

TWO THIRDS OF TRAVELLING BRITS HEAR CONFIDENTIAL BUSINESS INFORMATION LEAKED BY FRAZZLED BLACKBERRY GENERATION

** Regus calls for organisations to provide access to professional and safe drop-in offices, as research reveals one in six professionals on the move have been forced to work in public bathrooms **

LONDON, MONDAY 16TH JUNE, 2008: Over two thirds of Brits travelling on business have eavesdropped on someone else's confidential business conversation and over a third have caught sight of sensitive documents or information on laptops, due to the rise in travelling professionals working in public places. Worryingly, over 10 per cent of these people have been able to use this information for their own business purposes. These are some of the findings of new independent research by Regus - the world's largest provider of flexible workplace solutions - as it launches its new Businessworld membership card service that allows travelling professionals to drop into safe, professional serviced offices when working 'on the go'.

The survey shows that almost half of travelling British professionals now spend at least half a day per week or more working in a public place, and just under half face the dilemma of needing a private place to make phone calls, or use proper office facilities, when travelling with work.

The international survey of 1000 respondents in the USA and UK also revealed that remote working has led to a growing professional culture where business is conducted in strange and inappropriate locations. British travelling professionals can find it so hard to find a place to work that one in six have resorted to working from toilets, over half in pubs and almost two thirds in busy restaurants.

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Kurt Mroncz, UK Sales and Marketing Director, comments: “Many organisations just don’t realise the staggering problems which their staff face when out on the road. From a dangerous lack of privacy to difficult and absurd working environments, business travellers are often put in impossible positions as they try to carry out their professional role.

“Our new Businessworld membership card programme has been developed to solve this - people can drop into a professional and secure environment across our 950 locations globally, where they have excellent office resources at their fingertips.”

David Porter, Head of Security and Risk at specialist business and technology consultancy, Detica, says: “These findings point to a significant vulnerability in British corporate security. The growing tide of professionals expected to work ‘on the hoof’ without proper support, is putting the UK’s prized corporate intellectual property, trade secrets and deals at risk.

“I have overheard many sensitive conversations in trains, bars and restaurants - from lawyers discussing confidential client details to salespeople revealing key contacts. People seem to slip into a very casual security mindset when using laptops, PDAs and social networking sites. They naively think other people will not be interested or aware of what they are doing, when in reality this could not be further from the truth.”

The research identified some interesting variations in behaviour across the regions of the UK:

- The Welsh are the most likely to snoop on other people's calls with 77% admitting to listening into calls - followed by South Westerners (73%), South Easterners (71%), Londoners & Scots (68%), Midlanders (61%) with the North West remaining nobly aloof with just 52%
- Londoners are the most likely to exploit business information they have overheard - 17% of London respondents said they have used information they have overheard - compared with just 10% of North Easterners
- Over half of respondents from Wales (55%), London (50%), South East (56%), South West (67%) and Midlands (50%) admitted to working from the pub

- Londoners are the most likely to work in coffee shops (39%), perhaps because of the busy capital's cafe culture
- Scots are most likely to work from a service station or car park (32%), potentially indicating that they are more likely to have to drive longer distanced between meetings

Regus recommends the following security tips for travelling business professionals, to help keep their corporate information safe and confidential:

- When taking business calls in public, wait to discuss confidential issues over the phone until you're in a truly private place. Make clear to the person you are speaking to that you are in a place where you could be overheard and make use of project code names
- If you must work in a public places, keep documents safe in unlabelled, covered folders
- When working on laptops in public, a privacy guard can go some way to protecting your information. Password-protect your screen saver so information is hidden if you need to step away from your laptop
- If you're leaving your hotel room without your computer, lock it in the in-room safe, rather than leaving it on a desk or in your briefcase
- Join the Regus Businessworld membership programme, for the flexibility to drop into more than 950 safe, fully equipped offices, all over the world

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Notes to editors

This research was conducted by a sample of 1,000 travelling professionals in the US and UK.

Breakdown of key statistics

Corporate confidentiality

- 67 per cent of Brits travelling with work have eavesdropped on someone else's business conversation, versus 59 per cent of American professionals.
- More female professionals travelling in the UK listen into confidential conversations (71 per cent of women opposed to 67per cent of men)
- 35 per cent of travelling British professionals have caught sight of sensitive company documents, along with 34 per cent of Americans mobile professionals
- More travelling male business professionals pry at private documents (39 per cent of men opposed to 29 per cent of women)
- 13 per cent of British professionals have been able to use the information they have overheard in public versus 19 per cent of American mobile professionals

Dilemmas on the road:

- 47 per cent of British professionals travelling on business face the dilemma of needing to print documents, such as email attachments, when working on the go
- 46 per cent of British professionals face the dilemma of wanting to make a private call when on the go

Strange workplaces of British travelling professionals

- 16 per cent have worked from toilets and public bathrooms
- 51 per cent have worked from bars or pubs - more British men work from a bar or pub (57 per cent of men opposed to 42 per cent of women)
- 65 per cent have worked from busy restaurants
- 60 per cent have worked from planes or trains
- 58 per cent have worked from hotel lobbies
- 57 per cent have worked from car parks
- 46 per cent have worked from shopping centres
- 35 per cent have worked from a park or outdoor area
- 12 per cent have worked from a gym

Time British mobile professionals spend working in a public place each week:

- 48 per cent spend one to two hours working in a public place each week
- 34 per cent spend half a day (three to five hours) working in a public place each week
- 11 per cent spend a day (six to ten hours) working in a public place each week
- 8 per cent spend more than ten hours working in a public place each week
- This means that a total of 53% spend three or more hours (half a day or more) working in a public place each week

Regional breakdown

- Londoners are the most likely to work in coffee shops (39%), perhaps because of the busy capital's cafe culture
- Scots are most likely to work from a service station or car park (32%), potentially indicating that they are more likely to have to drive longer distances between meetings
- Over half of respondents from Wales (55%), London (50%), South East (56%), South West (67%) and Midlands (50%) admitted to working from the pub
- The Welsh are the most likely to snoop on other people's calls or read their e-mails with 77% admitting to listening into calls - followed by South Westerners (73%), South Easterners (71%), Londoners and Scots (68%), Midlanders (61%) with the North West remaining nobly aloof with just 52%
- Londoners are the most likely to exploit business information they have overheard or overseen - 17% of London respondents said they have used information they have overheard compared with just 10% of North Easterners

About the research

The research was conducted as an online survey in the UK and US, using GMI's omnibus panel between 28 April to 1 May 2008. GMI (Global Market Insight, Inc.) is a leading provider of integrated solutions for global market intelligence for market research firms and Global 2,000 companies and manages one of the world's largest, highly profiled, double-opted in panels, providing reach to millions of consumers in more than 200 countries and territories. Contact details for GMI in the UK: GMI, Exchange Plaza 58, Uxbridge Road, 3rd Floor, London, W5 2ST. +44(0)20 8231 0542 or online at www.gmi-mr.com or email info@gmi-mr.com.

About Regus Businessworld cards

Regus Businessworld Memberships are available to suit a range of different business requirements. Blue, gold, platinum and platinum-plus membership cards allow access to 950 Regus Business Lounges and cafes around the world, with varying levels of service excellence. For more information, visit www.regusbusinessworld.com

About The Regus Group

The Regus Group is the world's leading provider of workplace solutions, with products and services ranging from fully equipped offices to professional meeting rooms, business lounges and the largest network of videoconferencing studios. The Regus Group delivers a new way to work, whether it's from home, on the road or from an office. Clients such as Google, GlaxoSmithKline, IBM, Nokia and Accenture join thousands of growing small and medium businesses that benefit from outsourcing their office and workplace needs to The Regus Group, allowing them to focus on their core business. Over 200,000 clients a day benefit from Regus Group facilities spread across a global footprint of 950 locations in 400 cities and 70 countries, which allows individuals and companies to work wherever, however and whenever they want to. For more information, visit www.regus.com

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