

# 'Good Day at Work' Survey

## Frequently Asked Questions

### THE KEY POINTS

#### Why are Nuclear Operations & Nuclear Services doing the 'Good Day at Work' Wellbeing Survey?

So that Nuclear Operations & Nuclear Services can best support you, we are running a survey to better understand the organisation's current position on employee mental health and wellbeing.

By doing this; it gives you a chance to positively influence the future of employee mental health and wellbeing by anonymously and confidentially sharing your feedback with us. The more employees that complete the survey, and honestly, the better.

Another key reason for completing this survey is to provide you with a just in time 'wellbeing snapshot' report, outlining your own personal scores, advice and guidance to help improve anything that may be having an impact and overview of support available to you, via EDF. This personal report will be available as soon as you've completed the survey.

The survey will also provide an opportunity for benchmarking against external companies, across multiple sectors.

#### Who is taking part in the survey?

All Nuclear Operations & Nuclear Services employees and contractors and agency workers from participating organisations will be invited to take part.

#### When do I complete the survey?

The survey will be available to complete from **4 March 2024 until midnight on 14 April 2024** and takes approximately 15-20 minutes to complete.

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

Yes. You will be able to download a personalised 'Wellbeing Snapshot' report immediately on completion of the survey. Your individual results will not be shared with EDF/ participating contract or agency organisations.

This is your opportunity to gain an insight into your own, current wellbeing. The report will also help you understand what actions you can take to improve your wellbeing including how to deal with pressures at work. You'll also see support that's available to you, via EDF.

The personalised 'wellbeing snapshot' report is available on the same portal that you log in to access the survey. You are invited to set a password so that only you have access to your personalised Wellbeing Snapshot report.

## What happens after the survey has closed?

Robertson Cooper will analyse the survey data and share the results with key stakeholders across Nuclear Operations and Nuclear Services / respective organisations. These results will then be shared throughout the organisation and inform the creation of the future wellbeing strategy for respective organisations.

Analysis will be conducted where there are at least **10 participants**, to ensure your responses remain confidential and anonymous.

## HOW TO ACCESS THE SURVEY

### When do I complete the survey?

The survey launches on **4 March 2024 and is open until midnight on 14 April 2024**. Please complete the survey before this close date.

### How do I complete the survey?

You will be able to complete this a couple of ways:

Nuclear Operations and Nuclear Services employees will receive an email from Robertson Cooper with a link to complete the survey. This email will come from [edf-nuclear@robertsoncooper.com](mailto:edf-nuclear@robertsoncooper.com) on the morning of 4 March 2024. Use the link to access the survey. You will be asked to create an account using your email address as the username and set a password if you have not done so already when completing previous Good day at work surveys.

For Agency/contract partner organisations: you will receive a link from your respective employer to complete the survey. Please follow the instructions to complete the survey.

You'll also see a link to the survey in local communications that anyone can utilise, at any time, during the survey window (4th March – 14th April).

The survey takes approximately 15-20 minutes to complete therefore participants tend to complete it in one sitting. However, once logged in, you can complete the survey in more than one sitting by logging back in using the same email address and password – all answers will be saved on the system.

The survey is interested in your perception over the last 3 months so, please use your first thoughts to answer the questions.

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

The survey will take approximately 15-20 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 EDF on the results in a minimum group size of 10 survey respondents.

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

Yes, and you are encouraged to do so.

### **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.

### **Do I have to tell you specifically where in EDF I work?**

Everyone will be asked which site location you work at and for which organisation. For employees: we have an organisational structure which allows us, at Robertson Cooper, to track completion and ensure we do not report back on teams containing fewer than 10 respondents (ensuring your response remains anonymous).

We will also have visibility of participant figures for participating Agency and contract partner organisations so, will ensure no results are made available where fewer than 10 participants complete.

Nuclear Operations and Nuclear Services (employees, agency workers or contractors) will not be able to identify individuals as a result of the survey. This ensures the anonymity of EDF employee 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.

## **ABOUT THE SURVEY QUESTIONS**

### **What is the survey about?**

The questionnaire is focused on understanding your perceptions about your experience of working in Nuclear Operations and Nuclear Services and how that impacts your wellbeing in the workplace. There are a number of sections included within the questionnaire which include workplace pressures, psychological wellbeing, health, engagement and resilience. It is based on Robertson Cooper's evidence based and market leading wellbeing tool that will help to determine what is impacting your wellbeing at work and the key reasons behind it.

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

You'll receive a just in time personalised wellbeing report, giving an overview of anything that may be having an impact on your wellbeing and advice about how that can be improved.

Your opinion is incredibly valuable; your input will help Nuclear Operations and Nuclear Services to understand the enablers and barriers of workplace wellbeing for employees and help establish the overall position across the organisation. Your survey responses will also help shape the future approach and strategy around employee 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.

### **There are some personal questions. Why should I fill them in?**

Robertson Cooper have to ask fairly personal questions about your health and wellbeing to understand what's contributing to your wellbeing in the workplace. In order for us to get an accurate picture from the data, it's important that you answer all of the questions. We will never share individual responses with your organisation. When it comes to sharing results, we'll only do that where there is a 10 person threshold to maintain anonymity and confidentiality.

The demographic 'about you' questions help to identify themes across demographic groups so that Nuclear Operations and Nuclear Services can put things in place, in line with identified needs. This helps inform our inclusion strategy, as well as our wellbeing strategy and site/function specific planning, in line with need.

### **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.

## **WHAT HAPPENS AFTER THE SURVEY?**

### **What happens after the survey has closed?**

Everyone completing the 'Good Day at Work' Survey will be able to download a personalised Wellbeing Snapshot report as soon as survey responses are submitted.

For employees: once the survey has closed and Robertson Cooper have analysed the data, we will deliver a presentation to your senior representatives from across Nuclear Operations and Nuclear Services. A summary of the key results will be communicated to Line Managers and employees, where a minimum of 10 participants have completed to maintain anonymity and confidentiality.

For Agency/contract partner organisations: once the survey has closed your respective organisation will have visibility of the results. As per EDF, the results will not be visible for teams/demographic groups of people with fewer than 10 people in order to maintain anonymity.

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

A weekly response rate will be shared with the Nuclear Operations and Nuclear Services Wellbeing Leads which captures **completion rates only**, no names.

For Agency/contract partner organisations: weekly completion rates for will be shared with your organisation. This will show **completion rates only**, no names.

## DATA PROTECTION AND PRIVACY

### Who is Robertson Cooper?

Robertson Cooper is an independent organisation, specialising in workplace wellbeing. Robertson Cooper have been commissioned to support the Nuclear Operations and Nuclear Services business to develop a baseline for health and wellbeing across the organisation and to inform the organisation wide health and wellbeing strategy.

### 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 employee confidentiality is a core part.

For employees: the survey results will be broken down by department/ team / demographic and shared with the organisation so that robust plans can be put in place to improve employee health and wellbeing. However, reports will only be shared when there are 10 or more people responding to protect employee 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.

For Agency/ contract partner organisations: the survey results will be broken down by organisation and demographics where there are 10 or more participants to protect employee 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 EDF 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.