

Subject J0330 – McLarens Staff Survey. Information for the Synergy Session

Staff Identity

Out of 31 estimated staff, 21 completed the survey: 13 from Property, 3 from Marine, 2 from Liability, 2 from Forensic, and 1 from Construction. Staff generally have a clear understanding of their departmental roles and their position within the company. Some minor variations exist, but with incomplete participation, minor inconsistencies are expected.

Staff Working Style

Concentration: The average rating of 1.4 reflects a highly focused work environment where individual concentration is crucial. This low score indicates that staff find their current workspace disruptive, with loud acoustics and frequent distractions. On average, staff need to leave their desks 7 times a day for phone calls. Approximately 80% of staff report being affected by these distractions and note a lack of phone booths, while only 20% have access to a quiet room. Staff spend about 40% of their time at their workstations and are seeking improvements to reduce these disruptions.

Contemplation: The rating of 4.3 indicates that staff lack access to suitable breakout spaces or areas to relax and recharge. This deficiency impacts not only their work but also the workplace culture, affecting their motivation to come into the office and socialize. We will review additional feedback in both the Office and Amenities section and the Staff Feedback section to address this issue.

Co-operation: With a rating of 3.5, which falls within the acceptable range of 2.5-3.5, staff are collaborating effectively despite office distractions. However, it is important to assess how improvements in office design could either maintain or enhance this level of collaboration. Staff report that 95% of them collaborate at their individual workstations, potentially causing distractions for nearby colleagues. Additionally, 57% of staff frequently hold brief catch-up meetings to discuss ideas, and 81% require dedicated meeting spaces for client interactions. The majority of collaboration occurs between Property and Liability (38%), Property and Forensics (24%), and Marine and Forensics (10%). Meetings often involve around 11 participants, with the largest meetings accommodating approximately 25 people.

Communication: A rating of 2.9 indicates that staff frequently engage in presentations and collaborative activities. Most staff utilize all available presentation tools effectively, with Zoom being widely used, along with screen sharing via TVs, whiteboards, and external speakers. In terms of technology, all staff use laptops and have a secondary monitor. They prefer a data connection at their desk over Wi-Fi. Landlines and desktops are not considered in the new design.

Commuting: Another rating of 2.9 indicates that remote work is prevalent among staff, likely due to a desire for better work-life balance or, as noted later in this document, to avoid distractions by holding important meetings outside the office. 76% of staff currently work from home or prefer to do so, while 20% are open to hot-desking, which may suggest a preference for a quieter workspace than their usual spot. All staff are satisfied with the office's CBD location, and 40% are pleased with its proximity to the current site. For commuting, 70% of staff drive, and the remainder use public transportation.

Utilities, Printing, Storage

Regarding a dedicated utilities area, staff have personal stationery at their desks and do not currently require a communal space for tasks like stapling, laminating, or binding. Instead, 80% of staff need access to standard stationery

items, making a communal stationery cupboard a suitable alternative to a dedicated bench area. There is no need for laminating, binding, or mailing facilities, though additional storage for folders is necessary.

In terms of printing, the Property team uses the printer the most, with an average of 25 prints per day, followed by Liability and Forensics at 13 each, Marine at 9, and Construction at 1. The printer is used a total of 61 times daily and should be placed in a convenient location with nearby access to paper and ink.

For storage, staff do not currently use shared tambours for personal items or miscellaneous stationery, but these could be a useful addition. About half of the staff use filing cabinets and general cupboard storage, with only a third having personal pedestals. A Compactus system is not currently on site but could be beneficial. The main items staff have stated they want access to is Documents, Misc Stationary, and a Storage Area.

Office & Amenities

A rating of 4.3 for the Contemplation working style highlighted to us the importance of having spaces and amenities for staff to relax and regroup. It's beneficial for staff to have dedicated areas where they can unwind and refocus, returning to work feeling refreshed. All staff use the filtered water, similar to their use of the coffee machine, and 95% utilize the kitchen area and its appliances, although there has been no request for communal food options. However, 70% of staff find the office too small, and many feel that the natural and artificial lighting affects their work quality. Additionally, 95% of staff desire more greenery in the office, whether real or artificial. Only 10% believe the current office design is effective, fun, or unique, though 95% appreciate the overall workplace culture, which is a positive indicator.

Staff Habits and Schedule

Of the 21 survey entries, only 16 were completed fully out of a total of 31 staff, providing an incomplete but useful overview of staff work patterns. It is recommended to conduct these surveys via Zoom to clarify responses, as there appears to be a disconnect between staff habits and schedules, leading to contradictions between their office and home work environments. Despite this, the survey offers valuable insights.

In the Staff Habits section, the average worker reports working approximately 8.6 hours per day. There is minimal evidence of staff working in groups of two or more, suggesting that larger meetings are infrequent and staff have few personal commitments requiring time off. With 54.4% of staff working from home, it is likely that minor personal tasks are being handled during work hours, contributing to a perceived good work-life balance. The time spent working in dedicated quiet areas is only 6%, and meetings another 6% of the time totalling 12%, but this figure might increase if such spaces were more readily available. Currently, 40% of staff are at their workstation, indicating a need for improved office amenities to encourage more in-office presence.

In the staff schedule, most employees arrive by 8 a.m. and leave at 5 p.m., with about one-third starting an hour earlier and finishing an hour later. Meetings predominantly occur between 11 a.m. and 12 p.m., though roughly 20% of staff are in meetings from 10 a.m. to 3 p.m. The data indicates that around 90% of staff are in the office from 8 a.m. to 5 p.m., which contrasts with the estimated 54% of time they report working from home. The survey shows that hot desking and huddle spaces are infrequently used, and there are currently no phone booths or booth seating available. Additionally, 43% of staff use conference rooms, while 38% use small meeting rooms.

Direct Staff Feedback

Staff's Current Favourite Amenities: The Coffee Machine, Filtered Water, The Kitchen Area

What Additional Amenities Staff Would Like: Breakout Rooms / Wellness Spaces, an Improved Kitchen, Informal Discussion Areas, Better Lighting and a well-designed environment, Greenery, Access to Recreation Areas e.g. Gym

What Design Changes Would Boost Productivity: Breakout Rooms and Quiet Spaces, Improved Kitchen and Breakout Areas, Individual Offices, Small Offices, Better Technology, Meeting Rooms, Increased Natural Lighting and Ambience

Staff Preferred Changes to Workstations: Height Adjustable Workstation, Larger/New Monitors, More Personal Space and Above Desk Storage, Phone Chargers at Workstations, Privacy and Acoustic Improvements.

What Motivates Staff to Come to Office: Team Collaboration, Face-to-Face Interactions, Socialising and Networking, Productivity and Motivation, Scheduled Requirements

What Staff Dislike about The Office: Noise and Distractions, Lack of Privacy, Lack of Space, Dated Environment, Limited Social or Collaborate Areas, Inconsistent Office Conditions

What Staff Like about the Office / Company: Great People, Friendly Atmosphere, Autonomy and Flexibility, Excellent Support, Work-Life Balance, Professional Reputation.

Final Comments for Survey: Improvement required for Office Space and Amenities, Relevance of Survey Questions, Need for Improved Office Design, Impact of Work Preferences, Survey Design Issues