The

# Flex Report

## Canada Deep Dive

Flex Index
PRESENTED BY scoop

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# Office Benchmarks

Office Benchmarks combines flexible work policy and workplace metrics to enable leaders to assess their investments and policy decisions relative to peers.


| Metric | Your company | 10th percentile | 25th percentile | 50th percentile | 75th percentile | 90th percentile |
|---|---|---|---|---|---|---|
| **Design Metrics** | | | | | | |
| ft² or m² / employee | 256 | 104 | 155 | 236 | 359 | 562 |
| **Desk Metrics** | | | | | | |
| Desks / Thousand ft² | 2.66 | 0.86 | 1.39 | 2.03 | 3.04 | 4.88 |
| Desk Sharing Ratio | 147% | 86% | 137% | 205% | 324% | 477% |
| Avg Attendance as % of Total Desks | 65% | 16% | 43% | 87% | 166% | 266% |

Southwest TERADYNE TD Bank Personio Lattice

### Complicated, High Stakes Decisions

Flexible work has made HR and Real Estate decision-making more complicated.

Executives have critically important decisions to make on leases and policy. Millions of dollars are at stake, with further impact on productivity, engagement, and attrition.

Unfortunately, limited hard data exists to help executives make such important decisions.

### Flex Index Benchmarks: Bridging the Data Gap

[Flex Index](#) Office Benchmarks is the only solution combining unique policy and real estate metrics to enable leaders to accurately assess their position relative to peers.

As a result, leaders are empowered to optimize their real estate portfolio and flexible policy decisions with confidence.

> *Flexible work is now another variable that real estate teams need to consider in developing both strategies and tactics for global portfolios. We are looking to use Office Benchmarks to help get to a level of granularity that allows us to make better decisions around where and how we design and manage our spaces.*
>
> **Rich Lupien**
> Corporate Environmental, Health & Safety & Real Estate Manager, Teradyne

**To learn more about Office Benchmarks and the types of questions it can answer, visit**

flex.scoopforwork.com/flex-products/office-benchmarks

## About the Flex Report

This month, we're taking a closer look at flexible work trends in Canada. Despite its proximity to the United States, there are striking differences (and a few notable similarities) between the countries regarding what work should look like in a post-pandemic world.

Similar to the States, there's no shortage of push and pull when it comes to opinions about hybrid and remote work in Canada. Garnering attention lately is an announcement by **the Canadian government** suggesting that Canada's public employees should expect to return to the office three days a week by early September. As we've observed across various industries stateside (think: Finance and Tech), employee pushback has been strong and vocal, with Canadian labor unions citing the need for more debate and discussion before the plan is fully implemented.

It's worth noting that Canadians really value hybrid work. So much so, in fact, that a recent **Cisco survey** found that more than four out of five workers surveyed say that maintaining a hybrid work schedule directly affects whether or not they plan to stay in their jobs — more so than even compensation. It's not surprising then to dig into the data and see just how prevalent and popular these hybrid arrangements are with employers, too.

This month, we wanted to look closer at the growing collection of Canadian organizations across Flex Index and unpack what's happening with flexible work. Is hybrid more prevalent in Canada than in the United States? Are Canadian employees working more or less in the office than their American peers? What industries in Canada are the most and least flexible?

We've got all this and much more in our first ever Canada Flex Report!

# 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.

Spotlight on...

# Adoption of Work Location Flexibility

Flex Index
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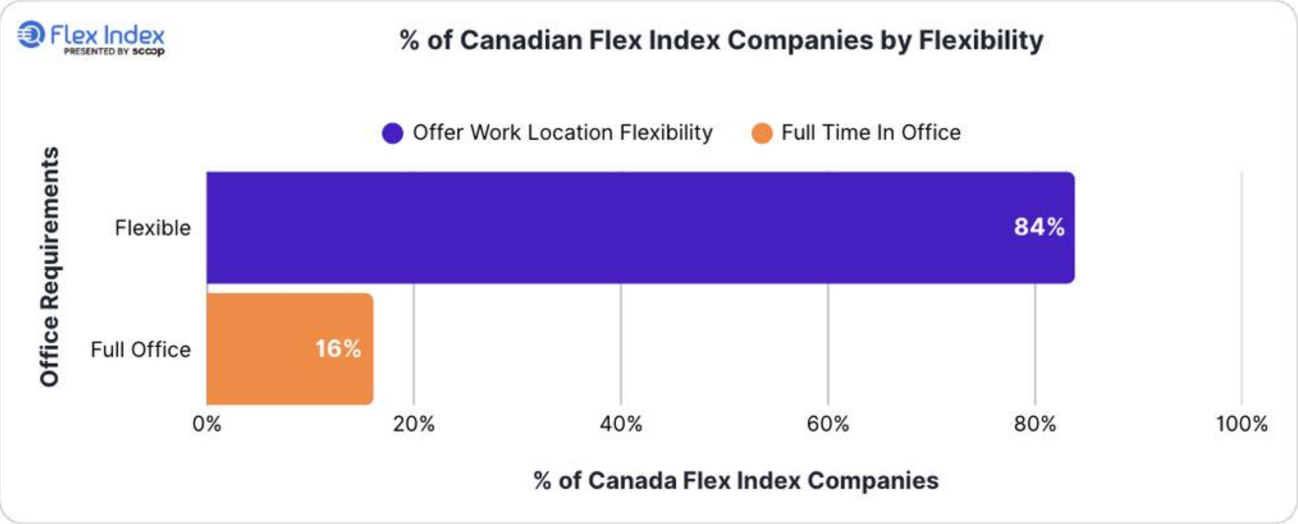
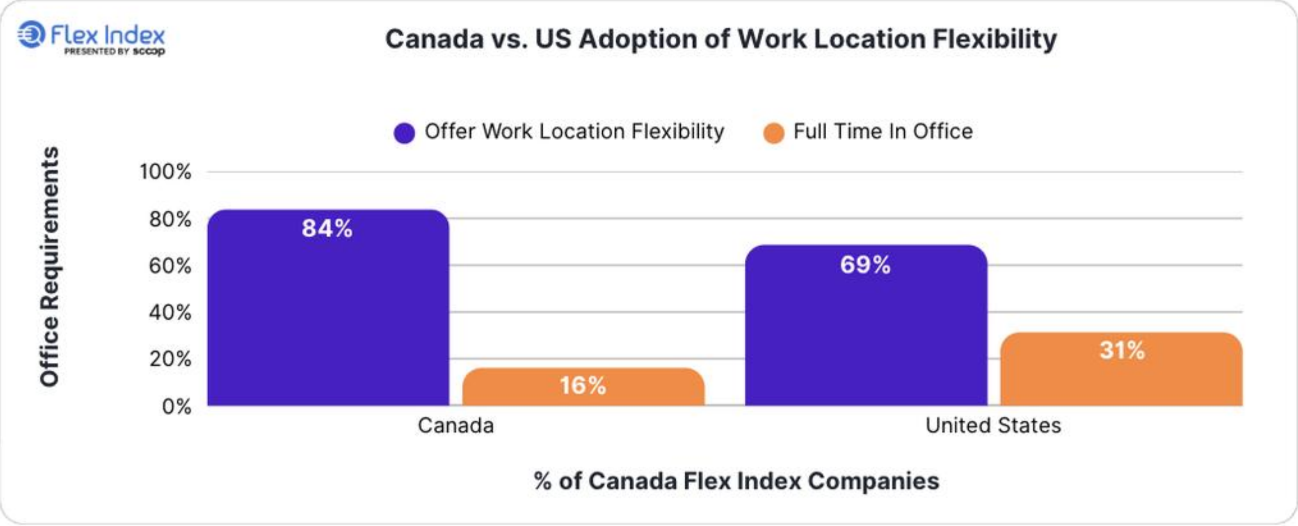
## ADOPTION OF WORK LOCATION FLEXIBILITY

Are you looking for the most flexibility-friendly work environment in North America? It's time to head North!

In Canada, 84% of companies offer work location flexibility, and just 16% of companies we track are Full Time in Office. That's a striking difference from the United States, where nearly double the number of firms (31%) require corporate employees to be in the office full-time.




Source: Flex Index (flex.scoopforwork.com) employer-provided policy data and publicly available data on company office requirements for companies with headquarters in Canada, N = 1,196 companies. Flex Index data has been re-weighted using Employment by industry from Statistics Canada to better approximate the Canada working population. Flex Index is presented by Scoop (scoopforwork.com).

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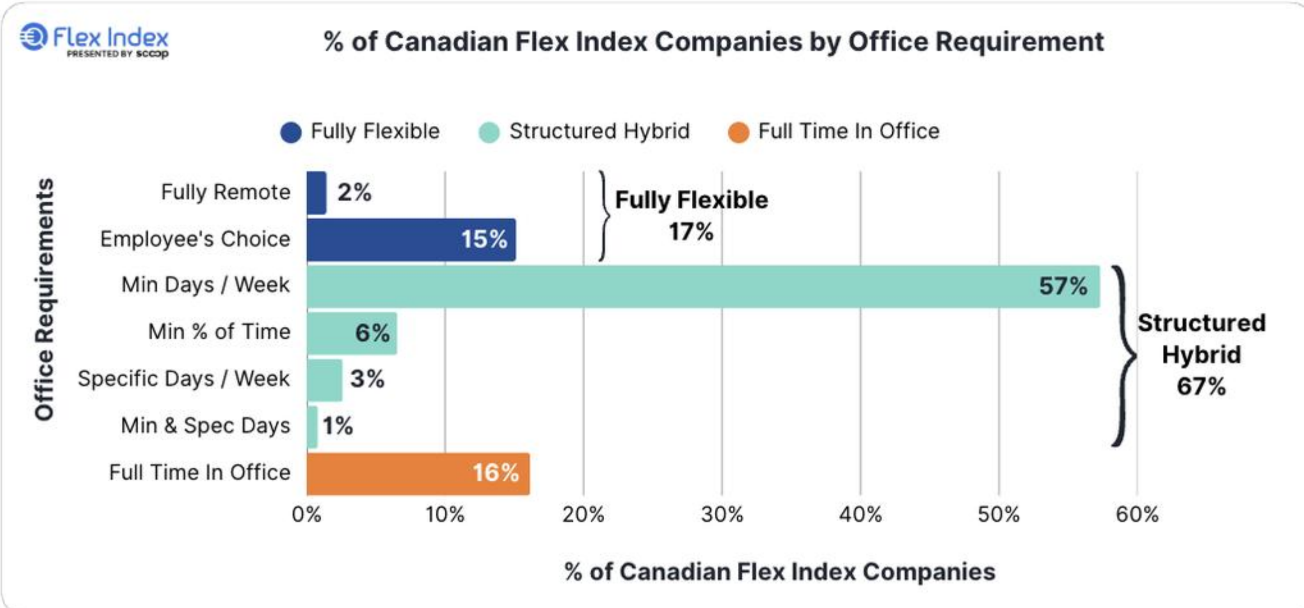
## OFFICE REQUIREMENTS

One of the significant differences we've observed in the data regarding flexible work in Canada versus the U.S. is around Structured Hybrid work. Typically, this arrangement is associated with mostly larger companies, but in Canada, 67% of all firms prefer Structured Hybrid work.

Conversely, Canadian workers are far less likely to work entirely remotely, with just 17% of companies offering this arrangement versus 32% of American organizations.

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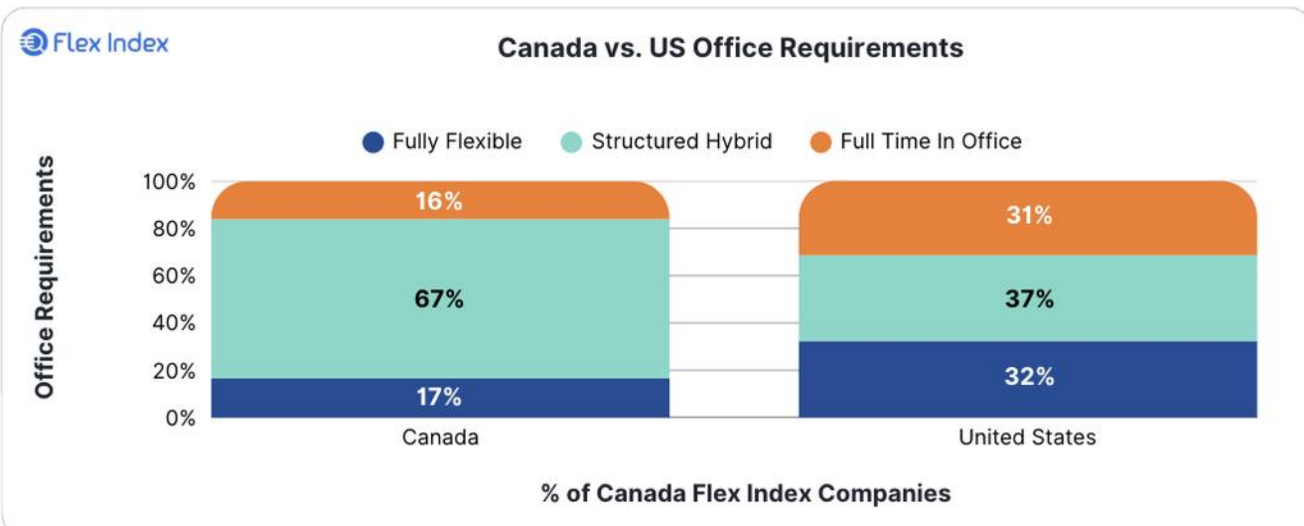


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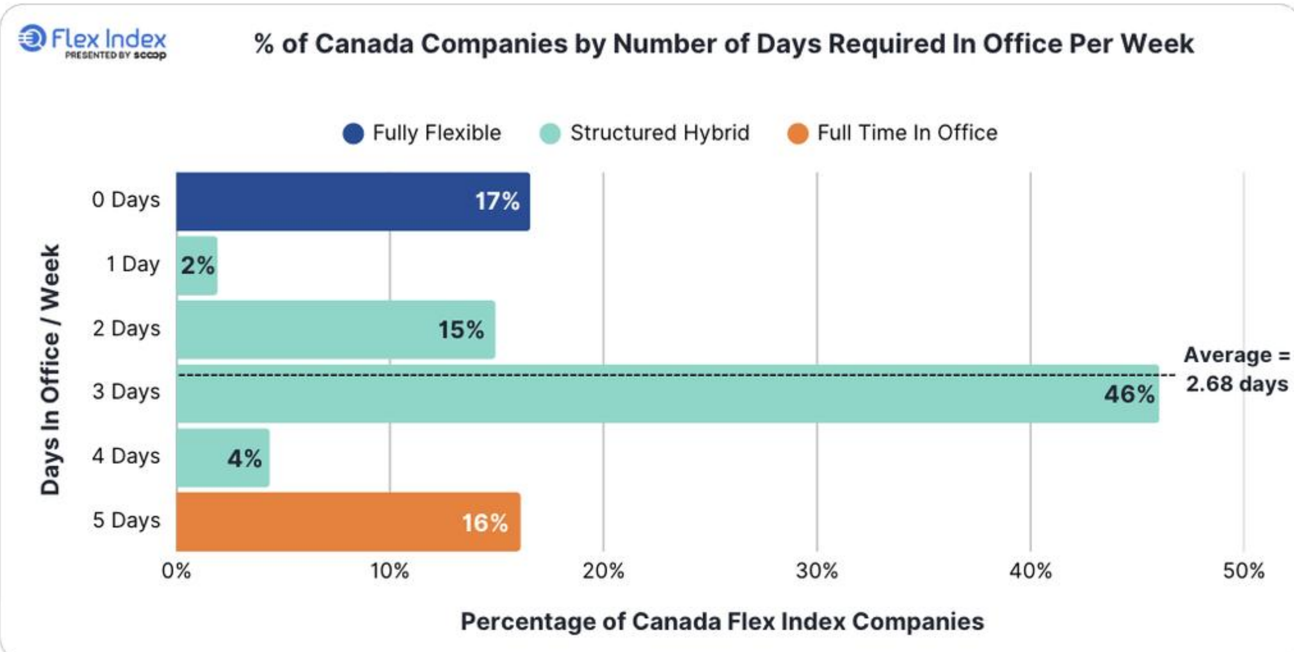
## TIME REQUIRED IN OFFICE

The average Canadian is expected to come into the office more frequently than the average American, mostly due to a higher prevalence of Structured Hybrid models.

On average, Canadian employees must be onsite 2.68 days a week, which is in part driven by the fact that nearly 50% of companies require employees to come in at least 3 days per week. In contrast, the U.S. average is 2.49 days per week in the office.

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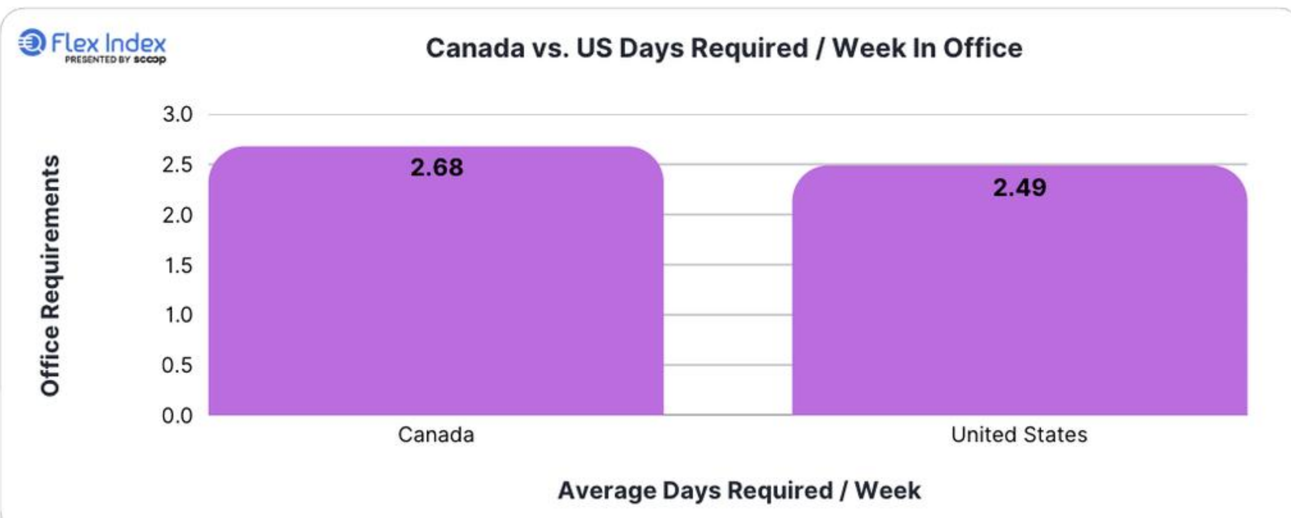


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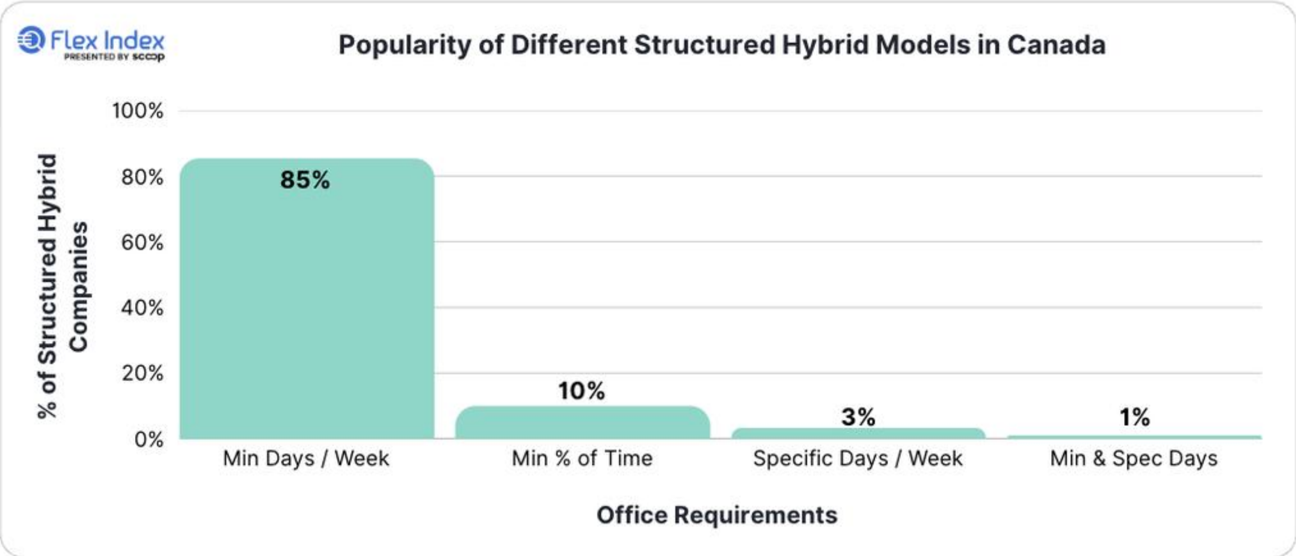
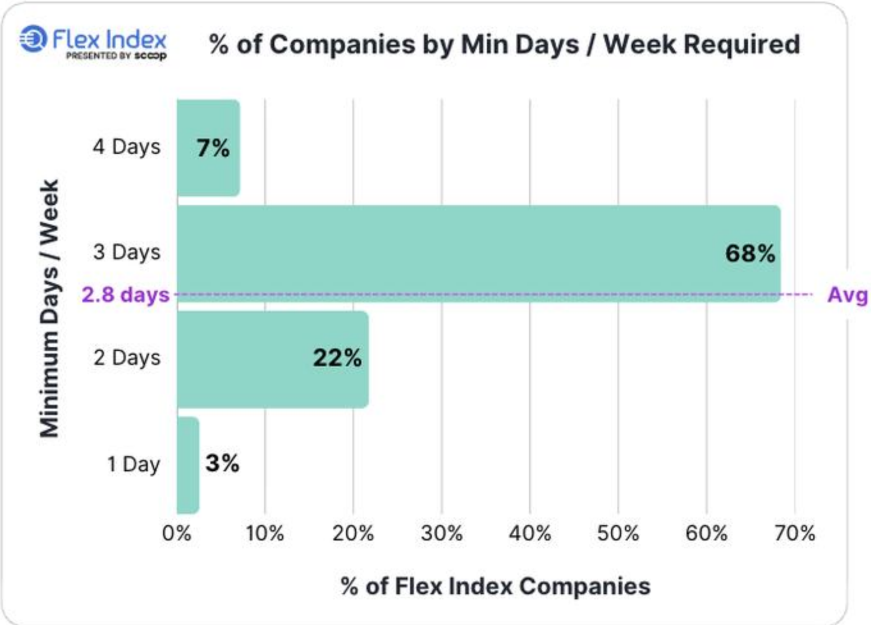
## STRUCTURED HYBRID: DAYS / WEEK REQUIRED

When it comes to Structured Hybrid work in Canada, the most popular model employers use is the Minimum Days / Week model. In fact, 96% of Structured Hybrid Canadian companies have a minimum day component in their model, while a scant 3% choose only to go with Specified Days / Week.




Source: Flex Index (flex.scoopforwork.com) employer-provided policy data and publicly available data on companies with headquarters in Canada with Structured Hybrid office requirements. N = 803 companies. Flex Index is presented by Scoop (scoopforwork.com).

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### Good to Know

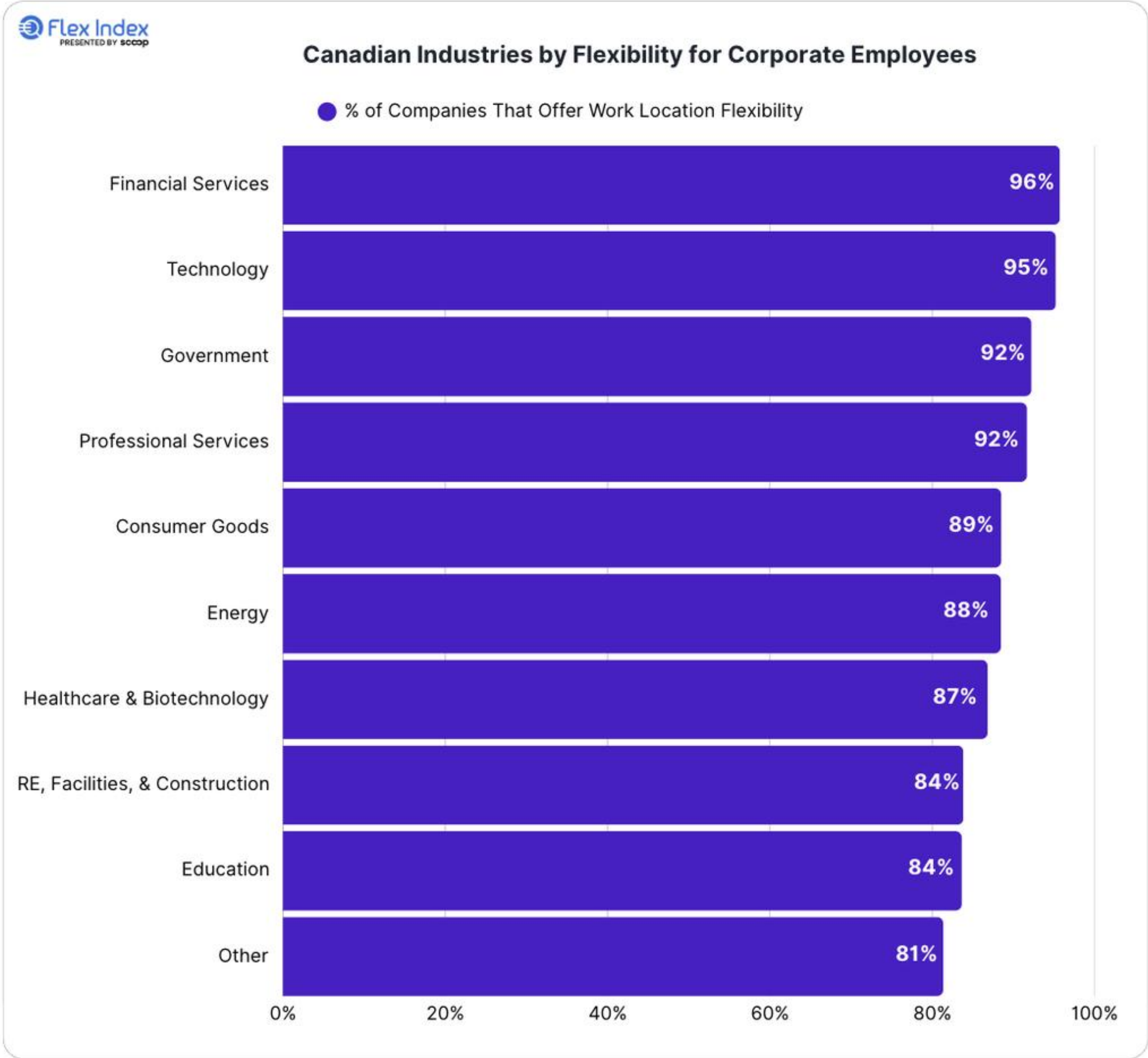
Canadian workers might have more flexibility overall compared to their American peers, but they also spend a bit more time in the office.

The average Canadian worker at a Structured Hybrid company is required to spend 2.8 days / week in the office, vs. 2.59 days / week for U.S. firms.

## FLEXIBILITY BY INDUSTRY

In the United States, Technology is overwhelmingly the most flexible industry, but in Canada, Financial Services takes that crown.

Unlike in the States, the Government in Canada has primarily embraced flexible work, with a surprising 92% of employees having access to some flexible arrangement, even despite the shifting goalposts around RTO and changing federal requirements.

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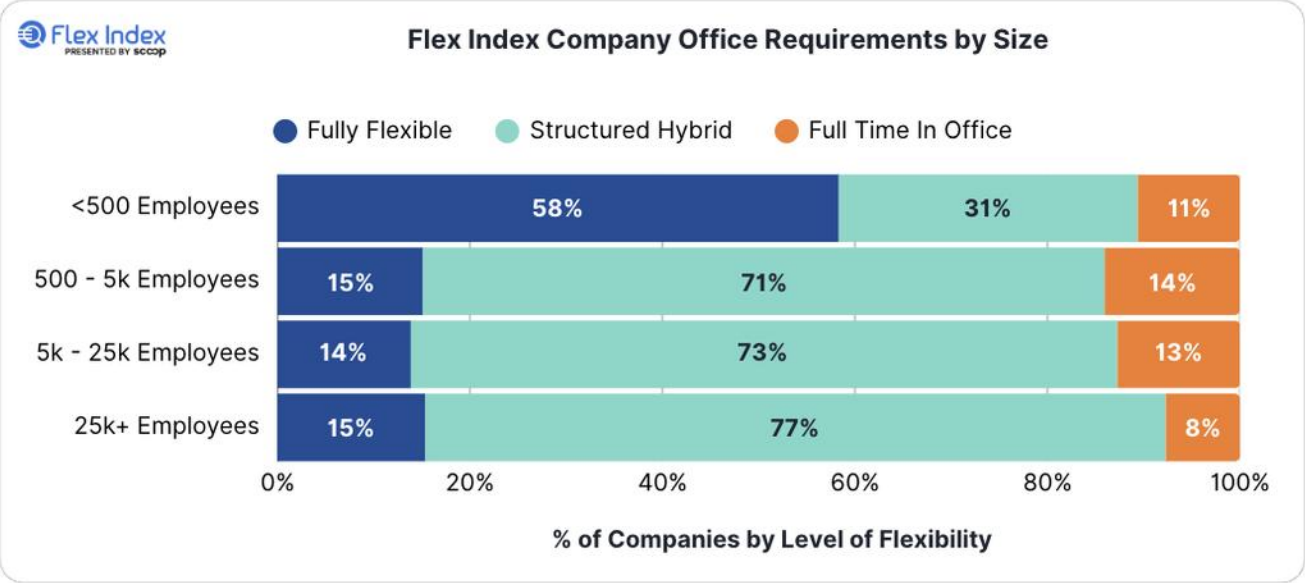
## FLEXIBILITY BY COMPANY SIZE

As in the United States, the smaller a company is, the more likely it is to be Fully Flexible. Across Canadian firms with fewer than 500 workers, 58% are Fully Flexible.

There's a very big difference when we look at firms with greater than 500 workers, where the proportion of Fully Flexible firms shrinks to just 15%. In Canada, the bigger the company is, the more likely it is to leverage a Structured Hybrid working model.

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### 💡 Key Insight: Fully Flexible work in Canada vs. the United States

In the United States companies with less than 500 employees are overwhelmingly Fully Flexible. 73% of American companies with less than 500 employees offer Full Flexibility; at 500 - 5,000 employees, 34% offer Full Flexibility.

Canadian companies are significantly less likely to be Fully Flexible at all sizes. Only 58% of Canadian companies with less than 500 employees offer Full Flexibility; at 500 - 5,000 employees, 15% offer Full Flexibility.

So, if you work at a Canadian firm with 500 or more employees, expect to spend about three days in office on average. In the US, your experience at at a larger firm could be significantly more variable.

# In Closing

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American and Canadian companies have much in common regarding their attitudes and approaches to flexible work. Organizations in both countries accept that a certain amount of flexibility will be needed for their workforces moving forward, but how much and which kind of arrangement is preferred is where we see these two nations diverge.

Canadian firms outpace their American counterparts quite a bit on overall work location flexibility, with 84% of companies in Canada offering flexibility vs. 69% of U.S. companies. Only 16% of Canadian companies require corporate employees to be in the office full time; in the United States, that number is almost double at 31%.

For Structured Hybrid, Canada zigs where America zags. 67% of companies in Canada prefer a Structured Hybrid approach to flexible work, compared to just 37% of American companies. However, as we've tracked in the States, the larger a company is, the more likely it is to adopt a Structured Hybrid model. While this is generally true for Canada, the dropoff for Fully Flexible work is much steeper here, as only 15% of companies with over 500 employees in Canada offer this arrangement.

When we looked at how much time Canadian workers are required to spend in the office, we also saw a slight divergence from America. At companies in Canada, workers can expect to spend an average of 2.7 days per week onsite, whereas in the States that number is closer to 2.5.

Comparing the industry mix championing flexible work in Canada, we see several similarities compared to the United States. Technology is #2 most flexible industry in Canada (it's at the top in the States), but Finance takes the #1 spot. Surprisingly, Government in Canada comes in at #3 most flexible, whereas in the United States, it is the 14th most flexible industry.

Where will Canada head on flexibility in the coming months? Will the Government enforce three days per week in the office, or will employee feedback lead to two days continuing to be the operating model for federal employees?

Wherever flexibility heads, we'll continue to track the trends! And if you have a perspective on what countries or regions we should focus on next, don't hesitate to let us know.

# Appendix

# Appendix

## About Flex Index

Flex Index by Scoop is the world's most robust source of company in-office requirements, from fully in-office to remote work and everything in between. Flex Index represents 9,000 companies, 75,000+ office locations, and 100 million people.

## About Office Benchmarks

Flex Index's Office Benchmarks is the only solution combining unique policy and office metrics to enable leaders to accurately assess their position relative to peers. As a result, leaders are empowered to optimize their real estate portfolio and flexible policy decisions with confidence. Get started with Office Benchmarks here.

## Contribute to Flex Index

To contribute to Flex Index, visit flex.scoopforwork.com to create your user profile to either edit an existing company listing or create a new one.

## About Scoop

Scoop offers powerful planning tools that empower hybrid and distributed employees to balance their time between async and synchronous work seamlessly. From effortlessly coordinating office days to eliminating unproductive meetings, Scoop enables employees everywhere to prioritize how and where they spend their work time, whether in person or virtually.

# Methodology

Flex Index collects firmographic and office requirements information on more than 9,000 companies. These companies have more than 75,000 office locations and employ more than 100 million people worldwide.

Company office requirements are generated through a combination of publicly available information and statements as well as company submissions from current employees. All data contributing to this Flex Report was collected between October 2022 and May 2024. Once a company is incorporated into Flex Index, company representatives are contacted to inform them of their inclusion. Companies can add or update their information on Flex Index at any time.

Company office requirements reflect the most common office requirements for corporate employees. Companies can add detail to their company page to reflect job functions, roles, or geographies where there are different office requirements from the corporate policy. This includes opportunities for Fully Remote work, roles that are required to be Full Time In Office, or other hybrid work arrangements.

For a full breakdown of Flex Index methodology, please read our Flex Report: Flex Index Methodology.

# Contacts & Contributors

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**Citations:** Please cite "Flex Index (flex.scoopforwork.com), Flex Report: Canada Deep Dive"

**Further Research:** Subscribe to the Flex Index newsletter for research and insights.

Many thanks to the following people for their help in contributing to The Flex Report:

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