

VOICE OF THE
COLLEAGUE

MEARS



You
and
Mears



What is Voice of the Colleague?

Voice of the colleague (SWYS) is the means by which our people communicate their views to the business and influence matters that affect them at work. It helps to build open and trusting relationships, which can contribute to our continued success.

For Mears, having an effective voice contributes to innovation, productivity, better attraction and retention, greater brand advocacy and organisational improvement.

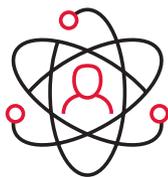
For colleagues, it often results in increased job satisfaction and engagement, greater influence and better opportunities for development.

So, every year we do one large survey and two smaller “Pulse” surveys, giving our colleagues a real voice and enabling each one to have a say in how our business is shaped in the future. We call this our Voice of Colleague program.



It's the way we do things around here

No matter what part of the business we work in, no matter what job we do, at Mears we all have the same mission. The same approach to creating renowned customer experience, best in class services, shareholder value and a great place to work. To achieve this, we all work to a set of behaviours, the thing that binds us together, what we call our Red Thread.



BE MOTIVATING

I will strive to be the best I can be and encourage my colleagues to deliver the services our customers expect a little bit better every day.



BE EMPOWERING

I will take the initiative, take ownership and take responsibility, knowing my business will support me every step of the way.



BE CUSTOMER FOCUSED

I will take a step back, put myself in the customers shoes and deliver a service everyone in Mears would be proud of.



BE A ROLE MODEL

I will take responsibility for how I act, the image I portray and for always doing the right thing.



ACHIEVE HIGH STANDARDS

I will work hard, present myself well and keep raising the bar.

How do we Measure and Improve our Colleague Engagement?

We have teamed up with Best Companies to ensure independence, anonymity, best practice and meaningful insight.



We ask a range of questions based on the Best Companies B-Heard Survey and additional ones linked to our red thread behaviours. We want all our colleagues to honestly tell us what they are thinking, feeling and seeing around them whilst at work.

Based on the results Mears is accredited and scored by Best Companies, Mears then give each branch or department a Star Rating between 1* and 5*.

Those who score a 5* rating receive a trophy and a prize to share amongst their team, as well as being put forward to potentially win the “Branch of the Year” award at our Annual Conference.

Closing the loop

All branches receive a comprehensive report giving highlights and lowlights of their performance. From this each branch puts together a development plan, which feeds into a wider divisional and Group People Plan. At all levels we track and communicate progress to ensure we turn insight into action - demonstrating that every voice matters.



Why is Voice of Colleague Important?

Our aim is to create a great place to work and we can't do that without external validation and more importantly listening to the voices of our colleagues.

As highlighted above, the benefits of an engaged workforce are clear – improved client and customer satisfaction, a more profitable business, revenue growth (work winning and retention), higher productivity and innovation, lower colleague turnover and greater efficiencies across services. If we get this right, happy colleagues will always equal happy customers.

MEARS

