



## Standard Classification for Serviceability of an Office Facility for Amenities to Attract and Retain Staff<sup>1,2</sup>

This standard is issued under the fixed designation E1668; 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 in support of recruiting and keeping quality employees.

1.2 Within that aspect of serviceability, each pair of scales, shown in Figs. 1-6, are for classifying one topic of serviceability. Each paragraph in an Occupant Requirement Scale (see Figs. 1-6) summarizes one level of serviceability on that topic, which occupants might require. The matching entry in the Facility Rating Scale (see Figs. 1-6) 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. 1-6) 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

### 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, hydrothermal, air purity, and economic; and of the relative importance of each performance requirement.

3.1.3 *office*—a place, such as a room, suite, or building, in which business, clerical or professional activities are conducted. **E631**

3.1.4 For standard definitions of additional terms applicable to this classification, see Terminology E631.

<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.

**A.12. Amenities to Attract and Retain Staff**  
**Scale A.12.1. Food**

Occupant Requirement Scale	Facility Rating Scale
<p><b>9</b> <input type="checkbox"/> <b>FOOD FACILITY IN THE BUILDING:</b> Require canteen or restaurant hot food service, or lunchroom with a kitchen on each floor or major wing of the building.</p> <p><b>FOOD FACILITIES IN THE NEIGHBOURHOOD:</b> A wide choice of excellent food facilities in the neighbourhood.</p>	<p><b>9</b> <input type="checkbox"/> <b>On-site service:</b> Restaurant or canteen hot food service is available in the building or complex, without going outside; or, a lunchroom with a kitchen is available on each floor or major wing of the building.</p> <p><b>Potential for on-site service:</b> If restaurant or canteen hot food service is not provided, then space and mechanical services to provide it are well located, with commercial potential, and have the capability for full hot food services. Installation costs would be moderate. Structure has sufficient load capacity at those locations for commercial kitchen equipment and unit chiller boxes, e.g. minimum of 4.8 KPa/m<sup>2</sup> live load (100 lbs/ft<sup>2</sup>).</p> <p><b>Neighbourhood facilities:</b> Many choices of food service operations are available in the neighbourhood, some of excellent quality.</p>
<b>8</b>	<b>8</b>
<p><b>7</b> <input type="checkbox"/> <b>FOOD FACILITY IN THE BUILDING:</b> Require a well ventilated lunchroom with a kitchen or small canteen or cafeteria*, or potential for same at a moderate installation cost.</p> <p><b>FOOD FACILITIES IN THE NEIGHBOURHOOD:</b> A good choice of average and good quality food facilities in the neighbourhood.</p>	<p><b>7</b> <input type="checkbox"/> <b>On-site service:</b> There is an existing lunchroom with a kitchen or modest canteen/cafeteria service, fully exhaust vented to the outside, or, occupants who require it have their own lunchroom.</p> <p><b>Potential for on-site service:</b> Space and mechanical services have the capability for a lunchroom with kitchen facilities, or small canteen/restaurant service. Installation costs are moderate. Structure has sufficient load capacity at those locations for canteen kitchen equipment, but not for large ranges or unit chiller boxes.</p> <p><b>Neighbourhood facilities:</b> A good choice and good quality of food facilities are available in the neighbourhood.</p>
<b>6</b>	<b>6</b>
<p><b>5</b> <input type="checkbox"/> <b>FOOD FACILITY IN THE BUILDING:</b> Require lunchroom(s) with vending machines, or prepared to install canteen service or a lunchroom with a kitchen, even at a high cost.</p> <p><b>FOOD FACILITIES IN THE NEIGHBOURHOOD:</b> A choice of average and good quality food facilities in the neighbourhood.</p>	<p><b>5</b> <input type="checkbox"/> <b>On-site service:</b> The existing lunchroom(s) has vending machines that do not require waste-water plumbing connections. There is no kitchen. Lunchrooms have neither plumbing capacity nor exhaust ventilation to the outside.</p> <p><b>Potential for on-site service:</b> Space and services have the capability to add a kitchen and ventilation for canteen/cafeteria service, or a lunchroom with a kitchen or small cafeteria. Installation costs would be high. Potential locations do not have extra floor load capacity.</p> <p><b>Neighbourhood facilities:</b> A good choice and average quality of food facilities are available in the neighbourhood.</p>
<b>4</b>	<b>4</b>
<p><b>3</b> <input type="checkbox"/> <b>FOOD FACILITY IN THE BUILDING:</b> Minimal need for food services at the facility.</p> <p><b>FOOD FACILITIES IN THE NEIGHBOURHOOD:</b> Minimal need for food services in the neighbourhood.</p>	<p><b>3</b> <input type="checkbox"/> <b>Potential for on-site service:</b> No food service or lunchroom is provided.</p> <p><b>Neighbourhood facilities:</b> A limited choice and average quality of food facilities are available in the neighbourhood, but are not convenient.</p>
<b>2</b>	<b>2</b>

Scale A.12.1 continued on next page

FIG. 1 Scale A.12.1 for Food

**A.12. Amenities to Attract and Retain Staff**

**Scale A.12.1. Food (continued)**

Occupant Requirement Scale	Facility Rating Scale
<p><b>1</b> <input type="radio"/> <b>FOOD FACILITY IN THE BUILDING:</b> No food services required, and no foreseeable need.</p>	<p><b>1</b> <input type="radio"/> <b>Potential for on-site service:</b> No food service or lunchroom is provided on-site. It is not possible for each organizational unit to provide its own facilities, e.g. additional plumbing is not possible.</p> <p><input type="radio"/> <b>Neighbourhood facilities:</b> A very limited choice and poor quality of food facilities are available in the neighbourhood.</p>
<p><input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.</p>	
<p>Minimum Threshold level =</p>	<p><input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP</p>

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

FIG. 1 Scale A.12.1 for Food (continued)

**4. Significance and Use**

4.1 Each Facility Rating Scale (see Figs. 1-6) in this classification provides a means to estimate the level of serviceability of a building or facility for one topic of serviceability and to compare that level against the level of any other building or facility.

4.2 This classification can be used for comparing how well different buildings or facilities meet a particular requirement for serviceability. It is applicable despite differences such as location, structure, mechanical systems, age, and building shape.

4.3 This classification can be used to estimate the amount of variance of serviceability from target or from requirement, for a single office facility, or within a group of office facilities.

4.4 This classification can be used to estimate the following:

4.4.1 Serviceability of an existing facility for uses other than its present use.

4.4.2 Serviceability (potential) of a facility that has been planned but not yet built.

4.4.3 Serviceability (potential) of a facility for which remodeling has been planned.

4.5 Use of this classification does not result in building evaluation or diagnosis. Building evaluation or diagnosis

generally requires a special expertise in building engineering or technology and the use of instruments, tools, or measurements.

4.6 This classification applies only to facilities that are building constructions, or parts thereof. (While this classification may be useful in rating the serviceability of facilities that are not building constructions, such facilities are outside the scope of this classification.)

4.7 This classification is not intended for, and is not suitable for, use for regulatory purposes, nor for fire hazard assessment nor for fire risk assessment.

**5. Basis of Classification**

5.1 The scales in Figs. 1-6 contain the basis for classification.

5.2 Instructions for the use of this classification are contained in Practices E1334 and E1679.

**6. Keywords**

6.1 amenities; to attract and retain staff; building; facility; facility occupants; function; office; performance; rating; rating scale; requirements; serviceability

**A.12. Amenities to Attract and Retain Staff**  
**Scale A.12.2. Shops**

Occupant Requirement Scale	Facility Rating Scale
<p><b>9</b> <input type="checkbox"/> <b>SHOPS AVAILABLE IN THE FACILITY:</b> Require a good range of good quality shops, convenience, bank, cleaning, drug store, post office, clothing and specialty stores, within the facility.</p> <p><b>SHOPS IN THE NEIGHBOURHOOD:</b> Require a good range of good quality shops nearby in the neighbourhood.</p>	<p><b>9</b> <input type="checkbox"/> <b>Existing shops:</b> There is a good range of shops in the building or adjacent, e.g. mall with convenience, clothing, and specialty stores, and bank, cleaning, drug store, etc.</p> <p><b>Potential for shops in building:</b> Any additional space at ground level has a good potential for shops, and at least 4.8 KPa/m<sup>2</sup> live load capacity (100 lbs/ft<sup>2</sup>).</p> <p><b>Neighbourhood shopping:</b> There are many choices of shops within walking distance during the lunch hour, with good quality and a wide range.</p>
<p><b>8</b> <input type="checkbox"/></p>	<p><b>7</b> <input type="checkbox"/> <b>Existing shops:</b> There is basic convenience shopping in the building, or adjacent, e.g. bank, drug store, post office, newsstand, cleaning.</p> <p><b>Potential for shops in building:</b> Limited additional space is available for shops, but that space does not have at least 4.8 KPa/m<sup>2</sup> live load capacity (100 lbs/ft<sup>2</sup>).</p> <p><b>Neighbourhood shopping:</b> There is adequate convenience shopping within walking distance during the lunch hour.</p>
<p><b>7</b> <input type="checkbox"/> <b>SHOPS AVAILABLE IN THE FACILITY:</b> Require basic convenience shops, in the facility or adjacent.</p> <p><b>SHOPS IN THE NEIGHBOURHOOD:</b> An adequate range of shops within walking distance, e.g. bank, drug store, post office, cleaning.</p>	<p><b>6</b> <input type="checkbox"/></p>
<p><b>5</b> <input type="checkbox"/> <b>SHOPS AVAILABLE IN THE FACILITY:</b> Require a newsstand and kiosk in the facility or adjacent.</p> <p><b>SHOPS IN THE NEIGHBOURHOOD:</b> An adequate range of shops within walking distance.</p>	<p><b>5</b> <input type="checkbox"/> <b>Existing shops:</b> A kiosk/newsstand is provided in the building or adjacent. There is no convenience shopping in the building.</p> <p><b>Potential for shops in building:</b> No additional space is available for shops, or, commercial viability of available space is doubtful.</p> <p><b>Neighbourhood shopping:</b> There is adequate convenience shopping just within walking distance during the lunch hour.</p>
<p><b>4</b> <input type="checkbox"/></p>	<p><b>4</b> <input type="checkbox"/></p>
<p><b>3</b> <input type="checkbox"/> <b>SHOPS AVAILABLE IN THE FACILITY:</b> A minimal need for convenience shopping.</p> <p><b>SHOPS IN THE NEIGHBOURHOOD:</b> Limited shopping within walking distance.</p>	<p><b>3</b> <input type="checkbox"/> <b>Potential for shops in building:</b> There is limited convenience shopping nearby, just within walking distance during the lunch hour.</p> <p><b>Neighbourhood shopping:</b> There is limited convenience shopping nearby, just within walking distance during the lunch hour.</p>
<p><b>2</b> <input type="checkbox"/></p>	<p><b>2</b> <input type="checkbox"/></p>
<p><b>1</b> <input type="checkbox"/> <b>SHOPS AVAILABLE IN THE FACILITY:</b> No shops required, and no foreseeable need for convenience shops.</p>	<p><b>1</b> <input type="checkbox"/> <b>Potential for shops in building:</b> No space is available for shops.</p> <p><b>Neighbourhood shopping:</b> There are no shops nearby. Convenience shops are too distant to be comfortably reached during the lunch hour.</p>
<p><b>1</b> <input type="checkbox"/></p>	<p><b>1</b> <input type="checkbox"/></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.12.2 for Shops