

# EMPLOYEE SURVEY

SEPTEMBER 2018

Our vision is to be a company people aspire to work for, where we will always endeavour to deliver the best experience for our customers.

## SUMMARY

212

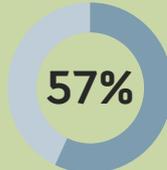
ALL RESPONSES



2018



2017



2016

WORKFORCE responses:

53% compared to 27% in 2017



Overall, all areas saw an improvement against 2017



Head office was the only division to see some areas fall compared to 2017



There are some areas where satisfaction rates were much lower for the workforce than elsewhere

## FEEDBACK

## OUTCOME

### FOCUS AREAS FOR WHOLE BUSINESS

64%	'I receive regular feedback on how I am performing'.	We will introduce an opportunity for managers to review PDRs throughout the year.
69%	'There are opportunities to further my career with Knights Brown'.	We will produce role descriptions that outline the purpose and competencies for each role in our business and share them on Sika.
86%	'I understand the benefits available to me'.	We will help improve financial awareness.

### FOCUS AREAS FOR WORKFORCE

67%	'I understand the benefits available to me'.	We will review the benefits we offer. We will help people understand their benefits better.
68%	'I am well informed about company news and matters that affect me'.	We will share information on Sika our workforce will want to hear about. We will promote use of the Sika mobile app.
69%	'I have confidence in Knights Brown's senior management team'.	We will increase representation of our workforce in initiatives that affect them.

### FOCUS AREAS FOR HEAD OFFICE

63%	'I am encouraged to come up with new and better ways of doing things'.	We will do more to raise awareness that Right Works is our means of encouraging continuous improvement.
81%	'I am satisfied with the environment and facilities at my place of work'.	We will improve car parking facilities and complete the office reorganisation.
66%	'I feel a part of the wider business'.	We will create opportunities for site visits and to encourage connections with divisional offices.

## THINGS WE'RE DOING WELL

(All responses)



'I am aware of what our guiding principles are'



'I make good use of my skills and abilities'



'I am satisfied with the environment and facilities at my place of work'



'My manager is supportive'



'I have confidence in Knights Brown's senior management team'



'Knights Brown is a great place to work'