

Engagement Survey 2021 – SONAR Report

Legal, Contract & Insurance, BPS

Stéphanie Leblanc – Prevention Advisor Psychosocial Aspects Mensura

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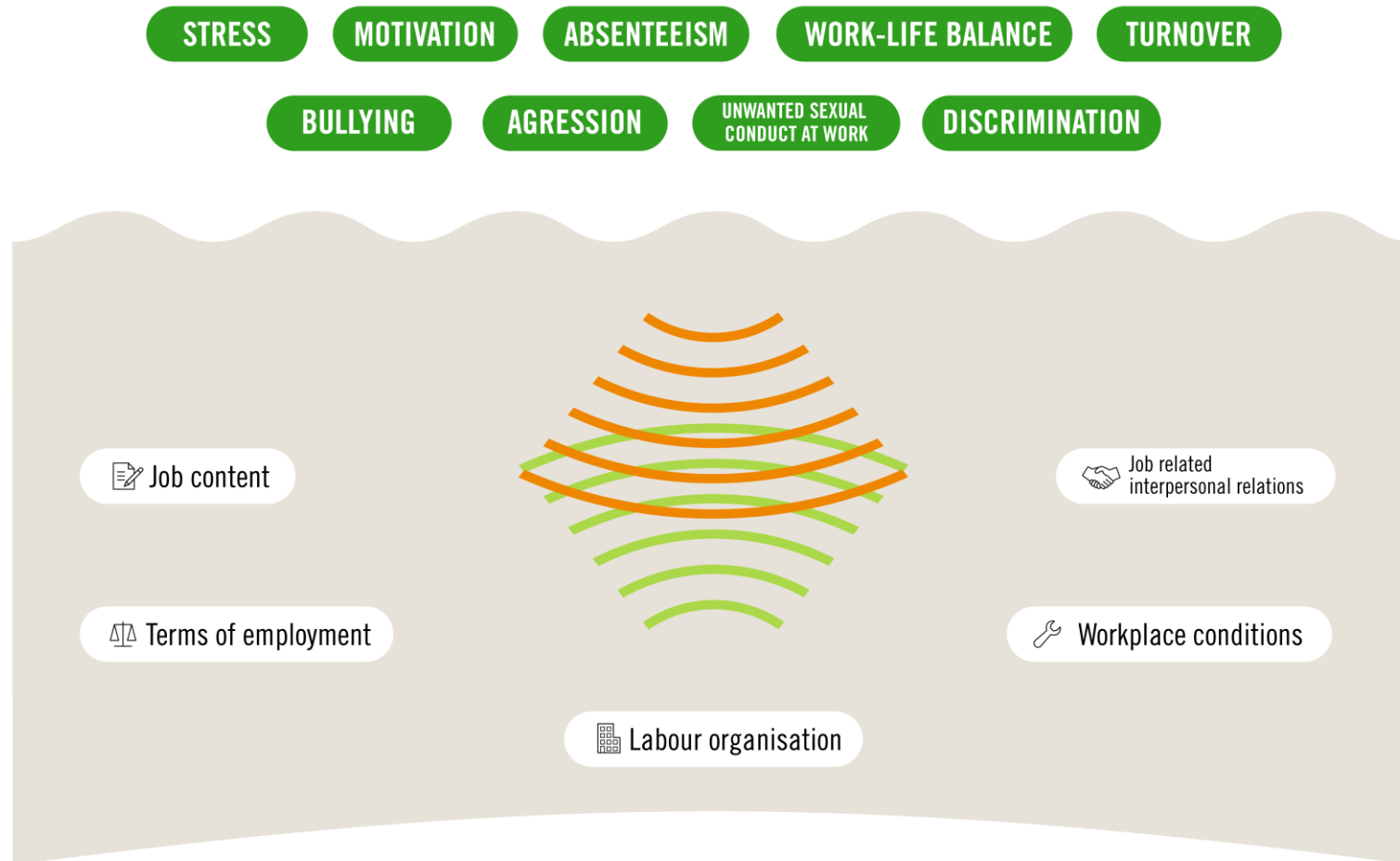
Sylvie Floor – Learning & Development Management



Methodology



SONAR Model

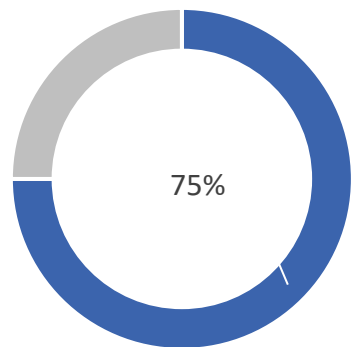


Scan results



Response Rate: 15 participants

Legal, Contract & Insurance, BPS,



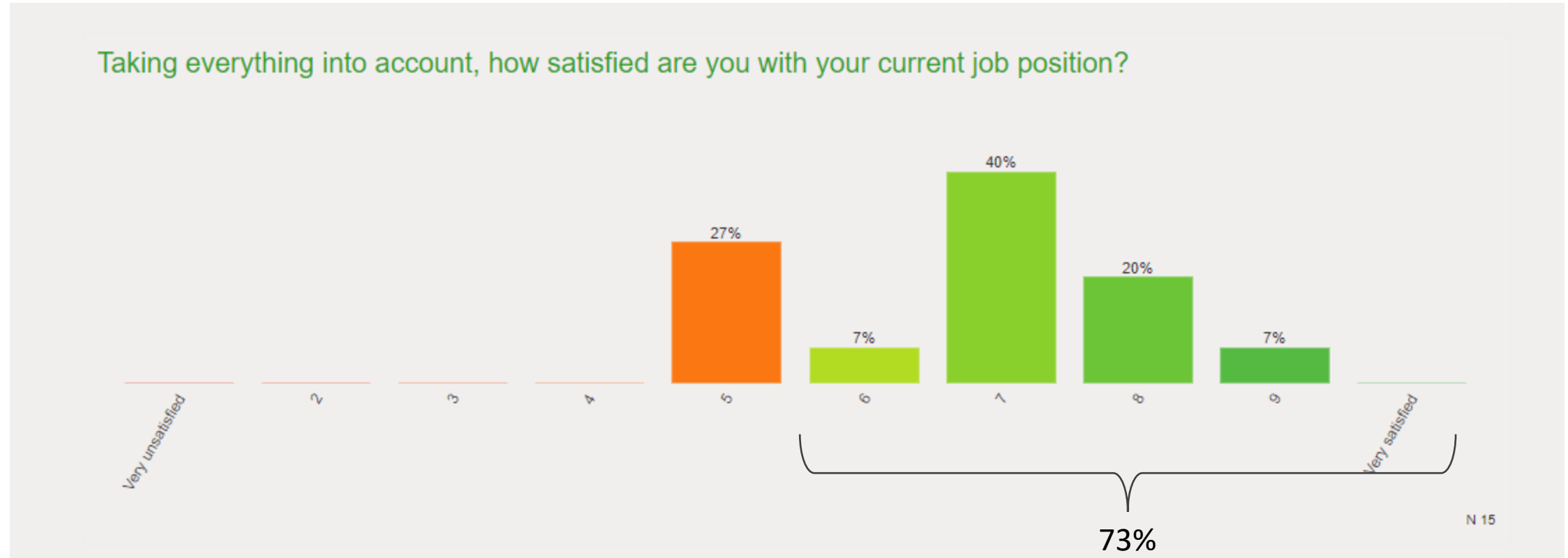
Legal, Contract & Insurance,BPS,



Satisfaction & Net Promoter Score



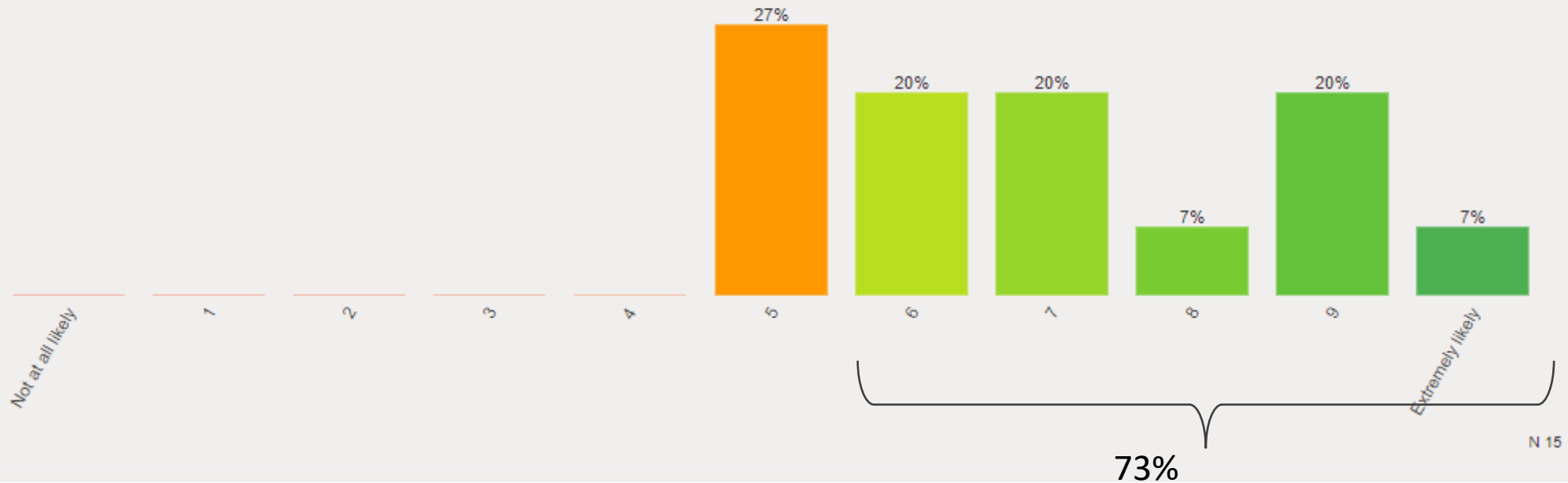
Satisfaction score



BESIX Group satisfaction score 2021: 85%

NPS Score

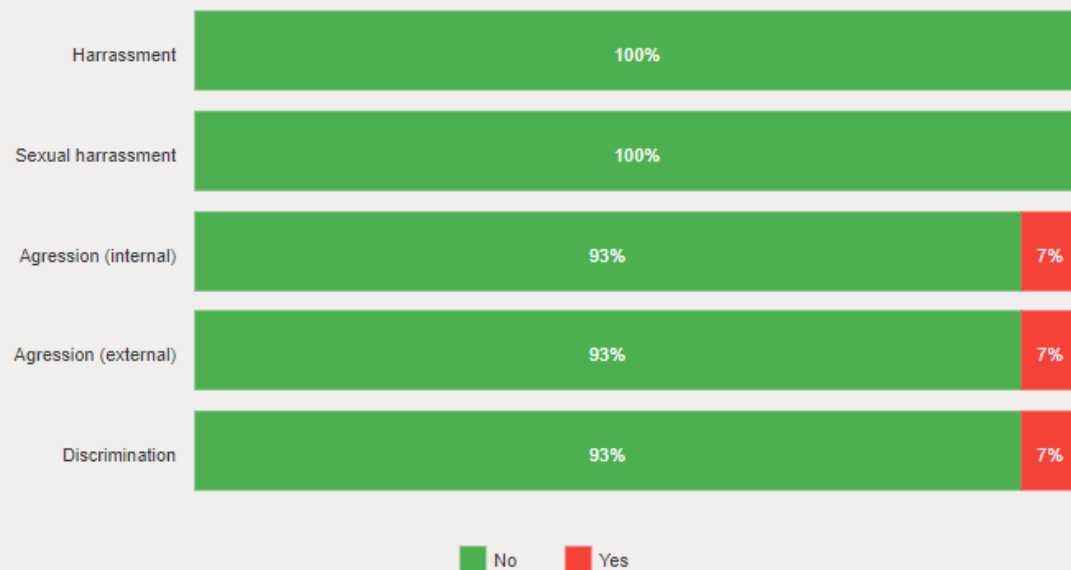
Based on your experience with your company, how likely are you to recommend your company to friends or acquaintances currently looking for work?



BESIX Group NPS score 2021: 84%

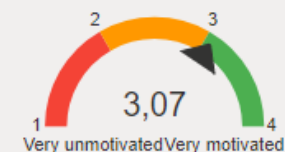
Well-being Indicators

Unwanted Behavior At Work



N 15

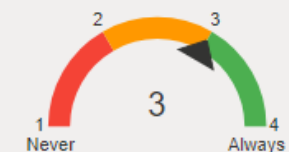
Motivation



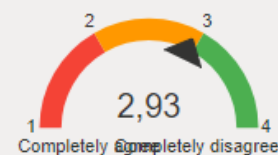
Stress



Coping stress



Intention to leave



Work Life Balance



N 15

Psychosocial risks

Labour organisation



Culture ↑ Structure ↓

Job content



Variation ↑ Procedures ↓
Independence ↑

Terms of employment



Training ↓
Evaluations ↓
Remuneration ↓
Holiday, working regime ↓

Workplace conditions



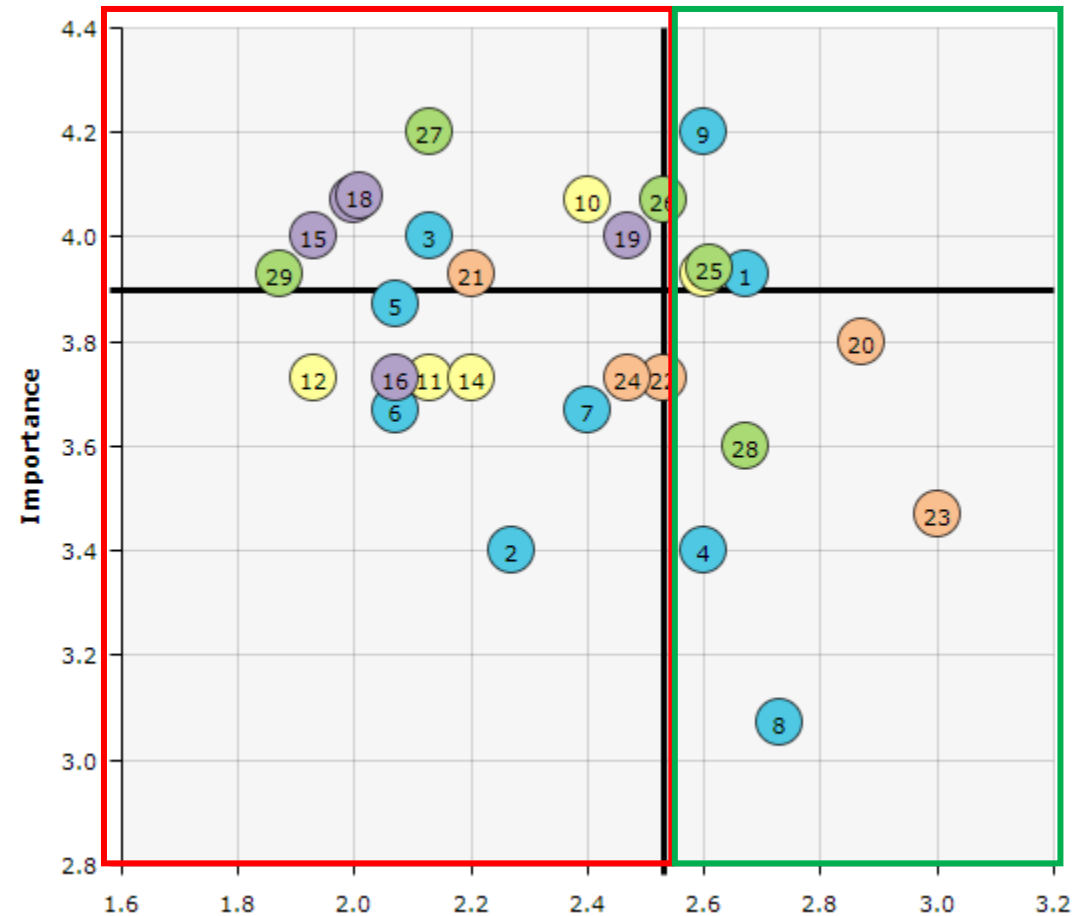
Work equipment ↓

Job related interpersonal relations



Support of colleagues ↑ Atmosphere ↓
Communication ↓

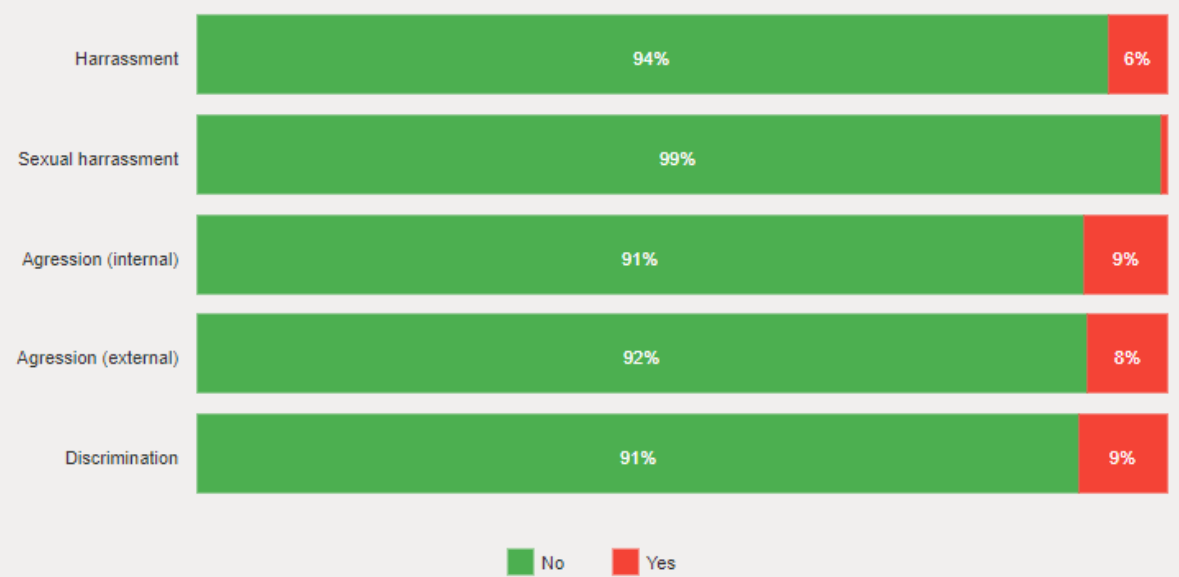
	N = 15	Rating	Importance	
Job content	1. Variation in the work	2.67	3.93	
	2. Division of tasks	2.27	3.4	
	3. Work procedures	2.13	4	
	4. Level of difficulty	2.6	3.4	
	5. Job pressure	2.07	3.87	
	6. Mental strain due to the work	2.07	3.67	
	7. Emotional strain due to the work	2.4	3.67	
	8. Physical strain due to the work	2.73	3.07	
	9. Independence in the work	2.6	4.2	
Work organisation	10. Clear organisational structure	2.4	4.07	
	11. Say in the organisation	2.13	3.73	
	12. Policy organisation	1.93	3.73	
	13. Organisational culture	2.6	3.93	!
	14. Work and job security	2.2	3.73	
Work conditions	15. Training opportunities	1.93	4	
	16. Career opportunities	2.07	3.73	
	17. Evaluation procedures	2	4.07	!
	18. Remuneration	2	4.07	!
	19. Holiday, working regime	2.47	4	
Job situations	20. Safety	2.87	3.8	
	21. Work equipment	2.2	3.93	
	22. Noise	2.53	3.73	
	23. Lighting	3	3.47	
	24. Climate control and ventilation	2.47	3.73	
Job relations	25. Support and appreciation of colleagues	2.6	3.93	!
	26. Support and appreciation from manager	2.53	4.07	
	27. Atmosphere at work	2.13	4.2	
	28. Contact with external parties at work	2.67	3.6	
	29. Communication and expectations	1.87	3.93	



BESIX GROUP RESULTS

Well-being Indicators

Unwanted Behavior At Work



N 2,6k

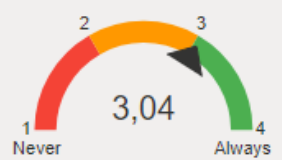
Motivation



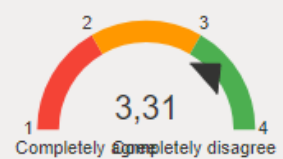
Stress



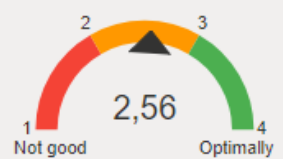
Coping stress



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

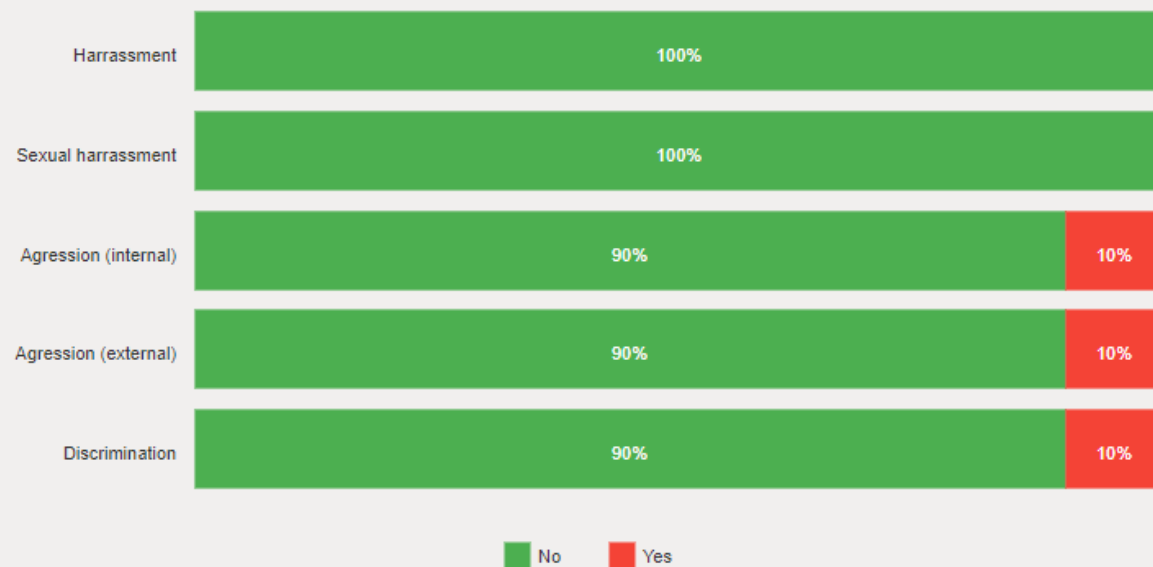
Results Manager >< Non-Manager



No Managers

Well-being Indicators

Unwanted Behavior At Work



N 10

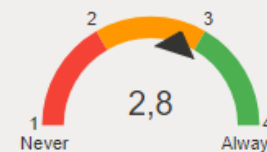
Motivation



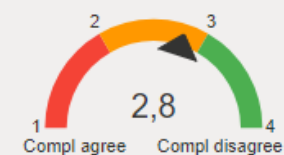
Stress



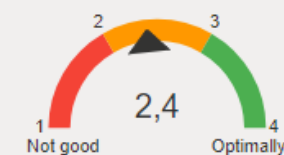
Coping stress



Intention to leave



Work Life Balance



N 10

Psychosocial risks

Labour organisation



Culture ↑ ↓ Structure
↓ Job security

Job content



↓ Work procedures
↓ Independence

Terms of employment



↓ Training
↓ Evaluations
↓ Remuneration
↓ Holiday, working regime

Workplace conditions

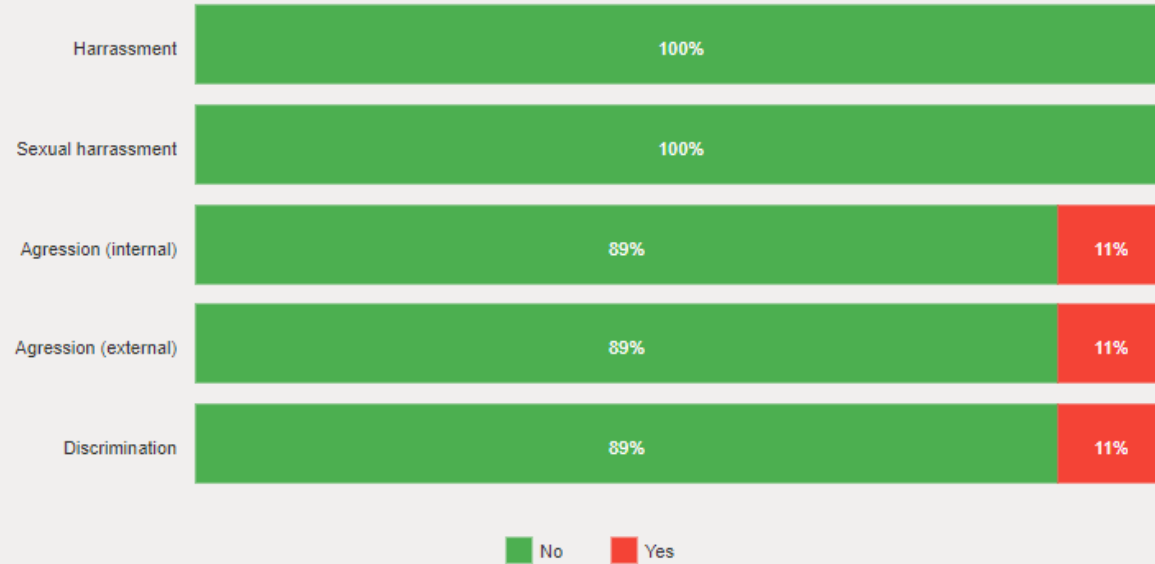


Job related interpersonal relations



↓ Support of colleagues
↓ Support of superior
↓ Atmosphere
↓ Communication

Unwanted Behavior At Work



N 9

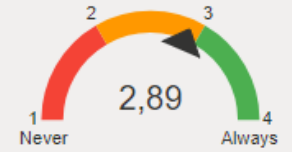
Motivation



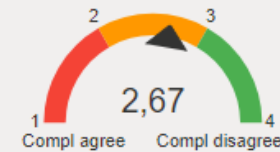
Stress



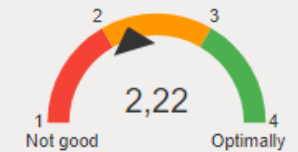
Coping stress



Intention to leave



Work Life Balance



N 9

Psychosocial risks

Labour organisation



Structure ↑ ↓ Job security

Culture ↑

Job content



↓ Work procedures

↓ Work pressure

↓ Mental strain

Terms of employment



↓ Training

↓ Evaluations

↓ Remuneration

↓ Holiday, working regime

Workplace conditions



↓ Climate control

Job related interpersonal relations



Support of colleagues ↑ ↓ Atmosphere

Support of superior ↑

Results Module Change



Department
Company

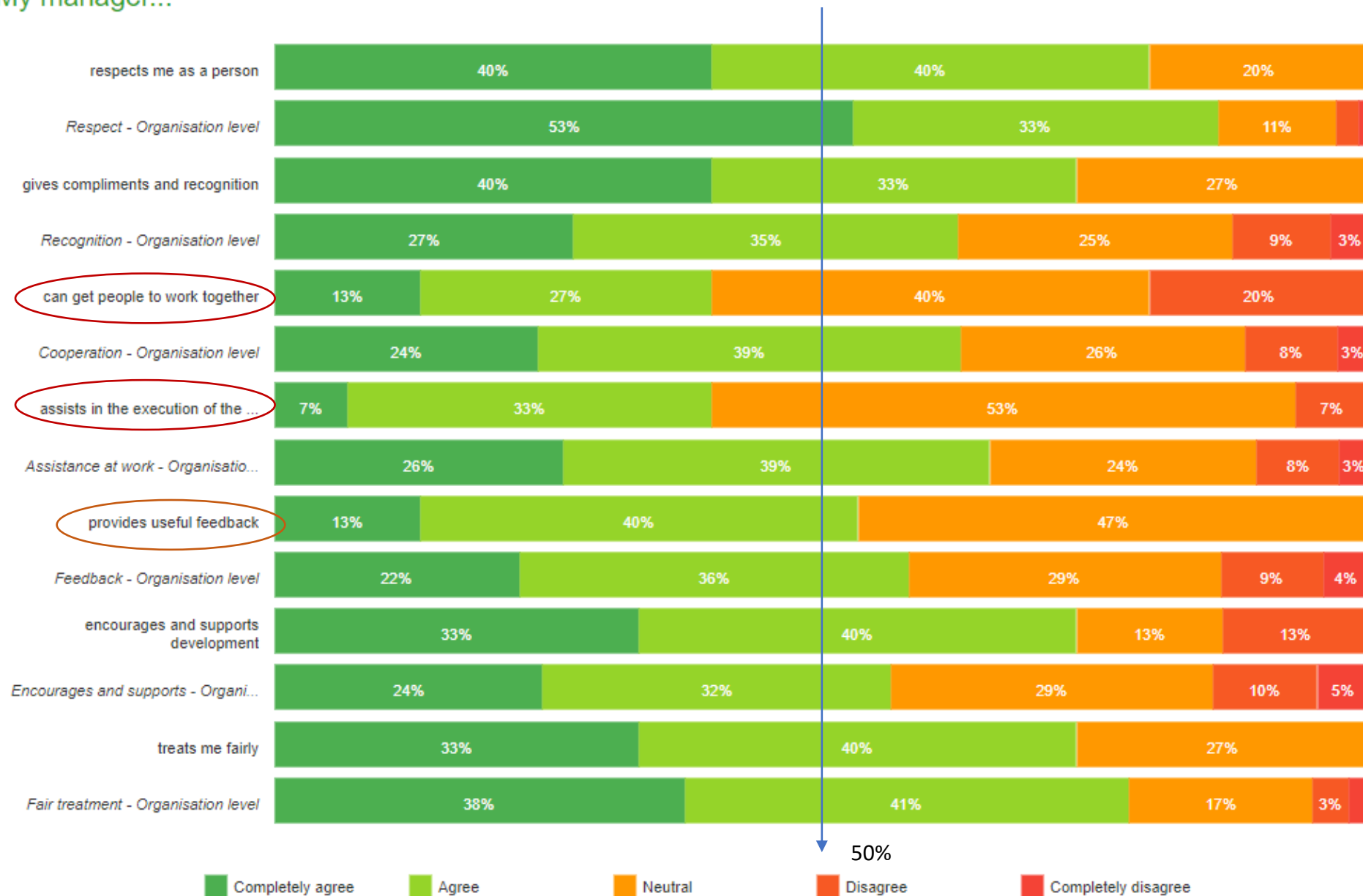
Individual



Results Module Leadership



My manager...

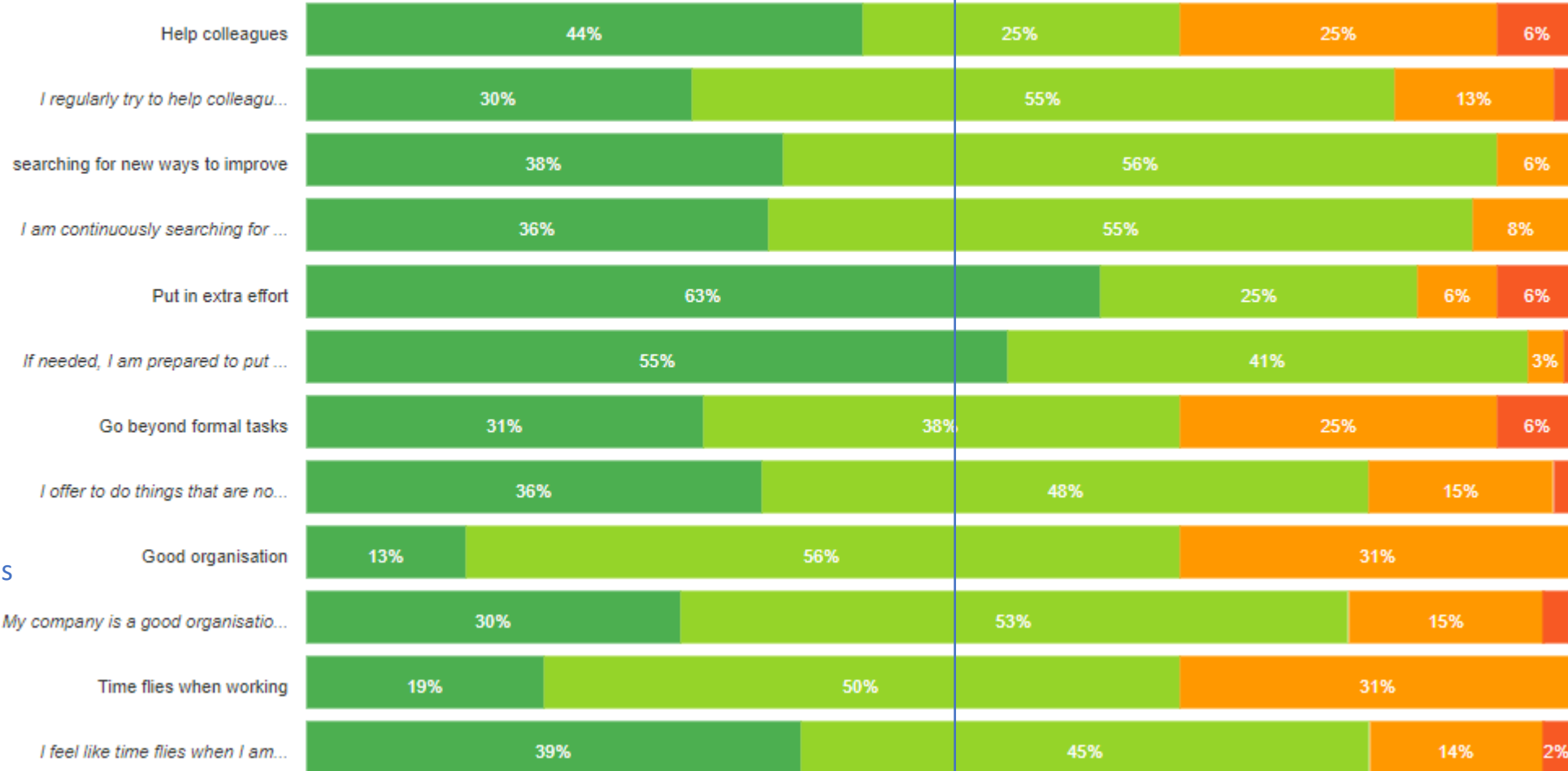


Results Extra Module

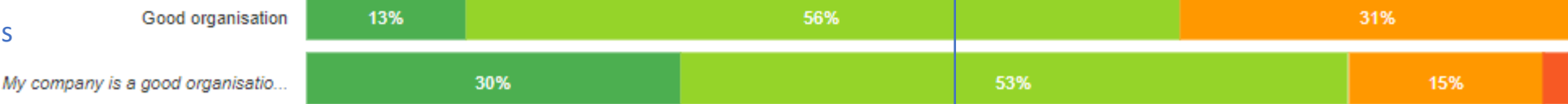


The following statements relate to your daily work in our company. To what extent do you agree with these statements?

Extra mile



Attractiveness

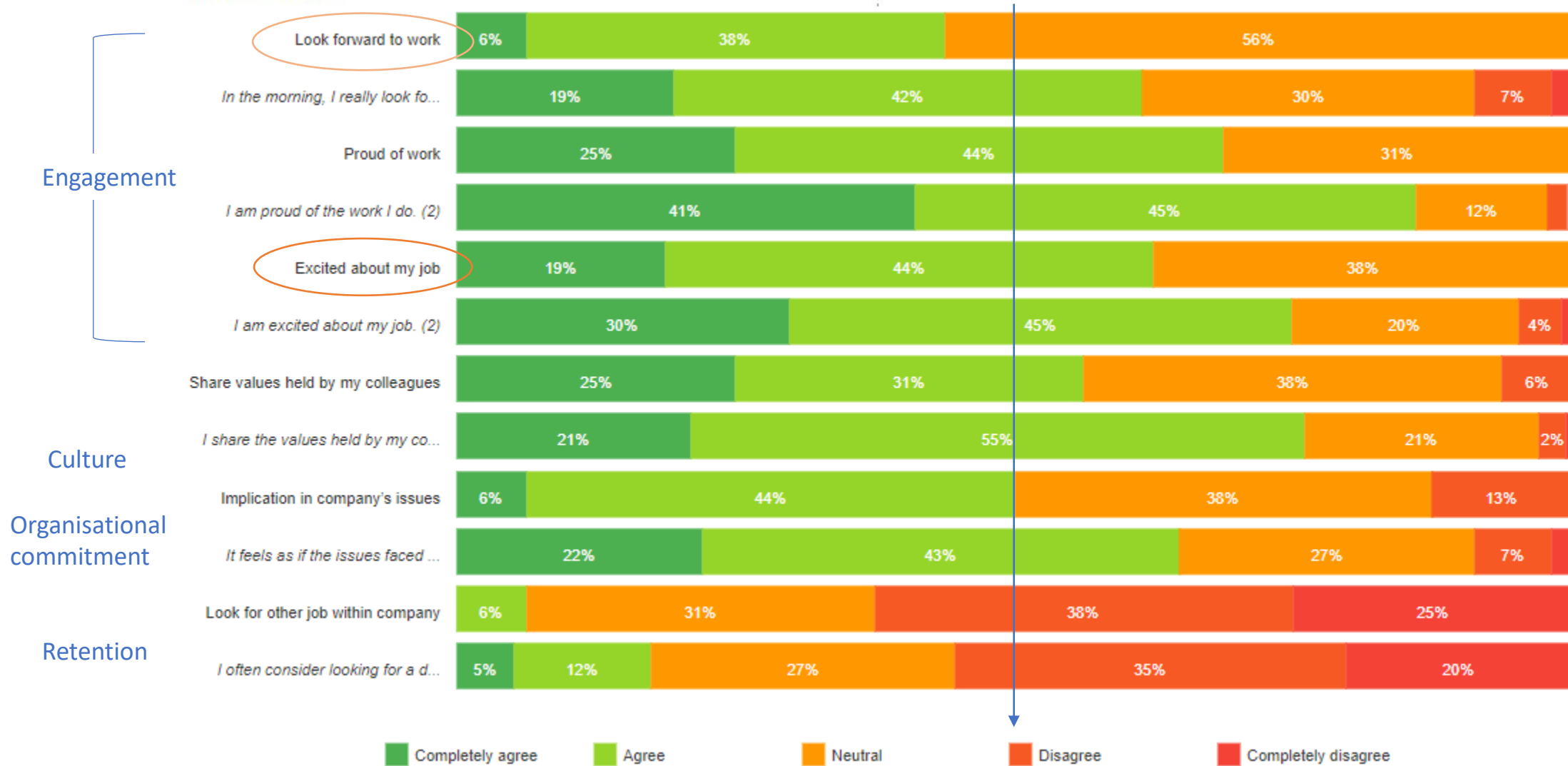


Engagement



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

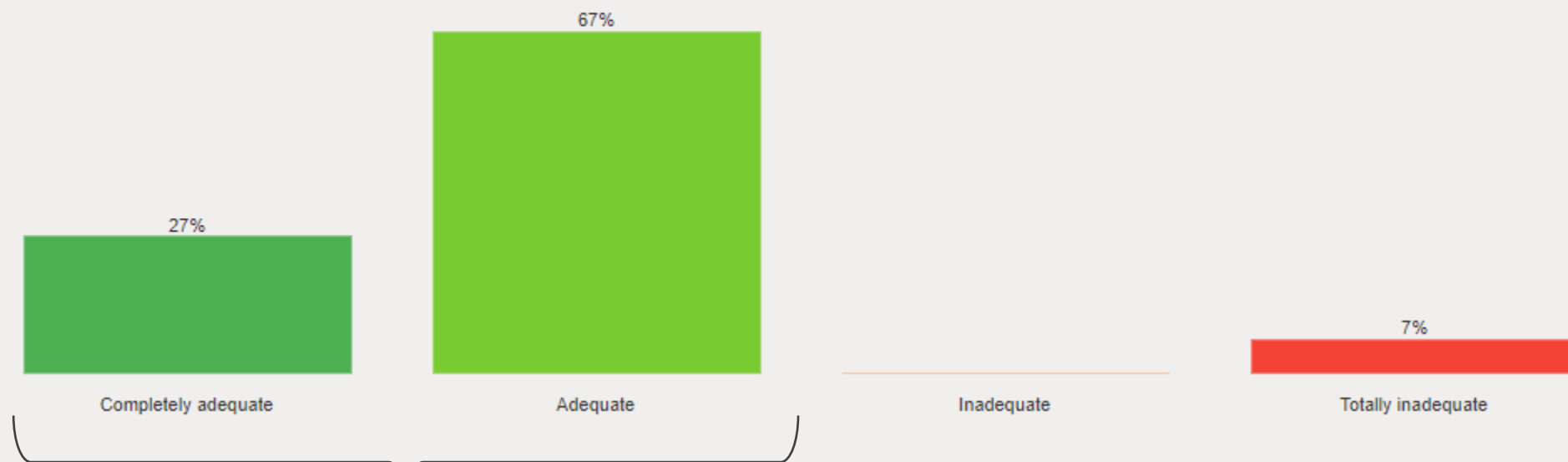
The following statements relate to your daily work in our company. To what extent do you agree with these statements?



Covid

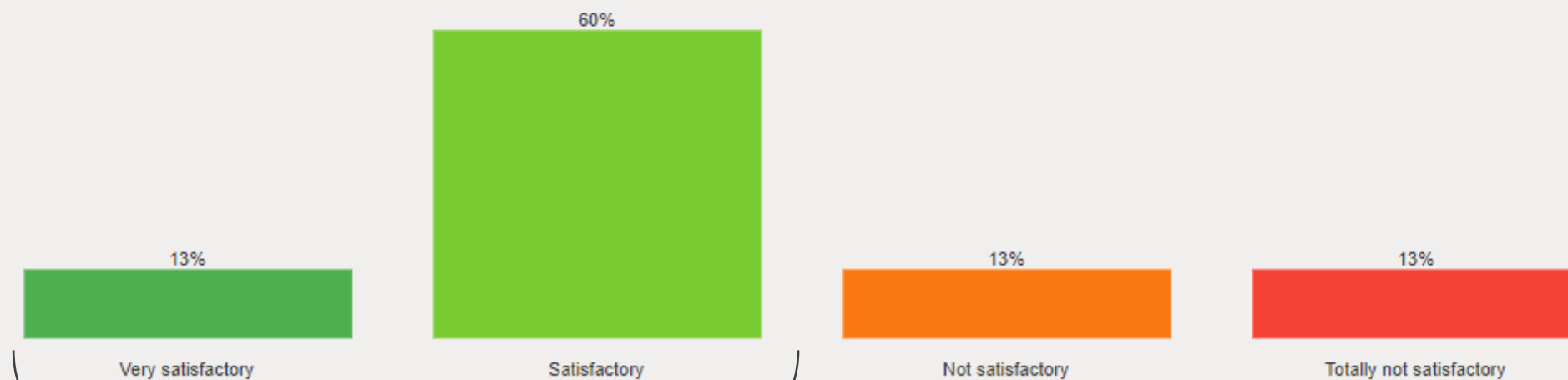


In the context of the Covid-19 pandemic, your company implemented sanitary measures in your workplace. Do you feel that these measures are adequate to keep you safe?



93%

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?



73%

N 15

Conclusions – Action plans & Timeline



What should we learn from the results of this survey?

- Satisfaction and NPS score less than average (cfr BESIX Group score)
- On **global well-being**, stress scores high and coping stress is low, motivation and intention to leave are also highlighted
- In general terms, legal department shows **limited resources** to improve the well-being of tis employees
- However: **support of colleagues – job variation** and **culture** represent the strong point of the management team (attention point for no manager group),
- **Unwanted behaviours** are identified for discrimination & aggression
- Less good scores are linked with:
 - Structure & procedures -> impact on job security
 - Terms of Employment -> impact on feedback culture
 - Atmosphere and communication -> involving & information score low = WHY issues

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

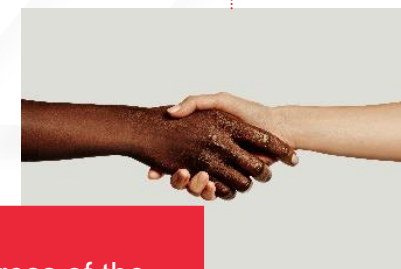
As from 05/10

Action plans to be taken following results



Group overall + Local

Measuring the progress of the actions implemented begin 2022



Thank you 😊

