



STAPLES®
Business Advantage

Workplace Index 2016

**The guide to
keeping employees
engaged, happy, and
motivated at work**

The Staples Business Advantage Workplace Index is a comprehensive study of office workers and business decision makers in the United States and Canada. This is the second annual Workplace Index conducted by Staples Business Advantage, the business-to-business division of Staples, Inc.

staplesadvantage.com



Foreword

“The Staples Business Advantage Workplace Index provides an important look at the state of the workplace and what employees want and need from their employers. Based on the results, it is evident that employees thrive in a workplace that is sensitive to their needs and well-being. An office outfitted with thoughtful workplace solutions boosts employee productivity and happiness and directly impact the bottom line.”

Neil Ringel

Executive vice president,
Staples Business Advantage, North America.



“This study shows that there is a tremendous opportunity for organizations to focus on and design employee experiences where employees truly want to show up. Offering employees health and wellness programs, well-designed office environments, and up-to-date, modern technologies are all a part of that employee experience. This is crucial to be able to attract and retain top talent.”

Jacob Morgan

Best-selling author of *The Future of Work*, *Futurist*, and Co-founder of the Future of Work Community, a brand council of the world's most forward thinking organizations who come together to explore the future of work



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About Staples, Inc.



A Visual Overview

Who We Surveyed

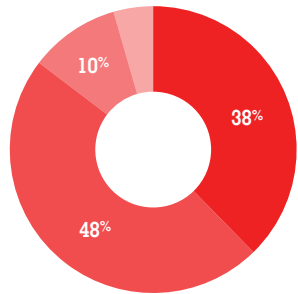
3,105



936 Office Workers US	1059 Decision Makers US	468 Office Workers CANADA	642 Decision Makers CANADA
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Happiness at work

Q Are you happy at work?

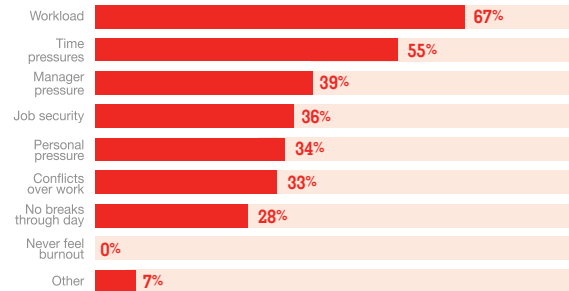


● Very Happy ● Somewhat Happy ● Slightly Unhappy ● Very Unhappy

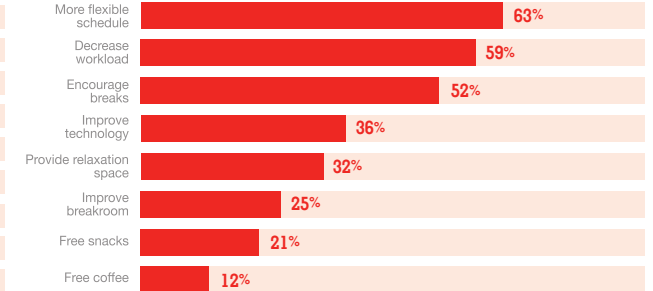
Burnout at Work

40% Of People Surveyed Say They Feel Burnt Out At Work

Q Which of the following aspects of your job do you think contribute to the burnout you feel?

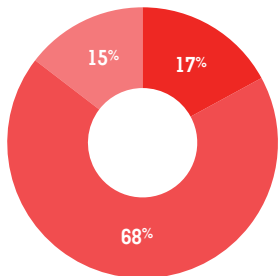


Q How could your employer help you avoid experiencing burnout?



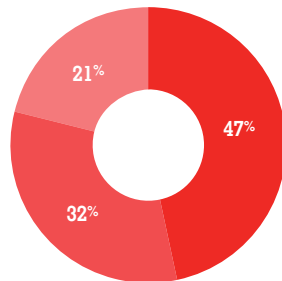
Looking for a New Job

Q Do you expect to change jobs in the next 12 months?



● Yes ● No ● I Don't Know

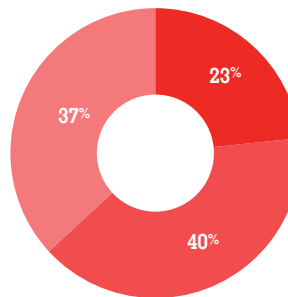
Q Is this burnout motivating you to look for another job?



● Yes ● No ● I Don't Know

Wellness Programs

Q Is the availability of a wellness program a selling point if you were to look for a new job?



● Yes ● Somewhat ● No

Productivity & Inspiration

Q Where are you most productive in terms of getting work done?

65%

Say

Desk at work



Q Where are you most inspired?

36%

Say

Desk at work





“The fact that employees are drowning at work is an interesting theme and speaks to the fact that work life balance is dead and is being replaced by work life integration.”

Jacob Morgan



The State Of The Workplace

Workers face a love / hate relationship with the office: it's where they're most productive, but burnout and stress remain prevalent. Employees say they're working longer hours simply to catch up on work they couldn't tackle during an eight-hour day. That workload is taking a toll.



Sixty-five percent of respondents say workplace stress impacts them. Nearly half report feeling overworked and cite that as a reason to look for another job, and 15 percent have even taken a workplace stress-related leave of absence.

In response, employees want more from their employers. They want initiatives such as wellness programs and well-designed workspaces, office perks including healthy snacks and coffee, and technology tools that help improve productivity. They want help in improving their creativity, health, interest in their work and relationships with colleagues.

The majority of workers (65 percent) say they feel most inspired at the office, but only 16 percent of those same workers describe their office design as inspiring.

Forty-three percent would like to see more attention paid to workplace design, with respondents also citing a desire for natural light, private spaces, standing desks, lounge areas, and ergonomic/flexible furniture for multiple uses.

65%

Say

WORKPLACE STRESS IMPACTS THEM

1/2

Feel

OVERWORKED

15%

Have

TAKEN A WORKPLACE STRESS-RELATED LEAVE OF ABSENCE.

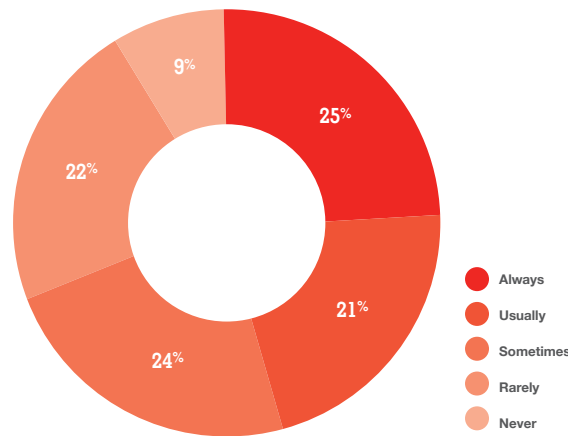


Actions employers can take to provide an inspiring and productive workplace

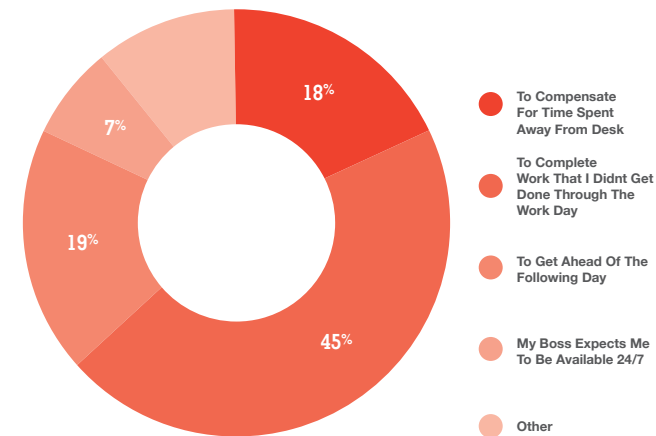
Employees say they're most productive in the office.

Only nine percent of office workers say they never work more that 40+ hours in a week. Employees identified some key drivers that could improve their work-life happiness. Employees want recognition for their work, and they believe this would improve office morale. There are also many changes that employers can make to improve office happiness, and in turn, office loyalty. Fourteen percent of those surveyed thought improved tech would help, while 11 percent say an improved office design would help cultivate happiness.

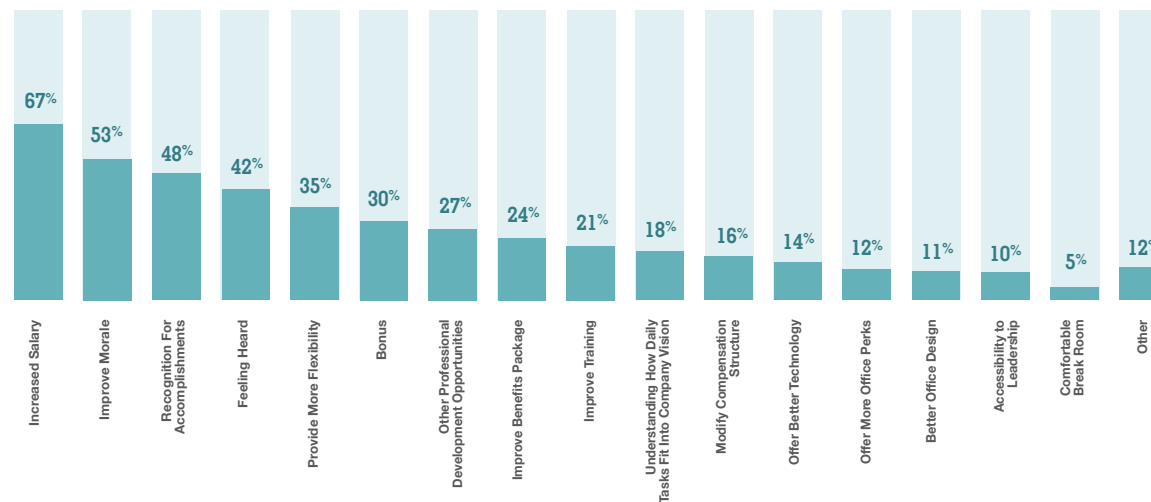
Q How often do you work more than 40 hours per week?



Q What is the biggest reason you work after the standard workday is done?

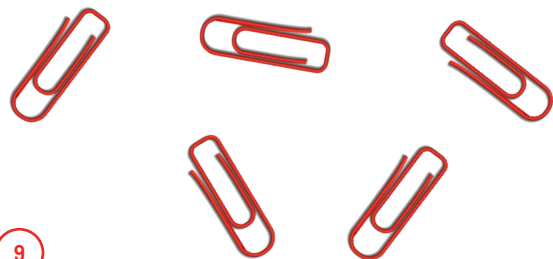


Q What can your employer do to improve your happiness?

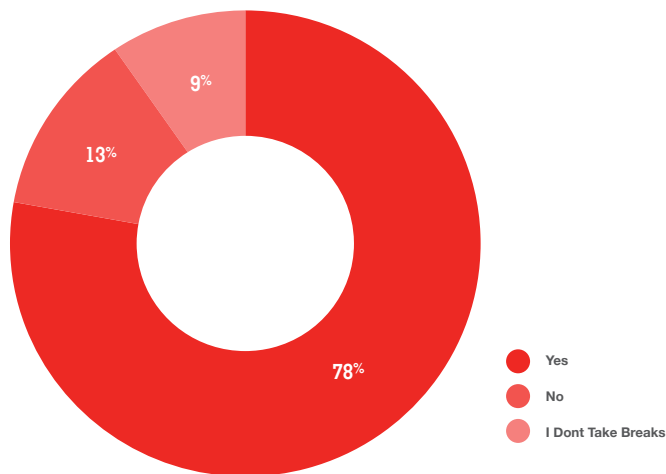


Optimizing the office for your employees

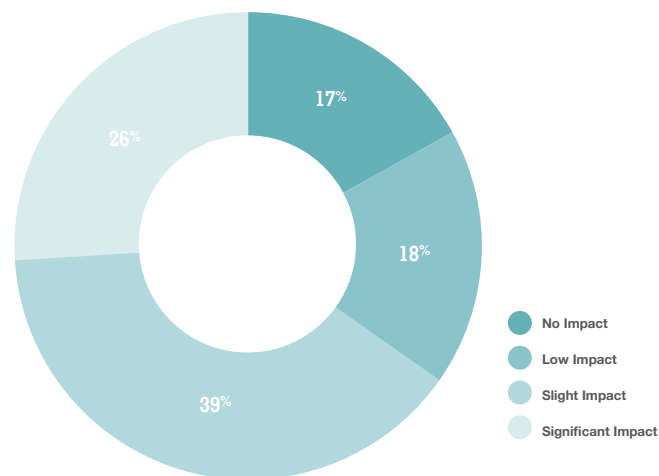
Provide employees the right resources, not only to work, but to work well. More employees are experiencing burnout and fatigue at work. This is leading to stress and employee turnover.



Q Does taking a break make you feel more productive throughout the day?



Q Rate how your workplace has been a contributing factor to stress



Health & wellbeing = Employee happiness

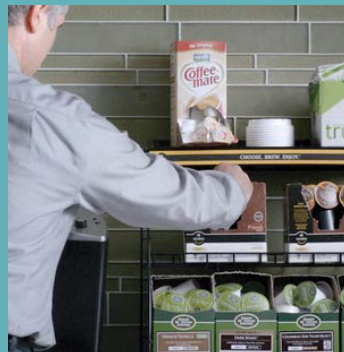
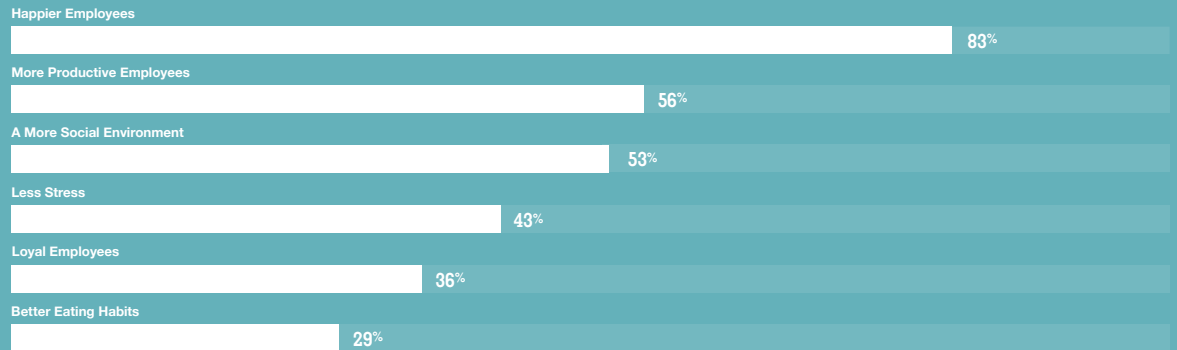
Workers feel that longer hours spent in the office is taking a toll on their health. In addition to feeling mental fatigue, some employees suffer from physical discomfort.

Fortunately, there are a number of ways to help employees combat the inherent challenges that come with working in an office. While installing an onsite gym may seem like the obvious answer, smaller changes can have a great effect on the office.

Seventy-eight percent of employees say they feel more productive after a break. The overbearing problem, though, is that workers are reluctant to take breaks because of guilt. That's why, when asked for solutions to burnout, over half of the employees surveyed said they wished breaks were actively encouraged.



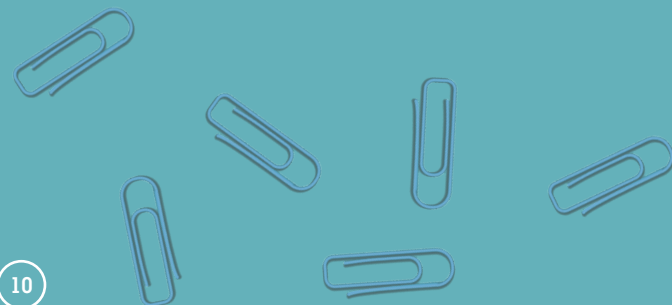
Please indicate if you feel a well-stocked breakroom leads to any of the following?



Breakroom Solutions

It's easy to make your breakroom or kitchen a place where people feel happy, energized and comfortable. Count on Staples Business Advantage® to tailor water and coffee delivery programs as well as furniture solutions especially for your office.

VISIT US ONLINE



The latest technology can help boost productivity

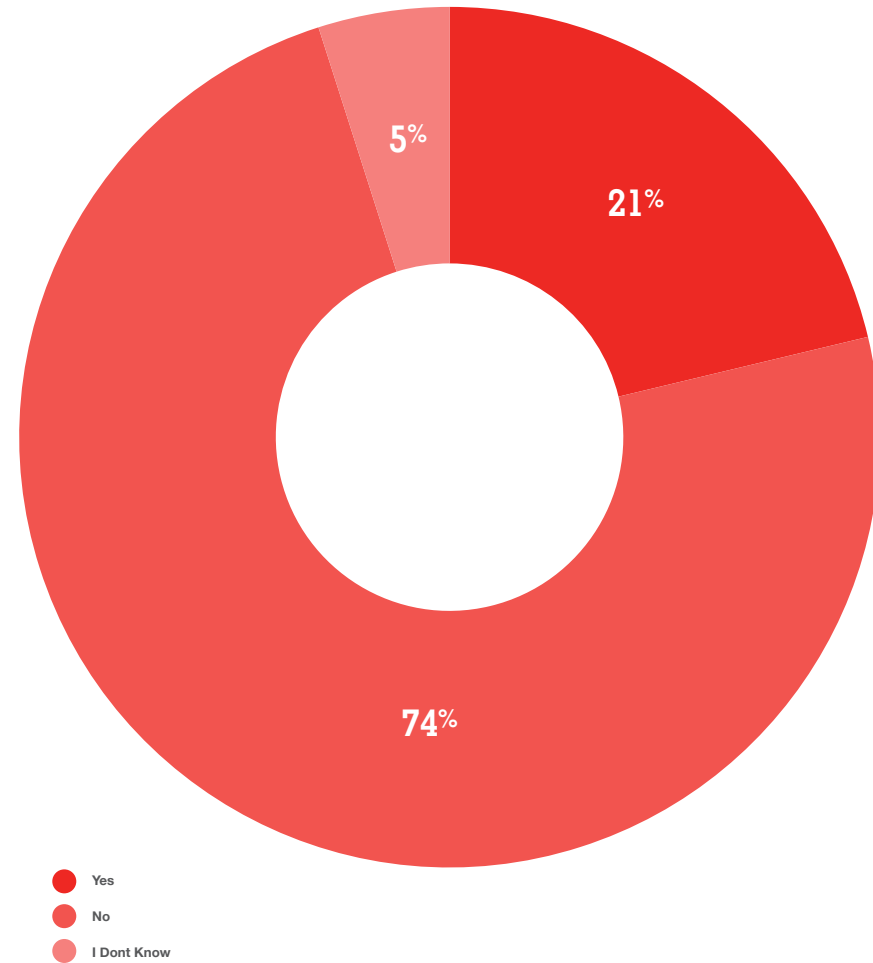


Even productive employees believe that the right tools and technology can help offices to become more efficient.

Three out of four respondents say their employers do not give them access to the latest technology to help them do their job more efficiently. Even among those who feel they are productive at work, they report they could be doing more with the right tools.



Does your employer give you access to the latest technology to help you do your job more effectively and efficiently?





“For as long as I have been researching the future of work, office technology has always had a considerable impact on employees.”

Jacob Morgan

Block the distractors- build productivity

Workplace distractions also impact productivity. The top distractor is noise from co-workers (for the second year in a row). Email overload is also impacting efficiency.

Different types of work necessitate different types of workspaces.



1. Allow room for collaboration. Give employees a place to discuss and share ideas without worrying about disturbing their colleagues.



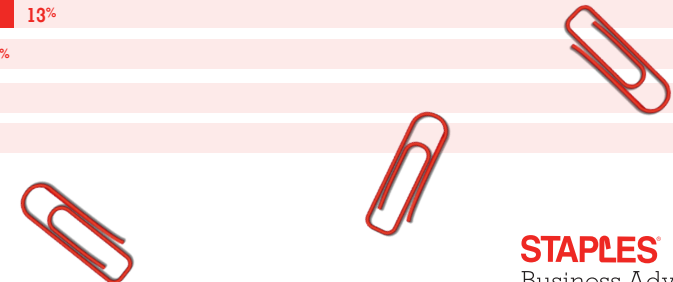
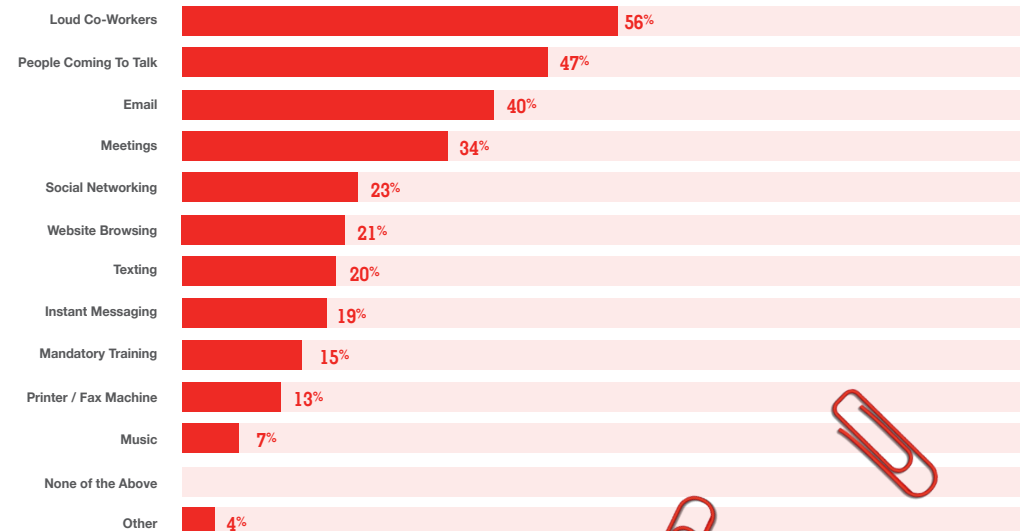
2. Conversely, also make sure those that need quiet can find it. Whether that means a small cubicle for calls or a meeting room for privacy, employees should feel like they have a place to work beyond their desk.



3. There are a number of options that can help make the most of the office space. Don't be limited by traditional solutions.



What distractions get in the way of you doing your best work?



Doing the right thing

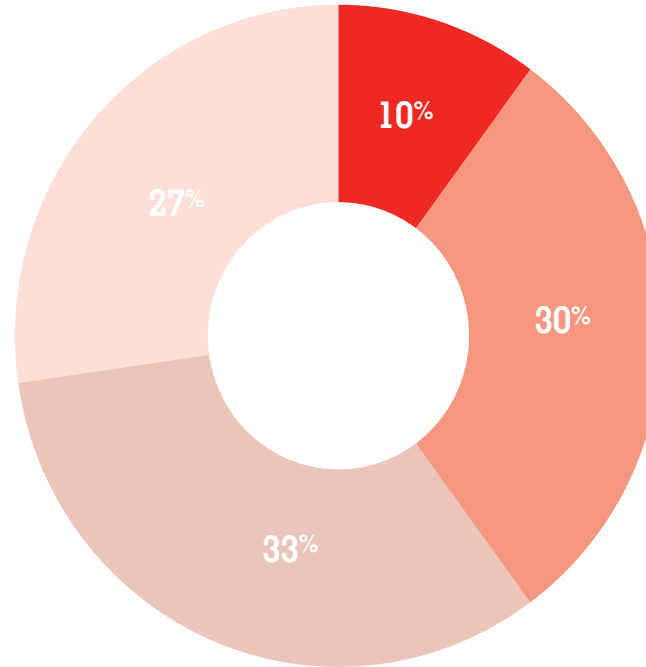
A big driver for employee satisfaction is the belief that their company is doing the right thing.

Seventy-three percent of respondents say an eco-friendly company is a key factor, very important, or somewhat important when making an employment decision. Sustainable practices employers can incorporate in the workplace include recycling office technology, using green cleaning products, and choosing furniture that's refurbished or made from sustainable materials.

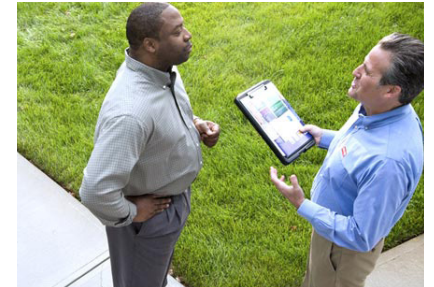
Employees who engage in their company's sustainability and CSR initiatives have statistically significant increases in their overall engagement rate. Implementing or improving these initiatives is in the interest of the company, the employee and the planet.



How important is an eco-friendly company when making an employment decision?



- It's a key factor in my decision process
- It's very important
- It's somewhat important
- It doesn't impact my decision making process at all



Green Focus

At Staples, we strive to minimize our environmental impact on the planet and the communities we serve. From responsibly sourced products and packaging to the recycling services we offer our customers, we're committed to sustainability.

Going green is easier with Staples Business Advantage®

Running your businesses with less impact on the natural world is a priority, and purchasing green products is just the beginning. Rely on our expertise to help you create an affordable, accredited sustainable program for your office.

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Office design

Despite the fact that people are spending more time in the office working late, they're still finding it the most productive place to be.

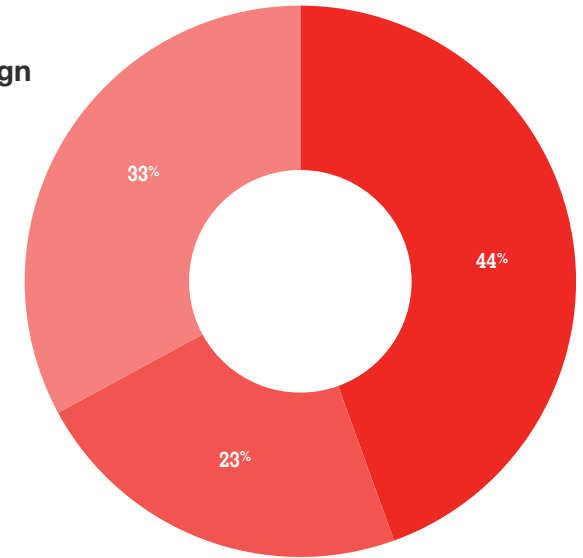
There's still work to be done when it comes to office design, as the majority of survey respondents describe their office as standard, plain, and dull – even if they are in an open or hybrid environment.



Q

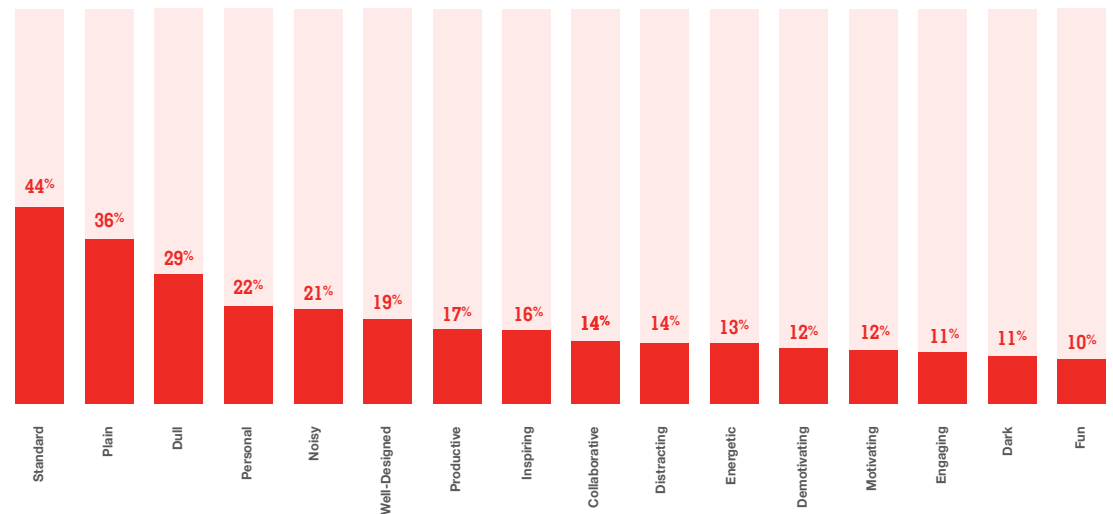
Would you like to see more attention paid to office design in your workplace?

- Yes
- No
- Indifferent



Q

How would you describe your office?



“The trend toward new office environments is definitely one worth paying attention to. I believe that in the near future we will see more companies with six plus floor plans, not just open or closed spaces.”

Jacob Morgan

What can be done

Changes, even if they seem small, together can cultivate a productive culture.

1

Make the office a positive, inspiring place to work.

- Feed creativity by building spaces to cater to different types of work. Provide open spaces but also try to offer closed, quieter areas.
- Make employees feel valued – give them a voice.

2

Design with purpose.

- Forty-three percent would like to see more attention paid to workplace design, with respondents also citing a desire for natural light, private spaces, standing desks, lounge areas, and ergonomic/flexible furniture for multiple uses.
- Blend a variety of workspaces, offices should not just cater to one type of task.

3

Offer solutions such as telecommuting and sustainability programs to keep employees happy, healthy & inspired.

- Reduce burnout by managing workloads and encouraging breaks.

4

Reduce burnout and improve employee productivity by offering a wellness program.

- Sixty-two percent of respondents say the availability of a wellness program is a selling point when looking for a new job, but 58 percent say their workplace doesn't offer one.
- In a wellness program employees report that they're looking for well-stocked breakrooms, onsite gyms, and fitness-tracking wearable devices.

5

Seek out solutions to combat hindrances on productivity.

- Support your team by offering the right technology. Keep email inboxes under control and reduce distractions by making sure that meetings are worth their time.
- Make use of the tools that help employees use email effectively.

Methodology

The Staples Business Advantage Workplace Index was conducted online among 1,995 employees in the U.S. (936 were classified as general officer workers and 1,059 as business decision makers) and 1,110 employees in Canada (468 were classified as general office workers and 642 business decision makers) by Morar Consulting in March 2016. This survey has a margin of error of +/- 1.8 percent at 95 percent confidence limits.



About Staples, Inc.

Staples retail stores and Staples.com help small business customers make more happen by providing a broad assortment of products, expanded business services and easy ways to shop, all backed with a lowest price guarantee.

Staples offers businesses the convenience to shop and buy how and when they want - in store, online, via mobile or through social apps. Staples.com customers can either buy online and pick-up in store or ship for free from Staples.com with Staples Rewards minimum purchase. Expanded services also make it easy for businesses to succeed with in-store Business Centers featuring shipping services and products, copying, scanning, faxing and computer work stations, Tech Services, full-service Print & Marketing Services, Staples Merchant Services, small business lending and credit services.

Staples Business Advantage, the business-to-business division of Staples, Inc., helps mid-market, commercial and enterprise-sized customers make more happen by offering a curated assortment of products and services combined with deep expertise, best-in-class customer service, competitive pricing and state-of-the-art ecommerce site. Staples Business Advantage is the one-source solution for all things businesses need to succeed, including office supplies, facilities cleaning and maintenance, breakroom snacks and beverages, technology, furniture, interior design and Print & Marketing Services. Headquartered outside of Boston, Staples, Inc. operates throughout North and South America, Europe, Asia, Australia and New Zealand. More information about Staples (NASDAQ: SPLS) is available at www.staples.com.

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Thank you

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