



## Staff survey reveals issues that when responded to raise staff morale

**Client:** Calor Gas  
**Sector:** Manufacturing, Energy and Utilities  
**Service:** Employee Engagement

### The Client

Calor Gas is the leading supplier of LPG for home and business. With a network of distribution depots throughout the UK and a large and dedicated workforce, Calor recognises that morale and motivation is key to providing great service to their customers. Experiencing declining response rates to previous surveys, they decided to seek a new survey provider. Following a tendering process, we were selected.

### employeesurvey's Contribution

Our first task was to work with the client on how to raise the response rates. We conducted 10 focus groups around the country. These provided us with an understanding of some of the issues that needed to be explored and assessed in the survey and it helped us to devise a plan for positioning the survey with staff to encourage them to take part.

The questionnaire was duly designed. It could be completed either online or on paper. Response rates did increase. The main findings of the report lay in the area of pay and benefits where there was dissatisfaction over some aspects. There were also concerns emerging about internal communications.

### The Outcome

The company carefully examined the survey results. Once they were clear about the messages and the underlying causes they took action. The main development was a review of their pay and benefits policies and packages. Significant enhancements were introduced that offered greater flexibility to employees. Second the Internal Communications strategy and processes were overhauled.

Subsequent surveys have seen further improvements in response rates but more importantly in staff satisfaction. Calor place great emphasis on their commitment to their staff and have enjoyed the benefits of demonstrating that they listen and respond to their people.