



NESPRESSO®
PROFESSIONAL

WORKPLACE OF THE FUTURE 2021 RESEARCH REPORT

HOW THE WORLD'S MOST
CHALLENGING YEAR TRANSFORMED
THE WAY WE WORK, AND WHAT
THIS MEANS FOR EMPLOYERS AND
EMPLOYEES MOVING FORWARD



SETTING THE SCENE

While the last twelve months have shifted employees' expectations of work, the outcomes of this transition are still being explored as the world navigates its way towards a new normal. From re-defining work-life balance to agile office spaces, hybrid working arrangements and beyond—there are numerous considerations to be made when contemplating the coming years.

This report provides fresh and timely insights into the changing workplace environment in Australia in 2021 and what employees and employers alike can expect moving forward.

INTRODUCTION



JEAN-MARC DRAGOLI

**General Manager,
Nespresso Oceania**

While the road ahead may still be unknown in many ways, at **Nespresso** we believe in always looking forward. It's this innovative spirit that has compelled us to dig deep into the key forces affecting the future of the workplace and share these with you today.

Given what the research suggests and my own experience as a leader within a large organisation with an even larger passion and purpose, I believe the future of work will need to be flexible, consciously designed, socially engaged and infused with memorable moments. Shifting values require new approaches to old ways of working.

To truly create an inspiring environment and ensure employees' wellbeing is reflected in their work, we need to embrace the workplace as somewhere we all go to in order to engage and connect. Moments spent with colleagues and friends have become more important than ever before, and we want to help make them memorable.



DR AMANTHA IMBER

**Organisational Psychologist and Founder of
behavioural science consultancy, Inventium**

New research commissioned by **Nespresso** Professional shows 43 percent of Australian workers are planning on looking for a new job in the next twelve months—a figure that rises to as high as 51 percent for Gen Y. That's nearly every second person you'll talk to today in your organisation.

This has major implications for workplace culture as well the bottom line of businesses throughout Australia. We know that businesses with highly-engaged and motivated staff financially outperform their less-engaged peers. So, how do you become one of those organisations?

To stay competitive, workplaces need to proactively adapt to a new hybrid way of working—one that helps employees stay connected (and reconnect) with their co-workers and prioritise sustainability.

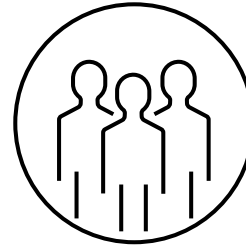
INTRODUCTION

PRINCIPAL FINDINGS

To successfully attract and retain staff in the rapidly evolving workplace of the future, employers will need to embrace **four key pillars** within their businesses:

- CULTURE p 9
- DESIGN p 14
- TECHNOLOGY p 19
- SUSTAINABILITY p 23

Less structured, more diverse, less inwardly focused and more globally aware—tomorrow's office is more than just a workplace. It's an extension of our lifestyle.



1 CULTURE

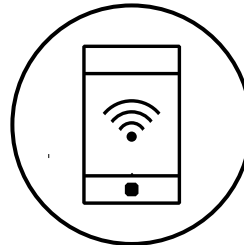
Unanimously, all Gen Y, Gen X and Boomers surveyed believe **mental health is important** (98%)



2 DESIGN

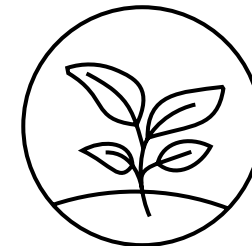
The workplace of the future will benefit from three key spaces:

- **Quiet spaces** for focussed work
- **Collaborative spaces**
- **Social spaces**



3 TECHNOLOGY

75% believe future workplaces need **contact-free** kitchen appliances



4 SUSTAINABILITY

91% expect future employers to minimise their overall **carbon footprint**

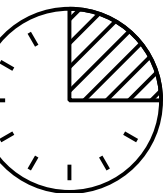
THE GENERATIONAL DIVIDE

It comes as no surprise that each generation has its own distinct viewpoints and values, but never before have these differences had the potential to impact the direction of their professional lives to such an extent.

Data reveals those with more professional experience and already established careers aren't as alarmed about the potential impact to learning and development opportunities caused by working from home. Their fears of missing out on opportunities for career growth are minimal.

As **Gen X** and **Gen Y** believe the workplace to be a hub of social interaction and activity, they are significantly more concerned with these matters, and are worried about the social implications of not working from an office each day.

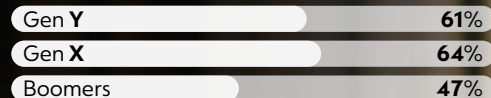
56% of **Gen X** also believe those who spend time in a physical office are often viewed to be working harder than those who work from home.



EXECUTIVE SUMMARY

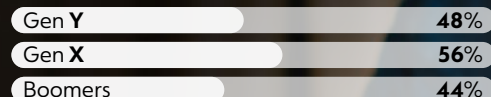
58%
NET

believe **social and cultural building events** are mainly targeted at employees in the office



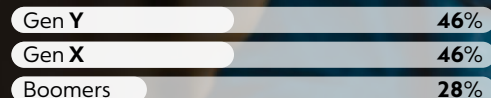
50%
NET

agree that **'employees who spend more time in the office are seen to be working harder'**



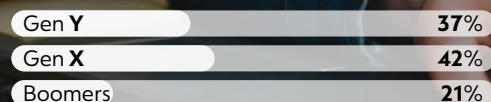
41%
NET

agree that **'working from home means I miss out on learning and development opportunities'**



34%
NET

agree that **'working from home means I miss out on opportunities for career progression'**



2.8 weekdays in the office

While **Gen X** and **Gen Y** recognise a healthy work-life balance can be achieved without compromising on productivity or outputs, many are transitioning back into the workplace with the goal of spending half the week (2.8 days on average) in the office.



KEEPING IT SOCIAL

With more employees transitioning back to the workplace in a full-time or hybrid capacity, employers will need to reconsider employee needs, particularly given the challenges of the last year.

A focus on the social and cultural benefits of returning to an office environment are key considerations. Australians of all ages are looking for more connection and increased social interaction while in the office—whether they're working or socialising over a tea or coffee with colleagues.

Employees see the benefits of returning to their workplaces:

63%
NET

look forward to more
human connection

59%
NET

appreciate the **social aspect** of being together with colleagues

47%
NET

appreciate the value of **coffee breaks** with colleagues

AN OFFICE TO CALL THEIR OWN

More than half of **Gen Y** and a large number of **Gen X** participants stated they would be looking for a new role in the coming year.

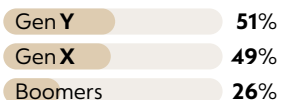
50%
NET of Gen Y and Gen X are **likely to look for a new job** in the next twelve months

53% are from businesses with **50–99** employees
48% are from businesses with **100–199** employees
38% are from businesses with **200+** employees

With this in mind, it's increasingly important for employers to create a warm, welcoming and innovative office environment for workers to return to post-COVID-19 if they hope to retain their staff.

35%
NET 'wouldn't work for a company that doesn't provide sustainable products and initiatives'

What's more, employees are placing increased importance on working for organisations with implemented sustainability goals and initiatives, which they are using as a key factor when making career-based decisions.



KEY TAKEAWAYS

- Younger employees believe working from home has affected their opportunity for career growth, and that those working from the office are viewed to be harder workers.
- Younger employees feel returning to the workplace will provide an opportunity to boost their learning and development opportunities, and increase their engagement with co-workers, both professionally and socially.
- Both **Gen Y** and **Gen X** are likely to look for a new job in the next twelve months, providing future-focused employers a chance to deliver an optimal employee experience by placing more importance on workplace culture, organisational vision and values, and their physical office space

FEEL WELL, LIVE WELL, **WORK WELL**

Reflecting on the ongoing impact of isolation and remote working, employees are looking for employers to take a stronger stance on mental health and wellbeing.

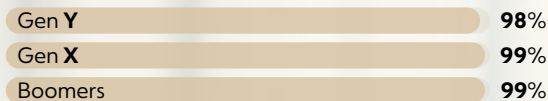
The workplace of the future must take effective action to better support employees by introducing support tools such as Employee Assistance Programs, providing flexible, family- (or pet-) friendly environments, and addressing excessive workloads and technology usage.



1 CULTURE

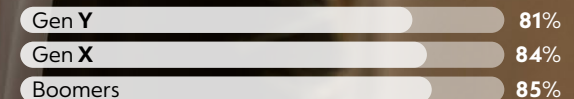


98%_{NET} believe employee wellbeing and mental health is important

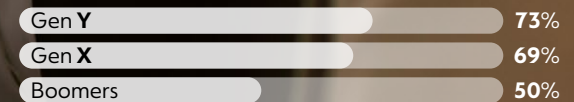


Unanimously, all **Gen Y**, **Gen X** and **Boomers** surveyed believed employee wellbeing and mental health was of utmost importance, and that regular and rewarding breaks throughout their workday provided a positive contribution to their overall health and happiness.

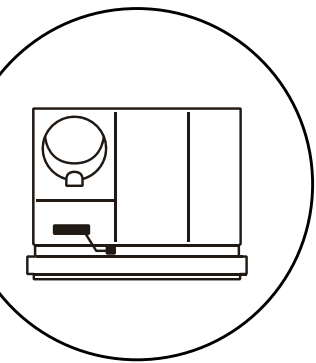
83%_{NET} believe **breaks through the day** are important to their wellbeing



65%_{NET} said a **flexible environment** helps them feel more at home in the office



97%
NET
believe **team culture** is important in a post-COVID-19 workplace



SHAPING AND INVESTING IN **WORKPLACE CULTURE**

With employees placing more focus on relationships and personal wellbeing, it will be necessary for workplaces of the future to show they are committed to office culture and enhancing staff interactions and team-building opportunities through a variety of methods.

This includes inviting physical spaces and facilities within the office for employees to enjoy—whether they're relishing a quiet moment to themselves or are socialising with their co-workers. By creating 'non-work moments' for staff, employers can improve team bonding and help build employee satisfaction and confidence.

CULTURE

94%
NET
want to spend their time **socialising with colleagues** in the office



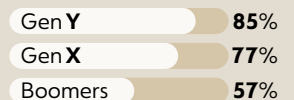
IMPORTANT MOMENTS FOR **RELATIONSHIP BUILDING AND CULTURE** IN THE WORKPLACE



77%
NET
agree that morning **coffee breaks** are important



73%
NET
agree that **group lunches** are important



75%
NET
agree that **water-cooler** conversations are important

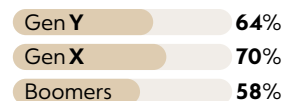


QUALITY FACILITIES FOR **QUALITY STAFF**

Workplaces of the future need to recognise that employees returning to the office or engaging in a hybrid work model will be seeking the same, if not better, luxuries and experiences to those they enjoyed while working from home. This includes beneficial break times and access to premium and easy-to-make beverages, such as tea and coffee.

77% of those surveyed, particularly **Gen Y**, believed their morning coffee break was of key importance to their relationship with their co-workers and contributed to workplace culture, while 75% also believed this applied to casual conversations in the workplace.

64%_{NET}
value **coffee breaks** with their colleagues as an important source of support and emotional wellbeing



65%_{NET}
expect high-quality coffee in the workplace





DR AMANTHA IMBER

Organisational Psychologist and Founder of behavioural science consultancy, Inventium.

As mental health becomes an ever-increasing area of focus, Dr Amantha Imber emphasises the importance of employers creating an environment of psychological safety.

She recognises the benefits of an Employee Assistance Program (EAP) but notes it cannot replace the internal culture of communication and openness. “EAP programs are fantastic but they have to work in tandem. If you’re getting really great counselling outside of work but can’t have an honest conversation with your boss about the struggles you’re going through, that’s a recipe for disaster and for people leaving.”

Talking to the key spaces needed within the workplace of the future for optimal productivity, Dr Imber believes in creating three distinct spaces for staff that address specific needs:

- **enclosed working areas** that are private and facilitate deep, focused work.
- **places to work in collaboration** with colleagues, as this social aspect is a major drawcard for many employees returning to the office.
- **social spaces** for serendipitous moments like the classic kitchen or corridor conversation.

More often than not — it’s these conversations that lead to great ideas and bright thinking. “Employers have to ask themselves — how can we turbocharge these conversations? If there’s this central gathering point, usually around tea or coffee, how can we design the physical space to further encourage this?”



“Leaders underestimate what an important part they play in mental health conversations. I still think there is a stigma around it, and certain organisations have certain norms that make it really difficult to have honest conversations in the workplace about mental health.”

BREAKING DOWN BARRIERS, CREATING OPPORTUNITIES

To create a workplace of the future and cater to diverse needs, employers will need to engage in a level of creativity when it comes to re-designing and re-purposing existing spaces.

Employees want their workplaces to facilitate social interactions with their colleagues, provide opportunities to focus on their own individual work, as well as have areas dedicated to collaboration.



2 DESIGN



93%_{NET} want to spend their time in the office collaborating in small teams

HOW EMPLOYEES WANT TO SPEND THEIR TIME IN THE OFFICE



“We have seen a clear change in how people work in the office; it’s no longer heads down working, it’s now where people are coming to collaborate and work with their peers to do their best, most innovative work.

Rob Johnston
Cushman & Wakefield

COLLABORATION IS KEY

Group activities are at the core of the workplace of the future, with employees seeing the opportunity to work directly with colleagues as one of the key reasons to re-enter the workplace.

The traditional meeting room will be replaced with more innovative environments better suited to creative endeavours.

As workplaces will also need to offer a number of secluded environments for focussed individual work, this presents new opportunities and challenges for employers.

Flexible spaces such as smaller break-out rooms or former offices can serve dual purposes here, having the potential to service both smaller groups and individuals.

IMPORTANT SPACES FOR THE FUTURE WORKPLACE

Collaborative spaces

- meeting rooms
- breakout areas

Flexible spaces

which can be redesigned with movable furniture

Quiet areas

for focussed work

Soundproofed areas

for virtual meetings



94%

88%

88%

95%



We know that being exposed to greenery enhances productivity, wellbeing and creativity. It ticks a lot of boxes in terms of what being exposed to a few pot plants will do, let alone a balcony or rooftop.

Dr Amantha Imber
Inventium

SPACES FOR REJUVENATION AND RELAXATION

The evolution of the workplace lies in the creation of the broader ‘lifestyle hub’—a space that encourages downtime, provides access to health and wellness services or facilities, and allows employees to engage in the rejuvenating moments that help them achieve their best work.

No longer is the workplace solely about working—it’s a considered, collaborative environment that requires adequate space for employees to recharge and reset.

With younger generations placing more value on social interactions, mental health and wellbeing—having comfortable spaces available for employees to enjoy non-work moments is more important than ever before. This includes morning and afternoon coffee catch-ups, social chats with colleagues, or the chance for some quiet alone time.

IMPORTANT CONSIDERATIONS FOR THE WORKPLACE OF THE FUTURE



92%
NET

Social spaces

- coffee/ lunch spaces
- outdoor areas



85%
NET

Access to **outdoors**

- green spaces
- rooftop gardens



77%
NET

End-of-Trip facilities

- bike racks
- showers/ changerooms
- gym



66%
NET

Wellbeing services

- wellness classes
- meditation rooms



62%
NET

feel much more productive after a coffee break





ROB JOHNSTON

National Director, Tenant Advisory Group, Cushman & Wakefield.

Reflecting on the significant impact of COVID-19 on corporate culture, Rob Johnston has a unique perspective on supporting staff through the pandemic shift and how best to nurture them through the workplace.

While creating a collaborative environment is difficult without critical mass, Johnston is seeing employers address this issue by introducing curated workspace experiences that help facilitate communication and interaction.

This has slowly encouraged a return to the workplace by many, which has subsequently provided employees with greater control over their work-life balance and helped them set clear boundaries between personal and work time. "People's time is monopolised by work with calls and meetings creeping into diaries at later hours, and intruding into their family time," Johnston explains. "When they're in the office, they can say 'No, I'm going home before then'—so one of the benefits is being able to set those boundaries and have that switch-off time."

Recognising there will be a need for two realities going forward—physical and virtual—Johnston also believes the importance of technology can't be understated. "There's a lot more pressure on the technology, including the individual laptops and PCs," he says. "There will always be people joining remotely, that's not going away, so we will need to be able to give them the same quality experience as those physically sitting in the room."



“One of the biggest negatives of COVID-19 has been the loss of connection with people, and the loss of engagement with the corporate culture.”

CASE STUDY

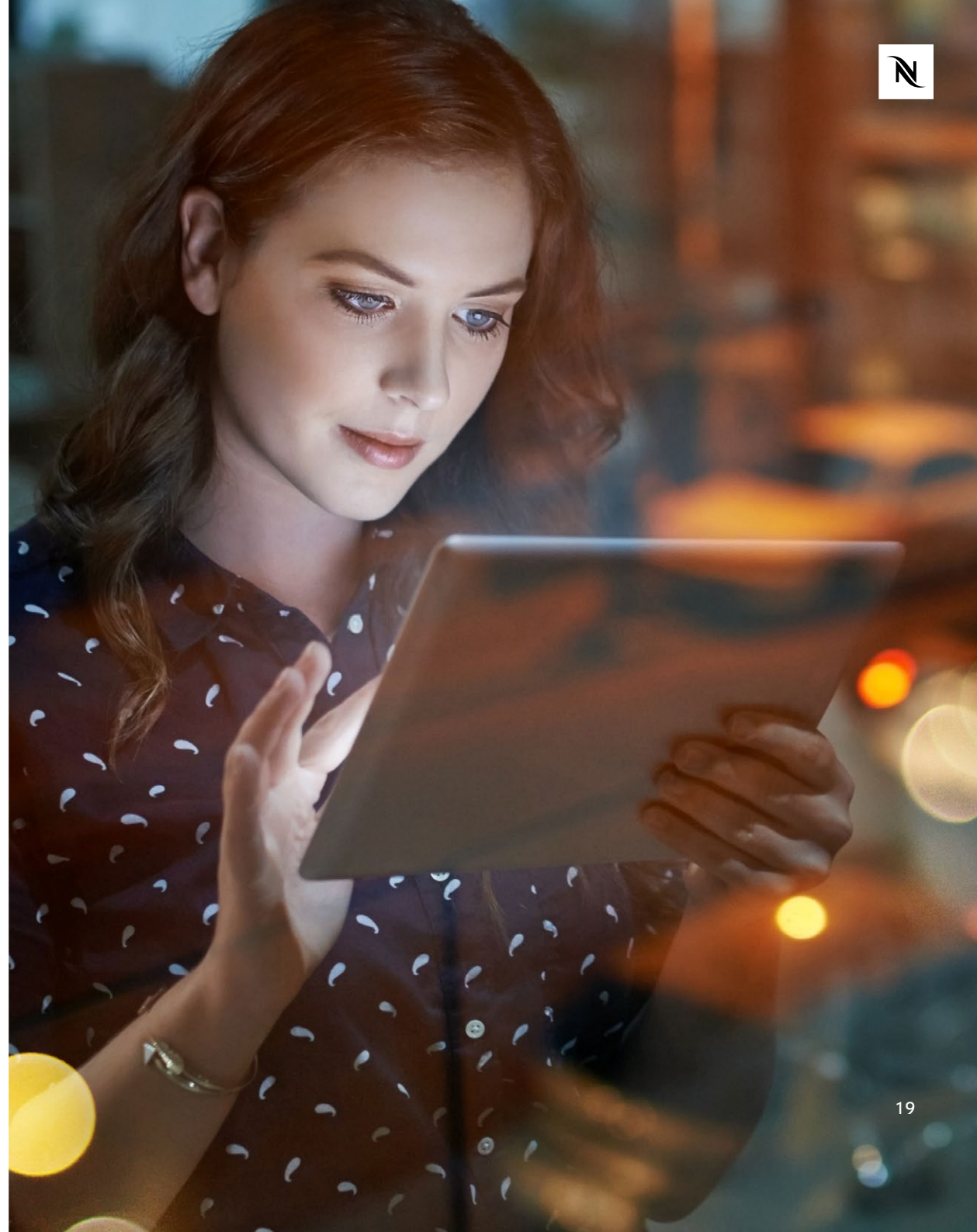


PROTECTION, CONNECTION, **FREEDOM**

At the heart of the flexible workplace lies technology—helping to ensure employers can deliver safe environments for employees to confidently and safely engage with local and remote colleagues.



3 TECHNOLOGY



IDEAL OFFICE LOCATIONS

Data suggests employees (particularly those in larger organisations) will take advantage of conveniently-located hubs created as an alternative option to their main workplace, which will allow them to complete their work, attend an office, and reduce the time they spend commuting. This time is currently sitting more than fifteen minutes above employees' desired time.

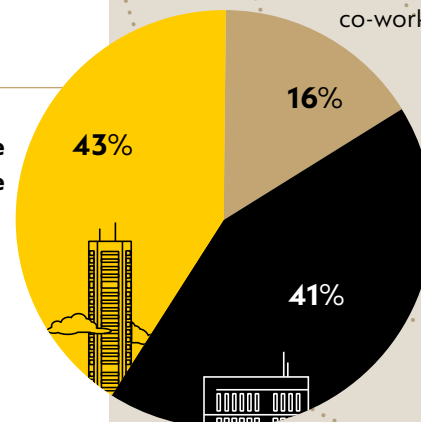
Technology will play a large role in this local hub concept, ensuring smart systems and 'plug and play' functionality make it easier for employees to work across multiple locations if desired.

IDEAL OFFICE LOCATIONS

Number of Employees	Single Office	Office hubs	Other	
50-99	49	34	16	%
100-199	45	34	20	%
200+	40	46	14	%

TECHNOLOGY

Single Office



Smaller Office Hubs
located across CBD and suburban areas

Other
co-working offices/home

TIME SPENT COMMUTING

36 min currently

20 min ideally

VITAL CONSIDERATIONS FOR A POST-COVID-19 WORKPLACE

Whilst all generations share an interest in contactless equipment and appliances, the data suggests **Gen Y** and **Gen X**—many of whom are digital natives—are slightly more aligned with embracing tech-forward approaches to cleanliness and sanitation.

80%_{NET} Contact-free **work equipment**
→ printers and copiers



75%_{NET} Contact-free **kitchen appliances**
→ coffee machine



74%_{NET} Smart, contact-free **lift access**



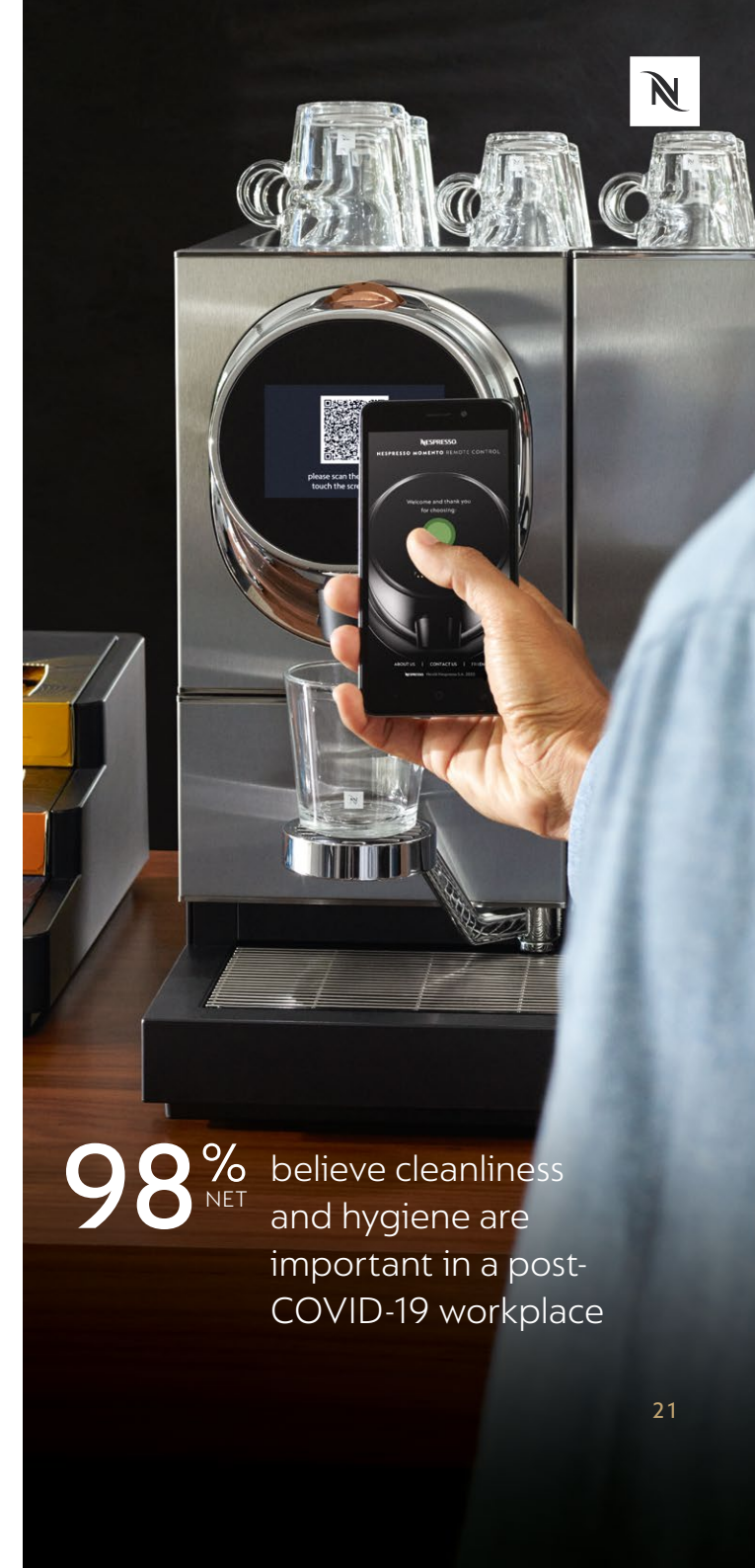
TECHNOLOGY

HYGIENE AND TECHNOLOGY

Following the outcomes of the COVID-19 pandemic, high-level hygiene practices will be non-negotiable in workplaces moving forward. Technology will help employers achieve a range of innovative hygiene-focused solutions.

As organisations shift to smart, contact-free technologies to reduce health risks, both building owners and service providers will need to continue innovating within this space. This includes the use of mobile apps to reduce contact across high-use office devices such as the printer, copier, and coffee machine. Employers will be able to leverage this equipment and functionality to position themselves as leaders in this space.

Already, brands such as **Nespresso** are innovating in this area through products such as **Nespresso Momento Coffee & Milk**, which gives employees the ability to enjoy high quality coffee in their office without the need to touch the machine itself. Inspired by the evolution of the workplace, a scan of a QR code enables a mobile phone to be used as a remote-control to select their favourite barista-quality milk-based coffees. It's these types of innovative solutions that will help to facilitate enhanced interactions and more meaningful relationships between colleagues in a safe and reliable manner.



98%_{NET} believe cleanliness and hygiene are important in a post-COVID-19 workplace

NESPRESSO®

JEAN-MARC
DRAGOLI**General Manager, Nespresso Oceania.**

Jean-Marc Dragoli strongly believes the future workplace will continue to require a certain level of flexibility as there are tasks employees can do from home via the latest technology that don't require collaboration, yet there are also tasks where the human interaction aspect is much more important than we once realised.

"If you're sending emails, crunching numbers or working on a presentation—you can do that from anywhere in the world," he says. "But if you're running a workshop or talking about how to engage with consumers, it's much easier and more effective to have direct contact with people."

Jean-Marc believes hours and hours alone behind a screen can be really frustrating and isolating, particularly when some of the biggest ideas and brightest innovations occur in those non-work moments—the quick catchups in the hallway, the chats in the kitchen over a nice cup of coffee.

"Businesses need to embrace the best of both worlds so employees can see their employers understand the importance of flexibility, but also value collaboration all at the same time—that balance will be key."

“Businesses need to embrace the best of both worlds so employees can see their employers understand the importance of flexibility, but also value collaboration all at the same time—that balance will be key.”

OWNING YOUR IMPACT, CHANGING THE FUTURE

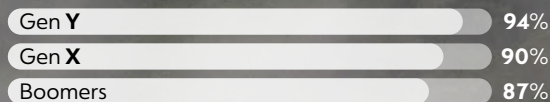
Workplaces wanting to thrive in the coming years need to recognise that sustainability is more than just a buzzword. Employees expect their employers to take positive steps toward actively engaging in reducing their impact on the environment.



4 SUSTAINABILITY



91%_{NET} agree it's
important to
minimise the
overall carbon
footprint of
workplaces



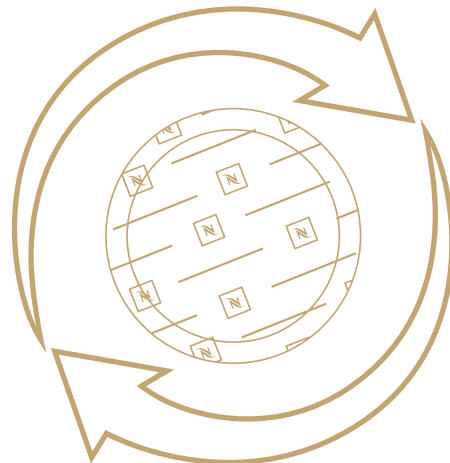
“Sustainability is extremely relevant for our employees. We know that being carbon neutral by 2022 is a very serious commitment, and we’re reviewing the whole value chain to achieve this. In doing so, we can also offer our customers carbon neutral coffee solutions in their workplace, which they can then share with their employees—meaning we can help them on their sustainability journey too. It’s a tremendous effort, but we believe that it’s the right thing to do.”

Jean-Marc Dragoli, Nespresso

FUTURE VALUES

Sustainability concerns are most evident amongst **Gen Y** employees, who want a sense of purpose embedded within their corporate culture and want to work with organisations that align to their own values.

This will lead to more energised and engaged employees who value working within a company that has an ethical and sustainable purpose. This belief makes **Gen Y** stand out from other generations across all metrics.



IMPORTANT CONSIDERATIONS FOR THE WORKPLACE OF THE FUTURE

Sustainable initiatives employees want to see in the workplace of the future:



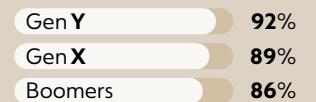
90%
NET

Lightbulbs
switched to LED



89%
NET

Products made from
recycled materials



89%
NET

Elimination of all
single-use plastics



85%
NET

Collection points for
coffee capsules



RECOMMENDATIONS

Workplaces set to thrive in the future are the ones focused on the employee experience. Here are four things Dr Amantha Imber recommends organisations can do to stay competitive when it comes to attracting and retaining key talent:



CULTURE

Don't fall into the trap of thinking you can tick the **mental health** box by simply having an EAP program or running a communications campaign for **RU OK Day**. Leaders need to role model having open conversations about mental health and sharing vulnerabilities. This helps to create a safe environment for their team to be openly discussing any challenges they are having and being able to work through it together, in addition to receiving external support from EAP and counselling programs.



DESIGN

Having discrete, **purpose-driven zones** is more critical than ever before. Quiet areas where people can do deep, focused work will be just as important as having spaces for collaboration. Having a physical space for social reconnection over a coffee break or lunch is also crucial for workers to reap the full benefits of being back in the office.



TECHNOLOGY

Deciding whether to have a **single office or multiple localised hubs** will be a key decision for businesses—especially those looking to reduce the commute time for employees. Total employee size needs to be a key consideration in this decision. Larger businesses will be well-placed to have smaller, localised hubs and thus reduce commute time for staff. However, mid-sized to smaller businesses should consider opting for one single office to ensure they attract enough people day-to-day to take advantage of the benefits that the physical office space provides, such as collaboration and human connection.



SUSTAINABILITY

Companies need to put purpose over profit to attract the best talent. This will attract significantly more engaged staff. Proactively looking for ways to leave a smaller carbon footprint and encouraging staff to act in ways that are more **environmentally sustainable** is win-win, as there are cost savings for the business and employees feel better about associating themselves with a purpose-driven organisation.

ABOUT **NESPRESSO** PROFESSIONAL

Delivering premium coffee solutions for all business types, **Nespresso** Professional designs meaningful coffee experiences that connect, delight and inspire.

With a large range of sustainably-sourced coffee blends to savour at any time of the day, and a range of commercial coffee machines to suit any business needs, **Nespresso** Professional is the catalyst for the moments where ideas are shared, and memorable connections are made.

Evolving alongside the ever-changing workplace of the future, the new **Nespresso** Momento Coffee & Milk delivers high-quality coffee experiences that bring people together, improve productivity and create added business value.

At the touch of a button, enjoy a delicious range of barista-quality milk-based coffees like lattes, cappuccinos and flat whites with ease. Or go touch-free and simply scan the QR code with your own device. Either way, the future of the workplace starts here—with the first cup of the day.

NESPRESSO[®]
PROFESSIONAL





This research report was produced by **Nespresso**, based on a study conducted by ACA Research with n=1,005 white collar professionals working in Australian businesses with 50 or more employees. Quotas were set by age, gender and state to ensure the data was nationally representative.

The research methodology involved a 10-minute self-completion online survey, with fieldwork running between Friday 9th and Friday 23rd April 2021.

Sample was sourced through consumer research panels, with participants incentivised for completing the survey.

The research was carried out in compliance with the AMSRS Guidelines and National Privacy Principles.

www.nespresso.com/pro