

COMMENTS

6) Do you think that you will be able to receive colleagues confidentially?

6.1) If not, why?

Impossible to discuss sensitive material in open space
Nowhere to do it
Not sure if enough meeting rooms will be available. Will be difficult to plan.
We do not know if there will be enough meeting rooms/spaces available in the new configurations.
I am afraid I will bother my nearby colleagues. Besides when having a small meeting of more than three, this will undoubtedly bother people working in the open space around you.
Confidentiality involves possibility to close the door :-)
Lack of secluded space to speak and not be disturbed or disturb others.
It will take time to get one of the meetings/private/quite whatever rooms that are supposed to be at our disposal, due to huge demand
It seems to me that the question need not even be asked. In an open plan office, there will be no place to meet colleagues confidentially or work on confidential papers.
In open space office there is no confidentiality. Even if you go to the places that are private, everybody will know that you want to say something confidential.
No space
Confidentiality sometimes is based on not to be seen meeting somebody, not only being heard. Who can this be solved if all your units sees you going into a meeting room? I guess the alternative is Exki
Colleagues come to me as 'first instance' before they go to see the HoU and matters they want to discuss are very often personal and confidential. Furthermore, I deal with HR related issues of the unit that are confidential in their very nature. Files in my office or phone calls I have to make.
Difficult to keep confidentiality in an open-space area. Everybody will see who comes back and forth. No possibility to have a private/confidential phone call anymore.
As external relation officer, dealing with rule of law topics, I am constantly meeting external stakeholders including to speak about sensitive cases (e.g. Ongoing indictments, political issues, handling personal data). I would find very stressful to be searching for rooms and lock documents.
Confidential issues, OLAF cases, Humans resources ...
Certaines discussions entre collègues doivent rester informelles et ad hoc même si elles sont nécessitées par le service. Devoir réserver une salle de réunion pour des discussions de 10 min ne sera pas possible.
OPEN space should be self-explanatory. Second reason, the desks are too close to each other.
We don't know what arrangements there will be to have confidential 'spaces'.
it is just impossible in an open space
My colleagues not be encline to start any confidential or personal conversation knowing that people around could follow the conversation.
If you share the office there is no privacy, especially if discussions are done orally.
Obvious if everything is visible.
I do not think confidentiality matches open-space concept.
Because all other colleagues around would hear, if not listen.
F&C work
Because it will be noted by all ones by standing around my working place or the ad hoc meeting place
It will be certainly more difficult to ensure that enough "private" space is devoted so that all colleagues could eventually have access to it same day, same time.
due to lack of space and privacy.
This is my main issue with the open space FOR ALL approach. It is demagogic to say management will be in open space as well, when clearly HoUs and above need offices to receive people confidentially / discretely
My daily work involves communication with colleagues (both from my DG/Unit and other DG) on issue that required discretion and confidentiality due to the nature of the tasks. It will not be easy to manage it in an open space office. This will have impact also on the volume of work achieved
OIB says that there will be special rooms dedicated for confidential meetings, but such rooms will most

likely be full all the time. As I work with confidential files, I often need to discuss some details with relevant colleagues - I will for sure not find proper room whenever or as often as I need.
noise and space
No own office space to receive colleagues/ visitors confidentially. Booking a - glass - meeting room already reveals purpose of the meeting and meeting participants. Going to the common areas that don't need reservation - coffee corners etc. - is obviously not an option for a confidential meeting.
Short informal meeting and more confidential discussions are also fundamental in my work. the possibility to receive colleagues in the offices , show work on the computer, discuss ways forward etc. cannot be done through formal meetings with the need to book rooms etc.
Meetings in confidentiality are not meant to be held in open space. Even if separate meeting rooms will be allocated, they have to be reserved and do not guarantee a place. Meeting at an open space work station will a disrupt other colleagues
open space = conversations open to all colleagues in the proximity
The massive number of meetings we handle on a daily basis.
Of course not as there is no privacy in an open-space environment.
There will not be enough "bubbles" or meeting rooms to have the opportunity to meet people with confidentiality all the time. Those rooms will always be booked by management.
no privacy
Everyone in the vicinity will be able to see what visitors are coming and going so no confidentiality there.
If I make the time to go somewhere else, in the cafeteria, or in a corridor. It smells of Orwell's 1984.
There are no conditions for confidentiality in the open space environment.
If everybody can see and understand what we say I doubt we can have confidential conversation.
on verra d'emblée que tel personne voit tel personne, aucune discrétion
Confidentiality in an open space area is almost impossible !
Because of the need for a "protected area" for confidential meetings. Open space is in so far totally different from an individual office where one simply close the door...
Because open space by its nature means we will be creating background noise or interrupting our colleagues who sit near us whenever we speak. It is not a confidential setting either.
As above: for example pulling a staff member aside "to have a word" on performance, asking if everything is ok, settling disagreements cannot be done discreetly in an open space office. If I head off with a colleague to a cubicle, it is fairly evident to all that this is due to some HR matter etc.
Difficult to arrange meetings in these circumstances.. everyday actions become complicated.
A lot of telephone conversation with colleagues from delegations are confidential
It is in the nature of open space that everybody hears everything
There is lesser privacy, the meeting rooms will probably booked long beforehand.
Where to meet colleagues, visitors (regular NGOs representatives coming to ask for funds), where to have daily confidential phone conversations with contractants and having access to my computer files being discussed without disturbing colleagues?
A lot of people will hear sensitive information
some private space needs to be foreseen to have bilateral meetings
That will depends on the number of meetings rooms which will be allocated to organise external and internal meetings.
It is a contradiction in terms: open space and confidentiality.
Because I don't think that any alternative solution would be successful in allowing people to have confidential bilateral meetings with their relevant counterparts.
I am not sure whether there will be separated spaces...and i am sure i would book a meeting room to have an (unplanned) chat with a colleague, even only to build relations and team spirit.
Booking rooms will be an additional administrative task and they will be occupied.
There will simply not be enough meeting rooms. Even for any confidential phonecall I will need to look for a phone booth. Or we are asked per guidelines to reduce calls to a minimum and do calls from home or from the car. This infringes on our family life which is not acceptable.
Not in the 'normal' open-space work environment; it is necessary to look for a 'meeting room', especially if you meet country authorities.
confidentiality is automatically lost in an open space environment
An open space reduces the ability to share information confidentially, hence we will need to find alternative options (meeting rooms providing that they are available, else outside the building): we will

lose time and at the end, we will share less information.
Well, open space is NOT a confidential environment. Will there be enough spaces for private calls? for confidential meetings, etc?
Although "separate-private" spaces will be provided, it is going to be difficult to take all necessary documentation along with the computer in such space... (provided that it is not occupied at the time of the need)
Working in HR I do not see how staff can meet me to discuss confidential issues with meeting rooms installed in the middle of an open space.
need specific areas - easily accessible - not to spend hours to find an empty room
It is not always possible to plan in advance such meetings - often, due to urgent situations linked with political developments, such meetings are quite 'spontaneous'
Open space - all other colleagues will see them
colleagues will not be able to either discuss some sensitive issues or not wish to be seen discussing with colleague X or Y
Open space per definition does not allow for any "confidential" exchange
In an open space office there is no room for confidentiality, unless some special rooms are foreseen for this, but I guess this room will need to be booked as more colleagues would need to use it.
The meeting spaces in an open space environment I have seen so far do not meet standards of confidentiality. They are open, with glass walls and not even with 4 walls. This clearly does not support having confidential meetings or phone calls.
There will be need to find a meeting room to ensure confidentiality
I deal with confidential cases (amongst them OLAF), which are strictly confidential. In an open space I cannot treat these files and talk to concerned colleagues with the required confidentiality
no space, noise, exposure
in open-plan office there is no privacy, meeting rooms may be not always available on the spot
Being surrounded by other colleagues it will be difficult to have the necessary degree of confidentiality, in particular with colleagues in Delegation with whom we talk on the phone daily, and with the Counterparts in the respective countries.
Deadlines will be respected, but the quality of work will be affected. Our work requires moments of absolute concentration and very frequent interaction. Talking with colleagues in public is disturbing for those who are not interested and for those who need to discuss confidential matters.
Spaces for meetings will be needed. Considering the number of people and the amount of meetings we have, this will mean making many meeting spaces available. Even if this happened, accessing them will bring an additional bureaucratic burden (reserve a meeting space, being on waiting list, etc.)
I believe meeting rooms will be fought for, as we will have to share them among numerous office less colleagues. I don't think confidentiality will be guaranteed in this framework
Where should I receive them? if you speak to a human rights organisation or to the Civil Society of the country I work with, I cannot have people around us
the space allocated by person is very small
booking a "silent room" might be required long time in advance
Its obvious. No more phone calls without being listened to by others. My comings and goings being observed. Smaller meeting places are often taking the shape of glass cubes. Meeting someone bilaterally behind closed doors may then already be seen as suspicious...
Other people would see what we are doing, hear what we talk
As a helpdesk on financial and contractual issues for HQs and Delegations, I am constantly receiving colleagues in my office as well as phone calls to discuss confidential issues. How can I ensure confidentiality surrounded by people?
I often receive colleagues visiting on mission from Delegations. Sometimes the topics of conversation can be sensitive in terms of working relations with other colleagues, projects, etc. Open space is not conducive to this. Booking a meeting room is impractical for such ad-hoc meetings.
une analyse des processus et des besoins en découlant tenant en compte cette nouvelle disposition doit impérativement être faite pour identifier les problèmes qui pourraient en découler
It may not be always possible to use meeting rooms as the need to discuss confidentially may rise spontaneously. There is also an advantage to talk to colleagues in my own office as it allows to use computer (e.g. to draft text jointly, etc.).
Because anybody can see I'm actually talking to this colleague, I would not be able to talk openly about confidential issues about dossiers I am working on
Open space et confidentialité sont totalement antinomiques

No space available.
This is a silly question.
Discussions about personal or sensitive issues, in particular management ones, require privacy that can't be guaranteed by moving to a meeting room.
Competition for meeting rooms rises exponentially when you take away the benefit of everyone potentially having a private meeting room in the form of their office; it is sometimes hard to secure meeting rooms already now.
Even if private rooms are created there will be never be sufficient for the needs of privacy and confidentiality
Receiving colleagues confidentially is not possible and it disturbs the rest of the people.
no suitable space
Non!! les autres collègues seront distraits et écouteront les conversations!
L'absence d'intimité tout au long de la journée de travail peut se révéler pesante et étouffante. L'open space aggrave d'ailleurs le taux d'absentéisme.
No confidentiality is possible. In my office, many confidential discussions take place.
It is evident that confidentially is not suitable in open-spaces. But I can reserve a meeting room without any problem.
I need often to discuss issues that have politically sensitive implications. Doing so in an open space would not be possible - imagining that this could be done by booking on a last minute a meeting room means not knowing or not understanding our work requirements.
Colleagues can easily listen to the conversation.
Open space et confidentialité ne riment pas vraiment ensemble.
The confidentiality issues does not concern only discussions with colleagues but much more the discussions with the national authorities and the review of sensitive/confidential information. Open space arrangements are not seen to be compatible with these structural constraints.
I've been working for several years in open space offices. Confidentiality has never existed.
Not in my normal sitting place at least, this would require the availability of a closed space
An open space environment does not really favour confidential meetings, which for our DG (after all we work in the field of external relations) are crucial.
Dealing with personnel issues requires an open door policy that can be closed when colleagues need to discuss sensitive issues.
Because open space by definition leaves little room for confidentiality, especially on an ad hoc basis.
To have to resort to meeting rooms, is very cumbersome.
limited number of meeting rooms, need to have confidential space
Several work related issues are solved through ad hoc meetings taking place in individual offices.
Well, confidentiality and open space simply don't fit together
1. Close working relationship with Member States / external actors requires my availability for confidential discussions. Moving to booths for meetings means no access to files needed during discussions. 2. My role also involves psychological support, often impromptu, for team members.
Even if there are designated spaces, these spaces will be shared with other colleagues who also need to speak privately resulting in possibly a lot of people in one room wishing to speak privately which defeats the purpose of speaking privately in the first place.
Financial transactions should be transparent and subject to rules and most of the time all is fine. However, there are moments, situations and cases when things are not fine, e.g. when someone wants to consult on irregularity, when we have fraud cases, discussions with OLAF etc.
There will certainly be a place to receive colleagues confidentially but working in the HR environment, also my colleagues will need this room so it will certainly need some organization about the occupation times of this room.
To have confidentiality, we'll have to move to other places. My main concern is when we need to discuss personal issues with our line managers. How confidentiality will be ensured?
People will be hearing everything
No confidentiality in an open space
Open space et confidentialité ne riment pas vraiment
As in.. Where should I do that? I have been sharing an office almost all the time I have worked for the EC, and even now, when only few of us share the offices, it's hell to find meeting rooms available
this not possible in an open space

Open Space is a challenge to confidentiality.
no confined area
Several of our tasks needs discussion between different services which happen mostly while discussing and working directly on the computer to amend the documents. To move all information to different work spaces would certainly add additional constraints. Same for in-depth meetings with partners.
Everyone around will first see who is coming, how many times eventually. It does not seem possible to have any confidential exchange if surrounded by several colleagues. The open space does not create an environment of comfort and trust for confidential exchanges.
We hold meetings with civil society representatives (sometimes on sensitive issues like protection of human rights), diplomats, consultants coming to report on sensitive issues (e.g., corruptive practices in the partner country). BY THE DEFINITION AND NATURE, these are confidential tasks
It is already tricky to meet/talk on phone with colleagues in 2-3 person offices because one always have to consider the impact such meetings will have on the concentration of the colleagues. An open space solution will not facilitate such talks. Especially if access to PC is necessary.
Meetings with colleagues and external contractors on sensitive matters already suffer from lack of meeting rooms, esp. when organised on little notice - thus offices are used instead. "Open space" would imply high demand for meeting rooms, with no other alternatives. The EC image would suffer too.
I doubt there will be sufficient meeting room capacity for confidential matters
No confidentiality in an open space office
For obvious reasons...
Déjà dans des bureaux à 2 ou 3, j'ai de la difficulté de communiquer au téléphone avec les partenaires/collègues en délégation. Recevoir les collègues et évoquer des questions sensibles, interservices, peut s'avérer compliqué également.
Confidential phone calls are part of my work, how to carry them on on regular basis is a challenge in an open space. Same goes for presential meetings, including unofficial meetings with colleagues from other units on common dossiers.
Already now that i am sharing office it is difficult to receive visits, in particular when the topic to discuss and confidential
It will be virtually impossible to receive colleagues confidentially. Receiving colleagues will also disturb others around my work station.
bothering other colleagues
Because we all will be in open space set-up
I work in a secretariat where persons sometime wait before a meeting with Head of Unit. If they need to wait in a common space, there is a loss of confidentiality
because the lack of privacy
As I was not informed properly on how the new workspace will look like, if there are not enough meeting rooms (not corners/tables) even for meeting 1-2 persons, than I think I will not be able to receive colleagues confidentially.
Quite hard to do if everyone around can hear the conversations. Moreover, we will lose a huge aspect in terms of privacy that could create mistrust in our colleague's mind. Questions could be raised on what and why we are receiving such persons and so on.
Obviously, this will be difficult at my desk. There will probably be quiet, confidential spaces that could be used instead. However, this will likely make such often necessary communication more cumbersome, and contribute to inefficiencies overall
Because such is the nature of open space - no confidentiality.
in an open space, there is no privacy, so all the unit will listen to all the conversations.
Trop de Monde autour
It will be less flexible to organise a meeting and it will not be possible to have the meeting at the desk or if needed to discuss issues on a computer it will also be much more difficult to organise.
Because I don't think we will have enough meeting rooms
Depending on the disposition of the work space
Meetings colleagues on personal performance issues, to solving conflicts with other team members etc. are difficult to imagine in an open space context.
This would require the booking of a meeting room
Receiving colleagues in not possible in an open space. so, i will not be abme to receive them at my desk, but for sure this could be covered by small meeting rooms (not having a pre-booking policy).
Too few meeting places

My job demands daily interaction with the team also individually; sufficient private spaces, easily available, for bilateral or confidential talks without prior organisation is required ; and what about our very frequent outside visitors ?
As head of unit managing a 16 staff team, it is indispensable that I can receive at any moment colleagues to deal with urgent issues, related to specific (including confidential) tasks or to problems they are encountering in their daily work - without having to look for an available meeting room
Exchanges with colleagues will entail disturbance for other colleagues working in the same environment. Likewise, other colleagues' exchanges will disturb me while concentrating for drafting documents. This is my previous experience with working in open-space as well as shared offices.
I will meet deadlines and could meet in specific rooms but might not be able to consult stakeholders from the Neighbourhood South by phone and more informally immediately when urgent, so my work might not be as accurate and adapted to the needs of the final beneficiaries as it used to be
We will have to rely on meeting rooms which do not always allow for last minute needs.
how can you receive a colleague in a confidential way when everybody in the same space sees you, hears you...?
Nothing can be kept confidential in an open space area.
Mostly it will depend on the organisation of spaces, for instance on the availability of small meeting rooms accessible without reservation
comment recevoir des collègues dans un open space?
Finding a meeting room each time I want to discuss something sensitive with a colleague will make it very heavy and time-consuming.
No separate space to discuss personnel or political matters in closed circle
Depending on whether there will be rooms available for confidential meetings.
By nature the open space is an occasion for work-sharing, based on mutual exchange and cooperation in implementing team's assignment. It surely makes more difficult to work confidentially, manage relevant partners and dealing with them according to the different level of responsibilities/tasks.
protéger ma vie privée
I do not know what would be arrangements for confidentiality in the open space set-up
not sure there will be appropriate locations to do so
I do not think that we will have enough private meeting rooms.
The very nature of an open plan office removes all possibility of discussing matters confidentially.
I work within the security and crisis sector where we are being called upon both on phone, meetings and in person very frequently. It will be disturbing for other colleagues. Difficult for us to concentrate and working from home is not very practical as we have so many meetings to attend.
some topics might not be discussed in front of other people; one might be annoyed by the risk of disturbing other colleagues and refrain from meeting people
Because there might be several of us needing to use the available meeting room at the same time
My understanding is that open space is by definition open and public and does not allow for confidential meetings or discussions.
Even if quiet rooms would be provided, they are 'visible' and people can follow, who meets with whom etc.
This will all depend on the n° of meeting spaces available for short (or long) meeting with internal/external people. We haven't received any guarantee that such spaces will exist in sufficient number.
Because of experience with colleagues at DG HR/PLB-3. Partitioning is non-existent, zero privacy.
Very simple - I will not have a "privacy" space at my work. But I am confident I will be able to use other options - e.g. cafeteria - for meeting that would require more privacy.
if we have only few places where this could happen, I am not sure how we could deal with it
This could be resolved by providing sufficient meeting rooms. The challenge will be a) to have an adequate number of rooms and b) to be able to use them without prior booking
Confidential conversations will be impossible. Special phone booths don't work. Often need data and info on screen to support confidential phone conversations. Printing for a call is such a waste of paper!