

Topics of the Functionality and Serviceability Scales (ST&M)

A. GROUP AND INDIVIDUAL EFFECTIVENESS

A.1 Support for Office Work (E 1660)

- A.1.1 Photocopying and office printers
- A.1.2 Training rooms, general
- A.1.3 Training rooms for computer skills
- A.1.4 Interview rooms
- A.1.5 Storage and floor loading
- A.1.6 Shipping and receiving

A.2 Meetings and Group Effectiveness (E1661)

- A.2.1 Meeting and conference rooms
- A.2.2 Informal meetings and interaction
- A.2.3 Group layout and territory
- A.2.4 Group workrooms

A.3 Sound and Visual Environment (E1662)

- A.3.1 Privacy and speech intelligibility
- A.3.2 Distraction and disturbance
- A.3.3 Vibration
- A.3.4 Lighting and glare
- A.3.5 Adjustment of lighting by occupants
- A.3.6 Distant and outside views

A.4 Thermal Environment and Indoor Air (--)

- A.4.1 Temperature and humidity
- A.4.2 Indoor air quality
- A.4.3 Ventilation air (supply)
- A.4.4 Local adjustment by occupants
- A.4.5 Ventilation with openable windows

A.5 Typical Office Information Technology (E1663)

- A.5.1 Office computers and related equipment
- A.5.2 Power at workplace
- A.5.3 Building power
- A.5.4 Telecommunications core
- A.5.5 Cable plant
- A.5.6 Cooling

A.6 Change and Churn by Occupants (E1692)

- A.6.1 Disruption due to physical change
- A.6.2 Illumination, HVAC and sprinklers
- A.6.3 Minor changes to layout
- A.6.4 Partition wall relocations
- A.6.5 Lead time for facilities group

A.7 Layout and Building Features (E1664)

- A.7.1 Influence of HVAC on layout
- A.7.2 Influence of sound and visual features on layout
- A.7.3 Influence of building loss features on space needs

A.8 Protection of Occupant Assets (E 1693)

- A.8.1 Control of access from building public zone to occupant reception zone
- A.8.2 Interior zones of security
- A.8.3 Vaults and secure rooms
- A.8.4 Security of cleaning service systems
- A.8.5 Security of maintenance service systems
- A.8.6 Security of renovations outside active hours
- A.8.7 Systems for secure garbage
- A.8.8 Security of key and card control systems

A.9 Facility Protection (E 1665)

- A.9.1 Protection around building
- A.9.2 Protection from unauthorized access to site and parking
- A.9.3 Protective surveillance of site
- A.9.4 Perimeter of building
- A.9.5 Public zone of building
- A.9.6 Facility protection services

A.10 Work Outside Normal Hours or Conditions (E 1666)

- A.10.1 Operation outside normal hours
- A.10.2 Support after-hours

- A.10.3 Temporary loss of external services
- A.10.4 Continuity of work (during breakdowns)

A.11 Image to Public and Occupants (E 1667)

- A.11.1 Exterior appearance
- A.11.2 Public lobby of building
- A.11.3 Public spaces within building
- A.11.4 Appearance and spaciousness of office spaces
- A.11.5 Finishes and materials in office spaces
- A.11.6 Identity outside building
- A.11.7 Neighborhood and site
- A.11.8 Historic significance

A.12 Amenities to Attract and Retain Staff (E 1668)

- A.12.1 Food
- A.12.2 Shops
- A.12.3 Day care
- A.12.4 Exercise room
- A.12.5 Bicycle racks for staff
- A.12.6 Seating away from work areas

A.13 Special Facilities and Technologies (E 1694)

- A.13.1 Group or shared conference centre
- A.13.2 Video teleconference facilities
- A.13.3 Simultaneous translation
- A.13.4 Satellite and microwave links
- A.13.5 Mainframe computer centre
- A.13.6 Telecommunications centre

A.14 Location, Access and Wayfinding (E 1669)

- A.14.1 Public transportation (urban sites)
- A.14.2 Staff visits to other offices
- A.14.3 Vehicular entry and parking
- A.14.4 Wayfinding to building and lobby
- A.14.5 Capacity of internal movement systems
- A.14.6 Public circulation and wayfinding in building

B. THE PROPERTY AND ITS MANAGEMENT

B.1 Structure, Envelope and Grounds (E 1700)

- B.1.1 Typical office floors
- B.1.2 External walls and projections
- B.1.3 External windows and doors
- B.1.4 Roof
- B.1.5 Basement
- B.1.6 Grounds

B.2 Manageability (E 1701)

- B.2.1 Reliability of external supply
- B.2.2 Anticipated remaining service life
- B.2.3 Ease of operation
- B.2.4 Ease of maintenance
- B.2.5 Ease of cleaning
- B.2.6 Janitorial facilities
- B.2.7 Energy consumption
- B.2.8 Energy management and controls

B.3 Management of Operations and Maintenance (E 1670)

- B.3.1 Strategy and program for operations and maintenance
- B.3.2 Competences of in-house staff
- B.3.3 Occupant satisfaction
- B.3.4 Information on unit costs and consumption

B.4 Cleanliness (E 1671)

- B.4.1 Exterior and public areas
- B.4.2 Office areas (interior)
- B.4.3 Toilets and washrooms
- B.4.4 Special cleaning
- B.4.5 Waste disposal for building