

TOWN & COUNTRY FCU
Operations Center
 Scarborough, ME

Project Partners

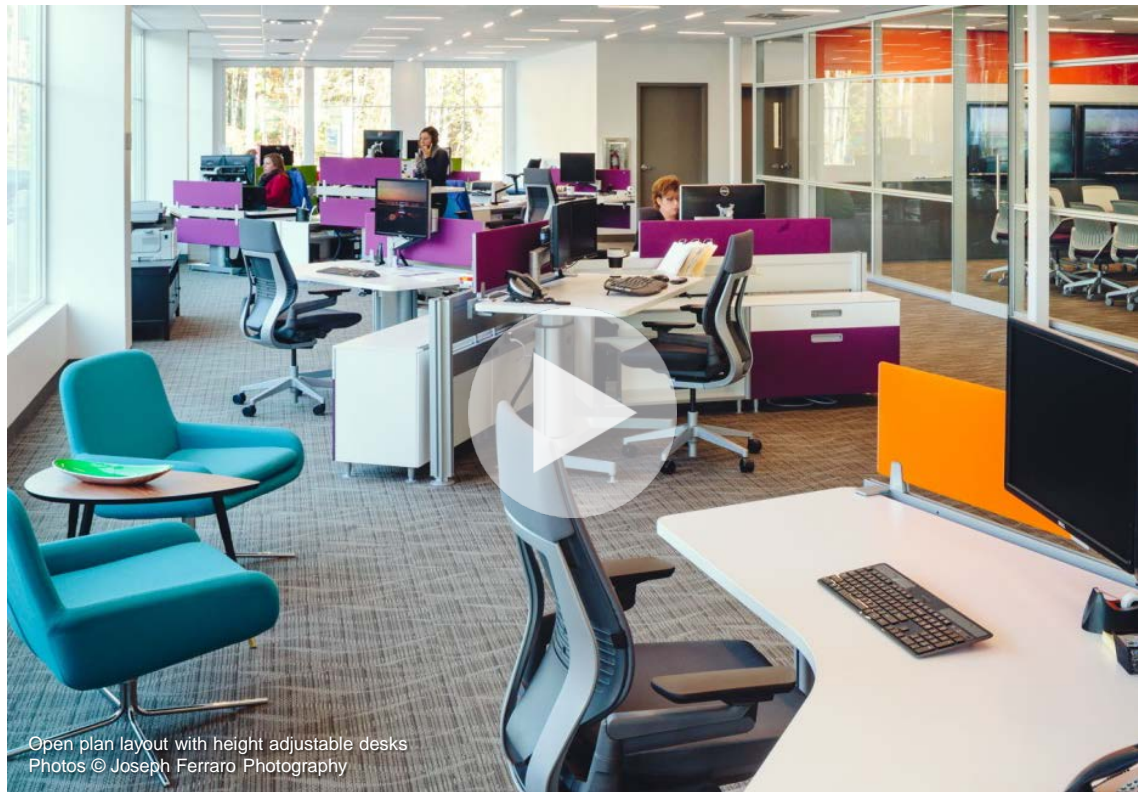
Risbara Bros. Construction

Trends

- Brand + Culture
- Collaboration
- Engagement
- Flexible Infrastructure
- Wellbeing

Solutions

- Architectural Systems
- Audiovisual
- Floorcovering
- Furniture
- Lighting
- Structured Cabling



Open plan layout with height adjustable desks
 Photos © Joseph Ferraro Photography

Town & Country FCU “breaks the mold” by redefining workplace culture in a financial institution.

Innovation is not typically a word that comes to mind when one thinks of financial institutions. However, Town & Country Federal Credit Union in Maine pushes the boundaries of what it means to be a pioneer, not only as a financial institution but also as a company celebrating their people. Through their creativity and progressive attitude, Town & Country puts their people first, realizing that to best serve their customers, they must foster talent, wellbeing and productivity.

Integrated solutions.

Looking to manage significant growth and co-locate the operational functions of their business, Town & Country was committed to building a dynamic and flexible workspace that supported their culture of innovation. With a clear vision and collaborative mindset, Town & Country wanted a partner who could provide insights on current trends, co-develop an array of design applications and deliver a broad portfolio of furniture, audiovisual and architectural solutions. “We felt the Design Build was the best model for us...we like discovering and exploring, and the design build gave us the opportunity to design all the way through the project,” recalls CEO David Libby.

Town & Country looked to Red Thread for the knowledge, expertise and capabilities required to create a holistic workplace. The flexible infrastructure, featuring V.I.A. demountable walls, carpet tiles and flat wire can be easily reconfigured to accommodate change and future growth. The furniture solutions encourage a variety of individual and collaborative work modes. Technology applications supporting digital content display, videoconferencing and room management were thoughtfully incorporated as well. A Red Thread Project Director coordinated all teams and decisions and provided a single point of accountability from selections through installation.



Conference room with technology



Ecosystem of spaces, demountable walls

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Culture + wellbeing.

Orange, blue, purple, green—these are the colors that permeate the space. Through extensive discussion, sharing wish lists and listening to feedback, Town & Country involved their people in the project from the start. While a hot tub on the roof wasn't feasible, most responses were—like more natural light and control of office climate. David Libby notes, "We actually had meetings where we collected up to 132 ideas...and we actually implemented 87 of those ideas." Through this process, employees saw that their ideas mattered and were respected.

Town & Country's open floor plan, void of private offices, embodies physical and corporate transparency. The open plan landscape is complemented by glass demountable-walled meeting spaces, maintaining visual continuity. These include informal lounge settings, project rooms, huddle rooms, conference rooms and a learn lab for training. Every employee has an adjustable-height desk, which supports a variety of postures and makes quick collaboration easier. Given that the space is centered on employees, Town & Country didn't create protocols for working, instead giving their people the choice of how and where to work throughout the day.

Integrated technology.

With the swipe of an iPad, employees can deploy a videoconference meeting, making it quick and easy to collaborate. Committed to providing the latest audiovisual technology for their people, Town & Country included single and dual projection for displaying content, room management systems to reserve space, videoconferencing for remote communication, and wireless presentation capabilities for effortless teamwork.

From initial designs through final installation, this project personifies the shared goals, commitment and collaboration of the Town & Country and Red Thread teams. The result is a space that not only celebrates employee wellbeing and a strong family-like culture but also incorporates the flexibility to support growth and expansion into the future.



Work café



Learn lab with Node chairs



Team studio