

Informed evaluation for redesigning biotech  
headquarters in a post-pandemic, hybrid office

ADAPTIVE BIOTECHNOLOGIES  
HEADQUARTERS AND LABORATORIES  
WORKPLACE STUDY



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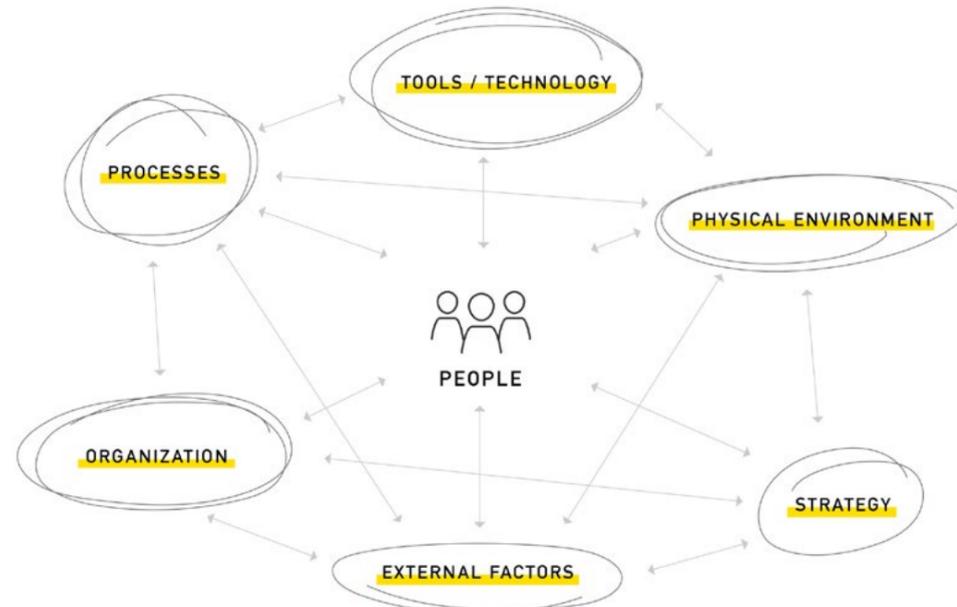
## DESIGN RESEARCH APPROACH

Design research includes a range of problem-solving and design-related research activities aimed to understand how the built environment can optimize and enhance the human experience. The focus of research at Flad is ever-changing; following our curiosity, we study new schools of thought and perspectives impacting planning and design, keeping in mind the evolution of work trends, the environment and local ecosystems, and diverse human needs.

To uncover insights and inform design decisions, our team of designers, analysts, engineers, and scientists employ a variety of qualitative and quantitative data collection methods, such as:

- Ethnographic research and applied anthropology concepts, including direct observations, shadowing, interviewing, focus groups, and surveys.
- User experience insights, including day-in-the-life analysis, journey mapping, affinity diagramming, and personas.
- Human factors engineering and design analysis, including process and value stream mapping.

Design thinking and interdisciplinary collaboration are embedded within our human-centered design processes for all projects, ensuring intentionality behind every decision. Based on the unique needs of our clients, we can provide customized advisory services, research studies, and surveys across all market sectors.





## BUILDING OVERVIEW

Flad partnered with Adaptive Biotechnologies to design the four-story fit-out for Adaptive's new company headquarters and laboratory space. Located in Seattle, Adaptive officially moved into the space in September 2021 after expanding their mission to combat COVID-19 and doubling their amount of employees in the process.

The design focused on supporting collaboration across disciplines and balancing the efficiency of Adaptive's scientific workflows with the flexibility to accommodate evolving science.

### BUILDING STATS

- 98,400 GSF
- Sept. 2020 - Completion
- Seattle, WA

**VIEW ADAPTIVE BIOTECHNOLOGIES HEADQUARTERS AND LABORATORY PROJECT PAGE >>**

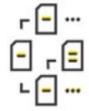


## WORKPLACE STUDY BACKGROUND

Given the new hybrid workstyle emerging from the pandemic, Adaptive Biotechnologies decided to consolidate employees from another building into the Headquarters. In 2022, they engaged Flad to conduct a design research workplace study to support the redesign process, taking into consideration changing work patterns that would eventually help redefine the workplace.

**The purpose of the study was to analyze the transformation of working trends at Adaptive Biotechnologies in the post-pandemic era and its effects on space utilization and workplace culture.**

Study completed by Flad Architects January 2023



## DATA COLLECTION METHODS

### SURVEY

- Surveyed Adaptive employees to understand user satisfaction and effectiveness of the space
- 161 employees completed the survey

### EXTERNAL RESEARCH

- Secondary research on how environments continue to evolve with the pandemic

### THEMES EVALUATED



**Work Patterns**  
*how we work*



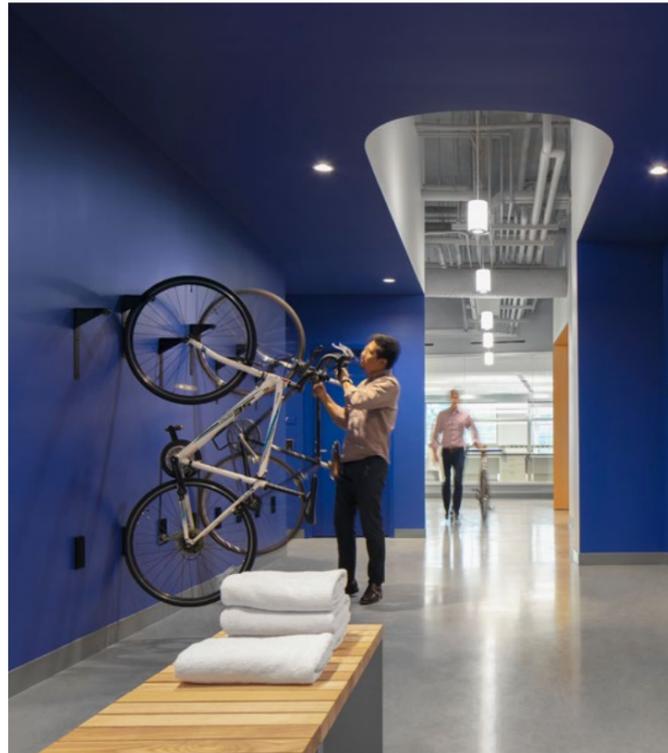
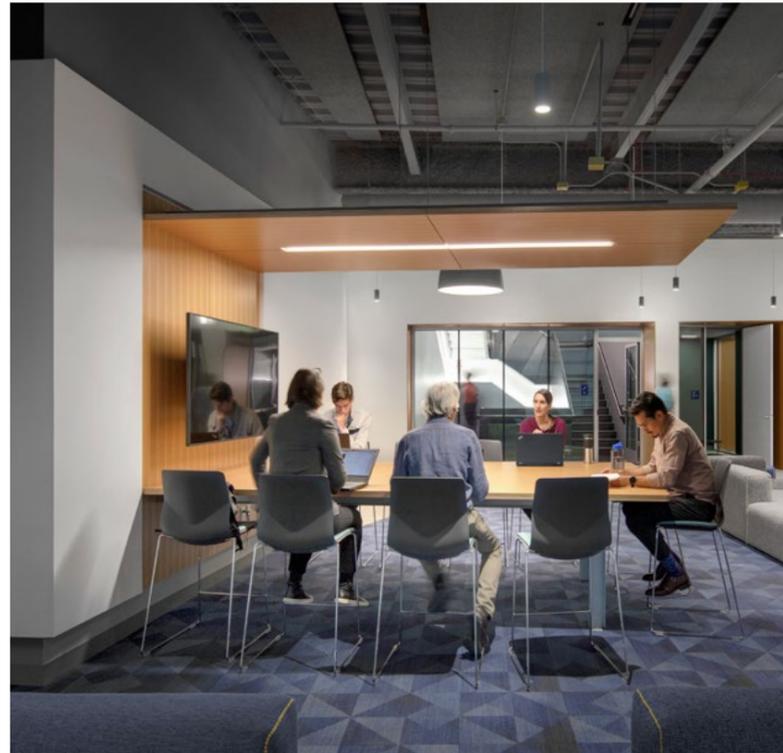
**Space Functionality**  
*places needed for effective work*



**Work Flow**  
*adjacencies and processes*



**Workplace Vibrancy**  
*culture and change management*

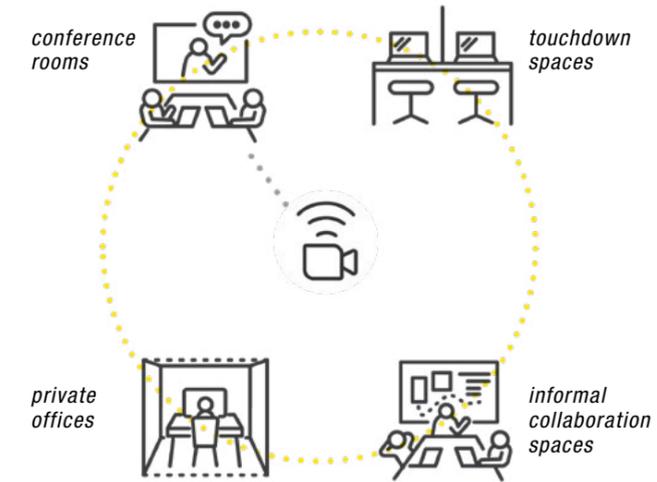


## WORKPLACE TRENDS

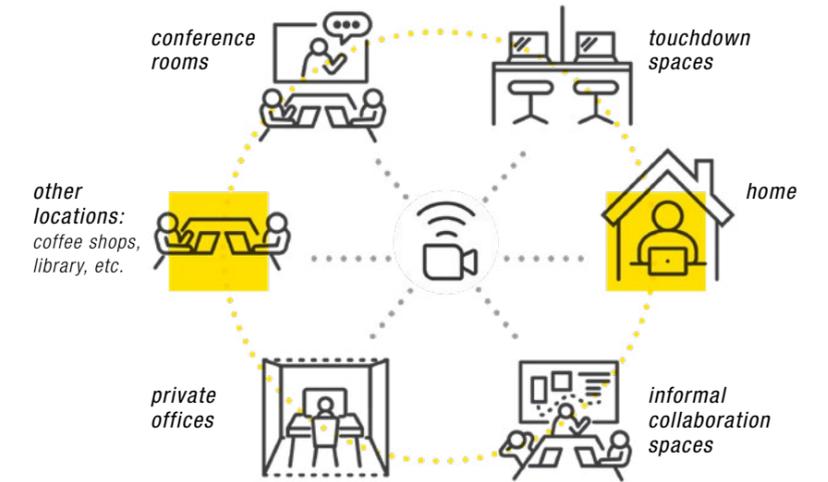
### WORK ENVIRONMENT EVOLUTION

The pandemic has changed the way people work. We now have the ability to work, create, and collaborate remotely without location as a barrier. The flexibility to work from anywhere has contributed to a metamorphosis in how people use the workplace.

### PRE-PANDEMIC SPACE TYPES



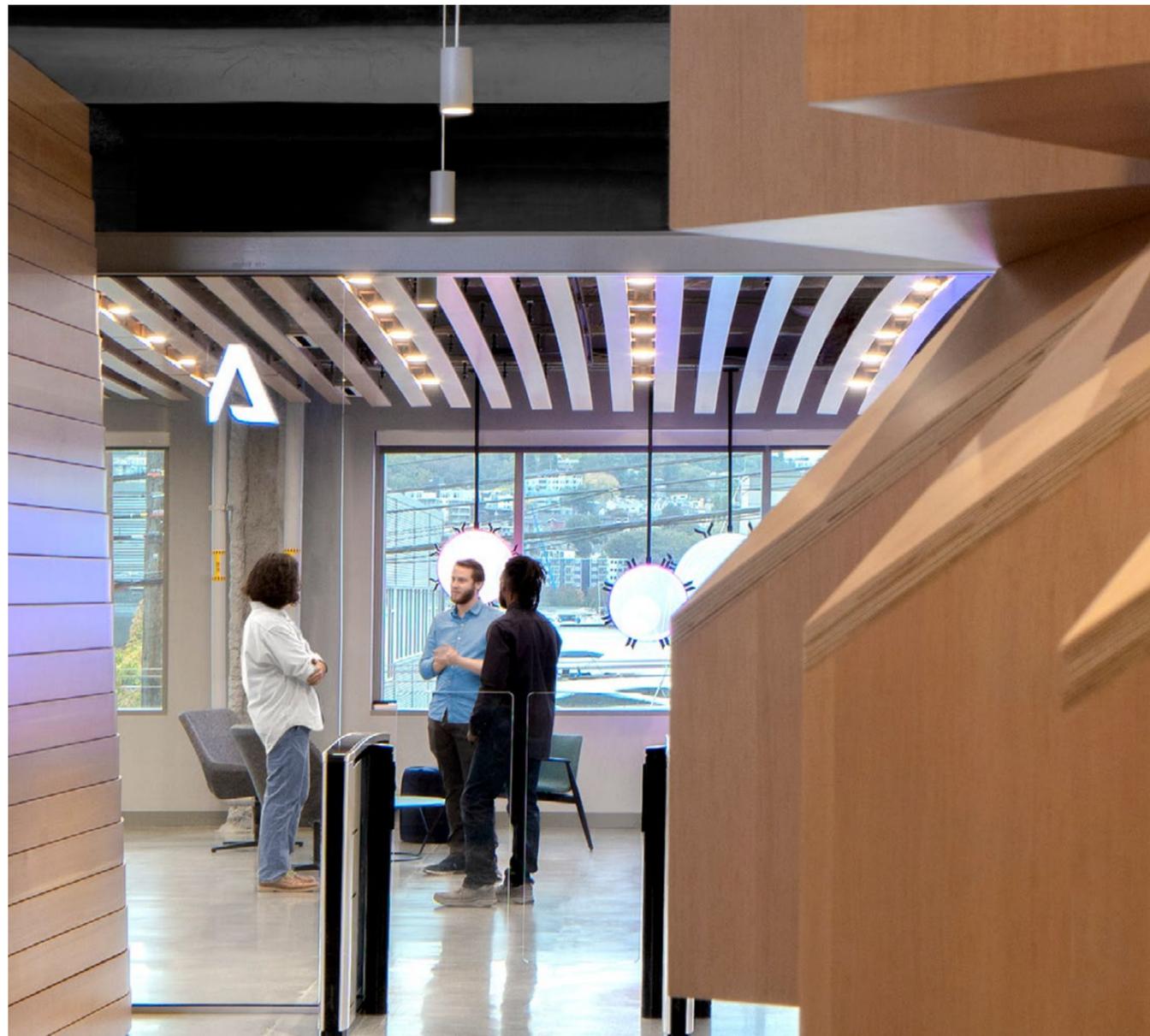
### POST-PANDEMIC SPACE TYPES



## WORK STYLES

The survey data indicated trends among employees' work styles and preferences. All employees shared strong values of **flexibility**, **collaboration**, and **spontaneous interactions**.

Outside of these commonalities, three distinct work styles can be seen within the employee population - In Real Life Superhero, Shape-shifting Ninja, and Remote Magician.



### IRL SUPERHERO

- Working mostly in the office, this person is greatly affected by the design of the workplace.
- Their consistent presence awards them with many spontaneous interactions throughout the week and doesn't detract from their ability to focus well in the office.
- They desire better informal spaces, and an energized environment is important to their job satisfaction.



### SHAPE-SHIFTING NINJA

- Splitting time between the office and at home, this person is likely to find a quiet place outside of the office to focus on heads-down work.
- When in the office, they desire collaboration and spontaneous interactions, so improving upon the current conference and gathering spaces is important to them.



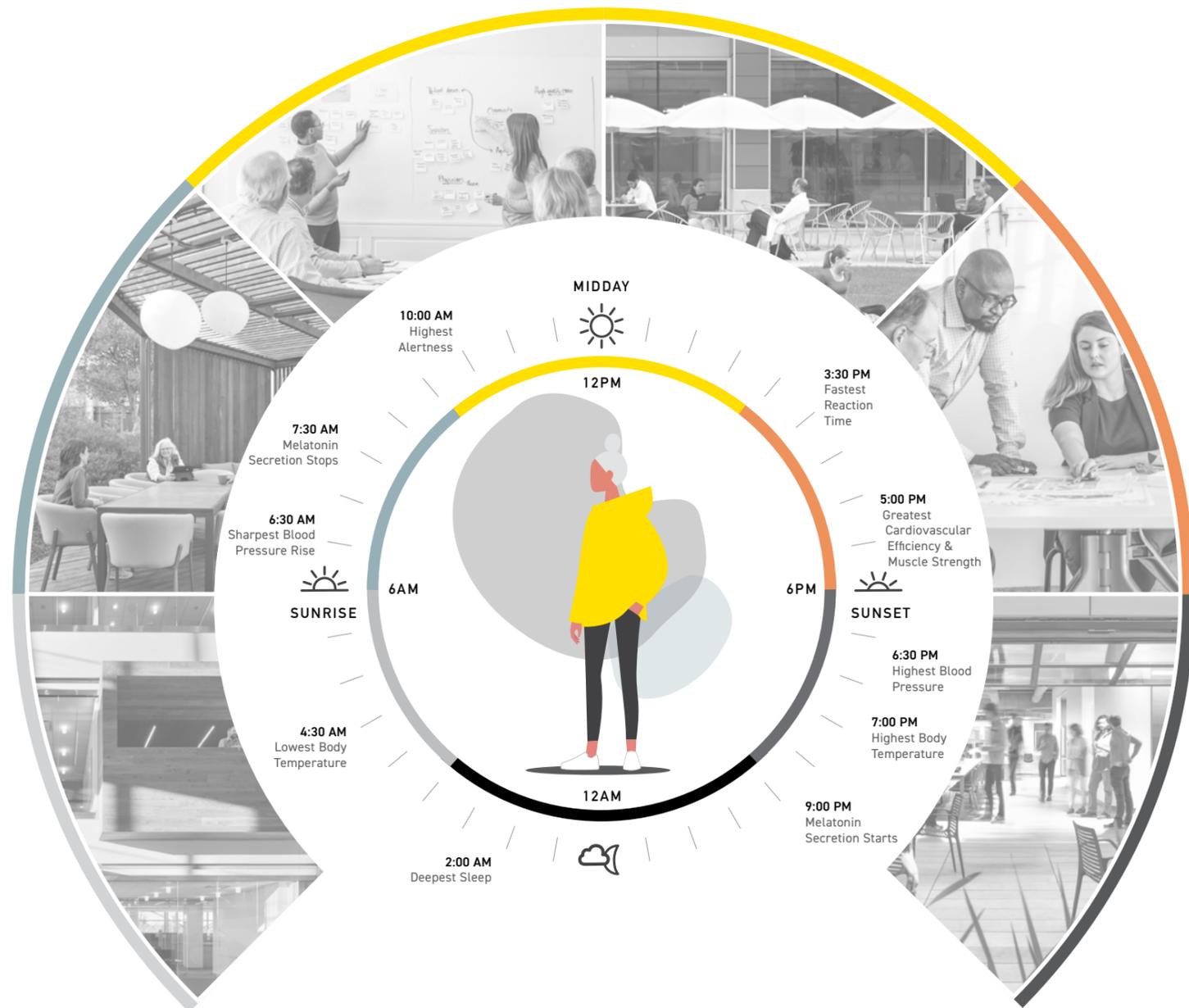
### REMOTE MAGICIAN

- Working remotely much of the time, this person represents a smaller portion of employees.
- They desire control over their environment and need visual and acoustic privacy when working, so the current open offices don't function well for them.
- Energized amenity and gathering spaces will draw them to the workplace, while focus rooms will allow them to also be productive during a day in office.

## INDIVIDUAL NEEDS

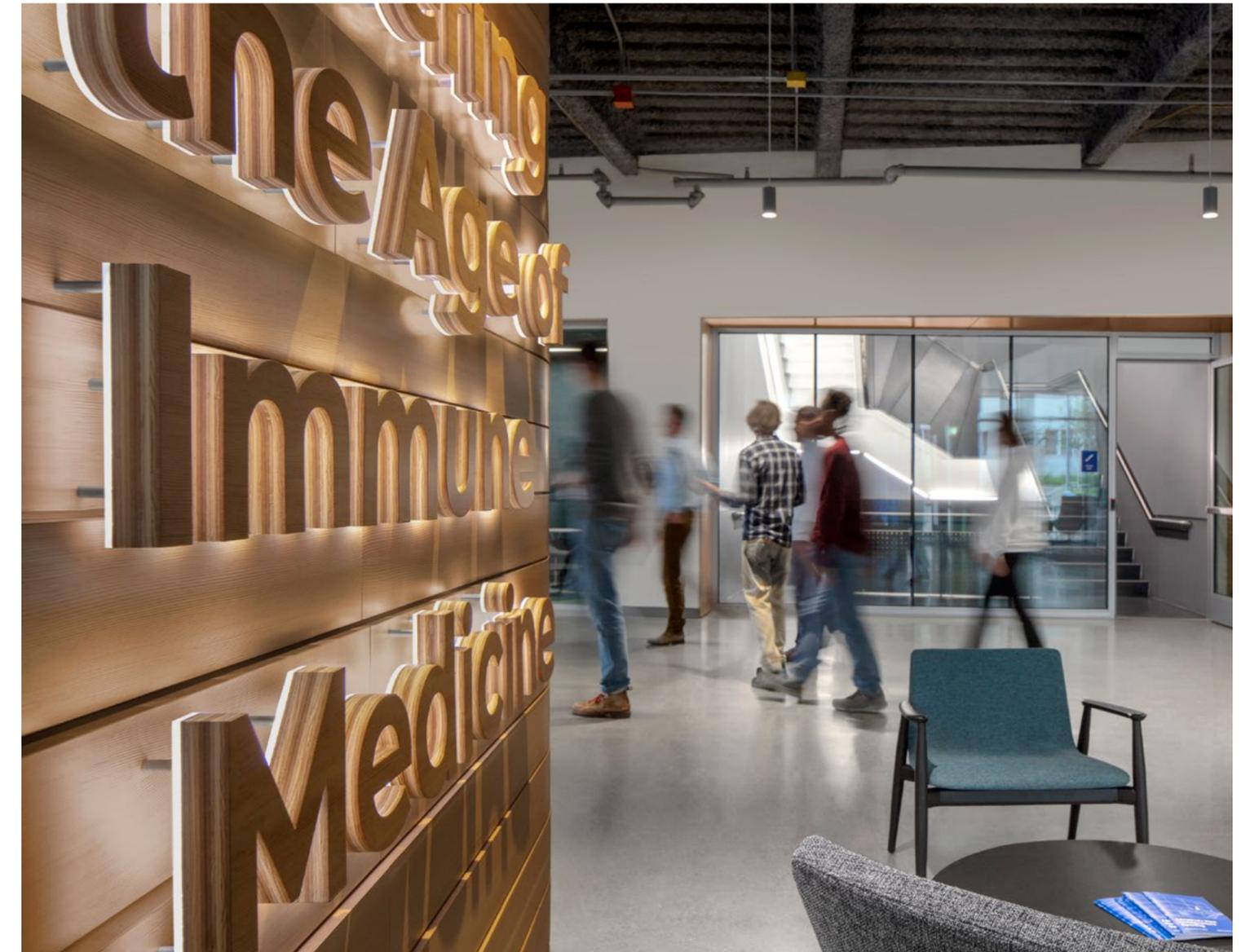
Environment, family and work schedules, personal health, and neurodiversity are factors that affect individual circadian rhythms and therefore validate our unique work needs.

Individuals perform optimally in different space types depending on time of day. Therefore, acknowledging this diversity is vital in improving employee sense of belonging, satisfaction, and productivity.



## REDEFINING SPACE TYPES

In order to accommodate these work styles, space types need to be redefined, moving away from traditional function-based space types and instead designing distinct ecosystems, characterized by unique qualities that are supportive of diverse needs.





## THEME 1: WORK PATTERNS

### INSIGHTS

- Agency and choice in finding a productive work environment throughout the day is vital for employee well-being.
- While people prefer collaboration in person, many focus better on individual work at home, so flexibility is key.



### QUALITATIVE FEEDBACK



Hybrid work has meant community is slightly less connected but is offset by increase in autonomy, work life balance and no commute to downtown Seattle.

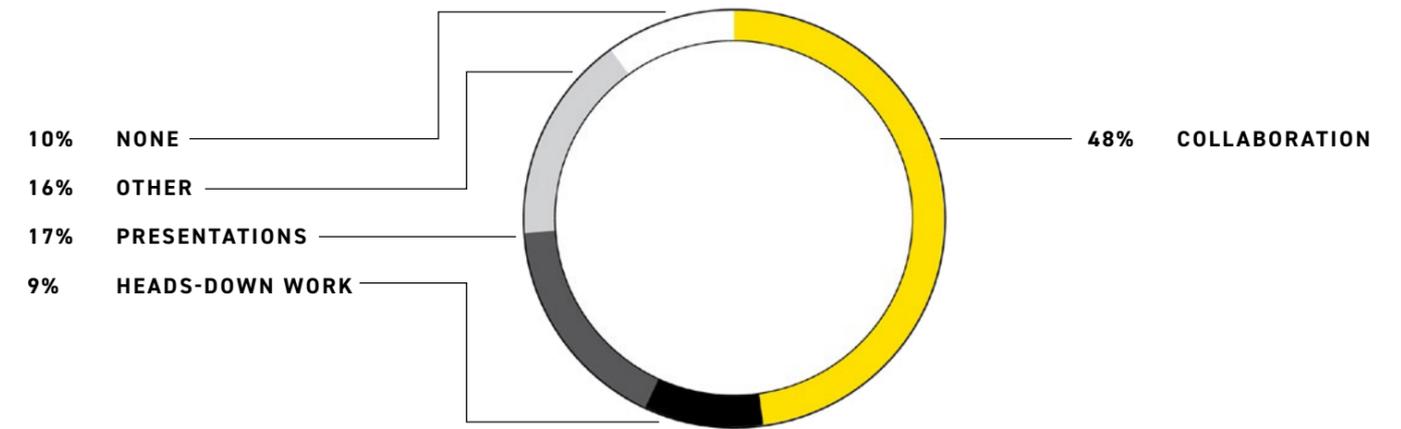
Hybrid allows people to live fullest lives with family, community, and still be their best at work. Makes me more productive.

Nice to be in person but the pandemic showed we don't need to be.

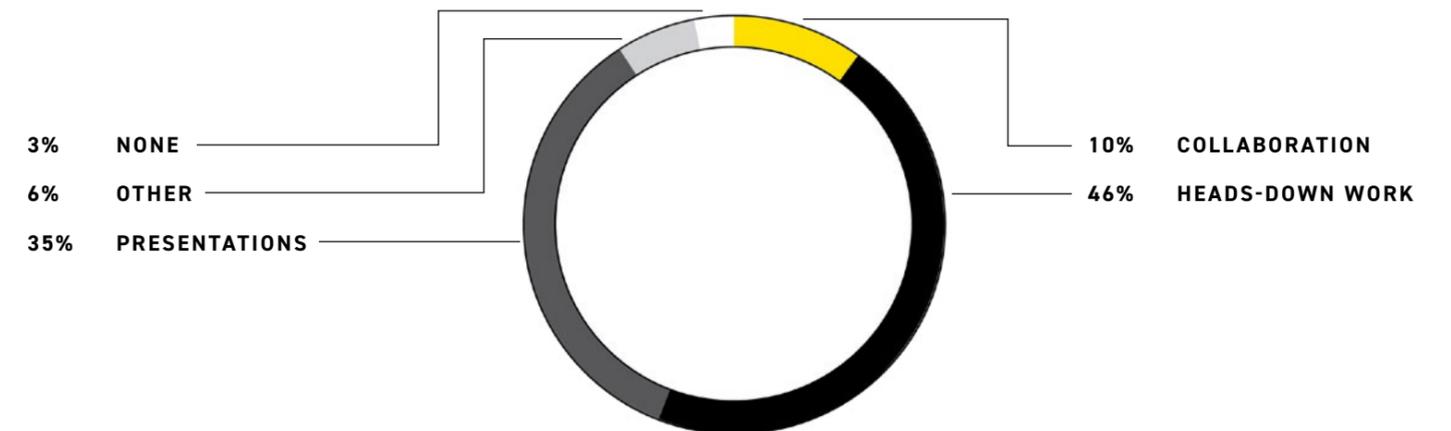
I get more heads-down work done at home and therefore much more productive than on-site.

### SURVEY RESPONSES

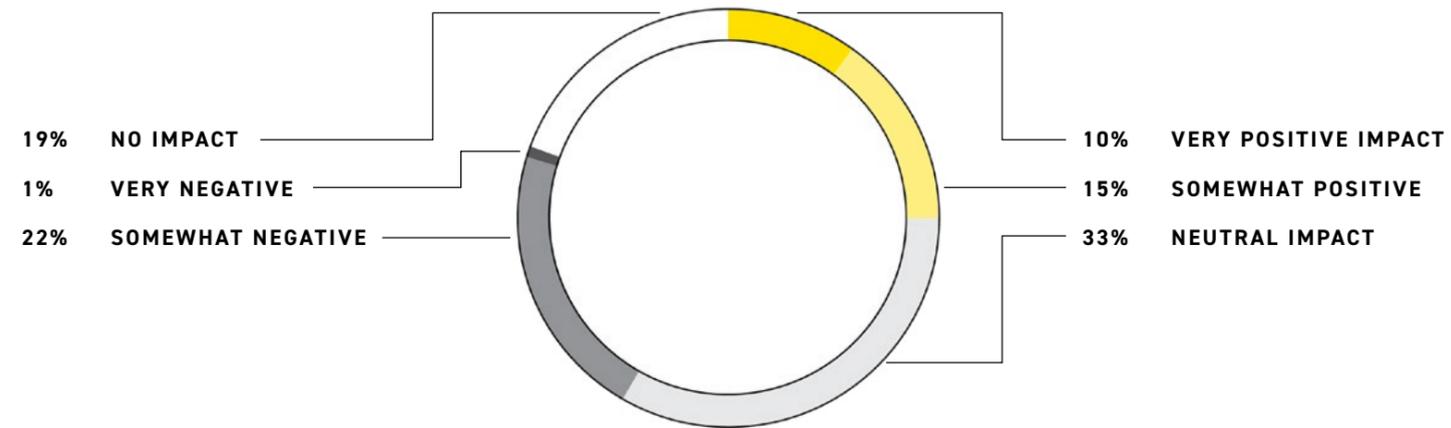
#### FOR WHICH EXPERIENCES IS IT IMPORTANT TO BE IN PERSON?



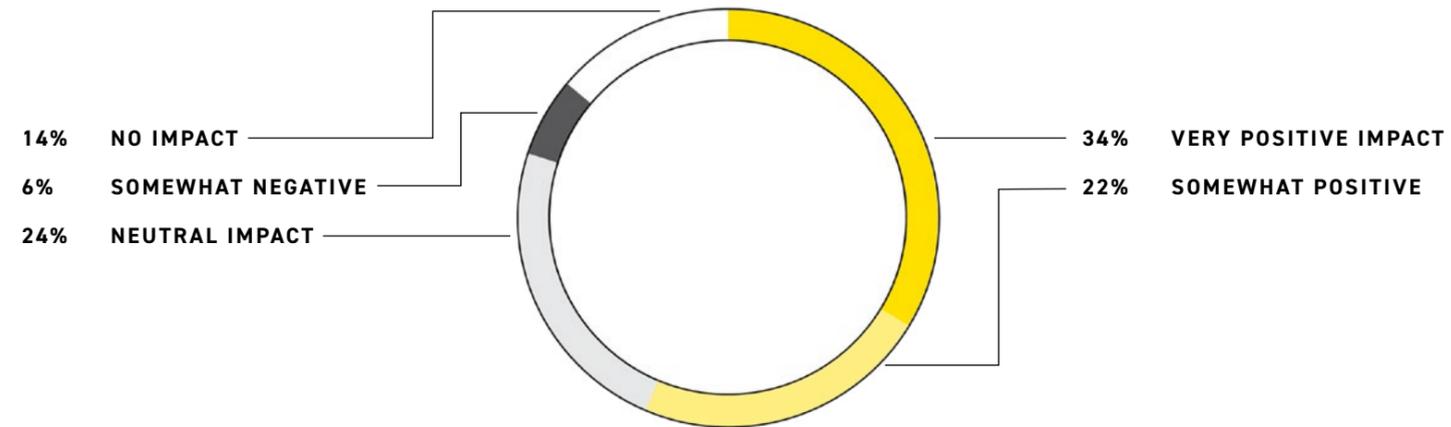
#### FOR WHICH EXPERIENCES DO YOU PREFER TO BE VIRTUAL?



HOW IS SENSE OF COMMUNITY IMPACTED BY A HYBRID ENVIRONMENT?



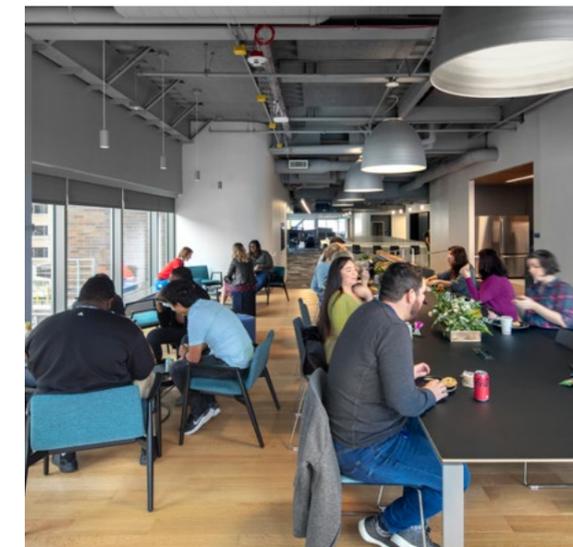
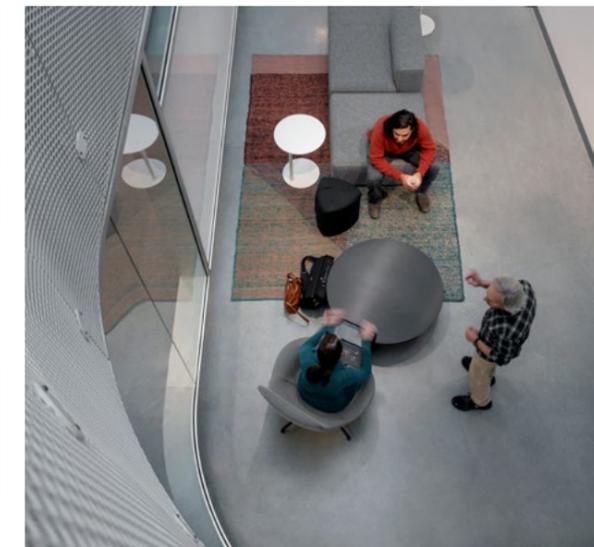
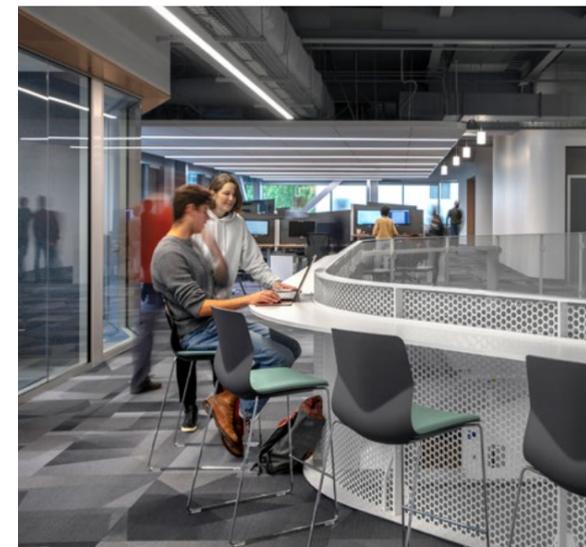
HOW IS PERSONAL WELL-BEING IMPACTED BY A HYBRID ENVIRONMENT?



FUTURE AMBITIONS

How might we... stay committed to the Adaptive mission and employee well-being in a hybrid work environment?

- Allow employees to choose the most appropriate and productive environment for a specific task.
- Be mindful of safety, personalization, and storage concerns in unassigned desking areas.
- Consider operational solutions to maximize collaborative experiences on site and minimize commutes throughout the week.



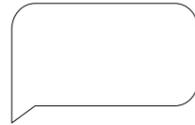


## THEME 2: SPACE FUNCTIONALITY

### INSIGHTS

- Although spaces are visually beautiful, the transformed nature of work has rendered some space types less efficient than pre-pandemic. Therefore, they need to be redefined.
- Conference rooms and phone booths are not optimal for mid-sized meetings or individuals taking hybrid meetings. Office spaces are no longer conducive to quiet focus work.

### QUALITATIVE FEEDBACK



*More in-office work options needed for introverts.  
Work environment does not support work efficiency.*

*Current layout of desks do not allow collaboration.*

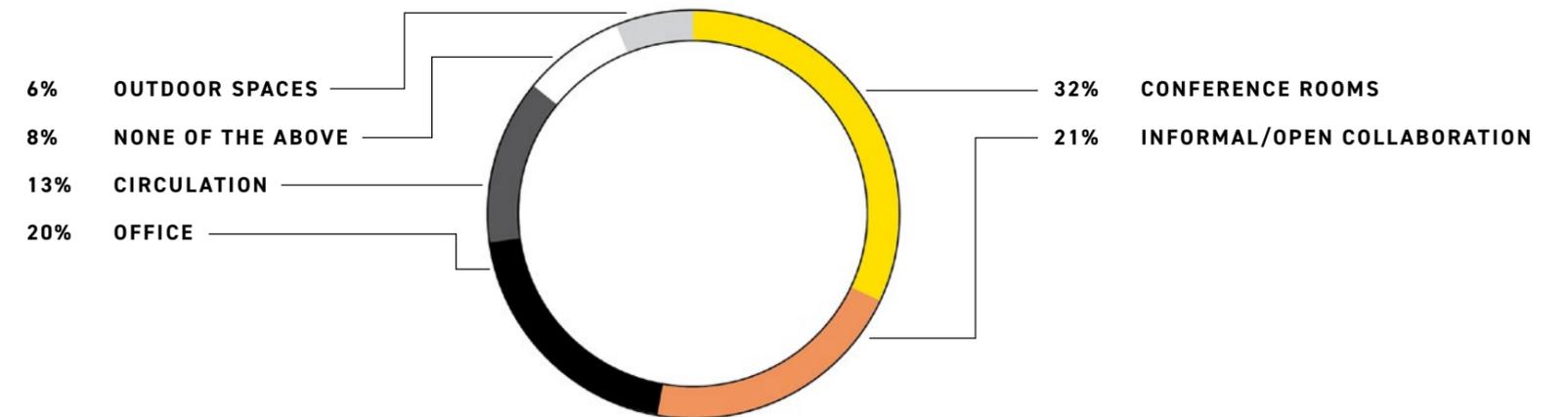
*Phone room layout and furniture are not conducive to working with a computer and attending virtual meetings.*

*Open offices don't work for people participating in meetings as it is loud with everyone coming back to office.*



### SURVEY RESPONSES

#### WHICH SPACES NEED IMPROVEMENT?



## FUTURE AMBITIONS

How might we...

Reinvent space types to better support changing work patterns?

- Include 'smart spaces' that are technologically advanced and efficient to accommodate multimodal work.
- Redesign phone booth rooms with office desk/chair setup conducive to virtual meetings.
- Redesign rooftop so that it can be used effectively during all seasons.
- Introduce a level of visual privacy to conference room glass partitions for reducing glare and distractions.
- Consider sensory experiences of the workplace and varying individual needs throughout a day.





## THEME 3: WORK FLOW

### INSIGHTS

- Proximity of colleagues and resources are important for both productivity and sense of belonging.
- Unassigned desking has the potential to produce an inefficient workflow if employees need to search for available desks, set up at a new desk each day, or spend time finding and walking to colleagues.
- When focus space is located near collaboration space, acoustic separation is important.



### QUALITATIVE FEEDBACK



*Conference room booking system is inefficient. It is difficult to know if a request has been accepted and therefore people often use conference rooms without reserving them.*

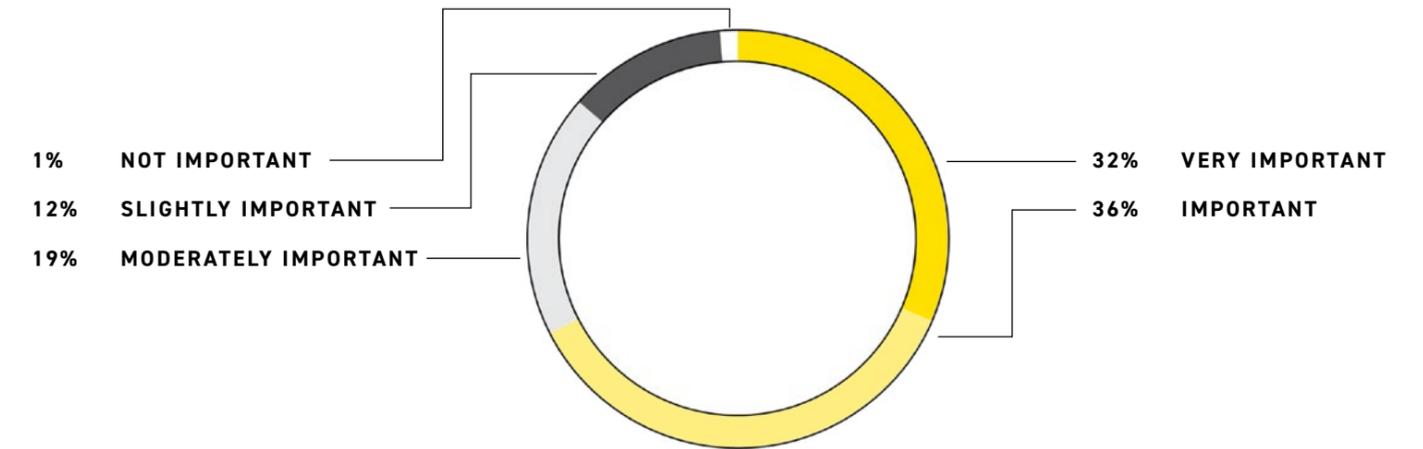
*I would lack a sense of belonging if I had to pack up everything every time I left the desk.*

*Desk spaces are loud as people attend meetings from their desks or nearby collaboration spaces. Larger open spaces echo sound which is not ideal for taking calls.*

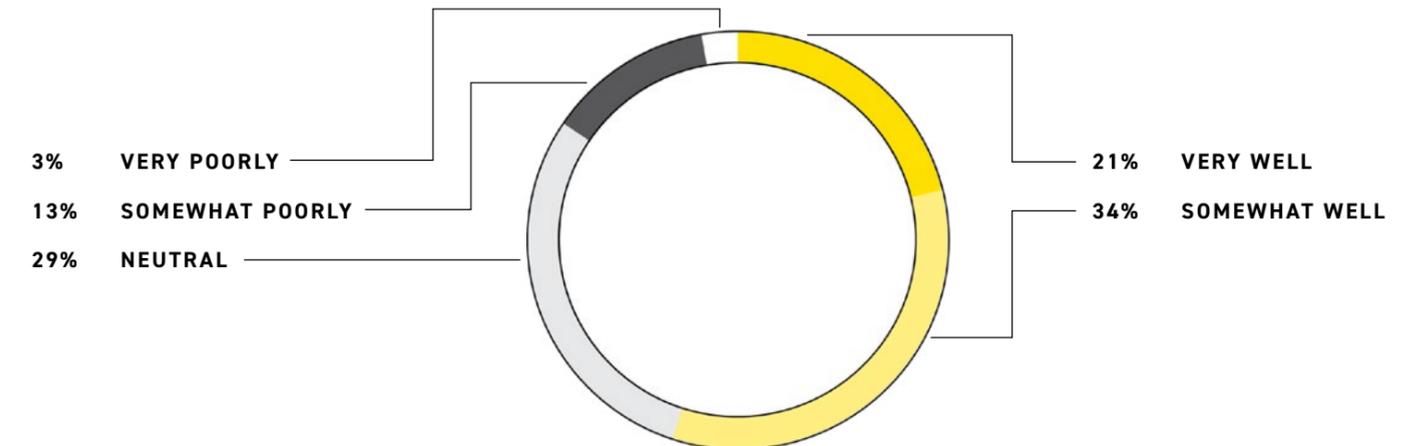
*I am not even sure where other departments and teams sit.*

### SURVEY RESPONSES

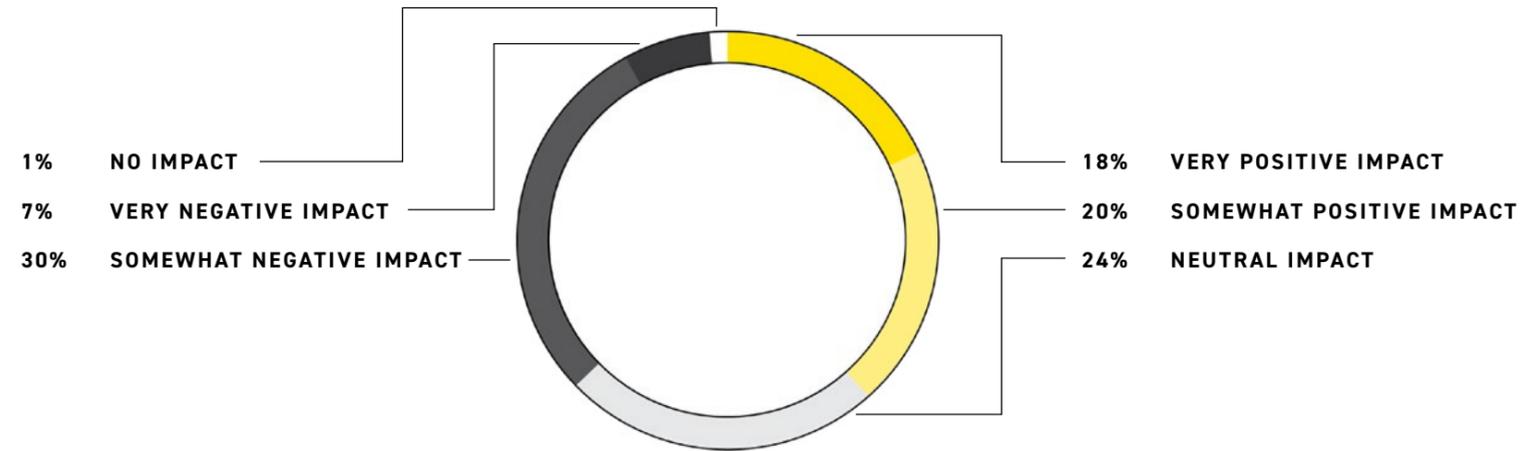
#### HOW IMPORTANT IS ACOUSTICAL PRIVACY IN YOUR WORKSPACE?



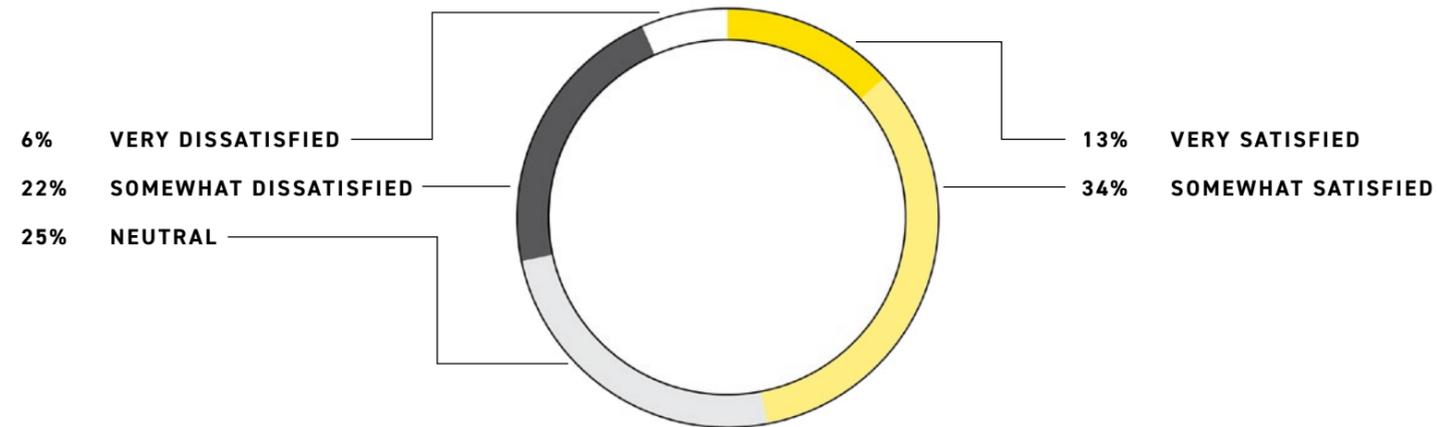
#### HOW WELL DOES YOUR WORKSPACE PROVIDE ACCESS TO COLLEAGUES?



HOW DOES YOUR WORKSPACE IMPACT OPERATIONAL EFFICIENCY?



HOW SATISFIED ARE YOU WITH THE PROXIMITY TO OTHER DEPARTMENTS?



FUTURE AMBITIONS

How might we...

Ensure accessibility to assets that allow productive daily workflows and accommodate employees' lives holistically?

- Incorporate distinct 'think spaces' and 'talk spaces' by locating desks and collaboration spaces within easy access of one another, while ensuring adequate noise barriers.
- Offer assigned desks for staff committing to primarily work in office, and provide sign-up systems and communications that ensure employee access to unassigned workspace.
- Provide additional 4–5 person conference rooms and discourage single-person occupancy.





## THEME 4: WORKPLACE VIBRANCY

### INSIGHTS

- Space and operational improvements are needed to optimize employee interaction and increase workplace vibrancy.
- Employees value spontaneous interactions, but these interactions are currently limited by varying office schedules.



### QUALITATIVE FEEDBACK



*Bringing people in 3-5 days 2-4 times a year to establish stronger relationships / initiate collaboration is important. Greatly appreciate the flexibility, but can be difficult to feel connected.*

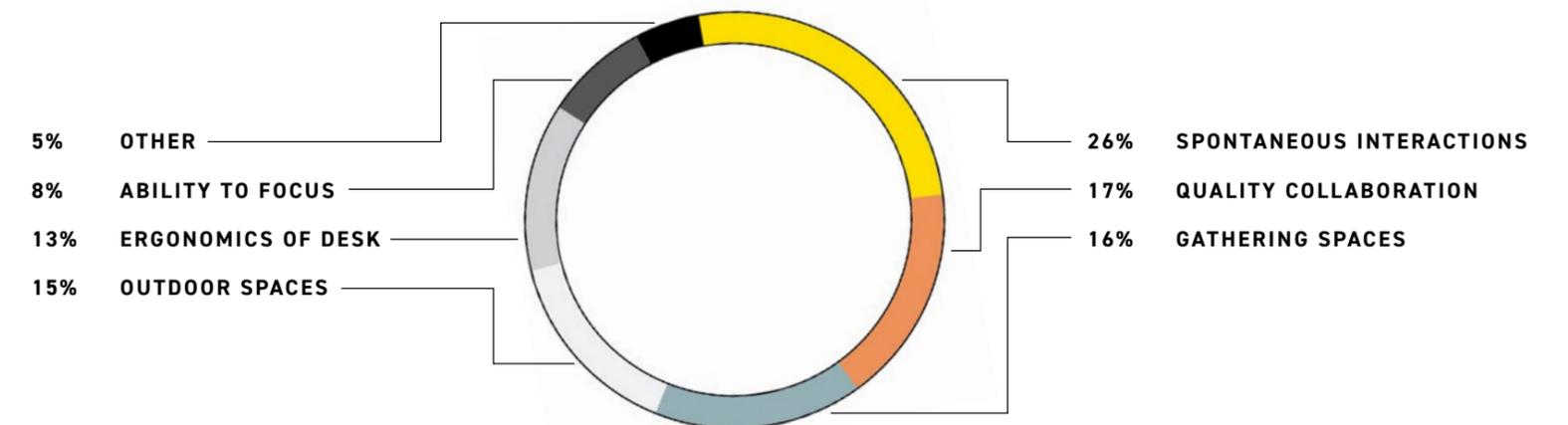
*Celebrating milestones together would build comradery and help company culture.*

*Snacks, the views, and the proximity to Moss Bay for kayaking are valued amenities.*

*We are spread out all over the building which stifles spontaneous interactions.*

### SURVEY RESPONSES

#### WHAT ARE THE BENEFITS OF WORKING IN PERSON?



## FUTURE AMBITIONS

How might we...

Create vibrant, interactive nodes within the building that draw people in and encourage interaction?

- Identify collaborative pockets and team space near unassigned desking areas to increase a sense of belonging.
- Introduce structured, meaningful team building days to foster company culture in the hybrid environment.
- Add more game room and recreation spaces and encourage utilization of amenities during breaks.
- Provide healthy food options while keeping food allergies in mind.
- Consider incentives that draw people to work in office on certain days to align schedules and increase interactions.





## INNOVATION + ANALYTICS

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Our multidisciplinary innovation and analytics team leverages leading-edge and novel technology, predictive tools, applied research, and data science to explore, test, and implement enhanced design solutions that help our clients do what they do best. This integrated team brings together architects, researchers, data analysts, industrial engineers, computer scientists, developers, and computational designers to collaborate on innovative, sustainable, and client-centric outcomes.

By uniting cutting-edge technology and data analytics with our team's real-world insights and expertise, we offer an elevated level of thoughtful and valuable output that supports and optimizes a data-driven and human-centered planning and design process. Flad's expertise includes a range of capabilities and services in design research, space utilization analysis, data innovation, computational design, and design technology.

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