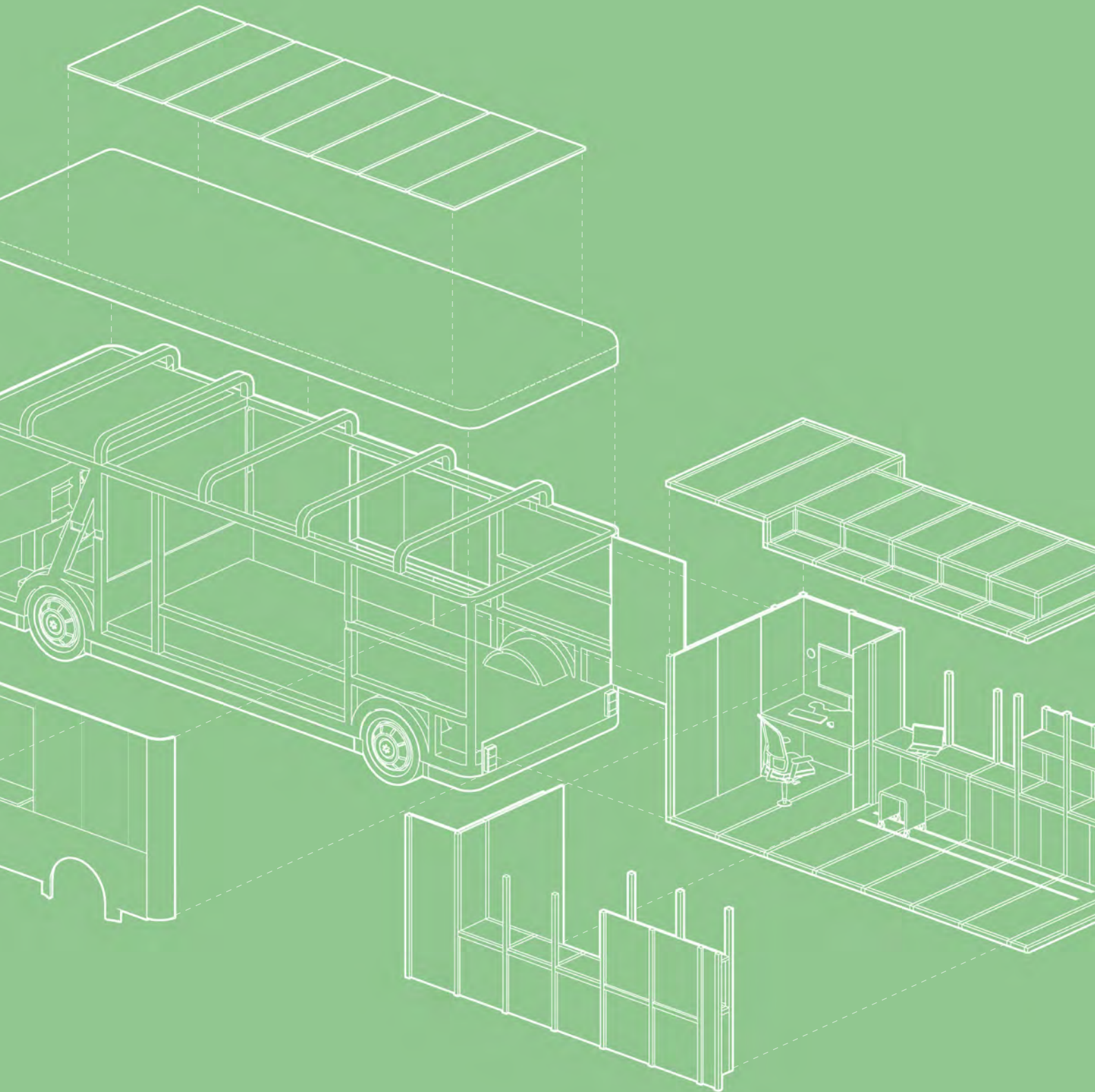


# OFFICE SUPPORT HUB

A concept to ensure the health, well-being and creative collaboration of the modern agile workforce



Jack Carter Architects



# SUPPORTING THE NEEDS OF THE AGILE WORKFORCE

JCA have developed a range of end user workplace buildings, designed to create environments that will meet the needs of a modern workforce, fostering collaboration, innovation, energy efficiency, health and well-being.

In response to the COVID 19 pandemic and a shift towards the Third Space occupied by an increasingly agile workforce, a large portion of the nation are now productively working from home, enjoying the benefits of not commuting and an improved work-life balance.

But what are the long term considerations on well-being, staff development and training? How can we ensure the same standards we strive to achieve in the office environment?

Our proposal seeks to bridge this gap and re-imagines a large regional office hub.

# ABOUT

JCA are a highly creative, innovative, design studio that believe inspirational architecture is possible in every project and has the power to enrich lives.

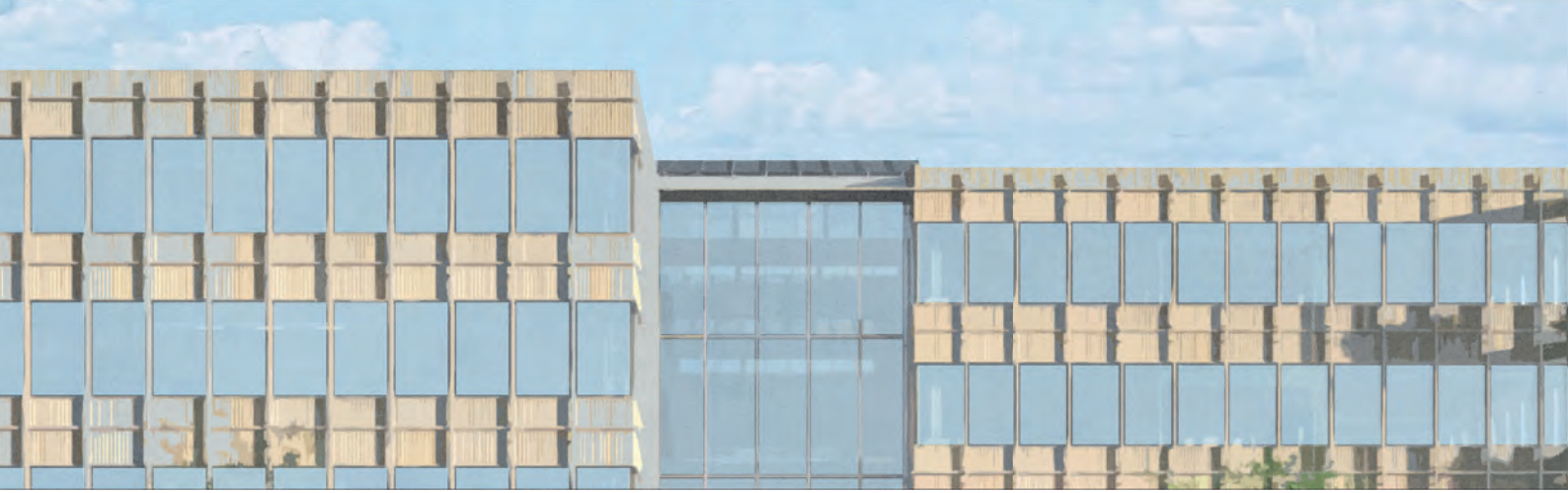
Our talented team deliver outstanding design projects and have fun doing it. We use a range of communication tools in the form of workshops, exhibitions and public engagements and believe the good design is the product of meaningful collaborations between client, end user and the design team.

This research has been prepared upon our experience of delivering a diverse range of end user work spaces and our understanding of the technology and systems required to make them work.

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# WORKING IN THE OFFICE

A well designed modern office fosters collaboration, innovation, energy efficiency, health and well-being. Organisations increasingly use WELL and BREEAM certification to demonstrate that standards are met.



## OPTIMISED LIGHTING CONDITIONS

Innovative, contrasting lighting schemes create interest and variation. Task lights can provide focussed lighting to individual desks, whilst minimising glare. Maximising day lighting provides good colour rendering and minimises energy consumption.

## BIOPHILIA

A proximity to greenery and planting within the office or surroundings is important for air quality, well-being and visual comfort.

## COLLABORATIVE & MEETING SPACES

While the desk environment is designed to facilitate intensive work, break out space is essential to meet up with colleagues and discuss ideas. Informal interaction is at the heart of office life.

## ERGONOMIC SCREENS & DESKS

Fully adjustable monitors. Sit / stand desks options responding to individual working preferences.

## ACOUSTICS

Absorbent materials ensure good acoustics, reducing fatigue

## ERGONOMIC CHAIR & FOOTREST

A high quality ergonomic chair assisting with good posture, improves productivity and is a requirement under CDM regulations.





# WORKING FROM HOME

During the pandemic, technology has been proven to allow secure home working making the Third Space and Working From Home a viable reality to organisations. To support this option, we assess how the same office standards could be applied to the home environment.



## FAMILIAR & COMFORTABLE ENVIRONMENT

Personal decor in the home creates a familiar and more relaxed environment but is removed from an organisation's corporate identity.

## PLANTING & BIOPHILIA

While the care of plants in the office is usually the domain of facilities management, home working offers the opportunity for staff to engage in a broader understanding of plants and ecology, promoting a connection with nature.

## LIGHTING

Discreet task lighting for desk work with low energy LEDs can provide high quality lighting without imposing on the home environment.

## ACOUSTICS

With a heightened use of virtual communications, acoustics are vital to good communications. Flexible, environmentally friendly fabric wall panels can create a local acoustic environment that can be packed away when not required.

## IT SUPPORT

By providing WFH staff with a screen size and resolution appropriate to the task in hand, productivity should match that of the office environment. Virtual links to the IT support team are important but what happens when hardware needs servicing or fails?

## SUPERVISION & TRAINING

Staff need the same support and development programme that they would receive in the office. Home working needs the support of regular collective meetings for training and staff consultation.

## DISCOMFORT & INJURY

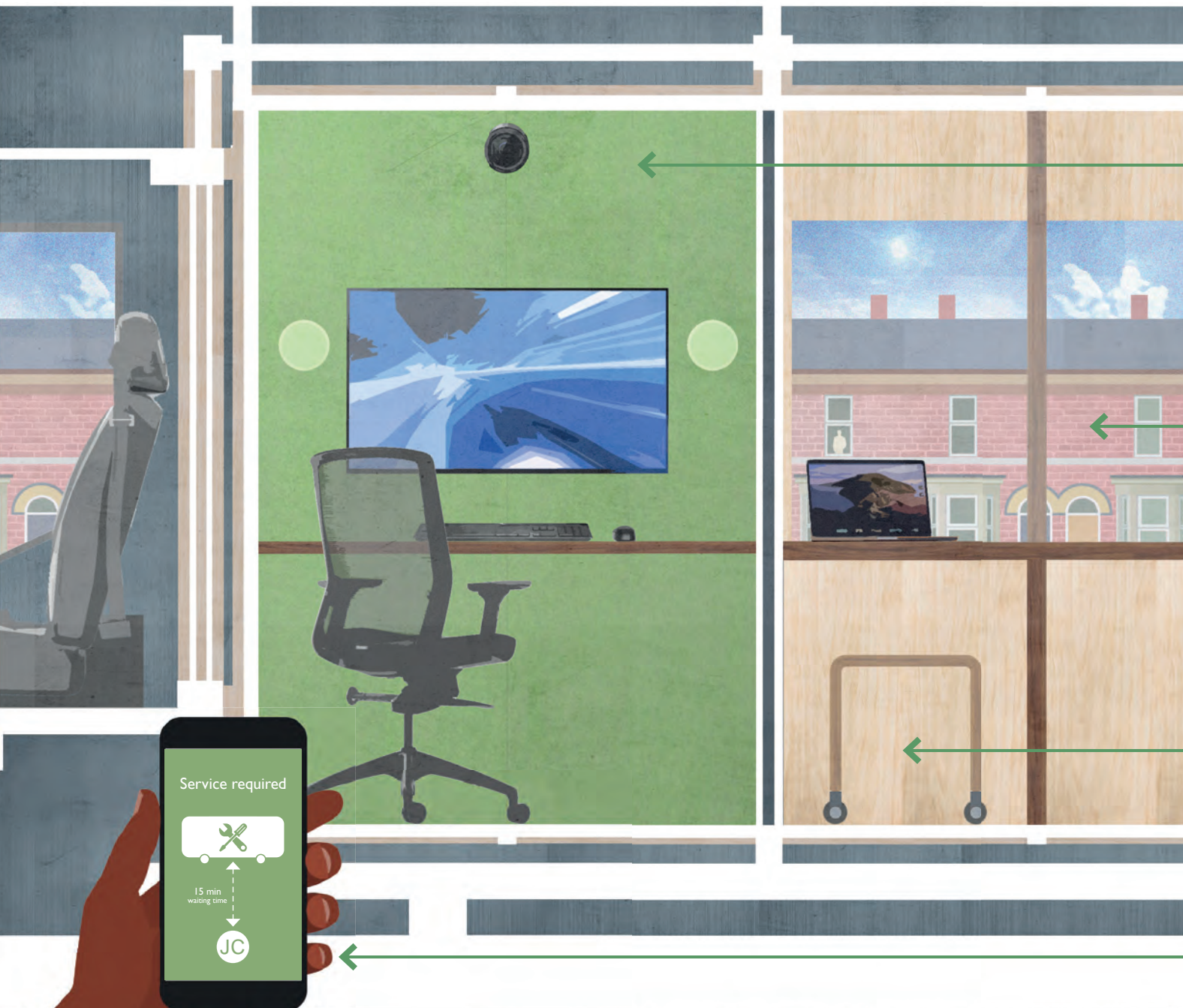
Domestic chairs are not designed for prolonged periods of work and can lead to back injury and discomfort.





# OFFICE SUPPORT HUB

To service the home working environment, we propose a sustainable, mobile office support vehicle. Based on a standard electric vehicle such as a UPS van, the support hub could provide a one stop shop for all the needs of the agile, home worker.



## AUDIO VISUAL ROOM

A single user room with professional quality AV equipment for video conferencing, presentations, editing or just a private link back to head office.

The room can be booked via the Office App and provides a back up option in case of an IT failure.

## COMMUNITY & STAFF ENGAGEMENT

The Office Support Hub Team can address technical and IT issues but are also the human connection back to the office and the point of engagement with the local community.

## WORKSHOP SPACE

An office workshop provides a range of services to colleagues working from home ranging from IT repairs, printing and binding, management and delivery of ergonomic chairs and furniture, stationary deliveries or even a bike repair service.

## APP BOOKING SYSTEM

Simple and instant, employees can pre-book or secure an emergency slot from one of the schedule's time slots.



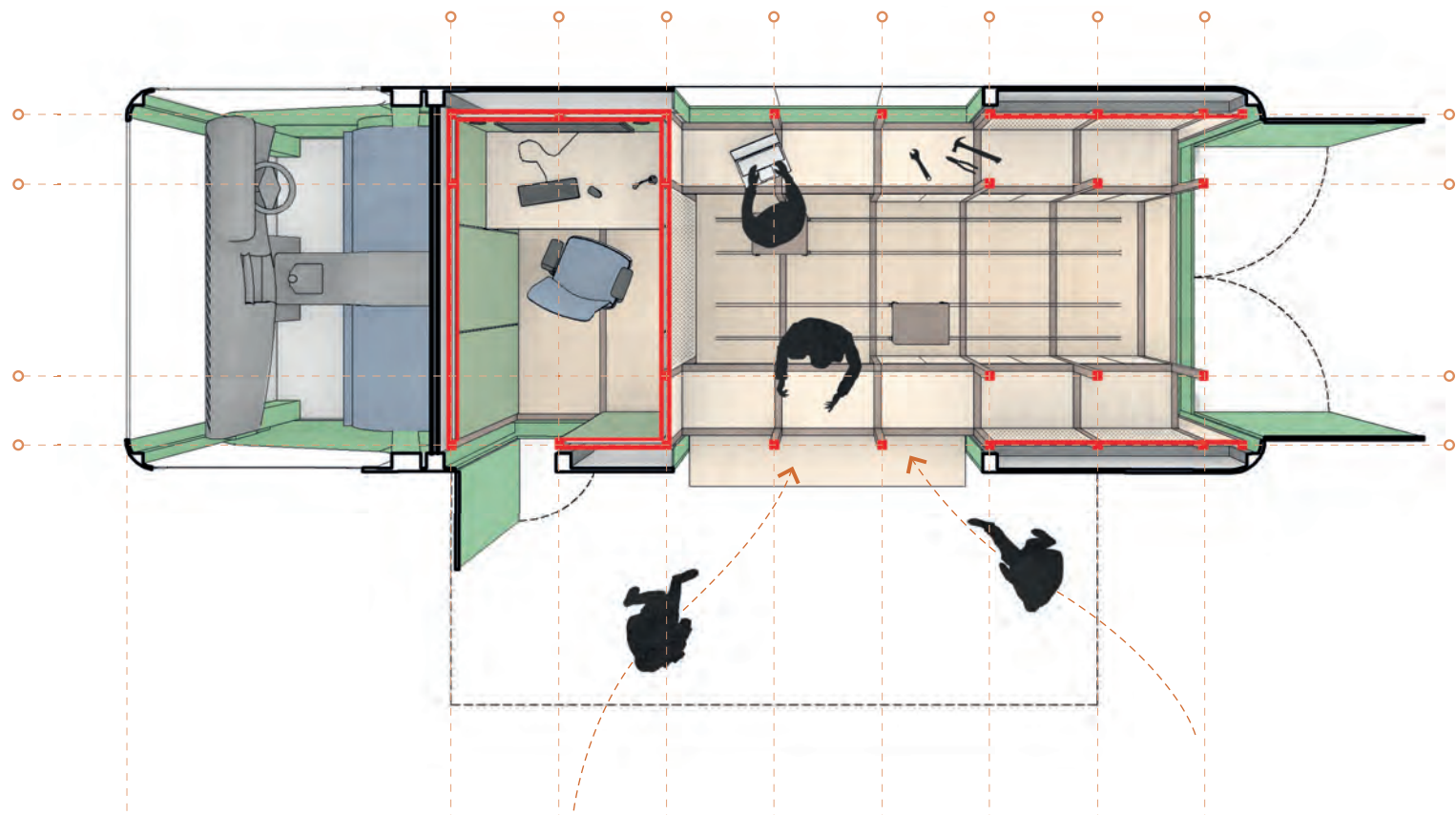
# OFFICE SUPPORT VEHICLE

The interior of the van is conceived as a modular kit of parts, fitted out in sustainable timber and integrated into the metal chassis of the van. This modular approach allows the flexible reconfiguration of the space according to evolving workplace needs.

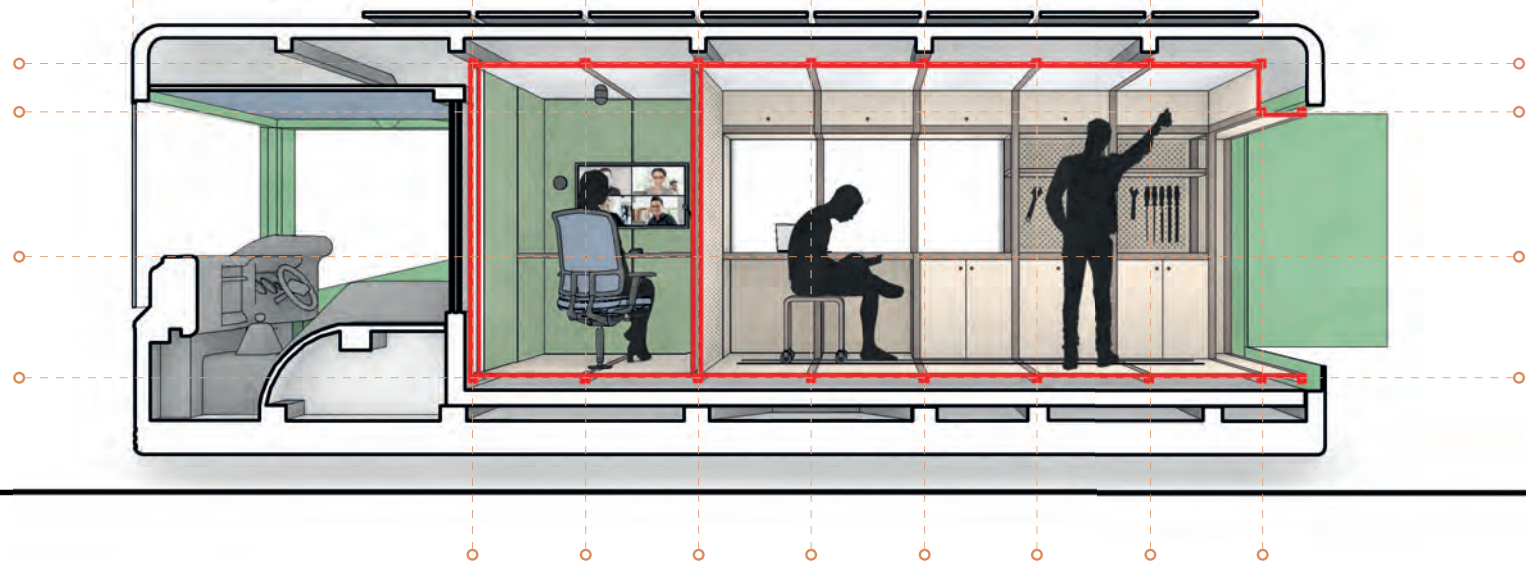
The workshop space is dedicated to office engineers and provides a functional working area for two people, socially distanced. The AV room is acoustically isolated and provides an intimate space for one to one meetings, outside of the home.

The exterior of the vehicle provides a branded reference back to the company's corporate identity. A shop front window is designed to provide a COVID compliant interface, if required, between engineer and employee.

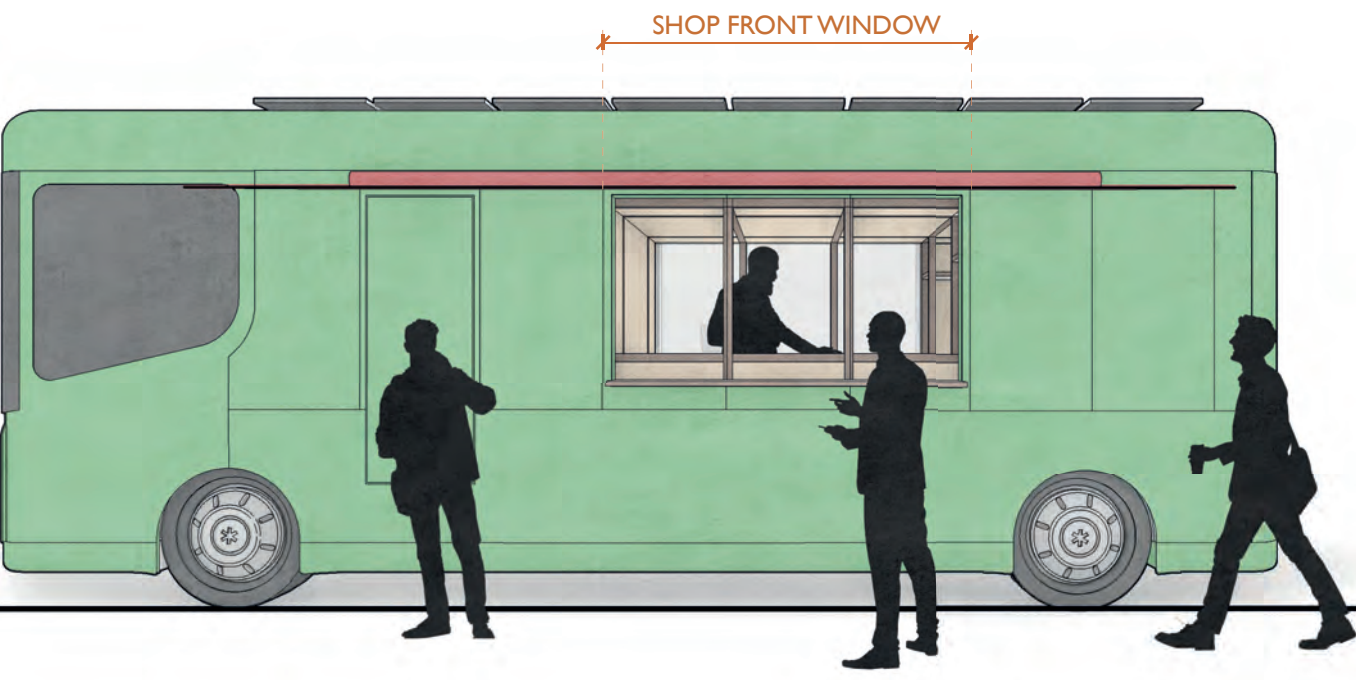
PLAN



DRIVER'S CABIN AV SUITE WORKSHOP



SECTION

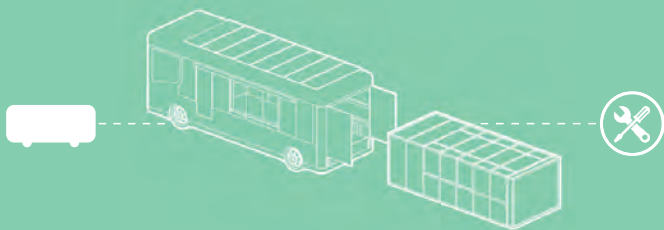


ELEVATION

# MODULAR DESIGN

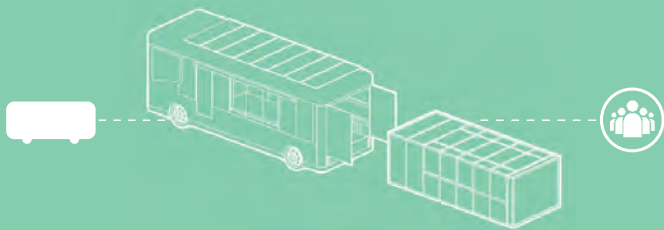
## OFFICE SUPPORT VEHICLE OR STAFF TRANSPORTER UNITS

A modular prefabricated system allows for the flexible reconfiguration of the van interior for post-pandemic scenarios.



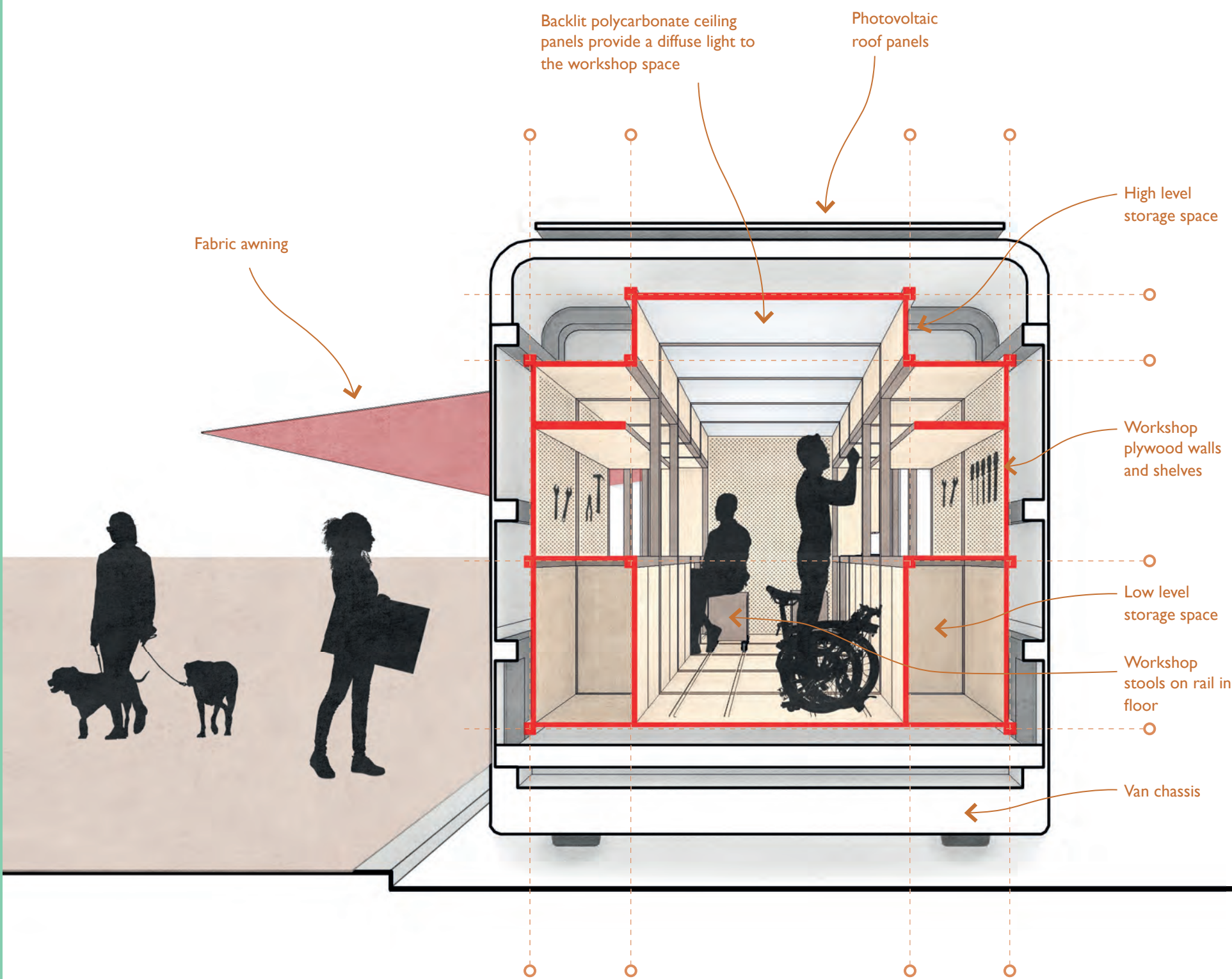
### WORKSHOP USE

Serving an agile, home working workforce, delivering well-being to the home workplace.



### TRANSPORT USE

A zero emissions transport solution for staff returning to head office for training, social or collaborative events.



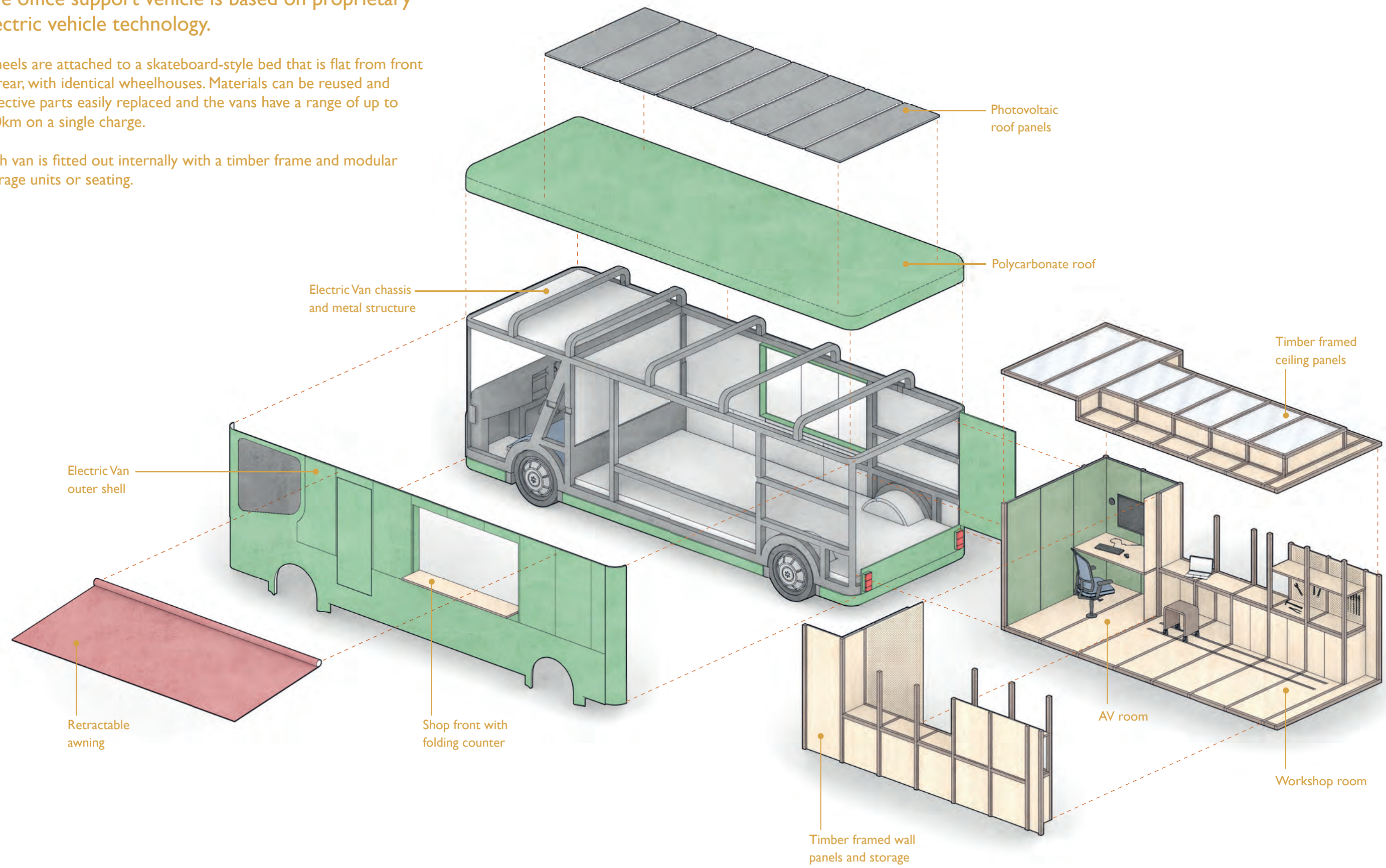


# VEHICLE CONSTRUCTION

The office support vehicle is based on proprietary electric vehicle technology.

Wheels are attached to a skateboard-style bed that is flat from front to rear, with identical wheelhouses. Materials can be reused and defective parts easily replaced and the vans have a range of up to 500km on a single charge.

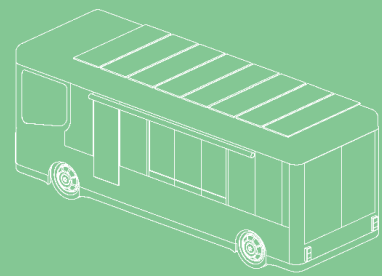
Each van is fitted out internally with a timber frame and modular storage units or seating.







The office support vehicle navigates the neighbourhood providing services for office employees on a route generated from calls logged on the mobile app.



# TIMETABLE

Day in the Life of a support vehicle before docking back at the base office HQ for recharging.



- FREE SLOT
- Replace an AV headset as an existing one has become faulty
- FREE SLOT
- Provide a new WiFi router box which can provide a better bandwidth than the existing. A booster box is also required so the employee can sit in a different room further from the WiFi hub, enabling them to move to a quieter location when their children return from school.
- New desktop computer delivery. Upgrade of equipment and higher security system. Physical security systems are also installed, including padlocked safe boxes for storage of equipment in employee's house.
- FREE SLOT
- Software update; beyond the online services provided by IT engineers, staff occasionally need additional RAM or software updates. Engineers can visit to help them directly with their machine.
- A new ergonomic chair is provided to improve posture, comfort and physical health of the employee who has been using a domestic wooden chair instead.
- FREE SLOT
- New high resolution webcam delivered.
- Printer serviced; the van technician receives the printer and carries out repair services using the van's workshop equipment whilst parked on the road outside. Following maintenance services, they are also provided with new ink cartridges.
- FREE SLOT
- A bike workshop service is normally included in the office building for employees who cycle. With reduced visits to the office building and increased bicycle use, employees are in higher need of these services. The van technician or an additional workshop member is trained in basic maintenance services, so can visit each home to service bikes, using tools and equipment in the van workshop.
- FREE SLOT
- FREE SLOT
- RETURN TO OFFICE HQ for storage and recharging overnight



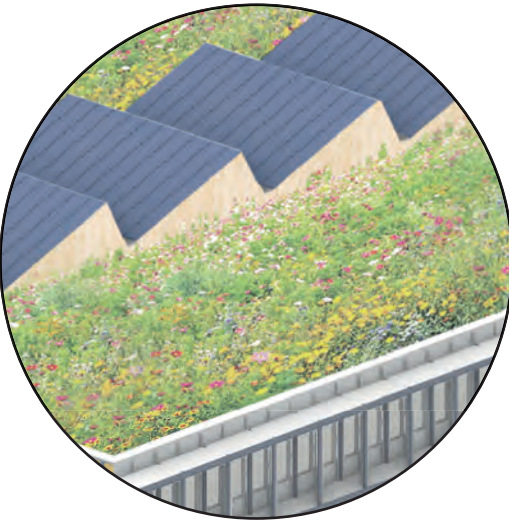
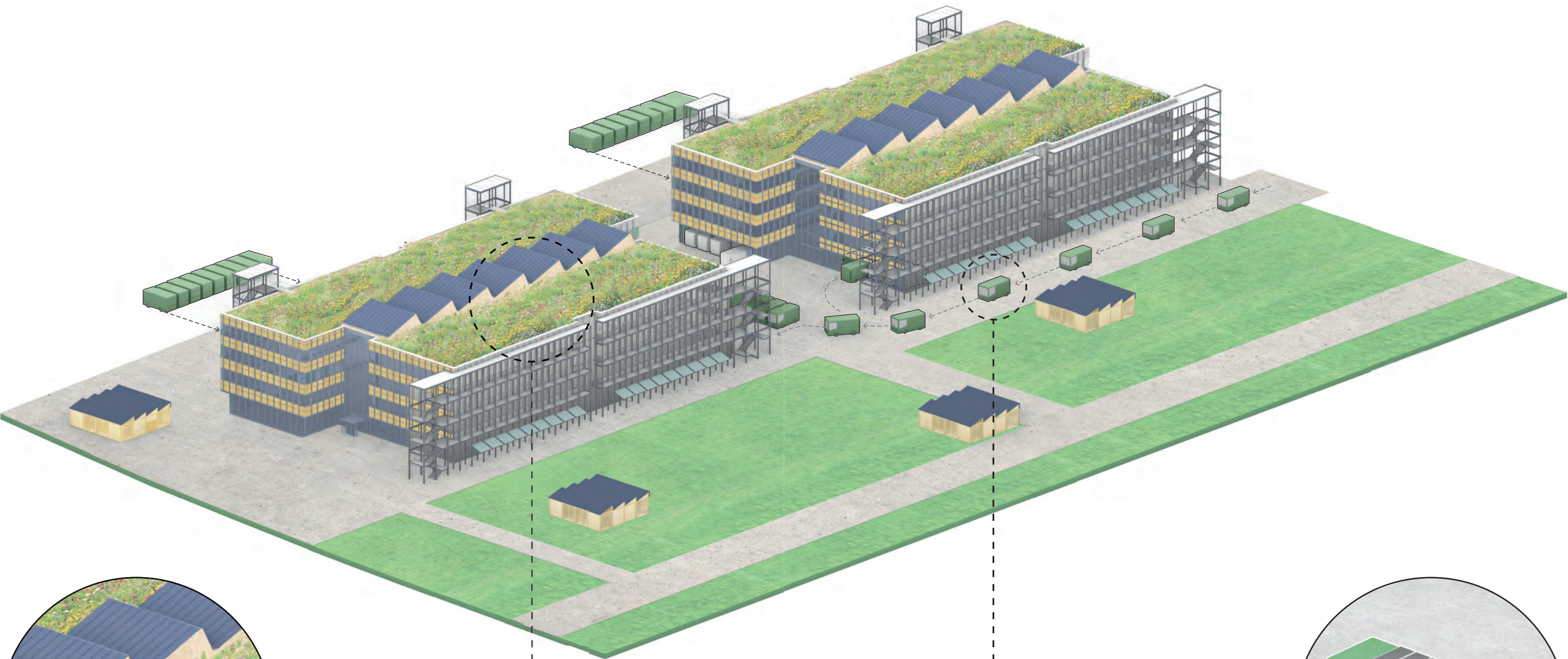






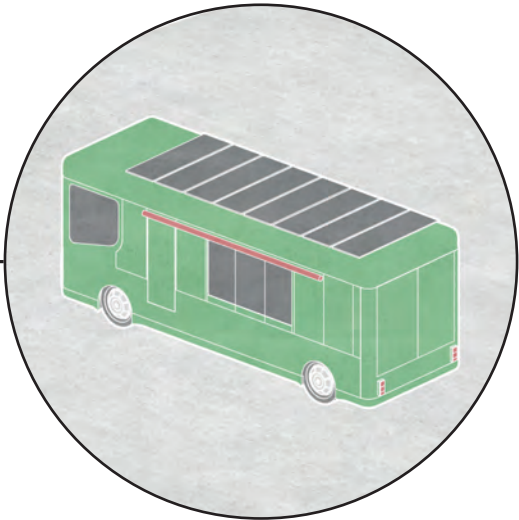
# RECHARGE AT THE OFFICE

Targeted as net zero carbon operation with on site renewables, vehicles would be maintained and serviced from the central office.



## RENEWABLE ENERGY

Roof mounted photovoltaics and micro wind turbines can offset vehicle charging

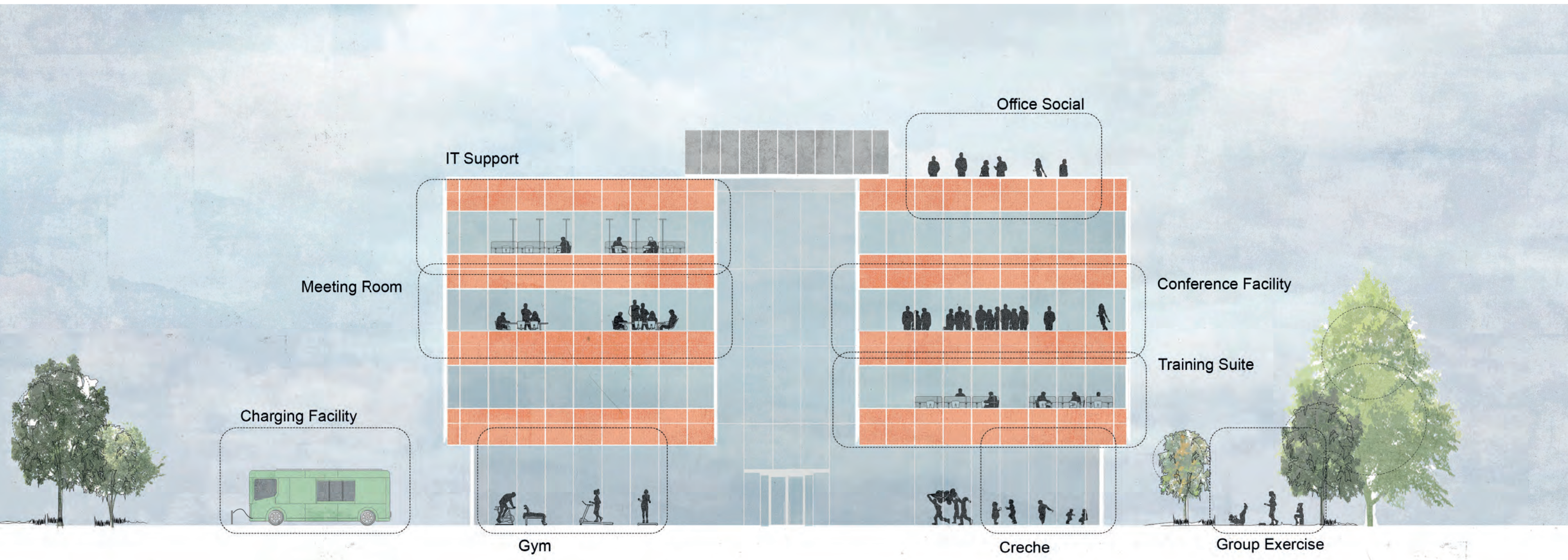


## ELECTRIC VAN

The electric vehicle is based on a proprietary modular system that can be reconfigured according to battery capacity, height and length to suit an organisation's requirements



# THE OFFICE HQ



The role of the office is in flux in the current and post-pandemic workplace. A flexible, hybrid model can be developed for both existing and future developments, striking a balance between the physical and virtual workplace.

In embracing modern agile working, the importance of employees' physical, social and mental well-being, needs re-defining. Supporting the home workplace environment can be part of the solution. However, there will always be a need for collective engagement such as sport, exercise, childcare, training and social activities.

The new office model will be a flexible, socially engaging environment that promotes collaboration and interaction. The office will be a space accessible to all and celebrate an organisation's values, strengthening the relationship between colleagues and employers.



## FEEDBACK

We would love to hear from you:

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