



Government
Property
Agency

Government Workplace Design Guide

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Official

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1 Introduction

To be read in conjunction with all Annexes.

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What is the Government Workplace Design Guide?

The Government Workplace Design Guide provides guidance and baseline standards for all buildings within the Government Hubs and Whitehall Campus Programmes, and for all central government office estate.

The design guide sets out the aspirations for delivering the great places to work needed for a modern civil service. It is our ambition that this guidance will be used across the entire central government office estate. We will drive and encourage adoption across the wider office estate as part of delivery of the smarter working ambition, and through advising and supporting our clients and customers.

The creation of major multi-departmental government hubs across the UK will provide cutting-edge, innovative working environments for our people. This will help recruit the best talent, improve productivity and deliver a more diverse and inclusive, modern civil service that can work in a smarter, more flexible way than ever before.

Version 2.0 of the Government Workplace Design Guide (Part 1) is a visual and technical resource to clearly set out how to design and deliver truly great places to work, that support smarter working in a modern civil service. The design guide is written with flexibility in mind (as not all buildings are the same), but also with the objective of ensuring clarity, consistency and inclusivity in the design of our workplaces.

This document sets out high level requirements for workplace design, with detailed technical guidance provided in the relevant **Technical Annexes** (see section 7).

The document sets out;

Our vision

Describes our ambition for government hubs and the wider office estate.

Our design approach

Illustrates our approach to design and how a smarter working environment really looks and operates.

Our space types

The zones and work settings required to support smarter working and hybrid working.

Our technical standards

Summary standards to inform the design and delivery of government workplace projects.

Who is the design guide for?

The Government Workplace Design Guide is intended for use by anyone involved in commissioning, planning, designing and managing new or major redevelopments of government office estate including:

- » Those briefing the designers
- » The designers, space planners and architects
- » The specifiers of equipment and furniture
- » The delivery teams including architects, engineers and project managers
- » Our customers and people who use government workplaces

The design guide should be used by all those involved in the delivery of government workplaces as a reference document and briefing tool to ensure office workplaces support smarter working in a modern civil service.

How should the design guide be used?

The Government Workplace Design Guide is not intended to be a prescriptive manual. Buildings can vary greatly in shape and size, and the requirements of the organisations working in them can also vary depending on the type of activities they undertake.

Instead, the design guide establishes a benchmark in aspirations, space standards, look and feel, corporate identity and, importantly, a consistent design approach to all government office workspace. Although flexibility is a key and necessary factor in how the guide is applied, many of the parameters established by this document are fixed as essential standards in order to meet design, performance and sustainability objectives.

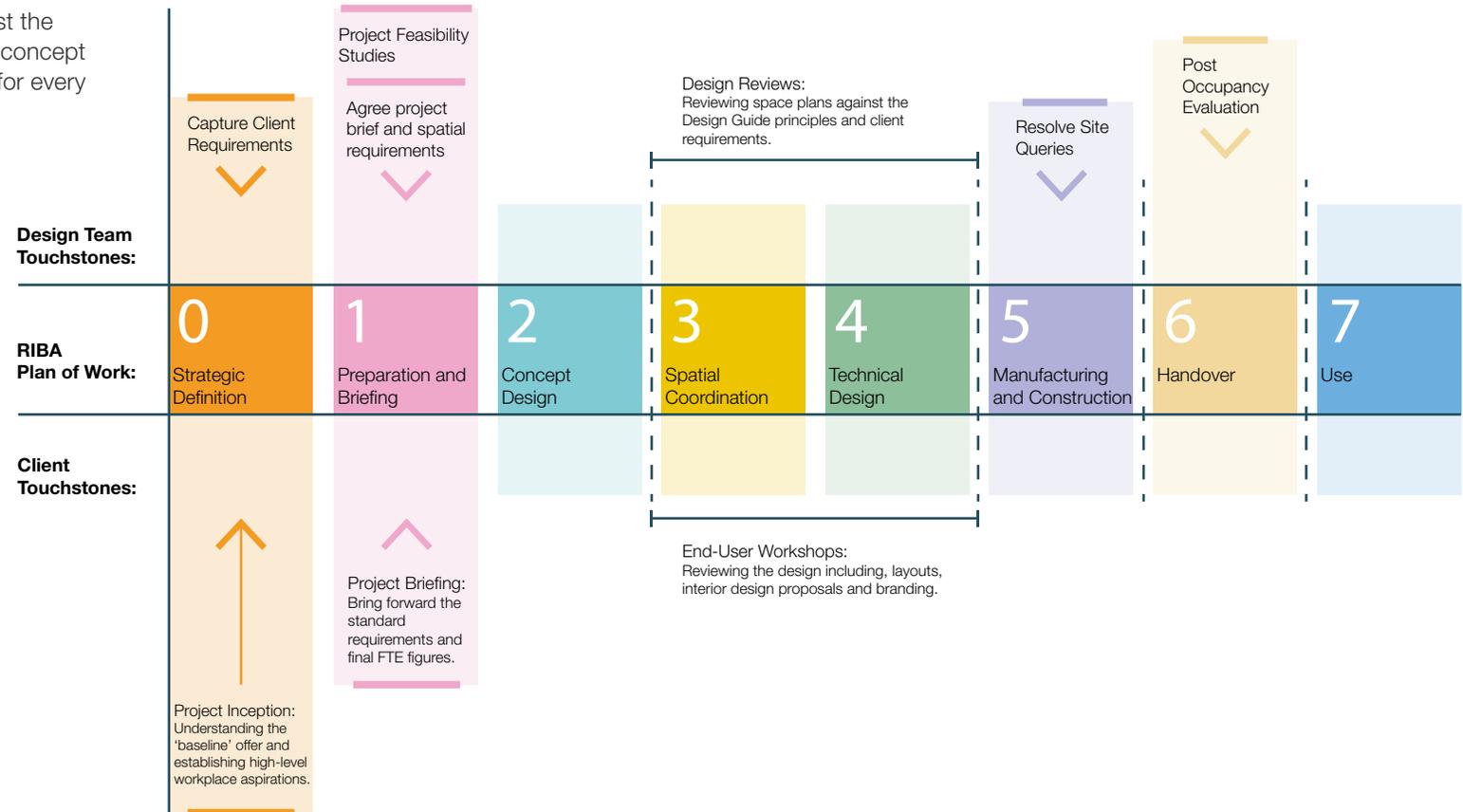
The design guide and technical standards should be used in conjunction with the Royal Institute of British Architects Plan of Work 2020 and GPA or departmental process plans at each project stage to communicate aspirations, design approach and standards.

This design guide supports the Government Functional Standard for Property, Govs 004: Property.

When to use the design guide

The Government Workplace Design Guide should be referred to at all stages of the RIBA Plan of Work, to provide an assurance the design process will deliver a hub standard workplace.

The design guide will allow us all to assess designs and layouts against the aspirations established in the design guide; it will allow us to start the concept design with the key principles and it will provide a design 'backbone' for every workplace at the design development stages.



2 Vision

Imagining a great place to work.

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Delivering great places to work for a modern civil service

To be a modern civil service, we need:

- » The best people leading and working in government to deliver better outcomes for citizens.
- » To modernise the operation of government, and be more disciplined in prioritising and evaluating what we do.
- » To act together, as one government team, to deliver for citizens.

Ultimately, we need a skilled, innovative and ambitious civil service. The Smarter Working, the Government Hubs and the Whitehall Campus Programmes sit right at the heart of this ambition by:

- » Providing greater opportunities to attract and develop **skilled**, talented and committed public servants from across the UK, where we will be closer to the communities we serve, and able to deliver better outcomes for them.
- » Providing great places to work that will inspire people to be their best and to find new, creative and **innovative** ways to solve problems.
- » Supporting people, teams and organisations to deliver their **ambitious** plans through workplaces, technology and ways of working that best support the range of activities they need to undertake.



Our values

We serve with **integrity, honesty, objectivity** and **impartiality**.

Our vision

A **skilled, innovative** and **ambitious** Civil Service equipped for the future. We will renew the Civil Service together to deliver on our purpose of providing high quality advice to the Government, outstanding services to the public and safeguarding the UK's prosperity and security at home and overseas.

We are Building

A **Skilled** Civil Service

- Investing in skills, championing expertise and strengthening leadership
- Reflecting the country we serve and creating opportunities around the UK

An **Innovative** Civil Service

- Finding new ways to solve problems and improve people's lives
- Seizing the full potential of data and technology

An **Ambitious** Civil Service

- Achieving excellence in project and public service delivery
- Making it easy to collaborate and provide a seamless experience for the public

A great place to work

Our vision is to create great workplaces that enable and inspire everyone to be their best.

There are many factors that influence how people feel about their workplace and we understand that a good workplace environment is essential to creating a great place to work.

We have developed 10 workplace topics that we use to ensure we deliver great places to work for all building users and visitors.

Our customers

<i>"I feel safe and secure in my workplace."</i>	<i>"I am confident my workplace is inclusive."</i>	<i>"I have the ICT and tools I need to do my job well."</i>	<i>"I have a choice of when, how and where I work."</i>	<i>"I feel physically and mentally well at work."</i>	<i>"I feel a sense of community at my place of work."</i>	<i>"I can help reduce my carbon footprint at my workplace."</i>	<i>"I have ready access to services that make my work life easier."</i>	<i>"I can get to work easier."</i>	<i>"I feel proud of and inspired by my workplace."</i>
									
Safe Safe and secure.	Inclusive Accessible for everyone.	Digital Digital tools that support teams and locations.	Choice Choice in how and where to work.	Wellbeing Health and wellbeing are supported.	Community Friendly, social and vibrant.	Sustainable Highest environmental standards.	Services Responsive services with a human touch.	Journey Easy to access by public transport.	Condition Modern, good quality facilities are available.
<i>"We keep our people safe and secure."</i>	<i>"We help our diverse workforce realise their full potential."</i>	<i>"We enable our business to be digital and well connected."</i>	<i>"We provide flexible workplaces to support productivity."</i>	<i>"We ensure our people flourish and thrive in their work."</i>	<i>"We create an environment in which teams come together."</i>	<i>"We contribute to Net Zero by reducing our carbon footprint."</i>	<i>"Our people are supported in their jobs by responsive & seamless services."</i>	<i>"We are well located & easily accessible to our people and our partners."</i>	<i>"We offer modern workplaces that help us to attract and retain talent."</i>
1	2	3	4	5	6	7	8	9	10

Our clients

Smarter working

Reimagining work

Smarter working is a modern approach to working that provides choice and flexibility which enables the civil service to achieve the best possible outcomes for the organisation, its employees, clients and customers. It is fundamental to the creation of a modern civil service.

Well designed, activity-based work environments empower our people to work in different ways and in different locations, accessing a variety of settings to support them to deliver a range of tasks.

Our people need to be responsive and adaptable to changing business needs. Smarter working optimises the use of our workplaces and technology to improve productivity through a focus on outputs and enables a better work life balance for all.

The Government Workplace Design Guide ensures space is designed to support smarter working, recognising that different work requires different types of space to enable collaboration, creativity and community regardless of how and where people choose to work.

The GPA have also published information around smarter working ‘personas’ that help staff relate to how future working practices might align with their own needs and responsibilities in the workplace.



Workplace based

Contractually, fully based in a fixed office location (for operational reasons this may be a specific region).



Hybrid worker

Businessled, structured approach to office based and remote working based on roles and activities. For example, 3 days office and 2 days home, arranged by informal agreement and with an office base.



Mobile worker

Generally mobile with no fixed office, but will meet for collaboration, creative work and meetings. Uses a variety of workplaces including offices, home and 3rd spaces such as libraries and coffee shops where appropriate.



Home worker

Contractually, fully home based.

Our building users

Who might be using our workplaces?

As well as day-to-day users, our workplaces should also provide facilities for visiting staff. A clear understanding of our building user's requirements will allow us to specify the appropriate space types to support them. All government workplace users can be categorised as;

Day-to-day

- » Has access to all the spaces within the workplace.
- » Mostly working in team home zone and shared zones.
- » Can move easily between zones and work settings.

Visiting

- » Staff from another hub location.
- » Uses the host workplace like a home workspace.
- » Digital connectivity allows visitors to access their organisation's systems.

Business visitor

- » From another business or organisation.
- » Attends pre-arranged meetings, events, conferences or interviews.
- » Access to the hub is pre-arranged with a colleague based in that location.

Our workplace programme

Our workplaces enable a fluid way of working that integrates smarter working, interoperable technology and policy to break down barriers and facilitate collaboration between teams and departments. Either newly constructed or refurbished, a hub can be a single building or a campus accommodating a significant number of people across a number of buildings.

Government Hubs Programme:

Government hubs are located in all four nations of the United Kingdom, providing a network of modern, digitally enabled, shared workspaces for the UK Civil Service.

Whitehall Campus Programme:

The Whitehall Campus consists of a number of government buildings (including many of architectural significance), public realm and infrastructure. This programme aims to transform and update the Whitehall estate, consolidating departments into modern, inclusive and sustainable places to work, to form a centralised campus for HM Government in London. The Whitehall Campus is one of a network of locations that will form part of the national reach of our Hubs Programme.

Government Office Estate:

All Government office workplace projects should be commissioned, planned and designed using the Government Workplace Design Guide. This included projects at all scales from small refurbishments through to entire new buildings.

Our workplaces;

Campus

A campus is an integrated estate solution comprising of several Government Hubs with shared facilities that acts as a 'whole', enabled through a high degree of interoperability and access between them.

Hubs

Government Hubs are individual buildings which provide a range of facilities under one roof.

Hubs are shared buildings comprising of team workspaces and shared amenities including cafés, wellbeing facilities and business events centres.

Spoke

A spoke facility may be an entire building or part of a building shared with other public or private sector organisations. A spoke building usually comprises of core workspace and minimal shared amenities.

Spoke buildings are linked to Government Hubs or a Campus where additional amenities are provided.

3 Design approach

Establishing a Consistent Approach.

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Visual strategies

In order to deliver a consistent and recognisable identity across the central government office estate, all workplace projects should utilise the visual strategies set out in the Government Workplace Design guide.

This design guide should be deployed on all government workplace projects from the outset (project inception) and be used to review emerging designs at key design stages as each project develops.

The space planning principles and zoning strategies set out in the design guide should be used as a baseline. These principles and zoning strategies allow for the customisation of a space to meet the operational requirements of our clients and people whilst encouraging the sharing of facilities. By working with our clients and people we will identify cost effective design solutions that maintain the integrity of the space offer we offer.

Visual strategies;

Visual consistency

Developing clear design concepts that work with client requirements and the inherited building footprints.

Space planning principles

Adopting a 'Planning grid', Modularity, Flexibility & Versatile workplace settings.

Furniture & decor

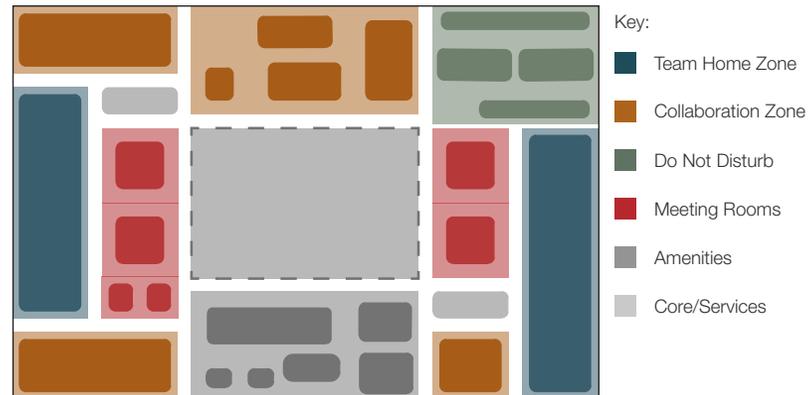
To support wellbeing, inclusivity, sustainability & smarter working.

Our workplace zones

The space types are categorised into three core zones which are supported by building amenities. Some space types appear in multiple zones but the character of each zone is different so that we encourage different behaviours in each space.

Our workplaces enable a fluid way of working that integrates smarter working and interoperable technology to break down barriers and facilitate collaboration between teams and departments. The provision of team home, collaboration and do not disturb zones enables our people to choose the most appropriate workspace for the activities being undertaken.

Typical zoning strategy:



Workplace zones;

Home zone

Consisting of work settings dedicated to routine work with customers and departmental systems, suitable for longer durations.

Collaboration zone

A variety of work settings ideal for group tasks and activities that can be carried out most effectively in an environment away from a focussed setting.

Do not disturb zone

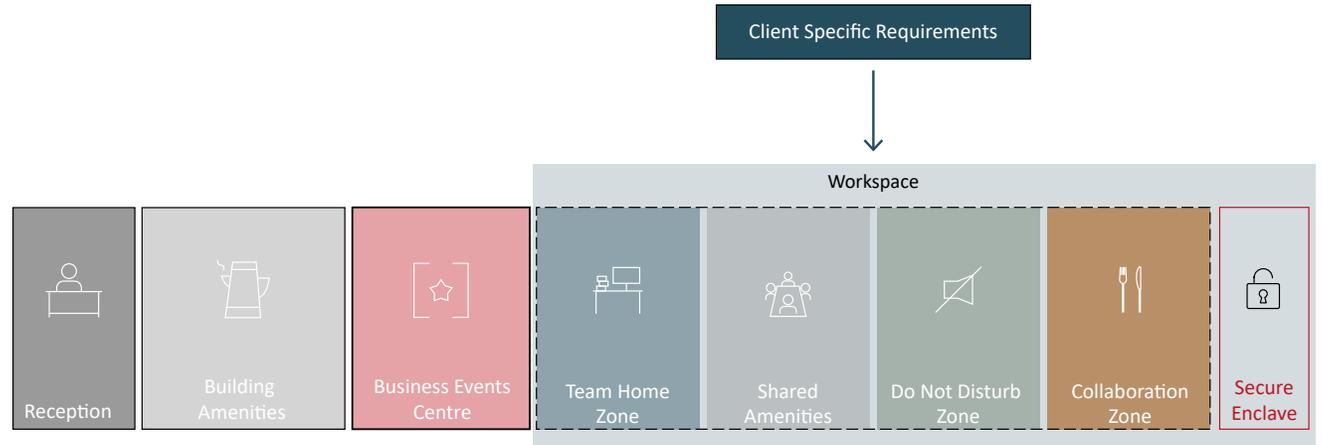
Work settings that provide space in which individuals can concentrate, consider and work with complex information or conduct confidential activities, without being distracted or disturbed.

Amenities

Amenity spaces provide the shared facilities required to support the work settings and building users.

Space planning principles

The form, configuration and the structural and planning grids of each building will inform its space plan. Each building will vary, however consideration must be given to the following design principles at the outset of the planning process.



Smarter working

Space is designed to enable smarter working and recognises that different work requires different types of space. Consider the floor plan as a landscape that encourages exploration of and mobility through the space and facilitates the roll-out of our workplace zones.

Modularity

Space will be designed around furniture modules allowing space types to be exchanged with limited impact.

Shared spaces

Clearly identified shared work settings that are designated for use by all customers supported by common ICT.

Flexibility and future proofing

Minimal segregation of workplace zones by walls and doors. Shared spaces such as meeting pods and booths should be used to denote boundaries and create separation where required. Space is designed so it can be re-allocated with limited or no re-work.

Sense of space

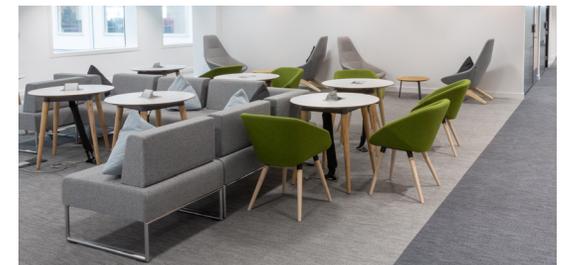
Encourage social interaction and a sense of community and, wherever possible, provide a line of sight view when standing. Create interest and excitement while balancing the need for focus and interaction.

Inclusivity

The space will be designed to class leading inclusive and accessible design standards to ensure it can be easily used by a wide and diverse range of people.

Sub-letting of space

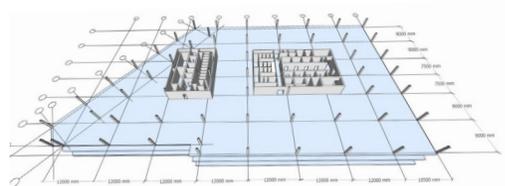
Space is designed on the assumption that whole floor plates could be sub-let to the private sector and the necessary security arrangements are built in from the outset to do this.



Space planning

Space planning principles should be consistently applied across all projects to maximise efficiency.

- » A consistent planning module (grid) should be adopted for each project.
- » This grid is almost always to be based upon a 1.5 metre square module.
- » A 1.5 metre grid, particularly on new-build buildings, will almost always correspond to a structural grid that is multiples of 1.5 metres.
- » This normally means a base-build structural grid of 7.5m or 9m (i.e. 5 or 6 multiples of 1.5).
- » Raised access floor panels and ceiling tiles can also 'fit' to the same module (i.e. normally 500x500mm panels).
- » In most circumstances, the space planning and interior finishes can conform to a 1.5m planning grid.
- » In addition to this, some buildings (new-builds particularly) have curtain wall systems that naturally adopt the same 1.5m module with facade mullions set out on the same grid.
- » For the internal space plan the 1.5m module should be used as the basis for setting out rooms within the designs. For instance 2x1.5m (3 metres) provides a minimum dimension for a small office.
- » Larger room widths (4m or 6m etc.) can also be set out using the same module.
- » Notional circulation routes within the space plans can also work with this module, normally having a width of 1.5metres.
- » There are, of course, situations that will require this 1.5m module to interface with a base building that has a different grid.
- » Setting out principles that 'marry' the 1.5m planning grid required with the base building grid required will, in these cases, need to be addressed individually. However, the modular approach to the space plan must prevail and shape the workplace design.



Planning grid principles;

Consistent module

A common planning grid is modules of 1.5 x 1.5 metres square.

Consistently applied

Once established the module should be consistently applied across the floor plates.

Host building module

Most buildings are based on a structural module (say 9m x 9m) that work with a planning module of 1.5m x 1.5m. In most cases this grid also works with the facade module again often 1.5m wide.

‘Host’ buildings

The programme for new government workplaces being rolled out across the UK is extensive and geographically broad.

The size and shape of all our workplaces across the UK will not be identical or ‘standardised’. We will inherit a variety of ‘host’ buildings and floor plates for government occupation.

The size and shape of floor plates will undoubtedly vary considerably across the estate – that is the reality of working with an array of available buildings within many different locations:

- » New-build office buildings might be expected to provide clean regular floor plates.
- » Older re-purposed buildings may provide a more irregular plan with many floor plate types in between.

Older buildings may also provide us with varying floor-to-floor heights (that may inform the retro-fitting of modern servicing) and most buildings should provide a raised floor and suspended ceiling zone as part of the ‘base building’. Such base floor and ceiling provisions have been assumed in this guide.

The Government Workplace Design Guide is clear on vision but flexible in its execution. In the following pages we illustrate a few generic examples of building floor plates that we are likely to inherit. These examples demonstrate the range of scales, shapes and proportions of floor plates that often form the ‘host’ buildings for our projects. These examples range from new-build, relatively regular deep plan space to smaller retro-fitted linear proportioned space.

In all cases the principles laid out in the design guide are to be applied to form modern workplaces for government departments across the UK.

What is a host building?

The base building

The building within which government space (floor plates) are acquired.

Provided by a developer / landlord

All subject to an agreed lease (AFL).

Shell & core

The basic shell that is likely to be provided by the developer / landlord.

Cat ‘A’

This is the term used to describe a ‘finished’ shell normally provided by the developer / landlord.

Floor plate types

The programme for new government workplaces being rolled out across the UK includes many 'host' buildings procured for a full range of government departments. These range from;

- » Large single government departments (with some public-facing zones); multiple government departments in one building largely for home teams (ie, no public zones);
- » Large buildings and floor plates required to accommodate many FTE's;
- » Smaller floor plates for smaller local home teams;
- » New-build, base-build schemes that often provide 'regular' floor plate blocks;
- » Re-purposed existing buildings that often provide irregular-shaped floor plates;
- » Some listed buildings that may require a modified design approach.

In all cases the design guide is designed to provide the concept and the structure for consistent government workplaces; the provision of smarter facilities, their look, feel and performance standards.



Typical CAT A fit-out:

Typical 'inherited' floor plates;

New-build 'regular' plan

New-build offices are usually a more regular, flexible shape.

Refurbished building 'irregular' plan

A re-purposed building may provide floor plates of a more irregular shape / size / efficiency.

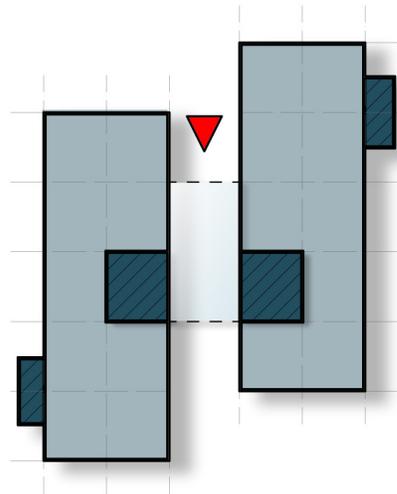
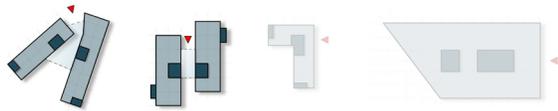
Large deep plan

Again more recent base-buildings may provide bigger, wider floor plates.

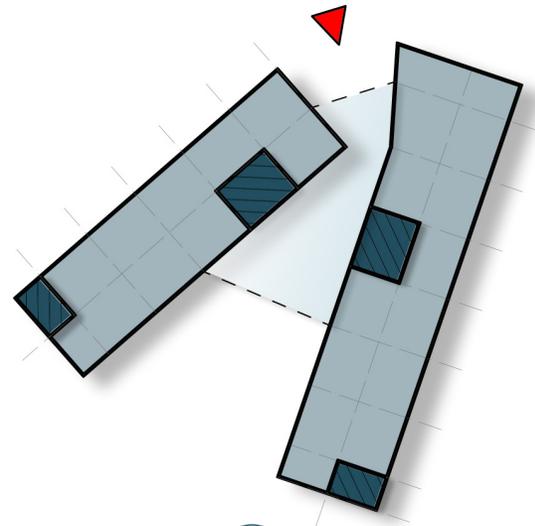
Smaller, narrower plan

Older 1980s buildings may have narrower, more 'linear' plans.

Floor plate examples #1



A



B

Typical 'inherited' example floor plates;

A

New-build 'regular' plan

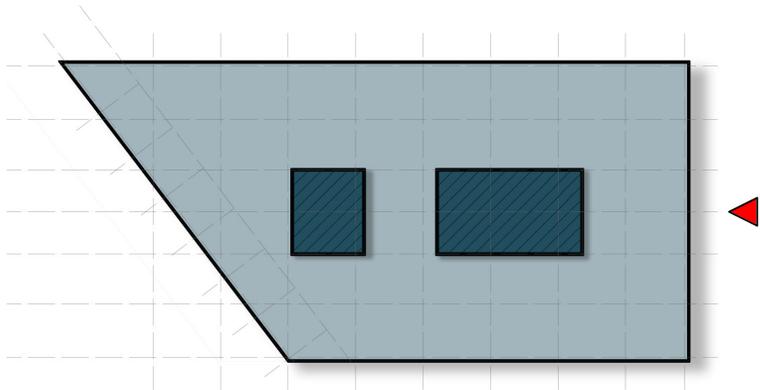
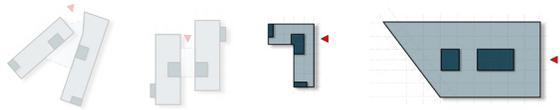
New-build (or could be existing) offices, regular, flexible shape, possible central atrium, 2+ storeys.

B

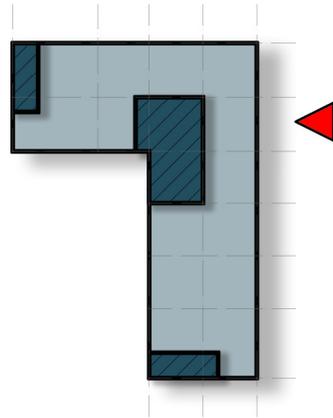
Refurbished building 'irregular' plan

A re-purposed building with floor plates of a more irregular shape / size / again possible atrium, again likely to be multi-storey.

Floor plate examples #2



C



D

Typical inherited' example floor plates;

C

Large deep plan

More recent new build base-buildings may provide bigger, wider, regular deep-plan floor plates.

D

Smaller, narrower plan

Older buildings, although 'modern', may have narrower, more 'linear' plans.

Inherited ‘shells’

Once a host building has been acquired there will be ‘shell’ or ‘CAT A’ interior ready for re-design, fit-out and occupation. All such shell spaces will be different (just as the host buildings will be different). Listed below are some typical features which should be considered when designing a workplace:

- A raised floor (giving space under the floor for services);
 - » Either a suspended ‘false’ ceiling (that will hide services), or the structural soffit of the floor above (thus requiring ceilings to be fitted);
 - » Plain walls around the building’s service/lift/stair cores;
 - » Intermediate columns and walls.

There may be some variations to this shell interior, such as:

- » Sometimes a floor may be ‘solid’. That means the services are not in a void under a raised floor but are provided via a different system such as around the perimeter of the floorplate by means of a conduit;
- » Ceilings, if they exist as part of the shell, may come in different types - for example acoustic tiles or perforated metal inset panels;
- » If the building is a new-build then services are likely to be to modern standards and incorporated into the shell in a coordinated way. Services will still need to be ‘adapted’ to suit the fit-out (to correspond to meeting or conference rooms etc);
- » If the host building is an existing re-purposed office then it will likely be stripped out and new modern services fitted.

Whatever the situation the host shell and the services that will support the fit-out, need to be considered and coordinated to suit the end-client space plan and, again the design guidelines set out in the Government Workplace Design Guide.

Concept floor plate

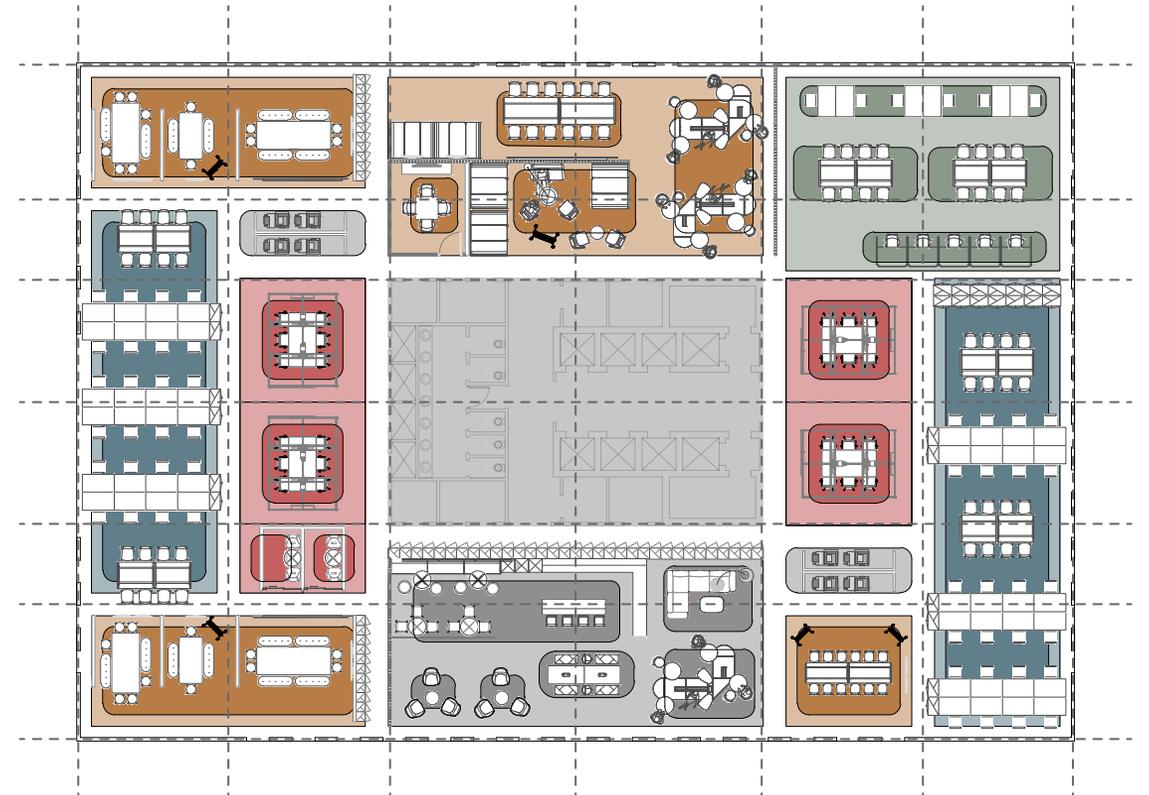
Having considered the space planning principles and the end-users requirements, a concept floor plate should be drafted which reflects the zones and space types described in the Government Workplace Design Guide.

The concept floor plate is an invaluable consultation tool which allows buildings users to understand the layout of the building and design teams to capture feedback.

Example floor plate

The concept floor plate (right) assumes a typical central core with perimeter accommodation found in many office buildings.

- » The two principle team home zones have been located to maximise natural light and away from the noisy refreshment hub.
- » The enclosed meeting spaces provide a buffer between the team home zones and the main circulation around the central core.
- » The shared collaboration spaces are located near to the home zones and provide a variety of different work setting to support different activities.
- » The do not disturb zone is separated from the noisier spaces and provided a dedicated space for work which required concentration.
- » The refreshment hub is located adjacent to the main core and away from the team home zones. The refreshment hub is collocated with a variety of work setting to support informal interactions.



Customisation of space

When gathering project requirements or writing a brief, clients should bring forward any specialist security, space or facilities requirements at the earliest opportunity.

This will ensure that cross government solutions are explored and allow technical responses to be developed to optimise building performance; ensure safety and regulatory requirements are met and that treatment of additional costs are agreed.

The GPA will work with clients to identify suitable and cost effective design solutions that maintain the integrity of the space offer and meet operational and security requirements.

Requirements for the customisation of space must be captured and reviewed as early in the process as possible to ensure that adequate provision of equipment and space is factored into emerging space plans. This will also ensure that mid-stage workshops with clients that are seeking to 'fix' space plan layouts are more aligned and minimise delays through re-designs.

GPA levels of customisation

	Level 1	Level 2	Level 3
Types of change (examples not limited to)	<p>Customisation of team Home look and feel, for example:</p> <ul style="list-style-type: none"> » Wall decorations and branding. » Additional soft furnishings. » Balance of furniture modules to suit the types of work. 	<p>Changes to standard floor plate; segregation of floor plate, for example:</p> <ul style="list-style-type: none"> » Sole occupants restricting access to the floor plate. » Dedicated small meeting rooms for operational purposes. » To provide workplace adjustments. 	<p>Major changes to the floor plate that impact building services; costs and reduce flexibility of space, for example:</p> <ul style="list-style-type: none"> » Installing additional partition walls to divide up floorplates. » Adding additional meeting rooms. » Adding additional refreshment hubs. » Non-standard ICT – including end user devices that need Local Area Network (LAN) connectivity. » Specialist security requirements such as STRAP, ROSA.
Client cost treatment	Limited additional cost to client.	Additional cost to client.	Additional cost to the client to make the change and also removing it at the end of the client's term of occupation.

4 Space types

Setting out a functional and smarter workplace.

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Space types: menu

To support a flexible, smarter working environment the space type menu provides a range of activity-based work settings. These workspace settings are supported by a range of shared local and building amenity spaces.

Team home zone

Team home zones are where teams will usually work on desk-based, daily activities. This zone is made up of traditional style desking (focus settings) and flexible activity tables, as well as team and personal storage. This zone facilitates routine work and the settings are suitable for longer durations.



Task setting



Activity setting



Personal storage



Team storage

Collaboration zone

The collaboration zone provides our people and teams flexibility and a wide choice how and where to work; they are accessible to all customers and clients based in the building. This shared zone supports collaborative working both in person and virtually. A variety of work settings are provided which are ideal for group tasks and activities away from the team home zone.



Activity setting



Privacy setting



Breakout space



Flexible project space



Media setting



Meeting room



Informal meeting setting

Do not disturb

These work settings provide space in which individuals can concentrate, consider and work with complex information or conduct confidential activities, without being distracted or disturbed.



Focus setting



Library bench



Individual work setting

Space types: menu

Business Events Centre

The Business Events Centre provides spaces for our people to engage with the public and visitors securely and professionally. The fully flexible, multipurpose serviced events centre can be used for meetings, training and conferences.



Conference room



BEC reception



Refreshment hub



Business lounge



Meeting room



Print hub

Amenity

A variety of non-directly work related settings such as those providing services and facilities or for social interaction and wellbeing purposes.



Main reception



MER/SER room



Tech bar



Print hub



Security room



Interview room



Wellbeing room



Reflection room



Recovery room



Central cleaner's store



Refreshment hub



Cafe



Changing room



Washroom



Mail room



Cloakroom



Bicycle storage



Universal shower



Storage



Wudu

Space data sheets

The following pages set out, space-by-space, the essential characteristics, furniture, associated technologies and environmental parameters for every envisioned space type in government offices.

Each space data sheet provides a basic description and the expected tasks associated with each space. Essential items of furniture, equipment and technology expectations as well as information on finishes and performance are also provided.

Activity setting

Collaboration zone

Activity settings support both individual work and collaboration. The flexible spaces can also be used for informal meetings and project work.

When located in the collaboration zone these spaces should have acoustic protection from other work areas to enhance their usability. Open meeting spaces enable more agile ways of working; allowing larger groups to benefit from informal collaboration and creative working. Activity settings in the collaboration zone should utilise vibrant accents and furniture to add personality.

Noise

Quiet Loud

Furniture

Task chairs Feature lighting Plants Table Whiteboard/prinable wall/board

Technology

Power access WiFi

Characteristics

- Bookable: no
- Time of use: 15 mins - 8 hr
- Capacity: 6-8
- Area allowances: 18m²

Activities

- Collaboration
- Informal meetings

Finishes

Floor:

- Heavy duty contract grade carpet tile.
- 80% Base colour, 20% as feature colour palette.

Walls:

- 75% Durable finish base colour.
- 25% Durable finish feature colour palette to match identity and branding.

Ceiling:

- Suspended ceiling with plasterboard perimeters/margins.

Furniture:

- Table frame: wooden.
- Desktop: light grey.
- Task chair: dark grey upholstery.

Key dimensions:

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Government Workplace Design Guide

VERSION 2.0

Data-sheet key components;

- 1 Characteristics**
Summarises the primary activities for which the space has been designed.
- 2 Furniture / finishes**
Provides a summary of the 'look and feel' aspirations for the space.
- 3 Technology**
Summarises the technology requirements for each space including power and audio visual equipment.
- 4 Noise**
Provides an indication of the expected noise level of the space on a scale from quiet to loud.
- 5 Key dimensions**
Diagrams demonstrating the spatial requirements for each space type.

Team home zone

Team home zones are where teams will usually work on desk-based, daily activities. This zone is made up of traditional style desking (focus settings) and flexible activity tables, as well as team and personal storage. This zone facilitates routine work and the settings are suitable for longer durations. In a shared building this zone is primarily where departments would display branding and have a sense of ownership.



Task setting



Activity setting



Personal storage



Team storage



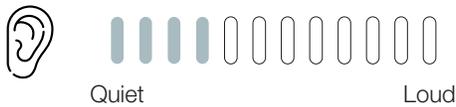
Task setting

Team home zone

Bright, open and engaging environment allowing individuals and teams to conduct their core work.

Workstations will provide universal desk arms and power and they will be arranged in groups to allow teams to sit together. They will have access to natural light and a minimum of 50% of workstations will be electric height adjustable.

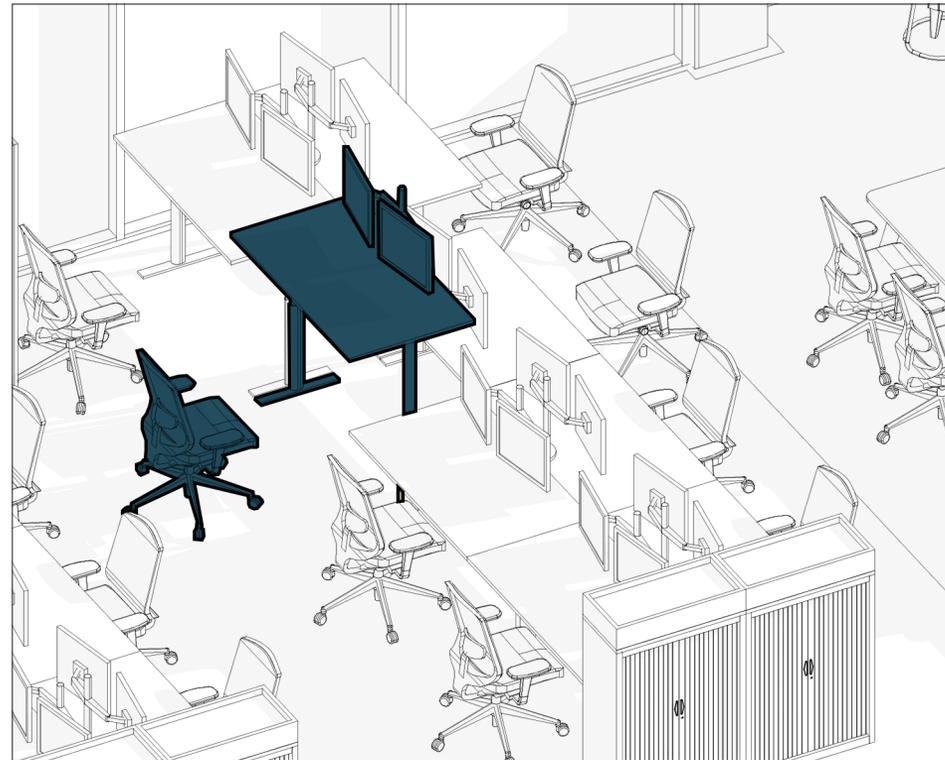
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 1-8 hrs
- » **Capacity:** max. banks of 8 desks
- » **Area allowance:** 3m² per setting

Activities

- » Individual tasks

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% base colour, 20% as feature colour palette.

Walls:

- » 75% durable finish base colour
- » 25% durable finish feature colour palette to match identity and branding.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Furniture:

- » Desk frame: white.
- » Desktop: light grey.
- » Task chair: dark grey upholstery.

Activity setting

Team home zone

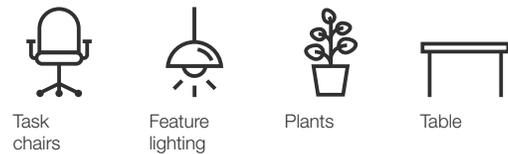
Activity settings support both individual work and collaboration. The flexible spaces can also be used for informal meetings and project work.

This area requires WiFi and power integrated into the furniture. Acoustic dividers can be used to provide privacy and acoustic buffering. Touchdown areas should be bright, open and neutrally decorated.

Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 15 mins - 8 hr
- » **Capacity:** 6-8
- » **Area allowance:** 18m²

Activities

- » Collaboration
- » Informal meetings
- » Individual tasks

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% Base colour, 20% as feature colour palette.

Walls:

- » 75% Durable finish base colour
- » 25% Durable finish feature colour palette to match identity and branding.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Furniture:

- » Table frame: wooden
- » Desktop: light grey
- » Task chair: dark grey upholstery.

Personal storage

Team home zone

Lockers should be conveniently located but typically against a wall or close to floor plate entry point.

Sufficient circulation space to allow ease of access to the locker unit.

Refer to **Government Hubs Furniture, Fixtures and Equipment (FFE) Guide** for detail on lockers.

Noise



Furniture

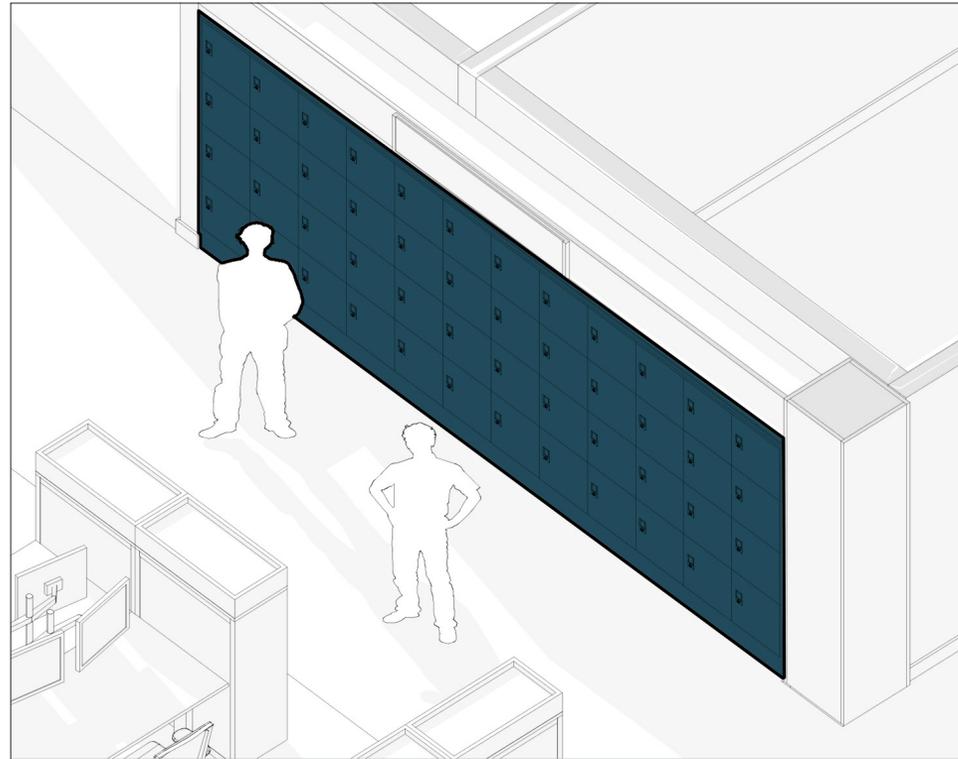


Lockers

Technology



Digilock system



Key dimensions:



Characteristics

- » **Bookable:** No
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » On-floor storage for personal belongings.

Finishes

Furniture:

- » Carcass: white.
- » Doors: 40% Base colour, 60% as feature colour palette.

Team storage

Team home zone

Storage space for work related materials. Team storage will normally be located in proximity to team home zones. Space will be allocated based on business need.

Clients will be expected to minimise their requirement for on-site storage, prior to moving into a hub and only store business critical hard copy documents and equipment on-site. Digital solutions should be prioritised and off-site storage solutions should be used to meet all other physical storage requirements. Non-standard specialist and secure storage requirements will be managed on a case by case basis.

Noise



Furniture



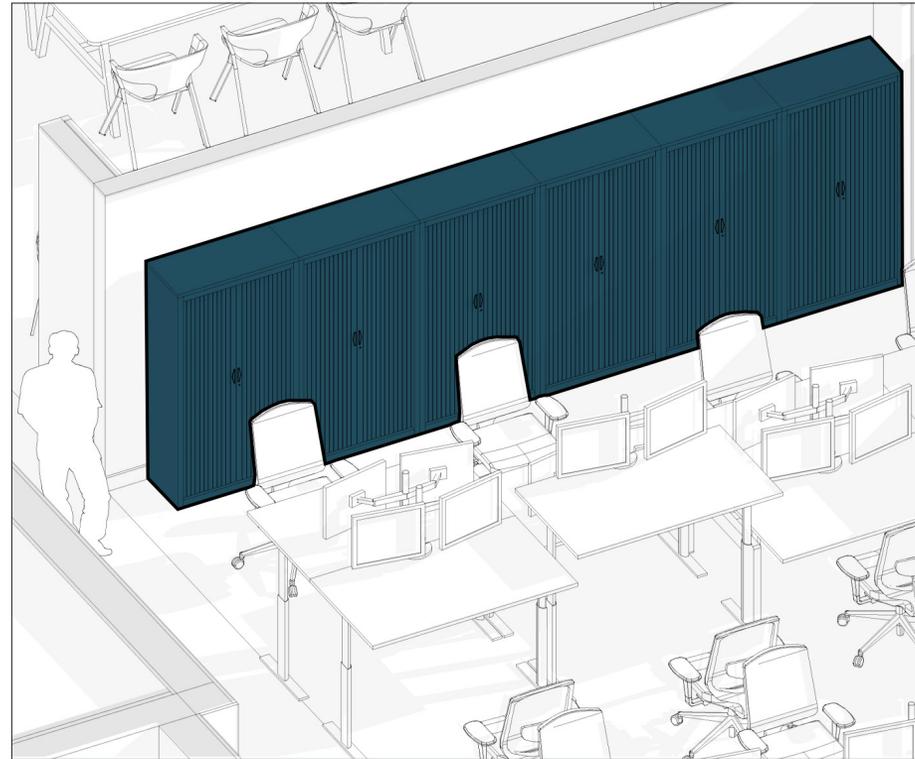
Storage cabinet

Drawers

Technology



WiFi



Key dimensions:



Characteristics

- » **Bookable:** No
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » On-floor archiving of project files.
- » Storing office supplies and other corporate materials for easy access.

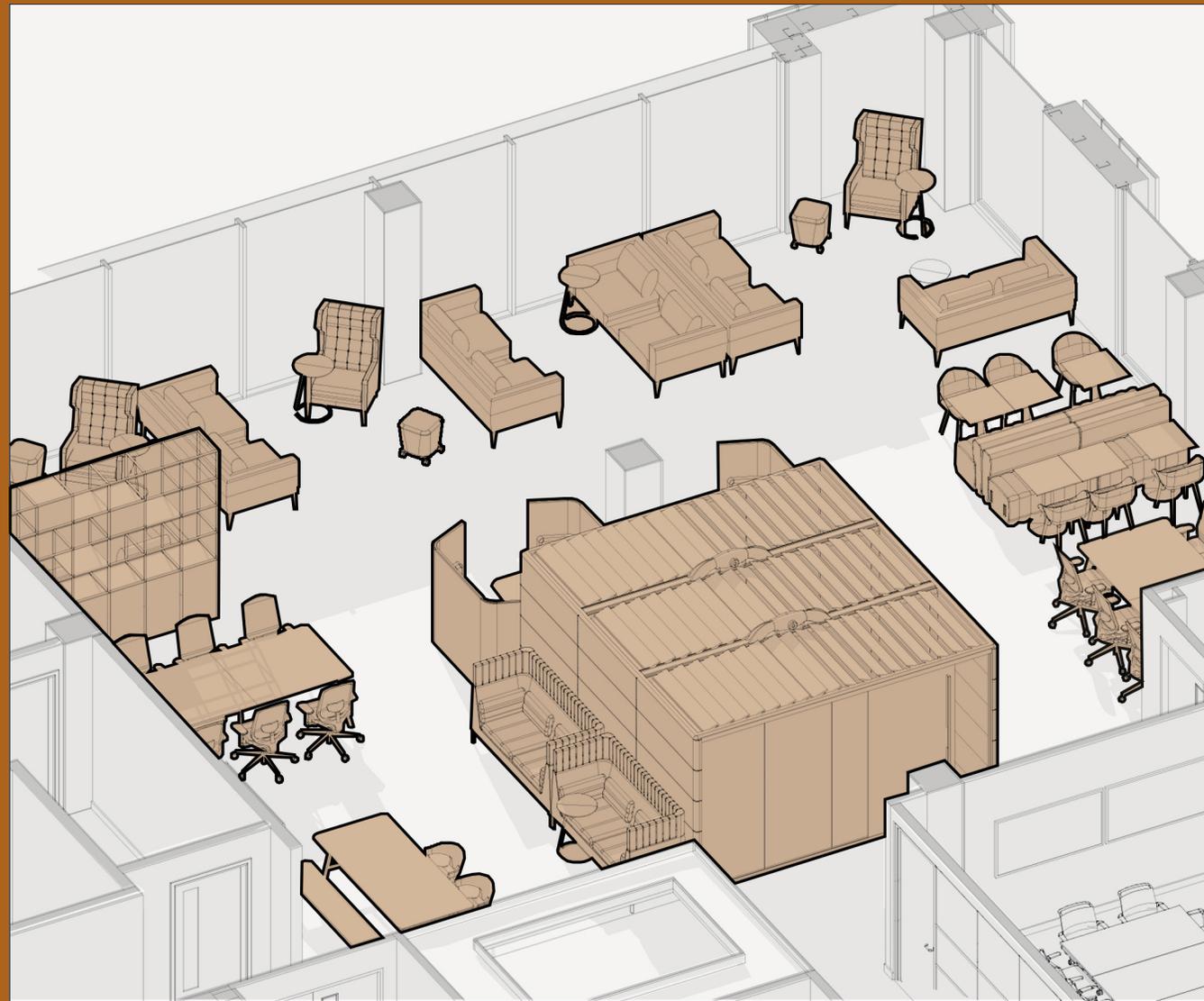
Finishes

Furniture:

- » Carcass: white.
- » Doors: grey/silver.

Collaboration zone

The collaboration zone provides our people and teams flexibility and a wide choice how and where to work; they are accessible to all customers and clients based in the building. This shared zone supports collaborative working both in person and virtually. A variety of work settings are provided which are ideal for group tasks and activities away from the team home zone.



Informal meeting setting



Media setting



Meeting room



Activity setting



Privacy setting



Breakout space



Flexible project space

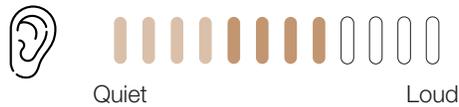
Informal meeting setting

Collaboration zone

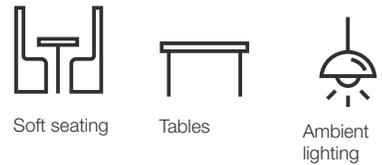
Open meeting spaces that operate on an 'approach and use' basis. These spaces can be delivered as enclosed spaces for open booths.

The use of 'booths' requires reference to acoustics / security ('speech intelligibility') in the **Architectural Technical Annex**.

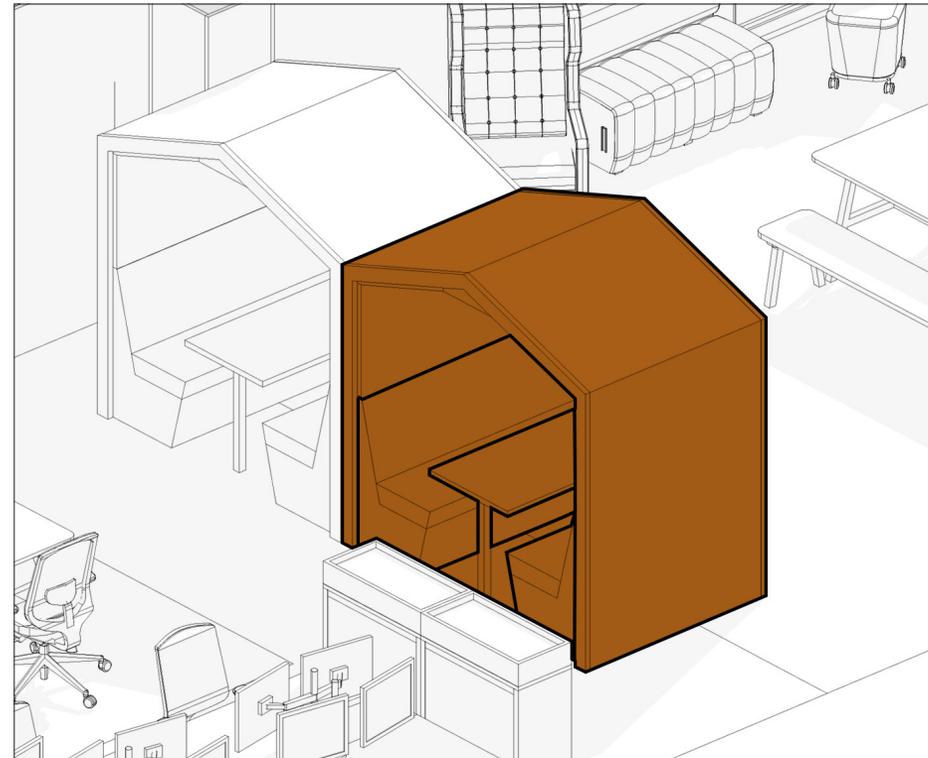
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** yes
- » **Time of use:** 30 mins-8 hrs
- » **Small capacity:** 1-3 persons
- » **Medium capacity:** 4-8 persons
- » **Large capacity:** 9-16 persons
- » **Area allowance:**

Activities

- » Meetings
- » Work sessions
- » Virtual meetings
- » Catch ups
- » Group calls

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% Base colour, 20% as feature colour palette.

Furniture:

- » Walls and frame: Base colour palette.
- » Desktop: light grey or wooden.
- » Upholstery: 50% Base colour, 50% as feature colour palette.

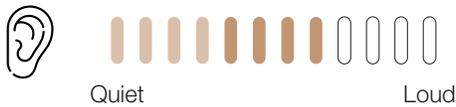
Media setting

Collaboration zone

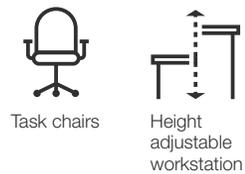
Open project spaces that can be used for ad-hoc meetings requiring audio visual equipment and whiteboard capture.

Media settings can be delivered by way of an integrated table and AV solution or a wall-mounted AV solution with loose furniture. Mobile stools may be used for short periods of collaboration. Furniture should be soft and informal, with warm or vibrant colours adding some character to the space.

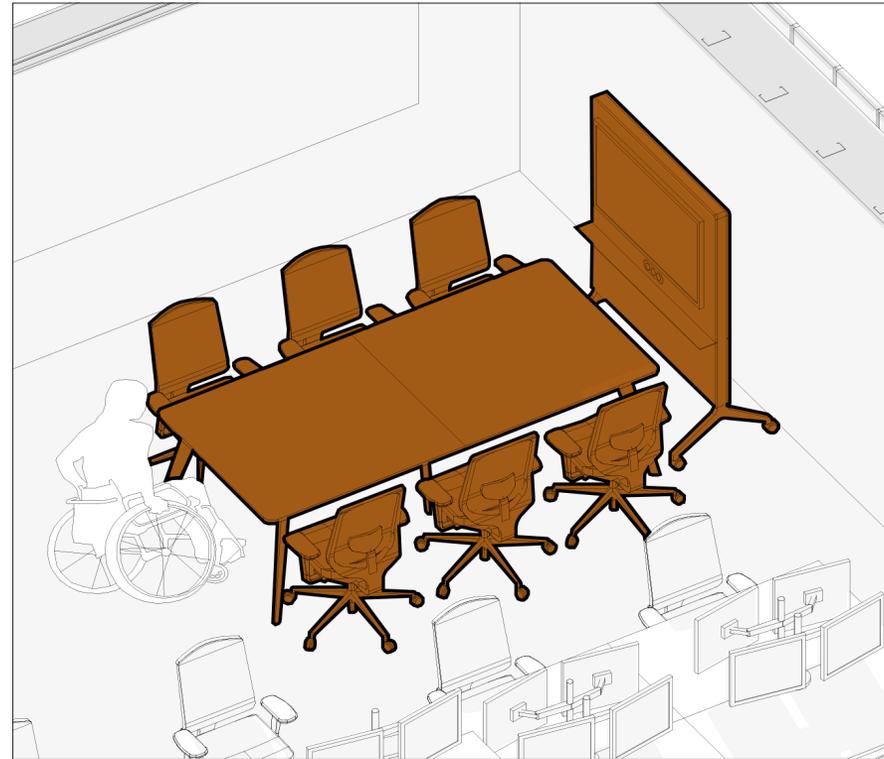
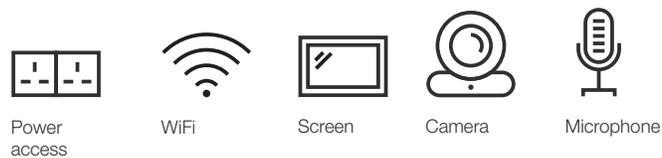
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** yes
- » **Time of use:** 30 mins-8 hrs
- » **Small capacity:** 1-3 persons
- » **Medium capacity:** 4-8 persons
- » **Large capacity:** 9-16 persons
- » **Area allowance:**

Activities

- » Meetings
- » Work sessions
- » Virtual meetings
- » Catch ups
- » Group calls

Finishes

- Floor:**
- » Heavy duty contract grade carpet tile.
 - » 80% Base colour, 20% as feature colour palette.
 - » 80% Base colour, 20% contrasting colour as feature.

Walls:

- » 75% Durable finish base colour.
- » 25% Durable finish as feature colour palette.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Furniture:

- » Table frame: wooden or metal.
- » Desktop: light grey.
- » Task chair: dark grey upholstery.

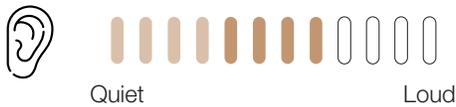
Meeting room

Collaboration zone

Enclosed rooms for private meetings, secure conversations and conference calls, with the appropriate acoustic protection to support privacy and confidentiality. Refer to **Acoustic / Security - Architectural Technical Annex**.

These should be a mixture of small and larger meeting rooms. Meeting rooms should be largely neutral with the addition of some vibrant accents and furniture to add character.

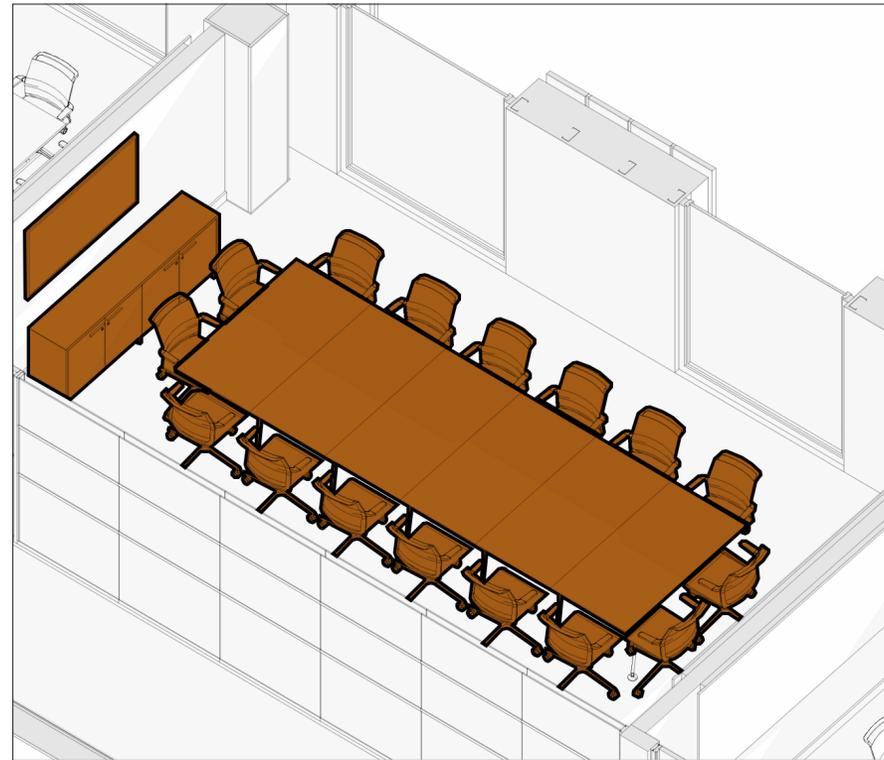
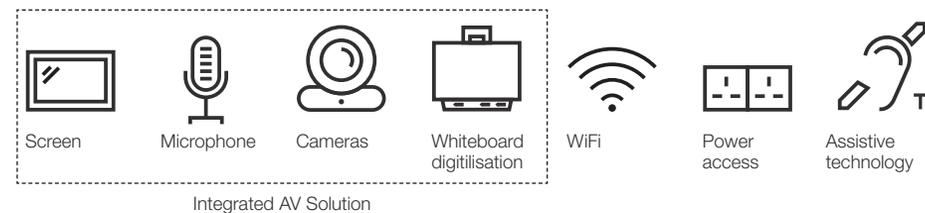
Noise



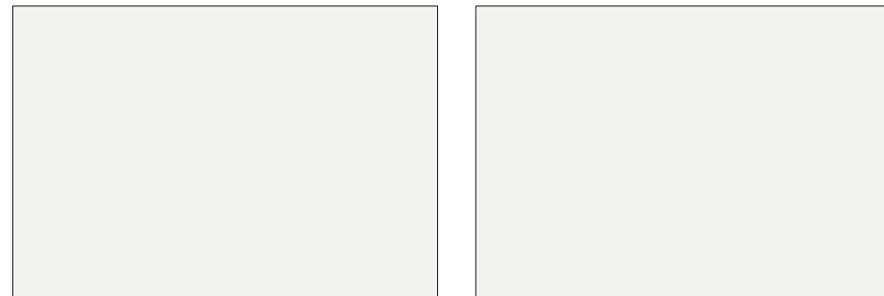
Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** yes
- » **Time of use:** 30 mins-8 hrs
- » **Small capacity:** 1-3 persons
- » **Medium capacity:** 4-8 persons
- » **Large capacity:** 9-16 persons
- » **Area allowance:**

Activities

- » Meetings
- » Work sessions
- » Virtual meetings
- » Catch ups
- » Group calls

Finishes

- Floor:**
- » Heavy duty contract grade carpet tile.
 - » Feature colour palette with optional subtle pattern.
- Walls:**
- » 100% Durable finish white/neutral emulsion.
 - » Acoustic wall panelling.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins
- » Integrated feature lighting, microphone and speakers.

Furniture:

- » Table frame: wooden or metal
- » Table top: light grey or wooden
- » Chairs: 50% Base colour, 50% as feature colour palette.

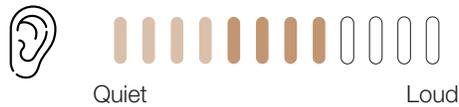
Activity setting

Collaboration zone

Activity settings support both individual work and collaboration. The flexible spaces can also be used for informal meetings and project work.

When located in the collaboration zone these spaces should have acoustic protection from other work areas to enhance their usability. Refer to **Acoustic / Security - Architectural Technical Annex**. Open meeting spaces enable more agile ways of working; allowing larger groups to benefit from informal collaboration and creative working. Activity settings in the collaboration zone should utilise vibrant accents and furniture to add personality.

Noise



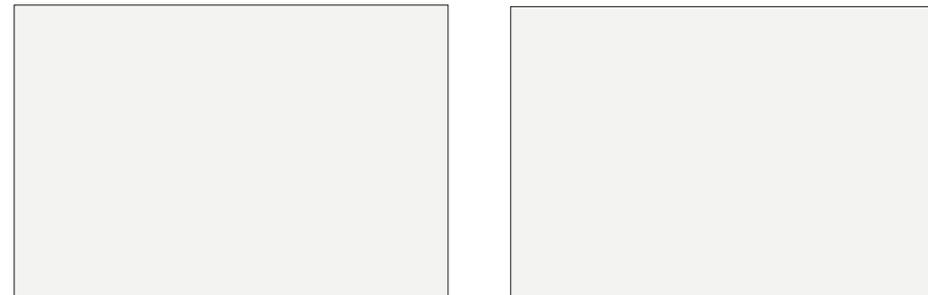
Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 15 mins - 8 hr
- » **Capacity:** 6-8
- » **Area allowance:** 18m²

Activities

- » Collaboration
- » Informal meetings

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% Base colour, 20% as feature colour palette.

Walls:

- » 75% Durable finish base colour.
- » 25% Durable finish as feature colour palette.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Furniture:

- » Table frame: wooden.
- » Desktop: light grey.
- » Task chair: dark grey upholstery.

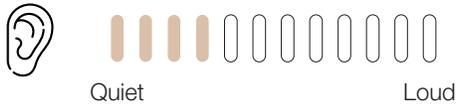
Privacy setting

Collaboration zone

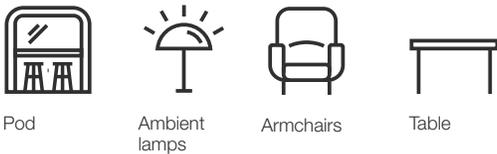
Quiet space that can be used for tasks requiring confidentiality.

Small rooms or free-standing pods that can be used to make private phone calls, take part in audio/video conferences, hold one to one meetings or to carry out tasks requiring concentration. Free-standing pods provide plug and play flexibility and can be relocated to meet business functionality and scale easily. Refer to **Acoustic / Security - Architectural Technical Annex**.

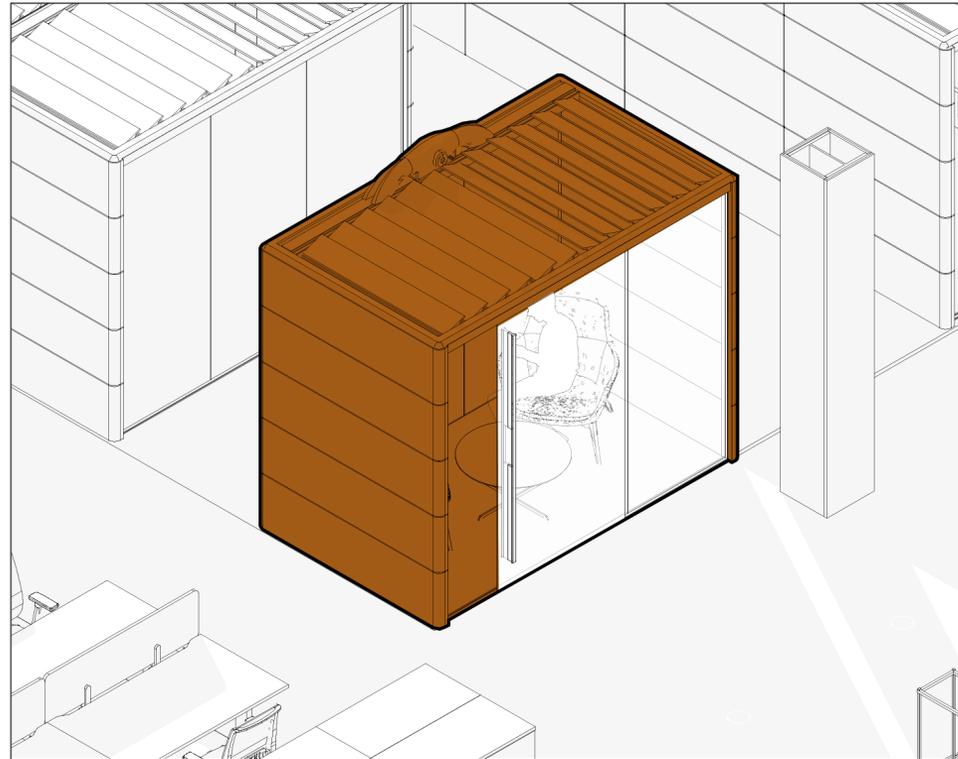
Noise



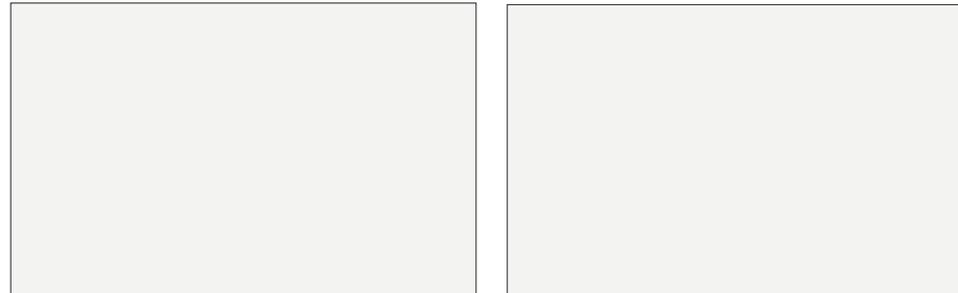
Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 15 mins - 2hrs
- » **Capacity:** 1-2 persons
- » **Area allowance:** 12m²

Activities

- » 1-1 meetings
- » Focus work
- » Phone calls
- » Audio/video conferencing

Finishes

Pod:

- » Frame: black or white.
- » Glazing: vertical and horizontal mullions or manifestation to meet BS 8300.

Furniture:

- » Table frame: white metal or wooden.
- » Table top: light grey.
- » Chair: upholstery in feature colour.

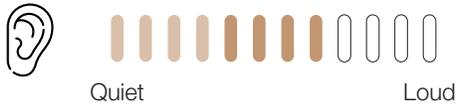
Breakout space

Collaboration zone

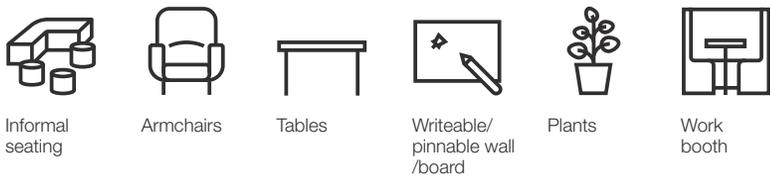
An open, comfortable and inviting space that encourages mobility, interaction and respite from desk-based tasks.

Breakout spaces should offer a variety of accessible furniture solutions and some acoustic and visual protection from the core work space to prevent distraction. They should have access to natural light and provide WiFi and power access to increase the versatility of the space. Furniture and furnishings should be soft and informal, with warm or vibrant colours adding some character to the space.

Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** No
- » **Time of use:** 15 mins - 2hrs
- » **Small capacity:** 1-2 persons
- » **Area allowance:**

Activities

- » Meetings
- » Work sessions
- » Catch-ups
- » Informal conversations
- » Small social gatherings

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% Base colour, 20% as feature colour palette.

Walls:

- » 75% Durable finish base colour.
- » 25% Durable finish as feature colour palette.
- » Option applied graphics.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

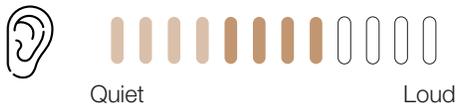
Flexible project space

Collaboration zone

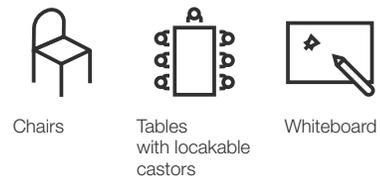
Open collaboration spaces with flexible furniture for project work, group work and informal meetings.

These spaces should have mobile furniture (with lockable castors) to allow the users to configure the space to accommodate the work being undertaken. Writing surfaces, audio visual equipment and acoustic separation should be provided.

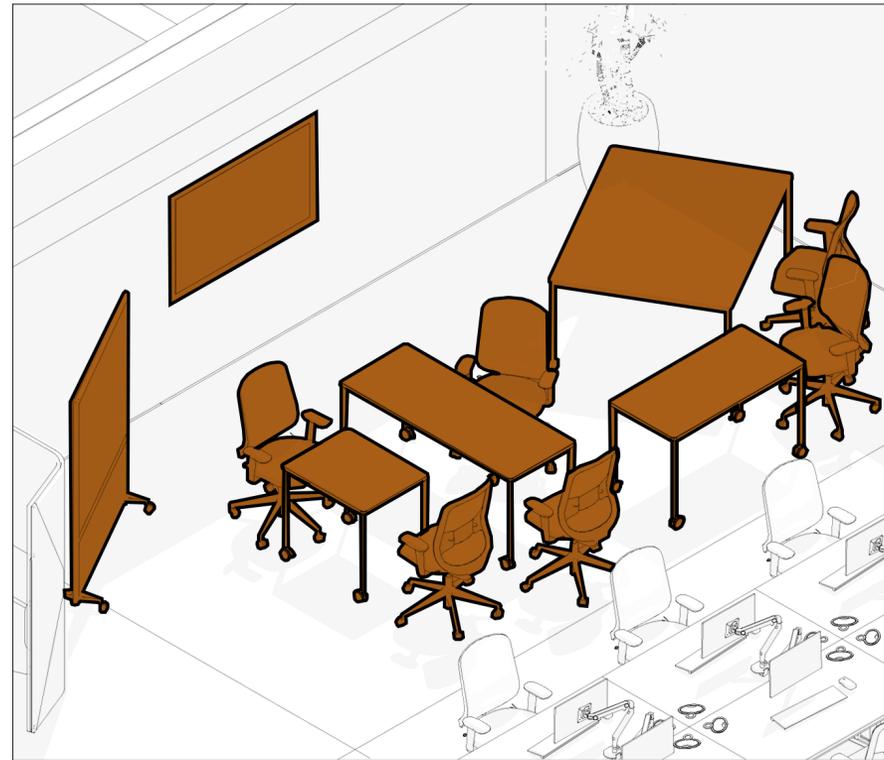
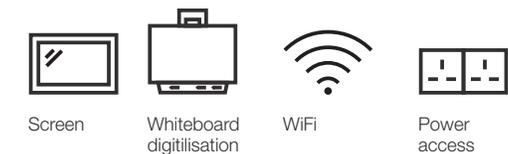
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** No
- » **Time of use:** 1-8 hrs
- » **Capacity:** 12 persons
- » **Area allowance:** 3m² per person

Activities

- » Group work
- » Collaboration

Finishes

Floor:

- » Heavy duty contract grade 500 x 500mm carpet tile.
- » Mid-tone colour pattern.
- » 80% Base colour, 20% contrasting colour as feature.
- » Circulation route separation.

Walls:

- » 75% Durable finish base colour.
- » 25% Durable finish as feature colour palette.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

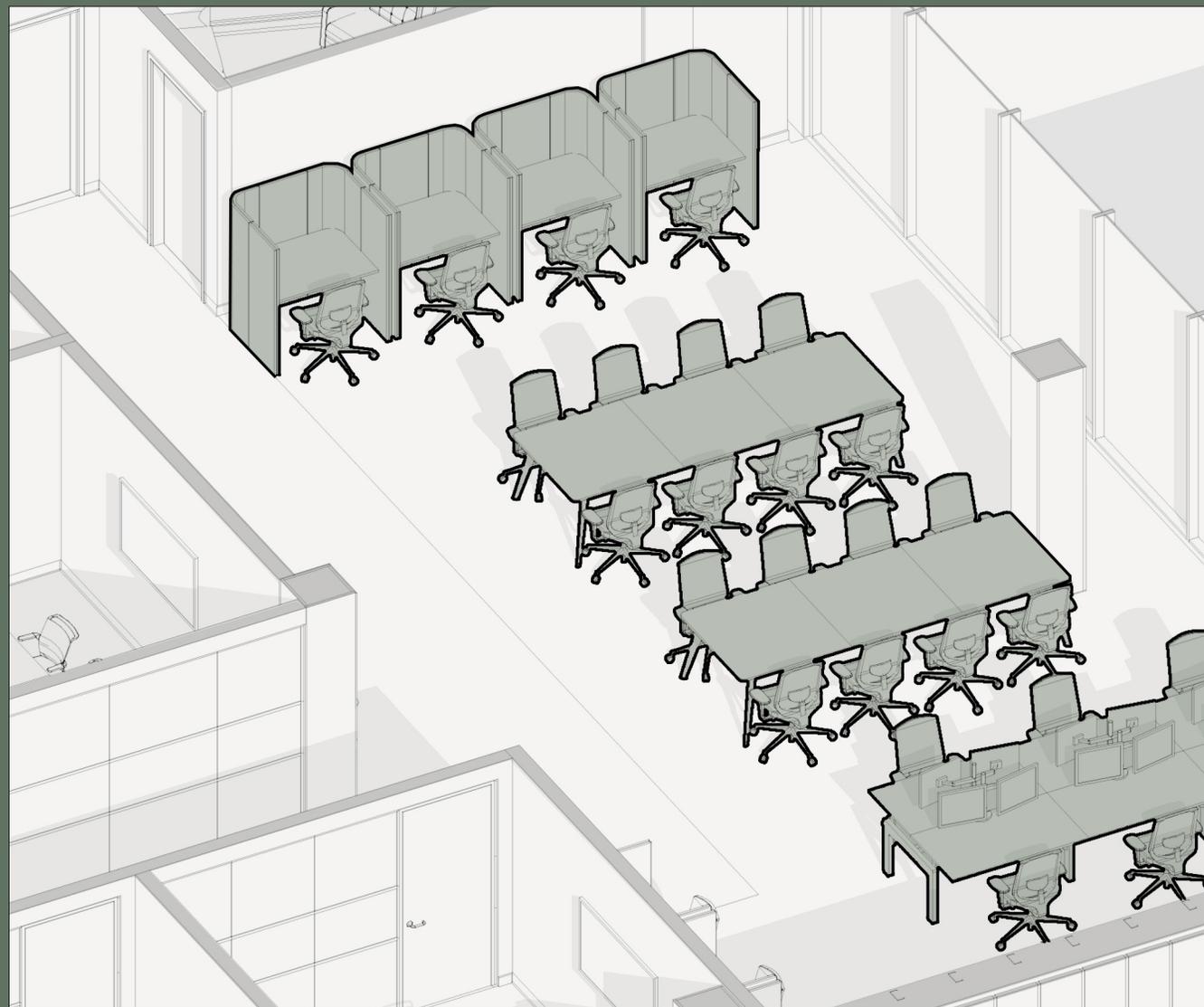
Furniture:

- » Table frame: metal in feature colour
- » Desktop: light grey or wooden
- » Task chair: dark grey upholstery.

Do not disturb zone

A dedicated zone with work settings to provide space in which individuals can concentrate, consider and work with complex information without being distracted or disturbed.

The do not disturb zone also supports neurodiverse people by providing a work place with neutral finishes, minimal distractions and user controlled lighting. Refer to **Acoustic / Security - Architectural Technical Annex**.



Focus setting



Library bench



Individual work setting

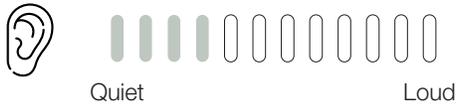
Task setting

Do not disturb zone

Quiet workspace to support individual work which requires quiet conditions and concentration.

Workstations will provide universal desk arms with screens and power. A minimum of 50% of workstations will be electric height adjustable.

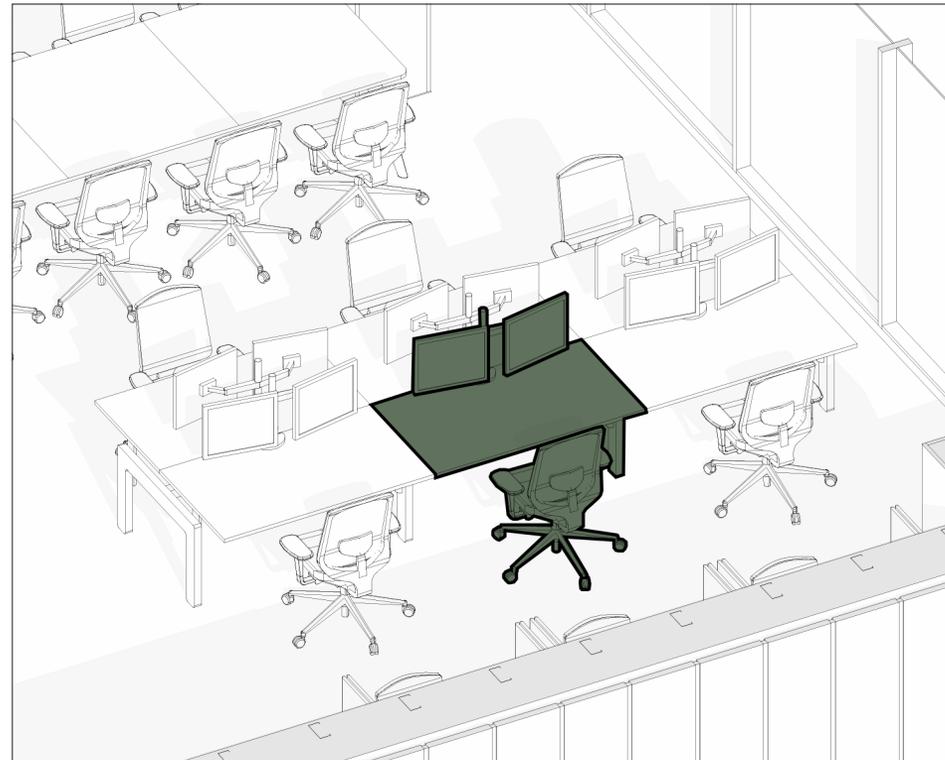
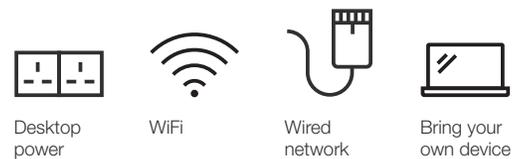
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 1-8 hrs
- » **Capacity:** max. banks of 8 desks
- » **Area allowance:** 3m² per setting

Activities

- » Individual tasks

Finishes

Floor:

- » Heavy duty contract
- » grade carpet tile.
- » 100% base colour.

Walls:

- » 75% durable finish base colour.
- » 25% durable finish in a subtle feature colour.
- » Acoustic wall panelling.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Furniture:

- » Desk frame: black
- » Desktop: wooden
- » Task chair: dark grey

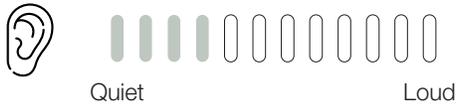
HTA Library bench

Do not disturb zone

Quiet touchdown space with user controlled lighting to support work which requires quiet conditions and concentration.

This space requires WiFi and power integrated into the table. Library benches should have a natural wooden finishes and task lighting. They should be neutrally decorated to minimise sensory overload.

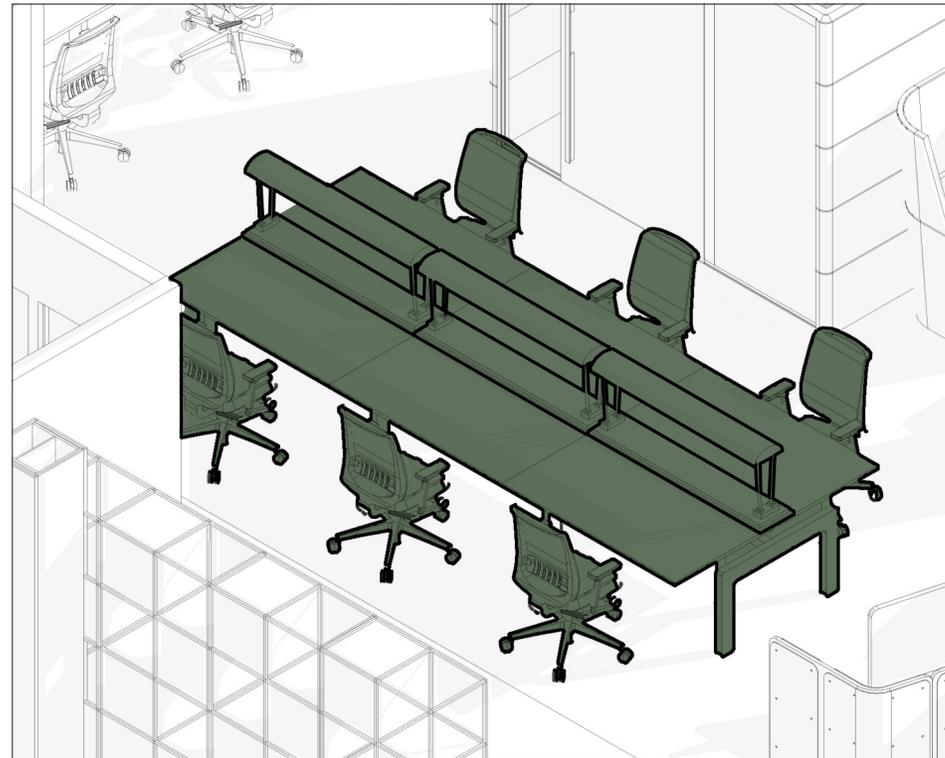
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 1-8 hrs
- » **Capacity:** max. banks of 8 desks
- » **Area allowance:** 3m² per setting

Activities

- » Individual tasks
- » Phone calls

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 100% base colour.

Walls:

- » 75% durable finish base colour.
- » 25% durable finish in a subtle feature colour.
- » Acoustic wall panelling.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Furniture:

- » Table frame: black of wooden
- » Table top: wooden
- » Task chair: dark grey
- » Task lighting

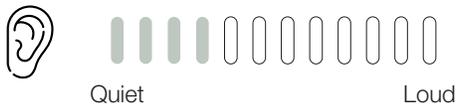
Individual work setting

Do not disturb zone

Quiet space that can be used for tasks requiring high levels of concentration or confidentiality.

They should be located in the quietest parts of the floor plate away from high traffic areas and collaboration areas. Refer to **Acoustic / Security - Architectural Technical Annex**.

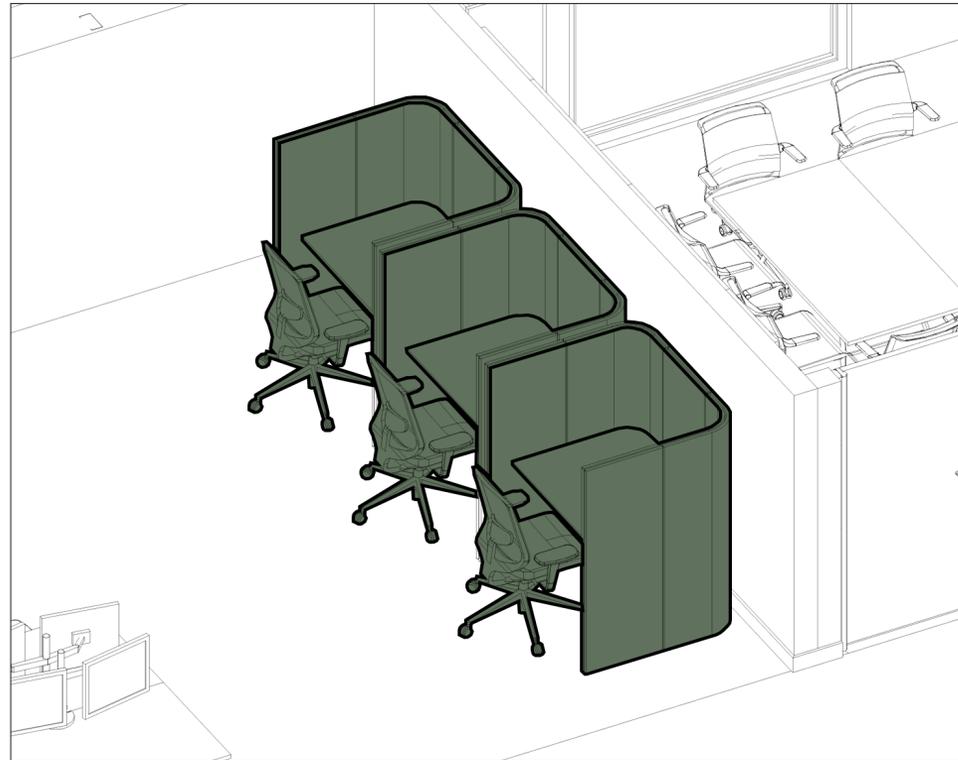
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 1-8 hrs
- » **Capacity:** 1 person
- » **Area allowance:** 3m² per setting

Activities

- » Confidential work.
- » Focus and concentration.

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 100% base colour.

Walls:

- » 75% durable finish base colour.
- » 25% durable finish in a subtle feature colour.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Furniture:

- » Desk frame: black
- » Desktop: wooden
- » Task chair: dark grey
- » Upholstery: 50% Base colour, 50% as subtle feature colour.

Business events centre

The business events centre provides spaces for our people to engage with the public and visitors securely and professionally. The fully flexible, multipurpose serviced events centre can be used for meetings, training and conferences.



Conference room



BEC reception



Refreshment hub



Business lounge



Meeting room



Print hub



BEC reception

Business events centre

A dedicated reception and waiting area that welcomes our people and visitors to the business events centre.

A small business lounge area may be located adjacent to the reception. To the rear of the reception desk will be workstation accommodation for the business events centre operational team. A dedicated print hub facility may be located adjacent to the reception.

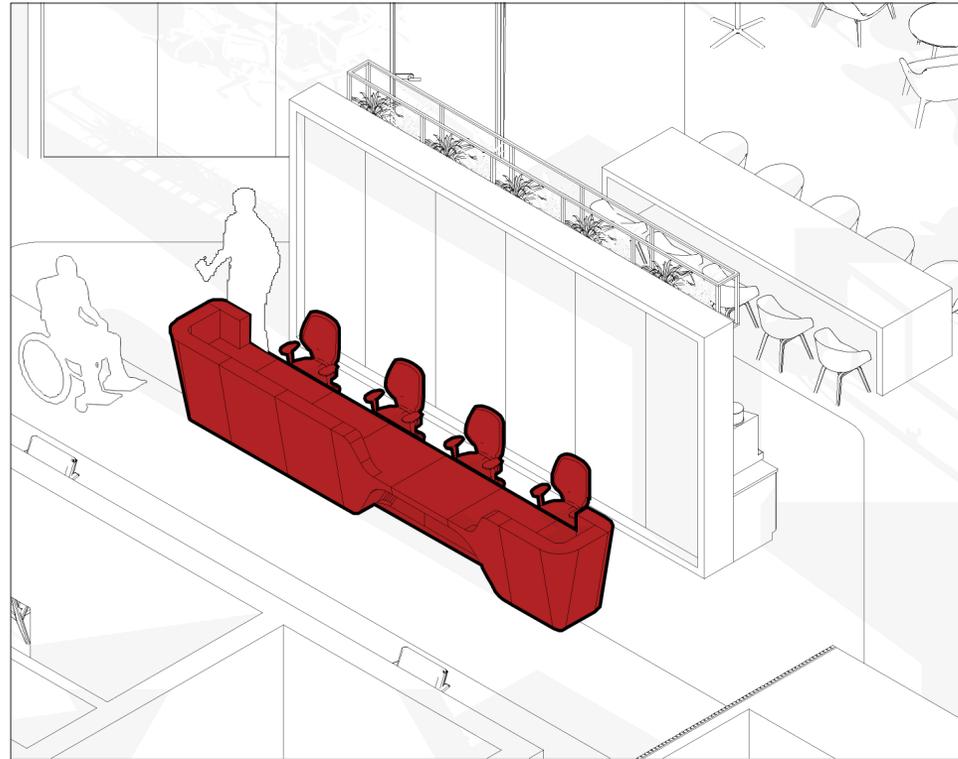
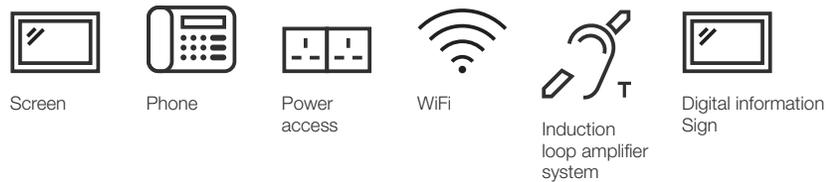
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 10-20 mins
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Registration.
- » Welcome.
- » Customer service.
- » Information point/wayfinding.

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% Base colour, 20% as feature colour palette.

Paint/wall applications:

- » Veneer panelling.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

☆ Conference Room

Business events centre

A fully flexible, multipurpose serviced events space that can be used for meetings, learning and conferences.

This space should include adaptable and mobile furniture, including stackable chairs, podiums and microphone systems. A variety of communal breakout and activity spaces and a refreshment hub should be included for users of this space. The spaces can be flexed using moveable walls to accommodate different size groups. The space should utilise some vibrant colours and soft furnishings to make it more engaging.

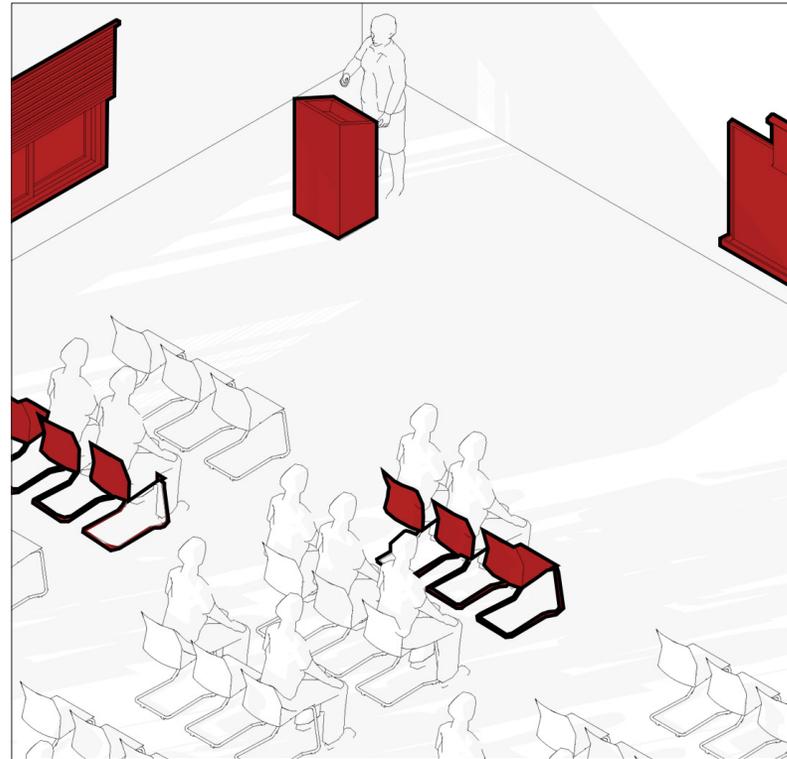
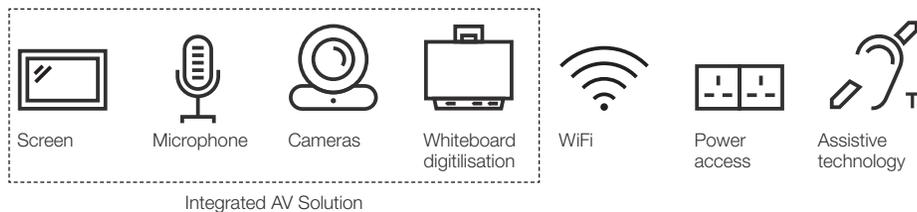
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** yes
- » **Time of use:** 1-8 hrs
- » **Min. capacity:** 8-14 persons
- » **Max. capacity:** project specific
- » **Area allowance:** n/a

Activities

- » Conferences.
- » Meetings.
- » Learning.
- » Department gatherings.
- » All staff large seminars.
- » Exhibition.

Finishes

- Floor:**
- » Heavy duty contract grade carpet tile.
 - » Feature colour palette with optional subtle pattern.
- Walls:**
- » 100% Durable finish white/neutral emulsion.
 - » Feature acoustic wall panelling.

- Ceiling:**
- » Suspended ceiling with plasterboard perimeters/margins
 - » Integrated feature lighting, microphone and speakers.

- Furniture:**
- » Table frame: wooden or metal
 - » Table top: light grey or wooden
 - » Chairs: 50% Base colour, 50% as feature colour palette.

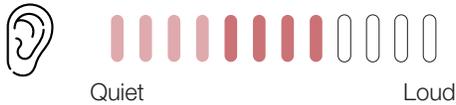
Business lounge

Business events centre

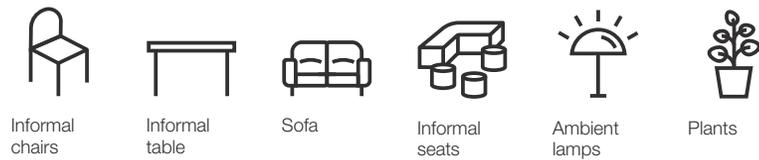
An inviting and flexible area for spontaneous, informal and social interactions.

Multipurpose spaces located in reception areas and business events centres, ideally suited to short informal meetings and breakout from formal meeting spaces.

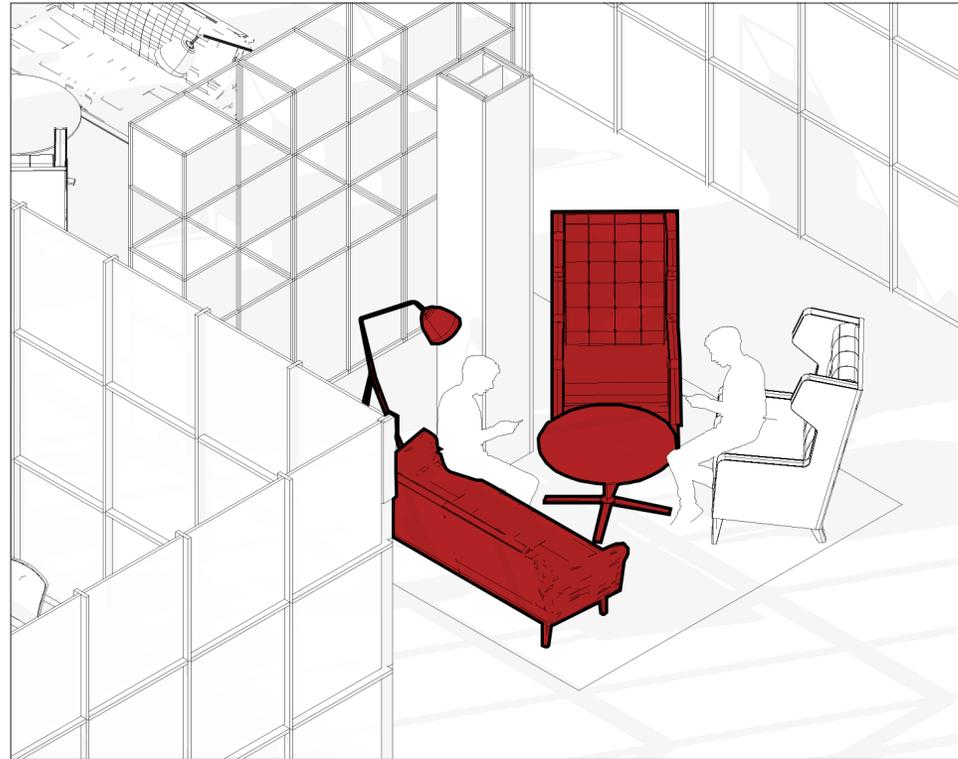
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 15 mins-3 hrs
- » **Small capacity:** 2-4 persons
- » **Large capacity:** 6-10 persons
- » **Area allowance:** n/a

Activities

- » Small group meetings
- » Individual work
- » Ad-hoc work sessions

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% Base colour, 20% as feature colour palette.

Walls:

- » 75% Durable finish base colour.
- » 25% Durable finish as feature colour palette.
- » Option applied graphics.
- » Joinery space dividers.

Ceiling:

- » Suspended acoustic baffle/ open ceiling with sprayed soffit and services above with feature lighting.

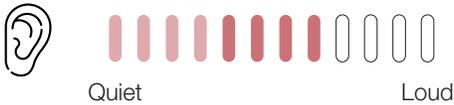
Refreshment hub

Business events centre

A space for breaks or relaxed, informal interactions.

Refreshment hubs should be centrally located within the building, with acoustic and visual protection from other work areas. These spaces should be highly inclusive and accessible, with lowered counters and refreshment facilities that have clearance underneath to provide easy access to wheelchair users.

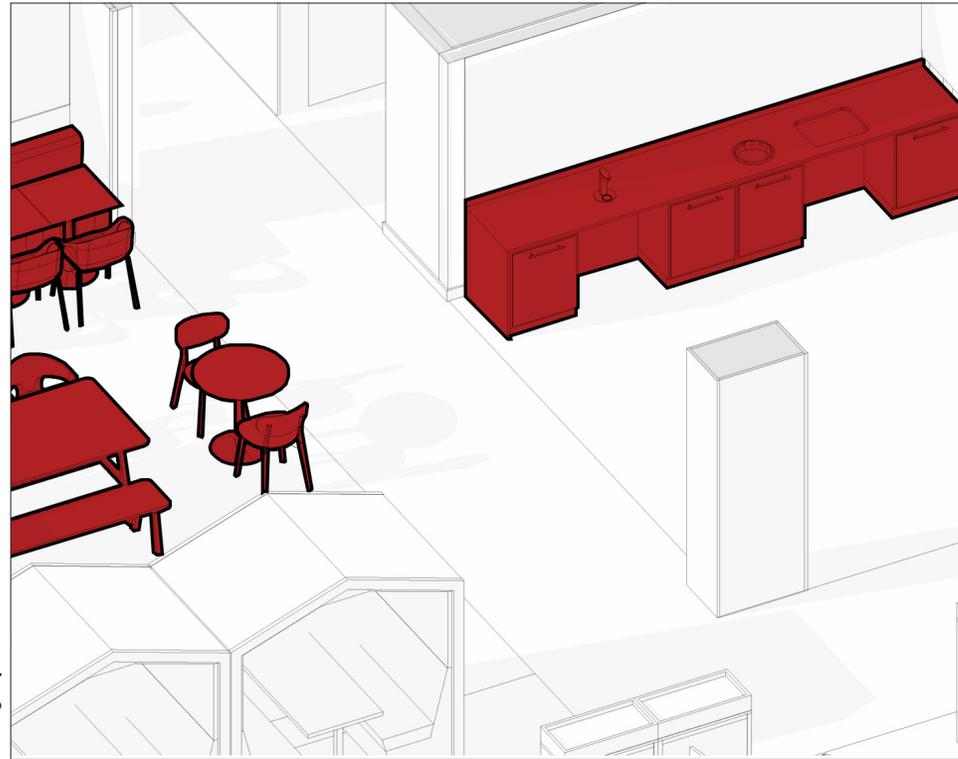
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 15 mins-1 hrs
- » **Small capacity:** 2-6 persons
- » **Large capacity:** 6-12 persons
- » **Area allowance:**

Activities

- » Small group meetings.
- » Reading.
- » Relax and refuel.
- » Self serve hot and cold refreshments.

Finishes

Floor:

- » Sheet rubber or vinyl smooth texture with welding seams. Laid on plywood substrate.

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.

Ceiling:

- » Suspended acoustic baffle/open ceiling with sprayed soffit and services above.

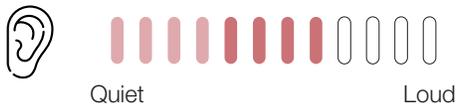
Meeting room

Business events centre

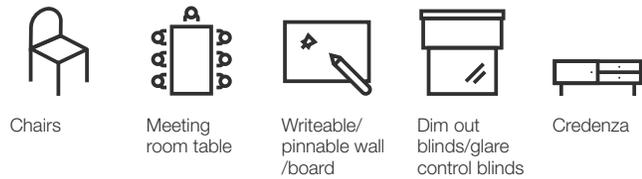
Enclosed rooms for private meetings, secure conversations and conference calls, with the appropriate acoustic protection to support privacy and confidentiality. Refer to **Acoustic / Security - Architectural Technical Annex**.

These should be a mixture of small and larger meeting rooms. Meeting rooms should be largely neutral with the addition of some vibrant accents and furniture to add character. Reference Acoustic / Security - Architectural Standards Annex.

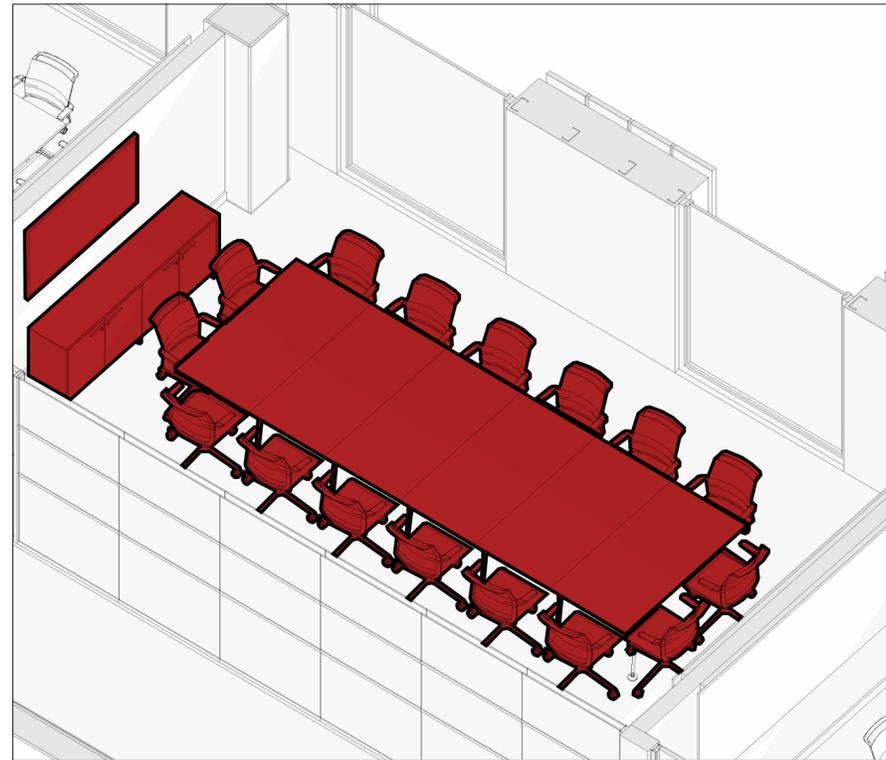
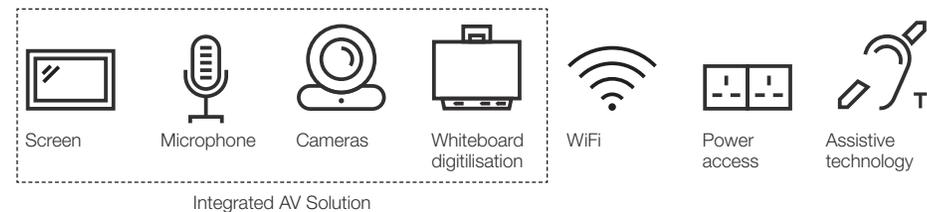
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** yes
- » **Time of use:** 30 mins-8 hrs
- » **Small capacity:** 1-3 persons
- » **Medium capacity:** 4-8 persons
- » **Large capacity:** 9-16 persons
- » **Area allowance:**

Activities

- » Meetings.
- » Work sessions.
- » Virtual meetings.
- » Catch ups.
- » Group calls.

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% Base colour, 20% as feature colour palette.

Walls:

- » 75% Durable finish base colour.
- » 25% Durable finish as feature colour palette.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins
- » Integrated feature lighting, microphone and speakers.

Furniture:

- » Table frame: wooden or metal
- » Desktop: light grey.
- » Task chair: dark grey upholstery.

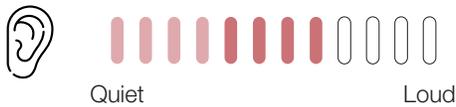
Print hub

Business events centre

The print hub can be open or semi-enclosed, with printing, copying and recycling.

Work counters should integrate storage and stationery into their design to maximise use of the space. This space should be easily accessible to the task workspace, utilising areas with less natural light or ventilation. Print and copy areas should be acoustically protected when close to work spaces to minimise distractions. Local ventilation of air extraction is recommended.

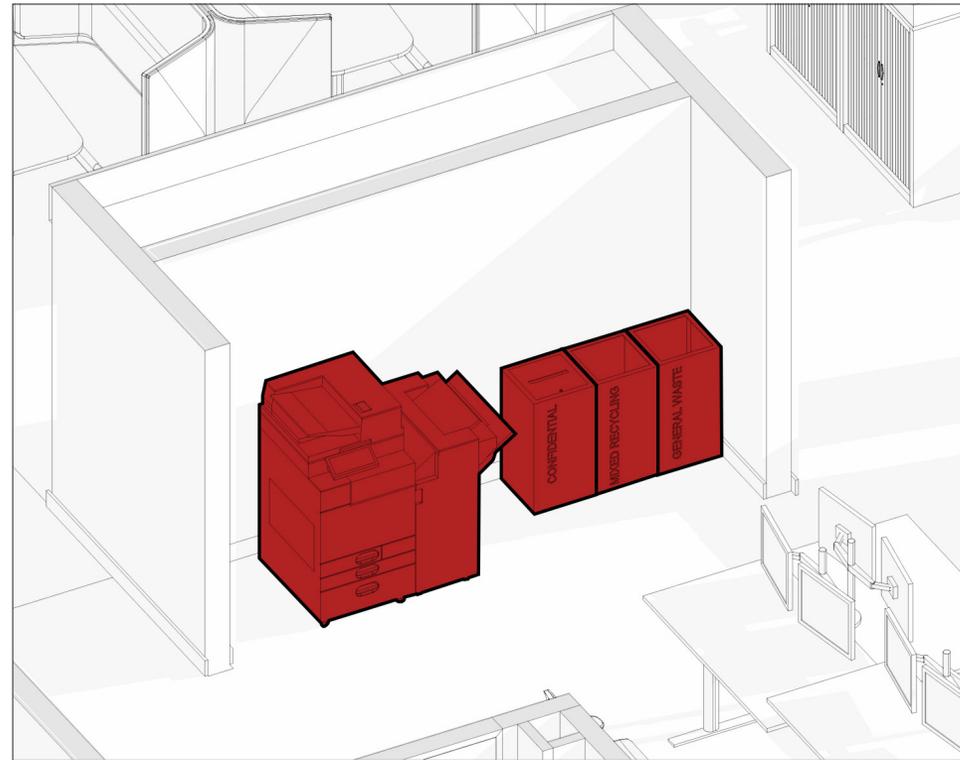
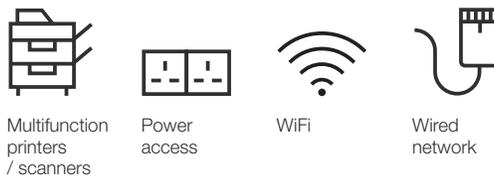
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 15 mins
- » **Small capacity:** 1-2 persons
- » **Area allowance:**

Activities

- » Printing.
- » Mail drop.
- » Copying.
- » Scanning.
- » Confidential waste.

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 100% Base colour.

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Amenity

A variety of non-direct work related settings such as those providing services and facilities or for social interaction and wellbeing purposes.



Main reception



MER/SER room



Tech bar



Print hub



Security room



Interview room



Wellbeing room



Reflection room



Recovery room



Central cleaner's store



Refreshment hub



Cafe



Changing room



Washroom



Mail room



Cloaks



Bicycle storage



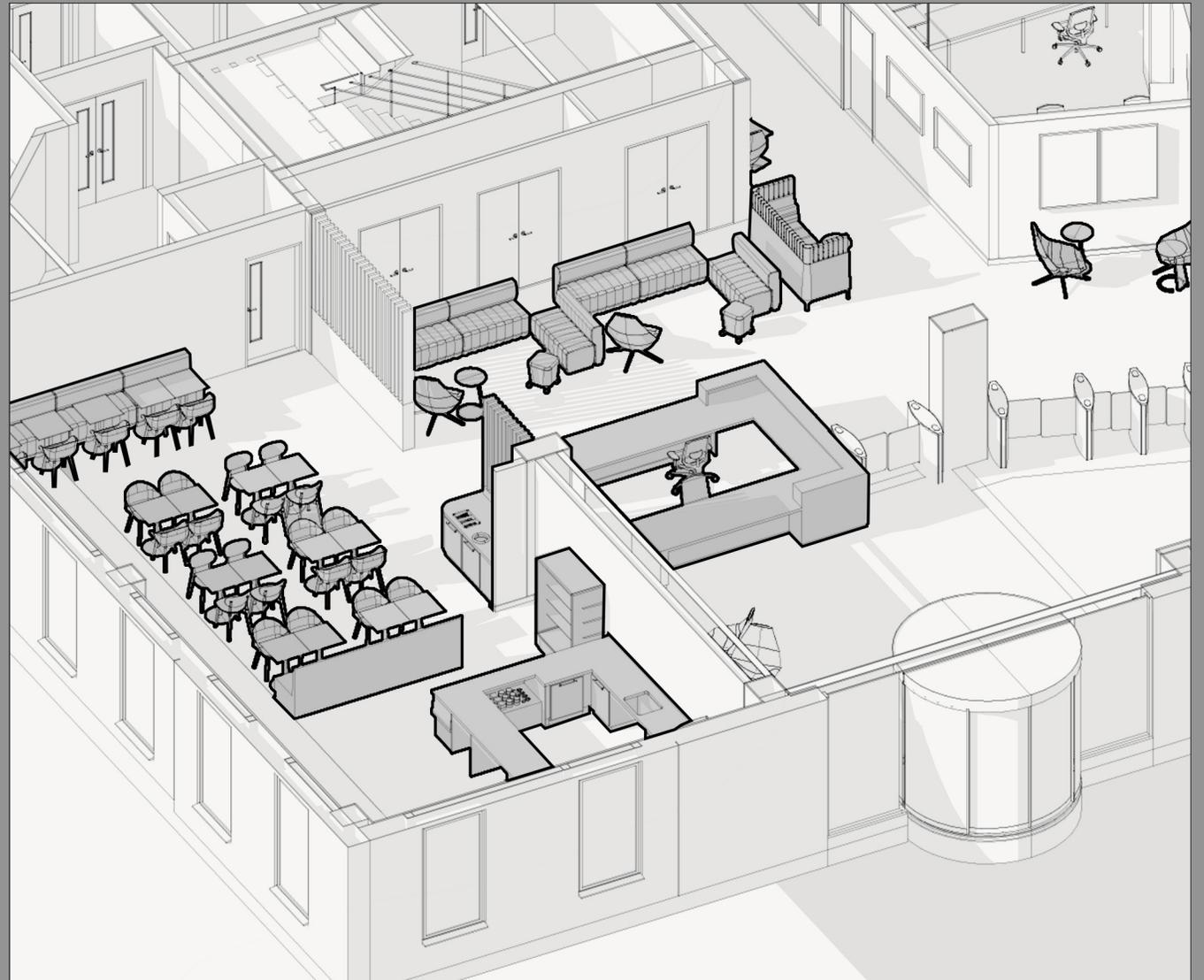
Universal shower



Storage



Wudu



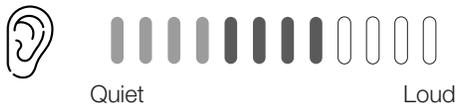
Interview room

Amenity

Enclosed room for private meetings or interviews with customers.

Appropriate acoustic protection and privacy manifestations on glass walls and windows will support privacy and confidentiality. Interview rooms should be neutral with fixed furniture, with appropriate security measures and an escape route. Refer to **Acoustic / Security - Architectural Technical Annex**.

Noise



Furniture



Fixed chairs

Fixed tables

Technology



WiFi



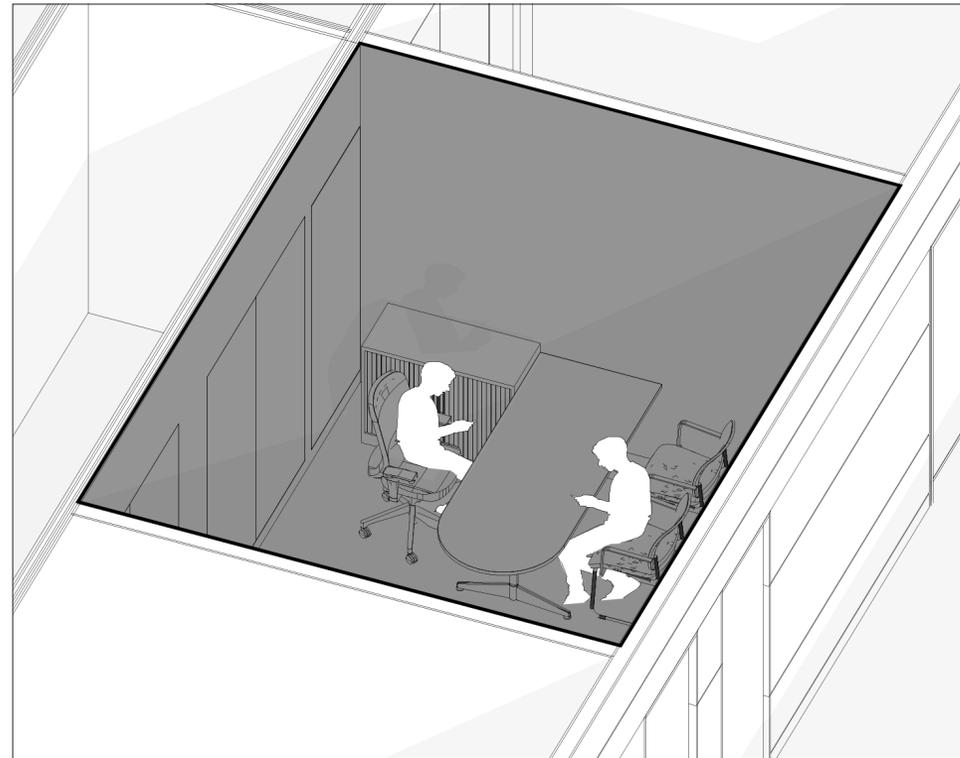
Power access



Panic alarm



Assistive Technology



Key dimensions:



Characteristics

- » **Bookable:** yes
- » **Time of use:** Up to 1 hour
- » **Capacity:** Up to 4 persons
- » **Area allowance:** n/a

Activities

- » Customer meetings.

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 100% Base colour,

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.
- » Acoustic wall panelling.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

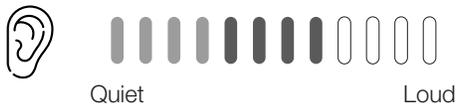
Main reception

Amenity

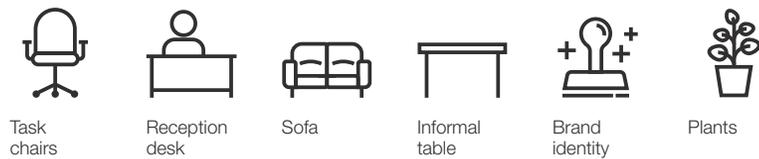
An open and inviting space that welcomes our people and visitors securely and professionally.

The reception area should include additional security measures, including access control, CCTV and panic alarms. Brand messaging can be displayed via digital or analogue means to create a sense of identity, but should be balanced with integration and cultural unity. A business lounge should be provided for visitors to use in the reception space.

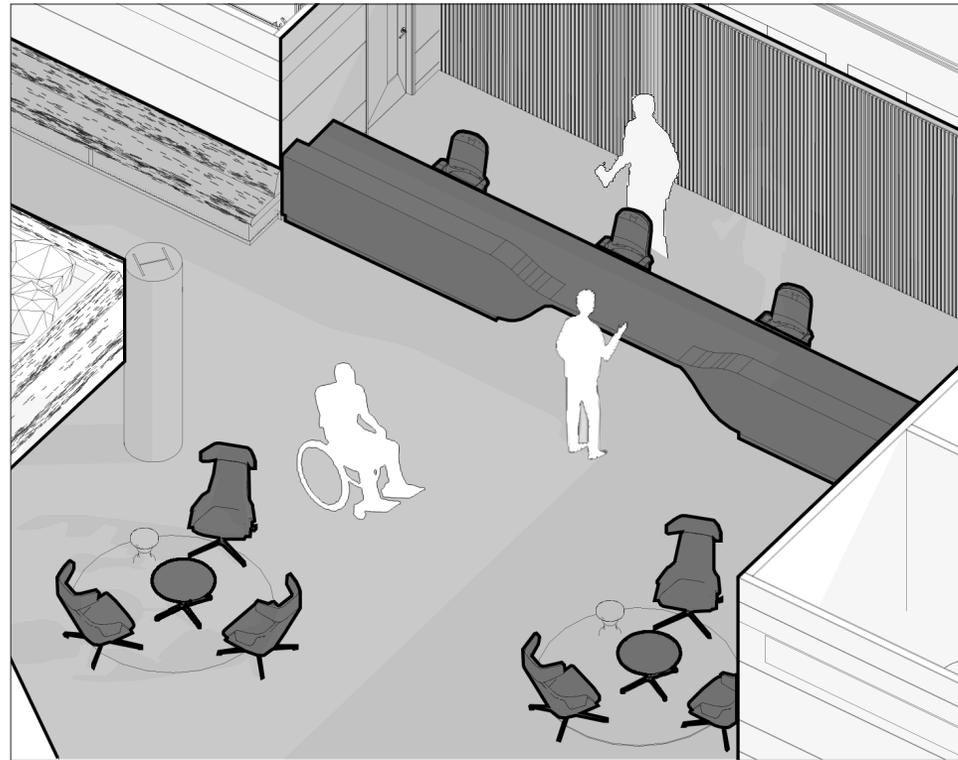
Noise



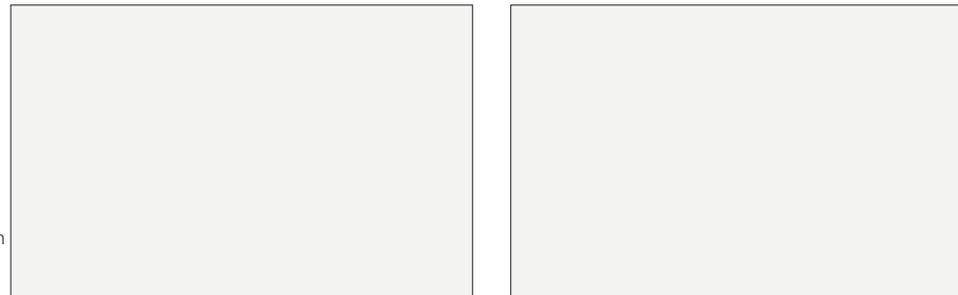
Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 10-20 mins
- » **Capacity:**
- » **Area allowance:**

Activities

- » Registration
- » Welcome
- » Customer service
- » Information point/wayfinding
- » Waiting
- » Security check

Finishes

- Floor:**
- » Large format tile: 900 x 900mm, 1200 x 600mm, 1200 x 1200mm.
 - » Floor & Skirting: Natural stone or Ceramic tile.
 - » Barrier matting at external entrances.

Paint/wall applications:

- » Veneer panelling.
- » Lacquer panelling.

Ceiling:

- » Monolithic sprayed acoustic ceiling/Profiled MF feature ceiling/acoustic baffles.

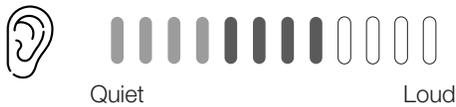
III Tech bar

Amenity

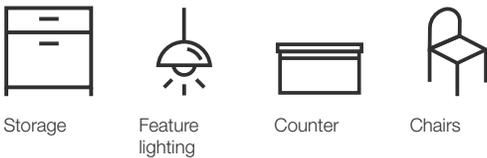
Space to source, enquire and resolve Information and Communication Technology (ICT) issues.

An informal space for drop-in and booked face to face IT support. A shared facility for departmental IT providers to provide advice, repairs and new equipment on site.

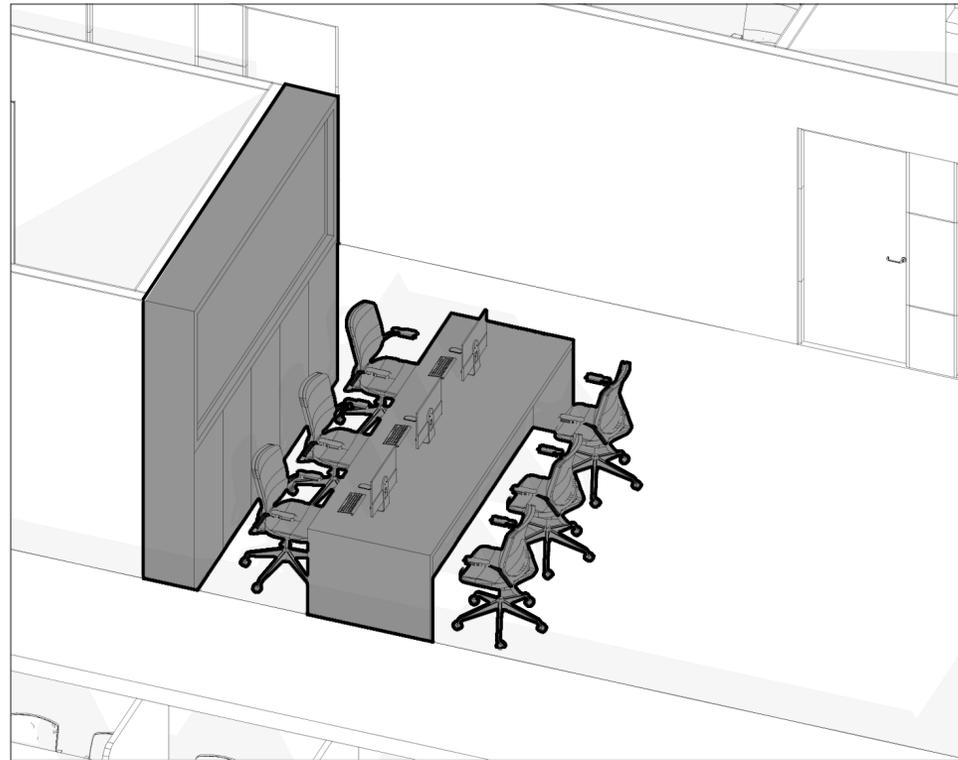
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** yes
- » **Time of use:** 15 mins
- » **Small capacity:** 1-2 persons
- » **Area allowance:**

Activities

- » 1-1 meetings
- » IT repair works

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 100% Base colour

Paint/wall applications:

- » 75% Durable finish white/neutral emulsion.
- » 25% Durable finish selected from standard colour range to match identity and branding guidelines.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Print hub

Amenity

The print hub can be open or semi-enclosed, with printing, copying and recycling.

Work counters should integrate storage and stationery into their design to maximise use of the space. This space should be easily accessible to the task workspace, utilising areas with less natural light or ventilation. Print and copy areas should be acoustically protected when close to work spaces to minimise distractions. Local ventilation of air extraction is recommended. For further guidance refer to **ICT Annex**.

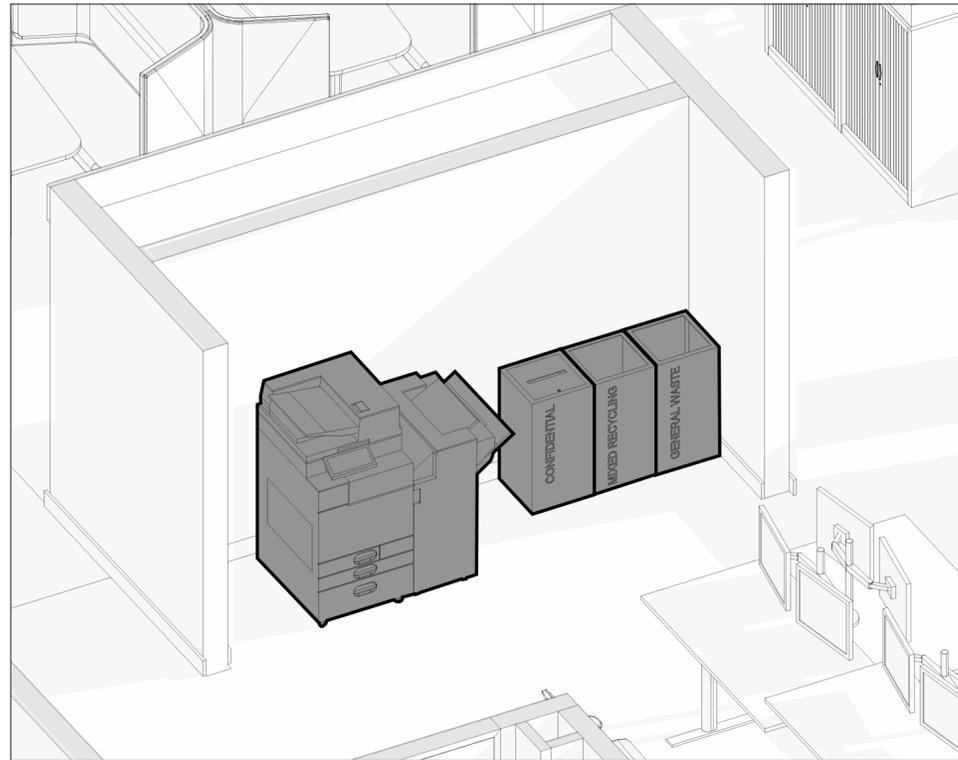
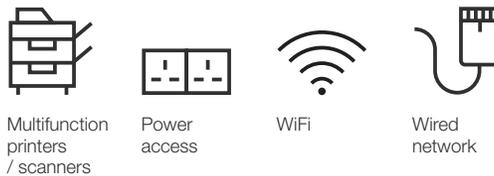
Noise



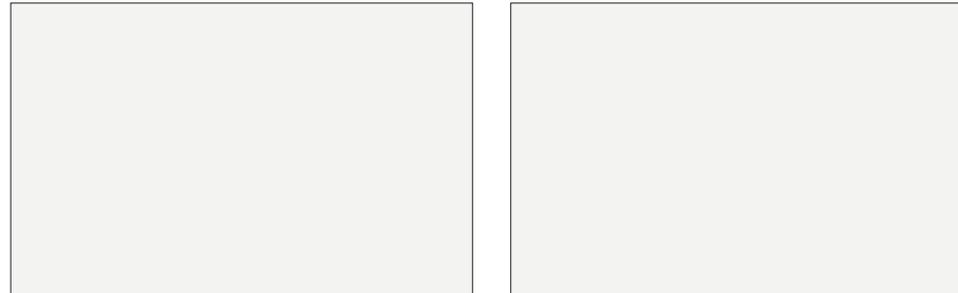
Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 15 mins
- » **Small capacity:** 1-2 persons
- » **Area allowance:**

Activities

- » Printing
- » Mail drop
- » Copying
- » Scanning
- » Confidential waste

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 100% Base colour.

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Wellbeing room

Amenity

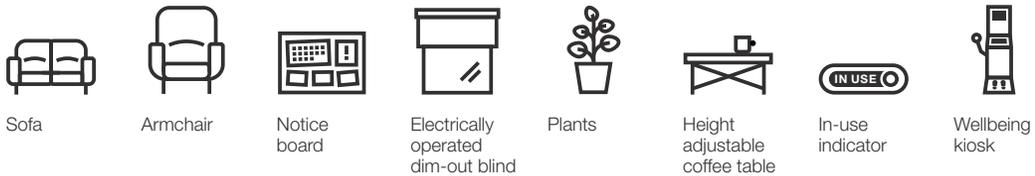
Wellbeing rooms provide a quiet, neutral space away from the office environment for people to take time out from the workplace. Comfortable and neutral enclosed space, with soft furnishings to provide a calm and private space away from the office environment to aid rest, recuperation or when seeking a quiet place.

For further guidance on wellbeing rooms refer to the **Inclusive Design Standards**.

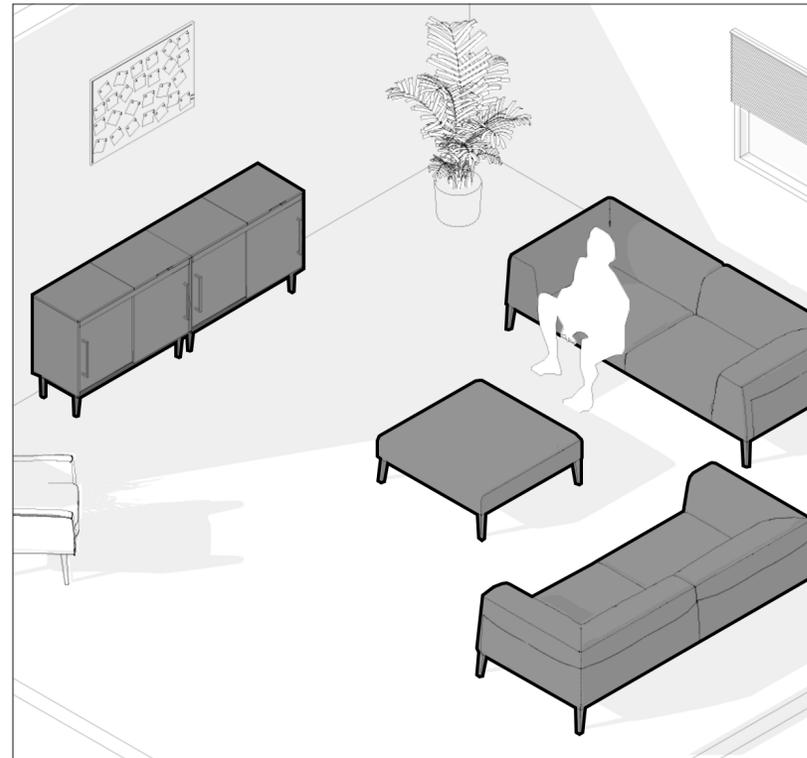
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » A place to confide.
- » A place to counsel.
- » A place to wind down.
- » A place to inform.

Finishes

Floor:

- » Heavy duty contract grade 500 x 500mm carpet tile.
- » Mid-tone colour pattern.
- » 100% base colour.

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

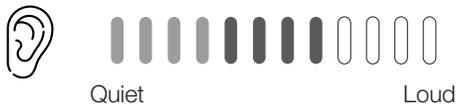
Reflection room

Amenity

Reflection rooms provide a quiet, private space away from the office environment for people to spend time taking part in structured or unstructured meditation, reflection or prayer, either individually or in a group.

The space should be neutral and muted and will have no decoration that would indicate any particular activity, religion or faith. For further guidance on reflection rooms, refer to the **Inclusive Design Standards**, however, it should be located in close proximity to the Wudu facilities.

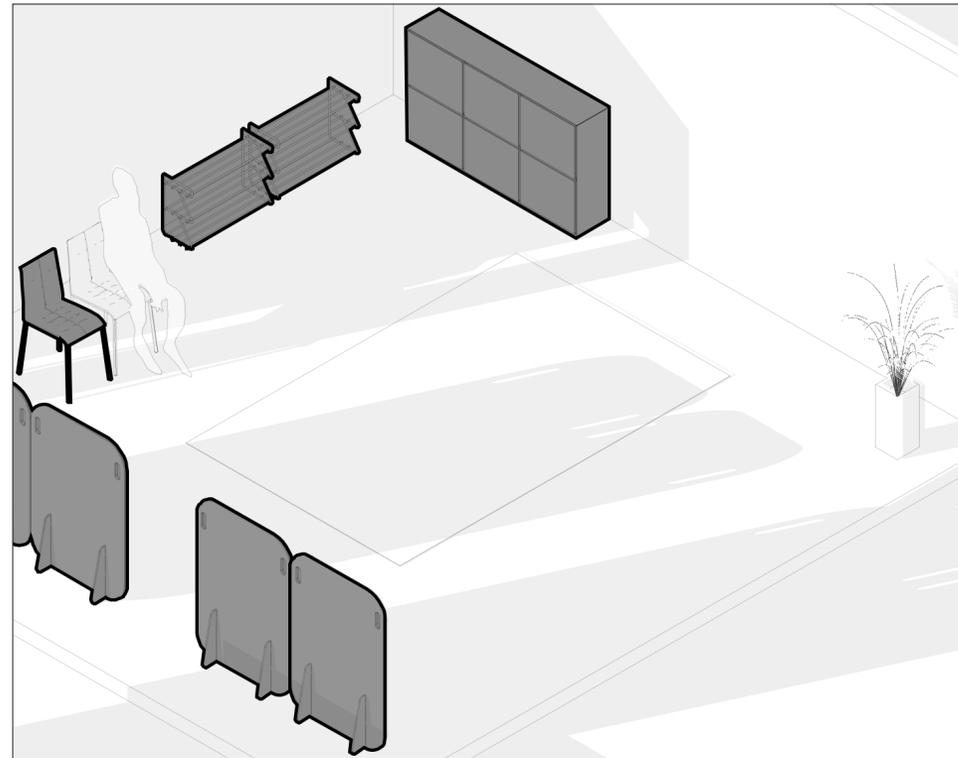
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Prayer.
- » Reflection.
- » Meditation.

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 100% Base colour

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

+ Recovery room

Amenity

Recovery rooms provide a quiet, restful space away from the office environment for people to go to when they are feeling physically or mentally unwell.

Recovery rooms should be furnished in neutral and/or natural materials. For further guidance on recovery rooms, refer to the **Inclusive Design Standards**.

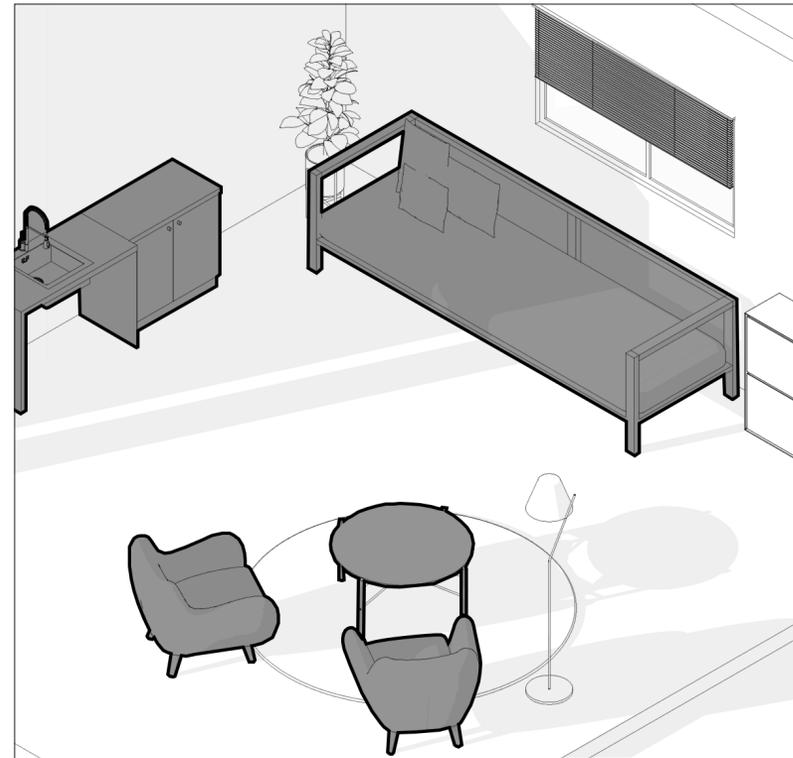
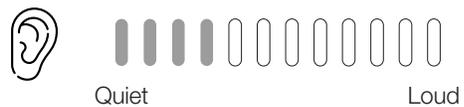
Furniture



Technology



Noise



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Rest and recuperation.
- » Take medicines or administer treatments.
- » Nursing mothers.

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% Base colour, 20% as feature colour palette.

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Refreshment hub

Amenity

A space for breaks or relaxed, informal interactions.

Refreshment hubs should be centrally located within the building, with acoustic and visual protection from other work areas. These spaces should be highly inclusive and accessible, with some lowered counters and refreshment facilities that have clearance underneath to provide easy access to wheelchair users.

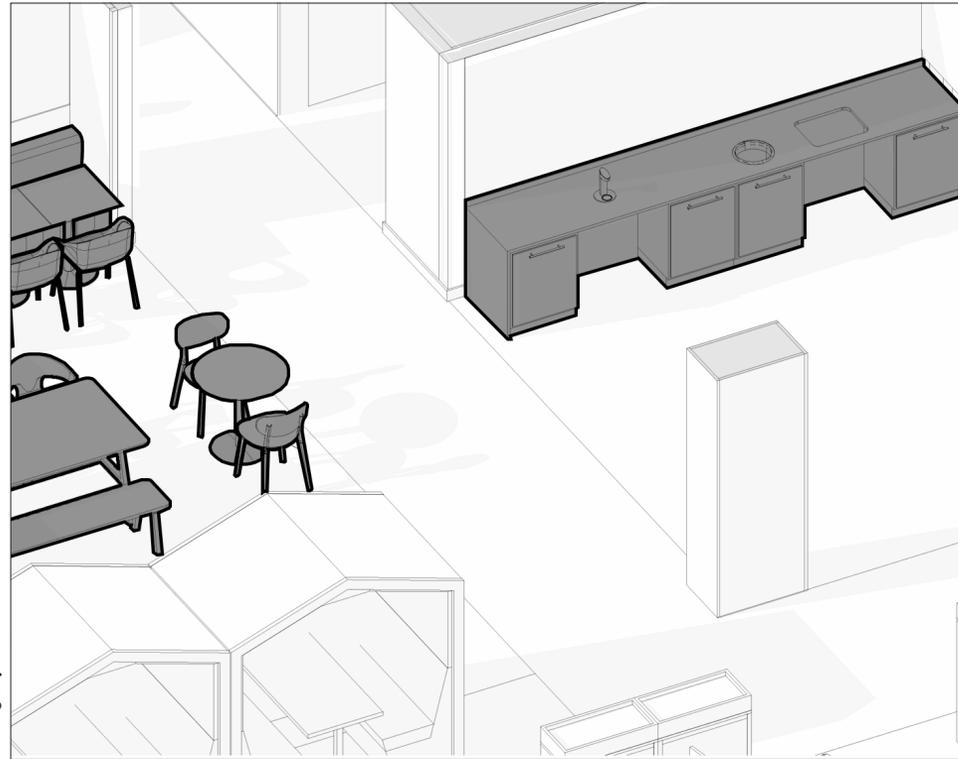
Noise



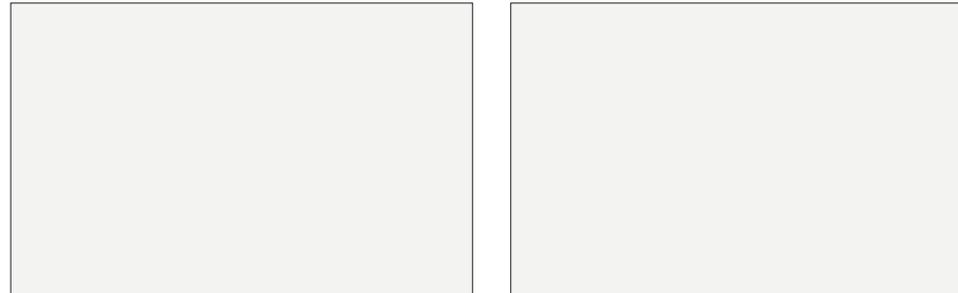
Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 15 mins-1 hrs
- » **Small capacity:** 2-6 persons
- » **Large capacity:** 6-12 persons
- » **Area allowance:** n/a

Activities

- » Small group meetings.
- » Reading.
- » Relax and refuel.
- » Self serve hot and cold refreshments.

Finishes

Floor:

- » Sheet rubber or vinyl smooth texture with welding seams. Laid on plywood substrate.

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.
- » Applied Graphics.

Ceiling:

- » Suspended acoustic baffle/open ceiling with sprayed soffit and services above.

☘ Cafe

Amenity

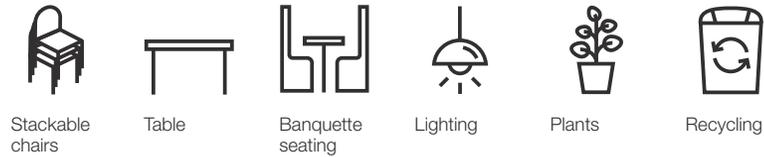
An open and engaging space for refreshment, meals and socialising with colleagues.

This space will be versatile and adaptable to host gatherings and events. The cafe can also be used for spontaneous interactions and informal meetings so should be supported with WiFi and power access. This space should provide some informal seating and soft furnishings to enable a relaxed feel. Bright and vibrant colours can be used on accent walls and furniture to add personality to the space, but should be balanced with the need for relaxation and recharging.

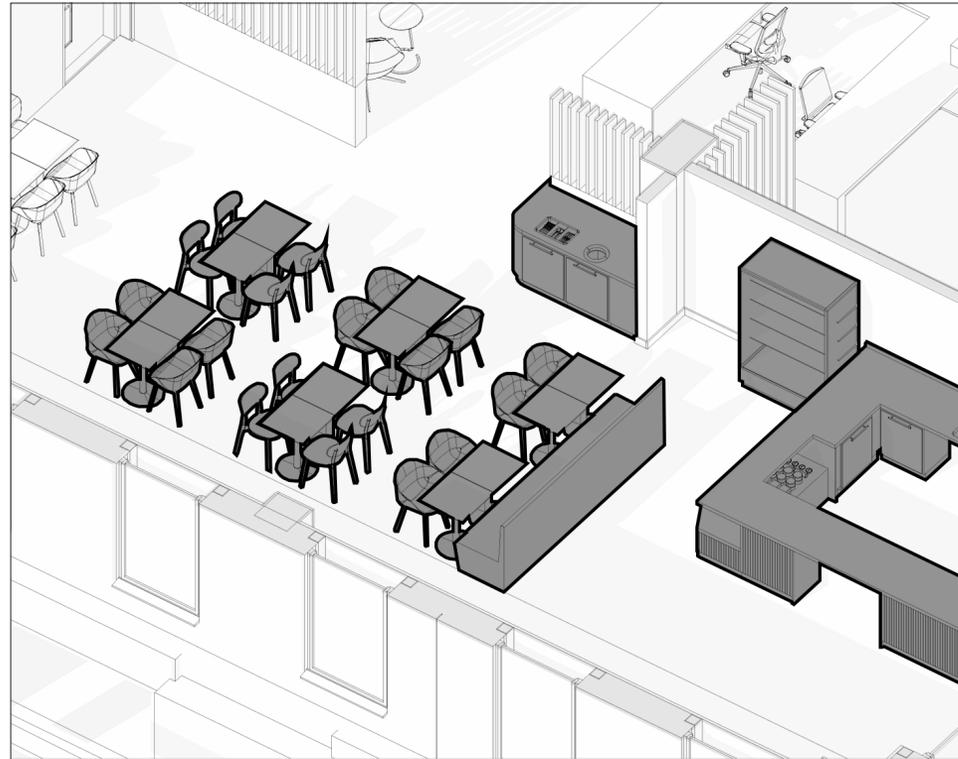
Noise



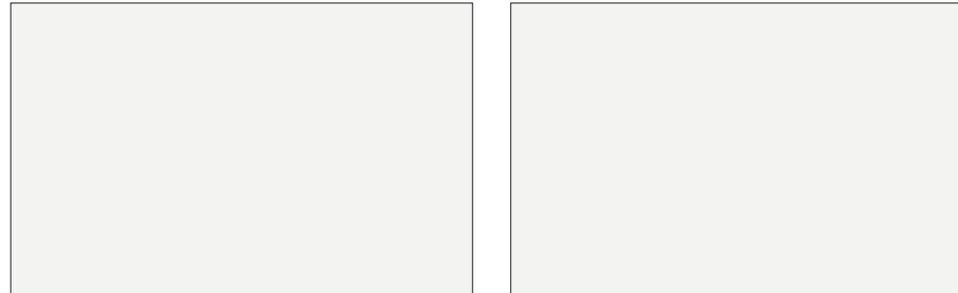
Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** no
- » **Time of use:** 15 mins-1 hr
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Eating.
- » Informal meetings.
- » Self-serve hot and cold refreshments.
- » Social gatherings.
- » Events; town hall gatherings.

Finishes

Floor:

- » Heavy duty contract grade 500 x 500mm carpet tile.
- » 80% Base colour, 20% as feature colour palette.
- » Large format, non-slip ceramic tiling.
- » Sizes from: 600 x 600mm, 900 x 900mm, 600 x 300mm.
- » Laid on interlocking raised floor substrate/screed.

Cafe Floor:

- » Non-slip vinyl with welded seams and self-coved skirting.

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.
- » Applied Graphics.

Ceiling:

- » Suspended acoustic baffle/open ceiling with sprayed soffit and services above with feature lighting.

Cloakroom

Amenity

Shared storage for coats and bags. Passively ventilated, full-height wardrobes with open fronts for coat hanging and bag storage.

Noise



Furniture

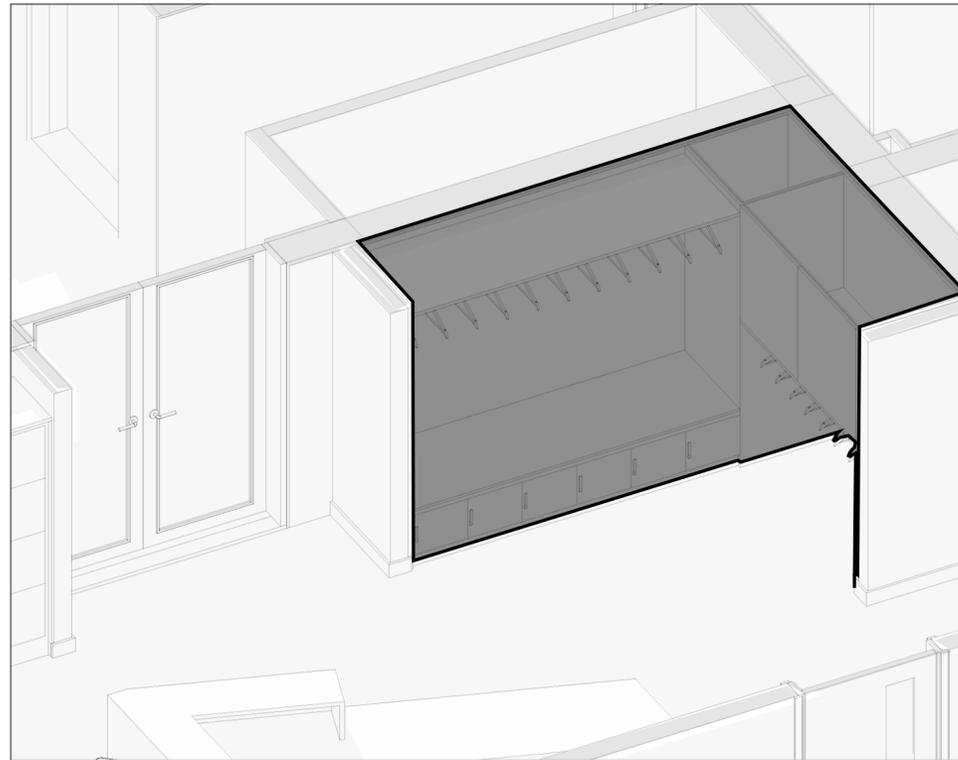


Cupboards

Technology



WiFi



Key dimensions:



Characteristics

- » **Bookable:** n/a
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Coat and bag storage.

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 80% Base colour, 20% as feature colour palette.

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.
- » Feature timber veneer.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Bicycle storage

Amenity

Bicycle Storage area located within the building.

For further guidance, refer to the **Government Hubs Healthy Building Standards**.

Noise



Quiet

Loud

Furniture



Bicycle repair station

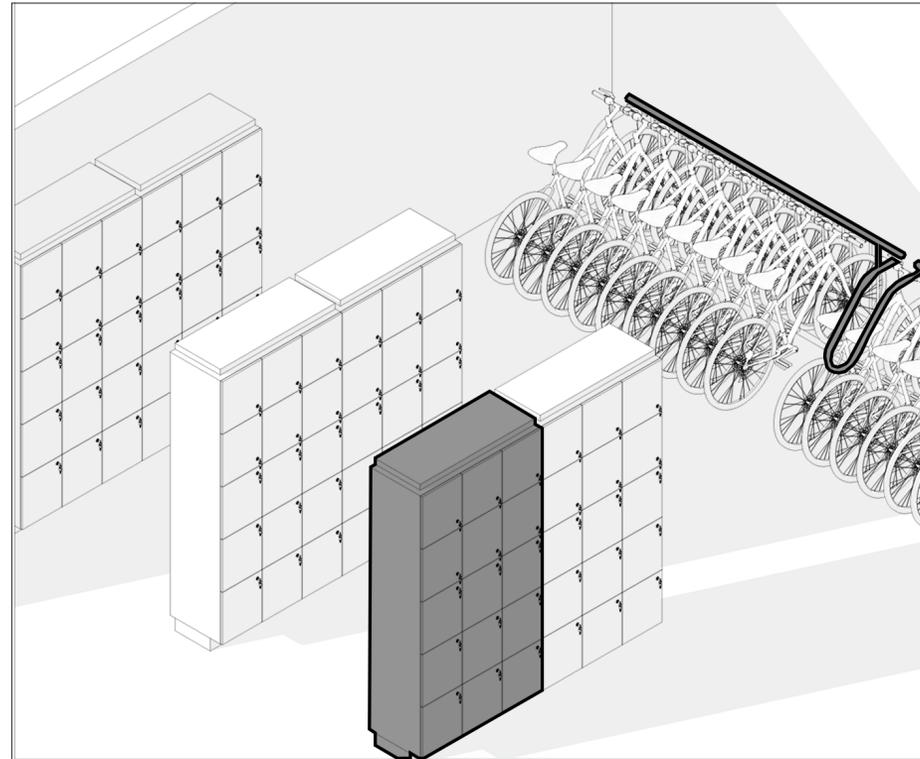


Bike racks

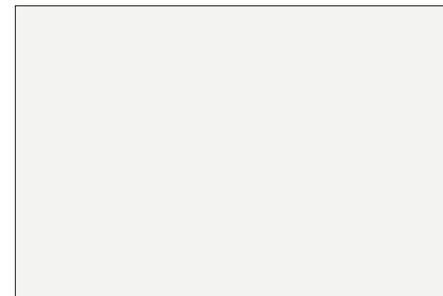
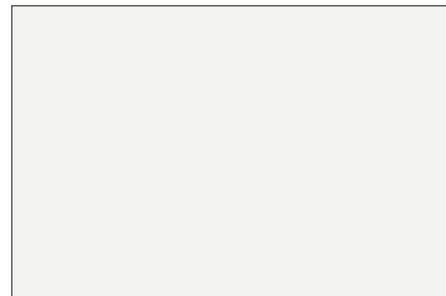
Technology



WiFi



Key dimensions:



Characteristics

- » **Bookable:** n/a
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Bike storage.

Finishes

Floor:

- » To Shell & Core specification.

Paint/wall applications:

- » To Shell & Core specification.

Ceiling:

- » To Shell & Core specification.

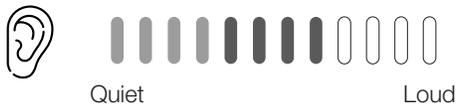
Changing room

Amenity

Changing room with sports lockers and clothes drying room.
 Changing room full-height, self contained changing spaces, sports lockers and separate clothes drying room. Located close to showers and toilets.

For further guidance, refer to the **Government Hubs Healthy Building Standards** and the **Inclusive Design Standards**.

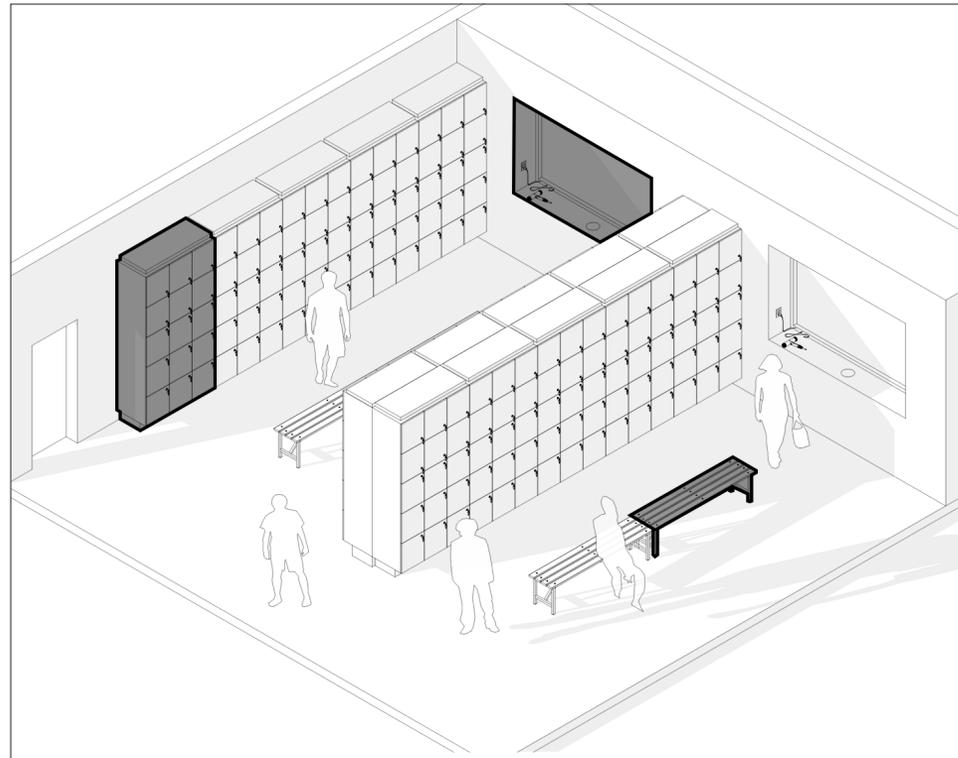
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:**
- » **Time of use:**
- » **Capacity:**
- » **Area allowance:**

Activities

- » Change

Finishes

Floor:

- » Non-slip, hard-wearing ceramic tile/natural stone to match shell & core specification.

Paint/wall applications:

- » Moisture-resistant plasterboard walls. 100% Durable finish white/neutral emulsion.

Ceiling:

- » Painted moisture-resistant plasterboard with access hatches, (appropriate for high humidity environment), to access service zones.

Universal showers

Amenity

Universal showers with integral changing area.

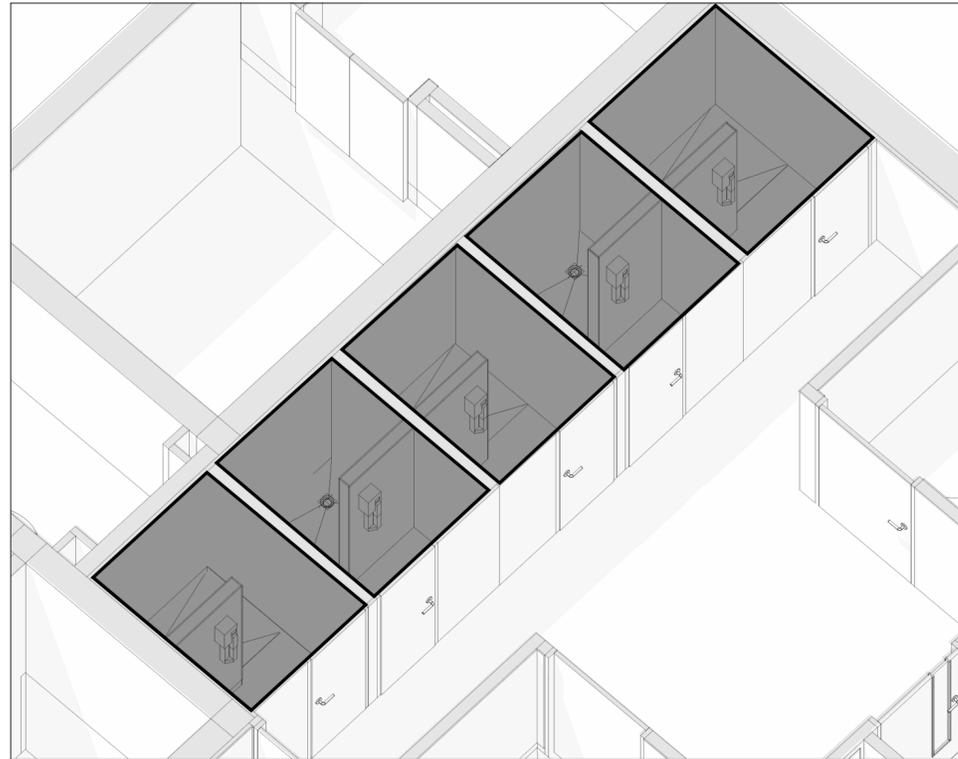
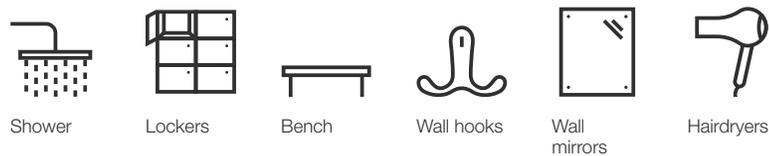
A suite of individual, self-contained shower rooms with full height walls and doors. Integral dry changing area. Separate changing room, clothes drying rooms and toilets to be located close by.

For further guidance, refer to the **Government Hubs Healthy Building Standards, MEP Annex** and the **Inclusive Design Standards**.

Noise



Furniture



Key dimensions:



Characteristics

- » **Bookable:** n/a
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Change and wash.

Finishes

Floor:

- » Non-slip, hard-wearing ceramic tile/natural stone to match shell & core specification.

Paint/wall applications:

- » Moisture-resistant plasterboard walls. 100% Durable finish white/neutral emulsion.

Ceiling:

- » Painted moisture-resistant plasterboard with access hatches, (appropriate for high humidity environment), to access service zones.

Universal toilets

Amenity

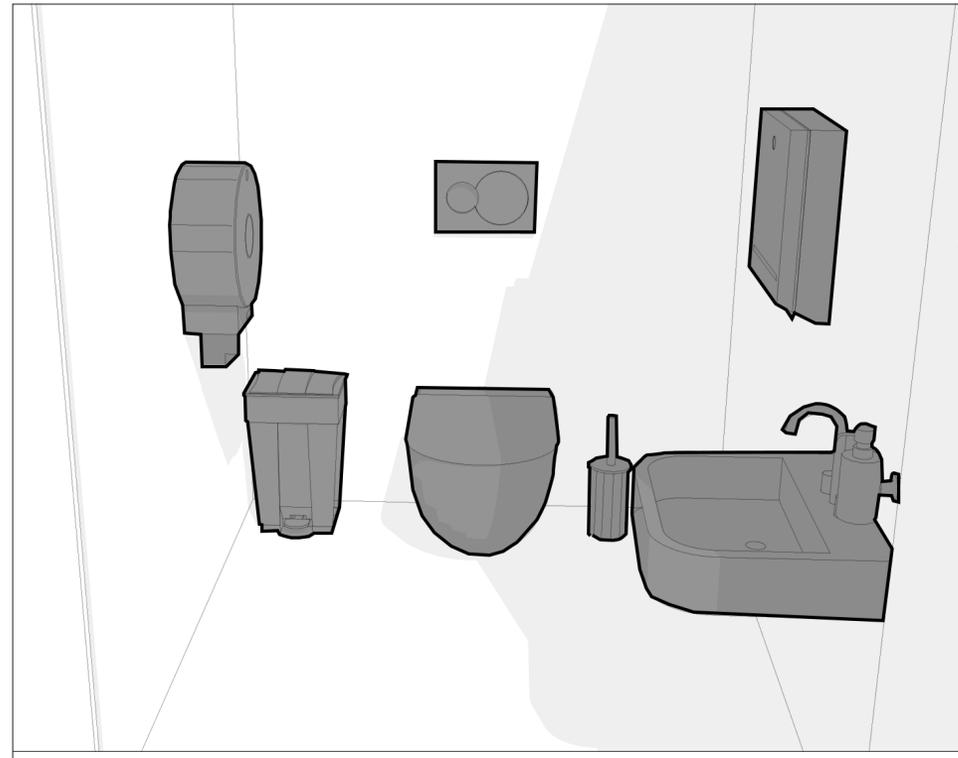
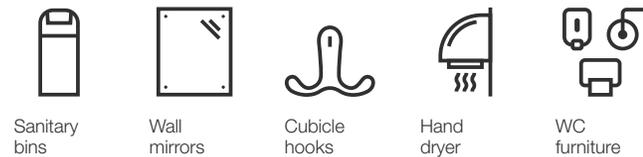
Universal, individual, fully enclosed washrooms have floor to ceiling walls on all sides and a door that closes to create a fully enclosed space.

They should include a toilet, sink, automatic soap dispenser, mirror, hand drying facilities, a general waste bin, a sanitary waste bin and clothes hooks. For further general guidance refer to MEP Annex, and guidance on the provision of accessible WCs, refer to the **Inclusive Design Standards**.

Noise



Furniture



Key dimensions:



Characteristics

- » **Bookable:** n/a
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Sanitary use.

Finishes

Floor:

- » Non-slip, hard-wearing ceramic tile/natural stone to match shell & core specification.

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.

Ceiling:

- » Painted moisture-resistant plasterboard with access hatches, (appropriate for high humidity environment), to access service zones.

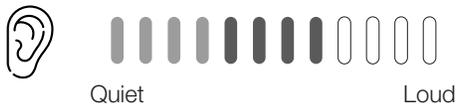
Security room

Amenity

An enclosed secure room that meets the building's identified operational security requirements. The room to be located in a secure area away from the main reception and any other external entrances/exits. Designed with sufficient power and amenities to allow security staff to monitor the security of the site utilising all the security systems at their disposal.

Additional changing room and rest area could be required. For further guidance refer to the **Physical Security Design Standards**.

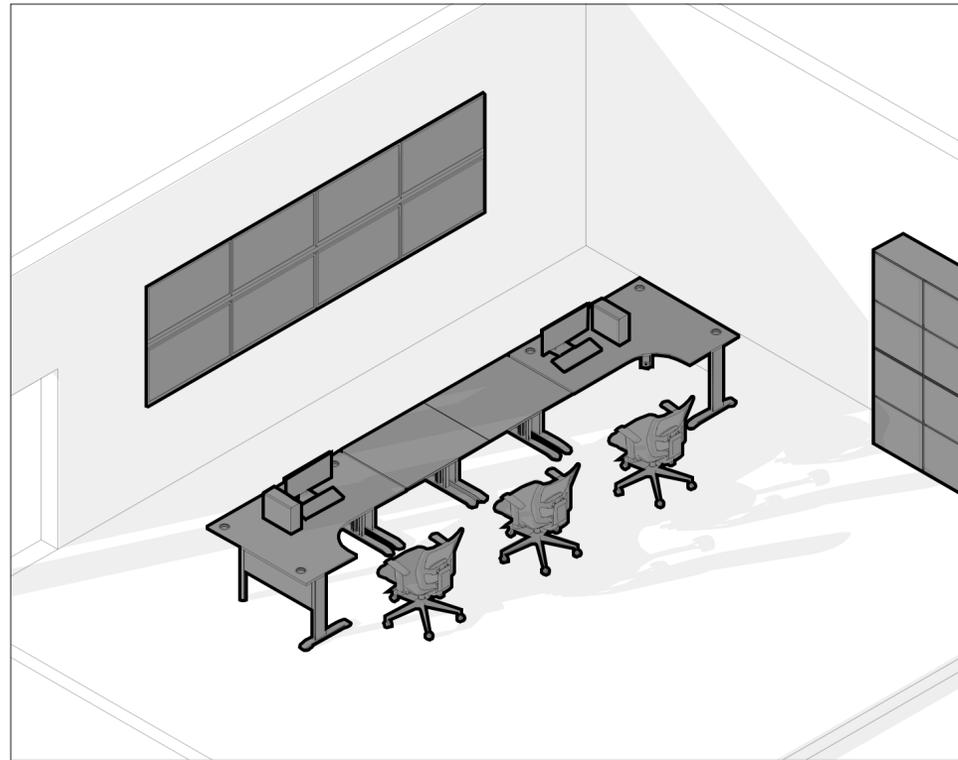
Noise



Furniture



Technology



Key dimensions:



Characteristics

- » **Bookable:** n/a
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » CCTV monitoring.
- » Security office.
- » Incident control.

Finishes

Floor:

- » Heavy duty contract grade carpet tile.
- » 100% Base colour

Paint/wall applications:

- » 100% Durable finish white/neutral emulsion.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

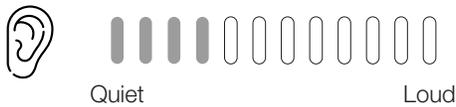
MER room

Amenity

Primary IT network room with resilience.

The MER should be considered as part of the critical operational infrastructure for the government building. Ideally each building should have two in different locations. It shouldn't be located in the basement or on the ground floor. For further detailed guidance please refer to **ICT Annex**.

Noise



Furniture



Server rack

Technology



WiFi



CCTV



Access control system



Remote monitoring sensors



Key dimensions:



Characteristics

- » **Bookable:** n/a
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » IT upgrades / repairs.
- » Utility connections.

Finishes

Floor:

- » Anti-static floor covering, factory integrated into raised access floor system as necessary.
- » Raised access floor to be heavy duty to meet structure requirements.

Paint/wall applications:

- » Painted plasterboard to meet the acoustic / security / structure requirements set by client.

Ceiling:

- » To Shell & Core specification.
- » Optional suspended CAT A ceiling to meet environment conditions.

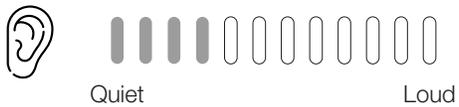
SER room

Amenity

Secondary IT network room to support MER functions.

The SER room supports the MER room infrastructure and forms part of the critical operation infrastructure for the government building. For further detailed guidance refer to **ICT Annex**.

Noise



Furniture



Server rack

Technology



WiFi



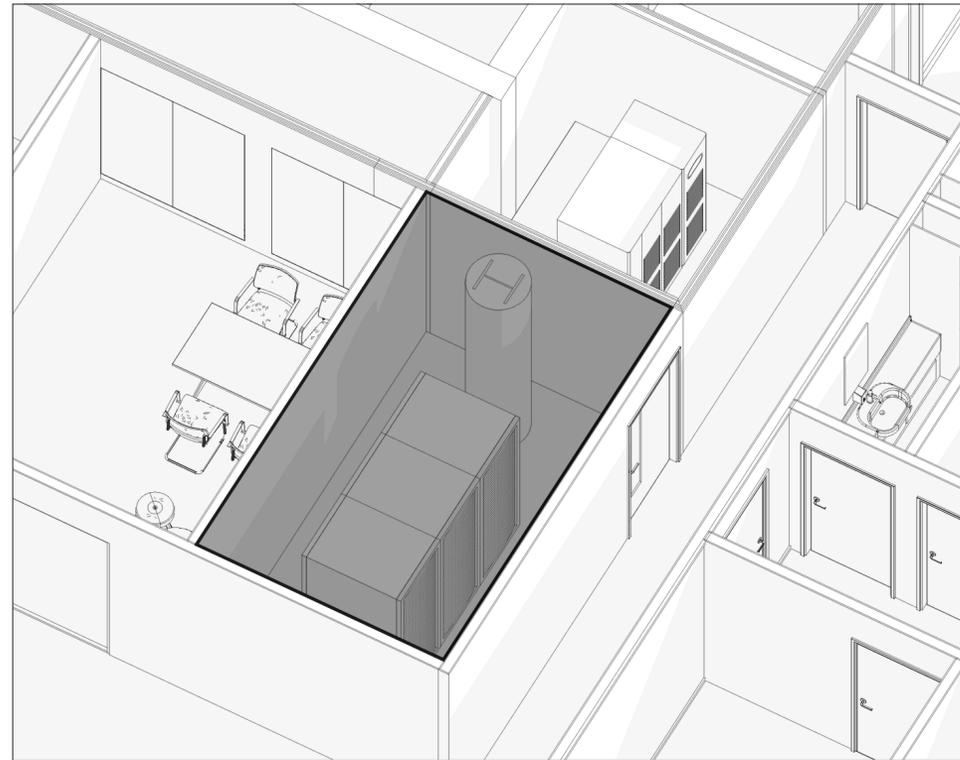
CCTV



Access control system



Remote monitoring sensors



Key dimensions:



Characteristics

- » **Bookable:** n/a
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Finishes

Floor:

- » Anti-static floor covering, factory integrated into raised access floor system as necessary.
- » Raised access floor to be heavy duty to meet structure requirements.

Paint/wall applications:

- » Painted plasterboard to meet the acoustic / security / structure requirements set by client.

Ceiling:

- » To Shell & Core specification.
- » Optional suspended CAT A ceiling to meet environment conditions.

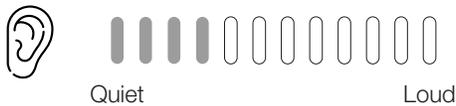
Central cleaner's store

Amenity

Minimum of one per floor located adjacent to WCs to maximise efficiency by sharing waste and water services.

Lockable rooms. Should be fitted with cleaners' sink, shelving and sufficient space to store mop, bucket and vacuum cleaner and provide separate storage for ammonia and bleach based cleaning products. For further guidance please refer to **MEP Annex**.

Noise



Furniture



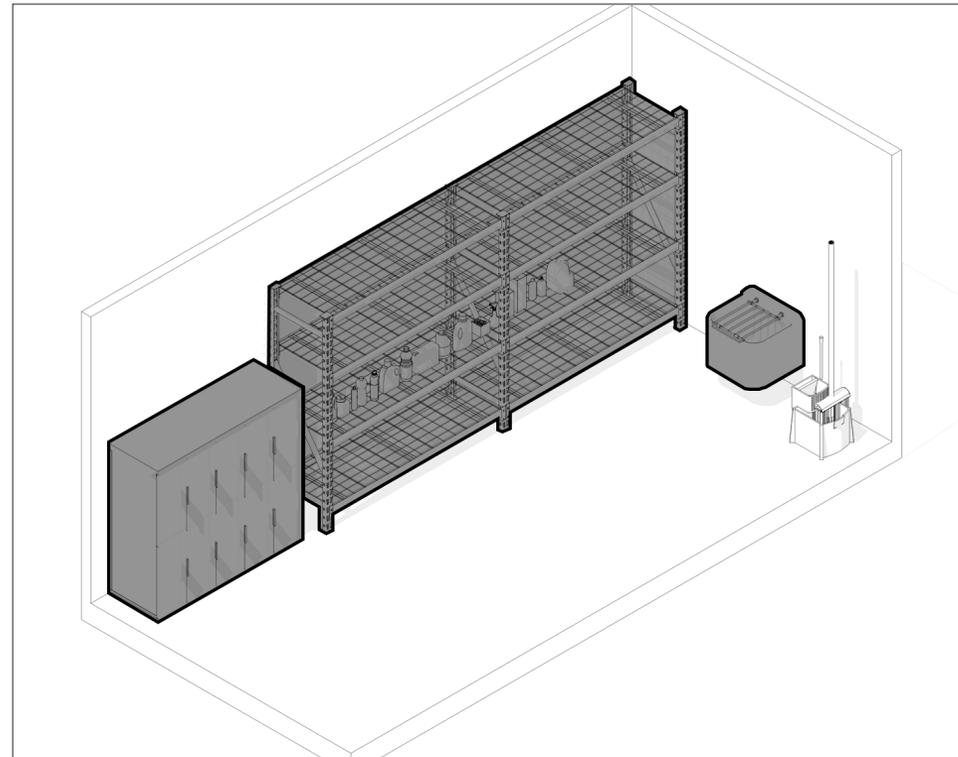
Cleaners sink



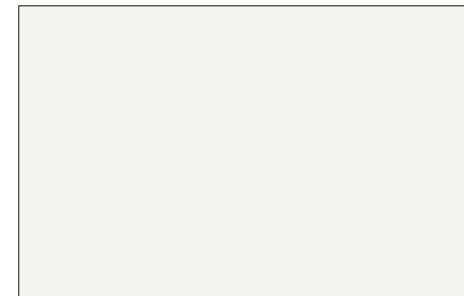
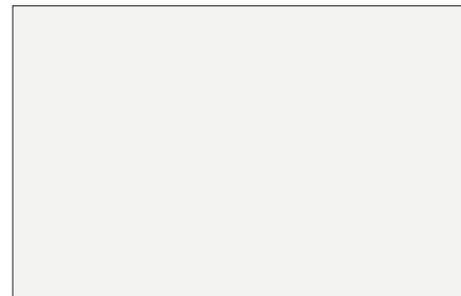
Heavy duty shelving



Lockable cupboard



Key dimensions:



Characteristics

- » **Bookable:** n/a
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Storage of cleaning materials and equipment.

Finishes

Floor:

- » Sheet rubber smooth texture with welding seams. Laid on plywood substrate.

Paint/wall applications:

- » 100% Durable finish white emulsion.

Ceiling:

- » To Shell & Core specification.

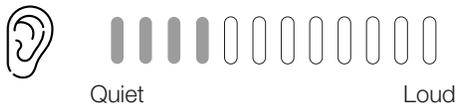
Wudu

Amenity

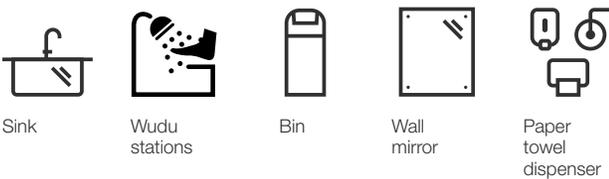
Separate male and female wudu rooms with a minimum of four wudu stations with seating should be located as close to the reflection room as reasonably practicable but should not open directly into the reflection room.

Wudu rooms should include wudu stations, sink, automatic soap dispensers, mirror, paper towel dispensers and a general waste bin. At least one wudu station in both the male and female rooms should be fully accessible for a wheelchair user to use whilst seated in their wheelchair.

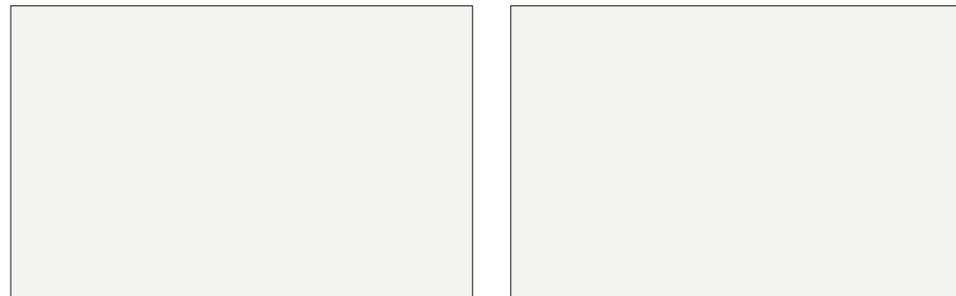
Noise



Furniture



Key dimensions:



Characteristics

- » **Bookable:** n/a
- » **Time of use:** n/a
- » **Capacity:** n/a
- » **Area allowance:** n/a

Activities

- » Ritual washing and ablutions

Finishes

Floor:

- » Sheet rubber or vinyl smooth texture with welding seams. Laid on plywood substrate.

Paint/wall applications:

- » 100% Durable finish white emulsion.

Ceiling:

- » Suspended ceiling with plasterboard perimeters/margins.

Further Guidance:

- » For further guidance on the provision of wudu, refer to the **Inclusive Design Standards**.



5 Summary Standards

Summary guidance and standards to be read in conjunction with all Annexes.

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Flexible

Workspaces should be designed with the future in mind. Adaptability will be built in to the architecture, engineering, security and technological infrastructure to ensure maximum agility and minimum disruption in response to change. All projects should deliver inspirational and varied workplace solutions that can respond to the changing needs of the civil service. We will:

- » Build spaces that are multi-functional and modular, preventing the need for re-work when requirements or customers change. The necessary security arrangements will be built in from the outset to allow this.
- » Design spaces to a standard modular grid with pre-engineered zones.
- » Design around the key principles of smarter working and deliver a smarter working environment.
- » Use the Building Information Modelling (BIM) Functional Model to deliver BIM Level 2 as a minimum as detailed in the **BIM Technical Annex**.
- » Use Government Soft Landings (GSL) and data on utilisation, property and employee experience to continuously develop and improve the workplace experience.



Safe & secure

Physical security will be unobtrusive, innovative and bespoke, encouraging integrated design solutions to achieve a smarter working environment. We will:

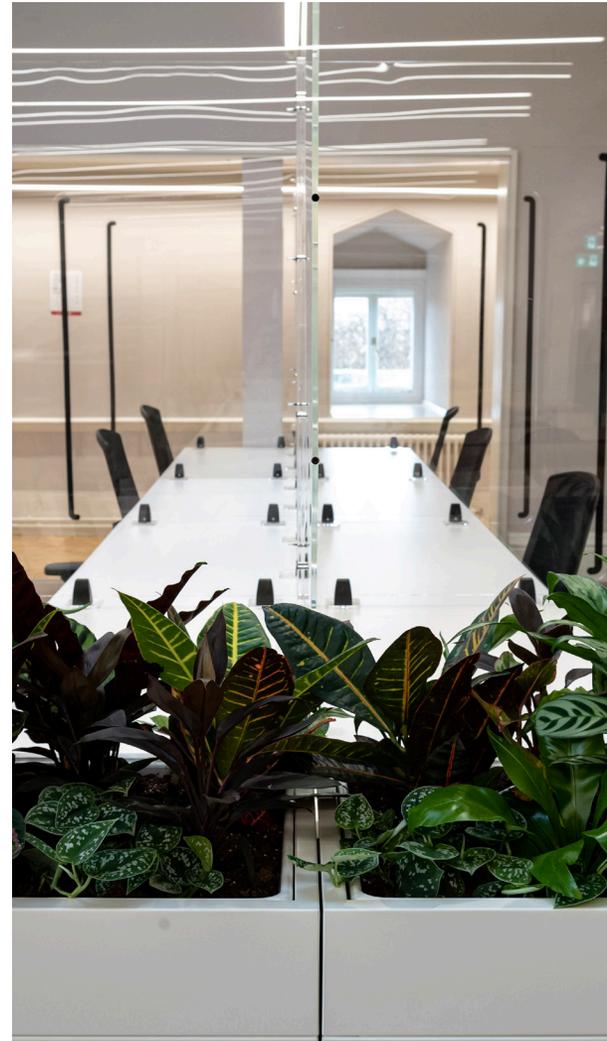
- » Apply effective physical, electronic and operational security design measures as detailed in the **Physical Security Design Standards**.
- » Apply a consistent and evidence-driven approach to security design, to provide proportionate and effective protective security.
- » Incorporate security measures into the design based on the levels of utilisation of the core working zones – public, invited, team home and secure.
- » Implement an integrated security risk management system to manage the risk of hostile threats and provide assurance that the organisation is effectively protected.
- » Maintain a dynamic risk management approach in order to anticipate, detect, acknowledge and respond to any changes and potential security events.
- » Provide electronic surveillance and right of access measures at key access points, public zones and high security areas.
- » Apply the Centre for the Protection of National Infrastructure (CPNI) rating system to ensure a high level of protection for secure enclaves.



Infection control

Floor plates should be designed with the ability to introduce social distancing measures if required. Consideration should be given to one way systems, segregating flows of people and the spacing of work settings and furniture. In order to create a safe working environment, the following measures will be incorporated into all building projects:

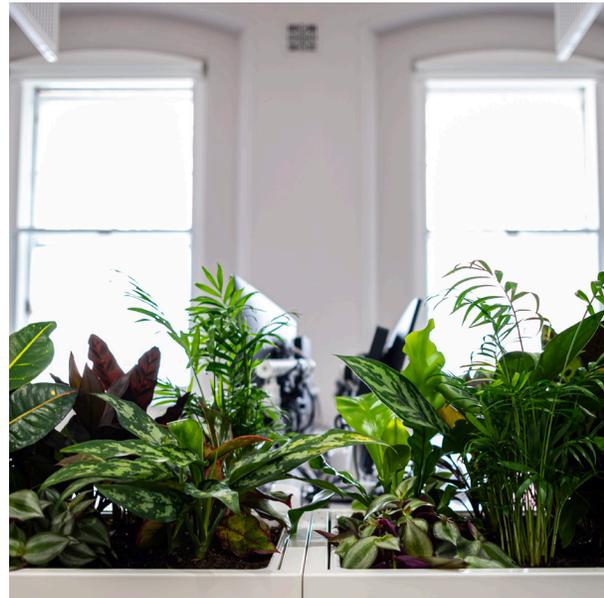
- » Lights will be operated by proximity switches and / or PIR (passive infrared) sensors.
- » All exit doors will be operated by access passes. Where this is not possible, proximity exit buttons will be installed to reduce physical contact.
- » Automatic hand gel dispensers will be installed in logical locations throughout the building.
- » Automatic soap dispensers will be installed in all washrooms.
- » Meeting rooms will be bookable via an app in addition to touch-screen displays. Periods of vacancy will be built into the schedule to allow ventilation purge between meetings.
- » Doors to storage units (e.g. cloaks cupboards) will be removed where there is minimal security risk.
- » Reception areas and reception desks will be designed to allow the installation of safety screens without compromising usability and accessibility. Both temporary and permanent solutions will be considered.



Sustainability & net zero

We are committed to delivering the UK government's ambition for net zero carbon emissions by 2050. We aim to reduce greenhouse gas emissions by at least 50% (against a 2017 baseline) across the public sector estate by 2032. Our workplaces will maximise the use of sustainable, clean technologies and low and zero carbon energy wherever possible. We will:

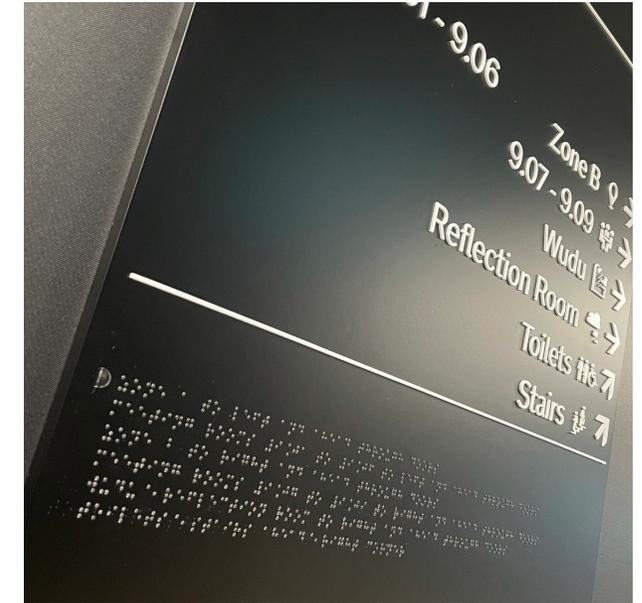
- » Practically apply the guidance and standards set out in the **Net Zero and Sustainability annex**.
- » Improve energy efficiency through insulation and reduced consumption by optimising heating, ventilation and air conditioning (HVAC) and building management system (BMS) technology, use of micrometers, sensors and light-emitting diode (LED) lighting.
- » Use green energy and move to decarbonised electric by switching to a renewable supplier.
- » Reduce embodied carbon during construction by recycling and reuse of materials and through cost management and value engineering.
- » Generate and store renewable energy locally through integrated generation, storage and use.



Inclusive

The space will be designed to class-leading inclusive and accessible design standards to ensure it can be easily used by a wide and diverse range of people. We will:

- » Go beyond meeting minimum standards or legislative requirements wherever possible as detailed in the **Inclusive Design Standards**.
- » Create buildings, spaces and places that are accessible to as many people as possible, including those with visible and non-visible disabilities, without the need for workplace adjustments or assistance.
- » Provide space and facilities that are convenient, avoid unnecessary effort, separation or segregation.
- » Recognise that everyone benefits from improved accessibility.
- » Be responsive to different ways of working adopted by individuals and teams.



Wellbeing

Work is an integral part of people's lives and the workplace should play an active role in supporting our people to live life well. Our workspaces will cater for the needs of our people with wellbeing and the things that support this as key drivers in our designs. We will:

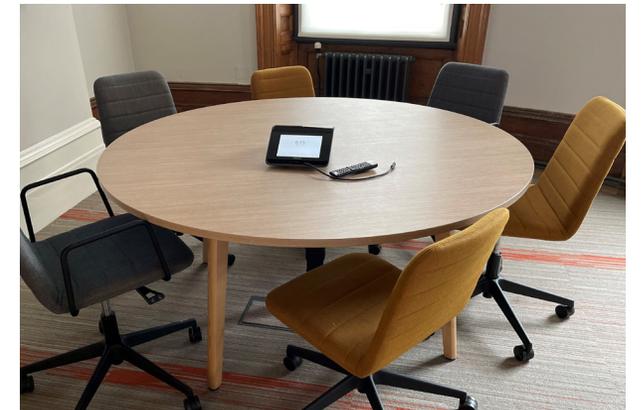
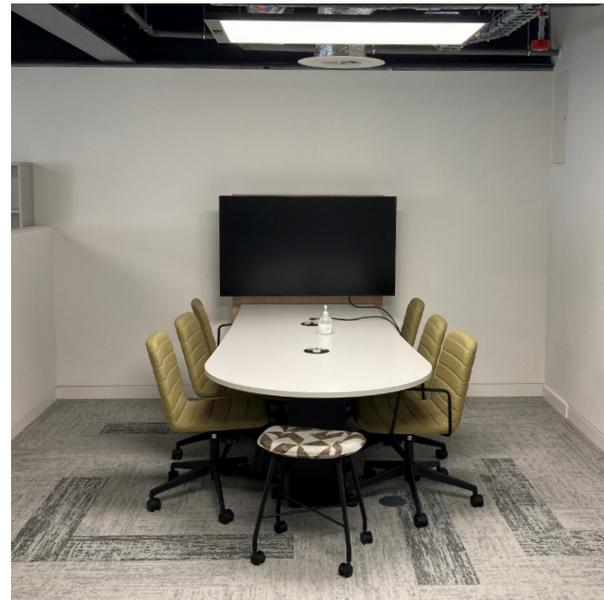
- » Adopt wellbeing best practice in the design and construction of workspaces wherever possible, as set out in the **Government Hubs Healthy Building Standards**.
- » Locate our sites close to public transport.
- » Provide comfortable, healthy working environments.
- » Protect the building and its occupants from indoor and outdoor airborne pollutants and contaminants.
- » Maintain indoor air quality and ensure carbon dioxide levels remain within acceptable limits.
- » Minimise Volatile Organic Compounds (VOCs) levels by using materials and products which adhere to the requirements of BREEAM and Government Buying Standards.
- » Provide cycle and changing facilities suited to the site and occupants.
- » Create a workplace environment which limits stress through the use of colours, acoustics and light.
- » Provide access to spaces and facilities for reflection and contemplation.



Digital

Our workplaces will support work-flows between all teams and locations. To achieve this, the right balance of a seamless experience and trusted security will be delivered through an agile and interoperable digital infrastructure. We will:

- » Install a shared network to provide common wired and wireless technology throughout the building, allowing guest user access to the internet via GovWifi and connection to corporate IT resources via a virtual network.
- » Provide compatible and easy to use audio visual facilities in book and use and some interact spaces that can connect to corporate IT services.
- » Support the use of shared GovPrint printers throughout our buildings.
- » Provide a system that will allow the booking of meeting rooms across the building and eventually the wider hub estate.
- » Ensure real-time intelligent management of the workplace environment via smart building technology.
- » Deliver ICT fault reporting and diagnostics that integrates with customer help desks.



Interoperability

We want to make our workplaces smarter. Seamless information and communication technology (ICT) and shared services will deliver an interoperable government estate.

Delivering a government estate that enables any person in any department to move easily within and between buildings can help drive transformation in the delivery of services; support smarter working; improve staff engagement and make better use of our space.

We will install the infrastructure, equipment and services necessary to enable interoperability across all shared buildings.

Ways of working are currently in the process of revision in response to world health events. This is a global shift across public and private workplace settings and introduces efficient ideas that have been circulating in the background for many years. These might augment what we call smarter working and evolving practices known as 'hybrid working' and the deep shift away from long-term designated workplace desks (where previously every member of the team might have been prescribed a 'permanent' desk). We might understand smarter working as revolving around seamless ICT, seamless interactivity between buildings and departments and generally make better use of our space.

The post-Covid hybrid workplace adds a further layer to such Smarter Working practices. The Government Workplace Design Guide embraces hybrid practices as part of its commitment to smarter working across the government estate.



Service desk

ICT fault reporting and diagnostics integrated with department help desks. FM service desk integration across the estate FM providers.



Meeting room audio visual

Department issued device can link to hub video screens, audio and video cameras.



Meeting room booking system

Allows booking of meeting spaces across the estate.



Shared network

Provides guest access via GovWiFi and access to corporate networks via virtual networking.



Hub services

Provides a common experience for clients when interacting with Hubs, such as fault reporting, key building information, events and special notices.



GovPrint

Allows use of printers supplied by one department to be used by someone from another.



Common access pass

Allows access to allocated buildings and non-classified space using a single pass.



Building information

Use data from installed systems to improve building operation and enhance the workplace experience.

Lighting

The design of our lighting will complement the architecture of the building and the interior design of our spaces. A variety of lighting types will support and enhance the mood of a space and incorporate both natural and artificial lighting techniques.

Internal lighting

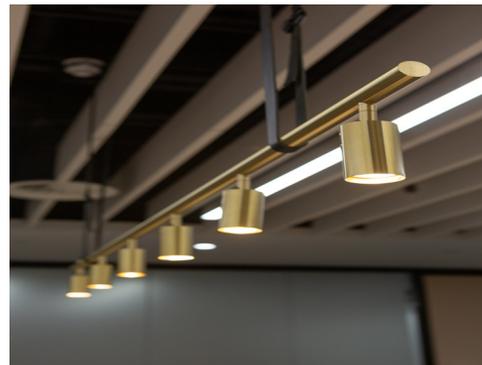
- » The lighting shall be designed to maximise natural light and complement available daylight, and to provide a uniform and modern functional appearance, both supporting the architectural theme and surroundings while ensuring that the minimum lighting levels are met at all times.
- » LED lighting will be used throughout. Where suitable, artificial lighting will automatically adjust in response to occupancy and the available daylight.
- » The internal lighting design will utilise lighting strategies which address building occupant needs, with good colour rendering and the avoidance of glare to ensure all our people can use our spaces conveniently and safely as detailed in the **Inclusive Design Standards** and **Government Hubs Healthy Building Standards**.
- » The internal lighting design will follow requirements and recommendations provided within the **Mechanical, Electrical and Public Health (MEP) Technical Annex**. These documents provide lighting characteristics and qualitative design metrics, including light levels, uniformity of light, glare and colour temperature, for all areas.
- » Lighting of the common areas will look to enhance the interiors, in particular the building reception and communal spaces. A common approach will be developed for all lift lobbies, stair cores, WCs and corridors, and should be used to enhance wayfinding and identity.
- » Lighting to back-of-house areas should be functional, consistent and in keeping with the use of the spaces.

Emergency lighting

- » Emergency lighting is a statutory requirement and should provide sufficient light to facilitate escape in an emergency.
- » The system should be battery-backed, operating upon failure of mains power and will consist of dedicated LED luminaires with integral battery packs, although a central battery system will also be considered. The system will be fully networked and provide self- monitoring and testing functions.
- » Illuminated exit signage will be provided along all escape routes, forming part of the same system.

External lighting

- » Lighting to the building exterior and surrounding public realm should be developed to complement the architecture of the building while also providing sufficient luminance.
- » Care should be taken in the design to minimise the impact of light pollution on the surrounding areas.



Ventilation

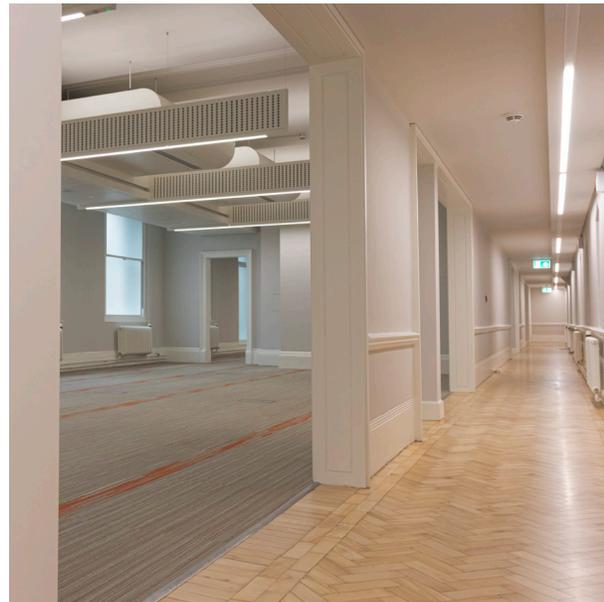
We will ensure that we achieve good comfort levels throughout our workspaces. Natural ventilation will be used wherever possible to maintain a sustainable and environmentally friendly approach to comfort and air quality.

The building will be designed to provide fresh air, and minimise internal pollutants (and ingress of external polluted air into the building) in accordance with the criteria and relevant standards set out in the **Mechanical, Electrical and Public Health (MEP) Technical Annex**.

The design of the ventilation system should follow requirements and recommendations set out in the **Mechanical, Electrical and Public Health (MEP) Technical Annex**. These documents provide heating ventilation and cooling (HVAC) characteristics and qualitative design metrics for all areas.

We will:

- » Provide a reliable mechanical ventilation system that supplies filtered outside air to and extracts vitiated air from the main office areas.
- » Prevent excessive temperatures within specific areas with the use of natural ventilation.
- » Ensure that the average CO2 concentration in spaces is monitored and automatically maintained below a set maximum irrespective of wide variations in occupancy, and with minimal energy usage.



Furniture and decor

Furniture and decor will:

Support wellbeing and inclusivity

- » A minimum of 50% height adjustable desks should be provided.
- » A high standard of furniture will be used to significantly reduce the number of workplace adjustments required. The **Government Hubs Furniture, Fittings and Equipment Specification** provides detail.
- » Provide sensory neutral spaces which complement the project look and feel without causing visual distraction and discomfort.

Support smarter working

- » Be suited to a variety of different activities.
- » Be mobile and adaptable wherever possible.

Be highly sustainable

- » Directly through the manufacturing and supply chain process, and indirectly through product longevity.
- » Sourced from Crown Commercial Service (CCS) framework.

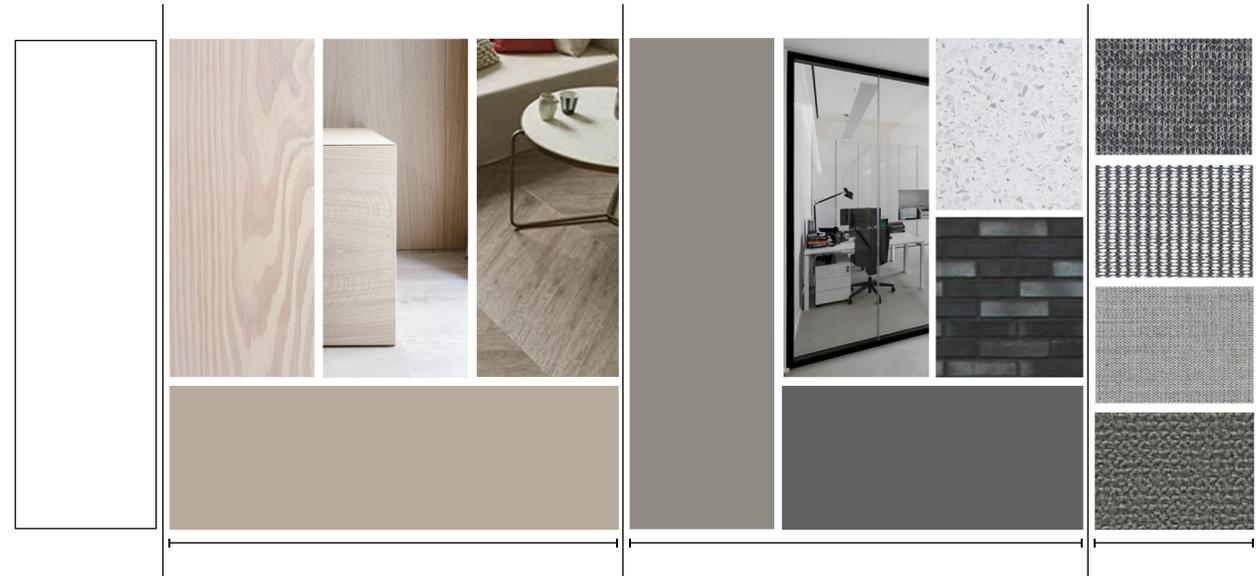
Be regularly assessed

- » To identify requirements for repair, replacement or update, as well as opportunities to reuse or recycle.

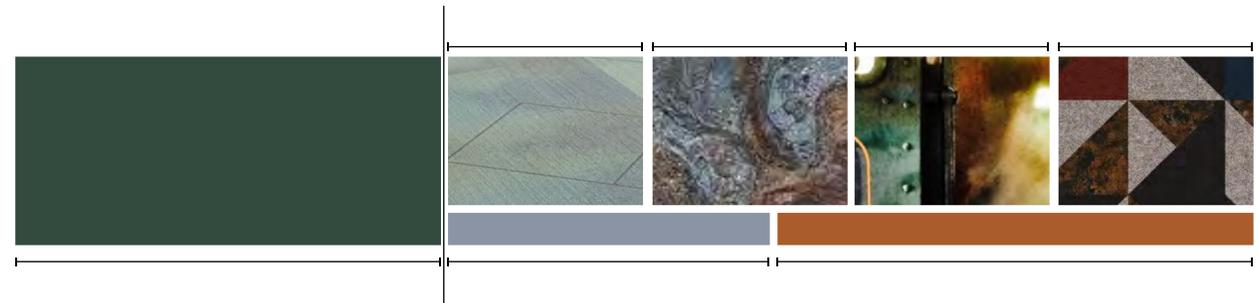
Promote regional identity

- » Allowing for local expression through imagery, messaging, artwork and artefacts.

Primary palette



Example of Regional Accent Palettes



Acoustics

Acoustics are an important factor in defining the quality of the space and allowing our people to work effectively and in comfort. Our workplaces will have a variety of appropriate acoustic characteristics, depending on the function and purpose of each space. The open plan areas will allow for collaboration and interaction and quiet spaces will support tasks needing concentration. We will:

- » Deliver an acoustic environment that is in line with the latest British Council for Offices guidance. Other relevant standards include British Standards and Building Regulation requirements.
- » Meet Centre for the Protection of National Infrastructure CPNI (Centre for the Protection of National Infrastructure) and NACE (National Authority for Counter-Eavesdropping) standards to ensure a high level of acoustic protection for secure enclaves.
- » Ensure security and privacy considerations are incorporated into the acoustic properties of the workspace.
- » Use ceiling, wall and floor materials that contribute to an acoustic environment that helps to reduce background noise and enables audible information to be clearly heard as detailed in the **Government Hubs Healthy Building Standards**.



Wayfinding and signage

Our wayfinding, signage and branding approach has been developed for a customer-led and inclusive journey throughout our buildings.

Simple, concise messaging combines with vibrant imagery to help create a modern and comfortable working environment. Graphics, signage and wayfinding will integrate with the architecture and interior design and deliver the best possible experience for our people.



Each workplace will have a site specific approach developed in line with the **Wayfinding and Signage Guide** and will cover:

Brand expression

An opportunity for local identity to be expressed through stock photography and references to regional history and culture.

Wayfinding signage

Wayfinding information such as maps, lollipops, furniture signs.

Numbering & naming

Signs dedicated to named spaces such as reception and core workspaces and numbered areas such as meeting rooms.

Manifestations

Treatment of rooms with glazed partitions.

Identity

A consistent approach to identity and branding will help to create a unified feel. Environments will have a high standard of furniture and decor throughout and will seek to reflect the client mix and cultural and regional expression through the use of graphics and artwork. We will:

- » Use HM Government branding in public areas as detailed in the **HM Government Identity and Branding Guidelines**.
- » Ensure our graphics, signage and wayfinding approach deliver a customer-led and inclusive journey throughout our buildings as detailed in the **GPA Wayfinding and Signage Guide**.
- » Adopt wellbeing best practice in the design, colour, finish and materials as detailed in the **Government Hubs Healthy Building Standards**.
- » Provide a modular approach to furniture for our spaces and ensure our furniture standards will significantly reduce the number of workplace adjustments required.
- » Team home zone look and feel can be based upon client organisational brand identity whilst complementing and supporting the identity of a government workplace.
- » Incorporate regional and cultural references through the use of artwork, artefacts and graphics.



6

Conclusion

Delivering great places to work.

Delivering great places to work.....90

Delivering Great Places to Work

The Smarter Working Programme, the Government Hubs Programme and the Whitehall Campus Programme are critical parts of the Government Estate Strategy and the ongoing drive to create a modern civil service.

This Government Workplace Design Guide is the baseline standard for all buildings within the Government Hubs and Whitehall Campus Programmes and the aspirational standard for central government office estate across the UK. It sets out the standards for delivering workplaces that are **great places to work**.

It is our ambition that this guide will be the minimum standard for the entire central government office estate. We will drive and encourage adoption of these standards across the wider office estate as part of delivery of the smarter working ambition and through advising and supporting our clients and customers.

“The creation of major multi-departmental government offices – beacons of workplace excellence – will provide cutting-edge, innovative working environments across all four nations of the UK. This will help recruit the best talent, improve productivity and deliver a more diverse, brilliant Civil Service that can work in a smarter, more flexible way than ever before”.

Government Estate Strategy 2018



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Technical Annexes

External Links

- » Architectural
- » Sustainability - Net Zero
- » ICT - (Smart Buildings)
- » MEP - Mechanical, Electrical & Public Health
- » Physical Security Design Standards
- » Fire (Engineering)
- » B2IM - Building Information Modelling: Policy Guidance & Condition Surveying
- » HUBS - Healthy Building Guide & FFE Specification
- » Inclusive Design Standards
- » Wayfinding - Signage & Identity Application
- » Workmanship - Materials
- » Historic Buildings
- » GPA Employer Requirements - ERs
- » HMG - Identity Guidelines

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Technical Standards Note

Government workspaces are to be designed, constructed, and operated in accordance with all relevant technical standards unless derogations are granted in writing by the GPA.

This summary provides an introduction to the four broad categories which form the Technical Standards.

These standards fall into four broad categories:

- » Technical Legislation – the law.
- » Building Regulations British Standards and Best Practice Guidance.
- » Local standards and regulations.
- » Government commitments to public estate quality and performance.

Standards quoted within this section are considered to be the most up to date version at the time of this document's publication. **Any revisions or amendments will then become the relevant standard to be adhered to by projects commencing after their date of incorporation into the Government Workplace Design Guide. This will be reviewed at different stages/phases of the projects to ensure the most current legislation is being followed.** Localised standards and regulations must also be considered due to the differences in law, best practice and environments.

This is not an exhaustive list of standards and should only be considered the minimum to be satisfied.

TECHNICAL LEGISLATION

Legislative requirements

Safety and Statutory Authority regulations should be followed. The following have been noted due to their links to responsible constructions works. This is not an exhaustive list and all works will be carried out and completed to the highest standards:

- » Clean Air Acts 1993.
- » Electricity Acts 1989.
- » Electricity at Work Regulations 1989.
- » Environment Act.
- » Equality Act 2010.
- » Health and Safety at Work Act 1974.
- » Management of Health and Safety at Work Regulations 1999 (including 2006 amendments).
- » Personal Protective Equipment at Work Regulations 1992.
- » The Construction (Design and Management) Regulations 2015.
- » The Construction (Health, Safety and Welfare) Regulations 1996.
- » The Control of Pollution Act 1974 and Amendment Act.
- » The Control of Substances Hazardous to Health (Amendment) Regulations 2004.
- » The Lifting Operations and Lifting Equipment Regulations 1998.
- » The Provision and Use of Work Equipment Regulations 1998.
- » The Water Supply (Water Fittings) Regulations 1999 (including amendments).
- » The Working Time Regulations 1998 including 2003 amendments.
- » The Workplace (Health, Safety and Welfare) Regulations 1992.
- » Regulatory Reform Fire Safety Order 2005.

Technical Standards Note

Building Regulations

Building Regulations define the expected minimum criteria for construction works; these are to be followed as a minimum standard for government construction and refurbishment works. The relevant regulations for each location will be followed with considerations to the countries they are within. These include:

- » Building Regulations for England and Wales;
- » Building Regulations for Northern Ireland;
- » Technical Standards for Scotland.

BRITISH STANDARDS AND BEST PRACTICE GUIDANCE

British and European Standards

The following British Standards (BS) and British and European Standards (BS EN and BS EN ISO) are quoted throughout the design guide, **any revisions and/or amendments to these standards are expected to be implemented going forward.**

These standards were accurate at publication and care should be exercised to ensure that latest standards are applied.

BS

- » **BS 47-10** – Fire tests on building materials and structures.
- » **BS 559:2009** – Specification for the design and construction of signs for publicity, decorative and general purposes.
- » **BS 952-1:1995** – Glass for glazing.
- » **BS 1186-3:1990** – Timber for and workmanship in joinery.
- » **BS 4142:2014** – Methods for rating and assessing industrial and commercial sound.
- » **BS 5234-2:1992** – Partitions (including matching linings).
- » **BS 5266-1:2016** – Emergency lighting.
- » **BS 5306-1:2006** – Code of practice for fire extinguishing installations and equipment on premises.
- » **BS 5459-2:2000+A2:2008** – Specification for performance requirements and tests for office furniture.
- » **BS 5499-4:2013** – Safety signs.
- » **BS 5499-10:2014** – Guidance for the selection and use of safety signs and fire safety notices.
- » **BS 5655-12:2005** – Lifts and service lifts.
- » **BS 5839-1:2017** – Fire detection and fire alarm systems for buildings.
- » **BS 5852:2006** – Methods of test for assessment of the ignitability of upholstered seating by smouldering and flaming ignition sources.
- » **BS 5867-1:2004** – Textiles and textile products. Curtains and drapes. General requirements.
- » **BS 5867-2:2008** – Fabrics for curtains, drapes and window blinds.
- » **BS 6150:2019** – Painting of buildings.
- » **BS 6262-1:2017** – Glazing for buildings.
- » **BS 6465 (1-6)** – Sanitary installations.
- » **BS 6472-1-2:2008** – Guide to evaluation of human exposure to vibration in buildings.
- » **BS 7430:2011+A1:2015** – Code of practice for protective earthing of electrical installations.
- » **BS 7671:2018** – Requirements for Electrical Installations.
- » **BS 8000-0:2014** – Workmanship on construction sites.
- » **BS 8204-1-6** – Screeds, bases and in situ floorings.
- » **BS 8233:2014** – Guidance on sound insulation and noise reduction for buildings.
- » **BS 8300-1-2:2018** – Design of an accessible and inclusive built environment.
- » **BS 8414-1:2020** – Fire performance of external cladding systems.
- » **BS 8558:2015** – Guide to the design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages.
- » **BS 9999:2017** – Fire safety in the design, management and use of buildings.
- » **BS 8536-1:2015** - Briefing for design and construction - Part 1: Code of practice for facilities management (Buildings infrastructure).

Technical Standards Note

BS EN

- » **BS EN 81-72:2015** – Safety rules for the construction and installations of lifts.
- » **BS EN 314-2:1993** – Plywood. Bonding quality.
- » **BS EN 438 series** – High-pressure decorative laminates (HPL). Sheets based on thermosetting resins (usually called laminates).
- » **BS EN 572 series** – Office furniture.
- » **BS EN 622 series** – Fibreboards. Specifications.
- » **BS EN 635-1:1995** – Plywood. Classification by surface appearance
- » **BS EN 806 series** – Specifications for installations inside buildings conveying water for human consumption.
- » **BS EN 942:2007** – Timber in joinery.
- » **BS EN 1021-1:2014** – Furniture. Assessment of the ignitability of upholstered furniture.
- » **BS EN 1057:2006+A1:2010** – Copper and copper alloys. Seamless, round copper tubes for water and gas in sanitary and heating applications.
- » **BS EN 1096-1-4** – Glass in building. Coated glass.
- » **BS EN 1307:2014+A3:2018** – Textile floor coverings.
- » **BS EN 1313-1-2** – Round and sawn timber. Permitted deviations and preferred sizes.
- » **BS EN 1335-1-2** – Office furniture. Office work chair.
- » **BS EN 1527:2013** – Building hardware. Hardware for sliding doors and folding doors. Requirements and test methods.
- » **BS EN 1634-1:2014+A1:2018** – Fire resistance and smoke control tests
- » **BS EN 1634-3:2004** – Fire resistance and smoke control tests for door and shutter assemblies, openable windows and elements of building hardware.
- » **BS EN 1748-1-2** – Glass in building. Special basic products.
- » **BS EN 1863-1:2011** – Glass in building. Heat strengthened soda lime silicate glass.
- » **BS EN 1991-1-1:2002** – Eurocode 1. Actions on structures. General actions. Densities, self-weight, imposed loads for buildings.
- » **BS EN 10088-1-4** – Stainless steels.
- » **BS EN 10296-1-2** – Welded circular steel tubes for mechanical and general engineering purposes. Technical delivery conditions.
- » **BS EN 10297-1-2** – Seamless circular steel tubes for mechanical and general engineering purposes. Technical delivery conditions.
- » **BS EN 12057:2015** – Natural stone products. Modular tiles. Requirements.
- » **BS EN 12150 & BE EN 12600** – Glass in building. Thermally toughened soda lime silicate safety glass
- » **BS EN 12206-1:2004** – Paints and varnishes. Coating of aluminium and aluminium alloys for architectural purposes.
- » **BS EN 12337-1-2** – Glass in building. Chemically strengthened soda lime silicate glass.
- » **BS EN 12464-1:2011** – Light and lighting. Lighting of work places.

Technical Standards Note

BS EN

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- » **BS EN 12206-1:2004** – Paints and varnishes. Coating of aluminium and aluminium alloys for architectural purposes.
- » **BS EN 12337-1-2** – Glass in building. Chemically strengthened soda lime silicate glass.
- » **BS EN 12464-1:2011** – Light and lighting. Lighting of work places.
- » **BS EN 12529:1999** – Castors and wheels. Castors for furniture. Castors for swivel chairs. Requirements.
- » **BS EN 12825:2001** – Raised access floors
- » **BS EN 12845:2015** – Fixed firefighting systems. Automatic sprinkler systems. Design, installation and maintenance.
- » **BS EN 13024-1-2** – Glass in building. Thermally toughened borosilicate safety glass.
- » **BS EN 13120:2009+A1:2014** – Internal blinds. Performance requirements including safety.
- » **BS EN 13213:2001** – Hollow floors.
- » **BS EN 13438:2013** – Paints and varnishes. Powder organic coatings for hot dip galvanised or sherardised steel products for construction purposes.
- » **BS EN 13964:2014** – Suspended ceilings. Requirements and test methods.
- » **BS EN 14074:2004** – Office furniture. Tables and desks and storage furniture. Test methods for the determination of strength and durability of moving parts.
- » **BS EN 14351-2:2018** – Windows and doors. Product standard, performance characteristics.

Technical Standards Note

- » **BS EN 14411:2016** – Ceramic tiles. Definition, classification, characteristics, assessment and verification of constancy of performance and marking.
- » **BS EN 14465:2003** – Textiles. Upholstery fabrics. Specification and methods of test.
- » **BS EN 14499:2015** – Textile floor coverings. Minimum requirements for carpet underlays.
- » **BS EN 15338:2007+A1:2010** – Hardware for furniture. Strength and durability of extension elements and their components.
- » **BS EN 15372:2016** – Furniture. Strength, durability and safety. Requirements for non-domestic tables.
- » **BS EN 16139:2013** – Furniture. Strength, durability and safety. Requirements for non-domestic seating.
- » **BS EN 12056-1-5** – Gravity drainage systems inside buildings.
- » **BS EN 61439-2:2011** – Low-voltage switchgear and controlgear assemblies.
- » **BS EN 62305-1-4** – Protection against lightning.

BS EN ISO

- » **BS EN ISO 140-18:2006** – Acoustics. Measurement of sound insulation in buildings and of building elements.
- » **BS EN ISO 527-1:2012** – Plastics. Determination of tensile properties.
- » **BS EN ISO 1461:2009** – Hot dip galvanized coatings on fabricated iron and steel articles.
- » **BS EN ISO 7010:2020** – Graphical symbols. Safety colours and safety signs.
- » **BS EN ISO 9241-5:1999** – Ergonomic requirements for office work with visual display terminals (VDTs).
- » **BS EN ISO 10545-1-2** – Ceramic tiles.
- » **BS EN ISO 10874:2012** – Resilient, textile and laminate floor coverings. Classification.
- » **BS EN ISO 11654:1997** – Acoustics. Sound absorbers for use in buildings. Rating of sound absorption.
- » **BS EN ISO 12543-1-4** – Glass in building. Laminated glass and laminated safety glass
- » **BS EN ISO 14001:2015** – Environmental management systems. Requirements with guidance for use.
- » **BS EN ISO 16484-5:2017** – Building automation and control systems (BACS). Data communication protocol.
- » **BS EN ISO 19712-1:2013** – Plastics. Decorative solid surfacing materials.
- » **BES6001** – Responsible Sourcing of Construction Products.

Technical Standards Note

Approved best practices and guides

CIBSE guides

The Chartered Institution of Building Services Engineers (CIBSE) provides guidance that should be consulted when designing and installing services. Where there is no prescriptive note of specific design requirements the following will apply:

- » **CIBSE Guide A** – Environmental Design
- » **CIBSE Guide B** – Heating, Ventilation and Ductwork, Air conditioning and Refrigeration and Noise and Vibration Control
- » **CIBSE Guide C** – Reference data
- » **CIBSE Guide D** – Transportation Systems in Buildings
- » **CIBSE E** – Fire Safety Engineering

- » **CIBSE F** – Energy Efficiency
- » **CIBSE G** – Public Health Engineering
- » **CIBSE H** – Building Control Systems
- » **CIBSE K** – Electricity in Buildings
- » **CIBSE L** – Sustainability
- » **CIBSE M** – Maintenance Engineering and Management
- » **CIBSE Technical Memoranda 13**
- » **CIBSE SLL Code for Lighting**

Other guides

- » **Approved Code of Practice and Guidance L8** – Legionnaires' disease
- » **BR 135** – classified external cladding systems
- » **SCI Guide P354** and **MOB PF2 PS/SPU**

GOVERNMENT WORKSPACE STANDARDS

BCO

The British Council for Offices (BCO) provides best practice guidance and research for use in offices. Reference is made to the BCO Guide to Specification throughout this document and the latest version of the BCO Guide to Specification should be used.

Basis of area measurement

RICS Property Measurement, incorporating the International Property Management Standards should be used for measurements within the government estate.

BREEAM

Building Research Establishment Environmental Assessment Method (BREEAM) is an assessment tool for construction and refurbishment projects. Reference is made to this tool throughout this document and the latest version should be used. The tool works on a credit-based evaluation, highlighted credits within the design guide are in reference to Health and Wellbeing; Pollution; Transport and Waste, however, these are not the only credits to be considered or required in order to achieve this certification. Achieving the required BREEAM accreditation is mandatory under the Government Buying Standards and, therefore, it is mandatory as part of the workspace standards.

Technical Standards Note

Government Commitments

Government policies and strategies

The following provides a list of policies, standards and guidance that the government workspace standards are committed to, however, further publications and/or updates may need to be adhered to in future.

- » [Article 6 of the Energy Efficiency Directive](#)
 - » [Clean Growth Strategy](#)
 - » [Common Minimum Standards for Construction.](#)
 - » [Construction 2025](#)
 - » [Digital Built Britain](#)
 - » [Eco-design for Energy](#)
 - » [Energy Information Regulations 2011](#)
 - » [Energy Technology Product List](#)
 - » [Government Buying Standards for Construction.](#)
 - » [Government Estate Strategy](#)
 - » Refer to document: Government Functional Standard for Property
 - » [Greening Government Commitments](#)
 - » Refer to document:
- Physical Security and Design Guide
 - » Refer to document: Government Hubs Healthy Building Standards
 - » [Improving the energy efficiency of our buildings, a guide to display energy certificates and advisory reports for public buildings.](#)
 - » Refer to document: Inclusive Design Standards
 - » Refer to document: Smarter Working PAS 3000
 - » [The Way We Work \(TW3\)](#)
 - » [25 Year Environment Plan](#)
 - » [BSRIA Soft Landings Framework](#)

Contact Us

For queries regarding the Government Workplace Design Guide please contact: **designguide@gpa.gov.uk**

For smarter working queries please contact the smarter working team on **gpasmartworkingqueries@gpa.gov.uk**

