



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.

1.6 The values stated in SI units are to be regarded as standard. No other units of measurement are included in this standard.

1.7 *This international standard was developed in accordance with internationally recognized principles on standardization established in the Decision on Principles for the Development of International Standards, Guides and Recommendations issued by the World Trade Organization Technical Barriers to Trade (TBT) Committee.*

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 (Withdrawn 2013)⁴

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:*⁵

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.

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.

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 The last approved version of this historical standard is referenced on www.astm.org.

⁵ 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="checkbox"/> 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="checkbox"/> Condition of exterior surfaces: Surfaces are in poor or bad condition. There is much damage from graffiti. <input type="checkbox"/> 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)