



Sodexo Work Experience Tracker

The Future-proof Workplace: Focus on People, Spaces & Sustainability



The Transforming Workplace

The world of work — and the workplace — is changing. Forward-thinking organizations are re-evaluating all aspects of the business to empower their people and improve their processes for a sustainable future. Resilient organizations, driven by adaptable leadership and a cohesive workforce, are turning challenges into opportunities in this evolving business landscape.

Sodexo partnered with YouGov on a global study to uncover the drivers and behaviors of today's workforce. By delving into employee experiences, we're laying the groundwork for the future of work and empowering our clients to build resilient workplaces for tomorrow.

Our study surveyed 5,500+ corporate employees across six key markets (India, US, UK, France, China and Brazil). Over 1,150 professionals of India Inc. across corporate sectors were interviewed to comprehensively capture the mood of the nation's workforce.

The objective of the research study was to:

- Gauge the impact of COVID-19 on employees' working behaviors
- Recognize what drives employee engagement and motivation
- Ascertain how to encourage employees to come and keep them in office
- Understand employee expectations regarding sustainability

This has helped Sodexo in laying the foundations for a new conceptualization of the workplace for tomorrow.

In this report we present findings from India, providing a major signpost for employers looking to build resilience in their workforce.

Global Work Experience Tracker by Sodexo-YouGov

- **5,500+** corporate employees
- **6** countries - India, US, UK, France, China and Brazil
- **1,150+** professionals across India Inc.



Is remote work here to stay or is back-to-office the way forward? Can a hybrid ecosystem strike the right balance and enhance efficiencies? The findings of the Sodexo study have been compiled for this first-of-its-kind report that shares insights on these questions, and more.

This report highlights the findings of the Sodexo research through three core parameters:

1. **People:** What people want
2. **Spaces:** Enhancing the work experience, creating an enabling environment
3. **Sustainability:** How employers can respond to employee-driven sustainability

Besides the key-takeaways for each of the parameters, the summary section recommends what organizations can do to build a future-proof workplace.

Organizations that act thoughtfully — and take affirmative action to create conducive workspaces — have an edge in attracting and retaining talent. The need of the hour is to reimagine the workplace and its purpose in the future of work. It is key for corporates to understand and anticipate employee needs, and offer solutions that are aligned with their expectations. ■



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The Work Experience Tracker unlocked a kaleidoscope of insights, empowering us to reimagine our work environment to prioritize people, place, and planet. By creating spaces that nurture wellbeing, optimize collaboration, and minimize our footprint, we're building highly engaged and sustainable workplace experiences for employees and the environment alike. We trust this report inspires you to make everyday extraordinary for your employees in your organization.”

Nitin Trikha

Country Segment Director - Corporate Services

What People Want: Building A Sense Of Belonging

As much as work experience contributes significantly to an individual's human capital, the experience at the workplace is a key factor in one's well-being. **Employees seek organizations with working environments and systems that help them to be productive as well as positive.** In an era of workplace upheaval, employees are looking for companies that tailor authentic experiences that strengthen employee purpose, ignite energy and elevate performance.

The study reveals that Indians are among the most positive about their work experience and their engagement towards the employer is high. This holds true, despite a heavy

Employees with a sense of belonging: 80%

Employees in India reported the highest levels of mental health globally: 80%

workload and challenges in maintaining an efficient work-life balance. Notably, while the mental

Top Reasons To Go More Frequently To The Workplace:



Better comfort: **29%**



Ability to choose working hours: **23%**



Better IT: **23%**



Free or subsidized workplace food service: **23%**



More quiet areas for individual work: **14%**

and physical wellness levels are high, Indian employees are keen to make more time for exercise and to prepare healthy food.

Apart from the pay and perks, a good work-life balance is the most important criteria to choose an employer or to decide to stay with an employer, much above job responsibilities. Indian employees accord more importance to comfort at the workplace compared to their peers globally, followed by commute time and employer's culture as key factors

for employment in India Inc.

Even as a hybrid culture that optimizes in-office presence and remote work has gained traction in the aftermath of the pandemic, **employees in India say that too frequent remote work negatively impacts experience and engagement. The right limit seems to be between one and two days of remote work per week.**

Employees want a workplace that must above all support socializing and collaboration at work; these are also factors for hybrid employees to continue going to their place of work. Essentially, an enabling, cohesive and inclusive work environment is a big draw for employees. ■

KEY TAKEAWAYS:

- Employers need to understand the factors that are important for their people and take steps to enhance their workplace experience.
- Improving job perks could help employee loyalty as well as foster a cohesive, enabling culture.

Enhancing The Work Experience: Creating An Enabling Environment

A hybrid working system, that offers a mix of onsite and remote work, is now the norm for successful organizations. As organizations revisit remote work arrangements, they also need to manage workplace interactions to create an enabling environment for their people. Social capital is the glue that holds organizations together and teams that feel connected experience higher levels of job

Key Employee Metrics For Evaluation Of Work Experience:

-  Opportunities to learn and grow: **82%**
-  Team spirit/ collaboration: **82%**
-  Engagement towards employer: **79%**
-  Work-life balance: **75%**
-  Sense of belonging: **80%**

Top 5 Benefits & Services Desired By Employees:

- Fuel vouchers: **24%**
- Free or subsidized food at workplace/ remote site: **22%**
- Relaxation areas at workplace: **21%**
- Healthy meals to bring back for family: **21%**
- Wellness benefits: **21%**

satisfaction and deliver better performance.

To ensure this, **organizations must reimagine their spaces to create safe, productive and enjoyable jobs and lives for their employees.**

A transformational approach to reinventing offices and managing fundamental people needs would be a winning proposition for both employers and employees. An organization that provides opportunities to learn and collaborate has employees that are more engaged, happy with their work-life balance, feel recognized and have a strong sense of belonging.

Free or subsidized workplace food service also rank high for Indian employees; onsite meal solutions drive higher satisfaction than meal and food benefits like vouchers

or apps. About 52% of Indian corporate service employees are

Among key reasons for poor physical health, employees who stated that they do not have time to prepare healthy food options: 34%

provided with at least one onsite meal solution, mostly through a cafeteria or a staff restaurant. ■

KEY TAKEAWAYS:

- Employers need to create dynamic workplaces through design and employee services that enhance the employee experience and motivate them to return — and stay — in the office.

Employee-Driven Sustainability: How Employers Can Respond

The world has awakened to the perils of climate change and with sustainability emerging as a strategic priority, the onus is on individual organizations to be part of the transformative journey. Organizations are taking up voluntary goals and the transition to Net Zero is becoming increasingly mainstream. **For India Inc., a business plan with deeply embedded climate action is not just an ESG obligation or compliance requisite, but is now a core imperative.** The implementation and success of this endeavor is reliant on the twin pillars of processes and people.

Employees rating environmental sustainability as important or very important: 95%

Even as organizations are integrating environmental, social and governance issues into the business model, individual

Top Employee Expectations On Environmental Sustainability:



Reduction of plastic usage at workplace: **36%**



Responsible water usage: **31%**



Responsible energy usage: **30%**



Responsible waste management: **29%**



Support of sustainable mobility: **27%**

employees are driving the sustainability initiatives.

The respondents to our research study revealed that sustainability is important for them.

Building on the positive attitude of employees towards sustainability, organizations need to adopt a proactive approach to align sustainability

As many as 9 out of 10 employees are expecting their employers to take affirmative action for sustainability; employees with children, mindful of their future, accord even higher importance to environmental sustainability.

goals with the sustainability expectations of employees for a more effective and efficient outcome. ■

KEY TAKEAWAYS:

- The environment matters to employees, and increasingly so. Organizations need to align their sustainability initiatives for maximum employee engagement.
- Action on sustainability through measures like discouraging usage of plastics, conserving water and reducing food waste can be integrated into the organization's environmental, social and governance (ESG) goals.

Building A Future-Proof Workplace: What Organisations Need To Do



People

- Even as organizations are exploring varying hybrid working models, they need to be mindful of employee expectations and concerns. Listen to the employees and take informed decisions that align the employees' sense of purpose with the organization's goals.
- Employees seek responsibilities and opportunities to grow at the workplace. They desire an appropriate physical and digital environment that gives the flexibility to achieve a work-life balance.



Spaces

- To create a vibrant workspace, businesses need to identify and transform employee journeys. Recognition and rewards are synonymous with enhanced workplace experience.
- Relaxation areas, wellness benefits and rooms for naps rank among the most desired benefits and are drivers of greater workplace experience and work-life balance.
- Notably, no-cost or even low-cost food at the workplace is a key driver for a positive workplace experience.



Sustainability

- With sustainability emerging as business imperative, more businesses will have to take a long-term strategic view of sustainability. Forward-thinking organizations need to embed sustainability into the key value creation levers that drive returns on capital and growth, with its people at the forefront of the initiative.

The Way Forward

The onus is on organizations to give employees a sense of identity and belonging to create an ecosystem that drives outstanding workplace experience.

Organizations that successfully align the tenets of people, spaces and sustainability are the ones that will attract and retain the best talent, and thrive with their future-proof culture.



Coming Soon!

The New Era of Food @ Work

The second and concluding Sodexo Report based on findings from our global Work Experience Tracker study will give insights on the future of workplace food – how food & nutrition is a key factor in employees' lives, how provision of meals at the workplace can impact the morale of employees, what are the meal preferences and how strategic initiatives by organizations can make a significant impact to inspire employees.

