

COVID-19

Group Update

Dear all,

In last week's update we gave answers to key questions people around the group are asking – one of which related to travel. Our experience this week, with countries around the world initiating immediate quarantine periods and further lock downs reinforces the continued need for caution in our approach particularly with respect to business travel. Safety of our people does not change as our priority.

To support everyone's understanding of **business travel**, an [addendum to the Travel Policy with COVID](#) related guidance together with a [Risk Assessment Check list](#) has now been distributed to leadership across the group. Please contact your line manager if you have any questions regarding the application of this addendum policy.

The risk assessment included within the policy addendum is something that I will personally be taking seriously as I prepare to return with my family to the UK at the end of August. At this stage it looks like I will be serving two weeks of quarantine when I arrive in London and I'm already receiving feedback about the necessity to book a shopping delivery slot in advance.... very challenging in the UK apparently!

Feedback is also something we will be looking for as we prepare to distribute our annual employee engagement survey in the middle of August. Knowing that this will still be the holiday season, we will ensure the completion window is kept open until mid-September.

This survey will be conducted via two routes:

1. For office-based people, you will receive the survey directly from **Dotdigital** – this is a third-party provider that we are using to ensure total confidentiality of the results
2. For those of you who are not office based, the HR team will make the usual arrangements for you to be able to complete the survey during the working day

The core themes of the survey will be your perceptions about:

1. *The company* – what you like and don't like
2. *Leadership* – local and global
3. Whether we live up to:
 1. *The people strategy* of feeling like a family and acting like a high performing team
 2. *Diversity and Inclusion* to actively encourage differences
 3. *Sustainability* and our mission to provide sustainable creative tools and services

We hope you will all take part in the survey as only by receiving this feedback can we know how to improve as a company. Once we have analysed all the results, we will of course share them

within each business unit – we will use focus groups and webinars where possible to help with the communication.

Recently we sent a pulse survey to a selection of business units around the group about wellbeing. The results are now in and Carole Briquet, who co-ordinates our global Wellbeing activity through the network of wellbeing ambassadors is currently reflecting on the results and implications. One thing we know for sure is that wellbeing (particularly mental wellbeing) will be front and centre of our people focus as we move forward. We will update you on the results of the pulse survey in a forthcoming group update.

Finally, as a reminder, we will be holding a webinar with the Extended Leadership Team on 7 August to discuss the results of the Futurescope focus groups and our planned actions. This will be followed up with broader group communications and updates including support for:

1. **Our People** – as mentioned above with respect to wellbeing being a core focus
2. **Line managers** – in the 'new normal' where many people will continue working from home, it's important we equip our managers with the skills and tools to manage teams remotely

In the meantime, **STAY SAFE** - please take care of yourself (in **all** ways), get creative (remember the Wall and the Think Tank if you have some good ideas to share) and keep talking to us using all routes available to you.

1. Your line manager
2. Your local HRBP
3. The [Q&A platform](#) on the intranet

In this way we can maintain confidence that the Colart Family will be able to successfully navigate the new normal and sustain success in what will continue to be uncertain and challenging times.

Regards,



Jane Beeston

Chief People Officer