1.1 How to Use This Report

This report contains a lot of detail about this building. You can use this report in different ways depending on the level of detail you need. The first section, the executive summary, is a high-level overview of the building’s performance. It contains basic metrics by category. Read this section if you need a general understanding of the building’s performance or its relationship to other buildings. This section answers ‘how.’ How is the building performing from the occupants’ perspective.

Section two contains information at the question level. Here you can get specific information about the drivers behind the building’s score in a particular category. You can also find information about occupant responses to a particular question. This section answers ‘what.’ What is contributing to this level of perceived performance?

Section three contains information from and about the occupants. This is where you look for demographic information and information about how occupants use the building. You can also find comments from occupants in this section. This section answers ‘who.’ Who is using the building?

One of the most powerful uses of this report is diagnostic. The survey report gives you information about what’s going right (or not so right) in your building. With this information you can make informed decisions about how to improve your buildings performance.
1.2 Building Scorecard
Performance of Clif Bar & Company Headquarters in core survey categories

**Acoustic Quality**
- 68% Percentile
- Mean Response: 0.31
- Satisfied: 47%

**Air Quality**
- 91% Percentile
- Mean Response: 1.69
- Satisfied: 80%

**Cleanliness and Maintenance**
- 93% Percentile
- Mean Response: 2.17
- Satisfied: 92%

**Lighting**
- 76% Percentile
- Mean Response: 1.56
- Satisfied: 75%
Performance of Clif Bar & Company Headquarters in core survey categories

Office Furnishings

92%
Percentile

1.93
Mean Response

88%
Satisfied

Office Layout

51%
Percentile

1.06
Mean Response

67%
Satisfied

Thermal Comfort

51%
Percentile

0.04
Mean Response

43%
Satisfied
Performance of Clif Bar & Company Headquarters in additional survey categories

General Satisfaction - Building
92% Satisfied
Percentile

Mean Response: 2.05

General Satisfaction - Workspace
78% Satisfied
Percentile

Mean Response: 1.56
2.1 Acoustic Quality

How satisfied are you with the noise level in your workspace?

How satisfied are you with the sound privacy in your workspace (ability to have conversations without your neighbors overhearing and vice versa)?

Overall, does the acoustic quality in your workspace enhance or interfere with your ability to get your job done?
You have said you are dissatisfied with the acoustics in your workspace. Which of the following contribute to this problem? (check all that apply)

- People talking on the phone: 60%
- People talking in neighboring areas: 73%
- People overhearing my private conversations: 72%
- Office equipment noise: 5%
- Office lighting noise: 1%
- Telephones ringing: 12%
- Mechanical heating, cooling and ventilation systems: 22%
- Excessive echoing of voices or other sounds: 24%
- Outdoor traffic noise: 3%
- Other outdoor noise: 3%
- Other: 0%

N=67
2.2 Air Quality

How satisfied are you with the air quality in your workspace (i.e. stuffy/stale air, cleanliness, odors)?

Air is stuffy/stale
Due to the limited number of responses to this question, its chart is not displayed

Air smells bad (odors)
Due to the limited number of responses to this question, its chart is not displayed

Overall, does the air quality in your workspace enhance or interfere with your ability to get your job done?

Air is not clean
Due to the limited number of responses to this question, its chart is not displayed
If there is an odor problem, which of the following contribute to this problem? (check all that apply)
2.3 **Cleanliness and Maintenance**

How satisfied are you with general cleanliness of the overall building?

![Graph showing satisfaction levels for general cleanliness of the overall building.]

**N=132**

How satisfied are you with cleaning service provided for your workspace?

![Graph showing satisfaction levels for cleaning service at the workspace.]

**N=130**

How satisfied are you with general maintenance of the building?

![Graph showing satisfaction levels for general maintenance of the building.]

**N=130**

Does the cleanliness and maintenance of this building enhance or interfere with your ability to get your job done?

![Graph showing satisfaction levels for the impact of cleanliness and maintenance on job performance.]

**N=131**
You have told us that you are dissatisfied with the cleaning service provided for your workspace. How often do you have significant problems?

Which of the following contribute to this dissatisfaction? (check all that apply)

- Surface dust on work surfaces close to you: 28%
- Surface dust on other surfaces you might touch: 28%
- Surface dust on surfaces difficult to reach: 14%
- Spills and debris: 43%
- Dirty floors: 43%
- Trash cans are not emptied overnight: 6%
- Trash cans get too full during the day: 6%
- Trash cans are a significant source of odor: 6%
- Bathroom fixtures (toilets, urinals, etc.) are dirty: 14%
- Other: 14%

N=6, N=7
2.4 Lighting

How satisfied are you with the amount of light in your workspace?

How satisfied are you with the visual comfort of the lighting (e.g., glare, reflections, contrast)?

Overall, does the lighting quality enhance or interfere with your ability to get your job done?
Which of the following controls do you have over the lighting in your workspace? (check all that apply)

- Light switch: 22%
- Light dimmer: 3%
- Window blinds or shades: 26%
- Desk task light: 78%
- None of the above: 11%
- Other: 2%

N=130

You have said that you are dissatisfied with the lighting in your workspace. Which of the following contribute to your dissatisfaction? (check all that apply)

- Too dark: 18%
- Too bright: 47%
- Not enough daylight: 13%
- Too much daylight: 24%
- Not enough electric lighting: 6%
- Too much electric lighting: 0%
- Electric lighting flickers: 0%
- Electric lighting is an undesirable color: 0%
- No task lighting: 0%
- Reflections in the computer screen: 24%
- Shadows on the workspace: 0%
- Other: 24%

N=17
2.5 **Office Furnishings**

How satisfied are you with the comfort of your office furnishings (chair, desk, computer, equipment, etc.)?

How satisfied are you with the colors and textures of flooring, furniture and surface finishes?

How satisfied are you with your ability to adjust your furniture to meet your needs?

Do your office furnishings enhance or interfere with your ability to get your job done?

\[ N=132 \]
2.6 Office Layout

How satisfied are you with the amount of space available for individual work and storage?

How satisfied are you with ease of interaction with co-workers?

Overall, does the office layout enhance or interfere with your ability to get your job done?
You have said that you are dissatisfied with the amount of space available for individual work and storage. Which of the following contribute to your dissatisfaction? (check all that apply)

- Amount of work surface area
- Total area of work station
- Available filing and storage space
- Available space for personal items
- Space for meeting with other people
- Other: 4%

N=24

You have said that you are dissatisfied with the level of visual privacy. Which of the following contribute to your dissatisfaction? (check all that apply)

- High density-too little space separating people
- Partitions or walls are too low or transparent
- People can easily see in through exterior windows
- Too many people walking in my work area
- Other: 3%

N=49

Due to the limited number of responses to this question, its chart is not displayed.
2.7 Thermal Comfort

How satisfied are you with the temperature in your workspace?

Overall, does your thermal comfort in your workspace enhance or interfere with your ability to get your job done?
Which of the following do you personally adjust or control in your workspace? (check all that apply)

- Window blinds or shades: 31%
- Thermostat: 16%
- Portable heater: 8%
- Portable fan: 4%
- Adjustable or vent: 1%
- Operable window: 0%
- None of the above: 67%
- Other: 3%

**N=132**

In warm/hot weather... (check all that apply)

- My hands are too cold: 80%
- My feet are too cold: 33%
- Other: 26%

**N=54**

In cool/cold weather... (check all that apply)

- My hands are too cold: 64%
- My feet are too cold: 41%
- Other: 17%

**N=54**

In warm/hot weather, the temperature in my workspace is: (check all that apply)

- Often too hot: 37%
- Often too cold: 81%

**N=54**

In cool/cold weather, the temperature in my workspace is: (check all that apply)

- Often too hot: 26%
- Often too cold: 83%

**N=54**

When is this most often a problem? (check all that apply)

- Morning (before 11am): 28%
- Midday (11am - 2pm): 30%
- Afternoon (2pm - 5pm): 43%
- Evening (after 5pm): 9%
- Weekends/holidays: 0%
- Monday mornings: 2%
- No particular time: 35%
- Other: 15%

**N=54**
How would you best describe the source of this discomfort? (check all that apply)

- Humidity too high (stuffy) - 0%
- Humidity too low (dry) - 0%
- Air movement too high - 40%
- Air movement too low - 13%
- Incoming sun - 7%
- Hot cold floor surfaces - 2%
- Hot cold ceiling surfaces - 0%
- Hot cold wall surfaces - 0%
- Hot cold window surfaces - 0%
- Heat from office equipment - 0%
- Drafts from windows - 2%
- Drafts from vents - 40%
- Drafts falling from the ceiling - 31%
- My area is hotter than other areas - 15%
- My area is colder than other areas - 43%
- The thermostat is broken - 15%
- The thermostat is adjusted by other people - 10%
- Heating/cooling system does not respond quickly enough to the thermostat - 23%
- Clothing policy is not flexible - 9%
- Other - 11%

N=54
2.8 Building Features

Considering energy use, how efficiently is this building performing in your opinion?

Window coverings

N=122

Recycling systems

N=126

Bike parking

N=73
Conference rooms

How well informed do you feel about using the above mentioned features in this building?

N=126

N=130
2.9 General Comments

All things considered, how satisfied are you with your personal workspace?

Please estimate how your productivity is increased or decreased by the environmental conditions in this building (e.g. thermal, lighting, acoustics, cleanliness):

How satisfied are you with the building overall?

N=128

N=127

N=130
2.10 **Personal Workspace Description**

Which of the following best describes your personal workspace?

- Enclosed office, private: 3%
- Enclosed office, shared with other people: 1%
- Cubicles with low partitions (lower than five feet high): 68%
- Workspace in open office with no partitions (just desks): 23%
- Other: 4%

N=135
2.11 Personal Workspace Location

On which floor is your workspace located?

- First floor: 92%
- Second floor: 16%

N=135

To which direction do the windows closest to your workspace face?

- North: 40%
- East: 32%
- South: 10%
- West: 9%
- No windows: 7%
- Don't know: 4%

N=135

In which area of the building is your workspace located?

- North (first floor): 31%
- East (first floor): 16%
- South (first floor): 16%
- West (first floor): 13%
- Creative: 7%
- Ctrl Works: 1%
- Cqi Ws.: 1%

N=135

Are you near a window (within 15 feet)?

- Yes: 48%
- No: 52%

N=133

Are you near an exterior wall (within 15 feet)?

- Yes: 64%
- No: 36%

N=131
3.1 Background

Which organization do you work for?

<table>
<thead>
<tr>
<th>Organization</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brand</td>
<td>14%</td>
</tr>
<tr>
<td>Experience/MD</td>
<td>13%</td>
</tr>
<tr>
<td>Mfg. Resource/PP</td>
<td>6%</td>
</tr>
<tr>
<td>Food Safety/FSI</td>
<td>4%</td>
</tr>
<tr>
<td>Financial/Accounting</td>
<td>4%</td>
</tr>
<tr>
<td>Customer Development</td>
<td>8%</td>
</tr>
<tr>
<td>IT</td>
<td>8%</td>
</tr>
<tr>
<td>Supply Chain/Distr. Service</td>
<td>12%</td>
</tr>
<tr>
<td>Creative</td>
<td>7%</td>
</tr>
<tr>
<td>CIP/EQD</td>
<td>6%</td>
</tr>
<tr>
<td>Sustainability/Legal/Comm</td>
<td>2%</td>
</tr>
<tr>
<td>Executive</td>
<td>2%</td>
</tr>
<tr>
<td>CIO/IT/IQ</td>
<td>2%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>6%</td>
</tr>
</tbody>
</table>

N=130

How long have you been working at your present workspace?

<table>
<thead>
<tr>
<th>Duration</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 3 months</td>
<td>4%</td>
</tr>
<tr>
<td>4-6 months</td>
<td>11%</td>
</tr>
<tr>
<td>7-12 months</td>
<td>77%</td>
</tr>
<tr>
<td>More than 1 year</td>
<td>7%</td>
</tr>
</tbody>
</table>

N=134

How many years have you worked in the organization?

<table>
<thead>
<tr>
<th>Experience</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>10%</td>
</tr>
<tr>
<td>1-2 years</td>
<td>3%</td>
</tr>
<tr>
<td>3-5 years</td>
<td>27%</td>
</tr>
<tr>
<td>More than 5 years</td>
<td>44%</td>
</tr>
</tbody>
</table>

N=134

In a typical week, how many hours do you spend in your workspace?

<table>
<thead>
<tr>
<th>Hours</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 or less</td>
<td>64%</td>
</tr>
<tr>
<td>More than 10 but less than 30</td>
<td>21%</td>
</tr>
<tr>
<td>More than 30</td>
<td>15%</td>
</tr>
</tbody>
</table>

N=135

What is your age?

<table>
<thead>
<tr>
<th>Age</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 or under</td>
<td>11%</td>
</tr>
<tr>
<td>31-35</td>
<td>76%</td>
</tr>
<tr>
<td>Over 50</td>
<td>13%</td>
</tr>
</tbody>
</table>

N=132
What is your gender?

- Female: 62%
- Male: 38%

N=133 % responses