



In six short months, COVID turned our familiar world of work upside down. Overnight, team members were sent home, leaving office spaces empty and teammates disconnected.

Storr Office's early experience was no exception. On March 17th, our team members transitioned home. Though the team adapted quickly to remote working, as a highly collaborative organization, our culture, creative work, and ability to innovate began suffering from a lack of connection to colleagues and clients.

Storr needed to reclaim our next chapter by getting back to the office. Today, our team has successfully navigated three planned phases of re-entry. Each day, we learn, adapt, and rededicate ourselves to creating the **ecosystem where people do their best work.**

**OUR GOAL IS TO CREATE THE  
SAFEST SPACE AFTER HOME.**

**Our Purpose** is to have a Positive Impact on our Customers, Team Members and the Community.



**100+**  
Years in business



**300+**  
Vendor partners



**120+**  
In-office employees



**\$80 million**  
Annual Revenue (fiscal 2019)



**800+**  
Customers served annually



**80+**  
Warehouse & field staff

## STORR'S COVID EXPERIENCE



In January, Storr completed a showroom renovation and shifted half of our office staff to a nomadic work style using unassigned spaces instead of owned desks.

The Storr change management team had just gotten our nomads accustomed to working this way when the pandemic hit.

In a way, Storr couldn't have predicted that the showroom renovation investment became our greatest strength for navigating the return to the office. Already accustomed to utilizing a variety of spaces, team members naturally added home as an option when COVID necessitated a shift. Later, as we phased back into the office, mobile work habits enabled team members to succeed in a more fluid environment that required choosing their personal, safest place to work. Leadership relied on sensor data to make informed decisions on how to maximize the real estate in the safest way possible.

The fears of a return to the old days of high paneled dated workstations were unsubstantiated. It wouldn't benefit our culture to have team members return just to hide away in workstations. **The best work is done by collaboration, so the goal was to provide that in the safest way possible.**

**Here's how Storr accomplished that...**



## OUR RALEIGH SHOWROOM





Evaluation of our newly renovated Raleigh showroom was the first step in creating the right spaces for team members to come back to the office. Reviewing each space to understand density, geometry, and division helped to accommodate all local guidelines and CDC recommendations for social distancing.

The outcome, shown below, reflects how the existing space was adjusted *without* making significant changes. Storr provides a variety of assigned resident and nomad workspaces as well as single and multi-person meeting areas.



Square feet  
1<sup>st</sup> Fl: 18,941  
2<sup>nd</sup> Fl: 4,862

Workers supported 120+

	PRE-COVID	RETURN TO OFFICE		
Resident seats				Nomad workers (unassigned desk)
- Desk	57	41		Resident workers (assigned desk)
- Private Office	5	5		Multiple occupant meeting space
Nomad seats	42	27		Single occupant meeting space
Single occupant spaces	3	18		
Multi occupant spaces	39	24		

Storr Office defines wellness as it relates to the return to office as ensuring the physical, cognitive, and emotional wellbeing of our team members. It was critical for Storr to provide mental health support in addition to the in-person connections and physical space. The below summarizes the approach taken in ensuring those needs were met.

## 1 Planning

### Team member support and connections:

- Established committees to plan for safety, ensure connection, provide support, and levity
  - Leadership Task Force
  - Return-to-Work Task Force
  - Just-for-Fun Committee
  - Parents-Back-to-School Committee
  - Masks-for-Team Members
- Required health screening prior to initial return and for any health changes
- Established cleaning schedule/process
- Provided onsite professional workplace care coaches for mental health support

## 2 Communication

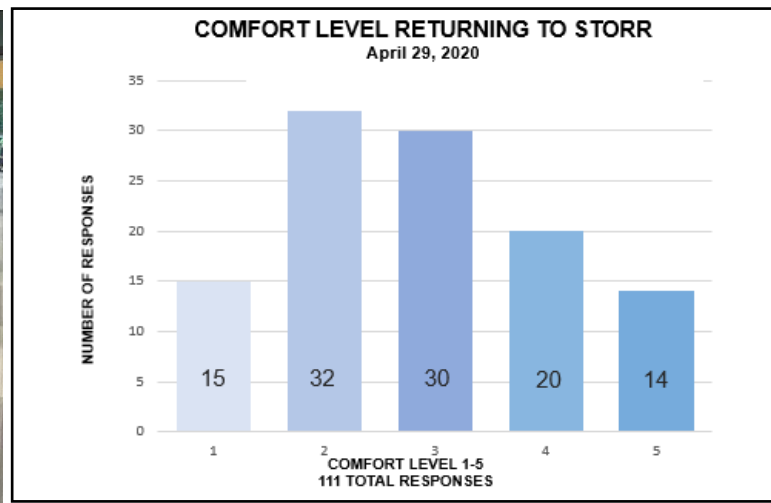
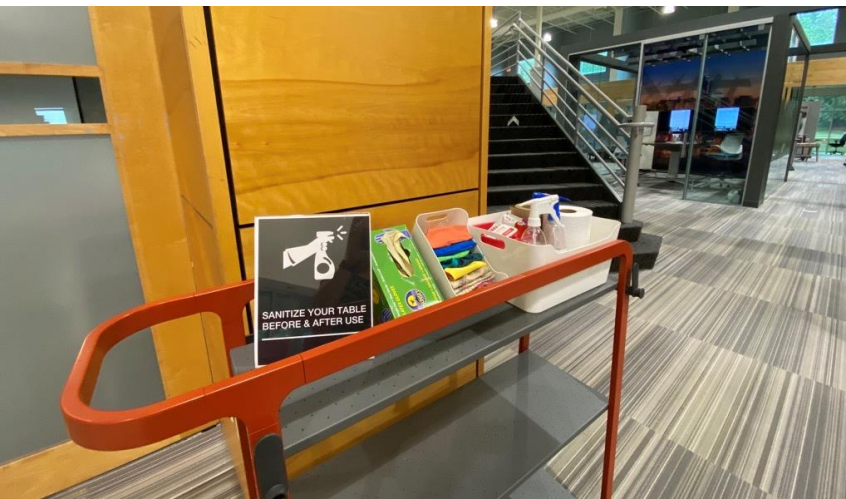
### Communication to Team members

- Held weekly CEO led company-wide meetings to brief team members and address concerns
- Increased frequency of leadership meetings and individual team updates
- Pulse check survey for comfort level – 4 surveys, 1 manager survey May-Aug
- Ensured we provide what was needed and adjust policies based on responses
- Anonymous portal for submitting questions and concerns

## 3 Engagement

### Create and distribute Return-to-Work Playbook

- Created detailed return to work playbook with all required health screening, reminder of cleaning rules, 6ft distance, and mask requirement
- Included all CDC guidelines and local government mandates
- Held company wide meetings and individual training with managers
- HR implemented potential symptom evaluation and exposure protocols including contact tracing



Storr Office defines environment as it relates to returning to the office, ensuring the physical showroom, warehouse, and our fleet of trucks were evaluated and retrofitted for team members to return safely. The below summarizes the key topics and approach taken in ensuring those needs were met.

## 1 Planning

### Plan capacity and return to office schedule

- Evaluated density / division / geometry of space
- Implemented badge tracking to calculate building capacity
- Established phased employee return calendar
- Trained office, warehouse, and field team members in safety protocols
- Ensured safety for all previously scheduled customer installs
- Implemented new guest and showroom tour process

## 2 Retrofitting

### Implement building and field staff preparation

- Reduced excess furniture and marked off every other desk to maintain safe distance
- Displayed of clear signage for cleaning, mask requirements, and room capacity
- Added divider screens and cleaning stations
- Completed initial deep clean of entire space and added touchless features
- Increased frequency of cleaning (3 x per day)
- Added truck cleaning kits and PPE for field staff

## 3 Technology

### Utilize real-time data to maximize the space

- Text messages sent 3 times a day to remind field and warehouse teams to wear their masks, wash their hands, and social distance
- Measure data from Steelcase Workplace Advisor sensors
- Analyze the insights on how team members are using individual and shared spaces
- Evaluate team members are successfully using the open floor plan and collaborating in a way comparable with before COVID
- Utilize Steelcase Find App and Live Map technology





# COVID IMPACT TIMELINE



Storr also held a distanced volunteer event on April 21<sup>st</sup>

**April 9, 2020**

First virtual companywide townhall meeting

**April 16, 2020**

First pre-return employee survey

**May 18, 2020**

Leadership Team returned on rotation

**June 18, 2020**

All team members return 1 day per week

**July 6, 2020**

Managers return 3 x per week  
All other team members 2 x per week

**July 20, 2020**

Managers return 4 x per week  
All other team members 3 x per week



Storr provided a grab and go lunch to celebrate the return to office on July 21<sup>st</sup>

**March 17, 2020**

Implemented work from home protocol

**April 15, 2020**

Return-to-Office Task Force formed

**April 28, 2020**

Mask mandated for team members



Over 300 masks hand made by our team!

**May 28, 2020**

Limited team members return 1 day per week

**June 22, 2020**

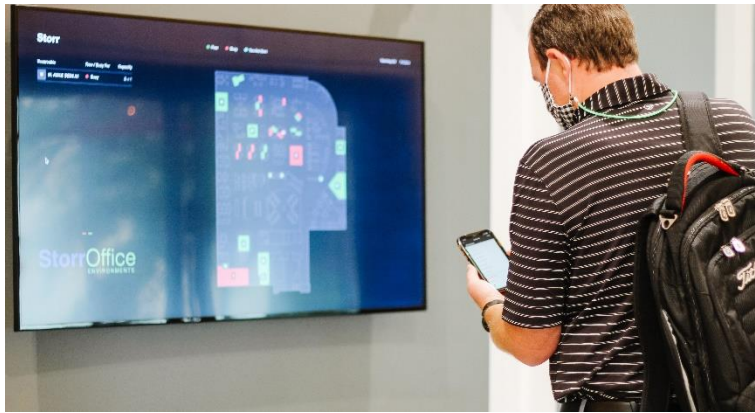
Telework policy offered for flexibility

**July 13, 2020**

Back-to-School Task Force formed for working parents

**August 10, 2020**

Phase 3 survey



Upon arriving, users can refer to the LiveMap display to see available areas and book what they find most comfortable. The FindApp allows seamless booking through their personal device for any space.

Throughout the day, the map is updated in real-time and even updates based on in-room sensor data.



The first meeting of the day is to collaborate on an upcoming project. Easily moveable furniture accommodates various meeting styles and provides options for power, technology whiteboarding.

This in-person set up allows team members to create and innovate while also controlling their level of proximity for comfort.



Even working at home 2-3 days a week, team members still need a place for focus time between meetings. Many have distractions at home, so finding the right spot in the office improves their productivity.

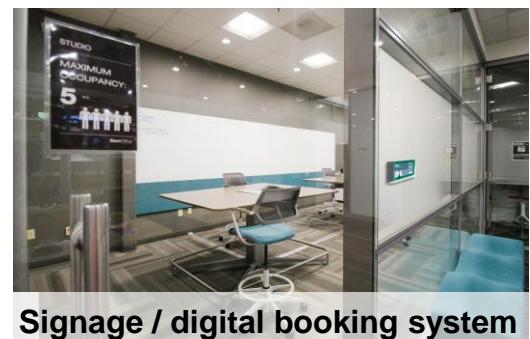
Jumping on a Teams call with a teammate or client is easily accomplished while still socially distancing at a workspace.



**Casual fresh air meeting space**



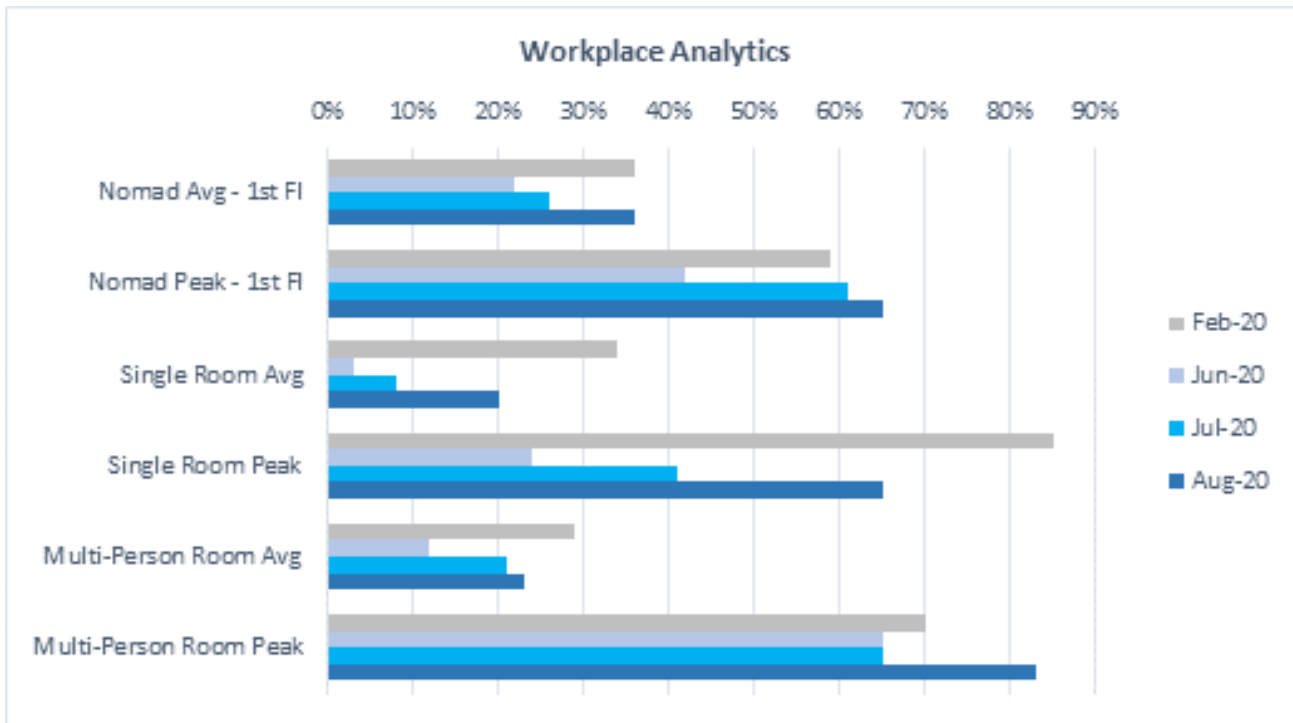
**In-office focus work zone**



**Signage / digital booking system**

Storr Office relies on Steelcase's Workplace Advisor system to inform and ensure a safe return to work. The sensor and cloud-enabled system collects and analyzes data so Storr can monitor, quantify, and optimize the performance of our environment in real time.

A personalized dashboard helps us to interpret the data, so that our team can make any necessary adjustments to our space and identify high traffic areas for additional cleaning. Below is a sample of the data that was used to inform our return strategy:



## Nomads

- Nomad stations are back to pre-COVID usage rate
- Similar to pre-COVID, nomads do not stay at their stations all day
- Instead they seek meeting rooms, collaboration spaces, and respite areas

**This shows team members getting back to their free address routine and utilization of the many ways of working in the showroom.**

## Single Rooms (1 person rooms)

- While trending up over return, this is still about half the pre-COVID usage rate
- Most team members are utilizing time working at home for focused tasks
- Instead they use these spaces for single-user heads down focus work

**We are reimagining some of these spaces with some minor furniture changes to increase to create more 2 person rooms.**

## Multi-Person Rooms (2 or more person rooms)

- Multi-person meeting rooms are almost back to pre-COVID usage rate
- The average is lower on Monday and Friday since most work from home those days
- Rest of week peak days are higher than they were pre-COVID

**This shows Storr is providing the safest space for team members to work and collaborate safely.**



## OUR POSITIVE IMPACT ON CUSTOMERS

Storr's purpose is to have a positive impact on our customers. Before, during, and whatever comes after this pandemic, our goal is to be a resource for our customers and exceed their expectations.

### Initial Shutdown:

- **Warehouse, delivery, and install** team members were hard at work even in the height of quarantine
- **Delivered** on orders and **managed existing projects** in a safe manner
- Helped essential healthcare customers **retrofit their space** to support the influx of patients
- Provided **cleaning and disinfecting services** while many offices were empty
- Gave customers guided [virtual showroom tours](#) to immerse them in our new space

### Current Phase:

- Consult customers on how to **retrofit** their space for distancing
- Guide customers on using our **density, geometry, and division** COVID accommodations
- Reconfigure customer workplace with **new layouts and adjust work settings**
- Remove customers' excess furniture to allow for **social distancing**
- Provide **screens and other barriers** so customers can work safely
- Offer **ergonomic solutions** for those still working from home

### Future of Work:

The office will continue to be a key part of most organizations. As such, it will be optimized to support the work modes related to innovation, collaboration, socialization, relationship development, and learning:

- Continuation of **choice and control** over where best to work based on individual needs
- Emphasis on **technology to connect workers seamlessly** whether they are in the same room or working apart
- Reliance on occupancy data that supports **data-driven decision making** to control density and influence cleaning frequency
- Adaptation of real estate to **enhance the collaboration space experience**
- Mitigate strategies **supported by scientific research**, mathematical algorithms and modeling to inform better and safer workplace designs

A well-designed space must bring people and technology together to boost productivity, enhance wellbeing and build trust through face-to-face interactions.



We must continue to adapt to the new challenges this pandemic will bring and be agile in how we think about the future of work.

The outdoor patio has increased in use allowing not only a lunch time retreat but also a new work zone for collaboration or individual tasks. Some prefer the fresh air and open environment, so additional furniture was moved outside to create more options.



At Storr, the Learn Lab is the largest meeting space, so it was recently retrofitted from classroom style to accommodate social distancing of a larger group. Using virtual reality to recreate a Steelcase HQ tour experience, this is now the ideal space for hosting larger customer groups.



## IN CONCLUSION

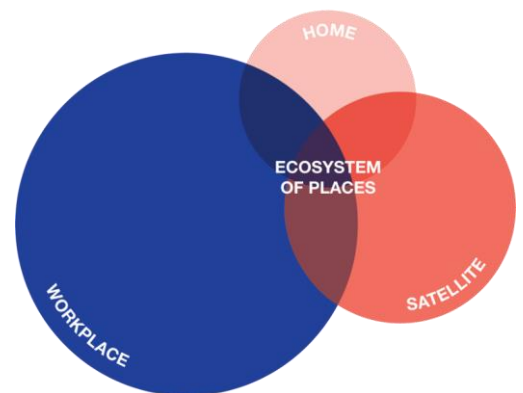
Today Storr averages 60% capacity of our office and we've hosted around 70 showroom visitors since returning.

With all these practices and protocols, Storr experienced less than 1% confirmed COVID cases (not contracted in-office), with no exposure to fellow team members.

Some high-risk team members will not return to the office until there is a vaccine. Storr also provides flexible work schedules for working parents. By implementing the **ecosystem of places** we support how and where the team gets work done.

Combining both in-office collaboration and meetings, with at-home focused work on a flex schedule is ideal for workers now and in the future. It's critical for health, safety and wellbeing.

Storr is proud to provide the safest space to meet our team members physical, cognitive, and emotional wellbeing.



**“We created the best ecosystem for team members to do their best work.”**

Becca Hand - Storr Office  
Chief Operating Officer