



WHY EMPLOYEE EXPERIENCE IS VITAL IN 2021

Over the past two years at Nespresso® Professional, we have been deeply interested in discovering what the future of work will look like for both employees and businesses.

To find out more, we have partnered with a range of industry experts to conduct research into the evolution of the workspace, and employees' shifting needs. In our latest study, we surveyed over 500 UK employees, interviewed workplace experts and analysed recent research to uncover how COVID-19 has directly impacted the short-and long-term future of work.



Our research revealed that in spite of the monumental growth of remote working – with **49% of businesses** now expecting to spend more time working from home than before – **over a third of employees** said they would be happy to return to the office if the conditions were right.¹



In the wake of COVID-19, health and wellbeing in the workplace is now at the top of the agenda, and **employers will therefore need to adapt their office spaces and processes** to reflect this growing need.



A space for centralised socialising and creative thinking **(19%)¹**

In fact, Simon French, Workplace & Design Director at pharmaceutical company GSK, believes that **“health anxiety is now a top 3 consideration”**, and **19% of overall survey respondents** said they’re worried about how they will maintain the same work-life balance they have experienced under remote working conditions. Meanwhile, **55% of employees** said health and wellness activities would be a nice to have as part of their remote working package.¹



A mixed-space building used for multiple purposes by the whole community **(18%)¹**

One important element to consider when looking at your employee’s health and wellbeing is their workspace experience. Results from our survey discovered that employees believe **the future office will need to adapt into a more flexible, social and collaborative environment...**



A ‘cubiclized’ environment where multiple meetings and catch-ups can take place simultaneously **(18%)¹**



So, how can your business optimise your workspace, adjust processes to meet these shifting needs, and deliver outstanding employee experiences in 2021?

Well, we’ve put together a short guide to help you...

ENRICH YOUR EMPLOYEES' EXPERIENCE

Increasingly, businesses are focusing their attention on optimising employee experiences, and with good reason, **highly engaged teams show 21% greater profitability.**²



With this mind, check out our top tips to enrich your employees' experience this year...





SET REALISTIC PERFORMANCE GOALS

Now more than ever, your business may have experienced first-hand just how vital it is to set realistic goals that can be adapted based on extenuating circumstances. But has this translated into the way you treat your employees' performance metrics?

To ensure your employees feel empowered to achieve their best, **consider focusing on each individual's performance as opposed to that of their team or the wider business**, and try adding some personal targets alongside work-specific goals. This will support your people to develop personally as well as professionally, which could in turn help your employees to embrace new behaviours, whilst guiding their focus and helping them to sustain momentum.³ You could also implement regular goal review meetings with employees, so you can **ensure their targets remain achievable, whilst continuing to expand on their skillset and knowledge.**



CREATE THE RIGHT ENVIRONMENT

According to Adam Scott, Founder and Exec Creative Director at design agency Freestate, in the wake of COVID-19, and the growth of remote working, “businesses will need to find a way to tempt employees into the office, and away from their homes.”¹ So, how can you achieve this? **Well, setting is key.**

At home, employees do not have to contend with noisy workspaces, or interruptions from colleagues. They also have access to added comforts, such as the ability to cook their lunch from scratch or take regular breaks away from their desks. It’s therefore vital for employers to **offer greater freedom and**

comfort in the office to minimise distraction and maximise engagement. There are a number of ways to achieve this, such as by setting specific times for the completion of admin and meetings, offering more amenities like premium food and drinks, or allowing employees to choose how and when they take their breaks.



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Organisations will have to offer more than just working from home to appeal to their employees and future talent.

They need to offer a new workplace experience which includes more amenities. Space needs to be dynamic and more representative of the value and ethics of the company. Food and drink offering will be amplified – **free coffee is no longer a perk, unless it’s good coffee.**

- Linzi Cassels, Principle and Design Director at global design practice Perkins + Will¹

OFFER GREATER FLEXIBILITY AND CONTROL



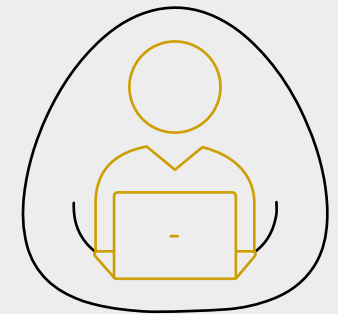
A 'job exodus survey' by Investors in People has revealed that flexibility is a priority for 1 in 3 workers, **whilst 2 in 3 employees are looking for a better work-life balance in new roles.**⁴

You might think that remote working offers the perfect solution, but our research revealed that **29% of employees said they struggle with work-life balance when working from home,**¹ indicating that employers will need to find a more nuanced resolution.⁵



Fortunately, there is a simpler way to ensure your employees have the flexibility and balance they need in the workplace.

By giving your employees more control over how they complete their work, you can empower each member of your workforce with the right set-up for their unique way of working – whether they want to use Google Docs instead of Microsoft word, start early, finish late, or ditch their desks for beanbags and laptops.





FIND A BALANCE BETWEEN INDIVIDUAL AND COLLABORATIVE SPACES

Our survey revealed that employees expect the future office to become a multi-purpose space that enables both centralised socialising, creative thinking and community support, as well as more traditional tasks such as meetings and catch-ups. This was only reinforced by what Oliver Baxter, Insight Programme Manager at furniture company Herman Miller, had to say... **“There is overwhelming evidence to suggest that the workplace needs a balance between individual workspace and collaborative space.”**¹

So, how can your business meet this demand? Well, you may want to follow in the footsteps of the many enterprise companies who are increasingly adopting co-working and collaborative spaces.⁶ These makeshift offices give employees the **freedom to work independently at a location close to their home or workplace**, whilst still enjoying the benefits of a collaborative environment. Another option is to reinvent your existing space to enable both independent working through traditional offices, desks and computer set ups, as well as collaboration and connection through open plan, multi-functional and comfortable spaces that include enhanced amenities.

MAKE WELLBEING PART OF YOUR CULTURE

According to the analytics and advisory company Gallup, employee wellbeing is made up of **five interrelated and interdependent pillars** –



CAREER



SOCIAL



FINANCIAL



COMMUNITY



PHYSICAL⁷

So, how can you incorporate these into your work environment and culture, whether you're working in a socially distanced office environment, or you're working remotely? **Well, here's what we recommend...**

CAREER

If you want your people to think of their role as a 'career' as opposed to a 'job', then you need to **ensure they can find meaning and purpose through their work.** Fortunately, there are a wide variety of solutions you can implement at your business to ensure employees value and feel valued in their roles...

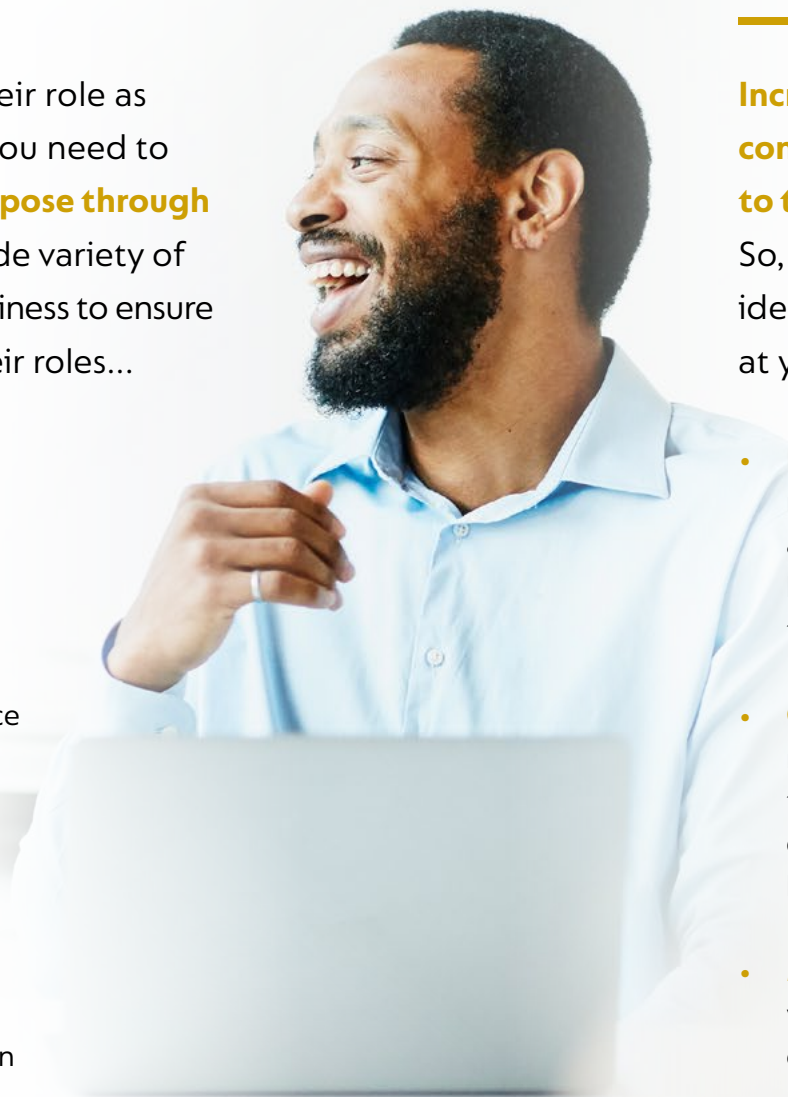
- **Implement a mentorship program** – Ask your leaders to take on mentees who are interested in progressing in their role and have them teach employees step-by-step how they can get there.
- **Offer task crafting** – Allow your workforce to review their official job description, and swap, add or remove responsibilities depending on their unique skillsets, needs and wants.
- **Empower them to upskill** – Invest in new training opportunities and resources for your employees to help them to grow in their roles. If you're working remotely, you could invest in an online educational portal.

SOCIAL

Increasing opportunities for social connection in the workplace is vital to the wellbeing of your employees.

So, here are a few of our favourite ideas to maximise social connection at your business in 2021...

- **Host a team day out (or in)** – From murder mysteries, to escape rooms, game shows and even cocktail making, there are a whole host of activities that your employees can take part in both in-person, or online.
- **Get inventive with coffee breaks** – Find fun new ways to help employees connect over their coffee breaks, such as by encouraging employees to go outside of your office building or take their laptops to the garden.
- **Make new friends** – Carve out time each week where teams who don't work together can speak on a strictly social basis, you could even have them play games like 'two truths and a lie' as an icebreaker.



COMMUNITY

Helping your employees to connect with their community is a **great way to ensure they feel at home at your business and in their local area**, whether they're working remotely or they're in the office. So, here are a few ideas that will help your people to express love for their community...

- **Get everyone involved in fundraising** – Whether you host online quizzes, or socially distanced fun runs, there's lots of fun and exciting activities you can organise to raise money for local charities.
- **Offer skills-based volunteering opportunities** – Allow your employees to take part in 'volunteering days' where they give back to local businesses or charities in their community using their unique skill sets.
- **Make your community a greener space** – Reach out to your local council and find out how you can help the community to become a greener place, such as by picking up rubbish on your streets, or planting new trees in your local park.



FINANCIAL

It is essential to provide your employees with the financial support they need to confidently manage their finances, so they have the tools they need to save money and meet their individual goals...

- **Provide expert information and support** – Offer events, webinars and one-to-one sessions with financial experts that cover topics from debt and saving, to pensions and mortgages and more.
- **Send your workforce compelling content** – This includes everything from money-saving hints and tips, to checklists, planners, videos and podcasts on financial matters.
- **Support remote workers with equipment** – Such as ergonomic chairs, desks, laptops and phones – but first, be sure to survey your workforce to find out what they need.

PHYSICAL

Happy workers are 13% more productive – but how can you make your employees happier?⁸

Well, exercise is known to boost endorphins, which in turn can lead to happier states of mind.⁹ So, here's how you can energise your employees, and help them to stay in tip-top shape...

- **Hold regular classes** – Ensure your workers take regular breaks, host weekly physically active classes or even host tutorials on healthy work habits, such as best desk working practises. By doing so, your people can stay active and have the knowledge they need to adopt healthy choices.
- **Offer expert advice & guidance** – Book dieticians, personal trainers, sleep experts and meditation gurus to run educational sessions with your workforce, so they can learn how to implement healthy habits in their day to day lives.
- **Support daily physical activity** – Encourage your employees to take lunch hours away from their desks, promote walking meetings and flexible hours to support different ways of working and personal life activities.



CONNECT, COLLABORATE AND CREATE WITH NESPRESSO® MOMENTO COFFEE AND MILK

At **Nespresso®** Professional, we want to enable exceptional employee experiences by empowering greater connection, collaboration and creativity between colleagues – **whether they're working remotely or in the office.**

With our **Nespresso®** Momento Coffee and Milk machine which offers 12 delicious milk recipes and 4 black coffee cup sizes, every one of your unique people can discover their perfect coffee moment. Our **Nespresso®** Momento Coffee and Milk machines also come complete with touchless technology, meaning your employees can enjoy greater ease of use, whilst maximising cleanliness. We have a range of different solutions and machines available to meet a variety of requirements. Click **here** to find out about our work from home offer for your remote working employees.

To find out how to get a **Nespresso®** Momento Coffee and Milk machine for your business, call

0808 100 8844 or

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FIND OUT MORE ABOUT THE FUTURE OF WORK

To read the full Nespresso® Professional Future of Work Whitepaper, click [here](#)

THE SEVERE IMPACT OF COVID ON EMPLOYEES & BUSINESSES

It's clear that the coronavirus has had significant impact on employee wellbeing nationwide. With many workers stuck in their homes and isolated from colleagues, friends and family, it's not surprising that both the morale and mental health of workers was one of the first things to take a hit...

2 out of 3 employers say that maintaining employee morale during the pandemic has been a challenge.¹

79% of businesses report a surge in employee requests for mental health support.

47% of businesses that continued trading reported a decrease in turnover compared with what is normally expected for the time of year.²

28% across all industries, 28% of businesses reported they had or less than three months' cash reserves.³

Of course, the impact that coronavirus has had on the majority of businesses is just as equally severe, with many forced to temporarily shut their doors, furlough large numbers of their workforce or make employees redundant. Almost overnight, non-essential organisations had to digitally transform to facilitate remote working, whilst essential businesses quickly implemented social distancing measures to protect their customers and staff, including the installation of protective screens, floor markings and one-way traffic systems. Whilst managing all of these changes, businesses also had to contend with nationwide economic uncertainty...

Nespresso® Whitepaper 2020

THE POST-PANDEMIC WORKPLACE

How Covid-19 has changed and accelerated the transition to the future workplace

Nespresso® Whitepaper 2020

Now that many employees have had a taste of homeworking and the 'hospitality' workplace experience, it seems many are eager for this trend to continue. In fact, when we asked employees what amenities they would expect from a third space offered by their company, there was an increased expectation for amenities directly linked to collaboration, communication and connectivity, quality technology and all-around cleanliness...

49% would expect a third space to have amenities directly linked to collaboration, communication and connectivity.* (Figure 2)

22% would expect a third space to have regular cleaning at a minimum.*

17% expect quality technology and connectivity.*

Figure 2: If your company decided to use a 'Third Space' working hub, what amenities would you expect it to offer?

Amenity	Percentage
Regular cleaning	22%
Meeting rooms	17%
Quality technology and connectivity	17%
Kitchen area	10%
Collaboration spaces	10%
Refreshment food and beverage offering	5%
Concierge service	5%
Other (please specify)	2%

Whitepaper 2020 *See appendix

¹ https://www.nespresso.com/ecom/medias/sys_master/public/13796500865054/Nespresso-Professional-Future-of-Work-Whitepaper.pdf

² <https://www.gallup.com/workplace/236366/right-culture-not-employee-satisfaction.aspx>

³ <https://positivepsychology.com/benefits-goal-setting/>

⁴ [https://www.thegazette.co.uk/companies/content/103466#:~:text=Job%20satisfaction%20statistics%20among%20UK%20employees%20in%202020&text=employees%20are%2010%25%20less%20happy,in%202018%20\(24%25%20overall\)&text=2%20in%203%20employees%20are,for%201%20in%203%20workers](https://www.thegazette.co.uk/companies/content/103466#:~:text=Job%20satisfaction%20statistics%20among%20UK%20employees%20in%202020&text=employees%20are%2010%25%20less%20happy,in%202018%20(24%25%20overall)&text=2%20in%203%20employees%20are,for%201%20in%203%20workers)

⁵ <https://www.businessnewsdaily.com/15259-working-from-home-more-productive.html>

⁶ https://www.researchandmarkets.com/reports/5027877/coworking-spaces-global-market-report-2020-30?utm_source=dynamic&utm_medium=BW&utm_code=bf5gzv&utm_campaign=1400660++Impact+of+COVID-19+on+the+Global+Coworking+Spaces+Market%2c+2020-2030&utm_exec=joca220bwd

⁷ <https://www.dezeen.com/2020/06/05/post-pandemic-office-helen-berresford/>

⁸ Gallup's Perspective on Employee Burnout: Causes and Cures, 2020

⁹ <https://www.ox.ac.uk/news/2019-10-24-happy-workers-are-13-more-productive>

¹⁰ <https://www.webmd.com/depression/guide/exercise-depression#1>