How to create a positive wellbeing culture that influences an enviable employee experience

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**WELLBEING** 

C H O R U S

# SEIL SENES JUNIE





## **Chorus Overview**

- Build and manage NZ's largest open access internet network – essential utility
- Wholesale services to phone and broadband providers
- Team of ~870 employees
- Four main offices
- Service partners supply ~1700 technicians

# Turning strategy into reality



# "To create a healthier and more resilient workforce by influencing and supporting our people to build healthy habits" - 2020 Wellbeing Programme Objective



Our culture is inclusive of all people

We encourage and value different approaches and perspectives, actively using diversity of thought to make high quality decisions and increase

by participating in significant national

#### Wellbeing



We build a resilient health and safety culture by providing a work environment that is "psychologically safe" with a zerotolerance approach to bullying, harassment and discrimination

We are a safe place in which to raise these issues

Our culture encourages employees to maintain or adopt a healthy lifestyle

> Our approach to wellbeing is holistic and caters for diversity through four pillars - physical, career, financial and emotional

#### Inclusive culture



our ability to innovate

We celebrate diversity events, with a focus on understanding the diverse cultures and ethnicities at Chorus

#### Flexible & adaptable workforce



Flexible working arrangements including the technology and infrastructure to enable them are made available to our people where possible, supporting an agile culture

We are open and adaptable in our approach to requests for flexible working arrangements, always ensuring business and customer experience objectives will be delivered

#### Diverse leadership



We provide targeted development opportunities to support diversity in leadership

Our remuneration and reward strategy promotes pay equity

We focus on gender diversity in leadership roles

We focus on ethnic diversity in leadership roles, in particular greater Maori, Pasifika and Asian representation

The wellbeing of Chorus employees remains a priority and FY19 saw a focus on mental wellbeing. A Mental Health First Aid certification programme was introduced in partnership with St John and 20% of employees received certification.

**Annual Report 2019** 

Wellbeing

This is how we roll... out fibre to the country.

In January 2019 we launched wellbeing days, with two additional days of leave available to all permanent employees to use as they wish, to support their personal wellbeing. This initiative received overwhelmingly positive support from our people.

20%

of employees received St John mental health certification

Chorus really cares about my mental wellbeing > 8.2 (Top 10% in the Technology benchmark).

Working here, I feel that I can live a physically healthy lifestyle ≥ 8.1 (Top 10% in the Technology benchmark).

CHORUS

Annual Report 2019

FINANCIAL WELLBEING



PHYSICAL WELLBEING



# WELLBEING

MENTAL WELLBEING



CAREER — WELLBEING



## WELLBEING

### **National Wellbeing Calendar 2020**

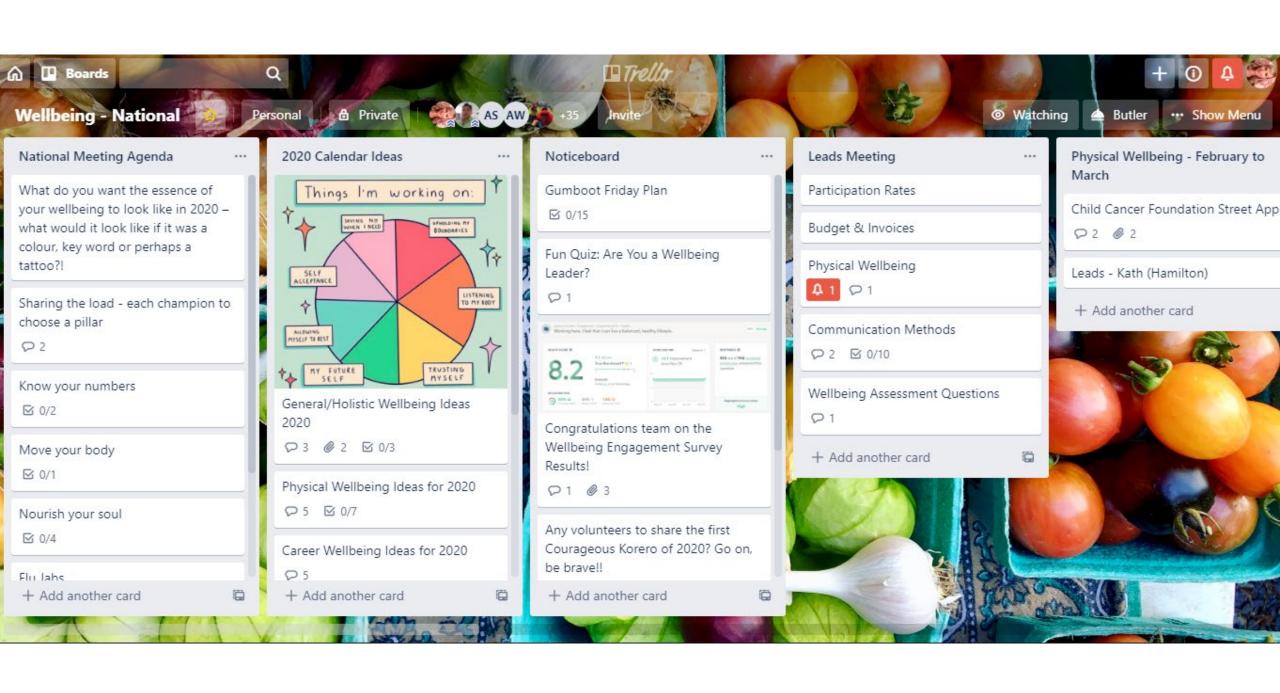
## WELLBEING

2020 Objective	Create a healthier and more resilient workforce by influencing and supporting our people to build healthy habits										
Annual Report Measures	Working here, I feel that I can live a physically healthy lifestyle (Top 10%) Chorus really cares about my mental wellbeing (Top 10%)					How we'll meet our measures	Execute the five pillars of Wellbeing Calendar Improve the Wellbeing Support Model Increase People Leader capability				
Governance & Support	Board   PPCC   Executive   Diversity & Inclusion and Health & Safety ESGs   People & Culture and Health & Safety Teams   Wellbeing Committee   Mental Health Network   Chorus Confidants										
Month	February	March	April	May	June	July	August	September	October	November	December
Habit Building	<b>Habits 20.1</b> Employee Led Webinar		Habits 20.2		Habits 20.3		Habits 20.4		Habits 20.5		
Body Scans & Challenges		Initial Body Scan			Winter Wellbeing Challenge	Body Scan				Summer Wellbeing Challenge	Body Scan
Pillar	Physical Wellbeing		Winter Wellbeing	Career Wellbeing			Financial Wellbeing	Mental Wellbeing			
Theme & Scope  Ideas only, subject to change	Know your #s Fit3D Body Scans Move your body Aotearoa Bike Challenge Initiatives to get moving Nourish your Soul Veggie Webinar & Challenge		Colds & Flus Winter Blues Sleep Motivation, Nourishment & Connection	What does refreshed Chorus Strategy mean for me? MyPerformance & MyDevelopment Education Growth, Resilience & Change Agility Mindfulness - How we're working Upskilling - NWOW, Technology & Presenting			TBC once Money Week theme announced	Mindfulness - Productivity and Anti-Busy Healthy Relationships - Personal, Domestic Violence & BHD Balance - Fun & Laughter People Leader Training			
Confirmed Events	Aotearoa Bike Challenge		Flu Jabs Gumboot Friday (3rd)	Pink Shirt Day (22nd)	Volunteer Week (21 - 27th)		Money Week (10-14th)	Mental Health Awareness Week (21-25th)	NZ Workplace Barometer Survey	Movember	
General Initiatives	Wellbeing Support Model   Digitise   H&S Collaboration   Enter Awards   PL Training										
Learning & Development	Mindfulness   People Leader Mental Wellbeing Training   Mental Health First Aid										

# Making the most of minimal resources

- Lean on Leadership
- Leverage internal enthusiasm and capability
- Utilise free resources
- Organise vs Subsidise vs Pay
- Quality not quantity
- Share the load





## Weaving wellbeing into your employee experience

- Company & People Strategy
- Policies
- Recruitment & **Attraction**
- Onboarding and Induction

- Learning & Development
- Physical **Environment & Facilities**
- Recognition & Retention



# Chorus Care Package for Permanent Employees





#### My Wellbeing

#### Core benefits:

- · Two Wellbeing Days
- Two Company Days
- · Four weeks Annual Leave
- · 10 Sick and Domestic Days
- Employee Assistance Programme
- Wellbeing Programme
- · Free fruit

# M

## My Family & Community

#### Core benefits:

- Flexible working options
- One volunteer day
- Parental Leave payment (up to six weeks in two installments)



#### My Chorus

#### Core benefits:

- Internet concession (\$1,200 net per annum)
- Spotlight Awards
- Referral scheme (\$1,000 per confirmed referral)



#### **My Future**

#### Core benefits:

- Life insurance
- Income protection insurance
- · Trauma insurance
- KiwiSaver Employer Contribution at 3%
- Learning@Chorus

#### Flex benefits:

- · Purchased leave
- Discounted health insurance via Southern Cross
- Massages and yoga

#### Flex benefits:

- Subsidised Marram holiday homes & healthcare
- Payroll Giving to charities

#### Flex benefits:

- Employee social networks, including: Rainbow, Mental Health, Financial Fitness, Maori & Pasifika & Women
- Belonging, Health & Safety and Wellbeing Committees

#### Flex benefits:

- Lifestyle Leave (unpaid up to one year)
- Insurance top-up (increased cover)
- Additional voluntary KiwiSaver employee contributions
- Leadership programmes and development opportunities

Effectively communicating your wellbeing messages







MENTAL WELLBEING

CAREER WELLBEING

# Make everyday an awesome day

...by creating a positive work environment

# Career Wellbeing

Create a career that excites you!



PHYSICAL WELLBEING

# Physical Wellbeing

Know your numbers Move your body Nourish your soul



FINANCIAL WELLBEING

## **Money Week**

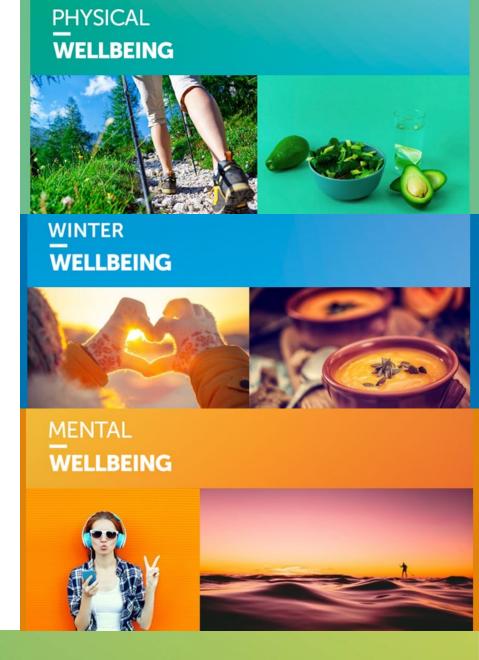
Now we're talking!

The first step in planning our best financial future is to start talking about money.



# Effectively communicating your wellbeing messages

- Branding & Campaigns
- Relationship with internal comms
- Communication platforms
- Mix up who delivers the messages
- Real life stories
- Leadership community
- Careers Site, Annual Report & Social Media



# Measuring the impact



## **Measuring the impact**

- Personal success stories
- Engagement scores
- Flexible Working
- Leave Trends
- Organisational Change
- Sense of Belonging & Fun!



Chorus really cares about my mental wellbeing

**Top 5%** 

"Chorus knocks this one out the park and has successfully removed the stigma of talking about mental health in the workplace"

"I feel supported. I do suffer from depression. Working for Chorus really helped me!!!"

"Active conversations about workload and stress, emphasis on resting when ill, flex to accommodate our personal lives"

"Welcoming environment with the wellbeing of people at its heart"

Working
here,
I can live a
balanced &
healthy
lifestyle

**Top 5%** 

My work
schedule is
flexible
enough to
accommodate
my family or
personal life

"The policy is excellent and a credit to Chorus. I do more work willingly as you let me have a good life as well"

I am satisfied with our flexible working policy

**Top 10%** 

**Top 5%** 

"Love that I could transition from parental leave to work part-time and now I'm working full-time, one day a week from home!"

"Chorus helps me find the balance between office work, business trips and occasional W@H to allow for kids school runs"

I find my workload manageable "Working at home allows me to focus and has seen my productivity sky rocket!"

**Top 5%** 



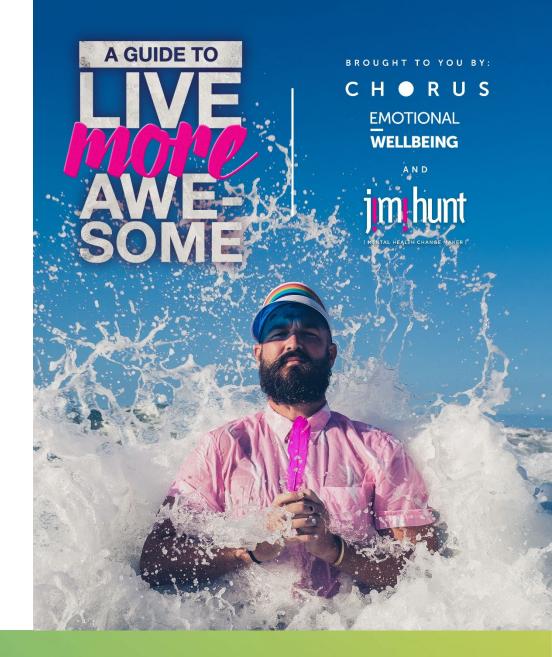
## **Measuring the impact**

- Personal success stories
- Engagement scores
- Flexible Working
- Leave Trends
- Organisational Change
- Sense of Belonging & Fun!
- External perceptions



## The wins

- Impact
- Appreciation
- Increased participation
- Reducing the stigma
- Flexible Working



## The losses & lessons

- Healthy habits not restrictions
- The 'old school' and the 'haters'
- Time and financial investment
- Diversity
- Effective communication
- Don't be scared to be woo woo!
- Learn to adapt and pivot



## I'd love to connect with you!

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