

Engagement Survey 2021 – SONAR Report

BESIX Watpac

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Methodology



SONAR Model

Behaviours

STRESS

MOTIVATION

ABSENTEEISM

WORK-LIFE BALANCE

TURNOVER


BULLYING

AGRESSION

UNWANTED SEXUAL
CONDUCT AT WORK


DISCRIMINATION

 Job content

 Terms of employment

 Job related
interpersonal relations

 Workplace conditions

 Labour organisation

SONAR Questions

- 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



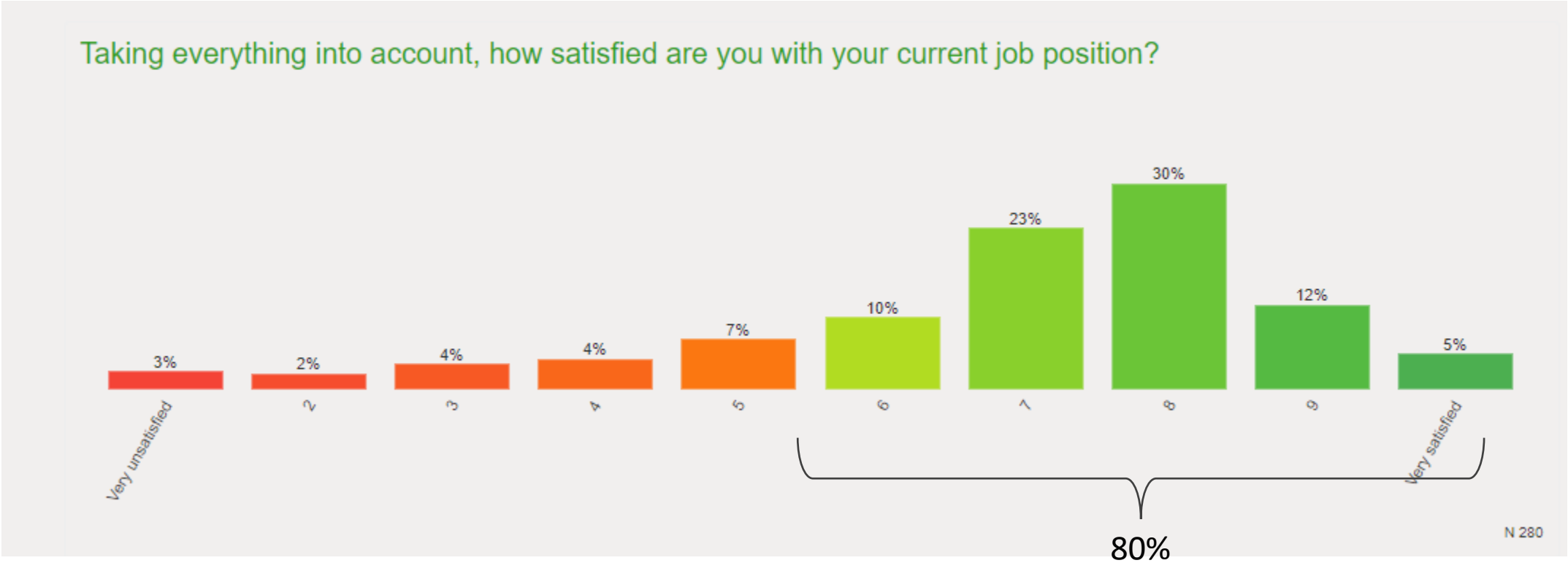
Response Rate



Satisfaction & Net Promoter Score

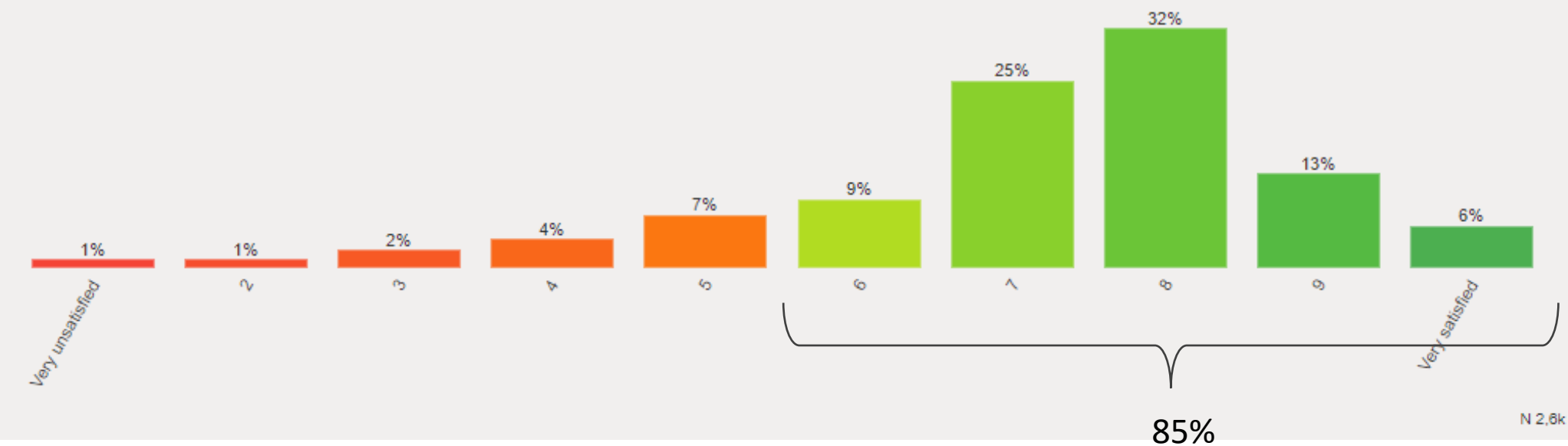


Satisfaction score BESIX Watpac



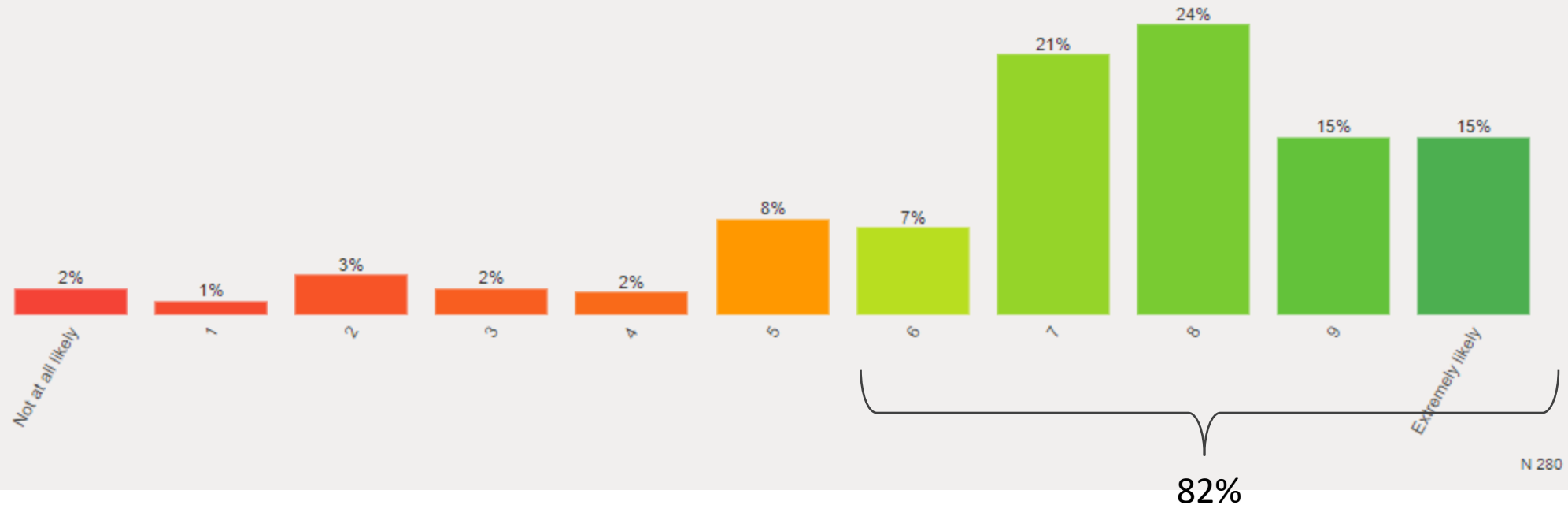
Satisfaction score BESIX Group

Taking everything into account, how satisfied are you with your current job position?



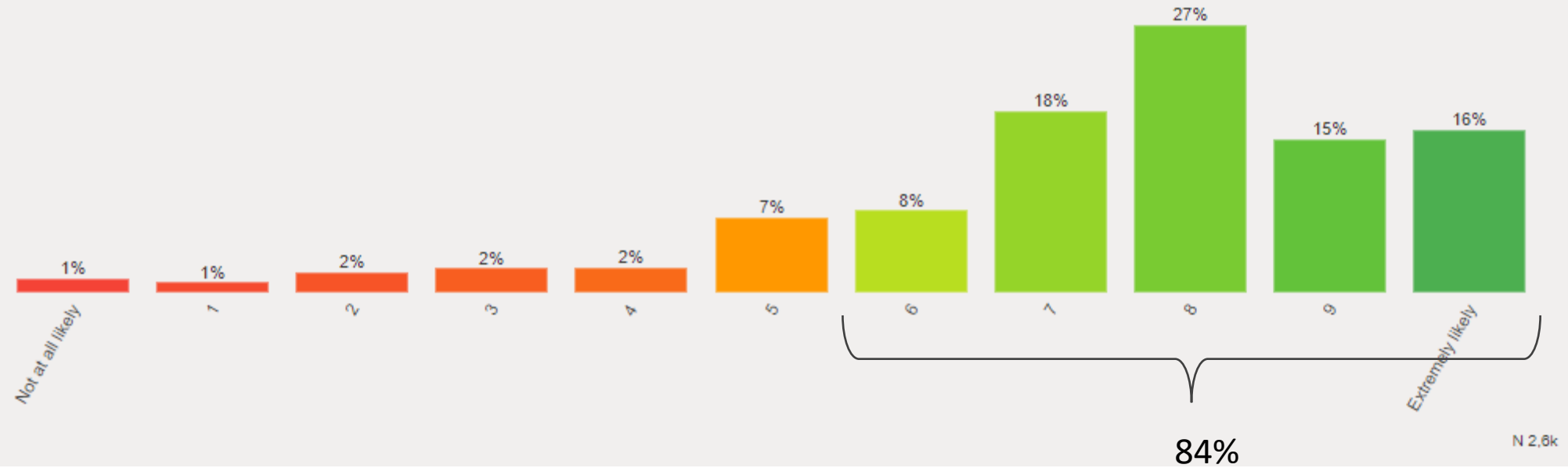
Net promoter score BESIX Watpac

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

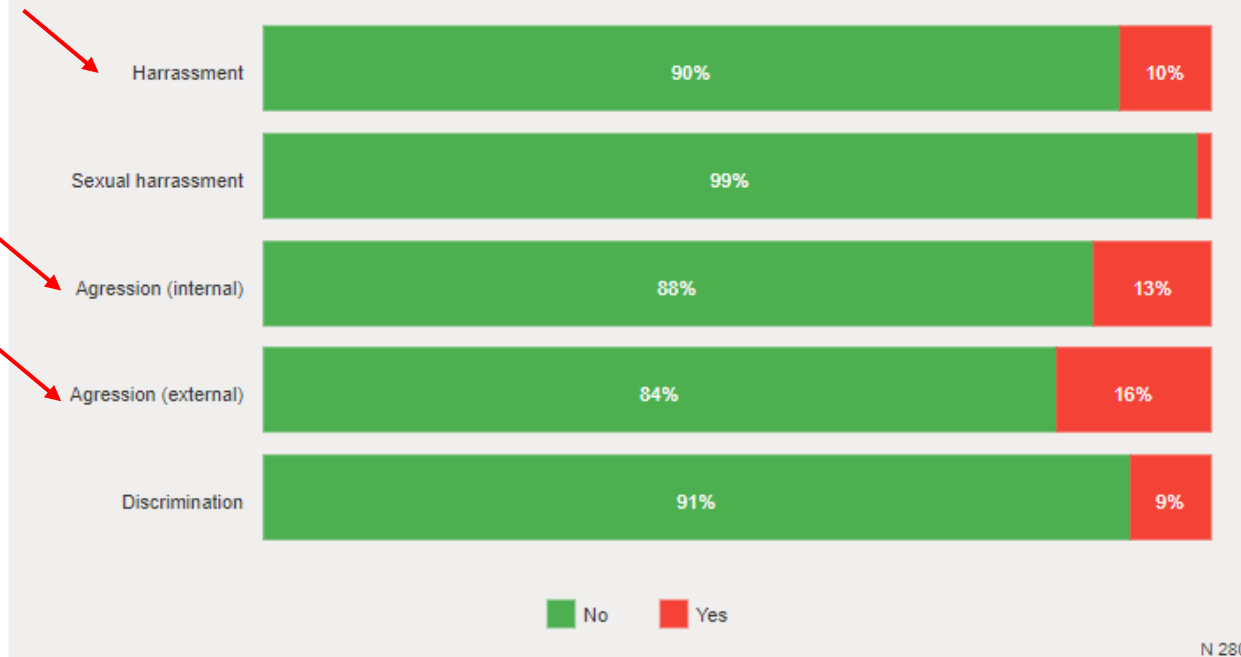


NPS Score BESIX Group

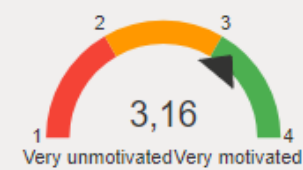
Based on your experience with your company, how likely are you to recommend your company to friends or acquaintances currently looking for work?



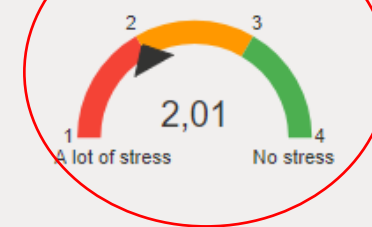
Unwanted Behavior At Work



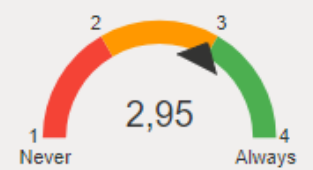
Motivation



Stress



Coping stress



Intention to leave



Work Life Balance



N 280

Psychosocial risks

Labour organisation



↓ Job security

Job content



↑ Independence

Terms of employment



↓ Career Opportunities

↓ Remuneration

Workplace conditions



↑ Safety

Job related interpersonal relations



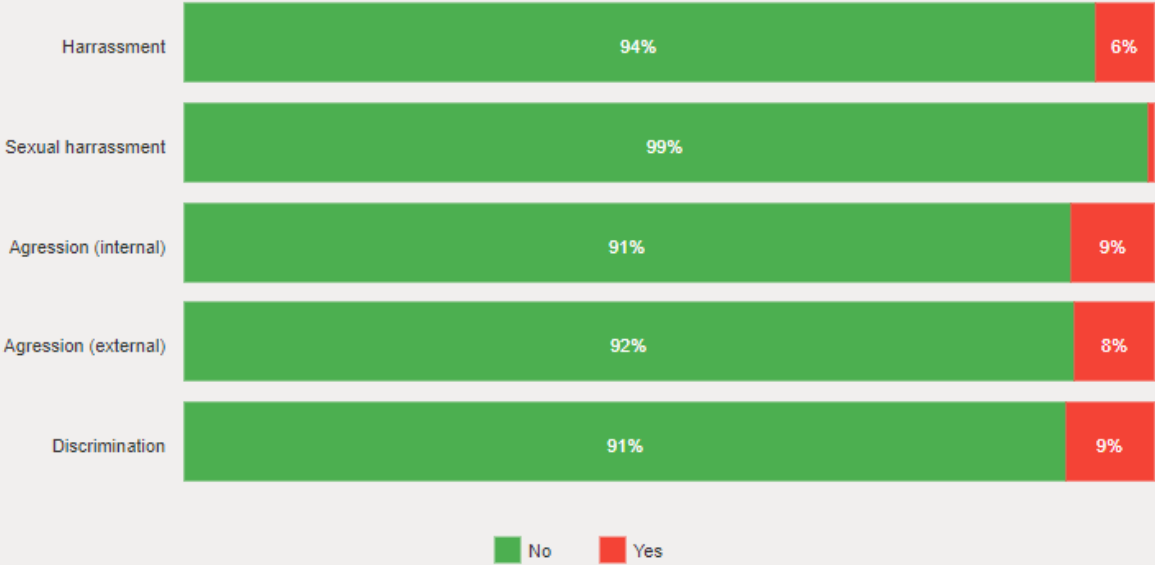
↑ Support of superior

↑ Atmosphere

BESIX GROUP RESULTS

Well-being Indicators

Unwanted Behavior At Work



N 2,6k

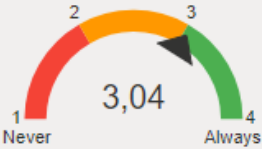
Motivation



Stress



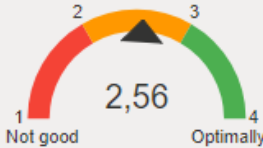
Coping stress



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



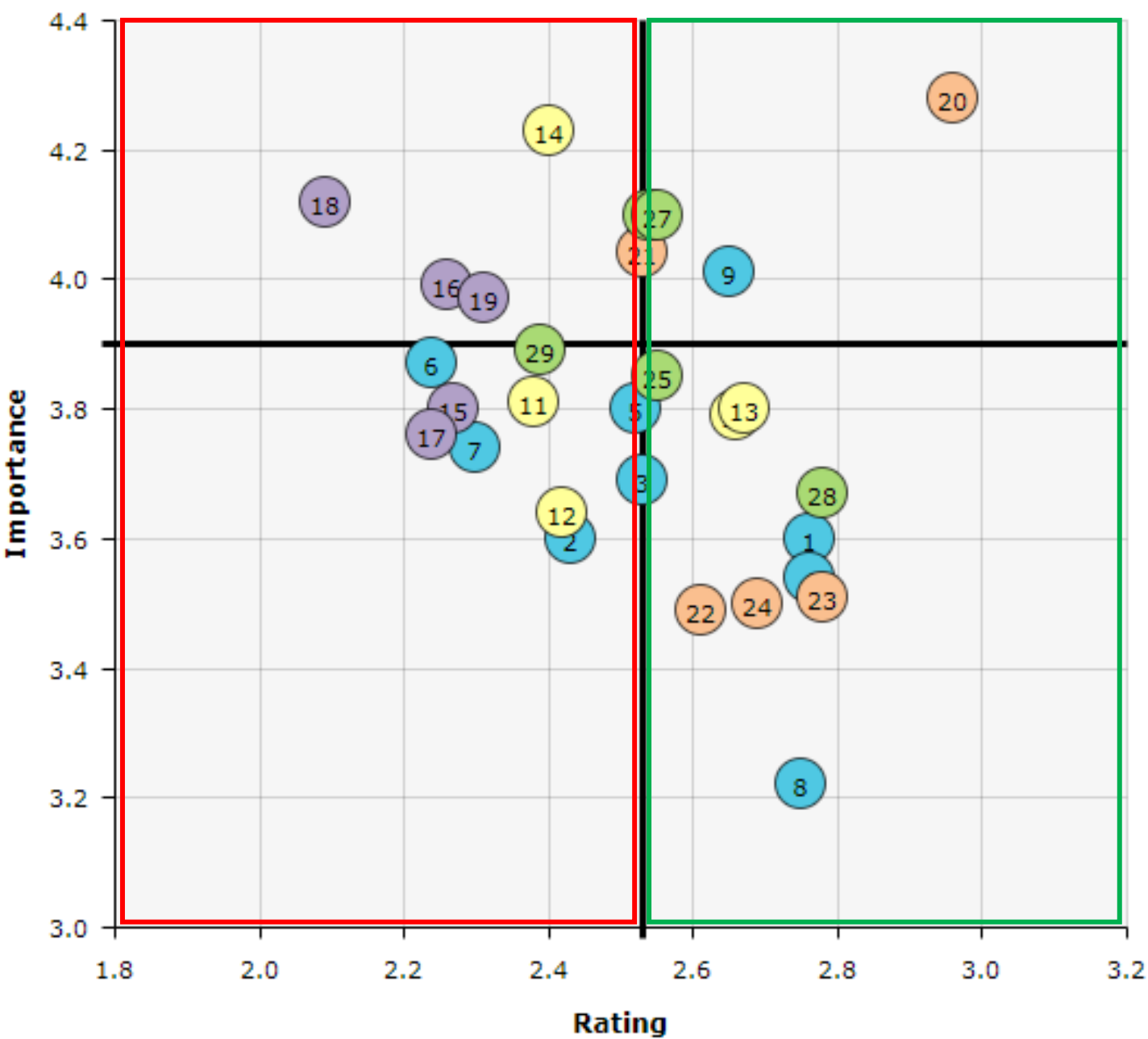
Safety
Work equipment

Job related interpersonal relations



Support of colleagues
Support of superior

	N = 280	Rating	Importance	
Job content	1. Variation in the work	2.76	3.6	
	2. Division of tasks	2.43	3.6	
	3. Work procedures	2.53	3.69	
	4. Level of difficulty	2.76	3.54	
	5. Job pressure	2.52	3.8	
	6. Mental strain due to the work	2.24	3.87	
	7. Emotional strain due to the work	2.3	3.74	
	8. Physical strain due to the work	2.75	3.22	
	9. Independence in the work	2.65	4.01	
Work organisation	10. Clear organisational structure	2.66	3.79	!
	11. Say in the organisation	2.38	3.81	
	12. Policy organisation	2.42	3.64	
	13. Organisational culture	2.66	3.79	!
	14. Work and job security	2.4	4.23	
Work conditions	15. Training opportunities	2.27	3.8	
	16. Career opportunities	2.26	3.99	
	17. Evaluation procedures	2.24	3.76	
	18. Remuneration	2.09	4.12	
	19. Holiday, working regime	2.31	3.97	
Job situations	20. Safety	2.96	4.28	
	21. Work equipment	2.53	4.04	
	22. Noise	2.61	3.49	
	23. Lighting	2.78	3.51	
	24. Climate control and ventilation	2.69	3.5	
Job relations	25. Support and appreciation of colleagues	2.55	3.85	
	26. Support and appreciation from manager	2.54	4.1	
	27. Atmosphere at work	2.55	4.1	
	28. Contact with external parties at work	2.78	3.67	
	29. Communication and expectations	2.39	3.89	

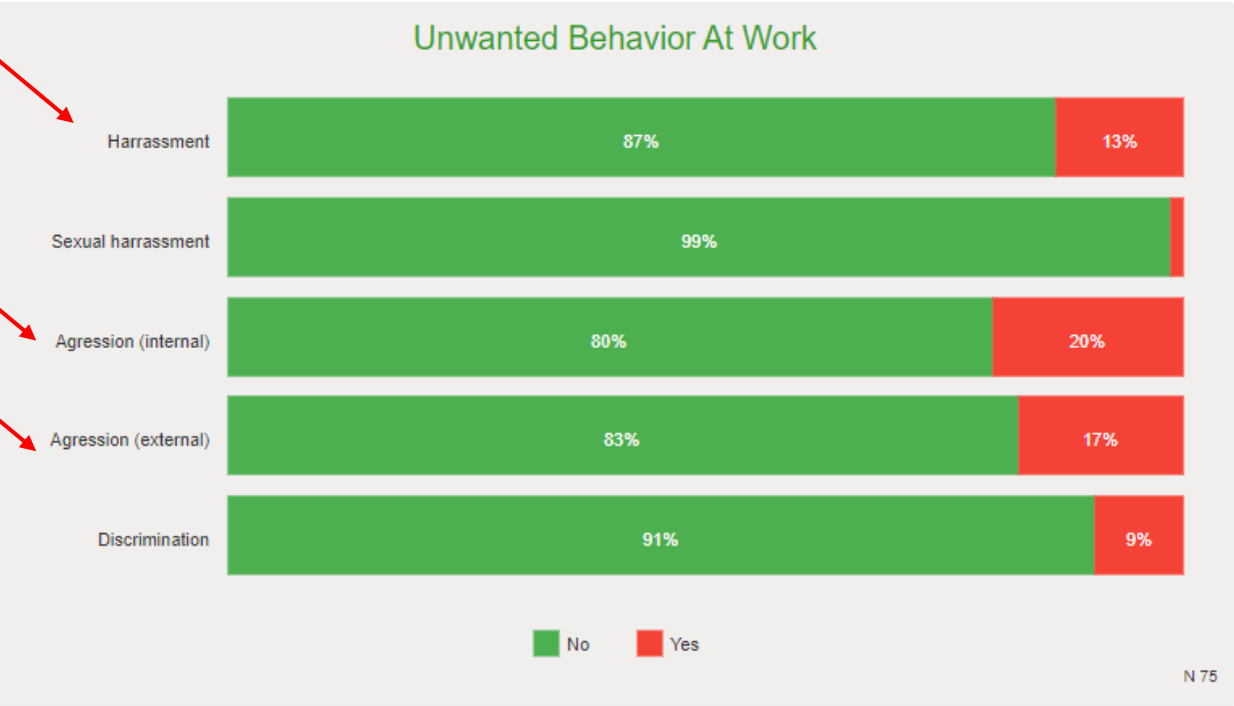


Results Manager >< Non-Manager



Managers

Well-being Indicators

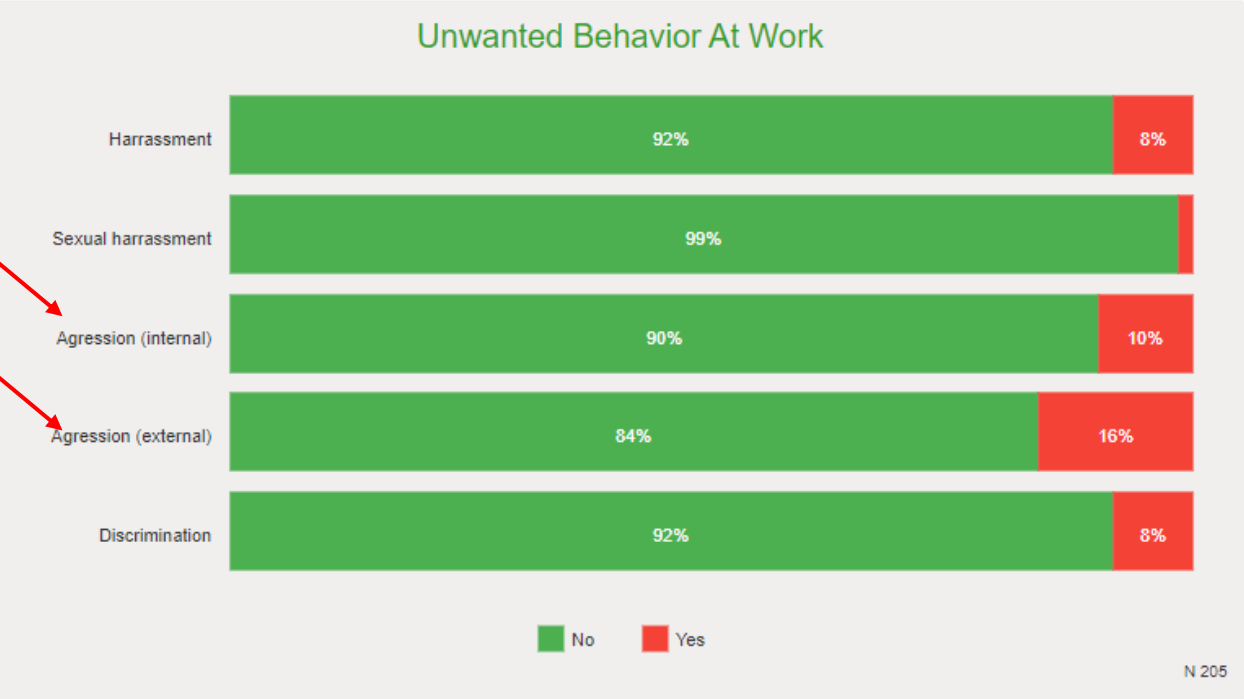


Psychosocial risks



Non Managers

Well-being Indicators



Psychosocial risks



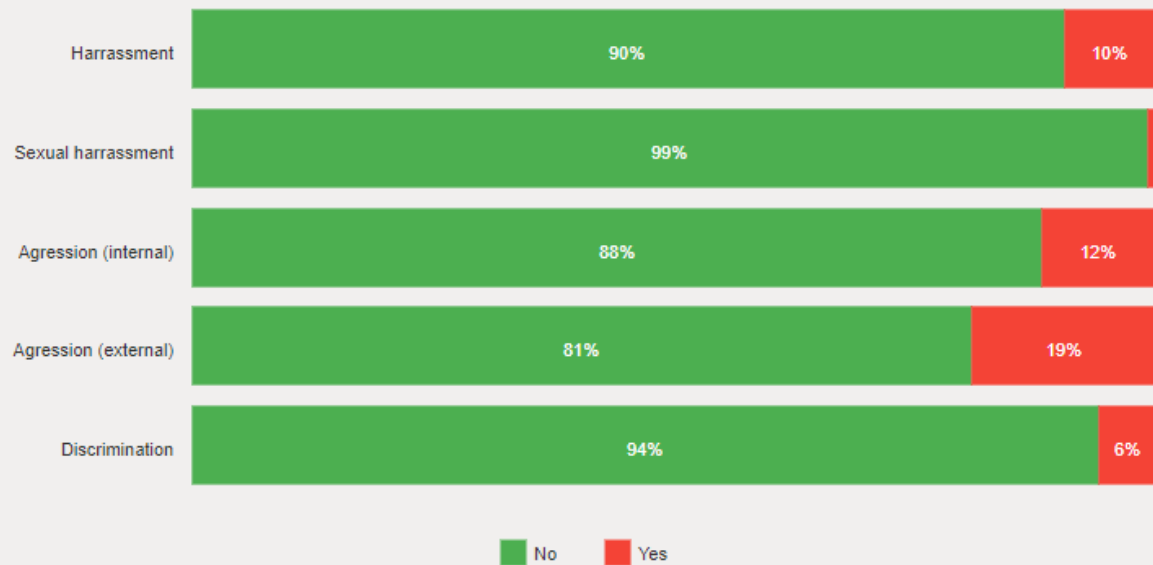
Results Men $><$ Women



Man

Well-being Indicators

Unwanted Behavior At Work



N 220

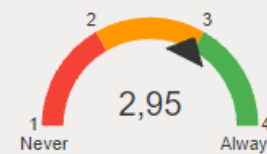
Motivation



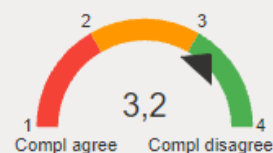
Stress



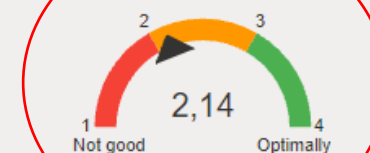
Coping stress



Intention to leave



Work Life Balance



N 220

Psychosocial risks

Labour organisation



Job security

Job content



Independence

Terms of employment



Career Opportunities
Remuneration
Holiday, working regime

Workplace conditions



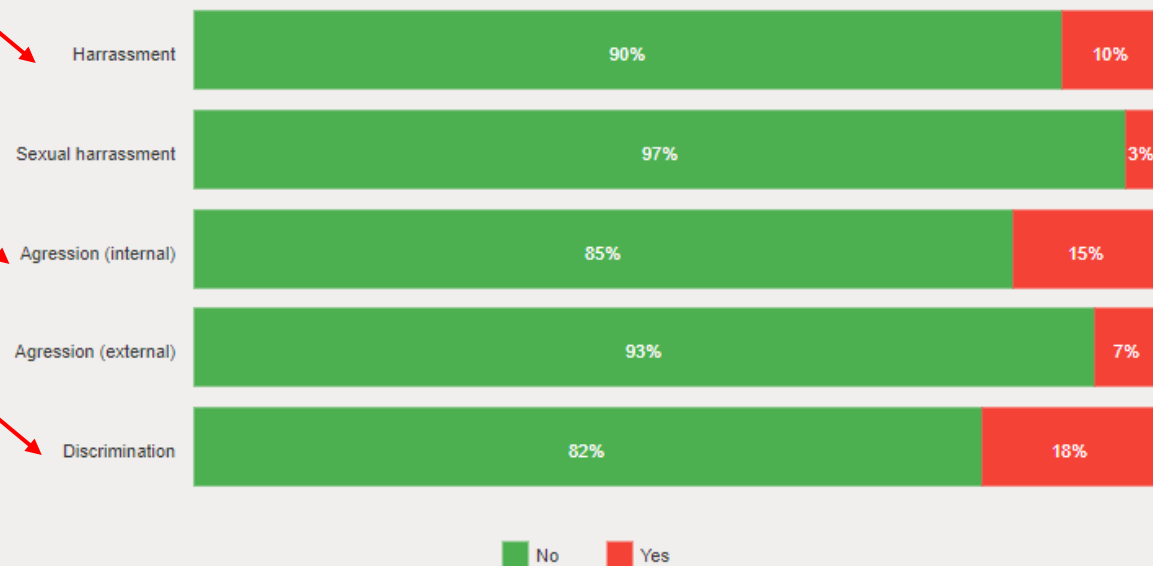
Safety Work equipment

Job related interpersonal relations



Atmosphere Support of superior

Unwanted Behavior At Work



N 60

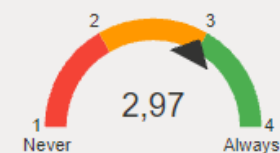
Motivation



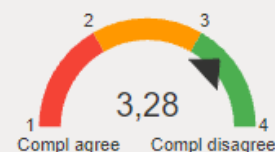
Stress



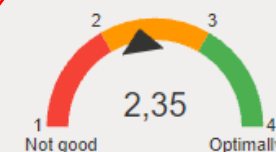
Coping stress



Intention to leave



Work Life Balance



N 60

Psychosocial risks

Labour organisation



↓ Job security

Job content



↑ Independence

Terms of employment



↓ Career Opportunities
↓ Remuneration
↓ Holiday, working regime

Workplace conditions



↑ Safety ↓ Work equipment

Job related interpersonal relations



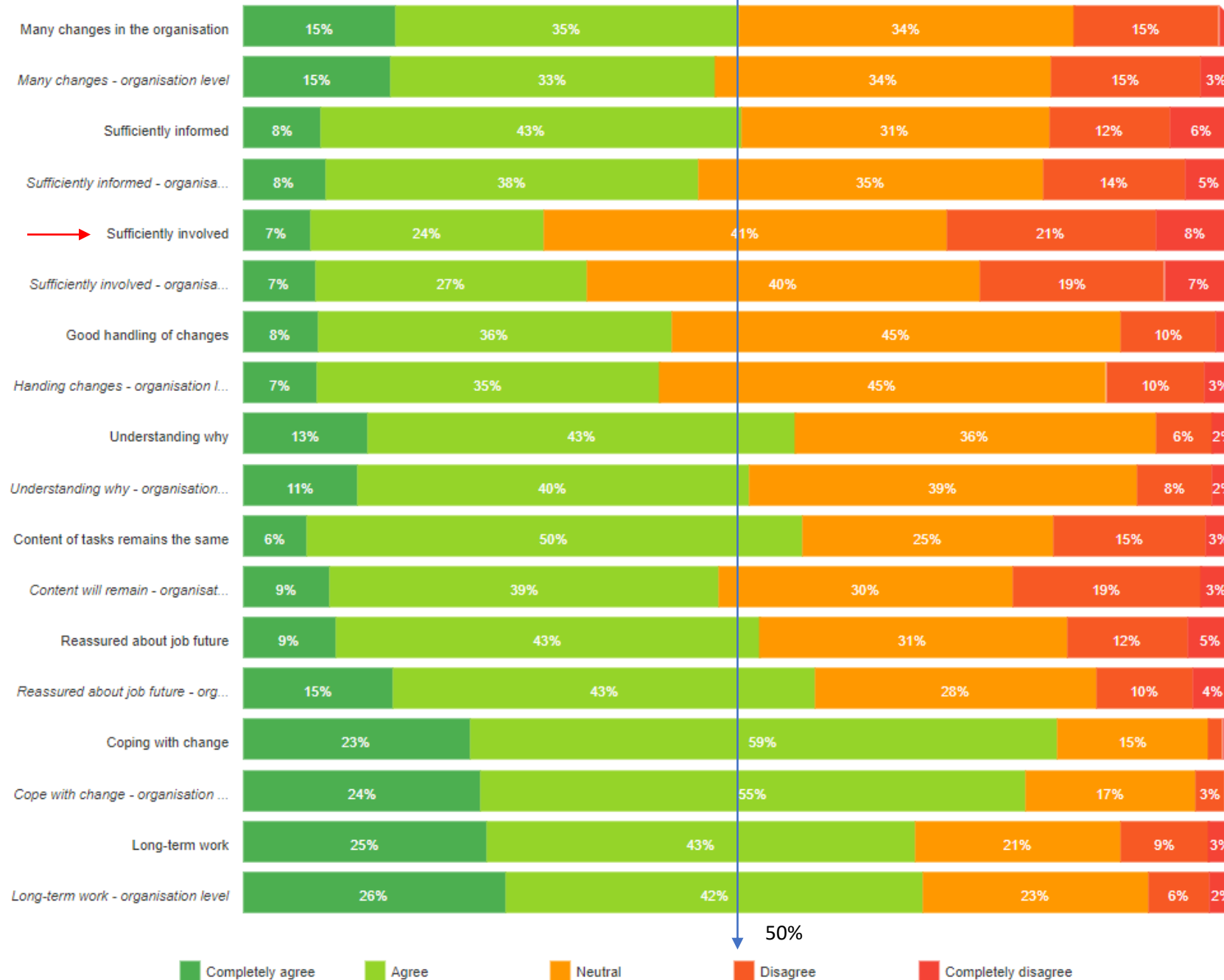
↑ Atmosphere ↓ Support of superior

Results Module Change



Department /
Company

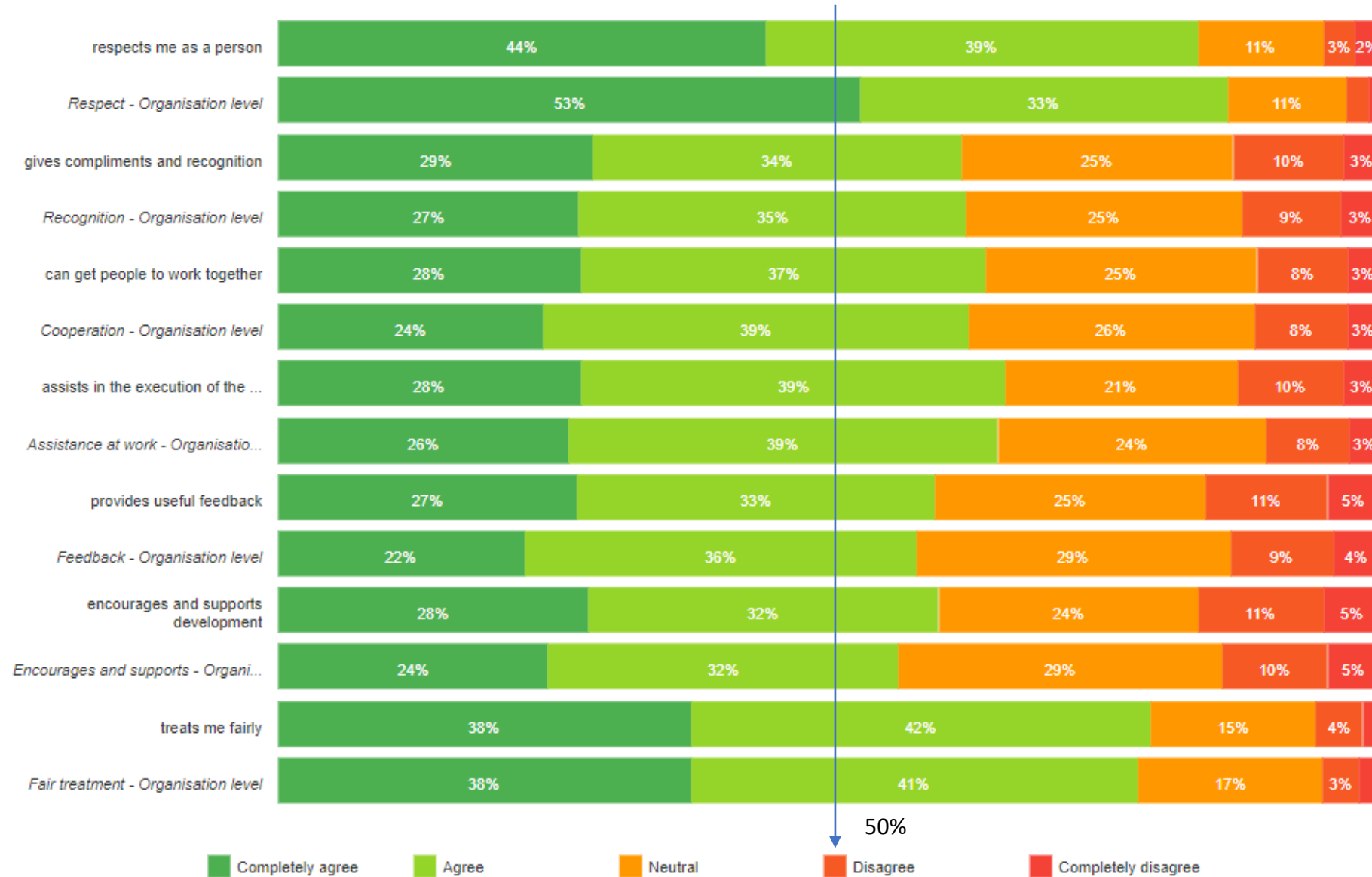
Individual



Results Module Leadership



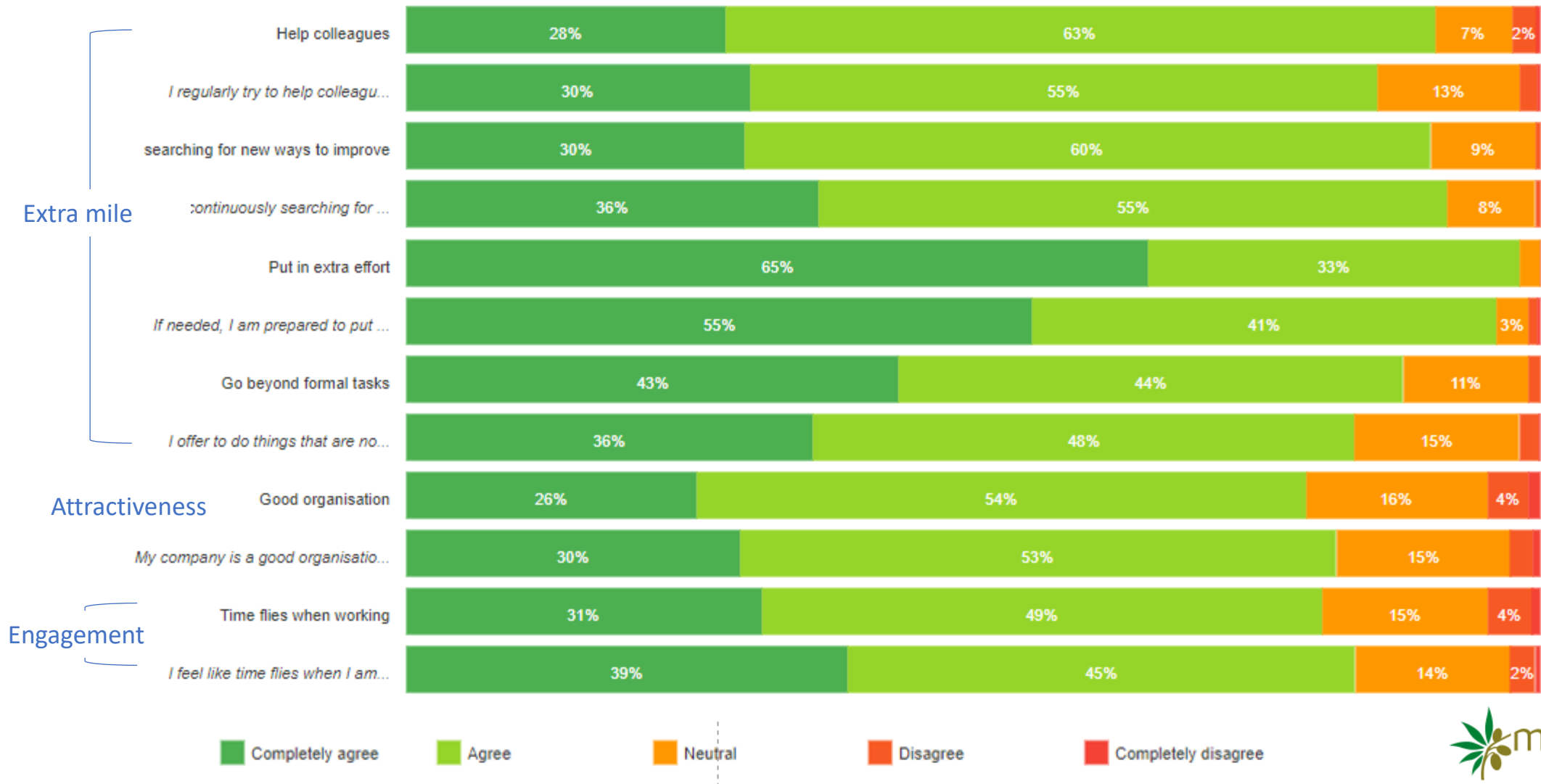
My manager...



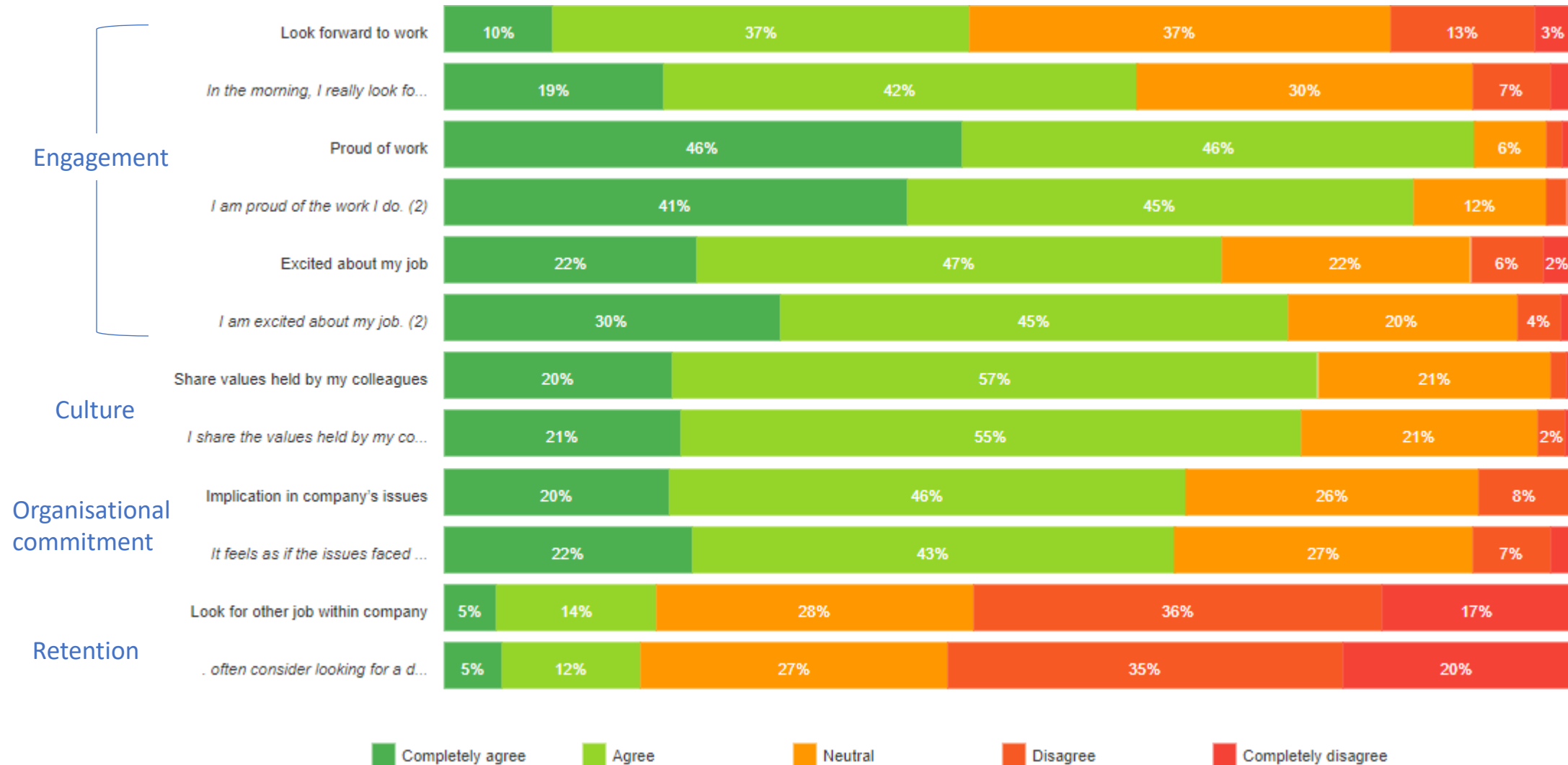
Results Extra Module



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



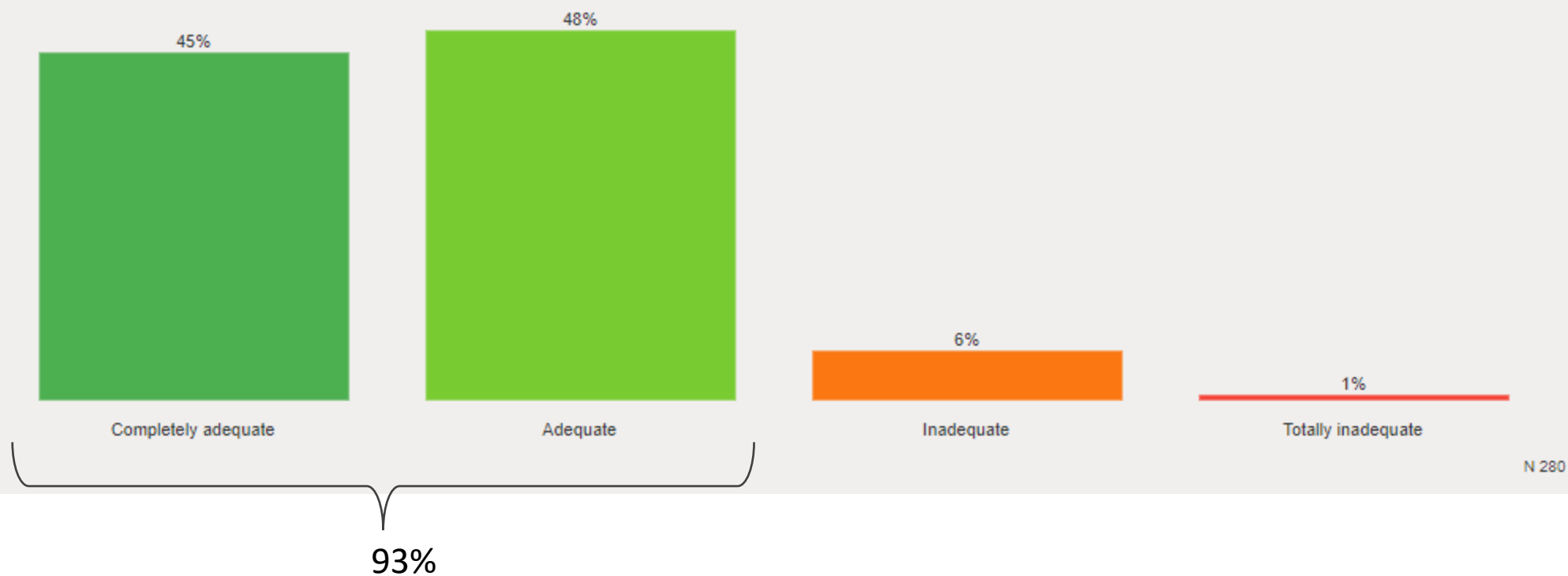
The following statements relate to your daily work in our company. To what extent do you agree with these statements?



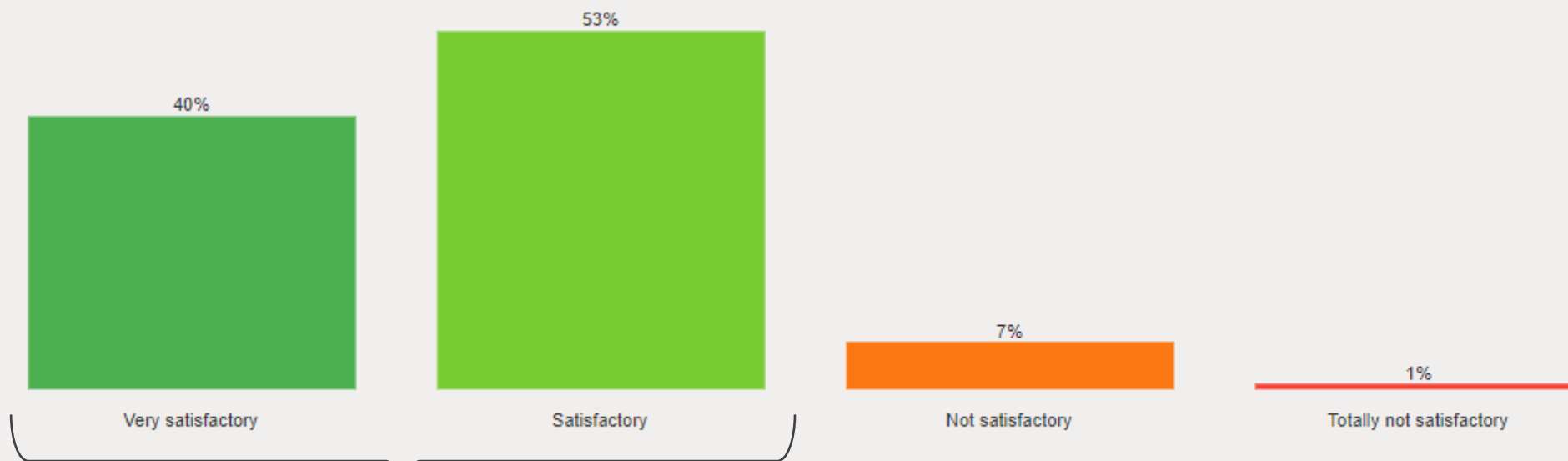
Covid



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?



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?



N 280

93%

Conclusions – Action plans & Timeline



What should we learn from the results of this survey?

- Good results in terms of overall **satisfaction and recommendation**
- **Motivation** and **intention (not) to leave** score positively
- Watpac can influence the **well being** of their people by maintaining a positive **atmosphere** and **support** from management/colleagues
- Less good scores are globally linked with job security, stress (+ coping with stress) & Work-life balance
- Coping w/ stress issue could be due to high level of mental strain ?
-> *Action could be decided on those priorities*
- No discrepancies between the **work environment perception** of Managers & non-Managers (+) despite communication point
- **Unwanted behaviours** should be a major attention point (Women : high discrimination & internal aggression – Managers : high internal aggression & harassment)

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



Measuring the progress of the actions implemented begin 2022



Group overall + Local

Thank you 😊

