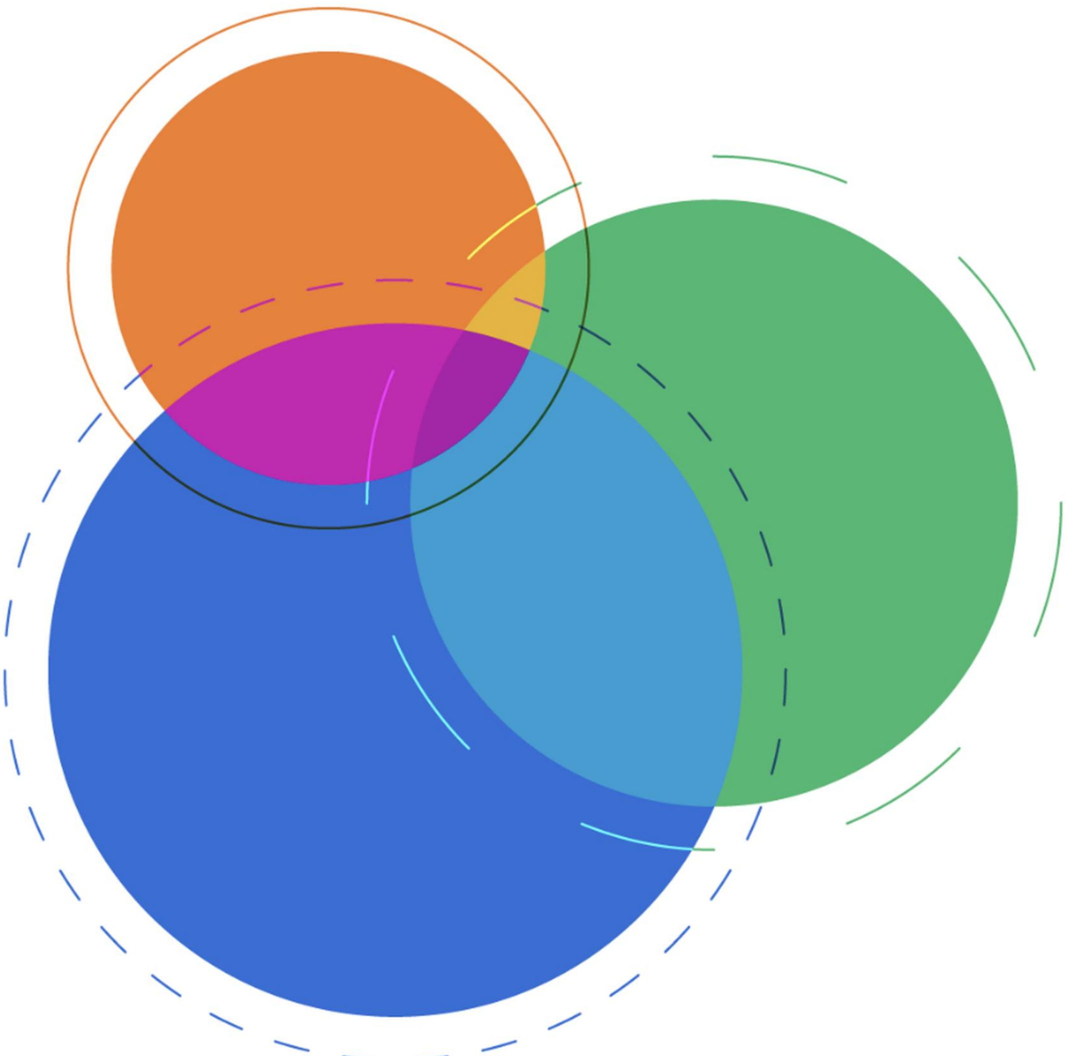
Flex Index

Methodology Report
October 2023



Flex Index
PRESENTED BY scoop

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About this Report

We launched Flex Index in February 2023 to close an important gap in information on how companies were approaching flexible work. Over the past 10 months, Flex Index has grown to become one of the most important and reputable data sets on company remote work policies and trends.

Our research has been featured in hundreds of articles from major publications such as the Wall Street Journal, New York Times, Forbes, Fortune, Bloomberg, TIME, and many others. We're proud of the contributions we've made to the public understanding and discourse around the adoption of flexible work.

As Flex Index grows in stature and our reports gain increasing attention, we felt it was important to have a publicly available document detailing our methodology. In this report we'll cover:

- Background on the Flex Index and its purpose
- Terminology we use
- How we collect company office requirements data
- How we approach analysis for Flex Reports
- How you can get in touch or contribute

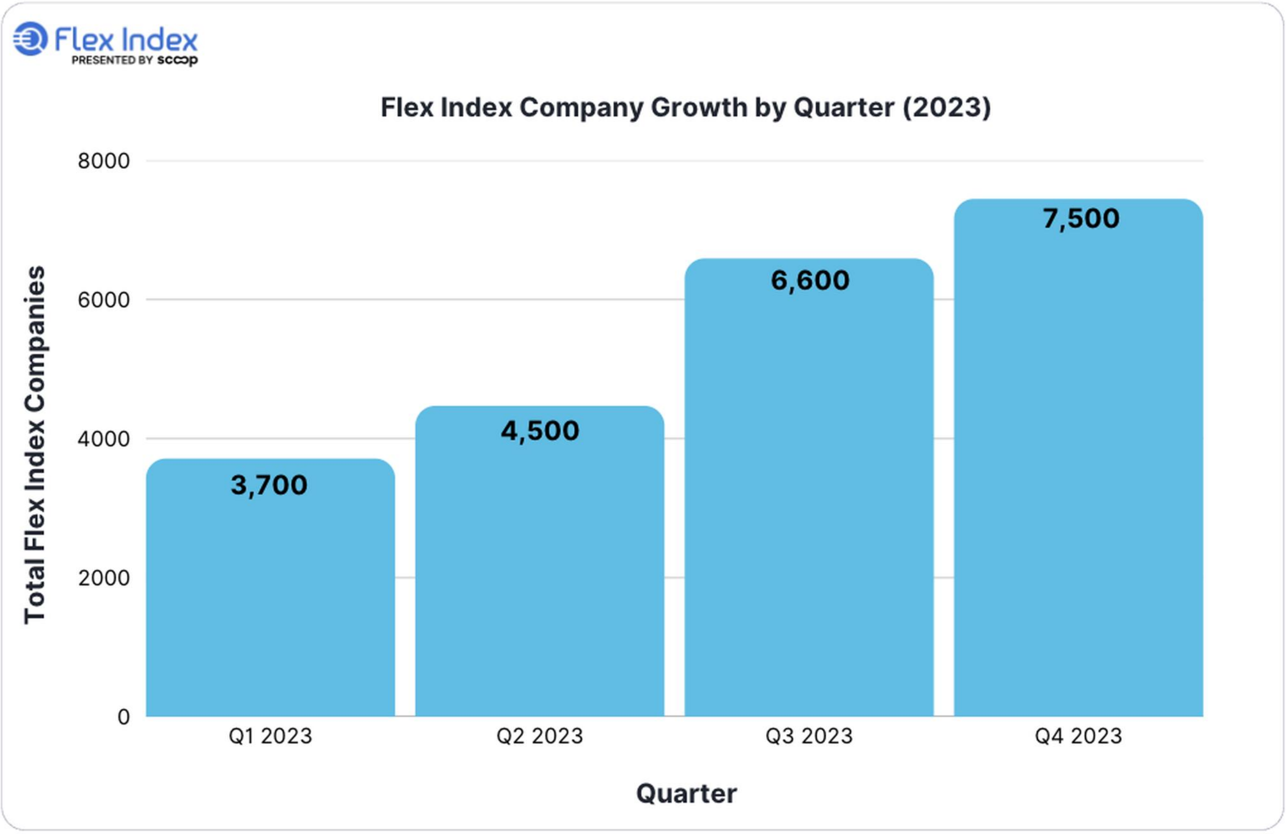
We hope this report will be helpful to a number of stakeholders:

- Researchers and academics who are interested in how we capture and analyze data
- Consultants and flexible work experts who want to leverage our data to support decision-making at clients
- Media that is curious for background on Flex Index and our process

Background on Flex Index and its purpose

About Flex Index

Flex Index is a global repository of company office requirements. As of October 2023, Flex Index covers the office requirements for 7,500 companies. These companies have more than 50,000 office locations in the United States and significantly more offices globally. Flex Index companies employ more than 100 million people worldwide.



Source: Flex Index (flex.scoopforwork.com). Flex Index is presented by Scoop (scoopforwork.com).

About Scoop

Flex Index was created by **Scoop**. Scoop is a technology company headquartered in San Francisco and founded in 2015 by **Rob Sadow** and **Jon Sadow**. Scoop builds software to enable hybrid employees to make better decisions on how and where they spend their time. Teams on six continents use Scoop to better coordinate their office time and improve the quality of distributed meetings.

What Problem We're Solving

The original idea for Flex Index came from a problem the Scoop team was facing. At Scoop we build software for hybrid teams, but were having a difficult time determining which companies were adopting hybrid work and in what capacity.

As we started to dig into the problem, we learned that others were struggling with the same issue:

- Job seekers wanted to know what a company's office requirements were to determine if it was a match for the flexibility they were seeking.

- Employers wanted to know what requirements their peers and competitors were implementing to inform their own flexibility decisions.

- Journalists needed reliable data on how companies were approaching flexible work to improve reporting on return to office trends.

- Researchers and academics were looking for better data sets to analyze in order to predict more accurately the impact of flexible work on real estate, cities, employment, and a number of other important economic and quality of life topics.

We built Flex Index to solve these challenges – both for Scoop and for others.

Our Vision

Flex Index's vision is to provide a single source of truth on workplace flexibility for every company worldwide.

Every company has a stance on workplace flexibility. But few companies make their office requirements public, and every company describes their flexible work policy differently. By standardizing and sharing this information, we all benefit and will have a better sense of where the world is headed.

Flex Index Terminology

Terminology and Definitions

One of the biggest initial challenges with Flex Index was taking the different types of policies companies create and standardizing them. Without some level of standardization, it's impossible to compare companies and understand trends over time.

When describing company office requirements, we use the following terminology.

Flexible Work Categories

Fully Flexible

Companies that give their employees a choice over whether to come into an office. Fully Flexible companies have adopted either a Fully Remote or Employee Choice model.

Fully Remote

Companies that do not have physical office space. All employees work remotely.

Employee's Choice

Employees can choose when or if they work from an office.

Structured Hybrid

Companies that have set specific expectations on when employees work from an office. The different Structured Hybrid models are:

Minimum Days

Companies that set a minimum number of days employees must work from the office each week (ex: two days per week).

Specific Days

Companies that set specific days of the week employees must work from the office (ex: Tues/Thurs).

Minimum & Specific Days

Companies that set minimum and specific days per week employees must work from the office.

Minimum Percentage of Time

Companies that set a minimum percentage of time employees must work from the office (ex: 40%).

Full Time In Office

Companies that require employees to work from the office full time.

Other Information and “Flexible” Listings

The previous categories cover the vast majority of flexible work policy types at companies, but are not exhaustive. For companies where the policy explanation requires additional nuance, we’ve added an “Other Information” section on the company’s Flex Profile to outline those details. If we find that a significant number of companies embrace a policy type that is not covered in our categorization, we will add it in the future.

Occasionally we will add a company to Flex Index under the category “Flexible.” That means we believe the company offers work location flexibility based on a data input we’ve found, but are still in the process of confirming the exact Office Requirements. Companies marked “Flexible” are excluded from Flex Report analysis until Office Requirements can be confirmed.

Assigning Office Requirements to Companies

Each company on Flex Index is listed with its associated Office Requirements. You can find a company’s Office Requirements by searching the **Explore** page.

The Office Requirement listed is the policy that applies to the majority of corporate (desk-based) employees at the company. You can think of that as the policy that the majority of employees working at the company’s headquarters would follow.

For large companies, it is quite common to have varying employee populations with different types of Office Requirements. For example, a retailer may have:

- In-store workers that are required to be on site full time
- Corporate employees that are required to be in office a minimum 2 days per week
- Customer support teams that are fully remote

In this case, we would label the company as having a Minimum Days policy (2 days) since that is the Office Requirement that applies to corporate employees. The additional detail about in-store workers and customer support teams would go in the “Other Information” section on the company’s Flex Profile.

In the coming months we will add an update to Flex Profiles allowing companies to add “sub-policies” that apply to a particular geography, function, or role. This will allow us to capture these more nuanced populations within companies more robustly.

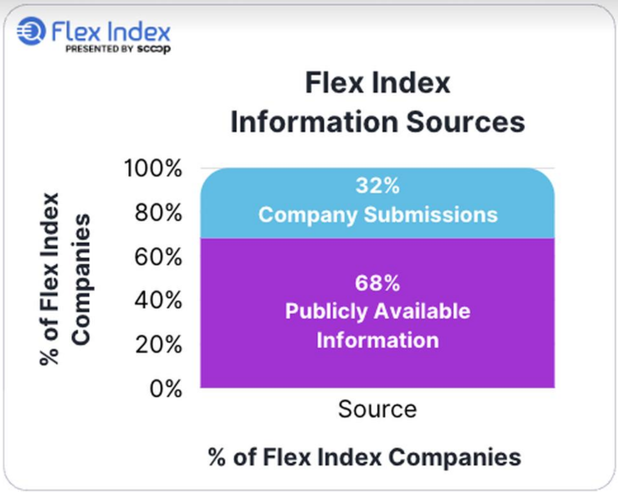
How We Collect Office Requirements

Information Sources

We collect Office Requirements from two primary sources, and often will use multiple data points to triangulate and add granularity to a company's Flex Profile.

The two primary sources we use are:

1. Publicly available information and statements
2. Company submissions from current employees



Source: Flex Index (flex.scoopforwork.com). Flex Index is presented by Scoop (scoopforwork.com).

Publicly Available Information and Statements

The vast majority of Flex Index Office Requirements come from rigorous research of company publicly available information and statements. We take a high bar to publishing a company's Office Requirements, and will only do so if we find an explicit statement or description.

We use the following publicly available inputs to determine Office Requirements:

- Statements from the company's website
- Company-written statements on hiring sites (e.g. company pages or job descriptions)
- Internal memos on Office Requirements that are shared publicly
- Major media coverage of a company's Office Requirements that are corroborated by an explicit company link or quote on the policy
- Any other public statements made by company executives on flexible work policy

Whenever we add a company's Office Requirements to Flex Index based on a publicly available piece of information, we follow up by emailing the company's HR executives to inform them. We share that the company has been updated on Flex Index, and enable them to make edits or email us to ask for edits to be made. There is no cost to the company to update their Flex Profile.

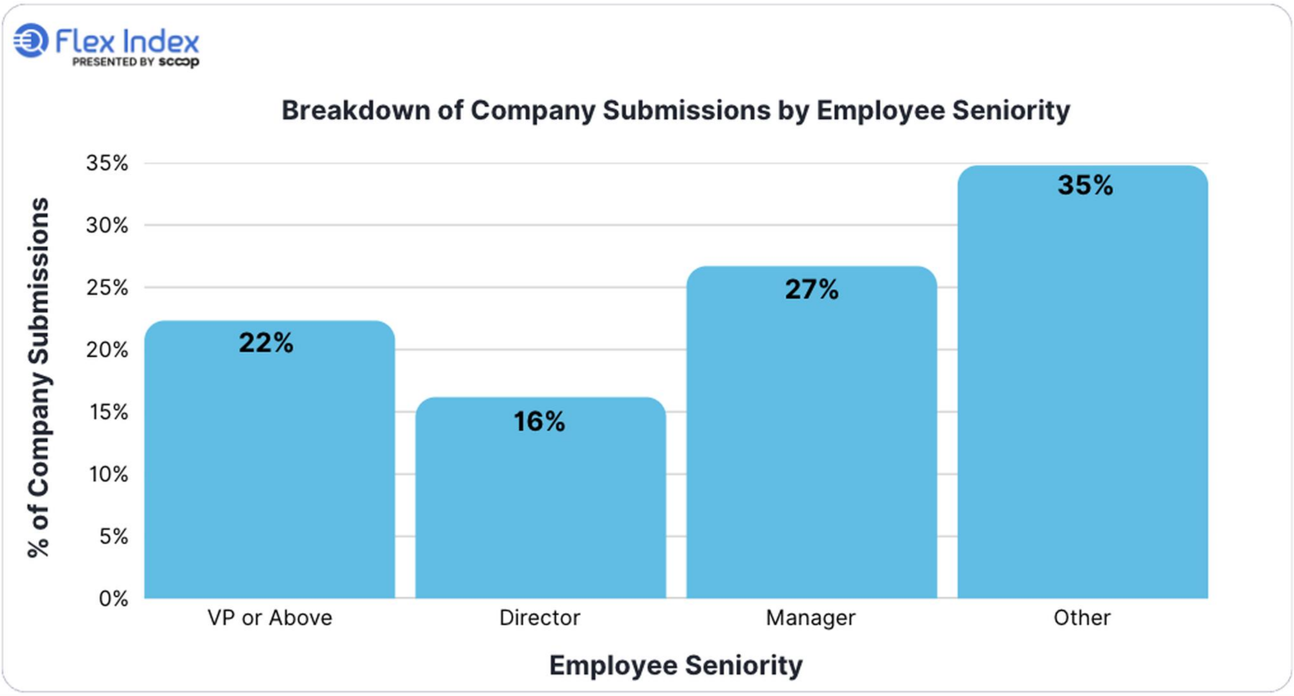
Submission from Current Employee

Current employees can add their company to Flex Index directly. 32% of Flex Index companies have been added by a current employee of the company.

Prior to October 2023, current employees could add their company to Flex Index via a short survey. Since October 2023, the survey has been replaced with new functionality to **directly add or edit a company's Flex Profile** on the Flex Index website.

Only current employees with a verified company email address can add or edit their company's Flex Profile. 65% of companies added to Flex Index via employee submission come from an employee in a management position.

The Flex Index team reviews every company addition or edit. After review, we reach out to the employee that added the information if we have any questions or need further verification. If the employee adding is not a company executive, we also email the company's HR executives to inform them their company was added or edited. HR Executives can then make edits or email us to ask for edits to be made.



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Flex Reports Methodology

Flex Reports Methodology

We regularly analyze our Flex Index data and put out **Flex Reports** with key insights. These reports track trends in Office Requirements by geography, industry, company size, firm age, and other variables we believe would be interesting to our stakeholders. These reports are published and available for free on our **website**.

We use the following practices in analyzing Flex Index data:

- Analysis of the breakdown of US firms by Office Requirements is re-weighted using the **Current Population Survey**. This eliminates skews in Flex Index data toward a particular industry that could affect tracking over time.

- We have a minimum sample size requirement of 50 observations per variable when analyzing the flexibility of any geography, industry, or other grouping.

- We include a data source and the number of observations on every chart we publish.

- We use the following external data sets for analysis and triangulation of data:
  - Employment by metro by **People Data Labs** for analysis of flexibility by metro
  - Net headcount growth by People Data Labs for analysis of the relationship between Office Requirements and headcount
  - Employee and employer desired time spent in office by **WFHResearch.com** for analysis of policy vs. employee and employer desires
  - Office occupancy compared to pre-pandemic from **Kastle Systems** to triangulate required days in office vs. pre-pandemic time required in office

We also regularly collaborate with **Nick Bloom** (Professor at Stanford University) and **Brian Elliott** (Co-Founder of Future Forum). Nick and Brian both advise on Flex Index and our Flex Report analysis. Nick is a co-author on Flex Reports.

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