



Staples Workplace Employee Survey

Full Report of Canadian Findings
March 2018



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Research Methodology and Objectives

Methodology

KRC Research conducted the following survey on behalf of Staples:

- 507 full-time employed Canadians
- Must spend at least 10% of their time working in an office setting
- Fielding was conducted online during August 17-23, 2017 and February 16 – March 2, 2018

Objectives

First, KRC Research conducted a white space analysis to determine survey topics that met the following criteria:

- Fresh topic or perspective
- High mediability
- Good fit with Staples' business objectives

The white space analysis led to the decision to conduct the survey on the following topics:

- Current trends in the workplace
- Workplace distractions
- Remote working
- Health, wellness, and stress at work
- Seasonal topics
- Office and facility management

Executive Summary

- **Employees are frequently opting to work outside of the office**
 - Likely due to a rise in technology, employees are no longer tied to their desks in the office and can now easily work from home, co-working spaces and public places.
- **The open office is getting in the way of itself**
 - Offices with open floorplans correlate with increased distractions
 - Employees have a hard time avoiding office distractions so they are opting to work remotely
- **Employers are at risk of losing talent to those who prioritize keeping up with workplace trends**
 - The ability to work remotely is becoming an expectation, but employers are lagging behind
 - Employees believe their employer has a responsibility to help them be mentally and physically well



DETAILED FINDINGS

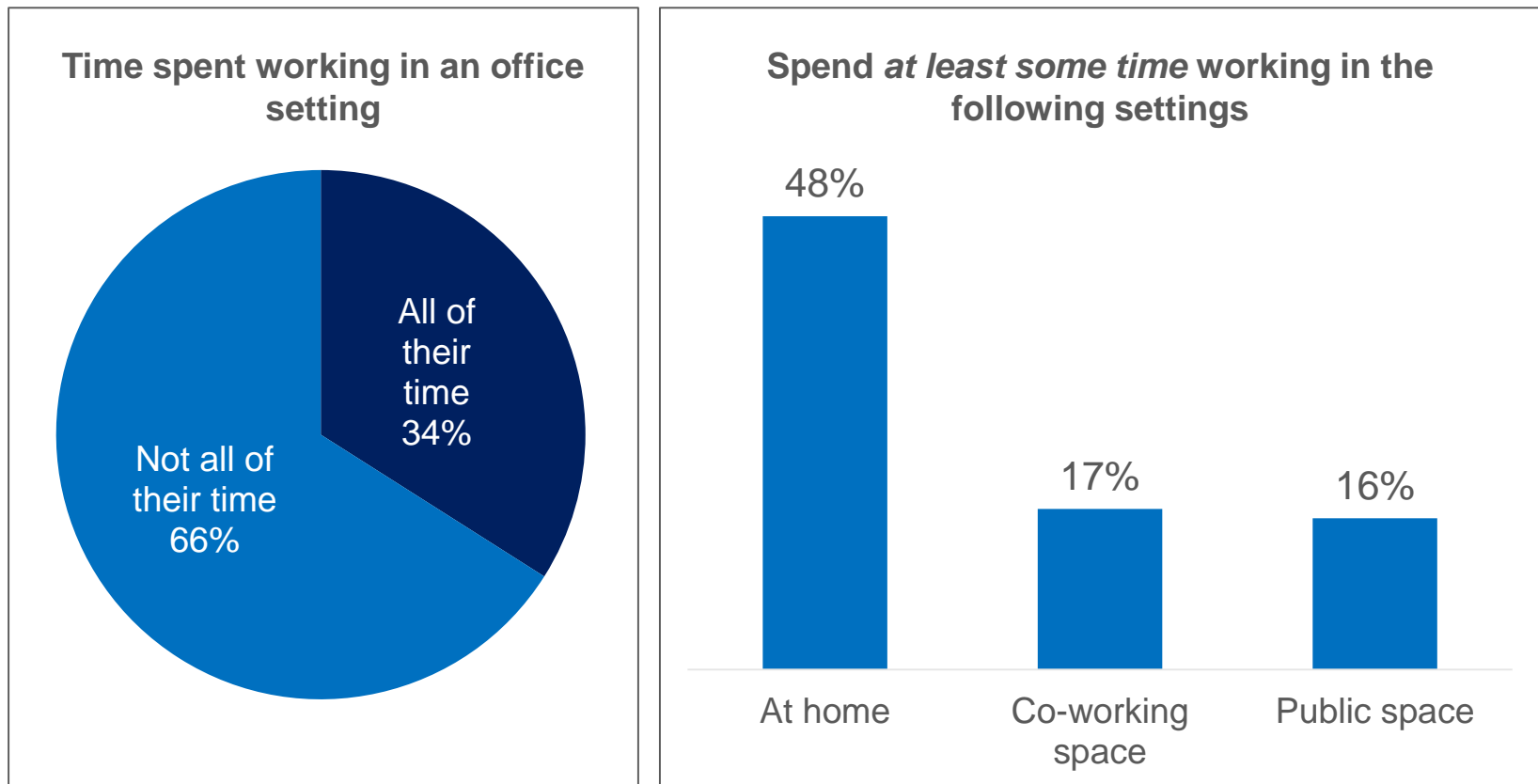
Workplace Environment and Design

Key Findings: Workplace Environment and Design

- **‘Workplace’ is no longer synonymous with ‘office’**
 - Only 34% of “office” employees spend all of their time working in an office setting.
 - Many are spending time working from home and occasionally from a co-working or public space.
- **Closed floorplans are being replaced with more open ones**
 - Over three-quarters of employees work in open or semi-open settings.
 - Those under age 34 are least likely to work in a closed setting.
- **Open floorplans create distractions**
 - Generally, employees are content with their workplace – 69% say the setup allows them to work efficiently.
 - However, when looking at open vs. closed offices, those in the open offices are more likely to say the setup causes distractions.
- **Open offices seem to foster collaboration, but at a cost**
 - Most grade their office well on a number of different attributes, with cleanliness receiving the highest marks.
 - Those in open offices are more likely to say their workplace is loud and lacks personal/private spaces.

Working Environments

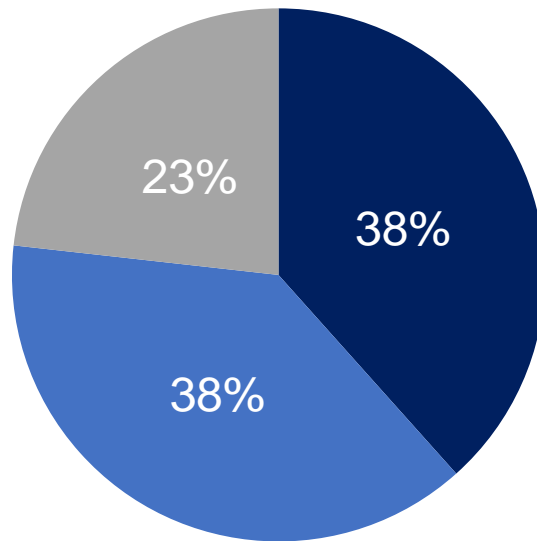
Employees spend, on average, **72%** of their time working in an office. The rest of their time is spent working at home, in co-working spaces, public places, traveling, or the field.



Office Floorplan

A majority (76%) of employees work in either an open or semi-open work setting. Those age 50-65 are more likely to work in a closed office setting.

How would you describe your office floorplan?



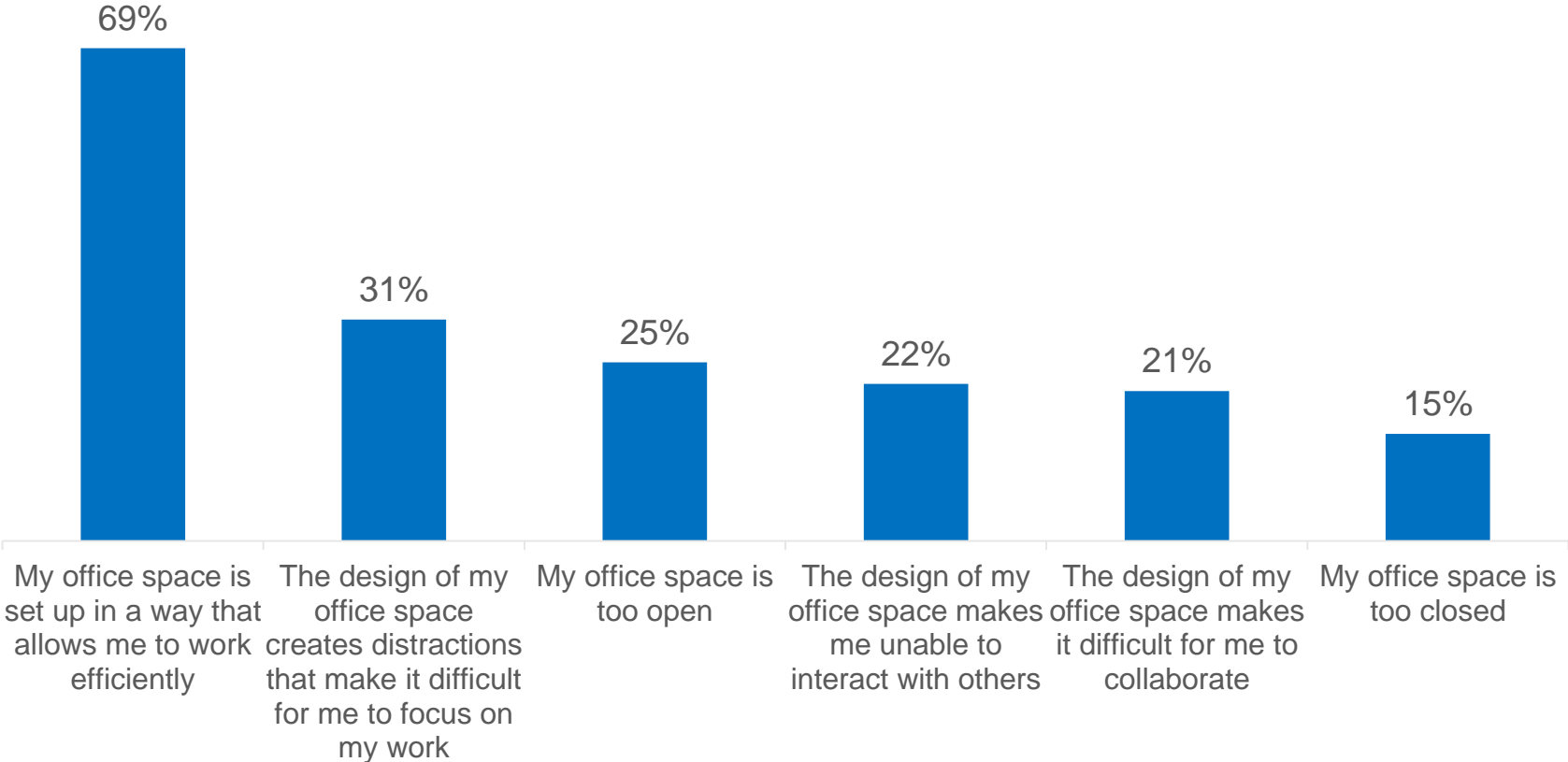
	20-34	35-49	50-65
Open	40%	35%	41%
Semi-open	42%	41%	30%
Closed	18%	24%	28%

- Open: Mostly shared space with few cubicles or personal offices
- Semi-open: A mix of cubicles, shared spaces and personal offices
- Closed: Mostly offices and cubicles with few open spaces



Workplace Design and Setting

Most employees are content with their office space – 69% say it allows them to work efficiently. However, nearly a third (31%) say their office creates distractions.

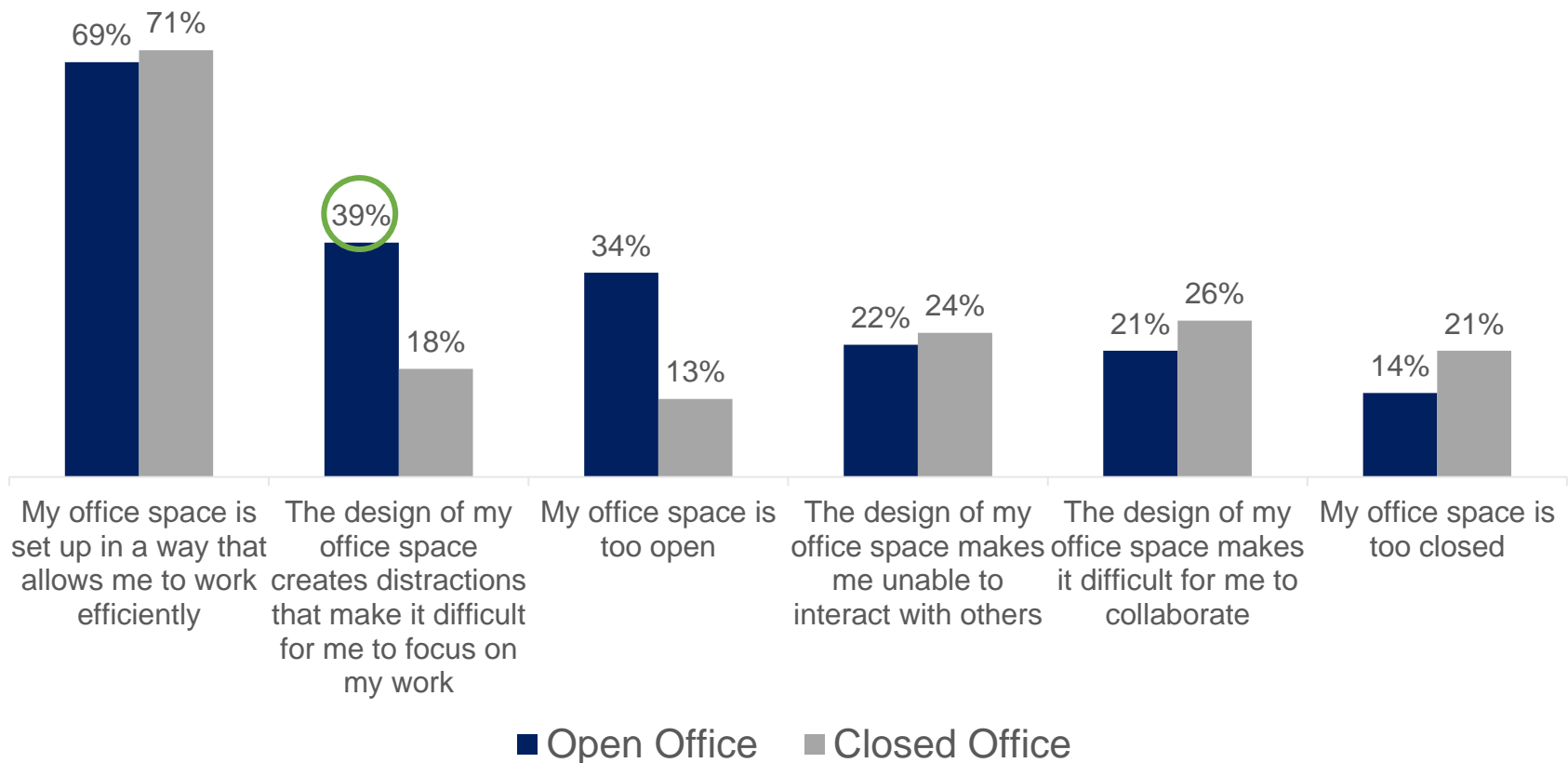


Q21-26: Please indicate how much you agree or disagree with each of the following items about your workplace.



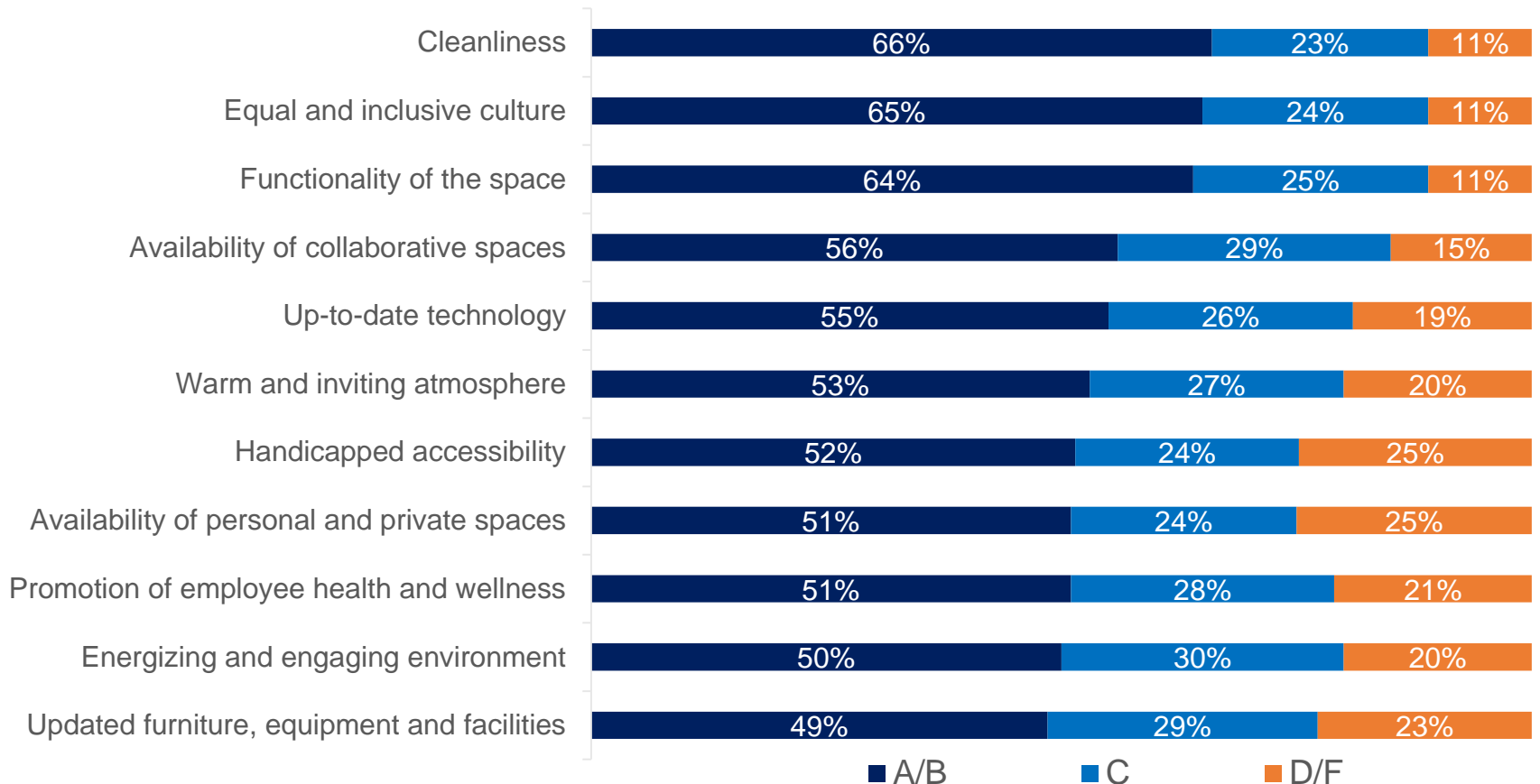
Workplace Design and Setting – Open vs. Closed Floorplan

Those who work in open office settings are much more likely to suggest that their office creates distractions (39%) than those who work in closed settings (18%).



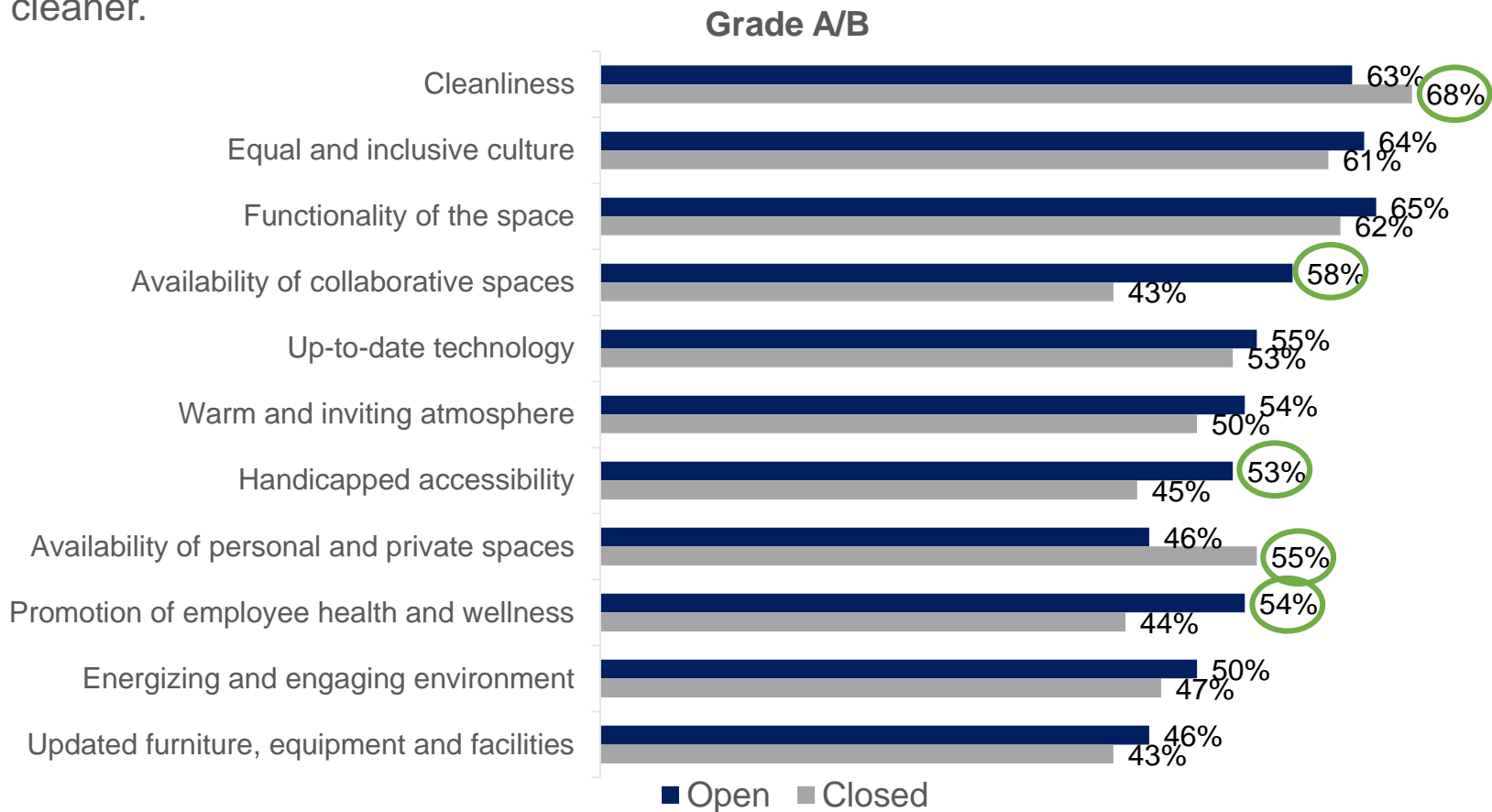
Grading the Workplace

Workplaces in general receive the highest marks on cleanliness, equality and inclusiveness, and functionality of the space.



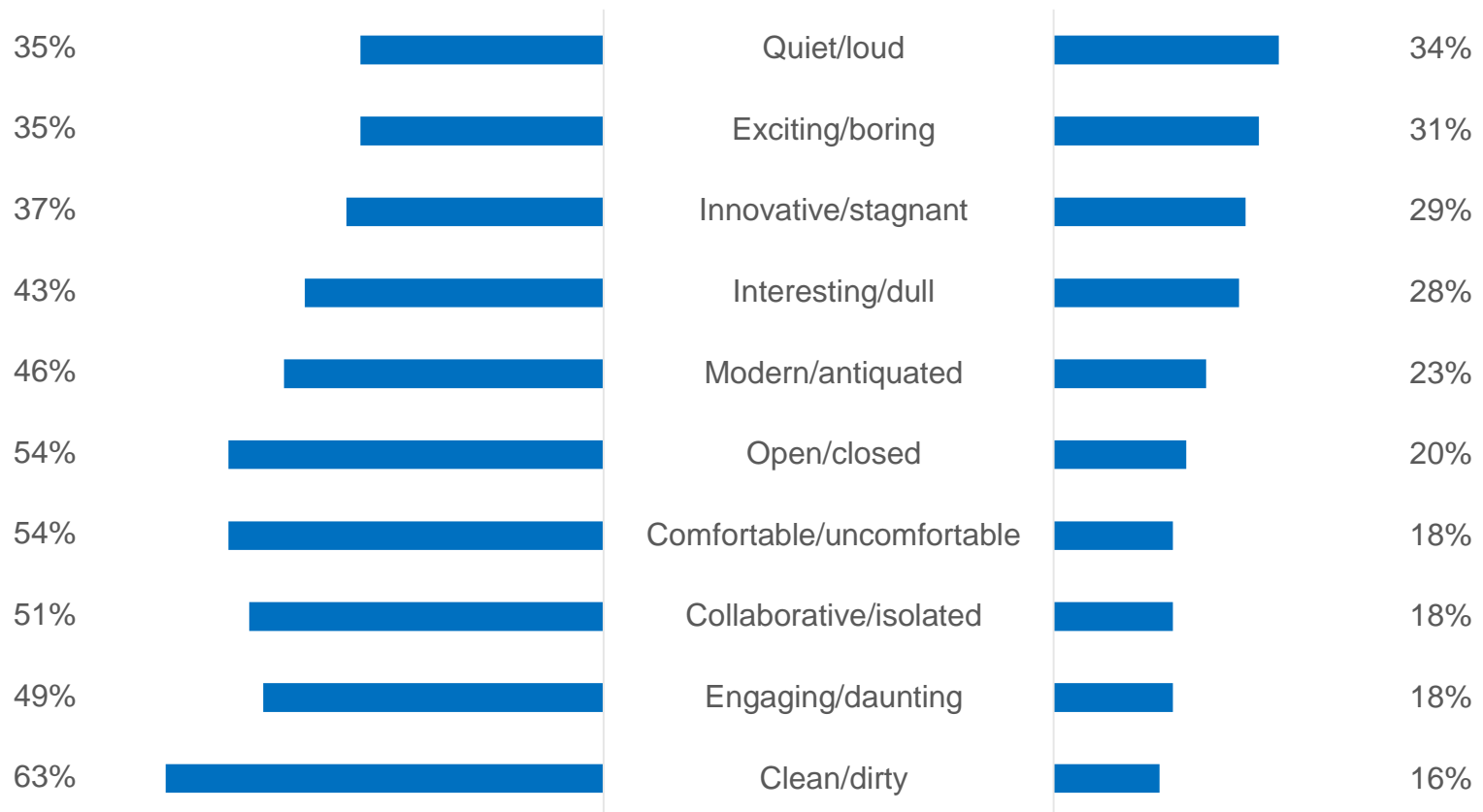
Grading the Workplace – Open vs. Closed floorplan

Those who have open floorplans are more likely to suggest their office is collaborative, handicap accessible, and promoting of health and wellness. On the other hand, those with closed spaces have more availability of private space and grade their office as cleaner.



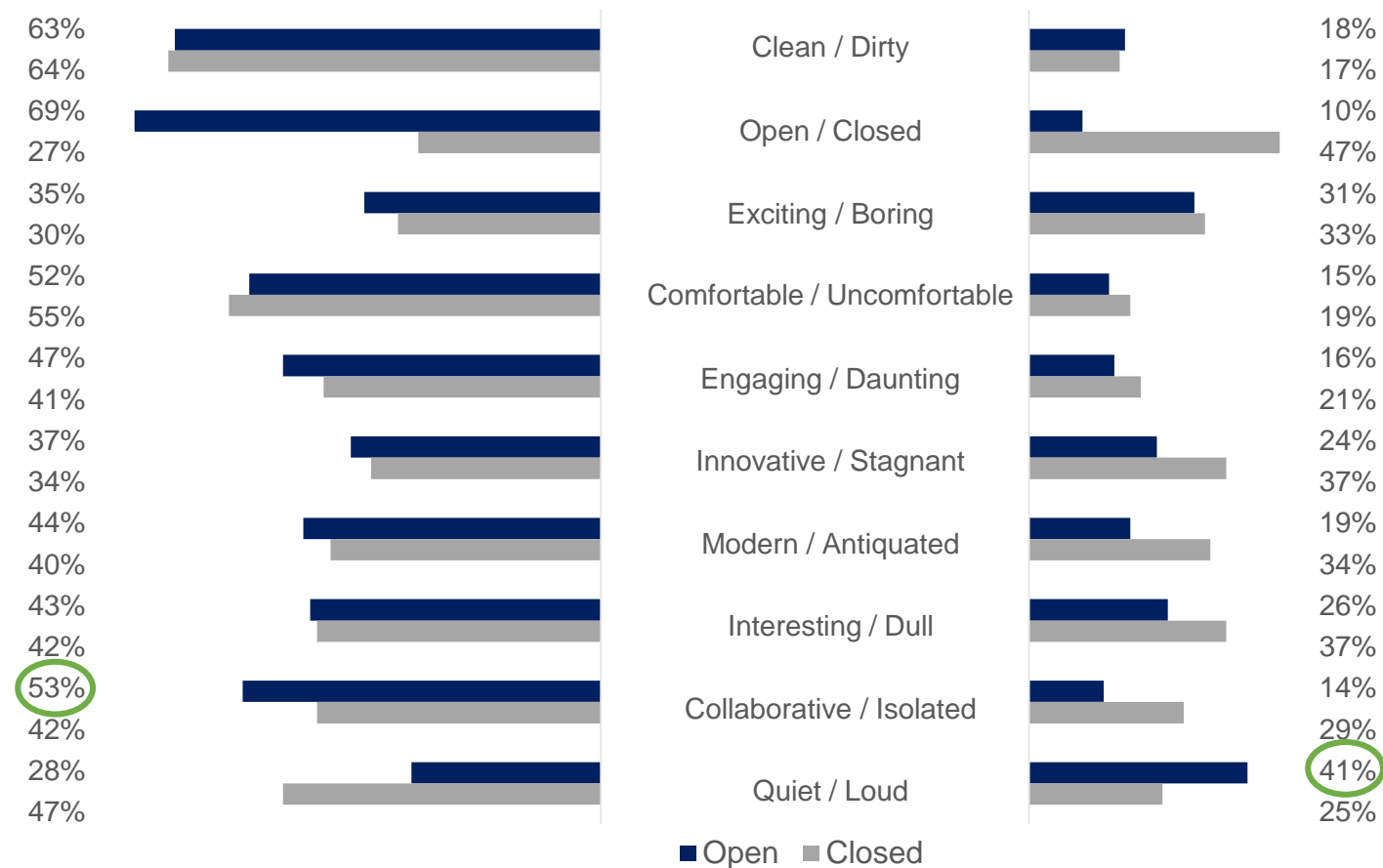
Workplace Environment

Employees generally place their workplace positively on the scales below. They are most likely to describe it as clean, comfortable, and open.



Workplace Environment - Open vs. Closed Floorplan

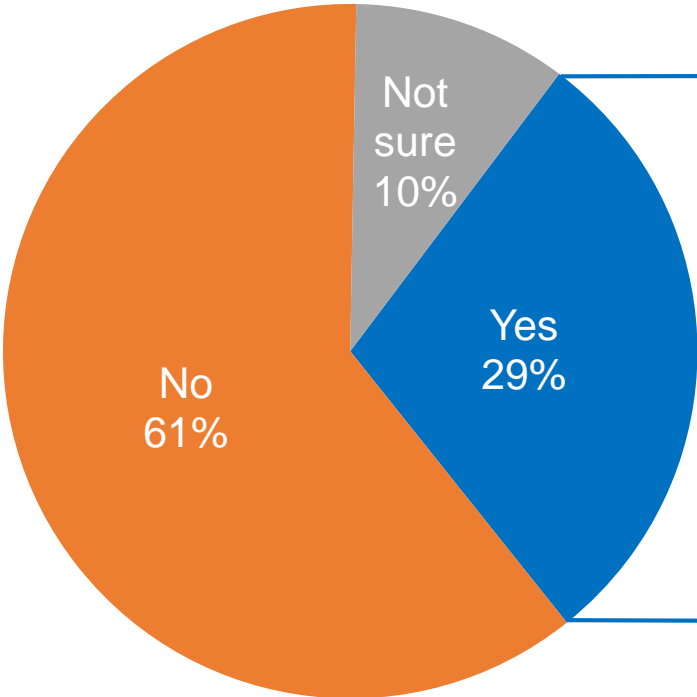
Employees who work in open offices are more likely than those in closed offices to say that their workplace is collaborative, but also more likely to say that it's loud.



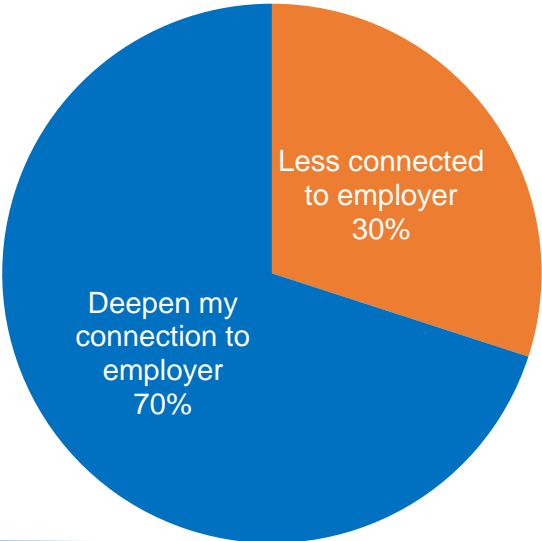
Agility Seating in the Workplace

Only 29% of Canadian workplaces offer agility seating, but 70% of those that have it say that it deepens their connection with their employer.

Availability of Agility Seating



If 'yes': Feelings about agility seating



Q39: Does your office workplace offer agility seating?
Q40: Thinking about the agility seating at your office workplace, which of the following more closely represents your feelings about it? Not having a space to call my own in the office makes me feel less connected to my employer; Being able to sit in different locations throughout the office helps deepen my connection to my employer



Workplace Distractions and Desires

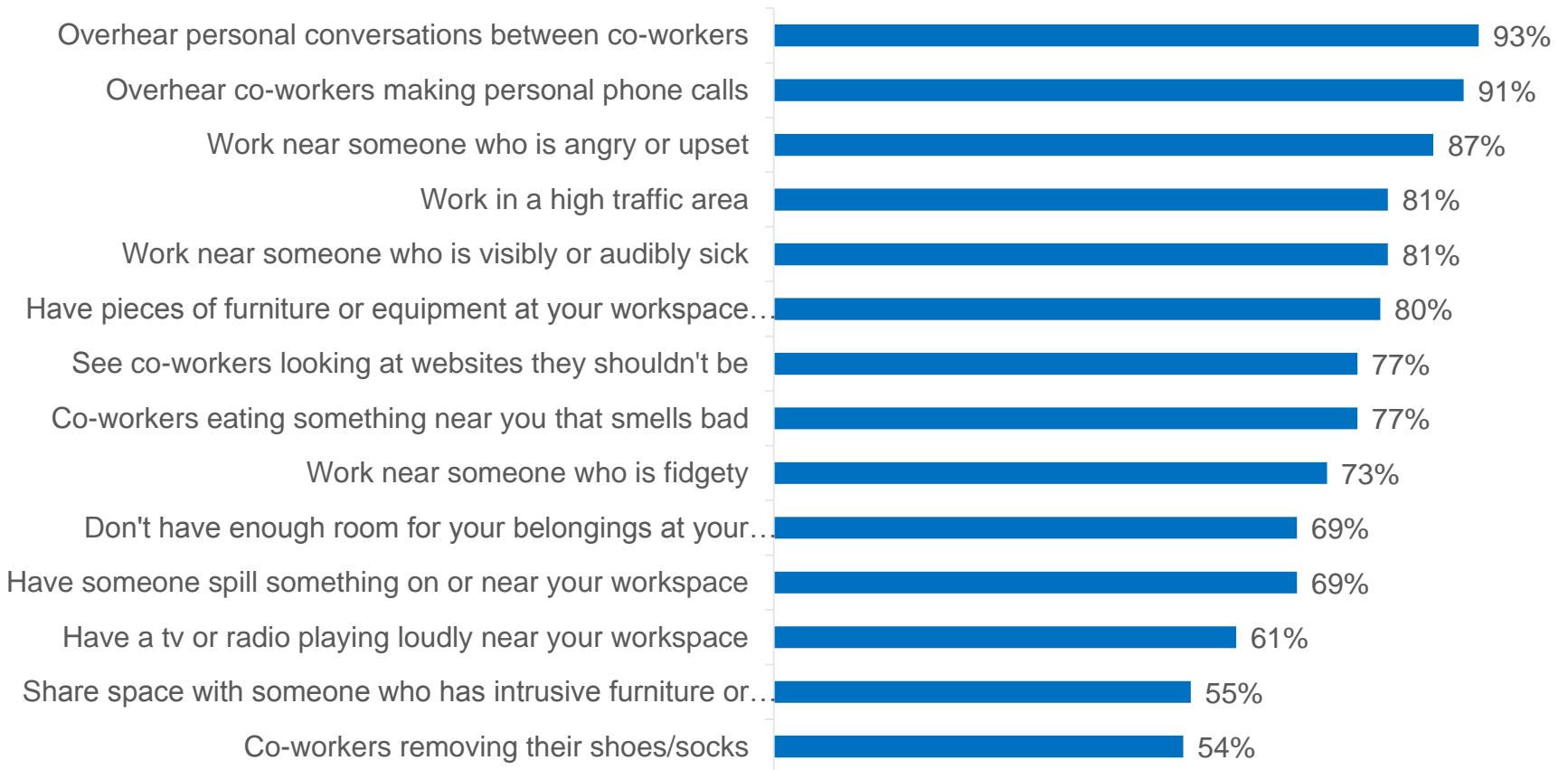
Key Findings: Workplace Distractions and Desires

- **Employees are regularly experiencing a lot of different distractions, especially those in open offices**
 - Overhearing co-workers conversations (whether it be in-person or on the phone) is the most common distraction.
 - Those who work in offices with open floorplans are more likely to experience distractions.
 - To avoid distractions, employees are most likely to leave the building to take calls and wearing headphones to block out noise.
- **The most wanted items in the workplace are mostly practical items to help employees be more efficient.**
 - The top items are new technology/equipment and ergonomic furniture.
 - Nineteen percent (19%) of employees would actually be willing to take a 10% pay cut for a nicer office.

Workplace Distractions

Nearly all have overheard co-workers personal conversations (93%) and phone calls (91%). Many (87%) have sat next to someone who was angry or upset.

Distractions experienced in the workplace



Workplace Distractions – Open vs. Closed Floorplan

Of the three most common workplace distractions, Canadian employees who work in an open office are more likely than their closed office counterparts to have encountered these issues ‘always’ or ‘often.’

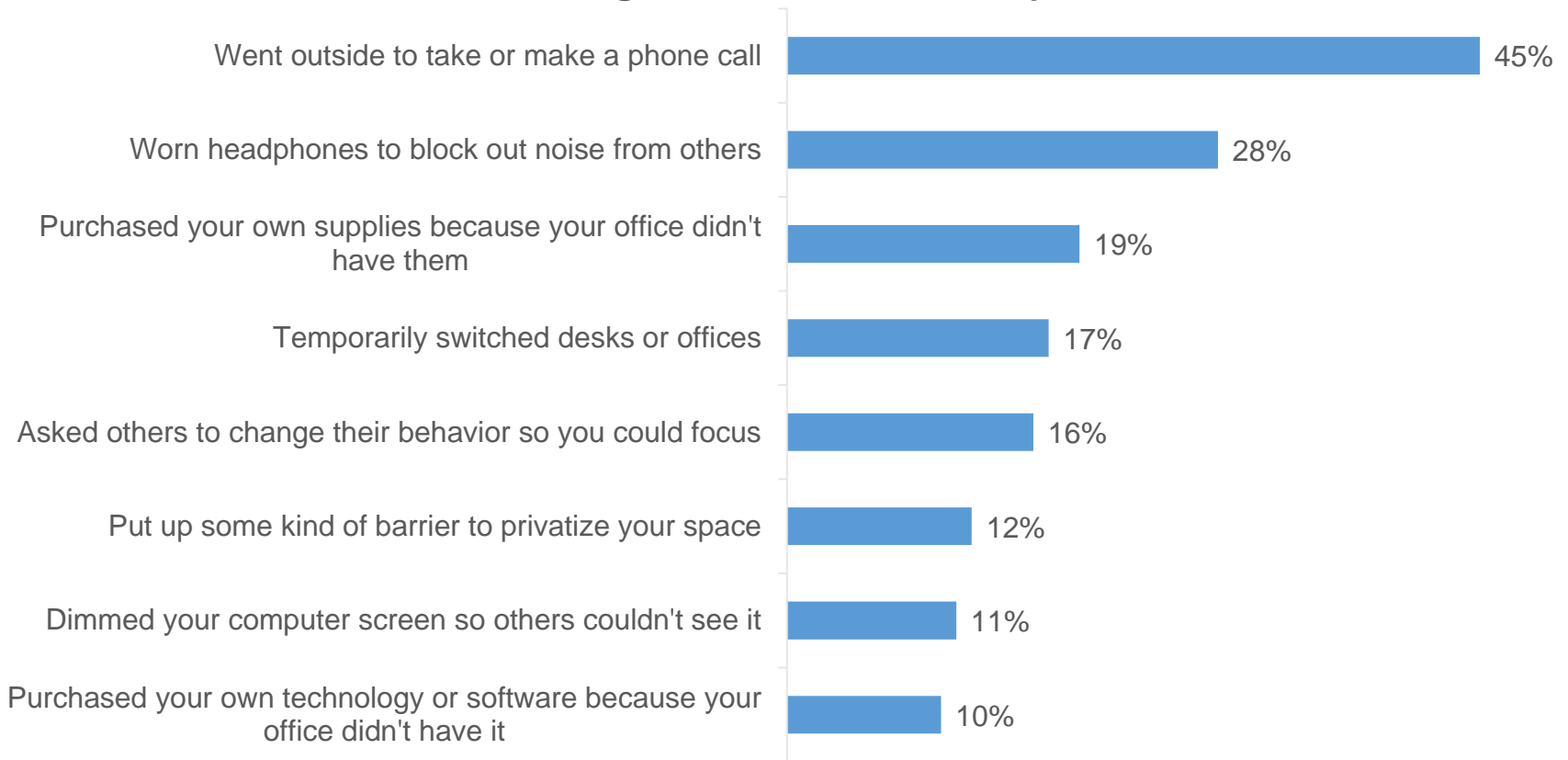
Distractions experienced in the workplace



Avoiding workplace distractions

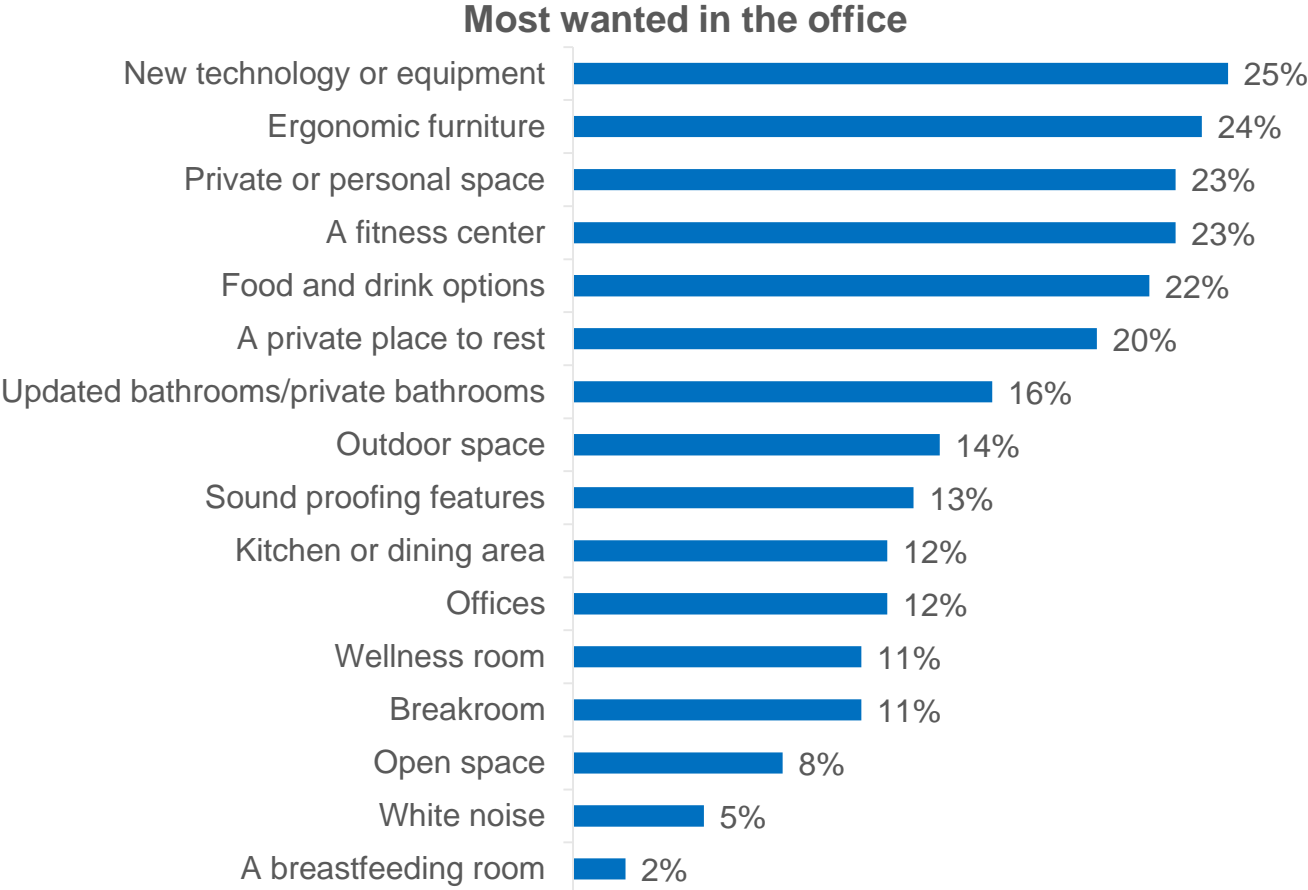
To avoid office distractions, almost half (45%) of employees have gone outside to take/make a phone call and 28% have worn headphones to block out noise.

Avoiding distractions in the workplace



Workplace “Wishlist”

When asked for the **top three** things they’d want, or want more of, employees were most likely to name new technology or equipment, ergonomic furniture, private and personal space, and a fitness center.



The Workplace's Role in New Job Searches

The ability to work remotely is a “must-have” for four in 10 employees, yet only 35% currently are allowed to.



Q74-78. Please indicate how much you agree or disagree with each of the following items.



Working Remotely

Key Findings: Working Remotely

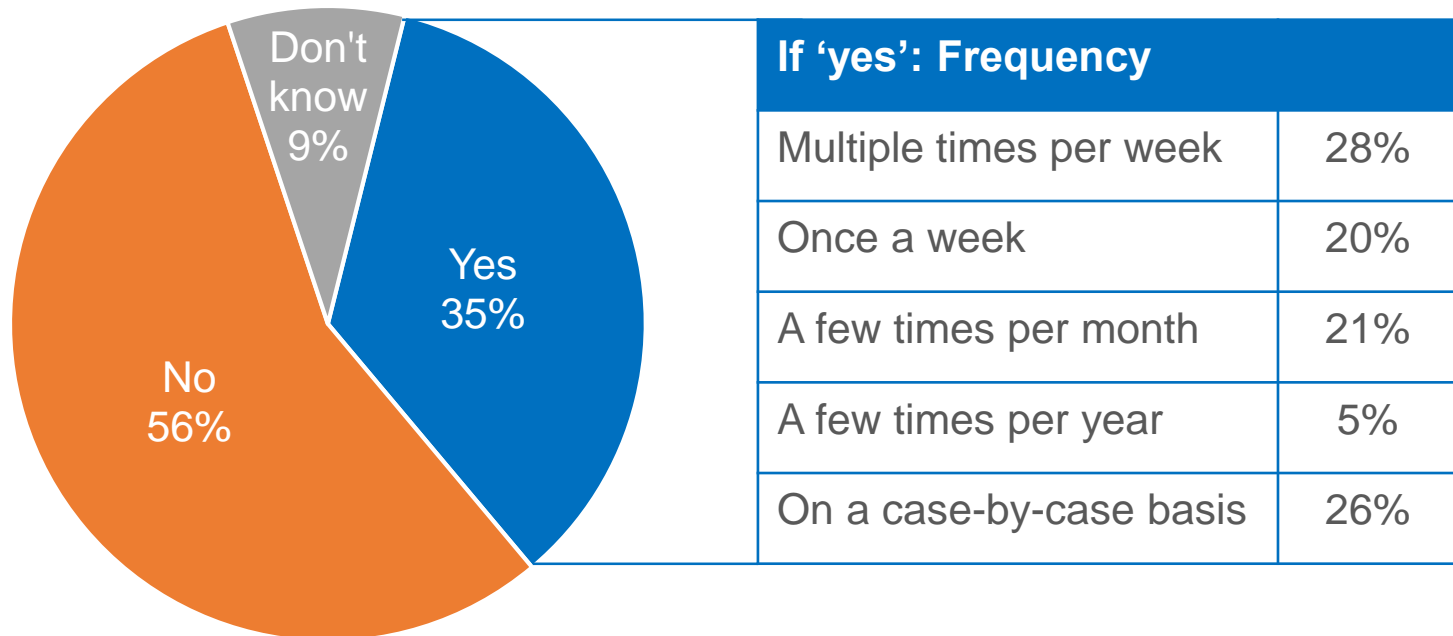
- **Working remotely is an expectation for more than the number who currently are allowed it**
 - Thirty-five percent (35%) say their employer allows them dedicated working remotely days, yet 40% say it's an expectation when looking for a new job.
 - The tech and finance industries are most likely to offer it to their employees.
- **Working remotely is a strategy to remove distractions for most.**
 - Fifty-seven (57%) of those who work outside of the office sometimes say that they do so because it removes distractions that occur at the office.
 - They also employ a number of tactics to keep them focused such as setting clear goals, taking breaks, and having a routine.



Working Remotely Privileges

More than 1 in 3 employers (35%) allow their employees to work remotely, and 48% of those who offer it allow it at least once a week.

Does your employer offer dedicated working remotely days?



Q79. Does your employer allow employees to dedicate days to working remotely? Working remotely can mean working from home or any other location outside of your employer's workplace.

Q80. [IF EMPLOYER ALLOWS WREM] Approximately how often does your employer allow employees to work remotely?

Working Remotely Privileges by Industry

Those who work in Finance and Tech are the most likely to be given the option to work remotely at least occasionally whereas government/public employees and those in education are the least likely.

	Total	Gov./public	HC	Finance	Manual	Tech	Edu.
	%	%	%	%	%	%	%
Allow working remotely	35	26	32	38	31	52	14
Don't allow working remotely	56	67	57	44	61	41	69

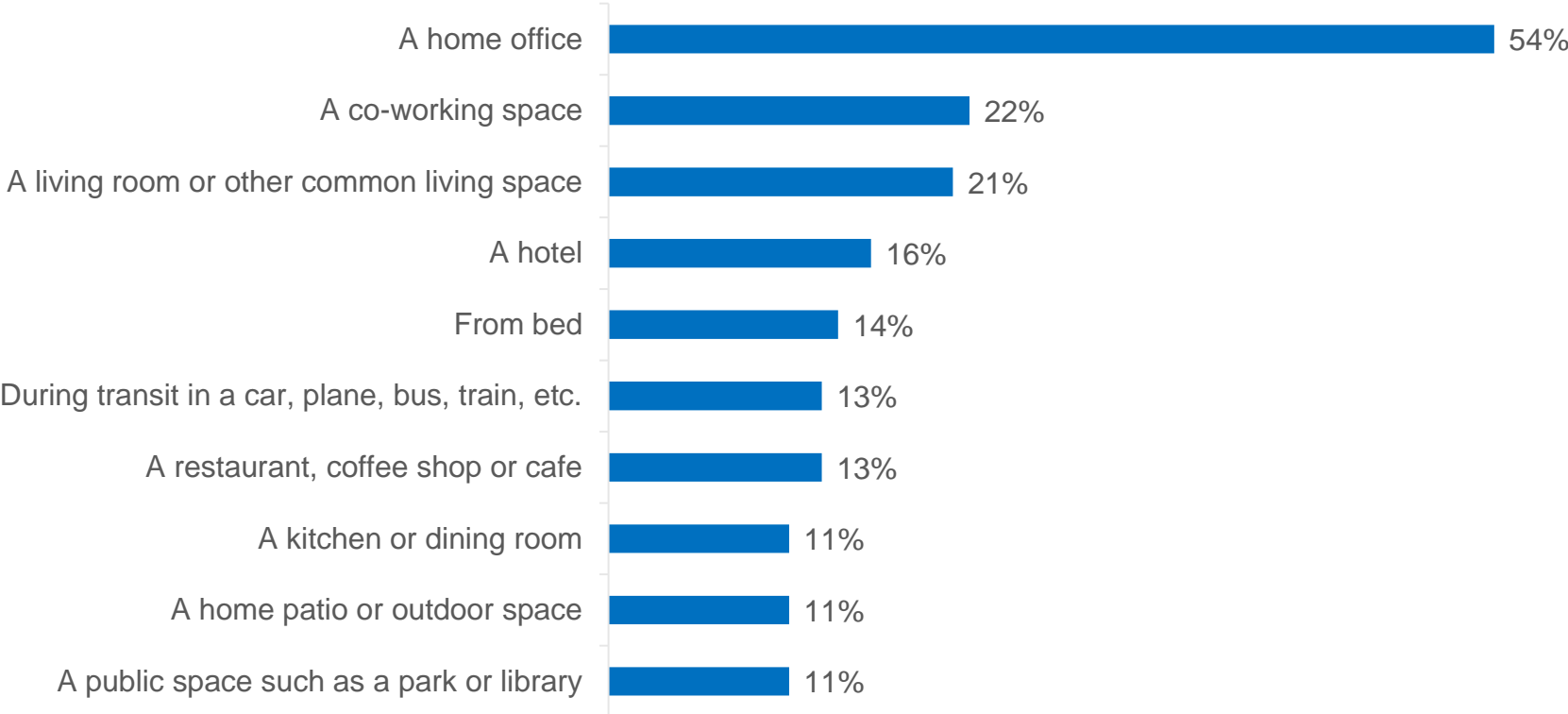
Q79. Does your employer allow employees to dedicate days to working remotely? Working remotely can mean working from home or any other location outside of your employer's workplace.



Working Outside of the Office

The most common place people work when they're not in the office is at home – either in a home office or living room – but Canadian workers have set up shop in a wide variety of locales.

If sometimes work outside of office: Places worked



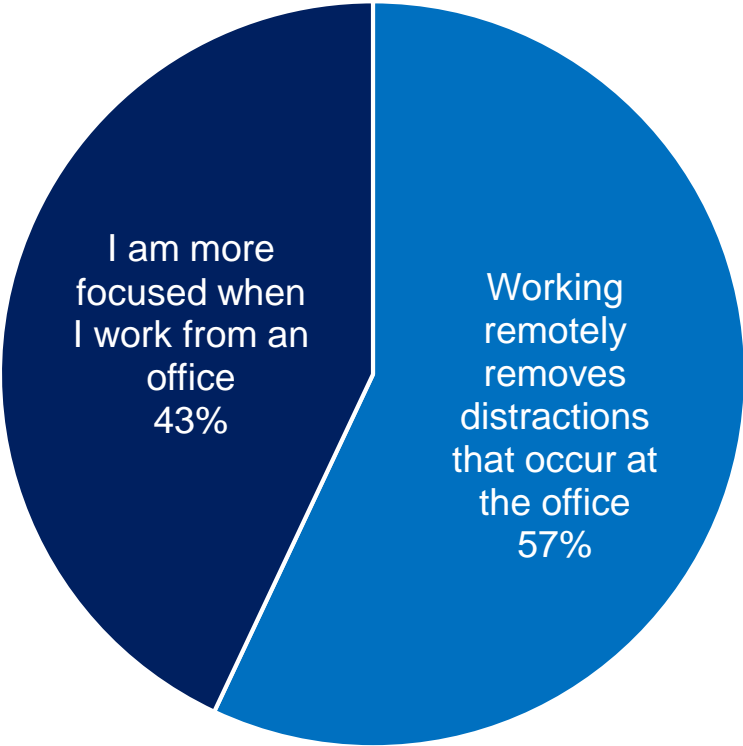
Q81. [IF HAVE WORKED HOME, CO-WORKING PACE, PUBLIC PLACE] In the last month, in which of the following places have you worked?



Working Remotely vs. Working from an Office

Only 43% of Canadian employees say that they are more focused when they work from an office. Instead, they are more likely to say that working remotely removes the kinds of office distractions in the previous slide.

If sometimes work outside of office: Feelings about working remotely



Q82. [IF WORK FROM HOME, CO-WORK, PUBLIC] Which of the following most closely represents your feelings about working from remotely? I find that I am much more focused when I work from an office, rather than remotely OR Working remotely removes the concern of distractions that sometimes occur at the office



Tips for working remotely

Block out distractions

- “Make sure to create a setting which will limit the distractions around me.”
- “Clear noise and distraction. Every two hours I give myself a break to do whatever I want.”

Set goals

- “I set goals and time limits to ensure I get the job done quickly yet accurately. I avoid other distractions that could prevent me from reaching my goals.”

Take breaks

- “Take breaks, get up and walk around, refer to my to-do list.”
- “Turn off personal electronics, take mini breaks as rewards for completing tasks.”

Be prepared

- “Know what tasks need to be completed that day and make sure I have everything that I need with me.”
- “Have specific tasks, checklists. Silence phone. Don't open internet browsers unless absolutely required for the task.”

Have a routine

- “I stick to my normal work day routine waking at the same time, dressing and having breakfast as usual so I can be at my home office desk at the normal start of the work day.”
- “Have dedicated home work space, set timers to stay on task, schedule quick breaks.”

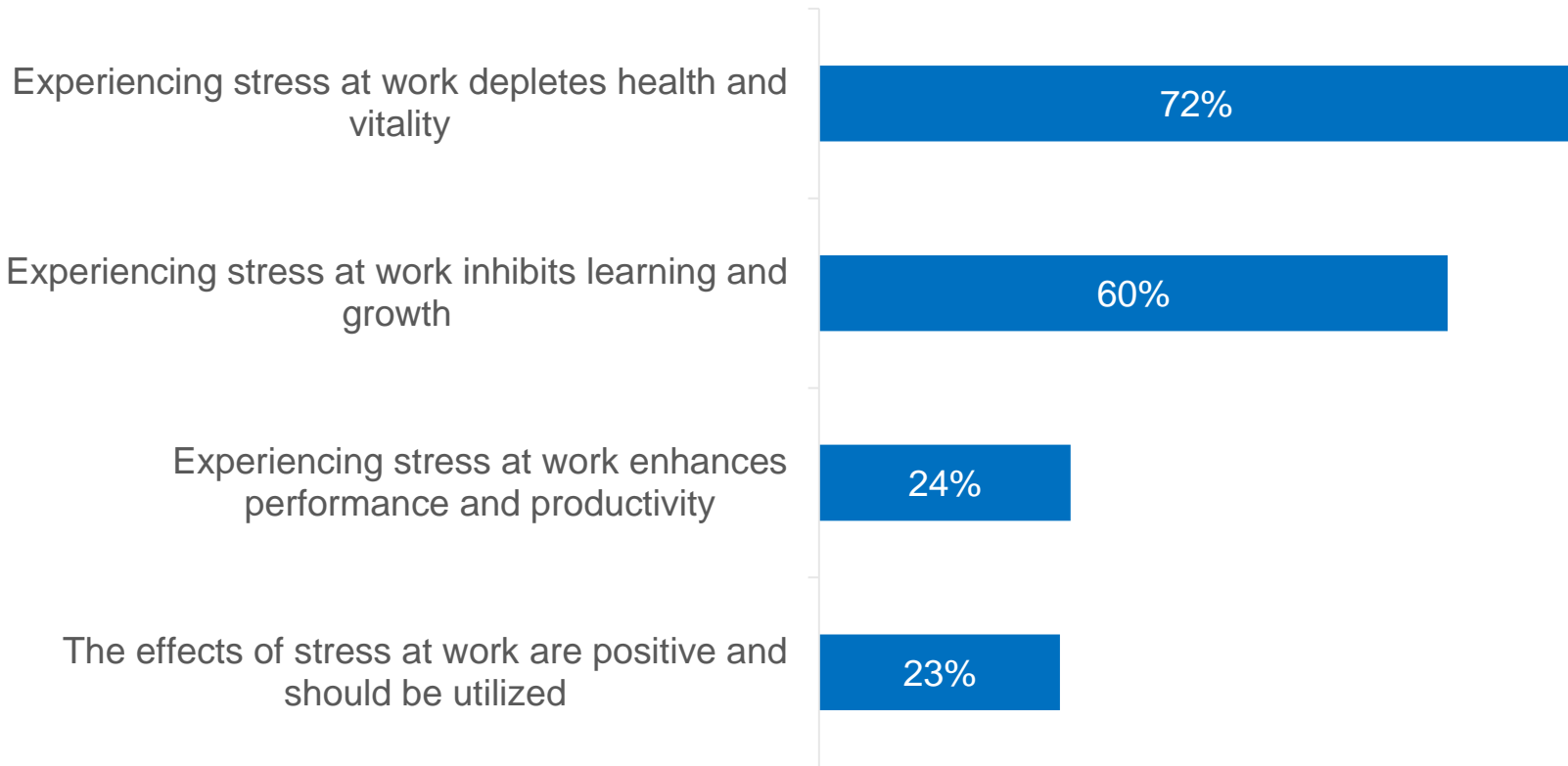
Health, Wellness and Stress in the Workplace

Key Findings: Health, Wellness and Stress in the Workplace

- **Employees count on their employers to help them stay healthy**
 - Over one-third (36%) of employees have taken a mental health day.
 - Seventy-two percent (72%) of employees say stress at work depletes health and vitality.
 - And 81% of employees expect their employers to take measures to keep them mentally and physically well.
- **Wellness rooms are rare, lacking the basics**
 - Few offices have wellness rooms, and those that do could use some major improvements.

Stress in the Workplace

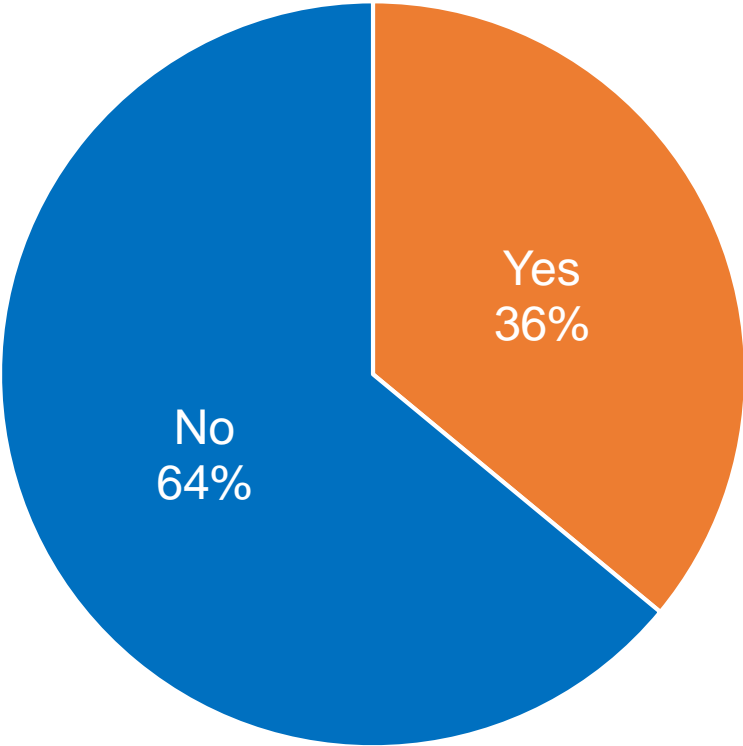
Most believe that stress at work has a negative impact on the overall wellbeing of employees.



Taking a Mental Health Day

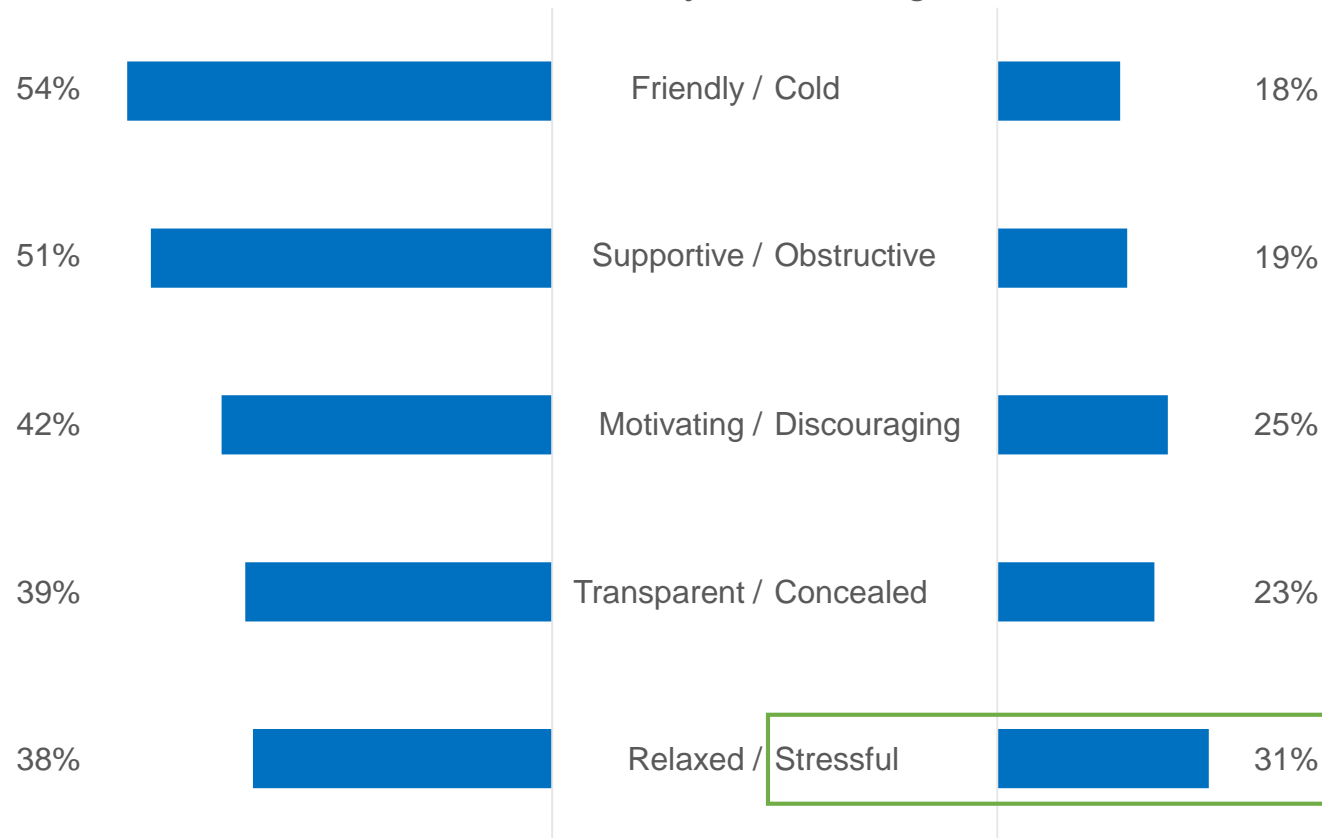
Just over a third (36%) of employees have taken an official or unofficial mental health day from work.

Have you taken a mental health day?



Workplace culture and environment

Employees generally have positive things to say about their workplace culture and environment. “Stressful” is the most commonly named negative attribute.

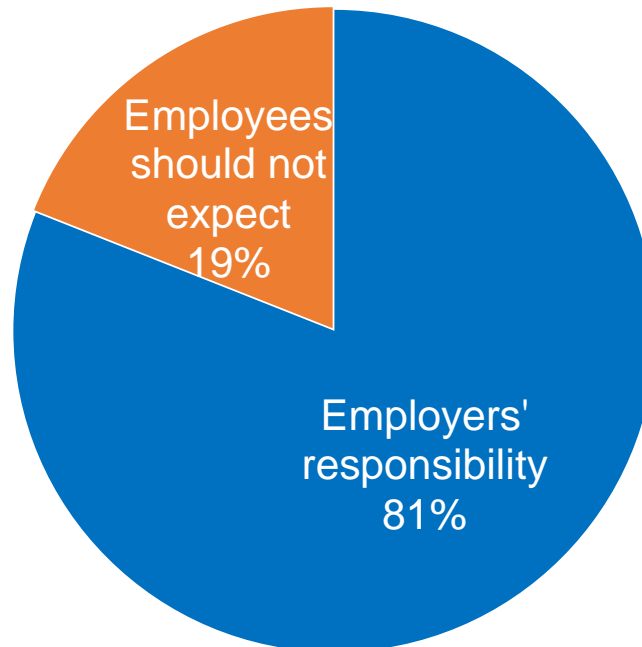


Employers' Health and Wellness Responsibility

Most (81%) employees believe their employers have a responsibility to keep them mentally and physically healthy.

Question: Which of the following most closely represents your feelings about health and wellness in the office?

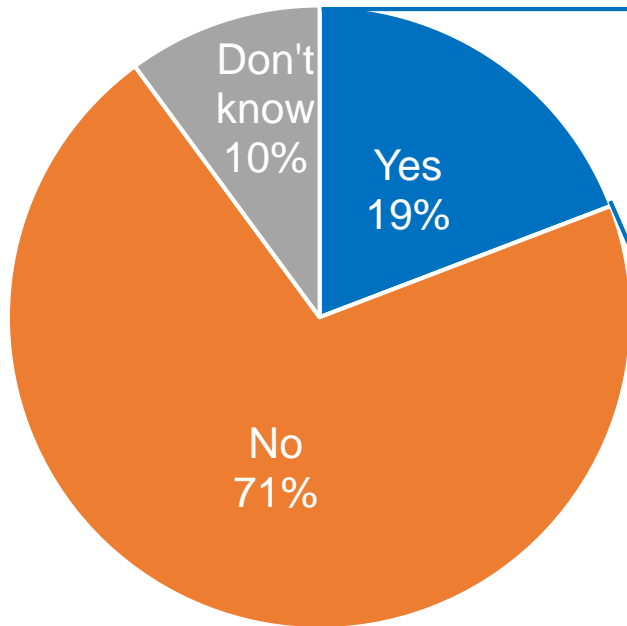
- **Employers have a responsibility** to help keep employees mentally and physically well
- **Employees should not expect** their employers to play a part in their health and well-being



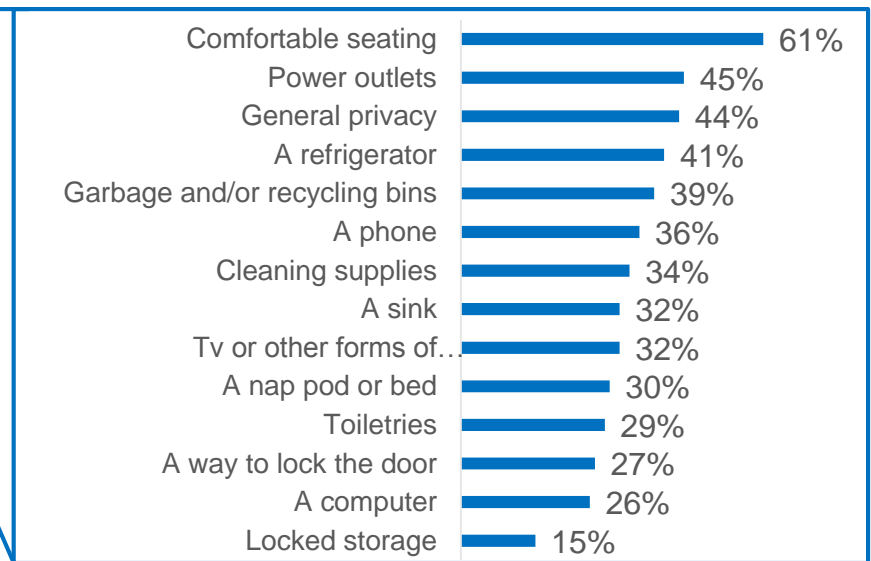
Wellness Rooms in the Workplace

Most offices don't have a wellness room, and of those that do, most are lacking many of the basics you'd expect to have in the room.

Workplaces with wellness rooms



If 'yes': Items in wellness rooms



Q96. Does your office workplace have a dedicated wellness room that can be used for things such as employees who want to rest, breastfeeding mothers, employees who need to take medication, and/or other similar things?

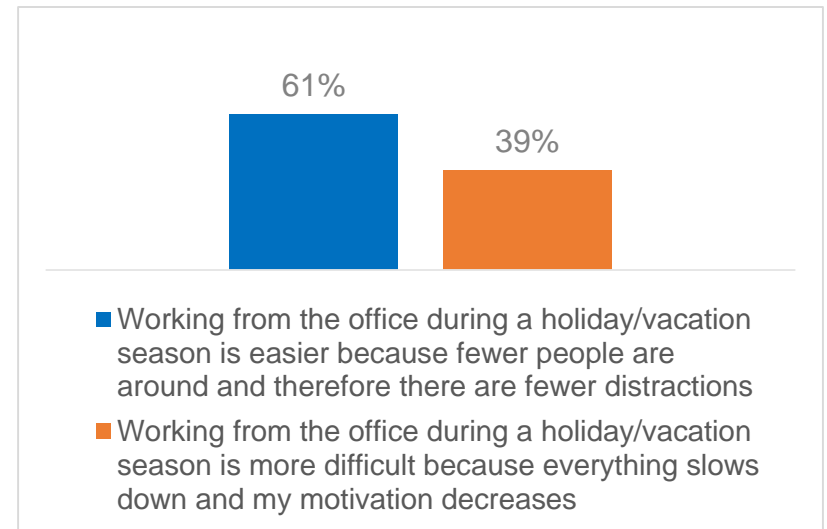
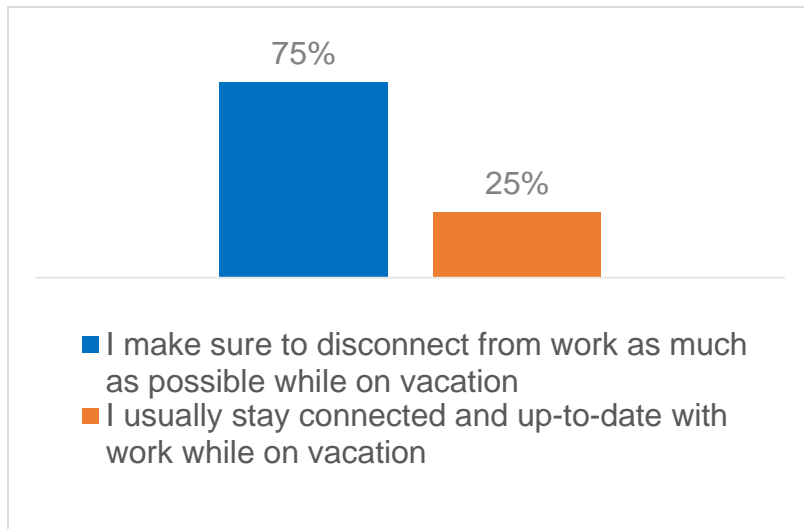
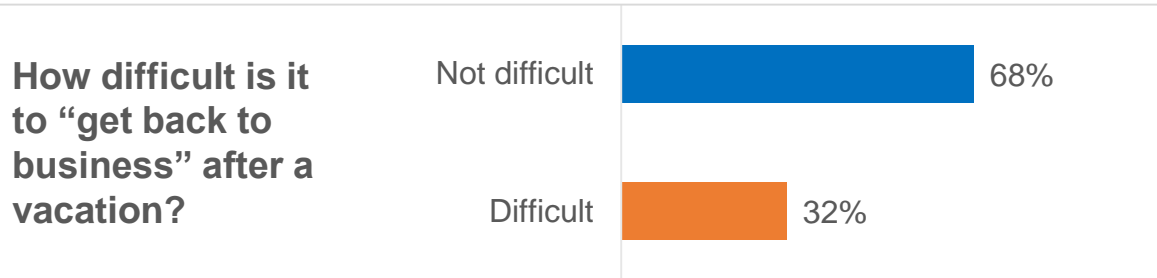
Q97. [IF HAVE WELLNESS ROOM] Which, if any, of the following do you have in your wellness room?



Seasonal and Vacation Habits

Holiday and Vacations

Most employees don't find it difficult to disconnect while on vacation and then "get back to business" upon returning. And those who are working during vacation season find the office to be less distracting during that time.



Q99. How difficult is it for you to "get back to business" after returning from a vacation?

Q100. Which of the following most closely represents your actions while on vacation?

Q101. Which of the following most closely represents your feelings about working in an office during a holiday/vacation season?



Disengaging while on vacation

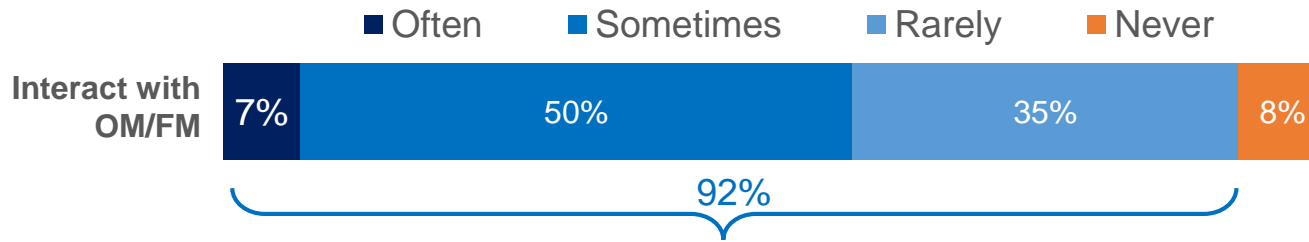
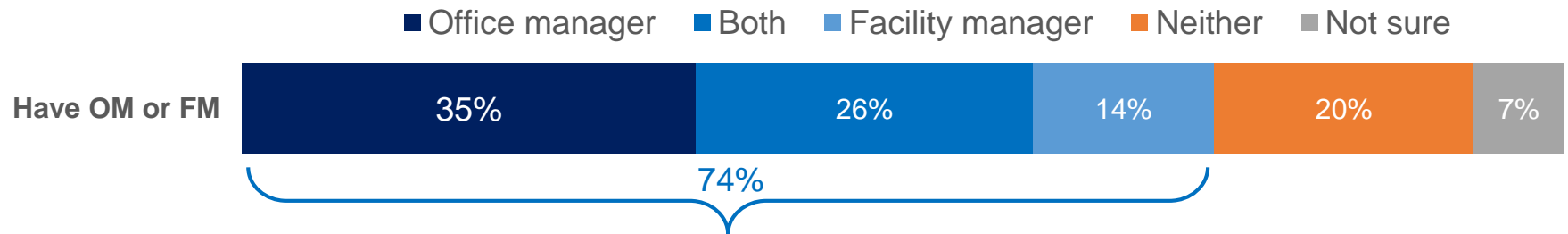
Employees are most likely to not respond to emails and phone calls, and put up an out of office as ways to disengage from work while on vacation.



Experiences with Office and Facility Managers

Office and Facility Manager Interactions and Requests

Most offices have either an office or facility manager, or both. And of those that have one or both, nearly all interact with them at least occasionally. The most common requests employees make are for supplies, equipment and furniture.



Types of OM/FM requests

Supplies	37%
Equipment/furniture	23%
Upkeep/maintenance	10%
Help/information	10%
Breaks/comfort	6%

Q102. Does your employer have an office administrator and/or facility manager?

Q103. [IF HAVE OM/FM] How often do you make requests for services or items from an office administrator and/or facility manager at your workplace?

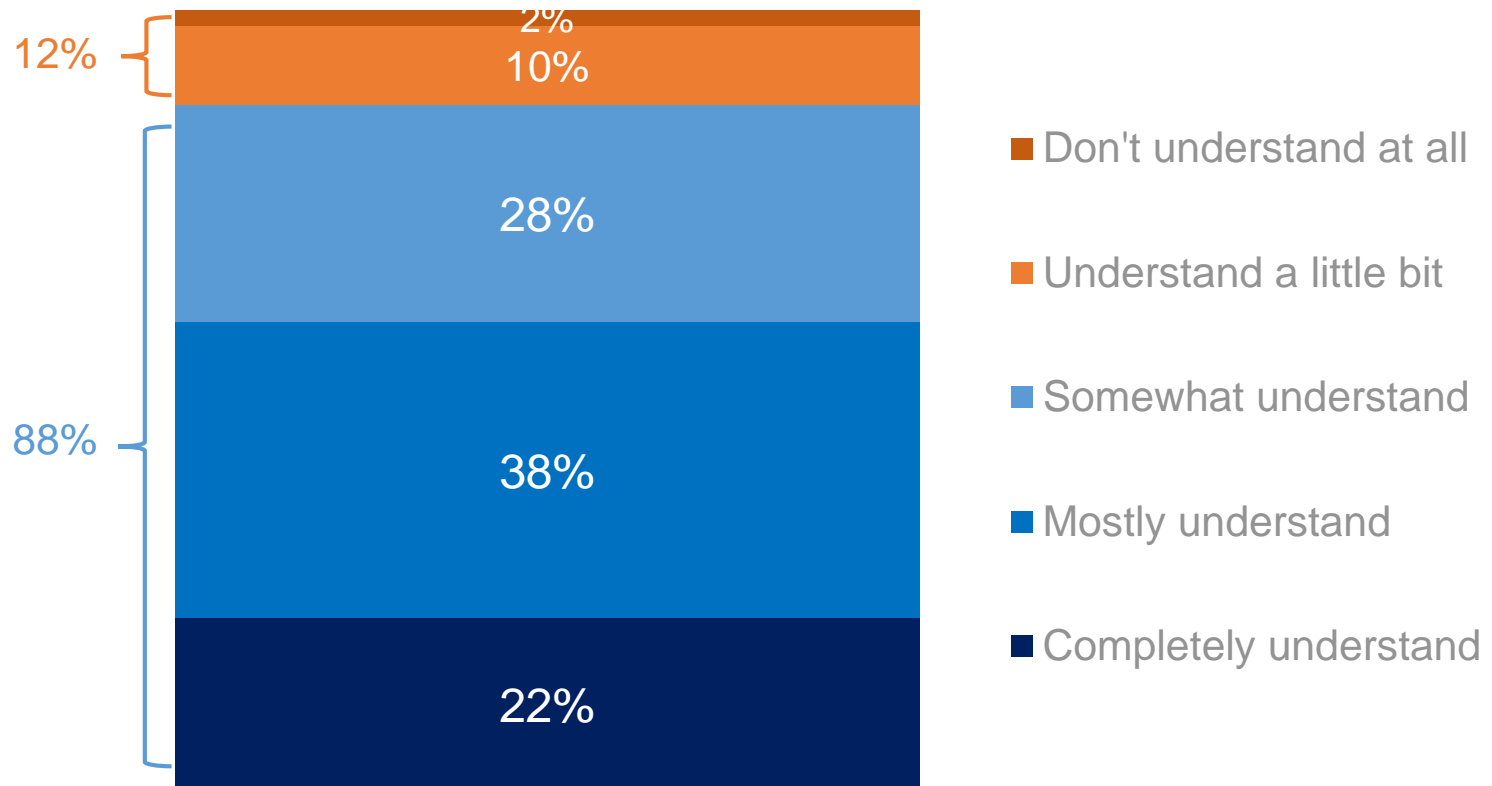
Q104. [IF HAVE INTERACTED WITH OM/FM] What have you requested from the office administrator and/or facility manager in your workplace?



Understanding of Office and Facility Manager Role

Of those who have an office and/or facility manager, most (88%) believe that they understand the job responsibilities of the position(s) at least somewhat.

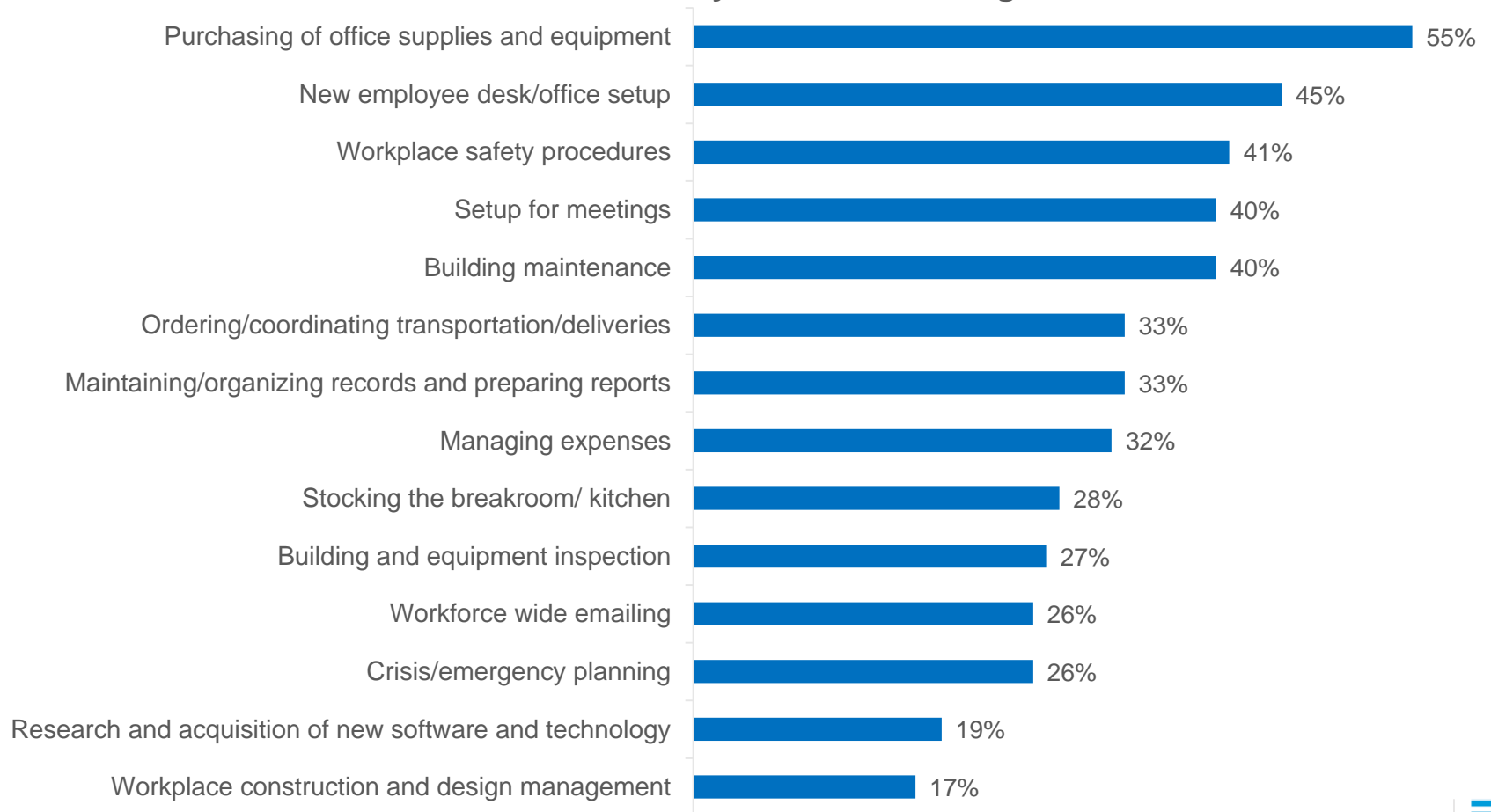
Understanding of OM/FM job responsibilities



Assumed Responsibility of Office and Facility Managers

The most widely assumed responsibility of office and facility managers is purchasing office supplies and equipment.

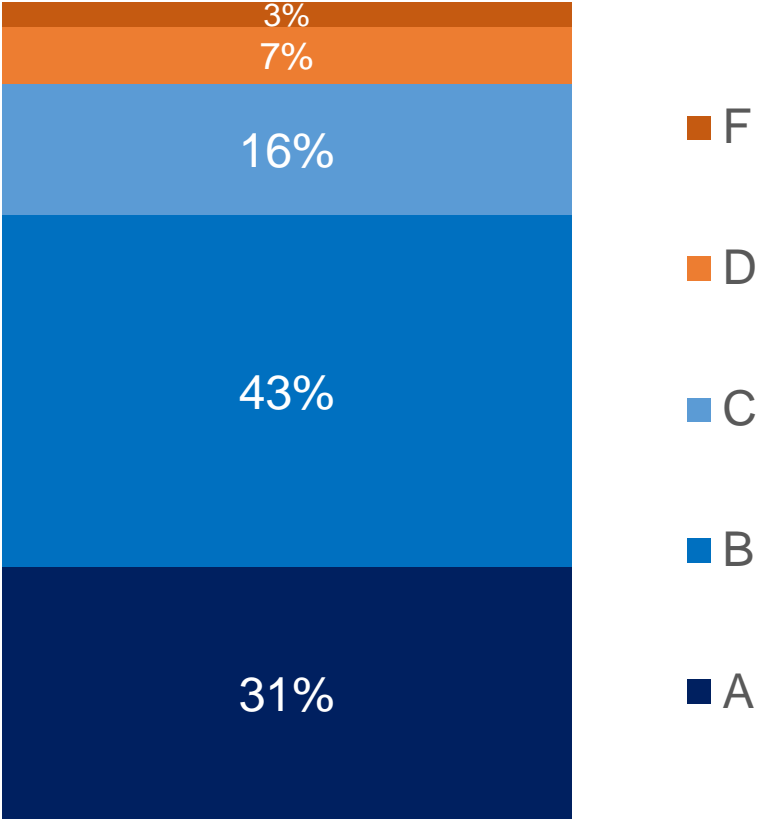
Which tasks does your OM/FM manage?



Grading office and facility managers

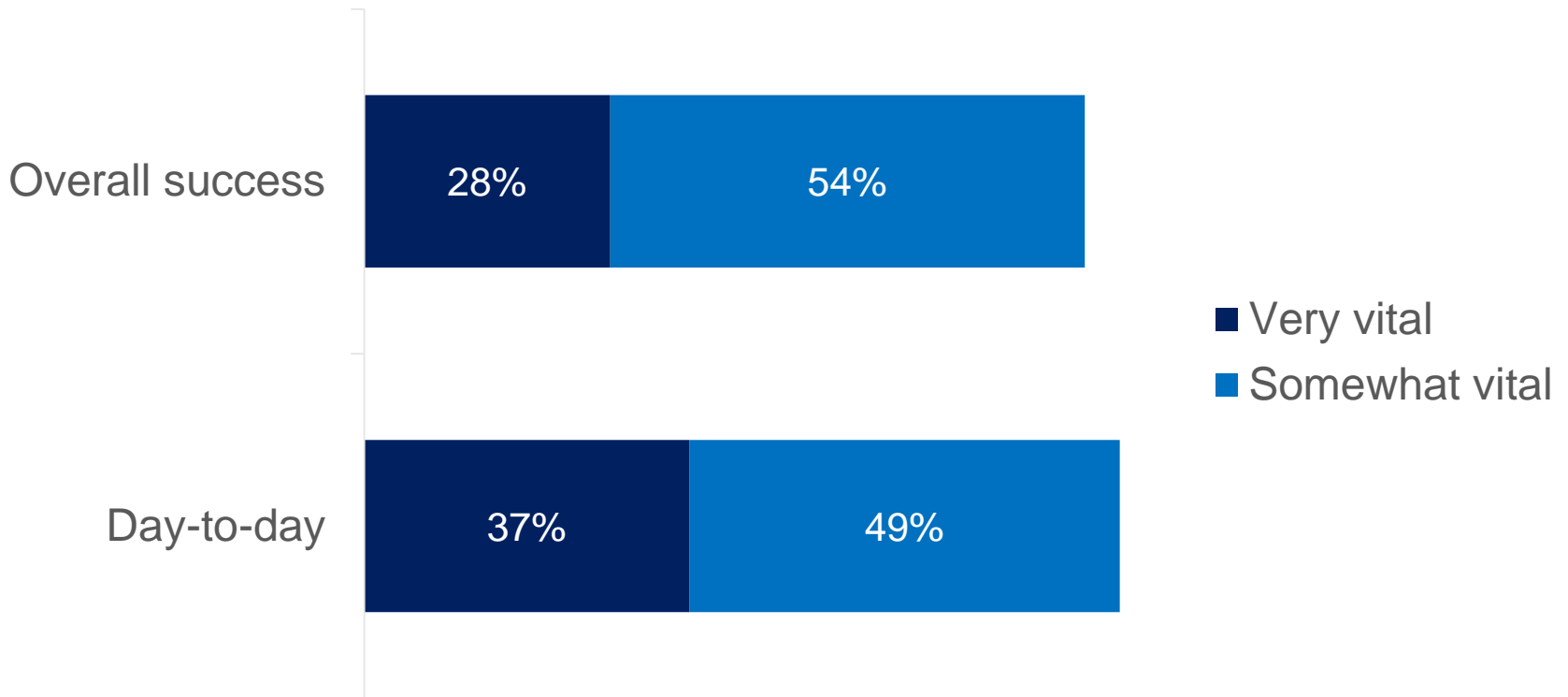
Most (74%) grade their office or facility managers' job performance as an A or B.

How would you grade your OM/FM?



Importance of Office and Facility Manager Role

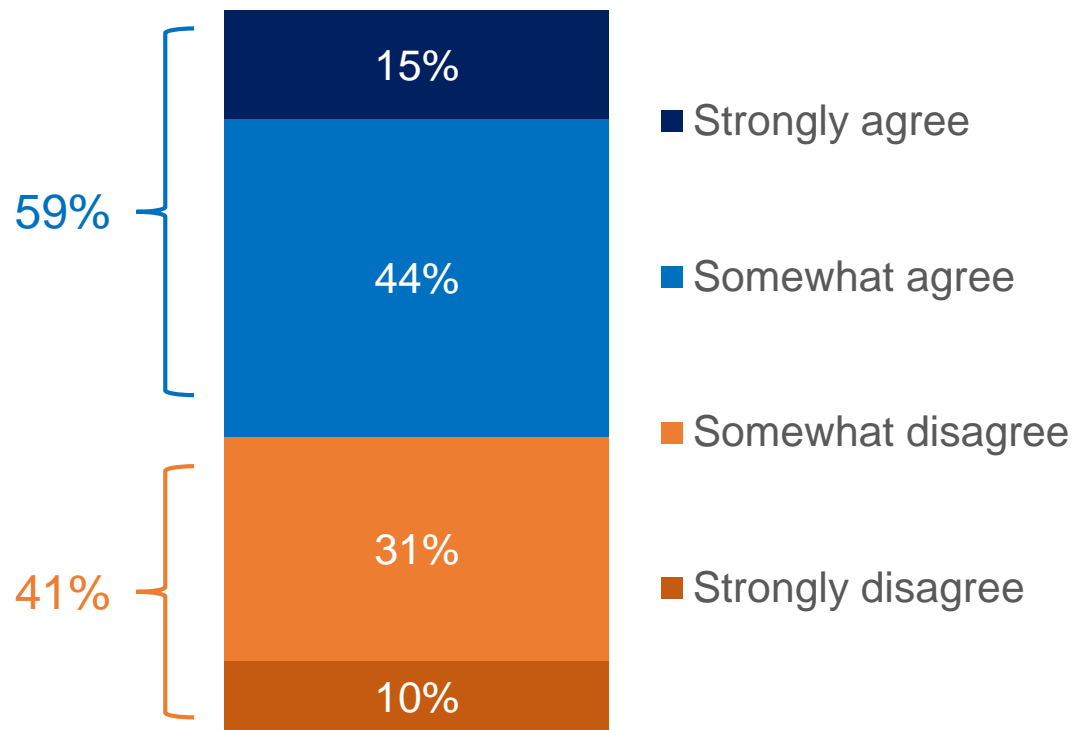
The vast majority (86%) of employees believe that their OM/FM plays a vital role in the day-to-day function of their organization. Nearly as many (82%) say the same about their role in the overall success.



Value of the Office and Facility Manager

Most employees with an office and/or facility manager believe that the role is under-appreciated.

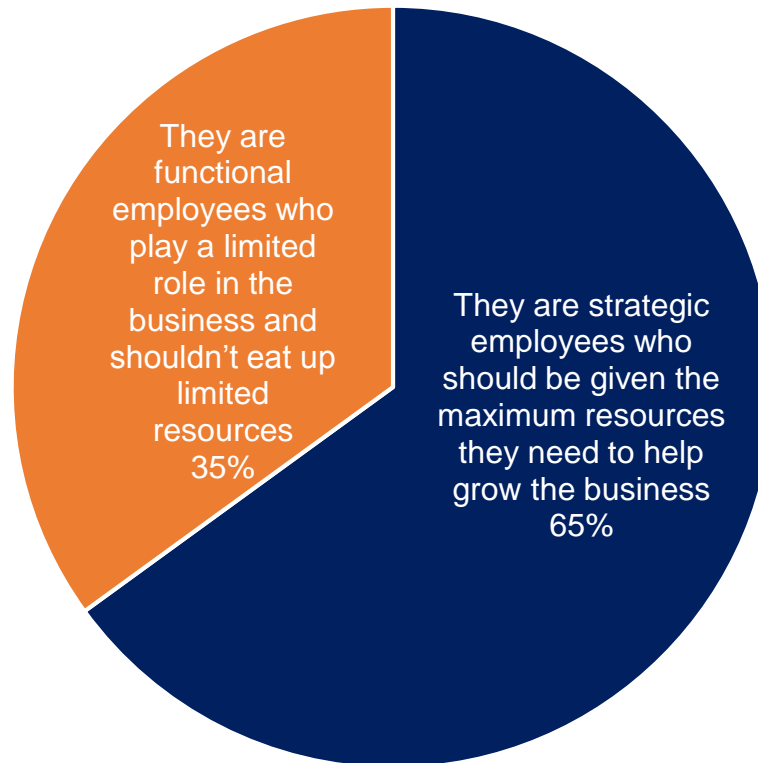
Do you agree or disagree that your OM/FM is under-appreciated?



Strategic Use of Office and Facility Managers

Most employees feel that office and facility managers are strategic employees that should be given the resources they need to grow the business.

Employees' views on OM/FM in their workplace



APPENDIX

Demographics

Gender	Men	52%
	Women	48%
Age	20-34	31%
	35-49	39%
	50-65	30%
Education	College grad	51%
	Non-college grad	49%
Industry	Gov./public	16%
	Healthcare	9%
	Finance	9%
	Manual labor	12%
	Tech	9%
	Education	7%
Region	Atlantic	6%
	Quebec	21%
	Ontario	40%
	Prairies	18%
	British columbia	15%
	Territories	1%



Questions?



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