

Manutan

Everyone's moving from DB to DC



'Manutan is all about relieving its clients of worries by thinking along with them, advising them and being their strategic partner in the area of purchases. We also expect this kind of partnership from our pension provider. It is important to us to make our employees more aware of pensions. We want all our employees to be involved in their pension. As a modern employer, we also want to offer our employees pension options that correspond to their diverse wishes.'

Lydia Rongen, Manutan's HR Director in Benelux.

The situation

Manutan is a well-known supplier of items for offices, warehouses, workplaces and outdoor premises. Manutan delivers more than 200,000 products to 1 million clients in 17 countries to make work easier, safer, more pleasant and more successful on an everyday basis. Our products range from tools and equipment for offices, internal transport & storage and waste processing to products for environment, cleaning and personal safety. Manutan also delivers a complete range of furnishings for canteens, reception areas, workplaces, offices and outdoor premises.

Founded in 1946, Manutan now has more than 2,200 employees in 17 countries, with 230 employees in the Netherlands and headquarters in Den Dolder. Manutan prioritises the interests of its employees, clients and society. This is expressed in the company's mission statement: 'Enterprising for a better world'. Running a healthy company and being a good employer come together in this mission statement.

The approach

Manutan's contract with the sectoral pension fund was coming to an end; as a good employer, this was the perfect opportunity to explore the options available on the pensions market. Manutan wanted the new pension scheme to correspond more closely to modern needs as nowadays there is an immense range of options and pension schemes are no longer 'one size fits all'. After exploring the various options together with an advisor, it became clear that a Defined Contribution (DC) scheme responded most closely to this wish as this type of scheme gives employees more freedom of choice and responsibility. In addition, it corresponds to societal developments concerning pensions.

In consultation with the participation committee, we put the contract out to tender. This was followed by introductory meetings with a number of selected parties. This process revealed significant differences in how pension providers communicate with the end user. Communication is an important criterion in view of the widely diverse backgrounds of Manutan's employees and the company's aim to get everyone involved.

LifeSight stood out in a positive way with its new generation DC pension scheme, which considers pensions as a valuable employment benefit. LifeSight uses an independent organisation model which combines the best parties in the market to provide an innovative pension solution with a sophisticated communication mix.

The expectation

Manutan's new pension scheme had to fit everyone, providing sufficient depth for the financially savvy while being not too complicated for people with a more practical bent. To make things easy for the employees, it was necessary to tailor the communication approach to the diverse composition of the workforce. It also had to help employees by giving them more insight and showing them what to expect and what they could undertake themselves.

Effective communication with participants is crucial to getting all employees involved. To create a broad support base for the switch from DB to DC, a communication team was appointed which included representatives from the employees, the Works Council and the employer. The team drew up a joint communication plan to reach and involve everyone during the entire transition and implementation process. By organising information sessions, online webinars and consultation hours and sending out a letter, Manutan deployed a varied range of communication channels to inform all employees of the new pension scheme and the available options.

The result

Manutan has now implemented the new scheme for all its employees in the Netherlands. Throughout the implementation process, LifeSight played a central role in communicating with and coaching employees during the transition from DB to DC. The Works Council also played an important role in the process and received independent assistance to help it perform its tasks effectively. The employees have no objection whatsoever, which is the logical result of a good implementation process.

Manutan can now offer its employees a modern pension scheme whereby it is clear what the employer contributes and what employees can do themselves, such as saving extra amounts to ensure that their pension corresponds more closely to their personal situation. The fact that employees now have a choice offers more perspective and raises awareness. This also makes them more involved with their own pension. Irrespective of their level of knowledge, each employee now has a personal pension scheme that corresponds to their individual needs and wishes.

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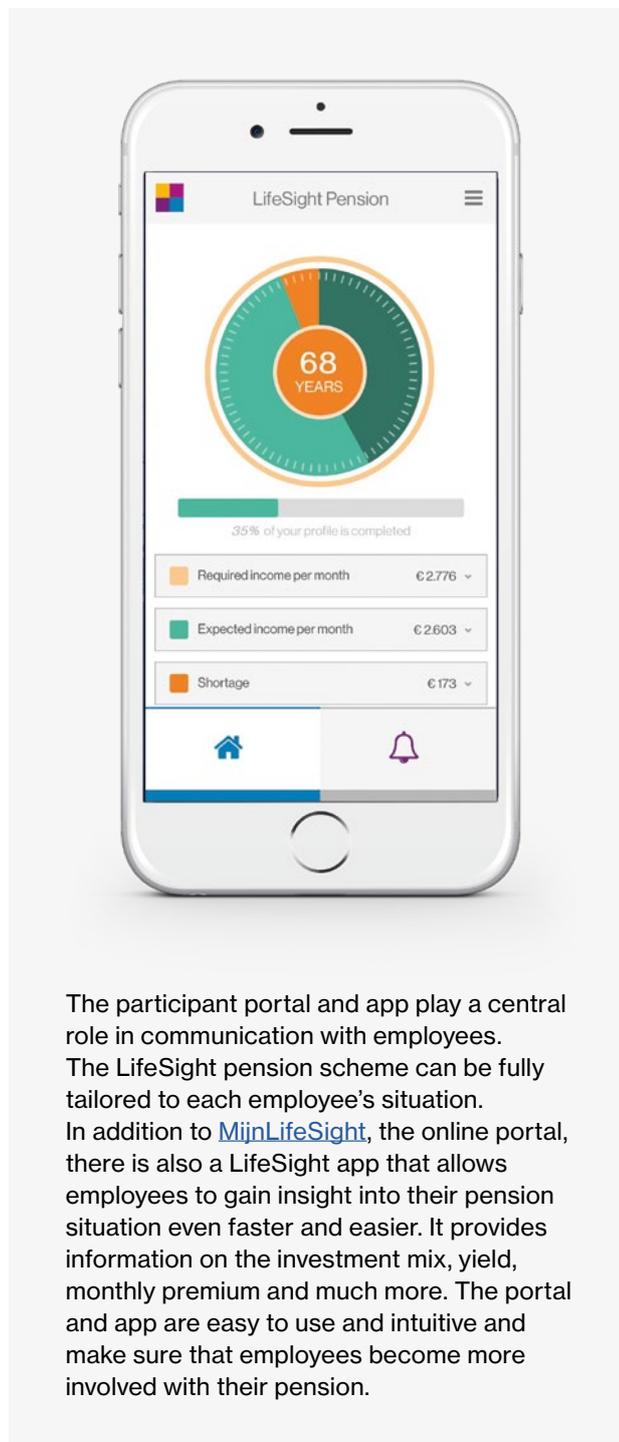
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More details and contact information

Please contact us to learn more about what LifeSight can do for your organization.

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The participant portal and app play a central role in communication with employees. The LifeSight pension scheme can be fully tailored to each employee's situation. In addition to [MijnLifeSight](#), the online portal, there is also a LifeSight app that allows employees to gain insight into their pension situation even faster and easier. It provides information on the investment mix, yield, monthly premium and much more. The portal and app are easy to use and intuitive and make sure that employees become more involved with their pension.



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