

# Employee Engagement Survey Results

24/05/2023

Certified



Corporation

# Methodology



The survey employed a questionnaire-based approach, where participants rated their experiences and perceptions on a Likert scale and a free typing field for participants to add commentary.

Quantitative results were analysed using the ANOVA statistical test for significant differences between groups after which we reported separately on these areas of divergence, as well as provided thematic analysis for the qualitative data.

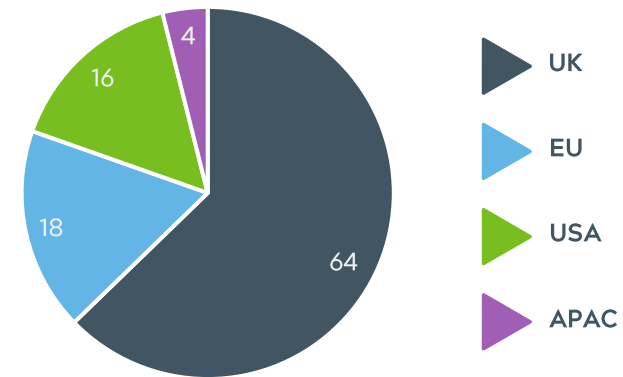
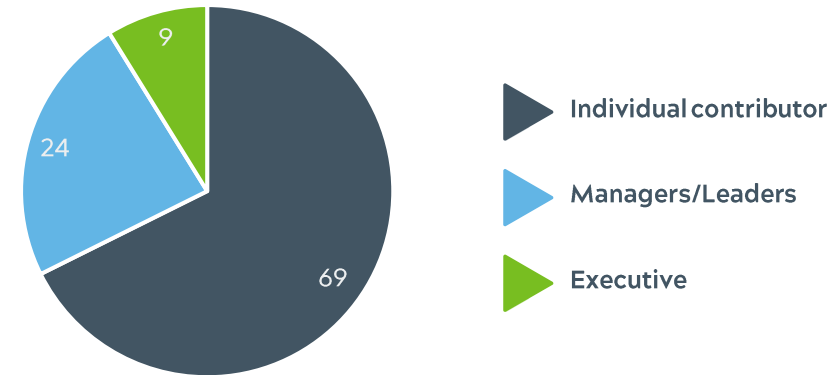
Where necessary, likert scale answers have been recoded into simpler variables.

## Topics Of The Employee Engagement Survey:

- ▶ Being part of Acre
- ▶ What is important to employees at Acre
- ▶ Acre's purpose, vision and values
- ▶ Employee wellbeing
- ▶ Employee growth at Acre
- ▶ Overall observations

# Respondents

- In total there were 102 respondents in the survey.
  - UK: 64
  - USA: 18
  - EU: 18
  - APAC: 4



# Being Part Of Acre

## Summary

This section of the survey evaluated how well collaboration was going at all levels, how valued each respondent was feeling, and how meaningful they found their job to be. The results for collaboration were largely positive yet provided a mix of feedback, primarily around a lack of collaboration as a global business. When asking about how valued the respondents felt, 84% felt valued, but primarily within their team as opposed to at a wider business level. For these questions, answers across regions and levels showed no significant differences so we only looked at information on a group level.

### Key Figures

**90%**

Says collaboration in their team goes (very) well

**50%**

Says collaboration with the global business goes (very) well

**96%**

Feels the work they do at Acre has meaning to them

**84%**

Feels like a valued member of their team

*“I feel like my voice is heard and I have space to be candid and open.”*

### Results Summary & Analysis

The global level of collaboration was rated to not be as positive by all functions and within all business regions. This indicates a need for strengthening the way global business functions collaborate and share information. Additionally, collaboration between functions was also seen to be an area of development, both from the quantitative data results and the qualitative data analysis.

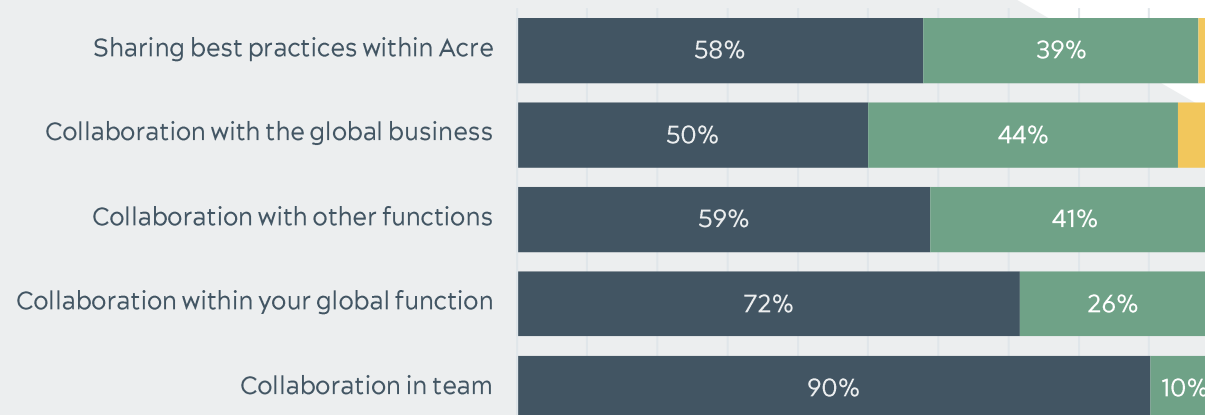
This includes statements such as:

- ▶ “Global collaboration is hard, there is very little interaction between regions from a client development perspective”
- ▶ “I feel that collaboration within my function is good. It is hard to share best practices globally.”

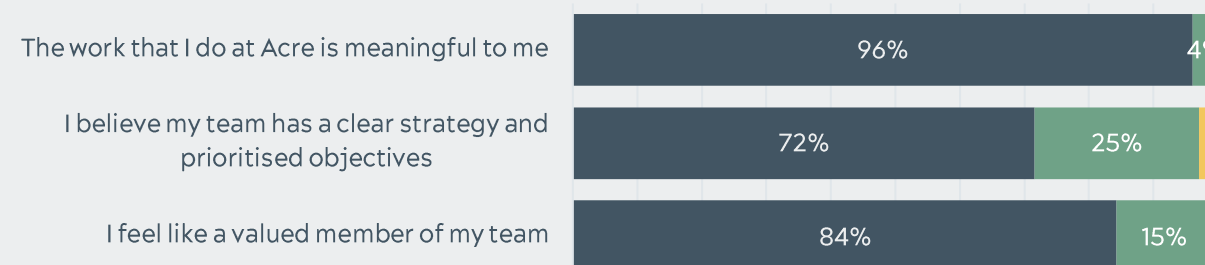
When considering the data around value and meaning, there were mostly positive responses towards finding meaning in the work being done, and towards feeling valued especially at a team level. When assessing how clear the strategy and objectives are for each team, the qualitative data indicated a lack of clarity and consistency around what these objectives are and the strategy towards achieving them.

## Summary Graphs

### Results For Questions About How Collaboration At Acre Is Going



### Results For Questions About Value And Meaning Of Work At Acre



▶ Agree

▶ Neutral

▶ Disagree

# Understanding What Is Important To People At Acre

## Summary

The data indicates high levels of satisfaction around the impact the work Acre is doing is having on the world, the company culture and the business objectives. The qualitative data demonstrated high levels of satisfaction in this area, particularly in reference to the recent improvements in internal communications to share global business strategy and celebrate highlights.

### Key Figures

**26%**

Find growth the most important thing when choosing to work at Acre

**58%**

Find joy the most important thing when choosing to work at Acre

**48%**

Find impact the most important thing when choosing to work at Acre

*“I think keeping the wider business informed is one of the strongest areas in Acre’s culture.”*

### Results Summary & Analysis

The majority of data around how well the business was doing was overall positive both in the quantitative and qualitative data. However, a variety of respondents indicated that there still could be higher levels of transparency particularly at an executive level.

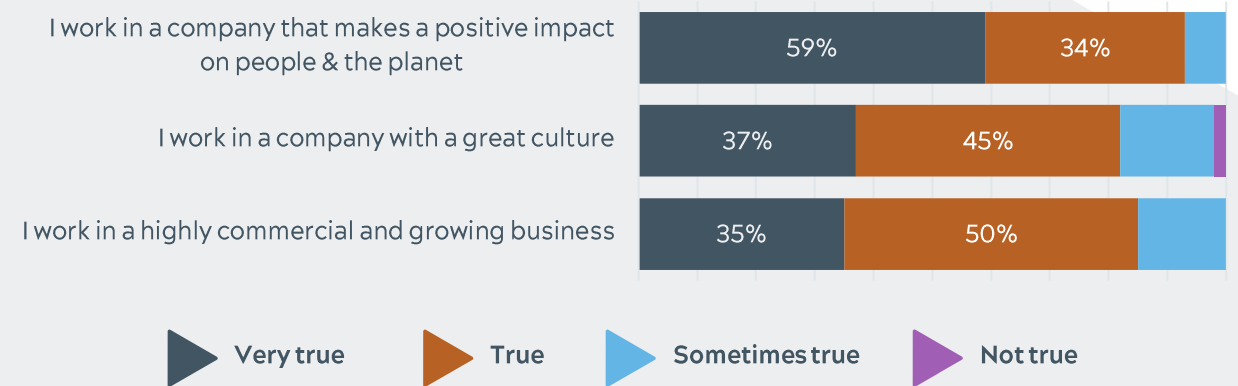
This includes statements such as

- ▶ *“I think the communication at Acre could be a lot more transparent and open.”*
- ▶ *“The global exec team could formalise comms and comm structures more.”*

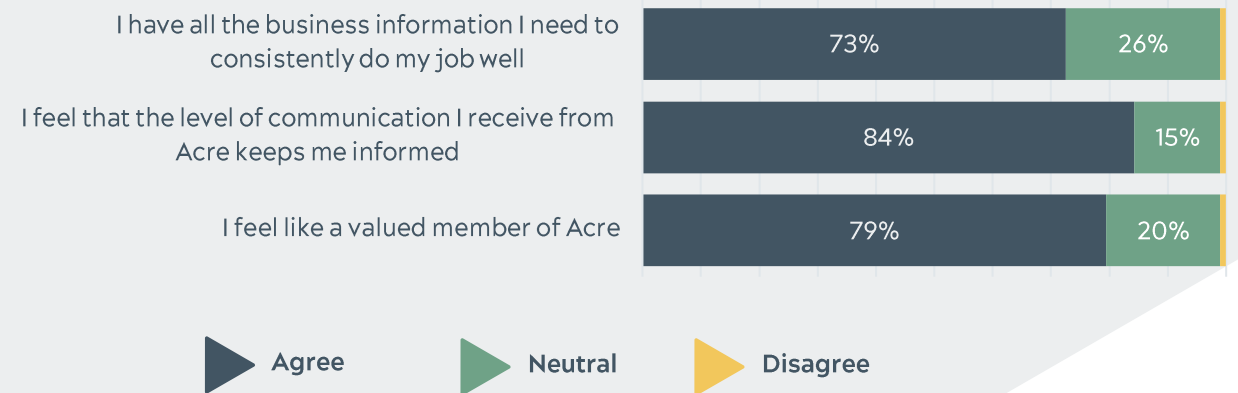
The questions around communication and value at Acre were primarily positive with almost all respondents feeling quite happy with the current communication methods. Levels of value were reported as being high for 79% of respondents, with the qualitative data also reporting high levels of positive responses, particularly at a team level.

## Summary Graph

### Results For Questions About How Acre Is Doing On Key Topics



### Results For Questions About Communication And Value At Acre





# Purpose, Vision & Values

## Summary

One of the sections discussed during the Engagement Survey was around how we as a business are living into our vision and values. The results from the survey were significantly positive, with almost a unanimous response for the general understanding of what Acre's purpose is and agreed that Acre was committed to making impact.

### Key Figures

**82%**

Understand the vision for 2027

**57%**

Understand the plan driving the 2027 vision

**92%**

Believe Acre is committed to driving impact

**97%**

Feel personally aligned to the Acre values

***"Acre is doing great and I believe we can create the positive changes together! I think our vision and values do not need any improvement!"***

### Results Summary & Analysis

Overall, we can see that the respondents agreed with the statements and felt positively towards Acre's purpose, vision and values. However, when considering the qualitative data accompanying these figures the main theme that emerged was the **lack of clarity around how Acre was planning to achieve the 2027 vision and what the strategy in place was to accomplish this.**

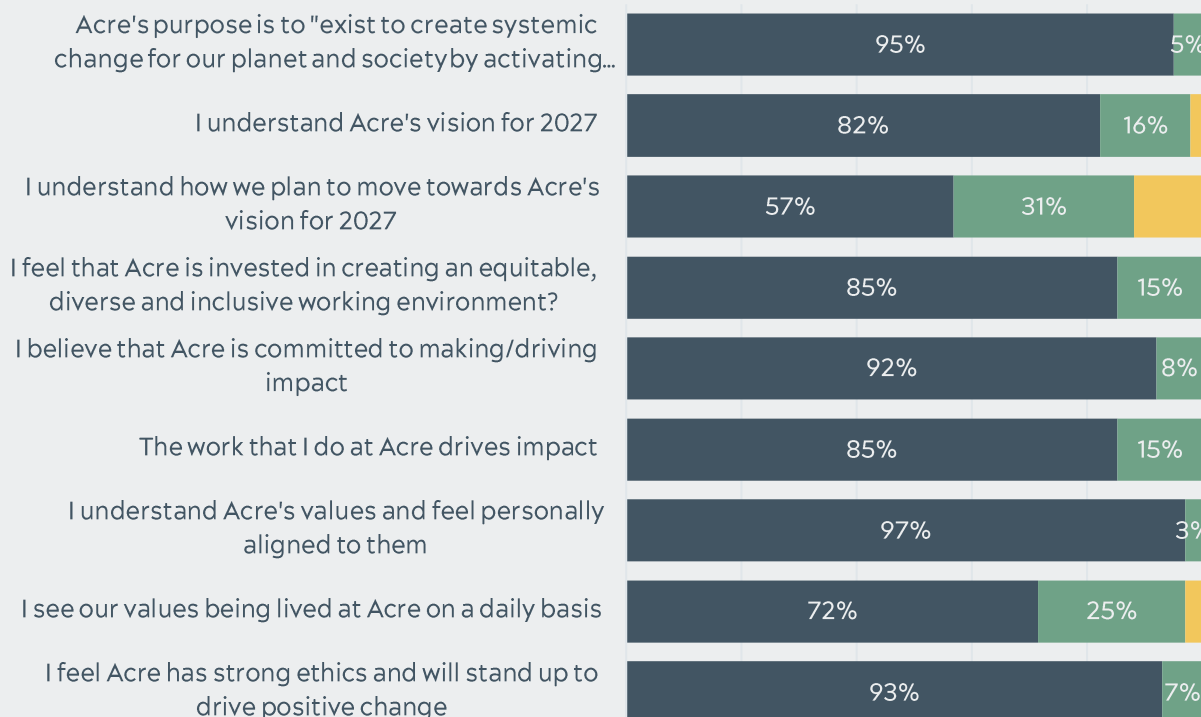
This includes statements such as

- ▶ *"I don't have a full understanding of how we plan to move towards the 2027 vision"*
- ▶ *"[the] vision could be clearer/more tangible"*
- ▶ *"Acre is doing well at driving impact across different sectors. What could be improved is communicating this more often".*

This indicates that while there are still positive feelings regarding the way Acre is structuring its approach to achieving these objectives. There needs to be a clearer line of communication to the rest of the business around the strategy set in place for achieving these objectives.

## Summary Graph

*Results For Questions About Acre's Purpose, Vision & Values Across The Business*



Agree



Neutral



Disagree

# Wellbeing Summary

The wellbeing results varied depending on the area being measured but were overall positive.



Acre employees score their current wellbeing 3.7 out of 5 on average

## Key Figures

**66%**

Feel they can access tools and support regarding wellbeing at Acre

**75%**

Feel Acre is invested in their mental wellbeing

**55%**

Feel Acre is invested in their physical wellbeing

**85%**

Feel happy with the amount of opportunities created for socialising

***“I work for an organisation that genuinely cares about its people and wants to create impact.”***

## Results Summary & Analysis

When asking individuals if they would recommend working at Acre to a family member or friend, the majority of responses indicated that they would, primarily because of the culture and general level of care displayed throughout the business.

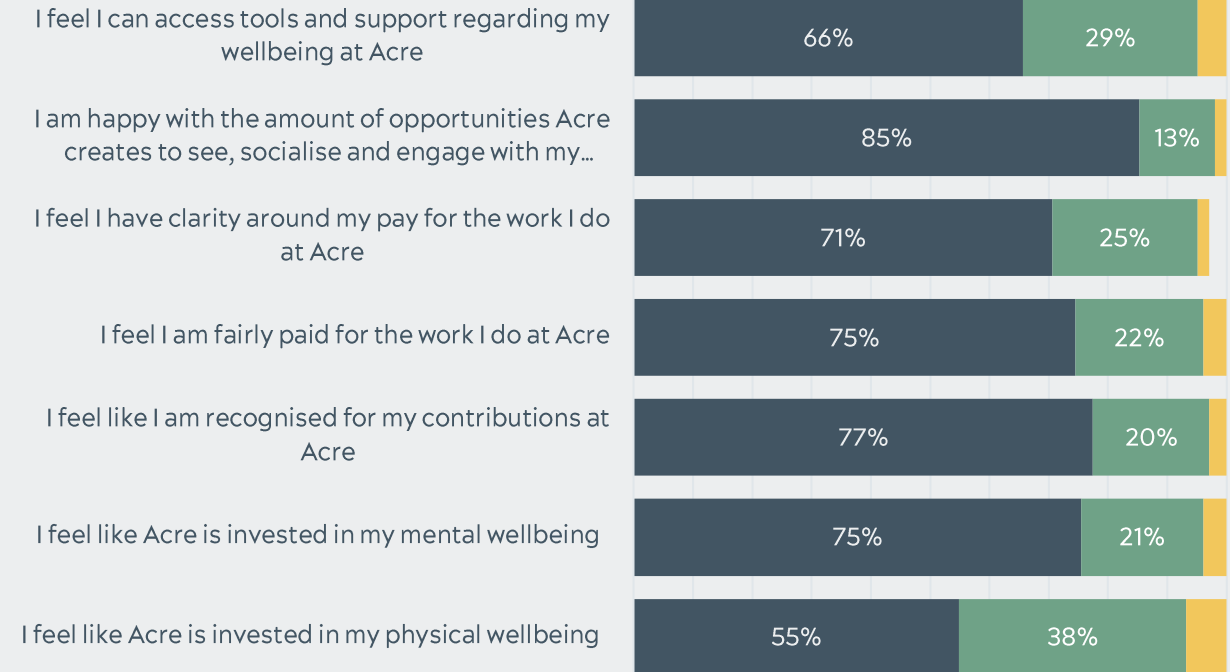
This includes statements such as

- ▶ *“[I enjoy] the investment Acre makes in its employees as well as its purpose/core function.”*
- ▶ *“Great place to work, great people, opportunities and a genuine feeling of making impact.”*

The qualitative data demonstrates that what stands out the most to the respondents is the culture that has been created at Acre and the impact and purpose that Acre has set out. A common theme in the data is the fact that most individuals working at Acre are purpose driven which give the company culture a genuine sense of impact and care.

# Summary Graph

Results For Questions About Wellbeing At Acre



▶ Agree

▶ Neutral

▶ Disagree

# Wellbeing - Continued

## Summary

The overall wellbeing results are primarily positive but overall provide a mix of results.



Acre employees score their current wellbeing 3.7 out of 5 on average

### Key Figures

**66%**

Feel they can access tools and support regarding wellbeing at Acre

**75%**

Feel Acre is invested in their mental wellbeing

**55%**

Feel Acre is invested in their physical wellbeing

**85%**

Feel happy with the amount of opportunities created for socialising

*“Great team and culture, I would happily recommend working here to a friend.”*

### Results Summary & Analysis

When looking at the qualitative data surrounding what could improve the experience of working at Acre, a variety of themes emerged. The most common was around work life balance, indicating a need for flexible working schedules, both in reference to being able to take time off when needed, the presents of a reduce working week, and flexibility to work from home or from the office when needed. In addition to this, being able to take time off for mental health days and having the appropriate EAP resources was a common theme when considering mental wellness.

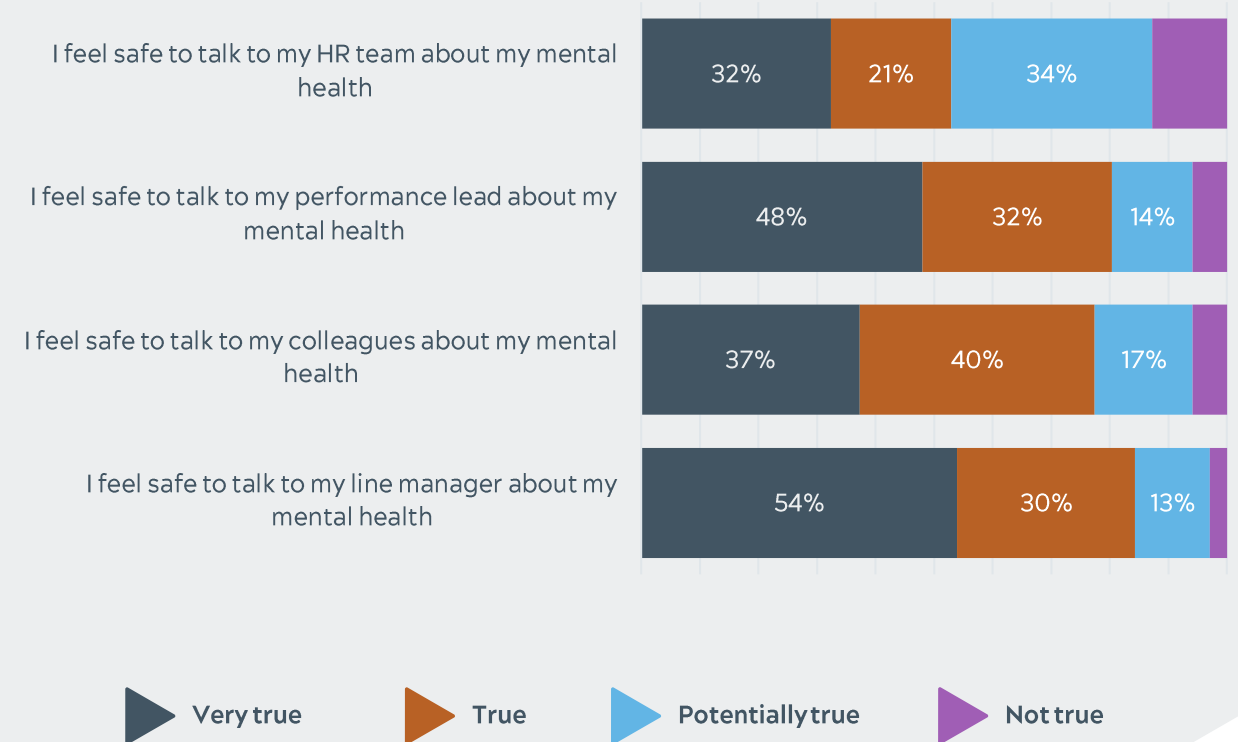
In addition to this, a common theme for improving wellbeing was having a clearly aligned strategy and company objectives. This was a common theme related to increased levels of stress for the respondents.

This includes statements such as

- *“I truly believe a strategy which provides clarity on where we're going and how we get there & operationalise it, and in what timescales, would change this business and my experience of it.”*

## Summary Graph

Results For Questions About Psychological Safety At Acre





# Most Important Benefits For Acre Employees



Below, we've listed the most common benefits mentioned across the business.

The coloured columns on the right represent the most important benefits for Acre Employees per region.

- ▶ **Flexible working**
- ▶ **Health insurance**
- ▶ **Pension plan**
- ▶ **Functioning EAP Programme**
- ▶ **Wellness options**
- ▶ **Social activities**
- ▶ **Physical wellness stipends**

## EU

Health insurance  
Pension plan  
Wellness options/physical wellness stipend

## USA

Health insurance  
Flexible working  
Physical wellness stipends

## UK

Flexible working  
Wellness options/physical health stipend  
EAP programme  
Health insurance  
Social Activities

## APAC

Health insurance  
Flexible working

# Employee Growth At Acre

## Summary

This section indicated strong levels of personal and professional growth related to working at Acre. However, only a little over half of employees know how to progress further within their career at Acre.

### Key Figures

**86%**

Feel they are growing during their time at Acre

**73%**

Feel clarity on areas of development in their current role

**55%**

Feel clarity on how to progress within their career at Acre

**67%**

Feel the Alliance is valuable to their growth at Acre

### Results Summary & Analysis

When considering the most important aspects related to growth at Acre, the most significant was joy, and impact, and then was professional growth. When looking at the qualitative data, a common theme was around lack of clarity around promotion pathways and lack of clarity around professional growth opportunities.

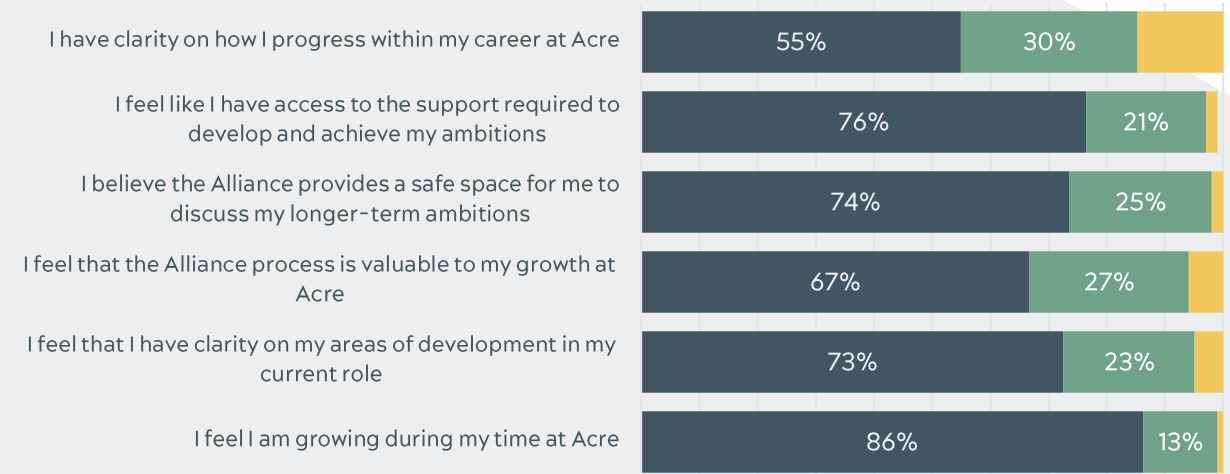
This includes statements such as

- “We are currently missing some strategy and direction.”
- “Team member roles and responsibilities can be better defined.”

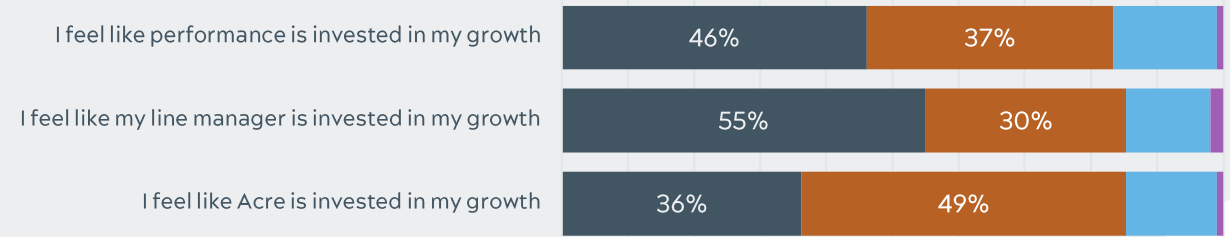
The quantitative data indicates high levels of positive responses with minimal detractors, yet the qualitative data indicates some areas of development regarding development pathways and how they can support individuals. Support from line manager is high and so is that of the performance team, accounting for various layers of professional support. An area of support outlined in the qualitative data was an ask for a mentor to add an additional layer of support.

## Summary Graphs

### Results For Questions About Employee Growth At Acre



► Agree    ► Neutral    ► Disagree



► Very true    ► True    ► Potentially true    ► Not true

# How Is Acre Doing?

## Summary

The overall results of the survey were overwhelmingly positive, with the majority of responses indicating high levels of satisfaction.



Average happiness score for working at Acre

*“Acre feels incredibly inclusive, the culture is good and I feel that people are valued. The opportunity for development is great as long as you are prepared to also put the effort in.”*

### Results Summary & Analysis

The majority of responses were overwhelmingly positive and indicated high levels of wellbeing at all levels and functions at Acre.

This includes statements such as

- ▶ *“I love the culture at Acre, everybody I speak to is kind, helpful, and want the best for you.”*
- ▶ *“Acre has great and very smart people, we have amazing culture that is in line with my personal believes. I would definitely recommend it to a friend.”*
- ▶ *“Acre ticks all my boxes for what I had dreamed of for a workplace. It is a safe place for open communication, and honesty is always asked for – even if it is negative honesty. Acre strives to make a difference in the world.”*

The overall results indicate high levels of satisfaction within the business which for the most part are related to the purpose and impact of the company that brings personal fulfilment.

The qualitative data indicates some areas of development around improvements in wellbeing support, strategy and clarity in the business.

## Summary

*Results For ‘How Likely Are You To Recommend Working At Acre To A Friend Or Family Member?’*

