



# The New World of Work

## Case - TNT Express Benelux

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# TNT Express

- **We provide a wide range of express services to businesses and consumers around the world.**
- **Our People: + 200 countries; + 77000 employees worldwide**
- **Assets: 30.000 vehicles; 46 aircrafts**
- **Our core values:**
  - “we are passionate about are customers”
  - “we care for people”
  - “we keep our promises”
  - “we have a can do mentality”

# Agenda

## The New World of Work @ TNT Express Benelux

- Business Case
- Approach & lessons learned

# Business Case

- Autonomy & Engagement
- Internal fairness & transparent policy
- Attractiveness

## Approach & lessons learned

1. Preparation	Q4_2011
2. Sponsorship Board & installation Project Team	02/2012
3. Survey and needs analysis	03/2012
4. Policy, tools and guidelines	04-05/2012
5. Pilot	05-09/2012
6. Roll out	10/2012 - ...

# Approach & lessons learned

## 1. Preparation

Business imperative n°1: improving employee engagement & feel good factor

*“By failing to prepare, you’re preparing to fail”* – B. Franklin

## 2. Sponsorship Board & installation Project Team

Involvement of the entire Benelux organization

Scope – management of expectations

## 3. Survey and needs analysis

Response of 44% (empl); 58% (mgt) in only 5 days

Flexibility

Most expected advantage: efficiency and better work/life balance

# Approach & lessons learned

## 4. Policy, tools and guidelines

No right or duty

(B)YOD

e-HR

## 5. Pilot

Benelux employees – info sessions

max 1d/w work@home

fortnightly survey: positive & negative experiences

monthly measurement: efficiency; work/life balance; collaboration; IT

result: overall positive feedback

awareness to prepare to work@home

no need to extend to more than 2d/w

## 6. Roll out