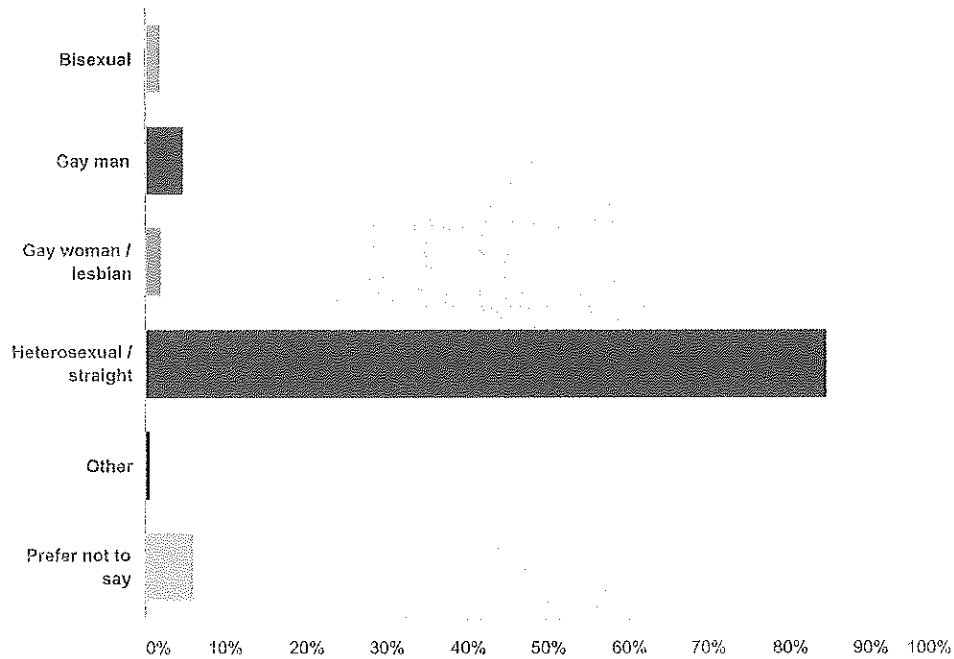


Q45 How would you describe your sexual orientation?

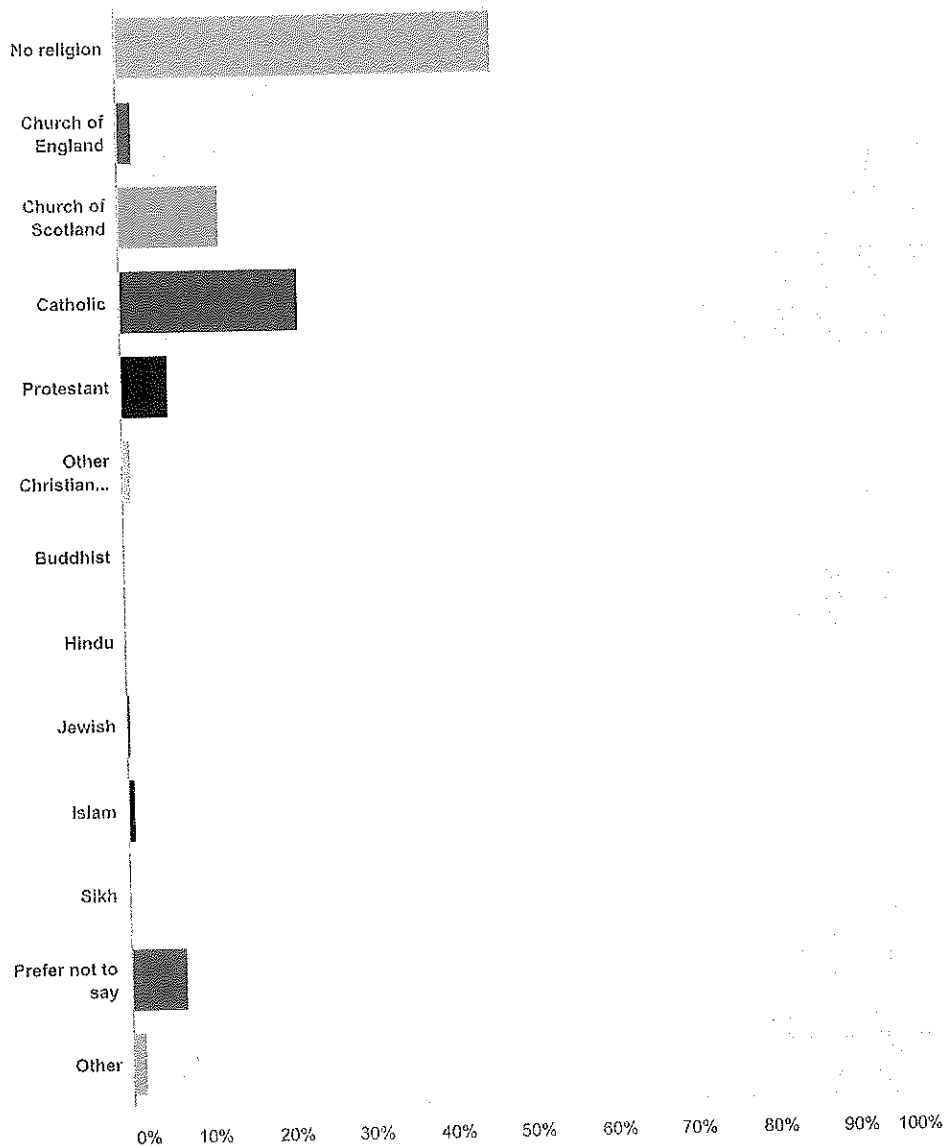
Answered: 476 Skipped: 162



Answer Choices	Responses	
Bisexual	1.89%	9
Gay man	4.83%	23
Gay woman / lesbian	2.10%	10
Heterosexual / straight	84.45%	402
Other	0.63%	3
Prefer not to say	6.09%	29
Total		476

Q46 What are your religious beliefs?

Answered: 476 Skipped: 162



Answer Choices	Responses	
No religion	46.64%	222
Church of England	1.89%	9
Church of Scotland	12.61%	60
Catholic	22.06%	105
Protestant	5.88%	28
Other Christian denomination	1.05%	5

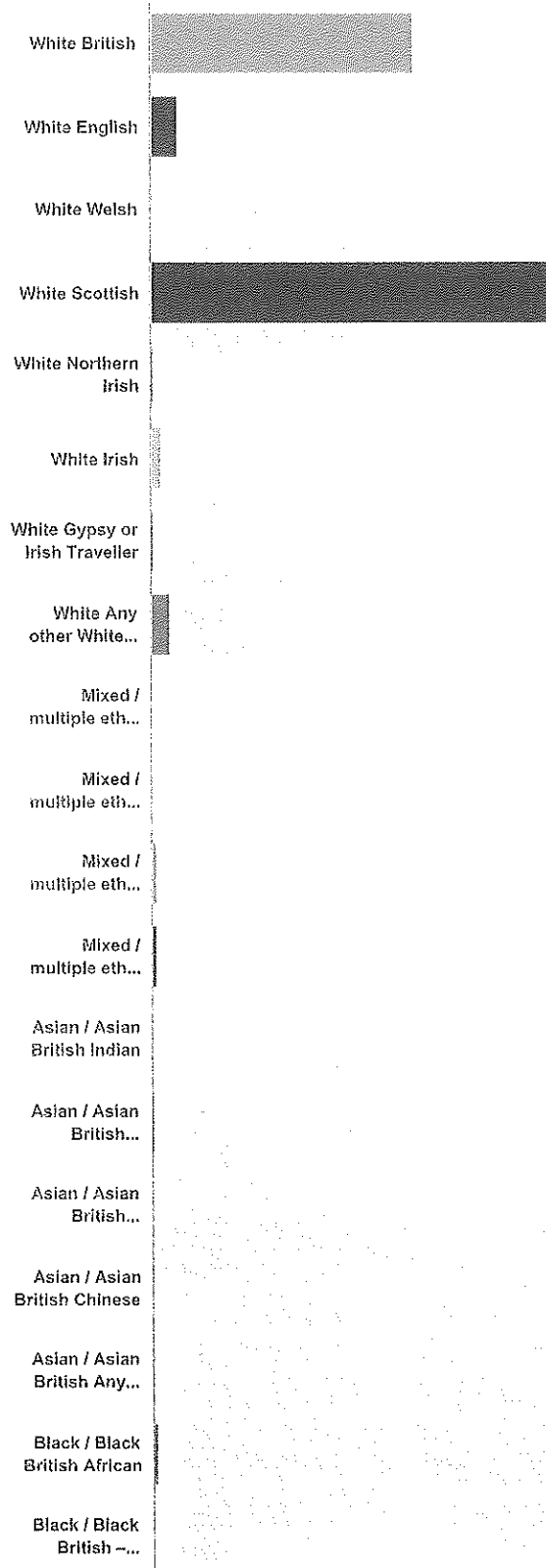
Abellio ScotRail - iD Stage 1 - Internal Stakeholders - September 2016

Buddhist	0.00%	0
Hindu	0.00%	0
Jewish	0.42%	2
Islam	0.84%	4
Sikh	0.00%	0
Prefer not to say	6.93%	33
Other	1.68%	8
Total		476

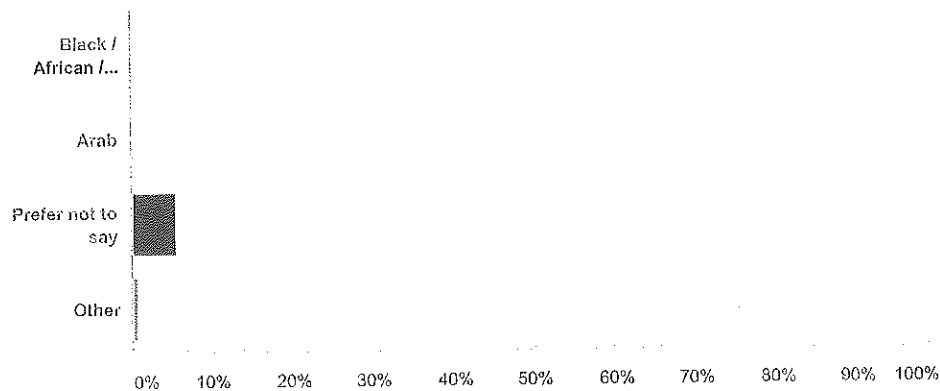
#	Any other religion (please specify)	Date
1	Orthodox	12/7/2016 3:59 PM
2	Spiritualist	12/7/2016 1:43 PM
3	Jedi	12/7/2016 10:44 AM
4	This question alone says it all. Who cares what religion someone believes in, It is their human right to believe what they want.	12/1/2016 1:03 PM
5	Roman Catholic (But not practising)	11/30/2016 2:14 PM
6	I am Christian, baptised in Church of Scotland, confirmed in the Church of England	11/25/2016 9:22 AM
7	Humanist	11/19/2016 11:31 AM
8	I believe that all peoples in the world are equal and that they should be given the respect that each individual deserves regardless of who they are	11/19/2016 8:00 AM
9	Raised a Catholic but have no beliefs now.	11/16/2016 3:03 PM
10	Spiritualist	11/15/2016 1:38 PM
11	I was baptised as a Catholic, but never practised this one.	11/15/2016 9:34 AM
12	None.	11/14/2016 6:35 PM
13	Scottish Episcopal	11/14/2016 4:57 PM
14	Pagan	11/14/2016 3:53 PM
15	Raised catholic - non practising	11/14/2016 3:37 PM

Q47 What is your ethnic group?

Answered: 476 Skipped: 162



Abellio ScotRail - iD Stage 1 - Internal Stakeholders - September 2016



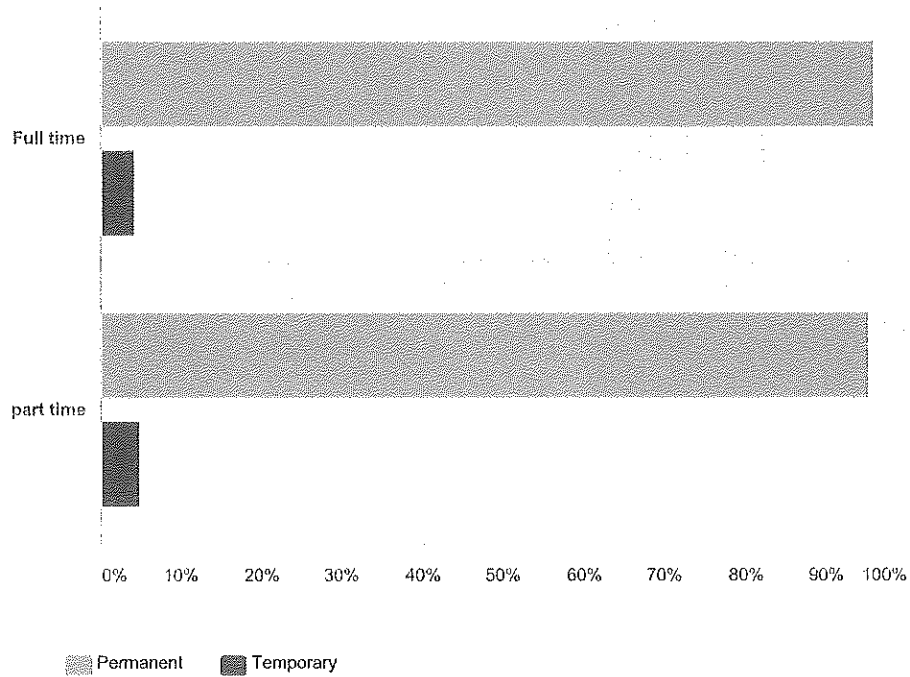
Answer Choices	Responses	
White British	33.19%	158
White English	3.36%	16
White Welsh	0.21%	1
White Scottish	50.84%	242
White Northern Irish	0.21%	1
White Irish	1.26%	6
White Gypsy or Irish Traveller	0.21%	1
White Any other White background	2.31%	11
Mixed / multiple ethnic groups White and Black Caribbean	0.00%	0
Mixed / multiple ethnic groups White and Black African	0.00%	0
Mixed / multiple ethnic groups White and Asian	0.63%	3
Mixed / multiple ethnic groups - Any other Mixed / multiple ethnic background,	0.63%	3
Asian / Asian British Indian	0.00%	0
Asian / Asian British Pakistani	0.21%	1
Asian / Asian British Bangladeshi	0.00%	0
Asian / Asian British Chinese	0.00%	0
Asian / Asian British Any other Asian background	0.00%	0
Black / Black British African	0.63%	3
Black / Black British – Caribbean	0.00%	0
Black / African / Caribbean – Any other background	0.00%	0
Arab	0.21%	1
Prefer not to say	5.46%	26
Other	0.63%	3
Total		476

Abellio ScotRail - iD Stage 1 - Internal Stakeholders - September 2016

#	Any other ethnic group (please specify)	Date
1	Human being.	12/1/2016 1:03 PM
2	British	11/30/2016 2:06 PM
3	Scottish-born with Mexican-American, English & Irish ethnic heritage	11/14/2016 9:01 PM
4	I am both British and Scottish, and find the ability to only select one offensive.	11/14/2016 3:19 PM

Q43 About your job

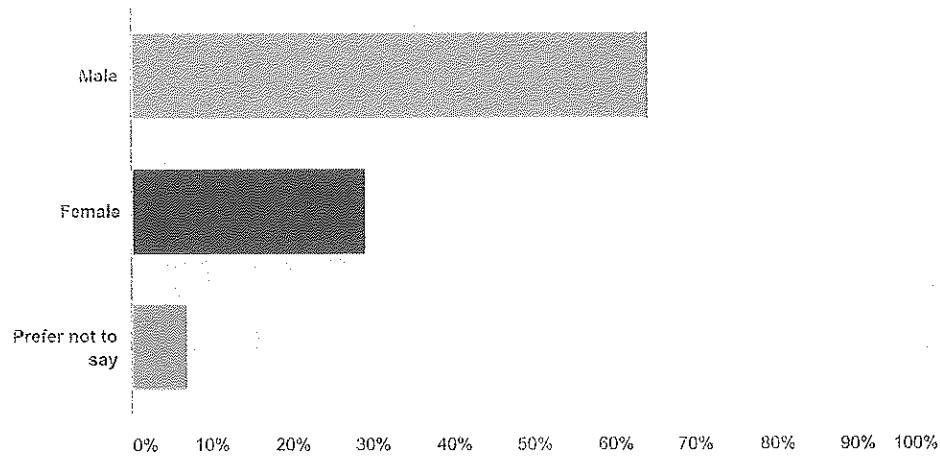
Answered: 476 Skipped: 162



	Permanent	Temporary	Total
Full time	95.85% 439	4.15% 19	458
part time	95.24% 20	4.76% 1	21

Q49 What is your gender?

Answered: 476 Skipped: 182



Answer Choices

Male

Female

Prefer not to say

Total

Responses

64.08%

305

28.99%

138

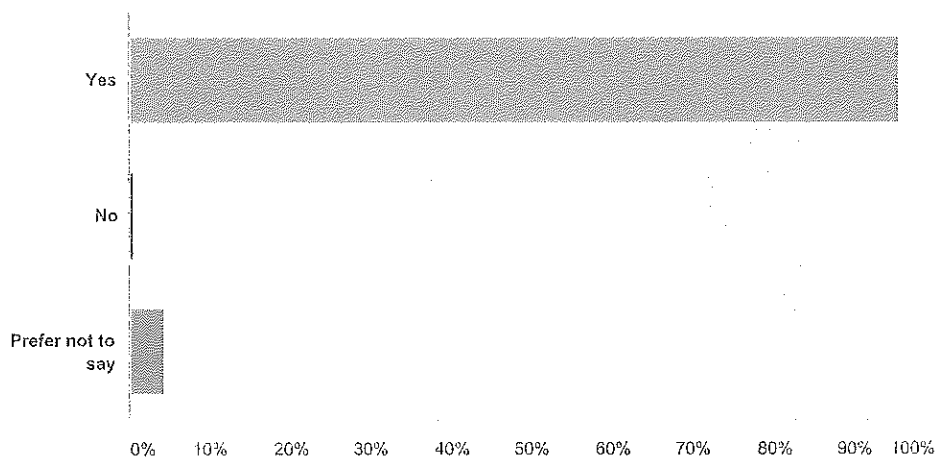
6.93%

33

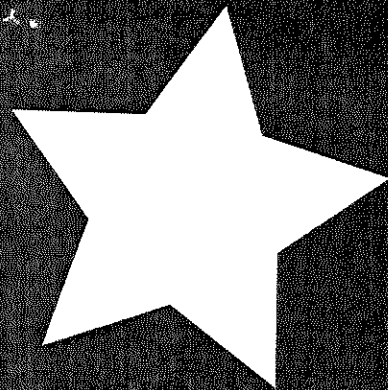
476

Q50 Is your gender identity the same as the gender you were assigned at birth?

Answered: 476 Skipped: 162



Answer Choices	Responses	
Yes	95.38%	454
No	0.42%	2
Prefer not to say	4.20%	20
Total		476



YOUR VOICE RESULTS 2016-17



Customer Information & Compliance Teams (Customer Service Centres) & Managers

Here's a summary of the key findings:

YOUR MOST POSITIVE RESPONSES	AREAS FOR IMPROVEMENT
Retention	Enablement
Engagement	Survey follow up
Pay and Benefits	Leadership

What next?

Initial feedback workshop complete. 6 month review will be booked in for September 2017.

You said,
we did...

YOUR VOICE 2016-17



UPDATE ON ACTIONS

- Paid for 2 CCF licences for CSC.
- Started to migrate station CCTV over to the ScotRail Network which will increase picture quality and camera telemetry. Staff have noticed an improvement already.
- Tyrell training carried out with Dunfermline SGB's
- Samaritan training taking place
- Most staff have attended inspire
- DSE refresher training has and still is being carried out
- Incident Care Team training booked in for 2 SGB's and 1 TL
- SVQ's have been scheduled for 4 SGB staff
- Saturday meetings started back up with shift managers and supervisors. SGB invited in at the end for staff input.
- Closed Yammer group set up for department.

You said,
we did...

YOUR VOICE 2016-17



UPDATE ON ACTIONS

- Senior departmental management have set up regular visits to Dunfermline and Control.
- Representative at Customer Experience staff survey group.
- Process set up so staff can view all emails and correspondence from management after their rest days.
- KPI report sent to staff every period
- Local gym will visit Paisley CSC, 07/04/17 to promote corporate rate membership.

Thanks for Speaking Up

Our Speak Up staff survey achieved a **72%** engagement score, which is a strong result.

This was two percentage points higher than Abellio Group, which recorded a 70% overall engagement score in its last survey.

This is a positive step forward and I would like to thank everyone who took the time to give us their views when the first Abellio ScotRail survey was conducted in April 2015.

Towers Watson, an independent research company, has analysed the feedback and our top and bottom five scores are included below.

We will keep you updated on how we plan to address the main areas that you have told us need improvement. We have already involved our engagement champions in developing some suggested actions to address the less positive results.

TOP 5 SCORES

INVOLVEMENT & TEAMWORK: 80% - I understand how my work contributes to the achievement of ScotRail's goals and objectives

ENERGY (HEALTH & WELLBEING): 80% - I believe I can use my skills in my job

ENGAGEMENT: 74% - I am willing to work beyond what is required in my job to help ScotRail succeed

DEVELOPMENT & TRAINING: 74% - The training I have received has adequately prepared me for the work I do

ENGAGEMENT: 71% - I am proud to be a part of ScotRail

BOTTOM 5 SCORES

DEVELOPMENT & TRAINING: 25% - ScotRail does a good job of promoting the most competent people internally

LEADERSHIP: 27% - Our Leadership Team/Directors understand the issues we face in our jobs

LEADERSHIP: 28% - There is sufficient contact between employees and our Leadership Team/Directors

LEADERSHIP: 37% - The decisions our Leadership Team/Directors make concerning employees are usually fair

DEVELOPMENT & TRAINING: 38% - ScotRail provides people with the necessary info and resources to manage their own careers effectively

Phil Verster
 Managing Director, ScotRail Alliance



Speak Up – Your Employee Opinion Survey 2015

Volume SCO-01: SCOTRAIL OVERALL 2015 REPORT

Data Collected: 2nd quarter of 2015

Summary Category Scores vs. Benchmark

SCOTRAIL OVERALL 2015 (N=1,262)

vs. ABELLIO OVERALL 2014 (N=6,629)

Ranked By Difference From Benchmark

Retention

Pay & Benefits

Engagement

Our Values

Energy (Health & Well-Being)

Involvement & Teamwork

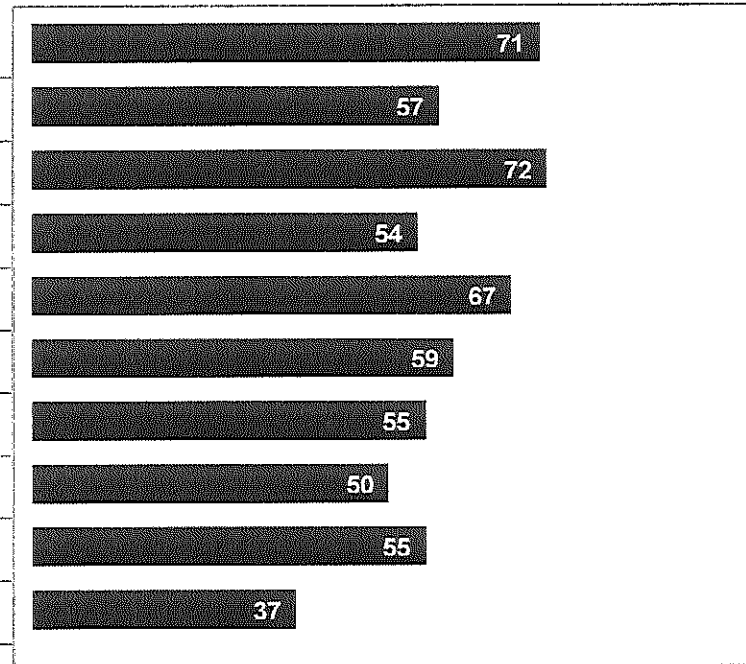
Enablement

Development & Training

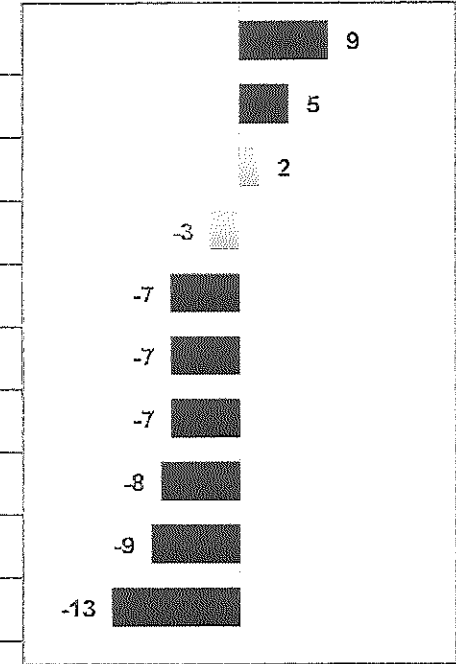
Line Management/Supervision

Leadership

Favourable Scores



Differences From Benchmark



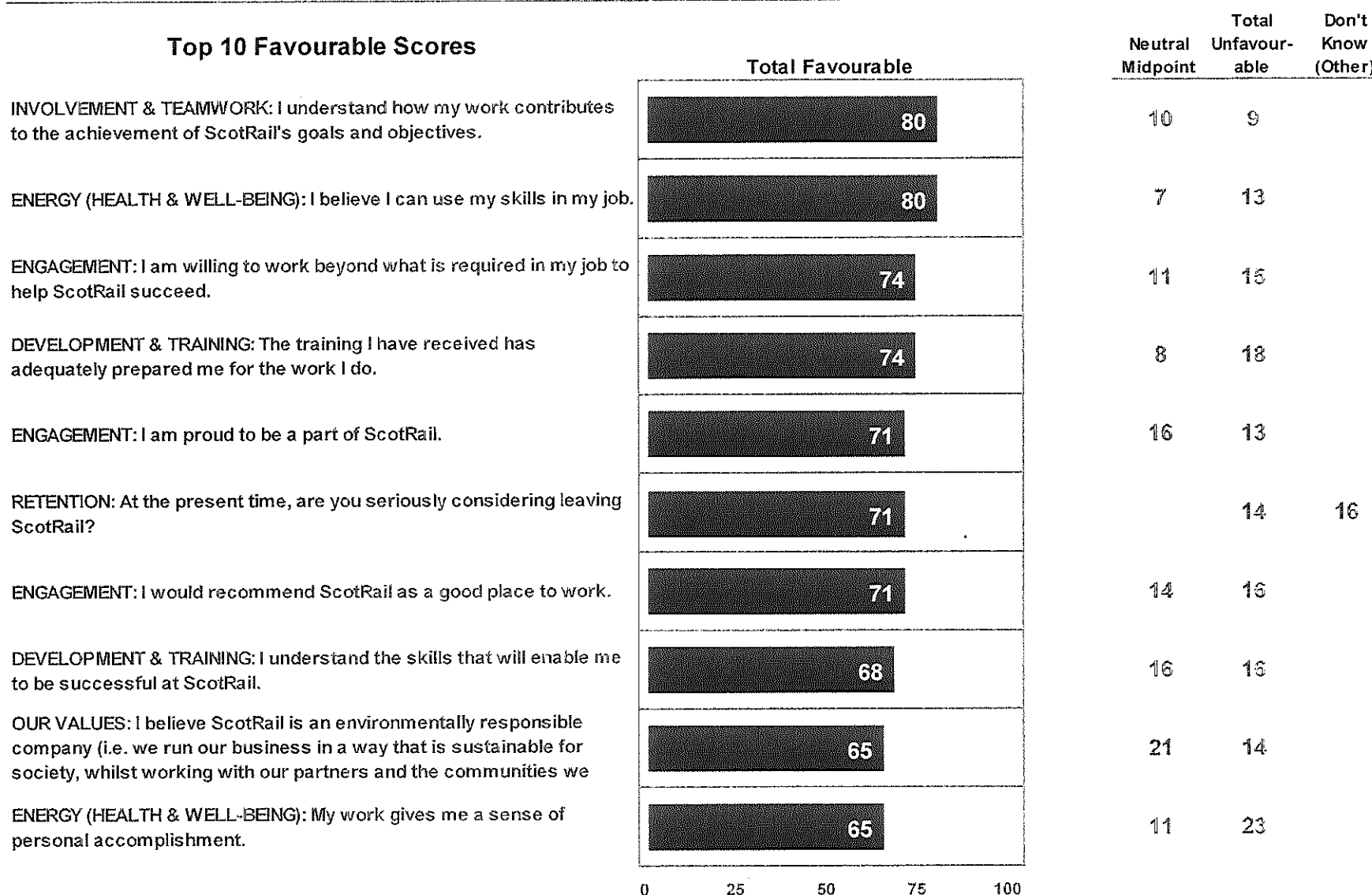
Red / Green Difference Bars are statistically significant

Top 10 Items

SCOTRAIL OVERALL 2015 (N=1,262)

TOWERS WATSON 

Top 10 Favourable Scores



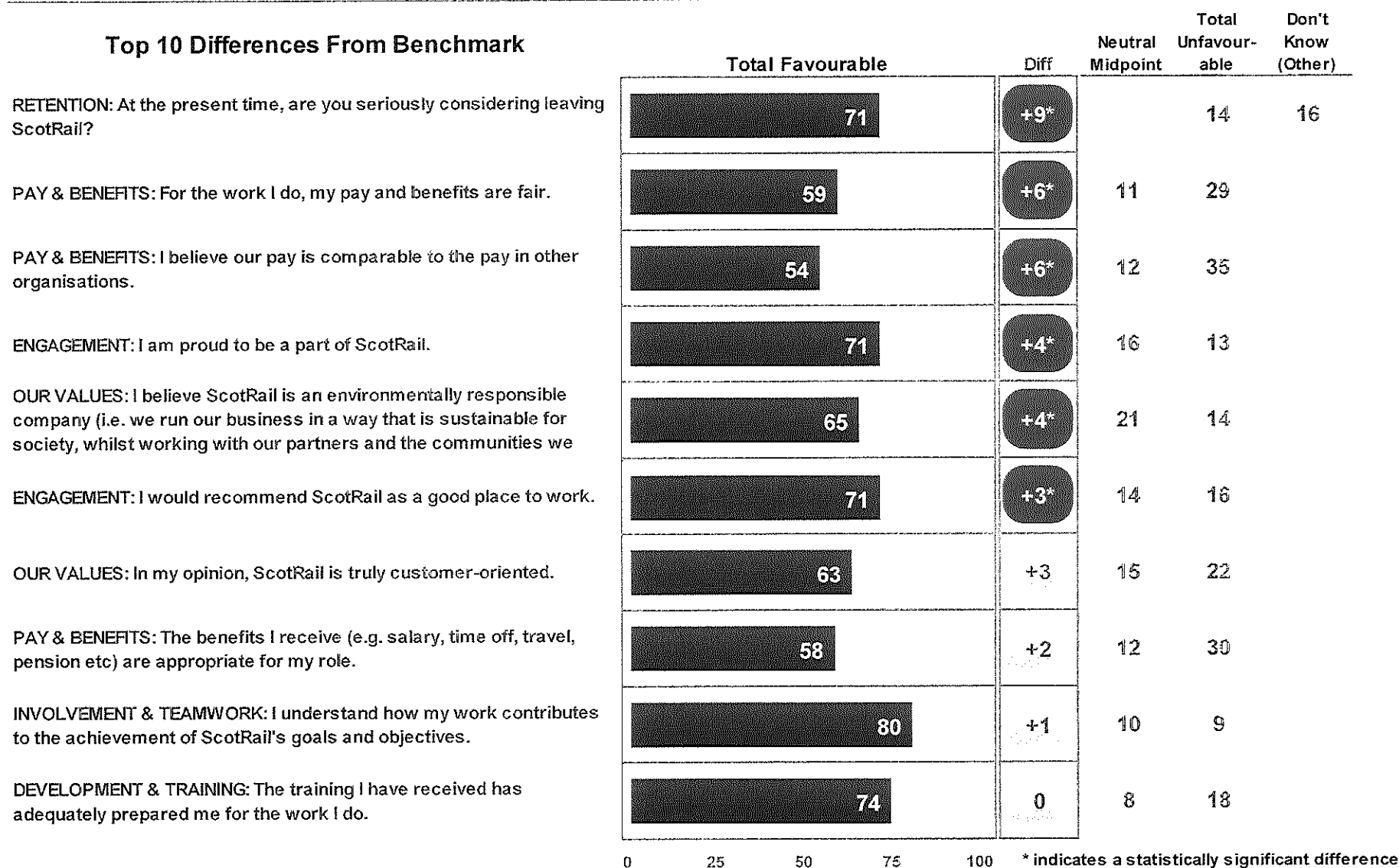
Top 10 Items

SCOTRAIL OVERALL 2015 (N=1,262)

vs. ABELLIO OVERALL 2014 (N=6,629)

TOWERS WATSON 

Top 10 Differences From Benchmark



Bottom 10 Items

SCOTRAIL OVERALL 2015 (N=1,262)

vs. ABELLIO OVERALL 2014 (N=6,629)

TOWERS WATSON



Bottom 10 Differences From Benchmark

	Total Favourable	Diff	Neutral Midpoint	Total Unfavourable	Don't Know (Other)
LEADERSHIP: There is sufficient contact between employees and our Leadership Team/Directors.	28	-17*	14	58	
DEVELOPMENT & TRAINING: ScotRail does a good job of promoting the most competent people internally.	25	-16*	16	59	
OUR VALUES: In ScotRail employees are treated with respect.	39	-16*	14	47	
LEADERSHIP: The decisions our Leadership Team/Directors make concerning employees are usually fair.	37	-16*	20	44	
LEADERSHIP: Our Leadership Team/Directors understand the issues we face in our jobs.	27	-14*	14	59	
INVOLVEMENT & TEAMWORK: I am satisfied with my involvement in decisions that affect my work.	41	-14*	13	46	
LINE MANAGEMENT/SUPERVISION: My Line Manager/Supervisor gives me recognition for a job well done.	48	-12*	12	40	
ENERGY (HEALTH & WELL-BEING): I am able to sustain the level of energy I need throughout my working day.	56	-11*	12	33	
DEVELOPMENT & TRAINING: ScotRail provides people with the necessary information and resources to manage their own careers effectively.	38	-10*	21	41	
LINE MANAGEMENT/SUPERVISION: My Line Manager/Supervisor communicates effectively.	58	-9*	8	33	

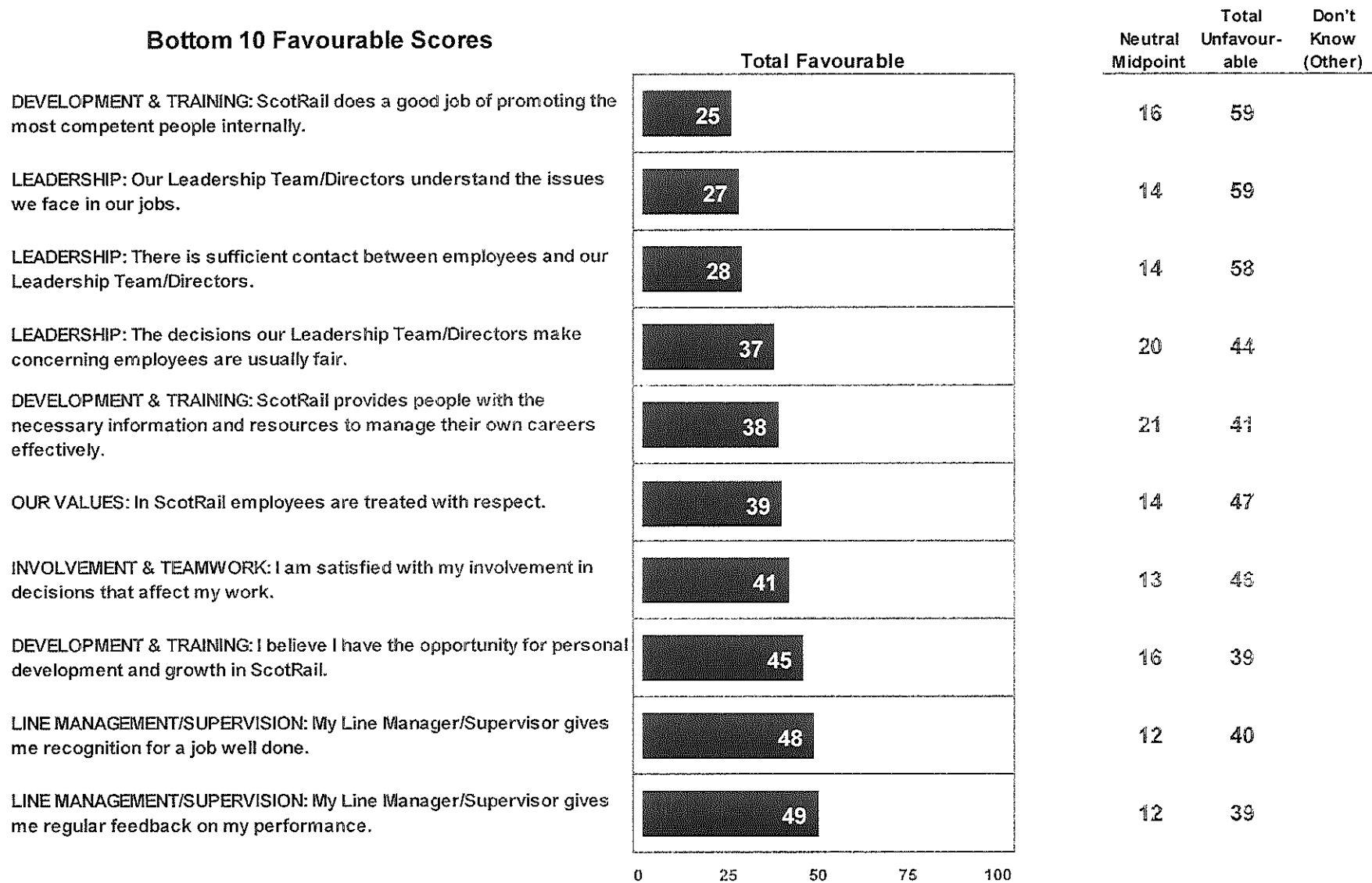
0 25 50 75 100 * indicates a statistically significant difference

Bottom 10 Items

SCOTRAIL OVERALL 2015 (N=1,262)

TOWERS WATSON 

Bottom 10 Favourable Scores



Summary Category Scores vs. Benchmark

SCOTRAIL OVERALL 2015 (N=1,262)

vs. TOWERS WATSON TRANSPORTATION NORM (N=244,750)

TOWERS WATSON 

Ranked By Difference From Benchmark

Pay & Benefits

Retention

Engagement

Enablement

Development & Training

Line Management/Supervision

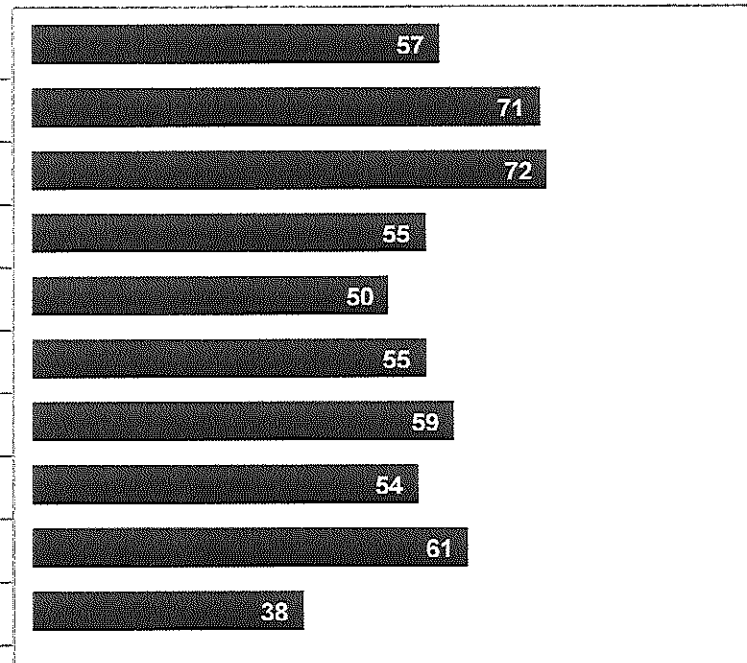
Involvement & Teamwork

Our Values

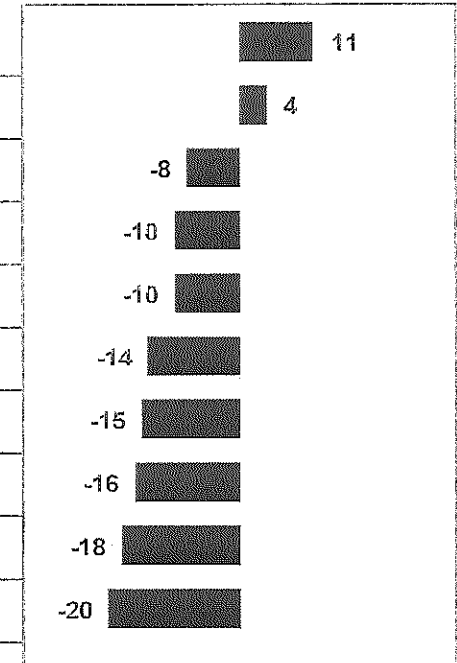
Energy (Health & Well-Being)

Leadership

Favourable Scores



Differences From Benchmark



0 25 50 75 100 -30 -15 0 15 30
Red / Green Difference Bars are statistically significant

Top 10 Items

SCOTRAIL OVERALL 2015 (N=1,262)

vs. TOWERS WATSON TRANSPORTATION NORM (N=244,750)

TOWERS WATSON 

Top 10 Differences From Benchmark

	Total Favourable	Diff	Neutral Midpoint	Total Unfavourable	Don't Know (Other)
PAY & BENEFITS: For the work I do, my pay and benefits are fair.	59	+12*	11	29	
PAY & BENEFITS: I believe our pay is comparable to the pay in other organisations.	54	+9*	12	35	
RETENTION: At the present time, are you seriously considering leaving ScotRail?	71	+4*		14	16
ENGAGEMENT: I would recommend ScotRail as a good place to work.	71	-1	14	16	
DEVELOPMENT & TRAINING: The training I have received has adequately prepared me for the work I do.	74	-1	8	18	
DEVELOPMENT & TRAINING: I understand the skills that will enable me to be successful at ScotRail.	68	-2	16	16	
INVOLVEMENT & TEAMWORK: I understand how my work contributes to the achievement of ScotRail's goals and objectives.	80	-4*	10	9	
ENABLEMENT: There are no substantial obstacles at work to doing my job well.	49	-4*	16	35	
OUR VALUES: ScotRail conducts its business activities with honesty and integrity.	52	-6*	28	20	
OUR VALUES: I believe ScotRail is an environmentally responsible company (i.e. we run our business in a way that is sustainable for society, whilst working with our partners and the communities we	65	-10*	21	14	

0 25 50 75 100 * indicates a statistically significant difference

Bottom 10 Items

SCOTRAIL OVERALL 2015 (N=1,262)

vs. TOWERS WATSON TRANSPORTATION NORM (N=244,750)

TOWERS WATSON 

Bottom 10 Differences From Benchmark

	Total Favourable	Diff	Neutral Midpoint	Total Unfavourable	Don't Know (Other)
OUR VALUES: In ScotRail employees are treated with respect.	39	-28*	14	47	
OUR VALUES: ScotRail's commitment to quality is apparent in what we do on a day-to-day basis.	50	-25*	20	30	
INVOLVEMENT & TEAMWORK: I am satisfied with my involvement in decisions that affect my work.	41	-24*	13	46	
ENERGY (HEALTH & WELL-BEING): I am able to sustain the level of energy I need throughout my working day.	56	-22*	12	33	
LEADERSHIP: There is sufficient contact between employees and our Leadership Team/Directors.	28	-21*	14	58	
LEADERSHIP: Corrective action is usually taken if unsafe conditions are brought to our Leadership Team/Directors' attention.	58	-21*	18	24	
LEADERSHIP: Our Leadership Team/Directors understand the issues we face in our jobs.	27	-19*	14	59	
ENABLEMENT: Overall, the physical working conditions at my location are satisfactory.	56	-18*	9	35	
DEVELOPMENT & TRAINING: ScotRail provides people with the necessary information and resources to manage their own careers effectively.	38	-18*	21	41	
LINE MANAGEMENT/SUPERVISION: My Line Manager/Supervisor gives me recognition for a job well done.	48	-17*	12	40	

0 25 50 75 100 * indicates a statistically significant difference

Category Breakdown Matrix

SCOTRAIL OVERALL 2015 (N=1,262)

TOWERS WATSON 

By Location

A. SCOTRAIL OVERALL 2015 (N=1,262)

B. NORTH - ABERDEEN AREA 2015 (N=52)

C. NORTH - INVERNESS AREA 2015 (N=94)

D. NORTH - PERTH/DUNDEE AREA 2015 (N=81)

E. STRATHCLYDE AREA 2015 (N=570)

F. NETWORK SRVS I.E. QUEEN ST, EDINBURGH, FIFE, STIRLING, FALKIRK, ETC 2015 (N=335)

G. HEAD OFFICE/REGIONAL OPERATIONS CENTRE 2015 (N=103)

H. WEST HIGHLAND 2015 (N=15)

		Values displayed are based on Total Favourable				Coloured Cells indicate a statistically significant difference			
#	Category	A	B	C	D	E	F	G	H
1	Engagement	72	0	4	-2	-5	2	19	12
2	Enablement	55	2	1	-5	-3	-3	23	21
3	Energy (Health & Well-Being)	67	8	5	3	-5	-1	20	17
4	Retention	71	12	-5	8	-4	2	10	9
5	Leadership	37	4	-1	-9	-5	0	33	4
6	Line Management/Supervision	55	3	1	-9	-6	5	20	17
7	Our Values	54	-9	-5	-9	-3	1	26	13
8	Development & Training	50	8	-2	0	-5	1	20	14
9	Involvement & Teamwork	59	6	-3	-2	-5	1	21	25
10	Pay & Benefits	57	-3	4	-5	-2	-4	24	-8

Category Breakdown Matrix

SCOTRAIL OVERALL 2015 (N=1,262)

TOWERS WATSON 

By Role

A. SCOTRAIL OVERALL 2015 (N=1,262)

B. HEAD OFFICE 2015 (N=82)

C. ENGINEERING 2015 (N=182)

D. CUSTOMER SERVICE 2015 (N=253)

E. OPERATIONS 2015 (N=706)

		Values displayed are based on Total Favourable		Coloured Cells indicate a statistically significant difference				
#	Category	A	B	C	D	E		
1	Engagement	72	19	12	7	-8		
2	Enablement	55	20	3	5	-4		
3	Energy (Health & Well-Being)	67	18	4	2	-4		
4	Retention	71	10	3	1	-2		
5	Leadership	37	31	3	6	-6		
6	Line Management/Supervision	55	15	-1	0	-1		
7	Our Values	54	27	6	6	-8		
8	Development & Training	50	16	-2	4	-2		
9	Involvement & Teamwork	59	19	1	2	-3		
10	Pay & Benefits	57	21	16	9	-10		

Category Breakdown Matrix

SCOTRAIL OVERALL 2015 (N=1,262)

TOWERS WATSON 

By Function

A. SCOTRAIL OVERALL 2015 (N=1,262)

B. ENGINEERING 2015 (N=193)

C. OPERATIONS 2015 (N=588)

D. PERFORMANCE AND CONTROL 2015 (N=24)

E. CUSTOMER SERVICES 2015 (N=375)

F. HEAD OFFICE SUPPORT FUNCTIONS 2015 (N=58)

		Values displayed are based on Total Favourable			Coloured Cells indicate a statistically significant difference		
#	Category	A	B	C	D	E	F
1	Engagement	72	11	-9	13	6	20
2	Enablement	55	2	-4	9	2	19
3	Energy (Health & Well-Being)	67	6	-4	8	1	20
4	Retention	71	2	-3	-4	1	17
5	Leadership	37	4	-9	20	5	38
6	Line Management/Supervision	55	1	0	10	-4	25
7	Our Values	54	8	-11	18	7	32
8	Development & Training	50	-1	-4	14	3	19
9	Involvement & Teamwork	59	1	-4	10	2	22
10	Pay & Benefits	57	14	-14	4	12	19

Category Breakdown Matrix

SCOTRAIL OVERALL 2015 (N=1,262)

By Intention to Leave

A. SCOTRAIL OVERALL 2015 (N=1,262)

B. ITL - YES 2015 (N=170)

C. ITL - NO 2015 (N=886)

D. ITL - DON'T KNOW 2015 (N=198)

		Values displayed are based on Total Favourable		Coloured Cells indicate a statistically significant difference	
#	Category	A	B	C	D
1	Engagement	72	-32	11	-20
2	Enablement	55	-22	8	-16
3	Energy (Health & Well-Being)	67	-26	9	-17
4	Retention	71	-71	29	-71
5	Leadership	37	-24	3	-14
6	Line Management/Supervision	55	-24	3	-17
7	Our Values	54	-25	9	-19
8	Development & Training	50	-24	9	-20
9	Involvement & Teamwork	59	-24	8	-15
10	Pay & Benefits	57	-15	7	-17

Category Breakdown Matrix

SCOTRAIL OVERALL 2015 (N=1,262)

TOWERS WATSON 

By Location

A. SCOTRAIL OVERALL 2015 (N=1,262)

B. NORTH - ABERDEEN AREA 2015 (N=52)

C. NORTH - INVERNESS AREA 2015 (N=94)

D. NORTH - PERTH/DUNDEE AREA 2015 (N=81)

E. STRATHCLYDE AREA 2015 (N=570)

F. NETWORK SRVS I.E. QUEEN ST, EDINBURGH, FIFE, STIRLING, FALKIRK, ETC 2015 (N=335)

G. HEAD OFFICE/REGIONAL OPERATIONS CENTRE 2015 (N=103)

H. WEST HIGHLAND 2015 (N=16)

		Values displayed are based on Total Favourable		Coloured Cells indicate a statistically significant difference					
#	Category	A	B	C	D	E	F	G	H
1	Engagement	72	0	4	-2	-5	2	19	12
2	Enablement	55	2	1	-5	-3	-3	23	21
3	Energy (Health & Well-Being)	67	8	5	3	-5	-1	20	17
4	Retention	71	12	-5	8	-4	2	10	9
5	Leadership	37	4	-1	-9	-5	0	33	4
6	Line Management/Supervision	55	3	1	-9	-6	5	20	17
7	Our Values	54	-9	-5	-9	-3	1	26	13
8	Development & Training	50	8	-2	0	-5	1	20	14
9	Involvement & Teamwork	59	6	-3	-2	-5	1	21	25
10	Pay & Benefits	57	-3	4	-5	-2	-4	24	-8

Item Breakdown Matrix - Engagement

TOWERS WATSON



SCOTRAIL OVERALL 2015 (N=1,262)

By Location

A. SCOTRAIL OVERALL 2015 (N=1,262)

B. NORTH - ABERDEEN AREA 2015 (N=52)

C. NORTH - INVERNESS AREA 2015 (N=94)

D. NORTH - PERTH/DUNDEE AREA 2015 (N=81)

E. STRATHCLYDE AREA 2015 (N=570)

F. NETWORK SRVS I.E. QUEEN ST, EDINBURGH, FIFE, STIRLING, FALKIRK, ETC 2015 (N=335)

G. HEAD OFFICE/REGIONAL OPERATIONS CENTRE 2015 (N=103)

H. WEST HIGHLAND 2015 (N=15)

		Values displayed are based on Total Favourable				Coloured Cells indicate a statistically significant difference			
#	Item Text	A	B	C	D	E	F	G	H
8.	I would recommend ScotRail as a good place to work.	71	4	4	3	-6	2	18	9
17.	I am willing to work beyond what is required in my job to help ScotRail succeed.	74	-5	9	-8	-5	2	20	12
24.	I am proud to be a part of ScotRail.	71	2	1	-2	-5	2	19	15

Category Breakdown Matrix

SCOTRAIL OVERALL 2015 (N=1,262)

By Tenure

A. SCOTRAIL OVERALL 2015 (N=1,262)

B. UP TO A YEAR 2015 (N=50)

C. BETWEEN 1 UP TO 2 YEARS 2015 (N=42)

D. BETWEEN 2 UP TO 5 YEARS 2015 (N=166)

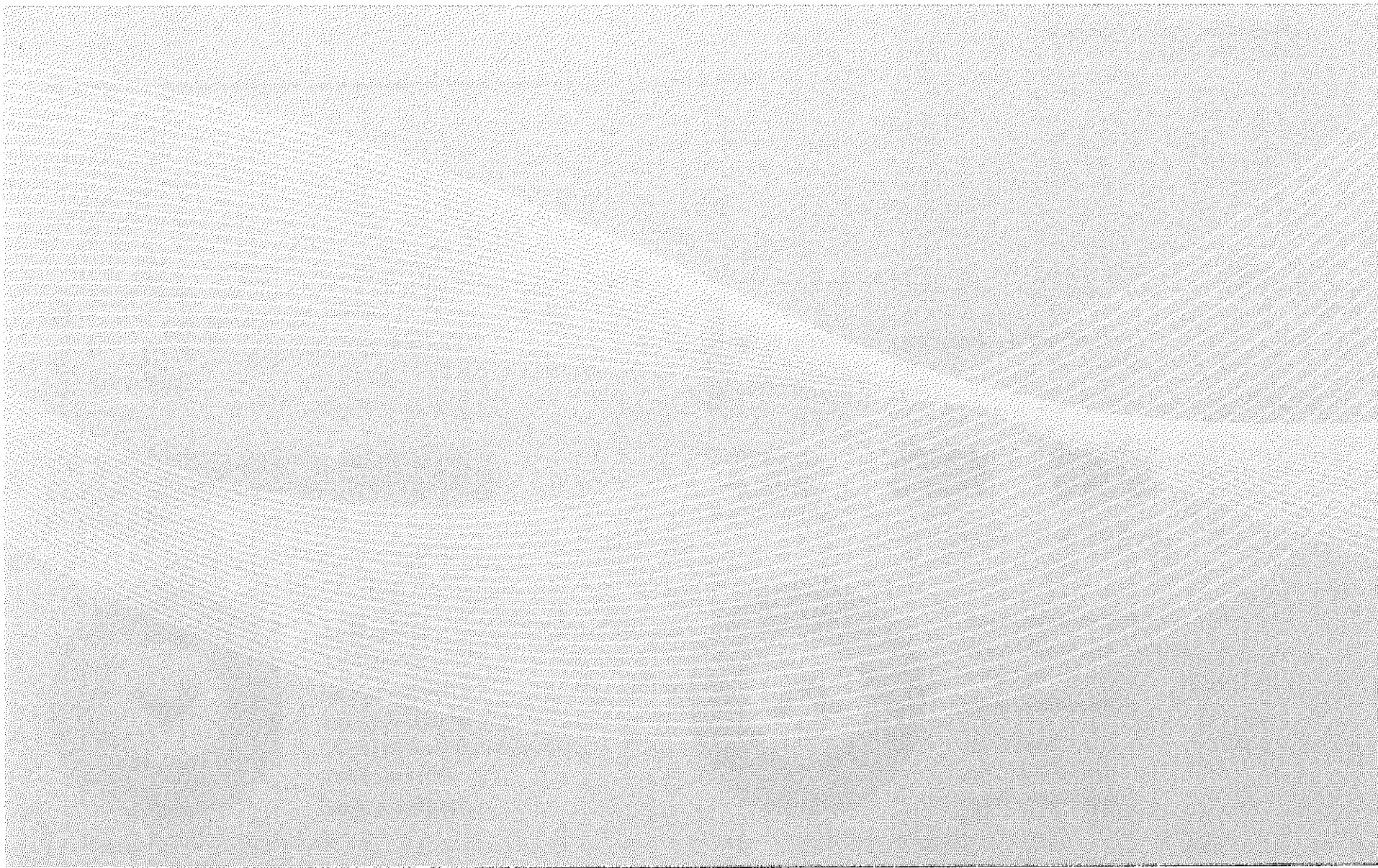
E. BETWEEN 5 UP TO 10 YEARS 2015 (N=298)

F. BETWEEN 10 UP TO 20 YEARS 2015 (N=313)

G. BETWEEN 20 UP TO 30 YEARS 2015 (N=192)

H. MORE THAN 30 YEARS 2015 (N=194)

		Values displayed are based on Total Favourable				Coloured Cells indicate a statistically significant difference			
#	Category	A	B	C	D	E	F	G	H
1	Engagement	72	23	11	12	0	-2	-10	-4
2	Enablement	55	18	2	2	-3	-2	0	0
3	Energy (Health & Well-Being)	67	16	8	6	-5	-2	-2	2
4	Retention	71	15	1	9	-2	2	-2	-10
5	Leadership	37	23	4	4	-6	-3	2	1
6	Line Management/Supervision	55	13	12	9	-6	0	-4	0
7	Our Values	54	24	7	10	-4	-3	-4	-1
8	Development & Training	50	21	11	2	-4	-3	-1	2
9	Involvement & Teamwork	59	18	8	4	-6	-1	-2	3
10	Pay & Benefits	57	12	-14	4	2	1	-4	-4



Abellio Engagement Survey 2016

ScotRail

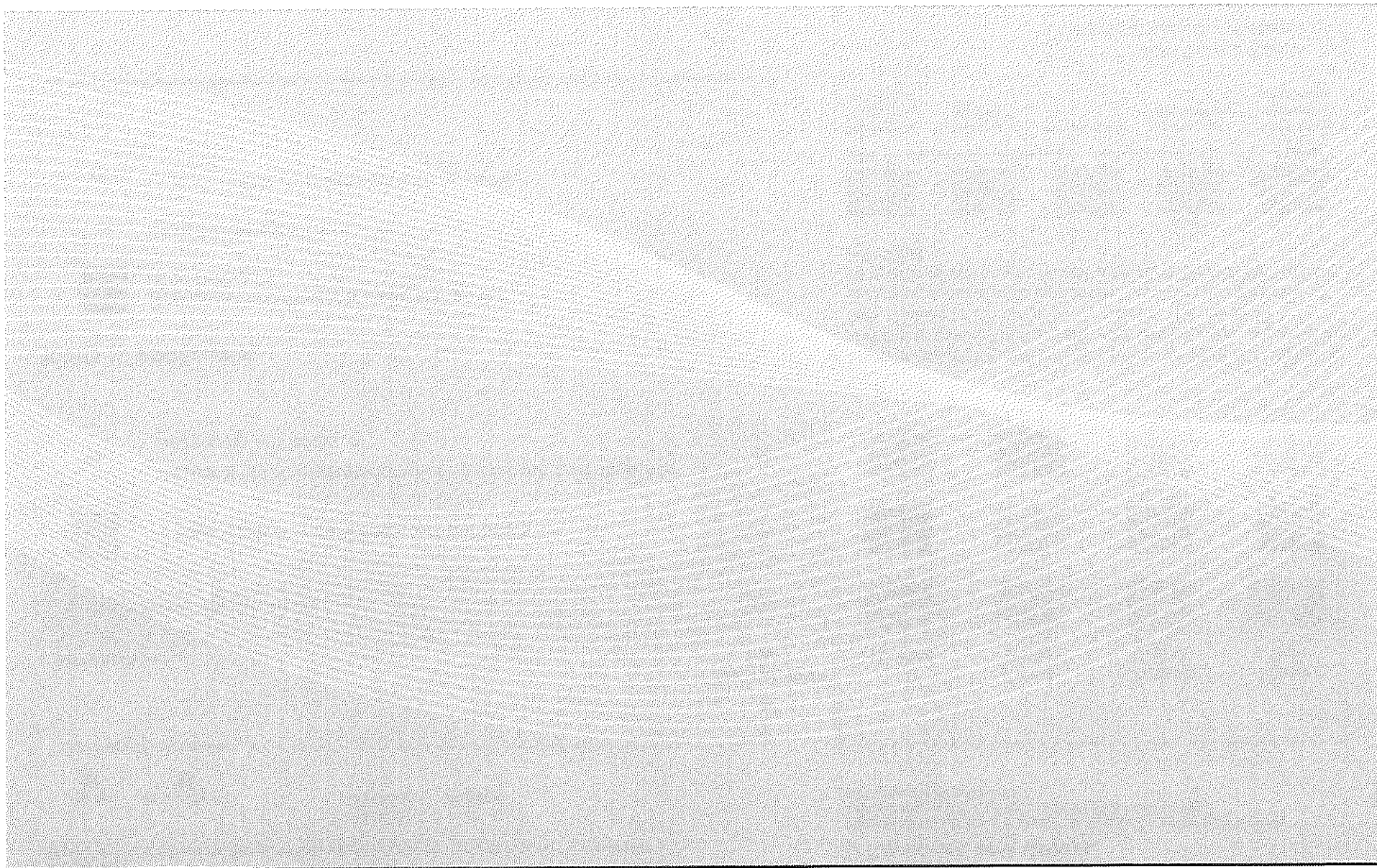
Categories vs. Multiple Benchmarks

ScotRail

	Total Favourable Score	ScotRail 2015	Abellio Overall 2016	UK National Norm
Engagement	71	-1	-6*	-12*
Enablement	55	0	-12*	-12*
Well-being	65	1	-9*	-10*
Retention	70	-1	1	8*
Leadership	52	3*	-19*	-28*
Line Management/Supervision	61	8*	-8*	-14*
Our Values/ Principles	55	5*	-11*	-14*
Development & Training	47	1	-11*	-14*
Involvement & Teamwork	53	1	-11*	-17*
Pay & Benefits	65	9*	4*	14*
Survey follow up	31	n/a	-18*	n/a

ScotRail 2015

Head office 2015.....	82	Customer Experience 2015.....	253
Engineering 2015.....	182	Operations 2015.....	706



Abellio Engagement Survey 2017

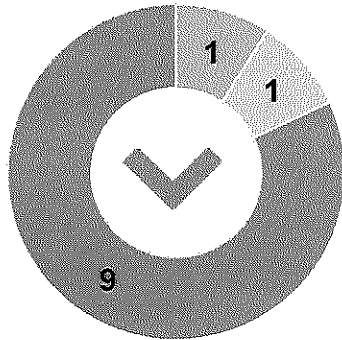
ScotRail

Overview

ScotRail - 3,835 Total Responses (Favourable Score)

Results vs. ScotRail 2016

9 Out Of 11 Categories Have Declined



Most Improved

Line Management/Supervision 2

Most Declined

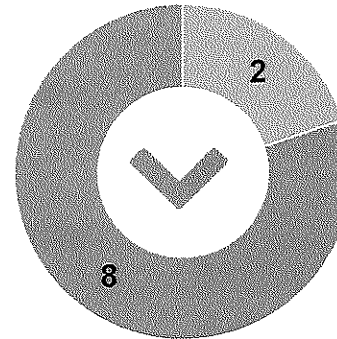
Engagement -5*

Well-being -4*

Enablement -3*

Results vs. UK National Norm

8 Out Of 10 Categories Are Below



Most Favourable

Retention 10*

Pay & Benefits 8*

Least Favourable

Leadership -33*

Enablement -20*

Involvement & Teamwork -20*

Engagement



ScotRail 2016



Abellio Overall
2017



UK National
Norm



Strengths

► Retention, Our Values/Principles, Pay & Benefits

Opportunities

► Our Values/Principles, Involvement & Teamwork

Categories vs. Multiple Benchmarks

ScotRail

	Total Favourable Score	ScotRail 2016	Abellio Overall 2017	UK National Norm
Engagement	66	-5*	-3*	-16*
Enablement	52	-3*	-8*	-20*
Well-being	61	-4*	-6*	-13*
Retention	70	0	3*	10*
Leadership	29	-3*	-12*	-33*
Line Management/Supervision	63	2	0	-13*
Our Values/Principles	55	-1	-5*	-18*
Development & Training	48	-1	-5*	-14*
Involvement & Teamwork	51	-3*	-6*	-20*
Pay & Benefits	66	-1	8*	8*
Survey follow up	28	-3*	-10*	n/a

Historical Breakdown: Categories

ScotRail 2017

	ScotRail 2017 vs. 2016 (3,835 vs. 2,233)	Head office 2017 vs. 2016 (305 vs. 212)	Engineering 2017 vs. 2016 (604 vs. 453)	Customer Experience 2017 vs. 2016 (1,299 vs. 862)	Operations 2017 vs. 2016 (1,445 vs. 620)
Engagement	-5*	-11*	-3	-11*	6*
Enablement	-3*	-7	1	-11*	5*
Well-being	-4*	-7	-1	-8*	4
Retention	0	-12*	-1	-5*	10*
Leadership	-3*	-9	-2	-12*	10*
Line Management/Supervision	2	-4	3	-4	10*
Our Values/Principles	-1	-5	1	-7*	7*
Development & Training	-1	-10*	0	-8*	7*
Involvement & Teamwork	-3*	-9*	0	-12*	9*
Pay & Benefits	-1	-3	-1	-6*	8*
Survey follow up	-3*	-11*	0	-11*	7*

Enablement

ScotRail

	Total Favourable	ScotRail 2016	Abellio Overall 2017	UK National Norm
Enablement	52	-3*	-8*	-20*
2 I have the equipment/tools/resources I need to do my job effectively.	51	-5*	-9*	-20*
9 I am satisfied with my physical working environment.	53	-2	-8*	-20*

Retention

ScotRail

		Total Favourable	ScotRail 2016	Abellio Overall 2017	UK National Norm
Retention		70	0	3*	10*
40	At the present time, are you seriously considering leaving (operating company)? (No is the favourable response)	70	0	3*	10*

Line Management/Supervision

ScotRail

		Total Favourable	ScotRail 2016	Abellio Overall 2017	UK National Norm
Line Management/Supervision		63	2	0	-13*
5	My Line Manager/Supervisor communicates effectively.	69	3*	2	-9*
11	Corrective action is usually taken if unsafe conditions or acts are brought to our Line Manager/Supervisor's attention.	68	-2	-1	-16*
12	My Line Manager/Supervisor is available when needed.	72	1	2*	-12*
20	My Line Manager/Supervisor gives me recognition for a job well done.	60	4*	0	-16*
26	My Line Manager/Supervisor gives me regular feedback on my performance.	59	4*	3*	-11*
28	My Line Manager/Supervisor considers the impact on people when making decisions.	53	0	-2*	n/a
36	I see my Line Manager/Supervisor demonstrating the (operating company) Values/Principles.	63	3*	-1	n/a

Development & Training

ScotRail

		Total Favourable	ScotRail 2016	Abellio Overall 2017	UK National Norm
Development & Training		48	-1	-5*	-14*
6	The training I have received has adequately prepared me for the work I do.	71	-1	0	-2*
14	I believe I have the opportunity for personal development in (operating company).	44	-3*	-8*	-20*
29	(operating company) promotes the most competent people internally.	28	0	-9*	-20*

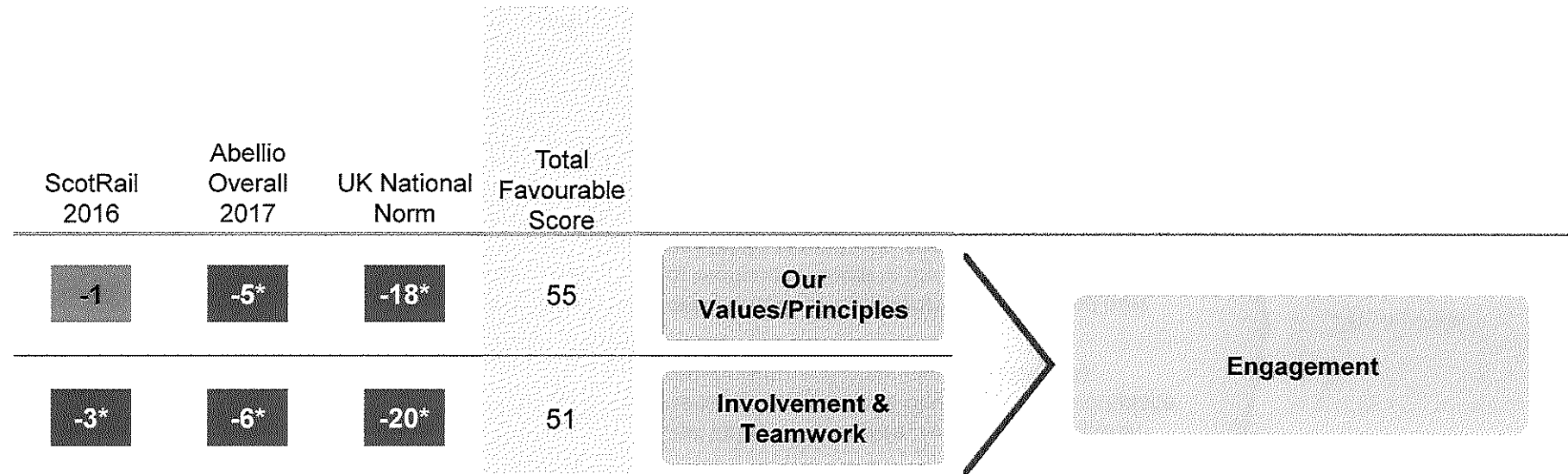
Pay & Benefits

ScotRail

	Total Favourable	ScotRail 2016	Abellio Overall 2017	UK National Norm
Pay & Benefits	66	-1	8*	8*
16 For the work I do, my pay and benefits (e.g. salary, travel, pension etc.) are appropriate.	66	-1	8*	8*

Key Drivers of Engagement - ScotRail

ScotRail



Group Sizes

ScotRail (3,835)

Benchmarks

ScotRail 2016.....	2,233	UK High Performing Norm.....	25,286
ScotRail 2015.....	8,886	Transitional Companies Norm.....	145,692
Abellio Overall 2017.....	9,067	Transport Norm.....	147,600
UK National Norm.....	158,628		

Lookdown

Head office 2017.....	305	Customer Experience 2017.....	1,299
Engineering 2017.....	604	Operations 2017.....	1,445

Job Level

Non-management Staff 2017.....	2,973	Middle Manager 2017.....	227
Front Line Management/Team Leaders 2017.....	391	Director/Senior Management 2017.....	57

ScotRail 2016

Head office 2016.....	212	Customer Experience 2016.....	862
Engineering 2016.....	453	Operations 2016.....	620

ScotRail 2015

Head office 2015.....	38	Customer Experience 2015.....	253
Engineering 2015.....	182	Operations 2015.....	706