



# Great Insights

**10th Annual Nigeria's Best Workplaces Awards  
Ceremony Commemorative Brochure**



## An Insights-ful Welcome

A decade is a measure of time that signifies not just longevity but also the depth of experiences, the heights of achievements, and the profound impact of a remarkable journey. This journey has been marked by great achievements, both for us and the organizations we've recognized.

We've witnessed transformations, empowered individuals, and watched as organizations thrived. As we turn the pages of this commemorative brochure, we invite you to join us in celebrating an incredible milestone - 10 years of recognizing and celebrating great workplaces in Nigeria.

This brochure is more than just a collection of pages; it's a testament to the countless organizations that have embraced our vision and worked tirelessly to **"Become More."**

It is a show of gratitude to employers at great workplaces that embody greatness through the lenses of their employees. It's a tribute to the employees whose lives have been enriched by the commitment to workplace excellence. It's a celebration of continuous learning and growth.

Join us as we embark on this celebratory journey through a decade of excellence, a decade of impact, and a decade of fostering great workplaces.

Warm regards,

**Otamere Elegon**  
Country Manager, Great Place To Work Nigeria



# Why Workplace Culture Matters

Workplace culture is more than just a buzzword; it is a powerful driver of organisational success.

**4%**

Increase in revenue growth, compared to a decline of 1.5% for their peers.

**40%**

Reduction in employee turnover compared to industry averages.

**33%**

Higher on average employee satisfaction score than a non-certified organisation

**25%**

Increase in employee innovation

**87%**

More likely to feel they are a great place to work compared to employees in non-certified organisation

At Great Place To Work, we have conducted extensive research and surveys that provide compelling data on the impact of workplace culture.

Let's explore why workplace culture matters, backed by data from Great Place To Work:

These data points from Great Place To Work highlight the tangible benefits of investing in workplace culture.

By prioritizing a positive culture, organisations like yours can increase employee satisfaction, reduce turnover, foster innovation, achieve financial success, and create an overall great place to work.

Great Place To Work certification serves as a valuable recognition and validation of an organisation's commitment to creating a workplace that prioritizes its people and drives success.

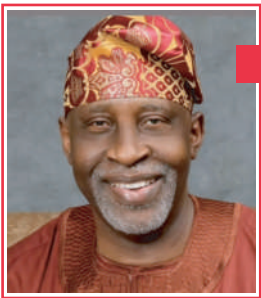
At Great Place To Work, we are dedicated to helping organisations unlock the full potential of their workplace cultures.

Through our certification process and expertise, we partner with organisations to cultivate exceptional cultures that inspire greatness, drive success, and create environments where employees can thrive.

Join us in harnessing the power of workplace culture and together, let's transform your organisation into a truly great place to work.



# From the Chairman's Desk



In a moment of profound significance, as we gather for the 10th annual Best Workplaces Award Ceremony, we reflect on a remarkable journey of recognition, celebration, and transformation. It is amazing to think that it is 10 years already!

Great Place To Work Nigeria, the epitome of workplace advocacy excellence, emerged a decade ago with a visionary mission to help organizations evolve into exceptional workplaces, where growth, innovation, and compassion intertwine seamlessly.

Tonight, we not only honour the success of great workplaces but applaud a profound transformation that enriches work cultures, uplifts employees, and builds organisations where dreams are not just nurtured but realized. Our gratitude extends to our esteemed partners, colleagues, supporters, and well-wishers, who have been the bedrock of our organisation's success.

Here's to another decade dedicated to transforming workplaces, enriching lives, and championing exceptional workplaces in our ever-evolving world.

The Best Is Yet To Come!

**Ghandi Olaoye,**  
*Chairman, Great Place To Work Nigeria*





## From the CEO's Desk



**Ladies and gentlemen,  
distinguished guests,**

Today, we gather to celebrate a significant milestone - the 10th Great Place to Work Nigeria Awards. Our journey began over a decade ago with a vision to understand and shape workplace cultures in Nigeria. Over the past ten awards cycles, we've not only survived but thrived in an evolving landscape, delving deep into the diverse workplace cultures of Nigeria and offering valuable insights.

Our impact extends beyond data and analytics, as we've supported community initiatives and contributed to the well-being of our people. Today, we stand as a Gold standard for workplace recognition in Nigeria and Africa. As we look ahead, we commit to refining our tools, exploring new horizons, and expanding our reach, shaping a future of inclusivity and cultural enrichment.

As we celebrate this 10th Great Place to Work anniversary, let us recommit ourselves to the values that have brought us this far - innovation, respect for diversity, and a deep appreciation for the vibrant workplace cultures of Nigeria and indeed Africa

Together, we will continue to write the story of culture analytics, and together, we will create a brighter future for workplaces in our beloved country of Nigeria.

Thank you, and here's to the next ten years of success, growth, and positive impact.

**Kunle Malomo**  
*CEO, Great Place To Work  
Nigeria*

## From the Group COO's Desk



It has been a privilege to be part of a company that has worked with so many organisations across Nigeria and internationally over the past decade to understand and drive their workplace cultures and employee experience.

Over the past ten years, we have seen the pace of change further accelerate driving new workplace trends. Whilst vast developments in technology have supported significant changes such as remote and hybrid working, leadership teams and the people profession have had to stay agile and support their people in navigating these changes. Although challenging, the increased flexibility has provided some unintended but positive results including the inclusion of previously disadvantaged groups, such as carers or people with certain disabilities. With the recent boom in the use of generative artificial intelligence, we are entering uncharted waters yet again.

Despite the constant change, people remain one of the few constant factors that can make or break the success of any company. Developing the right workplace culture and positive employee experience remain key objectives in successfully embracing change and driving workplace productivity.

It has been a pleasure having worked with so many progressive organizations that have driven their success through investment in their people and through focusing on their employee experience. Like with most things, best people practices develop over time and organisations that invested in their people have repeatedly reaped benefits not only via increased productivity but also through positive financial results.

I am pleased to see the Nigeria Best Workplaces list grow year on year and so many organisations being recognized for their efforts in creating positive workplace cultures.

Many congratulations to the list makers and well done also to non-list makers for taking their first step in learning more about their people experience and thriving to create a best place to work for all in their organisation.++

**Marianna Roach**  
*Group COO,  
Great Place To Work Nigeria*



# Congratulations on your 10th anniversary!



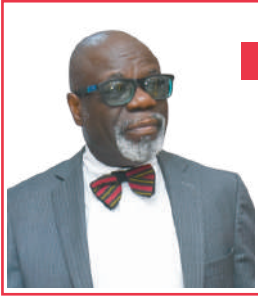
I certainly count working with Great Place To Work as one of the greatest privileges I have had in my career. Working with an organisation with an ethos and cause that I believe in - to help organisations to build workplace cultures that encourage employees to bring their best to work everyday and empowering these organisations to improve their culture through insights and best practices - was special.

The last 10 years have indeed been a journey and I commend the efforts of the entire Great Place To Work team for not only starting a movement but sustaining it over this period.

Looking back from where we started and how the organisation has continued to evolve in helping organizations transform their workplaces into Great Workplaces, I am certain that greater achievements awaits us as we embrace the future and the opportunities that come along.

**Michael Thomas**  
*Director*  
*Great Place To Work Nigeria*

# Congratulations on your 10th anniversary!



I have been working with Great Place to Work for over a decade, and I have seen firsthand the impact that the organization has had on workplaces across Nigeria. You have helped organizations to become more productive and successful by providing them with the tools and resources they need to create and sustain great workplaces.

I remember the first Best Workplaces awards ceremony in Nigeria. It was a small event, but it was packed with energy and excitement. It was clear that there was a real appetite for the Great Place to Work philosophy in Nigeria.

Over the past 10 years, the Best Workplaces awards ceremony has grown into a major event in the Nigerian business calendar. It is now a celebration of the best workplaces in Nigeria, and it is a testament to the success of Great Place to Work in Nigeria.

I am proud to be a part of the Great Place to Work family. I believe that Great Place to Work is making a real difference in the world, and I am excited to see what the next 10 years hold.

As we celebrate this 10th anniversary, I want to share some of my thoughts on the future of Great Place to Work in Nigeria.

I believe that Great Place to Work can play a major role in helping Nigeria to achieve its economic and social development goals. By helping organizations to become more productive and successful, Great Place to Work can help to create jobs, reduce poverty, and improve the quality of life for all Nigerians.

I also believe that Great Place to Work can play a major role in promoting social justice and equality in Nigeria. By helping organizations to create workplaces where everyone is treated with respect and dignity, Great Place to Work can help to create a more just and equitable society.

I am excited to see what the next 10 years hold for Great Place to Work in Nigeria. I am confident that Great Place to Work will continue to play a major role in helping Nigeria to achieve its economic and social development goals.

Congratulations again on your 10th anniversary!

**Olumide Ajomale**  
*Master Trainer,  
Great Place To Work Nigeria*



# Congratulations on your 10th anniversary!



## Dear Esteemed Guests and Members of the Great Place To Work Community,

As a former Country Manager of Great Place To Work Nigeria, it brings me immense joy and pride to extend my warmest goodwill to the Great Place To Work Nigeria team on the occasion of the 10th Best Workplaces Awards Ceremony with the theme "Becoming More." Over the years, I have witnessed the unwavering commitment and dedication of this exceptional community in recognizing and celebrating organizations that go above and beyond in creating outstanding workplace cultures.

This milestone is a testament to the collective efforts of the Great Place To Work Nigeria team, partners, customers, and supporters who have worked tirelessly to foster a culture of excellence in the workplace. It is a celebration not only of the remarkable organizations being honored but also of the continuous growth and transformation of Great Place To Work Nigeria itself. As we reflect on the journey and impact of the past decade, I am filled with gratitude and optimism for the future. I have no doubt that this community will continue to be a driving force in advancing exceptional workplaces and inspiring organizations to embrace the spirit of "Becoming More."

Congratulations on a decade of outstanding achievements, and here's to many more years of success, growth, and positive impact.

Best regards,

**Rev. Michael Tosin-Oni**  
*Former Country Manager  
Great Place To Work Nigeria*



## In Memoriam

The first decade of our existence as an organisation cannot be mentioned without Victor Ligbago of blessed memory. His footprints are still visible and we can not forget him in a hurry.

With his passion for the brand, he connected with so many clients and had a special way of building and sustaining every business relationship.

Victor's sacrifices and kindness to both colleagues and clients knew no bounds. He always played a huge role in seeing to the success of every awards ceremony.

Victor will be remembered as the one who always gave extra in any possible way that he could. His legacy still speaks loud.

*In memory of*  
**Victor Ligbago**  
*Former Country Manager*  
*Great Place To Work Nigeria*

# The Relevance of "Becoming More" in Nigeria's Changing Work Environment

In the ever-evolving landscape of the modern workplace, the theme of "Becoming More" resonates profoundly. It's not just a tagline; it's a compass guiding us through the complex terrain of the 21st-century work environment.

In the context of Nigeria's evolving work environment, the theme of "Becoming More" holds immense relevance, particularly in the face of challenges like the 'Japa' phenomenon. In 2019 and 2020, COVID-19 transformed the global workplace. In 2022 to date, 'Japa' has become arguably the biggest influence on workplaces in Nigeria.

'Japa,' which refers to the emigration of Nigerian professionals to other countries in search of better opportunities, has had a notable impact on the workforce. "Becoming More" underscores the need for organizations to adapt and evolve in response to this trend. It encourages them to develop strategies for retaining talent and creating work environments that attract and retain top professionals.

'Japa' is often driven by the desire for better career prospects. To combat this trend, organisations must focus on resilience. The theme "Becoming More" serves as a reminder that thriving in the face of talent migration requires a commitment to growth, innovation, and resilience. It encourages organisations to bounce back from setbacks and strive for excellence.

As talent migrates, organisations are left with the imperative of nurturing exceptional workplace cultures. "Becoming More" emphasizes the importance of fostering cultures where employees are valued, engaged, and empowered. It encourages organisations to create environments that inspire loyalty and dedication, even in the face of external challenges.

To compete in the global landscape, organisations must focus on continuous learning and innovation. "Becoming More" underscores the significance of adapting to change, embracing new technologies, and staying at the forefront of industry trends. It motivates organisations to invest in training and development to ensure their employees remain competitive.

In an era where 'Japa' can result in a loss of human capital, "Becoming More" reminds us that the human element is an organisation's most valuable asset. It encourages organisations to invest in their employees, both personally and professionally, making them more resilient and adaptable to change. 'Japa' serves as a catalyst for organisational transformation. "Becoming More" prompts organisations to not only cope with change but to embrace it. It motivates them to inspire a collective drive toward excellence, even in the face of talent migration.

In Nigeria's evolving work environment, marked by 'Japa' and the need for resilience and transformation, the "Becoming More" theme serves as a guiding principle. It encourages organisations to adapt, innovate, and invest in their people. It's a call to action, challenging organisations to rise above the challenges and create workplaces where individuals and businesses can thrive, regardless of external dynamics.



## The Global Standard on Workplace Culture

Business leaders, research institutions, and the public all rely on the Great Place to Work® Trust Model© as the definitive standard of what it means to be a great workplace. Our annual research represents more than 12 million employees from thousands of organisations of varying sizes, industries, maturity levels, and structures in over 100 countries.

In our over 30 years of research, we have found that people experience a great workplace when they consistently:

**Trust the people they work for** (assessed through employee perceptions of Credibility, Respect, and Fairness, described below); **Have Pride in what they do**; and **Experience Camaraderie with their colleagues**.

The Trust Model© consists of these five dimensions:

**1 Trust: Credibility**  
Employees see management as credible (believable, trustworthy); assesses employees' perceptions of management's communication practices, competence, and integrity.

**2 Trust: Fairness**  
Employees believe management practices and policies are fair; assesses the equity, impartiality, and justice employees experience in the workplace.

**3 Trust: Respect**  
Employees feel respected by management; assesses employees' perceptions of professional support, collaboration and involvement in decisions, and the level of care management shows for employees as people.

4

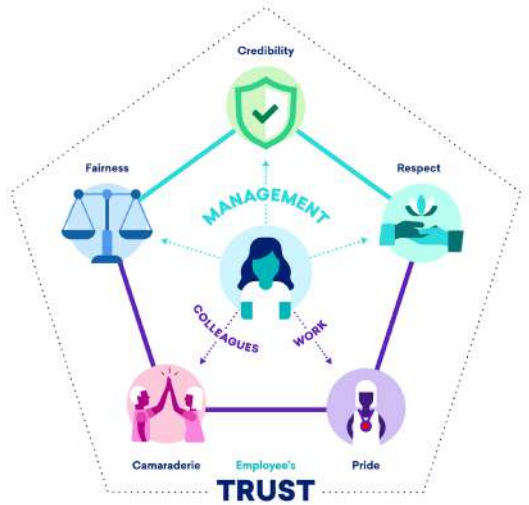
### Camaraderie

Assesses whether employees believe their company is a strong community where colleagues are friendly, supportive, and welcoming.

5

### Pride

Assesses how employees feel about their own individual impact through their work, their pride in the work of their team, and their pride in the company overall.



## The Manager's View

**From the manager's perspective, a great workplace is one where managers:**

Achieve organizational objectives; With employees who give their personal best; and Work together as a team/family in an environment of trust.

Through our work, we've identified the nine areas where leader and manager actions, behaviors, and communications have the greatest impact on the level of trust in an organisation. They are:

### Hiring

Hiring practices ensure new employees fit into the culture and are welcomed.

### Inspiring

Employees see how they contribute to the company's higher purpose.

### Speaking

Leaders provide information honestly and transparently.

### Listening

Leaders are accessible and actively seek employee input.

### Thanking

Employees are appreciated regularly for their work.

### Developing

Leaders help employees to grow professionally and personally.

### Caring

Employees are supported as people with lives outside of work, especially in times of need; workplace is inclusive and embraces diversity; benefits are meaningful and distinctive.

### Celebrating

Organizational and team successes are regularly celebrated.


### Sharing

Rewards of mutual efforts are shared equitably with all who helped produce the results.

# Key Achievements

Nigeria's Best Workplaces from 2013 to Date

## 2013 List

- |   |   |   |  |
|---|---|---|--|
| 1  | 4  | 7  | 10  |
| 2  | 5  | 8  |  |
| 3  | 6  | 9  |  |

## 2014 List

- | Large   | Small   |
|---|---|
| 1  | 1  |
| 2  | 2  |
| 3  | 3  |
| 4  | 4  |
| 5  | 5  |

## 2015 List

- | Large   | Small  |
|---|--|
| 1  | 1  |
| 2  | 2   |
| 3  | 3   |
| 4  | 4   |

## 2016 List

- |   |   |   |  |
|---|---|---|--|
| 1  | 3  | 5  | 7  |
| 2  | 4  | 6  | 8  |

## 2018 List

- |   |   |   |   |
|---|---|---|---|
| 1  | 4  | 7  | 10  |
| 2  | 5  | 8  | 11   |
| 3  | 6  | 9  |   |

## 2019 List

Large		Medium		Small	
1		1		1	
2		2		2	
3		3		3	
4		4		4	
5				5	
6				6	
7				7	
				8	
				9	
				10	

## 2020 List

Large		Medium		Small	
1		1		1	
2		2		2	
3		3		3	
4		4		4	
5		5		5	














## 2021 List

Large		Medium		Small	
1		1		1	
2		2		2	
3		3		3	
4		4		4	
5		5		5	

## 2022 List

Large	Medium	Small
1 	1 	1 
2 	2 	2 
3 	3 	3 
4 	4 	4 
5 	5 	5 

## 2023 List

Large	Medium	Small
1 	1 	1 
2 	2 	2 
3 	3 	3 
4 	4 	4 
5 	5 	5 
	6 	6 
		7 
		8 
		9 
		10 





# 2023 Great Place To Work Certified Organisations

Being certified as a Great Place to Work is a prestigious acknowledgment that signifies a commitment to fostering a positive work environment, promoting employee engagement, and upholding high standards of leadership and organisational culture. It's a mark of excellence that organisations proudly display as a reflection of their dedication to creating a rewarding and fulfilling workplace for their employees.



## Join the Rank of Certified Organisations, Become Great Place to Work Certified Today!

Ready to redefine your workplace and join the league of certified organisations that prioritize greatness? The Great Place to Work Certification is your passport to transforming your workplace culture into an unparalleled haven of excellence.

Don't just aim for success; make it a reality! Initiate the journey today and witness the transformative power of becoming a Great Place to Work Certified organisation.


































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[greatplacetowork.com.ng](http://greatplacetowork.com.ng)

# 2023 BEST PRACTICES AWARD NIGERIA

These award recognizes the accomplishments of organisations in Nigeria who have implemented creative and effective approaches to developing trust, pride, and camaraderie within their unique workplaces.

	Small 10 - 99 employees	Medium 100 - 499 employees	Large 500+ employees
Best in Promoting High-Trust Culture			
Best in Promoting People Leadership Practices			
Best in Delivering Impactful Organisational Values			
Best in Promoting Employee Wellbeing Practices			
Best in Promoting Culture of Innovation By All			
Best in Promoting Corporate Social Responsibility Initiatives			
Best in Promoting Fun and Friendly Culture			
Best Workplace for Women			
Best in Promoting Culture of Diversity, Equality, and Inclusion			
Best in Promoting Learning & Development Practices			
The Victor Ligbago Award for Best Workplace for millennials			



## **An Insight on CFA & Great Place to Work's 2019 Collaborative Research Study: Focused on the State of Gender Diversity and the Female Employee Experience in the Nigerian Financial Services Sector.**

This 2019 collaborative research study focused on the state of gender diversity and the female employee experience in the Nigerian Financial Services Sector. The research highlighted the increasing participation of women in the workplace and the financial marketplace in Nigeria, shedding light on the factors contributing to this growth. However, it also revealed challenges impacting the overall quality of the female employee experience and identified gaps in diversity practices within the sector.

The research aimed to gain insights into gender diversity and the experiences of female employees, offering recommendations for optimizing the workforce's potential. The study employed a methodology that included the Trust Index Survey and Culture Audit tools, along with focus group sessions.

Key findings indicated that women represented approximately 42% of the sector, with significant variations in leadership representation and voluntary turnover. Themes of teamwork, values and ethics, diversity, recognition, and communication emerged as drivers of female employee engagement. The study also noted that male and female employees' engagement drivers were similar, with differences in their engagement sources. Notably, a majority of both genders felt they were treated fairly, although opportunities for development and psychologically healthy workplaces were areas of concern.

Overall, the research illuminated the progress and challenges in gender diversity and employee experiences in the Nigerian financial services sector, offering valuable insights for future improvements.

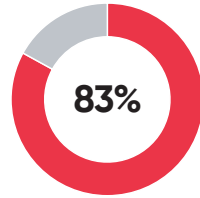
Contact [NG\\_info@greatplacetowork.com](mailto:NG_info@greatplacetowork.com) to access the full report.



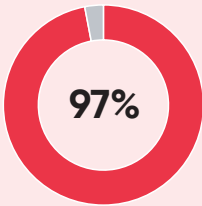
# The **Legendary Award** goes to:



In the realm of workplace greatness, FBN Holdings Plc stands tall as a certified organisation, earning its stripes as a Great Place to Work for 5 consecutive years. As we celebrate with them today, let's delve into the insightful data from the Trust Index Survey, painting a vivid picture of why FBN Holdings Plc is not just a workplace but a thriving community of engaged and fulfilled individuals.

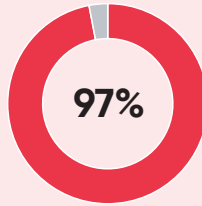


83% of FBN Holdings Plc employees say this is a Great Place to Work.



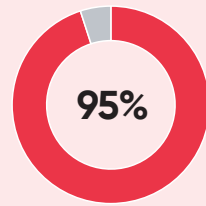
### **A Culture of Inclusivity**

A staggering 97% of employees emphasize the warm welcome they receive upon joining FBN Holdings Plc. This statistic reflects the organisation's commitment to fostering a culture of inclusivity, where every team member is not just a part of the company but a valued member of a welcoming family.



### **Pride in Employment**

Pride is a powerful motivator, and a whopping 97% of FBN Holdings Plc employees proudly proclaim their affiliation with the organisation. This level of pride is a testament to the collective achievements and positive experiences that define the workplace.



### **Professional Growth**

In the pursuit of excellence, FBN Holdings Plc invests in its greatest asset—its people. An impressive 95% of employees acknowledge the opportunities for training and development, highlighting the organisation's dedication to nurturing professional growth and continuous learning.

*FBN Holdings Plc's 2023 half-year profit before tax of N206.2 billion is a testament to its great people policies and practices.*

## Previous **Legendary Award** winners



NB: This award goes to organisations who have been certified for 5 consecutive years.

# What attributes do Nigerian employees value the most in a CEO?

Below are ten attributes associated with high-performing CEOs. What matters most will depend on various factors, such as who you ask and which organization the CEO is responsible for. Whilst *all are important*, we asked a representative panel of Nigerian employees to help us to rank them.

## Top 10 Countdown

### #1 Provides Vision & Clarity

Employees want a CEO who can articulate a clear and inspiring vision for the company's future. A well-defined vision provides employees with a sense of purpose and direction.

### #2 Showcases Integrity & Ethics

A CEO's personal and professional ethics matter to employees. They want a leader who acts with integrity, honesty, and fairness, both internally and externally.

### #3 Is a Transparent & Strong Communicator

Open and transparent communication is highly valued. Employees want a CEO who keeps them informed about company developments, challenges, and strategic plans. Regular updates and opportunities for dialogue are essential.

### #4 Supports Innovation & Creative Thinking

Employees often admire CEOs who encourage innovation and are willing to take calculated risks to drive the company forward. A culture of innovation can inspire creativity and growth.

### #5 Advocates Employee Development & Wellbeing

CEOs who invest in employee development and well-being are appreciated. This can include offering opportunities for training and advancement and fostering a healthy work-life balance.

### #6 Delivers Results & Business Performance

Ultimately, employees want to see results. CEOs who can lead the company to success, growth, and profitability are typically well-regarded, as long as this success is achieved ethically and sustainably.

### #7 Is Empathetic & Approachable

CEOs who are accessible to employees and make an effort to engage with them personally, whether through town hall meetings, informal conversations, or other means, are often appreciated. Employees want to feel that their concerns and feedback are heard and taken seriously.

### #8 Champions Inclusivity & Diversity

Employees value CEOs who promote diversity and inclusion within the organization. A commitment to creating a diverse and equitable workplace is seen as a positive trait.

### #9 Is Adaptable & Resilient

CEOs who can adapt to changing circumstances and lead the organization through challenges are highly regarded. Resilience in the face of setbacks can inspire confidence.

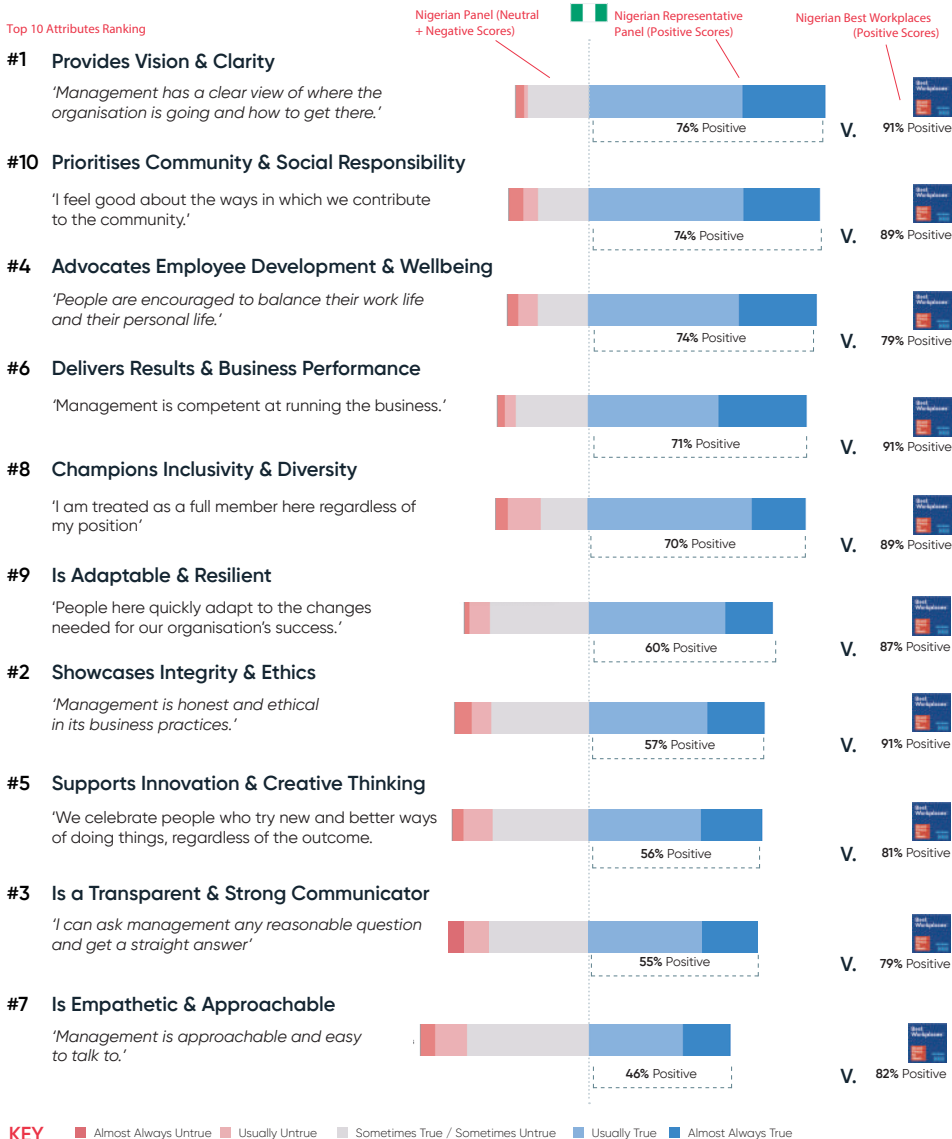
### #10 Prioritises Community & Social Responsibility

CEOs who engage in corporate social responsibility efforts and contribute positively to the community are often admired. Employees want to work for a company that aligns with their values.

*Excerpts from our latest research on organisational culture and leadership*

## How does this compare to the 'average' employee's actual experience of leadership and management in Nigeria?

Whilst we've established what employees value in a great CEO/Leader – we used a selection of our research-backed Trust Index™ statements to understand the reality of the 'average' Nigerian employee's experience and have compared that to the experience of those at Best Workplaces in Nigeria™. This page showcases the experiences of our representative panel at their current/most recent workplace.



\* NOTE: Population Study captures 'average individual experience' level v Best Workplaces at an 'average company experience' level

Excerpts from our latest research on organisational culture and leadership

## Thoughts and summary from Organisational Psychologist, and Great Place To Work Nigeria's Change Consultant, Dr Petrina Carmody (PhD CPsychol)



### Every Organisation is Unique.

Whilst this provides a fascinating insight into the 'average' employee's preferences and experiences of their CEO and leadership, it's important to note that different employees may prioritise these qualities differently, depending on their role, level of seniority, and personal values. Additionally, their organisation's specific context and challenges can influence which qualities are most valued at any given time.

**In practice, the most influential CEOs possess a combination of the qualities in this report (and more) and adapt their leadership style to the needs of the organisation and its employees. Building trust and a strong rapport with employees is vital to becoming a successful and respected CEO.**

### 'Vision & Clarity' Win Out

Employees in Best Workplaces consistently rate CEO attributes from the top ten more favourably than employees in our Panel. Strong leadership is typically a critical pre-condition for workplaces offering employees a great high-trust experience and a stronger bottom line.

Encouragingly, however, the CEO attribute rated most important in Nigeria – providing 'Vision & Clarity;' is also rated very highly by those at Best Workplaces™ and our Nigerian Panel.

### Action Planning Suggestions

Had the Panel results been from a *single* organization, I'd recommend focussing on the attributes voted the 'most

important' for CEOs to showcase. I would also look at those with the most significant gaps between the Panel and Best Workplaces in Nigeria™. Specifically:

- Keep focus on supporting leaders around 'Provides Vision and Clarity'. While it is the highest-scoring attribute for the Panel, it is still notably lower than the Best Workplaces™ and the most important attribute for CEOs.
- Work with leaders to define and role model 'Integrity and Ethics' from the top. This key leadership attribute scores among the least favourably and is notably lower than the 'best' (the Best Workplaces™ benchmark)
- Communication is a third key focus area. 'Transparent and Strong Communication' is the third most important CEO attribute but scores among the least favourably and most notably lower than the 'best.'
- The lowest scoring topic area is 'Empathetic and Approachable' leadership, which also rates least favourably versus the experience of those at the 'best' organisations.

### In Conclusion

This insight highlights opportunities for organisations to drive focus on the leadership attributes that matter the most and, where there is higher performance, to sustain and build on that.

At Great Place To Work, our Trust Index survey and associated Change consultancy actively guide leaders at each level, from frontline to C-Suite, to interact mindfully in ways that drive strong engagement and the bottom line.

[www.greatplacetowork.com.ng/en/Ask-Great-Place-To-Work](http://www.greatplacetowork.com.ng/en/Ask-Great-Place-To-Work)

**Because every company is unique, if you would like to discuss partnering with our experts to understand your organization's workplace culture, drive it forward and earn Great Place To Work-Certification, please contact us at**

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# Customer Testimonials that demonstrate the positive impact on employees and organizations.



We observed a disengaged workforce & high attrition. So two years ago, we commenced on a journey to refocus our organisation and revamp our culture. The people transformation agenda and positive employee experiences have been quite a rewarding challenge.

The company has witnessed a growth trajectory, employees are more engaged, reduced attrition, and improved productivity.



Our Great Place to Work certification journey was an inspiring adventure that gave us deep insights into our work culture, fostered collaboration, and led to innovation. It helped us appreciate our remarkable transformation over the past three years.



The Great Place to Work certification has had a very impactful effect on our workforce at the group level, particularly with our workforce in South Africa. We have seen increased engagement levels rise across the group with improved productivity levels. Our revamped and inclusive "Yes We Can" attitude with a solid leadership base has heightened the momentum.



The Great Place to Work Institute's assessment process is exceptionally thorough. Their comprehensive evaluation allowed us to gain valuable insights into our workplace dynamics, fostering an environment of continuous improvement and excellence. Their dedication to precision sets them apart as true experts in this field"



Obtaining the Great Place to Work certification has been a game-changer for our organisation. It has fostered a culture of trust, collaboration, and employee well-being. Leveraging the valuable insights gathered from this certification, we will successfully refine our workplace dynamics, nurturing a more dynamic and rewarding atmosphere for our team members. We're honored to be recognized as a top workplace, and it has positively impacted our organisation.



From the very beginning, we set out with the goal of creating an exceptional workplace for our employees. We recognize that a happy and engaged workforce is not only beneficial to our team members but also essential for the success and growth of our company and Great Place to Work more than delivered at getting an objective evaluation by our employees and which feedback points us towards some of our blind spots thus helping us better understand our company culture and the impact it had on employee perception of the organization. The results of the survey led to an increase in our social media activities as well as helping us achieve an improved Gallup score.

We look forward to participating in the coming year and highly recommend Great Place to Work to organisations keen on sustaining a great culture.



PROVIDUSBANK

Deciding to embark on the Great Place To Work certification was one of the best employee engagement decisions we made as a Bank as the anonymity of the survey gave our employees comfort and confidence in giving honest and relevant feedback.

The process was seamless and stress free and the survey categories gave us in-depth insights on areas where we have done well and made impact in terms of people management as well as areas of improvement. Getting the certification was an acknowledgement of the great work we have done and continue to do in relation to employee welfare. This certification affirms the result of our Management's deliberate and conscious focus on employee well-being and happiness".



Achieving the Great Place To Work certification has been transformational for us at 9PSB. In addition to placing us in the limelight as a digital bank that fosters a culture of trust, innovation, and excellence, while elevating us amongst peers as an employer of choice, it boosted the pride of our people and we see this in their daily activities and their passion and commitment to live up to and surpass expectations.



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At Buhler Limited our Core Values of Trust, Ownership, and Passion act as a compass for us to maintain an inclusive working atmosphere and safeguard our customer focus, with these strong values comes an even stronger working culture. We rely on sustaining a culture that is open, inclusive, collaborative, and empowering within our offices worldwide.

We believe that the key to a productive and inviting workplace is being a learn-it-all instead of a know-it-all.



The recognition and process of participating in the evaluation conducted by Great Place To Work Association allowed us to gain valuable insights into our strengths as an employer, as well as areas where we could further enhance workplace practices.

The detailed feedback provided empowered us to make informed decisions and implement initiatives that have direct impact on our employees, satisfaction and engagement.



Our experience with Great Place To Work has been exceptional. The platform's seamless voting process, insightful engagement dashboard, and invaluable recommendation support have truly transformed our team.

Thank you for helping us enhance workplace satisfaction and productivity.



Having the Great Place To Work badge has had a positive impact on our organisation. It has helped us attract top talent and boost employee morale and productivity. Beyond the badge, we are dedicated to sustaining a positive workplace culture while remaining a great place to work.

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## Employee Comments



I count it as a privilege to be actively involved at Great Place To Work for 10 good years now, and I'm proud to say this is where I found myself. My Great Place To Work experience has really helped me to discover myself and my hidden potentials, simply because we encourage a collaborative environment as our culture. It's a place where everyone can create, everyone can contribute and everyone is connected.

I give it to our leaders that believed in me, led me on the path to grow and stretched me into several different functions to get where I am today.

Moreso, the Great Place To Work mission inspires me daily, it's a product that I feel passionate about, seeing how we have remained relevant in the minds of organisation who are committed to this transformational journey of building great workplaces....nothing is more rewarding & fulfilling than making positive impacts in shaping the world of work.

### **Tochi Achugwo**

Head of Operations



Great Place to Work has been a transformative experience for me. Starting as an intern data analyst, I quickly realized the immense value of the company's positive and inclusive culture.

The nurturing environment provided me with countless opportunities to learn, grow, and showcase my skills. Through mentorship and continuous support, I was able to hone my analytical abilities and quickly advanced to the role of Head Analyst.

Great Place To Work's commitment to employee well-being and empowerment has not only propelled my career but also positively impacted my personal life.

Great Place to Work has truly been the catalyst for my professional growth and lifelong connections.

### **Anthony Njoku**

Head Analyst

## Employee Comments



Over the course of my tenure, I've had the privilege of spearheading transformative digital campaigns and initiatives that have not only elevated our online presence but have also played a pivotal role in shaping the narrative of Great Place To Work.

In this ever-evolving digital era, my role extends beyond conventional strategies. It's about staying at the forefront of industry trends, adopting emerging technologies, and pioneering innovative approaches to drive growth. My experience at Great Place To Work has been instrumental in honing my skills, fostering a passion for continuous learning, and solidifying my commitment to shaping the digital landscape.

Looking ahead, I am excited to continue leveraging my expertise and experience to contribute to the ongoing success and digital excellence of Great Place To Work.

**George Ndugbu**  
Digital Strategist



In my role, I have seen the power of data in uncovering insights and driving positive change. The data we collect and analyze doesn't just represent numbers; it reflects the heartbeat of organizations and the well-being of employees. Our work contributes to creating better workplaces and happier employees which is really rewarding to see.

I'm grateful for the experiences, the learning, the people, and the impact we've made. Here's to the next decade of celebrating great workplaces and fostering a world where everyone can enjoy a fulfilling work life.

**Eniola Ogunmona**  
Associate Analyst



As an Associate Content Creator at Great Place To Work, I've witnessed a commitment to excellence in best practices and culture assessment that's truly remarkable. Striving for these definitely makes you an outstanding person and employee. The dedication of the team and the impact of our work reflect the company's core values. It's been an inspiring journey, and I'm honored to be part of such a dynamic and visionary organisation. Great Place To Work is a Great Place to Work!

**Anita Okwechime**  
Associate Content Creator



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## Future Goals

Earn Certification  
Mental Health  
For All Community  
Great Conversations

### Industries Best Workplaces list including

1. Banking and Insurance
2. Technology
3. Manufacturing
4. Medical Services

# Earn Great Place To Work Certification



This Certification is a prestigious recognition that demonstrates an organisation's commitment to creating an exceptional workplace culture.

Our rigorous assessment process evaluates workplace culture through the Great Place To Work Trust Index<sup>®</sup> survey and Culture Audit<sup>®</sup>.

The survey collects anonymous employee feedback, while the audit assesses policies and practices. This comprehensive evaluation ensures a holistic understanding of an organisation's culture.

By pursuing Great Place To Work Certification, organisations like yours demonstrate their dedication to continuous improvement and their willingness to invest in their most valuable asset—their people. The certification process provides valuable insights and guidance for organisations to identify areas for growth and enhancement, allowing them to create an even more exceptional workplace culture.

## Benefits of Great Place To Work Certification

- **Positive Business Outcomes:** Certification is associated with improved financial performance, innovation, productivity, and adaptability.
- **Increased Employee Engagement:** Certification drives higher levels of employee engagement by fostering trust, collaboration, and a sense of purpose.
- **Enhanced Employer Brand:** Certification enhances an organisation's employer brand, attracting top talent and setting it apart as an employer of choice.
- **Higher Customer Satisfaction:** A positive workplace culture improves customer satisfaction through engaged and satisfied employees.
- **Improved Retention Rates:** Certification leads to reduced employee turnover and higher retention rates, saving on recruitment costs.
- **Attraction of Top Talent:** Certification serves as a beacon for top talent, highlighting an exceptional workplace culture.

# Mental Health

Mental Wellness which refers to a state of emotional and psychological well-being characterized by a positive sense of self, effective stress management, healthy relationships, and the ability to cope with life's challenges, is a growing deficiency among employees in organisations across the globe.

Great Place To Work Nigeria will be launching a Mental Wellness Campaign in 2024, and part of the activities lined up include a:



Mental Wellness  
webinar



Mental Wellness  
Fair



Social Media  
Awareness  
Campaign



Mental Wellness  
Best Practice award

# For All Community

Our For All Methodology builds on the Trust Index scores by ensuring that every single employee, no matter who they are or what they do for their company, is having a consistently positive experience at work. We use the For All Methodology to evaluate all our Best Workplace lists.

Our For All Community is made up of the amazing network of thousands of organisations and people leaders all around the world who are striving to ensure the best workplace cultures possible and a more inclusive and equitable society for everyone.

# Job Board

Great Place To Work Nigeria recently launched the Great Place To Work Nigeria Job Order Board in response to the growing demand by HR executives for a reliable job platform to facilitate the hiring process by connecting employers with potential candidates.

It is just a click away.

<https://greatjobsng.careerwebsite.com/>



## Great Conversations With Great Leaders

Join us for our "**Great Conversations with Great Leaders**," a captivating monthly webinar series hosted by brilliant Great Place To Work consultants, where they engage in thought-provoking discussions with renowned industry leaders.

Discover valuable insights, strategies, and best practices to create an exceptional workplace culture, foster strong leadership, and elevate employee experiences.

What makes this event truly exceptional is its anticipation of brilliance. It's a forum where leaders become storytellers, sharing the challenges they've overcome, the triumphs they've celebrated, and the lessons that have shaped their leadership journey.

Get ready to be captivated, enlightened, and inspired. "Great Conversations with Great Leaders" is not just an event; it's an experience that promises to shape the future of our workplace—one conversation at a time.

Don't miss out on this opportunity to learn from the best.  
Visit the event page on our website for the next Great Conversations date.



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## A Big Thank you

We extend our deepest gratitude to our invaluable partners, sponsors, and members of the Great Place To Work Community, who have been the cornerstone of our mission's success over the past decade.

Your belief in our vision and commitment to fostering great workplaces has propelled us to this remarkable milestone. Your contributions have not only transformed organisations but have enriched the lives of countless individuals.

Together, we have built a community that cherishes growth, inclusivity, and excellence. Thank you for being an integral part of our journey, and we look forward to continuing this remarkable voyage together.

## Join Us

Join us in our mission to transform workplaces into exceptional environments where employees thrive, cultures flourish, and organizations prosper.

At Great Place To Work Nigeria, we invite you to be part of a community committed to fostering workplace excellence. Together, we can make a profound impact on individuals, businesses, and society as a whole.

By embracing our mission, you'll not only enhance your organization's success but also contribute to a collective vision of a world where every workplace is a great place to work. Join us, and let's work together to **"Become More."**

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# Great Starts Here