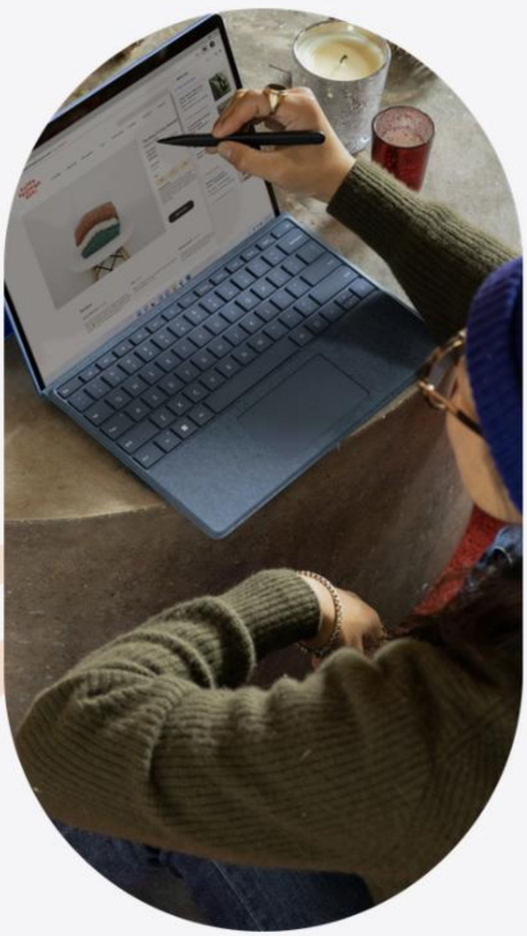
The Flex Report

Enterprise Deep Dive

April 2024



Flex Index
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About the Flex Report

In March 2024, we marked four years since COVID-19 first led to lockdowns and shelter-in-place requirements in the United States. For many, it was their first experience working remotely, and it has had a profound impact on the work practices of companies in all industries and sizes.

Four years later, with COVID-19 no longer top of mind for most on a daily basis, you might think company-specific approaches to flexible work would have settled. Yet week after week, we see new announcements of changes in flexible work policy or implementation of flexible work policy; companies continue to iterate as they look to find the right approach and best practices for them.

When we look at the base of companies in the United States, it might surprise you to know how few companies have more than 1,000 employees. There are more than 6,000,000 firms in the US; less than 10,000 of them have more than 1,000 employees. Put differently, enterprise employers (1,000+ employees) represent just 0.1% of US companies.

At the same time, the enterprise has an outsized impact on total employment. Enterprises employ more than 10% of working Americans and have an even bigger role in establishing policy and best practices. Many small companies aspire to one day be enterprises and often model everything from compensation to benefits to business practices after the behaviors of large employers.

So, four years post-COVID-19, what's the current state of flexible work in the enterprise? We compiled data on more than 2,200 US-headquartered enterprises that employ more than 50,000,000 people around the world to see how policy is trending for corporate employees at large companies. We also look at how policy and required days in office vary by size of the enterprise and industry.

Read on for our latest analysis on the state of flexible work in US enterprises!

Key Findings

1 **82% of US-headquartered enterprises offer work location flexibility.**

Despite companies like UPS and NCR announcing returns to Full Time In Office, only 18% of enterprises expect five days a week in office for corporate employees.

2 **Fully Remote companies make up less than 1% of US enterprises.**

While most US enterprises embraced remote work for at least some stretch of time during the pandemic, very few made the decision to move to Fully Remote for all employees.

3 **The average US enterprise requires 2.49 days / week in office.**

In practice that means corporate employees at US enterprises spend about half of their week in the office, and half of their week working remotely.

4 **For companies that stipulate specific days to be in the office, Tuesday is the most common, followed by Wednesday and Thursday.**

75% of enterprises with a Specific Days / Week model require Tuesday. Monday is a distant 4th with 25% of enterprises requiring that day. Only 8% require Fridays.

5 **The largest enterprises are most commonly Structured Hybrid, but also least likely to be Full Time In Office.**

Only 8% of enterprises with 25k+ employees require corporate employees to be in the office full time, vs. 23% of enterprises with 1-5k employees.

Deep Dive

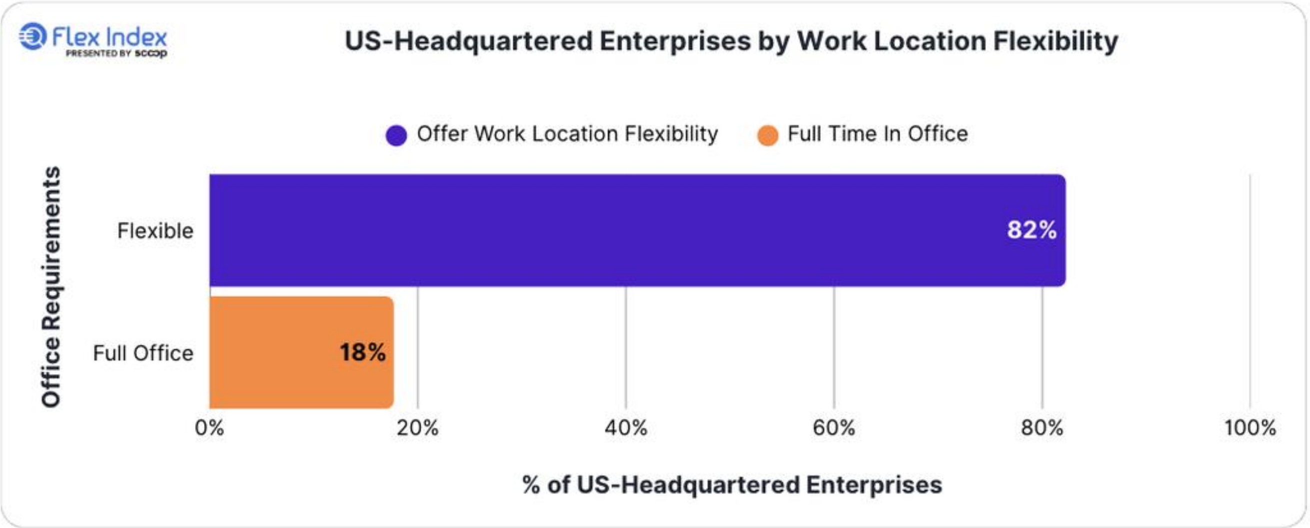
Work Location Flexibility in the Enterprise

ADOPTION OF WORK LOCATION FLEXIBILITY

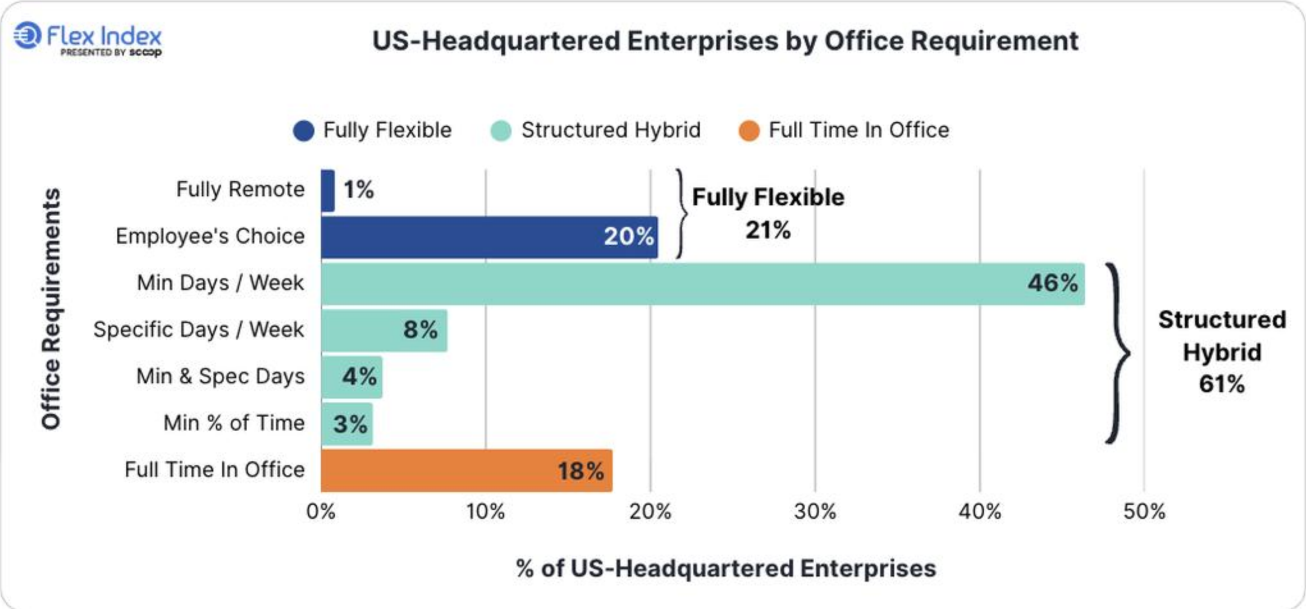
82% of US-headquartered enterprises offer work location flexibility. Only 18% require corporate employees to be the in office full time.

81% of US-headquartered enterprises have a hybrid work model. 61% are Structured Hybrid, meaning employees are expected to come in a specific amount of time on a weekly or monthly basis. 20% have an Employee's Choice model, meaning the company has offices but employees can choose whether and how often to go to the office.

Only 1% of US-headquartered enterprises are Fully Remote, meaning the company does not have offices at all.



Source: Flex Index (flex.scoopforwork.com) employee surveys and publicly available data on company office requirements for US-headquartered enterprises. Enterprise defined as companies with more than 1,000 employees. N = 2,276 companies. Flex Index is presented by Scoop (scoopforwork.com).



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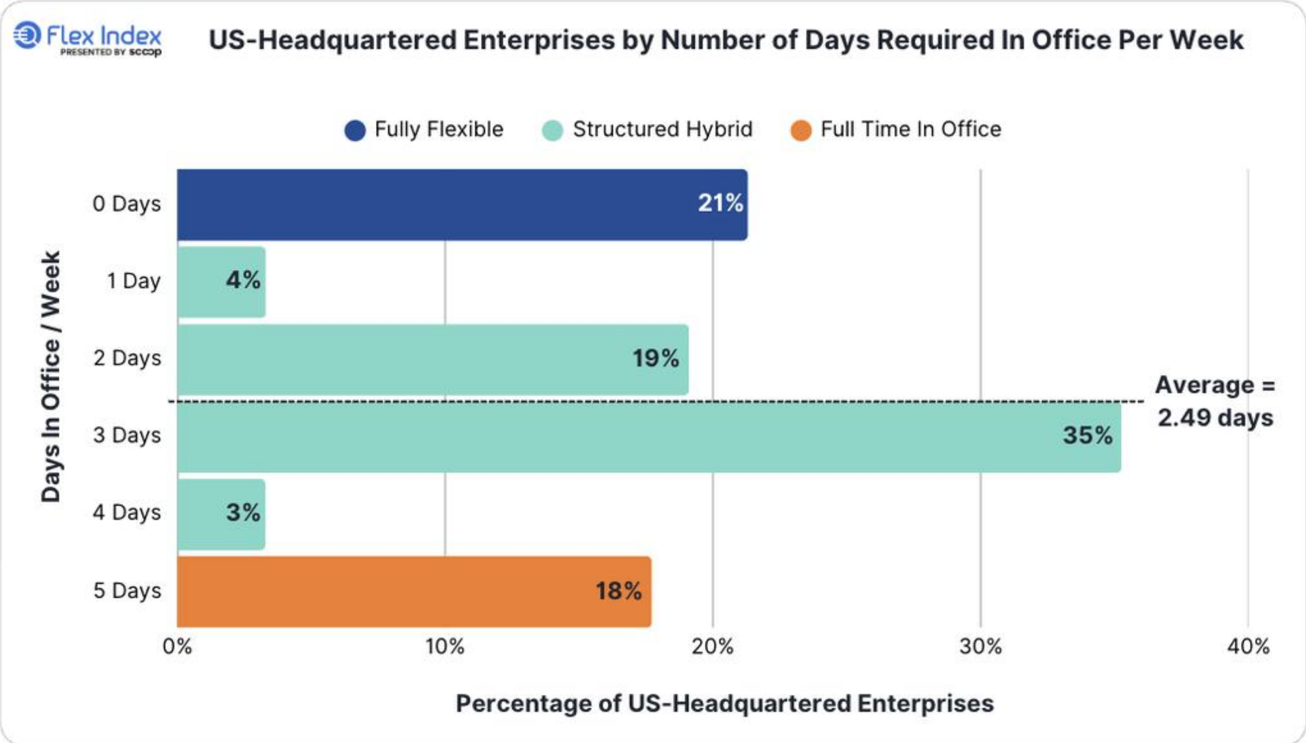
TIME REQUIRED IN OFFICE

The majority of enterprises require 2-3 days per week in office. 35% of US-headquartered enterprises require three days per week in office, and 19% require two days per week.

It is relatively uncommon for enterprises to require one day a week or four days per week in office. If you work at a firm with a Structured Hybrid model, you should expect to spend 2-3 days per week in the office.

21% of enterprises require no time in the office, slightly higher than the 18% of enterprises that require corporate employees spend full time in office.



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Key Insight

The average US-headquartered enterprise requires 2.49 days per week in the office. That's the equivalent of spending about half of your time in the office, and the other half remote.

The implications for the workforce and cities are profound. A reduction of roughly five commute trips on average per week equates to 111 hours of commute time reduced per year for the average US commuter. That's a reduction of about 5,000 miles of driving on average, or about 1/3 of the annual driving distance for the average American.

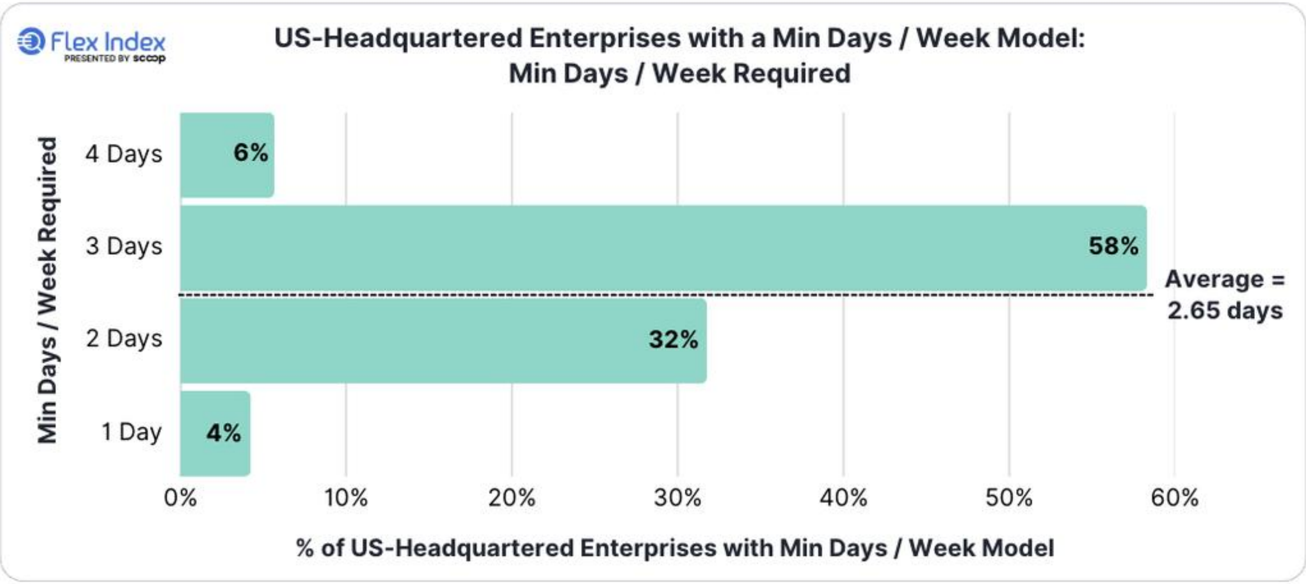
Central business districts will have to adjust to the change in commute, work, and shopping patterns. Retailers in downtowns have been heavily impacted, while retailers in more "live work" locations have benefited from the increased time spent locally.

STRUCTURED HYBRID: DAYS / WEEK REQUIRED

For firms with a Structured Hybrid model, the average time required in office is slightly higher than the average enterprise. Structured Hybrid firms require 2.65 days / week in the office on average, as compared to 2.49 for all enterprises.

58% of Structured Hybrid firms with a Min Days / Week requirement ask employees to come into the office at least three days per week. 32% require two days per week in office.

For companies with a Specific Days / Week model, it is much more common to be required to come into the office Tuesday through Thursday. Monday is a distant fourth; only 8% of companies with a Specific Days / Week model require Fridays in office.



Source: Flex Index (flex.scoopforwork.com) employee surveys and publicly available data on company office requirements for US-headquartered enterprises with a Minimum Days / Week model. Enterprise defined as companies with more than 1,000 employees. N = 1,058 companies.
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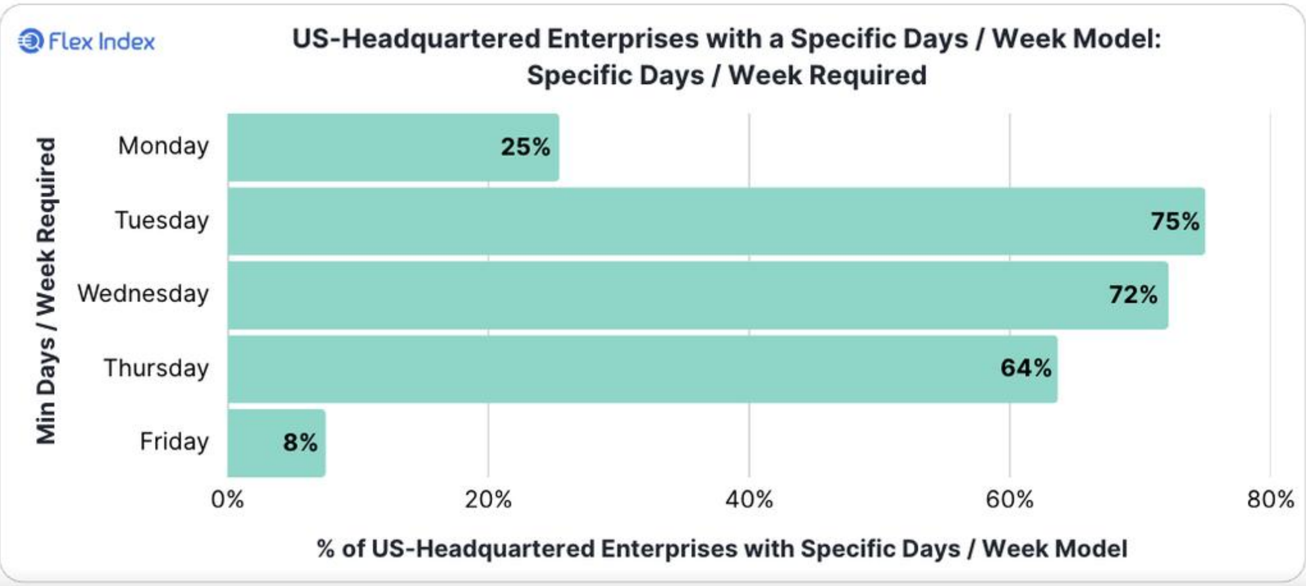
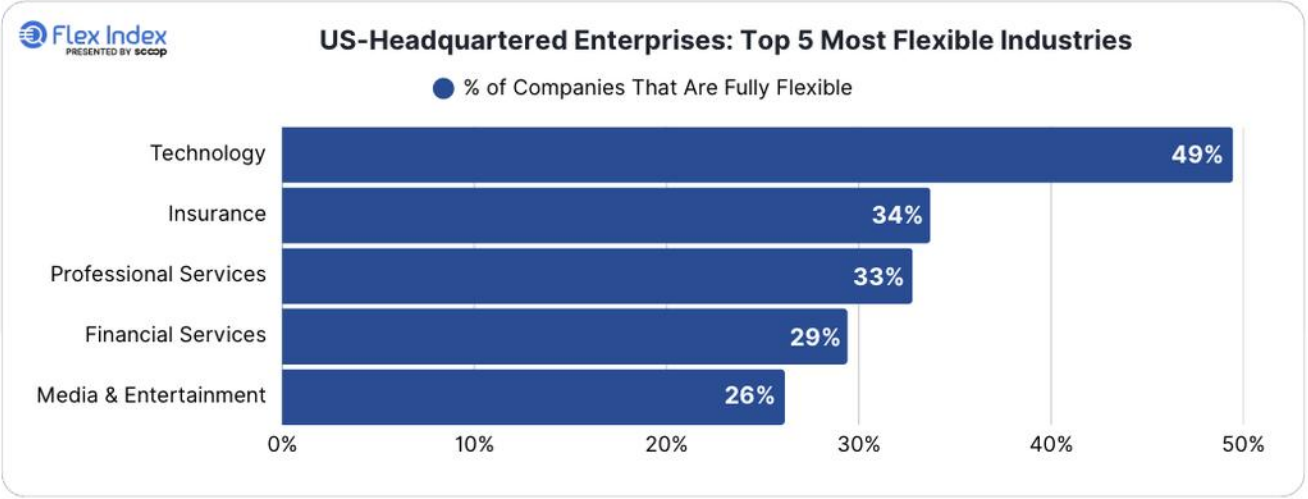
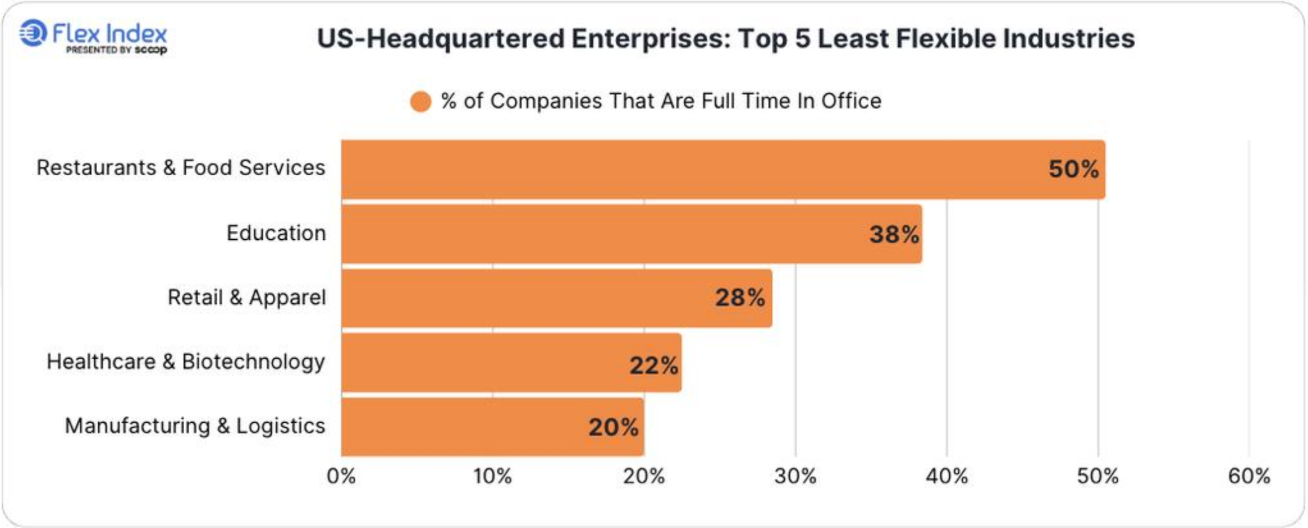


Source: Flex Index (flexindex.com) employee surveys and publicly available data on company office requirements for US-headquartered enterprises with a Minimum Days / Week model. Enterprise defined as companies with more than 1,000 employees. N = 212 companies.

FLEXIBILITY BY INDUSTRY



Source: Flex Index (flex.scoopforwork.com) employee surveys and publicly available data on company office requirements for US-headquartered enterprises. Enterprise defined as companies with more than 1,000 employees. N = 2,263 companies. Flex Index is presented by Scoop (scoopforwork.com).



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Most Flexible

Just under 50% of Technology enterprises give employees full discretion on whether to come into the office. That significantly outpaces the Fully Flexible rate of every other industry.

Insurance, Professional Services, Financial Services, and Media round out the top five. More than 25% of enterprises in these industries are either Employee's Choice or Fully Remote.

Least Flexible

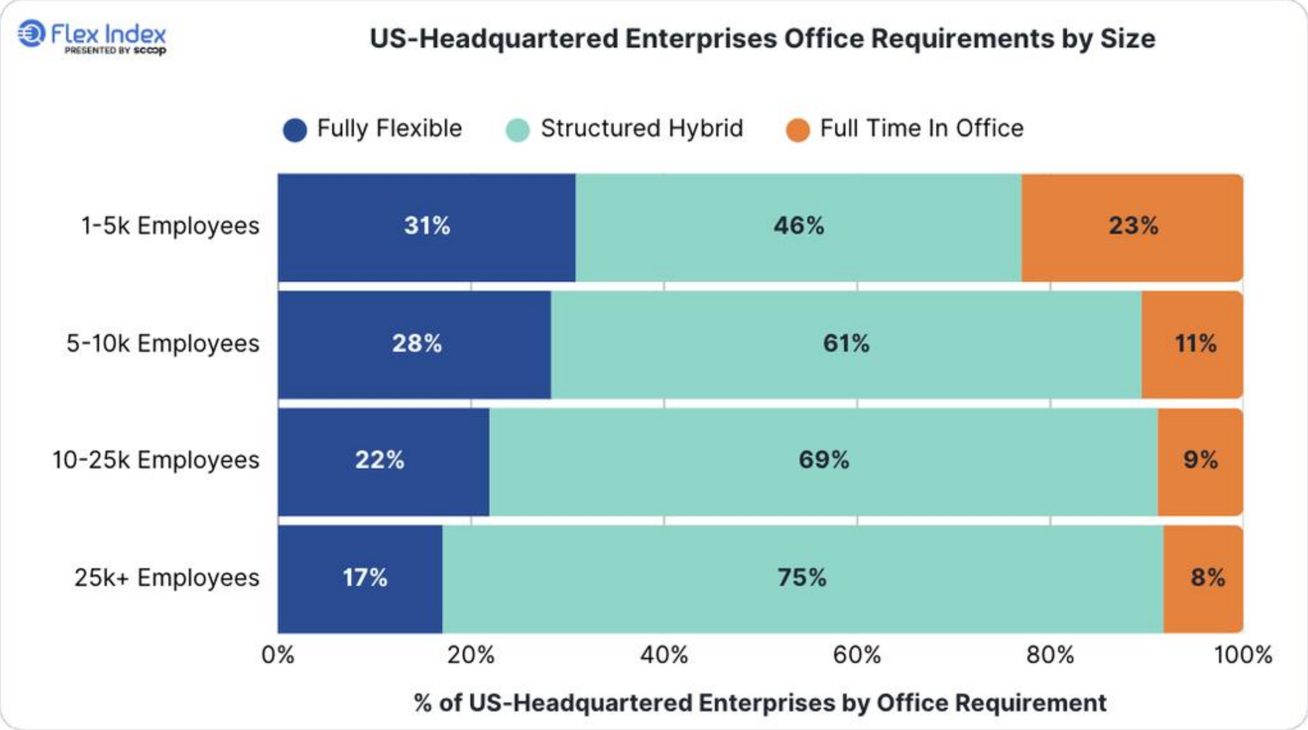
Restaurants & Food Services enterprises are by far the most likely to require Full Time In Office for corporate employees. That's likely driven by the desire to have corporate employees close to customer as they come into locations.

Education, Retail & Apparel, Healthcare, and Manufacturing & Logistics also have a significant percentage of firms requiring Full Time In Office for corporate employees.

FLEXIBILITY BY COMPANY SIZE

Even at Enterprise scale, there are clear trends in adoption of work location flexibility by size of the enterprise. Enterprises with 1-5k employees are the most polarized; 31% are Fully Flexible and 23% require Full Time In Office.

As enterprises get larger, they are more likely to be Structured Hybrid. 46% of enterprises with 1-5k employees are Structured Hybrid; on the other hand, 75% of enterprises with 25k or more employees are Structured Hybrid. Perhaps surprisingly, larger enterprises are also decreasingly likely to be Full Time In Office; only 8% of enterprises with 25k or more employees are Full Time In Office.



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💡 Key Insight

If you're looking for more flexibility on where you work, you'll typically find it at smaller organizations. Small companies (less than 500 employees) are most likely to offer Full Flexibility, meaning you can choose whether and how often to come into the office. Enterprises are much more commonly Structured Hybrid, where there is a set expectation on time spent in office.

At the same time, at enterprise scale it is quite common to find variation at the team or department level on specific requirements for office time. Some teams may be required to be Full Time In Office even though most corporate employees are hybrid, or some teams may give Employee's Choice on whether to come in at all. You should always ask in the interview process for the specific expectation for your role to make sure it doesn't deviate from the company's most common policy for flexible work.

In Closing

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While individual companies continue to review and revise their flexible work policies, there are clear trends on adoption of flexibility across US enterprises.

82% of US-headquartered enterprises offer some degree of work location flexibility. Only 18% of enterprises require Full Time In Office for their corporate employees.

The 82% of enterprises offering work location flexibility have almost entirely voted for hybrid work. Less than 1% of US enterprises are Fully Remote with no offices. 61% have a Structured Hybrid model, and 20% are Employee's Choice, meaning they have offices but do not require employees to go.

Expected time in the office has largely settled out at 2-3 days per week. The average across all US-headquartered enterprises is 2.49 days per week, equating to roughly 50% of time spent in the office and the other half spent remotely. For Structured Hybrid firms, the average is slightly higher at 2.65 days per week in office on average; 90% of Structured Hybrid firms expect 2-3 days per week in the office, with Mondays and Fridays far less common than Tuesday through Thursday for required days.

The implication of a settling 2-3 days per week in office for cities, commuters, retail, real estate, and government are profound. It will take years, if not decades, for the effects to play out for all stakeholders. For every change there are winners and losers; in office, for example, falling demand and prices threaten real estate firms and the banks that finance them, but are a significant boon to the P&L for occupiers of space.

Where will be in a few years time? Will all industries coalesce around 2-3 days per week in office, or will there continue to be significant variations by line of work? Will small companies that tend to be more flexible influence enterprise policy, or will smaller firms embrace 2-3 days per week in office as they scale and operations grow more complex?

Wherever we head, Flex Index will be there to track the trends and ensure you're informed!