miro ✕ **Z**

How Z Energy uses Miro to improve team wellbeing and productivity

Z Energy at-a-glance

72%
of employees cite Miro as an essential tool needed for their role

64%
engaged users per paid seat

2020
Wellbeing score is the highest since 2020

Highlights

Problem

To address higher employee expectations and uplift teams in the wake of COVID, Z Energy doubled down on safety and wellbeing initiatives. But the company needed a way to understand employee sentiment to build productive, engaged hybrid teams.

Solution

Facilitating inclusive conversations in Miro through workshops and custom-built wellbeing tools, Z Energy created a space for teams in any location to safely and openly discuss perspectives on their work environment, providing insights on how to improve.

Results

Z Energy has improved their hybrid work culture and increased employee engagement across the organization, now ranking in the top 5% of companies for their Peakon score for wellbeing.

> **"Miro is a great tool to support wellbeing conversations, as it can remove the barriers to participating and allow everyone's voice to be heard."**

Andrew Shand

Head of Safety, Wellbeing and Risk at Z Energy

Z Energy is a major supplier of fuel to retail and large commercial customers that span airlines, mines, shipping companies, and vehicle fleet operators. As a company that embraces "future-focused" innovation, Z Energy seeks new tools and ways of working that can help deliver distinctive and exceptional customer experiences.

Z Energy is passionate about ensuring its business reflects the changing landscape of innovation, culture, and the wellbeing of its employees. Z Energy first adopted Miro across the Agile team for ideation and project management with cross-functional teams. This has led to Miro becoming a critical business tool for strategic planning, icebreakers, and supporting hybrid work. Z Energy has used Miro to gain transparency across the organization, which has helped improve how teams communicate and work together.

As the organization continued to strengthen their hybrid ways of working, they began to identify how Miro could be used to strategically support the wellbeing of team members. Z Energy defines safety and wellbeing as "enhancing the lives of people and communities." Andrew Shand, Head of Safety, Wellbeing and Risk, has led the initiative to align the wellbeing of team members with the company's values.

Prioritizing wellbeing to create better outcomes

Andrew Shand's role focuses on thinking proactively about risk management for the company and its team members. He believes that the design of work and workplaces can enhance people's mental and physical wellbeing, and help them thrive in their work and personal lives.

Rather than focusing on traditional approaches like catered lunches and complimentary gym memberships, he advocates for supporting psychological safety, realistic workloads, and attainable goals, all of which characterize Z Energy's approach to wellbeing. Shand shares, "At Z, we see the wellbeing of our people as something that is created in a partnership between them and the organization; we both have a role to play."

When the pandemic struck in 2020, the Safety, Wellbeing and Risk team, in partnership with the People and Culture team, committed to focusing on the wellbeing of Z Energy employees. Z Energy knew it was essential to give teams the freedom to decide what their work day could look like while balancing the organization's needs. This could be achieved through a series of top-down initiatives, but leaders didn't want to force a concept of wellbeing on people – they wanted to give everyone a chance to design a better workplace together.

When the world reopened and high expectations for work-life balance became paramount, the Safety, Wellbeing and Risk team saw a renewed focus on wellbeing in the context of hybrid work. They needed a human-centric tool to help facilitate co-creating their new ways of working.
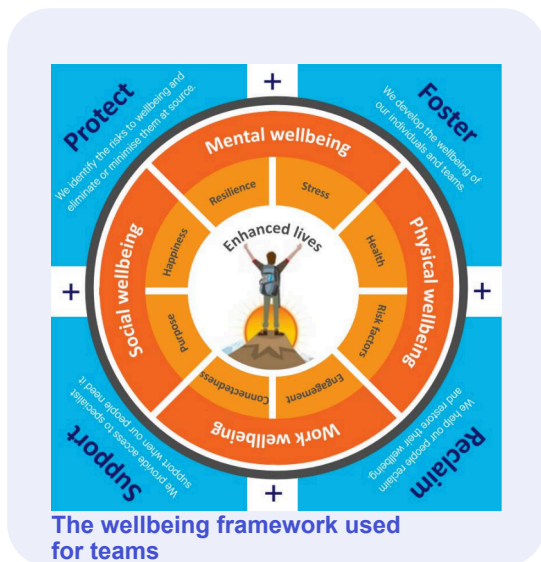
Co-creating a wellbeing framework in Miro

After collecting data about current wellbeing challenges, it became apparent that returning to the office would be emotionally and mentally challenging.

To establish a set of common beliefs around protecting, fostering, reclaiming, and supporting wellbeing, the Safety, Wellbeing, and Risk team adapted a wellbeing framework focused on four key areas: mental, social, physical, and work.

In order to gather input on the framework and ensure it was supporting the teams' needs, the Safety, Wellbeing and Risk team used Miro to bring everyone together in a shared digital workspace. Since Miro allows for many ways to engage and interact, individuals felt self adding a sticky note, reaction, or emoji to reflect their sentiments rather than having to speak aloud. This helped create a fun, inclusive environment for interaction before synthesizing everyone's inputs into one of the four key areas of the framework.

Providing a space for dynamic input in a safe environment helped Z Energy team members feel that they could be more open and honest, giving feedback about their satisfaction levels and how they felt about the wellbeing focus areas the company wanted to prioritize.

Once the goals of the wellbeing framework were agreed upon, the team needed to implement the framework in a collaborative way that allowed his team to measure, evaluate, and assess progress against Z Energy's wellbeing initiatives.

The wellbeing framework used for teams

Creating custom digital tools to measure wellbeing

Z Energy works closely with the Business Leaders' Health and Safety Forum, a coalition of business and government leaders committed to improving the performance of workplace health and safety in New Zealand. Leveraging wellbeing resources from the Forum, the Safety, Wellbeing and Risk team used Miro to design a simplified wellbeing toolkit. This included resources such as "Wellbeing by Design" and "Risk Assessment" tools which were translated into simple digital templates in Miro.

The low barrier for entry to Miro means we can create our own tools. We knew what we were trying to achieve, but we didn't have the skills to code a system. So we built tools in Miro, which deliver much more impact than normal conversations," says Andrew.

These tools were used by Z Energy teams to perform mini "diagnostics" of sorts, scoring their teams' wellbeing risks across metrics such as workload level, staffing, clarity of goals, etc. Using Miro to activate and scale these tools helped provide better collaboration and interactivity, reduced groupthink, and allowed the team to collect intel to understand what changes they needed to make to optimize safety and wellbeing at Z Energy.

Unlike other tools in their stack, using Miro allowed for more flexibility and creativity to engage with wellbeing resources.

Andrew states, "There's a sense of permanence when you write on a Word Document versus a sense of abstract creation with a digital workspace like Miro. We were able to use Miro as a toolkit for all of our design work. This let us create a tool that engaged team members in a thoughtful and impactful way."

Wellbeing by design template in Miro

Risk assessment workshop toolkit in Miro

Driving a culture of flexibility at Z Energy

Miro is used to evaluate, assess, and improve company culture holistically. This has improved ways of working by helping team members more effectively interact with each other, themselves, and the business.

Since increasing the adoption of Miro across more teams in the organization, Z Energy has increased employee engagement and has maintained their highest wellbeing score since 2020. In 2022, Z Energy won the NZ Energy Excellence Award for their wellbeing work and placed in the top 5% of companies globally for their Peakon score for wellbeing.

Outside of safety and wellbeing initiatives, Miro has been used across all functions of the business to empower Z Energy teams in their ways of working. As a critical business tool, it has been used for quarterly planning, roadmaps, planning, demos, retrospectives, and onboarding new hires, which teach Z Energy workflows from idea to delivery.

Z Energy prides itself on creating a "culture of flexibility" as they continue building out their hybrid work initiatives in Miro.

"Miro is used to align teams cross-functionally within the organization and has helped to improve productivity. This tool fosters interactive conversations, collaboration, and supports Z Energy's agile ways of working."

Stacey Day
Ways of Working Coach
at Z Energy

Learn more about Miro →

Read Z Energy's commitment to wellbeing