Green Commercial Office Buildings:
Environmental performance and user perceptions

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Thesis submitted in fulfilment of the requirements for the degree of
Doctor of Philosophy

THE UNIVERSITY
of ADELAIDE

School of Architecture and Built Environment

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## Comments about design overall

<table>
<thead>
<tr>
<th>Professional</th>
<th>Rather industrial without pleasing aesthetics.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The design is open space at its best it is of very high standard.</td>
<td>The overall design is very homogenous and at times can be a depressing environment to work - no colour, high noise levels and no real sense of space ownership.</td>
</tr>
<tr>
<td>Very attractive and contemporary, creates a good first impression.</td>
<td>Exposed concrete gives look of an unfinished building.</td>
</tr>
<tr>
<td>Good but coarse.</td>
<td>Love the floor to wall glass windows.</td>
</tr>
<tr>
<td>Looks ok but badly built. Things keep wearing out or breaking after only a year or two.</td>
<td>Natural light is fantastic. Having a new building is refreshing.</td>
</tr>
<tr>
<td>There is a logical design to the building replicated across all floors, making it easy to locate things throughout the different floors of the building.</td>
<td>Reasonably welcoming and space available to meet people in the foyer downstairs.</td>
</tr>
<tr>
<td>Lift lobbies are dark and drab. Foyer is OK, but the vast open space could have some sort of design feature to make it more interesting and create a positive impression for visitors.</td>
<td>The design is nice, clean and the designers and interior designers have tried to make it look “funny”. The facilities are generally high quality and pleasant to look at.</td>
</tr>
<tr>
<td>Lack of ability to rearrange the workstations to meet the unique needs of a team due to the fixed cabling issues.</td>
<td>Lots of natural light. It’s great having the offices in the middle of the building so the open plan gets the natural light.</td>
</tr>
<tr>
<td>Security good; layout a bit inflexible for team formation; background noise sometimes requires use of small meeting room. Kitchen should be L-shaped. Hope the power bill is worth the Spartan look of lift areas and kitchens.</td>
<td>While accommodating open plan work the design does not accommodate acoustics or realistic storage. Electronic offices are conceptual at the moment - record keeping, particularly secure record keeping is a necessity but not accommodated.</td>
</tr>
<tr>
<td>Cluttered kitchen area; bad plumbing in the toilets; poor noise trapping; inconsistent temperature and humidity, poorly fitted out.</td>
<td>It looks pretty but isn’t very functional, especially the kitchen and common areas, there are not enough meeting rooms by far, we spend a lot of time sourcing external meeting rooms and/or having coffee at the local establishment.</td>
</tr>
<tr>
<td>Noisy work spaces and no privacy.</td>
<td>Overall pleasing design but too open and noisy.</td>
</tr>
</tbody>
</table>

There are some flaws with this new building - the kitchens are badly designed - in our kitchen you can only use one power point at a time - if you use two together you blow a fuse. The sliding doors are a CHAS issue - a handle has had to be fitted - it has now caused damage to the door itself - is again waiting to be fixed. The air conditioning is a constant problem - temperature changes throughout the day. We are next to the atrium and windows that open so noise is a huge problem. Also roof allows an enormous amount of dust and as an asthmatic with allergies to dust it affects my health. | Satisfactory overall. Many problems with blockages in ladies toilets. Great natural light if sitting close to the windows, but darker further away from windows. Would prefer to be able to pull down an individual blind and not a number at the one time. |

**THE LIFTS ARE RIDICULOUS THEY ARE NOT COMPLIANT WITH ACCESSIBILITY STANDARDS AND IT IS A DISGRACE.**

Visitors are often confused and embarrassed when they get in a lift and discover there are no buttons. Blind visitors have their independence completely removed by having to rely on the often absent security staff to guide them to a lift. There is a lack of private and quiet space. There is an almost total lack of visual indicators on the glass walls and doors, many of the wall ways are not wide enough. The communal kitchen is a great idea but the layout of the kitchen makes it difficult for more than 2 people to use the kitchen at a time. There are major problems with complaints about the noise from the kitchen from the people sitting near the kitchen. The lack of sound proofing means private conversations including performance management meetings are often held in local coffee shops. However the large amounts of natural light is lovely. | The lift is odd, and seemingly unnecessarily so. There are no floor buttons inside the lift. These are on two pillars several metres from the lift. Easy once you know, but visitors to the lift are often caught wondering. |

**The orientation of the desks was poorly thought out as the windows create major glare problems if you face into them. It’s a noisy environment due to the sanding factor with so many people crammed into the open plan area. The individual work desk space and storage is too small and makes doing work where you require a lot of documents very difficult. The lifts are huge time wasters. If you are the first person in you can wait for more than five minutes while it keeps adding new floors sometimes up to 8 floors as with each new card swipe the lift will sit for a certain period of time. The kitchens benches are poorly designed for the number of people that use them with major congestion happening regularly so people try to get to bins, need work space to prepare their lunch or coffee and try to access the water or loosers.**
2. In the building as a whole, do the facilities meet your needs?
Building and Workplace Evaluation – Green Star Building 1
Survey: Oct/Nov 2010

Comments about needs overall

It needs the general needs. [4]

The building meets people physical needs - desk, computer, lifts, kitchens etc. but there has been no consideration of people's mental wellbeing in the workplace. [8]

It's better than the building we were in before. [4]

Neither the building designer nor my employer have taken my needs into account. They all just assume that I can do my work in whatever generic space is assigned to me. [3]

Planned shared spaces ... e.g. meeting rooms and quiet areas are increasingly purified for office use. Offices are VERY noisy ...utility areas where copy machines are located are open to the general office. [4]

Need to have more control over temperature and adapting furniture/fitting. [4]

Air con is always a bit of a talking point - it is often significantly colder than expected. The kitchen is crowded when more than 4-5 people want hot water, the closing of the kitchen doors (which are heavy) to manage the noise is a real issue. [5]

I find that the air conditioning in summer is too cold. I like to wear summer clothes & sandals to work on hot days, but find that especially in the afternoon, I am freezing & need a warm jacket or cardigan inside. If the cold setting was reduced, power savings would be made (saving taxpayers money). [6]

Cooling/heating not good.

Not all meeting rooms have high occupancy fans. High occupancy fans in some meeting rooms inadequate. [1]

Difficult to have private conversations, particularly on the phone. [4]

Sometimes it's a bit too cold or a bit too hot. I wish the blinds would come down automatically when it reaches a certain temperature. Sometimes it can be difficult when I want the blind down and others don't. [8]

Kitchen is poorly designed for the number of people. Not enough bench space and when you are trying to make your lunch you are standing in front of bins or kettles etc. Disabled toilets have lights on a timer so if they are on when you enter they may go off and leave you in a completely dark room. This has been reported but nothing has been done. [4]

I cannot believe it is legal to build something this size without a sink room. [5]

Employees are "made" to either put up with the health issue and remain at the workplace or go home (sick leave). There are times when you only need to lie down for a short period of time before returning to the unit, e.g. headaches/migraine. [3]

Utilities, but meets needs. [8]

I have a place to sit, a desk to work at with computer and phone, but this building is the first that I can remember where I experience headaches - maybe the open plan is this the first for me. [5]

Easy to reach cafe facilities in food court. Confusing for many clients re lift use and no reception facility on ground floor which means that very specific instructions for access need to be provided to new clients. [7]

Lack of storage a big issue. [3]

Needs more meeting rooms. [4]

Lack of power points, desk space, storage space. [1]

Ground floor foyer is spacious enough to meet groups of people. New visitors can get confused with the lift controls. [8]

I would like to have the option to walk up the stairs, not just down them as we can only use the elevator to go up for security reasons. Because I only work on the second floor, it would be good to just take the stairs. [4]

Very bad for encouraging walking between stairs; there is no way to walk up from the ground floor (you have to use the lift) and walking down and out of the building now causes unpleasant alarms to go off over your head – this is a very recent development (October-November 2010). [2]

Break out rooms for small group meetings and some meeting rooms have been converted to office space. Noise from Atrium and kitchen is distracting and can be frustrating when focusing on analysis of data and reporting. The building has been done to a price and some of the features reflect cheapness. For example, there are double power points in the kitchen areas but both power points are used if fans or switch signages say 'Warning: use only one appliance at a time': cheap. [3]

The kitchen is not small but the large table takes up a lot of room which is unnecessary. I always have to move around when preparing my lunch, making coffee or washing my dishes. [2]

The toilets block up regularly requiring using facilities on another floor. In that respect the building is very unsatisfactory. [7]

It would be good to have toilets at both ends of the building – it's a long walk if you're located at the opposite end of the floor!!! [6]

As a cyclist, it's good to have a shower on this floor (the basement showers are badly ventilated and stuffy). [3]

Need more shower facilities - one on each floor is not enough when there are a lot of staff that exercise in the morning. [5]
Building and Workplace Evaluation - Green Star Building 1
Survey: Oct/Nov 2010

3. How do you rate the image that the building as a whole presents to visitors?

Comments about image

New, contemporary. [6]
Excellent. [7]
Very nice looking building. [7]
Very well designed. Sometimes let down by the placement of meeting spaces (limited/no natural light) and the decor. [6]
I don’t like the unfinished concrete pillars. [3]
They are impressed that it presents as a ‘green’ building - but are disturbed by the smell issuing from the dunny and the lack of meeting rooms of variable size. Mostly, we try not to meet people in the building as it doesn’t present the right image for our unit. [5]
It looks good from the outside; the ground floor looks very stylish especially with the ‘fobby’ and the Fred court etc. Lifts can be confusing for visitors (there is no up button; you have to press your floor on the ground floor before you get in the lift). Meeting rooms etc. are usually very good with good facilities etc. [7]
Our floors are boring and ‘ret’ The polished concrete may be environmentally friendly but does not provide a bright or pleasant atmosphere to work in or present to visitors. [5]
Could do with more pot plants which would make office more attractive and help absorb inside toxins emitted by computers, photocopiers, faxes etc. [5]
Our floors are fitted out with cheap looking floor coverings or polished concrete and has the unfinished look (exposed concrete columns and exposed ceilings) whereas the other floors housing multi-national companies etc. are expensively well presented with top of the range fit out. [6]
It looks very corporate with the high ceilings, lots of glass and banks of lifts. Secure access confuses some visitors and has to be explained. It looks a bit cold as the only human face is security but the floors on the desks are pleasant. [6]
The bare concrete tends to make the place look cheap and unfriendly. It is regularly commented on by visitors. [4]
Outside and the first floor looks pretty, the rest looks like an unfinished factory. [8]
It looks modern overall but upon closer inspection you can see that the fittings are cheap and coming apart. [4]
One needs to be in the building for a while to get the benefit of the problems and lack of functionality. [5]
I think most visitors are not expecting the lifts to have no buttons. [2]
Lower north side windows are always dirty. [5]
Building does look new, funky and attractive. It’s not until you actually start working in the environment that the issues become a disappointment. [6]
Comments from visitors have been unimpressed as building looks half finished, e.g. concrete columns, exposed kitchen ceiling and bad to non-existent lighting in the meeting rooms, etc. [3]
Not very attractive from the outside - bit boring to look at and looks messy with blinds at different heights but great to work in. Outside staff dislike the catering facilities downstairs.
I prefer to meet visitors outside the building as my impression is that visitors find the facilities lacking. I remember when we first moved to this building that visitors kept asking when the building would be finished, and we kept telling them that it was finished. [1]
Need better info re: how the lifts work for outsiders - they are often locked out on the ground floor. [4]
The ceiling of the kitchen is unfinished. The lifts and foyer are tidy. [6]
Meeting rooms could be better located, so that visitors don’t have to walk through floors of workers before getting to the room. [5]
Meeting rooms small and do get stuffy and lack visual aspect. [7]
Meeting rooms small and do get stuffy and lack visual aspect. [7]

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Distribution date: May 2011
4. How do you rate your personal safety in and around the building?

**Comments about safety**

- I think there is too much emphasis and resources on safety to the detriment of actual work! [7]
- Security people watching you and watching your details on their screens as you swipe your card, is way overkill. [5]
- Need to be aware of other people who can access without passes, staff let them in, when here late at night I feel unsafe even though I know people can't get in without pass. [6]
- Security people always on hand and fire drills are undertaken regularly, which is good. [6]
- Feel pretty safe, though it seems like the underground car park area would be more unsafe - bikes have been stolen from there. [6]
- The alarm that is now connected to the West Stairwell door was unnerving on the first time I exited this door. [5]
- Some of the cabinets encroach into the passageways. [5]
- Generally safe but given some of the problems experienced with door fittings, electrical appliances and furniture opens possibilities to an unsafe environment. [4]
- OHSW risk from noise induced stress relatively high for knowledge workers. [6]
- Feel relatively safe but anyone could follow others in to lift and floor. [5]
- Although we have secure lifts, there is nothing stopping someone entering behind people. Initially the idea was that visitors are only allowed on level 4 but people are now bringing visitors for meetings on to other secure floors. This in my opinion compromises security for all staff. [4]
- Overall, I feel very safe in this building. I have never felt unsafe. I have never had anything stolen. [7]
- The doors to the kitchen area need to be closed all the time due to people sitting nearby who do not like the noise coming out of the kitchen. They are very heavy doors! [4]
- Narrow walk ways. Congestion around work areas. [6]
- The kitchen doors don't open and close properly, and the guy installing them closes you in even if you have two things to bring back out. [5]
5. How do you rate the cleaning?

![Bar chart showing satisfaction levels for cleaning]

**Comments about cleaning**

- **Pretty good** [6]:
  - I don't think they have enough time. [6]
  - Cleaning issue - you get what you pay for. I think cleaning is below par - very basic - I expect it's because of the contract and the amount paid. [3]
  - I regularly clean the floor around my desk and clean the toilets. [1]
  - No cleaning of workstations except emptying of bins. Dust (which is laden with fine black matter from the nearby printers) is a constant aggravation. [1]
  - Dust collects on desks. I have hay fever and I have to constantly take time to clean. I've worked in other buildings where desks were cleaned each night. Apparently these are the responsibility of the tenant to clean. I didn't know I applied for a cleaner job. [1]
  - Would prefer a bit more often. Generally things get dusty and could do with a thorough clean occasionally. [3]
  - Good on the whole, though the level of separated recyclables is unclear when you see how the rubbish is collected. [6]
  - Normal work activity rubbish can take 2-3 days before being cleaned from floors. [3]
  - Dust collects on desks, I have hay fever and I have to constantly take time to clean. I've worked in other buildings where desks were cleaned each night. Apparently these are the responsibility of the tenant to clean. I didn't know I applied for a cleaner job. [1]
  - The cleaners do a fabulous job. [7]
  - This building gets cleaned? [1]

- **Not so good** [3]:
  - I am not sure of the frequency of the cleaning but floors seem to be rarely cleaned, although I have noticed that the kitchen area does get cleaned daily. [4]

- **Unsatisfactory** [1]:
  - Always layers of dust can be seen and shelves and large sections of floor not vacuumed. [1]
  - It is hard to maintain a clean desk with constant dust and insects. [2]
  - Kitchen and toilet areas are not kept as clean as you would expect in a modern office. Flies appear to be only vacuumed monthly, kitchen bins are moused and toilets smell. There has been the same dirty spot in one of the toilet pans for more than a week on this floor. One of the two soap dispensers in the toilets has not functioned for more than 2 years and only this week has it been taken away. [1]

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Section 3 – Your Work and Work Requirements

2. Specifically for the work that you carry out, how well do the facilities meet your needs?

5. How do you rate the usability of the furniture provided at your desk?

6. Do you have enough space at your desk or normal work area?
7. Comments about your desk or work area

Good area - allows for visiting staff to meet with me.

Not private.

Overall the office is too small.

The desks seem to be getting smaller and smaller over the years, and my current workstation cubicle is tiny. The waste also makes it harder to concentrate in noisy periods as well.

It is not ergonomically arranged, lack of storage, seems to be expensive "cheap" furniture.

I am happy with the space I have & because I have only recently moved, this provided an opportunity to organise and tidy everything - makes for a more efficient work space.

I have enough space - I don’t need more space, but I wouldn’t like to have any less. More space might make it easier to concentrate (i.e. my colleagues would be further away and there would be less people on the floor).

Would like better method of holding folders on shelf, the holders at the ends keep falling off and everything falls down.

More effective storage would assist.

I am getting used to it.

Pretty good but I’m a naturally messy person.

Need more desk space.

I really like how our filing cabinets double as seats for people coming to chat with us, with a welcoming cushion on top.

It is OK providing you don’t work with a lot of files, folders et al.

I require a much larger desk.

I require a much larger meeting table in my office.

No area to work away from the computer but within the vicinity of my workstation.

Not enough storage.

Sufficient space to store things. I like the usefulness of the screens and side filing cabinet but the letter can’t be locked. I think spare keys should have been kept/made available to new people. The desk is hard to clean. Even cold water leaves stains.

Not enough desk space. Design is a bit cramped. Quality of workstation is not the best either.

Excellent ergonomic desk furniture and seating.

Not much storage space but this is probably a good idea, as it encourages me not to store things I don’t need.

It is fine - not having too much space means I have to be disciplined in keeping and managing paper based information. TIDM helps to a degree but it is not the most user friendly piece of software which is a pity.

Plenty of desk space although chairs could be improved.

I have lots of documents to save and file and they end up taking up most of the actual "work space" so there is very little available space for things I am actually working on at the time.

The ergonomics of the desks are good though, and as someone with a history of back injury, the chairs are fantastic.

Flexibility is good, however insufficient bench space for spreading out plans and working with multiple documents.

Again, it looks very pretty and is functional but the little things are missing... If I want to create my desk around another way, the cords from the PC and phone don’t reach and I have to use a power board which is not satisfactory to OHS & IM audits... or I have to document I’ve tested the power board every single day... ridiculous!

Appreciate the flexibility to move my desk around to suit my needs. Sometimes moving the shelf on the partitions is difficult.

Decks were designed to be moved around - unfortunately we don’t have wireless computing and that means we are harnessed to a rib of connections.

One site fits all does not work - needs of the individual particularly those who may have physical disabilities are not considered. Also someone who is height (very short or very tall) and /or weight challenged are disadvantaged.

Desk is too narrow (computer too close for comfort). Inadequate storage for files.

Bookends on bookshelves aren’t stable.

Cheap furniture which is very hard to keep clean. I clean my own desk with my own products.

I think the chairs are particularly good.

I’m not sure if the chairs are the best ergonomically - I often get a very sore back, have to stretch a lot and go for walks. I sit facing the window and it is extremely bright and prefer the blinds down. Sometimes I get very sore eyes (not everyone wants the blinds down!). Everything else is ok.
8. How do you rate the availability of meeting rooms?

Comments about meeting rooms

Good for Meetings - not setup for Training purposes. [4]
Really good. [7]
Excellent, network connections make training clients in departmental systems a breeze. [7]
There are few rooms big enough to accommodate a term meeting and therefore meetings are not able to be held in the building or some staff need to stand. [1]
Sometimes rooms that are booked are not in use. [5]
Sometimes difficult to get a room when you need it and room availability dictates times of meetings. [4]
Poor lighting caused by the new dimming system. Number of meeting rooms are now not available due to be converted into office space as they didn’t provide for enough desks for staff on some floors. Some people have resorted to meeting in public areas right next to me which means we are not being able to work concentrate. Booking system is good. [3]
Public meeting rooms are mostly small and pokey. Large (internal) rooms - insufficient space to conveniently use white boards or other wheelchair equipment. [1]
Sometimes there is too much equipment too many chairs in the room so you feel cluttered. [8]
Poor air quality. [7] OK but sound/noise from rooms carries to rest of floor. [7]
Not enough, too small, ill equipped (usually better to bring your own stuff). [1]
Never enough and certainly little supply of larger ones, and no dedicated training facility with PCs. Each room needs a PC in it all the time that is connected to the network...a lot of time is wasted unpacking and packing up laptops unnecessarily. [1]
Temperature plays an important part. Very stuffy. [3] Too many chiefs seem to take away meeting rooms to make offices. [1]

Need more meeting rooms. [1]
Lack of larger rooms. [5]
Booking process is very ad hoc - bookings can be overwritten. [4]
Lack of meeting room availability means people conduct small meetings in the general work area which is distracting to others. [1]
Nearly always full unless you book way in advance. [3]
Very hard to find rooms at peak times - often need to have a “coffee meeting” informally. [2]
They are gradually being converted to offices, so we don’t have very many to access. I think there is an underlying expectation that we go and grab a coffee for most meetings outside the office...which can get expensive for us petty. [3]

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J 196
9. How do you rate the suitability of storage arrangements?

Comments about storage

<table>
<thead>
<tr>
<th>Overall ok. [5]</th>
<th>Need more storage for files. [3]</th>
</tr>
</thead>
<tbody>
<tr>
<td>As we have access to a dedicated room - storage is fine. [5]</td>
<td>It's usually all electronic storage so the compactus are sufficient. [4]</td>
</tr>
<tr>
<td>Not enough and not secure. [1]</td>
<td>We are provided with minimal physical storage which is ok for me because I keep most things electronically. However the computer storage is also limited which I find frustrating. [6]</td>
</tr>
<tr>
<td>Have plenty of storage space for our needs, need better holders on shelf for storing folders. [6]</td>
<td>Little storage for folders etc. All in view and collecting dust. [1]</td>
</tr>
<tr>
<td>Lots of storage is provided. [5]</td>
<td>I need my files to be locked away yet am not provided with the necessary facilities (i.e. large, lockable cupboard) to do so and the fact that my office is small also hinders this. [1]</td>
</tr>
<tr>
<td>What storage? I was told not to bother asking for locker as they were all taken. I fit stuff in cupboard provided but I don't like others hanging towels they have used around their desk. [6]</td>
<td>While a lot of records are kept electronically there's still a legislative requirement to keep most paper documents for a certain number of years and the storage available for these documents is minimal requiring off-site storage and then retrieval from storage when documents are required. [5]</td>
</tr>
<tr>
<td>Inadequate - for things like banners, boxes of headphones, promotional materials and the like. [3]</td>
<td>OK for my unit but others have boxes of publications and flyers etc. stored in what are supposed to be quiet retreat rooms. [3]</td>
</tr>
<tr>
<td>A lot to be desired - many people still have boxes lying under and near their desks. [3]</td>
<td>In the course of a career, many documents are collected. There is not adequate storage in which to store everything (I have a box under my desk). [2]</td>
</tr>
<tr>
<td>OK for my unit but others have boxes of publications and flyers etc. stored in what are supposed to be quiet retreat rooms. [3]</td>
<td>I think it was the storage space that I would probably encourage us to store more unnecessary material. [5]</td>
</tr>
<tr>
<td>Lots of places of private storage but not enough for work storage and so we have had to hire a shed. [6]</td>
<td>While we are expected to work in an electronic environment, there is still not enough space to store folders, resources etc. We have had to purchase an extra cupboard and while we are relatively tidy, there just isn't room to operate efficiently. [1]</td>
</tr>
<tr>
<td>Day to day storage is ok, we store archive stuff off-site. [5]</td>
<td>The storage isn't too bad; we get our own little lockable drawers that are cushioned for visitors to sit on ....If they can squeeze into our tiny cubicles. Oh, and we all have a useless drawer for files that always breaks and the files fall down. [4]</td>
</tr>
<tr>
<td>The storage isn't too bad; we get our own little lockable drawers that are cushioned for visitors to sit on ....If they can squeeze into our tiny cubicles. Oh, and we all have a useless drawer for files that always breaks and the files fall down. [4]</td>
<td>It makes us think more about what we really need to store. [7]</td>
</tr>
</tbody>
</table>

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10. Where do you typically go for breaks (i.e. lunch time)?

![Bar chart showing percentage of respondents who stay at desk, eat in work kitchen/canteen, or leave building for breaks]

**Comments about breaks**

- **Staff working near the kitchen/canteen get upset if there is noise in the kitchen, so people tend not to use the facility.**
- **You wouldn't want to eat in the kitchen area on this floor!!**
- **The kitchen is not a good area to eat your lunch. The lighting is really poor and not well situated if you want to eat your lunch and read. The furniture is not comfortable.**
- **Kitchen areas do not accommodate more than about 4 people to eat at lunch times - there is at least 80 people on the floor.**
- **There is no way I would stay longer at my desk than I have to, usually I take my lunch outside to eat.**
- **I do a combination of eating at desk while working but then leaving the building for a walk.**
- **I need to leave the building to get fresh air and stretch my body after being seated for so long. The temperature can get quite cold in summer so I usually have to go outside and warm up.**
- **It's so stuffy in this building that I have to leave - mostly go and do some exercise at the gym to wake myself up.**

- **There is no suitable place to stay at work, you get interrupted with questions if you go to the kitchen or stay at your desk.**
- **I prefer to leave the building and get fresh air and stretch my legs. If I don't, I don't really move all that often.**
- **I like our kitchen space, though could do with more tables and chairs. We only have two.**
- **Breaks are good and I use the kitchen area to move from my desk as a change of environment and to be away from the phone.**
- **Sometimes I will just stay at my desk and work through.**
- **I eat at my desk, then go out of the building for personal errands.**
- **Great outdoor area on the ground level.**
- **Need some fresh air and sunshine.**
- **I go outside to smoke. The outdoor area at the back of the building reminds me of a prison exercise yard. Is baking in summer, cold in winter and simplifies the world.**
Section 4 – Comfort

Part 1 – Winter

How would you describe typical working conditions in your normal work area in winter?
(If you have not worked in this building in winter then please leave these questions blank and just complete the questions on temperature in summer)

1. Temperature

2. Temperature level

3. Temperature stability
4. Air movement

5. Air moisture

6. Air freshness
7. Air smell

8. Conditions in winter overall

9. Do you find variation in conditions during winter between your work area and circulation or other spaces?

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>Yes</td>
<td>65.4%</td>
</tr>
<tr>
<td>No</td>
<td>30.4%</td>
</tr>
</tbody>
</table>
Building and Workplace Evaluation – Green Star Building 1 | Survey: Oct/Nov 2010

If yes above, please give details

The main difference is near the kitchen areas which also lead to the external stairwell - these areas can be quite draughty.

Only a few pockets have adequate air flow.

Yes, it is colder in some parts of the building than other parts. Also depends if you are under a vent or not.

Sections of the floor can be much warmer than others. Most staff have an emergency cardigan or jacket for days when it is cold.

I think I am under an air vent and experience cold rushes of air as opposed to other staff. Am always cold at my desk.

Can be hot in one area cold in another on same floor.

It does seem to be a little draughty in and around the kitchen area compared to my desk.

Some areas of the floor have “cold” spots or “hot” spots, resulting in some people having to wear a jacket or coat and others not needing to.

Kitchen area is too cold and there are times in the day when I’ve got to put a scarf on. The overall air temperature is suitable for wearing wooden jumpers but that’s not really common office dress. It’s fine when you go for a walk around but not for sitting still for most of the day.

We have had problems with the window not closing - open for 18 hours we all froze and developed colds and flu - because the window opens to regulate the air flow we suffer from more fluctuations in temperatures.

I am physically located near a chilled beam in the ceiling and as such it is very cold at my workspace.

There are cold pockets and I sit under one and was sick for 2 months in winter, whilst other areas are warm and balmy, poor distribution of warmth.

It’s colder on the western side of the building than the eastern side.

Coldest in the centre then near the windows. Very cold in the kitchen, making it uncomfortable to use for breaks.

Some people seem to have colder work stations than others.

Seems to be warmer in other places on the floor. Meeting rooms can be stuffy and hot.

Air quality in some of the meeting rooms can sometimes be subpar - often too hot or stuffy.

Meeting rooms are often different in temperature possibly because we keep the doors closed and the air doesn’t circulate as much.
Part 2 – Summer

How would you describe typical working conditions in your normal work area in summer? (If you have not worked in this building in summer then please leave these questions blank and just complete the questions on temperature in winter)

10. Temperature

![Temperature Chart]

11. Temperature level

![Temperature Level Chart]

12. Temperature stability

![Temperature Stability Chart]
13. Air movement

14. Air moisture

16. Air freshness
16. Air smell

![Air smell chart]

17. Conditions in summer overall

![Conditions in summer overall chart]

18. Do you find variation in conditions during summer between your work area and circulation or other spaces?

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Building and Workplace Evaluation – Green Star Building 1
Survey: Oct/May 2010

If yes above, please give details

Have noticed difference between floors. Please note that it is more comfortable during the summer than winter, despite the fact that it gets stuffy and humid. As for winter......at least it is consistently uncomfortable all year round.

Humidity is the main variable. The kitchen is cooler and very pleasant.

You can feel it getting cooler the further you walk away from the window. Warmer near windows.

Locations in building where cooled beams are located experience cold draught. Yes, it is warmer in some parts of the building than other parts. Also depends if you are under a vent or not. I have also noticed that air bursts seem to come out of the vent above me at staggered times e.g. every 2 hours or something.

It's never cool on the floor in Summer. Uncomfortable. Some areas do seem to get cool. I think my proximity to the windows probably moderates the cooling effect of the air conditioning. Temps and variability do seem to have improved from early days here.

In summer (even now in November) when I start at about 7:30 the air on level 2 is incredibly stuffy and warm. Normally by afternoon it's come down (I've acclimatised). When coming in from outside in the morning it's a shock to come in. Meeting rooms practically become sweat shops. Air con has to be manually turned on and sometimes just turns off after a while.

Anything in meeting rooms is the other issue. Even with the high occupancy button on, when you leave a meeting room you notice how stuffy it was in the meeting room. The A/C system in the building seems incapable of moving air sufficiently. In summer bathrooms are even more disgusting as the lack of any air condition / ventilation and the smell means that you avoid them.

It's not too bad in the morning but becomes uncomfortably cold by midday. If dressed for the hot weather outside it can feel very cold inside the building and I have to cart jackets around and have a warming rug to keep the legs warm. Often it is really quite cold in relation to the temperature outside but on a 40 degree day I am very happy with this. I always have a cardigan to put on when I come to work and this works pretty well. The air quality can be affected by rubbish smells that come up from the alley way on occasion but mostly it is good.

The building is far too cold in summer. For a green building the temperature is kept far too low and must use a lot of power. Women particularly find it uncomfortable and you should not need to wear a jacket inside when it is 30- outside. People sitting at the western end of the floor have to wear winter clothing to work in summer. It's better nearer the atrium where the windows are open, but in the afternoon the air gets very cold. Everyone on the floor brings a jacket/jumper to work in summer.
Section 5 - Noise

How would you describe noise in your normal work area?

1. Noise overall

![Noise Overall Graph]

2. Noise from colleagues

![Noise from Colleagues Graph]

3. Noise from other people

![Noise from Others Graph]
4. **Other noise from inside**

5. **Other noise from outside**

6. **How often are you affected by unwanted interruptions?**
Comments about noise and its sources

A few noisy thoughtless people can have a wide impact.

We have been situated unsatisfactorily and without consideration between a team that deals with youth and a call centre. Our small team does high level national policy work, our director has a tiny office. There are times when we are on very short deadlines and have to analyse and respond to extremely complex documents that have implications for all Australians. It is ridiculous that we do this under the conditions imposed by this building - one can only laugh and shrug. Thanks for the opportunity to vent, as all other venting has achieved nothing.

Colleagues are not always mindful that the conversations they have (work or non work) can be disruptive on others.

Very open office so can be quite loud and not very much privacy when on phone - affects concentration.

I hate the work areas we have in this office - it is open plan and extremely noisy. You learn overtime to block out the noise. We also sit right next to the call centre which can sometimes be noisy. Interruptions from colleagues are constant.

It's fine for me, but some colleagues find it difficult to work in open environment - depends also on how close to kitchen areas and traffic ways and sort of work an individual is doing.

The access door to the floor is noisy and can interrupt work as I tend to look up when people are talking. Colleagues talking on the phone can be a disruption as well as colleagues discussing work issues in the open office. We tried to rectify this problem by asking people to use the quiet rooms but people tend to forget. There is noise from the building but this is background and not as disruptive as colleagues. I work from home one day per week to allow me time for quiet thinking and writing in part due to the noise level on the floor. I feel that at times I am less productive due to the level of noise and distractions from the open office environment.

We have a very loud workgroup two rows down from us and we can hear every word and phone call, they laugh and talk at full volume every afternoon.

In an open plan I guess there is noise but multiply this by the number of people on the floor and do you really get used to it? This is the first building that I experience headaches regularly, I have one now.

Can hear all the noises when doing building work and external building work.

Open plan might be tolerable if it meant a dozen people and they were your staff / colleagues but on floors this size it's like working in a railway station.

Interuptions not all unwanted merely unexpected.

Open office not conducive to my work.

I have learnt to speak up if things get noisy - others certainly do.

Noise on the floor is not a problem for me.

Noise from other staff is distracting.

I don't believe there is anything that can be done about the noise level with the current set up.

There is no getting away from the noise, as it's an open planned floor and we connect with the open lunch, which echoes up through the floor.

Can hear colleagues talking to themselves and others can hear other units answering or not answering phones. Printers are very noisy also as I sit above when you sit close to them.

Noise from conversations travels through the floor in this open plan format so it gets noisy when people have a general conversation even if its on the other side of the floor. I also sit near a meeting room and if the door is closed fine but otherwise it's disruptive.

The building appears to promote the carriage of noise. Conversations at some distances can still be heard clearly, causing a source of interruption.

This is a tricky one because my perception of noise and its disruptive quality often depends on what I am doing. If everything is going well, noise is no problem but when I am nutting something out and need to concentrate it can be annoying. I use headphones but this is not always a solution. Just working with and around others really and coping with the environment.

As mentioned previously the location of my desk means lots of people milling around right next to me as they come and go from the large meeting room opposite. The manager of the adjacent work team also speaks at the top of his voice at times and calls out to his staff from his office (although this has reduced of late).

Some days it is impossible to concentrate with loud voices, meetings happening at desks, phones etc.

Kitchen area is not sound proof enough.

Only interrupted by contractor work - this has now been completed and has not been an issue for awhile.
7. Is a 'quiet' room available in your workplace?

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Comments about quiet rooms:

- Requirement for office space has removed this room from its original purpose.
- Not enough quiet spaces...
- They were all turned into offices.
- Nothing designated as such.
- Some quiet rooms are full of stuff so don’t look like they can be used.
- I’ve never been told of a quiet room. If there was it is probably an office now.
- Quiet rooms tend to be taken up with smaller meetings and consultants/contractors some of the time.
- Essential to make calls or meetings that should not be heard by the rest of the office.
- One tiny office without windows so I never use it.
- Too small and dark as the lights are not well placed.
- Access to rooms difficult and cannot be spontaneous.
- Not private or quiet as walls are too thin.
- There is no PC or equipment other than a phone which is not ideal. All rooms should have a desktop PC for use whilst in it.
- There are rooms designated as quiet rooms, but they are filled with items which cannot be accommodated elsewhere because of the lack of storage, so aren’t really used for anything other than making the occasional quick phone call in private.
- The quiet rooms are normally used for people making personal phone calls. However the sound proofing in these rooms is not adequate and sometimes conversations can be heard on the floor.
- It’s a dark little room tucked into a corner which is very uninviting and claustrophobic. Further the walls are thin so if people are talking on the other side you can hear them clearly - so not so quiet.
- No point using it myself as I need a computer for most tasks. Ok for small meeting.
- Need to organise lap top etc. to utilise, but is available if needed.
- It can be a pain setting yourself up in a quiet room - to get ICT connectivity for example - unhooking your laptop and spinning around on the floor tends to put me off a bit. If I have work that needs sustained focus I tend to do it at home.
- Yes they are available, but it is impossible to work in them. They are dark and small and feel claustrophobic, there are often people in them, the phones rarely work, and they are of no use if you need to be reading or typing on your computer.
Section 6 – Lighting

How would you describe the quality of lighting in your normal work area?

1. Lighting overall

![Graph showing lighting overall ratings]

2. Natural light

![Graph showing natural light ratings]

3. Glare from sun and sky

![Graph showing glare from sun and sky ratings]
4. Artificial light

5. Glare from artificial light

6. Do you use individual task lighting (i.e., a desk lamp) in your work area?

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Green Commercial Office Buildings: environmental performance and user perceptions

Appendix J

Building and Workplace Evaluation – Green Star Building 1

Survey: Oct/Nov 2010

Comments about lighting conditions

Lighting is perfect for me.
Possibly the best feature of the building.
Lighting is poor at my desk so I have to use a lamp.
I probably could do with a task light.
I use a desk lamp as there isn’t a light above my work area, it’s behind me.
I sit in front of big windows so am very happy. Glare at certain times of the year can be negative but I can close the curtains (if I can work out how to use them ).
Ok most days, people closer to windows complain about glare and positioning of blinds. Difficult to keep everyone happy.
I find that light conditions adequate, however I have colleagues which experience glare from the windows. Sometimes there have been disagreements due to some wanting the blinds up and others wanting the blinds down.
Lighting OK although once when the lights went out (and were out in this section for several days) needed to get a desk light.
Lighting is fine provided the blinds are up.
Natural light is good but because during summer blinds are lowered because of heat it darkens work area and rely on lighting that is not very conducive to working with computer screen.
Building is reliant on exterior (natural) light when exterior light is low internal illumination is in my view poor – particularly for older people. Lighting is within design parameters which do not take into account age and disability.

Not enough light even in the middle of the day.
Lighting is OK for me and I especially like the natural light from large windows.
I happen to sit under a light so quite bright.
I believe we are not allowed to use lamps ...
I face the window and hate the glare.
Ok in summer, too dark in winter or on cloudy days, especially near the central corridors.
Very glare - can’t always put blinds down as affects other people who want the light - overhead lights too bright.
Lighting is good - external glare can be an issue.
I have changed my workstation around to avoid both natural and artificial glare on my screen and workstation.
The closer to the windows the worse the glare. But further away from the windows it gets quite gloryy. You could drop the blinds to minimise glare - but that kind of defeats the purpose of having windows and natural light.
Lighting very harsh on the eyes especially coupled with a lot of computer use.
Uneven lighting - does not match where workstations are. Some reflection on PCs. Some glare from other buildings - blinds are then put down. Depending where you sit - some workstations do not get natural light.
Could be brighter. Not sure but could be contributing factor to ongoing lethargy, eye strain and headaches.
Section 7 – Overall Comfort

1. All things considered how do you rate the overall comfort of the building environment?

The temperature is a concern, have to dress for the building, temperature drops around mid morning and 2pm daily, but always runs on the cold side. Makes it hard to be comfortable. [3]

The appearance is fantastic. Modern and funky, but the comfort level is poor. The air temp, quality, cleanliness of facilities is questionable compared to other office facilities I have worked in around Adelaide. What is disappointing is that this is a beautiful modern building that does make it enjoyable to come to work, but the many design flaws make it uncomfortable to work in. I enjoy my job and my colleagues so I choose to stay working in my role. [2]

The temperature is inconsistent and never aligned to outside conditions. Early mornings, particularly following weekends, are dreadful for the few who choose to work early. It has been a longstanding issue with no real solution to date. [1]

I find the temperature a pain to deal with but I have worked in far worse environments and this place is pretty good. [5]

Generally good but the internal building temperature can be an issue. [4]

Overall level of comfort is adequate. The problems I have described are minor really. I have worked in much worse places. [5]

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Overall, it is satisfactory, but maybe that's because it meets my expectation rather than my wishes. My preference would be for a much quieter work environment. [7]

Lack of air flow and movement the major issue. [5]

Lack of natural air movement and light. Too warm overall. [3]

Take away the noise and it would be the perfect place to work. [5]

Temp of building main concern, too cold in winter and summer, no natural air flow. [5]

Lack of storage makes for overcrowded, untidy work spaces and detracts from amenity. [3]

It is too noisy. [3]

Could be much improved. It's 'stylish' but not designed with practicalities or functionality in mind. [4]

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One of the worst buildings I have worked in from a design, facilities, security and cleanliness point of view. [1]

Not the best working environment I have experienced. [2]

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Section 8 – Productivity

1. How do you think your productivity at work is decreased or increased by the environmental conditions in the building?

![Bar chart showing responses to productivity impact](chart)

Comments about productivity

- I am happy at work and the environment is an important part of that. [+10%]
- I’ve worked in this building since it opened and I don’t think I can see a marked change. [+10%]
- I haven’t worked in a two-person office in previous locations which worked well for most situations; open space reduces productivity as it is impossible to fully tune out from other persons interacting. [-10%]
- Distraction problems are compensated by being able to communicate quickly with colleagues. I believe it is a nil effect for me. [0%]
- I’ve worked in a much quieter environment with less people in an office. I found the quiet gave me more chance to work. Here you get used to the noise and interruptions and learn to cope but I think it takes a lot off your senses. I’m often extremely tired at night after work even if I haven’t really “gone” anywhere during the day. [-10%]
- Hard to tell exactly as when the work needs to be done, we get on with it. [-20%]
- I’ve previously had an office – moving to the open working environment has had its challenges. [-10%]
- I have no idea. This really is a guess. Some things about the building I like. I like that it’s new and supposedly green. Most things work and it is light. But I don’t like the noise. [+10%]
- Not having to worry about cleaning, building security and general accommodation means more headspace for work. [+10%]
- I’ve used to work in much quieter environments with less people in an office. I found the quiet gave me more chance to work. Here you get used to the noise and interruptions and learn to cope but I think it takes a lot off your senses. I’m often extremely tired at night after work even if I haven’t really “gone” anywhere during the day. [-10%]
- Main problem is people talking. Open plan areas are just too big. I have to work from home to write anything big requiring concentration. [-40%]
- It becomes exhausting to hear, speak and work in these conditions. All very well having a green building which is great but not to work in. Lets just save the environment and too hard about the humans. [-30%]
- Can get tired when hot and stuffy. [-10%]
- Too cold. I was sick for 2 months in the winter and it was only after I recovered that I realised my productivity was down by over 50%. [-30%]
- When the temperature is colder I often feel it a challenge to stay warm and motivated on work. [-10%]
- When it is cold in the building - I need to move around to warm up. [-10%]
- When it is hot in the building - I need to have more cool drinks. [-10%]
- It is hard to be productive when your feet are cold and the air is stuffy. [-30%]
Section 9 – Health

1. Do you feel less or more healthy when you are in this building?
2. Do you have any symptoms [see below which you feel may be associated with being in the Building]? If yes please describe them below.

Symptoms may be any of the following which may appear when you enter the building and disappear when you leave:

- Eyes: irritated, itching, dry, watering
- Nose: irritated, itching, runny, dry, blocked
- Throat: sore, constricted, dry mouth
- Head: headache, lethargy, irritability, difficulty in concentrating;
- Skin: dryness, itching, irritation, rashes

None [7]

I do not think my health is affected by the building [6]

The air quality is great in this building compared to most [7]

You don’t ask about mental health! At times I get very angry about the noise coming from the kitchen area and peoples lack of understanding. [1]

When someone in our workgroup is sick it passes around to others but no more than another building. [6]

All of the above since I have started working in this building. [1]

Eyes, nose, throat and head issues are being experienced by myself and others constantly, all of these issues clear after being out of the building a short time. [1]

Very stuffy and stale in the mornings - get headaches from time to time. [3]

Occasional headaches, probably due to stuffy/dry air and lack of airflow. [5]

Eyes: irritated, itching, dry, watering
Skin: dryness, itching, irritation, rashes. [3]
Sore eyes, air too dry.
Nose irritated, dry. Sneezing. Dust from poor air quality. Possibly due to construction work nearby. [3]

Sometimes my hay fever plays up more when I’m in the building. [4]

I get bad hay fever in the building from the dust on the tables and carpet. Glares gives me eye strain so headaches occur often. I get the usual allergy related skin dryness and itchy eyes and throat. Also when one person gets a cold in here, it spreads rapidly. It’s as though the air in here sits here for months. [1]

Not sure that any particular symptoms appear just in this building - could be related to work itself and spending almost all day looking at a computer. [5]

The building is no benchmark. [2]

Headache occasionally but more from work intensity than environmental factors [1]

This is really hard to tie into the building since I walk to and from work so am exposed to a lot of environmental factors that may or may not be related to the building. I have had more colds, headaches since starting working in this building but I am reluctant to link it to the one location. [5]

I have caught more colds since being in this building than I have in my entire life due to a combo of close environment and staff coming into work with colds. [5]

My eyes get very irritated at work. I think by the light from the window and the glare from the computer screens and fluoro. I constantly get headaches. I get all the above symptoms for "head" on a weekly basis. [2]

Irritated, dry eyes, headaches, lethargy and difficulty in concentrating, dry skin. [1]

Heat makes me lethargic and uncomfortable. [1]

I experience a lot of skin dryness in winter especially. [4]

I am constantly sneezing unless I take an anti-histamine every day, which is annoying and costly. Also the cold temperature discourages me from drinking water, and I drink more hot coffees, so sometimes I get a headache from being dehydrated. [2]
Section 10 – Personal Control

1. How much control do you personally have over the following aspects of your working environment?

Temperature

Ventilation

Lighting
Building and Workplace Evaluation – Green Star Building 1  Survey: Oct/May 2010

Noise

2. Please tick if control is important to you in the context of this building.
Section 11 – Response to Problems

1. Have you ever made requests for changes to the temperature, lighting or ventilation?

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If Yes, please give brief details.

- **As part of work group, through OHS&W channels.**
- **Medical certificate requested workspace to be naturally lit.**
- ** Asked for extra light fittings.**
- **A new light to be installed took almost one year after being in a dark corner. Air temperature is apparently tested and seems to pass standards however I have no idea why it is stuffy and still in here sometimes. Also they have tested amounts of dust and found that it was skin particles. So nothing is done however the fact remains it needs to be cleaned.**
- **We have asked for the temperature in summer to be checked as it always seems cold. You shouldn’t have to make sure you have a jacket and socks on when it’s 40 degrees outside.**
- **I used to sit at a desk where I experienced a cold draught. I had someone come and check it and was told they would recommend that the temperature on the floor be raised by half a degree but when I checked with building management they ignored my email.**
- **Yes, we have complained to building management about the temperature and ventilation on this floor. No information or response was given to us.**
- **Windows in atrium kept opening up at short intervals. This got fixed. Still noisy though when they open. Like someone is operating a blender.**
- **I have had lights changed and have alerted gross smells.**
- **Drawing of the blinds – which I know I have some level of control over, I might change the temp if I had that control.**
- **Too cold.**
- **Others have put forward suggestions if temperature is bad, and I have acted on controlling whether blinds are up or down (depending on lighting conditions and temperature).**
- **Request that a temperature and air quality tests be completed, waiting outcome.**
- **Noise and fluctuating temperatures.**
- **I told the building management people that I was cold and had blocked the ceiling above me with paper to stop the draught and chill, they came and measured and told me to remove the paper. When I refused they threatened me by saying that it was against the building lease. I plan to share my next cold with them to show my appreciation of their support.**
- **The temperature is better than in the beginning but still not totally satisfactory. I think they (as in building management) found it difficult to find out the problem and at times felt they thought we were carrying on too much.**
- **Informed building management of the problems associated with the building, but any action taken is useless and doesn’t work – and why would it, the building was designed this way.**

There is very little point going into this – as the response we received indicates a protective attitude by both building maintenance and asset management. The building has a life of its own and exists for its own purpose.
2. If yes, how satisfied in general were you with the:

Speed of response

Effectiveness of response

3. Who do you report problems relating to temperature, lighting or ventilation to?
Building and Workplace Evaluation – Green Star Building 1
Survey: Oct/Nov 2010

If other, please specify.

Asset Management Staff.
Building management.
Building Supervisor.
OH&S.

Discuss with other colleagues in the first instance - if no resolution can be found, then report to administration/reception staff.

4. Have you been given instructions on how to operate building services i.e. temperature control, lighting, blinds?

![Graph showing responses to question on operating building services]

Comments about operating building services.

No training, just work it out as you go.

Lighting and temperature control are automated, but we’ve been shown how to use the blinds.

Blinds are difficult to set at the right level as there is no indicator in the program to set at a particular level and the device is too far away from the far end of the building to simultaneously operate the device and get the level right – cannot see the blind from the control panel.

In regard to lighting and blinds, we worked it out ourselves.

From what I understand we are not supposed to touch any controls.

Easy to work out.

Blinds are difficult to use. I had to ask.

Would be good to have a couple of staff on each level who have this knowledge.

Have been told it is a waste of time complaining.

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J 222
Section 12 – Effect on Behaviour

1. Do you change your behaviour because of conditions in the Building?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>86.4%</td>
<td>33.6%</td>
</tr>
</tbody>
</table>

If Yes, please give examples.

- I stay home to do concentrated work.
- I try to keep a professional attitude at all times. It is noticeable that other staff do become affected with behaviour changes and morale can at times be affected.
- I used to sit at my previous desk because I was always cold and it affected my performance and wellbeing. I changed desks because of the draught and am much happier now.
- Sometimes go outside to warm up in summer – can’t rug up in winter as won’t feel benefit when going outside to cold.
- If hot and sweaty can be more agitated.
- Wear different clothing, don’t eat in break room, have to adjust monitor to non optimal angle to avoid window glare.
- If I feel hot I’m not happy.
- I wear a lot more layers in winter than I otherwise would, and I think I probably eat too much chocolate as well!
- When cold I have trouble concentrating and make frequent trips to the kitchen for warm drinks. Also frequent trips to the bathroom. Poor lighting causes headaches and fatigue.
- Frustration due to noise levels.
- Occasionally use headphones to minimise distraction. Talk quieter on the phone and to other staff in the open area.
- I try to be quieter when talking to avoid distracting colleagues. I have stopped using meeting room due to lack of accessibility and poor environment and now meet people outside of the office.
- I work from home on occasions because the open plan of the office gets noisy and I keep getting interrupted.
- Get up and go for brekfast and walks a lot to get away from the screen and stretch.
- I think I have more smoke breaks to get outside.
- I stay home to do concentrated work.
- Have to do things that “wake me up” particularly later in the day. Get up, walk around.
- In summer need a jacket inside.
- Meetings organised outside the building.
- Phone calls that need privacy made outside the building.
- A lot of whispering required.
- Wear more clothes than I would need outside. Sometimes use headphones and music to block out noise when I am busy.
- I now am a cardigan wearer :)
- I just go for walks around the block two or three times a day to feel fresh air and get some relief.
- I drink plenty of water in order to deal with thirst and eyes dryness.
- Clothing, blankets and coats are all kept at work.
- I try not to talk loudly. I try to keep my noise to a minimum, especially if it’s not work related. I keep my mobile on silent and vibrate mode. Why can we not have a policy about stupid ringing tones?
- Conditions can make you irritable towards other work colleagues.
- Too much noise and consideration is not given to people trying to handle public enquiries.
Section 13 – Other Factors Relating to Work, the Workplace and Organisational Context

1. How do you rate the space layout of your company’s office, in terms of impact on your ability to work effectively?

2. How do you rate the privacy (visual or acoustic) of your personal workspace, in terms of impact on your ability to work effectively?

3. How much collaboration with colleagues do you require to carry out your normal work tasks?
4. How much discretion do you have over the use of your time during work hours in carrying out assigned tasks?

5. How do you rate your understanding of what is going on in the organisation at the moment?

6. How do you rate your own happiness with your own work at the present time?
7. How do you rate overall morale within your work-group at the present time?

![Bar chart showing morale ratings](chart.png)

Comments about these or other factors relating to work, the workplace and its organisation context.

- We get on with the work in spite of the environment.
- There have been a string of arguments about noise from the kitchen.
- Need stability to focus, being contract for short times is unhealthy and unproductive.
- My personal happiness and the morale of our group are all related to the interaction with coworkers against the long hours we work under pressure.
- Restructure, restructure, restructure.
- Poor management practices, lack of communication.
- Despite the building we are an incredible team - due to laughing about the ‘building’ situation we have been dealt and the taking of medicinal alcohol every Friday without fail.
- Suspect that the low morale is due to current economic situation rather than the ergonomics of the work environment.
- The open space and echo of conversations makes it difficult to have a personal conversation.
- Hierarchical executive management…minimal (effective) staff consultation opportunities.
- Recently had to move desks and had no say and also given a bigger work load without any consultation.
- Most of all…we do not ‘walk the talk’ on good workplace practice…i.e., what we are advocating to our industry partners, we do not practice internally.
- I can see that open plan can improve communication but still do not know a lot about what is going on since you have to block out conversations around you to concentrate on your work. It is easier to see if someone is around to discuss something with.
- I like the people I work with. I don’t really like my job, even though I can do it well, I find it boring. Happy to stay here for the moment because I like the people I work with and the flexible working conditions. There is no privacy in this job - everyone can see what you are working on, what you are doing, who you were talking to etc. There are no secrets (managers and HR people sit around me and I hear all their confidential conversations - seems quite inappropriate but it is open plan - some things I DON’T want to hear). I wish we had some kind of larger acoustic blocking partitions or sections which would block out noise and make the work environments quieter and more private.
- We’re a very big organisation, so really, I have little idea what is going on outside of my own small area. And really, I don’t need to, it is enough just to know what my area is up to if I were a manager, that would be different.
- I have a great manager and the colleague with whom I need to collaborate the most is also great to work with. The rest of the team are also good colleagues, I find the way the organisation works is rather chaotic at times in terms of knowing what anybody else is working on even when it relates pretty closely with what I’m doing. Too much sit to work.
Section 14 – Comparison

1. Overall how do you think your workplace compares with your previous work accommodation?
   (only answer if you have been in your current workplace for less than 12 months)

<table>
<thead>
<tr>
<th>Response</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7 Much better</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>20%</td>
<td>30%</td>
<td>20%</td>
<td>20%</td>
<td>10%</td>
<td>10%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Comments about the comparison between your current work place and your previous work accommodation.

- Ultimately I think it boils down to the people you work with not the building you work in. [1]
- Previous work ones was closer to the windows with more natural lighting. [5]
- Very different since I had my own office and have never worked in such a big group before. There are days I really miss the quiet and it has taken a long time to get used to the noise levels. I have never had such draughts around me anywhere like here. [4]
- I've worked in some awful buildings and overall this is much better. There's lots of natural light (even if it's not near me!), the air seems fresh and not stuffy, I love the clever lifts. The only things that really bother me is the coldness in winter and the big expenses of open plan desks, which is not an ideal environment for me to concentrate on my work. [6]
- It is very noticeable from previous work places, I had the privilege of working in an Adelaide building for many years built in the 1990's and that was VERY impressive and comfortable compared to this modern building. As previously stated, I do enjoy my job and I work with some great colleagues, thus I choose to put up with the discomfort and stay in my present job. [1]
- We moved from another floor in the same building which was better placed away from traffic and meeting rooms. [3]
- Have moved twice in just over a year and it has got worse each time. [2]
- We used to have cleaners that came every night and wiped the desks and vacuumed. Toilets were mopped and paper and soap replaced. Here sometimes there is a shortage of paper, soap, and looks like no cleaning is done. I've seen crap of the floor of the toilets which is still there days after. [1]
Section 15 – Completion

1. Other comments.

Thank you for conducting this survey. Hopefully the outcome may assist our managers and CHR and etc. make some positive changes in this environment if the results are fed back to them.

Effective employee consultation processes and a two way service culture in relation to management would be a major improvement. Tried of being directly or indirectly ‘abused’ and/or disadvantaged as a consequence of raising legitimate management concerns.

I have worked in some atrocious places in my 40 years in the workforce. However I am particularly hard on this building as I promised so much and does not deliver. As I said in response to a question all hype and no substance. Only the lighting is excellent. The Stalinist regime on private offices is not thought through for ‘knowledge workers’ which most of us are. It’s a case of fashionable building design theory tumbling reality - again. I have enjoyed every moment of this opportunity to vent. Thanks. Look forward to the thesis.

Is a great building with plenty of natural light and facilities, however I do feel that the air temperature is an issue as is a total open plan with mesh ceiling that may account for spread of germs?

Have never worked in an office building before. Have worked in roles that are active rather than the passive nature of this role. Difficult to adjust to these patterns. Previous role always had an office or admin component but had outside or movement components as well. Have never worked in a climate controlled environment (and don’t like it).

Why can we only use either the toaster or the grill but not both items at once? Same with the kettle; no other appliance can be used while it’s on. Surely for a new building that should be better.

Also, many people still have problems with the recycling system. This could do with more attention.

Layout of kitchen is bad; it isn’t functional, too little space for the amount of people on the floor. No sick rooms, nowhere to chill out during breaks.

There is no sick room and never will be. I am a diabetic and test my sugar levels every morning. I asked about 2 years ago for a sharps container to dispose of my insulin and I’m still waiting (there isn’t one in the whole building, not even in the public area on the ground floor).

The people in building management who are supposed to assist in these matters are rude arrogant little twats that should be in the nearest dog queue so then that way they can learn some people skills and how to appreciate their jobs.

It is disappointing to work in such a beautiful looking modern facility where so many design faults cause discomfort, especially having worked in other facilities in Adelaide city that were of a higher quality re: environment and design.

Should be more air flow and better temperature control. Air is often stale.

Some areas of the building seem good but where I have sat it’s been stuffy which I find very uncomfortable.

My directorate is spread across three floors instead of being together on one; it would fit on one half of a floor. Some space is wasted on the layout of the rows on my floor and more staff could be filled in if laid out better and not on standing rows.

The only other issue not covered is the inability to use the stairs to enter the building (can use them between floors and to exit).

This building was known as the ‘green’ building. I find the recycling of our food scraps and rubbish very unsatisfactory and this should be a high priority. Better induction of new staff and reminders for existing staff. Paper recycling is not too bad.

I think use of the switching on and switching off lights in the toilets area is a great idea. But idea to shut down all the blinds to save energy (during very hot weather) is not very good because of the lack of natural light and too dark to work.

The constant complaints from the staff currently sitting by the kitchen door and their alleged refusal to move has annoyed many staff as people are now too frightened to have conversations in the kitchen as some staff have been verbally abused by staff sitting by the door.

It seems like the air is turned off all night and weekends and only comes on around 9. It goes off at lunch time then comes on again around 2. The draughts happen at these times. It is especially stuffy Monday mornings.
Commercial Building Study
Building and Workplace Survey

Summary of Responders
Survey: OctNov 2010

Organisation: Green Star Building 2
Address: 

Prepared by Vanessa Menadue
PhD Research Study
School of Architecture, Landscape Architecture
and Urban Design
The University of Adelaide
Notes:
Not all survey questions have been included in this report.
Comments presented have been selected to represent both positive and negative viewpoints of the respondents.
Not all comments submitted in response to the survey questions have been included in this report.
Where comments follow a related question, numbers e.g. [7] indicate scale response to the question.
Comments have been edited to correct spelling errors only.
Comments which may allow for identification of individuals have been excluded from this summary report.
Building and Workplace Survey
Summary of Responses
Survey: Oct/Nov 2010

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J 231
Section 1 – Background

1. What is your age?

![Age Distribution Chart]

2. What is your gender?

![Gender Distribution Chart]

3. What is your occupation?

![Occupation Distribution Chart]

4. Is this building your normal work location?

<table>
<thead>
<tr>
<th></th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>9%</td>
</tr>
</tbody>
</table>
8. Do you sit next to or within 3m of an external window?

<table>
<thead>
<tr>
<th>Yes</th>
<th>43.3%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>56.7%</td>
</tr>
</tbody>
</table>

10. Please provide any other comments about external windows and views?

- Windows are great, give the work environment a sense of openness and space.
- I love being able to watch the city during the day.
- There are glare issues associated with sitting by the window. These are only slightly alleviated by the blinds as a consensus must be reached with a range of co-workers in relation to the level at which to set these.
- The views from the external windows are very nice. The natural light from the windows is excellent.
- Windows face North - can really only see other, taller buildings.
- Not very pleasant to look out of the windows to see dirty rooftops/bird droppings/bricks.
- Better than looking at a wall in an internal office.
- View normally limited by blinds half down because of glare for those sitting closest to windows.
- Lots of natural light.
- View is fantastic (until it gets built out over the next two years).
- Obscured by blinds being permanently half closed.
- Poor design, too bright. Drop view of other rusty building roofs and A/C plant equipment. Area gets too hot and allows too much glare. Would have been better with opaque windows.

11. How long have you worked in this building?

| Less than a year | 20% |
| A year or more   | 80% |

12. How long have you worked at your current desk location?

| Less than a year | 34.5% |
| A year or more   | 65.5% |

13. How many days do you spend in the building in a normal working week?
14. How many hours do you spend in the building on a normal working day?

![Bar chart showing distribution of hours spent in the building.]

15. How many hours per day do you spend at your desk or normal work area on a normal working day?

![Bar chart showing distribution of hours spent at desk.]

16. How many hours per day do you normally spend at a computer screen?

![Bar chart showing distribution of hours spent at computer.]

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Section 2 – The building overall

1. All Things considered, how do you rate the building design overall?

![Graph showing satisfaction ratings]

Comments about design overall

- Lots of natural light and lots of windows make it a very comfortable environment to work. [7]
- It’s a very nice looking modern building. [7]
- Good modern design with many enhanced features. Some improvements could be made, e.g., insufficient pedestrian rain shelter provided to the South side and also the double entry doors on both sides of the foyer create a wind tunnel effect. [7]
- At times lifts take ages, at times it’s the best. [5]
- Views to the north are horrid, poor noise attenuation, poor ventilation. [5]
- Lots of wasted space. Open plan design does not really work for an operational group. May be suited to a call centre. Very noisy. [3]
- Open plan design leaves the work area with no privacy to discuss confidential matters. Work area is too noisy to focus on important tasks.
- Staff using the Quiet rooms & Board room for meetings can be clearly heard (especially during teleconferences) by staff on the outside – results in lack of confidentiality. [1]
- Some rooms lack adequate sound proofing. Lighting is low and insufficient in cafe area. [5]
- Staff using the Quiet rooms & Board room for meetings can be clearly heard (especially during teleconferences) by staff on the outside – results in lack of confidentiality. [1]
- Open plan is a joke, very difficult to discuss complex issues with the disturbances. [6]
- At times lifts take ages, at times it’s the best. [5]

2. In the building as a whole, do the facilities meet your needs?

![Graph showing satisfaction ratings]
Building and Workplace Evaluation – Green Star Building 2
Survey: Oct/Nov 2010

Comments about needs overall

The fit out is too close together and not much privacy. [5]  
Hot water in bathrooms is impossible to obtain at basins.  
Warm water is difficult to obtain at basins - only after running water for some time - so little gain in overall help for the environment as more water is used to procure even a warm flow for hygienic hand washing. [6]

It would be better if the lift system was easier to use for visitors. [7]  
Fails to meet appropriate privacy or noise expectations. [3]
No change room facilities, employees forced to change in toilet cubicles after cycling/walking to work.
Don’t have enough toilets on floor. [9]
I don’t have any special needs but I don’t like excessive strip lighting. [7]
The elevator system is beyond a joke, times that I have been taken to different floors instead of my own have cost me time. [6]

3. How do you rate the image that the building as a whole presents to visitors?

Comments about image

The view and the windows are quite impressive when you first visit. [7]

My visitors all comment very favourably. [7]

Minimalist construction; most visitors are glad that they do not have to work long term in this environment. [2]

Bare concrete floors and concrete pillars look awful. [5]

The open space office with everybody’s folders on their desk creates an impression of being messy. [5]

Poor room layout for visitor as they need to go past messy desks on the way to the main meeting room. [5]

The presentation of the building is excellent, everything is clean and nice. [7]

Visitors are always commenting on how nice the building looks. [7]

Unpainted concrete pillars and concrete floor in lobby are very dull. Results in unfinished look to the floor - dull and not representing a professional finish with interior design. [1]

Hard cold feeling poorly finished surfaces in the foyer area are unwelcoming. [5]

Sometimes the open floor appears messy with people’s excess papers and files surrounding their work areas. [5]

Floor layout cheap, tacky & crowded. No fault of occupants though, job involves extensive need for documents and references material, lack of storage means it all on display. Less than half the space we had in the last building. [1]
Building and Workplace Evaluation – Green Star Building 2
Survey: Oct/Nov 2010

4. How do you rate your personal safety in and around the building?

Comments about safety

Safety is good. [7]  This is a new building and is well maintained. [7]
The automatic doors are used for out of hours access  For our work type, building not secure enough. [3]
which is a problem as others could follow me in. If the out of hours door was a side door that might be a bit safer. [4]
Unfinished floor surfaces and matting in the cafe are not satisfactory. [8]  Lifts do not always display the floor that you are passing through - problem if the lift gets stuck you do not know where you are. [6]
The floor on the car park was painted in approx. 2007 or 2008 with ultra-slippery paint, which means it is dangerous for bike riders when the floor is wet (e.g. on a rainy day). [5]

5. How do you rate the cleaning?

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Comments about cleaning

It is a very clean environment. [7]

Fairly poor, but probably in line with what is being paid for the service. [4]

It would be nice for the cleaners to properly clean on a regular basis not just basic clean, i.e. dust and vacuum under desks. [4]

At times I question whether the carpet has been cleaned and whether the floor in the toilets has been cleaned, with black flies, spots that happen tend to be seen, sometimes for a few days. [3]

Daily vacuuming is insufficient around workstations and it is not uncommon for the toilets to run out of consumables during the day. [5]

Poorly done - especially in hard to get to places. [3]

Cleaning providers have not been extremely consistent recently (due to change in contractors perhaps). [4]

Typical tendering process - price driven service contracts result in poor service - you get what you pay for. [1]

The cleaners aren’t the most reliable bunch in the building, they are quick to act when you need them but have had problems completing their daily cleans. [5]

Many issues have long been on-going regarding dirty toilets, vacuuming of carpets not done and rubbish bins not emptied. Slight improvement at times and then returns to staff being unimpressed with efforts of the cleaners [2]

Washrooms need to be cleaned twice a day, due to the many users. [8]
Section 3 - Your Work and Work Requirements

2. Specifically for the work that you carry out, how well do the facilities meet your needs?

5. How do you rate the usability of the furniture provided at your desk?

6. Do you have enough space at your desk or normal work area?
7. Comments about your desk or work area

Ever seen a sardine in a tin?
Works very well, no problems, the best chairs I have used.

Works well, flexible.
I have enough space on my desk, not too little or too much.

It's definitely spacious and there is also plenty of room for
locked storage.

The desks are wide and have lots of space. The workstations
are designed to provide enough space for effective storage.

I have a preference for an L shaped workstation and drop
down keyboard - I find this more ergonomic for my needs.
The fixed style of desks in this office makes this impossible.

Under desk mobile file storage / seat is a hazard to get files out
of and is not good for your back to bend over to access. Shelves
are poor quality and bow under the weight of folders / books.

More bench space would help when folders need to be left
open to work with information.

Flexible wheels of furniture are good but it's quality is not as good
as cranked up to be - desk tops stall easily and the monitor
shelves are prone to vibrations when someone walks past or sits
down opposite. My desk chair is excellent - best ever - love my
chair! However the meeting room chairs are rubbish - hard and
uncomfortable (in the small meeting rooms - board room chairs
are ok).

8. How do you rate the availability of meeting rooms?

Comments about meeting rooms

Not sound proof. [4]
Some times of the day meeting rooms are hard to obtain at
short notice. [4]
Depending on when you need them, it’s more first in first
dayed. [5]
The meeting rooms in the inner part of the level tend to get
very stuffy after long meetings. [7]
You can hear the conversations on the other side of the
wall - not sound proof [1]
Staff's job is related with the availability of meeting
rooms - if a booking is required that is more important than
the existing booking the staff are willing to compromise.
There is a sufficient number of meeting rooms for all staff.
[6]

Too small and noisy, terrible lighting. [3]
You need to book in advance to get one, which is fair enough. [5]
Quiet rooms are great for short meetings and there are enough of
them. [7]
Chavvvv!!! Also data and phone points don't always work properly
and labelling is not always correct. [7]
Poor acoustic isolation can hear every word in next office or
meeting room. [9]
Integrated whiteboards are a good idea. [6]

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9. How do you rate the suitability of storage arrangements?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Excellent</td>
<td>All the storage facilities are excellent. [7]</td>
</tr>
<tr>
<td>2. Satisfactory</td>
<td>Satisfactory with regard to my own storage needs = files etc. [7]</td>
</tr>
<tr>
<td>3. Poor</td>
<td>Not enough. [2]</td>
</tr>
<tr>
<td>4. Very poor</td>
<td>Storage is spread out over multiple floors. Technical information is archived to the lower basement so you can take 10 minutes to access information. [5]</td>
</tr>
<tr>
<td>5. Very very poor</td>
<td>A tambour at the end of the corridor assists with storage of records which are constantly referred to. [4]</td>
</tr>
<tr>
<td>6. Less than very very poor</td>
<td>Poor storage for A4 manila folders. [4]</td>
</tr>
</tbody>
</table>

10. Where do you typically go for breaks (i.e. lunch time)?

<table>
<thead>
<tr>
<th>Destination</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunch room</td>
<td>0.0%</td>
</tr>
<tr>
<td>Eat in work</td>
<td>46.0%</td>
</tr>
<tr>
<td>Work at desk</td>
<td>5.0%</td>
</tr>
<tr>
<td>Other</td>
<td>39.0%</td>
</tr>
</tbody>
</table>

Comments about breaks

- I have to get out! Need fresh air and a walk to freshen up.
- Need more tables in lunchroom.
- Noisy, busy when sharing the cafeteria and limited cooking/coffee facilities with 25 - 30 other people at the same time.
- I usually leave the building but this changes depending on the weather.
- I normally bring my lunch at least 4 days a week and will eat it in the cafe area. That area is really good so you can eat in peace.
- Cafe is very good - lots of space and amenities.
- 50/50 - sometimes stay at desk, sometimes leave building.
Section 4 – Comfort

Part 1 – Winter

How would you describe typical working conditions in your normal work area in winter? (If you have not worked in this building in winter then please leave these questions blank and just complete the questions on temperature in summer)

1. Temperature

![Temperature Graph]

2. Temperature level

![Temperature Level Graph]

3. Temperature stability

![Temperature Stability Graph]
4. Air movement

5. Air moisture

6. Air freshness
7. Air smell

8. Conditions in winter overall

9. Do you find variation in conditions during winter between your work area and circulation or other spaces?

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<tr>
<td>Yes</td>
<td>51.7%</td>
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<tr>
<td>No</td>
<td>48.3%</td>
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</table>

If yes above, please give details:

- Different temperatures in different locations on the floor.
- Centre of building is often much cooler than near the windows.
- Consistently different temps as one walks around the floor (all year).
- I think it depends on whether you are below a chilled beam or not.
- Lunch area and boardroom needed to be fitted with extra air conditioners.
- The floor seems to get a damp smell and the temp is often too warm.
- Being close to windows means that sometimes in the afternoon it can seem cold.
- Next desk over has very different temperatures.
- Circulation spaces are cooler but this is to be expected.
- Depends on the balancing of the beam radiators in terms of hot water distribution and natural air flow.
- Yes it’s colder in the open plan than in meeting rooms.
- If heating is switched off over the weekend it can be cold on Monday.
Part 2 – Summer

How would you describe typical working conditions in your normal work area in summer?
(If you have not worked in this building in summer then please leave these questions blank and just complete the questions on temperature in winter)

10. Temperature

![Temperature Diagram]

11. Temperature level

![Temperature Level Diagram]

12. Temperature stability

![Temperature Stability Diagram]
13. Air movement

14. Air moisture

15. Air freshness
16. Air smell

![Air smell chart]

17. Conditions in summer overall

![Conditions in summer chart]

18. Do you find variation in conditions during summer between your work area and circulation or other spaces?

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<td>74.1%</td>
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<td>No</td>
<td>24.9%</td>
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If yes above, please give details

- Circulation spaces warmer, to be expected.
- Sometimes the meeting rooms are colder than the rest of the office.
- Depends on the balancing of the chilled beam radiators in terms of cold water distribution and natural air flow. When we have cold water surges then we have cold air dropping down from the chilled beam and this is uncomfortable when you sit under a radiator.
- Bathrooms are warmer as sun comes in window and heats the room.
- I am closer to the windows than some other areas of the floor. Window is also on Northern side of the building so I think this impacts on the overall temperature in my workspace.
- Several of us use desk fans to aid cooling and get some air movement.

- With the summer heat I have experienced that some parts of the building seem hotter than others.
- Cooler in the open plan than in meeting rooms.
- Again, the position of the chilled beam in relation to your desk and other areas where you are at will affect this.
- Noticeable differences between the perimeter of the building and the centre of the building.
- The toilets are not air conditioned e.g. 35C outside it may be just as hot in these areas. Poor ventilation for the toilets.
- Staff wear overcoats in both summer and winter in our office area.
- Also, some staff place a blanket over their legs for extra warmth.
- On hot days the a/c is poor.
Section 5 - Noise

How would you describe noise in your normal work area?

1. Noise overall

![Noise overall graph]

2. Noise from colleagues

![Noise from colleagues graph]

3. Noise from other people

![Noise from other people graph]
4. Other noise from inside

![Graph showing noise from inside]

5. Other noise from outside

![Graph showing noise from outside]

6. How often are you affected by unwanted interruptions?

![Graph showing interruptions frequency]
Comments about noise and its sources

Open plan working is an art form one has to develop in the public sector. It is a lot of give and take.

It is part of my job.

Open floor plan is not successful.

No concerns.

Usually from colleagues dealing with difficult phone enquiries.

I am easily distracted and sometimes noises will distract me from the work I am doing, throwing me off guard. It will take a while before I restart the task I was doing.

As we answer a large number of phone calls sometimes the noise levels in the office raise if all officers are on phones.

It is too quiet sometimes and making personal calls from your phone is problematic particularly with the very close workstation set up and lack of background noise.

It depends on what I am doing. If I have an urgent deadline or have zoned out and am focused then noise doesn’t distract too much.

Background noise levels excellent due to chilled beam air conditioning system. One or two individuals on the floor have a tendency not to realise how loud they can be.

Other days, noise can be very distracting.

There is completely open, I find that I can hear people across the other side of the floor speaking loud, this has been a distraction at times.

Open plan environment, you hear noise from everywhere. Other phone conversations, private conversations, visitor greetings, meeting room conversations.

Individuals should not regularly leave their work spaces to talk incessantly about private subjects and interrupt others.

Is a ‘quiet room’ available in your workplace?

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<tr>
<td>Yes</td>
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<td>No</td>
<td>3.4%</td>
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</table>

Comments about quiet rooms

I like the idea of being able to get away when it all gets too much.

Available via booking system.

There is no computer in the quiet rooms so it is only useful if you are just reading.

Too small and have no computers.

Six rooms are available. They are great areas and often used. Four can be booked electronically and the other two can’t so in theory, at least one is always available, sometimes it doesn’t always work.

They are good and are usually readily available.

Not sound proof to discuss confidential matters.

Quite good for making personal phone calls and some small meetings.

About as effective as the Maxwell Smart zone of silence, they do not work.

Good feature, however in spite of efforts to reduce the sound spill into adjoining quiet rooms and offices they are not secure and conversations in adjacent rooms are still quite audible.

Quiet rooms are convenient. I wish colleagues used them more when making personal calls.

Great - but do we really need a sharps container in one of them? I’m not in favour of tolerating shooting up in the office and feel there are significant hygiene risks in using a common area for this purpose.
Section 6 - Lighting

How would you describe the quality of lighting in your normal work area?

1. Lighting overall

![Chart for Lighting overall]

2. Natural light

![Chart for Natural light]

3. Glare from sun and sky

![Chart for Glare from sun and sky]
4. Artificial light

![Graph showing artificial light levels]

5. Glare from artificial light

![Graph showing glare levels]

6. Do you use individual task lighting (i.e. a desk lamp) in your work area?

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<td>No</td>
<td>89.7%</td>
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</table>

Comments about lighting conditions

The natural light in the building is excellent and can be adjusted by blinds. The artificial lighting is very mild.

The lighting is adequate.

I have repositioned my desk to avoid the glare, the glare seems to be worse in early spring or when the windows are really dusty.

Daylighting is contentious - there is significant glare but I think it's worth it and we should orient our desks to avoid it. The blinds are always set too far closed for my liking (usually 40% closed), they should be fully open on all but clear summer days to maximise outlook and daylight.

Lighting conditions in the office are really poor as work stations are not at all aligned to the lighting grid provided. Work stations located between lighting strips are very poorly lit, especially towards the centre of the building, and require additional task lighting to meet a satisfactory level.

Natural light is good but to me the best advantage of being near a window is to reduce eye strain by looking at the view outside from time to time.

The lighting is very good - enough natural light but also enough artificial light. No area is dark and dingy.

Sometimes there is too much glare, having the blinds half way down does the best it can to appease everyone.

Too bright near the outer perimeter, too dark as you approach the inner core. Artificial lighting should have increased in density as you approach the inner core.

Although my desk has a nice view from the windows, I wish we had more natural light.

The light is not above my workstation. Lighting design should have been flexible to fit out. Closest fluorescent is 4 feet away.

Offices all in centre of floor so little natural light.
Section 7 – Overall Comfort

1. All things considered how do you rate the overall comfort of the building environment?

Comments about overall comfort

**Best office building I have worked in by far.** [7]

**Overall the comfort of the building is at a satisfactory level.** [7]

**The building provides enough comfort for staff to undertake what is required of them.** [6]

**Workstations could be a lot better with more privacy catered for and sound reducing materials in the workstation area.** [6]

**It does a good job and looks great.** [5]

**Comfort is excellent, combination of low background noise and great temperature control makes this the most comfortable building I have worked in (out of a total of 10).** [7]

**Building has bright airy feel just lacks in the technical application of air con system.** [8]

**A really poor lighting design, temp variations, cold hard floor/wall finishes, and lack of storage and noise control detract from the positive aesthetics of the building. Regularly reoccurring urinal and toilet bowl and cafe sink blockages are also unpleasant.** [4]
Section 8 – Productivity

1. How do you think your productivity at work is decreased or increased by the environmental conditions in the building?

![Graph showing productivity changes](image)

Comments about productivity

- The facilities are quite good in the building, and my desk location is good compared to others. I am also located on one end (those in the middle rows may have different experiences in terms of noise and environment). [+20%]

- The main factor to my individual productivity decreasing is the noise factor; it can be very distracting at times. [-20%]

- Sometimes noise and excessive air conditioning can interfere, but generally ok. [-10%]

- Very difficult to assess this one. [0%]

- I do not feel that it changes my productivity but it does make it a more enjoyable place to work. [0%]

- Increase compared to previous building. [+10%]

- Again, getting back into a task after having been distracted does decrease productivity. [-30%]

- Internal noise levels have a negative impact on my productivity. [-20%]

- I had an office for last 20 years – now work in a call centre. [-40%]

- I'm not sure environment has much effect on my productivity so I'm no sure how it would effect others. [+10%]

- Downside is I seem to suffer more than usual minor illnesses and observe a fair incidence among my colleagues. Tend to suspect that lack of air movement due to chilled beam cooling means airborne germs can hang around the workspace longer. 100% outdoor air is great, but air movement across the floor is minimal. [+10%]
Section 9 – Health

1. Do you feel less or more healthy when you are in this building?

2. Do you have any symptoms (see below which you feel may be associated with being in the Building)? If yes please describe them below.

Symptoms may be any of the following which may appear when you enter the building and disappear when you leave:

- Eyes: irritated, itching, dry, watering
- Nose: irritated, itching, runny, dry, blocked
- Throat: sore, constricted, dry mouth
- Head: headache, lethargy, irritability, difficulty in concentrating;
- Skin: dryness, itching, irritation, rashes

No symptoms: [5]  
Sore throat and headache occasionally: [3]  
Yes, most of them at some point of the year, skin dryness, sore eyes, headaches, irritated eyes: [2]  
It is very easy to catch colds etc. when individuals with such conditions sit nearby: [4]  
No chronic symptoms but possibly higher incidence of random minor colds and sore throats: [2]  
Sometimes I do experience stuffiness from a lack of air circulation around my desk. This often causes tiredness and difficulty in concentrating: [3]  
Sometimes I have difficulty in concentrating: [4]  
Nutrients: [5]

No concerns: [6]  
I get dry skin on my face since working in this building: [5]  
Headaches mostly: [4]  
Dry eyes and sore throat: [7]  
Eye / headache problems until I turned my workstation away from facing the windows due to the glare. The blinds do help to reduce this but not sufficiently: [4]  
In open plan environment, some people (mainly) come in when they are sick and cough / splutter all over the place and pass on their germs to the rest of us so we in turn get sick. The open plan area allows micro droplets of mucus to spread when people sneeze or cough: [3]  
Lethargy, there just isn’t any air flow: [5]
Section 10 – Personal Control

1. How much control do you personally have over the following aspects of your working environment?

Temperature

Ventilation

Lighting
Noise

2. Please tick if control is important to you in the context of this building.
Section 11 – Response to Problems

1. Have you ever made requests for changes to the temperature, lighting or ventilation?

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<th>Yes</th>
<th>58.6%</th>
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If Yes, please give brief details.

- **It would be pointless.**
  - Numerous: Remedied by going out and purchasing a desk lamp and fan.
  - It gets a bit hot in summer sometimes, so I asked if the aircon can be increased a bit.
  - Always too hot in summer. I have been provided with a desk lamp and fan.
  - Occasionally in Summer have asked if the air conditioning is operating correctly.
  - Got a desk lamp, got temperature checked but was told that there was nothing that management could do.
  - Too hot, asked if blinds could be lowered.
  - I have often requested for the blinds to be lowered for the windows I face, to reduce the sun light in the mornings (especially on clear days).
  - Therm adjustment affects whole floor so looks to fiddle.
  - blinds to be lowered and temp to be lowered.

2. If yes, how satisfied in general were you with the:

**Speed of response**

![Graph showing speed of response with satisfaction levels]
Effectiveness of response

3. **Who do you report problems relating to temperature, lighting or ventilation to?**

If other, please specify.

*Business Support Manager.*
4. Have you been given instructions on how to operate building services i.e. temperature control, lighting, blinds?

Comments about operating building services.

- Lighting control and blind control seems to be confined to certain individuals and also quite random - there should be some agreed guidelines. Staff should not have access to temperature control on a large open floor space - too many different comfort perceptions, control should be set to the recognised guidelines and left alone (as it is).
- Operate lighting out of hours.
- They even disconnected the door closing buttons in the lifts.
- Lighting and blinds have not been used.

- As part of the Business Support area of the division, I know how to operate the automated blinds and lighting. We have no control over the temperature.
- I own a cbus system and know how it works, so at least we can fix the blinds and turn on lights if I am working after hours.
- Had to ask a co-worker about how the blinds worked.
Section 12 – Effect on Behaviour

1. Do you change your behaviour because of conditions in the Building?

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<td>No</td>
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If Yes, please give examples.

Incorrect temperature e.g. too warm or too cool can lead to work interruptions.

I often wear layers to work so I know I can be comfortable, I always give visitors to the building a crash course in how the lift system works.

Need to speak softly when on reception duties (using telephone) and always leave a coat here at work.

I go to a private phone room to make personal and/or sensitive phone calls.

Keep voice down in open space area.

Wash hands with more soap and for longer in toilets because of lack of hot water.

Change workstation orientation.

Wear clothing e.g. cardigan that can be put on or taken off.

Move away from my desk when colleagues engage in prolonged personal conversations.

I wear industrial grade ear muffs when the noise gets too loud. This occurs frequently, I do however have to endure the horrid smells from some of the concoctions of food that some people microwave and bring to their desk.

Building doesn’t promote workplace fitness because there are no change rooms provided.
Section 13 – Other Factors Relating to Work, the Workplace and Organisational Context

1. How do you rate the space layout of your company's office, in terms of impact on your ability to work effectively?

2. How do you rate the privacy (visual or acoustic) of your personal workspace, in terms of impact on your ability to work effectively?

3. How much collaboration with colleagues do you require to carry out your normal work tasks?
4. How much discretion do you have over the use of your time during work hours in carrying out assigned tasks?

5. How do you rate your understanding of what is going on in the organisation at the moment?

6. How do you rate your own happiness with your own work at the present time?
7. How do you rate overall morale within your work-group at the present time?

![Bar chart showing morale ratings]

**Comments about these or other factors relating to work, the workplace and its organisational context.**

- I work with a good bunch of people and they at times make me laugh.
- I love my work - I hate the environment (noise distractions etc.).
- The fit out architect should be shot - the overall concept is good but there are blind corners and constricted passage dimensions in all the key areas, e.g., two people cannot pass each other on the way to the lunch room without one turning sideways - great when carrying hot coffee! Also the entries to the utilities areas are blind and connect into the narrowest part of the passageway.
- Building maintenance constantly needed for repairs of blocked drains.
- Communication of management with certain areas of staff could be improved.
- My section deals with technical and safety related matters daily. Mistakes can create a risk to others or the public; the open plan environment we work in allows us to see others on cruise control.
- Staff are allowed to work both independently and as a team. There is also good communication about what other areas of the workplace are doing.
- Morale not as good as might be because of lack of funding and budget cuts, not related to the building.
Section 14 – Comparison

1. Overall how do you think your workplace compares with your previous work accommodation? (only answer if you have been in your current workplace for less than 12 months)

![Bar chart showing comparison]

Comments about the comparison between your current workplace and your previous work accommodation.

My previous work building was old, it lacked natural light, was too cramped and too cold. [7]

My previous workplace was also modern, open space, energy efficient design but had better breakout spaces. There were better features available to take private calls by being able to switch them to phones rooms which from what I can tell, you cannot do here. [5]

Old accommodation the work group was in was fragmented accommodation - different offices and work bays, which did not permit the current ease of collaboration and also the dept was split over three floors in a building. [6]

This is the first office building I have been in, it was a very different change to before. [7]

Previous workplace in private sector was cramped, peeling varnish on a hard wood floor, overcrowded, noisy, extension leads everywhere, no real lunch room, lousy toilets, poor public transport access and no satisfactory local parking. The computers were great though, free beer and food for Friday beer o’clock and lots of paid lunches and dinners with good atmosphere so not many complaints. [7]
Section 15 - Completion

1. Other comments.

All salient points have been made throughout the course of this survey. Our previous location was in an older building but we had better accommodation. There were offices for individuals and work groups which kept the noise down and allowed confidential meetings/discussions to remain confidential. You were not working in a fish bowl.

Some (usually female) colleagues argue that this is a cold building - I disagree - the temperature is perfect for me.

There appears to be no cleaning of desks within this department and this creates not so healthy an environment. There also seems to be a lack of adequate filing storage.

I like this building. It has been safe & secure. No issues have caused any problems so far.

The building has a great feel to it compared to previous buildings I have worked in, just a pity the 4 star energy rating equates to poor mechanical services including air conditioning and other services.

The location of this building is also ideal. It is close to the main shopping district but far from noise.

Sorry, forgot to include this in the relevant earlier section. I need to wear a cardigan or jacket in summer at my desk as temperature is a little cool for me when just sitting and working. Many of the female staff are the same.
Commercial Building Study
Building and Workplace Survey
Summary of Responses
Survey: Oct/Nov 2010

Organisation: Green Star Building 3
Address: [Address Details]

Prepared by Vanessa Menadue
PhD Research Study
School of Architecture, Landscape Architecture and Urban Design
The University of Adelaide
Building and Workplace Evaluation – Green Star Building 3
Survey: Oct/Nov 2010

Notes:
Not all survey questions have been included in this report.
Comments presented have been selected to represent both positive and negative view points of the respondents.
Not all comments submitted in response to the survey questions have been included in this report.
Where comments follow a related question, numbers e.g. [7] indicate scale response to the question.
Comments have been edited to correct spelling errors only.
Comments which may allow for identification of individuals have been excluded from this summary report.
Section 1 - Background

1. What is your age?

2. What is your gender?

3. What is your occupation?

4. Is this building your normal work location?
8. Do you sit next to or within 3m of an external window?

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<tr>
<td>No</td>
<td>73.4%</td>
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10. Please provide any other comments about external windows and views?

- Work in dark corner a long way away from any real daylight.
- It'd be great to have some daylight.
- I don't believe anyone should be next to a window. A walkway around the perimeter of the office area would make more sense. Also, little 2 person meeting tables along the window gives everyone the opportunity to have a window seat and view.

11. How long have you worked in this building?

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<td>Less than a year</td>
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<td>A year or more</td>
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12. How long have you worked at your current desk location?

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<tr>
<td>A year or more</td>
<td>73.4%</td>
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13. How many days do you spend in the building in a normal working week?

![Bar chart showing the distribution of working days per week]
14. How many hours do you spend in the building on a normal working day?

15. How many hours per day do you spend at your desk or normal work area on a normal working day?

16. How many hours per day do you normally spend at a computer screen?
Section 2 – The building overall

1. All Things considered, how do you rate the building design overall?

![Graph showing satisfaction levels for building design overall.]

Comments about design overall

I am up and down to access the printers in the centre of the building, sometimes annoying, other times it is a good form of exercise. The kitchen/dine is poorly designed, everyone is always in each others way. The water from the tap splashes all over the bench and has to be constantly wiped up as there are no draining areas. We have already had to replace a bench top due to water damage. The toilets are the same, always water everywhere from the taps. Air conditioning was supposed to be even but you freeze under the chilled beams and others say they get hot by the windows, plus you always have to have the blinds down so you can read your computer if you sit near them. [5]


2. In the building as a whole, do the facilities meet your needs?

![Graph showing satisfaction levels for facilities meeting needs.]

Comments about needs overall

Most facilities have been either badly designed or are too small e.g. toilets that are too small for 2 people to pass in opposite directions; air-lock doors that smash into each other due to insufficient floor space being allowed in the design; a balcony that is noisy, windy, wet and rarely used; offices/meeting rooms where the (double-glazed) walls only reach the metal mesh ceilings – i.e. completely non-soundproof – this appears to be necessary to accommodate the obviously cheaper layout of the chilled beam air conditioning system [1]
3. How do you rate the image that the building as a whole presents to visitors?

Comments about image

- People think it looks bright and open. [6]
- Superficially OK at first impression - obviously more thought went into this aspect than most others. [5]

4. How do you rate your personal safety in and around the building?

Comments about safety

- Besides nearly always being cold to the point of blue hands, the fire escape stairs from the ladies toilet are a bit of a worry with the metal edging not flush with the concrete so you could get your toes caught and fall. [6]
- Been in lifts when dropped three floors. [3]
5. How do you rate the cleaning?

![Rating Chart for Cleaning](chart.png)
Section 3 - Your Work and Work Requirements

2. Specifically for the work that you carry out, how well do the facilities meet your needs?

5. How do you rate the usability of the furniture provided at your desk?

6. Do you have enough space at your desk or normal work area?
7. Comments about your desk or work area

Small area and tend to find that we cap a lot of funk for having untidy desks.

Very cramped - not enough room to keep plentons of research material and incoming files waiting for action.

Where previously folders and such were either on the desk or on a shelf at a reasonable height, now everything is on the floor which can be annoying and a stream. There is not much room on your desk to work properly at a keyboard. You have to make do.

Another open-plan campaund - adjoing desks are cheaper.

More space would be useful including a computer in the corner or more space either side of the computer to do work that does not involve the computer. Filing cabinets would also useful.

Walkway behind - people working too close.

No quiet.

8. How do you rate the availability of meeting rooms?

8. Comments about meeting rooms

Impossible to soundproof [4]

Not enough of them and many aren’t big enough. But generally they’re good. [8]

They are often constantly booked by people who want to work in the quiet, not for a meeting at all. [5]

9. How do you rate the suitability of storage arrangements?
Comments about storage

We store a lot of things off site as there is not much room but that can be a good thing, making you more efficient and tidy.[5] People will generally fill the space allocated, no matter how large. Generally storage is OK. There seems to be an obsession with style/colour/hook over functionality e.g.: it took a year to get a filing cabinet for hanging files. A cupboard with storage racks is next to useless to store files.[4]

Non-existent: [1]

10. Where do you typically go for breaks (i.e. lunch time)?

![Bar chart showing the most common locations for breaks]

Comments about breaks

Generally only go out if I need to meet people or do something. Would rather just eat and get on with outstanding work.

Not enough areas for us to eat.
Section 4 – Comfort

Part 1 – Winter

How would you describe typical working conditions in your normal work area in winter?
(If you have not worked in this building in winter then please leave these questions blank and just complete the questions on temperature in summer)

1. Temperature

![Temperature Chart]

2. Temperature level

![Temperature Level Chart]

3. Temperature stability

![Temperature Stability Chart]
4. Air movement

![Air movement chart]

5. Air moisture

![Air moisture chart]

6. Air freshness

![Air freshness chart]
7. Air smell

8. Conditions in winter overall

9. Do you find variation in conditions during winter between your work area and circulation or other spaces?

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<th>Yes</th>
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If yes above, please give details:

- There definitely seem to be areas of the floor that are colder than others.
- Neat vents and Pylons it is cooler.
- One area can be warm and another freezing, windows areas freezing, under the beams cool, and other areas ok.
- Meeting rooms often stuffy and hot.
- Some areas are hotter than others. Some people in adjacent areas find it too cold (but they are girls).
- In particular "cold spot in office".
Part 2 – Summer

How would you describe typical working conditions in your normal work area in summer? (If you have not worked in this building in summer then please leave these questions blank and just complete the questions on temperature in winter)

10. Temperature

11. Temperature level

12. Temperature stability
13. Air movement

14. Air moisture

15. Air freshness
16. Air smell

17. Conditions in summer overall

18. Do you find variation in conditions during summer between your work area and circulation or other spaces?

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<tr>
<td>Yes</td>
<td>57.1%</td>
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<tr>
<td>No</td>
<td>42.9%</td>
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</table>

If yes above, please give details

The temperature seems to vary around the floor.

Still freezing - should not have to be wearing jumpers on 30 degree plus days.

Same as for winter, freezing under the beams, hot near the windows, ok in between. Meeting rooms are often hot and stuffy.
Section 5 - Noise

How would you describe noise in your normal work area?

1. Noise overall

2. Noise from colleagues

3. Noise from other people
4. Other noise from inside

5. Other noise from outside

6. How often are you affected by unwanted interruptions?
Building and Workplace Evaluation – Green Star Building 3
Survey: Oct/Nov 2010

Comments about noise and its sources

Worst part about the open space theory. Must surely have a negative effect on work output and efficiency. You learn to switch off but you have to be careful about confidential issues as a lot of people can hear you on the phone or just plain talking.

It’s all to do with the open-plan design. Walkway behind – open office – no sound dampening around peoples work area. Right next to busy meeting room with no sound proofing.

7. Is a ‘quiet room available in your workplace?’

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<tr>
<th></th>
<th>85.7%</th>
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<tr>
<td>Yes</td>
<td>14.3%</td>
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</table>

Comments about quiet rooms

The term “quiet” is, perhaps, not appropriate. They’re small spaces which echo badly. Sound travels easily through the hollow ceilings into and out of the rooms. I think the eco-Einstein designer forgot about this when they designed the rooms.

Only it’s not very quiet!

Quiet rooms do exist but in reality due to lack of sound proofing conversations can be heard outside.

Well it is near us but is not always available as people book them to work in, not meet, but you can always leave the building if required.
Section 6 - Lighting

How would you describe the quality of lighting in your normal work area?

1. Lighting overall

   ![Graph showing lighting satisfaction levels]

2. Natural light

   ![Graph showing natural light satisfaction levels]

3. Glare from sun and sky

   ![Graph showing glare from sun and sky satisfaction levels]
4. Artificial light

![Graph showing light levels and perceptions]

5. Glare from artificial light

![Graph showing glare levels and perceptions]

6. Do you use individual task lighting (i.e. a desk lamp) in your work area?

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<tr>
<th>Yes</th>
<th>0%</th>
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<tr>
<td>No</td>
<td>100%</td>
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</table>

Comments about lighting conditions:

No natural sunlight anywhere near; artificial light not great in this area. I'm a natural light kinda guy. When in an office by a window I wouldn't use the office lights at all unless it was a gloomy day. Without windows, I have no choice.

I wish we could have the blinds open more and have natural light and not our lights on but the lights are always on unless you stop moving. The blinds are nearly always down so that the people near the windows can read their computers, and to reduce the heat in summer.
Section 7 – Overall Comfort

1. All things considered how do you rate the overall comfort of the building environment?

![Bar chart showing comfort ratings](image)

Comments about overall comfort

As a work environment, it is totally impractical. [1] Noisy, cold, lack of privacy. [3]

It would be great if I didn’t have a cold draught on and off all day. It is very annoying in summer when I have to wear a jacket all day but my hands still go blue, then you walk out into 38 degrees and have to peel off the layers. Other people are the other way around. But then every building I have been in has had issues with the air conditioning. I thought when we were given the span on the chilled beams and how they worked, with no draught just a slow dissipation of air to maintain air temperature, that it would be good but it is no different. [5]

Section 8 – Productivity

1. How do you think your productivity at work is decreased or increased by the environmental conditions in the building?

![Bar chart showing productivity](image)

Comments about productivity

Even cubicles would be better! [40%] Noise and interruptions due to open space makes concentration difficult at times. [20%]
Section 9 – Health

1. Do you feel less or more healthy when you are in this building?

2. Do you have any symptoms (see below which you feel may be associated with being in the Building? If yes please describe them below.

Symptoms may be any of the following which may appear when you enter the building and disappear when you leave:

- Eyes: irritated, itching, dry, watering
- Nose: irritated, itching, runny, dry, blocked
- Throat: sore, constricted, dry mouth
- Head: headache, lethargy, irritability, difficulty in concentrating;
- Skin: dryness, itching, irritation, rashes

More cold-related symptoms. [1]

When people wear perfumes or bring in flowers, it can affect the whole floor, then my eyes and nose are irritated, but generally I am ok. Sometimes I get blocked, and sometimes my bones hurt from the cold I am hardly ever sick through. [5]

Compared to last building this office is a dream! Suffer from headaches quite often due to lack of fresh air but that’s expected in any office building and they are far less frequent here due to air conditioning actually working here. [7]
Section 10 - Personal Control

1. How much control do you personally have over the following aspects of your working environment?

Temperature

Ventilation

Lighting
Building and Workplace Evaluation – Green Star Building 3  
Survey: Oct/Nov 2010

Noise

2. Please tick if control is important to you in the context of this building.
Section 11 – Response to Problems

1. Have you ever made requests for changes to the temperature, lighting or ventilation?

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<tr>
<td>Yes</td>
<td>71.4%</td>
</tr>
<tr>
<td>No</td>
<td>28.6%</td>
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</table>

If Yes, please give brief details.

- On numerous occasions we have asked for the temperature to be assessed.
- Too cold or the air conditioning is too noisy over head, but only to our administration area, not direct.
- It gets checked, assurances are made, but nothing happens.
- Situation has been monitored but no action actually taken.
- Due to malfunctions.

2. If yes, how satisfied in general were you with the:

Speed of response

Effectiveness of response
3. Who do you report problems relating to temperature, lighting or ventilation to?

![Bar chart showing the percentage of respondents reporting to different roles]

4. Have you been given instructions on how to operate building services i.e. temperature control, lighting, blinds?

![Bar chart showing the percentage of respondents who received instructions]

Comments about operating building services.

Pretty sure I can work out how to use the blinds but the people near the windows are the ones who should do those as the light affects them the most.
Section 12 - Effect on Behaviour

1. Do you change your behaviour because of conditions in the Building?

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<tr>
<td>Yes</td>
<td>71.4%</td>
</tr>
<tr>
<td>No</td>
<td>28.6%</td>
</tr>
</tbody>
</table>

If Yes, please give examples.

- Bring jackets in all the time, often wear enclosed shoes and socks to keep warm.
- Work from home more, sick days, longer breaks etc.
- Feel restricted making work calls due to number of people able to listen in.
- Make phone calls when less people are around - less talking and noise to interrupt.
- Get in early and leave late sometimes if projects require high concentration.
Section 13 – Other Factors Relating to Work, the Workplace and Organisational Context

1. How do you rate the space layout of your company’s office, in terms of impact on your ability to work effectively?

![Bar chart showing satisfaction ratings for office space layout]

2. How do you rate the privacy (visual or acoustic) of your personal workspace, in terms of impact on your ability to work effectively?

![Bar chart showing satisfaction ratings for privacy]

3. How much collaboration with colleagues do you require to carry out your normal work tasks?

![Bar chart showing satisfaction ratings for collaboration]

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Survey Questions © Copyright BUS Methodology 2010. Used under licence
Distribution date: May 2011
4. How much discretion do you have over the use of your time during work hours in carrying out assigned tasks?

5. How do you rate your understanding of what is going on in the organisation at the moment?

6. How do you rate your own happiness with your own work at the present time?
7. How do you rate overall morale within your work-group at the present time?

![Bar Chart]

Comments about these or other factors relating to work, the workplace and its organisation context.

Work with good people and have a great manager. Nothing to do with the Building. Everything to do with staff cuts and restructures.

Section 14 – Comparison

1. Overall how do you think your workplace compares with your previous work accommodation?
   (Only answer if you have been in your current workplace for less than 12 months)

![Bar Chart]

Section 15 – Completion

1. Other comments.

   Overall, the building is good - especially when compared to our previous office. Personally, I miss having an office - with an element of privacy and some control over my workspace which won't affect others (e.g. turn lights off and use natural light). Open space has its advantages, but the overall tendency to rack 'em and stack 'em can be frustrating in terms of noise and privacy.
Commercial Building Study

Building and Workplace Survey

Summary of Responses

Survey: October 2010

Organisation: Green Star Building 4
Address:

Prepared by Vanessa Menadue
PhD Research Study
School of Architecture, Landscape Architecture
and Urban Design
The University of Adelaide
Notes:
Not all survey questions have been included in this report.
Comments presented have been selected to represent both positive and negative views of the respondents.
Not all comments submitted in response to the survey questions have been included in this report.
Where comments follow a related question, numbers e.g. [7] indicate scale response to the question.
Comments have been edited to correct spelling errors only.
Comments which may allow for identification of individuals have been excluded from this summary report.
Section 1 - Background

1. What is your age?

2. What is your gender?

3. What is your occupation?

4. Is this building your normal work location?

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<th>100%</th>
<th>0%</th>
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<td>Yes</td>
<td></td>
<td></td>
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<td>No</td>
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8. Do you sit next to or within 3m of an external window?

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<td>Yes</td>
<td>71.4%</td>
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<td>No</td>
<td>28.6%</td>
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10. Please provide any other comments about external windows and views?

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<thead>
<tr>
<th>Comment</th>
<th>Details</th>
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<tbody>
<tr>
<td>Is wonderful having a view of green square and lunch time activities and across to the airport and sea.</td>
<td></td>
</tr>
<tr>
<td>Windows are floor to ceiling - view is incredible.</td>
<td></td>
</tr>
<tr>
<td>The windows face south and can therefore be left with blinds up to allow the maximum natural light.</td>
<td></td>
</tr>
<tr>
<td>The views on my side are not very good and I keep the blinds closed all the time.</td>
<td></td>
</tr>
<tr>
<td>One of the nicest views I've had from my desk whilst working in Adelaide!</td>
<td>Light glare is so strong that blinds are always down.</td>
</tr>
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11. How long have you worked in this building?

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<td>Less than a year</td>
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<td>A year or more</td>
<td>92.9%</td>
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12. How long have you worked at your current desk location?

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<td>Less than a year</td>
<td>14.3%</td>
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<tr>
<td>A year or more</td>
<td>85.7%</td>
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13. How many days do you spend in the building in a normal working week?

[Bar chart showing days of the week with varying percentages for different days.]
14. How many hours do you spend in the building on a normal working day?

15. How many hours per day do you spend at your desk or normal work area on a normal working day?

16. How many hours per day do you normally spend at a computer screen?
Section 2 – The building overall

1. All Things considered, how do you rate the building design overall?

Comments about design overall

Good access and space. [7]

2. In the building as a whole, do the facilities meet your needs?

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Survey Questions © Copyright BUS Methodology 2010. Used under licence
Distribution date: May 2011
3. How do you rate the image that the building as a whole presents to visitors?

![Image showing ratings for building image]

**Comments about image**

*Favourable comment about view and interior design. [7]*

4. How do you rate your personal safety in and around the building?

![Image showing ratings for personal safety]

**Comments about safety**

*Only setback is that I can’t use the stairs to enter the floor - the lock on door is one way - only allows exit and not entry.* [8]
5. How do you rate the cleaning?

Comments about cleaning

Cleaners need to be followed up on detail, particularly bin clearing. [5]

Beds don’t get emptied daily, floors don’t get vacuumed and toilets don’t get cleaned properly. [2]

My desk is so dusty and I find food on the floors from days prior. I don’t think our toilets are cleaned every night as I find stuff on the floor that was there days prior. [3]

The cleaner employed to clean our floor does a terrible job. [2]

No evidence of desktops being dusted - floors not vacuumed - toilet floors and vanity not cleaned daily - kitchen table and benches not wiped down daily. [1]

The cleaning is basically clearing the rubbish bins. For cleaning staff to do a better job they need more hours allocated, but I don’t know what’s in the contract. [3]
Section 3 – Your Work and Work Requirements

2. Specifically for the work that you carry out, how well do the facilities meet your needs?

5. How do you rate the usability of the furniture provided at your desk?

6. Do you have enough space at your desk or normal work area?
7. Comments about your desk or work area

About right: Nice.

Not enough storage area overall - and certainly not enough at my immediate workspace.

I could use more bench top - I use a lot of resources at the same time and the configuration of my work station isn't set up for spreading out and using the computer at the same time.

Not enough shelving - plants were provided but they are not near my desk and so are not convenient for daily use.

The 'modern' ergonomic chair is not as comfortable as it should be.

8. How do you rate the availability of meeting rooms?

![Bar chart]

Comments about meeting rooms

Not enough rooms, too small. [4]

I don't have much need to use them. [7]

Usually ok - issue of rooms not being booked so assume available when they are not - or meeting not finished in time to vacate a room that is booked for another time. [6]

Meeting rooms are not sound proof - can clearly hear talking outside. [4]

They are not sound proof - that should be a priority that was not given due consideration during construction. [7]
9. How do you rate the suitability of storage arrangements?

- Excellent
- Very satisfactory
- Satisfactory
- Fair
- Poor
- Very poor
- Extremely poor

Comments about storage

- More space would be nice. [5]
- You never have as much storage as you think you need. [2]
- Not enough storage area overall - and certainly not enough at my immediate workspace. [1]
- Around photocopy areas there is not enough bench space to lay out papers - we use the top of recycle bins. [8]

10. Where do you typically go for breaks (i.e. lunch time)?

- Eat in work kitchen/dine
- Eat in staff kitchen/cafeteria
- Stay at desk
- Leave building

Comments about breaks

- Ideally plan to leave building - but lately don't usually manage to have the time to do this.
- Poor location of work kitchen/cafe, noise permeates to work area and sun glare for television not so good and uncomfortable chairs.
- Kitchens should be more private (closed off) from work areas - sound travels and one cannot truly relax in the kitchen for fear of disturbing workers next door.
Section 4 – Comfort

Part 1 – Winter

How would you describe typical working conditions in your normal work area in winter?
(If you have not worked in this building in winter then please leave these questions blank and just complete the questions on temperature in summer)

1. Temperature

![Temperature graph]

2. Temperature level

![Temperature level graph]

3. Temperature stability

![Temperature stability graph]
4. Air movement

![Air movement chart]

5. Air moisture

![Air moisture chart]

6. Air freshness

![Air freshness chart]
7. Air smell

![Graph showing air smell intensity]

8. Conditions in winter overall

![Graph showing overall conditions in winter]

9. Do you find variation in conditions during winter between your work area and circulation or other spaces?

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<th>76%</th>
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<td>No</td>
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If yes above, please give details

- Appears to have hot/cold patches on floor, maybe affected by sun levels.
- Is significant variation compared to other parts of building - possibly as near a window with air vents close by. Varies during the day at my desk but not any particular pattern.
- The area where I sit is usually freezing but other areas are warm. Cold air often blows directly on me.
- Some areas are definitely warmer and some other areas can be significantly cooler with marked air flow.
- Floor to ceiling windows in an open space environment affect air flow and it gets too warm in winter - can’t wear anything too warm - need to dress light inside even if it’s freezing outside.
Part 2 – Summer

How would you describe typical working conditions in your normal work area in summer?
(If you have not worked in this building in summer then please leave these questions blank and just complete the questions on temperature in winter)

10. Temperature

11. Temperature level

12. Temperature stability
13. Air movement

14. Air moisture

15. Air freshness
16. Air smell

17. Conditions in summer overall

18. Do you find variation in conditions during summer between your work area and circulation or other spaces?

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<tr>
<td>Yes</td>
<td>78.9%</td>
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<tr>
<td>No</td>
<td>21.1%</td>
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If yes above, please give details

Where air conditioners are separate for rooms, training rooms etc.

Some areas are definitely warmer and some other areas can be significantly cooler with marked air flow - the northern side is much hotter in the afternoon - with the sun shining more on that side.

Moving from place to place around the office there are certainly differences in temperature.
Section 5 - Noise

How would you describe noise in your normal work area?

1. Noise overall

2. Noise from colleagues

3. Noise from other people
4. Other noise from inside

5. Other noise from outside

6. How often are you affected by unwanted interruptions?
Building and Workplace Evaluation – Green Star Building A
Survey: Oct/Nov 2010

Comments about noise and its sources

It’s the nature of the job.

The phone centre is next to our area over a low partition with no consideration for others.

White noisy - I recognise that I also contribute to the problem, so issue of noise impacting on me but also that my work interchanges and tasks are impacted by the impact these have on others.

Pretty good. Most open plan offices tend to be a little more noisy than conventional “closed” offices anyway - you get used to it after a while.

Open plan space and normal level communications between colleagues frequently cause disruptions / Interruptions.

Open space work environment means having to cope with noise - it does not create an effective work environment.

I can hear cars drive, especially the ones with the loud exhausts.

Lunch area noises including boiling water, squeaks etc.

7. Is a ‘quiet’ room available in your workplace?

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</table>

Comments about quiet rooms

It isn’t really quiet in there.

But they have no soundproofing so are ineffective.

Not that quiet - and not really suitable to leave desk, phone and computer to work in another area for most tasks.

Not quiet enough both from inside and outside.

Not sound proofed so useless for quiet work.

Excellent!! Great idea - we have several - and meeting rooms are always available if the quiet rooms aren’t. Good places to work when you need to concentrate that little bit more, or if privacy is needed.

I never use it.
Section 6 – Lighting

How would you describe the quality of lighting in your normal work area?

1. Lighting overall

2. Natural light

3. Glare from sun and sky
4. Artificial light

5. Glare from artificial light

6. Do you use individual task lighting (i.e. a desk lamp) in your work area?

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<tr>
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Comments about lighting conditions

Incredible amount of natural light because of the floor to ceiling windows and no offices close by to block the natural light.

The outside of the building sun block does not cover the front or side of building where I am located and the direct sunlight affects my desk area.

It's annoying when lights go off suddenly when nobody moves and then you go to move, then if it doesn't light up, then you're required to go find the sensor and stand under there and move around.

Lighting is all behind me so probably should have a desk lamp to stop shadows.

Mostly the blinds cover the window behind me because of the glare caused on sunny days falling on my computer monitors - rarely are the blinds up - has to be a very dull day outside for this to happen.

The afternoon sun is terrible and the blinds don't have much effect - although the blinds are better than nothing I suppose!
Section 7 – Overall Comfort

1. All things considered how do you rate the overall comfort of the building environment?

Comments about overall comfort

A nice modern airy office, comfortable. The only downside is the afternoon sun and inadequate blinds. The air conditioning could also be regulated better. But overall, comfort is good. [6]

Section 8 – Productivity

1. How do you think your productivity at work is decreased or increased by the environmental conditions in the building?

Comments about productivity

If you are truly busy the conditions are irrelevant. [9%] Open space and interference by others going about normal duties. [-10%]

Open space does not create a zone for concentration and therefore efficiency of work practices. [-20%] Compared to previous building. [+10%]
Section 9 – Health

1. Do you feel less or more healthy when you are in this building?

![Graph showing health perceptions](image)

2. Do you have any symptoms (see below which you feel may be associated with being in the Building? If yes please describe them below.

Symptoms may be any of the following which may appear when you enter the building and disappear when you leave:

- Eyes: irritated, itching, dry, watering
- Nose: irritated, itching, runny, dry, blocked
- Throat: sore, constricted, dry mouth
- Head: headache, lethargy, irritability, difficulty in concentrating;
- Skin: dryness, itching, irritation, rashes

- Always thirsty - have a jug of water on my desk. [5]
- Variations in the air conditioning wouldn't be doing any good. [3]
- Regular headaches. [3]
- Runny nose; skin dryness. [2]
- I sometimes get all of these - I thought it was just getting old.
- I have had issues with eyes, ears, nose, and throat since working in this building; I have considerable time off work due to this. [1]
- Dry eyes - but sometimes watering - red eyes - dry nose - dry throat - headache - dry skin.
- I often get headaches and terrible hay fever like symptoms when I am at work. I often feel very tired in summer due to lack of fresh air. [2]
- I thought mostly the eye problems were from using the computer more than previously too and having to wear glasses all the time for working now. [4]
- Headache, lethargy, difficulty in concentrating.
- Skin dryness. [5]
Section 10 – Personal Control

1. How much control do you personally have over the following aspects of your working environment?

Temperature

Ventilation

Lighting
Noise

2. Please tick if control is important to you in the context of this building.
Section 11 – Response to Problems

1. Have you ever made requests for changes to the temperature, lighting or ventilation?

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<td>No</td>
<td>25%</td>
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If Yes, please give brief details.

- CWSAW staff have asked me the temperature and ventilation but don’t know if anything had been done further.
- No point in asking because its open space my personal preferences are insignificant compared to the rest of the workers.
- When the temp gets too hot or cold and when the lights go out unexpectedly.
- Raised issue of cold and draughts.
- Too cold and draughty in winter and requested if it could be changed.
- Flickering lights were dealt with pretty quickly.
- We had glare screens installed on the windows.

2. If yes, how satisfied in general were you with the:

Speed of response

![Graph showing speed of response]

Effectiveness of response

![Graph showing effectiveness of response]
3. Who do you report problems relating to temperature, lighting or ventilation to?

If other, please specify.

OHS

4. Have you been given instructions on how to operate building services i.e. temperature control, lighting, blinds?

Comments about operating building services.

Only lights.

How to turn the air con on etc. at weekends has been shown.

Can use the blinds to limit glare from windows and heat during summer.
Section 12 – Effect on Behaviour

1. Do you change your behaviour because of conditions in the Building?

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<tr>
<td>Yes</td>
<td>46.2%</td>
</tr>
<tr>
<td>No</td>
<td>53.8%</td>
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</tbody>
</table>

If Yes, please give examples.

- Exercise consideration regarding the noise I generate.
- Eye strain; headaches from lighting require more rest periods.
- Clothing.
- It’s a # (expletive deleted) open space work environment so of course I have to change my normal behaviour - lower my voice when I want a private conversation on the phone or in person. I am always conscious of others around me so can never truly relax.
Section 13 – Other Factors Relating to Work, the Workplace and Organisational Context

1. How do you rate the space layout of your company’s office, in terms of impact on your ability to work effectively?

![Graph showing satisfaction levels for space layout.]

2. How do you rate the privacy (visual or acoustic) of your personal workspace, in terms of impact on your ability to work effectively?

![Graph showing satisfaction levels for privacy.]

3. How much collaboration with colleagues do you require to carry out your normal work tasks?

![Graph showing satisfaction levels for collaboration.]

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Survey Questions © Copyright BIS Methodology 2010. Used under licence
Distribution date: May 2011
4. How much discretion do you have over the use of your time during work hours in carrying out assigned tasks?

5. How do you rate your understanding of what is going on in the organisation at the moment?

6. How do you rate your own happiness with your own work at the present time?
7. How do you rate overall morale within your work-group at the present time?

![Bar chart]

Comments about these or other factors relating to work, the workplace and its organisation context.

I am extremely happy in my current job. I work in a small team where we communicate well and get along very well. Team morale is good and even when things get busy we still have a laugh and make the best of the situation.

Open plan does not work, except for maybe the upper hierarchy who get their own office and save on costs—much cheaper to have open plan. Fun areas are also needed e.g. some softs scattered around the floor, space for some time out or just to sit and talk with a workmate. Real live plants would be a welcome sight. Work stations as far as the eye can see is not a happy work sight—break it up with plants, lounge seats to drop in and relax, proper privacy screens so we can have some time out from constantly seeing and hearing others all day every day!!!
Section 14 – Comparison

1. Overall how do you think your workplace compares with your previous work accommodation? (only answer if you have been in your current workplace for less than 12 months)

   ![Comparison Chart]

Section 15 – Completion

1. Other comments.

   A great office building, very modern and natural. The staff in the office also making coming to work a pleasure.

   Generally though I complain I am not unhappy with the conditions everyday as they vary so often. The brightness of the area is the most disruptive element of the building and is what causes most of the headaches but generally this is worse in summer and during daylight saving.

   I have said enough - you can tell I hate open plan as do all other staff except for the 2 top people in the hierarchy who have their offices. It’s like working in a zoo except I’m the caged animal being looked at all day long, I hate it. The only people who like open plan are those on the top of the pile - it saves them huge setup costs and allows them to see everyone - keep an eye on the workers. Open plan also prevents people from communicating - how can you have a conversation that 10 others can hear, so you don’t bother to talk to your colleagues. Open space is the “big brother” syndrome. The individual worker loses their true self in the field of humanity - we are not a swarm of ants or bees - we are people and need our own space to be truly creative. When will management realize the truth of how important ones work space is to productivity, happiness and overall well being of not just the individual but of the whole organization. I don’t care that my comments remain anonymous - in fact I wish you would get back to me so that I may know your views will not be lost in the ether.
Commercial Building Study
Building and Workplace Survey
Summary of Responders
Survey, Oct-Nov 2010

Organisation: Green Intertions Building 1
Address: 

Prepared by Vanessa Menadue
PhD Research Study
School of Architecture, Landscape Architecture
and Urban Design
The University of Adelaide
Building and Workplace Evaluation – Green Intentions Building 1
Survey: Oct/Nov 2010

Notes:
Not all survey questions have been included in this report.
Comments presented have been selected to represent both positive and negative viewpoints of the respondents.
Not all comments submitted in response to the survey questions have been included in this report.
Where comments follow a related question, numbers e.g. [7] indicate scale response to the question.
Comments have been edited to correct spelling errors only.
Comments which may allow for identification of individuals have been excluded from this summary report.
Building and Workplace Survey
Summary of Responses
Survey: Oct/Nov 2010

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Survey Questions © Copyright BUS Methodology 2010, Used under licence
Distribution date: May 2011
Section 1 - Background

1. What is your age?

2. What is your gender?

3. What is your occupation?
4. Is this building your normal work location?

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<tr>
<td>Yes</td>
<td>100%</td>
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<tr>
<td>No</td>
<td>0%</td>
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8. Do you sit next to or within 3m of an external window?

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<tr>
<td>Yes</td>
<td>69.6%</td>
</tr>
<tr>
<td>No</td>
<td>30.4%</td>
</tr>
</tbody>
</table>

10. Please provide any other comments about external windows and views?

- Great having natural light and ventilation.
- Excellent views out of the office in multiple directions.
- Plenty of windows and natural daylight.
- Lots of natural light, gives feeling of spaciousness.
- Important for a rest for the eyes, nice to have a little distraction.
- Sun glare issues.
- Views to wall - pretty uninspiring.
- Window faces west so often afternoon I get some terrible glare from the computer screen.
- Have to make sure to put down the external blinds. Which then sometimes means people on the eastern side of the office need to turn on the lights.

11. How long have you worked in this building?

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<tbody>
<tr>
<td>Less than year</td>
<td>8.7%</td>
</tr>
<tr>
<td>A year or more</td>
<td>91.3%</td>
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</tbody>
</table>

12. How long have you worked at your current desk location?

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<tbody>
<tr>
<td>Less than year</td>
<td>22.7%</td>
</tr>
<tr>
<td>A year or more</td>
<td>77.3%</td>
</tr>
</tbody>
</table>
13. How many days do you spend in the building in a normal working week?

14. How many hours do you spend in the building on a normal working day?

15. How many hours per day do you spend at your desk or normal work area on a normal working day?
16. How many hours per day do you normally spend at a computer screen?
Section 2 – The building overall

1. All Things considered, how do you rate the building design overall?

![Bar chart showing satisfaction with building design]

**Comments about design overall**

- **Good** [7]
  - Pleasant aesthetics. [7]
  - Excellent daylighting and acoustics. Glare at certain times of the year. [6]

- **Satisfactory** [6]
  - Very good. Perhaps too many windows. [7]
  - This building has good overall design, plenty of natural light, open plan office space, good breakout space and access to outdoor verandah. [7]

- **Unsatisfactory** [5]
  - Location is excellent. [7]
  - Due to increase in staff members, facilities may sometimes get crowded. [6]

2. In the building as a whole, do the facilities meet your needs?

![Bar chart showing satisfaction with facilities]

**Comments about needs overall**

- **Not enough storage and layoff areas** [5]
  - I require more desk space than my current location allows for; this is an issue throughout our office as staff numbers have outgrown the original intended occupancy, as a result library facilities and layoff space required for performing my tasks are also not the most desirable. [4]

- **Satisfactory** [6]
  - Location is excellent. [7]

- **Unsatisfactory** [3]
  - Due to increase in staff members, facilities may sometimes get crowded. [6]
3. How do you rate the image that the building as a whole presents to visitors?

![Image of visitors' rating scale]

**Comments about image**

- Modern and well designed. [7]
- Visitors are always impressed. [7]
- An excellent example of contemporary design. [7]
- Good use of form and materials makes a good impression on visitors. [7]

4. How do you rate your personal safety in and around the building?

![Image of visitors' rating scale for safety]

**Comments about safety**

- Meets all access and egress requirements. [7]
- Auto garage door susceptible at night when open. [4]
- Neighbourhood isn’t always the safest one in the city. [5]
- Women have had some issues. [7]
5. How do you rate the cleaning?

Comments about cleaning

Contracted out, generally good [7]

We have had problems with the cleaner being slack. [4]

Some areas of heavy traffic may need more regular cleaning. [6]
Section 3 - Your Work and Work Requirements

2. Specifically, for the work that you carry out, how well do the facilities meet your needs?

5. How do you rate the usability of the furniture provided at your desk?

6. Do you have enough space at your desk or normal work area?
7. Comments about your desk or work area

Happy with the fact that my desk is not a thoroughfare. We've just received new, far more comfortable and ergonomic chairs (FANTASTIC!), but there is far too little desk space.

Satisfactory. I am one of the few that doesn't have layout space - important when dealing with lots of drawings.

Can be a little small at times to roll out a large drawing. But most of the time it is suitable. [ ]

Would love some storage for files and personal items. Wouldn't mind more depth of desk.

Everything sits on my desk and makes it cluttered. Gets messy.

8. How do you rate the availability of meeting rooms?

Comments about meeting rooms

Good range of spaces. [7]

Use varies a lot and can be very hit and miss in terms of availability, but the booking system makes it more clear on what times are available to negotiate with clients/consultants, but it would be better if people used the system more consistently. [8]

Generally we book meeting rooms but sometimes people use them without booking and we get a clash. Sometimes we seem to have many meetings on at the same time. [8]

We have a booking system which works well generally. [7]

Often booked. [3]

Could probably have 1 or 2 additional meeting rooms as the current rooms are generally booked out if you require a room and only have a day's notice. [4]

Too many people, not enough rooms and people don't book. [4]

Meets our office's requirements. [8]
9. How do you rate the suitability of storage arrangements?

![Bar chart showing storage suitability ratings]

**Comments about storage**

- Library in kitchen [3]: Was very satisfactory when we moved in. Unfortunately as the business has grown we are rapidly running out of storage space. [7]
- Never enough [4]: Storage is lacking. [5]
- Definitely not enough: Space is a huge issue, and having the library split in two completely separate locations slows the process of locating and accessing the material required. [3]
- Probably could improve on archive storage space [6]: Can you ever have enough storage... or should that be rephrased, effective storage? [5]
- Could be more effective and running out of room [4]: Not quite enough. [3]
- Some more bike racks would be a good idea. [5]

10. Where do you typically go for breaks (i.e. lunch time)?

![Bar chart showing lunch preferences]

**Comments about breaks**

- Depends on how much work I would have on at any one time, if I am quite busy I will sit at my desk at lunch otherwise I would prefer to go out.
- It’s a combination of all 3. Generally I like to get out of the office, just to get some fresh air.
- There is a good communal kitchen area with access to a balcony, but leaving the office is still sometimes a good option.
- Where I eat lunch depends entirely on my workload, the weather and my badge/packed lunch for the day.
- Bit of a distance to go to anywhere good nearby so bring lunch to work.
- Majority of the time I’m out of the office. But a couple of days a week I’d eat in the lunchroom.
Section 4 – Comfort

Part 1 – Winter

How would you describe typical working conditions in your normal work area in winter?
(If you have not worked in this building in winter then please leave these questions blank and just complete the questions on temperature in summer)

1. Temperature

2. Temperature level

3. Temperature stability
4. Air movement

5. Air moisture

6. Air freshness
7. Air smell

8. Conditions in winter overall

9. Do you find variation in conditions during winter between your work area and circulation or other spaces?

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<tr>
<td>Yes</td>
<td>73.7%</td>
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<tr>
<td>No</td>
<td>26.3%</td>
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</table>

If yes above, please give details

- Downstairs is a lot warmer in winter. The temp varies between meeting rooms and office space.
- It is colder upstairs but we work on two different heating systems.
- Varies according to sun position, time of day etc.
- Due to width of building and my proximity to a western window I notice quite a large difference in temperature.
- Downstairs typically warmer, but they are on a different system.
- Downstairs feels like summer!
- I am near the windows and floor vents. Even when the vents are closed it’s still freezing and I use a mansa rug and gloves. I generally feel the cold more easily than others.
- Western end differential to east end all seasons.
Part 2 – Summer

How would you describe typical working conditions in your normal work area in summer?
(If you have not worked in this building in summer then please leave these questions blank and just complete the questions on temperature in winter)

10. Temperature

11. Temperature level

12. Temperature stability
13. Air movement

14. Air moisture

15. Air freshness
16. Air smell

17. Conditions in summer overall

18. Do you find variation in conditions during summer between your work area and circulation or other spaces?

<table>
<thead>
<tr>
<th>Yes</th>
<th>47.4%</th>
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<tbody>
<tr>
<td>No</td>
<td>52.6%</td>
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If yes above, please give details:

- It tends to be hotter upstairs.
- My space is cooler than others except for when the blinds aren’t down.
- Administration area is much cooler.
- Downstairs is typically cooler.
- Haven’t experienced a full summer at my current desk but I have been told it can get quite hot.
Section 5 - Noise

How would you describe noise in your normal work area?

1. Noise overall

2. Noise from colleagues

3. Noise from other people
4. Other noise from inside

![Graph showing noise levels from inside]

5. Other noise from outside

![Graph showing noise levels from outside]

6. How often are you affected by unwanted interruptions?

![Graph showing frequency of interruptions]
Comments about noise and its sources

Noise does not play a significant role in my ability to do my job.

Working in an open plan office is always going to cause noise issues. But I think that the low level partitions help with noise & privacy whilst still remaining quite open.

If I really need to focus I have to listen to music through earphones.

Due to open plan layout and predominately reflective surfaces, background noise levels can sometimes be high.

Noise from admin carries to my desk and is unwanted.

Echo problem when noise comes from different parts of building at once.

Void down to reception and meeting rooms sometimes allows noise to travel up to work areas.

Usually extra noise comes from external visitors in the entrance area.

7. Is a ‘quiet’ room available in your workplace?

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<tbody>
<tr>
<td>Yes</td>
<td>51.9%</td>
</tr>
<tr>
<td>No</td>
<td>48.1%</td>
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</table>

Comments about quiet rooms

You can book a meeting room or go to the balcony and close the door if you need a quiet space.

Small balcony serves this role quite well. Has an umbrella so relaxing to sit out there.

You can use meeting room 3 sometimes if it isn’t booked.

Never experienced one.

They are doubled as meeting rooms and aren’t quite set up for general day to day office work.

Upstairs meeting room if available or breakout space is a little better than desk location when the coffee machine isn’t going.
Section 6 - Lighting

How would you describe the quality of lighting in your normal work area?

1. Lighting overall

   ![Chart for Lighting overall]

2. Natural light

   ![Chart for Natural light]

3. Glare from sun and sky

   ![Chart for Glare from sun and sky]
4. Artificial light

![Graph showing artificial light preferences]

5. Glare from artificial light

![Graph showing glare from artificial light preferences]

6. Do you use individual task lighting (i.e. a desk lamp) in your work area?

<table>
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<tr>
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<th>0%</th>
<th>100%</th>
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<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
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Comments about lighting conditions

- While there is glare from the sun at certain times of the day we have external shading that we can control to avoid this.
- There is significant glare that makes it difficult to see my computer screen late in the afternoon due to the location of my desk.
- Light is good except on certain parts of year and day when glare from direct sun or bouncing off cars in street / computer hits eyes.
- Only have two times of day in summer when this is a problem for about a month a year.
- Too many windows.
Section 7 – Overall Comfort

1. All things considered how do you rate the overall comfort of the building environment?

![Bar chart showing overall comfort ratings]

Comments about overall comfort

- It's a good building providing less carbon footprint and we need to assume compromise at times for this. Good place otherwise. [8]
- Great place to work. Doesn't make it easier to come to work but certainly makes work more enjoyable. [7]
- I am happy to put up with variations if it means energy savings. [9]
- It is a well designed building and makes the most of the space available. Only minor issues which probably can't be improved on. [8]
- The natural light is fantastic; we extremely rarely use artificial light during daylight hours. The office is quite cool all year round, and I prefer to have to keep warm with a nanma rug in winter than have less humid air due to artificial heating. There is a severe lack of desk space, layoff space and storage space and this is largely due to the staff capacity the office now has & an increase in personal desk space and layoff space certainly needs to be addressed. [6]
Section 8 – Productivity

1. How do you think your productivity at work is decreased or increased by the environmental conditions in the building?

![Bar chart showing productivity changes.]

Comments about productivity

- Hard to quantify as I have little to compare with. [+10%]
- I think the aesthetics of the building make staff happy, and happy staff are more productive. [+20%]
- Critical to have an enjoyable work space in terms of productivity so you don’t have to keep finding reasons to move away from your desk to get a break or relax. [+20%]
- Good environmental conditions encourage you to work more effectively. [+10%]
Section 9 – Health

1. Do you feel less or more healthy when you are in this building?

![Graph showing health responses.]

2. Do you have any symptoms (see below which you feel may be associated with being in the Building? If yes please describe them below.

Symptoms may be any of the following which may appear when you enter the building and disappear when you leave:

- Eyes: irritated, itching, dry, watering
- Nose: irritated, itching, runny, dry, blocked
- Throat: sore, constricted, dry mouth
- Head: headache, lethargy, irritability, difficulty in concentrating
- Skin: dryness, itching, irritation, rashes

None of the above. [8]

Eyes can sometimes become sore in winter when working under fluorescents.

None. [8]

Headache sometimes. [2]

In winter when it's quite cold my hands freeze up and my skin becomes very dry. [5]
Section 10 – Personal Control

1. How much control do you personally have over the following aspects of your working environment?

Temperature

![Temperature Chart]

Ventilation

![Ventilation Chart]

Lighting

![Lighting Chart]
Noise

2. Please tick if control is important to you in the context of this building.
Section 11 - Response to Problems

1. Have you ever made requests for changes to the temperature, lighting or ventilation?

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<th>45%</th>
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<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>55%</td>
</tr>
</tbody>
</table>

If Yes, please give brief details.

- Changing temperature when needed, either up or down in conjunction with fellow workers.
- Open window, Close blinds, Put up screen.
- Only in the first couple of years while they were gauging the efficiency and how to best run the a/c system.
- Initial stages of occupancy when the a/c wasn't calibrated correctly.
- Only in extreme conditions.
- If the heater can be turned up in the winter.
- Flickering light got changed.
- Not enough warm air through vent - vent was adjusted.
- In winter or sometimes in summer when the weather is extreme.

2. If yes, how satisfied in general were you with the:

**Speed of response**

![Speed of response chart](image)

**Effectiveness of response**

![Effectiveness of response chart](image)
3. Who do you report problems relating to temperature, lighting or ventilation to?

![Bar chart showing the percentages of different roles reporting problems.]

If other, please specify.

The bosses: Directors:
Facilities manager or director: Management:

4. Have you been given instructions on how to operate building services i.e. temperature control, lighting, blinds?

![Bar chart showing the percentages of responses to the instruction question.]

No: Yes, all systems are automated: Yes, building user manual (for today or anytime): Yes, interactive training session:
Section 12 – Effect on Behaviour

1. Do you change your behaviour because of conditions in the Building?

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<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>45%</td>
<td>55%</td>
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</tbody>
</table>

If Yes, please give examples.

- Much happier due to a lot of natural light and windows.
- Only in extreme conditions or if there is glare or too much noise.
- Tend to stay at desk longer - good views, comfortable temp and ventilation.
- If too hot or too cold, then I get agitated.
- Dress in layers in winter.
- More aware of potential for noise to disturb colleagues.
Section 13 – Other Factors Relating to Work, the Workplace and Organisational Context

1. How do you rate the space layout of your company’s office, in terms of impact on your ability to work effectively?

2. How do you rate the privacy (visual or acoustic) of your personal workspace, in terms of impact on your ability to work effectively?

3. How much collaboration with colleagues do you require to carry out your normal work tasks?
4. How much discretion do you have over the use of your time during work hours in carrying out assigned tasks?

5. How do you rate your understanding of what is going on in the organisation at the moment?

6. How do you rate your own happiness with your own work at the present time?
7. How do you rate overall morale within your work-group at the present time?

![Bar chart showing morale ratings]
**Section 14 – Comparison**

1. Overall how do you think your workplace compares with your previous work accommodation? 
(only answer if you have been in your current workplace for less than 12 months)

![Bar chart](image)

**Comments about the comparison between your current work place and your previous work accommodation.**

- Light filled space. [7]
- Similar office environment to my previous employment. Upstairs, open plan, but we have much better heating / cooling here. [4]
- I used to work in retail in a building with no natural light at all. Ventilation was poor and staff facilities were poor. All of the aspects are much better in my current workplace. [7]
- Comparing a newish building (less than 5 years) aiming to be energy efficient versus a domestic size commercial property that has not been re-fit/tilled to be a more comfortable work space. [7]
Section 15 – Completion

1. Other comments.

Comfortable and stimulating environment to work and create in.