

GOOD ACOUSTICS

REDUCE SOUND LEVELS IN OFFICES BY 50%



INCREASING PRODUCTIVITY

AND WELLBEING

Fleurop Nederland has a call centre where employees help customers send flowers. Due to the poor acoustic environment in the office, it was difficult to give customers the attention they deserve over the phone. Customers could also easily hear other conversations in the background. Fleurop decided to improve the sound environment and the results were impressive:

- Noise levels were reduced by 50%
- Speech clarity increased significantly

“It’s easier to concentrate now. We work more quietly, since the changes I have noticed that my productivity has increased and I can work calmly. We are all more relaxed and more productive. It really is a world of difference.” - Employee at Fleurop

“...although the intensity has doubled, the noise level is almost halved. The result is better than expected and Ecophon can be proud of that.” Tom Bouwhuis, building physics consultant at M+P

HOW IS THIS POSSIBLE?

In an open-plan call centre many people are on the phone at the same time. If the office only has hard reflective surfaces covering the ceiling, walls and floor, this means a lot of speech is bouncing in every direction, creating a high level of background noise. People automatically raise their voices to be heard above the noise. This, in turn leads to even higher noise levels and very poor speech clarity over the phone.

The most important aspect of any solution to this problem is to keep sound from spreading; to keep it as close to the source as possible. At Fleurop, this was achieved by using a highly sound-absorbing ceiling to lower sound levels and reduce sound propagation, wall absorbers to minimise reverberation and desk screens to reduce disturbance between desks.

ECOPHON SOLUTION

For the acoustic intervention Ecophon provided the sound-absorbing ceiling Ecophon Master™ E and wall absorbers Ecophon Akusto™ One.

THE STUDY

Fleurop Nederland is part of the Interflora group and is located in Veenendaal, the Netherlands. The company has 40 employees and the open-plan office has an area of 86 m2.

Reference: ecophon.com/fleurop_uk





Ecophon is the leading supplier of indoor acoustic solutions that improve working performance and quality of life. We believe in the difference sound can make to our everyday lives, and are passionate advocates for the importance of room acoustics to people's wellbeing – whatever the space, activity or need.

Having a sound effect on people is the principle that guides all we do. We're proud of the Swedish heritage and human approach that promise is founded on. Our uncompromising commitment to transparent sustainable practice. And, as members of the Saint-Gobain Group, to be doing our part in making the world a better home.