

# Engagement Survey 2021- SONAR Report BU Europe – Wallonia & Luxembourg

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# Methodology



# SONAR Model

## Behaviours

STRESS

MOTIVATION

ABSENTEEISM

WORK-LIFE BALANCE

TURNOVER

BULLYING

AGRESSION

UNWANTED SEXUAL  
CONDUCT AT WORK

DISCRIMINATION



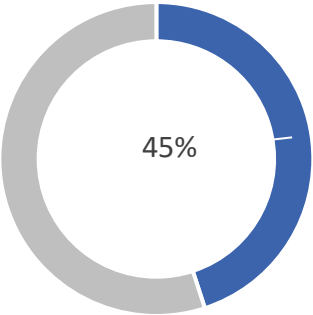
- SONAR refers to the device used to detect what is underwater
- On the surface, we observe various **behaviours** e.g. stress, lack of motivation etc, but we do not know the causes
- With the 29 **SONAR questions**, we can explore the underlying risks and evaluate if they influence positively / negatively the behaviours and hence the well-being of our staff members

# Scan results



Response Rate : 40 participants

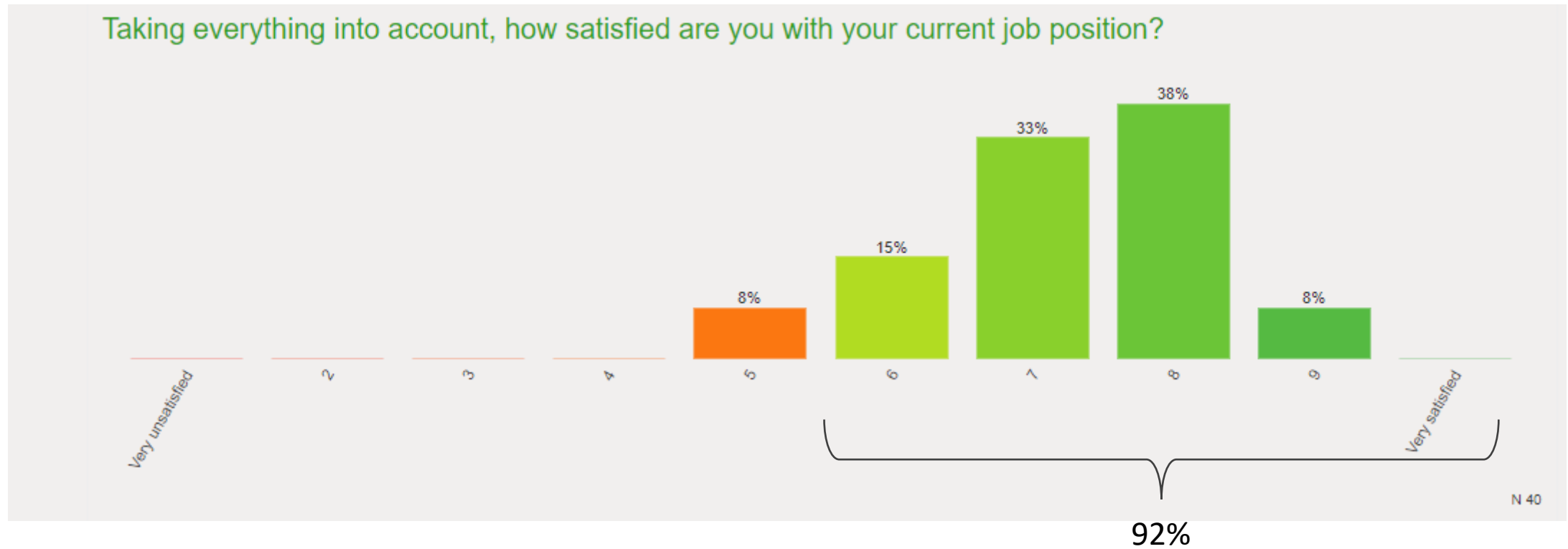
Contracting WL & Lux



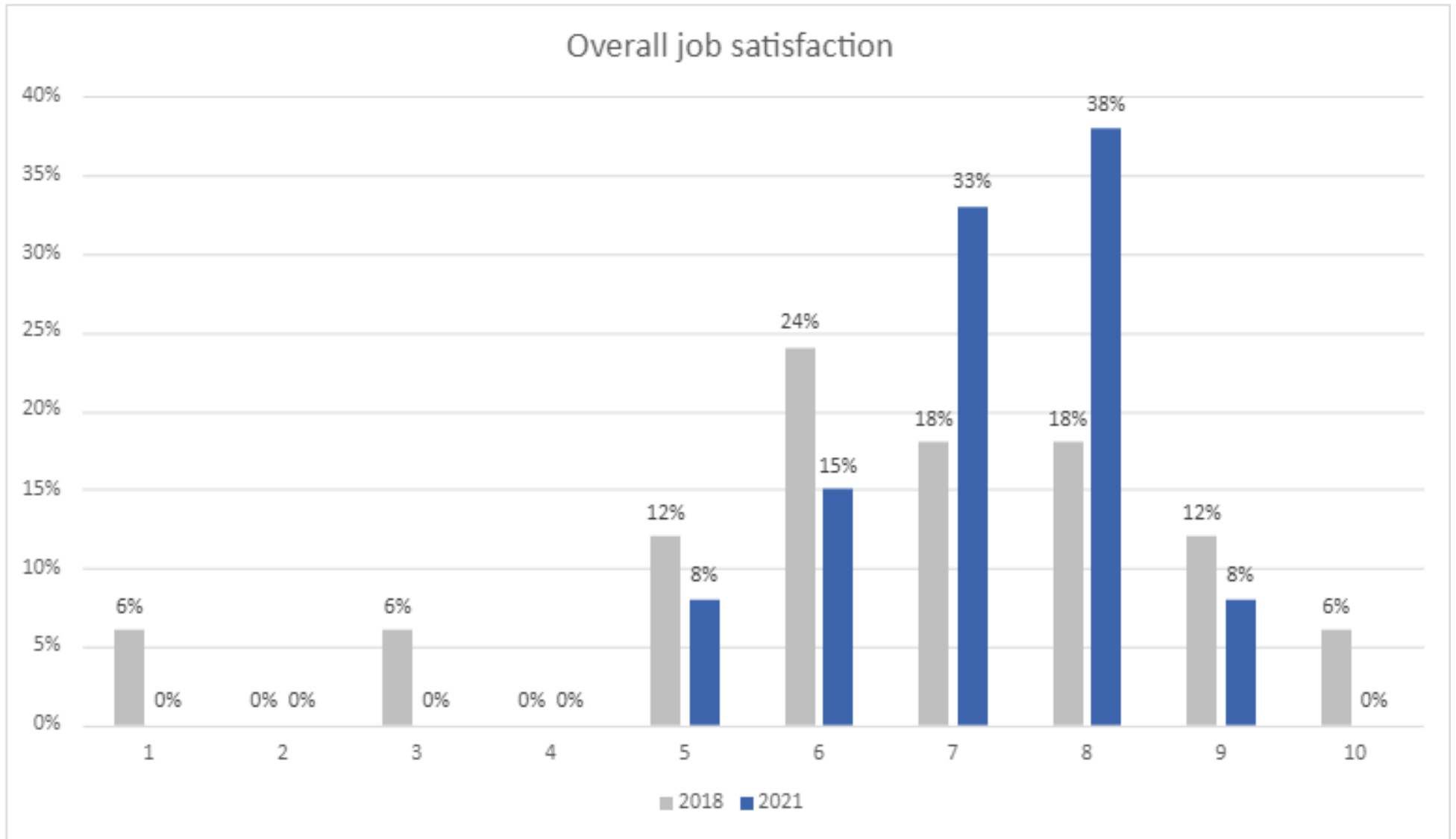
# Satisfaction & Net Promoter Score



## Satisfaction score



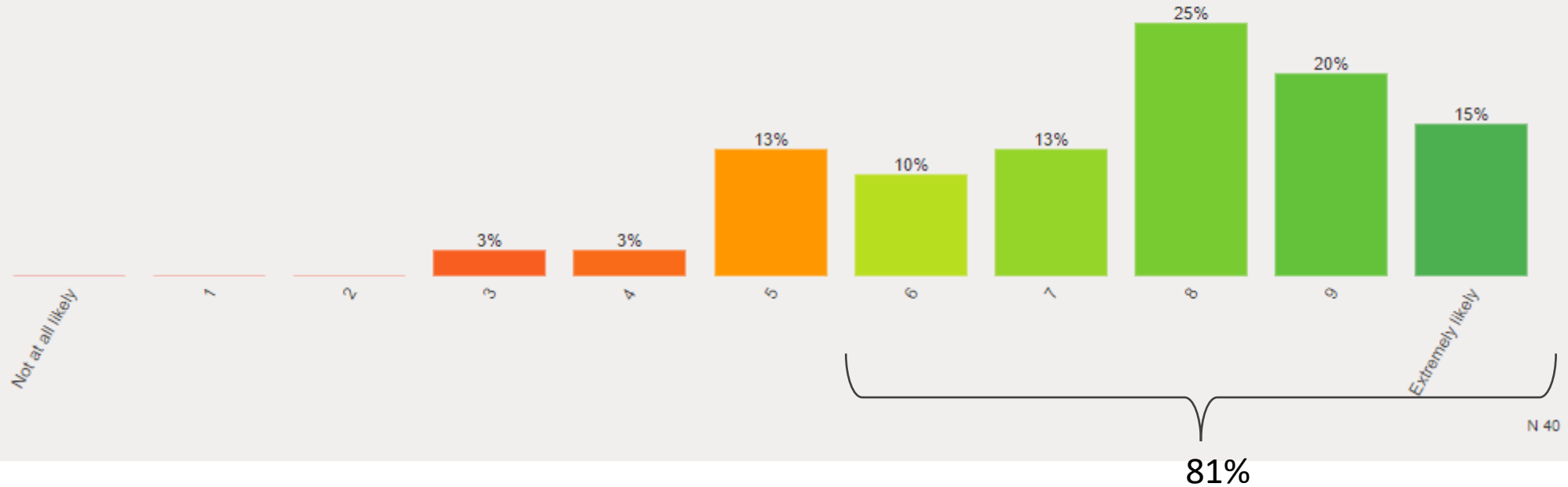
## Satisfaction 2018 >< 2021





# Net promotor score

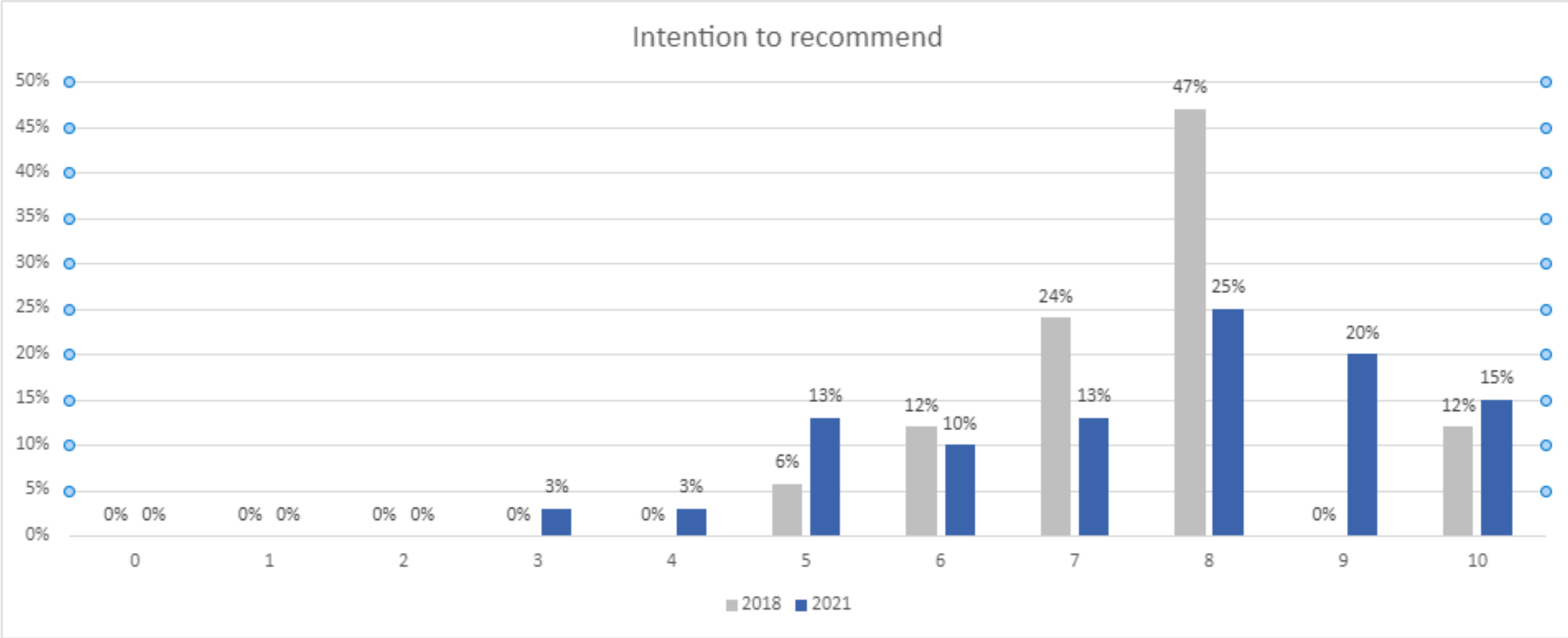
Based on your experience with your company, how likely are you to recommend your company to friends or acquaintances currently looking for work?



BESIX Group NPS score = 84%

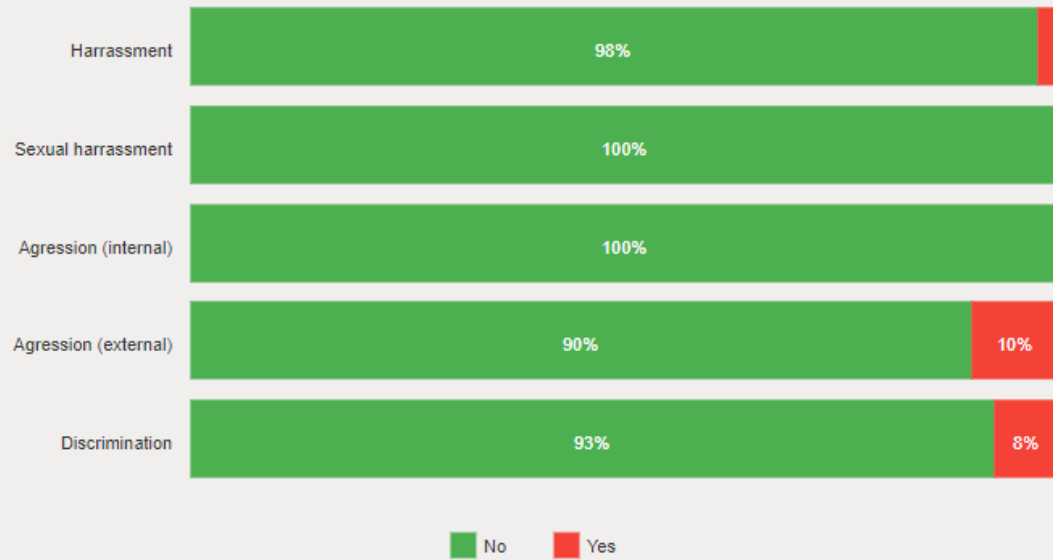


# NPS 2018 >< 2021



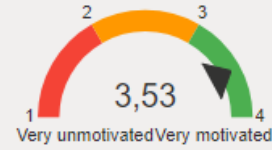
# Well-being Indicators

## Unwanted Behavior At Work



N 40

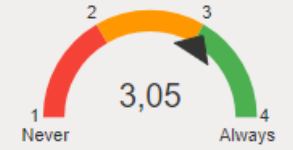
## Motivation



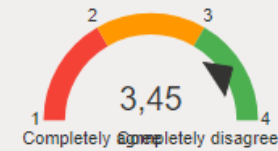
## Stress



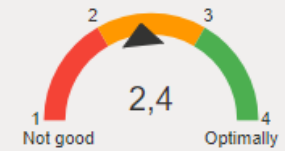
## Coping stress



## Intention to leave



## Work Life Balance



N 40

# Psychosocial risks

## Labour organisation



- Structure ↑
- CultureSay ↑
- Job security ↑

## Job content



- Variation ↑
- Work procedures ↑
- Independence ↑
- Work pressure ↓
- Mental strain ↓

## Terms of employment



- Training ↑
- Holiday, working regime ↑
- Career Opportunities ↓
- Evaluations ↓
- Remuneration ↓

## Workplace conditions



- Safety ↑
- Work equipment ↑

## Job related interpersonal relations



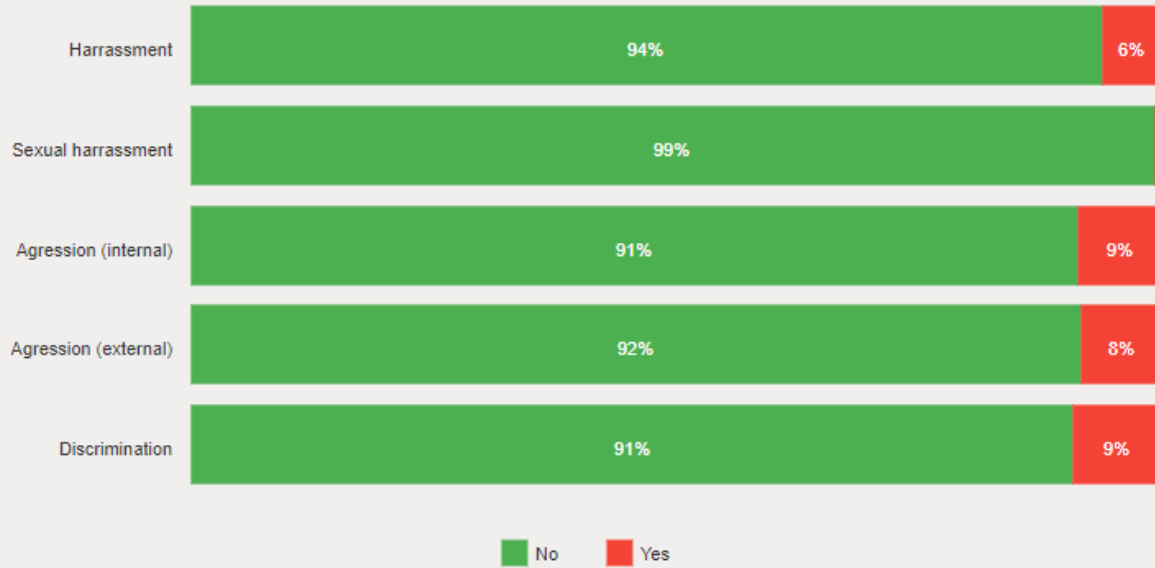
- Support of colleagues ↑
- Support of superior ↑
- Atmosphere ↑
- Contact with externals ↑
- Communication ↓



# BESIX GROUP RESULTS

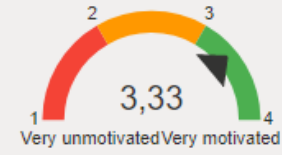
## Well-being Indicators

### Unwanted Behavior At Work



N 2,8k

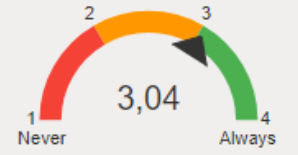
### Motivation



### Stress



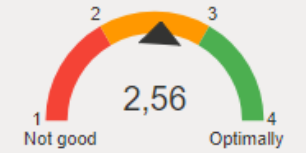
### Coping stress



### Intention to leave



### Work Life Balance



N 2,56k

## Psychosocial risks

### Labour organisation



Structure ↑ Say ↓  
Job security ↑

### Job content



Variation ↑ Mental strain ↓  
Independence ↑

### Terms of employment



Holiday, working regime ↑ Training ↓  
Career Opportunities ↓  
Evaluations ↓  
Remuneration ↓

### Workplace conditions



Safety ↑  
Work equipment ↑

### Job related interpersonal relations

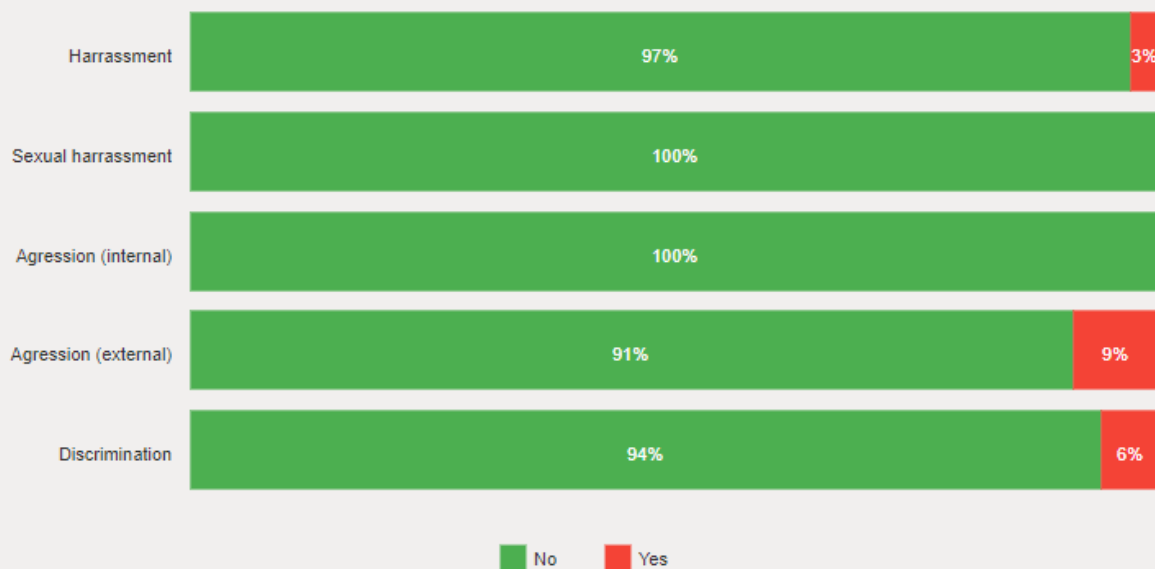


Support of colleagues ↑  
Support of superior ↑

# Results subdivision group population

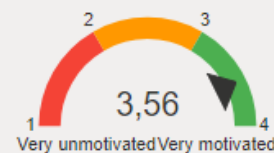


## Unwanted Behavior At Work



N 34

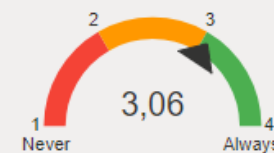
## Motivation



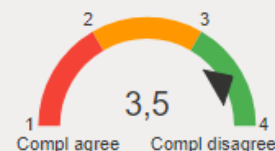
## Stress



## Coping stress



## Intention to leave



## Work Life Balance



N 34

# Psychosocial risks

## Labour organisation



- Structure ↑
- CultureSay ↑
- Job security ↑

## Job content



- Variation ↑
- Independence ↑
- Work pressure ↓
- Mental strain ↓

## Terms of employment



- Training ↑
- Holiday, working regime ↑
- Career Opportunities ↓
- Evaluations ↓
- Remuneration ↓

## Workplace conditions



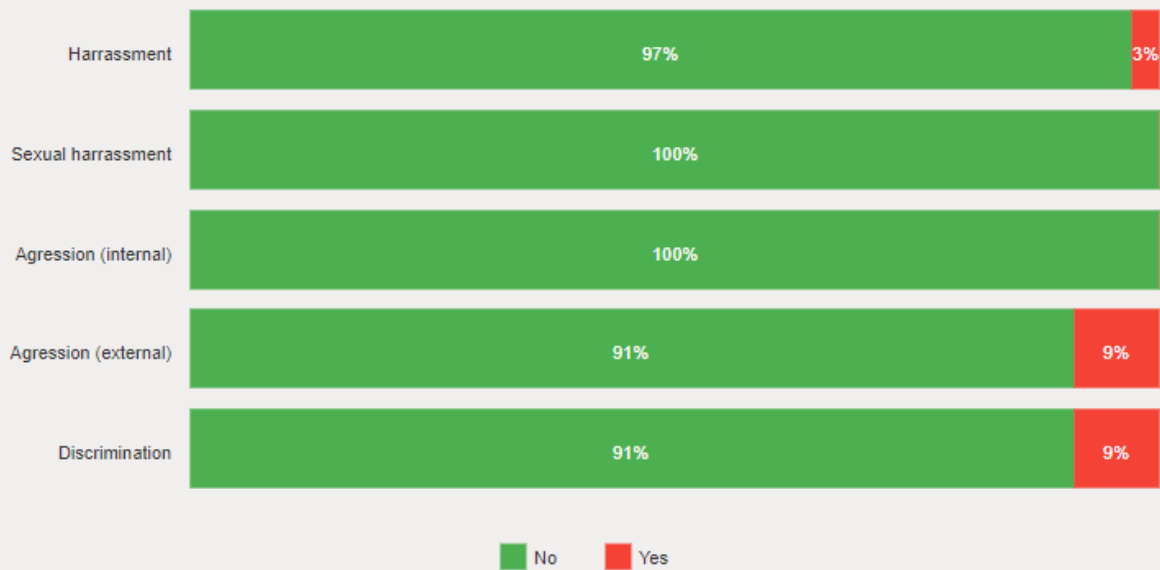
- Safety ↑
- Work equipment ↑

## Job related interpersonal relations



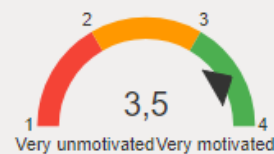
- Support of colleagues ↑
- Support of superior ↑
- Atmosphere ↑
- Contact with externals ↑

## Unwanted Behavior At Work

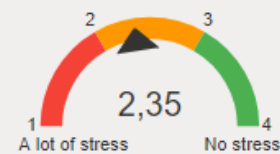


N 34

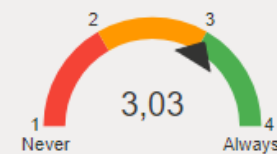
## Motivation



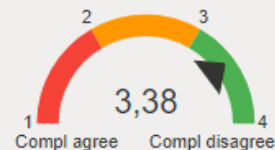
## Stress



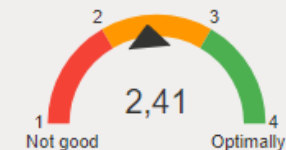
## Coping stress



## Intention to leave



## Work Life Balance



N 34

# Psychosocial risks

## Labour organisation



Structure ↑  
Job security ↑

## Job content



Variation ↑    ↓ Work pressure  
Work procedures ↑    ↓ Mental strain  
Independence ↑

## Terms of employment



Training ↑    ↓ Career Opportunities  
↓ Evaluations  
↓ Remuneration

## Workplace conditions



Safety ↑  
Work equipment ↑  
Climate control ↑

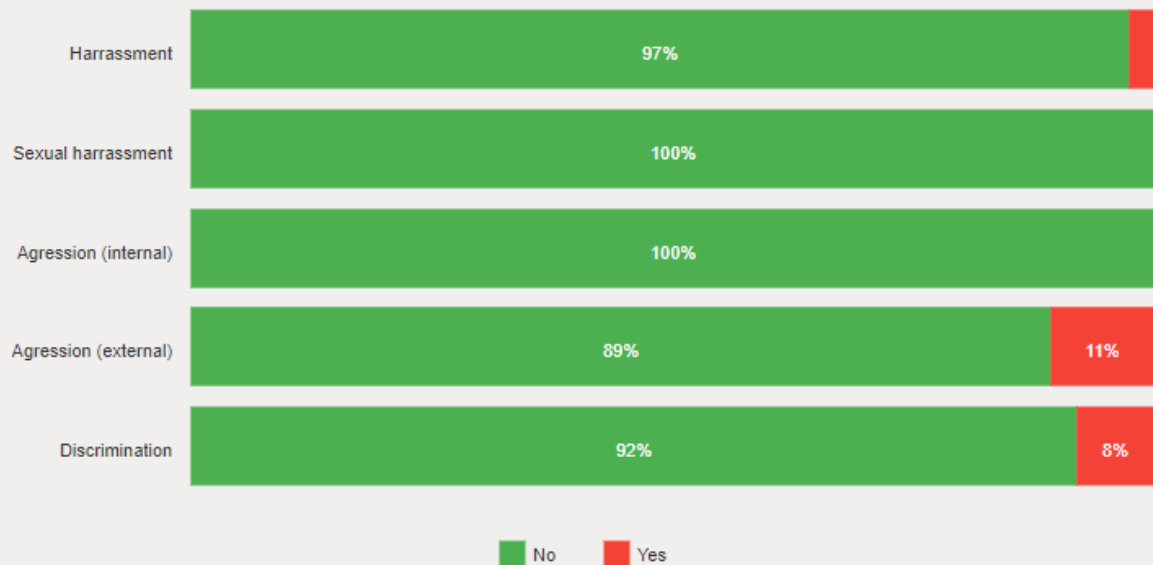
## Job related interpersonal relations



Support of colleagues ↑    ↓ Communication  
Support of superior ↑  
Atmosphere ↑  
Contact with externals ↑

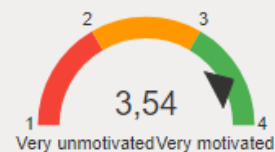


Unwanted Behavior At Work



N 37

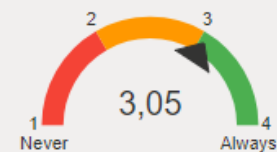
Motivation



Stress



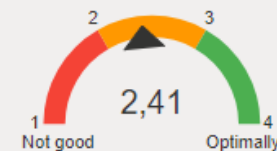
Coping stress



Intention to leave



Work Life Balance



N 37

Psychosocial risks

Labour organisation



- Structure ↑
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Job content



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- Training ↑
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Workplace conditions



- Safety ↑
- Work equipment ↑
- Climate control ↑

Job related interpersonal relations



- Support of colleagues ↑
- Communication ↓
- Support of superior ↑
- Atmosphere ↑
- Contact with externals ↑

# Results Module Change





White collars only :  
Change Module

Department  
Company

Individual



50%

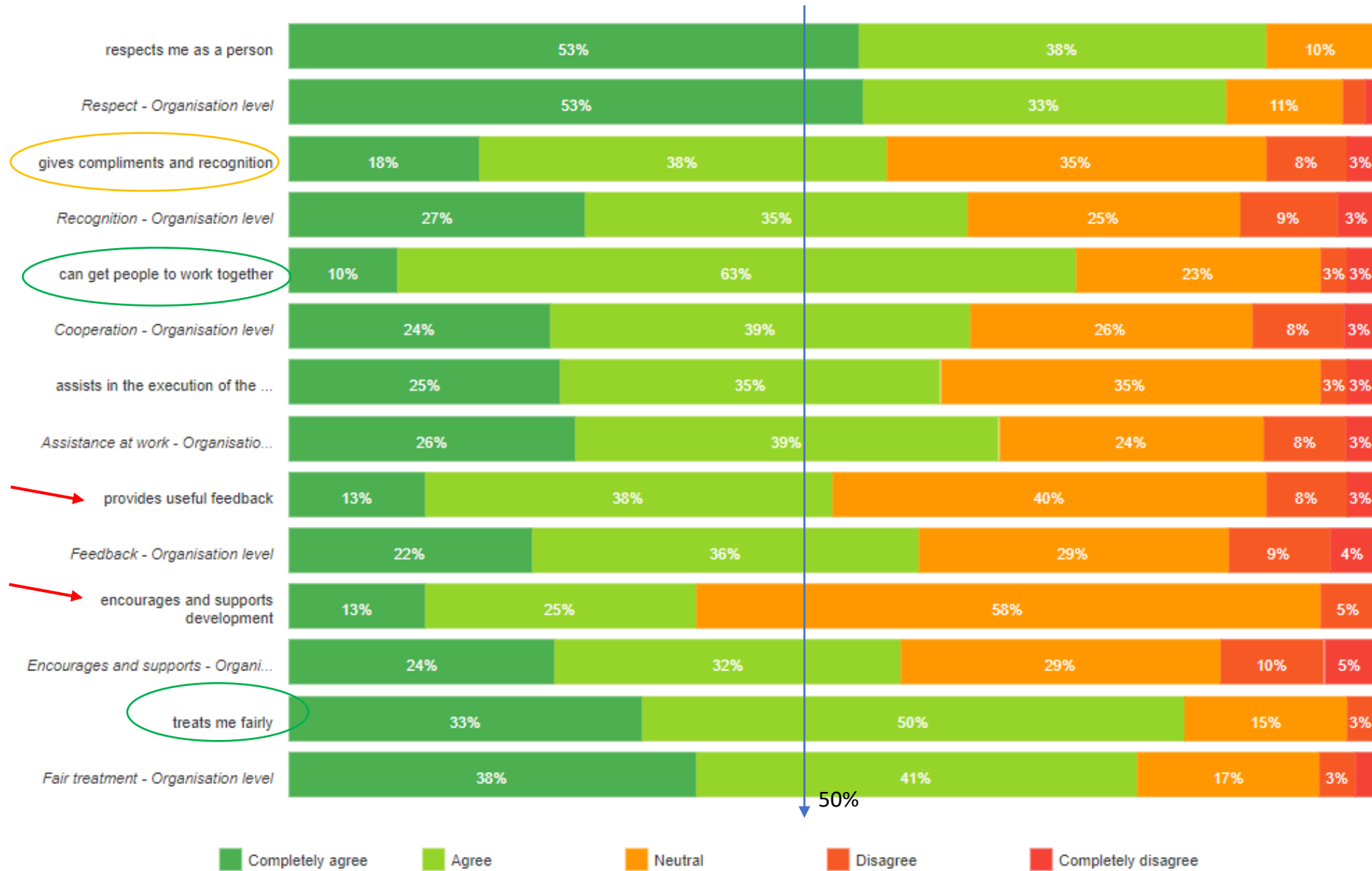
Completely agree   Agree   Neutral   Disagree   Completely disagree



# Results Module Leadership



# My manager...



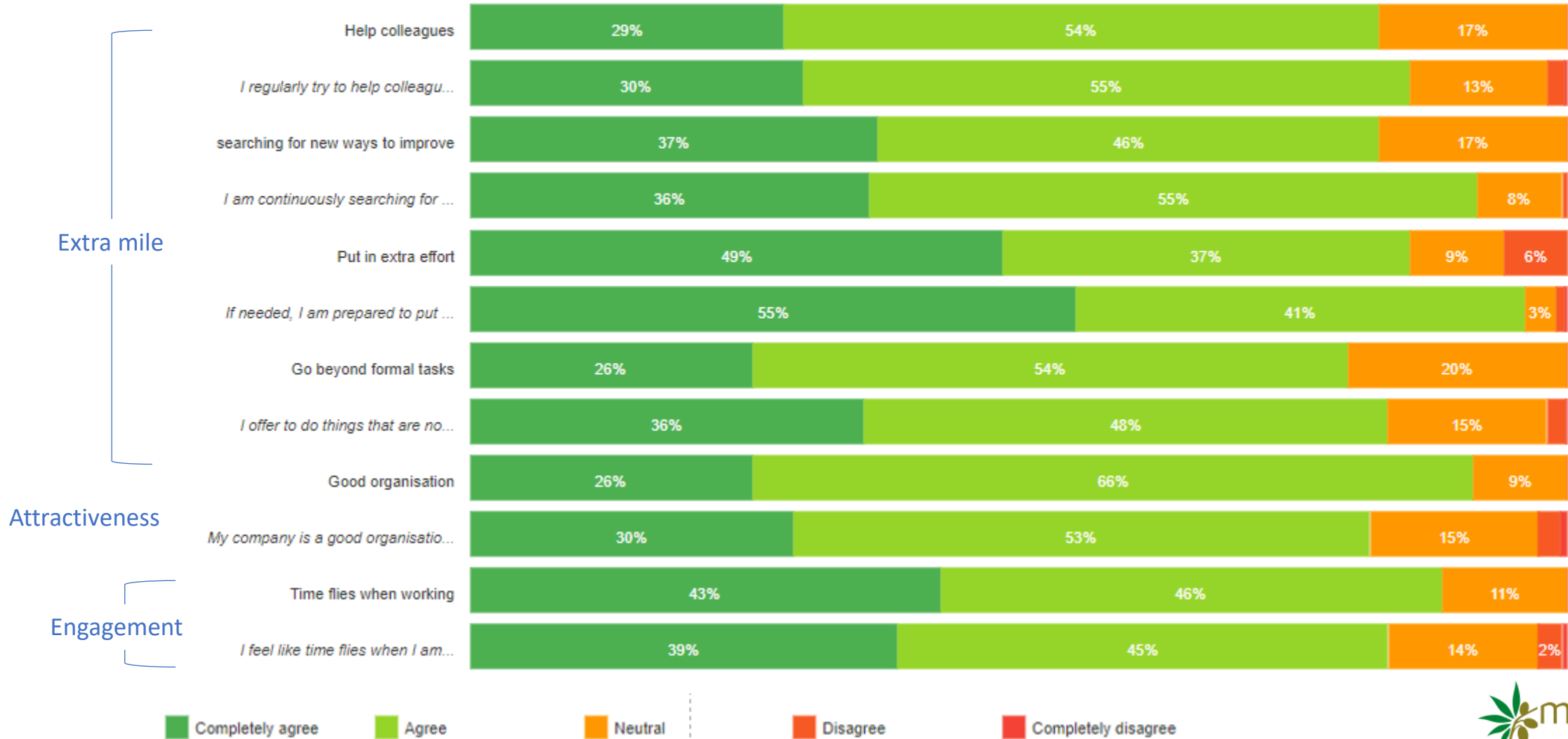
■ Completely agree   
 ■ Agree   
 ■ Neutral   
 ■ Disagree   
 ■ Completely disagree

# Results Extra Module





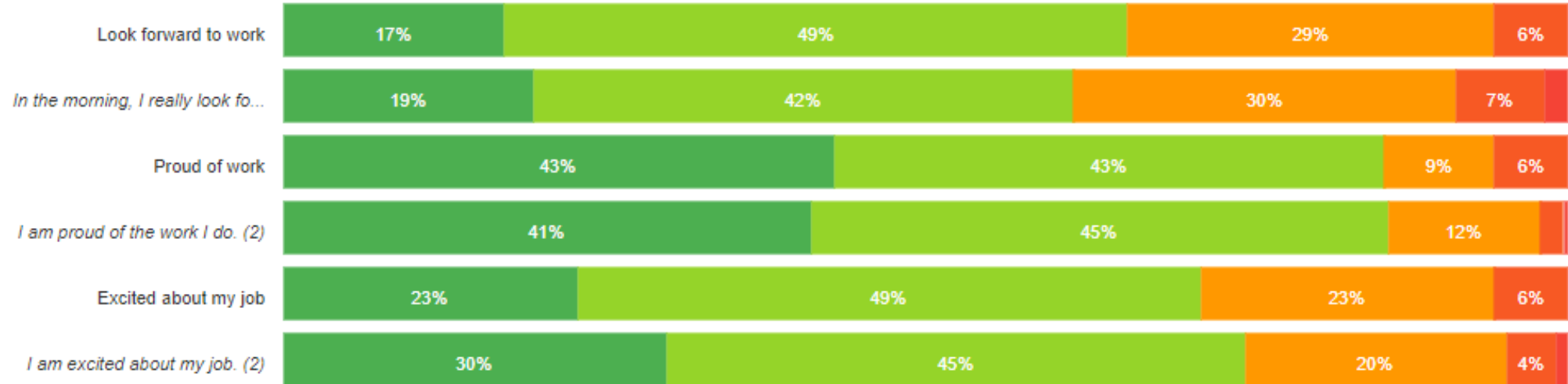
The following statements relate to your daily work in our company. To what extent do you agree with these statements?





The following statements relate to your daily work in our company. To what extent do you agree with these statements?

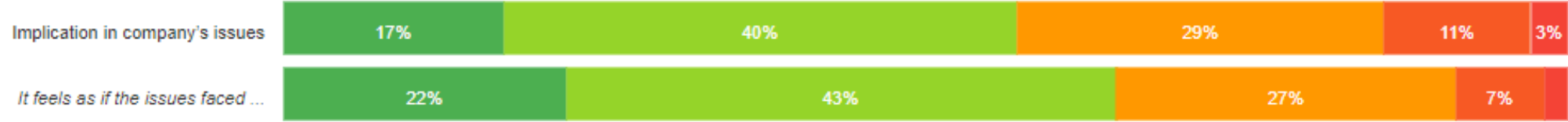
Engagement



Culture



Organisational commitment



Retention

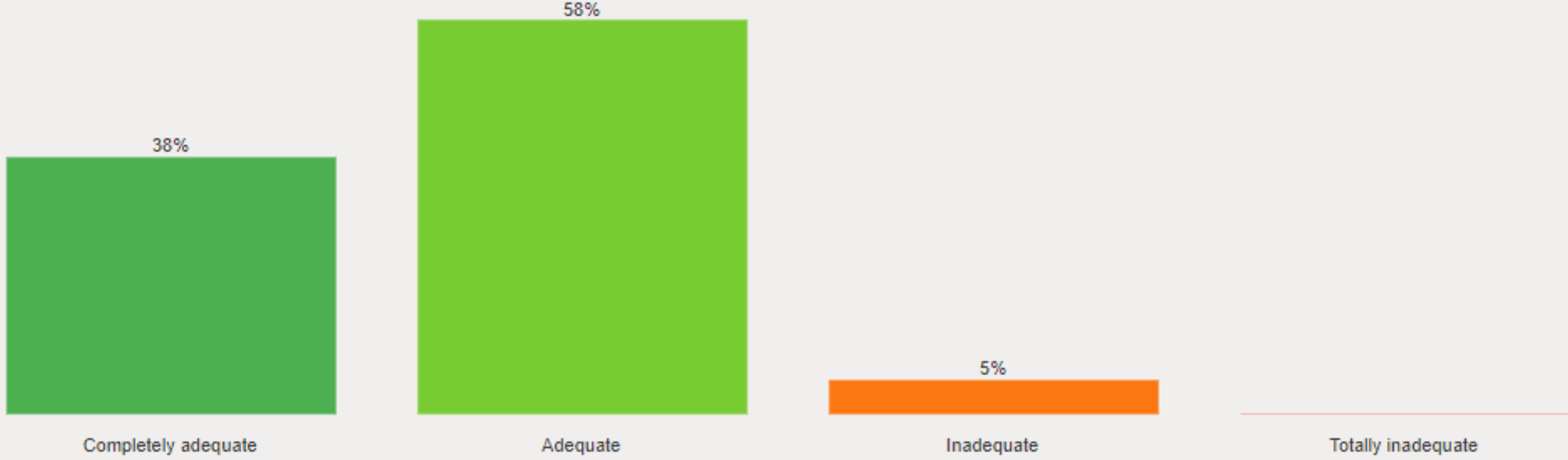




# Covid



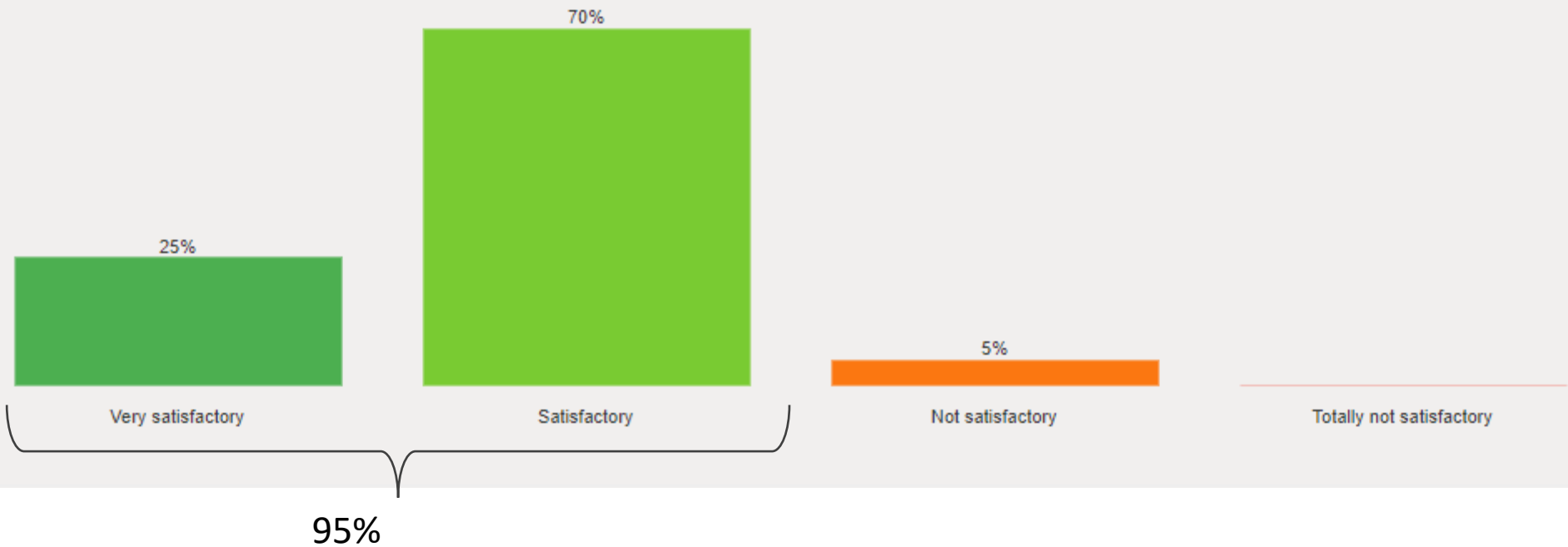
In the context of the Covid-19 pandemic, your company implemented sanitary measures in your workplace. Do you feel that these measures are adequate to keep you safe?



96%

N 40



Still in the context of the Covid-19 pandemic, working measures (support from the manager, clarity of tasks, IT tools, etc.) have been taken. Do you consider these measures satisfactory to be able to continue working smoothly?



# Conclusions – Action plans & Timeline



# What should we learn from the results of this survey?

- Proud to have such good results for the Engagement Survey 2021 
- People still remain engaged and satisfied of their work and company
- BU Walux has many strong points on several levels to increase the well-being of their employees & workers 
- Less good scores are globally linked with Terms of Employment & Internal communication,
  - ▶ Evaluation ∞ communication & feedback
  - ▶ Sufficiently involved and informed in the intern communication (WHY issues)
  - ▶ Career development (support in development)
- Mental strain and work pressure are also indicated as priorities

*Action should be decided on those priorities*

- We need to be careful with the external aggression and discrimination (group workers)

# Timeline Risk & Engagement Survey 2021

Individual presentation of the results to Entities and departments



Consolidation of the action plans and translate them into clear objectives for 2022 / 2023



10-11/2021

12-2021

Mid-2022

As from 05/10

Action plans to be taken following results



Group overall + Local

Measuring the progress of the actions implemented begin 2022



Thank you

