

RETHINK



Form & Spire / by Icons of Denmark

2020 WORKPLACE DESIGN TRENDS

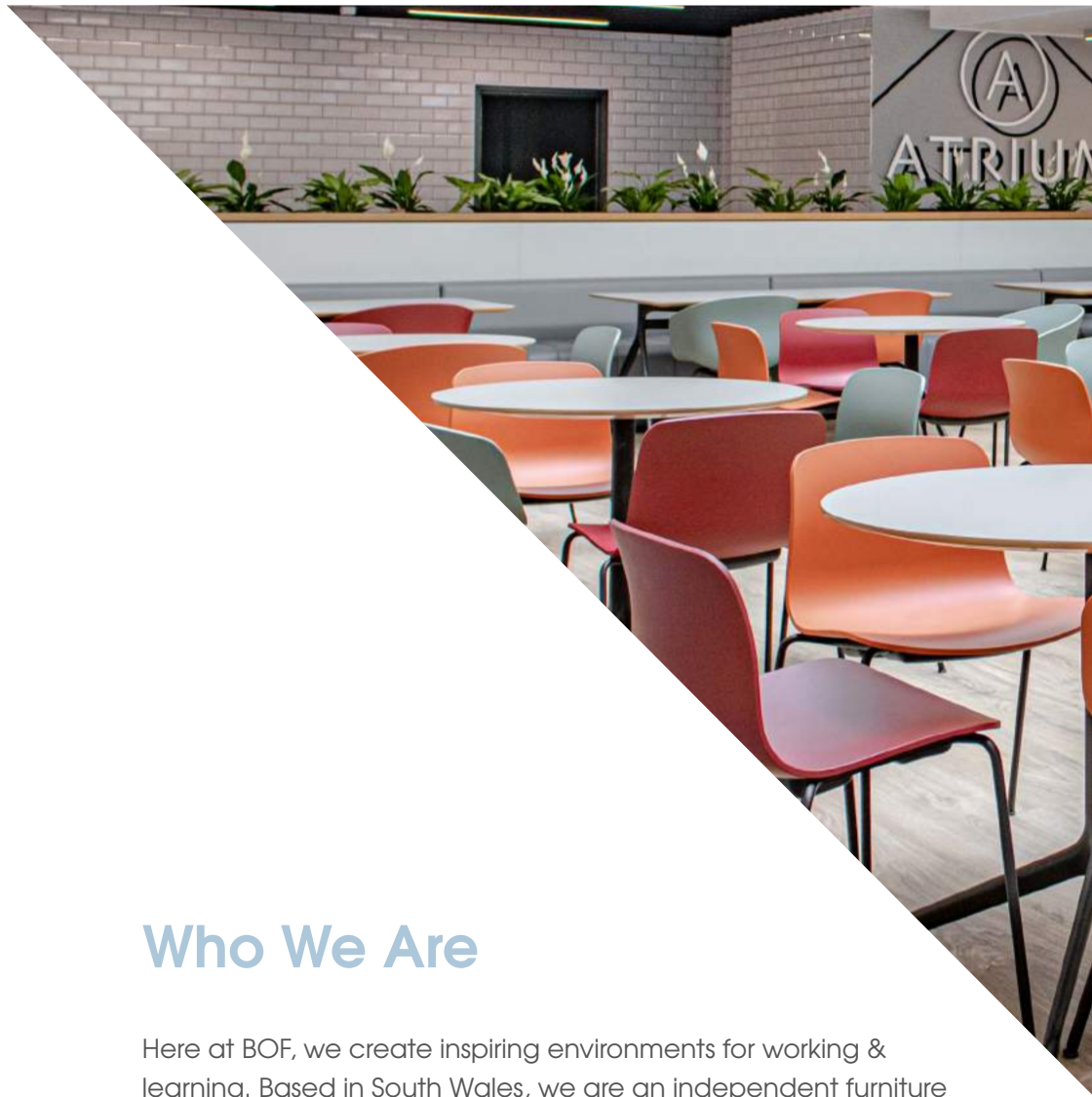
Exploring the workplace design trends we predict for 2020

'RETHINK' A BOF INDUSTRY EVENT

Presents 'The Sticky Campus' in collaboration with Orangebox

CREATING POSITIVE SPACES

Using Biophilic Design by Oliver Heath Design & Interface



What We Do

Design & Planning

Creative design is what excites us. This is why we provide a professional service, while having a little fun along the way!

We understand the design process can be one of the most integral parts to the overall success of a project, so our design team are involved in every project we undertake. With over 30 years of experience in planning inspiring environments for working and learning, we are also one of the most experienced design teams in the industry.

Furniture Supply

Supplying furniture is the most important part of what we do. We supply furniture for all working and learning environments across a wide range of sectors. As an independent brand, we aren't biased towards a single supplier.

We provide you with the furniture you need, sourced from homegrown and global manufacturers. Our independence ensures that we specify products with the correct aesthetic, form, function and most importantly; within your budget.

Delivery & Installation

Our delivery and installation team are professional, experienced & trained to the highest level with valid CSCS cards and up to date health & safety training. We are always uniformed and ready to answer any queries you may have regarding your installation.

With allocated weekly delivery routes, many sole supply contracts around the UK and a unique location in South Wales, we are ideally positioned to deliver efficiently across the UK in our own fleet of commercial vehicles.

Who We Are

Here at BOF, we create inspiring environments for working & learning. Based in South Wales, we are an independent furniture supplier with access to a broad portfolio of brands, sourced from British and global manufacturers. Our experienced team are passionate about the environments we create and have the expertise to work across all sectors, collaborating with our clients from initial inspiration to completed installation.

This issue features guest articles from our partners:



BOF News

University of Lincoln Contract Award

At the end of 2019 we were awarded the contract to supply "Office, Breakout and Reception Furniture" to the University of Lincoln for 4 years.



New Team Members

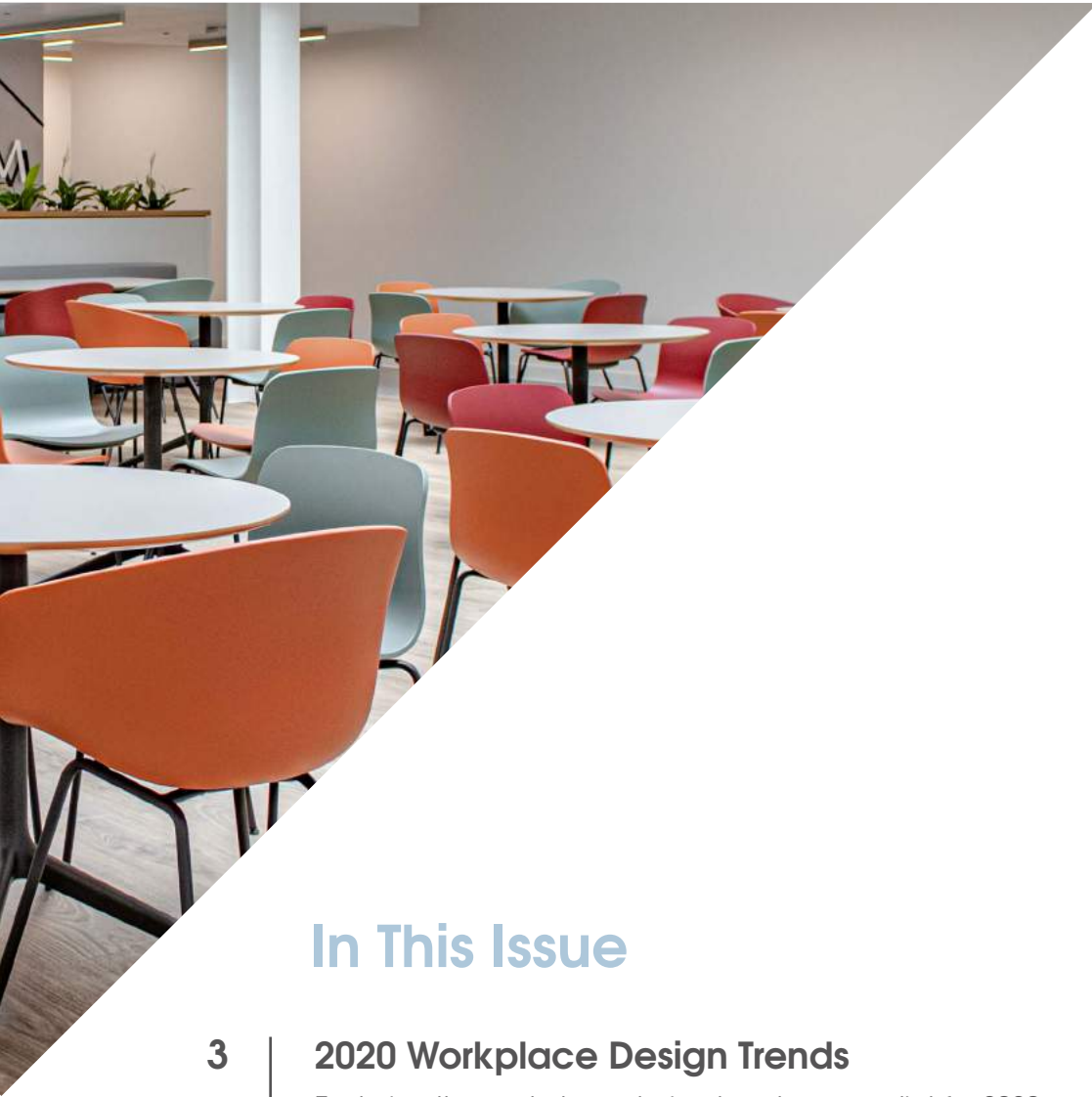
We have recently welcomed new members of staff to our Capital Projects, Design, Accounts and Contracts departments.



Office Expansion

Our office space has expanded as part of our latest showroom developments. Visitors welcome!





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2020 WORKPLACE DESIGN TRENDS

By BOF



BOF Installation
LiveWest - Skypark

*Exploring the latest
design trends from
across the industry...*

To see these trends in action visit our
website bof.co.uk/projects

Every January we look back at the changes in workplace design and identify trends we think will continue to grow over the coming year. Here is an insight into a few popular design trends for 2020...

| Coffee Culture

You've just got to the office; you've set up your workspace and what's your next priority? Coffee.

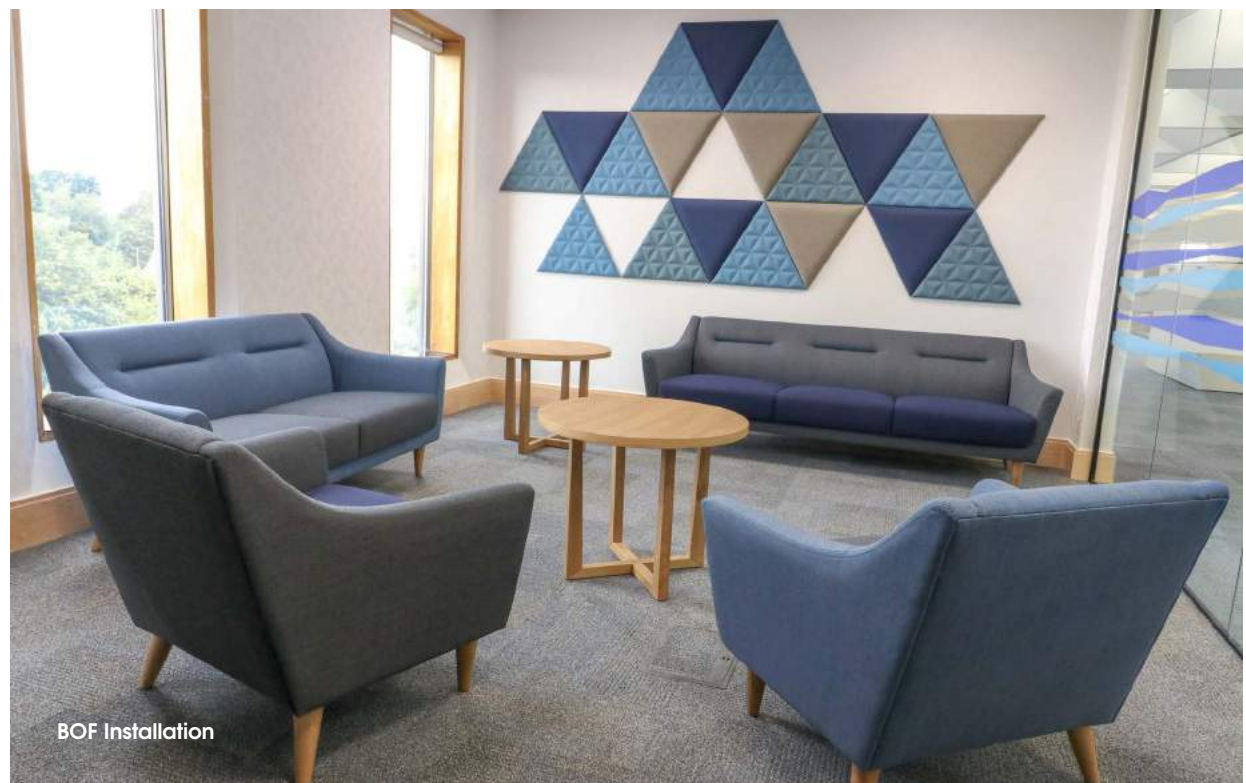
The Café Culture has risen over recent years, and the growth is expected to continue.

It has become a vital part of our social lives, with many people choosing to meet with friends, relax and work over a hot drink in a café. This aspect of our social life is extending into our workplace, with offices trying to recreate the experience. Think informal and comfort when creating these spaces. A mix of lounge seating, high counters with stools, where Wi-Fi can be accessed and laptops can be recharged. This breakout zone will become the social hub of the office, and promote a relaxed approach to working.

| Reinventing the Boardroom

Companies are experimenting with new ways of collaborating, which will see a change in the traditional boardroom. With results showing that employees are most productive whilst standing, there's reason why stand-up meetings are becoming more popular. This informal but more collaborative way of meeting, diminishes the need for a dedicated large-scale boardroom.

The need for Huddle Rooms are on the rise. These smaller settings prioritise relaxed soft seating and are enhanced by workplace technology. Multipurpose spaces will become more valuable within a workplace, area's that can act as a boardroom when required but are much more flexible for everyday work requirements.



| Office Dogs

Having a ruff day? It has been proven that canine colleagues can improve staff well-being and productivity.

The popularity of 'Bring Your Dog to Work Day' has woken up the nation to the benefits of bringing your dog to the office. Not only does a four-legged friend reduce employee stress levels, it also has brand image benefits. It can highlight a forward-thinking company culture, that would appeal to clients, visitors and future employees.

| Eco-conscious Fabrics

Globally, we are becoming more conscious of the negative impact we have on the planet. The Textile Industry has recently gone under scrutiny as one of the largest contributors to carbon emissions. As the demand increases for sustainable fabrics, major textile brands are stepping up to embrace the reduce, reuse, recycle moto.

Camira have launched a new collection, Yoredale. Locally produced, responsibly manufactured and woven from British wool.

Crafted using 45% recycled wool, Re-wool by Kvadrat was designed with a sustainable profile. This new textile is partly made by reusing leftover material from Kvadrat's own production.



CREATING POSITIVE SPACES

A guest article by Oliver Heath Design & Interface



Designer - www.oliverheathdesign.com
Image - www.joyofplants.co.uk

CREATING POSITIVE SPACES - USING BIOPHILIC DESIGN

An accessible practitioner's guide to help inspire architects and designers to understand the principles of Biophilic Design

| What is Biophilic Design?

Biophilic Design is a human centred approach aimed at improving our connection to nature and natural processes in the buildings that we live and work.

Our response to natural environments stems from our evolutionary development and survival. It makes sense that our ancestors felt calmer in places that had an abundance of

greenery and living elements, as this indicated the availability of food and water.

We still experience a psychological inheritance of this survival instinct in our urban environments. This means that a space designed to have a sense of refuge and prospect with plenty of living elements in can make us feel less stressed and more productive. With this in mind, Biophilic Design offers an approach to creating buildings and spaces that respond to our human needs.

Biophilic Design principles can be applied to existing and new buildings, interior and exterior spaces alike. They can be implemented at a range of scales and budgets and have greatest impact within the urban environment where we have strayed the furthest from nature. It is essential that, as we spend more time indoors and in urban environments, we find ways to increase our contact with nature and natural elements to take advantage of its benefits. And here's why...

| Why is it relevant now?

Creating spaces that enhance wellbeing is an important design aim to achieve. Why? Because as urbanisation has increased, stress rates have also rocketed. Coincidence? We don't think so.

66% of the developed world will be urbanised by 2050.

11.7 million working days were lost due to stress, in UK in 2015/16.

€20 billion a year was the cost of work related stress in the EU, calculated by the European Commission.

| The Science behind it

There has been a great deal of scientific research around why the desire for a nature connection is so deeply embedded in our physical and mental states.

Mindfulness techniques purposefully increase awareness of the present moment through connection with one's senses, reducing stress, anxiety, and physical disorders.

When working with distraction we experience higher levels of stress which can lead to depression, and behaviours that increase the risk of heart disease. Should we have no quiet place to escape to, Biophilic Design can encourage the sensory awareness required for mindful states through:

Sight – Natural light and views out to nature create awareness of the present moment. Planted partitions in open plan offices can block visual distraction and dampen sound.

Smell – Introducing plants can improve air quality and introduce pleasant, natural aromas. Vaporised stem oil from Hinoki Cypress trees creates a 20% increase in NK cells (that protect us from disease agents) and lowers fatigue.

Hearing – Recorded sounds, such as flowing water, mask disruptive noises.

Touch – Tactile sensory contrasts create a sense of momentary awareness. We can also zone spaces with changes in floor surfaces, acoustic and visual landscapes.

"If pharmaceutical companies could put this effect in a pill, they would do so and they would make billions. But they can't. Nature can't be packaged or marketed"

- Tristan Gooley

"Businesses that boast offices with design elements inspired by nature, will have employees that are happier and more productive at work, and perhaps healthier too"

- Sir Cary Cooper (CBE FAcSS), Psychologist



| How to get your clients on board

Biophilic Design can have tangible benefits within the workplace, educational, hospitality, retail and domestic sectors – creating savings and improving profits. Using Biophilic Design can create a greater sense of health and well-being for inhabitants, staff and visitors alike.

But it can also have hugely beneficial financial implications that stem from improving the health and well being of the building occupants. This research on a few of the sectors should help you convince your clients that the economic benefits add up:

Sector

Offices - Can be more productive and create lower levels of stress, whilst helping to retain staff and reduce absenteeism.

Education - Schools can increase focus and concentration in students and staff whilst reducing the impacts of cognitive fatigue, stress and ADHD.

Hospitality: Hotels and restaurants can decompress the stress of everyday life, whilst commanding higher rates of return on rooms.

To read the full article please visit - www.oliverheath.com / www.interface.com

Evidence

Living elements or views onto nature in an office environment can:

- Reduce absenteeism by **15%**
- Increase performance by **10% to 25%**

Optimising exposure to daylight alone can:

- Increase the speed of learning by **20-26%**
- Improve test scores by **5-14%**

The Opryland Hotel in Nashville, which is abundant in Biophilic features, enjoys **85%** occupancy/year. This is well above the national average of **68%**.

RETHINK

A BOF Industry Event



"The Sticky Campus" in collaboration with Orangebox

Recently we welcomed a specially invited audience from Higher and Further Education, Welsh Government, Local Government, Architects, Project Management and supporting industries to the BOF workplace for our ReThink industry event.

Our event focused on a presentation by Nathan Hurley, Digital Manager at Orangebox based on the findings of his research into 'Igen' students and the potential impact of this most digitally engaged cohort entering the workplace.

Lucy Davies - BOF Marketing Manager commented: "The event was a great success and we are now planning to roll it out regionally to our wider university contract base in selected areas of the UK"

For more information, please contact Lucy at ldavies@bof.co.uk, or go to our website www.bof.co.uk/blog to read all about the event.





WORKING IN GROUPS...

A guest article by Naughtone



Working in groups, for people who don't like groups...

We're living in an age of technology, at home, out and about and of course at work, where employees are yearning for alternate ways to access their workplaces, ultimately making the work life balance much more flexible. The physical landscape and interpretation of our working environment is changing from silos to activity-based spaces, and so the tools and technology we require need to change too. Crucial to this change is how groups communicate with one another over multiple locations and time zones, while maintaining an agile and diverse culture.

Previously, employees have all but been shackled to a desk from 9am – 5pm, with the occasional trip to the canteen or into a meeting room for a potential opportunity to avoid being interrupted, but now, spaces are becoming increasingly flexible, with furniture and technology being used to accommodate collaboration and inspire creative thinking between groups of colleagues that might not necessarily be in the same room, building or even country.

The end of email has long been predicted, and several enhanced communication replacements are now vying for our attention...



Chief among these was Slack, with 10 million daily users, but Microsoft's challenger, Teams has recently overtaken it with 13 million daily users. These tools are best used when sharing and collaborating in real time, amongst dispersed individuals working on a central task.

Slack and Microsoft's Teams boost much better logging and tracking of communication between groups.

Where email is linear, and a single subject line can split into multiple topics, making it hard to track, channel-based tools like Teams, keep all the information about that project together.

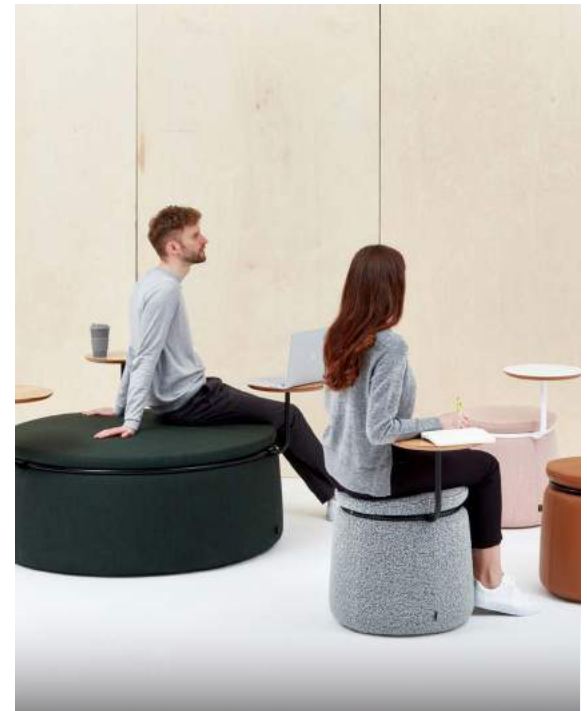
The additional advantages over email, including enhanced video conferencing, file sharing and editing, task assigning and management, means group can continually and spontaneously come together whenever and wherever a project requires their input.

A by-product of this form of communication is how it allows people who feel uncomfortable, or drained, from face to face discussions, to contribute and feel a part of the team.

An introvert or someone who is neuro diverse can engage in group discussions, and project work, removed from the need to physically be in a conversation. This freedom to work independently, while feeling connected and supported, is critical for bringing a breadth and diversity of people into the workplace.

The essence of flexible working is providing the freedom to decide which working styles best suit the individual. With this flexibility becoming the norm, employees are coming to expect these practices to translate to their working environments. A combination of individual touchdown spaces, blended with a variety of spaces to meet, discuss and collaborate, put organisations in the best position to cater for its employees. Whether that be meeting face-to-face, or using these increasingly popular communication tools.

No two employees are ever the same, and for a business, adapting to this new wave of flexible working in both furniture and technology is essential to attracting and retaining the brightest talent.







“The technical approach from the installations team during the final stages of the office fit out was invaluable on what was a large and ambitious refurbishment.”

Phil Whitfield, Interim Facilities Manager at the Catapult

The Catapult centres are a network of world-leading facilities where the very best of the UK’s businesses, scientists and engineers work side by side on late-stage research and development – transforming high potential ideas into new products and services to generate economic growth.

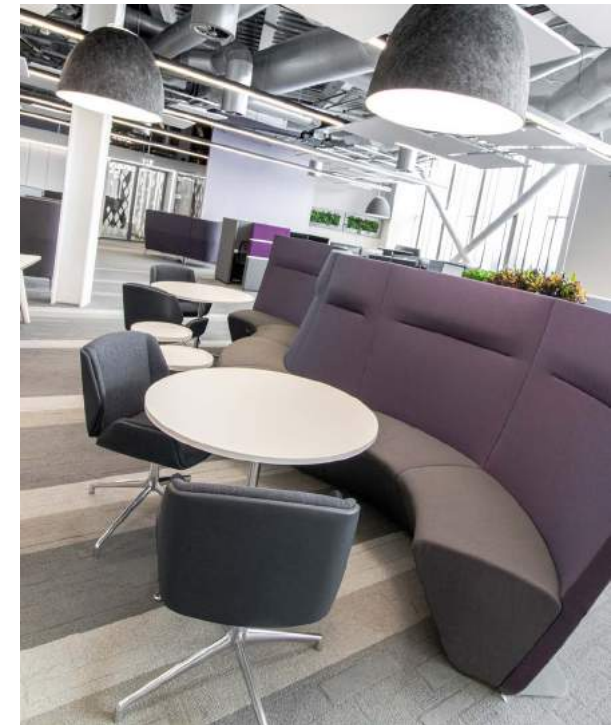
Compound Semiconductor Applications (CSA) Catapult helps UK companies to grow by harnessing opportunities in compound semiconductor technologies which translate into opportunities for Power electronics, RF/ microwave and Photonics.

The facility is designed to encourage collaboration with industry and academia and will have a designated area for the South Wales compound semiconductor cluster to meet and share ideas. The whole space will account for approximately 2,460m². The Innovation Centre is split between open plan offices and specialist laboratories (Power Electronics, RF/Microwave, Photonics/Sensors and Advanced Packaging).

The project team at CSA Catapult were looking to engage with a supplier who had the vision, passion, and enthusiasm to work with their design team to deliver the finishing

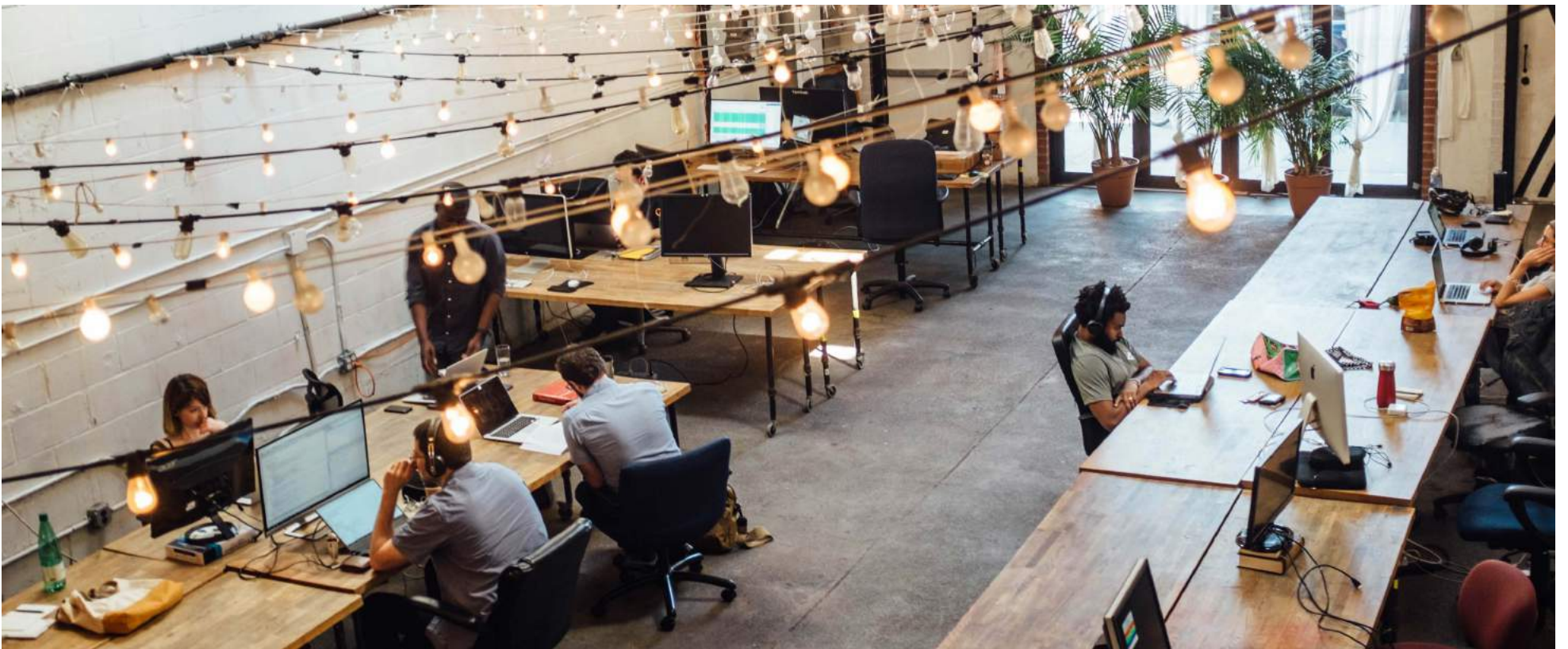
touches to their high tech facility.

Birmingham-based designers, Monteith Scott, provided the brief and specification having worked with the client to develop the interior concept. Our project team collaborated with the client and designers to ensure the agreed final specification met expectations and complemented the aesthetic of the interior.



USER CENTRED DESIGN

A guest article by Ocee Design



User centred design could cure workplace distraction

You've finally managed to zone in on the task you've been procrastinating over all morning when a colleague shouts across the office, **"Hannah, fancy a coffee?!"**. You think you've managed to find a space where you can get your head down, but a colleague spots you and asks, **"Can I borrow you for a minute H?"** Your headphones are in, do not approach face is switched on and then you see somebody frantically waving at you from across the office...It's so frustrating!

I am talking about a normality that we face in workplaces today...Distraction! One of the biggest challenges for employers, users and workspace designers all over the world.

Some of the biggest distractions for people at work include colleagues talking on the phone, chatty co-workers nearby, phones ringing, office celebrations, nearby collaborative meetings, office pets, outside sounds, heating systems...the list goes on....

All of the above are things that cause us to become distracted but the core issue behind all of this is ineffective office design. There

simply aren't enough spaces for people to concentrate.

Remember when experts of industry said, **"it's all about open plan"**, **"collaboration is the key to productive workspaces"**. The bandwagon was full before we knew it and we now have thousands of workplaces with zero focus spaces and a culture of distraction that severely hinders our wellbeing.

So, what's the answer?

We need to stop designing based on fads and trends. The most important thing to concentrate on when creating a space is its users!

Given that all businesses and users are different we cannot design with a one trend fits all approach. Yes, certain industries have similar needs when it comes to their workspaces, but we still have to account for the individuality of users.

Whether it's an office, library, university, college or school, auditorium, theatre, airport, cafe, restaurant, bar, co-working space, there are a couple of questions that we should be asking before we even think about the design....

- What different activities will the space be used for?
- What type of spaces do users need to complete these activities when using the space?

Quick Fact : Did you know that it takes on average

23 MINUTES & 15 SECONDS

to refocus after being distracted?!

Let's say the average person working in an office gets distracted

4 TIMES PER DAY

That's roughly **1.5 hours** of productivity lost that day
Across a 5-day week that's

ROUGHLY 7.5 HOURS

Almost a full working day lost!

"3 out of 4 workers (**70%**) feel **distracted** when at work 16% said they almost always feel distracted."

Workplace Distraction Report by
Udemy 2018

And before we go any further, the way to find the answers to these questions is NOT to ask the users. We need to revert back to good old observation!

Watching how people interact with an environment gives us true insight into their needs, the challenges they face and their self-made fixes. This is the information we should be using to inform how we design their new space.

| Here's an example...

A client wants you to help them re-design their office space. They need to increase productivity and wellbeing in their business. You could add more acoustic booths, biophilia, natural light, collaboration spaces and better acoustics but without looking at how the users are currently using the space, these actions would be completely assumptive.

Taking time to observe how the users are interacting with the space allows us to see for ourselves where the current downfalls are. After observing, we can discuss the behaviour with the users.

Now of course, there should be a blend of style and functionality in any designed environment but the one thing that should never be compromised is our drive to answer the following question.

The technical description of this research method is Ethnography

"The study of people in their **own environment** through the use of methods such as participant **observation** and face-to-face interviewing."

| "How can we help users be at their best when using this space?"

The answer is **user centred design**. We ourselves have undertaken this process at Ocee Design. Working with Ergonomist, Stephen Bowden, we recently completed

an Ethnographic study on some of the users in our Northampton head office. From the findings, we are making some considered changes to the workspace and we will re-evaluate in 6 months' time to review the impact of these changes. We'll keep you posted!

Just remember, no workspace is the same, no user is the same... There are many different needs and activities that we have to design for when creating workspaces today and with the cost involved, it can only be a good thing to properly observe the behaviour of our users before we assume that we know what they need.

Here's something to think about today when at work.

As a teenager, Einstein developed "**The Distraction Index**" to help him with deep concentration. His record for concentration was **42 minutes**. If you work in an office environment, see how long you can concentrate for before you get distracted. The results might be quite alarming.

By Hannah Brady - Marketing Manager
Ocee Design



2019 HIGHLIGHTS

By BOF



| BBC Wales - New Broadcasting House

Following an extremely competitive tender process we were awarded the contract to supply all Desking, Task Chairs, Soft Seating and Tables throughout the BBC Headquarters. The building will provide around 750 desk spaces.

The furniture specifications and layouts, designed by ID:SR included brands such as Humanscale, Orangebox, Senator, Hitch Mylius, MARK Product, Davison Highly and Jennifer Newman. As an independent furniture supplier we have access to a wide portfolio of manufacturers, enabling us to fulfil the BBC requirements.

| COUP 2019

COUP provides a unique opportunity for Heads of Procurement, Category Managers and buyers from across the UK to meet with colleagues from other institutions and suppliers to the sector.

The theme of our stand this year was 'Back to Nature'. Using biophilic design concepts, we created an "outdoors-in" space to catch the eye of any delegates walking around the exhibition marquee.

At BOF, we like to think we do things differently so hearing feedback like "Your stand is always the best by far!" from key decision makers within the University sector is always fantastic.

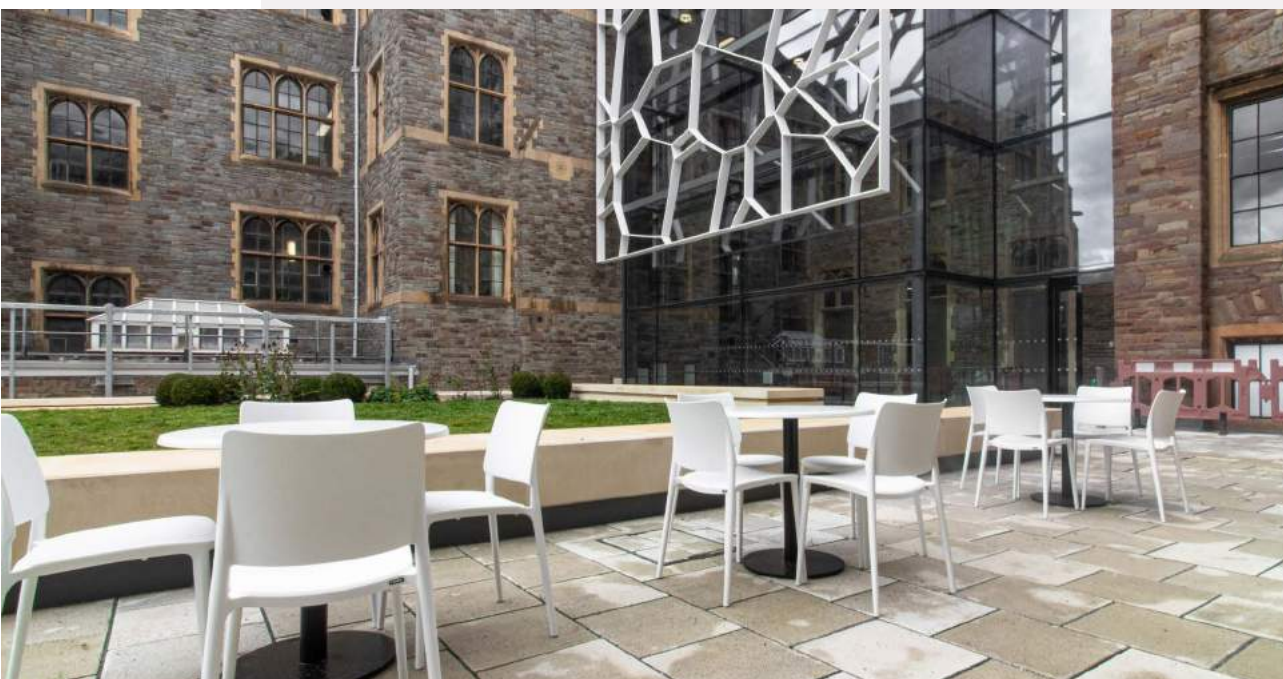


We completed...

20 PHOTOGRAPHY TRIPS

.....
Total Photos Taken

10,275



| University of Bristol - Fry Building

The University of Bristol has transformed the Grade II listed Fry Building to become the new home for the School of Mathematics from 2019.

While the historic character of the Grade II listed building has been preserved, new additions include an atrium linking to a new 140-seat lecture theatre underneath a roof garden.

We installed over 1000 Cinto meeting chairs from Humanscale throughout student areas in the building. We also supplied ranges from Nomique, Bisley, Allermuir, Orangebox and BOF's own Harmony collection.



| LiveWest - Tolvaddon

LiveWest's goal was for Skypark and Tolvaddon interiors to share common themes and design approaches to create organisational coherence and ensure staff in both new offices enjoy similar, attractive working environments.

Our Capital Projects team worked closely with the LiveWest project team who visited the BOF showroom to view samples and pilot schemes. The team were heavily involved in the design, space planning, product specification and interior colour coordination in association with the loose furniture.

We delivered...

157,905
PRODUCTS

.....
to site...



BOF Installation
LiveWest - Tolvaddon

1,800
**CAKES &
DOUGHNUTS**

.....
were consumed by
BOF staff members

| Furniture Donated to Schools & Charities across South Wales

Community groups, charities and schools were invited to BOF over several days to view and select from a large collection of furniture items displayed in BOF showrooms and warehouse. BOF also arranged free of charge delivery for all donated items.

This donation drive saw over £40,000 worth of furniture going to organisations across South Wales at a time of significant financial constraints for many – the biggest donation drive BOF has undertaken to date.



HOW TO CREATE A GREAT OFFICE SPACE

A guest article by Nowy Styl Group



BOF Installation

There are 5 main employee needs you should keep in mind

The office space market is developing more and more dynamically. Forecasts indicate that more companies will decide to change or rearrange their offices with their business and employee needs in mind as the trend continues.

75% of people are attracted by the look of the office when choosing a new employer

A well-designed interior makes a good first impression on candidates and increases employee satisfaction.

In the age of ubiquitous Internet access, which has enabled employees to perform their professional tasks from virtually anywhere in the world, the office is changing into a space where we do not have to, but rather want to stay. Because of this, companies are trying to arrange their offices in a way that encourages people to work on location, and not from home or a café.

| Hunger

Have you ever worked in an office with a canteen that was too small? The never-ending queues to a microwave oven, small, dark can-

teens with a single table were supposed to be sufficient for the whole floor.

Since we spend at least 8 hours at the office, we cannot ignore the influence hunger has on our productivity. Therefore the canteen should be a place where employees can recharge their batteries, but also meet people from different departments. Eating meals together not only allows employees to integrate and relax, but it also helps them exchange knowledge.

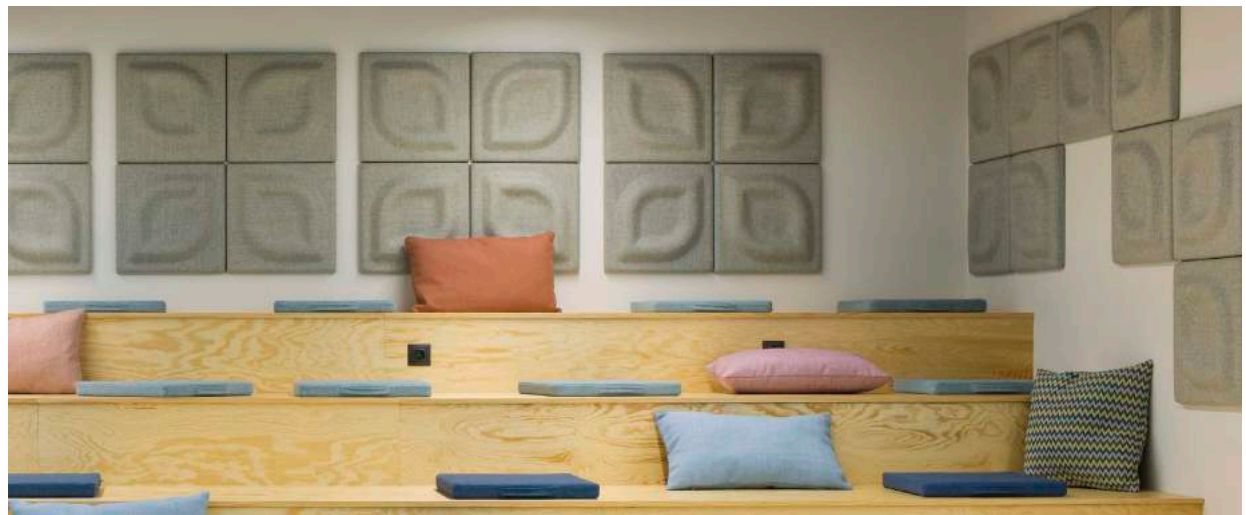
For smaller enterprises, a spacious canteen where employees can warm up their meals or cook dinner can be a good solution. A table at which many employees can eat together and talk should occupy a central spot in the room.

| Acoustics

How many times have you been unable to focus on your work due to noise?

85% of people working in open spaces claim that the spaces are too noisy

These problems are often solved by the use of suspended acoustic ceilings or carpets. It is a good idea to use acoustic panels to separate teams from each other, include phone booths for having comfortable conversations.



| Light

Would you like to work in an office without windows?

The people who had limited access to daylight slept 46 minutes shorter, woke up more frequently and their sleep was of poorer quality. When designing a new office ensure workstations are not put more than 6–8 meters away from a window. Areas with no access to daylight should be used as zones where people do not spend a lot of time.

| Air Conditioning

You arrive at work hoping that the air conditioned office will help you spend the day efficiently. But unfortunately this is not the case... Improper air humidity, can also cause lots of problems.

The easiest way to increase air humidity and improve the composition of the air is to fit the office with some potted plants. When it comes to preventing the airflow from blowing directly at employee workstations, remember the problem when arranging the office.



| Meeting Rooms

How often do you book large conference rooms to have meetings with 2–3 people?

In one organisation we surveyed, our observations showed that the large meeting rooms remained empty for 46% of the working time, while the smaller ones – for 70%.

This can be solved by increasing the number of smaller meeting rooms at the cost of the larger meeting rooms. Also adding places for holding spontaneous meetings - these spaces were sectioned off using sofas with high backrests



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