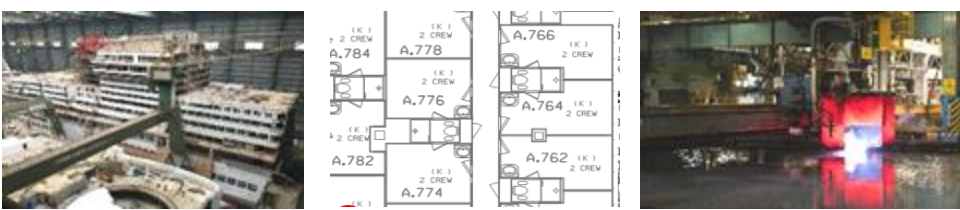


EMPLOYEE EXPERIENCE GROUP RELAUNCH



What do we mean by Employee Experience?

Employee Experience refers to the overall perception and feeling employees have about their work environment, encompassing physical spaces, technology, culture, and interactions.

It's shaped by factors like office design, tools provided, company culture, and management practices. A positive workplace experience boosts engagement, productivity, and retention.



Speak Up



Improve



Respect & Protect



Communicate



Listen & Learn



Empower

So, what is the EEG?

The Employee Experience Group (EEG) is a dedicated group of volunteers who act as the employee voice and advisors to the Executive Leadership Team (ELT).



As the employee voice, the EEG's purpose is to represent their colleague's views on what makes working for CCS great and how we can improve



As advisors to the ELT, the EEG is responsible for advising the ELT on what feedback they are hearing. Using this insight, the EEG should advise ELT/People Leaders on what we should start, stop and continue doing to best support our people and achieve our business goals – TOGETHER.

While the EEG can take on some tangible actions to support engagement and communication, they are not accountable for changing our culture

EMPLOYEE
EXPERIENCE



The ELT/People Leaders are responsible for driving our culture as cultural ambassadors and community leaders.



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Why is the EEG important?

The EEG is important for our people and for our business. Great EEGs that have the backing of leadership will:

- Provide safe spaces for colleagues to Speak Up and feel included.
- Increase colleagues' engagement by creating a supportive environment for people to thrive and perform at their best.
- Use insight and engagement to support leaders to drive positive cultural change and attract and retain talent.
- Champion diversity, equity and inclusion by empowering all colleagues to advise senior leadership on how we can become travel and leisure's employer of choice.
- Help us fulfil our purpose as an organisation to deliver unforgettable holiday happiness.

How can the EEG stay effective?

To help the EEG stay effective, it's recommended that:

- There's at least one EEG representative per area to ensure fair and accurate representation across CCS.
- The EEG has diverse representation from various levels and roles.
- EEG roles and leads are rotated at least once a year to ensure diversity of thought and fair representation and opportunities.
- Regular EEG meetings are established to discuss action plans and communication channels (i.e. EEG page on The Insider, Teams channel, Town Hall updates, etc)



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Can I be part of the CCS EEG?

YES! An EEG is made up of volunteers from one business area led by at least one chair.

To be an EEG representative or chair, you just need to:

- Be a CCS employee.
- Have approval from your People Manager to volunteer 30 minutes per week to the role

If you're interested in representing your area, please speak to your People Manager

EMPLOYEE EXPERIENCE



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Why be part of the CCS EEG?

The success of the CCS EEG relies on our active volunteers. So, what's in it for you?

Professional development and personal growth

Being part of the CCS EEG can support your professional development by demonstrating existing skills or developing new skills and experiences. These include (but aren't limited to):

- Leadership skills.
- Interpersonal skills and networking opportunities with colleagues across CCS, other business areas and the ELT, increasing your visibility across CCS.
- Role modelling inclusive behaviours and championing our Culture Essentials.
- Influencing leadership.

Advocate for others

Providing safe spaces for your colleagues to Speak Up and be heard allows you to better understand others' experiences, champion the views of all groups and be a real advocate for your teams and voices within CCS.

Have a direct relationship with your ELT

As advisors to the ELT, you will be providing open and honest feedback about how colleagues are really feeling about working at CCS on a continuous basis, having this direct relationship is vital to the EEG's success.



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What are the responsibilities of the CCS EEG?

Exploring the Corporate Culture Survey results (managed by Corp) and Pulse Survey (managed by CCS): The CCS EEG's role is to understand their area's results and run timely feedback sessions with colleagues. This allows our people the opportunity to share real-time reflections and some of the reasons behind their scores.

Action planning: Following the Corporate Culture Survey an action plan must be created using insights from the survey and the feedback sessions and shared with Corp. It is the CCS EEG's responsibility to support the creation of the action plan for ELT sign-off. Ownership of the action plan is held by ELT/People leaders as cultural ambassadors responsible for driving culture change at CCS.

Choosing STAR Awards winners: The CCS EEG is responsible for reviewing STAR Awards nominations and selecting their proposed winner(s) which will be presented to the ELT for final approval.

Winter Wellness Challenge: The CCS EEG is responsible for creating, promoting and managing the annual Winter Wellness Challenge.

Optional activities: The CCS EEG is free to tailor additional activities according to the needs and wants of their area. E.g. the EEG may organise coffee sessions with the ELT, Lunch and Learns, team bonding activities based on their business area's feedback and the EEG's capacity.



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Key Roles:

CHAIR / CO-CHAIR

The EEG should have at least one chair or lead. Their role is to:

- Commit at least 30 minutes a week to the role.
- Set the agenda and chair at least one meeting a month with the EEG.
- Attend meetings with the ELT at least once a quarter.
- Ensure all EEG representatives are clear on their responsibilities.
- Oversee the management of and questions for Pulse survey, as well as support any survey feedback sessions.
- Present or support the presentation of action plans to the ELT/People Leaders.
- Role should be rotated every 6 months.

REPRESENTATIVE

The role of an EEG representative is to:

- Commit at least 30 minutes a week to the role.
- Focus or lead on a workstream
- Be available and active in collating employee feedback from their team.
- Attend and contribute to the monthly EEG meetings.
- Support attendance at ELT meetings where appropriate.
- Support with Corporate Culture Survey and Pulse Survey feedback sessions.
- Update teams on their area's action plan and conversations with their ELT.
- Signpost any support and resources where relevant



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