be completely accessible and usable. But that costs more, and there is a natural reluctance to do more than the minimum.*see next page

**HEIGHT:**

<table>
<thead>
<tr>
<th>reception desk</th>
<th>door handles</th>
<th>switches</th>
<th>steps</th>
<th>desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>h. 80 cm maximum</td>
<td>h. 104 cm maximum</td>
<td>h. 120 cm maximum</td>
<td>h. 17 cm maximum</td>
<td>h. 70 cm or adjustable</td>
</tr>
</tbody>
</table>
AMBIENCE

Physical Aspects

accessibility:

WIDTH:

doors

corridors

wheel chair

w. 76 cm minimum

w. 120 cm minimum

w. 76 cm with occupant

w. 80 cm desirable,
ACCESSIBILITY CONSIDERATIONS

PLANNING
Approach to buildings including car park and changes of level
Internal Spaces width of corridors, doors opening, turning circles
Doors width, swing, weight, vision and kick panels
Stairs width, handails, treads
Floors non slip materials, few changes in level
Toilets number, size, heights, equipment
Grabs door handles, window, taps
Height handles, switches, outlets, work surfaces, keyboards, reception desk
Vision clear lighting, visual indicators,
Obstacles projections, which impede wheelchairs

MATERIALS
Materials changes in flooring, colour, handrails as signals
Reflectances reduced for the partially sighted

EQUIPMENT
Keyboards alternative input and hands free devices
Monitors contrast, adjustability, size
Filing suspension, filing systems
Meeting rooms computer input devices for the deaf
Physical Aspects

balance:
Or kinaesthetics- is how people’s bodies respond to spaces as the move through them. Going to a carpet to a marble floor, up a few steps, or rising from a chair: all these activities demand changes in the body’s muscular responses.

smell:
Smell goes straight into the bloodstream. Other sensory stimuli pass through the brain first. This explains why the smell of new mown ha will conjure a total experience of a childhood summer in a way no sound or picture could achieve.

touch:
Good design caters for free movement of and around furniture, and circulation routes that allow enough space to pass comfortably. Choosing well-designed door, furniture, with an interesting texture is important for users. Beyond physical touch there is a visual kind, where the brain combines sensation with memory and imagining.
AMBIENCE

Physical Aspects

**hearing:**

Sound makes all the difference in the workplace, but the right balance is difficult to achieve. Much of the physical design relates to controlling sound. Control, so that the noisy brainstormers will not disturb the creative writers. Calmness in the workspace mostly springs from noise levels: carpets and other absorbent surfaces, quiet equipment, telephones that barely ring. Loud from outside can ruin the office work in that way windows should provide valuable sense of context, time and place.

**vision:**

Seeing the space can tell its size, disposition and how to move around it. The impact of a space largely what is seen: a small space may make a worker feel cramped, and in too large a space a team may rattle around and become cohesive. People react to bright lighting, strident colours and play of water in a fountain. They notice comfortable furniture, the latest technology... The visual design of an office helps a worker to decide unconsciously, where he is happy to be and work.
**AMBIENCE**

### Physical Aspects

**DISTANCES AND SENSES**

**KEY**

a intimate distance - close
b intimate distance - not close
c personal distance - close
d personal distance - not close
e social consultative distance - close
f social consultative distance - not close
g public distance - close
h public distance - not close

**distance classification**

Distance classification: [a/b c/d e/f g/h]

**distance meter**

- 0
- 0.5
- 1.2
- 3.0
- 7.0

**smell**

- body smell
- feet
- touch
  - easy touching
  - limit of reach
- hearing
  - whisper
  - normal voice
  - loud voice
- vision
  - most tasks
  - some tasks
  - eye contact
Color is an important part of vision, but it is too often neglected in the workplace, despite the fact that it can influence motivation and performance.

Color, used with style and knowledge, can turn a mundane space into a place of magic, and make an economical space feel luxurious. Color is for the corporate statement, but more than this - color can affect the way people perceive a space and react to it.

The color we see is light reflected off surface, so that two objects of identical colour but dissimilar textures appear quite different lights and in different situations.

Some of the best color schemes use many different colors. However, when a variety of materials is used it is essential to check each against actual samples in good lighting conditions to ensure correct color matching. Changes of carpet color can be used to indicate fire routes...

Using color creatively takes courage and discipline; but it is a cheap and effective way to enhance space, provide style, lift the spirits of the workers and demonstrate a company’s image.
AMBIENCE

Physical Aspects

color:

RULES OF THUMB: COLOR

LIGHT COLORS: Reflect light, enlarge space, make it feel more impersonal and the walls further away. They may be considered feminine, but at the same time business-like.

DARK COLORS: Absorb light, and make spaces appear smaller and more intimate. They make walls feel closer; and are considered masculine.

WARM COLORS: Reds and yellows, in all their shades, bring visual warmth to a space. However, while warmer hues can complement food and skin, and encourage sociability.

COOL COLORS: Blues and greens can make users believe a space is cold. However, pale unsaturated blues and greens are relaxing and refreshing and look good with natural materials such as wood and leather.

PRIMARY COLORS: Reds, blues and yellows are cheerful, unsophisticated, draw attention to themselves and can be effective where use with discretion.

NATURAL COLORS: The color of natural materials, or the materials themselves, can be warm, friendly and lively without impinging too much. Naturally colored materials tend to last well.

NEUTRAL COLORS: Black, white and shades between can sometimes look rather sterile, but allied with other colors they become effective and timeless.
Physical Aspects

color:

DIAGRAM showing examples of colors

Munsell Color System
handbook

PART. III