

Like many companies, BMS adapted to a virtual work life remarkably quickly but as we all began to surface from the shock, the way of work had changed and there in front us was a once in a lifetime opportunity to embrace a reset. We took that opportunity.

**Roanne Gibbs**  
Global HR Director



Whether it is the autonomy to set one's schedule, or simply the trust shown by management that work will be delivered, a healthy balance is best achieved when employees can individualise their approach to work.

Being ready for hybrid working means having tools that support our network. Teams is available to colleagues across our global platform making collaboration seamless across home offices and shared conference rooms. Furthermore, the introduction of a new digital employee workspace has been introduced for colleagues to access internal and industry news, social media feeds, events, handy links and team profiles with useful FAQs. In a Global Employee Pulse Survey conducted in October 2021, 91% reported that they have the tools they need to work effectively remotely.

From the Pulse Survey, 88% of employees reported that their manager supports them in a hybrid working model.

This period has shone a light on the agility of leaders and how difficult (yet important) it is to know how to lead remote teams. We got in early – our managers were trained in leading hybrid teams from the outset (thank you @SolutionCell) and have been encouraged to adopt the model in a way that best suits the needs of their teams and the clients they serve.

There is no substitute for the office to brainstorm ideas, truly network and collaborate with others. However, there is a balance and after a fabulous 'BMS Day' held in October 2021 – a day to celebrate our brand that brought over 600 people together, virtually – it just goes to show that with the right culture, hybrid can be done.

#### LET'S HEAR WHAT OUR EMPLOYEES HAVE TO SAY:

SW, UK

Being able to work from home gives me autonomy in my role and this trust from my team empowers me to be more motivated to achieve better results.

Hybrid working has been really good for me so far. I see a better work-life balance with more time for family and friends, saved commuting time and costs. I am no longer rushing to work frantic in the morning as I am able to use the time and plan out the day with a good morning routine.

TN, SG

ST, UK

It allows flexibility to respond and focus on work demands. It also allows for a better work life balance, cutting that commute time down to zero which allows either more time to focus on work or family.

Meetings with external parties that would normally be difficult to arrange at short notice have worked much easier with the introduction of technology such as Teams. I do miss the atmosphere and collaboration of the office so the hybrid model gives me the best of both worlds.

MB, UK

CB, US

When I entered the workforce in July 2020, I was definitely anxious – although I was thankful and excited to be joining the BMS team. However, thanks to the BMS approach to hybrid work, I had no trouble at all getting settled in. Coming to the office has also helped me sustain a healthy work/life balance – I've kept a mental separation between office and home.

I was surprised at how quickly I, and the whole company adapted, and that our service to our customers, never at any stage was impacted. I now find myself mixing days in the office, with days at home every week, and this balance is allowing me to be highly productive, and maintain personal interactions.

WW, UK

CM, AU

It's not just lip service, the managers fully support the process and lead by example.