

SPOTLIGHT

# Building One of The World's Healthiest Workplaces

## Study, Test, Measure, Repeat.

For organizations looking for a healthier, less stressed, more energised and more productive workforce, GSK has uncovered how strategic workplace improvements can make the difference. GSK's new global HQ in central London is the blueprint for how this is done, having built one of the worlds healthiest workplaces by leveraging science-based design and cutting-edge technology to support employee health, well-being, inclusion and performance.

GSK is a global biopharma company with a purpose to unite science, technology and talent to get ahead of disease together. Preventing and treating disease with specialty medicines, vaccines and general medicines, GSK's aim is to positively impact the health of 2.5 billion people by the end of the decade, as a successful, growing company where people can thrive.

To develop its new headquarters, GSK collaborated with the International WELL Building Institute, as an early adopter of the WELL Building Standard, and ART Health Solutions who employed a scientific approach to creating healthy work environments.

The partnership with ART was built on a prior collaboration back in 2017 in the setup of the Workplace Performance Hub (WPH) in Brentford (GSK's former HQ). This was a proof-of-concept pilot space where GSK's Workplace

Real Estate and Facilities (WREF) Team and ART Health Solutions extensively studied the impact of workplace design and the built environment on employee health, well-being and cognitive performance. The study showed that the physical environment had a considerable impact on employee health, well-being and performance, and the learnings from this study confirmed significant financial returns for deploying those strategies and were built into WREF's global design standards.

Building on the WPH research and to remain at the forefront of workplace design and innovation, the WREF team tested and validated workplace design standards and technologies among a larger group of employees, considering cultural and geographical differences at various sites worldwide. As part of that, GSK instituted an evergreen program of research "sprints" to test specific design elements. These sprints enabled information to drive the design of GSK's new HQ. An example of some of the findings are as follows:

- Nature soundscapes in the office mitigated the severity of noise distractions; this effective sound masking improved employees' decision-making by 8%.
- Employees using curved computer monitors showed a 17% improvement in working memory compared to employees using traditional flat screens.
- Office occupants using sit-stand desks were less sedentary by 18 minutes per day than occupants using traditional seated desks.
- Circadian lighting improved employee decision making by 32% compared to traditional office lighting.

GSK HEADQUARTERS | LONDON, UK | WELL AT SCALE



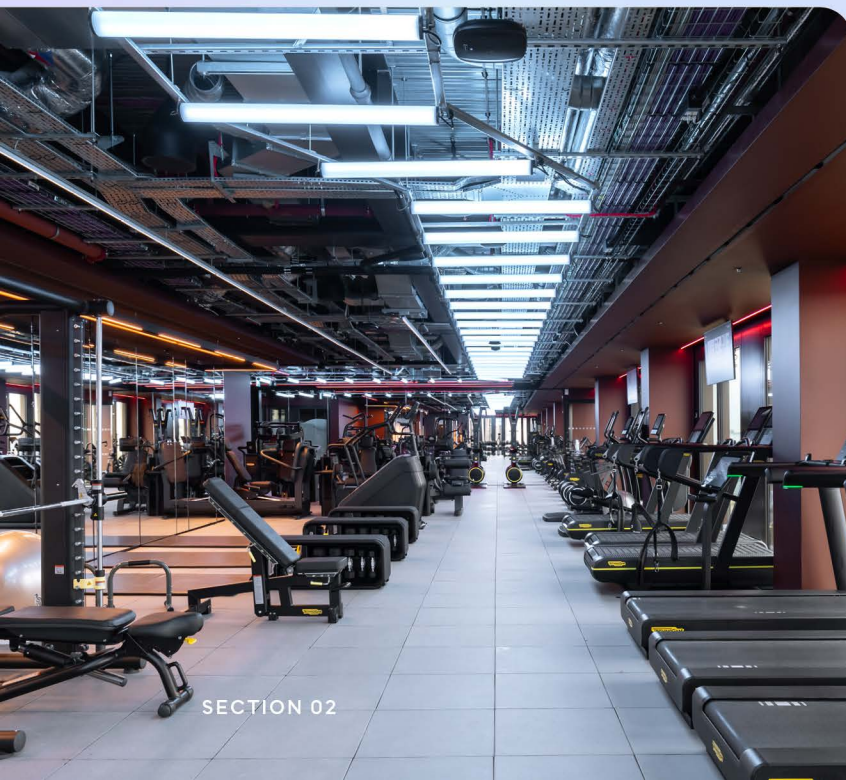
## Measuring one of the world's healthiest workplaces

Aligning with GSK's global strategy to positively impact the health of people, WREF set out on a bold mission to create one of the World's Healthiest Workplaces where the ultimate ambition is for people to leave the office healthier than when they arrived.

Alongside the prestigious WELL achievement, WREF wanted a holistic and human-centric data approach, so it continued the partnership with ART to drive an evidence-based program of insights to enhance the workplace with the deployment of a two-phased Workplace Science Project—the most extensive analysis of a single office move to date. This comprehensive, holistic methodology of measuring health and performance in the working environment, boasting a substantial participant pool of over 800 people and 40,000 data points, positions this project as a groundbreaking contribution to workplace strategy across industries. This was achieved by measuring the health biomarkers (e.g., steps, heart rate, sleep) of individuals through wearable devices and asking participants to undertake surveys and cognitive performance tests.

Phase 1 was deployed at GSK's former HQ, GSK House, in Brentford to reveal evidence-based insights to inform and optimize workplace design and experience at GSK's new global HQ. The findings provided a baseline analysis at GSK House, which are currently being compared to post-move analysis at GSK HQ.

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SECTION 02

## Bringing people along the journey

The move from a campus site of over 650,000 square feet of office space to a central London building of 158,000 square feet was a significant change for GSK people. During the design process, GSK engaged employees through initiatives like 'The Showcase'—a pilot space equipped with sensors to monitor amenity usage. Feedback from employees and real-time sensor data were used to optimize the design. The Showcase space provided an opportunity for employees to experience a future-inspired environment, encouraging employees to experiment with new ways of working and vote using counters on the aspects they liked best.

Employees were then invited into the 'Design Space,' where they were educated on design decisions made in the physical workspace and how they contributed to improving health and wellbeing. This space allowed employees to test out new work settings before they arrived at the new headquarters.

By seamlessly combining wellness, technology and sustainability, GSK has redefined the modern workplace experience, offering a roadmap for organizations aiming to enhance employee engagement, wellbeing and performance in an increasingly dynamic work environment.

GSK, in its commitment to invest in better buildings that support employee health and well-being, recently completed Phase 2 of its office move study: its first post-occupancy assessment. This phase examined how the healthy building strategies implemented in its new London headquarters have impacted the health and productivity of employees who work there every day. The analysis of Phase 2 will be revealed later in 2025, but early insights reveal GSK HQ as a health and performance enabler, providing people with the spaces to support preventative measures for their health and wellbeing as opposed to reactive measures—creating a significant return on investment.



## GSK HQ – Health and Well-Being Features

### WORKSPACE AND TECHNOLOGY

- GSK's new headquarters features 15 distinct work settings to support diverse workstyles and foster collaboration. Each desk has a 36-inch curved screen, wireless phone charging, USB C for laptops and auto-adjusting chairs. One in five (22%) desks are sit-to-stand. High work benches also have task lights which follow natural circadian rhythms.
- Meeting rooms are all integrated with Microsoft Teams, mitigating the need to bring laptops into a meeting. Advanced acoustic features, including curtains and vibration-dampening technology, enhance audio quality. Each room's booking panel displays real-time air quality data to ensure safe use. Some meeting rooms also feature artificial skylights, simulating natural daylight.
- Employees have access to smart lockers which can be leased for three days or extended via a workplace app called Appspace. Accessible lockers are available for those with different height requirements, and there are different sized lockers according to need, for example, hanging up clothes. There are also digital kiosks on each floor for wayfinding and locating meeting spaces.

### ENVIRONMENTAL MONITORING

- The office utilises IoT sensors to monitor 15 environmental variables, including pollen, CO<sub>2</sub>, dust and VOCs, as well as humidity and occupancy levels. This comprehensive monitoring supports a healthier workplace environment and informs ongoing adjustments to space design and functionality.
- On every working floor there is circadian rhythm lighting that mimics natural daylight. The working floors also use soundscaping and GSK has the largest deployment of biophilic soundscaping.

### WELLNESS AND FITNESS FACILITIES

- The ninth floor is dedicated to wellness, featuring free of charge state-of-the-art gym facilities with Technogym equipment, including Biostrength technology and hydraulic personalization that automatically adjusts to individual weight, height and fitness goals.
- There is an active noise dampening system for conference floors to eliminate weight-drop vibrations to improve audio quality.
- The Wellness floor also features an active studio, wellness studio, two treatments room and two multi-faith rooms.
- Fitness classes such as yoga, HIIT, and mindfulness, are offered alongside physiotherapy and massage services, which employees can access at their own expense. Integration with smartphone health apps enables employees to track their fitness progress seamlessly.
- Of the 3,000 employees in the building, 1,500 have signed up using the Technogym app, reflecting strong engagement with these wellness offerings.

## SUSTAINABILITY AND DESIGN

- Key sustainability measures in the design of the building include the use of recycled paint, low-VOC lacquer, and energy-efficient LED lighting. The workplace design prioritizes health, diversity, equity, inclusion, and belonging.
- The design concept includes a variety of workspaces ranging from solo pods to open collaborative areas.
- Employee feedback is continuously gathered through the 'You said. We did.' platform, which publicly showcases responses to suggestions across digital screens in the office. The building also features eight outdoor terraces, offering stunning views of central London.
- The eighth floor is a dedicated conference space which includes a conference and event room, a coffee point and a social area.

## EMPLOYEE SUPPORT

- There is a concierge service on the first floor of the building in the main reception area.
- Employees can use the concierge service for help with professional and personal admin such as booking travel, restaurants, theatre tickets and more.
- GSK offers employees free Santander bike rides for employees who want to cycle to work. All employees are offered a free consultation with TFL to help plan their journey to work better. This is particularly helpful for those who need an accessible route to work or have neurodiverse needs for example, which might mean they require quieter or less stimulating routes.

