

## **The Case for Determining the Occupants' Viewpoint on Their Building's Performance**

**Abstract.** In his keynote address Prof Baird will make the case for assessing building performance from the point of view of the occupants. The obstacles and incentives for doing so will be outlined and some of the tools that can be employed described.

He will summarise some of the main findings from a world-wide survey of the occupants of over 30 sustainability-credentialed commercial and institutional buildings located in a range of climatic zones; outline what features appeared to enhance the comfort, health and productivity of the occupants; identify the 'best' and 'worst' buildings of those surveyed based on an index that takes account of 11 key variables; and summarise the design features associated with these results.

A detailed analysis of key demographic factors collected during a more extensive survey of the over 5,000 occupants of some 68 buildings will also be presented – in particular, the influence of age, sex, time spent in the building, and proximity to a window. The number of people in a shared workspace is also examined for its influence on the frequency of unwanted interruptions and the perceived productivity of the occupants.

The presentation will conclude with a plea for the building industry to recognise and prioritise the essential role of the occupants in determining the performance of a building.