



The Productivity Reset

Why the Workplace Must Change



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Foreword

Over half of non-remote workers say the workplace is a cause of unproductive time. The cost to employers? **An estimated £485.2m in lost employee hours every week, and potentially £71.4b in GDP each year.¹**



Productivity remains a common challenge for many organisations. UK productivity is lower than in France, Germany and the United States.² While the causes are complex, ranging from underinvestment in skills and technology to slow adoption of innovation—there is growing recognition that the workplace itself plays a pivotal role.

Until we address these productivity barriers head-on, the UK's full potential for growth will remain out of reach. The opportunity is enormous. **When our workplaces function better, people thrive, communities benefit and the wider economy prospers.**



This latest report, **“The Productivity Reset: Why the Workplace Must Change”**, takes a deep dive into the role of the workplace in making organisations not just more productive, but more profitable. **We explore how organisations can reframe the workplace from being a cost to becoming a genuine performance asset.**

Drawing on our new research of over **3000 employees across the UK**, which spans job levels, industries and regions, we shine a light on a stark reality: inefficient workplaces are causing major productivity losses.

The message is clear. If organisations want to get the best from their people, they must put more emphasis on the places where people work. Environments shape behaviour and when workplaces are left unconsidered, they constrain performance. High-performance settings are a critical lever for organisational success.

This report marks the first in a series of insights we'll be publishing throughout the year, each exploring specific workplace challenges and opportunities in greater depth, from how performance varies by sector, to the role of data, design and technology in driving productivity.

If you would like to know more about our findings and what they mean for your organisation, please [get in touch](#).

¹ Based on Mitie estimate. See Part One: The productivity black hole.

² POID Special Report, [Cracking the Productivity Code: An international comparison of UK productivity](#), June 2024

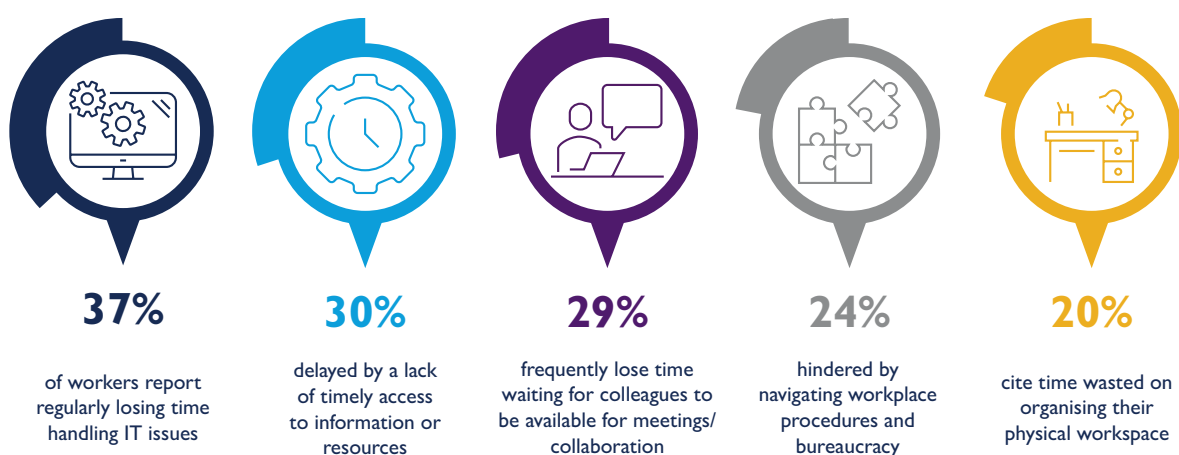
The productivity black hole

More than half (54%) of non-remote workers say workplace-related tasks and activities regularly cause them to become unproductive.

While the workplace can be a powerful lever for collaboration, culture and growth, our research reveals many UK workplaces are quietly eroding productivity. Instead of enabling high performance, some environments are undermining the benefits they are designed to deliver.

At the heart of this issue is efficiency, a core driver of productive output. Our findings expose the scale of time lost due to avoidable workplace friction. From IT issues to delays in information sharing, a wide range of seemingly small inefficiencies are adding up to a major hidden cost.

Figure 1: Leading reasons for lost time in the workplace³



³ Survey question: Which tasks or activities, if any, regularly cause you to lose time or become unproductive during your working day?

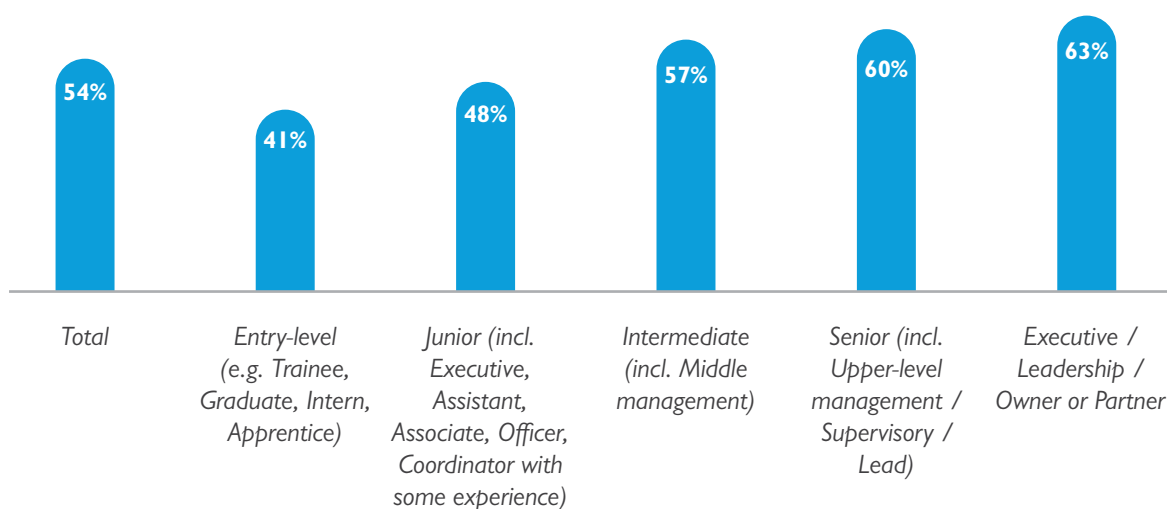


Issues of unproductive time are most acute at the top of organisations.

63% of Executive or Leadership teams and 60% of senior managers report regular productivity loss linked to workplace inefficiencies. Even those tasked with strategic decision-making are not insulated from systemic time loss.

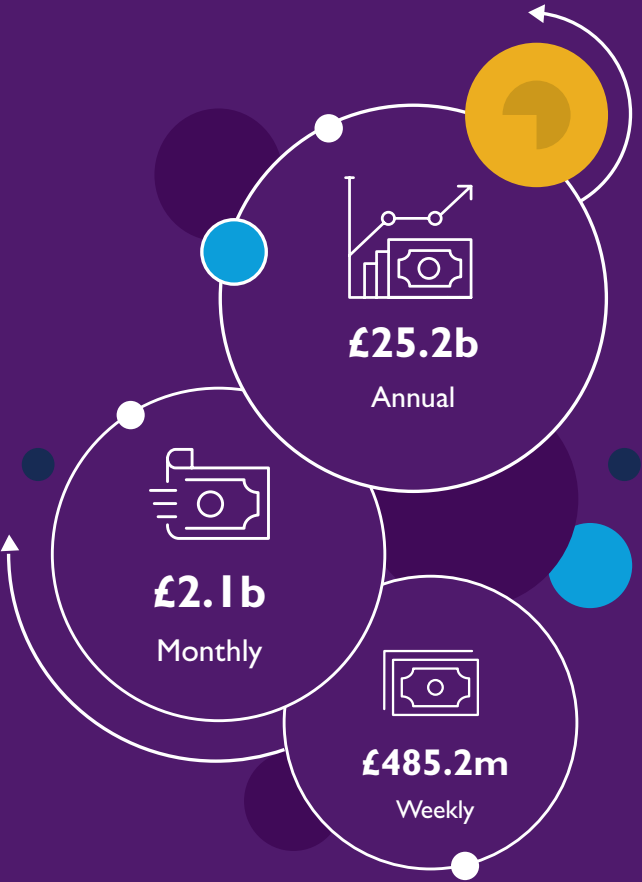
On average, **UK employees estimate that they lose 68 minutes (rising to 74 among full-time workers) every week to unproductive tasks.** Scaled across the workforce, this amounts to a weekly loss of hours equivalent to a salary cost of **£485.2m** among full-time workers to UK employers and potentially **£71.4b in unrealised GDP** annually.

Figure 2: Proportion of workers incurring unproductive time by seniority⁴



⁴ Survey question: Which tasks or activities, if any, regularly cause you to lose time or become unproductive during your working day? % saying "Workplace related" this includes: "Navigating workplace processes or procedures (e.g. booking resources)", "Organising or managing your physical workspace (e.g. clutter, disorganisation)", "Searching for available meeting rooms or booking spaces", "Locating the correct floor, desk, an available room in my onsite place of work"

£ cost to UK employers in salary of unproductive time for full-time employees⁵



Economic impact of productivity loss⁶



For every 1000 employees unproductive time equates to over 30 FTE per year.



⁵ Estimate based on 74 minutes lost per week for a **full-time worker**. Based on an average salary of £37,871.60 per year for a full-time UK worker.

⁶ Estimate based on 68 minutes per week for all UK workers (full-time and part-time). The measure looks at productivity loss by worker by using GDP per worker as a proxy for economic productivity.

Turning workplace drag into workplace gains

Unproductive time is a systemic and costly barrier to performance. From outdated workplace technology to slow processes and under-optimised spaces, many of the friction points are within employers' control – if recognised and addressed.

Redesigning the workplace for performance must be a boardroom priority. Organisations need to audit, streamline and modernise the workplace systems, tools and spaces their people interact with. In doing so, they won't just reclaim time. They will unlock growth, improve the return on labour investment, and build environments fit for the future.

Perhaps most importantly, leaders must recognise that they are not immune to these issues. In fact, they are often the most affected. If the people responsible for driving innovation and strategy are themselves losing hours each week to inefficiencies, it sends a clear signal: productivity reform isn't a back-office concern, it ought to be a strategic priority. Investment and improvement is not just urgent, but essential for performance.

OUR PERSPECTIVE



Simi Gandhi-Whitaker,
MD Smart Workplaces,
Mitie

“

Too often, organisations invest in workplace ‘solutions’, from tech rollouts to design upgrades, without seeing the outcomes they expect. The result? High costs, low impact, and little insight to guide future decisions.

Where we see real gains is when workplace strategy is rooted in their purpose. By elevating the colleague voice, aligning space with intent, and using data to connect people and place, organisations can unlock environments that convert lost time into meaningful productivity.

It’s not about constantly adding more tools, it’s about smarter, more human-centred design that drives sustainable performance.”

INDUSTRY SPOTLIGHT



Darren Shiels

Administration & Workplace
Services Leader (AWS), EY

“

Whilst people want the ability to determine how and when they work, there's always going to be that need for connection, that sense of community, that sense of belonging.”

With a 33-year tenure at EY, Darren gives his perspective on how the organisation has adapted to the changing needs of its workforce.



The need to iterate workplace design

The Covid-19 pandemic was “single-handedly the largest opportunity to change the physical workplace.”

Shiels and his team estimated 70% of office space would be needed for collaboration and roughly 30% for independent work after the pandemic. However, when people started to return to the office, he realised this was not going to be the reality. “We had to quickly recalibrate the space to allow for an even split for collaboration and individual work.”

Employee flexibility drives satisfaction

EY does not have a mandated return-to-office policy. There is company-wide recognition that employees value flexible working and that drives retention rates, as reported in EY’s People Pulse Surveys. EY also use occupancy data to “right size services and real estate.”

Striving for digital equity in a hybrid set-up

Shiels emphasises the importance of digital equity when hybrid working. For example, on Teams calls having a camera that zooms in on the speaker (rather than having a panoramic view of the room) helps engage the remote worker. “Digital equity is your remote presence being as impactful as your physical presence in the office.”

Incentivising employees into the workplace

From an employee perspective, Shiels acknowledges that to get people to work onsite, “they have to feel a benefit over what they have at home.” He and his team spend a significant amount of time curating the workplace experience with events that foster community. This could be anything from team socials with pizza or terrarium-making workshops, to a Rock Choir so that “there is always a reason to be in.”



Built to stay: How better workplaces improve talent retention

Retaining top talent is essential for building productive, high-performing organisations.

The average cost to recruit a new full-time UK employee is estimated at nearly £7000.⁷ It's clear that keeping people is not only better for continuity, but also far more cost-effective than replacing them. When employees stay, their organisational knowledge deepens, their skills grow, and their confidence and contribution multiply.⁸

The physical workplace environment contributes to shaping employee experience and levels of satisfaction.

For many organisations, the focus on talent retention has centred on pay, benefits, and career development. These remain vital, but our data shows workplace conditions (e.g. building design, maintenance, building tools, services and overall comfort) and experience now stand alongside these factors as a critical part of what makes people want to stay.

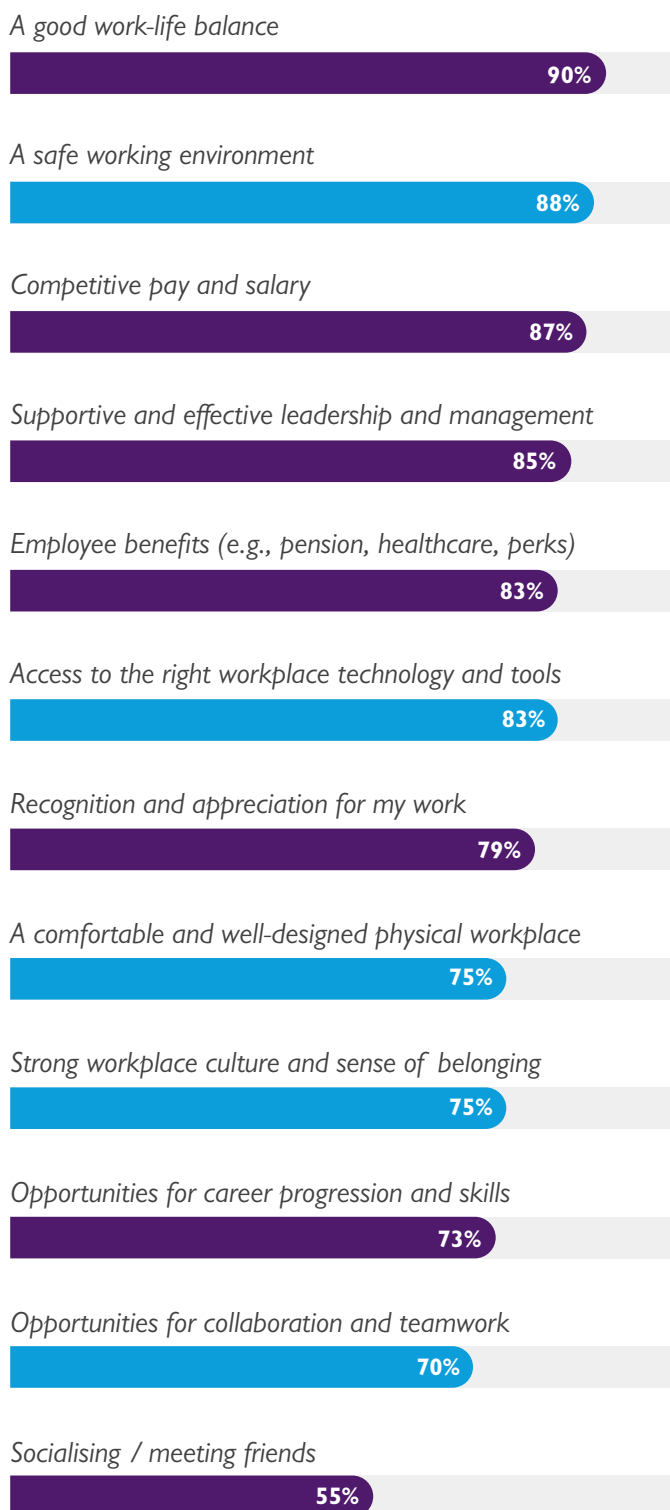


⁷ HR Review, [Real cost of hiring average UK employee is £62,000](#), January 2023

⁸ Arizona University School of Management, [Insights – 10 Reasons why employees stay in a company](#), accessed May 2025

⁹ Survey question: Thinking in general terms, how important do you consider the following factors for workplace satisfaction / This time, thinking specifically about your job / employer how satisfied or dissatisfied are you with each of the following...

Figure 3: Drivers of employee satisfaction⁹



- Workplace environment factors
- Non-workplace environment factors

When employees were asked what contributes to their satisfaction, five physical and organisational workplace factors ranked highly:



88%

A SAFE WORKING ENVIRONMENT



83%

ACCESS TO THE RIGHT WORKPLACE TECHNOLOGY AND TOOLS



75%

COMFORTABLE AND WELL-DESIGNED OFFICE



75%

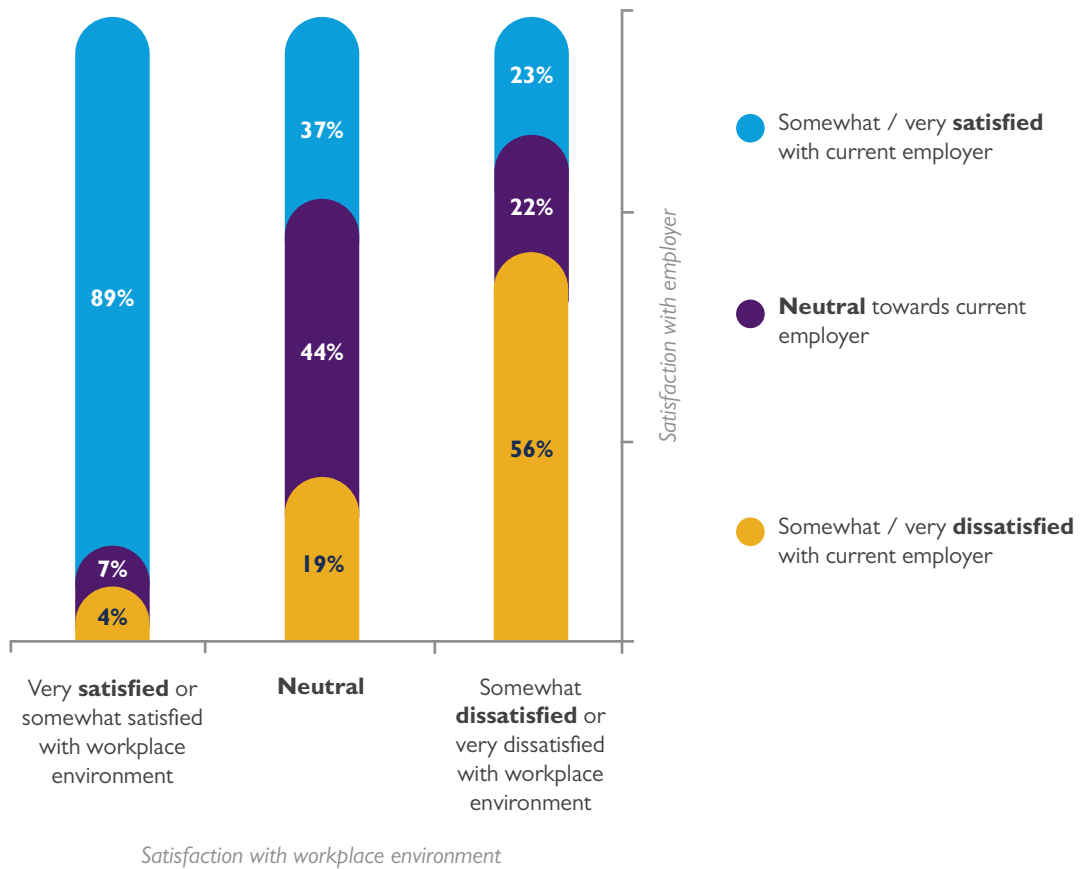
STRONG WORKPLACE CULTURE AND SENSE OF BELONGING



70%

OPPORTUNITIES FOR COLLABORATION AND TEAMWORK

Figure 4: Satisfaction with employer by workplace environment satisfaction ¹⁰



These physical workplace factors are central to how people feel about where they work, and whether they're happy to stay. In fact, 89% of workers who are satisfied with their workplace are also satisfied with their employer, compared to just 23% among those dissatisfied with their workplace environment. **In short, a better workplace experience results in more satisfied employees.**

Meanwhile, dissatisfaction with the workplace is driven largely by poor conditions and workplace design. The top cause of dissatisfaction is poorly maintained workplaces (51%), followed by uncomfortable or poorly designed spaces (46%) and poor workplace amenities – including a lack of breakout spaces (40%). This highlights the critical importance of good workplace standards and the opportunity for employers to make fast, tangible improvements as part of the workplace transformation.

¹⁰ Survey question: How satisfied or dissatisfied are you working for your current employer? by Overall, how satisfied or dissatisfied are you with your workplace environment (i.e. the place of work you travel to outside of the home)?

¹¹ Survey question: Overall, how satisfied or dissatisfied are you with your workplace environment (i.e. the place of work you travel to outside of the home)?

¹² Survey question: Thinking about your own personal beliefs and ethics, how important or unimportant is it for you that your organisation or potential future employer has an environmentally friendly place of work?

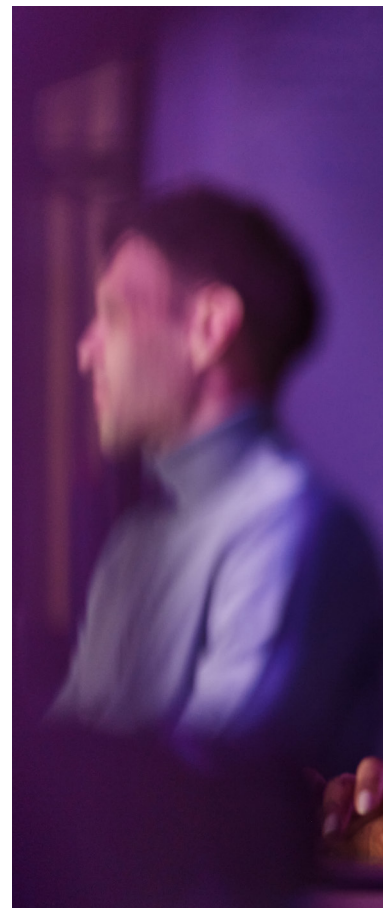


Figure 5: Key factors contributing to dissatisfaction with the physical workplace¹¹

A poorly maintained workplace (e.g. issues with lift access, air conditioning, heating/temperature)

51%

An uncomfortable or poorly designed physical workplace

46%

Poor workplace amenities or lack of breakout spaces

40%

Difficult or costly commuting experience

33%

Lack of access to essential technology or tools (unreliable Wi-Fi, missing or misplaced equipment)

26%

Health and safety concerns in the workplace

25%

An unclean working environment

22%



Our research reveals the emerging importance of environmentally-friendly buildings, particularly among younger generations. **Nearly three-quarters of workers aged 18-24 years (71%) say it is an important factor in who they decide to work for.** This compares to just under half of (47%) workers aged over 45 years.¹²

The workplace as a strategic talent asset

Organisations who fail to provide the workplace experience their people expect will find it increasingly difficult to retain and attract talent. As our research shows, the workplace is a vital part of the Employee Value Proposition (EVP).

The workplace should be jointly owned and actively reviewed by workplace leaders and HR and technology teams. **They must ask: is our environment welcoming, comfortable and functional? Does it reflect the experience we want our people to have and what they expect us to provide them with?**

Understanding the answers to those questions, and acting on them, will not only help you retain talent, but also boost satisfaction, performance and long-term organisational health. Investing in the workplace isn't only a facilities decision, it's a strategic move for the future of your organisation.



OUR PERSPECTIVE



Leigh Cater
Head of IFM Innovation
& Transformation, Mitie

“

Organisations must move past the binary framing of ‘remote versus office’ and ask more purposeful questions about how workplaces can drive experience, satisfaction, productivity and growth.

Organisations that succeed won’t be those with the strictest rules or the most flexible policies, but those that create environments where people choose to be, because they believe it makes them better at what they do.”



INDUSTRY SPOTLIGHT



Ben Finlayson

Director – Property,
Investment and Delivery,
Essex County Council

“

We're not a one-size-fits-all organisation, we want to have people in the office for the right reasons and those reasons differ across teams.”

A public sector perspective on the factors impacting workplace decision-making and planning.



The value in flexible working

Finlayson highlights that employees value the flexibility that Essex County Council offers. “One of our USPs has been, and continues to be, the flexibility. We can't necessarily offer private sector salaries, but our staff appreciate the flexibility that allows them to do things like make the school run.”

He explains that Essex County Council does not have a mandated return to the workplace because “we're not a one-size-fits-all organisation. We want to have people in the office for the right reasons and those reasons differ across teams...We've tried to change the culture to actually measure people's performance by outputs rather than their presence in the building.”

Post-pandemic teams are more siloed

There have been downsides to more remote working. “We did get to a point where you could see teams who were sat next to each other pre-pandemic were not communicating with each other.” As a result, efforts to rebuild a culture of teamwork and collaboration are underway. These include leveraging matrix management opportunities and encouraging interaction across the organisation from the top down.



Data does not always lead to decisions

Even when presented with sensor data showing desks were not fully utilised, stakeholders still asked for more space. Council teams and service users don't bear property costs directly, so there is little motivation to downsize. "As I hold the budget for all office space, other teams were not incentivised to rework their space, and this causes delays in space optimisation..." Linking investment in workplace improvements to savings from rationalisation is one way Finlayson is encouraging teams to work with him to evaluate the space they need and drive improvements across the portfolio.

Local government reorganisation presents opportunity for property rationalisation and workplace redesign

All Local Authorities in Essex will move to a single-tier authority system in the upcoming local government reorganisation. This will create opportunities to co-locate services with both county and district / borough assets available.

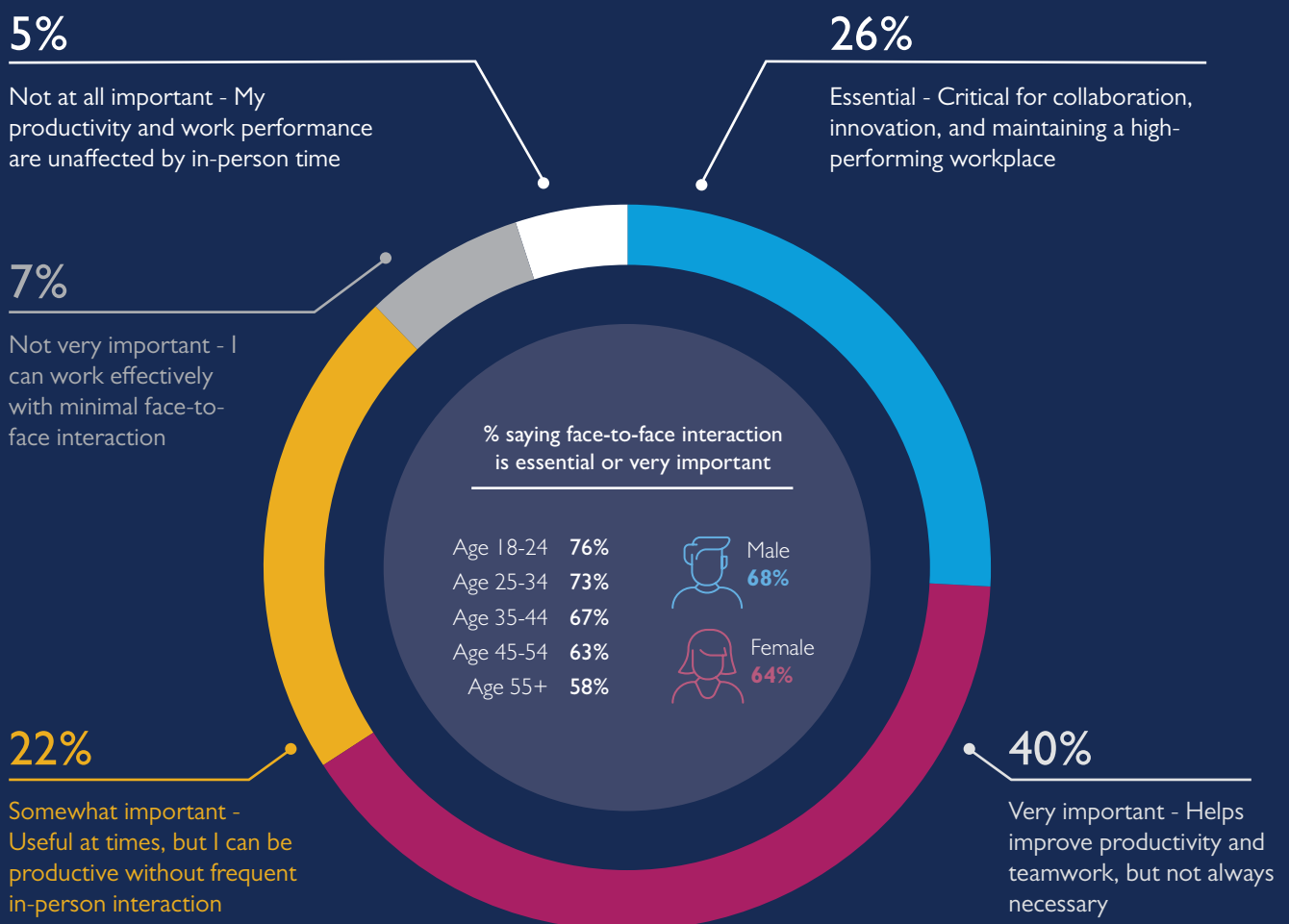
Finlayson notes that after the local government reorganisation, "... the contributions of facilities and estate management in ensuring buildings are efficient, fit for purpose and portray a sense of professionalism through look and feel will become much more important in the strategic delivery of new ways of working."

Performance, culture and the demands of a multi-generational workspace

The physical workplace is where productivity accelerates, culture takes shape and teams come to life.

According to our research, two-thirds (66%) of employees say face-to-face time with colleagues is either essential or very important to productivity and overall performance. Among those who work fully onsite, this figure rises to 76%.

Figure 6: Importance placed on face-to-face interactions for workplace productivity and performance¹⁴



Younger workers aged 18-34 are most likely to feel face-to-face interaction is important for their productivity and the organisation's performance. They likely rely on in-person interaction for learning, building confidence and forming professional relationships in the early stages of their careers. Leaders must consider this when planning for the future of talent in their organisation.

Crucially, employees who spend more time in a shared physical environment are significantly more likely to report a positive workplace culture, one marked by **collaboration, trust** and **professional development**. These are not simply 'nice-to-have' factors. They are vital drivers of innovation, employee engagement, and long-term organisational performance.

Figure 7: The physical workplace and collaboration¹⁵ - showing % strongly agree

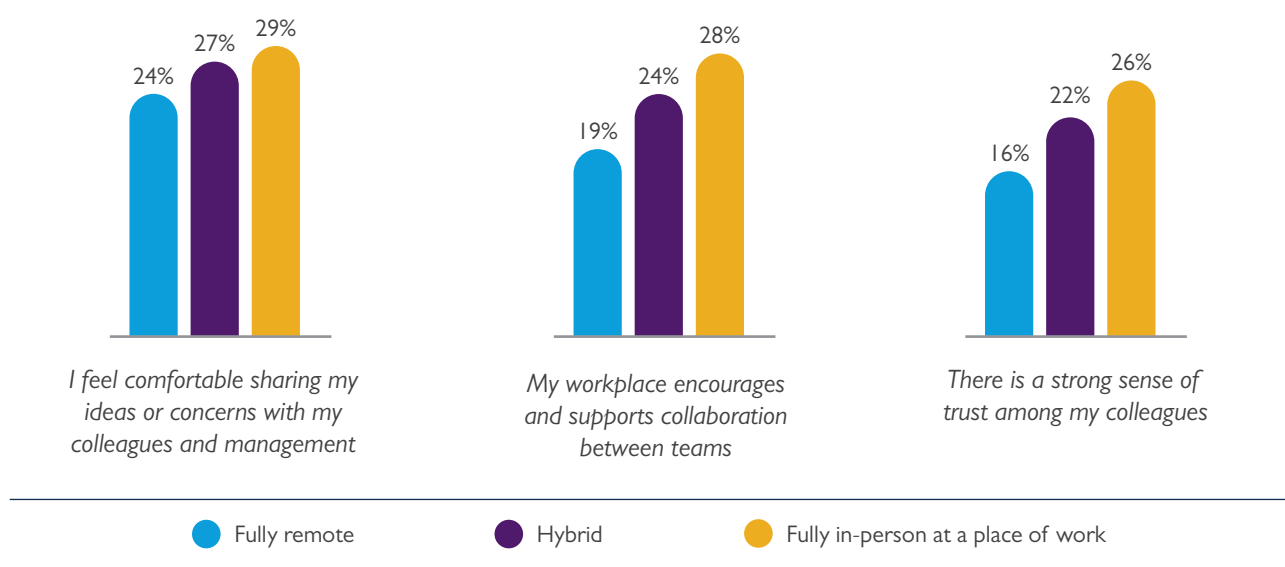
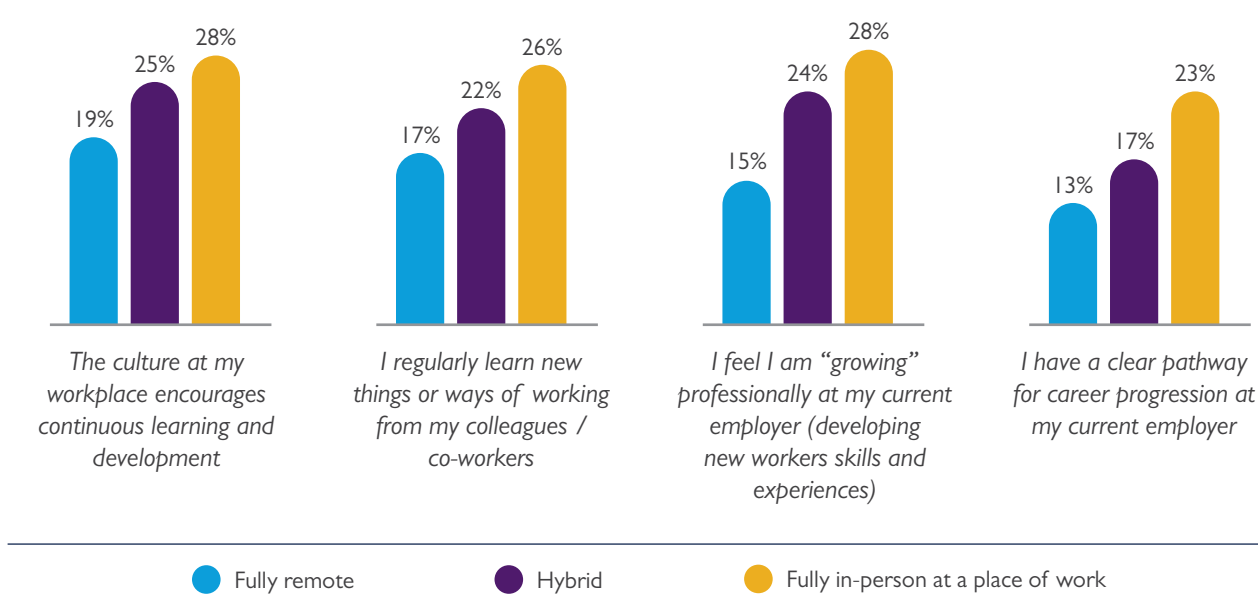


Figure 8: The physical workplace and professional development¹⁶ - showing % strongly agree



¹⁴ Survey question: Thinking about your job, how important or unimportant is face-to-face time with colleagues for your productivity and the overall performance of the organisation?

¹⁵ Survey question: Please indicate the extent to which you agree or disagree with the following statements about the culture of your workplace...

¹⁶ Survey question: Please indicate the extent to which you agree or disagree with the following statements about the culture of your workplace...

The multi-generational workplace

Workplaces must cater to the different working patterns, needs and expectations of employees at different stages of life and career.

Our research shows the vast majority of employees across all age groups work onsite to some degree (94%). However, those aged 18-24 are significantly more likely to work fully in-person (70%).

This age group are more motivated by factors such as growth / development opportunities (33% vs. 25% overall) and learning new skills (28% vs. 19% overall).

Therefore, 18-24-year-old workers place greater importance on a wide range of workplace factors than older workers. **They expect a comfortable and productive environment that supports opportunities to learn and develop.** Understanding and catering to what younger workers need to perform and grow in their careers will be critical to employers in attracting, motivating and retaining colleagues.

Figure 10: Working environment (in-person vs. remote) by age group

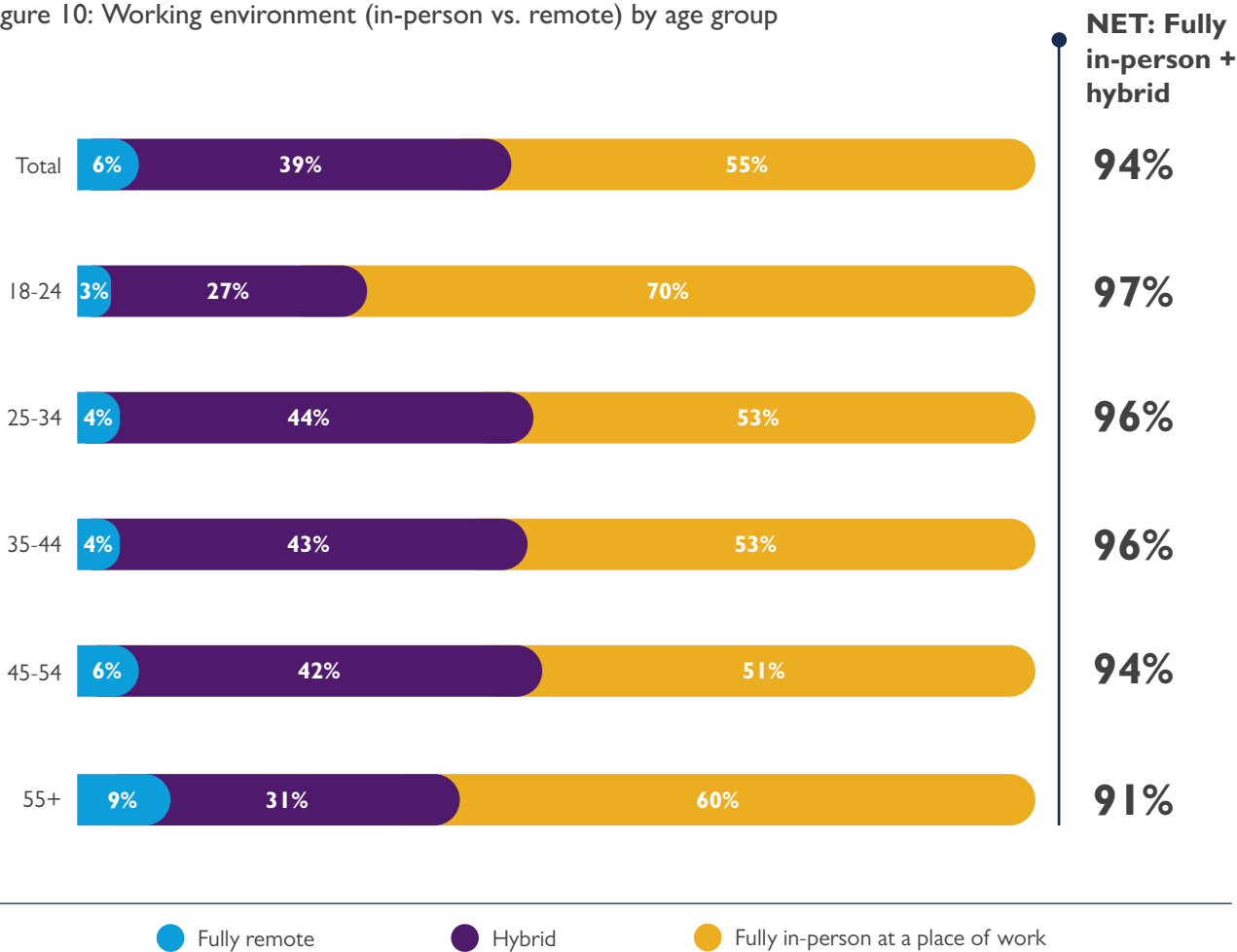
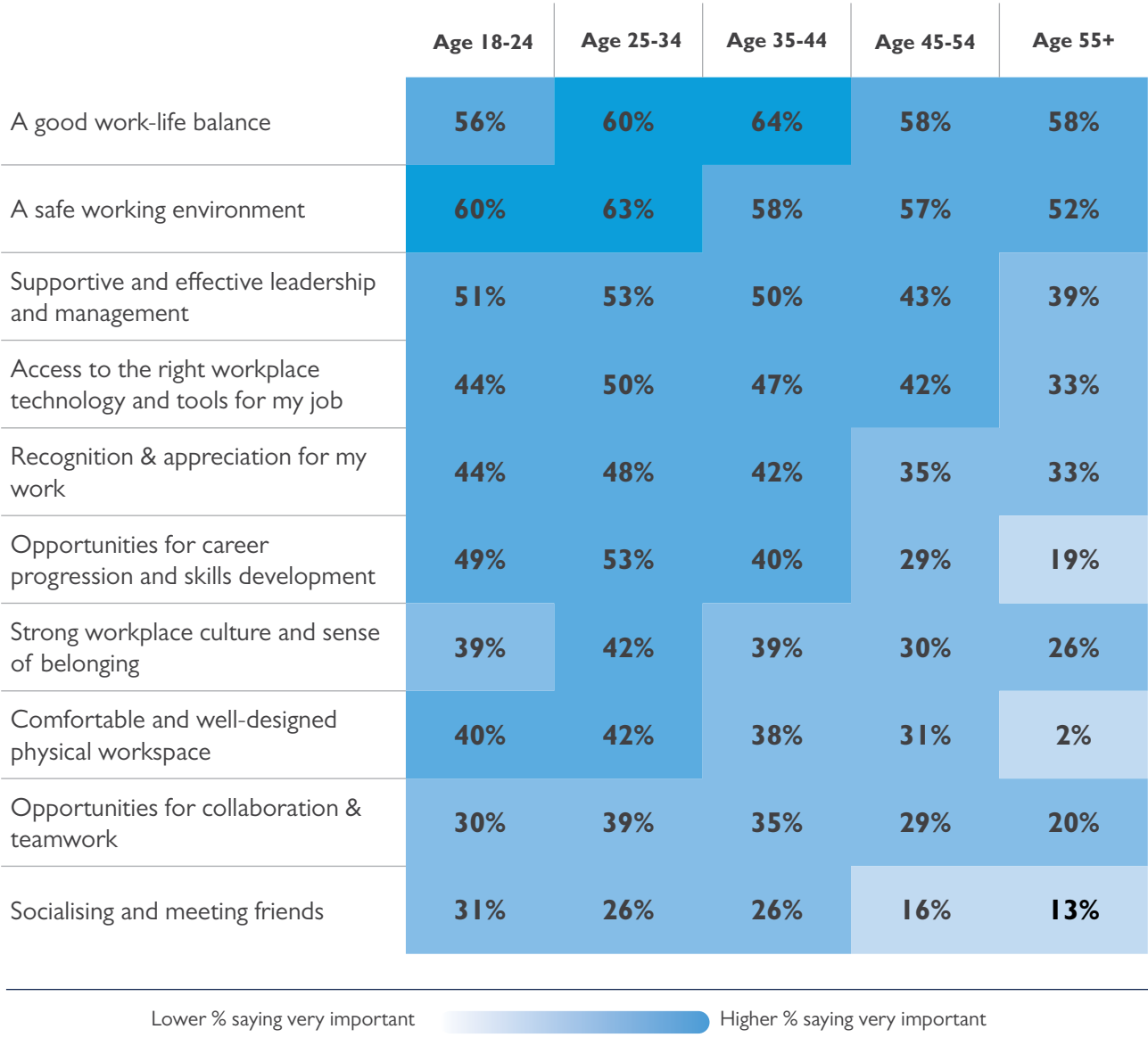


Figure 11: Factors that are very important for workplace satisfaction by age¹⁷



¹⁷ Survey question: How important do you consider the following factors for workplace satisfaction?

Priorities of older employees

The UK's population is ageing. According to the ONS, there were around 12.9 million people aged 65 or over in the UK in 2023, making up 19% of the population. Projections see this figure rising to 22.1 million people, or 27% of the population by 2072.¹⁸

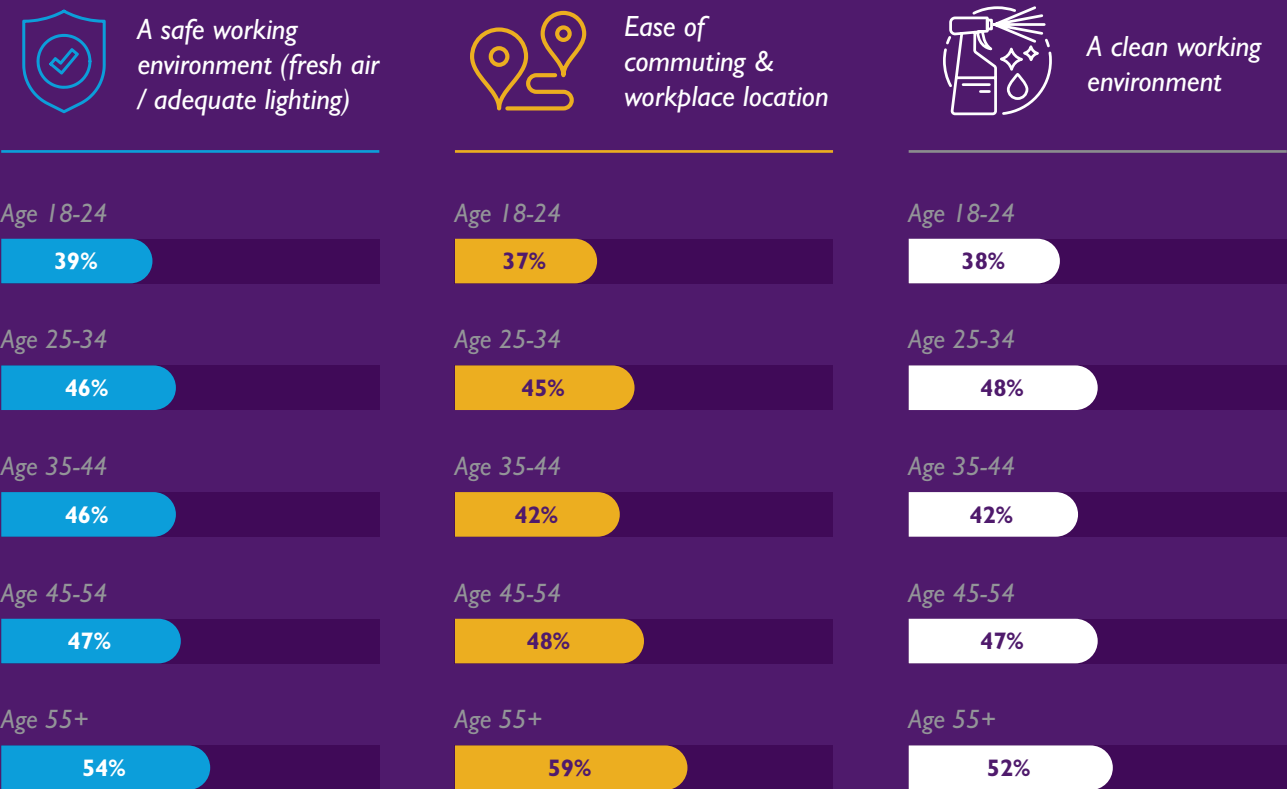
Older workers in the UK are staying in work longer due to a combination of economic necessity, demographic shifts, and employer demand for experienced talent. However, the things that matter to and motivate older workers can be widely different to that of younger generations.

Our findings demonstrate three factors are far more likely to contribute to workplace satisfaction among over-55s:

- Ease of commuting and workplace location
- Safe working environment (e.g. fresh air / adequate lighting)
- Clean working environment.

While the government has set employment targets for younger workers, there's less strategic focus on over-55s. Yet, boosting employment in this group could add £9 billion to the economy annually.¹⁹

Figure 12: Drivers of workplace satisfaction by age²⁰



¹⁸ House of Commons Library, The UK's Changing Population, July 2024

¹⁹ Centre for Ageing Better, The State of Ageing 2025

²⁰ Survey question: Thinking specifically about your workplace environment (place of work outside of the home), what contributes to your satisfaction?



Generational differences: a perspective on younger generations

“

This generation has a different relationship with work. They expect flexibility, and they're not afraid to vote with their feet if they don't get it...Open-plan spaces, shared areas, no corner offices, it's about breaking down barriers and making the workplace feel more inclusive and collaborative.”

Joe Nettleton, Building Services Director, Havas UK

With their focus on practical workplace needs, older workers place less stock in potentially abstract or collective goals. The environmentally friendly workplace is one of the most extreme generational differences across our entire study. Only 40% of those aged 55+ feel that having an environmentally friendly workplace is very or extremely important – significantly lower than the 59% average across all age groups and 71% recorded among those aged 18-24.

Supporting neurodivergent employees

With younger workers more likely to report a neurodiverse condition,²¹ organisations also need to remain educated and responsive to this cohort’s workplace needs.

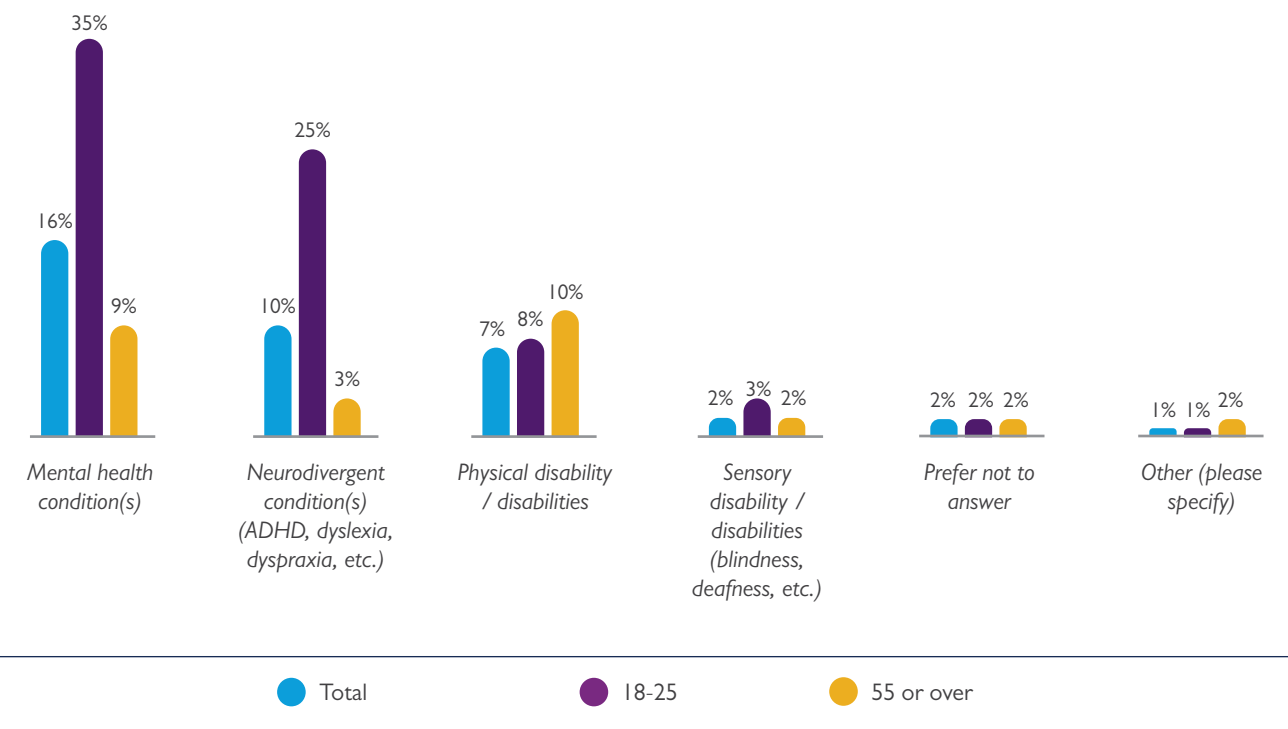
In our sample, more than one-third (35%) of 18–24-year-olds report having a mental health condition, while a further 25% report a neurodivergent condition (e.g. ADHD, dyslexia, dyspraxia, etc). This is much lower in workers aged 55 and over – 9% report having a mental health condition and 3% report a neurodivergent condition.



When it comes to neurodiversity, the individual circumstances can be totally unique, from light levels, sounds levels and so on. The ideal is to create a framework that works for the majority of workers but allows for flexibility to meet individual requirements.”

Darren Shiels, Administration and Workplace Leader, EY

Figure 13: % of age groups with neurodivergent conditions²²



²¹ NeuroBridge, The Future of Work is Neurodiverse, 2024

²² Survey question: If applicable, please indicate below if any of the condition(s) apply to you



Our data suggests some employers are failing to provide the workplace these younger neurodiverse employees need.

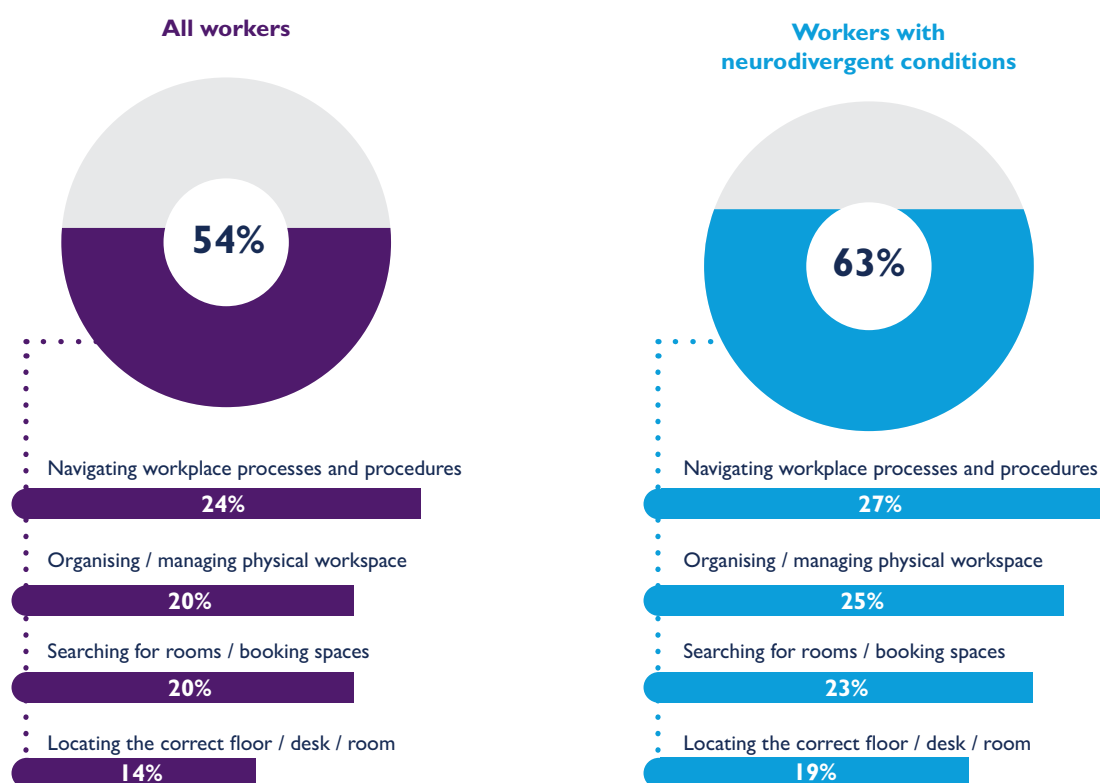
- Neurodivergent 18-24-year-olds are twice as likely to disagree that their workplace is designed to help them be productive compared to 18-24-year-olds that do not identify as having a neurodivergent condition (12% vs. 6% respectively).
- Additionally, nearly one-fifth (19%) of neurodivergent 18-24-year-olds agree they do look forward to going to their place of work, compared to just 12% among 18-24-year-olds that do not identify as having a neurodivergent condition.

Employers must create a strategy and accommodate if they want to retain and support them in becoming high performers.

Regardless of age, employees with a neurodivergent condition report losing 85 minutes to unproductive tasks. And not only do they feel the impact more in terms of time lost, as a cohort more of them are impacted with nearly two thirds (63%) of neurodivergent people saying workplace related activities cause them to be unproductive, compared to just 54% across the whole sample.

Our research offers a note of caution to organisations prioritising collaborative spaces, underlining the importance of balance in the workplace. One third (32%) of employees of all ages feel quieter spaces for individual work are important future changes to the workplace. This increases to more than two fifths of workers with a neurodivergent condition (43%) or a sensory disability (blindness, deafness, etc) (42%), and to almost half of women with a neurodivergent condition (49%).²⁴

Figure 14: Workplace related tasks causing neurodivergent workers to lose time / become unproductive²³



²³ Survey question: Which tasks or activities, if any, regularly cause you to lose time or become unproductive during your working day?

²⁴ Survey question: How important or unimportant do you believe each of the following changes to physical workspaces will be?

One-size-fits-no one

The workplace is increasingly becoming a multigenerational environment. Given vastly different needs, motivations and expectations, there is unlikely to be any single or universal solution that works for everyone. Instead, organisations must recognise that they will need tailored solutions to create a more inclusive, engaged and effective workplace.



OUR PERSPECTIVE



Simi Gandhi-Whitaker,
MD Smart Workplaces,
Mitie



Designing for inclusivity isn't just the right thing to do, it creates a strategic advantage. We're seeing growing demand for spaces that support neurodiverse and intergenerational teams, from quiet zones with soft lighting to sensory-friendly areas with comfortable seating and modular furniture.

By implementing these changes through 3D immersive design, clients are creating workplaces that support everyone's unique strengths, to develop a culture of inclusivity, innovation and enhanced productivity."



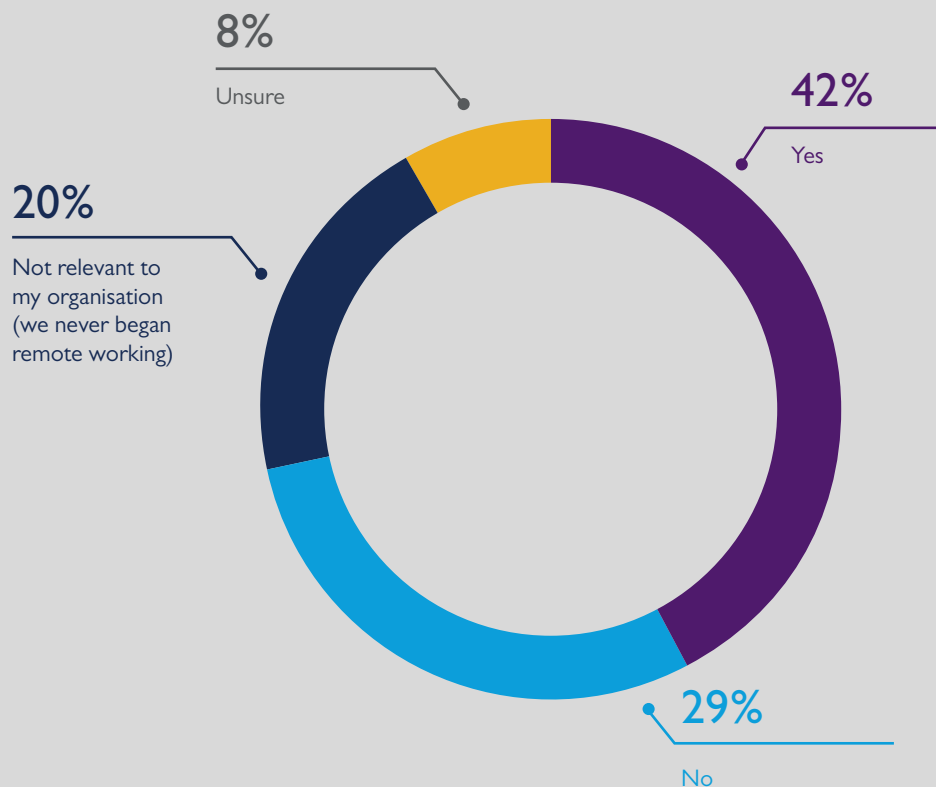
Return to the workplace: a choice between the carrot and the stick?

How organisations approach workplace presence remains a live and often polarising debate. While many aspects of life have returned to a pre-pandemic pace, workplace norms remain in flux.

Across the UK, we are witnessing a realignment. Our research shows that 42% of employees say their employer has a return-to-workplace policy, while 29% say no such policy exists. A further 20% say it's irrelevant to them, having never transitioned to remote working in the first place.

Return to the workplace policies are far more common in London, likely driven by greater real estate costs. In some cases, return to workplace policies do not align with real estate strategy. For example, it has been reported that the new London offices of a large multinational organisation were hampered by a shortfall of several thousand desks.

Figure 15: Workers who work in an organisation with a mandated return to workplace policy²⁵



²⁵ Survey question: Does your organisation have a mandated policy to return to the workplace?

Facing up to the reality

The return to the workplace is happening, but mandates alone are not what matter.

Organisations cannot rely on a top-down directive to foster engagement or performance. Instead, they must focus on what the workplace enables: an environment where employees can reach their full potential and perform to the best of their ability.

As employee experience is really what shapes satisfaction, workplace leaders must understand if people are collaborating meaningfully. And whether they are learning, growing and doing their best work in the workplace. These questions matter far more than whether attendance is required.

OUR PERSPECTIVE

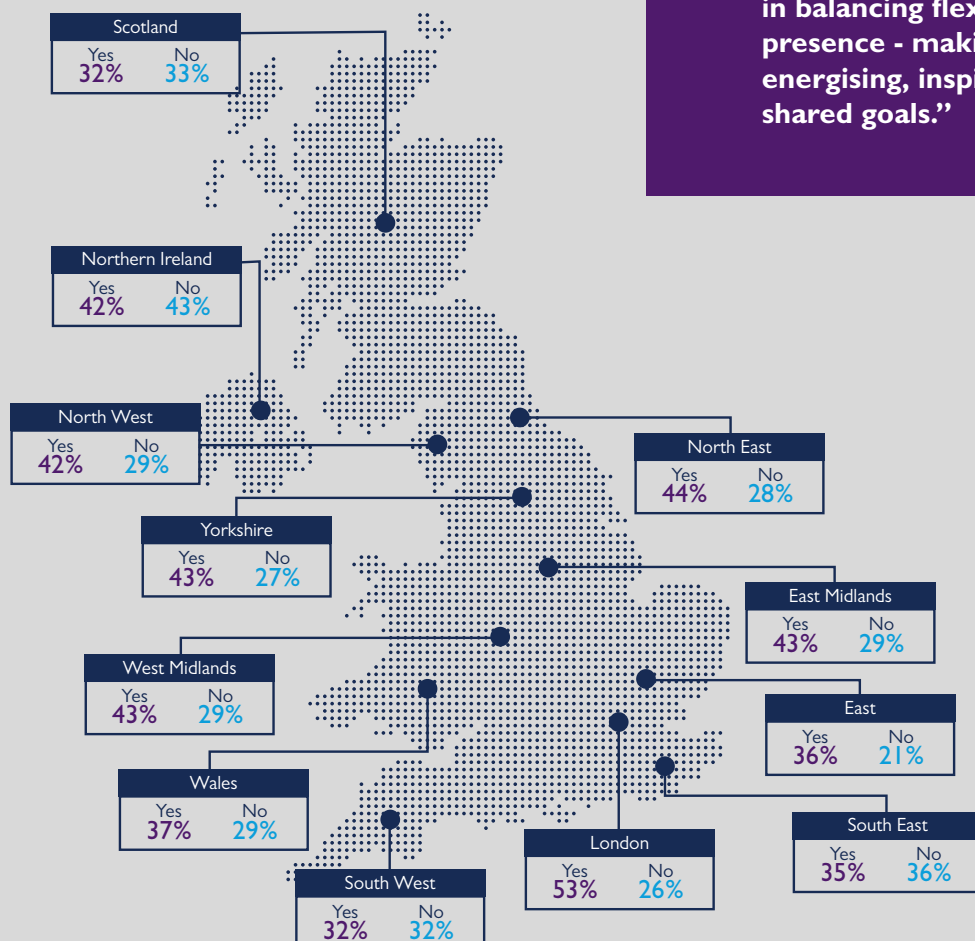


Leigh Cater
Head of IFM Innovation
& Transformation, Mitie

Mandating a return to the workplace isn't enough - it's not about presenteeism but about creating environments that enable high performance. That means spaces where collaboration is easy, learning is supported, and employees feel motivated to be present.

For growth-focused organisations, investing in workplaces that help people do their best is essential. Success lies in balancing flexibility with purposeful presence - making time in the office energising, inspiring, and aligned to shared goals."

Return to work policy by region

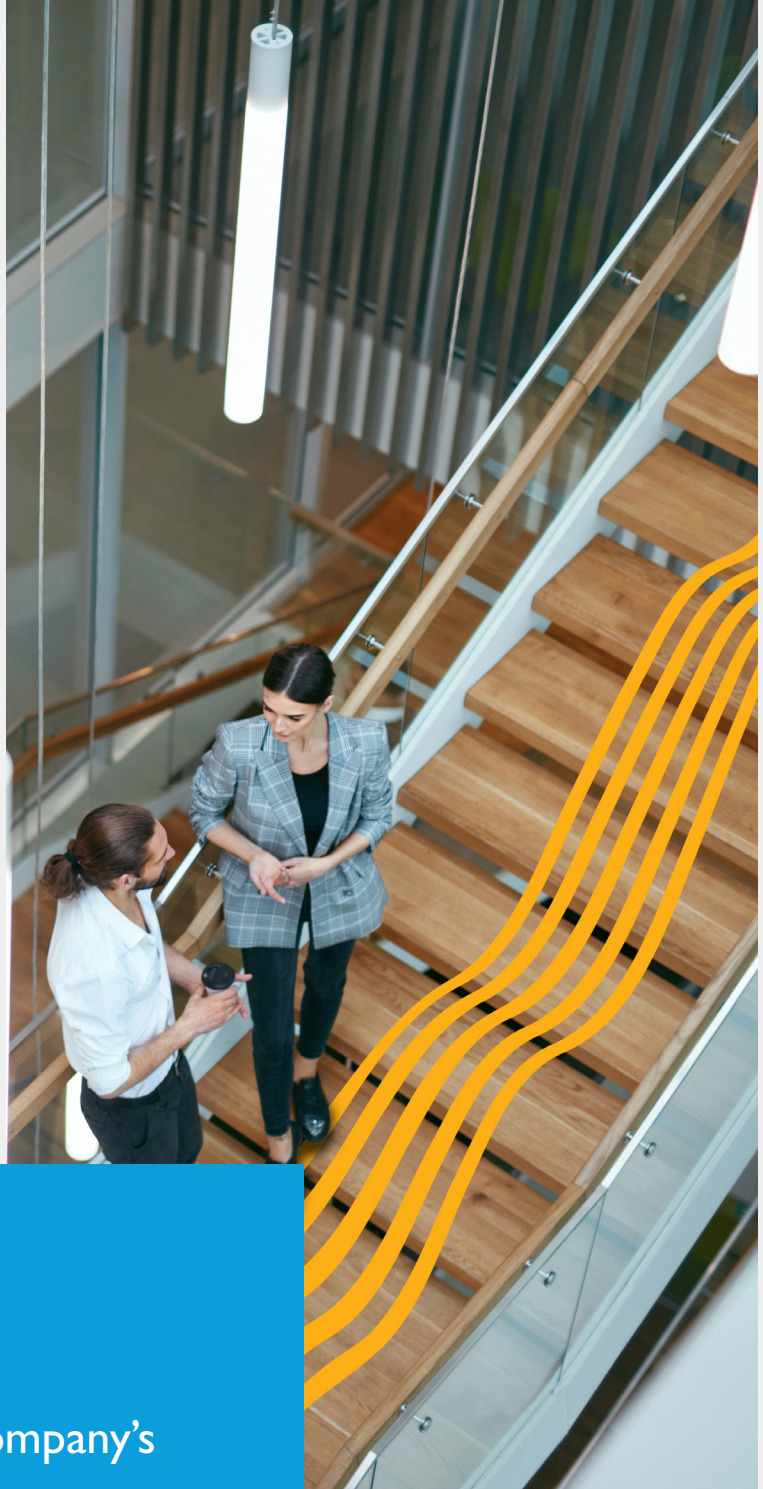


INDUSTRY SPOTLIGHT



Kathryn Dolan

Chief People Officer, Mitie



“

The workplace is a manifestation of a company's culture. It's a factor in people's decision making. It tells you something about the culture of the organisation.”

The workplace is a glimpse into a company's culture

Thinking about the workplaces of today, Dolan observes, “The workplace has evolved from being considered functional to having a real purpose as a performance enabler...It’s now a manifestation of a company’s culture.”

Work flexibility is a double-edged sword, especially for younger generations

Dolan recognises hybrid working can be a barrier to those at the beginning of their career, representing a significant obstacle to learning and developing at work. After all, flexible working can mean fewer opportunities to interact with peers and learn from senior colleagues. “How we accelerate the learning, growth and development of young people in the organisation is absolutely critical.”

Employee needs will become workplace expectations

As the workforce ages, Dolan foresees the workplace becoming more agile and strategic in how it caters to the values of younger generations. With young people increasing within the workforce, workplaces will become more oriented to them. For example, green buildings will become a baseline expectation.

Dolan also envisages, “the onset of technology will dial up the importance of the human elements of the workplace.” As workplace experience becomes more personalised and frictionless, it will simultaneously become a place for human connection and collaboration.



Conclusion

It's Time to Act

The evidence is clear: unproductive workplaces are silently draining billions from the UK economy and stifling organisational potential. But this isn't a fixed cost, it's a fixable one.

Leaders now face a choice. Continue to accept inefficiencies as part of the status quo or take decisive action to transform the workplace into a driver of performance, retention and growth.

The path forward is practical and within reach:

- **Audit your environment:** Identify where time is lost, where friction exists and where your workplace is falling short.
- **Invest with intent:** Prioritise tools, spaces and systems that enable people to do their best work regardless of role, age, or working pattern.
- **Design for outcomes:** Align your workplace strategy with business goals, employee needs and cultural aspirations.
- **Measure what matters:** Track satisfaction, productivity and engagement, not just occupancy.

This isn't just about maintaining buildings. It's about future-proofing your organisation.

The workplace is a strategic asset and those who act now will be the ones who lead tomorrow.

Ready to lead the change?

Improve your workplace productivity and employee satisfaction with Mitie. Together we'll transform your workplace into a hub of productivity, performance and long-term success. Get in touch to speak to our specialist workplace team, who can arrange a visit to our showcase in The Shard.

Email: workplaces@mitie.com





About Mitie

Founded in 1987, we are the UK's leading facilities management and professional services company.

At Mitie, we blend hospitality-inspired services, smart technology and award-winning, inclusive design to create high-performing workplaces.

By collaborating closely with our customers, we transform spaces into vibrant experience hubs - where people, culture and productivity flourish.

Every element is seamlessly integrated, precisely managed and continuously optimised to make a measurable difference for every employee, customer and guest.

Delivering the future of high-performing places

Mitie makes places perform brilliantly. We bring together smart thinking, practical experience and the right technology to create environments where people thrive and perform at their best. We focus on what matters most to your organisation — today and for the future.





76,000

employees



30+

years experience in FM



149

different nationalities



2,500,000

assets looked after for our customers



Methodology

This report is based on a survey of 3001 UK workers, all of whom are employed within organisations with more than 500 employees. The survey was conducted online during the fieldwork period of 26 March to 3 April 2025.

To ensure robust and meaningful insights across the economy, quotas were set across key industry sectors. This approach allows for detailed analysis of the findings by sector and supports a deeper understanding of how workplace experiences and productivity challenges vary across different parts of the UK workforce.

| Age | |
|------------|-----|
| 18 - 24 | 7% |
| 25 - 34 | 24% |
| 35 - 44 | 25% |
| 45 - 54 | 22% |
| 55 - 64 | 17% |
| 65 or over | 5% |

| Gender | |
|--------|-----|
| Male | 46% |
| Female | 54% |

| Organisation type | |
|---|-----|
| Public sector organisation funded by government | 31% |
| Private sector | 69% |

| Region | |
|--------------------------|-----|
| London | 23% |
| South East | 12% |
| North West | 12% |
| West Midlands | 9% |
| Yorkshire and the Humber | 7% |
| East Midlands | 7% |
| Scotland | 7% |
| South West | 7% |
| East | 5% |
| Wales | 4% |
| North East | 4% |
| Northern Ireland | 2% |

| Seniority | |
|---|-----|
| Entry-level (e.g. Trainee, Graduate Role, Intern, Apprentice) | 12% |
| Junior (incl. Executive, Assistant, Associate, Officer) | 31% |
| Intermediate (incl. Middle management) | 35% |
| Senior (incl. Upper-level management / Supervisory / Lead) | 15% |
| Executive / Leadership | 6% |
| Owner / Partner | 1% |

Additional data is available on request.

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Work Foundation is a registered charity

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