

Signet is one of the UK's top places to work



Background

At Signet we know that a “profit- value chain” exists; great leadership produces engaged teams who offer amazing service to customers.

Since 2003, Signet has measured staff engagement levels in both stores and Head Office, via regular staff surveys. These enable us to understand levels of motivation, pride and engagement within our teams and to check on how recent people policies and initiatives have been received.

While these surveys give us valuable information about the progress we are making, they do not give a comparison outside the organisation. We therefore decided that it was time to externally benchmark ourselves.

At the end of 2009, we entered Best Companies, an employee engagement survey and awards organised in conjunction with The Sunday Times, which opens the workplace to close scrutiny.

The Best Companies process

The process has two elements. The first is an accreditation which is based on our score against an “engagement index”.

We were accredited as a Two Star company, and are therefore rated as “outstanding” in the Best Companies Guide, which is used by graduates and anyone wishing to research the culture of a company to which they may be thinking of applying.

The second element is the Sunday Times awards, divided by size of company.

Signet was awarded 7th place in the “25 Best Big Companies to Work for 2010”. The Sunday Times profile described us as a “*precious find – an organisation with excellent management, strong team spirit and a concern for staff wellbeing*”.

We scored particularly highly on questions related to how well managers communicate, the degree to which they support and motivate our teams and on our strong sense of family and fun. A top positive score of 78% shows that managers regularly show their appreciation when staff do a good job, and our thank you cards for store-based employees, annual retail awards, quarterly Head Office GEM awards and scratch cards given by managers to provide an instant gesture of gratitude are all referred to within the Sunday Times article.

Other top scoring questions were:

My manager talks openly and honestly to me (79%)

My manager is supportive (77%, a top score)

My manager motivates me to give of my best every day (73%)

My manager cares about me as an individual (76%)

Colleagues go out of their way to help each other (79%)

There is a strong sense of family in my team (77%)

My team is fun to work with (84%)

A score of 80%, beating every other big company, shows that employees' health is not suffering because of their job

Rob Anderson, Signet UK Chief Executive Officer said "This award is a testimony to the effort that every single person has made in making Signet a better place to work, despite the tough environment – through effective communication, recognition and feedback, support for others and their contribution as a team member. I am extremely proud of our achievement."

