DISTRIBUTED SPACE TEAM - 3.5

'HOTELING' – USE STANDARDS, BEST PRACTICES AND CONSIDERATIONS

The 3.0 - Space Team's 3.5 microcell team was tasked with researching and establishing *'Hoteling Use Standards'* for the State of Missouri's designated work force. Research from numerous articles found that the guidance revolving around the use of hoteling was very similar in form across multiple entities that have already implemented remote working. Although it is important to have use standards such as S*cheduling, Etiquette, and Sanitization/Housekeeping*, the research took it further and could be best categorized as 'Best Practices and Considerations' that includes *Dedicated Space, Accommodations, and Other* considerations. These are all important areas in order for hoteling to accommodate remote workers that may no longer have a permanent office as a result of a distributed work team. Below is a list of categories that consists of not only use standards, but also best practices and considerations when implementing hoteling as part of a distributed work environment.

Scheduling – Software *(Use Standard and Best Practice)*
- Hoteling without a reservation system research says it is the quickest way to failure and teammates will get frustrated and lose faith in the process
    - Implement a robust reservation system – Software should be easy to use and easily accessible. Cloud hosted software is recommended due to the ease of accessibility, allowing use of mobile access.
    - Interactive floor plans allow users to choose their spot, whether it is next to a window, supplies, storage, away from others, or even for planning collaboration with a teammate
    - Reservation systems can also offer desirable features such as 'auto-bump' that allows a space to free up once no longer be used *(i.e. – Reserved for three (3) hours but released after two (2) hours of use)*, QR code/reader (Impromptu on site scheduling), or even notification of missed check-ins
    - Allow reservations based on business needs (reserving the proper space); software should have drop-down options to choose different types of workspace that fits specific business needs, the need for special accommodations, or other needs.
    - A reservation system is recommended to have reporting features such as space utilization to monitor if space is utilized enough or too little to aide in making decisions regarding space.
- Walk-in without reservations
    - Hoteling can also contain a few spots that are on a first come, first serve basis called *'hot-desking'* or *'touchdown'*.
- Signage will be needed in order for a hoteling use to find their way
    - Wayfinding is method that clearly labels each reserved or non-reserved spot with signage. Email confirmations linked to floor plans helps in ease of finding the correct reserved spot. Modern software as part of the scheduling process allows digital wayfinding as an option.

Sanitization/Housekeeping *(Use Standard)*
- Keep workspaces healthy and clean
    - It is important that a cleaning policy/procedure be in place. To ensure individuals stay healthy and to combat the spread of any illnesses, it is vital for the workspace to cleaned and sanitized after each use. It is the responsibility of individuals utilizing hoteling spaces to know their responsibilities related cleaning and disinfecting the workspace before leaving. This includes thoroughly wiping down all parts of the work surface they reserved with disinfecting wipes and/or sanitizer.
    - It will be the responsibility of each user to remove and discard trash in community trash bins
- Products will available in designated locations

- Dispensers for wipes/hand-sanitizer will be placed within reasonable distances to the hoteling stations using central hand sanitizing stations available at various locations within the office, and/or by having dispensers built into various hoteling workstation designs.
- Hoteling users will not be allowed to bring their own products to be used to sanitize workstations due to sensitivity of possible scent free and chemical allergic reactions of some users.
- Signage will be used to stress sanitization
  - Signage will be placed in multiple areas to indicate the location of the sanitizing station and one that provides instructions for proper cleaning and disinfecting of each use area.

Etiquette *(Use Standard)*
- Individuals must ensure their activities while working in the hoteling space does not disrupt others
  - Noise should be kept at a minimum; teleworkers are there to get their work done. Headphones or earbuds must be used when listening to music or participating in a web-ex event. When excess two-way communication is required, reserving of a conference room or the appropriate space should be reserved instead.
  - Phones should be put in vibrate mode.
- Individuals should be cognizant of others privacy, thereby respecting others space, such as engaging in conversation with your neighbor might not be welcomed by them when they are trying to work. Your neighbor may have personal information or items out that is private to them
- Food and beverages is permissible; however, it is the individuals' responsibility to ensure the space is free of debris before leaving
- Reserve only the space you need to do your job, and only for the time you need it
  - Hoteling is provided for remote workers to come to a location to get things done, therefore having available space is imperative to support one's need.
  - Don't overstay your welcome, no squatting. Be cognizant of your time and the next person. Allow enough time to pack you items up, clean your space, and have it available for the next person. Their time is valuable too.
- Printing requirements – Before printing a document, one should be cognizant of the size and avoid printing if the hoteling area is full; others may have import documents as well and be on a timeline to present an item
- Leave it better than you found it

Dedicated Space *(Best Practice and Consideration)*
- Adequate dedicated hoteling space with a variety of space types to meet various business needs
  - <u>Private</u> – Space will allow for a more secluded area for "heads down work". Such areas should have adequate workspace and controls in place to reduce or mitigate noise. Accommodations should be a single person.
  - <u>Collaborative</u> – Space will allow for teammates to have open discussions and work in teams without disrupting other workers. Areas could be designed to accommodate various number of team members such as 2-5. Collaborative spaces may require smartboards, whiteboards, etc. with some wall space and work surfaces. This space could be in an open area or closed door setting. Any larger could require a use of a conference room.
  - <u>Conference Rooms</u> – Space shall accommodate the need for bigger team meetings that might require six (6) or more team members for meetings, training, etc. Conference Room should be equipped with smartboards, whiteboards, conference phones, and ample wall and work surfaces.
  - <u>Phone Rooms</u> – Phone rooms allow for that absolute private space

Design/Accommodation *(Best Practice and Consideration)*

- The design consideration was primarily intended to address hoteling workstation sizes and various layouts; research indicates that hoteling locations should be about 80% standardized, allowing the 20% to be best suited for each entity
  - Adjustable workstations that accommodate ADA compliance. This could be one size fits all or dedicated stations that can be chosen during scheduling.
  - Workstation designs that fit a variety of needs, Sit/Stand, L Shape, etc.
  - Adjustable chairs are recommended and to be of non-cloth material to aide in the cleaning and sanitization process.
  - Workstations should be equipped with hard-wired and Wi-Fi connectivity, including Wi-Fi availability for 'guest' permissions. Other items of consideration are extra USB/HMDI ports, A/C outlets, monitors, and telephones.
  - Non-locking station drawers at each station for storage of items. If a workstation is shared, drawers may require locking mechanisms
  - Adequate lighting
- There are teammates who are sensitive to chemicals, scents, fragrances, etc., where special accommodations or dedicated spaces may be required
  - There should also be a plan in place for hotel users who may be sensitive to cleaning supplies and who would not be able to clean their workstation after use.
- Consideration is also required for accommodations or amenities one would find in a typical office/work environment or basic work infrastructure to aide in effective and efficient operations while one is using a hoteling station
  - Proximity of hoteling space to a designated common area for amenities to support hoteling such as copier/scanner, printer, fax machine, disposal/shredding and recycle stations, and breakroom
- Secure storage for various items including personal items, personal supplies, documents, confidential records
  - Some storage of items will be necessary. Supervisors and managers have personnel files and other confidential documents that must be held securely. Secure storage for these items should be available.
  - Secure storage for personal items like coats, purses, computers, etc. should also be available on a temporary or permanent basis depending on regional or entity hoteling requirements.
  - Office supplies could be stored in separate areas for each organization utilizing the hoteling space or a common pool of office supplies could be kept and the cost of those spread among all staff utilizing the hoteling space.
- Hoteling locations may need dedicated assistance such as a 'go to' onsite administrator for assistance
  - While custodians will likely be employed to clean the office building on a nightly basis at night, hoteling users are expected to clean their workstation after each use to prepare it for the next user. If cleaning supplies are low or other supply needs/accommodations are required, a hoteling attendant or person in charge should be accessible.
  - Technology support will be needed whether by phone or onsite support

Other *(Consideration)*
- Teammates may find themselves in an unfamiliar environment
  - Safety instructions for emergencies should be clearly posted. A 'Building Evacuation Map' (similar to what you would see on a hotel access door) should be posted at each workstation.
- Building access will no longer be your traditional access to primary domicile
  - Hoteling creates complexity to building access. A traditional teammate would only have access to their primary or satellite agency building; however, hoteling may find teleworkers making reservations in alternate buildings, therefore, a solution to building accessibility

whether by the current card system or an alternative method will need to be considered. A solution could be that hoteling agencies (owned by the state) or regional locations have an entrance reception person for sign-in as currently used for many agencies. Or maybe, there is a solution that can be integrated with a reservation system that sends an access code; however, decisions need to be made on hoteling in general, because that wouldn't work with 'hot-desking' or 'touch-downing'.

Other Design and Research Findings That Support Overall Feel *(3.3 Consideration)*
- Layout designs that add comfortable and modern feel
  - Coffee Shop style design that is an open space and a modern look
  - Ergonomically and aesthetically pleasing
  - Free-flowing layout to support particular work tasks

*Researched resources

https://resources.workable.com/hot-desking-policy#
https://robinpowered.com/blog/guide-to-hot-desking-etiquette/
https://myusf.usfca.edu/human-resources/policies-procedures/telecommuting
https://hr.nih.gov/working-nih/work-schedules/hotelling
https://spaceiq.com/blog/office-hoteling-best-practices/
https://agilquest.com/office-hoteling-best-practices/?cn-reloaded=1
https://www.knoll.com/knollnewsdetail/unassigned-workspace-etiquette
https://www.emssoftware.com/blog/seven-tips-to-ensure-successful-office-hoteling
https://www.zdnet.com/article/how-georgia-pacific-embraced-a-flexible-workspace-with-hoteling-desks-and-conference-rooms/