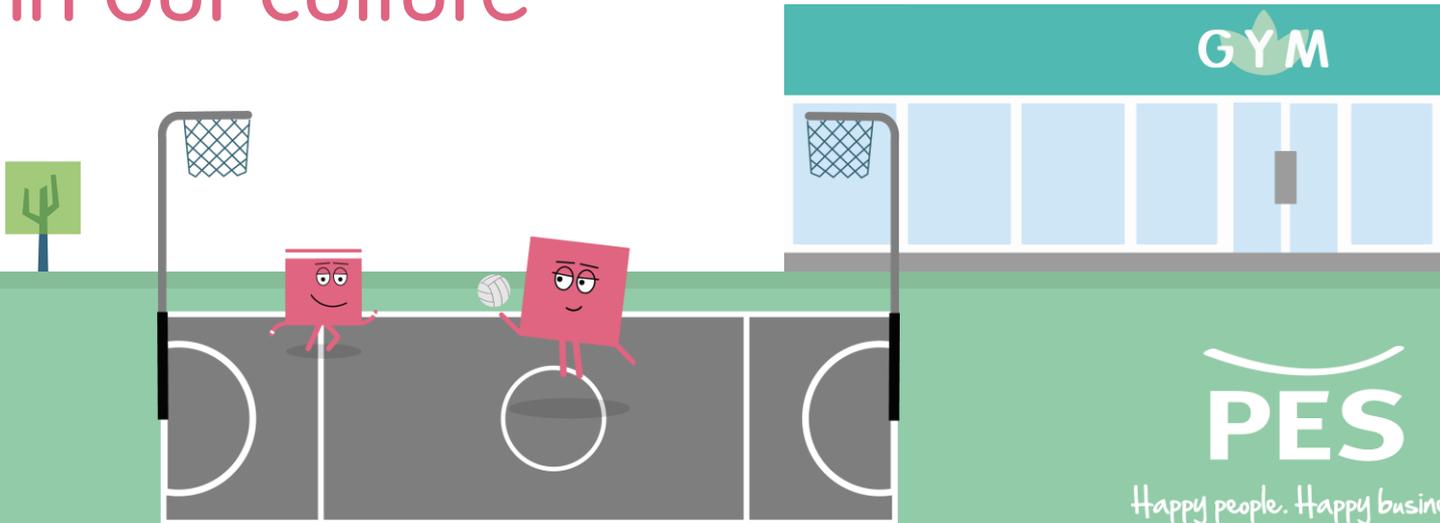


PES
Case
Study

Wellbeing is embedded in our culture



PES

Happy people. Happy business

As a small but growing business, change is a way of life here at PES. We've added to our workforce, acquired new office space and achieved over 35% year-on-year growth since 2015. The pace doesn't look like slowing down, so it's vital that we retain people, handle change well and stay cheerful.

Wellbeing – although we prefer to call it happiness – is embedded into our organisational culture. We listen to employees and give them ownership of key business decisions. Our four company values were defined through an all-staff workshop, and these are the driving force behind our wellbeing strategy. We revisit our values every year to make sure they're still fit for purpose.

Our values

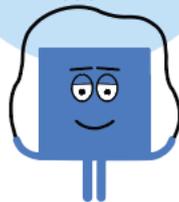
Do the right thing

We are empathetic with a professional approach and we do the right thing with determination, integrity and respect.



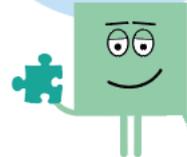
Fun approach happy people

We have fun at work and with our clients. Our ethos is that happy people make for a happy business.



Working together

We work with our clients as part of their team. We are thorough and determined in all that we do.



Refreshingly different

We are refreshingly helpful and we challenge the norm as well as inspiring and innovating.



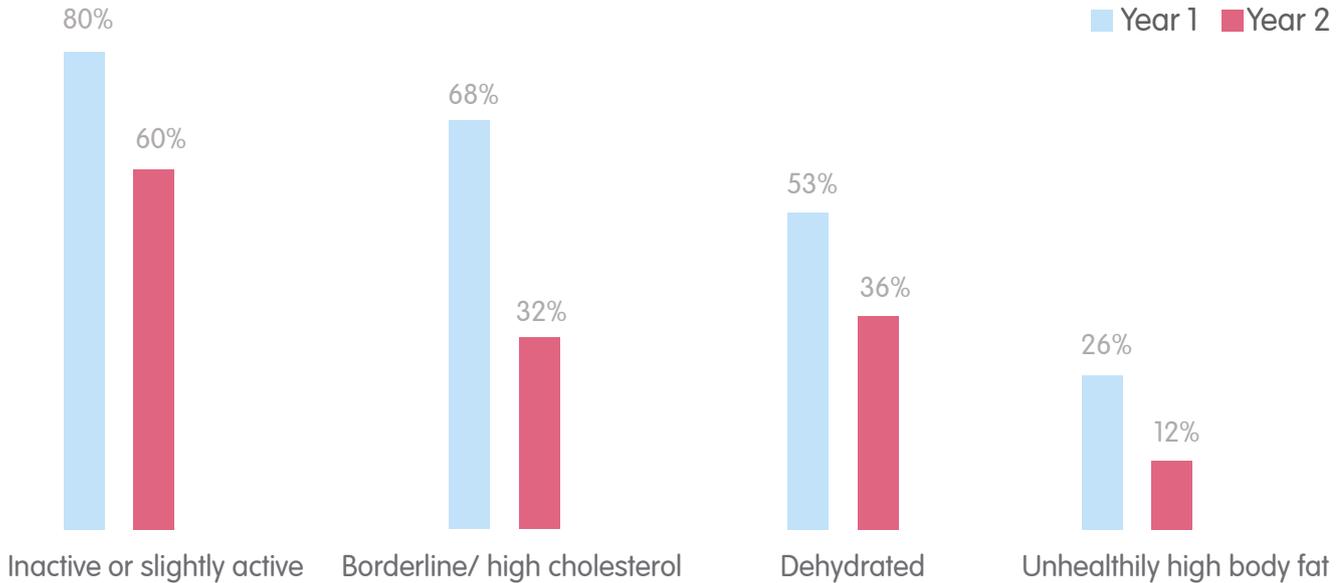
Do the right thing

Rather than impose a wellbeing agenda, we felt that doing the right thing meant asking people what their concerns were, so we conducted online and face-to-face **health assessments**. People were worried primarily about being unfit and overweight, and 40% wanted to do more exercise. Stress also came up as a potential issue. We introduced a range of wellbeing measures, then repeated the assessments a year later.

Here's what we offered.

- Talks on nutrition, hydration and healthy eating by external experts.
- A nutritional Christmas quiz.
- All-staff physical activity sessions, including dodgeball and tag rugby.
- Individual gym programmes designed by an external fitness expert.
- Yoga sessions delivered by an external teacher.
- Free fruit available in the office.
- Talk on financial wellbeing from an external expert.
- Workshop on 'discovering your bounce' – practical tips for managing stress and feeling energetic.
- In-house workshops on building resilience.

And here's what changed when we repeated the health assessments.

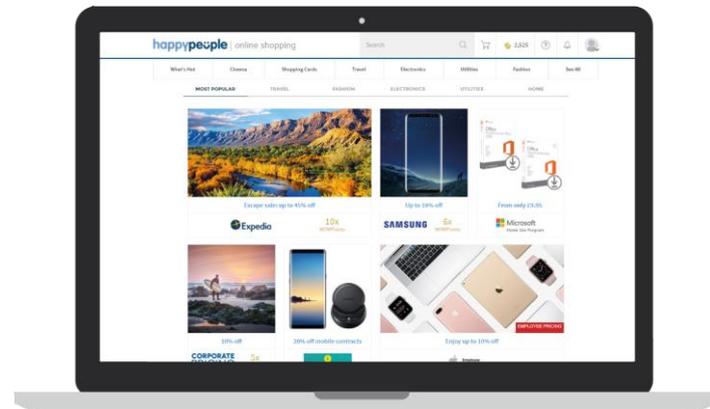


Employee benefits

Employee benefits are a key part of our wellbeing strategy, and another way in which we 'do the right thing' for our teams. We give each employee five **core benefits**, and a **flexible benefit fund** with another five benefits to choose from.

Core benefits include a **health cash plan**, which actively encourages employees to take care of themselves and feel positive about the money they're saving. The cash plan includes access to an Employee Assistance Programme (EAP), with emotional support available from qualified counsellors.

Another very popular core benefit is **discounted shopping**, helping people save on day-to-day purchases and enjoy work/life balance with discounted leisure activities. Employees earn reward points – or WOW points – for using the site, which creates further savings and a sense of financial wellbeing. WOW points are used to reward staff achievements too.



Refreshingly different

We pride ourselves on not doing things quite by the book, and as wellbeing extends to all our procedures, we 'freshened up' some of our HR processes to make life easier for employees. We created a new, looser template for 1-2-1 appraisals and replaced our staff handbook with much simpler 'rules of engagement'.

Flexible working is a simple way to create wellbeing. If people have a heavy commute, they can work for an hour at home before coming in to avoid the rush hour.

“ As a new recruit, being given a simple, two-page 'rules of engagement' document rather than a boring staff handbook was really refreshing and made me feel I was being treated like a grown-up! ”

We try to find innovative ways of saying thank you. We've introduced **Thanksbox**, an online, highly visible way of thanking colleagues who have gone the extra mile – great for motivation and teamwork.

Every employee is also given an **extra day's leave** for their birthday, and a day to spend doing voluntary or community work of their choice.



Working together

We really want to promote inter-departmental working so we've created **houses**, or teams, who share responsibility for delivering initiatives that improve our lives and help the business. Houses organise away-days, charity events, sweepstakes and more. They also take on business challenges, such as delivering learning and development sessions for colleagues, or producing our internal newsletter. A bit of healthy competition never went amiss so houses also win WOW points and prizes for their achievements!

We want to work together as much as possible, so when we expanded into a second building, we hired an office environment expert for advice on creating **healthy, collaborative workspaces**.

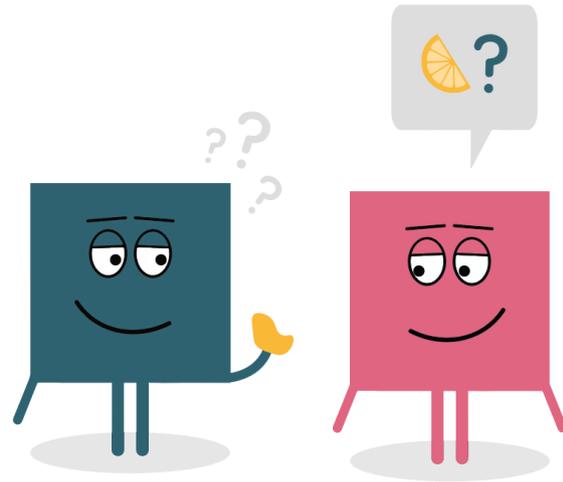
Now we:

- encourage **hot-desking**, to keep us in touch with colleagues in different buildings
- **vary workspaces** with traditional desks, sofas and high benches
- use **relaxing décor** in breakout/recreation areas (such as tree wallpaper, which research shows aids creativity!)
- offer **creative, relaxing activities** like colouring books and origami for 'downtimes'
- encourage **group games** at lunchtime (playing cards, fantasy football)
- work in **light, airy spaces**.

Having fun

Having fun goes hand-in-hand with wellbeing and is part of our culture. Most of our wellbeing initiatives embody this value. One example is an away-day where we visited a restaurant and worked in teams to create and serve a healthy meal based on advice given by a nutritionist. We also had a competition to identify unusual fruit and vegetables, with the whole box going to the winner. We combined working together, fun and wellbeing into a single event.

Away-days take place at least twice a year and always include an enjoyable, team-building activity. Who'd have thought sheep-herding could be fun? But we've done it, and we've also locked ourselves in rooms, only to escape using a mix of cunning clues and lateral thinking!



Having fun extends to raising money for great causes, so our staff can be found racing pancakes, hunting Easter eggs, taking part in bikeathons and other activities throughout the year, all in the name of charity.

“The positive and supportive culture at PES emanates through all employees and my wellbeing improved dramatically when I started working here. Although the tangible benefits package offered by PES is competitive, it’s the intangible things that I value most. The feeling of actually wanting to come to work and enjoying the company of my other hard-working colleagues is priceless.”



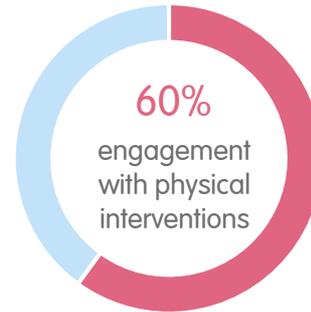
How do we evaluate wellbeing?

Our mantra is happy people, happy business. Quite apart from measurable outcomes, we believe it just makes sense to create a happy workplace.

That said, measurement matters, so we also pay attention to results. No single evaluation tool encompasses everything that impacts on wellbeing, especially within budget for a smaller business, so we use a range of options.



As well as health-related measurement tools (see p3), we run an annual employee satisfaction survey. We also measured the following after year one:

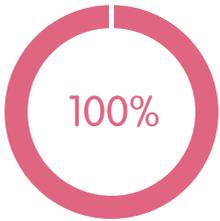


- 95% involvement with team days, during which people were involved in key company decisions.

“ The health and wellbeing strategy has led to me quitting smoking, getting in the gym and eating better. The mind-set of everyone is infectious and I’m far healthier than I was before Christmas. ”

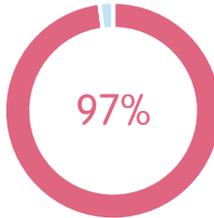
Employee survey results

We had a 100% response rate for our recent employee survey. The results were very positive – here are some highlights.

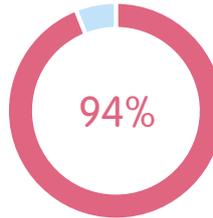


100% of employees said they agree / strongly agree with the following statements:

- The culture at PES enables and supports me to be happy & productive at work
- My manager seems to care about me as a person
- I feel my views and comments are listened to



Agree / Strongly Agree:
I would recommend PES
as an employer to a
friend or family
member.



Agree / Strongly Agree:
This last year I have had
opportunities at work to
learn and grow.

Feedback from wellbeing events

We monitor the impact of all our wellbeing events. For example, after a lunchtime yoga session attended by more than a third of our staff, we found that:

- Over 90% of attendees felt it reduced their stress levels
- 75% felt more focused and ready to return to work.

“ The yoga session was a great experience. Even the IT guys got stuck in! I think it’s great when people come together in different circumstances. You have the chance to see them in a different light which may change your views about them. Getting on with people at work is really important for wellbeing. ”

Awards

Twice a year we ask employees to nominate colleagues whom they feel have particularly demonstrated one or more of our values. The winners and runners-up are announced at company meetings and given a (highly precious, if imitation) Oscar statuette, plus credit points to spend on our online discounted shopping site.

What our employees say

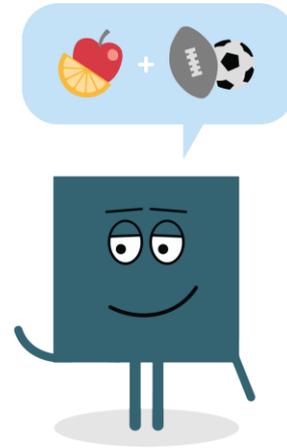
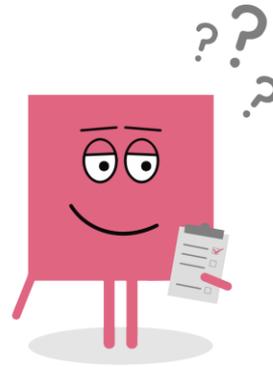
“ Before I started my group gym programme, my lunchtimes were spent working and having no break at all. Now I can honestly say it has changed my working week beyond recognition. I feel happier, have lots more energy and feel so much more productive at work. Even at the weekends I have a lot more energy to rush around with my two girls being mum taxi! ”

“ I’ve started eating healthily and I’m losing weight to slim down for my wedding dress! If it weren’t for the talks on wellbeing and nutrition I’d probably be eating chocolate, biscuits and cake every day and hating the thought of exercise. Now I love exercise and hate missing a lunchtime in the gym. ”

What's next?

Wellbeing is an ongoing commitment for us, so we keep on honing our strategy and adding to the mix. We're investing in our line managers by offering training, and making sure that job roles are clear and well-defined. We know wellbeing is as much about behaviours, attitudes and processes as it is about health, relationships and having fun, so they will stay on our radar. And of course, we'll keep on asking our employees what matters most to them.

“ I've found it refreshingly different coming to work for a company which uses their values every day to increase staff wellbeing. From health and nutrition sessions, which has led to an ever-expanding gym posse getting fit at lunchtime, to on-site health checks, which has been a real eye opener about my own health and wellbeing. ”



Contact us

Would you like help with your wellbeing programme? We'd love to hear from you. You can reach us by telephone on [01454 808658](tel:01454808658), email us at: hello@wearePES.co.uk or visit wearePES.co.uk.




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