

COVID-19'S IMPACT ON DISTRIBUTED WORKING

Shift in sentiment around distributed working

Before COVID-19

60% of businesses said their employees worked from home **rarely** or **never**.

After COVID-19

66% say their employees will work from home **occasionally, regularly** or **most or all of the time**.



Distributed working embraced by large businesses

100% of large businesses (>1000 employees) surveyed anticipated their employees would work from home **at least some of the time** once COVID-19 restrictions are lifted.

2 in 3 large businesses (>1,000 employees) expect their employees to work from home **regularly** or **most or all of the time** post-COVID-19.

Productivity impacts of distributed working:

While distributed working has had a minimal impact on productivity overall,

25% of the businesses surveyed are struggling to adapt their workforces to remain productive.



Large businesses are more likely to increase productivity through distributed working

Large businesses (>500 employees):

40% saw an increase in productivity

SME (<500 employees):

12% saw an increase in productivity



COVID-19'S IMPACT ON TECHNOLOGY ADOPTION



Shift to more regular use of technology and digital platforms

Businesses that **never, rarely** or **occasionally** used online channels and technology to communicate with their employees and customers.

73% prior to COVID-19 **43%** post COVID-19

Businesses say they will use online channels and technology to communicate with their employees and customers **regularly** or **most or all of the time**.

27% prior to COVID-19 **58%** post COVID-19



Technology adoption increases with business size

95% of large organisations (>1000 employees) say they will use online channels and technology to communicate with **regularly** or **most or all of the time**.

Businesses (51-100 staff) used online channels and technology to communicate with their employees and customers **regularly** or **most or all of the time**.

25% prior to COVID-19 **87%** post COVID-19

BUSINESS CONTINUITY PLANNING (BCP)

Increases adaptability:

Businesses that **didn't have a BCP** or hadn't sought independent consulting support saw:

↑ Reluctance to implement distributed working

↓ Resistance to permanently adopt technology to engage with employees and clients post COVID-19



Organisations that received consulting support and **had a BCP** were more likely to:

↑ Increase productivity ↓ Negative impacts of COVID-19

Increases productivity:

31% of organisations **with a BCP** reported seeing an increase in productivity.

Only 9% of businesses **without a BCP** reported seeing an increase in productivity.



Increases uptake of distributed working and technology adoption

After COVID-19, businesses that don't have a BCP are less likely to embrace distributed working:

3% of businesses **with a BCP** say their employees will **never** work from home

27% of businesses **without a BCP**

compared to



After COVID-19, businesses that don't have a BCP are more reluctant to embrace technology:

77% of businesses **with a BCP** will continue to use technology and digital platforms regularly or most or all of the time

36% of businesses **without a BCP**

compared to



Business resilience through BCP has been a strategic driver for remote working and technology adoption as it helps best position organisations to:

✓ **Effectively recover from interruptions**

✓ **Maintain productivity**