



RESEARCH FIRST



CANTERBURY REBUILD SAFETY CHARTER

MEMBERS SURVEY 2017



**CANTERBURY REBUILD
SAFETY CHARTER**

RESEARCH REPORT
JUNE 2017

Contents

Members Survey 2017

Disclaimer

Research First notes that the views presented in the report do not necessarily represent the views of Canterbury Rebuild Safety Charter. In addition, the information in this report is accurate to the best of the knowledge and belief of Research First Ltd. While Research First Ltd has exercised all reasonable skill and care in the preparation of information in this report, Research First Ltd accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report.

| | | |
|----------|--|-----------|
| 1 | Key Findings | 3 |
| 2 | Research Design | 5 |
| 2.1 | Context | 5 |
| 2.2 | Method | 5 |
| 2.3 | Analysis | 6 |
| 3 | Engagement | 7 |
| 3.1 | Usefulness of Charter Resources | 7 |
| 3.2 | The Newsletter | 11 |
| 3.3 | The Website | 13 |
| 3.4 | Charter Events | 15 |
| 4 | Charter Project Officer and Representatives | 16 |
| 4.1 | Charter Project Officer | 16 |
| 4.2 | Charter Representatives | 17 |
| 5 | Charter Awareness | 18 |
| 5.1 | Recall of Charter Commitments | 18 |
| 6 | Perceptions of The Charter | 19 |
| 6.1 | Influencing Practice | 19 |
| 6.2 | Usefulness for Improving Health and Safety | 21 |
| 6.3 | Value for Money | 24 |
| 6.4 | Other External Support for Health and Safety | 26 |
| 7 | Promoting the Charter | 27 |
| 7.1 | Net Promoter Score | 27 |
| 7.2 | Encouraging membership | 29 |
| | Appendix One: Endorsee Perceptions | 30 |
| | Appendix Two: Charter Officer Engagement | 34 |
| | Appendix Three: Perceptions by Signatory Type | 38 |
| | Appendix Four: Sample Profile | 43 |

1

Key Findings

Resources

- Newsletters and events were rated as useful Charter resources by the highest proportions of respondents. These resources were also heard of/used by the highest numbers in the sample.
- Analysis by signatory type indicated charter resources were perceived similarly across the groups.
 - There is some indication that support for toolbox talks is higher amongst specialist trade organisations and the usefulness of Charter Champions is seen more amongst residential builders and commercial construction. Leadership guidance and tools were regarded as useful by higher proportions of those in professional services and government organisations/insurers. These differences are not statistically significant.
- Newsletter readership levels are in line with 2015 findings. Most members read all issues, though not all in detail.
 - Improvement areas: amount of content, layout, design and wordiness.
- The majority of respondents did visit the Charter website however frequent use was low; over half visiting less often than once a month.
 - Improvements suggested identified the need for more content and changes to access, layout and design.
- Event attendance has increased; the proportion of members that had not been to any events has dropped between the 2015 and 2017 survey points.
 - Small businesses were more likely to have not attended any events.
 - Respondents predominantly cited event timing as the reason for non-attendance.

Charter Project Officer and Representatives

- The proportion that stated that the Charter Project Officer had visited their worksite has dropped slightly from 16% in 2015 to 10% in 2017.
- Respondents that had received a visit from the Charter Officer and/or had staff attend a workshop/orientation displayed a higher level of engagement and more positive perceptions:
 - A significantly higher proportion had changed their practice based on information provided by the Charter
 - A significantly higher proportion thought the Charter was very useful for improving health and safety
 - A significantly higher proportion strongly agreed that the Charter is good value for money
 - The NPS score was +44 compared with -1 for those who had not engaged with the Charter Project Officer.
 - Respondents that had received a worksite visit or had staff attendance of a Charter workshop/orientation were positive about the experience.



Newsletters are the highest rated and most used resource



Awareness of the **ten commitments** has **declined** since 2015



of respondents stated that they had **changed their practice** based on information provided by the Charter.

Awareness

- Unprompted recall of the Charter commitments was low; three quarters of respondents (74%) could not list any of the ten commitments.
- Awareness of the ten commitments has declined when compared with 2015;
 - Unprompted recall, prompted recall and total recall levels have all dropped.

Perceptions

- Half of respondents (52%) stated that they had changed their practice based on information provided by the Charter.
- 45% identified the Charter as useful for improving health and safety, a slight decline from 53% in 2015 (the difference is not statistically significant).
- 61% agreed the Charter is good value for money, a slight increase from 56% in 2015 (the difference is not statistically significant).
- The Charter's NPS score for 2017 is +9, up slightly from +6 in 2015.
 - Improvements in NPS scores were achieved amongst small and medium businesses.
- NPS scores differed by signatory type. Figures are based on small sample sizes and should be viewed with caution.
 - Results indicated lower NPS scores from specialist trade organisations and endorsees. Much higher results were received from residential builders and government organisations/insurers.

2

Research Design

2.1 Context

The Canterbury Rebuild Safety Charter (the Charter) is a health and safety agreement between the leaders of a number of government organisations and companies leading the Rebuild. The Charter includes a vision, ten aspirational commitments and detailed actions designed to meet those commitments.

The Charter was launched in 2014 and has grown from 51 signatories and endorsees to over 370.

In 2015, the Charter Steering Group undertook a survey of its members (signatories) to understand the perceptions of, and engagement with the Charter. This project repeats the 2015 survey to help understand any progress made by Charter activities since 2015 and includes a number of new questions to highlight areas for future focus.

The 2017 survey also includes endorsees and signatories in the sample frame.

2.2 Method

The survey is a visible contact point for the Charter Steering Group and is as an engagement mechanism with Charter members, a research method that meets both the information needs of the group and the communication needs of the Charter members is important to the overall engagement mechanism.

The data was primarily collected through a telephone survey of all signatories and endorsees (374 members). For this 2017 survey, an online version of the survey was added to run concurrent with the telephone approach. This had two major benefits:

More inclusive approach – Telephone numbers for a small proportion of the sample were not held and a number of respondents were not able to be contacted by phone. Where email addresses were available for this group, the survey was emailed directly with an invitation to participate online. Follow up reminders were also sent to prompt completion

Improved engagement process – an online tool was the preferred engagement mechanism for some respondents. In offering this alternative these members had a more positive experience of the research process.

A total of 210 members completed the survey which represents a robust 56% response rate compared to the population as a whole.

| | Total sample frame | Achieved sample | Overall response rate |
|---------------------|--------------------|-----------------|-----------------------|
| Endorsees | 53 | 21 | 40% |
| Signatories | 321 | 189 | 59% |
| Total sample | 374 | 210 | 56% |

2.3 Analysis

Trend analysis with 2015 results has been included where questions have remained the same across both surveys.

The 2015 survey results are based on 141 surveys from 200 signatories; endorsees were not surveyed. The 2017 sample represents the wider reach of the Charter in 2017.

As the population has increased, where percentages remain similar across the two survey periods there has still been an increase in the real numbers of members and endorsees affected.

Overall results are robust and accurate to +/-4% at the 95% confidence level for the total population size of 374 members and endorsees. Results within the subgroups have smaller sample sizes and therefore higher error margins so should be viewed with more caution.

The profile of survey respondents is shown in Appendix 1.

Responses for five point scale questions have been grouped as follows:

| 1 | 2 | 3 | 4 | 5 |
|---|-------------------------|---------|----------------------|--------------------------------|
| Not useful at all/ Strongly disagree | Not useful/ Disagree | Neutral | Useful/ Agree | Very useful/ Strongly agree |
| Total Not Useful / Disagree | | | Total Useful / Agree | |

Results have been analysed by signatory type and size of business/organisation. Caution should be applied to comparisons between signatory types due to low base numbers and differences in base numbers across the sample.

Size of business has been defined by full-time equivalents. Small businesses 0-9 FTE, medium 10-49 FTE, large 50+ FTE.

Differences in findings between groups have been tested for statistical significance. Where there are statistical significant differences this has been highlighted in the report.

Not all questions were asked of all respondents. For example, where a member or endorsee stated they thought a resource was either 'not useful' or 'not useful at all' these respondents were asked to provide the reason or reasons why they felt this way. Respondents that thought the resource was useful were not asked the follow up question.

3

Engagement

3.1 Usefulness of Charter Resources

Newsletters and events were rated as useful by the highest proportions of respondents. These resources were also heard of/used by the highest numbers in the sample.

Higher proportions of respondents in 2017 stated that the newsletter is useful, when compared with 2015 results, though the differences are not statistically significant increases.

Higher proportions of respondents in 2017 stated that the newsletter is useful, when compared with 2015 results.

Posters, Charter Champions and Mentoring are seen as comparatively less useful. These resources were also engaged with by lower numbers of respondents.

Posters show a rise in perceptions of usefulness though overall are less useful than other resources.

Perceptions of other resources are consistent across the survey years.

Size of business did not have a significant impact on perceptions of usefulness.

Figure 3.1.1: Usefulness of Charter Resources – Total Sample

| | Useful 2015 | Useful 2017 | Not useful at all | Not useful | Neutral | Useful | Very useful | Number of respondents |
|---|-------------|-------------|-------------------|------------|---------|--------|-------------|-----------------------|
| Newsletter | 62% | 73% | 4% | 6% | 17% | 47% | 26% | 189 |
| Events | 74% | 72% | 2% | 6% | 20% | 39% | 34% | 178 |
| Website | 61% | 66% | 3% | 6% | 25% | 48% | 18% | 176 |
| Toolbox talks | 62% | 66% | 1% | 5% | 28% | 39% | 27% | 165 |
| Leadership guidance and tools | NA | 60% | 1% | 9% | 30% | 38% | 21% | 149 |
| Charter Orientations/Workshops | NA | 55% | 3% | 10% | 32% | 33% | 22% | 134 |
| Charter assessment tool and performance plans | 51% | 50% | 7% | 14% | 29% | 38% | 12% | 147 |
| Posters | 36% | 45% | 7% | 15% | 34% | 30% | 15% | 152 |
| Charter Champions | NA | 44% | 4% | 13% | 40% | 20% | 24% | 126 |
| Mentoring | NA | 38% | 6% | 17% | 39% | 23% | 15% | 109 |

*NA – resource not asked about in 2015

Figure 3.1.2: Usefulness of Charter Resources – Size of Business

| | Small | Medium | Large | Total sample |
|---|-------|--------|-------|--------------|
| Newsletter | 63% | 76% | 79% | 73% |
| Events | 70% | 72% | 75% | 72% |
| Website | 67% | 74% | 59% | 66% |
| Toolbox talks | 59% | 75% | 64% | 66% |
| Leadership guidance and tools | 52% | 61% | 65% | 60% |
| Charter Orientations/Workshops | 54% | 59% | 52% | 55% |
| Charter assessment tool and performance plans | 41% | 62% | 47% | 50% |
| Posters | 40% | 44% | 50% | 45% |
| Charter Champions | 38% | 57% | 36% | 44% |
| Mentoring | 44% | 40% | 29% | 38% |

Respondents that had used a resource but thought it was not useful were asked to provide the reasons why. There were low levels of response for this question so results are provided as numbers of respondents rather than percentage.

Figure 3.1.3: Reasons resources are not seen as useful¹

| Newsletter | Number of respondents |
|--|-----------------------|
| Inadequate/insufficient content | 4 |
| Doesn't tell me anything I don't know | 3 |
| Not a good mechanism for delivering this information | 2 |
| Resource not suitable/applicable for our business | 2 |
| Not enough support/training for this resource | 1 |
| Something else (please specify) | 4 |
| Total respondents | 16 |

1. Only respondents stating the resource was not useful were asked to give reasons. Those stating they had not used the resource have been excluded. Total respondents refers to the number of members providing a response. Respondents could give more than one reason.

| Events | Number of respondents |
|---|------------------------------|
| Resource not suitable/applicable for our business | 3 |
| Inadequate/insufficient content | 2 |
| Doesn't tell me anything I don't know | 1 |
| Use other internal/external resources instead | 1 |
| Something else (please specify) | 3 |
| Total respondents | 10 |

| Website | Number of respondents |
|---------------------------------------|------------------------------|
| Doesn't tell me anything I don't know | 4 |
| Poor design/ difficult to navigate | 4 |
| Something else (please specify) | 2 |
| Total respondents | 10 |

| Toolbox talks | Number of respondents |
|---|------------------------------|
| Resource not suitable/applicable for our business | 4 |
| Not enough support/training for this resource | 2 |
| Other | 3 |
| Total respondents | 8 |

| Leadership guidance and tools | Number of respondents |
|---|------------------------------|
| Resource not suitable/applicable for our business | 7 |
| Doesn't tell me anything I don't know | 3 |
| Not enough support/training for this resource | 2 |
| Total respondents | 12 |

| Charter Orientations/Workshops | Number of respondents |
|---|------------------------------|
| Resource not suitable/applicable for our business | 3 |
| Doesn't tell me anything I don't know | 2 |
| Too general/ Not specific enough | 1 |
| Something else (please specify) | 4 |
| Total respondents | 10 |

| Charter assessment tool and performance plans | Number of respondents |
|--|------------------------------|
| Use other internal/external resources instead | 7 |
| Not enough support/training for this resource | 5 |
| Too general/ Not specific enough | 3 |
| Doesn't tell me anything I don't know | 3 |
| Inadequate/insufficient content | 2 |
| Resource not suitable/applicable for our business | 2 |
| Something else (please specify) | 2 |
| Total respondents | 21 |

| Posters | Number of respondents |
|--|------------------------------|
| Not a good mechanism for delivering this information | 17 |
| Doesn't tell me anything I don't know | 5 |
| Inadequate/insufficient content | 2 |
| Not enough support/training for this resource | 2 |
| Resource not suitable/applicable for our business | 2 |
| Something else (please specify) | 2 |
| Total respondents | 28 |

| Charter Champions | Number of respondents |
|---|------------------------------|
| Resource not suitable/applicable for our business | 3 |
| Overly complicated | 3 |
| Doesn't tell me anything I don't know | 1 |
| Use other internal/external resources instead | 1 |
| Total respondents | 8 |

| Mentoring | Number of respondents |
|--|------------------------------|
| Use other internal/external resources instead | 6 |
| Resource not suitable/applicable for our business | 5 |
| Doesn't tell me anything I don't know | 3 |
| Not enough support/training for this resource | 2 |
| Not a good mechanism for delivering this information | 1 |
| Too general/ Not specific enough | 1 |
| Something else (please specify) | 1 |
| Total respondents | 14 |

3.2 The Newsletter

Only a small proportion of respondents that were aware of the newsletter stated that they do not read it (7%). The highest proportion read all issues, though not all in detail.

Readership levels are in line with 2015 survey findings.

Also in line with 2015, small businesses are the least likely to read all issues in detail though overall readership levels are not significantly different.

- 8% of small businesses stated they read all issues in detail, compared with 31% of medium and 21% of large businesses.
 - In 2015 7% of small businesses stated they read all issues in detail, compared with 28% of medium and 33% of large businesses. The differences are not statistically significant.
- 10% of small business do not read the newsletter, compared with 4% of medium and 6% of large businesses.
 - In 2015 7% of small, 7% of medium and 2% of large businesses did not read the newsletter. Figures remain low and the differences are not statistically significant.

When asked how the newsletter could be improved, 31 respondents provided content suggestions or asked for more content. Improvements to layout, design and wordiness were also highlighted.

Figure 3.2.1: Newsletter Readership

| | % 2015 | % 2017 | Number of respondents 2017 |
|---|---------------|---------------|-----------------------------------|
| Read all issues in detail | 26% | 21% | 39 |
| Read all issues but scan at least some issues | 44% | 43% | 82 |
| Read some issues but not all | 26% | 29% | 55 |
| Don't read it | 5% | 7% | 13 |
| Total respondents | 133 | 189 | 189 |

Figure 3.2.2: Improvements to the Newsletter²

| | % | Number of respondents |
|--|----------|------------------------------|
| More content/ content suggestions | 18% | 31 |
| Good as is/ nothing | 17% | 30 |
| Improve layout/ design | 9% | 16 |
| Less content/ words | 9% | 16 |
| Doesn't apply to their industry/ company | 4% | 7 |
| More additional resources (links, videos etc) | 3% | 5 |
| More ways of accessing it (printing, social media etc) | 2% | 4 |
| Frequency | 2% | 3 |
| Don't know | 41% | 72 |
| Total respondents | | 176 |

2. Only asked of respondents that identified they read the newsletter. Respondents could provide more than one improvement.

3.3 The Website

The majority of respondents did visit the Charter website however, frequent use was low with over half visiting less often than once a month.

Frequent use has declined since 2015 with higher proportions visiting less than once of month and not at all. The difference here is statistically significant.

Frequent use has declined since 2015 with higher proportions visiting less than once of month and not at all.

Patterns of use are similar across business sizes though small businesses were slightly less likely to be frequent visitors and more likely to not visit at all.

Respondents were predominantly visiting to access tools and resources or to look for updates.

Improvements suggested identified the need for more content and changes to access, layout and design.

Figure 3.3.1: Website Traffic

| | % 2015 | % 2017 | Number of respondents 2017 |
|--------------------------------------|------------|------------|----------------------------|
| Once a week or more often | 5% | 5% | 9 |
| Between once a week and once a month | 55% | 27% | 47 |
| Less often than once per month | 35% | 55% | 96 |
| Do not visit the website | 5% | 14% | 24 |
| Total respondents | 130 | 176 | 176 |

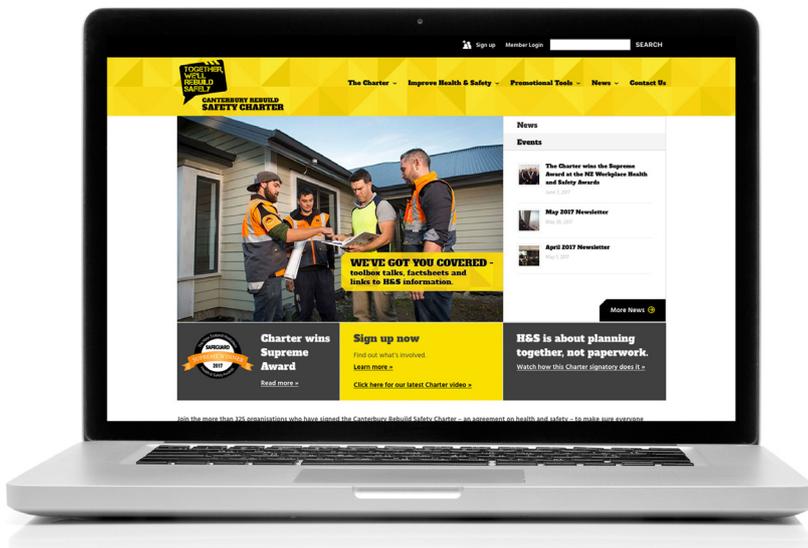
Figure 3.3.2: Reasons for website use³

| | % | Number of respondents 2017 |
|----------------------------|-------------|----------------------------|
| Tools/ Resources | 36% | 55 |
| Updates | 28% | 42 |
| Specific information | 24% | 37 |
| General information | 18% | 27 |
| Events/Workshops/ Training | 12% | 18 |
| List of members | 4% | 6 |
| Don't use it | 1% | 2 |
| Don't know | 2% | 3 |
| Total respondents | 100% | 152 |

³ Only asked of those aware of the website

Figure 3.3.3: Improvements to the Website⁴

| | % | Number of respondents 2017 |
|-------------------------------|-------------|----------------------------|
| Good as is/ nothing | 17% | 26 |
| More information/ content | 11% | 16 |
| Make it easier to access/ use | 5% | 8 |
| Better layout/ design | 5% | 7 |
| More resources (videos etc) | 3% | 4 |
| Don't know | 62% | 94 |
| Total respondents | 100% | 152 |



4. Only asked of those aware of the website

3.4 Charter Events

The proportion of members that had not been to any events has dropped between the two survey points, this difference is statistically significant. However, the proportions attending all events remains consistent.

Small businesses were more likely to have not attended any events. Respondents predominantly cited event timing as the reason for non-attendance.

Figure 3.4.1: Event Attendance

| | % 2015 | % 2017 | Number of respondents 2017 |
|--|---------------|---------------|-----------------------------------|
| I have not been to any events | 25% | 8% | 14 |
| I have been to one or some events (since signing the Charter) | 60% | 77% | 137 |
| I have been to all of the Charter events (since signing the Charter) | 15% | 15% | 27 |
| Total respondents | 140 | 178 | 178 |

Figure 3.4.2: Reasons for Non-Attendance⁵

| | Small | Medium | Large | Number of respondents | % |
|--|--------------|---------------|--------------|------------------------------|-------------|
| The event was at a bad time for me | 6 | 2 | 1 | 9 | 64% |
| The location of the event/s was inconvenient | 1 | 2 | 1 | 4 | 29% |
| Somebody else in the business attended | 1 | 0 | 2 | 3 | 21% |
| Did not know about the event/s | 1 | 0 | 0 | 1 | 7% |
| Number of respondents | 9 | 2 | 3 | 14 | 100% |

⁵ Only asked of those not attending any events

4

Charter Project Officer and Representatives

4.1 Charter Project Officer

Respondents were asked whether the Charter Project Officer had visited their worksite recently, or if staff had attended a Charter workshop/orientation led by the Project Officer.

The proportion that stated that the Charter Project Officer had visited their worksite has dropped slightly from 16% in 2015 to 10% in 2017⁶.

Experience of worksite visits and workshop attendance were broadly consistent across the business sizes.

The 21 respondents that had received a worksite visit were positive about the experience; 9 stated that it was useful and 11 stated that it was very useful. The timing and frequency of visits was indicated as a potential improvement area.

The 36 respondents that had staff attendance of a Charter workshop/orientation were also positive; 14 felt it was useful and 14 very useful. Improvements to content and making workshops industry specific were noted as potential areas to develop.

Figure 4.1.1: Charter Project Officer Visits

| | % | Number of respondents |
|----------------------------|-------------|-----------------------|
| Yes - worksite visit | 10% | 21 |
| Yes - workshop/orientation | 17% | 36 |
| No | 71% | 149 |
| Don't know | 5% | 11 |
| Total respondents | 100% | 210 |

Figure 4.1.2: Usefulness of Charter Project Officer Visits

| | Useful | Not useful at all | Not useful | Neutral | Useful | Very useful |
|--------------------------------------|-----------|-------------------|------------|----------|-----------|-------------|
| Usefulness of worksite visit % | 95% | 0% | 0% | 5% | 43% | 52% |
| n | 20 | 0 | 0 | 1 | 9 | 11 |
| Usefulness of workshop/orientation % | 78% | 0% | 0% | 22% | 39% | 39% |
| n | 28 | 0 | 0 | 8 | 14 | 14 |

6. Note: workshop attendance was not measured in 2015.

Figure 4.1.3: Suggested Improvement Areas⁷

| Worksite visits | Number of respondents | Workshops/orientations | Number of respondents |
|---|-----------------------|----------------------------------|-----------------------|
| Good as is/ nothing | 4 | Good as is/ nothing | 8 |
| When visits occur (time, frequency etc) | 4 | Content (videos, examples) | 8 |
| Visit more workplaces/ sites | 2 | Topics about specific industries | 5 |
| Other | 3 | More time/ longer | 2 |
| Don't know | 8 | Don't know | 14 |
| | 21 | | 36 |

4.2 Charter Representatives

The perceived usefulness of two roles for Charter representatives at the workplace has increased slightly between 2015 and 2016.

Figure 4.2.1: Perceived Usefulness of Charter Representatives roles

| | Useful 2015 | Useful 2017 | Not useful at all | Not useful | Neutral | Useful | Very useful | Number of respondents 2017 |
|---|-------------|-------------|-------------------|------------|---------|--------|-------------|----------------------------|
| Meeting with workers on site to talk about health and safety | 50% | 58% | 9% | 16% | 17% | 31% | 27% | 210 |
| Supporting your organisation (and other Charter signatories) with its Charter performance | 51% | 57% | 5% | 11% | 27% | 38% | 19% | 210 |

7. Asked of all respondents that had received a worksite visit/ had staff attend a workshop/orientation

5

Charter Awareness

5.1 Recall of Charter Commitments

Unprompted recall of the Charter commitments was low; three quarters of respondents (74%) could not list any of the ten.

A further 8% (16 respondents) did not recall any of the commitments even after they were listed for them.

Awareness of the ten commitments has declined from the position in 2015; unprompted recall, prompted recall and total recall levels have all dropped. The drops in total recall are all statistically significant when the samples are compared.

Respondents from small businesses displayed lower awareness levels. The results from respondents from medium and large businesses were similar to each other.

| | Unprompted Recall 2015 | Unprompted Recall 2017 | Prompted Recall 2015 | Prompted Recall 2017 | Total Recall 2015 | Total Recall 2017 |
|---|------------------------|------------------------|----------------------|----------------------|-------------------|-------------------|
| Leadership – Leaders demonstrate a visible commitment to H&S | 21% | 18% | 77% | 69% | 98% | 82% |
| Engagement and consultation – We have systems in place to encourage and support worker engagement in H&S | 9% | 10% | 81% | 67% | 90% | 73% |
| Reporting – We have robust, proactive and accurate H&S reporting | 7% | 10% | 84% | 67% | 91% | 73% |
| Upstream & Downstream Duties - We design, manufacture and procure with regard to risk to the end user. | NA | 2% | NA | 55% | NA | 54% |
| Critical Risks – All critical risk activities are identified, managed and mitigated | 18% | 10% | 78% | 74% | 96% | 80% |
| Managing Site Safety Risks - We identify, assess, manage and communicate all risks on site. This includes: PPE. | 15% | 12% | 82% | 73% | 96% | 80% |
| Site Induction – Everyone is made aware of risks so they can look after themselves and keep others safe. | 9% | 7% | 87% | 77% | 96% | 79% |
| Training – All our workers receive H&S training | 13% | 10% | 81% | 76% | 94% | 82% |
| Impairment – The safety of workers isn't compromised by anyone under the influence of drugs, alcohol or fatigue | 15% | 6% | 77% | 69% | 92% | 70% |
| Health and Wellbeing – We actively promote the health and well-being of workers. | 14% | 12% | 82% | 73% | 96% | 80% |

6

Perceptions of The Charter

6.1 Influencing Practice

Across the whole sample of members, half of respondents (52%) stated that they had changed their practice based on information provided by the Charter. A higher proportion of medium sized businesses stated they had changed practices (the proportion is significantly higher statistically when compared with small and large businesses)

- 43% of small businesses stated they had changed practices;
- 65% of medium businesses stated they had changed practices; and
- 47% of large businesses stated they had changed practices.

Results are shown by signatory type in figure 6.1. Base numbers for each signatory type are low and results and comparisons between sectors should be viewed and made with caution. The results indicate that residential builders were more likely to make changes.

Key changes made identified across the sample included general health and safety improvements, changes to record keeping and implementing events, meetings and workshops.

Figure 6.1.1: Proportion Changing Practice as a Result of the Charter – by signatory type

| | % | Number of respondents |
|---|------------|-----------------------|
| Specialist Trade Organisations (Total) | 58% | 25 |
| Professional Services (Total) | 51% | 20 |
| Residential Builders (Total) | 74% | 28 |
| Commercial Construction (Total) | 45% | 13 |
| Endorsee | 24% | 5 |
| Government Organisations & Insurers | 60% | 6 |
| Horizontal Infrastructure Organisations | 20% | 2 |
| Other | 56% | 5 |
| Labour on Hire Organisations | 29% | 2 |
| Project Management Offices | 75% | 3 |
| Total sample | 52% | 109 |

Figure 6.1.2: Proportion Changing Practice as a Result of the Charter – by signatory size/type – number of respondents

| | Number had changed practices | Number had made no changes | Don't know | Total number of respondents |
|---|------------------------------|----------------------------|------------|-----------------------------|
| Commercial Construction (large) | 4 | 9 | 0 | 13 |
| Commercial Construction (medium) | 5 | 3 | 0 | 8 |
| Commercial Construction (small) | 4 | 3 | 1 | 8 |
| Professional Services (large) | 5 | 7 | 0 | 12 |
| Professional Services (medium) | 8 | 4 | 0 | 12 |
| Professional Services (small) | 7 | 7 | 1 | 15 |
| Residential Builders (large) | 2 | 0 | 0 | 2 |
| Residential Builders (medium) | 16 | 3 | 0 | 19 |
| Residential Builders (small) | 10 | 7 | 0 | 17 |
| Specialist Trade Organisations (large) | 6 | 3 | 0 | 9 |
| Specialist Trade Organisations (medium) | 13 | 4 | 1 | 18 |
| Specialist Trade Organisations (small) | 6 | 10 | 0 | 16 |

6.1.3: Key changes made as a result of the Charter

| | % | Number of respondents |
|--|-------------|-----------------------|
| General health and safety improvements | 31% | 34 |
| Better record keeping/ documentation | 23% | 25 |
| Events/ meetings/ workshops | 23% | 25 |
| Put in specific policies/ plans (fatigue, drug or alcohol etc) | 19% | 20 |
| Better communication with staff | 15% | 16 |
| Staff training | 12% | 13 |
| More worker engagement | 10% | 11 |
| Improved leadership | 8% | 9 |
| Don't know | 2% | 2 |
| Total respondents | 100% | 108 |

6.2 Usefulness for Improving Health and Safety

Findings indicate that perceptions of the usefulness of the Charter for improving health and safety have dropped slightly from the 2015 results.

Higher proportions identified the Charter as 'not useful at all' and whilst the same percentage saw it as 'very useful', the percentage seeing it as useful overall has dropped from 53% to 45%. The overall drop from 53% to 45% is not statistically significant but the rise in the proportion stating the Charter is not at all useful is statistically significant.

Large business were less likely to identify the Charter as being useful for improving health and safety.

Those identifying the Charter as useful highlighted:

- Good or helpful information; and
- The ability to raise awareness around issues.

Key reasons for not perceiving the Charter as useful included:

- Already having the processes in place or using alternative resources; and
- The Charter not being applicable to their company/industry (this was particularly noted by the Professional Services sector).

When asked what else the Charter could do to support organisations key factors indicated included:

- More personal support;
- Worksite visits; and
- Reviews and audits of members' systems.

Figure 6.2.1: Usefulness of the Charter for Improving Health and Safety

| | % 2015 | %2017 | Number of respondents 2017 |
|--------------------------|---------------|--------------|-----------------------------------|
| Useful | 53% | 45% | 95 |
| Not useful at all | 6% | 15% | 31 |
| Not useful | 11% | 10% | 22 |
| Neutral | 30% | 30% | 62 |
| Useful | 37% | 30% | 62 |
| Very useful | 16% | 16% | 33 |
| Total respondents | 141 | 210 | 210 |

Figure 6.2.2: Usefulness of the Charter for Improving Health and Safety – by signatory type

Perceptions of usefulness are also shown by signatory type. Again, a level of caution should be used when viewing these results due to small and incomparable base sizes.

| | Specialist Trade Organisations | Professional Services | Residential Builders | Commercial Construction | Endorsee | Government Organisations & Insurers | Horizontal Infrastructure Organisations | Other | Labour on Hire Organisations | Project Management Offices | Total sample |
|-----------------------|--------------------------------|-----------------------|----------------------|-------------------------|------------|-------------------------------------|---|------------|------------------------------|----------------------------|--------------|
| Total Useful | 42% | 49% | 68% | 38% | 38% | 40% | 0% | 56% | 43% | 25% | 45% |
| Not useful at all | 12% | 18% | 13% | 10% | 24% | 10% | 30% | 0% | 14% | 25% | 15% |
| Not useful | 7% | 21% | 3% | 7% | 14% | 0% | 10% | 33% | 14% | 0% | 10% |
| Neutral | 40% | 13% | 16% | 45% | 24% | 50% | 60% | 11% | 29% | 50% | 30% |
| Useful | 28% | 33% | 39% | 21% | 29% | 20% | 0% | 44% | 43% | 25% | 30% |
| Very useful | 14% | 15% | 29% | 17% | 10% | 20% | 0% | 11% | 0% | 0% | 16% |
| Number of respondents | 43 | 39 | 38 | 29 | 21 | 10 | 10 | 9 | 7 | 4 | 210 |

Figure 6.2.3: Usefulness of the Charter for Improving Health and Safety – by signatory size/type – number of respondents

| | Total Useful | Not useful at all | Not useful | Neutral | Useful | Very useful | Number |
|---|--------------|-------------------|------------|-----------|-----------|-------------|------------|
| Commercial Construction (large) | 4 | 2 | 0 | 7 | 2 | 2 | 13 |
| Commercial Construction (medium) | 4 | 1 | 0 | 3 | 3 | 1 | 8 |
| Commercial Construction (small) | 3 | 0 | 2 | 3 | 1 | 2 | 8 |
| Professional Services (large) | 4 | 4 | 3 | 1 | 3 | 1 | 12 |
| Professional Services (medium) | 7 | 1 | 2 | 2 | 3 | 4 | 12 |
| Professional Services (small) | 8 | 2 | 3 | 2 | 7 | 1 | 15 |
| Residential Builders (large) | 2 | 0 | 0 | 0 | 2 | 0 | 2 |
| Residential Builders (medium) | 13 | 3 | 1 | 2 | 5 | 8 | 19 |
| Residential Builders (small) | 11 | 2 | 0 | 4 | 8 | 3 | 17 |
| Specialist Trade Organisations (large) | 4 | 1 | 1 | 3 | 1 | 3 | 9 |
| Specialist Trade Organisations (medium) | 10 | 1 | 1 | 6 | 8 | 2 | 18 |
| Specialist Trade Organisations (small) | 4 | 3 | 1 | 8 | 3 | 1 | 16 |
| Total respondents | 95 | 31 | 22 | 62 | 62 | 33 | 210 |

Figure 6.2.4: Reasons behind usefulness ratings

| | % | Number of respondents |
|--|-----|-----------------------|
| Positive | | |
| Good/ helpful information | 20% | 42 |
| Raised awareness about issues | 16% | 33 |
| The resources/ tools | 6% | 12 |
| Meetings/ events/ workshops | 5% | 10 |
| Can benchmark/ track progress | 4% | 8 |
| Networking/ peer support | 3% | 7 |
| Easy to learn/ use | 1% | 3 |
| Great communication | 1% | 3 |
| Good value/ cost | 1% | 2 |
| Negative | | |
| Already have processes in place/ use other resources | 35% | 74 |
| Not applicable to company/ industry | 9% | 18 |
| Not using the Charter at all/ well enough | 2% | 4 |

Figure 6.2.5: What else could the Charter do to support you to improve health and safety in your organisation

| | % | Number of respondents |
|--|-------------|-----------------------|
| More personal support | 10% | 21 |
| Worksite visits | 7% | 14 |
| Reviews/ Audits of members systems | 5% | 11 |
| More communication | 4% | 9 |
| Workshops/ events/ meeting suggestions | 4% | 8 |
| More specific information | 4% | 8 |
| Don't use the Charter at all or to full extent | 4% | 8 |
| Target training/ events at workers | 2% | 5 |
| More resources/ make resources more available | 2% | 5 |
| Updates | 1% | 2 |
| Other | 11% | 22 |
| Nothing | 21% | 44 |
| Don't know | 29% | 60 |
| Total respondents | 100% | 207 |

6.3 Value for Money

Nearly two thirds of respondents overall (61%) agreed that the Charter was good value for money. This is a slight increase from 56% in 2015 and there was a positive increase in the proportion 'strongly agreeing' with the statement.

Respondents from large businesses were less positive about value for money: 65% of respondents from small and medium businesses agreed that the Charter was good value for money but only 53% of large businesses agreed.

Figure 6.3.1: Value for Money

| | 2016% | 2017% | Number of respondents 2017 |
|-------------------|------------|------------|----------------------------|
| Total Agree | 56% | 61% | 121 |
| Strongly disagree | 3% | 7% | 14 |
| Disagree | 11% | 6% | 12 |
| Neutral | 30% | 26% | 51 |
| Agree | 33% | 30% | 60 |
| Strongly agree | 23% | 31% | 61 |
| NET | 141 | 198 | 198 |

Figure 6.3.2: Value for Money by signatory type

Perceptions of value for money are shown by signatory type. Again, a level of caution should be used when viewing these results due to small and incomparable base sizes.

| | Specialist Trade Organisations | Professional Services | Residential Builders | Commercial Construction | Endorsee | Government Organisations & Insurers | Horizontal Infrastructure Organisations | Other | Labour on Hire Organisations | Project Management Offices | Total sample |
|--------------------------|--------------------------------|-----------------------|----------------------|-------------------------|------------|-------------------------------------|---|------------|------------------------------|----------------------------|--------------|
| Total Agree | 66% | 57% | 72% | 54% | 58% | 50% | 56% | 75% | 33% | 75% | 61% |
| Strongly disagree | 10% | 8% | 6% | 7% | 5% | 10% | 0% | 0% | 17% | 0% | 7% |
| Disagree | 7% | 0% | 3% | 7% | 0% | 10% | 22% | 13% | 17% | 25% | 6% |
| Neutral | 17% | 35% | 19% | 32% | 37% | 30% | 22% | 13% | 33% | 0% | 26% |
| Agree | 39% | 27% | 31% | 18% | 32% | 30% | 33% | 50% | 17% | 25% | 30% |
| Strongly agree | 27% | 30% | 42% | 36% | 26% | 20% | 22% | 25% | 17% | 50% | 31% |
| Total respondents | 41 | 37 | 36 | 28 | 19 | 10 | 9 | 8 | 6 | 4 | 198 |

Figure 6.3.3: Value for money – by signatory size/type – number of respondents

| | Total Agree | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Number |
|---|--------------------|--------------------------|-----------------|----------------|--------------|-----------------------|---------------|
| Commercial Construction (large) | 6 | 2 | 1 | 4 | 2 | 4 | 13 |
| Commercial Construction (medium) | 6 | 0 | 0 | 2 | 3 | 3 | 8 |
| Commercial Construction (small) | 3 | 0 | 1 | 3 | 0 | 3 | 7 |
| Professional Services (large) | 5 | 2 | 0 | 5 | 4 | 1 | 12 |
| Professional Services (medium) | 7 | 0 | 0 | 5 | 3 | 4 | 12 |
| Professional Services (small) | 9 | 1 | 0 | 3 | 3 | 6 | 13 |
| Residential Builders (large) | 1 | 0 | 0 | 1 | 1 | 0 | 2 |
| Residential Builders (medium) | 14 | 1 | 1 | 2 | 6 | 8 | 18 |
| Residential Builders (small) | 11 | 1 | 0 | 4 | 4 | 7 | 16 |
| Specialist Trade Organisations (large) | 5 | 1 | 2 | 0 | 2 | 3 | 8 |
| Specialist Trade Organisations (medium) | 12 | 2 | 0 | 3 | 8 | 4 | 17 |
| Specialist Trade Organisations (small) | 10 | 1 | 1 | 4 | 6 | 4 | 16 |
| Total respondents | 121 | 14 | 12 | 51 | 60 | 61 | 198 |

6.4 Other External Support for Health and Safety

Two thirds of respondents (65%) indicated that their organisation employs other external support for their health and safety practice. The proportion was the same across the business sizes.

External support predominantly came from external, independent contractors or Site Safe.

The numbers of respondents identifying each source are shown in the table below.

Figure 6.4.1: Other Sources of External Support

| | Small | Medium | Large | Total Sample |
|---|-----------|-----------|-----------|--------------|
| External/independent auditors/consultants (not named) | 6 | 13 | 25 | 44 |
| Site Safe | 15 | 18 | 8 | 41 |
| Hazard Co | 9 | 3 | 1 | 13 |
| ACC | 2 | 3 | 5 | 10 |
| WorkSafe | 1 | 3 | 5 | 9 |
| Lucas Safety | 2 | 5 | 1 | 8 |
| Safe and Sound | 2 | 3 | 1 | 6 |
| Site Wise | 3 | 3 | 0 | 6 |
| Phoenix H&S | 4 | 0 | 0 | 4 |
| OHS | 1 | 3 | 0 | 4 |
| Health and Safety Systems | 2 | 1 | 0 | 3 |
| EQC | 3 | 0 | 0 | 3 |
| Chamber of Commerce | 1 | 1 | 1 | 3 |
| Don't know | 2 | 0 | 0 | 2 |
| Triex | 1 | 0 | 1 | 2 |
| People Safe | 0 | 1 | 1 | 2 |
| Other | 10 | 13 | 15 | 38 |
| Total respondents | 45 | 48 | 44 | 137 |

7

Promoting the Charter

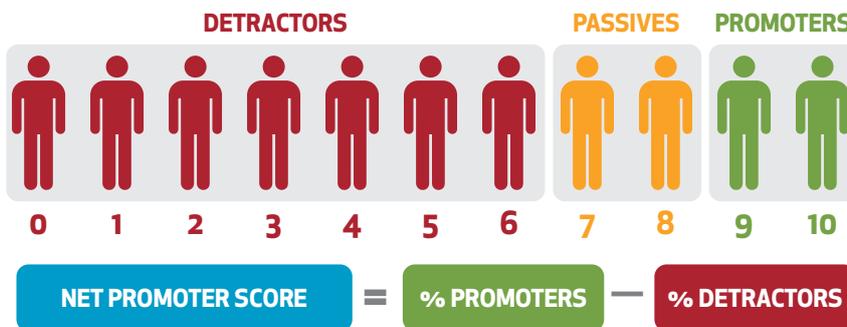
7.1 Net Promoter Score

The Net Promoter Score (NPS) is used to provide a measure of the strength of loyalty of members.

The method measures how likely the respondent would be to recommend the Charter to other organisations involved in the rebuild of Canterbury.

Those who rate the provider as a 9 or 10 are considered promoters. Those who rate the provider between 0 and 6 are considered detractors and scores of 7 or 8 are considered as passive.

The ratio of the NPS is expressed as a number from -100 to +100 with any score above zero considered a positive outcome.



The Charter's NPS score for 2017 is **+9**, up slightly from **+6** in 2015.

Figure 7.1.1: Net Promoter Score

| | % 2015 | % 2017 | Number of respondents 2017 |
|------------|-----------|-----------|----------------------------|
| Detractors | 29% | 31% | 63 |
| Passives | 35% | 30% | 61 |
| Promoters | 35% | 40% | 82 |
| NPS | +6 | +9 | 206 |

In line with 2015 findings, large businesses provided a higher NPS than small and medium businesses. However, the NPS figure given by large businesses is lower than the 2015 score.

Improvements in NPS scores were achieved amongst small and medium businesses:

- Large businesses 2017: **+16**, 2015: **+28**
- Medium businesses 2017: **+8**, 2015: **-15**
- Small businesses 2017: **+3**, 2015: **-6**

Endorsees gave a lower NPS (-5) than members (+9)

Figure 7.1.2: Reasons behind NPS Scores

| | | % | Number of respondents |
|------------------|--|-------------|------------------------------|
| Positive reasons | Good overall | 26% | 55 |
| | Good information/ good place to get information from | 16% | 33 |
| | Would recommend depending on company/ needs | 14% | 30 |
| | Promotes health and safety/ awareness | 12% | 26 |
| | Consistency/ everyone on board | 7% | 14 |
| | Social support/ networking | 4% | 9 |
| | The cost/ cheap | 4% | 9 |
| | Improves the industry as a whole | 3% | 7 |
| | The events/ workshops | 1% | 3 |
| | Can help get work | 1% | 3 |
| | Total positive responses | 76% | 159 |
| Negative reasons | Use external sources/ have policies in place already | 7% | 15 |
| | Not applicable to business/ industry | 4% | 9 |
| | Did nothing for the organisation | 4% | 9 |
| | Don't use it | 3% | 7 |
| | Not necessary any more/ rebuild over or slowing down | 2% | 4 |
| | Wouldn't come to mind | 1% | 2 |
| | Other negative mentions | 2% | 5 |
| | Total negative responses | 23% | 49 |
| | Don't know | 1% | 3 |
| | Total respondents | 100% | 210 |

7.2 Encouraging membership

Roughly half of the sample (44%) stated they encouraged contractors and/ or subcontractors to become Charter members. Small businesses were less likely to encourage membership (though the differences are not statistically significant).

- Small 37% encouraged;
- Medium 47% encouraged; and
- Large 48% encouraged.

This overall figure of 44% is indicative of a drop from 72% in 2015. However the 2015 figure was derived from a sample of 46 respondents compared with 206 respondents in 2017, so the comparison is unlikely to be robust.

Key reasons behind encouraging other organisations to join included shared company values and upskilling. Reasons organisations have not encouraged membership focused on a perceived lack of relevance.

Figure 7.2.1: Reasons behind encouraging or not encouraging membership

| | | % | Number of respondents |
|---------------------|---|-------------|-----------------------|
| Reasons for why | Share company values/ be on same page | 11% | 23 |
| | Good for them/ upskilling | 10% | 21 |
| | For safety | 7% | 14 |
| | Good resource | 5% | 11 |
| | Improve the industry overall | 4% | 9 |
| | Networking/ support | 3% | 6 |
| | It is a requirement to work | 3% | 6 |
| | Would recommend if using them/ working in Christchurch only | 2% | 4 |
| | Good for the organisation (reputation, reduce risk etc) | 1% | 3 |
| | Other reasons for why | 2% | 5 |
| | Total reasons why | 44% | 90 |
| Reasons for why not | Not relevant to company / don't use them | 18% | 37 |
| | Have not thought about it | 8% | 16 |
| | Don't use Charter/ see no benefit in it | 7% | 15 |
| | Use other health and safety services/ methods | 5% | 11 |
| | Can't look after everyone/ they can look after themselves | 4% | 9 |
| | Not required | 4% | 8 |
| | Already members/ meet requirements | 2% | 5 |
| | Other reasons for why not | 1% | 3 |
| | Total reasons why not | 50% | 102 |
| | Don't know | 7% | 14 |
| | Total respondents | 100% | 206 |

8

Appendix One: Endorsee Perceptions

21 representatives from 53 endorsee organisations participated in the survey so findings are a solid reflection of the views in this group.

Considerable care should be taken in comparing the results from endorsees and signatories due to the significant differences in sample size.

There are no significant differences between endorsees and signatories in the reported results.

Figure 8.1: Usefulness of resources

| | Endorsee % | Endorsee n | Signatory | Total sample |
|---|------------|------------|-----------|--------------|
| Newsletter | 76% | 13 | 73% | 73% |
| Events | 81% | 13 | 72% | 72% |
| Website | 69% | 11 | 66% | 66% |
| Toolbox talks | 60% | 9 | 67% | 66% |
| Leadership guidance and tools | 59% | 10 | 60% | 60% |
| Charter Orientations/Workshops | 45% | 5 | 56% | 55% |
| Charter assessment tool and performance plans | 45% | 5 | 51% | 50% |
| Posters | 43% | 6 | 45% | 45% |
| Charter Champions | 27% | 3 | 45% | 44% |
| Mentoring | 0% | 0 | 40% | 38% |

Figure 8.2: Newsletter Readership

| | Signatory | | Endorsee | | Total sample |
|---|-------------|------------|-------------|-----------|--------------|
| Read all issues in detail | 22% | 38 | 6% | 1 | 21% |
| Read all issues but scan at least some issues | 43% | 74 | 47% | 8 | 43% |
| Read some issues but not all | 28% | 48 | 41% | 7 | 29% |
| Don't read it | 7% | 12 | 6% | 1 | 7% |
| Total | 100% | 172 | 100% | 17 | 100% |

Figure 8.3: Website visits

| | Signatory | | Endorsee | | Total sample |
|--------------------------------------|-------------|------------|-------------|-----------|--------------|
| Once a week or more often | 6% | 9 | 0% | 0 | 5% |
| Between once a week and once a month | 27% | 43 | 25% | 4 | 27% |
| Less often than once per month | 54% | 87 | 56% | 9 | 55% |
| Do not visit the website | 13% | 21 | 19% | 3 | 14% |
| Total | 100% | 160 | 100% | 16 | 100% |

Figure 8.4: Event attendance

| | Signatory | | Endorsee | | Total sample |
|--|-------------|------------|-------------|-----------|--------------|
| I have not been to any events | 9% | 14 | 0% | 0 | 8% |
| I have been to one or some events (since signing the Charter) | 75% | 121 | 100% | 16 | 77% |
| I have been to all of the Charter events (since signing the Charter) | 17% | 27 | 0% | 0 | 15% |
| Total | 100% | 162 | 100% | 16 | 100% |

Figure 8.5: Usefulness of Charter representative tasks

| | | % Useful | N | Total sample |
|---|---------------------|------------|------------|--------------|
| Meeting with workers on site to talk about health and safety | Signatory | 59% | 111 | 189 |
| | Endorsee | 48% | 10 | 21 |
| | Total sample | 58% | 121 | 210 |
| Supporting your organisation (and other Charter signatories) with its Charter performance | Signatory | 58% | 109 | 189 |
| | Endorsee | 48% | 10 | 21 |
| | Total sample | 57% | 119 | 210 |

Figure 8.6: Total Recall of Charter Commitments

| | Endorsee % | Endorsee n | Signatory | Total sample |
|---|-------------------|-------------------|------------------|---------------------|
| Leadership – Leaders demonstrate a visible commitment to H&S | 76% | 16 | 83% | 82% |
| Engagement and consultation – We have systems in place to encourage and support worker engagement in H&S | 76% | 16 | 73% | 73% |
| Reporting – We have robust, proactive and accurate H&S reporting | 67% | 14 | 74% | 73% |
| Upstream & Downstream Duties - We design, manufacture and procure with regard to risk to the end user. | 62% | 13 | 53% | 54% |
| Critical Risks – All critical risk activities are identified, managed and mitigated | 71% | 15 | 80% | 80% |
| Managing Site Safety Risks – We identify, assess, manage and communicate all risks on site. This includes: PPE | 71% | 15 | 81% | 80% |
| Site Induction – Everyone is made aware of risks so they can look after themselves and keep others safe . | 67% | 14 | 80% | 79% |
| Training – All our workers receive H&S training | 76% | 16 | 83% | 82% |
| Impairment – The safety of workers isn't compromised by anyone under the influence of drugs, alcohol or fatigue | 62% | 13 | 71% | 70% |
| Health and Wellbeing – We actively promote the health and well-being of workers. | 71% | 15 | 81% | 80% |
| No awareness | 19% | 4 | 7% | 8% |

Figure 8.7: Usefulness of the Charter for improving health and safety in the organisation

| | Endorsee % | Endorsee n | Signatory | Total sample |
|-------------------|-------------------|-------------------|------------------|---------------------|
| MTU | 38% | 8 | 46% | 45% |
| Not useful at all | 24% | 5 | 14% | 15% |
| Not useful | 14% | 3 | 10% | 10% |
| Neutral | 24% | 5 | 30% | 30% |
| Useful | 29% | 6 | 30% | 30% |
| Very useful | 10% | 2 | 16% | 16% |

Figure 8.8: Value for money

| | Endorsee % | Endorsee n | Signatory | Total sample |
|--|-------------------|-------------------|------------------|---------------------|
| Total agree Charter membership is good value for money | 58% | 11 | 61% | 61% |
| Strongly disagree | 5% | 1 | 7% | 7% |
| Disagree | 0% | 0 | 7% | 6% |
| Neutral | 37% | 7 | 25% | 26% |
| Agree | 32% | 6 | 30% | 30% |
| Strongly agree | 26% | 5 | 31% | 31% |

Figure 8.9: Net Promoter Score

| | Endorsee | Signatory | Total sample |
|------------|-----------------|------------------|---------------------|
| Detractors | 35% | 30% | 31% |
| Passives | 35% | 29% | 30% |
| Promoters | 30% | 41% | 40% |
| NPS | -5 | 9 | 9 |

9

Appendix Two: Charter Officer Engagement

50 respondents stated that they had received a visit from the Charter Officer and/or had staff attend a workshop/orientation representatives, 149 confirmed that they had not had this Charter Officer engagement.

Again, considerable care should be taken in comparing the results from due to the significant differences in sample size.

Significant differences between results are highlighted in the text following tables where these exist.

Figure 9.1: Usefulness of Charter Resources

| | Received visit and/or had staff attend a workshop/orientation | No visit or workshop/orientation | Total sample |
|---|---|----------------------------------|--------------|
| Newsletter | 83% | 69% | 73% |
| Events | 85% | 68% | 72% |
| Website | 69% | 68% | 66% |
| Toolbox talks | 73% | 64% | 66% |
| Leadership guidance and tools | 65% | 58% | 60% |
| Charter Orientations/Workshops | 71% | 48% | 55% |
| Charter assessment tool and performance plans | 62% | 48% | 50% |
| Posters | 59% | 40% | 45% |
| Charter Champions | 64% | 35% | 44% |
| Mentoring | 55% | 30% | 38% |

Figure 9.2: Newsletter Readership

| | Received visit and/or had staff attend a workshop/orientation | No visit or workshop/orientation | Total sample |
|---|---|----------------------------------|--------------|
| Read all issues in detail | 29% | 17% | 21% |
| Read all issues but scan at least some issues | 44% | 42% | 43% |
| Read some issues but not all | 25% | 33% | 29% |
| Don't read it | 2% | 8% | 7% |

Figure 9.3: Website visits

| | Received visit and/or had staff attend a workshop/orientation | No visit or workshop/orientation | Total sample |
|--------------------------------------|---|----------------------------------|--------------|
| Once a week or more often | 13% | 3% | 5% |
| Between once a week and once a month | 38% | 24% | 27% |
| Less often than once per month | 46% | 57% | 55% |
| Do not visit the website | 4% | 17% | 14% |

Figure 9.4: Event Attendance

| | Received visit and/or had staff attend a workshop/orientation | No visit or workshop/orientation | Total sample |
|--|---|----------------------------------|--------------|
| I have not been to any events | 0% | 10% | 8% |
| I have been to one or some events (since signing the Charter) | 75% | 78% | 77% |
| I have been to all of the Charter events (since signing the Charter) | 25% | 12% | 15% |

Figure 9.5: Total Recall of Charter Commitments

| | Received visit and/or had staff attend a workshop/orientation | No visit or workshop/orientation | Total sample |
|------------------------------|---|----------------------------------|--------------|
| Leadership | 94% | 77% | 82% |
| Engagement and consultation | 82% | 70% | 73% |
| Reporting | 78% | 71% | 73% |
| Upstream & Downstream Duties | 58% | 52% | 54% |
| Critical Risks | 84% | 78% | 80% |
| Managing Site Safety Risks | 84% | 79% | 80% |
| Site Induction | 82% | 78% | 79% |
| Training | 86% | 79% | 82% |
| Impairment | 74% | 70% | 70% |
| Health and Wellbeing | 80% | 79% | 80% |

Figure 9.6: Influencing Practice

| | Received visit and/or had staff attend a workshop/orientation | No visit or workshop/orientation | Total sample |
|--|---|----------------------------------|--------------|
| Have changed practice as a result of the Charter | 68% ↑ | 46% ↓ | 52% |

A significantly higher proportion of those receiving a visit from the Charter Officer and/or had staff attended a workshop/orientation had changed their practice based on information provided by the Charter.

Figure 9.7: Usefulness of the Charter for improving health and safety in the organisation

| | Received visit and/or had staff attend a workshop/orientation | No visit or workshop/orientation | Total sample |
|-------------------|---|----------------------------------|--------------|
| Total Useful | 58% | 40% | 45% |
| Not useful at all | 4% ↓ | 19% ↑ | 15% |
| Not useful | 6% | 11% | 10% |
| Neutral | 32% | 30% | 30% |
| Useful | 26% | 30% | 30% |
| Very useful | 32% ↑ | 10% ↓ | 16% |

A significantly higher proportion of those receiving a visit from the Charter Officer and/or had staff attended a workshop/orientation thought the Charter was very useful for Improving health and safety and a significantly lower proportion thought it was not useful at all.

Figure 9.8: Value for Money

| | Received visit and/or had staff attend a workshop/orientation | No visit or workshop/orientation | Total sample |
|-------------------|---|----------------------------------|--------------|
| Total agreed | 76% | 55% | 61% |
| Strongly disagree | 2% | 9% | 7% |
| Disagree | 6% | 7% | 6% |
| Neutral | 16% | 30% | 26% |
| Agree | 26% | 31% | 30% |
| Strongly agree | 50% ↑ | 24% ↓ | 31% |

A significantly higher proportion of those receiving a visit from the Charter Officer and/or had staff attended a workshop/orientation strongly agreed that the Charter is good value for money.

Figure 9.9: Net Promoter Score

| | Received visit and/or had staff attend a workshop/orientation | No visit or workshop/orientation | Total sample |
|------------|---|----------------------------------|--------------|
| Detractors | 18% | 34% | 31% |
| Passives | 20% | 33% | 30% |
| Promoters | 62% ↑ | 33% ↓ | 40% |
| NPS | +44 | -1 | +9 |

The Net Promoter Score for those receiving a visit from the Charter Officer and/or had staff attended a workshop/orientation is much higher, demonstrating the value of this type of engagement. A significantly higher proportion identified as promoters when compared with those who had not received a visit or sent staff to a workshop/orientation.

10

Appendix Three: Perceptions by Signatory Type

Results in this section are presented by signatory type. Sample sizes for each type are low so results have been shown by number of respondents and percentages. The percentages are for reference only and considerable care should be taken in comparing the results between types.

Significant differences between results are highlighted in the text and tables where these exist.

Figure 10.1: Usefulness of Charter Resources

| | Specialist Trade Organisations | | Professional Services | | Residential Builders | | Commercial Construction | | Endorsee | | Government Organisations & Insurers | | Horizontal Infrastructure Organisations | | Other | | Labour on Hire Organisations | | Project Management Offices | | Total sample | |
|---|--------------------------------|-----|-----------------------|-----|----------------------|-----|-------------------------|-----|----------|-----|-------------------------------------|-----|---|-----|-------|-----|------------------------------|-----|----------------------------|------|--------------|------------|
| Newsletter | 26 | 68% | 26 | 74% | 26 | 74% | 19 | 68% | 13 | 76% | 8 | 89% | 5 | 63% | 6 | 75% | 5 | 71% | 4 | 100% | 138 | 73% |
| Events | 23 | 64% | 22 | 69% | 27 | 79% | 20 | 80% | 13 | 81% | 6 | 67% | 4 | 57% | 5 | 63% | 5 | 71% | 4 | 100% | 129 | 72% |
| Website | 20 | 61% | 26 | 76% | 23 | 70% | 18 | 64% | 11 | 69% | 6 | 75% | 2 | 29% | 4 | 50% | 4 | 67% | 3 | 100% | 117 | 66% |
| Toolbox talks | 26 | 81% | 18 | 51% | 20 | 65% | 17 | 81% | 9 | 60% | 4 | 44% | 2 | 40% | 5 | 71% | 5 | 83% | 3 | 75% | 109 | 66% |
| Leadership guidance and tools | 15 | 58% | 23 | 74% | 12 | 41% | 12 | 63% | 10 | 59% | 6 | 86% | 3 | 60% | 4 | 57% | 2 | 40% | 2 | 67% | 89 | 60% |
| Charter Orientations/ Workshops | 12 | 46% | 12 | 44% | 20 | 69% | 13 | 68% | 5 | 45% | 3 | 60% | 2 | 40% | 3 | 75% | 3 | 50% | 1 | 50% | 74 | 55% |
| Charter assessment tool and performance plans | 15 | 54% | 15 | 54% | 16 | 52% | 12 | 57% | 5 | 45% | 3 | 33% | 2 | 50% | 2 | 40% | 2 | 33% | 2 | 50% | 74 | 50% |
| Posters | 15 | 48% | 6 | 21% | 12 | 43% | 13 | 59% | 6 | 43% | 3 | 60% | 3 | 43% | 4 | 67% | 3 | 43% | 3 | 75% | 68 | 45% |
| Charter Champions | 11 | 46% | 9 | 39% | 15 | 60% | 10 | 63% | 3 | 27% | 0 | 0% | 3 | 50% | 2 | 33% | 1 | 17% | 1 | 33% | 55 | 44% |
| Mentoring | 6 | 29% | 11 | 48% | 14 | 56% | 5 | 36% | 0 | 0% | 0 | 0% | 1 | 25% | 1 | 25% | 1 | 20% | 2 | 67% | 41 | 38% |

Figure 10.2: Newsletter Readership

| | Specialist Trade Organisations | | Professional Services | | Residential Builders | | Commercial Construction | | Endorsee | | Government Organisations & Insurers | | Horizontal Infrastructure Organisations | | Other | | Labour on Hire Organisations | | Project Management Offices | | Total sample | |
|---|--------------------------------|-------------|-----------------------|-------------|----------------------|-------------|-------------------------|-------------|-----------|-------------|-------------------------------------|-------------|---|-------------|----------|-------------|------------------------------|-------------|----------------------------|-------------|--------------|-------------|
| Read all issues in detail | 8 | 21% | 5 | 14% | 5 | 14% | 9 | 32% | 1 | 6% | 3 | 33% | 2 | 25% | 3 | 38% | 3 | 43% | 0 | 0% | 39 | 21% |
| Read all issues but scan at least some issues | 16 | 42% | 18 | 51% | 17 | 49% | 10 | 36% | 8 | 47% | 3 | 33% | 2 | 25% | 4 | 50% | 2 | 29% | 2 | 50% | 82 | 43% |
| Read some issues but not all | 10 | 26% | 9 | 26% | 11 | 31% | 7 | 25% | 7 | 41% | 3 | 33% | 3 | 38% | 1 | 13% | 2 | 29% | 2 | 50% | 55 | 29% |
| Don't read it | 4 | 11% | 3 | 9% | 2 | 6% | 2 | 7% | 1 | 6% | 0 | 0% | 1 | 13% | 0 | 0% | 0 | 0% | 0 | 0% | 13 | 7% |
| Total respondents | 38 | 100% | 35 | 100% | 35 | 100% | 28 | 100% | 17 | 100% | 9 | 100% | 8 | 100% | 8 | 100% | 7 | 100% | 4 | 100% | 189 | 100% |

Figure 10.3: Website visits

| | Specialist Trade Organisations | | Professional Services | | Residential Builders | | Commercial Construction | | Endorsee | | Government Organisations & Insurers | | Horizontal Infrastructure Organisations | | Other | | Labour on Hire Organisations | | Project Management Offices | | Total sample | |
|--------------------------------------|--------------------------------|-------------|-----------------------|-------------|----------------------|-------------|-------------------------|-------------|-----------|-------------|-------------------------------------|-------------|---|-------------|----------|-------------|------------------------------|-------------|----------------------------|-------------|--------------|-------------|
| Once a week or more often | 1 | 3% | 1 | 3% | 1 | 3% | 4 | 14% | 0 | 0% | 1 | 13% | 0 | 0% | 1 | 13% | 0 | 0% | 0 | 0% | 9 | 5% |
| Between once a week and once a month | 14 | 42% | 6 | 18% | 9 | 27% | 7 | 25% | 4 | 25% | 2 | 25% | 0 | 0% | 1 | 13% | 4 | 67% | 0 | 0% | 47 | 27% |
| Less often than once per month | 14 | 42% | 21 | 62% | 18 | 55% | 14 | 50% | 9 | 56% | 5 | 63% | 4 | 57% | 6 | 75% | 2 | 33% | 3 | 100% | 96 | 55% |
| Do not visit the website | 4 | 12% | 6 | 18% | 5 | 15% | 3 | 11% | 3 | 19% | 0 | 0% | 3 | 43% | 0 | 0% | 0 | 0% | 0 | 0% | 24 | 14% |
| Total respondents | 33 | 100% | 34 | 100% | 33 | 100% | 28 | 100% | 16 | 100% | 8 | 100% | 7 | 100% | 8 | 100% | 6 | 100% | 3 | 100% | 176 | 100% |

Figure 10.4: Event Attendance

| | Specialist Trade Organisations | | Professional Services | | Residential Builders | | Commercial Construction | | Endorsee | | Government Organisations & Insurers | | Horizontal Infrastructure Organisations | | Other | | Labour on Hire Organisations | | Project Management Offices | | Total sample | |
|--|--------------------------------|-------------|-----------------------|-------------|----------------------|-------------|-------------------------|-------------|-----------|-------------|-------------------------------------|-------------|---|-------------|----------|-------------|------------------------------|-------------|----------------------------|-------------|--------------|-------------|
| I have not been to any events | 3 | 8% | 3 | 9% | 2 | 6% | 2 | 8% | 0 | 0% | 1 | 11% | 0 | 0% | 3 | 38% | 0 | 0% | 0 | 0% | 14 | 8% |
| I have been to one or some events (since signing the Charter) | 26 | 72% | 27 | 84% | 25 | 74% | 17 | 68% | 16 | 100% | 7 | 78% | 6 | 86% | 4 | 50% | 7 | 100% | 2 | 50% | 137 | 77% |
| I have been to all of the Charter events (since signing the Charter) | 7 | 19% | 2 | 6% | 7 | 21% | 6 | 24% | 0 | 0% | 1 | 11% | 1 | 14% | 1 | 13% | 0 | 0% | 2 | 50% | 27 | 15% |
| Total respondents | 36 | 100% | 32 | 100% | 34 | 100% | 25 | 100% | 16 | 100% | 9 | 100% | 7 | 100% | 8 | 100% | 7 | 100% | 4 | 100% | 178 | 100% |

Figure 10.5: Total Recall of Charter Commitments

| | Specialist Trade Organisations | | Professional Services | | Residential Builders | | Commercial Construction | | Endorsee | | Government Organisations & Insurers | | Horizontal Infrastructure Organisations | | Other | | Labour on Hire Organisations | | Project Management Offices | | Total sample | |
|------------------------------|--------------------------------|-------------|-----------------------|-------------|----------------------|-------------|-------------------------|-------------|-----------|-------------|-------------------------------------|-------------|---|-------------|----------|-------------|------------------------------|-------------|----------------------------|-------------|--------------|-------------|
| Leadership | 37 | 86% | 27 | 69% | 34 | 89% | 24 | 83% | 16 | 76% | 9 | 90% | 7 | 70% | 8 | 89% | 6 | 86% | 4 | 100% | 172 | 82% |
| Engagement and consultation | 32 | 74% | 19 | 49%↓ | 30 | 79% | 24 | 83% | 16 | 76% | 9 | 90% | 7 | 70% | 6 | 67% | 7 | 100% | 4 | 100% | 154 | 73% |
| Reporting | 34 | 79% | 20 | 51%↓ | 29 | 76% | 22 | 76% | 14 | 67% | 9 | 90% | 7 | 70% | 7 | 78% | 7 | 100% | 4 | 100% | 153 | 73% |
| Upstream & Downstream Duties | 20 | 47% | 13 | 33% | 23 | 61% | 19 | 66% | 13 | 62% | 6 | 60% | 5 | 50% | 5 | 56% | 5 | 71% | 4 | 100% | 113 | 54% |
| Critical Risks | 37 | 86% | 22 | 56%↓ | 34 | 89% | 25 | 86% | 15 | 71% | 9 | 90% | 8 | 80% | 7 | 78% | 6 | 86% | 4 | 100% | 167 | 80% |
| Managing Site Safety Risks | 37 | 86% | 27 | 69% | 33 | 87% | 24 | 83% | 15 | 71% | 10 | 100% | 6 | 60% | 7 | 78% | 6 | 86% | 4 | 100% | 169 | 80% |
| Site Induction | 35 | 81% | 26 | 67% | 32 | 84% | 24 | 83% | 14 | 67% | 10 | 100% | 7 | 70% | 8 | 89% | 6 | 86% | 4 | 100% | 166 | 79% |
| Training | 37 | 86% | 24 | 62%↓ | 35 | 92% | 25 | 86% | 16 | 76% | 9 | 90% | 7 | 70% | 8 | 89% | 7 | 100% | 4 | 100% | 172 | 82% |
| Impairment | 33 | 77% | 20 | 51% | 27 | 71% | 23 | 79% | 13 | 62% | 8 | 80% | 6 | 60% | 7 | 78% | 7 | 100% | 4 | 100% | 148 | 70% |
| Health and Wellbeing | 38 | 88% | 26 | 67% | 30 | 79% | 24 | 83% | 15 | 71% | 9 | 90% | 7 | 70% | 8 | 89% | 7 | 100% | 4 | 100% | 168 | 80% |
| No awareness | 2 | 5% | 7 | 18% | 1 | 3% | 2 | 7% | 4 | 19% | 0 | 0% | 1 | 10% | 0 | 0% | 0 | 0% | 0 | 0% | 17 | 8% |
| Total respondents | 43 | 100% | 39 | 100% | 38 | 100% | 29 | 100% | 21 | 100% | 10 | 100% | 10 | 100% | 9 | 100% | 7 | 100% | 4 | 100% | 210 | 100% |

Recall of some commitments amongst Professional Services signatories was lower than other groups. These commitments are highlighted in red in the table above.

Figure 10.6: Influencing Practice

| | Specialist Trade Organisations | | Professional Services | | Residential Builders | | Commercial Construction | | Endorsee | | Government Organisations & Insurers | | Horizontal Infrastructure Organisations | | Other | | Labour on Hire Organisations | | Project Management Offices | | Total sample | |
|--|--------------------------------|-----|-----------------------|-----|----------------------|-----|-------------------------|-----|----------|-----|-------------------------------------|-----|---|-----|-------|-----|------------------------------|-----|----------------------------|-----|--------------|-----|
| Have changed practice as a result of the Charter | 25 | 58% | 20 | 51% | 28 | 74% | 13 | 45% | 5 | 24% | 6 | 60% | 2 | 20% | 5 | 56% | 2 | 29% | 3 | 75% | 109 | 52% |

Figure 10.7: Usefulness of the Charter for improving health and safety in the organisation

| | Specialist Trade Organisations | | Professional Services | | Residential Builders | | Commercial Construction | | Endorsee | | Government Organisations & Insurers | | Horizontal Infrastructure Organisations | | Other | | Labour on Hire Organisations | | Project Management Offices | | Total sample | |
|--------------------------|--------------------------------|-------------|-----------------------|-------------|----------------------|-------------|-------------------------|-------------|-----------|-------------|-------------------------------------|-------------|---|-------------|----------|-------------|------------------------------|-------------|----------------------------|-------------|--------------|-------------|
| Total Useful | 18 | 42% | 19 | 49% | 26 | 68% | 11 | 38% | 8 | 38% | 4 | 40% | 0 | 0% | 5 | 56% | 3 | 43% | 1 | 25% | 95 | 45% |
| Not useful at all | 5 | 12% | 7 | 18% | 5 | 13% | 3 | 10% | 5 | 24% | 1 | 10% | 3 | 30% | 0 | 0% | 1 | 14% | 1 | 25% | 31 | 15% |
| Not useful | 3 | 7% | 8 | 21% | 1 | 3% | 2 | 7% | 3 | 14% | 0 | 0% | 1 | 10% | 3 | 33% | 1 | 14% | 0 | 0% | 22 | 10% |
| Neutral | 17 | 40% | 5 | 13% | 6 | 16% | 13 | 45% | 5 | 24% | 5 | 50% | 6 | 60% | 1 | 11% | 2 | 29% | 2 | 50% | 62 | 30% |
| Useful | 12 | 28% | 13 | 33% | 15 | 39% | 6 | 21% | 6 | 29% | 2 | 20% | 0 | 0% | 4 | 44% | 3 | 43% | 1 | 25% | 62 | 30% |
| Very useful | 6 | 14% | 6 | 15% | 11 | 29% | 5 | 17% | 2 | 10% | 2 | 20% | 0 | 0% | 1 | 11% | 0 | 0% | 0 | 0% | 33 | 16% |
| Total respondents | 43 | 100% | 39 | 100% | 38 | 100% | 29 | 100% | 21 | 100% | 10 | 100% | 10 | 100% | 9 | 100% | 7 | 100% | 4 | 100% | 210 | 100% |

Figure 10.8: Value for Money

| | Specialist Trade Organisations | | Professional Services | | Residential Builders | | Commercial Construction | | Endorsee | | Government Organisations & Insurers | | Horizontal Infrastructure Organisations | | Other | | Labour on Hire Organisations | | Project Management Offices | | Total sample | |
|--------------------------|--------------------------------|-------------|-----------------------|-------------|----------------------|-------------|-------------------------|-------------|-----------|-------------|-------------------------------------|-------------|---|-------------|----------|-------------|------------------------------|-------------|----------------------------|-------------|--------------|-------------|
| Total agreed | 27 | 66% | 21 | 57% | 26 | 72% | 15 | 54% | 11 | 58% | 5 | 50% | 5 | 56% | 6 | 75% | 2 | 33% | 3 | 75% | 121 | 61% |
| Strongly disagree | 4 | 10% | 3 | 8% | 2 | 6% | 2 | 7% | 1 | 5% | 1 | 10% | 0 | 0% | 0 | 0% | 1 | 17% | 0 | 0% | 14 | 7% |
| Disagree | 3 | 7% | 0 | 0% | 1 | 3% | 2 | 7% | 0 | 0% | 1 | 10% | 2 | 22% | 1 | 13% | 1 | 17% | 1 | 25% | 12 | 6% |
| Neutral | 7 | 17% | 13 | 35% | 7 | 19% | 9 | 32% | 7 | 37% | 3 | 30% | 2 | 22% | 1 | 13% | 2 | 33% | 0 | 0% | 51 | 26% |
| Agree | 16 | 39% | 10 | 27% | 11 | 31% | 5 | 18% | 6 | 32% | 3 | 30% | 3 | 33% | 4 | 50% | 1 | 17% | 1 | 25% | 60 | 30% |
| Strongly agree | 11 | 27% | 11 | 30% | 15 | 42% | 10 | 36% | 5 | 26% | 2 | 20% | 2 | 22% | 2 | 25% | 1 | 17% | 2 | 50% | 61 | 31% |
| Total respondents | 41 | 100% | 37 | 100% | 36 | 100% | 28 | 100% | 19 | 100% | 10 | 100% | 9 | 100% | 8 | 100% | 6 | 100% | 4 | 100% | 198 | 100% |

Figure 10.9: Net Promoter Score

| | Specialist Trade Organisations | | Professional Services | | Residential Builders | | Commercial Construction | | Endorsee | | Government Organisations & Insurers | | Horizontal Infrastructure Organisations | | Other | | Labour on Hire Organisations | | Project Management Offices | | Total sample | |
|------------|--------------------------------|-----------|-----------------------|----------|----------------------|-----------|-------------------------|-----------|----------|-----------|-------------------------------------|-----------|---|-----------|-------|-----------|------------------------------|-----------|----------------------------|-----------|--------------|----------|
| Detractors | 14 | 33% | 11 | 28% | 12 | 32% | 9 | 31% | 7 | 35% | 2 | 20% | 3 | 33% | 2 | 22% | 2 | 29% | 1 | 25% | 63 | 31% |
| Passives | 16 | 38% | 14 | 36% | 6 | 16% | 7 | 24% | 7 | 35% | 3 | 30% | 2 | 22% | 4 | 44% | 2 | 29% | 0 | 0% | 61 | 30% |
| Promoters | 12 | 29% | 14 | 36% | 19 | 51% | 13 | 45% | 6 | 30% | 5 | 50% | 4 | 44% | 3 | 33% | 3 | 43% | 3 | 75% | 82 | 40% |
| NPS | | -5 | | 8 | | 19 | | 14 | | -5 | | 30 | | 11 | | 11 | | 14 | | 50 | | 9 |

11

Appendix Four: Sample Profile

Figure 11.1: Relationship to the Charter

| | % | Number of respondents |
|--------------------------|-------------|-----------------------|
| Signatory | 90% | 189 |
| Endorsee | 10% | 21 |
| Total respondents | 100% | 210 |

Figure 11.2: Charter Use

| | % | Number of respondents |
|--|-------------|-----------------------|
| Using the Charter for your organisation only | 67% | 140 |
| Using the Charter for contractors and/or subcontractors only | 2% | 4 |
| Using the Charter for both | 31% | 66 |
| Total respondents | 100% | 210 |

Figure 11.3: FTEs

| | % | Number of respondents |
|--------------------------|-------------|-----------------------|
| 0 | 1% | 2 |
| 1 - 5 | 19% | 40 |
| 6 - 9 | 13% | 28 |
| 10 - 19 | 17% | 35 |
| 20 - 49 | 18% | 37 |
| 50 - 99 | 11% | 23 |
| 100+ | 21% | 45 |
| Total respondents | 100% | 210 |

Figure 11.4: Size of business

| | % | Number of respondents |
|--------------------------|-------------|-----------------------|
| Small | 33% | 70 |
| Medium | 34% | 72 |
| Large | 32% | 68 |
| Total respondents | 100% | 210 |

Figure 11.5: Signatory type

| | % of sample | Number of respondents | Actual number of signatories | Proportion of signatories represented in the sample |
|---|-------------|-----------------------|------------------------------|---|
| Specialist Trade Organisations | 20% | 43 | 61 | 70% |
| Professional Services | 19% | 39 | 71 | 55% |
| Residential Builders | 18% | 38 | 57 | 67% |
| Commercial Construction | 14% | 29 | 53 | 55% |
| Endorsee | 10% | 21 | 53 | 40% |
| Government Organisations & Insurers | 5% | 10 | 22 | 45% |
| Horizontal Infrastructure Organisations | 5% | 10 | 19 | 53% |
| Other | 4% | 9 | 19 | 47% |
| Labour on Hire Organisations | 3% | 7 | 13 | 54% |
| Project Management Offices | 2% | 4 | 6 | 67% |
| Total | 100% | 210 | 374 | 56% |



RESEARCH FIRST

CHRISTCHURCH OFFICE

23 Carlyle Street
PO Box 94
Christchurch 8140
Tel: 03 281 7832

OTAGO OFFICE

28 Helwick Street
Wanaka 9305
Tel: 022 676 8722

WELLINGTON OFFICE

Level 12, 215-229
Lambton Quay
Wellington 6140

TAURANGA OFFICE

PO Box 4632
Mt Maunganui 3141
Tel: 021 0269 2354

AUCKLAND OFFICE

Unit 3, Level 1 Qb Studios
208 Ponsonby Road
Auckland 1011