

Pinnacol Assurance: Reconfiguration



The Company

For more than 90 years, Pinnacol Assurance has been Colorado's assured and trusted source of workers' compensation insurance for Colorado employers. Pinnacol provides comprehensive, competitively priced coverage; immediate attention to claims; a highly qualified network of medical providers; and proactive safety programs to approximately 58,000 Colorado businesses. Over the past four years, Pinnacol has returned \$227 million in general dividends to its policyholders statewide – a mark of the company's stability and strong financial health.

Pinnacol has an experienced staff of underwriters, safety consultants, claims representatives, medical operations personnel, and return-to-work specialists to help policyholders protect their employees. They focus on the people aspect of business and provide a personal style of service that distinguishes them in the marketplace.

Planning Ahead

In the summer of 2002 Pinnacol broke ground on their 140,000 square foot headquarters; relocating to Denver's award winning Lowry neighborhood - a model community for urban-infill projects across the country.

Being the best at what they do is not confined to workers' compensation. Pinnacol believes that fulfilling their vision requires excelling in every area of operations as well; including the build-out and furnishing of their office space.

After careful planning they chose product that offered:

Scalability – The ability to add and adapt the product to keep in step with company growth.

Flexibility – Efficiently respond to a dynamic business environment and provide employees with choice in their working environment while maintaining overall continuity.

Sustainability – Reduce their impact on the environment through product reuse, reduced waste, and minimal dry-wall construction.

Low life-cycle costs – Office space that maintains its value and saves money over the long term.

To fulfill these requirements Pinnacol selected two innovative Teknion products, Altos Architectural Walls and T/O/S systems furniture.

Pinnacol chose **Teknion's Altos Architectural Walls** over dry-wall construction for its ability to reconfigure and relocate with relative ease, its re-usability, and lower life-cycle costs.

Teknion's T/O/S systems furniture was chosen for its Installation and reconfiguration capabilities and its innovative approach to Data Management.

Fast Forward to 2008

In 2008 Pinnacol began work on their first major office reconfiguration project.

Though they had enjoyed ease and flexibility when reconfiguring with Altos and T/O/S, this project would be the first significant test of their careful planning and innovative product choices.

So began their 17 phase project, impacting 80% of their employees in less than 4 months.

PROJECT SUMMARY

Client

Pinnacol Assurance
Corporate Headquarters
Denver, Colorado

Project

Reconfiguration

Product - Teknion

T/O/S
Altos Architectural Walls



Altos Architectural Walls by Teknion allowed for the creation and redesign of office space, conference rooms and other critical spaces without the use of solid wall construction.

Pinnacol Assurance

An Inside Job

The simple assembly and flexibility of Altos walls and T/O/S products enabled their Facilities team to reuse 95% of their existing product and execute the project with in-house using minimal outside trades. This approach succeeded in reducing overhead costs, minimizing scheduling delays, and maintaining strict quality control.

Pinnacol was also able increase add 35 more employees within the same space without sacrificing employee comfort.

Because Altos is fully relocatable there were no carpets and a minimal number ceiling tiles to replace and no walls to demo. They also didn't incur the cost of new product or the burden of excess waste.

Employee Choice

As a workers' compensation company Pinnacol understands the benefits of a safe and healthy workplace, and their workplace practices reflect this.

As internal customers, employees can request changes to their workspace. This practice motivates employees to make improvements to their office environment that increase comfort, productivity and commitment – An employee satisfaction score of 8.8 out of 10 is proof of that!*

T/O/S and Altos are expert partners to Pinnacol's Facilities team;

- **A closer look at T/O/S.** T/O/S systems furniture is standard at Pinnacol, but closer scrutiny will reveal customization such as higher panel heights for privacy and lower panel heights for increased light.

- **Relocating a door with Altos.** To make her office more accessible an employee requested relocating the door. By switching out panels, the facilities team simply moved the door - with in-house resources and minimal disruption.

- **Ergonomics.** Each new employee receives an ergonomic evaluation. The information is gathered and the facilities team then makes the necessary adjustments. With the integration of T.O.S. and Altos Panels, this task is greatly simplified.

Planning Pays

Through careful **project planning and selection of Teknion products** Pinnacol has been able to manage change over time, reduce life-cycle costs, and maximize employee well-being and productivity; while minimizing employee disruption.

"Altos and T/O/S have exceeded our expectations," stated Rick Gomez, Pinnacol's Facilities Team Lead for the project. "And with Teammates' creative approach and product knowledge, they have helped us fully realize the benefits of our Teknion products."



Originally one door, these Altos doors were virtually altered overnight to accommodate the wider entry space needed for construction dollies.

*Data from Pinnacol Assurance 2007 Annual Report

AWARDS

2008

Best Company to Work for in Colorado (#2)
Society for Human Resource Mgmt.

2007

"Best Companies for Working Families"
Colorado Parent magazine

2005/2006/2007/2008

"Best Employers for Workers Over 50"
AARP