



# Return to workplace

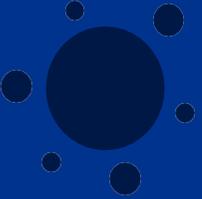
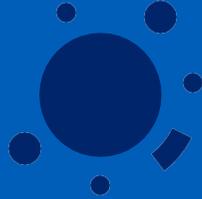
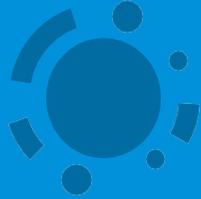
**Steps to a new reality**





The global impact of COVID-19, and the remote working it necessitates, is set to change the workplace for good..

How do businesses setup for success and identify the right strategy that is most optimal?

Traditional	Pop-up	Mixed	Professional	Extreme
 <ul style="list-style-type: none"><li>- Main Head Office (HO), satellite or regional offices, contact or operational centres</li><li>- Almost 100% desk-based</li><li>- Flexibility for some HO people to work from home, usually Fridays</li></ul>	 <ul style="list-style-type: none"><li>- Estate allows for temporary or pop-up offices, e.g. WeWork, for key projects, overflow, etc.</li><li>- Other features as per traditional set-up</li></ul>	 <ul style="list-style-type: none"><li>- Desk ratios reduced for Head Office and some other locations to encourage more offsite / home working</li><li>- Limited defined population</li></ul>	 <ul style="list-style-type: none"><li>- Much lower HO desk ratios</li><li>- Expectation that employees will spend significant time working elsewhere</li><li>- Broader population affected (but not contact centre)</li></ul>	 <ul style="list-style-type: none"><li>- Hyper virtualization</li><li>- HO is not for day-to-day working. It has a different purpose and is much smaller, and can therefore be more creative and high-tech</li><li>- Most people work remotely</li></ul>

## Predictions

- Enduring increase in volume of remote working
- The 9 to 5 workday will be challenged
- Operating models will continue to need to be dynamic and require agility
- Emerging technology will continue to improve remote working
- Real estate needs are going to change rapidly
- Leaders will play an active role in managing mental health and connection
- Remote work will break traditional management structures
- Occupational health and safety extends into the home
- People will adapt faster than we think



## Contact us

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