



# Hi! News from VebeGo

January – 1/2024

## Successful Great Place to Work Certification

The results of our Great Place to Work staff survey are out: VebeGo Germany achieved an impressive employee satisfaction score of 72 per cent - well over the 65 per cent required to earn official Great Place to Work certification. Of all 8500 VebeGo staff, 21 per cent took part in the survey – so there's plenty of room for greater participation in future surveys.

"We are very pleased with this certification. Great Place to Work is a widely acknowledged seal of approval that is well known to the general public. The seal will be very useful to us in recruiting new staff. We can use it in job adverts and on our website, and hope to receive more applications as a result," says Michael Falkenhagen, CHRO. "But this external effect is just one side of the coin, of course. We didn't conduct the survey merely for effect but because we genuinely want to do better. That's why in the coming weeks we will be making a more detailed analysis of the results and discussing with our branches and within the management what we have learned from this initial survey and where we can or should make improvements. Increasing the participation rate will be one of the points for discussion. Another factor we have also noted is the existence of in some cases wide discrepancies between the results of our work sites/branches. That, too, is something we need to look at more closely."

### Seventy-six per cent rate their workplace as good

One of the key statements requiring confirmation in the certification process was: "All in all, I can say that this is a very good place to work." Seventy-six per cent of respondents agreed with the statement.

"There are plenty of points on which we still have work to do, but all in all the results reflect a positive perception of the work climate and staff satisfaction. Our job now is to maintain and strengthen the positive aspects and otherwise work on improving our act," says Michael Falkenhagen, summing up.



### Positive and negative points

Positive staff ratings:

- **Fair treatment without discrimination:** employees are treated fairly, irrespective of their nationality or ethnic origin, gender, sexual orientation or age.
- **Safety in the workplace:** our employees feel safe because physical safety in the workplace is guaranteed.
- **Resources and equipment:** VebeGo ensures that its staff are provided with the necessary means and equipment with which to perform their work to the highest standard.

Negative staff ratings:

- **Celebrations:** celebrating special occasions – that's something we apparently fall short on.
- **Promotions:** it doesn't seem clear to everyone why someone receives promotion and for what reasons. In future, we need to make sure that promotion decisions are clearly and comprehensibly communicated.
- **Social benefits and staff participation:** too few employees are aware that VebeGo offers some special and exceptional social benefits and a fair share in the company's success.

# VebeGo-Podcast „purple inside“: Employees Describe Their Experience of VebeGo Culture

Do you want to know how other VebeGo employees – cleaners, security staff, gardeners, technical staff and industrial cleaners – feel about their daily work at VebeGo? And do you know what VebeGo does to improve the workplace atmosphere at VebeGo? If you don't, then listen in to purple inside, the new VebeGo podcast.

Once a month, Annette Sund, People & Culture Officer, and Wolfgang Koch, Transformation Officer, chat about all aspects of VebeGo corporate culture and interview employees from all departments and regions. In December's episode 2, for instance, Dina and Matilda talk about a building they work at in Wuppertal, how they do or don't celebrate Christmas and what we can learn from that about the VebeGo culture.

The podcast is available on all the well-known podcast platforms, such as Spotify, Apple Podcast, Amazon Music etc. Simply scan the QR code, click on "purple inside Podcast" and select your preferred platform.



## Good to note

### Clients are Happier with us than in 2022

Our clients are satisfied with our performance and happy to recommend us to others – these are the findings of the customer survey we conducted in Germany and Austria in November. In both countries, we improved on our previous year's result.

### Clients Particularly Happy with their VebeGo Contact

Generally speaking, our clients in both countries are particularly happy with their friendly and reliable point of contact at VebeGo. One positive aspect is that our key clients are more than happy. However, the satisfaction rate does unfortunately fall with the importance of the client. General points on which we must improve our performance are deadline compliance and communication. Last but not least, our detailed analysis reveals big differences between the regions in Germany.

# Servico Founder **Holger Feldker** Retires

Bidding farewell to his colleagues was an emotional moment for Holger Feldker on his retirement. "I have mixed feelings about my life ahead as a pensioner. I am looking forward to this new stage in my life, of course, but after 30 years, first as founder and Managing Director of the Servico Group, and now as Managing Director of VebeGo, it is hard to say goodbye. I would like to say a big thank you to everyone who has worked alongside me over the years and supported me," says Feldker.

Holger Feldker has a wealth of experiences to look back on in his professional life in the facility management sector. After managing branches of a leading facility management company for several years in the 1980s and early '90s, in 1994 Feldker cofounded with Franz Wisniewski the company Economy Service Feldker & Partner GmbH, which was later renamed Servico. Under his management, the company expanded to employ over 3000 people. He always attached particular importance to being in touch with staff – the key to success in a service industry – and with clients.



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