



NEW WAYS OF WORKING AT AXA BELGIUM

Brussels

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AXA in Belgium

5.000

brokers & bank agents

4.700

employees

2.8 million
clients

#1 P&C insurer

#2 Life insurer

#5 Bank



2.
NEW WAYS OF WORKING AT AXA BELGIUM



**The world is changing.
So are we.**



ONE CHANCE TO CHANGE
nWOW

Three objectives

1. Attractive employer
2. Trust & achievement
3. Modern work environment

One condition: cost savings



1 – Attractive employer

1 – Attractive employer



1 – Attractive employer

DE
TIJD

Belg wil meer flexibiliteit in job en loonpakket

HR-onderzoek



2

foto's

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Meer autonomie over waar en wanneer er gewerkt wordt en een meer persoonlijke invulling van het loonpakket. Die dubbele vraag naar meer flexibiliteit leeft bij werknemers, maar het ontbreekt vandaag aan een degelijk juridisch kader.

2- Trust and achievement



3- Modern environment



Working time and place independently

An integral and holistic approach

- Steering on results & achievement in an environment of trust
- Autonomy
- Responsibility



Anywhere
nytime
nyhow



- Teleworking for all
- Nobody has their own office
- Activity Based Desksharing

- Flexible working
- Virtual collaboration
- Paperless

New Ways of Working

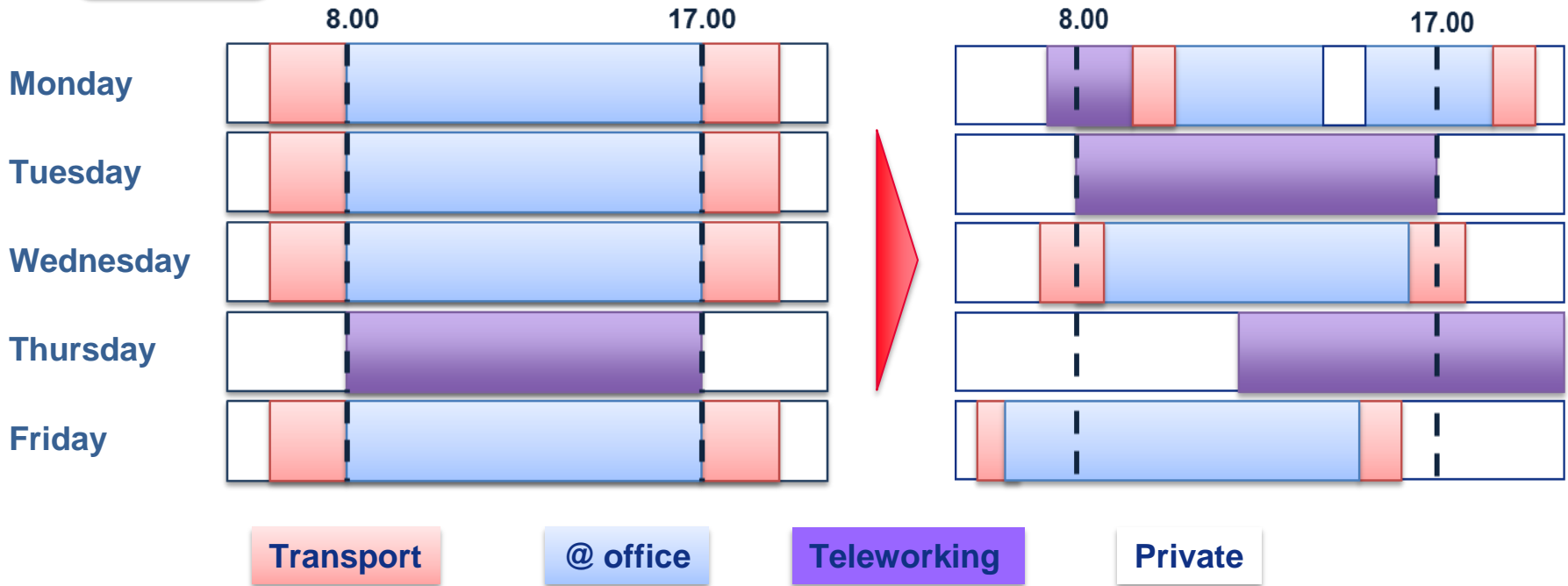
Illustration

Flexibility : ... Anywhere, anytime, anyhow



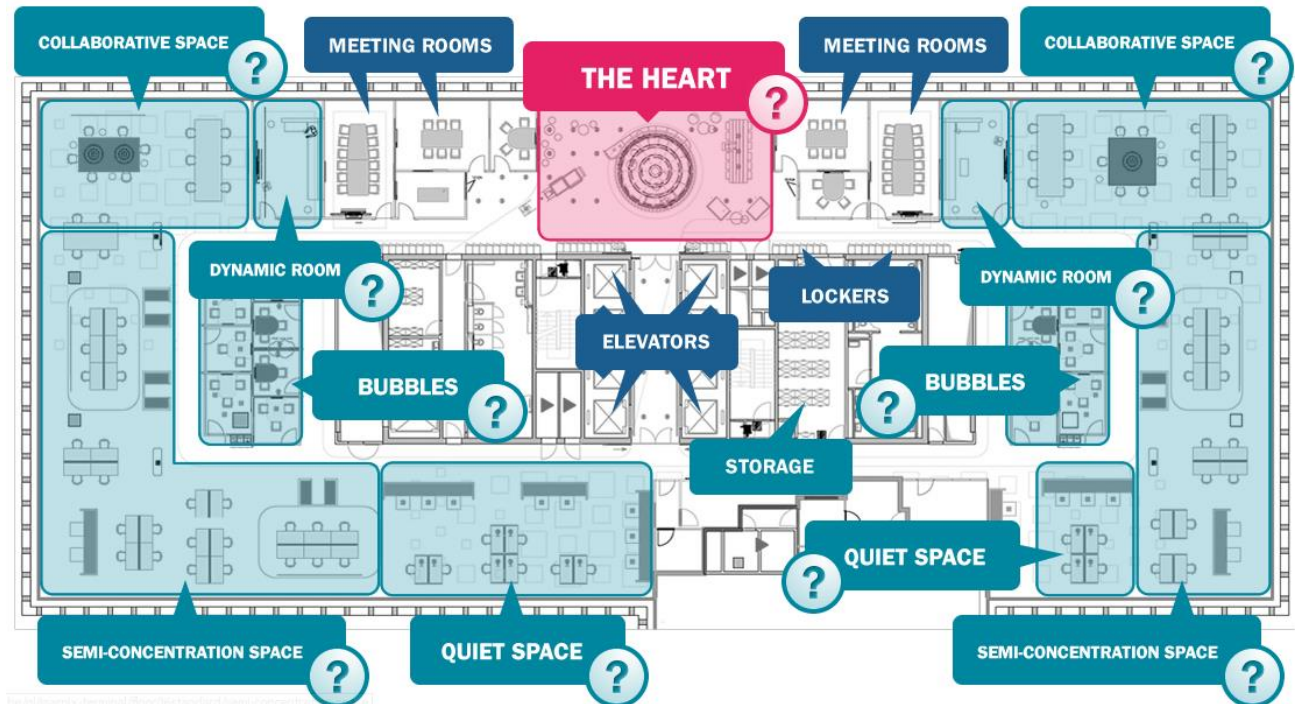
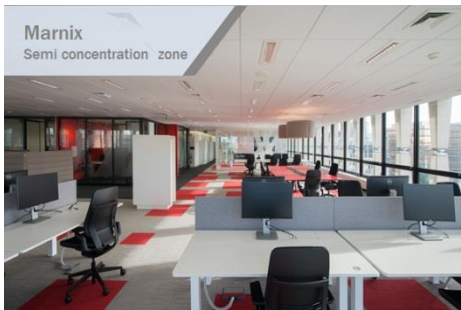
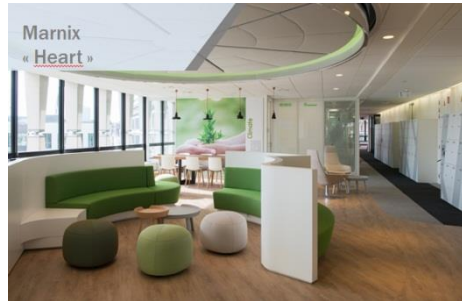
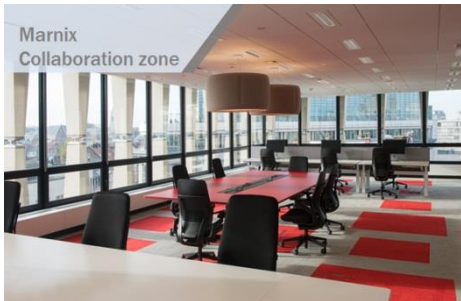
Today...

Tomorrow?



Working time and place independently

Flexibility : Choose your work environment in function of your activity



Working time and place independently

Flexibility : Connected anytime – anywhere - anyhow

A CONNECTED WORLD

Individually



Laptop for all



Headset

Paperless

Collectively – remote collaboration



Softphone



Lync



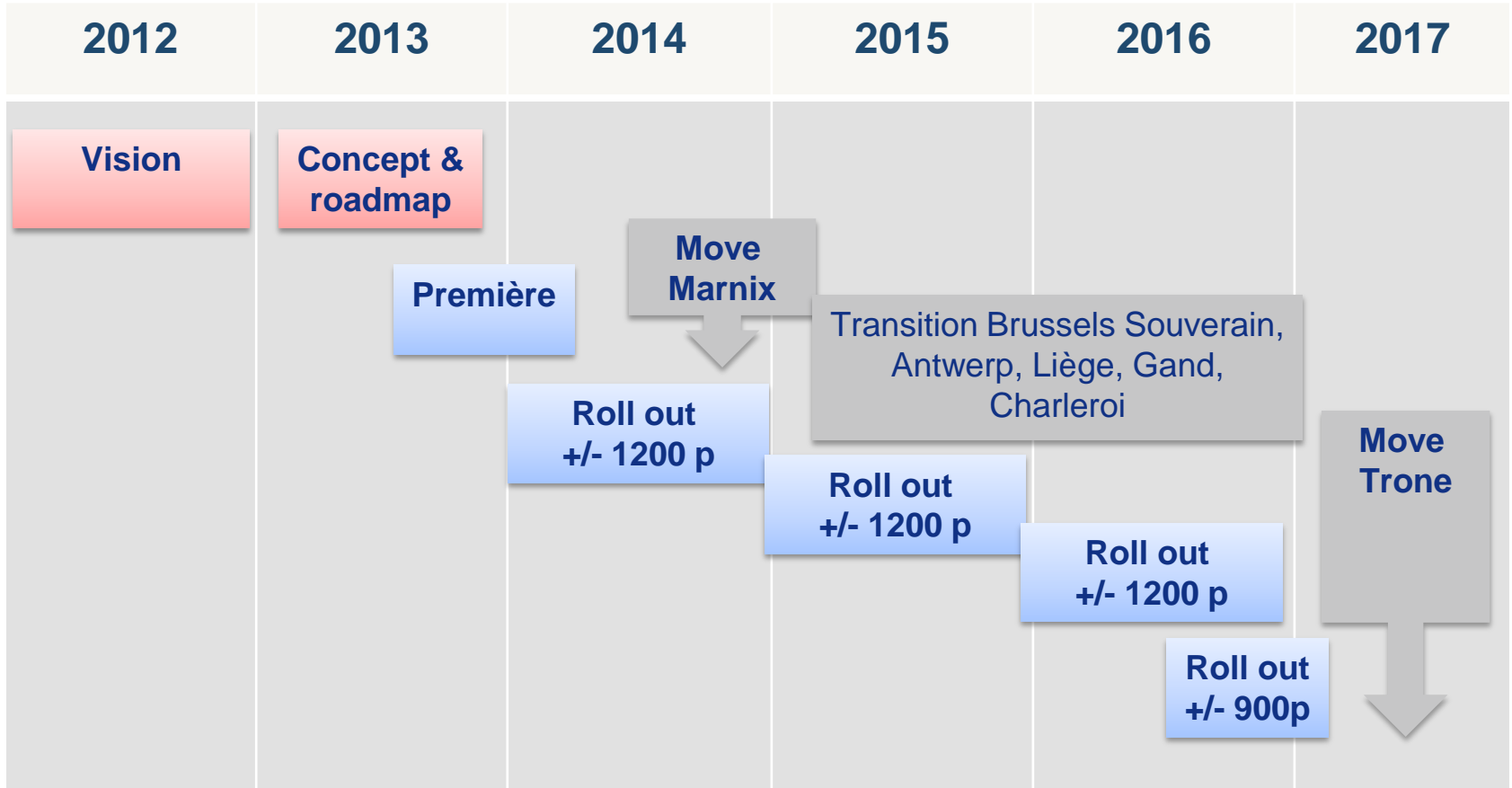
Roundtable Camera & Video conference

Adapted processes & Helpdesk



We are changing now!

As of 2014, +/- 1200 colleagues moving to NWOW every year



What do our teams think?



“ NWoW has exceeded my expectations “

68%

” my worklife balance has improved ”

78%

69%

gives regular feedback

“AXA has become more attractive thanks to NWoW “

72%

76% would recommend NWoW to their colleagues



61% of the managers switch workplaces when they switch activities

only 27% of the employees change from workplace

64% “ working environment fits my way of working better “

New environment / New building highly appreciated (as well as furniture, acoustics & lighting)

- Leaders as role models
- Tooling MUST work
- Paperless (or paperlight) is a prerequisite
- Communicate and guide when concrete
- Clear agreements - with the manager & the team
- Monitor social cohesion – organise the informal
- Integrated approach - Bricks, Bytes & behavior



