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This report looks at the following areas:

- The impact of the conflict in Ukraine and the cost-of-living crisis on the employment market.
- How consumers are adapting to hybrid working.
- The impact of labour shortages on the lol job market.
- How consumers feel about working from home and working out of the home.
- · Consumers' attitudes and behaviours towards working.

The COVID-19 pandemic has had a lasting impact on the working lives of consumers as they first had to adjust to remote working during restrictions and now have settled into a post-pandemic 'new normal' that involves a degree of flexibility in a hybrid working arrangement. This has led to increased demand from employers to cater to consumers' varying needs as the convenience offered by this flexibility has extended to demand for better inclusivity and wellbeing practices.



"The disruption of the COVID-19 pandemic to the employment market revealed opportunities to refresh the working arrangement of many consumers, with a shift to remote working during the pandemic having a lasting impact through hybrid working, which many consider to be a more flexible and accommodating way of working."

– Rebecca Blenman, Research Analyst

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