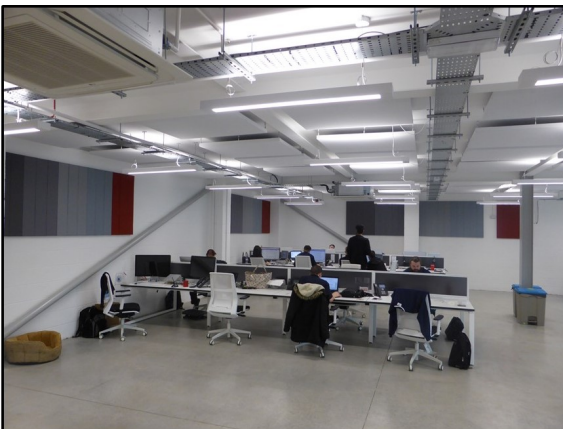
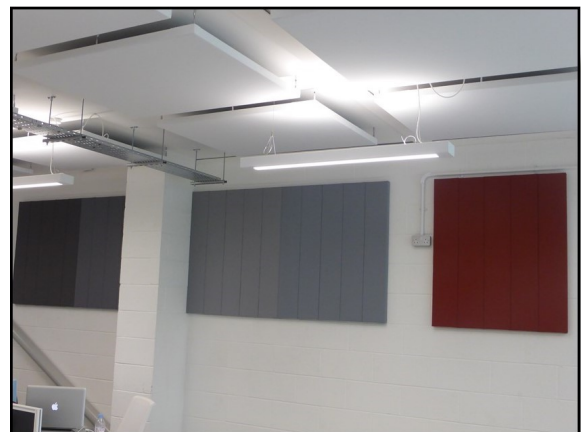


## 72 m2 of JCW Reflecta Sound Absorption Panels installed at People HR, Epworth, Doncaster

### The Problem

People HR had recently moved into new offices after expansion into the North of England. Originally an industrial unit, all of the walls in the open plan main office were exposed blockwork and the floors were polished concrete. This area was to be used as a telesales and support call centre and as such the ability for both staff and customers to hear each other clearly was paramount. When they opened for business with 15-20 staff all on the phone at the same time the reverberant noise levels in the room made it impossible to concentrate and provide the high levels of service to their customers that was needed.



# People HR, Epworth Doncaster

## Initial Meeting

After an initial telephone conversation, a visit was organised to take some measurements to enable a calculation of reverberation times to be carried out. Options were discussed, including colors available and an indicative quotation was provided. On acceptance of this, a return visit was organised to carry out a detailed measure of surfaces available and also work in collaboration with the client to come up with a solution that not only would reduce the reverberation to an acceptable level but also had to be aesthetically pleasing. Once the design was finalised an exact quotation was supplied and accepted.

## The Solution

A total of 72m<sup>2</sup> of Class A sound absorption panels were installed over a weekend to avoid any disruption to the business. A large amount of these were suspended horizontally from a ceiling. This created it's own issues in that there was a lot of exposed M&E units in this area meaning that precise measurements and location of the panels was essential to avoid any potential issues whilst also maintaining the panels performance. The balance of the panels were made to measure in 5 different colours that matched People HR's own corporate colour scheme. These were placed in banks of decreasing widths giving a "Keyboard" effect throughout the room.

## The Result

Following the successful installation an email was received the following morning from Chindo Singh of People HR with the following comment:-

***"We are very pleased with the sound board design and look. The feedback from the staff has been that they are amazing and it feels like a library".***

As seen from the feedback we received from the client the result was a very happy customer with a high reduction in reverberation and a design to suit their required specification.

