



## Workplace Trends | US 2013

The Global Workplace Trends Survey was conducted during the summer of 2012. The survey was completed by 2,475 global facility management (FM) and architect and design (A+D) professionals from four regions and 12 countries including:

- North America (NA): Canada and the US
- Latin America (LA): Argentina, Brazil, and Mexico
- Europe, Middle East, and Africa (EMEA): Russia, South Africa, and the UK
- Asia Pacific (APAC): Australia, China, India, and Japan

Demographic information was collected on company size, industry segment, and geographic location, allowing analysis of the data through these filters to identify any statistical differences. The following information represents US results for FM and A+D (reporting on their customers), totaling 710 respondents. Throughout the document, definition of company size is as follows: small (50-1,200 employees), medium (1,201-5,000 employees), and large (5,001-10,000+ employees).

### FINDINGS—REAL ESTATE

#### Top Change Drivers

##### FM

1. Growth
2. Cost effectiveness
3. Continuous improvement/efficiency

##### A+D

1. Cost effectiveness
2. Continuous improvement/efficiency
3. Attraction & retention

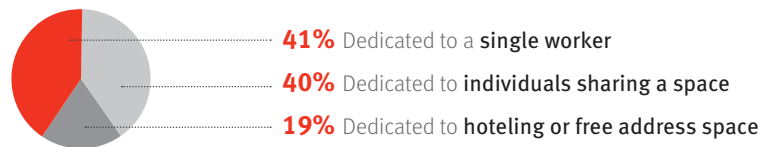
**Small companies** have 18% – 24% more space dedicated to a single worker than medium to large companies.

**Large companies** have 7% more space dedicated to individuals sharing a space as compared to small to medium companies.

#### Owning/Leasing Workplace Facilities (FM Only)



#### Designation of Space (FM Only)



**FM** and **A+D** agreed on the most important office design considerations, but A+D felt more strongly about them.

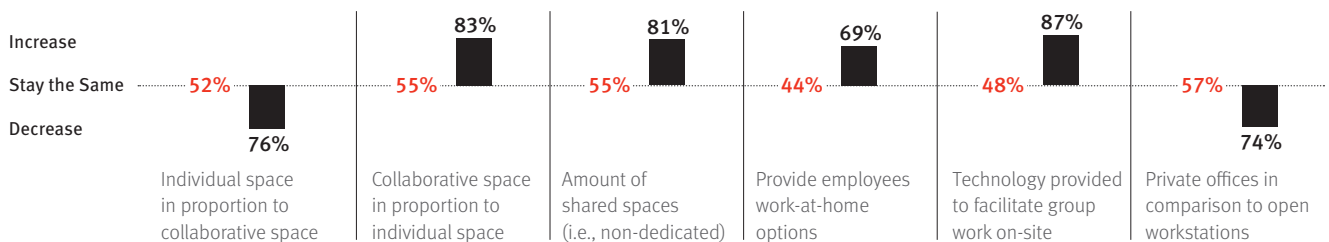
**44% | 70%**

Collaboration and new forms of group work

**43% | 63%**

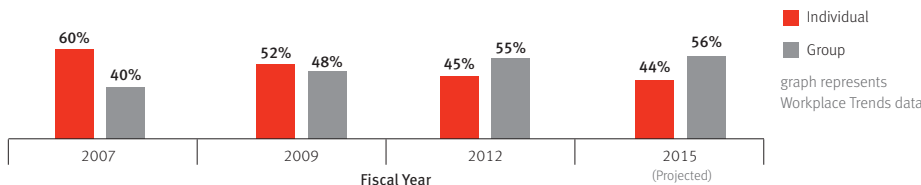
Attraction of top talent

#### Anticipated Facility Space Use Changes by 2015



### FINDINGS—SPACE ALLOCATION

#### Space Allocation of Individual and Group Spaces Over Time (FM Only)



More **A+D** than **FM** say the cubicle is most prevalent type of workstation (over bench or beam).

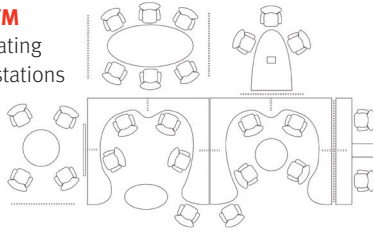
**67%**  
**59%**



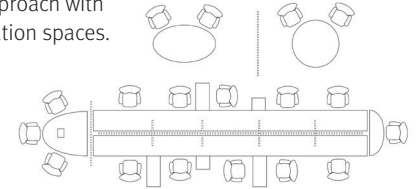
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## FINDINGS—INDIVIDUAL SPACE

When asked about their most recent project, the majority (**52%**) of **FM** say they used a layout incorporating individual and co-located workstations and team and group spaces.



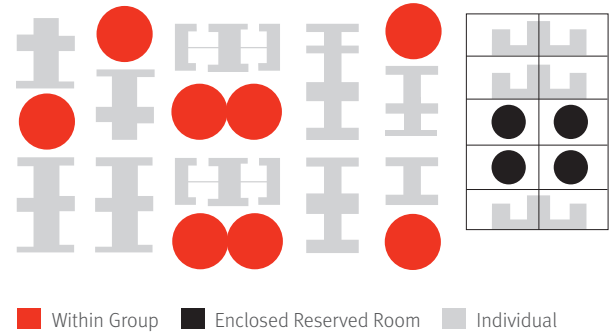
The majority (**42%**) of **A+D** say they used a layout incorporating a linear planning approach with co-located collaboration spaces.



## FINDINGS—GROUP SPACE

When asked about the most prevalent type of collaborative space, the highest response among FMs (21%) was “Collaborative spaces located ‘within group’ (**red**) used by 2 – 4 people for knowledge sharing and co-creation work activities.”

15% chose “Collaborative spaces located in an ‘enclosed reserved room’ (**black**) used by 4 – 6 people for knowledge sharing.”

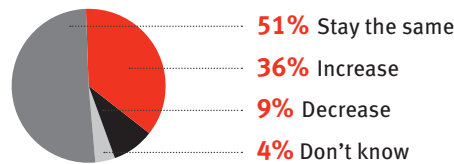


**FM** and **A+D** have different projections on the percentage of space dedicated to support collaboration 3 years from now:

Increase	<b>40%</b>	<b>83%</b>
Decrease	<b>10%</b>	<b>2%</b>
No Change	<b>47%</b>	<b>14%</b>
Don't Know	<b>4%</b>	<b>1%</b>

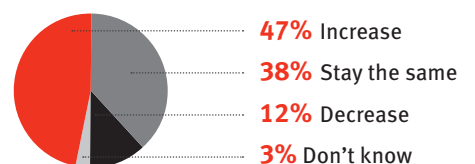
### Anticipated Change to Space Dedicated to Support Collaboration by 2015 (FM Only)

Small to Medium Companies



51% of small to medium companies indicate space will stay the same.

Large Companies



47% of large companies indicate space will increase.

## FINDINGS—MOBILITY (FM ONLY)

### Work Arrangements Primarily Supported by their Company

**60%**

Working from home

**58%**

Working from remote workplaces owned or leased by the company

**55%**

Working from workstations shared across shifts

**FM** indicate that 32% of their employees would be considered mobile workers (spend 50% or less time in the workplace).

**FM** indicate that 29% of their employees work from home at least one day a week compared to 17% three years ago.



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## FINDINGS—ENGAGEMENT

### Designing for Engagement

**91% of FM** and **96% of A+D** indicate that efforts are made to create spaces that help improve employee engagement.

**FM** and **A+D** both agree on the top five ways in which employee engagement is addressed, but at varying levels.

	FM	A+D
Creating a sense of community and belonging	66%	83%
Helping people understand strategy, culture, and brand	56%	71%
Supporting diverse work needs and preferences	52%	63%
Caring for the whole person and health positive needs of an individual	49%	40%
Supporting personal expression	47%	23%

## FINDINGS—GENERATIONS

### Designing for Generations

**54% of FM** and **78% of A+D** indicate that design considerations are made to address different generations in the workplace.

### Generational Considerations Made by FM and A+D

	FM	A+D
Flexible workplace layout	70%	91%
Access to software and technology	59%	67%
Open plan workstation personalization	57%	39%
On-site amenities (e.g., gym, daycare)	45%	69%
Ability to work anywhere inside/outside the facility	43%	70%

## FINDINGS—TECHNOLOGY

**65% of FM** indicate that technology is having a “high to transformative” impact on the way people work individually and as a group in the workplace.

### Virtual Collaboration Tools the Company Offers (FM Only)

<b>75%</b>	<b>56%</b>	<b>31%</b>	<b>19%</b>
Provide interactive meeting tools (e.g., WebEx™)	Provide video conferencing	Provide both cloud storage and social networks	Provide mobile apps

Almost all (**92%**) **A+D** say their clients have gone wireless; **91% of FM** say the same about their own companies.

Both groups say more small and medium companies have wireless than large companies.

Small to medium companies:

**93% | 91%**

Large companies:

**90% | 86%**

**64% of FM** indicate their company allows individuals to personally select technology devices at work.

**33% of A+D** indicate customers they work with allow individuals to personally select technology devices.

