



FACILITIES STANDARDS HANDBOOK

Office Services
Employment Security Department
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INTRODUCTION

SECTION 1.1 WHY HAVE STANDARDS?

Standards are essential in any business. Standards can offer a set of powerful tools that help us increase performance and manage risks while operating in more efficient and sustainable ways. Standardization is the third S in what is known as the 5S system. With standards established everyone knows what they are supposed to do, how they should be doing it, and when it needs to be done. In other words, standards produce new habits that result in effective and efficient production.

There are reasons to implement standards specific to our agency's facilities work. First, as mandated by law, the Department of Enterprise Services (DES) and Office of Financial Management (OFM) set specific requirements for each state agency. Having standards allows us to more easily remain compliant with those requirements. Standards also allow for faster projects; with approved standards in place, we are able to remove many of the decision points in the facilities process and as a result, exponentially decrease the amount of time it takes to complete projects. Having approved standards (for things like furniture type and color for example) allows the agency to maximize both its on hand resource availability and better leverage its buying power.

Standardizing many of our facilities decision points can have a large impact on our staff and customers. Having facility standards will help us establish a brand that customers learn to recognize and trust, regardless of what office they walk in to. Having standards also creates similar work environments for employees across the system.

Ultimately, we seek to standardize those things which, by doing so, will increase overall agency efficiency and performance. Decision points that don't produce such improvements won't be standardized so that locations maintain flexibility to choose what works best for their business and give their staff a voice when possible.

SECTION 1.2 WHO IS SUBJECT TO THE STANDARDS?

These standards apply to all ESD employees and ESD owned or leased buildings. Office Services understands that we have a diverse agency with a diverse set of business functions, customers, partners and service delivery models that may require an occasional exception. See section 1.5 for more information on exceptions.

SECTION 1.3 HOW WILL THE STANDARDS BE IMPLEMENTED?

Implementing a large volume of newly established standards is a significant undertaking. It can also be very costly. For that reason, the majority of the standards contained here will only be implemented when a program or facility is being modified for other reasons (e.g. staff growth, facility relocation, etc.). This will allow us to include the necessary budget requirements to bring the space up to the standard at the same time.

Separate from aligning implementation with ongoing projects, Office Services will seek to establish a budget specific to those things that shouldn't wait, e.g. safety and risk issues. Should a division have funding in its budget and desire to accomplish implementation of some of these standards sooner than otherwise scheduled, Office Services will assist in making that happen.

SECTION 1.4 HOW ARE THE STANDARDS CREATED AND MAINTAINED?

Office Services works with subject and industry experts to determine not only what the agency should standardize but also what standard should be applied to those areas. Through research and collaboration with other agencies and organizations we maximize our return on this effort by implementing what has worked well for others and staying away from what hasn't. Overall design of a building is heavily influenced by building codes, the Washington State Leased Spaced Standards set by DES and federal laws such as the Americans with Disabilities Act (ADA).

In early 2015, the Director of Office Services and the respective Facilities Senior Planner toured every ESD leased and owned building in the State. During these trips we spoke to regional directors, site administrators, program managers and front line staff to gain feedback on what was working well and what wasn't. More specifically, we were able to observe for ourselves how simple standardization could improve service delivery and production. In the fall of 2015, Office Services met with regional directors and Workforce Development Council (WDC) leaders to further discuss facility needs. It is very important that these standards were developed as a result of conversations with ESD staff across the state.

The standards will be maintained by formal review of the entire handbook conducted every other year, with incremental updates made when necessary. For example, should there be a dynamic shift in service delivery models or industry best practice, a review will be completed of any specific standards that could be revised to maximize return to the agency.

SECTION 1.5 EXCEPTIONS

Exceptions to these standards can only be authorized by the Commissioner or Deputy Commissioner. Requests must be made in writing and describe what unique circumstance justifies the exception. Requestors will cc: Office Services when making the request. Upon written approval from the Commissioner or Deputy Commissioner, Office Services will maintain a copy of the approval in the project file.

Reasonable accommodations requiring an exception to these standards do not need to be approved by the Commissioner or Deputy Commissioner so long as they are approved by the Assistant Commissioner of the Human Resources and Operational Support Division (HROSD).

WORKSTATIONS

SECTION 2.1 CUBICLE HEIGHT

Cubicle heights will be no taller than 54". This height provides a more open and collaborative work environment. It also allows natural light from windows to penetrate the workplace. Additionally, this height allows for better air circulation, quality and temperature control.

SECTION 2.2 FURNITURE COLORS

The standard furniture color for panel coverings will be a light gray fabric named Ovation Stucco. The standard trim will be a dark gray and work surfaces will be in a laminate finish named Olive Legacy. The picture to the right illustrates these standards.

OFFICE SERVICES COMMENT: *The agency has minimal space in its Distribution Center to hold furniture inventory. Each additional type of furniture reduces the volume of furniture kept on hand to meet furniture needs quickly. Additionally, custom colors and finishes at each location cannot be repurposed elsewhere in the agency as programs grow and shrink. This creates a large financial cost that can be avoided when one standard is adopted.*



SECTION 2.3 ADJUSTABLE SURFACES

Electric adjustable work surfaces will be standard across the agency. It is recognized that the one-time cost to transition the entire agency at once is not reasonable. However, as programs are moved or reconfigured, or as entire facilities are downsized or relocated, costs to transition to adjustable surfaces will be worked in the budget for approval.

OFFICE SERVICES COMMENT: *Despite the higher purchase price of adjustable work surfaces, the return on investment is clear. An employee's ability to adjust their work surface during the day prevents musculoskeletal disorders such as carpal tunnel syndrome and tendonitis. Adjustable work surfaces allow staff to independently find and set an ergonomically correct position removing the need for adjustments by Distribution Center staff. Studies have also shown that providing employees the opportunity to stand while working increases productivity and engagement.*

SECTION 2.4 ADMINISTRATIVE STAFF CUBICLE DESIGN

Administrative staff (defined primarily as staff not providing face-to-face support to ESD customers) and Call Center staff will have work stations designed using systems furniture in such a way that maximizes the efficiency of the space. For administrative staff, this will frequently mean the utilization of Quad designs as opposed to individual cubicle designs. Only

when the assigned Facilities Senior Planner identifies or confirms a more efficient way of utilizing the space outside of Quads can a different design be implemented without the Commissioner or Deputy Commissioner's approval. The following space standards will be applied:

- Call Center and administrative staff cubicles will not exceed 64 square feet.
- Administrative staff Quads will not exceed 64 square feet per workstation (including circulation space).
- Supervisor and manager cubicles will not exceed 100 square feet.

OFFICE SERVICES COMMENT: *Quads not only allow for more efficient use of space, but also naturally create a more collaborative and work-sharing environment. Although they allow for more employees per square foot, they also tend to give an employee a feeling of greater workspace because of the removal of walls.*

SECTION 2.5 DESK-SIDE SERVICE DELIVERY CUBICLE DESIGN

Cubicles for delivering desk-side service in person to customers will not exceed 64 square feet. These cubicles will be designed in a functional, efficient and safe way that accommodates a customer in the space. Cubicles will open to the customer area whenever possible.

SECTION 2.6 PRIVATE OFFICES

The DES Space Standards Policy requires that no more than 10% of total work stations in a building be private offices. Facilities Senior Planners will ensure compliance with this policy when designing new facilities and when receiving requests to build new offices in current facilities.

The agency's Executive Leadership Team (ELT), except administrative support staff, are the only staff entitled to a private office. ELT members are not required to maintain a private office if they would prefer not to. All other private offices are available to Directors, Managers and Supervisors as their Executive Leadership approves so long as a facilities total private office percentage does not exceed the total allowable by the state space standard. Office Services first recommends a program ensure they have adequate private meeting space for staff before assigning offices to non-ELT employees.

OFFICE SERVICES COMMENT: *Fewer private offices offers the same benefits of lower cubicle panels; greater air circulation and quality as well as greater natural light distribution. Currently existing private offices can be repurposed into small conference rooms or huddle areas for staff.*

SECTION 2.7 NUMBERING SYSTEMS

All cubicles and private offices will be numbered and labeled using a common state-wide methodology developed by Office Services. Office Services will ensure floor plans include these numbers annotated to assist in planning and future requests from the program.

All other conference rooms, training rooms or meeting rooms will be named using a convention approved by the leadership at that location. This will allow staff an opportunity to own part of the workspace. Office Services will ensure these names are also included on floor plans.

SECTION 2.8 REQUESTING WORKSTATION CHANGES

Employees needing or wanting modification to their workstations will submit a request to Office Services. For safety and bargaining reasons, only Facilities, Distribution Center staff or vendors hired by Office Services are authorized to modify a workstation. This includes but is not limited to: adjusting fixed work-surface heights, any assembly or disassembly of panels, moving or removing overhead bins, etc.

Upon completion of a workstation configuration, staff must wait a minimum 30 days before submitting a request to modify their space. Because change is difficult, this period ensures a proper adjustment period has passed, reducing the volume of unneeded change requests to which the agency must respond.

SECTION 2.9 PROHIBITED ITEMS IN WORKSTATIONS

The following items are not permitted in individual cubicles or offices. These items are prohibited for a number of reasons to include safety, health and wellness, cleanliness, property damage, climate control, and energy efficiency.

- | | |
|---|------------------------|
| ▪ Toaster ovens | ▪ Microwaves |
| ▪ Coffee pot makers | ▪ Deep fryers |
| ▪ Warming plates or hot plates | ▪ Any open flame |
| ▪ Refrigerators or mini-refrigerators | ▪ Fish tanks |
| ▪ Toasters | ▪ Decorative fountains |
| ▪ <u>Personal</u> power strips, extension cords or surge protectors | ▪ |

Single serve coffee makers, such as a Keurig®, are permitted in workstations so long as they do not have hot plates, have automatic shutoff and are cleaned regularly.

Live plants are permitted in cubicles so long as they are maintained. Dead or dying plants can cause allergy issues and attract insects. Additionally, live plants must be pruned such that they are contained entirely within the cubicle.

Fish bowls containing less than 1 gallon of water are permitted so long as they are maintained. Electronic filtering systems are not permitted.

If a prohibited item is authorized as a result of a reasonable accommodation, HROSD and the employee's supervisor will work with Office Services to purchase and install the device.

SECTION 2.10 REGULATED ITEMS

For safety reasons, the following items must be approved by Office Service prior to use:

- Space heaters
- Anything hung from the ceiling

Office Services will ensure that space heaters have required tip-shutoff sensors, are safe for indoor use and aren't being installed in close proximity to a thermostat sensor. Similarly, Office Services will ensure that items being hung from the ceiling do not exceed a safe weight for the ceiling grid and are not blocking sprinkler systems or emergency exit signage.

If a regulated item is authorized as a result of a reasonable accommodation, HROSD and the employee's supervisor will still work with Office Services to purchase and install the device.

SECTION 2.11 MULTIPLE WORK STATIONS PROHIBITED

ESD employees will be assigned a single workstation at their assigned duty location. Those who require frequent travel or share time at other facilities will work with ITBI to leverage technology that will allow them to support multiple locations electronically or work from any location without a dedicated cubicle or office. For more information on hoteling and telecommuting, see Sections 7.1 and 7.2.

COMMON SPACE

SECTION 3.1 LOBBIES

Lobbies will be designed to accommodate peak load times for facilities. When working on redesign or moving facilities, building administrators should be prepared to provide on-site customer data to Office Services so that the lobby can be appropriately sized.

Chairs and tables in lobby areas will be clean, in good working condition and free of graffiti or damage. Office Services will work to standardize lobby furniture type and colors across the agency so that as offices grow and shrink, the agency can accommodate without having to purchase or surplus furniture. *In the event a building owner's color scheme requirements do not match this standard, an exception can be granted to ensure a professional look.*

Vending machines may be placed in the lobbies of buildings so long as they are maintained and serviced regularly. In order to comply with [RCW 74.18.220](#), all vending machines will be acquired through the Department of Services for the Blind.

SECTION 3.2 RECEPTION AREAS

An emphasis will be made to reduce the physical space needed for reception. Focus should be on leveraging technology that allows ESD staff to intake and support customers without requiring large reception desks, counters and lines. When reception desks or counters are required, they will be designed in a way that maintains line of sight between the receptionist,

the lobby and resource center when applicable. Reception desks will also be designed such that there are immediate egress routes in case of emergency.

SECTION 3.3 INTERIOR SIGNAGE

All interior signage will be done professionally to maintain the appearance of a qualified work environment. Signage printed on paper should be hung in framed and mounted containers and will not be taped or tacked directly to the wall. Building managers will work with Office Services to order interior signage from the DES sign shop. Office Services will work to ensure a uniform look across all offices. All facilities will have the following signage at a minimum:

- Emergency Exiting
- Building egress maps
- Restrooms
- AED Locations
- Fire Extinguishers
- First Aid Kits



SECTION 3.4 WALLS, FLOORING AND CEILINGS

For new buildings, Office Services will work with site administrators to select carpet colors and accent wall color options offered by the building owner. This will allow staff the opportunity to provide input and feel some ownership over their facility.

Flooring often degrades faster than anticipated. Adherence to the prohibited items section of this handbook (Section 2.9) will help extend the life of carpet. Site administrators are also encouraged to utilize floor mat companies that provide delivery and cleaning of floor mats for high traffic areas.



Due to the possibility of damage to the building, employees are not to mount anything that requires penetrating the wall. Staff will coordinate through Office Services or their building owner/manager for any wall mounting that requires nails, screws or bolts. Employees are to use bulletin boards or tack strips for hanging posters and fliers. Paper should not be taped directly to the walls or windows.

Decorations, signage or other objects cannot be hung from the ceilings without first obtaining approval from Office Services. These items can obstruct the movement of air and light through the building and they pose potential fire and structural hazards. Furthermore, ceilings are designed to resist seismic and gravitational forces, but the facility design only considers the weight of the ceiling components and not the added weight of hanging objects. Site administrators desiring to mount projectors, speakers or noise cancelling devices for service delivery reasons will work through Office Services.

SECTION 3.5 TEMPERATURE AND LIGHTING

All ESD facilities will be heated and cooled in order to maintain a temperature consistent with the DES lease space standards. Buildings temperatures will be kept between 68-72 degrees in the winter months and between 72-76 degrees in the summer months. Equipment such as computers and printers will not be located within 2 feet of thermostat control panels.

All ESD facilities will have lighting that meets the DES lease space standards. Employees with special lighting needs will submit such requests through HROSD.

SECTION 3.6 CONFERENCE ROOMS

Whenever possible, facilities will be designed and constructed in a way that does not inhibit natural light from penetrating the building from exterior windows. This will typically mean constructing conference rooms against interior walls.

Conference rooms will be furnished with matching tables and chairs that will be kept clean and in good working order. Building administrators will work with the Information Technology & Business Integration (ITBI) Division to ensure all conference rooms have the basic equipment to conduct conference calls and video conferencing. Office Services will assist in acquiring the proper tables or stands needed to support that equipment in a way that is tidy and professional.

SECTION 3.7 LUNCH AND BREAK ROOMS

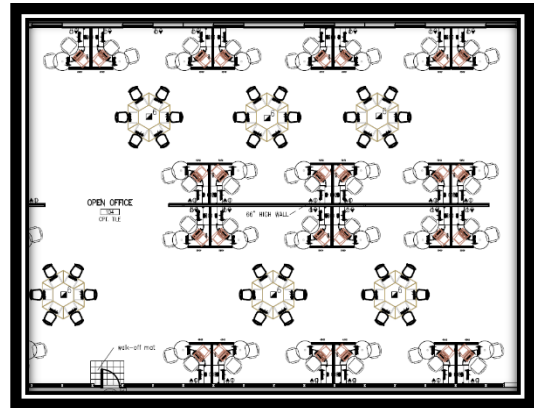
Lunch and break rooms will be sized appropriately by Office Services based on the potential use of the room. Lunch and break rooms are the only places where refrigerators, microwaves, toasters and coffee makers are authorized. ESD will not pay to purchase dishwashers, ranges, toasters, coffee makers, ice machines or ovens. Facilities currently housing these items will not be authorized to repair or replace them when they break.

OFFICE SERVICES COMMENT: *The absence of both ovens and dishwashers will assist in meeting governor mandated energy efficiency goals for state buildings. Along with an increased risk of fire, code requires additional hood and venting requirements when an oven is placed in a commercial building. Office Services does not believe this is a sound investment of public funding. Dishwashers carrying an increased risk of potential water damage to a building and are prohibited in all owned and leased buildings to avoid this risk.*

SECTION 3.8 SERVICE DELIVERY ROOMS

Resource rooms will be designed in a way that allows for staff cubicles to surround the resource room area as much as possible. The goal is to give as many staff as possible a view of the Resource Room and identify customers in need of help.

Training rooms and PC labs will be built to a size suitable for peak class sizes for that location. These rooms will be furnished with matching tables and chairs that will be kept clean and in good working order.



SECTION 3.9 RESTROOMS

Office Services will ensure all facilities have at least the minimum number of restroom fixtures as required by code. New facilities will not be built to include separate customer and staff restrooms. Office Services may design single-use unisex restrooms so long as:

- it can be done in accordance with ADA and other building code standards.
- it does not substantially reduce or impair the use of other space in the facility.
- it carries minimal added cost.
- the restrooms will not be designated by sign, by different code or key, or by any other means to create separate facilities for different groups of people.

Current facilities will develop a plan for converting all restrooms to open use by removing any signage, code or key, or any other means used to separate restroom facilities for different groups of people

Whenever possible, ESD will use sustainable products and practices. This includes the use of air dryers instead of paper towels, dual-flush toilets and motion activated faucets.

Restrooms will be kept clean and professional. All restrooms will contain red Sharps containers for the safe disposal of syringes and other sharp objects.

Baby-changing stations will be made available in all public offices.

Any incidents of graffiti or vandalism will be corrected immediately. Offices encountering these problems frequently will contact Office Services to lock down their restrooms with key code locks. The code will be given to customers upon request and changed at a frequency designated by the site administrator.



SECTION 3.10 LAN ROOMS

Local Area Network (LAN) rooms will be designed in consultation with ITBI. WorkSource offices requiring a LAN room will be designed between 150-200 square feet. Headquarters buildings and Claims Centers housing higher volume of staff may be designed with larger LAN rooms. Whenever possible, security access panels will be located in the LAN room.

All LAN rooms will be secured. The preferred source of security will be through the building's security access system (proximity card). ITBI and the site administrator will inform Office Services of which staff are authorized access. If the room cannot be added to the security access system, it will be hard keyed.



Workstations will not be built in LAN rooms. LAN rooms will be clean from trash and will not be used to store surplus equipment.

OFFICE SERVICES COMMENT: Because janitors are not granted access to LAN rooms and because no other personnel would be able to notice if an employee in the LAN room was having a medical issue, Office Services will not build workstations in LAN rooms. LAN rooms are also conditioned much colder for the equipment. Instead, ITBI personnel should minimize their time inside these rooms to only when needing to access the equipment within. If going in alone, they should also notify an outside staff member when they are entering and when they expect to exit.

SECTION 3.11 UTILITY AND JANITORIAL CLOSETS

Utility and janitorial closets will not be used to store any equipment or supplies other than those used by janitorial staff. Each janitorial closet will have posted on the inside of the door a copy of the cleaning schedule and a spreadsheet for the site administrator or designee to leave notes to the janitorial staff.

SECTION 3.12 STORAGE AND SUPPLY ROOMS

Storage and supply rooms will be kept clean and tidy. When designing a new building, Office Services will work to designate built-in shelving and cabinets against walls, as opposed to constructing an entire room for these supplies.

BUILDING EXTERIOR

SECTION 4.1 SIGNAGE

Site Administrators and Office Services will partner with the Communications Division to ensure exterior brand signage is consistent and approved. Brand signage will be street visible.

In accordance with [RCW 70.160.075](#), signage will be placed at every entrance or exit stating that smoking is prohibited within 25 feet of any entrance, exit or operable window or vent.

In accordance with [ESD Policy 0020](#), the division director can approve the posting of signs with the following language:

- NOTICE: The unlawful possession of a weapon is prohibited on these premises
- NOTICE: Intimidating a public servant is a felony (RCW 9A.76.180)

SECTION 4.2 LANDSCAPING

For agency-owned buildings, landscaping will be made up of native shrubbery that allows for low-water or no-water irrigation. All buildings will have their landscapes maintained. For safety reasons, bushes along the sides of buildings and near parking stalls will be pruned low and in a way that does not allow for “hiding spots.”

SECTION 4.3 PARKING

In accordance with [RCW 43.01.240\(3\)](#), ESD will not enter into leases for employee parking in excess of building code requirements. Parking must be allocated equitably with no preference given to managers. In the event a facility with only the minimum code parking cannot accommodate customer parking needs, the site administrator will work with Office Services to identify other parking options.

Parking lots will be maintained and well kept. Site administrators will immediately report any unsafe conditions such as standing water or ice to the building owner. Site Administrators will work with Office Services when stalls need to be restriped. ADA stalls and carpool stalls will be the only marked and reserved parking offered.

Site administrators will ensure proper lighting in the parking lot. Broken parking lot lamps or burnt out bulbs will be reported immediately to the building owner as a safety issue. Site administrators will work with Office Services for parking lots without adequate lighting.



SECTION 4.4 STORING STATE VEHICLES

State vehicles being stored overnight at state facilities will be stored in a manner that maximizes visibility and security. In the absence of a gated and locked area, state vehicles will be parked under operational parking lot lights and, whenever possible, within view of the street.

SECTION 4.5 DUMPSTERS AND RECYCLING CONTAINERS

Dumpsters and recycling containers will be placed in a manner that does not allow for the smells or odors to penetrate the building. When necessary, locked fences will be constructed around these to prevent the unauthorized dumping of garbage and homeless persons from sleeping in or around the dumpsters.

SECTION 4.6. SMOKING AREAS

In accordance with [RCW 70.160.075](#) smoking is prohibited within 25 feet of building entrances, exits, operable windows and vents. ESD will not designate a smoking area within that boundary. Site Administrators are authorized to move smoking areas beyond the 25 feet if necessary to prevent smoking along walkways where customers and employees are forced to travel to enter the building.

Tobacco use is inconsistent with the safe and healthy work environment ESD desires for all employees and customers. As such, ESD will not expend funds to create or maintain smoking shelters.

HEALTH AND WELLNESS

SECTION 5.1 WELLNESS ROOMS

Site administrators may designate a breakout room or interview room as a wellness room. The use of these rooms as wellness rooms cannot interfere or disrupt the business of the agency. Couches, recliners and beds are not authorized to be purchased or installed in these rooms.

SECTION 5.2 LACTATION ROOMS

Nursing mothers will be provided a safe, private and clean room that locks. Site administrators will coordinate through their building manager or Facilities Senior Planner to obtain appropriate locks and window shades if necessary.

SECTION 5.3 AUTOMATED ELECTRONIC DEFIBRILLATORS (AEDs)

Automated Electronic Defibrillators (AEDs) will be placed in every ESD owned and leased facility. Facilities with more than one floor will have an AED on every floor. AEDs will be wall mounted in a professional manner and be ADA accessible and identifiable to building occupants. Professional signage will be placed above the mounted AEDs to make



them easy to identify from a distance.

SECTION 5.4 FIRST AID KITS

First aid kits will be located in every ESD owned and leased facility. First aid kits may be kept in areas not accessible to the public. If not wall mounted, professional signage will be posted on the exterior of the cabinet or drawer containing the first aid kit.

SECTION 5.5 INDOOR AIR QUALITY

Office Services has partnered with the Safety Office to purchase indoor air quality testing equipment. The Safety Office is responsible for deploying this equipment to sites with suspected indoor air quality issues. Testing results will be analyzed by a trained staff member of the Safety Office and shared with the on-site staff. Employees with concerns about indoor air quality should follow the process described on the Facilities intranet page.

SAFETY AND SECURITY

SECTION 6.1 ACCESS SYSTEMS

ESD will migrate to a single security access system for all owned and leased facilities. Building entrances, doors separating leased space from common or shared space, and LAN rooms will be the only doors included on the security access system. Any special work areas needing additional restricted access will require an exemption.

Access reports requested as part of an investigation, performance management or disciplinary event will only be generated upon the request of HROSD.

OFFICE SERVICES COMMENT: The transition to a single security access system will allow for a single access card to be used at all facilities, reduce overhead costs of maintaining independent servers and software at each location, and reduce administrative burden on field staff.

SECTION 6.2 SECURITY SYSTEMS

ESD will maintain a security system at the Distribution Center tied directly to local law enforcement. This system will also be tied into the centralized security access system.

Requests for security systems or CCTV will be made through Office Services. Office Services will develop a cost for implementation and consult with the Risk Management Office to determine if the potential threat at a location justifies the investment.

SECTION 6.3 PANIC ALARMS

All ESD owned and leased facilities will be equipped with panic alarms. At least three of these mobile buttons will be installed at each location. One will be placed within the reception area, one with a manager or supervisor in the rear of the building and the other as a mobile device

for staff to take into meetings with potentially hostile customers. These alarms will be silent in the building but immediately notify law enforcement of an emergency.

SECTION 6.4 EVACUATION SUPPORT

All ESD facilities will have evacuation maps posted throughout the facility. Each facility will have exit signage and lighting required by code. Multi-floor buildings will include stairway evacuation devices to assist disabled persons in evacuating without the use of elevators.

WORKPLACE OF THE FUTURE

SECTION 7.1 SHARED WORKSTATIONS

Employees who spend more than 50% of their time in travel status will be assigned to a shared workstation. Employees who share a workstation will keep personal items to a minimum and leave the workstation in a clean and organized way for their co-workers. Managers with employees frequently in travel status will work with Office Services to determine whether to assign two employees to each workstation or create a bay of workstations for all employees that can be checked out using Outlook Calendar.

In accordance with [Executive Order 14-02](#), all ESD programs are encouraged to identify and utilize telecommuting opportunities for staff. Allowing staff to telecommute 50% or more of their time also allows for shared workstations.

OFFICE SERVICES COMMENT: Telecommuting efforts help reduce traffic congestion, air pollution, parking congestion and energy consumption at state facilities. Additionally, studies have shown telecommuting results in increased employee productivity and morale, reduced use of sick leave, reduced hiring and training costs, and reduced space needs.

SECTION 7.2 HOTELING

Office Services will ensure adequate hoteling stations are available at all ESD facilities that have frequent visits from staff assigned to other buildings. This will primarily include all Thurston County facilities and larger WorkSource offices that supervisors and support staff rotate through. This will allow for staff to have a place to work and remain productive between meetings or while working away from their assigned duty location without requiring multiple dedicated workstations.

Office Services will coordinate with ITBI to have computers and phones installed at hoteling stations. Hoteling stations will be put on the ESD Outlook Calendar system so they can be reserved by travelling staff. They can be located in the global address book using the following naming convention: Agency+RE+FacilityName+Hotel Station. *Example: ESD RE Maple Park Hotel Station 1.*

SECTION 7.3 ENERGY EFFICIENCY

In accordance with [Executive Order 14-04](#), Office Services will work with the Department of Commerce and the Washington State University Energy Program to benchmark and report energy usage at owned and leased facilities. Office Services will ensure that whenever possible, building owners are required to install Energy Star® rated equipment and are upgrading to energy reducing equipment (i.e. motion sensor lights, weather appropriate windows, etc.).

FACILITY RELOCATION

SECTION 8.1 ALIGNMENT WITH 6-YEAR FACILITY PLAN

Facility relocations must be in alignment with the agency's 6-year Facility Plan developed biennially in consultation with OFM. This ensures relocations have been properly vetted for return on investment and the appropriate resources have been allocated within Office Services to support the relocation process.

SECTION 8.2 SELECTING A NEW AREA

Regional Directors, Site Administrators and their partners will work in consultation with their assigned Facilities Senior Planner to develop target areas for new facilities or to relocate a facility. Facilities Senior Planners will work with OFM and DES to conduct the proper market research in support of the request.

SECTION 8.3 OFFICE SPACE VS. RETAIL SPACE

ESD recognizes the higher cost per square foot typically associated with retail space compared to office space. Whenever possible, ESD will seek and acquire office space for its facilities so long as it does not hinder service delivery and is available in the target area.

SECTION 8.4 NEW SITE REQUIREMENTS

Any new facility under consideration must be in close proximity to public transportation with an unobstructed path from the public transportation service stop to the ESD facility.

There must be adequate and free parking available for customers.

Facilities will not be located near other businesses or establishments that typically realize higher rates of crime, vagrancy, or loitering.

When selecting new facilities, buildings that can best support the service delivery standards in Section 3.7 will be given preference.