



# Making hybrid working actually work:

The infrastructure that nobody talks about



∞ Meta

CHUBB®

Google

BANK OF AMERICA 

FedEx

NHS

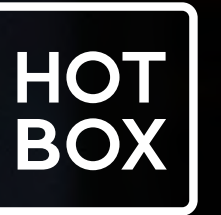
  
HM Revenue  
& Customs



GSK

Trusted by global brands.

Work your way, anywhere.



## Introduction:

Right, let's be honest. Most organisations say they're hybrid now. But in most cases, the reality is, they've reduced the desks in the office, told everyone to hotdesk, and hoped for the best.

The result? People lugging their stuff around in whatever bag they can find. Desks covered in abandoned chargers and half-eaten sandwich crumbs. Clear desk policies that everyone ignores. Lockers that sit empty because, "they're a faff".

Here's the thing: hybrid working isn't the problem. The problem is that nobody has thought about the infrastructure to make it work. And by infrastructure, we don't mean booking systems and desk ratios. We mean the stuff people actually need to move around easily without losing their mind, or their things.



Here's where most hybrid set ups are going wrong, and how to fix it >

Work your way, anywhere.

## Why most hybrid policies **don't work.**

Most organisations focus on desk ratios and booking systems, then wonder why adoption is low.

What are three things that effective hybrid workplaces need?



Secure storage that people actually use **(not lockers that gather dust)**

Portable workspace tools **(so moving between spaces isn't a logistical nightmare)**

Clear desk compliance **(without making it a daily battle)**



**Around 28%** of workers are hybrid working, but here's the kicker: less than half of workers believe they're more productive in a hot-desk environment than at their own personal workstation.

**Why?** Because they've been given the policy without the tools to make it work.

**Think about it:** You've just reduced your desks from 500 to 350. Great for the property costs. But where are people supposed to put their stuff? How are they going to carry it all around the office? How are they meant to set up quickly at any desk? And why would they bother coming in if it's going to take them 15 minutes just to get sorted each morning?

Work your way, anywhere.

# The locker **problem.**

(why these big investments so often sit empty)

Storage is one of the biggest complaints about hot desking. Companies install hundreds of lockers, then scratch their heads when nobody is using them.

Here are 3 common mistakes that we see:

1

## The wrong size.

Too small for laptops, chargers, keyboards, and all the other work day essentials people need (because yes, size does matter in this case).

2

## Wrong location.

Lockers have been put in the basement or three floors away from where people actually work.

3

## No system for moving between locker and desk.

People have to carry everything loose or in their bags like they've just done the weekly shop.

HOT  
BOX

The fix? Storage that's portable.

People use lockers when they can grab everything in one go and set up quickly at any desk. Not when they have to make three trips juggling a laptop, mouse, notebook, water bottle, and their dignity.

We've seen locker usage shoot up when companies give people proper desk caddies. Suddenly, packing up takes 30 seconds instead of 10 minutes, and you can carry everything with you easily.



Work your way, anywhere.

# Clear desk policies that actually work.

Clear desk policies fail because they rely on willpower.



“

Please clear your desk at the end of each day.

(the usual approach)



Here's why this doesn't work:

It takes 10-15 minutes to pack everything away properly

There is nowhere obvious to put things

Setting up again the next day takes another 10 minutes

People ignore the policy because it's too much hassle

**The fix:** Make it stupidly easy.

When someone has a caddy that holds everything and can be grabbed in 30 seconds, clear desks become automatic. It's not about enforcing the policy harder - it's about removing the friction.

**Think about it like this:** if doing the right thing takes 30 seconds, most people will do it. If it takes 15 minutes and three trips to a locker that's ages away, they won't. It's human nature.

Work your way, anywhere.

# The ergonomics **gap.**

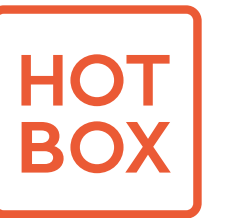
(why you're creating an office of Quasimodo's)

Hot desking can create a massive ergonomics problem that nobody talks about.

**The issue:** Every person needs their laptop at a different height for comfortable working. When you're sharing desks, people forget to adjust the setup. They just hunch over and crack on.

**The cost:** Increased sick days, Musculoskeletal complaints, reduced productivity, and a workforce that is quietly in pain.

**The fix:** Portable ergonomic solutions. Laptop risers that people can carry with them, not fixed equipment that only works for one person (who's probably working from home that day anyway)



Source:  
<https://www.magic-office.co.uk/blog/maximizing-productivity-in-uk-offices-are-ergonomics-the-game-changer-for-office-managers>

480,000

work related musculoskeletal disorders cases accounted for in 2019/20.



Source:  
<https://pmc.ncbi.nlm.nih.gov/articles/PMC8047279/>

71.9%

of office workers experience work-related MSK disorders, with the lower back, wrists/hands, and shoulders being the most affected areas in a recent study.

Work your way, anywhere.



# So, what actually makes **hybrid work**?

## 1 Storage that people actually use.

Not just lockers. A system that makes it easy to store and retrieve everything quickly. If it takes longer than 60 seconds, it's not fit for purpose.

## 2 A portable workspace setup.

Everything they need (laptop riser, storage for daily work essentials, organised compartments) that moves with them. Not "bring your own random bag and hope for the best."

## 3 Frictionless movement.

From locker to desk to meeting room to breakout space - no juggling, no trips back and forth, no sweating because you're carrying your entire office setup like you're moving house.

## 4 Personal ownership.

Even in shared spaces, people need something that's theirs. A personalised caddy or bag gives them that anchor. Employees want to adjust their workstation according to their personal preferences. Having something that's theirs fosters key emotional connection.



Work your way, anywhere.

# If hybrid working is the goal, start with infrastructure, **not policies.**

Before you redesign your office and start sending stern emails about clear desks, take stock and ask yourself, *“are we giving people the tools to work the way we are asking them to?”*

- ✓ Storage that's portable.
- ✓ Ergonomic workspaces they can set up in seconds.
- ✓ Something that's theirs, even in a shared space.

That's what makes hybrid actually work. Not another policy. Not another booking system. Just decent infrastructure that doesn't make people want to stay at home forever.



**Want to see how these tips work in practice?**

Book a demo to see how Hotbox products can transform your hybrid workplace, or have a chat with us about your specific setup and challenges.

**Our goal?**

To help you make your workspace work, effortlessly.

Work your way, anywhere.

# Hybrid working by numbers.

(Spoiler: everyone's doing it)

Europe

## 44%

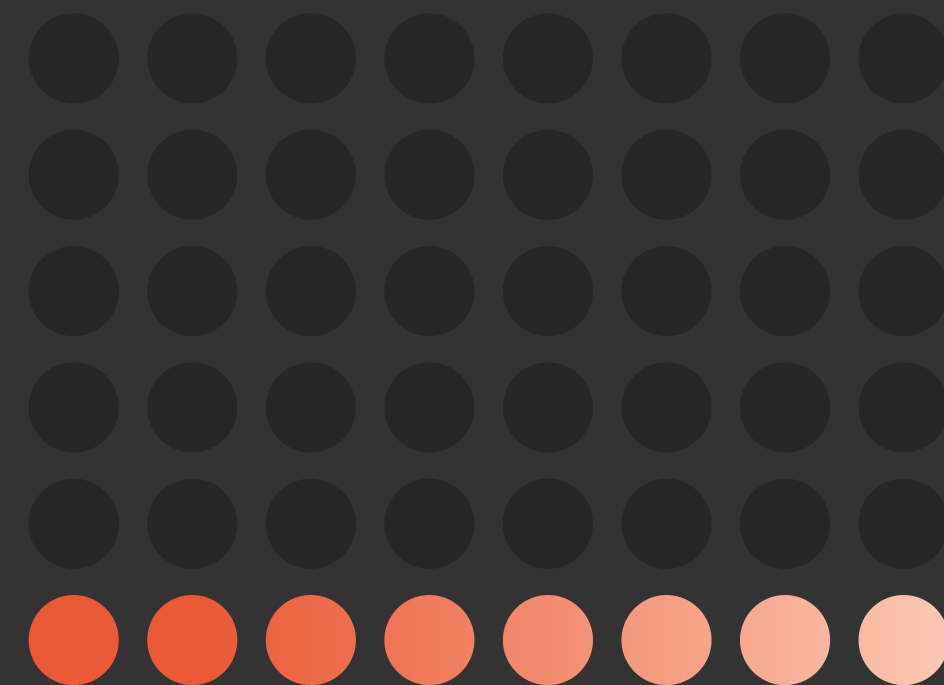
of telework workers were in hybrid working roles in 2024.



Europe

## 21%

of European employees worked from home between 2-4 days a week in 2025.



United Kingdom

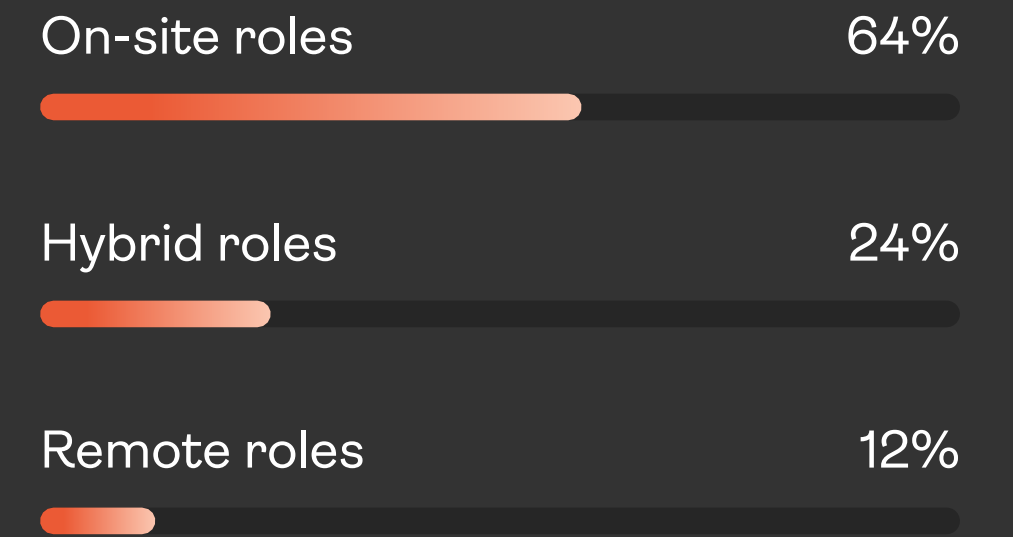
## +28%

of working adults in Great Britain hybrid worked between January and March 2025.



United States

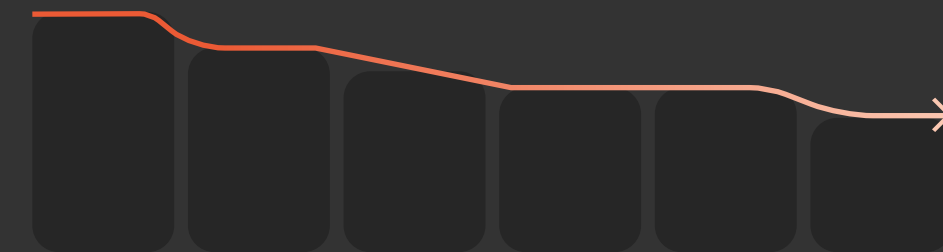
Within Q3 2025, 24% of new U.S. job ads are for hybrid roles, while 12% are fully remote.



United Kingdom

## 74% ↓

of organisations say they have hybrid working in place, reduced slightly from 84% in 2023.



United States

## 2.3 days

is the average time hybrid workers spend in the office per week.





Ready to transform the workspaces of tomorrow?

[support@behotbox.com](mailto:support@behotbox.com)

[behotbox.com](https://behotbox.com)

+44 (0) 118 334 2038



Work your way, anywhere.