

Workshop on Engagement & Voice

Thursday 10 October 2024

GREATER MANCHESTER
GOOD
EMPLOYMENT
CHARTER

Supported by



GMCA GREATER
MANCHESTER
COMBINED
AUTHORITY

ANDY BURNHAM
MAYOR OF
GREATER
MANCHESTER

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#goodemployment

Agenda



1. Welcome and introductions
2. Dates and
3. Adept Corporate Services
4. Manchester Metropolitan University
5. Questions



Datesand



Employee Engagement and Voice at Datesand Ltd Claire Wood Director

Caring for those who care for others

About Us...

- Based in Stockport - Established 1980 - Team of 30 individuals
- Wholesaler business supplying the Global Medical Research sector.
- Market leader in our industry, ISO accredited including ISO450003 (global standard for workplace health and wellbeing).
- Proud members of the GEC and award winners for Best for H&W and Best for Employee Engagement.
- Departments Include: HR/Finance/Sales/Customer Service/Marketing/Supply Chain/Logistics/Whs Production and Dispatch.

Meet The Team

datesand
group



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WARNING
DO NOT CLIMB



Our Facilities in Bredbury, Stockport



Our Customers

Imperial College
London



Our Accreditations

Certified

Qualitas IMS

ISO 9001 : 2015
ISO 14001 : 2015
ISO 45001 : 2018
ISO 45003 : 2021



Values, Culture & Leadership

Directors – Our whole selves at work

- Jonathon Wood – Extravert, People Person, Dyslexic, ADHD, anxiety sufferer, mental health challenges, imposter syndrome, Dad, entrepreneur, problem solver, natural leader
- Claire Wood – Introvert, reserved, planner, Mum, dyscalculia, MBA, working class, runner. Carer
- Nick Wood – brother, and uncle, depression, recovering addict, into the detail, ex yacht master and mentor at ABOB

The Datesand Way-Our Moral Compass – created by our people



Working together with respect and kindness is at the heart of everything we do. These simple but important values have helped us to achieve our goals whilst staying true to our values.

Our Core Values



Areas of Employee Engagement and Voice

- **Regular surveys** via 'Stribe' resulting prompt action plans
- **Health & Wellness program, including Financial Wellness** – employee led
- **Team building & social events incl. volunteering & charity work** – employee led
- **Communication and Transparency** – regular business performance updates
- **Approachable leaders** – Accessible and positioned amongst their teams.
- **R&R** linked to our values,
- **Training Programs/leadership Training** (CIPD/ACAS/The Growth Hub)
- **Flexible working/Hybrid Working** – Encourage Work life Balance
- **Employee satisfaction** - Track and measure
- **Nurture and protect an Inclusive culture** – encourage input from every individual

Engagement and Voice lead to...

- Strive our Employee Engagement tool is imbedded in our business ensuring clear employee voice for years to come.
- Active connection with our people in a safe, trusted and open environment
- Acting promptly on all feedback – including the things we cannot change
- Every person can make a positive difference to their role, their department, the business performance and the environment
- A focus and determination to continuously improve
- Psychological safety – Home/Self/Work 1-10
- High engagement = High levels of Happiness and Business Success
- Knowing where your people are at and what their issues/challenges are through pulse surveys.

Social Wellbeing

We believe that socialising outside of the workplace allows employees to bring a sense of closeness. Social events help to keep spirits high and builds a supportive team and vibrant workplace.

Some events include:

- Wellbeing Walks – 2 hour walk from the workplace in work time
- Wellbeing Hikes – Kinder Scout, Snowdon
- Painting Vases & Plates
- Pumpkin Carving
- Axe Throwing
- Bowling
- Skydiving
- Yoga
- Sound Baths
- The Cube
- Go Ape
- Pancake flipping
- Annual legendary Christmas buffet brining homemade food from around the world
 - Tombola
 - Secret Santa
 - Company Gift



Customer Visits



All employees get the chance to attend customer visits to see our products in action and how they benefit the industry firsthand. This is really valued by our team and appreciated by our customers

Sustainability – The Green Team



Solar Power

Over 75% of the energy we use will be generated by our on site solar array by the end of 2023.



Intelligent Lighting

Intelligent sensors ensure that our lights are only on when required



Waste

We've reduced our use of non-recyclable materials in packaging and increased the recycling of all suitable materials.



Water

We've minimised water use by installing dual flush toilets and adding water-saving devices to our taps. In addition, moving to a 100% electric heating system means we no longer use gas.



EV Charging Points

We have installed electric vehicle charging points to service up to 6 vehicles. In addition, our on-site solar panels will partially power staff vehicles and forklift trucks.



Green Tariff Energy

Our green tariff energy plan means that the electricity we buy is matched by purchases of renewable energy that the electricity supplier purchases on our behalf.

Impact



We survey all of our individuals anonymously on their job satisfaction, development and personal health and wellbeing.

This drives our action ensuring our efforts are useful and are working effectively to meet employees needs.

We want colleagues to be honest with us, and by building close relationships we create a positive and open space for our people to be themselves.

Happy People = Happy Customers

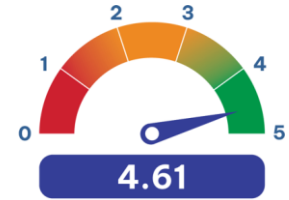
What our customers & colleagues say

Customer Survey Results

How would you rate the general level of customer support?



How good are we at taking and processing orders clearly and accurately?



How good are our response times?



99.6% would recommend Datesand to others



"I'm grateful for the support I received from Datesand, particularly in allowing me to work remotely from China. This flexibility has enabled me to stay connected with my family and friends while continuing to contribute to the company. I understand that not many companies offer this opportunity, and I truly appreciate Datesand's understanding of my situation."

Alice Wang
Import & Export Adm



"I feel very lucky to work in such a nice environment, with employers who prioritise their staff. I and most staff have freedom and autonomy in our roles, which are particularly important to me."

Peter Eves
Supply Chain Manager



"Togetherness, everyone is easy to get on with and the bosses are always welcoming and they make you feel that your work is appreciated."

Alan Flint
Production & Works Manager

Customer Feedback

“Excellent supplier. Any issues dealt with promptly and efficiently by their friendly staff.”

“Datesand are always happy and helpful with all queries and really pleasant to deal with at any level. “

“Great customer services, always happy to help. A pleasure to work with.

“Datesand provide a great friendly service, with a wide range of products that meet my needs.”

Thank you for listening

Claire@datesand.com



Adept Corporate Services



Adept – Engagement & Voice



Introduction

- Chris Holt
- Adept Corporate Services
- 18+ Years experience in Security
- Internally promoted from Security Officer +

Our Vision & Values

- Delivering an A-Grade Service
- People First
- Helping Communities Thrive
- Acting with Uncompromising Integrity & Honesty

Our Central Future

Our People

- Accredited Real Living Wage Employer
- Accredited Real Living Hours Employer
- Member of the Greater Manchester Good Employment Charter.
- Health & Wellbeing Strategies
 - ✓ Yu Life
 - ✓ Cycle to Work
 - ✓ Public Transport Assistance
 - ✓ Medicare
 - ✓ Plus, so much more....

Our Environment

- Promote a culture of environmental responsibility:
 - ✓ ISO 14001:2015 Accredited
 - ✓ Uniform zero to landfill
 - ✓ 100% electric response fleet
 - ✓ Salary Sacrifice for EV's
 - ✓ All consumables from Bio Hygiene (Bio Enzyme) sustainably sourced using 100% recycled materials, fully carbon neutral operation and zero waste to landfill

Our Community

- Part of Real Change MCR.
- Manchester Adult Education.
- Manchester City Council EET.
- Manchester City Council VEETO Group
- Partnership with Downs Syndrome Association
- Alzheimer's Society
- NACOA

Our Business

- Partnership with Form Sustain working on our carbon management plan and net zero strategy.
- Strive to innovate and implement sustainable solutions for stakeholders through:
 - ✓ Uniform zero to landfill.
 - ✓ 100% electric on all new vehicles.
 - ✓ Spinningfields Estate awarded the Green Flag Award



People First



MEMBER



The Culture Committee

- 91.3% of employees feel valued in their role at Adept.
- 88% of employees feel they receive a fair days pay.
- 9.3 / 10 would recommend Adept to a family member or friend.
- 9.1 / 10 would tell others Adept are a 'Good Employer'
- 89.3% see their long-term career to be with Adept



Engagement

- Positive and negative engagement
- Staff should feel full attention
- Always end on a positive
- Engagement should be 2 way
- Believe in the engagement

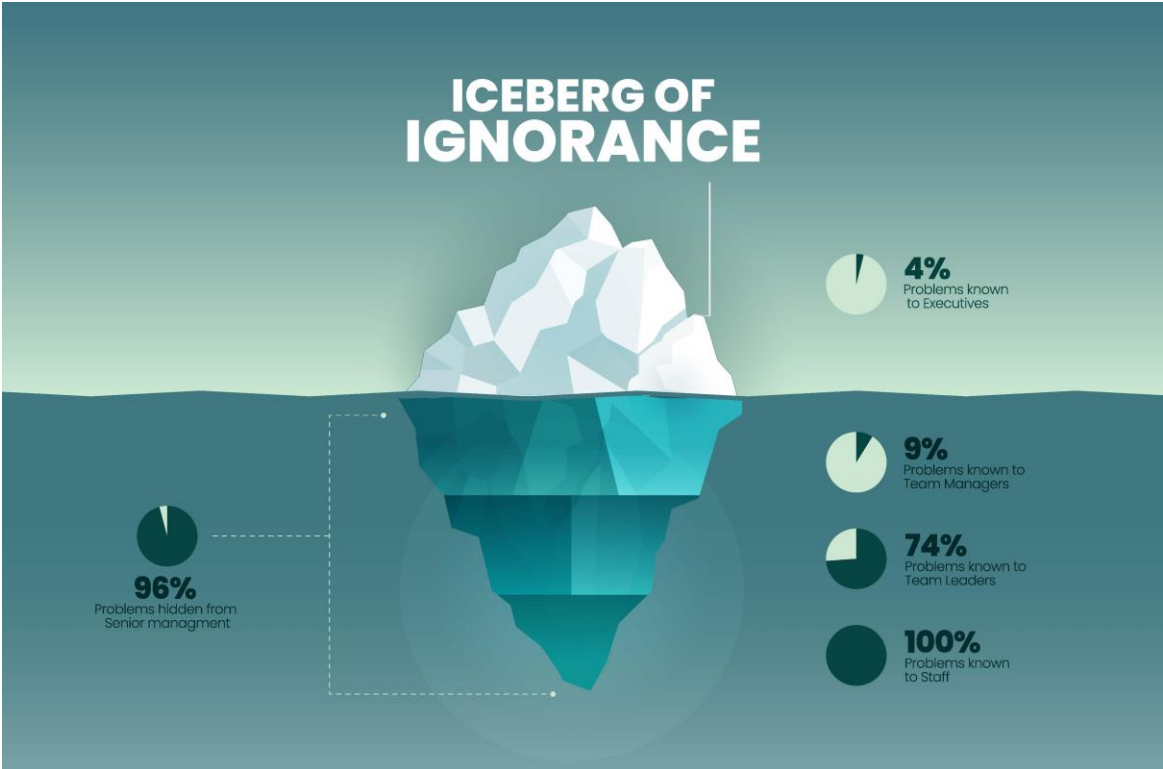


Voice

- Everyone has a voice
- All voices heard
- Not all voices can be implemented
- Back to basics with meetings
- Thanking staff



Iceberg of Ignorance



Q&A's

Thank you for your time!

Any Questions?



Manchester Metropolitan University

Manchester Metropolitan University

Creating a great place to work




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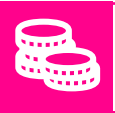
- The project objectives
- Our approach
- The deliverables
- The measurable results and impact
- Lessons learned and what's next


The project objectives

Background



 Colleague feedback & insight

 Cost of living, Living Wage, and National Pay Awards

 Reduced pay & merit progression for lower grades



Objectives

“To help create a great place to work, we will evaluate and further develop our pay scale to ensure that it is **competitive, fair and relevant for the future**”

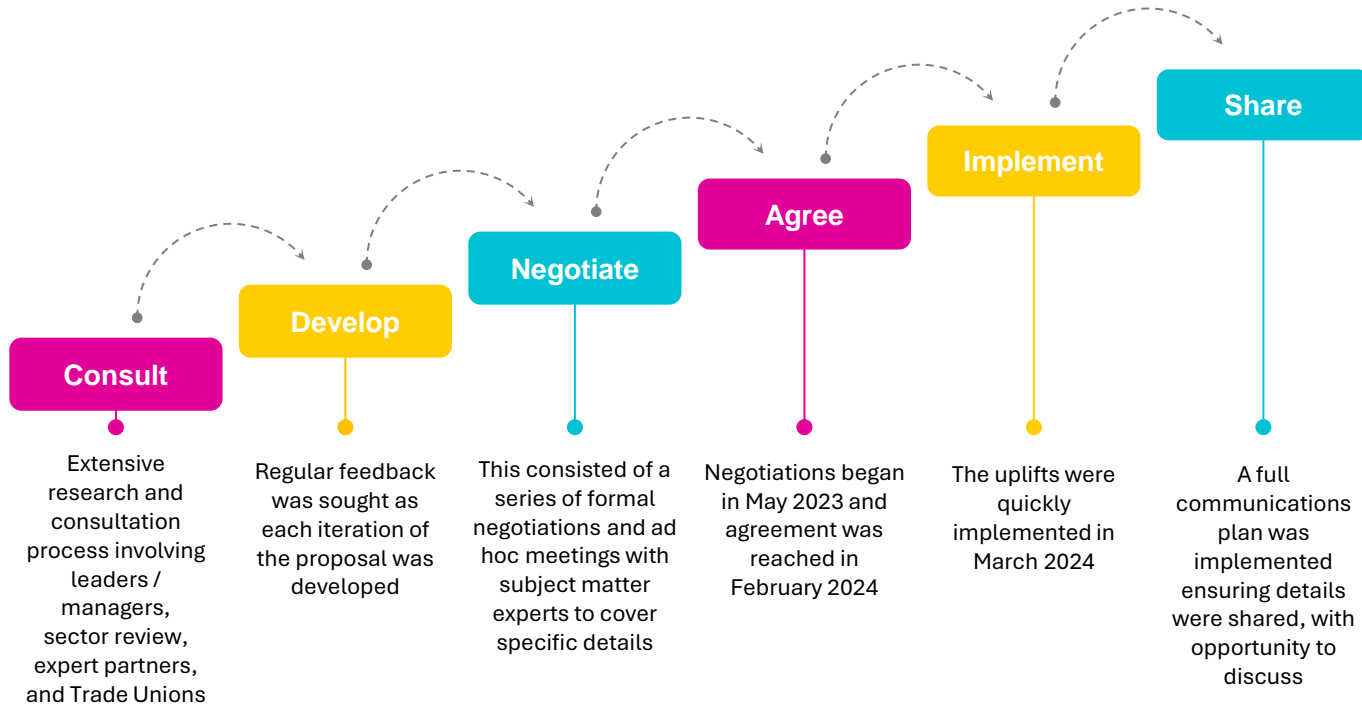
- Improve opportunities for incremental pay progression
- Improve opportunities for merit pay
- Ensure pay scale is future proofed to accommodate further living wage increases
- Improve recruitment and retention
- Improve engagement by taking action on colleague feedback



**Manchester
Metropolitan
University**

Our approach

Engaging with colleagues, experts and trade unions



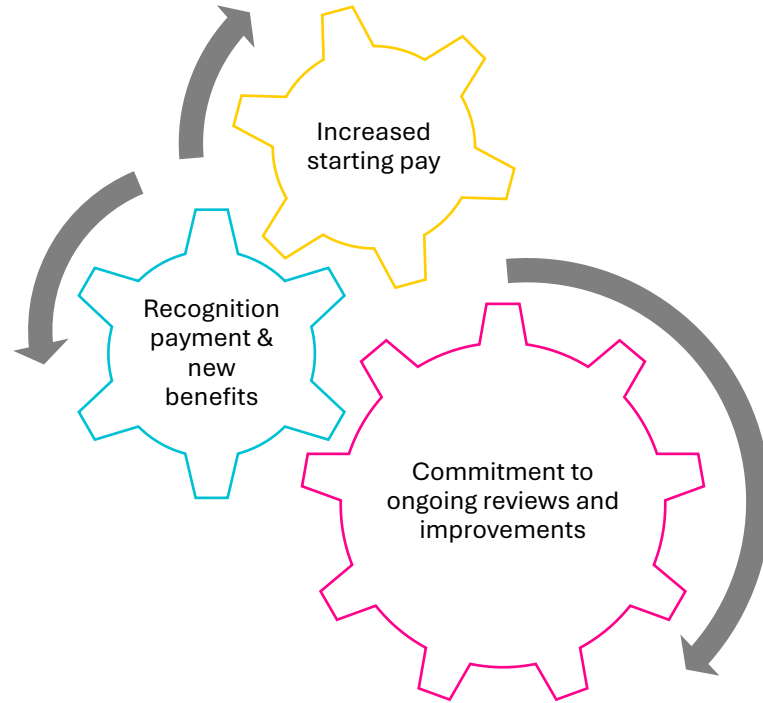
The deliverables

A fair and transparent scheme

- Removal of several pay points from the lower end of the spine
- Increased starting pay at lower grades
- Improved pay rates at subsequent pay grades
- Additional space and flex created at the lower end of the pay scale

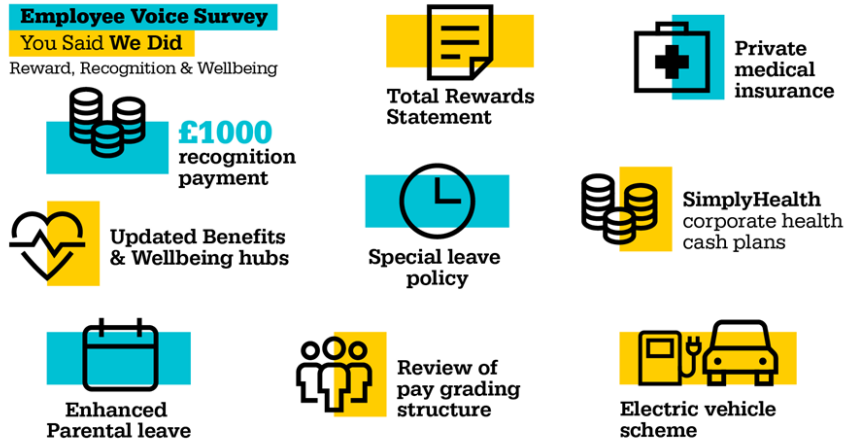
In addition...

- Lump sum recognition payment awarded
- Joint working group on non-pay working conditions
- Introduction of new benefits



The measurable results and impact

The impact



A positive impact on over 800 colleagues' pay and their overall engagement

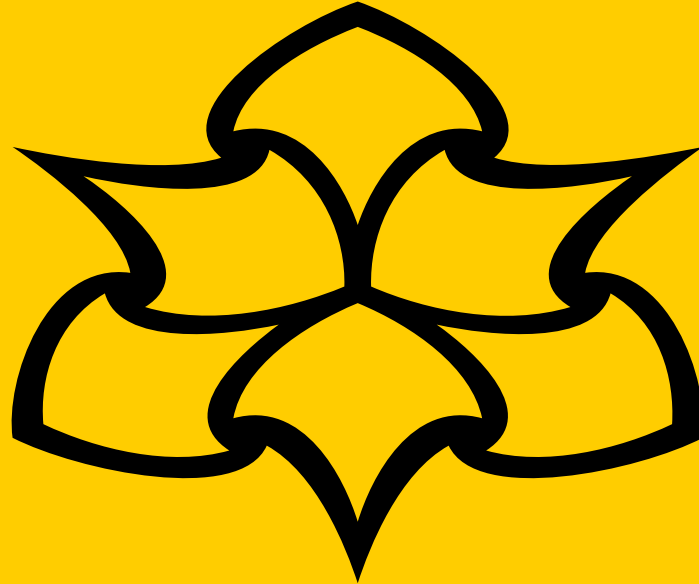
- 19pp increase in positivity around reward and benefits overall
- 13pp increase around how valued and recognised they feel
- 26pp increase in how satisfied they are with the total reward and benefits package
- 78% overall engagement score across impacted colleagues (6pp increase)
- 75% would recommend Manchester Met as a great place to work (10pp increase)

Lessons learned and what's next

Lessons learned

- Consult, discuss, brief, repeat
- Be aware of the wider context
- Be prepared to work in phases
- Not just an HR project – a University project







Questions



Thank You

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