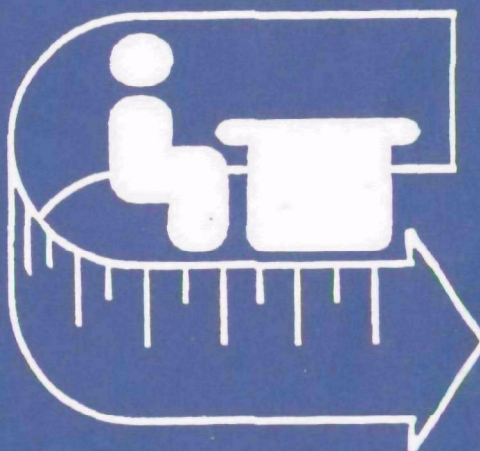




Indoor Air Quality And Work Environment Study

EPA Headquarters' Buildings Volume 1 Employee Survey



Indoor Air Quality and Work Environment Study:

EPA Headquarters Buildings

Volume I: Employee Survey

U. S. Environmental Protection Agency

National Institute for Occupational Safety and Health

Westat, Inc.

John B. Pierce Foundation Laboratory at Yale University

This work was performed under EPA Contract 68-01-7359.

November, 1989

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This study of indoor air quality and work environment was conducted by three technical teams representing multiple organizations. It was jointly developed and carried out at EPA headquarters and the Library of Congress' Madison Building under the auspices of these teams working independently of both management and unions at both EPA and the Library of Congress.

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ACKNOWLEDGEMENTS

The authors of this report wish to thank all those whose efforts contributed to the success of this study. First, we appreciate the technical and contractual support of the EPA Project Officer, Mel Kollander, and David Weitzman, Julius Jimeno, Kevin Teichman and Robert Axelrad. They have worked closely with the project team to ensure the success of this study.

We also wish to thank Linda Nainis and her staff at the Georgetown University Library for assisting in the pretest. The input received was most helpful.

A special thanks goes to Mary McCaffrey and Stan Fredericks whose assistance in locating office space and assistance in setting up the survey was invaluable.

We would also like to thank Sherry Selevan, Anthony Scialli, M.D., Donna Perla, and Ingrid Schulz for their assistance in the development of the gynecological portions of the survey.

We appreciate the thoughtful reviews of the questionnaire and the drafts of this report by William Hirzy of NFFE (National Federation of Federal Employees), Kirby Biggs of AFGE (American Federation of Government Employees), and David Weitzman and Julius Jimeno (EPA Health and Safety Division), and those who worked with them.

We also appreciate the contributions of numerous Westat staff without whose efforts this project could not have succeeded. In particular, we wish to acknowledge Frankie Robinson, Field Director; Lenora Bohren, Deputy Field Director; William Devlin, Systems Analyst; Janice Machado, Grethel Hoffmaister and Nita Lemanski, Research Analysts; and Douglas Duncan, Helen Powell and Sharon Beausejour, Programmers.

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EXECUTIVE SUMMARY

1. Background

In recent years, employees at the three headquarters buildings of the U.S. Environmental Protection Agency (EPA) have expressed their concerns about indoor air pollution and work environment discomforts. Because of the difficulties encountered in determining the exact causes of such concerns about building environments, EPA has undertaken a systematic study of the nature and spatial distribution of employee health symptoms and comfort concerns in an attempt to determine if associations exist between employee responses and specific workplace conditions.

This is the first of three reports that investigate the perceived and actual quality of indoor air at EPA headquarters. This report documents the design of the study and the results of the detailed survey of all EPA employees conducted in February 1989. Three work complexes were surveyed: Waterside Mall and the Fairchild Building in Washington, D.C. and Crystal Mall in Arlington, Virginia. This report presents only a descriptive summary of the survey data. Results of the environmental monitoring will be presented in Volume II; multivariate analyses of both sets of study results will be presented in Volume III.

The research effort at EPA was integrated with a parallel study at the Library of Congress Madison Building. Both the EPA and the Library of Congress surveys made use of common study designs and survey instruments, although separate reports have been prepared for each agency. While certain features of the study are specific to the particular buildings involved, the survey was designed to be applicable to any building suspected of environmental problems.

Information continues to be obtained by both labor and management on the health symptoms of EPA employees and the quality of indoor air at EPA headquarters. For example, both the National Federation of Federal Employees Local 2050 and the American Federation of Government Employees Local 3331 have accumulated information on the illnesses experienced by EPA employees. This information is provided in a supplement to this report entitled, "Additional Employee Adverse Health Effects Information."

2. Study Design

Because of the lack of prior information on employee health that could be used as benchmark data, and because of the spatial variability of ventilation, thermal factors, and other conditions that influence health and comfort, a comprehensive survey of all EPA employees at each of the three headquarters locations was required. A self-administered questionnaire was distributed to all employees in February 1989, asking for information about health symptoms and comfort concerns, along with data on background health and demographic characteristics. Among the topics covered in the questionnaire were:

- Location of workstation (to detect associations between the survey and monitoring data);
- Description of workstation, both current and changes over the last year;
- Amount of time spent at workstation;
- Health symptoms experienced while in building, both in the previous week and in the previous year;
- Other health characteristics and risk factors: wearing of contact lenses and eyeglasses, smoking, allergies, asthma, etc;
- Eye, nose, throat, or respiratory irritation from tobacco smoke or other chemicals during last year;
- Gynecological problems during last year;
- Comfort issues: temperature, humidity, air movement, noise, dust, light, odors, and furniture during last year;
- Job characteristics, including job satisfaction and job stress; and
- Education, job pay plan and grade, and job classification.

To increase participation in the survey, both management and unions were given the opportunity to review the draft questionnaire and their endorsements were communicated to all employees prior to the survey. Stringent measures were taken to ensure the confidentiality of all responses.

Findings from the employee survey were used to rank all rooms in the buildings on the basis of a health symptom index and comfort index, and then to select about 100 locations for

environmental monitoring and physical measurements. Environmental monitoring was conducted three weeks after the employee survey. All locations were monitored for temperature, relative humidity, carbon dioxide, and carbon monoxide. A subset of locations was also sampled for nicotine, biological contaminants, particles, formaldehyde and other aldehydes, other volatile organic compounds, and pesticides. In addition, ventilation parameters were measured.

While the monitoring was in process, a supplemental questionnaire was also administered to all employees near the environmental equipment. This provided a basis of comparison between air measurements and employee experiences on the same day.

3. Results of the Employee Survey

The overall response rate for the survey questionnaire across all three buildings was 81 percent, with 3,955 of an estimated 4,900 EPA employees completing the survey. More than 1,400 employees also took the opportunity to volunteer additional comments in the "essay" question provided at the end of the survey form.

Key results are reported below, first for health symptoms and then for comfort issues. It is important to note that the health symptoms and comfort issues reported in the survey are self-reported by the respondents, and have not been verified by a physician's diagnosis as part of this study. No attempt is made in this report to associate health or comfort outcomes with possible risk factors in the buildings. These analyses will be the focus of Volume III.

Health Symptoms by Building

The most frequently occurring health symptoms reported by respondents were roughly similar across the three buildings -- headaches, contact lens problems (among contact lens wearers), stuffy nose, dry/itchy skin, dry/itchy/tearing eyes, strained eyes, and sleepiness.

To focus the findings on health symptoms that are potentially building-related, the report uses the concept of "cases." Each case represents an employee who reported experiencing a health symptom "often" or "always" last year and whose health symptom reportedly got better when

the employee left work. The use of "cases" is intended to focus on symptoms that are recurring rather than occasional and that appear to be connected in some way to the building.

As Exhibit ES-1 shows, the highest percentages of cases were reported for the same top seven symptoms across all three buildings (although ranked in different orders in each building):

- headache
- stuffy nose/sinus congestion
- dry, itching, or tearing eyes
- sore/strained eyes
- unusual fatigue or tiredness
- sleepiness or drowsiness
- contact lens problems (among contact lens wearers)

Each of these symptoms was experienced often or always by at least 10 percent of respondents and was reported to improve after the employee left work. Another view of the same data is provided in Exhibit ES-2 which groups the symptoms into three categories:

1. Indoor Air Quality Symptoms, typically associated with acute discomfort, such as headache, runny nose, stuffy nose/sinus congestion, dry, itching, or tearing eyes, burning eyes, dry throat, fatigue, and sleepiness;
2. Respiratory or Flu-like Symptoms, which may be manifested in clinically defined illnesses that may require prolonged recovery times after leaving the building. Such symptoms include cough, wheezing, shortness of breath, chest tightness, fever, and aching muscles or joints; and
3. Ergonomic Symptoms, which include back pain or stiffness, and pain or numbness in the shoulder, neck, hands, or wrists.

As Exhibit ES-2 shows, the predominant symptoms reported in each building are those associated with poor indoor air quality. Headache, fatigue, and symptoms associated with mucous membrane irritation have often been reported in published evaluations of indoor air quality.

The use of "cases" may be considered by some as representing a conservative estimate of symptoms experienced by respondents. For example, it may be useful to consider the prevalence of symptoms reported by respondents sometimes, in addition to often or always. Therefore, for comparison, Exhibit ES-3 provides the percent of all respondents who had

Exhibit ES-1: Percent of All Respondents Who Had Symptoms Often or Always Last Year that Got Better Upon Leaving Work, by EPA Headquarters Building

SYMPTOM	BUILDING		
	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Headache	16%	11%	16%
Nausea	1%	1%	1%
Runny nose	8%	9%	7%
Stuffy nose/sinus congestion	16%	17%	15%
Sneezing	7%	7%	8%
Cough	4%	5%	4%
Wheezing or whistling in chest	1%	1%	2%
Shortness of breath	2%	1%	2%
Chest tightness	2%	1%	2%
Dry, itching, or tearing eyes	17%	12%	15%
Sore/strained eyes	16%	12%	18%
Blurry/double vision	4%	3%	5%
Burning eyes	10%	8%	11%
Sore throat	4%	3%	4%
Hoarseness	3%	2%	1%
Dry throat	10%	7%	9%
Unusual fatigue or tiredness	15%	14%	11%
Sleepiness or drowsiness	15%	19%	13%
Chills	5%	1%	2%
Fever	1%	1%	0%
Aching muscles or joints	4%	4%	2%
Problems with contact lenses*	28%	19%	27%
Difficulty remembering things	2%	2%	2%
Dizziness/lightheadedness	3%	2%	1%
Feeling depressed	5%	5%	4%
Tension or nervousness	10%	11%	8%
Difficulty concentrating	7%	6%	5%
Dry or itchy skin	6%	4%	6%
Pain or stiffness in upper back	6%	6%	6%
Pain or stiffness in lower back	6%	6%	4%
Pain or numbness in shoulder/neck	6%	5%	5%
Pain or numbness in hands or wrists	2%	2%	2%

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

Exhibit ES-2: Percent of All Respondents Who Had Symptoms Often or Always Last Year that Got Better Upon Leaving Work, by EPA Headquarters Building and by Group of Symptoms

SYMPTOM	BUILDING		
	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
<u>Indoor Air Quality Symptoms</u>			
Headache	16%	11%	16%
Runny nose	8%	9%	7%
Stuffy nose/sinus congestion	16%	17%	15%
Dry, itching, or tearing eyes	17%	12%	15%
Burning eyes	10%	8%	11%
Dry throat	10%	7%	9%
Unusual fatigue or tiredness	15%	14%	11%
Sleepiness or drowsiness	15%	19%	13%
<u>Respiratory or Flu-like Symptoms</u>			
Cough	4%	5%	4%
Wheezing or whistling in chest	1%	1%	2%
Shortness of breath	2%	1%	2%
Chest tightness	2%	1%	2%
Fever	1%	1%	0%
Aching muscles or joints	4%	4%	2%
<u>Ergonomic Symptoms</u>			
Pain or stiffness in upper back	6%	6%	6%
Pain or stiffness in lower back	6%	6%	4%
Pain or numbness in shoulder/neck	6%	5%	5%
Pain or numbness in hands or wrists	2%	2%	2%

Reference: Part II, Question 7.

Exhibit ES-3: Percent of All Respondents Who Had Symptoms Sometimes, Often or Always Last Year and that Got Better Upon Leaving Work, by EPA Headquarters Building

SYMPTOM	BUILDING		
	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Headache	41%	30%	42%
Nausea	10%	7%	19%
Runny nose	20%	18%	15%
Stuffy nose/sinus congestion	29%	26%	29%
Sneezing	22%	20%	20%
Cough	14%	12%	12%
Wheezing or whistling in chest	4%	3%	2%
Shortness of breath	7%	5%	6%
Chest tightness	6%	12%	6%
Dry, itching, or tearing eyes	35%	29%	34%
Sore/strained eyes	37%	35%	40%
Blurry/double vision	12%	8%	14%
Burning eyes	27%	22%	27%
Sore throat	14%	12%	11%
Hoarseness	10%	6%	8%
Dry throat	23%	18%	23%
Unusual fatigue or tiredness	34%	32%	32%
Sleepiness or drowsiness	41%	42%	40%
Chills	16%	10%	11%
Fever	4%	3%	3%
Aching muscles or joints	10%	7%	9%
Problems with contact lenses*	47%	38%	46%
Difficulty remembering things	10%	8%	8%
Dizziness/lightheadedness	15%	17%	9%
Feeling depressed	19%	17%	15%
Tension or nervousness	32%	33%	28%
Difficulty concentrating	27%	27%	23%
Dry or itchy skin	12%	11%	11%
Pain or stiffness in upper back	16%	14%	18%
Pain or stiffness in lower back	16%	15%	19%
Pain or numbness in shoulder/neck	14%	12%	16%
Pain or numbness in hands or wrists	7%	6%	7%

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

symptoms sometimes, often, or always and that got better upon leaving work. In addition, it is recognized that certain symptoms that may be building-related do not improve upon leaving work (e.g., muscle pains, hypersensitivity reactions, and immune responses). The main body of the report includes exhibits that eliminate the "got better upon leaving work" criterion.

About a third of respondents (28 to 38%) in each of the three buildings indicated that their symptoms reduced their ability to work at least some of the time. About a quarter of respondents indicated that their symptoms resulted in having to stay home or leave work early sometimes or often in the past year (22 to 25% at each building).

Among Waterside employees, 62 percent of respondents associated one or more of their symptoms with their work building, compared to 56 percent of Crystal respondents and 49 percent at Fairchild. Of those employees reporting that they "often" or "always" experienced symptoms, the percentage who reported that their symptoms improved when they left the building generally ranged between 60 and 70 percent.

More employees in Waterside than in the other buildings reported that both the frequency and duration of their infections had increased since they began work in their building. At Waterside, 39 percent of respondents reported more frequent infections (compared to 31 percent and 23 percent for Crystal and Fairchild, respectively), and 36 percent of Waterside respondents reported longer lasting infections since beginning work there (compared to 31% and 23% for Crystal and Fairchild, respectively).

Among nine listed possible sources of eye, nose, throat, and respiratory irritation, paint and tobacco smoke were among the top four irritants in all three buildings. At Waterside Mall, fumes from new carpeting, paint, and tobacco smoke were mentioned as the three leading sources of irritation. Crystal respondents were more likely to identify paint fumes, tobacco smoke, and fumes from copy machines. Fairchild respondents pointed primarily to new carpeting, tobacco smoke, and fumes from new drapes and paint. About one third of all respondents reported that they consider themselves especially sensitive to the irritants mentioned.

Health Symptoms in Waterside Mall Sectors

A fairly clear pattern of health symptoms emerges when one breaks down the Waterside Mall complex into six separate "sectors." A greater prevalence of the problems reported in Waterside Mall are associated with the 2nd floor Mall, 3rd floor Mall, and Southeast Mall sectors. Respondents in these three sectors were also more likely to report that their symptoms reduced their ability to work and they perceived a stronger association of their symptoms with the building than respondents in other sectors.

Exhibit ES-4 shows data on cases reported for each of the six sectors of Waterside Mall. The same 7 symptoms noted above receive the most reports of cases. The 2nd and 3rd floors of the Mall and the Southeast Mall report the highest percentages of problems, with 20 percent or more respondents reporting cases of stuffy nose/sinus congestion (3rd floor Mall); dry, itching, or tearing eyes (2nd floor Mall and Southeast mall); sore/strained eyes (2nd floor Mall); and sleepiness or drowsiness (Southeast Mall). Among respondents who wear contact lenses at work, the percentage who reported problems with their lenses reached 45 percent in the 2nd floor Mall and 38 percent on the 3rd floor Mall.

Health Symptoms Reported Last Week

Respondents were asked on how many days last week they experienced the individual symptoms while working in the building. This question was thought to provide a more immediate, and perhaps more accurate, measure of the extent of symptom occurrence since the recall period was much more recent. In addition, this question was used to select sampling locations. The results reported in Exhibit ES-5, show the percentage of respondents experiencing the symptom at least one day on the previous week; also shown are the number of days respondents experienced the symptom in the last week.

In general, the results appear consistent with the relative ranking of cases in the previous year (Exhibit ES-1) although the percentages reporting symptoms are much higher. This is not surprising, however, since the percentages of symptoms experienced during the past year represented only those who responded "often" or "always" and whose symptoms got better when they left work. Forty percent or more of respondents in each building reported experiencing

Exhibit ES-4: Percent of All Respondents Who Had Symptoms Often or Always Last Year that Got Better Upon Leaving Work, by Sector in Waterside Mall

SYMPTOM	WATERSIDE MALL SECTOR					
	EAST TOWER	WEST TOWER	MALL 2ND FLOOR	MALL 3RD FLOOR	NE MALL	SE MALL
Headache	14%	13%	18%	19%	16%	18%
Nausea	1%	1%	1%	2%	2%	14%
Runny nose	7%	9%	9%	10%	8%	8%
Stuffy nose/sinus congestion	15%	13%	16%	21%	16%	16%
Sneezing	6%	7%	7%	8%	7%	6%
Cough	4%	5%	6%	6%	4%	2%
Wheezing or whistling in chest	1%	1%	1%	2%	1%	2%
Shortness of breath	1%	2%	3%	3%	3%	2%
Chest tightness	1%	1%	3%	2%	2%	2%
Dry, itching, or tearing eyes	14%	15%	21%	18%	13%	20%
Sore/strained eyes	15%	14%	22%	18%	14%	19%
Blurry/double vision	4%	4%	7%	3%	3%	3%
Burning eyes	9%	10%	13%	11%	9%	10%
Sore throat	3%	3%	7%	5%	3%	9%
Hoarseness	3%	3%	5%	3%	2%	4%
Dry throat	8%	9%	15%	12%	8%	14%
Unusual fatigue or tiredness	12%	15%	17%	17%	12%	15%
Sleepiness or drowsiness	13%	14%	18%	17%	14%	20%
Chills	2%	5%	5%	5%	6%	4%
Fever	4%	0%	0%	1%	1%	5%
Aching muscles or joints	3%	4%	5%	5%	4%	6%
Problems with contact lenses*	24%	25%	45%	38%	31%	29%
Difficulty remembering things	2%	2%	3%	3%	3%	1%
Dizziness/lightheadedness	3%	2%	5%	4%	3%	4%
Feeling depressed	5%	5%	4%	5%	6%	5%
Tension or nervousness	9%	10%	12%	10%	9%	12%
Difficulty concentrating	6%	6%	10%	10%	6%	10%
Dry or itchy skin	6%	6%	8%	8%	6%	5%
Pain or stiffness in upper back	4%	8%	5%	7%	6%	4%
Pain or stiffness in lower back	4%	7%	4%	6%	7%	6%
Pain or numbness in shoulder/neck	4%	5%	6%	7%	6%	4%
Pain or numbness in hands or wrists	2%	2%	4%	2%	1%	2%

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

Exhibit ES-5: Percent of All Respondents Reporting One or More Days of Symptom and Average Symptom Days Last Week, by EPA Headquarters Building

SYMPTOMS	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	% 1+ Days*	Avg. Days	% 1+ Days*	Avg. Days	% 1+ Days*	Avg. Days
Headache	53%	2.0	47%	2.0	49%	2.2
Nausea	13%	1.7	12%	1.7	13%	1.6
Runny Nose	42%	2.7	36%	2.8	36%	2.7
Stuffy Nose	51%	2.9	47%	3.0	51%	2.8
Sneezing	40%	2.3	38%	2.3	40%	2.4
Cough	31%	2.6	30%	2.5	30%	2.5
Wheezing	8%	2.5	7%	2.6	8%	3.0
Shortness of Breath	11%	2.4	10%	2.6	9%	2.4
Chest Tightness	9%	2.3	11%	2.4	9%	2.3
Dry, Itching, or Tearing Eyes	41%	2.6	35%	2.7	40%	2.6
Sore/Strained Eyes	41%	2.6	37%	2.5	44%	2.6
Blurry/Double Vision	16%	2.5	13%	2.6	17%	2.7
Burning Eyes	28%	2.5	23%	2.6	29%	2.5
Sore Throat	25%	2.2	22%	2.2	22%	2.1
Hoarseness	15%	2.3	13%	2.5	14%	2.1
Dry Throat	31%	2.6	25%	2.7	26%	2.6
Unusual Fatigue	44%	2.6	40%	2.7	43%	2.5
Sleepiness	50%	2.4	49%	2.6	48%	2.4
Chills	18%	2.4	9%	2.2	15%	2.2
Fever	8%	1.9	6%	2.6	8%	1.9
Aching Muscles	26%	2.5	26%	2.7	21%	2.4
Problems w/ Contact Lenses**	46%	2.8	39%	2.6	44%	2.3
Difficulty Remembering Things	21%	2.4	18%	2.2	19%	1.9
Dizziness/Lightheadedness	18%	2.0	13%	2.2	15%	1.8
Feeling Depressed	27%	2.2	26%	2.4	26%	2.3
Tension or Nervousness	37%	2.3	39%	2.6	35%	2.4
Difficulty Concentrating	33%	2.3	33%	2.3	32%	2.0
Dry or Itchy Skin	36%	3.3	30%	3.2	34%	3.1
Pain in Upper Back	23%	2.5	22%	2.6	24%	2.6
Pain in Lower Back	27%	2.5	25%	2.7	24%	2.3
Pain in Shoulder/Neck	21%	2.6	21%	2.6	19%	2.5
Pain in Hands or Wrist	11%	2.6	11%	2.6	10%	2.6

*Based on the total number of responding employees.

**These percentages are based upon only the people who wear contact lenses at work (Part II, Question 1.a), as opposed to all responding employees.

Reference: Part II, Question 7.

headaches, stuffy nose, fatigue, and sleepiness in the week before the survey. Respondents indicated an average duration of between two and three days for most symptoms.

Comfort

Overall, respondents were generally satisfied with their immediate physical workstations (chair comfort, lighting). This may be due to employees' ability to adjust these factors. For example, desk lamps are used regularly by 42-46 percent of respondents. Dissatisfaction with building-related factors, however, was reported in each building and at somewhat higher levels in Waterside Mall than in the other two buildings.

As one measure of dissatisfaction, for example, last year 48 percent of Waterside respondents reported bringing in portable fans to their offices, compared to 45 percent at Crystal and 36 percent at Fairchild. Waterside respondents also regularly made use of portable heaters in substantial numbers (22% of respondents). As Exhibit ES-6 shows, between 40 percent and 51 percent of respondents often or always wanted to adjust air movement, and between 38 percent and 55 percent of respondents often or always wanted to adjust the temperature.

In all three buildings, respondents reported the air to be often or always too dry rather than too humid, with too little as opposed to too much air movement. For example, in Crystal Mall, these reported percentages were 38 percent as opposed to 8 percent and 48 percent as opposed to 3 percent, respectively. The desire to adjust temperature was seasonally dependent in all three buildings, with respondents wanting to adjust temperature more during winter and summer. For example, over two-thirds of all respondents in Waterside Mall reported wanting to adjust temperature during winter and summer months.

Exhibit ES-7 breaks down these responses by Waterside Mall sector. A need for adjustments in air movement and humidity was reported most by respondents on the 2nd and 3rd floors of the Mall and the Southeast Mall. Temperature adjustments were desired most in the 2nd and 3rd floors of the Mall, West Tower, and Southeast Mall.

This report also outlines the findings of the survey regarding respondent background characteristics -- including employee demographic characteristics, health factors not related to the

Exhibit ES-6: Number and Percent Reporting Often or Always Wanting to Adjust Environmental Comfort Last Year, by EPA Headquarters Building

	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Number	Percent	Number	Percent	Number	Percent
Adjust Air Movement	1,574	51%	210	46%	164	40%
Adjust Temperature	1,708	55%	174	38%	162	40%
Adjust Humidity	1,077	35%	160	35%	131	32%

Reference: Part III, Questions 1c, 1f and 1i.

Exhibit ES-7: Number and Percent Reporting Often or Always Wanting to Adjust Environmental Comfort Last Year, by Waterside Mall Sector

	WATERSIDE MALL SECTOR											
	EAST TOWER		WEST TOWER		MALL 2ND FLOOR		MALL 3RD FLOOR		NE MALL		SE MALL	
	N	%	N	%	N	%	N	%	N	%	N	%
Adjust Air Movement	759	45%	581	49%	392	61%	489	58%	432	51%	216	58%
Adjust Temperature	765	52%	594	59%	394	62%	491	59%	431	54%	221	57%
Adjust Humidity	756	33%	589	34%	392	40%	484	41%	429	33%	217	42%

Reference: Part III, Questions 1c, 1f and 1i.

buildings, job satisfaction and sources of stress, and the physical work environments in which employees work. These factors will be used in the Volume III analyses as background variables to help explain patterns of health symptoms and comfort problems. These analyses will provide a more detailed context in which to understand the differential health and comfort problems experienced by different types of employees, and employees in different buildings and sectors. The analyses will thus help to determine to what extent the health and comfort symptoms described in this report can be attributed to building conditions and to what extent they can be attributed to other independent factors.

1. INTRODUCTION

1.1 Background

The quality of the air and the work environment in office buildings has become an increasingly important issue. Workers in numerous modern, apparently well-designed office buildings have suffered ailments and discomforts that appear to be related to working in the buildings, whether from unacceptable indoor air quality, job characteristics, or other factors. Health concerns of workers in office buildings fall into several categories, including symptoms associated with indoor air quality, comfort concerns, and ergonomic symptoms. Indoor air quality symptoms refer to a complex mix of occupant reported symptoms associated with acute discomfort (e.g., headache, fatigue, stuffy nose, sinus congestion, eye irritation, sore throat) that improve while away from work. Comfort issues include concerns about air movement, temperature, humidity, odors, and physical comfort considerations (e.g., lighting, noise). Back pain/stiffness or pain/numbness in shoulders or hands are examples of symptoms associated with ergonomic stresses (repetitive motion or awkward postures).

Building related illnesses, another important potential health problem among office workers, are diseases that are caused by specific building-related etiologic factors. For example, hypersensitivity pneumonitis can be caused by bioaerosols produced by microbial contamination of ventilation systems, water-damaged rugs, furniture, or ceilings. This respiratory illness is characterized by infiltrates seen on chest x-rays and non-specific symptoms (fever, muscle aches, cough, and shortness of breath). Other building related illnesses include toxic effects of overexposure to chemical agents such as carbon monoxide (initial symptoms of headache and nausea) and dermatitis caused by fibrous glass which wears from ventilation duct linings. These symptoms can, of course, often occur for reasons unrelated to working in the building. Essential to the proper diagnosis of individuals with building related illnesses are physician evaluation and the measurement of environmental contaminants.

In recent years, employees in the three headquarters building complexes occupied by the U.S. Environmental Protection Agency (EPA) have expressed their concerns about indoor air pollution and work environment discomforts. Some of these concerns arose from incidents in which EPA employees became ill shortly after building renovations. Information continues to be

obtained by both labor and management on the health symptoms of EPA employees and the quality of indoor air at EPA headquarters. For example, both the National Federation of Federal Employees Local 2050 and the American Federation of Government Employees Local 3331 have accumulated information on the illnesses experienced by EPA employees. This information is provided in a supplement to this report entitled, "Additional Employee Adverse Health Effects Information."

In response to these continuing concerns, EPA decided to undertake a systematic study of the nature and spatial distribution of the employees' health symptoms and comfort concerns, and to attempt to determine if associations exist between employee responses and specific workplace conditions. This research effort was integrated with a parallel study at the Library of Congress Madison Building where employees were also reporting health symptoms and discomfort that they attributed to the building. The study team consisted of researchers from EPA, the National Institute of Occupational Safety and Health (NIOSH), the John B. Pierce Foundation at Yale University, and Westat, Inc., a health statistics consulting firm. The National Institute of Standards and Technology (NIST, formerly the National Bureau of Standards, NBS) was engaged to study the Madison Building's ventilation system.

Both the EPA and the Library of Congress surveys made use of similar study designs and survey instruments, although separate reports are being prepared for each agency. While certain details are specific to the particular buildings involved, the survey design is applicable to a study of any building suspected of environmental problems.

This report documents the first part of a thorough investigation of indoor air quality at EPA headquarters. Specifically, this report documents the design of the study and the results of a survey conducted in February 1989 of all EPA employees working in three complexes: Waterside Mall and the Fairchild Building in Washington, D.C. and Crystal Mall in Arlington, Virginia. This report presents only a descriptive summary of the survey data. Results of the environmental monitoring and analyses of the entire study results will be presented in subsequent reports.

1.2 Study Objectives

The goal of this study is to characterize the extent of building-related health, comfort, and environmental problems at the three EPA headquarters buildings and to suggest remedies.

The indoor air quality research was conducted with the following four specific objectives.

1. Survey the nature, magnitude and spatial distribution of health symptoms and comfort concerns.
2. Characterize selected physical, chemical and biological aspects of the building in selected locations during the survey period.
3. Generate hypotheses from any associations observed between health and comfort effects and environmental factors while taking into account factors that would confound or modify such associations.
4. Identify areas not in compliance with standards or guidelines.

To fulfill Objective 1, a survey was conducted of all federal employees in the target buildings. To fulfill Objective 2, environmental monitoring was conducted for the following pollutants:

- nicotine;
- carbon monoxide;
- respirable particles (<2.5 micron);
- formaldehyde and other aldehydes;
- other volatile organic compounds, including 4-phenylcyclohexene (4-PC);
- pesticides;
- viable organisms (bacteria and fungi); and
- non-viable organisms (pollen and fungal spores).

Monitoring also was conducted for comfort related factors: carbon dioxide, temperature, humidity and airflow, as well as other ventilation parameters. At the time of the environmental monitoring, a second questionnaire was administered to persons working in the vicinity of monitoring stations in order to assess health and comfort concerns on the day of the survey. Objectives 3 and 4 will be fulfilled by an integrated analysis of all these bodies of data.

1.3 Study Reports

This report is the first of three reports documenting the study. This report addresses Objective 1; it presents detailed results of the questionnaire survey, including information about work-station design, health and comfort concerns, and potential related factors. Volume II will address Objective 2 and will report on environmental monitoring data collected in conjunction with the second, supplemental survey. Volume III will address Objectives 3 and 4 and will present a statistical investigation of the interrelationships among employees' responses, the environmental monitoring data, identified risk factors, and confounding factors.

This report is organized as follows. Chapter 2 presents a summary of the overall study design. Chapter 3 explains the survey methodology in detail. Chapter 4 summarizes the environmental monitoring methodology. Finally, the results of the survey are presented in Chapter 5. A series of appendices contains the questionnaires used in the surveys and additional data tables.

2. STUDY DESIGN

This chapter provides an overview of the study design developed and implemented at EPA headquarters. Section 2.1 describes the physical locations of the EPA buildings involved; Section 2.2 examines certain important issues that shaped the design of the study; Section 2.3 presents the conceptual design of the study and its major components. For additional discussion of the study design, see Chapters 3 and 4.

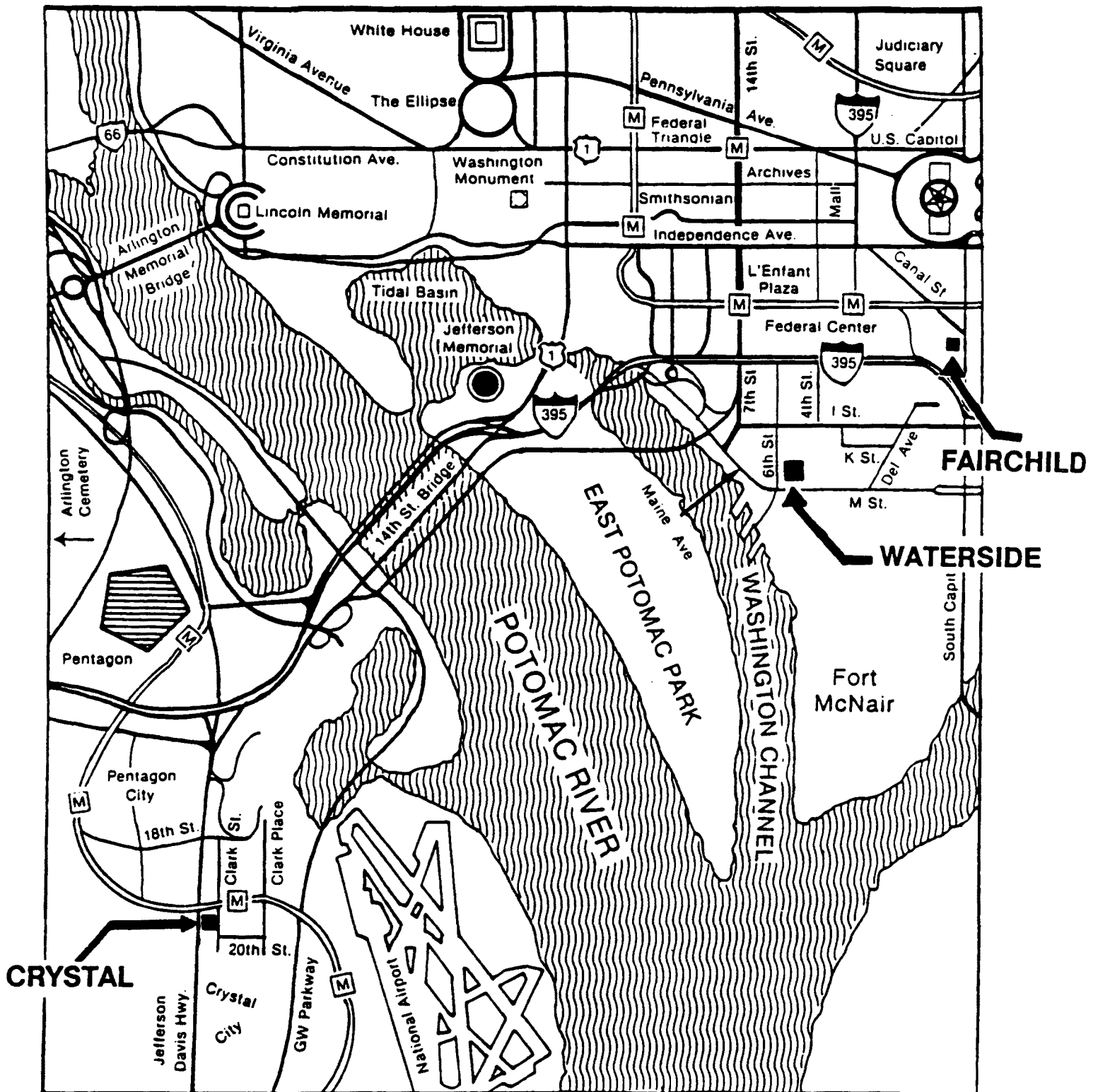
2.1 EPA Buildings

The three buildings that serve as EPA headquarters are located within a several-mile radius in the Washington, D.C. area (see Exhibit 2-1). Waterside Mall in Southwest D.C. was built in 1970, with EPA taking occupancy in 1971-72. At about the same time, a lease for office space in Crystal Mall 2, one of a complex of buildings in Crystal City, VA, was transferred to EPA. EPA occupancy of the Fairchild Building, located not far from Waterside Mall, dates from 1979-80.

Within Waterside Mall, a major objective of the study was to determine the spatial variation of health symptoms, comfort parameters, and odors. For this analysis, the building was divided into six "sectors": the East Tower, the West Tower, the second floor of the Mall, the third floor of the Mall, the Northeast Mall, and the Southeast Mall.

These sectors were chosen because they are reasonably homogeneous areas. For example, the two 12-floor Towers are basically separate buildings in themselves, being connected to the 3-story Mall only in the basement garage and by narrow passageways on the third floor of the Mall. The second floor of the Mall was designed for commercial occupancy; compared to the third floor, its ceilings are much higher and most of the partitions do not reach the ceiling. Therefore, air circulation patterns are likely to be different on the second floor of the Mall than on the third floor.

Exhibit 2-1: Map of Washington, D.C.



Unlike the Towers and Mall, the two remaining sectors of Waterside Mall were constructed in the 1980's. The Southeast Mall, an appendage to the second and third floors of the Mall, was constructed in the early 1980's. The Northeast Mall is the newest portion of the building, having been constructed during 1986-7. The Northeast Mall covers five floors (basement, ground, first, second, and third).¹

2.2 Design Issues

The study objectives required a survey of employees to systematically collect information about their reactions to their work environments and environmental monitoring to ascertain the levels of environmental contaminants in the air and characterize ventilation parameters. Further, the objectives required that the survey and monitoring be conducted in a manner that permitted the detection of associations between the two sets of data at common locations. At the same time, there were several constraining factors and ancillary objectives present that influenced the ultimate study design. These influences are summarized here.

Inadequate Prior Data. Some information about employee health and discomfort complaints existed within the agency. However, there was little or no usable information on employee health or comfort problems that could be used as part of this study. Therefore, it was deemed necessary to design and conduct a survey of employees.

Need for Complete Enumeration. Ventilation, thermal factors and other conditions that influence health and comfort have great spatial variability. They can change sharply in a few feet. Consequently, a sample of employees may miss significant problems. This suggested that a complete enumeration be conducted with the 4,900 EPA employees in the three headquarters buildings.

Maximize Participation. There were a number of concerns about the employees' reactions to the survey. It was felt that the employees with complaints would be more likely to

¹A third, small area, the Southwest Mall, is attached to the second floor of the mall and was also constructed in the 1980's. Since the area is small (only 48 persons returned questionnaires from this area), it was decided to combine those responses with the remainder of the second floor of the Mall.

respond than those without complaints. It was necessary to approach the employees in a manner that encouraged participation by all employees.

Need for Confidentiality. The survey required the collection of sensitive data, and also required that respondents' workstation locations be identified. These factors generated a number of concerns about the privacy of employees' responses and, consequently, the participation rate. The employee unions wanted assurances that management would not be able to see any individual's data. All parties involved in the research felt that the participation rate would suffer without firm assurances of confidentiality.

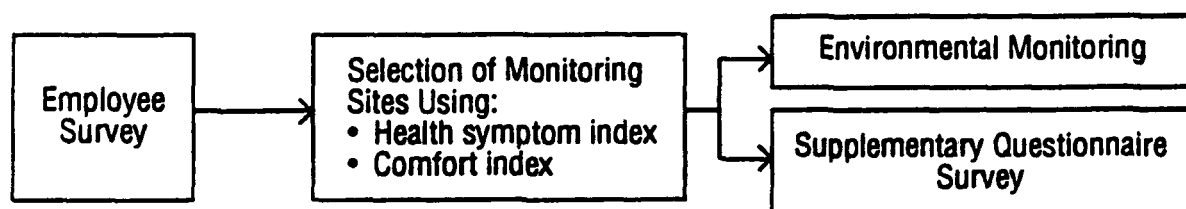
Limited resources. Available resources did not allow for telephone or in-person interviewing; it was therefore decided to design the questionnaire for self-administration. This, in turn, required minimizing: respondent burden, the potential for misunderstanding questions, effects of memory lapses, and potential for refusing to answer sensitive questions.

Also, since the number of sites that could be monitored was limited by the availability of resources and environmental monitoring equipment, it was decided to conduct the employee survey first, and to use the results to guide the selection of monitoring sites. To increase the ability to detect associations between survey information and environmental monitoring data, a second survey limited to employees in the vicinity of the monitoring equipment was also planned.

2.3 Conceptual Study Design

In view of these considerations, it was decided that the study objectives could be achieved most efficiently through the multi-pronged approach diagrammed in Exhibit 2-2 and outlined below.

Exhibit 2-2: Conceptual Design



Employee Survey

A survey of employees in the target buildings was conducted in February 1989 using a self-administered questionnaire. The survey collected information about employees' health symptoms and comfort concerns, along with a number of possible risk factors and confounding factors. It thus yielded a detailed data base concerning EPA employee reactions to their workplace environment. The specific topics covered by the questionnaire included:

- Location of workstation (to enable the detection of associations between the survey and monitoring data);
- Description of workstation; both current and changes over the last year;
- Amount of time spent at workstation;
- Health symptoms experienced while in building, both in the previous week and last year;
- Other health effects and risk factors: contact lens and eyeglasses wear, smoking, allergies, asthma, etc;
- Eye, nose, throat, or respiratory irritation from tobacco smoke or other chemicals during last year;
- Gynecological problems during last year;
- Comfort issues: temperature, humidity, air movement, noise, dust, light, odors, and furniture during last year;
- Job characteristics, including job satisfaction and job stresses; and
- Education, job pay plan and grade, and job classification.

During the questionnaire's development, extensive reviews and pretests with debriefings were conducted. The pretests took place at a university library and another federal government agency. Pretesting was not conducted with Library of Congress or EPA employees in order to avoid any possible biases in the full-scale survey.

A broad array of techniques designed to enhance the participation rates was employed. Both management and unions were given the opportunity to review the draft questionnaire. Endorsements were secured from top management and union leaders and communicated to all employees prior to the survey. Employees were assured by management,

unions and the health contractor that their individual responses would not be revealed to management or union representatives. The questionnaires were distributed to the employees through their supervisors. However, questionnaires were returned in sealed envelopes directly to the contractor, not through labor or management. Those not responding in a timely fashion were prompted with friendly telephone calls. Announcements and reminders were posted throughout the building during the field period.

Selection of Monitoring Sites

Findings from the employee survey were used to select approximately 100 locations for environmental monitoring. Rooms were selected for monitoring using a protocol developed for this purpose. To avoid possible biasing of the results, selections were made by the contractor independently of management, unions and the rest of the technical team. (A detailed description of the protocol is given in Section 4.1.) Briefly, a health symptom index was computed for each employee from the questionnaire responses, and a standardized mean symptom score was computed for each room in the building. Similarly, a comfort index was computed for each employee from the questionnaire responses and a standardized mean comfort score was computed for each room in the building.

Rooms were independently ranked according to the standardized health and comfort indices. Rooms were selected for environmental monitoring, starting with the rooms with the highest values for both indices and the lowest values for both indices. Results of these rankings were not revealed to the monitoring team. In the selection of rooms, greater priority was given to the health symptom index over the comfort index; and lesser priority was given to rooms with only one occupant.

Environmental Monitoring and Supplemental Survey

The monitoring was conducted three weeks after the employee survey. All locations were monitored for temperature, relative humidity, carbon monoxide, and carbon dioxide. A subset of locations included measurements of nicotine, biological contaminants, particles, formaldehyde and other aldehydes, other volatile organic compounds (VOCs) and pesticides. In

addition, ventilation parameters were measured. See Chapter 4 for a detailed description of the monitoring.

A supplemental questionnaire was administered to all employees near the environmental equipment while the monitoring was on-going. "Near" was defined to include those within 30 feet of the monitoring carts, with no intervening walls. The supplemental questionnaire was, in large part, adapted from the portion of the original survey that collected information on employees' activities, health symptoms, comfort, and psychological state, in this case, on the same day as the monitoring.

3. EMPLOYEE SURVEY METHODOLOGY

This chapter describes in detail the methodology employed in the survey of EPA headquarters employees. The development of the questionnaire is described in Section 3.1. Section 3.2 describes the content of the questionnaire. Section 3.3 reviews the techniques used to maximize response rates and the results achieved. Section 3.4 describes the administration and collection of the questionnaires, and Section 3.5 describes the data preparation process.

3.1 Development of the Employee Questionnaire

This section briefly describes the development of the employee survey questionnaire. A preliminary draft questionnaire was initially developed to explore in-depth associations between health symptoms and comfort concerns, and the work environment and indoor air quality for the Madison Building of the Library of Congress. The first draft of the questionnaire was 36 pages long and took 60 to 75 minutes to administer. Since overly long questionnaires tend to have lower response rates, it was decided to reduce the average administration time to no more than 30 minutes.

From October 1988 through January 1989, the draft questionnaire was thoroughly reviewed by experts in each subject area, and representatives of the EPA management and unions. All comments were studied by the Survey Design Team, which led to numerous revisions of the questionnaire. The final questionnaire was 20 pages long and met the goal of a 30-minute administration time.

The revision process began by prioritizing questions according to their relevance to the objectives of the study. Each question in the preliminary draft questionnaire was assigned a priority rating. Only those questions with the higher ratings remained in the questionnaire. Some questions that may not appear to be related to air quality and work environment were retained. These were questions that explore confounding factors, i.e., explanations for health symptoms other than indoor air quality.

A series of pretests and focus groups were designed and conducted to test and refine the questions, to explore the reliability of specific questions and the overall questionnaire, to discuss confidentiality issues, and to test the administration procedure. For the first pretest, a library setting was sought. The pretest was conducted at George Washington University Law Library in November, 1988. Volunteers from all job categories were asked to complete the questionnaire during the morning and participate in a focus group discussion of the questionnaire in the early afternoon. The focus group reviewed each question, the time required to fill out the questionnaire, and the problems of filling out a questionnaire at one's workstation.

The second and third pretests were conducted in December 1988 at the Department of Energy in order to test the relevance of the questions and procedure in a federal agency. These pretests involved two different groups of volunteers, separated by grade level in order to foster a more open discussion. Many of the comments and suggestions made by the pretest groups were incorporated into the final questionnaire, completed in January 1989. Appendix A contains the final employee questionnaire.

3.2 Content of the Questionnaire

The questionnaire is divided into five sections. The first three sections address the primary issue: what is the spatial distribution of health symptoms and comfort concerns throughout the EPA headquarters buildings. Part IV is a section on job characteristics which addresses job satisfaction and indicators of stress in work and non-work activities. Part V includes demographic and other miscellaneous questions. Highlights of the contents of each part of the questionnaire are presented below.

Part I. Description of Workstation

Potential Risk Factors

Previous studies of office workers' health symptoms have identified certain risk factors associated with the workstation. Among these are textiles, which may collect dust or emit organic gases; partitions, which may emit formaldehyde and other organics; and office equipment,

such as copying machines, which may emit solvents or fumes from graphic processes¹. Large amounts of paper have been shown to be a risk factor in previous indoor air studies². Questions 7, 8, 9, and 11 collect information about these and other suspected or potential risk factors. Question 10, dealing with fans, air filters, heaters, and desk lamps is included to determine how many people have brought such additional equipment to work to adjust the comfort factors in their workstation. Question 12, on water leaks, is included because many investigations have identified humid conditions or water leaks as breeding grounds for molds, fungi, and bacteria that could cause building-related illnesses.

Exposure

Part I includes questions that characterize the potential exposure of EPA headquarters employees to adverse environmental conditions while at their workstations (desk, office, cubicle, or primary work place). The workstation attributes explored include the following:

- Depending on the design, construction, maintenance, and evolution of the work space and the heating, ventilating, and air conditioning (HVAC) system, the type of physical space (question 1a) has been found to be critical to the indoor air quality of a particular space.
- Changes in workstation space configuration (question 11f) were reported.
- The type of space and space sharing information (question 1) was collected for comparison to information on comfort in Part III, especially question 1.
- Determination of temporal employment characteristics for each employee (questions 3, 4, 5, and 6) were made.
- Data on exposure (question 9), or remediation (question 10), from specific equipment were solicited.

¹ Wallace, L.A., Pellizzari, E., Leaderer, B., Zelon, H., Sheldon, L. (1987). "Emissions of volatile organic compounds from building materials and consumer products," Atmos. Environ. 21:385-393.

² Skov, P. and Valbjorn, O. (1987) "Sick Building Syndrome in the Office Environment, the Danish Town Hall Study" Indoor Air '87 Vol. 2, pages 439-443, Institute for Water, Soil and Air Hygiene, Berlin.

Part II. Information About Health and Well-being

In order to explore the primary question of the geographic distribution of health symptoms and comfort concerns, health outcomes possibly associated with working in an indoor environment, as well as potential risk factors or confounders associated with the work environment, must be explored.

Health Outcomes

Information was sought on the occurrence of a number of symptoms that have been reported by workers in previous evaluations of health effects of indoor air quality. Symptoms included were those related to nasal and mucous membrane irritation, respiratory effects, and other non-specific symptoms such as headache, fatigue, memory problems, tension, and depression (question 7).

Questions were included on several specific potential health hazards associated with the work environment such as the use of video display terminals (VDTs) and postural strains due to poorly designed workstations. Eye strain (question 7, parts j, k, l, and m) and muscle pains (question 7, parts cc through ff) assess the effects of these potential hazards.

Information was sought on the chronic occurrence of these symptoms by asking employees how often they experienced each symptom during the past year on a scale from "never" to "always" (question 7). To provide an estimate of more recent symptom occurrence, employees were asked how many days each symptom occurred in the week immediately preceding the survey. This information was indicative of a point prevalence in the winter season and was also used to select specific areas within the building for environmental monitoring. Finally, information was obtained in question 7 on whether each symptom changes when a person is not at work. As a general rule, for most symptoms, if the symptom is related to the work environment, it would be expected to improve when the person is not at work. Some exceptions to this general rule include muscle pains, which tend to get worse several hours after the irritating activity; hypersensitivity reactions, such as wheezing and shortness of breath; and immune responses that can be triggered by apparently small amounts of substances encountered at home or at work.

The frequency of symptom occurrence (question 7) was asked for each symptom. The severity of these symptoms was assessed by asking employees if any of these symptoms reduced their ability to work (question 8) or caused them to miss work (question 9).

Information was sought on the increased susceptibility of the employee to respiratory illnesses such as bronchitis and pneumonia (question 13) or other infections (questions 12 and 17) as a possible concern related to the indoor work environment. Questions regarding asthma (questions 15 and 16) were asked both to investigate the possibility of its occurrence as a result of the indoor environment and because, if present before employment in the building, it may be a risk factor for the occurrence of a number of symptoms included in the questionnaire.

A series of questions was included on irritation caused by a variety of fumes (questions 19 and 20) because of a number of previous reports in the Waterside Mall as well as from other work environments.

Information was sought on changes in the occurrence of symptoms in different seasons due to changes in environmental factors, such as ventilation, temperature, and humidity (question 10). This information can also be related to individual perceptions (obtained in Part III of the questionnaire) of these environmental factors.

A series of questions concerning gynecological health issues was included in the questionnaire, in response to employee concerns about gynecological symptoms that they attributed to working in the Waterside Mall complex. The gynecological questions (Questions 22 thru 31) dealt with:

- Regularity of the menstrual cycles;
- Accompanying menstrual symptoms;
- Physician diagnosed problems such as fibroids, cysts, or enlarged uterus; and
- Confounding factors such as pregnancy, nursing, menopause, and prescribed replacement or corrective hormones including birth control pills.

The questions were developed in consultation with health experts including epidemiologists and a gynecologist.

Other Related Health Characteristics

Information was requested on a number of characteristics that can affect responses to the questions regarding health symptoms. Questions regarding the wearing of contact lenses and glasses (questions 1 and 2) are used in the analysis of questions regarding eye irritation and eye strain. Information was sought on the smoking of tobacco products (questions 3 through 6) to help analyze health outcomes such as those related to the respiratory system and mucous membrane irritation. Information was sought on employees with eczema (question 14) and allergies to pollens or animals (question 18). These individuals may be more likely to experience an allergic type response to some environmental factors. Finally, information was sought on age (question 21) and gender (question 22) since previous studies have shown that the occurrence of certain symptoms or the tendency to report the occurrence of symptoms may be related to age or gender.³

Part III. Information About Present Work Environment

Indoor air quality attributes, such as air movement, temperature, humidity, stuffiness, odors, and dustiness, are the focus of many concerns about indoor air quality. Each of these physical comfort issues has been identified as likely contributing sources for many of the health symptoms mentioned in Part II such as mucous membrane irritation, respiratory irritation, headache, and fatigue.

Air Quality

- Questions 1, 2, 3 profile the complaints and perceived performance of the heating, ventilation and air-conditioning (HVAC) systems. The distributions of odors, for example, may help identify possible sources and HVAC solutions.
- Employees were asked how often they wanted to adjust air movement (question 1c), or temperature (question 1f), or humidity (question 1i). These questions contribute to analyzing the acceptability of the workstation. The responses may be helpful in identifying mitigation measures.

³ Op cit.

Physical Comfort

- Information on noise and quiet (Question 1k and 1l) was collected for its potential relationship with health outcomes such as headache, fatigue, etc. (Part II), to job satisfaction (Part IV), and as a portion of the overall assessment of the physical environment.
- Information on lighting (questions 4, 5, and 6) relates to eye health (Part II), equipment use (Part I), and was used as a portion of the overall assessment of the physical environment.
- Access to daylight (question 6) and the necessity and frequency of taking fresh air breaks (question 9), are believed to be related to well-being (index from Part II) and stress management (Part IV). Question 9 was also part of the evaluation of the HVAC system.
- Information on the physical comfort of furniture (questions 7 and 8) was collected to see what role workstation design and ergonomics may play in the association of symptoms and comfort complaints, particularly eye and muscular health (Part II) and job acceptability (Part IV).
- Information was sought on the overall assessment of the physical environment (questions 10, 11, 12, and 13), including possible daily changes in the physical environment.

Part IV. Characteristics of the Job

Job characteristics address issues which could possibly create stress. Stress is defined as "a disturbing imbalance between the job and the individual".⁴ The work factors which can cause stress are called job stressors. Job stressors are work conditions which produce an acute effective, physiological or behavioral response. Stressors are important to an assessment of the work environment, because they are capable of producing symptoms that are similar to those associated with poor indoor air quality and therefore serve as potential confounders in this study. Questions in this section are combined to form scales to measure commonly occurring perceived job stressors:

- Job satisfaction: job stressors are often found to be highly related to reports of job satisfaction. A measure of global satisfaction was included to provide a rough index of overall job stress level (Question 1, parts a, b, c, and d). Specific aspects of satisfaction are assessed in questions 2 and 3.

⁴ Steven L. Sauter, L. John Chapman, Sheri J. Knutson, "Improving VDT Work: Causes and Control of Health Concerns in VDT Use," Lawrence, KS. (1985).

- Role conflict and role ambiguity are two of the most ubiquitous stressors found in modern work environments. Role conflict (question 4, parts a, b, and c) occurs when behaviors demanded by an individual's roles in an organization are incompatible. Role ambiguity (question 6, parts h, i, j, and k) refers to a lack of certainty regarding expected role behaviors.
- Job control (question 5, parts a, b, c, and d) has been associated with psychological and physical health complaints. This scale assesses control over workload, resources needed to do the job, policies and procedures at work, and workstation surroundings.
- Quantitative workload (question 6, parts a, b, c, and d) refers to the amount of work an individual has to do and the pace at which the individual must work. Quantitative workload is one of the most commonly assessed job stressors in the occupational stress literature and has been linked to a variety of health complaints.
- Underutilization of abilities (question 6, parts e, f, and g) measures the extent to which workers are required to use skills and knowledge in completing their work. Underutilization of abilities is a highly prevalent stressor thought to produce a variety of health complaints.
- External stressors (question 7) form an index of overall non-work demands. These are important to assess because non-work demands can increase the level and nature of work demands and vice versa. Work and non-work demands may interact to increase symptom reporting.

Job stressors act as confounders which complicate a determination of the cause of indoor air quality complaints. The particular questions and scales used in this section have already been validated in previous job stress studies and were chosen because of their reliability of measuring work and non-work stressors.^{5,6,7}

⁵Caplan, R.D., Cobb, S. French, J.R.P. Jr., Van Harrison, R. and Pinneau, S.R. (1975). Job demands and worker health. HEW Publication No. (NIOSH) 75-160.

⁶Quinn, R.P. and Staines, G.L. (1979). The 1977 Quality of Employment Survey. Institute for Social Research, University of Michigan, Ann Arbor, Michigan.

⁷Quinn, R.P. and Shepard, L.J. (1974). The 1972-73 Quality of Employment Survey: Descriptive statistics with comparison data from the 1969-70 Survey of Working Conditions. Ann Arbor: Survey Research Center.

Part V. Concluding Questions

This section addresses basic demographic issues such as: living and financial arrangements; job, pay and educational classifications; and workstation location. Demographic issues such as job classification or education can help explain clustering of responses. Workstation location was asked so that responses could be related to environmental monitoring. Part V concludes with an opportunity for the respondent to volunteer anything else that concerns him or her about air quality or environmental health in the building. There were two major reasons for including this question. First, the questionnaire may have left out an important factor in health or environmental considerations. If enough respondents mention the same factor, then it both merits attention and may be important to include in future building studies. Second, an essay question gives respondents the opportunity to express any strong feelings or opinions that cannot be expressed within the structure of the questionnaire. Respondents were assured of the confidentiality of their responses to Part V, as well as to the entire survey.

3.3 Maximizing Respondent Participation

A comprehensive plan was developed and implemented to maximize responses to the questionnaire:

- endorsement was secured from management and union leaders and communicated to all employees prior to the survey;
- management and union leaders reviewed a draft questionnaire and made comments;
- all employees were notified of the survey a few days before the distribution of the questionnaires;
- questionnaires were distributed through the supervisors;
- the questionnaires were tracked to ensure that every employee received one;
- confidential return of the questionnaires to the health statistics contractor was accomplished by the use of questionnaire return boxes maintained and collected only by contractor employees;
- a hot line was provided for all employees for questions regarding the questionnaire or its confidentiality;

- telephone calls were made to all employees to prompt non-participants to return their questionnaires; and
- reminders of the survey due dates were posted in designated locations in the building.

The plan assured that the questionnaire was approved by both management and the unions with the qualification that maximum precautions be taken to ensure confidentiality of the participants' responses. With this assurance, management and unions agreed to communicate their endorsement to all EPA personnel. As part of this effort, a letter was sent from the Administrator to supervisors explaining the nature of the survey, the contractor's role in the survey, and the procedure they were to follow in distributing the questionnaires to their staff (Exhibit 3-1). A second letter, included with the questionnaires, was sent to all employees from the outside researchers, introducing themselves and explaining the nature of the questionnaire and the procedure to be followed in filling out and returning the questionnaire (Exhibit 3-2). Included in the letter was the contractor's phone number that respondents could use for questions regarding the questionnaire or confidentiality.

Confidentiality was built into the protocols for the distribution, return, and review of the questionnaire. The questionnaire was delivered by supervisors in sealed envelopes to each employee with the assurance that neither they nor other EPA management would see the employee's responses. Once completed, the questionnaires were returned by the respondents in special, sealed envelopes to questionnaire return boxes located on each floor. The only identifying information on the questionnaire was an employee identification number used by the contractor in tracking and analyzing the data. This number and its association with an EPA employee was known only to the contractor and was used to keep track of questionnaire returns. The questionnaire return boxes were maintained and collected by the contractor. The questionnaires were taken to the contractor's facilities in Rockville, Maryland to be processed.

In order to encourage maximum response, telephone prompts were made on Wednesday and Thursday of the survey week. The telephone prompts asked the employees:

- If they had received a copy of the questionnaire;
- If they were in the process of completing the questionnaire;
- If they planned to fill out the questionnaire;

Exhibit 3-1: Letter to EPA Managers



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
WASHINGTON D.C. 20460

 FEB 12 1989 [Feb. 8, 1989]

MEMORANDUM

OFFICE OF
THE ADMINISTRATOR

SUBJECT: Indoor Air Quality and Work Environment Survey

FROM: John A. Moore
Acting Deputy Administrator 

TO: Senior Managers, Managers and Supervisors

We are implementing a three part approach to characterize our headquarters office indoor air quality in order to identify remedial actions. A study of the building's ventilation systems is almost complete; a monitoring effort measuring the level of air pollutants is scheduled for March and finally, all headquarter employees will be surveyed this month.

The third part of the approach requires your cooperation. On February 13, 1989, I want you to distribute an Indoor Air Quality and Work Environment Survey questionnaire to each member of your staff and provide them sufficient time to complete it (30-45 minutes). A 100% response rate is our goal. Because the survey is voluntary, your support is essential.

You will receive the questionnaire packets on February 10, 1989 from a Westat representative. Westat, a private health research firm, is administering the survey for EPA, so expect to be contacted by them. You should instruct your staff to take their completed questionnaires to "questionnaire return stations" located near the elevators and building exits. The questionnaire return station boxes will be picked up by Westat Staff and taken to Westat facilities to be opened and processed. The employees will be assured confidentiality; no one within EPA or the unions will be able to see individual responses. It is vital that you do not attempt to see any completed questionnaires.

The survey was developed by a team of senior scientists and statisticians from our Agency, AFGE and NFFE Unions, NIOSH, Yale University and Westat. It is representative of EPA's leadership in the development of methods for conducting indoor air investigations. The process of solving indoor air quality problems can be a slow one involving many trial and error steps before successful remedial actions are identified. I appreciate your assistance in the implementation of this survey, a critical step towards action.

For further information contact David Weitzman, Director, Environmental Health and Safety Division at 382-3640.

Exhibit 3-2: Letter Transmitting Questionnaire to EPA Employees



Indoor Air Quality & Work Environment Study

February 9, 1989

Dear EPA Employee:

EPA's Office of Administration and Resources Management has asked Westat, Inc., a private health survey research firm, with the support of the John B. Pierce Foundation Laboratory at Yale University, to ask you some questions about the indoor air quality and work environment at the EPA headquarters buildings. Your participation is voluntary, but we encourage you to fill out the enclosed questionnaire and return it to Westat promptly -- today, if at all possible. Your participation is needed, regardless of how satisfied you are with your work environment, to help clarify our understanding of the situation in your building.

It is important to answer the questionnaire as completely as possible. Some questions may not seem to be related to air quality issues but are needed to help us understand your total work environment. Your careful answers will ensure the accuracy of the information obtained.

Your questionnaire will be handled in a manner that ensures the strict privacy of your responses. The coded identifying number you see on the front of the questionnaire is there to provide a way to locate your workstation in your building. This is necessary so that your responses can be related to the upcoming environmental measurements. No one at EPA or the unions will be given any information that would allow them to trace or reconstruct an individual's identity.

PLEASE PUT THE COMPLETED QUESTIONNAIRE IN THE ENCLOSED RETURN ENVELOPE, SEAL IT, AND TAKE IT TO ONE OF THE "QUESTIONNAIRE RETURN STATIONS" NEAR THE ELEVATORS AND BUILDING EXITS. THESE BOXES WILL BE REMOVED FROM THIS BUILDING BY WESTAT STAFF AND WILL NOT BE OPENED UNTIL THEY REACH WESTAT'S FACILITIES.

We appreciate your participation in the survey. In a few weeks, air measurements will be taken at various locations within the EPA headquarters buildings. People who work near these locations may be asked a few more questions at that time.

If you need any assistance in completing the questionnaire, please contact Westat's field operations manager at 294-2845.

Sincerely,

Robert P. Clickner, Ph.D.
WESTAT, Inc.

Brian P. Leaderer, Ph.D.
John B. Pierce Foundation Laboratory
Yale University

- If they did not plan to fill out the questionnaire, why not;
- If they did plan to fill out the questionnaire, they were reminded to fill it out and return it to the questionnaire return boxes by 3:00 pm on Friday; and
- If they had already filled out the questionnaire, they were reminded to return it to the questionnaire return boxes by 3:00 pm on Friday. Also, notices (Exhibit 3-3) were posted in designated locations in the building during the survey week reminding the participants to return their questionnaires by 3:00 pm on Friday.

Because the response rates were lower than anticipated as the end of the survey week approached, it was decided to extend the field period into the following week at all three EPA buildings. It is believed that the initial response rates were lower than anticipated in part because the questionnaires took longer than expected to be distributed to all employees and the Presidents' Day Holiday (Monday, February 20) slowed down the field effort.

Response Rates

The overall response rate across all three buildings was 80.7 percent, with 3,955 of an estimated 4,900 EPA employees completing the survey. As shown in Exhibit 3-4, this response rate varied by building, gender, race, pay plan, and office.

- **Building:** Nonresponse varied from about 18 percent at Waterside Mall to 21 percent at Crystal City to 27 percent at the Fairchild Building. The higher nonresponse at Fairchild generally held up across gender, race, etc. categories.
- **Gender:** The nonresponse rate varied from about 16 percent for men to 21 percent for women. This gender difference was most pronounced at Fairchild.
- **Race:** Nonresponse varied from about 15 percent for whites, Asian-Americans and Hispanics to 30 percent for blacks. This held across buildings.
- **Pay Plan:** The nonresponse rates varied between less than 20 percent for executives and general schedule workers to 25 to 50 percent for part-time and other categories of workers.
- **Office:** Nonresponse varied from less than 10 percent at the General Counsel's Office to just over 20 percent at several other offices. Workers in Administration, Enforcement and Compliance, and Research and Development also had higher than average response rates.

**PLEASE RETURN ALL QUESTIONNAIRES BY
FRIDAY, FEBRUARY 17.**

**This Questionnaire Return Station available continuously
until 3:00pm on Friday.**

Any questions? Call Westat at 294-2845.

Exhibit 3-4: Survey Response Rates – Total and by Building

	All EPA Buildings			Nonresponse Rate (2)		
	Employees Surveyed (1)	Response Rate	Non- Response	Waterside Mall	Crystal Mall	Fairchild Building
Total	4,900	81%	19%	18%	21%	27%
Gender						
Women	2,586	79%	21%	19%	23%	34%
Men	2,268	84%	16%	15%	17%	20%
Race						
White, Nonhispanic	3,165	85%	15%	14%	17%	21%
Black, Nonhispanic	1,289	70%	30%	28%	33%	43%
Hispanic, Asian, etc.	446	83%	17%	17%	19%	13%
Pay Plan						
Senior Executive Service	138	80%	20%	22%	.	.
Merit Pay	1,021	85%	15%	14%	13%	20%
General Schedule	3,390	81%	19%	17%	21%	31%
Wage Grade	101	62%	38%	53%	.	.
Other	96	75%	25%	26%	.	.
Missing (3)	154	75%	25%	26%	.	.
Office						
Administration	134	82%	18%	19%	.	.
Air and Radiation	316	78%	22%	20%	.	28%
Administration & Resource Mgmt.	904	78%	22%	20%	.	25%
External Affairs	143	79%	21%	21%	.	.
Enforcement and Compliance	142	85%	15%	15%	.	.
General Counsel	136	93%	7%	7%	.	.
Inspector General	96	90%	10%	10%	.	.
Policy and Planning Evaluation	237	78%	22%	22%	.	.
Pesticides & Toxic Substances	1,147	81%	19%	18%	21%	.
Research and Development	287	88%	12%	12%	.	.
Solid Waste & Emergency Response	703	79%	21%	21%	.	.
Water	594	80%	20%	18%	.	38%

Notes:

- (1) The total number of employees who received questionnaires.
- (2) An asterisk (*) indicates an insufficient sample size.
- (3) "Missing" refers to questionnaires in which pay plan data was missing or could not be interpreted.

An understanding of the sources of differential nonresponse and their impact on the survey results may become possible when detailed analyses of the survey data are performed.

3.4 Employee Survey Field Protocol

This section presents the selection criterion for respondents and the protocols used by the field team in administering the survey.

The list of employees to be surveyed (the "frame") included all current full-time and part-time EPA employees located in the EPA headquarters buildings, as well as Senior Environmental Employees and an additional 12 EPA employees currently unable to work in Waterside Mall due to illnesses attributed to the building. The frame did not include on-site or off-site contractor employees and employees of other federal agencies. Two labels were generated for each employee. One label listed the employee's name, office number and supervisor; the other was a six digit ID with a bar code.

The questionnaire was designed to be self-administered. Contractor field staff distributed the questionnaires to EPA supervisors and collected the completed questionnaires from return station boxes. The field staff were responsible for the following tasks:

- Setting up the return station boxes in designated locations, exits and elevator lobbies;
- Transferring return station boxes to the contractor;
- Ensuring that envelopes containing completed questionnaires were not opened until they reached the contractor;
- Monitoring the return station boxes and locations in the building;
- Removing full boxes to designated areas;
- Reporting any problems, missing return station boxes, vandalism to return station boxes, etc; and
- Referring respondents with questions to the Field Operations Manager and returning completed questionnaires to questionnaire return station boxes.

The field staff distributed the questionnaire packets to the EPA supervisors at Waterside Mall on February 10. The survey began on February 13, when the Waterside Mall supervisors distributed the questionnaire packets to their staff. The questionnaire packets were distributed to EPA supervisors at Crystal Mall and the Fairchild building on February 17, who then distributed them to their staff on February 21.

Each packet contained the following:

- The questionnaire;
- Two letters, one explaining the purpose of the study, the second explaining the procedures to follow when the questionnaire was completed; and
- An envelope used by the respondent when returning the completed questionnaire to ensure confidentiality and privacy.

If there were problems with the distribution of the packets, the EPA supervisors contacted the field supervisors for assistance. Few problems occurred; most were the result of respondents relocated to another building, retired, recent hires or in some cases on annual or sick leave. Where necessary, field staff distributed copies of the questionnaire to respondents who did not receive one or misplaced the first copy. While the EPA supervisors distributed the questionnaire packets, the field staff set up questionnaire return station boxes in all the elevator lobbies throughout the building. There were approximately 75 return station locations in the Waterside Mall building, 5 return station locations in the Crystal Mall building, and 5 return station locations in the Fairchild building. The return station boxes remained in the elevator lobbies for the duration of the survey period and were monitored every hour by the field staff.

The monitoring was done to prevent vandalism and to identify any station that was at least half-filled with questionnaires. The quantity in the return station box was determined by lifting the station and gently shaking it. When a return station box was found to be at least half-filled, it was removed and replaced with an empty return station box. The half-filled return station boxes were taken to the field office, opened, and consolidated with the contents of other boxes. At the end of the day the filled return station boxes were transported to the contractor. Under no circumstances were the return station boxes or the completed questionnaires handled by anyone other than contractor personnel. Once at the contractor's offices, the return station boxes were

opened, the sealed envelopes were removed and opened, and the questionnaires were processed through receipt control.

3.5 Data Preparation

Receipt control for questionnaires received at the contractor's headquarters was done by passing a bar code reader over the bar code on the front of each questionnaire. In a few cases where the respondent had altered, removed, or damaged the existing bar code, it was necessary to type in the correct ID number assigned to the respondent. After 50 ID numbers had been entered, a batch sheet was printed. The batch sheet had a batch ID number, the date, the code reader's initials, and a listing of all the ID numbers in that batch. The batch sheet was then attached to the questionnaires and the completed batch was sent to Key Entry for keying. The questionnaires were then keyed and 100 percent verified to minimize key entry errors.

Coding and editing were accomplished by the use of COED, a computer software system developed by the contractor for preparing and analyzing data for survey research studies using predesigned survey forms. After the data were key entered, an edit report was generated for each batch keyed. The coding staff reviewed the edit report, corrected any errors, and submitted the corrections to key entry to update the data files. This cycle of review was repeated three times. At various stages in the editing, the coding staff found responses that were not one of the response options provided in the questionnaire. In these instances, they would fill out a problem card for the supervisor, which the supervisor would review and assign a code. The file was then updated with the new code. The problem cards were filed by question number, making it possible to identify which questions were answered with a faulty response. If a "faulty" response was received often enough that it appeared to be a standard response, then it was added to the list of acceptable responses.

A review of the database resulted in finding and resolving various editing problems. This review indicated that there were 18 respondents whose symptom matrix was blank. That is, the respondent did not answer any part of Question 7 in Part II of the questionnaire. All 18 questionnaires were reviewed. It was discovered that these respondents had also failed to answer substantial portions of other parts of the questionnaire. It was decided to delete these 18 cases from the database.

In Question 4b, Part I (number of hours spent in building during a typical day), there were instances where the respondent indicated a response that was outside of an acceptable range. A formula was created to make the response fall within the acceptable range. Specifically, when the reported hours exceeded 16, the reported hours were divided by five, under the assumption that the respondent had interpreted the question to be about hours per week instead of hours per day. The same problem occurred with Questions 5, 9a, 9b, 9c, 9d and 9e, and had similar resolutions.

If a respondent reported having worked in the building before it was built, (Question 3a, 4a Part I), the response was changed to be no longer than the building's age.

In Question 7, Part II, there were instances when the respondent did not answer the first question for a particular symptom, but did go on and answer the second and third questions for that symptom. In each case, we imputed the response to the first part of the question as "rarely". Also, if the respondent answered "never" to the last year part, but for last week indicated one or more days, the response to last year was changed to "rarely". If a respondent failed to answer some symptoms in question 7 Part II, but responded to others, the missing symptoms were coded as "never".

For Question 5a in Part III there were instances when the respondent indicated "never", but went on to 5b and checked a response. For these cases, the response at 5a was changed to "sometimes".

There were instances where the respondent either failed to indicate or incompletely indicated a room number in Question 5a, Part V. In these instances, the room number from the EPA locator file was used in place of the respondent's response.

4. ENVIRONMENTAL MONITORING METHODOLOGY

This chapter summarizes the environmental monitoring research component of the indoor air quality study at EPA headquarters. The summary includes a discussion of the methods used to select the monitoring sites (Section 4.1); the environmental monitoring design (Section 4.2); the methods followed in collecting air measurements (Section 4.3); and the supplemental employee questionnaire administered in conjunction with the monitoring (Section 4.4). The monitoring methodology will be presented in greater detail in Volume II of the study report. Volume II will also report on the monitoring data.

4.1 Selection of Environmental Monitoring Sites

During the week after the administration of the comprehensive employee survey, a preliminary analysis of the questionnaires was performed in order to rank each room within the Waterside Mall complex by prevalence of health symptoms and thermal comfort complaints, and by number of occupants. Rooms with a high prevalence and those with a low prevalence of symptom or thermal comfort complaints were then provisionally selected for environmental monitoring. Those provisionally selected rooms which had a greater number of occupants were then selected for monitoring.

The specifics entailed in this selection protocol are presented below, first for health symptoms and then for thermal comfort.

Health Symptom Scores

- a. Even though all employees were included in the survey, the data used for site selection was limited to employees who reported working at their workstations four or more hours a day, on average.
- b. Symptoms were counted as positive if the following three criteria were met:
 1. reported to occur at least "often" in the past year;
 2. reported to occur at least 1 day in the past week; and
 3. reported to get better when away from work.

- c. Of the 33 symptoms listed in the questionnaire, 19 were grouped into the following four categories:

Nasal: runny nose, stuffy nose or sinus congestion, sneezing.

Respiratory: cough, wheezing or whistling in chest, shortness of breath, chest tightness.

Mucous Membrane: dry, itching, or tearing eyes, sore or strained eyes, burning eyes, sore throat, hoarseness, dry throat, problems with contact lenses.

Non-Specific: headache, unusual fatigue or tiredness, dizziness or lightheadedness, difficulty concentrating, difficulty remembering things.

- d. For each of the four symptom categories, if any symptom was positive (from b. above), then the symptom score for that category equaled 1. If no symptom within the category was positive, then the symptom score was 0.
- e. The total symptom score for each individual was calculated by summing the scores of each of the four symptom categories. The possible range of scores then was from 0 (no symptom category) to 4 (all symptom categories).
- f. For each room in the building, the mean health symptom score was calculated by summing the total symptom scores and dividing the total by the number of respondents in the room.

Thermal Comfort Scores

- a. A comfort score was computed for each of the four thermal comfort factors -- temperature, air movement, humidity and stuffiness. A score of 1 was given if there was "too much" or "too little" of a thermal comfort factor "often" or "always" in the previous week, with a score of 0 otherwise. These were added to obtain a "last week" thermal comfort score that ranged from 0 (no factors) to 4 (all thermal comfort factors).
- b. A "last year" score was calculated by giving a 1 if any of the four factors occurred "too much" or "too little" "often" or "always" in the last year, and 0 otherwise.
- c. The "last year" and "last week" scores were then added to obtain a thermal comfort scale with values from 0 to 5.

Combined Scores

- a. Two z scores were calculated, one for the mean symptom scores in each room, and one for the mean thermal comfort scores in each room:

$$z_i = \frac{(X_i - \bar{X}) (n_i)^{1/2}}{s_i}$$

where:

X_i = mean symptom or comfort score for Room i

\bar{X} = overall mean symptom or comfort score (all rooms)

n_i = number of eligible respondents in Room i

s_i = sample standard deviation of individual scores in Room i

If n_i equaled 1, the building-wide standard error estimate was substituted for s_i in the denominator. Similarly, if the variance of the mean symptom or comfort score was 0, i.e., all persons in a given room had the same score, then s_i was set equal to 0.35 (which is half the standard deviation if half the people had the same score and the other half had a score one unit above or below that score).

- b. Rooms were grouped into two size categories: one occupant, and 2 or more occupants. Within each room size category, the symptom and comfort z scores were separately ranked in order of magnitude.
- c. The following rooms were examined:
1. The 48 rooms with the highest symptom scores (z scores above +1.0) and two or more occupants (These 48 rooms included rooms with high, medium and low comfort scores);
 2. The 3 rooms with one occupant and with the highest symptom and thermal scores; and
 3. The 24 rooms with the lowest symptom and comfort scores (z scores below -1.0) and with two or more occupants.
- d. Each room chosen on these criteria was then visited by a team of industrial hygienists to assess its appropriateness for sampling. Depending on its size and layout, one or two areas within each room were selected and designated for sampling.

4.2 Environmental Monitoring Research Design

More than 120 potential monitoring locations from the various EPA buildings were identified and prioritized by building using the initial employee survey results. These locations represented both symptom and non-symptom areas in a ratio of 2:1. From these locations, three types of monitoring sites were identified:

- temporal sites, at which direct, instantaneous measurements were collected at one or more points in time;
- integrated sites, at which an integrated sample was collected over an entire workday, in addition to temporal measurements; and
- two fixed sites, one indoor and one outdoor, at which both integrated and temporal measurements were made each workday throughout the entire week.

A total of about 100 temporal and 50 integrated sampling sites were identified, with the integrated sample sites also being temporal sites. Sample collection occurred during normal employee working hours (between 7:00 am and 5:00 pm) during the week of March 6-10, 1989. On a typical day, samples were collected at the fixed indoor, fixed outdoor, up to 10 integrated indoor, and up to 20 temporal indoor monitoring locations.

Five categories of samples were collected each day:

- a. temporal measurements of carbon dioxide, carbon monoxide, temperature, relative humidity, and respirable particles were made at each temporal and fixed site three times daily (morning, midday, and afternoon);
- b. integrated 8-9 hour samples for volatile organic compounds (VOCs), nicotine, formaldehyde, and respirable particles were collected at each integrated and fixed sample location;
- c. viable and non-viable microbiological agents were also collected at each integrated and fixed sample location as well as various locations within the corresponding air handling systems supporting the monitoring locations;
- d. samples of aldehydes (2 per day) and pesticides (1 per day) were collected at selected integrated locations; and
- e. ventilation parameters (air flow, percent outside air, etc.) were measured for the primary air handling systems for the areas being monitored.

Exhibit 4-1 summarizes the environmental parameters monitored and the analytical methods used. Temporal parameters were measured using direct read-out instruments. Particulate matter was collected on 37 mm preweighed Teflon, filter media. VOCs, aldehyde, and pesticide samples were collected on evacuated electro-polished canisters, 2,4-dinitrophenylhydrazine coated silica-gel cartridges, and polyurethane foam cartridges, respectively. Formaldehyde and nicotine were collected at the monitoring stations using passive badges.

Gravimetric analysis of the particle samples followed standard EPA procedures. VOC samples were initially analyzed via gas chromatography - mass spectrometry (GC-MS) for targeted organic compounds, followed by a measurement of total non-methane hydrocarbons using gas chromatography - flame ionization detector (GC-FID). Pesticide samples were analyzed by gas chromatography - electron capture detector (GC-ECD) and GC-MS, while aldehydes were analyzed using high pressure liquid chromatography (HPLC). Nicotine samples were analyzed via GC equipped with a nitrogen-selective detector.

Samples for viable microbiological agents (fungi, thermophilic actinomycetes, and other bacteria) were collected at each integrated location using a single-stage impactor. The particles, impacted onto an appropriate medium, were thermally conditioned and grown to a size at which they could be counted. Non-viable samples (fungal spores) were collected over a 24-hour period at selected locations using a spore trap. Water samples were collected at HVAC systems. These samples were serially diluted, plated onto growth media, and incubated under appropriate temperatures to a size at which they could be counted.

4.3 Air Measurement Methods

This section describes the methods used to obtain air flow measurements at Waterside Mall during the week of March 6, 1989, through March 10, 1989. The air flow measurement results were obtained using methods recommended in the National Standards of the

Exhibit 4-1. Environmental Monitoring Methodology

Analyte	Sample collection	Analytical method
Carbon dioxide, Carbon monoxide	Direct measurement	Infrared analyzer
Temperature (°F), and relative humidity	Direct measurement	Psychrometer
Viable microbiological agents	Impaction onto agar	Incubation, colony count
Non-viable microbiological agents	Impaction onto greased tape	Spore count
VOCs*	Evacuated canister	GC-MS*, FID*
Respirable particles	Impaction & Direct Measurement	Gravimetric/ Light Scattering
Aldehydes	Coated silica gel	HPLC*
Pesticides	Polyurethane foam cartridge	GC-ECD*/GC-MS*
Nicotine	Coated filter (passive)	GC-nitrogen specific detector

- * VOCs, volatile organic compounds
GC, gas chromatography
MS, mass spectrometry
FID, flame ionization detector
HPLC, high pressure liquid chromatography
ECD, electron capture detector

Associated Air Balance Council (AABC). These standards are universally accepted as the most rational method for obtaining accurate data. Specific procedures followed were as follows:

Air Handling Units (AHUs) were inspected to determine the most representative location for velocity traverses. These locations are typically at the end of a long, straight duct run, prior to fittings, and as far as possible from the AHU fan. Holes were drilled in ducts for the velocity probe. The holes were drilled at a maximum of 8 inches on center, and smaller distances in the case of narrow ducts (under 24" wide). The minimum number of traverse points (number of traverse holes multiplied by the number of measurements per traverse hole) was 25.

The equipment used for velocity measurement was a 5/16 inch diameter pitot static probe (complying with American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) specifications) and a high precision digital manometer. The pitot tube was configured to give velocity pressure measurements. The total pressure port of the pitot tube was connected to the high pressure side of the manometer, and the static pressure port of the pitot tube was connected to the low pressure side of the manometer. The velocity pressure readings were made at each traverse point. The first and last readings in the traverse were taken at a distance of 1/2 the centerline distance between the internal readings, as recommended by AABC.

The area of the duct is based on measurements of outside duct dimension, correcting for internal lining or external thermal insulation. Air flow, in cubic feet per minute (CFM), is determined by simple multiplication of the average velocity, in feet per minute (FPM), by the duct sectional open area, in square feet (SF). Average velocity was determined by first converting individual velocity pressure measurements to velocity, using the expression:

$$V = 4,005 \times (V_p)^{0.5}$$

where:

V = Velocity, feet per minute

V_p = Velocity pressure, inches water column

Because of the near sea level elevation of the three buildings, no pressure correction factors were needed to account for air density differences. The air temperature correction factors published in the AABC National Standards were applied to the velocity measurements, however. Average velocity was the arithmetic average of all the corrected velocity readings for the traverses.

At certain large return air and mixed air plenums (particularly at the East and West Tower units), pitot traverses were impractical. Velocities were measured in these locations using a digital vane anemometer.

In some cases, there were no acceptable velocity traverse locations, primarily due to excessive turbulence in the air stream. In these cases, the dry bulb temperature method was relied upon for determination of ratio of outdoor air in the supply air stream. This ratio can be calculated using the following expression:

$$\%OA = \frac{Tdbra - Tdbma}{Tdbra - Tdboa} \times 100$$

where:

%OA = Outdoor air percentage in AHU supply air
Tdbra = Dry bulb temperature of return air to AHU
Tdbma = Dry bulb temperature of mixed (return and outdoor) air to the AHU
Tdboa = Dry bulb temperature of outdoor air to AHU

The dry bulb temperature measurements were taken using a thermistor type temperature meter. Because of the relatively slow response time of this probe, it was allowed to "soak" in the air stream being measured for at least 5 minutes prior to reading data. This probe was kept in a conditioned environment when not actively used for data gathering, to minimize the lag in response. The measurement location for the temperature probe was selected to be as representative as possible. In the case of the mixed air, the most distant location from the point of air stream mixing was selected.

4.4 Supplemental Questionnaire

A short follow-up questionnaire was designed to be administered to individuals located near to the environmental monitoring stations on the day of testing. The purpose of the questionnaire was to assess health and comfort status during the same period the environmental parameters were being measured. This questionnaire is provided in Appendix B.

The supplemental questionnaire is comprised of four sections:

1. **Description of Workstation:** These questions assess the amount of time an individual has been in the building and at his or her workstation on the day of testing, as well as the amount of time spent at tasks such as photocopying and working at video display terminals. In order to interpret some of the environmental measurements, individuals were also asked about the use of certain chemicals and processes in their work area.
2. **Information about Workstation Conditions:** These questions from the original questionnaire were slightly modified to assess an individual's perception of air movement, temperature, humidity, noise, and levels of stuffiness and dustiness. These perceptions were obtained from respondents separately for morning and afternoon periods in order to be correlated with environmental parameters measured throughout the day. Individuals were also asked about their perception of a variety of odors at their workstation during the day.
3. **Information about Health:** Individuals were asked to report on the occurrence of the same health symptoms included on the original questionnaire. For each reported symptom, respondents were asked if it occurred before arriving at work, during the morning while at work, or during the afternoon at work. This information was used both to assess the degree to which the symptom was directly work-related and to compare with other environmental parameters measured throughout the day.
4. **Mood:** A list of mood states was presented and respondents were asked to report whether they felt each mood "not at all" (scale position 1) to "extremely" (scale position 5). The 24 items were selected from the Profile of Mood States to assess fatigue, vigor, and tension states that could be affected by the quality of indoor air and other working conditions.¹

Administration of the Supplemental Questionnaire

The procedure for administration of the supplemental questionnaire was dependent on the selection of monitoring sites as described above. Employees were eligible to receive the second questionnaire if they met the following criteria:

1. Their workstation was within 30 feet of the sampling station;
2. Their workstation was in an area not separated from the sampling station by a wall or other ceiling to floor barrier.

¹D.M. McNair, M. Lorr, and L.F. Droppleman (1971), "Profile of Mood States," P.O.M.S. San Diego, CA: Education and Industrial Testing Service.

A total of 369 employees completed the supplemental questionnaire at Waterside Mall, 42 at Crystal Mall, and 68 at the Fairchild Building. During the morning of the monitoring, employees due to receive the second questionnaire were identified and asked to participate in the monitoring segment of the study. They were given a brief description of the study and an official request to participate (see Exhibit 4-2). They were told that their area was to be monitored that day and that the survey staff would return at about 1:00 p.m. to distribute questionnaires which would record how they felt that day.

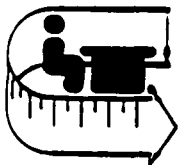
Employees who were not at their desks in the morning were left a notice telling them that the survey staff would return in the afternoon with the questionnaire. For individuals who were not at their desk when the survey staff returned in the afternoon, a questionnaire was left with instructions, with the completed form to be left on their desks in the accompanying sealed envelopes. These questionnaires were picked up around three in the afternoon. As many trips as were necessary were made to the workstations to collect all the questionnaires, whether completed or not by the end of the day. The receipt of the questionnaires was recorded and the questionnaires were sent to the health statistics contractor for processing.

Individuals were requested to provide their names on the front cover of the questionnaire, so that information from the supplemental questionnaire could be linked to the responses from the original questionnaire. As with all other personal information gathered in this study, confidentiality of these questionnaires was assured and maintained.

Survey Data Preparation

When the questionnaires were received by the contractor, the names on the covers were matched with a list of all employees containing their names, workstation locations and the identification numbers assigned in the main survey. When a match was found, a label with a bar code for the ID was attached to the top of the inside first page. The cover with the name was then detached from the questionnaire. Receipt control was completed by reading the bar code on the questionnaire, in the same manner described in Section 3.5.

Exhibit 4-2: Supplemental Survey Description and Participation Request



Indoor Air Quality & Work Environment Study

Follow-Up Survey

EPA HEADQUARTERS

Evaluation of the Workplace Environment

March 6 - 10, 1989

Dear EPA Employee:

Today Yale University and EPA scientists are conducting measurements of air quality in your work area. They are performing similar measurements throughout EPA headquarters this week. These measurements are being taken at areas selected by Yale and Westat investigators, through an analysis of the responses to the questionnaire we distributed two to three weeks ago. The presence of monitoring equipment in your area does not imply that there is an environmental problem in your area. That determination cannot be made until all of the study data has been analyzed.

As part of the environmental assessment of your work area, Westat is asking the employees in the immediate vicinity of the monitoring equipment to complete a brief questionnaire regarding how they feel TODAY.

LATER THIS AFTERNOON (between 1:00 and 3:00), a Westat representative will return to give you a questionnaire. At that time, please spend a few minutes to complete it. Please place it in the return envelope provided and seal it. The Westat representative will return a short time afterwards to collect it from you. If you will not be in your work area when the Westat representative returns, please leave the questionnaire on your desk.

Your completed questionnaire will be processed and analyzed by Westat and Yale investigators and WILL NOT BE SEEN BY ANY EPA EMPLOYEE.

We appreciate your participation in this important component of the Indoor Air Quality and Work Environment Survey of EPA headquarters. If you have any questions regarding the survey, please call the Westat survey hotline at 294-2845.

The questionnaires were keyed by the contractor, and were 100 percent verified to minimize key entry errors. The coding and editing was accomplished in a manner similar to the main questionnaire. (See Section 3.5.) The data file was reviewed and edited to identify and resolve data errors. With this short, pre-coded questionnaire, the only possible data problems were out-of-range codes.

5. EMPLOYEE SURVEY RESULTS

This chapter describes the findings of the employee survey conducted at the three EPA headquarters buildings. The primary focus of the chapter is on the health symptoms reported in the survey (Section 5.2) and on problems of comfort with the work environment (Section 5.3). The data in these two sections are presented for each headquarters building, and for the six building sectors in Waterside Mall identified in Chapter 3. It is recognized that not all buildings or building sectors have the same ventilation systems, environmental conditions, or types of employees or job classifications. More complete consideration of these potential risk factors will be presented in Volume III.

Following this presentation, Section 5.4 then summarizes the data collected in the survey on four sets of "background" variables -- (a) the demographics of the respondents (age, gender, education, etc.), (b) certain general health characteristics (such as use of corrective lenses, medical history of asthma, etc.), (c) job satisfaction and sources of job stress, and (d) physical characteristics of employees' workstations. Each of these background characteristics could prove useful in understanding or explaining the survey results when subsequent multivariate analyses of the data are conducted. Finally, Section 5.5 summarizes responses volunteered by employees to the "essay question" at the end of the questionnaire; here, respondents had the opportunity to describe building conditions and their experiences in their own words. To focus attention on the main findings, only selected exhibits are presented in this chapter. Additional exhibits referred to in this chapter are included in Appendix C.

5.1 Note on Data Presentation

No attempt is made in this chapter to explore associations between health or comfort outcomes and possible risk factors in the buildings. The data are presented below without accompanying analyses or conclusions about the causes of symptoms experienced or the degree to which the findings are "significant" compared to other buildings. In addition, it is important to note that the health symptoms and comfort concerns reported in the survey are self-reported by the respondents, and have not been verified by a physician's diagnosis as part of this study.

The primary reason for this approach is to avoid speculating on the causes of occupant concerns or the significance of the results presented until a complete analysis can be conducted. Multivariate analyses of associations are complex and require a lengthy and more detailed set of calculations. Volume III of this study will present such analyses (including monitoring results).

The tables of data presented in this chapter do compare the three EPA buildings, and in some cases, compare sectors within Waterside Mall. However, the buildings are considered as separate entities and do not serve as controls for each other. In other words, if results at all three buildings are roughly similar on any given question, this does not necessarily mean that all three buildings fall within some type of "normal" range.

As noted in Chapter 3, the overall response rate across all three buildings was 81 percent, with 3,955 of the estimated total of 4,900 EPA employees completing the survey. A maximum of 3,095 employees responded in Waterside Mall on any given question, out of a total of 3,770 (82%); in Crystal Mall, a maximum of 451 employees completed the survey (79% of an estimated 568); and in Fairchild, a maximum of 409 employees responded (73% of an estimated 562). Because not all respondents answered each question, many of the exhibits specify the number of employees responding to the particular question at hand. The impact of nonresponse on the survey results will be addressed in Volume III of this study.

5.2 Health Symptoms

In order to identify health outcomes that might be related to conditions in the three EPA buildings, major emphasis is given here to a series of questions on 32 health symptoms that comes from Part II, Question 7 of the questionnaire (excerpted below). Respondents were asked to report how often they had experienced each symptom in the last year, how many days they had

experienced the symptom in the previous week, and whether the symptom typically changes when not at work:

<p>7. Please answer the three questions to the right about each symptom listed below, even if you believe the symptom is not related to the building. (For each symptom, answer the first question. If the response is "never," go down to the next symptom.)</p>	<p>Please indicate how often during the LAST YEAR you have experienced this symptom while working in this building.</p>	<p>Please indicate how many days LAST WEEK you experienced this symptom while working in this building.</p>	<p>Does the symptom usually change when not at work?</p>
	<p>Never Rarely Some-times Often Always</p>	<p>(Fill in No. of days)</p>	<p>Gets Worse Stays Same Gets Better</p>
a. headache.....	<p>1 2 3 4 5</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>_____</p>	<p>1 2 3</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
b. nausea.....	<p>1 2 3 4 5</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>_____</p>	<p>1 2 3</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
c. runny nose.....	<p>1 2 3 4 5</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>_____</p>	<p>1 2 3</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
d. stuffy nose/sinus congestion ...	<p>1 2 3 4 5</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>_____</p>	<p>1 2 3</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
e. sneezing.....	<p>1 2 3 4 5</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>_____</p>	<p>1 2 3</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
f. cough.....	<p>1 2 3 4 5</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>	<p>_____</p>	<p>1 2 3</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>

It should be remembered that responses to these questions are based on self-perceptions of health and environmental conditions, which might not be verified by independent professional health experts or environmental scientists. In other words, like responses in other surveys, they are subject to the same types of limitations of human reporting due to faulty memory, incomplete recall and even distortion. At the same time, these are the types of perceptions that affect the way employees interpret their work environment and function in that environment. Respondents are, in other words, in an ideal position to report on their work environment and how it may affect their health and comfort.

5.2.1 Major Health Symptoms Experienced Last Year

Because most of the 32 symptoms are experienced by most people at some time, a symptom was considered in the tables that follow only if it was reported to have occurred either

"often" or "always" in the past year. Exhibit 5-1a shows the number and percentage of all respondents in each building who experienced each symptom "often" or "always" in the past year. (The complete tabulation of responses to this question is shown in Appendix C, Exhibits C-1a through C-1c.)

As Exhibit 5-1a shows, the symptoms reported to occur frequently are roughly similar across the three buildings -- contact lens problems (for contact lens wearers), stuffy nose, dry/itchy skin, dry/itching/tearing eyes, sore/strained eyes, headache, fatigue, and sleepiness. Differences do occur, however, across the buildings; for example, Waterside Mall respondents are more likely to report dry/itching eyes, dry throat, chills, dizziness, difficulty concentrating, and dry/itchy skin, than respondents at the other two buildings.

Larger and more consistent differences are found within the six sectors of Waterside Mall, as shown in Appendix C, Exhibit C-2. In general, respondents located on the 2nd and 3rd floors of the Mall and Southeast Mall report 3 to 10 percentage point higher rates of "often" or "always" experiencing certain symptoms, including headache, stuffy nose, coughing, dry eyes, sore eyes, double vision, burning eyes, fatigue, dry throat, contact lens problems, and dry/itchy skin.

To obtain a more focused perspective of health symptom problems, the concept of "cases" was used. Each case represents an employee who reported experiencing a health symptom "often" or "always" last year and whose health symptom reportedly got better when the employee left work. The use of the term case is intended to focus on employee symptoms that are recurring rather than occasional and that appear to be connected in some way to the building (in that respondents report that the symptom improves after leaving the building). This definition is similar to definitions of work-related symptoms used in previous studies.^{1,2}

¹Finnigan, J.J., et al. "The Sick Building Syndrome: Prevalence Studies", British Medical Journal, 8 Dec 1984, pages 1573-1575.

²Skov, P., Valhjorn, O., and Pedersen, V., "Influence of Personal Characteristics, Job-related Factors and Psychosocial Factors on the Sick Building Syndrome", Scandanavian Journal of Work Environment and Health, 1989, 15; 286-295.

Exhibit 5-1a: Number and Percent of Responding Employees Reporting Symptoms Often or Always Last Year, by EPA Headquarters Building

SYMPTOMS	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Number	Percent	Number	Percent	Number	Percent
Headache	650	21%	73	16%	80	20%
Nausea	64	2%	9	2%	9	2%
Runny Nose	533	17%	75	17%	70	17%
Stuffy Nose	960	31%	135	30%	122	30%
Sneezing	339	11%	45	10%	55	13%
Cough	254	8%	37	8%	32	8%
Wheezing	74	2%	15	3%	12	3%
Shortness of Breath	120	4%	15	3%	14	3%
Chest Tightness	80	3%	12	3%	14	3%
Dry, Itching, or Tearing Eyes	672	22%	79	18%	73	18%
Sore/Strained Eyes	647	21%	68	15%	87	21%
Blurry/Double Vision	204	7%	19	4%	25	6%
Burning Eyes	387	13%	46	10%	49	12%
Sore Throat	225	7%	25	6%	23	6%
Hoarseness	141	5%	14	3%	10	2%
Dry Throat	425	14%	38	9%	42	10%
Unusual Fatigue	643	21%	89	20%	66	16%
Sleepiness	609	20%	96	21%	70	17%
Chills	184	6%	7	2%	10	2%
Fever	23	1%	5	1%	2	0%
Aching Muscles	321	10%	54	12%	20	5%
Problems w/ Contact Lenses*	212	34%	17	24%	27	31%
Difficulty Remembering Things	196	6%	23	5%	13	3%
Dizziness/Lightheadedness	136	4%	10	2%	9	2%
Feeling Depressed	262	9%	40	9%	25	6%
Tension or Nervousness	400	13%	66	15%	40	10%
Difficulty Concentrating	310	10%	38	9%	26	6%
Dry or Itchy Skin	687	22%	76	17%	74	18%
Pain in Upper Back	331	11%	48	11%	39	10%
Pain in Lower Back	383	13%	57	13%	37	9%
Pain in Shoulder/Neck	326	11%	42	9%	35	9%
Pain in Hands or Wrist	164	5%	25	6%	12	3%

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

As Exhibit 5-1b shows, the highest percentage of cases were reported for the same top seven symptoms across all three buildings (although ranked in different orders in each building):

- headache
- stuffy nose/sinus congestion
- dry, itching, or tearing eyes
- sore/strained eyes
- unusual fatigue or tiredness
- sleepiness or drowsiness
- contact lens problems (for contact lens wearers)

Each of these symptoms was experienced often or always by at least 10 percent of respondents and was reported to improve after the employee left work.³ Most of these symptoms, most notably headache, fatigue, and those associated with mucous membrane irritation, have often been reported in published evaluations of indoor air quality.

It is, of course, possible that employees may suffer building-related symptoms that nevertheless persist, or even first appear, after the employee leaves work. Some symptoms, most notably pain in the back, neck, shoulders, hands or wrists, and symptoms possibly associated with delayed hypersensitivity reactions, such as wheezing and shortness of breath, even if work-related, may be expected not to improve when away from the building. In addition, some individuals may develop an immune response after exposure to certain substances encountered at work. Subsequent exposure to even very small amounts of these substances, whether at work or not, can then trigger an allergic response. Such symptoms might, therefore, not be expected to improve when away from work among this group of individuals.

Furthermore, employees may experience symptoms only "sometimes" that are nevertheless related to the building (for example, persons may be sensitive to paint fumes but may only "sometimes" be exposed to new paint near their workstations). Using the concept of a case may be considered by some as constituting a conservative estimate of health symptom problems. Therefore, for comparison, Exhibit 5-2a is provided, which shows the number and percent of responding employees reporting symptoms "sometimes", "often", or "always" last year. Similarly,

³The figures in Exhibit 5-1b are derived as follows: For the first entry in Exhibit C-1a, for example, 91% of Waterside Mall respondents (2,810 out of 3,082 responding) reported that they had experienced headaches in the previous year – either rarely, sometimes, often, or always. Of these, 21% (or 650) experienced headaches often or always (Exhibit 5-1a). Of the 650, 478 (or 74%) also reported their headaches improved when they were not in the building (Exhibit 5-12). These 478 "cases" were then considered in relation to the total number of Waterside respondents (3,082). Dividing 478 by 3,082 gives the figure of 16% reported in Exhibit 5-1b.

Exhibit 5-1b: Percent of All Respondents Who Had Symptoms Often or Always Last Year and that Got Better Upon Leaving Work, by EPA Headquarters Building

SYMPTOM	BUILDING		
	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Headache	16%	11%	16%
Nausea	1%	1%	1%
Runny nose	8%	9%	7%
Stuffy nose/sinus congestion	16%	17%	15%
Sneezing	7%	7%	8%
Cough	4%	5%	4%
Wheezing or whistling in chest	1%	1%	2%
Shortness of breath	2%	1%	2%
Chest tightness	2%	1%	2%
Dry, itching, or tearing eyes	17%	12%	15%
Sore/strained eyes	16%	12%	18%
Blurry/double vision	4%	3%	5%
Burning eyes	10%	8%	11%
Sore throat	4%	3%	4%
Hoarseness	3%	2%	1%
Dry throat	10%	7%	9%
Unusual fatigue or tiredness	15%	14%	11%
Sleepiness or drowsiness	15%	19%	13%
Chills	5%	1%	2%
Fever	1%	1%	0%
Aching muscles or joints	4%	4%	2%
Problems with contact lenses*	28%	19%	27%
Difficulty remembering things	2%	2%	2%
Dizziness/lightheadedness	3%	2%	1%
Feeling depressed	5%	5%	4%
Tension or nervousness	10%	11%	8%
Difficulty concentrating	7%	6%	5%
Dry or itchy skin	6%	4%	6%
Pain or stiffness in upper back	6%	6%	6%
Pain or stiffness in lower back	6%	6%	4%
Pain or numbness in shoulder/neck	6%	5%	5%
Pain or numbness in hands or wrists	2%	2%	2%

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

Exhibit 5-2a: Number and Percent of Responding Employees Reporting Symptoms Sometimes, Often or Always Last Year, by EPA Headquarters Building

SYMPTOMS	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Number	Percent	Number	Percent	Number	Percent
Headache	1,942	63%	239	53%	241	59%
Nausea	459	15%	62	14%	53	13%
Runny Nose	1,684	55%	227	51%	198	49%
Stuffy Nose	2,024	66%	277	62%	269	66%
Sneezing	1,532	50%	214	48%	196	48%
Cough	1,196	39%	169	38%	151	37%
Wheezing	306	10%	49	11%	37	9%
Shortness of Breath	460	15%	62	14%	45	11%
Chest Tightness	367	12%	58	13%	49	12%
Dry, Itching, or Tearing Eyes	1,565	51%	205	46%	200	49%
Sore/Strained Eyes	1,623	53%	223	50%	220	54%
Blurry/Double Vision	582	19%	76	17%	85	21%
Burning Eyes	1,134	37%	147	33%	134	33%
Sore Throat	1,103	36%	143	32%	114	28%
Hoarseness	644	21%	80	18%	69	17%
Dry Throat	1,164	38%	160	36%	138	34%
Unusual Fatigue	1,657	54%	227	51%	204	50%
Sleepiness	1,839	60%	260	58%	237	58%
Chills	737	24%	54	12%	73	18%
Fever	307	10%	31	7%	28	7%
Aching Muscles	983	32%	139	31%	110	27%
Problems w/ Contact Lenses*	443	71%	36	51%	53	60%
Difficulty Remembering Things	888	29%	130	29%	77	19%
Dizziness/Lightheadedness	736	24%	72	16%	61	15%
Feeling Depressed	1,042	34%	148	33%	118	29%
Tension or Nervousness	1,439	47%	215	48%	163	40%
Difficulty Concentrating	1,287	42%	174	39%	150	37%
Dry or Itchy Skin	1,469	48%	179	40%	162	40%
Pain in Upper Back	981	32%	134	30%	126	31%
Pain in Lower Back	1,194	39%	161	36%	146	36%
Pain in Shoulder/Neck	888	29%	121	27%	114	28%
Pain in Hands or Wrist	490	16%	71	16%	53	13%

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

Exhibit 5-2b provides the percent of all respondents who had symptoms "sometimes", "often", or "always" last year that got better upon leaving work.

Exhibit 5-3 shows corresponding data for the six sectors of Waterside Mall. The same symptoms receive the most reports of cases. Again, the 2nd and 3rd floors of the Mall and the Southeast Mall report the highest percentages of problems, with 20 percent or more respondents reporting cases of stuffy nose/sinus congestion (3rd floor Mall); dry, itching, or tearing eyes (2nd floor Mall and Southeast mall); sore/strained eyes (2nd floor Mall); and sleepiness or drowsiness (Southeast Mall).

This information can be viewed another way in Exhibits 5-4 through 5-6 which group the symptoms into three categories:

1. Indoor Air Quality Symptoms (Exhibit 5-4), typically associated with acute discomfort, such as headache, runny nose, stuffy nose/sinus congestion, dry, itching, or tearing eyes, burning eyes, dry throat, fatigue, and sleepiness;
2. Respiratory or Flu-like Symptoms (Exhibit 5-5), which may be manifested in clinically defined illnesses that may require prolonged recovery times after leaving the building. Such symptoms include cough, wheezing, shortness of breath, chest tightness, fever, and aching muscles or joints; and
3. Ergonomic Symptoms (Exhibit 5-6), which include back pain or stiffness, and pain or numbness in the shoulder, neck, hands, or wrists.

In each exhibit, the average for Waterside Mall as a whole forms the basis of comparison for each of the Waterside sectors. Thus, for example, if a sector reported two percent variation for headaches, that would mean that respondents in that sector experienced a rate of headache cases 2 percent greater than the building as a whole, namely 16 percent plus 2 percent equals 18 percent. Negative percents in these exhibits indicate a lower than building average percentage of cases, while positive percentages indicate a higher than average level of cases. (Note that the rows do not sum across to zero because of different numbers of respondents in the six sectors.)

Exhibit 5-2b: Percent of All Respondents Who Had Symptoms Sometimes, Often or Always Last Year and that Got Better Upon Leaving Work, by EPA Headquarters Building

SYMPTOM	BUILDING		
	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Headache	41%	30%	42%
Nausea	10%	7%	19%
Runny nose	20%	18%	15%
Stuffy nose/sinus congestion	29%	26%	29%
Sneezing	22%	20%	20%
Cough	14%	12%	12%
Wheezing or whistling in chest	4%	3%	2%
Shortness of breath	7%	5%	6%
Chest tightness	6%	12%	6%
Dry, itching, or tearing eyes	35%	29%	34%
Sore/strained eyes	37%	35%	40%
Blurry/double vision	12%	8%	14%
Burning eyes	27%	22%	27%
Sore throat	14%	12%	11%
Hoarseness	10%	6%	8%
Dry throat	23%	18%	23%
Unusual fatigue or tiredness	34%	32%	32%
Sleepiness or drowsiness	41%	42%	40%
Chills	16%	10%	11%
Fever	4%	3%	3%
Aching muscles or joints	10%	7%	9%
Problems with contact lenses*	47%	38%	46%
Difficulty remembering things	10%	8%	8%
Dizziness/lightheadedness	15%	17%	9%
Feeling depressed	19%	17%	15%
Tension or nervousness	32%	33%	28%
Difficulty concentrating	27%	27%	23%
Dry or itchy skin	12%	11%	11%
Pain or stiffness in upper back	16%	14%	18%
Pain or stiffness in lower back	16%	15%	19%
Pain or numbness in shoulder/neck	14%	12%	16%
Pain or numbness in hands or wrists	7%	6%	7%

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

Exhibit 5-3: Percent of All Respondents Who Had Symptoms Often or Always Last Year and that Got Better Upon Leaving Work, by Sector in Waterside Mall

SYMPTOM	WATERSIDE MALL SECTOR					
	EAST TOWER	WEST TOWER	MALL 2ND FLOOR	MALL 3RD FLOOR	NE MALL	SE MALL
Headache	14%	13%	18%	19%	16%	18%
Nausea	1%	1%	1%	2%	2%	14%
Runny nose	7%	9%	9%	10%	8%	8%
Stuffy nose/sinus congestion	15%	13%	16%	21%	16%	16%
Sneezing	6%	7%	7%	8%	7%	6%
Cough	4%	5%	6%	6%	4%	2%
Wheezing or whistling in chest	1%	1%	1%	2%	1%	2%
Shortness of breath	1%	2%	3%	3%	3%	2%
Chest tightness	1%	1%	3%	2%	2%	2%
Dry, itching, or tearing eyes	14%	15%	21%	18%	13%	20%
Sore/strained eyes	15%	14%	22%	18%	14%	19%
Blurry/double vision	4%	4%	7%	3%	3%	3%
Burning eyes	9%	10%	13%	11%	9%	10%
Sore throat	3%	3%	7%	5%	3%	9%
Hoarseness	3%	3%	5%	3%	2%	4%
Dry throat	8%	9%	15%	12%	8%	14%
Unusual fatigue or tiredness	12%	15%	17%	17%	12%	15%
Sleepiness or drowsiness	13%	14%	18%	17%	14%	20%
Chills	2%	5%	5%	5%	6%	4%
Fever	4%	0%	0%	1%	1%	5%
Aching muscles or joints	3%	4%	5%	5%	4%	6%
Problems with contact lenses*	24%	25%	45%	38%	31%	29%
Difficulty remembering things	2%	2%	3%	3%	3%	1%
Dizziness/lightheadedness	3%	2%	5%	4%	3%	4%
Feeling depressed	5%	5%	4%	5%	6%	5%
Tension or nervousness	9%	10%	12%	10%	9%	12%
Difficulty concentrating	6%	6%	10%	10%	6%	10%
Dry or itchy skin	6%	6%	8%	8%	6%	5%
Pain or stiffness in upper back	4%	8%	5%	7%	6%	4%
Pain or stiffness in lower back	4%	7%	4%	6%	7%	6%
Pain or numbness in shoulder/neck	4%	5%	6%	7%	6%	4%
Pain or numbness in hands or wrists	2%	2%	4%	2%	1%	2%

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

Exhibit 5-4: Variation in Distribution of Cases for Selected Indoor Air Quality Symptoms, by Waterside Mall Sector

SELECTED SYMPTOM	WATERSIDE MALL AVERAGE	WATERSIDE MALL SECTOR					
		EAST TOWER	WEST TOWER	MALL 2ND FLOOR	MALL 3RD FLOOR	NE MALL	SE MALL
Headache	16%	-1.7%	-2.6%	2.3%	3.6%	-0.0%	2.4%
Runny nose	8%	-1.8%	0.4%	0.7%	1.5%	-0.4%	-0.9%
Stuffy nose/sinus congestion	16%	-0.9%	-2.9%	0.1%	4.2%	-0.5%	-0.4%
Dry, itching, or tearing eyes	17%	-2.2%	-1.7%	4.8%	1.7%	-3.4%	3.1%
Burning eyes	10%	-1.4%	-0.5%	2.8%	0.9%	-1.0%	-0.3%
Dry throat	10%	-2.1%	-1.1%	4.6%	1.7%	-2.1%	3.4%
Unusual fatigue or tiredness	15%	-2.3%	0.5%	2.7%	2.8%	-2.6%	0.7%
Sleepiness or drowsiness	15%	-1.8%	-1.6%	2.6%	2.1%	-1.0%	4.7%
AVERAGE		-1.8%	-1.2%	2.6%	2.3%	-1.4%	1.6%

Reference: Part II, Question 7.

Exhibit 5-5: Variation in Distribution of Cases for Respiratory or Flu-like Symptoms, by Waterside Mall Sector

SELECTED SYMPTOM	WATERSIDE MALL AVERAGE	WATERSIDE MALL SECTOR					
		EAST TOWER	WEST TOWER	MALL 2ND FLOOR	MALL 3RD FLOOR	NE MALL	SE MALL
Cough	4%	-0.8%	0.8%	1.2%	1.3%	-0.4%	-2.6%
Wheezing or whistling in chest	1%	-0.6%	-0.4%	0.1%	1.0%	0.2%	0.6%
Shortness of breath	2%	-1.0%	-0.2%	0.5%	0.8%	0.5%	0.2%
Chest tightness	2%	-0.2%	-0.6%	0.9%	0.2%	0.0%	0.2%
Fever	1%	3.3%	-0.1%	-0.3%	0.3%	0.1%	4.9%
Aching muscles or joints	4%	-1.4%	-0.3%	0.9%	1.0%	0.1%	1.6%
AVERAGE		-0.1%	-0.1%	0.6%	0.8%	0.1%	0.8%

Reference: Part II, Question 7.

Exhibit 5-6: Variation in Distribution of Cases for Ergonomic Symptoms, by Waterside Mall Sector

SELECTED SYMPTOM	WATERSIDE MALL AVERAGE	WATERSIDE MALL SECTOR					
		EAST TOWER	WEST TOWER	MALL 2ND FLOOR	MALL 3RD FLOOR	NE MALL	SE MALL
Pain or stiffness in upper back	6%	-1.8%	1.7%	-0.6%	0.8%	0.6%	-1.8%
Pain or stiffness in lower back	6%	-1.1%	1.1%	-2.1%	0.1%	0.9%	0.3%
Pain or numbness in shoulder/neck	6%	-1.4%	-0.7%	0.8%	1.9%	0.1%	-2.0%
Pain or numbness in hands or wrists	2%	-0.4%	-0.0%	1.4%	0.1%	-1.2%	-0.6%
AVERAGE		-1.2%	0.5%	-0.1%	0.7%	0.1%	-1.0%

Reference: Part II, Question 7.

As can be seen from the totals in each of these three exhibits, the 2nd floor Mall, 3rd floor Mall, and Southeast Mall have a higher than average proportion of cases for indoor air quality symptoms and respiratory or flu-like symptoms. The West Tower and 3rd floor Mall report the highest number of cases of ergonomic symptoms.

Respondents were asked if there was any seasonal variation in the symptoms they experienced. Exhibit C-7 displays these data. All three buildings exhibit the same seasonal relationships. About half of the respondents reported no seasonal variation in their symptoms, while nearly 40 percent reported that winter was their worst season.

At this time, however, any observed differences in symptom prevalence across buildings or building sectors cannot be attributed to any environmental factors. A more complete analysis, which will be reported in Volume III, will attempt to assess relationships between health outcomes and environmental measurements, taking into account a variety of other workplace and personal characteristics that may also be associated with health symptoms.

5.2.2 Other Health Symptoms Experienced Last Year

In addition to the 32 symptoms, additional questions were asked of employees about certain clusters of symptoms. A separate set of questions asked women employees about gynecological problems. Findings include the following:

- **Flu-like symptoms, chest illness, wheezing, and asthma.** Exhibit 5-7 shows the number and percent of respondents reporting flu-like symptoms (such as wheezing, cough, shortness of breath, fever, chills, and aching muscles or joints - 25-28%); chest illness (17-24%), and wheezing without fever, sore throat, or chills (15-17%). Between 3 and 5 percent of respondents suffered asthma attacks last year. Few differences emerge among the buildings.
- **Gynecological Health.** The questionnaire asked women to provide information on issues of gynecological health. Results are reported in Appendix C, Exhibits C-3 to C-5. The older age profile of female respondents at Crystal is reflected in their responses to questions relating to pregnancy and menopause. Few differences appear among the three buildings in terms of respondents' reports of fibroids, cysts, and enlarged uteri (Exhibit C-5).

Exhibit 5-7: Number and Percent of Responding Employees Reporting Ever Having Symptom Clusters Last Year, by EPA Headquarters Building

SYMPTOM CLUSTER	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Number	Percent	Number	Percent	Number	Percent
Flu-Like Symptoms	866	28%	119	27%	101	25%
Chest Illness	651	21%	106	24%	68	17%
Wheezing without Fever	465	15%	75	17%	61	15%
Asthma Attack	80	3%	21	5%	15	4%

Reference: Part II, Questions 12, 13, 15 and 16c.

5.2.3 Health Symptoms Experienced Last Week

Respondents were asked on how many days last week they experienced the individual symptoms while working in the building. This question was thought to provide a more immediate, and perhaps more accurate, measure of the extent of symptom occurrence since the recall period was much more recent. In addition, this question was used to select sampling locations. The results, reported in Exhibit 5-8, show the percentage of respondents experiencing the symptom at least one day on the previous week among respondents; also shown are the average number of days respondents experienced the symptom in the last week. These percentages are based upon all those reporting symptoms whether or not those symptoms improved away from work; therefore, they are most likely over estimates of work-related symptoms.

In general, the results appear consistent with the relative ranking of symptoms in the previous year (Exhibit 5-1a) although the percentages reporting symptoms are much higher. This is not surprising, however, since the percentages of symptoms experienced during the past year represented only those who responded "often" or "always." Forty percent or more of respondents in each building reported experiencing headaches, stuffy nose, fatigue, and sleepiness. Respondents reporting symptoms in the week before the survey indicated an average duration of the symptom of between two and three days for most symptoms.

Exhibit C-6 shows symptoms reported in the previous week for the Waterside Mall sectors. Respondents in the 2nd floor of the Mall reported the highest percentage for 14 of the symptoms, followed by respondents in the Southeast Mall (highest on 10 symptoms), and West Tower employees (highest on 7 symptoms).

5.2.4 Effects of Health Symptoms on Work

EPA employees were asked to assess the effects of their symptoms on their work. The data are summarized in Exhibit 5-9. Approximately one third of respondents indicated that their symptoms reduced their ability to work at least sometimes. Fairchild employees reported less effect of health symptoms on their work than the other two buildings (28% reported reduced ability to work sometimes, often, or always during the past year, compared to 38% for Crystal and 36% for Waterside). However, there was little difference among the buildings in the percentage of

Exhibit 5-8: Percent of All Respondents Reporting One or More Days of Symptom and Average Symptom Days Last Week, by EPA Headquarters Building

SYMPTOMS	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	% 1+ Days*	Avg. Days	% 1+ Days*	Avg. Days	% 1+ Days*	Avg. Days
Headache	53%	2.0	47%	2.0	49%	2.2
Nausea	13%	1.7	12%	1.7	13%	1.6
Runny Nose	42%	2.7	36%	2.8	36%	2.7
Stuffy Nose	51%	2.9	47%	3.0	51%	2.8
Sneezing	40%	2.3	38%	2.3	40%	2.4
Cough	31%	2.6	30%	2.5	30%	2.5
Wheezing	8%	2.5	7%	2.6	8%	3.0
Shortness of Breath	11%	2.4	10%	2.6	9%	2.4
Chest Tightness	9%	2.3	11%	2.4	9%	2.3
Dry, Itching, or Tearing Eyes	41%	2.6	35%	2.7	40%	2.6
Sore/Strained Eyes	41%	2.6	37%	2.5	44%	2.6
Blurry/Double Vision	16%	2.5	13%	2.6	17%	2.7
Burning Eyes	28%	2.5	23%	2.6	29%	2.5
Sore Throat	25%	2.2	22%	2.2	22%	2.1
Hoarseness	15%	2.3	13%	2.5	14%	2.1
Dry Throat	31%	2.6	25%	2.7	26%	2.6
Unusual Fatigue	44%	2.6	40%	2.7	43%	2.5
Sleepiness	50%	2.4	49%	2.6	48%	2.4
Chills	18%	2.4	9%	2.2	15%	2.2
Fever	8%	1.9	6%	2.6	8%	1.9
Aching Muscles	26%	2.5	26%	2.7	21%	2.4
Problems w/ Contact Lenses**	46%	2.8	39%	2.6	44%	2.3
Difficulty Remembering Things	21%	2.4	18%	2.2	19%	1.9
Dizziness/Lightheadedness	18%	2.0	13%	2.2	15%	1.8
Feeling Depressed	27%	2.2	26%	2.4	26%	2.3
Tension or Nervousness	37%	2.3	39%	2.6	35%	2.4
Difficulty Concentrating	33%	2.3	33%	2.3	32%	2.0
Dry or Itchy Skin	36%	3.3	30%	3.2	34%	3.1
Pain in Upper Back	23%	2.5	22%	2.6	24%	2.6
Pain in Lower Back	27%	2.5	25%	2.7	24%	2.3
Pain in Shoulder/Neck	21%	2.6	21%	2.6	19%	2.5
Pain in Hands or Wrist	11%	2.6	11%	2.6	10%	2.6

*Based on the total number of responding employees.

**These percentages are based upon only the people who wear contact lenses at work (Part II, Question 1.a), as opposed to all responding employees.

Reference: Part II, Question 7.

Exhibit 5-9: Number and Percentage of Responding Employees Indicating Impact of Symptoms on Ability to Work Last Year, by EPA Headquarters Building

	NUMBER	PERCENT RESPONDING				
		NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS
Symptoms Reduced Ability to Work						
Waterside Mall	2,999	32%	32%	29%	6%	1%
Crystal Mall	430	32%	31%	31%	6%	1%
Fairchild	393	38%	34%	23%	4%	1%
Symptoms Resulted In Staying Home or Leaving Work Early						
Waterside Mall	2,967	44%	30%	23%	2%	*
Crystal Mall	429	46%	28%	22%	3%	*
Fairchild	387	50%	28%	21%	1%	*

* 'Always' was not a possible answer in Question 9.

Reference: Part II, Questions 8 and 9.

employees who reported that their symptoms resulted in having to stay home or leave work early sometimes or often in the past year (22-25% at each building). The symptom most often mentioned as the reason for leaving work early or staying home was headaches (Exhibit C-8). Within Waterside Mall, more respondents in the 2nd floor Mall, 3rd floor Mall, and Southeast Mall said that their symptoms reduced their ability to work than did employees in other sectors of the building (Exhibit C-9).

5.2.5 Perceived Association of Symptoms with Building

Employees were asked whether (a) they associated their health symptoms with conditions in the building; (b) felt that the conditions had improved over the year; and (c) had experienced more or less infections, or longer or shorter periods of infection, since working in the building.

As shown in Exhibit 5-10, 62 percent of Waterside employees associated one or more of their symptoms with the building they work in, compared to 56 percent of Crystal employees and 49 percent of Fairchild employees. Once again, within Waterside Mall, employees in the 2nd floor Mall, 3rd floor Mall, and Southeast Mall perceived a stronger association of their symptoms with the building than other sectors (Exhibit C-10). Most respondents in all three buildings found their symptoms neither improved nor worsened over the past year.

Another view of the association between symptoms and buildings is provided by Exhibit 5-11 which shows how respondents view the connection between their symptoms and the building. Here, the number of responding employees is the same as in Exhibits 5-1 to 5-6, but the comparison base is changed to include only employees who suffer from these symptoms often or always. (The bases are in Exhibit 5-1a.) Thus, for example, at Waterside Mall, of respondents who had headaches often or always last year, 74 percent found their headaches getting better when they left the building.⁴ Similarly high percentages are found for other symptoms as well. In each building, for over half the 32 symptoms, over 60 percent of those who suffer frequently from the symptom implicitly attribute the symptom to the building.

⁴In the case of headaches, 478 employees reported them often or always and also said the symptoms improved outside of work (see footnote 1 in this section). This number in relation to the total number of 650 employees suffering from headaches often or always is 74%. Other entries in Exhibit 5-12 are calculated in a similar way.

Exhibit 5-10: Percentage of Responding Employees Associating Symptoms with Building Last Year, by EPA Headquarters Building

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Percent Associating Symptoms with Building	62%	56%	49%
Symptoms Improved over the Last Year	11%	8%	8%
Symptoms became Worse over the Last Year	29%	26%	24%
Symptoms Remained the Same	60%	66%	68%
Employees Responding	2,922	418	379

Reference: Part II, Question 11.

Exhibit 5-11: Percent of All Respondents Whose Symptoms Get Better Upon Leaving Work, Among Those Who Have Symptoms Often or Always, by EPA Headquarters Building

SYMPTOM	BUILDING		
	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Headache	74%	67%	71%
Nausea	67%	56%	44%
Runny nose	48%	53%	41%
Stuffy nose/sinus congestion	51%	54%	48%
Sneezing	59%	67%	58%
Cough	52%	57%	50%
Wheezing or whistling in chest	50%	20%	58%
Shortness of breath	52%	40%	71%
Chest tightness	63%	33%	71%
Dry, itching, or tearing eyes	75%	68%	84%
Sore/strained eyes	77%	79%	84%
Blurry/double vision	70%	74%	76%
Burning eyes	80%	78%	90%
Sore throat	60%	52%	65%
Hoarseness	71%	79%	60%
Dry throat	73%	79%	90%
Unusual fatigue or tiredness	69%	69%	70%
Sleepiness or drowsiness	75%	86%	74%
Chills	76%	43%	90%
Fever	74%	80%	50%
Aching muscles or joints	39%	30%	45%
Problems with contact lenses*	82%	65%	67%
Difficulty remembering things	36%	43%	77%
Dizziness/lightheadedness	72%	70%	67%
Feeling depressed	59%	60%	60%
Tension or nervousness	75%	71%	80%
Difficulty concentrating	73%	71%	81%
Dry or itchy skin	29%	24%	34%
Pain or stiffness in upper back	54%	58%	64%
Pain or stiffness in lower back	44%	47%	49%
Pain or numbness in shoulder/neck	52%	55%	60%
Pain or numbness in hands or wrists	44%	28%	58%

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

As in Exhibit 5-1b, Waterside Mall employees show higher figures than the other two buildings for headaches, nausea, and contact lens problems. Crystal City employees report higher figures on runny nose, stuffy nose, sneezing, cough, hoarseness, sleepiness and fever. For 20 of the 32 symptoms, however, it is the employees at Fairchild (who report symptoms often or always) who most often report their symptoms getting better when they leave the building.

More Waterside employees than in either of the other two buildings reported that both the frequency and duration of their infections (e.g., colds, flu, bronchitis, etc.) had increased since they began work in the building. As Exhibit 5-12 shows, 39 percent of respondents at Waterside reported more frequent infections (compared to 31% and 23% for Crystal and Fairchild, respectively), and 36 percent of Waterside respondents reported longer lasting infections since beginning work in the building (compared to 31% and 23% for Crystal and Fairchild, respectively).

5.2.6 Potential Sources of Irritation

Respondents were questioned about nine possible sources of eye, nose, throat, and respiratory irritation. As Exhibit 5-13 shows, paint and tobacco smoke were mentioned among the top four sources in all three buildings. At Waterside Mall, fumes from new carpeting, paint, and tobacco smoke were mentioned as the three leading candidates for cause of irritation. Crystal respondents were more likely to identify paint fumes, tobacco smoke, and fumes from copy machines. Fairchild respondents pointed primarily to new carpeting, tobacco smoke, and fumes from new drapes and paint. (Complete tabulations of responses are shown in Exhibit C-11. See also Exhibit C-21 which shows that about 30% of respondents in each building report having a special sensitivity to eye, nose, throat, or respiratory irritants.)⁵

Exhibit 5-14 profiles the three most commonly reported sources of irritation at Waterside Mall, showing the variation by sector. Southeast and both floors of the Mall have the greatest percentages of employees associating irritation to new carpets and paint. Southeast, Second Floor Mall and West Tower have the greatest percentages of employees irritated by

⁵Note that these exhibits count "sometimes" responses in addition to "often" and "always" responses. This is because of the episodic nature of many of these irritants. In other words, the causes of irritation may occur relatively infrequently (such as new carpeting) but when they do occur, they may produce considerable irritation or discomfort.

Exhibit 5-12: Percent of Responding Employees Reporting Increased Frequency and Duration of Infection Since Beginning Work at Building

	BUILDING		
	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Percent Having Infections:			
More Frequently	39%	31%	23%
Less Frequently	5%	7%	9%
Same Frequency	56%	62%	67%
Employees Responding	2,989	433	396
Percent Whose Infections:			
Last Longer	36%	31%	23%
Last Shorter	3%	4%	4%
Last the Same	61%	65%	72%
Employees Responding	2,935	428	382

*"Infections" refer to colds, flu, bronchitis, etc.

Reference: Part II, Question 17.

Exhibit 5-13a: Percent of Responding Employees Attributing Eye, Nose, Throat or Respiratory Irritation to Various Causes at Workstation Last Year -- WATERSIDE MALL

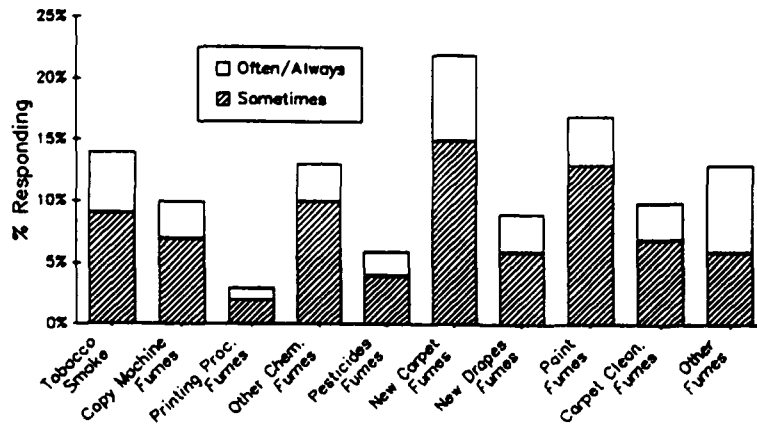


Exhibit 5-13b: Percent of Responding Employees Attributing Eye, Nose, Throat or Respiratory Irritation to Various Causes at Workstation Last Year -- CRYSTAL MALL

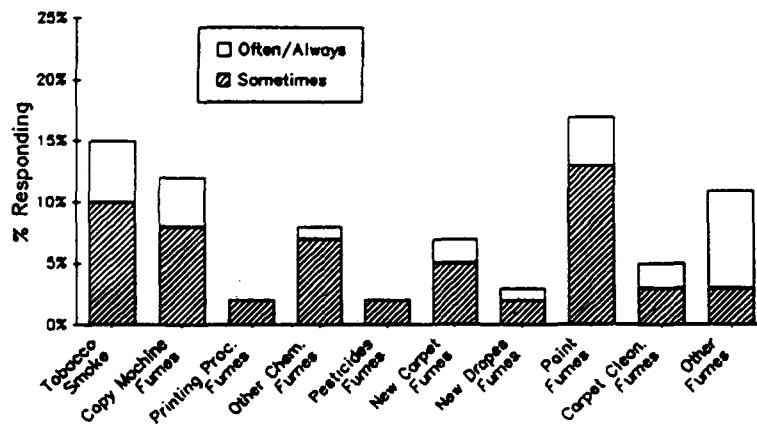


Exhibit 5-13c: Percent of Responding Employees Attributing Eye, Nose, Throat or Respiratory Irritation to Various Causes at Workstation Last Year -- FAIRCHILD BUILDING

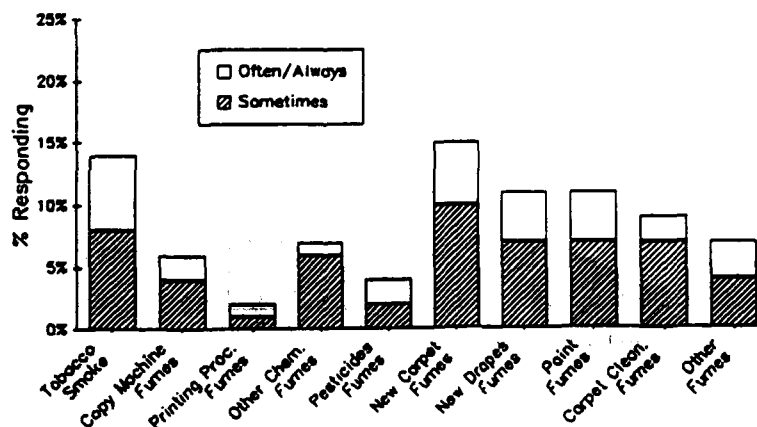


Exhibit 5-14a: Percent of Responding Employees Attributing Eye, Nose or Throat Irritation to New Carpet Last Year, by Waterside Mall Sector

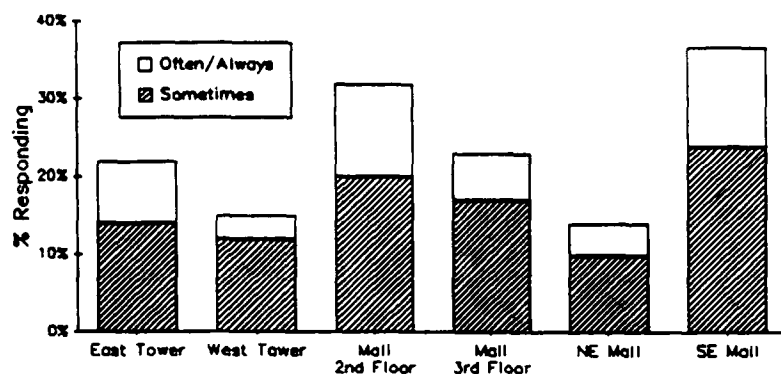


Exhibit 5-14b: Percent of Responding Employees Attributing Eye, Nose or Throat Irritation to Paint Last Year, by Waterside Mall Sector

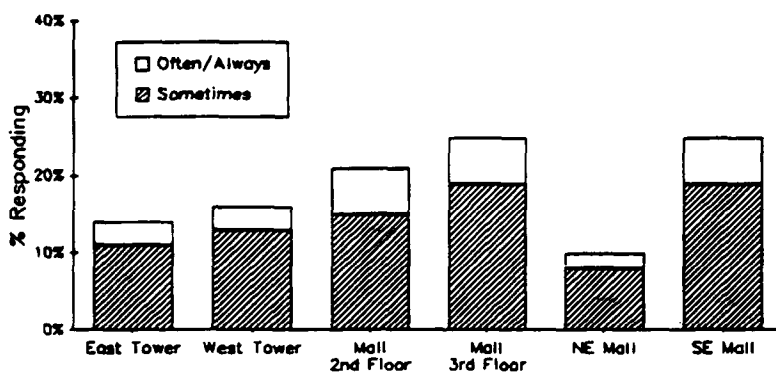
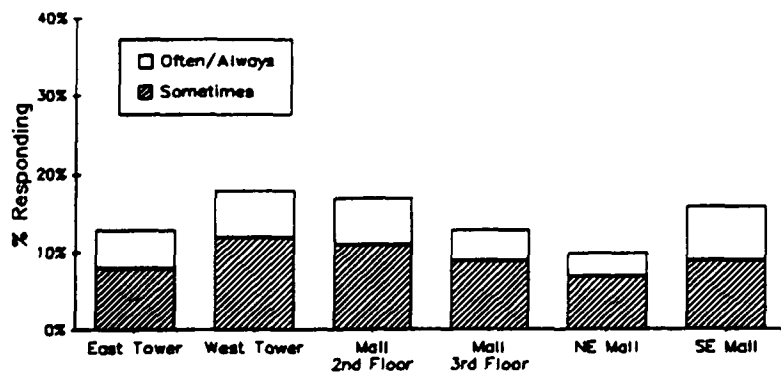


Exhibit 5-14c: Percent of Responding Employees Attributing Eye, Nose or Throat Irritation to Tobacco Smoke Last Year, by Waterside Mall Sector



tobacco smoke. It should be noted that EPA headquarters' smoking policy permits smoking only in designated rest rooms.

5.3 Comfort Issues

This section reports on the comfort level experienced by respondents in working at EPA headquarters buildings. Two aspects of comfort are dealt with separately -- comfort associated with indoor air quality (e.g., how one feels about the temperature, stuffiness, odors, etc.), and comfort related to the physical environment (as in the ergonomics of the workstation, the comfort of the chairs, etc.).

Air Quality Comfort

A complete tabulation of responses to questions on air movement, temperature, humidity, noise, and dust is presented in Exhibits C-12 and C-13 for each building and by Waterside sector. An extract of key comfort concerns is displayed in Exhibit 5-15, which shows that between 40 percent and 51 percent of respondents often or always wanted to adjust air movement in their buildings, between 38 percent and 55 percent often or always wanted to adjust the temperature, and between 32 percent and 35 percent often or always wanted to adjust humidity. In all three buildings, respondents reported the air to be often or always too dry rather than too humid, with too little as opposed to too much air movement. For example, in Crystal Mall, these reported percentages were 38 percent as opposed to 8 percent and 48 percent as opposed to 3 percent, respectively. The desire to adjust temperature was seasonally dependent in all three buildings, with respondents wanting to adjust temperature more during winter and summer. For example, over two-thirds of all respondents in Waterside Mall reported wanting to adjust temperature during winter and summer months.

Exhibit 5-16 breaks down the responses by Waterside Mall sectors. Lack of air movement appears most prevalent in the 2nd and 3rd floors of the Mall and the Southeast Mall; temperature adjustments are most often desired in the 2nd and 3rd floors Mall, West Tower and Southeast Mall (Exhibit C-13). Changes in physical conditions are most desired in the winter and summer seasons (Exhibit 5-17).

Exhibit 5-15: Number and Percent Reporting Often or Always Wanting to Adjust Environmental Comfort Last Year, by EPA Headquarters Building

	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Number	Percent	Number	Percent	Number	Percent
Adjust Air Movement	1,574	51%	210	46%	164	40%
Adjust Temperature	1,708	55%	174	38%	162	40%
Adjust Humidity	1,077	35%	160	35%	131	32%

Reference: Part III, Questions 1c, 1f and 1i.

Exhibit 5-16: Number and Percent Reporting Often or Always Wanting to Adjust Environmental Comfort Last Year, by Waterside Mall Sector

	WATERSIDE MALL SECTOR											
	EAST TOWER		WEST TOWER		MALL 2ND FLOOR		MALL 3RD FLOOR		NE MALL		SE MALL	
	N	%	N	%	N	%	N	%	N	%	N	%
Adjust Air Movement	759	45%	581	49%	392	61%	489	58%	432	51%	216	58%
Adjust Temperature	765	52%	594	59%	394	62%	491	59%	431	54%	221	57%
Adjust Humidity	756	33%	589	34%	392	40%	484	41%	429	33%	217	42%

Reference: Part III, Questions 1c, 1f and 1i.

Exhibit 5-17a: Number and Percent of Employees Responding Wanting to Adjust Physical Conditions, by Season -- WATERSIDE MALL

	NONE		WINTER		SPRING		SUMMER		FALL	
	N	%	N	%	N	%	N	%	N	%
Air Movement	339	11%	1,729	56%	1,126	36%	2,126	68%	1,071	34%
Temperature	125	4%	2,178	70%	1,000	32%	2,124	68%	974	31%
Humidity	656	21%	1,514	49%	695	22%	1,460	47%	679	22%
Odors	1,558	50%	758	24%	596	19%	927	30%	574	19%

Exhibit 5-17b: Number and Percent of Employees Responding Wanting to Adjust Physical Conditions, by Season -- CRYSTAL MALL

	NONE		WINTER		SPRING		SUMMER		FALL	
	N	%	N	%	N	%	N	%	N	%
Air Movement	64	14%	234	52%	156	34%	311	69%	152	34%
Temperature	43	10%	272	60%	123	27%	302	67%	118	26%
Humidity	104	23%	247	55%	100	22%	183	40%	93	21%
Odors	251	55%	111	25%	82	18%	134	30%	84	19%

Exhibit 5-17c: Number and Percent of Employees Responding Wanting to Adjust Physical Conditions, by Season -- FAIRCHILD BUILDING

	NONE		WINTER		SPRING		SUMMER		FALL	
	N	%	N	%	N	%	N	%	N	%
Air Movement	71	17%	217	53%	124	30%	241	59%	115	28%
Temperature	35	9%	272	66%	110	27%	242	59%	106	26%
Humidity	113	28%	186	45%	76	19%	169	41%	79	19%
Odors	238	58%	80	20%	60	15%	104	25%	55	13%

Reference: Part III, Question 3.

Employees were asked how often they took fresh air breaks. As shown in Exhibit C-36, nearly half of all employees in all three buildings take fresh air breaks one to four times per week, while over 20 percent of Waterside Mall and Crystal Mall employees take fresh air breaks more than five times a week.

Exhibit 5-18 shows the frequency with which respondents "sometimes," "often," or "always" noticed different types of odors at their workstations, by building. (Again, "sometimes" responses are included in these exhibits because of the episodic nature of the Exhibit 5-14 odors. For a complete tabulation of responses on odors, see Exhibit C-14.) Food smells and cosmetics are the most common, with body odor, tobacco smoke, new carpets, copy machines, and paint contributing "sometimes" to the problem. Exhibit 5-19 shows the breakdown by Waterside Mall sector for selected odors that have previously been reported anecdotally to be problems.

Physical Comfort

Ergonomic issues encompass lighting, chair comfort, and general workstation comfort. Respondents' overall satisfaction with their physical workstations last year ranges from 62 percent in Waterside to 79 percent in Fairchild (see Exhibit 5-20). For the majority of respondents, the situation stayed about the same over the past year (Exhibit C-15). About two-thirds of employees were reasonably comfortable with their chairs, desk set-up, and equipment (Exhibit C-16); 45 percent to 56 percent reported glare at their workstation (Exhibit C-17). Just over half of respondents rated the lighting at their workstation just right, with about a third finding it a little too dim (Exhibit C-18).

5.4 Employee Characteristics

This section outlines the findings of the survey in terms of background characteristics of respondents, including demographic characteristics, health factors not related to the buildings, job satisfaction and sources of stress, and the physical work environments in which employees work. Information is presented for the three buildings as a whole with no breakdowns for individual Waterside Mall sectors.

Exhibit 5-18a: Odors Noticed at Present Workstation Last Year -- WATERSIDE MALL

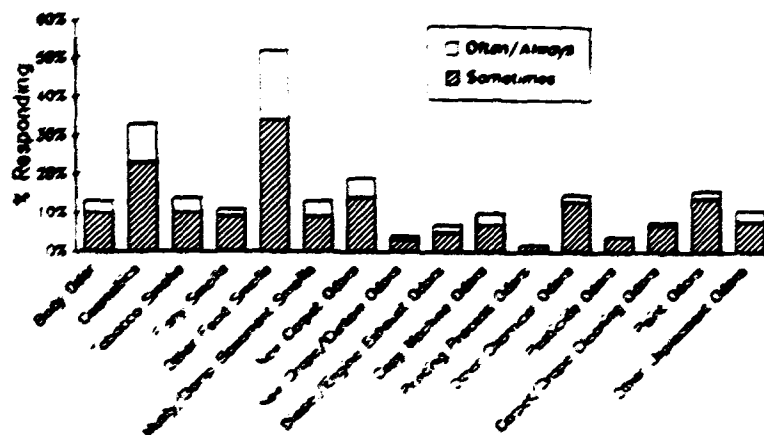


Exhibit 5-18b: Odors Noticed at Present Workstation Last Year -- CRYSTAL MALL

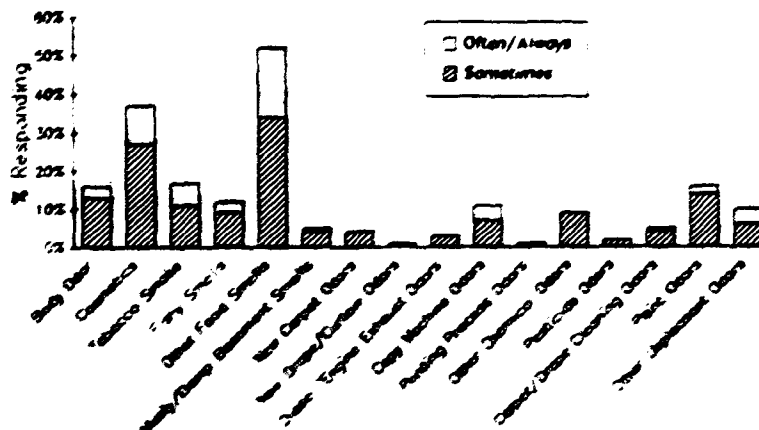
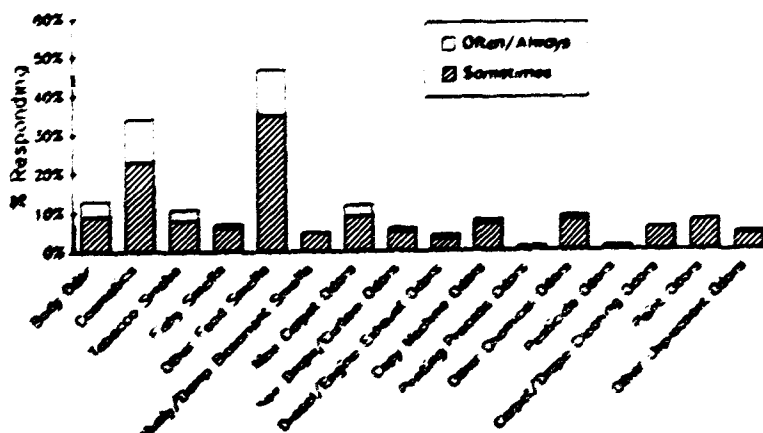


Exhibit 5-18c: Odors Noticed at Present Workstation Last Year -- FAIRCHILD BUILDING



Reference: Part III, Question 2.

Exhibit 5-19a: Percent of Responding Employees Who Noticed Other* Food Smells at Present Workstation Last Year, by Waterside Mall Sector

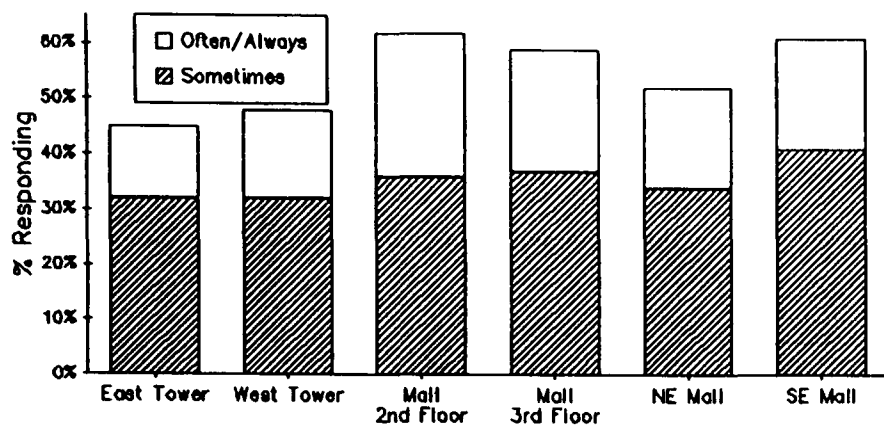
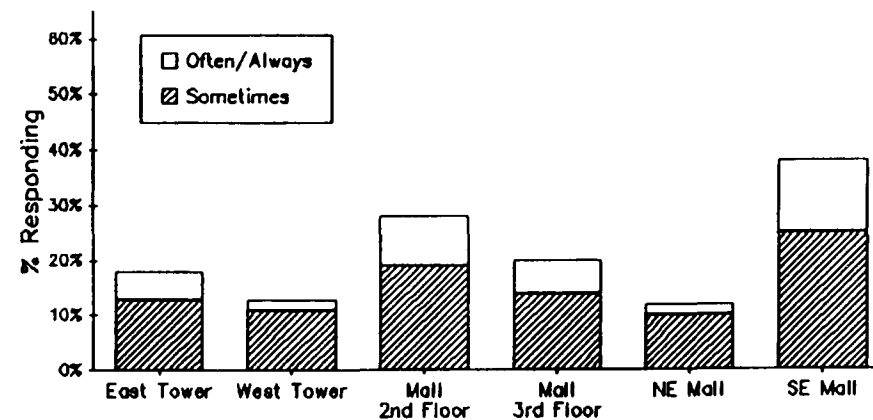


Exhibit 5-19b: Percent of Responding Employees Who Noticed New Carpet Odors at Present Workstation Last Year, by Waterside Mall Sector



5-32

Exhibit 5-19c: Percent of Responding Employees Who Noticed Diesel/Engine Exhaust Odors at Present Workstation Last Year, by Waterside Mall Sector

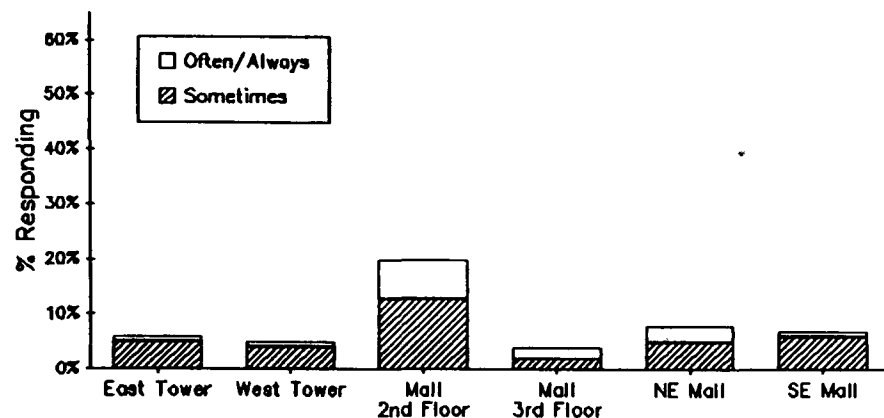


Exhibit 5-19d: Percent of Responding Employees Who Noticed Paint Odors at Present Workstation Last Year, by Waterside Mall Sector

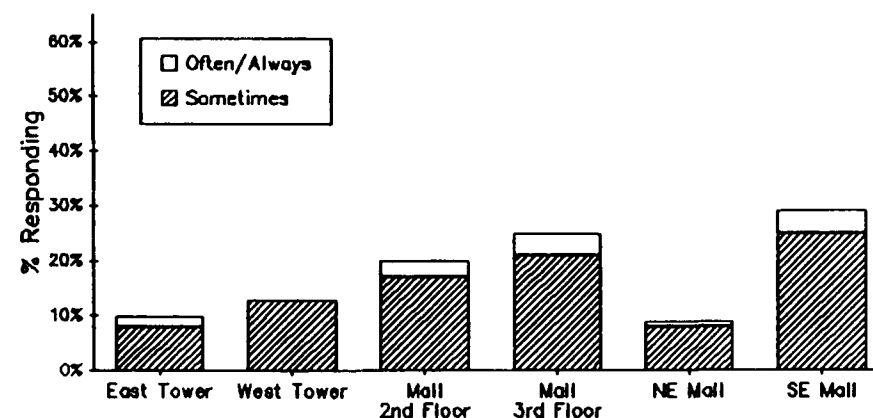


Exhibit 5-20: Degree of Satisfaction with Physical Workstation Environment Last Year and Last Week, by EPA Headquarters Building

	EMPLOYEES RESPONDING	PERCENT RESPONDING			
		VERY SATISFIED	SOMEWHAT SATISFIED	NOT TOO SATISFIED	NOT AT ALL SATISFIED
Last Year					
Waterside Mall	3,030	13%	49%	28%	10%
Crystal Mall	448	18%	55%	20%	7%
Fairchild	400	26%	53%	16%	5%
Last Week					
Waterside Mall	3,054	10%	47%	32%	11%
Crystal Mall	450	18%	50%	24%	8%
Fairchild	405	23%	53%	19%	5%

Reference: Part III, Questions 10 and 11.

The factors described in this section will be used in Volume III to help explain patterns of health symptoms and comfort problems. They are expected to provide more detailed insights into the differential health and comfort problems experienced by different types of employees or employees in different buildings or sectors. For example, it may be possible to draw conclusions that certain symptoms are found disproportionately among employees working in particular types of workstations or subject to particular types of work-related stress. Or, for example, people with pre-dispositions to allergies, or people who smoke may experience heightened reactions to indoor air irritants; they may also experience health symptoms independent of the effects of potential indoor air pollution in EPA buildings. It is important to control for these background factors when conducting multivariate analyses, in order to determine to what extent health and comfort symptoms can be attributed to building conditions and to what extent they can be attributed to other independent factors.

5.4.1 Demographics

The demographic background factors included in the questionnaire involved respondents' age, gender, educational status, and professional status.

Age and gender distributions are shown in Exhibit 5-21. Waterside Mall has a greater percentage of female employees (53%) than the other two buildings (42% at Crystal, 47% at Fairchild). Crystal Mall employees tend to be older than the other two buildings; only 17 percent of Crystal employees are under age 35, compared to about a third at the other two buildings.

Most EPA respondents fall into job categories of managerial, professional, or administrative labor. Fairchild and Waterside employees have somewhat higher proportions of clerical staff (21-22%) than at Crystal Mall (16%) (see Exhibit C-19). Fairchild has considerably fewer people with graduate degrees (27% compared to 45% at Waterside and 54% at Crystal; see Exhibit C-20).

Exhibit 5-21: Age and Gender Distribution, by EPA Headquarters Building

	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Male	Female	Male	Female	Male	Female
Employees Responding	1,422	1,597	252	183	209	188
24 years or younger	1%	11%	2%	8%	1%	4%
25 - 34 years	21%	31%	10%	15%	26%	32%
35 - 44 years	42%	36%	39%	44%	47%	36%
45 - 54 years	25%	12%	27%	20%	16%	14%
55 - 64 years	9%	7%	18%	11%	7%	5%
65 years and older	2%	2%	5%	2%	2%	4%

Reference: Part II, Questions 21 and 22.

5.4.2 General Health Characteristics

Several questions on general health characteristics were asked to assess factors which can affect responses to the questions regarding health symptoms. These included medical history, the use of corrective lenses, and smoking history.

- **Medical History** (Exhibits C-21 and C-22). Some individuals have an increased rate of eczema and allergies to pollens or animals. Fewer than 10 percent of respondents in each building reported having had eczema, but between 44 percent and 50 percent of respondents reported an allergy to either pollen, plants, or dust. About 30 percent of respondents in each building indicated they believed they had a special sensitivity to eye, nose, throat, or respiratory irritants. Persons with asthma may report more respiratory symptoms than those without such a condition. Most (82-89%) of the people reporting physician-diagnosed asthma stated that it was diagnosed before they started work in the building. Such pre-existing asthma can thus be a risk factor for the development of symptoms in the building. Individuals who have developed asthma since working in the building may also be at increased risk for other symptoms.
- **Corrective Lenses.** Approximately two-thirds (62-69%) of employees in each building who wear contact lenses, wear them often or always at work (see Exhibit C-23). At Crystal Mall, 20 percent of employees who wear contact lenses never wear them at work. Reasons reported for this included the comment that the air in the building is too dry to wear them comfortably, as well as a number of non-work-related reasons.
- **Tobacco Smoking.** Between 14 and 18 percent of respondents are current smokers; another 22 percent to 31 percent are former smokers (see Exhibit C-24). Among current smokers, the vast majority (85-93%) do not smoke at their workstation, but most smokers (74-89%) sometimes or often do smoke at other locations at work. Few differences were noted between the buildings on smoking habits, although Fairchild shows a slightly higher percentage of smokers, a higher percentage of smoking at work, and higher numbers of cigarettes smoked per day. (All three buildings have policies that permit smoking only in designated rest rooms.)

5.4.3 Job Satisfaction and Stress

Various types of stress are capable of producing health symptoms that are similar to those associated with poor indoor air quality and that may therefore influence the results. A series of questions was designed to assess levels of job satisfaction and sources of work-related and external stress. A description of the distribution of these factors is presented below. Analysis of

the relationships between these stressors and reported health and comfort concerns will be addressed in Volume III.

Responses to questions about job satisfaction were highly similar at all three buildings, as can be seen in Exhibit 5-22: about 85 percent of respondents are very or somewhat satisfied with their jobs. This level of satisfaction drops with respect to salary, but a still substantial majority -- 71-73 percent of respondents -- report that they are satisfied with their salary. Between 57 percent and 65 percent of respondents report being satisfied with the opportunities available for advancement.

Tabulated responses to questions on five job stress scales -- role conflict, job control, quantitative workload, underutilization of abilities, and role ambiguity -- show few differences across EPA buildings (see Exhibits C-25 through C-29). For example, 73 percent to 77 percent of respondents are clear on their job responsibilities, and 59-60 percent indicate that they rarely get conflicting orders from those in a position of authority. On the other hand, many more respondents appear to feel that their skills are being underutilized. For example, only 43 percent to 48 percent of respondents report that they are "fairly often" or "very often" allowed to do the things they do best.

Home and other outside responsibilities can also contribute to stress. Exhibit C-30 contains data on external causes of stress. The distributions are again similar across buildings, with 45-47 percent of employees having children at home, 25-26 percent having major responsibility for child care duties, and 62-66 percent reporting major responsibility for housecleaning duties. Between 29 percent and 34 percent of respondents in each building report a regular commitment of five or more hours per week outside of their jobs.

5.4.4 Workstation and Exposure

Information on the physical elements of the work environment comes from answers to Part I of the questionnaire.

- **Type of Office Space.** Exhibit 5-23 displays data on types of workstations at EPA headquarters. By far the most common type of working arrangement at Crystal Mall is an enclosed office with a door (84% of respondents), and

Exhibit 5-22: Satisfaction with Specific Characteristics of Job, by EPA Headquarters Building

	EMPLOYEES RESPONDING	PERCENT RESPONDING			
		VERY SATISFIED	SOMEWHAT SATISFIED	NOT TOO SATISFIED	NOT AT ALL SATISFIED
Satisfaction with Job					
Waterside Mall	3,042	38%	47%	11%	3%
Crystal Mall	448	38%	46%	13%	3%
Fairchild	400	39%	45%	12%	5%
Satisfaction with Salary					
Waterside Mall	3,039	21%	52%	19%	8%
Crystal Mall	448	21%	50%	22%	8%
Fairchild	399	21%	52%	19%	9%
Satisfaction with Opportunity for Advancement					
Waterside Mall	3,009	22%	39%	24%	16%
Crystal Mall	448	21%	36%	25%	17%
Fairchild	397	23%	42%	22%	13%

Reference: Part IV, Questions 1a, 2 and 3.

Exhibit 5-23: Description of Current Workstation, by EPA Headquarters Building

WORKSTATION CHARACTER	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
	Percent Respondents	Percent Respondents	Percent Respondents
Type of Space:			
Enclosed Office with Door	66%	84%	27%
Cubicle with Mid-Height Partitions	19%	7%	65%
Open Office Area	13%	8%	5%
Other	2%	1%	3%
Employees Responding	3,048	444	407
Space Sharing:			
Single Occupant	54%	30%	74%
Shared with One Other Person	26%	51%	19%
Shared with Two or More Other Persons	19%	18%	7%
Employees Responding	3,050	443	405

Reference: Part I, Questions 1a and 1b.

occupancy by either one or two people (81% respondents). At Waterside, 66 percent of respondents' workstations are fully enclosed offices; another 19 percent are cubicles with mid-height partitions, and 13 percent are open office areas. Over half the respondents indicated their workspace has a single occupant. At Fairchild, cubicles are the most commonly found work space (65% of respondents), followed by enclosed offices (27%); 74 percent of respondents have single occupant office space. Fewer than 40 percent of Waterside respondents have a window at their workstation; approximately 65 percent of respondents at the other two buildings have windows (see Exhibit C-31).

- **Workstation furnishings, equipment and recent changes.** Types of furniture and equipment, and recent changes in office surroundings are reported in Exhibit C-32. With respect to new furnishings, Crystal respondents reported less new carpeting, new furniture, and new equipment than did respondents in the other two buildings. More Waterside employees (15%) reported seeing evidence of water leaks than either Crystal (7%) or Fairchild (9%) employees. New carpet and its installation has been a focus of other indoor air quality studies and concern at Waterside Mall. Twenty percent of Waterside respondents, 8 percent of Crystal respondents, and 15 percent of Fairchild respondents indicated that there was new carpet within 15 feet of their workstations.
- **Fans, Heaters, Lamps.** Information on the number of respondents who regularly use portable fans, air filters, heaters, and desk lamps gives a good indication of the degree to which employees are dissatisfied enough with their work environments to take steps to ameliorate the conditions (see Exhibit C-33). Desk lamps were used regularly by 42-46 percent of respondents. Portable fans were used most at Waterside (48% of respondents) and Crystal (45%), and less so at Fairchild (36%). Only Waterside respondents regularly made use of portable heaters in any significant numbers (22% of respondents).
- **Workstation and Computers.** An important element in evaluating indoor air quality and work environment conditions is the notion of exposure -- for example, for how many hours in a typical workday is an employee in the vicinity of particular machines, chemical processes, or other potential pollution sources. Descriptive statistics for some of these important situations are shown in Exhibit C-34. Although on average, respondents had been with EPA between 7 and 11 years, the average number of years at a respondent's current workstation varied from 2.0 years at Fairchild to 3.1 years at Crystal.

Respondents in each building reported spending close to 7 hours per day at their workstations. No large differences were noted between the buildings with respect to the mean amount of time employees spent working with computers (2.9 to 3.5 hours) and copying machines (1 hour). As one would expect, exposure to computers is highly variable across respondents; some respondents rarely if ever use computers, while high-use respondents (such as clerical employees) use them 7-8 hours per day. Most employees did not work in the vicinity of photographic or printing processing or other chemicals such as glues and cleansers; however, some employees did spend most of their day with these processes or exposed to chemicals.

5.5 Essay Question

The final question on the questionnaire asked respondents to volunteer their comments on environmental or health matters in their building, using their own words. At Waterside Mall, nearly 1200 persons (about 39%) took the opportunity to write out a response. The response level was similar at Crystal (36%), and lower at Fairchild (26%). Considering that the question came at the end of a long and complex questionnaire, this is evidence that a large number of employees (more than 1,400) still felt they had something to say.

The essay responses cannot, however, be considered as representative of the entire employee population of the buildings. Nor is it possible to assume that the responses necessarily represent the topics about which the respondent feels most strongly, since some topics not mentioned in the response may have been covered adequately in the main questionnaire. Therefore, the essay responses should be considered on their own merits, as anecdotal accounts and suggestions offered by a substantial subgroup of building occupants.

Exhibit 5-24 presents a tabulation of the first condition mentioned in each essay response. These responses may not reflect the primary concerns of the respondents, for two reasons: (a) the primary concerns may have been adequately dealt with in the main questionnaire; and (b) respondents may not necessarily have prioritized their concerns. However, complete tabulations were made on a sample of 100 respondents and the relative frequency of appearance of these conditions was not appreciably changed. Note that the table is incomplete in that it deals with only one condition per respondent; the true number of persons mentioning a given condition is likely to be larger than the number shown.

The responses show marked differences between buildings in terms of concerns mentioned first. Each building had a different pair of first-mentioned concerns:

- At Waterside Mall, top concerns were the maintenance of the building and the health of the respondent, each mentioned by about 20 percent of the respondents.
- The overriding concern at Crystal Mall was air circulation (33% mentioned stuffy, stale air first); followed by overcrowding (14%).

Exhibit 5-24: Summary of Responses to the Essay Question*

CONDITION	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Number	Percent	Number	Percent	Number	Percent
Maintenance	233	20%	14	8%	5	5%
Health	221	19%	11	7%	10	10%
Air Circulation	190	16%	54	33%	14	13%
Temperature/humidity	172	15%	17	10%	20	19%
Smoking	58	5%	14	8%	20	19%
Overcrowding	57	5%	23	14%	6	6%
Lighting/windows	49	4%	3	2%	4	4%
Odors	40	3%	3	2%	4	4%
Noise	34	3%	4	2%	2	2%
Miscellaneous	106	9%	23	14%	19	18%
Total	1,160	100%**	166	100%	104	100%
Percent of All Respondents	39%		36%		26%	

*For those who listed several responses to this question, only the first one mentioned is tabulated.

**Does not add to 100% because of rounding.

Reference: Part V, Question 6.

- At Fairchild, tobacco smoke, both in the rest rooms and at people's desks (in violation of EPA's smoking policy) and temperatures (almost always too hot) were both first-mentioned concerns of 19 percent of the essay responses.⁶

Employee Reactions to Environmental Factors

Reactions expressed in the essay responses are summarized below for the following environmental concerns: comfort, tobacco smoke, building maintenance, and overcrowding.

Comfort. Comfort variables include ventilation, temperature, and humidity. The most common concern regarding ventilation was of "stuffy" air or no air movement. This was a more common response at Crystal than at the other two buildings. Several respondents identified the need for security and the resultant "sealing" of areas of the building by a series of closed doors as a possible reason for poor air circulation. Several respondents mentioned stale air as reducing their capacity to work. Some respondents in both Fairchild and Crystal reported having to get up and walk to other areas of the building or outside to obtain enough fresh air to be able to continue working.

A common complaint in all buildings was that the temperature was too hot. Many respondents referred to temperatures in the 80's. By contrast, comments that the temperature was sometimes too cold were recorded only by respondents from Waterside. One referred to wearing a winter coat while working at his or her desk throughout the day. Waterside was also the only building where respondents mentioned oscillating hot or cold temperatures as a problem.

Dry air in winter was the most common complaint regarding humidity. Respondents attributed nose dryness and stuffiness to the dry air.

Building Maintenance. Comments regarding building maintenance were common at Waterside, less so at the other two buildings. Several respondents said that Waterside Mall was the worst place they had ever worked, citing the lack of maintenance, unpleasant working

⁶It is worth noting that of the six concerns mentioned first, three – building maintenance, overcrowding, and smoking policy – were not fully explored in the main questionnaire. Future questionnaires of this sort should include questions on employees' perceptions of building maintenance, adequacy of space, and adherence to smoking policy, if any.

conditions, drab, dirty environment, narrow hallways, and maze-like corridors. While a number of respondents directed their anger at EPA management, others pinpointed the design of the building as the principal reason for the intractability of the problem.

In addition to general comments, there were specific concerns expressed about the ventilation system. Waterside respondents referred to dirt-filled air blowing around, sooty, powdery dust, black particles falling from ventilators, and other strange material coming from the ventilation system.

Comments about dusty, dirty working conditions were recorded at all three buildings, with lack of vacuuming, and general clutter contributing to the problem. Poor maintenance of the rest rooms was also mentioned frequently, particularly at Waterside Mall: stopped-up sinks, overflowing toilets, clogged drains, and corresponding dirt, odors, and vermin were mentioned. Remarks on the presence of mice and roaches were more common at Waterside.

Smoking. Despite the institution of smoking regulations at EPA, a number of comments at all three buildings had to do with continued smoking. Fairchild respondents, however, appeared particularly concerned about smoking problems, particularly in the rest rooms.

Overcrowding. A common concern, particularly in Crystal Mall, was crowded conditions. Some respondents mentioned being unable to concentrate because of overcrowding. In some cases, the overcrowding was due to too many people in too small an office; in other cases, office equipment, furniture, and storage files were mentioned as primary contributors.

Employee Reactions to Health Symptoms

Nearly 200 respondents from Waterside Mall, (compared to only 10-11 from the other two buildings) discussed their health concerns in the essay question. Exhibit 5-25 summarizes the symptoms reported first by essay respondents.

Many EPA respondents used the essay question to report an increased frequency of illness. In addition, respondents reported a complex of symptoms involving two or more bodily systems. Commonly, three or more concurrent symptoms were reported from the following list:

Exhibit 5-25: Health Symptoms Reported First, by EPA Headquarters Building*

CONDITION	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Number	Percent	Number	Percent	Number	Percent
Allergies/Reactions	39	18%	0	0%	0	0%
Sinus/Hoarseness	38	17%	1	9%	1	10%
Flu, Colds, Bronchitis	26	12%	5	45%	3	30%
Headache	24	11%	2	18%	1	10%
Sore, Burning Eyes	24	11%	0	0%	0	0%
Fatigue, Drowsiness	12	5%	2	18%	1	10%
Dizziness	7	3%	0	0%	0	0%
Memory Loss	6	3%	0	0%	0	0%
Increased Frequency of Illness	6	3%	0	0%	1	10%
Gynecological Problems	4	2%	0	0%	0	0%
Chest Tightness, Shortness of Breath	3	1%	0	0%	0	0%
Other	32	14%	1	9%	3	30%
Total	221	100%	11	100% **	10	100%

* For those who listed several responses to this question, only first one mentioned is tabulated here.

**Does not add to 100% because of rounding.

Reference Part V, Question 6.

headaches, dry or burning eyes, sore throat, sinus congestion, dry skin, flu-like symptoms, fatigue, loss of memory, difficulty concentrating, and dizziness/light-headedness. Many respondents associated their symptoms with working in their building.

Reactions and Allergies. Many respondents reported chronic or recurring symptoms that they related to allergic reactions to biological contaminants (e.g., dust, mold, pollen, dust mites, roaches), cigarette smoke, marking pens, pesticides, paper (>1 year old), paint, new upholstery, foam products, perfume, hairsprays, and hand lotions. The types of symptoms reported varied from hay fever, sinus congestion, and asthma attacks to fatigue and swollen lymph nodes. In addition, many employees reported acute reactions (e.g., headaches, dizziness, burning eyes) to specific renovation activities, particularly the installation of carpets or moving into offices with new carpets or partitions.

Respiratory Symptoms. Many respondents mentioned frequent colds, flu, bronchitis, and pneumonia episodes, and pointed out that their frequency had increased sharply since working at EPA. Sinus congestion, stuffy nose, and sore throat were among the most common symptoms reported.

Suggestions by Respondents

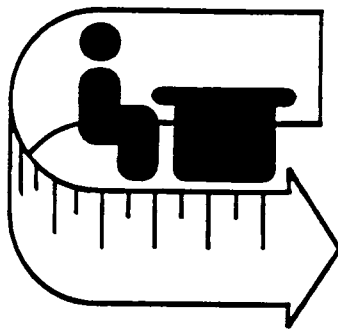
Many respondents gave thoughtful suggestions for ways to improve the building environment. A particularly common suggestion was advance warning before initiating building renovations or spraying chemicals. Other suggestions included more access to natural light in the new building, "full spectrum" lighting, meeting the ASHRAE ventilation standard, central file systems to reduce crowding and exposure to paper, raising partitions off the floor to improve air movement, and wider hallways.

Appendix A

Employee Questionnaire

INDOOR AIR QUALITY AND WORK ENVIRONMENT SURVEY

EPA HEADQUARTERS



We are investigating the air quality and work environment in this building. We need information about your work environment and how it affects you. This information is not available anywhere else. Therefore, we must rely on your answers to this survey, along with monitoring of environmental conditions in this building, to clearly analyze the situation. We need your participation, regardless of how satisfied you are with the air quality or your work environment.

Attach Label Here

DO NOT PUT YOUR NAME ON YOUR QUESTIONNAIRE OR THE RETURN ENVELOPE PROVIDED. PLEASE PUT YOUR COMPLETED QUESTIONNAIRE IN THE RETURN ENVELOPE. SEAL IT AND TAKE IT TO ONE OF THE RETURN BOXES NEAR THE ELEVATORS AND BUILDING EXITS.

PLEASE READ BEFORE COMPLETING QUESTIONNAIRE

Many questions in the questionnaire concern either last week or last year. By "LAST YEAR" we mean the 12-month period ending today. If you have worked in the building for less than one year, answer the "LAST YEAR" questions only for the part of the year that you worked in this building.

Please report your ACTUAL EXPERIENCES LAST WEEK even if last week was unusual for you. By "LAST WEEK" we mean any or all days worked from last Monday through Friday.

CONFIDENTIALITY

To protect your privacy, the identification for your questionnaire is the bar-code label on the cover. The bar-code cannot be read by EPA computers or staff. Additionally, the survey forms will be gathered by staff from Westat, Inc., an independent survey research firm, and processed away from EPA. Your name and other information necessary for the survey and analysis that might identify you, such as your room and telephone number, will not be disclosed to individuals, unions, or management of EPA. Reports of the survey will not give your name, nor will data be presented in such a way that you, or anyone else, could be identified.

STUDY SPONSORS AND ORGANIZATION

The study has been developed and is being conducted by the National Institute for Occupational Safety and Health (NIOSH), the John B. Pierce Foundation Laboratory at Yale University, and Westat, Inc. It is being managed by EPA and NIOSH, and is being supported by funds from EPA.

PART I. DESCRIPTION OF YOUR WORKSTATION

This section asks you to describe your workstation. Your answers to these questions will help us to construct a picture of your work surroundings.

By WORKSTATION we mean your desk, office, cubicle, or place that is your primary work area. This description is obvious for many people, but more difficult for those whose jobs require them to move about the building. If you do move about the building, your workstation is the specific location where you spend more time than any other single location. If your workstation has been relocated, use the location where you are now.

1. There are many different types of workstations. Please check the categories that best describe the space in which your current workstation is located.

a. Type of space (Check one)

1. ☐ Enclosed office with door
2. ☐ Cubicle with floor to ceiling bookcases or partitions and no door
3. ☐ Cubicle surrounded by mid-height bookcases or partitions
4. ☐ Open office area
5. ☐ Stacks (e.g., books or periodicals)
6. ☐ Loading dock, laboratory, copy center, or print shops
7. ☐ Work all around the building
8. ☐ Other (specify) _____

b. Type of space sharing (Check one)

1. ☐ Single occupant
2. ☐ Shared with one other person
3. ☐ Shared with two or more other persons
4. ☐ Other (describe) _____

2. How many years of service do you have with EPA? (Enter number of months if less than one year.)

_____ years _____ months

3. a. How many years have you been working in this building? (Enter number of months if less than one year.)

_____ years _____ months

- b. During a typical week, how many hours do you spend in this building?

_____ hours per week

4. a. How many years have you worked at your current workstation? (Enter number of months if less than one year.)

_____ years _____ months

- b. During an average workday, how many hours do you spend at your workstation?

_____ hours per day

5. How many days did you work in this building last week?

_____ days last week

6. What time do you usually:

		AM	PM
a. Arrive at work	____:____	<input type="checkbox"/>	<input type="checkbox"/>
b. Leave work	____:____	<input type="checkbox"/>	<input type="checkbox"/>
c. Varies (describe)	_____		

7. Which of the following items are presently located within 15 feet of your workstation? (Check "no" or "yes" for each item.)

	No 1	Yes 2
a. Metal desk	<input type="checkbox"/>	<input type="checkbox"/>
b. Wood or composition desk ..	<input type="checkbox"/>	<input type="checkbox"/>
c. Metal bookshelves or bookcases	<input type="checkbox"/>	<input type="checkbox"/>
d. Wood or composition bookshelves or bookcases ..	<input type="checkbox"/>	<input type="checkbox"/>
e. File cabinet(s)	<input type="checkbox"/>	<input type="checkbox"/>
f. Other metal furniture	<input type="checkbox"/>	<input type="checkbox"/>
g. Other wood or composition furniture	<input type="checkbox"/>	<input type="checkbox"/>
h. Fabric-covered partitions ...	<input type="checkbox"/>	<input type="checkbox"/>
i. Portable humidifier	<input type="checkbox"/>	<input type="checkbox"/>
j. Laser printer	<input type="checkbox"/>	<input type="checkbox"/>
k. Photocopy machine	<input type="checkbox"/>	<input type="checkbox"/>
l. Live plants	<input type="checkbox"/>	<input type="checkbox"/>

8. Is there carpeting on most or all of the floor at your workstation?

1. ☐ No

2. ☐ Yes

9. During a typical day LAST WEEK, how much time did you spend working with each of the following items? (If you worked with an item at all, but less than 1 hour, enter 1 hour per day.)

	Hours per day
a. Computer or word processor with screen/keyboard	_____
b. Photocopy machine	_____
c. Photographic developing and processing	_____
d. Printing processing (press, binding materials, etc.)	_____
e. Other chemicals such as glues, adhesives, cleansers, white out, rubber cement, pesticides, etc.	_____

NOTE: If you have worked in this building for less than a year, answer the following questions for the part of the year that you worked in this building.

10. Were any of the following items regularly used at your workstation during the LAST YEAR: (Check "no" or "yes" for each item.)

	No 1	Yes 2
a. Portable fan	<input type="checkbox"/>	<input type="checkbox"/>
b. Portable air filter, or cleaner, or negative-ion generator	<input type="checkbox"/>	<input type="checkbox"/>
c. Portable heater	<input type="checkbox"/>	<input type="checkbox"/>
d. Desk lamp	<input type="checkbox"/>	<input type="checkbox"/>

11. During the LAST YEAR (and since you've been in your current workstation) have any of the following changes taken place within 15 feet of your current workstation? (Check "no" or "yes" for each item.)

	No	Yes
	1	2
a. New carpeting	<input type="checkbox"/>	<input type="checkbox"/>
b. New drapes or curtains	<input type="checkbox"/>	<input type="checkbox"/>
c. New furniture	<input type="checkbox"/>	<input type="checkbox"/>
d. New equipment, such as a computer	<input type="checkbox"/>	<input type="checkbox"/>
e. Walls painted	<input type="checkbox"/>	<input type="checkbox"/>
f. Rearranged walls	<input type="checkbox"/>	<input type="checkbox"/>

12. At any time during the LAST YEAR, have you noticed evidence of new or continuing water leaks from the ceiling, floors, walls, or pipes near your workstation?

1. ☐ No

2. ☐ Yes

PART II. INFORMATION ABOUT YOUR HEALTH AND WELL-BEING

This section asks questions about the status of your health and well-being. Your answers to these questions will help us construct a profile of the health status of the employees in this building. Please answer all the questions even if you don't associate these health conditions with your work.

1. a. Do you wear contact lenses?

- 1. ☐ Never → Go to Q.2
- 2. ☐ Sometimes
- 3. ☐ Often
- 4. ☐ Always

b. Do you wear contact lenses at work?

- 1. ☐ Never
- 2. ☐ Sometimes → Go to Q.2
- 3. ☐ Often → Go to Q.2
- 4. ☐ Always → Go to Q.2

c. If never worn at work, why?

2. During work, how often do you wear eyeglasses (NOT including contacts) for close-up work?

- 1. ☐ Never
- 2. ☐ Sometimes
- 3. ☐ Often
- 4. ☐ Always

3. Which of the following best describes your history of smoking tobacco products such as cigarettes, cigars or pipes?

- 1. ☐ Never smoked → Go to Q.7
- 2. ☐ Former smoker → Go to Q.7
- 3. ☐ Current smoker

4. Do you smoke tobacco products at your workstation?

- 1. ☐ Never
- 2. ☐ Sometimes
- 3. ☐ Often

5. Do you smoke tobacco products elsewhere at work?

- 1. ☐ Never
- 2. ☐ Sometimes
- 3. ☐ Often

6. In a typical 24 hour day, how many CIGARETTES do you usually smoke?

- 1. ☐ None
- 2. ☐ 1 to 5
- 3. ☐ 6 to 10
- 4. ☐ 11 to 20
- 5. ☐ 21 to 30
- 6. ☐ 31 or more

7. Please answer the three questions to the right about each symptom listed below, even if you believe the symptom is not related to the building.

(For each symptom, answer the first question. If the response is "never," go down to the next symptom.)

	Please indicate how often during the LAST YEAR you have experienced this symptom while working in this building.					Please indicate how many days LAST WEEK you experienced this symptom while working in this building.	Does the symptom usually change when not at work?		
	Never	Rarely	Some-times	Often	Always	(Fill in No. of days)	Gets Worse	Stays Same	Gets Better
a. headache	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b. nausea	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c. runny nose	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d. stuffy nose/sinus congestion ...	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
e. sneezing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
f. cough	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
g. wheezing or whistling in chest ...	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
h. shortness of breath	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
i. chest tightness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
j. dry, itching, or tearing eyes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
k. sore/strained eyes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
l. blurry/double vision	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
m. burning eyes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
n. sore throat	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
o. hoarseness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
p. dry throat	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
q. unusual fatigue or tiredness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
r. sleepiness or drowsiness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	_____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

7. (continued)

(For each symptom, answer the first question. If the response is "never," go down to the next symptom.)

	Please indicate how often during the LAST YEAR you have experienced this symptom while working in this building.					Please indicate how many days LAST WEEK you experienced this symptom while working in this building. (Fill in No. of days)	Does the symptom usually change when not at work?		
	Never	Rarely	Some-times	Often	Always		Gets Worse	Stays Same	Gets Better
s. chills	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
t. fever	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
u. aching muscles or joints	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
v. problems with contact lenses ...	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
w. difficulty remembering things	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
x. dizziness/lightheadedness	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
y. feeling depressed	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
z. tension or nervousness	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
aa. difficulty concentrating	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
bb. dry or itchy skin	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
cc. pain or stiffness in upper back ...	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
dd. pain or stiffness in lower back ...	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
ee. pain or numbness in shoulder/neck	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
ff. pain or numbness in hands or wrists	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	_____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

NOTE: The next four questions (Questions 8-11) refer to your symptoms described in Question 7. If you reported that you never experienced any of these symptoms, go to Question 12.

8. How often during the LAST YEAR have any of your symptoms reduced your ability to work in this building?

1. ☐ Never
2. ☐ Rarely
3. ☐ Sometimes
4. ☐ Often
5. ☐ Always

9. a. Have any of your symptoms caused you to stay home from work or leave work early during the LAST YEAR?

1. ☐ Never
2. ☐ Rarely
3. ☐ Sometimes
4. ☐ Often

Go to Q. 10

b. Which symptoms?

10. In which season(s) are you bothered more by the symptoms you reported in Question 7? (Check all that apply.)

1. ☐ Winter
2. ☐ Spring
3. ☐ Summer
4. ☐ Fall
5. ☐ No relation to seasons

11. a. Do you associate any of the symptoms you reported in Question 7 with your work in this building?

1. ☐ No
2. ☐ Yes

Go to Q. 12

b. Have these symptoms:

1. ☐ improved over the last year
2. ☐ become worse over the last year
3. ☐ stayed the same

12. During the LAST YEAR, have you had an illness in which you had repeated episodes of THREE OR MORE of the following symptoms at the same time: wheezing, cough, shortness of breath, fever, chills, aching joints/muscles?

1. ☐ No
2. ☐ Yes

13. During the LAST YEAR, have you had any chest illnesses, such as bronchitis or pneumonia, that have kept you off work, indoors at home, or in bed?

1. ☐ No
2. ☐ Yes

14. Has a physician ever told you that you have, or had, eczema?

1. ☐ No
2. ☐ Yes

15. During the LAST YEAR, have you had any episodes of wheezing (whistling in the chest) WITHOUT fever, or chills, or sore throat?

1. ☐ No
2. ☐ Yes

16. a. Has a physician ever told you that you have, or had, asthma?

1. ☐ No Go to Q.17
2. ☐ Yes

b. In what year was it first diagnosed?

19 _____

c. Have you had an asthma attack during the LAST YEAR?

1. ☐ No
2. ☐ Yes

17. Comparing your health since working in this building with your health before you began to work in this building ...

a. ... do you have infections (e.g., colds, flu, bronchitis, etc.) ...

1. ☐ more frequently?
2. ☐ less frequently?
3. ☐ with the same frequency?

b. ... do your infections (e.g., colds, flu, bronchitis, etc.) tend to ...

1. ☐ last longer?
2. ☐ last a shorter amount of time?
3. ☐ last about the same amount of time?

18. Do you believe you are or may be allergic to any of the following? (Check "no" or "yes" for each item.)

	No	Yes
	1	2
a. pollen or plants	<input type="checkbox"/>	<input type="checkbox"/>
b. animals	<input type="checkbox"/>	<input type="checkbox"/>
c. dust	<input type="checkbox"/>	<input type="checkbox"/>
d. molds	<input type="checkbox"/>	<input type="checkbox"/>
e. Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>

19. During the LAST YEAR, how often do you believe you have experienced EYE, NOSE, THROAT, OR RESPIRATORY IRRITATION at your workstation from:

	ALWAYS				
	OFTEN				
	SOMETIMES				
	RARELY				
	NEVER				
	1	2	3	4	5
a. Tobacco smoke ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Fumes from a photocopying machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Fumes from printing processing (press, binding materials, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Fumes from other chemicals such as adhesives, glues, cleansers, white out, rubber cement, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Fumes from pesticides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Fumes from new carpeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Fumes from new drapes, curtains, or furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Fumes from paint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Fumes from cleaning of carpets, drapes, or other furnishings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Do you consider yourself especially sensitive to any of the items in Question 19?

1. ☐ No
2. ☐ Yes

21. How old are you?

_____ years

22. Are you:

1. ☐ Male → Go to Part III on pg. 11
2. ☐ Female

Women working in office buildings have occasionally reported patterns of gynecological or women's health problems. The following questions have been included to help sort out some of these issues in this building.

As with the rest of the questions in this survey, your responses are entirely voluntary and will be kept confidential.

23. During the LAST YEAR have you menstruated (had a period)?

1. ☐ No → Go to Q.29
2. ☐ Yes

24. How often during the LAST YEAR has your period been regular? (By regular, we mean your periods come about once a month, you can usually predict when they will come plus or minus 4 days, and each time they last about the same number of days.)

1. ☐ Never
2. ☐ Rarely
3. ☐ About half the time
4. ☐ Often
5. ☐ Always

25. a. How many days does your menstrual flow (period) typically last?

_____ days

b. During the last year, what was the LONGEST period you had?

_____ days

c. During the last year, what was the SHORTEST period you had?

_____ days

26. a. How many days does your cycle typically last? (Count from the first day of one period to the first day of the next.)

_____ days

b. During the last year, what was the LONGEST cycle you had?

_____ days

c. During the last year, what was the SHORTEST cycle you had?

_____ days

27. How often during the LAST YEAR has there been bleeding or spotting between your periods?

1. ☐ Never
2. ☐ 1 - 3 times
3. ☐ 4 - 6 times
4. ☐ 7 - 9 times
5. ☐ 10 or more times

28. a. Some women experience menstrual symptoms, such as headaches, weight gain, irritability, cramping, breast tenderness, or back pain. How often have you experienced any of these menstrual symptoms during the LAST YEAR?

1. ☐ Never → Go to Q.29
2. ☐ 1 - 3 times
3. ☐ 4 - 6 times
4. ☐ 7 - 9 times
5. ☐ 10 or more times

b. When you experience these symptoms, typically how severe are they?

1. ☐ Mild; could be ignored at times
2. ☐ Moderate; pain, bloating, or mood change noticeably present
3. ☐ Severe; difficult to do most tasks
4. ☐ Extreme; Incapacitating

29. During the LAST YEAR have you been ...
(Check "no" or "yes" for each item.)

	No 1	Yes 2
a. Pregnant or nursing?	<input type="checkbox"/>	<input type="checkbox"/>
b. Taking birth control pills? ...	<input type="checkbox"/>	<input type="checkbox"/>
c. Going through menopause (change of life)?	<input type="checkbox"/>	<input type="checkbox"/>
d. Post-menopausal (completed menopause)? ...	<input type="checkbox"/>	<input type="checkbox"/>
e. Taking estrogen replacement therapy?	<input type="checkbox"/>	<input type="checkbox"/>

30. a. During the LAST YEAR have you been taking hormones prescribed by a physician?

1. ☐ No → Go to Q.31
2. ☐ Yes

b. Specify what kind(s) and what they were prescribed for.

31. a. Has a physician ever told you that you had ... (Check "no" or "yes" for each item.)

	No 1	Yes 2	Year First Diagnosed
Fibroids?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Cysts?	<input type="checkbox"/>	<input type="checkbox"/>	_____
Enlarged uterus?	<input type="checkbox"/>	<input type="checkbox"/>	_____

→ If all are "no," go to Part III

b. Have there been noticeable changes during the last year? (Check one box for each item.)

	Decreased In Size 1	Increased In Size 2	No Change 3	Other, Specify Below 4
Fibroids ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cysts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enlarged uterus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Specify _____

PART III. INFORMATION ABOUT YOUR PRESENT WORK ENVIRONMENT

This section asks you to report specific responses to the physical environment at your present workstation. You or a co-worker may have altered your work environment with a portable fan, heater, humidifier, etc. If so, please tell us how your work environment would have been without this equipment.

1. At your present workstation,
HOW OFTEN ...
(Please check one box for
last year and one box for
last week.)

	... during the LAST YEAR					... during the LAST WEEK				
	Never	Rarely	Some- times	Often	Always	Never	Rarely	Some- times	Often	Always
a. was there too much air movement?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. was there too little air movement?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. did you want to adjust the air movement?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. was the temperature too hot?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. was the temperature too cold?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. did you want to adjust the temperature?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. was it too humid?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. was it too dry?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. did you want to adjust the humidity?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. was the air too stuffy?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. was it too noisy?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
l. was it too quiet?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
m. was the work area too dusty?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

2. During the LAST YEAR, how often, if at all, have you noticed any of these types of ODORS at your present workstation? (Check one box for each item.)

	ALWAYS				
	OFTEN				
	SOMETIMES				
	RARELY				
	NEVER				
a. Body odor	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Cosmetics, such as perfume or after-shave	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Tobacco smoke ...	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Fishy smells	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Other food smells ..	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Musty or damp basement smells ..	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Odors from new carpet	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Odors from new drapes or curtains ..	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. Odors from diesel or other engine exhaust	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. Odors from a photocopying machine	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. Odors from printing processing (press, binding materials, etc.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

2. (continued)

l. Odors from other chemicals such as adhesives, glues, cleansers, white out, rubber cement, pesticides, etc.

m. Odors from pesticides

n. Odors from cleaning of carpets, drapes, or other furnishings

o. Odors from paint

p. Other unpleasant odors (describe) ...

3. In which seasons would you most like to adjust the physical conditions around your workstation? (Check all that apply)

	None	Winter	Spring	Summer	Fall
a. Air movement ...	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Temperature	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Humidity	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Odors	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

4. Please rate the lighting at your workstation.

1. ☐ Much too dim
2. ☐ A little too dim
3. ☐ Just right
4. ☐ A little too bright
5. ☐ Much too bright

5. a. Do you experience a reflection or "glare" in your field of vision when at your workstation?

1. ☐ Never → Go to Q.6
2. ☐ Sometimes
3. ☐ Often
4. ☐ Always

b. Where does the reflection or glare come from? (Check all that apply)

1. ☐ Window, sunlight, outside reflection
2. ☐ Overhead fluorescent lights
3. ☐ Video display screen and/or reflections when looking at screen
4. ☐ Desk lamp
5. ☐ Other (specify) _____

6. Can you see out an outside window from your workstation?

1. ☐ No
2. ☐ Yes

7. a. How comfortable is the chair at your workstation?

1. ☐ Reasonably comfortable
2. ☐ Somewhat uncomfortable
3. ☐ Very uncomfortable
4. ☐ Don't have one specific chair → Go to Q.8

b. Is your chair easily adjustable?

1. ☐ No
2. ☐ Yes
3. ☐ Not adjustable

8. How comfortable is the current set-up of your desk or work table (that is, height and general arrangement of the table, chair, and equipment you work with)?

1. ☐ Reasonably comfortable
2. ☐ Somewhat uncomfortable
3. ☐ Very uncomfortable
4. ☐ Don't have one specific desk or work table

9. a. During the LAST YEAR, how many times per week did you go outdoors, weather permitting, during work hours (for lunch, break, or other reasons)?

_____ time(s) per week → If zero, go to Q.10

b. How many of these times did you go outdoors primarily to get some fresh air?

_____ time(s) per week for fresh air

NOTE: The next four questions concern the overall physical environment at your workstation, that is, the air quality, temperature, light, noise, odor, etc.

10. During the LAST WEEK, how satisfied were you with the physical environment at your workstation?

- 1. ☐ Very satisfied
- 2. ☐ Somewhat satisfied
- 3. ☐ Not too satisfied
- 4. ☐ Not at all satisfied

11. During the LAST YEAR, how satisfied were you with the overall physical environment at your workstation?

- 1. ☐ Very satisfied
- 2. ☐ Somewhat satisfied
- 3. ☐ Not too satisfied
- 4. ☐ Not at all satisfied

12. During the LAST YEAR, has the overall physical environment in the vicinity of your workstation:

- 1. ☐ improved
- 2. ☐ become worse
- 3. ☐ stayed the same

13. During a typical work day, does the overall physical environment in the vicinity of your workstation:

- 1. ☐ improve during the day
- 2. ☐ become worse during the day
- 3. ☐ stay the same

PART IV. CHARACTERISTICS OF YOUR JOB

This section asks you to describe your job in terms of specific qualities. In order to gain a better understanding of your work environment, we would like to know how you feel about your job situation. As stated before, your responses will be kept confidential.

1. We would like you to think about the **TYPE OF WORK YOU DO IN YOUR JOB**. (Check one box for each statement)

- a. All in all, how satisfied are you with your job?

- 1. ☐ Very satisfied
- 2. ☐ Somewhat satisfied
- 3. ☐ Not too satisfied
- 4. ☐ Not at all satisfied

- b. Knowing what you know now, if you had to decide again whether to take the job you now have, what would you decide? Would you . . .

- 1. ☐ Decide without hesitation to take the same job
- 2. ☐ Have some second thoughts
- 3. ☐ Decide definitely not to take the same job

- c. If you were free right now to go into any type of job you wanted, what would your choice be? Would you . . .

- 1. ☐ Take the same job
- 2. ☐ Take a different job
- 3. ☐ Not want to work

- d. If a friend of yours told you he/she was interested in working in a job like yours, what would you tell him/her? Would you . . .

- 1. ☐ Strongly recommend it
- 2. ☐ Have doubts about recommending it
- 3. ☐ Advise against it

2. How satisfied are you with your salary?

- 1. ☐ Very satisfied
- 2. ☐ Somewhat satisfied
- 3. ☐ Not too satisfied
- 4. ☐ Not at all satisfied

3. How satisfied are you with your opportunity for advancement at EPA?

- 1. ☐ Very satisfied
- 2. ☐ Somewhat satisfied
- 3. ☐ Not too satisfied
- 4. ☐ Not at all satisfied

4. Conflicts can occur in any job. For example, someone may ask you to do work in a way which is different from what you think is best, or you may find that it is difficult to satisfy everyone. **HOW OFTEN** do you face problems in your work like the ones listed below? (Check one box for each statement)

	VERY OFTEN			
	FAIRLY OFTEN			
	SOMETIMES			
	RARELY OR NEVER			
a. Persons equal in rank and authority over you ask you to do things which conflict.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
b. People in a good position to see if you do what they ask give you things to do which conflict with one another.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
c. People whose requests should be met give you things which conflict with other work you have to do.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

5. The next series of questions asks **HOW MUCH** influence you now have in each of several areas at work. By influence we mean the degree to which you control what is done by others and have freedom to determine what you do yourself. (Check one box for each question)

	VERY MUCH				
	A MODERATE AMOUNT				
	LITTLE				
	VERY LITTLE				
a. How much influence do you have over the amount of work you do?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. How much influence do you have over the availability of materials you need to do your work?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. How much do you influence the policies and procedures in your work group?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. How much influence do you have over the arrangement of furniture and other work equipment at your workstation?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

6. The next series of questions asks **HOW OFTEN** certain things happen at your job. (Check one box for each question)

	VERY OFTEN				
	FAIRLY OFTEN				
	SOMETIMES				
	OCCASIONALLY				
	RARELY				
a. How often does your job require you to work very fast?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. How often does your job require you to work very hard?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. How often does your job leave you with little time to get things done?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. How often is there a great deal to be done?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. How often does your job let you use the skills and knowledge you learned in school?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. How often are you given a chance to do the things you do best?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

	VERY OFTEN				
	FAIRLY OFTEN				
	SOMETIMES				
	OCCASIONALLY				
	RARELY				
6. (Continued)					
g. How often can you use the skills from your previous experience and training?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. How often are you clear on what your job responsibilities are?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. How often can you predict what others will expect of you on the job?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. How much of the time are your work objectives well defined?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. How often are you clear about what others expect of you on the job?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

7. In order to better understand your responsibilities outside your normal working day, the next series of questions deals with other significant aspects of your life. (Check "no" or "yes" for each question)

	No 1	Yes 2
a. Do you have children at home?	<input type="checkbox"/>	<input type="checkbox"/>
b. Do you have major responsibility for childcare duties?	<input type="checkbox"/>	<input type="checkbox"/>
c. Do you have major responsibility for housecleaning duties?	<input type="checkbox"/>	<input type="checkbox"/>
d. Do you have major responsibility for the care of an elderly or disabled person on a regular basis?	<input type="checkbox"/>	<input type="checkbox"/>
e. Are you taking courses for credit toward a degree or a diploma?	<input type="checkbox"/>	<input type="checkbox"/>
f. Do you have a regular commitment of five hours or more per week, paid or unpaid, outside of this job? (Include volunteer work, charitable work, second job, etc.)	<input type="checkbox"/>	<input type="checkbox"/>

PART V. CONCLUDING QUESTIONS

This section concludes this survey. Your answers to these questions, like your answers to the previous questions, will be kept confidential. This information is needed for statistical purposes.

1. What day of the week did you complete this survey?

1. ☐ Monday
2. ☐ Tuesday
3. ☐ Wednesday
4. ☐ Thursday
5. ☐ Friday

2. Which of the following best describes your current living and financial arrangements?

1. ☐ Live alone, sole provider of rent/mortgage, utilities, food, and other living expenses.
2. ☐ Live alone, but receive assistance from one or more others in paying rent/mortgage, utilities, food, and other living expenses.
3. ☐ Live with one or more other persons, but sole provider of rent/mortgage, utilities, food, and other living expenses.
4. ☐ Live with one or more other persons who help to pay rent/mortgage, utilities, food, and other living expenses.

3. What is the highest grade you completed in school?

1. ☐ 8th grade or less
2. ☐ 9th, 10th, or 11th grade
3. ☐ High school graduate
4. ☐ 2 years of college or Associate Degree
5. ☐ Bachelor's or technical degree
6. ☐ Some graduate work
7. ☐ Graduate or professional degree

4. a. What is your pay plan and grade (e.g., GS-5, GM-14, SES-2, WG-2, etc.)?

b. Which of the following best describes your job duties and responsibilities? (If more than one applies, check the ONE box for the job duties on which you spend the most time.)

1. ☐ Managerial (such as administrator, manager, etc.)
2. ☐ Professional (such as engineer, scientist, lawyer, etc.)
3. ☐ Technical (such as technician, programmer, etc.)
4. ☐ Administrative Support (such as clerical, computer operator, etc.)
5. ☐ Service (such as health services, food preparation, janitorial, etc.)
6. ☐ Craftsman (such as mechanic, repairer, etc.)
7. ☐ Operator or laborer
8. ☐ Other (specify) _____

The following information is needed so that your workstation can be located within this building. This is necessary so that we can relate your responses to the air measurements that will be taken in a few weeks. As with the rest of the questions in this survey, this information will be kept confidential. Please tell us:

5. a. Your room number

b. Your workstation telephone number (your direct or private number.)

- 6. Is there anything else you would like to tell us about environmental or health matters in this building? If so, please use this space provided for that purpose.**

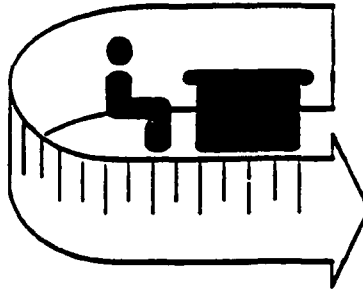
Please put your completed questionnaire in the return envelope provided. Seal it and take it to one of the return boxes located near the elevators and building exits.

In a few weeks we plan to conduct air measurements in this building. At that time people whose workstations are close to the air measurement locations will be asked a few additional questions. You may be recontacted at that time.

Thank you very much for your time and patience in filling out this questionnaire.

Appendix B

Supplemental Questionnaire



INDOOR AIR QUALITY AND WORK ENVIRONMENT FOLLOWUP SURVEY

EPA HEADQUARTERS

Measurements of a variety of environmental conditions are being taken in your work area throughout the day TODAY. To help determine how these measurements relate to your comfort and health, please complete the attached questionnaire. Your participation in this part of the evaluation of this building is, of course, voluntary.

Your completed questionnaire will be collected by and analyzed by Westat and Yale investigators and **WILL NOT BE SEEN BY EPA MANAGEMENT OR UNION REPRESENTATIVES.**

So that we may combine your responses to this questionnaire with the questionnaire distributed three weeks ago, we need you to print your name below. As soon as we have matched your questionnaires, we will remove this cover sheet and save this questionnaire without your name on it. At that time, we will also remove your name from the final combined data file.

YOUR FULL NAME:

(please print)

FIRST

MIDDLE

LAST

Please complete this questionnaire even if you did not complete the questionnaire distributed previously.

After you complete this questionnaire, please place it in the attached envelope and seal it. A study investigator will collect it from you.

THANK YOU FOR YOUR PARTICIPATION IN THIS SURVEY.

Date: _____/_____/_____

Cart No.: _____

Location: _____

(To be completed by investigators)

INDOOR AIR QUALITY AND WORK ENVIRONMENT STUDY

- I. Your answers to the following questions will allow a better interpretation of the environmental measurements taken TODAY in the area around your workstation.

1. Did you complete and return the yellow-covered Indoor Air Quality and Work Environment questionnaire distributed during the weeks of February 13 and 21, 1989?

1. ☐ No
2. ☐ Yes

2. Have you been in this building at least 4 hours yet TODAY?

1. ☐ No
2. ☐ Yes

3. How many hours (to the nearest 1/2 hour) have you spent at your workstation TODAY? (Enter 0 if you have not been at your workstation today.)

_____ hours this morning (before 12:00 noon)

_____ hours this afternoon (between 12:00 noon and time you complete this questionnaire)

4. Since you arrived at work TODAY, have you gone outside (for lunch, break, or other reason)?

1. ☐ No
2. ☐ Yes

5. How many hours (to the nearest 1/2 hour) have you spent TODAY working at a photo-copy machine?

_____ hours

6. How many hours (to the nearest 1/2 hour) have you spent TODAY working at a video display terminal?

_____ hours

7. During the day TODAY, have you or anyone else performed any of the following activities at or near your workstation? (Check "no" or "yes" for each item.)

	No	Yes
	1	2
a. Smoked tobacco	<input type="checkbox"/>	<input type="checkbox"/>
b. Used a humidifier	<input type="checkbox"/>	<input type="checkbox"/>
c. Used a cleanser, glue, white out, or other strong-smelling chemical	<input type="checkbox"/>	<input type="checkbox"/>
d. Used a computer or word processor	<input type="checkbox"/>	<input type="checkbox"/>
e. Used a printer	<input type="checkbox"/>	<input type="checkbox"/>

- II. For the following, please check the response that best describes your work environment TODAY . . .
(Please check one box for this morning and one box for this afternoon.)

	This MORNING	This AFTERNOON
1. Has the AIR MOVEMENT been:	1. <input type="checkbox"/> too much 2. <input type="checkbox"/> too little 3. <input type="checkbox"/> just right	1. <input type="checkbox"/> too much 2. <input type="checkbox"/> too little 3. <input type="checkbox"/> just right
2. Has the TEMPERATURE been:	1. <input type="checkbox"/> too hot 2. <input type="checkbox"/> too cold 3. <input type="checkbox"/> just right	1. <input type="checkbox"/> too hot 2. <input type="checkbox"/> too cold 3. <input type="checkbox"/> just right
3. Has the HUMIDITY been:	1. <input type="checkbox"/> too humid 2. <input type="checkbox"/> too dry 3. <input type="checkbox"/> just right	1. <input type="checkbox"/> too humid 2. <input type="checkbox"/> too dry 3. <input type="checkbox"/> just right
4. Has the NOISE LEVEL been:	1. <input type="checkbox"/> too loud 2. <input type="checkbox"/> too quiet 3. <input type="checkbox"/> just right	1. <input type="checkbox"/> too loud 2. <input type="checkbox"/> too quiet 3. <input type="checkbox"/> just right
5. Has the air been TOO STUFFY?	1. <input type="checkbox"/> No 2. <input type="checkbox"/> Yes	1. <input type="checkbox"/> No 2. <input type="checkbox"/> Yes
6. Has your work area been TOO DUSTY?	1. <input type="checkbox"/> No 2. <input type="checkbox"/> Yes	1. <input type="checkbox"/> No 2. <input type="checkbox"/> Yes

7. a. Would you like to adjust any of the above conditions?

1. ☐ No → Go to Q.8
 2. ☐ Yes

- b. If yes, which condition(s) would you adjust?

8. Have you noticed any of these types of ODORS at your workstation TODAY? (Check one box for each item.)

	No 1	Yes 2
a. Body odor	<input type="checkbox"/>	<input type="checkbox"/>
b. Cosmetics, such as perfume or after-shave	<input type="checkbox"/>	<input type="checkbox"/>
c. Tobacco smoke	<input type="checkbox"/>	<input type="checkbox"/>
d. Fishy smells	<input type="checkbox"/>	<input type="checkbox"/>
e. Other food smells	<input type="checkbox"/>	<input type="checkbox"/>
f. Musty or damp basement smells	<input type="checkbox"/>	<input type="checkbox"/>
g. Odors from new carpet	<input type="checkbox"/>	<input type="checkbox"/>
h. Odors from new drapes or curtains	<input type="checkbox"/>	<input type="checkbox"/>
i. Odors from diesel or other engine exhaust	<input type="checkbox"/>	<input type="checkbox"/>
j. Odors from a photo- copying machine	<input type="checkbox"/>	<input type="checkbox"/>
k. Odors from printing processing (press, binding materials, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
l. Odors from other chemicals such as adhesives, glues, cleansers, white out, rubber cement, pesticides, etc.	<input type="checkbox"/>	<input type="checkbox"/>
m. Odors from pesticides	<input type="checkbox"/>	<input type="checkbox"/>
n. Odors from cleaning of carpets, drapes, or other furnishings	<input type="checkbox"/>	<input type="checkbox"/>
o. Odors from paint	<input type="checkbox"/>	<input type="checkbox"/>
p. Other unpleasant odors (describe)	<input type="checkbox"/>	<input type="checkbox"/>

9. How would you judge the overall air quality in this building TODAY?

1. ☐ Excellent
2. ☐ Good
3. ☐ Fair
4. ☐ Poor

III. Have you experienced any of the following symptoms while at work in this building TODAY? (For each symptom, answer "no" or "yes." If your response is "no," go down to the next symptom.)

			IF YES, when did this symptom begin?		
	NO	YES	BEFORE ARRIVING AT WORK	THIS MORNING AT WORK	THIS AFTERNOON AT WORK
a. headache	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
b. nausea	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
c. runny nose	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
d. stuffy nose/sinus congestion	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
e. sneezing	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
f. cough	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
g. wheezing or whistling in chest	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
h. shortness of breath	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
i. chest tightness	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
j. burning lungs	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
k. dry, itching, or tearing eyes	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
l. sore/strained eyes	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
m. blurry/double vision	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
n. burning eyes	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
o. sore throat	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
p. hoarseness	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
q. dry throat	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
r. unusual fatigue or tiredness	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
s. sleepiness or drowsiness	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
t. chills	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
u. fever	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
v. aching muscles or joints	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
w. problems with contact lenses	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
x. difficulty remembering things	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
y. dizziness/lightheadedness	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
z. feeling depressed	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
aa. tension or nervousness	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
bb. difficulty concentrating	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
cc. dry or itchy skin	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
dd. pain or stiffness in upper back	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
ee. pain or stiffness in lower back	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
ff. pain or numbness in shoulder/neck ..	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
gg. pain or numbness in hands or wrists .	1. <input type="checkbox"/>	2. <input type="checkbox"/>	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>

IV. The quality of indoor air and other working conditions may influence the way a person feels. For each of the following, please indicate how you have been feeling TODAY. (Check one box for each item.)

	<u>Not at all</u>	<u>A little</u>	<u>Moderately</u>	<u>Quite a lot</u>	<u>Extremely</u>
a. worn out	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
b. listless	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
c. lively	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
d. active	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
e. on edge	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
f. shaky	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
g. energetic	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
h. tense	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
i. relaxed	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
j. uneasy	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
k. restless	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
l. fatigued	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
m. nervous	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
n. cheerful	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
o. exhausted	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
p. anxious	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
q. sluggish	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
r. panicky	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
s. weary	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
t. alert	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
u. full of pep	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
v. carefree	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
w. vigorous	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>
x. bushed	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>

V. What time is it now?

____:____ PM

Thank you for your time and patience in filling out this questionnaire. Your answers to this questionnaire, like the previous questionnaire, will be kept confidential.

Appendix C

Selected Data Tables from Employee Survey

Exhibit C-1a: Frequency Distribution of Symptoms Reported Last Year -- WATERSIDE MALL

SYMPTOMS	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS	TOTAL REPORTING
a. Headache	9%	28%	42%	19%	2%	3,082
b. Nausea	53%	32%	13%	2%	0%	3,063
c. Runny Nose	15%	30%	38%	14%	3%	3,062
d. Stuffy Nose	12%	22%	35%	24%	7%	3,067
e. Sneezing	14%	36%	39%	10%	1%	3,064
f. Cough	19%	42%	31%	7%	1%	3,067
g. Wheezing	67%	22%	8%	2%	0%	3,060
h. Shortness of Breath	64%	21%	11%	3%	1%	3,064
i. Chest Tightness	69%	19%	10%	2%	0%	3,059
j. Dry, Itching, or Tearing Eyes	27%	21%	30%	17%	4%	3,068
k. Sore/Strained Eyes	25%	22%	32%	17%	4%	3,062
l. Blurry/Double Vision	61%	19%	13%	5%	1%	3,062
m. Burning Eyes	41%	22%	24%	10%	3%	3,065
n. Sore Throat	25%	39%	28%	7%	1%	3,065
o. Hoarseness	47%	32%	16%	4%	1%	3,065
p. Dry Throat	31%	30%	25%	11%	2%	3,062
q. Unusual Fatigue	22%	24%	33%	17%	4%	3,068
r. Sleepiness	15%	24%	40%	16%	4%	3,065
s. Chills	49%	27%	18%	5%	1%	3,071
t. Fever	54%	36%	9%	1%	0%	3,065
u. Aching Muscles	39%	28%	22%	8%	2%	3,071
v. Problems w/ Contact Lenses*	12%	17%	37%	23%	11%	624
w. Difficulty Remembering Things	47%	23%	23%	5%	1%	3,062
x. Dizziness/Lightheadedness	51%	26%	19%	4%	1%	3,065
y. Feeling Depressed	35%	30%	26%	7%	1%	3,066
z. Tension or Nervousness	27%	26%	34%	11%	2%	3,061
aa. Difficulty Concentrating	30%	28%	32%	9%	1%	3,064
bb. Dry or Itchy Skin	34%	18%	25%	16%	7%	3,061
cc. Pain in Upper Back	47%	21%	21%	9%	2%	3,065
dd. Pain in Lower Back	39%	23%	26%	10%	3%	3,062
ee. Pain in Shoulder/Neck	52%	19%	18%	9%	2%	3,063
ff. Pain in Hands or Wrist	67%	17%	11%	4%	1%	3,062

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

Exhibit C-1b: Frequency Distribution of Symptoms Reported Last Year -- CRYSTAL MALL

SYMPTOMS	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS	TOTAL REPORTING
a. Headache	16%	30%	37%	15%	1%	447
b. Nausea	55%	31%	12%	2%	0%	441
c. Runny Nose	16%	32%	35%	13%	3%	445
d. Stuffy Nose	16%	22%	32%	23%	7%	447
e. Sneezing	15%	37%	38%	9%	1%	446
f. Cough	21%	41%	30%	7%	1%	446
g. Wheezing	70%	20%	7%	3%	1%	445
h. Shortness of Breath	66%	20%	11%	3%	0%	446
i. Chest Tightness	69%	19%	10%	3%	0%	445
j. Dry, Itching, or Tearing Eyes	33%	22%	28%	16%	2%	446
k. Sore/Strained Eyes	30%	20%	35%	13%	2%	446
l. Blurry/Double Vision	65%	18%	13%	3%	1%	445
m. Burning Eyes	45%	22%	23%	9%	1%	446
n. Sore Throat	28%	39%	27%	5%	0%	446
o. Hoarseness	50%	32%	15%	3%	0%	444
p. Dry Throat	34%	29%	28%	7%	1%	444
q. Unusual Fatigue	26%	23%	31%	16%	4%	446
r. Sleepiness	15%	27%	37%	17%	4%	449
s. Chills	60%	28%	10%	2%	0%	449
t. Fever	54%	39%	6%	1%	0%	449
u. Aching Muscles	41%	27%	19%	10%	2%	447
v. Problems w/ Contact Lenses*	16%	33%	27%	21%	3%	70
w. Difficulty Remembering Things	48%	22%	24%	3%	2%	448
x. Dizziness/Lightheadedness	57%	27%	14%	2%	0%	447
y. Feeling Depressed	34%	33%	24%	7%	2%	447
z. Tension or Nervousness	26%	26%	33%	13%	2%	448
aa. Difficulty Concentrating	29%	31%	31%	6%	2%	446
bb. Dry or Itchy Skin	42%	18%	23%	12%	5%	447
cc. Pain in Upper Back	48%	23%	19%	9%	2%	447
dd. Pain in Lower Back	45%	19%	23%	9%	4%	447
ee. Pain in Shoulder/Neck	53%	20%	18%	7%	2%	449
ff. Pain in Hands or Wrist	66%	17%	11%	4%	1%	446

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

Exhibit C-1c: Frequency Distribution of Symptoms Reported Last Year -- FAIRCHILD BUILDING

SYMPTOMS	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS	TOTAL REPORTING
a. Headache	11%	31%	39%	18%	2%	409
b. Nausea	57%	30%	11%	2%	0%	408
c. Runny Nose	18%	33%	32%	15%	2%	405
d. Stuffy Nose	12%	22%	36%	23%	7%	407
e. Sneezing	16%	36%	35%	12%	1%	408
f. Cough	20%	43%	29%	5%	3%	408
g. Wheezing	72%	19%	6%	1%	2%	407
h. Shortness of Breath	70%	20%	7%	2%	1%	407
i. Chest Tightness	72%	17%	8%	3%	1%	407
j. Dry, Itching, or Tearing Eyes	32%	19%	31%	16%	2%	408
k. Sore/Strained Eyes	26%	20%	33%	18%	3%	407
l. Blurry/Double Vision	60%	19%	15%	4%	2%	407
m. Burning Eyes	42%	25%	21%	10%	2%	407
n. Sore Throat	32%	40%	22%	5%	1%	408
o. Hoarseness	52%	31%	14%	2%	0%	406
p. Dry Throat	35%	31%	24%	8%	3%	407
q. Unusual Fatigue	25%	25%	34%	13%	3%	408
r. Sleepiness	16%	26%	41%	14%	3%	408
s. Chills	53%	29%	15%	2%	1%	407
t. Fever	56%	37%	7%	0%	0%	407
u. Aching Muscles	44%	29%	22%	4%	1%	407
v. Problems w/ Contact Lenses*	15%	25%	30%	26%	5%	88
w. Difficulty Remembering Things	55%	26%	16%	3%	0%	406
x. Dizziness/Lightheadedness	56%	29%	13%	2%	0%	406
y. Feeling Depressed	39%	31%	23%	4%	2%	407
z. Tension or Nervousness	32%	28%	30%	9%	1%	407
aa. Difficulty Concentrating	33%	30%	30%	5%	1%	405
bb. Dry or Itchy Skin	38%	22%	22%	14%	4%	406
cc. Pain in Upper Back	48%	21%	21%	8%	2%	406
dd. Pain in Lower Back	41%	23%	27%	7%	2%	405
ee. Pain in Shoulder/Neck	55%	17%	19%	6%	2%	406
ff. Pain in Hands or Wrist	74%	13%	10%	3%	0%	406

*These percentages are based upon only the people who wear contact lenses at work "sometimes, often or always" (Part II, Question 1.a), as opposed to all respondents in the building.

Reference: Part II, Question 7.

Exhibit C-2
Percent Reporting Symptoms "Often or Always",
Last Year, By Waterside Mall Sectors

Symptoms	East Tower		West Tower		# 2 Mall		# 3 Mall		NE Mall		SE Mall		Total Responding	
	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# in Sector
a. Headache	20%	772	18%	601	25%	401	25%	503	19%	439	25%	223	21%	2,939
b. Nausea	2%	769	1%	600	2%	396	3%	500	3%	436	2%	223	2%	2,924
c. Runny nose	15%	769	17%	599	19%	396	19%	500	17%	435	16%	223	17%	2,922
d. Stuffy Nose	29%	773	31%	599	30%	396	35%	502	31%	436	33%	222	31%	2,928
e. Sneezing	9%	769	12%	601	11%	395	13%	500	11%	435	13%	223	11%	2,923
f. Cough	7%	772	8%	599	11%	398	11%	499	8%	435	7%	224	8%	2,927
g. Wheezing	2%	770	2%	600	3%	395	4%	498	3%	436	3%	223	2%	2,922
h. Shortness of Breath	3%	771	4%	599	4%	396	4%	498	4%	436	5%	223	4%	2,923
i. Chest Tightness	3%	770	2%	599	4%	395	2%	499	3%	434	4%	223	3%	2,920
j. Dry, Itching, or Tearing Eyes	18%	771	20%	600	26%	398	26%	500	19%	436	26%	223	22%	2,928
k. Sore/Strained Eyes	19%	770	19%	598	27%	396	23%	500	20%	435	25%	223	21%	2,922
l. Blurry/Double Vision	5%	772	7%	597	9%	398	6%	498	7%	433	5%	223	6%	2,921
m. Burning Eyes	11%	773	11%	599	15%	395	14%	500	12%	435	13%	223	12%	2,925
n. Sore Throat	6%	771	6%	599	11%	397	8%	499	5%	436	14%	223	7%	2,925
o. Hoarseness	3%	772	4%	598	8%	396	4%	500	4%	435	5%	223	4%	2,924
p. Dry Throat	12%	771	12%	599	19%	397	15%	500	12%	434	17%	221	14%	2,922
q. Unusual Fatigue	19%	770	20%	600	22%	397	25%	500	19%	437	23%	224	21%	2,928
r. Sleepiness	19%	770	18%	600	20%	397	22%	500	19%	436	24%	225	20%	2,928
s. Chills	3%	772	7%	604	6%	400	6%	497	8%	433	5%	224	6%	2,930
t. Fever	1%	772	1%	602	1%	398	1%	497	1%	434	1%	223	1%	2,926
u. Aching Muscles	10%	771	9%	603	11%	399	11%	499	11%	434	8%	225	10%	2,931
v. Problems w/ Contact Lenses	29%	153	25%	133	43%	89	41%	108	33%	73	40%	50	34%	606
w. Difficulty Remembering Things	5%	768	6%	602	7%	399	6%	498	8%	433	6%	223	6%	2,923
x. Dizziness/Lightheadedness	4%	770	3%	600	6%	400	5%	498	4%	434	6%	223	4%	2,925
y. Feeling Depressed	7%	772	9%	603	7%	397	11%	499	9%	434	8%	223	8%	2,928
z. Tension or Nervousness	13%	771	14%	601	15%	398	13%	498	11%	432	15%	222	13%	2,922
aa. Difficulty Concentrating	8%	770	8%	601	13%	399	13%	497	8%	435	16%	222	10%	2,924
bb. Dry or Itchy Skin	20%	771	23%	601	25%	398	26%	498	21%	431	23%	224	23%	2,923
cc. Pain in Upper Back	8%	772	13%	602	11%	398	11%	498	10%	432	10%	222	10%	2,924
dd. Pain in Lower Back	12%	770	14%	601	9%	400	12%	497	14%	432	14%	223	12%	2,923
ee. Pain in Shoulder/Neck	9%	771	10%	602	11%	399	12%	497	11%	431	11%	223	10%	2,923
ff. Pain in Hands or Wrists	5%	769	5%	602	6%	400	5%	498	5%	432	5%	223	5%	2,924

% Resp. - Percentage of Respondents in Sector.

in Sector - Number of People in Sector.

Resp. - Number of Waterside Mall Employees Responding.

Reference: Part II, question 7.

Exhibit C-3: Frequency Distribution of Gynecological Health Issues, by EPA Headquarters Buildings

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Number of Women Responding	1656	195	198
Percent Menstruated Last Year Ref: Ques. II.23	83%	71%	83%
Percent Pregnant or Nursing Last Year Ref: Ques. II.29.a	8%	4%	8%
Percent on Birth Control Pills Last Year Ref: Ques. II.29.b	20%	15%	24%
Percent Going Through Menopause Last Year Ref: Ques. II.29.c	7%	10%	8%
Percent Post-menopausal Last Year Ref: Ques. II.29.d	7%	15%	7%
Percent on Estrogen Replacement Therapy Last Year Ref: Ques. II.29.e	5%	8%	6%
Percent on Hormones Last Year Ref: Ques. II.30.a	8%	13%	7%
Menstrual Regularity Last Year			
Percent Never	2%	3%	1%
Percent Rarely	5%	6%	4%
Percent About Half the Time	8%	7%	8%
Percent Often	27%	24%	27%
Percent Always	57%	60%	61%
Employees Responding Ref: Ques. II.24	1253	120	143

Exhibit C-3: Frequency Distribution of Gynecological Health Issues, by EPA Headquarters Buildings (continued)

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Typical Period Length:			
Percent 2 Days or Less	2%	2%	6%
Percent 3 Days	16%	19%	19%
Percent 4 Days	25%	26%	21%
Percent 5 Days	37%	40%	41%
Percent 6 Days	10%	8%	5%
Percent 7 Days	8%	3%	8%
Percent 8 or More Days	2%	2%	1%
Employees Responding Ref: Ques. II.25.a	1200	118	140
Shortest Period Length Last Year:			
Percent 2 Days or Less	19%	21%	27%
Percent 3 Days	32%	30%	30%
Percent 4 Days	22%	23%	16%
Percent 5 Days	20%	18%	21%
Percent 6 Days	4%	4%	4%
Percent 7 Days	3%	1%	2%
Percent 8 or More Days	1%	3%	0%
Employees Responding Ref: Ques. II.25.c	1190	119	141

Exhibit C-3: Frequency Distribution of Gynecological Health Issues, by EPA Headquarters Buildings (continued)

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Longest Period Length Last Year:			
Percent 2 Days or Less	1%	2%	2%
Percent 3 Days	5%	3%	6%
Percent 4 Days	13%	14%	14%
Percent 5 Days	32%	29%	30%
Percent 6 Days	16%	14%	14%
Percent 7 Days	21%	25%	24%
Percent 8 or More Days	13%	14%	9%
Employees Responding Ref: Ques. II.25.b	1201	118	141
Typical Cycle Length:			
Percent 23 Days or Less	18%	17%	22%
Percent 24-25 Days	7%	8%	6%
Percent 26-27 Days	9%	8%	7%
Percent 28-29 Days	47%	48%	48%
Percent 30-31 Days	13%	15%	11%
Percent 32-33 Days	4%	2%	1%
Percent 34 or More Days	3%	2%	4%
Employees Responding Ref: Ques. II.26.a	1127	112	137

Exhibit C-3: Frequency Distribution of Gynecological Health Issues, by EPA Headquarters Buildings (continued)

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Shortest Cycle Length Last Year:			
Percent 23 Days or Less	39%	43%	38%
Percent 24-25 Days	13%	12%	10%
Percent 26-27 Days	16%	11%	18%
Percent 28-29 Days	26%	25%	27%
Percent 30-31 Days	6%	9%	3%
Percent 32-33 Days	1%	0%	0%
Percent 34 or More Days	1%	1%	3%
Employees Responding Ref: Ques. II.26.c	1036	103	128
Longest Cycle Length Last Year:			
Percent 27 Days or Less	22%	22%	26%
Percent 28-29 Days	24%	23%	19%
Percent 30-31 Days	22%	25%	22%
Percent 32-33 Days	10%	13%	8%
Percent 34-35 Days	8%	4%	5%
Percent 36-45 Days	8%	6%	12%
Percent 46-60 Days	3%	5%	7%
Percent 61 or More Days	2%	3%	2%
Employees Responding Ref: Ques. II.26.b	1030	102	129

Exhibit C-4 : Frequency Distribution of Menstrual Symptoms, Last Year, by EPA Headquarters Buildings

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Bleeding/Spotting Between Periods:			
Percent Never	68%	63%	63%
Percent 1-3 Times	24%	25%	30%
Percent 4-6 Times	5%	7%	4%
Percent 7-9 Times	2%	3%	1%
Percent 10 or More Times	2%	3%	2%
Employees Responding Ref: Ques. II.27	1240	120	142
Frequency of Menstrual Symptoms:			
Percent Never	7%	8%	8%
Percent 1-3 Times	18%	13%	22%
Percent 4-6 Times	15%	15%	17%
Percent 7-9 Times	15%	17%	10%
Percent 10 or More Times	45%	48%	41%
Employees Responding Ref: Ques. II.28.a	1234	120	143

Exhibit C-4: Frequency Distribution of Menstrual Symptoms, Last Year, by EPA Headquarters Buildings (continued)

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Severity of Menstrual Symptoms:			
Percent Mild	32%	33%	37%
Percent Moderate	55%	52%	53%
Percent Severe	11%	11%	8%
Percent Extreme	2%	4%	2%
Employees Responding Ref: Ques. II.28.b	1144	111	131

Exhibit C-5: Gynecological Health Problems, by EPA Headquarters Buildings

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Percent with Fibroids	21%	21%	26%
Year Diagnosed:			
Percent Before 1970	10%	8%	3%
Percent 1970 - 1979	22%	20%	18%
Percent 1980 - 1989	68%	72%	79%
Changes in Size Last Year:			
Percent Decreased	7%	6%	7%
Percent Increased	17%	19%	7%
Percent No Change	57%	53%	60%
Percent Other	19%	22%	17%
Employees Responding	1464	168	169
Percent with Cysts	18%	12%	18%
Year Diagnosed:			
Percent Before 1970	13%	21%	0%
Percent 1970 - 1979	22%	21%	27%
Percent 1980 - 1989	65%	57%	73%
Changes in Size Last Year:			
Percent Decreased	9%	17%	12%
Percent Increased	10%	0%	19%
Percent No Change	55%	56%	58%
Percent Other	26%	28%	12%
Employees Responding	1434	159	160

Reference: Part II, question 31.

Exhibit C-5: Gynecological Health Problems, by EPA Headquarters Buildings (continued)

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Percent with Enlarged Uterus	4%	6%	3%
Year Diagnosed:			
Percent Before 1970	4%	0%	0%
Percent 1970 - 1979	11%	0%	0%
Percent 1980 - 1989	85%	100%	100%
Changes in Size Last Year:			
Percent Decreased	8%	22%	0%
Percent Increased	25%	0%	33%
Percent No Change	48%	67%	67%
Percent Other	19%	11%	0%
Employees Responding	1372	157	151

Reference: Part II, question 31.

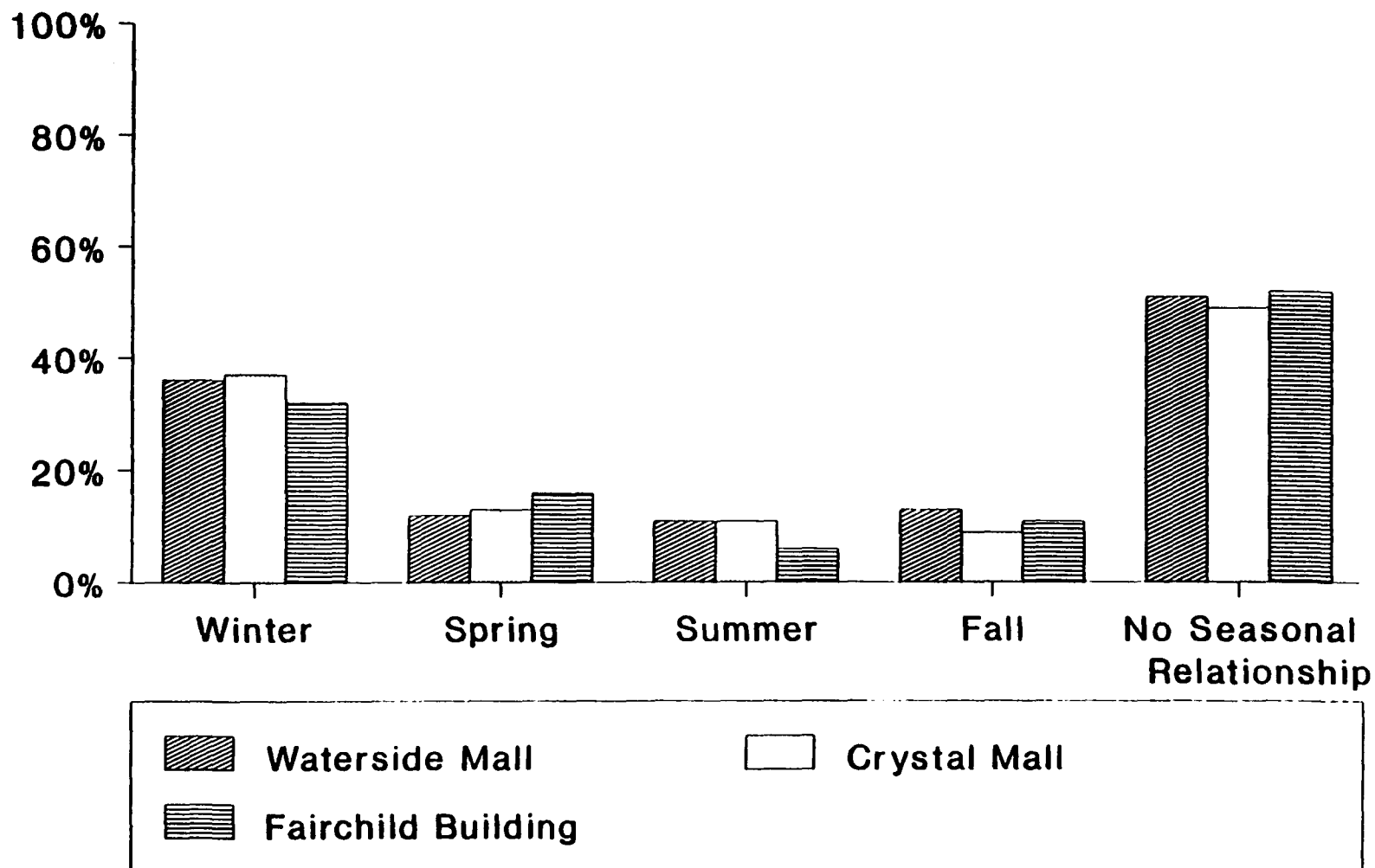
Exhibit C-6: Percent Reporting Symptoms One or More Days Last Week, by Sector, Waterside Mall

SYMPTOM	EAST TOWER		WEST TOWER		MALL 2ND FLOOR		MALL 3RD FLOOR		NE MALL		SE MALL		TOTAL RESPONDING	
	% Reporting Symptom	Total # in Sector	% Reporting Symptom	Total # in Sector	% Reporting Symptom	Total # in Sector	% Reporting Symptom	Total # in Sector	% Reporting Symptom	Total # in Sector	% Reporting Symptom	Total # in Sector	% Reporting Symptom	Total # in Bldg.
Headache	49%	772	54%	601	59%	401	53%	503	54%	439	53%	223	54%	2,939
Nausea	11%	769	10%	600	15%	396	18%	500	13%	436	13%	223	13%	2,924
Runny Nose	42%	769	44%	599	44%	396	47%	500	40%	435	39%	223	43%	2,922
Stuffy Nose	49%	773	54%	599	52%	396	58%	502	54%	436	53%	222	52%	2,928
Sneezing	38%	769	44%	601	44%	395	41%	500	34%	435	39%	223	41%	2,923
Cough	30%	772	34%	599	37%	398	35%	499	27%	435	26%	224	32%	2,927
Wheezing	8%	770	10%	600	7%	395	12%	498	7%	436	0%	223	8%	2,922
Shortness of Breath	8%	771	10%	599	15%	396	12%	498	13%	436	13%	223	11%	2,923
Chest Tightness	8%	770	10%	599	7%	395	12%	499	7%	434	13%	223	9%	2,920
Dry, Itching, or Tearing Eyes	38%	771	44%	600	44%	398	41%	500	40%	436	39%	223	41%	2,928
Sore/Strained Eyes	38%	770	44%	598	44%	396	41%	500	40%	435	39%	223	41%	2,922
Blurry/Double Vision	15%	772	20%	597	15%	398	18%	498	13%	433	13%	223	17%	2,921
Burning Eyes	23%	773	29%	599	37%	395	29%	500	27%	435	26%	223	28%	2,925
Sore Throat	23%	771	24%	599	29%	397	29%	499	27%	436	26%	223	25%	2,925
Hoarseness	15%	772	15%	598	22%	396	18%	500	13%	435	13%	223	16%	2,924
Dry Throat	30%	771	29%	599	37%	397	35%	500	27%	434	40%	221	30%	2,922
Unusual Fatigue	46%	770	39%	600	44%	397	47%	500	47%	437	52%	224	44%	2,928
Sleepiness	49%	770	49%	600	52%	397	53%	500	54%	436	52%	225	50%	2,928
Chills	15%	772	19%	604	22%	400	18%	497	20%	433	13%	224	19%	2,930
Fever	8%	772	10%	602	7%	398	6%	497	7%	434	13%	223	8%	2,926
Aching Muscles	27%	771	24%	603	29%	399	23%	499	27%	434	26%	225	25%	2,931
Problems w/ Contact Lenses*	44%	153	46%	133	54%	89	51%	108	50%	73	48%	50	48%	606
Difficulty Remembering Things	23%	768	24%	602	20%	399	18%	498	20%	433	26%	223	19%	2,923
Dizziness/Lightheadedness	15%	770	20%	600	15%	400	18%	498	13%	434	26%	223	18%	2,925
Feeling Depressed	27%	772	29%	603	30%	397	23%	499	27%	434	26%	223	27%	2,928
Tension or Nervousness	42%	771	39%	601	37%	398	35%	498	34%	432	39%	222	38%	2,922
Difficulty Concentrating	34%	770	34%	601	37%	399	35%	497	27%	435	40%	222	34%	2,924
Dry or Itchy Skin	38%	771	39%	601	37%	398	35%	498	34%	431	39%	224	36%	2,923
Pain in Upper Back	19%	772	24%	602	22%	398	23%	498	20%	432	26%	222	22%	2,924
Pain in Lower Back	27%	770	29%	601	29%	400	24%	497	27%	432	26%	223	28%	2,923
Pain in Shoulder/Neck	23%	771	24%	602	22%	399	18%	497	20%	431	26%	223	22%	2,923
Pain in Hands or Wrist	11%	769	15%	602	7%	400	12%	498	7%	432	13%	223	11%	2,924

*Based upon only the people who wear contact lenses at work (Part II, Question 1.a) as opposed to all responding employees.

Reference: Part II, Question 7.

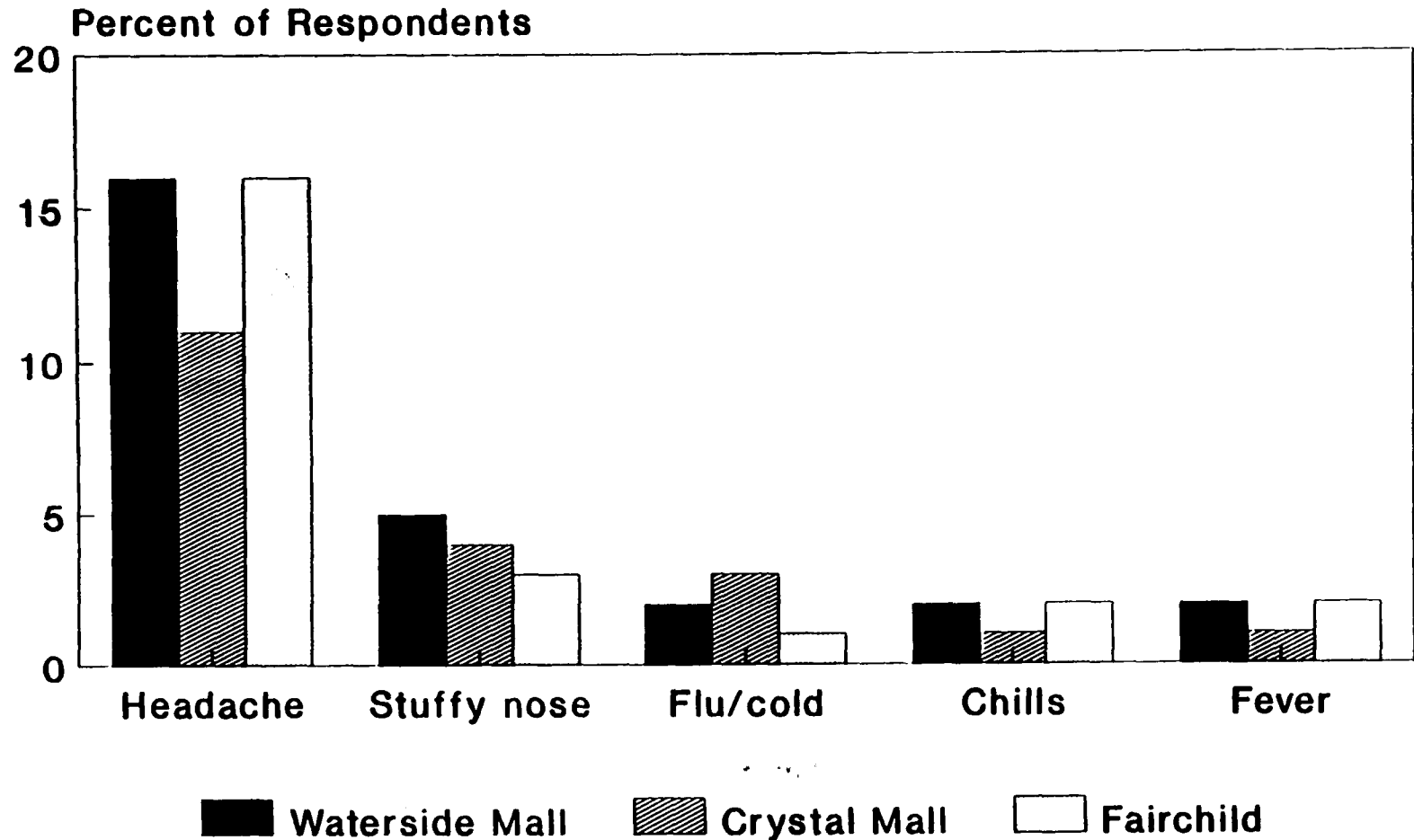
Exhibit C-7
Prevalence of Symptoms by Season
EPA Headquarters



Reference: Part II, question 10.

Exhibit C-8

CAUSES FOR LEAVING WORK OR STAYING HOME

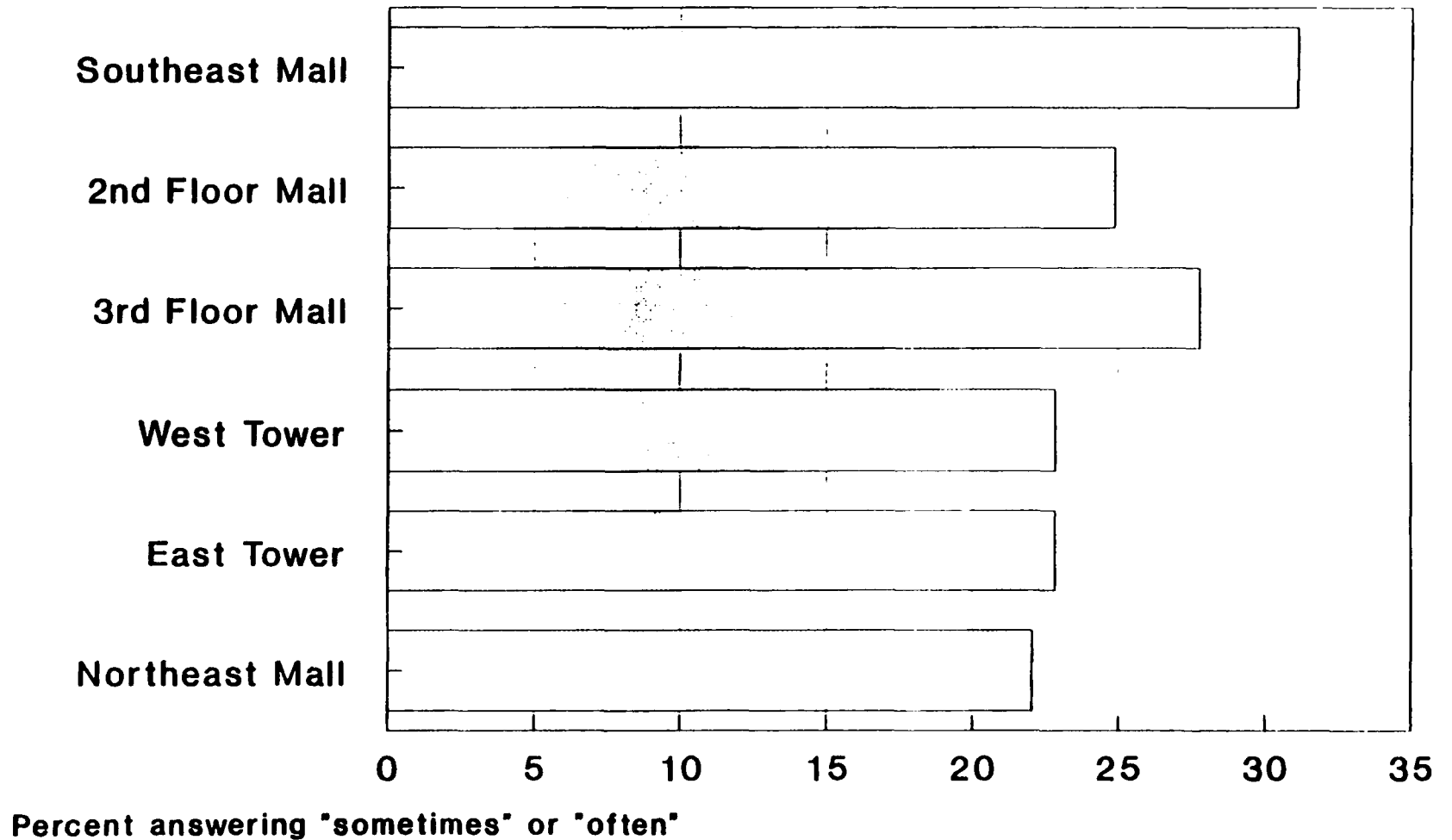


C-16

Reference: Part II, question 9b

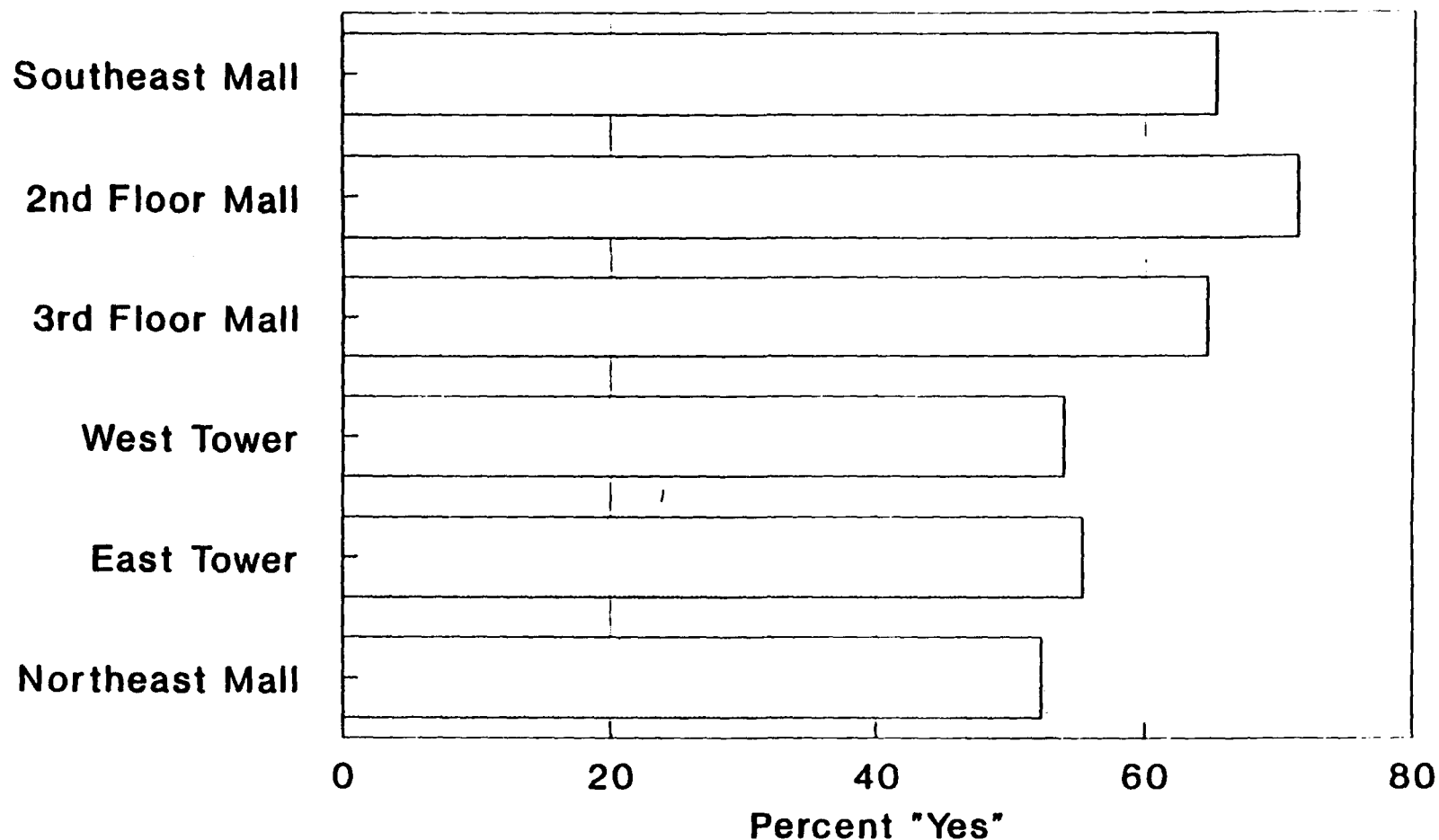
SYMPTOMS CAUSE ABSENTEEISM

C-17



Reference: Part II, Question 9a

ASSOCIATE SYMPTOMS WITH BUILDING



C-18

Reference: Part II, Question 11a.

Exhibit C-11a
Number and Percent of Responding Employees Attributing
Eye, Nose, Throat or Respiratory Irritation to Various Causes
at Workstation, Last Year, Waterside Mall

	Never		Rarely		Sometimes		Often		Always		Total Irritated	
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.
Tobacco Smoke	2,146	71%	433	14%	281	9%	94	3%	61	2%	869	29%
Fumes from Copy Machine	2,287	76%	438	15%	207	7%	46	2%	22	1%	713	24%
Fumes from Printing Process	2,703	90%	209	7%	55	2%	18	1%	13	0%	295	10%
Fumes from Other Chemicals	2,063	69%	549	18%	297	10%	65	2%	24	1%	935	31%
Fumes from Pesticides	2,431	82%	376	13%	127	4%	26	1%	19	1%	548	18%
Fumes from New Carpeting	1,852	62%	490	16%	441	15%	152	5%	58	2%	1,141	38%
Fumes from New Drapes	2,324	78%	394	13%	183	6%	62	2%	26	1%	665	22%
Fumes from Paint	1,888	63%	591	20%	401	13%	84	3%	40	1%	1,116	37%
Fumes from Cleaning of Carpets	2,242	75%	454	15%	209	7%	49	2%	21	1%	733	25%
Other Fumes	1,880	85%	45	2%	139	6%	109	5%	48	2%	341	15%

3018
3000
2998

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part II, question 19.

Exhibit C-11b

**Number and Percent of Responding Employees Attributing
Eye, Nose, Throat or Respiratory Irritation to Various Causes
at Workstation, Last Year, Crystal Mall**

	Never		Rarely		Sometimes		Often		Always		Total Irritated	
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.
Tobacco Smoke	299	67%	80	18%	45	10%	13	3%	10	2%	148	33%
Fumes from Copy Machine	320	73%	69	16%	34	8%	12	3%	4	1%	119	27%
Fumes from Printing Process	395	91%	27	6%	7	2%	2	0%	2	0%	38	9%
Fumes from Other Chemicals	331	75%	71	16%	31	7%	5	1%	1	0%	108	25%
Fumes from Pesticides	362	83%	63	14%	9	2%	2	0%	1	0%	75	17%
Fumes from New Carpeting	339	78%	66	15%	22	5%	8	2%	2	0%	98	22%
Fumes from New Drapes	375	86%	47	11%	10	2%	3	1%	1	0%	61	14%
Fumes from Paint	276	62%	95	21%	57	13%	7	2%	7	2%	166	38%
Fumes from Cleaning of Carpets	343	79%	70	16%	14	3%	4	1%	3	1%	91	21%
Other Fumes	314	86%	7	2%	12	3%	20	5%	12	3%	51	14%

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part II, question 19.

Exhibit C-11c

**Number and Percent of Responding Employees Attributing
Eye, Nose, Throat or Respiratory Irritation to Various Causes
at Workstation, Last Year, Fairchild Building**

	Never		Rarely		Sometimes		Often		Always		Total Irritated	
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.
Tobacco Smoke	284	70%	63	16%	34	8%	11	3%	11	3%	119	30%
Fumes from Copy Machine	319	79%	56	14%	18	4%	5	1%	4	1%	83	21%
Fumes from Printing Process	367	92%	23	6%	5	1%	3	1%	0	0%	31	8%
Fumes from Other Chemicals	314	78%	59	15%	23	6%	3	1%	2	0%	87	22%
Fumes from Pesticides	350	88%	35	9%	9	2%	2	1%	2	1%	48	12%
Fumes from New Carpeting	281	71%	55	14%	39	10%	17	4%	5	1%	116	29%
Fumes from New Drapes	312	78%	43	11%	30	7%	12	3%	4	1%	89	22%
Fumes from Paint	313	78%	46	12%	26	7%	10	3%	5	1%	87	22%
Fumes from Cleaning of Carpets	315	79%	47	12%	29	7%	5	1%	4	1%	85	21%
Other Fumes	347	94%	2	1%	13	4%	6	2%	2	1%	23	6%

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part II, question 19.

Exhibit C-12a
Physical Environment of Workstation, Last Year,
Waterside Mall

	Never		Rarely		Sometimes		Often		Always		Total Complaining	
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.
Too Much Air Movement	1,316	44%	783	26%	530	18%	269	9%	97	3%	1,679	56%
Too Little Air Movement	322	11%	430	14%	886	30%	881	29%	476	16%	2,673	89%
Adjust the Air Movement	237	8%	252	8%	931	31%	1,006	34%	568	19%	2,757	92%
Temperature Too Hot	234	8%	412	14%	1,318	43%	940	31%	136	4%	2,806	92%
Temperature Too Cold	197	6%	538	18%	1,352	44%	814	27%	144	5%	2,848	94%
Adjust the Temperature	94	3%	190	6%	1,029	34%	1,146	38%	562	19%	2,927	97%
Too Humid	1,239	41%	939	31%	590	20%	176	6%	54	2%	1,759	59%
Too Dry	467	15%	512	17%	931	31%	693	23%	415	14%	2,551	85%
Adjust the Humidity	572	19%	451	15%	884	30%	646	22%	431	14%	2,412	81%
Air Too Stuffy	276	9%	415	14%	960	32%	830	27%	549	18%	2,754	91%
Too Noisy	482	16%	811	27%	835	28%	523	17%	376	12%	2,545	84%
Too Quiet	2,051	68%	758	25%	141	5%	33	1%	22	1%	954	32%
Work Area Too Dusty	703	23%	763	25%	830	27%	421	14%	302	10%	2,316	77%

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part III, question 1.

Exhibit C-12b
Physical Environment of Workstation, Last Year,
Crystal Mall

	Never		Rarely		Sometimes		Often		Always		Total Complaining	
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.
Too Much Air Movement	281	64%	98	22%	44	10%	8	2%	5	1%	155	36%
Too Little Air Movement	57	13%	54	12%	116	26%	115	26%	98	22%	383	87%
Adjust the Air Movement	57	13%	47	11%	120	28%	117	27%	93	21%	377	87%
Temperature Too Hot	34	8%	76	17%	190	43%	113	26%	30	7%	409	92%
Temperature Too Cold	101	23%	153	35%	154	35%	29	7%	4	1%	340	77%
Adjust the Temperature	29	7%	53	12%	182	42%	115	26%	59	13%	409	93%
Too Humid	221	51%	117	27%	61	14%	27	6%	8	2%	213	49%
Too Dry	85	19%	78	18%	108	25%	115	26%	53	12%	354	81%
Adjust the Humidity	104	24%	58	13%	110	25%	100	23%	60	14%	328	76%
Air Too Stuffy	56	13%	56	13%	128	29%	106	24%	94	21%	384	87%
Too Noisy	76	17%	115	26%	135	31%	75	17%	40	9%	365	83%
Too Quiet	310	71%	112	26%	10	2%	2	0%	2	0%	126	29%
Work Area Too Dusty	106	24%	131	30%	135	31%	33	8%	34	8%	333	76%

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part III, question 1.

Exhibit C-12c
Physical Environment of Workstation, Last Year,
Fairchild Building

	Never		Rarely		Sometimes		Often		Always		Total Complaining	
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.
Too Much Air Movement	237	59%	131	33%	27	7%	5	1%	2	0%	165	41%
Too Little Air Movement	52	13%	75	19%	117	29%	82	21%	74	19%	348	87%
Adjust the Air Movement	54	14%	52	13%	129	32%	91	23%	73	18%	345	86%
Temperature Too Hot	28	7%	69	17%	181	45%	95	24%	28	7%	373	93%
Temperature Too Cold	60	15%	116	29%	178	44%	41	10%	7	2%	342	85%
Adjust the Temperature	21	5%	45	11%	173	43%	98	24%	64	16%	380	95%
Too Humid	185	46%	116	29%	69	17%	20	5%	8	2%	213	54%
Too Dry	79	20%	76	19%	118	30%	66	17%	59	15%	319	80%
Adjust the Humidity	96	24%	65	16%	107	27%	75	19%	56	14%	303	76%
Air Too Stuffy	60	15%	66	17%	119	30%	81	20%	73	18%	339	85%
Too Noisy	81	20%	141	35%	108	27%	47	12%	24	6%	320	80%
Too Quiet	240	60%	117	29%	29	7%	8	2%	5	1%	159	40%
Work Area Too Dusty	128	32%	115	29%	106	26%	30	7%	22	5%	273	68%

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part III, question 1.

Exhibit C-13

**Environmental Comfort of Workstation Last Year,
Percent Reporting Often/Always,
By Waterside Mall Sectors**

	East Tower		West Tower		# 2 Mall		# 3 Mall		NE Mall		SE Mall		Total Responding	
	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# in Sector	% Resp.	# of Resp.
Too Much Air Movement	13%	764	15%	585	13%	393	8%	485	12%	427	8%	214	12%	2868
Too Little Air Movement	40%	761	38%	583	55%	391	56%	489	42%	427	57%	217	46%	2868
Adjust the Air Movement	34%	759	49%	581	61%	392	58%	489	51%	432	58%	216	49%	2869
Temperature Too Hot	33%	768	39%	595	40%	397	36%	494	30%	435	34%	220	36%	2909
Temperature Too Cold	23%	768	35%	596	36%	398	32%	494	34%	437	34%	222	31%	2915
Adjust the Temperature	52%	765	59%	594	62%	394	59%	491	54%	431	57%	221	57%	2896
Too Humid	6%	757	8%	586	8%	394	9%	490	6%	434	9%	215	7%	2876
Too Dry	37%	764	37%	590	37%	399	39%	488	32%	435	45%	218	37%	2894
Adjust the Humidity	33%	756	34%	589	40%	392	41%	484	33%	429	42%	217	36%	2867
Air Too Stuffy	41%	769	42%	592	50%	395	55%	494	40%	430	52%	222	46%	2902
Too Noisy	30%	767	31%	589	32%	397	24%	493	30%	434	34%	219	30%	2899
Too Quiet	2%	760	2%	588	1%	395	1%	490	2%	431	1%	217	2%	2881
Work Area Too Dusty	22%	763	26%	589	23%	395	28%	491	19%	433	28%	219	24%	2890

% Resp. - Percentage of Respondents Reporting Comfort Factor "Often or Always".

in Sector - Number of Respondents in Sector Reporting Comfort Factor.

of Resp. - Number of Waterside Mall Employees Reporting Comfort Factor.

Reference: Part III, question 1.

Exhibit C-14a
Odors Noticed at Present Workstation, Last Year,
Waterside Mall

	Never		Rarely		Sometimes		Often		Always		Total Reporting Odors	
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.
Body Odor	1,950	64%	699	23%	294	10%	65	2%	19	1%	1,077	36%
Cosmetics	1,143	38%	894	30%	702	23%	213	7%	78	3%	1,887	62%
Tobacco Smoke	1,977	65%	638	21%	301	10%	84	3%	33	1%	1,056	35%
Fishy Smells	2,177	72%	493	16%	283	9%	65	2%	14	0%	855	28%
Other Food Smells	746	25%	701	23%	1,046	34%	451	15%	93	3%	2,291	75%
Musty/Damp Basement Smells	2,093	69%	570	19%	268	9%	79	3%	28	1%	945	31%
New Carpet Odors	1,920	63%	539	18%	422	14%	124	4%	36	1%	1,121	37%
New Drape/Curtain Odors	2,546	84%	346	11%	104	3%	18	1%	6	0%	474	16%
Diesel/Engine Exhaust Odors	2,453	81%	341	11%	165	5%	64	2%	10	0%	580	19%
Copy Machine Odors	2,258	74%	475	16%	221	7%	58	2%	19	1%	773	26%
Odors from Printing Processing	2,711	90%	238	8%	55	2%	13	0%	8	0%	314	10%
Odors from Other Chemicals	1,687	56%	870	29%	384	13%	66	2%	15	0%	1,335	44%
Pesticide Odors	2,411	80%	453	15%	133	4%	12	0%	4	0%	602	20%
Odors from Cleaning of Carpet/Drape	2,190	73%	576	19%	205	7%	33	1%	6	0%	820	27%
Paint Odors	1,768	59%	774	26%	412	14%	62	2%	6	0%	1,254	41%
Other Unpleasant Odors	2,228	81%	222	8%	206	8%	49	2%	35	1%	512	19%

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part III, question 2.

Exhibit C-14b
Odors Noticed at Present Workstation, Last Year,
Crystal Mall

	Never		Rarely		Sometimes		Often		Always		Total Reporting Odors	
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.
Body Odor	263	59%	108	24%	58	13%	9	2%	5	1%	180	41%
Cosmetics	135	30%	143	32%	121	27%	37	8%	7	2%	308	70%
Tobacco Smoke	258	58%	110	25%	50	11%	19	4%	7	2%	186	42%
Fishy Smells	296	67%	96	22%	40	9%	8	2%	3	1%	147	33%
Other Food Smells	90	20%	123	28%	151	34%	68	15%	12	3%	354	80%
Musty/Damp Basement Smells	352	79%	70	16%	17	4%	2	0%	3	1%	92	21%
New Carpet Odors	342	77%	81	18%	16	4%	2	0%	2	0%	101	23%
New Drape/Curtain Odors	374	84%	62	14%	5	1%	1	0%	1	0%	69	16%
Diesel/Engine Exhaust Odors	387	87%	41	9%	12	3%	2	0%	1	0%	56	13%
Copy Machine Odors	324	72%	74	17%	31	7%	17	4%	1	0%	123	28%
Odors from Printing Processing	404	91%	33	7%	6	1%	0	0%	0	0%	39	9%
Odors from Other Chemicals	275	62%	125	28%	42	9%	2	0%	1	0%	170	38%
Pesticide Odors	362	82%	72	16%	10	2%	0	0%	0	0%	82	18%
Odors from Cleaning of Carpet/Drape	339	77%	80	18%	19	4%	3	1%	0	0%	102	23%
Paint Odors	260	58%	113	25%	63	14%	6	1%	3	1%	185	42%
Other Unpleasant Odors	351	84%	29	7%	23	6%	11	3%	3	1%	66	16%

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part III, question 2.

Exhibit C-14c

**Odors Noticed at Present Workstation, Last Year,
Fairchild Building**

	Never		Rarely		Sometimes		Often		Always		Total Reporting Odors	
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.
Body Odor	271	67%	80	20%	38	9%	13	3%	3	1%	134	33%
Cosmetics	143	35%	125	31%	91	23%	35	9%	10	2%	261	65%
Tobacco Smoke	283	70%	75	19%	31	8%	9	2%	6	1%	121	30%
Fishy Smells	313	77%	60	15%	26	6%	3	1%	2	0%	91	23%
Other Food Smells	106	26%	109	27%	141	35%	43	11%	6	1%	299	74%
Musty/Damp Basement Smells	326	80%	56	14%	22	5%	1	0%	0	0%	79	20%
New Carpet Odors	289	72%	64	16%	35	9%	9	2%	5	1%	113	28%
New Drape/Curtain Odors	325	81%	52	13%	19	5%	2	0%	5	1%	78	19%
Diesel/Engine Exhaust Odors	363	90%	24	6%	14	3%	4	1%	0	0%	42	10%
Copy Machine Odors	310	77%	58	14%	30	7%	2	0%	3	1%	93	23%
Odors from Printing Processing	371	92%	22	5%	6	1%	1	0%	2	0%	31	8%
Odors from Other Chemicals	262	65%	103	26%	33	8%	2	0%	3	1%	141	35%
Pesticide Odors	368	91%	28	7%	6	1%	0	0%	1	0%	35	9%
Odors from Cleaning of Carpet/Drape	315	78%	59	15%	26	6%	1	0%	2	0%	88	22%
Paint Odors	306	76%	64	16%	31	8%	2	0%	1	0%	98	24%
Other Unpleasant Odors	355	89%	23	6%	14	4%	5	1%	1	0%	43	11%

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part III, question 2.

**Exhibit C-15: Changes in Workstation Physical Environment, by
EPA Headquarters Buildings**

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Changes Last Year			
Improved	20%	13%	17%
Became Worse	14%	20%	12%
Stayed the Same	66%	67%	72%
Employees Responding	3045	448	405
Changes During a Typical Work Day			
Improves	5%	3%	4%
Becomes Worse	22%	26%	21%
Stays the Same	72%	72%	75%
Employees Responding	3045	447	405

Reference: Part III, questions 12 and 13.

Exhibit C-16: Degree of Responding Employees' Chair & Workstation Comfort, by EPA Headquarters Buildings

	EMPLOYEES RESPONDING	REASONABLY COMFORTABLE	PERCENT RESPONDING		
			SOMEWHAT UNCOMFORTABLE	VERY UNCOMFORTABLE	NOT APPROPRIATE
Chair Comfort					
Waterside Mall	3068	67%	21%	11%	1%
Crystal Mall	450	63%	24%	12%	1%
Fairchild	404	71%	21%	7%	1%
Comfort of Set-up of Desk, Equipment					
Waterside Mall	3059	71%	22%	7%	0%
Crystal Mall	450	70%	22%	8%	0%
Fairchild	403	69%	24%	7%	0%

Reference: Part III, questions 7:a and 8.

Exhibit C-17: Percent of Responding Employees Reporting Glare At Workstation, by EPA Headquarters Buildings

	EMPLOYEES RESPONDING	PERCENT RESPONDING			
		NEVER	SOMETIMES	OFTEN	ALWAYS
Waterside Mall	3044	51%	36%	7%	4%
Crystal Mall	448	55%	37%	6%	2%
Fairchild	404	44%	44%	8%	4%

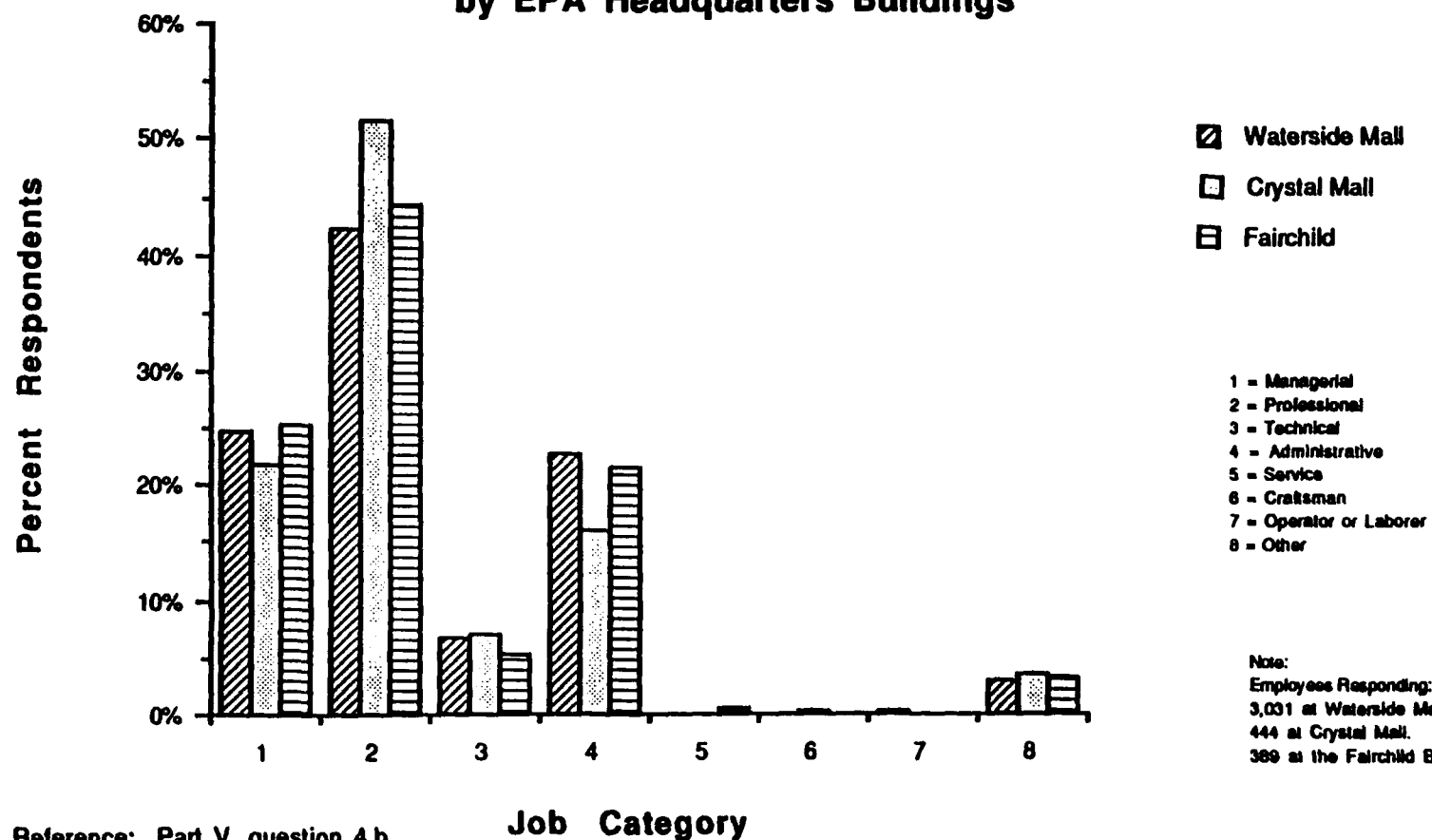
Reference: Part III, question 5.a.

Exhibit C-18: Responding Employees Rating of Lighting at Workstation, by EPA Headquarters Buildings

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD
Employees Responding	3051	449	404
Much Too Dim	7%	5%	5%
A Little Too Dim	34%	35%	27%
Just Right	51%	54%	59%
A Little Too Bright	7%	5%	6%
Much Too Bright	1%	1%	1%

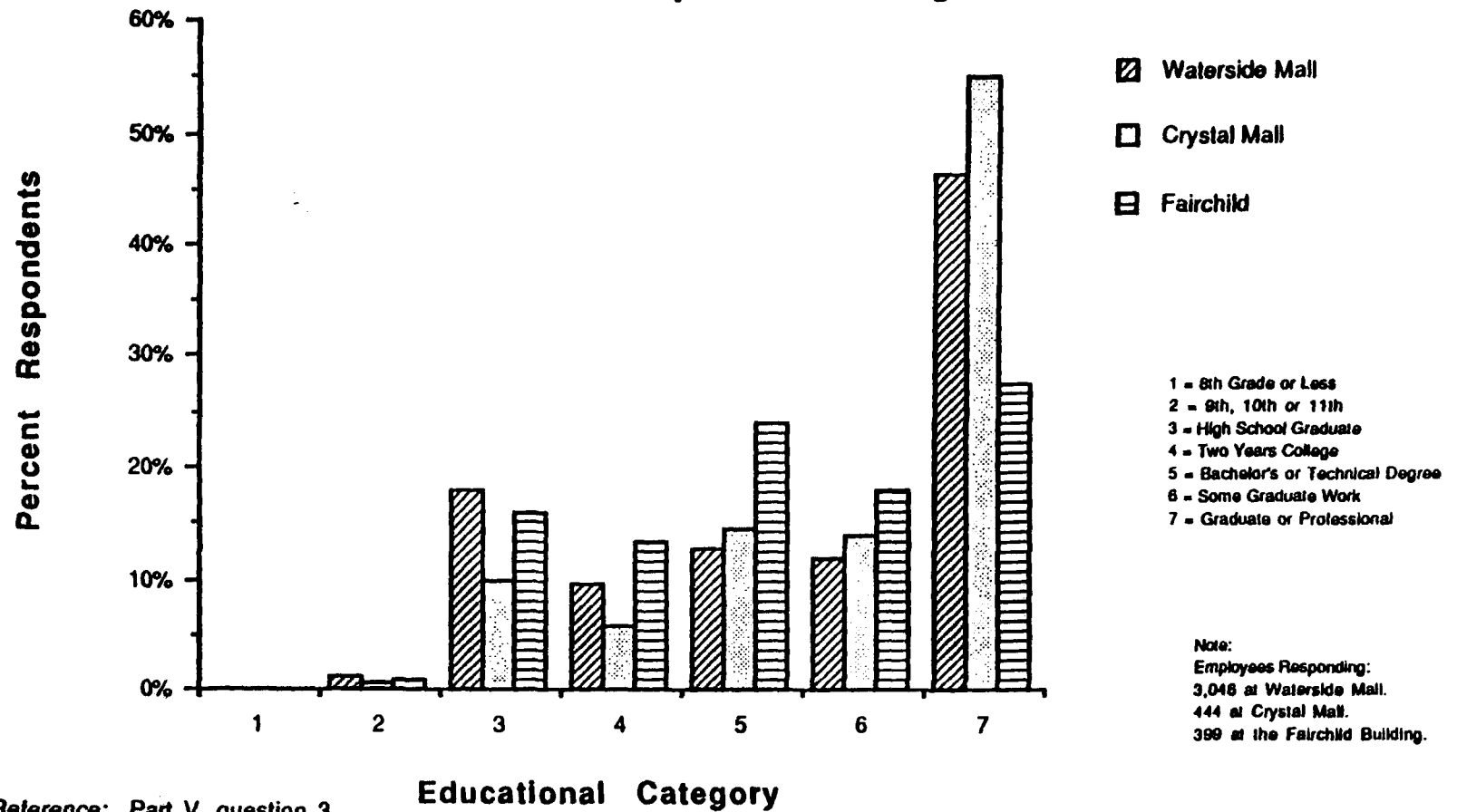
Reference: Part III, question 4.

Exhibit C-19
Distribution Of Job Categories,
by EPA Headquarters Buildings



Reference: Part V, question 4.b.

Exhibit C-20
Education Distribution, by
EPA Headquarters Buildings



Reference: Part V, question 3.

Exhibit C-21: Medical History: Number and Percent of Responding Employees, by EPA Headquarters Building

SYMPTOM CLUSTER	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Number	Percent	Number	Percent	Number	Percent
Ever Had or Have Eczema	247	8%	33	7%	33	8%
Sensitivity to Eye, Nose, Throat or Respiratory Irritants	969	32%	142	32%	118	29%
Physician Ever Diagnosed Asthma	260	8%	59	13%	35	9%
Asthma Diagnosed Since Working in the Building	46	18%	8	14%	4	11%

Reference: Part II, Questions 14, 20, 16.a and 16.b, respectively.

Exhibit C-22a
Reported Frequency of Sensitivity to
Various Allergies, Waterside Mall

	No		Yes		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	
Pollen or Plants	1,620	56%	1,286	44%	2,906
Animals	2,300	82%	498	18%	2,798
Dust	1,588	54%	1,344	46%	2,932
Molds	1,920	68%	914	32%	2,834
Other	1,980	86%	311	14%	2,291

Exhibit C-22b
Reported Frequency of Sensitivity to
Various Allergies, Crystal Mall

	No		Yes		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	
Pollen or Plants	216	50%	212	50%	428
Animals	311	77%	91	23%	402
Dust	212	50%	216	50%	428
Molds	254	61%	164	39%	418
Other	281	84%	52	16%	333

Exhibit C-22c
Reported Frequency of Sensitivity to
Various Allergies, Fairchild Building

	No		Yes		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	
Pollen or Plants	208	54%	174	46%	382
Animals	292	79%	76	21%	368
Dust	213	55%	177	45%	390
Molds	255	68%	118	32%	373
Other	342	90%	36	10%	378

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part II, question 18.

Exhibit C-23: Frequencies of Use of Corrective Lenses at Work, by EPA Headquarters Building

	EMPLOYEES RESPONDING	PERCENT RESPONDING			
		NEVER	SOMETIMES	OFTEN	ALWAYS
Have or Wear Contact Lenses					
Waterside Mall	690	9%	21%	12%	57%
Crystal Mall	87	20%	18%	14%	48%
Fairchild	101	13%	24%	14%	50%
Wear Eyeglasses For Close-Up Work					
Waterside Mall	3,036	39%	13%	11%	38%
Crystal Mall	446	31%	15%	10%	44%
Fairchild	401	39%	12%	11%	38%

Reference: Part II, questions 1.b and 2.

**Exhibit C-24: Summary of Responding Employees' Smoking Habits,
by EPA Headquarters Buildings**

	WATERSIDE MALL	CRYSTAL MALL	FAIRCHILD BUILDING
Percent:			
Never Smoked	58%	54%	60%
Former Smoker	28%	31%	22%
Current Smoker	14%	14%	18%
Employees Responding	3,062	443	404
Among Current Smokers:			
Percent Smoke at Workstation			
Never	90%	85%	93%
Sometimes	9%	15%	7%
Often	1%	0%	0%
Percent Smoke Elsewhere at Work			
Never	21%	26%	11%
Sometimes	57%	53%	57%
Often	22%	21%	31%
Cigarettes per Day, Percent			
None	10%	11%	7%
1 to 5	31%	29%	19%
6 to 10	21%	15%	29%
11 to 20	26%	29%	33%
21 to 30	8%	8%	9%
31 or more	3%	8%	3%

Reference: Part II, questions .3, 4, 5 and 6.

Exhibit C-25a

**Frequency Distributions of the Components of the
Role Conflict Scale, Waterside Mall**

Conflicting tasks from Persons:	Rarely		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Equal in rank	1,718	57%	1,025	34%	197	7%	79	3%	3,019
In position of authority	1,773	59%	941	31%	202	7%	93	3%	3,009
Whose requests should be met	1,078	36%	1,232	41%	492	16%	204	7%	3,006

Exhibit C-25b

**Frequency Distributions of the Components of the
Role Conflict Scale, Crystal Mall**

Conflicting tasks from Persons:	Rarely		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Equal in rank	253	57%	155	35%	30	7%	9	2%	447
In position of authority	263	59%	135	30%	31	7%	14	3%	443
Whose requests should be met	149	33%	199	45%	61	14%	36	8%	445

Exhibit C-25c

**Frequency Distributions of the Components of the
Role Conflict Scale, Fairchild Building**

Conflicting tasks from Persons:	Rarely		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Equal in rank	247	62%	117	29%	25	6%	9	2%	398
In position of authority	238	60%	115	29%	33	8%	12	3%	398
Whose requests should be met	147	37%	165	42%	57	14%	28	7%	397

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part IV, question 4.

Exhibit C-26a

**Frequency Distribution of the Components of the
Job Control Scale, Waterside Mall**

How Much Influence Do You Have in the Following Areas:	Very Little		Little		A Moderate Amount		Much		Very Much		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Over Amount of Work You Do	373	12%	449	15%	1,147	38%	687	23%	363	12%	3,019
Over Availability of Materials	291	10%	513	17%	1,072	36%	777	26%	358	12%	3,011
Over Policies in Work Group	482	16%	594	20%	991	33%	644	21%	299	10%	3,010
Over Layout/Design Workstation	394	13%	336	11%	588	20%	658	22%	1,036	34%	3,012

Exhibit C-26b

**Frequency Distribution of the Components of the
Job Control Scale, Crystal Mall**

How Much Influence Do You Have in the Following Areas:	Very Little		Little		A Moderate Amount		Much		Very Much		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Over Amount of Work You Do	70	16%	78	17%	153	34%	90	20%	56	13%	447
Over Availability of Materials	95	21%	115	26%	142	32%	69	16%	24	5%	445
Over Policies in Work Group	99	22%	108	24%	134	30%	71	16%	32	7%	444
Over Layout/Design Workstation	61	14%	52	12%	106	24%	100	22%	126	28%	445

Exhibit C-26c

**Frequency Distribution of the Components of the
Job Control Scale, Fairchild Building**

How Much Influence Do You Have in the Following Areas:	Very Little		Little		A Moderate Amount		Much		Very Much		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Over Amount of Work You Do	74	19%	74	19%	143	36%	70	18%	34	9%	395
Over Availability of Materials	40	10%	86	22%	136	34%	101	26%	32	8%	395
Over Policies in Work Group	68	17%	88	22%	137	35%	71	18%	31	8%	395
Over Layout/Design Workstation	69	18%	52	13%	61	15%	93	24%	119	30%	394

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part IV, question 5.

Exhibit C-27a
Frequency Distribution of the Components of the
Quantitative Workload Scale, Waterside Mall

	Rarely		Occasionally		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Required to Work Very Fast	127	4%	501	17%	997	33%	932	31%	475	16%	3,032
Required to Work Very Hard	111	4%	309	10%	755	25%	1,129	37%	729	24%	3,033
Little Time to Get Things Done	272	9%	404	13%	943	31%	828	27%	573	19%	3,020
Often Have Lot to Do	81	3%	258	9%	616	20%	1,082	36%	990	33%	3,027

Exhibit C-27b
Frequency Distribution of the Components of the
Quantitative Workload Scale, Crystal Mall

	Rarely		Occasionally		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Required to Work Very Fast	18	4%	98	22%	143	32%	121	27%	66	15%	446
Required to Work Very Hard	19	4%	51	11%	126	28%	146	33%	105	23%	447
Little Time to Get Things Done	45	10%	86	19%	112	25%	119	27%	83	19%	445
Often Have Lot to Do	9	2%	43	10%	75	17%	147	33%	173	39%	447

Exhibit C-27c
Frequency Distribution of the Components of the
Quantitative Workload Scale, Fairchild Building

	Rarely		Occasionally		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Required to Work Very Fast	18	5%	68	17%	117	29%	121	30%	75	19%	399
Required to Work Very Hard	14	4%	43	11%	107	27%	117	29%	117	29%	398
Little Time to Get Things Done	34	9%	69	17%	112	28%	108	27%	77	19%	400
Often Have Lot to Do	11	3%	25	6%	71	18%	137	34%	155	39%	399

Resp. - Number of Employees Responding.
 % Resp. - Percentage of Employees Responding.
 Reference: Part IV, questions 6.a through 6.d.

Exhibit C-28a**Frequency Distribution of the Components of the
Underutilization of Abilities Scale, Waterside Mall**

	Rarely		Occasionally		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Use Skills Learned in School	364	12%	490	16%	769	25%	855	28%	544	18%	3,022
Allowed to do Things You do Best	319	11%	392	13%	851	28%	1,035	34%	421	14%	3,018
Use Skills from Past Experience	252	8%	378	13%	661	22%	1,031	34%	697	23%	3,019

Exhibit C-28b**Frequency Distribution of the Components of the
Underutilization of Abilities Scale, Crystal Mall**

	Rarely		Occasionally		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Use Skills Learned in School	55	12%	76	17%	100	22%	129	29%	86	19%	446
Allowed to do Things You do Best	51	11%	72	16%	122	27%	141	32%	60	13%	446
Use Skills from Past Experience	44	10%	74	17%	92	21%	138	31%	99	22%	447

Exhibit C-28c**Frequency Distribution of the Components of the
Underutilization of Abilities Scale, Fairchild Building**

	Rarely		Occasionally		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Use Skills Learned in School	52	13%	65	16%	102	26%	113	29%	64	16%	396
Allowed to do Things You do Best	41	10%	57	15%	128	33%	116	30%	51	13%	393
Use Skills from Past Experience	28	7%	52	13%	97	24%	118	30%	102	26%	397

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part IV, questions 6.e through 6.g.

Exhibit C-29a

**Frequency Distribution of the Components of the
Role Ambiguity Scale, Waterside Mall**

	Rarely		Occasionally		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Clear on Job Responsibilities	109	4%	223	7%	487	16%	1,262	42%	941	31%	3,022
Predict what Others Expect of You	136	5%	261	9%	601	20%	1,347	45%	677	22%	3,022
Work Objectives Well Defined	208	7%	370	12%	832	28%	1,137	38%	469	16%	3,016
Clear on Others Expectations of You	162	5%	294	10%	710	24%	1,254	42%	592	20%	3,012

Exhibit C-29b

**Frequency Distribution of the Components of the
Role Ambiguity Scale, Crystal Mall**

	Rarely		Occasionally		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Clear on Job Responsibilities	12	3%	32	7%	60	13%	199	45%	143	32%	446
Predict what Others Expect of You	21	5%	31	7%	88	20%	209	47%	98	22%	447
Work Objectives Well Defined	28	6%	40	9%	109	24%	195	44%	75	17%	447
Clear on Others Expectations of You	25	6%	37	8%	96	21%	197	44%	92	21%	447

Exhibit C-29c

**Frequency Distribution of the Components of the
Role Ambiguity Scale, Fairchild Building**

	Rarely		Occasionally		Sometimes		Fairly Often		Very Often		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	# Resp.	% Resp.	
Clear on Job Responsibilities	15	4%	32	8%	55	14%	169	43%	126	32%	397
Predict what Others Expect of You	20	5%	35	9%	92	23%	164	41%	87	22%	398
Work Objectives Well Defined	19	5%	49	12%	93	23%	179	45%	58	15%	398
Clear on Others Expectations of You	20	5%	36	9%	92	23%	171	43%	79	20%	398

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part IV, questions 6.h through 6.k.

Exhibit C-30a: Frequency Distribution of the Components of the External Stress Scale -- WATERSIDE MALL

	NO		YES		TOTAL RESPONDING
	Number	Percent	Number	Percent	
Children at Home	1,644	55%	1,365	45%	3,009
Major Responsibility for Childcare	2,250	75%	767	25%	3,017
Major Housecleaning Responsibilities	1,026	34%	1,988	66%	3,014
Regular Care for Elderly Person	2,858	94%	172	6%	3,030
Taking Courses Toward Degree/Diploma	2,692	89%	332	11%	3,024
Regular Commitment Outside Job	2,125	71%	888	29%	3,013

Exhibit C-30b: Frequency Distribution of the Components of the External Stress Scale -- CRYSTAL MALL

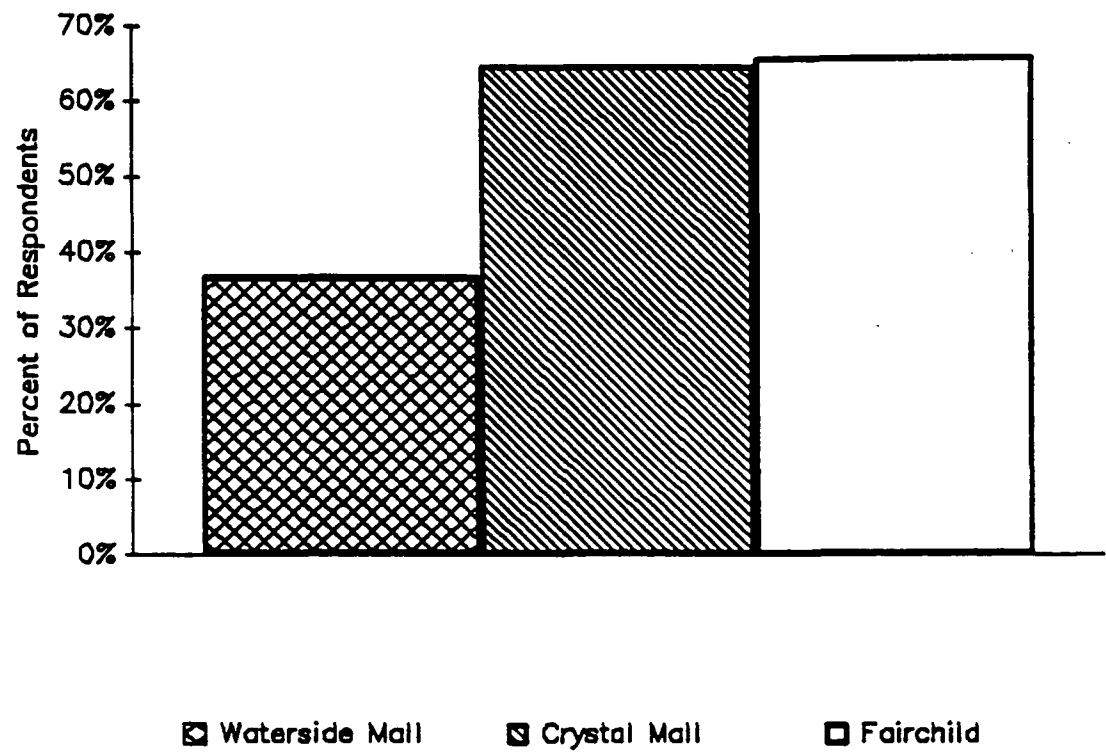
	NO		YES		TOTAL RESPONDING
	Number	Percent	Number	Percent	
Children at Home	245	55%	198	45%	443
Major Responsibility for Childcare	329	74%	113	26%	442
Major Housecleaning Responsibilities	169	38%	273	62%	442
Regular Care for Elderly Person	414	93%	30	7%	444
Taking Courses Toward Degree/Diploma	405	91%	40	9%	445
Regular Commitment Outside Job	295	66%	150	34%	445

Exhibit C-30c: Frequency Distribution of the Components of the External Stress Scale -- FAIRCHILD BUILDING

	NO		YES		TOTAL RESPONDING
	Number	Percent	Number	Percent	
Children at Home	215	53%	189	47%	404
Major Responsibility for Childcare	302	75%	102	25%	404
Major Housecleaning Responsibilities	139	34%	265	66%	404
Regular Care for Elderly Person	386	96%	18	4%	404
Taking Courses Toward Degree/Diploma	367	91%	35	9%	402
Regular Commitment Outside Job	285	71%	117	29%	402

Reference: Part IV, Question 7.

Exhibit C-31: Window at Workstation



Reference: Part III, Question 6.

Exhibit C-32a
Types of Furniture, Equipment and Changes
Within 15 Feet of Workstation, Waterside Mall

	No		Yes		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	
Metal Desk	1,703	60%	1,138	40%	2,841
Wood or Composition Desk	579	20%	2,349	80%	2,928
Metal Bookshelves or Bookcases	1,185	41%	1,717	59%	2,902
Wood or Composition Bookcases	882	31%	1,970	69%	2,852
File Cabinet(s)	575	19%	2,385	81%	2,960
Other Metal Furniture	1,411	51%	1,348	49%	2,759
Other Wood Furniture	662	23%	2,197	77%	2,859
Fabric-covered Partitions	1,557	55%	1,260	45%	2,817
Portable Humidifier	2,577	96%	121	4%	2,698
Laser Printer	1,671	59%	1,147	41%	2,818
Photocopy Machine	2,323	85%	401	15%	2,724
Live Plants	1,366	48%	1,473	52%	2,839
Carpeting	45	1%	3,000	99%	3,045
New Carpeting	2,295	80%	562	20%	2,857
New Drapes/Curtains	2,717	96%	105	4%	2,822
New Furniture	1,582	55%	1,282	45%	2,864
New Equipment	951	33%	1,941	67%	2,892
Walls Painted	2,159	76%	692	24%	2,851
Rearranged Walls	2,289	81%	549	19%	2,838
New/Continuing Water Leaks	2,501	85%	433	15%	2,934

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part I, questions 7, 8, 11 and 12.

Exhibit C-32b
Types of Furniture, Equipment and Changes
Within 15 Feet of Workstation, Crystal Mall

	No		Yes		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	
Metal Desk	251	63%	146	37%	397
Wood or Composition Desk	46	11%	380	89%	426
Metal Bookshelves or Bookcases	125	30%	295	70%	420
Wood or Composition Bookcases	146	37%	247	63%	393
File Cabinet(s)	52	12%	383	88%	435
Other Metal Furniture	180	47%	204	53%	384
Other Wood Furniture	106	26%	303	74%	409
Fabric-covered Partitions	215	53%	187	47%	402
Portable Humidifier	353	93%	28	7%	381
Laser Printer	291	75%	95	25%	386
Photocopy Machine	323	85%	56	15%	379
Live Plants	219	54%	186	46%	405
Carpeting	9	2%	434	98%	443
New Carpeting	371	92%	34	8%	405
New Drapes/Curtains	372	92%	34	8%	406
New Furniture	276	67%	133	33%	409
New Equipment	189	46%	221	54%	410
Walls Painted	326	81%	77	19%	403
Rearranged Walls	349	87%	51	13%	400
New/Continuing Water Leaks	388	93%	30	7%	418

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part I, questions 7, 8, 11 and 12.

Exhibit C-32c
Types of Furniture, Equipment and Changes
Within 15 Feet of Workstation, Fairchild Building

	No		Yes		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	
Metal Desk	166	43%	218	57%	384
Wood or Composition Desk	136	37%	234	63%	370
Metal Bookshelves or Bookcases	175	46%	204	54%	379
Wood or Composition Bookcases	156	42%	212	58%	368
File Cabinet(s)	111	29%	275	71%	386
Other Metal Furniture	166	45%	201	55%	367
Other Wood Furniture	127	35%	241	65%	368
Fabric-covered Partitions	67	17%	326	83%	393
Portable Humidifier	338	97%	10	3%	348
Laser Printer	210	57%	157	43%	367
Photocopy Machine	283	81%	68	19%	351
Live Plants	194	52%	180	48%	374
Carpeting	3	1%	356	99%	359
New Carpeting	326	85%	57	15%	383
New Drapes/Curtains	337	89%	43	11%	380
New Furniture	193	50%	194	50%	387
New Equipment	112	28%	281	72%	393
Walls Painted	340	90%	38	10%	378
Rearranged Walls	272	71%	110	29%	382
New/Continuing Water Leaks	356	91%	35	9%	391

Resp. - Number of Employees Responding.
 % Resp. - Percentage of Employees Responding.
 Reference: Part I, questions 7, 8, 11 and 12.

Exhibit C-33a
Items Used Regularly at Workstation, Last Year,
Waterside Mall

	No		Yes		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	
Portable Fan	1,430	52%	1,300	48%	2,730
Portable Air Filter	2,524	97%	84	3%	2,608
Portable Heater	2,067	78%	596	22%	2,663
Desk Lamp	1,457	54%	1,256	46%	2,713

Exhibit C-33b
Items Used Regularly at Workstation, Last Year,
Crystal Mall

	No		Yes		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	
Portable Fan	211	55%	170	45%	381
Portable Air Filter	341	93%	24	7%	365
Portable Heater	356	97%	10	3%	366
Desk Lamp	219	58%	157	42%	376

Exhibit C-33c
Items Used Regularly at Workstation, Last Year,
Fairchild Building

	No		Yes		Total Responding
	# Resp.	% Resp.	# Resp.	% Resp.	
Portable Fan	227	64%	130	36%	357
Portable Air Filter	337	97%	9	3%	346
Portable Heater	319	92%	28	8%	347
Desk Lamp	198	56%	158	44%	356

Resp. - Number of Employees Responding.

% Resp. - Percentage of Employees Responding.

Reference: Part I, question 10.

Exhibit C-34: History and Characterization of Respondents' Workplace at EPA Headquarters Buildings

	WATERSIDE MALL		CRYSTAL MALL		FAIRCHILD	
	Mean	Median	Mean	Median	Mean	Median
Years of Service with EPA Ref: Ques. I.2	8.4 years	6.3 years	10.1 years	10.0 years	7.4 years	4.1 years
Years Working in Building Ref: Ques. I.3.a	6.9	4.6	6.3	5.2	3.5	1.8
Years at Current Workstation Ref: Ques. I.4.a	2.5	1.2	3.1	2.0	2.0	1.0

Hours/Week in Building Ref: Ques. I.3.b	41.5 hours	40.0 hours	41.1 hours	40.0 hours	40.8 hours	40.0 hours
Hours/Day at Workstation Ref: Ques. I.4.b	6.8	7.0	6.7	7.0	7.0	7.0
Hours/Day with Computer Ref: Ques. I.9.a	2.9	2.0	3.1	2.0	3.5	3.0
Hours/Day with Photocopy Mach. Ref: Ques. I.9.b	1.1	1.0	1.1	1.0	1.1	1.0
Hours/Day with Photographic Developing/Processing Ref: Ques. I.9.c	0.1	0.0	0.0	0.0	0.1	0.0
Hours/Day with Printing Processing Ref: Ques. I.9.d	0.1	0.0	0.0	0.0	0.1	0.0
Hours/Day with Other Chemicals Ref: Ques. I.9.e	0.3	0.0	0.3	0.0	0.3	0.0

Exhibit C-35a

**Summary of Responding Employees Years of Service
and Characterization of Workstation, Waterside Mall**

	Minimum	5th Percentile	25th Percentile	50th Percentile	75th Percentile	95th Percentile	Maximum	Total Responding
Years of Service with EPA Ref.: Ques. 1.2	0.2	0.2	2.2	6.4	12.0	18.3	38.8	2,836
Years Working in Building Ref.: Ques. 1.3.a	0.0	0.0	1.9	4.6	10.0	16.0	19.0	2,770
Hours/Week in Building Ref.: Ques. 1.3.b	2.0	24.0	40.0	40.0	45.0	50.0	77.0	3,070
Years at Current Workstation Ref.: Ques. 1.4.a	0.0	0.0	0.0	1.2	2.1	5.0	19.0	2,053
Hours/Day at Workstation Ref.: Ques. 1.4.b	0.0	4.0	6.0	7.0	8.0	9.0	12.0	3,062
Hours/Day with Computer Ref.: Ques. 1.9.a	0.0	0.0	1.0	2.0	4.0	7.0	12.0	2,870
Hours/Day with Photocopy Machine Ref.: Ques. 1.9.b	0.0	0.0	1.0	1.0	1.0	2.0	12.0	2,806
Hours/Day with Photographic Developing/Processing Ref.: Ques. 1.9.c	0.0	0.0	0.0	0.0	0.0	0.0	8.0	2,004
Hours/Day with Printing Processing Ref.: Ques. 1.9.d	0.0	0.0	0.0	0.0	0.0	0.0	9.0	2,009
Hours/Day with Other Chemicals Ref.: Ques. 1.9.e	0.0	0.0	0.0	0.0	0.0	1.0	9.0	2,144

Exhibit C-35b

**Summary of Responding Employees Years of Service
and Characterization of Workstation, Crystal Mall**

	Minimum	5th Percentile	25th Percentile	50th Percentile	75th Percentile	95th Percentile	Maximum	Total Responding
Years of Service with EPA Ref.: Ques. 1.2	0.6	0.6	3.8	10.0	14.7	19.0	34.0	422
Years Working in Building Ref.: Ques. 1.3.a	0.6	0.6	2.3	5.8	8.8	12.2	19.0	413
Hours/Week in Building Ref.: Ques. 1.3.b	8.0	24.0	40.0	40.0	45.0	50.0	65.0	448
Years at Current Workstation Ref.: Ques. 1.4.a	0.3	0.3	0.4	2.0	3.0	7.0	12.0	340
Hours/Day at Workstation Ref.: Ques. 1.4.b	0.0	3.0	6.0	7.0	8.0	9.0	10.0	441
Hours/Day with Computer Ref.: Ques. 1.9.a	0.0	0.0	1.0	2.0	4.0	7.0	10.0	415
Hours/Day with Photocopy Machine Ref.: Ques. 1.9.b	0.0	0.0	1.0	1.0	1.0	2.0	12.0	406
Hours/Day with Photographic Developing/Processing Ref.: Ques. 1.9.c	0.0	0.0	0.0	0.0	0.0	0.0	1.0	258
Hours/Day with Printing Processing Ref.: Ques. 1.9.d	0.0	0.0	0.0	0.0	0.0	0.0	2.0	258
Hours/Day with Other Chemicals Ref.: Ques. 1.9.e	0.0	0.0	0.0	0.0	0.0	1.0	5.0	258

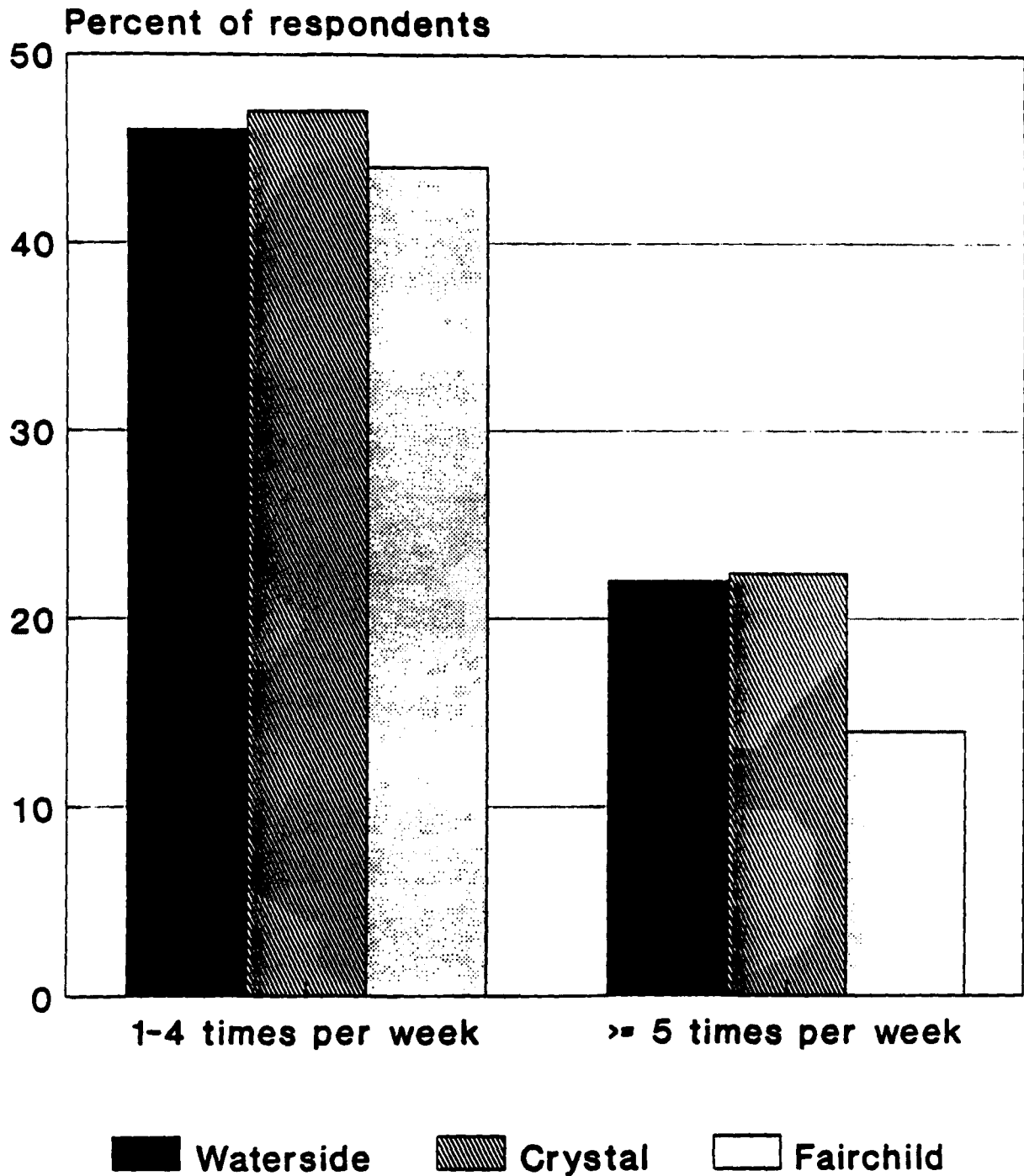
Exhibit C-35c

**Summary of Responding Employees Years of Service
and Characterization of Workstation, Fairchild Building**

	Minimum	5th Percentile	25th Percentile	50th Percentile	75th Percentile	95th Percentile	Maximum	Total Responding
Years of Service with EPA Ref.: Ques. 1.2	0.3	0.3	1.7	4.1	10.0	18.0	33.0	357
Years Working in Building Ref.: Ques. 1.3.a	0.3	0.3	1.0	1.8	4.0	9.0	11.0	327
Hours/Week in Building Ref.: Ques. 1.3.b	4.0	20.0	40.0	40.0	45.0	52.0	66.0	407
Years at Current Workstation Ref.: Ques. 1.4.a	0.2	0.2	0.2	1.0	2.0	4.0	9.0	274
Hours/Day at Workstation Ref.: Ques. 1.4.b	0.0	4.0	6.0	7.0	8.0	9.0	10.0	403
Hours/Day with Computer Ref.: Ques. 1.9.a	0.0	0.0	1.0	3.0	5.0	8.0	10.0	386
Hours/Day with Photocopy Machine Ref.: Ques. 1.9.b	0.0	0.0	1.0	1.0	1.0	2.0	8.0	371
Hours/Day with Photographic Developing/Processing Ref.: Ques. 1.9.c	0.0	0.0	0.0	0.0	0.0	0.0	8.0	258
Hours/Day with Printing Processing Ref.: Ques. 1.9.d	0.0	0.0	0.0	0.0	0.0	0.0	5.0	258
Hours/Day with Other Chemicals Ref.: Ques. 1.9.e	0.0	0.0	0.0	0.0	0.0	1.0	5.0	273

Exhibit C-36

FRESH AIR BREAKS



Reference: Part III, question 9b