

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

OAS 7005.1A
August 7, 2023

GSA ORDER

SUBJECT: Internal Space Allocation, Design, and Management Policy

1. Purpose. To ensure that the General Services Administration (GSA) creates and maintains an inspiring, sustainable workplace portfolio that fully supports its distributed workforce, collaboration, equity and choice, while maximizing assets, better utilizing resources, and achieving mission delivery.
2. Background. This policy provides guidelines for the transformation and management of GSA's internal workplaces.
3. Scope and applicability. This policy applies to all GSA organizations that occupy Government-owned or leased space with the following exceptions:
 - Office of the Inspector General;
 - Outleases and licenses;
 - Board of Contract Appeals;
 - Presidential space, including Presidential transition; and
 - Union Offices¹.
4. Cancellations. This Order cancels and supersedes GSA Order OAS P 7005.1.
5. Policy. This policy addresses design strategies and guidelines, acoustics and privacy, furnishings, parking and internal space allocation requirements.
6. Changes. Updates the *Roles and Responsibilities* and *Space Allocation and Design Strategies* sections; deletes the employee survey tools and Workplace Scorecard; adds guidance on accessibility and the assignment of spaces; and updates references and definitions.

¹ The allocation and design of union offices is covered under existing collective bargaining agreements and/or Memoranda of Understanding.

7. Responsibilities. The Office of Workplace Management and Services, Office of Administrative Services, manages GSA's internal workspace portfolio. This Policy and Procedure provides implementation guidelines for applicable GSA organizations.
8. Authorities. Authorities are listed in Appendix C.
9. Additional references. Additional references are listed in Appendix E.
10. Definitions. Key definitions are listed in Appendix D.
11. Labor Relations. Implementation of this Policy and Procedure, as it affects employees represented by a labor bargaining unit, is contingent upon completion of labor relations obligations.
12. Signature.

/S/ _____
BOB STAFFORD
Chief Administrative Services Officer
Office of Administrative Services

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1. ROLES AND RESPONSIBILITIES

a. The **Office of Administrative Services (OAS)** will:

- Internal Real Estate
 - Serve as the primary customer and tenant representative for each Service and Staff Office.
 - Manage and oversee GSA's portfolio.
 - Review and approve all Occupancy Agreements.
 - Develop policies, guidance and measures for space allocation, design, and management.
 - Be advised and have the option to participate in project kick-off meetings, market surveys, needs assessment interviews, design charrettes, and space acceptance walkthroughs.
 - Review and approve all requirements packages for space acquisition, relocation or reconfiguration.
 - Review and approve all requests for an exemption to the Design Strategies and Guidelines section of this policy.
 - Review and approve all concept and design intent drawings.
 - Procure change management services.
 - Implement smart occupancy and/or hoteling strategies and protocols in compliance with existing GSA policy and or guidelines.
 - Ensure that funding requests with supporting estimates are provided during the budget process.
 - Develop, implement and manage a governance process for all projects in excess of \$25,000.
- Workplace Services - Central Office and Regional Office Buildings
 - Manage internal customer workspace needs via a service call/ticket system.
 - Draft and share communications on workplace topics.
 - Serve as the regional workspace reservation system administrator.
 - Serve as the first point of contact for audio visual (AV), video conferencing equipment, and digital signage (DS) issues in conference/meeting rooms/shared spaces.
 - Purchase all office supplies for GSA employees.
 - Manage receipt and distribution of mail.
 - Manage internal space assignments (e.g., organizational hubs, dedicated spaces, long-term reservations).
 - Manage locker and file cabinet assignments.
 - Make small office purchases (e.g., signage, furniture and IT repairs) as needed.
 - Acquire all shared multi-function print devices per applicable policy.

- Manage Government Owned Vehicle (GOV) and employee parking.
- Maintain personal property inventory per applicable policy.
- Coordinate all building maintenance and custodial issues with the PBS Building Manager or Leased Facility Building Manager.

b. The **Public Buildings Service (PBS)** will:

- Acquire and maintain all space for internal GSA operations.
- Manage and oversee project execution and implementation.
- Prepare Occupancy Agreements covering GSA-occupied space for review and approval of OAS.
- Develop comprehensive, formal requirements packages for all space acquisition, relocation or reconfiguration projects as requested by OAS (see Appendix A for options).
- Incorporate current Interagency Security Committee standards into all requirements packages.
- Submit all completed requirements packages to OAS for review and approval.
- Provide healthy, safe, and clean workspaces - free of hazards.
- Conduct annual Occupational Safety and Health inspections/evaluations & resolve issues per applicable policy.
- Track and resolve hazards identified by employee reports of unsafe/health working conditions per applicable policy.

c. The **Office of GSA IT** will:

- Manage and implement all information technology (IT) needs, including:
 - Development of technical requirements and plans;
 - Acquisition and installation of data and telecommunications service (e.g., Primary Rate Interface (PRI), Digital Subscriber Line (DSL) or T-1 lines);
 - Video-conferencing (including telepresence);
 - Cabling;
 - Local Area Network (LAN) closet switching;
 - Wireless communications;
 - Workstation IT setup;
 - Printer installation, configuration, and property management;
 - Regional Information Center (RIC) installation and setup;
 - Server relocation; and
 - Hoteling reservation system administration.

d. The **Office of the Chief Financial Officer (OCFO)** will:

- Review and assess internal workplace project funding requirements.
- Work with OAS, PBS, and other stakeholders to incorporate funding requirements into the budget.

e. The **Services and Staff Offices (SSO)** will:

- Submit all requests for new GSA occupied space to OAS with a justification and business case for review and approval.
- Submit all Field Office requests (i.e., alterations, new furniture, modifications to existing furniture, and change management services) in excess of \$25,000 to OAS for review and approval.
- Be advised and have the option to participate in project kick-off meetings, market surveys, needs assessment interviews, design charrettes, and space acceptance walkthroughs.
- When applicable, design and implement a change management strategy that may include:
 - A communications plan including messages and tactics;
 - Training change agents within the organization to facilitate the transition; and
 - Facilitating groups of agency employees to address new workplace barriers, such as paper storage requirements or information technology capabilities.
- When practical, utilize the Federal Acquisition Service (FAS) for services, products and solutions, particularly in the areas of furniture procurement, move services, personal property disposal, and Information Technology and Telecommunications services.
- Provide workplace services (e.g., mail management, supplies, personal property management, workspace and parking management) in field offices not staffed by the Office of Administrative Services.

2. LABOR RELATIONS

- The Office of Human Resources Management (OHRM) will coordinate GSA's labor relations strategy and execution.
- OAS and PBS will partner with OHRM to engage the Unions as required regarding workplace projects.
- Managers and supervisors of impacted bargaining unit employees will abide by the two national agreements with the [American Federation of Government Employees \(AFGE\)](#) and the [National Federation of Federal Employees \(NFFE\)](#) and will work collaboratively with the designated Union officials.

3. SPACE ALLOCATION REQUIREMENTS

- For all² future internal workplace projects, space allocation shall not exceed an “all-in” allocation of:

² These thresholds may be waived as noted in the *Design Guidelines and Strategies* section below.

- 135 usable square feet per person (USF/person) for locations with 50 or more employees and contractors;
 - 150 usf/person for locations with 21 to 49 employees and contractors; and
 - 175 usf/person for locations with 1 to 20 employees and contractors.
- Exceptions to this requirement must be documented and approved by the Chief Administrative Services Officer (CASO) or their designee.
- All-in allocation of space is calculated as follows:
 - Divide Total USF³ by the sum of on-board Category 1 (onsite) and Category 2 (onsite flexible) GSA employees and resident contractors, who occupy the space 2 or more days a pay period.
 - Include resident contractors such as janitors, operations & maintenance contractors, construction contractors, and security guards if assigned to space classified as “usable”. Exclude these contractors if they are assigned to space classified as “building common.”
 - For multi-shift operations, include personnel for the peak shift only.
 - Exclude short-term (i.e., ≤ 3 months) staff, including volunteers, contractors, and interns and visitors.
 - Include employees and resident contractors on a temporary detail in their permanent agency worksite personnel totals.
 - Exclude Category 3 (remote) employees.
 - Include outside vendors operating joint use space (e.g., cafeteria) if the space is occupied by a single tenant. Exclude outside vendors if the space is shared in a multi-tenant building. (An agency other than GSA must be present to qualify as a multi-tenant building). The presence of the Department of Homeland Security, Federal Protective Service personnel and/or contract guards does not qualify a building for “multi-tenant” status.
 - For new space actions, include vacant positions for programming purposes if there is a strong likelihood that the vacancies will be filled within six months of the planned occupancy.

4. DESIGN STRATEGIES AND GUIDELINES

- Consider co-working and hybrid (a mix of assigned + co-working space(s)) solutions to meet workspace requirements. If this approach is taken:
 - The total allocation of space thresholds (i.e., 135, 150 and 175 USF/person) may be waived.

³ Includes all assigned usable square footage and joint-use space internal to GSA only. Joint-use space shared with outside agencies in a multi-tenant building is not included. The space allocated for union offices must be included in the “all-in” space calculation, but in and of itself, can exceed the USF/person limits.

- The total number of workstations and offices must be able to accommodate the average (mean) peak utilization across a typical 3 month period of time.
- Whenever possible, consider low-cost solutions that reuse and repurpose existing furniture and layouts.
- Strategies to meet the USF/person space allocation standards may include:
 - Desk-sharing through hoteling, hot-desking or other arrangements.
 - All hoteling efforts must be managed through GSA's workspace reservation system.
 - All locations with 50 or more assigned Category 1 and Category 2 employees who occupy the space 2 or more days a pay period must use GSA's space reservation system to manage the use of its workstations, offices, focus and collaborative spaces.
 - Desk-sharing rates may vary, however the total number of workstations and offices must be able to accommodate the average (mean) peak utilization across a typical 3 month period of time.
 - Right-sizing individual, collaborative, and focus spaces.
 - Increasing the percentage of open-plan workspace.
- Universal Design principles should be applied whenever practical.
- Follow [7000.3 CIO Information Technology Standards for Internal GSA Workplaces](#).
- Private offices⁴ may only be assigned to the following:
 - Administrator;
 - Deputy Administrator;
 - GSA Chief of Staff;
 - Attorneys within the Office of the General Counsel (attorneys scheduled to report to the office less than 2 days per week will not be assigned a private office and will reserve a private office via GSA's space reservation system);
 - Individuals whose reasonable accommodation requires an enclosed space; and
 - Individuals who routinely handle National Security Information (NSI).
- Where available, the following positions may reserve a private office via GSA's space reservation system:
 - Heads of Service and Staff Offices;
 - Deputy PBS and FAS Commissioners;
 - Regional Administrators;
 - Regional Commissioners; and
 - Attorneys within the Office of the General Counsel who are scheduled to report to the office less than 2 days per week.

⁴ Individuals who may be assigned a private office may instead choose to be assigned a workstation or participate in desk-sharing via GSA's space reservation system.

- New individual offices may be no greater than:
 - 300 USF for the Deputy Administrator, GSA Chief of Staff; and
 - 120 USF for all positions not listed above (except the Administrator).
- New individual workstations may be no greater than 36 USF.
 - If specified, panels, privacy or boundary screens may be no taller than 54 inches above the finished floor across a maximum of 50% of the total vertical surface width, and 42 inches above the finished floor or less, across the remaining vertical surface width. These heights are designed to allow for seated privacy, limit distractions, and maximize views and access to daylight.
- A sufficient amount and variety of spaces that support collaborative and focused work in open-plan environments **must** be provided to accommodate a variety of work-patterns and promote employee choice.
- Where enclosed offices are warranted, they **should** be located along a building's core and in areas that ensure windows provide direct-access to natural light for the greatest possible numbers of staff.
- Conference rooms, focus rooms, and other similar spaces **must** be shared across and within Service and Staff Offices unless there is a compelling operational need (see appendix B) to assign such space to a specific group.
- Personal storage for each individual may be provided for personal files, laptop, and other daily-needs items such as a purse or wallet.
- Organizations will be provided lockable file storage as needed.
- Stand-alone suites may be created for groups that have extraordinary privacy, confidentiality, security or public contact requirements that prevent them from sharing space with other employees in a facility (e.g., employees who routinely handle NSI).
- Additional guidance on the assignment of spaces is included in Appendix B: Assignment of Spaces.

a. Accessibility

- All workspaces must be designed to comply with the [Architectural Barriers Act Accessibility Standard \(ABAAS\)](#) and in compliance with all applicable state or local accessibility standards.
- The most stringent accessibility requirements are to be applied regardless of whether they are contained in state or local codes and regulations or ABAAS.

b. Acoustics and Privacy

- Particular attention **must** be paid to privacy and acoustics.
 - Each location should be configured in zones to accommodate various work patterns throughout the office.

- Where practical, open-plan areas should employ adjustable sound-masking systems, carpeting, and high-performance acoustical ceiling tile or, where ceilings are hard-surface or cannot reasonably be altered within available funding, surface-mounted or suspended sound-absorptive acoustical panels should be used. The use of other hard surfaces such as glass on artwork or metal furniture finishes should be minimized where possible.
 - In conference, meeting and training facilities, absorptive panels with a minimum Noise Reduction Coefficient (NRC) of 0.8 should be installed on a minimum of 25% of walls.
 - Change-management activities should be employed to address noise generation, preferred conduct in shared open space, and positive collaborative office behaviors.
 - Collaborative and focus rooms should be located within close proximity to individual workstations so that impromptu meetings can readily and quickly move from the open-plan area to an enclosed space, to minimize noise transmission.
- The following strategies should be used to promote privacy in an open-plan environment:
 - Availability of monitor privacy screens;
 - Staggering of monitors; and
 - Use of privacy or boundary screens.

c. Furnishings

- GSA **must** aim to support the needs of all employees for a high standard of quality in the work environment, including ergonomic best practices from the National Institute for Occupational Safety and Health (NIOSH) and barrier free accessibility within work area elements.
 - Individual and task chairs should provide for the widest possible range of human dimensions;
 - Where practical, all individual work surfaces should be user adjustable and have ergonomic keyboard trays and monitor arms; and
 - All handles and pulls should be readily operable with prosthetics.
- Furniture should be easily reconfigured without the need for specialized furniture installation crews.
- New furnishings **must** foster and support reliability and sustainability and have a Business and Institutional Furniture Manufacturer's Association (BIFMA) Level 2 certification, and be composed of long-lasting, cleanable, heavy-duty finishes and materials.
- Designs should seek to integrate IT cabling and power controls in furnishings selections, including schedule timer power strips and/or occupancy sensors for task lights and convenience outlets to maximize energy conservation and sustainable practices.

5. PARKING

- Parking must be allocated and assigned according to [41 CFR 102-74.265 to 41 CFR 102-74.310 and negotiated labor agreements](#).
- Parking spaces should have access to vehicle charging infrastructure and may only be acquired in leased facilities for:
 - Government owned vehicles; and
 - Employee vehicles when necessary to avoid a significant impairment to the agency's operating efficiency.⁵
- Employee parking must comply with current [GSA Internal Directive](#) policy and procedure.

⁵ GAO has determined that agencies may use appropriated funds to provide parking to its employees when necessary to avoid a "significant impairment to the agency's operating efficiency." [U.S. International Trade Commission--Use of Appropriated Funds to Subsidize Employee Parking Permits. B-322337 \(2012\)](#).

Appendix A: Requirements Development Options

- Basic Requirements Development, includes:
 - Needs assessment interview;
 - Basic space program; and
 - Concept drawings (when requested by OAS).
 - IT needs (telecommunications, conferencing tools, wireless access points, etc).
- Strategic Requirements Development which may include:
 - Soliciting employee and Union input on the workplace;
 - On-site evaluation of the current workplace;
 - Leadership visioning sessions;
 - Time-utilization studies of specific types of workspaces, such as meeting rooms;
and
 - Program of Requirements (POR) which may include:
 - Build-out construction specifications;
 - Conceptual drawings;
 - Prototypical design intent drawings that illustrate typical work environment configurations and would be used during space procurement;
 - Generic furniture specifications; and
 - Space programming calculations.

Appendix B: Assignment of Spaces⁶

Regional Office Building (ROB)	Central Office (1800 F)	Field Office (≤10 ppl)	Field Office (>10 ppl)
<p>Assigned seats Office (O) Workstation (W)</p> <ul style="list-style-type: none"> ● Regional Administrator & Exec Assistant (W) ● Regional Commissioner (W) ● Deputy RC, COS, Exec Assistant (W) ● Attorneys (O) <ul style="list-style-type: none"> ○ If in office < 2 days a week - will reserve a private office via GSA's reservation system ● Individuals w/a reasonable accommodation (O/W) 	<p>Assigned seats Office (O) Workstation (W)</p> <ul style="list-style-type: none"> ● Administrator, Deputy Admin., COS (O) ● HSSO (W) ● Deputy PBS/FAS Commissioner (W) ● Deputy HSSO, COS, Exec Assistant ≥ 3 days a week (W) ● AC, Deputy AC, COS, Exec Assistant ≥ 3 days a week (W) ● Attorneys (O) <ul style="list-style-type: none"> ○ If in office < 2 days a week - will reserve a private office via GSA's reservation system ● Individuals w/a reasonable accommodation (O/W) 	<p>Assigned seats Office (O) Workstation (W)</p> <ul style="list-style-type: none"> ● All staff (W) ● Individuals w/a reasonable accommodation (O/W) 	<p>Assigned seats Office (O) Workstation (W)</p> <ul style="list-style-type: none"> ● All staff in the office ≥ 3 days a week (W) ● Individuals w/a reasonable accommodation (O/W)
<p>Assigned conference rooms</p> <ul style="list-style-type: none"> ● RA ● RC ● General Counsel (if needed) ● OCR (if needed) ● Union (per agreement) 	<p>Assigned conference rooms</p> <ul style="list-style-type: none"> ● A & C Suites ● HSSO (shared) ● General Counsel ● OCR ● Union (per agreement) 		
<p>Secured Spaces/Suites</p> <ul style="list-style-type: none"> ● OMA ● OCR ● General Counsel (if needed) ● Union (NFFE/AFGE) 	<p>Secured Spaces/Suites</p> <ul style="list-style-type: none"> ● A-suite ● OMA ● OCR ● OHRM ● OCIA ● OSC ● General Counsel ● Union (NFFE/AFGE) 		

⁶ Individuals may choose to participate in desk-sharing via GSA's space reservation system rather than be assigned a space(s) as noted above. Additionally, HSSOs, Dep. PBS/FAS Commissioners, RAs, and RCs may reserve a private office if available.

Appendix C: Authorities

[5440.1 ADM GSA Organization Manual](#), Establishes the Office of Workplace Management and Services within the Office of Administrative Services (OAS). Provides authority for the Chief Administrative Services Officer to manage internal GSA workplace initiatives, including policy and operations, space management, design, and planning.

[Executive Order 12072](#), Federal Space Management. Requires the Administrator to develop programs that promote the efficient utilization of federally-owned and leased space.

[Executive Order 13327](#), Federal Real Property Asset Management. Provides for the establishment of performance measures for the management of federal real property and the enhancement of productivity through an improved working environment.

[41 C.F.R. part 102-79](#), Assignment and Utilization of Space. Requires Executive agencies to provide a quality workplace environment that supports program operations, preserves the value of real property assets, meets the needs of tenant agencies, and provides childcare and physical fitness facilities in the workplace when adequately justified.

Appendix D: References

[GSA Internal Directive, 6040.1B, GSA Telework and Remote Work Policy, dated December 22, 2021](#)

[9900.1A OAS Government Furnished Information Technology \(IT\) Equipment for Use Outside GSA Agency Worksites](#)

[1860.1 OAS Print Management Policies and Practices](#)

[7800.13 OAS Management of the General Services Administration's \(GSA\) Internal Personal Property](#)

[7000.3 CIO Information Technology Standards for Internal GSA Workplaces](#)

[ADM 5940.2 GSA Occupational Safety and Health Program](#)

[4240.2 OAS Internal GSA AB Codes and Space Assignment Method](#)

[American Federation of Government Employees \(AFGE\) National Agreement](#)

[National Federation of Federal Employees \(NFFE\) National Agreement](#)

[Facilities Standards for the Public Buildings Service \(PBS-P100\)](#)

[OAS 7030.2 Management of Parking Assigned to GSA as a Tenant](#)

Appendix E: Definitions

Agency Worksite - The regular worksite associated with the employee's position of record; the physical address or place where the employee would work if not teleworking. The agency worksite is generally considered a centralized location of an employee's assigned organization.

Allocation of Space - A number equal to the amount of usable square feet divided by the sum of the total number of on-board employees and resident contractors.

Appropriate Alternative Worksite - A worksite other than the agency worksite, typically the employee's residence, that supports work and provides appropriate information technology (IT) connectivity and security precautions in support of the work.

Change Management - The process, tools and techniques to manage the people-side of change to achieve a required business outcome.

Collaborative Seat - An unassigned seat typically used in collaborative settings such as a conference or training room, cafe, or soft seating area.

Design Charette - An intense period of design or planning activity.

Desk-Sharing - An arrangement in which two or more employees share use of a single workstation or office where each employee has a designated day or time for use of the workspace.

Ergonomics - A science that deals with designing and arranging furniture and desk equipment so that people can use them easily and safely.

Focus Seat - An unassigned seat in a small room or other quiet setting used by an individual while conducting concentrative or focused work.

Hot-Desking - (also known as free address or touchdown workstations) - an arrangement in which employees use non-dedicated, non-permanent workspaces assigned on an unreserved first come, first served basis (typically drop-in).

Hoteling - An arrangement where employees use non-dedicated, non-permanent workspaces assigned for use by reservation on an as-needed basis

Individual Seat - A seat associated with an individual workstation.

Long-Term Reservation - An assigned measurable workstation to specific employees approved for a permanent workstation for a predetermined period of time, which may or may not be, the entire time of their employment with a specific GSA organization.

Mobile work - Work that is characterized by regular travel to and from work in customer or designated worksites as opposed to the agency worksite. Mobile work may consist of work such as site audits, site inspections, and investigations. It is distinguished from telework in that the work being done by the employee is specific to a designated worksite or location. Mobile work may be combined with telework.

Mobility – An overarching or “umbrella” term that describes the ability of employees, enabled by information technology and progressive workplace policies, to perform work both within and outside of the agency worksite and encompasses a wide range of modes of work, including: alternative officing, conference attendance, mobile work, satellite work, telework, training, emergency situations, travel, and virtual and distributed work.

National Security Information (NSI) - Information classified at one of the following three levels: (1) Confidential; (2) Secret; or (3) Top Secret.

New Project - Includes: all lease expirations; alterations to an existing space that impacts more than 20% of the total space assignment; furniture purchases that account for more than 20% of the total furniture inventory in a given space assignment; or all new space assignments.

On-Board Employee - An employee who has been hired and who has reported for duty.

Outleasing - GSA leases available vacant space in certain properties at market rates for private businesses as well as for state and local governments. These properties can include retail shops, food service facilities, office space, warehouse space, and parking lots.

Position Categorization - Heads of Services and Staff Offices categorized positions based on the position duties and business requirements. Positions are aligned into one of the following categories:

(1) Onsite Required. Positions with job functions that must be executed at an agency worksite on a daily/regular basis. Official duty station for the position is an agency worksite.

(2) Onsite Flexible. Positions with job functions that must be executed within specific geographic locations. Official duty station is an agency worksite or an appropriate alternative worksite (typically the employee’s home).

(3) Offsite. Positions with job functions that do not need to be executed within a specific geographic location and can be executed without reporting to an agency worksite. Official duty station is typically the employee’s home.

Prosthetics - An artificial device that replaces a missing body part.

Remote Work - Work performed on a full-time basis by an employee who does not report to the agency worksite at least two times a pay period on a regular and recurring basis (e.g., employee works from home full-time).

Remote Worker - An employee who teleworks on a full-time basis and does not report to the agency worksite at least two times a pay period on a regular and recurring basis (e.g., employee works from home full-time). A remote worker's official worksite/duty station is an appropriate alternative worksite, typically the employee's home.

Resident Contractor - A contractor who regularly works in space classified and assigned as usable.

Restricted/Sequestered Allocations - A restricted allocation is a work area or hub that is sequestered or restricted from the general population.

Smart Occupancy - A workplace strategy that maximizes workplace efficiency, workforce productivity and organizational sustainability. It balances freedom and flexibility with measurement and control through the implementation of innovative technologies and processes, resulting in a proactively managed and highly efficient workplace.

Telework - A work flexibility arrangement under which an employee performs the duties and responsibilities of their position from an approved worksite (typically their home), rather than the agency worksite.

Universal Design – A term coined by the architect Ronald L. Mace to describe the concept of designing all products and the built environment to be aesthetic and usable to the greatest extent possible by everyone, regardless of their age, ability, or status in life.

Usable Square Feet (USF) - The total usable floor area of a space or building.

Utilization of Space - The percentage of time a space or seat is occupied over a defined period.