

THE FUTURE OF WORK

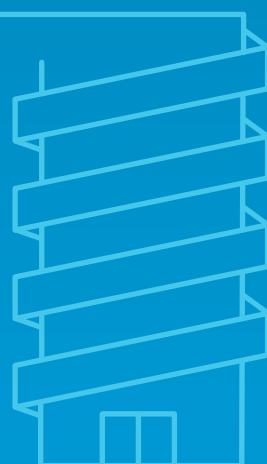
With the pandemic having forever redefined the meaning of an office, companies now have a real opportunity to recognise that people want to work differently. This portends a move to a “hybrid” or “blended” model where employees split their time equally between the office and their home or remote location of their preference.¹

HYBRID OR BLENDED WORK IS THE FUTURE²



Factors redefining the workplaces of the future:³

1.	Greater focus on diversity and inclusion
2.	Greater focus on work-life balance
3.	Maximising productivity in a hybrid/blended workspace
4.	Enhanced focus on reskilling and upskilling
5.	Harnessing tech to promote collaboration and innovation



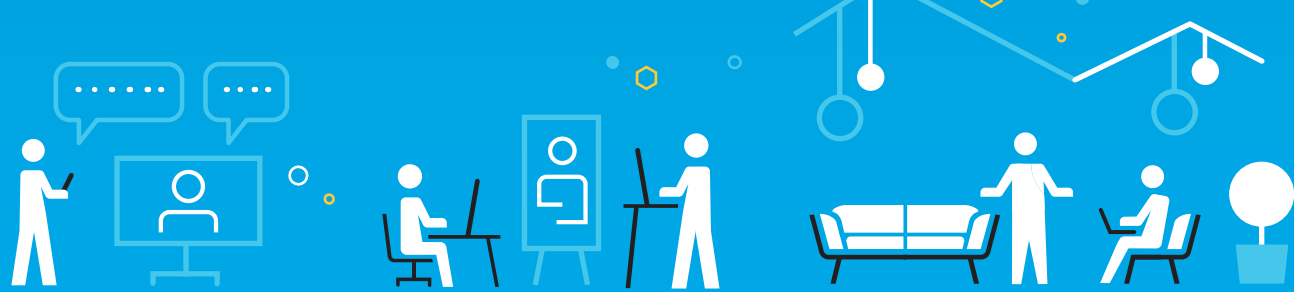
70%

of workers want to continue working remotely.



66%

of corporate leaders plan to redesign their workspaces to suit hybrid work.



TECH,

the enabler: Over 100 remote collaboration products were launched or enhanced in just the first eight months of 2020.⁴



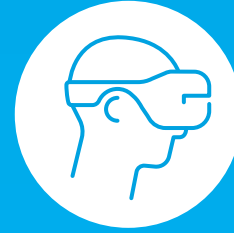
Video conferencing



Ideation + whiteboarding



Virtual offices

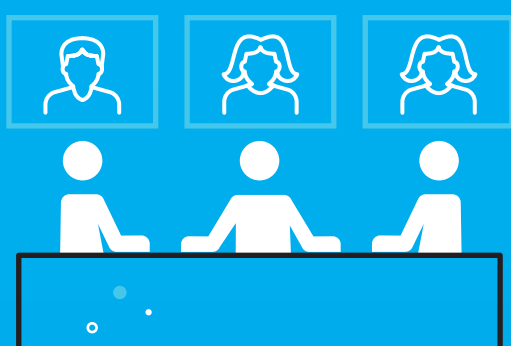
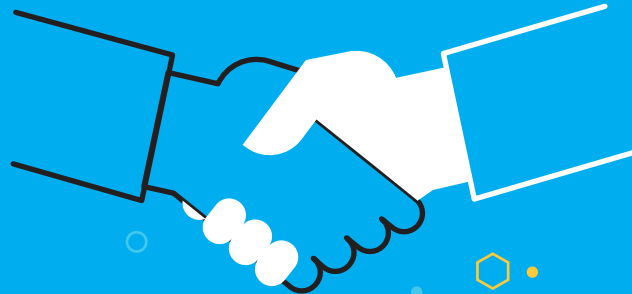


AR + VR technology

KEY TRAITS OF A HYBRID WORKSPACE

Empathy:

It's easy to lose sight of the issues remote-working employees might be facing. Be sensitive and understanding towards colleagues and their life experiences.^{5,6}



Inclusion:

About 80% of communication is non-verbal so everyone – remote or onsite – should have the opportunity to be seen and heard.⁷

Security:

Hybrid workspaces need greater IT security.⁸

More work locations

=

More devices logging in to company servers from unverified networks

=

Need for greater security



GLIMPSES INTO THE FUTURE OF WORK

■ Reduced headcount density at HQ and decentralised operations.⁹

■ Outdoor spaces for team meetings.¹⁰

■ Quiet zones to facilitate work that requires deep focus + open-plan areas for ad-hoc collaborations.¹¹

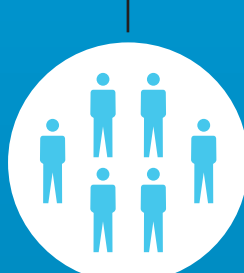


EVOLVING HOW WE WORK¹²

With a view to balancing the needs of our customers and the organisation, ANZ has built three broad models designed to give people the best of both worlds.

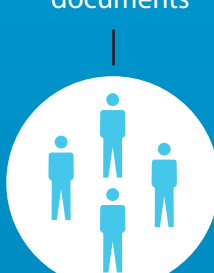
Blended

Vast majority of ANZ employee roles (two to three days in the office)



Workplace first

Client-facing roles; Facility managers; Employees handling cash, physical documents



Remote first

Roles with limited internal or external stakeholders



MAKE THE FUTURE COUNT

Key business leaders will be discussing The Future of Work at this year's ANZ Finance & Treasury Forum, Wednesday 20 October and Thursday 21 October 2021. Don't miss out – contact your ANZ Relationship Manager for your all-access pass to explore key topics of global importance to your business today, with a fantastic speaker line-up across geopolitics, sustainability, technology, pandemic outcomes and leadership.

¹ <https://bluenotes.anz.com/posts/2021/05/how-we-work-covid19-office-home-blended>
² The Next Great Disruption is Hybrid Work – Are We Ready?; Microsoft Work Trend Index: 2021 Annual Report
³ <https://www.weforum.org/agenda/2021/06/the-future-of-work-is-here-standards-virtual-team-collaboration-keep-up/>
⁴ <https://www2.deloitte.com/us/en/insights/focus/signals-for-strategists/virtual-team-collaboration.html>
⁵ <https://hbr.org/sponsored/2021/07/5-traits-of-a-successful-hybrid-work-environment>
⁶ <https://bluenotes.anz.com/posts/2021/05/how-we-work-covid19-office-home-blended>
⁷ <https://hbr.org/sponsored/2021/07/5-traits-of-a-successful-hybrid-work-environment>
⁸ Ibid.
⁹ <https://www.colliers.com/en-xa/research/work-cubed-the-future-of-work>
¹⁰ <https://www.nytimes.com/2021/04/30/technology/google-back-to-office-workers.html>
¹¹ <https://www.jll.com/hk/en/trends-and-insights/workplace/why-hybrid-workplace-pilots-are-taking-off>
¹² <https://bluenotes.anz.com/posts/2021/01/anz-how-we-work-workplace-future-remote-blended-strategy>