

**Who can take part in the 2018 employee survey?**

All employees, who joined Viapath before the 31 January 2018, on a permanent or fixed term contract basis.

While we do, of course, value the opinions of all our employees, employees who join us after the end of January are unlikely to have been with Viapath long enough to form an opinion on many of the things we ask about. We do plan to run surveys on a regular basis and look forward to their input at the next opportunity. In the meantime we also have a number of alternative feedback routes which may be used – suggestion boxes, roadshows etc.

**Should Bank employees take the survey?**

No. While we realise that some Bank employees are on longer-term contracts, and may have relevant views about what it's like to work at Viapath, many are far more temporary and so the questions are less appropriate to them. As it's difficult to distinguish between the two groups we've made the decision not to include them this time around.

We may consider a survey specifically for Bank employees in the future, but in the meantime if they do have any feedback they'd really like to share, they can send this directly to the [communications@viapath.co.uk](mailto:communications@viapath.co.uk) mailbox or through the suggestions boxes on each site.

**Why is it so important that I take part?**

Understanding what is important to you is crucial in helping us to identify what we need to do to make Viapath a really great place to work – an employer of choice. We believe that getting this right will be a key factor towards our ambition to be the UK's leading pathology provider.

Previously, we've made many changes to our organisation directly as a result of your feedback and we are really keen to continue this journey. Changes introduced so far have been diverse. Examples include introducing significant Learning & Development opportunities, our Innovation and Collaboration Funds, ICE and Heroes Awards, Induction and Customer Service training events, as well as benefits such as the Viapath Incentive Plan, Cycle to Work scheme and updating some of our tea rooms. Help us to help you, please take part.

**Is the survey anonymous?**

Absolutely! Confidentiality has been a major consideration for us.

While you will receive your own, unique, link to the survey, the Qualtrics survey tool makes it impossible for anyone to ever see an individual's response.

Additionally Viapath has put in place a second failsafe to ensure confidentiality is fully maintained:

No manager will ever see the results for a team, which either has less than 10 people in it, or where there are less than 10 responses from a larger team. In the event you work in one of these groups, then your feedback will be rolled up to the next level of reporting.

**Is it compulsory to take part in this survey?**

While it is not compulsory, we really value your feedback and so we don't think it unreasonable to request that you do take part in this important survey. Your manager will ensure that you have time to complete it while at work.

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

About 10 minutes. We've listened to the feedback from our Survey focus group and significantly reduced the number of questions for 2018.

We now have 38 questions rather than the 63 we had in the last survey. Additionally we've also been able to remove ALL the demographic questions about which site and team you work in – this is the major benefit of giving you a personalised link to the survey, the survey tool already knows which team your feedback needs to go to.

**How do I take part in the employee survey?**

Wait to receive your email containing your personalised link. If this does not arrive by February 21, then please contact [communications@viapath.co.uk](mailto:communications@viapath.co.uk) so that we can investigate why not.

**How long is the survey open for?**

We want to give everyone every opportunity to take part, so the survey will be open for three weeks – Monday February 19 until midnight on Sunday 11 March 2018.

**Do I have to complete the survey at work?**

No. If you prefer you can forward your email link to a personal email address and access the survey through a device such as your mobile phone. This allows you to fill in the survey at a time and place that suits you. Please be aware however that your manager will always make sure that you do have an opportunity to complete the survey during your working day.

**Do I have to complete the survey all in one go?**

No, but we recommend you do, it's only a few minutes after all.

**Who should I contact if I have a query about the survey or need help completing it?**

Please contact [communications@viapath.co.uk](mailto:communications@viapath.co.uk) in the first instance.

**What happens after the survey closes?**

- It will take approximately two weeks to prepare the results ready for managers, with teams or response numbers larger than 10, to access them
- Managers will then have the opportunity to use their 'dashboards' to review their team's results and identify their 'key drivers'. Key drivers are the areas which are identified as having the most impact if they were addressed
- We anticipate each Service Line/Function will organise their own feedback and action planning sessions and we're preparing guidance around this
- There is an integrated action planning tool incorporated in the survey tool and managers will be able to identify, assign and monitor their actions through the survey tool.