

A man in a light blue button-down shirt is in the foreground, looking towards the right. In the background, through a glass wall, two other people are visible working at a desk with computers. The scene is set in a modern office with large windows.

Sound Masking

Restore conversational privacy
and improve productivity
in the workplace

REMARK
GROUP

INTELLIGENT BUSINESS TECHNOLOGY



A growing challenge

According to recent research, confidentiality is a thing of the past in many workplace environments with figures suggesting conversations can be heard up to 50 feet away.*

Further studies on noise in the workplace quote 53% of employees reporting hearing a confidential conversation in the office.*

Although a lack of confidentiality is the primary concern, another potential problem area for employers is productivity. According to research, staff waste 21 minutes per day due to conversational distraction, with the figure increasing to a worrying 86 minutes for general noise distractions.**

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Providing a solution

There is now a targeted speech protection solution designed to help all of these growing challenges.

Sound masking is becoming increasingly popular in working environments, particularly those that deal with confidential and highly sensitive information. Sound masking's main aim is to restore conversational privacy.

How does it work?

A series of emitters are installed into office ceilings, delivering an engineered sound. The sound is designed to increase the overall level of background noise, which drowns out the chatter, making speech unintelligible, restoring confidentiality. When deployed, sound masking is barely noticeable, with the sound likened to an air con unit.

The emitters are placed in a special pattern in order to be effective, and when designing the layout, engineers follow the ABC of acoustic design.

- Absorb – surrounding materials such as wall panels and carpets absorb the excess sound
- Block – using solid partitions and walls to block sound
- Cover – providing an overlay that interrupts the sound waves created by human voices

The ABC's are used to form the ideal pattern of installation, which will improve the office ambience, drowning out potentially confidential conversations.





What are the benefits?

With the lack of speech privacy the main cause for concern, sound masking will create a curtain of sound, making speech inaudible in close range.

In addition, there are a number of benefits to having a sound masking system installed.

- 1 Confidential customer and company information remains as such
- 2 Acoustic privacy and security is restored, benefitting the client and the workforce
- 3 Employee productivity is increased, with businesses that already own systems recording a 20% increase in productivity***
- 4 A strong return on investment thanks to the affordable installation costs

Businesses recording

20%
increase
in productivity

Strong
return on
investment



Source: *** 'Increase Workplace Productivity with Sound Masking' – Lencore.com

Case Study

The Background

With headquarters in the centre of Peterborough, Cambridgeshire, Greenwoods Solicitors LLP is the largest commercial firm of its kind in the city. Offices in Cambridge and London were opened in 2012 and 2013, and the firm employs around 100 staff. It has a host of industry accolades to its name, and delivering excellence at all levels is key to maintaining its reputation. With this in mind, a refurbishment of the Peterborough base was undertaken in 2015, to ensure the space reflected the needs of a modern forward-thinking law firm.

The Challenge

Whilst the visual transformation was a success, it soon became apparent that sound privacy had been compromised with the installation of floor-to-ceiling glass walls to the suite of meeting rooms. With client confidentiality potentially at risk, Greenwoods needed to find a solution. Various physical sound-proofing options were considered but it was felt these would have a negative impact on the appearance of the structures, as well as causing unwelcome disruption to the business during installation. Looking for a more innovative approach, Greenwoods' management team approached the Remark Group in 2017, who they were already in talks with regarding upgrades to the firm's audio-visual systems and installation of video-conferencing facilities, to find an innovative solution.

The Solution

Remark Group was able to demonstrate the latest in dynamic sound-proofing techniques in the form of sound masking. As Remark Group itself uses the technology in its own glass meeting room, Greenwoods could see first-hand how the system works in practice. Sound masking creates an unobtrusive, low level background noise which reduces the intelligibility of speech and other noise distractions where it is installed. As a result, the possibility that confidential conversations could be understood is eliminated. Appreciating that this system would be a professional solution to the problem, Greenwoods approved the project and sound masking was installed to serve the large open-plan reception area, a total of seven meeting rooms across two floors and the firm's reprographics centre to reduce the impact of machine noise.

The Installation

The building needed to function normally throughout installation and so disruption was kept to a minimum. The day to day running of the business was not compromised and the project was completed within a week, as planned. Remark Group used the ambient noise levels of a busy, working office during the commissioning process to achieve excellent calibration of the system. Timely follow up visits ensured the sound masking was working perfectly.

Greenwoods Solicitors

The Results

This discreet, user-friendly system runs daily from 8am to 6pm, and confidentiality is assured at all times.

“Remark Group provided effective solutions to Greenwood’s sound masking concerns. The team was straightforward and easy to work with all the way through the process. We are very pleased with the results.”

Greenwoods Solicitors LLP





Ideal in all workplaces

Including:

- Health centres
- GP surgeries
- Law firms
- Legal advisors
- Recruitment agencies
- Financial advisors
- Human resources
- Interview rooms
- Meeting rooms
- Open plan offices
- Call centres
- Personnel departments
- Counselling rooms
- Waiting rooms

Sound masking will create a curtain of sound, making speech inaudible in close range.

Why choose Remark

The Remark Group is pleased to offer a fully comprehensive design and installation service, carried out by professionally accredited voice architects and engineers with years of successful projects.

Planning the solution by conducting a full and in depth survey of the area will also guarantee that every stage of the design passes customer acceptance and fully complies with the requirements to ensure that the final installation is of the highest standard.

Due to the care we take within the design stage, project costs are kept to an absolute minimum by ensuring the end solution is correct to requirements first time.

Call us today to discover
how sound masking can
help your business
0800 597 5558





0800 597 5558

privacy@remark-group.co.uk

Lake Ridge | 4 Flaxley Road | Kingston Park
Peterborough | PE2 9FT

www.remark-group.co.uk