



THE VERY GROUP

Creating a culture for success – The Very Group



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Building a strategy around the culture you want to create

Defining the right culture for The Very Group

**A strategic guide to help
us foster the right
culture**

- Mindset
- Behaviours
- Ways of working



**Enabling us to transform
the business**

- Customer experience
- Pace and productivity
- Innovation and reinvention

The give and the get

We offer

- Exciting opportunities to act and own
- Working across three industries
- Belonging to a team like no other
- Growth business with a bright future



We want

- Energy and passion
- Focus and commitment
- Ambition and action
- Connection and collaboration

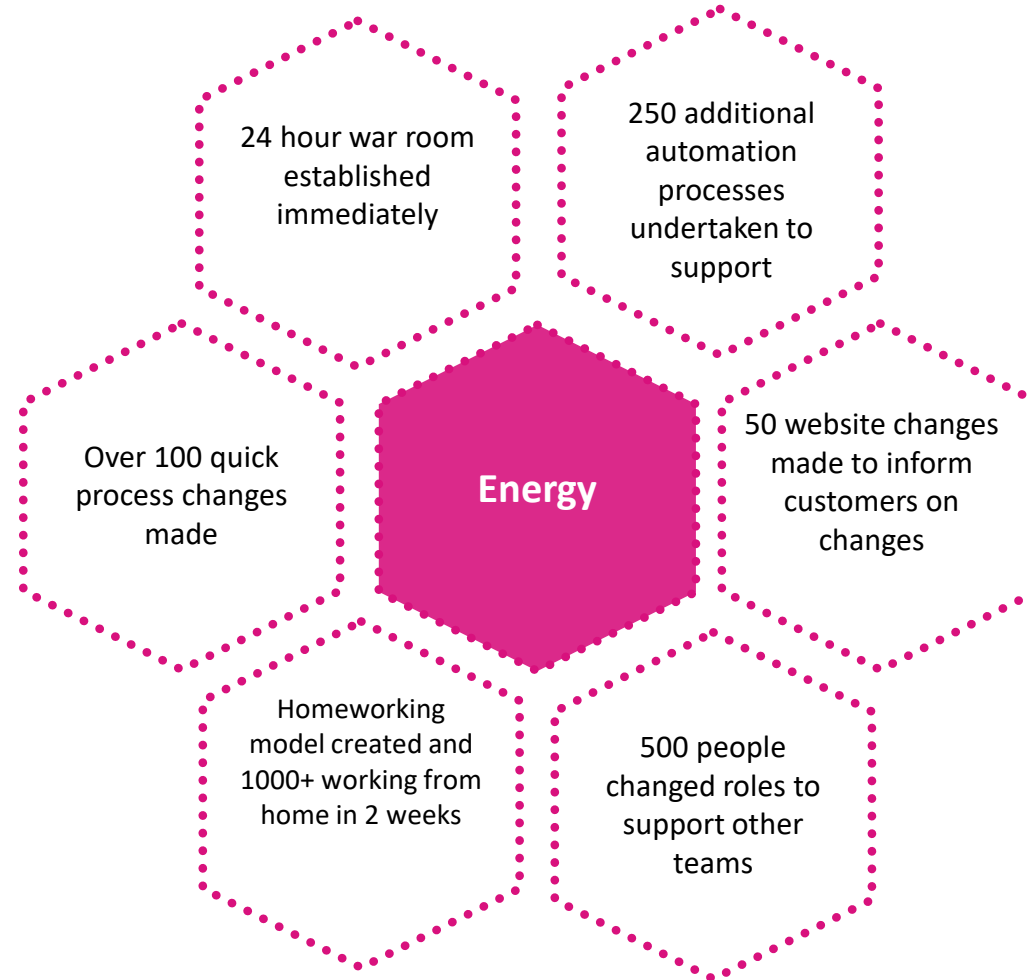


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“culture in action”

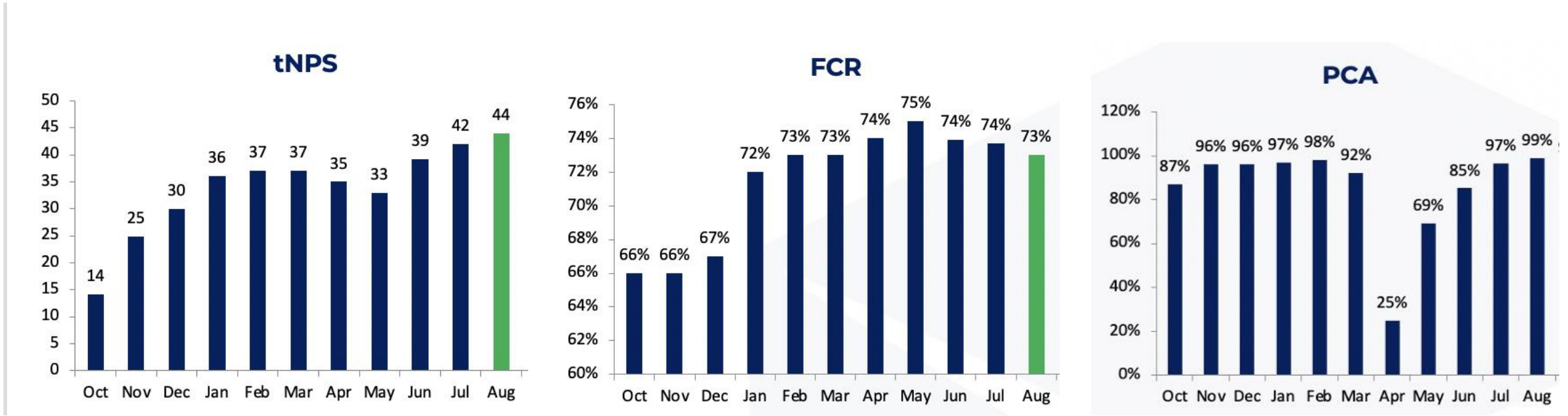
Culture in action

In February and March 2020, we saw the biggest impact to the contact centre industry arguably since its inception



Results

What did we achieve?



We achieved our best-ever results during the period. We also saw employee engagement rise by 5ppts as people were re-assured and felt supported through our quick and decisive action.



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Where next?

Peak 2020

People engagement

- **Peak this year will be very different for all retailers**
- We have built an engagement plan around working from home
- Peak engagement squad formed
- Comms will be done digitally using MS Teams



The “New normal”

Our industry has changed forever with homeworking now a viable, mass scale option”

People are enjoying working from home, but missing that face-to-face interaction also

Here at the very group customer care, we have opted for 3 days at home, 2 in the office

We are creating amazing spaces in which to collaborate and create our target culture

Welcome to our new home

