A Workplace That Brings Your Strategy to Life

Thomas Interiors and Herman Miller for EY

Request for Proposal: EY San Antonio
Company Information
Thomas Interiors

Your Space, Our Passion.

Our purpose is to care deeply for those we serve, work tirelessly to accomplish the goals of the project team, and, in all things, exceed expectations.

History

In 1977, Thomas Klobucher founded Thomas Interior Systems (TIS) in a small Elmhurst, Illinois storefront. Tom saw the workplace as an opportunity with untapped potential. Before long, a partnership between TIS and Herman Miller arose quite naturally out of a shared vision of the workplace.

Throughout the next few decades, TIS established strong relationships with local companies that continue to this day. In 1996, Paul, Tom’s son, became the company president. One year later, we opened our Bloomingdale headquarters, a 20,000 sq. ft. office showroom and a 60,000 sq. ft. warehouse.

When the Great Recession struck the nation, TIS was not exempt from the hardship. However, under Paul’s leadership, the company emerged successfully, quadrupling in growth within a matter of years. In 2013, we opened our downtown Chicago office and showroom, right across from the historic Merchandise Mart.

Present

Several years ago, we began to write a new chapter in our story. It began with boldly overhauling our internal structure and shifting the focus of our effort and support to the external project team.

Our story and evolution matches the changing landscape of work. In honor of our 40th anniversary, we designed a new brand that reflects who we are—who we have always been and who our partners have enabled us to become.

Company Profile

- Privately Held
- Over $50 Million in Sales
- 95 Employees
- Top 10% of fastest growing Herman Miller dealers in the United States
- Top 3% of Herman Miller Elements dealers

Values. This is who we are and where we begin. These are things we value and actually live by. The culture and character of our people form the backbone of our company.

Focus on others with humble confidence.

Understand what is and envision what could be.

Approach everything with strategic efficiency.

Enhance our world by creatively applying resources.

Finish with driven determination.
Thomas Interiors | Services

**Technical Planning**
Space planning and specification support backed by extensive product knowledge and familiarity.

**Design Services**
Support beyond furnishings, from flooring and acoustics to throw pillows and pencil cups.

**Ergonomic Education**
Individually calibrated ergonomic tools and education about the full range of their benefits.

**LEED Certification**
Certified and trained designers to help you develop sustainable workplaces.

**Leasing**
The resources to make your vision a reality without compromising on what matters most.

**Project Management**
Careful project planning and coordination to execute an on-time, on-budget, successful completion.

**Delivery and Installation**
Experienced delivery and installation safeguards your new furnishings.

**Maintenance Programs**
A long-term partnership and commitment to service that protects your office investment.

**Asset and Inventory Management**
Utilize our resources to maintain an available inventory to pull from as needs arise or change.

**Refurbishment and Renting**
Clean and repair your furniture to preserve its longevity or temporarily rent to meet immediate needs.
Herman Miller

**History**
Founder D.J. De Pree began working at the Michigan Star Company in 1909 as a clerk. In 1923, De Pree bought the company with the help of his father-in-law, Herman Miller, and renamed the company after him.

Gilbert Rohde became the company’s first design director in 1930, and his influence drove the shift from traditional furniture to modern design as a means of meeting the changing needs of the population.

In 1968, at the height of white-collar growth in the U.S. and Europe, we launched Action Office System. This revolutionized the workplace for millions of people, and Herman Miller stock became publicly traded in 1970.

Today, we continue to reinvent the workplace. Our human-centered approach begins with the study of people, their physical attributes and their behaviors. Based on this research, we work with the world’s leading thinkers and designers to design solutions for people, wherever they work, learn, heal, and live. These collaborations yield original designs that marry beauty and utility.

**Supplier Diversity**
Supplier diversity is part of our corporate strategy. Herman Miller suppliers possess a rich mix of talent, competence, and commitment. Their performance and dedication matter to us deeply; their gender, ethnicity, size, and so on do not.

We are committed to a robust business process that ensures diverse business participation in an open, fair, and inclusive purchasing environment. Expanding our qualified diversity supplier network and sharing diversity supplier best practices not only makes good business sense but is also the right way to build a stronger community. Read More »

**International Presence**
We’re headquartered in West Michigan, USA, and employ over 7,000 people worldwide. We maintain a presence on six continents, and our research, design, and development groups are creating products with global appeal and application. Our international group serves the needs of multinational corporations and businesses overseas. In total, Herman Miller is represented in more than 40 countries through our dealers, alliance companies, and partnerships.
Why Herman Miller

From our early days as a small-town, family-run company to the global enterprise we’ve become, our work has always been about people—about inspiring designs to help people do great things. The five tenets below illustrate how our purpose translates into how we run our business and how that brings value to you.

**Problem-Solving Design**
By tirelessly investigating the ways people live, work, and learn, we discover what they need to lead productive, fulfilling lives.

Then, we partner with leading designers to develop original solutions where people need them most.

**Research-Driven**
The best solutions are built through understanding. We apply our human-centered insights and research to your own research and needs.

By melding together our diverse perspectives and approaches, we can create a productive and empowering workplace.

**Trustworthy Products**
Here, you invest in more than a product. You invest in a relationship and commitment that doesn’t end when the product leaves the factory.

We make flexible, sustainable, and beautiful products, but it doesn’t stop there. Delivery, services, warranty, and timeless style are all part of the deal.

**Global Reliability**
We offer our full suite of products and services in over 100 countries through our unique dealer and distributor network.

Our research starts with essential human behaviors and needs, which enables us to tailor global solutions to local needs and norms.

**Values Based**
For over 100 years, we have lived by our values. We serve humanity, are stewards of the environment, and solve problems. We build relationships, inspire others, and welcome change.

These principles allow us to continue creating prosperity for our people, communities, and customers.
Case Study | Grubhub

Grubhub Chicago Headquarters
128,000 Sq Ft  |  6 Floors  |  December 2016

Grubhub is the nation’s leading online and mobile food-ordering company. They deliver directly to diners from over 45,000 takeout restaurants in more than 1,100 U.S. cities and London.

We worked with Grubhub to create a headquarters that now serves as a standard for all of their US offices. The company’s success in the last decade and its anticipated growth drove the way we approached the project. Their Chicago headquarters needed to be flexible enough to accommodate a workforce of 600 to 1,000 employees. In order to attract and retain top talent, we tapped into Grubhub’s identity, developing a diverse array of settings reminiscent of the food industry. The company’s culture embodies their young workforces’ work hard, play hard mentality, and the variety of creative environments provides employees with choices for collaboration, individual work, and privacy.

By setting a standard that puts employees first while maintaining the brand identity, each person experiences the company’s mission and vision. We’ve had the pleasure to continue partnering with Grubhub throughout the country, developing workplaces that embody both local culture and the greater Grubhub identity.

Awards
Winner of the 2017 Moxie Award for Best Office Space
Case Study  |  Hyatt

Hyatt Corporate Headquarters
250,000 Sq Ft | 10 Floors | September 2017

Over the last nine years, we have worked together with Hyatt to create corporate and hospitality spaces that reflect a meaningful, cohesive Hyatt brand and express the diverse identities of all these locations.

Earlier this fall, Hyatt Corporation consolidated their two corporate Chicago offices into a new headquarters along the Chicago River. With more than 1,000 employees moving under one roof, Hyatt needed a workplace that unites the identities of each former office and creates new opportunities for growth and collaboration.

By analyzing their people’s patterns of communication, the work they do, and the company’s values, we designed a workplace that encourages communication and engagement. We provided settings dedicated to different styles of collaboration, and settings that adapt to employees’ unique needs. Our team developed over 1,000 workstations and hundreds of private offices and collaboration spaces that accommodate the wide range work styles represented. We equipped more than 1,000 employees with ergonomic tools and the education they need to use these tools effectively. Hyatt’s new headquarters pioneers the changing needs of the workplace, and we’re proud to be part of Hyatt’s story, creating spaces that embrace and foster connection and creativity.

Awards
Interior Design Magazine’s Best of 2017: Large Corporate Office
Case Study | Avant

**Avant Headquarters**
30,000 sq ft | 2 floors | Completed March 2016

Avant is a rapidly growing financial technology company that is changing the online lending industry. Since 2012, the company has provided over $3.5 billion in loans.

The needs and expectations of the generations beginning to enter into and dominate the financial and technology industry drove the strategy behind this office space.

Avant highly values their 600 employees and wanted to develop a workplace that rewarded and honored their people. The increasing competition within the financial and technology industries demanded that Avant develop a sustainable workplace that provided individuals with amenities and benefits. In order to do this, we created an open office environment equipped with height adjustable workstations for every employee. Enclosed meeting, collaboration, and restoration spaces contrasted a 2-story atrium and outdoor terrace.

Together, we designed an environment that would bring out the diverse potential in every individual and accommodate a variety of learning styles. We captured the essence of a growing culture while maintaining flexibility in anticipation of the future of work.
Thanks to the trust our partners have placed in us, the scope of our work has expanded and continues to grow across the country and throughout North America.

The success we’ve experienced comes from our commitment to service and the extensive network of reliable and dedicated project partners throughout the nation.
## References

<table>
<thead>
<tr>
<th>Company</th>
<th>Name</th>
<th>Title</th>
<th>Contact</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbott Laboratories</td>
<td>Gretchen Anderson</td>
<td>Office Design &amp; Construction Manager</td>
<td>+1 224 667 2527</td>
<td>100 Abbott Park Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:gretchen.anderson@abbott.com">gretchen.anderson@abbott.com</a></td>
<td>Abbott Park, Illinois 60064</td>
</tr>
<tr>
<td>Hyatt</td>
<td>Tom Chambers</td>
<td>Facilities Manager</td>
<td>+1 312 953 7141</td>
<td>150 North Riverside Plaza</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:tom.chambers@hyatt.com">tom.chambers@hyatt.com</a></td>
<td>Chicago, Illinois 60606</td>
</tr>
<tr>
<td>JLL</td>
<td>Erica Dunlavy</td>
<td>Senior Project Manager</td>
<td>+1 312 515 5164</td>
<td>200 East Randolph</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:erica.dunlavy@am.jll.com">erica.dunlavy@am.jll.com</a></td>
<td>Chicago, Illinois 60601</td>
</tr>
<tr>
<td>John A. Marshall</td>
<td>Jason Myers</td>
<td>Intermarket Project Coordinator</td>
<td>+1 913 601 3482</td>
<td>10930 Lackman Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:jmyers@jamarshall.com">jmyers@jamarshall.com</a></td>
<td>Lenexa, Kansas 66219</td>
</tr>
<tr>
<td>Shorr Packaging</td>
<td>Darrin Peterson</td>
<td>Corporate Director of Warehouse Operations</td>
<td>+1 888 885 0055</td>
<td>4000 Ferry Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:dpeterson@shorr.com">dpeterson@shorr.com</a></td>
<td>Aurora, Illinois 60502</td>
</tr>
<tr>
<td>Sunstar</td>
<td>Dan Olsen</td>
<td>Director of New Business Development</td>
<td>+1 730 777 4000</td>
<td>301 E. Central Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:dan.olsen@us.sunstar.com">dan.olsen@us.sunstar.com</a></td>
<td>Schaumburg, Illinois 60195</td>
</tr>
</tbody>
</table>
Value-Add Services
Non-Obsolescence Policy

At Herman Miller, we design our products to be timeless. We promise to help you protect your investment and mitigate the risk of a new workplace.

Each of our pieces is created with intention of growing and evolving as our customers’ needs grow and evolve. In 1960, Robert Propst put forth the idea of a “growing, evolving system, able to drop off obsolete functions,” and it resulted in the revolutionary Action Office system.

An entire system shouldn’t become obsolete in a matter of years—it should evolve. We develop workplace systems with a timeless and high-performing foundation.

As workers’ needs evolve, we introduce new additions to the system that provide new aesthetic choices and support new kinds of work, but these new components remain completely compatible with your existing components. Your original investment continues to remain vital, never obsolete, with features that can be added when needed and dropped when no longer viable.

Herman Miller supports our customers’ investment by continuing to make either the specific product or its functional equivalent.

This is our commitment to you:

We will support your investment with systems that respond to trends and your changing needs. Our designs and the designers we work with will relentlessly pursue solutions that capture the full potential of organizations and the people that drive them.
A Living Office that enriches both individuals and an organization begins with developing a common vision. Our alignment and visioning process helps decision-makers think creatively and devise strategy as they work toward their goals.

- Alignment Workshop
- Visioning Session

We work with organizations to understand how their workplaces currently perform. The data we collect can help clients draw critical conclusions that inform design, improve the employee experience, and fulfill business priorities.

- Focus Groups
- Surveys
- Ethnography
- Space Syntax

Our electronic utilization sensing service collects accurate occupancy data. This data helps organizations understand the use of their space and rationalize and optimize office real estate.

- Space Utilization Evaluation

We provide tactical and strategic support to help organizations manage workplace change, achieve business objectives, and, ultimately, transform change into an opportunity for organizational improvement.

- Overview & Planning
- Jumpstart
- Leadership Workshop
- Acceptance Workshop
- Leadership Cascade

The workplace continuously evolves. Before and after a workplace change, we use quantitative and qualitative research to measure the activities, performance, and overall work experience of individuals and teams.

- Space Utilization Services
- Focus Groups and Surveys
- Ethnography
- Space Syntax

The Herman Miller Performance Environment Group offers comprehensive and proprietary workplace knowledge and consulting services. All of our services complement one another, so, whether you choose one or all of our services, we customize them to you and ensure you receive exactly what you need.
Reliability, Quality

At Herman Miller, we look at our quality system as a circle that begins with our customers’ statement of needs and extends through product development to our suppliers and manufacturing. We define reliability as on-time, complete, and defect-free, and measuring, tracking, and reporting our reliability scores plays a vital role in the success of our company and our clients.
Herman Miller Performance System (HMPS)

Operational Excellence

In 1996, we began to implement the Toyota Production System in our own operation. The Toyota Supplier Support Center (TSSC) consulted with us and helped us develop a streamlined process that manufactures the products you need, the way you want them, and when you need them.

Instead of assembling large inventories to be used up as orders require, we pass your order through the process step by step without making any unneeded stops. It’s demand and supply, not the other way around. This manufacturing process removes anything that does not add value out of the process, enabling us to contain consistent prices and, in turn, invest in people and innovation.

Benefits of HMPS

<table>
<thead>
<tr>
<th>Manufacturing</th>
<th>Project Planning</th>
<th>Shipping</th>
<th>Delivery</th>
<th>Installation</th>
<th>Project Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturing products on an as-needed basis means handling the product as little as possible, reducing damage or loss.</td>
<td>Systematic work flow results in consistent and reliable lead-times, allowing you to develop an accurate project schedule.</td>
<td>Rather than pulling orders from multiple warehouses and inventories, orders are bulk-packaged, resulting in less waste.</td>
<td>Only delivering the products needed each day keeps the site clean and safe, and leaves flexibility to work with other trades.</td>
<td>Staging install by area allows more products to be installed each day and decreases the need for overtime work.</td>
<td>Quickly seeing completed areas allows us to swiftly resolve issues, should they occur, before your scheduled completion date.</td>
</tr>
</tbody>
</table>
Thank You!

We hope to partner with you in the future.