



OUR PATH
FORWARD.

NATIONAL®



During the pandemic, our personal and professional lives have had to endure dramatic adjustments. From daily activities to things that were previously taken for granted, we have all adapted and adopted new ways to thrive.

This enormous amount of change happened to human behavior on a global scale. The end result includes new social and cultural norms formed from a willingness to prosper and succeed and a tolerance to experiment and develop solutions that fit evolving paradigms.

As the pandemic lingered, National prepared to reintegrate employees into physical office spaces, while being mindful of current pressures and new mindsets. We recognized that confidence and clarity are crucial to a safe and effective return to work experience.

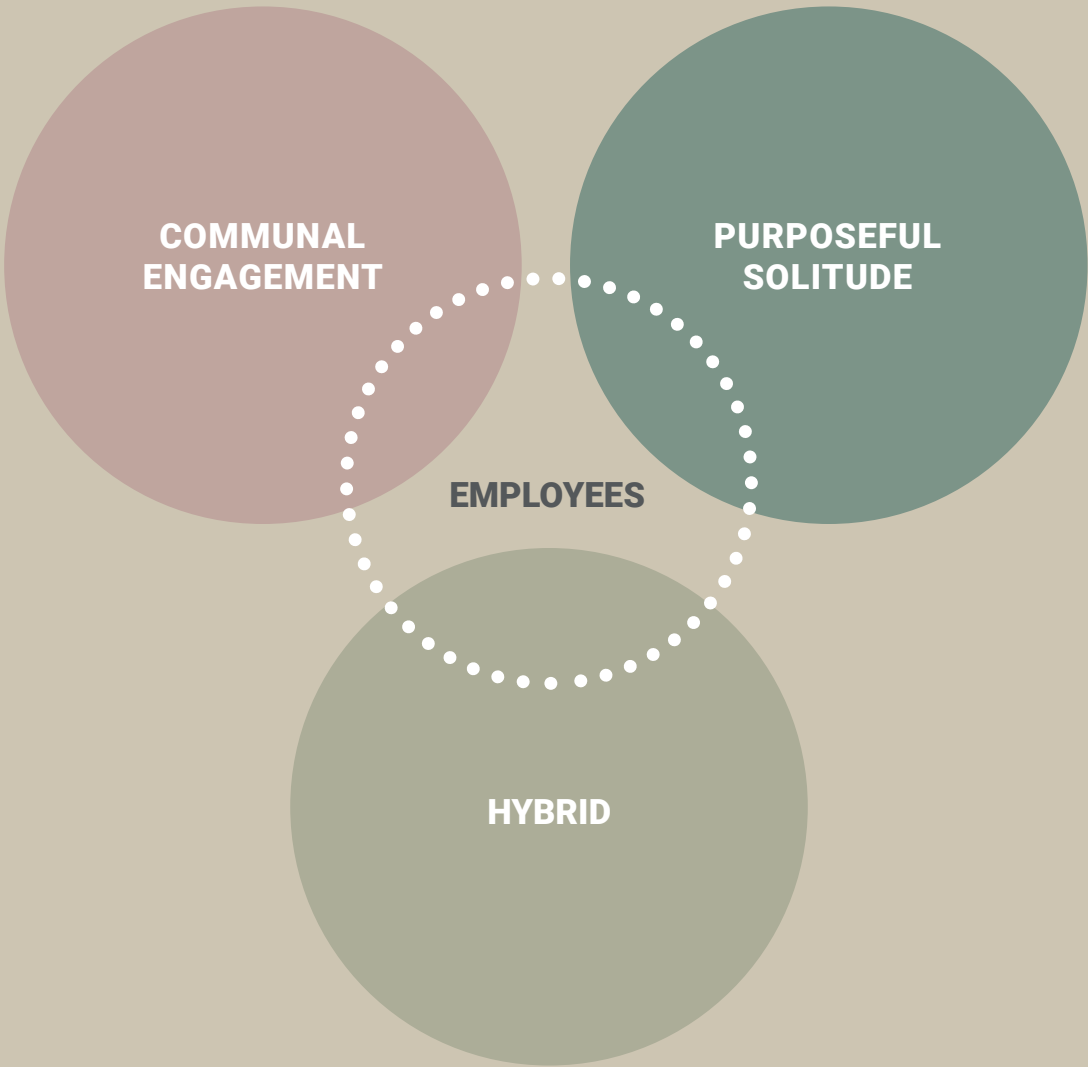
Employees expect a human-centered approach that intensely focuses on wellness. They also expect the workplace to have been modified with appropriate safety and security measures that will carry beyond the current crisis.

To build that trust, we incorporated a Response Task Force that worked diligently to adopt a phased approach to our returning methodology and facility usage. The phased approach includes multiple waves of employees returning to the Headquarters (HQ) Campus in staggered shifts.

It was important to establish a clear set of key principles, safety criteria, communications, and checkpoints prior to activating a wave of employees to re-enter the HQ Campus. Upon returning, we know our employees want peace of mind as well as safe spaces for Communal Engagement, Purposeful Solitude, and Hybrid.

When asked “In the future, what do you want from your company’s physical space?” the top three responses were:

- 1. Cleanliness, safety, and social distancing practices put into place.
- 2. Better design with different places to safely work.
- 3. My own dedicated workspace.*



Employees want peace of mind as well as safe spaces for Communal Engagement, Purposeful Solitude, and Hybrid.

PEACE OF MIND

Providing lasting solutions that bring a sense of safety and peace of mind to employees is our priority. We have created guidelines for employees as they return to the office, establishing specific protocols that all must follow for a holistically safe space.

Employees must maintain an appropriate social distance and use disinfectant wipes after touching shared surfaces. Masks must be worn at all times when outside of assigned/personal work areas, including spaces where employees can maintain a 6' distance from others. Daily temperature checks are required upon entry into the HQ facility. These fundamental processes are the basic steps that all employees perform daily. By enforcing these crucial actions, all employees feel a sense of relief that everyone in the HQ facility is following the same precedent.

We have also developed a New Workplace Toolkit that is accessible by all employees. This toolkit is the hub of information and includes documents and videos that are essential to our employees' well-being. Included in this toolkit are etiquette

guides for shared and individual spaces, travel guidelines and restrictions, information on previous processes that have been updated, measures that are being taken for increased cleanliness, a guide to Personal Protection Equipment (PPE), and other necessary information.

Our parent company, Kimball International, established a hotline for employees to use with any questions or concerns, as well as to report an illness, symptoms, close contact, or testing results. This hotline can be accessed through an 800 number or via email, providing employees multiple access points based on their preference. Staffed by our HR team, the hotline is a confidential resource for employees and a key best practice going forward.

82%

SAID 'YES' THEY WILL WANT THEIR COMPANY TO TAKE PRECAUTIONS TO STOP THE SPREAD OF GERMS AND CONTAGIONS EVEN AFTER THE THREAT OF THE PANDEMIC IS GONE.*



COMMUNAL ENGAGEMENT

Coming together as a team to interact, brainstorm, and solve problems is still a key purpose for workspaces. However, in this new era, special care and consideration need to be given to ensure spaces perform adequately while still providing peace of mind for users.

By providing proper distancing, reducing density, and dedicating room assignments, communal spaces can safely accommodate team collaboration. Allowing schedule flexibility and establishing strict cleaning protocols create spaces that can remain a welcoming destination for interactive team activities.

52%

SAY TEAM COLLABORATION
IS THE REASON THEY WANT
TO RETURN TO THE OFFICE.*



PURPOSEFUL SOLITUDE

When working alone or working alone together, these spaces must support individual focus work while giving employees a sense of personal security.

As our employees return to the workplace, offering an ecosystem of thoughtfully designed and socially distanced spaces was crucial in supporting their needs. An array of spaces that incorporate cleanable surfaces, visual privacy, and enhanced acoustics also help employees play an active role in their workplace wellness. Whether a work pod, focus space, workstation, quiet room, or enclave, solutions from National can help drive productivity up and stress down.



48%

SAID THEIR PREFERRED OFFICE
SETUP IS A DEDICATED DESK
WITH PERSONAL STORAGE.*

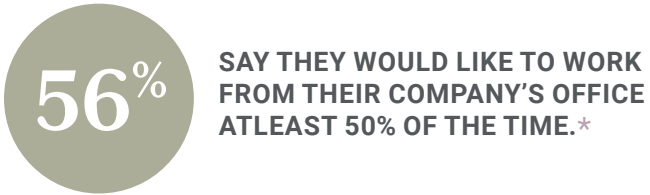
HYBRID

The balance between collaboration and focus in both physical and digital environments is critical. A hybrid workspace supports a mix of both remote and in-office employees, enabling them to transition between spaces.

This solution can soften the anxiety of returning to the workplace and help employees find comfort. Through transparent communication and setting clear expectations, hybrid spaces can foster fellowship, accessibility, and solidarity. For some employers, a hybrid model provides the opportunity to reduce their footprint by offering fewer overall workspaces.



Touchdown areas can be utilized in rotation by multiple employees, removing dedicated spaces but adding flexibility. With camaraderie and connection noted as the most missed aspects of daily office life, providing safe yet welcoming spaces to rebuild a sense of community is critical for workers returning to the workplace.





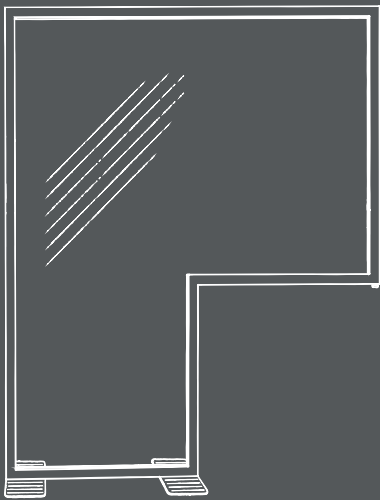
WE CAN HELP

Throughout this journey, our employee well-being has been the key driver to all of the changes and processes that we've implemented. Just like you, our employees' health and peace of mind is the fundamental goal in transforming spaces. We are dedicated to providing safe environments that inspire employees, drive productivity, and promote engagement, ultimately creating a happy workspace.

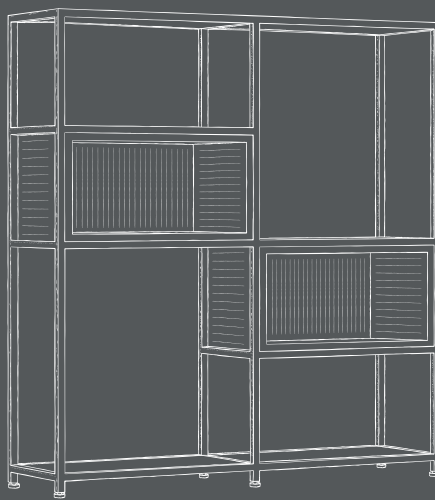
Now that we've shared the evolution of our space, how can we help you with your path forward?

* Data pulled from *The Future of the Office* research document, created by a partnership between Kuchar and Kimball International. Visit NationalOfficeFurniture.com/NewWorkplace to learn more.

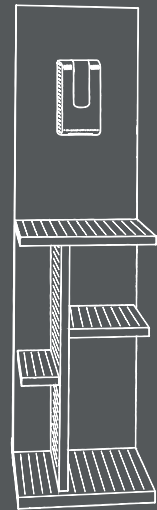
FEATURED PRODUCTS:



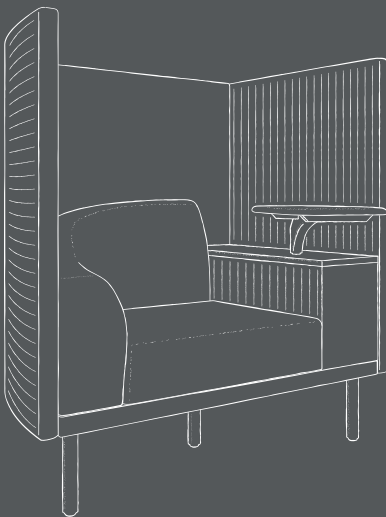
FLOOR/SURFACE SCREEN



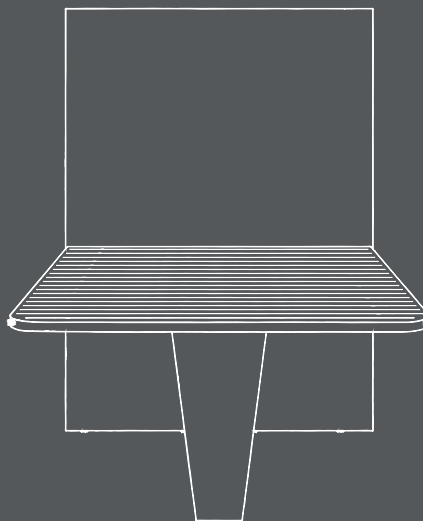
LOCHLYN



FREESTANDING
KIOSK



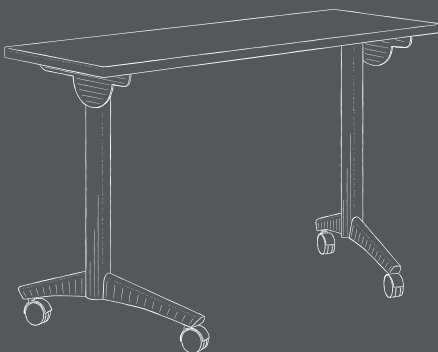
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