

# The future of work

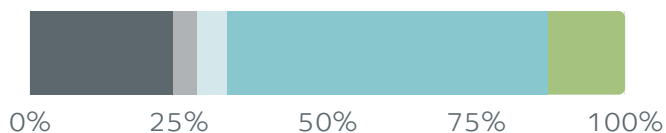
## Wholesale and retail

As the country eases out of Covid-19 restrictions, each sector faces its own unique challenges. We asked 1,500 people across the UK how they feel about their future work plans, wellbeing needs and employer support.

### How employees will be working

The majority of workers in wholesale and retail will be going into work. Almost a quarter (24%) still haven't been told how they'll be working in the coming months – one of the highest percentages across all sectors.

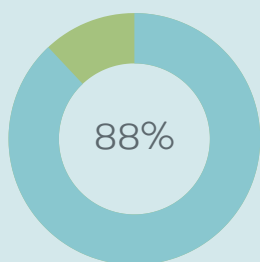
- Haven't been told – 24%
- Furloughed – 4%
- Hybrid working – 5%
- At a place of work – 55%
- Working from home – 13%



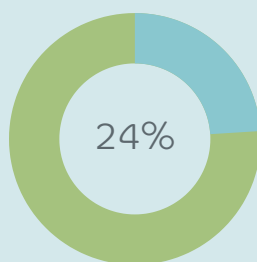
55%  
of employees  
in this sector  
will be going  
into their  
place of work

### What employees think

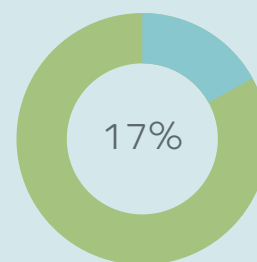
Employees in wholesale and retail are fairly satisfied with their proposed working style – 88% are happy, which is around average across sectors. However, they're the least happy with how plans have been communicated, with 17% saying they're 'unsatisfied' or 'very unsatisfied'.



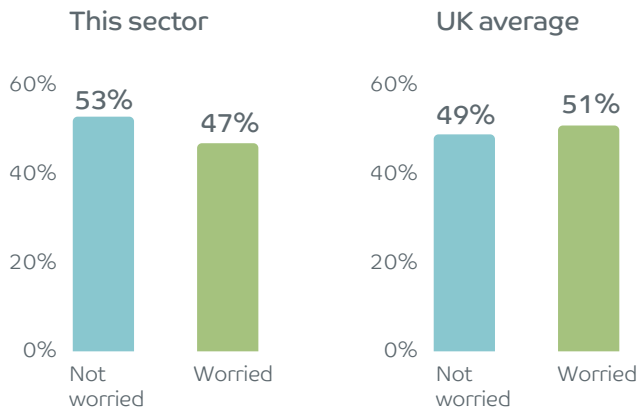
88% of workers in this sector are happy with how they'll be working in the coming months.



24% of employees haven't been told how they'll be working – higher than average.



17% are unhappy with how their return to work plans have been communicated.



## Workplace anxiety

Employees in the wholesale and retail sector are slightly less worried about going into work than the UK average, but with the majority returning to their place of work, the 47% who are anxious may need extra support.

## Flexible working

Companies in wholesale and retail are the most likely to offer reduced hours (23%), possibly due to phased reopening. Only 20% will be able to work from home – the lowest of any sector.

38%

of wholesale and retail employees say they're not offered any form of flexible working.

76%

of workers in this sector have seen no change in engagement due to flexible working – the highest of any sector.

21%

of employees in wholesale and retail are unhappy with their employer's approach to flexible working.



66%

would like more workplace wellbeing support in the coming months

## Workplace support

Only 20% of wholesale and retail workers say their employer provides workplace policies that support wellbeing. They voted these initiatives as most important to their wellbeing:



Flexible or remote working options (15%)



Speedy access to healthcare (14%)



Mental health support (13%)

If you're looking to build or expand your workplace wellbeing strategy, try our [health and wellbeing toolkit](#) for HR teams. For employees, our [Covid-19 resource centre](#) includes free downloadable guides with tips and advice for navigating the pandemic.

View the full report for more insights:

[The future of work: what the workforce needs to thrive in the new normal](#)