



Standard Classification for Serviceability of an Office Facility for Image to the Public and Occupants^{1,2}

This standard is issued under the fixed designation E1667; 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 (ϵ) 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 image to the public and occupants.

1.2 Within that aspect of serviceability, each pair of scales, shown in Figs. 1-7, are for classifying one topic of serviceability. Each paragraph in an Occupant Requirement Scale (see Figs. 1-7) summarizes one level of serviceability on that topic, which occupants might require. The matching entry in the Facility Rating Scale (see Figs. 1-7) 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. 1-7) 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.

¹ 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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² 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:³

E631 Terminology of Building Constructions

E1334 Practice for Rating the Serviceability of a Building or Building-Related Facility

E1679 Practice for Setting the Requirements for the Serviceability of a Building or Building-Related Facility

2.2 ISO Document:⁴

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.

³ 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.

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

A.11. Image to Public and Occupants

Scale A.11.1. Exterior appearance

Occupant Requirement Scale	Facility Rating Scale
<p>9 <input type="checkbox"/> ○ APPEARANCE: Operations warrant a prestigious building. ○ IMAGE: Highly regarded by most people, spotlessly clean, and very welcoming to visitors and staff.</p>	<p>9 <input type="checkbox"/> ○ Overall appearance of building, aesthetics: The materials and finishes used are prestigious and the best available. The building is newly constructed, or a restored historic building. The building is highly regarded, e.g. a flagship building. ○ Condition of exterior surfaces: The building surfaces are impeccable, new or like new. ○ Approaches and entrance: The approach and entry have convenient access and present an excellent appearance, e.g. many welcoming features and enhancements.</p>
<p>7 <input type="checkbox"/> ○ APPEARANCE: Operations warrant a building with an above average appearance. ○ IMAGE: Regarded as attractive, clean, and welcoming to visitors and staff.</p>	<p>7 <input type="checkbox"/> ○ Overall appearance of building, aesthetic: The materials and finishes used are above average quality for the community. The building has a good overall appearance and is generally thought of as attractive. ○ Condition of exterior surfaces: The building surfaces have no marks or stains, and no damage from graffiti. ○ Approaches and entrance: The approach and entry are above average, e.g. some welcoming features and enhancements.</p>
<p>5 <input type="checkbox"/> ○ APPEARANCE: Operations require a building that is average in appearance. ○ IMAGE: Basically clean, with approaches and entrance that project a standard image.</p>	<p>5 <input type="checkbox"/> ○ Overall appearance of building, aesthetic: The materials and finishes used are of a quality usually found in the community. The building is acceptable in overall appearance, which is about average for the locality. Reaction to the building is neutral, and slightly positive. ○ Condition of exterior surfaces: The building surfaces have some marks and stains, but are basically in good condition, and with minimal damage from graffiti. ○ Approaches and entrance: The approach and entry present a standard appearance of an office building. The basic features of the entry give shelter. The front door is obvious from the street or forecourt. From the outside, the public lobby is visible through the entrance doors, or immediately obvious once through the doors.</p>
<p>3 <input type="checkbox"/> ○ APPEARANCE: Overall appearance of the building and of the entrance is of minimum significance. ○ IMAGE: Is of minimum significance.</p>	<p>3 <input type="checkbox"/> ○ Overall appearance of building, aesthetics: Materials and finishes used on facades and in public spaces are below the quality usually found in the community. Some elements and spaces of the building are marked or dirty. The building produces mixed reactions, some find it attractive, but most do not. ○ Condition of exterior surfaces: Many surfaces are in poor condition, or significantly damaged by graffiti. ○ Approaches and entrance: The approach and entry presents a poor or unsuitable appearance, e.g. the absence of welcoming signals, no forecourt or canopy, poor lighting, and poor access for disabled persons. From the outside, the public lobby is not visible through the entry doors or adjacent windows.</p>

Scale A.11.1. continued on next page

FIG. 1 Scale A.11.1 for Exterior Appearance

A.11. Image to Public and Occupants

Scale A.11.1. Exterior appearance (continued)

Occupant Requirement Scale	
1	<input type="radio"/> APPEARANCE: There is no requirement at this level <input type="radio"/> IMAGE: There is no requirement at this level.

Facility Rating Scale	
1	<input type="radio"/> Overall appearance of building, aesthetics: The building has a very poor overall appearance, e.g. dirty walls and dirty windows. There are broken or damaged components. The building is generally thought of as unattractive. <input type="radio"/> Condition of exterior surfaces: Surfaces are in poor or bad condition. There is much damage from graffiti. <input type="radio"/> Approaches and entrance: The approach and entry presents a very poor or inappropriate appearance, e.g. the only approach is via a commercial mall with a poor or inappropriate image, or, the approach is via the side or back of the building. The entry to the public lobby lacks definition from other doorways. The outside or main door does not lead directly into the public lobby.

<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.11.1 for Exterior Appearance (continued)

A.11. Image to Public and Occupants

Scale A.11.2. Public lobby of building

Occupant Requirement Scale	Facility Rating Scale
<p><input type="checkbox"/> 9 ○ QUALITY OF LOBBY: Operations warrant a prestigious public lobby of the building, with top materials and condition, spacious, and very attractive.</p> <p>○ STANDARD OF SIGNAGE: Interior signage must be of the highest and best standard.</p> <p>○ REQUIREMENT FOR INFORMATION DESK: Require a staffed information desk to welcome and guide visitors at all times, seen as a service separate from any security control function.</p>	<p><input type="checkbox"/> 9 ○ General appearance: The lobby conveys an excellent image, appropriate to both occupants and the public. The image is excellent in comparison with others in the locality.</p> <p>○ Materials and condition: The walls, floors and furnishings are ideal for high traffic areas, and all are in first class condition.</p> <p>○ Layout and spaciousness: The lobby is generous, and the layout very attractive and appropriate; e.g. excellent artwork, colours, and large plants. Public seating is provided.</p> <p>○ Interior signage: The directory board is obvious, accurate, and in full compliance with the organization's identity program. Interior signs are obvious, accurate, consistent, very easy to understand, clean, and very attractive.</p> <p>○ Staffed information desk: There is a staffed information desk, with 2 or 3 shifts.</p>
<p><input type="checkbox"/> 7 ○ QUALITY OF LOBBY: Operations warrant a public lobby of the building that is above average in quality, size and professional image.</p> <p>○ STANDARD OF SIGNAGE: Interior signage must be of a high standard.</p> <p>○ REQUIREMENT FOR INFORMATION DESK: Require a staffed information desk to welcome and guide visitors in active hours, seen as a service separate from any security control function.</p>	<p><input type="checkbox"/> 8</p> <p><input type="checkbox"/> 7 ○ General appearance: The lobby conveys an above average image, appropriate to both the public and occupants. The image generally compares with others in the locality.</p> <p>○ Materials and condition: The walls, floors and furnishings are above average.</p> <p>○ Layout and spaciousness: The lobby is spacious, and the layout attractive and appropriate, e.g. coordinated colours, some artwork, seats, and plants.</p> <p>○ Interior signage: The directory board is easily found, accurate, and in full compliance with the organization's identity program. Interior signs are easy to see and understand, accurate, clean, and attractive.</p> <p>○ Staffed information desk: There is a staffed information desk, with a day shift.</p>
<p><input type="checkbox"/> 5 ○ QUALITY OF LOBBY: Require a public lobby of the building that is of average quality, size and professional image.</p> <p>○ STANDARD OF SIGNAGE: Interior signage must be adequate.</p>	<p><input type="checkbox"/> 6</p> <p><input type="checkbox"/> 5 ○ General appearance: The lobby conveys an average image to both the public and occupants, mostly comparable with others in the locality.</p> <p>○ Materials and condition: The walls, floors and furnishings are suitable.</p> <p>○ Layout and spaciousness: The lobby is adequate in size and layout.</p> <p>○ Interior signage: The directory board is accurate, and in basic compliance with the organization's identity program. The building signage is clean.</p> <p>○ Staffed information desk: There is no staffed information desk, but configuration of lobby would permit one if required, and space is available.</p>
<p><input type="checkbox"/> 4</p>	<p><input type="checkbox"/> 5</p>

Scale A.11.2. continued on next page

FIG. 2 Scale A.11.2 for Public Lobby of Building

A.11. Image to Public and Occupants

Scale A.11.2. Public lobby of building (continued)

Occupant Requirement Scale	Facility Rating Scale
<p><input type="checkbox"/> 3 ○ QUALITY OF LOBBY: The quality, size and image of the lobby of the building is of minimum significance, e.g. rarely or never have visitors.</p> <p style="text-align: center;">2</p> <p><input type="checkbox"/> 1 ○ QUALITY OF LOBBY: There is no requirement at this level. ○ STANDARD OF SIGNAGE: There is no requirement at this level. ○ REQUIREMENT FOR INFORMATION DESK: There is no requirement at this level.</p>	<p><input type="checkbox"/> 3 ○ General appearance: The lobby conveys a poor image to the public, e.g. dingy lighting, materials and finishes appear cheap. The image is less than typical of other organizations with similar businesses and scope. ○ Materials and condition: The materials are unsuitable for high traffic areas, e.g. some stains or smudges, and some minor damage to surfaces. ○ Layout and spaciousness: The lobby is crowded and noisy at the beginning and end of day, and sometimes during the working day. There is insufficient space, and insufficient seating. ○ Interior signage: The directory board information does not fully comply with the organization's identity program. Signage is minimal, and hard to find. ○ Staffed information desk: There is no staffed information desk, and lobby configuration or size would make it difficult to install one.</p> <p><input type="checkbox"/> 1 ○ General appearance: There is no lobby, or the lobby conveys a very bad image, e.g. dingy lighting. The image is unprofessional, and does not compare with other organizations with similar businesses and scope. ○ Materials and condition: The materials are unsuitable for high traffic areas, and appear cheap, e.g. many stains and smudges, furniture is torn, damaged or stained. ○ Layout and spaciousness: The lobby is crowded, has poor circulation, is noisy, and no seats are provided. ○ Interior signage: Directory board information is missing, inadequate, or graffiti-covered. Signage is missing, or graffiti-covered. ○ Staffed information desk: There is no staffed information desk, and no space is available for a desk.</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.11.2 for Public Lobby of Building (continued)

A.11. Image to Public and Occupants

Scale A.11.3. Public spaces within building

Occupant Requirement Scale	Facility Rating Scale
<p>9 <input type="checkbox"/> ○ QUALITY OF PUBLIC AREAS: Operations warrant the highest quality public areas throughout the building, e.g. many important visitors need access to many parts of the organization.</p> <p>○ QUALITY OF PUBLIC WASHROOMS: Washrooms must be readily accessible and of high quality.</p>	<p>9 <input type="checkbox"/> ○ Image of public areas: Public spaces are spacious, clearly defined, and impart an image of importance to the building, and service to the public.</p> <p>○ Public circulation routes: Elevator lobbies, elevators and stairs, corridors and approaches to reception zones are generous. Materials and finishes are of good quality, with no sign of marks or damage. Special lighting is provided to distinguish public spaces from occupant spaces. Signage is excellent, and easily legible.</p> <p>○ Washrooms accessible to the public: Washrooms are provided on each level, are generous in size, and are very well equipped with quality finish materials.</p>
<p>7 <input type="checkbox"/> ○ QUALITY OF PUBLIC AREAS: Operations warrant above average quality public areas throughout the building, e.g. the general public visit many parts of the organization.</p> <p>○ QUALITY OF PUBLIC WASHROOMS: Washrooms must be readily accessible and of good quality.</p>	<p>7 <input type="checkbox"/> ○ Image of public areas: Public spaces are clearly defined, and convey an image of service to the public.</p> <p>○ Public circulation routes: Elevator lobbies, elevators and stairs, corridors and approaches to reception zones are adequate in size and finishes, with few marks and damage to surfaces. Some special lighting is provided to distinguish public spaces from occupant spaces. Signage is good, and easily legible.</p> <p>○ Washrooms accessible to the public: Washrooms are provided on each level, are adequate in size for peak demand, and are well equipped.</p>
<p>5 <input type="checkbox"/> ○ QUALITY OF PUBLIC AREAS: Require average quality public areas throughout the building, e.g. need to project image of service combined with thrift.</p> <p>○ QUALITY OF PUBLIC WASHROOMS: Washrooms need only be provided to a basic standard.</p>	<p>5 <input type="checkbox"/> ○ Image of public areas: Public spaces are adequately defined, and convey an image of service to the public, combined with economical management.</p> <p>○ Public circulation routes: Elevator lobbies, elevators and stairs, corridors and approaches to reception zones are generally adequate in size and finishes, with few marks and damage to surfaces. Standard lighting is provided. Signage is adequate.</p> <p>○ Washrooms accessible to the public: Washrooms are large enough for the demand, but no extra capacity, but are adequately equipped.</p>
<p>3 <input type="checkbox"/> ○ QUALITY OF PUBLIC AREAS: Very few visitors need or should go to upper floors, therefore public areas need only be provided to a minimum standard throughout the building.</p> <p>○ QUALITY OF PUBLIC WASHROOMS: The public is not expected or is not permitted to use washrooms.</p>	<p>3 <input type="checkbox"/> ○ Image of public areas: Public spaces are minimal, and lack definition or image of service to the public.</p> <p>○ Public circulation routes: Elevator lobbies, elevators and stairs, corridors and approaches to reception zones give a poor impression, e.g. cramped and poorly illuminated, with many marks, stains, paint smudges, and damage to finishes. There is some graffiti, and signage is inadequate.</p> <p>○ Washrooms accessible to the public: Washrooms are hard to find, and/or poorly designed and equipped, e.g. cramped and poorly illuminated, with insufficient hot water.</p>

Scale A.11.3. continued on next page

FIG. 3 Scale A.11.3 for Public Spaces Within the Building

A.11. Image to Public and Occupants

Scale A.11.3. Public spaces within building (continued)

Occupant Requirement Scale	
1	<input type="radio"/> QUALITY OF PUBLIC AREAS: <input type="checkbox"/> There is no requirement at this level. <input type="radio"/> QUALITY OF PUBLIC WASHROOMS: There is no requirement at this level.

Facility Rating Scale	
1	<input type="checkbox"/> Image of public areas: Public spaces are spacious, clearly defined, and impart an image of importance to the building, and service to the public. <input type="checkbox"/> Public circulation routes: Elevator lobbies, elevators and stairs, corridors and approaches to reception zones are generous. Materials and finishes are of good quality, with no sign of marks or damage. Special lighting is provided to distinguish public spaces from occupant spaces. Signage is excellent, and easily legible. <input type="checkbox"/> Washrooms accessible to the public: Washrooms are provided on each level, are generous in size, and are very well equipped with quality finish materials.

<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.11.3 for Public Spaces Within the Building (continued)

A.11. Image to Public and Occupants
Scale A.11.4. Appearance and spaciousness of office spaces

Occupant Requirement Scale	Facility Rating Scale
<p>9 <input type="checkbox"/> ○ IMAGE OF OFFICE SPACE: Operations require office spaces with high quality image, including distinctive character, excellent appearance, and a well coordinated interior. ○ SPACIOUS APPEARANCE: The spaces must appear generously sized throughout.</p>	<p>9 <input type="checkbox"/> ○ Appearance: The appearance is excellent within occupied spaces, with a distinctive variation in visual character, e.g. lighting levels, colour, ceiling height, shape and size of spaces, materials, views, and very distinctive differences between public and occupied zones, or, the building interior appearance is unified and coordinated, without being bland. ○ Sense of spaciousness: Office spaces appear generous, e.g. in large spaces with over 50 occupants, ceiling heights average 2.9 m or more.</p>
8	8
<p>7 <input type="checkbox"/> ○ IMAGE OF OFFICE SPACE: Operations require office spaces with higher than normal image, including some distinctive features, good overall appearance, and consistent interior. ○ SPACIOUS APPEARANCE: The spaces must appear moderately sized throughout.</p>	<p>7 <input type="checkbox"/> ○ Appearance: The appearance is good, e.g. the building presents a similar appearance throughout the office spaces with some substantial differences in planned lighting levels and character between public zones, reception zones and office spaces, or, the building interior is consistent and regular, without being bland. ○ Sense of spaciousness: Office spaces appear moderately spacious. The ceiling height is commensurate with the size of spaces, e.g. in a range of 2.7 m - 2.85 m in large open office space.</p>
6	6
<p>5 <input type="checkbox"/> ○ IMAGE OF OFFICE SPACE: An average appearance is appropriate. ○ SPACIOUS APPEARANCE: The office spaces must appear adequately sized throughout.</p>	<p>5 <input type="checkbox"/> ○ Appearance: The appearance is average, e.g. the building presents a similar appearance throughout the office spaces with some minor differences in visual character between public zones, reception zones and office spaces. ○ Sense of spaciousness: Office spaces appear adequately sized. The ceiling height is adequate but not generous, considering the size of spaces, e.g. in a range of 2.6 m - 2.75 m in large open office space.</p>
4	4
<p>3 <input type="checkbox"/> ○ IMAGE OF OFFICE SPACE: Visual character is not a priority. ○ SPACIOUS APPEARANCE: Can generally tolerate below average and cramped appearance in the office spaces.</p>	<p>3 <input type="checkbox"/> ○ Appearance: The appearance is poor, e.g. very uniform appearance throughout office spaces, with minimal or no variation in planned lighting levels and character except in reception/lobby areas, or, the building interior appearance is very complex and untidy or badly done in office spaces. ○ Sense of spaciousness: Office spaces look cramped. The ceiling height in a large open office, e.g. with over 50 people, is relatively low, (2.6 m).</p>
2	2
<p>1 <input type="checkbox"/> ○ IMAGE OF OFFICE SPACE: There is no requirement at this level. ○ SPACIOUS APPEARANCE: There is no requirement at this level.</p>	<p>1 <input type="checkbox"/> ○ Appearance: The appearance is bad, e.g. excessively uniform appearance throughout occupied zones, with minimal or no variation in planned lighting levels and character throughout reception and office spaces, or, the building interior appearance is extremely complex, disjointed, and untidy or badly done. ○ Sense of spaciousness: Office spaces look very cramped. The ceiling height in a large open office, e.g. with over 50 people, is relatively low, (2.6 m).</p>
1	1

<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. 4 Scale A.11.4 for Appearance and Spaciousness of Office Spaces

A.11. Image to Public and Occupants

Scale A.11.5. Finishes and materials in office spaces

Occupant Requirement Scale		Facility Rating Scale
<p>9 <input type="checkbox"/> ○ SIGNIFICANCE OF BUILDING STANDARDS: Building standards (finishes, materials, condition) in office areas should project the highest quality image to staff and visitors throughout the office areas.</p>	<p>9 <input type="checkbox"/></p>	<p>9 <input type="checkbox"/> ○ Finishes: Building standard walls, floors and ceiling finishes are of the highest quality, in as-new condition, with no defects. ○ Window coverings: Window coverings are clearly above average, which helps convey an excellent image. ○ Hardware and fixtures: All hardware and fixtures are in excellent appearance and smooth working order.</p>
<p>7 <input type="checkbox"/> ○ SIGNIFICANCE OF BUILDING STANDARDS: Building standards (finishes, materials, condition) in office areas should project an image to staff and visitors that is clearly of above average quality throughout the office areas.</p>	<p>8 <input type="checkbox"/></p>	<p>7 <input type="checkbox"/> ○ Finishes: Building standard walls, floors and ceiling finishes are clearly above average, or fairly new, with negligible or minor defects that do not affect overall appearance. ○ Window coverings: Window coverings are appropriate, and in good condition, which helps convey an above average image. ○ Hardware and fixtures: Hardware items and fixtures are of above average quality, and in good condition. Any defects are minor and do not impair overall image.</p>
<p>5 <input type="checkbox"/> ○ SIGNIFICANCE OF BUILDING STANDARDS: Building standards (finishes, materials, condition) in office areas to be comparable to facilities of other organizations with similar function or business in the locality.</p>	<p>6 <input type="checkbox"/></p>	<p>5 <input type="checkbox"/> ○ Finishes: Building standard walls, floors and ceiling finishes are functional in appearance and image, with no significant defects. ○ Window coverings: Window coverings are functional and of adequate quality and image for the locality. ○ Hardware and fixtures: Hardware items and fixtures are functional and generally in good condition. Some items have minor defects that are not significant functionally or aesthetically.</p>
<p>3 <input type="checkbox"/> ○ SIGNIFICANCE OF BUILDING STANDARDS: Building standards (finishes, materials condition) are of minimum significance to operations. There are no visitors.</p>	<p>4 <input type="checkbox"/></p>	<p>3 <input type="checkbox"/> ○ Finishes: Some areas of walls, floors and ceiling finishes are damaged, badly worn, and damaged by graffiti. A few ceiling tiles are missing or broken. There are some stains, scuff marks, and local damage. ○ Window coverings: Window coverings need repair or replacing, and detract from the image. ○ Hardware and fixtures: A few fixtures are damaged, broken, missing or inoperable, e.g. lamps, door handles, knobs, closers, and drinking fountains.</p>
<p>1 <input type="checkbox"/> ○ SIGNIFICANCE OF BUILDING STANDARDS: There is no requirement at this level.</p>	<p>2 <input type="checkbox"/></p>	<p>1 <input type="checkbox"/> ○ Finishes: Many areas of walls, floors and ceiling finishes are damaged, badly worn, and permanently damaged by graffiti. Some ceiling tiles are missing or broken. There are many stains, scuff marks, and local damage. ○ Window coverings: No window coverings, which helps convey a poor image. ○ Hardware and fixtures: Some light fixtures are damaged or with incorrect lamps. Some hardware and fixtures are broken, missing or inoperable, e.g. door handles, knobs, closers, and drinking fountains.</p>
<p><input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.</p>		
<p>Minimum Threshold level = <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. 5 Scale A.11.5 for Finishes and Materials in Office Spaces

A.11. Image to Public and Occupants

Scale A.11.6. Identity outside building

Occupant Requirement Scale	Facility Rating Scale
<p><input type="checkbox"/> 9 ○ PUBLIC EXPOSURE: Operations require maximum exposure to the public. ○ EASE OF LOCATING AND IDENTIFYING BUILDING: The address, building and signage must be very easy for pedestrians or motorists to find and recognize, even for those unfamiliar with the locality.</p>	<p><input type="checkbox"/> 9 ○ Identity of building: The building is a well known landmark. ○ Corporate identity and signage: The organization's identity is clearly recognizable, and readily visible from all directions. Direction signs are placed at main nearby transit stops. ○ Quality of external signs: The building has special custom signage, e.g. stand-alone elements, special lighting, and full information. All signs are in as-new condition.</p>
<p><input type="checkbox"/> 7 ○ PUBLIC EXPOSURE: Operations require above average exposure to the public. ○ EASE OF LOCATING AND IDENTIFYING BUILDING: The address, building and signage must be easy to find and recognize, even for those not very familiar with the locality.</p>	<p><input type="checkbox"/> 7 ○ Identity of building: The building and building entry are clearly visible to passing motorists and pedestrians, and recognizable. ○ Corporate identity and signage: The organization is well identified from all directions. Signage is adequate, and clearly visible on every approach to passing motorists and pedestrians. ○ Quality of external signs: Building signage is appropriate and typical, e.g. street address, building name, principal occupant group(s). Signs have no visible deterioration.</p>
<p><input type="checkbox"/> 5 ○ PUBLIC EXPOSURE: Operations require average exposure to the public. ○ EASE OF LOCATING AND IDENTIFYING BUILDING: The address, building and signage must be easy to find and recognize, for those familiar with the locality.</p>	<p><input type="checkbox"/> 5 ○ Identity of building: The building and building entry are visible to passing motorists. The building is identifiable, and not easily confused with its neighbours. ○ Corporate identity and signage: The organization is identified to a minimum level. Signage is generally visible to passing motorists and pedestrians. ○ Quality of external signs: Building signage is appropriate and typical, e.g. street address, building name and, if appropriate, principal occupant group(s). Signs have no damage or major deterioration.</p>
<p><input type="checkbox"/> 3 ○ PUBLIC EXPOSURE: Operations do not require much exposure to the public. ○ EASE OF LOCATING AND IDENTIFYING BUILDING: Most visitors are regulars. Corporate image is not a high priority.</p>	<p><input type="checkbox"/> 3 ○ Identity of building: The building is obscured by other buildings from some directions, and from people approaching along the street from one direction. The building is very similar and hardly distinguishable from adjacent buildings. ○ Corporate identity and signage: The organization is not clearly identified. Signs are obscured from some directions or are in poor light. ○ Quality of external signs: Signage is minimal or impaired, e.g. minimal information, weathered surfaces, partly damaged.</p>

Scale A.11.6 continued on next page

FIG. 6 Scale A.11.6 for Identity Outside the Building

A.11. Image to Public and Occupants

Scale A.11.6. Identity outside building (continued)

Occupant Requirement Scale	
1	<input type="radio"/> PUBLIC EXPOSURE: Operations require that the office is obscure to the public, e.g. for security reasons.
<input type="checkbox"/>	

Facility Rating Scale	
1	<input type="radio"/> Identity of building: The building is obscured by other buildings until viewed from directly in front, or, the building is not distinguishable from adjacent buildings, e.g. facades are almost the same. <input type="radio"/> Corporate identity and signage: There is no evidence of the organization's identity on the exterior of the building. Signs are obscured, e.g. by vehicles or other buildings. Signs are very poorly located or hard to read, e.g. signs are too high on the building, too small, the lettering is too small or low in contrast, or signs are in shadow. <input type="radio"/> Quality of external signs: Signage is minimal or badly damaged, with incomplete information, e.g. no street number or building name.
<input type="checkbox"/>	

<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. 6 Scale A.11.6 for Identity Outside the Building (continued)

A.11. Image to Public and Occupants

Scale A.11.7. Neighbourhood and site

Occupant Requirement Scale	Facility Rating Scale
<p><input type="checkbox"/> 9 ○ IMAGE OF SITE: Require a site that affords the best available image in the locality or city. ○ SAFETY OF SITE: Assured personal safety for staff and visitors at all hours. ○ IMAGE OF OTHER OCCUPANTS: Visitors and staff are highly sensitive to the images imparted by other occupants in a multi-tenant facility. ○ COMPATIBILITY WITH OTHER OCCUPANTS: Require very good compatibility with other occupants and their visitors.</p>	<p><input type="checkbox"/> 9 ○ Image of neighbourhood: The neighbourhood has the best image available in that city or locality. ○ Organization and activities in the locality: It is a zone of leading organizations, and many are regional or national in scope. ○ Site condition and landscaping: The street and site are very clean and attractively landscaped. ○ Organizations and activities in the building: It is a zone of leading organizations of local or national scope, and all are traffic compatible. ○ Compatibility with offices of units of the organization: Compatible and appropriate if, in a multi-tenant building, all occupants are commercial or government.</p>
<p><input type="checkbox"/> 7 ○ IMAGE OF SITE: Require a site that affords an above average image for the locality or city. ○ SAFETY OF SITE: Assured personal safety for staff and visitors at all hours. ○ IMAGE OF OTHER OCCUPANTS: Visitors and staff are sensitive to the images imparted by other occupants in a multi-tenant facility. ○ COMPATIBILITY WITH OTHER OCCUPANTS: Require good compatibility with other occupants and their visitors.</p>	<p><input type="checkbox"/> 7 ○ Image of neighbourhood: The neighbourhood has an above average image for office and commercial centres in that city or locality. ○ Organization and activities in the locality: It is an area of offices of large private sector organizations or mid-range commercial, or public buildings. ○ Site condition and landscaping: The street and site are clean and attractively landscaped. ○ Organizations and activities in the building: It is a mainly corporate area, with professional or government organizations, and is unlikely to attract incompatible traffic. ○ Compatibility with offices of units of the organization: Compatible and appropriate if all occupants are commercial or government.</p>
<p><input type="checkbox"/> 5 ○ IMAGE OF SITE: Require a site that affords an average image for the locality or city. ○ SAFETY OF SITE: Reliable personal safety for staff and visitors at all hours. ○ IMAGE OF OTHER OCCUPANTS: Some visitors and staff can be sensitive to the images imparted by other occupants in a multi-tenant facility. ○ COMPATIBILITY WITH OTHER OCCUPANTS: Require that most other occupants are corporate, government or professional organizations.</p>	<p><input type="checkbox"/> 5 ○ Image of neighbourhood: The neighbourhood is about average for office and commercial centres in that city or locality. ○ Organization and activities in the locality: It is an area of offices or commercial facilities, or public buildings. ○ Site condition and landscaping: The street and site are generally clean and adequately landscaped. ○ Organizations and activities in the building: It is a mainly corporate area, with professional or government organizations, and most traffic is compatible. ○ Compatibility with offices of units of the organization : If present, most commercial occupants are compatible and appropriate.</p>

Scale A.11.7. continued on next page

FIG. 7 Scale A.11.7 for Neighborhood and Site

A.11. Image to Public and Occupants

Scale A.11.7. Neighbourhood and site (continued)

Occupant Requirement Scale	Facility Rating Scale
<p>3 <input type="checkbox"/> ○ IMAGE OF SITE: Image of the site is of minimum significance. ○ SAFETY OF SITE: No need for staff to use the area at night, e.g. outside normal office hours. ○ IMAGE OF OTHER OCCUPANTS: Visitors and staff are not sensitive to the images imparted by other occupants. ○ COMPATIBILITY WITH OTHER OCCUPANTS: Commercial neighbours can be tolerated.</p> <p>2 <input type="checkbox"/></p> <p>1 <input type="checkbox"/> ○ IMAGE OF SITE: There is no requirement at this level and no concern about the activities or image of other occupants. ○ SAFETY OF SITE: There is no requirement at this level. ○ IMAGE OF OTHER OCCUPANTS: There is no requirement at this level. ○ COMPATIBILITY WITH OTHER OCCUPANTS: There is no requirement at this level.</p>	<p>3 <input type="checkbox"/> ○ Image of neighbourhood: The image of the neighbourhood is poor or inappropriate for organizations of similar businesses and scope, e.g. an industrial area. ○ Organization and activities in the locality: Some organizations or activities in the locality are not compatible, e.g. a few shops and commercial operations appear run down or marginal or inappropriate. ○ Site condition and landscaping: The site and surroundings are somewhat dirty or untidy, e.g. some trash. There is minimum landscaping. ○ Organizations and activities in the building: It is an area with mainly commercial organizations. Incompatible visitor and staff traffic is likely. ○ Compatibility with offices of units of the organization: Some commercial occupants are incompatible or inappropriate.</p> <p>2 <input type="checkbox"/></p> <p>1 <input type="checkbox"/> ○ Image of neighbourhood: The image of the neighbourhood is poor or unacceptable for organizations, e.g. a heavy industrial area. ○ Organization and activities in the locality: Organizations or activities in the locality are not compatible, e.g. many shops and commercial operations appear run down or marginal or inappropriate. ○ Site condition and landscaping: The site or immediate surroundings are generally dirty, e.g. much trash. There is no landscaping. ○ Organizations and activities in the building: It is an area with mainly industrial organizations. Most visitor and staff traffic is incompatible. ○ Compatibility with offices of units of the organization: Commercial occupants are incompatible or inappropriate.</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. 7 Scale A.11.7 for Neighborhood and Site (continued)

4. Significance and Use

4.1 Each Facility Rating Scale (see **Figs. 1-7**) 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. 1-7** 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 appearance of building; exterior; building; facility; facility occupants; function; image; to public and occupants; office; offices; appearance of; performance; rating; rating scale; requirements; signage (in buildings); image of; serviceability

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