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.

Designation: E1667 – 95a (Reapproved 2018)

An American National Standard

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.

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A. 11. Image to Public and Occupants

Scale A.11.1. Exterior appearance

Occupant Requirement Scale		Facility Rating Scale
9 ❑ ❍ **APPEARANCE:** Operations warrant a prestigious building. ❍ **IMAGE:** Highly regarded by most people, spotlessly clean, and very welcoming to visitors and staff.	8 ❑	9 ❑ ❍ **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.
7 ❑ ❍ **APPEARANCE:** Operations warrant a building with an above average appearance. ❍ **IMAGE:** Regarded as attractive, clean, and welcoming to visitors and staff.	6 ❑	7 ❑ ❍ **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.
5 ❑ ❍ **APPEARANCE:** Operations require a building that is average in appearance. ❍ **IMAGE:** Basically clean, with approaches and entrance that project a standard image.	4 ❑	5 ❑ ❍ **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.
3 ❑ ❍ **APPEARANCE:** Overall appearance of the building and of the entrance is of minimum significance. ❍ **IMAGE:** Is of minimum significance.	2 ❑	3 ❑ ❍ **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.

Scale A.11.1. continued on next page

FIG. 1 Scale A.11.1 for Exterior Appearance

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A. 11. Image to Public and Occupants

Scale A.11.1. Exterior appearance (continued)

Occupant Requirement Scale	Facility Rating Scale
1 ❑ ○ **APPEARANCE:** There is no requirement at this level ○ **IMAGE:** There is no requirement at this level.	**1** ❑ ○ **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. ○ **Condition of exterior surfaces:** Surfaces are in poor or bad condition. There is much damage from graffiti. ○ **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.

❑ Exceptionally important. ❑ Important. ❑ Minor Importance.	
Minimum Threshold level =	❑ NA ❑ NR ❑ Zero ❑ DP

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

FIG. 1 Scale A.11.1 for Exterior Appearance *(continued)*

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A.11. Image to Public and Occupants

Scale A.11.2. Public lobby of building

Occupant Requirement Scale		Facility Rating Scale
9 ❑ ❍ **QUALITY OF LOBBY:** Operations warrant a prestigious public lobby of the building, with top materials and condition, spacious, and very attractive. ❍ **STANDARD OF SIGNAGE:** Interior signage must be of the highest and best standard. ❍ **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.	**8** ❑	**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. ❍ **Materials and condition:** The walls, floors and furnishings are ideal for high traffic areas, and all are in first class condition. ❍ **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. ❍ **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. ❍ **Staffed information desk:** There is a staffed information desk, with 2 or 3 shifts.
7 ❑ ❍ **QUALITY OF LOBBY:** Operations warrant a public lobby of the building that is above average in quality, size and professional image. ❍ **STANDARD OF SIGNAGE:** Interior signage must be of a high standard. ❍ **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.	**6** ❑	**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. ❍ **Materials and condition:** The walls, floors and furnishings are above average. ❍ **Layout and spaciousness:** The lobby is spacious, and the layout attractive and appropriate, e.g. coordinated colours, some artwork, seats, and plants. ❍ **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. ❍ **Staffed information desk:** There is a staffed information desk, with a day shift.
5 ❑ ❍ **QUALITY OF LOBBY:** Require a public lobby of the building that is of average quality, size and professional image. ❍ **STANDARD OF SIGNAGE:** Interior signage must be adequate.	**4** ❑	**5** ❑ ❍ **General appearance:** The lobby conveys an average image to both the public and occupants, mostly comparable with others in the locality. ❍ **Materials and condition:** The walls, floors and furnishings are suitable. ❍ **Layout and spaciousness:** The lobby is adequate in size and layout. ❍ **Interior signage:** The directory board is accurate, and in basic compliance with the organization's identity program. The building signage is clean. ❍ **Staffed information desk:** There is no staffed information desk, but configuration of lobby would permit one if required, and space is available.

Scale A.11.2. continued on next page

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

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A. 11. Image to Public and Occupants

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

Occupant Requirement Scale		Facility Rating Scale
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.	2 ❑	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.
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.		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.

❑ Exceptionally important. ❑ Important. ❑ Minor Importance.	
Minimum Threshold level =	❑ NA ❑ NR ❑ Zero ❑ DP

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

FIG. 2 Scale A.11.2 for Public Lobby of Building *(continued)*

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