



Tork Office Report

Australasia



40%

of office workers experience unclean washrooms and empty soap and paper dispensers

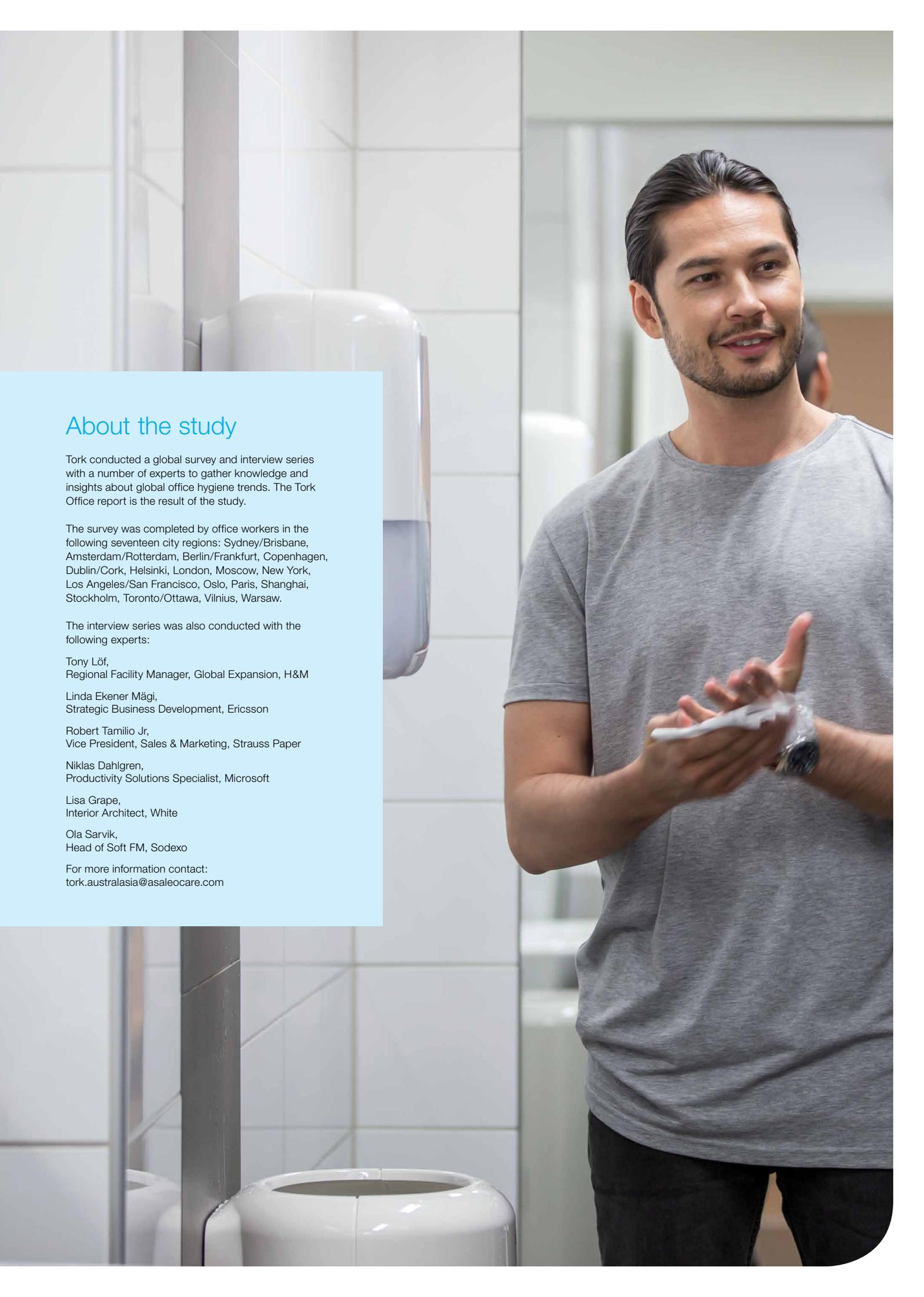
7/10

Australians believe poor hygiene negatively affects employees

56%

believe they are more hygienic than most people in their office

You deserve better.



About the study

Tork conducted a global survey and interview series with a number of experts to gather knowledge and insights about global office hygiene trends. The Tork Office report is the result of the study.

The survey was completed by office workers in the following seventeen city regions: Sydney/Brisbane, Amsterdam/Rotterdam, Berlin/Frankfurt, Copenhagen, Dublin/Cork, Helsinki, London, Moscow, New York, Los Angeles/San Francisco, Oslo, Paris, Shanghai, Stockholm, Toronto/Ottawa, Vilnius, Warsaw.

The interview series was also conducted with the following experts:

Tony Löff,
Regional Facility Manager, Global Expansion, H&M

Linda Ekener Mägi,
Strategic Business Development, Ericsson

Robert Tamilio Jr,
Vice President, Sales & Marketing, Strauss Paper

Niklas Dahlgren,
Productivity Solutions Specialist, Microsoft

Lisa Grape,
Interior Architect, White

Ola Sarvik,
Head of Soft FM, Sodexo

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To further understand commercial offices, property managers and what their clients are looking for, Tork® has conducted global surveys with office workers and an interview series with a number of experts. In such a competitive marketplace, where attracting and retaining quality staff is so imperative, insights into attitudes and behaviour can make a difference.

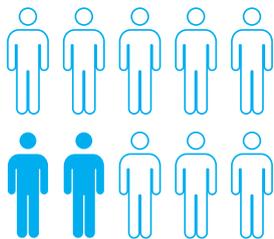
This report is based on 8,000 responses from office workers in major cities around the globe. With everything from hot desking to collaborative work spaces, offices have undergone, and are undergoing, a constant development. Understanding where that journey is headed is key to providing solutions that are relevant in tomorrow's offices.

There are three major office trends that have been identified through our study: the intelligent office, the flexible office, and the conscious office.

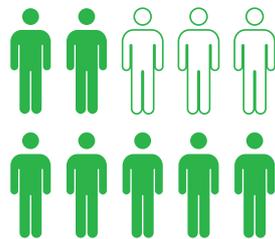
Furthermore, the survey results confirm an overarching trend – The importance of office hygiene.

It's clear that hygiene is an area where improvements would be noticed and appreciated. Tork can help create a clean and comfortable environment for both visitors and employees, with high-quality and cost-conscious products for the whole building.

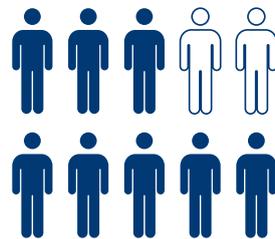
Why hygiene matters



Only 20% of Australians believe they have good office hygiene



2/3 Australian workers worry about getting infected by sick colleagues



79% say they would inform their manager if they weren't satisfied with the quality of hygiene products

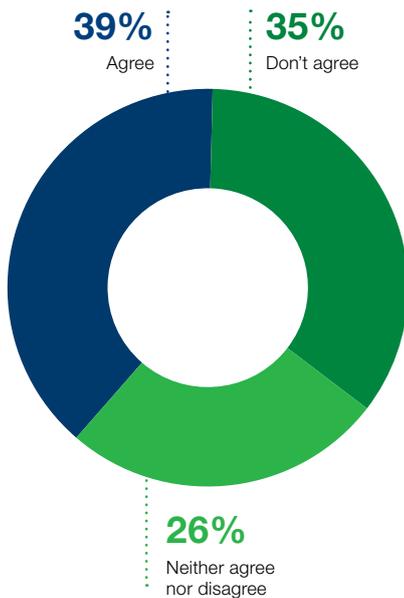
The intelligent office



The internet of things is entering the workplace with more objects connected than just your laptop, smartphone and printer. We are on the verge of a breakthrough of this kind of technology and it's expected to drive growth and improve work practices and operational efficiency. The data collected will shape all decisions in the future from facility management to office and building design itself.

With more smart connected objects including lighting systems, thermostats and even coffee machines, office employees are open to connecting devices related to hygiene. We are on the verge of major advances as companies become smarter about gathering and acting on office data.

Washroom hygiene remains an issue



Q: Restrooms in my office are not always properly cleaned

Connectivity in the office allows service providers to eliminate hygiene issues. Intelligent dispensers in washrooms can send push-notifications when they are running out of soap and paper, and sensors in washrooms and elsewhere register flow and traffic, so that areas can be cleaned when a certain amount of people have used them. This kind of real-time information lets facility management be proactive, solving problems before they appear instead of discovering issues through complaints or long, repetitive control rounds.

“When it comes to improving the office environment through connected devices, hygiene is a key aspect”

Tony Löf, Regional Facility Manager, Global Expansion, H&M

H&M is developing a global facility management concept, “there will be complaints straight away if core hygiene isn't maintained.”

Tork is leading the way with EasyCube. The Tork EasyCube™ Intelligent system tracks and analyses use, refill needs and traffic trends in every washroom, giving you increased control to effectively manage and plan hygiene and cleaning needs. The intelligent system tells you how many people have visited each washroom, and will instantly notify you or your staff if any dispensers are running low or need a refill.

Tork EasyCube puts you in control so you can be proactive instead of reactive – making sure your staff are where they're needed when they're needed.



The flexible office

Office design is shifting from one-size-fits-all to solutions accommodating different needs and different activities. These flexible offices will also require new, flexible hygiene solutions.

While flexible work hours and working remotely is fast becoming the new norm, the physical office will continue to be the central place for employees. But keeping workers happy in this environment will require more effort than it used to, including more versatile approaches to facility management as the workplace is increasingly used for cleaning-intensive activities such as exercise and social occasions.

Over 60% say that their office has been redesigned at least once in the past three years.

But rethinking the office is not just about cutting the rent or shuffling desks about; management also wants to keep staff happy and productive. And 65% of workers agree that office space design has an impact on the atmosphere between co-workers.

A one-size-fits-all office won't do the trick: needs differ from day to day, as well as between different workers and teams. Hot desking, co-working, collaborative spaces and activity-based areas require more flexible furniture and design solutions.

The results from the global survey highlight the differences in individual attitudes and perceptions when it comes to hygiene, providing an opportunity for Facilities companies to recognise and meet shifting employee demands.

Employees in all surveyed cities are uncomfortable with everything from using the same bathroom as people they do not know (42%) to crumbs and stains from other employees' food (62%). Some hygiene products like wet wipes and sanitisers can alleviate these concerns. Making them easily accessible and intuitive to use is crucial.

Over 70% get annoyed with colleagues when they do not clean up after themselves.

Over half of workers globally often worry about getting infected by colleagues going to work when they are sick, which may explain why six out of ten believe that working remotely is good for their health. For businesses looking to improve productivity, the reduction of absenteeism is always high on the agenda.

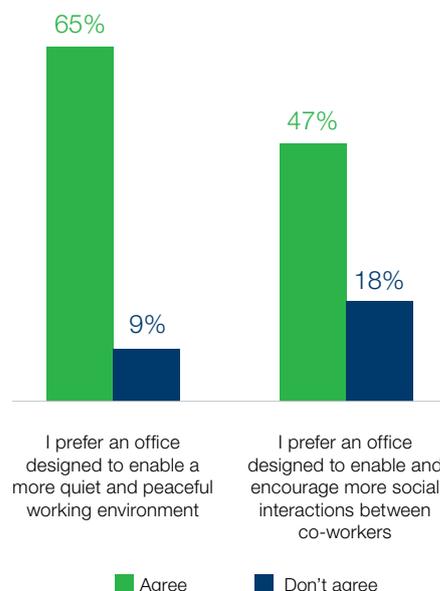
"With people changing their workspace on a daily basis, sometimes several times per day, we need to provide solutions allowing employees to clean keyboards and other shared office components," says Ola Sarvik, member of Sodexo's international network of cleaning experts, "and expectations will be higher on the flexibility of our services."

2/3 Australian workers would like their office to provide hand sanitiser.

As the office design becomes more flexible to accommodate the different roles and tasks of a company's employees, proactive solutions providing higher quality office hygiene and enabling employees to take more active control over workplace hygiene themselves will be sought after. Facility management and service companies that can provide these solutions will have a competitive edge.



Office workers want it all – peace, quiet, and social interactions



The conscious office

The line between work and life is becoming increasingly blurred, whereby employees expect to conduct traditional non-work activities – like leisure activities, going to the gym and accessing childcare – in the workplace. This is driving demand for more holistic solutions that include everything from air quality to kitchen hygiene. Managers that want to attract talent today need to provide a sustainable, hygienic and enjoyable office environment. This could be the difference between attracting and retaining quality staff and the expensive implications of high staff turnover.

More than just a place to get the work done

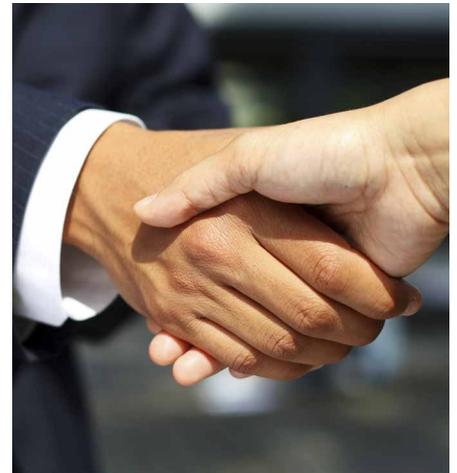
In the offices of today, 45% of employees say they have a café and almost a quarter have a gym. Property owners are looking to incorporate gyms, childcare facilities and wellness centres into buildings to differentiate their offering. This is creating a greater need for hygiene products that are not traditionally used in offices. Products such as wipers and sanitisers to clean gym equipment, café napkins and food-safe kitchen products are important to maintain hygiene in these new areas.

At the Redmond campus, Microsoft's 125 building headquarters in Washington where there are over 40,000 employees, the company not only supplies everything from soccer fields to walking trails in the woods, management has also invited the best local restaurants to open up onsite so that employees don't have to leave their workplace to get high quality meals.

Healthy employees are happy employees

With 79% of survey respondents saying they would inform their office managers or facility manager if they aren't satisfied with the quality of hygiene products, companies that are serious about attracting and keeping talented workers will also demand high-end hygiene solutions in their washrooms, kitchenettes and office areas.

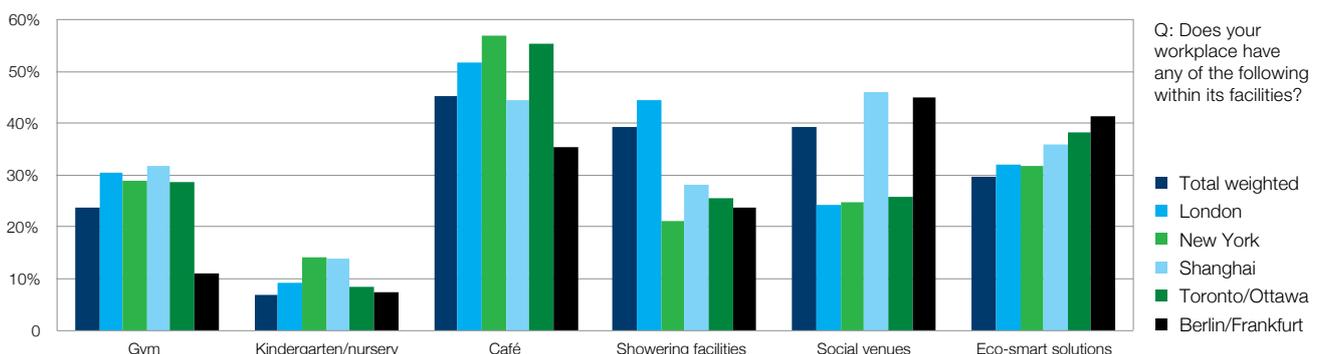
Employees that are more and more conscious of their office environment are part of a growing wellness trend – people are finding ways to improve their lifestyle, wanting to be more healthy and sustainable. This drives demand for holistic solutions, ensuring a healthy and sustainable office environment which includes sustainably manufactured products and office supplies.

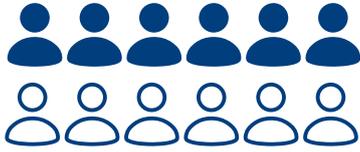


“There is no substitute for the personal meeting. People who only work digitally risk becoming increasingly peripheral, making it hard to ensure well-functioning groups.”

Niklas Dahlgren, Productivity Solutions Specialist, Microsoft

Many offices worldwide are designed to enable activities other than work





Wellbeing in the office

53% of surveyed office workers worldwide say their employer cares about their well being; 18% disagree.

Workers want better buildings

Already, more than half of office workers say that their employer cares about their wellbeing, and a third say that their office is designed with the employees' health as a first priority. This is good news for facility managers and service providers: high quality facility management is becoming an important unique selling point when companies decide which offices to rent.

Robert Tamilio Jr, Vice President, Sales & Marketing at leading janitorial and washroom supplier Strauss Paper recognises the shift toward a more conscious office driven by employee demands: "Ten years ago tenant companies didn't care what was in the walls and how buildings were cleaned, today they demand to know."

The company supplies a number of A-class buildings in Manhattan, and is noticing changes in the way people are buying their products: "We supply the Freedom Tower. In order to get the contract we went through two layers of sustainability people before we could even talk about other dimensions of our products."

Executives are realising that a healthy, sustainable building with environmentally sustainable service products is a major marketing advantage.

The future will be bright for cleaning companies and service providers that don't just bring a low price per square metre to the table, but offer a holistic approach to office hygiene and sustainability, meeting the demands of increasingly conscious workers and giving their clients a competitive edge.

Identifying products that can back-up their environmental claims is becoming increasingly important to de-risk purchases in a savvy and vocal marketplace. Third party audited assessments such as Environmental Product Declarations (EPDs) will become the new norm.

Tork is dedicated to serving their customers' needs in a sustainable way. Tork dispensers and refills are designed to work together for maximum performance to reduce usage, waste and servicing. Local production, efficient packaging and optimal sizing reduces transportation and associated costs, while sustainable sourcing, third party certifications and EPDs derisk purchasing decisions.



Five key take-outs



Technology, technology, technology

The internet of things will change every workplace and data will drive future decisions.



Flexibility is key

Businesses that can embrace change will benefit. Look for portability and adaptability of office supplies and products.



Human interaction

The trend of working remotely continues, but face to face interactions should not be underestimated. Office design needs to foster collaborative working environments.



Enviro claims

As the market becomes more eco-savvy, continuous sustainability gains will be required with an increasing need for evidence to support claims.



Holistic approach

Businesses need to think holistically about office spaces. Air quality, lighting, hygiene, gym facilities, cafés etc. all improve employee health and wellbeing.



Today's office workplaces must promote productive office workers while operating efficiently with regard to water, energy, and recycling. They must carry corporate identity, promote employee well-being while respecting the bottom line by providing efficient and flexible spaces. Essentially, office buildings of today must achieve exceedingly high levels of performance to be successful.

If you would like a hygiene audit of your office, talk to Tork.



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