



ISW Limits &



GDF SUEZ

ISAT: self-service should lead to happier employees

SUEZ had already provided several tools to measure and improve the employees' well-being but they still required an interactive tool which offered self-assessment and quick feedback to employees. That is exactly what they found with ISW Limits' ISAT tool.

GDF SUEZ is a world-wide energy provider active in almost 50 countries and employing almost 140,000 people. It provides gas, electricity and energy-related services.

The Belgian headquarters of GDF SUEZ, employing almost 850 people, has been using employee surveys as a means to gauge psycho-social risks within the company. They are part of GDF SUEZ' many initiatives, including information sessions and company activities to measure and improve the general level of well-being of employees.

After the latest employee survey in October 2011, organised in collaboration with ISW Limits, it appeared that the employees could use better feedback than what they received from filling out their survey. Processing the survey takes several weeks and the results are communicated on a group or departmental level, but not individually. “This was perceived as lacking in our offer to improve our employees’ well-being so we went looking for a new tool that could fill this gap” tells Marc Duerinckx, Health, Safety & Security Manager at GDF SUEZ Belgium.

Enter the ISAT



Given the long and successful collaboration with ISW Limits for the employee surveys in the past GDF SUEZ was particularly interested in ISW Limits’ ISAT tool. ISAT (Interactive Self-Assessment Tool) is exactly what it promises to be; an interactive tool to measure your

own level of well-being. Employees can take this test whenever it suits them best and they get immediate feedback after taking the test. The feedback not only includes their score and the benchmark score as a comparison, it also provides some useful tips for their specific results and some interesting reading material. In extreme cases the test can also advise making contact with GDF SUEZ' HR department or with the EAP, which is staffed by external ISW Limits personnel. In all cases the results are treated with the utmost confidentiality.

The advantages for the employee are obvious: the tests are available online at any given time, they are processed instantly and provide immediate feedback, and in case of issues the test will point employees in the right direction to get help or support. But GDF SUEZ as an employer also benefits from the ISAT tool. The results of the tests are bundled on group level and department level by ISW Limits and presented to GDF SUEZ as an extra view on the level of well-being within the organisation or within a specific department. This can be used as a starting point for extra actions to improve the employees' well-being.

Launch and results

The tool was launched in 2012. In the first stage it was launched as a pilot project to test the online functionality and user acceptance. When it was thoroughly tested and proved fully functional the general launch followed in October 2012. The entire project was organised and monitored closely by a multi-disciplinary team. This team consisted of several GDF SUEZ stakeholders - such as the HR team and the Health and Safety Prevention team, but also the Communications Department and the ICT team - and of ISW Limits representatives. Together they created a slightly modified version of the standard ISAT tool, tweaked to the specific environment and requirements of GDF SUEZ.

Extra care was taken that the tool would be used as an integral part of the general GDF SUEZ Well-Being Campaign.



About one year after the launch the results are encouraging, even if they seemed slightly disappointing at first. Disappointing because, compared to the 64% utilisation rate of the general survey on well-being, the ISAT tool has been used much less than expected. Marc Duerinckx: “We have learned that the employees consider the ISAT tool as a ‘nice to have’ self-assessment test and, in a limited number of cases, as a means to find a remedy for actual problems. It is not considered as a one-off opportunity to provide feedback like the general survey.”

But the encouraging part is that the tool has already reached some employees with an acute need for support who then found the way to the HR department or to the socio-medical service that employees can consult at GDF SUEZ when they have psycho-social issues.

Future

Nevertheless the somewhat disappointing utilisation rate could also be explained by the limited amount of communication promoting the tool. Therefore GDF SUEZ is seriously considering drawing the employees’ attention to the tool more often, whenever a well-being campaign or information session is taking place. Because that is the encouraging part: GDF SUEZ is convinced that ISAT is a valu-

able extra tool to reach out to employees with a real and acute need for support or assistance, and is therefore worthwhile maintaining and promoting even further.

The GDF SUEZ stakeholders are now also actively investigating how the ISAT self-assessment tool can be linked more tightly to the EAP (Employee Assistance Programme) that will be launched soon.


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Marc Duerinckx - GDF SUEZ

The collaboration between ISW Limits and GDF SUEZ will thus be even more intense and more active than ever before. “This is only logical” concludes Marc Duerinckx: “ISW Limits has always been a highly professional partner whose flexibility and proactive thinking has helped in defining strategic roadmaps together. So the road ahead will be a path we walk together as well.”

THE CHALLENGE: GDF SUEZ wanted to provide their employees with a faster, more interactive tool that offered useful feedback on their level of well-being and possible actions to take when the score is lower than desirable.

THE SOLUTION: They called upon ISW Limits to implement and refine their ISAT tool, a tool for self-assessment that can point employees in the right direction if required and can indicate some trends on well-being to GDF SUEZ.



THE RESULT: ISAT has been used by about 10% of the employees. Some of these employees were in real need for support and could be led into the right direction. Therefore ISAT has already proved its value, which will only increase with the extra communication that GDF SUEZ has planned for the following months.