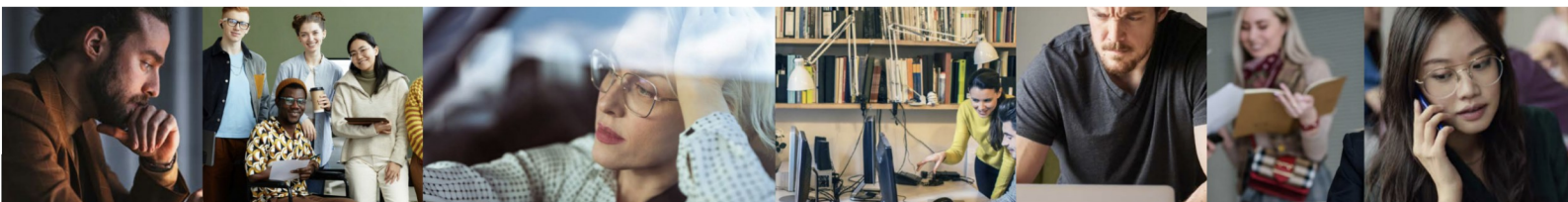


# EVALUATING OFFICE OVER-UTILISATION EFFECT ON EMPLOYEE HEALTH, WELLBEING & PERFORMANCE

SOLUTION STUDY

**How workplace science can produce  
impactful strategies to transform  
office environment and workplace culture.**



# Evaluating Office Over-Utilisation Effect on Employee Health, Wellbeing & Performance

“ We needed to downsize our office space but had concerns over employee wellbeing and productivity. ”

## PROBLEM

Our client sought to downsize their office headquarters due to the economic climate and the need to save on corporate real estate outputs. However, they had concerns about the potential implications on

employee experience and wellbeing. They sought evidence-based insights to understand the effects of office space reduction, ensuring informed decision-making and a successful transformation.

A reduction of office space had several implications putting the client at risk of:

- Potential **overcrowding** and insufficient availability of suitable workspaces for employees, leading to **decreased productivity** and **employee dissatisfaction**.
- **Noisy** and **uncomfortable environment** resulting from overcrowding and **poor workplace** design.

## METHODOLOGY

To address this problem, we gathered data on employee experience, wellbeing, and performance from over 80 employees based at their target site. We collected a variety of

data sources over a 10-week period before downsizing the space to observe employees' baseline work patterns both in the office and remotely.

## FINDINGS

Collectively, the findings below supported the real estate decision to reduce the footprint by 20%, resulting in significant cost savings and improved financial efficiency.

- Current office utilisation data indicated a significant portion of underutilised areas as well as a lack of quiet zones and collaborative working spaces.
- While the current policy required employees to work from the office 3-4 days per week, employee preferences leaned toward 2 days per week.
- Noise levels were reported as a limiter of productivity and were higher in the office compared to home. A loud environment highlighted an 8% impairment in cognitive performance.
- Cognitive performance tests, focused on working memory, were maintained while working from home.

## ACTIONS

- Work with the real estate team to introduce a variety of work areas tailored to different tasks, including quiet zones, collaboration spaces, and designated areas for focused work to drive a greater balance of utilisation across the full office footprint.
- Collaborate with the HR team to adjust the office policy to a minimum office attendance of two days per week, aligning with employee preferences and enhancing workplace experience.
- Support the real estate team to implement acoustic solutions to mitigate noise levels, including soundproofing materials and soundscaping, to reduce noise-related impairments to productivity and cognitive performance.

**“ From our findings we noted that a noisy working environment led to a noticeable 8% reduction in productivity ”**

## VALUE

- Introducing a variety of work areas creates a **better employee experience** as well as **improving space utilisation**. According to research, 83% of office buildings are too static in their set-up to deal with the diverse needs of the workforce (CoreNet Global). Involving employees in the decision-making process by soliciting feedback and incorporating their preferences into the redesign ensures a sense of ownership and alignment with the needs of the workforce.
- Reducing days in the office not only supports employee preference but also reduces the office footprint. Studies show that **companies can save up to \$11,000 for every employee** working 2-3 days remotely per week (Global Workplace Analytics).
- By running this project, the client was armed with the correct **data-driven insights** to make conscious decisions regarding the organisation's future office footprint and utilisation. While 69% of corporate real estate leaders plan to reduce office footprint (CoreNet Global), many do not have the correct objective data to support their employees' wellbeing and performance.
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## KEY TAKEAWAYS

The findings and actions delivered through this project allowed the client to reduce their real estate

footprint using our data-driven insights to support the preferences of their workforce, driving:

- More **efficient** space utilisation through innovative workplace design.
- Significant **cost savings**.
- All while maintaining **employee wellbeing and performance** through a people-centric, evidence-based approach.

“ By integrating workplace science and innovative solutions, we provided effective, impactful strategies that transformed our client's office environment and workplace culture. ”

Explore our solutions series and discover how our **unique experience** across **elite sport, academic research** and the **corporate landscape**, combined with our scientific and data-driven approach, puts us in a unique position to identify opportunities that can **drive increased productivity**, performance and **positively impact workplace wellbeing**.



How integrating workplace science and a people-centric approach, provides effective, impactful solutions that transform hybrid working.



How workplace science can produce impactful strategies to transform office environment and workplace culture.



How integrating workplace science and a data-driven approach, provides effective, impactful solutions that enhance employee experience & organisational performance.



Strategies and Tools to effectively measure the impact of workplace design and workplace experience, leading to higher-performing workspaces.



How evidence-based practices can create positive impacts on workplace culture that attract employees and enhance overall productivity.



Integrating technology and strategies, to develop efficient hybrid workspaces that promote high performance and employee wellbeing.



Integrating technology and strategies, to develop workspaces that attract employees and enhance productivity.



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