



Employee Engagement Report Q1 - 2024



PRESTIGE
WORLDWIDE

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EXECUTIVE SUMMARY

Overall, the feedback indicates general employee satisfaction, but also highlights several areas for potential improvement.

On the positive side, many employees express gratitude for the job security, benefits, and flexibility that Prestige provides. The company culture facilitates open communication and seems to promote strong relationships between co-workers. Employees also appreciate management's efforts to solicit feedback and input.

However, the results also reveal some problems with favoritism, gossip, and selective treatment by supervisors. Additionally, communication between upper management and ground-level employees could use improvement. Employees want clearer direction from leadership and transparency around company plans.

In summary, Prestige Construction has a solid foundation but needs to address lingering issues around supervision, communication, and transparency in order to further improve the employee experience. The insights from this survey provide a roadmap for enhancing company culture, performance, and competitiveness.

Positives

- Strong benefits and job security
- Flexible paid time off policies
- Open communication and camaraderie between co-workers
- Management solicits employee feedback

Negatives

- Perceived favoritism by some supervisors
- Gossip detracts from professionalism
- Lack of communication from leadership
- Need for equitable and consistent supervision

Opportunities for Improvement

- Provide training for supervisors on equitable treatment
- Improve transparency through regular company-wide communications
- Clarify expectations around professional conduct
- Seek regular employee feedback and continue improvement efforts

The results of this survey highlight Prestige's strengths as an employer, while also revealing key areas for improvement. Addressing these issues will require changes in policies, procedures, and culture. With concentrated efforts guided by employee input, Prestige can enhance supervision, communication, and transparency to become an even more attractive and competitive employer within the industry. Prioritizing the employee experience will translate directly into performance gains that benefit the bottom line.



33
eNPS

60%
Participation Rate



GOODWELL SCORE

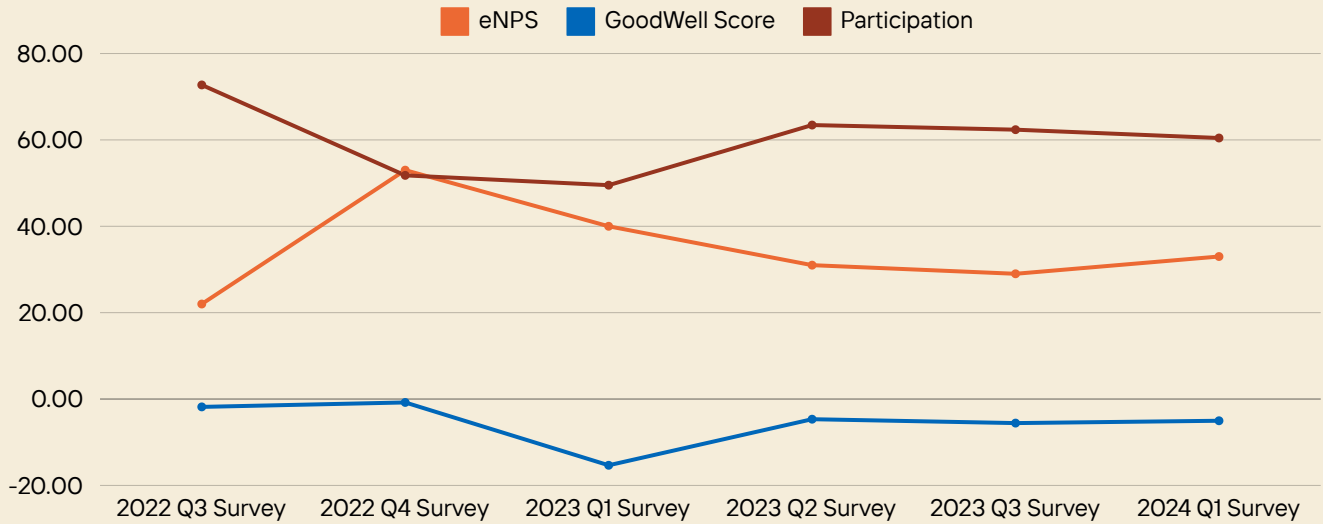
Measuring employee engagement is critical for companies to understand how satisfied and committed their employees are. A common metric used is the employee Net Promoter Score (eNPS) which asks employees how likely they are to recommend their company as a place to work. However, one limitation of eNPS is that it does not capture the views of employees who do not respond to our surveys.

We have developed an enhanced approach to measuring engagement called the GoodWell Score. This proprietary methodology incorporates the standard eNPS approach along with a proprietary model for incorporating non-participants. By accounting for both survey respondents and estimated scores for non-respondents, the GoodWell Score provides a more comprehensive and meaningful measure of employee sentiment across our entire workforce.

The benefit of this enhanced approach is that leadership has a fuller picture of employee engagement levels, allowing our customers to better identify priorities and opportunities to strengthen their culture. The most accurate approach is to encourage strong participation in the survey, however, when employees do not respond the GoodWell score provides a solid approach to making sure all voices are accounted for.

Ultimately, we believe this metric empowers our customers to make smarter decisions to enhance the employee experience for all.

ENPS AND GOODWELL SCORE



COMPARISON TO LAST SURVEY

Based on a review of the employee comments from the two surveys, there seems to be a notable shift towards more positive sentiment in the Q1 2024 survey compared to the Q3 2023 survey.

In the more recent Q1 2024 survey, there are more comments praising the positive company culture, caring leadership, good benefits and insurance, and overall job satisfaction. Employees highlight the opportunities for growth, flexible work arrangements, and report feeling valued. There also seems to be an acknowledgment that communication and leadership have been improving over time.

However, some consistent issues are cited across both surveys. There are complaints about favoritism, gossip/drama among staff, and a lack of communication from leadership. Some employees also express concerns over job stability and opportunities for advancement. There are also requests for the company to offer vision insurance and to allow more PTO rollover.

Overall, it appears employee morale and job satisfaction have trended slightly upwards from Q3 2023 to Q1 2024. The company seems to be making genuine efforts to improve its culture and address employee feedback. However, work still remains to enhance communication, reduce gossip/favoritism, and provide clearer advancement opportunities. Addressing these issues could further boost employee retention and satisfaction.



CATEGORY SUMMARY

Compensation - The compensation package seems good overall as highlighted by phrases like "pays well" and "pays you for the hours you work." However, there is some dissatisfaction around 50 cent raises and delay in receiving paper paystubs. Employees also want a dollar raise after 15 months, to have the option to cash out PTO, and to make Veterans Day a paid holiday.

Benefits - There is positive feedback around benefits and PTO with statements such as "great benefits" and "good PTO plans." However, some employees think the insurance is too expensive, don't understand it, and want vision insurance added. One mentioned going into the new year with zero PTO balance is inconvenient for medical appointments.

Process - There is not much direct feedback related to processes, though one comment about "better leadership for labor crew needed" could imply some process issues on that team. More data may be needed to fully assess this category.

Leadership - There are a mix of comments - some quite critical such as "get your management under control" while others are more positive like praising management for being "willing to help." Key areas highlighted for improvement are communication, transparency, and fair/consistent treatment of employees.

Culture - The culture feedback is varied. Some employees highlight the great team atmosphere with comments about the "family feel" and caring environment. Others point out issues like gossip, lack of professionalism in certain areas, and an environment that permits tattling/snitching.

Resources - No direct feedback provided on resources. More data likely needed to assess this category.

Training - Minimal commentary around training - just a single positive statement: "Good company, helps you get into other jobs in bigger companies." More data needed for full assessment.

Opportunity for Growth -The feedback here is mixed. Some see the company trending upwards and providing opportunities to excel and grow. But others feel held back, citing issues like favoritism in lighting crew selections and limited advancement chances.

Communication - Multiple employees cite communication as an area needing major improvement: "Communication needs to be better within the company from top to bottom." Statements indicate speculation and lack of transparency around plans.

Employee Feedback/Recognition -There are a few positive statements about employees feeling their voice matters and that their suggestions are acknowledged. But other comments indicate good ideas often get shot down and employee efforts go unrecognized.

Customer Service - No direct commentary provided related to customer service interactions. More data likely required.

CATEGORY SUMMARY CONTINUED

Product -Minimal product feedback.

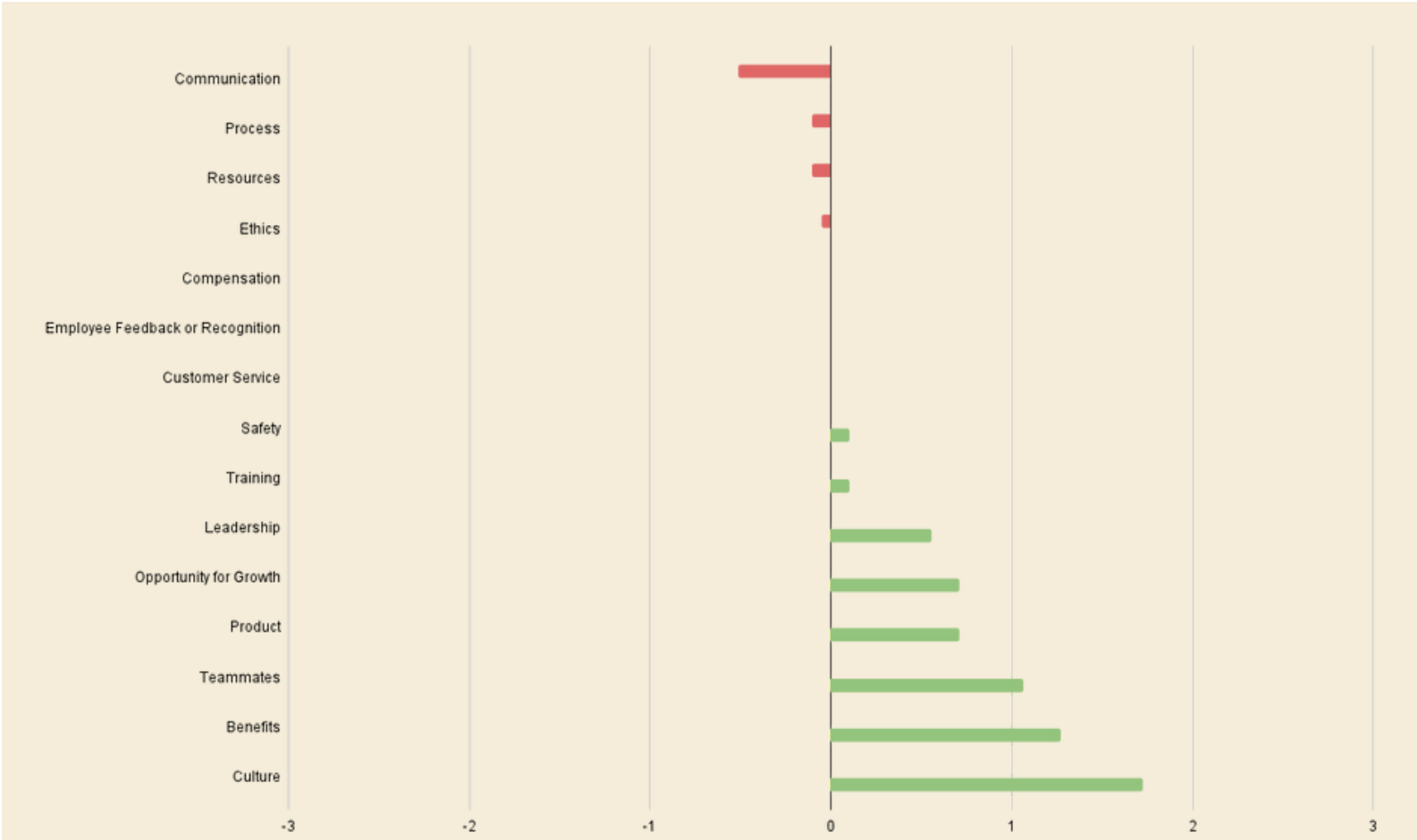
Teammates - Varied perspectives on teammates. Some highlight the great team atmosphere. Others call out problems like gossip, lack of professionalism among certain groups, and presence of "snitches" on the labor crew.

Ethics - No direct feedback provided on ethics. Additional data would be needed to assess this element.

Safety - The safety feedback is positive - employees state "prompting the proper attire" for projects and providing "time to finish project in a safe manner." This indicates good safety standards.



CATEGORY SCORES



Category Scores show the quantitative view of how your employees are feeling about the workplace in their own words. We use a sophisticated categorization and sentiment analysis model to assign a quantitative score to each employee comment and then aggregate those scores to show averages across all of the measured categories. We then measure the percentage of employees who are taking about the category to find where there are concentrated areas of concern and areas of excellence.

Score Ranges:

- **2 - 3 - Outstanding** - Best in class and very rare
- **1 - 2 - Excellent** - Extremely good and also fairly rare
- **0 - 1 - Good** - Considered positive, but leaves room for improvement
- **0 - (1) - Fair** - Negative sentiment and should receive attention
- **(1) - (2) - Poor** - Troublesome and should garner significant management attention
- **(2) - (3) - Very Poor** - Requires immediate attention



COMMENTS TO BE REVIEWED

Here are some comments from the employee feedback that could potentially indicate concerning issues:

"Right now I'm not willing to recommend anyone to Prestige. Am I grateful for my job of course! The attitude of Prestige as whole is crap. Why is it that any kind of idea or suggestion is met with sharp tongues and looks of "" are you stupid?"". We can try and try and never feel like we have accomplished anything. There's no good job, or ya that's a good idea! It's only met with criticism and doubt."

- This comment suggests that employee ideas and suggestions are being dismissed or criticized instead of valued. It also indicates that employees may feel they can't accomplish anything or be recognized for good work.

"Also why do certain managers get the privilege of sitting in the bosses office for hours and yes I mean hours. Who has that much BS to tell the boss! Not everyone needs to act like they have a chip on their shoulder."

- This comment implies potential favoritism by the boss towards certain managers. There is also a tone of resentment.

"The supervisors are not treating all employees equally. The supervisors are selective towards employees. The supervisors do not listen to employees needs. The supervisors ignore and mistreat those employees who are not their friends or buddies."

- Directly states that supervisors have favorites and do not treat all employees fairly or listen to their needs. Indicates potential bias and favoritism.

"The labor crew supervisor definitely has favorites and treats them as such even when they aren't the hardest workers. They are favored because they tattletale on others and seem to be rewarded."

- Echoes the complaint of supervisors having favorites who get special treatment, unrelated to the quality of their work. Also indicates that some employees get rewards for "tattling" on others.

I highlighted these comments because they directly allege bias, unfair treatment, favoritism, and retaliation by supervisors or management. These types of complaints warrant further investigation to understand the issues and handle appropriately. Let me know if you would like me to expand on any part of this analysis.

COMPANY STRENGTHS

Below you will find some company strengths supported by employee comments:

Appreciation for opportunities, growth, and career development

"Prestige is a company that provides job security as well as opportunities to excel in the workplace."

"Good company, helps you get into other jobs in bigger companies."

Good pay and benefits

"The reason why I answered 10 out 10 because the company have great benefits and PTO when it comes to your money an hours that have worked, they gave you a choice rather or not you want to use it or saved it and at the end of the year, if you want to cashed all your PTO or rolled it over until next it up to you."

Supportive and caring work environment

"Prestige has been given me an opportunity to voice my opinions and acknowledge my concerns involving my position as an employee. Any concerns directed specifically towards safety has been met every time providing the proper attire, and time to finish project in a safe manner. I don't believe I have ever worked for a company that has been this caring in all my career....."

"because this is a good company to work for. they are understanding and willing to help make sure.your comfortable in the position you're in. HR and the supervisors are also easy to talk with about any concerns you may have."

EMPLOYEE ENPS RESULTS

Detractors

0-6

Employees that would not recommend working here, important to understand *why*.

Passives

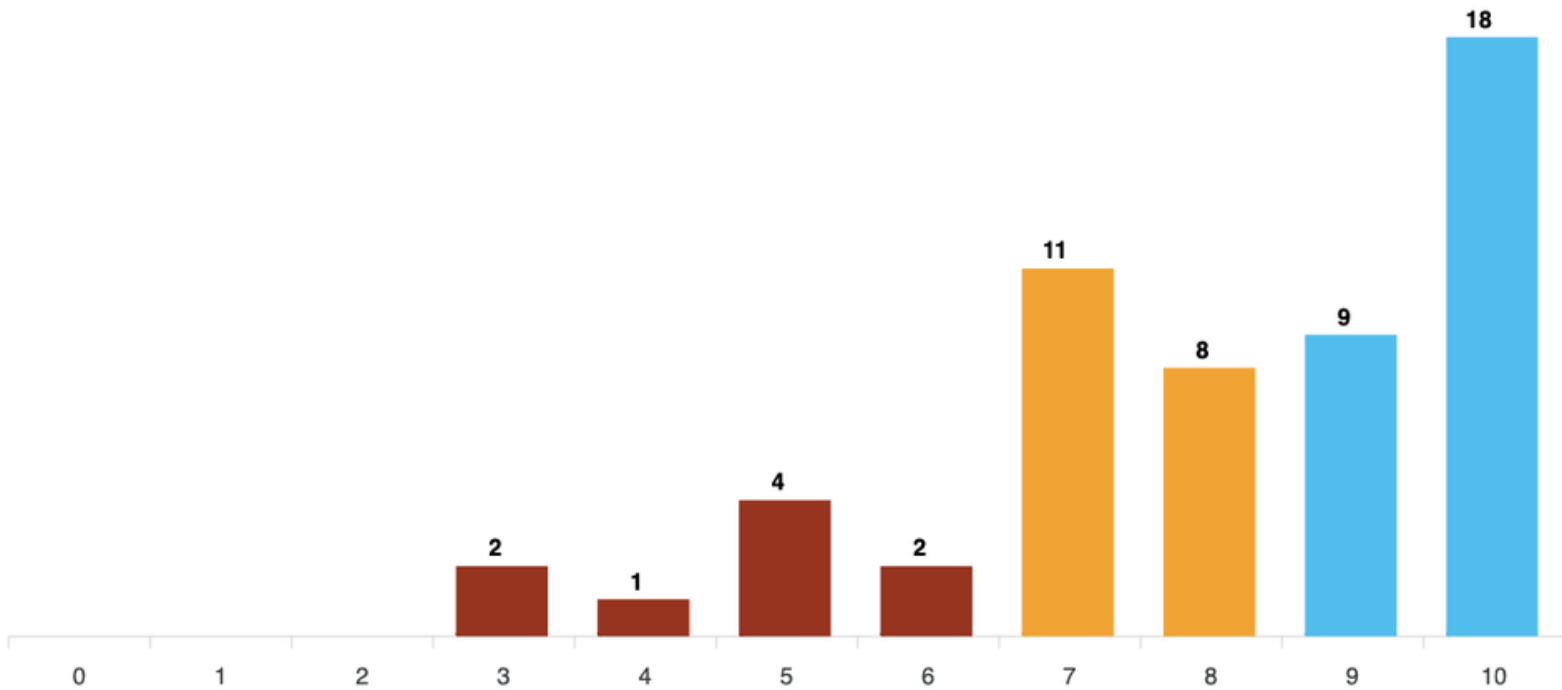
7-8

Satisfied, but indifferent. Not negative, but not entirely loyal to company.

Promoters

9-10

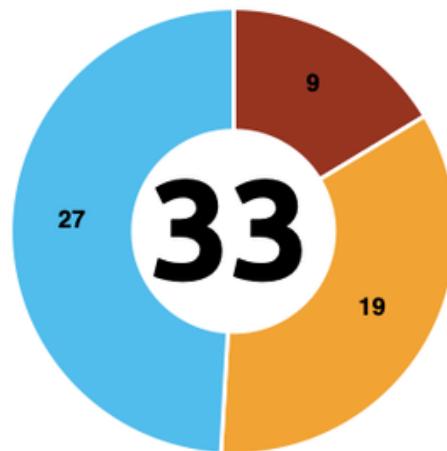
Loyal, enthusiastic ambassadors.



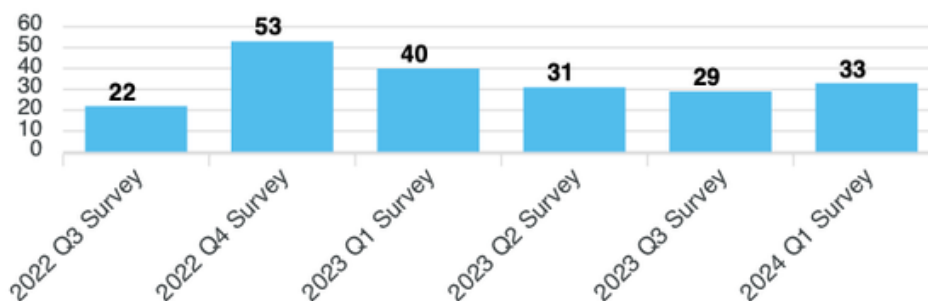
ENPS SCORE

eNPS is calculated by subtracting the percentage of detractors from the percentage of promoters:

$$\text{eNPS} = \text{Promoters (49\%)} - \text{Detractors (16\%)}$$

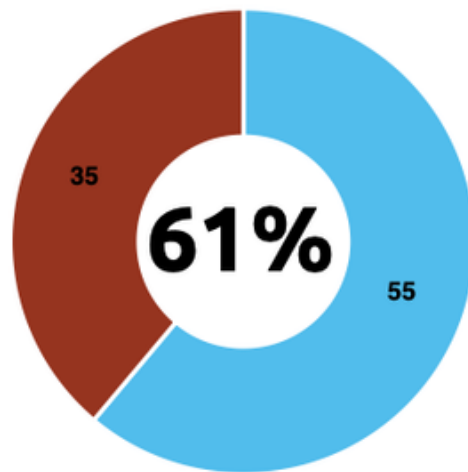


● Detractor 16% ● Passive 35% ● Promoter 49%

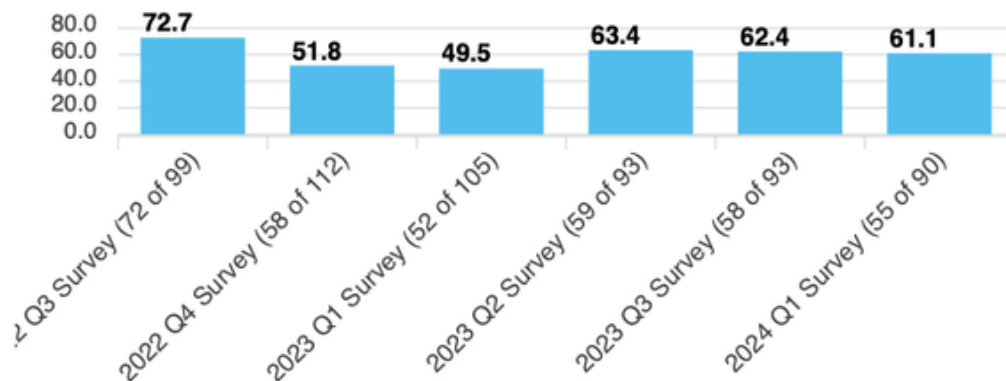


RESPONSE RATE

Survey response rates can be reflective of employee engagement, trust in management, and organizational culture.



● Responded 61% ● No Response 39%



ENPS BREAKDOWN

