

Employee Survey - Group results

- Thank you to everyone who took part in our first fully online survey.
- Several thousand colleagues had their say, even though the survey launched shortly before the UK went into lockdown.

Highlights

- » Our **Engagement Score** increased for the fourth year in a row, and 75% of you said you feel proud to work for Royal Mail Group, up 5 points.
- » Our **Customer Score** was up 11 points. More colleagues understand what customers expect from us and believe customers are satisfied with our service.
- » Many more colleagues were told the results of last year's survey and contributed to a **team action plan**. Action taken as a result of last year's survey was up 10 points.

All three key scores improved



Sally Ashford, Chief HR Officer, said: "A big thank you to everyone who took the time to give us their feedback, especially given the challenging time we have faced with coronavirus. The participation rate was lower than usual, but we are still able to get some great insight about what matters most to colleagues. I am delighted with the increase across all three of our scores and the significant increase in our Customer Focus. The past few months have demonstrated more than ever just how vitally important the service we provide is and how valued and appreciated you and your teams are across the UK."

Areas to improve on

- » Your feedback highlighted some keys areas for improvement: ensuring colleagues feel **appreciated** for the work you do and **trusting** senior management to make the right decisions.

Your manager will share and discuss the results, listen to your feedback and involve you in action planning.

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