

OFFICE DEVELOPMENTS

Returning to the Workplace

BELONGING DRIVES PERFORMANCE

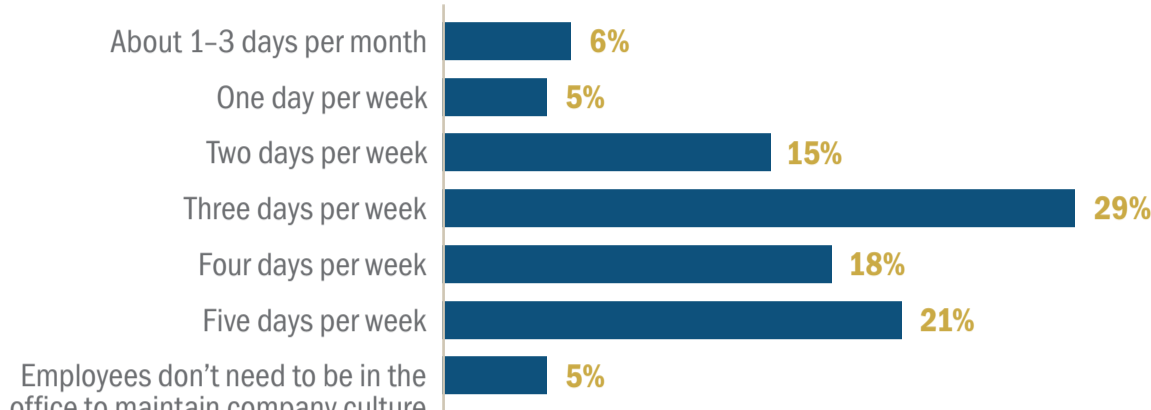
93%

The majority of people (93%) believe a sense of belonging drives organizational performance.¹

U.S. workers overwhelmingly note that working in-person and connecting with colleagues are the most important reasons to come to the office. The workplace will need to provide both ample private spaces and areas that promote collaboration and social connection. To serve a myriad of functions, workplace strategy and planning must focus directly on the needs of workers across each hybrid work model.²

TO KEEP A STRONG CULTURE 68% OF EXECUTIVES FEEL EMPLOYEES SHOULD BE IN THE OFFICE

Few executives think company culture will survive a purely remote working set up 3 TO 5 DAYS A WEEK.³



Executives still highly value physical offices. Most executives (68%) believe that people should be in the office at least three days a week to maintain a distinctive company culture once the pandemic is no longer a concern.

Moreover, 65% believe the office is "very important" to increasing employee productivity, while over half also consider the office very important for employee collaboration, providing spaces to meet with clients and enabling the company culture.



FLEXIBILITY AND TALENT DEVELOPMENT GO HAND IN HAND

Flexible work arrangements can also be a powerful recruiting tool, especially for seasoned workers. A well-thought-out flexible work policy can help expand workforce diversity, foster collaboration from an expanded talent pool, and enhance resiliency in meeting future crises.³



FOR ORGANIZATIONS WITH A SET RETURN TO WORKSITE DATE⁵

39%

Will implement a **PHASED RETURN** strategy (e.g., critical teams return first)

19%

Will implement an **ALTERNATING RETURN** strategy

11%

Will return **ALL EMPLOYEES** working from home to in-person, full-time work immediately

11%

Will return **SOME EMPLOYEES** to the worksite while others will work remotely indefinitely

10%

Will allow **EMPLOYEES TO CHOOSE** whether they prefer to work from home, or will determine case-by-case

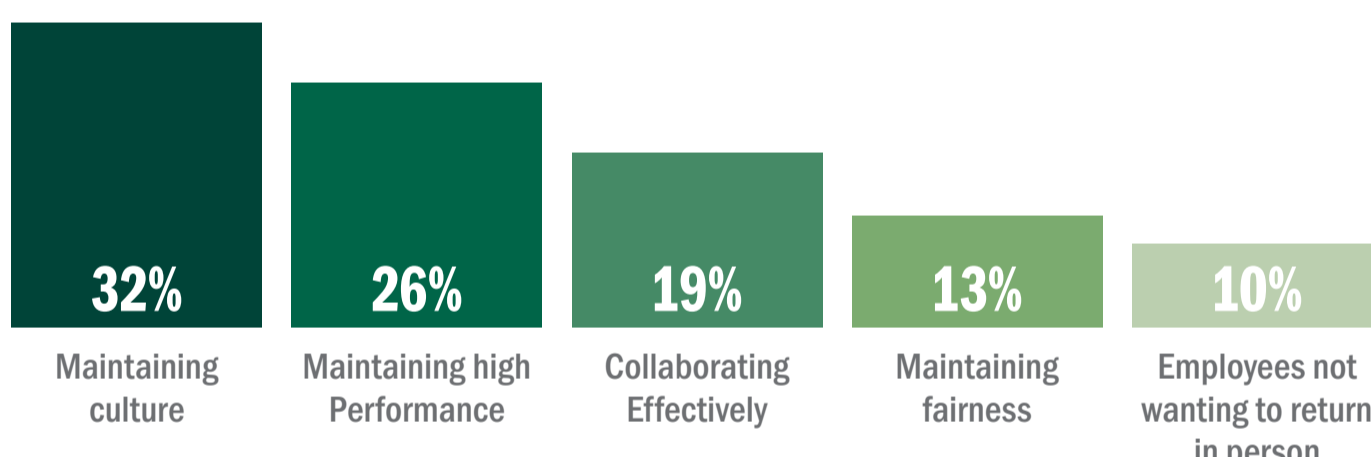
HYBRID MODELS APPEAR TO BE HERE TO STAY IN THE "NEW NORMAL"⁴



EMPLOYERS AND EMPLOYEES ALIKE WANT PURPOSE-DRIVEN WORKPLACES

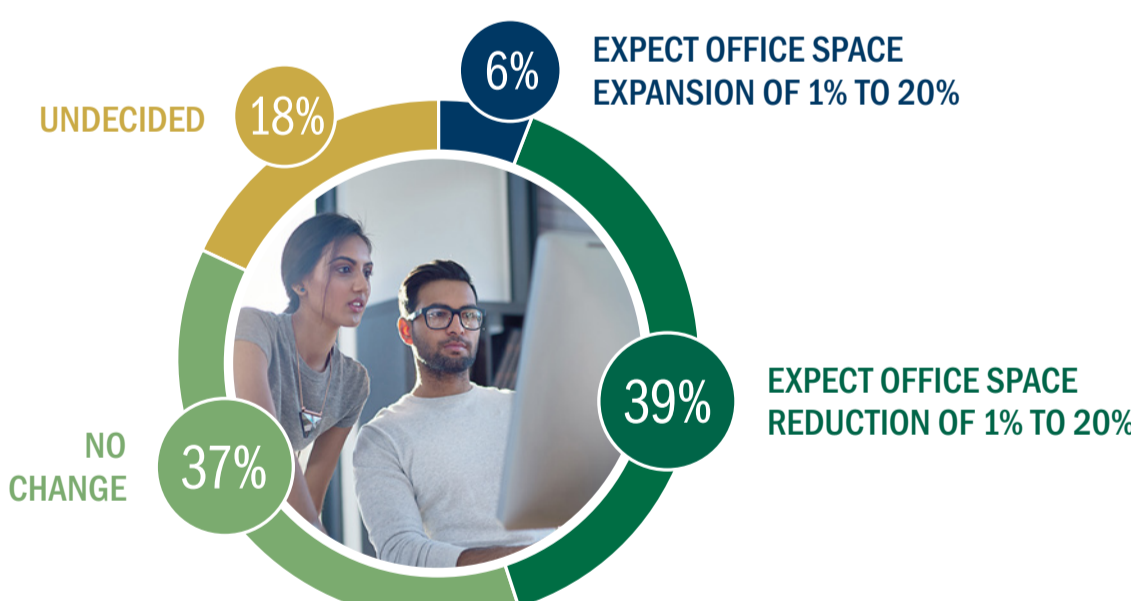
Employees want to keep the coffee lounge. They expect a safe, clean, sustainable building. They want to be around colleagues socially and they want to work when and where they're most productive. For those providing workplace amenities, there is an opportunity to completely rethink your employee or tenant value proposition around change, choices, and control.⁶

EMPLOYERS' BIGGEST CONCERNS WITH THEIR FUTURE ONSITE/REMOTE/HYBRID WORKPLACE INCLUDE:⁴



EXPECTED CHANGES TO OFFICE SPACE IN 2022 VARY⁴

Organizations planning for a hybrid strategy are 4.5 times more likely to expect a reduction in space by more than 10%



OFFICE SPACE HAS THE POWER TO IMPROVE BUSINESS AND COMMUNICATION

It drives connection, supports talent development, fosters culture, increases productivity, and advances collaboration. While the proliferation of remote working that resulted from the pandemic raised questions, new trends have emerged along with a more digitized and democratized workforce who largely desires more flexibility in the work arrangement — and they also agree the office is a major component for success. The benefits of the office that existed before remain true today, and they will be powerful drivers of business tomorrow.

—CBIZ Gibraltar

RETURNING TO ON-SITE WORK MAY MEAN A MORE SOCIAL WORK LIFE WITH BETTER WORK BOUNDARIES⁷

70%

of on-site workers say they have a strong connection with their teammates

Significantly more on-site workers (70%) say they have a strong feeling of connection with their teammates compared to remote workers.

When it comes to hiring and awarding promotions,

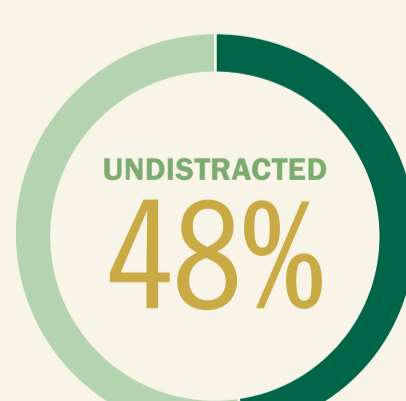
57%

of employees think that their Managers prefer on-site employees over remote worker vs.

59%

of Managers say that they *actually do prefer* on-site employees

Nearly half of employees say that "productive" and "undistracted" are more likely to be traits describing on-site workers.



Communicating what people can expect to accomplish in the office is as important as when companies should plan for employees to return. Specify who needs to be in the office and what they can expect to accomplish while there.³



CBIZ Gibraltar
Real Estate Services, LLC

¹ Deloitte 2020 Global Human Capital Trends | Deloitte Insights

² Gensler Design Forecast 2021 | Gensler

³ PwC's US Remote Work Survey, January 12, 2021 | PwC

⁴ 2021 Return to Workplaces Survey | Deloitte

⁵ COVID-19 Research: Returning to the Workplace | SHRM

⁶ Gensler Dialogue Blog: The Workplace Amenities Game Isn't Over – the Playing Field Has Shifted, October 5, 2020 | Gensler

⁷ On-site, Remote or Hybrid: Employee Sentiment On The Workplace | ADP Research