

Vector Limited

Work Life Balance

One of New Zealand's most recognisable brands has introduced its first group-wide wellbeing programme, marking a significant culture shift.

Vector is a large and diverse business with a workforce of more than 800 people all around New Zealand and Australia. It is New Zealand's largest distributor of electricity, and owns and manages a range of energy, technology and service businesses, working with a million homes and businesses.

In 2015, in response to the changing energy sector, Vector launched a new vision and set of values for the business. This was a difficult process, because the workforce has a wide geographical spread and variation between roles.

One of the key aspects to the new organisational values is RAW, Vector's Resilience and Wellbeing programme. As part of this, Vector asked all employees to participate in a confidential online health assessment, and used the data gained in collaboration with Vitality Works to take a Wellbeing 360 survey of the organisation. Wellbeing 360 is a holistic assessment of wellbeing that looks at four dimensions: physical, social, mental and workplace wellbeing.

On completion of these assessments, each participant receives a personalised report, which includes a range of tips and tools that they could use to improve their wellbeing, and the company receives an overall report.

Vector's health and safety team took the report and used the insights it provided to create a programme that would address the low-scoring areas. This was a combination of existing ad-hoc wellbeing initiatives (including a \$300 fitness grant with 100 per cent uptake) as well as new initiatives, to ensure an all-encompassing wellbeing programme with tangible benefits for the business.

This commitment to wellbeing comes from the very top level of the organisation. Senior leaders complete RAW monthly challenges and promote activities within their team. Every employee is set a goal of being involved in at least one wellbeing initiative during the financial year.

Vector has run a Wellbeing 360 assessment annually for the past three years, and as participation grows, there has also been a year-on-year increase in all aspects of wellbeing measured. The increased participation means that even small increases in scores are statistically significant for the organisation.

The challenges and initiatives that are a part of RAW have had a significant beneficial impact for employees in their personal lives. In 2018 Vector ran a Fit24 challenge, which encouraged employees to eat well, be fit and get enough sleep for 24 days of the month. Half of the business took part, and 40 per cent of the participants lost weight because of the programme. One employee lost more than eight kilograms over the month, and another employee saved more than \$200 by giving up alcohol. Both employees found that the challenge had a major impact on their productivity levels at home and at work and are committed to make changes in their lives going forward.



General Applications Lead Jude Signal signed up for the Coachsmith programme, the first initiative that was implemented under RAW, which aims to educate and inform individuals to make their own choices and understand how they impact on living long and healthier lives. Jude described the programme as “life changing.”

“I can now look forward to my retirement knowing how to make the most of every day and be the healthiest I can be.”

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