ICON is a global provider of outsourced development services to the pharmaceutical, biotechnology and medical device industries. Acoustic Comfort presented a way of controlling the acoustic environment giving speech privacy in meeting rooms and concentration in open plan areas. The latter was of great importance not only because of the type of work involved but because all the senior management were to work there.

Following a short trial of the LogiSon Sound Masking System in their existing building, the decision was made to install the system throughout the four new buildings. In addition to this, Acoustic Comfort recommended a change of ceiling tile specification to the Rockfon Koral tile. The LogiSon system paid for itself in reduced fit out costs. The meeting room walls were raised from floor to under ceiling with no vertical barriers in either plenum, making the air handling and lighting simpler to install.

The four buildings each have a control panel each controlling four floors of predominantly open plan office space. The buildings are connected by one large glass covered atrium containing both reception and canteens. In this space we provided four large 9m² Reverb wall art panels to reduce reverberation.

From the client
“It was a bit of a leap of faith but the acoustic environment is the best it can be and we all benefit from it.”
Peter Gray
CEO, ICON plc

Case study

ICON plc
Dublin

Primary objectives
- Speech privacy
- Reduce distractions
- Comfort

Products used
- LogiSon sound masking
- Reverb panelling

Scope of work
- Multi-use space
- Atriums
Before treatment

![Before treatment graph]

After treatment

![After treatment graph]

**Illustrative tests**

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

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

**How sound masking works in closed offices**

**The problem**

**Low background noise level**

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

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

**The solution**

**Raise the background noise level**

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

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