



Unlocking Workplace Potential:
Lessons from Fluvius

- 1 For us, the certification is not the goal – it's the result of listening to employees and acting on what matters.
- 2 Ownership drives impact. The moment all teams became responsible, engagement and relevance increased dramatically.
- 3 Trust grows slowly – but it grows based on dialogue, authentic feedback and targeted action.



Baseline 1 year after merging 3 companies (61 %)

Trust, particularly in management credibility & fairness, was fragile. But camaraderie was the cornerstone we knew we could build on.



The first Covid year: People are Grateful (70%)

Trust Index score of just over 70%. Far above expectations.



The next Covid years: Trust Under Pressure (66%)

In 2021-2022, Covid fatigue set in. The score dropped to 66%. We're facing reality. Realisation of a gap between management and teams.

*The real strength of Great Place To Work for us lies in its **adaptability**. As our context evolves year on year, we can add targeted questions that make cultural change measurable. By listening closely to how our culture responds to these shifts, we ensure that our actions are grounded in the employee voice.*

*While **the survey is at the core**, its flexibility allows us to continuously take the pulse of specific changes. This makes it highly customisable to the evolving context of our organisation.*

Maturity - Culture Takes Time (82%)

Building a culture truly does take seven years. Trust in management has reached strong, sustainable levels. GPTW has become part of the organisational spine.



When the Silent Majority Speaks (77%)

We're listening to teams, and opening dialogue about the gap we've noticed. Actively working towards growth: Teams are actively being engaged in building solutions.



Why we keep going >>

GPTW certification is not the destination. It is the compass.

