MatchOffice

INDUSTRY SURVEY

2021

55 countries
1317 workspaces

MatchOffice is presenting to your attention a comprehensive market research, conducted for the seventh successive year. Read on to find out the views of 1317 workspaces on the tendencies brought about by a year of the global pandemic.

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The most recent updates on the flexible workspace industry:

The MatchOffice Industry Survey Report 2021

Latest news regarding the flexible workspace industry: This year MatchOffice traditionally presents to your attention a detailed research conducted amid workspaces we work with all over the globe. In the report you will find statistic data on office occupancy, achieved and expected price level and providers' general outlook after surviving a year under the conditions of quarantine and corona-crisis.

In 2021, we observed an on-and-off revival of the industry. Operators learned to adjust to the new demands of the clients offering them greater flexibility and lower pricing. The invention of effective vaccines and implementation of hybrid working models may breathe life into empty flex-spaces. Although occupancies are still low, our respondents expressed predominantly positive outlook towards the future of the industry.

MatchOffice thanks all our partners for taking the time to participate in our annual survey and sharing valuable insights on this year's results and future outlook. Let's expect that the better times for the industry are not too remote. Hoping that you find this year's report interesting.

MatchOffice

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Europe

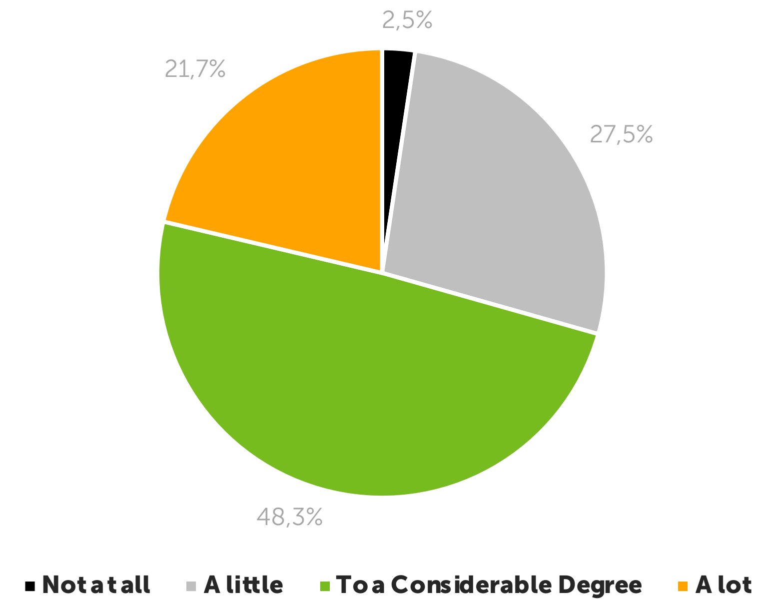
The majority of workspaces in Europe report their occupancy to be around 60% and lower.

Now that we are one year into the pandemic, we can clearly spot certain trends that emerged in response to the crisis. In these turbulent and unpredictable times, clients are looking for flexible options at a low pricing. Hence, 42.7% of our respondents have shorter contracts and 44.3% offer lower pricing than they did in 2020. When it comes to winning the client over, the emphasis shifted from an array of various facilities to the location and COVID-safety.

Nearly half of our respondents had to change their office workflow to a considerable degree due to the COVID-19. We are now facing with hybrid ways of working where employees get to choose the location they prefer to work from. Operators seem prepared as 51.9% expect higher occupancy, 43.8% - higher prices, and 39.2% have a positive general outlook on the business. With the development of effective vaccines and introduction of new hybrid ways of working, there is hope for a revival of the industry.

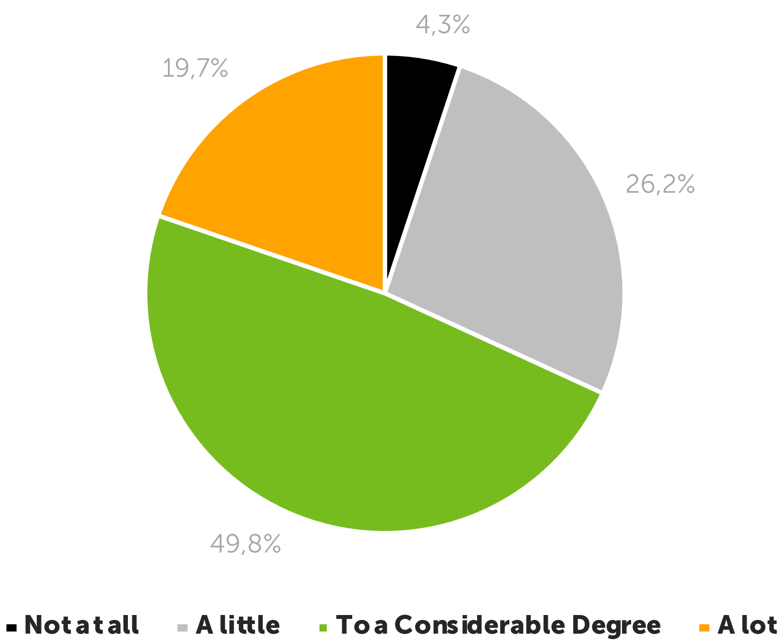
> “*The future of work will never be the same and the aftermath of the pandemic will be felt for years to come. The COVID-19 has taught us all that we need to think outside the box and always be prepared for the unprecedented circumstances.*”
>
> – Jakob Dalhoff states.

1 How much did the COVID-19 influence the way you are running your business?



After a year of the pandemic, nearly half of our respondents report that their business has been affected to a considerable degree. 21.7% felt great negative impact, and only 2.5% of workspaces in Europe were lucky not to feel any negative effects of the lockdown.

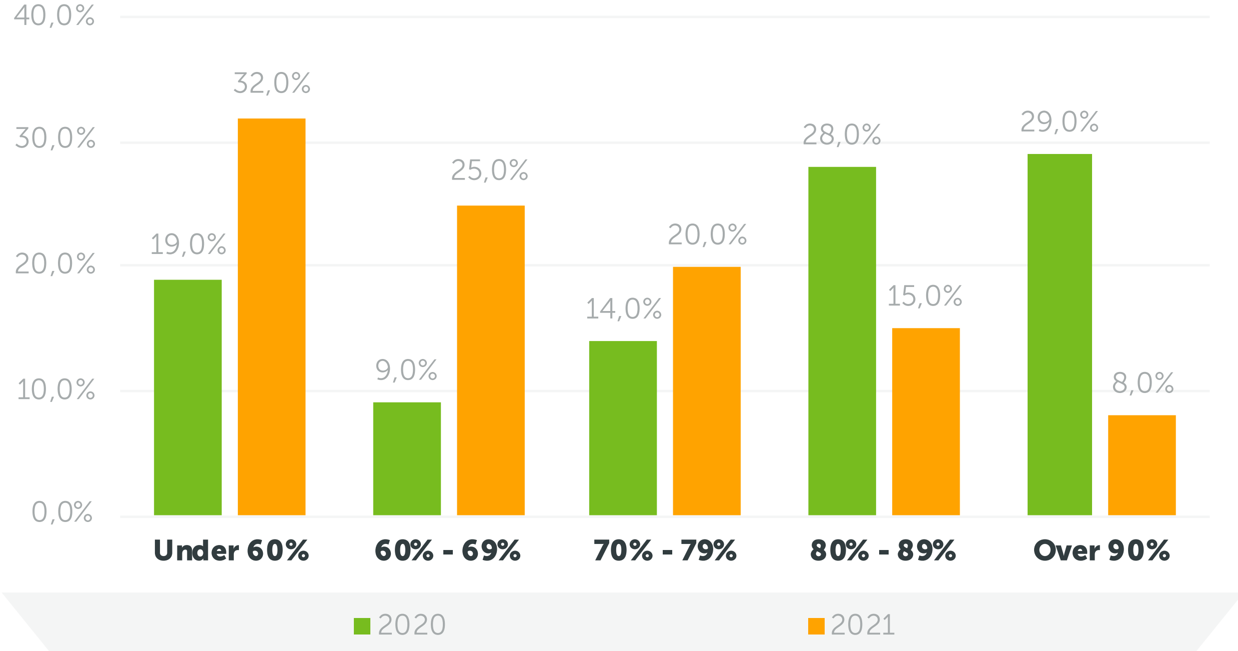
2 How much did the COVID-19 change your office workflow?



COVID-19 resulted in over a quarter of workspaces changing their office workflow at least a little. 49.8% implemented considerable changes, and 19.7% changed their workflow a lot. Just 4.3% managed to maintain things stable during the pandemic.

3

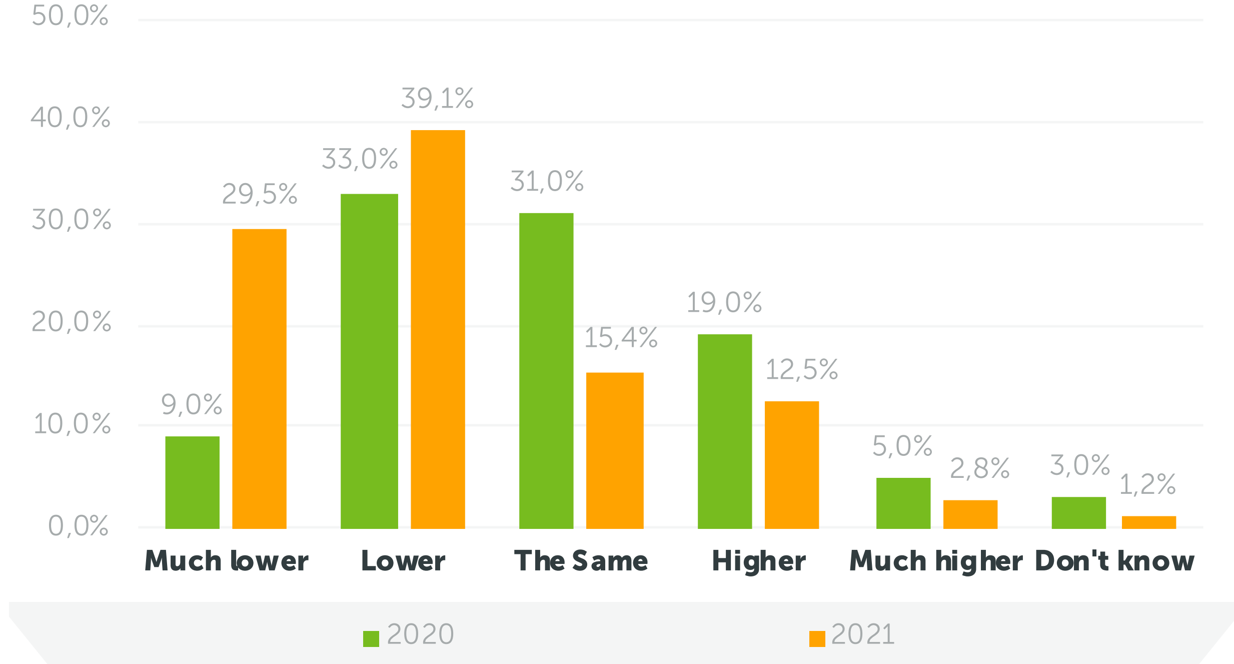
Average office occupancy



In 2021, we can spot a shift when it comes to average office occupancy. The majority of workspaces (32% and 25% respectively) report occupancy of 69% and lower. The number of workspaces with 70%-79% occupancy rose by 6%-points. The number of respondents over 90% occupancy decreased by a whole 21%-points.

4

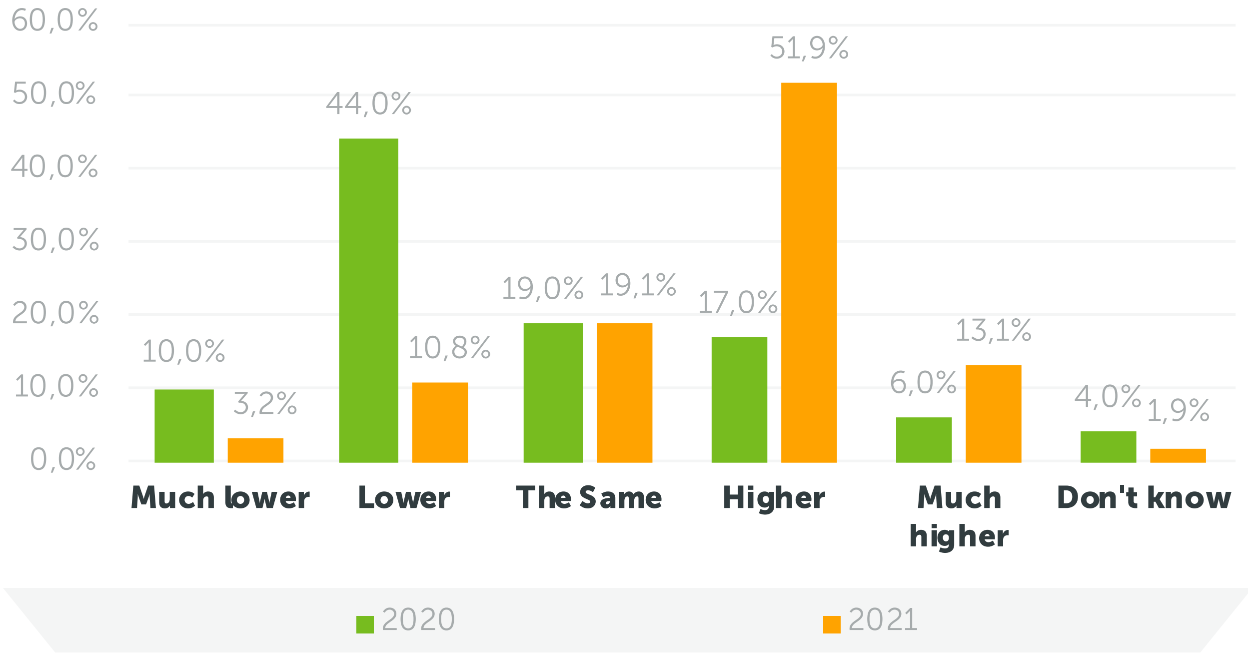
Occupancy compared to last year



We can spot an acceleration of the last year's trends when it comes to occupancy. There has been a 20.5%-point increase among respondents with much lower occupancy. Those with lower occupancy rose by 6.1%-points. The same occupancy band decreased by 15.6%-points.

5

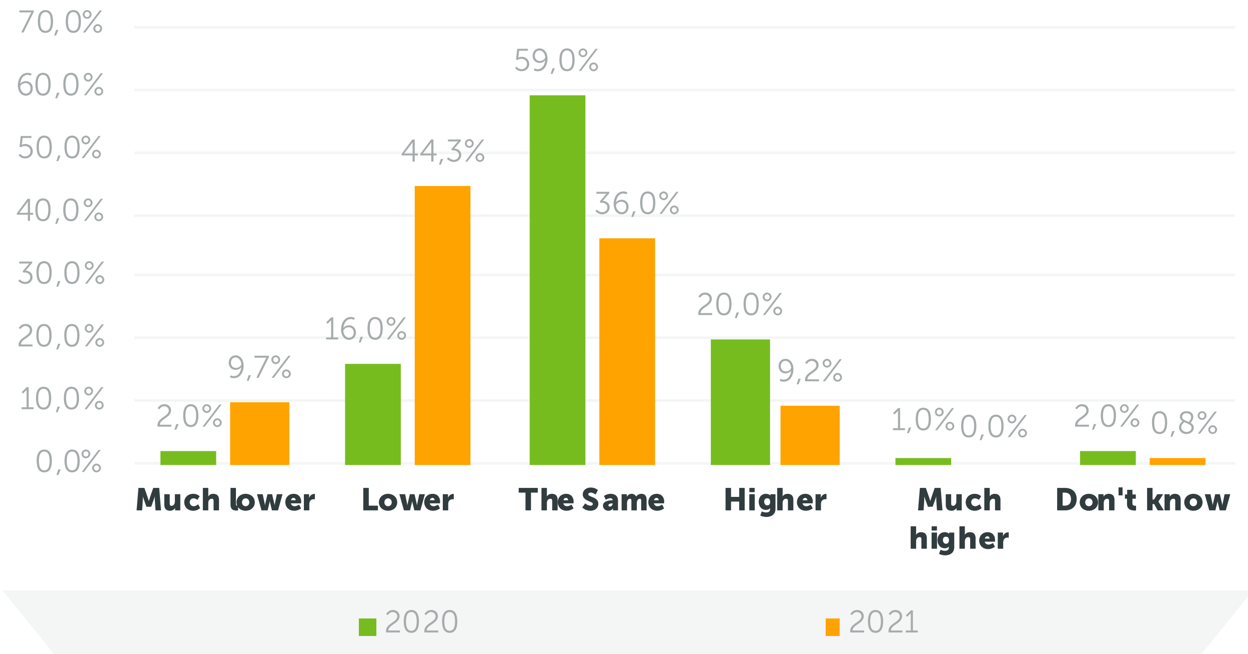
Occupancy expectation in 6 months



Having survived this turbulent year, more than half of our respondents expect positive changes. The share of pessimistic respondents decreased by 33.2%-points and 6.8%-points respectively. The number of workspaces who predict stability this year remains relatively unchanged.

6

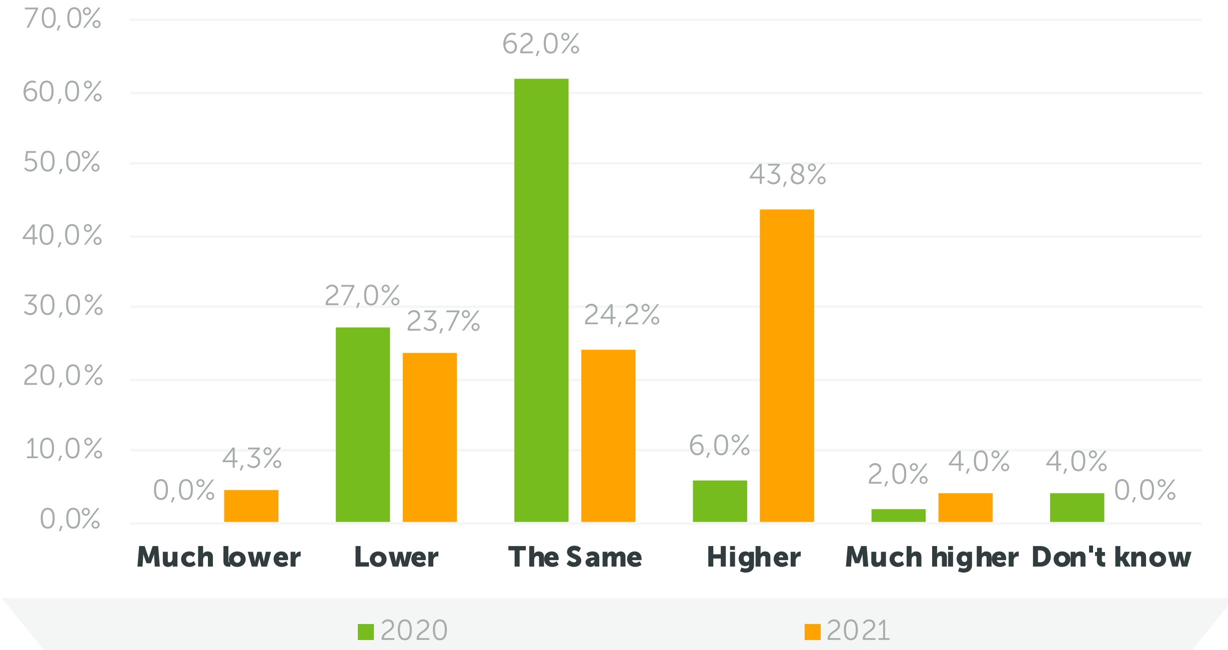
Achieved prices for office contracts or workstations compared to last year



The corona crisis has undoubtedly caused financial difficulties for both the workspaces and their tenants. The share of respondents who achieved lower prices rose by 28.3%-points. Workspaces with the same pricing decreased by 23%-points. Only 9.2% of our respondents got higher prices.

7

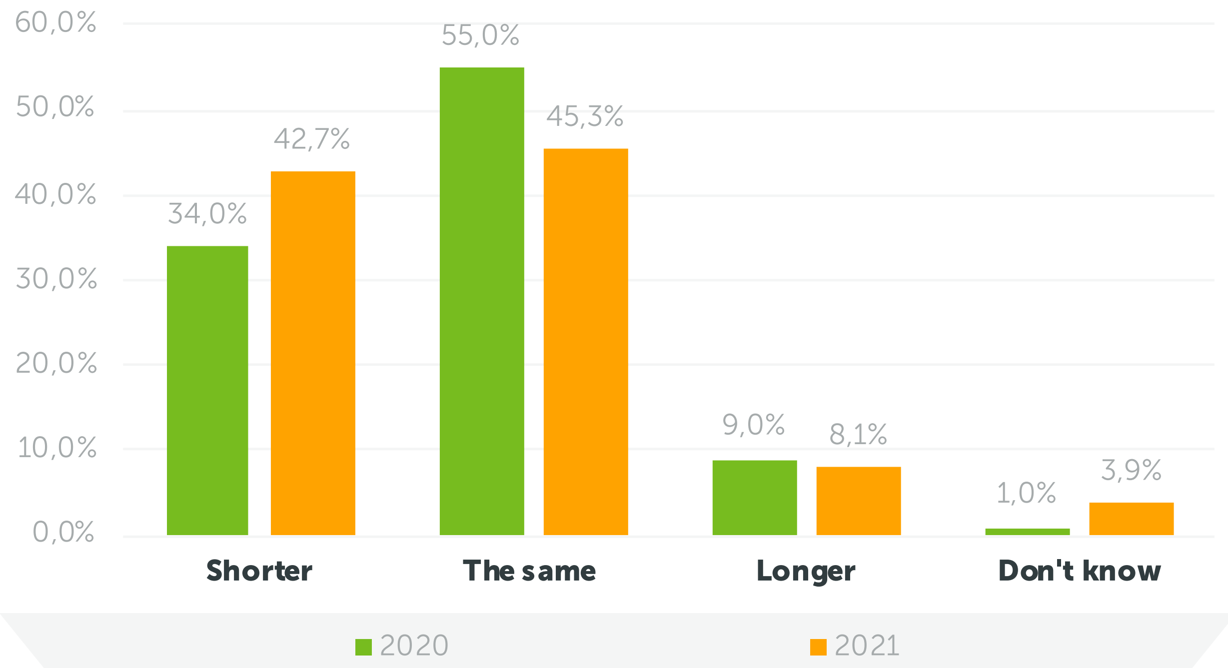
Expected price level in 6 months



Just like with office occupancy, when it comes to pricing, the absolute majority of our respondents expect a rise. The share of those who predict same pricing decreased by 37.8%-points. The number of workspaces who expect the prices to be lower decreased by 3.3%-points.

8

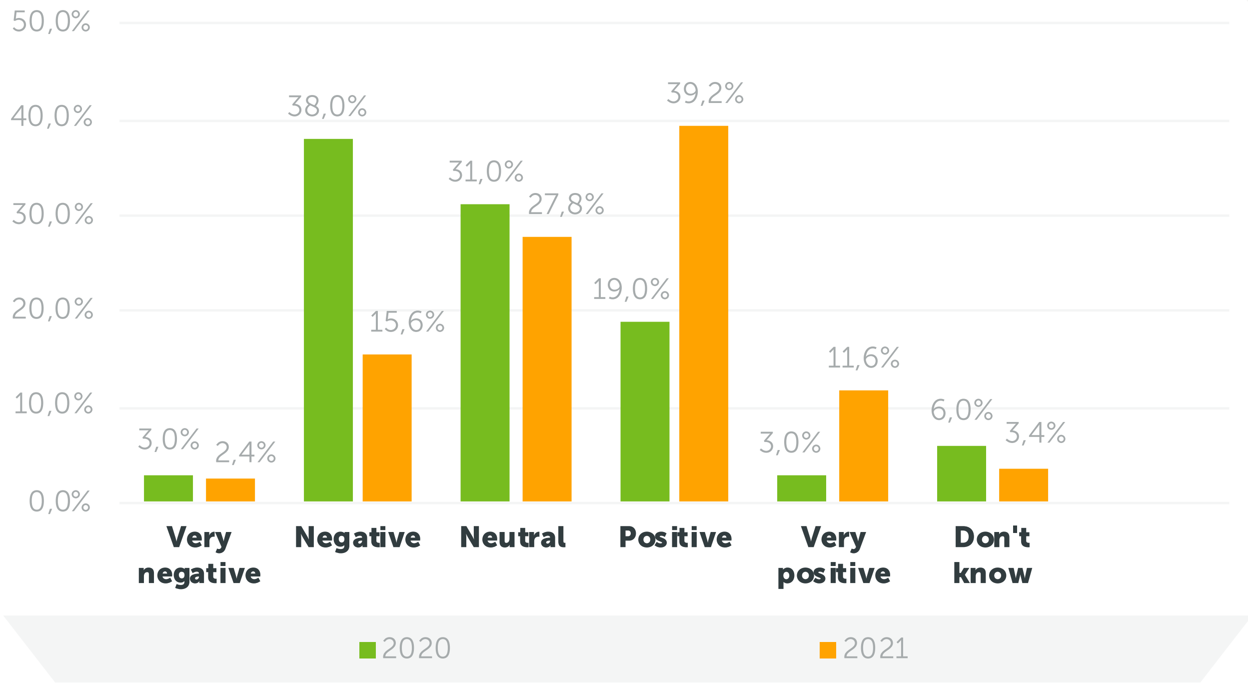
Initial contract length compared to last year



During these unpredictable times tenants are looking for flexibility, workspaces are switching to short type of contracts. The number of respondents with shorter contracts rose by 8.7%-points. The share of those who maintained the same length of contracts decreased by 9.7%-points.

9

General outlook

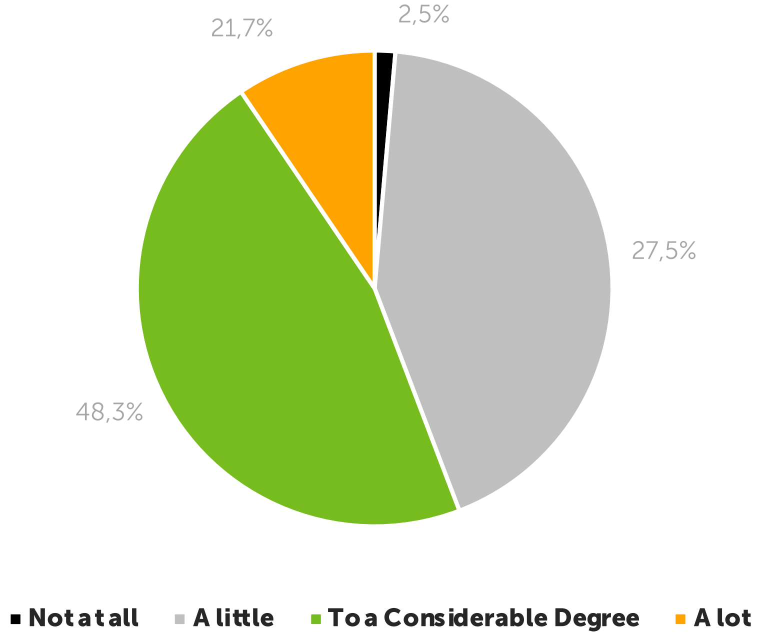


We can spot a tendency for a positive outlook among our respondents in Europe this year. The share of our respondents with a negative outlook this year decreased by 22.4%-points. With the development of effective vaccines and introduction of new hybrid ways of working, there is hope for a revival of the industry.

Belgium

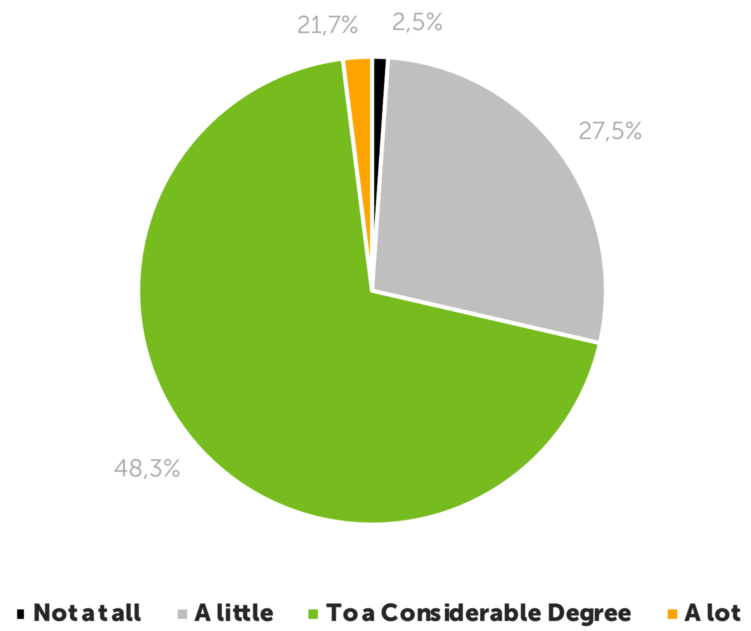
Nearly half of our respondents in Belgium report that the COVID-19 affected their business to a considerable degree. This year we can see a tendency towards occupancy falling as over 32% of workspaces reported occupancy below 60%. Under the conditions of the Corona crisis, workspaces have to lower their prices in attempt to win the client over.

1 How much did the COVID-19 influence the way you are running your business?



This year the majority of our respondents in Belgium divided into two groups: the ones who felt little influence of the COVID-19 on their business (42.8%) and the ones who have been influenced to a considerable degree (46.3%). 9.5% were influenced a lot while only 1.4% felt no influence at all.

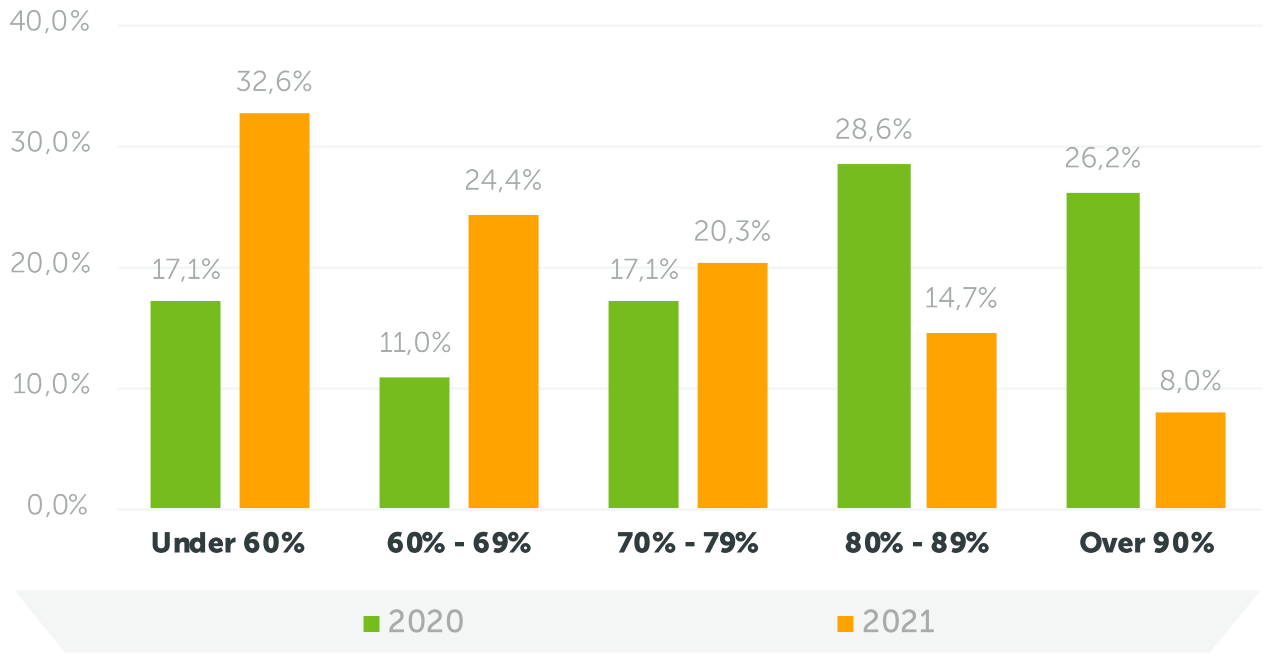
2 How much did the COVID-19 change your office workflow?



The absolute majority of our respondents (69.4%) concluded that the COVID-19 changed their office workflow to a considerable degree. Another 27.5% report to have made little changes. 2.0% made significant changes while 1.1% maintained the way they worked pre-pandemic.

3

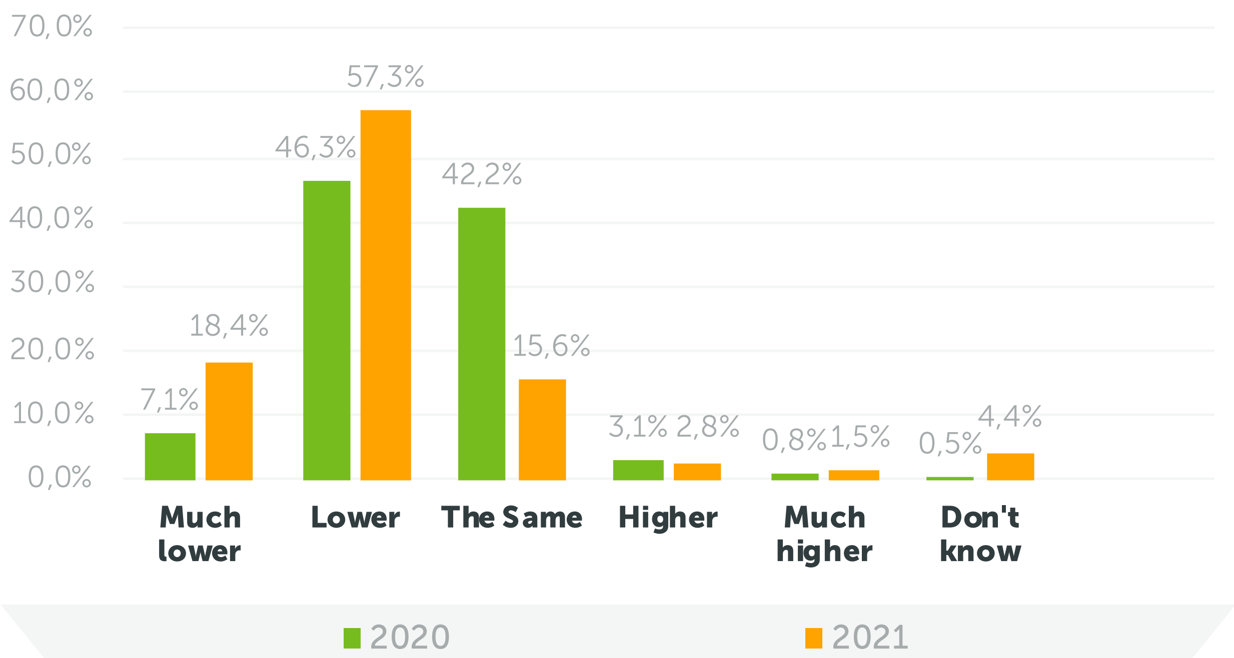
Average office occupancy



Last year, most of our respondents got high occupancy – 80%-89% and higher. Unfortunately, this year we can spot an opposite tendency as over 32% of our respondents reported occupancy below 60%. There has been a rise of 13.4%-points in the 60%-69% occupancy band.

4

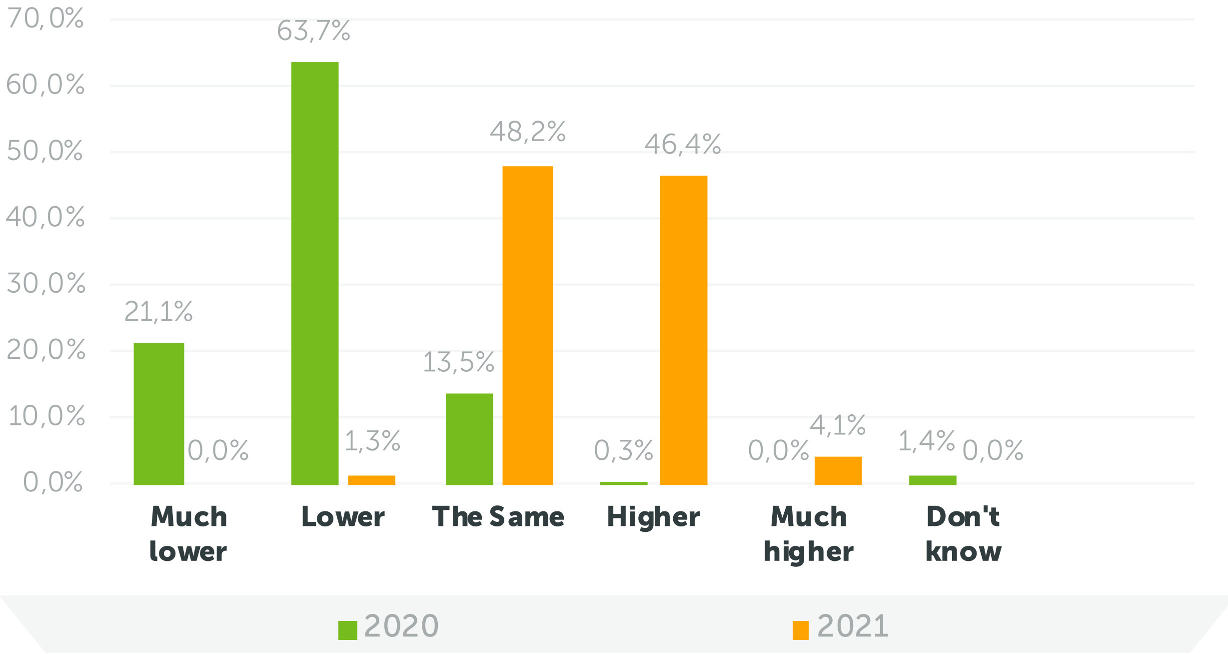
Occupancy compared to last year



The previous question drew us to the conclusion that most workspaces (57.3%) had lower occupancy in 2021 than last year. The share of workspaces whose occupancy was much lower grew by 11.3%-points. The number of respondents maintaining stability decreased by 36.6%-points.

5

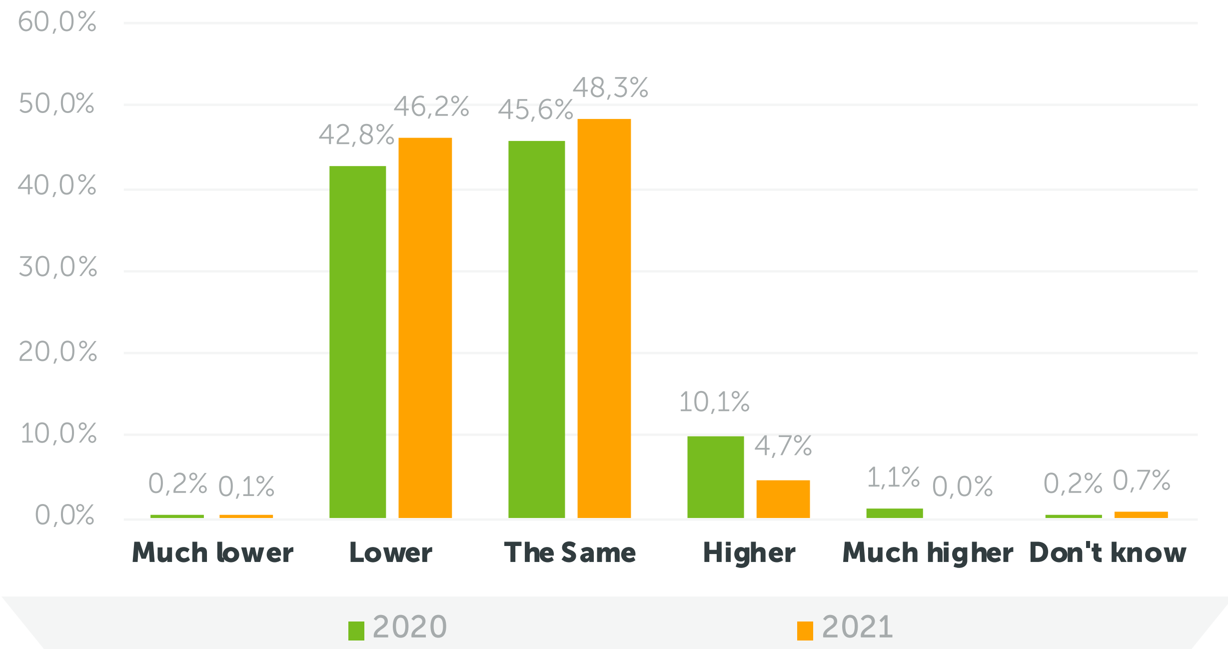
Occupancy expectation in 6 months



It is no surprise that in the current situation, workspaces expect their occupancy to grow (46.4%) or at least maintain it on the same level (48.2%). The share of those who expect their occupancy to become lower decreased by 62.4% compared to last year.

6

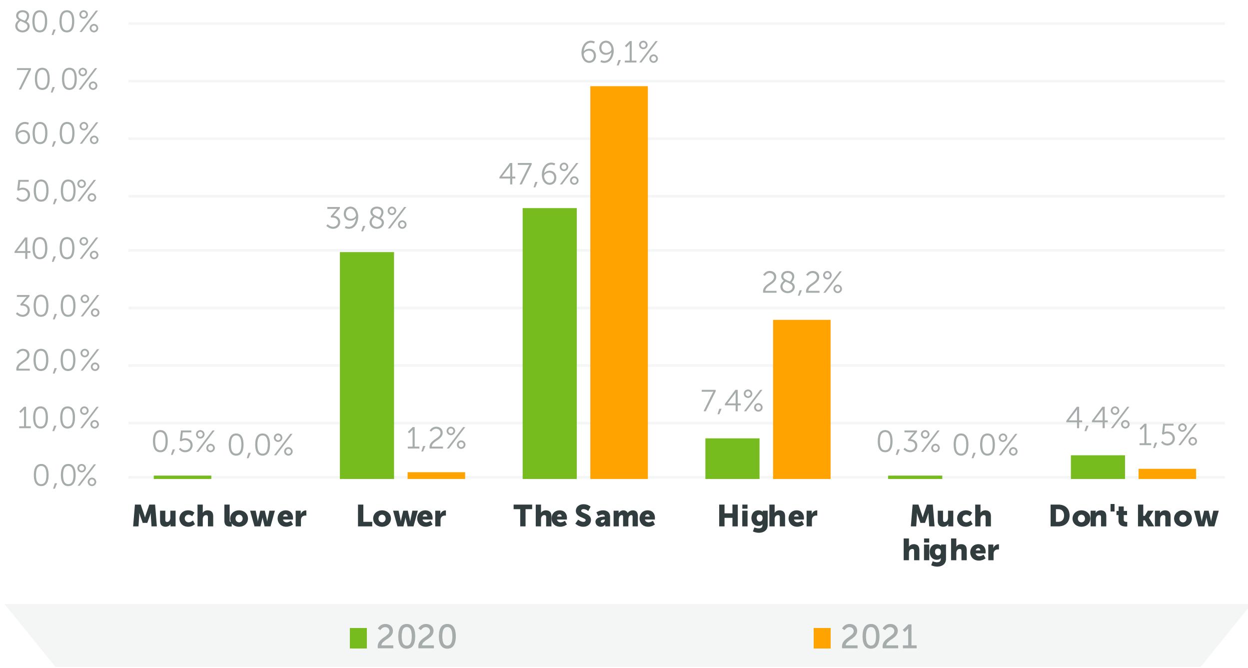
Achieved prices for office contracts or workstations compared to last year



Under the conditions of the Corona crisis, workspaces have to lower their prices in attempt to win the client over. We can spot the same tendencies as last year, where the majority of our respondents either decreased their pricing (46.2%) or maintained stable pricing (48.3%).

7

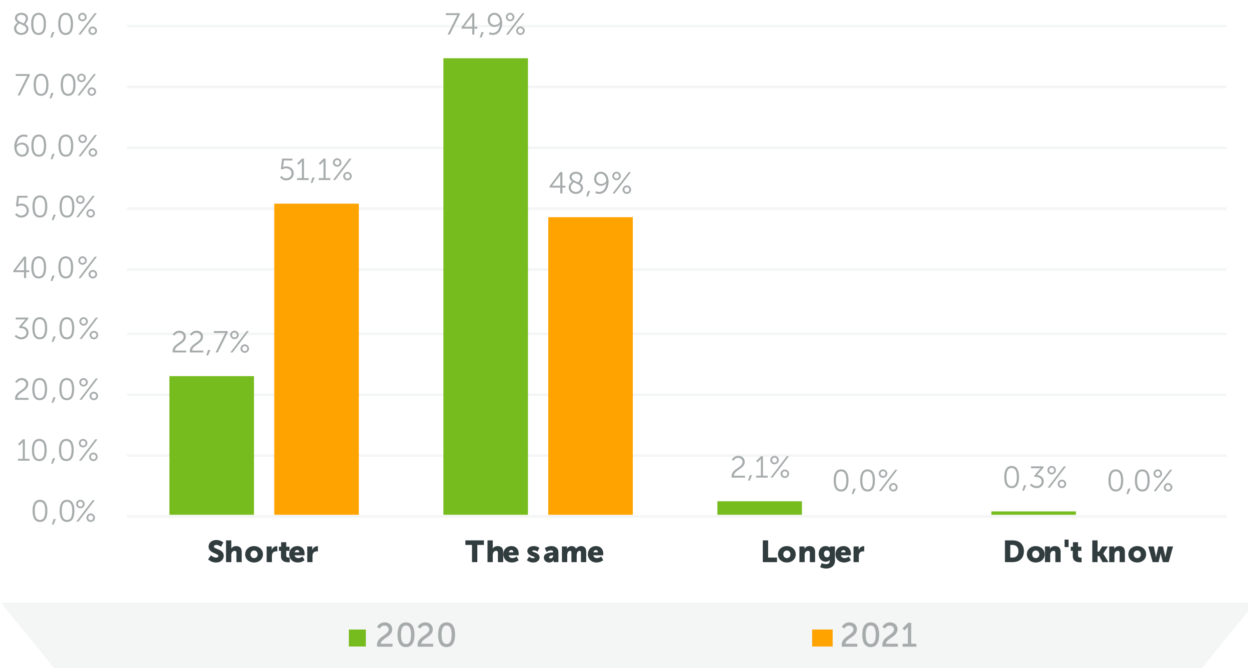
Achieved prices for office contracts or workstations compared to last year



After a year of the pandemic, the absolute majority of our respondents (69.1%) are hoping for an increase in pricing. Another 28.2% expect the prices to remain on the same level. The share of those, expecting the prices to fall, decreased by 38.6%.

8

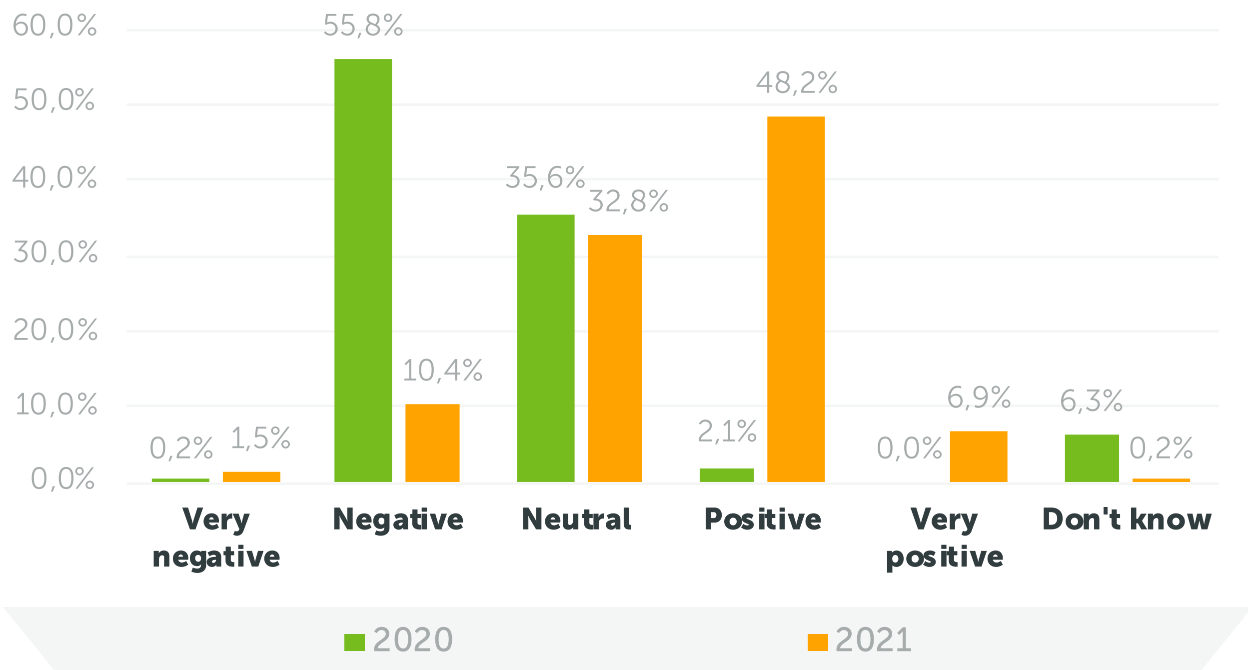
Initial contract length compared to last year



Compared to last year, the share of workspaces whose contract length was the same, decreased by 29%-points. As clients are looking for flexible options, there has been an increase of 28.4%-points in the share of workspaces offering shorter type of contracts.

9

General outlook



Most of our respondents (48.2%) have a positive outlook towards the future, and 6.9% expressed very positive expectations. In view of the unpredictability of the current Corona-situation, 32.8% remain neutral. The share of those with a negative outlook decreased by 45.4%-points.

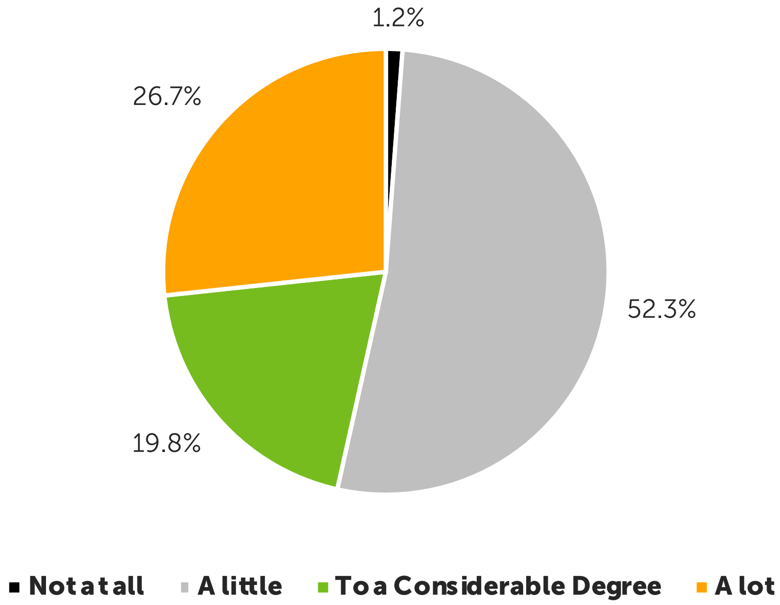
Denmark

Workspaces in Denmark are hoping occupancy will rise in the next 6 months, as 58.4% had lower occupancy than last year. The pricing is also going down as 42.4% achieved much lower prices than they did last year.

In 2021, most respondents shared a negative outlook towards the future of the industry.

1

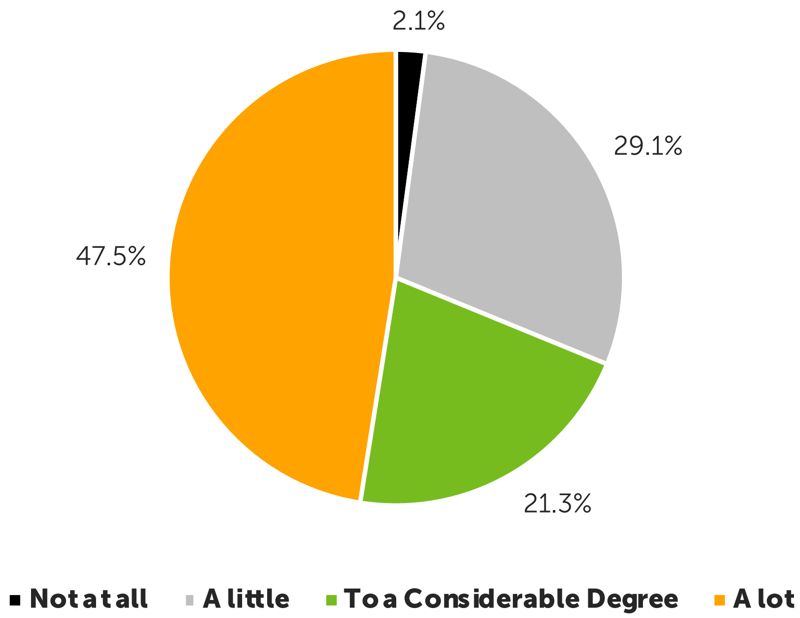
How much did the COVID-19 influence the way you are running your business?



More than half of our respondents in Denmark (52.3%) felt little influence on the way they are running their business. 19.8% of workspaces report to have been influenced to a considerable degree. Over a quarter (26.7%) felt great impact, and 1.2% felt no affect at all.

2

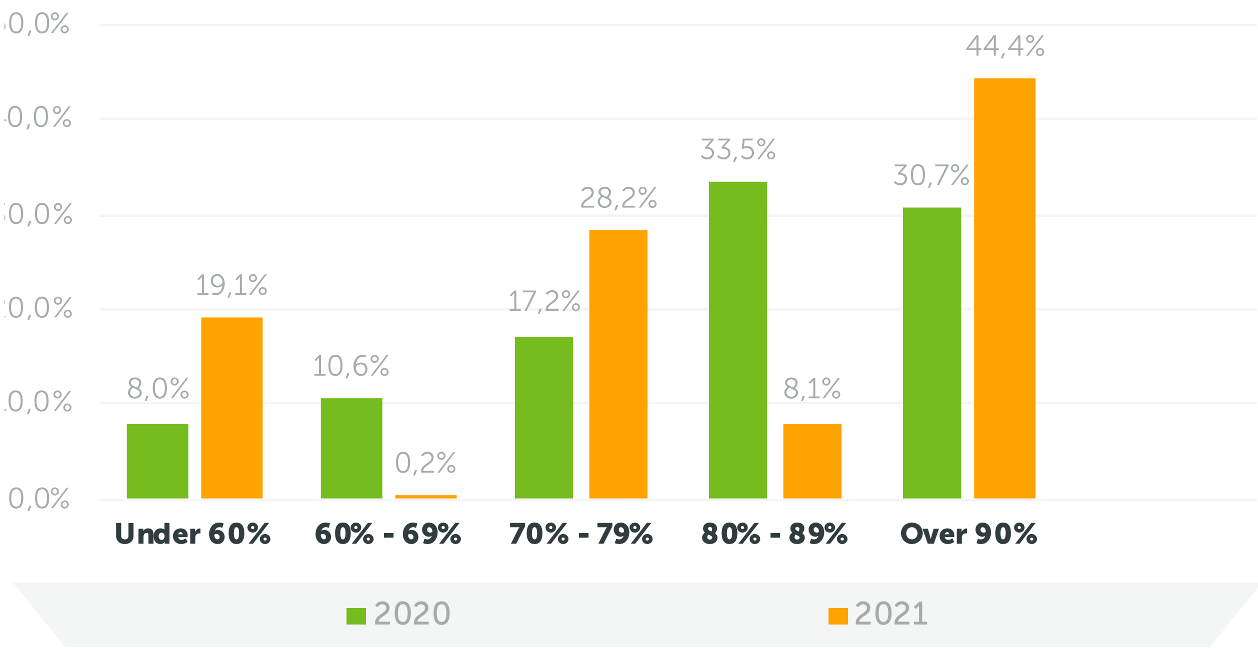
How much did the COVID-19 change your office workflow?



The absolute majority of our respondents in Denmark (47.5%) report that the COVID-19 changed their office workflow a lot. Another 21.3% changed their workflow to a considerable degree. 29.1% implemented slight changes and 2.1% kept their workflow the way it was.

3

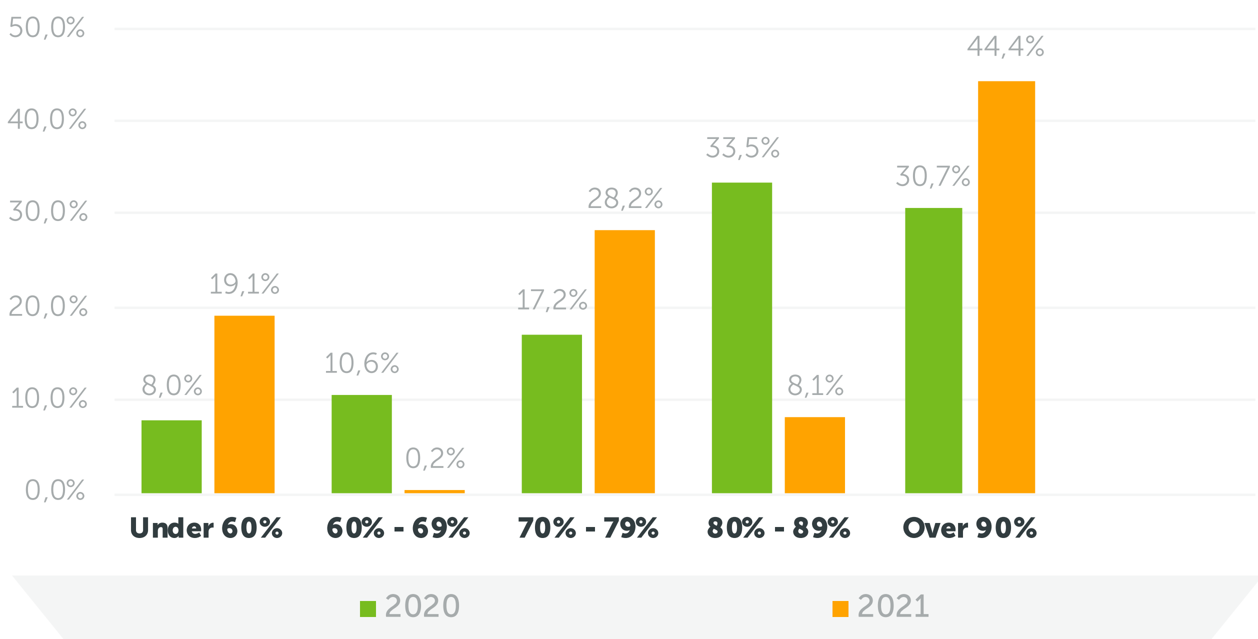
Average office occupancy



Just like last year, the majority of our respondents (44.4%) had occupancy over 90%. The 80%-89% occupancy band decreased by 25.4%-points while the 70%-79% occupancy band rose by 11%-points. 19.1% of workspaces reported occupancy under 60%.

4

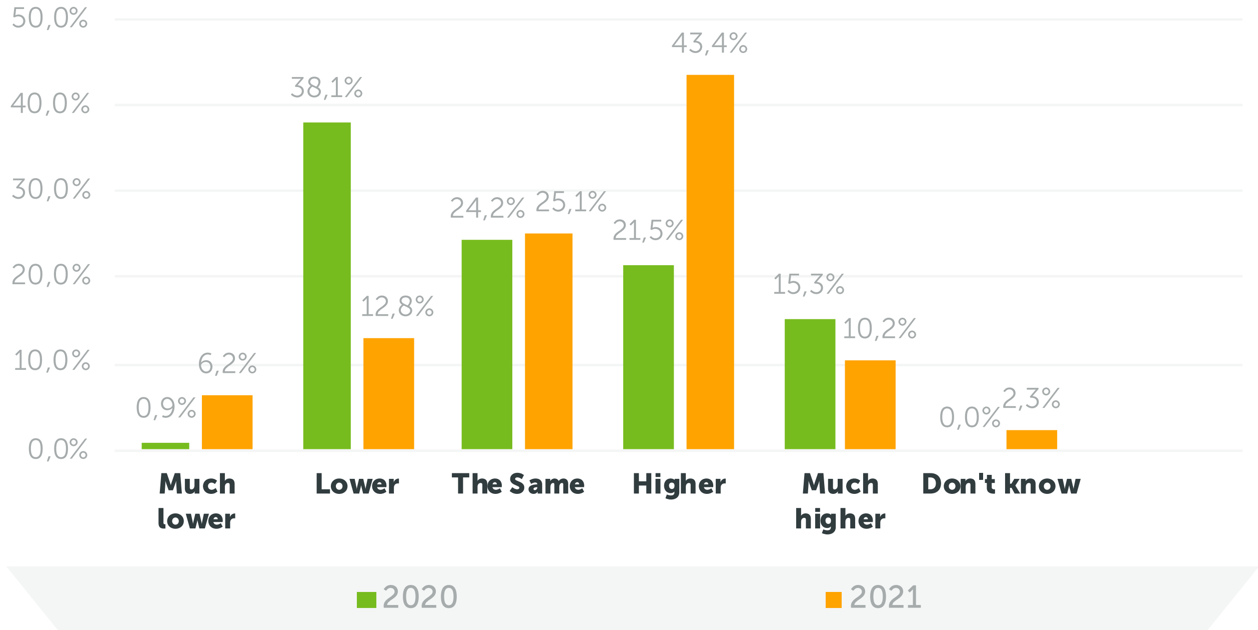
Occupancy compared to last year



It is encouraging to see that 32.2% of our Danish respondents achieved higher occupancy than last year. There was a drop of 18.2%-points in the share of those who maintained the same occupancy. Still, most of the workspaces had lower occupancy this year (58.4%).

5

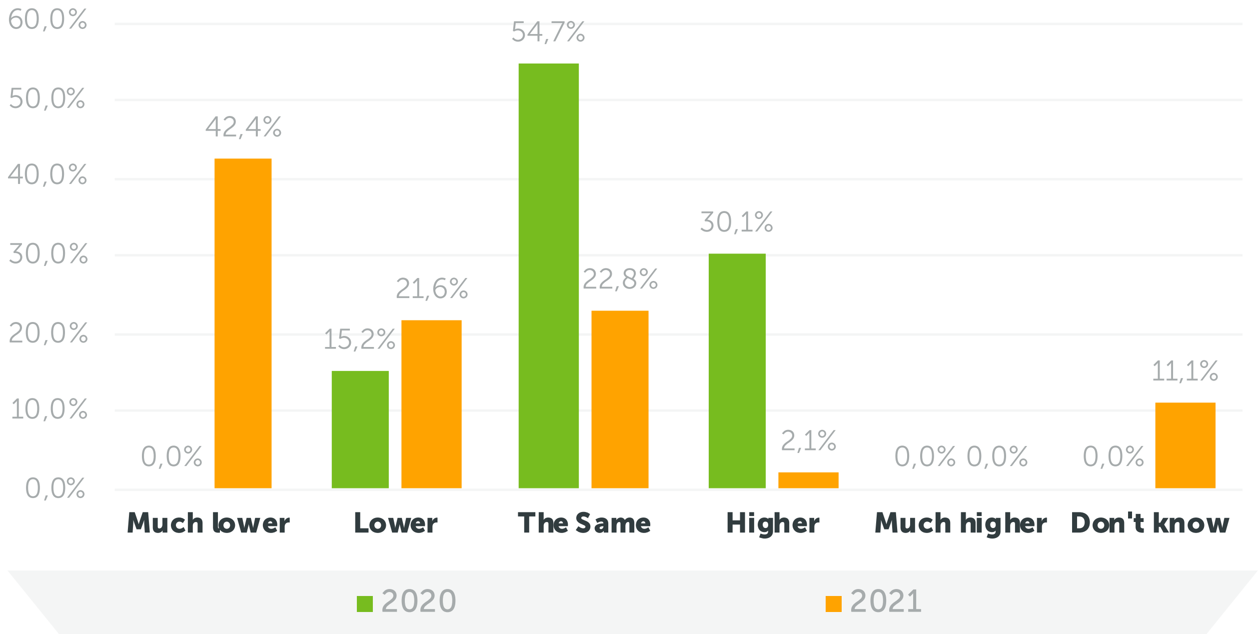
Occupancy expectation in 6 months



Most workspaces in Denmark (43.4%) expect the occupancy to rise in the next 6 months. 25,1% predict that occupancy will remain on the same level. The share of those who think that occupancy will fall decreased by 25.3%-points.

6

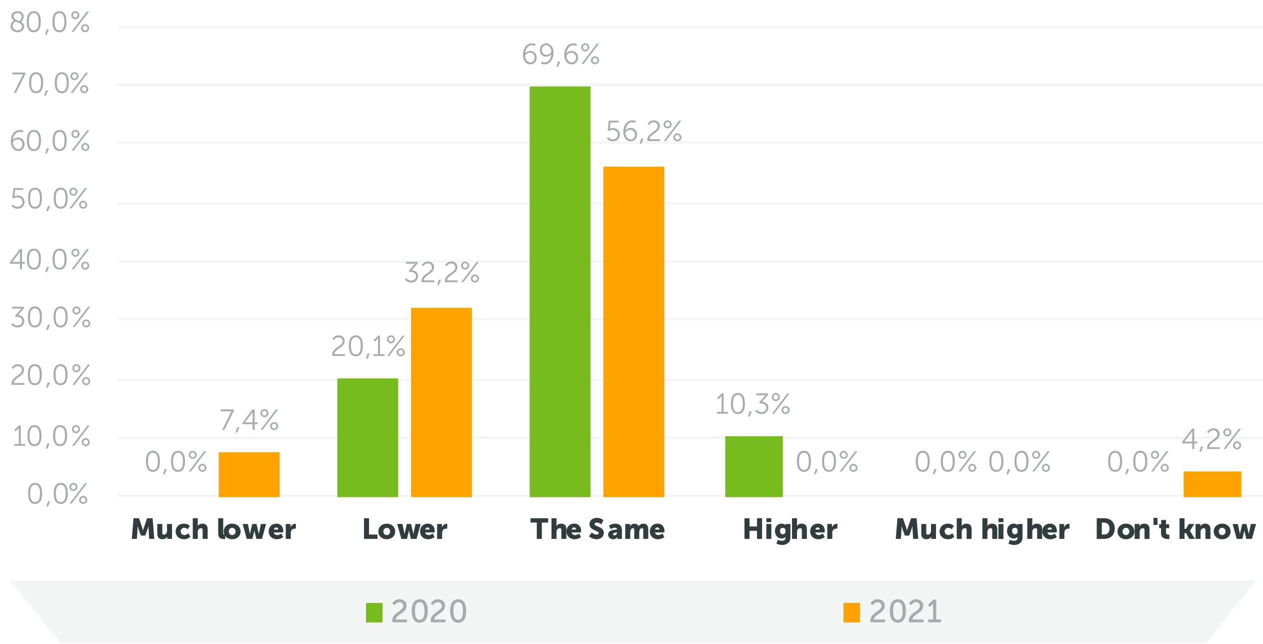
Achieved prices for office contracts or workstations compared to last year



The absolute majority (42.4%) achieved much lower pricing than last year. The share of respondents who got the same pricing decreased by 32.9%-points. The number of respondents whose prices were higher than last year decreased by 28%-points.

7

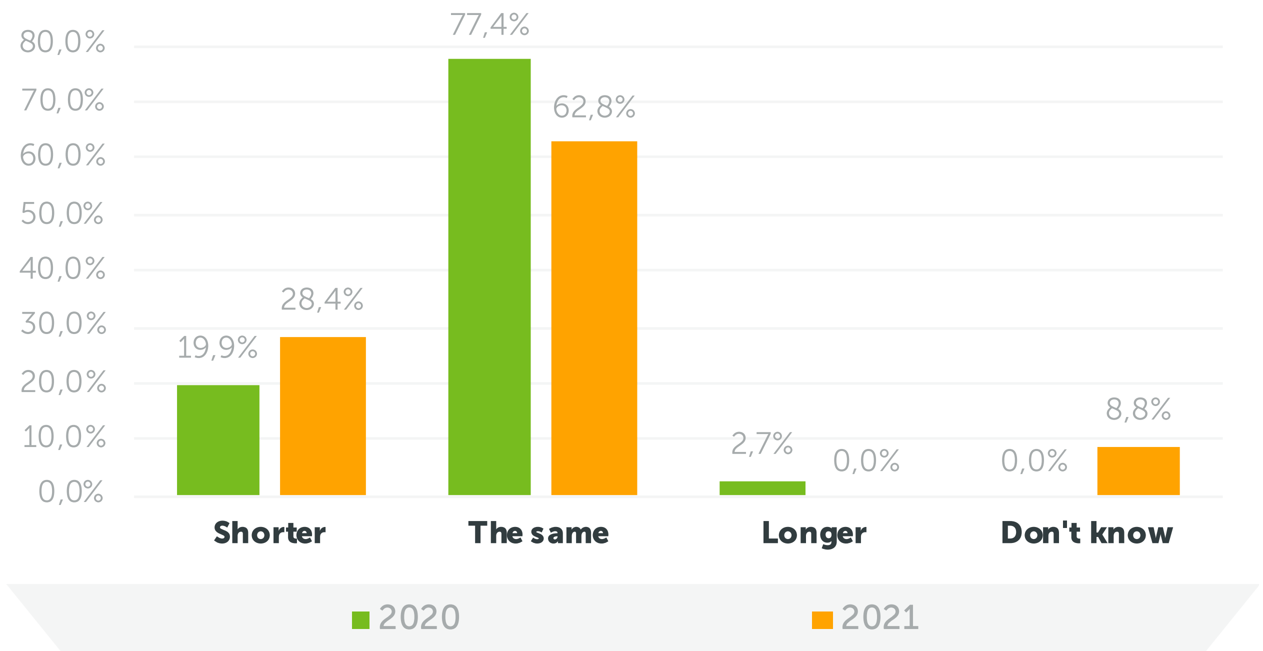
Expected price level in 6 months



56.2% of workspaces predict pricing stability in the next 6 months. Over 32% of respondents, which is 12.1%-points more than last year, think that prices will fall even more in the nearest 6 months. Unfortunately, nobody this year is expecting higher pricing.

8

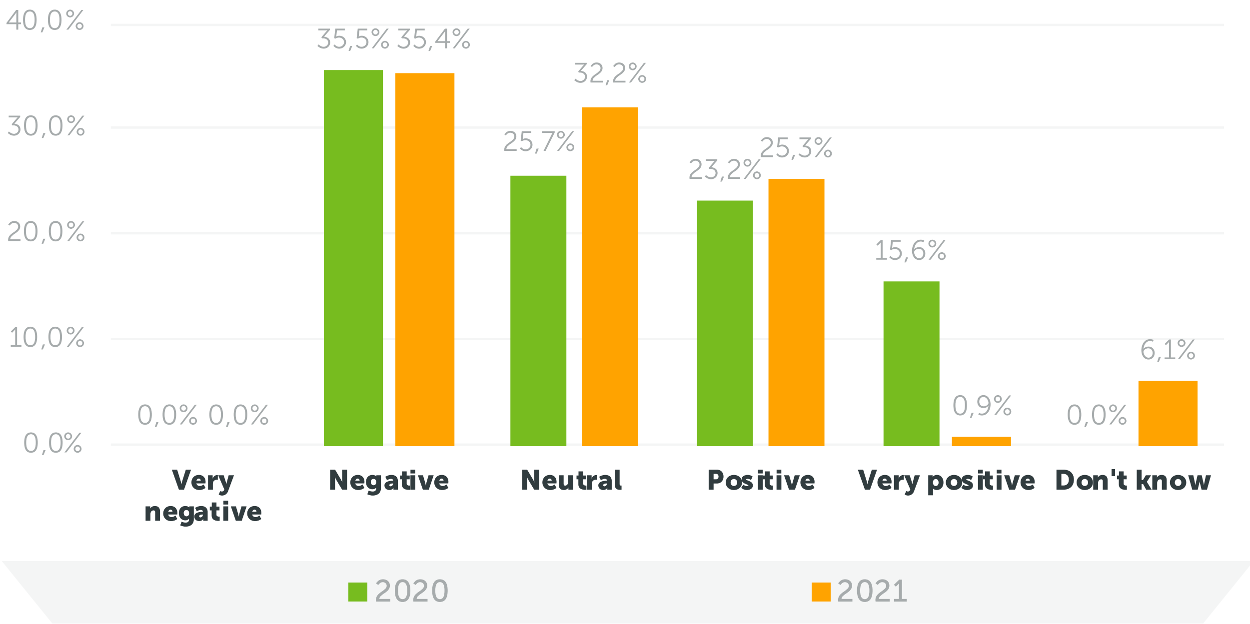
Initial contract length compared to last year



Just like last year, most workspaces achieved the same contract length – 62.8%. The share of those who had shorter contracts rose by 8.5%-points. None of the respondents reported to have achieved longer contracts than they did last year.

9

General outlook



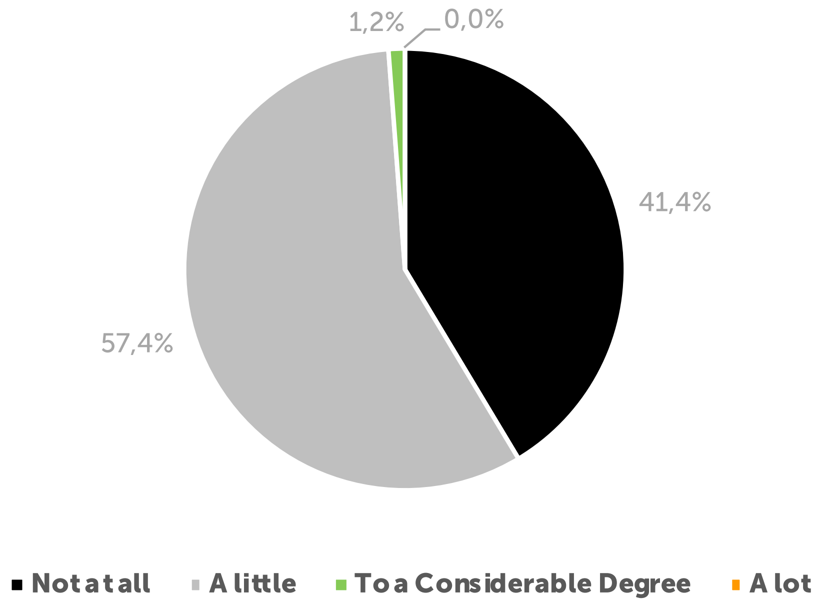
We can spot a stable tendency towards a negative general outlook compared to last year. The share of respondents with neutral outlook rose by 6.5%-points. Nonetheless, there has been a 2.1%-point rise in the share of workspaces who are positive towards the future.

France

The majority of workspaces in France managed to survive the COVID-19 year with little to no affect on the way they are running their business. Occupancy and pricing are expected to be the same in the next 6 months. The general outlook among our respondents is rather neutral this year.

1

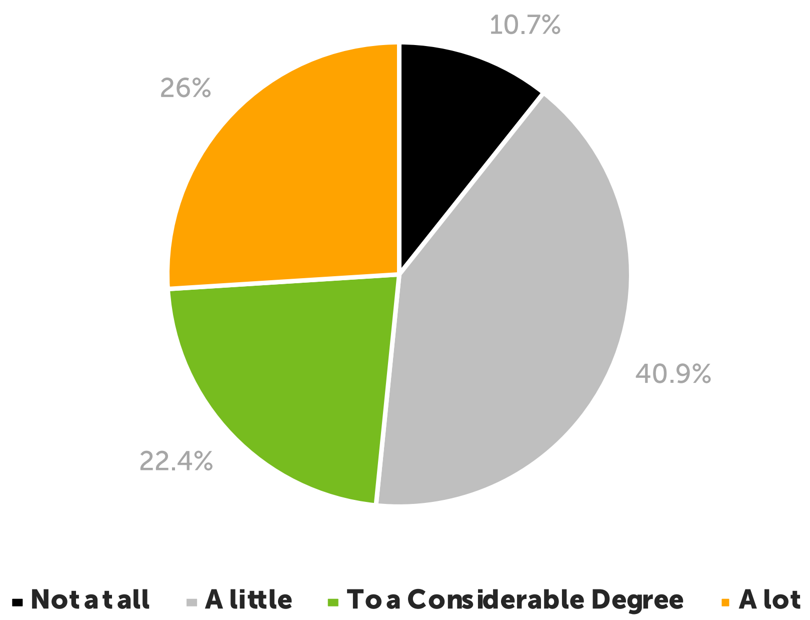
How much did the COVID-19 influence the way you are running your business?



Our respondents in France managed to survive the COVID-19 year with little to no affect on the way they are running their business. Over a half (57.4%) reported slight influence, while 41.4% felt no influence at all. Only 1.2% of respondents were influenced to a considerable degree.

2

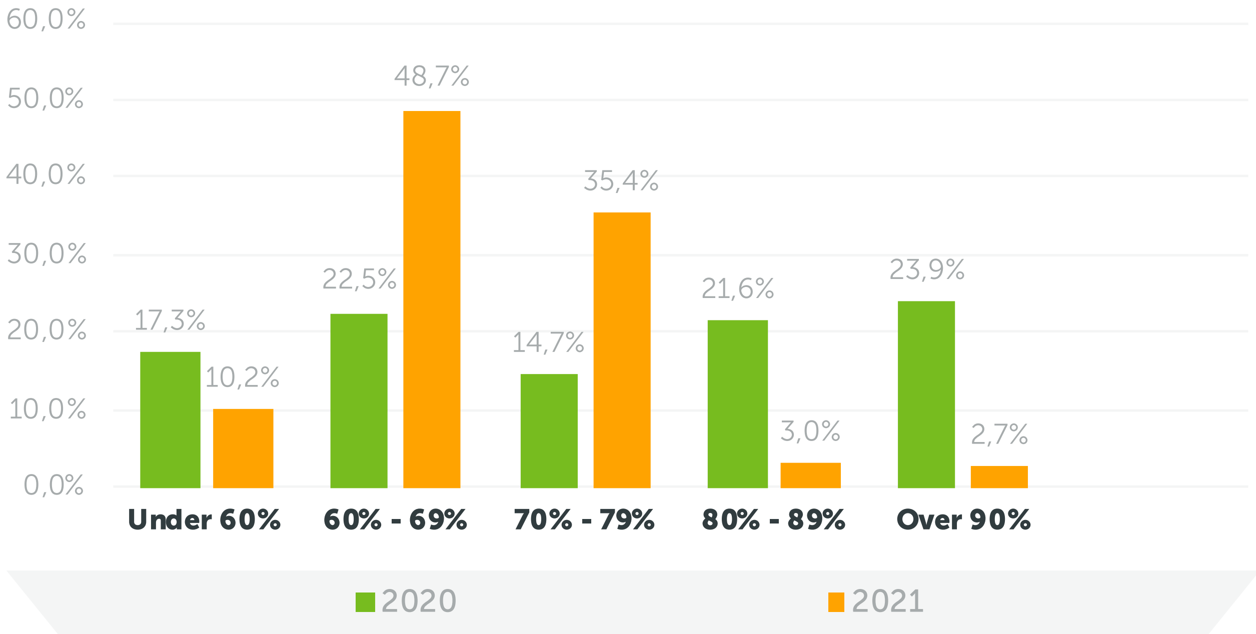
How much did the COVID-19 change your office workflow?



The majority of workspaces (40.9%) reported little change to their workflow caused by COVID. 22.4% had to considerably change their workflow, while another 26% implemented major changes. 10.7% of our respondents did not change their office workflow at all.

3

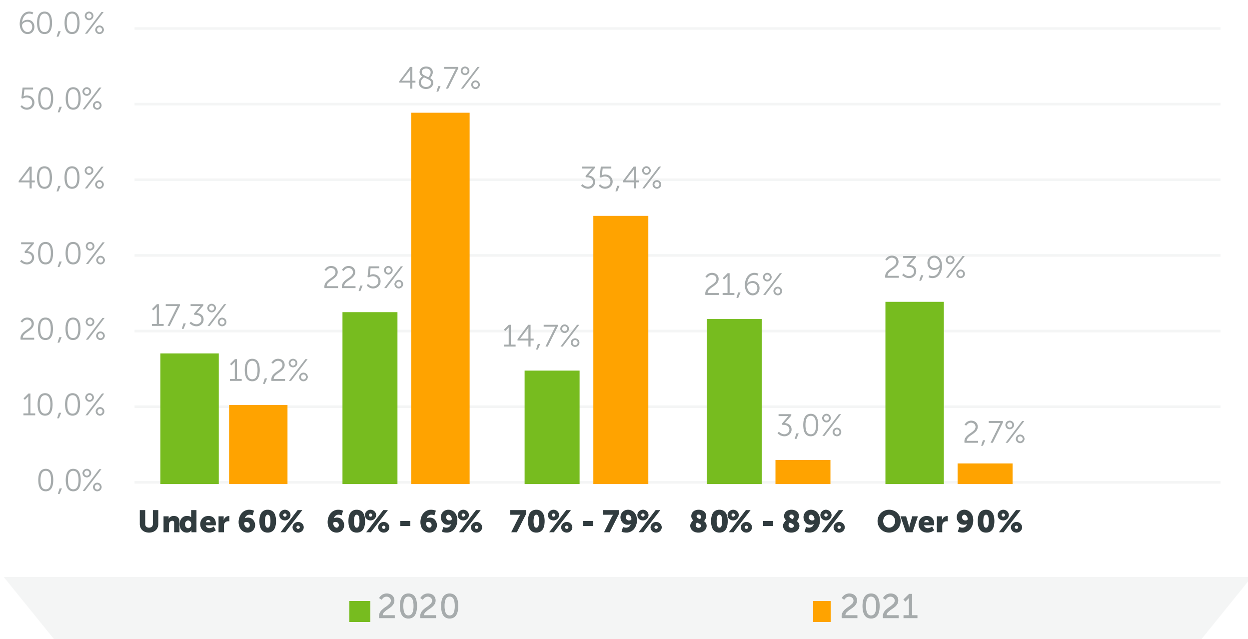
Average office occupancy



Most of our respondents (48.7%) report their average occupancy to be 60%-69%. Another 3.4% got the occupancy of 70%-79%. There was a 18.6%-point decrease in the 80%-89% occupancy band. The number of workspaces with over 90% occupancy decreased by 21.2%-points.

4

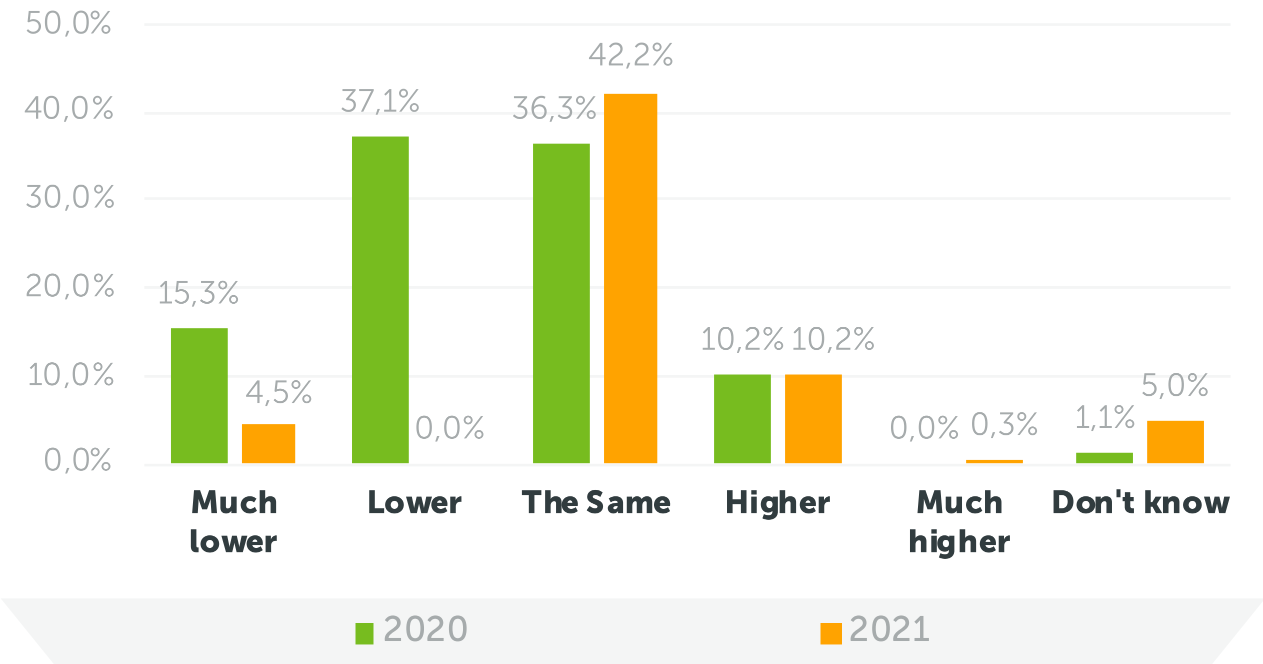
Occupancy compared to last year



45.9% of respondents report higher occupancy, which is 22.1%-points more than last year. The share of those maintaining status quo decreased by 18.7%-points. The number of workspaces who think their occupancy was lower than last year decreased by 8.7%-points.

5

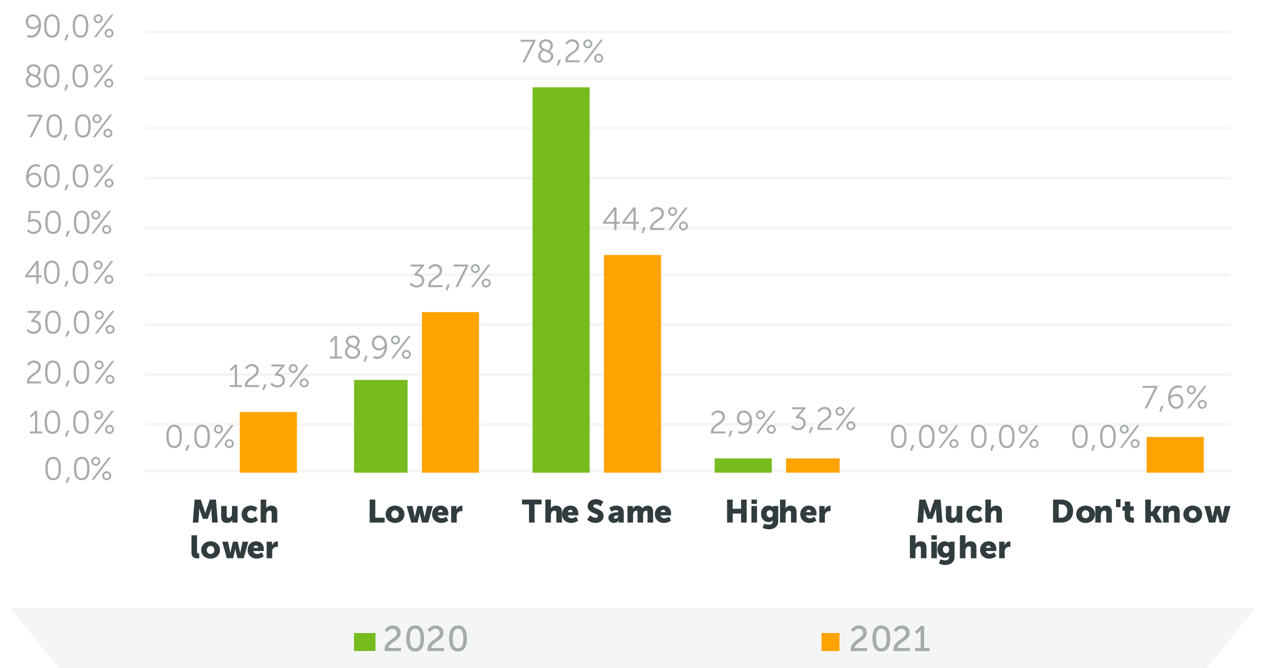
Occupancy expectation in 6 months



Most workspaces in France (42.2%) expect their occupancy to be on the same level in 6 months. This year, none of our respondents expressed negative expectations regarding occupancy. The share of those who think occupancy will rise remains the same as last year.

6

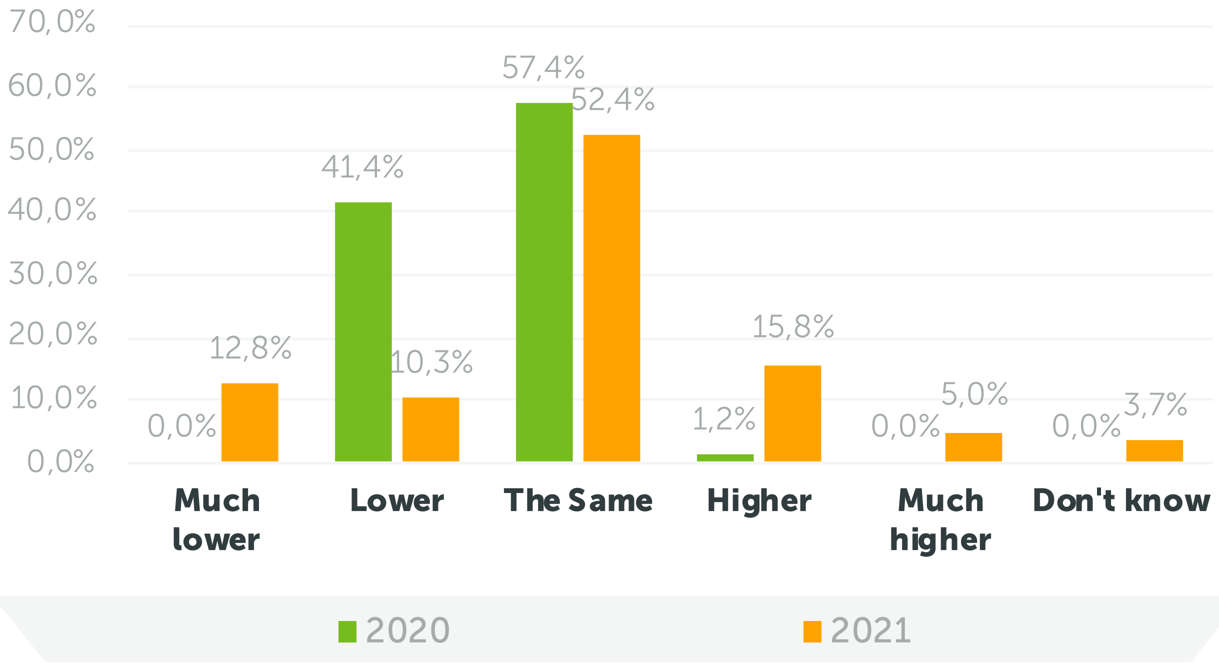
Achieved prices for office contracts or workstations compared to last year



The share of workspaces with the same pricing decreased by 34%-points. A little over 30% of our respondents had lower pricing this year. The number of respondents who managed to achieve higher pricing remains almost unchanged.

7

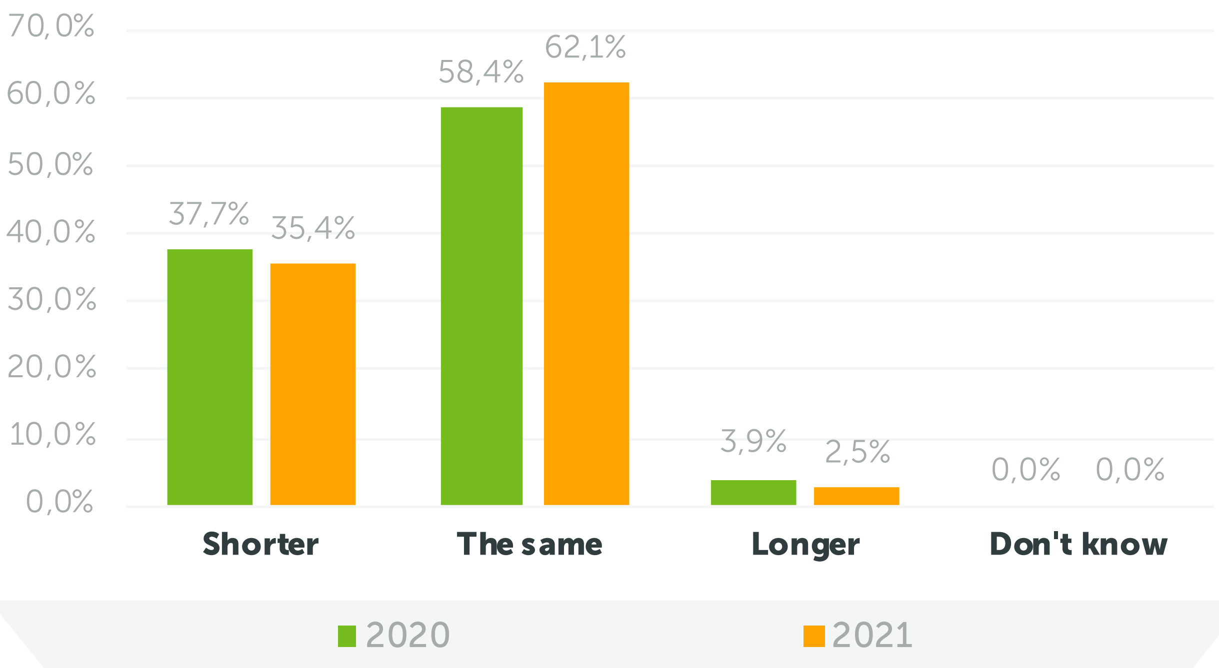
Expected price level in 6 months



Over half of our respondents expect stability in pricing in the next 6 months. The share of those, expecting prices to rise increased by 14.6%-points. The number of workspaces that predict lower prices decreased by 31.1%.

8

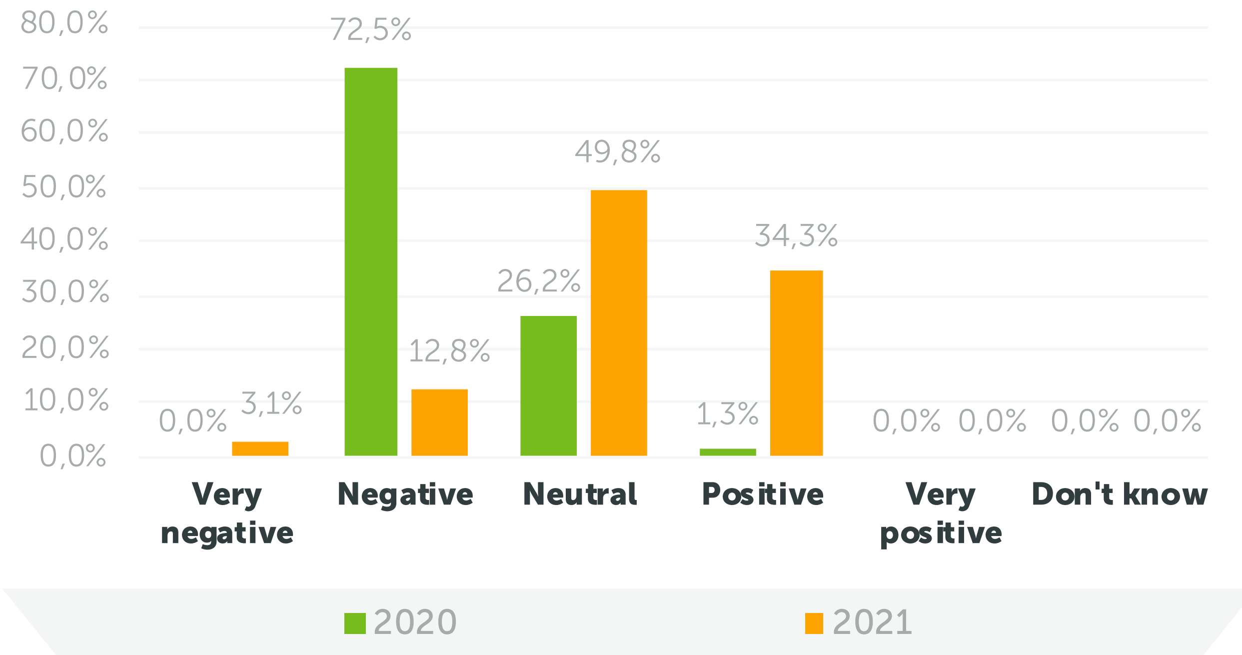
Initial contract length compared to last year



Just like last year, the majority managed to conclude contracts of the same length. 35.4% - which is 2.3%-points less than the year before, had shorter contracts than last year. Only 2.5% of respondents had longer contracts this year.

9

General outlook



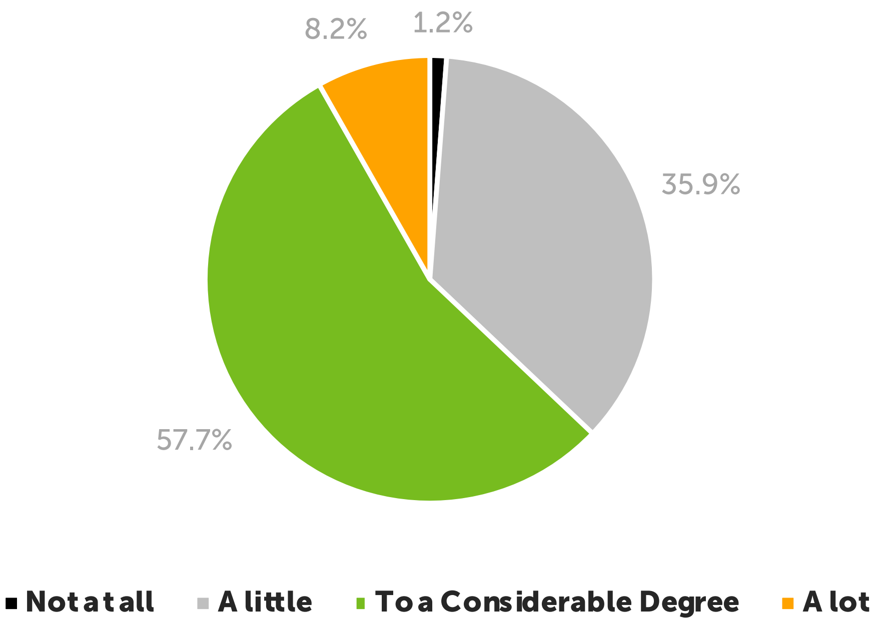
Nearly half of all respondents are neutral regarding their future outlook. 34.3% have positive expectations. The share of those with negative outlook decreased by 59.7%-points since last year.

Germany

In 2021, 59.7% of respondents report lower occupancy than last year. Still, 51,3% of managed to achieve the same prices as last year. Like in the rest of Europe, we can spot a shift towards shorter contracts. The workspaces expressed predominantly neutral outlook.

1

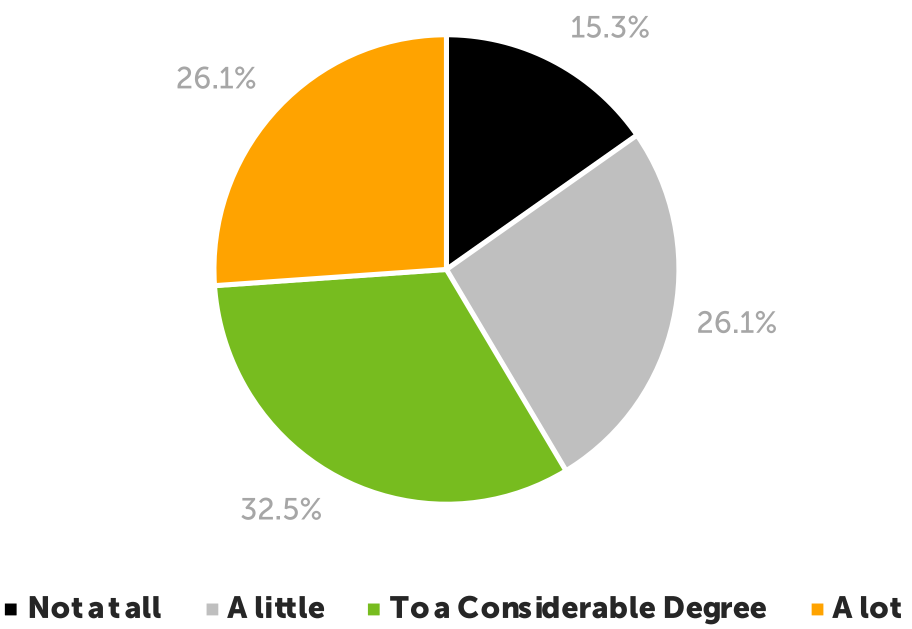
How much did the COVID-19 influence the way you are running your business?



This year, over half of our respondents in Germany report that their business was influenced to a considerable degree. 35.9% of workspaces felt just a little influence and 8.2% where influenced a lot. Only 1.2% say that they felt no influence at all.

2

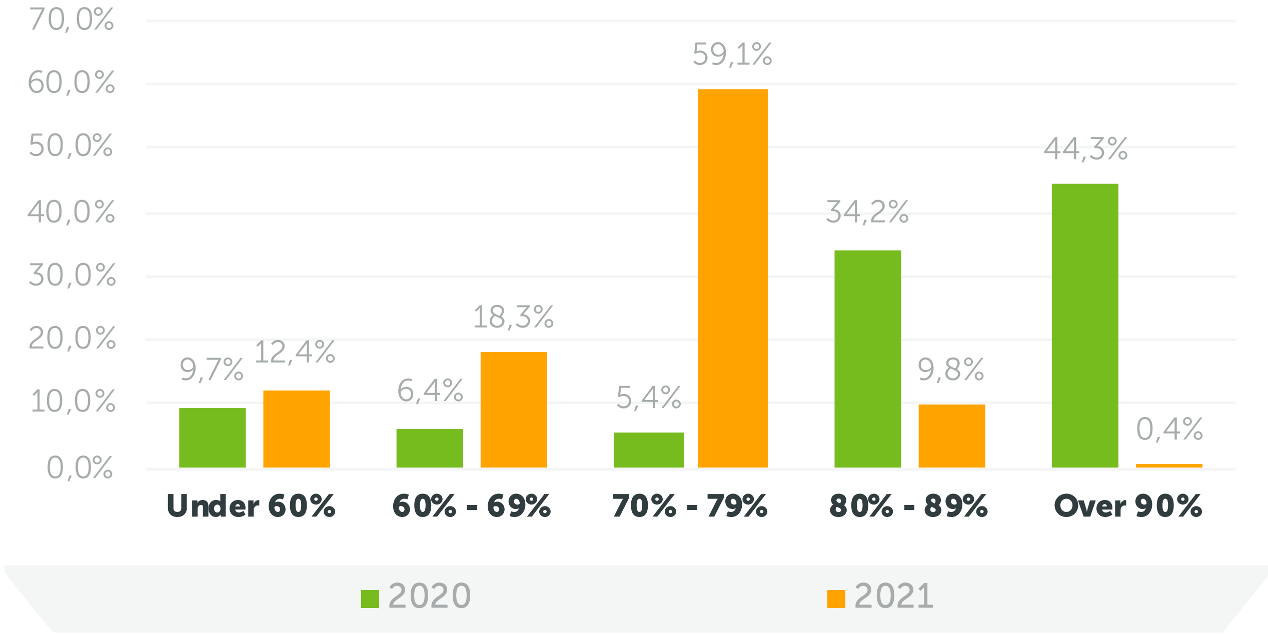
How much did the COVID-19 change your office workflow?



This year, equal amount of respondents report that they had to change their office workflow a little and a lot because of the COVID-19 (26.1%). The majority (32.5%) had to make considerable changes and 15.3% didn't change anything at all.

3

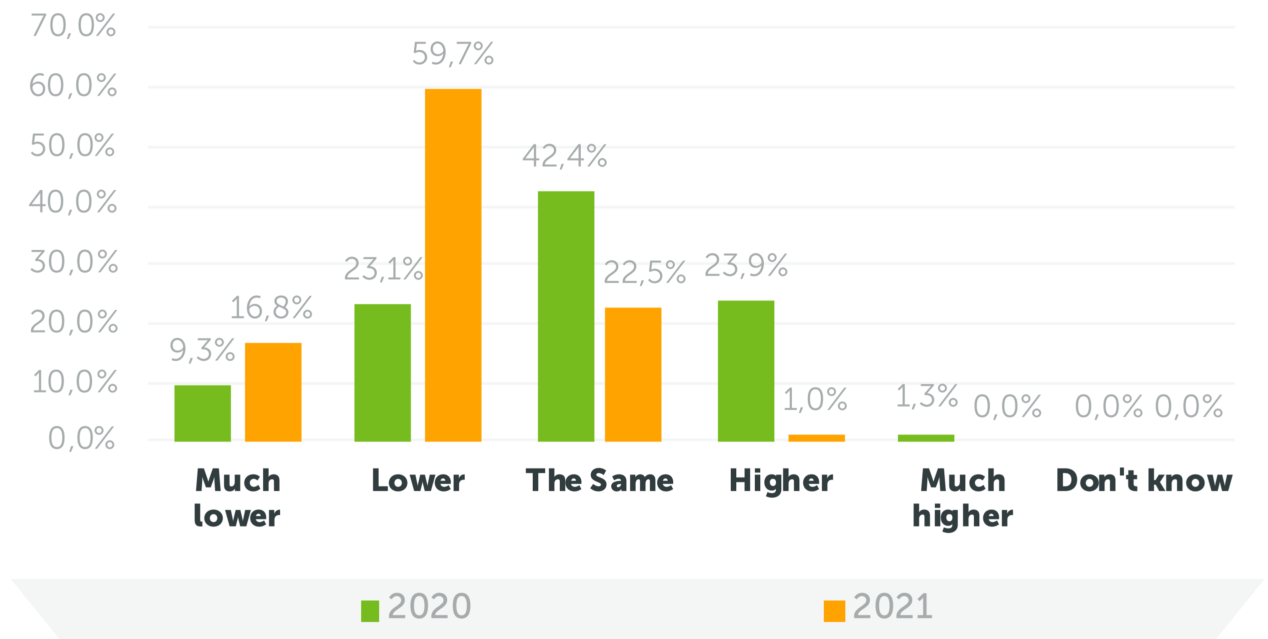
Average office occupancy



This year we can observe a decrease in occupancy, as the occupancy band over 90% dropped by 43.9%-points and the 80%-89% occupancy band dropped by 24.4%-points. There was a 53.7%-points rise in the 70%-79% occupancy band.

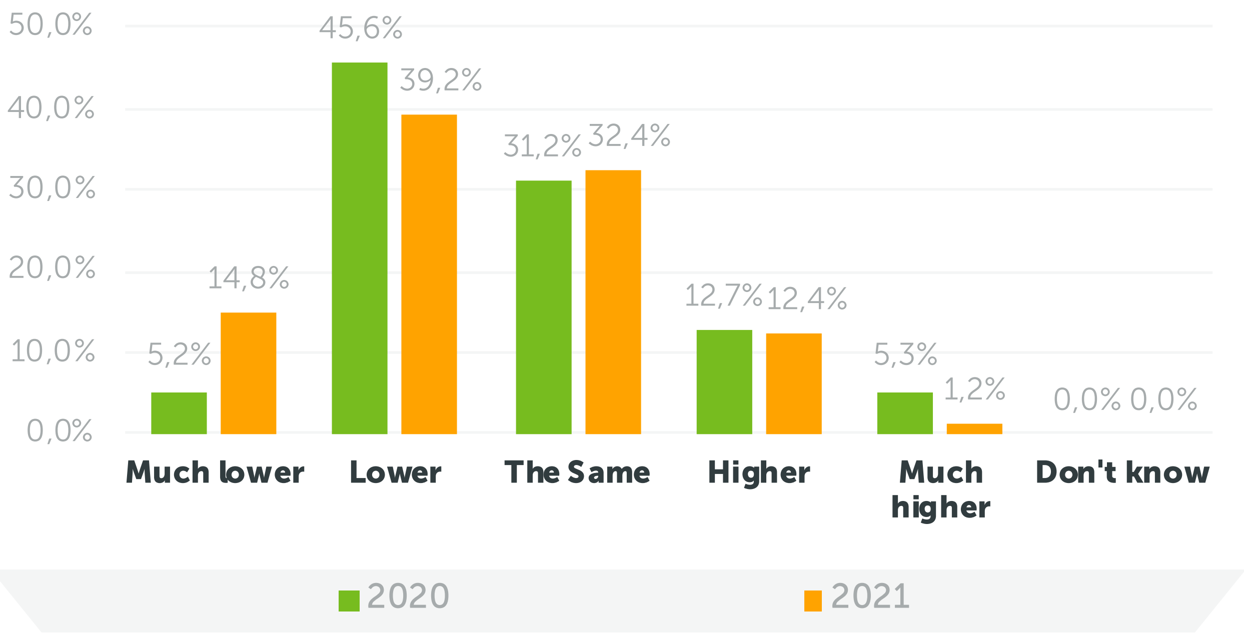
4

Occupancy compared to last year



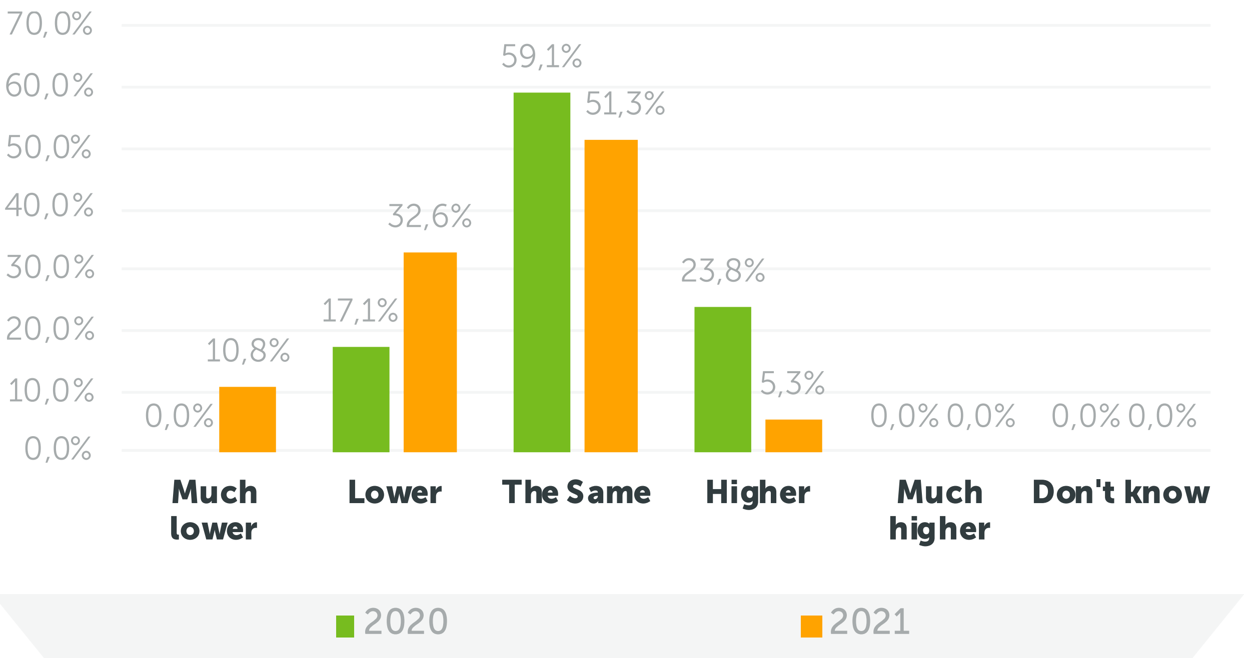
Naturally, most respondents (59.7%) report lower occupancy than last year. There was a drop of 19.9%-points in the share of workspaces with the same occupancy. Only 1% of respondents this year say that they achieved higher occupancy.

5 Occupancy expectation in 6 months



Like in 2020, most respondents this year (39.2%) expect lower occupancy. 32.4% of workspaces expect occupancy to remain on the same level. The share of those who think occupancy will be higher remained almost unchanged.

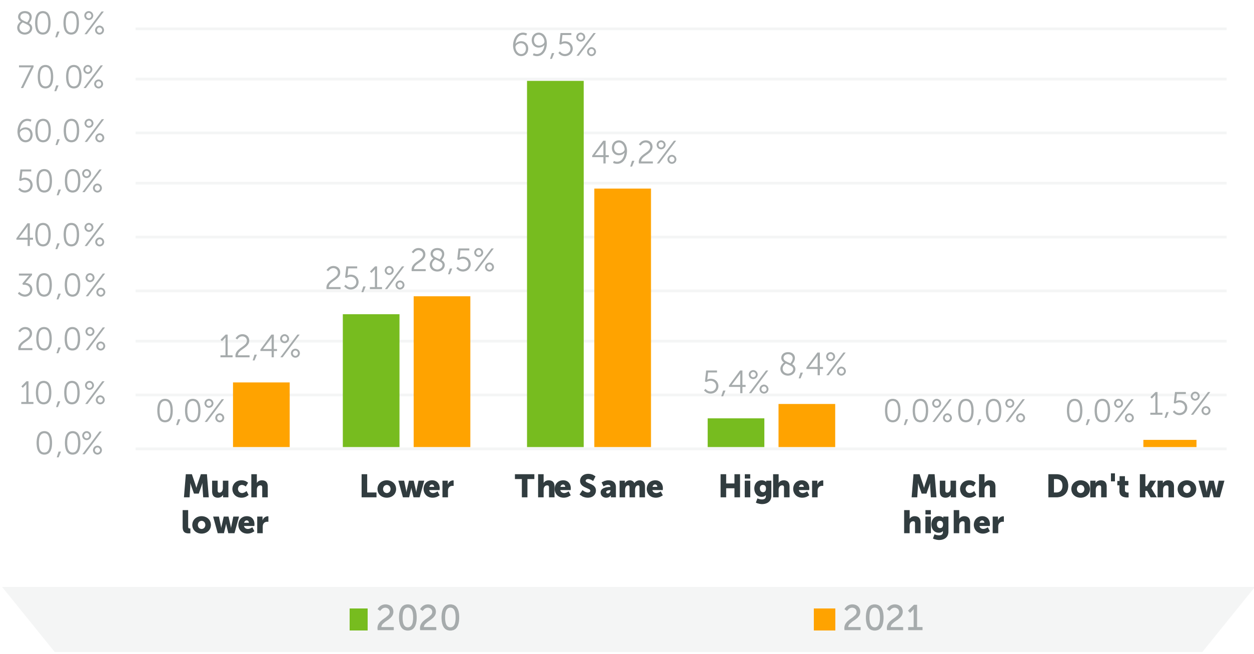
6 Achieved prices for office contracts or workstations compared to last year



51.3% of respondents achieved the same prices as last year. The share of workspaces who got higher pricing decreased by 18.5%-points. There was an increase in the share of those who got lower and much lower prices – 15.5%-points and 10.8%-points.

7

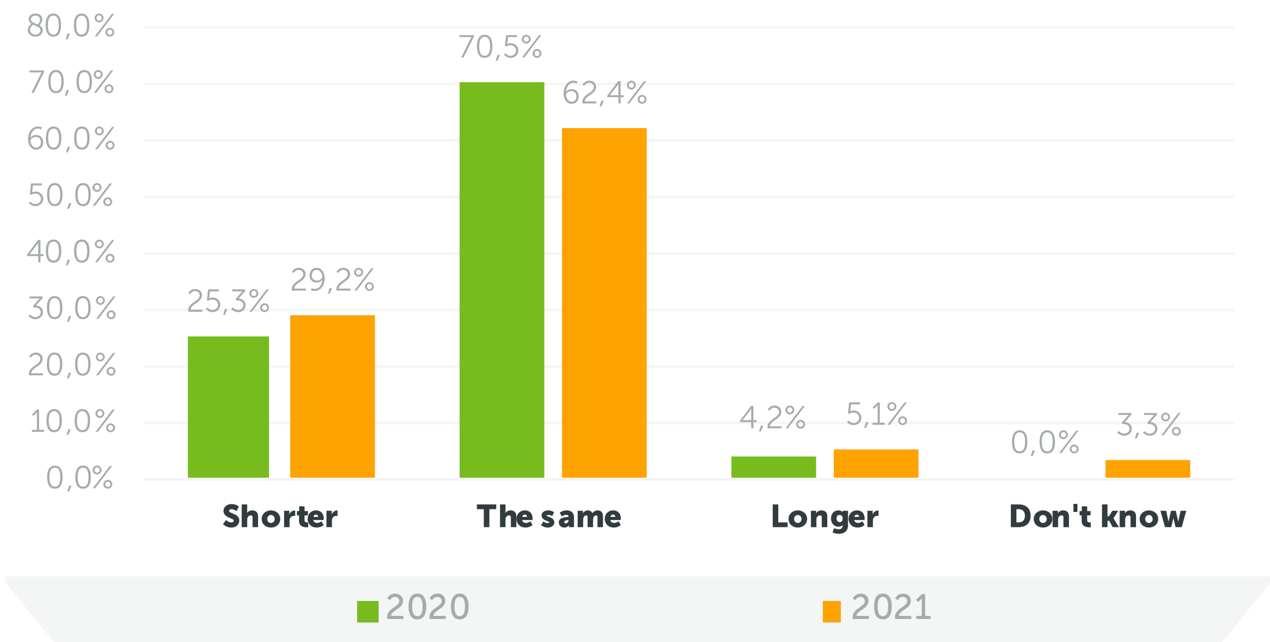
Expected price level in 6 months



The share of workspaces who expect the same prices decreased by 20.3%-points. 28.5% of respondents predict lower pricing and 12.4% think that the prices will be much lower. Only 8.4% this year hope that the prices will increase.

8

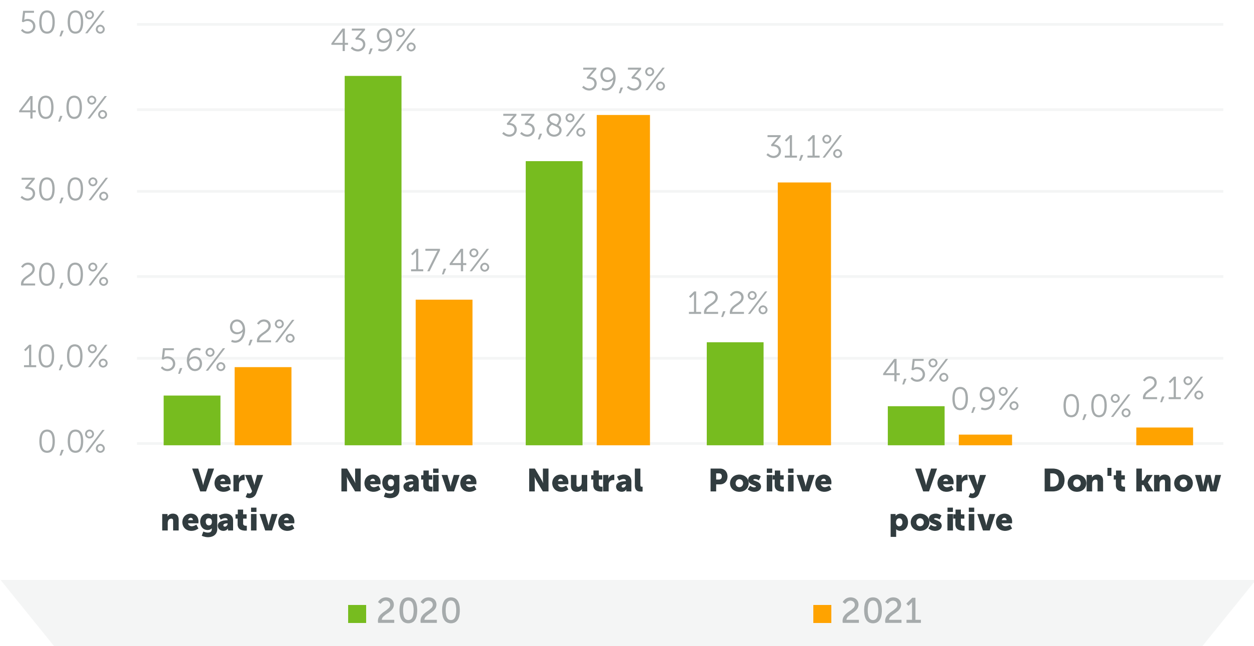
Initial contract length compared to last year



The share of workspaces with the same contract length decreased by 8.1%-points. The number of respondents who achieved shorter contracts grew by 3.9%-points. The tendency with longer contracts is almost unchanged since last year – 5.1%.

9

General outlook



Although most respondents in Germany were neutral regarding their outlook, there was a noticeable shift among those with positive outlook – 18.9%-points. There also was a decrease of 26.5%-points in the number of workspaces with negative outlook.

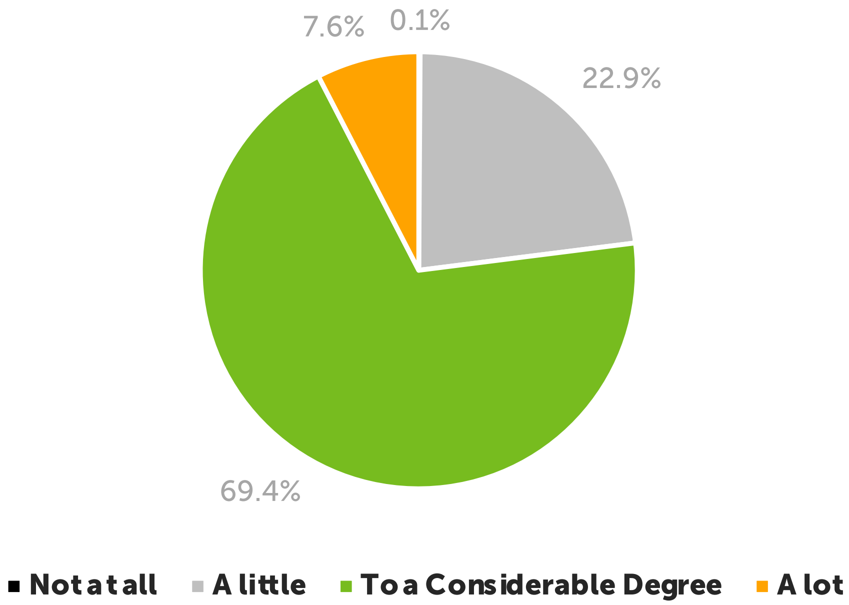
Italy

In 2021, we can spot a shift towards falling occupancy as 51.7% report lower and 24.2% - much lower occupancy.

Our respondents in Italy predominantly expect the prices to stay the same. 68.7% of workspaces are of neutral opinion when it comes to their outlook on the business.

1

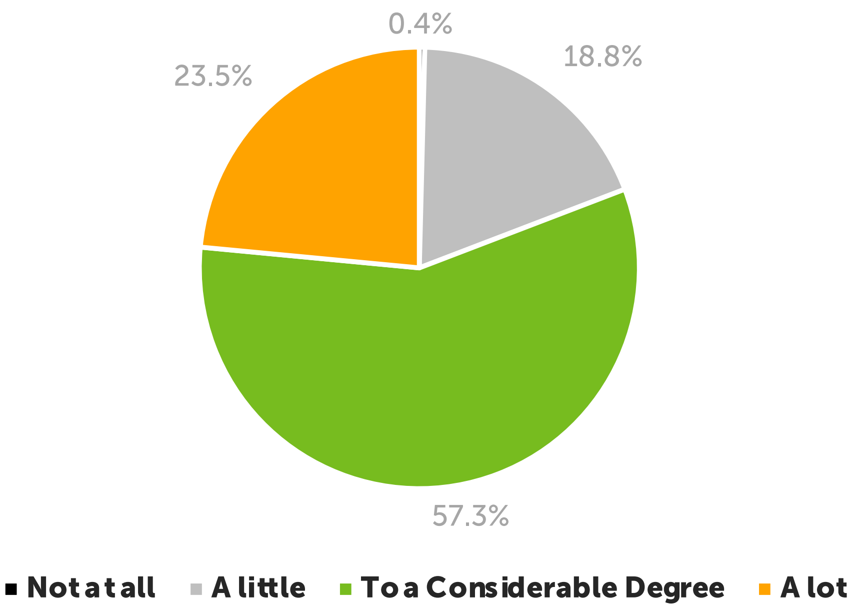
How much did the COVID-19 influence the way you are running your business?



The largest share of respondents in Italy (69.4%) were influenced by the COVID-19 to a considerable degree. 7.6% of workspaces were influenced a lot. 22.95 felt little influence of the pandemic, and only 0.1% felt no influence.

2

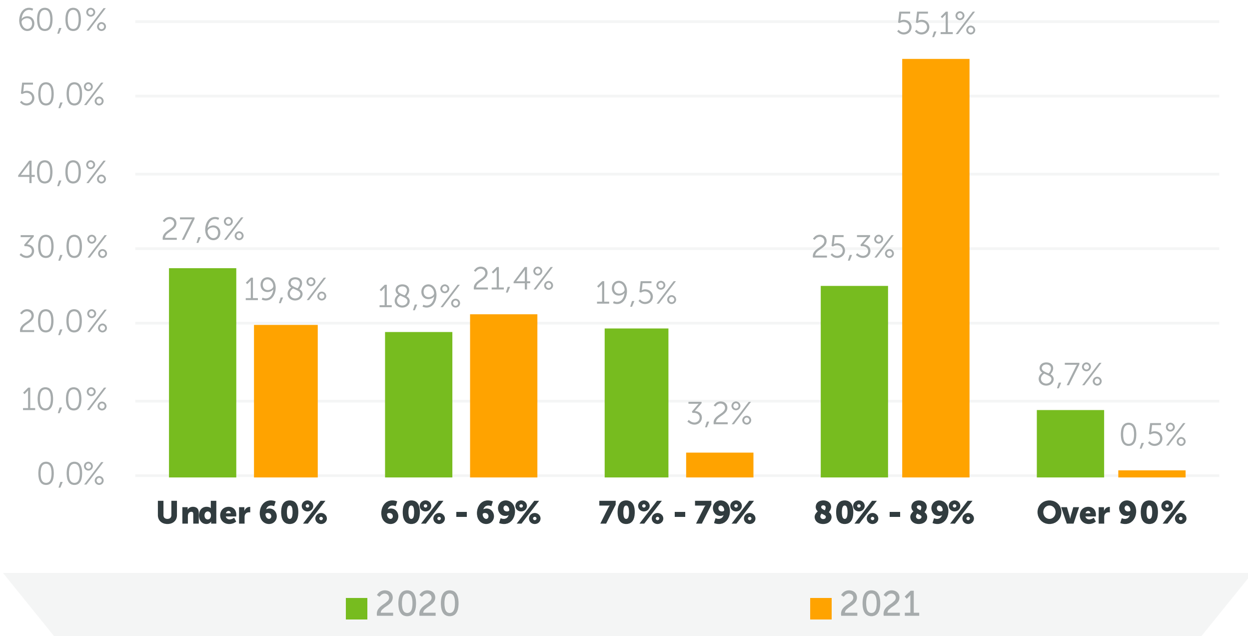
How much did the COVID-19 change your office workflow?



Similarly, most respondents state that they changed their office workflow to a considerable degree due to COVID-19. 23.5% changed their workflow a lot. 18.8% of workspaces made little changes while 0.45 changed nothing at all.

3

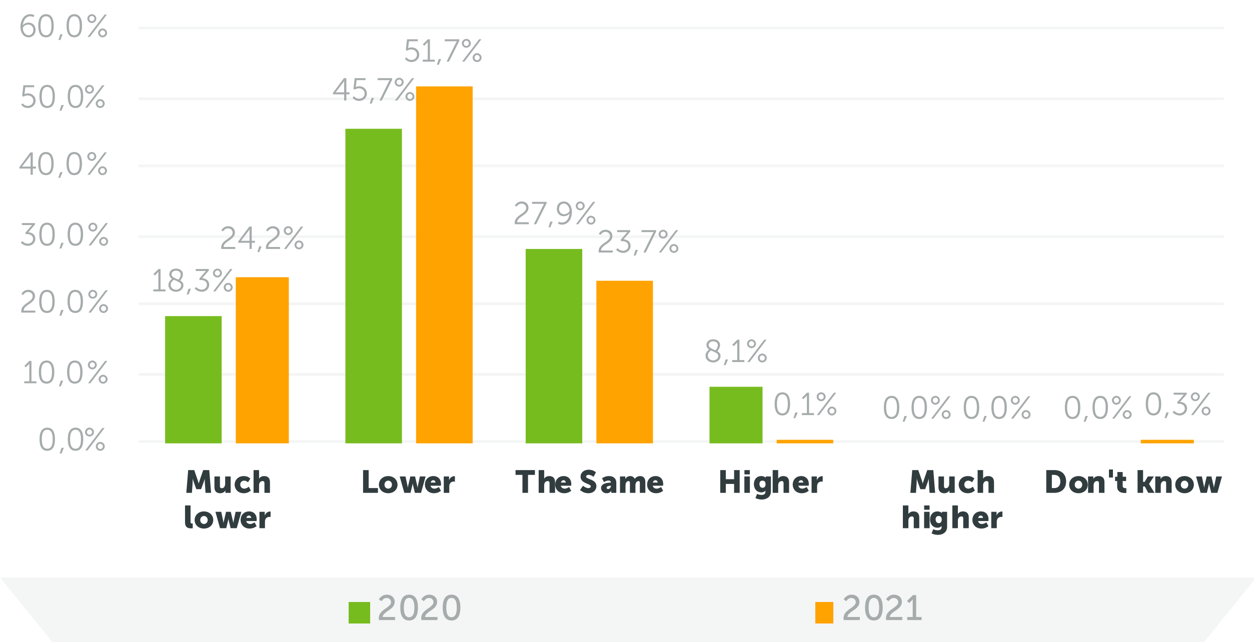
Average office occupancy



This year we can see an increase of 29.8%-points in the 80%-89% occupancy band. The share of workspaces with 70%-79% occupancy decreased by 16.3%-points. A mere 0.5% of respondents this year got over 90% occupancy.

4

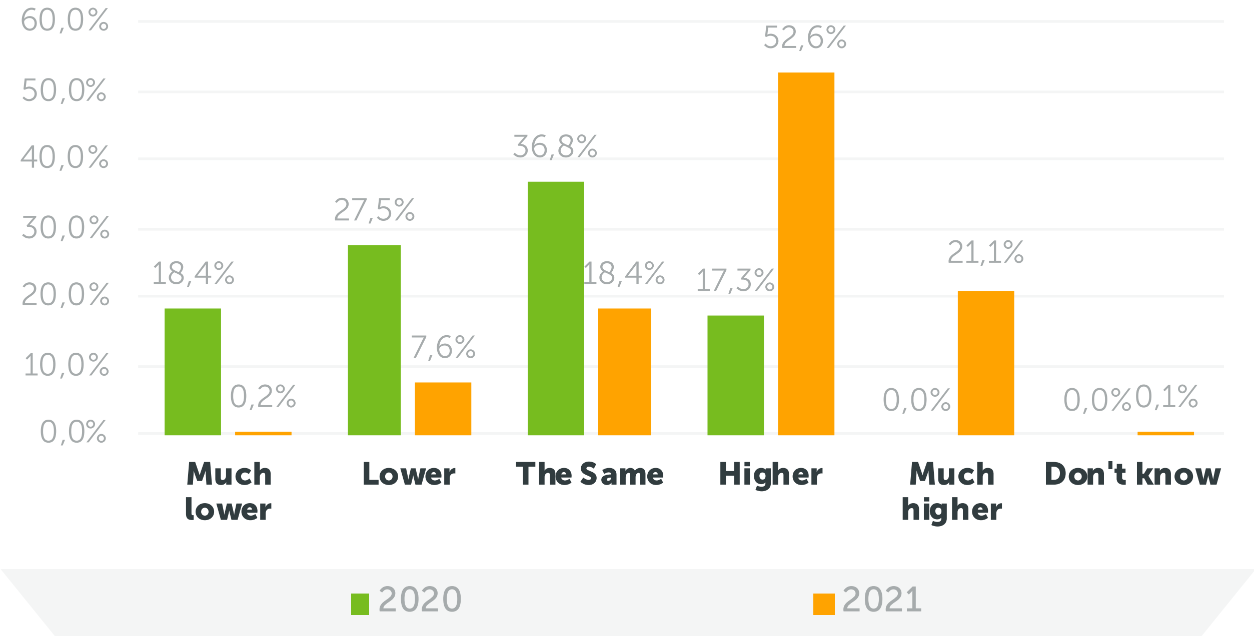
Occupancy compared to last year



This year we can spot a shift towards falling occupancy as 51.7% report lower and 24.2% - much lower occupancy. The share of workspaces with the same occupancy decreased by 6.2%-points. Just 0.1% of respondents think their occupancy was higher than last year.

5

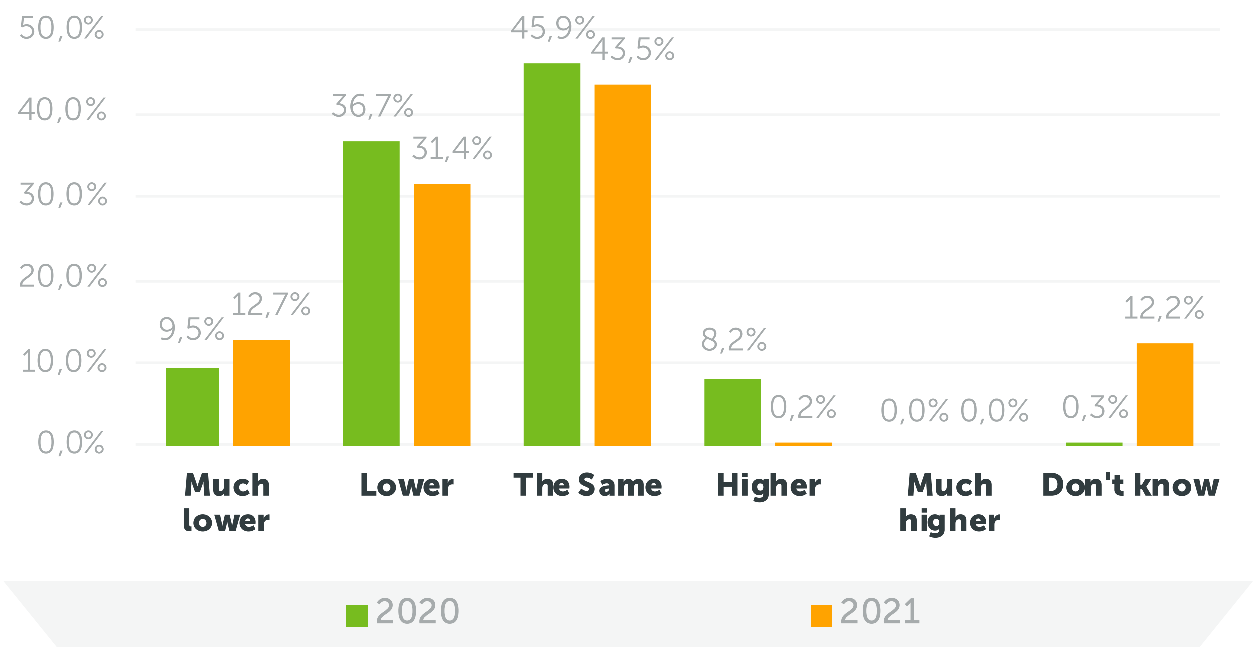
Occupancy expectation in 6 months



It is not surprising to see that 52.6% of respondents are expecting occupancy to be higher in the next 6 months. The share of workspaces who expect the same occupancy is half less than last year. The number of those expecting lower occupancy decreased by 19.9%-points.

6

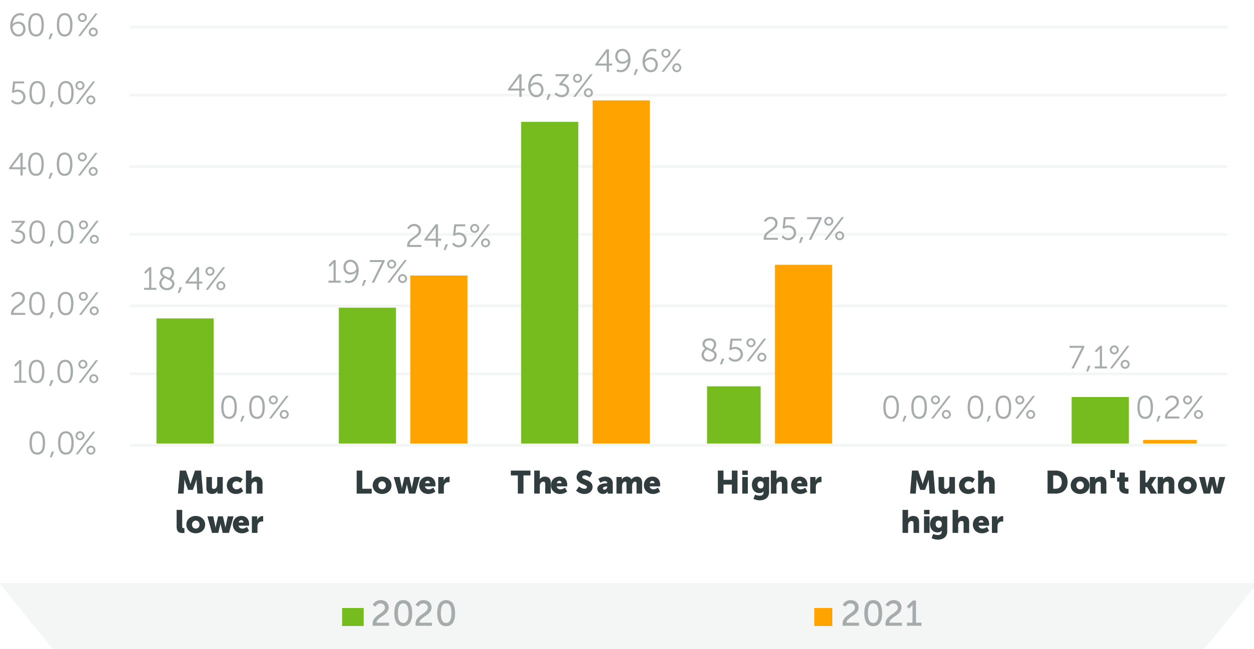
Achieved prices for office contracts or workstations compared to last year



Like last year, most workspaces in 2021 achieved the same prices – 43.5%. The share of workspaces with lower pricing decreased by 5.3%-points. 12.7% report to have achieved much lower pricing. The share of those with higher pricing decreased by 85-points.

7

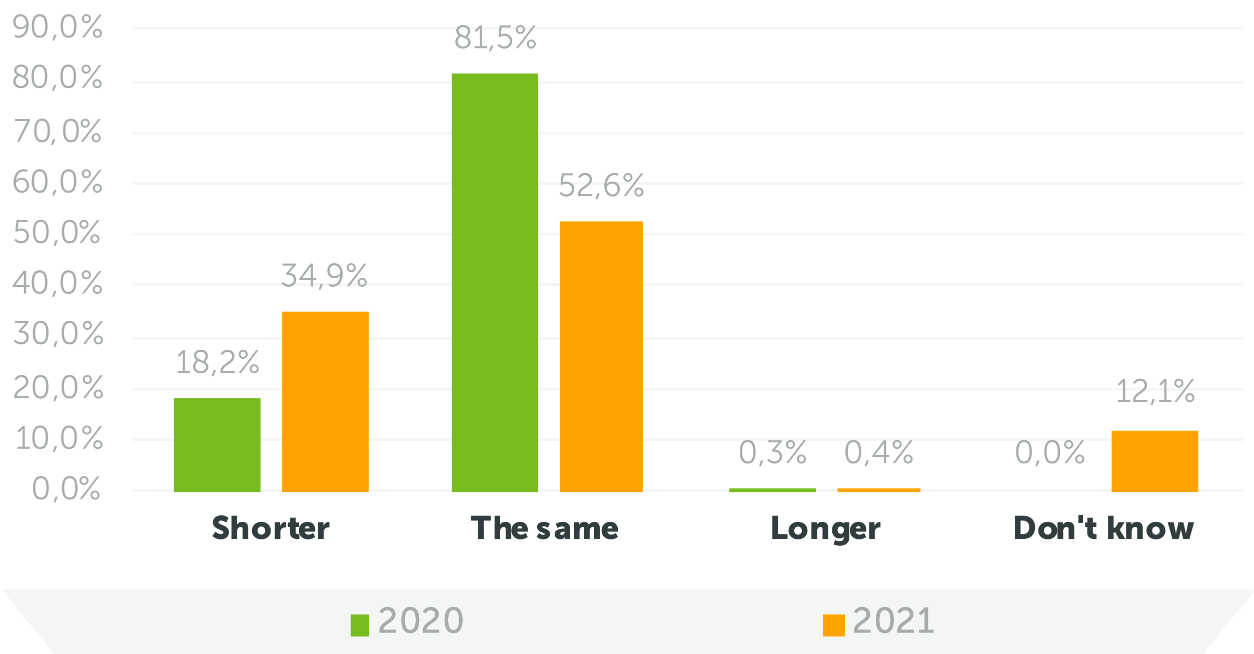
Expected price level in 6 months



Our respondents in Italy predominantly expect the prices to stay the same. The share of those, expecting the prices to fall, decreased by 4.8%-points. The number of respondents, who expect higher prices increased by 17.2%-points.

8

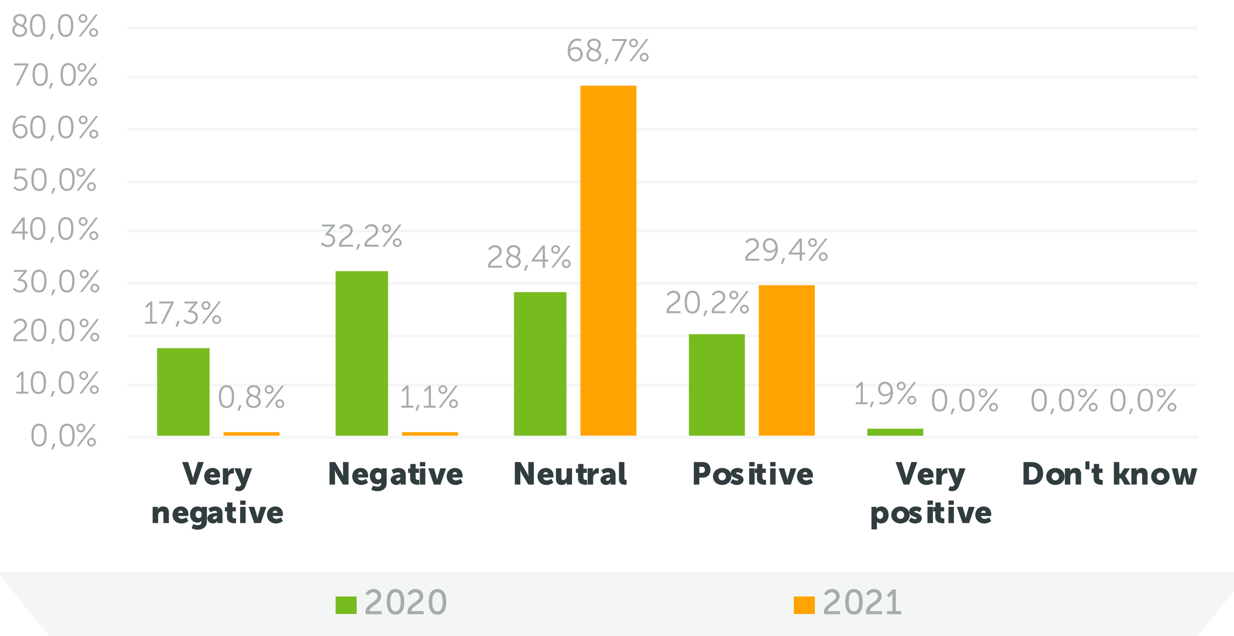
Initial contract length compared to last year



There was a 28.9% 0-points decrease in the share of respondents who concluded contracts of the same length as last year. The amount of workspaces, who had shorter contracts, increased by 16.7%-points. Only 0.4% of workspaces had longer contracts.

9

General outlook



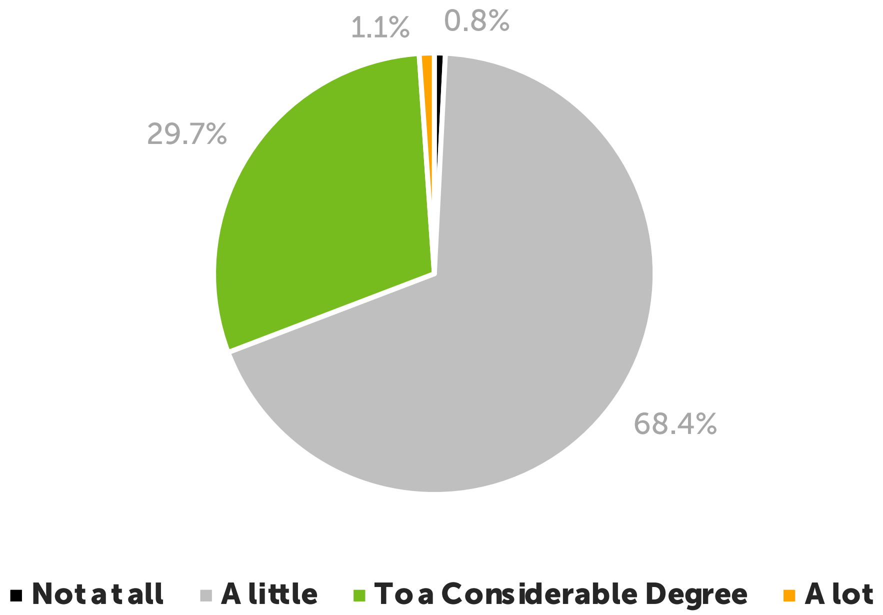
68.7% of workspaces are of neutral opinion when it comes to their outlook on the business. The share of those with positive outlook increased by 9.2%-points. 1.1% and 0.8% expressed negative and very negative outlook.

The
Netherlands

According to our survey results, the situation in the Netherlands is by far the most optimistic, as 68.4% reported to have felt little influence of the pandemic. The moods seem positive, 75.6% have a positive general outlook on the business.

1

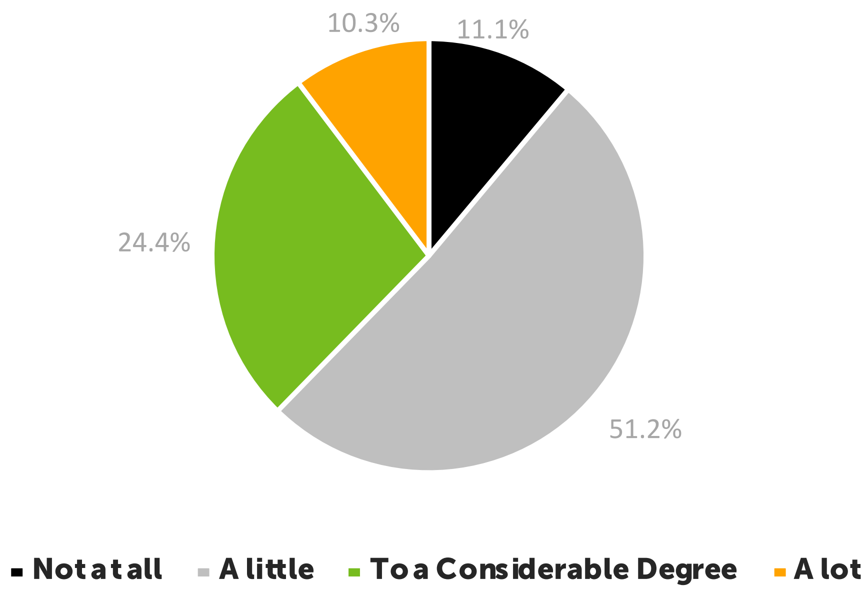
How much did the COVID-19 influence the way you are running your business?



According to our survey results, the situation in the Netherlands is by far the most optimistic. 68.4% reported to have been influenced a little. 29.75 were influenced to a considerable degree. Only 1.1% were influenced a lot, and 0.8% felt no influence at all.

2

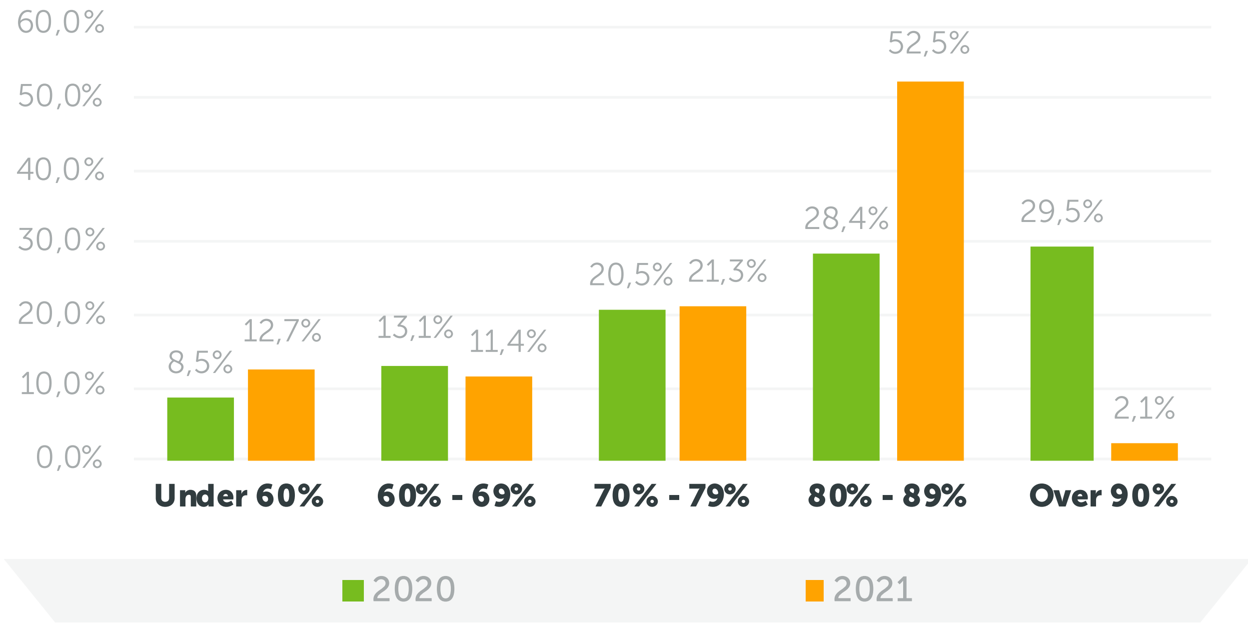
How much did the COVID-19 change your office workflow?



The majority of respondents (51.2%) also report that they changed their office workflow only a little due to the pandemic. 24.4% said that they changed their workflow to a considerable degree, and 10.3% had to change it a lot. 11.1% did not change anything.

3

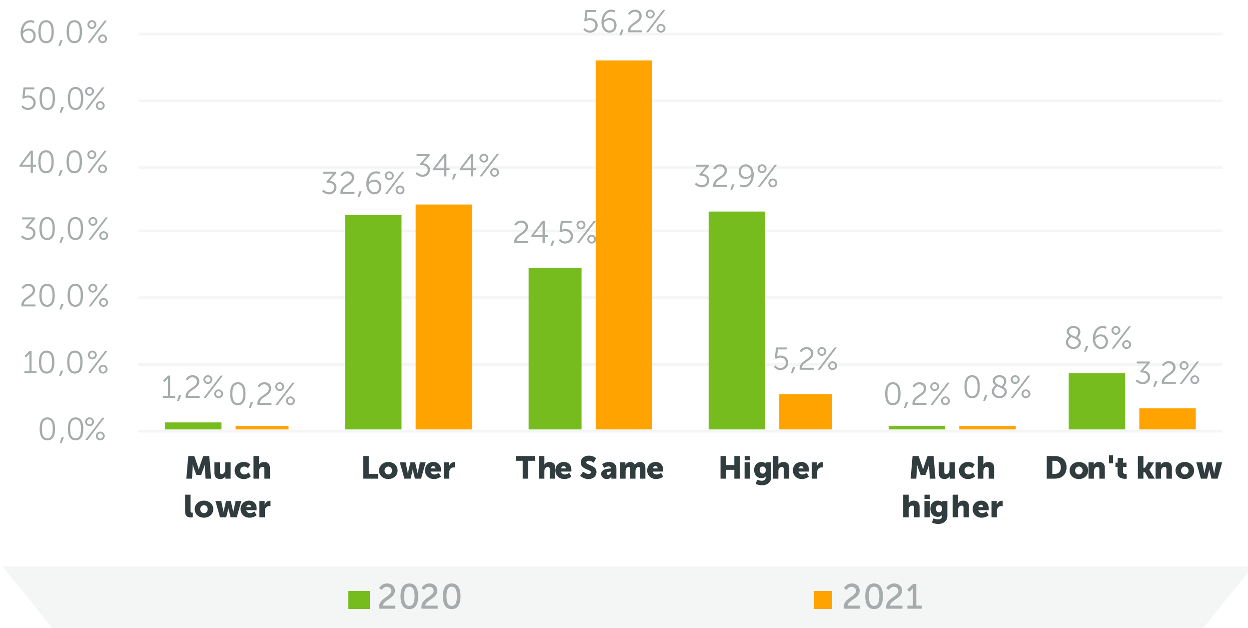
Average office occupancy



Over half of our respondents (52.5%) had 80%-89% occupancy this year. The share of workspaces with over 90% occupancy this year is 2.1% - 27.4%-points less than last year. The number of respondents with under 60% occupancy is 12.7%.

4

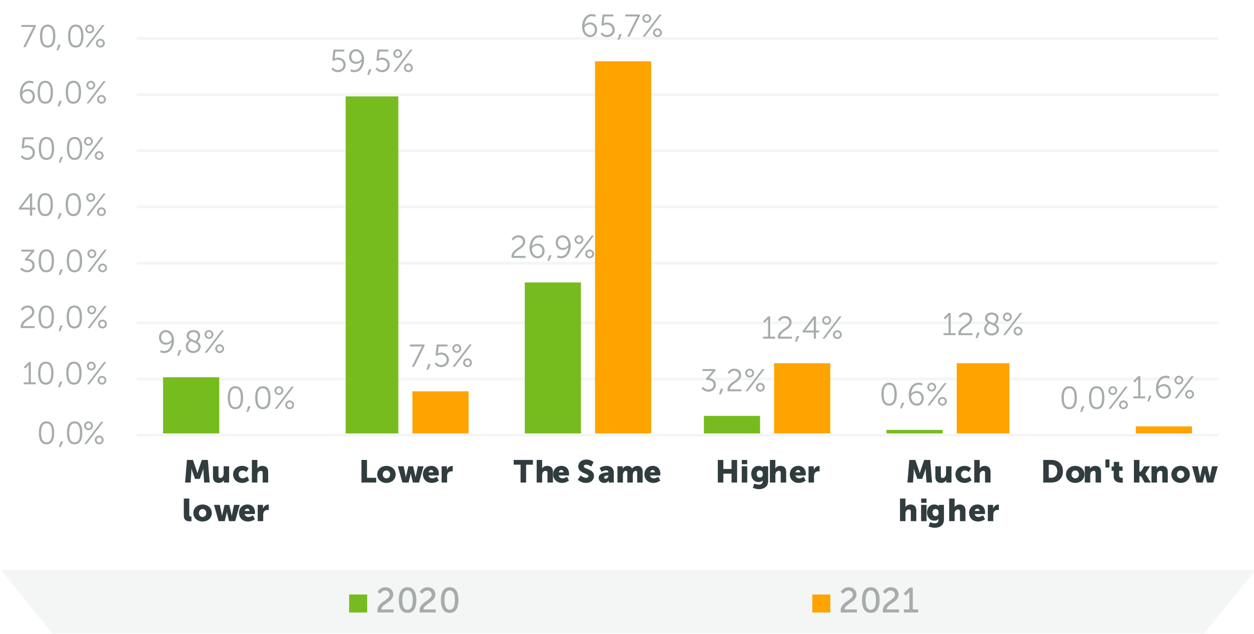
Occupancy compared to last year



The absolute majority of our respondents (56.2%) reported to have the same occupancy as last year. The share of those whose occupancy was higher decreased by 27.7%-points. The number of workspaces with lower occupancy is 34.4%.

5

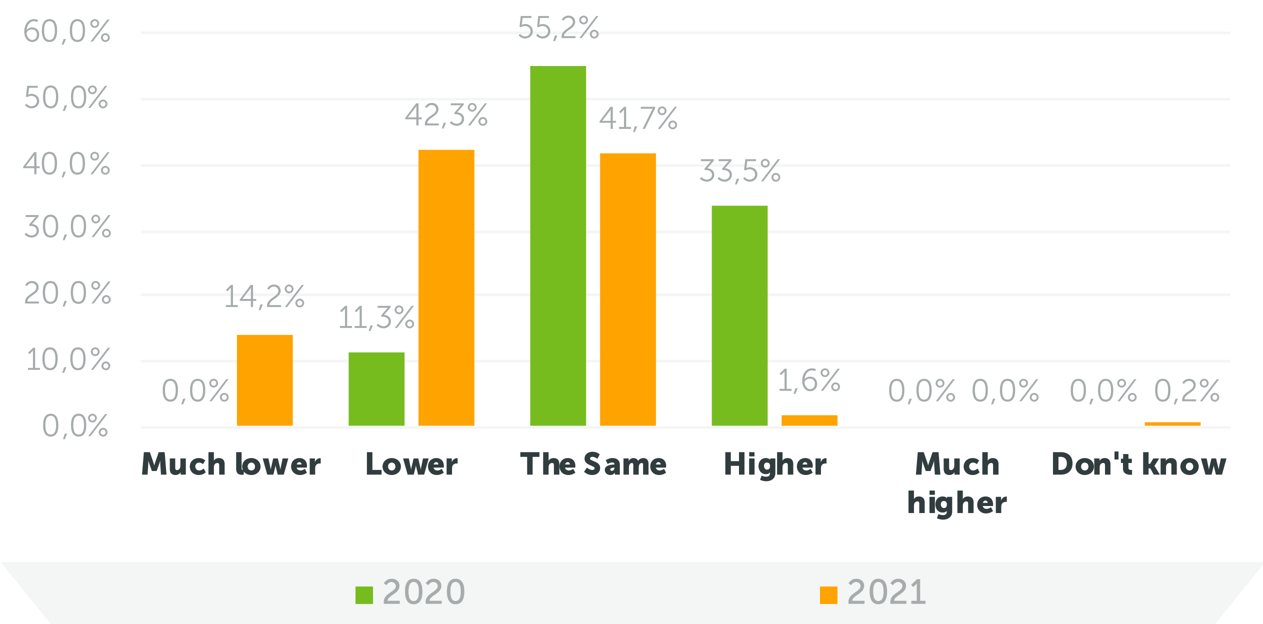
Occupancy expectation in 6 months



Most workspaces in the Netherlands hope that occupancy in the next 6 months will remain the same. The share of respondents who hope it will rise is 12.4%. Th amount of workspaces who expect occupancy to fall decreased by 52%-points.

6

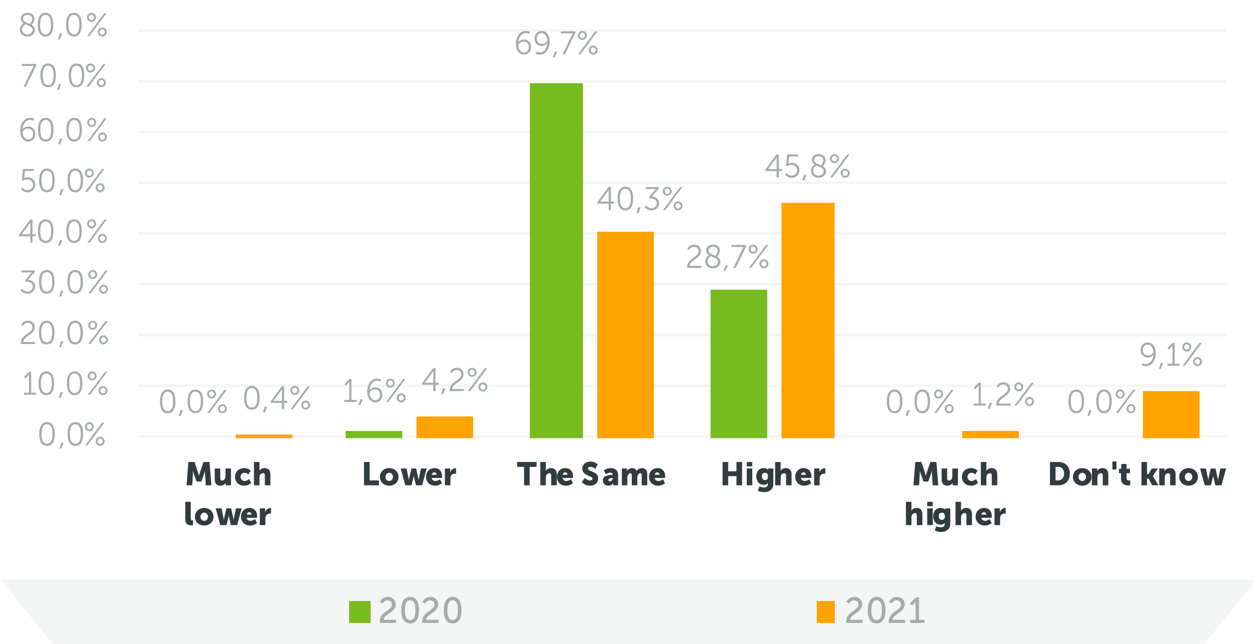
Achieved prices for office contracts or workstations compared to last year



42.3% achieved lower prices this year, this is an increase of 31%-points. The share of workspaces who maintained stable prices is 41.7%. There has been a decrease of 31.9%-points in the share of those who managed to achieve higher pricing.

7

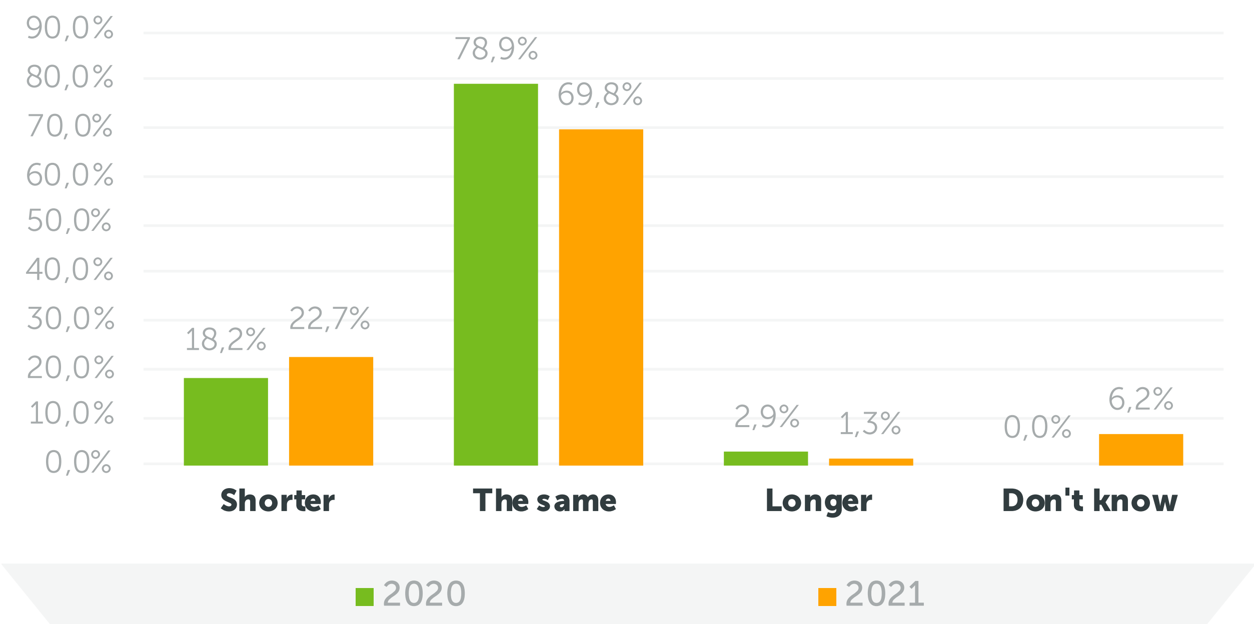
Expected price level in 6 months



45.8% of respondents expect that the prices in the next half year will rise. The share of those who predict same pricing decreased by 29.4%-points. Only 4.2% of our respondents in the Netherlands this tear think that the prices will be lower.

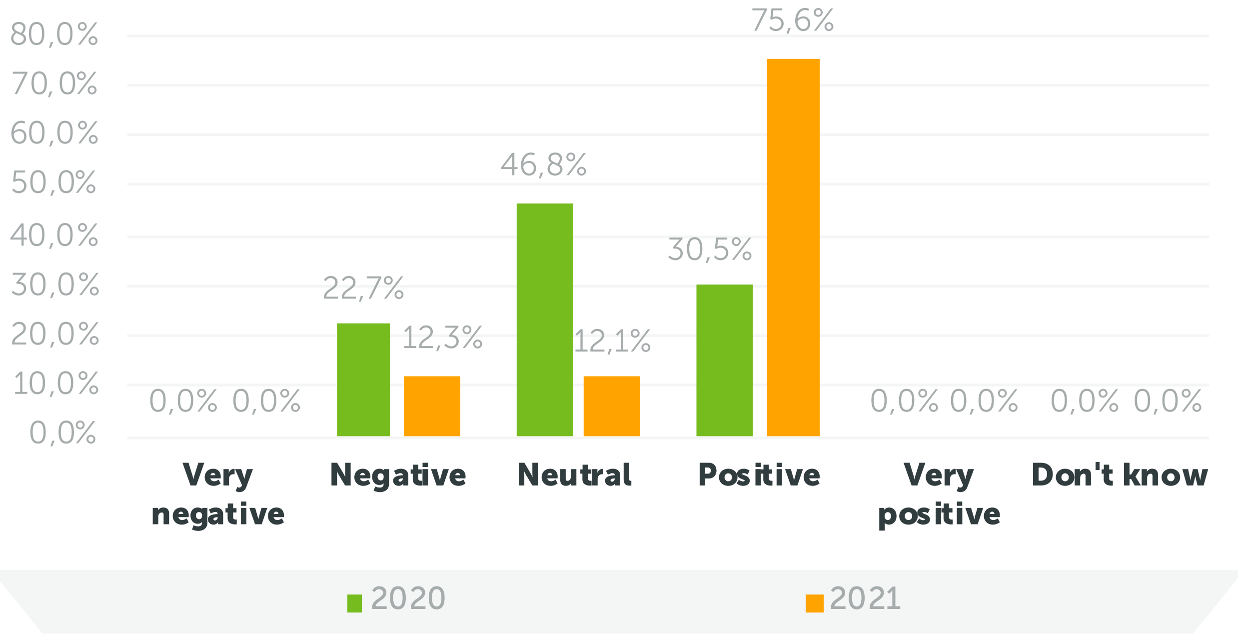
8

Initial contract length compared to last year



Similarly to other European countries, most workspaces concluded the same length or shorter contracts. The share of respondents with the same contract length is 69.8% and the ones with shorter contracts – 22.7%. Only 1.3% had longer contracts.

9 General outlook



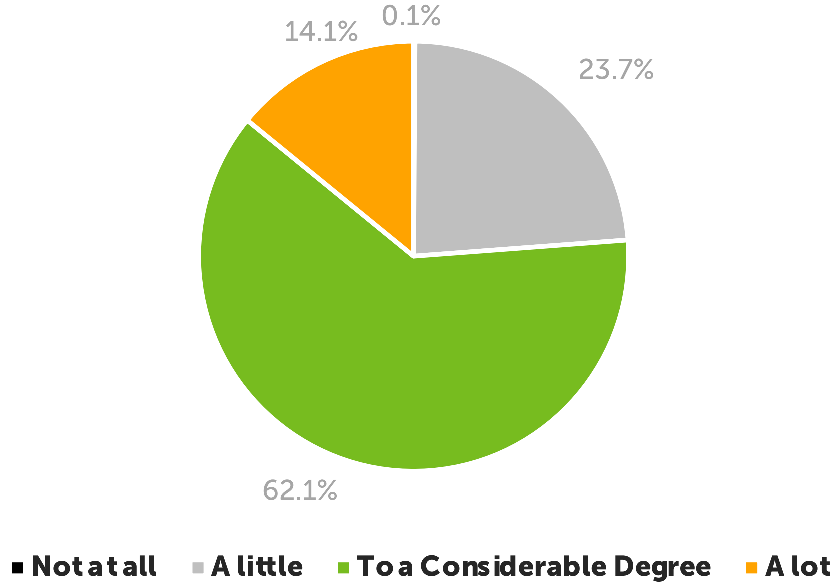
The larger part of our respondents (75.6%) have a positive general outlook, this is 45.1%-points more than last year. The share of those who are neutral decreased by 34.7%-points. The number of those who have a negative outlook is 12.3%.

Spain

Most respondents this year had occupancy of 60%-69%. The largest share of workspaces in Spain (82.4%) expect the prices to remain stable in the next 6 months. Positive moods prevail when it comes to the general outlook on the business.

1

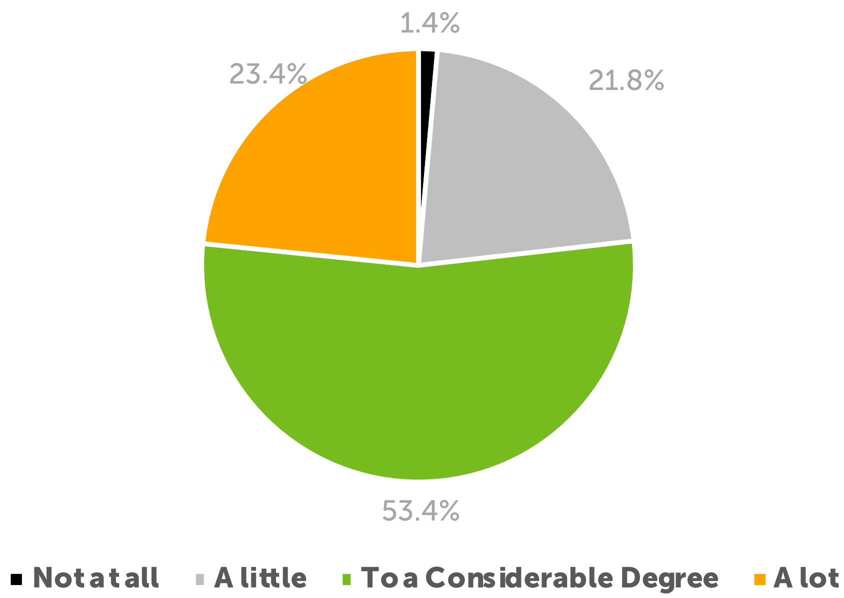
How much did the COVID-19 influence the way you are running your business?



Most workspaces in Spain (62.1%) were influenced to a considerable degree. 23.7% report to have been influenced a little. 14.1% of our respondents this year were influenced a lot, and only 0.1% felt no influence at all.

2

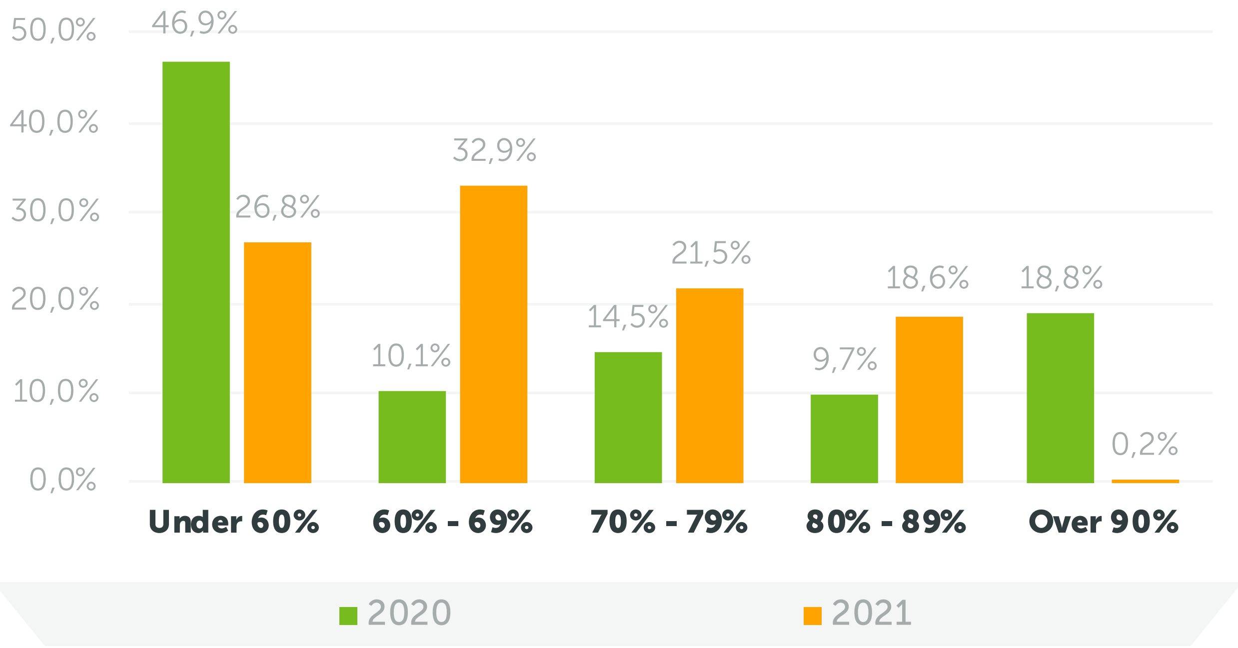
How much did the COVID-19 change your office workflow?



More than half of our respondents (53.4%) stated that they changed their office workflow to a considerable degree. 23.4% reported, that the COVID-19 changed their workflow a lot. 21.8% implemented little changes, and 1.4% - none at all.

3

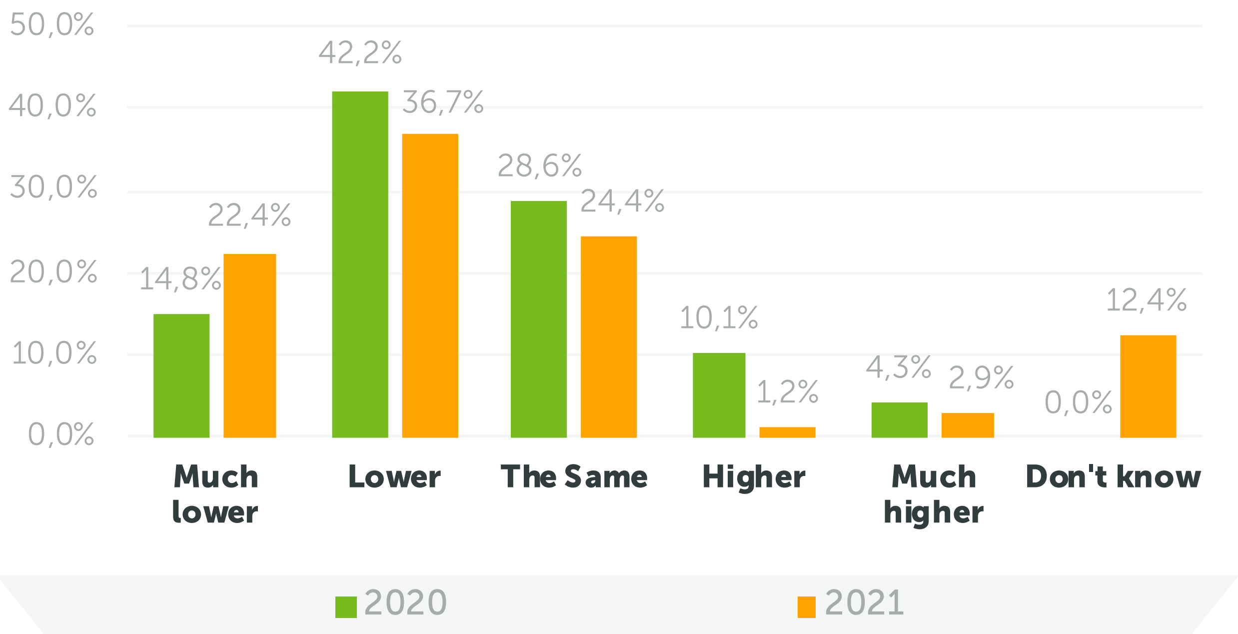
Average office occupancy



Most respondents this year (32.9%) had 60%-69% occupancy, which is 21.8%-points more than last year. We can also spot a significant decrease of 20.1%-points in the share of those, who had under 60% occupancy. The 80%-89% occupancy band rose by 8.9%-points.

4

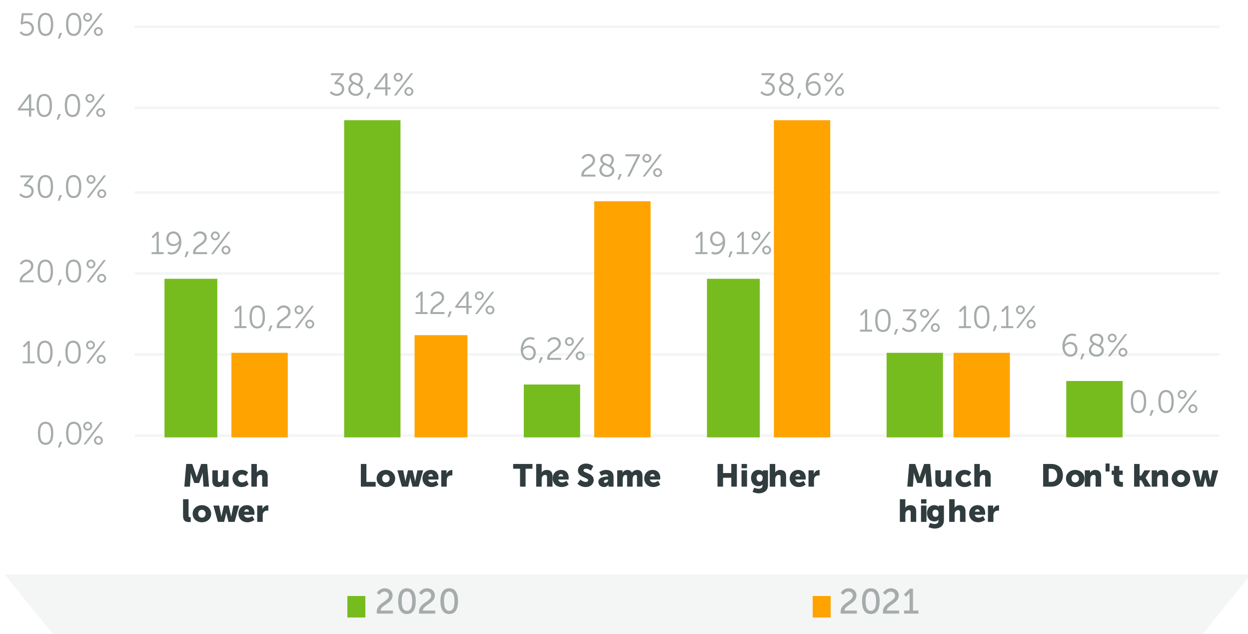
Occupancy compared to last year



Like last year, the majority reported lower occupancy (36.7%). The share of workspaces with much lower occupancy is 22.4%. There was a decrease of 4.2%-points among those with the same occupancy. 1.2% this year managed to achieve higher occupancy.

5

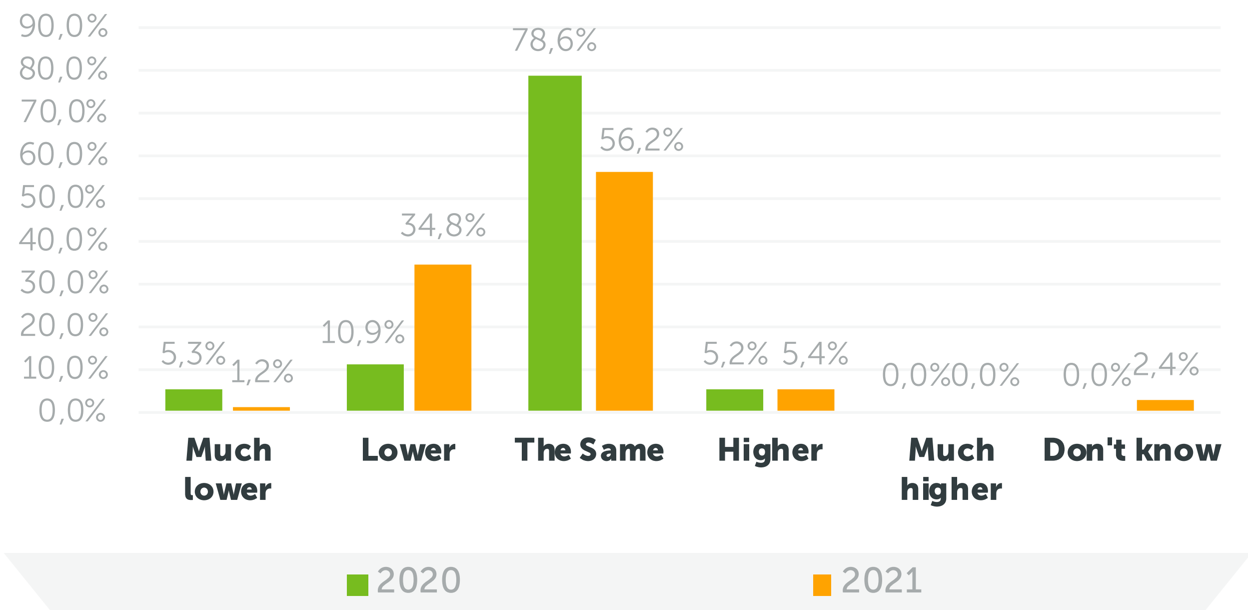
Occupancy expectation in 6 months



We can spot a 19.5%-points increase in the share of those who expect higher occupancy in the next 6 months. The number of respondents who predict the same occupancy grew by 22.5%-points. There was a decrease of 24%-points among those who predict lower occupancy.

6

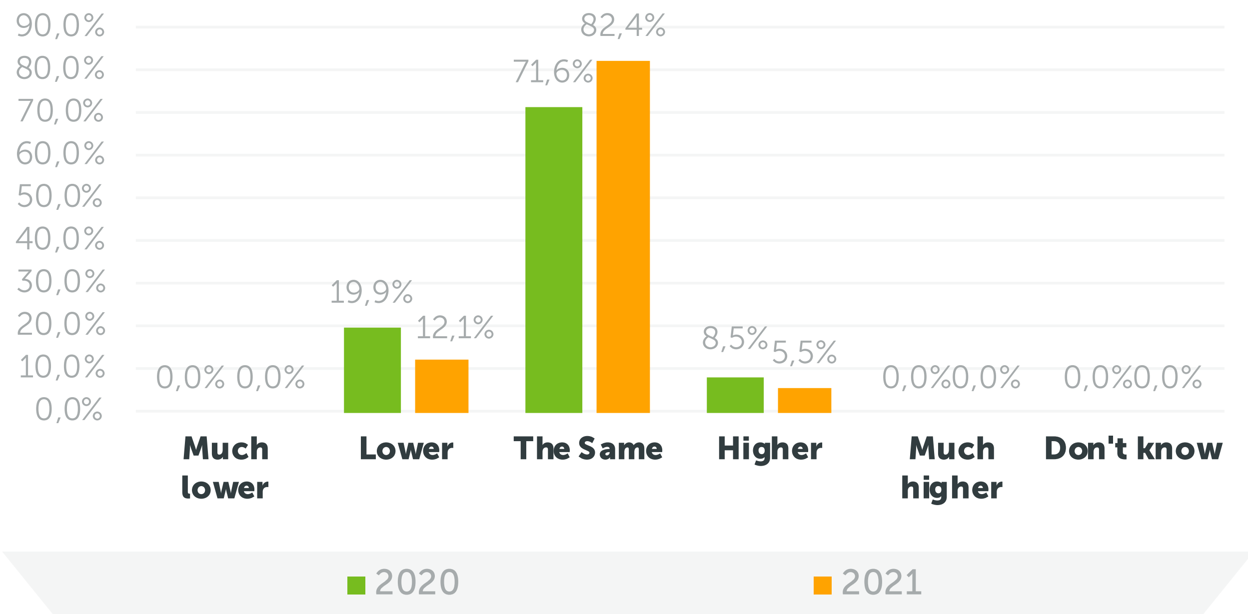
Achieved prices for office contracts or workstations compared to last year



The share of workspaces with the same prices decreased by 22.4%-points. We can see a rise of 23.9%-points among our respondents with lower pricing. The number or those who managed to achieve higher prices this year remains almost unchanged.

7

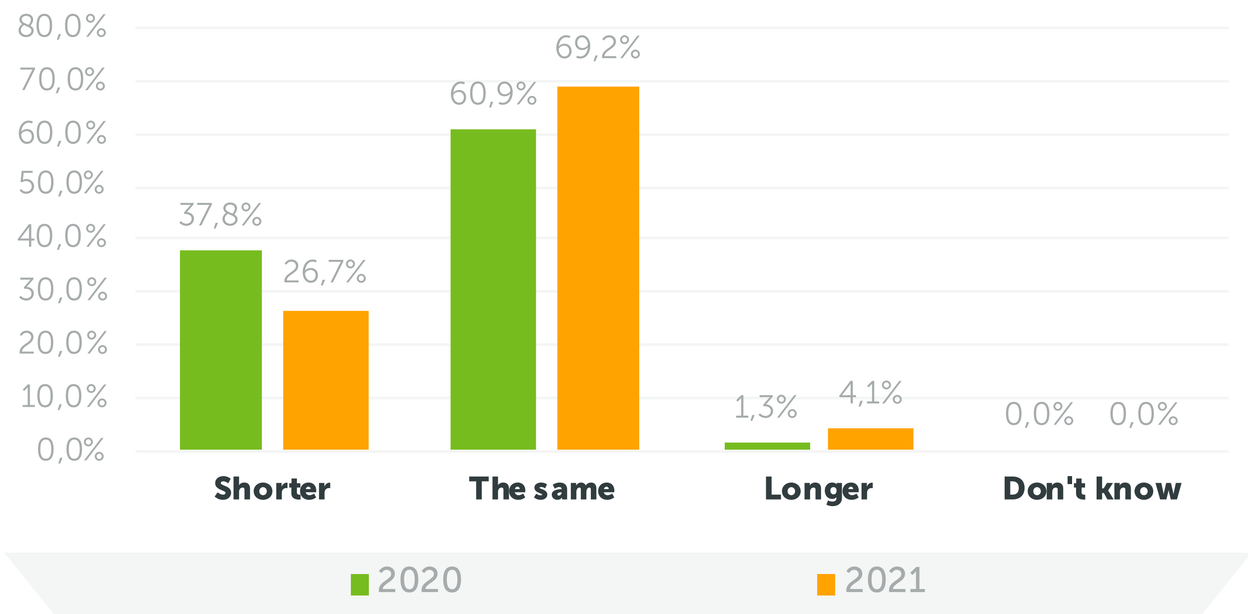
Expected price level in 6 months



The largest share of respondents in Spain (82.4%) expect the prices to remain stable in the next 6 months. The share of those who hope for higher pricing this year is 5.5%. 12.1% of workspaces think that the prices in the next 6 months will be lower.

8

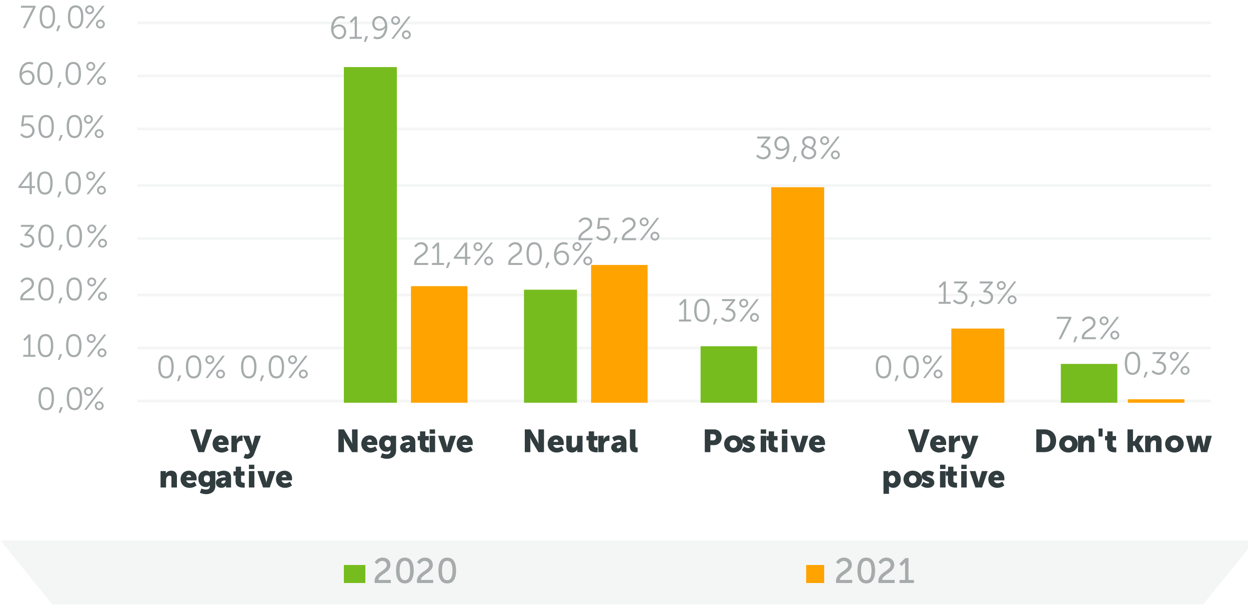
Initial contract length compared to last year



69.2% of workspaces had the same contract lengths as last year, this is an increase of 8.3%-points. The share of those who had shorter contracts decreased by 11.1%-points. 4.1% of respondents this year managed to sign longer contracts.

9

General outlook



39.8% of respondents, which is 29.5%-points more than last year, expressed positive general outlook. A little over a quarter were neutral regarding their outlook on the business. The share of those with negative outlook decreased by 40.5%-points.

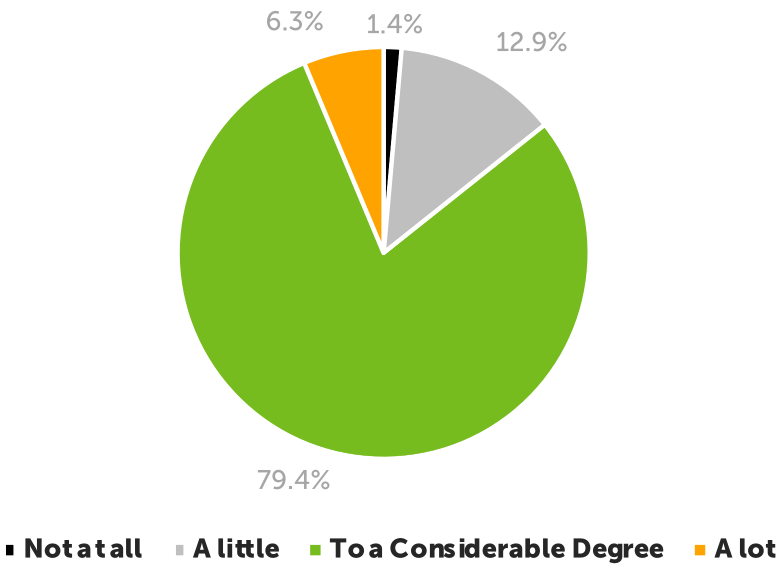
Sweden

79.4% of our respondents in Sweden were influenced by the COVID-19 to a considerable degree. The majority – 42.4% had their average occupancy under 60%.

Like in the rest of Europe, most respondents in Sweden were positive regarding their outlook on the business.

1

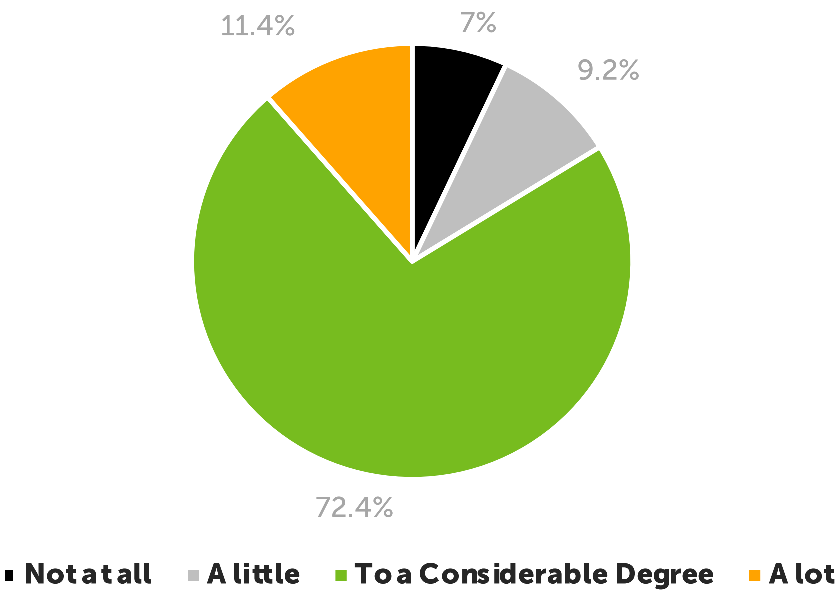
How much did the COVID-19 influence the way you are running your business?



79.4% of our respondents in Sweden were influenced by the COVID-19 to a considerable degree. 12.9% of workspaces were influenced a little, and 1.4% felt no influence at all. 6.3% reported to have been influenced a lot.

2

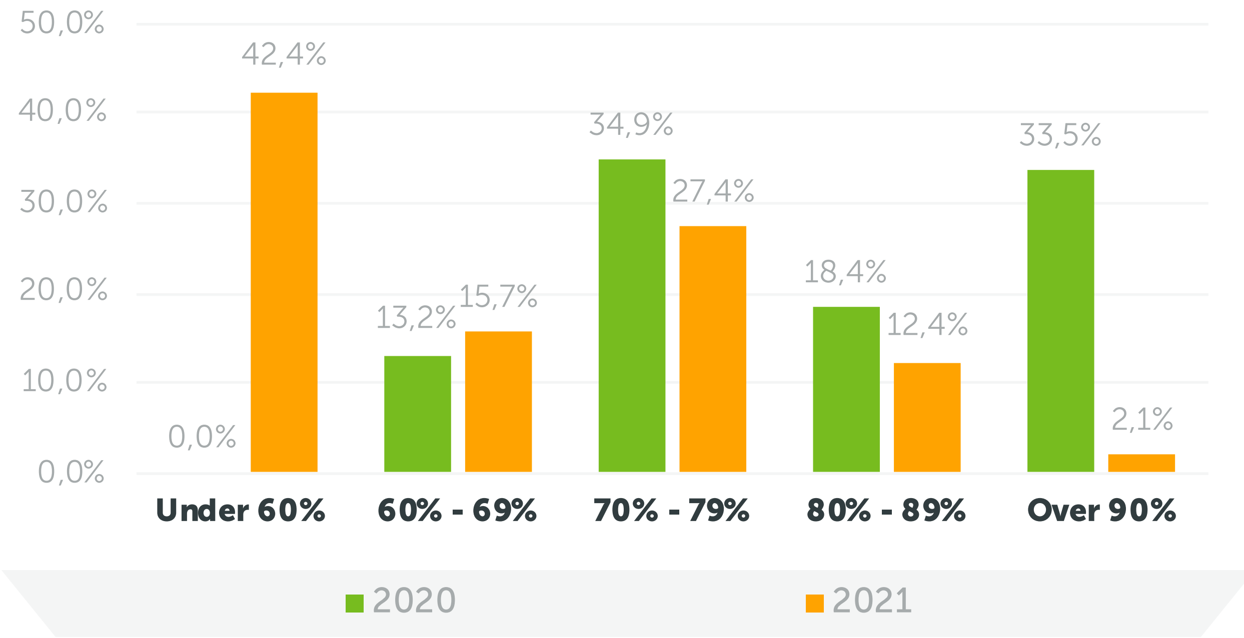
How much did the COVID-19 change your office workflow?



A whole 72.4% had to change their office workflow to a considerable degree. 11.4% had to change their office workflow a lot. 9.2% state that the COVID-19 changed their office workflow a little, and 7% made no changes at all.

3

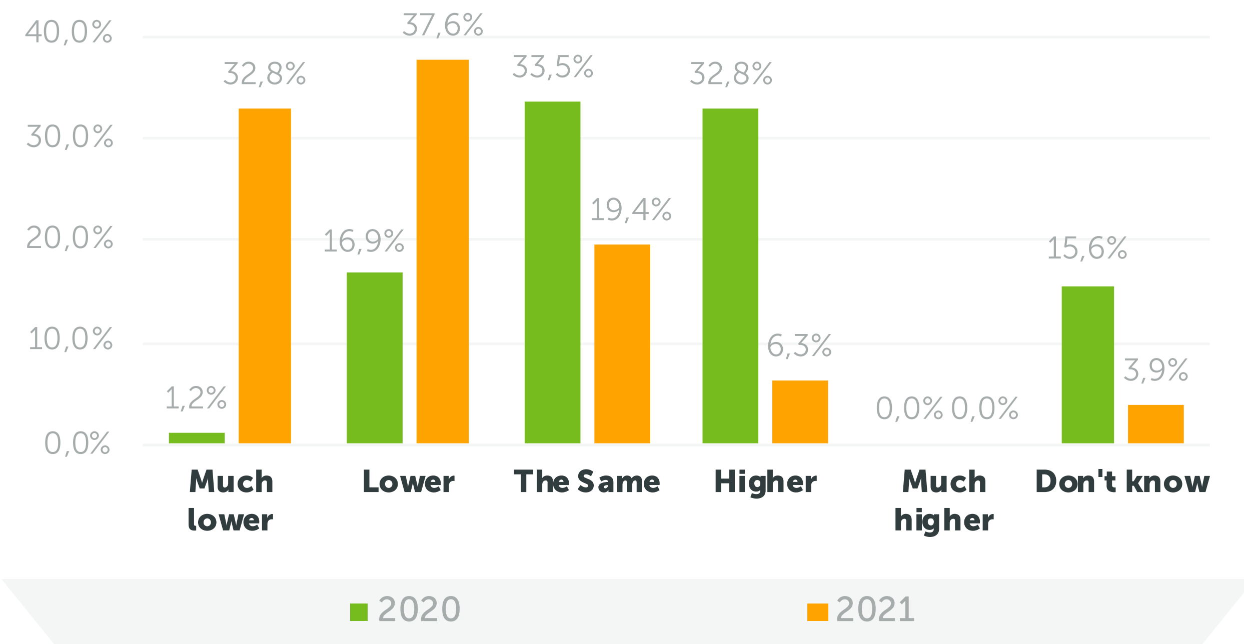
Average office occupancy



The majority had the average occupancy under 60%, and 15.7% of respondents had 60%-69% occupancy. 27.4% had 70%-79% occupancy, which is a decrease of 7.5%-points. We can observe a decrease of 31.4%-points in the occupancy band over 90%.

4

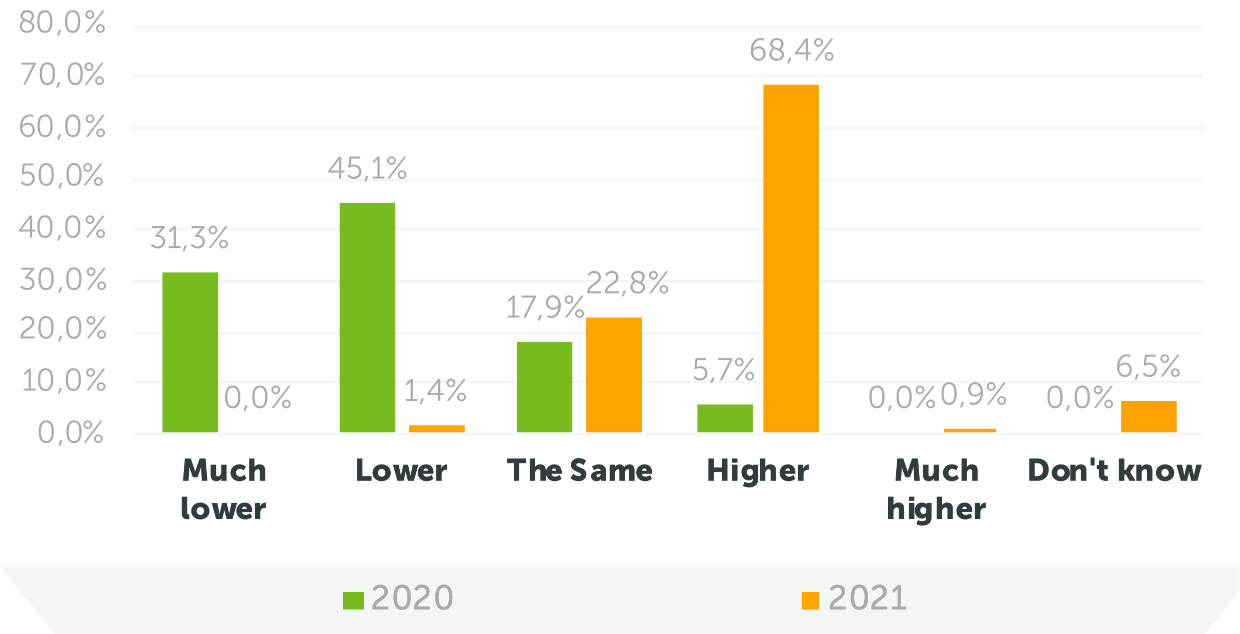
Occupancy compared to last year



Most of the workspaces report lower and much lower occupancy than last year – 37.6% and 32.8% respectively. The share of workspaces with the same occupancy decreased by 14.15-points. The amount of those with higher occupancy is 6.3%.

5

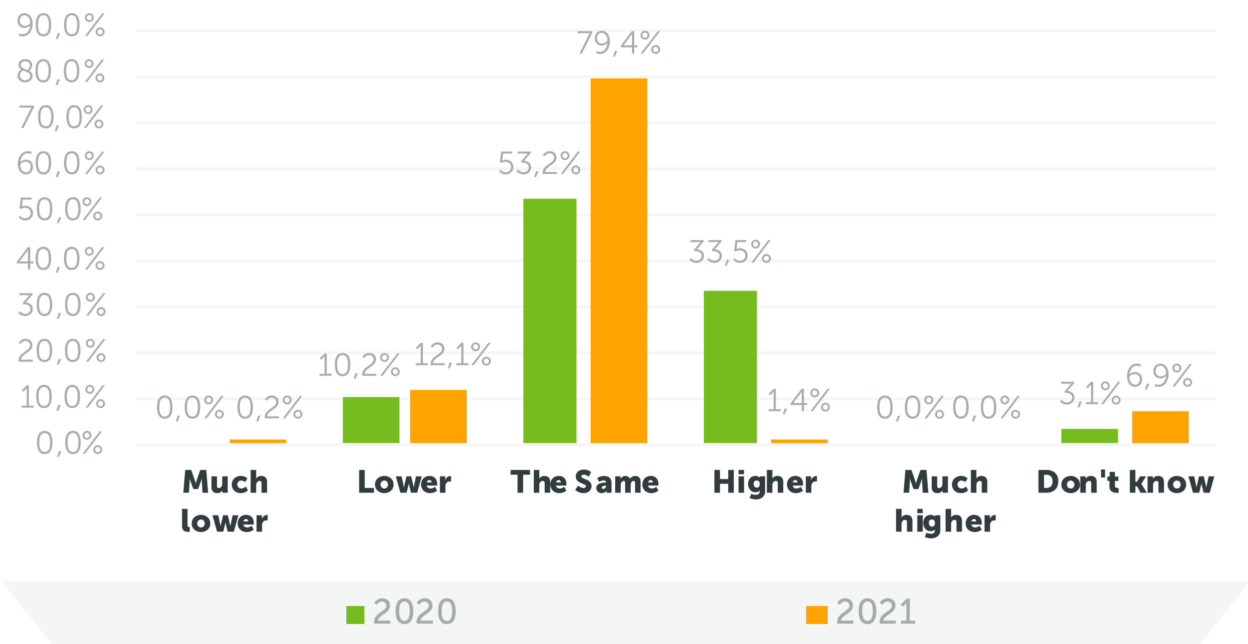
Occupancy expectation in 6 months



68.4% of respondents expect their occupancy to rise in the next 6 months, this is a 62.7%-points rise since last year. The share of those who think occupancy will be the same is 22.8%. Only 1.4% of workspaces expect their occupancy to be lower.

6

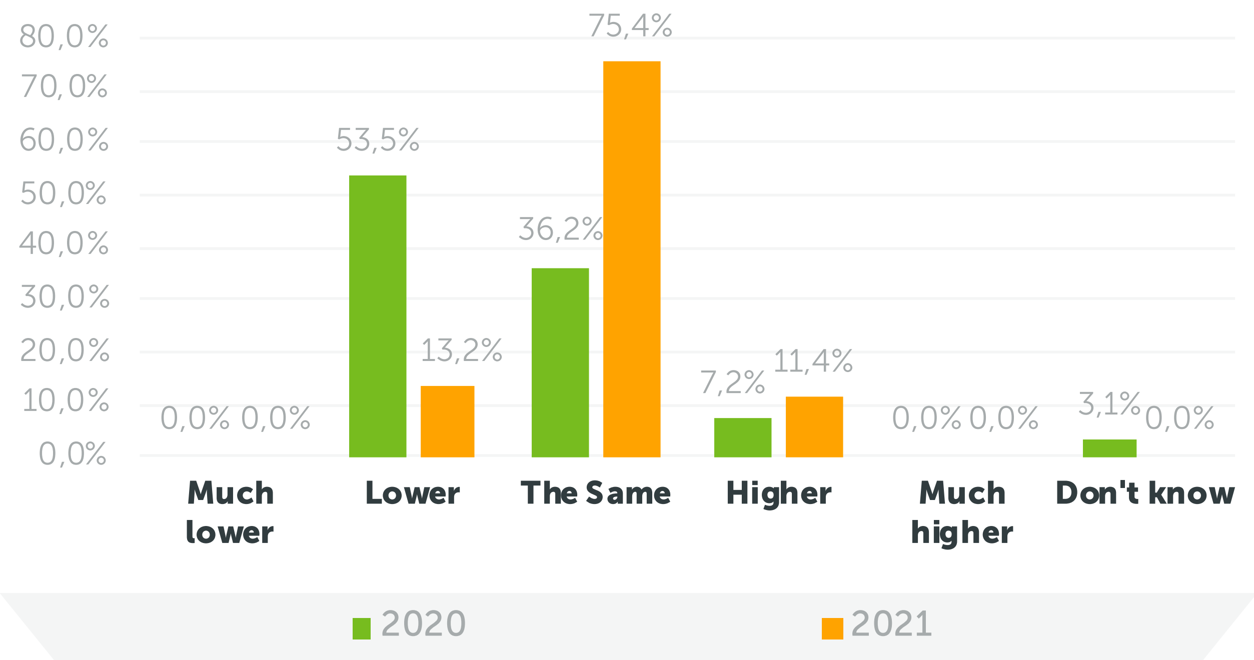
Achieved prices for office contracts or workstations compared to last year



We can see an increase of 26.2%-points in the share of workspaces who achieved the same pricing as last year. The share of those who got higher prices decreased by 32.1%-points. 12.1% of our respondents got lower prices.

7

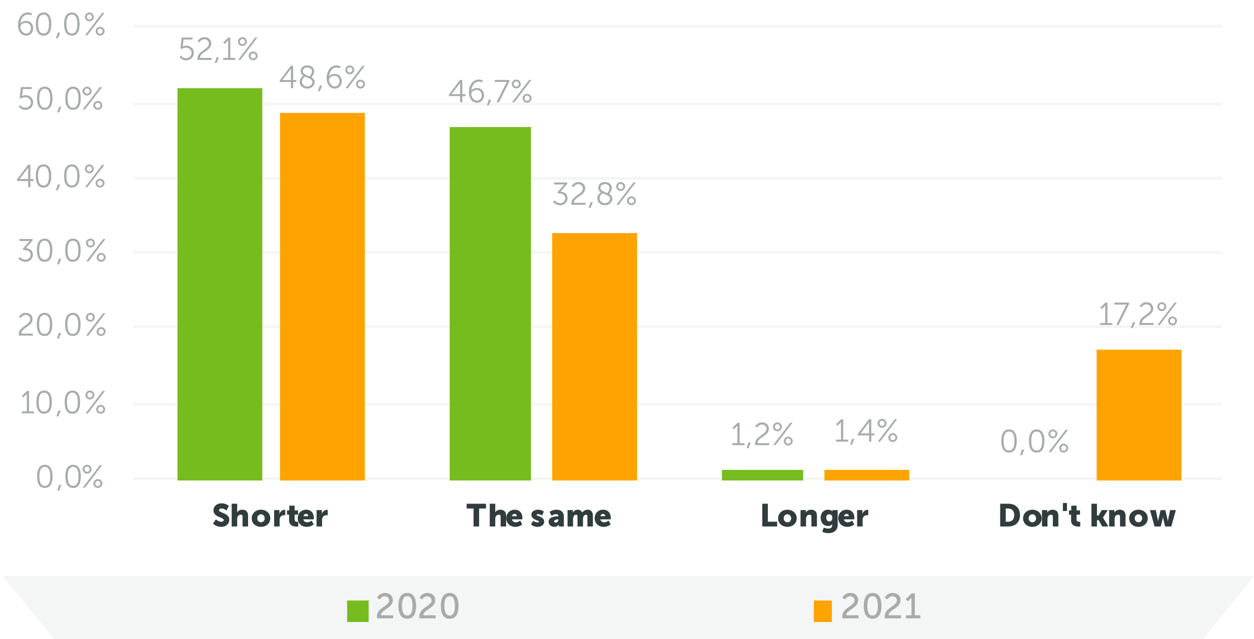
Expected price level in 6 months



75.4% of respondents, which is 39.2%-points more than last year, expect the prices to remain the same. The share of workspaces who expect lower prices decreased by 40.3%-points. 11.4% this tear expect higher pricing.

8

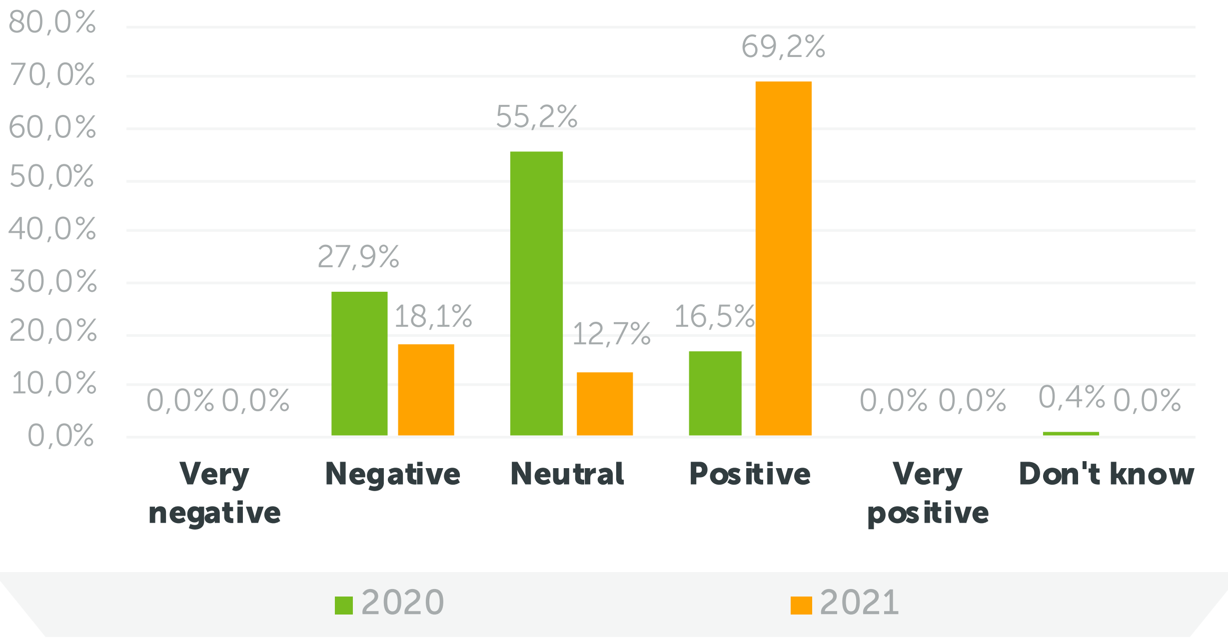
Initial contract length compared to last year



Nearly half of our respondents reported shorter prices – 48.6%. The share of workspaces with the same contracts decreased by 13.9%-points. The number of those, who got longer contracts this year is almost unchanged – 1.4%.

9

General outlook



Like in the rest of Europe, most respondents in Sweden were positive regarding their outlook on the business. The share of those who were neutral decreased by 42.5%-points. 18.1% of respondents have a negative future outlook.

Asia

After a year of the pandemic, 42.6% of respondents in Asia report that the COVID-19 influenced the way they are running their business a lot.

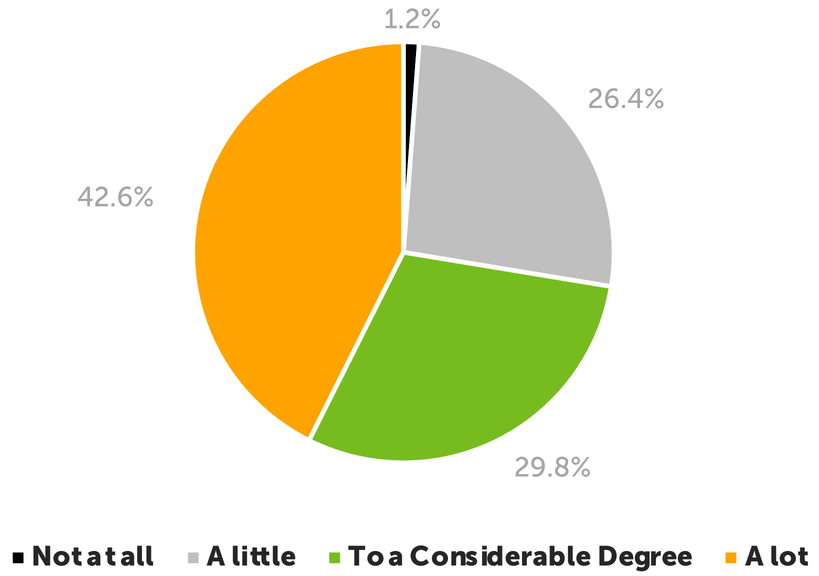
In order to adjust to the new work reality, 40.2% of workspaces changed their office workflow a lot, and 29.8% report to have made considerable changes. Occupancy is going down, as most respondents – 30.4% and 25.9% had the occupancy of 60%-69% and under 60% respectively. Only 3.7% of respondents had over 90% occupancy this year. Comparing to the last year's results, the share of respondents with much lower occupancy grew by 9.6%-points.

Unlike last year, more than half of our respondents (55.4%) expect higher pricing in the next 6 months. There was a 23.9%-points decrease in the share of workspaces who expect lower pricing. We get the feeling that after a year of lockdowns the workspaces have a plan and are ready to get back to business.

It is encouraging to see that the largest share of respondents – 52.1% expressed a positive general outlook, and the share of those with a negative outlook on the business decreased by 33.9%-points. Now that employees are hungry for the networking and office experience and new schemes of working are being developed, we may finally observe a revival of the flexible workspace industry.

1

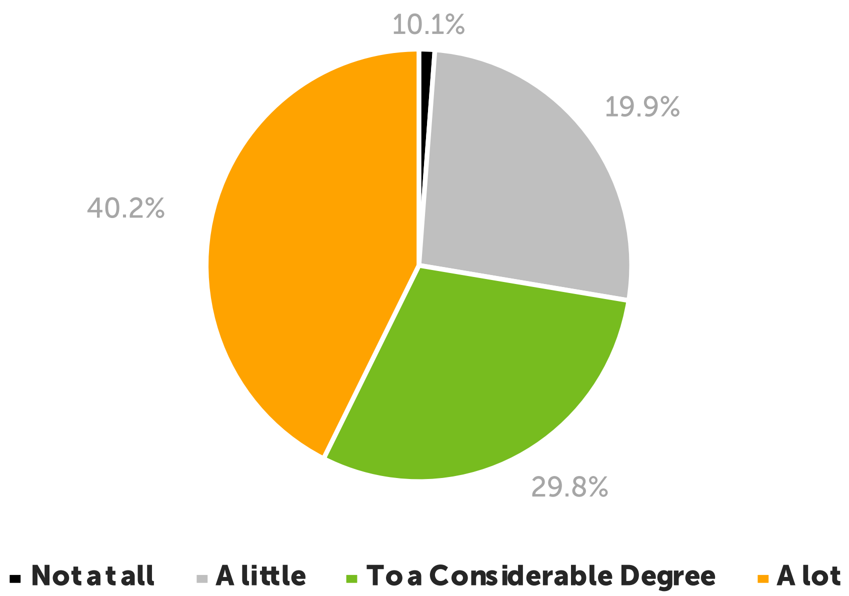
How much did the COVID-19 influence the way you are running your business?



42.6% of respondents in Asia report that the COVID-19 influenced the way they are running their business a lot. 29.8% were influenced to a considerable degree. 26.4% felt little influence, and only 1.2% felt no influence at all.

2

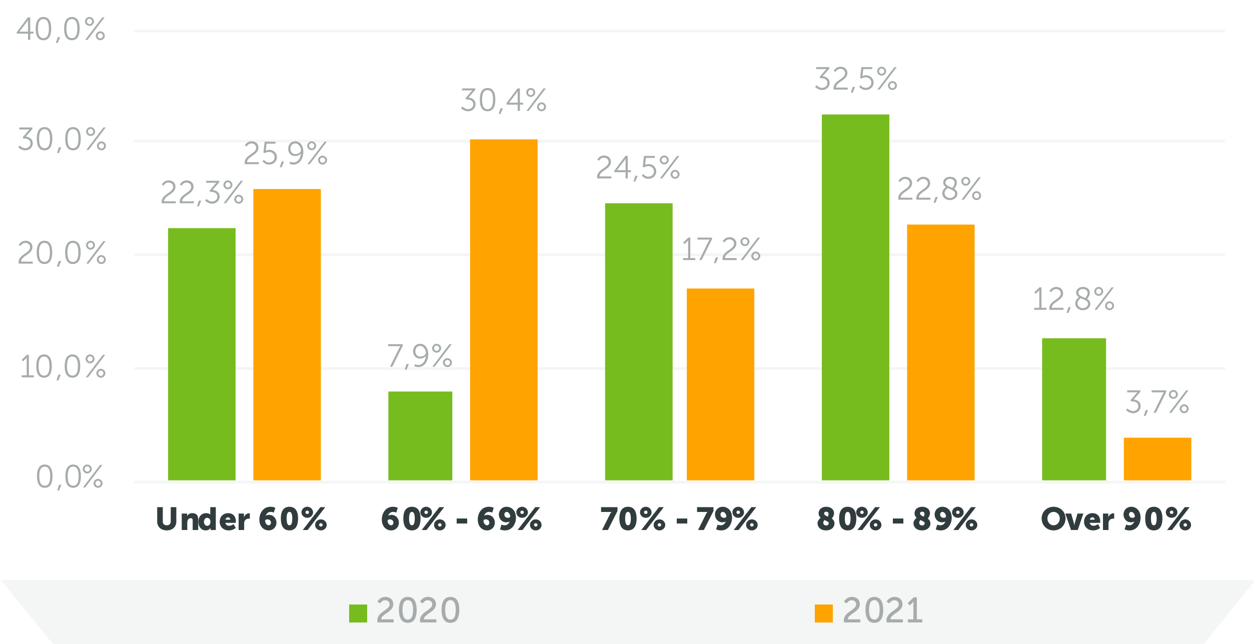
How much did the COVID-19 change your office workflow?



According to 40.2% of workspaces, COVID-19 changed their office workflow a lot. 29.8% report to have made considerable changes. 19.9% implemented little changes while 10.1% did not change anything at all.

3

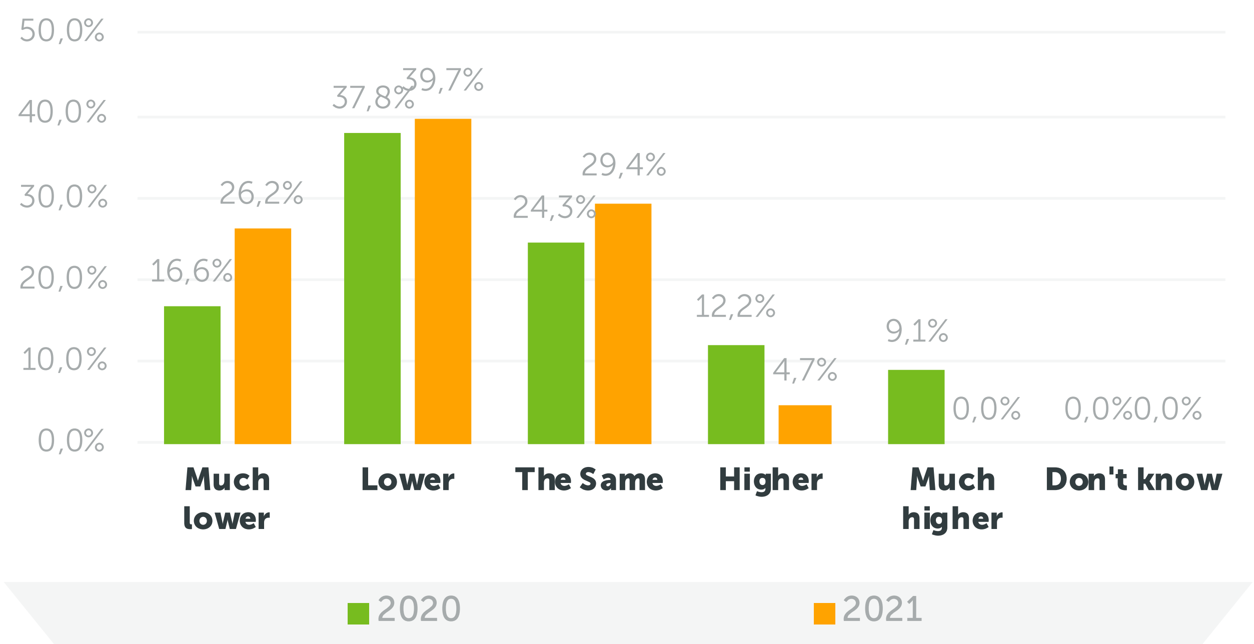
Average office occupancy



Most respondents – 30.4% and 25.9% had the occupancy of 60%-69% and under 60% respectively. The 80%-89% occupancy band decreased by 9.7%-points. Only 3.7% of respondents had over 90% occupancy this year.

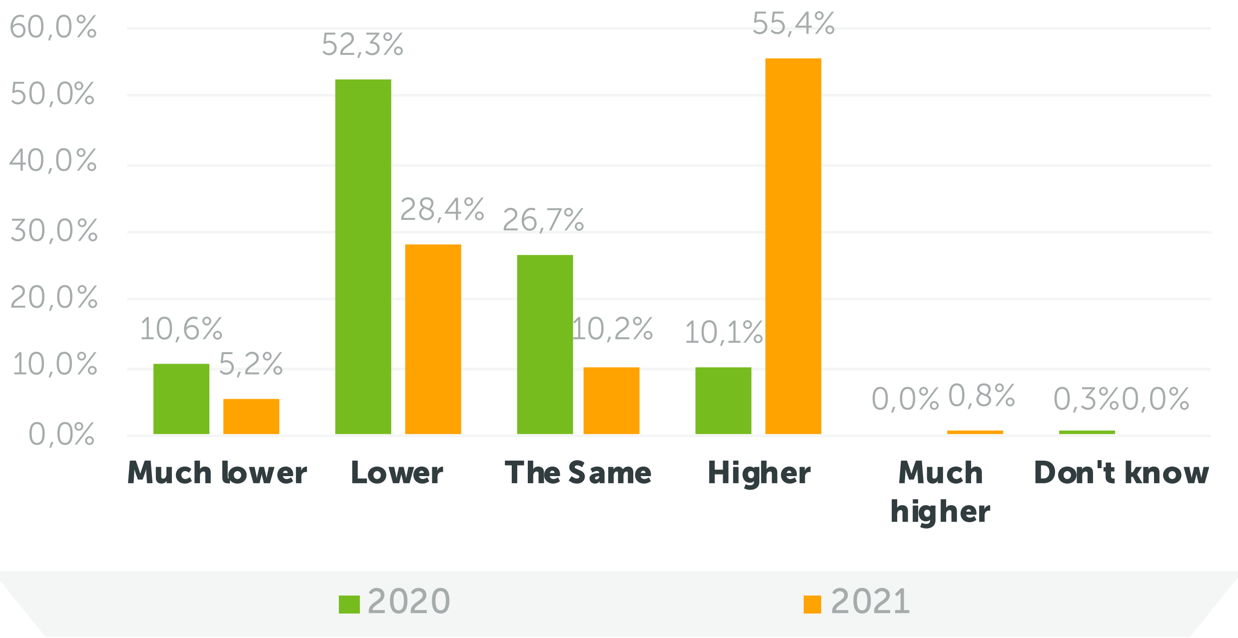
4

Occupancy compared to last year



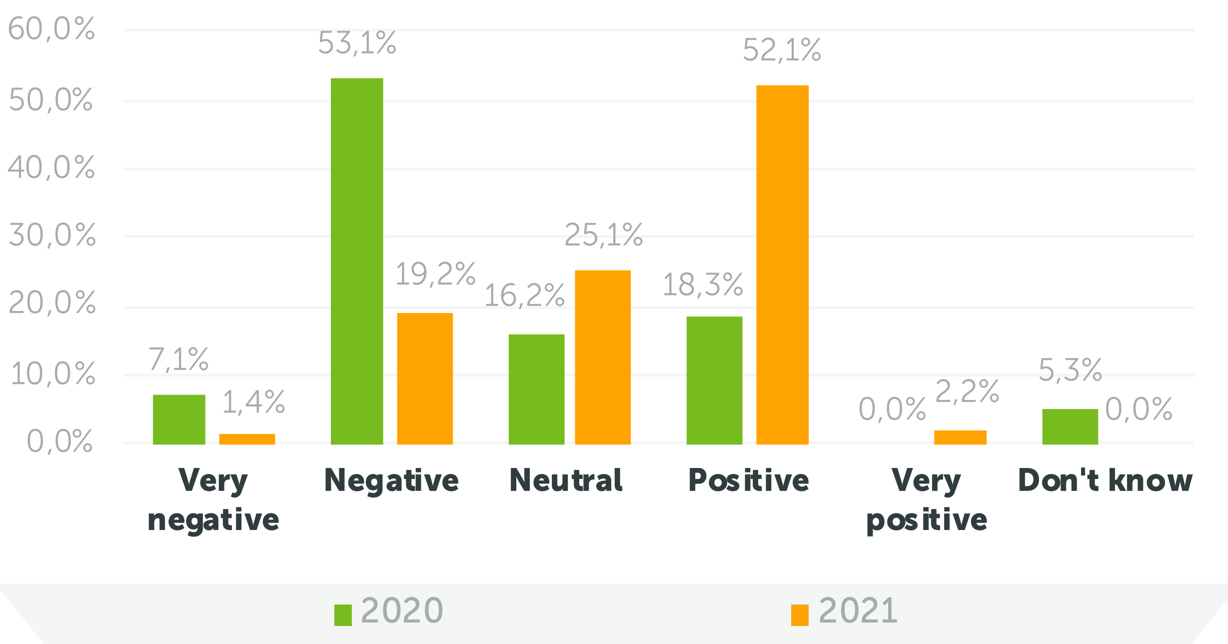
Like last year, most respondents had lower occupancy – 39.7%. The share of respondents with much lower occupancy grew by 9.6%-points. The share of those with the same occupancy is 29.4%. Only 4.7% had higher occupancy than last year.

5 Expected price level in 6 months



More than half of our respondents (55.4%) expect higher pricing in the next 6 months. The share of those who expect pricing stability decreased by 16.5%-points. We can also spot a 23.9%-points decrease in the share of workspaces who expect lower pricing.

6 General outlook



More than half of the respondents (52.1%) expressed their positive outlook regarding the future of the industry. A little over a quarter were neutral, and 19.2%, which is a 33.9%-points decrease, have a negative outlook on the business.

North America

Because of this crazy year, most workspaces in North America (42.6%) report, that the Corona-crisis had a strong negative effect on their business.

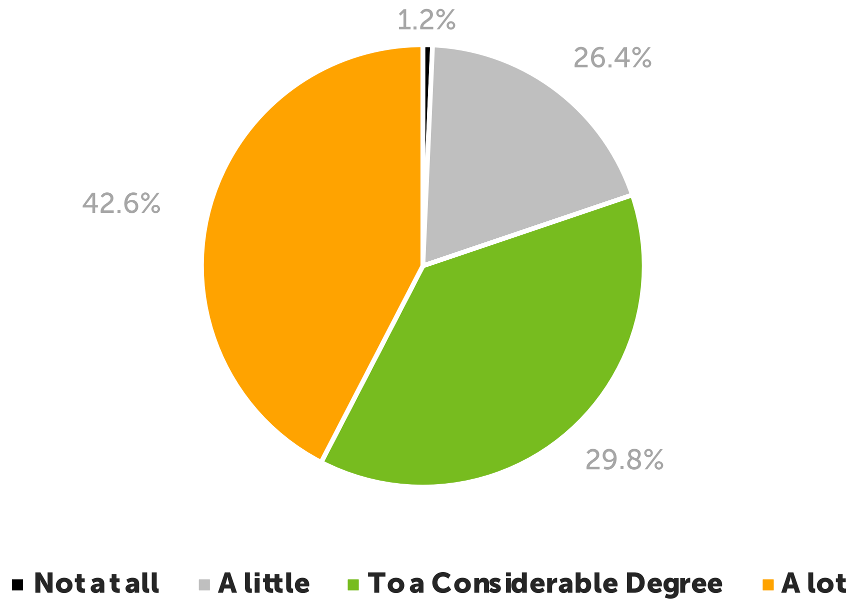
Due to the new norms and regulations that were introduced, 35.7% of respondents changed their office workflow a lot. It became clear for the employers, that the work tasks can successfully be handled from locations other than their regular office. So many companies moved to homeoffice, and others allow their employees to decide, on what days they prefer to work from the office or from their homes.

This year, for the first time, none of our respondents had over 90% occupancy. Most workspaces had 80%-89% occupancy – 37.1%. Hence, the largest share of workspaces report that they had lower and much lower occupancy this year – 36.1% and 24.3% respectively. Let's hope that with the active implementation of the vaccination, we will soon see amelioration of the current situation and the flexible workspace industry will thrive again.

With clients seeking flexibility and affordability, 82.5% expect the prices in the next 6 months to remain the same. Unlike last year, when we observed mostly positive moods, this year, operators remain predominantly neutral regarding their outlook on the business. We get to live in truly unprecedented times and it is quite interesting to see the future course of the development of the industry.

1

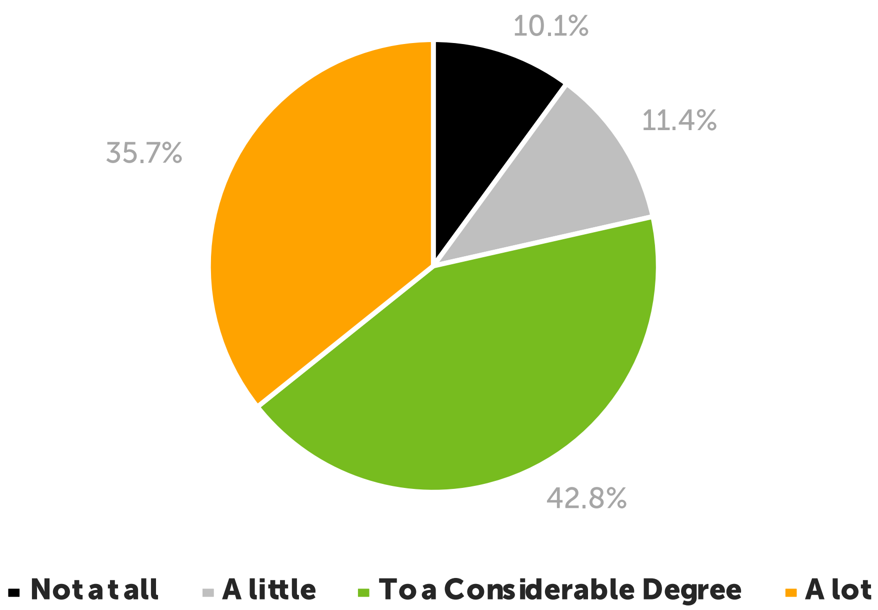
How much did the COVID-19 influence the way you are running your business?



42.6% of our respondents in North America state they were influenced by the COVID-19 a lot. 29.8% were influenced to a considerable degree, while 26.4% of respondents felt little influence. 1.2% of workspaces felt no influence at all.

2

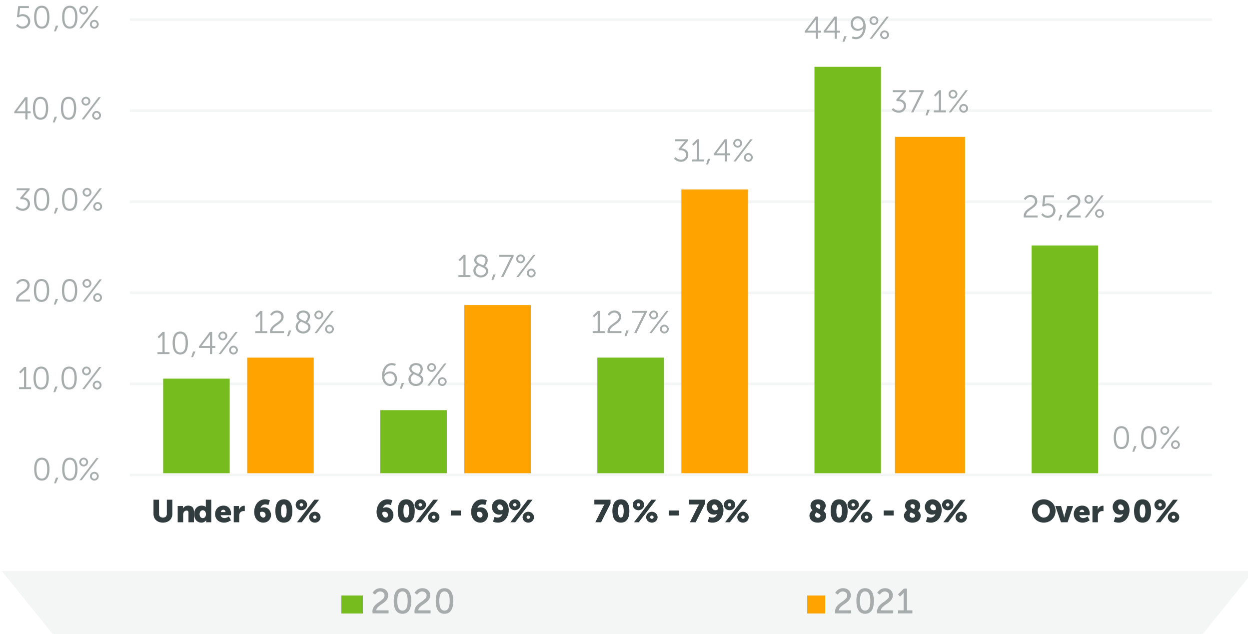
How much did the COVID-19 change your office workflow?



The majority (42.8%) report that the COVID-19 changed their office workflow to a considerable degree. 35.7% of respondents changed their office workflow a lot. 11.4% implemented little changes while 10.1% changed nothing at all.

3

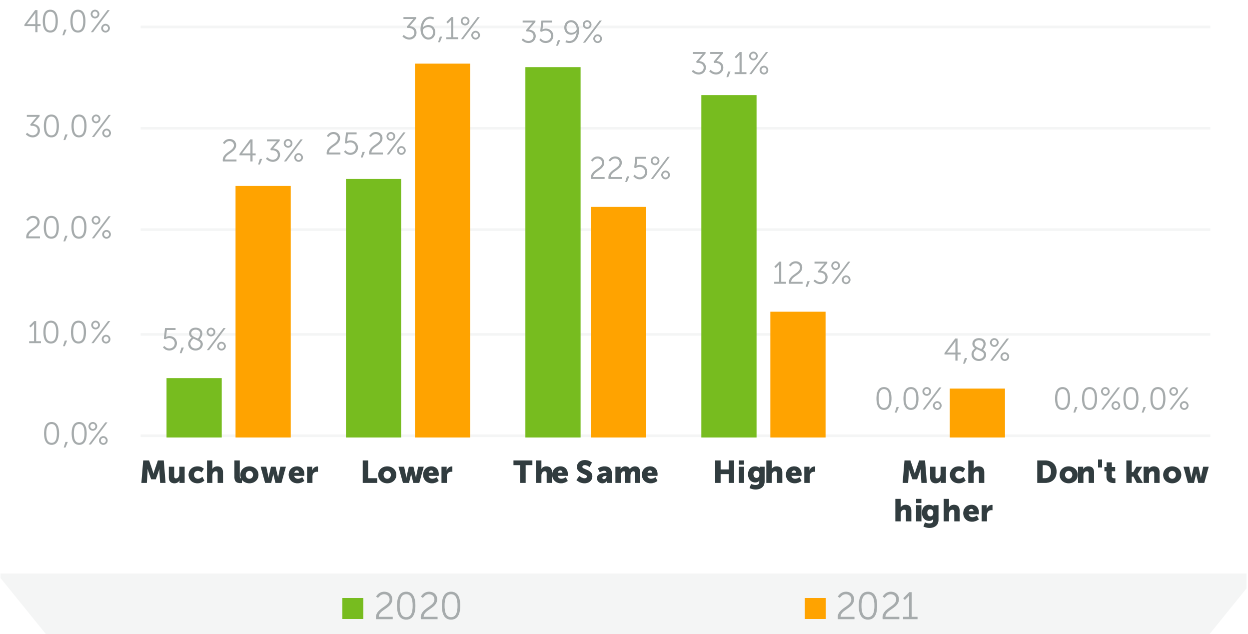
Average office occupancy



This year we faced with an unprecedented situation where none of our respondents had over 90% occupancy. Most workspaces had 80%-89% occupancy – 37.1%. 31.4% had 70%-79% occupancy, which is an increase of 18.7%-points.

4

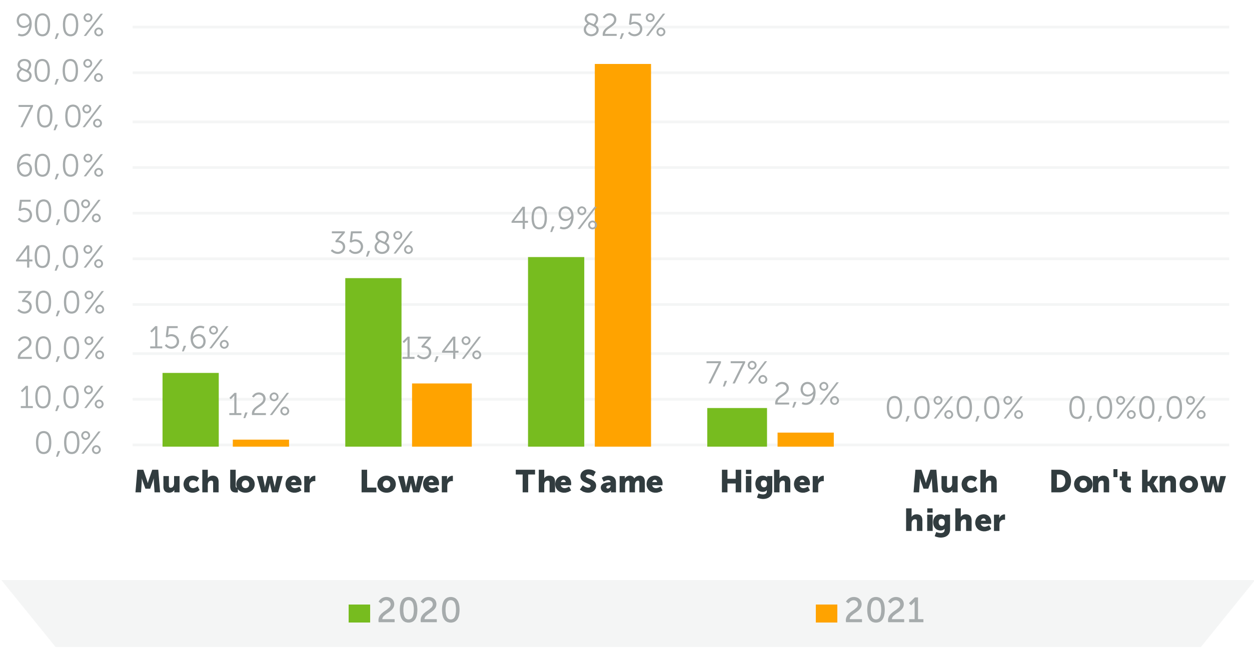
Occupancy compared to last year



Unsurprisingly, the largest share of workspaces report that they had lower and much lower occupancy this year – 36.1% and 24.3% respectively. 22.5% of workspaces had the same occupancy. The number of those with higher occupancy decreased by 20.8%-points.

5

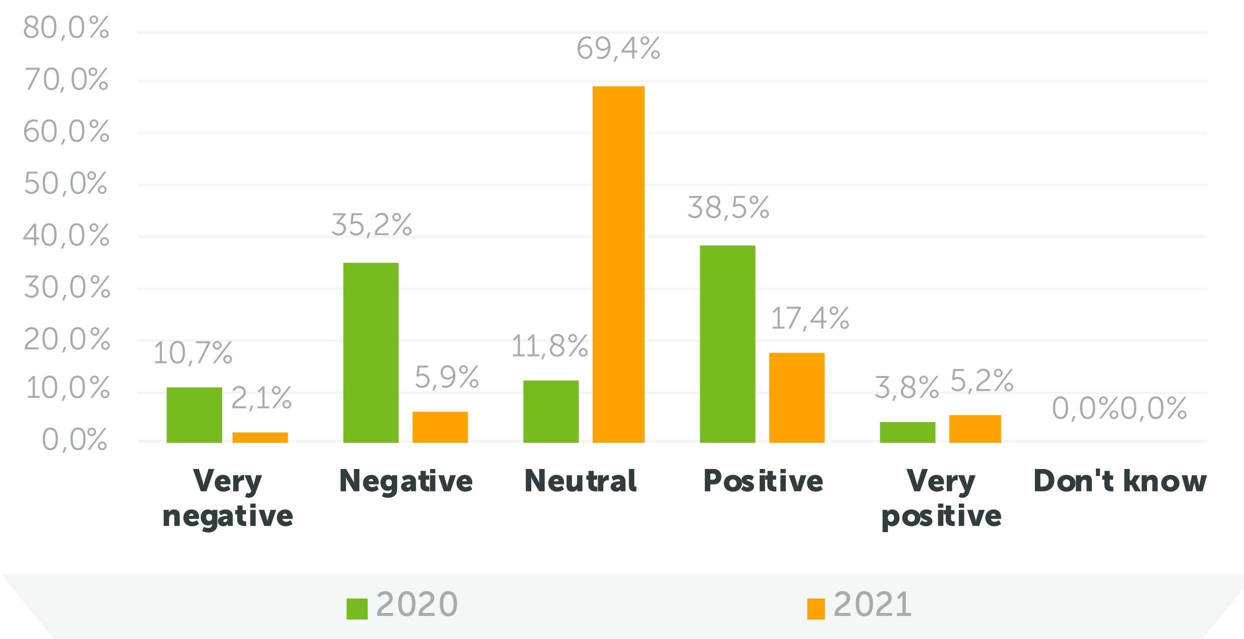
Expected price level in 6 months



The absolute majority of 82.5% expect the prices in the next 6 months to remain the same. The share of those who think the prices will be lower decreased by 22.4%-points. The amount of workspaces hoping for higher prices this year is 2.9%.

6

General outlook



The largest part of workspaces has a neutral general outlook on the business. The share of respondents with a positive outlook decreased by 21.1%-points. We can also spot a decrease of 29.3%-points in the share of workspaces with negative outlook.