

## 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 1,083,469 respondents as at 31.12.22

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

|     |   | % Agreement overall | % Agreement Leesman+ | % Overall/Leesman+ gap | Gap ranking |
|-----|---|---------------------|----------------------|------------------------|-------------|
| 1.1 | The design of my workplace is important to me             | 84.0                | 88.8                 | 4.8                    | 7           |
| 1.2 | It supports me sharing ideas/knowledge amongst colleagues | 70.9                | 81.4                 | 10.5                   | 6           |
| 1.3 | It enables us to work productively                        | 66.3                | 81.2                 | 14.9                   | 3           |
| 1.4 | It enables me to work productively                        | 64.9                | 78.7                 | 13.8                   | 4           |
| 1.5 | It creates an enjoyable environment to work in            | 62.0                | 80.0                 | 18.0                   | 2           |
| 1.6 | It contributes to a sense of community at work            | 61.9                | 75.1                 | 13.2                   | 5           |
| 1.7 | It's a place I'm proud to bring visitors to               | 55.9                | 82.0                 | 26.1                   | 1           |

### Q2. Which of the following activities are important to the work that you do, and how well are they supported in your workplace?

|      |   | % Importance overall | % Supported overall | % Supported Leesman+ | % Overall/Leesman+ Gap | Gap ranking |
|------|---|----------------------|---------------------|----------------------|------------------------|-------------|
| 2.1  | ⚙ Individual focused work, desk based             | 91.0                 | 78.6                | 88.5                 | 9.9                    | 16          |
| 2.2  | ⚙ Planned meetings                                | 73.9                 | 82.9                | 90.2                 | 7.3                    | 18          |
| 2.3  | Telephone conversations                           | 65.4                 | 65.4                | 78.7                 | 13.3                   | 13          |
| 2.4  | Collaborating on focused work                     | 56.0                 | 77.0                | 89.5                 | 12.5                   | 14          |
| 2.5  | Informal, un-planned meetings                     | 55.5                 | 67.0                | 84.2                 | 17.2                   | 3           |
| 2.6  | ⚙ Relaxing/taking a break                         | 50.0                 | 64.6                | 82.2                 | 17.6                   | 3           |
| 2.7  | Audio conferences                                 | 45.9                 | 72.9                | 85.9                 | 13.0                   | 13          |
| 2.8  | Individual routine tasks                          | 45.0                 | 88.3                | 93.4                 | 5.1                    | 20          |
| 2.9  | Reading   | 43.8                 | 63.2                | 77.2                 | 14.0                   | 11          |
| 2.10 | Informal social interaction                       | 43.6                 | 77.0                | 88.2                 | 11.2                   | 15          |
| 2.11 | ⚙ Learning from others                            | 42.2                 | 79.7                | 86.7                 | 7.0                    | 19          |
| 2.12 | Video conferences                                 | 40.6                 | 69.2                | 84.0                 | 14.8                   | 10          |
| 2.13 | ⚙ Thinking/creative thinking                      | 40.1                 | 57.4                | 75.0                 | 17.6                   | 1           |
| 2.14 | Private conversations                             | 40.0                 | 53.9                | 71.1                 | 17.2                   | 10          |
| 2.15 | Business confidential discussions                 | 38.9                 | 60.2                | 76.3                 | 16.1                   | 6           |
| 2.16 | Collaborating on creative work                    | 36.4                 | 68.8                | 83.8                 | 15.0                   | 9           |
| 2.17 | Larger group meetings or audiences                | 33.6                 | 66.5                | 81.6                 | 15.1                   | 9           |
| 2.18 | Hosting visitors, clients or customers            | 30.7                 | 67.0                | 83.8                 | 16.8                   | 5           |
| 2.19 | Individual focused work away from your desk       | 30.0                 | 69.3                | 84.5                 | 15.2                   | 7           |
| 2.20 | Spreading out paper or materials                  | 28.7                 | 61.2                | 65.3                 | 4.1                    | 21          |
| 2.21 | Using technical/specialist equipment or materials | 20.5                 | 68.8                | 78.2                 | 9.4                    | 17          |

⚙ Super driver

**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   | 84.1                 | 73.5                   | 82.2                    | 8.7                    | 31          |
| 3.2  | Chair  | 83.1                 | 68.2                   | 75.9                    | 7.7                    | 34          |
| 3.3  | ⚙ Tea, coffee & other refreshment facilities                                     | 76.6                 | 62.0                   | 73.9                    | 11.9                   | 25          |
| 3.4  | Temperature control  | 75.3                 | 34.8                   | 45.3                    | 10.5                   | 29          |
| 3.5  | ⚙ Meeting rooms (small)  | 75.0                 | 56.8                   | 76.3                    | 19.5                   | 8           |
| 3.6  | General cleanliness  | 74.3                 | 66.7                   | 82.1                    | 15.4                   | 17          |
| 3.7  | ⚙ Toilets/W.C.   | 72.0                 | 54.5                   | 70.1                    | 15.6                   | 16          |
| 3.8  | ⚙ Noise levels   | 70.3                 | 33.2                   | 45.1                    | 11.9                   | 25          |
| 3.9  | Natural light  | 69.5                 | 59.6                   | 74.7                    | 15.1                   | 18          |
| 3.10 | Restaurant/canteen   | 66.6                 | 49.5                   | 55.2                    | 5.7                    | 41          |
| 3.11 | Air quality  | 66.4                 | 47.6                   | 66.4                    | 18.8                   | 39          |
| 3.12 | Personal storage   | 66.4                 | 56.3                   | 58.6                    | 2.3                    | 49          |
| 3.13 | IT Help desk   | 65.6                 | 60.6                   | 73.1                    | 12.5                   | 23          |
| 3.14 | ⚙ General tidiness   | 65.5                 | 68.9                   | 85.3                    | 16.4                   | 14          |
| 3.15 | Printing/copying/scanning equipment  | 63.9                 | 73.1                   | 79.6                    | 6.5                    | 38          |
| 3.16 | Meeting rooms (large)  | 62.7                 | 55.9                   | 73.1                    | 17.2                   | 41          |
| 3.17 | WiFi network connectivity in the office*   | 62.2                 | 63.8                   | 69.4                    | 5.6                    | 43          |
| 3.18 | Office lighting  | 60.4                 | 61.8                   | 75.5                    | 13.7                   | 20          |
| 3.19 | Quiet rooms for working alone or in pairs  | 59.0                 | 34.3                   | 58.1                    | 23.8                   | 5           |
| 3.20 | Computing equipment, mobile (e.g. laptop, tablet)*                               | 55.3                 | 71.3                   | 77.6                    | 6.3                    | 39          |
| 3.21 | Security   | 54.4                 | 77.9                   | 85.4                    | 7.5                    | 35          |
| 3.22 | Parking (e.g. car, motorbike or bicycle)   | 54.2                 | 53.0                   | 58.1                    | 5.1                    | 45          |
| 3.23 | Desk/room booking systems  | 53.3                 | 50.0                   | 62.0                    | 12.0                   | 24          |
| 3.24 | Telephone equipment  | 52.4                 | 66.3                   | 73.3                    | 7.0                    | 36          |
| 3.25 | Remote access to work files or network   | 52.3                 | 70.1                   | 74.1                    | 4.0                    | 47          |
| 3.26 | Ability to personalise my workstation  | 51.5                 | 46.2                   | 45.8                    | -0.4                   | 50          |
| 3.27 | Plants & greenery  | 49.8                 | 36.7                   | 57.3                    | 20.6                   | 7           |
| 3.28 | ⚙ General décor  | 49.5                 | 46.3                   | 73.7                    | 27.4                   | 4           |
| 3.29 | ⚙ Informal work areas/break-out zones  | 49.1                 | 43.8                   | 73.4                    | 29.6                   | 3           |
| 3.30 | Accessibility of colleagues  | 48.7                 | 71.5                   | 76.6                    | 5.1                    | 44          |
| 3.31 | Access (e.g. lifts, stairways, ramps)  | 47.9                 | 68.7                   | 73.2                    | 4.5                    | 46          |
| 3.32 | Space between work settings  | 47.0                 | 47.8                   | 61.8                    | 14.0                   | 19          |
| 3.33 | Wired in-office network connectivity   | 46.2                 | 72.6                   | 78.7                    | 6.1                    | 40          |
| 3.34 | Health & safety provision  | 45.4                 | 69.6                   | 80.6                    | 11.0                   | 28          |
| 3.35 | Leisure facilities onsite or nearby (e.g. gym, fitness/wellness centre)          | 45.0                 | 39.5                   | 58.1                    | 18.6                   | 10          |
| 3.36 | Dividers (between desk/areas)  | 43.4                 | 38.6                   | 46.4                    | 7.8                    | 33          |
| 3.37 | People walking past your workstation   | 43.3                 | 29.8                   | 38.3                    | 8.5                    | 32          |
| 3.38 | Computing equipment, fixed (desktop)   | 41.1                 | 66.4                   | 76.7                    | 10.3                   | 30          |
| 3.39 | Mail & post room services  | 41.0                 | 69.0                   | 75.8                    | 6.8                    | 37          |
| 3.40 | Hospitality services (e.g. guest reception/services, catering, meeting services) | 39.7                 | 60.5                   | 74.0                    | 13.5                   | 21          |
| 3.41 | Atriums & communal areas   | 37.7                 | 45.4                   | 74.9                    | 29.5                   | 3           |
| 3.42 | Art & photography  | 36.3                 | 31.6                   | 48.4                    | 16.8                   | 13          |
| 3.43 | Reception areas  | 35.9                 | 64.1                   | 80.3                    | 16.2                   | 15          |
| 3.44 | Audio-Visual equipment   | 33.9                 | 51.9                   | 70.1                    | 18.2                   | 11          |
| 3.45 | Variety of different types of workspace  | 32.6                 | 38.6                   | 70.4                    | 31.8                   | 1           |
| 3.46 | Shared storage   | 28.3                 | 42.5                   | 48.2                    | 5.7                    | 42          |
| 3.47 | Internal signage   | 28.0                 | 53.9                   | 66.5                    | 12.6                   | 22          |
| 3.48 | Guest/visitor network access   | 26.4                 | 47.1                   | 59.0                    | 11.9                   | 25          |
| 3.49 | Shower facilities*   | 25.8                 | 38.7                   | 59.5                    | 20.8                   | 6           |
| 3.50 | Archive storage  | 22.4                 | 37.9                   | 41.7                    | 3.8                    | 48          |

⚙ Super driver | \*Added in March 2015

If you have any questions or would like to find out more about our data, please contact the team at [connect@leesmanindex.com](mailto:connect@leesmanindex.com)