

# Demonstration Results

## 2022 Employee Survey

*Data collected by Crafted Data Insights Inc.*

August 31, 2022



**SURGE**

# Executive Summary – 2022 Employee Survey

## Overall

- Over ½ of employees answered Satisfied/Very Satisfied however this is down 10pts from last year.
- Employees with longer tenure are more likely to agree/strongly agree that their work experience is satisfying and rewarding.
- Average scores and sentiments were positive, yet all answers reflect either flat or negative trends vs YAG.

3.9/5 ↑

## Work Experience

- Morale and work attitude are generally positive and unchanged from last year.
- +10% of employees vs YAG agreed/strongly agreed that there was good communication between departments.
- “I feel challenged...” and “I can implement my professional goals...” scored lowest with declining scores vs YAG.

3.8/5 ↑

## Employee – Management Relations

- Scores were high for employee - management relations, with 89% responding they are treated fairly, and 78% agreeing they are comfortable going to their manager.
- Two thirds of employees agree they are confident with the corp direction, and 0% disagree.
- Score trends, however, are downward vs YAG across almost all measures.

4.0/5 ↔

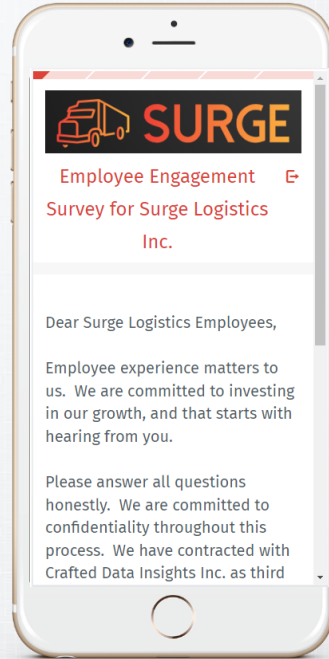
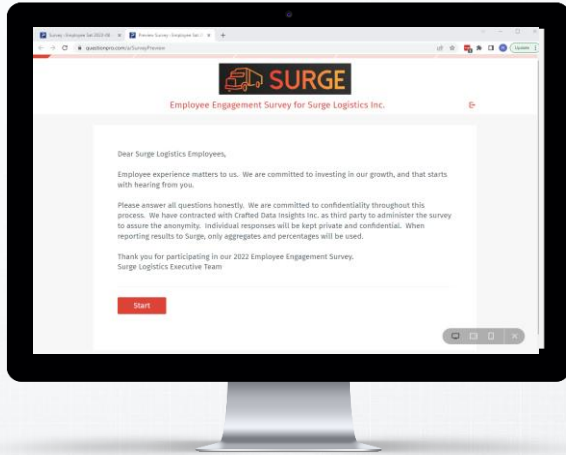
## Payment & Compensation

- 53% of respondents agree/strongly agree they are paid fairly, while 25% disagree/strongly disagree. Average results are consistent with last year.
- 42% disagree/strongly disagree that the benefits program is competitive. Average scores are down significantly from last year.

3.1/5 ↓

# Study Methodology

## Employee Survey



This is the second wave of the employee satisfaction survey. The survey is run during the first two weeks of October every year.

Wave 1 – October 4<sup>th</sup> to October 15<sup>th</sup>, 2022

Wave 2 – October 3<sup>rd</sup> to October 14<sup>th</sup>, 2022

The main part of the survey was identical to the survey fielded in Wave1, allowing for trend analysis. Additional questions around compensation and benefits were not repeated in Wave 2

Respondents have been anonymized to ensure confidentiality.

# How To Read

“All Respondents” include every employee who answered the survey. As 14% of employees did not complete the survey, this is not “All Employees”. Also, without full participation, trending scores should be taken as directional. Use of “Same Respondents” is preferred for trending.

Responses are scaled 1-5 (negative through positive). By generating a weighted average, we can calculate the position and direction of overall sentiments. Changes of greater than  $\pm 0.1$  should be noted.

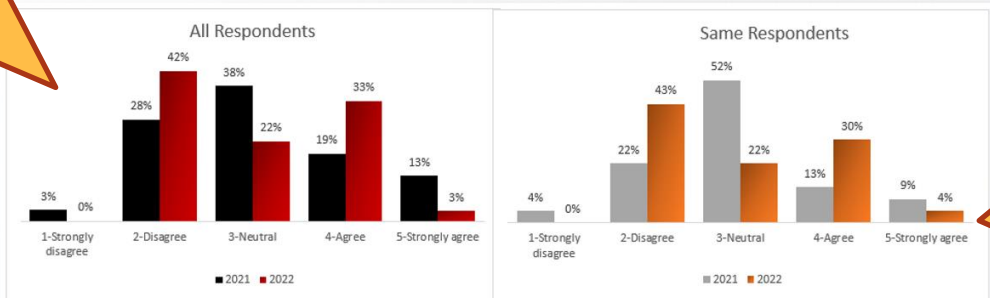
There is effective communication/collaboration between departments.

*Over 40% responded that there was poor communication between departments, this is up from 26% in the previous year, although on average there was little change, indicating pockets of poor communication.*



Average Score	2021	2022	Chg
All	3.09	2.97	-0.12 ↓
Same	3.00	2.96	-0.04 →

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“Same Respondents” are those who answered the survey in both years. This provides a precise record of changes in sentiment for these employees. By nature, this excludes employees hired in the past year.

Work Experience

# Demonstration Results

Most Negative 1 ← → 5 Most Positive

- ↑ 4.1 • There is effective communication with my team
- ↑ 3.8 • There is effective communication/collaboration between departments
- ↔ 3.9 • How would you rate the overall morale of your department?
- ↔ 4.3 • How would you evaluate your own personal attitude toward your job?
- ↔ 4.4 • How would you evaluate your own personal effectiveness and efficiency?
- ↑ 4.1 • Overall, how satisfied are you with Surge Logistics
- ↓ 3.4 • I feel challenged in my current position.
- ↓ 3.5 • I can implement my professional development goals Surge Logistics



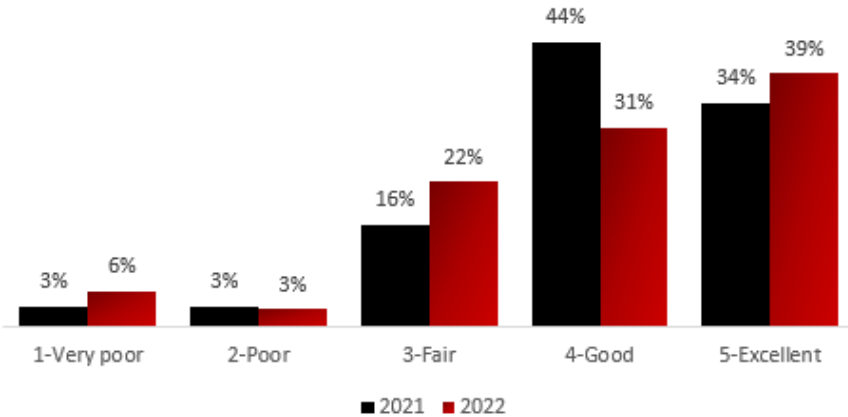
How would you rate the overall morale of your department?

Over 70% of employees rated their dept morale as good or excellent. Average scores are down but relatively unchanged slightly year-to-year.

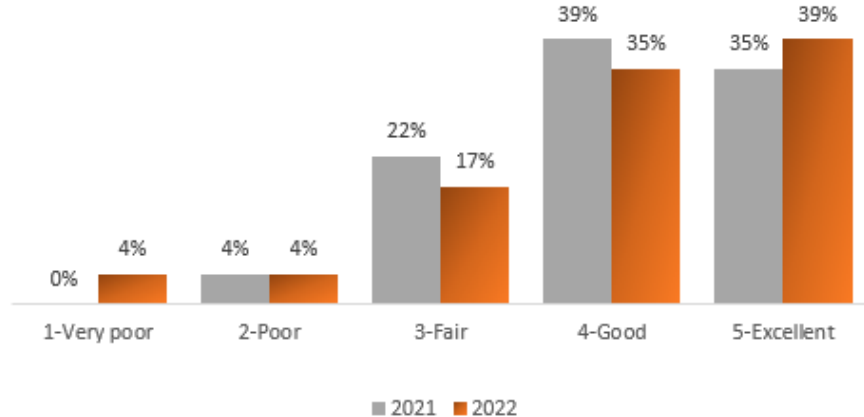
# Demonstration Results

Average Score	2021	2022	Chg
All	4.03	3.94	-0.09
Same	4.04	4.00	-0.04

All Respondents



Same Department



....  
Payment and Compensation

# Demonstration



3.2

• I am fairly paid for the work I do.



3.3

• I feel I am rewarded when I go above and beyond what is expected in my job.



3.1

• The company's total benefits program meets my needs.



2.8

• The company's benefits program is competitive with others in the industry.

Most Negative

Most Positive

1



5

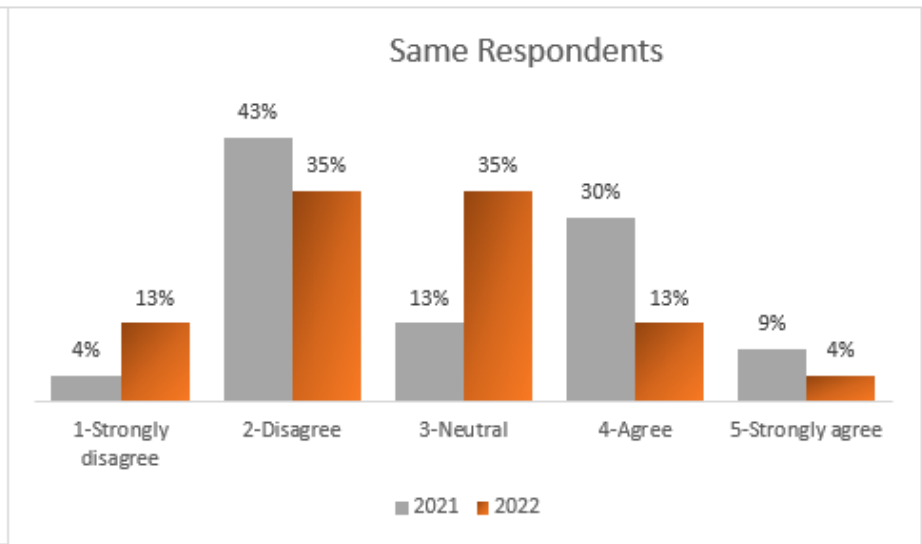
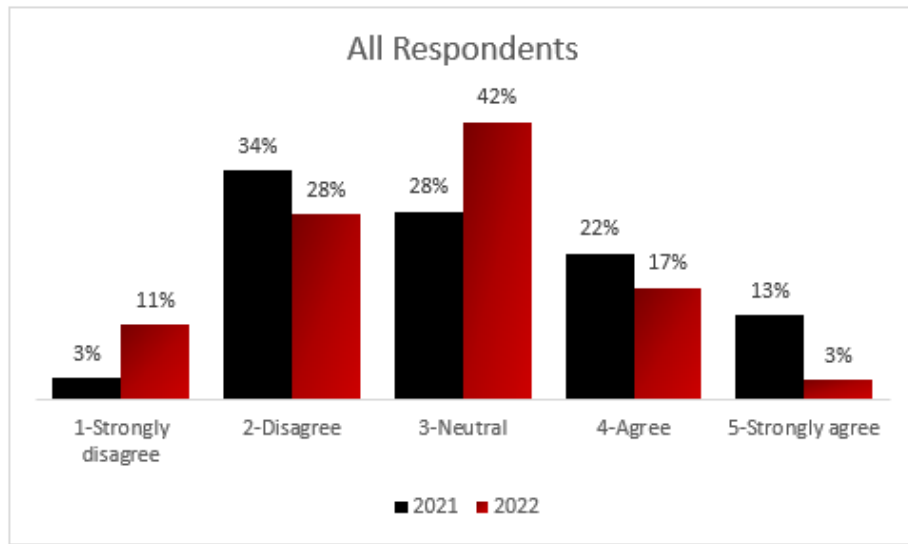
3.0



••••  
 The company's benefits program is competitive with others in the industry.

*39% disagree/strongly disagree that the benefits program is competitive. Average scores are down significantly from last year.*

Average Score	2021	2022	Chg
All	3.06	2.72	-0.34 ↓
Same	2.96	2.61	-0.35 ↓







Please enter any comments you may have on your payments and rewards.

Salary increases are not keeping up with inflation.

I stay at Surge because I love the work and the people. I have friends who have encouraged me to apply to open positions at their companies and for better pay, but they also complain about their work environment. More pay and benefits would be great, but I definitely value being at a place I want to work at.

Bonus structures would be great to encourage/reward timely completion of projects, especially when these projects earn the company money. Share the \$ from successes!

Over the years, Surge has not kept competitive with the industry.

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