

D2.09

Guidelines and user contracts for data protection

[Report]

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Abstract: The deliverable of the guidelines and user contracts for data protection defines the guidelines and user contracts for data protection issues within Quantum concerning the tool comfortmeter.

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History of changes

CHAPTER NO.	DESCRIPTION OF CHANGE



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1 CONTEXT

1.1 Context of the research project

The goal of the Quantum project is to develop and demonstrate pragmatic services and appropriate tools with high replication potential supporting quality management (QM) for building performance in the design, construction, commissioning and operation phase as a means to close the gap between predicted and actual energy performance in European buildings.

One of the objectives to reach this goal is to develop and commercialize validated ICT-driven QM-tools for building management systems, energy efficiency and user comfort. The tools potentially used during the Quantum project are: Comfortmeter, Building Performance Test Bench and energy data collection devices from Energy Team.

Comfortmeter is a web based survey tool that provides essential management information to improve the physical comfort in an office building. Since the perception of comfort is a very personal and subjective topic, the survey will also inform on some aspects of personal nature of the respondent. For that reason, the Comfortmeter survey tool needs to adhere to the European and Belgian directives on privacy and data protection.

Building Performance Test Bench is a web based analysis tool that is used to analyse the effectiveness of building automation control systems. It doesn't collect or use any personal data or data directly linked to people.

Energy Team offers a range of data collection devices (NG9, HPS, ...). These are used to collect energy usage data from Buildings or parts of the building. It doesn't collect or use any personal data or data directly linked to people.

Related to the data protection procedures, is the procedure for 'informed consent', meaning that the voluntary nature of the participation to the survey is guaranteed and documented. The Comfortmeter tool will inform and register the acceptance of the working conditions for all respondents to the surveys. More information about this informed consent can be found in section 5.1.

1.2 Comfortmeter tool

The Comfortmeter survey tool generates in a cost efficient way information that is instrumental in

- Evaluating the effectiveness of building service providers
- Justifying facility expenditures to management
- Assessing the effectiveness of improvements
- Staying aware of the occupants' perceptions of the building
- Enhancing communication between management, facility operators and building occupants

The survey is inquiring about 8 comfort related subjects. In addition to these comfort related questions the respondent is also inquired about personal related topics such as, well-being in the workplace, the work situation and the part of the building the respondent is working in and for how long.

The non-comfort related questions are needed to slightly adjust the results of individuals based on scientific models.

The answers of all respondents of a building and building zone are averaged by the system to present potential areas that allow for a productivity increase or decrease and to show the average comfort level per comfort topic compared to the based and worse practice.

Based on these results management and facility operators are informed on potential areas of improvement for the building occupants in order to get a more efficient and comfortable working environment.

More information about the Comfortmeter tool is available on <http://www.comfortmeter.eu/>.

2 COLLECTION OF DATA

All data obtained on the buildings, people or usage patterns during any of the described steps are solely used for the intended Quantum project and will in no way be used for any commercial purposes or be transmitted to any third party.

Please note that the survey project will work only with an adult population who can give consent. Experiments with children or persons with disabilities will not be conducted.

In keeping with the European and Belgian ethics guidelines regarding data collection, informed consent (see section 5.1) is required of participants who will contribute data to this survey project.

2.1 Comfortmeter: Steps in the data collection process

The data collection process consists in 4 main steps:

1. Preparation
2. Survey
3. Data processing
4. Reporting

During the **preparation (step 1)**, information about the building to be surveyed is obtained. Subsequently, the building is subdivided in zones that are relevant for the ultimate reporting.

After collection of the e-mail addresses of the employees that are working in the building, an invitation e-mail is sent asking each employee to participate in the survey. After 1 week a reminder is sent.

The actual **survey (step 2)** contains 55 questions, grouped in 8 themes: temperature, air quality, noise, light, individual control, cleanliness, and the design of the office. It typically takes 10-15 minutes to complete the survey. Examples of these questions and how the collected data is used is described in Annex 3 of this document.

The data **processing (step 3)** consists mainly in adjusting the data based on known statistical correlations (e.g. gender, age, years in the building, ...). In order to assess the dataset, it is benchmarked against other buildings in the database. The data is gathered via the survey from the different office workers and saved into the Comfortmeter database. This database is only accessible to people from Factor4 that have the required tools and access rights and access level to do so. All processing of the data into the final reports is done automatically without human involvement. Based on parameters for anonymity set per survey, the report is created by the tool which creates a pdf document for the whole building and per building zone. The results are based on averages of all results from the data collected from the office workers per building and per related building zone.

The **report (step 4)** visualizes the outcome of the benchmark analysis for survey topic. It also provides an estimate of the productivity improvement potential of the office workers. All the data is processed automatically into a report for the entire building and a report on every building zone; without the involvement of humans. The reports of the Comfortmeter during the Quantum project will be publicly available on the project website. Depending choices of each client, parts of the report or the complete report will be made anonymous (company name, building name and address, Annex 3 of the report included or not).

2.2 Comfortmeter: Collection of the data

Every respondent will receive an invitation e-mail that includes this information:

- Explanation who requested this survey to take place
- What the survey is about
- An idea of how long it would take to complete the survey
- What the closing date of the survey is

The survey is initiated the moment a respondent clicks the personalized link in his/her invitation e-mail. The survey will run in a web browser interface generated by the Comfortmeter software running on a Factor4 managed server.

The application generates a list of 55 survey questions on the employee's computer screen. After the employee has responded to all questions, he/she is asked to confirm he/she wants to finalize the survey. Before this finalization step all answers during the survey have still been recorded, but are marked as draft. Draft answers are still considered in the final results, but could still be changed by the respondent if so desired.

Once the respondent has accepted to finalize the survey, the personalized link for the given e-mail address is locked and no longer usable or consultable.

During the entire duration of the survey none of the answers are saved locally on the respondent's computers, but directly to the Comfortmeter database.

Collection of personal data happens during different phases of the process:

- The collection of the e-mail addresses happens during the preparation step of the survey. The e-mail address list is established by the client and transmitted to Factor4 using the secured file transfer protocol (sFTP) or using an encrypted mail containing the e-mail list. The e-mail addresses are solely used in order to create the distribution list of the survey for that specific building. Once the e-mail addresses are part of the distribution list of a specific survey, the Comfortmeter will automatically send out the invitations to these addresses at the start of the survey duration and send out reminders in case they are needed on the intended date. No human interaction is required or possible once the addresses are put in the distribution list.
- Some of the questions during the survey are inquiring for some personal information about the respondent. Examples of these questions and how the collected data is used is described in Annex 3 of this document. This information is purely used by the automatically running statistical correlations in order to objectify the results of all respondents for that building. The survey doesn't report on any individuals, but will instead report on the average of all the results for a building or specific building zone. We don't have any human interaction in any way between input of the data by the respondent and the results in the report for these questions.
- Some of the questions during the survey allow for the respondent to answer using free text. These fields are consulted by authorised experts of Factor4 during the creation of the report, but are never referred to directly or used as examples in order to guarantee the anonymous nature of the survey. The answers to these questions could be included in the report as Annex 3 depending on the anonymity of the report required by the client. The names of the respondents will never be shown in Annex 3 of the report, instead they are replaced by unique ID numbers.

3 PROTECTION OF COLLECTED DATA

For all used tools and devices, access to the data is strictly controlled by the providers of these tools and devices. The providers of the tools and devices are partners of the Quantum project and thus need to adhere to the described data protection guidelines:

- Belgian Royal decree, all articles: 13 FEBRUARI 2001. - Koninklijk besluit ter uitvoering van de wet van 8 december 1992 tot bescherming van de persoonlijke levenssfeer ten opzichte van de verwerking van persoonsgegevens.
- Belgian privacy act, all articles: 08/12/1992 | Wet tot bescherming van de persoonlijke levenssfeer ten opzichte van de verwerking van persoonsgegevens
- European Union: Madrid resolution: International Standards on the Protection of Personal Data and Privacy
 - Principles 6 - 25

All partners follow these requirements.

Norway is an associated country with H2020 through the conclusion of an International Agreement. Association to H2020 is governed by Article 7 of the Horizon 2020 Regulation. Legal entities from Associated Countries can participate under the same conditions as legal entities from the Member States. Ethical standards and guidelines of Horizon 2020 will be rigorously applied, regardless of the country in which the research is carried out.

4 COMFORTMETER: ANONYMISATION OF THE REPORT

4.1 Standard anonymisation

The main part of the Comfortmeter report contains aggregated data for the entire building. These data are obtained by averaging out individual responses. As such the personal responses of the individual employees are not revealed.

In large buildings, or in buildings with a heterogeneous structure, zones may be created by the Comfortmeter consultant to enable making more precise recommendations regarding comfort improvement options. The zoning is done in such a way that each zone contains a sufficient number of respondents, in order to safeguard anonymity and statistical significance of the number of respondents.

In Annex 3 of the Comfortmeter report, selected raw data are provided. This may include specific remarks that were made by some respondents. However, in order to protect the privacy, an ID number is allocated to each respondent. In the report, reference is only made to these ID numbers.

4.2 Enhanced anonymisation

In particularly sensitive cases, additional precautionary measures to safeguard anonymity may be taken:

A typical measure that is taken in such a case, is not mentioning the name of the client nor specifying the name or address of the building in the Comfortmeter report.

Also with respect to Annex 3 of the Comfortmeter report, additional precautionary measures may be recommended. This is because the Comfortmeter survey allows the respondent to provide free comments to certain survey questions. These free comments are reported in Annex 3, amongst other things. Even though the respondents name is replaced with an ID number, the style or wording of these free comments may provide a hint towards the person who has provided the input. Hence, in order to avoid this indirect way of eroding the anonymity, it may be stressed to the participant to provide comments in a neutral way, or not to provide comments at all or to completely exclude the annex 3 from the report.

5 IMPLEMENTATION

5.1 Comfortmeter: Informed consent

Currently no informed consent procedure is part of the Comfortmeter survey per respondent, but is done on client level using an informational document and the signing of a Non-disclosure agreement (NDA) (see section Annex 2). However, this doesn't cover all needs regarding the privacy acts.

For this reason, following statement will be included in the Comfortmeter survey right after a respondent selects his/her language before the survey starts:

Informed consent

Please note that the survey project will work only with an adult population who can give consent. Experiments with children or persons with disabilities will not be conducted.

In keeping with the European and Belgian ethics guidelines regarding data collection, informed consent is required of participants who will contribute data to this survey project.

Please don't continue to the survey before you have read and agreed to the content of the informed consent form available here:

Now the actual informed consent form starts as presented in Annex 1.

The respondent will need to select one of these option buttons:

- I agree to participate
 - In this case the respondent will start the actual survey
 - The database will record the acceptance of the respondent
- I decline to participate
 - In this case the survey will be terminated
 - The respondent will see the final screen of the survey, informing him/her that the survey is terminated
 - The database will record the non-acceptance of the respondent

5.2 Non-disclosure agreement

The non-disclosure agreement between the project partners of the Quantum project is included in the Consortium Agreement (Section 10: Non-disclosure of information, pp.21-22). All partners signed the Consortium Agreement and thereby the non-disclosure contract between the partners and the providers of the tools is established.

The different partners will sign a separate Non-disclosure agreement with the different participating companies. The Non-disclosure agreement document with regards to the Comfortmeter is added as annex 2 to this document, see section 8 Annex 2.

With regards to the Comfortmeter tool following client options need to be available in this agreement:

- Manner of distribution of the survey to all potential respondents:
 - Option 1: using a distributed list
 - The client will deliver a list of email addresses of all potential respondents to be entered in the Comfortmeter tool
 - The Comfortmeter tool can track who participated and who didn't

- Reminders can be send out to the people who didn't participate yet
 - The Comfortmeter tool will send the invitation mail to all potential respondent including a personalised link to their survey
- Option 2: distribution is done by the client to XX number of potential respondents
 - Potential respondents aren't known to the Comfortmeter tool; thus it can't track who responded
 - No reminders can be send out to the people who didn't participate yet
 - The Comfortmeter tool will create a generic link to the survey which need to be transmitted to all potential respondents by the client
- Level of anonymisation of the report:
 - Are we allowed to publish the company name in the report: Yes / No
 - Are we allowed to publish the address and name of the building in the report: Yes / No
 - Are we allowed to publish Annex 3 in the report: Yes / No
 - Annex 3 is the publication of all information entered by all respondents in the free text fields of the survey. All names of the respondents are always replaced by ID's.

ANNEXES

This document has 3 annexes:

- Annex 1: Informed consent form
- Annex 2: Non-disclosure agreement contract for Comfortmeter
- Annex 3: Example questions of the Comfortmeter

ANNEX 1: INFORMED CONSENT FORM

Information sheet

Introduction and purpose of the research

- This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 680529

Voluntary participation

- Participation to this project is of a voluntary nature.

Procedures

- The goal of the Quantum project is to develop and demonstrate pragmatic services and appropriate tools with high replication potential supporting quality management (QM) for building performance in the design, construction, commissioning and operation phase as a means to close the gap between predicted and actual energy performance in European buildings.
- One of the objectives to reach this goal is to develop and commercialize validated ICT-driven QM-tools for building management systems, energy efficiency and user comfort.

Duration

- The estimated duration to complete the survey is 10-15 minutes.

Risks and benefits

- We don't foresee any risk, discomfort or disadvantage to your person in your participation to this project.
- Based on the results of your participation and that of your co-workers, management and facility operators are informed on potential areas of improvement for the building occupants in order to get a more efficient and comfortable working environment.

Confidentiality

- We continuously work on ensuring the safeguarding of the data you provide us, the confidentiality of the provided data and the privacy of any personal related information you provided us during the project.
- The data you provide us is processed together with that of your co-workers within 3 days after the closing date of the survey after which the data of individual participants is removed from our servers.

Sharing of results

- The data collected during the research project will be averaged out and become part of the evolving benchmarks of the Comfortmeter tool.
- The raw data itself will be deleted from the servers at the end of the research project.
- The resulting reports will be publicly available on the Quantum project website respecting all requested anonymisation per client.
- None of the data will be used for commercial use or sent/sold to a third party for further research.

Who to contact / Right to refuse or withdraw

- We offer you the **opportunity to ask questions or to withdraw at any time** from the research without consequences. Our contact information is available on <http://www.comfortmeter.eu/>

Informed consent

- Please note that the project will work only with an adult population who can give consent. Experiments with children or persons with disabilities will not be conducted.
- In keeping with the European and Belgian ethics guidelines regarding data collection, informed consent is required of participants who will contribute data to this survey project.
- Please don't continue to the survey before you have read and agreed to the content of the informed consent form
- If you agree with the following statement: "I have read the foregoing information. I have had the opportunity to ask questions about it and any questions I have been asked have been answered to my satisfaction. I consent voluntarily to be a participant in this study.", please click '**I agree to participate**' if not click '**I decline to participate**'.

ANNEX 2: NON-DISCLOSURE AGREEMENT CONTRACT FOR COMFORTMETER

This non-disclosure agreement ("Agreement") is signed between the following Parties:

	Factor4	CLIENT NAME
Company name&legal form:	Factor4 bvba	xx
Registered office:	Kruisstraat 127 2570 Duffel	xx
Company number:	0884.068.589	xx
	represented by:	represented by:
First name&familyname:	Johan Coolen	xx
Title:	Managing partner	xx

1 PURPOSE AND SCOPE

Each Party will receive information from the other Party for scientific use in the frame of a collaboration within the H2020 project QUANTUM ("Purpose"). Each Party agrees to disclose information ("Disclosing Party") and receive information ("Receiving Party") for the Purpose in accordance with the terms and conditions set forth herein. The subject of the exchanged information will be:

- for Factor4: information regarding the QUANTUM project, survey and Comfortmeter amongst other the comfort questionnaire and the Comfortmeter report;
- for the Company: email addresses and names of the Company's clients.

2 DEFINITION OF CONFIDENTIAL INFORMATION

For the purposes of this Agreement, "Confidential Information" shall mean the information disclosed by the Disclosing Party to the Receiving Party within the scope and Purpose set out in section 1, which is

- (i) disclosed in tangible form and marked "Confidential" or "Proprietary" or similarly marked by the Disclosing Party before disclosure to the Receiving Party; or
- (ii) disclosed in intangible form such as electronically, orally or by visual inspection, identified as confidential at the time of disclosure and summarized in writing by the Disclosing Party within fifteen (15) days of disclosure; or
- (iii) obviously confidential in nature.

Company furthermore agrees that the information disclosed in the QUANTUM consortium meetings as well as the non-public part of the website created for the Project, if any, shall be deemed Confidential Information of the consortium, and in particular of the party disclosing such information.

3 RESTRICTIONS ON USE

3.1 GENERAL

(a) Confidential Information shall not be distributed, disclosed, or disseminated in any way or form by Receiving Party, except to its own employees who have a reasonable need to know the Confidential Information for the Purpose and who shall be bound by confidentiality obligations at least as stringent as the one provided for in this Agreement.

(b) Confidential Information shall be treated by the Receiving Party with the same degree of care to avoid disclosure to any third party, as is used with respect to Receiving Party's own confidential information. The burden to show that such care was used shall rest upon Receiving Party;

(c) Confidential Information shall be used for the Purpose only and shall remain the property of the Disclosing Party. Confidential Information shall be destroyed or returned to the Disclosing Party, along with all copies thereof

(i) within thirty (30) days upon receipt by the Receiving Party of a written request from Disclosing Party setting forth the Confidential Information to be destroyed or returned or

(ii) upon termination of the Agreement. One record copy may be retained to determine compliance under this Agreement.

(d) The Receiving Party shall have the right to refuse any Confidential Information under this Agreement if it believes the receipt of such information would limit or restrict in any way the use of its own technology or otherwise impair its business interests. Nothing herein shall obligate Disclosing Party to disclose to Receiving Party any particular information.

3.2 EXCEPTIONS

The obligations of section 3.1 shall not apply to any information, if and to the extent the Receiving Party can show that:

- the information was already publicly known at the moment the Disclosing Party disclosed it to the Receiving Party,
- the information becomes publicly available by means other than a breach of the Receiving Party's obligations;
- the information is communicated to the Receiving Party by a third party without any obligation of confidence to the Disclosing Party;
- the information was developed by the Receiving Party independently of any disclosure by the Disclosing Party;
- the information was already known to the Receiving Party prior to disclosure by the Disclosing Party.

The obligations of section 3.1 shall furthermore not apply to information to the extent such information is required to be disclosed by operation of law or by court or administrative order. The Receiving Party will furnish prompt and prior written notice of such requirement to the Disclosing Party and will cooperate with the Disclosing Party in contesting a disclosure.

4 NO RIGHTS GRANTED

The Receiving Party shall have no obligation to enter into any further agreement with the Disclosing Party. It is understood that no patent, copyright, trademark or other proprietary right or license is granted by either Party under this Agreement. The disclosure of Confidential Information shall not result in any obligation to grant the Receiving Party any rights therein.

5 NO WARRANTY

The Parties agree that no warranties of any kind are made by either Party under this Agreement. Any Confidential Information exchanged under this Agreement, is provided "AS IS".

6 TERM AND TERMINATION

This Agreement shall be effective as of January 01 2016. It may be terminated with respect to further disclosures upon thirty (30) days' prior written notice and shall automatically terminate on December

31 2019. However, Receiving Party's confidentiality obligations with respect to each disclosure of Confidential Information under this Agreement shall survive termination of the Agreement for a period of 5 years after termination of this Agreement.

7 GOVERNING LAW AND DISPUTE RESOLUTION

All disputes between the Parties in connection to this Agreement shall first be discussed in good faith between the Parties in order to try to find an amicable solution. If no solution can be found to settle the dispute within forty-five (45) days after giving notice of the dispute to the other Party, then the dispute may be submitted to the exclusive jurisdiction of the courts of Belgium. This Agreement shall be governed by and construed in accordance with the laws of Belgium, excluding its conflict of law provisions.

8 MISCELLANEOUS

This Agreement represents the entire understanding of the Parties and supersedes all prior communications and agreements relating to the subject matter hereof. The provisions of this Agreement may not be modified, amended, nor waived, except by a separate agreement duly executed by the authorised signatories of the Parties. This Agreement may not be assigned by a Party, without the prior written consent of the other Party.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representative:

Date	Factor4/...../2016	CLIENT NAME/...../2016
First name&familyname:	Johan Coolen	xx
Title:	Managing partner	xx

ANNEX 3: EXAMPLE QUESTIONS OF THE COMFORTMETER

We can't publish the full list of questions here because these questions are part of the intellectual property of Factor4.

The full list of questions is however available for viewing by companies that have a signed Non-disclosure agreement for the Comfortmeter.

The survey presents its respondents with 3 types of questions:

- Multiple choice questions related to different aspects of comfort in the working environment
- Additional remarks as free text input
- Questions of a personal nature

Per type of question an actual question from the survey is given as an example to give an insight on how the survey works.

Multiple choice questions related to different aspects of comfort in the working environment

The survey contains a list of multiple choice questions related to different aspects of comfort in the working environment of the respondent. The different aspects of comfort are:

- Temperature
- Air quality
- Light
- Sound
- Individual control
- Office and building
- Cleanliness
- Global working environment

In total there are 29 questions of this type in the survey.

The multiple choice ranges from 'Completely disagree' to 'Completely agree', split up in 7 levels as shown in the example.

These questions are mandatory; the survey will not allow the respondent to proceed to the next step before all questions of this type are answered by the respondent.

No human intervention occurs in order to correctly process these results in the final report.

We never report on individuals or on building zones with a statistically insignificant number of respondents.

Example of this type of question:

The air is never too dry in my workspace	Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Completely agree
The air is never stuffy or with an odour in my workspace	Completely disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Completely agree
How satisfied are you with the general air quality in your workspace, i.e. dry/stuffy air, air with an odour, cleanliness?	Very dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Very satisfied

Additional remarks as free text input

Per comfort subject the respondent has as a final question the possibility to enter some additional information regarding the subject as free text.

The content of these additional remarks is combined per building zone in annex 3 of the Comfortmeter report.

The name of the respondent is always replaced the annex 3 of the Comfortmeter report with a unique ID per respondent.

- The reason why the name of the respondents is replaced by an ID is to safeguard the anonymity of the respondents.
- The process of replacing the names by a unique ID per respondent is done fully automatically by the Comfortmeter, no human intervention is needed to do this.

In total there are 8 questions of this type in the survey.

These question are optional; the survey will allow the respondent to proceed to the next step even if the respondent didn't enter any additional remarks for the respective comfort subject.

No human intervention occurs in order to correctly process these results in the final report.

We never report on individuals or on building zones with a statistical insignificant number of respondents.

Example of this type of question:

The answer shown in the example is a fictitious answer and not an extract of an actual survey.

Additional remarks related to air quality:

Some days ago, I was working in the office around 23:00 and the ventilation was still working. Is this necessary?

Questions of a personal nature

The questions of a personal nature are related to different aspects:

1. Well-being (6 questions)
2. Work situation (2 questions)
3. Personal information (3 questions)
4. Building zone and duration the respondent works there (6 questions)

1. Well being

These questions are again in the form of multiple choice ranging from 'Strongly disagree' to 'Strongly agree', split up in 7 levels as shown in the example.

These question are mandatory; the survey will not allow the respondent to proceed to the next step before all questions of this type are answered by the respondent.

The results of all respondents will be averaged per building and per building zone and used in the calculation of potential productivity increase or decrease in the respective building or building zone.

No human intervention occurs in order to correctly process these results in the final report.

We never report on individuals or on building zones with a statistical insignificant number of respondents.

Example of this type of question:



I find enjoyment in my job. Strongly disagree Strongly agree

2. Work situation

These questions are answered using one of the available selections from a drop-down list as shown in the example.

These question are mandatory; the survey will not allow the respondent to proceed to the next step before all questions of this type are answered by the respondent.

This information is used to slightly modify the results of the respondent based on scientific research and models.

No human intervention occurs in order to correctly process these results in the final report.

We never report on individuals or on building zones with a statistical insignificant number of respondents.

Example of this type of question:



How would you describe the work you do?

3. Personal information

These questions are again in the form of multiple choice ranging from 'Strongly disagree' to 'Strongly agree', split up in 7 levels as shown in the example.

These question are mandatory; the survey will not allow the respondent to proceed to the next step before all questions of this type are answered by the respondent.

This information is used to slightly modify the results of the respondent based on scientific research and models.

No human intervention occurs in order to correctly process these results in the final report.

We never report on individuals or on building zones with a statistical insignificant number of respondents.

Example of this type of question:



What is your gender?

4. Building zone and duration the respondent works there

These questions are answered using one of the available selections from a drop-down list as shown in the example.

These question are mandatory; the survey will not allow the respondent to proceed to the next step before all questions of this type are answered by the respondent.

This information is used to correctly allocate the answers of the respondent to the part of the building that person is working in or to exclude some questions from the survey because they won't be relevant to the respondent.

No human intervention occurs in order to correctly process these results in the final report.

We never report on individuals or on building zones with a statistical insignificant number of respondents.

Example of this type of question:

How long have you been working in this building?