

# Your Voice 2019, BCLC's Employee Survey Comprehensive Report

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## **Methodology and Response Rate**





2019 is the 10<sup>th</sup> year of conducting Your Voice, the employee engagement survey for BCLC.



All employees were invited to participate with the following exceptions:

- Students/Co-ops
- Anyone on LTD; however, employees on maternity leaves/STDs included
- New employees: up to 30 days of launch of survey included



The questionnaire was hosted online by Ipsos.



The survey was launched on February 20, 2019 and closed on March 6, 2019.



The overall response rate of 83% in 2019 is slightly lower than the past few waves (87% in 2018 and 88% in 2017). Divisional response rates are indicated below:

Executive Services	Audit Services	Business Technology	Casino & Community Gaming	Digital & Enterprise Services	Finance & Corporate Services	Human Resources	Legal, Compliance & Security	Lottery Gaming	Social Responsibility & Communications
83%	100%	80%	80%	77%	85%	97%	99%	82%	77%
(n=10)	(n=10)	(n=165)	(n=154)	(n=67)	(n=104)	(n=29)	(n=82)	(n=93)	(n=106)



## **EVOLUTION OVER THE LAST 5 YEARS**



#### EVOLUTION OVER THE LAST 5 YEARS

### **Employee Engagement Index**



			YEAR (TC	OP2BOX)	
	% Agree Top2Box	2018	2017	2015	2014
		(n=752)	(n=787)	(n=726)	(n=649)
Engagement Index Score	83%	86%	87%	83%	78%
If asked, I would assure friends and relatives that they can have trust and confidence in the games offered by BCLC	95% 🦊	98%	98%	96%	96%
BCLC consistently conducts business in a fair, honest and trustworthy manner	90%	90%	93%	92% 🕇	87%
The way BCLC operates is in alignment with its values	88%	92%	94% 🕇	89% 🕇	84%
I understand how my role supports BCLC's strategy +	83%	86%	87%	90%	86%
I am motivated to go beyond what is required in my role to help BCLC succeed	82%	83%	82% 🕇	77%	73%
BCLC continuously innovates to provide players with an outstanding gaming experience	76% 📕	83%	85% 🕇	80%	78%
BCLC inspires me to do my best work	76%	76%	76% 🕇	67% 🕇	58% 📕
The right conditions are in place at BCLC for me to take full responsibility in my job	73%	80%	79% 🕇	72% 🕇	64%
t Questien text shares in 2017.	"Lunderstand how my role supports DCI C's husiness chiestives"				

<sup>+</sup> Question text change in 2017: "I understand how my role supports BCLC's business objectives".

2019 Base: All respondents (n=820)

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Significantly higher/lower than the previous year and meaningful difference of +/-3PP or more.

# EVOLUTION OVER THE LAST 3 YEARS **Agility Index**



Overall Agility Score			Low2Box	Equal	Top2Box	
2019 43%	Rigid	2019 (n=820) 2018 (n=752) 2017 (n=787)	30% 35% 32%	38% 35% 36%	32% 30% 32%	Agile
(n=820)	Bureaucratic	2019 (n=820) 2018 (n=752) 2017 (n=787)	53% 54% 51%		32%     16%       34%     13%↓       33%     16%	Not Bureaucratic
	Not Entrepreneurial	2019 (n=820) 2018 (n=752) 2017 (n=787)	37% 35% 37%	36% 37% 37%	27% 29% 27%	Entrepreneurial
2018 (n=752) 43%	Risk Avoiding	2019 (n=820) 2018 (n=752) 2017 (n=787)	<u>47%</u> 47% 44%		39%     14%       36%     18%       5%     20%	Risk Taking
	Directive	2019 (n=820) 2018 (n=752) 2017 (n=787)	34% 31% 28%	41% 44% 43%	26% 25% 29%	Participative
2017 (n=787) 46%	Secretive	2019 (n=820) 2018 (n=752) 2017 (n=787)	31% 29% 27%	33% 37% 35%	36% 34% 38%	Open
(n=787)	Adverse to Change	2019 (n=820) 2018 (n=752) 2017 (n=787)	24% 23% 21%	35% 33% 33%	41% 44% 46%	Open to Change

Base: All respondents

#### EVOLUTION OVER THE LAST 5 YEARS Employee Experience Index



			YEAR (TO	OP2BOX)	
	% Top2Box	2018	2017	2015	2014
		(n=varies)	(n=varies)	(n=varies)	(n=varies)
Employee Experience Index Score	83%	84%	84%	81%	76%
BCLC consistently conducts business in a fair, honest and trustworthy manner	90%	90%	93%	92% 🕇	87%
My role is a good fit with my skills	90%	89%	86%	85%	85%
Feedback on my performance over the past year	88%	91%	90%	89%	86% 📕
I have opportunities to provide input into decisions that affect my work	87%	82%	84%	80% 🕇	74% 🖡
Our team values one another's unique strengths and different abilities	84%	85%	88%	86% 🕇	80%
The balance between private and professional life	82%	83%	84% 🕇	76% 🕇	70%
My job gives me a sense of personal accomplishment	82%	83%	81%	80%	76%
I can influence my workplace through my ideas and involvement	81%	83%	83% 🕇	78%	73%
Recognition is given in a personal and meaningful way	65%	66%	66% 🕇	60% 🕇	54%

2019 Base: Had formal performance review in past year (n=718) How useful was the performance discussion on the following point?

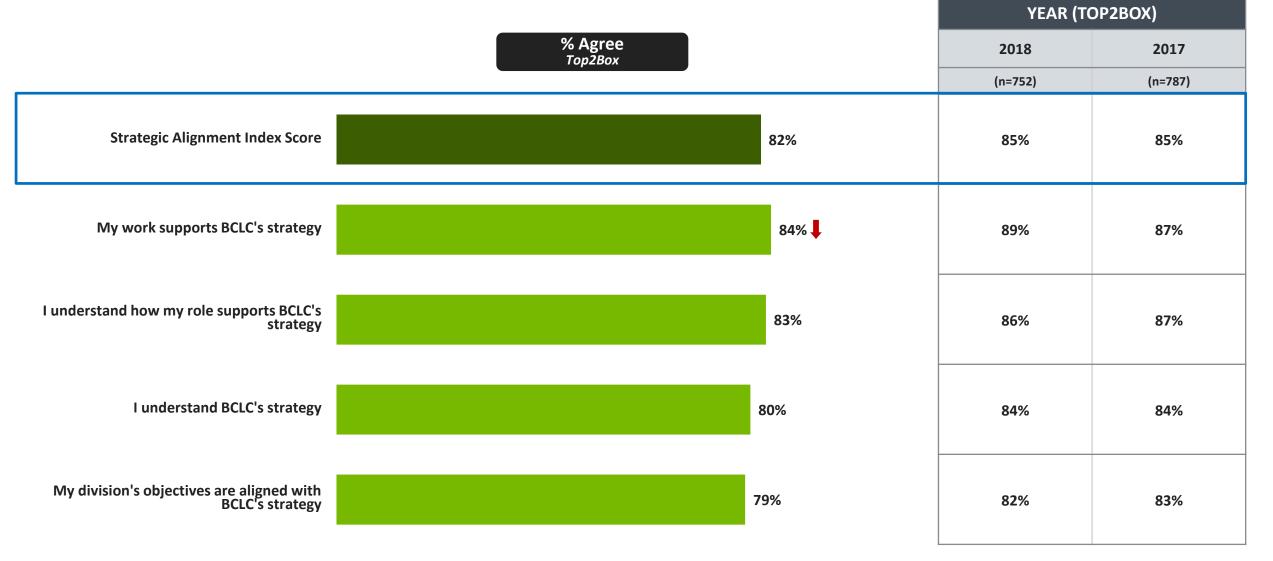
2019 Base: All respondents (n=820)

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Significantly higher/lower than the previous year and meaningful difference of +/-3PP or more.

# EVOLUTION OVER THE LAST 5 YEARS Strategic Alignment Index

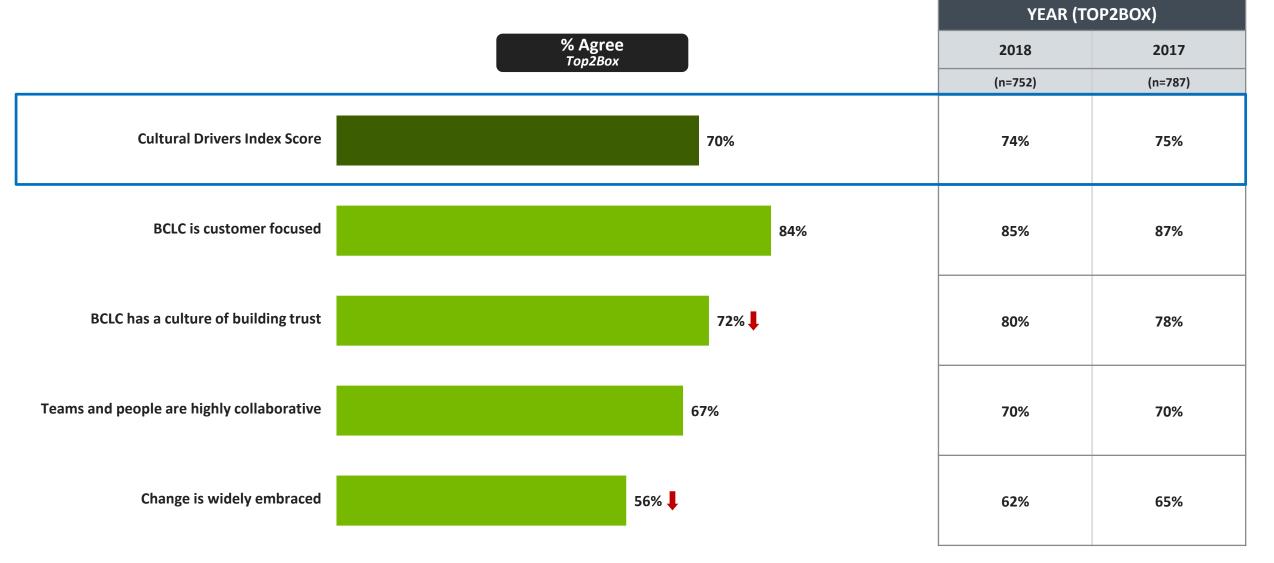




Significantly higher/lower than the previous year and meaningful difference of +/-3PP or more.

# EVOLUTION OVER THE LAST 5 YEARS Cultural Drivers Index





2019 Base: All respondents (n=820)

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Significantly higher/lower than the previous year and meaningful difference of +/-3PP or more.

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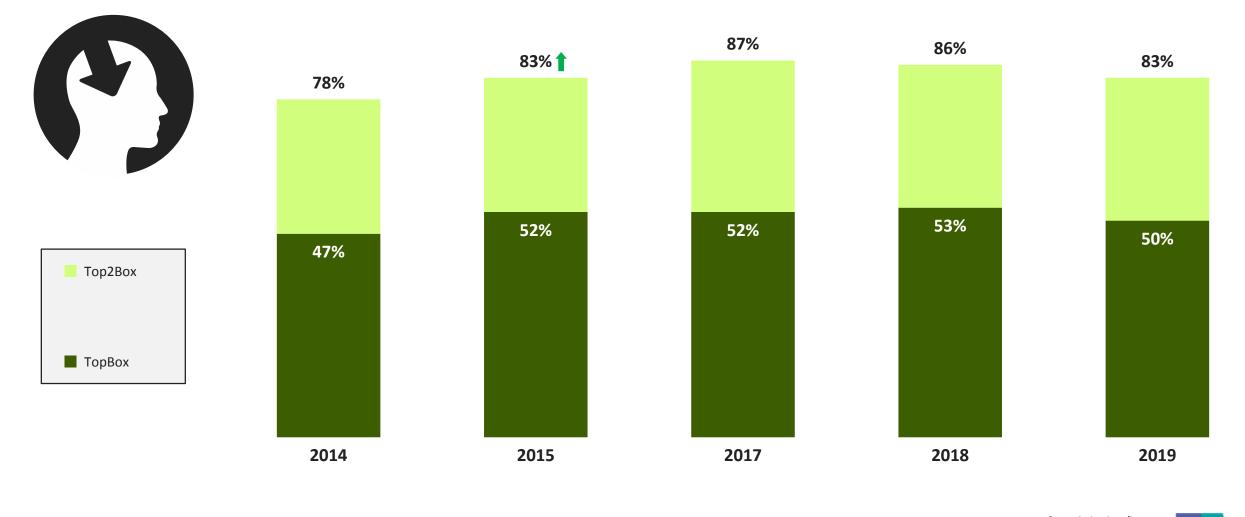
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# **EMPLOYEE ENGAGEMENT ANALYSIS**



#### 2019 ENGAGEMENT ANALYSIS Evolution of Employee Engagement Index

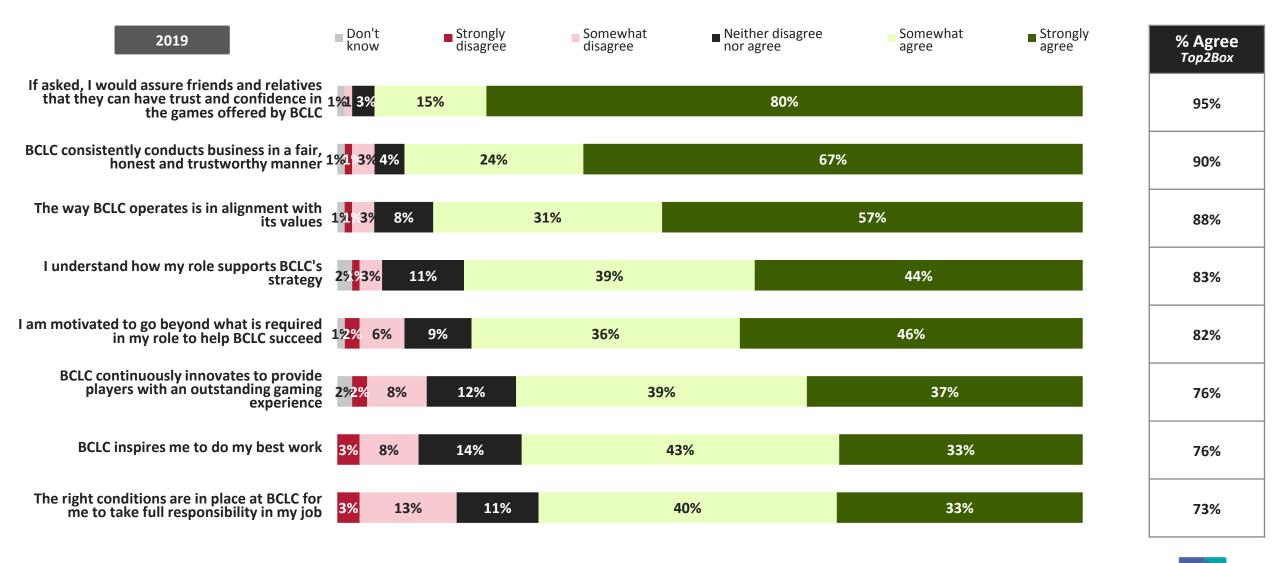




Significantly higher/lower than the previous year and meaningful difference of +/-3PP or more.

#### **2019 ENGAGEMENT ANALYSIS**

### **Employee Engagement Index Attributes - 2019**



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#### 2019 ENGAGEMENT ANALYSIS Employee Engagement Index Attributes - Top2Box Trended



#### % Agree Top2Box 2019 If asked, I would assure friends and relatives that they can have trust and confidence in 95% the games offered by BCLC BCLC consistently conducts business in a fair, 90% honest and trustworthy manner The way BCLC operates is in alignment with 88% its values I understand how my role supports BCLC's 83% strategy + I am motivated to go beyond what is required in my role to help BCLC succeed 82% BCLC continuously innovates to provide players with an outstanding gaming 76% experience BCLC inspires me to do my best work 76% The right conditions are in place at BCLC for me to take full responsibility in my job 73%

<sup>+</sup> Question text change in 2017: "I understand how my role supports BCLC's business objectives".

2019 Base: All respondents (n=820)

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YEAR (TOP2BOX)								
2018	2017	2015	2014					
(n=752)	(n=787)	(n=726)	(n=649)					
98%	98%	96%	96%					
90%	93%	92% 🕇	87%					
92%	94% 🕇	89% 🕇	84%					
86%	87%	90%	86%					
83%	82% 🕇	77%	73%					
83%	85% 🕇	80%	78%					
76%	76% 🕇	67% 🕇	58% 🖡					
80%	79% 🕇	72% 🕇	64%					

Significantly higher/lower than the previous year and meaningful difference of +/-3PP or more.

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## Employee Engagement Index Attributes - TopBox Trended



#### % Strongly Agree ТорВох 2019 If asked, I would assure friends and relatives that they can have trust and confidence in 80% the games offered by BCLC BCLC consistently conducts business in a fair, 67% honest and trustworthy manner The way BCLC operates is in alignment with 57% its values I am motivated to go beyond what is 46% required in my role to help BCLC succeed I understand how my role supports BCLC's 44% strategy + BCLC continuously innovates to provide players with an outstanding gaming 37% experience BCLC inspires me to do my best work 33% The right conditions are in place at BCLC for 33% me to take full responsibility in my job

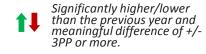
<sup>+</sup> Question text change in 2017: "I understand how my role supports BCLC's business objectives".

2019 Base: All respondents (n=820)

2019 ENGAGEMENT ANALYSIS

© 2019 Ipsos Please rate your agreement with the statements below...

YEAR (TOPBOX)								
2018	2018 2017 2015 2014							
(n=752)	(n=787)	(n=726)	(n=649)					
84%	85% 🕇	81%	81%					
62%	63%	63% 🕇	58% 🖡					
60%	59%	55% 🕇	48%					
51%	50%	47% 🕇	41%					
46%	46%	61%	57%					
48%	43%	41%	37% 📕					
35%	32%	29% 🕇	23%					
38%	38%	39% 🕇	28% 📕					



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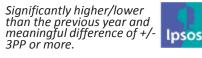
#### 2019 ENGAGEMENT ANALYSIS

### **Employee Engagement Index Attributes – Full Scale Trended**

		Don't know	Strongly disagree	Somewhat disagree	<ul> <li>Neither disagree nor agree</li> </ul>	Somewhat agree	Strongly agree	% Agree Top2Box
	2019 (n=820) <b>1%</b>	3% 15%			80% 🗸			95% 🖊
If asked, I would assure friends	2018 (n=752) 2%	14%			84%			98%
and relatives that they can have trust and confidence in	2017 (n=787) 2%				85% 🕇			98%
the games offered by BCLC	2015 (n=726) <b>1%</b>	3% 15%			81%			96%
	2014 (n=649) 19	<b>3%</b> 15%			81%			96%
	2019 (n=820) <b>1</b> 19	20/ 40/	240/		<b>C7</b> 0/			0.0%
	2019 (n=820) <b>1</b> 2018 (n=752) <b>2%</b>		24%		67%	×7		90%
BCLC consistently conducts business in a fair, honest and trustworthy manner	2018 (n=752) <b>2%</b> 2017 (n=787) <b>2%</b>		28%		629			90%
			30%		63%			93%
	2015 (n=726) <b>2%</b>		29%		63%			92% <b>†</b> 87%
	2014 (n=649) <b>2</b> %	<u>7</u> 2% 7%	30%		5	8% 🖡		87%
	2019 (n=820) <b>1</b>	3% 8%	319			57%		88% 🦊
	2018 (n=752)		31%		60			92%
The way BCLC operates is in	2017 (n=787) <b>1</b> 9		35%		59			94%
alignment with its values	2015 (n=726) <b>1%</b>		34%	6		55%		89%
	2014 (n=649) <b>1</b> 2			35%		48%		84%
	2019 (n=820) <b>29</b>	<mark>93%</mark> 11%		39%		44%		83%
	2018 (n=752) <b>1</b> 12			40%		46%		86%
I understand how my role supports BCLC's strategy +	2017 (n=787) <b>2</b> %	<mark>9</mark> 3% 8%		41%		46%		87%
	2015 (n=726)	6%	29%		61%	/ 0		91% 🕇
	2014 (n=649) 39	<mark>6 5% 7%</mark>	29	9%		57%		86% 🖊

Base: All respondents

<sup>+</sup> Question text change in 2017: "I understand how my role supports BCLC's business objectives".



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#### **2019 ENGAGEMENT ANALYSIS**

#### bele Employee Engagement Index Attributes – Full Scale Trended (continued)

	Don't know	Strongly disagree	y Somewhat e disagree	Neither disagree nor agree	Somewhat agree	Strongly agree	% Agree Top2Box
	2019 (n=820) <b>1<mark>%2%</mark> (</b>	<b>5%</b> 9%	36%		46%		82%
I am mativated to go havend	2018 (n=752) 3%4%	9%	32%		51%		83%
I am motivated to go beyond what is required in my role to help BCLC succeed	2017 (n=787) 2 <mark>% 7</mark> 9	6 9%	32%		50%		82% 🕇
help BCLC succeed	2015 (n=726) <b>1<mark>%4%</mark></b>	<b>9%</b> 10%	30%		47% 🕇		77%
	2014 (n=649) <b>7%1</b>	9% 11	% 32%		41%		73% 🖊
	2019 (n=820) <b>2%<mark>2%</mark></b>	8% 12%	39%		37% 🗸		76% 🖊
BCLC continuously innovates to provide players with an outstanding gaming experience	2018 (n=752) <b>1 6 7</b>		35% <b>↓</b>		<u> </u>		83%
	2017 (n=787) 6%	8%	42%		43%		85%
	2015 (n=726) <b>1 8</b>		39%		43 <i>%</i> 41%		80%
	2014 (n=649) <b>1%3%</b>	8% 11%	41%		<u></u> 37%↓		78%
			41/0		<b>37</b> /0 <b>•</b>		7070
	2019 (n=820) 3%	8% 14%	43%	0	33%		76%
	2018 (n=752) 3% 6	% 14%	41%		35%		76%
BCLC inspires me to do my best work	2017 (n=787) 2% 79	6┞ 15%	44%	6	32%		76% 🕇
Work	2015 (n=726) <b>1%4%</b>	10% 🖡 📃	19%	39%	29% 🕇	<b>`</b>	67% 🕇
	2014 (n=649) <mark>1% 7%</mark>	14%	20%	35%	23%	%↓	58% 🖊
	2010 (* 220)			- /			
	2019 (n=820) 3%	13% 11		%	33% 🖊		73% 🖊
The right conditions are in place at BCLC for me to take		8% 9%	42%		38%		80%
full responsibility in my job	2017 (n=787) 2% 8		41%		38%		79%
					39% 🕇		72%
	2014 (n=649) <b>1<mark>% 7%</mark></b>	13%	15%	36%	28%		64%

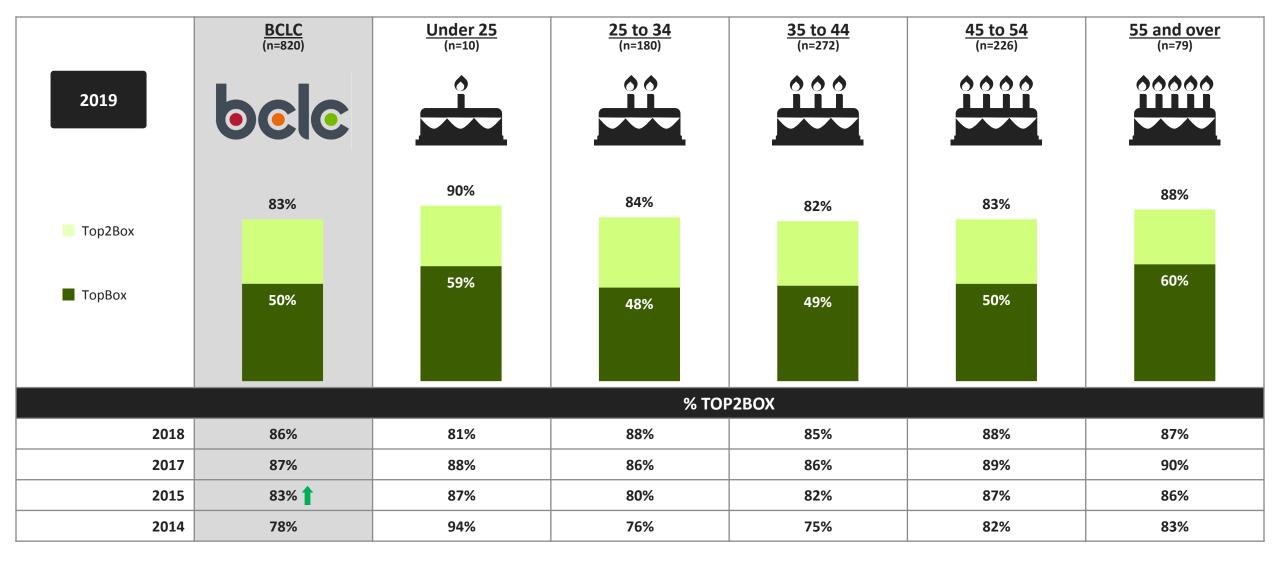
Base: All respondents

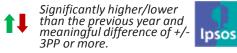
Significantly higher/lower than the previous year and meaningful difference of +/-

3PP or more.

#### **Employee Engagement Index by Age**







#### 2019 ENGAGEMENT ANALYSIS Employee Engagement Index Attributes by Age



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BCLC Overall (2019)	% Agree Top2Box	
If asked, I would assure friends and relatives that they can have trust and confidence in the games offered by BCLC		95%
BCLC consistently conducts business in a fair, honest and trustworthy manner		90%
The way BCLC operates is in alignment with its values		88%
I understand how my role supports BCLC's strategy +		83%
l am motivated to go beyond what is required in my role to help BCLC succeed		82%
BCLC continuously innovates to provide players with an outstanding gaming experience		76%
BCLC inspires me to do my best work		76%
The right conditions are in place at BCLC for me to take full responsibility in my job		73%

<u>Under</u> <u>25</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 and</u> <u>over</u>
(n=10)	(n=180)	(n=272)	(n=226)	(n=79)
90%	93%	96%	95%	99%
90%	93%	89%	89%	96%
90%	90%	85%	89%	91%
100%	82%	84%	82%	90%
90%	83%	84%	82%	82%
90%	77%	72%	76%	86%
90%	77%	77%	75%	77%
80%	75%	71%	74%	79%

AGE (TOP2BOX)

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<sup>+</sup> Question text change in 2017: "I understand how my role supports BCLC's business objectives".

2019 Base: All respondents (n=820)

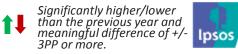
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### **Employee Engagement Index by Role**



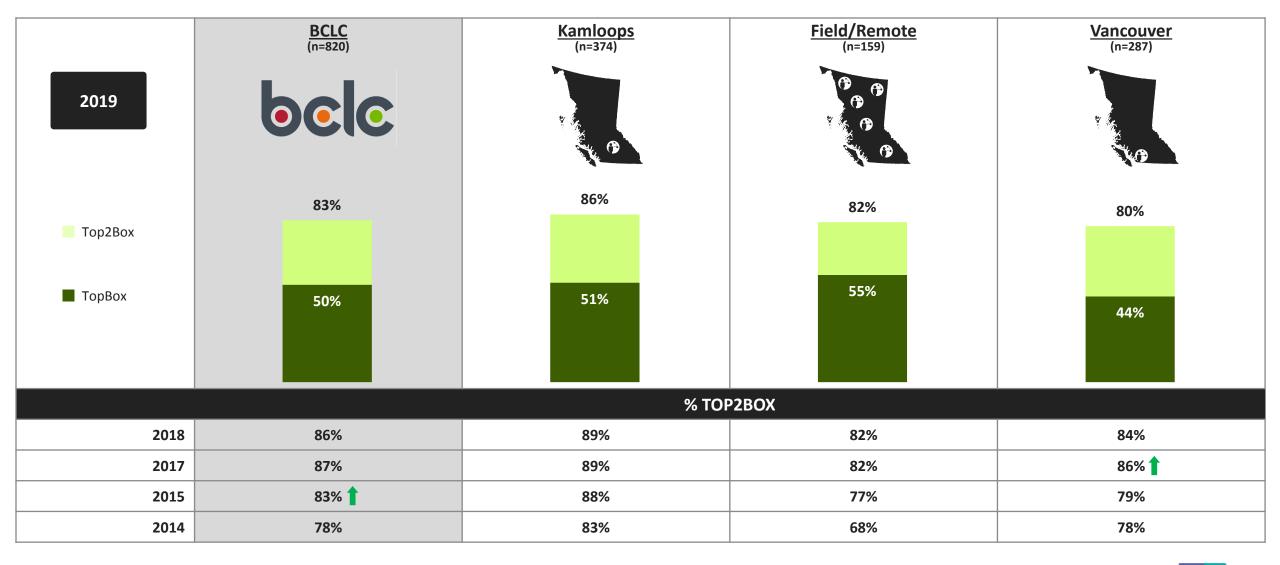
	BCLC (n=820)	Director (n=30)	Senior Manager (n=25)	Manager (n=150)	Professional/ Tech (n=421)	Frontline (n=121)	Administrative (n=65)
2019	bele						
	83%	85%	83%	85%	80%	90%	85%
Top2Box							
■ ТорВох	50%	50%	50%	51%	45%	57%	56%
			<u>коро</u> Коро	2BOX			
2018	86%	91%	88%	89%	84%	87%	87%
2017	87%	95%	n/a	88%	85%	86%	89%
2015	83%	88%	n/a	86%	80%	85%	86%
2014	78%	86%	n/a	80%	76%	79%	85%

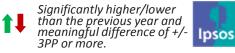


#### 2019 ENGAGEMENT ANALYSIS

### **Employee Engagement Index by Location**

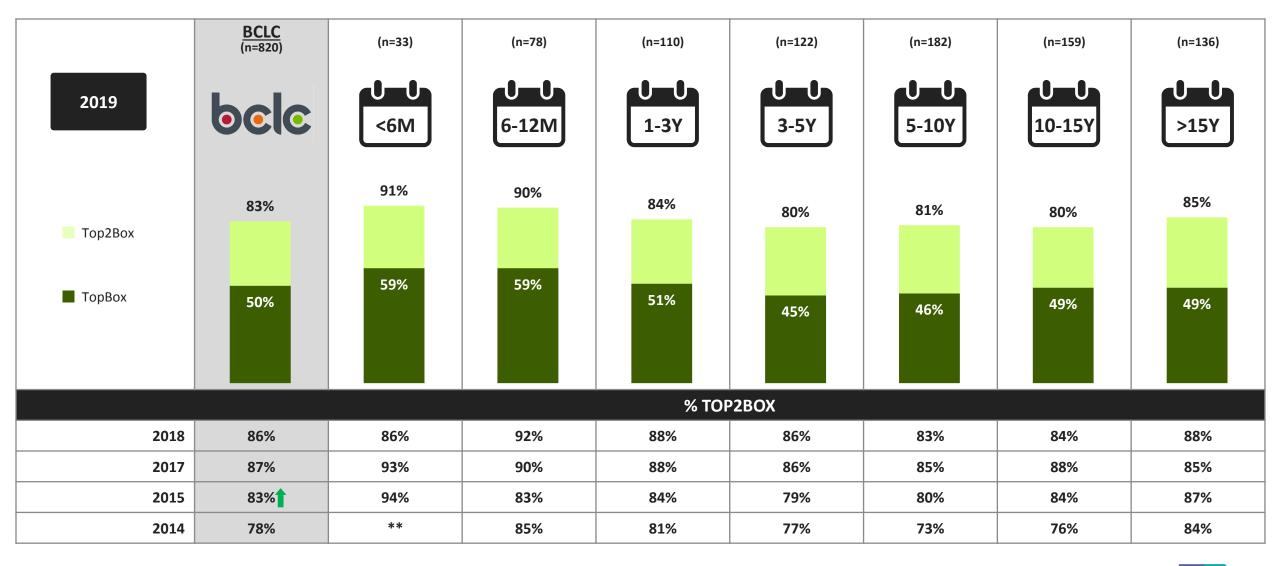


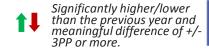




### **Employee Engagement Index by Tenure**







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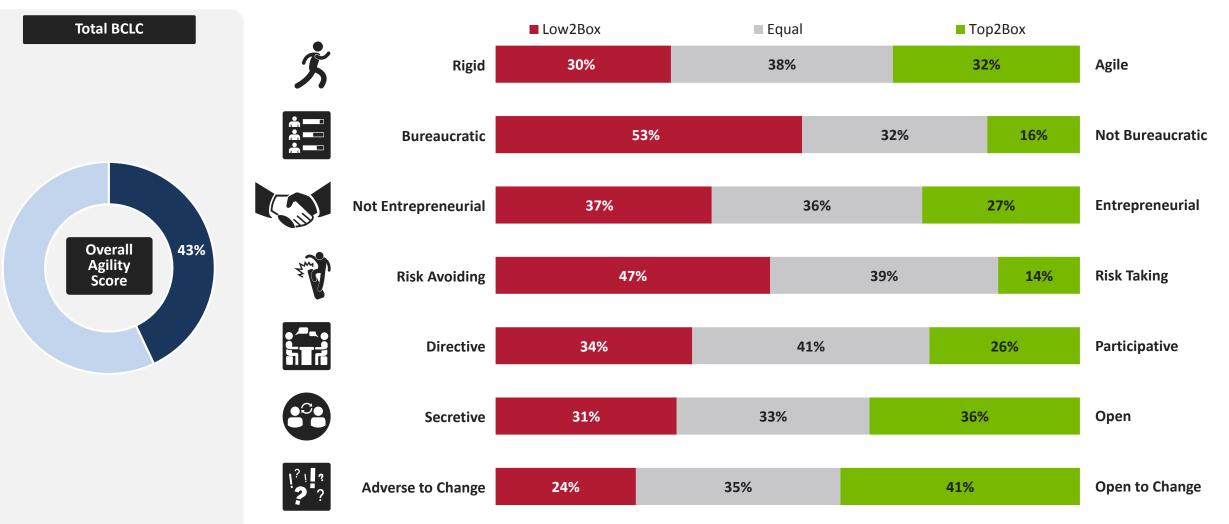
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## **BCLC AGILITY INDEX**



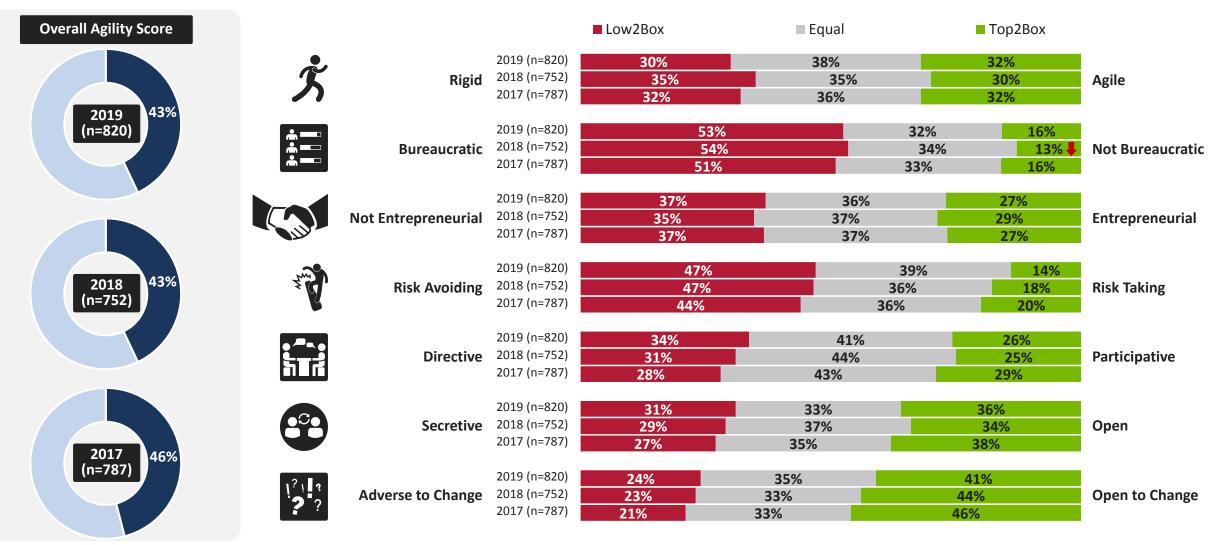
# BCLC AGILITY INDEX Agility Index: Total BCLC 2019





# BCLC AGILITY INDEX Agility Index: Full Scale Trended





Base: All respondents

Significantly higher/lower than the previous year and meaningful difference of +/-3PP or more.

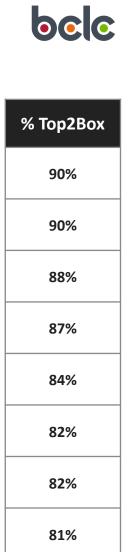


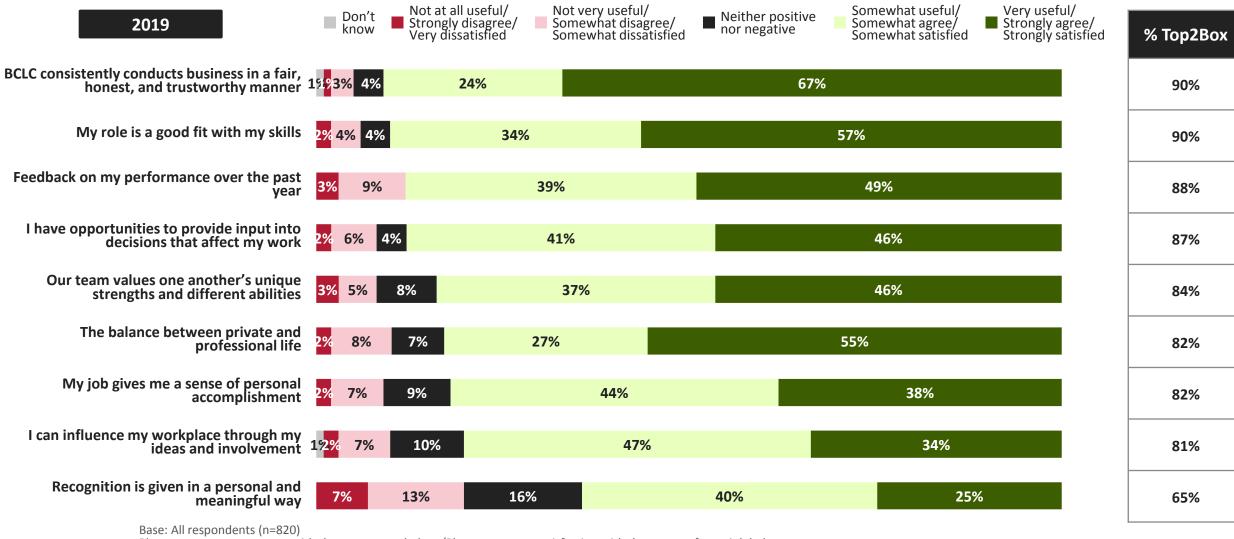
## **BCLC EMPLOYEE EXPERIENCE INDEX**



#### THE EMPLOYEE EXPERIENCE INDEX

### **Employee Experience Attributes – 2019**





Please rate your agreement with the statements below:/Please rate your satisfaction with the aspect of your job below:

Base: Had formal performance review in past 12 months (n=718)

How useful was the performance discussion on the following point? © 2019 lpsos

THE EMPLOYEE EXPERIENCE INDEX

### **Employee Experience Index Attributes – Full Scale Trended**

	Don't know	Not at all useful/ Strongly disagree/ Very dissatisfied Not very useful/ Somewhat disagree Somewhat dissatisfi	/ Neither positive Somewhat useful/ ed Neither positive Somewhat agree/ Somewhat satisfied Strongly agr Strongly sat	ee/ % Top2Box
BCLC consistently conducts business in a fair, honest, and trustworthy manner	2019 (n=820)       12.3%       4%         2018 (n=752)       2%2%       7%         2017 (n=787)       2%2%       4%         2015 (n=726)       2%2%       5%         2014 (n=649)       2%12%       7%	28% 30% 29%	67% 62% 63% 63% ↑ 58% ↓	90% 90% 93% 92% 1 87%
My role is a good fit with my skills	2019 (n=820)       2% 4% 4%         2018 (n=752)       % 5% 6%         2017 (n=787)       % 6%         2015 (n=726)       2% 6%         2014 (n=649)       3% 7%		57% 57% 54% 54% 52%	90% 89% 86% 85% 85%
Feedback on my performance over the past year	2019 (n=718)3%9%2018 (n=652)12%6%2017 (n=714)1%9%2015 (n=633)2%2%8%2014 (n=574)1%3%10	39% 44% 40% 43% % ↑ 41%	49% 47% 49% 46% 45%	88% 91% 90% 89% 86% ↓
I have opportunities to provide input into decisions that affect my work	2018 (n=752)       3%       6%         2017 (n=787)       2%       8%         2015 (n=726)       3%       7%	41%       8%     35%       6%     38%       10%     32%       11%     8%     32%	46% 47% 46% 49% ↑ 42%	87% 1 82% 84% 80% 1 74%
Our team values one another's unique strengths and different abilities	2017 (n=787) 273% 7% 2015 (n=726) 2% 5%		46% 48% 57%↑ 55%↑ 47%	84% 85% 88% 86% 80%

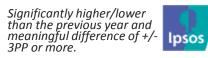
Base: All respondents

Please rate your agreement with the statements below:/Please rate your satisfaction with the aspect of your job below:

Base: Had formal performance review in past 12 months

How useful was the performance discussion on the following point? © 2019 lpsos





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THE EMPLOYEE EXPERIENCE INDEX

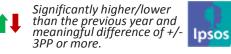
## Employee Experience Index Attributes – Full Scale Trended (continued)

	Don't Not at all us know Very dissatis	agree/ Somewhat disagree/	ither positive r negative Somewhat agree/ Somewhat satisfied	Very useful/ Strongly agree/ Strongly satisfied % Top2Box
The balance between private and professional life	2019 (n=820)       2%       8%       7%         2018 (n=752)       2%       5%       10%         2017 (n=787)       2%       6%       8%       1         2015 (n=726)       5%       8%       11%         2014 (n=649)       1%       7%       10%	27% 28% 33% 28% 13% 30%	55% 55% 52% 48%↑ 40%	82% 83% 84% 76% 70%
My job gives me a sense of personal accomplishment	2019 (n=820)       2%       7%       9%         2018 (n=752)       2%       5%       10%         2017 (n=787)       2%       6%       10%         2015 (n=726)       3%       7%       10%         2014 (n=649)       4%       9%       11%	44% 43% 45% 41% 39%	38% 40% 37% 39% 37%	82% 83% 81% 80% 76%
I can influence my workplace through my ideas and involvement	2019 (n=820)       12%       7%       10%         2018 (n=752)       2%       7%       9%         2017 (n=787)       2%       7%       8%         2015 (n=726)       1%3%       8%       11%         2014 (n=649)       1%4%       10%       13%	47% ↑ 38% ↓ 44% ↑ 37% % 38%	34%↓ 45%↑ 40% 41%↑ 35%	81% 83% 83% 78% 73%
Recognition is given in a personal and meaningful way	2019 (n=820)       7%       13%         2018 (n=752)       5%       13%         2017 (n=787)       6%       12%         2015 (n=726)       1%       7%       14%         2014 (n=649)       1%       10%       14%	16%       40%         15%       36%         16%       36%         18%       36%         21% ↑       36%	6 25% ↓ 30% 30% 30% 4% 26% 31% 23% ↓	65% 66% 66% 60% € 54% €

Base: All respondents Please rate your agreement with the statements below:/Please rate your satisfaction with the aspect of your job below:

Base: Had formal performance review in past 12 months How useful was the performance discussion on the following point?

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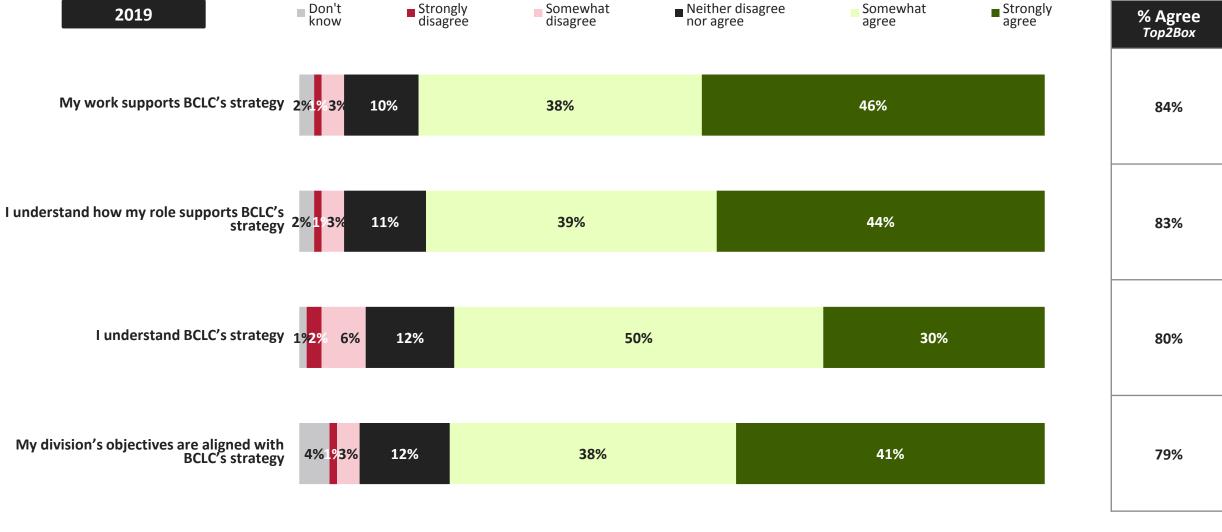
27



## **BCLC STRATEGIC ALIGNMENT INDEX**



#### **BCLC STRATEGIC ALIGNMENT INDEX Strategic Alignment Index Attributes – 2019**



Base: All respondents (n=820)

#### BCLC STRATEGIC ALIGNMENT INDEX Strategic Alignment Index Attributes – Full Scale Trended

	Don't know	Strongly disagree	Somewhat disagree	Neither disagree nor agree	Somewhat agree	Strongly agree	% Agree <i>Top2Box</i>
My work supports BCLC's strategy	2019 (n=820) <b>2%<mark>1</mark>%3</b> %	10%	38%		46%		84% 📕
	2018 (n=752) <b>1</b> : <b>6.9</b>	9%	40%		49%		89%
	2017 (n=787) <b>2:2%</b>	8%	37%		51%		87%
I understand how my role supports BCLC's strategy	2019 (n=820) <b>2%<mark>1</mark> 3%</b>	11%	39%		44%		83%
	2018 (n=752) <b>1<mark>92%</mark></b>	10%	40%		46%		86%
	2017 (n=787) <b>2%1<mark>9</mark>3%</b>	8%	41%		46%		87%
I understand BCLC's strategy	2019 (n=820) <b>1%<mark>2%</mark> 6</b>	% 12%	50	%	30%		80%
	2018 (n=752) <b>1<mark>19</mark>4%</b>	9%	49%		35%		84%
	2017 (n=787) <b>118 4%</b>	10%	50%		34%		84%
My division's objectives are aligned with BCLC's strategy	2019 (n=820) <b>4%193</b>	3 <mark>%</mark> 12%	38%		41%		79%
	2018 (n=752) 4% 2	<mark>%</mark> 11%	38%		44%		82%
	2017 (n=787) <b>4%19</b> 3	<mark>3%</mark> 10%	40%		43%		83%



Significantly higher/lower than the previous year and meaningful difference of +/-3PP or more.

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## **BCLC CULTURAL DRIVERS**

# BCLC CULTURAL DRIVERS Cultural Drivers Attributes – 2019

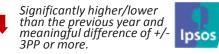




# BCLC CULTURAL DRIVERS Cultural Drivers Attributes – Full Scale Trended

	■ Don't know	Stro disa	ngly Some gree disagr	what Neither disa	agree Somewhat agree	Strongly agree	% Agree Top2Box
BCLC is customer focused	2019 (n=820) 2 <mark>% 6% 1</mark>	9%	41	% 🖡	42%		84%
	2018 (n=752) <b>1</b> 19 <mark>3%</mark>	10%	4	7%	38%		85%
	2017 (n=787) <b>1<mark>19</mark>3%</b>	8%	47%		41%		87%
BCLC has a culture of building trust	2019 (n=820) <mark>19</mark> 2% :	10% 📋 👘 1	.4%	40% 📕	32%		72% 📕
	2018 (n=752) <b>19<mark>2%</mark>7</b> 9	% 11%		47%	33%		80%
	2017 (n=787) 🕻 <mark>% 8%</mark>	13%		49%	30	%	78%
Teams and people are highly collaborative	2019 (n=820) 4%	14%	15%	46%		21%	67%
	2018 (n=752) <b>19<mark>3%</mark></b>	12%	14%	46%		24%	70%
	2017 (n=787) <b>17<mark>2</mark>%</b>	12%	15%	49%		21%	70%
Change is widely embraced	2019 (n=820) <b>1% 6%</b>	18%	20%		39%	17%	56% 🖊
	2018 (n=752) <b>1<mark>%4%</mark></b>	15%	19%	42%	6	19%	62%
	2017 (n=787) <b>19<mark>3%</mark></b>	15%	17%	45%		20%	65%

Base: All respondents



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