Green Commercial Office Buildings:
Environmental performance and user perceptions

Vanessa Menadue

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

School of Architecture and Built Environment

February 2014
## Occupant Satisfaction Survey Summaries

The following Occupant Satisfaction Survey summaries are presented in random order with identification removed to maintain the anonymity of the participating organisations.

<table>
<thead>
<tr>
<th>Building Type</th>
<th>J Range</th>
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</thead>
<tbody>
<tr>
<td>Conventional Building 1</td>
<td>J 2-47</td>
</tr>
<tr>
<td>Conventional Building 2</td>
<td>J 48-83</td>
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<tr>
<td>Conventional Building 3</td>
<td>J 84-140</td>
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<tr>
<td>Conventional Building 4</td>
<td>J 141-179</td>
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<tr>
<td>Green Star Building 1</td>
<td>J 180-228</td>
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<tr>
<td>Green Star Building 2</td>
<td>J 229-266</td>
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<tr>
<td>Green Star Building 3</td>
<td>J 267-299</td>
</tr>
<tr>
<td>Green Star Building 4</td>
<td>J 300-333</td>
</tr>
<tr>
<td>Green Intentions Building 1</td>
<td>J 334-370</td>
</tr>
</tbody>
</table>
Commercial Building Study
Building and Workplace Survey
Summary of Responses
Survey, Oct/Nov 2010

Organisation: Conventional Building 1
Address: 

Prepared by Vanessa Mansfield
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 provided 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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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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<tbody>
<tr>
<td>Yes</td>
<td>95.8%</td>
</tr>
<tr>
<td>No</td>
<td>4.2%</td>
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</table>
8. Do you sit next to or within 3m of an external window?

<table>
<thead>
<tr>
<th>Yes</th>
<th>60%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>40%</td>
</tr>
</tbody>
</table>

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

- Lovely for people who are near them but I have a workstation that faces towards offices.
- Prefer to work with natural light rather than fluorescents.
- Those who get to sit nearest to a window have a much better work space than those who do not as long as there are no heat problems. There is something calming about being able to look out of a window while one is working.
- North facing, so great sunlight; good view of clouds rolling in from the north.
- Natural sunlight and some connection with the natural world (i.e., ability to see the clouds/trees blowing in the breeze) is good for my sense of well-being. Internal areas lit by fluorescent lights are my idea of purgatory.
- On hot days it can get warm by the windows.
- Not enough window desks.
- My work area is a big open plan office with windows around two sides with good visibility; depending on whether the venetian blinds are open, closed or partly closed, sometimes direct sun shines in, especially in winter and depending on the direction I am facing I sometimes need to close one or two of the blinds for a couple of hours.
- Can see the southern skyline and watch the weather change throughout the day, which is pleasant and allows me to feel connected to time and place beyond the monochrome office environment.
- I really enjoy the view that I have.
- There is another window across the floor from which I can see a nice view of sky, hills and sky. I like to look out of this one to rest my eyes.
- It’s good to have a window seat. However, if I leave the blinds open, the sun coming through is quite bright and affects my eyes and it can be quite hot as well. Closing the blinds stops any natural light.
- I can see them in the distance - it’s OK.
- Blinds usually shut due to sun glare, blocking natural light.
- Bit of a drab view....
- At least it is a view.
- No views from desk location.
- The blinds are always down and the windows face another tall building, so the light and view is dull.
- Feel pretty hemmed in by tall surrounding buildings.
- I don’t like that the windows cannot be opened. I like the feeling of fresh air. The air becomes very stuffy and I think illness being spread could probably be linked to lack of fresh air during the work day.

11. How long have you worked in this building?

| Less than a year | 18.6% |
| A year or more   | 81.4% |

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

| Less than a year | 26.8% |
| A year or more   | 73.2% |
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?

<table>
<thead>
<tr>
<th>Non-response</th>
<th>7 Satisfactory</th>
<th>6 Satisfactory</th>
<th>5 Satisfactory</th>
<th>4 Satisfactory</th>
<th>3 Unsatisfactory</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.0%</td>
<td>10.0%</td>
<td>20.0%</td>
<td>30.0%</td>
<td>40.0%</td>
<td>50.0%</td>
</tr>
</tbody>
</table>

Comments about design overall

- Rack, shelf and pack area no plants, no fresh air, no courtyard, no cafeteria, no gym, no pool. [2]
- Having come from a poorly lit facility to this it is such an improvement psychologically. [7]
- Relative to current standards it is ok. I miss natural ventilation and indoor plants and feel closed off/shut in. [4]
- The entrance is fine if unnecessarily fussy. Some of the cosmetic design features reflect a lack of good taste. The entrance is large and open which is good. You don’t get a sense of entering a cave when you enter the building. Lobby areas are the standard soulless badly lit, badly ventilated areas that are in most buildings. Good showering facilities on certain floors is a bonus. [6]
- Good use of light, open, placement of workstations makes the northern side of the floor a bit of a rabbit warren. [5]
- I think it is a well designed building and satisfies the usage requirements. [7]
- Open plan, low partitions with many people makes for a noisy, disruptive environment in which it is hard to concentrate. Given the type of work we undertake lots of thinking/writing/reading time required. [5]
- The space lacks sufficient kitchen space to the number of people it services. There is no designated eating area on our side of the building and only two tables in the other kitchen. We have small round tables within our work areas however if we are not all eating lunch at the same time this can be quite distracting for other workers. [4]
- Poor air conditioning system. [2]
- Bit crowded with petitions etc. [5]
- Open plan offices are dreadful. Noisy and full of interruptions. Kitchen isn’t too bad, at least it’s roomy. [3]
- Lids often break down. [2]
- Working areas lack acoustic privacy. [6]
- Only one stairwell that allows access to our floor when walking up from the ground floor. [1]
- Good access. [4]
- Poor air ventilation. [2]
- There are always going to be limitations in a multi-storey building. For example, the stairs and stair well could be given more space and made more aesthetically, to encourage occupants to walk up and down more. Some occupants ride their bikes to work, but there are few suitable places inside to park these. Kitchens are not all designed with sitting space to allow for proper lunchrooms, and our kitchen doesn’t have an oven. If these design problems had been addressed, the kitchen spaces would promote better socialising and interactions between staff. Staff in our team have discussed these limitations and feel that better kitchen space and facilities would be a good way to promote increased team cohesion. [6]
- The workplace is very noisy for reading and thinking and writing and so the environment is not one that lends itself to any form of efficiency or effectiveness. Printers are placed a great distance from workstations which necessitates a lot of walking and interruptions to work processes. Work stations are not equitably some being much better than others and many are located in corridors which means people are continuously walking past peoples desks and talking as they go. All the quiet rooms have been allocated to senior managers so there is little space to withdraw to if needing to concentrate. The height of partitions is too low exacerbating the noise problem. The lack of quiet spaces to withdraw to means people stand in corridors to have conversations. Managers who have offices are particularly bad at doing this. [3]

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J 9
2. In the building as a whole, do the facilities meet your needs?

Comments about needs overall

The facilities are fine. Kitchen and toilets located close by. [2]  Employee entrance does not have equitable access. No ramp to enter building from the rear. When travelling to country locations with offices cases must run the gauntlet of smokers at the front of the building. [3]

The facilities meet my needs. [7]  The lifts tend to break down fairly consistently. [8]

Number of shared printing and photocopying stations is not adequate. I find I have to come to work early or stay late if I need to photocopy volume. [5]  Some work stations have tables separate to desks where people can eat and eat lunch or discuss matters and others do not so there is inconsistency in facilities available to people. [2]

Not enough offices for management. Open plan work spaces cause significant problems for productivity. [6]  We work with records and we do not have appropriate storage space and workstations. [2]

The toilets are fine. Again it is more about kitchen facilities. You can wait up to 20 mins just to use the microwave. [4]  Insufficient table/seating areas for meals. [5]

The kitchen areas, particularly the one used by people in my area, are minimal ... a narrow galley kitchen with a single sink - what were they thinking? This is neither efficient in terms of access and people movement or green in terms of water usage. There is no communal dining area, other than small tables in the work area. [5]  Unsatisfactory space for lunches or meetings. Requires relaxed space away from desk for reading. [3]

Lack of storage and shower facilities makes life hard in the summer when I walk to work. [5]  More break out areas would be nice. Lunch area has 6 chairs and 2 tables for 100+ staff. [4]

Showers on floor and bicycle lock up facilities in basement are really great. [7]  Great bike storage areas and excellent showers. Reasonable work areas. [7]

I believe there is a car park downstairs however staff cannot park there - unknown why. [2]  There does not seem to be a lot of toilet facilities. [3]

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

![Graph]

**Comments about image**

- **The number of people (usually young) stuffing around and drooping themselves over the steps outside the front of the building, smoking and leaving their butts around is hideous.** [1]
- **Foyer is clean and modern and the front desk area on our floor is easy to find and has seating and bright, welcoming colours with clear signage.** [7]
- **Presents professional image.** [8]
- **Generally I think it is OK but clients are often brought through work areas to go to meeting rooms rather than being brought in the doors that go straight to the rooms. If the area is untidy or staff are noisy, this can look unprofessional.** [5]
- **A bit of a maze with groupings of work stations separated by partitions and little to distinguish one area from another- functional but not at all inspiring. If you don’t like office buildings it is a bit of a nightmare.** [4]
- **Austere.** [5]
- **I believe visitors see this as a nice building generally.** [7]
- **Meeting rooms and reception area is well presented, office areas are not seen by visitors.** [6]
- **It is not a welcoming environment but that is due to the security that is required.** [3]
- **Average office.** [4]
- **It has the very conventional image of a city office premise. But it is nicely done and looks clean.** [5]
- **I think the signage out the front of the building could be better, to alert people of what building it is.** [5]
- **The handrails in the lifts have often been in a state of disrepair in most lifts.** [5]
- **It’s not a friendly inviting interior…..and floors are slippery in winter when wet.** [3]
- **People constantly smoking at the entrance - difficult to enter the building without getting a mouthful of smoke - yuk!** [1]
- **Design creates a seating area outside the building that is consistently occupied by smokers.** [4]
4. How do you rate your personal safety in and around the building?

![Safety Rating Graph]

Comments about safety

- I generally work between 9:00-5:00, so I don't have too many concerns about safety. [7]
- No security. Anyone can get in even though the doors are swipe card. [2]
- The secure passes ensure we are safe and outside hours you need additional access to enter the building. There is a lot of light on entering and exiting the building. The lights however in our area seem to be on a sensor and this plays up a lot. [8]
- Lifts have closed on people causing injury. Kitchen is very tiny (a galley style) with many people using many electrical appliances at the peak hour of sunshine can cause the appliances to short. [4]
- Lifts sometimes do not work for a certain time period and people get stuck. [9]
- The floor area can be quite slippery when wet and the lifts have suffered several issues in the last 6 months frequently trapping occupants for up to 30 minutes. [8]
- Smokers congregate at the front of the building every day and there is a constant wall of cigarette smoke to go through to get into the building. [2]
- Generally the building is safe, although I believe the building is a sick building with many people constantly getting sick. [3]
- All safety requirements met. [7]
- The building is fine during working hours. I have felt uncomfortable when having to attend the office on weekends or at night. There is no parking anywhere near. [5]
- Concern regarding lift operation at times. [6]
- Frequently lifts malfunction, trapping people inside - yes, I have experienced this personally. [1]
- Lots of broken glass, urine, vomit and syringes around, mainly on Mondays. [8]
- Feel safe - except for my physical health, the smoking etc. and air conditioning - and that I am asthmatic. [7]

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5. How do you rate the cleaning?

![Bar chart showing satisfaction with cleaning]

Comments about cleaning

- **The cleaners do a thankless job.** [6]
- **Carpets are bad... wonder if they get cleaned at all.** [3]
- **Requires more vacuuming, desks are not cleaned/wiped and more rubbish bins required.** [2]
- **The layer and the floors of the lifts are often quite dirty as there is a lot of foot traffic.** [5]
- **The cleaning seems to go in waves, at the moment it is ok. The cleaners do not get enough time to do a really good job and to get to everything each day so things get left.** [6]
- **Contractors are not given enough time to thoroughly clean the toilet/fuel areas. The bowls are always spotless but the walls, handles, doors need attention.** [4]
- **We are told that bins by our desk will not be emptied by the cleaners and that the contract we have with the current cleaning company disallows them to clean desktops - thus I regularly come in to a very dirty desk area - which has implications for my health, given that I suffer from asthma.** [3]
- **The common areas are regularly cleaned but smokers tend to congregate on the footpath near the entrance and litter the space with their cigarette butts. Attempts have been made to address this by providing a bin for the butts but this has only been partially successful as it is placed near the kebabs and most of the smokers prefer to use the small wall at the front of the building as a seat and therefore do not bother to walk the short distance to use the bin.** [6]

- **Clean enough inside.** [6]
- **Have the air vents actually ever been cleaned? Do the cleaners ever mop the toilet floors?** [1]
- **Have started vacuuming my own area myself when required. Toilet floors are filthy.** [6]
- **Nearly always clean, which is great.** [7]
- **The woman who does the cleaning of the building is amazing and the bathrooms are done twice a day.** [7]
- **The cleaners are quiet diligent, I don’t like however that in the toilets particularly the disabled toilet they have a toilet brush that just sits on the floor - very unhygienic.** [6]
- **I think the cleaning is poor but that is because management use it as a way to save money and pay for few services. I think the cleaners do well given the employment conditions. We now have to empty all our own bins as people have all sorts of boxes as bins and rubbish sits under desks for long periods. The other alternative is to have to get up from your desk with rubbish and continually walk to a few bins scattered over the floor. This contributes to inefficiency.** [3]
- **Could be cleaner - smokers cut the front make things a bit filthy.** [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

- My workspace is sufficient.
- I have a large desk which at times seems too small but on a normal day it is fine.
- Have just the right amount of area on my desk to feel comfortable.
- The furniture is not adaptable enough to suit my lower than average height. My last employer had height adjustable desks.
- Right amount of space, sufficient lighting, lacking a bit of privacy though.
- Not enough storage, such as filing cabinets, means more folders end up cluttering up my desk space.
- Never enough storage.
- Could do with better quality filing cabinets where the contents don’t get stuck when opening or closing. A little thing I know, but chronically annoying.
- Too open, shared space, noise can be an issue.
- It can be noisy because of other units working around us but other than that it is OK.
- There is no cleaning staff that cleans it. Paper holders drop off the office separator fixtures they are supposed to hook into.
- Great amount of space.
- Reasonable design and user friendly.
- Functional and adequate.
- It’s fine as desks go.
- All very ‘Vanilla’ - I’m sure it all meets the standard, neither remarkable nor interesting but safe, sane and highly adequate.
- Corner desk is wasted space as monitors sit in the middle instead of towards the back due to size.
- The specific nature of my tasks require more storage. I have had to rely on under desk storage for approx 2 years and am unable to place my feet adequately.
- Storage can be at a premium at times. The desk readily piles up with papers and files due to having a number of pieces of work on the go, and I do not have sufficient filing space for storage.
- My office space is very small, it is cramped and not easy to have a meeting with more than two people. A larger area would be nice and much more effective - as I often have to move to another area to meet with my own staff.
- A comfortable chair is essential but I’ve always had to sit in a completely @#$%# house (expletive deleted) imitation of a work chair.
- Otto with computer screens - they need to be of good quality else productivity and morale suffers.
- My actual work space is a relatively soulless, utilitarian space as is the floor I work in. Given the choice of work areas I would choose: 1) Natural light
  2) A really good chair
  3) An excellent monitor
  4) Natural ventilation
  5) More private space
  6) Imaginative interiors, different materials, different ceiling heights etc.

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

The meetings rooms are well organised. [6]

One can always find someone’s office for adhoc meetings if you try. [7]

Some days it is quite difficult to access rooms. We only have two large rooms for meetings and if there are outside participants we really cannot use one of them as it is located on level 4. [4]

There are a lot of teams and only a small number of spaces - could be better. [4]

I have had to change dates of meetings with outside agencies because of the unavailability of meeting rooms. There is no large meeting room and so any large meetings have to be held offsite which can be expensive. [2]

I can usually access a meeting room when I want one, although I do not hold a lot of meetings. It is not uncommon for others to approach me when using one of our few larger meeting rooms to see if I need it or can swap for a smaller room. This suggests inadequate supply for times busier with meetings. [8]

Generally good however in some rooms air-conditioning becomes too cold and staff are obliged to switch on and off to maintain suitable comfort level. [6]

Most feel “oppressive” and lack natural lighting. Attempts have been made to make these more interesting through paintings & wall hangings. [5]

Meeting room on our floor is along the outside of the building on the northern side and gets quite hot. The shape and dimensions of the room mean that half of the standees have to face the northern windows which can be exceedingly bright and glaring particularly in summer. [4]

Meeting rooms are scarce and can only be booked by certain people, which is annoying. [1]

They can be unsatisfactory for full media experiences; volume too low for projectors audio etc.; connections not active - they are not future proof. [5]

The limited number of meeting rooms for groups in our work area is a problem at times. I provide executive support to several committees that meet regularly, and there is a lot of competition for the limited meeting room spaces. I tried to book a particular meeting room for a series of 2011 meetings as far back as July, and had to change the meeting times several times to a suitable period of availability for the preferred meeting room in the booking diary. [1]

Try to fit too many chairs into rooms. Not enough rooms have audio visual, so you need to book the large room even when a room for 4-6 would be preferable. [5]

They are booked between 11-2, so potential to use as lunch rooms is voided. [8]

There just aren’t enough, plus some are great but some are internal boxes that feel like enlarged coffins. [1]

Only 1 large meeting room & although it is meant to sit 20, that would be an overstatement. [2]

I don’t use them often but they are a bit cramped for movement of chairs. [5]

9. How do you rate the suitability of storage arrangements?
Building and Workplace Evaluation – Conventional Building 1 Survey: Oct/Nov 2010

Comments about storage

There happens to be plenty of open storage between the pillars along two long outer walls. Open box shelving below the window. [7]

In our section there is sufficient storage space. [6]

Plenty of storage at my desk. [7]

Good – everyone has a set of desk drawers, shelves and a filing cabinet if needed. [7]

It's not too bad. [5]

Multiple cabinets are available. [7]

We are struggling with very minimal storage area. [3]

We have boxes stored in walkways and under desks. We have storage off site which increases travel time and workload on project officers. [1]

Work stations are crowded, especially for those who have to desk hop. [3]

First in first pick basis – this means that some storage areas are just filled with junk. [4]

I have mentioned above that we do not have storage in our work area. We have a lot of equipment which must be sent out very quickly when there is an emergency and as it is spread out over the floor, it takes considerable time to do, when we are already very busy. [2]

Hardly any storage room, boxes stored in and around walkways. [1]

Not enough “intelligent” storage solutions as many have filing cabinets to compensate which clutters the areas. [3]

I think we could use more storage as we constantly have boxes around our work stations. [3]

Most files and material relating to personal work must be stored at my desk as storage is limited. A storage option is to archive, but this is not ideal as then things may not be readily accessible, and this requires that a file be closed, never to be opened again. It can lead to wastage, such as multiple photocopying/printing of the same document at different times rather than keeping a copy stored. [5]

More purpose built secondary storage is required. [5]

Need more storage.

Cloak cupboards are not utilised as they are located away from majority of staff. [1]

Nowhere to store change of clothes or shower equipment...This is a problem in winter. [1]

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

[Diagram showing options: Lunch building, Eat in office, Kitchen cafeteria, Stay at desk]

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Comments about breaks

I find it important to leave the building to recharge and take a proper break.

Building is located too far for me from areas which can be reached and returned from in a 30 minute lunch break and apart from a local coffee shop or hotels, there are no suitable outside seating areas.

As previously mentioned we don't have the kitchen facilities to sit in the kitchen on this side of the building. There are two small tables on the other side of the building. I occasionally leave the building for lunch but there are very limited places to purchase food close and I don't like to be gone too long.

No common area on the floor to eat - eating at the desk only option.

Kitchen area very small to cater for need.

Eating at desk as nowhere else provided then go out for a walk.

I used to stay at my desk but my manager has asked me to have at least a half hour away so I go next door for lunch.

Have to get out for fresh air.

It's good to leave the building and have a walk. Plus my work area and kitchen area feel like a work area, not somewhere to relax.

It's easier I will eat at my desk, but sometimes I will leave the building depending on workload mostly.

Smaller breaks throughout the day are ideal.

This level of the building lacks a lunch room or area that is separate from the open plan area where people can gather to chat. Kitchenettes at both ends are adequate but the lack of a suitable lunch area discourages interaction during meal breaks.

Eat my lunch at my desk as we don't really have a suitable breakout area to do this in. But I also go out for lunch on some days.

If I stay in the building I eat at my desk.

Mostly at desk, though do try to pop out for some sunshine when I can.

Although I know it is beneficial to move away from the desk, I rarely do.
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]

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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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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>79.3%</td>
</tr>
<tr>
<td>No</td>
<td>20.7%</td>
</tr>
</tbody>
</table>
If yes above, please give details

Throughout our floor there is various temperatures. One side complain it’s too warm the other it’s too cold.

Some areas have more breeze than mine.

Open space desk areas are less stuffy, offices are very stuffy.

There is more draught at my desk than at other areas within the floor. I notice this less in winter than in summer - perhaps due to winter attire.

The temperature near and around my desk is ok for me, but others find it a little warm. However, just a short distance away, the staff who sit across from me in the next pod constantly complain about how cold it is - especially during winter. I was resting against one of their desks recently, close to where the staff members’ chair is located, and I felt how cold it was from the air conditioning. This would only be around 1 metre from where I sit, but the difference was very noticeable.

Meeting rooms are a problem - they get very stuffy when you have anywhere near the number of people around the table that the table is designed for. Seems to be too little circulation space in the meeting rooms.

Some spaces are breezy, some warmer than others...

The temperature goes up and down a bit during the day.

Varies greatly from one end of the floor to the other.

People sitting under the air conditioning vents feel a draught and get cold, while others on the same floor feel hot and stuffy.

Some of the meeting rooms are stuffy.

Some people in my office are very cold and some are too hot, the temperature does not appear even across the floor.

It is cooler in other parts of our floor, e.g. the Help Desk area.

I work in a colder and more stuffy environment, but meeting rooms are stuffy with little circulation and cooling, unless one puts on the dedicated air-con which may make it too cold for others. Many areas are cooler than mine here.

Meeting rooms are often colder than my workspace, and other areas of the building are often warmer than my workspace and my workspace is generally cold. This fluctuates during the day.

Varies enough so that I keep a jumper handy and put it on and take it off as required depending on the temperature. Usually it is ok - occasionally too warm which I find uncomfortable. Prefer it a bit cool as can put on more clothing if needed.
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

![Air movement chart]

14. Air moisture

![Air moisture chart]

15. Air freshness

![Air freshness chart]
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>75.6%</td>
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<tr>
<td>No</td>
<td>23.4%</td>
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</table>
If yes above, please give details

Different temps in different parts of the floor.
I hate working in this building during summer. There is no way someone should have to wear a jumper and be freezing at work during the summer period. It gets that cold it is almost like sitting next to a refrigerator with the door open. This I would like to point out is not good for your health and you have no way of acclimatising to the weather.

Some areas have more breeze than mine.
I have to wear long sleeves in summer at my desk. Sometimes I am comfortable but usually not.

In summer I have to wear a jacket or cardigan whilst sitting at my desk. The cold air comes from one direction only. I do a lot of exercise so I think that is why I often find it uncomfortable.

Open space area is less stuffy.
Some offices are too cold.

Variations in temperature setting.
Same as for winter, some areas are stuffy, some areas are cooler than others. Usually bad after a hot weekend i.e. too hot.

Areas under vents are too cold.

Cooler under the vents - those of us under the vents have jumpers, jackets, etc. all through summer to combat the cold air con.

Some people are complaining about being too cold and needing jumpers and some people like me feel too hot.

Meeting rooms are a problem - they get very stuffy when you have anywhere near the number of people around the table that the table is designed for. Seems to be too little circulation space in the meeting rooms.

I use a desk fan for 6 - 9 months of the year.

Meeting areas stuffy and 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

![Bar chart showing noise levels from inside.]

5. Other noise from outside

![Bar chart showing noise levels from outside.]

6. How often are you affected by unwanted interruptions?

![Bar chart showing frequency of interruptions.]

Comments about noise and its sources

Noise is not an issue.
I sit in a major corridor and next to an admin team, it’s very noisy!
Noise doesn’t really bother me.
Everyone who is new to level 7 comments on how quiet it is. People are sometimes afraid to be loud in case they bother other people. I find it nice to have a certain level of noise in the background when I work.

It is easy to speak to others about volume in the workplace.
The downside of working in an open environment when you don’t want to be able to shut a door.
Noise is well managed by the environment on our floor.

Lots of noise from co-workers.
The open plan design means that you are often interrupted by people walking past/peeping and conversations/informal meetings of colleagues in the immediate work area.

I don’t mind noisy colleagues - I just don’t like interruptions - but that’s life.
Staff talking across areas, desks. Talking from 3 desks away to someone in an office. Long, personal conversations. Loud phone conversations.

It can get quite noisy in the office. The acoustics seem to be that when it gets loud it is quite loud otherwise it is normally fairly ambient.

Can be photocopier noise, noise from kitchen, noise from meeting room, loud conversation from other work groups or own workgroup, mobile phones.
Phone conversations from colleagues near me can be very loud and distracting but overall it’s good.

Open pods mean there is no privacy. Phone conversations are difficult to engage in as there is always noise from others in the same situation, the other person on the other end of the phone can hear the office noises.
The noisy individual can be a problem.

Lack of personal space due to open plan lends its self to a number interrupting you at any one time.

Open pods means there is no privacy. Phone conversations are difficult to engage in as there is always noise from others in the same situation, the other person on the other end of the phone can hear the office noises.

Other work areas can be quite noisy and some voices are more penetrating than others, even though they may not be loud. The inability to get away from this can make it difficult to concentrate at times.

Working in open space, some need quiet to concentrate. Social areas are mainly kitchens, there are no proper social areas for eating etc, that is far away from others unless one exits the building.
I have purchased noise reducing earphones to negate colleagues’ discussion, especially around football season.

The noise is generally from the same people, so it is a HR issue which needs to be raised in staff meeting, etc. It is not a building design issue.
People having their mobile phones on (and not on silent) is the biggest disruption during the work day.

Open plan is a killer for productive work - it results in low quality and low output. Plus, when the air conditioning goes off, the lack of background droning really hits you.

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

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<th>Yes</th>
<th>73.1%</th>
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<tr>
<td>No</td>
<td>26.9%</td>
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</table>
Comments about quiet rooms

The quiet rooms are mainly the meeting rooms.
Not always available.

Not enough rooms on the floor for all staff to use, given that they are used for a variety of functions; meeting rooms, to have private/confidential conversations and to undertake reading when noise level on the floor is too high.

However this is not suitable for everyday work - there are no computer facilities.

Not sure of the purpose - is available as a meeting room if needed. Feels oppressive to be in like the other meeting rooms.

I'm not sure how to use it. It is not for meetings and taking a computer in there would not be easy. The room is a long way away from where I work and I am not sure going in there to read would work because my phone would be unattended.

One only for the floor, it is right next to the admin area where there is traffic (people and phones)...so is not well placed.

I would like my desk to be a quiet room. It's really hard to concentrate with all the interruptions and activity going on. I will often work back late or come in on the weekend because it is quieter - so much more productive. And productive = happy.

We have requested one but there is no space.

Only one available for all staff.

I find it a very useful option if available for booking when needed. Unfortunately this can only be for reading, writing activities. If a computer is required then a laptop/data projector should be booked - also if available.

Quiet room available, but unable to use for purpose of calls I make as I need to have my computer database open in front of me.

The quiet room currently has a desk and chairs - it would be great if we could utilize the space more effectively with perhaps a bean bag or a couch - somewhere to go if you need to do some reading in a quiet environment, etc.

There is only one quiet room on our floor, and increasingly it is becoming an over-flow for small meetings and confidential discussions between staff who need some privacy. We could do with more collective meeting spaces and rooms.

The quiet room is occupied 1 day a fortnight for corporate massages, it is located adjacent to an office and you can often hear discussions occurring within.

Small, dingy, and stuffy.

Very small and stuffy. Not a nice space to work.

What is a quiet room?
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**

![Artificial light graph]

5. **Glare from artificial light**

![Glare from artificial light graph]

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

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<tr>
<td>No</td>
<td>97.1%</td>
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</table>
Comments about lighting conditions

I am happy with these conditions.

The amount and sources of light seem optimal when I work.

The lights are on sensor and often go out for no reason or flicker on and off. Lately it has been a bit worse.

After hours the sensor light doesn’t come on in my area.

I would prefer to have no artificial lighting, it’s much nicer and relaxing. Every now and then the lights switch off by themselves, which is a nice break from artificial light. It would be better if everyone had an individual lamp on their desk that they could use to supplement the natural light instead of relying on artificial light all over the building.

I have had my artificial lights adjusted so they are not as bright as I wear glasses and it reflects off them and the computer screen.

I use desk lamps due to an eye condition - but overall, I believe the lighting in the building is too bright and causes eye damage to people.

Generally the lighting to me is fine.

Lovely.

Some of the time my eyes hurt due to the bright lighting that others may desire. We have had three or more people pull fluorescents to help reduce the brightness on the screens, while desks etc. I would prefer to provide my own lighting than continuously be stressed by the high output lights.

Blinds can be adjusted when the light comes in. Lower levels of overhead lighting and more individually adjustable light source i.e. desk lamp would be good.

Some people by windows close the blinds to avoid glare but they often never open them which is a shame for the rest of the workers.

I’m lucky where I am seated as it is close to a north facing window. But the fluoro lights on the floor are cheap, nasty and headache inducing.

I am a migraine sufferer so a desk lamp may be useful.
Section 7 – Overall Comfort

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

![Bar chart showing comfort ratings]

Comments about overall comfort

- Natural light saves it for me. It’s clean and modern which is generally good. [4]
  - Very inconsistent. [3]
- I look forward to working ‘on sites’ outside of office building. [2]
  - Overall good but I like it a touch cooler. [6]
- The building is comfortable, but the temperature drives me crazy. I have to keep a cardigan permanently on my chair for when I get cold during the day. [1]
  - I cannot say it enough that this building is way too cold in summer and that I believe the building is a sick building. How often do they flush the air? Do they ever clean the filters and vents...I think not. [1]
- Air-conditioning is too variable and extreme; staff noise levels is a problem; privacy in completing work is a big problem. [1]
  - I get very cold, if the air-conditioning system could be altered I would be a happy guy. [2]
- I often feel unwell at work and put it down to the building, e.g. movement, lighting, air quality. [3]
  - Cold and too bright. I would prefer yellow lighting and more control over air con for our floor. [2]
- There could be a lot more wrong! I have a nice desk space and enjoy working with my colleagues so the area really is fine. It would be nice to have more room but we can’t build on!!! [5]
  - I think offices allow for better concentration and less interruptions but they do not seem to be popular now so with that in mind I don’t think our working conditions in the building are too bad. [5]
- Could be worse, but I get more work done on occasions when I work at home. [3]
  - I think the current work environment results in my not being very efficient or effective. [2]
- I cannot tolerate the smoking in the entrance of the building. Greater signage should be done and monitoring. It stinks and it is unpleasant to walk through smoke and the smell of it. [7]
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 percentage of respondents] ( Increase by 20% or more: 15%, Increase by 10%: 20%, Increase by 5%: 15%, No effect: 20%, Decrease by 5%: 15%, Decrease by 10%: 10%, Decrease by 20% or more: 5%)

Comments about productivity

Productivity is often based on motivation and how you feel about your work and the space you work in. The environmental conditions therefore surely have an impact on levels of motivation etc. if the conditions for working are right, then productivity will increase. [+30%]

Having moved from a difficult building with the same people a couple of years ago I notice a lot less time is wasted dealing with difficulties between staff because of the noise and lack of privacy. [+30%]

Open space creates unnecessarily high levels of noise, interruptions, lack of privacy, distraction, lack of confidentiality, all of which decrease productivity. [-30%]

Temperature conditions ridiculous. [-20%]

When it gets cold it is difficult to concentrate. There are quite a few people who use heat packs to keep warm I lose my concentration when the lights start to flicker on and off. [-10%]

I get really hot and stuffy and find it difficult to concentrate. [-10%]

When there is a task at hand I just sit and do it. I’m not really affected by the environmental conditions. [-0%]

I could be more effective if more people were next to an admin team (who talk a lot and loudly) and in a main corridor where people stop and chat all the time even when I’m not interested! [-10%]

Could be improved by having comfortable seating areas and furniture, i.e. couches to alleviate back strain and facilitate focusing on work comfortably. [0%]

This is a very difficult item to quantify. There are other factors which are not about the building environment which control the ebb and flow of my work performance, e.g. stress involved with the actual work being done, etc. [+20%]

I am professional and undertake all my duties; it is just more difficult in this environment. [0%]

Climate impacts on productivity - too warm or too stuffy. [-10%]

I find it difficult to answer other than to say that the feedback that people give me is they prefer this building to the last. I presume there is productivity outcome from this. My staff are highly productive as the cost of living is so high it’s hard to measure. [0%]

Mostly the noise and distraction associated with being in an open plan environment with 22 people in close proximity (including landline phones and mobiles ringing, noise from computers, telephone conversations, etc.) Most noise is related to valid, work-related tasks, but is very disruptive nonetheless. [-30%]

I’m mostly affected by loud, long, personal conversations when we’ve got increased pressure re: timeliness or complexity. [-20%]

I would prefer the flexibility of a home based work environment, combined with the opportunity to meet as needed. [-20%]

A comfortable workplace which presents an environment that encourages productivity by employees being more comfortable indoors allows them to focus more on productivity. It primarily assists with concentrations which in turn results in increased output of work. [+30%]

Sometimes it is almost impossible to work. At times, when there is an urgent and complex piece of work, the level of background noise or the noise of individuals in the vicinity completely disrupts concentration, making focus and effective work virtually impossible. [-10%]

I have to work like a dog anyway so environmental conditions not suited makes it harder to cope like the obvious lighting and temperature problems. It would be about being happier if the conditions were right, which may make a happier mind and make the work more flow like. [0%]
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
- Other: (Please specify)

Seems I and others on the floor get sick more often... sharing the air, share the infections? [3]

All of the above at different times. Today – most. [1]

Nothing I am aware of other than perhaps being a little dehydrated if I don’t drink enough. [4]

Everyone seems to be sick all the time. Lots of coughing and sneezing going on for some reason. Might just be flu season. [2]

Constantly catching cold and viruses since moving into this building. [4]

I can identify at times with lethargy, irritability, difficulty in concentrating – but may not be building related, and we are grown ups, so are meant to take personal responsibility for taking breaks, moving about etc. [4]

From time to time I do get the following symptoms –Eyes: irritated, itching, dry, watering. Nose: irritated, itching, runny, dry, blocked. I do get hay fever and the symptoms of this are sometimes exacerbated when I am in the building. [2]

Main impact of time in building is psychological: feel shut off from the natural world and separated from domestic/home environment. Am hoping to change work to enable more home based work over the next two years as I believe this will increase my “wellness”. [1]

I feel fine most of the time. Sometimes I have difficulty with the air conditioning making me feel lethargic and more frequent headaches. [4]

Some of those but only to a low level. [3]

Difficulty in concentrating, dry cough, sore throat, lethargy, blocked nose. [1]

Dry eyes and skin. Irritated sinus and the constant recycling of upper-respiratory illnesses throughout the building. [1]

Headaches from bright fluoro lights and hay fever when people bring in flowers! [4]

I think the environment contributes to more colds and hay fever type symptoms. [2]

All the above on various days and pending the season. Nothing to be concerned about.

Sometimes my eyes can be dry. Also sometimes it seems that bugs circulate through staff but this may not be the buildings fault. [4]

Generally nothing I would link with the building environment.

Compared to other places where I have worked previously, it is a very good working environment despite some of the critical comments I made earlier in my responses.
Section 10 – Personal Control

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

Temperature

Ventilation

Lighting

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Distribution date: April 2011
Building and Workplace Evaluation – Conventional Building 1
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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If Yes, please give brief details.

- Requested to have a fluoro taken out which helped me but still too bright. Temperature has gone on deck ears - person next to me had the temperature adjusted to maximum allowable range without consulting the rest of us.
- Turned off light above my desk.
- Opening blinds when no sun glare.
- We have requested the air conditioning to be monitored because of the sudden cold fluxes however due to the design of the air conditioning if they change it the people on the other side road. I think they figure we can rig up.
- With colleague nearby, requested one lesser strength fluoro light above our work stations. This was immediately arranged with a very good result.
- I have asked for the lighting in my office to be controlled manually by me as opposed to the sensor. I have a switch in my room now and I control my desk lamps. I also have a fan I use on various days.
- Temperature - I feel the cold but others do not, so unable to resolve the issue other than bring extra clothing.
- To the temperature - I feel the cold but others do not, so unable to resolve the issue other than bring extra clothing.
- Temperature - request to have temp increased due to cold conditions at my desk during summer.
- On several occasions myself and others have complained about how cold it is. The building people come and take readings of the temperature and conclude that it is ok and nothing is changed, which clearly is not the case, given that so many of us get so cold.
- Even though someone came down to adjust the temperature they said they can't do much because the building has to be based on a certain temperature.
- Many, many times I’ve asked for temperatures to be altered - they never are.
- No point in asking - who will say yes to changing the fluoro to high quality tungsten or LED lights? Who is going to install a casement window next to my desk?
- I have reported the cold draught that is present at my desk.
- Have complained about stuffy conditions.
- Have suggested ventilation improvements.

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

Speed of response

<table>
<thead>
<tr>
<th>Speed of response</th>
<th>No response</th>
<th>7 Satisfactory overall</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1 Unsatisfactory overall</th>
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<td></td>
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<td>10%</td>
<td>15%</td>
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Effectiveness of response

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

If other, please specify.

- Business Manager, Corporate Services.
- Senior Property Works Officer.
- Building maintenance staff via Corporate admin.
- OHS&W unit to progress if required.
- Other.
- Don’t know.
- Workplace Manager.
- Administrative/reception staff.
- Our own building manager.
- Corporate Support Staff/ Facilities Management staff.
- Facilities officer or OHS rep.
4. Have you been given instructions on how to operate building services i.e. temperature control, lighting, blinds?

![Bar graph showing responses to instructions on how to operate building services.]

Comments about operating building services.

- I am reasonably happy with the standard of building services.
- Temperature control is not possible.
- The only things we can control are some meeting rooms lights and the blinds. These are both self explanatory.
- As we use lifts to reach the floor, there have been some complaints about the lifts from time to time, as several other staff have been trapped in the lifts on different occasions, or the lifts have stopped and opened doors when the floor levels are not aligned, thereby causing people to trip as they leave the lift. This is the most frequent issue I hear about, apart from those other staff who feel it is too hot.
- I have not had a need to operate these. The blinds are straight forward to use.
- Only have access to blinds - didn't need instructions.
- No explanation required for use of blinds - other systems automated.
- Some systems are automated e.g. air conditioning and lighting - others such as blinds can be manually adjusted.
- Lighting works on movement sensors, blinds are manual.
- Temperature is fixed and can not be adjusted without calling out an air conditioning company - it also affects the whole open plan floor and raising it to make my area more acceptable would result in other areas being too warm.
Section 12 – Effect on Behaviour

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

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<th>Yes</th>
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<td>58.5%</td>
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If Yes, please give examples.

- Artificial lighting makes me feel flat.
- I come to work upset as I know I will be cold.
- Dress lighter in winter as it becomes warm and stuffy in the building.
- I wear light clothes even in winter.
- I ensure I wear appropriate clothing and bring a jacket or cardigan into the building. I use my headphones to listen to music to help me concentrate.
- I need to dress very differently than I normally would, i.e. in summer 1 more or less dress for winter in the office.
- I have to wear warm clothing even in winter.
- I need to wear warmer inappropriate clothing throughout the year to compensate for extreme heat in winter and extreme cold in summer.
- I keep a jacket or cardigan at work to wear in summer in particular. I don’t notice the draught as much in winter as I am wearing warmer clothing generally with my arms covered.
- I drink more hot drinks just for warmth in winter, bring layers of clothes to work so I can take them off on over different days as required.
- I now have to wear different glasses just for work. I talk more quietly.
- Need to be quiet, ensure I have lots of water
- I go home early if it is too noisy or alternatively work late as needed to avoid the noisy groups who are temporarily present in the building.
- Because of the need to respect other people’s space you are always aware of needing to speak in a low tone or whisper so as to not distract co-workers; you cannot speak in a normal voice without everyone hearing and it’s quite inhaling. Being enclosed in a little enclosed workspace is awful. I feel like a pig in a pen.
- I tend to write any major reports or documents at home due to noise and heat in this office.
- Have to be aware of others and the roles they have.
- Vary activities and use cafes to do reading etc.
- I leave my office and sit out on the floor or I go outside for fresh air.
- I get more irritable and I complain more. I am usually a pretty happy person.
- Get tired, sluggish, irritated.
- I have worked at home to secure a quiet uninterrupted environment. My belief is I am employed to work and my work place should facilitate that. I should not have to work at home to obtain a suitable work environment.
- You become uncomfortable with the little things when you sit there for 7,5 hours per day and not being able to gear out to find tasks etc. I personally would be happier, more tolerant etc. If I can be really comfortable while doing the tasks at hand.
- Back pain causes tiredness and irritability.
- I don’t work as effectively and it affects my motivation.

Go outside at lunchtimes—usually eat lunch at desk quickly then go outside for walk or to buy something or do business (i.e. banking). I would like the opportunity to meet with others sometimes at lunch if there was a comfortable and separate lunch area.
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?

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

- Teams should be able to sit together.
- Environment impacts tremendously upon our work.
- I have a leadership role so I am more on top of what happens... the higher the information you have the more you understand what is going on. My staff have experience of a lot of change and organisational demand on their delivery of outcomes there is no doubt that is tiring for them.
- We do policy work which is driven by projects that we can develop ourselves, and by requests and directives from Government, our Executive and leadership teams, enquiries from the broader community etc. At times the work is pressured, working to deadlines and feels as though we have very limited control over determining our own priorities. This is fairly 'normal' for policy work.
- No real recognition of built skills in the service as opposed to people who come in on a "piece of paper" which under performs totally.

- I consider myself to be happy with the work I am engaged in doing.
- I think I am bored in my work and probably need to find new employment.
- Morale is rarely affected by environmental issues. On the whole it is better than other buildings I have worked in - and it is almost impossible to please everyone all the time. Some like hot others cold. It's a compromise situation where it is tolerable.

- As per previous comment, I am working towards a change in work to enable me to undertake some work from home and greater independence. This will require leaving my current position/organisation. I would be less interested in doing this if there was greater opportunity to work from home which is something my current duties would allow. The culture and perception within the organisation that there are accountability issues associated with permitting home based work means this is restrictive and a cause of suspicion by colleagues and management.
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 between current and previous workplace]

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

- **Very similar - both pod set up, sharing close space with others.** [6]
- **About the same.** [4]
- **I previously worked for the same organisation but in another building - it was open plan and thus somewhat noisy, but there were less people per office space and the partitions were higher (reduced some noise and provided more privacy).** [3]
- **In the previous building I had my own office which allowed me effective use of my time rather than the current building which is more modern but am working in open space as a Manager which is extremely difficult.** [1]
- **I previously had my own office where I was able to close the door when I needed to have supervision with staff, discuss confidential issues, make confidential phone calls, complete unpaid pieces of work etc. I had a large window which overlooked the open area where 5 of my workers were seated and I was able to participate in conversations etc and be aware of team morale, issues, work pace etc. It was a very cohesive, happy office despite fairly cramped conditions.** [1]
- **Completely different work. Last position was extremely hectic, physically active work often unpredictable with constant involuntary client contact. Building was purpose-built and quite comfortable. Current position is purely administrative, mostly sedentary, present building accommodation is largely appropriate for this type of work.** [7]
- **Previous office, no windows, no private space, toilets were outside in public foyer.** [6]
- **The overall layout and facilities of the building are much better; however I had more privacy at my desk space at my previous office.** [6]
- **Previous had free parking, one level, individual heating and cooling.** [1]
Section 15 – Completion

1. Other comments.

Completing this survey is completely useless. Nothing will improve as a result. Try, try again.

Overall this is a very good workspace and the part of the floor I work on is light and bright and welcoming.

Because people vary, it is not possible to have a work environment that meets the needs of all at the same time. It is not possible to organise the work area so that all have an immediate window view. Some with a window view have a view of a building metres away, which I am sure is not inspiring.

I would like to see something done more about smokers standing outside the entrance of the building. I don’t smoke and do not begrudge those who do it, but I just do not want to have to walk through it as I exit and enter this building.

I would prefer to have a window I could open when too hot and close when too cold then to be subjected to the extreme conditions of the air conditioning in this building and also perhaps having people who are sick banned from coming to work.

I miss that at my previous work place I had an office with only 1 other colleague and I could have complete control over sound and temperature and light. I have nothing like that here and especially no control over privacy.

Need to be able to open windows.

Change air con and lighting.

I am a computer programmer. My work requires periods of intense concentration as well as regular, but not constant, interaction with some colleagues. This building is not designed for that purpose. It is laid out for the human battery hen, admittedly a modern, relatively comfortable battery hen.

I want to labour the point, for what I do, here are working environment requirements:

1) Natural light - so much easier to maintain concentration.
2) A very comfortable chair – by 1pm I am shifting and squirming.
3) Private, quiet work area otherwise no serious work can take place.
4) A really good quality monitor else I go home feeling half blind and half awake.
5) Natural ventilation.
Commercial Building Study
Building and Workplace Survey
Summary of Responses
Survey: OctNov 2010

Organisation: Conventional 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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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?

Yes | 100%
No | 0%
8. Do you sit next to or within 3m of an external window?

<table>
<thead>
<tr>
<th>Yes</th>
<th>57.6%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>42.4%</td>
</tr>
</tbody>
</table>

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

- It's nice to be able to see out, but when you're working, you shouldn't have time to admire the view (or lack of it as the case may be).
- Views are nice but can't see them as have to keep the blinds shut pretty much all the time.
- Windows on the western side are heated by the sun in the summer months creating warmer conditions particularly for those sitting close to these windows.
- It is pleasing to be able to see natural light and the landscape views.
- I have no view; I am in the middle of the floor.
- They surround the whole building but my desk is stuck in the middle.
- The blinds on the eastern facing windows have to remain closed to prevent glare on PC screens. Also during summer, the morning sun heats up the office.
- It would be great if the blinds were open to let natural light in and to be able to focus your eyes on distance when moving around the building - its quite depressing working in a box all because those seated near the windows don't like the natural light.
- I would prefer to be closer to windows, which I can see from about 8 metres away.
- I look into a wall.

11. How long have you worked in this building?

<table>
<thead>
<tr>
<th>Less than a year</th>
<th>48.5%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A year or more</td>
<td>51.5%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Less than a year</th>
<th>97%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A year or more</td>
<td>3%</td>
</tr>
</tbody>
</table>

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

![Graph showing the number of days spent in the building 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?
Appendix J


Section 2 – The building overall

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

![Bar chart showing the rating of building design overall.]

Comments about design overall

- Although the ground floor appears to be a bit dark, overall the design is ok. [6]
- It is looking a bit dated. [6]
- Satisfactory but hardly makes you feel special about being an employee. [6]
- Very old building; archaic; sick building; poor ventilation. [2]
- Serviceable building. [4]
- Distlike the open office environment. People use the area behind me as a walk way. [1]
- Windows too small, building very cold in appearance, stair wells are gloomy and the building is not green. [1]
- Lifts are impossible. I have stopped going out at lunch time most days as I can spend 10-15 mins getting up and down the lifts. [1]
- The furniture is new and appropriate. Open plan office layout does not work. Too much noise with other people talking on telephones or having conversations, as a result it interrupts others in the area. [4]

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

![Bar chart showing the rating of facilities.]

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Distribution date: May 2011

J 54
Comments about needs overall

- **Facilities are getting a bit old.** [3]
- **Basic.** [2]
- **More showers and change rooms would be great for those who ride to work.** [5]
- **Good for showers and bike parking.** [7]
- **More individual Managers need offices. Many 'ad hoc' discussions with staff are compromised due to being in the open. Often not practical to go to a meeting room or 'quiet' room for ad hoc communication which is the most valuable form of communication.** [4]
- **It's hot, and that's the worst thing to have as a 'need'. You start to sweat; you get uncomfortable, distracted and its very annoying. I don't mind it being warm but it's hot.** [1]
- **Toilets are old and in need of upgrading.** [2]
- **Lifts need replacing not just fixing up constantly.** [4]
- **The lifts refurbishment has been a long and drawn out process causing major congestion of staff at various times of day.** [2]
- **The lifts are a problem, especially as there is not an express lift. I think it would be better to designate specific lifts to service specific floors.** [4]
- **The building lifts are taking much longer than expected to upgrade, with associated delays. Electronic access to the work area is dodgy, as intermittently I can't get access.** [5]

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

[Bar chart showing ratings from 1 to 7 for the image of the building]

Comments about image

- **Building considered old and unappealing in appearance.** [1]
- **Outdated.** [2]
- **Tired, old and a bit of an eyesore.** [1]
- **It needs a facelift.** [4]
- **Front reception and 'cafe' area quite smart.** [6]
- **Very unfriendly with security gates.** [1]
- **Not modern or environmentally friendly.** [3]
4. How do you rate your personal safety in and around the building?

![Graph showing safety ratings](image)

**Comments about safety**
- With security on the ground floor, and electronic entrance to the work area, I feel safe. [7]
- Security is good. [4]
- Similar to other buildings in the city. [5]
- Speed gates have improved security. [5]
- The lifts are unreliable and dangerous. I have been in them when they have suddenly dropped floors. [1]
- Getting out in a fire would be problematic. Security etc. is fine though. [4]

5. How do you rate the cleaning?

![Graph showing cleaning ratings](image)

**Comments about cleaning**
- Basic: [2]
- Staff complain because they don’t realise cleaners don’t clean everything for us. [7]
- No personal rubbish bins. General office cleaning and vacuuming poor. [1]
- Many complaints that carpets not ‘hoovered’ or desks not wiped. [3]
- They never vacuum under my desk! Bathrooms etc. are well kept. [6]
- Cleaning contractor does minimal clean, areas are dusty with finger marks on doors never removed. [2]
- Fortunately the office isn’t soiled badly as I’ve found the vacuuming is done quite poorly. [3]
- Lack of dusting and vacuuming, we clean the kitchen ourselves (rotated on kitchen duty). [7]
- Every time you want to put something in the bin you have to walk to the centre of the floor. [5]
- We have to empty our own bins that we have to provide - I’m not going to run to the bin in the kitchen each time I have to throw something out. Vacuuming doesn’t seem to be done on a regular basis. [5]
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

Sufficient. Just right, very spotted I think. This floor has recently been refurbished.

I am very impressed with the new furniture provided. We have our own mobile storage units for files, as well as a space for hanging jackets and bags etc. There is also a set of mobile drawers, which doubles as a seat.

Clean modern - pretty well organized.

Apart from the brightness issue and open plan, it's good. New equipment so is clean and tidy, however as a result of relocation storage space has been reduced.

Overall the setup is pretty good. One problem is that the new chairs provided cannot be lowered enough for my feet to reach the floor. This applies to quite a few of the shorter people in the office. Even some quite tall people would prefer to have them lower. As a result of an occ, health and safety assessment I have been provided with a footstool but I would prefer to have my chair replaced.

Placement of desk is in a main thoroughfare, so very distracting, uncomfortable and noisy.

Work stations have been grouped with a partition between working groups but the plan actually presents as a working bay & so those you can easily see behind you may not be in your team & those over the partition which can't be seen are in the same team.

The open area is sometimes noisy, making concentration difficult. It is hard not to overhear other conversations.

Due to nature of work with back facing to walking space there is a lack of privacy.

Open office setting can be a challenge - no privacy or sense of my own work area - there are people walking around me all day.

Think the colour scheme is appropriate for an office environment.

Had to remove shelving to enable another PC to be installed for testing. The space can be an issue for equipment in an IT related environment.

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

![Bar chart showing availability of meeting rooms]

Comments about meeting rooms

Are important and meet the needs: [4] A bit small: [7]

This seems to be adequate for our needs: [6] The smaller rooms are available just not big enough: [5]

There has been an attempt to address this and although there are enough smaller meeting rooms, the availability of the two training/conference rooms is at a premium: [3] Mostly it's ok, but sometimes staff ignore the booking system, and sometimes all meeting rooms are booked. It's also frustrating to have to find a meeting room just to have a discreet conversation with one other person: [2]

Booking system works when all adhere to it, overlapping or late meetings make room availability an issue: [3] Some are a bit too small. Not all have white boards or conference phones: [7]

Well laid out and equipped: [7] Also need electronic whiteboards: [1]
9. **How do you rate the suitability of storage arrangements?**

![Bar chart showing storage ratings](chart-image)

**Comments about storage**
- It's OK. [4]
- Storage is limited. [5]
- Lack of storage for large items. [2]

- Challenge to get staff to stop hoarding so much written material. [7]
- Not enough storage rooms. [3]
- I don't have large storage needs, and find the current arrangements suitable. [6]

For individuals it is ok, for storage of IT equipment it is on another floor and not large enough. [7]

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

![Bar chart showing break locations](chart-image)

**Comments about breaks**
- It's great to have a cafe at last. I prefer to leave my environment.
- It's great to have a cafe at last. I eat quickly at my desk then try to go for a half hour walk.
- Usually leave the building to get lunch and return to desk. Sometimes I leave the building but it is rare.
- Lifting the building inconvenient. Hate the television on in the cafe. People tend to sit alone there and read - more sociable with own group at my desk.
- Lifts make leaving the building inconvenient. Hate the television on in the cafe. People tend to sit alone there and read - more sociable with own group at my desk.
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

![Bar chart showing air smell responses]

8. Conditions in winter overall

![Bar chart showing conditions in winter responses]

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

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>53.1%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
<td>46.9%</td>
</tr>
</tbody>
</table>

If yes above, please give details

- There seems to be quite a variation in temperature and conditions at different markulations.
- It can be a bit cooler in the toilets which are out next to the foyer area.
- There are pockets around the floor some too hot others too cold.
- Central areas become still, perimeters vary widely depending where the sun is.
- Yes but it's not an issue.
- There are variances throughout the whole building.
- It gets colder going from my work area to reception, then again in the lift lobby, and again in the lifts.
- As I am in an office, I have a vent over my desk that makes my hands go blue with cold at times.
- Temperature across level varies, probably because some people insist on using heaters under their desk.
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

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Distribution date: May 2011
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?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>55.3%</td>
</tr>
<tr>
<td>No</td>
<td>41.7%</td>
</tr>
</tbody>
</table>

If yes above, please give details:

- Varies widely depending on where the sun is.
- Cooler towards the centre of the building. If the windows blinds have been left open it is extremely hot and stuffy in the work area.
- Always very hot on Mondays because the air con is off over the weekend. That is hard after a 40 degree weekend. Also too cold at times relative to the outside temp.
- Yes but it’s not an issue.
- Much warmer around the windows but overall the temperature is way too warm for optimum stuff efficiency - makes you feel tired.
- The north facing windows get very hot in summer.
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

Workplace is very quiet.

Overall ok except for a few individuals who yell in normal conversation with people they sit immediately next to or when on the phone.

This is an open plan environment and staff work in fairly close proximity (not uncomfortable). We have a busy helpdesk nearby so working out who's phone is ringing can be a problem at times - particularly if you are in a "group pickup" and required to answer several other staff phones when they are not available.

Because of where my desk is situated (in a main walkway in an open plan office) I can not avoid noise and interruptions.

I find open space noise distracting. Air conditioning is quite audible. Currently there is loose hanging on the outside of the building which bangs in the wind, and is driving us all crazy.

Open plan does not work.

Sometimes the air conditioning unit becomes very noisy.

Loud staff, chatting near work area, IT machinery and people brushing recycling bins!

My work station is near our Lunch Room and there are very limited noise barriers.

Large open area. Novelty mobile phone ringer tones are extremely annoying as are unanswered phones.

That's what open space offices are like - can hear everyone's conversations and phone calls. People can easily see you at your desk and 'drop in'.

At present there is a lot of outside noise due to parts of flashing outside of window being loose and flapping in the wind.

Because of open space planning with waist height partitions, noise tends to circulate easily.

Open office!

7. Is a 'quiet' room available in your workplace?

<table>
<thead>
<tr>
<th>Yes</th>
<th>93.8%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

Comments about quiet rooms

Always difficult to access - too many people using them.

About the size of a toilet. Too small for working in.

This is good, and now has a computer in it. So far I've been able to use it whenever I need to, which surprises me, with the number of staff we have.

I use it when I need to speak to a staff member in private and I am always conscious of the rest of my team thinking "Why are they in there? and what are they talking about?" Whereas in the glory days when managers had their own offices 'closed door' discussions were normal.

It's good to have one for the occasional private phone call or meeting.

It's frequently in use.

Too small for many uses.

It is extremely small, and sits the work cafe, thereby defeating the 'quiet room' principle.

I haven't really taken advantage of it, but if you need to have a private conversation, it's nice to know that you have somewhere to go.

Good idea.

I only use it to make private phone calls!
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?

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

Comments about lighting conditions:

- On the whole is okay.
- Lighting seems too bright and harsh.
- Can't position my monitors so they don't face windows - even with the blinds closed, when the sun is shining directly on the windows it is very bright.
- I find the lighting conditions ok. The blinds can be used to stop glare from outside.
- Lights directly above desk pieces glare on computer keyboard.
- The window blinds are very effective in blocking out sunlight / glare and are very easy to adjust. The sun would be a problem if there were no blinds.
- The artificial lights are quite bright. I had to get a non-reflective keyboard which has helped. We get a lot of glare from the windows so consequently the blinds are usually closed.
- Can be a bit too much glare first thing in the morning if people nearby have opened their blinds.
- Glare from windows - overcome by closing blinds - leading to others in the area complaining that it is too dark.
- I do not like fluorescents at all. Too glary and hard on the eyes. Natural light is preferred but colleagues prefer to have blinds closed. If I must have fluorescents I would prefer less bright, but OH&S standards require a certain brightness which I find too much.
Section 7 – Overall Comfort

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

![Bar Chart]

Comments about overall comfort

- Our floor is nice and modern with plenty of natural light and overall is a nice place to work. [8]
- Have worked in worse. [4]
- Modernisation is good but the building is still an old and tired structure and there are too many people needing too few lifts. Air conditioning unit is appalling at times. My office has fitted with acrid smells. Last few days it was not working at all. [5]
- Floor plan of office poorly laid out. When working on other floors of the building I was much more comfortable, less interruptions/shrugs and better overall placement of desks etc. [3]
- A great improvement on our previous accommodation - though that was more private and had better lift access. [7]
- Large, noisy open environment - productivity is affected by as much as 40%. No ability to undertake tasks that require 'critical thinking'. Have to go outside to think. Constant interruptions by team members and subordinates as there is no door to close. Inability to have private team conversations. Overwhelming frustration at the frequency of conversations between staff when they start at staggered times. Have some weekend conversations about three times. Inability to focus on important tasks without interruption. [1]
- Temperature is great, air quality ok and basic building requirements acceptable. Too much artificial light. [4]
- Temperature is the key issue. [2]
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](image)

Comments about productivity

- I have the ability to block out what is going on around me and focus on my work. [0%]
- If the environment is good then productivity will increase. [+20%]
- Always distracted by being cold, and by people constantly walking past my desk. [-30%]
- With low partitions between desks, noise from others does create disturbances. [0%]
- Decrease in productivity due to the constant interruptions and having to locate a spare meeting room every time privacy is needed for discussions. [-10%]
- I would say that when the temperature is either too hot or too cold then it does affect how you work - too hot and it makes you tired and sluggish. Lack of good lighting can also decrease your productivity, especially if you are doing a lot of close work. [+20%]
- I think this relates to personal preference. I tend to be more productive with little or no distractions and so an open plan office does not really help my productivity at all. [-10%]
- Too many distractions in open plan. [-30%]
- My room would reach 35°C on summer days and I would have to go work in a room or coffee shop. Melted my phone cord repeatedly due to the heat from seat facing windows. [+20%]
- Eyes become tired due to lighting. [-10%]
- Noisy open office decreasing productivity by about 40%. No quiet time, no privacy, too much clutter, constant interruptions. [-40%]
Section 9 – Health

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

![Bar chart showing responses to the question about feeling healthy in the 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

- All of the above. [1]
- Yes to all of the above, have had bouts of sickness since being in this building. [1]
- None. [8]
- No ill effects. [4]
- Occasional strained eyes, however I have only just recently started using reading glasses. [3]
- Require better air circulation – air conditioning system not green friendly. [1]
- Irritated eyes, blocked nose, sore throat, headaches. [1]
- Headache, irritability and difficulty concentrating. [1]
- I have dry eyes, throat and skin. [2]
- Eyes & nose at times irritated also skin dryness. [3]
- Eyes, nose, throat (dry air issues) difficulty concentrating due to office noise and constant interruptions. [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 – Conventional Building 2
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?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>51.8%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
<td>48.2%</td>
</tr>
</tbody>
</table>

If Yes, please give brief details.

- We have had extremes in temperature - too cold at one time and then too hot at others.
- Once only - A/C too cold in summer.
- To reduce the temperature in summer.
- Asked for increase in air circulation.
- Requested lighting assessment due to glare on keyboard.
- To change the lighting so to reduce the glare.
- Check temp, check lighting.
- Lighting - request for less.
- Spoken to managers about having blinds open to let natural light in. Also have had to have air conditioning reviewed in the past due to fluctuating temperatures.

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?

If other, please specify.

Facilities Section.

Building facilities staff.

Facilities Manager.

OHS&W Rep.

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

Comments about operating building services.

Temp and lighting require a report to Facilities section.

blinds are self explanatory.

Turning the lights on in the morning, and the blinds.

Not required. Self explanatory.

Can only control window blinds.
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>45.2%</td>
<td>54.8%</td>
</tr>
</tbody>
</table>

If Yes, please give examples.

- Wear a tie less; take breaks away from the workstation.
- Book more off-site meetings at coffee shops.
- If it's hot I'll try and get out of the building as much as possible.
- Wander around a bit more when the room is very cold or very hot.
- If it gets too cold, put on a jacket!
- I have a blanket in my cupboard to keep me warm and I tend to drink more hot drinks to keep me warm.
- Paranoid about speaking too loudly etc. because of open plan with very low partitions, no privacy.
- I have to compromise staff discussions in open workplace.
- Wear headphones to try to minimize interruptions. Try to avoid my desk during the morning when the sun is shining directly on to the windows.
- Cautious as to what I speak to my colleagues.
- Rarely go for a walk at lunch time as lift access is too time consuming.
- I regularly use eye drops and hand cream due to the dryness of the air.
- Take much more important work home now so I can concentrate in peace and quiet (taking more work home now since moving to open office environment).
- A 1 hour important job at home would take me up to 5 hours to complete in my current work environment (with a greater number of errors requiring rework).
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?
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)

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

The other building had more space, only on the fourth floor, had car parking available. [1]

The best thing about the previous accommodation was its proximity to Central Markets but its fit out was old and dilapidated. [6]

Lack of privacy and general morale are vastly different to my previous workplace. [1]

Very similar - both buildings are old and air conditioning systems unsatisfactory. [5]

Furniture and desk space is better. Noise, storage space is not. Issues with temperature during summer are the same. [5]

Previous work place had higher partitions therefore giving more privacy. [5]

Current workplace is more modern and attractive. Group setup works well for our group. There is less privacy as entire floor is open space, whereas previous one was more divided into several largeish areas. Love the view here and it's a nice bright environment. Love the espresso coffee machine! I don't go out at lunch much anymore - old office was across the road from the market, whereas it now takes 20 minutes to just get down in the lift and across to the market and back again. [5]

Worse than other buildings. [2]

Old area was more private but still allowed collaboration with colleagues. I now have people walking all around my desk. In old area I was more able to personalise lighting, decor etc. Now we are in open-office environment so everything has to be standardised. [2]
Section 15 – Completion

1. Other comments.

Cycling & walking to work is encouraged for health (physical & mental) and so assists in a person’s performance at work. My building although providing some facilities does not provide lockers for storage of clothing etc. needed when cycling to work & hence makes it difficult to plan. I have ceased this activity because of the difficulty of carrying all I require & not having a place to put smelly clothing.

Desk design, equipment, storage space etc. are great. Open plan is horrible - higher partitions would help things enormously to minimise the constant interruptions, and may also reduce some of the brightness.

Overall, we work under good conditions. We have a reasonable amount of privacy at our workstations. My biggest issue is with the lifts, which I addressed earlier.

Pretty good place to work really. This is the best facility I have worked in.
Commercial Building Study
Building and Workplace Survey
Summary of Responses
Survey: Oct/Nov 2010

Organisation: Conventional Building 3
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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<td>15</td>
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<td>54</td>
</tr>
</tbody>
</table>
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?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td></td>
<td>98.5%</td>
<td>1.4%</td>
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</table>
Building and Workplace Evaluation – Conventional Building 3

Survey: Oct/Nov 2010

8. Do you sit next to or within 3m of an external window?

<table>
<thead>
<tr>
<th>Yes</th>
<th>49.1%</th>
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<tbody>
<tr>
<td>No</td>
<td>50.9%</td>
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</table>

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

- I am too far away from windows - I feel cut off from the outside world.
- The windows are dirty.
- External windows cleaned once per year.
- Offices have no access to natural light and therefore very hard on eye strain etc.
- There is limited external view on this floor and I am a long way from it. It can become quite claustrophobic at times.
- Although I do not sit close to a window I can see one from my desk and it really makes a difference to be able to see the outside world during the day. It gives a sense of time of day, weather etc as well as something different to look at.
- No view available and amount of external light determined by my work colleague who controls the blinds!
- Morning sun can be quite bright and glare is a problem when people have the blinds open.
- People close the blinds which I can understand but it also feels really dark and drab especially as I'm not near a window.
- Blinds are often closed to suit other people who say they are dazzled by morning sun. Blinds do not usually get opened to allow light in the afternoon either.
- Views would be improved if blinds could be pulled up completely instead of just opened. Access to adjust blinds is very difficult (you need to climb on the desk) so they tend to be closed when required (because of the sun) and stay that way.
- Blinds in windows are often closed and are out of my control. I would prefer more natural light as artificial lighting leads to headaches.
- I would have preferred to have been nearer a window for natural light, however a Manager refused to let us choose where we sit and made us move to the centre of the floor.
- Windows are rarely cleaned, and last time they cleaned them, the ones on this side of the building were missed. We cannot open the windows to let any fresh air in either, and there is a door to a balcony which we are "not allowed" to open at any time and remains permanently locked.
- I think it would be better if we could open the windows a little bit – especially on days when the air conditioning is not providing good ventilation.
- The blinds have to remain closed in Summer until after midday otherwise the sun heats up my area to an unbearable level.
- Not concerned about views as I am generally concentrating on work. I do have concerns about the heat bearing on the windows in summer.
- I appreciate being able to see outside especially when you are inside so much of every day. It is great to have a bit of a view and create an open atmosphere, as long as the blinds are open.
- The windows are behind me - not much of a view if I turn around but better than nothing.
- I'm very lucky to have the view. Occupationally, I can assist my eyeglasses by being able to take a break from the screen and look to the hills.
- Glare from opposing building often requires blinds to be kept closed or angled to avoid eye strain.
- Becomes quite glary in the afternoons.
- Most people close their blinds to control the temperature, light and/or glare.
- North facing windows are not double glazed or protected from the sun - it transfers heat and cold into the office area close the window.
- Great to have natural light. At certain times in the late afternoon I get a direct sheet of light from the west which makes it impossible to see and as there are no blinds, I need to block the sheet of A3 onto the glass to continue working. Not worth trading away for the general aspect and natural light.
- The relatively low ceilings, coupled with windows that sit more than I'm off the ground result in a quite restricted view and limited natural light. Gives a very closed-off feeling.

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Survey Questions ©Copyright BUS Methodology 2010. Used under licence
Distribution date: May 2011
11. How long have you worked in this building?

<table>
<thead>
<tr>
<th>Less than a year</th>
<th>20.8%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A year or more</td>
<td>79.2%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Less than a year</th>
<th>45.8%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A year or more</td>
<td>51.4%</td>
</tr>
</tbody>
</table>

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

![Bar chart showing days spent in the building]

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

![Bar chart showing 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 hours per day spent at desk or work area]

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

![Bar chart showing hours per day spent at computer screen]
Section 2 – The building overall

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

![Bar chart showing the rating of the building design overall.](chart.png)
Building and Workplace Evaluation – Conventional Building 3  
Survey: Oct/May 2010

Comments about design overall

- The building is beginning to look tired and some what dated. [5]
- I like it, it is modern and functional. [7]
- I think it serves the purpose. [6]
- The design overall is fine and fairly light and spacious. The fit out and desks are cramped though. [5]
- Frequent congestion in public areas. [3]
- One size doesn’t fit all. [4]
- This building is commonly known as the ‘sick’ building and there is nothing about it that is attractive. [1]
- Foyer area is drab and very uninviting. The lifts are unreliable. [4]
- I think the building is old and unfortunately does not reflect the current trend of opening up office buildings to become part of the community e.g. coffee shops etc. [4]
- Outdated, not visitor friendly foyer area on ground floor – more seating and information about the agency. Public relations should be on the ground floor and held all general inquiries and provide information to the public. [5]
- This floor is a very large area; it is distracting not to have ANY privacy at all. [4]
- Foyers and lift lobbies are worn and tired. On many floors, as an energy saving strategy, no artificial lighting is used. This is environmentally admirable – but it makes for dark, soul-less, unattractive spaces. The security doors to each floor are very uninviting too. [5]
- Not enough window space and the balconies that are available on some floors are permanently locked. The opportunity to eat our lunch on the balcony would make a big difference to my health of staff. [1]
- Better than it was, with the offices being moved from the windows to the centre of the floor. [5]

- 1970’s design when everyone believed that electricity was cheap. [2]
- Open plan layout is not necessarily the best option for every office. [4]
- Design of building is fine. [7]
- It’s a 40 year old building that was not originally designed for a modern office. The fit out completed 5 years ago has improved the integration of ICT requirements. [4]
- Functional but uninspiring. [4]
- It is not designed to encourage productive work, in fact it blocks it. [1]
- It was built before computers on every desk became the norm, so not really satisfactory in terms of air conditioning, access to cables, ability to switch off power etc. [3]
- It’s old; it should be demolished and made into a brand new modernised and trendy building. [1]
- Insufficient lifts, no express lifts, security has not been working the entire time I have been here. Toilets dated, no showers on our floor for people who commute by bicycle. [3]
- Open space is good in one sense but not if you are trying to concentrate or analyse something. Kitchen area is in middle of floor and seating is also there. No privacy and have to be quiet so those working are not disturbed. Some of the workstation area is appalling and there are sometimes 3 corridors around a workstation. [2]
- All open plan. Noisy. Kitchen in the middle and we get lido to be quiet when chatting and eating lunch. [1]
- Unpleasant design generally in entrance foyer and corridors is very unpleasant, dark, dingy and uninviting. The predominance of the security desk and gates and general officious and unfriendly attitude of security staff adds to this. Office space on each floor design wise is ok. [3]
- The refurbishment of this building a few years ago won an award, but there were a number of compromises both in design and fit out that have a negative effect on my working life. Air quality, office dimensions, acoustics and natural light are the major ones. [3]
2. In the building as a whole, do the facilities meet your needs?
Comments about needs overall

Meets the needs - but only barely. One gets used to it! [2]  
Not very good for disabled people like myself. [3]  
The building needs upgrading and we are wearing the 
burnt of cut backs. [2]  
Privacy and security is an issue. [5]  
Building was refurbished a few years ago. A huge increase, 
but it is being let down by ageing infrastructure - i.e. pipes 
falling/blocking, dirty toilets etc. [5]  
Facilities are easy to access and work well. The only real 
 deficiency is in the lack of a lunch area that is not an open 
 thoroughfare. [7]  
The work spaces provide no flexibility and the idea of hot 
desking is a myth. The space to hold confidential or private 
conversations is limited to the meeting rooms which are 
often in use. The cafe area has furnishings that are dirty 
and too low and the bold graphic wall designs are not 
visually pleasing. [6]  
Lifts are slow and stop very often if you are located on one 
of the upper floors as I am. [3]  
There are no conference room that cater for more than 
approx 20 people. [4]  
Limited storage. Lighting a health hazard. Poor air flow 
reduces work capacity. Noise intrusion e constant 
hindrance. [2]  
While my most of my work is digital. I really need a filing 
cabinet. For dense text over many pages I prefer to read a 
paper copy. Because I have minimal filing space and work 
on a number of complex projects I often have to repeatedly 
print out the same document. [1]  
Lack of lockers. [2]  
No change rooms or any where to hang jackets or other 
clothing items. [3]  
Insufficient refrigerator space is provided. The supply of 
water has been inconsistent. The toilets often function, but 
are old and often smell. The security measures such as 
cards and turnstiles are a nuisance to the people working in 
the building and provide no safety as in practice anybody 
who wants to get to any office. [2]  
I would like fresh air; more natural light, greater flexibility 
in setting up my office space and better protection from the 
noise made by my neighbours - or alternatively more 
freedom to work away from the building. The lack of fresh 
air is the worst thing. [2]  
It would be nice to have an area to sit and relax with natural 
light and air. [5]  

Not flash but ok. [4]  
Enough to survive, very basic. [3]  
Very open and unable to have confidential conversations. [2]  
Work cafe area good. [5]  
The facilities are standard. There is no cutting edge design or 
layout. Worker friendly facilities such as showers, breast feeding 
rooms etc exist but are very basic. [4]  
Lack of office space to allow for managers to work away from 
distractions. [3]  
There are spaces for most things. The only shortcoming is 
occasionally experiencing difficulty booking conference rooms due 
to heavy demand. [7]  
Not enough filing/storage space. [4]  
No areas where we can hold a staff meeting for all our members. 
(20+ people). [2]  
Lack of things like showers, change rooms, quiet rooms even 
though these were built into the design given changing needs they 
have been taken over for offices or other purposes. [7]  
Storage does not exist, computers are way out of date with 
technology. [1]  
The kitchen, cafe, layout for the number of people that use it is very 
poor and the location unsatisfactory. [3]  
Needs a staff gymnasium. [5]  
Air temperature and ventilation appalling. Have to have a desk fan 
all year around to have any airflow. [5]  
The seats in the kitchen area are dreadful. They are heavy and 
hard to shift and move around. They are uncomfortable and not 
good for my back (probably on purpose so staff don't hang around 
in there). [7]  
Air conditioning often a problem either too hot or too cold and you never know what the temperature is going to be like. [3]  
The ventilation and air conditioning is problematic - stifling and 
lifeless. [3]  
Toilet access needs to be rethought. Having them outside of 
Security doors is crazy. [6]
3. How do you rate the image that the building as a whole presents to visitors?

**Comments about image**

- Not particularly pleasing to the eye. [5]
- Seems fine. [5]
- Visitors have commented favourably. [7]
- Poor image from the outside - very old, dated, boring. Inside is better. [4]
- Outside appearance not very appealing to visitors. [3]
- Much of the interior has a rundown look. [3]
- The floors I’m familiar with are rabbit-warrenish with people struggling to get some privacy with screens in work areas that prohibit private conversations with colleagues and visitors alike. Visitors have nowhere to sit at desks unless the person they are visiting is lucky enough to have been allocated a bigger space. [3]
- Drab although clean. [6]
- Some serious effort has been put in here and it is better than it was pre-refurbishment. Visual presentation on each floor had a major impact, but the main foyer is dark and uninviting in spite of the best efforts to inject colour into that space. [3]
- Street front - boring Bauhaus X cheap Lego. Grubby foyer with bored security staff. Lifts good speed. No reception on most floors so visitors often have to stand by door & wait to be found & let in or pick a name from staff list by phone by lift & hope someone is at the other end to answer. . . very shoddy into to the organisation. Area by lifts on all floors is where recyclables are stored so always messy. 5 meeting rooms & only 1 has a window - not very uplifting. Walls are clean & refurbished at last 5 yrs - but limited storage means boxes of stuff tucked everywhere. [4]
- The ground floor and gallery space is appealing. On our floor many people cannot find the door to leave! There is a rabbit warren sure about the floor. [4]

- It needs a modern update. [1]
- Old, not eco-friendly. [1]
- Gives impression of being unoccupied - non-welcoming. [4]
- Some floors are dingy and carpet in the foyer dirty or stained. [4]
- The inside has been renovated in recent years and is pleasant. [7]
- Given today’s design standards the building clearly does not reflect a centre for excellence. [2]
- 1970’s architecture leaves a lot to be desired, soulless building that is unsympathetic to other heritage buildings in the CBD that were built with real craftsmanship- evokes more or negative response from visitors. [4]
- Old and tired. Only a security desk rather than a reception desk provides a ‘cold’ reception. [1]
- I would think the facade in need of a makeover. [1]
- The entrance level looks good with displays and music. [7]
- The front foyer is not very appealing and is often messy. The update of the poster banners on the outside ground floor walls is an improvement but this needs to be maintained. [2]
- From the outside the building looks fine however inside due to lack of storage etc it looks untidy. [3]
- The downstairs area is tired and fairly ordinary, from a visitor’s perspective. Poor signage and fittings. [3]
- Lobby area - attempts are made to engage the public but could be more inviting with areas to hold informal discussions with guests so they don’t need to come to our floor and interrupt other work. We usually need to find a café etc. [4]
- The image is probably fairly standard, not overly impressive, but all facilities are there and generally in working order. The decor could be improved/modernised but overall no issues. [5]
4. How do you rate your personal safety in and around the building?

Comments about safety

Not a problem. [6]

No real issues however, people here are very "uptight" and tend to see monsters lurking in the environment. [5]

There is an issue with air conditioning and air quality [3]

Sharp edges on exterior and in the lift areas - can scratch, rip clothes if brush up against it [3]

During day light hours it is fine but after dark I do not feel safe. Security within the building is an illusion. Anyone can access the building and individual floors so there is no security for personal items or for confidential information except through the vigilance of workers. No provision for storage of personal items i.e. handbags. [4]

Exposed wiring around computer on floor. [4]

I don't feel unsafe. The security on ground floor and card entry to every floor contributes to a sense of safety. [5]

I think that personal safety is ok. [3]

Have never felt unsafe. [6]

Reasonable but not sure security does thorough checks on ground floor. [4]

There are good security arrangements on each floor (i.e. proxy cards). Staff however are not as security conscious and will allow strangers access to the floor through asking them who they are and what their business is. [6]

OH&S issues are attended to on my floor however there is a lack of security on the ground floor there are times when the security gates allow persons to walk through without being checked. [3]

Lack of security awareness means supposedly secure doors left open often. [4]

There has been a fair amount of theft of money and personal belongings. People are let in without passes & wander the building. [2]

I work in a high staff risk area due to potentially violent clients yet anyone with a pass can walk in anytime and anyone else is just let in. Our back is towards entrances meaning we cannot see threats coming, no consideration given to prevention. [1]

Safety is a bit of a joke - I don't think the security screens on the ground floor actually do anything. It is good to have secure doors on each floor although without a reception on each floor it is not a nice way for visitors to gain entry. [4]

The elevators have been known to get stuck on a regular basis. [7]

Stairwells have had numerous accidents. [3]

OK - bit scary at night when only person on the floor! Can be quite dark in places. [4]

The lifts are under constant maintenance which makes me nervous and OH&S floor checks don't seem to be undertaken. There are staff with boxes, trolleys and other equipment in walk areas. [3]

Several dark corners outside entrance (western). [3]

The back area of the building hosts a soup kitchen once a week and I've had a couple of issues getting my bike out when I've stayed back late. It's not very well lit and people tend to gather around the bike lookup especially if it's raining. [4]


Lots of blind corners due to the layout of the building floors. [6]
5. How do you rate the cleaning?
Building and Workplace Evaluation – Conventional Building J
Survey: Oct/Nov 2010

Comments about cleaning

Hard to clean given layout and clutter. [2]
I don't think the cleaners get enough paid time to do a proper job.
Floors often need vacuumed for days.

Not enough storage space so difficult to keep areas clear
for cleaning. [3]
Floors often smell.

Too little time for cleaners to do their job properly. Dust
accumulates on all surfaces and the floors get dirtier and

dirtier. I clean my own office. [1]
Time has been cut to the bone, leaving cleaners no time to do their
job. [1]

What cleaning?
The place looks unkempt. [1]
Elevator floors not cleaned often enough. [8]

Do they even clean the building? It's absolutely filthy!! [1]
I don't really notice that much difference, the building has a

Kelly/kludgy smell. [2]
Very average, carpet never looks clean and shelves always dusty. [4]

Done to a satisfactory level, however the carpet can be a
problem with spills and stains. [3]
Once I left a vitamin tablet I dropped by my desk to see how long
before it had been vacuumed. It was over 6 months. [1]

The cleaning is not well done. The minimal amount is
undertaken, I have seen the cleaners at night, and they do
not even bring the trolley with them. One is often on her
mobile phone talking, while the other occasionally empties
the paper from the SITA boxes – hardly what I would call

cleaning. [1]
I use the stairwell and it seems like it is barely cleaned. [4]

Food on floor in lunch room was there for 6 weeks until I
finely put it in the bin. [2]
Last summer I noticed a grape had been dropped on the floor in
our Conference Room. I almost picked it up and then decided to
leave it to see what happened. It turned into a squashed mess in
the corner. I don’t think this will ever be vacuumed properly! [2]

The cleaning is adequate only; there is a lot of dust in the building
which does not help people with allergies. [4]
Vacuuming, dusting and removal of waste management (kitchen &
in front of lifts) needs attention. [2]

Each person has to clean his or her own area. The kitchen
area is cleaned, not, via a roster. carpeted floors are not
vacuumed. [5]

If it would be great if a general cleaning of desks was
undertaken (not tying but wiping down desks). Generally the
bare minimum is done. [3]

Carpets are rarely vacuumed allowing a build up dust in the
environment.
The toilets are cleaned well each day. [2]
Carpets appear to be vacuumed and cleaned only once a year.

The condition of the toilets is maintained extremely. Not
sure what is cleaned around desk areas – guessing just
the floor. [7]
I’ve been here for nearly six months, I don’t think the floor has been
vacuumed under my desk in all that time. [2]

Toilets smell, floors are dirty. [1]
Toilet bowls are cleaned on the inside but the outside isn’t done as
often. The walls of the cubicles never seem to get done. [3]

I can see that it saves buckets of money that cleaners don’t
have to empty everyone’s rubbish, but removing the bins
altogether seemed a bit harsh – most of us would be able to
empty our own bins, I think! [7]
Each desk should have a rubbish bin. These were removed without
consultation and should be replaced and emptied regularly. It is
unacceptable for me to have provided my own bin at my expense,
and to empty it myself. [1]

I hate the fact that we have to buy our own bins and empty
them. If you don’t use this solution you have to get up to
take materials to the coloured bins in the kitchen area.
Not having bins is a ridiculous waste of time – constantly
having to take one piece of food waste (apple core, banana peel, etc) or plastic wrapper half the length of the building. The waste
attracts small flies, both in the kitchen where the organic bin is and
at desks. [3]

Bins are emptied regularly but the recycling arrangements
encourage people to throw rubbish around their work space
until they make a trip to the bins. Hard to comment on the
cleaning as I am not aware of any being done. [2]
The brushes/sponges are not replaced regularly in the kitchen and
I am not sure whether I ought to be cleaning my cups and dishes
using this. Sometimes the washing soap runs out and is not
replaced for a while. [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

The refurbishment several years ago was not very successful or well received. Drawers were made too small to fit standard manila files. Also, not much storage area.

I have enough because I am able to send files to record management. Some jobs in the building have lots of equipment that they need for their work and have critical space problems.

The desk is ok. But the work area is very small.

Reasonably spacious, could do with more storage.

As I am located in an office space it is not an issue but in the open space areas there are several areas that are very small and I doubt would meet standard. Storage is also an area of concern.

The desks are difficult to adjust. The chairs are terrible. No privacy (e.g. overhearing other people’s phone conversations, sometimes confidential).

Should be allowed more freedom in how we arrange our personal workspace.

The rules surrounding desk and work areas in the open space office environment prevent people from having the flexibility to set up their work area according to their individual needs.

The standard chairs have been a constant source of backaches. All of my team have had to have their’s replaced after going through a tedious process of assessments, physio and consultations. As outlined earlier the inflexibility of the Department in being able to move the position of the workstations to better suit the user is a constant source of aggravation.

It would be useful to have some partitions and shelves around my desk so that I could pin things up for reference and generally lift some of the books and papers of my desk.

Although the desks are height adjustable they do not have a great enough range of adjustment, and there are too many bars and support structures beneath the desk surface that I constantly hit my knees on.

I wish I could move it to face a different way as people sneak up behind me.

I bought my own chair so happy. Limited storage space. Desks not square & waste space as don’t fit together well.

I would like to be able to orientate computer screen in another direction.

Most resources need to be stored at home.

The new furniture when building was upgraded is not very good for storage. They look away all the filing cabinets (many long for a filing cabinet again!!) which are not very efficient use for storage. The fact you only get one pod and one cabinet is fairly limiting and they are not very useful for storage of items. Bring back the filing cabinets.

Recent building refits have included new desks that are modern and spacious.

The space is appropriate.

I do not have the recommended allocated space.

Congested.

Desk and chair ok - lighting not good.

Lots of white surfaces can get grubby quickly and reflect a lot of light.

Restricted space - no privacy.

Cables keep getting caught on my feet if I stretch out.

Not enough room between desks.

Dirty chair.

Adequate space for work I do, if additional space or privacy is required then I use a meeting room.

My space is adequate, although storage areas are really insufficient, so I put things under my desk, despite this being somewhat naughty!

One size does not fit all. There is an extreme lack of storage space for essential files and meeting papers resulting in build up on desks and boxes kept behind desks and things pushed into nooks and crannies. The desk height, though adjustable is difficult to change and access to power supplies involves gymnastics in crawl spaces which would make hobbits feel claustrophobic. There are no book cases. Cupboards are allocated strictly on a formula based on position. The workspace looks visually cluttered even when tidy.

A one size fits all around set space, set storage and supposedly flexible furniture is a series of compromises which generally does not work well or feel good to work within.

Excellent desks that can be easily height adjusted BUT chairs could make user friendly to cater for all body sizes and weights, especially for those with bad backs.

Computer takes up much space and the angle upon which it is situated to allow more work space is not ergonomical.

Chairs are by far the worst in any office I’ve been in. Rest of the working area is very well done :)

Inadequate storage. No shelving meaning folders sit on desk, limiting work area.

I have a lot of folders and information to store. I need more space in which to store reports etc. that are important to my work.

There are no coat racks and when management was approached we were told that the Welfare committee said they are not allowed. So my jacket now takes up space that I need in my work area. And my workspace is [in my opinion] small enough as it is already.
8. How do you rate the availability of meeting rooms?
Comments about meeting rooms

The meeting rooms are fine - however are not always available when needed. [6]

Often hard to book. [1]

If you know how to book them, and people don't just assume they will be free, the system works. [5]

Due to high demand it is difficult to get 1 if required unexpectedly. [2]

Given the poor availability people make block bookings. [1]

One work group has appropriated a meeting room because they believe that work is to be special. The other meeting room is booked out and is often not used during booking times. [1]

Accessibility to meeting rooms of small or moderate size is good but large meetings need to be taken elsewhere. [6]

Used by everyone in the building so no available for us on short notice, too cold, too air, people fall asleep. [11]

No large conference rooms for meetings of more than 12-15 people. Need to hire external facilities or go to another facility at Hindmarsh which is quite inconvenient as it is 15 mins away from the city. [4]

They are cold and sterile, with no decorative aspect. The seats are hard plastic, uncomfortable and ugly. However, the number of rooms and size is satisfactory. They are utilitarian spaces only. [6]

We have multiple options for meeting rooms. [7]

Not enough meeting rooms for confidential meetings. [3]

This has been a major improvement - there are good choices available for meetings of up to 20 people and an effective room booking system for the building. However on some floors accommodation pressures have meant that some meeting rooms have been sacrificed. [8]

Good mix of plenary meeting rooms and meeting rooms with technology. Only down side is that not all staff use the online booking system and those who do book a meeting can find their booked room taken and you cannot always ask people to leave when they are meeting with external parties. [6]

Arranging meeting rooms has become a whole new set of work that requires negotiation and even then we often have to bodge out people who have occupied the space we have booked. [1]

Usually fairly easy to get a meeting room, although if all the rooms on the floor originally allocated to be meeting rooms had been kept that way instead of being turned into offices, it would be better. [6]

Lack of available meeting room space has meant that for our regular team meetings (consisting of 3 people) we meet in one of the many nearby coffee shops - which can be very pleasant. However if we require access to resources, notes, materials or computers during the meeting, then the cafe option is not suitable. [4]

They are all good, nothing to complain. [7]

More rooms with printable whiteboards would be advantageous. [5]

First in best dressed. Sterile. Only one on my floor (probably the others) has a phone so tricky for teleconferencing. [4]

Usually OK, but our bookings have sometimes been overrun by others who obviously think they are more important. [5]

Getting evicted when you have made a booking is an issue at times, but overall, quite good. [7]

We have good meeting rooms, however again not enough power or network access. [5]

They are a suitable size but could be better insulated against noise. [7]

Need network points and PCs in every meeting room. Lights need to be dimmable or be able to be switched off when viewing projector images. [4]

Furniture in the meeting rooms is not very good. Chairs are very uncomfortable. The rooms themselves are unattractive. [8]

Distinct lack of phone and data points. No data points in smaller rooms. Why? I can understand to a certain degree that phones should not be in conference rooms as they could be open to abuse but this then stops teleconferences from occurring in these rooms and limits them to offices. [7]

Not enough and need some in between sizes for 6-8 people. [3]

Ventilation is poor, sound proofing is poor. [4]

Stark. Off white would have been preferable, usually the temperature is far too cool. [3]

Main problems with meeting rooms relate to the state some users leave them in. [5]

The air circulation is not good when the door is closed. [6]

These are sometimes left untidy and furniture is moved and not returned. [4]

The meeting rooms are generally very small and are OK for meetings with 2 or 3. Anything larger than this is problematic as the larger rooms are in high demand. Privacy is an issue as even with the doors closed you can hear what is being said. I also think that all meeting rooms should have a degree of privacy attached to them – so a frosted panel that obscures the face of those in the room while still letting in light and making it evident that someone is in there would be good. [2]
9. How do you rate the suitability of storage arrangements?
Comments about storage

OK for me because most of my work is electronic. [6]

Way too much storage provided. [7]

Plenty of space in and around the group work area. [6]

They got rid of filing cabinets and bookcases before I got here ... who knows why. [3]

Very little storage - the paperless office is a myth - if anything we have more need for complete files than ever before and this all takes up space. [4]

This is not a paperless office but was apparently designed to be, so storage space is at a premium. There is no provision for securing personal items such as wallets or handbags - a fact exploited by an occasional thief who regularly steals from drawers, cupboards and unattended bags. [1]

Tight, but teaches me not to hoard. [4]

More would certainly be welcome. [1]

It would be good to have more storage for work files and personal storage such as a shared coat rack for jackets etc. during winter. [2]

Limited, unmanaged. [4]

No secure storage. Storage units are tripping hazard. [1]

Inadequate leading to records being piled up on desks. [2]

Inadequate space and not suitable for the needs of this work unit. [1]

As a team that needs to maintain records for five years on site we need a little more room than we currently have. [3]

Inadequate storage, I am responsible for a number of psychological assessments. The ethical standards of my professional body stipulate that these must be kept in a secure location at all times (i.e. a locked cabinet). I have no such locked cabinet large enough to fit them so they all under my desk. [1]

Our unit tends to use a lot of storage space so it becomes "first come, first served." I am unfortunately limited as my colleagues have taken up most of the storage space around me. [3]

Work at trying to be as paperless as possible however there are hard copies of resources that I do need and do not have full capacity to store these in my work space. [2]

You have to pay an obscene amount to get mobile storage units (that have to fit in with the standard) and therefore management are less likely to endorse the cost of extra storage. [1]

Minimal storage although transition to paperless office is mitigating that. [3]

The standard free standing lockable storage space is small. The design of the desk could be better to include storage areas. [3]

Our workstations look very untidy as all large items need to be stored under our desks. [4]

Storage area away from the actual desk area for a lot of resources. [2]

I like the mobile storage and feel that is generous compared to other places I have worked. [6]

Certainly encourages one to clean things out regularly - cupboard space is at a premium, and what is available is not very flexible. The compactus keeps the stationary safe. [4]

Limited for other than files. Cupboards supplied are poorly designed. [4]

It makes you economical about what you will keep - no hoarding allowed!! [6]

Compactus overcrowded - difficulties retrieving/placing files. [5]

What storage? There is not enough, in particular where there is a departmental requirement to retain some paper information or even to store laptops etc. [1]

Not enough. Department don't think it is important. [1]

Very little storage per desk space. Storage type not always fit for purpose. [3]

Not enough functional storage therefore work area always looks untidy. [2]

Not satisfactory for work units involved with displays and those who need to keep a large amount of materials on hand. [3]

We have a lot of gear stored on the floor under desks and in the old kitchen area near the toilets. [4]

What is made available once again is based on someone's limited perception of what various people do. The design seemed to be centred around someone who simply gets files in, reads them and sends them on. No real thought gone into the storage requirements of the different work groups and the decision was that the storage requirements and thus provision are the same for all work groups. [2]

Storage was designed to someone else's idea of what we do and what we store. Our requests and needs were not taken into account. Our stuff is everywhere, including other floors because the storage is insufficient and of the wrong form. [1]

Not enough/room for stationery and other items for use in the office. [1]
10. Where do you typically go for breaks (i.e. lunch time)?

- Leave building
- Eat in work
- Kitchen/canteen
- Stay at desk
Comments about breaks

Do all of the above depending on the day. Depends how busy I am but I do try to get away from the desk.

Who gets a break!! It would be nice but it doesn’t happen for me. I am not a social person, I prefer to work all day, have a break and read a book at my desk at lunch time then go home and forget work.

Rarely leave building unless specific task requires it. Nice to get outside, get some fresh air and sunlight.

The lifts take too long to encourage going out every day. I do all three, depending on the work to be done and the weather.

Don’t have time to go for a lunch break normally. Only go out if I have to go to the bank or am meeting someone for an occasion (i.e. birthday lunch).

Whenever possible I leave the building.

Fresh air each day is a good thing. I would find it very depressing to be in the building all day.

I prefer to stay at my desk during my breaks, probably habit rather than a conscious choice.

Kitchen cafe areas not being used as one would expect, not a socially desirable place to have lunch, too open. First things visitors to the floor see is staff eating or drinking, not really acceptable for either party.

I stay at my desk too much. Lunch is often overlooked but I do get out for fresh air for short periods especially in the mid to late afternoon when air quality is especially poor. The lunch cafe is well utilised by some.

No way would I stay inside the whole day. Get fresh air & sun if the weather permits and refresh, otherwise cafe area.

Get fresh air & sun if the weather permits and refresh, otherwise cafe area.

I often go out to buy coffee or lunch but return to my desk to drink/heat them. When possible leave the building but generally eat in so can socialize with work colleagues or continue with meetings.


I walk to the kitchen but then return to my desk.

Our cafe area is cold and miserable with no outside window! Yuk.

Need access to balconies and fresh air. Lunch area crowded with not enough seats and funny furniture.

I often eat at my desk or eat out but choose eating in the kitchen area least often (not at all really). I just use it for preparing food and drinks only, and for conversations.

I eat in work cafe and leave building probably an equal amount. It is a bit awkward when you are eating your lunch and work visitors are walking past you.

We stagger lunch breaks and still have half the furniture we require for staff to share an eating area. Sometimes staff sit on upturned boxes as when we requested extra stools we were told there were none available in the building.

I deliberately don’t bring my lunch as a strategy to force me to leave the building. If this becomes an unviable option, I would still leave the building as I find the common and kitchen areas welcoming and eating at my desk is not ideal as you don’t get a break (phone rings and people visit) as well as not wanting to have food around my workspace.

Varies - the work cafe area is sometimes not suitable as people also use it for meetings. And it is usually unsuitable to read a book for example as there is too much noise around and in kitchen.

The cafe is a thoroughfare and too public for quiet eating and retreat. People seem to get interrupted when they are there.

Kitchen cafe furniture very uncomfortable - essentially have to perch precariously on a stool in a walk way - looks trendy but not relaxing.

The kitchen cafe is in the middle of the floor. Wouldn’t it have been better to have it away from the people’s desk and work areas?

I try to leave the building for lunch. If not I sit with my colleagues at the space we have configured between our desks.
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>No</td>
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</table>
If yes above, please give details

Varies across floor & other levels.  

The lift wells and foyer are freezing. My desk is in the NE corner so very cozy.  

Yes, it is difficult for the air system to maintain even flow to all areas of the building, or floor, at all times but I generally do not find it a problem. Some people complain of being too cold, others of being too hot.  

Ventilation grates across the floor do not work in tandem – consequently one area can be without fresh air for lengths of time.  

During winter the air conditioning seems to blow quite hot in some areas, and not at all in others. It is particularly noticeable in meeting rooms where a door is closed as they seem to blow cool air. There is a large variation in personal comfort, as two people in the same area may have different opinions on the room temperature, as one may say it is cool while the other feels it is warm and stuffy. I feel as though it is very warm and uncomfortable when coming in from outside and the heat builds up during the day.  

My desk area was draughty and freezing compared to that of my colleagues and those on other floors.  

The offices are freezing and the work areas by the windows are hot.  

I generally freeze in my area - I go to visit some others and feel the temperature is better.  

My office is laughably about as stuffiest and hottest on the floor - have a fan on most days of the year.  

There seems to be better ventilation in the office foyer and kitchen. The worst ventilation is in the office areas where we work. Staff are encouraged to get out of the building for some fresh air.  

Different desk areas have different temperatures. Some staff wear jumpers and coats at their desk, others just a light top.  

Meeting rooms and offices are cooler, lifts and lift lobbies cold.  

It is particularly stuffy in small meeting rooms.  

It's always freezing on the 2nd floor - we all have heaters which we run constantly which is ridiculous.  

I have brought my own heater in to keep warm throughout the year. Every office needs a separate heater, which undermines the green objectives of the building.
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>No</td>
<td>22.6%</td>
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</table>
If yes above, please give details

- Summer is generally more stable than winter.
- Hotter near windows and in lifts and lift lobbies.
- The offices are freezing and the work areas by the windows are hot.
- There are hot and cold spots on every floor of this building.
- The north west section of each floor is referred to by staff as “sauna corner”.
- Some people complain of being hot (esp. by the windows) while others in the central area freeze. We all have ‘corporate cardigans’/vans etc. for use during the day.
- Very stuffy in meeting rooms.
- Some areas on floor very hot, my staff are located near windows and it is too hot for them to work.
- Meeting rooms are more comfortable. The windows get very hot in summer.
- Some areas have less air circulation and staff need the use of a fan. I have not needed a fan in my area.
- Different areas of the floor have a different temp and meeting rooms are generally freezing - everyone knows you need to take a jacket with you when meeting.

The higher you are the colder it is. It’s very hot on the lower levels.

I would never come to work without a cardigan or jacket even on a 40 degree day as it can be very cold.

There is a marked difference between the temperature around the window areas, offices, conference/meeting rooms and the work cafe area.

Noticeable difference in temperature when moving from foyers and corridor into workspace.

Various workspaces have differing temperatures sometimes up to 3-4 degrees, stuffy in some spaces, then too breezy in others- usually under vent.

Being nearest big windows, the morning sun can heat up our work space quite a lot despite the air conditioning being on. On Monday mornings in summer, the building is generally hotter from the air conditioning being turned down over the weekend.

Differences in different parts of the building e.g. conference rooms are always colder.

Air temperature can vary quite significantly when visiting other floors. Most people have fans to compensate for this.

I freeze and always need to bring a jacket to wear. I often have to go outside to walk around to warm up.
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?
Comments about noise and its sources

Sometimes the office is too quiet, with the sound of staff laughing at their desks, but this is balanced with good conversation.

The noise is fairly constant (you notice when people are not around and it’s quiet) which at times is distracting.

I’ve learned to block out most noise.

IT Customer Service area adjoins our section. Phones & help desk conversation easily heard.

Open plan offices result in everyone being pulled in to whatever is happening.

Currently can hear every word of three separate conversations (two on phones). Desk adjacent to walkway (as are 50%) so noise of walking and of conversations behind passers-by. When desperate I use headphones but then can’t hear my phone.

Noise varies according to how many people are on the floor. Groups and individuals do not seem to modify their noise in consideration of those around them.

Every voice can be heard across the floor.

People spend all day chatting not working.

Some colleagues are by nature disruptive and do not appreciate that some people require less noise to be able to concentrate and be productive.

Nearby conference/meeting rooms are frequently booked by outside groups that can be very loud - frequently, standing outside of room (next to mime and other’s desks) having loud conversations.

Constant interruptions due to noise from other areas of the floor especially café.

We have a video conferencing room near our workstation which is open to all the building to use. It is extremely inconvenient with people frequently coming in and out, talking, the noise from inside the video room radiates out, and people come out to answer their mobile phones and talk loudly near our workstations. It is annoying but there doesn’t appear to be anything we can do about it.

Other work unit utilise the café area consistently with little regard for noise levels generated.

The noise issue in our area relates to the heating/cooling air conditioning booster that is located in the corner of our workspace. It provides constant operating noise, that has generally become “white noise” however at some points increases in volume as the booster increases its capacity when delivering heating/cooling to the upper floors of the building.

Office close to stairway exit - often in use and the door slams.
7. Is a 'quiet room' available in your workplace?

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<th>Yes</th>
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<tbody>
<tr>
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<td>79.1%</td>
<td>21.9%</td>
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</tbody>
</table>

Comments about quiet rooms

<table>
<thead>
<tr>
<th>Very small and everyone uses it so hard to actually get in there.</th>
<th>The quiet room is not very useful. It is only designed for making telephone calls or having discussions for up to three people.</th>
</tr>
</thead>
<tbody>
<tr>
<td>None around here.</td>
<td>This is frequently used and at times booked for a day or even a week at a time. I do not believe this is the purpose of the room.</td>
</tr>
<tr>
<td>We have plenty of quiet room options if needed.</td>
<td></td>
</tr>
<tr>
<td>Great idea if you need to do some thinking work and you just cannot concentrate at your desk... fantastic invention...</td>
<td>Only sometimes one of the meeting spaces might be available. Seating in the kitchen area is used, but not suitable for serious work.</td>
</tr>
<tr>
<td>used myself numerous times if I need to get things done without noise and interruptions.</td>
<td></td>
</tr>
<tr>
<td>Would be better off being used as an office.</td>
<td>But used mainly for private phone calls.</td>
</tr>
<tr>
<td>Not a specific quiet room, but it is possible to nab a nearby meeting room.</td>
<td>It now has a booking sheet and is no longer used to house excess people from the floor.</td>
</tr>
<tr>
<td>Too few and hard to book.</td>
<td>Need to use it for meetings.</td>
</tr>
<tr>
<td>However depends on availability and the time spent to set up the right environment and tools in order to work.</td>
<td>A good idea, but can only be used for limited times because you need easy access to files/documents etc.</td>
</tr>
<tr>
<td>Feel embarrassed to access it.</td>
<td>But I need to be at my desk to do my work. The quiet room has the fridge and photocopier in it.</td>
</tr>
<tr>
<td>Often being used by someone else.</td>
<td>Our group don't really think to use it because it's not near our section.</td>
</tr>
<tr>
<td>1 very small quiet room is useless given the amount of work done at PCs.</td>
<td>But no computer or network facilities, very small (almost claustrophobic).</td>
</tr>
<tr>
<td>They are the same rooms used for meetings and interviews. Need better insulation, lighting is good and plenty of space to spread out documents etc.</td>
<td>It is a very uninviting room. The desk is placed in such a way that your back is to the door. Not much good if you wanted to work in an area where you need privacy for your work especially with a computer.</td>
</tr>
<tr>
<td>Small and smelly with no air flow.</td>
<td></td>
</tr>
<tr>
<td>Freezing.</td>
<td></td>
</tr>
<tr>
<td>Never used it - no window, no natural light.</td>
<td>The quiet room is now a video conferencing room so it is not always available.</td>
</tr>
<tr>
<td>The quiet room is being used by computer downloads. This sub-letting makes it difficult to access the room.</td>
<td>A room to take a short nap would be such an asset and would improve productivity.</td>
</tr>
<tr>
<td>Used for odd storage and dumping.</td>
<td>It is small and has boxes stored in it. Not easy to book it. Nest to kitchenette area so frequently noisy. Often too cold. People often take the chair!</td>
</tr>
<tr>
<td>The quiet room has become a greatly needed storage area.</td>
<td>You can hear through the walls and others can hear what you say quite clearly.</td>
</tr>
<tr>
<td>Quiet room is often locked in this area.</td>
<td>So called 'quiet rooms' are often next to areas of high traffic or close to desks so there is little quiet afforded.</td>
</tr>
<tr>
<td>Due to lack of secure storage this room is locked so before you can use it need to get the key.</td>
<td>Valuable place to use and is usually available when needed. Would be better if a little more private though, i.e. frosted window panel for part of door.</td>
</tr>
<tr>
<td>The room is not soundproof, thus neglecting its purpose if wanting to make a confidential phone call.</td>
<td></td>
</tr>
<tr>
<td>The quiet room is not in any way sound proof, so although it provides some refugia, it does not provide confidentiality for conversations or phone calls.</td>
<td></td>
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</table>
Section 6 – Lighting

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

1. Lighting overall

![Bar Chart for Lighting Overall]

2. Natural light

![Bar Chart for Natural Light]

3. Glare from sun and sky

![Bar Chart for Glare from Sun and Sky]
Building and Workplace Evaluation – Conventional Building 3
Survey: Oct/Nov 2010

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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<td>No</td>
<td>99.2%</td>
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Comments about lighting conditions

Very little natural light.
I sit next to a window so have ample light.
I am in a corner position with windows on North & East sides - the perfect arrangement!

They are both atrociously bright and very inefficient in that most lights are on all day even though rooms are empty.
Would like to know where switches are to turn off stuff not being used.
Should be a policy about lighting in common areas. We have a self-appointed energy Nazi who keeps turning off the foyer lights making it dark, unsafe and unwelcoming for visitors.

Too bright at times - not very natural.
I'd like a desk lamp.

Glare on screen from overhead lighting.
Dark areas in corridors - trippping hazards.
Could white uneven lighting levels.
Seasonal lighting issues, depending on where you sit.

Our light fittings are effective but old. Repeated requests to upgrade them have provided little effective response. At one stage one of the lights blew and melted the plastic light fittings.

I have both the fluoresces over my desk - as it is too bright. I suffer from migraines and often have problems in meeting rooms etc. I was advised that it was not possible to install warm fluoresces instead. I had these at my last workplace and they were terrific.

There is more light when the blinds are open but people who sit near the windows need to close them because of the glare and heat.

Have to have my blinds shut all day as the glare is too much and the heat radiating off the window in summer is unbearable.

The blinds are good for managing glare, however if the blinds could be raised, the natural light could be used more effectively.

Some areas are dark looking and a bit dingy.
Artificial light often triggers my migraines.
The lighting is not an issue. Glare from outside can be controlled by using the louvres.
The choice of lighting causes headaches.

I am lucky to be near a window and try to utilize the natural light as much as possible.
At particular times of the day, sunlight can glare on my computer screen. I also dislike artificial lighting in winter - it gives me eye strain and headaches.

Too much artificial light.
My lighting is good however I would like to make use of a desk lamp (I did not think that we could).
The artificial fluoro lights gave me a headache - especially glaring onto the white desk/furniture, so I had the lights turned off and now use only a desk lamp which is much more comfortable. Most people prefer a comfortable, relaxing work lighting rather than bright fluoro.

I have removed the fluoro light over my desk as it was harsh blue and reflected glare on desktop.

Some people insist on closing the blinds at all times which blocks out the natural light. It is necessary to close the blinds when the sun is directly coming through the window, but should then be opened up to allow the natural light in. How do you get people sitting near the windows to do this?

I find that I may need a desk lamp as when working on documents on my desk the overhead light appears to be behind me so I am working in shadow. Overall good though.

I'd prefer natural light.
Section 7 – Overall Comfort

1. All things considered how do you rate the overall comfort of the building environment?
Building and Workplace Evaluation – Conventional Building 3
Survey: Oct/Nov 2010

Comments about overall comfort

There is an opportunity for some improvements to this building to make it a more pleasing place to be. [4]
It’s unwelcoming, scruffy and cold. [2] It’s an old building we cannot expect anything else. [1]
I would say that the overall comfort of the building is slightly above average for a multi storey office block. [5]
It’s comfortable enough to do my work but it could be enhanced. [5]
Apart from the noise and problems with the air temperature the building is a comfortable place to work. [7]
Very impersonal not particularly welcoming given the amount of time spent here.
I like the showers, but wish we could have lockers as well for cycling gear, towels, etc.
Appreciate the cycle lockup. [4]
I think it is a good fit out and I like my workstation and environment generally. [6]
This is all relative – I am much more comfortable and productive at home but less accessible then I need to be at times. Office accommodation is much better than it used to be, and I do have the privilege of an office – but I still think much more could be achieved with a bit more thought and creativity. I think that it would be possible to make this building more comfortable and more sustainable and efficient if funds were available and the right designers were employed. [3]

I feel like I am sitting in a box with artificial light and artificial air, I can’t see outside, I can’t see any plants (they are too far away), I can’t have my own plant. I am cramped and it is noisy. [2]
It is either too hot or too cold – which can vary on the hour, and in summer we often have to bring in jackets even if it is 45 degrees outside – dusty, poorly lit and without adequate noise-proofing, not to mention terribly decorated, giving visitors the impression that they have gone back to the seventies. [1]

Could be worse. Main issue for me is the inability to arrange my area so that I can control how others use it to walk through, observe my computer screen, and listen to my phone conversations. I don’t like to hear others’ conversations either. [5]
Have worked in much worse environments and this is better than a lot of people get in other industries or trades. There are genuine issues and some people who will never be satisfied. [4]

It’s OK but I wouldn’t class it as above average and the changes to interior design and more so furniture have not improved or enhanced the situation. [3]
Reasonably comfortable. Only concern is lack of storage space. [3]

The smell in the toilets, the temperature and storage arrangements make things difficult. [2]
The chair is very comfortable, people very friendly. I make the best out of the rest. [7]

Air conditioning and lighting are a major concern. [1] Lighting good. Security good. Just fix the air conditioning. [5]

Not very comfortable, if I don’t have my heater my bones and body are aching by the end of the day. [2]
The biggest factor contributing to my dissatisfaction with the building is the ridiculous bin regime. To not have a rubbish bin near one’s work area is unhygienic. I am happy to use common recycling bins but I do not want to have to walk to the kitchen every time I have blown my nose (about every 10 mins in winter) – it is also not appropriate to leave these piled up on ones desk. [3]

It is too cold all year. [1] Better chairs and provide desk fans for summer!! [6]

It has its good days and then bad days. today is colder as the air con is on and Monday will be hot as the air con gets turned on too late. Monday mornings, so when you come into the building it is hot. [4]
The actual facilities, etc aren’t bad, however I would have to say that the impact that the temperature issues have on the staff here are quite significant. We all have individual heaters under our desks and have worn gloves in winter as a result of the cold. [3]

The building is fine, I would just suggest some changing room areas so people can come to work in cooler casual clothes during summer and get changed into business attire at work. The bathrooms are not adequate to do this.[7]
The renovations have produced a number of issues for OHS&W and it has been a battle to get these addressed. Air flow is a real problem. We often get fumes pushed through the system. Furniture in shared areas is not practical or comfortable. Workstation chairs are not ergonomically suitable for everyone, indestructibility in being able to improve these things has been a real problem for all. [3]
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

I find that I am far more productive when I work at home. [-20%]

I get much of my work done at home. [-40%]

I’ve never worked in a different building so hard to estimate the effect. [-9%]

Regardless of how the building is i.e. too warm or cold I still work to
my best ability. [-10%]

It is not the building but it is some of the people in the
building that is of concern. [-9%]

This is difficult to quantify however I think that the time spent
finding spaces to read quietly, have a confidential conversation
(face to face or on the phone), store materials etc. could be better
spent. [-10%]

There is no sense of community so we go out to have
meetings. [-9%]

Productivity may not necessarily be decreased but working
conditions make it that much harder to work effectively and people
seem to suffer with sickness a lot more. [-10%]

Make it nicer and it’ll make working conditions more
pleasant. [-40%]

Productivity may not necessarily be decreased but working
conditions make it that much harder to work effectively and people
seem to suffer with sickness a lot more. [-10%]

Open space and lack of screens is a problem for me. [-10%]

Storage space, work space and privacy need to be improved. [-20%]

Productivity is a product of many factors but being
comfortable in your work environment is in my view a key
factor and this is not a comfortable building. [-20%]

The lack of natural light really gets to me affecting how I feel about
being at work. [-20%]

This is specific to interruptions and lighting level, improved
lighting and less work interruptions would improve my
efficiency. [-10%]

I found this too hard to quantify - the work is still getting done. I
think it is less about the decrease in productivity, but rather that the
work environment contributes to our motivation to go to work - also
when you are feeling slightly off-colour, this is exacerbated by
feeling very cold all day. I have needed to go to the chiropractor
more often because my neck has been affected by the cold. I have
also been more inclined to send myself things I am working on to
finish at home, rather than stay for a bit longer at work to finish
something. [-10%]

Sometimes could just fall asleep at the computer as it is too
hot. [-20%]

A lot of people complain that they are uncomfortable for various
reasons, meaning they are probably not at their most productive. [-20%]

Would assume that comfortable staff are more productive.
[-10%]

A lot of people complain that they are uncomfortable for various
reasons, meaning they are probably not at their most productive. [-20%]

Not all the time, but sometimes it can be negatively
impact by the distracting noise of the other
colleagues; the temperature particularly if it is too hot and
the lighting - if my eyes become too sore I need to get up
and walk away from my desk for a short time [-10%]

People generally come to work expecting to be productive and
reasonably happy. Decent environmental conditions help people to
remain feeling comfortable, positive and healthy. If the conditions
are bad productivity will drop, especially first thing in the morning
and the last few hours of the day. [-40%]

My productivity is decreased mainly in summer when it is
excessively hot in the office. Some days you can come in
and the heat hits you as soon as you get to the middle of
the floor especially after the weekend. [-10%]

One afternoon this week, the majority of my staff could not focus
in the stifling conditions and our ability to focus on tasks was
impaired [-10%]

Nothing reduces overall productivity, but afternoon sun
shine can prompt people to go home early as it can causes
headaches etc., and warm temperature makes people slow
down as well. But overall the building itself and
environment is good. [-5%]

I usually "rug up" with extra clothes, fingerless gloves when
necessary, complain a bit, but just get on with it. [0%]

If it's cold (most often) it is very hard to concentrate on
the task on hand. [-40%]

Staff are known to leave early or ask to work at home due to poor
AC and noise. [-20%]

Feeling cold and the noise factors contribute to decreased
productivity. [-10%]

Noise is particularly an issue when work requires extended
concentration. [-20%]

Dryness of air causes issues with "dry" eyes and lighting
combined with computer screens causes headaches and
sore, red eyes. [-30%]

Often lose train of thought when others are making noise.
Fingers aren't always easy to find because they are squeezed into
small spaces. [-30%]
Section 10 – Personal Control

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

Temperature

Ventilation

Lighting
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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.

- Issues noted and logged, assessment made supposedly but no alteration or changes have ever occurred.
  
  Requests made through meetings - OHSW.

- This has been raised a number of times with the executive and with building management. From my perspective, the building management has done very little to make things better. I think because this space hasn’t been re-furbished, it is in the ‘too hard basket’ in their eyes. The lights etc. are all really old and I understand from the people who do the maintenance that parts are hard to get when things go wrong.

- Repeated request by team to have the air-conditioning assessed due to cold temperatures.

- Quite often request temp to be raised or lowered.

- Changed overhead light from white light to warm light.

- More so for temperature. I had the lighting looking at once but has not made that much of a difference so just live with it as seems to be the design of the building and/or the lighting choice.

- I have asked for tests to be done when conditions seem really extreme - this has resulted in repairs etc. at times. Heaters and fans have been provided to supplement building air con.

- I have requested people come to look at my workspace and the two air ducts vents blowing straight onto me. Nothing has happened in about 8 weeks since I had reported it.

- Frequently; have had air quality testing, lighting improved, complaining often re: AC problems and have had vents checked and I am the least worthy of the staff.

- Requested technician to adjust temperature when very cold. Prompt and rectified the problem. I have identified lights need replacing and again problem fixed promptly.

- As a manager I have had many requests and complaints about all 3 of the above. Personally ventilation and air movement is poor and this affects me most. In previous roles and as a manager I have found responses to lighting requests to be timely and effective. Finally the temperature is one where staff are frustrated. This is supported by the number of heaters, fans and jackets/jumpers that you will see in each pod as individuals try to create a comfortable temperature to work in.

- The temperature sometimes gets to extremes and there was a time when my request for a heated light went unanswered for about 2 weeks.

- I have constantly requested through our accommodation officer that the air conditioning be checked - they come up for 5-10 minutes and check with their tool and then say it is fine and leave.

- Temperature and ventilation as AC sometimes not working. Also noise levels from AC vents in my office.

- Have made complaints about temperature - building wide emails are often issued and air conditioning problems are frequently looked at but apparently no workable solution. Have made complaints about window glare and complete ineffectiveness of installed blinds - have been told nothing can be done and have resorted to sticking posters up on window to reduce glare.

- I requested to move from a desk allocated to me in the middle of the floor as it did not have enough natural light. I needed to get a Doctor’s letter of support for this before the stupid Manager would allow this to happen.

- Fixing flickering lights took several days.
2. If yes, how satisfied in general were you with the:

**Speed of response**

[Bar chart showing satisfaction levels for speed of response]

**Effectiveness of response**

[Bar chart showing satisfaction levels for effectiveness of response]

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

[Bar chart showing reporting methods]
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If other, please specify.

**Accommodation team.**
- Floor rep.

**OH&S Rep.**
- OH&S accommodation officer.

**I contact building maintenance services direct.**
- Business manager on the floor.

**Building manager.**
- Asset Management via our floor rep.

**Floor representative, who notifies building accommodation manager.**
- OH&S rep. who reports the issue to facilities manager.

**Reception who then report to Accommodation Unit.**
- No longer report anything it doesn’t do any good.

**Each floor has an accommodation rep. to channel requests through.**
- Colleague.

**Security Desk.**
- Accommodation team or Business Services (depends on the problem).

Accommodation officer for our floor level who quickly and efficiently passes it on to the appropriate personnel - it’s from that point delays and lack of resolutions occur.

Wouldn’t bother because nothing would be done.

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

![Bar chart showing...](image-url)
Building and Workplace Evaluation – Conventional Building 3
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Comments about operating building services.

I think all systems are automated.

Lighting and blinds are easily operated. I would not touch the temperature control.

Individuals have no control over building services.

The general response about heating, lighting and ventilation is that nothing can be changed.

Can't do anything about temps, but easy enough to figure out lights and middle knobs for blinds.

Other than opening/closing blinds (and there are arguments between staff as to if and when they should be open or closed), everything else is automated.

I know where the lights and out-of-hours air conditioner switch is, but no-one advised this.

I know how to use the blinds but if you close them one day the person who sits next to them just opens them again. This is a problem as people who sit next to windows face away from them, and others who sit a desk or two away from the window face towards the window, and get all of the sun glare, and reflected glare for opposite buildings.

As I have own office I do control lights in office and no instruction needed.

Anyone can operate the blinds, that is if you can get to the control.

There is a lack of willingness by Accommodation to try and work through a solution if a contractor is called in and says they have rectified an issue to the best of their ability and staff still have issues, especially in relation to coldness when staff are sitting at desks with gloves, scarf and their coat due to coldness.
Section 12 – Effect on Behaviour

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

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<td>Yes</td>
<td>65.7%</td>
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<tr>
<td>No</td>
<td>34.3%</td>
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If Yes, please give examples.

I don’t change my behaviour but the conditions can sometimes change me - tired, headache, etc.

I make sure that I look after my own health and wellbeing. Take breaks as required and express my comfort needs if I feel that what is occurring is an OHS hazard or detrimental in some way to my or colleagues health - physical and psychological.

I have had to wear sound masking head phones to block some of the work noise from colleagues.

Lower my voice on the phone, make sure my area is not cluttered, am more mindful of confidentiality - leaving papers and files about - probably all positive things that enhance the way I work anyway.

I come in on Sundays to organise my desk, any in depth work I do at home after hours.

I have completely altered the way I dress - I was previously in a regional office where I could open a window, close a door, enjoy fresh air, natural light etc. Now I dress differently, drink more water, feel more lethargic and need to take a walk in fresh air to recover.

If it is very cold at my desk I am more likely to seek out hot tea that get me moving to keep warm.

I’m mindful to drink a lot of water to stay hydrated in the building.

If it is too cold, I find it hard to be friendly & welcoming & function at my best, not to mention the sick days.

If I am too hot I get irritable, irritable and don’t want to work, same when the air becomes really stuffy.

I try to walk around more because my chair is not as supportive as what it could be. I try to get outside more due to the lack of natural light.

Have hot wheel bags and extra jackets stored at my desk for cold conditions in winter. Share a pedestal fan with nearby colleagues when conditions are too hot. Keep plenty of tissues on hand due to sneezing from dusty carpets. When seated near windows, have blocked them with posters to avoid glare.

I brought in a desk fan for summer, and for moving air the rest of the year. Many others have desk fans too. It gives you personal control over the conditions.

Sometimes we have to exit the building for some air and to refresh our brains from lack of circulation.

Wear layered clothing in summer - never know what temperature the office is going to be throughout the day.

Go outside to get fresh air.

Dress like its summer all year round - too hot.

Bring in blankets. Starting later on Mondays to ensure air conditioning has started.

Go out for meetings more often.

Add on or take off extra clothes, wear layers, drink lots of water, leave the building for a while, try to find a quite non-working room, talk quietly on the phone. Make phone calls when I am not disturbing others, when discussing things with others book a meeting room, or walk others into a meeting room rather than conversing around my desk.

Sometimes take a lunch break late in the afternoon to get fresh air as this is often the worst time of the day here.

I go outside if the temperature seems too much. I swapped desks with a workmate who has poor lighting so that they can see the screen easier. I take more work home to store it more safely. I go outside for short sun shine breaks as since working here my vitamin D levels have dropped to what is considered dangerously low. I take the opportunity to use the quiet room whenever I can to not disrupt my work mates as my desk area is so confined.

My clothes that I wear are less professional, as it is so warm, I need to be as cool and comfortable as I can be. In winter I was not able to wear long sleeves or even a work jacket, due to the hot temperature.

When it is incredibly noisy I find I have to go for a quick walk to lower stress and refocus my thinking.

When uncomfortable more likely to be snappy or abrupt.

If it’s too hot or stuffy, I get tired and irritable. If there is any excessive noise from my workmates, it sometimes distracts me.

Come in late in summer because the temperature before 10 is disgusting.

Need to go out to get fresh air, wear layered clothing to accommodate huge fluctuations in temperature, take antistatstamines to address allergy reactions to dust/air in building.

When it is too hot I get grumpy and tend to not speak to people or I leave the building for a while.

When the fans are on and it gets stuffy I leave the building to get fresh air.

Cold doesn’t worry me, I keep a jacket here so I just put more clothes on.

I do a lot of my work at home after hours. I bring layers of clothes to ensure I keep warm. I have noticed others bring in individual heaters, but I have not done this yet.

In winter I find I regularly have to move elsewhere to “cool off” while in summer the opposite is needed.

I don’t like being too cold and end up having to put on more clothing and probably move around more to try and keep warm. I am also an asthmatic and cold aggravates it.

I try to take breaks outside every couple of hours to clear my head and to cool my body down.

Wear jackets, wear light clothes, drink lots of water, and keep a wet wash cloth near my desk and a bucket to be sick in when it is too hot.
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?
Comments about these or other factors relating to work, the workplace and its organisational context.

Despite frustrations at physical environment and wider organisation, high sense of team engagement and support makes work positive overall.

Morale is a tricky thing for comment. It is more about where you are in the team, and in particular, the leadership, that determines some of the ratings above.

I love my job and am very happy with those I work with.

Leadership shapes the team in this work space.

Good team but nothing to do with building: good leadership, committed colleagues.

My work team are a happy bunch of people however they can only take so much of the work environment before it starts to impact on their productivity and well being.

Job security - or lack of it magnifies tensions in the workplace. Some people keep getting away with the same things - the time and time out of the office on personal errands that is NOT reflected on the time sheets is inflating to say the least. However when management are aware of this and do nothing about it - that makes me really angry.

We've had a number of years of leadership instability, and now face the consequences of budget cuts, which, if usual practice prevails, we'll be the last to hear about.

Lack of communication from executives is often the reason why morale suffers.

Inadequacy of management at all levels.

Sometimes more privacy would be better - when dealing with difficult matters or HR issues. Quiet room is very busy at times.

There is very much a culture of service in relation to taking on issue which in most cases is done to a very low degree, so it can be argued the issue has been dealt with but unless the issue can be resolved quickly and easily there seems to be no interest in doing the harder yards to solve the issues highlighted by employees.

I work in a great team and they are all very supportive, positive and collaborative which contributes to my job satisfaction.

Having a strong leadership team and supportive work environment helps us to address our issues.

Morale is exceedingly low due to loss of benefits, lack of appreciation of work and job insecurity.

I am happy with the work I do, with my boss and my work team. My dissatisfaction with aspects of this building are not influenced by my perceptions of my work and/or this organisation.

The people who make the place - the environment does not meet the standards they deserve.

The building design plays some part in the above responses concerning personal happiness and morale but generally these are determined by other matters not the subject of this survey.

There are no permanent staff in place at my current work place which provides an unstable work environment.

I work in an area which handles very confidential information. The open plan design means that the team has to be mindful of discussions held in the open and is often reduced to speaking in 'code' so that people in nearby work areas or those walking past cannot access very sensitive information.

Our work group has just been declared excess, so people are facing redundancy, poor morale, but everyone is getting on with their work. Good support from my Director.

Budget outcomes and forced redundancies is a concern for many. Work is already too great for staff to cope with.

Bullying and disrespect, poor management and nil leadership.

Would be nice if it was recognized that people in less senior roles may often have pertinent things to say and also have useful corporate knowledge that managers just passing through on their way up the ladder do not have and frequently ignore.

The quality of my work group is what makes the space and nature of the work a good place to be. The fact that we all have the same concerns and issues with the building and workspaces etc could be seen as something that bonds us together. Making the best of what we have doesn't make it any better.
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)
Comments about the comparison between your current workplace and your previous workplace accommodation.

Previously worked in a much more modern building. [4]

Completely different context. I had no control over temperature and poor lighting. [4]

The office in my previous position in another agency was exceptionally large with sensational views so the environment cannot compete. [3]

Used to working in a small ground floor office with outside access, max 8 people. [1]

It's mostly the same but there are differences between floors particularly how tidy they are and how much natural light they get. [4]

I was working in one of the A Grade buildings in the CBD that has common areas fully refurbished along with toilets so that was a better building. However I do like the fit out of the floor it just would do with base building floor upgrade. The lift once finished will be superior to the lift in my previous workplace. [4]

Other workplaces have been both better and similar to this one. I would rate this highly. [2]

The people and the atmosphere is 100% better from prior workplace. The only things which are worse are the heating and small computer screen and open space of workstations.

There was no design or order to the previous fit out. Staff tended to 'trade up' to better furniture and larger work spaces when they became available. The new fit out means that everyone gets the same furniture and space. The only advantage now is a window seat if you can get one! [7]

Hard to compare as different type of work. Had own office before but spent time in many different areas. [4]

Had more space and independence at my old position, but this one is more rewarding and challenging. [3]

Before this building I worked in a commercial building on North Terrace. It was much more comfortable, had better lighting, better desks, and much better air conditioning. [1]

Previously there was much better ventilation through the availability of windows that opened and so I wasn't breathing recirculated air all day. I had my own office, therefore it was quieter. [4]

The other places were cleaned, here they cost cut and won't clean the floors. My other workplaces were newer and cleaner.

My previous work accommodation had a more comfortable temperature, and although open plan seemed quieter. [4]

Main loss is natural light - has had significant health effects especially in winter - diagnosed with SAO over last few winters. [2]

I moved from a brand new building. Temperature control is always an issue in any workplace, especially if dress code is business attire during summer. [2]

When I worked in a school (my previous position) I did not have problems with air conditioning or temperatures in my work area. [1]

I was in a new Green building with lots of natural light, natural air conditioning, fabulous ergonomic chairs and tables, inviting coffee and tea spaces and strict CHS&W with regard to boxes etc. on ground. [1]

Very hard to say as I was at a school site and so job purpose, needs and requirements were very different. However prior to coming to I did think the conditions in here would have been a bit more conducive to working efficiently. [3]

Previously my work location was primarily on the road travelling from location to location and conducting administrative work in a home based office. [1]

I have worked on a number of floors in this building and each is different - you have to get to know your floor and your position with regard to air con in particular. Ventilation in this building always seems poor. [5]

The kitchen is more basic and has no dishwasher. The kitchen bins aren't emptied often enough.

Having close to the printers means constant noise. [3]

Have worked in BHP Billiton and Santos buildings... much much better accommodation. [1]

Going from working in retail to administration is very different. [7]

Noise level higher and temp lower which is not conducive to comfort or concentration. [4]

Current work place is better on most levels except ventilation and air circulation. [8]

This place literally smells funny. [1]
Section 15 – Completion

1. Other comments.

Thank you for asking us about our work space and the impact on our wellbeing.

This survey is primarily about physical conditions. My perception is that physical conditions are secondary to the culture and tone of the workplace. People will work productively and well, and be satisfied with their work etc. if the culture and tone is good, and the physical aspects not so flash. The other way around works less well.

I think it is a comfortable place to work and I like the position of the building in the city and proximity to rail and coffee etc. and facilities. Once the lifts are complete the transportation will be more efficient and if a foyers upgrade is done it will compare to other A grade buildings.

In spite of the difficulties with heating/cooling, ventilation and noise interruptions, there is generally good morale on this floor. The social committee look after our well being in keeping us connected through occasional morning teas and social hours. There is an air of collegiality and support among my work colleagues.

The lack of response to building issues gets you to the point where you just put up with it because nothing ever gets done about it.

I understand that the interior design and furniture won an award but they couldn’t have had to use it themselves. The rules around no other furniture allowed have relaxed but the available space around cupboards, desks etc. has reduced as a result (but the additional items are required). Reducing it to each person having a desk, a cupboard and square metres of space is dehumanising and not conducive to good work practices and output.

I have been in far worse buildings. However with the number of people working here more attention could be given to people’s overall comfort.

It’s a disgrace that the furniture we have been given is not Australian made, my understanding is that it all came from overseas. Shame to those who made the decision to do this.

On numerous occasions staff have desired that they could open windows to ventilate their work space. Having a centrally controlled heating and cooling system is ineffective. Staff may need to resort to buying small fans to improve ventilation.

I have noticed that even after working around home all weekend or after hours and not sneezing or coughing, I can come into the office the next day and the first thing I do is sneeze and cough and this continues on and off all day. This also occurs after having normal holidays and being away for a longer period. Without any affects, immediately on entering the office I start to sneeze.

Thanks for asking and PLEASE do something.

Great survey. Very comprehensive.

I think I have wasted my time doing this survey. I don’t believe any good will come from having done it and it is unlikely that anyone else will benefit either.

The building itself is fine. Improvements to the environment could involve providing milk/coffee for staff in kitchen area for all floors, change rooms for staff, lockers, ability to bring in desk fan for personal comfort, a more relaxed dress code during warm weather. Some or all of these may already be available to some floors and staff.

You will never please everyone.

Nothing will change; we just get on with the job and do our best.

I am happy with my work team, environment and working space in general. Just sometimes the temperature is a bit awkward.

Need more freedom in arrangement of workplace and not have it dictated by management.

The layout of the building and furniture/interior finish is not conducive to the work of a professional office. The furniture is overpriced, inflexible, not overly practical and not overly durable. The visual clutter is distracting. The inability to hold a private conversation is a hindrance. Security is farcical. Storage is inadequate. Essentials such as fire wardens phones do not work. Some fire doors do not close effectively. The money spent on the refurbishment of this building could have been better spent and the supposed consultation undertaken regarding the needs of the staff appears to have been fabricated.

The building could use some work e.g. updating and more storage.

The people are what make the place a great place to work.

It would be good if the air conditioning was working properly. My concern is the fact that I and some of my colleagues have been ill because of the bacteria in the air. In all my working life, working in offices I have never been sick every month like I have this year. The air con is stale and no air is flowing, in summer it is very cold where we have to wear jumpers.

The replacement of the lifts has been a problem which has interfered with access and egress to the building – making many people frustrated.

We have a large balcony off of our floor which is permanently locked. This is unfortunate as it would be a good place to get a quick shot of fresh air, cool down or heat up and look at nature. It would also be good to be able to access the outside stairs so that we could stroll walk for fresh air and mobility fitness well being.
Commercial Building Study
Building and Workplace Survey
Summary of Responses
Survey: OctNov 2010

Organisation: Conventional Building 4
Address:

Prepared by Vanessa Menadus
PhD Research Study
School of Architecture, Landscape Architecture
and Urban Design
The University of Adelaide
Building and Workplace Evaluation – Conventional Building 4  
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

Section 1 – Background
Section 2 – The building overall
Section 3 – Your Work and Work Requirements
Section 4 – Comfort
    Part 1 – Winter
    Part 2 – Summer
Section 5 – Noise
Section 6 – Lighting
Section 7 – Overall Comfort
Section 8 – Productivity
Section 9 – Health
Section 10 – Personal Control
Section 11 – Response to Problems
Section 12 – Effect on Behaviour
Section 13 – Other Factors Relating to Work, the Workplace and Organisational Context
Section 14 – Comparison
Section 15 – Completion
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?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>96%</td>
</tr>
<tr>
<td>No</td>
<td>4%</td>
</tr>
</tbody>
</table>
8. Do you sit next to or within 3m of an external window?

<table>
<thead>
<tr>
<th>Yes</th>
<th>44%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>56%</td>
</tr>
</tbody>
</table>

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

- I sit approx 5 metres from a window with good light, good views.
- Daylight gives sense of weather conditions and time of day - long view gives good relief to strained eyes.
- The natural light is quite good for a deep office.
- Love to have a window seat, helps with my thinking.
- I can see windows from my desk.

- This is the first time I have had a window in 19 years here!
- All windows have blinds as the glare can sometimes become a distraction.
- I hate not being able to see out of the building - it is soul destroying.
- All windows have blinds as the glare can sometimes become a distraction.
- This window in particular rattles and allows breeze in.
- It's good to be able to glance up and see whether it's raining - sometimes I keep the blinds closed if it's too bright as it can hurt my eyes.

11. How long have you worked in this building?

<table>
<thead>
<tr>
<th>Less than a year</th>
<th>12.2%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A year or more</td>
<td>87.8%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Less than a year</th>
<th>80%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A year or more</td>
<td>20%</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 levels with building design]

Comments about design overall

- It's a very good 1970s design which is adapting pretty well to changing needs. [7]
- The building is a little old and showing some wear and tear. The external face of the building is unattractive and outdated. [3]
- I like the open plan design of my floor – we have meeting rooms, a kitchen and utility rooms within easy reach and each floor has a similar layout so it’s easy to find the toilets next to the lift and the stairs etc. [7]
- Some floors are renovated and really well designed, unfortunately I have moved from one of those with a great view, spacious and encouraging of working together to a non-renovated floor that is half full of storage. [4]
- Shape of floor plate creates disconnects, but overall layout of work stations is good and modern. [4]
- Dated, dark, inward focussed, silo’d cubicles. [1]
- Well designed lift lobbies and toilets are in the same location on each floor. [6]
- Lift lobby is small and not inviting. [3]
- Non-welcoming, does not “display” the corporate vision. [2]
- Lifts are very slow and wait times are too long. [4]
- Considering the age of the building, it’s not too bad. [3]
- Needs to be upgraded on certain floors and the exterior needs an upgrade. [2]
- No toilets on ground floor. [5]
- Air circulation is poor; temperature differences within single floor can be great. [4]
2. In the building as a whole, do the facilities meet your needs?

Comments about needs overall

In general, yes. [6]
No lockers, can't use bikes for work purposes, no common kitchen areas, and poor access to light [3]
No protection for bikes, need showers etc. next to bike lockup [3]
Air conditioning needs overhauling; water pipes make awful noises, enough floor space but shape of work area impractical, no toilets in public area [3]
The toilets in level 3 have no ventilation and level 3 feels claustrophobic. [2]

Inconsistent facilities, inconsistent lighting. [3]
No appropriate change facilities (I am a cycle commuter); air conditioning is poor, I stare at an internal wall all day long. [1]
Would like better facilities for food preparation. [5]
Air conditioning is set too high for my working comfort; it is set to suit the women. [1]
Only negative is there is no toilet on the ground floor. [8]

3. How do you rate the image that the building as a whole presents to visitors?
Building and Workplace Evaluation - Conventional Building 4
Survey Oct/Nov 2010

Comments about image

<table>
<thead>
<tr>
<th><img src="image.png" alt="Image" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a very low level of amenity to meeting rooms and offices in this building - a bit embarrassing and does not present a good corporate image. [1]</td>
</tr>
<tr>
<td>Most meeting rooms are comfortable and well appointed with the necessary equipment. [7]</td>
</tr>
<tr>
<td>Doesn’t look very inviting from the street. [5]</td>
</tr>
<tr>
<td>Most visitors just see the Customer Centre which has a nice ergonomic layout. [7]</td>
</tr>
</tbody>
</table>

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

![Safety Rating Chart](chart.png)

Comments about safety

<table>
<thead>
<tr>
<th><img src="image.png" alt="Image" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>Busy street section, so safety is not an issue up until 7pm (afterwards a bit dark and quiet). [6]</td>
</tr>
<tr>
<td>I have never felt unsafe - we have key card only access. [7]</td>
</tr>
</tbody>
</table>

Safely when leaving bike enclosure is questionable. [5]
5. How do you rate the cleaning?

![Bar chart showing cleaning ratings]

Comments about cleaning

- *Always very clean.* [7]
- *The cleaners do a good job.* [7]
- *Cleaners are great and often see them when I work back - they are friendly too.* [7]
- *Often dust is left on my desk and computer.* [6]
- *Desks, PCs are never wiped, kitchen and toilets could be cleaner.* [4]
- *Generally ok except the toilets are often poorly cleaned and often find paper towels and toilet rolls not replaced.* [5]
- *If you look at the ventilation in the ceilings you will notice a build up of dust. The carpets on level 5 are disgusting. On some of the higher levels, the toilets are inadequate and do not enjoy good water flow. Some floors could do with repainting. Windows are cleaned fairly regularly and I've seen internal glass walls on level 2 cleaned once.* [1]
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

Just right.
Desks are not large enough to open plans on, particularly if reference books are also needed.
Require more desk space/storage space.
Adequate room, could be a tad more personal space.

I do not have a ‘workspace’ as such - I have a desk and a set of drawers which is tight when I am researching and writing papers - I like to spread my work out. However, I enjoy my job a lot and therefore I am quite happy to make the best of the space and facilities available to me.

I have limited desktop space for my computer, keyboard, files, etc. If I need to write I have to move the keyboard out of the way to create a flat space on which to work.
Chair is good but desk is very cramped and too small.

Quite tight.
Well designed and enough space given the design type work undertaken requiring greater layout space.
Need more storage for work in progress.
Good space at desks for work and storage - could benefit from chair upgrades.

Chairs are all old and break a lot. Desks are weirdly shaped and not very easy to work at and can only put computer at one specific spot on each desk. Can’t change things to your own specifications. Lighting is horrible and can’t be dimmed at all. It’s either really cold or too warm and can’t be adjusted without affecting the whole building.

I like that we change desk regularly. Gives us the option to sit in a different location within the room and sit with different people.
Would be nice to have same aesthetics environment as upgraded areas.

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

Comments about meeting rooms

Meeting rooms can be hard to access; often larger rooms are booked for only 2 or 3 people. [2]

I like the glass rooms - look really attractive and inviting. [7]

Good variety of meeting room sizes, just not enough of them as usual. [5]

Need a good quality room to handle about 30 people. [5]

Meeting rooms are often booked out and not even utilised. It is really hard to find meeting rooms for meetings with external customers that you don’t want to have to bring into the building. The ground floor rooms (customer centre) are hot, too squatty & are always booked out for Customer Centre staff 1-1s, JP service, interviews etc. [1]

Vary in quality, amenity and facilities. [5]

Not enough, always booked and not professional looking. [3]

Usually able to book one when necessary. [6]

More would always be helpful. More should be sound-proof for confidential meetings. [5]

Good choice of meeting rooms - simple to book. [7]

Sometimes difficult to book a meeting room especially in the customer service centre on the ground floor...otherwise you need to book people in and then take them into the staff area of the building. [4]
9. How do you rate the suitability of storage arrangements?

![Bar Chart]

**Comments about storage**

- **Lots of storage space. [7]**
  
- **Need more. [3]**
  
- **Whilst many records can and do get stored electronically there are many documents to which ready access is required (urgent enquires, public enquired) - new layouts do not accommodate this. [3]**
  
- **I think we have reasonable storage it’s just that now that teams are moving floors etc. The storage space on the floors is the last thing to be sorted. [5]**
  
- **Whoever gets there first gets the space. [1]**
  
- **No room for personal items such as jackets. [1]**
  
- **Could improve storage for clothes, both in the office area and for exercising/gyming gear near the shower. [4]**
  
- **Serious lack of storage for cyclist clothes on Level 5. Disabled toilet looks like a drey cleaner with 10 pairs of shoes, pants, bags and 20 business shirts. [3]**
  
- **We lose easy access to a lot of important plans and documents due to turnover and lack of space. [3]**
  
- **Always need more storage or files need to be archived and kept off site. [3]**
  
- **Little storage at own workstation – mostly around perimeter of the floor which is not convenient. [3]**

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

![Bar Chart]
Comments about breaks

At least one day a week I try and take breaks. Otherwise I make lunch in the kitchen and eat at my desk so I can answer calls.

Mix it up between desk, shared lunch area and also outside.

Gives me time to leave my desk and go for a walk outside of the building.

Lunch room too small and no windows.

Level 5 has a nice kitchen with shared table but level 3 does not.

Work kitchen is available. Eating at my desk is my personal preference.

I should get out though - a green roof would be nice...

Have a tea room and a landing with couches. Lighting here terrible again but nice to have a space away from my work area.

Try to go outside each lunch time for fresh air and walk around.

Unpleasant environment so I like to get out for lunch break.

Sometimes at desk or leave the building. Never use kitchen.

Some days I eat at my desk while working, but the kitchen is too pokey to prepare food in let alone eat in there.

I usually stay at my desk unless I am feeling some ‘cabin fever’ and then I will make sure I get out and have a bit of a walk around.

I like to go for a walk outside; often I do a little shopping in Rundle Mall or meet friends, family for lunch at a cafe or food court. It’s very convenient working in the centre of the city with central market and Rundle Mall so close and my bank is right across the road.
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?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>70.5%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
<td>29.5%</td>
</tr>
</tbody>
</table>

If yes above, please give details

- Some parts of the floor, let alone the building, are warmer than others.
- Can often be different temperature zones on different floors in the building.
- Areas nearer windows suffer from downdrafts.
- In the centre of the floor the temp is significantly higher than near the windows where the vents are.
- Centre areas are generally too hot or too cold. Variation is noticeable between window areas and central areas.
- People by window are cold while across the room it’s too hot.
- Lift lobby always different - usually hotter.
- Circulation spaces less stuffy.
- Generally hot and stuffy and need to open window/s.
- Other floors are different temperature and not as smelly.
- Very cold on Monday, warming up to too warm by Friday.
- In boss’s meeting room, the temperature is about +6 degrees (higher).
- Sometimes floors vary noticeably in temperature but our property dept is very good and you can call them to adjust the temperature up or down. They try to keep it stable at around 21 degrees but some workspaces have overactive air cons.
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 Bar Chart]

11. Temperature level

![Temperature Level Bar Chart]

12. Temperature stability

![Temperature Stability Bar Chart]
13. Air movement

14. Air moisture

16. 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?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>84.1%</td>
</tr>
<tr>
<td>No</td>
<td>15.9%</td>
</tr>
</tbody>
</table>

If yes above, please give details

Temperature varies, especially between meeting rooms and open floor areas. I always have a jacket with me to wear in the building during summer.

Sometimes it is freezing. For this reason I bring a cardigan or a coat that I can wear.

Some rooms freezing cold (no consistent temperature).

Older floors (levels 7, 8 and 9) not as comfortable.

Temperatures can vary significantly between floors.

It is colder on the lower floors and there is more movement. Higher floors are warmer and the air is still.

Some places are cooler than others, especially if you sit closer to the vent.

Monday morning is often very hot in the building - takes a while for air to kick in.
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?
Comments about noise and its sources

If we could hear birds above traffic noises it would be good to have external noises.

No problem.

Constant distraction from open plan office noise.

Configurations of work space mean you can always hear everyone in all of work space.

I am a talkative person so I certainly can't complain about my colleagues - it can be hard to keep concentration when being interrupted by phone calls all through the day.

There is noise but I have an ability to block it out when I need to concentrate on something.

Sometimes other staff speaking around you makes it hard to hear customers on the phone.

Noise is mostly people related and it could be managed by behaviour change.

Volunteers using shared lunch area adjacent my desk area.

We have volunteers come into our floor and often they stand near my desk and chat.

Noise from plant located above desk very intrusive - air conditioning and running water.

Traffic and air conditioner can sometimes be distracting particularly when the room is stuffy and the window is open.

Mainly emergency vehicles.

There is an envelope folding machine about 3 metres away that is hugely noisy.

There is no way to reduce noise levels.

7. Is a 'quiet' room available in your workplace?

<table>
<thead>
<tr>
<th>Yes</th>
<th>36.5%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>63.5%</td>
</tr>
</tbody>
</table>

Comments about quiet rooms

Not as such, but most meeting rooms are sound proof.

Aside from lunch room and meeting rooms there is not a designated quiet room.

Needs to be booked and sometimes not available when required.

You can use a meeting room if it has not been booked if really necessary for specific periods of time.

Available for working - not for computer work.

Tend to isolate staff from others.

Nowhere to make a personal phone call.

Really need one also for private phone calls.

Usually where broken furniture goes to convalesce.
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?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>2.3%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
<td>97.7%</td>
</tr>
</tbody>
</table>

Comments about lighting conditions

- **Very well lit, no complaints.**
- **I tend to only use natural light.**
- **Our lights are motion activated - as mentioned before if I find too much sunlight glare affects me I just close the blinds.**
- **Fluoros are really bad on the eyes. Working on counter with massive windows you get a lot of natural light and glare. No opportunity to make individual lighting to suit needs. Everything is glaring.**
- **Lights are adequate.**
- **Hate not having ANY natural light.**
- **People seek different things from access to natural light. Some don’t like it and some can’t get enough of it.**
- **Would like to be able to adjust to personal likes on each day.**
- **Desk lamp lights are not allowed.**
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](chart.png)

Comments about overall comfort

- Very average - needs improvement. [4]
- I've worked in far worse places. [5]
- Prefer cooler work conditions, but can work in current environment [4]
- Often get headaches from lighting, air conditioning, too much noise etc. [2]
- Always feel dried out and often cold in the building. The toilet smell often wafts into the desk area. [4]
- No outside view; no natural light; stuffy and variable temperature levels; noisy and no privacy - generally very unpleasant environment. [1]

I mark the building down on things like the poor plumbing in the toilets. Otherwise I can work quite happily in this building. [3]
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

- **Pleasant and appropriate work environment allows concentrating on work rather than on discomforts: [+10%]**
- **I get headaches from environmental conditions so not as productive: [-20%]**
- **Other than moving regularly, I've not really thought of my immediate surrounds having an effect on my productivity. Computer/program malfunctions are usually the cause of decreased productivity: [0%]**
- **Productivity is decreased by unwanted interruptions. Always being available makes scheduling work difficult and requires after hours work to catch up: [-20%]**
- **Very comfortable. This assists me to remain focused: [+20%]**
- **If I had a window to see outside: [+10%]**
- **Negative impact of noise and frequent interruptions: [-20%]**
- **Interuptions usually: [-20%]**
- **Because of uncomfortable conditions concentration is affected and configuration hinders effective engagement and communications: [-20%]**
- **Temperature level impacts productivity. Facilities like clean and decent toilets, shower, kitchen etc. improve general well being: [+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 obvious reaction to any environmental factors. [5] All of above. [1]
Cough colds guaranteed. [1] All of these at some time or other.

Dry throat from the air con and my eyes sometimes feel dry too.
Often get a headache from the lighting and sitting in front of a pc all day. [2]

I believe my hay fever, which I get 2, 3 times a year is exacerbated in the building. [3]

Dry mouth.
General coughs and colds appear to travel (and repeat) through the floor easily. [1]

Headache at times, in my opinion caused by artificial light environment + air con. [2]

Lethargy, persistent cough that stops when air conditioning goes off. [3]

I have a sneezing fit at least once a day. I do suffer from skin dryness and itching now I think about it. [4]

At one time or another, I would have experienced most of these symptoms. To be honest, I do not think this is a healthy building. Dishwashing machines are not maintained to a healthy standard. Disposal of printer ink cartridges is haphazard. [1]
Section 10 – Personal Control

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

Temperature

Ventilation

Lighting
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?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>70.5%</td>
<td>29.5%</td>
</tr>
</tbody>
</table>

If Yes, please give brief details.

Temperature requests through to Property: 
Air temperature - increase/decrease.
In the middle of summer the air con was too high so we asked property to turn down the air con.
Temperature - generally too warm.
Turn off light above my desk and above couch area. I often ask for air conditioning to be turned up/down.
I asked for the heat to be turned up earlier this year when sitting near a window. This resulted in one side of the floor being turned into a sauna.

Now and then request AC be checked for proper operation.
Too hot/cold - takes days to change.
Desk way too dark. Light level was then adjusted. Temperature was too cold on Mondays and that got adjusted as well.
Temperature - too hot or too cold - request for the temp to be adjusted.
Flickering lights - request for this to be repaired.
Ask for outside door to be left open to remove toilet smell.

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

Speed of response

[Bar chart showing satisfaction levels]

Effectiveness of response

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

If other, please specify.

- I can't remember who I spoke to!
- Our own Property Department
- Property maintenance personnel
- Facility Manager
- Building officer
- Building operational staff
- Property Management staff
- Strategic Property department.
Building and Workplace Evaluation – Conventional Building 4
Survey: Oct/Nov 2010

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

Comments about operating building services.

*Lighting and blinds are intuitive - temp. control is fixed.*
Section 12 – Effect on Behaviour

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

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<tbody>
<tr>
<td>Yes</td>
<td>46.5%</td>
</tr>
<tr>
<td>No</td>
<td>53.5%</td>
</tr>
</tbody>
</table>

If Yes, please give examples.

If I am too cold in summer I will change the order of my tasks so my outdoor site visits fit into when I need warming up cause I am so frozen.

At times if too noisy then I go on-site to investigate a work matter, returning hopefully to a quieter environment.

Going for walk or outside to warm up, extra hot drinks.

Sometimes leave the office for a break.

Clothing choices, drink more water.

Wear layers to adapt to AC temps.

I try to ignore some interruptions. When necessary I work in a meeting room away from my phone.

I frequently use noise cancelling headphones.

I'm unsure what this question is asking.
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?
Building and Workplace Evaluation – Conventional Building 4
Survey: Oct/Nov 2010

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

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

Current restructure of company.

Organisation has just undergone restructure so low morale is more related to that than the physical building environment.

Uncertainty over a number of factors, including limited awareness of roles and responsibilities of work group.

This working environment is the worst I have ever had and it definitely has a direct effect on moral and productivity.

Morale has been low recently but is improving due to increased fun at work activities normally run by team members.

There is a current restructure which makes a good team moral difficult.

We are in the process of a re-structure at the moment as well as low staffing levels in our team so we are a little stressed, busy and uncertain at the moment but otherwise working extra efficiently.

Good morale within the team.

Overall I’m satisfied with my current role and enjoy coming to work every day.

There is a huge disconnect within the organisation at the moment. Once it was important to let you know who was leaving. That doesn’t seem important any more. People are having to apply for their jobs or jobs they don’t want. The human cost of change on collegial behaviours is disturbing. No one likes to see unhappy people. Being told that you must get used to change (particularly in this place) is arrogant and belittling.
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]

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

- Changed position to be near the entrance to the print room. Somewhat noisier than previous location.
- Moved from a renovated floor which was light, airy, with big kitchen and clean toilet and had a big desk and shelf space near a window to a cramped floor, small desk, little shelving, smelly toilet, no kitchen table, smaller kitchen area sink that gets clogged and the floor feels very cluffy at times.

Section 15 – Completion

1. Other comments.

   - Temperature is a big issue.
   - Should be greener: natural light, ventilation, green roofs, vegetation, break-out spaces etc.
   - Disappointed that the problems I have raised are not fixed due to budgetary reasons, or because it would take too much work to change.

   - It is a great place to work, a lot could be achieved by making the place more attractive.
   - I enjoy working in the building and am happy with most of the facilities.
   - Some people who have been here a long time are possibly not happy with the current set of circumstances and how things are generally being run. Overall, I’m happy with what I do and how I do it being committed to the work I do. Things can always be better, but that perhaps is in a perfect world...
Commercial Building Study
Building and Workplace Survey
Summary of Responses
Survey: October 2010

Organisation: Green Star 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 Star 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 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.
Building and Workplace Survey
Summary of Responses
Survey: Oct/Nov 2010

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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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<table>
<thead>
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<tbody>
<tr>
<td>Yes</td>
<td>99.2%</td>
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<tr>
<td>No</td>
<td>0.8%</td>
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</table>
8. Do you sit next to or within 3m of an external window?

<table>
<thead>
<tr>
<th>Yes</th>
<th>56%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>44%</td>
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</tbody>
</table>

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

- Sun often reflects off other windows and directly into my work area.
- The windows are a highlight of the building, stretching from floor to ceiling they allow for exceptional natural light.
- I can see windows from my desk, but it only gives views of other buildings.
- Even though I am not close to the window I enjoy the view and I think it makes the time spent indoors more pleasant.
- The view isn't too bad but they are putting up new buildings directly outside which will rob light and obstruct views in the near future.
- I can see daylight but there are 4 desks between me and the window. View is not inspiring but you can't expect more than that in the CBD.
- I have plants in front of the windows which obscure most of the view unless I stand up. The plants help moderate some of the daylight and make the screen to window lighting less intense.
- Southern facing good light levels controlled by automatic blinds, usually half way up.
- I face the window and have problems with the glare. Would be better if the window with natural light was from my side & not face on.
- Glare on screen can be harsh in height of summer, Glare is bad all year round if blinds are fully up.
- Lighting is poor and the building is dependent on natural light. Sometimes it is too bright but blinds help with this. However shadows are cast on workstations which may result in eye strain. We constantly have noise from nearby construction.
- Good natural light - full length windows sometimes make it too bright so we lower the transparent blinds to reduce glare. Good to see what is happening beyond the workplace especially the outdoor entertainment area across the street.
- Lighting not sufficient, natural light does not reach the whole floor.
- It is nice to see whether it is sunny or raining - will sometimes walk nearer to check out what is happening in street.
- They're nice and they help to regulate the temperature, but as I sit facing the side I receive no benefits, even the sunlight doesn't reach me.
- I don't face the window when sitting at my desk. But I appreciate the natural light and the chance to turn around and see sky.
- During the summer months with high temperatures, the area I sit gets very stuffy. Additionally there are minor clashes on the floor because some like the blinds up, some down, some halfway, when not down there is glare bouncing off the roofs on the opposite side of the road.
- Windows have a northern aspect, so capture good light and winter sun etc. Lovely to experience the elements - rain etc - and to do an occasional "people watch" on the street below. Good blinds allow adjustment for glare etc.
- Glare can be a problem, but I think the advantages of daylight and sky matter more to me than the glare.
- Windows are always dirty. You almost need a degree to work the internal blinds. You can feel the heat as you get closer to the window.
- Because I am away from the windows it is darker when I work (causes late afternoon tiredness?). Other staff throw blinds because of glare which then makes it worse.

11. How long have you worked in this building?

| Less than a year | 7.3% |
| A year or more   | 92.7% |

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

| Less than a year | 37.1% |
| A year or more   | 62.9% |
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?

<table>
<thead>
<tr>
<th>Hours</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>0-2</td>
<td>10%</td>
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<tr>
<td>3-4</td>
<td>15%</td>
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<tr>
<td>5-6</td>
<td>20%</td>
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<tr>
<td>7-8</td>
<td>25%</td>
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<tr>
<td>9-10</td>
<td>20%</td>
</tr>
<tr>
<td>11-12</td>
<td>10%</td>
</tr>
<tr>
<td>13+</td>
<td>5%</td>
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</table>
Section 2 – The building overall

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