



**GOOD
DAY AT
WORK**

POWERED BY
robertsoncooper

Wellbeing Questionnaire 2022

Frequently Asked Questions

The key points

Who is Robertson Cooper?

Robertson Cooper is an independent organisation, specialising in workplace wellbeing. Robertson Cooper have been commissioned to support the Travis Perkins Group to develop a benchmark for health and wellbeing across the organisation and to develop an organisation wide health and wellbeing strategy.

What personal feedback reports will I have access to?

Wellbeing Snapshot gives insights on your wellbeing 'in the moment'. It looks at how resilient you are feeling, how you feel about a range of workplace stressors and your current levels of wellbeing. It compares your results against others throughout, providing a simple red-amber-green rating and provides a range of hints and tips to help you achieve more good days at work.

Will I receive personal feedback on my results?

Yes. You will be able to download a personalised Wellbeing Snapshot report as soon as you complete the questionnaire, the purpose of the Wellbeing Snapshot is to provide colleagues with insight generated from your answers.

How do I access the Good Day at Work platform?

You will find a link on the [Stay Well Hub](#) (via MyPlace) to get your personalised wellbeing snapshot report which will direct you to our home page. Once you're on our home page, you can access your account by either registering or logging back into your account. You may be asked to verify your email address if you haven't received an email directly from us. Once logged in, you can manage your profile by clicking on your initials in the top right corner.

Why is the Travis Perkins Group providing access to the Wellbeing Snapshot tool?

Following the positive response from colleagues who completed the Wellbeing Survey in November 2021, the Travis Perkins Group are offering the Wellbeing Snapshot questionnaire to help colleagues gain a better understanding of their wellbeing, where they (colleagues) can make improvements, and encourage colleagues to think about creating health and wellbeing goals.

When can I complete the questionnaire?

The Wellbeing Snapshot questionnaire is live and available now on the Stay Well Hub.

Is the questionnaire confidential?

Yes, the questionnaire is completely confidential. The Wellbeing Specialists at Robertson Cooper are Occupational Psychologists and are bound by a professional code of practice, of which colleague confidentiality is a core part.

No one within the Travis Perkins Group will see your responses or be able to trace responses back to individuals.

About the questions

What is the questionnaire about?

The questionnaire is focused on understanding how you perceive your wellbeing and experience of working at the Travis Perkins Group. There are a number of sections included within the questionnaire which include workplace pressures, psychological wellbeing, health, energy and resilience. It is based on Robertson Cooper's evidence based and market leading wellbeing tool.

Will I receive personal feedback on my results?

The reason the Travis Perkins Group is offering this tool to colleagues is so you can get personal feedback. You will be able to download a personalised Wellbeing Snapshot report. This is your opportunity to gain an insight into your own health and wellbeing. The report will help you understand what actions you can take to improve your wellbeing including how to deal with pressures at work. The report compares your responses with other employees across a number of organisations and provides tips and advice on making positive changes to help you to feel happier inside and outside of work.

You will be able to download a copy of your personalised report immediately upon completion of the questionnaire. Your individual results will not be shared with the Travis Perkins Group.

Why should I complete the questionnaire?

The Wellbeing snapshot is available for you to learn more about your wellbeing and understand what you can do to improve it. Whilst you may be aware of some areas you can improve, the Wellbeing Snapshot may flag up things you hadn't recognised yourself and will provide you with guidance.

Does the questionnaire only consider how I feel on the day?

No. Please reflect on how you have been feeling over the last three months or so.

How to access the questionnaire

When do I complete the questionnaire?

The questionnaire is available on the Stay Well Hub, you can complete it at any time.

How long does the questionnaire take to complete?

The questionnaire will take approximately 10 minutes to complete and can be completed in more than one sitting.

Who do I contact if I have any IT issues?

You can contact Robertson Cooper to assist with technical problems at support@robertsoncooper.com.

Will my organisation see my individual results?

Once you have submitted your responses, they will be stored in our secure database. This Wellbeing Snapshot is offered to help colleagues understand their personal wellbeing. The tool is being offered to benefit colleagues rather than report on organisational insight. However, the Travis Perkins Group can request aggregated and anonymised data, , individuals will not be identified. Robertson Cooper will only give feedback to the Travis Perkins Group on the results in a minimum group size of 8 survey respondents. If data is requested, it will be high level, it cannot be broken down into branches, departments or teams.

If I report poor wellbeing through the questionnaire will anyone contact me?

No, due to the anonymity and confidentiality of the questionnaire no one at the Travis Perkins Group will know that you as an individual have reported poor wellbeing.

If you feel you need support it is important to speak to someone, whether that be your manager, a family member, friend or GP. The Travis Perkins Group offer a range of support services to colleagues including an Employee Assistance Programme on 0800 0155630 and Mental Health First Aiders.

Upon completing the questionnaire, you will receive a personal snapshot on the back page you will find details of the workplace support services available. Alternatively, you can access information on support services via the Wellbeing pages on the Travis Perkins Group internal site, MyPlace, which you can reach via MyTPCloud or benefits site myPerks.

Do I have to tell you specifically where in the Travis Perkins Group I work?

The questionnaire will hold some data about you and your role within the Travis Perkins Group and includes information like gender, age, and your geographical region. This is so we are able to produce accurate reports, if requested by the Travis Perkins Group focused on various demographics, providing that there are more than 8 respondents in each group.

The Travis Perkins Group will not be able to identify individuals as a result of the questionnaire. This ensures the anonymity of the Travis Perkins Group colleague data. If you have any questions regarding data security, please contact privacy@robertsoncooper.com or read the final section of this FAQs document.

Data protection and privacy

Is the questionnaire confidential?

Yes, the questionnaire is completely confidential. The Wellbeing Specialists at Robertson Cooper are Occupational Psychologists and are bound by a professional code of practice, of which colleague confidentiality is a core part.

Whilst it is not the reason for offering this tool to colleagues, data insight can be requested by the Travis Perkins Group, reports will only be shared when there are more than eight people to protect colleague confidentiality and anonymity. If you have any questions regarding data security please contact privacy@robertsoncooper.com or read Robertson Cooper's privacy policy [here](#).

Is all of the data processed in the UK?

Yes, and the data will not be shared with any third-party organisations. You can read our privacy policy [here](#).

How long will you keep my data?

We, Robertson Cooper, will retain your personal data for as long as we have a relationship with the Travis Perkins Group and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

What are my data protection rights?

It's your personal data and you have certain rights relating to it. You have rights to:

Know what personal data we hold about you, and to make sure it's correct and up to date
Restrict the processing of your personal data where you have a particular reason for wanting the restriction e.g. while you wait for your data to be corrected. Please let us know by emailing us.

Withdraw from our products and services or wish to remove the information which we hold about you. Please let us know by emailing us.

Request a copy of your personal data, or ask us to restrict processing your personal data or delete it.

Object to our continued processing of your personal data.

You can exercise these rights at any time by sending an email to privacy@robertsoncooper.com.

If you're not happy with how we are processing your personal data, please let us know by sending an email to privacy@robertsoncooper.com. We will review and investigate your complaint and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.