

## The Office impact code

The data here shows the overall performance figures across all lines of standardised data for the entire database and highlights the differences between the Leesman average (all global data) and the Leesman+ high-performance group, all of whom have achieved a Leesman Lmi of 70 or above\*.

The Global/Leesman+ gap column shows the percentage point differences, while the gap ranking to the right shows where that Activity or Feature would sit if the data was ranked by the gap. The higher the number in the Global/Leesman+ gap column, the greater the difference between the Leesman global average and the Leesman+ spaces. These high-ranking Leesman+ differences are arguably where and how these workplaces are delivering the greatest benefit to their employees and so ultimately contributing most to employee performance.

\* A Leesman+ award is granted to those individual workplaces with a minimum of 50 respondents that achieve an Lmi of 70 or above, and also meet the response rate criteria of a maximum 5% margin of error at a 99% confidence level.

Data based on 817,598 respondents as at 31.12.20

⚙ Sentiment super driver

### Q1. How much do you agree or disagree with the following statements about your current workplace?

		% Agreement overall	% Agreement Leesman+	% Overall/ Leesman+ gap	Gap ranking
1.1	The design of my workplace is important to me	84.8	88.8	4.0	7
1.2	It supports me sharing ideas/knowledge amongst colleagues	70.4	81.1	10.7	6
1.3	It enables us to work productively	65.4	81.1	15.7	3
1.4	It enables me to work productively	63.8	78.2	14.4	4
1.5	It creates an enjoyable environment to work in	60.7	79.6	18.9	2
1.6	It contributes to a sense of community at work	60.6	74.5	13.9	5
1.7	It's a place I'm proud to bring visitors to	54.9	82.3	27.4	1

### Q2. Thinking about the work that you do, which of the following activities are important and how well are they supported?

		% Importance overall	% Supported overall	% Supported Leesman+	% Overall/ Leesman+ gap	Gap ranking
2.1	⚙ Individual focused work, desk based	91.3	78.0	88.2	10.2	17
2.2	⚙ Planned meetings	74.1	81.4	89.8	8.4	18
2.3	Telephone conversations	68.3	65.1	78.8	13.7	14
2.4	Informal, un-planned meetings	56.9	64.9	84.2	19.3	2
2.5	Collaborating on focused work	55.9	75.2	89.5	14.3	12
2.6	⚙ Relaxing/taking a break	50.4	62.8	81.9	19.1	3
2.7	Audio conferences	47.5	71.9	85.8	13.9	13
2.8	Reading	45.7	61.7	76.8	15.1	11
2.9	Individual routine tasks	45.4	88.0	93.2	5.2	20
2.10	Informal social interaction	43.0	75.4	88.1	12.7	15
2.11	⚙ Learning from others	41.9	78.7	86.7	8.0	19
2.12	⚙ Thinking/creative thinking	41.4	55.2	75.1	19.9	1
2.13	Private conversations	40.5	51.9	70.7	18.8	4
2.14	Business confidential discussions	39.7	58.5	76.1	17.6	6
2.15	Video conferences	37.7	66.3	83.4	17.1	7
2.16	Collaborating on creative work	36.9	66.8	83.8	17.0	8
2.17	Larger group meetings or audiences	34.3	64.3	81.0	16.7	9
2.18	Hosting visitors, clients or customers	33.2	65.5	83.4	17.9	5
2.19	Individual focused work away from your desk	31.0	67.9	84.5	16.6	10
2.20	Spreading out paper or materials	30.8	60.1	65.2	5.1	21
2.21	Using technical/specialist equipment or materials	21.1	67.2	78.2	11.0	16

**Q3. Thinking about the work that you do, which of the following physical/ service features are important and how satisfied are you with them?**

		% Importance overall	% Satisfaction overall	% Satisfaction Leesman+	% Overall/Leesman+ Gap	Gap ranking
3.1	☛ Desk	84.4	72.2	81.6	9.4	31
3.2	Chair	83.3	66.8	75.0	8.2	33
3.3	☛ Tea, coffee & other refreshment facilities	77.3	61.4	73.5	12.1	25
3.4	☛ Meeting rooms (small)	77.2	55.3	76.1	20.8	6
3.5	Temperature control	76.6	33.0	43.9	10.9	29
3.6	General cleanliness	75.0	63.8	81.1	17.3	16
3.7	IT Help desk*	72.8	60.1	73.2	13.1	22
3.8	☛ Toilets/W.C.	72.6	51.0	68.9	17.9	15
3.9	☛ Noise levels	71.0	32.2	44.9	12.7	24
3.10	Natural light	70.9	58.7	74.2	15.5	18
3.11	Personal storage	68.8	56.7	57.7	1.0	49
3.12	WiFi network connectivity in the office*	68.3	62.0	68.9	6.9	37
3.13	Restaurant/canteen	67.9	48.6	55.0	6.4	41
3.14	Air quality	67.4	45.1	64.7	19.6	9
3.15	Printing/copying/scanning equipment	67.1	73.0	79.3	6.3	42
3.16	☛ General tidiness	66.0	66.4	84.4	18.0	14
3.17	Meeting rooms (large)	65.3	54.4	72.8	18.4	13
3.18	Office lighting	61.7	60.6	75.2	14.6	19
3.19	Computing equipment, mobile (e.g. laptop, tablet)*	61.1	69.9	76.5	6.6	38
3.20	Quiet rooms for working alone or in pairs	59.5	32.5	57.9	25.4	5
3.21	Telephone equipment	57.5	67.1	73.7	6.6	40
3.22	Security	55.1	76.7	84.4	7.7	34
3.23	Parking (e.g. car, motorbike or bicycle)	54.6	51.2	58.5	7.3	35
3.24	Desk/room booking systems	54.2	48.7	60.6	11.9	27
3.25	Remote access to work files or network	53.7	67.7	72.6	4.9	46
3.26	Ability to personalise my workstation	52.9	47.5	46.2	-1.3	50
3.27	☛ General décor	51.3	44.7	73.4	28.7	4
3.28	Plants & greenery	50.6	34.8	55.0	20.2	8
3.29	☛ Informal work areas/break-out zones	50.6	41.9	73.6	31.7	2
3.30	Accessibility of colleagues	50.2	71.6	76.6	5.0	45
3.31	Access (e.g. lifts, stairways, ramps)	49.6	66.6	71.4	4.8	47
3.32	Space between work settings	48.2	47.7	61.7	14.0	20
3.33	Wired in-office network connectivity	47.8	71.7	78.3	6.6	38
3.34	Leisure facilities onsite or nearby (e.g. gym, fitness/wellness centre)	46.8	39.8	59.2	19.4	11
3.35	Health & safety provision	45.7	68.3	79.5	11.2	28
3.36	People walking past your workstation	45.0	29.9	38.8	8.9	32
3.37	Dividers (between desk/areas)	44.9	39.0	46.2	7.2	36
3.38	Mail & post room services	43.7	69.6	75.3	5.7	44
3.39	Computing equipment, fixed (desktop)	43.1	66.4	76.6	10.2	30
3.40	Hospitality services (e.g. guest reception/services, catering, meeting services)	41.2	59.8	73.4	13.6	21
3.41	Atriums & communal areas	39.0	43.4	74.5	31.1	3
3.42	Art & photography	37.7	29.9	48.3	18.4	12
3.43	Reception areas	37.7	62.8	79.8	17.0	17
3.44	Audio-Visual equipment	34.5	50.4	69.9	19.5	10
3.45	Variety of different types of workspace	33.1	36.5	70.3	33.8	1
3.46	Shared storage	30.4	42.5	48.3	5.8	43
3.47	Shower facilities*	29.6	37.5	57.9	20.4	7
3.48	Internal signage	29.6	52.4	65.5	13.1	22
3.49	Guest/visitor network access	28.3	46.5	58.6	12.1	26
3.50	Archive storage	24.3	38.2	41.9	3.7	48

\*Added in March 2015