



Employee Engagement Report

Q3 - 2024



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EXECUTIVE SUMMARY

The results of the survey reveal a generally positive sentiment towards Prestige, with a majority of respondents giving high Employee Net Promoter Scores (eNPS). Employees consistently praise the company for its supportive work environment, strong team dynamics, and positive company culture. Many describe the workplace as family-like, with great coworkers and management. The company is commended for its commitment to employee well-being, evidenced by good benefits, work-life balance considerations, and support during personal challenges.

Key strengths highlighted include the company's focus on relationships, opportunities for growth, and continuous improvement efforts. Employees appreciate the professional development opportunities and the company's adaptability. The leadership is generally viewed positively, with mentions of strong and supportive management.

However, there are areas for improvement. Some employees point out communication issues, particularly between the office and drivers. A few responses indicate concerns about promise fulfillment, recognition equity, and the handling of interpersonal conflicts. There's also a suggestion that the company might be top-heavy with management compared to workers.

While most feedback is overwhelmingly positive, a small number of critical responses highlight potential pain points. These include concerns about repetitive work, changes in company transparency, and the challenge of maintaining empathy in management roles over time.

In conclusion, Prestige appears to have cultivated a strong, positive work culture that resonates with most employees. The company's focus on teamwork, supportive environment, and employee well-being are clear strengths. To further improve, Prestige might consider addressing communication gaps, ensuring equitable recognition practices, and maintaining transparency during organizational changes. Additionally, providing varied work experiences and addressing concerns about promise fulfillment could enhance employee satisfaction and retention.

63
eNPS

69%
Participation Rate



GOODWELL SCORE

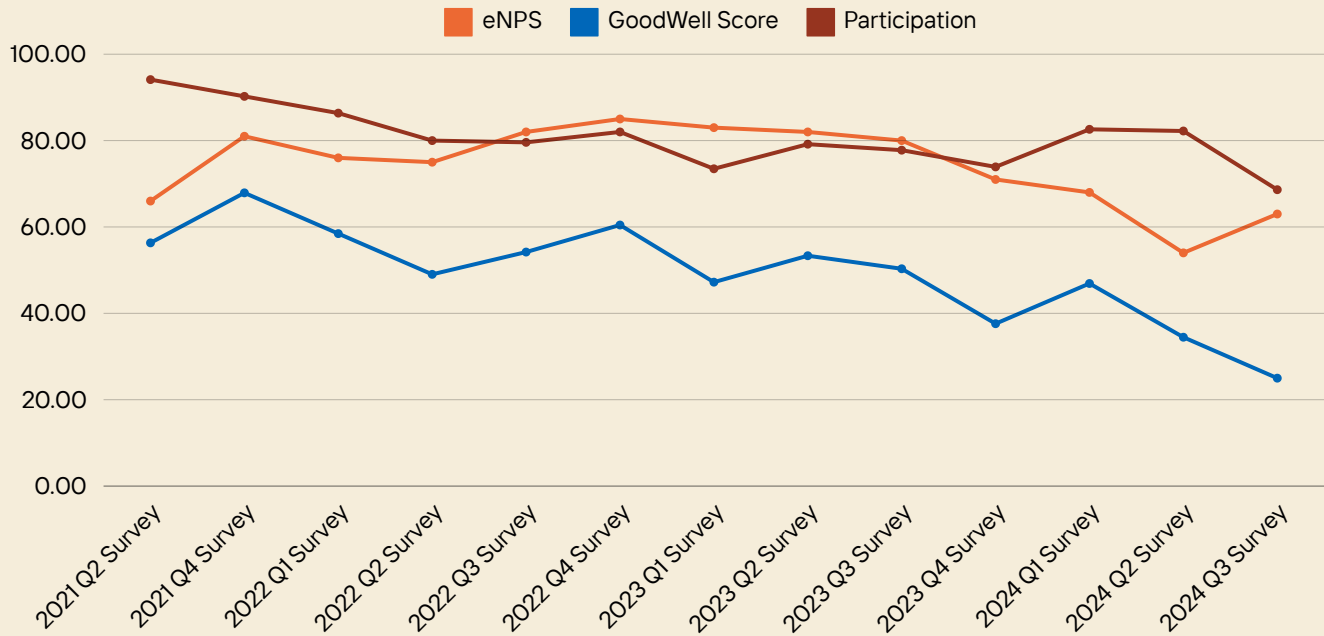
Measuring employee engagement is critical for companies to understand how satisfied and committed their employees are. A common metric used is the employee Net Promoter Score (eNPS) which asks employees how likely they are to recommend their company as a place to work. However, one limitation of eNPS 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

The analysis of employee engagement surveys from Q2 2024 and Q3 2024 reveals both consistent themes and evolving sentiments within the company. Overall, the workforce continues to express positive feelings about the company culture, teamwork, and management. However, some concerns have emerged or intensified in the latest survey.

A prominent positive theme across both surveys is the strong sense of teamwork and family-like atmosphere. Employees consistently praise the supportive work environment, with many describing their colleagues as "great people" and emphasizing the collaborative culture. This sentiment appears to have remained stable or even strengthened between Q2 and Q3, indicating a core strength of the company.

Management receives generally positive feedback in both surveys, with employees appreciating the leadership's care for the workforce and their efforts to build a strong culture. The owner's passion and the management team's supportiveness are highlighted multiple times, suggesting a consistent positive perception of leadership.

The company's commitment to customer service and community outreach is another consistent positive theme. Employees express pride in the quality of work and the company's impact on the community, which seems to contribute to their job satisfaction.

However, some concerns have become more pronounced in the Q3 survey. Communication issues, which were mentioned in Q2, appear to have become a more significant problem. Several employees in Q3 highlight the need for improved communication, particularly between the office and drivers, and in terms of timeliness and clarity of information sharing.

COMPARISON TO LAST SURVEY CONT.

Workload distribution and staffing concerns have emerged as a notable issue in Q3. Multiple employees mention challenges related to route coverage, particularly in the Ontario office, and the need for more balanced workload distribution between different locations. This theme wasn't as prominent in the Q2 survey, suggesting it may be a developing problem.

Recognition and appreciation is another area where sentiment appears to have shifted somewhat. While some employees still feel appreciated, there are more comments in Q3 about uneven distribution of recognition, with some feeling that certain groups or roles receive more appreciation than others.

Benefits and compensation receive mixed feedback in both surveys, but there seems to be a slight increase in comments suggesting room for improvement in Q3. While some employees praise the benefits package, others indicate that it could be better, particularly in light of increased workloads.

The company's growth and continuous improvement efforts are viewed positively in both surveys, with employees appreciating the forward-thinking approach. However, this growth may be contributing to some of the emerging challenges, such as workload distribution and communication issues.

In conclusion, while the company maintains strong positive attributes in terms of culture, teamwork, and leadership, the Q3 survey indicates some developing areas of concern. Addressing communication issues, ensuring equitable workload distribution, and refining recognition practices may help maintain the high levels of employee satisfaction evident in many of the comments. The consistent positive themes provide a strong foundation for addressing these emerging challenges.

CATEGORY SUMMARY

Compensation: The feedback on compensation is mixed. While some employees mention "semi-good wages," others suggest that "the pay could be better." One employee states, "Great pay," indicating satisfaction, but another mentions, "The pay could be better" in the context of an otherwise positive review. Overall, compensation doesn't seem to be a major concern, but there's room for improvement to increase employee satisfaction in this area.

Benefits: Benefits appear to be a strong point for the company. Multiple employees mention "great benefits" or "good benefits." One employee specifically notes, "benefits and other packages great." Another mentions "good PTO after a certain amount of time." The positive feedback on benefits suggests that the company has invested in a competitive benefits package that contributes to employee satisfaction and retention.

Process: There's limited direct feedback on processes, but some insights can be gleaned. One employee mentions, "Prestige has improved and continues to improve its commitment to its employees, customers on a regular basis." This suggests ongoing process improvements. However, another employee notes, "The company is always changing to make the company better. Things used to be out in the open. Now changes happen and announced through an email." This indicates that while processes are being updated, the communication around these changes could be improved.

Leadership: Leadership receives generally positive feedback. Employees mention "strong leadership" and "Awesome management." One employee states, "I feel confident that when faced with life challenges this company supports family values and has always been supportive with their employees. Awesome management staff." This suggests that leadership is seen as supportive and understanding. However, one comment mentions, "Lots of management, not enough workers," indicating a potential imbalance in the organizational structure.

Culture: The company culture appears to be a significant strength. Many employees describe a positive, supportive work environment. Comments like "It's like a family," "Great people that help build each other up and have a blast doing it!" and "The work environment is very supportive and fun" are common. One employee states, "This company values relationships. I just really enjoy the people I work with." The culture seems to foster a sense of belonging and teamwork, contributing to high employee satisfaction.

CATEGORY SUMMARY

Resources: There's limited direct feedback on resources. One employee mentions, "All needs are taken care of," which could imply adequate resources, but this isn't explicitly stated. The lack of complaints about resources might suggest that employees generally have what they need to perform their jobs, but more specific feedback would be needed for a comprehensive assessment.

Training: Training is not directly addressed in the provided feedback. This could indicate that training programs are either adequate (not causing complaints) or potentially overlooked. One employee mentions, "learn as much as you can and take classes to better your skills," which might suggest some form of learning opportunities, but it's unclear if these are company-provided or self-directed.

Opportunity for Growth: There are mixed signals regarding growth opportunities. One employee mentions "chance for growth within," suggesting that there are opportunities for advancement. However, another employee describes it as a "Great starter job," implying limited long-term growth prospects. The overall sentiment suggests that while there may be some opportunities for growth, this could be an area for improvement.

Communication: Communication appears to be an area with room for improvement. While some employees praise the communication, others point out issues. One employee states, "Communication is terrible," while another mentions "great communication." A more balanced view comes from an employee who says, "The communication from office to the drivers could be better but all in all great place to work." This suggests that communication effectiveness may vary across different parts of the organization.

Employee Feedback or Recognition: There are mixed reviews on employee recognition. One employee mentions, "Only specific group to get recognition," suggesting potential favoritism or inconsistency in recognition practices. However, another employee notes, "Culture and voice is heard," indicating that some employees feel their input is valued. The company might benefit from a more structured and inclusive recognition program.

Customer Service: Customer service is not extensively discussed in the feedback, but there are positive indications. One employee mentions "being able to help customers" as a positive aspect of their job. Another comment about the product being "extremely taken care of and sanitized" suggests a commitment to customer satisfaction. However, more direct feedback on customer service practices would be needed for a comprehensive assessment.

CATEGORY SUMMARY

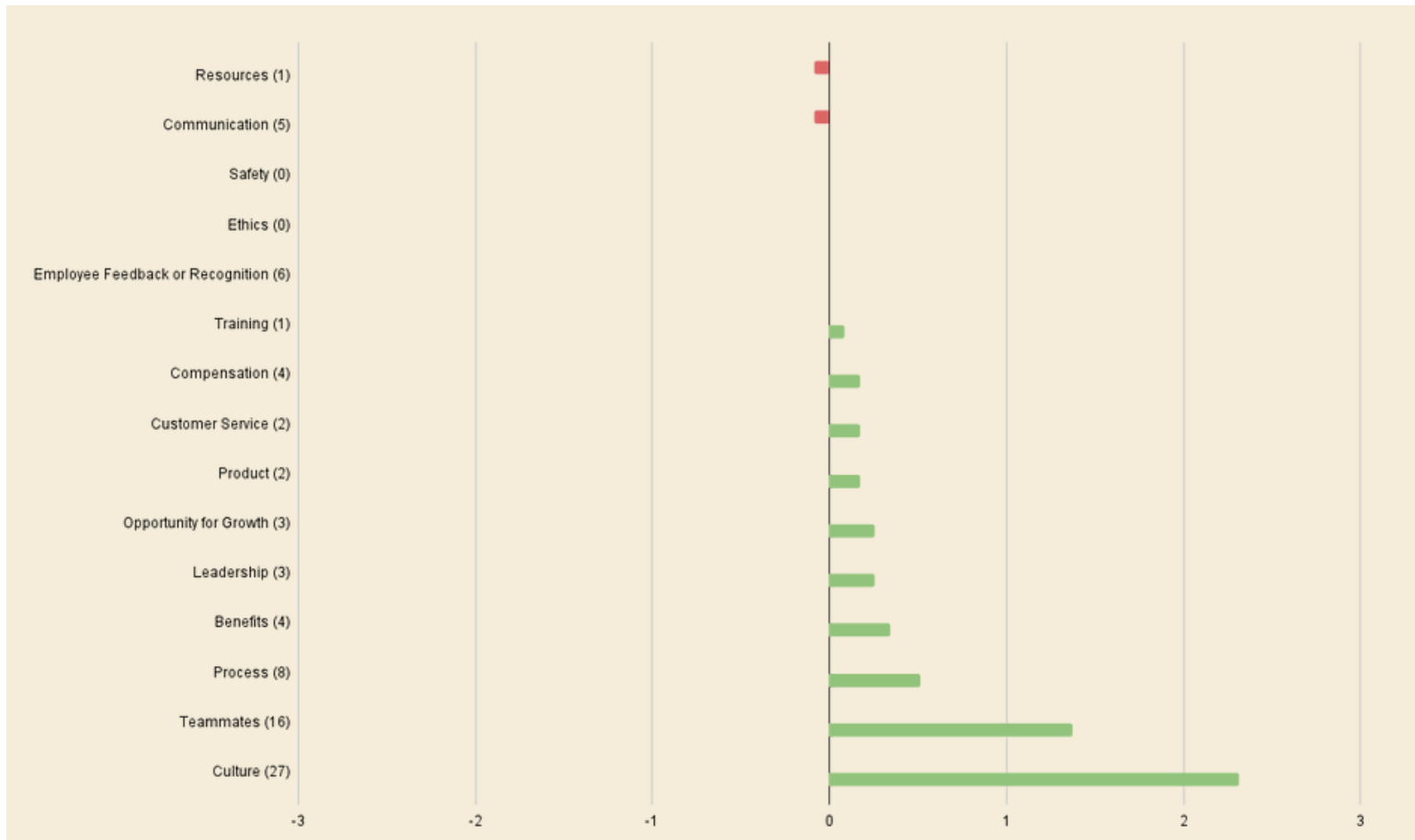
Product: The product is mentioned positively in one comment: "Wet clean and reliable our products are extremely well taken care of." This suggests a focus on product quality and maintenance. However, the limited mentions of the product in the feedback make it difficult to draw broader conclusions about employee perceptions of the product line.

Teammates: Colleagues are consistently mentioned as a positive aspect of the work environment. Comments like "Great people!" and "Good people, supportive environment, good teamwork" are common. One employee states, "I think that this is one of the most cohesive places I've ever worked. The people are great." This suggests strong interpersonal relationships and teamwork, which contribute significantly to job satisfaction.

Ethics: While ethics are not explicitly mentioned, there are indications of a positive ethical environment. Comments about the company supporting family values, being understanding about personal appointments, and fostering a supportive work environment suggest an ethical approach to employee treatment. However, more specific feedback would be needed to fully assess the company's ethical practices.

Safety: Safety is not directly addressed in the provided feedback. This could indicate that safety practices are adequate and not a major concern for employees. However, given the nature of the business, safety should be a priority. The lack of safety-related comments might suggest that safety practices are well-integrated into daily operations, but more specific feedback would be needed for a comprehensive assessment.

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. The numbers in brackets next to the category indicate how many employees mentioned the category.

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

None of the comments appear to indicate harassment, discrimination, or any other potential legal issues.

The feedback is generally very positive, focusing on aspects like company culture, work-life balance, leadership, growth opportunities, and overall job satisfaction. Even the comments that mention areas for improvement or growing pains do not raise any red flags from a legal perspective.

All comments have been reviewed and none appear to pose a legal threat to the company based on the information provided.

COMPANY STRENGTHS

The employee feedback reveals several consistently positive themes that highlight the strengths of the company. One of the most prominent themes is the positive work environment and supportive company culture. Numerous employees praised the workplace atmosphere, with comments such as "The work environment is very supportive and fun" and "Great people that help build each other up and have a blast doing it!" This sentiment is further reinforced by employees who describe the company as "like a family" and note that "This company values relationships."

Another recurring theme is the quality of the people within the organization, both coworkers and management. Employees frequently mentioned their appreciation for their colleagues, with comments like "Great people!" and "Good people, supportive environment, good teamwork." The management team also received praise, with one employee stating, "Awesome management, great coworkers, good benefits, great perks, always smiling faces, great communication."

The company's commitment to employee well-being and work-life balance is another positive theme that emerged from the feedback. Employees appreciate the company's understanding and flexibility, as evidenced by comments such as "I feel confident that when faced with life challenges this company supports family values and has always been supportive with their employees" and "Prestige is caring understanding will to work my schedule with my son and his or my doctor appointments and you don't feel chastised for having to go do something outside of work."

Lastly, many employees expressed satisfaction with the company's growth and continuous improvement efforts. This is reflected in comments like "Prestige has improved and continues to improve its commitment to its employees, customers on a regular basis" and "Knowing that the company is looking forward and Growing." These sentiments suggest that employees feel positive about the company's direction and future prospects.

Overall, the feedback paints a picture of a company with a strong, supportive culture, quality relationships among staff and management, a commitment to employee well-being, and a focus on growth and improvement. These positive themes appear to contribute significantly to employee satisfaction and engagement within the organization.

EMPLOYEE ENPS RESULTS

Detractors

0-6

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

Passives

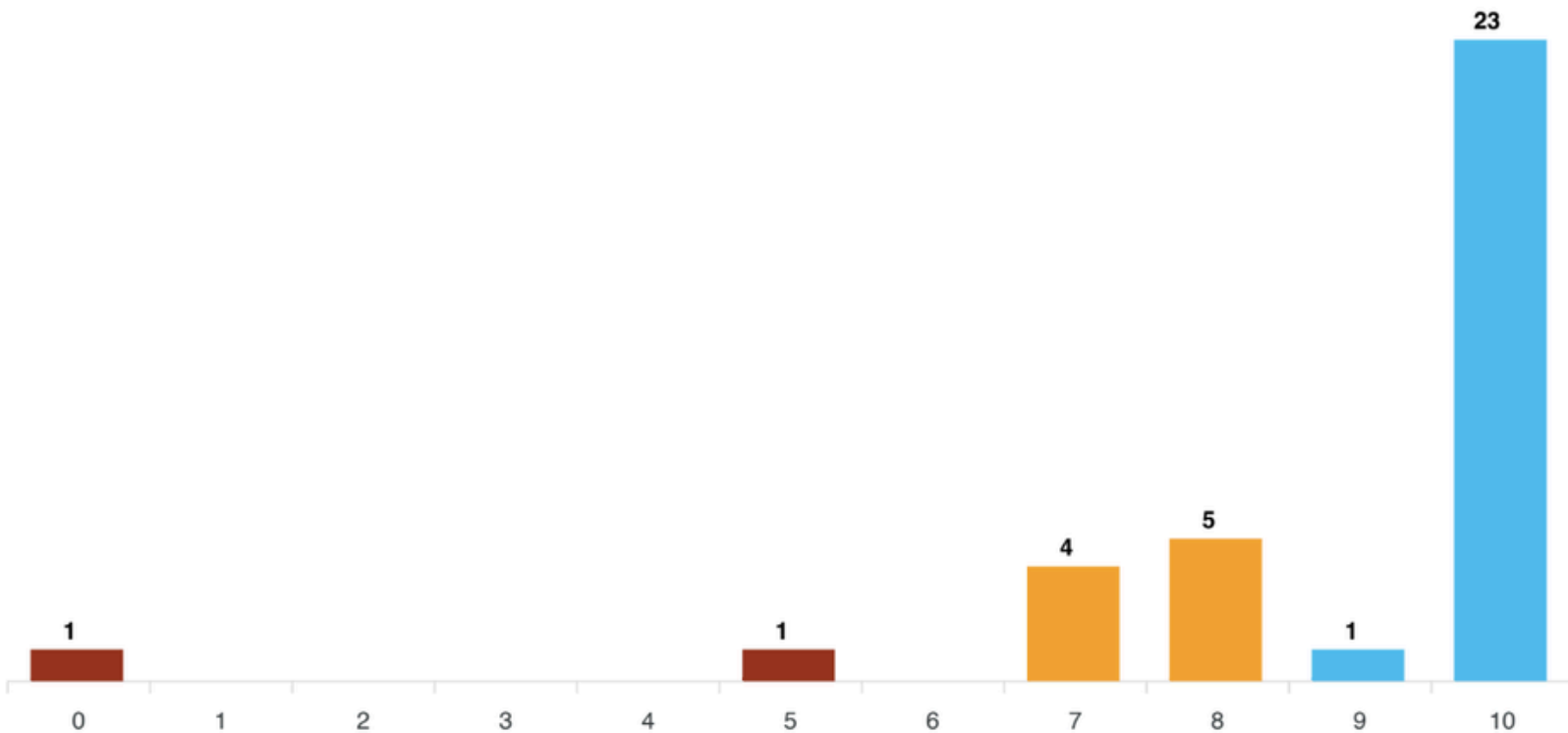
7-8

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

Promoters

9-10

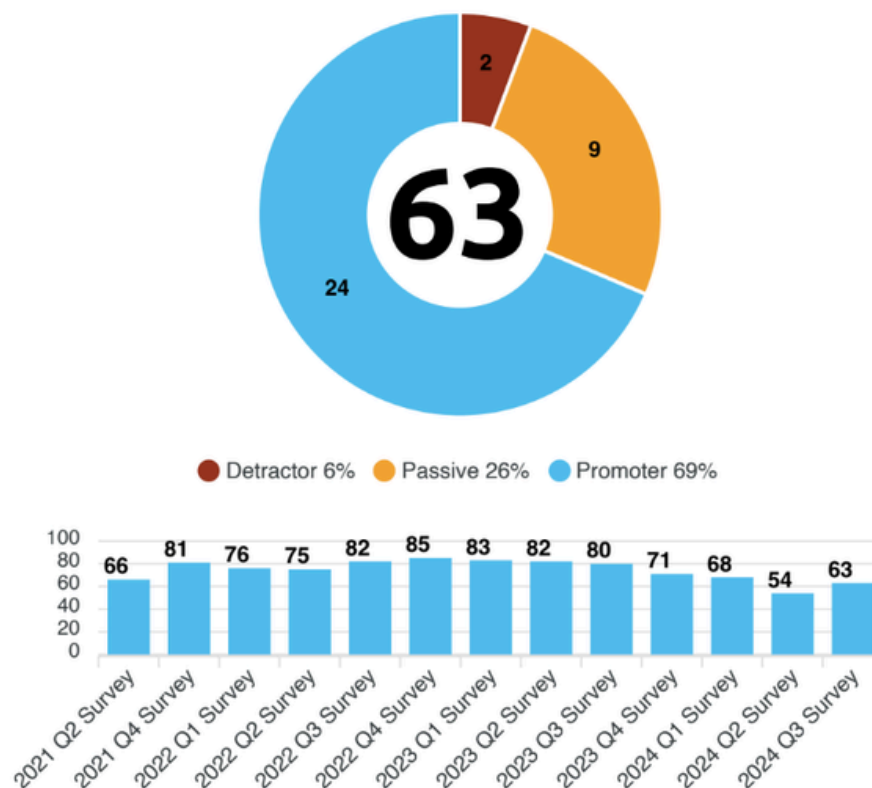
Loyal, enthusiastic ambassadors.



ENPS SCORE

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

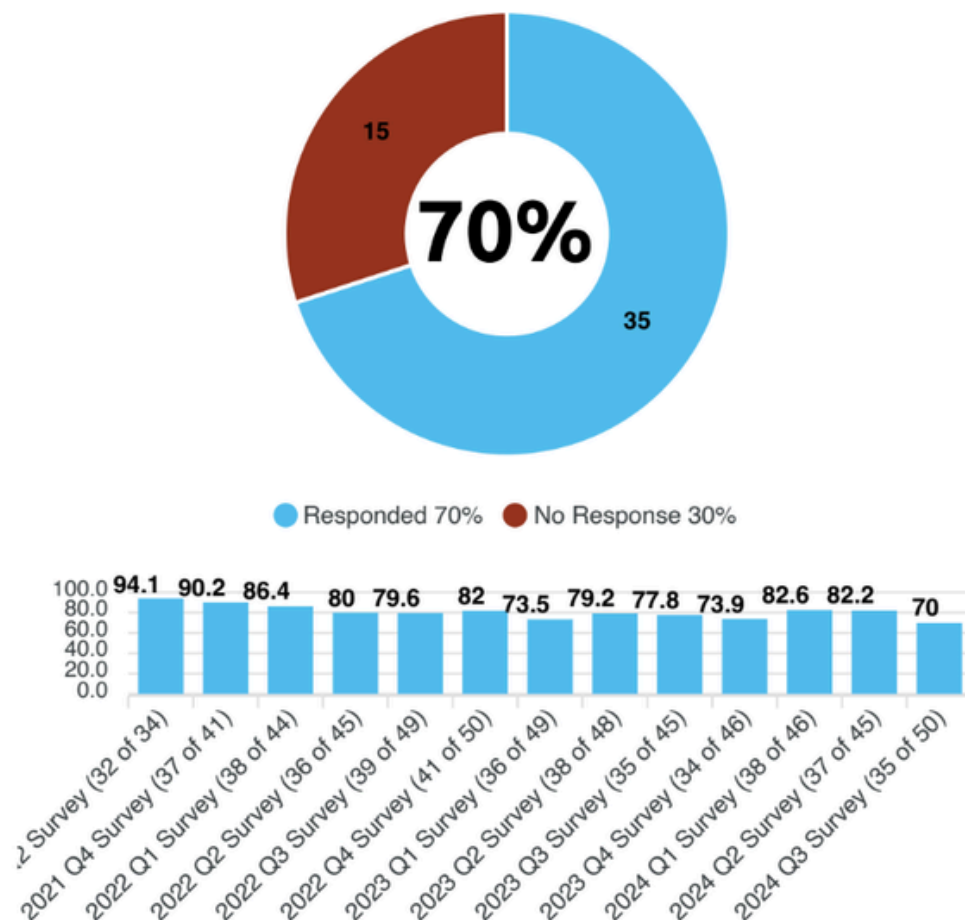
$$\text{eNPS} = \text{Promoters (69\%)} - \text{Detractors (6\%)}$$



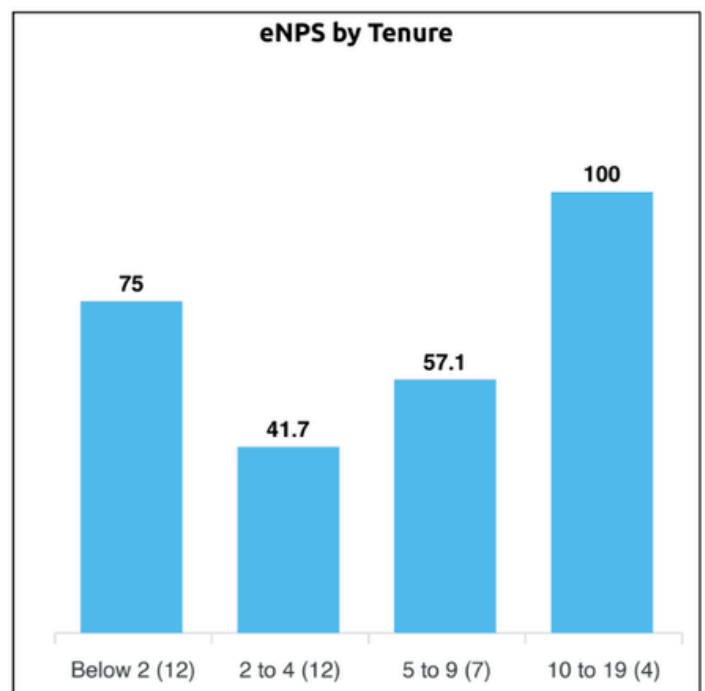
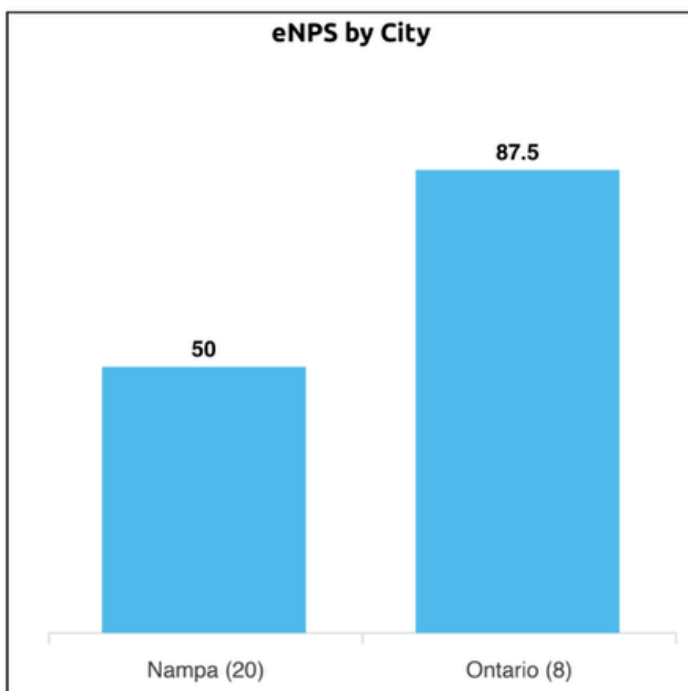
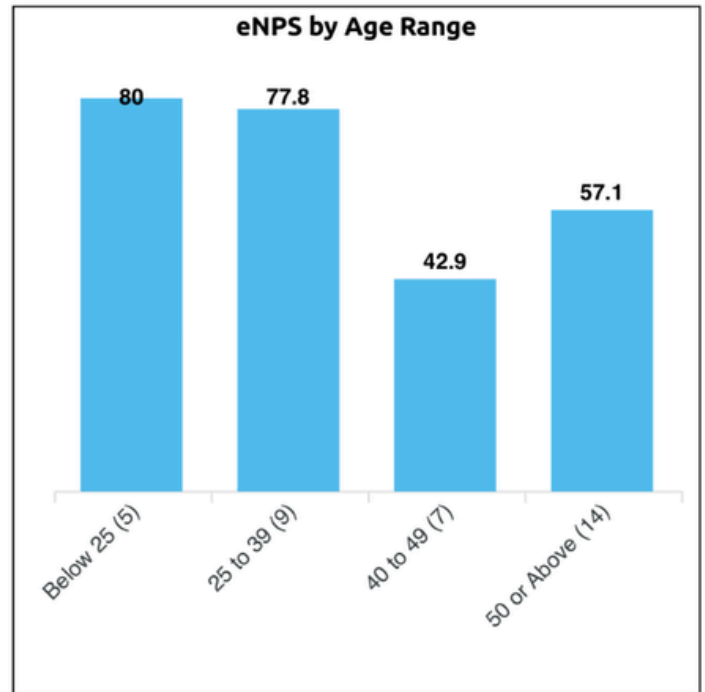
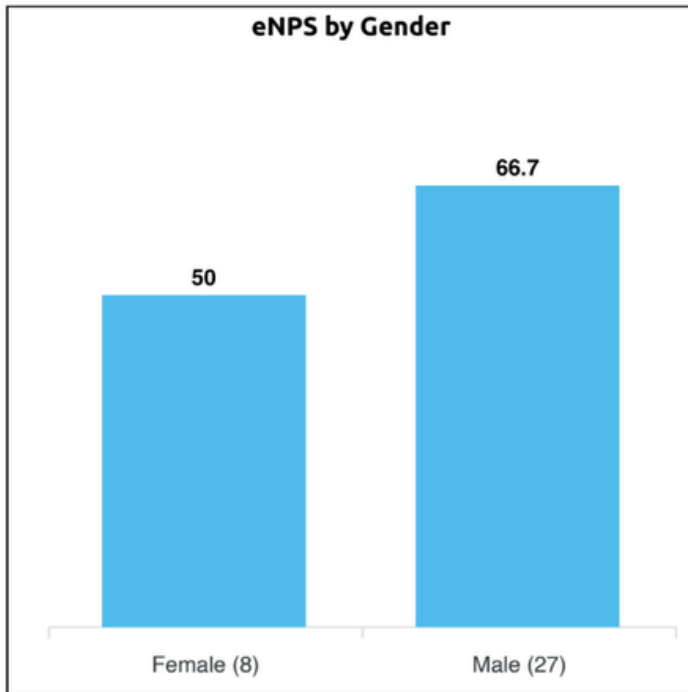
An eNPS score below 0 is considered poor, 0 to 20 fair, 20 to 50 good, 50 to 100 excellent. However, each organization is different and should carefully monitor their own historical eNPS and how it is trending.

RESPONSE RATE

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



ENPS BREAKDOWNS



Categories with fewer than 4 individual respondents are removed from the survey results.
Number of responses shown in (parentheses)

ENPS BREAKDOWNS

