

Drawing Number	Participant Number	
18 & 19	13	
Performed referenced action	Heard (Researcher / Participant dialogue)	Seen (Researcher observations)
01	<p>R: So, we are in your Bedroom, and what sort of time roughly would you get up?</p> <p>P: I would say 10:00.</p> <p>R: 10:00.</p> <p>P: Well, between 09:00 and 10:00.</p> <p>R: OK, is that set by an alarm, or do you wake up naturally?</p> <p>P: Wake up naturally, everybody's dream.</p> <p>R: OK, is there a reason why you do not set an alarm or do not need one?</p> <p>P: Do not need one.</p>	<ul style="list-style-type: none"> Phone charger visible on bedside table.
02	<p>R: So, you have woken up, and it is 10:00; where do you go?</p> <p>P: I would go and put the kettle on.</p> <p>R: OK, let's go to the Kitchen, so you leave the Bedroom at 10:00, and are you in your pyjamas still?</p> <p>P: Of course, and then I would let the dog out.</p> <p>R: So, we are in the Kitchen, and you have put the kettle on, and the dog is downstairs?</p> <p>P: Yeah, I'd get him a treat and then let him out through the Utility.</p> <p>R: So, you let him out and come back to the kettle?</p>	<ul style="list-style-type: none"> Participant goes into the cupboard in Utility to get a dog treat where the dog food is kept. Unlocks back door to let the dog outside.
03	<p>P: Generally, use the toilet for a wee.</p> <p>R: Downstairs?</p>	
04	<p>P: Yeah, then the kettle would have boiled as I go back, then I put the water in the cup and make a cup of tea.</p>	<ul style="list-style-type: none"> Derby County football mug used.
05	<p>R: Do you take this to bed?</p> <p>P: No, I would have made myself a cup of tea, and then I'd go into the Living Room and watch Sky Sports News while drinking my tea.</p> <p>R: So, it is a very chilled start to the day?</p> <p>P: Yeah.</p> <p>R: And is that in anticipation of being busy later?</p> <p>P: Yes, I know I am going to be busy later.</p> <p>R: OK, so it is more about working in the evening and relaxing in the morning.</p> <p>P: Yeah, then I will check my messages from eBay on my phone.</p>	<ul style="list-style-type: none"> Large TV in Living Room with Sky +HD set-up. Participant holds phone as he makes point that his pyjamas do not have pockets.

	<p>R: Do you bother with breakfast?</p> <p>P: I do not bother with breakfast.</p> <p>R: Is that a choice thing?</p> <p>P: Yeah.</p> <p>R: So, after watching the news and letting the dog out.</p> <p>P: And answering my messages, I'll get dressed and get ready to go and sit in the Office.</p>	
06	<p>R: So you go back upstairs after watching the News?</p> <p>P: Yeah.</p> <p>R: So even in this relaxed morning, you are still structured by the dog if anything?</p> <p>P: Yeah, with the dog, I generally have 3 cups of tea before I do anything actually.</p> <p>R: Right, OK.</p> <p>P: I cannot function with anything less.</p> <p>R: So we are back in your Bedroom.</p> <p>P: To get dressed and ready.</p>	
07	<p>R: So, you use this Bathroom (en-suite), and do you put on anything, are you bothered what sort of clothes you have on for your day, or do you have them laid out so you know what you are going to be wearing?</p> <p>P: Clothes?</p> <p>R: Yeah.</p> <p>P: I tend to put anything comfy on.</p> <p>R: Anything comfy?</p> <p>P: Yeah.</p> <p>R: And that is for when you stay in the house?</p> <p>P: I would not leave the house in them generally before 17:00.</p> <p>R: So, you are now changed and washed and ready to start the day?</p> <p>P: Yeah, yeah.</p>	<ul style="list-style-type: none"> • Clothes inside the wardrobe noted to be branded and well organised.
08	<p>R: And what time would be that be?</p> <p>P: Around 11:30, something like that.</p> <p>R: And then you go to your Office?</p> <p>P: Yeah, I would spend about 4 or 5 hours in here (Office).</p>	<ul style="list-style-type: none"> • Floor-to-ceiling storage units on 3 sides of the room housing stock for his eBay business. • Franking machine on desk with iPad and stand.
09	<p>R: Ok, so having some sales made, what do you do then?</p> <p>P: I collect the item sold from the Storage room, come back to the Office, write the label with the franking machine then drop it into a Royal Mail bag.</p>	<ul style="list-style-type: none"> • Floor-to-ceiling storage units on 2 sides of the room housing stock for his eBay business.
10	<p>R: And this happens for most of your day?</p> <p>P: Yeah, and emailing buyers.</p> <p>R: OK, so what time do you need to post these parcels?</p>	<ul style="list-style-type: none"> • Office has floor-to-ceiling storage units on three sides of the room housing stock for his eBay business.

	<p>P: 17:00.</p> <p>R: And this is every day?</p> <p>P: Yes, apart from Saturday, which is 10:45. I generally get up earlier at the weekend than I do in the week.</p> <p>R: Because of the mail?</p> <p>P: Yeah so, after the post on Saturday I probably write my last post at 10:45 and then that is me done till Sunday night.</p> <p>R: So, you have to think ahead?</p> <p>P: Yeah, so this is my only time off until Sunday night.</p> <p>R: OK, so your weekday is busier?</p> <p>P: Yeah, I do not have the time to do the things I want to do in the week.</p> <p>R: Because of the 17:00 deadline?</p> <p>P: Yeah and after 17:00 I have to catch up for the next day's post so there is no time do anything else.</p> <p>R: So, what is the consequence of not meeting that 17:00 deadline?</p> <p>P: It affects my business, as I get loads of emails saying, 'where is my parcel' and those people could open a case against me, which freezes my money in my account and then I have to answer all of these questions about 'where is my parcel'.</p> <p>R: And that can take up your time?</p> <p>P: It takes forever.</p>	<ul style="list-style-type: none"> • Franking machine on the desk with iPad and stand. • In the corner of the Office stands a large Royal Mail postage bag.
11	<p>R: So, you're in the Office all day, do you eat in here?</p> <p>P: I'd have cups of tea, but I do not eat in here (Office).</p> <p>R: Do you have lunch?</p> <p>P: I normally have something to eat at around 15:00 to 16:00 as a snack.</p> <p>R: So, you would go downstairs to eat it?</p>	<ul style="list-style-type: none"> • Large multipacks of food located on the Kitchen table.
12	<p>P: Yeah, I'd go to the Living Room.</p> <p>R: So, do you watch TV or just eat it?</p> <p>P: I sometimes watch a bit of TV.</p> <p>R: So, food is more about food than enjoying it?</p> <p>P: Yeah.</p>	
13	<p>R: Then what?</p> <p>P: Back upstairs, till 17:00 and then I bring the parcels in the bag in the corner downstairs.</p>	
14	<p>P: Yeah, so go back downstairs and out the door and be back for about 17:20. I'd have another cup of tea, I drink lots of tea and then chill out for a bit as I do not generally do work again till about 23:00 in the evening.</p>	<ul style="list-style-type: none"> • Shoes by front door.

15	<p>P: Yeah, so go back downstairs and out the door and be back for about 17:20, I'd have another cup of tea, I drink lots of tea and then chill out for a bit as I do not generally do work again till about 23:00 in the evening.</p>	
16	<p>P: Yeah, so go back downstairs and out the door and be back for about 17:20, I'd have another cup of tea, I drink lots of tea and then chill out for a bit as I do not generally do work again till about 23:00 in the evening.</p> <p>R: So, between 18:00 and 23:00 that is your downtime?</p> <p>P: Yes.</p>	<ul style="list-style-type: none"> • Feet up on the coffee table in the Living Room. • Participant slightly slumped on the sofa.
17	<p>R: So, say you start at 23:00, is this you catching up from the sales made after the post at 17:00?</p> <p>P: Yeah, I try to split it up, into thirds really in a 24-hour spot, so one-third sleeping, another packaging and final buying more stock.</p> <p>R: What time would you then go to bed?</p> <p>P: It varies really, it can be 01:00 to 05:00.</p> <p>R: Why does it vary so much?</p> <p>P: Depends on the sales but China does not wake up until 02:00 UK time.</p> <p>R: OK, so is this the supply?</p> <p>P: Yeah.</p> <p>R: Is this why you get up later in the morning?</p> <p>P: Yeah, if I am talking till 04:00 or 05:00 I do not sleep, my pattern is all over the place.</p> <p>R: Because of this 17:00 UK time and talking internationally in the early hours.</p> <p>P: Yeah, I need to talk to them first thing really.</p> <p>R: And how often would you talk internationally for in a week?</p> <p>P: Up to five times and that happens in the Office.</p> <p>R: Ok, so do you ring every day?</p> <p>P: Pretty much, yeah, I would definitely ring my Chinese supplier three to five times per week.</p> <p>R: Is this a typically thing to do then?</p> <p>P: Yeah, I would normally be going to bed between 01:00 and 02:00 most days.</p> <p>R: Is your son aware of you talking on the phone?</p> <p>P: No, he is usually so tired from his shift at work that he just falls straight to sleep. I am aware of him, but he never gets up.</p> <p>R: Does this impact your ability to work productively?</p> <p>P: The lack of sleep or the hours I have to put in?</p>	<ul style="list-style-type: none"> • Participant closes Office door to prevent disturbing his adult son who works day shifts.

	<p>R: Both really, do you see that in particularly busier periods of your work that it takes a told on you to be productive?</p> <p>P: Yeah, and it is mainly the tedious jobs that take the most energy and concentration, like when I have to double check the senders information and that they have paid for it, because I am selling hundreds of items per day.</p>	
18	P: Yeah, I would normally be going to bed between 01:00 and 02:00 most days.	