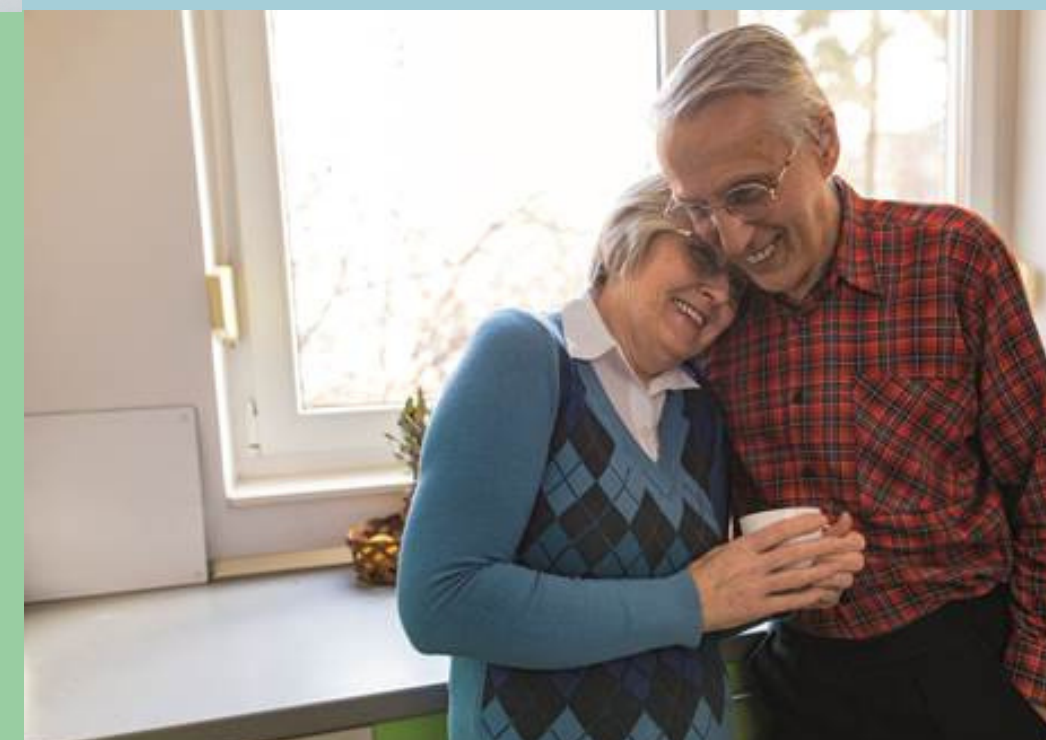


December 2020



reflect,
learn and
adapt

deliver the
same
outstanding
service



create more
flexibility for
our people and
customers



Our approach to flexible working



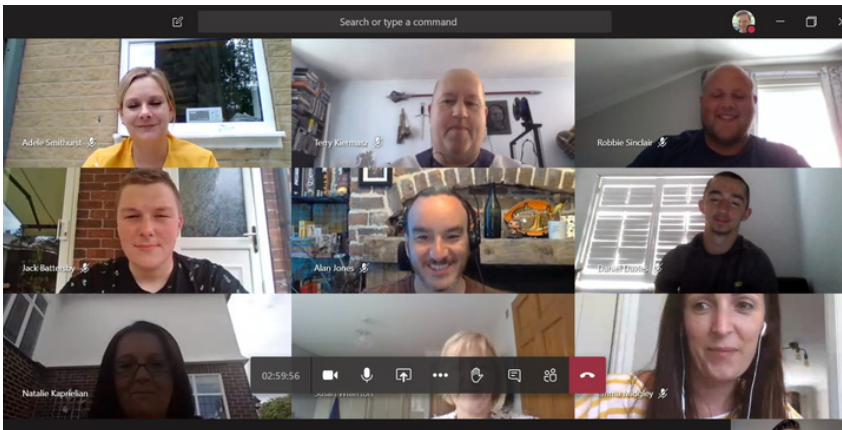
Work is based on deliverables... If those deliverables are punctual and of a high standard, where and how we deliver them shouldn't matter.

Together, through our 'MyFutures Group' we aimed to reflect, learn and adapt our business model to continue offering the same outstanding service, whilst creating more flexibility for our people.

Our approach to flexible working is open, transparent and collaborative. It's about giving our colleagues more choice and not taking things away from them.



Our Journey – Bottom to Top!



- Representatives from all areas of the business
- Regular surveys conducted
- Weekly comms established

User Testing



- Six tests chosen to support vision:
 - Time Management
 - Regional Hubs
 - E-Learning
 - Digital Skills
 - Flexible Working Patterns
 - Digital Mailing

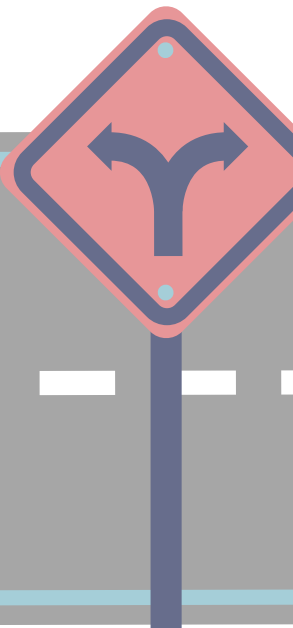
People

Technology

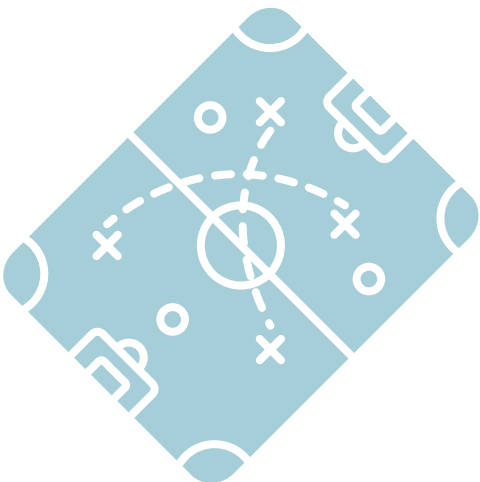
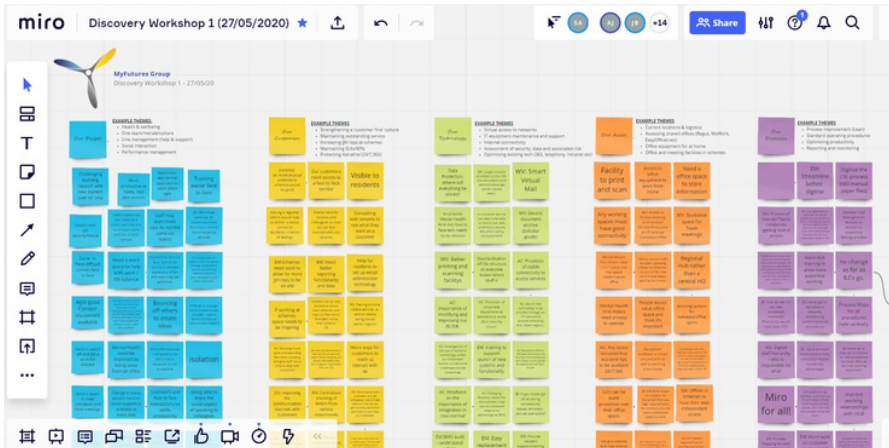
Processes & Ideas

Customer

Assets



- Over 500 thoughts shared
- Requirements refined down to 68 - a large amount of which sit in existing plans/strategies



- Development and buy in of proposed vision
- Research findings from test provided to relevant department head

Managed and designed by our colleagues

How We Work



Where we work



Our new Hub is coming to life!



A flexible lifestyle policy



Our next generation



Alex - 25

Alex is fresh out of University with qualifications in Business Management. Alex lives at home with his parents, so doesn't have office space to work from.

Our working families



Tracy - 41

Tracy has worked for JJH for 5 years and is married with 3 young children. Tracy works part time and can work from home when her children are at school, she would like to regularly see colleagues.

Our valuable long timers



Helen - 58

Helen has worked for JJH for 15 years and is single with older children. Helen has plenty of space at home to work, but she isn't tech-savvy and enjoys socialising with colleagues at the office.



HOME OFFICE KIT

We provide IT and office equipment to help colleagues create a safe and comfortable space to work.



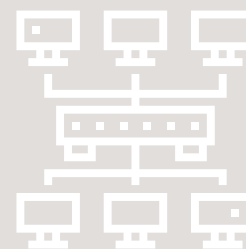
LOCAL HOT-DESKS

For those that can't work from home, we help source local hot-desk facilities that cater for individual needs.



E-LEARNING

We offer an enhanced e-Learning capability to up-skill in digital working, as well as enhance career prospects.



TECHNOLOGY

We enhance our IT & digital technologies - making it easier to work, as well as improve our offer to customers.



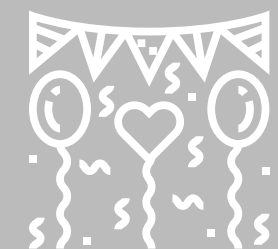
MEETING POINTS

We encourage colleagues to meet where ever and whenever works best for them.



PROPEL HUB

Colleagues can meet at our flagship innovation hub, catering for collaborative office and creative working.



SOCIAL EVENTS

We maintain a 'One Team' culture by promoting and encouraging social events for our colleagues.

Benefits Overview



People

Offer lifestyle guidelines that fit with colleagues personal commitments, allowing them to strike a healthy work/life balance. Helping us attract and retain the best talent



Residents

Offer more ways for residents to engage with us at a time that suits them. Learn more about them and deliver solutions that improve customer satisfaction



Productivity

Reduce our non-value adding time and activities, providing more focus to deliver the things that make a difference



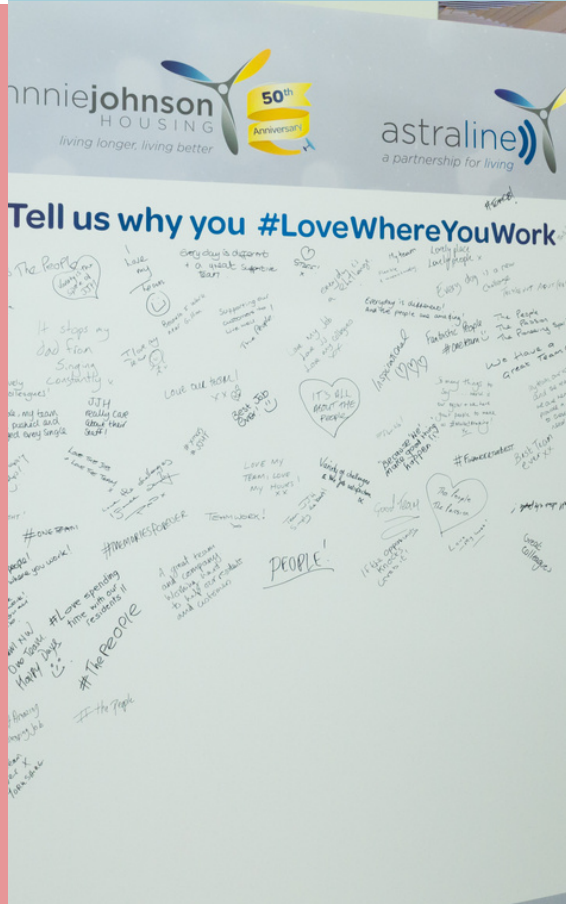
Market Position

Have a vibrant, forward thinking, 'digital first' workforce that will allow us to stand out in the sector and attract the best talent



Culture

Empower our people to manage their own time and workload. Encourage collaboration to deliver change as #OneTeam



Environment

Reduce our carbon footprint through reduction in travel and increased use of digital communication tools - saving roughly 550K collective miles of commuting per year.

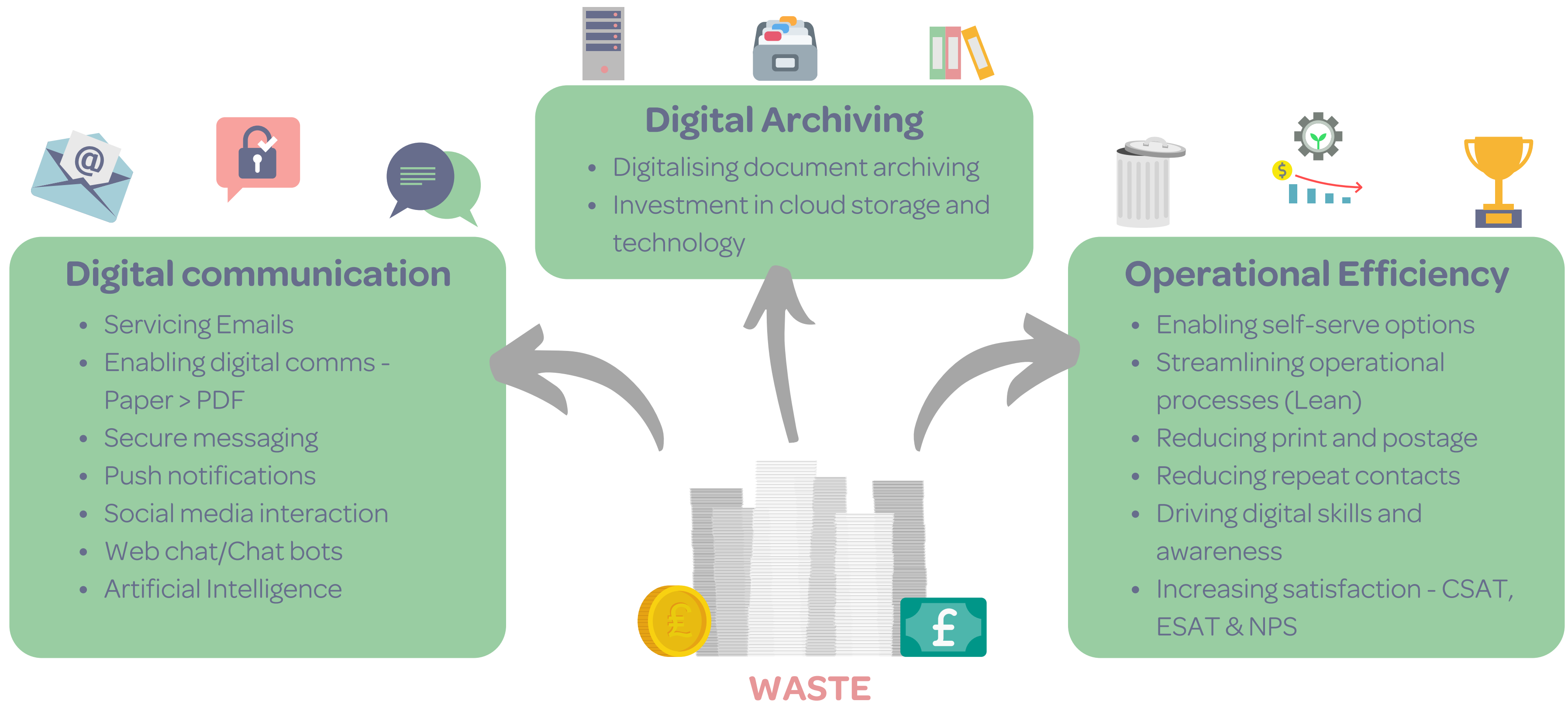


Cost to Service

Reduction in operating costs through diversification and digital transformation will enable us to reinvest more in the development and delivery of our new products and services



Our digital drive...





Thank you!