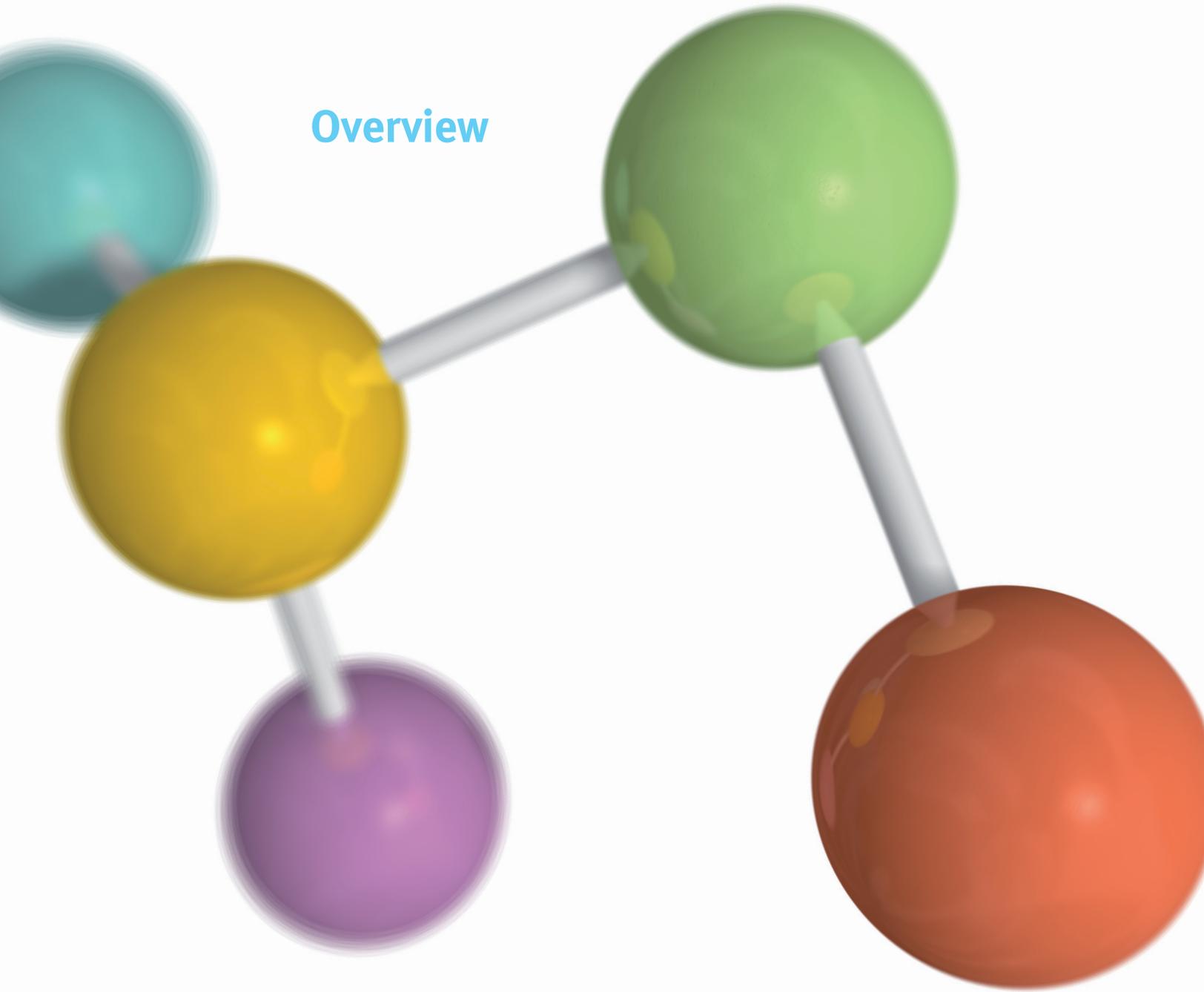


Overview



Tomorrow's challenges today

The world in which we live is constantly changing. In healthcare, new challenges emerge that we must embrace, to improve the delivery of patient care. Global trends, including the increased demand for healthcare consumerism, healthcare tourism, the information technology revolution and the increased mobility of consumers and service providers, has led to the demand for healthcare facilities.

At the same time, increasing medical costs, a decrease in public healthcare budgets, and a severe shortage of healthcare professionals, means that individuals working under pressured conditions need flexible and functional environments in which to operate effectively.

The equipment they use needs to be adaptable, durable, multi-functional and easily reconfigured, to cater for any number of procedures and operations. These products must help health professionals do their work easily, better and more efficiently, whilst improving the well-being of patients.



Why Herman Miller?

A proven heritage

Herman Miller for Healthcare® began over 30 years ago in the mind of one man, designer Robert Propst. In the early 1960s, Propst initiated research into the troubled state of patient care delivery in hospitals, having observed the working practices of doctors and nurses from a patient perspective. In 1971, Herman Miller introduced Propst's revolutionary solution, the Co/Struc® system, which streamlined hospital services with mobile and modular containers, carts, frames and rails.

Back to the future

Since these beginnings, Herman Miller has gone on to support the needs of healthcare providers and professionals in over 100 countries worldwide, offering products which furnish all areas of the healthcare facility. Our proven track record of delivering workplace excellence allows us to focus on the future needs of healthcare delivery.



Clemenceau Medical Centre, Beirut

The centre includes:

- A same-day-surgery unit capable of performing a significant portion of in-hospital surgical procedures in a more efficient outpatient setting
- Speciality centres shared by full-time physicians, equipped to handle a wide range of medical procedures on an outpatient basis
- Emergency department
- A comprehensive state-of-the-art diagnostic centre (radiology, endoscopy and laboratory)
- Imaging (full digital x-ray department with picture archiving and communication system)
- Ancillary facilities including doctors' offices, a conference centre, shops, a health café, a fitness centre with patient education services for prevention and emotional support, an international centre, hotel services, and underground parking
- Fully automated hospital with complete healthcare IT solutions (paperless system)
- An International Unit which will offer the following services: regional marketing of services, pre-arrangement for admissions and appointments, identifying patients' needs and putting all of CMC's services at their disposal, association with international medical insurance schemes and logistic support for regional patients (visas, hotel reservation, accommodation and financial services)

Workplace issues

- Modularity
- Flexibility
- Practical solutions
- Future-proofing

Application

All furniture requirements

Project scope:

- New build
- Complete solution from administrative areas to laboratories

Products

- Ethospace®
- Action Office®
- Co/Struc®
- Aeron®
- Equa®
- Caper®

Contact

Dr Mounes Kalaawi
Board Director and CEO



The Clemenceau Medical Centre (CMC) project, in affiliation with John Hopkins International in the United States, consisted of the design, build and management of a state-of-the-art medical centre in the heart of the city of Beirut.

The vision of CMC's board was not to create just another hospital, but to create a model hospital, representing the future of healthcare facilities.

As a new build, CMC's owners wanted a modern aesthetic, which was functional but flexible. Future-proofing was paramount; the equipment and the furniture needed to meet the ever-changing needs of staff, patients and technology.

Their brief for furnishings was simple; the owners of CMC knew that they required furniture that was practical, robust and flexible, but also communicated the ethics

of CMC (forward-thinking, progressive and innovative) as well as providing a complete solution for the whole hospital. Following a visit to recent installations at the John Hopkins Hospital in Baltimore, USA, CMC's owners were impressed by the creative and well-planned application of products and solutions offered within the Herman Miller for Healthcare portfolio. As a result, the client made contact with Herman Miller International, and together with CMC's architect, developed a suitable solution to fit their budget. Although initially looking at other possible furniture suppliers, CMC found that Herman Miller was the only company that could provide a complete solution, from the administrator's office to the laboratory.

The installation took only eight weeks. Ethospace was used in executive areas and nurse stations, and Action Office Series 2 was applied in the heavy usage administrative

areas. Exam rooms and pharmacy areas received a creative mix of Action Office Series 2 with CT Carts and Co/Struc products, and the laboratories were fitted with Co/Struc products.

Aeron task chairs were the primary seating used throughout the installation, chosen for their ergonomic superiority, quality, sustainable design and warranty, while Equa task chairs and Equa drafting chairs were specified for the laboratory areas. Caper chairs were specified for conference areas.

The overall result of the partnership between the CMC and Herman Miller is a beautiful and inspiring furniture installation which has the intelligence and flexible capability to grow and adapt, to meet the needs of the CMC not just today, but also tomorrow.



Answers to workplace issues

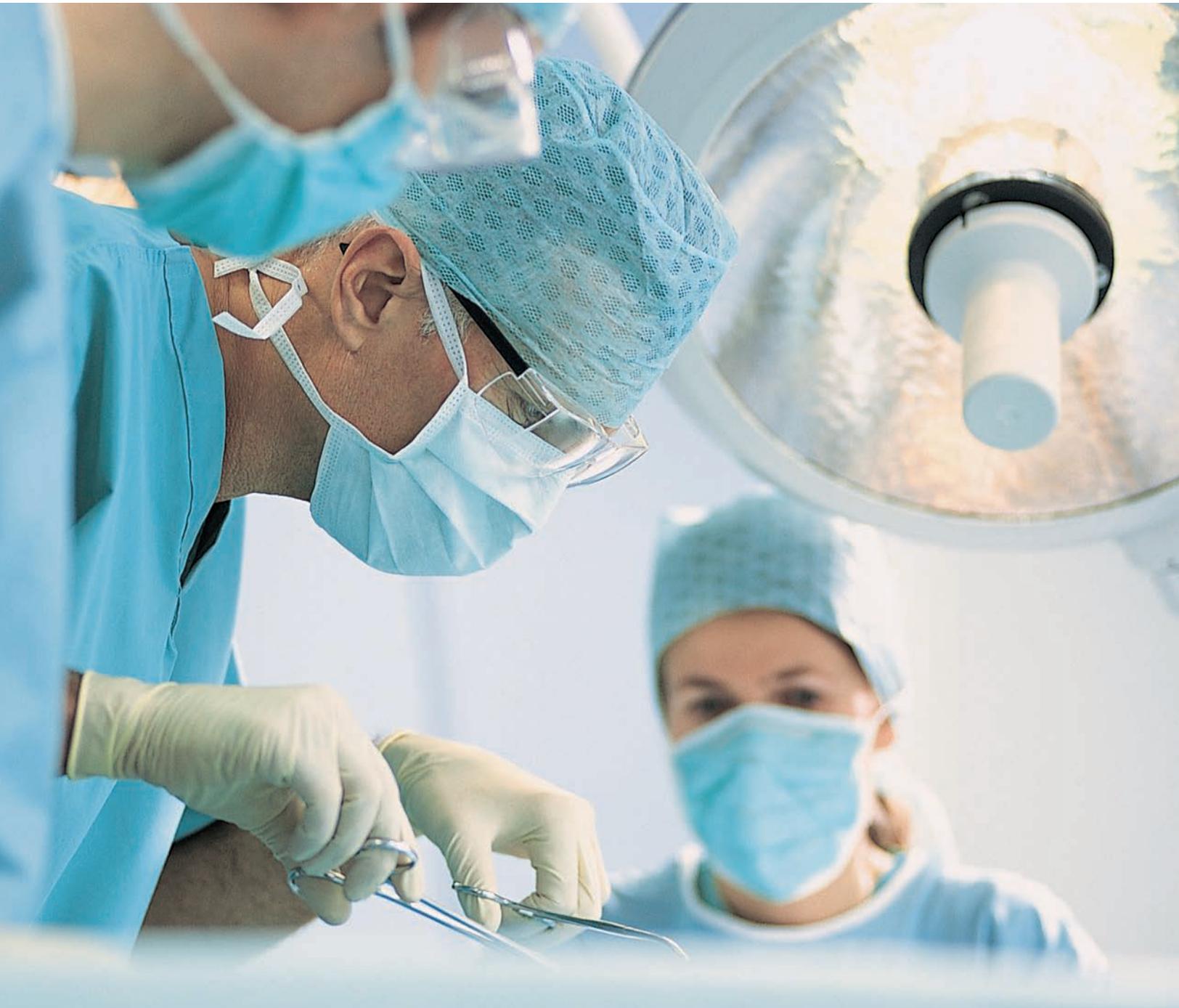
Return on investment

Statistically, the capital cost of a new healthcare facility is only 5 to 6 % of the life-time cost of running it*. Therefore, healthcare facilities need products that maximise the return on investment.

Top healthcare professionals are scarce

Providing professionals with a first-class working environment, and the best tools to do their job quickly, efficiently and effectively, not only attracts the best talent in the market, but retains it.

*Source: Henry Marsh, 'Hospitals: The Right Design Treatment', AJ Specification, January 2007

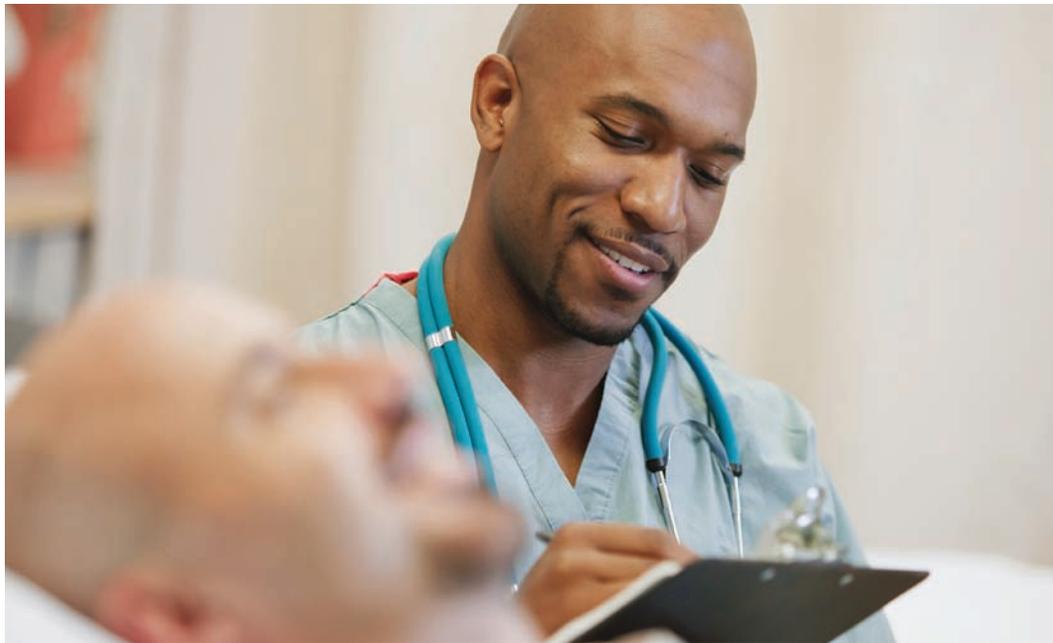


Think of patients as customers

Today's healthcare facilities must compete for patients, not just care for them. Working and healing environments that are aesthetically pleasing, highly functional and improve efficiency, stand out.

Futureproof?

The mobile, modular design of Herman Miller for Healthcare products ensures problem-solving today and future-proofing for tomorrow.



Answers to workplace issues

Healthcare is a demanding profession

Developed through years of research, Herman Miller products support healthcare workers in ways that help reduce stress and make demanding, pressurised roles easier.

Improving productivity

Herman Miller's clinical consultants and healthcare designers provide exclusive services that help hospitals and outpatient facilities get the most from their workspace.

Healthcare is a rigorous environment

Herman Miller products are backed by the best warranties in the business (10–12 years on clinical product), well above the industry standard. This is based on 24-hour care.



Products that promote patient healing

Staff morale can often be boosted by patient morale. An environment that focuses on patient well-being promotes healing – and that in turn, reflects well on staff.

Don't say you're the leader, act like one

The healthcare industry is held to high environmental standards. So is Herman Miller. In fact we set the benchmark in terms of environmental stewardship and sustainable design. Being 'green' isn't just part of what we do – it is who we are. Our products are built to cradle-to-cradle design protocols, ensuring high recyclability and utilising recycled content.

Our office locations make a difference to the environment; for example, our international headquarters, VillageGreen, incorporates the latest energy conservation strategies and has recently been accredited with the BREEAM* award from the UK building regulatory body.

*Building Research Establishment Environmental Assessment Method, www.breeam.com



Modularity to help you work better

Flexible, multi-purpose design

Herman Miller for Healthcare designs mobile, modular products for clinical and administrative applications. Compatible, interchangeable components can be combined in many different ways and reconfigured easily to accommodate changing facility needs.

Products and services

Herman Miller professionals have been trained to serve healthcare facilities, and our team of experts includes designers, planners and clinical consultants. Herman Miller for Healthcare provides products and knowledge that promotes staff and patient well-being.



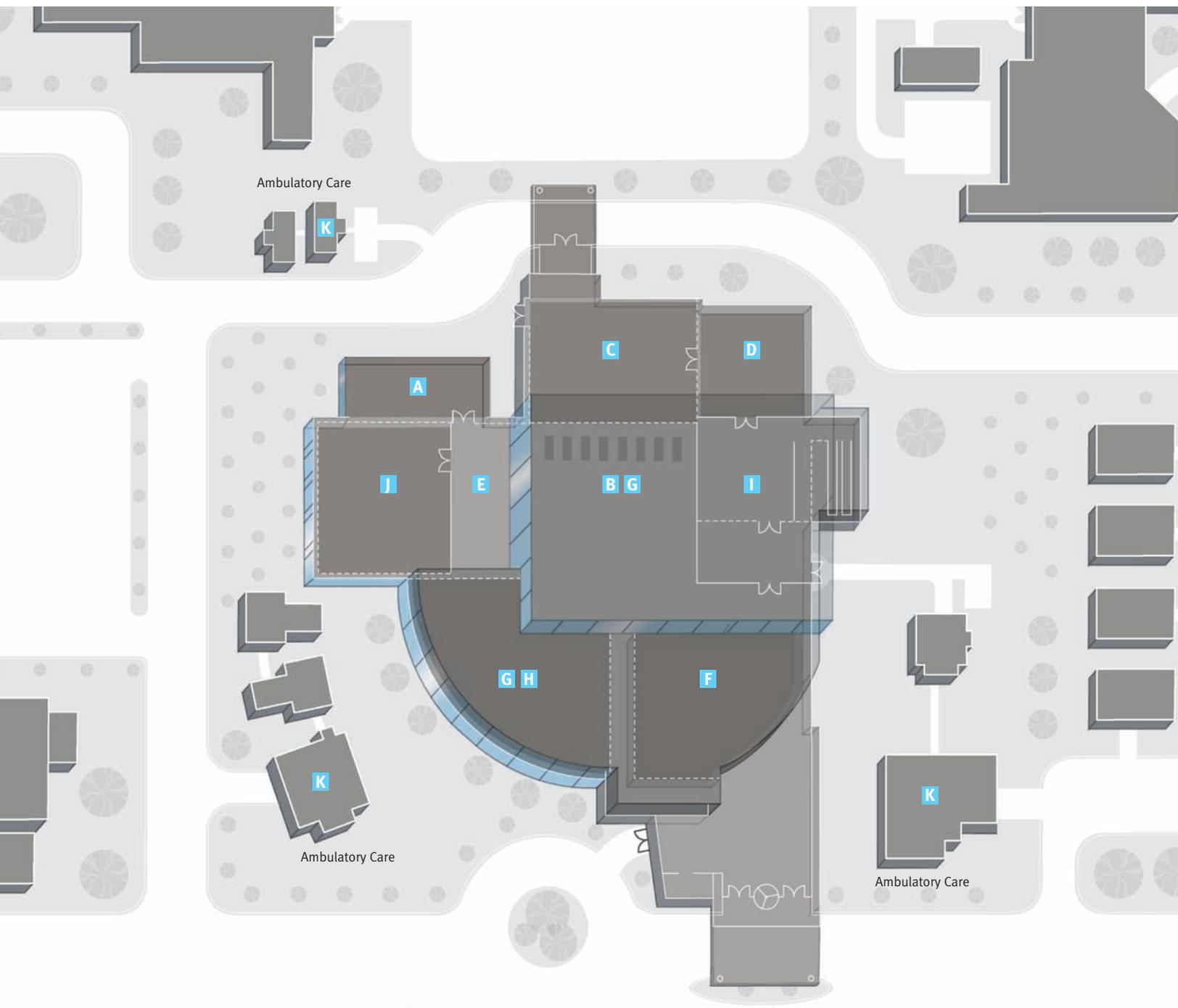


TRAUMA 1

Herman Miller for all areas of a healthcare facility

Inpatient to outpatient; administrative to clinical. Herman Miller provides products to assist in making your facility operate more effectively.

Our comprehensive range of mobile, modular casework, carts, and systems addresses the needs of every hospital department.





A K

Administrative areas

With Herman Miller, you can use just one source to outfit both clinical and administrative areas. Multiple systems and seating choices provide the ideal mix of comfort, aesthetics and value.



F K

Materials management

Manage medical supplies more efficiently with modular storage products and durable wire carts and shelving.



B

Critical care

Getting well soon – that’s what matters in critical care. Modular Herman Miller products help by providing fast access to the tools and information your people need to work their best.



G K

Nurses’ stations

Herman Miller nurses’ stations aren’t simply office systems placed in a clinical environment. They support specialised needs for technology, storage and work flow.



C

Emergency

Modular storage products and movable walls can be reconfigured with little downtime and no construction mess – unlike built-in alternatives.



H K

Patient care

Modular products help reduce the stress of patient care because they can be configured and positioned for maximum productivity and ease of use.



D K

Imaging

Adjustable work surfaces and ergonomic chairs make medical professionals more comfortable and productive when working with digital images or other technology.



I

Pharmacy

Modular panels, shelves, dispensing rails and work surfaces make your pharmacy more productive because they can be configured quickly to suit the specific needs of employees.



E

Laboratory

When equipment, testing protocols, or volume levels change, Herman Miller for Healthcare’s movable, modular casework adapts to keep pace.



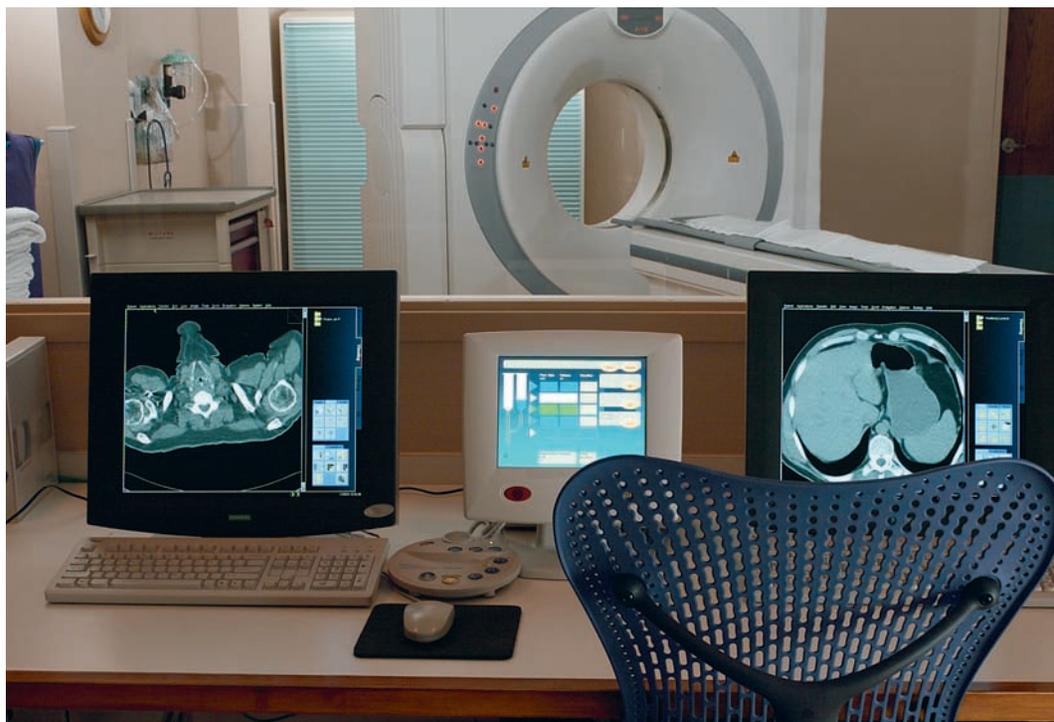
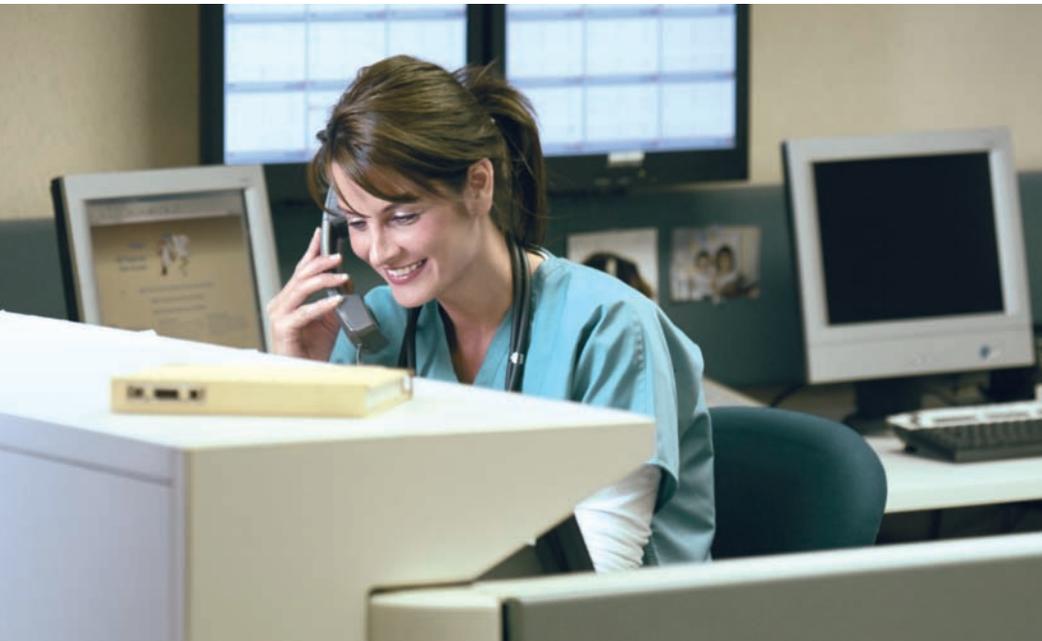
J K

Surgical services

Modular lockers and stainless steel carts arrange operating room supplies for quick identification and easy retrieval.

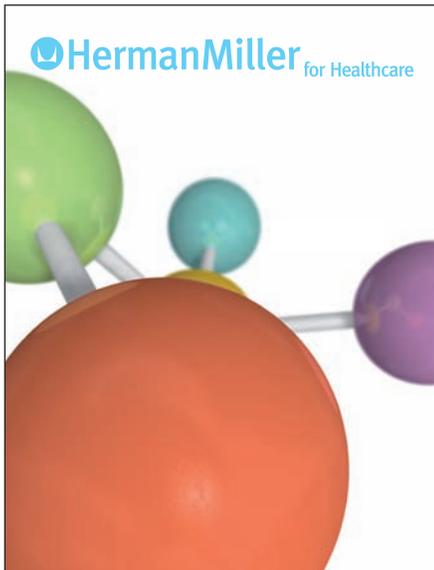
We help your workplace
change for the better

Herman Miller for Healthcare gives hospitals and outpatient facilities a reason to expect more from their work environments. It started in the 1970's with the first clinical modular system. Over the years, our commitment to research and development has led to many more innovations, applied by people with hands-on experience in healthcare. Our knowledge, our products and our people are the reason why healthcare facilities choose Herman Miller for Healthcare.

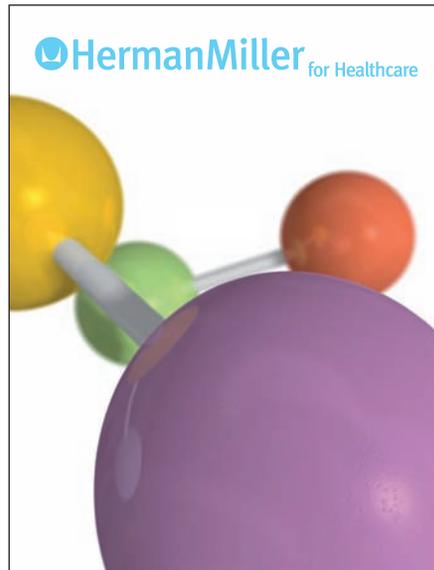


More information is available in the following specialist brochures

Administration



Pharmacy



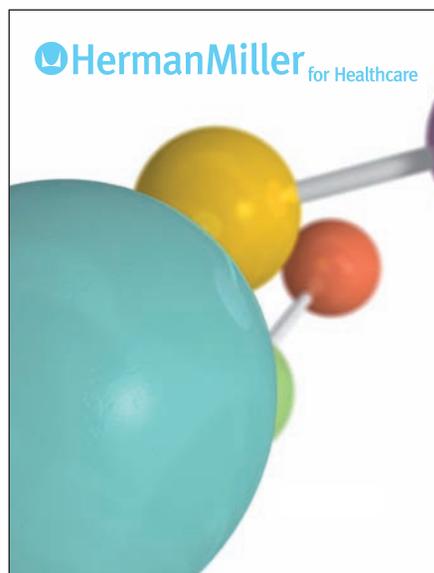
Laboratory



Staff bases



Storage & transport solutions



INTERNATIONAL HEADQUARTERS

Methuen Park
Chippenham SN14 0GF
UK
T +44 845 2267201
F +44 845 4309250
E info_uk@hermanmiller.com
W www.hermanmiller.com/europe

UK CUSTOMER HELPLINE

T 0845 2269776

UK

149 Tottenham Court Road
London W1T 7JA
T +44 845 2267202
F +44 845 4309260

BRAZIL

Rue Helena
260 cj. 112
Vila Olímpia
São Paulo - SP/04552-050
T +55 11 30493054
F +55 11 38450409
E info_brazil@hermanmiller.com
W www.hermanmiller.com

CANADA

Suite 200
462 Wellington Street West
Toronto, ON M5V 1E3
T +1 416 3663300
F +1 416 3662100
E toronto_info@hermanmiller.com
W www.hermanmiller.com/canada

CHINA

17F, Headquarters Building
No. 168 Xizang Road (M)
Shanghai, 200001
T +86 21 61417066
F +86 21 61417016
E info_china@hermanmiller.com
W www.hermanmiller.cn

FRANCE

31 rue Tronchet
75008 Paris
T +33 1 53053420
F +33 1 53053429
E info_france@hermanmiller.com
W www.hermanmiller.com/europe

INDIA

2nd Floor
Salapura Landmark Building
100 Feet Road
Indira Naga
Bangalore
T +91 80 41525252
F +91 80 41525253
E info_india@hermanmiller.com
W www.hermanmiller.com/asia

ITALY

Via Gran Sasso 6
I-20030 Lentate sul Seveso (MI)
T +39 0362 53111
F +39 0362 5311333
E info_italy@hermanmiller.com
W www.hermanmiller.com/europe

JAPAN

Tokyo Design Centre, 5th Floor
5-25-19 Higashi-Gotanda
Shinagawa-ku
Tokyo
T +81 3 34447551
F +81 3 34447580
E contact_japan@hermanmiller.com
W www.hermanmiller.com/japan

MEXICO

Av. Santa Fe 495 - piso 6'
Col. Cruz Manca, Santa Fe
Cuajimalpa
Mexico City 05349
T +52 55 50639600
F +52 55 50639610
E hmm.mkt@hermanmiller.com
W www.hermanmiller.com.mx

MIDDLE EAST

PO Box 37190
Suite 407 Juma Majid Building
Khalid Bin Al Waleed Street
Dubai
T +971 4 3975161
F +971 4 3976992
E info_dubai@hermanmiller.com
W www.hermanmiller.com/europe

NORTHERN LATIN AMERICA

Suite 120
120 Alhambra Circles
Corel Gables
FL 33134
USA
T +1 305 4607085
F +1 305 4480373
E info@hermanmiller.com
W www.hermanmiller.com

SINGAPORE

3 Anson Road, #10-01
Springleaf Tower
Singapore 079909
T +65 63 275488
F +65 62 231120
E asia_customer_care@hermanmiller.com
W www.hermanmiller.com/asia

USA

855 East Main Avenue
PO Box 302
Zeeland
Michigan 49464-0302
T +1 616 6543000
E info@hermanmiller.com
W www.hermanmiller.com