



CGA
BUSINESS
CONFIDENCE SURVEY

IN PARTNERSHIP WITH



Summary

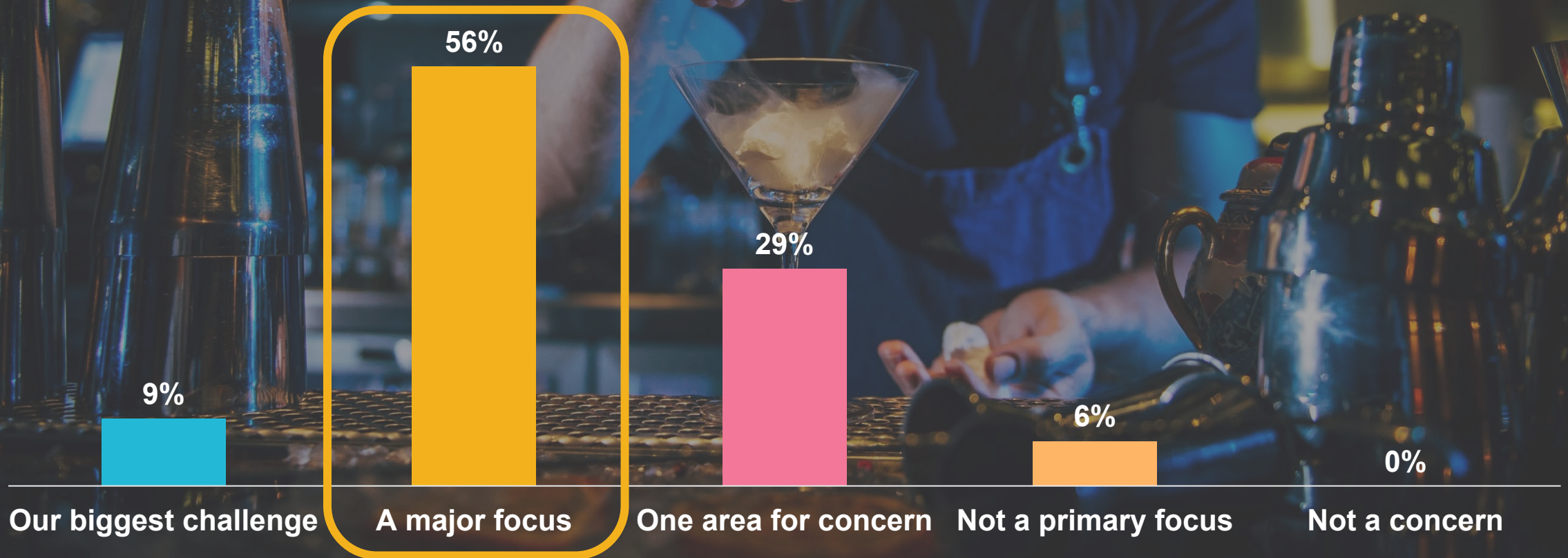
- Main focuses for Business Leaders over the next 12 months are employee retention, reducing food waste and sustainability.
- Common methods of improving employee retention are the introduction of work perks and additional training opportunities.
- Although it was agreed that reducing food waste is not the biggest concern, with issues such as Brexit to contend with, it is considered to be one area of focus.
- Menu engineering is the most popular way Business Leaders reduce food waste across their organisations.
- Sustainability is a priority in the industry, with most of the larger organisations actively working on initiatives.

Summary

- Smaller organisations agree that improving employee retention is of great importance, but often struggle to compete with larger businesses who are more likely to offer perks such as high street discounts and gym memberships.
- Whilst smaller organisations also consider sustainability a priority, many struggle to dedicate the time or money required at present.
- Key theme of smaller businesses wanting to prioritise employee retention, sustainability and reducing food waste but not being able to dedicate the same level of resource as their larger competitors.

Leaders' to place great emphasis on improving employee retention over the next 12 months

How big a challenge for your business is improving employee retention over the next 12 months?



Leaders predominantly focusing on additional training and work perks to retain staff across the sector, with drinks led businesses less willing to increase wages

How are you looking to positively influence employee retention?



Many Business Leaders are taking advantage of technology to increase staff retention

*How are you looking to positively influence employee retention?
How organisations are using technology to streamline employee experiences:*

Upgrading
HR
systems

Training via
Flow and CPL

Improving
communication
tools

Gamified
training

Launching new
apps for staff
scheduling/payslips
/holidays

Wagestream

High street discounts for staff are top choice for Business Leaders

You have said that you are looking to positively influence employee retention through work perks. Which of the following work perks are you planning to introduce, or have already introduced?

40%

On-demand pay

57%

High street discounts

40%

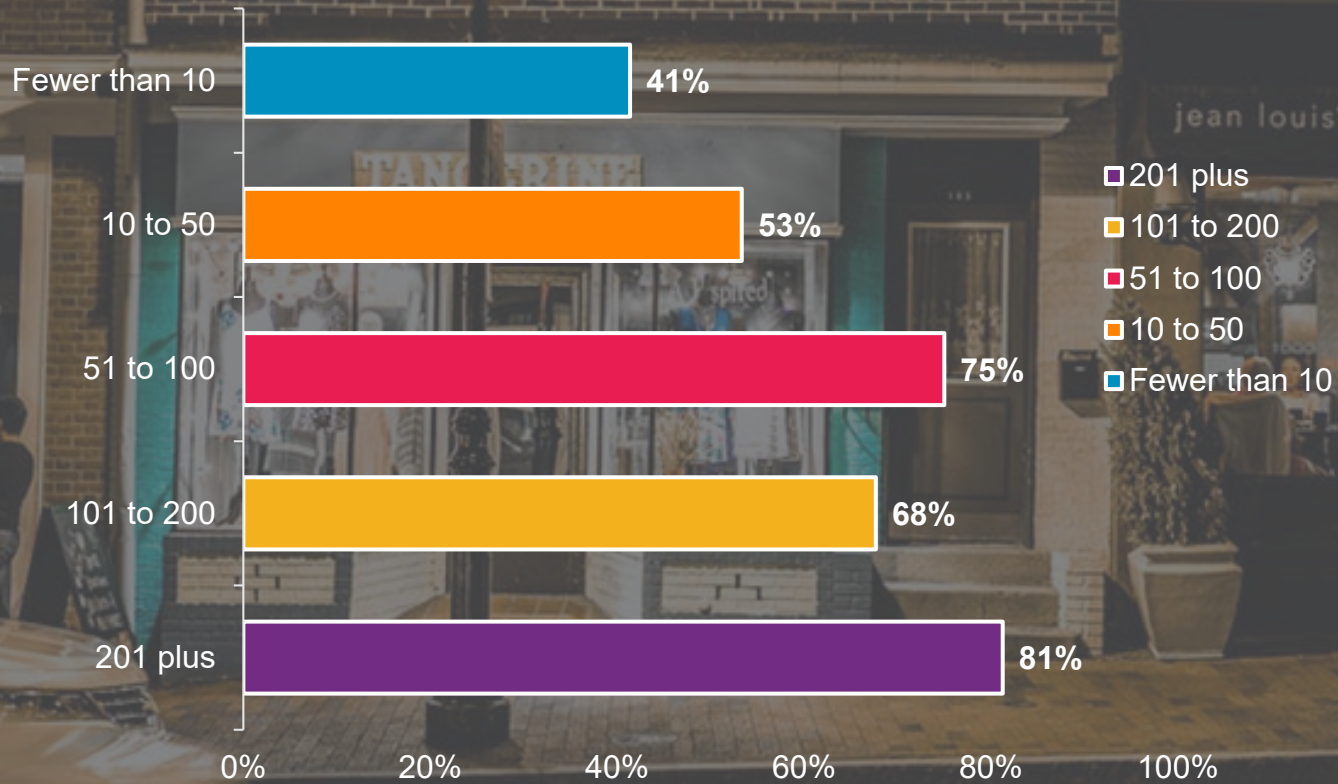
Discounted/free gym membership

40%

Other

Larger organisations are more likely than smaller businesses to offer high street discount as a work perk

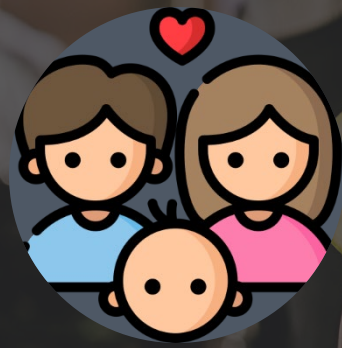
81% of Leaders who manage over 201 sites offer employees high street discount, compared to 41% of Leaders who oversee fewer than 10 sites



Which of the following work perks are you planning to introduce, or have already introduced? – Other, please specify:



Focus on mental health



Childcare vouchers



Staff socials



Flexible working



Incentives



Health insurance



Chef development



Free food/drinks



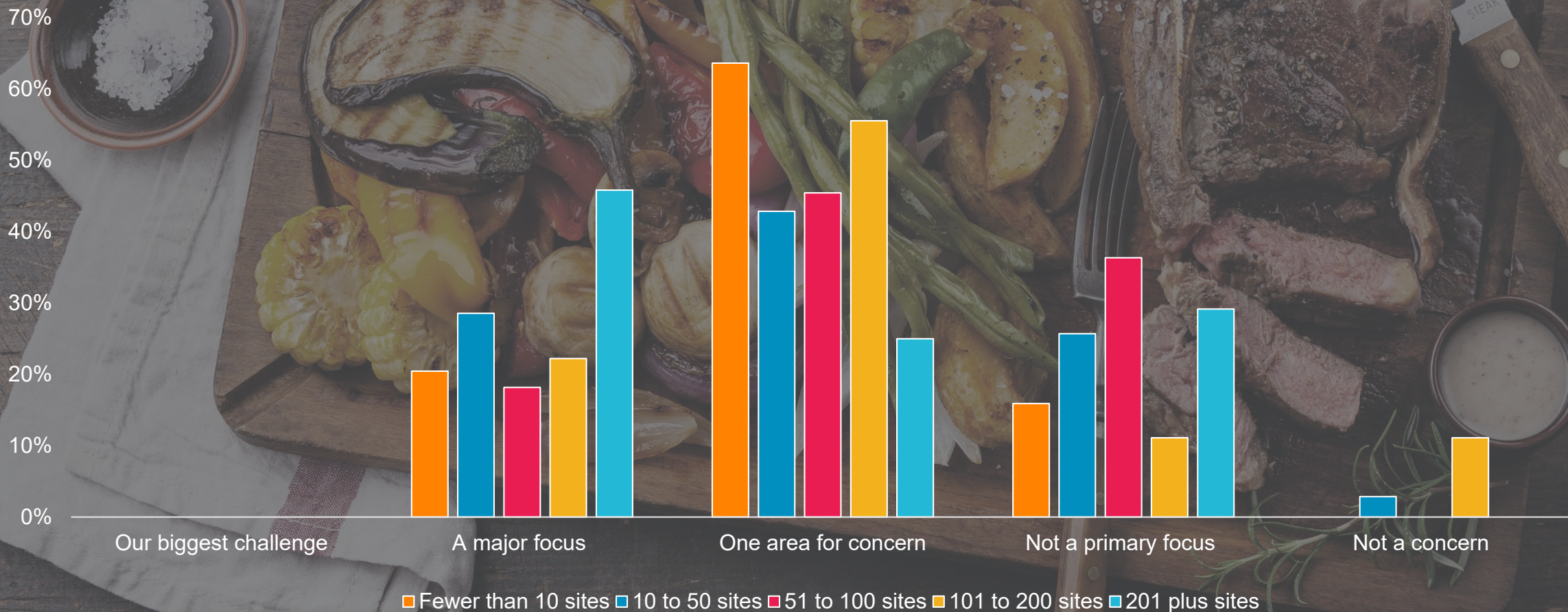
Cycle to work



Perkbox platforms

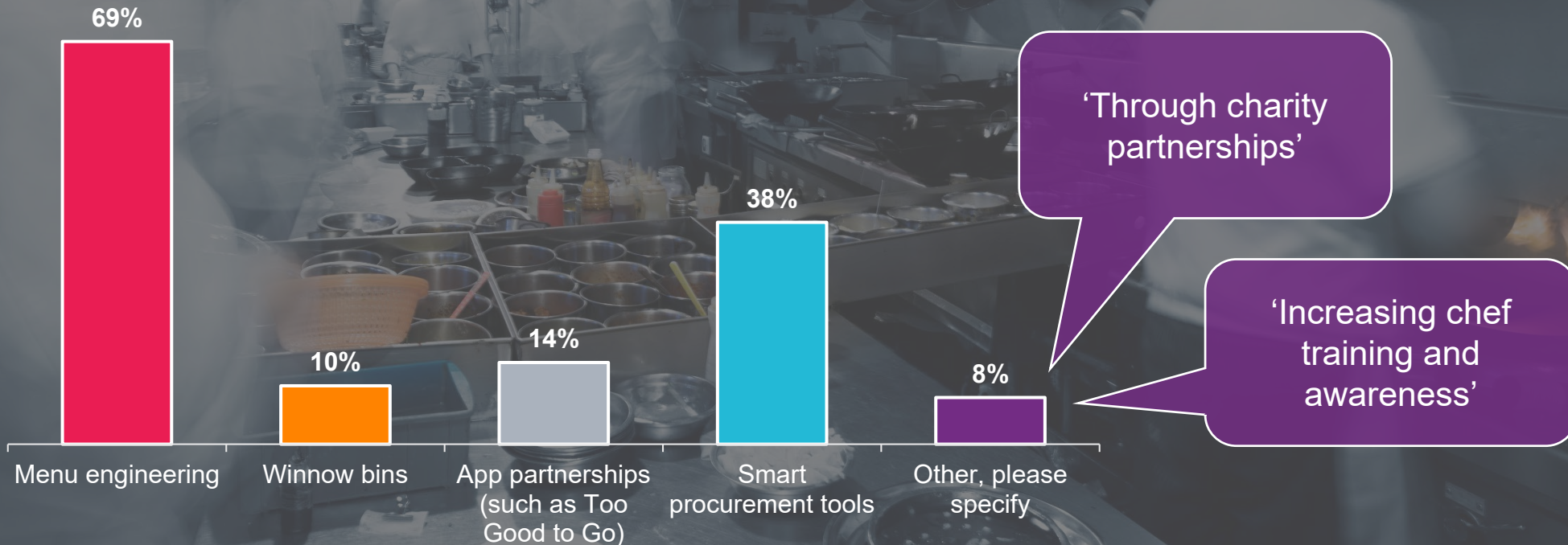
No matter how many sites within the organisation, reducing food waste is not the biggest challenge Leaders will face in the next 12 months

How big a challenge for your business is reducing food waste over the next 12 months?



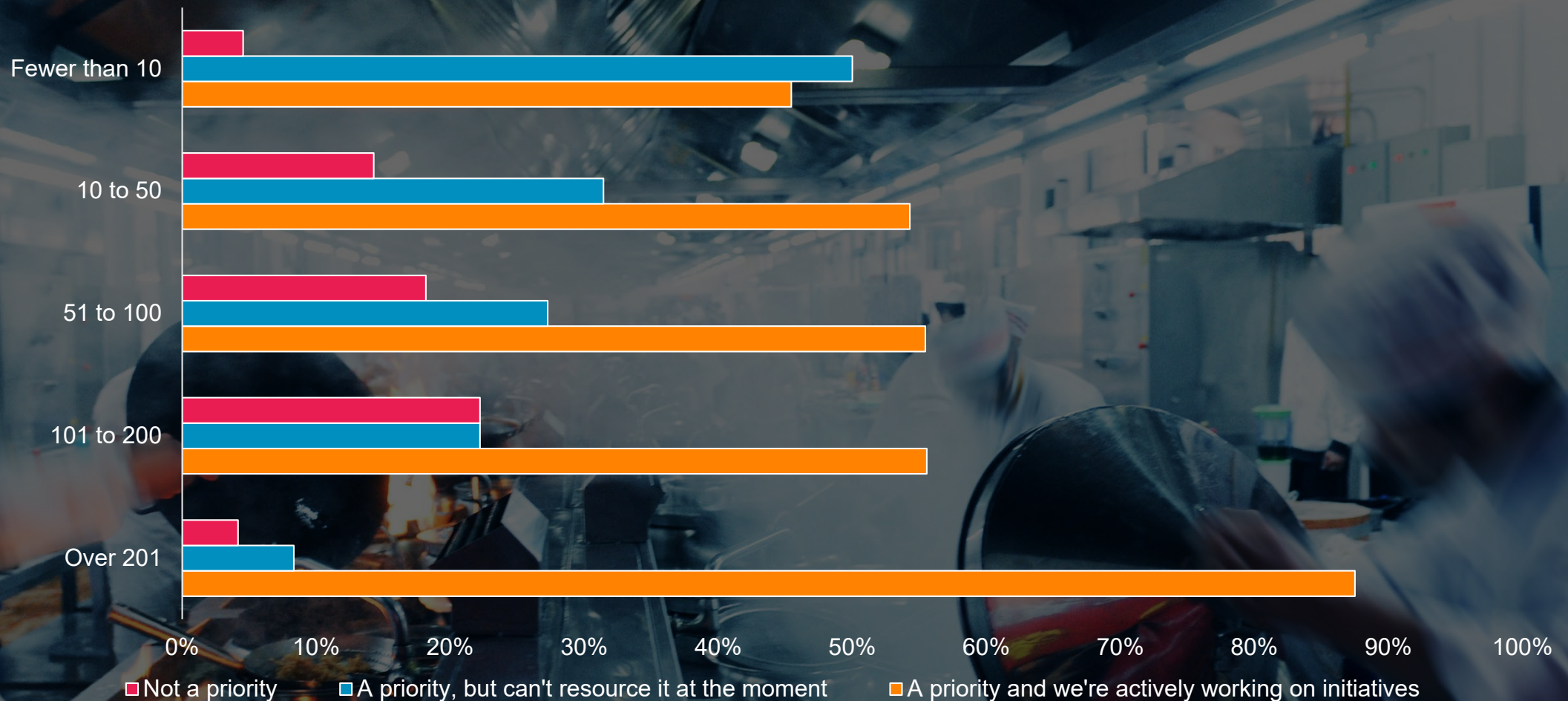
The majority of Business Leaders will turn to menu engineering to reduce their food waste

You have said that reducing food waste is a focus for your business over the next 12 months. How are you planning to tackle this?



Sustainability is important to all size organisations, particularly to those with over 201 sites. Smaller businesses are struggling to find the resources

How much of a priority is sustainability to your organisation?



Vast majority of Business Leaders allocating at least similar levels of resource to sustainability, if not more than the previous 12 months

Over the past 12 months, how has resource dedicated to sustainability initiatives changed?

