
ART | HEALTH SOLUTIONS
00/00/2020
From The Office To Home Working:
A Six-Month Evaluation

ART HEALTH SOLUTIONS

Contents

Executive Summary

Bringing Science To The Workplace

Why did we do it?

The working environment has been hugely impacted by a worldwide pandemic. Many employees have been forced to change their working practices and operate out of a home office. Our expertise allows us to provide an in-depth look into how home working may have impacted performance, wellbeing and employee experience. We have gathered invaluable insights that can help organisations make better informed decisions relating to future workplace strategy.

Office employees advised to work from home on 16th March

UK nationwide lockdown enforced on the 23rd March

A home working environment is now common practice

How Did We Do It?

What Have We Measured? How Have We Measured? What Are the Outputs?

ART Health use scientific tools & devices to continuously track employees across MULTIPLE WORKSPACES measuring key metrics that impact WELLBEING & PERFORMANCE

Employee Wellbeing

Derived from Fitbits:

- Physical activity (steps, structured exercise, sedentary time)
- Sleep (total sleep duration, restorative sleep)

Employee Performance

Derived from Omics

(ART Health smartphone app):

- Cognitive performance (working memory, decision making, distractibility)

Employee Experience

Derived from pulse surveys:

- General (working location, type of work setting, desirability)
- Mental wellbeing (mood state inc. stress, happiness)
- Environmental satisfaction (thermal comfort, noise, air quality, lighting)
- Home working (benefits, challenges)

Brought together by ART Health expert insight & ability to link metrics together, providing a holistic analysis

Who Were Our Participants?

Employee Profile & Data Volume

Employee Profile:

12 different organisations from **9** different sectors including; property, pharma, technology & professional services

Data collection milestones:

- Commenced February 2020
- Ceased August 2020

Data Volume:

10,000 + days of individuals physical activity

4,000 + cognitive performance tasks

13,000 + survey datapoints

Home Working Summary

What Can We Understand About The Home Working Experience?

WELLBEING

Understanding of the impact on physical wellbeing
↓ Steps (1,678 per day)
Sleep duration & quality maintained

Understanding of the impact on mental wellbeing
Higher levels of happiness (↑ 9%)
Lower levels of stress (↓ 9%)

Validation of ability to enhance employee choice
Potential to increase staff attraction/retention

PERFORMANCE

Focused work has flourished
↑ Working memory (16%)
↑ Decision making (9%)
↑ Distractibility (4%)

Identification of factors that help performance
Feeling happy
Dedicated workstation
Optimal environmental conditions

Identification of factors that hinder performance
Feeling anxious
Non-specific workstation
Sub-optimal environmental conditions

EXPERIENCE

Identification of key home working benefits
#1 Removal of commute
#2 Flexible work schedule
#3 Increased time with family

Identification of key home working challenges
#1 Feeling isolated
#2 Lack of collaboration
#3 Supporting dependents

Majority preference for remote working
75% report home working as desirable
Majority future preference includes home working time each week

Key Insights Overview

Home Working vs Office

Home Working vs Office

Overall Impact Following The Switch To Home Working

General Trends

Home Working vs Office

Cognitive Performance

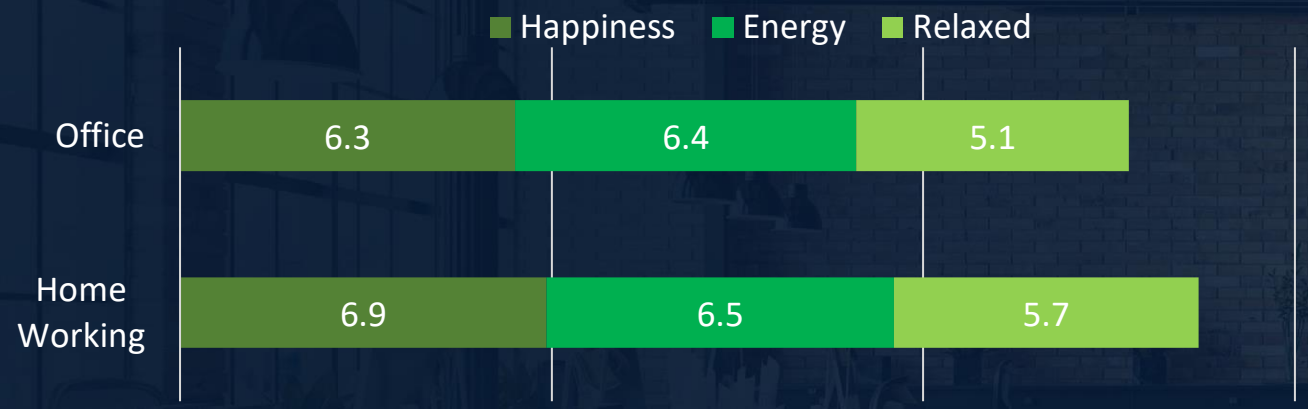
Increased Performance During Home Working vs Office

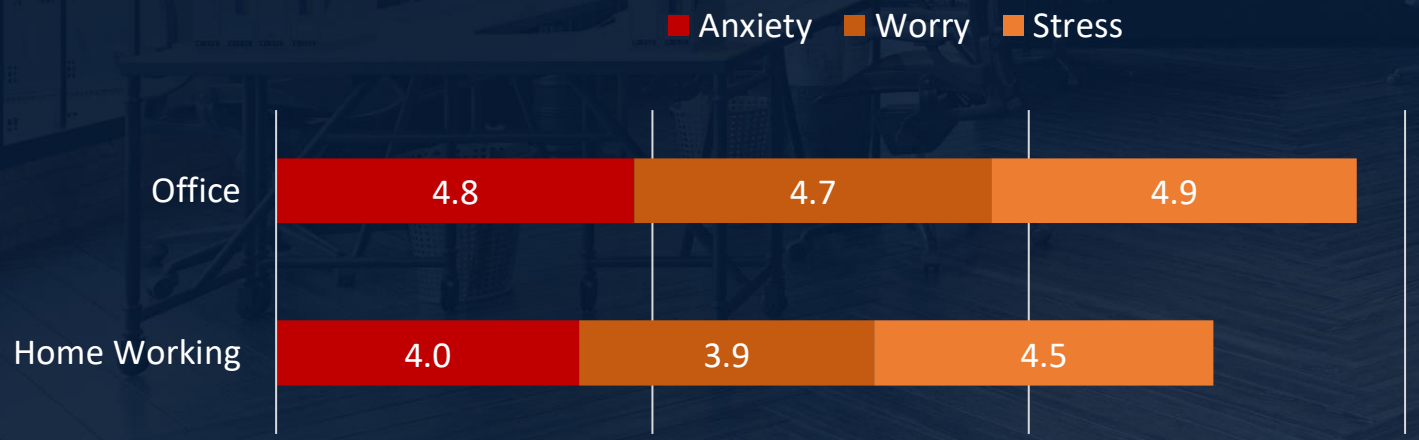
Over **87%** of participants performed better across the 3 cognitive tasks during home working vs office

% Improvement Home Working vs Office

Mental Wellbeing

Trend Of Higher Positive Mood States & Lower Negative Mood States With Home Working





Positive Moods

All positive mood states improved during working from home compared to office.

Negative Moods

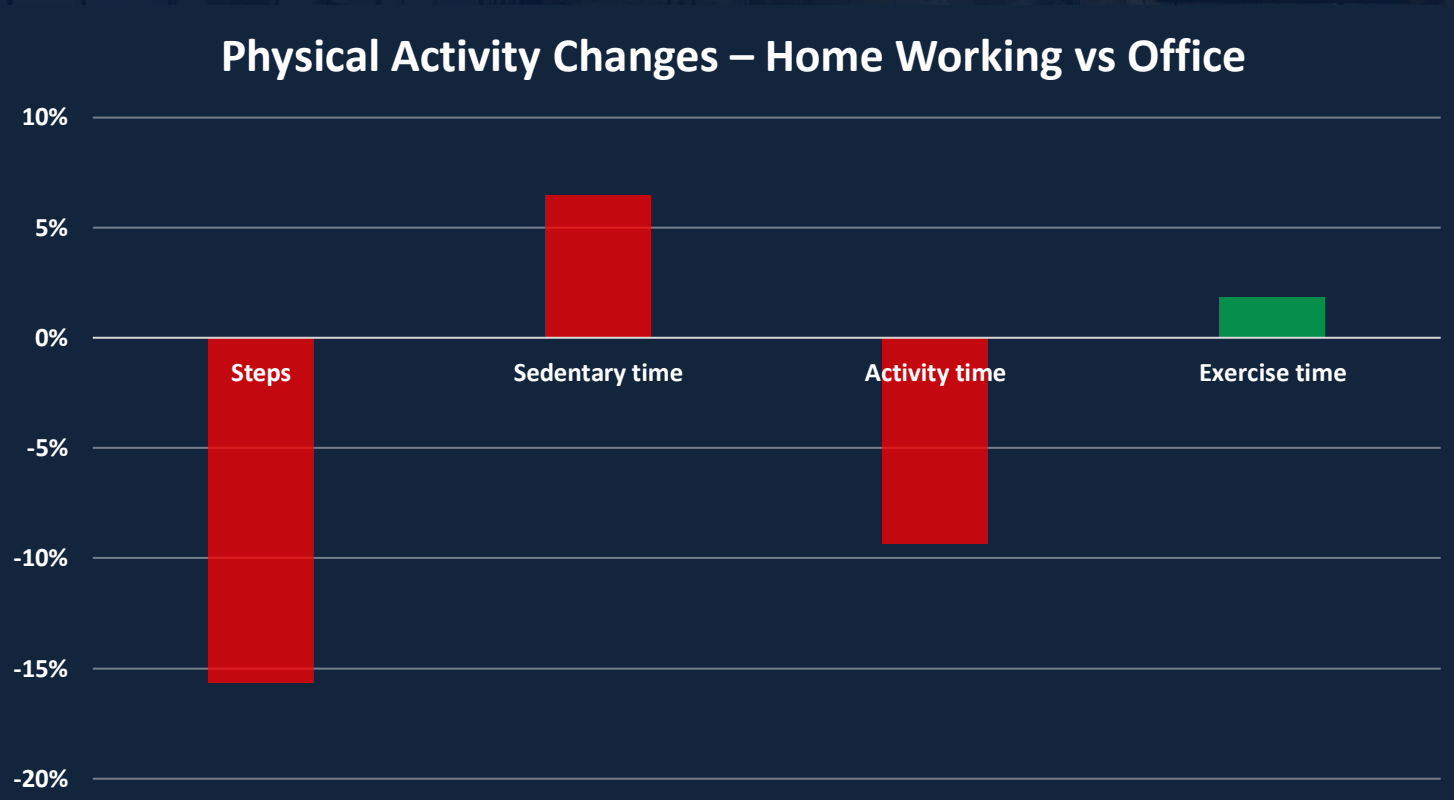
All negative mood states improved during working from home compared to office.

Individual variation

Whilst we see a general improvement in positive & negative mood states with the switch to home working, there is a disparity between individuals, with some participants mood states worsening whilst working from home. This highlights the importance of reviewing data at both a group and individual level.

Physical Activity

Physical Activity Profiles Have Changed From Office To Home Working



Steps – The average daily steps has dropped 16% (-1,678 steps) following a move to home working (9,032 steps) from the office (10,710 steps).

Sedentary time – Daily sedentary minutes in the office was 12 hr 08 minutes. Working at home has increased this time by 6% (47 minutes) to 12 hr 55 minutes.

Activity time – Average daily active minutes during office working was 5 hr 00 minutes. This has since decreased by 9% (28 minutes) following home working to 4 hr 32 minutes.

Exercise time – There was a maintenance of exercise minutes between an office (54 minutes) working environment and home working (55 minutes).

Whilst individuals managed to **maintain normal exercise activity**, the home working period has resulted in an **increase in sedentary behaviour**, likely due to the **reduction in daily active minutes**. In comparison to working from the office, this highlights that individuals may **be neglecting short and frequent movements** throughout the day which may **negatively impact physical wellbeing**

Sleep

The negative effect of a poor night's sleep

While there was a minor increase in average sleep from the office to home working, the current average sleep duration is only **06 hr 48 minutes**. This is below the recommended 7-9 hour range that most adults require for optimal recovery.

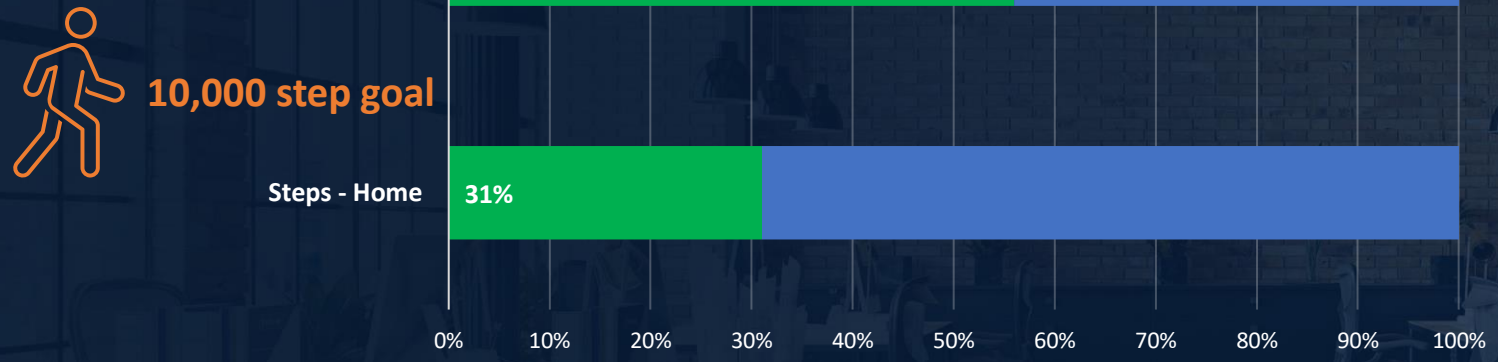
Only **50%** of participants achieved minimum sleep requirements

Sleep is our most **powerful recovery tool**, not achieving recommended sleep may negatively impact physical and emotional wellbeing.

Each night, the body transitions through different stages of sleep and the time spent in each of these stages can determine the quality of your sleep. Although important restorative functions occur during all stages, the phases of deep sleep and REM sleep are the two sleep stages during which our bodies and minds undergo the most renewal.

Wellbeing: Benchmarks

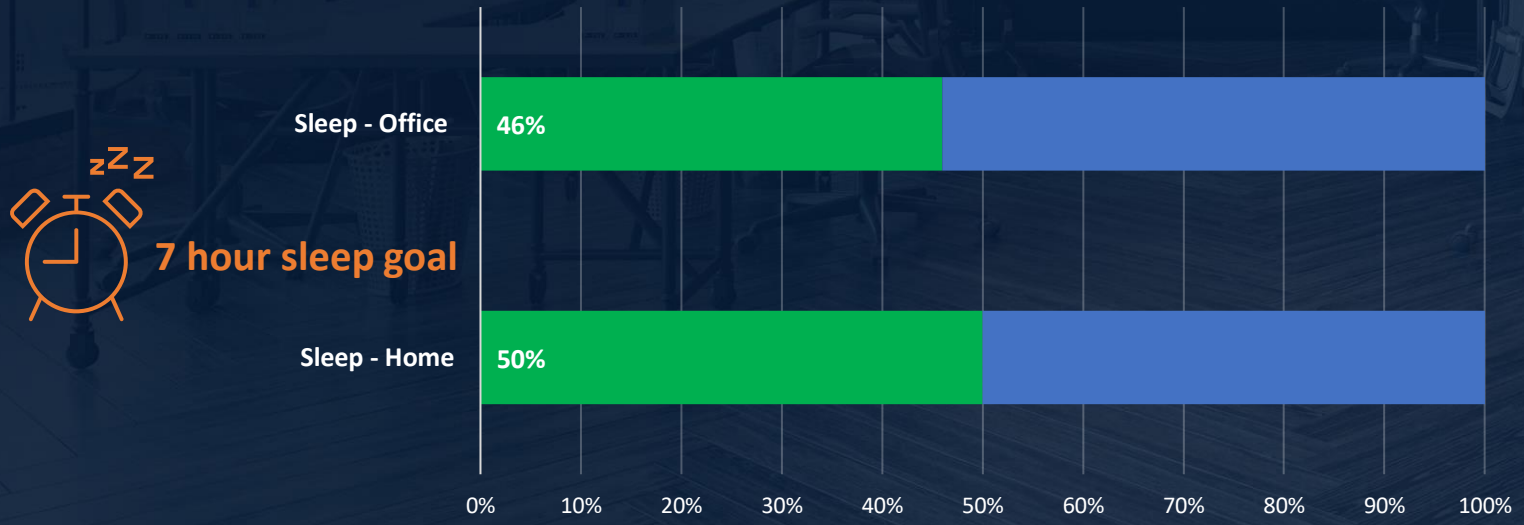
The % of people hitting daily activity and sleep guidelines



10,000 step goal

Although the overall average steps were **10,710** in the office and **9,032** at home, this is a group average. It is also important to understand at an individual level.

10,000 steps per day is commonly referred to as the daily step goal. Within the office **56%** of individuals were achieving this goal. This dropped significantly to **31%** when home working commenced.



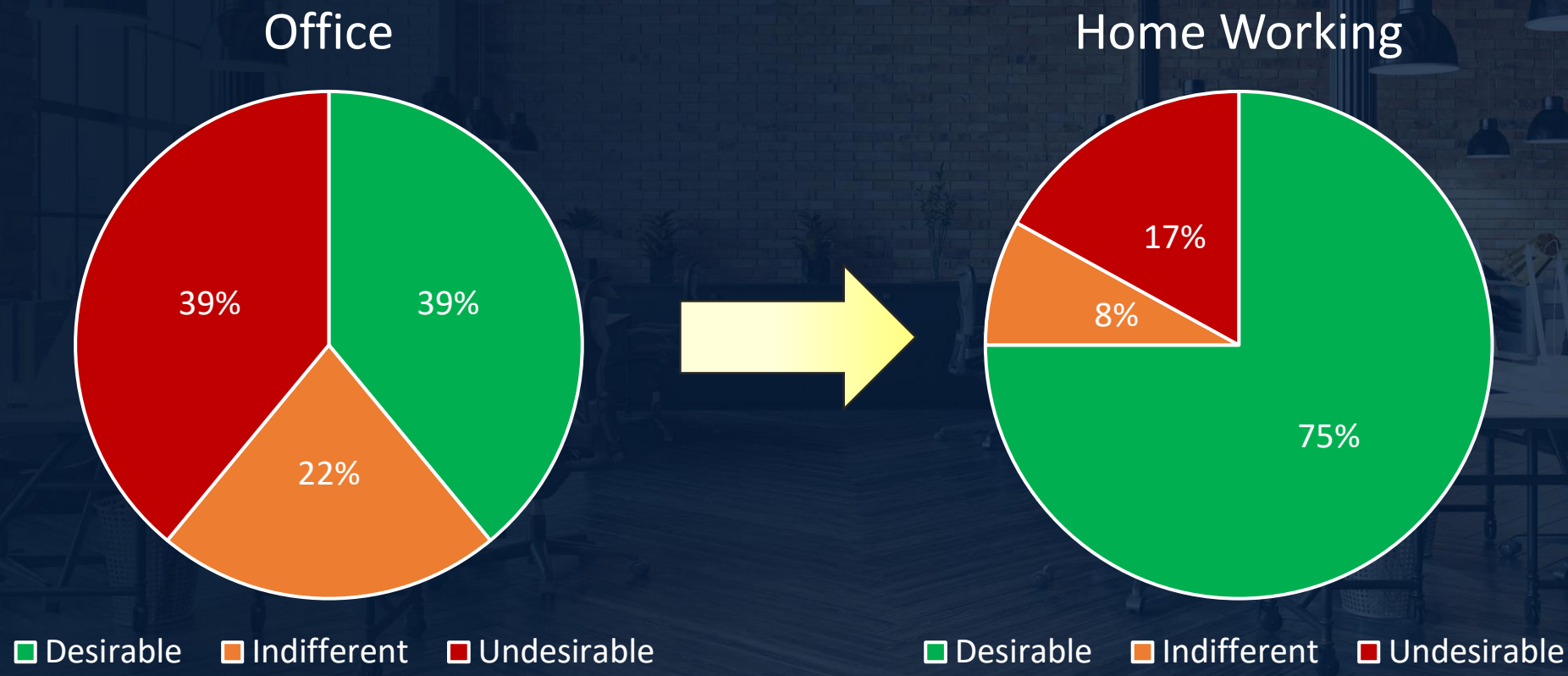
7 hour sleep goal

While most adults need at least 7 hours of sleep every night, the current average sleep of this cohort is only **6 hr 48 minutes**.

Within the office, only **46%** of participants achieved over 7 hours of sleep. This has marginally increased to **50%** during the current period of home working.

Workplace Desirability

Majority of Respondents Reported their Workplace as more Desirable during Home Working vs Office



Workplace Desirability & Productivity

79%

Of those who described their work setting as ‘desirable’ classed their productivity as good

21%

Of those who described their work setting as ‘undesirable’ classed their productivity as good

A greater number of individuals who claim they have a **‘desirable’ workplace** setting feel they have **‘good’ productivity** levels compared to those who claim to have an **‘undesirable’ workplace** setting.

Workplace Desirability & Concentration

53%

Of those with a dedicated workstation had the highest concentration levels

45%

Of those with a non-dedicated workstation had the lowest concentration levels

Having a **'dedicated' workstation** has shown that employees feel they are able to **concentrate more** when compared to those with a **'non-dedicated' workstation**.

Workplace Desirability & Work From Home Preference

42%

Of those who described their WFH setting as 'desirable' would prefer to work from home 3 days a week

47%

Of those who described their WFH setting as 'undesirable' would prefer to work from home 2 days a week

Individuals who have a **'desirable' work setting** at home would prefer to work from home **more days per week** than those who have an **'undesirable' work** setting at home.

Office vs Home Working

Significant increase in environmental satisfaction during home working vs office

Office

% of participants reporting a comfortable environment while working in the office

Home Working

% of participants reporting a comfortable environment while working from home

Drivers of Performance

Performance, Mood & Desirability

Drivers Of Performance: Desirability

Strong Relationship Between Desirability Of Home Working And Performance

DESIRABILITY

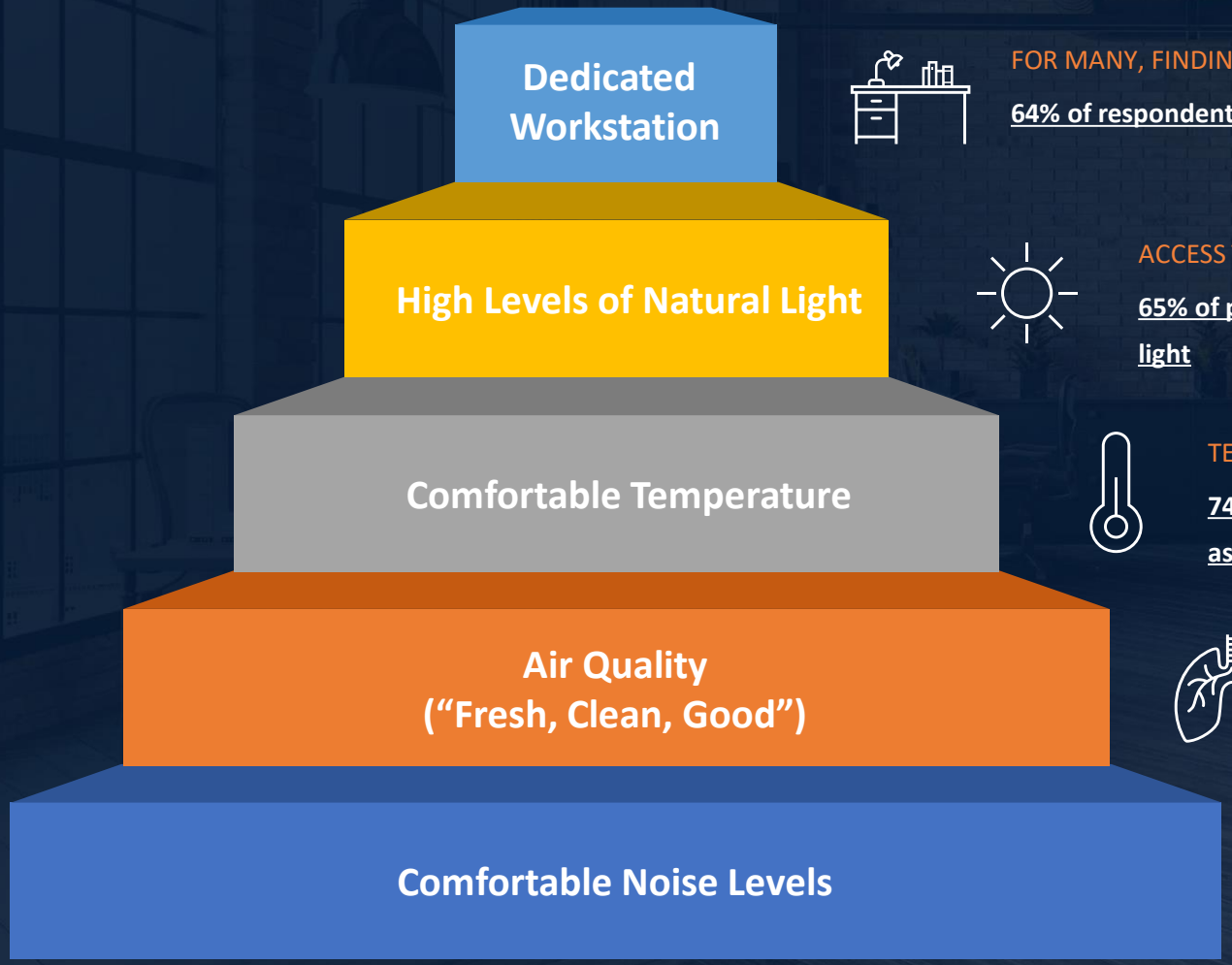
The desirability of home working was strongly linked with performance (i.e. those reporting home working as desirable, also performed better cognitively)

Specifically, working memory (25%) and distractibility (10%) were improved in participants who reported home working as desirable

Suggests that performance can be enhanced by creating desirable working environments (see next slide)

What Drives Home Working Desirability?

Common Themes Of Desirable Home Working Environments



FOR MANY, FINDING A PLACE TO WORK WAS A CHALLENGE WITH HOME WORKING

64% of respondents who reported home working as desirable, also had access to a dedicated workstation

ACCESS TO NATURAL LIGHT IS OFTEN RECOMMENDED FOR WELLBEING

65% of participants reporting home working as desirable, also reported high levels of natural light

TEMPERATURE OFTEN PROVIDES AS A MATTER OF CONTENTION WITHIN OFFICES

74% of respondents reported being in a comfortable temperature when also reporting home working as desirable

GOOD AIR QUALITY BENEFITS BOTH HEALTH AND THE ENVIRONMENT

75% of respondents reported good air quality when also reporting home working as desirable

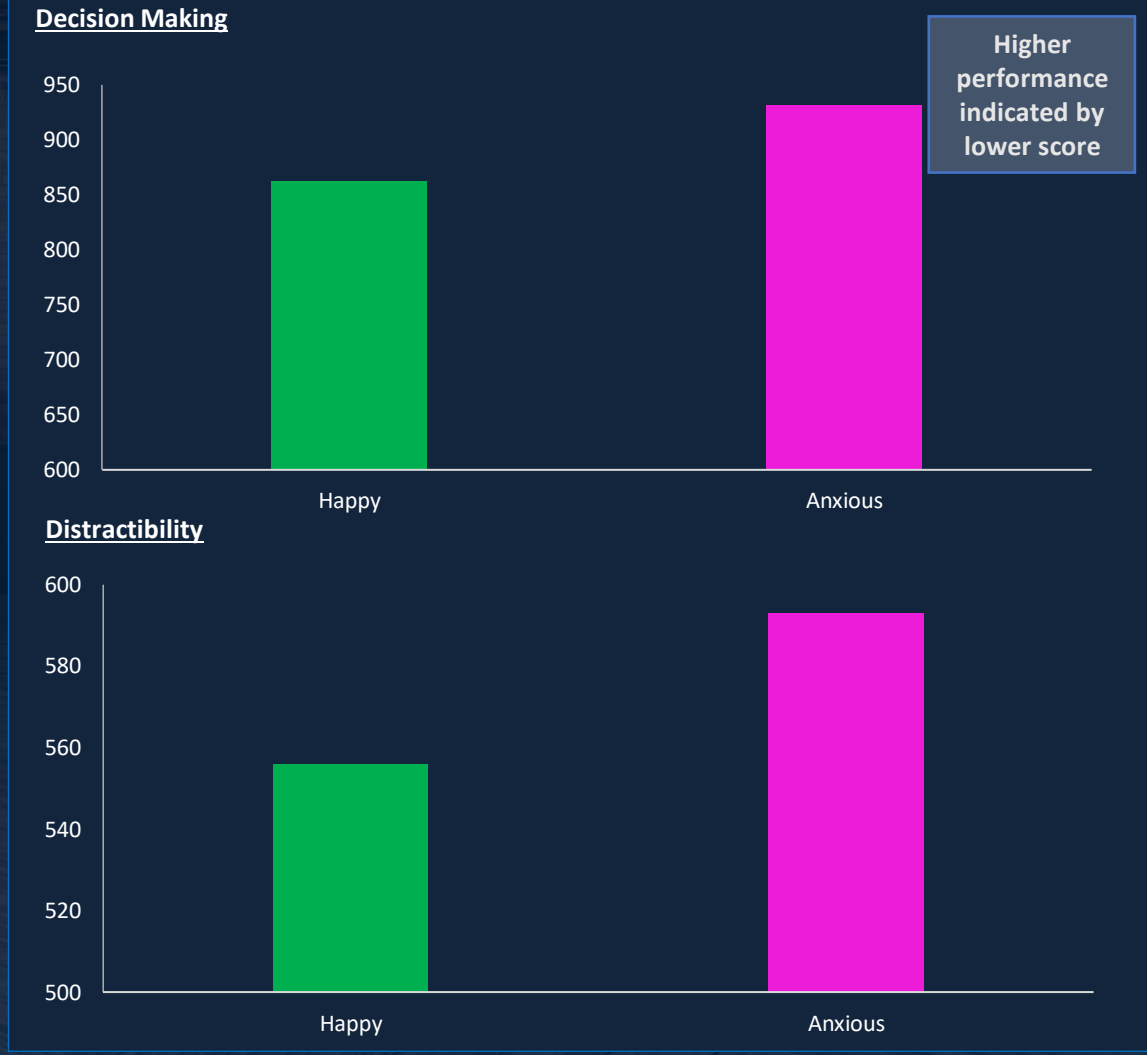
ONE OF THE MAIN DIFFICULTIES REPORTED WITH HOME WORKING WAS NOISE

76% of those reporting home working as desirable, also reported comfortable noise levels

Drivers of Performance: Mood

Strong Relationship Between Mood and Performance Identified

- **Decision making and distractibility performance influenced heavily by mood state reported**
- **When feeling anxious, decision making performance scores were 8% poorer and distractibility 7% poorer than when feeling happy**



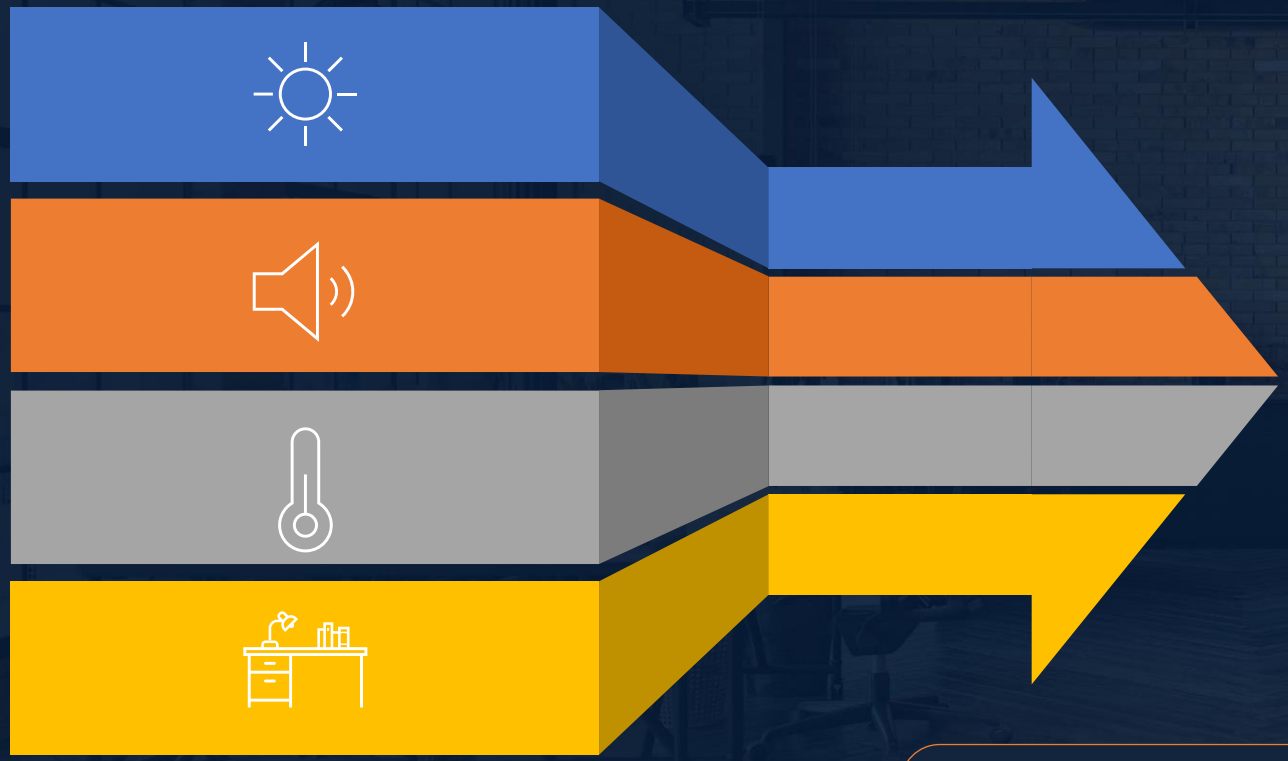
Performance, Mood & Desirability

Considering The Interplay Between Metrics

- The data demonstrates employee performance and mood are both heavily influenced by an employee's desirability of the workspace
- Themes of desirable workspaces are reported earlier, however, individual and team variation should be considered using data to support decisions

Positive Drivers of Performance: Environment

Environmental Factors Reported Most in **TOP 10%** Of Performances*



"MODERATE LEVELS OF NATURAL LIGHT"

"SLIGHTLY QUIET"

"COMFORTABLE TEMPERATURE"

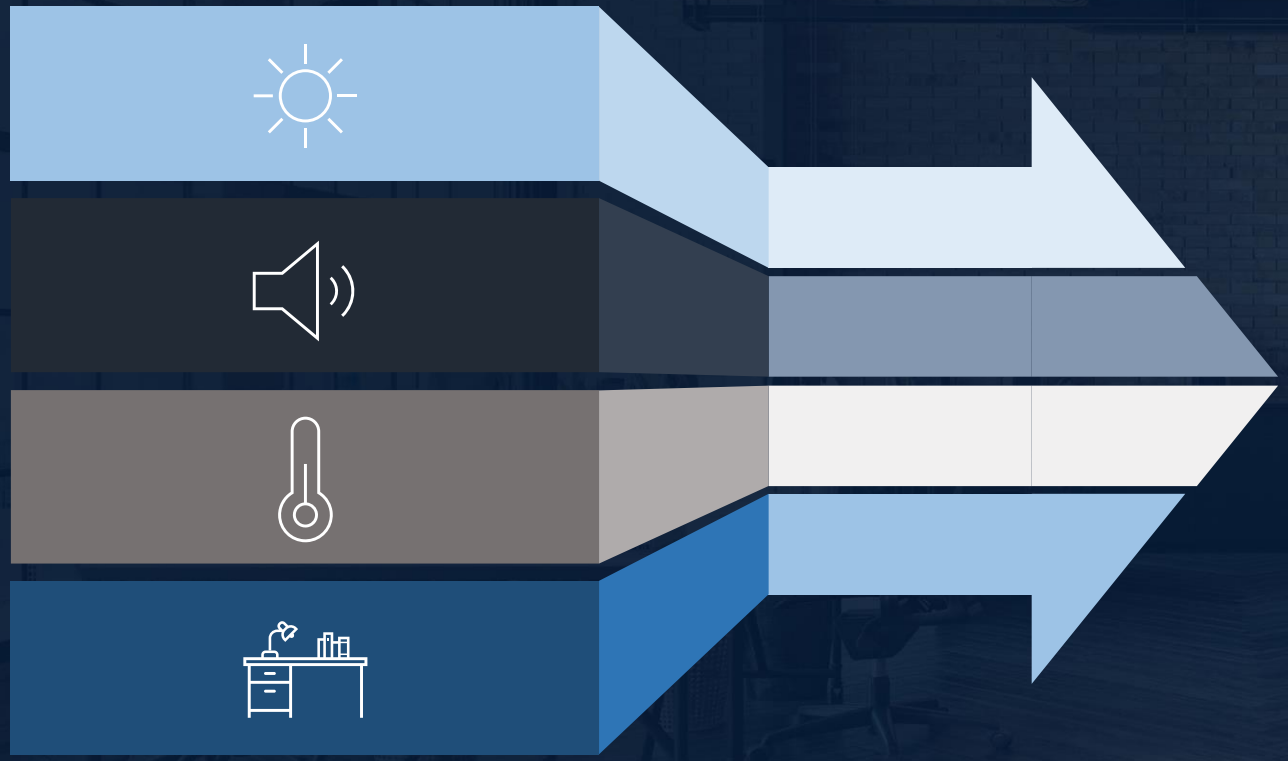
"DEDICATED WORKSTATION"

These environmental factors are representative of **optimal conditions** for cognitive performance

*Cognitive Task Performances

Negative Drivers of Performance: Environment

Environmental Factors Reported in **BOTTOM 10%** Of Performances*



"HIGH LEVELS OF NATURAL LIGHT"

"TOO LOUD"

"SLIGHTLY COLD"

"NON-DEDICATED WORKSTATION"

These environmental factors are representative of **sub-optimal conditions** for cognitive performance

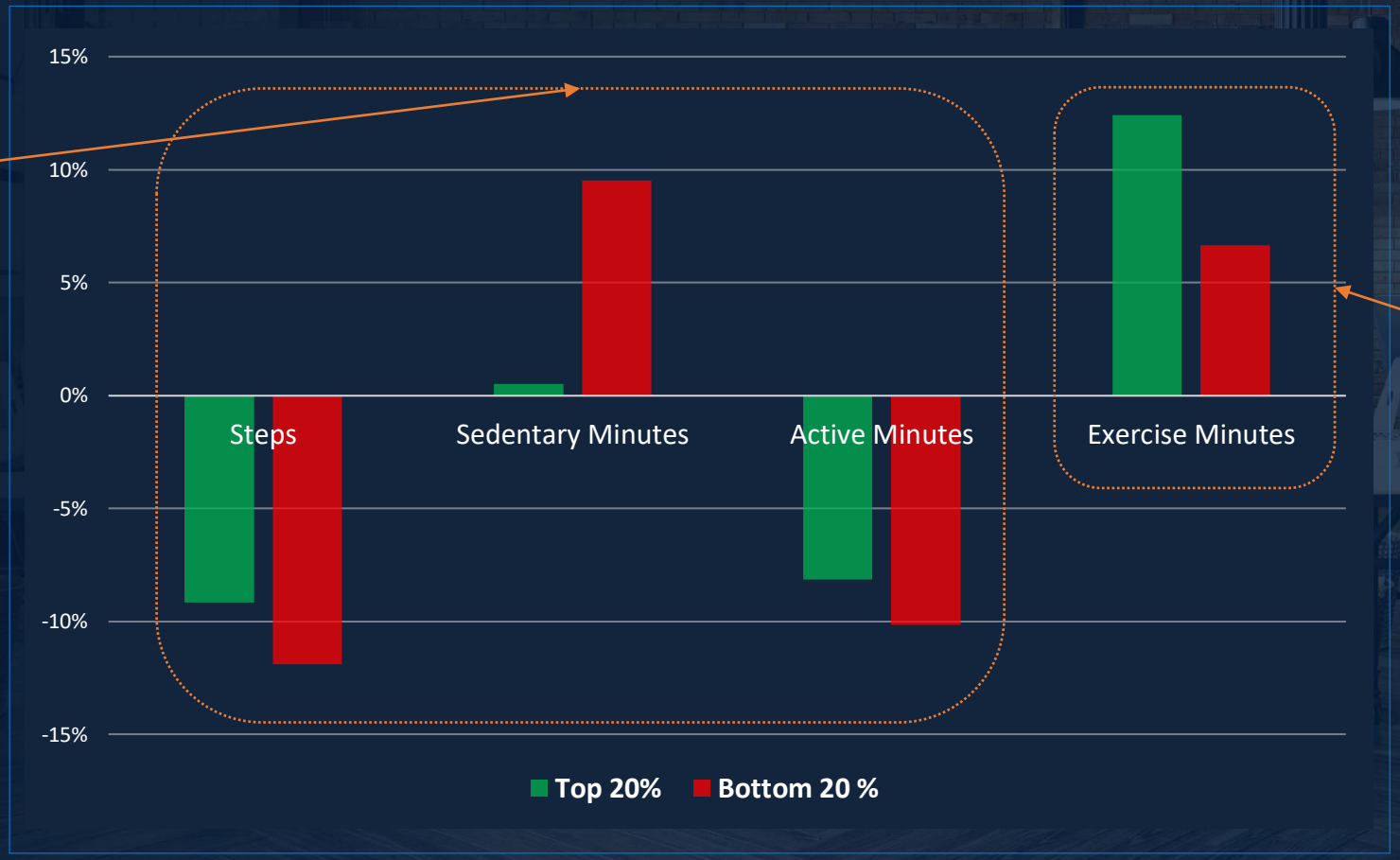
*Cognitive Task Performances

Characteristics of High and Low Performers: Activity

% Difference Home Working vs Office*

Compared to the top 20% of performers, the bottom 20% had a larger average decrease in steps and active minutes following the change to home working. Additionally, there was a much greater increase in sedentary minutes in the bottom 20% group.

Higher activity levels may be a key driver to facilitate peak cognitive performance



The move to home working in both groups promoted an increase in structured exercise. However a greater increase is seen in the top performance group

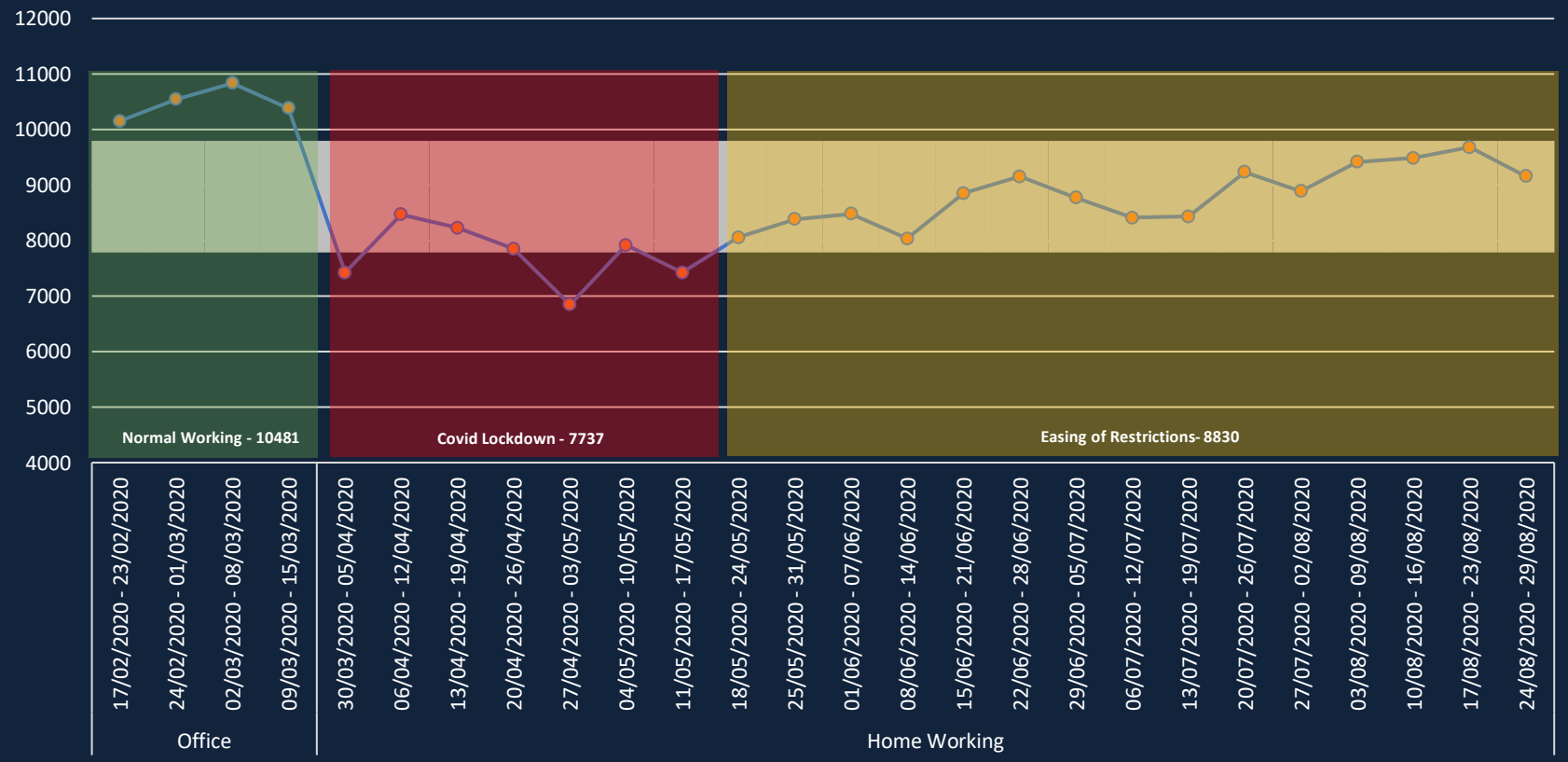
*Data was calculated by looking at the change between the office & home working for the top/bottom 20% of performers across all 3 cognitive tests.

Changes Over Time

Physical Activity & Sleep

COVID-19 Timeline: Daily Steps

Progression Of Physical Activity From Office To Home Working

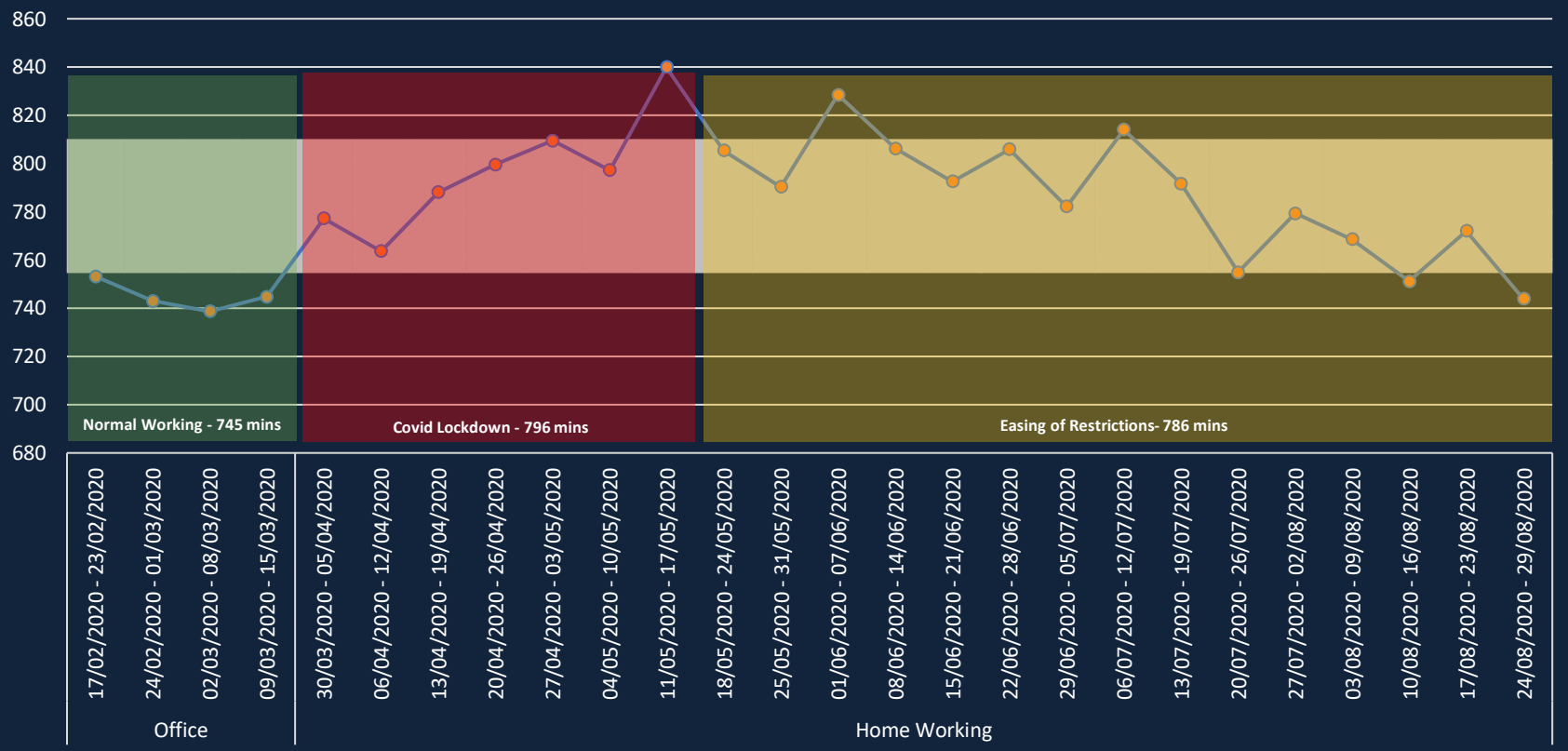


Following the initial move to home working, when the UK lockdown was imposed, a large decrease in daily steps is observed (**- 2,744**). With the easing of restrictions, individuals daily steps has shown an increase but not to pre-COVID office levels (**- 1,651**).

* The shaded area on the graph highlights how much individuals in the group differ from the average of the group across the timeline period.

COVID-19 Timeline: Sedentary Time

Progression Of Physical Activity From Office To Home Working

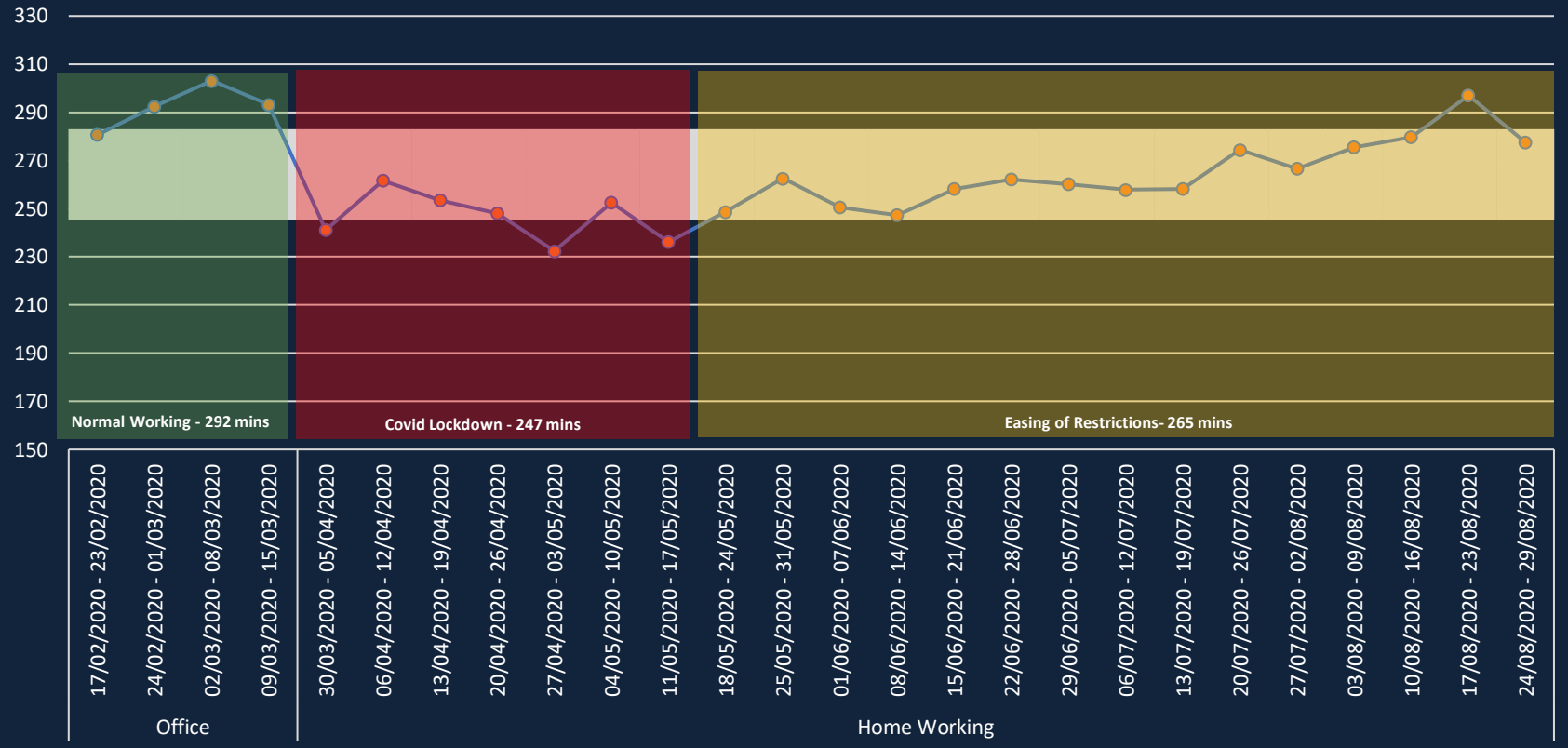


Lockdown and home working resulted in a large increase in individuals daily sedentary minutes compared to working in an office environment (**51 minutes**). Following the easing of restrictions, sedentary time appears to be reducing towards pre-COVID and office levels . Levels over this time frame however were still greater than office based working (**41 minutes**).

* The shaded area on the graph highlights how much individuals in the group differ from the average of the group across the timeline period.

COVID-19 Timeline: Active Time

Progression Of Physical Activity From Office To Home Working

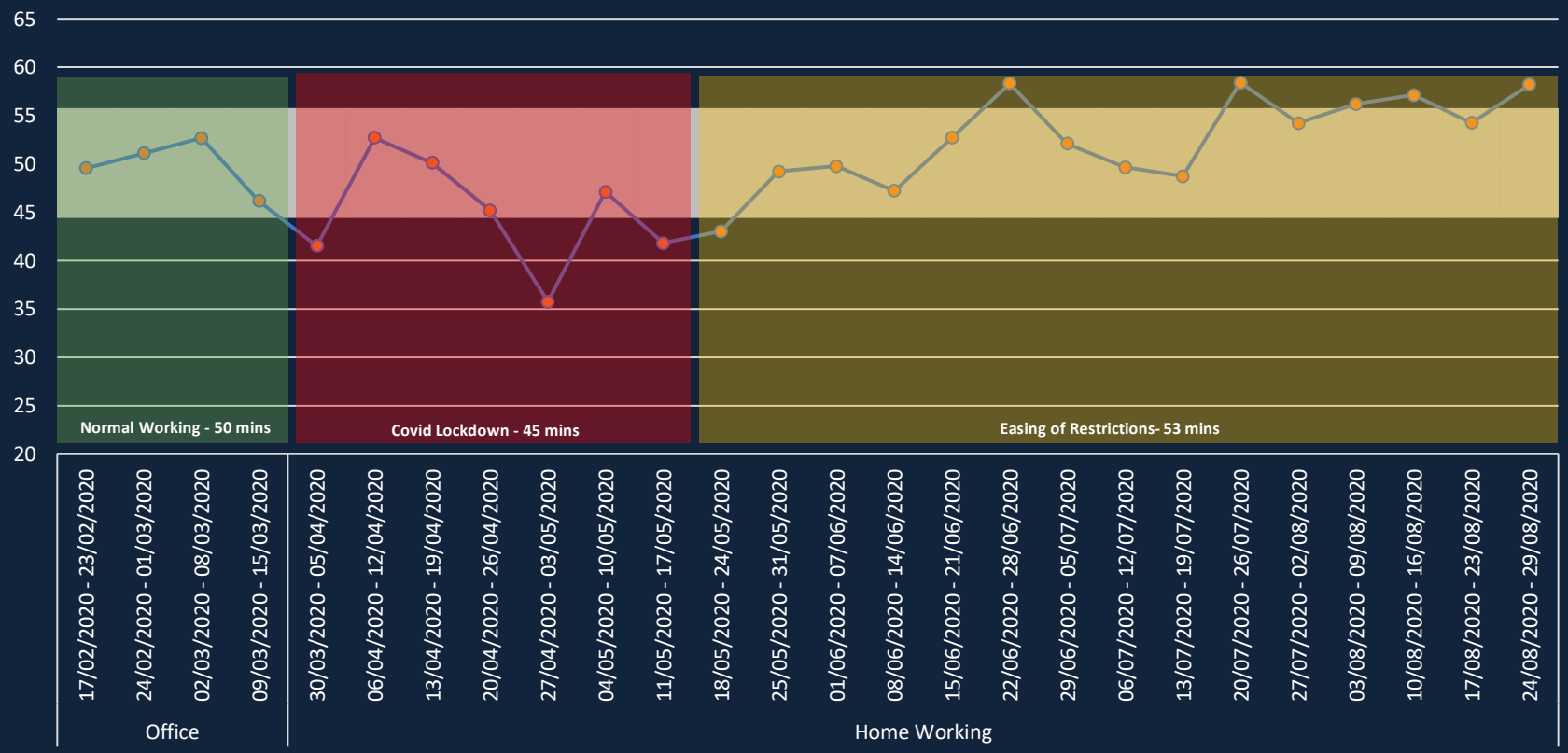


Individuals daily active time has reduced with the move to home working. Initial lockdown saw the biggest decrease (**45 minutes**). As restrictions ease individuals active time has increased but still not at office levels (**27 minutes**).

* The shaded area on the graph highlights how much individuals in the group differ from the average of the group across the timeline period.

COVID-19 Timeline: Exercise Time

Progression Of Physical Activity From Office To Home Working

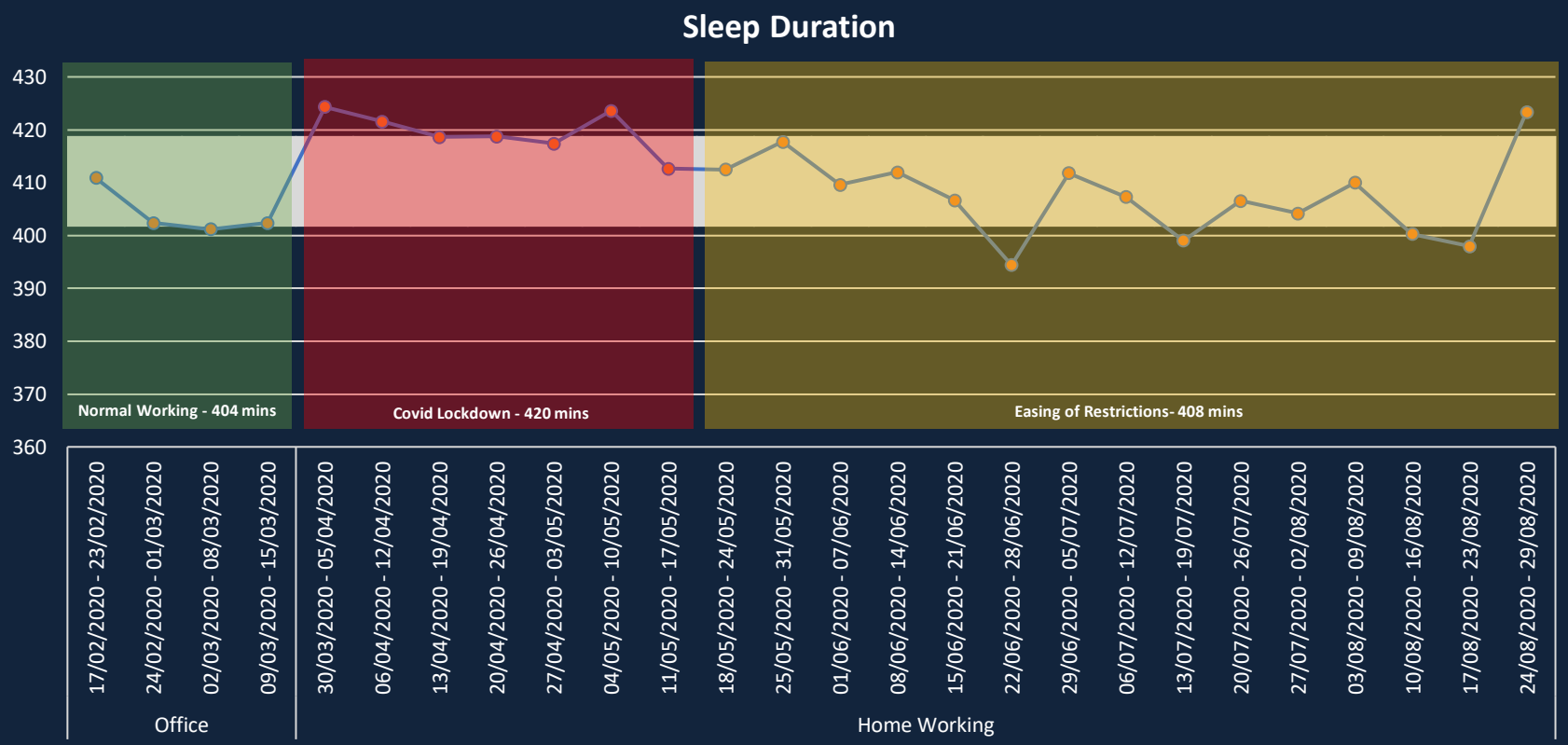


Individuals structed exercise activity appears to have been maintained following the move to home working from the office. Current trends could suggest a slight increase in daily exercise.

* The shaded area on the graph highlights how much individuals in the group differ from the average of the group across the timeline period.

COVID-19 Timeline: Sleep

Early Home Working Improvement In Sleep Now Trending Downwards



Average sleep duration when working in an office was **06 hr 44 minutes**. Following a UK wide lockdown average daily sleep duration increased **4%** to **07 hr 00 minutes**. Sleep time in bed has since reduced following the easing of lockdown to **06 hr 48 minutes**. This highlights that, although there may have been an initial increase in sleep the duration is now back at pre-COVID office levels.

* The shaded area on the graph highlights how much individuals in the group differ from the average of the group across the timeline period.

Individual Responses

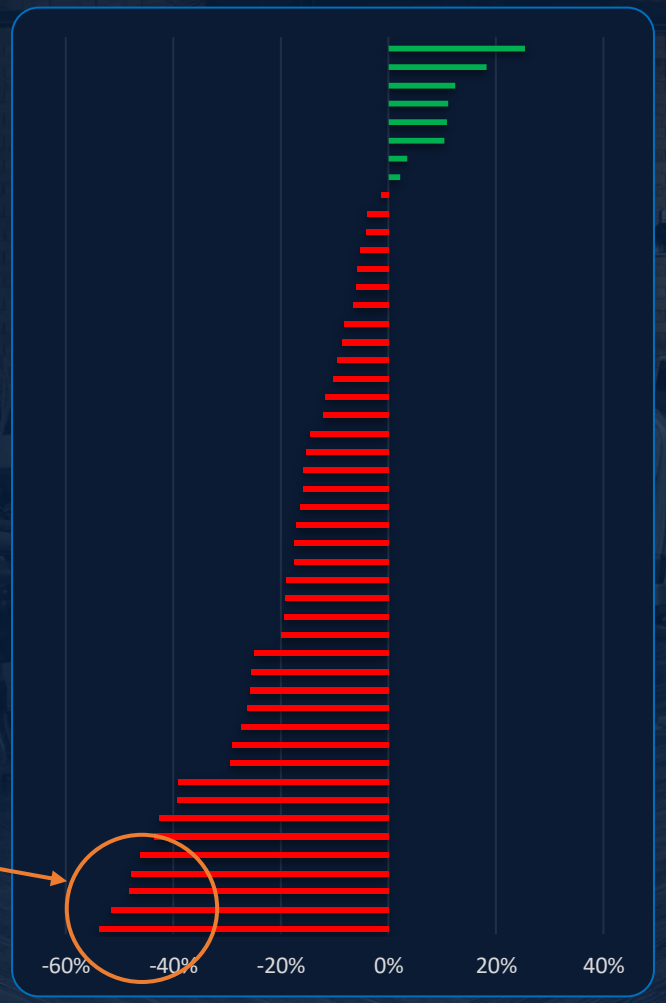
Physical Activity & Sleep

Individual Responses: Daily Steps

Individual Change: Home Working vs Office

The average individual change in steps was **-17%**, following a move from the office to home working

This is equal to a reduction of **1,843** steps per day and is equivalent to over 0.8 miles



Individuals who had the greatest decrease are now taking over **5,000 less daily** steps than pre COVID times

84% of individuals performed less steps when working from home compared to when in the office. The average decrease in steps for these individuals was **-2,410 per day**

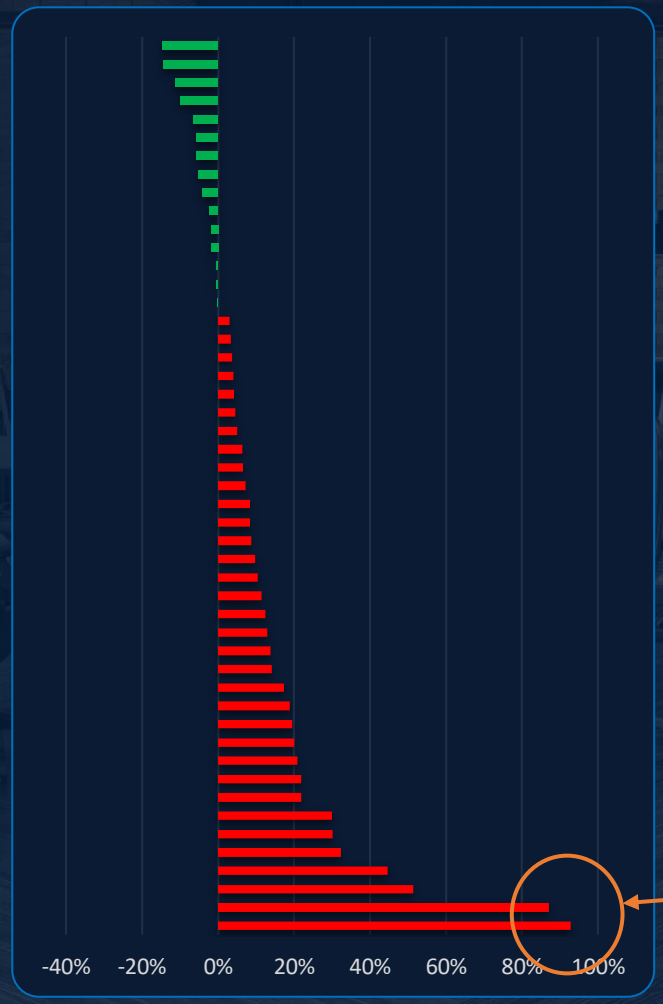
Of the **16%** who increased their steps from the office to home working, the average increase was **1,643** daily steps

Individual Responses: Sedentary Duration

Individual Change: Home Working vs Office

The average individual change in sedentary time was **+12%**, following a move to home working. This is equivalent to an extra **1 hr 16 minutes** of sedentary time a day

Over the 6 month home working period this would be the equivalent of an extra **8 days** spent sedentary



70% of individuals reported an increase in sedentary time when working from home. The average increase in sedentary time for these individuals was **2 hr 10 minutes** per day

Of the individuals who decreased their sedentary time whilst working from home, the average was **45 minutes** per day

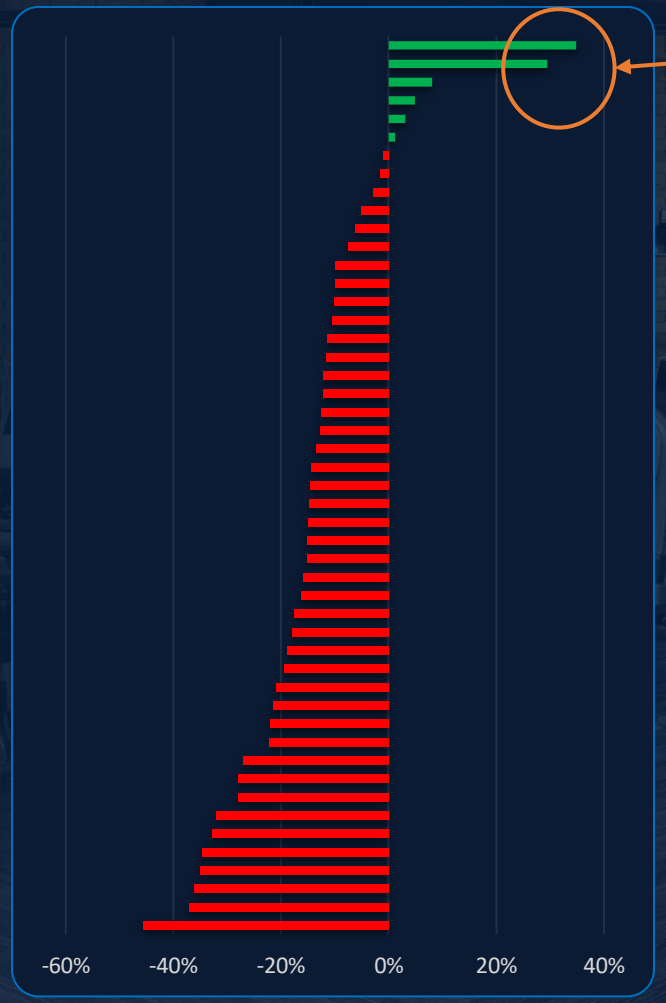
Individuals who saw the greatest increase in sedentary time spent an extra **5 hours** a day sedentary

Individual Responses: Active Minutes

Individual Change: Home Working vs Office

The average individual change in active minutes was **-14%**, following a move to home working. This is equivalent to a reduction of **43 minutes** of activity time a day

Over the 6 months home working period this equates to a reduction of **4 ½ days**



Individuals who had the greatest increase in active time are now spending an extra **1 ½ hours being active** per day

88% of individuals reported a decrease in active time when working from home. The average decrease in this time for these individuals was **55 minutes** per day

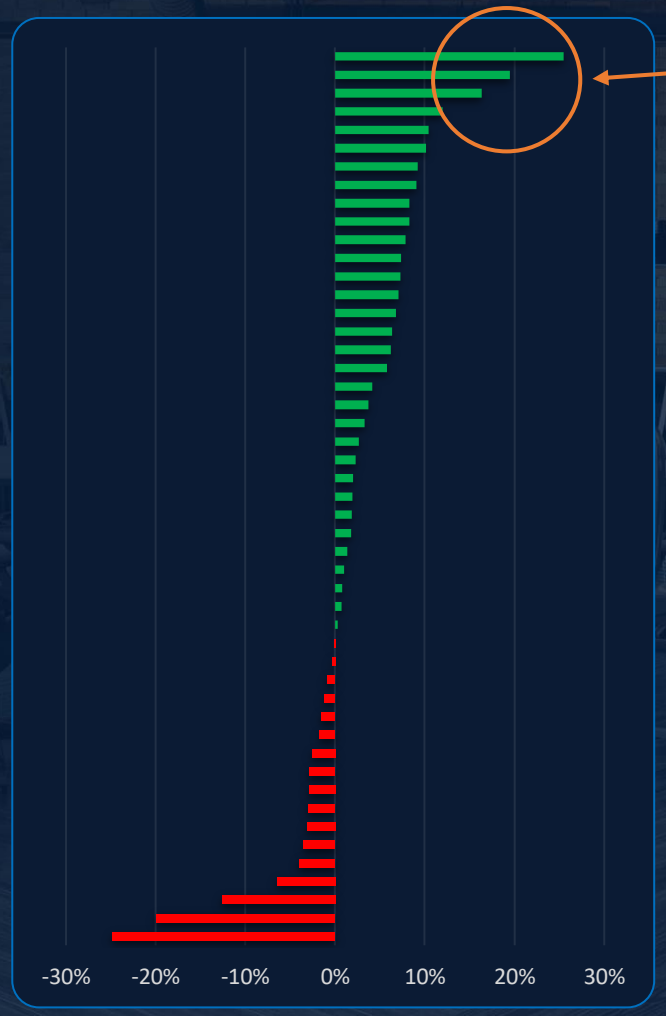
Of the individuals who increased their active time whilst working from home, the average was **41 minutes per day**

Individual Responses: Sleep Duration

Individual Change: Home Working vs Office

The average individual change in sleep duration was **+3%**, following a move to home working. This is equivalent to an extra **8 minutes** of sleep per night

Over the 6 month home working period this is equivalent to an extra **20 hrs** of sleep



Individuals who showed the greatest increase in sleep duration are now spending over an extra **1 hour** asleep per night

65% of individuals reported an increase in sleep when working from home. The average increase for these individuals was **25 minutes** per night

Of the individuals who had a decrease in their sleep duration whilst working from home, the average decrease was **24 minutes per night**

Summary

What Can You Do Now?

Summary

What can you do now?

“About 25-30% of the workforce will be working remotely, for several days a week, by the end of 2021”

Kate Lister, President of Global Workplace Analytics

Our data shows that **~10 million** UK employees could be failing to meet minimum government guidelines for sleep & physical activity, **negatively impacting wellbeing & performance** on a daily basis when WFH

Management of employee wellbeing	ART HEALTH SOLUTIONS	Inform decisions & plan for the future
Measure employee wellbeing & performance	ART HEALTH SOLUTIONS	Understand performance & take action to improve it
Control employee wellbeing	ART HEALTH SOLUTIONS	Spot sub-optimal patterns, helping to mitigate risk

TIME FOR ACTION - Let us help you!

ART HEALTH SOLUTIONS

Thanks for Reading

We would love to hear from you…

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