



**GOOD  
DAY AT  
WORK**

POWERED BY  
robertsoncooper

# Wellbeing Survey 2021

Frequently Asked Questions

## The key points

### Who is Robertson Cooper?

Robertson Cooper is an independent organisation, specialising in workplace wellbeing. Robertson Cooper have been commissioned to support Travis Perkins Plc to develop a benchmark for health and wellbeing across the organisation and to develop an organisation wide health and wellbeing strategy.

### Why are the Travis Perkins Group doing a Wellbeing Survey?

So that they can best support you, we are running a survey to better understand the business' current position on colleague mental health and wellbeing along with giving you the opportunity to learn more about your own wellbeing.

By doing this - it gives you a chance to positively influence the future of colleague mental health and wellbeing by anonymously and confidentially sharing your feedback with us. The more colleagues that complete the survey, and honestly, the better. You will also receive a personalised report with guidance on how to look after your wellbeing.

### Will I receive personal feedback on my results?

Yes. You will be able to download a personalised Wellbeing Snapshot report as soon as you complete the survey.

### Who is taking part in the survey?

All permanent colleagues will be invited to take part.

### When do I complete the survey?

You will receive an email invite from us, Robertson Cooper, on 1st November. You can also access the survey by scanning the QR code on the poster displayed on site and login using your work email address from 1st November.

### Is the survey confidential?

Yes, the survey is completely confidential. The Wellbeing Specialists at Robertson Cooper are Occupational Psychologists and are bound by a professional code of practice, of which colleague confidentiality is a core part.

No one within Travis Perkins Plc will see your responses or be able to trace responses back to individuals.

### What happens after the survey has closed?

We will analyse the survey data and share the anonymised results with key stakeholders across Travis Perkins Plc. These results will then be shared with the HR and HSE teams to inform the creation of the future strategy.

In addition the prize draw will take place and prize winners will be announced.

## About the survey questions

### What is the survey about?

The questionnaire is focused on understanding how you perceive your wellbeing and experience of working at Travis Perkins Plc. There are a number of sections included within the questionnaire which include workplace pressures, psychological wellbeing, health, energy and resilience. It is based on Robertson Cooper's evidence based and market leading wellbeing tool.

### Will I receive personal feedback on my results?

Yes. You will be able to download a personalised Wellbeing Snapshot report. This is your opportunity to gain an insight into your own health and wellbeing. The report will help you understand what actions you can take to improve your wellbeing including how to deal with pressures at work. The report compares your responses with other employees across a number of organisations and provides tips and advice on making positive changes to help you to feel happier inside and outside of work.

You will be able to download a copy of your personalised report immediately upon completion of the survey. Your individual results will not be shared with Travis Perkins Plc.

### Why should I take part in the survey?

Your opinion is incredibly valuable; your input will help your business and Travis Perkins Plc to understand the enablers and barriers of workplace wellbeing for colleagues as well as establish a baseline across the organisation. Your survey responses will also help shape the future approach and strategy around colleague health and wellbeing in order to support you and your colleagues to have more good days at work.

### Does the survey have anything to do with stress?

Yes. Workplace stress and pressure can affect your wellbeing and quality of life inside and outside of work. There will be questions about pressure and stress in the survey, however the survey is not entirely focused on stress. There will be questions regarding your engagement with work, sense of purpose and positive psychological wellbeing.

### The questions are personal. Why should I fill them in?

Robertson Cooper has to ask fairly personal questions about your health and wellbeing, but no responses will be traced back to you personally. In order for us to get an accurate picture from the data, it's important that you answer all of the questions.

### Does the survey only consider how I feel on the day?

No. Please reflect on how you have been feeling over the last three months or so.

### How will the prize draw work?

To protect colleague anonymity we (Robertson Cooper) will manage the prize draw and winners will be selected at random once the survey has closed.

In order to enter the prize draw you will need to complete the survey in full and opt in at the end.

Prizes will be allocated randomly to winners, there is not an option to request which prize you would like.

Only the winners' contact details will be provided to Travis Perkins Plc to arrange distribution of the prizes.

Your survey responses will in no way be connected to the prize draw.

## What happens after the survey?

### What happens after the survey has closed?

All colleagues completing the Wellbeing Survey will be able to download a personalised Wellbeing Snapshot report as soon as survey responses are submitted. Once the survey has closed and Robertson Cooper has analysed and anonymised the data, we will deliver a presentation to your senior representatives from across Travis Perkins Plc. A summary of the key results will be communicated to all colleagues.

### How will business areas know how many colleagues have completed the survey?

Robertson Cooper will hold demographic data provided by Travis Perkins Plc which saves you having to tell us things, such as the region or department you work in. This enables us to track the number of people in different areas who have completed the survey, and gauge whether we have a representative response rate for the survey.

A weekly update on response rate will be shared to your HR Team whilst the survey is open, this will be anonymous, no one in Travis Perkins Plc will know if you personally have completed the survey or not.

## How to access the survey

### When do I complete the survey?

The survey launches on 1st November 2021 during Travis Perkins Plc's Taking Time For You Month. Please complete and submit the survey as soon as possible, no later than midnight on Sunday 21st November 2021.

### How do I complete the survey?

You will receive a unique link to complete the survey, which will be emailed to you on the morning of 1st November. Alternatively, you can scan the QR code on the poster if you work in a branch or DC and use your work email address to login.

Colleagues tend to complete the survey straight away to avoid reminder emails.

Once logged in, you can complete the survey in more than one sitting, by logging back in using the same username and password – all of your answers will be saved on the system.

### **How long does the survey take to complete?**

The survey will take approximately 10 minutes to complete and can be completed in more than one sitting.

### **Who do I contact if I have any IT issues?**

You can contact Robertson Cooper to assist with technical problems at [support@robertsoncooper.com](mailto:support@robertsoncooper.com).

### **Will my organisation see my individual results?**

Once you have submitted your responses, they will be stored in our secure database. This is an 'organisational' survey, so individuals will not be identified. Robertson Cooper will only give feedback to Travis Perkins Plc on the results in a minimum group size of 8 survey respondents. Data will be provided down to region or departmental level, further breakdown into teams or branches will not be possible.

### **If I report poor wellbeing through the survey will anyone contact me?**

No, due to the anonymity and confidentiality of the survey no one at Travis Perkins Plc will know that you as an individual have reported poor wellbeing.

If you feel you need support it is important to speak to someone, whether that be your manager, a family member, friend or GP. Travis Perkins Plc offer a range of support services to colleagues including an Employee Assistance Programme on 0800 0155630 and Mental Health First Aiders. Upon completing the survey you will receive a personal snapshot on the back page you will find details of the workplace support services available. Alternatively, you can access information on support services via the Wellbeing pages on Travis Perkins Plc internal site, MyPlace, which you can reach via MyTPCloud or benefits site myPerks.

### **Can I complete the survey during work hours?**

Yes, and you are encouraged to do so.

### **How is my Wellbeing snapshot report created?**

Your wellbeing snapshot report is created based on your responses to the survey. The report will explain what each of the question areas mean and how your responses compare to our benchmarking group.

### **What happens if I don't complete the survey?**

You are not obligated to complete the survey, however the more people who do take part, the more representative the information will be. You will also be unable to access a personal report which provides practical tips for you to manage your own wellbeing.

## Do I have to tell you specifically where in Travis Perkins Plc I work?

The survey will hold some data about you and your role within Travis Perkins Plc and includes information like gender, age, and the region or department you work within. This is so we are able to produce accurate reports focused on various demographics, providing that there are more than 8 respondents in each group.

Travis Perkins Plc will not be able to identify individuals as a result of the survey. This ensures the anonymity of Travis Perkins Plc colleague data. If you have any questions regarding data security please contact [privacy@robertsoncooper.com](mailto:privacy@robertsoncooper.com) or read the final section of this FAQs document.

## Data protection and privacy

### Is the survey confidential?

Yes, the survey is completely confidential. The Wellbeing Specialists at Robertson Cooper are Occupational Psychologists and are bound by a professional code of practice, of which colleague confidentiality is a core part.

The survey results will be broken down by region/ department and shared with the organisation so that robust plans can be put in place to improve colleague health and wellbeing. However, reports will only be shared when there are more than eight people to protect colleague confidentiality and anonymity. If you have any questions regarding data security please contact [privacy@robertsoncooper.com](mailto:privacy@robertsoncooper.com) or read Robertson Cooper's privacy policy [here](#).

### Is all of the data processed in the UK?

Yes, and the data will not be shared with any third-party organisations. You can read our privacy policy [here](#).

### How long will you keep my data?

We, Robertson Cooper, will retain your personal data for as long as we have a relationship with Travis Perkins Plc and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

### What are my data protection rights?

It's your personal data and you have certain rights relating to it. You have rights to:

- Know what personal data we hold about you, and to make sure it's correct and up to date
- Restrict the processing of your personal data where you have a particular reason for wanting the restriction e.g. while you wait for your data to be corrected. Please let us know by emailing us.
- Withdraw from our products and services or wish to remove the information which we hold about you. Please let us know by emailing us.
- Request a copy of your personal data, or ask us to restrict processing your personal data or delete it
- Object to our continued processing of your personal data

You can exercise these rights at any time by sending an email to [privacy@robertsoncooper.com](mailto:privacy@robertsoncooper.com).

If you're not happy with how we are processing your personal data, please let us know by sending an email to [privacy@robertsoncooper.com](mailto:privacy@robertsoncooper.com). We will review and investigate your complaint and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.