



# Standard Classification for Serviceability of an Office Facility for Layout and Building Factors<sup>1,2</sup>

This standard is issued under the fixed designation E1664; the number immediately following the designation indicates the year of original adoption or, in the case of revision, the year of last revision. A number in parentheses indicates the year of last reapproval. A superscript epsilon ( $\epsilon$ ) indicates an editorial change since the last revision or reapproval.

## 1. Scope

1.1 This classification covers pairs of scales for classifying an aspect of the serviceability of an office facility, that is, the capability of an office facility to meet certain possible requirements for layout and building factors.

1.2 Within that aspect of serviceability, each pair of scales, shown in Figs. 1-3, are for classifying one topic of serviceability. Each paragraph in an Occupant Requirement Scale (see Figs. 1-3) summarizes one level of serviceability on that topic, which occupants might require. The matching entry in the Facility Rating Scale (see Figs. 1-3) is a translation of the requirement into a description of certain features of a facility which, taken in combination, indicate that the facility is likely to meet that level of required serviceability.

1.3 The entries in the Facility Rating Scale (see Figs. 1-3) are indicative and not comprehensive. They are for quick scanning to estimate approximately, quickly, and economically, how well an office facility is likely to meet the needs of one or another type of occupant group over time. The entries are not for measuring, knowing, or evaluating how an office facility is performing.

1.4 This classification can be used to estimate the level of serviceability of an existing facility. It can also be used to estimate the serviceability of a facility that has been planned but not yet built, such as one for which single-line drawings and outline specifications have been prepared.

1.5 This classification indicates what would cause a facility to be rated at a certain level of serviceability but does not state how to conduct a serviceability rating nor how to assign a serviceability score. That information is found in Practice E1334. The scales in this classification are complimentary to and compatible with Practice E1334. Each requires the other.

<sup>1</sup> This classification is under the jurisdiction of ASTM Committee E06 on Performance of Buildings and is the direct responsibility of Subcommittee E06.25 on Whole Buildings and Facilities.

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<sup>2</sup> Portions of this document are based on material originally prepared by the International Centre for Facilities (ICF) and © 1993 by ICF and Minister of Public Works and Government Services Canada. Their cooperation in the development of this standard is acknowledged.

## 2. Referenced Documents

2.1 *ASTM Standards*:<sup>3</sup>

E631 Terminology of Building Constructions

E1334 Practice for Rating the Serviceability of a Building or Building-Related Facility (Withdrawn 2013)<sup>4</sup>

E1679 Practice for Setting the Requirements for the Serviceability of a Building or Building-Related Facility, and for Determining What Serviceability is Provided or Proposed

2.2 *ISO Document*:<sup>5</sup>

ISO 6240 International Standard, Performance Standards in Building—Contents and Presentation

2.3 *ASHRAE Standard*:<sup>6</sup>

ASHRAE 62-89 Ventilation for Acceptable Indoor Air Quality

2.4 *ANSI Document*:<sup>5</sup>

ANSI Z65.1 Method for Measuring Floor Area in Office Buildings

## 3. Terminology

3.1 *Definitions*:

3.1.1 *facility*—a physical setting used to serve a specific purpose. **E631**

3.1.1.1 *Discussion*—A facility may be within a building, a whole building, or a building with its site and surrounding environment; or it may be a construction that is not a building. The term encompasses both the physical object and its use.

3.1.2 *facility serviceability*—the capability of a facility to perform the function(s) for which it is designed, used, or required to be used. **E631**

3.1.2.1 *Discussion*—The scope of this performance is of the facility as a system, including its subsystems, components and materials and their interactions, such as acoustical,

<sup>3</sup> For referenced ASTM standards, visit the ASTM website, www.astm.org, or contact ASTM Customer Service at service@astm.org. For *Annual Book of ASTM Standards* volume information, refer to the standard's Document Summary page on the ASTM website.

<sup>4</sup> The last approved version of this historical standard is referenced on www.astm.org.

<sup>5</sup> Available from American National Standards Institute (ANSI), 25 W. 43rd St., 4th Floor, New York, NY 10036, http://www.ansi.org.

<sup>6</sup> Available from American Society of Heating, Refrigerating, and Air-Conditioning Engineers, Inc. (ASHRAE), 1791 Tullie Circle, NE, Atlanta, GA 30329, http://www.ashrae.org.

**A.7. Layout and Building Features**

**Scale A.7.1. Influence of HVAC on layout**

Occupant Requirement Scale	
<b>9</b>	<p><input type="checkbox"/> <b>CHOICE OF OPEN OR CLOSED OFFICES:</b> Occupants require that with a minimum of adjustment, HVAC can accommodate all basic types of layout, e.g. all or mostly open plan, all or mostly enclosed rooms, or mixed.</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON USE OF CLOSED OFFICES:</b> No restriction on the extent or location of enclosed rooms or open plan areas, placement of screens or furniture.</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON POPULATION DENSITY:</b> The unit's population density can be as high as 1 person per 12 m<sup>2</sup>.</p>
<b>7</b>	<p><input type="checkbox"/> <b>CHOICE OF OPEN OR CLOSED OFFICES:</b> Occupants require that with a moderate amount of effort and cost, HVAC can be adjusted to accommodate all basic types of layout, e.g. all or mostly open plan, all or mostly enclosed offices, or mixed.</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON USE OF CLOSED OFFICES:</b> No restriction on the extent or location of rooms or open plan areas. Have some dense areas of screens or screens/furniture that trap air at floor level.</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON POPULATION DENSITY:</b> The unit's population density may be as high as 1 person per usable 13.5 m<sup>2</sup>.</p>
<b>5</b>	<p><input type="checkbox"/> <b>CHOICE OF OPEN OR CLOSED OFFICES:</b> The layout may be either mostly open plan, e.g. 70% to 80% of the workplace area, or mostly enclosed rooms, e.g. 60% to 80% of the workplace area. Able to be flexible in the arrangement of rooms and open areas. Require a small number of meeting rooms.</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON USE OF CLOSED OFFICES:</b> Can accept constraints of using only screens with good clearance above floor for air movement, and layouts of furniture, file cabinets and screens that do not trap air, to suit location</p> <p style="text-align: right;">(continued)</p>

Facility Rating Scale	
<b>9</b>	<p><input type="checkbox"/> <b>Type of layout:</b> With a minimum of adjustment, the HVAC system design will suit all basic types of layout, e.g. all or mostly open plan, all or mostly enclosed rooms, or mixed.</p> <p><input type="checkbox"/> <b>Location of rooms:</b> The HVAC systems do not limit the extent or location of rooms or open plan areas. Systems have ample capacity to provide additional air and thermal control for meeting rooms and for places requiring exhaust to the outside.</p> <p><input type="checkbox"/> <b>Screens and furniture:</b> The flow of air to the occupied zone is not affected by screens, walls or furniture, or any type of layout.</p> <p><input type="checkbox"/> <b>Population density:</b> The required range for temperature, humidity and indoor air conditions, can be achieved or exceeded with densities up to an average space per occupant of 12 m<sup>2</sup> of usable area.</p> <p><input type="checkbox"/> <b>Upgrade:</b> Adjustments of HVAC services, to meet special requirements or changes to layout, could be done at low cost, e.g. an additional 5% to 15% of fitup cost.</p>
<b>7</b>	<p><input type="checkbox"/> <b>Type of layout:</b> With a moderate amount of effort and cost, the HVAC system design suits all basic types of layout, e.g. all or mostly open plan, all or mostly enclosed rooms, or mixed.</p> <p><input type="checkbox"/> <b>Location of rooms:</b> With a moderate amount of effort and cost, the HVAC system design suits all basic types of layout, e.g. all or mostly open plan, all or mostly enclosed rooms, or mixed.</p> <p><input type="checkbox"/> <b>Screens and furniture:</b> The flow of air to the occupied zone is found to be only slightly affected by screens, walls or furniture. The flow is, or would be, impeded by dense installations of screens, or screens and furniture systems that trap air at floor level. Changing diffusers and air injection rates would likely solve the problem, and air supply capacity is practicable.</p> <p><input type="checkbox"/> <b>Population density:</b> The required range for temperature, humidity and indoor air conditions, can be achieved with densities up to an average space per occupant of 13.5 m<sup>2</sup> per person of usable area.</p> <p><input type="checkbox"/> <b>Upgrade:</b> Adjustments of HVAC services, to meet special requirements or changes to layout, could be done at moderate cost, e.g. an additional 10% to 25% of fitup cost.</p>
<b>5</b>	<p><input type="checkbox"/> <b>Type of layout:</b> HVAC suits some combinations of open plan and enclosed rooms, when one or the other is predominant, e.g. open plan, 70% to 80% of the workplace area, or, enclosed rooms, 60% to 80% of the workplace area.</p> <p><input type="checkbox"/> <b>Location of rooms:</b> HVAC systems partly limit provision and location of rooms or open plan areas. Systems are capable of providing additional air and thermal control for meetings in a limited number of meeting rooms.</p> <p><input type="checkbox"/> <b>Screens and furniture:</b> Screens, walls and furniture are found to affect the flow of air to the occupied zone. The extent of obstruction depends on the type of furniture/screen system, location and direction of screens, walls and large items of furniture. Changing diffusers and injection rates to mitigate the problem would be difficult or expensive, because of constraints in the air supply system, or existing variable-air-volume mixing boxes.</p> <p style="text-align: right;">(continued)</p>

Scale A.7.1. continued on next page

FIG. 1 Scale A.7.1 for Influence of HVAC on Layout

**A.7. Layout and Building Features**

**Scale A.7.1. Influence of HVAC on layout (continued)**

Occupant Requirement Scale	Facility Rating Scale
<p><b>5</b> (continued) of ceiling vents and planned air movement, e.g. from perimeter to core of building.</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON POPULATION DENSITY:</b> The unit's population density may be no higher than 1 person per usable 15 m<sup>2</sup>.</p> <p><b>3</b> <input type="checkbox"/> <b>CHOICE OF OPEN OR CLOSED OFFICES:</b> It is acceptable that the space be predominantly open plan (90%).</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON USE OF CLOSED OFFICES:</b> Few screens or high furniture. Few rooms, located at perimeter or core, are used only for short meetings.</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON POPULATION DENSITY:</b> The unit's population density can be as low as 1 person per 18 to 20 m<sup>2</sup>.</p> <p><b>1</b> <input type="checkbox"/> <b>CHOICE OF OPEN OR CLOSED OFFICES:</b> The occupant requires no enclosed rooms and few screens or high furniture.</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON USE OF CLOSED OFFICES:</b> Few meetings last over an hour.</p> <p><input type="checkbox"/> <b>CONSTRAINTS ON POPULATION DENSITY:</b> The unit's population density is lower than 20 to 25 m<sup>2</sup> per person.</p>	<p><b>5</b> (continued)</p> <p><input type="checkbox"/> <b>Population density:</b> To achieve target for temperature and indoor air, the average space per occupant should be at least 15 m<sup>2</sup> per person of usable area.</p> <p><input type="checkbox"/> <b>Upgrade:</b> Adjustments of HVAC services, while maintaining basic standard of fitup, is or would be at moderate cost. Upgrade for enhanced serviceability would substantially add to the total cost of office installation.</p> <p><b>3</b> <input type="checkbox"/> <b>Type of layout:</b> HVAC suits predominantly open plan, e.g. 90%, or predominantly enclosed rooms with openable windows for ventilation.</p> <p><input type="checkbox"/> <b>Location of rooms:</b> Ventilation and temperature control systems limit the provision and location of rooms, e.g. rooms cannot total more than 10% of usable area, with rooms mostly located at perimeter or mostly at core. Rooms, if installed, become stuffy if used for meetings lasting more than two hours, or for consecutive meetings.</p> <p><input type="checkbox"/> <b>Screens and furniture:</b> Standard screens and furniture are found to obstruct the flow of air to the occupied zone, regardless of the type of furniture or screen system, or layout. This could be partially mitigated by changing diffusers and air injection volumes and rates, but at great expense and disruption to office workers while ceiling is opened for work.</p> <p><input type="checkbox"/> <b>Population density:</b> To achieve tolerable working conditions, the average space per occupant must be in the range of 18 m<sup>2</sup> to 20 m<sup>2</sup> per person of usable area.</p> <p><input type="checkbox"/> <b>Upgrade:</b> An upgrade of HVAC services to basic standard would greatly add to the total cost of office installation, e.g. up to double the fitup cost.</p> <p><b>1</b> <input type="checkbox"/> <b>Type of layout:</b> HVAC suits 100% open plan, but not enclosed rooms.</p> <p><input type="checkbox"/> <b>Location of rooms:</b> Ventilation and temperature control systems severely dictate and limit the provision and location of rooms, e.g. rooms cannot total more than 5% of usable area, with rooms only located at the perimeter or only at the core. Rooms, if installed, become stuffy if used for meetings lasting more than an hour, or for consecutive meetings.</p> <p><input type="checkbox"/> <b>Screens and furniture:</b> Standard screens and furniture are found to obstruct the flow of air to the occupied zone, regardless of the type of furniture or screen system, or layout, and it is not feasible to remedy the problem.</p> <p><input type="checkbox"/> <b>Population density:</b> To achieve tolerable working conditions, the average space per occupant must be in the range of 20 m<sup>2</sup> to 25 m<sup>2</sup> per person of usable area.</p> <p><input type="checkbox"/> <b>Upgrade:</b> An upgrade of HVAC services to basic standard would greatly add to the total cost of office installation, e.g. more than doubles fitup cost..</p>

<input type="checkbox"/> Exceptionally important.	<input type="checkbox"/> Important.	<input type="checkbox"/> Minor Importance.
Minimum Threshold level =	<input type="checkbox"/> NA	<input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

**NOTES** Space for handwritten notes on Requirements or Ratings

FIG. 1 Scale A.7.1 for Influence of HVAC on Layout (continued)



**A.7. Layout and Building Features**

**Scale A.7.2. Influence of sound and visual features on layout**

Occupant Requirement Scale	Facility Rating Scale
<p><b>9</b> <input type="checkbox"/> <b>○ TOLERANCE OF SOUND AND VISUAL CONDITIONS:</b> Operations require that there be a lot of flexibility in the arrangement of main aisles, individual workstations, and group areas, to achieve a high level of speech privacy and intelligibility and a minimum of distraction and disruption, e.g. a high level of privacy and/or concentration is needed. <b>○ AVOIDING GLARE ON VDU SCREENS:</b> Require that VDU screens can be placed in any location without glare.</p>	<p><b>9</b> <input type="checkbox"/> <b>○ Main Aisles:</b> Main aisles can be planned within a range of optional widths and locations so distraction and disruption due to traffic in main aisles are avoided. <b>○ Location of workstations:</b> Individual workstations, group areas and enclosed rooms can be located in any part of the floor and achieve a high level of speech privacy and intelligibility without modification to the building or services. <b>○ VDU locations:</b> VDU screens can be located in any part of the floor and facing any direction without resulting in glare off screens due to lights or windows. <b>○ Type of layout:</b> Sound and visual conditions can be provided to a high level, regardless of the kind of office layout, e.g. all in any form of open plan, all in enclosed rooms, or combinations of open and enclosed. <b>○ Upgrade:</b> Good conditions are achievable without modification, or with only minor added cost.</p>
<p><b>7</b> <input type="checkbox"/> <b>○ TOLERANCE OF SOUND AND VISUAL CONDITIONS:</b> Operations require that main aisles, individual workstations, and group areas can be arranged for a basic level of speech privacy and intelligibility and a minimum of distraction and disruption, regardless of the type of office layout. <b>○ AVOIDING GLARE ON VDU SCREENS:</b> Require that there be flexibility in the placement of VDU screens, vis-a-vis glare and reflections.</p>	<p><b>7</b> <input type="checkbox"/> <b>○ Main aisles:</b> Main aisles can be planned within a range of optional widths and locations which limit or avoid distraction and disruption. <b>○ Location of workstations:</b> Individual workstations, group areas and enclosed rooms can be located in any part of the floor and achieve a basic level of speech privacy and intelligibility without modification to the building or services. <b>○ VDU locations:</b> VDU screens can be located in any part of the floor and facing any direction except toward windows, with only slight glare due to light sources. <b>○ Type of layout:</b> Sound and visual conditions can be provided to a basic level with any kind of office layout, e.g. all in any form of open plan, all in enclosed rooms, or combinations of open and enclosed. <b>○ Upgrade:</b> Conditions are acceptable and achievable without modification to the building or services, or with minor modification and added cost.</p>
<p><b>5</b> <input type="checkbox"/> <b>○ TOLERANCE OF SOUND AND VISUAL CONDITIONS:</b> Operations can accommodate prearranged layouts of main aisles. Operations require that individual workstations, group areas and enclosed rooms can be arranged for a basic level of speech privacy and intelligibility, with the potential for enhancement by modifying building and/or services. <b>○ AVOIDING GLARE ON VDU SCREENS:</b> It is acceptable that VDU screens must be set up in a specific direction to avoid glare.</p>	<p><b>5</b> <input type="checkbox"/> <b>○ Main aisles:</b> Space planning is constrained by given widths and locations of main aisles resulting in unavoidable distraction or disruption, if prearranged locations are not maintained. <b>○ Location of workstations:</b> Individual workstations, group areas and enclosed rooms can be located in any part of the floor and achieve a basic level of speech privacy and intelligibility. Enhanced levels require some modification to the building or services, or both. <b>○ VDU locations:</b> VDU screens can be located anywhere on the floor (subject to a suitable illumination level). Must face a specific direction to avoid glare, e.g. parallel to windows or parallel to light fittings. <b>○ Type of layout:</b> Sound and visual conditions can be provided to a basic level with any one or two but not all three kinds of office layout, e.g. all in some form of open plan, all in enclosed rooms, or combinations of open and enclosed. <b>○ Upgrade:</b> Achieving acceptable conditions requires modification with substantial added cost.</p>
<p><b>4</b> <input type="checkbox"/></p>	<p><b>4</b> <input type="checkbox"/></p>

Scale A.7.2. continued on next page

FIG. 2 Scale A.7.2 for the Influence of Sound and Visual Factors on Layout

**A.7. Layout and Building Features**

**Scale A.7.2. Influence of sound and visual features on layout (continued)**

Occupant Requirement Scale	Facility Rating Scale
<p><b>3</b> <input type="checkbox"/> <b>TOLERANCE OF SOUND AND VISUAL CONDITIONS:</b> Location and width of main aisles or corridors is irrelevant or not important. Poor sound and visual conditions can be tolerated.</p> <p><b>AVOIDING GLARE ON VDU SCREENS:</b> Few VDU screens, or screens are used only for a short time.</p> <p><b>2</b> <input type="checkbox"/></p> <p><b>1</b> <input type="checkbox"/> <b>TOLERANCE OF SOUND AND VISUAL CONDITIONS:</b> Location and width of main aisles or corridors is irrelevant or not important. Sound and visual conditions are irrelevant or not important.</p> <p><b>AVOIDING GLARE ON VDU SCREENS:</b> There is little use of VDU screens.</p>	<p><b>3</b> <input type="checkbox"/> <b>Main aisles:</b> Because of floorplate configuration, main aisle or corridor locations and widths result in serious distraction and disruption to many people and groups, requiring special design measures, e.g. extra-high screens, extra meeting rooms and retreat spaces for occupants, extra distance between workstations, and avoiding regular use of workstations next to aisles.</p> <p><b>Location of workstations:</b> Almost regardless of the location, individual workstations, enclosed rooms and group areas experience poor conditions. It is possible to fix these conditions.</p> <p><b>VDU locations:</b> From most locations, VDU screens reflect glare from light or windows. Some operators suffer eyestrain, headaches, etc., if working for several hours at a screen.</p> <p><b>Type of layout:</b> Acoustic and/or visual conditions best suit only one type of office planning e.g. all or most occupants in enclosed rooms, or almost all in open plan.</p> <p><b>Upgrade:</b> Upgrade is possible but very costly.</p> <p><b>2</b> <input type="checkbox"/></p> <p><b>1</b> <input type="checkbox"/> <b>Main aisles:</b> Because of floorplate configuration, main aisle or corridor locations and widths result in serious distraction and disruption to many people and groups, requiring special design measures, e.g. extra-high screens, extra meeting rooms and retreat spaces for occupants, extra distance between workstations, and avoiding regular use of workstations next to aisles. Also, required locations of aisles or corridors make it impossible to have workstations for more than 15 people grouped together.</p> <p><b>Location of workstations:</b> Regardless of location, individual workstations, enclosed rooms and group areas experience poor or very poor sound and visual conditions for work. It is impossible to fix these conditions.</p> <p><b>VDU locations:</b> Wherever located, VDU screens reflect glare from light and windows. Many operators suffer eyestrain, headaches, etc., if working for several hours at a screen.</p> <p><b>Type of layout:</b> It is only practicable to do one type of office planning, e.g. all or most occupants in enclosed rooms, or almost all in open plan.</p> <p><b>Upgrade:</b> It is not possible to upgrade the building or systems to provide adequate conditions.</p>

<input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.	
Minimum Threshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

**NOTES** Space for handwritten notes on Requirements or Ratings

FIG. 2 Scale A.7.2 for the Influence of Sound and Visual Factors on Layout (continued)

**A.7. Layout and Building Features**

**Scale A.7.3. Influence of building loss features on space needs**

Occupant Requirement Scale	Facility Rating Scale
<p><input type="checkbox"/> <b>9</b> ○ There is NO occupant requirement for this topic. Building loss factor should not affect occupants. It should only affect the total amount of 'usable' floor area which will be made available to the occupants.</p>	<p><input type="checkbox"/> <b>9</b> ○ <b>Usable area lost:</b> Building factor results in negligible loss of usable area, e.g. less than 3%, (refer to Table A7-1). Occupiable floor area is 98% or more of usable area.</p>
<p><input type="checkbox"/> <b>7</b> ○ There is NO occupant requirement for this topic. Building loss factor should not affect occupants. It should only affect the total amount of 'usable' floor area which will be made available to the occupants.</p>	<p><input type="checkbox"/> <b>7</b> ○ <b>Usable area lost:</b> Building factor results in some loss of usable area, e.g. 3%-7%, (refer to Table A7-1). Occupiable floor area is between 93% and 97% of usable area.</p>
<p><input type="checkbox"/> <b>5</b> ○ There is NO occupant requirement for this topic. Building loss factor should not affect occupants. It should only affect the total amount of 'usable' floor area which will be made available to the occupants.</p>	<p><input type="checkbox"/> <b>5</b> ○ <b>Usable area lost:</b> Building factor results in an average loss of usable area, e.g. 8%-12%, (refer to Table A7-1). Occupiable floor area is between 88% and 92% of usable area.</p>
<p><input type="checkbox"/> <b>3</b> ○ There is NO occupant requirement for this topic. Building loss factor should not affect occupants. It should only affect the total amount of 'usable' floor area which will be made available to the occupants.</p>	<p><input type="checkbox"/> <b>3</b> ○ <b>Usable area lost:</b> Building factor results in serious loss of usable area, e.g. 13%-20%, (refer to Table A7-1). Occupiable floor area is between 80% and 87% of usable area.</p>
<p><input type="checkbox"/> <b>1</b> ○ There is NO occupant requirement for this topic. Building loss factor should not affect occupants. It should only affect the total amount of 'usable' floor area which will be made available to the occupants.</p>	<p><input type="checkbox"/> <b>1</b> ○ <b>Usable area lost:</b> Building factor results in severe loss of usable area, e.g. more than 20%, (refer to Table A7-1). Occupiable floor area is 79% or less of usable area.</p>

<input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.	
Minimum Threshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

**NOTES** Space for handwritten notes on Requirements or Ratings

FIG. 3 Scale A.7.3 for the Influence of Building Loss Factors on Space Needs