

CHANGING PRACTICES OF IP FIRMS POST COVID: A PANEL DISCUSSION

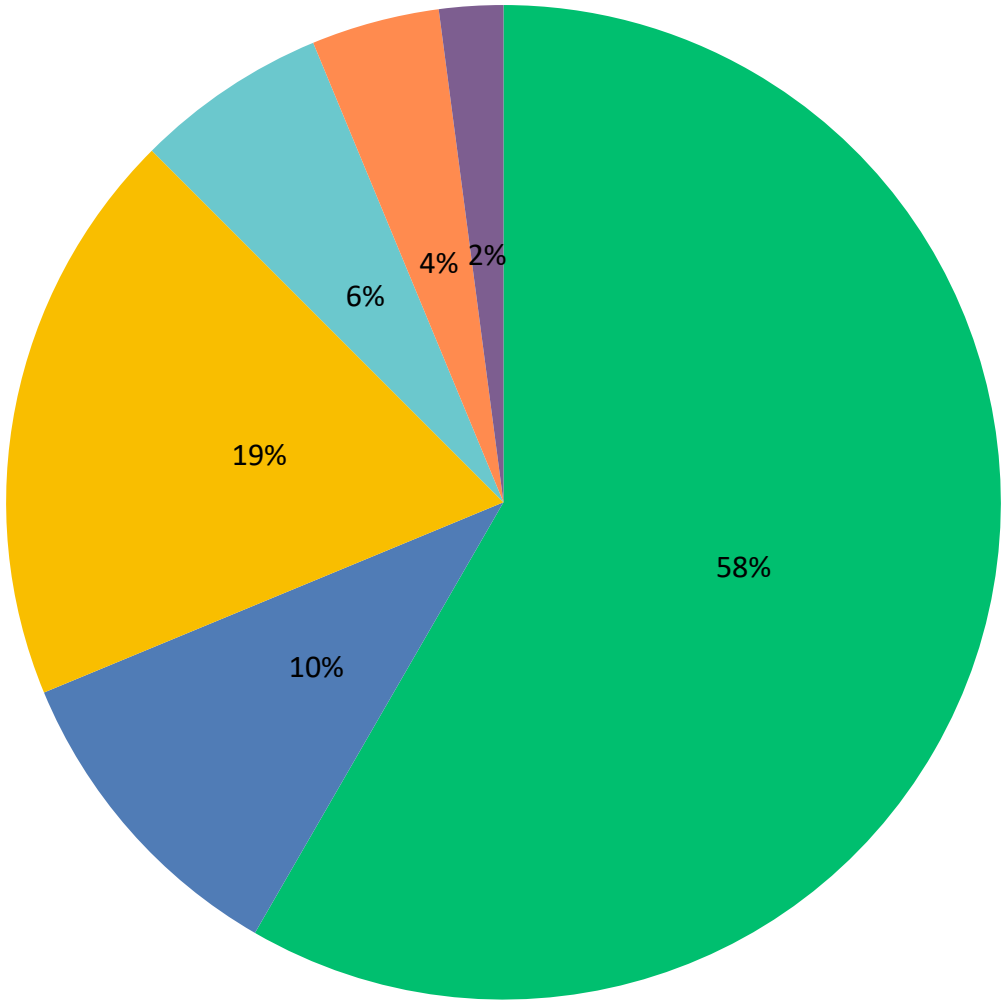
14th Summit of the Global Network



FICPI is a global community, built on trusted relationships, that strengthens the practice of the independent IP attorney

Q1: Where is your firm located? If you have more than one location, answer for the main/head office.

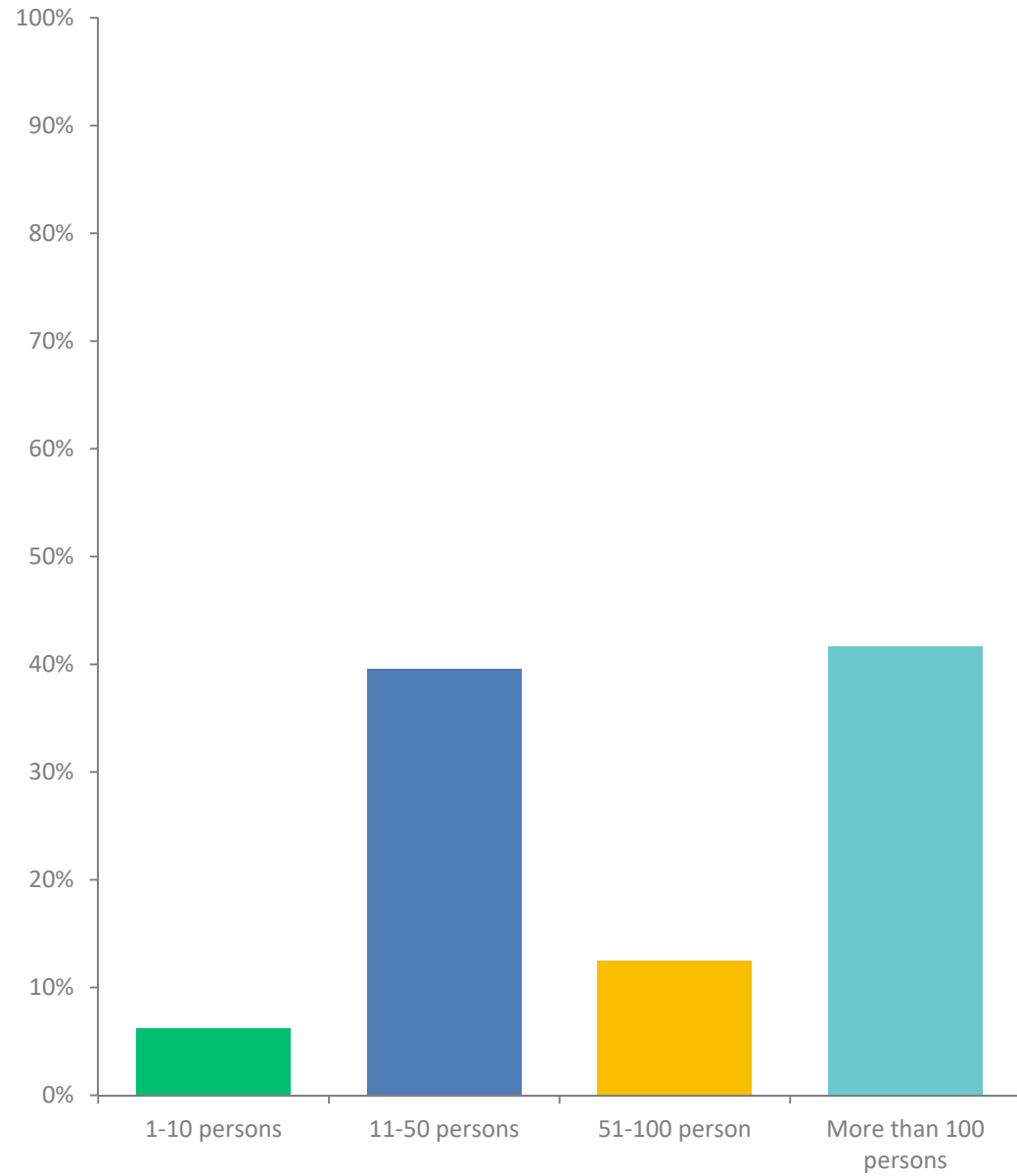
Answered: 48 Skipped: 0



- Europe
- Asia
- North America
- South/Central America
- Africa
- Other (please specify)

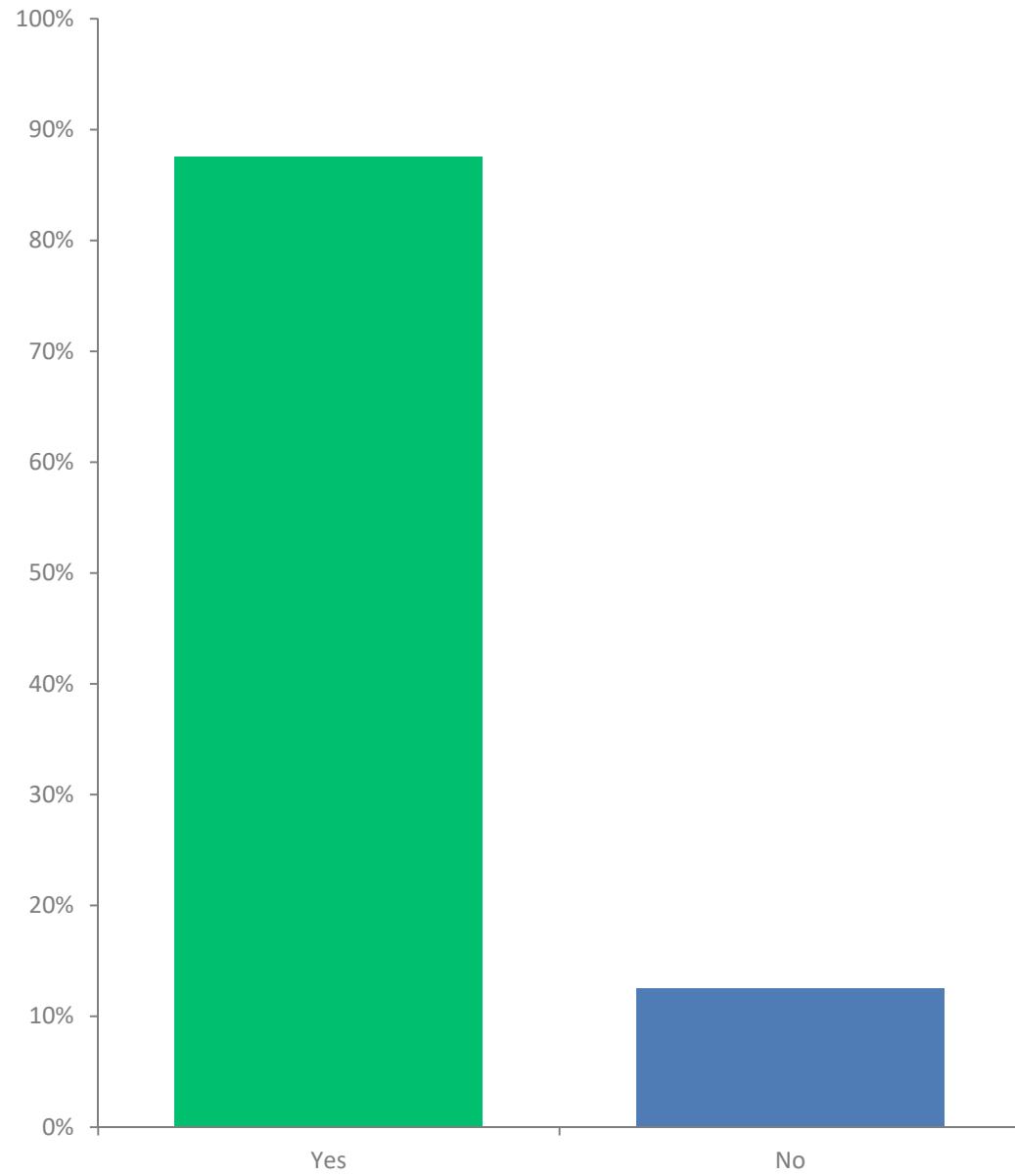
Q2: How big is your firm (total)?

Answered: 48 Skipped: 0



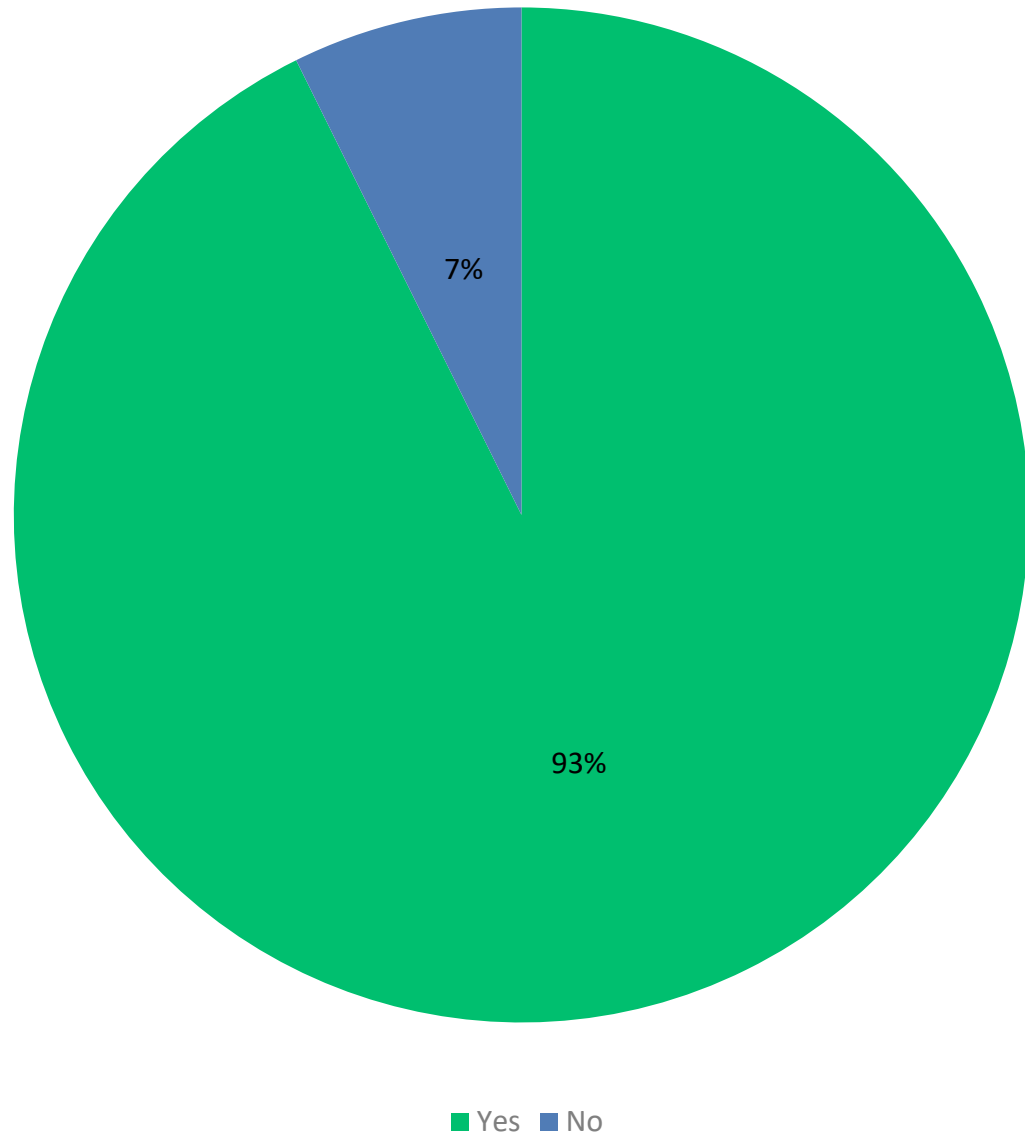
Q4: Does your firm now have a general working from home (WFH) policy?

Answered: 48 Skipped: 0



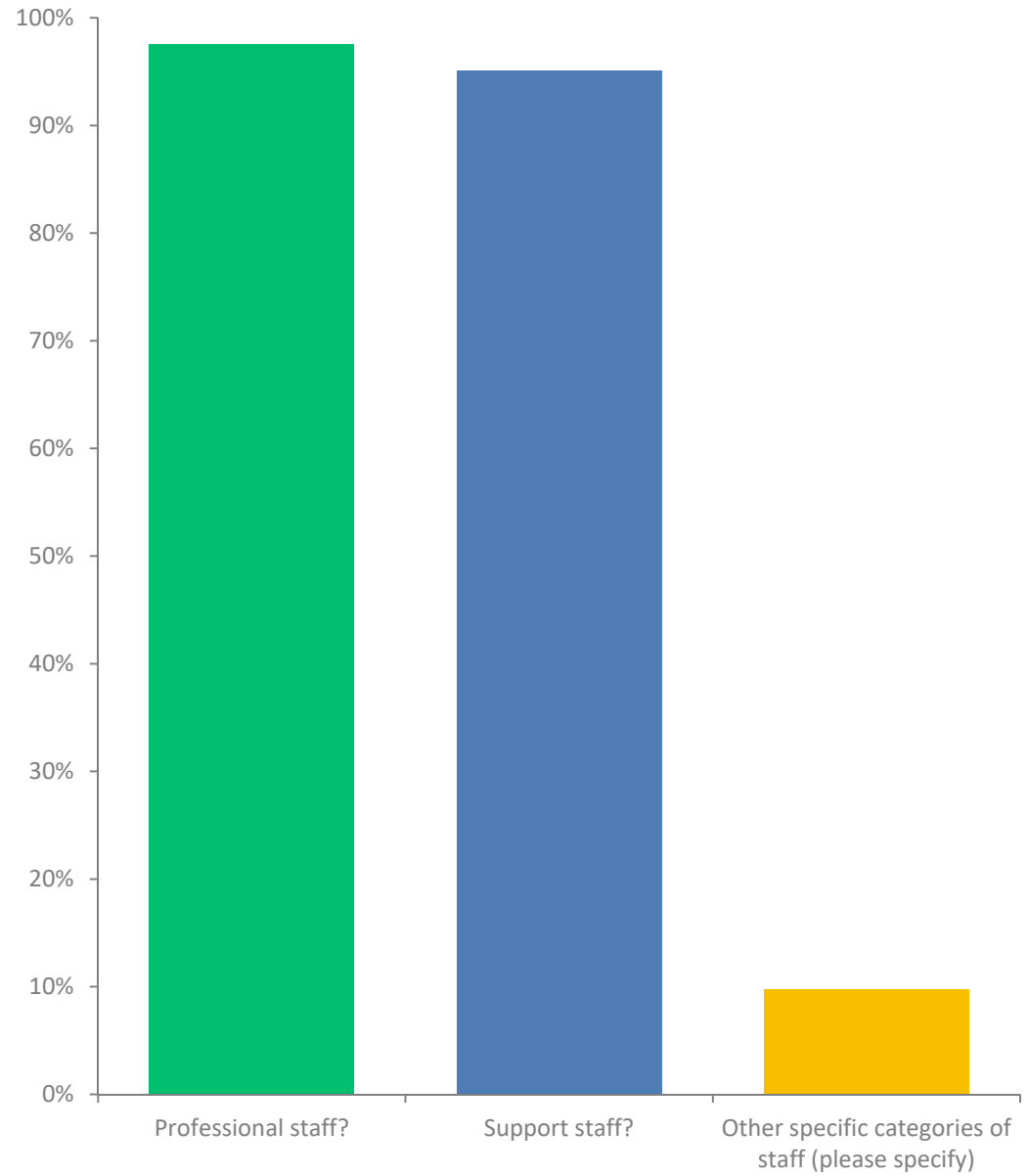
Q5: If you answered "yes" to Q4, has your WFH policy been implemented or changed since the COVID-19 Pandemic.

Answered: 41 Skipped: 7



Q6: Does your current WFH policy extend to:

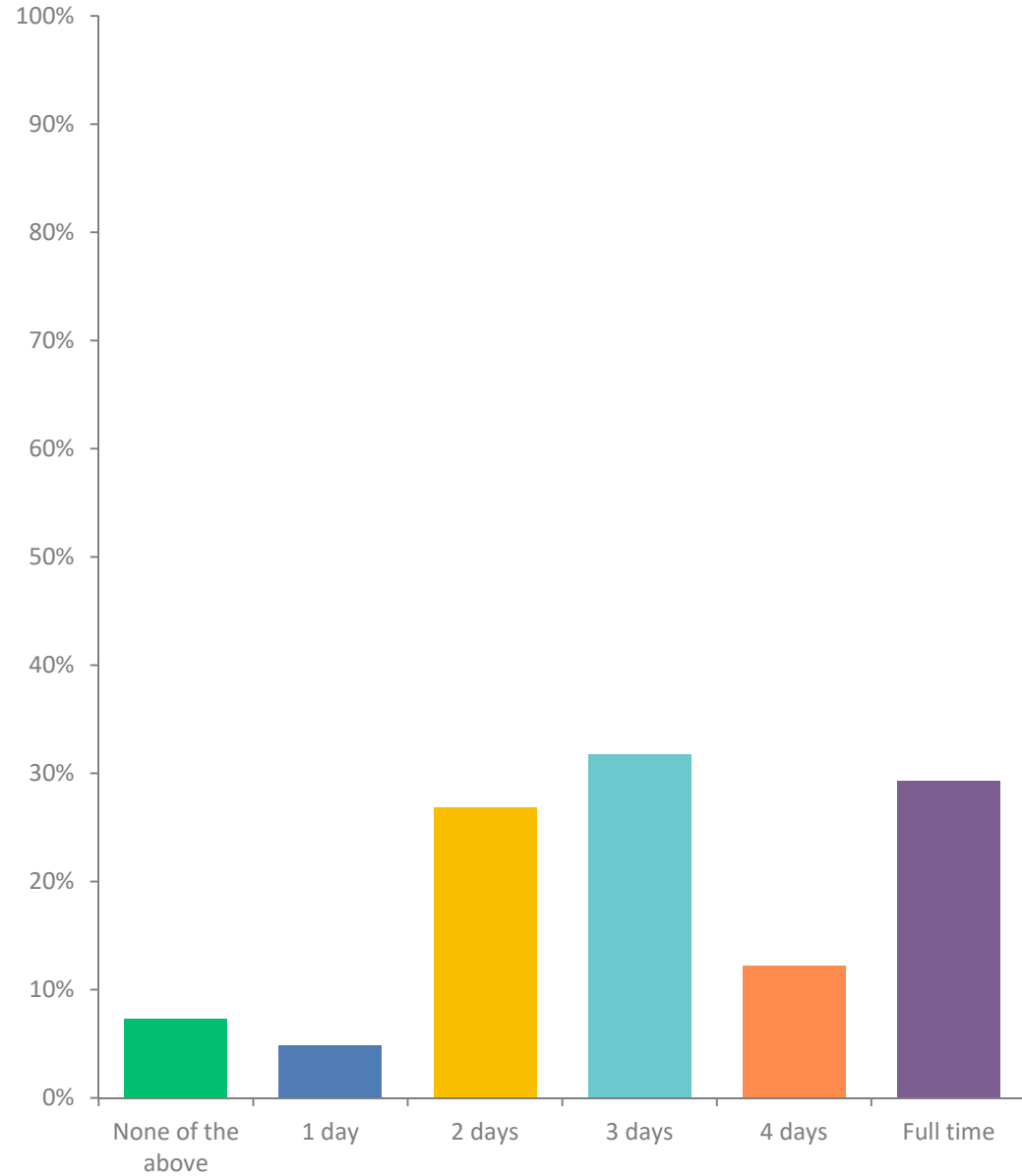
Answered: 41 Skipped: 7



Q7: How many days per week do you allow staff to work from home? (Pick the closest).

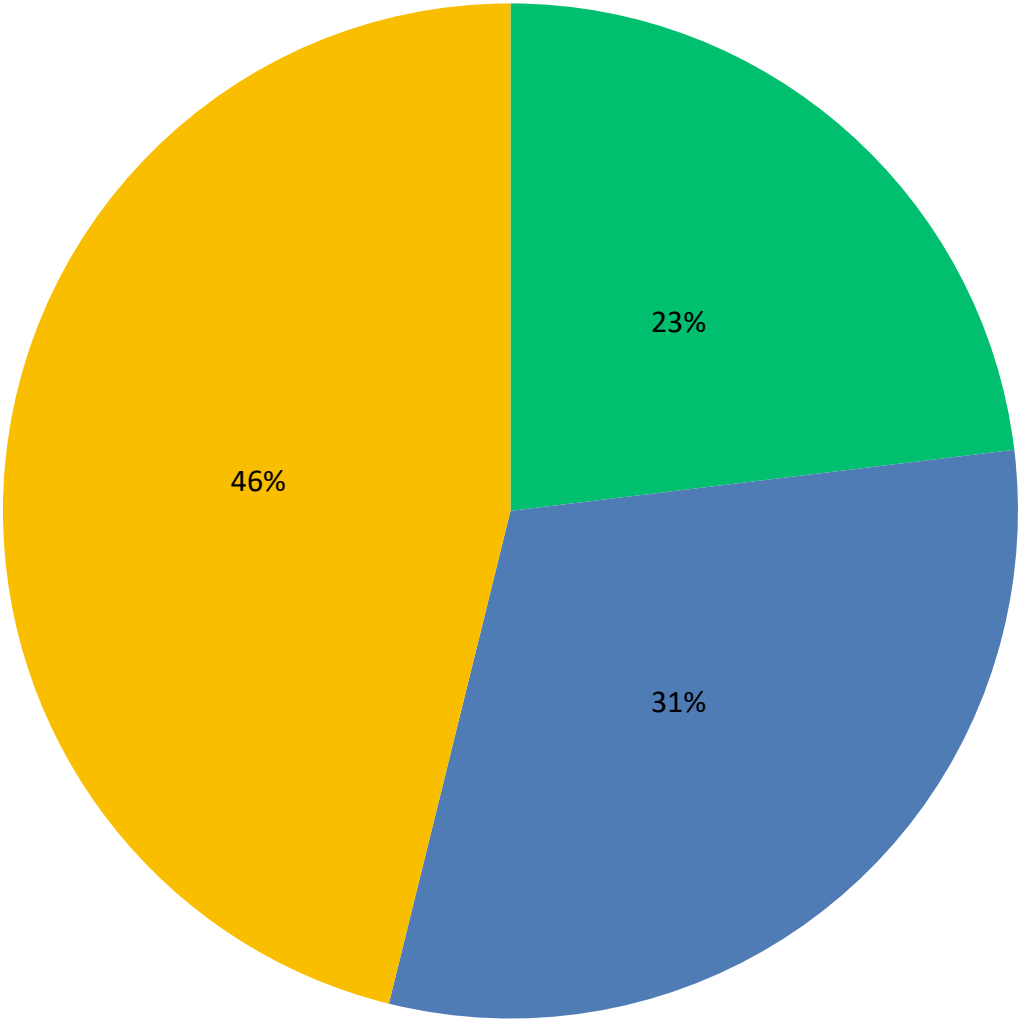
Answered: 41 Skipped: 7

ANSWER CHOICES	RESPONSES	
None of the above	7.32%	3
1 day	4.88%	2
2 days	26.83%	11
3 days	31.71%	13
4 days	12.20%	5
Full time	29.27%	12
TOTAL		46



Q8: If you picked "full time" for Q7, do you require your staff to attend the office on at least some days? (Pick the closest).

Answered: 13 Skipped: 35

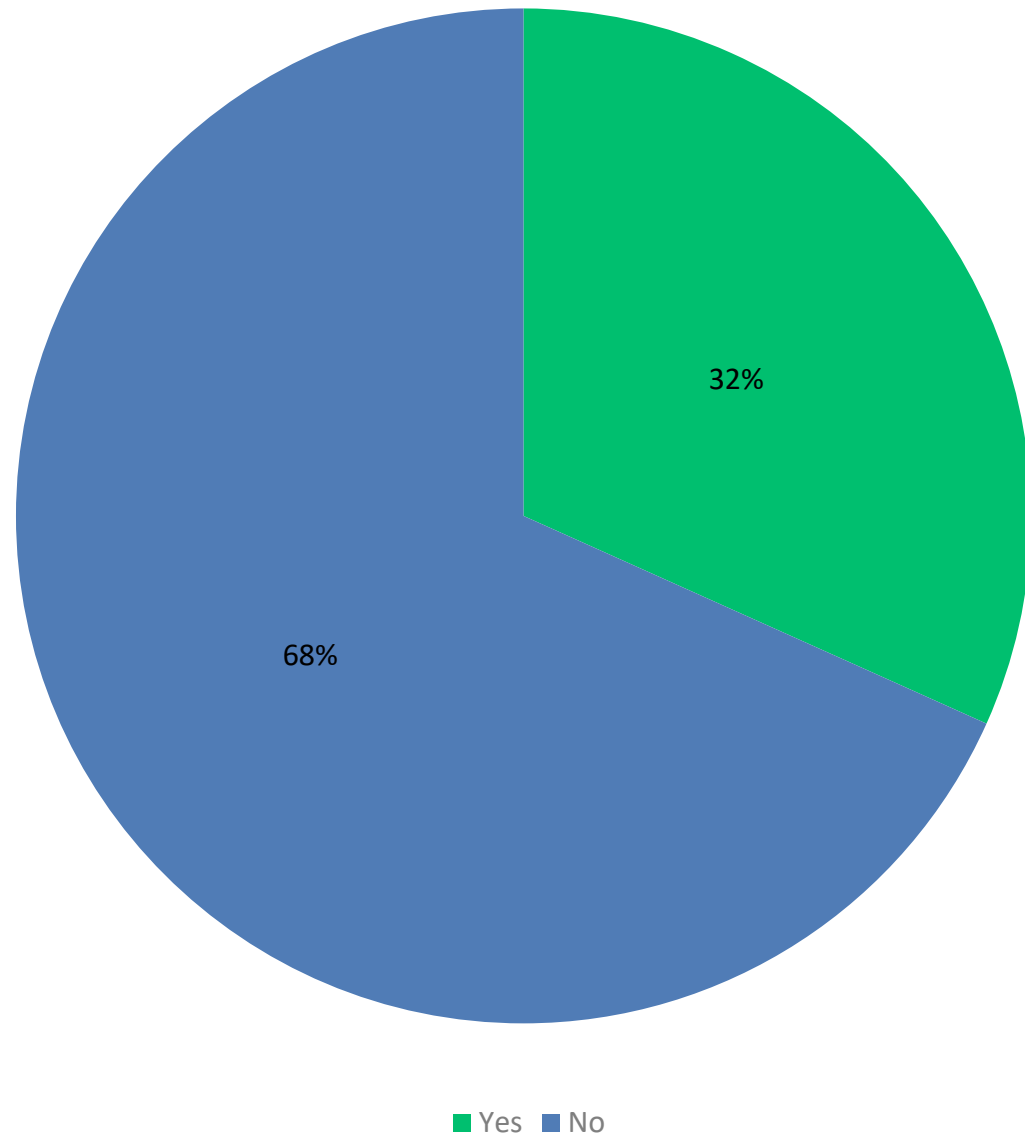


Once a month Less than once a month Never

Q9: Has your firm implemented specific arrangements to monitor your staff's mental health while working from home?

Answered: 41 Skipped: 7

ANSWER CHOICES	RESPONSES	
Yes	31.71%	13
No	68.29%	28
TOTAL		41

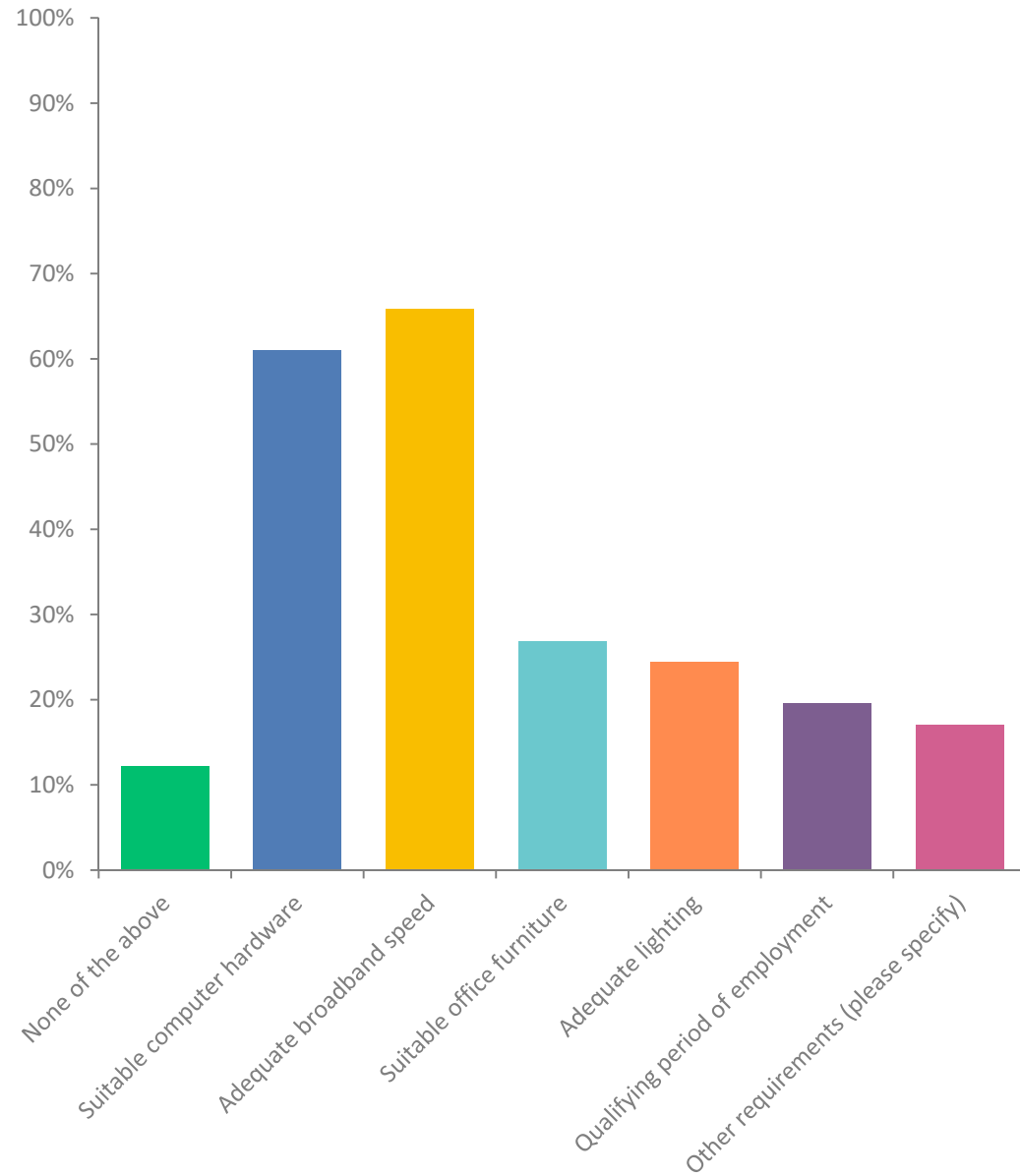


Q10: Under your current WFH policy, are there requirements that must be met before working from home is permitted?

Answered: 41 Skipped: 7

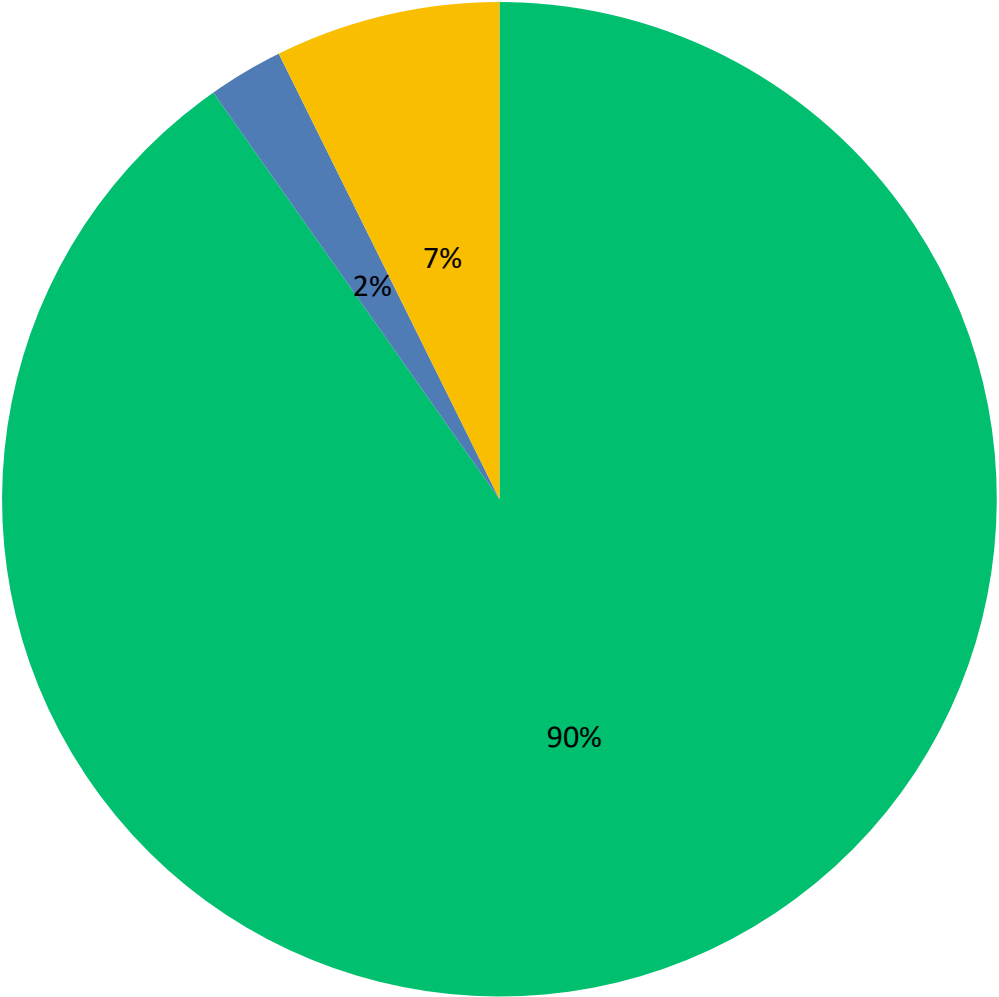
"Must be prepared to share desks"

"Ability to maintain privacy/secrecy provisions"



Q11: Does your firm assist staff to have suitable computer equipment?

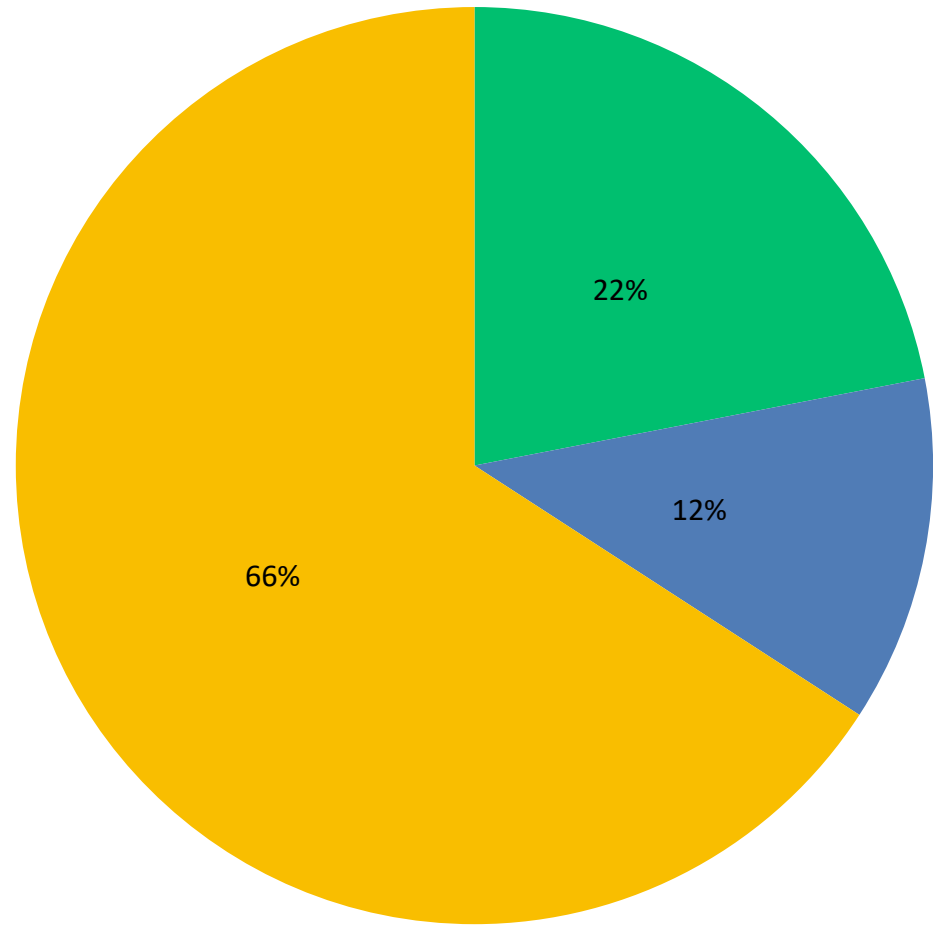
Answered: 41 Skipped: 7



- Yes, we provide suitable computer equipment
- Yes, we provide financial assistance to purchase computer equipment
- No

Q12: Does your firm assist staff to have suitable office furniture or lighting?

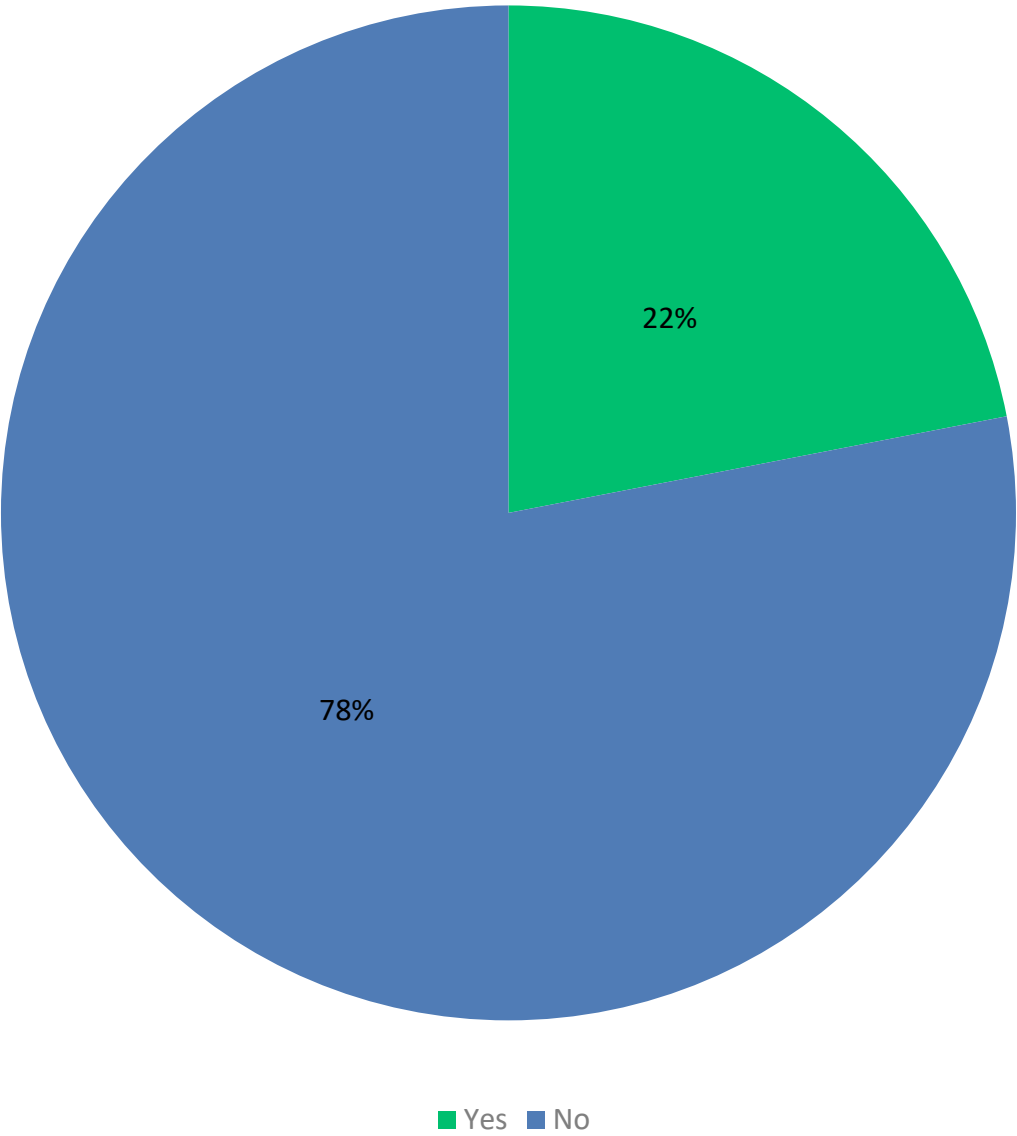
Answered: 41 Skipped: 7



- Yes, we provide suitable furniture or lighting
- Yes, we provide financial assistance to purchase suitable furniture or lighting
- No

Q13: Does your firm assist staff financially to have an adequate broadband connection?

Answered: 41 Skipped: 7

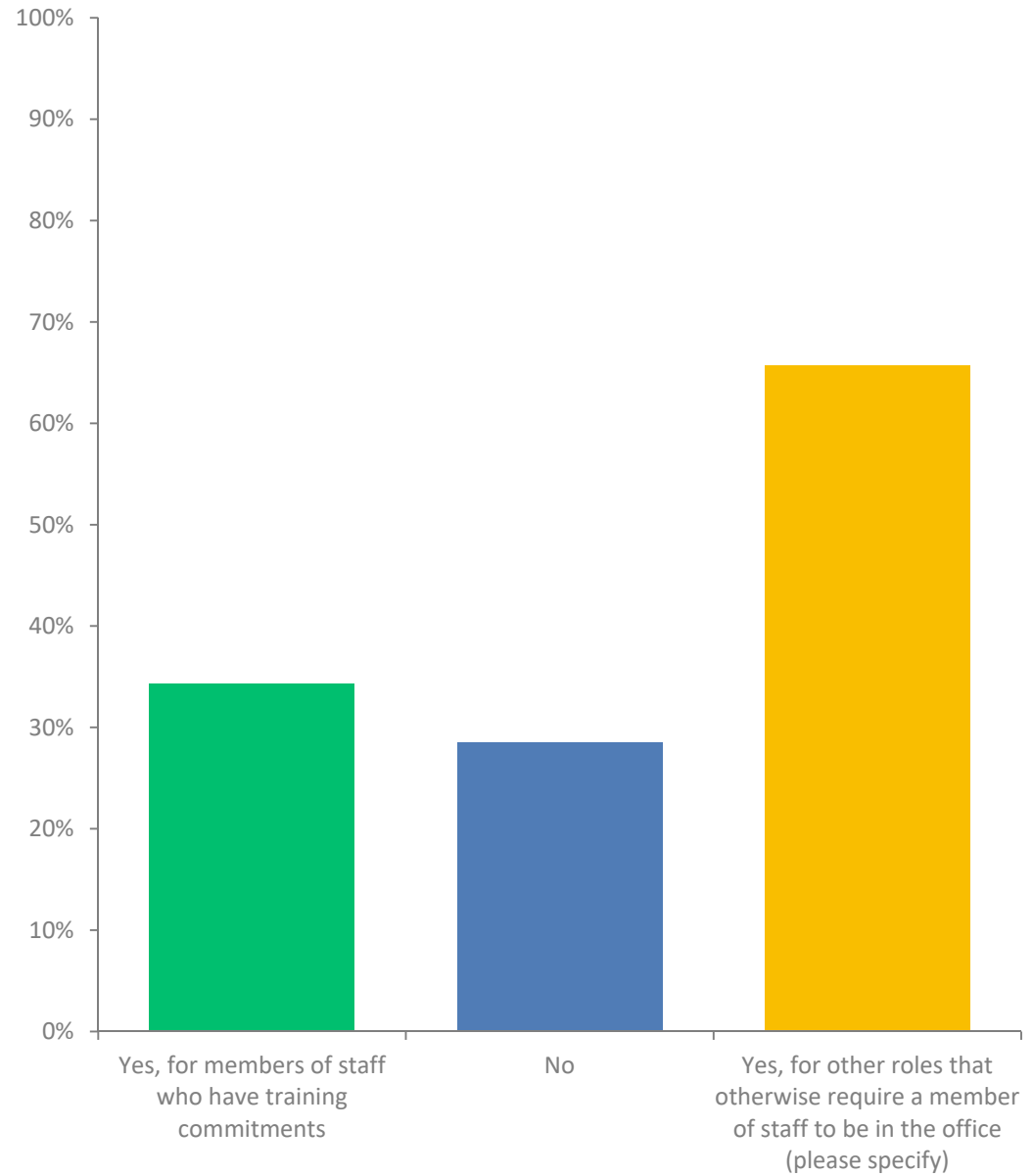


Q14: Does your firm impose any limits or exceptions on the option to work from home?

Answered: 35 Skipped: 13

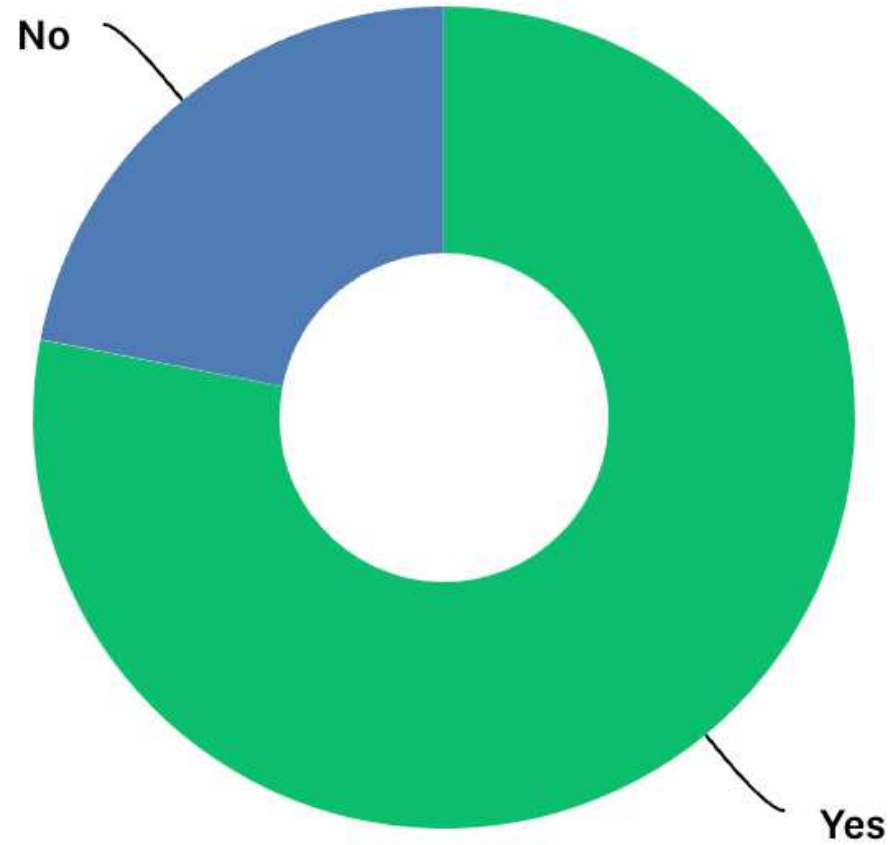
“certain position require onsite presence”

“Training requires attendance at the workplace”



Q15: Under your firm's current WFH policy, can the right to work from home be withdrawn or curtailed for certain individuals for specific reasons?

Answered: 41 Skipped: 7



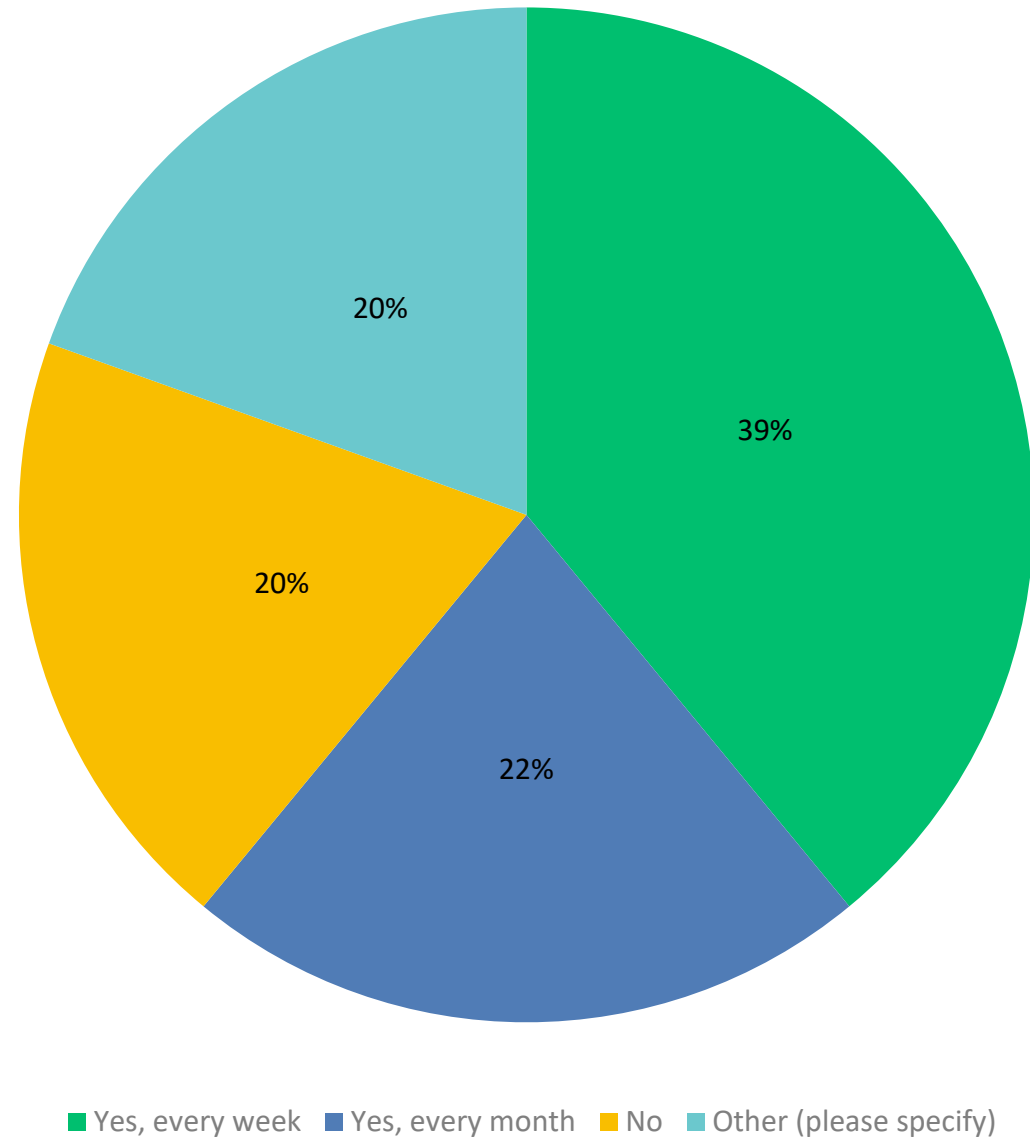
Q16: Does your firm have regular general or team meetings online for members of staff who work from home?

Answered: 41 Skipped: 7

"Daily team meetings"

"According to manager's practice"

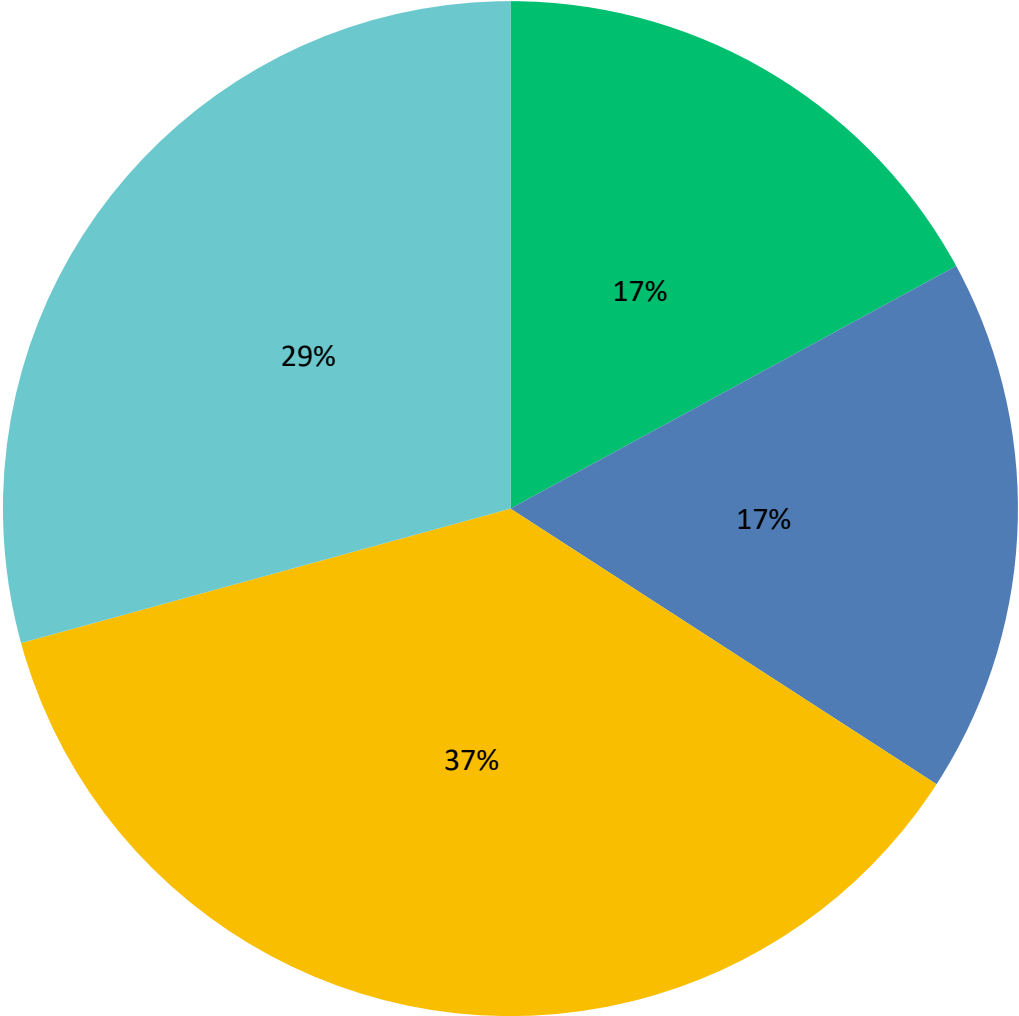
"Whenever required"



Q17: Do you have regular general or team meetings in the office for staff who work from home?

Answered: 41 Skipped: 7

“According to manager’s practice”



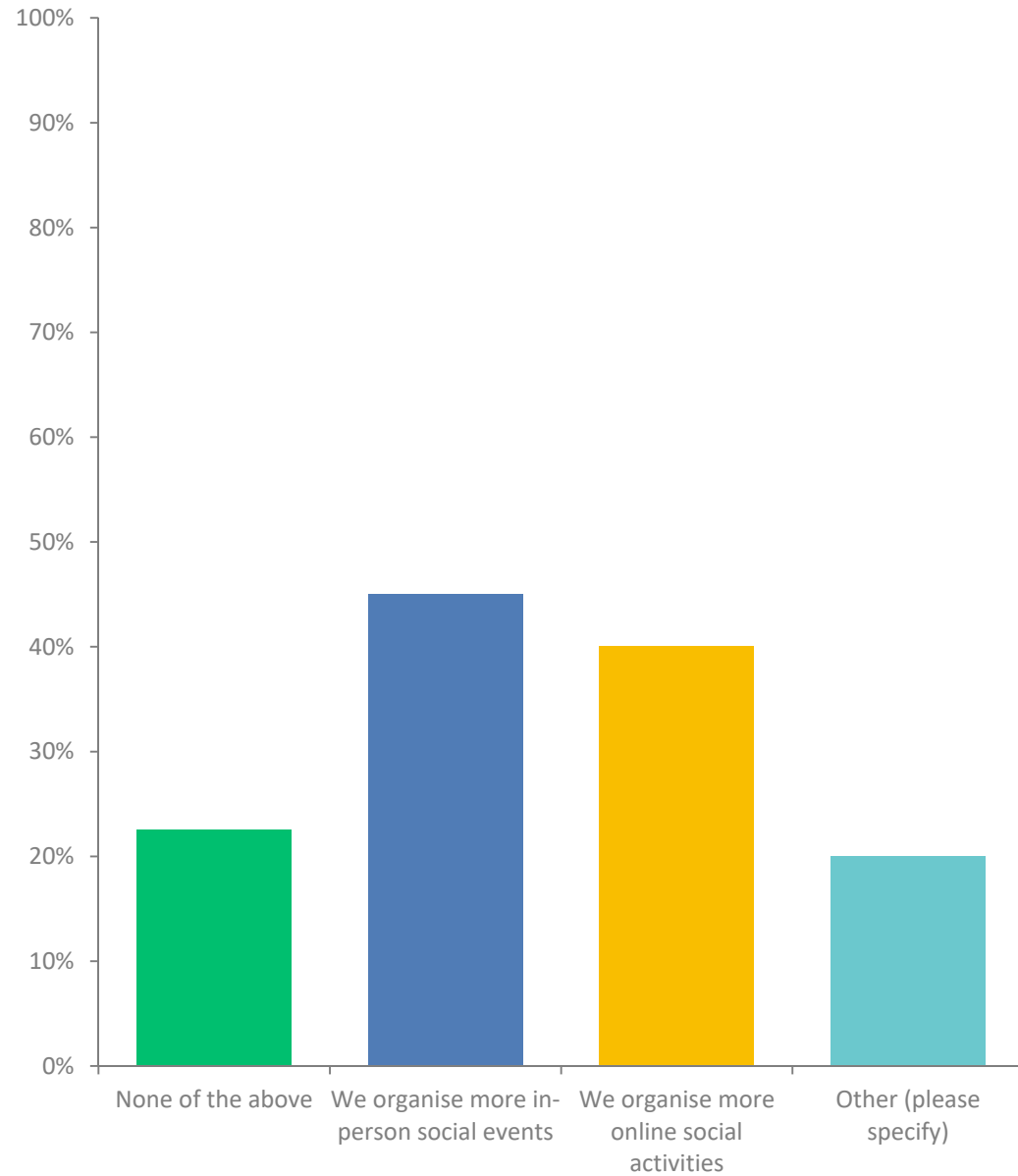
- Yes, every month
- Yes, but not every month
- No
- Other (please specify)

Q18: What steps, if any, has your firm taken to reinforce its culture and cohesiveness now that more staff are working from home?

Answered: 40 Skipped: 8

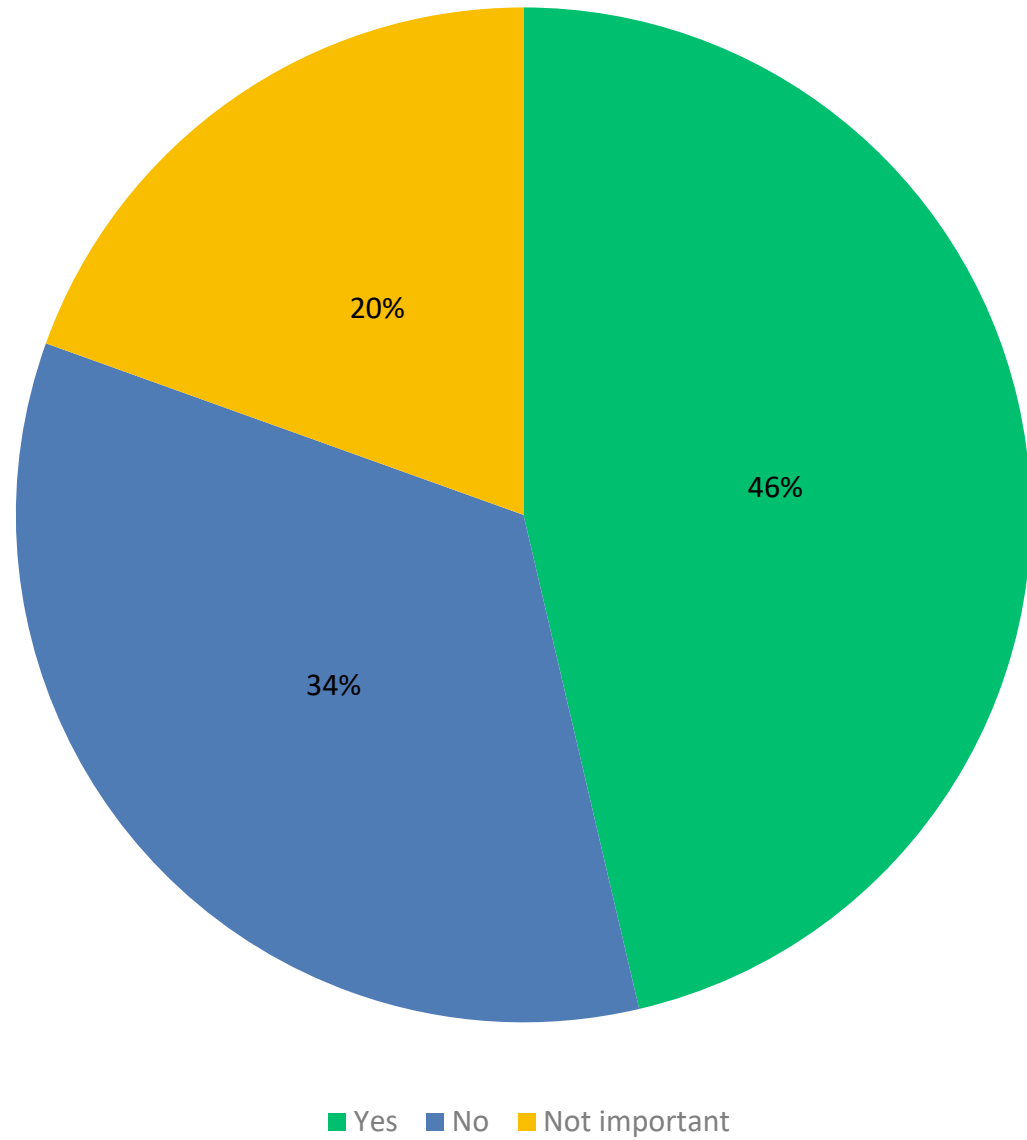
“We attract people to the office with e.g. common breakfasts once a month”

“working from home is exception rather than rule, limiting the days”



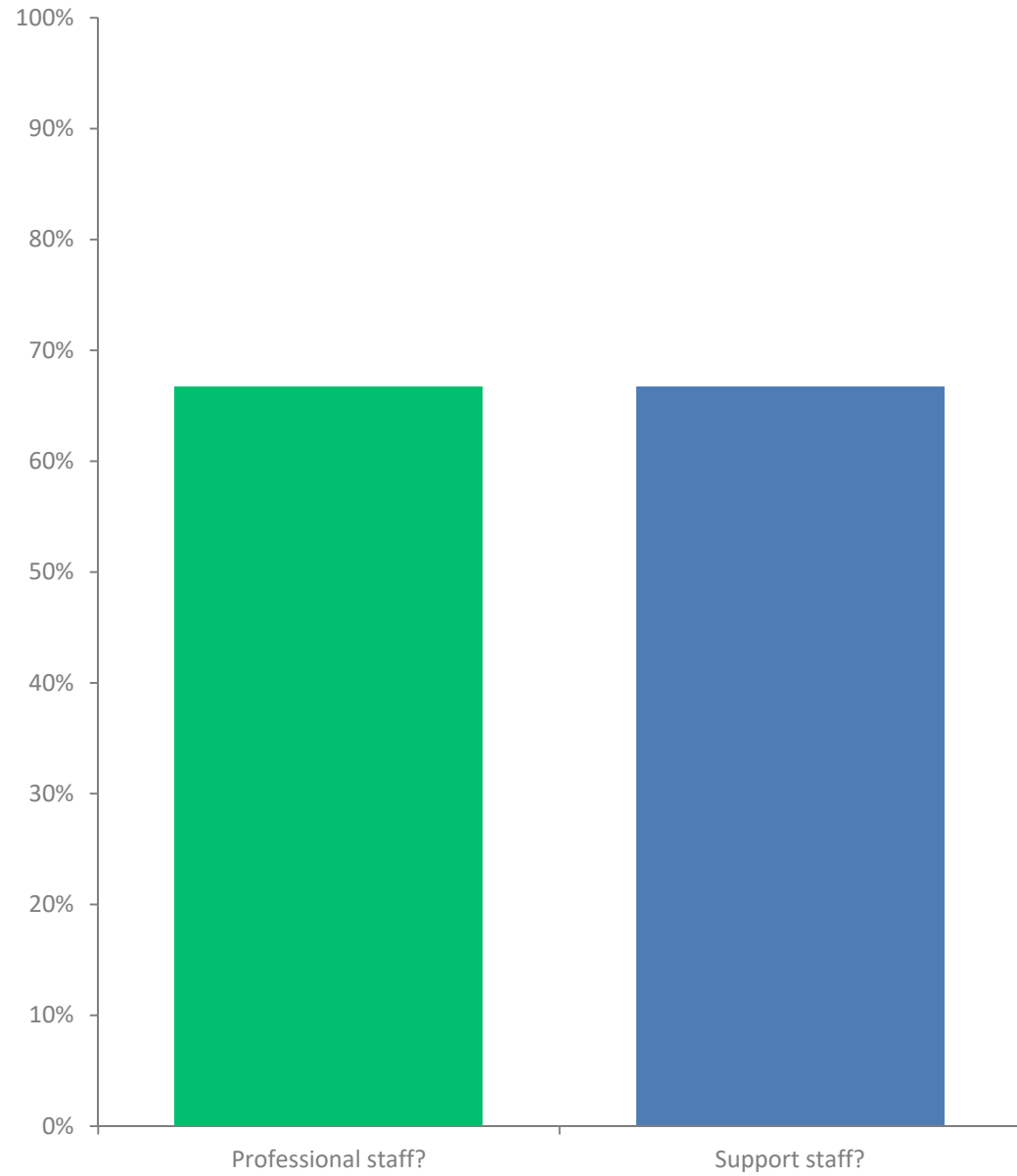
Q19: If you consider it important for staff to work in the office at least some of the time, have you struggled to encourage staff back to the office?

Answered: 41 Skipped: 7



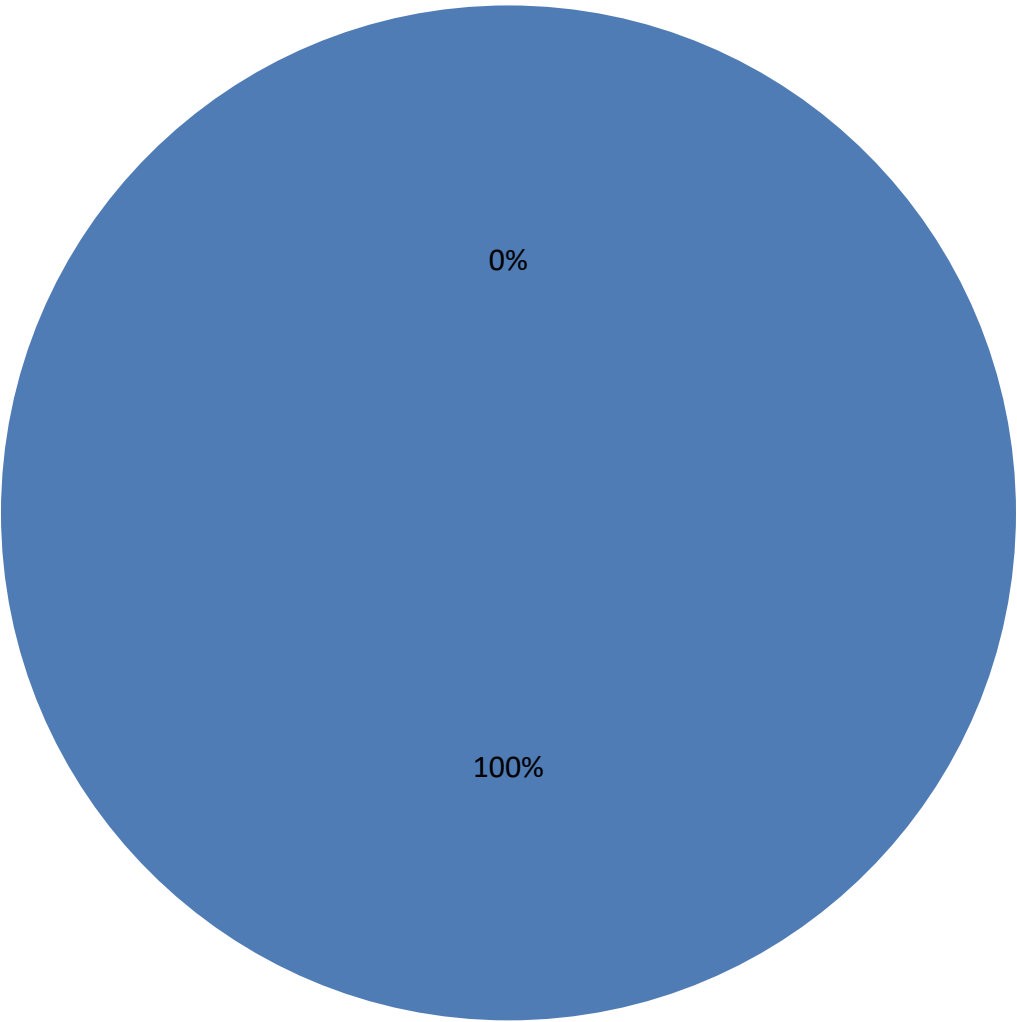
Q20: If you answered "yes" to Q19, does this apply to:

Answered: 21 Skipped: 27



Q21: Have you offered financial incentives to encourage staff to come back to the office?

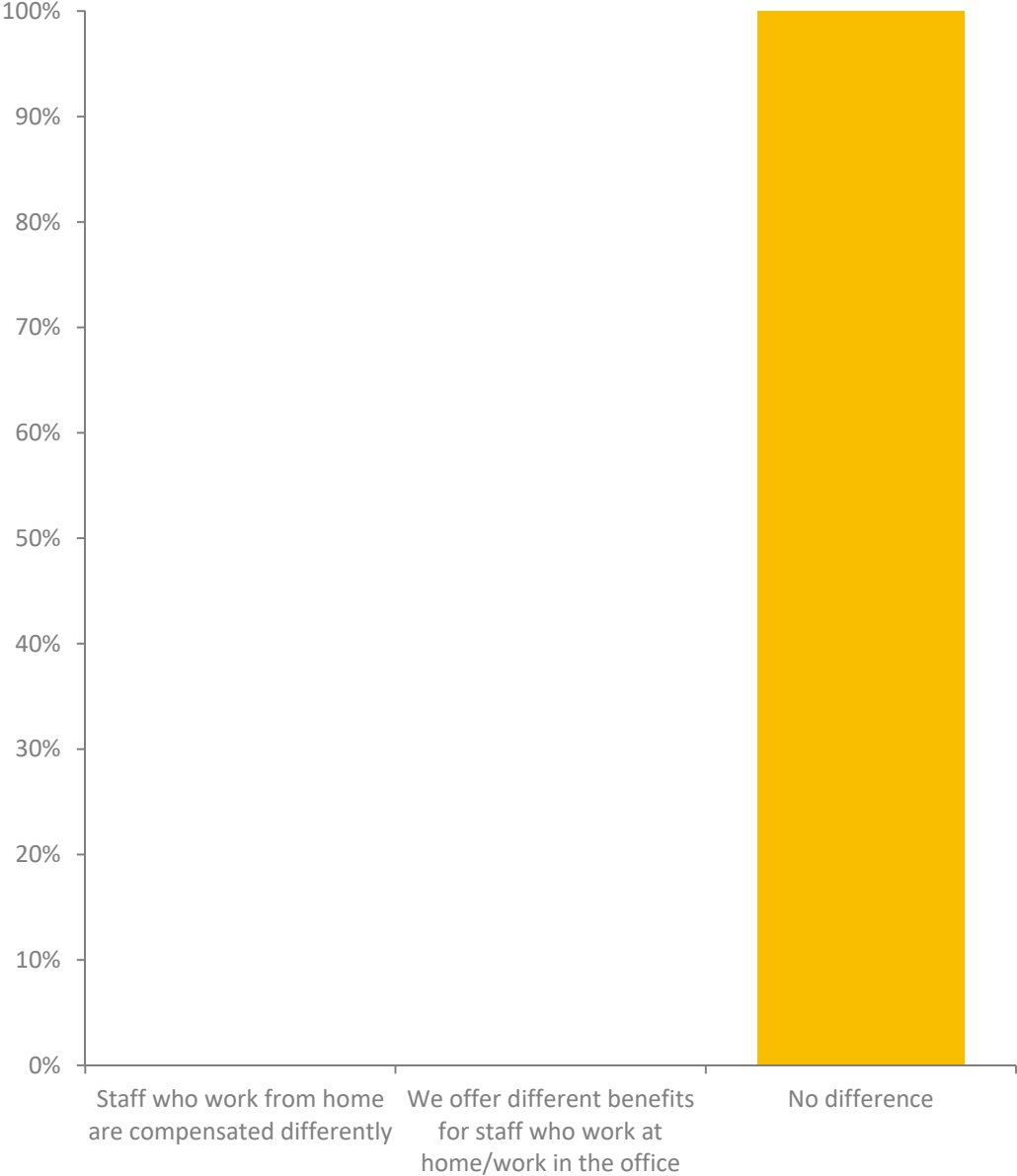
Answered: 40 Skipped: 8



■ Yes ■ No

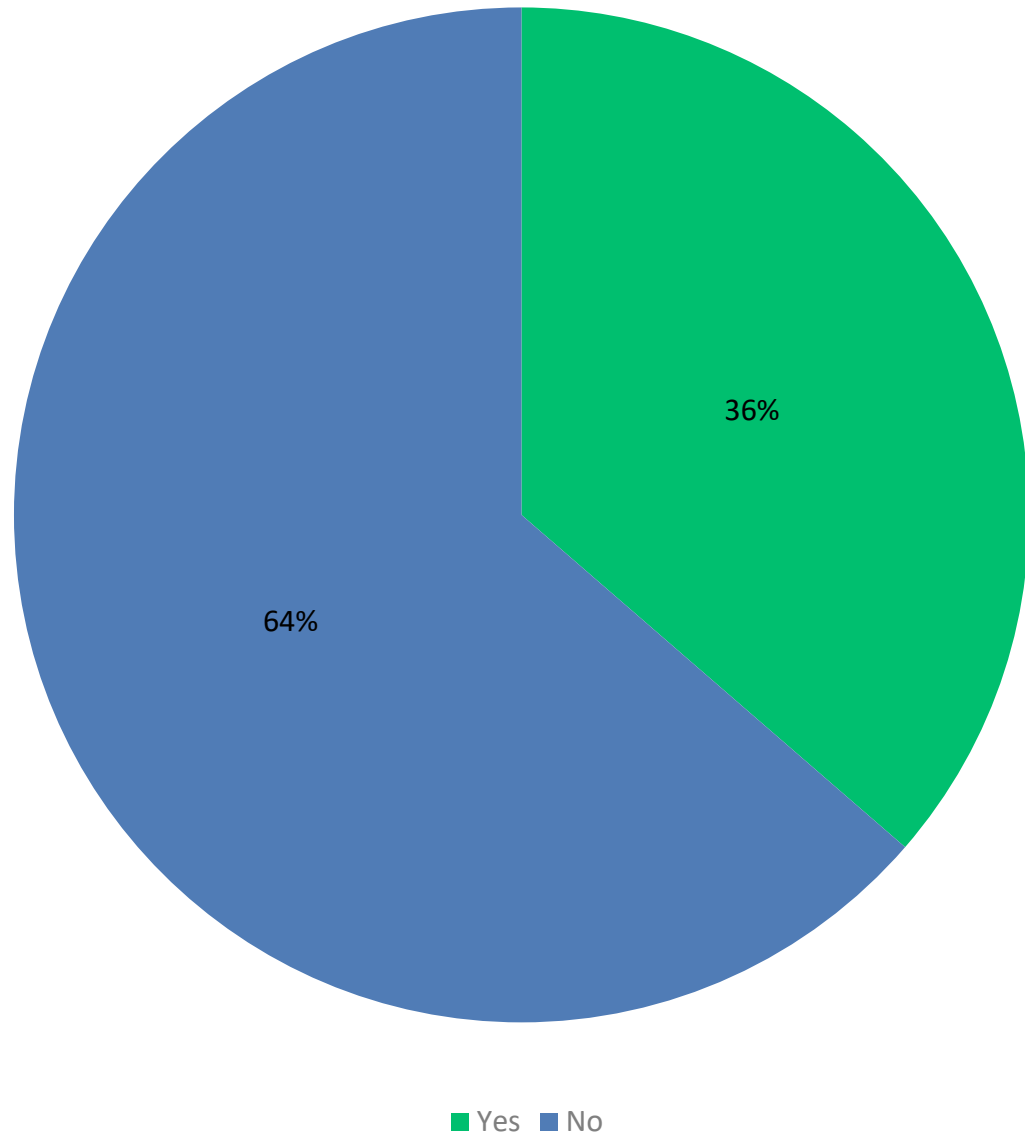
Q22: Does your firm compensate staff differently according to whether they work from home regularly or offer different benefits?

Answered: 41 Skipped: 7



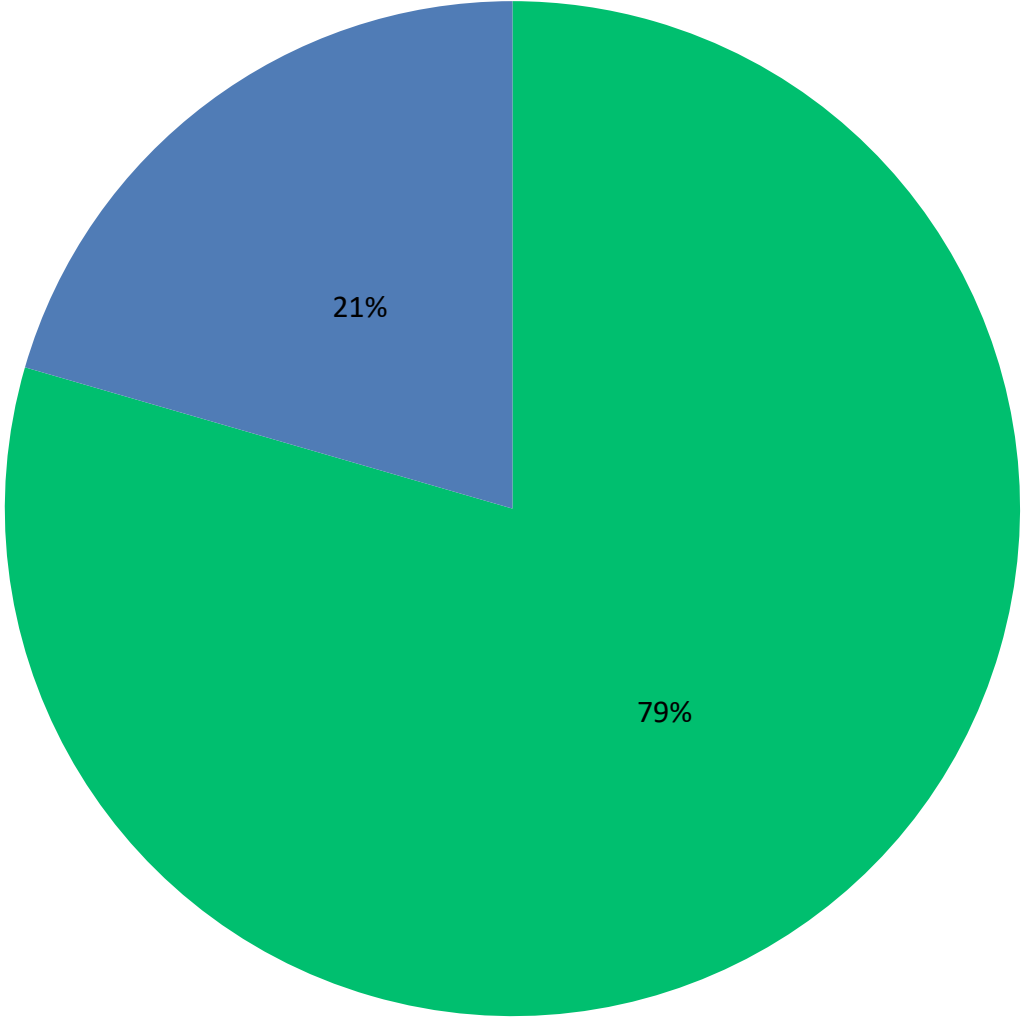
Q23: If you allow professional staff to work from home full time, will this be a factor when assessing their career prospects at your firm?

Answered: 33 Skipped: 15



Q24: How is compliance with your firm's WFH policy?

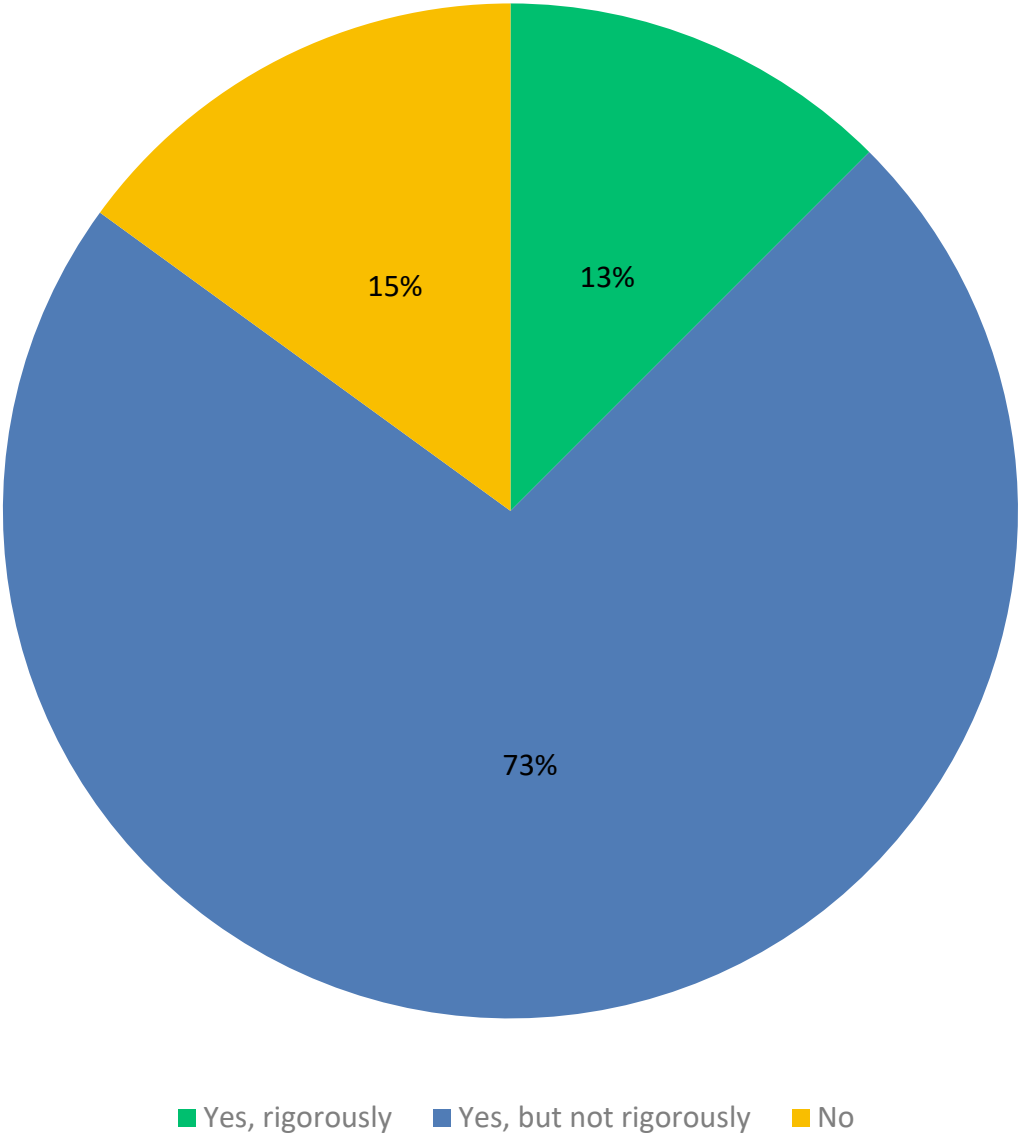
Answered: 39 Skipped: 9



- No problem: all or most staff follow the rules
- Compliance with the policy has been sub-optimal

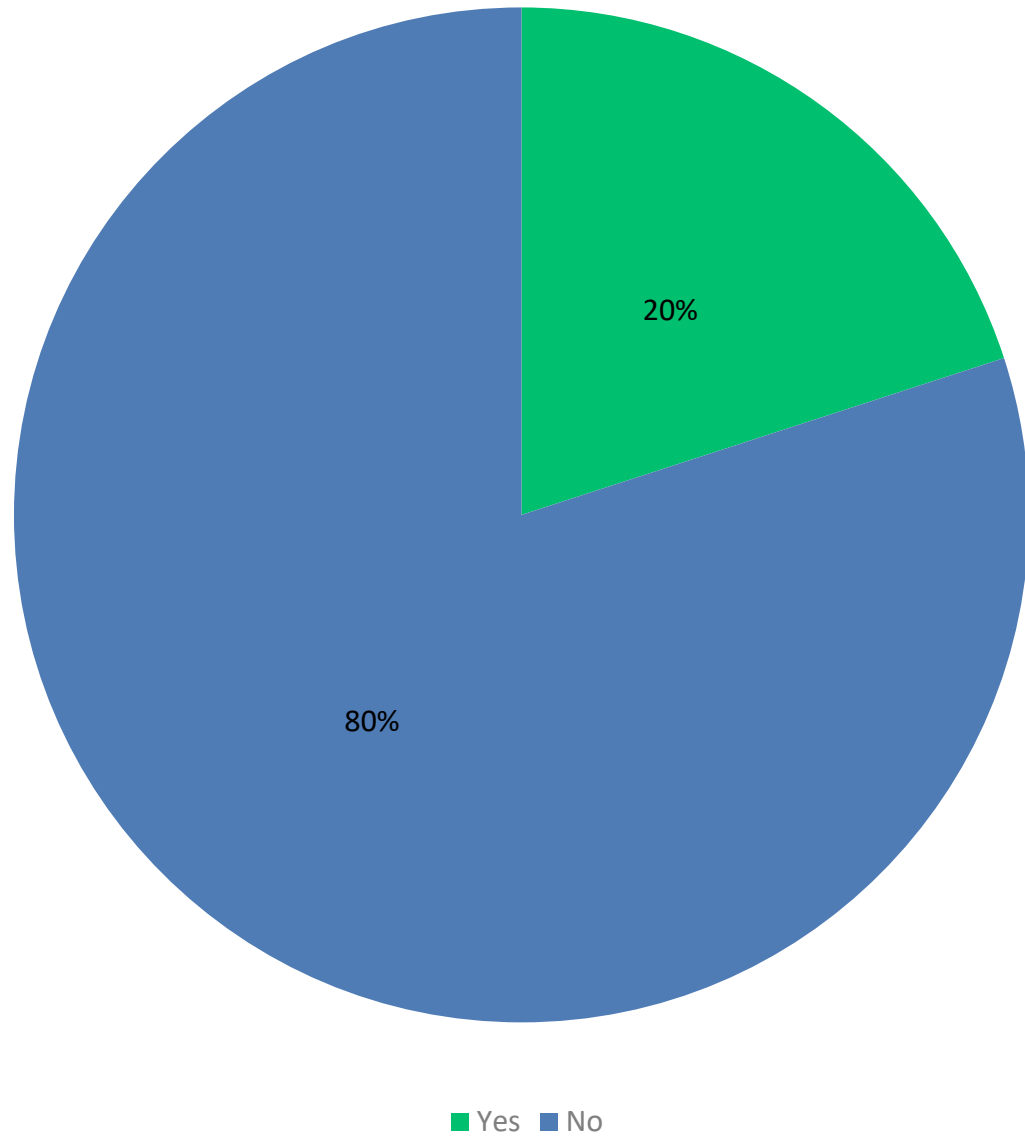
Q25: Do you monitor your staff for compliance with your WFH policy?

Answered: 40 Skipped: 8



Q26: For staff who work from home, do you have specific arrangements (e.g. software) to monitor the hours they work?

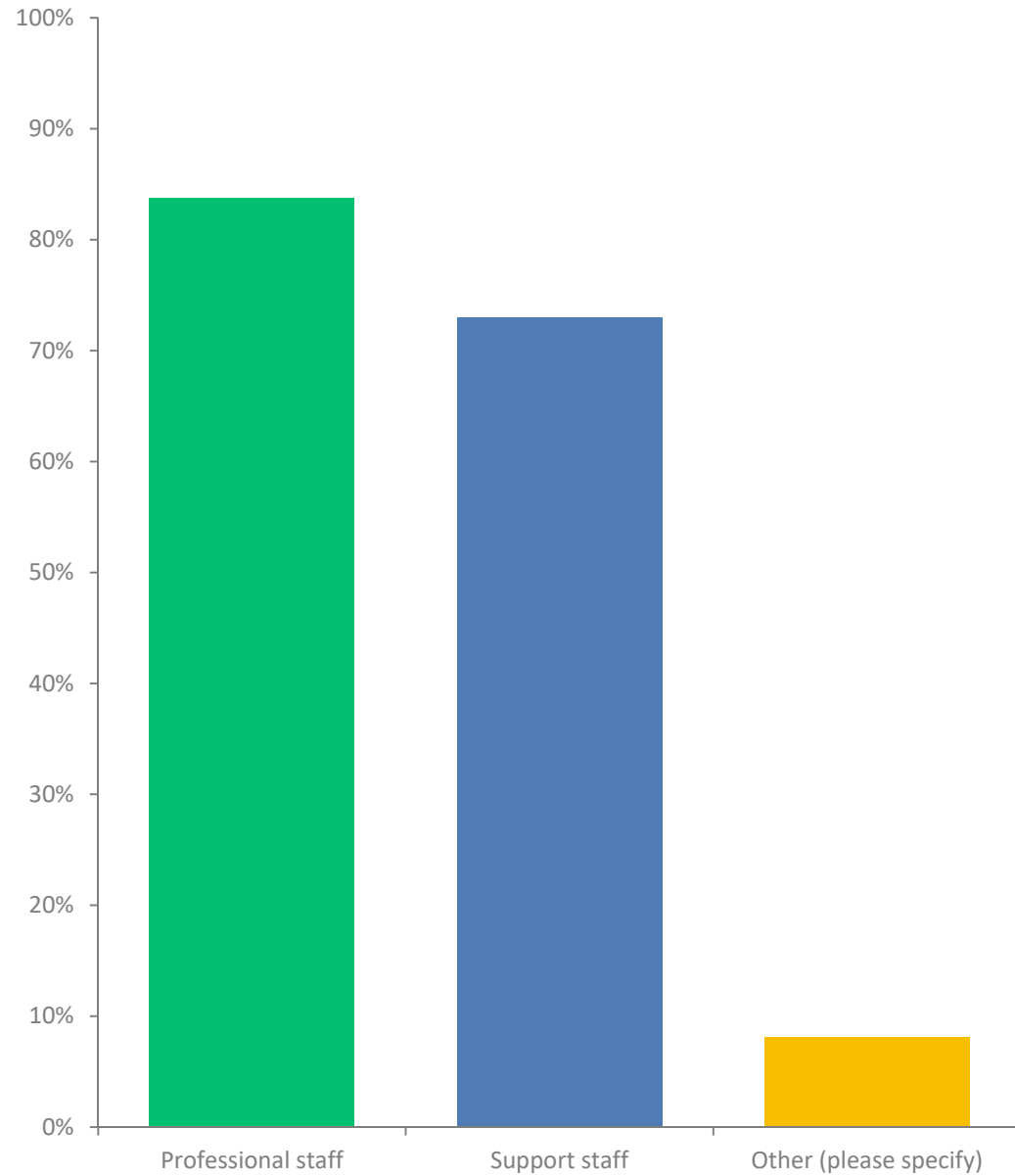
Answered: 40 Skipped: 8



Q27: Have you found the option to work from home to be a factor in recruiting or retaining

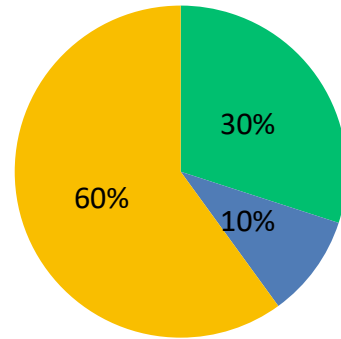
Answered: 37 Skipped: 11

“Flexibility has allowed us to recruit senior support staff. All fully trained professionals can decide how to best structure their work and that does attract professionals as well.”



Q28: Do your professional staff work more efficiently from home than in the office?

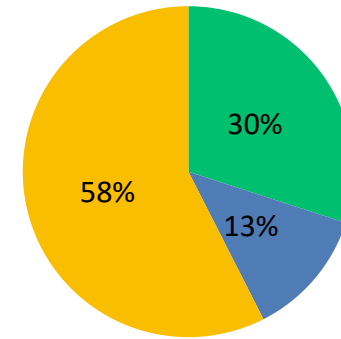
Answered: 40 Skipped: 8



■ Yes, more efficiently ■ No, less efficiently
■ No difference

Q29: Are your professional staff more productive as a result of working from home?

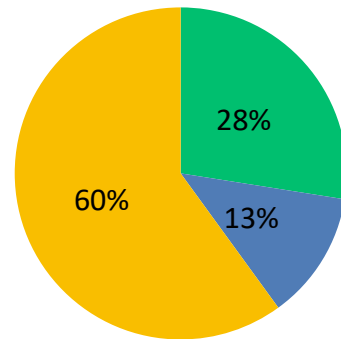
Answered: 40 Skipped: 8



■ Yes, they are more productive
■ No, they are less productive
■ No difference

Q30: Do your support staff work more or less efficiently from home?

Answered: 40 Skipped: 8



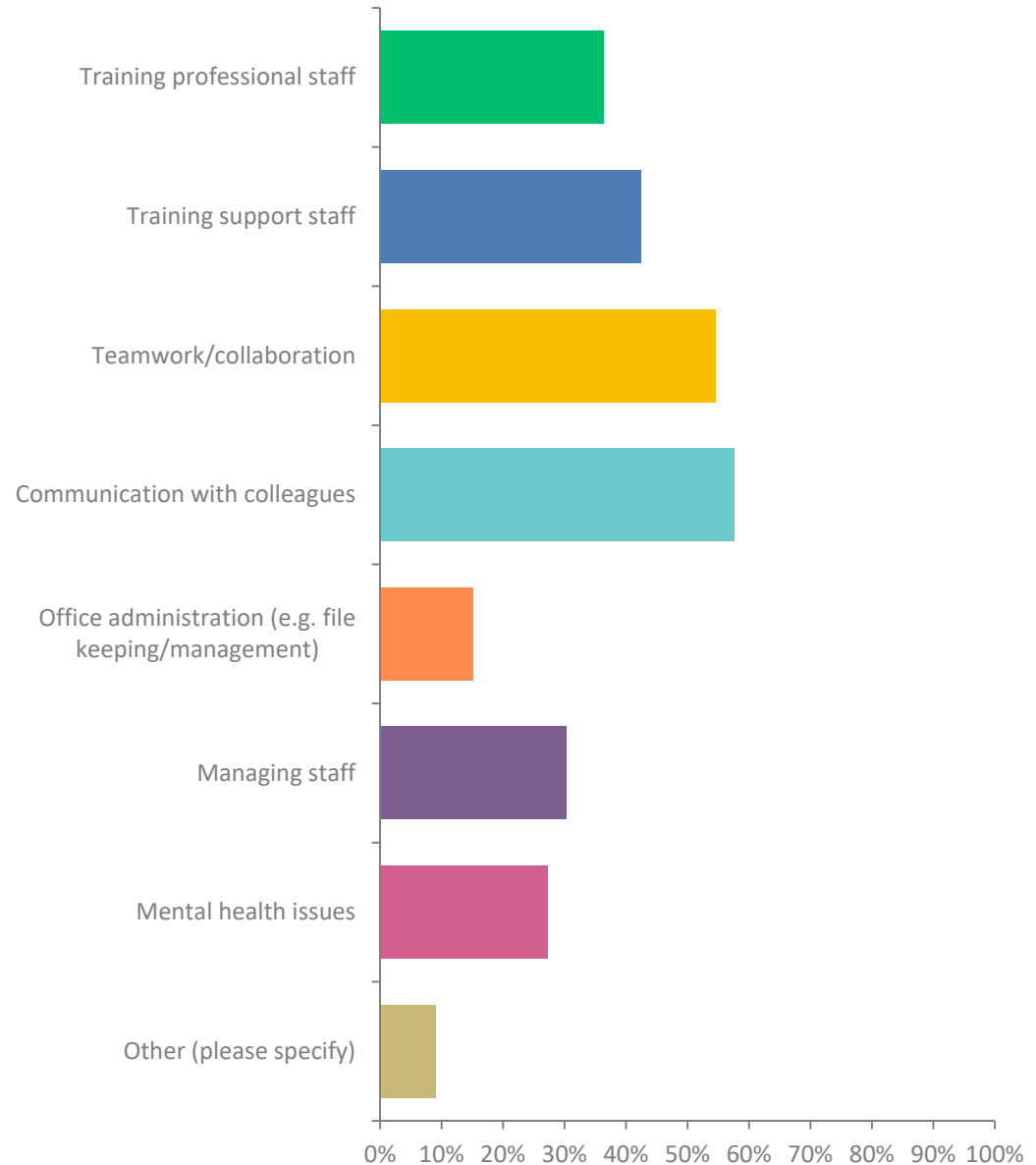
■ Yes, more efficiently ■ No, less efficiently
■ No difference

Q31: Has your firm experienced difficulties with any of the following as a result of staff working from home?

Answered: 33 Skipped: 15

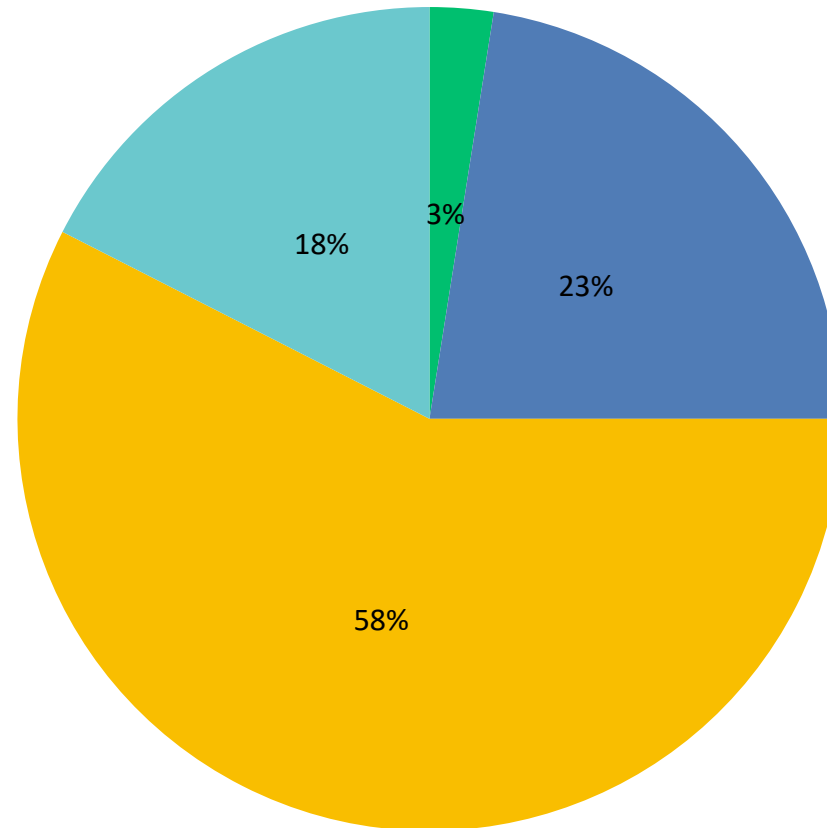
“Management of small issues is more difficult”

“It takes some effort to ensure WHF types are still connected. Creating an environment where there is very regular exchange between team members helps prevent isolation. In other firms I have encountered that isolation and it is definitely not ideal.”



Q32: Do you believe your firm's culture/cohesiveness has changed as a result of staff working from home?

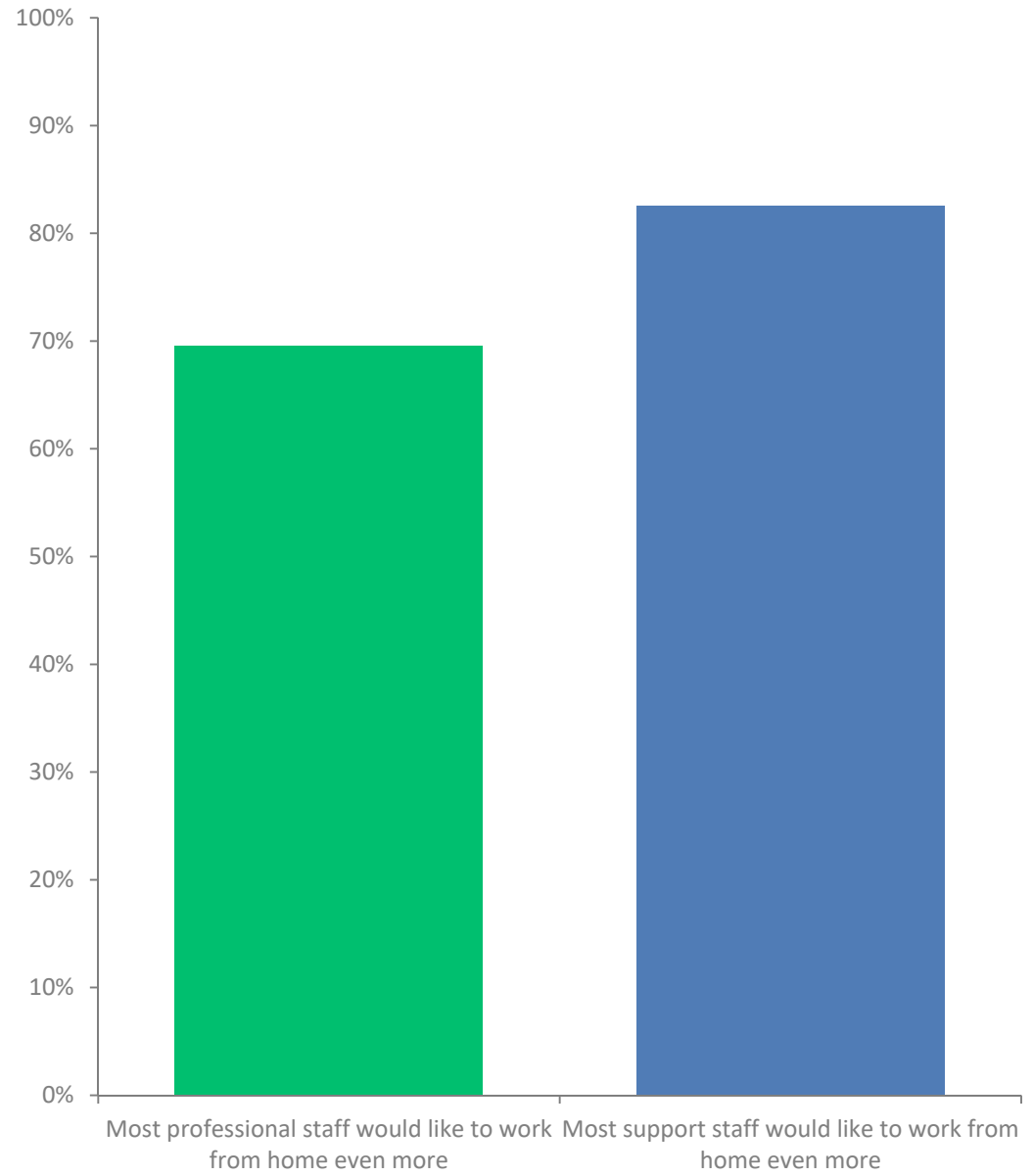
Answered: 40 Skipped: 8



- Yes, we have a stronger firm culture/cohesiveness now
- Yes, working from home has been detrimental to our firm's culture/cohesiveness
- Culture/cohesiveness has changed but not for better or worse; just different
- No real change

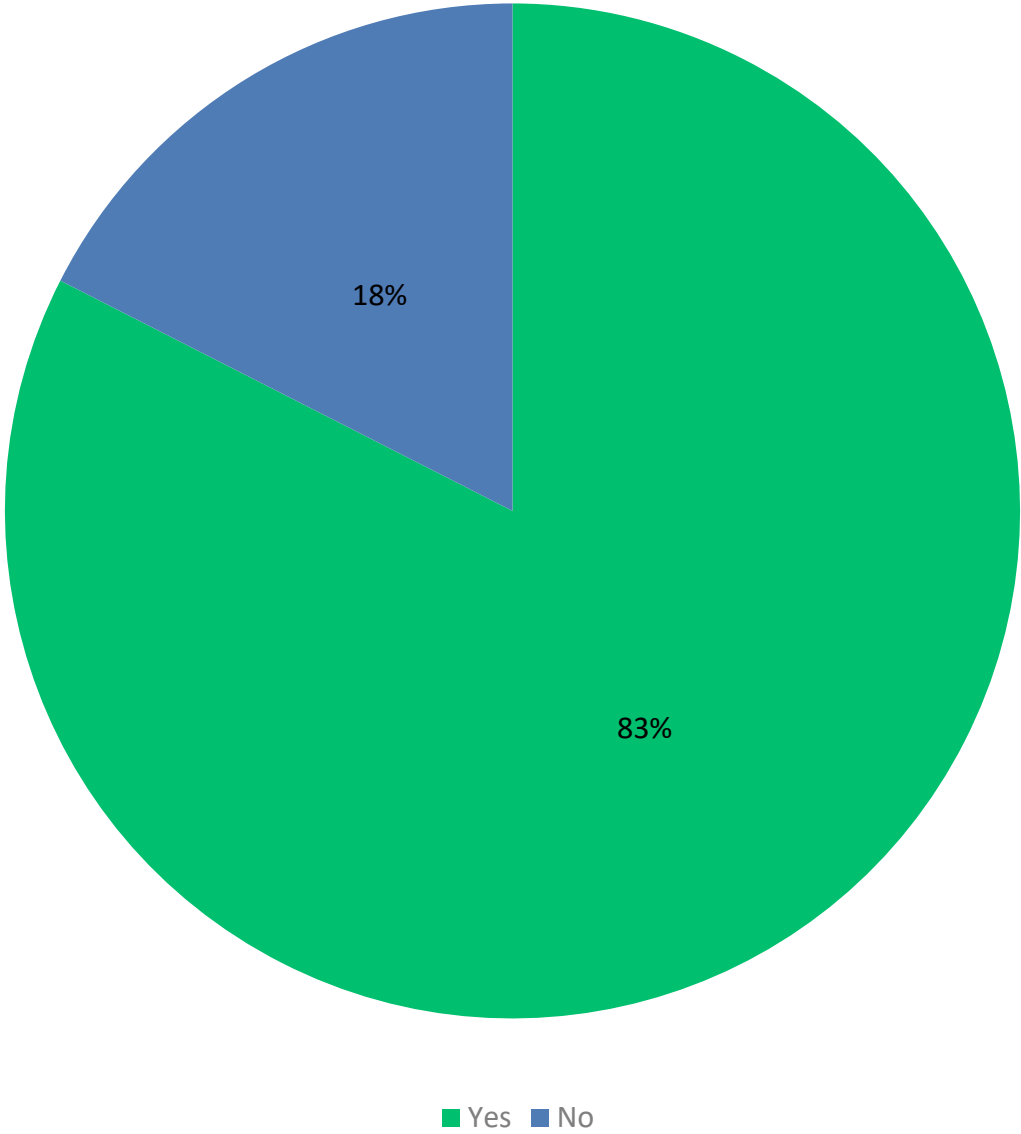
Q33: Thinking about your current WFH policy, do you believe:

Answered: 23 Skipped: 25



Q34: Are you satisfied with your firm's current WFH policy?

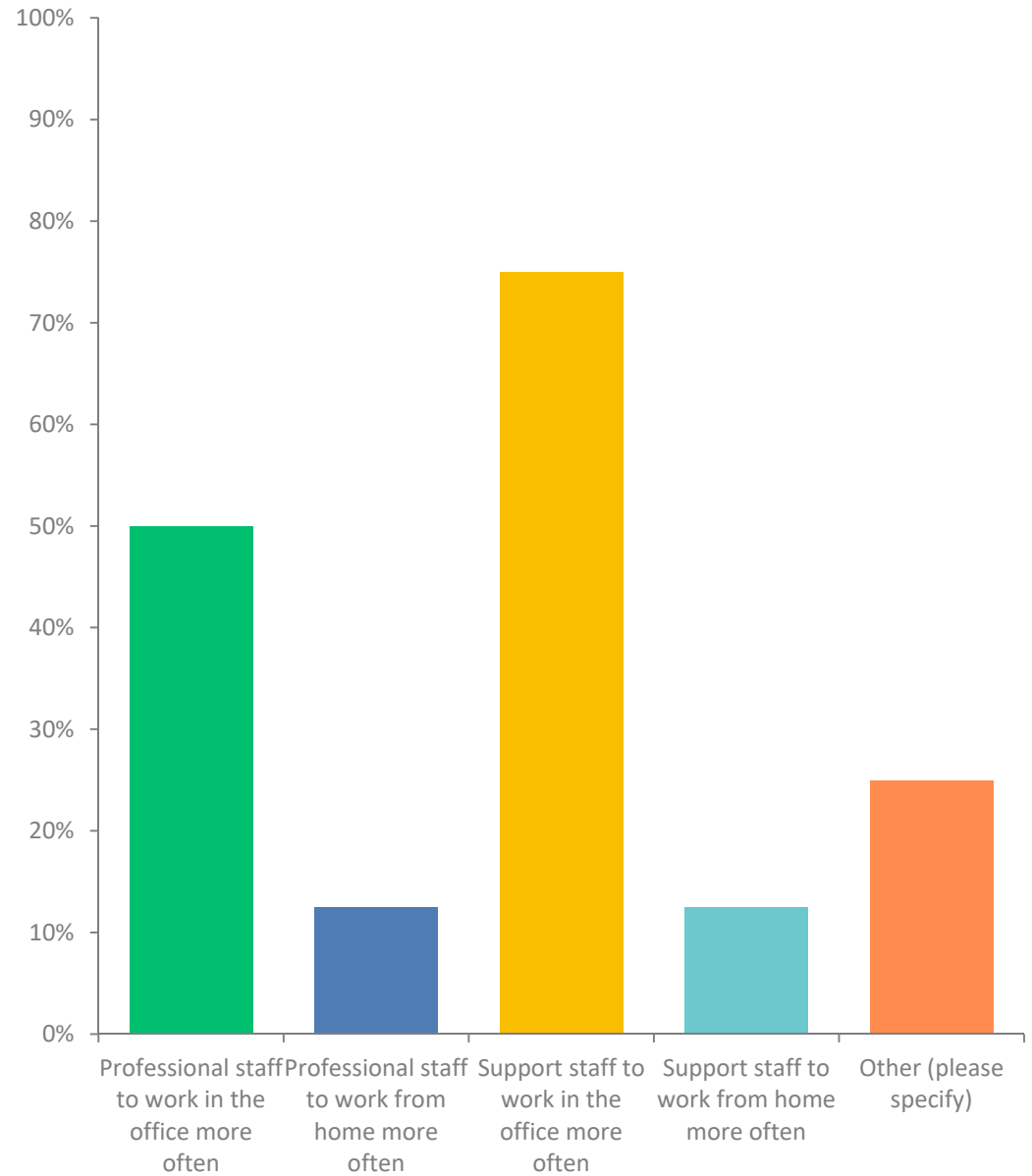
Answered: 40 Skipped: 8



Q35: If you answered "no" to Q34, how would you like your WFH policy to be changed? Otherwise, go to Q36.

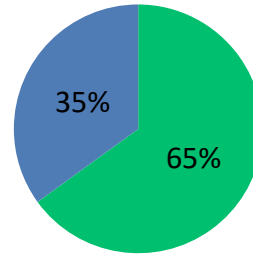
Answered: 8 Skipped: 40

"Need to encourage cohesiveness and support mental health"



Q36: Thinking about the future, do you plan to reduce the amount of office space you have in view of staff working from home?

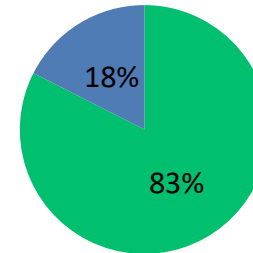
Answered: 40 Skipped: 8



■ Yes ■ No

Q37: Still thinking about the future, do you plan to change how you will utilise your office space as a result of staff working from home?

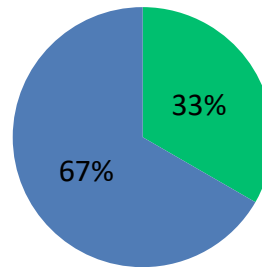
Answered: 40 Skipped: 8



■ Yes ■ No

Q38: Do you consider that your firm's WFH policy will allow you to reduce the proportion of support staff or will you need more support staff?

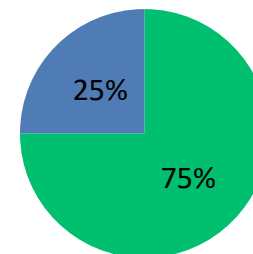
Answered: 15 Skipped: 33



■ We will need more support staff
■ We will need fewer support staff

Q39: Do you consider that your firm's WFH policy will allow you to reduce your running costs?

Answered: 40 Skipped: 8

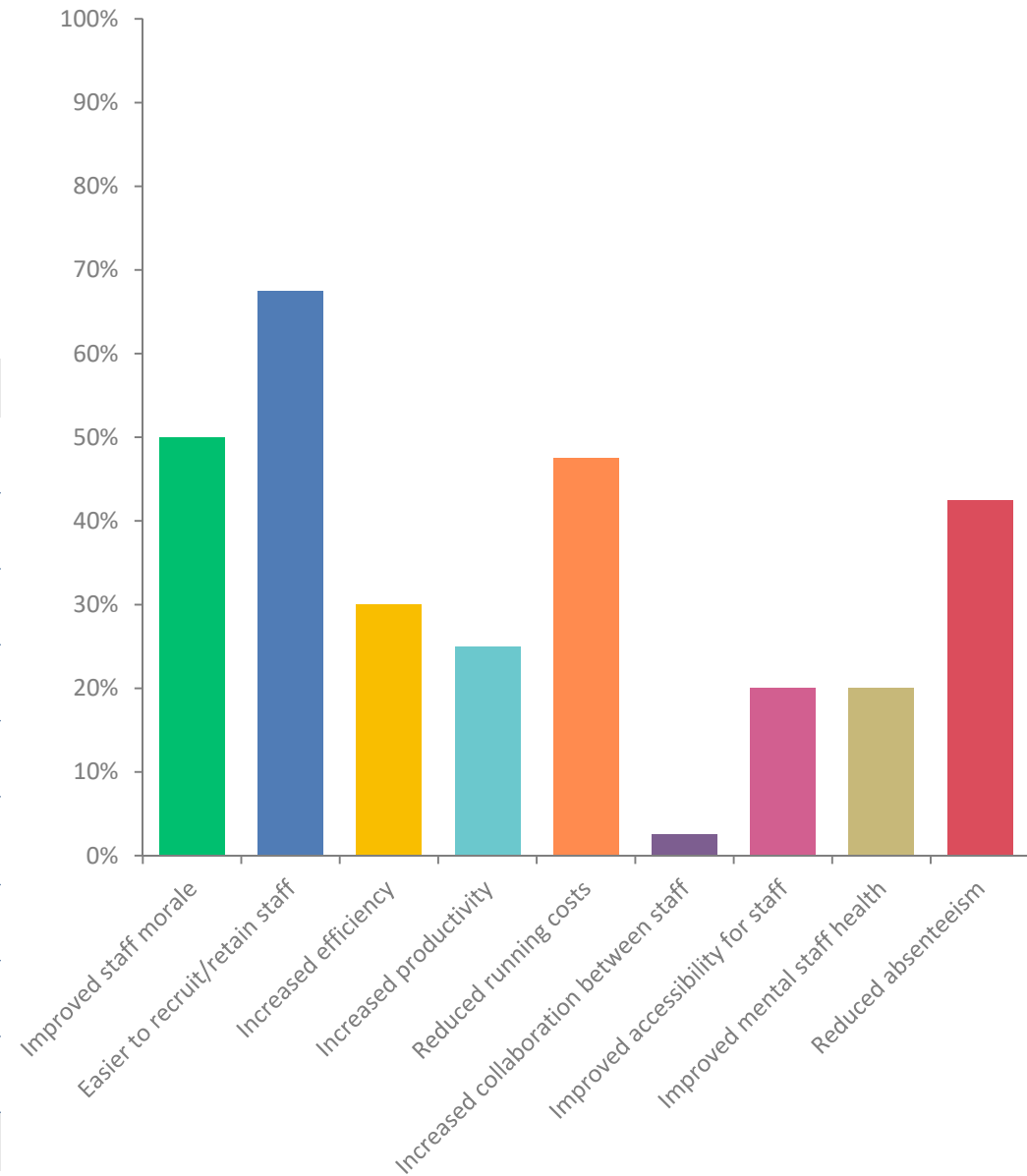


■ Yes ■ No

Q40: What do you consider to be the main benefits of your current WFH policy for your firm?

Answered: 40 Skipped: 8

ANSWER CHOICES	RESPONSES	
Improved staff morale	50.0%	20
Easier to recruit/retain staff	67.50%	27
Increased efficiency	30.0%	12
Increased productivity	25.00%	10
Reduced running costs	47.50%	19
Increased collaboration between staff	2.50%	1
Improved accessibility for staff	20.0%	8
Improved mental staff health	20.0%	8
Reduced absenteeism	42.50%	17
TOTAL		122



Q41: What do you consider to be the main disadvantages of your firm's current WFH policy?

Answered: 39 Skipped: 9

ANSWER CHOICES	RESPONSES	
Weaker firm culture	51.28%	20
Decreased efficiency	12.82%	5
Decreased productivity	10.26%	4
Increased running costs	2.56%	1
Makes collaboration with colleagues more difficult	79.49%	31
Makes training more difficult	66.67%	26
Increases management burden/costs	28.21%	11
Increases risk of mental health issues	33.33%	13
TOTAL		111

