



# Employee Survey – FAQ

## 1. General questions

### 1.1 When will the employee survey take place?

The employee survey will take place from April 19<sup>th</sup>, 2021 up to and including May 7<sup>th</sup>, 2021. The survey has to be completed online until the end of the day on May 7<sup>th</sup>.

### 1.2 At which locations will the employee survey be conducted in 2021?

In 2021 the employee survey will be conducted online at all KAMAX locations.

### 1.3 Why does KAMAX conduct a global employee survey?

KAMAX would like to learn about the satisfaction and commitment of the employees in regards to the company. Each unit will receive their own result report. The result reports establish a basis for identifying and implementing measures of improvement regarding the work space.

### 1.4 Who can participate in the employee survey?

All employees, who are part of the KAMAX Group at the start of the employee survey, are allowed to participate in the survey. Temporary employees, temporary student employees, co-op students, apprentices, dual students, interns as well as marginally employed employees are also invited to participate in the survey. Compared to the last employee survey in 2018, employees who have been with the company for less than 6 months also have the opportunity to share their impressions through the employee survey. An exception are employees who are long-term absent, e.g. employees on maternity leave, employees on parental leave or employees, who are in their passive phase of partial retirement.

### 1.5 How will the employee survey be conducted?

The employee survey will be conducted as an online survey. If you have a KAMAX email address, you will receive your login details and a link that will take you directly to the survey page of the *Institute for Business and Organizational Psychology “Mannheimer W.O. Institute”*. If you do not have a business email address, you will receive a letter with your personal login details and the link. You can participate in the survey with any internet capable device, such as a smartphone, tablet or laptop. The survey can be paused by closing the browser window and continued later by clicking on the link again.

### 1.6 Which subjects will be included in the employee survey?

The employee survey will address the following subjects:

- Your work
- Working conditions
- Professional training
- Teamwork within your department
- Cooperation with other departments



- Working with your direct supervisor
- Flow of information
- Well-being
- Corporate objectives/ strategy
- Commitment to KAMAX
- Dealing with the pandemic

### **1.7 Will the employee survey be anonymous?**

Yes, absolutely! Due to the cooperation with the *Mannheimer W.O. Institute*, absolute anonymity is guaranteed.

The *Mannheimer W.O.-Institute* will send you the login details to participate in the survey by email or letter. KAMAX does not have access to the passwords generated by the W.O. Institute at any time. The passwords are required so that each employee can take part in the survey only once.

In addition, the department to which you belong to will be saved in the data. After the end of the three-week survey period, all email addresses or names and passwords will be deleted from the data set. Only the department affiliation and your answers remain.

This anonymized data will be compiled in form of departmental reports. As a matter of principle, a unit will only be evaluated individually when a minimum of five employees per evaluation unit have answered the survey. Otherwise, the answers will be included in the report of the next higher unit. With this we can ensure two things: Your data will not get lost and your anonymity is guaranteed.

The questionnaire comprises a text entry field at its end to enable you to explain your answers or to comment on topics beyond the questions in the questionnaire. Please have in mind that your comments will appear literally in the comment report. Therefore, please make sure that your suggestions do not allow any conclusions on your person. Please only give factual comments - stay fair!

### **1.8 Will the participation in the employee survey be voluntary?**

The participation in the employee survey is voluntary at any time.

## **2. Survey**

### **2.1 Will there be different questionnaires?**

No, all employees will receive an identical questionnaire with regards to content. In each country the questionnaire is provided in your local language.



## **2.2 How will I get access to the survey?**

When the survey begins, you will receive an email or a letter with your personal access data and a link that will take you directly to the survey page of the *Mannheimer W.O. Institute*.

## **2.3 What happens if I have not received an email or a letter?**

In that case, please ask your responsible contact person in the HR department. You can request the re-delivery of your access data if you did not receive it or if you lost your password.

## **2.4 How can I complete the survey?**

You will receive your access data and a link that will take you directly to the survey page of the *Mannheimer W.O. Institute* by e-mail or printed letter. On the survey page, you enter your password. The password is required to ensure that each employee only participates in the survey once.

Completing the survey will take approximately 10 minutes. Please take enough time to think about how to answer each question.

Please try to answer all questions sequentially. If you cannot answer a question because it does not apply to your work or because you are not familiar enough with the content of the question, you can skip it.

You can pause the survey at any time and continue later. If you stay on a page longer than 20 minutes or interrupt the survey by closing the browser window, you need to re-enter your password for security reasons. Any answers you may have already given on the last page displayed will be discarded. However, all entries made on the previous, fully completed pages will be saved.

In order to evaluate the results for your unit properly, it is very important that you specify the area you are working in. Only this will ensure that afterwards goal-oriented measures can be implemented in your unit. For this purpose, you will find a selection with all units of your company at the end of the survey.

## **2.5 Where can I complete the survey?**

You can complete the survey online, e.g. at work or at home. If you decide to complete the questionnaire at work, please choose a quiet moment and a computer workstation that may be available for this purpose. Please ensure that the work flow is not interrupted.

## **2.6 How do I finish the survey?**

Once you have reached the last page of the survey, click "Continue" to complete the survey. Changes to your answers are then no longer possible and you can no longer log in with your password afterwards.



However, you can also interrupt answering the questionnaire by closing the browser window. Your answers will be saved and you can continue the survey by logging in again with your password.

The answers you enter will only be included in the evaluation if you complete the survey by May 7, 2021. If the survey is not finally submitted, previously answered questions cannot be evaluated.

### **2.7 How do I react in case my manager or my colleagues try to influence my answers?**

Please answer the questions in the way which best agrees with your opinion on the matter. Don't be guided by what your colleagues or your manager may think of your answers. If you do not have the opportunity to fill out the questionnaire at work without being interrupted, then you can also answer the questionnaire at home.

## **3. Evaluation**

### **3.1 Who will conduct the evaluation of the survey?**

The evaluation is carried out by the *Mannheimer W.O. Institute*. KAMAX does not have access to the raw data at any time. The results will be prepared for us as departmental reports. These are only created if at least five people from an organizational unit have answered the questionnaire.

### **3.2 What happens with the results?**

From June on, immediately after the evaluation by the *Mannheimer W.O. Institute*, all employees will be informed about the results. A separate result report is prepared for each unit. The reports will be submitted to the managers of the corresponding units. Subsequent to the presentation of the results, appropriate improvements measures will be developed for each unit in workshops and implemented afterwards.

### **3.3 What is going to happen after the conduction of the employee survey long-term?**

In order to guarantee a continuous improvement process and to follow up on whether measures implemented in the areas have had a positive effect, we repeat the employee survey on a regular basis.

### **3.4 Which data does my manager get?**

Your manager will receive the results of the unit within which your department is located. Of course, they won't get an evaluation for a single employee. If fewer than five employees responded within a unit, e.g. because only a few employees took part in the survey, no individual report is created for this unit. Then these answers will be included in the report of the next higher evaluation unit.



## 4. Contact persons

If you have any further questions regarding the survey or the questionnaire, please do not hesitate to contact the employee survey project team:

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