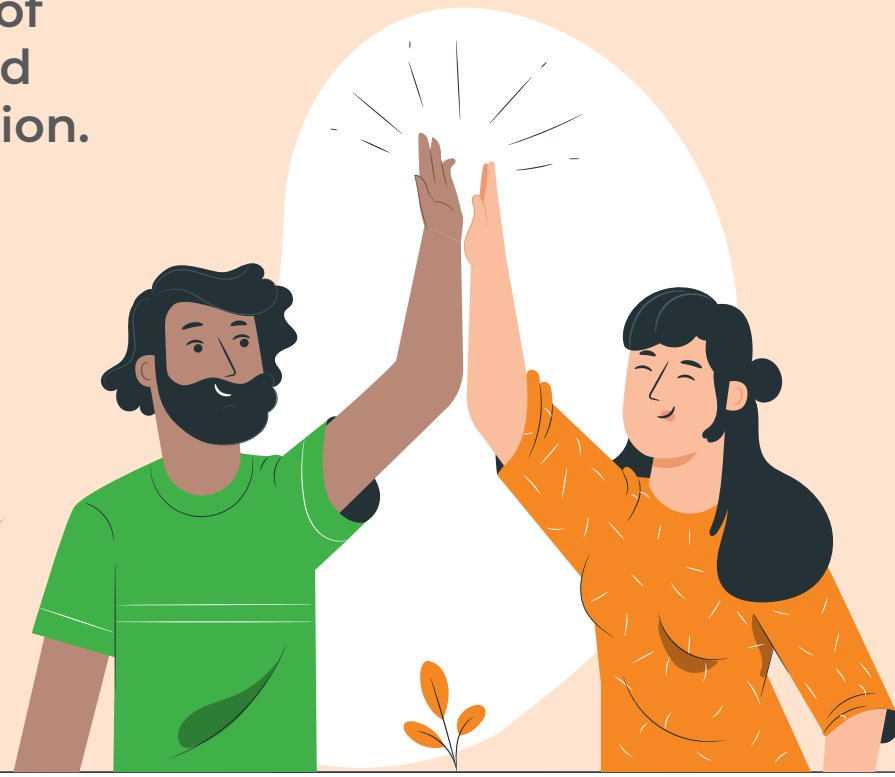


SEPTEMBER PULSE SURVEY 2021

The ongoing impacts of COVID-19 have affected our feeling of connection. However, our overall satisfaction is still high at **81.5%** (from 79%)

Thanks to the **83%** of us who responded!



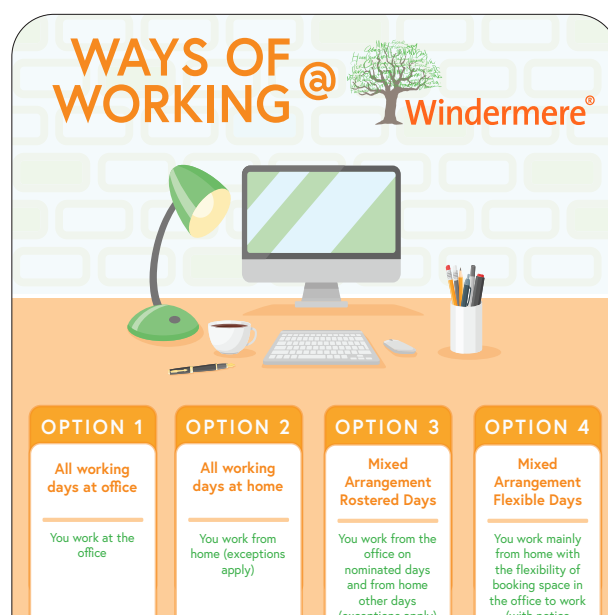
You are likely to recommend Windermere as a place to work! (up 4.5% from 80%)

THIS YEAR WE...

Finalised the 2020-23 Strategic Plan with commitments to improve lives and continuous improvement.

Introduced our Ways of Working Infographic based off your working preferences.

We rolled out Perkbox to support your health and wellbeing, and Condecco to make booking desks and rooms easier.



OUR RESULTS

2020		2021
77.8%	I am valued as an employee	80.3%
78.3%	I am inspired to do my best	81.8%
74.3%	I am not considering leaving Windermere	77.3%
79.3%	I am respected as an employee	80.8%
78.3%	I am motivated to go beyond	80%
80%	I recommend Windermere as a place to work	84.5%
79.3%	I am confident that I can raise issues with my supervisor	80.8%
85.5%	I am proud that I work for Windermere)	87.5%

EXPLORING CONNECTEDNESS OR CONNECTION

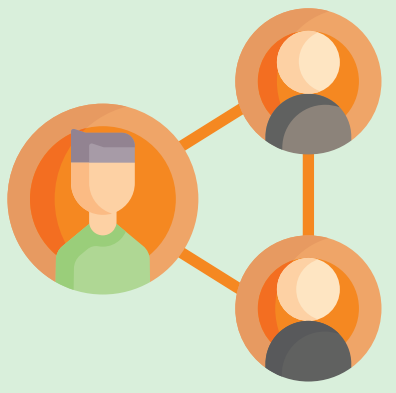
To respond to the changing COVID conditions, we also asked you about how connected you feel to Windermere, your team and supervisor. Unsurprisingly, COVID and lockdown is having significant impact on opportunities to see each other face to face.

- I feel connected to Windermere - 73.5%
- I feel connected to my team online - 82%
- I feel connected to my supervisor online - 81.3%
- I feel connected to my team face-to-face - 65%
- I feel connected to my supervisor face-to-face - 69%



We will continue to prioritise face-to-face opportunities when we can and make them happen quickly, because we never quite know what is around the next corner!

OUR FOCUS IS TO CONTINUE TO SUPPORT YOU TO...



feel connected with Windermere and your team

Protect our values



Find ways of refreshing your wellbeing

Create safe and welcoming ways to return to our offices



WHAT YOU SAID...

"I love my job and my role. I don't think I have a good connection with my team due to the pandemic no other reason than that."

"I feel privileged to be working in my current team. Everyone is supportive and encouraging of each other"

"My Manager has been supportive through COVID and encourages me to do my best work"

"I have genuinely loved my employment at Windermere. I have never felt so comfortable and my workplace related anxiety has subsided."