

The background of the slide is a photograph of a business meeting. A man in a grey blazer is standing and pointing with a white marker at a whiteboard. Several people are seated around a table, looking towards him. The entire image is covered with a semi-transparent blue rectangle. The title text is white and centered on this blue area.

Why focus on people & culture pays off

#RESET

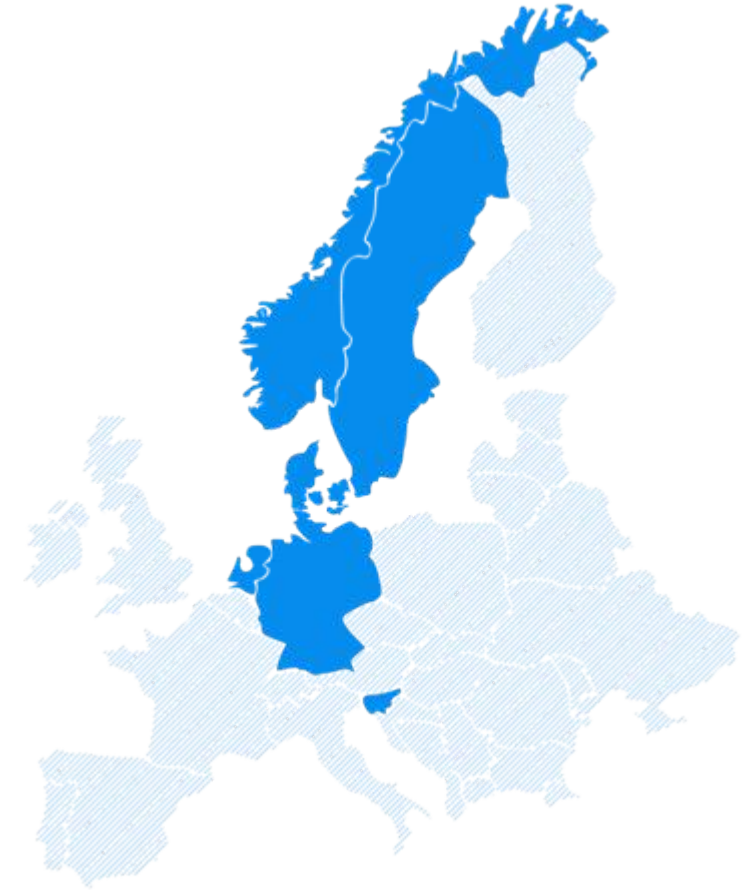
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We are NIL-part of CONSCIA

30 + & 1000 +

- first SI internet provider
- first SOC in the region
- university collaborator
- over 30 students



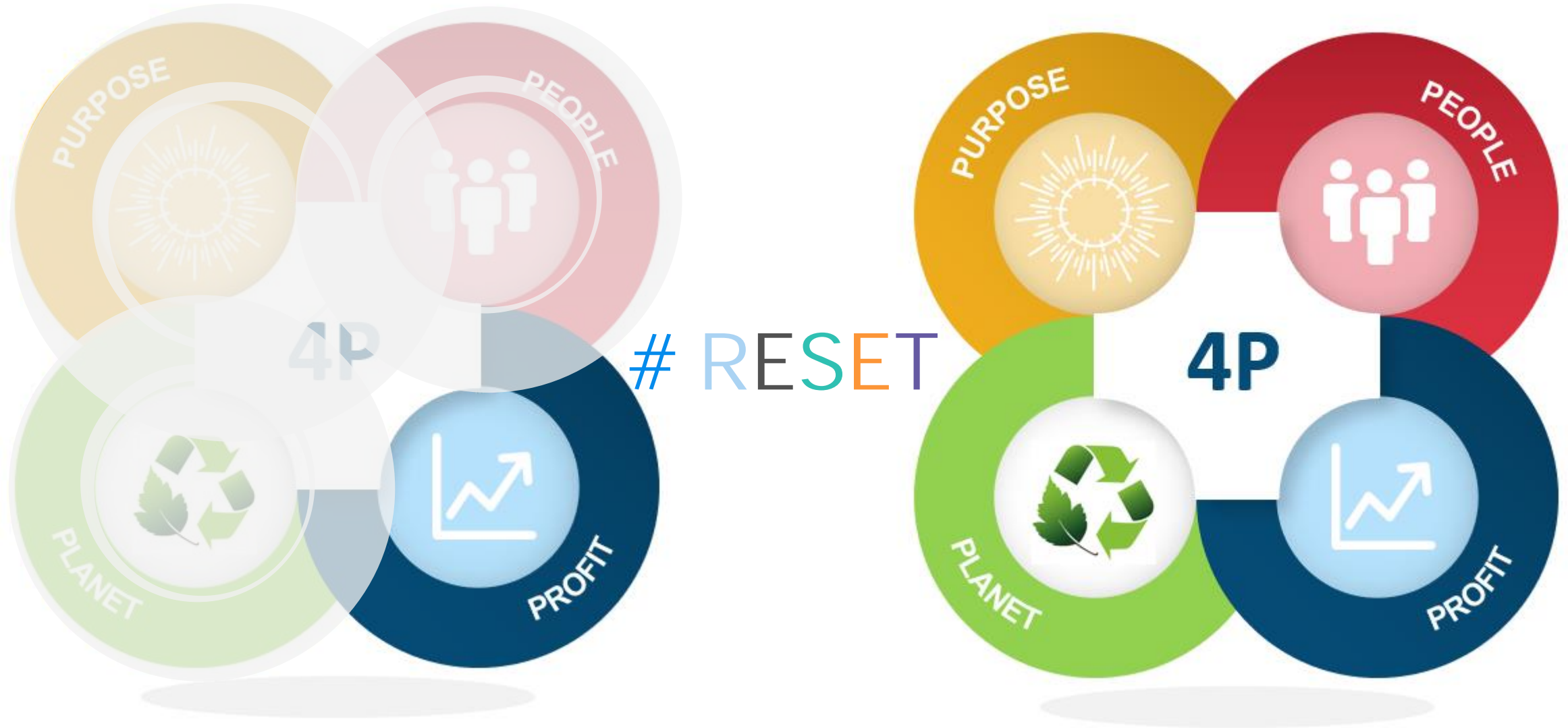
About

- **RESET** - The power of our People and Culture:
Why focus on people & culture pays off
- Number of NIL people: +250
- People & Culture Team: 4
- Number of people affected: +250
- Areas addressed by the project:
 - Recruitment & selection
 - Organizational development
 - Reward & motivation
 - Internal communication: culture & climate
 - Employee and management development
 - Organizational changes and restructuring
 - Mentoring and internship programs

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Ljubljana, Slovenia

The context



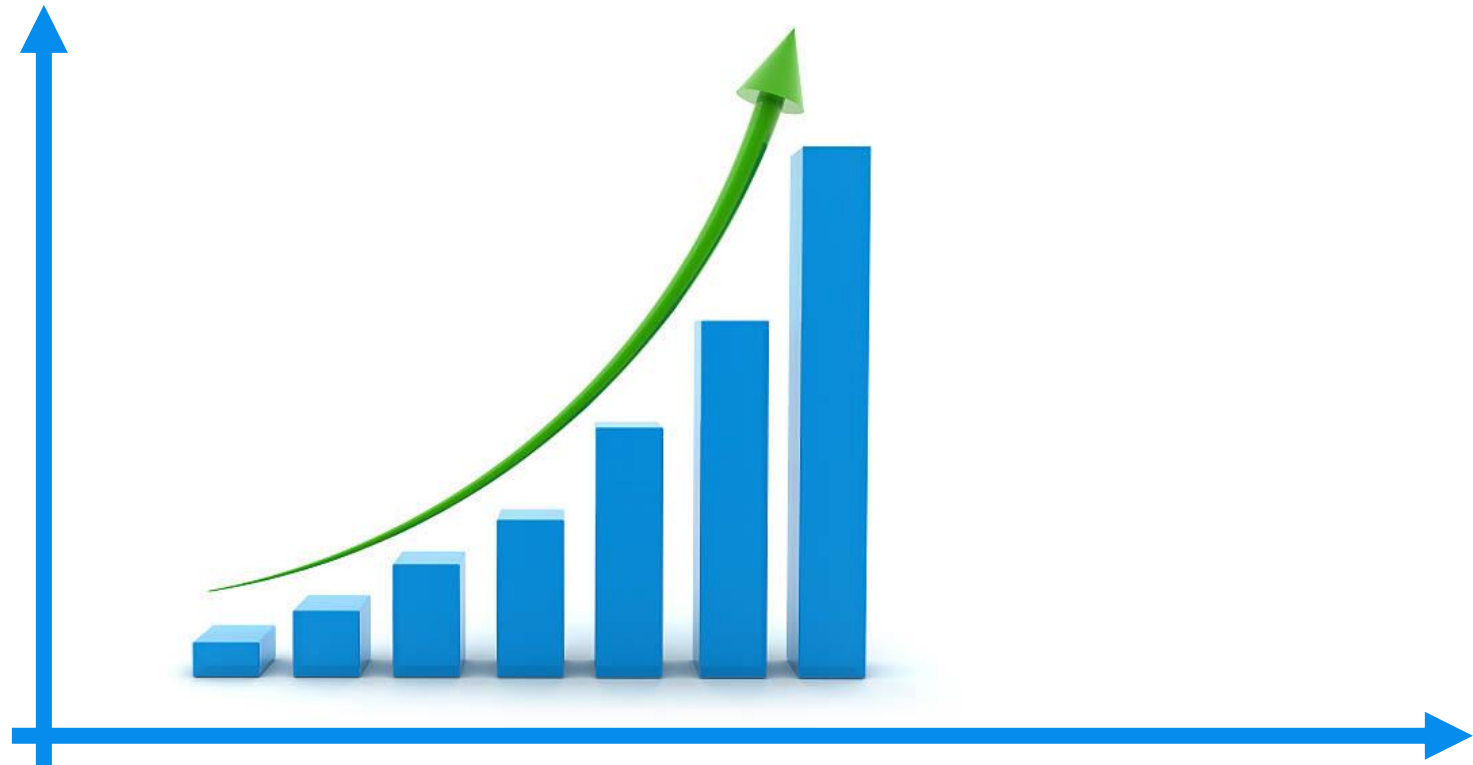


HR played a pivotal role in fostering alignment between business objectives and the impact of people and organizational culture on future business

BUSINESS GOALS NIL GOAL FRAME

- EBITDA
- REVENUE

- CUSTOMER SATISFACTION
- EMPLOYEE ENGAGEMENT
- POSITIVE IMPACT



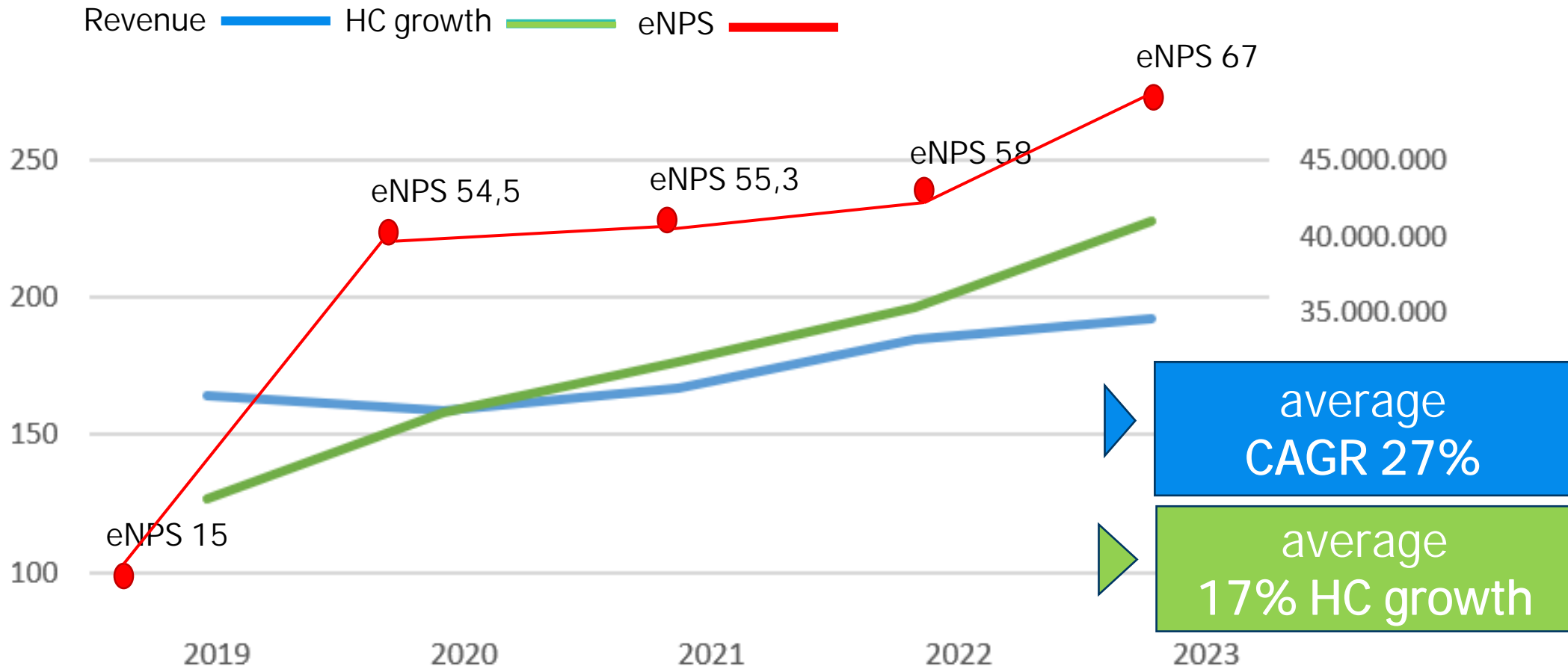
CULTURE AS A STRATEGIC TOPIC
BUILDING AND NURTURING DESIRED CULTURE,
USING THE 5-STEP APPROACH



NIL 5-step model towards desired culture



Improved business outcomes & eNPS significant increase



HR metrics and key results

KPI	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	
EMPLOYEE NET PROMOTOR SCORE	15	54,5	55,3	58	67	▶ 346.67% increase
TOTAL ATRITION	35%	29%	8%	4,19 %	3,8%	▶ 89.14% decrease



Towards Your model of desired culture





Let´s connect & get your checklist !



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Thank you