

The workplace isn't broken, but it is out of sync

What workers told us about office experience, and why it's time to realign.

ABM's recent whitepaper, 'How modern workplaces win', reveals what employees want, why presence alone isn't working and how employers can create environments that truly earn the commute.



People Culture and belonging

Strong cultures build connection, but many offices are falling short.

- **91%** of UK&I workers say strong culture is important
- But only **49%** describe their current culture as positive
- While **82%** say "culture is all about the people"
- **83%** also agree a great office space improves culture
- UK&I workers value visible, on-site teams who make them feel seen and supported

By embedding hospitality-trained teams into your workplace, you'll deliver consistent, brand-aligned service and drive real connections.



Place Amenities, access and awareness

Workspaces need to align with how people work, while also making available services clearly visible and accessible.

- Parking is the UK&I's most valued amenity, followed by:
 - Bookable meeting rooms
 - Spaces to eat outside food
 - Quiet areas to relax
- UK&I workers use just **3.1 of 15** available amenities on average
- **71%** want digital access to services like room booking
- But **61%** still want a real person they can speak to

A blend of digital and human support will improve your service visibility and access, to turn underused space into high-value touchpoints.



Purpose Presence alone isn't enough

People aren't returning just for policy. They're returning for meaning, ease and connection.

- Only **49%** of UK&I workers say they enjoy working in the office
- **63%** say commuting takes too long
- Among hot-deskers, **only 1%** say they love office life
- That jumps to **16%** for those with a dedicated desk

ABM designs and delivers experiences that align people, space and service to make every interaction purposeful and rewarding.

Ready to rethink the office experience?

This is just a snapshot of the insights shaping today's workplace. **Download the full report to explore how ABM Human Experience helps turn your workplace into a destination, not just a duty.**

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