

COVID-19 Group Update

Dear all,

With the World Health Organisation warning that the number of COVID-19 cases can double if countries do not uniformly work to suppress the virus' spread it's important for everyone in Colart to work together to ensure that we too have a uniform approach.

A uniform approach at Colart

As a reminder, this is:

Work remotely for those who can, only attending the workplace for the purpose of maintaining connectivity and collaboration

For those who cannot work remotely, you should continue to come into work as normal whilst aiming to avoid using public transport.

When in work (whether factory, warehouse, or office) follow the clear safety protocols that are in place to protect everyone's health and welfare

Take responsibility for adhering to the safety disciplines in terms of distancing, hand washing and the wearing of face masks

Please contact your line manager if you have any questions about the protocols or if anything is unclear. It is also vital to remember that nobody is above these protocols – we must play our part to continually stay vigilant. A recent example in the UK where a member of parliament was found to have travelled into work whilst knowing that they were exhibiting symptoms, has brought the importance of individual responsibility to the public's attention. This person will receive a large fine and is likely to lose their job just through thinking "I'm ok!".

Feedback helps us to grow...

We know the challenges that these times put on us all both in work and in our personal lives, so we believe in the value of your feedback. The results are now in for this year's main engagement survey, and we are pleased to share the top-line results.

In summary, there is a drop in survey engagement this year as we have seen a reduction in the return rate versus last year – China stands out as the most engaged region with a return rate a 92%.

Whilst the return is lower, it is still high for a survey in general, and we are very confident the results are representative of the whole company. This is really important as this is the first year

we have seen a positive Net Promoter Score. This score is calculated by comparing the number of “detractors” (people who are not happy with the company) versus the number of “promoters” (people who are happy with the company) – Northern Europe stands out as the region with the most promoters with an NPS of +36.

The feedback that you gave in the open questions showed strong reinforcement of the company’s commitment to its people strategy – feel like a family, act like a high performing team. What is more, the way Colart has managed the COVID situation has impacted this view. It is therefore essential that we learn from this so that the improvement can be maintained going forward. North America and the UK stand out the regions with the highest alignment to the people strategy.

This is great, but the picture is not perfect, and you have given us quality insights about what we need to do. Progress is also needed if Colart is to realise its commitment to diversity/inclusion and sustainability.

Survey category	2019	2020	Comments
Employee survey completion <i>(minimum = 0 maximum = 100%)</i>	82%	74%	Low return rate in France has brought our average down
Employee view of business <i>(minimum = 0 maximum = 10)</i>	6.2	7.0	The improving view of Colart is reflected in this score
Employee view of leadership <i>(minimum = 0 maximum = 10)</i>	7.6	7.5	Whilst the view of your line manager is strong the feeling is not extended to other leaders in Colart
We would recommend the company <i>(minimum = -100 maximum = +100)</i>	-21.7	+4.5	This means there are more promoters than detractors – a basis for us to grow
Colart feels like a family <i>(minimum = -100 maximum = +100)</i>	-	+26	Strong indication of the connectivity in Colart supported by the response to COVID
Colart acts like a high performing team <i>(minimum = -100 maximum = +100)</i>	-	+31	Strong indication of the fact that the company is starting to get into the flow of performing
Colart is committed to diversity <i>(minimum = -100 maximum = +100)</i>	-	0	This neutral response shows people do not see the company living up to its commitment
Colart is committed to sustainability <i>(minimum = -100 maximum = +100)</i>	-	-4	This negative response means that people do not believe the company lives up to its commitment

These are just the top line results and we will work locally to share the regional results and this will include focus groups to not only review the feedback you gave us but also think about what we need to start doing, continue doing or indeed improve. As Dennis said in the Town Hall today, we need to *open our eyes* to where we need to make changes and these results show us that we need to keep our *ears open* too!

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 – especially following the excellent Town Hall on the subject today) 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 all have confidence that the Colart Family will continue to successfully navigate together any challenges thrown at us.

Regards,



Jane Beeston,

Chief People Officer