

# Social Highlights Belgium & The Netherlands 2022/23

Digital

**Brico** & **Praxis**  
**Makers Fair** & **Makers Beurs**  
**950** participants **1,500** visitors



Renewed  
**working at Praxis**  
website



Internal **mobility priority**  
for Brico & BricoPlanit:  
**80%** vacancies  
**filled internally**



**210** employees  
**celebrated**  
**>20th work anniversary**  
at Brico, BricoPlanit  
and Briko Depot



4th edition of the  
Brico & BricoPlanit  
**'Klushelden' project**  
**10x €10,000**  
to refurbish nursery  
and primary schools



Introduction special  
**leadership program**  
for **Praxis** Store managers

Interim adjustment  
**DIY collective labour**  
**agreement** with better wage  
agreements for **Praxis**



Renewed cooperation with SBB for  
**further professionalizing**  
**internships** and apprenticeships  
in **Praxis** Stores

**Praxis** and **Brico**  
are committed to being an  
**inclusive employer**  
through several initiatives



students worked at  
**Brico en BricoPlanit**  
during **YOUCA Action Day** and donated  
their salary to development projects

# Key Figures Belgium 2022/23

From 1-2-2022 t/m 29-1-2023



## Employees

**3,082**



## Division

**Male**

59%

**Female**

41%

Contract indefinite term

Brico & BricoPlanit  
own stores

2,505

Head office Brussels  
+ ASL Willebroek

289

Contract fixed term

228

3

Replacement contract

57

0

Average age

44

46

**Customer orientation,  
leadership, language &  
safety training courses**

**2,995**

participants

19,662 hours



**Make workshops**

**1,753**

participants

7,692 hours

**Makers Fair**

**865**

participants

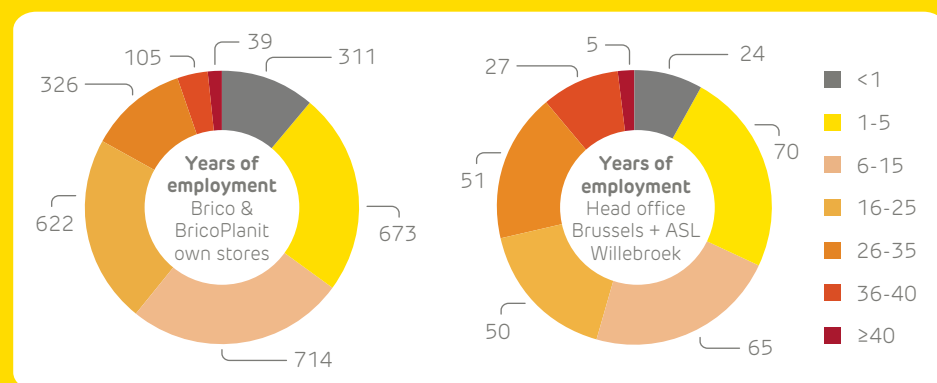
3,460 hours

**Functional vocational training**

**1,299**

participants

6,176 hours



# Key figures The Netherlands 2022/23

From 1-2-2022 t/m 29-1-2023



## Employees

**3,832**



## Division

**Male**

54%

**Female**

46%

Contract indefinite term

Praxis  
own stores

2,577

Head office  
Amsterdam

222

Contract fixed term

1,021

13

Average age

33

44



**Supplier, management,  
practical and safety  
training courses**

**1,125**

participants

**MBO**

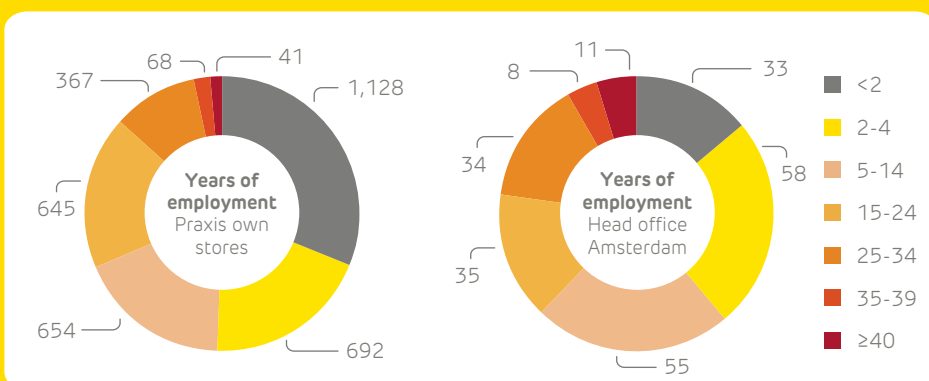
**46**

diploma's  
obtained

**Intern**

**40**

new internal  
mbo trainees  
started



**Professional training**

**45** diploma's  
obtained



**Leadership training courses**

**Basic leadership  
training**

**35**  
participants

**Leadership course  
Store managers**

**124**  
started

For this sixth edition of the Social Highlights, we interviewed Melithsa Demmers, Director HR Praxis, and Rudi Schautteet, Director HR Brico/BricoPlanit. They looked back at the 2022 HR projects and ahead to plans for the future.



**Melithsa Demmers**  
Director HR Praxis



**Rudi Schautteet**  
Director HR Brico/BricoPlanit

### How do you look back on 2022 and what are the 3 words that best describe 2022?

**Rudi:** "In 2022, we experienced an almost normal year, after two COVID-19 years with all kinds of obstacles, both commercial and social. It was a positive and an active year, in line with our values; open, positive and active."

**Melithsa:** "My description for 2022 is: 'Nothing can be taken for granted.' Peace and freedom cannot be taken for granted, neither can safety and health or a heated house with electricity. I realize that there are a lot of people who are hugely affected by the crises in the world in 2022. Fortunately, 2022 has also brought many wonderful things. At Praxis, the necessary steps have been taken to ensure that we are dealing more efficient with gas, electricity and all those other things that became increasingly expensive. And we still get to do nice things despite all the

challenges. That all contributes to our goal of taking the company another step further towards the future. I think that's important."

### What were the important HR themes in 2022 and can you briefly explain them?

**Rudi:** "As mentioned, 2022 was the first post-corona year. We launched and implemented many projects in the past year, which were either just started or partly developed in the COVID-19 period. For example in the field of recruitment and integration/onboarding of new employees (e.g. the launch of a monthly national welcome for new employees). But also projects related to personal development of employees (hybrid offer for learning & development/three training courses per employee per year), prevention and safety and especially in our stores and in terms of wellbeing. A small example in terms of wellbeing is refurbishing the canteens in our stores and making them more cozy. A seemingly small project but very important for our employees who work together every day in the stores."

**Melithsa:** "Important topics are sometimes on the agenda for a bit longer. This is because if you want to do it really well, it requires long-term effort. This applies to:



**Leadership:** we started a new leadership program for Store managers this year. This is aimed at learning with each other and from each other in a rapidly changing world with all kinds of difficult social issues. Through buddy talks, intervision and roundtable discussions, we brought together Store managers from different districts to discuss their personal development on leadership. This was supported by a learning platform and four training days.

**Diversity and Inclusion:** we made this a Benelux project in 2022. This aligns with our objective of contributing to an inclusive and sustainable society. Because we want to be a reflection of society, it is important that we have a working environment where everyone can be themselves and where everyone matters.

**Safety:** we have paid a lot of attention to working safely. For example, we have drawn up a list



and a comprehensive woodworking protocol for working safely in the sawmill. We also conducted a pilot with digital closing guidance in the stores. This gave us a good idea of what it takes to safely switch to digital closing guidance. The requirement is that employees feel as safe with this closing process as they do with a security guard physically present. Our plan is to fully transition physical closing supervision in over 40 stores to remote closing supervision via cameras and a digital connection by 2023. "

### What are you the most proud of when you look back on the past year?

**Rudi:** "A major achievement of 2022 was our move to a new head office in Belgium. An ecological, sustainable building where we introduced a modern new way of working: hybrid working, no fixed desks, a lot of attention to social spaces and facilities for organizing small and large meetings. I am happy to see that at the head office, happy employees try to be at the service of our stores and our customers every day.

Secondly, internal mobility: 80% of vacancies - low and high level - have been filled by internal employees in the past year."

**Melithsa:** "The content of these Social Highlights speaks for itself, but I am most proud of the fact that we, as employers from the DIY sector, took the initiative at an early stage to negotiate a better salary for DIY employees in consultation with the unions. In a year when we were struggling due to inflation and cost developments, I think it shows good employment that we were able to make a change within an

ongoing collective agreement. These are not easy processes and I am proud of what we have achieved."

### What HR projects and themes are planned for the coming period?

**Rudi:** "Among others, preparing a new LMS platform (more dynamic, user-friendly, smart applications) and preparing to digitize HR



processes. But also continuing to invest in healthy, proper relations with our social partners so that together we can build on the progress of our company."

**Melithsa:** "This year too, we have plenty on our agenda. Important themes include recruiting and retaining employees in the difficult labour market, building a strong employer brand and diversity and inclusion (where do we stand in that area and what can we still improve). Other projects include the further development of the leadership program for Store managers and the roll-out of a

digital Occupational Health & Safety Management System. This will make keeping our RI&E up to date low-threshold, simple and time-efficient for all users and those with final responsibility."

### What message would you like to give the colleagues for the coming year?

**Rudi:** "There are a lot of projects in the organization, in the preparation or in the starting phase, work on these with an open mind, dare to think out of the box. Action is important, failure is allowed."

**Melithsa:** "Enjoy the simple things, the people who are close to you. These are also your colleagues with whom you work every day. Be mindful of the successes you achieve with your team, however small those successes may be. I truly believe that this attention for each other makes you have more fun together and this also makes the customers happier."

