

# 2022 Engagement Survey

## Women Insights

### Electrical Technologies

#### Participation

Participation rates help us understand how representative the feedback is. While we are not aiming for 100%, a majority of employees is an indicative sample.

2022 PET Participation (Women)

**86%**

#### Engagement

Engagement has been consistently linked to employee retention and customer satisfaction. By listing it, we can impact retention and attraction of talent, performance, and innovation.

2022 PET Engagement (Women)

**79%**

#### Engagement Questions we asked:

I would recommend Programmed as a great place to work.  
Programmed motivates me to go above and beyond what I would do in a similar role elsewhere.

I am proud to work for Programmed.  
I rarely think about looking for a job at another company.  
I see myself still working at Programmed in two years' time.

### Strengths and Opportunities

We will now take a look at our strengths (higher scores) and Opportunities (lower scores). Strengths are things we can celebrate while Opportunities represent things we can improve on.

#### Highest 3 scores

These are the key areas we are excelling in:

People from all backgrounds have equal opportunities to succeed at Programmed **97%**

I know what I need to do to be successful in my role **97%**

I see health and safety as a focus every day in my work area/ team / department **97%**

#### Lowest 3 scores

These are the key areas with opportunities to improve:

I think the work I do in my job significantly improves the lives of other people outside of my own household **50%**

The leadership team have communicated a vision that motivates me **59%**

I believe action will take place as a result of the survey **59%**

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#### Survey Factors

In addition to Engagement, we asked questions about other factors regarding our workplace & culture. A factor score is the average score of all questions within that factor.

#### Highest 3 survey factors

95% Diversity & Inclusion

92% Team & Ownership

91% Personal Safety Leadership

#### Our focus areas to improve employee engagement

Based on the feedback we have received Property Services will focus on three main areas to improve engagement. Regions/teams may also have their own actions.

##### Communicate, Communicate, Communicate

Establish a regular dialogue with our growing business through:

- Our leaders getting out from behind the desk and speaking with our people
- Establish quarterly communications which celebrate our good news stories, recognise our people, highlight the great work we do and ensure our vision and strategy motivates people

##### Systems, Systems, Systems

- Invest and deploy business systems and applications that will continually improve the services we provide our customers

##### Learning and Development

- We want everyone to have a Review and Reflection with their line manager across our entire workforce and have a career conversation
- Invest in our people development programs, increase apprenticeships, continue investment in our graduate programs and improve our employee on boarding experience