

Women in Transport Platform for Change

REPORTING ON AN ACTION

NAME OF THE ACTION

Name of organisation:	EVBox
Contact person(s), title(s):	Jason Chang, Diversity, Equity and Inclusion Specialist
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Date of launch:	May 2023
End date (if applicable):	Currently scaling up program

Please briefly describe your experience with the action: how the action was implemented, the key activities you carried out, etc. (please provide figures, illustrations, photos etc. where appropriate):

In 2023, we launched the Women's ERG mentoring program with the goals of achieving a broader social network for our colleagues, raising inclusion levels and enhancing their professional development. We achieved 31 sign ups, which was 50% over our target, and 16 mentor-mentee pairs were created. Of these, mentors indicated that they particularly wanted new experiences and leadership skills, while mentees wanted to advance their careers, building an internal network and growing their leadership skills. At the end of the program, 8 pairs had discontinued, with 4 having their relationships on hold and 4 relationships which still continued running to the end of the program.

Indicate any problems/challenges encountered:

One of the primary challenges was where mentoring pairs discontinued as a result of our internal reorganization. This led to us having lesser respondents to our monthly mentoring program surveys from January onwards.

Other challenges cited were that monthly check-in surveys were too frequent, and workload was often cited as the reason as to mentoring relationships were put on hold. Additionally, the pairs cited that they ran out of topics to discuss towards the end of their relationships.

Indicate whether/how the objective(s) were reached and what the impact was on the target audience:

Participation rates were 50% over our target, however we did not measure drop-out rates, which would have been helpful to have contributed to more meaningful data in our monthly survey check-ins, given that fewer respondents replied following the reorganization.

We also sought for a 70% satisfaction rate with their relationships. Average satisfaction from the program was at 70%, however, we only had data for 4 months due to a lower response rate as a result of the reorganization.

Short overview over the cost/benefits of the action:

Costs associated with the program were administrator time used to administer the program.

Qualitative feedback spoke about a deepened relationship between mentor and mentee, as well as how conversations allowed the opposite partner to be critically challenged in how they thought about their work, thereby generating new insights.

Please share any recommendations linked to your action (e.g. whether actions or elements can be transferred to other transport activities/other countries) and any follow-up measure you intend to take:

Overall, we have now scaled up the program to include the entire company. For challenges we experienced previously, these are the ways we intend to address them -

1. Suggest to send bi-monthly surveys instead of monthly ones to reduce the number of surveys employees have to take.
2. When workload is cited as a reason why mentoring relationships were put on hold: Important to be stricter in emphasizing at open sessions, training for mentors and other communications that mentors and mentees should be realistic if they can do the program. Workload should not be an overused reason for not being able to take part in a mentoring session.
3. Pairs running out of discussion topics: Provide more meeting agenda guides. Make it more accessible on trainings, open sessions and on the company's intranet. Administrator can also do monthly check-in messages with all pairs to make sure any outstanding issues are tackled immediately.

Additional Comments (optional):
