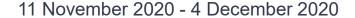


Historic Environment Scotland

November Colleague Engagement Survey







Background



11 November 2020 - 4 December 2020



33 Questions

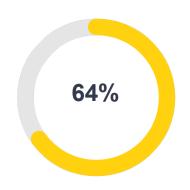
Question Types:

29 x Scaled

1 x Employee Net Promoter Score (eNPS)

3 x Multiple Choice

Response Rate



eNPS

Employee Net Promoter Score (eNPS) is a great way to quickly gauge employee advocacy. Many organisations now rely on it as the primary metric to track employee engagement.

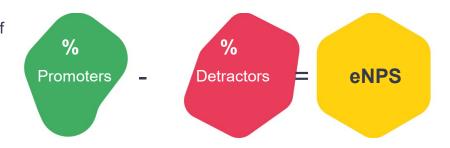


Calculating eNPS

On a scale of 0-10, employees were asked:

'How likely are you to recommend this organisation as a good place to work?'

Your eNPS is calculated by subtracting the percentage of detractors (those scoring 0-6) from the percentage of promoters (those scoring 9 or 10). People who score a 7 or 8 aren't included in the calculation.



eNPS

What's a good eNPS?

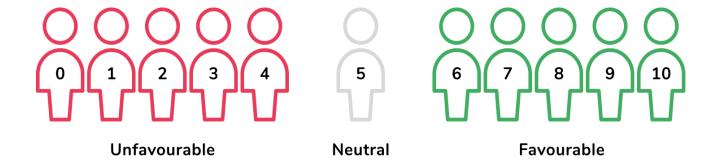
Your eNPS can vary from -100 to +100. A good score is anything positive, and if you're able to get a score anywhere between 10 and 30 you're in a good position as an organisation. **In 2018 HES eNPS score was -10**

HES eNPS score for 2020 is 10 (break down below of calculation below)

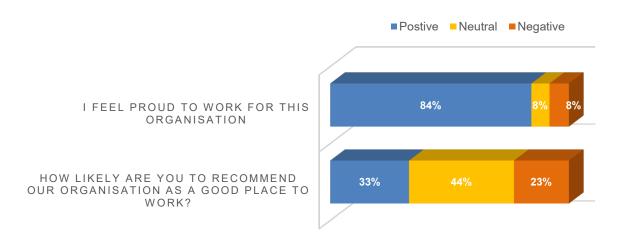


Favourable Scores

Representing survey responses in this format provides an indication of how many employees scored favourably for each scale question. Using Hive's standard 0-10 scale, a favourable response is defined as a score between 6 and 10. A score between 0 and 4 is defined as unfavourable and 5 is defined as neutral.

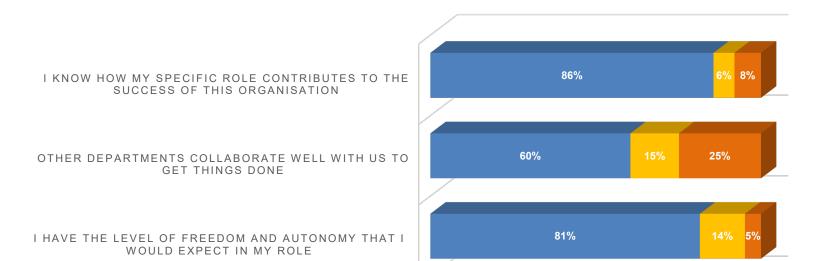


ENGAGEMENT QUESTIONS



PILLAR 1: ENGAGE OUR PEOPLE

■ Positive ■ Neutral ■ Negative



PILLAR 2: EMPLOYEE EXPERIENCE

I HAVE NEVER WITNESSED OR EXPERIENCED BULLYING OR HARASSMENT AMONGST MY COLLEAGUES

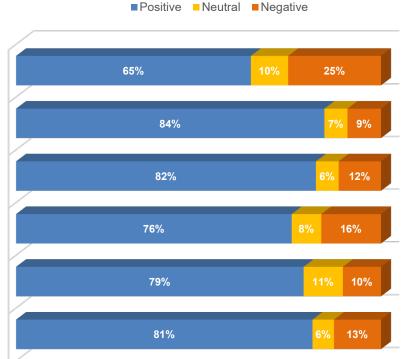
I FEEL COMFORTABLE TALKING TO MY LINE MANAGER
ABOUT MY HEALTH AND WELLBEING

I AM COMFORTABLE VOICING MY OPINIONS, EVEN IF THEY
ARE DIFFERENT FROM OTHERS IN MY TEAM

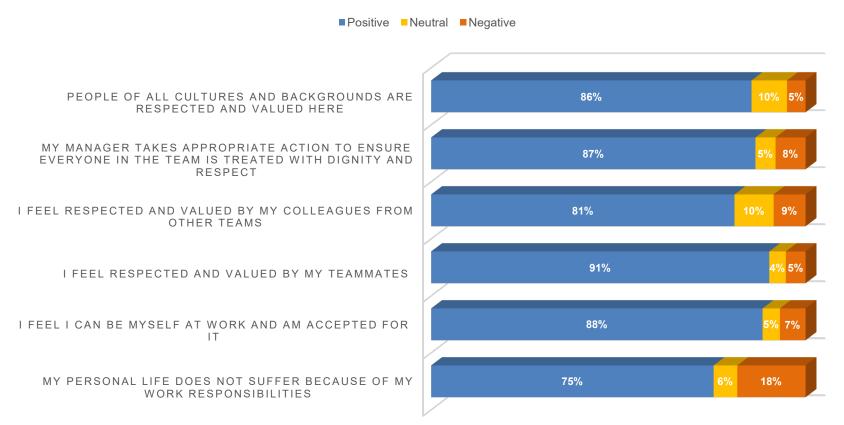
I HAVE EVERYTHING I NEED TO BE ABLE TO WORK IN A DIGITALLY ENABLED WAY AND FEEL DIGITALLY CONNECTED

MORE OFTEN THAN NOT, I HAVE A GOOD DAY AT WORK IN HES

I RECEIVE PRAISE AND RECOGNITION WHEN I DO A GOOD JOB



PLLIAR 2: EMPLOYEE EXPERIENCE



PILLAR 3: RELEASE POTENTIAL

I AM CONFIDENT THAT ACTION HAS BEEN TAKEN OFF THE BACK OF OUR LAST SURVEYS

WHEN SOMEONE IS NOT PERFORMING WELL IN THEIR ROLE THIS IS MANAGED APPROPRIATELY

OUR ORGANISATION DEVELOPS AND RETAINS ITS MOST TALENTED PEOPLE

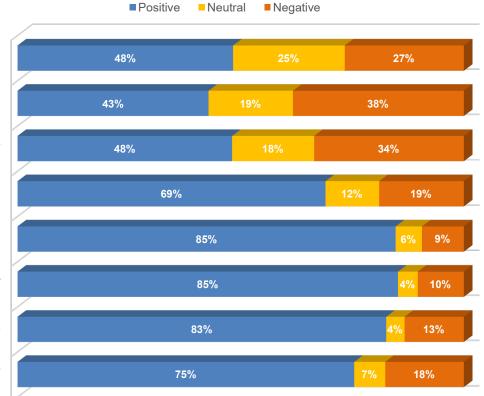
I AM ENCOURAGED TO DEVELOP MY SKILLS WORKING IN HES

MY MANAGER KEEPS ME INFORMED OF ANY RELEVANT INFORMATION RELATING TO HES AND MY ROLE

MY MANAGER ENCOURAGES OPEN, HONEST, TWO-WAY COMMUNICATION

MY MANAGER IS REGULARLY CHECKING-IN WITH ME TO SEE HOW I'M DOING

MY MANAGER AND I HAVE REGULAR CONVERSATIONS
ABOUT MY PERSONAL DEVELOPMENT AND
PERFORMANCE



PILLAR 4: LEAD INTO THE FUTURE

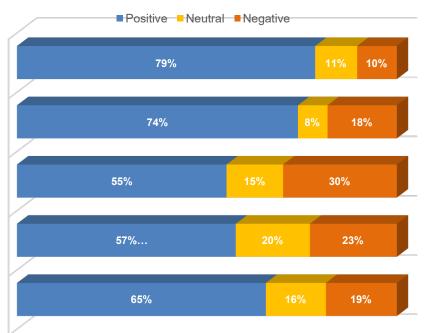
EVERYONE IN HES IS TREATED WITH DIGNITY AND RESPECT, REGARDLESS OF GENDER, RACE, SEXUALITY, AGE ETC..

SENIOR LEADERS WITHIN MY TEAM ARE VISIBLE AND APPROACHABLE

THERE IS A SENSE OF OPENNESS AND TRANSPARENCY IN HES

I HAVE CONFIDENCE THAT OUR BOARD SUPPORTS A STRATEGIC DIRECTION THAT WILL RESULT IN A BETTER FUTURE FOR THE ORGANISATION

I TRUST THAT OUR CEO AND DIRECTORS ARE ACTING IN BEST INTEREST OF HES AND OUR PEOPLE



Which 3 aspects of our culture at HES would you like us to prioritise in the coming year?



CARER ACREDITATION QUESTION

DO YOU SPEND TIME EACH WEEK PROVIDING CARE FOR A RELATIVE OR FRIEND WITH HEALTH OR DISABILITY ISSUES

IF YOU ANSWERED YES TO THE ABOVE DO YOU FEEL THAT HES ENABLES AND SUPPORTS YOU IN UNDERTAKING THIS CARER ROLE.

