

After a few teething problems, many office-based organisations around the world quickly adapted to home-working at the onset of the COVID-19 pandemic, as digital technologies and remote connectivity enabled employees in disparate locations to continue working productively. But as the crisis rages on, how have feelings towards WFH changed? Are people still rejoicing in more flexible working patterns, or are they now craving a return to 'normality' in a traditional office setting?

of global organisations said some portion of their workforce will be allowed to work remotely full-time

CBRE 2020

say the COVID-19 crisis will likely have a significant impact on their long-term real estate strategy

CBRE 2020

CHANGING EMPLOYEE EMPOWERMENT

Global organisations were asked, compared with pre-COVID, whether they will allow employees to choose when and where they work



Employees can choose to work fluidly (between remote locations and physical office)

Employees can choose to work full-time remote Employees have no choice

Unsure

CBRE 2020

FUTURE OFFICE STRATEGIES

Global organisations were asked about changes they were making to future office portfolio strategies

63% Analyse the impact a larger remote workforce will have on portfolio strategy

45% Consolidation strategy to support efficiency

33% More use of flexible office space (such as serviced office, suites, co-working)

30% Review of locational footprint (offshoring, reshoring, near-shoring)

25% Hub and spoke model to support proximity to workforce / customers

8% Dispersion from high-density

urban cores

20% Too soon to tell

CBRE 2020

JURY'S OUT ON THE WFH EXPERIENCE

How adults in different countries feel about working from home; respondents were those currently working from home

I don't like WFH, and much prefer leaving the house for work

I like WFH, but it has some challenges with resources, space and/or other people in the house

19%

I like WFH, but prefer to also have time at work with others

I love it and could easily do this forever

Strategy Analytics 2020

NOTE: figures may not total 100% due to rounding

of US full-time workers

surveyed in April to May said

that people are what they

miss most about the office

CHANGES NEEDED TO OFFICES

How US workers feel office environments should change in order to make them comfortable returning

Gensler 2020

of UK office workers surveyed

in September said they

planned a full, five-day return

to the office within six months

British Council for Offices 2020

Eliminate shared workstations More defined private space More private offices — Fewer face-to-face meetings — Install air purification system — Touchless bathroom fixtures/doors ———— Provide hand sanitiser — Increase distance between workstations Increase office cleaning — Increase opportunities to work from home —— Stricter policies against coming in sick

- 23%

52% **- 55%**