

Happy working here?

People Pulse survey

Frequently Asked Questions



People pulse survey FAQ's



How do I access the survey?

If you have access to a Bupa email address you'll get an email with a unique link to complete the survey.

If you don't have a Bupa email address you'll access the survey website via the weblink www.bupa.com/pulse. You will need to follow the exact instructions as they are case sensitive; first name (with a capital letter) then a full stop and surname followed by your date of birth for login, and password is Bupa i.e. **Helen.Jarvis.25.01.1970** password **Bupa**. You can access the survey via any device with internet access – laptop, smart phone or tablet. Instructions of how to access will be on a poster in your place of work.

What do I do if I've lost the email with my survey invite?

You can request to get the survey resent to you. Just follow this link:

<https://app.glintinc.com/peoplepulse/resent-pulse> or you can access the survey via the weblink using your name and date of birth as above.

How long does it take to complete the survey?

It should take between 5 and 10 minutes to complete.


Can I share the link to the survey that I received by email with someone else?

No, please don't share your link to the survey. Each link is unique and allows only one survey response to be submitted.

What should I do if the link to the survey doesn't work?

Try these things first:

- Open it in a different web browser – for example, change from Internet Explorer to Chrome
- Check you have sufficient network coverage
- Try a different device if you have access to one
- You can access the survey via the weblink using your name and date of birth, as in the previous FAQ

If you're still stuck, contact People Operations via the pink  on [People Place](mailto:peopleops@bupadentalcare.co.uk) or if you are in Dental please contact peopleops@bupadentalcare.co.uk in the first instant, or Glint support are available to help (find the details at the end of this document).

What happens if I change my mind once I've submitted my survey response?

Contact Glint who will reset your survey for you, and then you can retake it.

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Can I leave the survey and come back to it if I'm part way through?

Yes, as long as you haven't submitted the survey, you can always come back to it. The survey will save your place as well, so any questions you've already answered will be saved. To come back to your survey, go back to your email invitation and find the original link to the survey. Follow the link and it will take you to the next question to be answered. Or access the survey via the weblink using your name and date of birth, and password.

Can I go back and change my answer to an earlier question as long as I have not pressed 'submit'?

Yes you can.

I have missed the deadline for completing the survey, can I still submit a survey?

No. The results begin to be collated as soon as the survey closes and accepting late results would impact this process. You'll have another opportunity to share feedback in the next People Pulse.

Who will be able to see the results for my team?

Your manager and their manager etc will have access to the results for your team. If more than 5 people in your team complete the survey your manager will see the results. If more than 10 people complete the survey, your manager will see the results and any comments.

If a manager has less than 5 responses any results and comments will roll into their managers results.

All managers have been asked to arrange a meeting with their team to share the results soon after they're available. Talk to your manager for more information.

Where do I go if I have a question about the survey?

If you don't find the answer you need in this FAQ, please ask your manager or People team contact. Or visit **People Place** or checkout the People Pulse Hub on Grow where there is loads of information for you **www.bupa.com/PeoplePulse**.

What languages is the survey available in?

English, Spanish EU, Spanish Latam, Polish, Chinese (traditional) Chinese (simplified), Danish, Arabic and Portuguese. You can easily change the language of your survey once you're in it.

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Why have we partnered with Glint?

We have partnered with Glint as they are a world leader in employee engagement and this also allows us to benchmark externally. Glint have built the questions we ask in People Pulse to ensure they are aligned to Bupa's strategic framework and Five-Year Vision so we get more meaningful insights. Glint is a much more powerful platform for measuring and acting on peoples' feedback about working at Bupa.

Are we still asking the Speak Up question?

Yes we will be asking the Speak Up question in this wave.

Am I eligible to take part in the survey?

All Bupa employees are eligible to take part in the survey as long as your personal data was in our people system when we extracted our people data.

I'm currently out of the business, can I still take part in the survey?

Yes everyone is welcome to take part in the survey, and your manager will contact you to let you know how you can access the survey.

How do I know my responses are completely confidential?

Our survey provider, Glint, **will not** provide any data or survey responses to any Bupa employee. This is a key condition of our contract with Glint to make sure your data and feedback is protected at all times.

Please be mindful when providing comments and avoid using specific details that may accidentally identify you.

To keep responses anonymous and protect peoples' data, there is a confidentiality requirement which determines which results managers get access to.

It works like this:

- If less than 5 people in a team complete the survey, the manager won't see any specific results for their team
- If more than 5 but less than 10 people in a team complete the survey, the manager will see only the responses for rated questions (no comments) for their team
- If 10 or more people in a team complete the survey, the manager will see both the responses for rated questions and comments (even if not everyone provided comments) for their team

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I need to contact someone for help, how do I do this?

Glint Technical Support provides 24x7 support to all employees during the survey window and post pulse support to all managers.

Email: support@glintinc.com

Or phone:

UK Toll Free (888) 331 4495

UK +44 (800) 368 8224


US (650) 817 7297

Japan + 813 458 09725

Support via phone is available in: English, French, Spanish, Italian, German and Japanese.

Glint uses translators to provide support for people speaking other languages (e.g. Polish, Portuguese, Traditional and Simplified Chinese) which means your query won't be answered straight away. There will be a 4 or so hour turnaround time if you need support in these languages.

Glint Technical Support are unable to help me, where can I go for further support?

Please contact People Operations via the pink  on [People Place](#) or if you are in Dental please contact peopleops@bupadentalcare.co.uk who will be able to support you.

Why should I take part in the People Pulse survey?

People Pulse is our global employee survey and its an invaluable tool for us to truly understand what matters most to you. We want you to love working here and sharing your views in People Pulse will help us make the changes that matter most and together we can make Bupa even better **#together** It's easy to complete and accessible on any device using your link or logging in with your name, DOB and password and only takes a few minutes. Your views really matter to us, so please share your views in our People Pulse survey 😊

What are the key dates for this People Pulse survey?

- Survey opens: **Wednesday, 6 November 2019**
- Survey closes: **Wednesday, 20 November 2019**
- Results available: **Tuesday, 26 November 2019**