



**Monthly reduction in cost to Virgin Media for employees who attended the Pilot versus a Control Group was £203,244 per month**



EMPLOYEE ENGAGEMENT SCORES IMPROVED BY 98% OVER THE COURSE OF THE 'SIMPLY BRILLIANT' PROGRAMME. TECHNICIANS FEEL THEY ARE FULLY SUPPORTED WHEN THEY KNOCK ON THE CUSTOMER'S DOOR



OPERATIONAL NET PROMOTER SCORE IMPROVED BY: 20% OVER 5 MONTHS



**We had a 'kerching' moment when we understood that engaged people give you a 'Discretionary Effort' that customers notice. We are now in the top 10% of UK companies for Employee Engagement following the Simply Brilliant programme. We recognise that engaged people are more productive. This has been a perfect period for us – improved engagement, improved customer satisfaction and costs falling**



**MAURICE DAW**

Chief People Officer

Virgin Media

