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A NOTE FROM THE EDITOR

WELCOME TO THE SPRING 2022 JOURNAL, AND WHAT A CELEBRATORY JOURNAL WE HAVE FOR YOU THIS QUARTER!

We are putting away our winter clothes for a few months, and getting out our party clothes for big, big BIG anniversaries and celebrations. Our magnificent Queen is celebrating an amazing 70 years as our monarch, Clerkenwell Design Week is back after an enforced lockdown period and your very own CFAS is turning 35 on the 10th June!

In honour of all the planned events during CDW2022 in May and the Platinum parties in June, our contributors have provided a variety of editorials to inspire, question and inform. We highly recommend you check out the FIRA article which explains changes and how they may impact the sector in terms of compliance. Articles this month also include ergonomic health and wellbeing, and how best to create a welcoming environment, looking at resimercial design to help blur the lines between home and office.

CFAS will as always be visiting during Clerkenwell Design Week, where we look

forward to networking with industry experts, hearing about the latest research findings and of course viewing the many product launches planned. We will be sure to bump into many old friends and create lots more friendships as the event unfolds.

We have been talking in the office about Jubilee Street Parties of old and laughing about the amount of task chairs which may make an appearance on the streets this year, now that they are plentiful with homeworking/hybrid working the norm.

As always, we hope you enjoy the journal and look forward to your comments.

Kind regards,



Alan Boyle, CFAS

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Sustainable Design Collective

a knowledge sharing initiative

The Sustainable Design Collective is a ‘think tank’ group including many of the leading workplace design practices which has been formed to share knowledge and examine initiatives to promote greater sustainability within office design.

With the first ‘Collective meeting’ held in January, the group meets every two months to focus on key topics including Eco-Design; the Circular Economy; Certification and Assessment. A report is published at the end of each meeting with copies freely available at www.woduk.com/sdc.

The core team of A Women in Office Design (WOD) initiative includes Harsha Kotak, designer at K2 Space and founder of Women in Office Design (WOD) as well as independent consultant and WOD’s Sustainability Manager, Joanna Knight; Ella Fathi from Oktra and Georgia Elliott-Smith from leading sustainability consultancy, Element 4.

Members include Perkins & Will; MCM; Grimshaw; JLL; Gensler; MF Studio; BIID; White Red Architects; TP Bennett; BDP; M Moser; Align; MAA, Peldon Rose, Sketch Studios, Woodalls and Salt & Pegram. All participants are uniting to help accelerate the pace of change in developing a more sustainable approach to workplace interiors.

“It is imperative that our industry works together to develop solutions which drive greater environmental responsibility,” explains Harsha Kotak. “The purpose

of the Sustainable Design Collective is to promote and applaud achievements and, more importantly, to create a forum for knowledge sharing and exchange.”

“All participants must endorse and accept the spirit of non-competition. We are working towards the greater good – ultimately to reduce our climate impact.”

The Collective meetings are practical sessions focussed on discussing key topics which have the greatest impact on companies working in the office design field.



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It's Ergo Time



The way we are working has changed. Blended home and office working and the increasing value on health and wellbeing means **it's ergo time**. When ergonomics is not as it should be, this can create a productivity issue. Or where there's a productivity challenge, there may be an ergonomic solution.

Improving workplace ergonomics reduces risks to employees and can remove barriers to productivity by making tasks easier and faster to complete. For example, ergonomics encourages people to work comfortably and use their equipment more easily, so that they remain energised and can work efficiently, effortlessly – and more productively.

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Jeremy Cooper, Marketing Manager, Fellowes Brands UK & Ireland fellowes.com

*<http://www.nytimes.com/2006/04/20/technology/the-virtues-of-a-second-screen.html>

**"Productivity, screens and aspect ratios", University of Utah, 2007 <https://collections.lib.utah.edu/details?id=214166>



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WHY IT'S IMPORTANT TO GET BACK TO THE OFFICE

Remote working was already finding its footing in workplace strategies.

But in 2020, everything changed and businesses were forced to shut their offices and switch to running operations from home. Even when lockdown restrictions were eased gradually, many companies preferred remote or hybrid working for their employees. But, with the pandemic now hopefully coming to an end and the government advising us to go back into the office, is the what employees really want?



Employees are resistant to return and according to a recent study, 29% of people say they are likely to switch jobs if their employers require them to work exclusively onsite. It is true that more flexibility in where, when and how we work is a good thing. It contributes to our ability to spend time with family or structure our days to better accommodate the school run or getting some household chores done at lunchtime.

But coming back to the office has some significant benefits for employees - not just employers. There are many benefits of working remotely, but it's important to remember there are still benefits to having an office space that brings people together. In this article we will look at some of the reasons why a physical office space is as important as ever and why it's important to get people back to the office.

A sense of belonging

An element of the fulfilment you get through community is a sense of belonging - feeling connected, united and accepted by your colleagues and co-workers. But a sense of belonging doesn't just come from being in a group, it arises from a shared sense of social identity with your team at work.

Offices give colleagues the chance to bond and provide great environments for team building. In the modern work, we still crave connections and presence together is also helpful in building relationships. Familiarity and regular contact face-to-face tend to increase acceptance and trust.

Health & wellbeing

Whether you're an introvert or an extrovert, you have a need for connections with others. You will want varying amounts of time with others based on your preferences, but research has demonstrated if we don't have adequate time face-to-face, we experience declines in wellbeing, increases in disease and reduced lifespans.

Being together also makes us all smarter. Researchers at the University of Michigan found when people spent more time interacting with others—talking, socialising and connecting—they displayed improved mental function. Interactions literally increased cognitive performance due to the mental processes involved in listening, empathising, thinking and responding, which are elements of a discussion or conversation.

Career development

Offices provide better environments for professional development. Junior employees get a first-hand look at experienced employees dealing with different situations and solving problems, which is a great learning experience. There is no substitute for learning on the job and online courses can't provide that. It helps in their professional development and benefits the organisation in the long run.

The best organisations value and respect employees and their contributions no matter where they're working, but it is also human nature to pay attention to what's

directly in front of us. We are most focused on what we can see, hear and experience most immediately, and this has implications for your visibility and your career. Being in the office provides you with better opportunity to be on the radar of bosses looking to expand their team or promote key talent.

Collaboration & teamwork

Digital tools for communication and collaboration have helped us in a smoother transition to remote working. But communication is also simpler and more efficient in person. Collaboration is so much easier when your team is in the same room. The give and take of ideas to solve real business problems feels more organic and exciting with team members. Also, employees are less likely to neglect their responsibilities when surrounded by colleagues.

Your performance, and that of your colleagues, is also likely to be positively impacted by the experience community. These performances are often most rewarding when up against it working to tight deadlines and solving problems using our talents, which are sources of happiness and fulfilment. In addition, work colleagues have a lot to teach each other - no matter what your seniority with a company.

Get back to where you once belonged

Technology helps us connect, but is inadequate at times working remotely because we can't read non-verbal cues as well as we can in person. In addition, we're limited by delays, technical glitches and that pesky mute button on video calls. Offices have all the amenities and technologies for in-person working, which is not possible to have remotely. In offices, you also get connections, engagement and being with our colleagues, not to mention many other facilities which are not available at home, such as ergonomic premium furniture.

When people first returned to the office last year the focus was on creating a safe environment to stop the spread of germs, with protective screens and social distancing measures in place. Now the focus is more on creating the buzz people can get from working in the office, with new ideas for high energy collaboration and furniture for social spaces.

Many companies are piloting new spaces as part of their return to the office this year, with furniture at the forefront of the redesigns. These spaces often sit empty parts of the day because they are typically used just for dining, individual work, some quiet time or for team meetings. But by looking at under-utilised spaces in new ways,

these areas can be redesigned as social hubs that will inspire people and provide high-performing settings where they can reconnect with their colleagues, as well as collaborate effectively.

Physical office spaces are invaluable for both your team and your customers. It has to do with the need we have for each other and to be united around something that



matters. It is also the positive obligation to contribute to the group and the culture, and to share our talents and build relationships. The opportunity to return to the office doesn't have to be an all-or-nothing prospect.

Some continued work from home will be a positive outcome of all we've learned over the last 2 years, but don't underestimate what you'll gain by coming back, and by giving back to your community.

Simon Howorth - Marketing & Design
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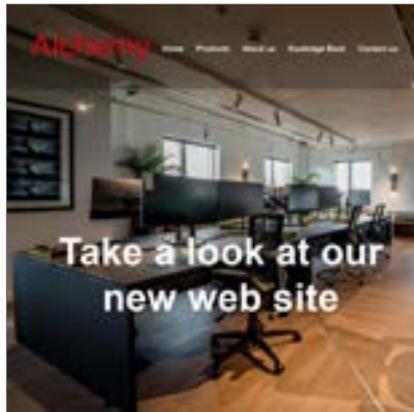


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BRINGING HOME COMFORTS INTO THE OFFICE



The pandemic and working from home have reinstated our desire for comfort and most workers don't want to lose that when returning to the office.

Because of this, many businesses are reconsidering how an office should be set up, what it should offer, and what employees are looking for. So, how would you go about making the office feel more cosy, comfortable and welcoming?

Domestic touches have become increasingly popular in workplace design, further blurring the lines between work and home life. The approach is to make people feel more at ease at work, to help people feel more satisfied and calm, which is important for productivity and general happiness. This idea may be implemented in the workplace by modifying the layout, providing facilities, and revising regulations or allowances. Employees will be more relaxed and remain longer if these aspects are added to the workplace.

Look at the style of an office in any given era and you'll get a glimpse of the defining themes in white-collar worker's lives at the time. During the latter part of the 20th century, most office workers wore suits, and many workplaces were sleek, serious, and formal. These days however, most workplaces are much more casual, inviting and familiar, but their design is no less revealing. Lately, many offices have started to look distinctly less like offices and more like homes. But how do you go about incorporating domestic touches into the workplace?

NATURAL ELEMENTS

Natural surroundings have a relaxing influence on people. Stress, noise, and air toxins reduce with the presence of plants in the workplace. Businesses should consider incorporating wooden elements, earthy tones, and greenery into the workplace decor. Bringing the outdoors inside will help employees feel more calm at work as it will give the impression that their workplace has been created with wellbeing in mind. The use of neutral hues such as grey, white, and creams also has a calming impact.

Natural office lighting is another one of the determining factors between a comfortable environment and a stressful one. Lighting has a significant influence on our physical and mental wellbeing and the perfect lighting for a workspace would be softer and warmer, causing no headaches or eye strain. It also boosts wellness and happiness while improving attention and work effectiveness.

COSY WORKSPACES

Creating workspaces that resemble a living room is an excellent way to embrace a homely atmosphere at work. To take a break from the conventional desk-based allocated seating we've all been accustomed to, create pleasant spaces with sofas, lots of cushions, and decorative floor lamps. Comfortable chairs, rugs, and

open shelving instead of the standard bookcases can also be included.

The Flux modular open shelving system from Dams epitomises the future of adaptable, modern design. Flux has a capacitor for an infinite number of layout options and shapes to help create work zones in any space to promote privacy or transparency as needed. The crisp, clean aesthetic of the black frame has a domestic look and feel to break up the workplace landscape, while bringing together a wide range of complementary components including wooden add-ons and planter boxes to add some greenery to the workplace for a biophilic appearance.

THE DOWNSIDE

These improvements to the office environment may instantly make it more appealing and comfortable for some employees, but they're not for everyone. Even before the coronavirus pandemic, work and home had gotten uncomfortably mashed together for office workers. And with the rise of remote work for this population over the past 2 years, they have only become more so. Bringing domestic design into offices may well be conducive to work, but this merging of aesthetics can feel unavoidably strange. More subtly, making work look more like home could disturb people's sense of separation between those two aspects of their lives.

Many of the people who have come to prefer remote work will not be swayed by a sofa and a few cushions, no matter how tasteful. In a survey last year by the remote-work job site FlexJobs, the two most popular answers to the question of what respondents most liked about working from home were not having to commute, and spending less money on things like food and fuel. Some things simply can't be designed into an office, and for this reason, a hybrid working model of partially remote, partially in-person work is what many companies are now considering. That way, workers wouldn't have to give up these benefits entirely.



IN CONCLUSION

Incorporating home comforts into the working life may give the workplace a unique feel. However, businesses should consider the company culture as well as the personalities of their employees before implementing. Employees may feel calmer at work if their workplace is created with wellbeing in mind, helping them to relax, de-stress and improve moods.

Employers that favour it hope that a more charming and comfortable physical space might help attract talented workers and help their employees do better work and collaborate better. And while the aspects of home that can be replicated at work do look and feel nice, they ultimately serve business needs.

Of course, for workers who are expected to be constantly online, the border between work and home has been eroding for a long time. And in that respect, homey offices are more a symptom than a cause. In the possible near future when hybrid arrangements become normal and many workers split their time between home-like offices and office-like homes, the distinction between work and home life may become almost meaningless.

Simon Howorth - Marketing & Design Manager - dams





SHAPING UP

'BS EN 1335-1:2020 Office furniture. Office work chair - Dimensions. Determination of dimensions' has been revised

Levent Çağlar, Head of Consultancy and Senior Ergonomist at FIRA International was very instrumental in the recent revision of 'BS EN 1335-1:2020 Office furniture. Office work chair - Dimensions. Determination of dimensions'. Here he talks about the changes and how they may impact the sector in terms of compliance.

EN 1335-1:2020 is the updated standard for the dimensional requirements of office work chairs. The dimensions of an office chair assist with promoting correct sitting posture when working with visual display equipment, so office chairs must be tested to the latest standard to ensure the certification is in line with the latest requirements.

The dimensions to meet the revised standard are based on anthropometric data, which now accommodates different body shapes and sizes by including suitable adjustment ranges for the chair's adjustments. The latest standard uses measurement methods defined in ISO 24496: 2021 Office furniture- Office chairs- Methods for the determination of dimensions. A

highly technical instrument, a Chair Measuring Device (CMD), captures the chair's dimensions based on the human experience of using the chair. When assessing to 1335-1:2020, the measurements taken from the CMD must also be taken in a specific sequence to ensure accurate values are collected for each dimension. Another key change in the standard is the introduction of the new type of office chair, the Ax, which has further wider adjustment ranges.

The changes in the test method requirements mean that features that previously complied with the old EN 1335-1 standard may not comply with the updated EN 1335-1:2020. We have already been assessing and certifying new products to the revised 1335-1:2020 standard. We have also been working with our customers to certify their existing products, helping with suggested modifications to their task chairs to enable them to meet the new standard.

The latest 1335-1 standard, which replaces all previous versions, has been available since May 2020. It's key to note that the 2020 version

includes some technical changes when compared to the 2000 version:

- New test method of measurements based on 'ISO 24496:2021 Office furniture - Office chairs - Methods for the determination of dimensions'
- Dimensional requirements moved from Annex to main part of standard
- Introduction of an example of 'how to use' Table 2
- Introduction of dimensions of neck rests and headrests
- Introduction of measurement uncertainty
- A Rationale explaining the principles used in defining the dimensions of the office chair

In addition, to correct some editorial errors in the 2020 version, an amendment with corrections is due to be published in May/June 2022.

For more information on the standard or testing to it, Levent can be contacted via ergonomics@fira.co.uk, whilst fira-international.com/ergonomics has details on wider ergonomic services from FIRA International.



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HYBRID OR NOT, THE WORKPLACE IS CHANGING!



There are many opinions in the market whether hybrid working is here to stay, or if things will eventually migrate to pre-covid conditions.

After the initial positive wellbeing benefits (less commute, less office politics, etc) and negative wellbeing challenges from enforced homeworking, research papers now being released by academic, scientific and authoritative bodies have more data and importantly longer study timeframes.

Most of them are reiterating that, although we humans are advanced and more technologically savvy than ever, we are fundamentally pack animals and thrive best when we are in our 'herds'. A common theme has developed whereby employees miss the community, culture, inspiration, collaboration, teamwork, impromptu conversation and leadership vision.

A frequent mix of tasks when hybrid

working, is where administrative work is carried out at home, and time in the office is spent communicating, collaborating, training and motivating. That is presuming the employee does actually have a quiet constructive home office environment, so every 'common' assumption is not always applicable across the board.

The fear at the beginning of the workplace cultural shift was that organisations would rid themselves of expensive real estate, although that is happening to some degree, most Facilities Managers are:

- reconfiguring their space to suit wellbeing initiatives
- providing more collaborative space

that allows openness with elements of acoustic control

- incorporating flexibility in the workplace with versatile space, adaptable furniture and technology
- attentive to the user experience as opposed to simply meeting a budget
- implementing a mix of residential/commercial design elements, biophilic design, and home comforts
- instigating solutions for air flow, air purification and acoustics for every user

Whether hybrid working is here to stay, reconfigurable workspace with adaptable furniture is a way an organization can try to future proof. Zoning areas with reconfigurable systems and mobile furniture which can temporarily segregate space are some of the most cost-effective ways of changing the environment and invigorating space.

Pods, booths, acoustic 'third space' and hubs are featuring even more prominently in workplace designs. Providing individual or group space, for meetings and video conferencing, where comfort and convenience are equal priority.

Enabling impromptu and formal meeting space, for one or many, with the emphasis on personalized control over acoustics, air, temperature, light and technology settings enables an organization to address wellbeing needs whilst providing multiple-purpose space.

Not forgetting the trend which started pre 2020, morphing home and workplace styles, bringing domestic style soft seating into the workplace. One of the



great benefits with sofas and coffee tables is how easy they are to move around, to create closed or open seating configurations.

Accelerated change is expected for a lot of organisations, mistakes can happen when rushed, but the benefits of configurable and adaptable furniture solutions limit errors and allows the evolution of each workplace, importantly, at its own pace.

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UK manufacturer of innovative and bespoke furniture solutions for all commercial environments



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MAY**

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CELEBRATIONS ALL AROUND – WE THINK BACK TO THE START OF CFAS!

CELEBRATIONS ARE ALL AROUND US THIS YEAR, WHICH HAS MADE US THINK BACK 35 YEARS AGO TO THE START OF CFAS!

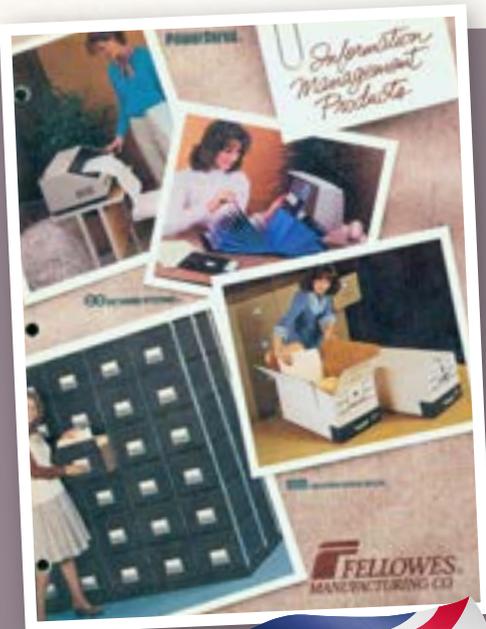
DO YOU REMEMBER THE TIME BEFORE EMAILS WHEN PAPER MEMOS WERE THE MAJOR COMMUNICATION CHANNEL? IN THE LARGER ORGANISATIONS THERE WAS A MAILROOM CLERK WHO DISTRIBUTED THE POST AND INTERNAL MEMO'S TWICE A DAY. AND YES, IT WASN'T SO LONG AGO THAT THERE WERE TWO ROYAL MAIL POSTAL DELIVERIES A DAY TOO!

YOU DID NOT HAVE A PHOTOCOPIER OR PRINTER AT YOUR DESK/IN YOUR DEPARTMENT, AS THERE WAS A PRINT ROOM. OR YOU WERE SELF-SUFFICIENT AND HAD CARBON COPY PAPER WHICH CAME IN BLACK OR BLUE. OH, THE FUN TYPING WITH CARBON COPY PAPER BETWEEN SHEETS OF PAPER!

AND OFFICE FURNITURE WAS NOT AS STYLISH (OR AS COMFORTABLE) AS TODAY, AS IT WAS FUNCTIONAL, PRACTICAL AND VERY VERY HARD WEARING. METAL DESK WORK SURFACES COME TO MIND! MEMORIES OF PEEKING THROUGH TO THE DIRECTOR OFFICES AND BOARDROOM, IT WAS ALL DARK WOOD AND LEATHER, LARGE FURNITURE AND MATCHING DARK CARPETING.

OH, THOSE DAYS! PLEASE DO SEND US ANY REMINISCENCE YOU MAY HAVE, AS IT WOULD BE LOVELY TO SHARE. MEANWHILE, ENJOY THESE HISTORICAL PHOTOS FROM SOME OF OUR MEMBER. ENJOY. AND MORE

IMPORTANTLY, SHOUT FOR JOY THAT THE COMMERCIAL FURNITURE INDUSTRY IS NOW FOCUSED ON EMPLOYEE WELLBEING AND COMFORT AS WE HAD A LOT TO PUT UP WITH IN THE NOT-SO-DISTANT PAST!



PRIOR TO EXPANSION INTO MONITOR ARMS, SIT-STANDING DESKING AND ERGONOMIC WORKSPACE SOLUTIONS, FELLOWES WAS ESTABLISHED AS THE MARKET-LEADING BRAND IN STORAGE AND OFFICE ORGANISATION PRODUCTS.

WHEN FELLOWES OPENED IN DONCASTER IN 1972, THE UK BECAME THE FIRST MARKET OUTSIDE OF NORTH AMERICA TO HAVE A FELLOWES SALES AND DISTRIBUTION OPERATION, WHICH ALSO ENABLED EXPANSION ACROSS EUROPE.

WHEN CFAS (OFAS) LAUNCHED IN 1987, FELLOWES HAD ALREADY INTRODUCED NEW PRODUCTS TO COMPLEMENT ITS WELL-ESTABLISHED RANGE OF BANKERS BOXES.

PAPER SHREDDERS WERE THE FIRST TO COME ONBOARD AS A SUITABLE ADJACENT CATEGORY TO ENTER. FELLOWES GAINED A DISTRIBUTION AGREEMENT WITH THE WORLD'S LEADING SHREDDER MANUFACTURER AT THE TIME, BEFORE GOING ON TO MANUFACTURE ITS OWN MACHINES. BY 1987 ANNUAL GLOBAL SALES OF POWERSHRED SHREDDERS HAD REACHED \$7M.



IN JUNE OF THIS YEAR, HER MAJESTY THE QUEEN WILL BECOME THE FIRST BRITISH MONARCH TO CELEBRATE A PLATINUM JUBILEE AFTER 70 YEARS OF SERVICE.

THE MAY BANK HOLIDAY HAS BEEN MOVED AND EXTENDED TO THURSDAY 2ND JUNE 2022 AND WITH AN EXTRA BANK HOLIDAY ON FRIDAY THE 3RD OF JUNE WHERE WE WILL ENJOY A NATIONWIDE 4-DAY CELEBRATION TO INCLUDE SPLENDOR AND PAGEANTRY LIKE ONLY THE BRITISH KNOW HOW.



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