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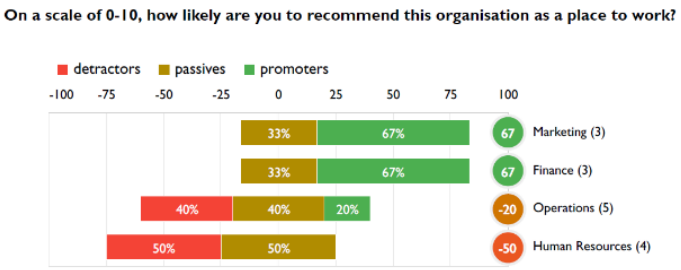
Thornhill Staff Surveys | Fact Sheet

PURPOSE	DESIGN	DELIVERY	TIME
To help employers answer the question: ***"What does it feel like to work in this organisation?"*** *Thornhill offers a flexible toolbox that allows your company to discover the extent to which its employees:* *i. find meaning in their work* *ii. appreciate the way the company treats them as individuals, and* *iii. believe that all employees are treated justly and equitably.* *These are important factors in determining how committed your employees are to the success of the company.*	*Companies have access to two standard surveys and a bank of question items to enable customisation of surveys to meet the company's specific needs:* *i. an* ***engagement*** *survey assesses the commitment of employees to the company and their own work* *ii. a* ***climate*** *survey assesses how staff experience the mood and patterns of behaviour at work.*	*Automated online administration of survey.*	*30 minutes to complete.* *Optional 90-minute facilitated feedback session to management team and/or HR managers.*

Productivity, peace of mind, and the growth prospects of a company are enhanced when employees feel a high degree of commitment to the company and a strong sense of being valued as individuals. Most employees need to believe that their work is meaningful and recognised as such by the company. It is important to assess whether these needs are being met. Individual experience is mediated through racial, gender, language, and other identities and these must be considered when gauging how well the company is serving, and being served by, its employees. These customisable surveys, designed to assess ***engagement and climate****, are the quickest way to gather effective feedback for your organisation.*

Thornhill's staff surveys provide a platform to assess what employees really think – confidentially, objectively and efficiently. Used regularly, these surveys will allow companies to measure progress in achieving higher levels of employee engagement and satisfaction, which improves employee retention, productivity, and profitability.

We offer two standard surveys dealing with engagement and climate. There is overlap and companies may want to vary the focus depending on their priorities. In order to create maximum flexibility, Thornhill has created a bank of question items allowing companies to customise the surveys according to their specific needs. All surveys include **suggested resources and interventions** the organisation can consider in order to act fast, as well as an **Employee Net Promoter Score**.



THE ENGAGEMENT SURVEY

When we measure engagement, we are asking individual employees about how committed they are to the success of the company and whether they feel their work is personally rewarding. To do this we assess:

» **The individual's wellbeing –** whether people feel that the company looks after them. Are they safe at work? Are they paid fairly? Do they have good relationships with colleagues? Do they have a say about things that affect them?

» **Communication –** how well does the company communicate important information to its employees and are there effective channels for staff to convey concerns or ideas to management?

» **Integrity –** whether employees feel they are personally treated fairly without regard to race, religion, gender, and other group identities.

» **Meaning at work –** the employees' experience of work itself: is it interesting? Well defined? Useful? Do employees feel they receive helpful feedback? Do they have opportunity to learn? To be promoted?

THE CLIMATE SURVEY

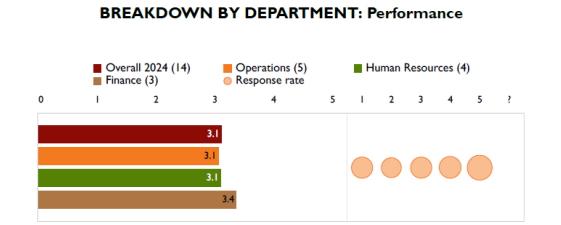
The climate survey has the same structure and many of the same questions as the engagement survey. The engagement survey asks individuals, “how do you personally experience things?”, whereas the climate survey focuses more on “what patterns and mood do you see when you look at the company?”. It also focuses on the quality and integrity of leadership, how diversity is managed, whether staff feel proud to work for the company, and whether the company is committed to staff training and career development.

THE PROCESS

A company interested in an employee survey can either select one of the two standard surveys described above, or can work with a Thornhill consultant to customise one to meet their specific needs by drawing from a bank of additional question items. Thereafter all staff or a sample selected by the company are requested to complete the survey anonymously. The data is processed and a detailed report is generated. If required, Thornhill can facilitate an internal discussion to interpret the report and decide on any further action required.

SURVEY FEEDBACK REPORT

The survey report provides the company with anonymous responses, which can be grouped according to demographics (e.g. Department, Gender). Items are shown in the main categories. For example, the Engagement Survey items are shown in the four main categories: Wellbeing, Communication & Transparency, Integrity, and Performance. The report provides an overall summary of these categories, followed by a detailed analysis where items are further broken down into sub-categories. The items are ranked in descending order according to the overall average score, allowing high- and low-scoring items to be easily identified.
In addition, tables of the overall strengths and development areas across all categories are presented. Additional comments from respondents are provided at the end of the report, identified by their demographic where possible. Note that to preserve anonymity the report only shows a demographic (or identifies comments by demographic) if it includes responses from at least three respondents.



	Overall 2024	Opera-tions	HR	Finance
Advancement and growth	3.71	3.00	4.75	4.00
Training / mentorship / learning	3.57	4.00	3.50	3.33
Meaningful work	3.43	3.60	3.15	3.73
Delegation / trust / decision making support	3.00	2.83	2.83	3.39
Feedback on performance	2.52	2.30	2.88	2.75

KEY BENEFITS

- Off-the-shelf solutions with no consulting or development costs
- Developed by Thornhill’s highly skilled and experienced team of psychologists, consultants, coaches and management experts
- Quick and inexpensive customisation to meet your specific needs
- Anonymous feedback, combining responses from all respondents
- Entirely online – quick, convenient and cost effective, saving both money *and* your time
- Results presented in a clear report which highlights the most important areas for action.

ADDITIONAL OPTIONS

Making effective use of feedback is as important as collecting it. Thornhill’s team of leadership development experts can help a company interpret and act on their reports.

Materials can be branded with your corporate identity and worded to fit into your project.

Surveys can be adapted to reflect your company’s current priorities. Thornhill consultants can provide advice on question items and report formats, and our development team can customise surveys and reports to meet your specific needs.

Thornhill also offers a 180° questionnaire and a selection of tested off-the-shelf 360° leadership questionnaires for different management levels, from entry level management through to general managers at executive level, as well as team questionnaires.

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