



# The IntelliHub 'Back to the Office' Report: September 2021

# Snapshot

We all know how challenging the last 18-months have been, the global pandemic has caused unprecedented economic and social harm, and that isn't to mention the direct and indirect toll on health.

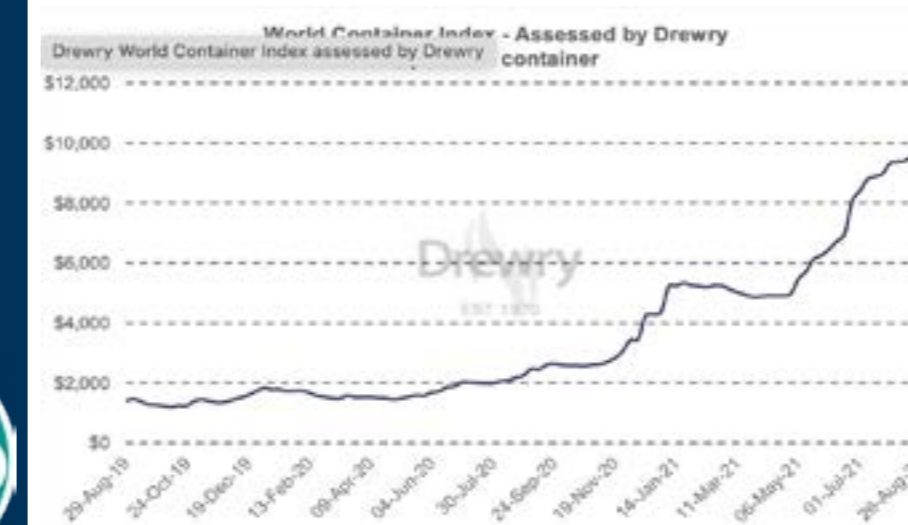
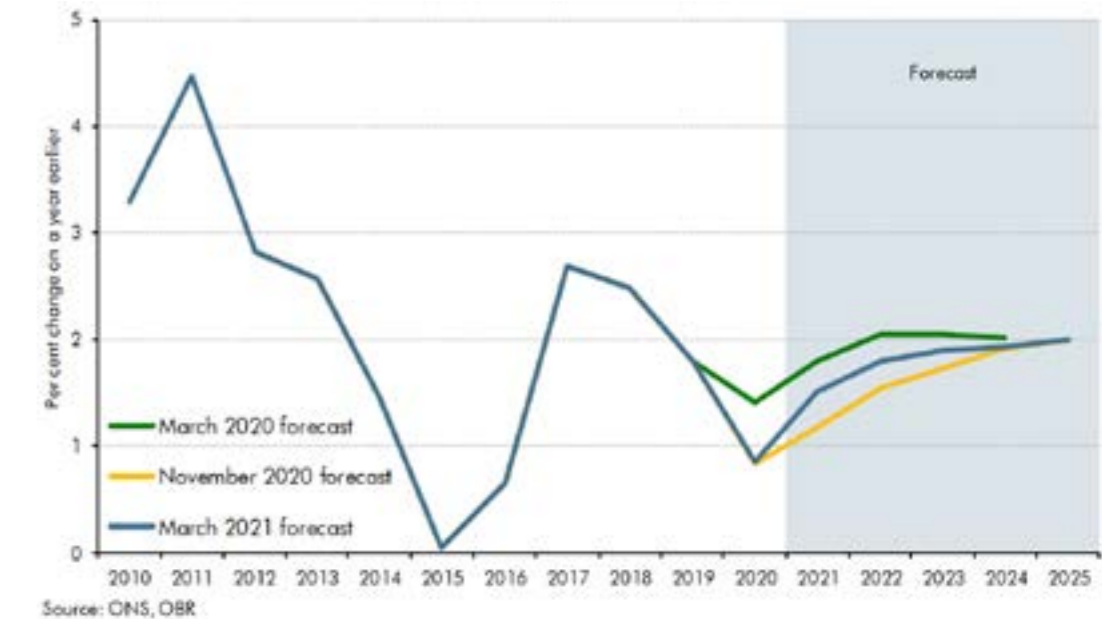
We are now at a stage when businesses can look ahead with a degree of confidence that things will now continue to progress forwards, however, it is becoming increasingly clear that the world we operate our businesses in has changed.

Strategies underpinned by insight and an understanding of these changes are required to help businesses navigate this new world; In this review, IntelliHub seek to bring together some of the insights that we are using to help clients develop the right operating strategies for their organisations, in the hope that they may be of value to your organisation too.

# Wider Picture

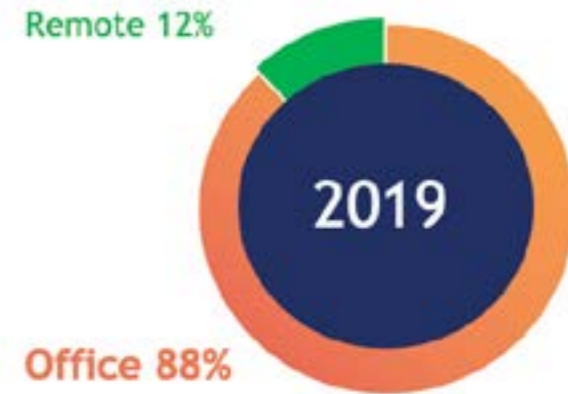
Our analysis must start by looking at the economy, as this will give some insight into headwinds that businesses can expect.

Inflation (CPI measure) remains lower than recent peaks and is forecasted to remain so, but issues such as unemployment and increased supply-chain costs could see this change quickly.



Supply-chain consultancy Drewry maintain an index of the cost of container shipping; their composite index has seen an increase of 351% over the last 12-months, a cost rise which will inevitably contribute to increased inflation.

# Office vs Flex



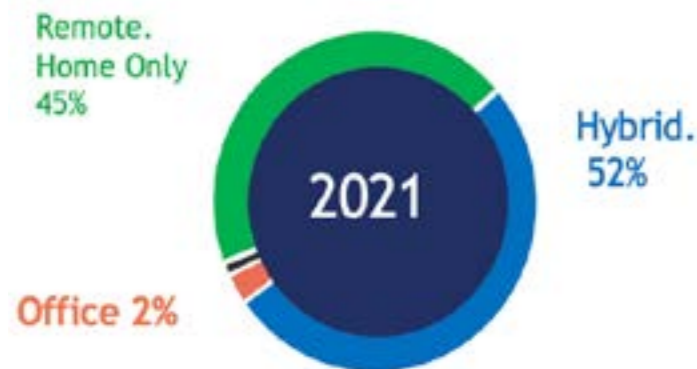
Source: UK. ONS

Prior to the pandemic, remote working was relatively uncommon amongst UK workers with just 12% working from home on any basis.

As it became clearer that the pandemic would be with us for some time, workers desires emerged with as much as 92% seeking flexible or home-based work once the pandemic had eased.



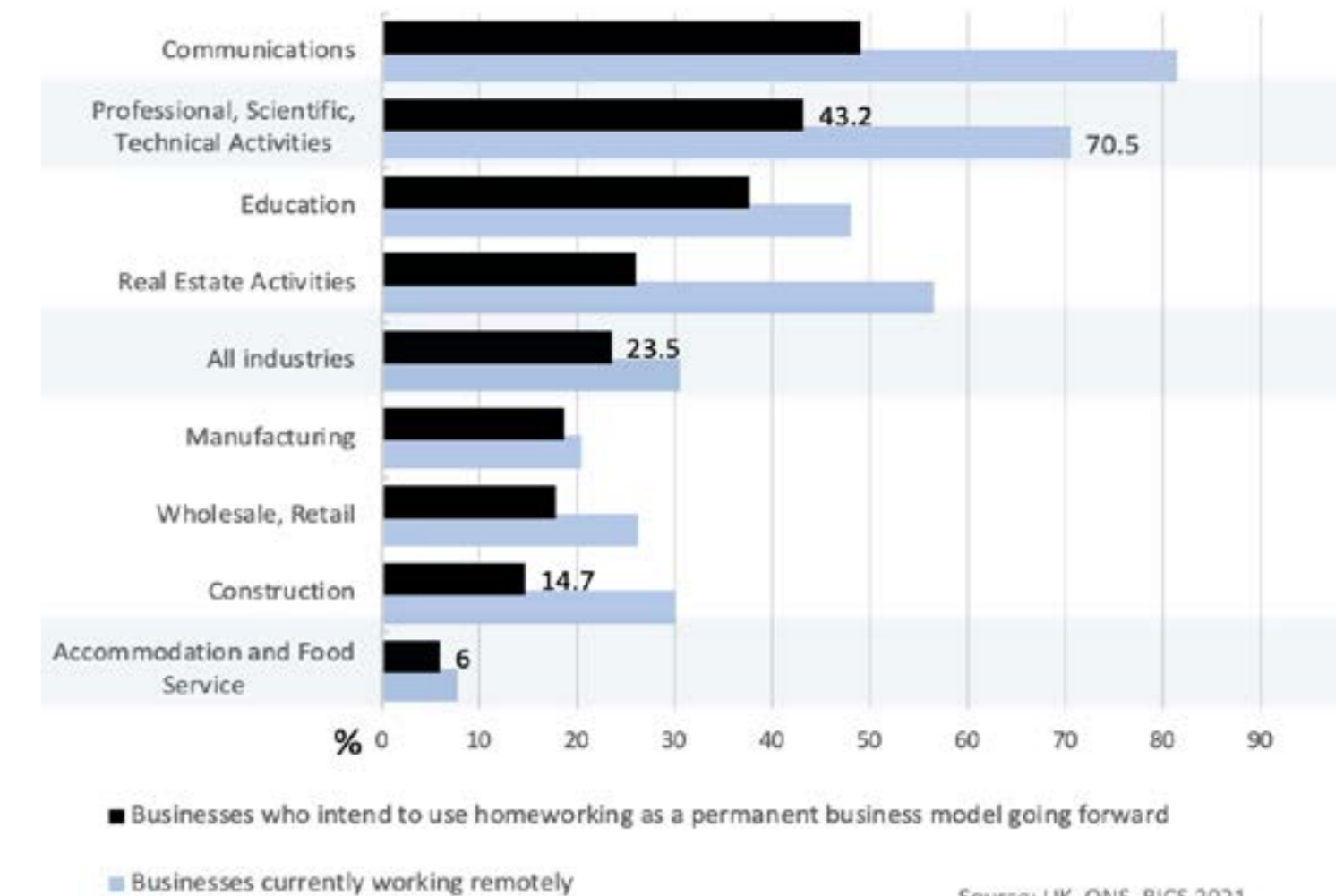
Source: Survey(s) Q4 2020



Source: Q2 2021 Survey. 200,000 participants

As we see from the most recent data, the desire for flexibility has grown still with full-time office working down to just 2% of respondents.

It is clear the desires of employees has changed, but is this being mirrored by the businesses which employ them, or will we see an increasing divergence as the year continues?



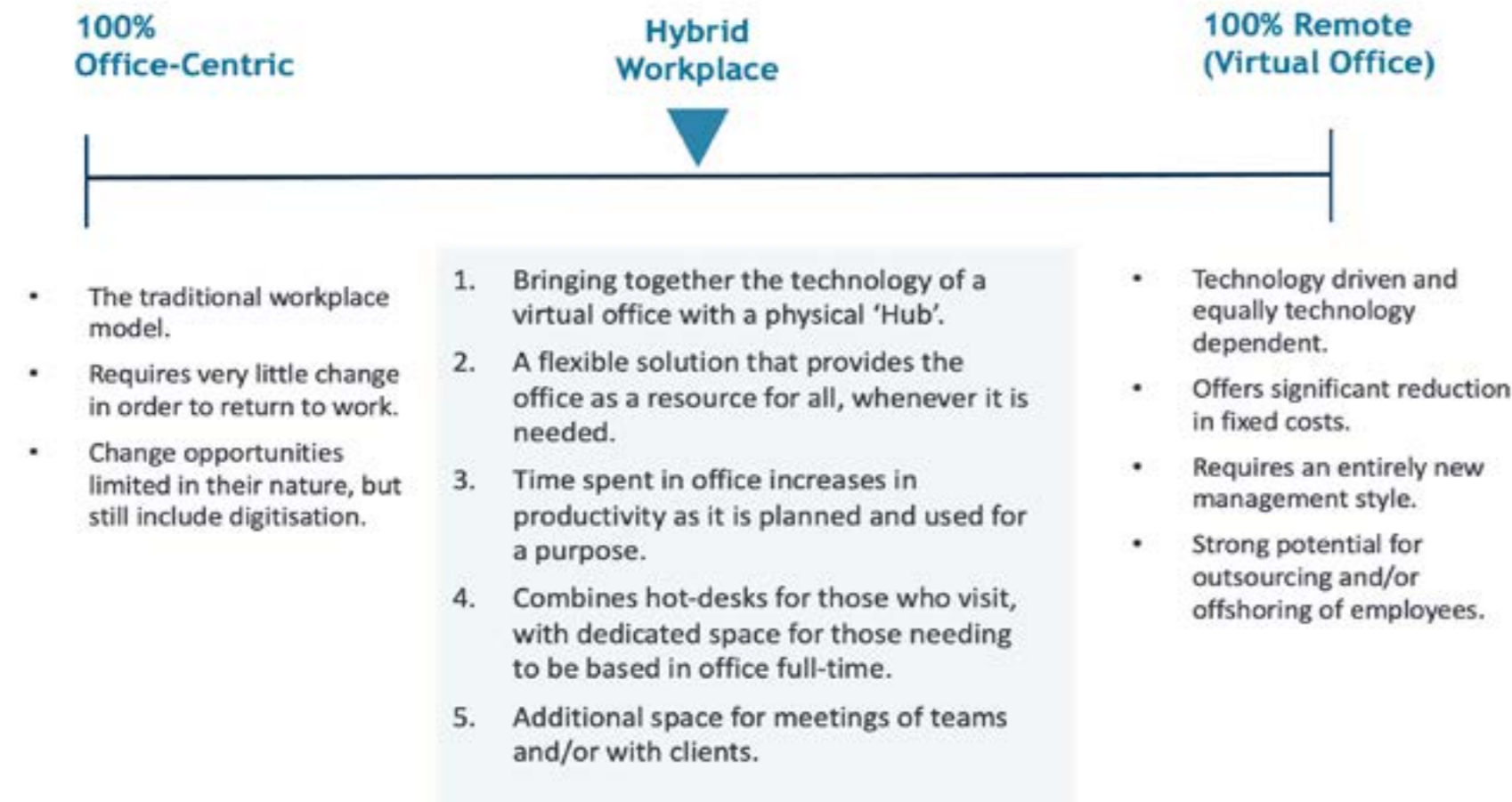
Source: UK. ONS. BICS 2021

Just under 24% of all businesses intend to offer flexibility moving forwards, although in classically 'office-centric' sectors this rises substantially to over 43%.

28% of businesses remain undecided on this question, with the potential of creating uncertainty in those organisations.

# The Hybrid Solution

Too often work locations are seen as a choice of office vs remote, however this need not be the case. The 'Hybrid' solution recognises that there is a spectrum between the two poles and businesses can base their people in different places on the spectrum, this will lead the organisation to find its own position too.



# intelliHub Expertise

Bringing together a team of multi-disciplinary specialists, intelliHub offers clients expertise in:

- Operational Transformation.
- Project Management.
- Cost Management / Reduction.
- Organisational Restructuring.
- Revenue Optimisation.
- Talent Acquisition, Retention & Development.
- Supply-chain Optimisation.
- HR Policy Development.
- Space Design.
- Culture Development.

In partnering with intelliHub clients benefit from our team's experience of working with some of the world's biggest, most innovative, and most entrepreneurial businesses across a number of industries in the UK, Europe and Worldwide.

# intelliHub Hybrid Workplace Suite

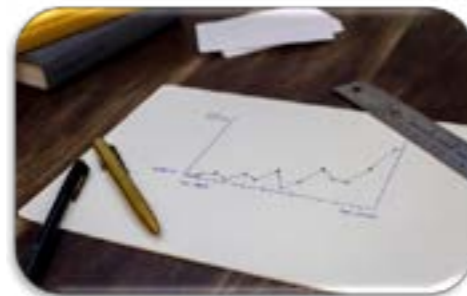
Bespoke, usable tools and insights designed to inform the development of your hybrid work place around your organization, its teams, and its individuals.

## Insight



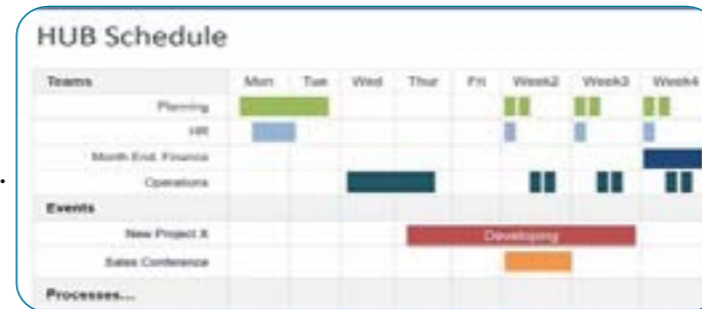
1. Financial Business Case.
2. 360-degree Report.
3. Property Portfolio Analysis.
4. Employee Preferences.

## Strategy



1. Recommendations for change.
2. Space re-design.
3. Transformation Roadmap
4. Further Findings.

## Tools



1. Organisational Operating Rhythm.
2. Individual Operating Rhythms.
3. Space Requirement Calculator.

Designed to guide immediate and mid-term strategy with the flexibility to scale with your organisation.

# Sample Tool

## Employee Preference Survey

One of the tools that we use regularly with clients, the employee preference survey allows you to build without-prejudice insight into the desires of your people using five direct questions:

Question	Answers
1. How important do you view flexibility in the future of your career?	1. Delete as appropriate (Essential / Significant consideration / Some Consideration / No factor)
2. Where would you like to work over the next 3-6 months?	2. Delete as appropriate (5-days office / 4 days office, 1-home / 3-2 days office / 1 day office, 4 days home / 5-days remote)
3. Once the pandemic what is your desired work schedule ?	3. Order 1-5 (5-days office / 4 days office, 1-home / 3-2 days office / 1 day office, 4 days home / 5-days remote)
4. Are there specific days that you would prefer to be based in the office?	4. Select all that apply: Monday / Tuesday / Wednesday / Thursday / Friday
5. What are your preferred working hours?	5. Select One (Standard 8.30-6 / Flexible Early-Start / Flexible Late-Start / Flexible across Day)

If you are yet to define your post-pandemic operating strategies the above questionnaire is a great starting-place to help you build the insight that will underpin this. From these questions, you will be able to define your real-estate requirements for the immediate and mid-term

# In Summary

Hopefully the pandemic will continue to ease, however as it does so, businesses will continue to experience headwinds and will need to adjust to operating in a new world.

A partner bringing unrivalled expertise could make the difference between building out from the pandemic or continuing to battle the storm for some time to come.

To learn more about IntelliHub and how we do partnership differently, visit [www.intellihub.co.uk](http://www.intellihub.co.uk) or drop Matthew Benwell a line on:

[matthew@intellihub.co.uk](mailto:matthew@intellihub.co.uk)

+44 7894 719474

