

Engaging Employees for Productivity and Growth

EBS has performed over 700 due diligences in 20 years, and in almost all of them, we speak to labour independently of management regarding working conditions, health and safety, etc.

In almost all our surveys, we are surprised by the number of opportunities which exist to enhance the relationship between management and labour, and, probably more importantly, the scarcity of interventions applied by management to enhance this relationship.

Although data is limited in Africa, indicative studies have shown that for other emerging markets, investments in labour can enhance financial returns over the short to medium term by as much as 40 to 50% when benchmarked against stock exchange indices.

Employee engagement is the new buzzword in the HR fraternity encompassing HR practices that result in employees that are satisfied, motivated, proud to be associated with the company and most importantly for investors, they are physically, mentally and psychologically focused on delivering their best work for the organisation.

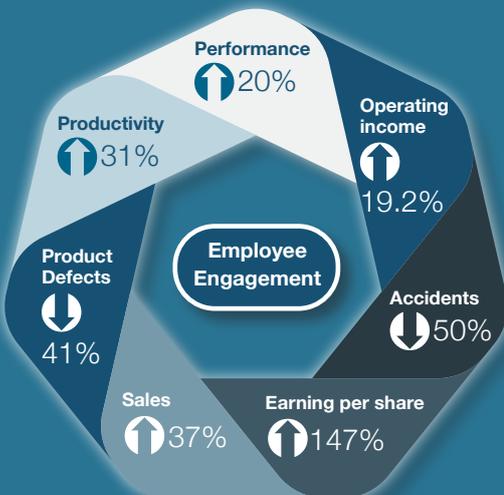
"Engaged workers are the lifeblood of their organisations. Work units in the top 25% of Gallup's Q12 Client Database have significantly higher productivity, profitability, and customer ratings, less turnover and absenteeism, and fewer safety incidents than those in the bottom 25%."
Gallup (2013)¹

"Research has clearly and consistently proved the direct link between employee engagement, customer satisfaction and revenue growth."
Harvard Business Review, 2000.

"..effective employee engagement policies and management can drive innovation, productivity and bottom-line performance."
DHL Express Sub Saharan Africa

In developed countries there are many case studies and reports proving the direct impact that employees have on the bottom line, from service to manufacturing industries. Harnessing the power of engaged individuals will enhance return on investment. In the USA, the Global Gallup State of the Workplace Report, Sage and PWC research papers reflect proven bottom line impacts resulting from engaged employees. Despite limited data in Africa, the benefits are similar to those in developed countries.

The results of high employee engagement have proved to be²:



Engagement Services

As the leading ESG advisor, EBS has designed a suite of interventions to enhance financial returns through employee engagement. The process involves short, intense and cost effective assessments, integrated into a detailed report providing actionable recommendations on where and how to engage employees to improve bottom line returns.

Step 1	Employee Survey - 3 days
Step 2	Data Collation and Analysis - 5 days
Step 3	Engagement Report - 3 days
Step 4	*Develop Engagement Strategy - 2 days
Step 5	*Engagement Action Plan - 2 days
+ - \$15 000.00 for an organisation with 200-300 employees	

¹ State of the Global Workplace, 2013, Gallup

² Source: <http://good.co/blog/2013/11/13/workplace-happiness/>

Johannesburg, South Africa: Albury Office Park, 1 Magalieszicht Crescent, Dunkeld West, 2196, South Africa | Office: +27 (0) 10 880 0064

Cape Town, South Africa: Unit A10, Waverley Court, 7 Kotzee Road, Mowbray, 7700, Cape Town | Office: +27 (0) 10 880 0064

Lagos, Nigeria: 1625B, Sako Jojo Street, Victoria Island, Lagos | Office: +234 (0) 806 082 228

Nairobi, Kenya: Melody Gardens, Diani Road, off Ole Odume Road, Kilimani, Nairobi | Office: +254 (0) 70 517 8331

London, United Kingdom: 50 Brook Street, W1K, 5DR | Office: +44 730 6200 399