

Catlin Group Ltd

Gracechurch Street, London



Primary objectives

- Speech privacy
- Reduce interruptions

Product used

- LogiSon sound masking

Scope of work

- Meeting rooms
- HR

How to achieve high levels of confidentiality in meeting rooms which currently offer poor acoustic privacy.

Global insurance/reinsurance firm Catlin suffered from poor privacy across their meeting rooms, where high levels of confidentiality were required.

From the client

"Everything is in exceptional order and the clients are extremely happy with the results already. I sound tested the rooms with a colleague and am amazed at the level of acoustic control already in place, if it improves on this, even better."

"Many thanks to you and Phil for doing such a good job."

Gary Varndell

Project Management & Design Consultant

Meeting rooms suffered from cross-talk as a result of a low background 'noise floor', which was approximately 35dBA, whilst leaks in the fittings and ventilation allowed conversations to be heard in the adjoining rooms and corridor. It was also possible to hear conversations in the HR open plan area, which caused irritation to the staff.

Acoustic Comfort were engaged by Square Foot Design to assist in increasing privacy both for users in the meeting rooms and for the staff in the HR area.

Catlin Group were extremely happy with the results and impressed that the installation was completed in just one evening.



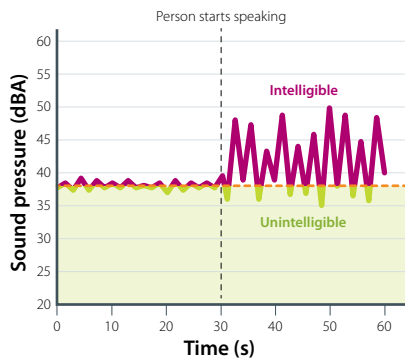
Sound level tests

Illustrative tests

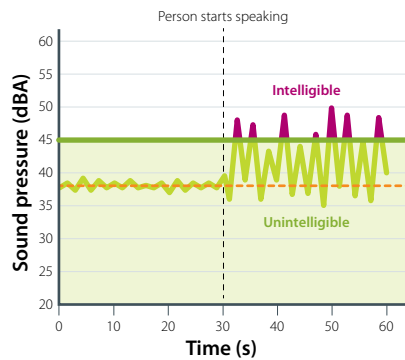
These example test results measure sound leaking from a closed meeting room into an open plan area.

- For both tests, a person was positioned in the conference room with the door closed.
- Sound pressure measurements were taken in the open plan area.
- For the first half of each test, there was no speech.
- For the second half, the person in the conference room spoke with a 'presentation' voice.

Before treatment



After treatment



Key:
 Intelligible sound
 Unintelligible sound
 Noise floor
 Masking level

How sound masking works in closed offices

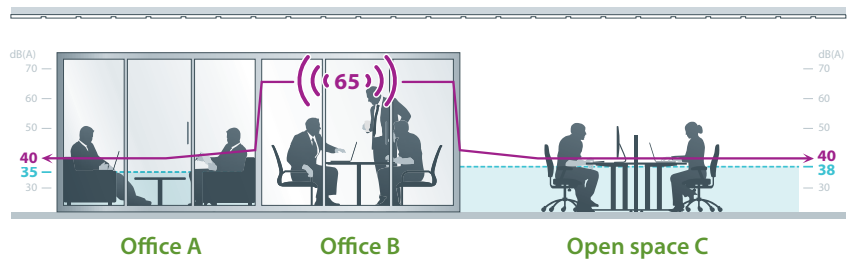
The problem

Low background noise level

Noise coming from office B is distracting people working in adjoining spaces A and C.

Background noise is measured at 35dB(A) in office A and at 38dB(A) in open space C. Measured sound levels in office B are recorded at 65dB(A) and can be heard in adjoining office A and open space C at 40dB(A).

Without sound masking



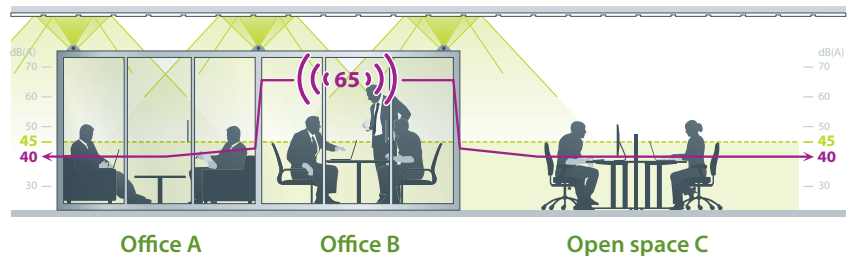
The solution

Raise the background noise level

To prevent conversations from being overheard the background noise level in A and C must be higher than the disruptive noise coming from office B.

Adding sound masking raises the background noise level in A and C to 45dB(A) which is just high enough to make conversations from B difficult to hear and therefore less distracting.

With sound masking



From the client

"We required assistance in sound proofing our meeting rooms as conversations could be easily heard room to room and out in the corridor. A large percentage of these conversations were sensitive due to the area housing the Human Resources department."

"We were introduced to Acoustic Comfort, who explained why conversations could be heard and that by implementing sound masking the problem would be immediately solved. We were obliged to carry out investigations in the market place and following this were in no doubt that LogiSon was the best in terms of specification and performance, offered the best value for money and day 2 maintenance, which in my role is obviously very important."

Michael Haydock
 Facilities Project Manager (Catlin)

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