









Workplace DNA



↑ OSC	
TEA POINT	
POST ROOM	
TOILETS	
MEETING ROOMS 2.1-2.2, 2.10-2.11	
LEAN LEARNING ACADEMY	
CHECKING ROOM	
RECEPTION	



Document Verification



Workplace DNA
Operational Property
NR/GN/CIV/400/05
July 2020

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Disclaimer

It is the responsibility of the Designer and / or Contractor to ensure that projects are compliant with all legislation. Compliance with this guidance does not absolve them of these responsibilities. This document is for guidance purposes only.

Where the guidance cannot be followed this shall be evidenced and an alternative shall be proposed to the project sponsor or Technical Authority.

Compiled by

Weston Williamson + Partners

Foreword



Workplace DNA
Operational Property
NR/GN/CIV/400/05
July 2020

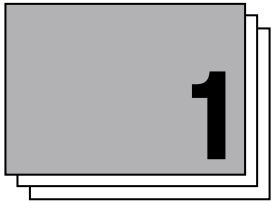
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Network Rail is one of the UK's largest Engineering companies and has a workforce of approximately 34,000 people, with a vast array of property assets located throughout the network. The rail infrastructure is continuing to change, develop and expand. This means that it is important that the workforce has places to operate from, in order to allow growth and flexibility.

This document illustrates how the 'look and feel' developed at Network Rail plays a major role in ensuring that the new workplaces offer innovative, productive and collaborative working environments. The workplace environment should be designed in a way which is clearly identifiable as a Network Rail asset, whilst supporting the needs of the end user. At the heart of Network Rail's vision is to create an ethos within the workplace which encourages more social interaction and communication, complete with an increase of flexible workplaces to allow agile working.

This increases the chances of cross functional working and collaboration, which puts Network Rail at the forefront of innovative places to work for employees. Creative design solutions have previously seen an increase in productivity and efficiency within the workplace.

How to use this document



Section 1 Introduction:

Provides an introduction to Networks Rail's Workplace DNA. It includes an overview of Network Rail's core values, corporate brand, agile working standards and design guidance.



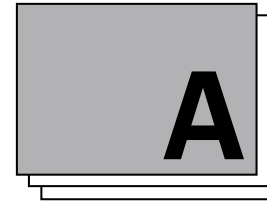
Section 2 Principles:

This section describes principles of workplace design that should apply to all Network Rail Workplaces, no matter the size or budget, as a demonstration of the value Network Rail places on its employees, users and visitors.



Section 3 Workplace Components:

Provides detail on the types of workplace Network Rail operate. Individual workplace components are described. They are subdivided into their three main areas: front of house, open plan and back of house.



Appendices A-D:

- Definitions
- Image Credits
- Standards & Legislation
- GRIP Process Flow Diagram
- Client Remit Template
- Performance Specification
- Colour & Finishes
- Typical Drawings

Hint and tips:

To quickly navigate this document click on any of the sections or titles on this page.

To return to the contents page you can click on the Double Arrow symbol.

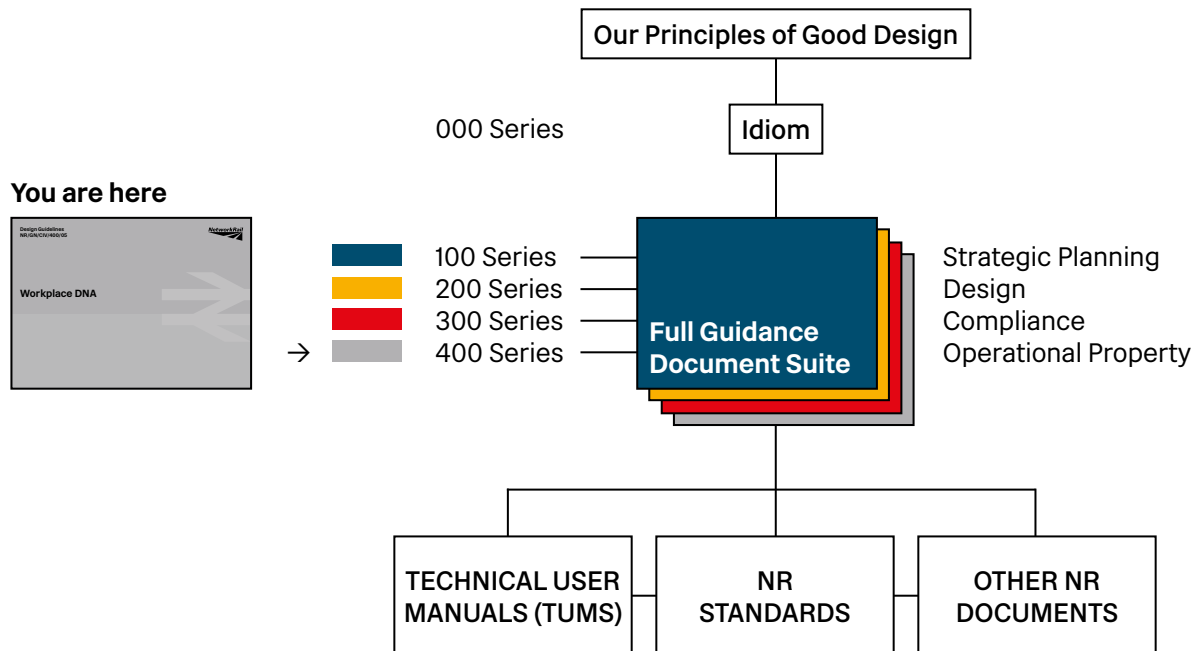
How to use the guidance



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The Network Rail Document Suite



References to other documents

- Code of Practice Guidance
- National Standard
- Network Rail document
- European Standard

Example:

Standards Reference

Control Centres: Rail Operating Centre Standard
NR/L2/OPS/253

NR Guidance Suite Reference

Maintenance Delivery Units (MDUs)
NR/GN/CIV/400/04

This guidance has a Network Rail standards Green status, and the contents do not require derogation

A full list of relevant documents, and other guidance suite documents is contained in the appendix.

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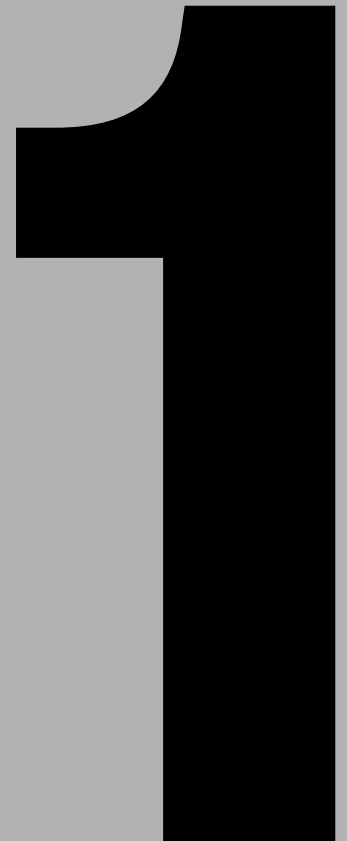


Image 0.1
Edinburgh MDU Offices
Main Entrance

Workplace DNA
Introduction





 **Image 1.1**
Baskerville House
Breakout Area

Introduction



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Network Rail is responsible for running, maintaining and developing the country's entire rail infrastructure. This means we have a huge engineering and construction team whose place of work is often within an industrial landscape.

The purpose of this document is to articulate what has become known as the Network Rail 'DNA' into a set of flexible interior guidelines which can be used by a variety of people to understand what makes up a Network Rail workplace. It should be used as a guide rather than a bible.

The key influences behind the data are the best examples of Network Rail workplaces delivered over the past five years and the 2019 British Council for Offices — Best Practice in the Specification for Offices, which details best practice within the industry.



Image 1.2
Edinburgh MDU Offices, Main Entrance



Project Managers Note

Setting the right brief at the outset of a project is crucial to its successful delivery. The DNA lists the areas of consideration for a typical brief. The emphasis may vary from project to project and from new build to refurbishment. The brief should set out a clear statement of intent on which all further decisions can be made. Key elements of a strategic brief are highlighted on the diagram opposite.

Designers Note

Designers should refer to the DNA throughout the design process and the end product should match Network Rail's core values and corporate brand. The DNA guide is not prescriptive. Rather it is a framework within which Designers are encouraged to offer ideas and think creatively.



Image 1.3
The Strategic Brief



Corporate Brand

The DNA is a set of guidelines aimed at assisting the project team during the design, construction or refurbishment of a Network Rail asset. It is essentially Network Rail's corporate brand, which is applied to each workplace. This is done through the design of spaces, functional requirements, furniture, finishes, colour palettes, graphics and much more. It is the overall 'look and feel' of a place that is created by these numerous elements.

Core Values

Each workplace should be approached differently according to budget, time-scales and function.

For example, a city centre office operates differently, with very different working methods, from a maintenance delivery unit.

The guidelines make sure that the end product reflects Network Rail's core values. The document offers flexibility within the design process, but also encourages consistency across Network Rail assets.

Agile Working


No matter what the function of the building, it should reflect the company's ethos of agile working whilst remaining identifiable as a Network Rail space. Network Rail aims to provide a variety of environments within a workplace that can be used for different activities to increase social engagement between teams.

The purpose of this document is to understand what key elements make up Network Rail's corporate DNA and how these should be applied to each type of workplace.

Design Guidance

To help guide the designer, this document breaks down each workplace component, providing detailed design guidance that is supported with typical drawings and specifications. Not only does this system guide the project team towards achieving a great finished product tailored to the end user, but more importantly it can potentially save significant amounts of money on each project.




 **Image 1.4**
Baskerville House
Meeting Room

Workplace DNA
Principles of Workplace Design

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 **Image 2.1**
Edinburgh MDU Offices,
Front of house, serviced catering
breakout space

Principles of Workplace Design



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This section describes the core principles of workplace design that should apply to all Network Rail workplaces, no matter the size or budget, as a demonstration of the value that Network Rail places on its employees, users and visitors.



Image 2.2
Baskerville House, central void



2.1.1 Introduction

Inclusive design is a process that aims to deliver spaces and places for everyone. Being inclusive is not just about being accessible, accessibility should be a given. Inclusivity has a much wider reach, it is about feeling welcome, feeling equal and most importantly about not feeling different.

Building Regulation and Rail Industry guidance has historically focused on 'access for disabled people' and has therefore tended to result in 'special provision' rather than consideration of the needs of a much wider set of excluded groups being integrated with all other users. This is unlikely to deliver workplaces that are fit for the future.

Inclusive design covers a broader remit, removing barriers that create undue effort, separation or special treatment, enabling everyone to participate equally, confidently and independently in mainstream activities.

Diversity and inclusion should be considered from the outset of the design process and should remain integral throughout delivery. Inclusive design creates places and services that are user friendly, high-quality, healthier, more durable, with a positive impact on all members of a community and their environment.

2.1.2 Accessibility

The adoption of inclusive design principles helps people access, navigate and use a building safely, effectively, autonomously and with confidence.

Access to the built environment is not simply a question of physical layout, it also relies on providing good information including signage, lighting, visual contrast and written materials.



Mental Health &
Wellbeing



Wheelchair Users



People with
Mobility Difficulty &
Companions



People with
Neurodiversity



People with
Hearing or Visual
Impairments



People with Manual
Dexterity Impairments

Principles of Workplace Design

2.1 Inclusivity



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2.1.3 Inclusive Design Principles

Inclusive design can provide new insights to the way we interact with the built environment and creates opportunities to apply creative problem solving skills. Through this approach design improvements can be achieved for individuals which enhances business as a whole.

There is an often held belief that inclusive design takes longer and costs more. In reality not considering inclusive design can cost more in dealing with complaints, legal challenges and issues that can emerge later in a project's life-cycle which can ultimately damage reputations.

2.1.4 Network Rail Inclusive Design Objectives

As a national carrier NR has a duty of care under the Equality Act 2010 and Public Sector Equality Duty to provide accessible workplace environments, to identify barriers to access and find solutions.

Where practical NR aim to exceed minimum standards, but acknowledge that every eventuality cannot be covered. The aim is to assist designers, engineers, contractors and stakeholders address Inclusive Design in a consistent way through the following steps:

Consultation

- Appoint Inclusive Design experts.
- Engage with the wider community.
- Continue to support, develop and consult with the NR BEAP (Built Environment Accessibility Panel).

Collaboration

- Build the principles of Inclusive Design into the work commissioned.
- Share knowledge, innovation and best practice with suppliers, industry shapers and policy makers.

Education

- Raise awareness of the importance of Inclusive Design.
- Build the confidence of targeted sections of the NR workforce to apply the principles of Inclusive Design and carry out Diversity Impact Assessments (DIAs).

Innovation

- Encourage, identify and share innovative approaches to Inclusive Design within NR.

Integration

- Build DIAs into relevant NR processes.
- Embed Inclusive Design into policy, strategy and project development systems.



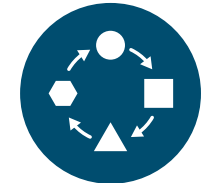
Acknowledge diversity and difference and respond to people's needs



Address barriers to inclusion early in the design process



Provide buildings that are convenient and enjoyable for everyone



Offer choice where a single design solution may not work for everyone



Accommodate all people regardless of their age, gender, mobility, ethnicity



Provide for flexibility in use offering more than one solution to help balance everyone's needs

Principles of Workplace Design

2.1 Inclusivity



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2.1.5 Diversity Impact Assessment (DIA)

Diversity Impact Assessments are a method used by Network Rail at the planning stage to demonstrate that duties within the Equality Act 2010 have been considered. The DIA is a tool that helps Network Rail to confirm that policies and the way we design, build and operate works for everyone.

It is very important that a DIA is carried out as early as possible on major built environment projects, preferably at GRIP 0 and certainly no later than GRIP 1. Collecting equality information and using it to inform decision making can also help Network Rail achieve greater value for money by ensuring the efficient application of resources.

Inclusive services should be shaped by evidence-based policy-making. Using a clear methodology should help collect, analyse and present evidence about diversity, inclusion and fairness in a consistent way.

2.1.6 Protected Characteristics

Inclusive design is underpinned by legislation. In the UK the Equality Act 2010 places a requirement on service providers to avoid discriminating against people on the basis of any of nine 'protected characteristics'.

Protected characteristics include; age, disability, gender, gender reassignment, pregnancy and maternity, race, religion or belief and sexual orientation, marriage and civil partnerships, in short everyone.

See Network Rail's — An Everyone Guide to Diversity Impact Assessments, 2015 for more details.

2.1.7 DIA Consultation

A Diversity Impact Assessment is an 8-step information-gathering and consultation tool similar to a risk assessment. It is used to predict potential negative effects and to work out what can be done to avoid them. It also helps identify potential positive effects that can be promoted.

- Step 1** — Clarifying Aims
- Step 2** — The Evidence Base
- Step 3** — Assessing Impact
- Step 4** — Consultation
- Step 5** — Informed Decision Making
- Step 6** — Action Planning
- Step 7** — Sign Off & Publication
- Step 8** — Monitoring Real Impact

Refer to Network Rail's Diversity & Inclusion website for more details.

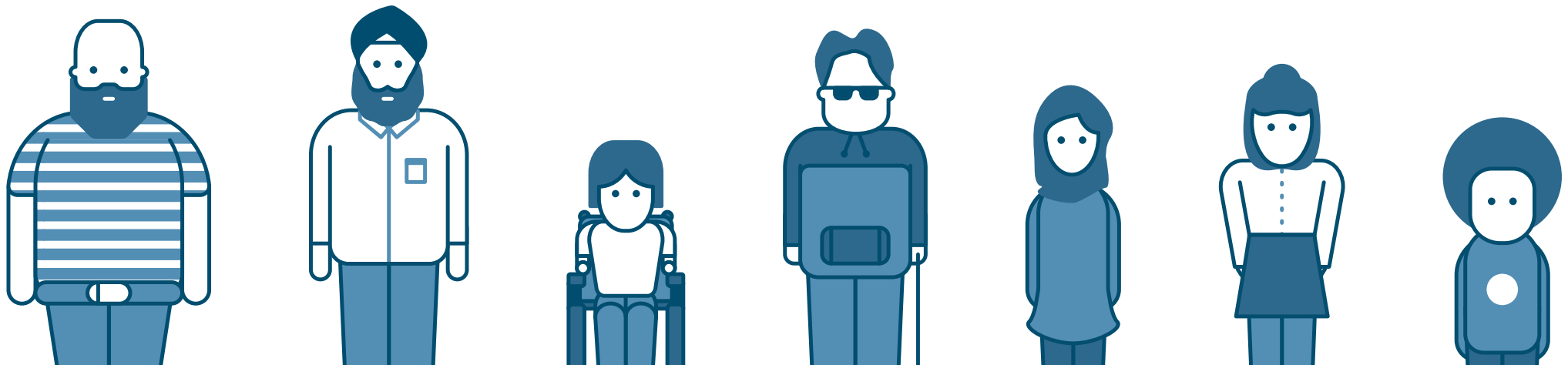



Image 2.3
Diversity



 **Image 2.4**
Edinburgh MDU Offices,
Accessible Lift

Principles of Workplace Design

2.2 Sustainability



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2.2.1 Introduction

As one of the countries largest asset owners. Network Rail are obliged to embed sustainability into all projects. There is a requirement for Network Rail to register their schemes with Ska (the Royal Institute of Chartered Surveyors) environmental assessment method or BREEAM Fit-Out and Refurbishment so that tangible evidence based outputs are produced consistently.

Ska assessment is the mandated assessment tool for a workplace project (unless BREEAM is already in use). Each project should engage a Ska assessor to rate and certify it. RICS operates an accreditation scheme to enable qualified professionals to undertake Ska rating assessments. The assessor typically charges £3,000–£4,000 per certification.

2.2.2 Ska

Ska comprises more than a hundred Good Practice Measures (GPM) covering:

- Energy and CO2 emissions
- Waste
- Water
- Materials
- Pollution
- Wellbeing
- Transport



Each GPM is outlined in a data sheet explaining the criteria that need to be achieved. As each office fit-out project is unique, Ska rating only scores the project on GPMs that are relevant to the project.

Some measures are more important from a sustainability perspective, so the measures are ranked from 1 to 104, (1 is the highest and 104 the lowest). To make sure that the teams do not just target the easiest measures, the project has to achieve a number of the highest ranked measures in order to score, known as gateway measures.

The Ska assessment process is broken into three stages, with a certificate issued at completion of the project. NR schemes are to meet SKA Silver as a minimum requirement and Gold as an aspiration. Refer to Appendix C for more details.

2.2.3 BREEAM

BREEAM assessments are based on a scoring system with nine criteria:

- Energy
- Land use and ecology
- Water
- Health and wellbeing
- Pollution
- Transport
- Materials
- Waste
- Management



Each of the criteria is scored and then multiplied by a weighting. Minimum thresholds must be achieved, and additions can be made for specific innovations.

The resulting overall score is translated into one of the BREEAM ratings; unclassified, pass, good, very good, excellent or outstanding. NR schemes are required to meet achieve a 'Very Good' rating as a minimum or 'Excellent' as an aspiration.

Ska	Score	Ska	Score
Silver	> 50%	Excellent	> 75%
Gold	> 75%	Outstanding	> 85%



NetworkRail

4TH FLOOR

MEETING ROOMS 4.1-4.11

FIRST AID ROOM

2ND FLOOR

RECEPTION

DELI BAR

MEETING ROOMS 2.1-2.11

LEAN LEARNING ACADEMY

1ST FLOOR

MEETING ROOMS 1.1-1.11

MULTI FAITH ROOM



Image 2.5
Baskerville House,
Health and Wellbeing

Principles of Workplace Design

2.3 Health & Wellbeing



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2.3.1 Introduction

Network Rail's workplaces aim to create a better working environment for employees through the use of bright, open spaces. This in turn makes employees feel valued and instils a sense of pride within the workforce.

Network Rail is also keen to improve the Health and Wellbeing of its workforce and the design of their workplaces is key to achieving this. The 'flourish model' from the BCO guidance gives valuable insight into what elements make up a productive, healthy workplace.

The model is based on four key areas: subjective, objective, perceptual and economic. Together these define the factors that help to produce an environment in which occupants motivation, productivity and creativity can flourish.

Legend:

- 10 Exceptional
- 9
- 8
- 7
- 6
- 5 Minimum Standard
- 4
- 3
- 2
- 1 Detrimental

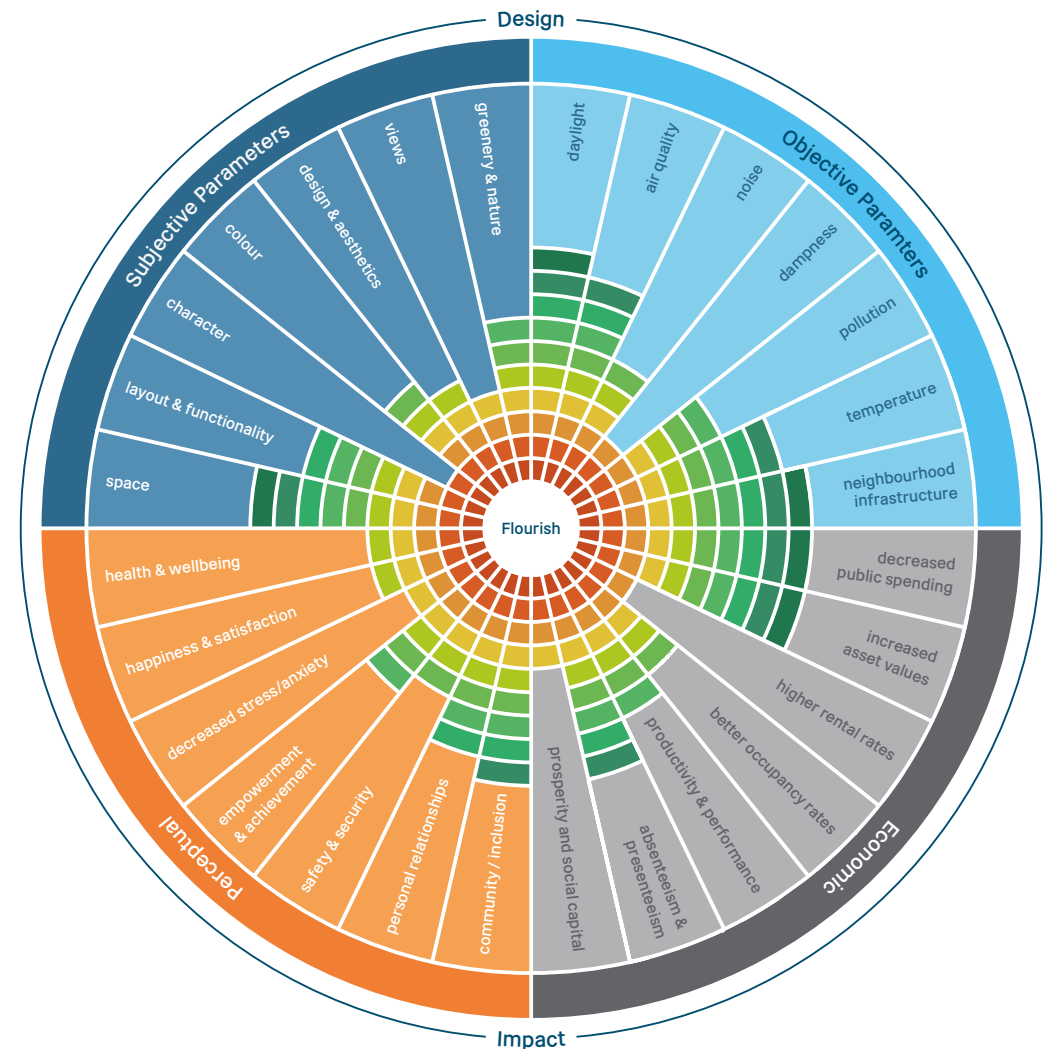


Image 2.6
The Flourish Diagram

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2.3 Health & Wellbeing



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2.3.2 Ergonomic Design

Ergonomic design helps address the physical stresses that might be associated with activities within a workplace, such as workstations, seating and control panels.

Effective ergonomics aim to improve employee's interaction with their environment and prevent or limit the risk of illness, stress or injury in the workplace: physical stresses might include repetitive motions, vibration, or working in awkward positions.

Network Rail strive to implement high quality ergonomic design in order to optimise worker productivity, reduce the number of lost work days through illness, improve staff morale and motivation, and keep employee turnover to a minimum.

2.3.3 Indoor Air Quality

Natural ventilation is the preference for any workplace design. It improves user wellbeing and removes the need for mechanical ventilation systems which are expensive in terms of installation, energy use and maintenance. Purely passive ventilation, however, may not always be the best solution for balancing thermal comfort, air quality and energy use in a strategy which works all year around.

In terms of occupant comfort, a hybrid ventilation strategy (passive and mechanical), sometimes called mixed mode ventilation, can be an attractive alternative. The requirements, size and limitations for each individual office should determine the best approach in each instance. Options include:

- Four pipe fan coil
- Variable refrigerant flow/volume
- Ventilated chilled beams
- Variable air volume system
- Chilled ceiling
- Displacement ventilation
- Natural ventilation
- Natural ventilation with atrium

2.3.4 Lighting

Daylight provides the highest quality light for a workplace, varies naturally during the day and has excellent colour rendition. It is also the most sustainable method of supplying light.

Maximising natural light not only improves energy efficiency, it also creates the illusion of a larger space. Ways in which natural light can be maximised include:

- Open plan layouts
- Glazed screens to meeting areas
- Tall furniture kept to a minimum
- Light, reflective surfaces, to bounce light through the office space

Where access to daylight is limited artificial lighting should satisfy the comfort and performance requirements of the workplace tasks that are likely to take place. Artificial lighting systems should be designed to maintain a level of illumination that is comfortable and provides a safe environment that is suitable for people who are blind or partially sighted.

Both day and artificial lighting should be controlled to mitigate glare on screens.

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2.3 Health & Wellbeing



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2.3.5 Noise

An increase in office population, developments in technology and a rise in collaboration has increased the level of noise within Network Rail offices in recent years. Poor acoustics can reduce productivity and increase workplace stress. Ways of improving office acoustics include:

- Install sound absorbing wall panels and acoustic ceilings, to minimise sound reflection from hard surfaces in open-plan offices and meeting rooms.
- Incorporate a mixture of work spaces, such as private work stations and breakout zones, to segregate noisy activities from quiet ones. Not only should this maximise employee productivity at key times, but it should also allow people to work individually if they need to.

2.3.6 Biophilic Design

The term Biophilia describes the relationship that humans have with nature and how there is a need to be continually connected with nature. There is a case to apply Biophilic design to workspaces as research has shown that this has a significant positive impact on the productivity of employees.

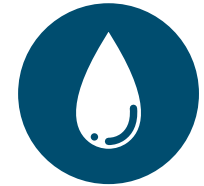
Designers of Network Rail future workplaces are encouraged to look at how Biophilic design can be applied by using natural materials and colour palettes derived from nature to give a sense of the natural world in the urban environment.

Ways in which biophilic design can be incorporated include:

- Providing open space with naturalised or planted areas around buildings and ensuring as many windows as possible overlook those areas.
- Maintaining existing trees which may help provide natural landscaping.
- Routing access pathways through planted areas.
- Incorporating living walls into building façades.
- Including low to no maintenance potted plants and small internal gardens.
- The use of 'natural' art and natural materials in buildings.



High indoor air quality
/ natural ventilation



Water &
Wellbeing



Low to no
maintenance planting



Improved energy
and efficiency



Limited physical and
environmental stresses



Improved
productivity

Principles of Workplace Design

2.4 Occupancy Criteria



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2.4.1 Introduction

Within open plan spaces Building Regulations recommended minimum workplace density is 5.5sqm per person. A 6.5 – 7sqm density is typically the benchmark for Network Rail, however this should not be taken as an absolute and should be reviewed on a case by case basis.


The British Council of Offices (BCO) provides guidance on industry best practice. BCO publish their own guidance on occupancy densities, which are often more generous than the Building Regulations, but may still be referred to.

Toilets in Network Rail workplaces should be planned in accordance with BS 6465 and work to a 50:50 split male to female. Accessible facilities should be planned in accordance with Approved Document M and best practice. The provision of shower facilities is dependent on building location and function.



Image 2.7
Workplace densities



 **Image 2.8**
Edinburgh MDU, Meeting Room
Application of colour and graphics

Principles of Workplace Design

2.5 Colour, Graphics & Finishes



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2.5.1 Introduction

The use of colour and graphics is encouraged to enliven workplaces and highlight or distinguish different areas of the office environment. This section focuses on the Principles of colour and graphics use that Designers are encouraged to consider.

The 'look and feel' of Network Rail workplaces is hugely important and helps to tie the different Network Rail locations together. This comes from careful planning of spaces and specification of features and facilities alongside the creative use of colour and lighting. The interiors are all about openness, quality and function. The result is a powerful internal and external brand experience.



Image 2.9
Block colour



Image 2.10
Graphic prints



Image 2.11
Natural materials

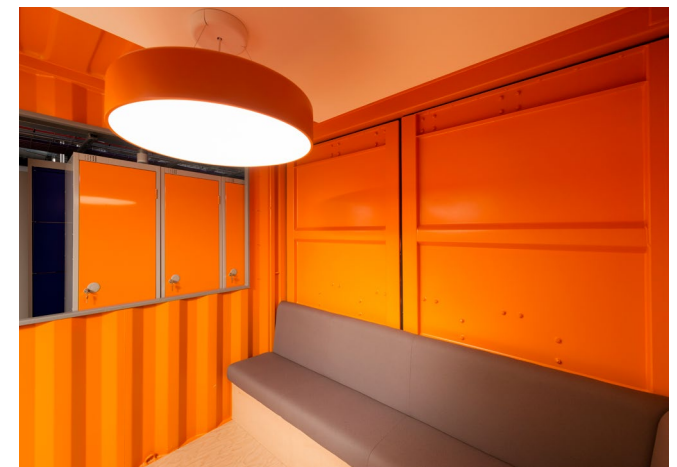


Image 2.12
Bright & fun

Principles of Workplace Design

2.5 Colour, Graphics & Finishes



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Image 2.13
Colour applied to back of house circulation



Image 2.14
Bright fabrics

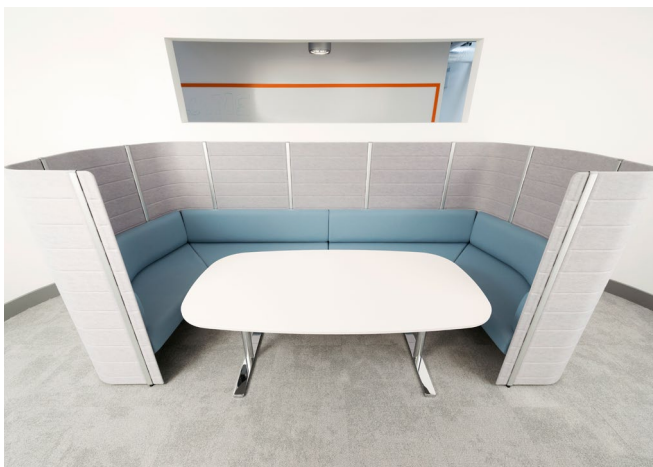


Image 2.15
Subtle fabrics



Image 2.16
Colour combinations, within open plan office space

2.5.2 Principles of colour use

A specific colour palette is included in Appendix C. This was created in 2017 and is to remain current through to 2022 when it should be reviewed and may be updated or replaced. Within this time frame Designers are encouraged to follow this as the basis for their colour scheme.

The use of specific colours across the Network Rail estate can help to establish a common 'look and feel' for Network Rail working environments. However the use of specific colour is an area that is particularly susceptible to changing fashion; what looked good in 2012 can look out of date less than ten years later. This risks either making workplaces or Network Rail look out of date in turn or generates a cycle of replacement and updating that creates unnecessary cost and waste.

A focus on the principles of colour use should help mitigate this, as these are less susceptible to the vagaries of fashion than the colours themselves.

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2.5 Colour, Graphics & Finishes



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Image 2.17

Consider and compliment the background colours of a building, for instance the blue-grey tones of the back-painted glass in the atrium of Baskerville House



Image 2.18

Use applied colour alongside natural materials e.g. wood



Image 2.19

Use applied colour selectively for highlight against a predominantly neutral background



Image 2.20

Use two or more shades of the same colour, either complimentary shades or a contrasting bold and neutral

Principles of Workplace Design

2.5 Colour, Graphics & Finishes



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2.5.3 Principles of Graphics & Image Use

The Network Rail guidelines should be considered throughout the design process. The graphics team should be informed of the project and signage requirements, in order to check that the correct guidelines are being adhered to and that all signage is compliant.

These guidelines have been designed to provide all the information that a contractor requires in order to originate, produce and install a signage and graphics package for any building/facility within the Network Rail corporate, operational or training estate.

Applied graphics can be at multiple scales, from small to supergraphics covering an entire wall. They form a striking component of an interior design scheme. They can also serve a functional purpose, for instance as manifestation on glazed partitions or wayfinding.

Where graphics are being used to impart information the priority is that they are clear and legible. Where graphics are for decorative use only there is more flexibility about the type of image used.

Graphics are low cost but have a large added benefit to each and every scheme, whether it be in a low-spec temporary workplace or in a high spec office. They are key to ensuring that work environments are inviting and comfortable places for both visitors and staff.



Image 2.21
Glazed partition, manifestation



Image 2.22
Wayfinding signage, circulation route



Image 2.23
Glazed partition, supergraphics

Principles of Workplace Design

2.5 Colour, Graphics & Finishes



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2.5.4 Wayfinding Signage

It is important that signage is considered as a key design element and is not picked up too late in the design stage.

Wayfinding signage should not list specific team names, to allow for flexibility in the future as and when teams are relocated.

Fire safety signage and refuge points should be specified and included within the fire strategy for the building. M&E may need to be consulted, to check that sufficient power is available (for example, for illuminated fire exit signs).



Image 2.24
External signage



Image 2.25
Wayfinding signage



Image 2.26
Meeting Room Signage



Image 2.27
Edinburgh MDU Offices
Heritage Graphics

Principles of Workplace Design

2.5 Colour, Graphics & Finishes



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2.5.5 Incorporating Railway Heritage

The long history of the UK rail network is one of great engineering and architectural achievements, pioneering structures and iconic national symbols. This should run as a graphic thread throughout the workplace.

Designers are encouraged to make creative use of this heritage, starting with photos or historical record drawings that have a strong association with the local context and incorporating them within the workplace as powerful symbols of a particular place.

In most cases heritage graphics may need to be redrawn in simplistic, digital form. This allows for quality to be retained and for graphics to align with the relevant scheme. Archive images cannot simply be blown up to suit a space.

These images should act as a constant reminder for staff to be proud to be both part of this noble lineage and entrusted with its future.

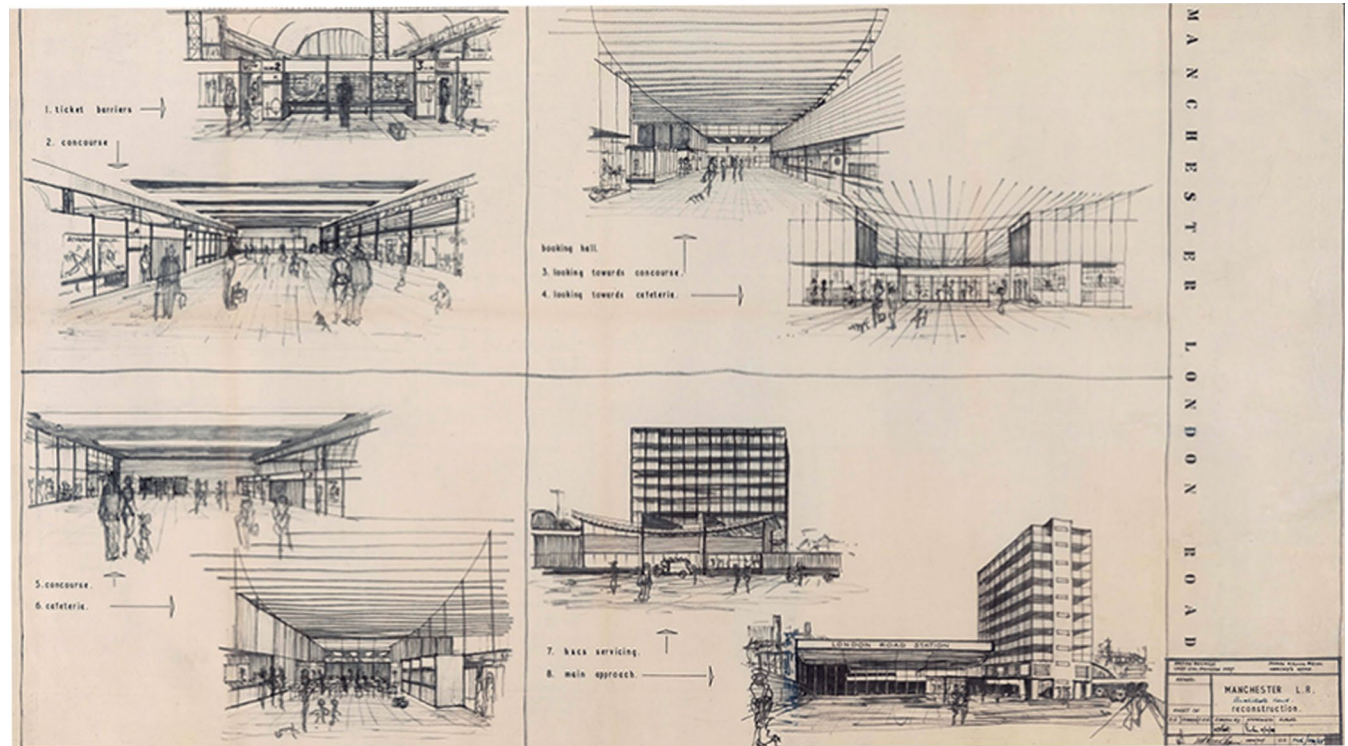


Image 2.28
Heritage Drawing

Principles of Workplace Design

2.5 Colour, Graphics & Finishes



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2.5.6 Internal Finishes

Internal finishes comprise floor finishes, non-painted wall finishes and fabric coverings. The combination of all of these, alongside painted surfaces and graphics significantly impacts the look and feel of the workplace.

When specifying these materials the following criteria need to be carefully considered:

- Visual Impact
- Sustainability
- Robustness / Maintainability

Standards to be considered include:

- Building Regulations
- British Standards
- British Council Office Standards
- CIBSE Standards/Guidance
- EuroCode Standards
- International Standards
- RICS Standards/Guidance
- Manufacturer's recommendations

Refer to Appendix C for additional information on finishes.



Image 2.29
Typical Office, colour & finishes

Principles of Workplace Design

2.5 Colour, Graphics & Finishes



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Visual Impact

The visual impact of each office space should help Network Rail portray its brand, ethos and culture, increase wellbeing and support the desired working practices. It is a key contributor to the overall success of an office building.

Varying the visual impact of the finishes can help define different character areas, from informal to formal, and from calm to dynamic.

It is important to test how all materials may look together using a digital or physical mood board and visualisations.

Sustainability

The SKA rating Product Compliance Label lists sustainable products for office fit outs. Refer to Appendix C for additional information.

Sustainable products listed include:

- Soft flooring
- Paints / wall Finishes
- Countertops
- Fabric Coverings

Robustness / Maintainability

Robust and easy to maintain finishes should be specified throughout but are especially important in heavily used common areas and shared amenities such as the reception, stairs, lifts and WCs.

Key considerations include:

- High quality, durable and hard wearing
- Resistant to marking from bumps, knocks and scratches
- Resistant to staining
- Easy to clean
- Simple to replace or repair damaged areas



Image 2.30
Visual Impact



Image 2.31
Sustainable Finishes

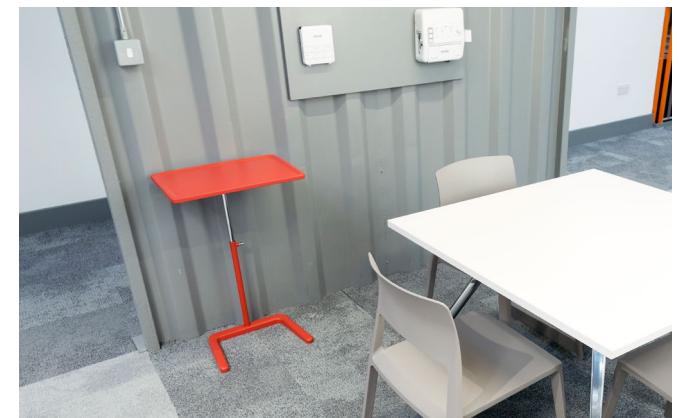


Image 2.32
Robust Finishes

Principles of Workplace Design

2.5 Colour, Graphics & Finishes



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2.5.7 Furniture

Specified furniture must be robust and fit for purpose. Furniture should be specified based on the teams and types of activities which take place within the area. A furniture guide is located in Appendix C.

Soft furniture

Soft furniture should be soft to touch and provide a high level of comfort. Soft furnishings are typically used within office areas, meeting rooms, breakout areas or quiet rooms and should be avoided in tea points to avoid the risk of stains.

Hard wearing furniture

Durable finishes should be used in high intensity areas. Hard plastic (or similar) offer easy to clean surfaces. Specifying the correct furniture in the relevant areas should enhance longevity.



Image 2.33
Soft furniture



Image 2.34
Hard wearing furniture

Principles of Workplace Design

2.6 Facilities Management



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2.6.1 Introduction

Facilities management is an integral part of the strategic thinking and day-to-day operation of Network Rail. Even where facilities management is out-sourced, FM contractors should be embedded in the organisation with their service provision aligned to Network Rail's strategic objectives.

The NR Facilities Management team are responsible for delivering a comprehensive range of services including:

- Security
- Maintenance /cleaning
- Fabric and engineering maintenance
- Energy management
- Mail room & couriers
- Help desk
- Waste and pest services
- Catering/hospitality
- Move Management
- Front of House
- Space planning
- Asset Management
- Operational readiness
- Business Continuity
- Room bookings

Design considerations for two of the key services include:

Security

- FM require a CCTV room in Network Rail workplaces. This room is an area where CCTV footage is stored and reviewed when necessary. This should be a highly confidential area with the necessary equipment to review and store the data.

Maintenance / Cleaning

- Maintenance is crucial in Network Rail workplaces, in order to retain a high quality appearance and operate at optimum efficiency. The design and quality of materials and good workmanship, can minimise the level of maintenance required. Robust materials should be considered from the outset, as listed in Section 2.5.6.
- Storage areas are required for cleaners and maintenance use. These storage facilities need to be at an appropriate scale to the site. The storage should include areas to store equipment and spare parts such as light bulbs, ladders and filters. For further detail on cleaners cupboard requirements refer to Section 3.4.6.

Principles of Workplace Design

2.7 Technology



2.7.1 Introduction

As Network Rail increasingly embraces agile working, the integration of technology within the workplace encourages collaborative and flexible ways of working that help make this a seamless transition. Technology has the potential to help people work the way that suits them best, keeping staff motivated and engaged whether that be working alone or problem-solving together.

Design Teams must include representatives from RSIT (Route Services IT) and NRT (Network Rail Telecoms) to confirm all aspects of telephony, wired data connectivity, Wi-Fi, printing and technology are accessible from desk spaces, meeting rooms and collaboration and breakout spaces.

Technology changes rapidly. It is therefore impossible to mandate a particular product as the equipment evolves between building projects. Prompt engagement with RSIT and NRT should enable the correct technology to be selected early in the design process.

Key considerations to make sure technology is successfully incorporated are:

- The technology needed within the final building should be driven by the number of end users and their role or functions within the organisation. It is therefore vital that these requirements are understood early in the design process.
- Understanding and factoring in the physical space taken up by the supporting infrastructure e.g. Comms room or rooms, structured cabling, wall strengthening, raised flooring etc.
- Programming IT requirements into a project. For instance external data and telephony (WAN) circuit provisions commonly take 90 working days or more from the point of order to deliver. Main comms room build, power and commissioning sit on the critical path and should be planned to deliver early in the build process.
- All projectors and smart screens need to be ordered and approved by RSIT so careful consideration needs to be given to where they offer best value. Modems are also to be completed by RSIT.
- Other considerations include; Phones, printers, plotters, TVs, monitors, specialised IT, primary connection of IT to desks — these need to be confirmed by each department.



2.8.1 Introduction

In order to keep to project budgets and programmes, and to properly coordinate and communicate, the design process needs to be carefully planned and controlled.

The following pages list out a step by step guide to planning and fitting out a typical NR workplace. Individual tasks are listed by GRIP stage, with actions, meetings and report submissions highlighted. Not all steps apply for every project.

The guide highlights the iterative process of design where at each iteration there are inputs and outputs for multiple registers and reports. Outputs are to be reviewed at the end of each stage.

Key considerations for a design manager include:

- Establishing a platform for good communication and collaboration between relevant parties
- Ensuring an effective flow of design and production information
- De-risking design problems
- Contributing to planning and co-ordination
- Preparing, managing and securing an integrated design programme and design matrix
- Scheduling drawings and other information to be produced by each discipline/specialist
- Change control procedures

Principles of Workplace Design

2.8 Design Management Procedures



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GRIP 1		GRIP 2		GRIP 3		GRIP 4	
Remit	Pre Feasibility development						
	High Level Budget						
	Risk Register						
	Grip 1/2 Authority Paper						

Principles of Workplace Design

2.8 Design Management Procedures



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GRIP 5		GRIP 6	GRIP 7	GRIP 8
<ul style="list-style-type: none"> ▶ Detailed Design ▶ Stage E / GRIP 5 Report ▶ Finance Check ▶ Final Project Scope Review Meeting with Sponsor / Stakeholder / FM Provider ▶ Sponsor to sign off Stage E Report ▶ Approve PID from RSIT and NRT ▶ Apply for Landlord Approval/building warrant application 		<ul style="list-style-type: none"> ▶ Pre Start Meeting ▶ Approve Site Welfare Facilities ▶ Formal Construction Progress Meetings / Risk Review ▶ Risk Register Review ▶ Formal Change Control Process ▶ Start drawing Migration Information ▶ Communication to end users / staff engagement 		
Detailed Design	Design Check	Construction	Entry into Service	Close Out
<ul style="list-style-type: none"> ▶ Confirm Authority for GRIP 6–8 ▶ Arrange for quotes from furniture suppliers etc ▶ Log procurement requests for Tender Contractor ▶ Agree tender list with procurement / QS ▶ QS to complete Contractors Tender — Stage E Report ▶ Release Contractors Tender via e-business ▶ Deal with tender queries ▶ Arrange site visit for prospective contractors ▶ Tender response management (BRAVO) ▶ Tender Evaluation ▶ Tender Interview ▶ Possible VE as necessary ▶ Appoint Contractor ▶ Raise contract for Contractor ▶ Raise PO for Contractors ▶ Update Risk Register ▶ Update Project Management Plan ▶ Update CDM Plan ▶ Approve Construction Phase Plan ▶ Stage Gate Meeting 		<ul style="list-style-type: none"> ▶ 6–10 weeks before completion: ▶ Engage with FM Provider ▶ (RFM to create Data Sheets) ▶ Final File Audit ▶ Assess File Usage ▶ Sign off desk allocation by department ▶ Purchase orders for furniture (6–8 week lead in) ▶ Arrange quotes for move management, graphics/FM ▶ FF&E coordination meeting ▶ Draft O&M manuals for review by FM provider ▶ Move Champion meeting ▶ Lock down migration data ▶ Hand over migration details to move team ▶ Arrange witnessing and testing meeting, FM Provider ▶ Arrange pre-occupation walk around with Union Rep ▶ Formal building / contractual handover, FM Provider ▶ Manage moves and building handover ▶ Day 1 Support 	<ul style="list-style-type: none"> ▶ Snagging ▶ Final Contractor Account Agreement ▶ Chase all outstanding POs / invoices ▶ Arrange Lessons Learnt Meeting ▶ Sponsor to complete Benefits Realisation 	<ul style="list-style-type: none"> ▶ Clear Oracle ▶ Chase non invoices ▶ Re-align task lines ▶ Write close out report — submit for approval ▶ Attend panel and present close out ▶ Tax rebate money is to be credited to budget ▶ Finance to close out Oracle Budget ▶ Project Completion



2.9.1 Introduction

In order to develop a Workplace design which is fit for purpose and suits the needs of the business, it is important that the remit is robust from the outset. The size of the workplace, the number of employees and the end user profiles should influence the requirements set out in the remit. These points should be considered early in the process, by all parties involved (Project Managers, Clients and Designers).

Size

Workplace offices come in a range of sizes depending on their location and function. Size is defined primarily by staff numbers, teams and overall purpose.

Small Sized Workplace

- As a general guideline, a small NR office is considered to be any office with fewer than 100 employees.
- The main facilities should include an open plan office space, meeting rooms, breakout areas, OSCs, tea points, WC facilities, comms room and cycle facilities.

Medium Sized Workplace

- A medium NR office is typically any office with more than 100 employees and less than 500.
- Facilities may include a reception area, open plan office space, meeting rooms, breakout areas, OSCs, tea points, WC facilities, comms room and cycle facilities.

Large Sized Workplace

- A large NR office is typically more than 500 employees.
- The main facilities should include reception areas, meeting rooms, serviced catering, open plan offices, break out areas and all the necessary support facilities as listed in Section 3.

End User Profiling

Network Rail workplaces have varying numbers of employees and teams operating out of each office. Because the projects being worked on vary widely no two teams are the same, operate the same or have the same requirements. End user profiling is therefore an important part of remit development to make sure that all team requirements are accounted for and the workplace delivered is fit for purpose.

Workplace DNA
Workplace Components





Image 3.1
Baskerville House
Front of house, breakout space

Workplace Components



Workplace DNA
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Introduction

Network Rail operate four main types of workplace, all of which have individual requirements depending on their location and purpose. The importance of applying the corporate DNA to each of these types is two-fold. Firstly it helps check that all staff benefit from a high quality workplace. Secondly, it helps promote and instil a shared identity across the organisation.

The four types of workplace are:

- Offices
- Control Centres
- Training Centres
- Maintenance Delivery Units (MDUs).

The primary focus of this document is on offices. Control Centres, Training Centres and MDUs each have specific functional requirements and require specialist design input.

Standards Reference

Control Centres: Rail Operating Centre Standard
NR/L2/OPS/253

NR Guidance Suite Reference

Maintenance Delivery Units (MDUs)
NR/GN/CIV/400/04



Image 3.2
Typical Office



Image 3.3
Control Centre



Image 3.4
Training Centre



Image 3.5
Maintenance Delivery Unit

Workplace Components

3.1 Types of Workplace



Workplace DNA
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3.1.1 Offices

This refers to Network Rail corporate office environments. Corporate offices are generally city-based in key locations close to rail links. The buildings typically have a high quality office specification and range in scale. Some of these are owned by Network Rail and some are leased.



Image 3.6
Breakout Area



Image 3.7
Agile Working Space



Image 3.8
Desk Layout



Image 3.9
Office Space

Workplace Components

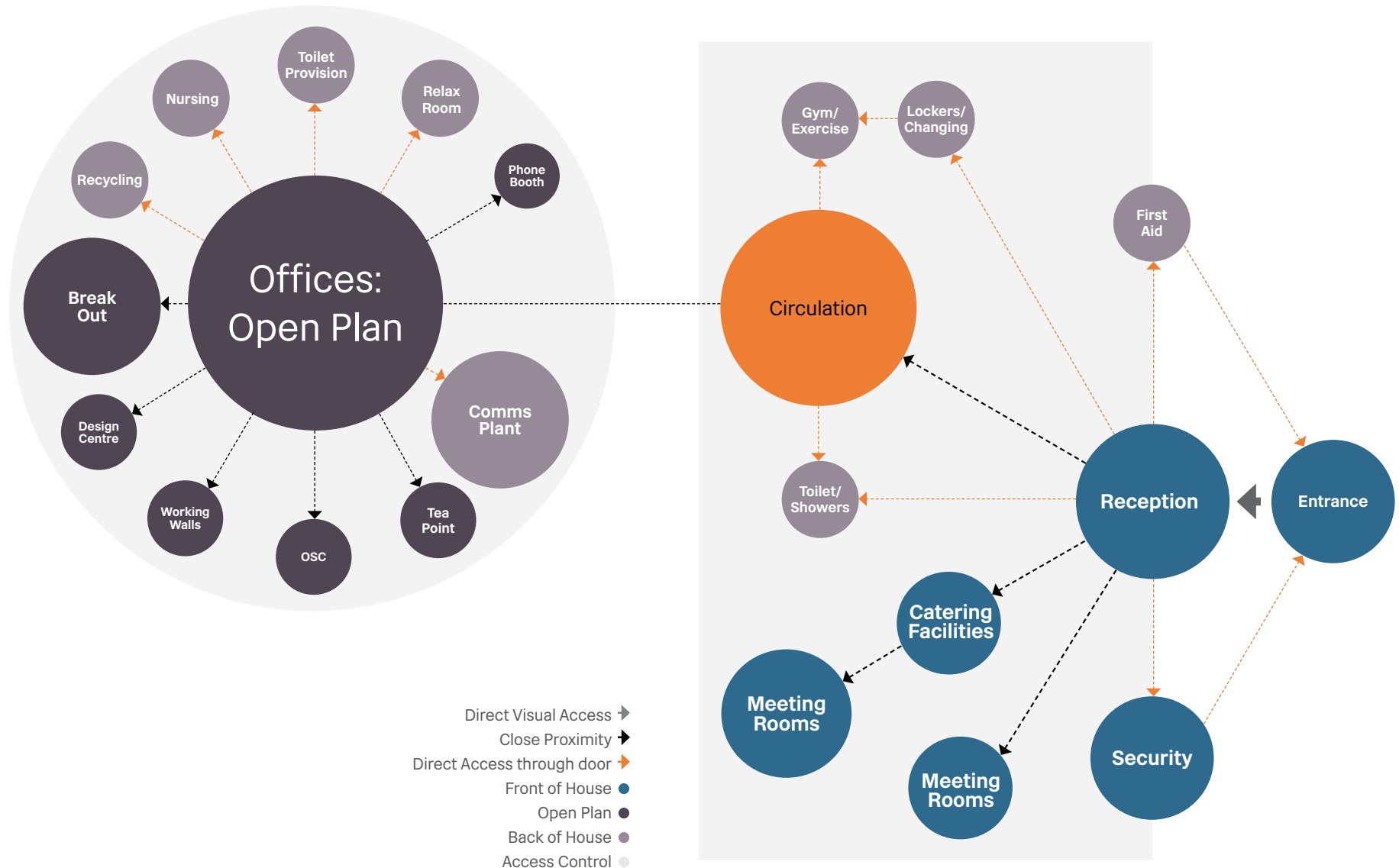
3.1 Types of Workplace



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3.1.1 Offices

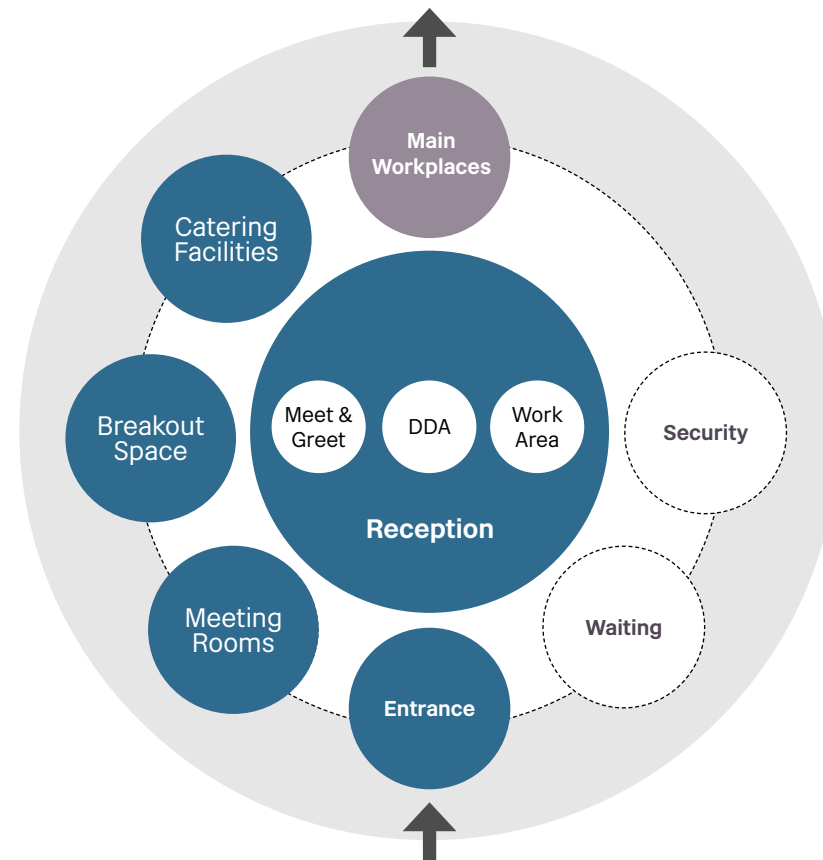


3.2 Front of House



The front of house facilities act as the face of Network Rail workplaces. They are a great opportunity for large scale imagery and branding.

The flow of front of house facilities should be considered in the early stages of design. The reception area should be visible and welcoming with strong visual connections to adjacent catering and meeting facilities. Security should have a less dominant presence.





3.2.1 Reception

The reception desk has to fulfil a range of requirements:

- The desk should allow the receptionist to 'meet and greet' whilst having enough privacy to complete their daily work.
- The desk needs to be accessible to all and this typically requires part of the desk to be lowered. Assisted listening such as induction loops should be installed.
- The surface should have sufficient space for work, a screen and a telephone.
- The visitor check in needs to allow for storage of printers, documents and files. There should also be sufficient storage for stationery.
- Bespoke designs may be used. These should be agreed, approved and signed off by a member of the Network Rail project team.

Additional elements to be considered in reception on a case by case basis:

Waiting Area

- A waiting area should be provided as Network Rail policies encourage a member of staff to come and meet their guest. These areas are valuable locations for informal meetings so they should be designed for flexible working and have power and data sources.

Visitor Meeting Rooms

- If there is sufficient space in the reception area, consideration should be given to the provision of additional semi enclosed, visitor meeting space. Refer to section 3.2.3 for more detail.

Security

- Is a functional workspace and dependant on size requirements may either be a separate room or equipment which could sit on the reception desk.

Visitor coats and bags storage

- Predominantly for visitors to the meeting suites. This could be in the form of a store room, lockers or store-wall.

Campaign Poster and Literature Display

- Occasionally there may be leaflets or campaign posters, this should be confirmed by the facilities teams.

Magazines and Newspaper Display

- There is a variety of literature which might be displayed but most commonly it is Network Rail's own Aspects Magazine along with a selection of trade magazines and newspapers.

Arrivals and Departures Boards / Ticket Machines

- These depend on the building location, and should be included in buildings in very close proximity to a station.

Workplace Components

3.2 Front of House



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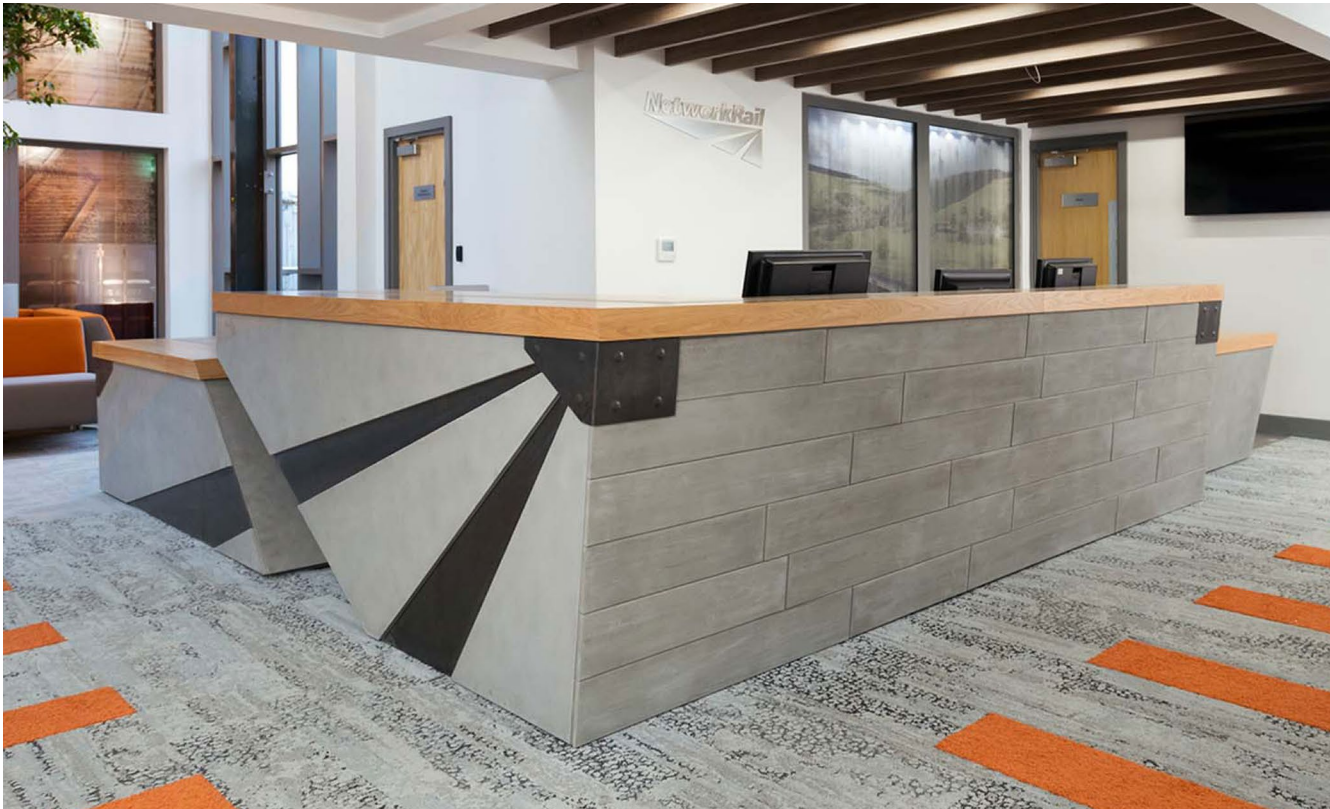


Image 3.10
DDA compliant reception desk, Edinburgh MDU

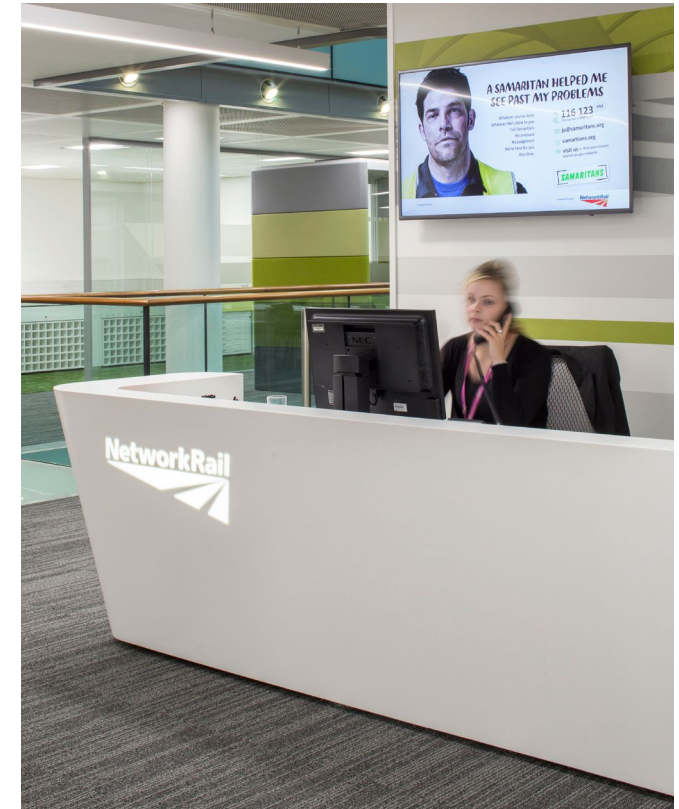


Image 3.11
'Meet & Greet' reception desk, Baskerville House

Workplace Components

3.2 Front of House



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Image 3.12
Reception desk incorporating natural materials, Cardiff Capital



Image 3.13
Reception desk, Puddledock Offices

Workplace Components

3.2 Front of House



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3.2.2 Meeting Rooms

Meeting rooms can take many forms. The size, layout and specification should be driven primarily by the anticipated function. They should vary in size and be capable of catering for a range of people, up to 20+. A noticeable trend in Network Rail offices is a move away from 4 person meeting rooms towards larger or less formal meeting spaces. As well as formal meeting rooms there should therefore be a variety of other locations and opportunities for meetings throughout the building.

Network Rail Meeting Spaces

- Large meeting rooms. These rooms can have folding walls with micro switches at the head to allow flexibility in the room controls. This allows adaptation to room size and purpose. Dividers need careful consideration due to cost and weight. Suitable storage should be provided.
- 'Phone booths', very small enclosed meeting spaces that fit one person
- Non-bookable breakout meeting space
- Long layout stand-up tables
- Write on walls and projection facilities

Design Checklist

- Noise ratings
- Acoustic separation and controls
- Ventilation
- Lighting and lighting control
- Smart boards / Screens
- Booking systems: these can be built in or an electronic system
- Storage room for excess furniture



Image 3.14
Small Meeting Space (4-10 people)



Image 3.15
Medium Meeting Room (4-10 people)



Image 3.16
Large Meeting Room (up to 20+)

Workplace Components

3.2 Front of House



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Equipment Checklist

AV/Video conferencing facilities

Lockable storage to house AV equipment

Ventilated AV Housing

Lockable storage for visitors bags / coats

Lockable storage for stationery supplies

A selection of audio visual equipment facilitating modern ways of working.

Technology is constantly changing and should be advised at an early stage by Network Rail's internal IM Department.

The Building Champion should be consulted early on in the process to confirm requirements.

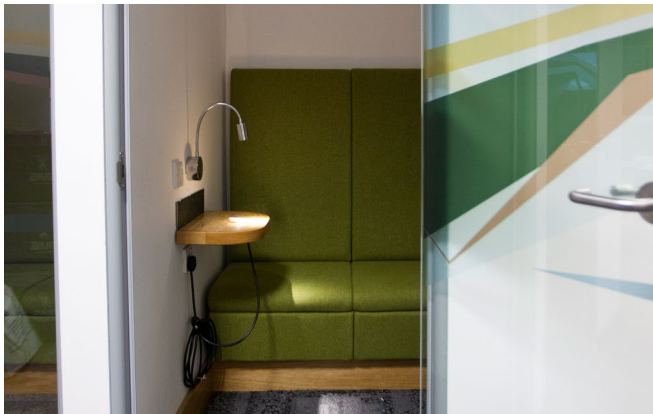


Image 3.17
Phone booth



Image 3.18
Breakout meeting space



Image 3.19
Typical meeting room equipment

Workplace Components

3.2 Front of House



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3.2.2 Visitor Meeting Rooms


Visitor meeting rooms should instil a feeling of trust in visitors. Locating them adjacent to the reception and catering facilities offers a number of tangible benefits including, improved opportunities for hospitality and more efficient room management and monitoring.

- Acoustic control, appropriate to the designation of the room.
- At least one induction loop
- Integrated cable management
- Lighting controls, driven by functionality, and flexibility. Generally fittings should be suspended and linear offering direct / indirect light.



Image 3.20
Visitor meeting room



 **Image 3.21**
Edinburgh MDU Offices,
Meeting Room Entrance

Workplace Components

3.2 Front of House



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3.2.3 Catering Facilities

Depending on the building scale and location, a serviced catering offer is a great addition to a Network Rail building and has proven very popular.

Larger serviced catering areas should include an additional small self-service facility which allows employees to heat their own food and prepare drinks. It encourages teams to get away from their desks and eat together, even if some bring a packed lunch. It increases the feeling that the space belongs to the staff as a place to relax and use in a way that suits them, rather than a space belonging to the catering contractor which cannot be used outside cafe opening hours.

The extent of the catering offering should be decided early on in the design process and a professional catering consultant appointed to assist with the integration.

Space Provision Checklist

- Breakout space
- Counter with servicing behind
- Back of house facilities; accessed directly from behind the serving counter. A dry store / wash up / office / changing and shower may be required.
- Refer to typical drawings in Appendix D.

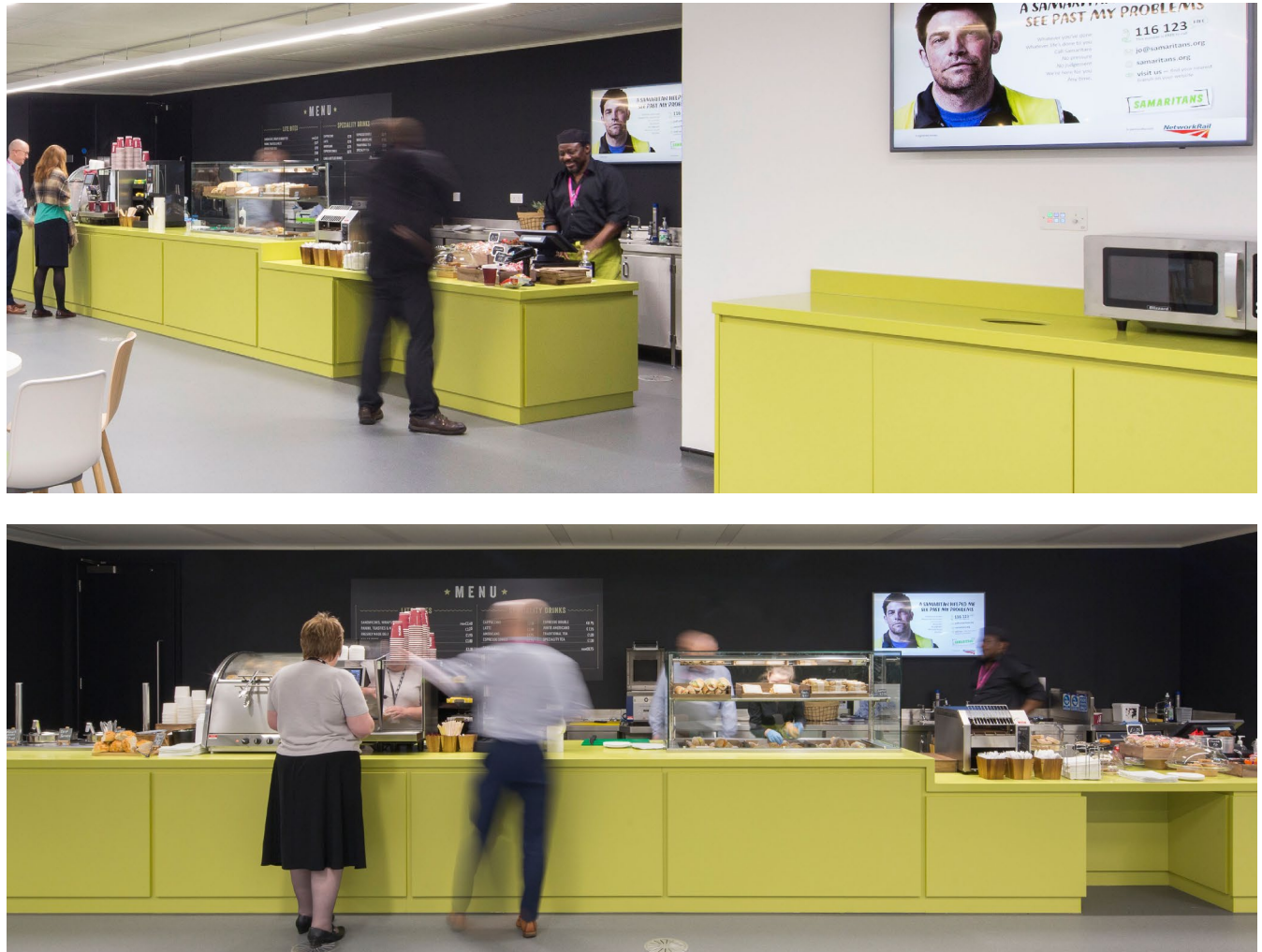


Image 3.22
Catering Facilities, Baskerville House

Workplace Components

3.2 Front of House



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3.2.3 Catering Facilities

Look & Feel

The catering facilities should be bright, comfortable and welcoming with a variety of different furniture to support multiple settings:

- Comfortable, low lounge seating
- Café dining in small groups
- Long dining tables for large groups
- More secluded private areas

A range of light fittings should be used to help distinguish between different areas; a mixture of suspended, surface mounted and recessed fittings.

Careful consideration should be given to the upholstery and wall treatment within the cafe area. They should be durable and easy to maintain.

Off Peak Use

Attention should also be given to how the area may be used 'off peak', when the catering facility is closed or operating a reduced offering. It can be used for meetings, quiet working and monthly or fortnightly internal gatherings and presentations.

Discrete presentation equipment should be incorporated for these gatherings, along with adequate data and power and flexible furniture.



Image 3.23
Catering Facilities, long dining tables

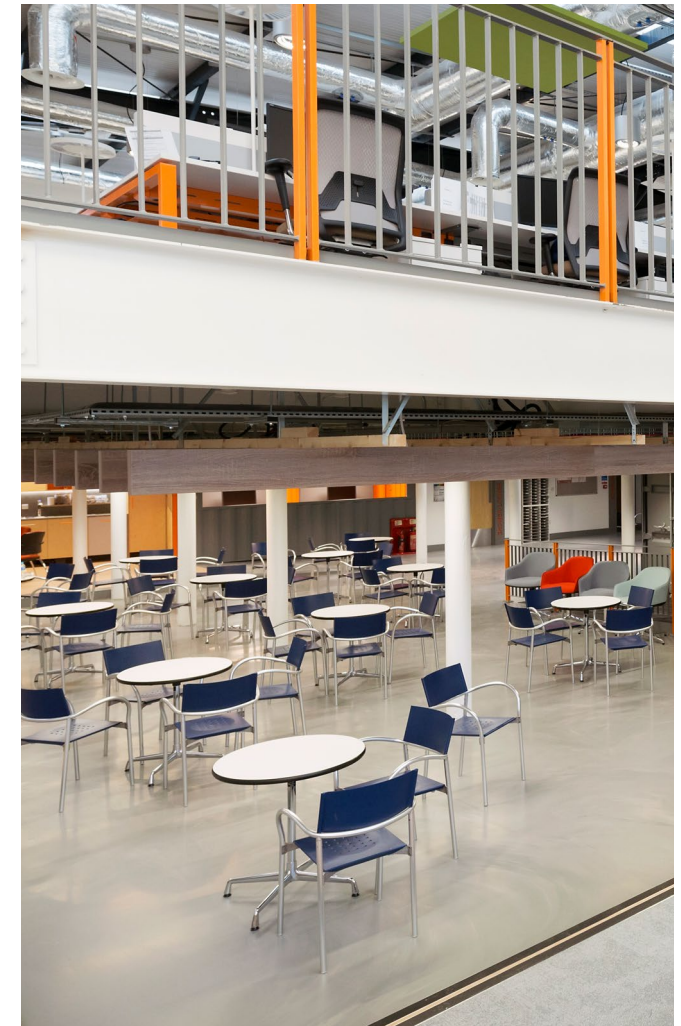


Image 3.24
Catering Facilities, flexible furniture

3.3 Open Plan



The open plan office is key to the Network Rail vision for the future workplace.

Open spaces encourage employees from different teams and departments to work together and communicate.

Central facility points like the OSC and tea points are more than just the sum of their parts, they are also communication hubs, that encourage collaborative working.



Workplace Components

3.3 Open Plan



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3.3.1 Offices

The open plan working environment predominantly comprises banks of desks and low storage units. In order that it runs smoothly support functions such as working walls and layout space should be dispersed throughout.

In some locations senior directors may require additional space to provide an increased level of confidentiality.

Engagement with all the prospective departments moving into a building is key. A workplace assessment should be carried out to develop an understanding of who the users are, what they do and most importantly what they need to fulfil their job role.



Image 3.25
Open plan office

Workplace Components

3.3 Open Plan



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3.3.1 Offices

Space Planning

As work styles continue to become more mobile, there is a greater emphasis on collaborative work and more interaction. While at one time a typical space budget might have comprised 80% fixed desks, in today's typical office fixed desks only comprise around 50%.

The minimum desk size requirements within Network Rail are listed below:

Fixed Desks — 1400 x 800 mm

These should be in clusters of 4 or 6 supported by localised storage for team information.

Hot Desks — 1200 x 800 mm

Hot desks are usually in clusters of 4, 6, 8 or 10. They should be located in a central area of the floor plate and supported by lockers.

Spatial Requirements

Aim to leave at least 1000mm from the desk edge to the wall behind. If users are back to back leave 2000mm between desk edges. The minimum height to the underside of desks should be 700mm.

Desk IT Requirements

Primary IT connections to desks should be considered early in the design process.



Image 3.26
Typical desk layout

Workplace Components

3.3 Open Plan



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3.3.2 Agile Working/Breakout Areas

Breakout areas are defined as an area separate from the established working area. A breakout space is available for employees to spend time in during their working day. These areas are within the office but often have a comfier and more casual look and feel than the rest of the workplace.

Design considerations

- Layout
- Relationship to adjacent spaces
- Furniture to support multiple settings
- Integration of power and data, including 3 pin sockets and USB charging points



Image 3.27
Meeting booths, breakout area



Image 3.28
Informal meeting area



Image 3.29
Small meeting tables, breakout area



Image 3.30
Meeting pod

Workplace Components

3.3 Open Plan



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3.3.3 Design Centre /Drawing Review Tables

A design centre may be required in an office with design based employees such as architects, track designers and design engineers.

A large 'design table' and workspace provides a collaborative area where employees can lay out large A0 drawings, talk through designs and work collaboratively. Design tables should incorporate built in power supplies (under desks) and laptop charging points.

Acoustic controls within this area should be considered as it is likely to be a lively area where lots of discussion takes place. Controlling the noise levels is important in order to avoid disruption to the rest of the office.

Dimmable lighting is important in this area. Employees may want to dim the lights if they are working via the projector or make the lights brighter if concentrating on fine details of drawings.



Image 3.31
Design Centre, high tables

Workplace Components

3.3 Open Plan



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Equipment Checklist

- Digital projector (IT should be consulted at an early stage if so)
- Lighting control
- Power supply
- Plan chest storage drawers, big enough for large scale drawings (typically A0)
- Stools/appropriate seating so that employees can sit at the high level desk if needed.
- Write on wall surface



Image 3.32
Large design table and workspace



Image 3.33
Plan chest storage drawers, for large scale drawings



Image 3.34
Plan chest storage drawers and workspace



Image 3.35
York ICC
Informal Break Out Area

Workplace Components

3.3 Open Plan



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3.3.4 Working Walls

Network Rail offices should include working walls to increase the functionality and flexibility of work and informal meeting spaces.

Working walls provide areas for writing, presenting to colleagues, pinning up drawings and informal meetings. These areas can vary from semi-enclosed spaces, lounge areas, breakout areas to open plan meeting areas.

Types of Working Walls

- Glass partitioning with magnetic rail and slightly opaque graphic manifestations
- Flip chart boards
- Powder coated coloured steel strips adhered to walls
- Folding / sliding write on walls
- Write on / magnetic walls



Image 3.36
Magnetic, write on walls



Image 3.37
Write on working wall and projector



Image 3.38
Baskerville House
Space for private conversations

Workplace Components

3.3 Open Plan



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3.3.5 Quiet Concentration Areas

Booths may be installed in order to provide an area in which employees can go to have a private phone conversation or a 1 to 1 meeting to discuss confidential or sensitive information.

Design Considerations

- The booths should be soundproofed using sound retention materials in order to maintain confidentiality. This can be done by utilising soft furnishings and finishes, such as a longer pile carpet and fabric coated walls.
- A minimum of 300LUX at worktop height (750mm from finish level) is required.
- 3 pin plug and USB sockets should be installed into the room so that power can be supplied to laptops, phones or any other equipment.
- An appropriately designed glazing manifestation should be incorporated (if it is a glass door), to provide privacy. The manifestation can also be used to identify the use of the room.
- Bespoke booths are preferred but 'off the shelf' items can be used. They should be agreed, approved and signed off by a member of the Network Rail project team.



Image 3.39
Quiet booth for confidential conversations or 1 to 1 meetings

Workplace Components

3.3 Open Plan



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3.3.6 Tea points

Tea points are considered one of the most valuable and social areas of any Network Rail office. They are spaces which should be designed in a way which allows for people to make and prepare food and drink in comfort and in a safe and efficient manner.

The tea point is a place to gather, meet, discuss work and socially interact with colleagues. They should be centrally located but semi enclosed, discreetly shielded from any adjacent work stations. Depending on the size of the workplace, breakout areas should accommodate groups of people in a variety of furniture and settings. These breakout areas should be considered as additional informal meeting space.

Tea points should accommodate health and safety notice boards and fire extinguishers. All surfaces within areas of food preparation should be hard wearing to ease maintenance.

For typical kitchenette drawings and equipment checklist refer to Appendix D.



Image 3.40
Tea point, incorporating breakout space

Workplace Components

3.3 Open Plan



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3.3.6 Tea points

Furniture

- A mixture of low lounge, café and dining furniture can be used to offer a variety of settings. Generally break areas should be considered collaborative spaces and as such the furniture should facilitate group meetings where possible.

Flooring

- A small area in front of the tea point should have vinyl flooring to ease maintenance. If there is an area for seating, wherever possible it should be carpeted.

Lighting

- Ideally the lighting in the break areas should be different to that in the open plan spaces to differentiate between them and give a more relaxed feel.

Colour & Branding

- Graphics play a key part in the recognisable language of the tea point / break areas and should be considered at an early stage. Large format vinyl words are often applied to a feature wall.



Image 3.41
Colourful storage



Image 3.42
Natural finishes, applied colour and graphics



Image 3.43
Hard wearing surfaces



Image 3.44
Mixed furniture, lounge, cafe and dining

Workplace Components

3.3 Open Plan



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3.3.7 Office Storage

It is important to offer storage facilities for both staff and visitors. Storage types used in Network Rail facilities include:

Lockers

Should be offered to all permanent Network Rail employees as storage for personal items for hot desk/agile workers. Lockers typically have a combination style padlock and labels for identification. Lockers should be big enough to fit a standard size PPE bag.

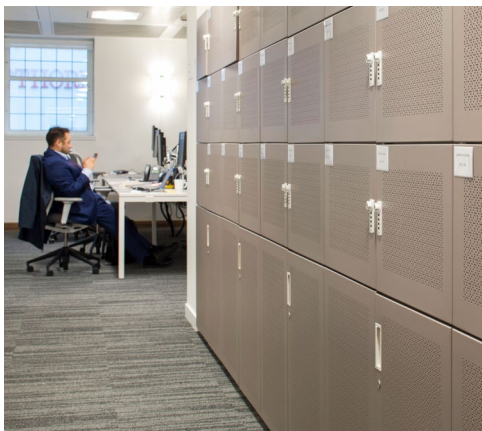


Image 3.45
Lockers

Store walls

Full height storage units, they come in different module widths and can be specified to suit user requirements. Typically include adjustable shelves and/or pull out drawers, some to fit large scale drawings.



Image 3.46
Store Walls

Low level cupboards

Low level storage is a necessity and should be located where it can be conveniently accessed from desks. The Network Rail standard for storage allocation is 1 linear metre per person.



Image 3.47
Low level cupboards

Coat store cupboards

Coat stores should be placed within the office plan to be convenient for employees and visitors. Cupboards should be ventilated, discrete and properly labelled.

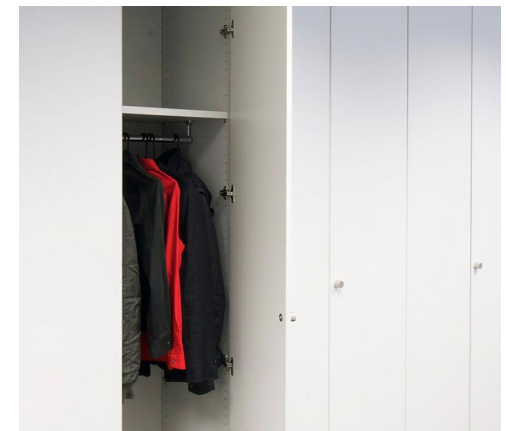


Image 3.48
Coat storage

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3.3 Open Plan



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3.3.8 Office Service Centre (OSC)

Office Service Centres are central hubs for all the print, stationery and waste management needs of a Network Rail workplace. They should be centrally located within the open plan office, and are often positioned adjacent to the tea point.

They are working spaces that provide support functions such as post distribution, print, plot, recycling, stationery storage, local notices and health and safety boards.

Stationery storage is included to reduce the need for bulk storage and limit departmental 'hoarding'. The storage has a 'pick and mix' concept. For the list of the top 100 stocked items in Network Rail, please contact Workplace Management.

The requirements for the OSC can change depending on the building function and should be reviewed on a site by site basis. Smaller offices can incorporate the post facility into the OSC.

Design Checklist

Flooring

- Vinyl

Lighting

- Functional and often to match the open plan office

Recycling bins

- Grouped together but split into separate bins to cover different waste categories
- All paper waste should be confidential

Layout Space

- Knee space for inclusive access
- Power and data

Storage

- Cupboards for the short term storage of stationery, paper, ink

Pigeon Holes

- Standard size pigeon holes, labelled for identification

Printer space

- Space dependent on number & type of printers. To be confirmed by IM
- Space for a health and safety board above printer



Image 3.49
OSC, layout space

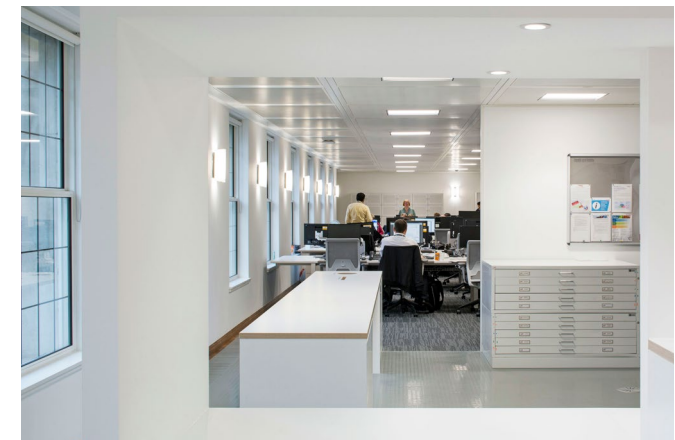


Image 3.50
OSC, storage

Workplace Components

3.4 Back of House



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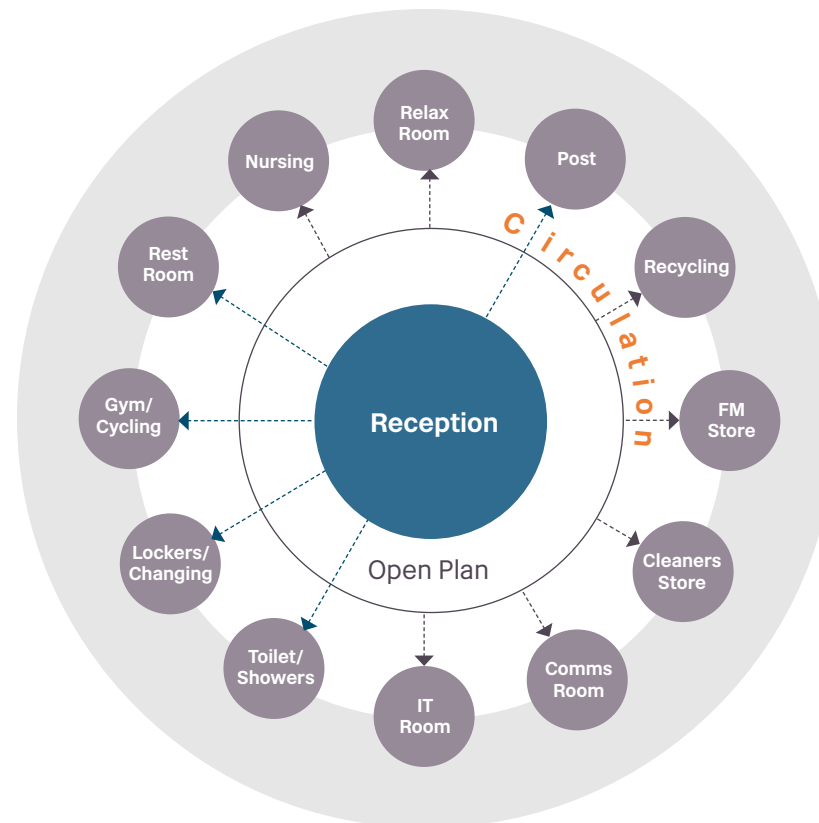
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The back of house facilities and functional requirements of the building should be discrete so that the building runs smoothly behind the scenes.

Recommendations on where these rooms should be located to make sure they are convenient for the people who need to use them are included on the subsequent pages.

The principles for how post is distributed through the building along with how waste is collected should be reviewed with facilities management and the building champion at an early stage. Provision of cleaners rooms should also be discussed to establish what is required within the rooms.

Building store rooms are not always required and as such any requirement should be established early on.



Workplace Components

3.4 Back of House



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3.4.1 Circulation

Core circulation areas within a building (corridors, lifts, stairs and lobbies) should be used by all building users and are therefore key locations for the application of imagery, colour and wayfinding graphics. The use of Network Rail graphics as described in Section 2.5.5 is particularly effective here where it can be widely seen. LCD screens can also be installed to show changing performance or campaign information.

Circulation routes should be free of obstructions such as fire extinguishers or recycling bins. Stairs should be clearly indicated through signage or graphics to encourage them to be used.



Image 3.51
Circulation



 **Image 3.52**
Baskerville House
Staff Lockers



3.4.2 Post Room

Post rooms are a requirement for sorting day to day mail. The post room is a functional workspace with very similar requirements in every location; however the facilities team should be consulted at an early stage to check that all site specific requirements have been addressed.

Post and/or goods in should be located on the ground floor near the goods in entrance loading bay.

Design Checklist

- A double door / door and a half
- Vinyl flooring
- Robust finishes
- Standard pigeon holes, labelled for identification
- A write on wall or noticeboard
- Standing and sitting height furniture. Standing height furniture should be adjacent to pigeon holes to make sorting the day to day post as easy as possible
- A post trolley
- Space to support a franking machine

3.4.3 Cleaners Store

A cleaners cupboard should be provided on each floor and should measure between 3–5 sqm in order to store separate cleaning materials. For bigger sites, there may need to be provisions for larger floor cleaning machinery.

Design Checklist

- Vinyl/tiled flooring
- Tiled walls
- Robust finishes
- Plumbing pipework to be hidden within the wall where feasible
- Washing machine
- Belfast sink with bib table and grate
- Industrial racking for product storage (at least 1 bay)
- Cleaners trolley
- At least two power sockets to charge portable vacuums etc.
- Small cupboards and shelves for items such as COSHH folders and other paperwork
- On larger sites where there is a permanent cleaning manager or supervisor on site, an area for a small desk

3.4.4 Facilities Management (FM) Room

For larger buildings a main FM Store should be provided on the ground floor ideally by the goods in loading bay and near the lifts, and should be approximately 25sqm in size.

There should be smaller general stores on each floor that could be used for FM purposes. These should be approximately 3–5sqm dependant on space.

Design Checklist

- A double door / door and a half
- Vinyl flooring
- Robust finishes

Workplace Components

3.4 Back of House



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3.4.5 Recycling Facilities

Network Rail runs a policy of reducing waste and recycling as much as possible throughout all its work settings. The main recycling hubs are located within the service areas of a working floor (typically in the tea point and OSC).

Dependant on the building type additional recycling hubs may be required.

Bins should be kept together but separated out into general, confidential and recycled waste as a minimum.



Image 3.53
Confidential, recycling and general waste



Image 3.54
Mixed recycling, OSC



Image 3.55
Mixed recycling, Tea Point



3.4.6 Communications Rooms

The Communication Room is the dedicated room for all digital communication and network devices. It should be located near the lifts for deliveries and access to all floors.

Requirements for IT/Communication Rooms should be agreed with IM at the early stages of the design (preferably GRIP 0–GRIP 2). A clear brief should be established prior to detailed design. Late consultation with IT can result in delays to the programme, increases in cost, and in some cases significant design changes, all of which need to be avoided.

The size of room should be dictated by the number of staff who may use the building.

Design Checklist

- A double door / door and a half
- Raised floors with anti-static tiles / vinyl flooring
- Robust finishes
- Heavy duty lockable storage
- Sufficient power sockets and data points
- Access control
- Adequate lighting — on PIRs
- Obscured windows, ideally no external windows
- UPS power supply
- Fitted ceilings
- Clean dust free environment
- Space to accommodate voice and data services
- Cooling
- Note: the longest compliant horizontal copper cable run is 90 metres from the comms room to desk

3.4.7 IT Build Room

The IT Build Room is required in larger offices. The location of the room is critical, it should also be located near the lifts for deliveries and access to all floors. Local IM should be consulted early on in the design process.

Design Checklist

- A double door / door and a half
- Raised floors with anti-static tiles / vinyl flooring
- Robust finishes
- Heavy duty racking
- Lockable storage for valuable equipment
- A build bench with dado trunking housing plenty of power and data points

Workplace Components

3.4 Back of House



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3.4.8 Toilet Provision

Network Rail WCs are designed to be simple and spacious.

They should be planned in accordance with the building regulations and the following BS Standards:

BS 6465-1 Sanitary Installations

BS 8300-1 & 2: 2018 Design of an accessible and inclusive built environment

Approved Document M Access to and Use of Buildings

Gender Neutral Toilet

Consideration should be given to the provision of gender neutral WC facilities early in the design stage. The provision of an individual or row of WC stalls that are lockable and offer acoustic and visual privacy can deliver inclusive sanitary facilities to cater for all and meet Network Rails duties under the Public Sector Equality Duty.

Gender neutral facilities may also act as overflow to the female facilities to effectively increase capacity.

Design Checklist

- WCs should be back to wall or close coupled.
- Wall and floor tiling should be set out on a grid. The grid principle should then be translated through to the cubicle system and all other setting out.
- Feature lighting can be used, for example halo lighting around the mirrors. Ceilings and lighting should be functional but carefully laid out.
- The FM team supply the consumables (paper towels etc) and dispensers, early confirmation of models and specification should be sought.



Image 3.56
Typical WC



Image 3.57
Tiling set out to align to grid



Image 3.58
Sink detail

Workplace Components

3.4 Back of House



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3.4.9 Showers

The flow of staff through the showers/lockers and changing facilities should be considered early in the design process and should depend on the type of facility. For example users may come in dirty from site, put their clothes in a drying room, move through to a shower room and onto a locker room.

Design Checklist

- Shower heads; to be wall mounted, with both a fixed head and handset
- Hard-wired hair dryers
- Full length mirrors



Image 3.59
Typical showers

3.4.10 Locker Room / Changing Facilities

There are two types of locker room, one for storing clean clothes and the other for drying and storing PPE. The latter is often required in larger offices and contains lockable drying cages to store wet uniforms.

Design Checklist

- Should contain showers or be located in close proximity to the showers.
- Changing benches, cubicles and lockers
- Benches should have a depth of 500mm and a height in the range of 450 – 475 mm.



Image 3.60
PPE storage

3.4.11 Cycle Facilities

Network Rail's aim is to encourage building users to cycle by providing safe, comfortable and accessible facilities. The BCO guidance criteria requires 1 cycle space per 10 staff with the ability to extend to 1.5 cycle spaces per 10 staff. Bike racks should be located close to the showers, changing facilities and lockers.

3.4.12 Gym / Exercise Room

The requirements for a gym or exercise room are to be confirmed by Workplace Management on a case by case basis. Gyms should be located close to the showers, changing facilities and lockers.



Image 3.61
Changing facilities



3.4.13 Rest Room

There is no statutory requirement for First Aid rooms but Network Rail's corporate policy is to provide facilities wherever the space is available.

A rest room is likely to be used for a number of different functions. To facilitate this multifunctional role the room should be simply furnished. Its location within the building should be thoughtfully considered and discrete access should be provided.

Design Checklist

- Standard first aid furniture kit
- Wash hand basin
- Mirror
- Paper towel / soap dispensers (which are to be supplied by Network Rail facilities)
- Coat hooks
- Write-on board
- Vinyl floor
- Robust finishes

3.4.14 Nursing Room

Nursing rooms provide breastfeeding mothers at Network Rail with a private space. They should be located adjacent to rest rooms, with discrete access.

Design Checklist

- Lockable fridge
- Cleaning Supplies
- Chair – seat, back, armrest, lumbar, tension, and height adjustment preferable. Wipeable leather with a foot stool
- Couch
- Table/counter – 20-inch deep by 30-inch wide plastic laminate or solid work surface for the pump and bottles to rest on in front of the chair
- Sink with a drainer space
- Microwave to sterilise equipment
- 240v socket
- Warm colours
- Sound dampening
- Lockable door (from inside) with occupied sign
- Full length mirror
- Tissue dispenser
- Notice board

3.4.15 Relaxation Room

Relaxation rooms should be flexible to equally allow for multi-faith use and a prayer and non-faith use as a temporary escape from work-related stresses. Ideally, it is a room that is quiet and private and separated from the main work area. It should be comfortable and free from work-related items.

Design Checklist

- The size should be determined by a DIA (Diversity Impact Assessment)
- Neutral, plain decoration
- Frosted windows or blinds to provide privacy
- Adjustable lighting, for a relaxed atmosphere
- Adequate ventilation to maintain required comfort levels
- A screen (preferably on wheels), to allow for separation as required
- Stackable stools or chairs
- A storage cupboard with shelves
- Appropriate wash facilities
- Tiled flooring in wet areas




 **Image 3.62**
Edinburgh MDU Offices,
Open Plan



Image 3.63
Baskerville House
Breakout Area

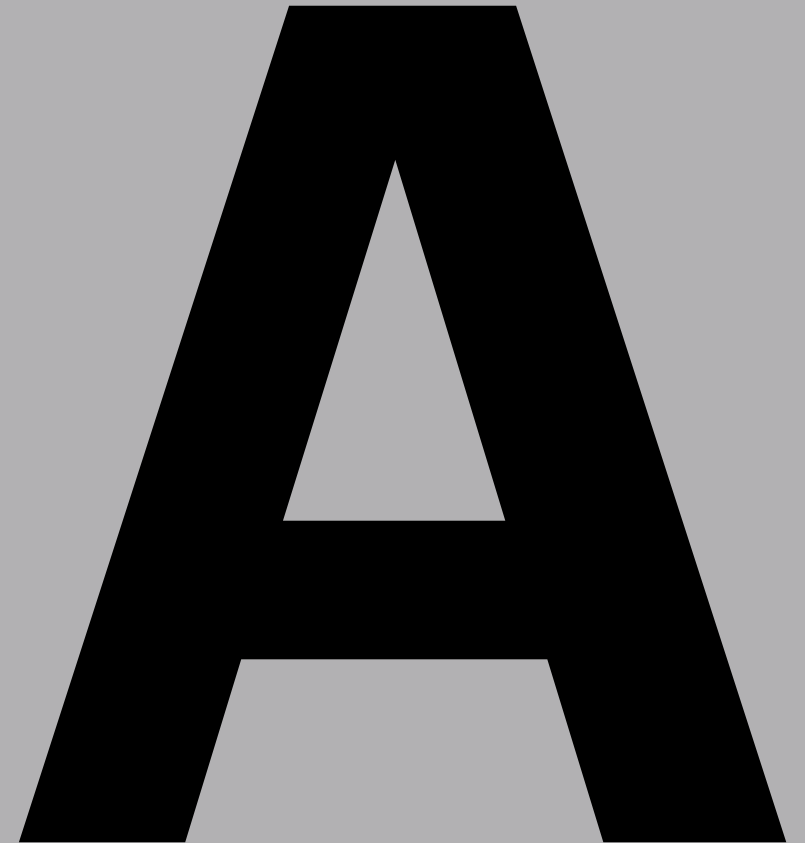
Document References

Workplace DNA

Definitions

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Standards & Legislation



Appendix A

Definitions



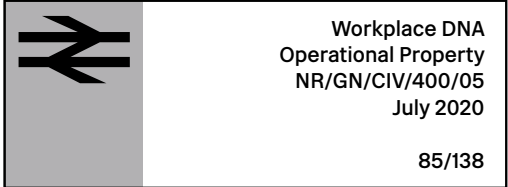
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BCO	British Council of Offices
BS ****	British Standards Reference
dB	Decibels
DIA	Diversity Impact Assessment
LM	Linear Metre
MDU	Maintenance Delivery Unit
NBS	National Buildings Specification
NR	Network Rail
OSC	Office Supply/Service Centre
WC	Water Closet (toilet facilities)

Appendix A

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Inside Cover Images

Front	Baskerville House © Agnese Sanvito
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Appendix A

Standards & Legislation



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A wide range of Network Rail and industry-wide documents and guidance notes were used in compiling this Guide.

The following is a list of the most relevant standards and guidance documents referenced.

These documents are drawn from a range of sources. This list is not intended to be exhaustive but provide the user with a sound basis upon which to develop any workplace.

British/European/Other Standards:

- CIBSE Guides and Publications
- BS EN 81 – Construction and Installation of Passenger Lifts
- BS5839 – Fire Detection and Alarm Systems in Buildings
- BS EN 12464 – Lighting of Work Places
- BREEAM – Environmental Assessment Method
- S8300 – Design of Buildings and their approaches to meet the needs of disabled people
- BS5266 – Emergency Lighting
- BS EN 50131 – Alarm Systems
- British Standards
- British Council Office Standards 2019
- EuroCode Standards
- International Standards
- RICS Standards/Guidance
- Manufacturer's recommendations

Legislation:

- Building Regulations
- Construction (Design & Management Regulations)
- Equality Act




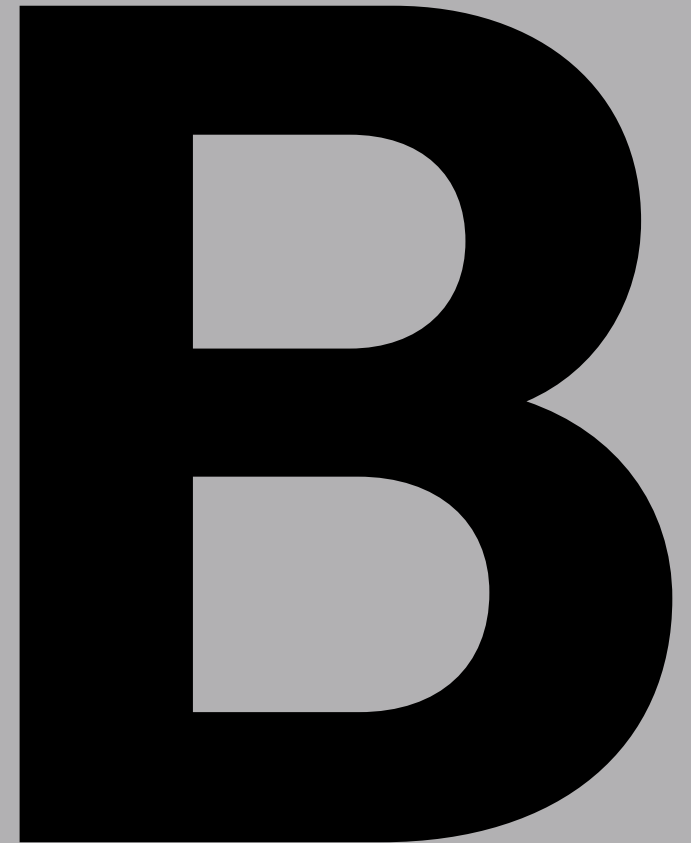
Image A.1
Edinburgh MDU Offices
Breakout Area

Processes

Workplace DNA

GRIP Process Flow Diagram

Client Remit Template



Appendix B

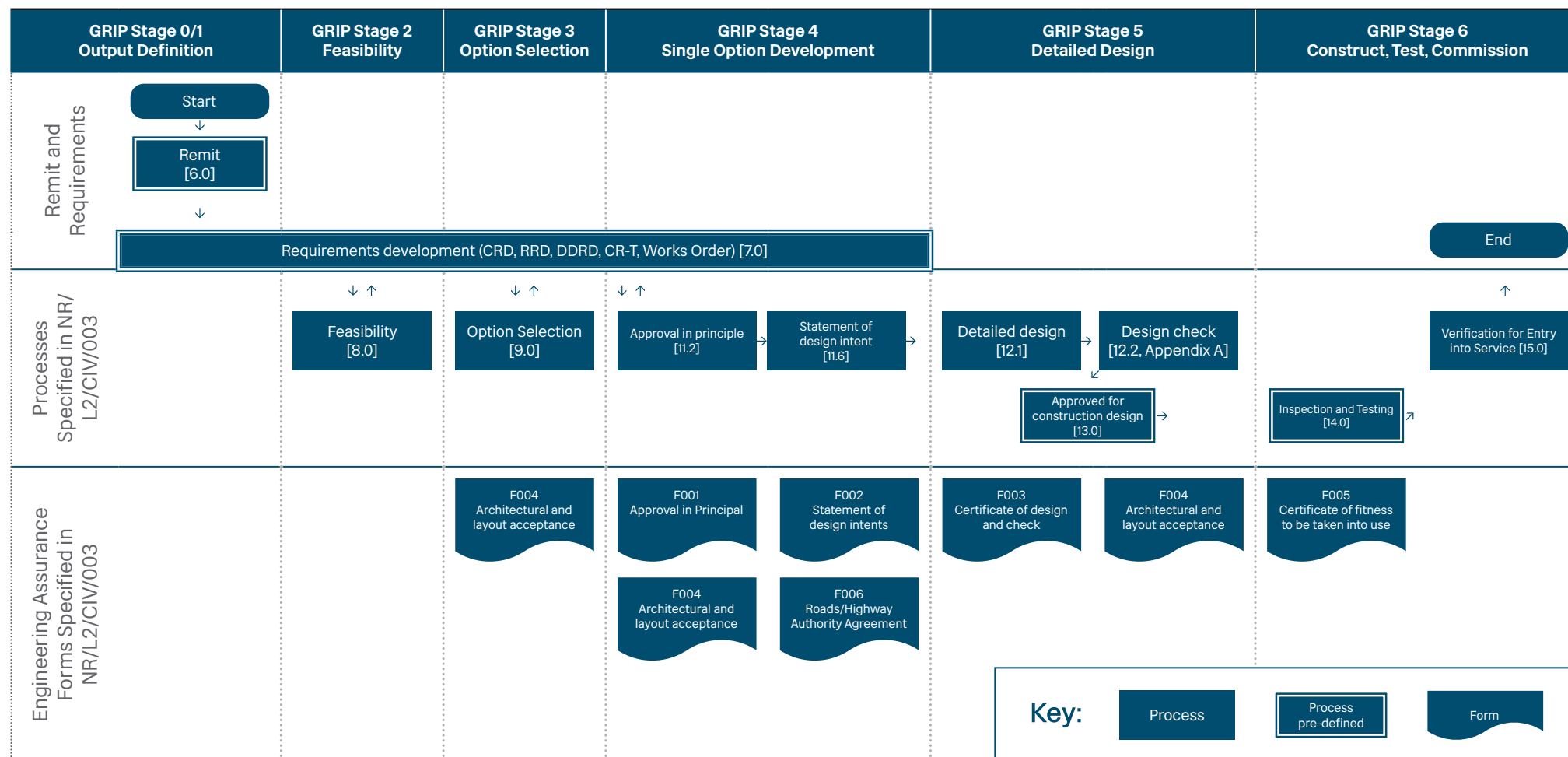
GRIP Process Flow Diagram



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Engineering and Architectural Assurance of Building and Civil Engineering Works



Note: Timing of processes and outputs by GRIP Stage shown indicatively and may vary to suit the project delivery strategy

Appendix B

Client Remit Template



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Workplace Client Remit Template

The following pages include two sample templates for a Client Remit. They are not comprehensive lists but rather prompts to consider when drafting a remit for a new project. The remit for each stage should outline the deliverables and scope of the project including any products or works, timings and budget.


Example 01 – Statement of Requirement GRIP 1–4

The Statement of Requirements (SOR) is typically established at GRIP1–2. The SOR sets out the:

- Background to the project and justification for the proposed works
- Output definition statement including deliverables
- Accommodation requirements
- Service requirements
- Project estimate
- Opportunities and constraints
- Relevant legislation
- Stakeholders
- Design life

An SOR for workplace is typically a 15–20 page document, to be approved by Network Rail's Area Director.

Client Remit Example 01

SOR GRIP 1–4	Example 01	
1. Cover Sheet	Project Title	
	Deliverables	
	GRIP Stage	
	Document Approval and Acceptance	
2. Output Definition Statement	Deliverables	
	Accommodation Requirements	
	BREEAM/Ska Rating	
	Storage	
	Parking	
	Drainage	
	Water	
	Heating/Cooling & Ventilation	
	Hot Water	
	Electrical Supply	
	Fire Protection	
	Security/Door Access System	


Appendix B

Client Remit Template



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SOR GRIP 1–4	Example 01	
2. Output Definition Statement Continued	Lightning Protection	
	CCTV	
	Lighting	
	Traffic Management	
	Cabling & Access Floors	
	Data & Communication Services	
	Finishes & Furniture	
	Redundant Facilities	
3. Project Estimate	Business Plan Provision	
	Source of funding	
4. Corporate Risk Score		
5. Known Health & Safety Considerations	Health & Safety File	
6. Opportunities & Constraints		
7. Review of Integrated Plan		

SOR GRIP 1–4	Example 01	
8. Reference Documentation & Key Standards (non-exhaustive list)	Building Regulations	
	CIBSE Guides and Publications	
	British Council Office Standards 2019	
	RICS Standards/Guidance	
	Equality Act	
9. Stakeholders		
10. Design Requirements	Refer to Best Practice Guidance	
	Technical Approval Requirements	
	Building Warrants	
	Modular Construction	
11. Design Life	As per Design Guide Requirements	
12. Property and Liability Issues	Land purchase	
	Permissions, licences or consents	
	Permitted development rights	
	Listed Building Consent / Conservation Area Consent	
	Interfaces (wayleaves etc?)	


Appendix B


Client Remit Template



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SOR GRIP 1–4	Example 01	
13. Environmental Considerations	Is the work site near a Conservation Area?	
	Is the worksite near Residential Areas?	
	Is the worksite near a watercourse?	
	Are the proposed works likely to be prominent visually?	
	Is the worksite near contaminated land?	
	Are pernicious weeds at or near the site?	
14. Site Access	Is possession required?	
	Is isolation required?	
	Is closure, removal and use of temporary alternative access or accommodation available?	
	Is TOC or third party access or land required?	
15. Safety Issues	Is Red Zone working required and permitted?	
	Do the planned works require working at height / above water?	
	Are there restricted clearances on the site?	
	Is there safe access to site?	

SOR GRIP 1–4	Example 01	
16. Contracting Strategy	How will work be procured?	
	Is project estimate confirmed?	
	Is the worksite near a watercourse?	
17. Available Records	Current records	
	Historic records	
	Existing services	
18. Site Visit	Actions and observations following site visit	
19. Project Hand-back		
20. Appendices		

Appendix B

Client Remit Template



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Client Remit Example 02 Stage 2: GRIP 4–8


A Stage 2 Remit follows on from the SOR and sets out the scope of work and services for the fit out of and furnish of a typical workplace from Grip 4–8.

The remit is a valuable document which:

- Identifies services to be provided
- Records assumptions
- Lists information on licensing agreements
- Outlines the programme and fee criteria
- Identifies required consents and warranties

A Stage 2 Remit for workplace is typically a 6–10 page document, authorised by Network Rail.

Client Remit Example 02

Stage 2 GRIP 4–8	Example 02	
1. Cover Sheet	Remit Number	
	Document Title	
	Total Estimated Cost	
	Specific Risk Allocation	
2. Scope of Work and Services	Project management & contract administration	
	Office fit out scope	
	Furniture, fixtures and equipment delivery scope	
	Staff migration	
	IT connectivity	
	Assumptions	
3. Programme	Fit out	
	Conclusion of fit out	
	Available to move	
4. Other Stage 2 Requirements	Licence Agreement	

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Stage 2 GRIP 4–8	Example 02	
5. Checklist	Additional Saving/Expense	
	QRA	
	Existing Asset Obligations	
	Completion Criteria	
	Completion Date	
	Sectional Completion Criteria	
	Liquidated Damages Required	
	Works and services, including Contracts Requirements Technical Document	
	Interfacing Projects	
	Regulation 8 of the CDM requirements	
	Compliance with Common Safety Method	
	Insurance policies	
	Necessary Consents to be obtained	
	Network Rail Consents	
	Agreement of a Regulated Change	

Stage 2 GRIP 4–8	Example 02	
5. Checklist Continued	Collateral warranty	
	Target Price or Alternative Pricing	
	Elements for which there are provisional sums within Target Price	
	Relevant Works Manager	
	Environmental Minimum Requirements	
	Relevant KPIs or Incentivisation Mechanism	
	Assurances and Undertakings	
	Critical Resources	
6. Remit Authorisation		



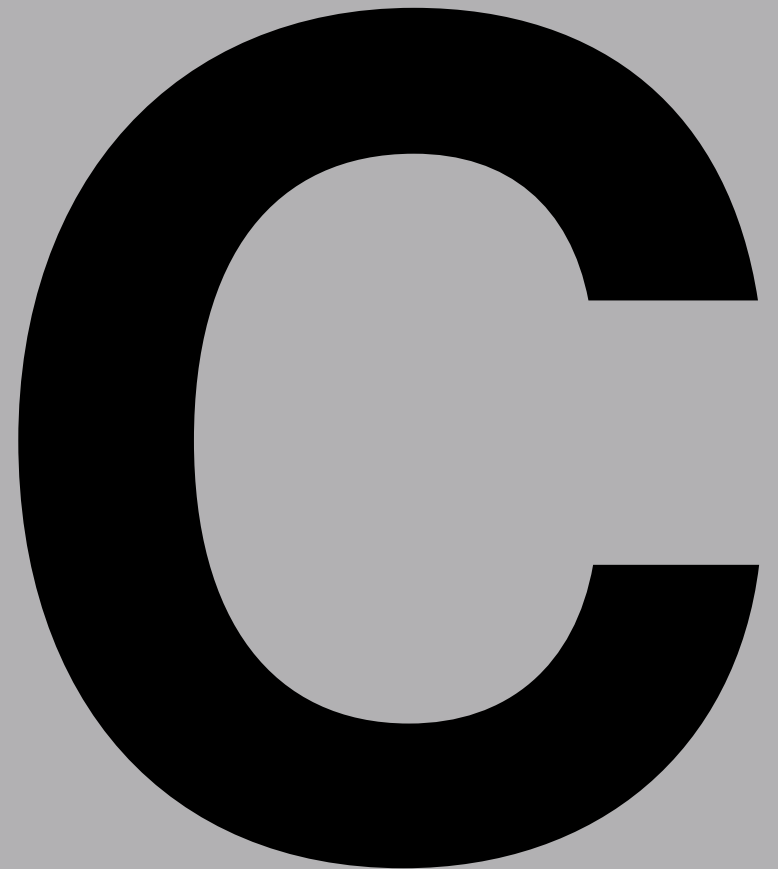
Image B.1
Edinburgh MDU Offices
Breakout Area

Specifications

Workplace DNA

Performance Specification

Colour & Finishes






Image C.1
Edinburgh MDU Offices
Tea Point

Appendix C

Performance Specification



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Performance Specification

The following Performance Specification sets out recommendations for typical workplace materials and finishes in line with Ska requirements and recommendations.

The Performance Specification should be read as a guide in conjunction with RICS Ska Rating Good Practice Measures, which can be found online. Ska ID and Ska Rank numbers are listed for reference.

Ska Highest Rank: 1
Ska Lowest Rank: 104

Specific products listed within the schedule are compliant with criteria requirements in Ska Rating Good Practice Measures.

Contents

General

Materials Specification
Total Recycled Materials

F10

Brick / block walling

Blockwork
Bricks

K10

Plasterboard dry linings/partitions/ceilings

Partitions
Glazed Partitions
Suspended Ceiling

K11

Rigid sheet flooring/ sheathing/ decking

Hardwood
Timber

K41

Raised Access Floor

Raised flooring system

L10

Windows / rooflights /screens /louvres

Window Treatment

L20

Doors / shutters / hatches

Doors

M10

Cement based levelling / wearing screeds

Screeds

M40

Stone/concrete/tiling

Hard flooring
Hard wall covering

M50

Rubber/ plastics/ cork/ lino/ carpet tiling

Soft flooring

M52

Decorative paper / fabrics

Wall Covering

M60

Painting/clear finishing

Paint
Polishes & varnishes

N10

General fixtures/ furnishings/ equipment

Joinery
Workstations & tables
Storage units
Chairs
Ancillary Furniture

N12

Commercial catering fittings/equipment

Kitchen fittings
White Goods

N13

Sanitary appliances and fittings

Sanitary Appliances

P10

Sundry insulation / proofing work

Insulation

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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet						
Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
	Ska Rank	Ska ID	General			
	13	D19	Materials Specification	<p>At least 80% of the materials installed as part of the fit-out meet one of the following criteria:</p> <ul style="list-style-type: none">• Are reused or reclaimed• Contain at least 80% recycled or recyclable content• Have an A or A+ rating in BRE's The Green Guide to Specification• Have an A or A+ rating in BRE's Green Book Live database• Are supplied with an Environmental Product Declaration (EPD), written in accordance with ISO 14025 standards	See individual good practice measures for guidance	
	78	D21	Total Recycled Materials	<p>Either:</p> <ul style="list-style-type: none">• At least 80% of materials used are reclaimed;• All new materials used are manufactured with at least 80%recycled content• A proportionate combination of the two criteria above		
NBS	Ska Rank	Ska ID	Brick / block walling			
F10	48	M01	Blockwork	<p>All blocks used meet at least one of the following criteria:</p> <ul style="list-style-type: none">• Are reclaimed• If new, are manufactured with a recycled content based on the targets shown in Good Practice Measures• Are unfired clay blocks• Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards	<p>The targets for the recycled content of new blockwork are based on the targets set by WRAP.</p> <p>See:</p>	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration
F10	82	M02	Bricks	<p>All bricks used meet at least one of the following criteria:</p> <ul style="list-style-type: none">• Are reclaimed• If new, are manufactured with at least 30% recycled content• Are unfired• Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards <p>Note:</p> <p>If the bricks are sourced from outside the UK then regardless of whether or not they meet the above criteria they may not be considered as meeting the requirements of this measure. This is because the impact of transport needs to be considered; for example, importing reclaimed bricks from China is not considered sustainable. The assessor has to use their judgment in applying this rule</p>	<ul style="list-style-type: none">• Choosing construction products: Guide to the recycled content of mainstream construction products• Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide• GreenSpec – a directory of sustainable construction products in the UK• ISO 14025:2006• Feat of clay, article in Materials World, January 2006 – the article discusses the use of unfired clay blocks for sustainable construction.	

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Performance Specification



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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet						
Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS	Ska Rank	Ska ID	Plasterboard dry linings/ partitions / ceilings			
K10	50	M08	Partitions : Metal stud system (K10/30 &K10/30C) Insulated Dry Lining Board (K10/35A)	<p>All partitions meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 90% recycled content • Have an A or A+ rating in BRE's The Green Guide to Specification • Have an A or A+ rating in BRE's Green Book Live database • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards • If timber or containing timber elements, the timber meets the criteria of good practice measure D20 Timber 	<p>Example of how to assess a partition containing a timber as well as other materials: If a partition is 10% timber and 90% plasterboard, then all of the timber must be sourced from one of the four schemes FSC/PEFC/SFI/CSA or be reclaimed timber – as defined in good practice measure D20 Timber . The remaining 90% of the product, in this case plasterboard, will need to meet one of the criteria listed.</p> <ul style="list-style-type: none"> • Choosing construction products: Guide to the recycled content of mainstream construction products • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide • The Green Guide to Specification: An Environmental Profiling System for Building Materials and Components 	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration
K10	55	M09	Glazed Partition	<p>All glazed partitions meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 10% recycled content • Have an A or A+ rating in BRE's The Green Guide to Specification • Have an A or A+ rating in BRE's Green Book Live database • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards 	<p>The target for the recycled content of glazed partitions is based on the target set by WRAP.</p> <ul style="list-style-type: none"> • Choosing construction products: Guide to the recycled content of mainstream construction products 	Komfort Partitions Limited Polar Glazed Partitioning System with Deflection Head or similar approved
K10	49	M10	Suspended Ceiling	<p>All suspended ceiling systems, including frames, tiles, and/or boards, meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused (note: if only tiles are replaced, the frame can be recorded as reused; the tiles must then meet one of the criteria below) • If new, are manufactured with at least 50% recycled content; • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards 	<p>WRAP's stated good practice for mineral ceiling tiles, which can also be met by aluminium and gypsum based tiles. WRAP indicate that some ceiling tiles, such as steel ceiling tiles, are unlikely to meet this target. This measure has been designed to encourage the selection of products that are capable of having a high recycled content.</p> <ul style="list-style-type: none"> • Choosing construction products: Guide to the recycled content of mainstream construction products 	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration

Appendix C

Performance Specification



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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet						
Reference	Ska Rank	Ska ID	System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS			Rigid sheet flooring/ sheathing/ decking/ sarking/linings/ casings			
K11	14	M05	Hardwood	<p>100% of hardwood is from at least one of the following sources:</p> <ul style="list-style-type: none"> • Is reclaimed • Where new hardwood is used, is supplied with a Chain of Custody (CoC) from one of the following forest certification schemes only: <ul style="list-style-type: none"> - Forest Stewardship Council (FSC) - Programme for the Endorsement of Forest Certification (PEFC) - Sustainable Forestry Initiative (SFI) - Canadian Standards Association (CSA) 	<p>The extent of Category B evidence required to demonstrate sustainable timber use throughout the fit-out will need to be determined on a case by case basis. The maximum evidence required will consist of three completed checklists:</p> <ol style="list-style-type: none"> 1. Supply chain information 2. Forest source information of legality 3. Forest source information on sustainability <p>Note: Only checklist 1 needs to be completed if Chain of Custody certification is available at any given stage of the supply chain. The supply chain information needs to be completed from the point at which Chain of Custody certification is no longer available.</p> <p>The checklists and additional advice and free training are available through the Central Point of Expertise on Timber (CPET)</p> <p>CPET offer free advice and one-day training workshops to assist in the understanding of sustainable timber requirements. The CPET helpline can be accessed by phoning 01865 243 766 or by emailing cpet@proforest.net</p> <ul style="list-style-type: none"> - Forest Stewardship Council (FSC) - Programme for the Endorsement of Forest Certification (PEFC) - Sustainable Forestry Initiative (SFI) - UK Woodland Assurance Standard (UKWAS) - Canadian Standards Association (CSA) 	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration
K11	25	D20	Timber	<p>100% of timber is from at least one of the following sources:</p> <ul style="list-style-type: none"> • Is reclaimed • Where new hardwood is used, is supplied with a Chain of Custody (CoC) from one of the following forest certification schemes only: <ul style="list-style-type: none"> - Forest Stewardship Council (FSC) - Programme for the Endorsement of Forest Certification (PEFC) - Sustainable Forestry Initiative (SFI) - Canadian Standards Association (CSA) 		
NBS			Raised Access Floor			
K41	39	M07	Raised Flooring Systems	<p>All raised flooring systems meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 80% recycled content • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards. 	<ul style="list-style-type: none"> • The Green Guide to Specification: An Environmental Profiling System for Building Materials and Components (4th edition) • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide, 	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration

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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet

Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS	Ska Rank	Ska ID	Windows / rooflights / screens / louvres			
L10	96	M23	Window Treatment	<p>All window treatments meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused; • If new, are manufactured with at least 80% recycled content and recyclable content, designed for deconstruction with components that can be recycled, measured by mass; • If timber or containing timber components, the timber meets the criteria of good practice measure D20 Timber; • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards; or • Are supplied with environmental product declarations for the materials used <p>Note:</p> <p>Where recyclable content is identified a confirmed route for recycling into new products of a similar quality must be identified.</p>	<p>If an item is 60% timber and 40% steel, then all of the timber must be sourced from one of the four schemes FSC/PEFC/SFI/CSA or be reclaimed timber – as defined in good practice measure D20 Timber. The remaining 40% of the product, in this case steel, will need to meet one of the criteria listed above. Many suppliers may claim their products contain recyclable components and materials. However, components may be bonded in such a manner to prevent separation and recycling into individual waste streams or local recycling facilities may simply not exist for any given material. Unless a recycling facility can be explicitly identified that is able to reprocess the components and materials at a high level in the value chain, e.g. plastic elements are reprocessed into new furniture and not simply down-cycled into plastic bags or other lower value products, it is not acceptable to claim that a product is recyclable. Some suppliers overcome this issue by offering in house take-back and recycling schemes –although not an essential requirement to achieve this measure, the commitment of a supplier to take-back and recycle their products is an excellent source of evidence to support the claim that a product is recyclable.</p> <p>In the criteria, the phrase 'at least 80% recycled content and recyclable content' means 80% combined. For example, if 40% of the materials used to make the product are recycled materials and 50% of the product components could be recycled at the end of their life, then this adds up to 90% so it meets the requirements. In theory 100% of the product could be recycled materials and 100% of the product could be recycled at the end of life and this would add up to 200%, which would be well in excess of the target.</p> <p>GreenSpec – a directory of sustainable construction products in the UK Further accreditation for textile products can be found on the Oeko-Tex website</p> <p>When choosing the type of material for blinds, particularly fabric blinds, the physical and environmental performance qualities of the material, and the wellbeing of the blinds' users should be considered. The ability to recycle fabric blinds with applied reflective coatings may be limited by the presence of the coating (check details with the specific manufacturer – some manufacturers operate sustainable practices of production and reclamation).</p> <p>Note: That both traditional and high performance fabrics (such as coated fabrics) can be found manufactured from recycled and recyclable material; however the benefit of a recyclable material is only realised if it is diverted from landfill and recycled; manufacturers should therefore be vetted for their reclamation policy.</p>	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration

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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet

Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS	Ska Rank	Ska ID	Doors / shutters / hatches			
L20	80	M17	Doors	<p>All doors, including frames, meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • If new, are manufactured with (or a combination of both): • Composite materials that have at least 80% recycled content; or • Metal components that follow WRAP's Choosing construction products guide (see guidance): <ul style="list-style-type: none"> - Steel section 60% - Stainless steel 75% - Copper sheet 60% - Aluminium extrusion 44% - Aluminium sheet 73% • If containing timber components, the timber meets the criteria of good practice measure D20 Timber; or are supplied with an environmental product declaration, written in accordance with ISO 14025 standards. 	<p>The term recycled content includes both post-consumer waste and secondary materials, defined as a waste by-product from a different industry. Processing waste recycled in-house should not be included in the recycled content calculations for the product.</p> <p>Example of how to assess a door containing a timber as well as other materials If a door is 90% timber and 10% steel, then all of the timber must be sourced from one of the four schemes FSC/PEFC/SFI/CSA or be reclaimed timber – as defined in good practice measure D20 Timber. The remaining 10% of the product, in this case steel, will need to meet one of the criteria listed .</p> <ul style="list-style-type: none"> • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide 	To meet SKA Silver as a minimum requirement and Gold as an aspiration
NBS	Ska Rank	Ska ID	Cement based levelling / wearing screeds			
M10	83	M03	Screeds	<p>All screeds used, e.g. for floor repairs, replacement, build-up or levelling, meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • If new, are manufactured with at least 50% recycled content; or • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards. 	<p>An example of recycled screed is where the sand normally used in screed can be replaced by recycled vitrified or amorphous glass.</p> <p>The target for the recycled content of new screed is based on the targets set by WRAP.</p> <ul style="list-style-type: none"> • Choosing construction products: Guide to the recycled content of mainstream construction products • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide • GreenSpec – a directory of sustainable construction products in the UK. • ISO 14025:2006 • Ty-Mawr ecological building materials - contains information about recycled aggregates for screed 	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration

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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet						
Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS	Ska Rank	Ska ID	Stone / concrete / quarry / ceramic tiling / mosaic			
M40	61	M11	Hard Flooring	<p>All hard floor coverings meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with 25% recycled content • Have an A or A+ rating in BRE's The Green Guide to Specification • Have an A or A+ rating in BRE's Green Book Live database • If timber, meet the criteria of good practice measure D20 Timber • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards 	<p>The elimination of hard floor coverings by simply sealing concrete floors is the most sustainable option. If however floor coverings are required for aesthetic, comfort or acoustic reasons reuse of existing hard floor coverings either from the stripping out of existing floors on site or from the purchase of second-hand floor coverings is the preferred option.</p> <p>The target for the recycled content of hard flooring is based on the targets set for hard flooring by WRAP and can be met by selecting an increased recycled content version of a range of flooring products including tiles, linoleum, rubber and resin bonded tiles.</p> <ul style="list-style-type: none"> • Choosing construction products: Guide to the recycled content of mainstream construction products, • The term recycled content includes both post-consumer waste and secondary materials, defined as a waste by-product from a different industry. Processing waste recycled in-house should not be included in the recycled content calculations for the product. • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide • The Green Guide to Specification, BRE • GreenSpec – a directory of sustainable construction products in the UK 	<p>Eco Friendly Tiles Shannon Range or similar approved</p>
M40	92	M13	Hard Wall Covering	<p>All wall coverings meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 70% recycled content and recyclable content, measured by mass • If timber, meet the criteria of good practice measure D20 Timber • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards 	<p>The reuse of existing hard wall coverings either from the stripping out of existing walls on site or from the purchase of second hand wall coverings is the most sustainable source.</p> <p>The target for the recycled content of hard wall coverings is based on the target set for products, such as composite timber products, by WRAP.</p> <p>See:</p> <ul style="list-style-type: none"> • Choosing construction products: Guide to the recycled content of mainstream construction products <p>The term recycled content includes both post-consumer waste and secondary materials, defined as a waste by-product from a different industry. Processing waste recycled in-house should not be included in the recycled content calculations for the product.</p> <ul style="list-style-type: none"> • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide • ISO 14025:2006 	<p>Saint-Gobain Ecophon AB Ecophon Akusto One or similar approved</p>

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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet						
Reference	Ska Rank	Ska ID	System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS			Rubber/ plastics/ cork/ lino/ carpet tiling/ sheeting			
M50	51	M12	Soft Flooring: Carpet Tiling (M59/15) Entrance Matting (M50/15A) Vinyl (M50/20) Edgings (M50/70) Skirtings (M50/80)	<p>All soft floor coverings, including underlay where applicable, meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 50% recycled content • Have an A or A+ rating in BRE's The Green Guide to Specification • Have an A or A+ rating in BRE's Green Book Live database • Are manufactured from 50% renewable and natural products, e.g. wool, natural rubber, hessian • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards 	<p>The reuse of existing soft floor coverings either from the stripping out of existing floors on site or from the purchase of second hand floor coverings, is the most sustainable source.</p> <p>The target for the recycled content of soft flooring is based on the target set for generic carpet tiles by WRAP.</p> <p>Choosing construction products: Guide to the recycled content of mainstream construction products,</p> <p>The term recycled content includes both post-consumer waste and secondary materials, defined as a waste by-product from a different industry. Processing waste recycled in-house should not be included in the recycled content calculations for the product.</p> <ul style="list-style-type: none"> • The Green Guide to Specification: An Environmental Profiling System for Building Materials and Components (4th edition) 	<p>Chroma Global Flooring Solutions VIP Tile or similar approved</p>
NBS			Decorative paper / fabrics			
M52	101	M16	Wall Covering	<p>All wall coverings meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • If new, are manufactured with at least 80% recycled content • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards • Where paper-based wallpaper is specified, meet the criteria of D20 Timber. 	<p>The term recycled content includes both past-consumer waste and secondary materials, defined as a waste by-product from a different industry. Processing waste recycled in-house should not be included in the recycled content calculations for the product.</p> <ul style="list-style-type: none"> • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide, WRAP. • ISO 14025:2006 <p>Useful information about more sustainable types of wall covering can be found in the following publications:</p> <ul style="list-style-type: none"> • Handbook of sustainable building: An environmental preference method for selection for materials for use in construction and refurbishment • Green Building Handbook, Volume 1 & Volume 2 	<p>Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration</p>

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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet

Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS	Ska Rank	Ska ID	Painting / clear finishing			
M60	56	M14	Paints	<p>All paints meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Have been awarded the EU Ecolabel • Are manufactured with at least 90% recycled content • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards 	<p>Information on the EU Ecolabel scheme can be found on the EUROPA portal site of the European Union.</p> <ul style="list-style-type: none"> • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide • EU Legislation 2004/42/C 	<p>PPG Architectural Coatings Johnstone's Trade /Crown Paints /Earthborn or similar approved</p>
M60	90	M15	Polishes & Varnishes	<p>All polishes and varnishes meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are water based • Have been awarded the EU Ecolabel • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards 	<p>Information on the EU Ecolabel scheme can be found on the EUROPA portal site of the European Union.</p> <ul style="list-style-type: none"> • A GreenSpec – a directory of sustainable construction products in the UK • ISO 14025:2006 • National Non-Food Crop Centre 	<p>Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration</p>
NBS	Ska Rank	Ska ID	General fixtures/ furnishings/ equipment			
N10	62	M06	Joinery	<p>100% of timber used in the joinery for the fit-out is from at least one of the following sources:</p> <ul style="list-style-type: none"> • Is reclaimed • Where new timber is used, is supplied with a Chain of Custody (CoC) from one of the following forest certification schemes only: <ul style="list-style-type: none"> - Forest Stewardship Council (FSC); - Programme for the Endorsement of Forest Certification (PEFC); - Sustainable Forestry Initiative (SFI); or - Canadian Standards Association (CSA). 	<p>The extent of Category B evidence required to demonstrate sustainable timber use throughout the fit-out will need to be determined on a case by case basis. The maximum evidence required will consist of three completed checklists:</p> <ol style="list-style-type: none"> 1. Supply chain information 2. Forest source information of legality 3. Forest source information on sustainability <p>Note: Only checklist 1 needs to be completed if Chain of Custody certification is available at any given stage of the supply chain. The supply chain information needs to be completed from the point at which Chain of Custody certification is no longer available.</p> <p>The checklists and additional advice and free training are available through the Central Point of Expertise on Timber (CPET)</p> <p>CPET offer free advice and one-day training workshops to assist in the understanding of sustainable timber requirements. The CPET helpline can be accessed by phoning 01865 243 766 or by emailing cpet@proforest.net</p> <ul style="list-style-type: none"> - Forest Stewardship Council (FSC) - Programme for the Endorsement of Forest Certification (PEFC) - Sustainable Forestry Initiative (SFI) - UK Woodland Assurance Standard (UKWAS) 	<p>Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration</p>

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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet						
Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS	Ska Rank	Ska ID	General fixtures/ furnishings/ equipment			
N10	74	M19	Workstations & Tables	<p>All workstations and tables meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 80% recycled content and recyclable content, designed for deconstruction with components that can be recycled, measured by mass • If containing timber components, the timber meets the criteria of good practice measure D20 Timber • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards • Have been awarded the EU Ecolabel 	<p>Example of how to assess a workstation or table containing a timber as well as other materials</p> <p>If a desk is 60% timber and 40% steel, then all of the timber must be sourced from one of the four schemes FSC/PEFC/SFI/CSA or be reclaimed timber – as defined in good practice measure D20 Timber. The remaining 40% of the product, in this case steel, will need to meet one of the criteria listed above. In this example the manufacturer could demonstrate that the steel used in the desk contains 80% recycled steel.</p>	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration
N10	88	M21	Storage Units	<p>All storage units meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 80% recycled content and recyclable content, designed for deconstruction with components that can be recycled, measured by mass • If containing timber components, the timber meets the criteria of good practice measure D20 Timber • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards • Have been awarded the EU Ecolabel 	<p>Many suppliers may claim their products contain recyclable components and materials. However, components may be bonded in such a manner to prevent separation and recycling into individual waste streams or local recycling facilities may simply not exist for any given material. Unless a recycling facility can be explicitly identified that is able to reprocess the components and materials at a high level in the value chain, e.g. plastic elements are reprocessed into new furniture and not simply down-cycled into plastic bags or other lower value products, it is not acceptable to claim that a product is recyclable. Some suppliers overcome this issue by offering in house take-back and recycling schemes –although not an essential requirement to achieve this measure, the commitment of a supplier to take-back and recycle their products is an excellent source of evidence to support the claim that a product is recyclable.</p>	
N10	81	M20	Chairs	<p>All task and visitor chairs meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 80% recycled content and recyclable content, designed for deconstruction with components that can be recycled, measured by mass • If containing timber components, the timber meets the criteria of good practice measure D20 Timber • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards • Have been awarded the EU Ecolabel 	<p>In the criteria, the phrase 'at least 80% recycled content and recyclable content' means 80% combined. For example, if 40% of the materials used to make the product are recycled materials and 50% of the product components could be recycled at the end of their life, then this adds up to 90% so it meets the requirements. In theory 100% of the product could be recycled materials and 100% of the product could be recycled at the end of life and this would add up to 200%, which would be well in excess of the target.</p>	Loll Designs Inc. Recycled HDPE Outdoor Chairs or similar approved
N10	79	M22	Ancillary Furniture: Freestanding Screens (N10/180) Noticeboards (N10/195)	<p>All other furniture meets at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 80% recycled content and recyclable content, designed for deconstruction with components that can be recycled, measured by mass • If containing timber components, the timber meets the criteria of good practice measure D20 Timber • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards • Have been awarded the EU Ecolabel 	<p>Information on the EU Ecolabel scheme can be found on the EUROPA portal site of the European Union.</p> <ul style="list-style-type: none"> • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide, WRAP • GreenSpec – a directory of sustainable construction products in the UK • ISO 14025:2006 	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration

Appendix C

Performance Specification



Workplace DNA
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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet						
Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS	Ska Rank	Ska ID	Commercial catering fittings, furniture and equipment			
N12	73	M18	Kitchen Fittings	<p>All kitchen fittings, including cupboards, worktops, and splash backs, meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • If new, are manufactured with at least 80% recycled content • If containing timber components, the timber meets the criteria of good practice measure D20 Timber • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards. 	<p>The term recycled content includes both post-consumer waste and secondary materials, defined as a waste by-product from a different industry. Processing waste recycled in-house should not be included in the recycled content calculations for the product.</p> <p>Example of how to assess a kitchen fitting containing a timber as well as other materials: If a kitchen fitting is 60% timber and 40% steel, then all of the timber must be sourced from one of the four schemes FSC/PEFC/SFI/CSA or be reclaimed timber – as defined in good practice measure D20 Timber. The remaining 40% of the product, in this case steel, will need to meet one of the criteria listed above. In this example the manufacturer could demonstrate that the steel used in the kitchen fitting contains 80% recycled steel.</p> <ul style="list-style-type: none"> • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide • ISO 14025:2006 	Dupont de Nemours Corian or similar approved
N12			White Goods	<p>All white goods are to achieve an A++ rating, white goods include but are not limited to the following:</p> <ul style="list-style-type: none"> • Fridges • Dishwashers • Microwave ovens • Double electric built in ovens 		
NBS	Ska Rank	Ska ID	Sanitary appliances and fittings			
N13			Sanitary Appliances	<p>Introduce ECO Sanitaryware systems where possible:</p> <ul style="list-style-type: none"> • Urinals • Washbasins • Taps • WCs 		

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Performance Specification



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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet						
Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS	Ska Rank	Ska ID	Sanitary appliances and fittings			
N13	98	M24	Paper towel dispensers	<p>All paper and towel dispensers meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • Are reused • If new, are manufactured with at least 80% recycled content and recyclable content, designed for deconstruction with components that can be recycled, measured by mass • If containing a material covered by other good practice measures, the material meets the criteria of the other measure • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards. 	<p>Many suppliers may claim their products contain recyclable components and materials. However, components may be bonded in such a manner to prevent separation and recycling into individual waste streams or local recycling facilities may simply not exist for any given material. Unless a recycling facility can be explicitly identified that is able to reprocess the components and materials at a high level in the value chain, e.g. plastic elements are reprocessed into new furniture and not simply down-cycled into plastic bags or other lower value products, it is not acceptable to claim that a product is recyclable. Some suppliers overcome this issue by offering in house take-back and recycling schemes – although not an essential requirement to achieve this measure, the commitment of a supplier to take-back and recycle their products is an excellent source of evidence to support the claim that a product is recyclable.</p> <p>In the criteria, the phrase 'at least 80% recycled content and recyclable content' means 80% combined. For example, if 40% of the materials used to make the product are recycled materials and 50% of the product components could be recycled at the end of their life, then this adds up to 90% so it meets the requirements. In theory 100% of the product could be recycled materials and 100% of the product could be recycled at the end of life and this would add up to 200%, which would be well in excess of the target. Durable and low embodied-energy products should be preferred, with the ability to recycle at their end of use.</p> <p>The greatest environmental impact of paper dispensers is through the use of consumables, so a conscious reduction of waste by users should be encouraged. The WWF commissioned a paper towel dispenser that visually reminded users of resource depletion.</p> <p>Further accreditation for textile products can be found on the Oeko-Tex website.</p> <ul style="list-style-type: none"> • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide, WRAP. • GreenSpec – a directory of sustainable construction products in the UK. • ISO 14025:2006 <p>Although there is no conclusive evidence to support electric hand-dryers over paper towels some insight on both can be found at various sources including: ree hugger hand-dryer v paper towels; European Tissue Symposium hosted LCAs; and a Westminster University Study</p>	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration

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To be read in conjunction with Ska Ratings-Good Practice Measure - Data Sheet						
Reference			System Description	Criteria	Guidance	Product/Supplier/Manufacturer
NBS	Ska Rank	Ska ID	Sundry insulation / proofing work			
P10	71	M04	Insulation	<p>All insulation materials (thermal and acoustic) meet at least one of the following criteria:</p> <ul style="list-style-type: none"> • If new, are manufactured with at least 50% recycled content • Are manufactured from at least 50% renewable material, e.g. hemp, flax newspaper, wool • Have an A or A+ rating in BRE's The Green Guide to Specification • Have an A or A+ rating in BRE's Green Book Live database • Are supplied with an environmental product declaration, written in accordance with ISO 14025 standards 	<p>The target for the recycled content is based on the target set for mineral (rock) wool by WRAP. WRAP indicates that some insulants, such as EPS, will not be able to meet this target. This measure has been designed to encourage the selection of products that are capable of having a high recycled content. See Choosing construction products: Guide to the recycled content of mainstream construction products, Reference guide, GB Version 4.1, WRAP, June 2008.</p> <p>BRE's The Green Guide to Specification provides a set of generic make-ups for this product. Find the makeup of the product and see if it matches any of the generic make-ups: if it does it gets a rating based on this generic make-up. If it does not match a generic make-up then check with the manufacturer to see if they have paid to have their product assessed by the BRE under this scheme. If so you can find their product listed in BRE's Green Book Live database.</p> <p>On the Green Book Live website, select 'environmental profiles'. Select by section, e.g. partitions are classified as 'internal walls', or select by manufacturer. If you select 'internal walls' it will bring up a list of products. Against each product select the 'more...' text and this will bring up a screen showing the rating that the product has received from the BRE.</p> <ul style="list-style-type: none"> • Calculating and declaring recycled content in construction products, 'Rules of Thumb' guide, WRAP • GreenSpec – a directory of sustainable construction products in the UK • ISO 14025:2006 	Specified product or system to meet SKA Silver as a minimum requirement and Gold as an aspiration

Appendix C

Colour & Finishes: Paint



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Colour selection

See below and the following pages for the colour schemes being used to capture the 'look and feel' of NR working environments. These mimic the colours and tones of natural materials, adhering to the principles of Biophilic Design. Others colours may be proposed as long as they compliment the DNA colour scheme and are agreed and signed off.

Colour paint palette

The colour range is based upon a Dulux Trade colour palette. All colours should be matched to these but all paints can be Dulux or similar approved. There are 5 main colour combinations; these are assorted vertically and start with the lighter shades at the top and get progressively darker.

Any combination of colours can be selected as long as they are appropriate for the purpose. For example it is possible to use 01, 07, 17. It doesn't have to just be 1-5, or 6-10 etc.

NOTE: Be aware that colours may appear different if you are viewing this document on screen, therefore use the colour code () provided.*

01 90RR 35/606*	06 20YY 77/128*	11 10YY 74/063*	16 82YY 85/038*	21 30YY 78/035*
02 30YY 33/613*	07 40YY 77/242*	12 70RR 38/246*	17 70YY 63/326*	22 50BG 62/133*
03 10YY 09/200*	08 47RR 32/383*	13 70YR 31/135*	18 88YY 71/380*	23 90GG 40/115*
04 10YY 24/467*	09 80YR 28/650*	14 75RR 06/129*	19 70YY 37/366*	24 90GG 11/131*
05 10RB 08/125*	10 00NN 20/000*	15 50RB 13/107*	20 70YY 18/350*	25 70BG 07/086*

Appendix C

Colour & Finishes: Flooring



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Carpets

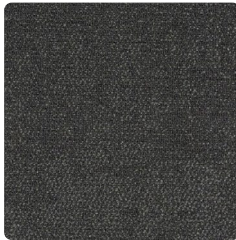
Layout of carpet flooring to be designed to help guide occupants around the internal spaces. Walkways which are subject to most use should be indicated by darker carpet tiles. Areas underneath desk space should be in a contrasting carpet type or colour. Breakout and meeting spaces should have contrasting carpet colours in order to distinguish them from the main office areas.

The 'highlight' colours should be used in moderation and an example is shown here. The selected carpets below (or similar approved) are to be used in Network Rail workplaces to set the tone of the workplace, other carpets can be used but this should be agreed and signed off.

CARPET:



Composure:
Diffuse



Composure:
Solitude



Human Nature:
Flint



Human Nature:
Nickel

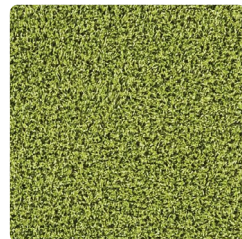
HIGHLIGHT CARPET TONES:



Human Nature:
Clementine



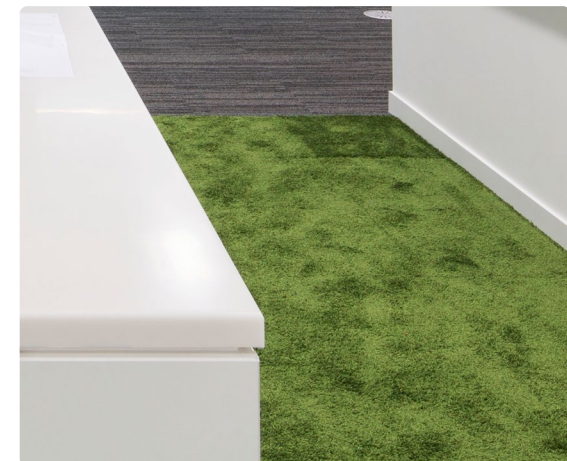
Touch & Tone:
Moss (short)



Touch & Tone:
Moss (long)

Touch & Tone: Moss (long) →

An example image of how to use this type of carpet, it is useful around breakout areas as it acts as an acoustic absorber. It also helps separate different areas within the workplace.



Appendix C

Colour & Finishes: Flooring



Workplace DNA
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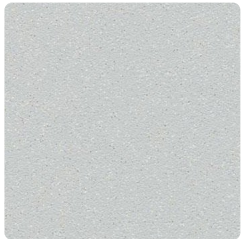
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Vinyl Flooring

Vinyl flooring should be specified as a hard-wearing homogeneous contract sheet and tile floor covering. Floor panels are based on a 600mm square module constructed from a high performance chipboard core. The design should incorporate a full depth edge band which provides total encapsulation of the chipboard core.

The selected finishes below (or similar approved) are to be used in Network Rail workplaces, other colours and finishes can be used but this should be agreed and signed off.

VINYL FLOORING:



Laguna Jade



Wood:
Natural Plywood



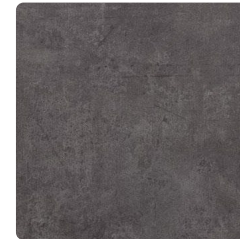
Wood:
Pastel Vintage Oak



Wood:
Grey Raw Timber



Stone:
Cool Concrete



Stone:
Natural Concrete

Appendix C

Colour & Finishes: Joinery



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Worktops

Worktops for kitchenettes and OSC's should be hard-wearing and easy to clean. The worktops should preferably be made from Hanex (or similar approved), with a 100mm upstand at the rear between the worktop and the wall.

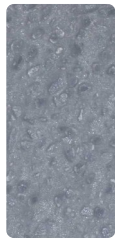
Polyrey (Finishes)

Polyrey material are a cost effective way of covering base materials. The selected finishes below (or similar approved are to be used in Network Rail workplaces. Other colours and finishes can be used but should be agreed and signed off.

WORKTOPS:



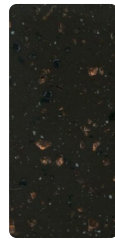
Hanex:
Andromeda



Hanex:
Aries



Hanex:
Charcoal
Sketch



Hanex:
Copper
Black



Hanex:
Juno



Hanex:
Mountain
Frost



Hanex:
Nebula



Hanex:
Oslo
White



Hanex:
Pure
Artic



Hanex:
Slate
Grey

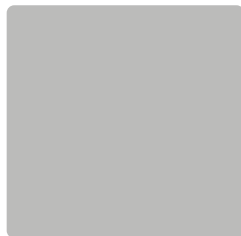


Hanex:
Vocalise

POLYREY FINISHES:



C118:
Cedre Bleu FA



G029:
Gris Tourierelle



K003:
Kaki FA



P112:
Prune FA

Polyrey →

An example image illustrating Polyrey finishes being used to give colour and character to the environment.



Appendix C

Colour & Finishes: Colour Palette

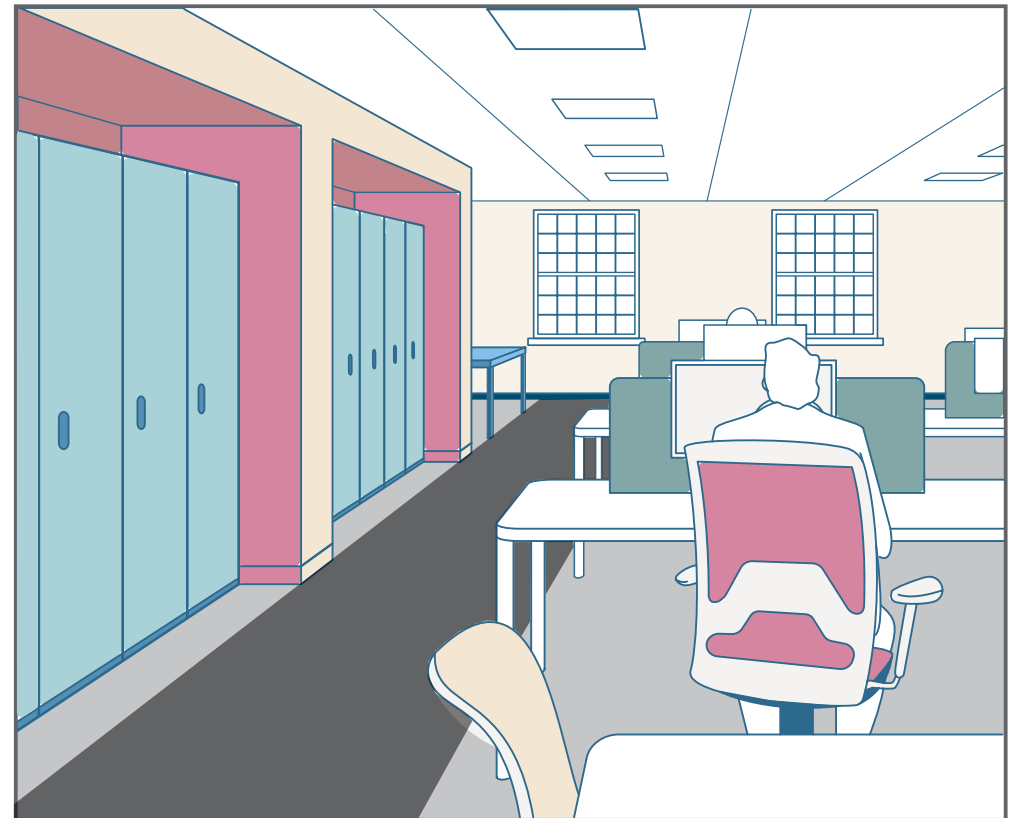


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Colour Palette Combinations

Any combination of colours can be selected as long as they are appropriate for the purpose.



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Colour & Finishes: Colour Palette



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Appendix C

Colour & Finishes: Furniture Fabrics



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Furniture

Further details on the Network Rail Core Furniture Directory can be found using the following link:
<https://networkrail.sharepoint.com/sites/myconnect/routeservices/Pages/Furniture.aspx>

Details on fabrics for loose furniture are outlined on the following pages.

- 01 Desking
- 02 Desk Screens and Accessories
- 03 Monitor Arm Cable Management
- 04 Task Chairs
- 05 Storage and Filing
- 06 Agile Lockers
- 07 Loose Furniture
- 08 Fittings



Hygge family of products

Appendix C

Colour & Finishes: Furniture Fabrics



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Furniture Fabrics

Fabrics can be used to compliment the colours used within the scheme, where possible use recyclable and/or reusable materials that are free from any harmful chemicals. Darker shades are preferred to conceal dirt. Similar or approved alternatives may also be used.

Desk Screen

Product Reference:

S1 Screen

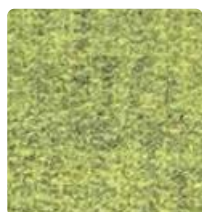
Fabric screen. Frameless with rounded corners.



Retreat
LTH39



Bliss
LTH48



Hope
LTH50



Daydream
LTH46



Tender
LTH53

Appendix C

Colour & Finishes: Furniture Fabrics



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Loose Furniture

Product Reference:

HAL TUBE

Four legged tubular steel base, non-stacking. Seat upholstery optional.

OPEN PLAN/CAFE CHAIR:



01 basic dark



23 ice grey



04 white



31 warm grey

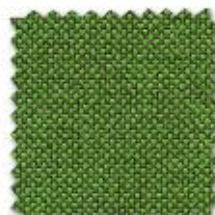
Upholstered seat also available, order separately:



87 ivory/forest



73 petrol
/moor brown



70 grass green
/ forest



69 dark grey



Appendix C

Colour & Finishes: Furniture Fabrics



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Loose Furniture

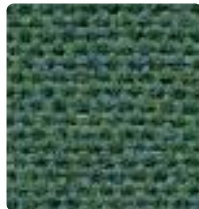
Product Reference:

BETHAN

Oak legs, fully upholstered.



Parsons
MLF14



Farringdon
MLF29



Brompton
MLF35



Highgate
MLF33



Camden
MLF26



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Colour & Finishes: Furniture Fabrics



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Loose Furniture

Product Reference:
GAMA

Upholstered visitor chair. Seat upholstered with fabric, backrest with mesh.

MEETING CHAIR: Step Melange

Black mesh as per picture



60021



64013



65047



Alternative, grey mesh option



65091



68162



61104



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Colour & Finishes: Furniture Fabrics



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Loose Furniture

Product Reference:

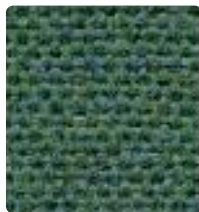
SIENNA

Meeting Room Chair. Black frame,
mesh back, upholstered seat.

Black mesh as per picture



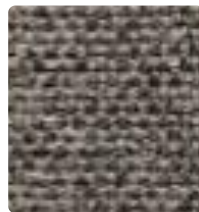
Parsons
MLF14



Farrington
MLF29



Brompton
MLF35



Camden
MLF26



Edgware
MLF28



Highgate
MLF33

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Colour & Finishes: Furniture Fabrics



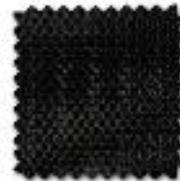
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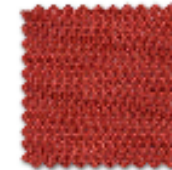
Loose Furniture

Product Reference:
UNIX

Cantilever chair, fully upholstered.



66 nero
Soft Grey Frame



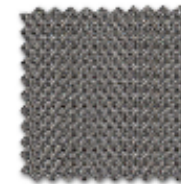
77 brick
Basic Dark Frame



34 grass green / forest
Soft Grey Frame



13 nero / ice blue
Soft Grey Frame



21 dim grey
Soft Grey Frame



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Colour & Finishes: Furniture Fabrics



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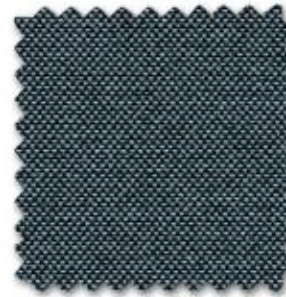
Loose Furniture

Product Reference:
SOFT SHELL

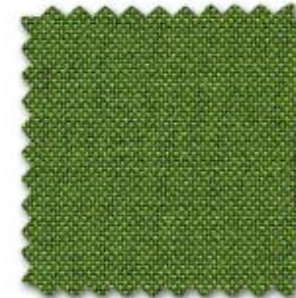
Fabric chair, including arms.



98
dark red / nero



13
nero / ice blue



34
grass green / forest



17
forest / sierra grey



97
red / coconut



Appendix C

Colour & Finishes: Furniture Fabrics



Workplace DNA
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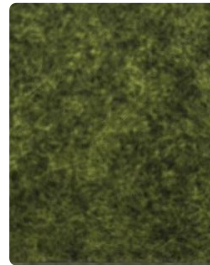
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Loose Furniture

Product Reference:

EMILY

Oak legs, fully upholstered.



Camphill
CUZ1K



Holyoke
CUZ2T



Handcross
CUZ63



Aberlour
CUZ1J



Newcastle
CUZ1W



Appendix C

Colour & Finishes: Furniture Fabrics



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Loose Furniture

Product Reference:

HYGGE

Oak legs and back, fully upholstered seat.

Available in Dark or Light Wood Frame



Interfuse
LDS48



Amiable
LDS79



Fellowship
LDS66



Alike
LDS62



Partner
LDS16

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Colour & Finishes: Furniture Fabrics



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Loose Furniture

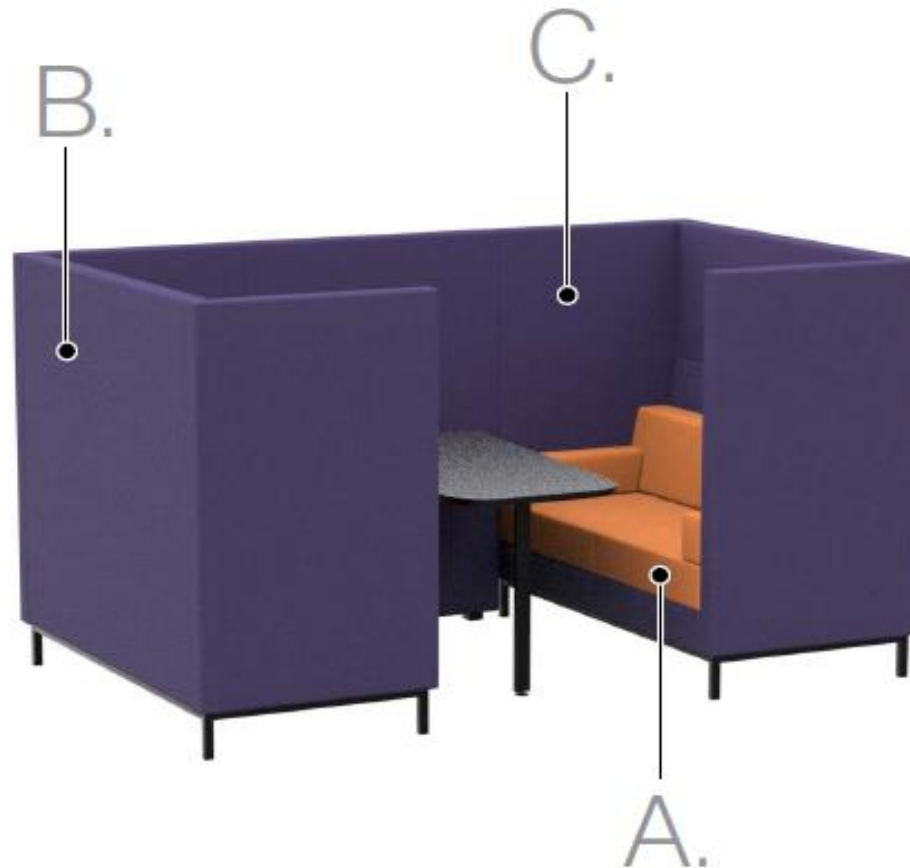
Product Reference: JENSEN UP

Pods are available as 4 person (2 people each side) and 6 person (3 people each side). The pod comes complete with 2 power sockets on the desk and a bracket for monitors. (order separately from IT).

The table comes in white.

Colour options are listed on the next page.

Top row colour is A.
Bottom row colour is B and C.



Appendix C

Colour & Finishes: Furniture Fabrics



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Order by Number:

1 Blue



2 Red



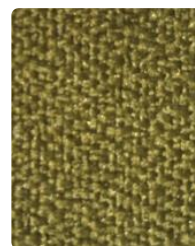
3 Neutral



4 Light Blue



5 Olive



6 Purple



7 Green



Martinique
YS004



Tokara
YS136



Krabi
YS141



Steel
YS095



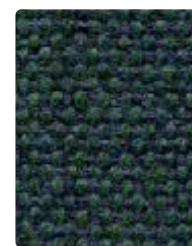
Appledore
YS077



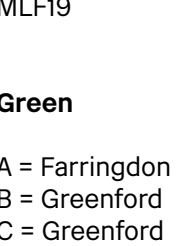
Tarot
YS084



Farringdon
MLF29



Victoria
MLF19



Parsons
MLF14



Camden
MLF26



Waterloo
MLF21



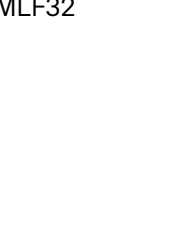
Finsbury
MLF30



Charing
MLF27




Greenford
MLF32



Green

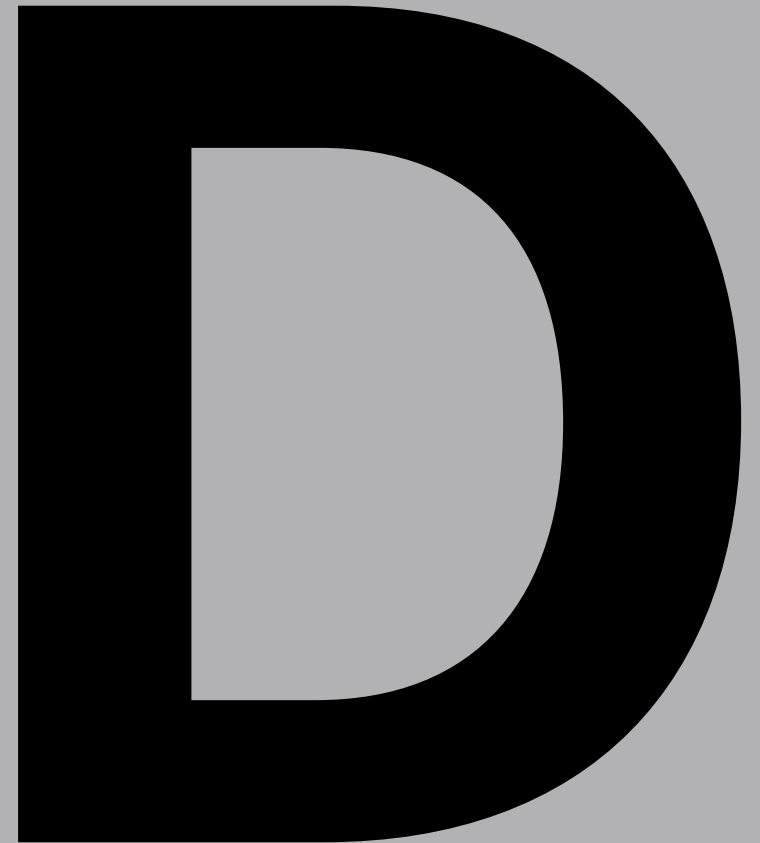
A = Farringdon
B = Greenford
C = Greenford



 **Image C.2**
Meeting Room
Moss Carpet

Typical Drawings

Workplace DNA
Typical Drawings



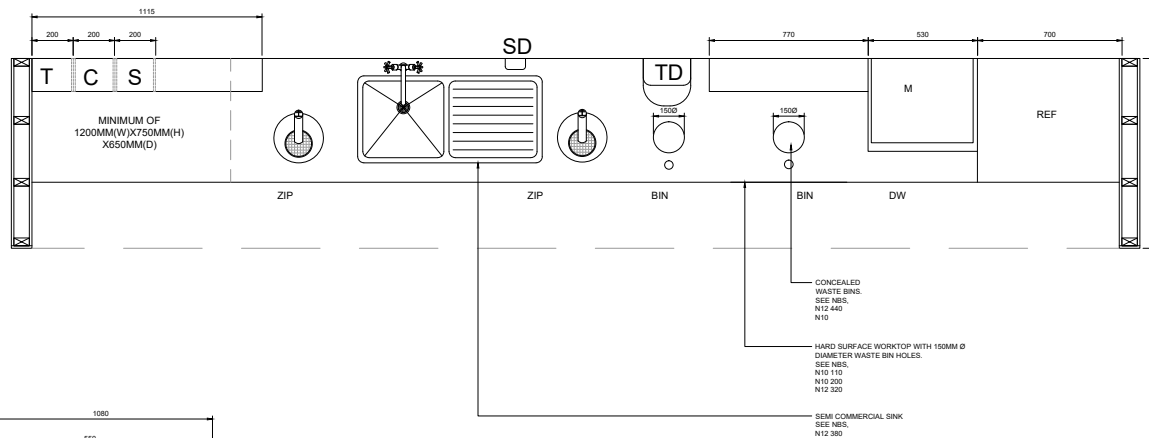
Appendix D

Typical Drawings: Kitchenette

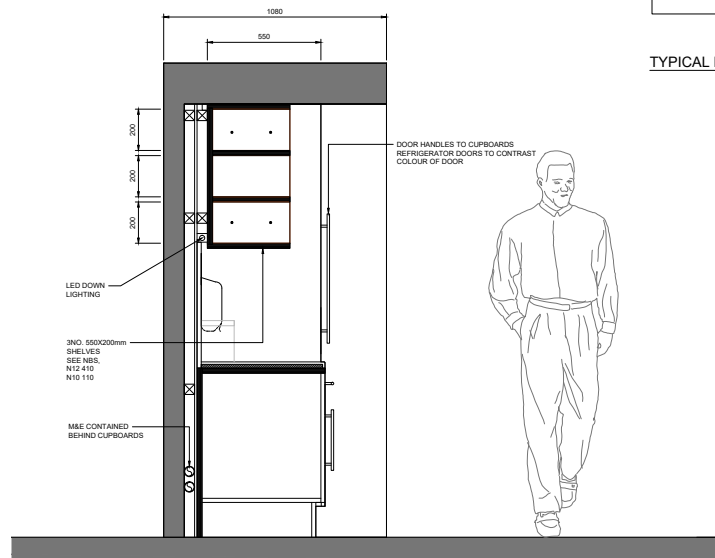


Workplace DNA
Operational Property
NR/GN/CIV/400/05
July 2020

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TYPICAL KITCHENETTE PLAN
SCALE 1:10



TYPICAL KITCHENETTE SECTION

Kitchenette

Equipment Checklist

- Hydro tap — providing hot and cold water
- Large format larder fridge
- Integrated recycling
- Supplied towel/soap dispensers
- First aid box
- Noticeboards
- Storage for personal items
- Semi commercial dishwasher
- Sink with drainer and mixer tap
- Storage for crockery and cutlery
- Storage for supplied tea/coffee/sugar

Typical drawings are for illustrative reference only

Appendix D

Typical Drawings: Kitchenette



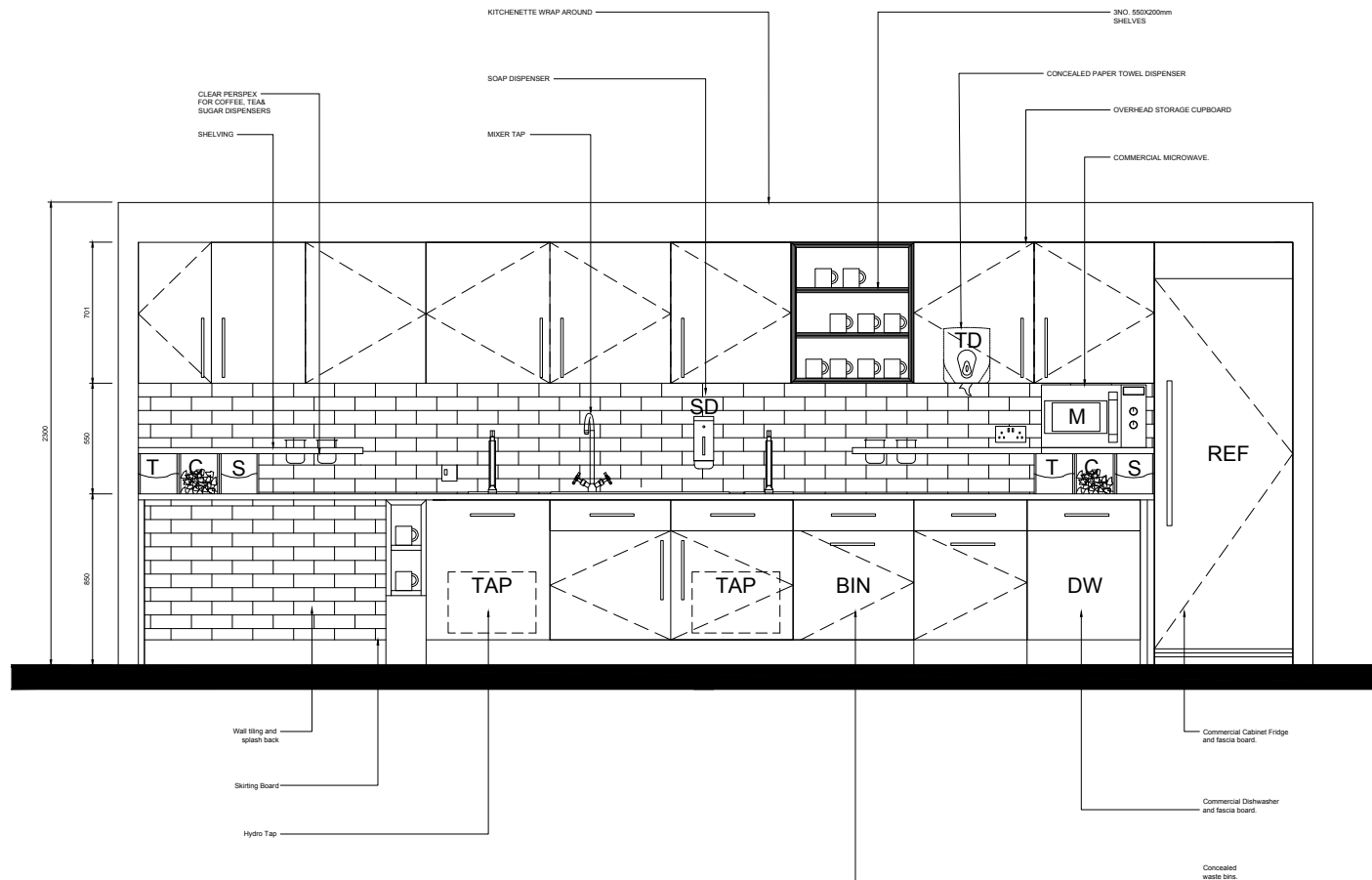
Workplace DNA
Operational Property
NR/GN/CIV/400/05
July 2020

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Catering Facilities

Equipment Checklist

- Crockery & cutlery storage
- Hydro tap (high capacity) serving hot and cold water
- Paper & Soap Dispenser
- Recycling bins
- Sinks & Taps
- Storage for tea/coffee/sugar
- Under Counter Fridge
- 2 x Fridge units
- 2 x Microwaves
- Specialist equipment



TYPICAL KITCHENETTE ELEVATION
SCALE 1:10

Typical drawings are for illustrative reference only

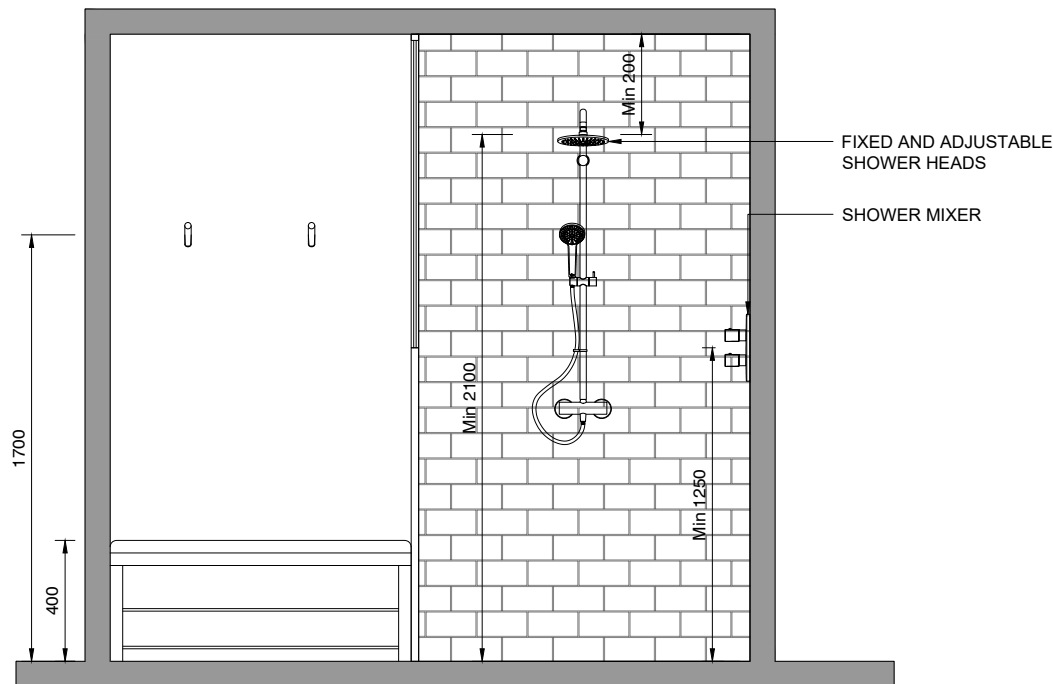
Appendix D

Typical Drawings: Shower



Workplace DNA
Operational Property
NR/GN/CIV/400/05
July 2020

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Typical drawings are for
illustrative reference only

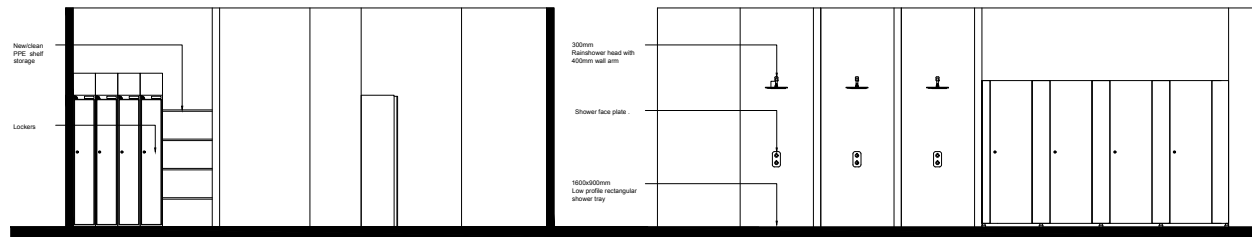
Appendix D

Typical Drawings: Shower & WC



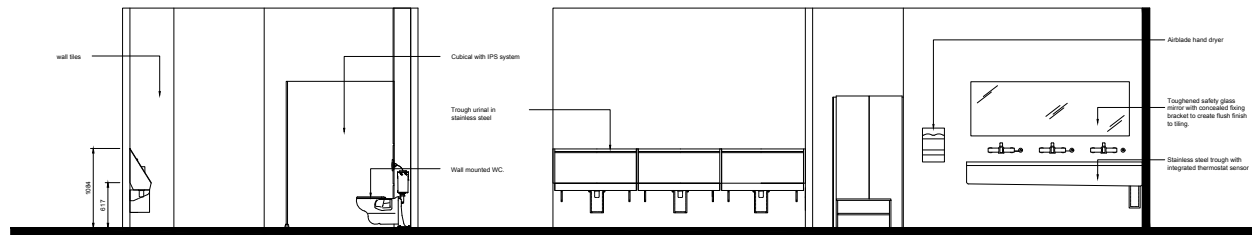
Workplace DNA
Operational Property
NR/GN/CIV/400/05
July 2020

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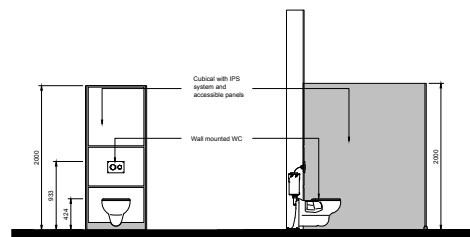
ELEVATION A

ELEVATION B



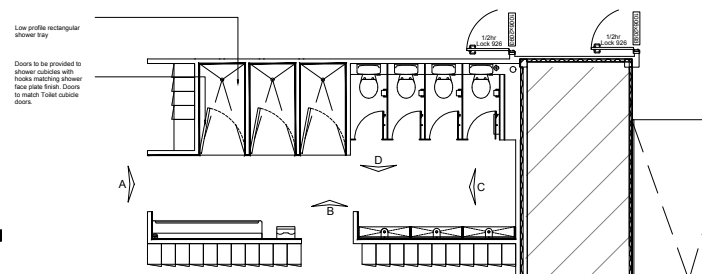
ELEVATION C

ELEVATION D



CUBICLE ELEVATION A

CUBICLE ELEVATION B



SHOWER AND TOILET AREA PLAN

Typical drawings are for illustrative reference only

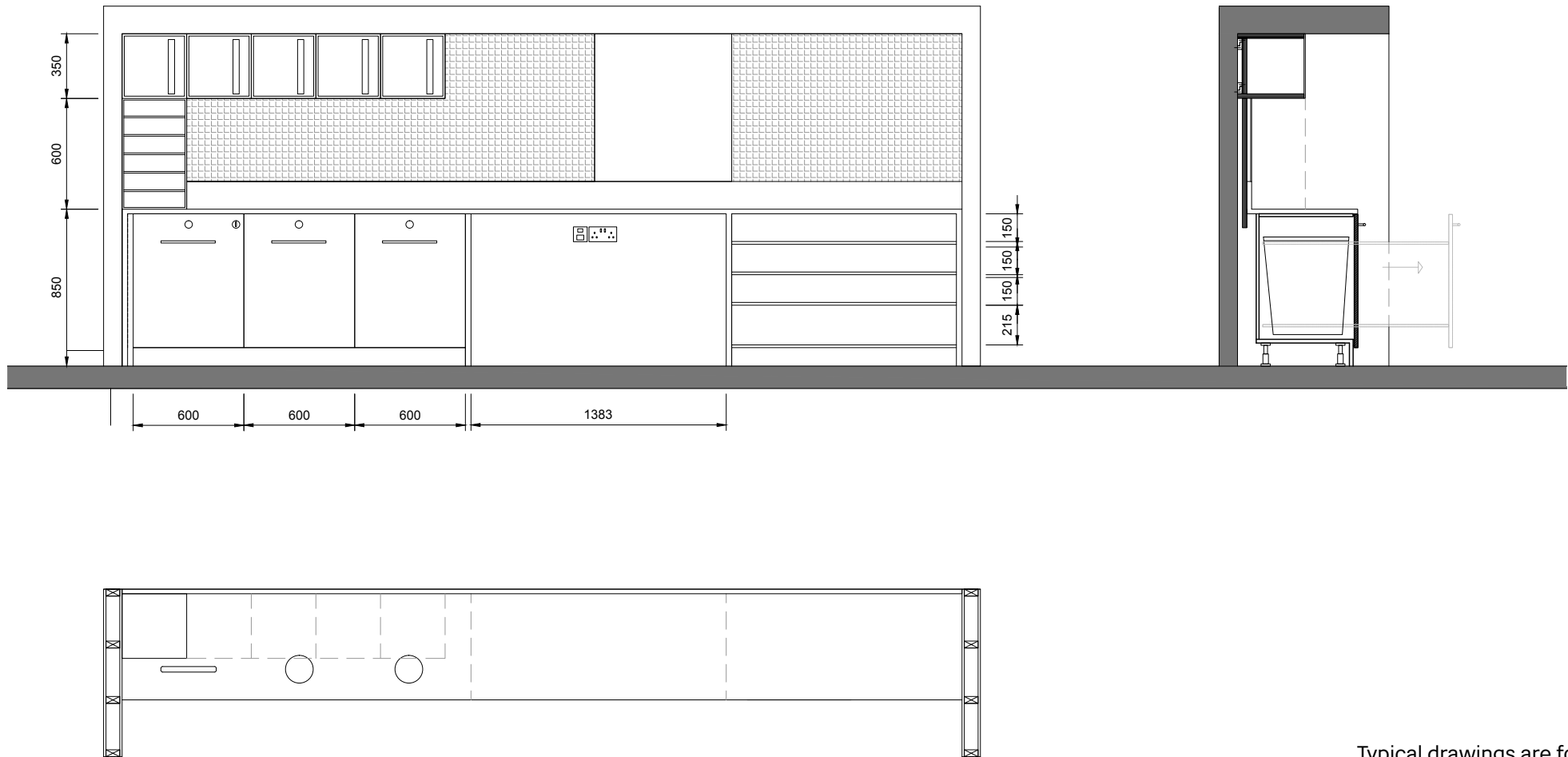
Appendix D

Typical Drawings: OSC



Workplace DNA
Operational Property
NR/GN/CIV/400/05
July 2020

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Typical drawings are for
illustrative reference only

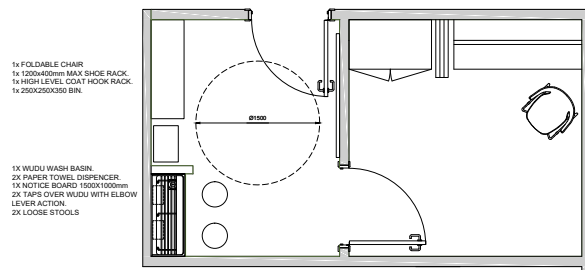
Appendix D

Typical Drawings: Relaxation & First Aid Room



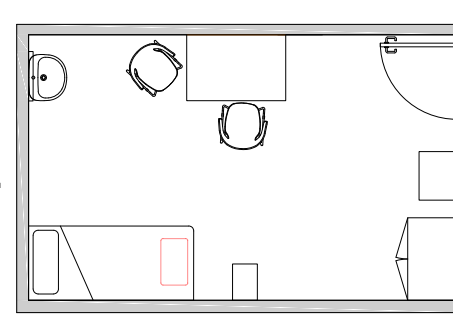
Workplace DNA
Operational Property
NR/GN/CIV/400/05
July 2020

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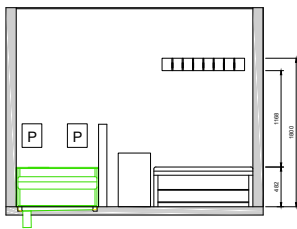


TYPICAL RELAXATION ROOM PLAN
SCALE 1:25

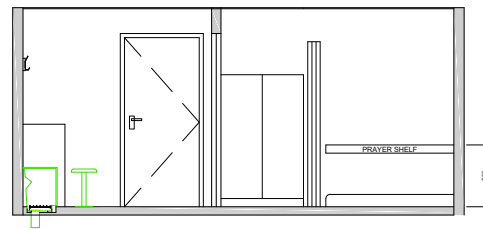
- 1x EXAMINATION COUCH
- 1x PAPER COUGH ROLL (PERFORATED EVERY 35CM)
- 1x SCARLET COLOURED COTTON BLANKET
- 1x PILLOW
- 1x 3-TIER TROLLEY
- 1x WALL MOUNTED LOCKABLE CUPBOARD
- 1x PEDAL BIN (WITH REMOVABLE PLASTIC LINER)
- 1x FIRST AID ROOM SIGN
- 1x FIRST AID GUIDANCE POSTER
- 1x LOCKABLE WORKSTATION WITH 2x LOCKABLE DRAWERS
- 2x CHAIRS (VITRA SUPPLY)
- 1x 1200x600mm TABLE (VITRA SUPPLY)
- 1x IDEAL STANDARD ALTO RANGE 50cm BASIN WITH LEVER ACTION (BLOW DRY TAP FORM 150mm TILE SPLASH BACK TO WHB)



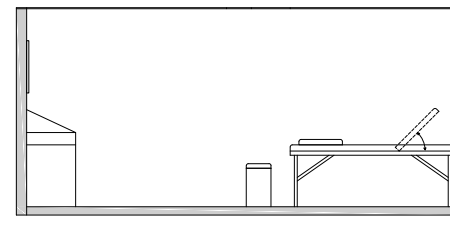
TYPICAL FIRST AID ROOM PLAN
SCALE 1:25



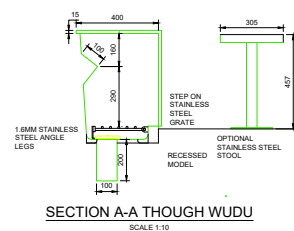
TYPICAL RELAXATION ROOM ELEVATION A
SCALE 1:25



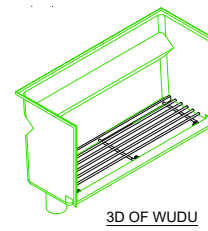
TYPICAL RELAXATION ROOM ELEVATION B
SCALE 1:25



TYPICAL FIRST AID ROOM ELEVATION
SCALE 1:25



SECTION A-A THOUGH WUDU
SCALE 1:10



3D OF WUDU

Typical drawings are for illustrative reference only



400/

05