



Employee Satisfaction Survey - 2020





Employee Engagement

- The **People** strategy for Lindab is to build a strong employer brand that will increase our ability to **attract, recruit** and **retain** the right people.
- An essential part of the **People** strategy and our organisational success is **employee engagement**.
- Employee engagement is important because it affects employees **attitudes, behaviours** and **performance**.
- It is evident that organisations whom foster a culture that enables employees to engage in their work benefit from **improved organisational performance, productivity, innovation, customer satisfaction, loyalty, employee health & wellbeing, reduced levels of absence** and **reduced employee turnover**.



People - 'Having the best teams for our business'





Employee Satisfaction Survey

- The most common measurement for employee engagement is an **Employee Satisfaction Survey**
- We created a short survey based on the key drivers of employee satisfaction: **communication, teamwork, pay, rewards, recognition, benefits & flexibility, job satisfaction, training & development, H&S and social responsibility.**
- An anonymous employee satisfaction survey was made available to all employees and we are delighted to be able to confirm that **162 employees** took the opportunity to provide their views and opinions on Lindab.
- The results from the survey have now been analysed, appropriate activities prioritised and the **results of the survey are as follows**



People - Thank you to all who completed the survey



What department do you work in?



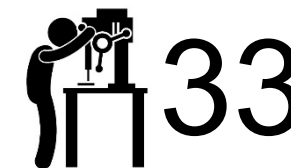
Sales



Administration
Including Finance & HR



Warehousing &
Driving



Production

 **People** - 162 employees completed the survey



How long have you worked for Lindab?



 **People** - 20% have worked for Lindab for over 15 years





I understand the organisation's business goals and strategic activities



 **People** - 77% understand our strategy





I understand how my work impacts the organisation's business goal and strategic activities



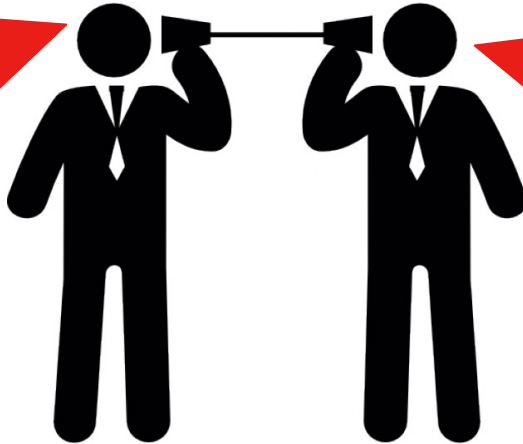
 **People** - 85% understand their impact



Communication

9% Strongly Agree
42% Agree
27% Disagree
22% Strongly Disagree

Communication between senior management and employees is good



Communication between my line manager and myself is good

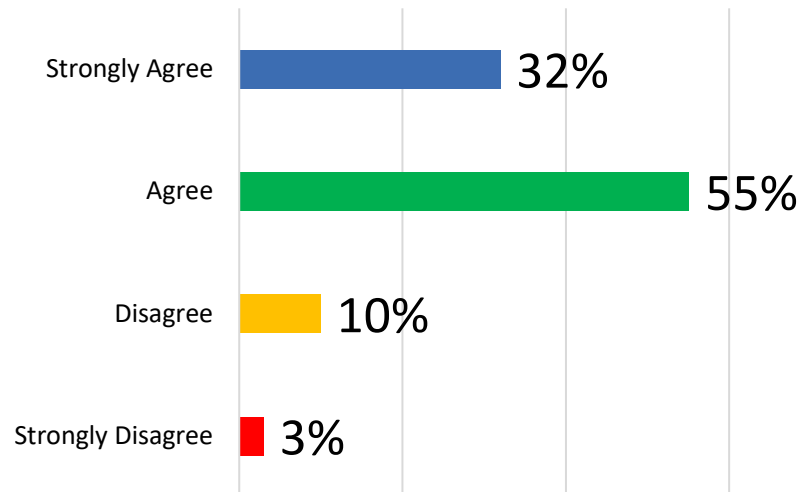
27% Strongly Agree
51% Agree
19% Disagree
3% Strongly Disagree

 **People** - 78% communicate well with their line manager

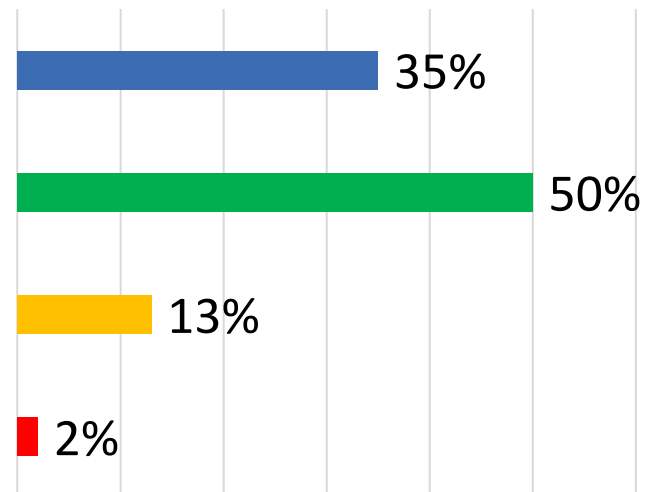


Working relationships

My line manager and I have a good working relationship



I trust and respect my line manager

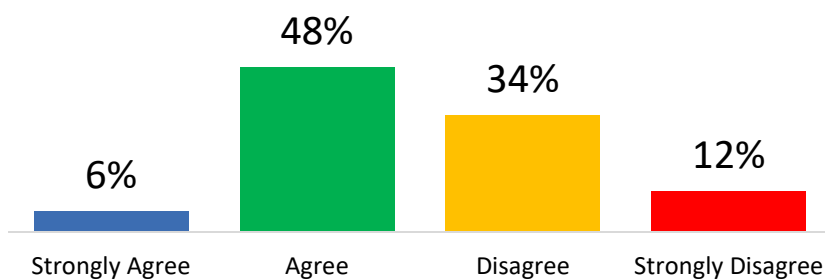


People - 87% have a good relationship with their line manager

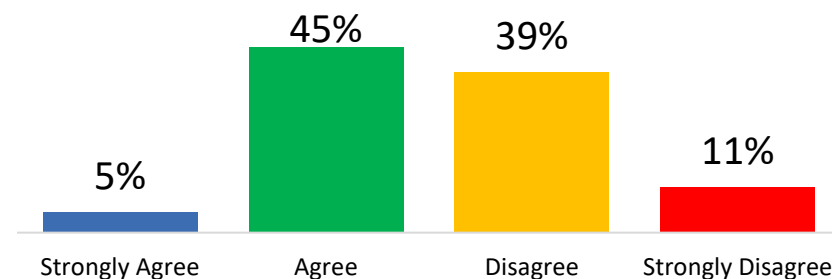


Salary

I am paid fairly for the work I do



My salary is competitive with similar jobs I may find elsewhere



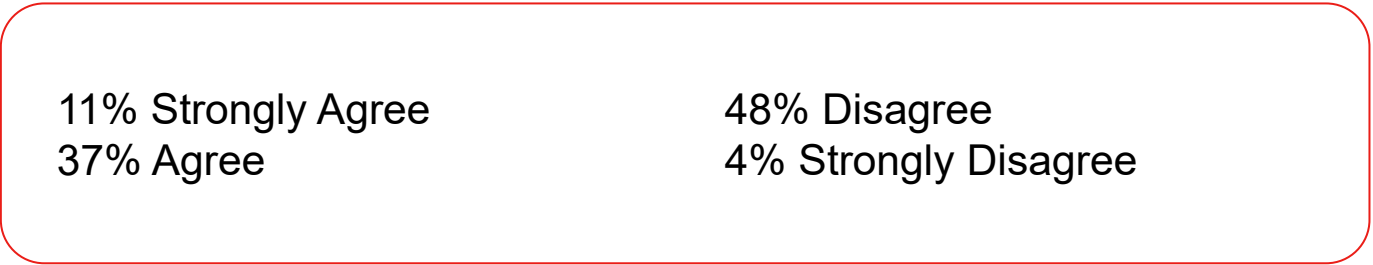
People - More than half agree that pay is fair and competitive





Benefits

I am satisfied with my total benefits package

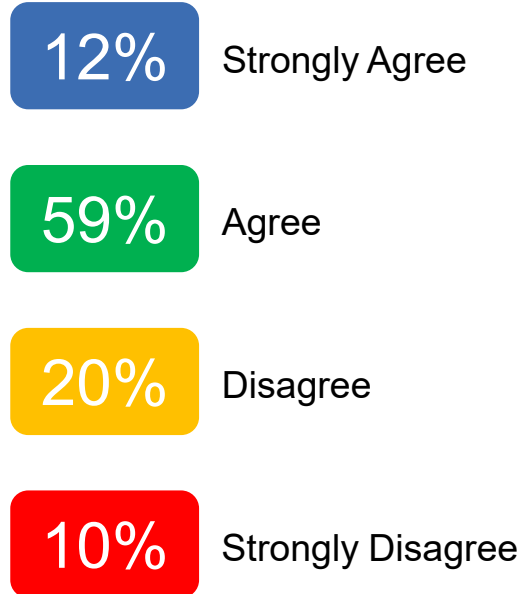


People - We encourage our team to take advantage of all benefits





I am satisfied with the workplace flexibility offered by the organisation



 **People** - We encourage a healthy balance





I enjoy my work most days



 **People** - Most people enjoy working for Lindab



Interesting & rewarding

“

I do interesting and
challenging work

”

11% Strongly Agree
60% Agree
24% Disagree
5% Strongly Disagree

 **People** - 71% are interested and challenged



I am recognised by my line manager when I do a good job



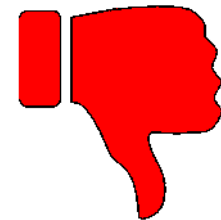
19%
Strongly Agree



39%
Agree



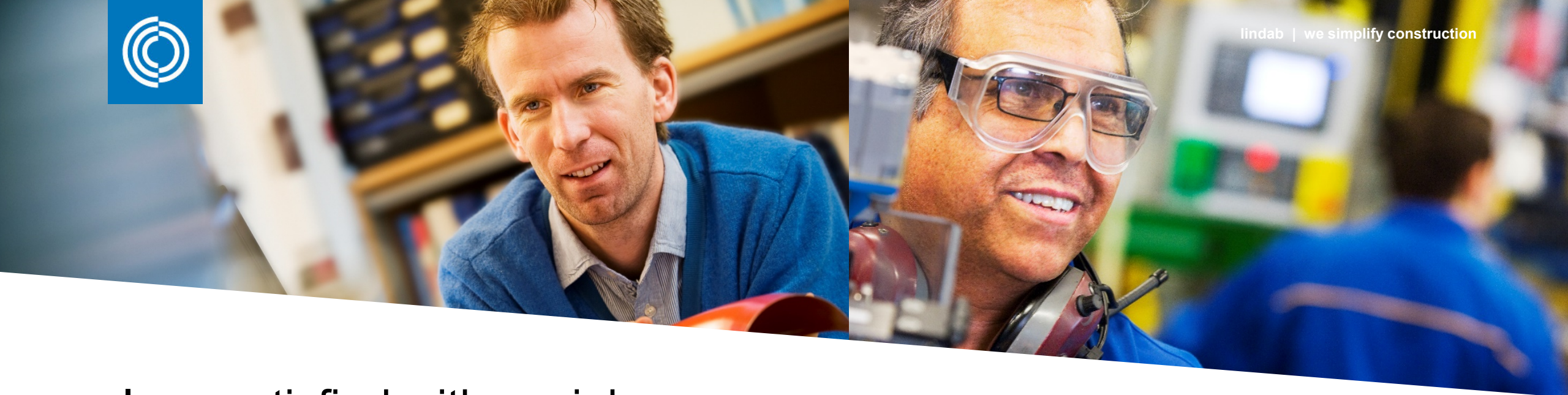
30%
Disagree



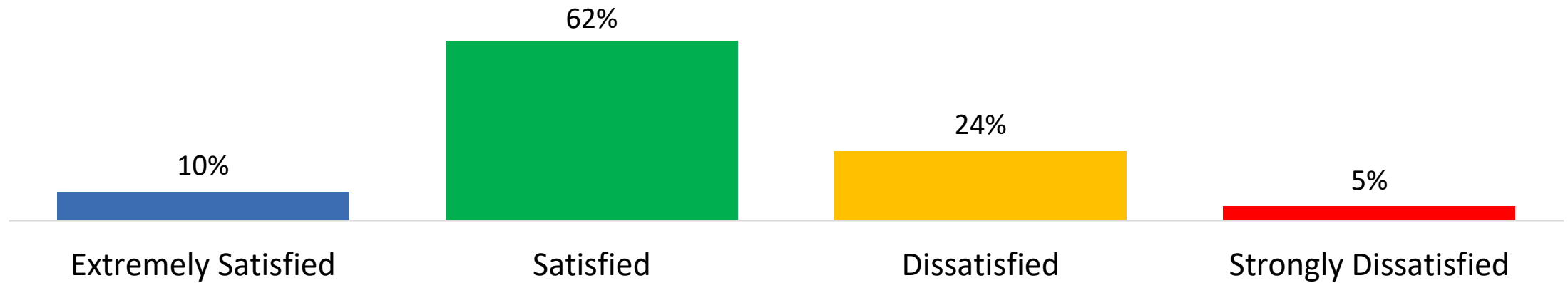
12%
Strongly Disagree



People - More than half feel they receive recognition



I am satisfied with my job



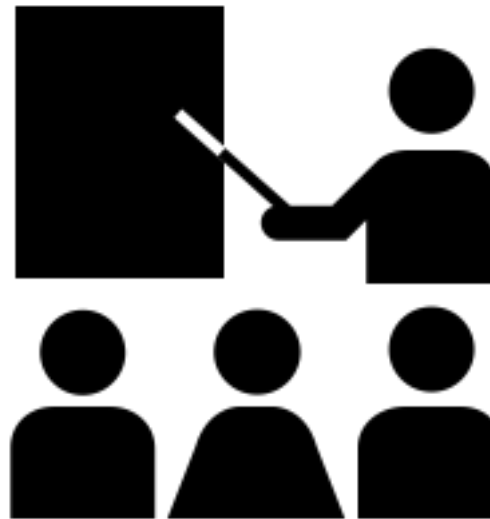
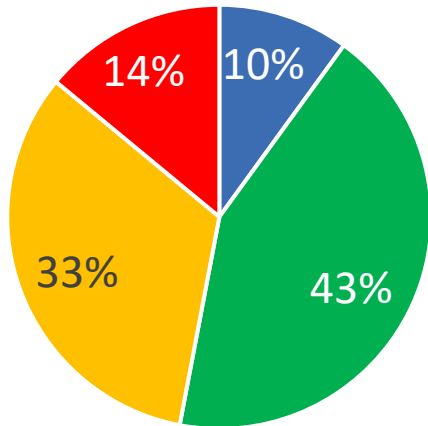
 **People** - 72% are satisfied with their job at Lindab





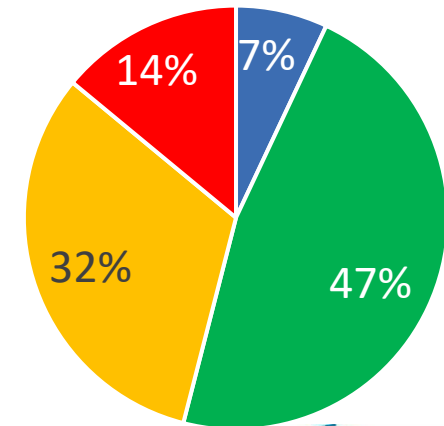
Training

I am satisfied with the investment the Organisation makes in my training and development



■ Strongly Agree ■ Agree
■ Disagree ■ Strongly Disagree

I am satisfied with the job-related training available to me

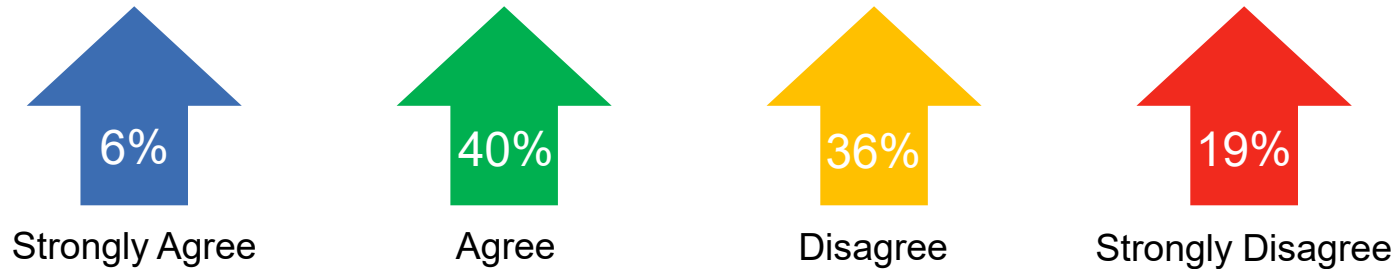


 **People** - More than half feel invested in



Advancement opportunity

I am satisfied with the career advancement opportunities available to me

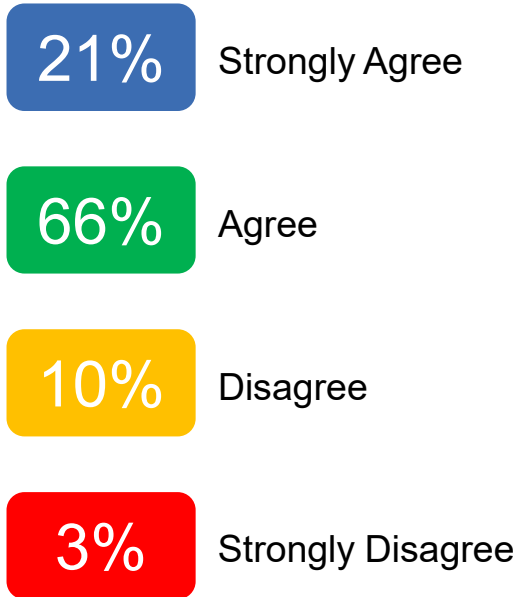
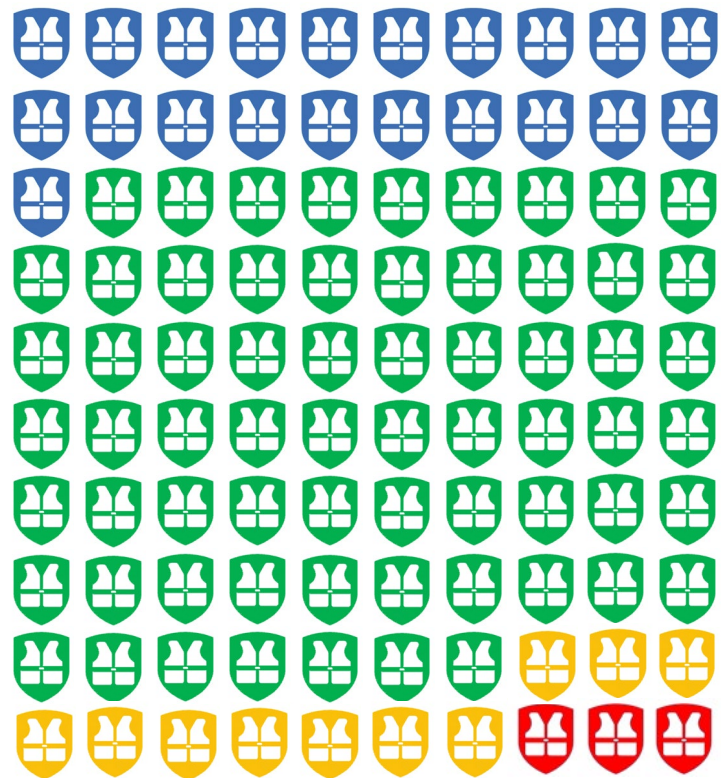



 **People** - Where possible, we promote from within





My organisation has a safe working environment



 **People** - 87% feel safe at work





The organisation operates in a socially responsible manner



21%
Strongly Agree



68%
Agree



9%
Disagree



2%
Strongly Disagree



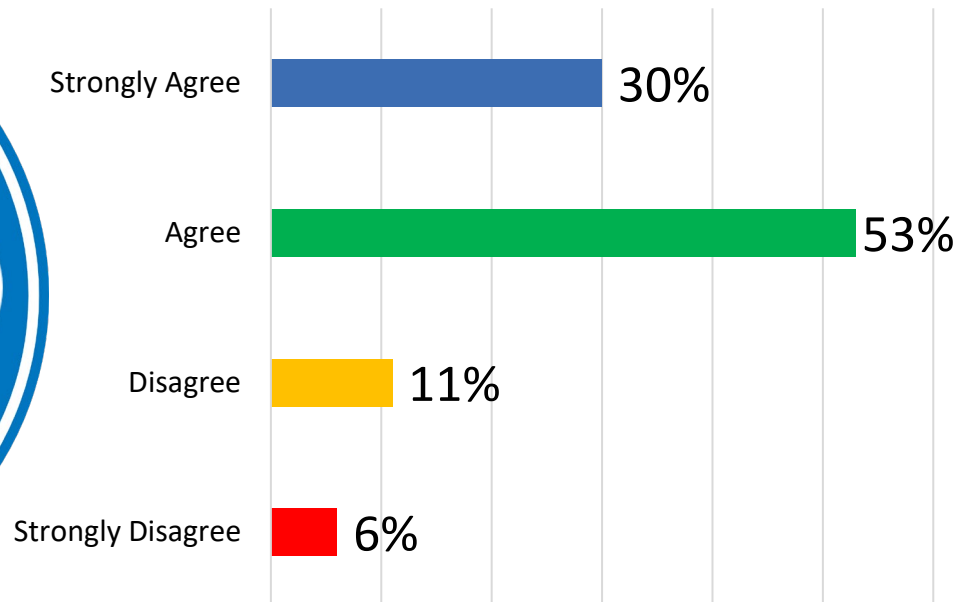
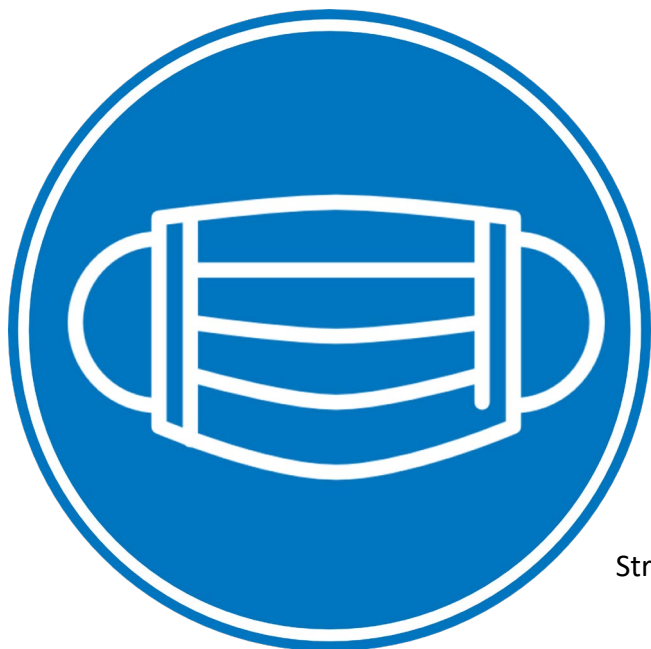
People - That's Good Thinking!





COVID-19

The organisation is taking the COVID-19 pandemic seriously



 **People** - 83% understand we take the pandemic seriously





COVID-19

I have confidence in the senior management team's decisions and responses to COVID-19

24% Strongly Agree
51% Agree
17% Disagree
8% Strongly Disagree



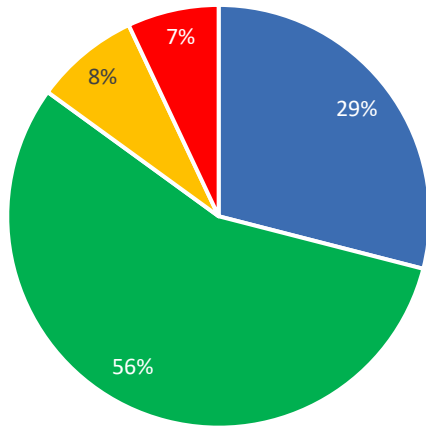
People - We believe in our management team



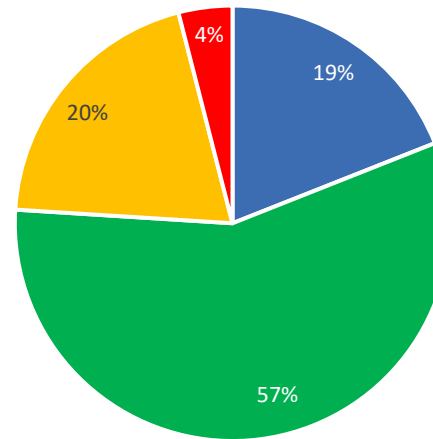


COVID-19

I am kept up to date and feel well informed regarding the organisation's response to COVID-19



The communications I have received have been helpful and reassuring



■ Strongly Agree ■ Agree
■ Disagree ■ Strongly Disagree



People - 85% feel well informed during the pandemic





COVID-19

I feel safe to continue coming to work and doing my job



19%
Strongly Agree



57%
Agree



21%
Disagree



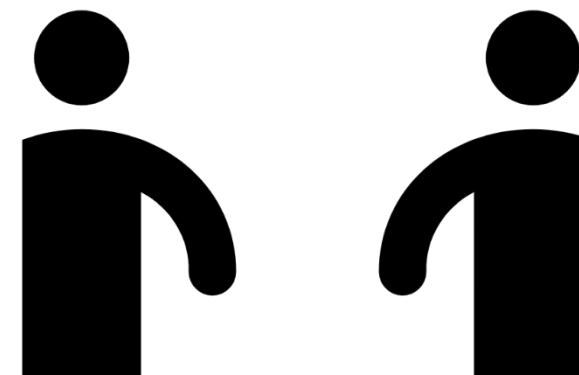
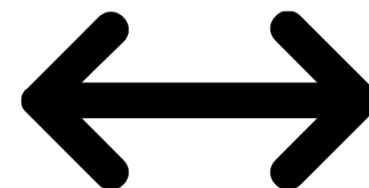
3%
Strongly Disagree



People - 76% feel safe to come to work during the pandemic



COVID-19



27% Strongly Agree
 56% Agree
 12% Disagree
 5% Strongly Disagree

My manager has been accessible throughout and has also kept me informed about the organisation's response

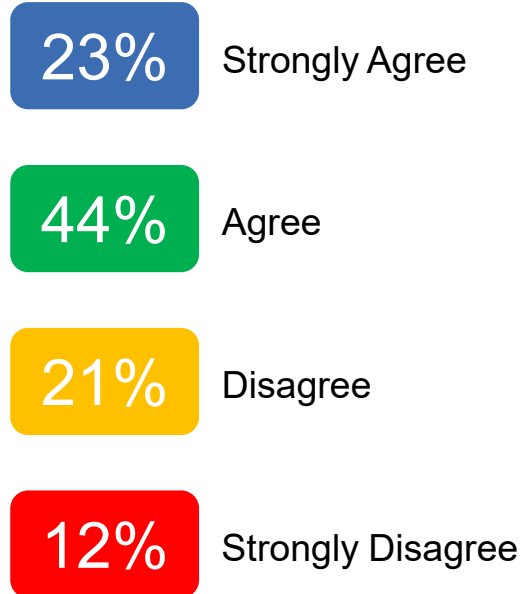
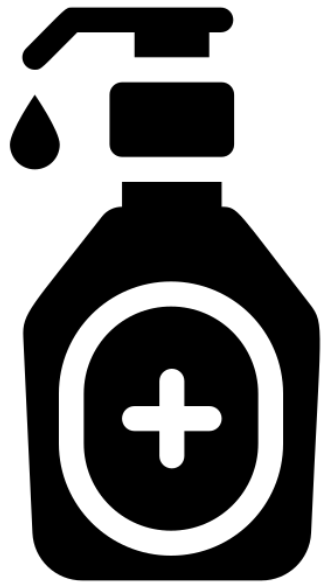


People - 83% feel their manager has been accessible



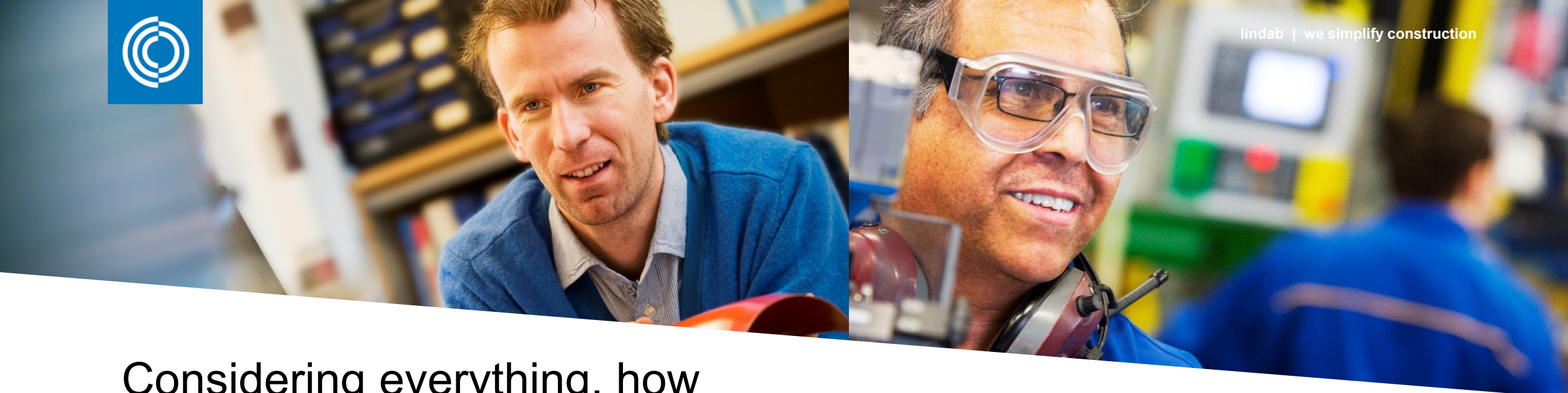
COVID-19

Throughout the COVID-19 pandemic the organisation has cared about employees health and welfare

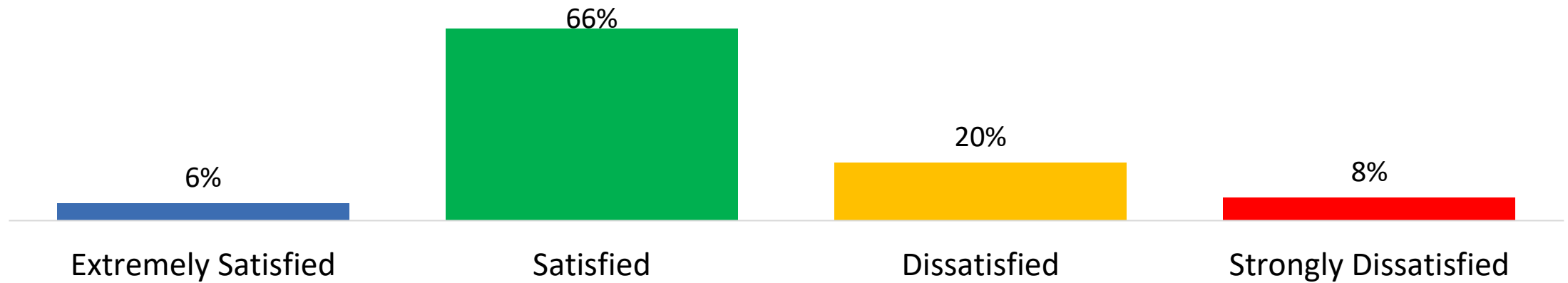



People - Most realise that we care about employees





Considering everything, how satisfied are you with the organisation?

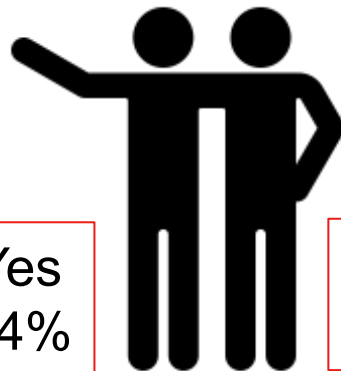


 **People** - 72% are satisfied with the organisation



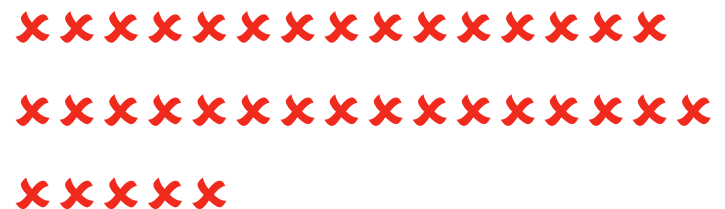


Would you recommend Lindab to a friend / family member as a good place to work?



Yes
64%

No
36%



People - Most people would recommend Lindab





What suggestions do you have for improving the workplace and your employee satisfaction

Employ more staff

The branch needs a update and paint

Employee Recognition Scheme

More time for training

Random testing for drink and drugs

Better feedback and communication from senior management

More flexibility regarding working from home when unexpected issues arise

Be clear on business objectives

Birthday Allowance

Greater emphasis on improving sales instead of operations.

Be more environmentally friendly

Team building activities

Winter contribution to heating for all employees working from home

The IT in the company needs to be improved

Bonus scheme/ incentives for branch staff

All branches need to work as one rather than individually

An improvement in salary





Are there any other issues that need to be addressed by the organisation

Communication within the company

Little incentives or recognition of value

Competence in higher management

H&S should be stuck to

Quantity of staff employed by Lindab

The way that people were selected for the Covid furlough scheme

Branches need to start working together and helping each other a bit more

Mental health issues

Website needs updating

Annual salary increase compared to cost of living

Staff cover for holidays and absence

Sick pay

Promoting the residential products to employees at cost effective rates

Company cars - more hybrid & electric choices

More information about new products coming in

Management should lead by example

Brexit concerns

People





Celebrating our successes

162 employees completed the survey



85% understand how their work impacts the organisation's business goals and strategic activities



85% have a good relationship with their line manager

80% are satisfied with job-related training



87% feel safe at work



89% agree the organisation operates in a socially responsible manner



Considering everything, 77% are satisfied with the organisation



People

'Having the best teams for our business'





Opportunities for improvement

Whilst the overall results of the 2020 survey are not as good as they have been in previous years, we are encouraged that more employees chose to participate and complete the survey which in turn has provided us with more feedback and more opportunities for action and improvement. Due to the coronavirus outbreak the opportunities for improvement in 2019 were unfortunately not actioned as intended, therefore we have combined suggestions from 2019 and 2020 and have identified key employee engagement drivers that we will either continue to prioritise or investigate and action where possible.

Communication

- Improve communication at all levels throughout the organisation with better two-way communication, improved inter-branch relations and engagement with employees who do not have access to Lindnet nor a lindab.com email account.

Training & Development

- Identify and deliver training & development needs across all areas of the business thus creating career advancement opportunities and a sustainable workforce now and in the future.

Rewards & Recognition

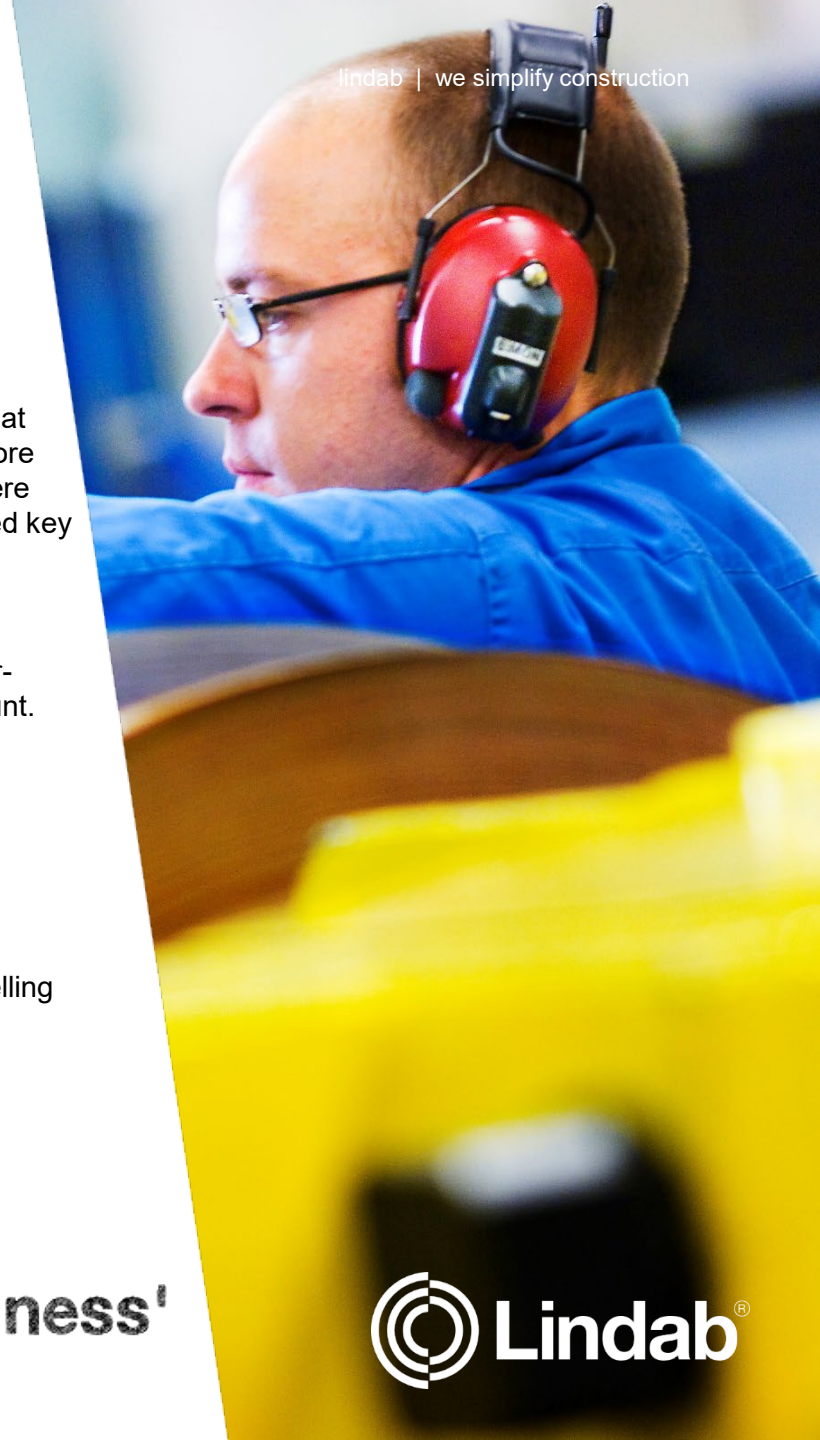
- Review total rewards benefits package available including company pension scheme.
- Investigate the introduction of new employee benefits such as employee paid cash plan, discount cards, buying / selling annual leave, taking a day off for milestone birthdays / moving house / getting married etc.
- Introduce and encourage a 'greener' fleet policy with more access to hybrid and electric company cars.

Overall Employee Satisfaction

- Improve 'Employee Wellbeing' strategy.
- Continue to review and improve working environments and conditions throughout the branch network.
- Investigate recycling initiatives at branch level for all waste – paper, plastic, glass etc.



People - 'Having the best teams for our business'





Strategic Goal 2023

Effective continual feedback from our employees is critical to improving performance, productivity, engagement, our brand and is a strategic activity to ensure that by 2023 we have the 'best teams for our business'.

The employee engagement survey will be conducted annually in November and results reported no later than the 28th February moving forward.

By **2023** our strategic goals are:

- To attain an overall employee satisfaction score of **85%**



People - 'Having the best teams for our business'





Lindab UK HR Team

Thank you again for taking the time to complete the survey and for reviewing the results. If you should have any ideas or suggestions for other ways in which you believe we can improve then please do contact your line manager, your Branch & Regional Operations Manager, HR or any member of the Business Leadership Team.

Gail Horton

HR Manager
gail.horton@lindab.com

Chanel Queensborough-Blackburn

HR Advisor
chanel.queensborough-blackburn@lindab.com

Fallon Neaves

Business Administrator
fallon.neaves@lindab.com



People - 'Having the best teams for our business'

