

GM@W Overview Report

ORGANIZATION: Anonymous

ORGANIZATIONAL REPRESENTATIVE: John Doe

GM@W ONLINE SURVEY NAME: Test Survey

GM@W ONLINE SURVEY CLOSE DATE: 2012-08-31 14:59:12

GM@W REPORT GENERATION DATE: 2012-10-19 15:55:22



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ORGANIZATION INFORMATION

Total number of employees, company-wide	20-49
Number of employees to whom this GM@W Online Survey was delivered	20-49
Number of employees who completed this GM@W Online Survey (total number of employee respondents)	32
Type of organization	For-profit, Private Sector, Union
Industry sector	Accommodation and food services

EMPLOYEE DEMOGRAPHIC RESULTS

Department/Branch	Percentage of Total Employee Respondents (n = 32)
Department 1	10%
Department 2	70%
Department 3	20%
Province/Region	Percentage of Total Employee Respondents (n = 32)
Alberta	21%
British Columbia	13%
Manitoba	2%
New Brunswick	3%
Newfoundland and Labrador	8%

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Northwest Territories	2%
Nova Scotia	6%
Nunavut	1%
Ontario	19%
Prince Edward Island	3%
Québec	17%
Saskatchewan	4%
Yukon	1%
USA	0%
European Union	0%
Australia/New Zealand	0%
Other	0%
No response	0%
Sex	Percentage of Total Employee Respondents (n = 32)
Male	35%
Female	57%
No response	8%

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Age Range	Percentage of Total Employee Respondents (n = 32)
12-17	0%
18-24	15%
25-34	20%
35-44	15%
45-54	5%
55-64	10%
65-74	10%
75+	5%
No response	20%

Highest Level of Education Attained	Percentage of Total Employee Respondents (n = 32)
Public/Elementary School	5%
Some High School	10%
Graduated High School	20%
Vocational/technical/college/CEGEP	15%
Some University	5%
Graduated University	10%
Some Post-Graduate Education (Masters, PhD)	10%
Completed Post-Graduate Degree (Masters, PhD)	5%

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No response	20%
Union Status	Percentage of Total Employee Respondents (n = 32)
Yes	47%
No	43%
No response	10%
Co-Worker Environment	Percentage of Total Employee Respondents (n = 32)
Mostly work in a setting where other employees are present	63%
Mostly work alone	33%
No response	4%
Seniority Level Within Company	Percentage of Total Employee Respondents (n = 32)
Junior Level	33%
Mid-Level	23%
Senior Level	4%
Owner	1%
No response	39%

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Managerial Role	Percentage of Total Employee Respondents (n = 32)
Yes	10%
No	80%
No response	10%

Number of Employees DIRECTLY supervised on a Day-to-Day Basis	Percentage of Total Employee Respondents in a Managerial Role (n = 3)
0	0%
1-5	66%
6-10	34%
11-20	0%
21-50	0%
51-100	0%
101-299	0%
300-499	0%
500+	0%
No response	0%

Number of Employees INDIRECTLY supervised on a Day-to-Day Basis	Percentage of Total Employee Respondents in a Managerial Role (n = 3)
0	0%

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1-5	34%
6-10	66%
11-20	0%
21-50	0%
51-100	0%
101-299	0%
300-499	0%
500+	0%
No response	0%
Length of Time with Present Employer (in any capacity)	Percentage of Total Employee Respondents (n = 32)
Less than 6 months	0%
6 months to <1 year	33%
1 year to <2 years	0%
2 years to <4 years	33%
4 years to <6 years	34%
6 years to <8 years	0%
8 years to <10 years	0%
10 years to <15 years	0%
15 years to < 20 years	0%

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20 years to <25 years	0%
25 years to <30 years	0%
30 years to <35 years	0%
35 years to <40 years	0%
>40 years	0%
Length of Time in Current Position with Present Employer	Percentage of Total Employee Respondents (n = 32)
Less than 6 months	12%
6 months to <1 year	14%
1 year to <2 years	17%
2 years to <4 years	28%
4 years to <6 years	9%
6 years to <8 years	11%
8 years to <10 years	0%
10 years to <15 years	9%
15 years to < 20 years	0%
20 years to <25 years	0%
25 years to <30 years	0%
30 years to <35 years	0%

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35 years to <40 years	0%
>40 years	0%
Current Type of Employment	Percentage of Total Employee Respondents (n = 32)
Permanent	74%
Contract	22%
Seasonal	0%
Casual/Temporary	0%
No response	4%
Shift-work Status	Percentage of Total Employee Respondents (n = 32)
Yes	20%
No	70%
No Response	10%
Type(s) of Shift(s) Worked	Percentage of Total Employee Respondents who are Shift Workers (n = 6)
Morning	48%
Afternoon	12%
Evening	16%
Night	20%

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No Response	4%
Total Number of Hours Worked per Week	Percentage of Total Employee Respondents (n = 32)
1-9 hours	10%
10-19 hours	10%
20-29 hours	20%
30-39 hours	15%
40-49 hours	5%
50-59 hours	10%
60-69 hours	10%
70-79 hours	5%
80+ hours	10%
No response	5%
Current Employment Status	Percentage of Total Employee Respondents (n = 32)
Employed full-time (30 or more hours per week) - including if on leave, such as parental, educational or disability	50%
Employed part-time (less than 30 hours per week) - including if on leave, such as parental, educational or disability	30%
Self-employed	10%

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No response

10%

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GM@W SURVEY RESULTS

An overview profile of your organization (or work unit) in relation to its performance across the 13 GM@W Psychosocial Factors is provided in this section of the GM@W Report.

You now have the information required to act. However, it can be difficult to know where to begin. For this reason, we recommend you take the following steps:

1. Review the following results and identify any areas of concern or relative strength
2. After thoroughly reviewing your GM@W Report, proceed to the GM@W Documents & Resources tab of the GM@W Dashboard to access the following GM@W Action and Evaluation Resources:
 - *Selection of GM@W Suggested Actions (please review this document first)*
 - *Selection of Effective Actions: Applying a Quality Framework (please review this document next)*
 - *GM@W Suggested Responses documents*
 - *GM@W Action Planning Worksheets*
 - *GM@W Evaluation Worksheets: Getting Started*
 - *GM@W Evaluation Worksheets*

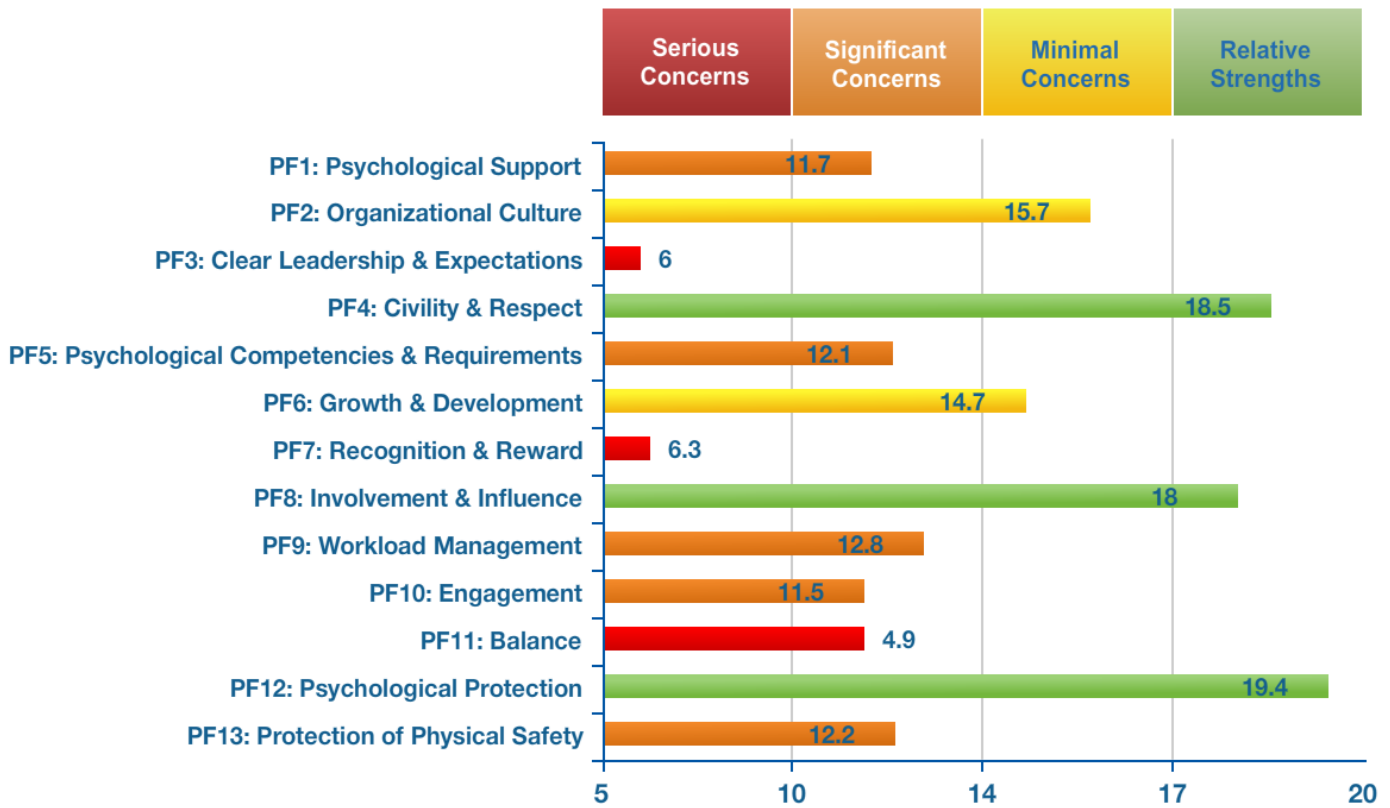
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MEAN RESPONSE BY PSYCHOSOCIAL FACTOR

The following graph presents your organization's GM@W Survey Results at a glance. Please note any areas of concern or relative strength within your organization. Psychosocial Factors flagged as Significant Concerns should be your top priority.



Serious Concerns = 5 to 9
 Significant Concerns = 10 to 13
 Minimal Concerns* = 14 to 16
 Relative Strengths = 17 to 20**

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SPECIFIC AREAS OF CONCERN

Here are the results for the Specific Areas of Concern questions from the GM@W Survey for your organization. The corresponding results of the 2012 national Ipsos Reid survey are presented below for comparison.

RESULTS FROM YOUR ORGANIZATION (n = 32 Total Employee Respondents)

4.8% (n = 100) of employees reported experiencing discrimination in the workplace because of their cultural/ethnic background, disability, sexual orientation, gender or age.

7.2% (n = 35) of employees reported being bullied or harassed, either verbally, physically or sexually in the workplace.

1.2% (n = 12) of employees reported being treated unfairly in the workplace because they have a mental illness.

RESULTS FROM IPSOS REID (n = 4307 Total Respondents)

5.5% (n = 236) of respondents reported experiencing discrimination in the workplace because of their cultural/ethnic background, disability, sexual orientation, gender or age.

6.7% (n = 289) of respondents reported being bullied or harassed, either verbally, physically or sexually in the workplace.

1.3% (n = 54) of respondents reported being treated unfairly in the workplace because they have a mental illness.

In May and June 2012, Ipsos Reid was commissioned by GM@W to conduct a public opinion survey on psychosocial risks in Canadian workplaces using the GM@W Survey. In total, 4307 working Canadians across a nationally representative sample of industries and geographical regions completed the GM@W Survey.

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PERCENTAGE RESPONSE BY AREA OF CONCERN OR RELATIVE STRENGTH BY PSYCHOSOCIAL FACTOR

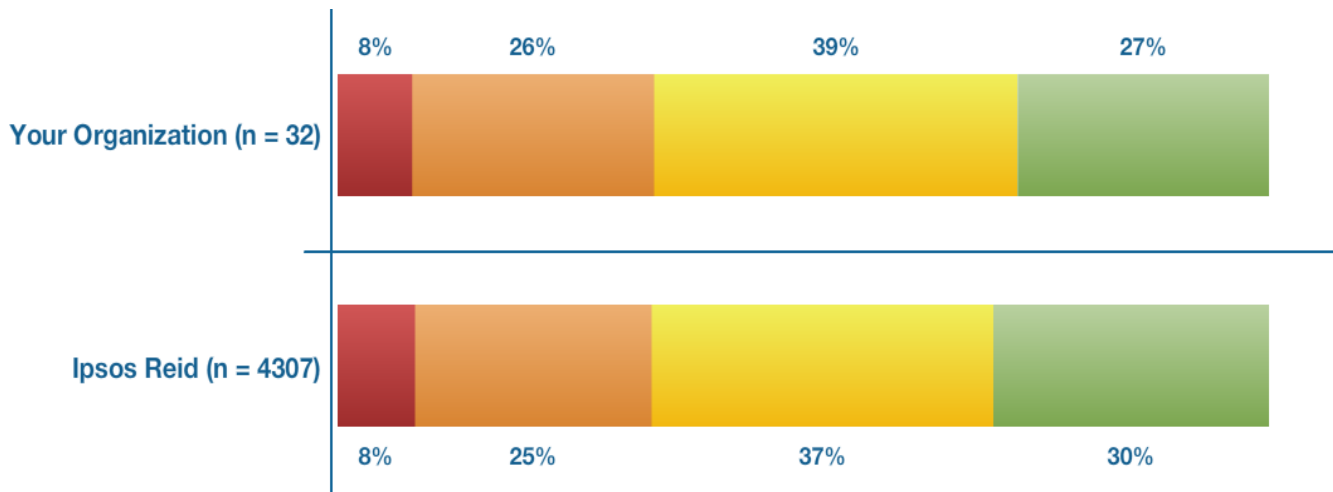
PF1: PSYCHOLOGICAL SUPPORT

A work environment where coworkers and supervisors are supportive of employees' psychological and mental health concerns, and respond appropriately as needed.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH



The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF1: Psychological Support. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. My employer offers services or benefits that adequately address my psychological and mental health.*
- 2. My supervisor would say or do something helpful if I looked distressed while at work.*
- 3. I feel supported in my workplace when I am dealing with personal or family issues.*
- 4. My workplace supports employees who are returning to work after time off due to a mental health condition.*
- 5. People in my workplace have a good understanding of the importance of employee mental health.*

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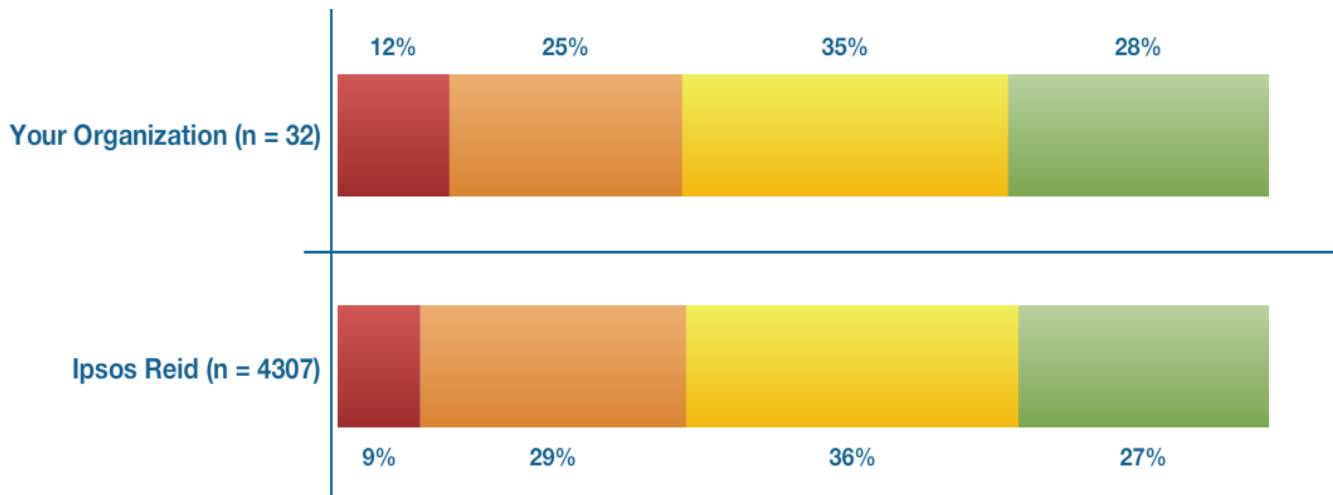
PF2: ORGANIZATIONAL CULTURE

A work environment characterized by trust, honesty and fairness.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH



The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF2: Organizational Culture. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. All people in our workplace are held accountable for their actions.*
- 2. People at work show sincere respect for others' ideas, values and beliefs.*
- 3. Difficult situations at work are addressed effectively.*
- 4. I feel that I am part of a community at work.*
- 5. Employees and management trust one another.*

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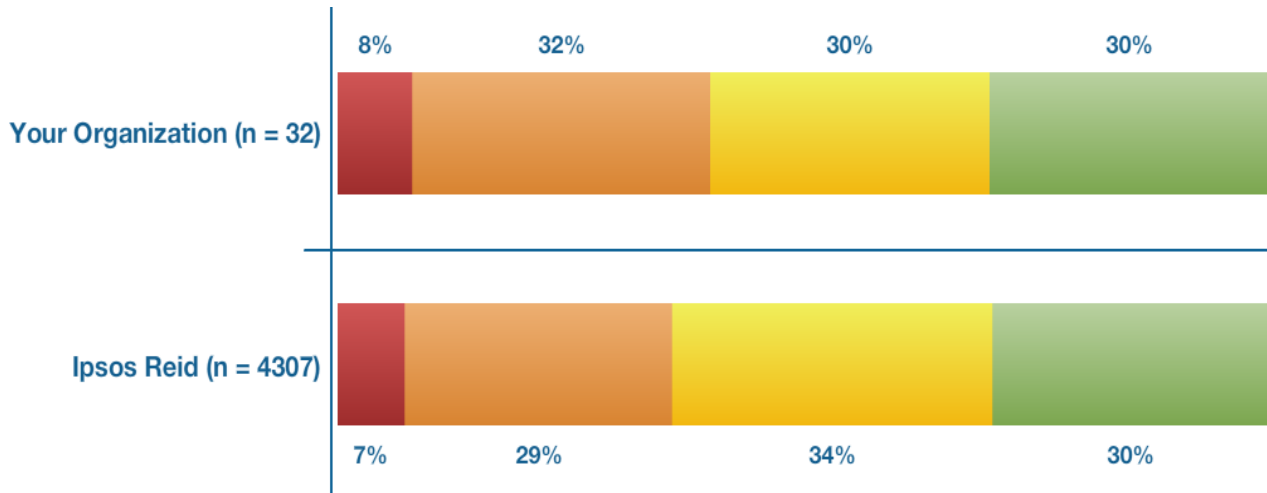
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PF3: CLEAR LEADERSHIP & EXPECTATIONS

A work environment where there is effective leadership and support that helps employees know what they need to do, how their work contributes to the organization, and whether there are impending changes.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF3: Clear Leadership & Expectations. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 Significant Concerns = 10 to 13 Minimal Concerns* = 14 to 16 Relative Strengths = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. In my job, I know what I am expected to do.*
- 2. Leadership in my workplace is effective.*
- 3. I am informed about important changes at work in a timely manner.*
- 4. My supervisor provides helpful feedback on my performance.*
- 5. My organization provides clear, effective communication.*

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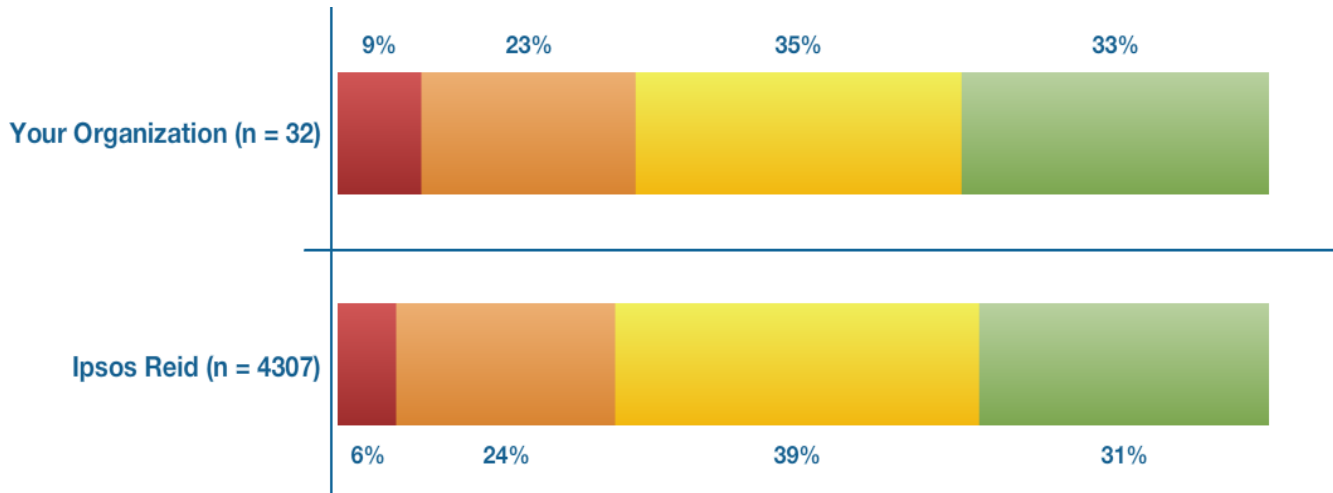
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PF4: CIVILITY & RESPECT

A work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF4: Civility & Respect. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. People treat each other with respect and consideration in our workplace.*
- 2. Our workplace effectively handles "people problems" that exist between staff.*
- 3. People from all backgrounds are treated fairly in our workplace.*
- 4. Unnecessary conflict is kept to a minimum in our workplace.*
- 5. My workplace has effective ways of addressing inappropriate behaviour by customers or clients.*

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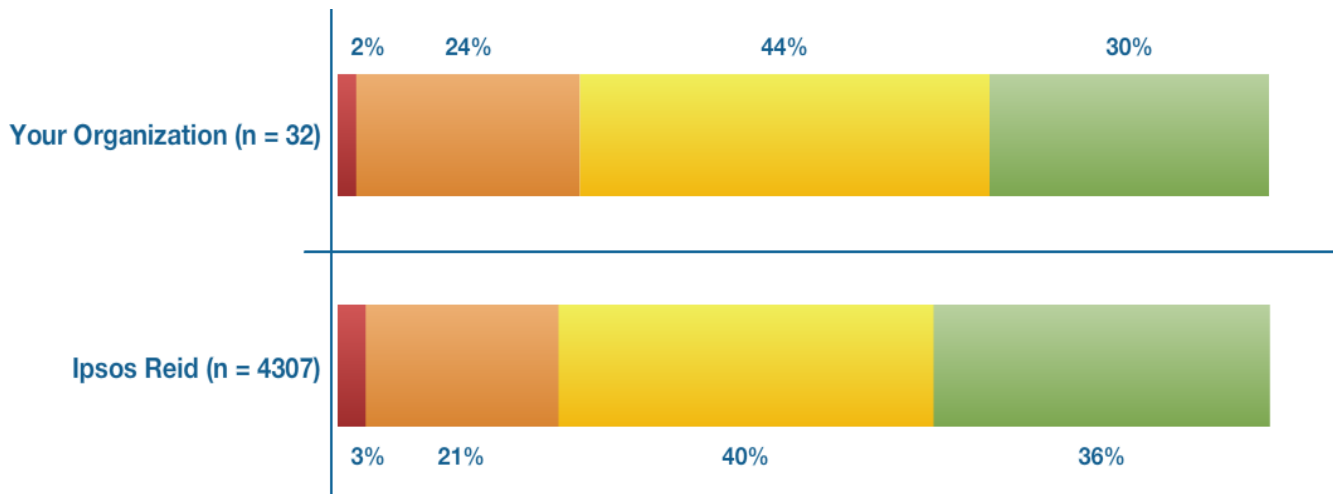
PF5: PSYCHOLOGICAL COMPETENCIES & REQUIREMENTS

A work environment where there is a good fit between employees' interpersonal and emotional competencies and the requirements of the position they hold.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH



The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF5: Psychological Competencies & Requirements. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

1. *Hiring/promotion decisions consider the “people skills” necessary for specific positions.*
2. *My company hires people who fit well within the organization.*
3. *I have the social and emotional skills needed to do my job well.*
4. *My supervisor believes that social skills are as valuable as other skills.*
5. *My position makes good use of my personal strengths.*

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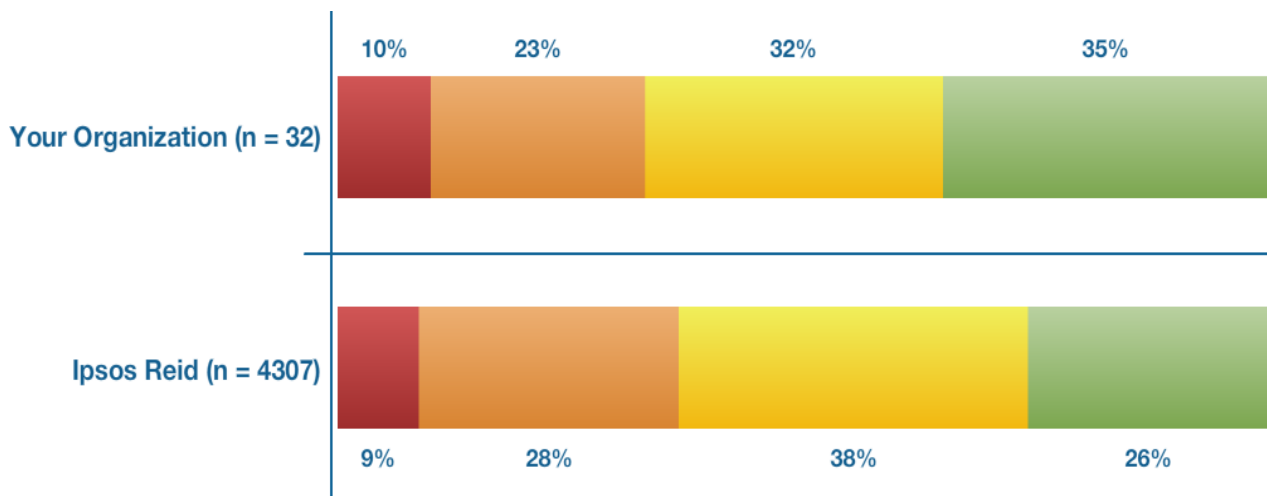
PF6: GROWTH & DEVELOPMENT

A work environment where employees receive encouragement and support in the development of their interpersonal, emotional and job skills.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH



The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF6: Growth & Development. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. I receive feedback at work that helps me grow and develop.*
- 2. My supervisor is open to my ideas for taking on new opportunities and challenges.*
- 3. I have the opportunity to advance within my organization.*
- 4. My company values employees' ongoing growth and development.*
- 5. I have the opportunity to develop my "people skills" at work.*

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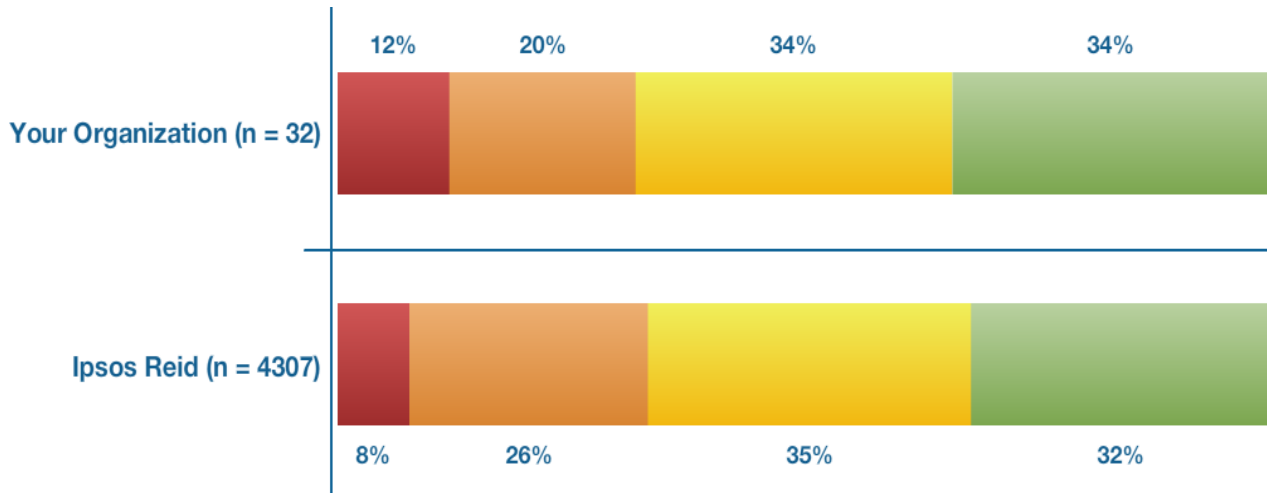
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PF7: RECOGNITION & REWARD

A work environment where there is appropriate acknowledgement and appreciation of employees' efforts in a fair and timely manner.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF7: Recognition & Reward. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. My immediate supervisor appreciates my work.*
- 2. I am paid fairly for the work I do.*
- 3. My company appreciates extra effort made by employees.*
- 4. Our organization celebrates our shared accomplishments.*
- 5. My employer values my commitment and passion for my work.*

GM@W Overview Report

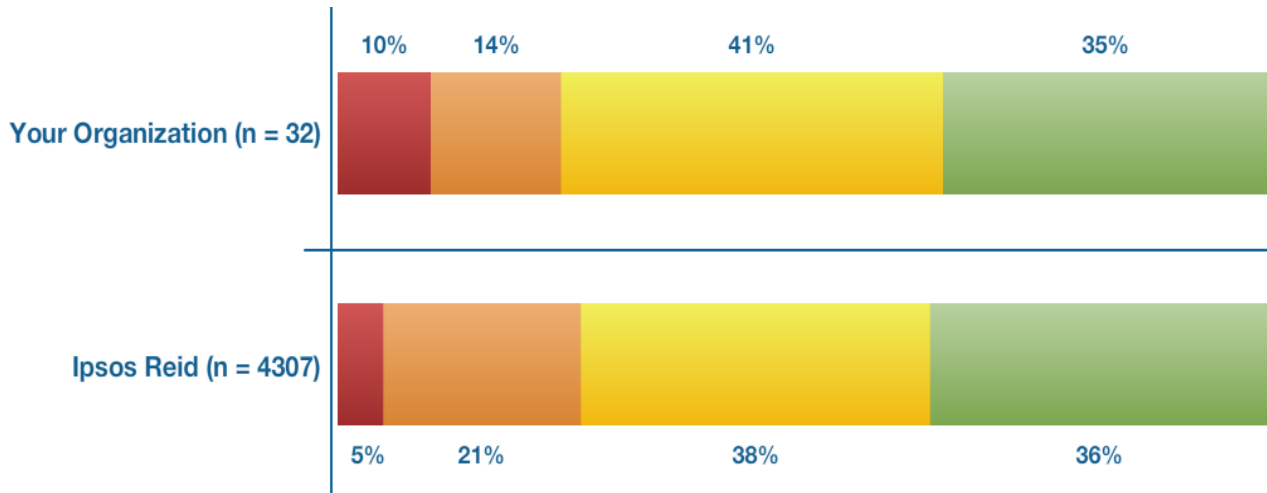
ORGANIZATION: Anonymous
ORGANIZATIONAL REPRESENTATIVE: John Doe
GM@W ONLINE SURVEY NAME: Test Survey
GM@W ONLINE SURVEY CLOSE DATE: 2012-08-31 14:59:12
GM@W REPORT GENERATION DATE: 2012-10-19 15:55:22

PF8: INVOLVEMENT & INFLUENCE

A work environment where employees are included in discussions about how their work is done and how important decisions are made.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF8: Involvement & Influence. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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**Although this is a Relative Strength, it is important to review the GM@W Organizational Review Results and the GM@W Survey Results for any additional or individual-identified areas of concern.

GM@W Overview Report

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ORGANIZATIONAL REPRESENTATIVE: John Doe

GM@W ONLINE SURVEY NAME: Test Survey

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GM@W REPORT GENERATION DATE: 2012-10-19 15:55:22



Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. I am able to talk to my immediate supervisor about how I do my work.*
- 2. I have some control over how I organize my work.*
- 3. My opinions and suggestions are considered at work.*
- 4. I am informed of important changes that may impact how my work is done.*
- 5. My employer encourages input from all staff on important issues related to their work.*

GM@W Overview Report

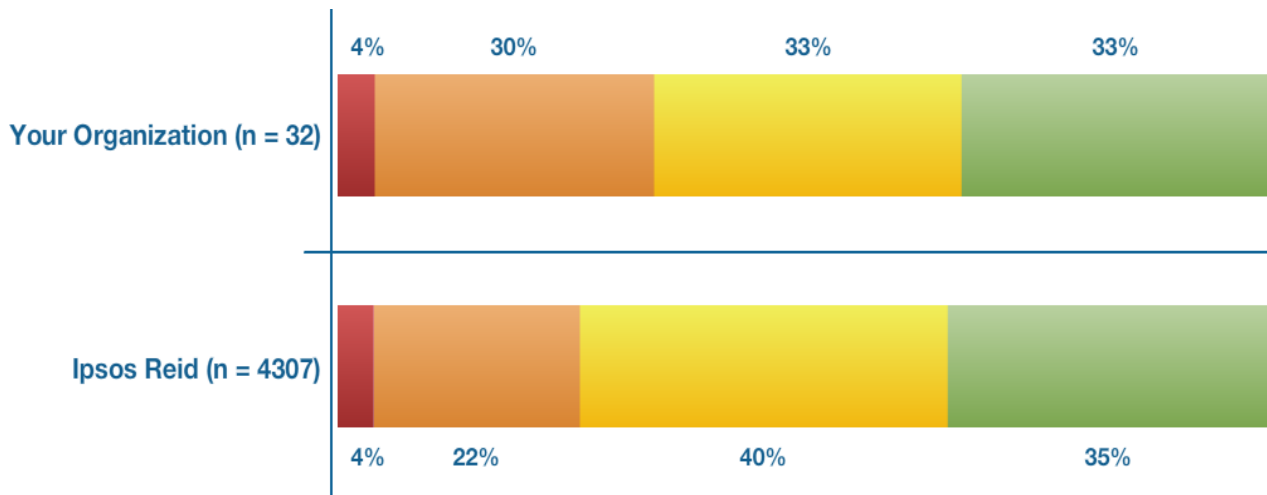
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ORGANIZATIONAL REPRESENTATIVE: John Doe
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PF9: WORKLOAD MANAGEMENT

A work environment where tasks and responsibilities can be accomplished successfully within the time available.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF9: Workload Management. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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GM@W Overview Report

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ORGANIZATIONAL REPRESENTATIVE: John Doe

GM@W ONLINE SURVEY NAME: Test Survey

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GM@W REPORT GENERATION DATE: 2012-10-19 15:55:22



Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. The amount of work I am expected to do is reasonable for my position.*
- 2. I can talk to my supervisor about the amount of work I have to do.*
- 3. I have the equipment and resources needed to do my job well.*
- 4. My work is free from unnecessary interruptions and disruptions.*
- 5. I have control over prioritizing tasks and responsibilities when facing multiple demands at work.*

GM@W Overview Report

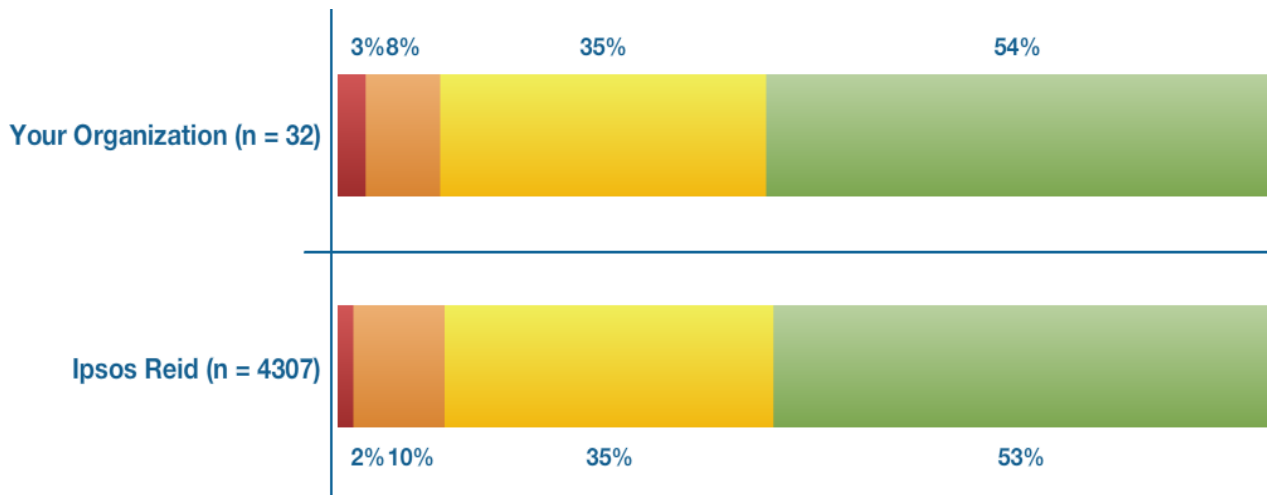
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PF10: ENGAGEMENT

A work environment where employees feel connected to their work and are motivated to do their job well.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF10: Engagement. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. I enjoy my work.*
- 2. I am willing to give extra effort at work if needed.*
- 3. My work is an important part of who I am.*
- 4. I am committed to the success of my organization.*
- 5. I am proud of the work I do.*

GM@W Overview Report

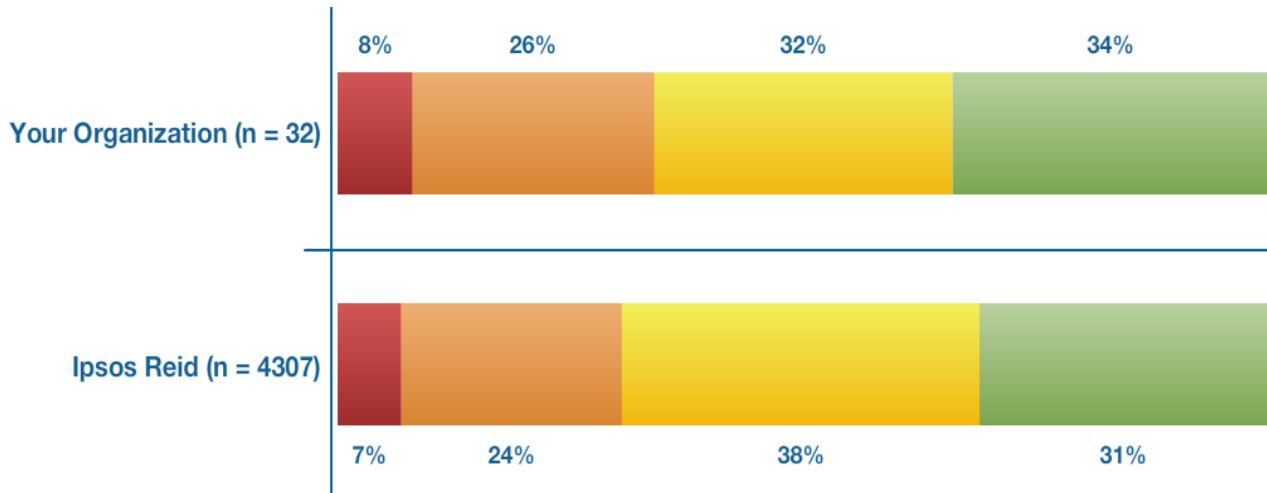
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PF11: BALANCE

A work environment where there is recognition of the need for balance between the demands of work, family and personal life.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF11: Balance. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

- 1. My employer encourages me to take my entitled breaks
(e.g., lunchtime, sick time, vacation time, earned days off, parental leave).*
- 2. I am able to reasonably balance the demands of work and personal life.*
- 3. My employer promotes work-life balance.*
- 4. I can talk to my supervisor when I am having trouble maintaining work-life balance.*
- 5. I have energy left at the end of most workdays for my personal life.*

GM@W Overview Report

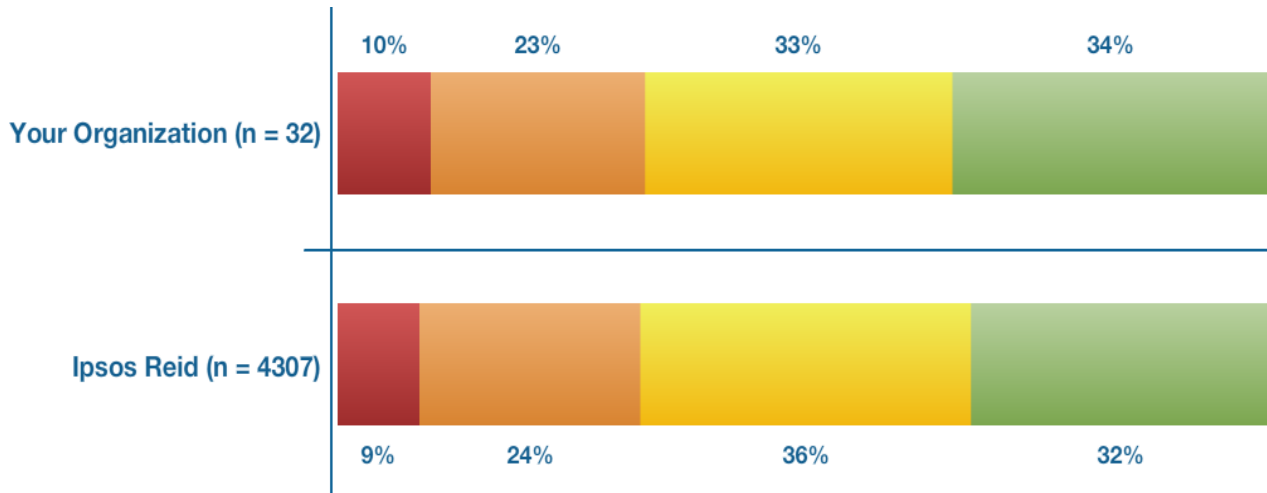
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PF12: PSYCHOLOGICAL PROTECTION

A work environment where employees' psychological safety is ensured.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF12: Psychological Protection. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

1. *My employer is committed to minimizing unnecessary stress at work.*
2. *My immediate supervisor cares about my emotional well-being.*
3. *My employer makes efforts to prevent harm to employees from harassment, discrimination or violence.*
4. *I would describe my workplace as being psychologically healthy.*
5. *My employer deals effectively with situations that may threaten or harm employees (e.g., harassment, discrimination, violence).*

GM@W Overview Report

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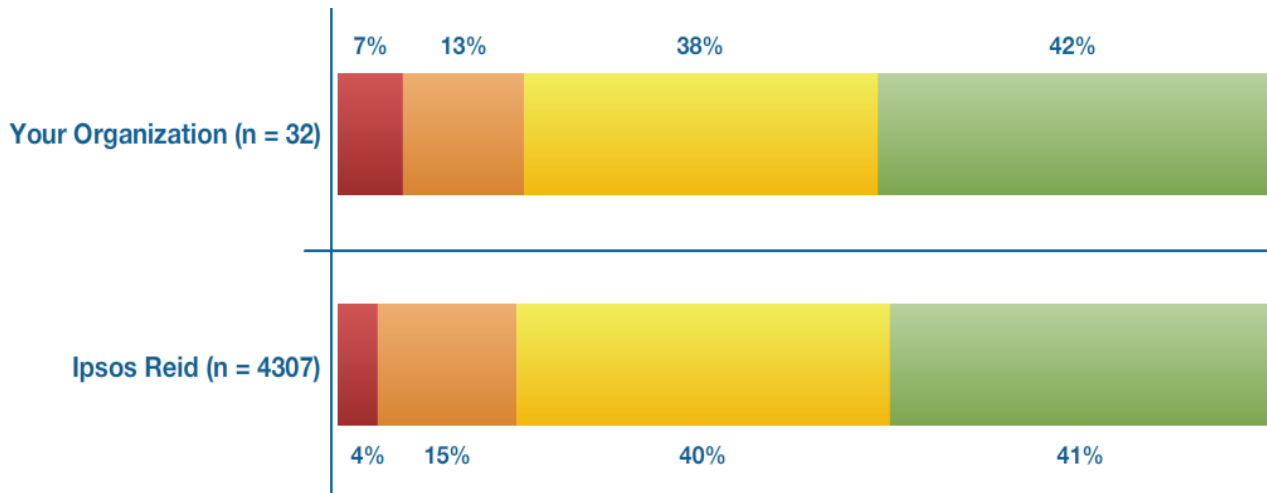


PF13: PROTECTION OF PHYSICAL SAFETY

A work environment where management takes appropriate action to protect the physical safety of employees.

EMPLOYEE RESPONSES: % BY AREA OF CONCERN OR RELATIVE STRENGTH

The following graph displays the percentage of employee responses falling into each of the four areas of concern or relative strength for PF13: Protection Of Physical Safety. The corresponding results of the 2012 Ipsos Reid survey are presented immediately below for comparison.



Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

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Employees were asked to rate their level of agreement (on a 4-point scale) with the following statements

1. *Management takes appropriate action to protect my physical safety at work.*
2. *My employer offers sufficient training to help protect my physical safety at work (emergency preparedness, safe lifting, violence prevention).*
3. *When physical accidents occur or physical risks are identified, my employer responds effectively.*
4. *I have the equipment and tools I need to do my job in a physically safe way (protective clothing, adequate lighting, ergonomic seating).*
5. *My employer responds appropriately when workers raise concerns about physical safety*

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NEXT STEPS

Congratulations!

You now have a profile of your organization (or work unit) and have the information required to act. Refer to the GM@W Action Resources for a practical strategy and evidence-based and effective suggested actions on how to improve the psychological health and safety in your workplace. It is also important to discuss the findings with employees to gain a further understanding of the results and to obtain input into possible interventions. Furthermore, it is important to evaluate the undertaken interventions over time to ensure they are effective and to take corrective action where needed - refer to the GM@W Evaluation Resources for help with this.

Remember that the psychosocial factors in your workplace are not going to change without action and doing nothing is costly - commit to acting on these results. The results are of little value, and the survey process may actually have an adverse effect on staff, if no meaningful and visible action follows. Keep in mind that efforts to address the psychological health and safety of a workplace are most likely to succeed when employers and employees work together.