

During the last two years, Nigel Wright has launched several initiatives to bring its culture in line with modern workplace trends. This includes allowing employees to work from home, or during different hours of the day, to meet personal needs. Recruitment consultants rarely gained these types of benefits, but in our environment of trust and transparency, we find they facilitate engagement and drive performance.

We listened to our people and the message was clear: life often gets in the way of work, or vice versa. Whether it's hospital appointments or being at home for tradesmen and deliveries; or family priorities such as dropping the kids off at school, only active facilitation of a flexible working culture would support employee needs.

Technology helps, of course, and setting clear objectives is important too, as well as having our leaders set the right tone. Fundamentally, it shows that we trust and respect our people. And building trust over time gives us confidence that they will do the right thing to meet their targets, and work in a way that complements the needs of their team.

As one employee wrote in our recent employee engagement survey: "Flexible working takes lots of stress out of life. Sometimes life happens and being trusted to work flexibly and get the job done is empowering."