

# why healthy business relies on healthy minds

## the role of facilities management in workplace wellbeing

Wellness in the workplace has become an increasing area of focus for employers. This is no surprise when you consider that according to the UK government's Health and Safety Executive website, 15.4 million working days were lost in 2017/18 due to work-related stress, depression or anxiety<sup>1</sup>.

In essence, the pressures of modern life and the workplace has led to many UK workers struggling to 'switch off' (leavism), which, according to The Guardian, can be seriously harmful to mental health<sup>2</sup>. As highlighted by iNews, this has become a focus for employers as they seek to introduce new incentives, internal policies and initiatives designed to help address the impact of stress in the workplace<sup>3</sup>.





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As a result, we are certainly seeing a shift in the 'conventional' role of the facility manager, who historically may have been responsible for general facility service provision, but who is now increasingly recognised for contributions in workplaces that enhance employee wellbeing whilst fostering productivity. The mandate for facility management (FM) is changing in line with the evolving workplace.

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The Mental Health Foundation

There is a distinct link between wellbeing, productivity and performance within business. In October 2017, the Chartered Institute of Personnel Development found that, when experiencing ill mental health, 57% of UK employees found it harder to multi-task, 62% took longer to do tasks and 80% found it more difficult to concentrate.

It can affect team and customer interaction, too. The same study found that people experiencing through periods of poor mental health were 37% more likely to get into conflict with colleagues, and 50% were less patient with customers. There are clear financial implications. According to the Mental Health Foundation, 70 million work days are lost each year due to mental health problems in the UK - costing organisations approximately £2.4 billion per annum.

HR practices are already investing time and energy to address the problem. Common initiatives include setting up mental health anti-stigma and awareness-raising activities, training for managers on workplace wellbeing, and the creation of best practice policies. This is all to be encouraged, but the needs of employees are changing, and as such, so are the demands on the working environment.

## workplace design supporting mental wellbeing

The design and layout of the office – and even the building itself – has a recognisable impact on employee mental health and wellbeing. According to research compiled by Mindspace in March 2018, 24% of surveyed employees who work at the same desk for five days per week felt tired, and 20% admitted to feeling stressed.

Furthermore, the research also emphasised that an office plan that sustains mental health through inspiring employees was viewed with increasing importance to millennials. Indeed, 21% of surveyed millennials rejected a potential employer due to poor and 'uninspiring' office designs.

So what specific aspects of facilities do employees believe will inspire them and support their mental health? According to the Wellness Together research, using feedback from 1000 UK offices conducted by Sapio Research in June 2017, 27% of employees surveyed were keen for breakout and collaborative spaces, and 43% were in favour of having access to a quiet private space when needed.

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There are some relatively simple steps that can be taken. FMs can facilitate the creation of open office plans that provide colleagues with the freedom and flexibility to easily speak with each other in person, instead of forcing workers to communicate electronically for even the most basic correspondences. This allows collaboration and breakout sessions to become an integral part of work; EMCOR UK sees designs like this in shared or co-working spaces in particular. For quiet spaces, FMs can design and construct separated rooms that have access to a window for fresh air circulation and light, but also with soundproof panelling to help ensure privacy.

Indoor environmental factors are often overlooked, in particular the negative impact on cognitive function and wellbeing of consistently high levels of CO2 in the workplace.

Whilst noise pollution, VOC's and humidity have an impact on wellbeing, another important element of office design that can impact mental health is lighting.

According to a survey released by Lamp Shop Online in March 2018, 9.3% of employees surveyed said that the position of their workplace lighting created a 'stressful environment.' To prevent this unnecessary health concern, EMCOR UK is seeing a demand amongst our clients for effective lighting strategies that prevent poor lighting or excessive glare, and that can be catered specifically for each organisation's requirements.

(1) Source: Health and Safety Executive, Nov 2018 - Working Days Lost in Great Britain: <http://www.hse.gov.uk/statistics/dayslost.htm>

(2) Source: The Guardian, Wednesday 11th October 2017: 'Six steps to improving mental wellbeing at work' <https://www.theguardian.com/careers/2017/oct/11/six-steps-to-improving-mental-wellbeing-work>

(3) Source: iNews, Wednesday 1 November 2017: 'The companies that go above and beyond to boost mental wellbeing at work' <https://inews.co.uk/inews-lifestyle/wellbeing/companies-work-wellbeing/>





**59% of workers surveyed agreed that work is the most common cause of stress.**

2018 UK Workplace Stress Report

**But what happens if stress is created by company culture or work pressure itself, and isn't a direct result of a fault with the facility's structure or design?**

According to the 2018 UK Workplace Stress Report, 59% of workers surveyed agree that 'work' is the most common cause of stress. Yet 45% of British businesses offer nothing to help alleviate this. This is a worrying statistic because a growing awareness of the importance of wellbeing in the workplace has not yet translated to serious (enough) investment. This would also suggest that the dots are not yet joined by decision makers between healthier and happier workers and the performance and productivity improvements that would naturally follow.

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We're supporting  
**mind**  
for better mental health

## wellbeing supported by technology

Smart building technology is playing a vital role by enabling digital connectivity to streamline processes, improve communication and improve building user experience.

Largely designed to automate, the 'smart building' of today and the future will know exactly what you want and when you want it. And yet, when designing the perfect workplace, smart buildings and spaces should be configured in a way to support people in what they are doing and improve their lives, health, and wellbeing wherever possible, not get in their way.

Traditional 'soft' facilities management services such as post room, catering, vending, waste and help desk services play their part in relieving employees from the worry (and stress) of doing certain tasks and enabling them to focus on the job in hand.

Modern facilities management, on the other hand, goes one big technology step further by using smart building technology to ensure that buildings, assets and people are fully optimised, perform at their best and are in the best shape to perform their work and go home as happy and healthy as they can be.



**Intricate, real-time data is immediately available to facilities managers.**

The information available today offers the opportunity to drill down to specific user demographics. With this information, the facilities manager is able to monitor and evaluate workplace elements that have the potential to positively influence employee health and wellbeing.

In short, FMs are positioned to advise organisations on priority areas for change to create maximum positive impact and then lead those changes to effect major improvements in the overall wellbeing and performance of company employees.

EMCOR UK has decades of experience in delivering facilities management at the highest level and an enviable track record collaborating with customers to achieve high performing, productive and sustainable workplaces that support the health and wellbeing of those who occupy them.

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