

FOR INTERNAL USE

2025 Employee Opinion Survey (EOS)

EOS SPOTLIGHT

Matrix Calgary

Team

August 10 – August 16, 2025

#MyVoiceMatters





2025 SURVEY PERIOD
AUG 27 - SEPT 18

RESULTS AVAILABLE OCT ONWARDS

SURVEY IS
AVAILABLE
ONLINE IN

55 LANGUAGES



THE EOS HELPS MEASURE
WHERE WE'RE AT WITH
OUR ASPIRATION TO BE

**EMPLOYER
OF CHOICE**

A KEY ENABLER OF

**STRATEGY
2030**



RUNNING
SINCE

2008

**#MYVOICEMATTERS
PERSONALIZED SURVEY**
DIGITAL ACCESS FOR ALL



Overall

11

KPIs

Overall

37

STATEMENTS

Our employees are our greatest asset

Our people are our greatest competitive advantage – when we are engaged, we are passionate about what we do and bring our best to work every single day to delight our customers and achieve great results together.

OUR EOS SPOTLIGHT



TEAM

In my team, our work tasks are well organized

In my team, the working atmosphere is good.

In my team, we strive to get better everyday.

WHAT WE'VE DONE

- We use different first choice tools like our Manpower Planner to ensure work tasks are well organized
- Shift handover meetings and tactical review meetings are being held on a daily basis across all shifts
- Tasks are discussed daily to ensure organization through the PD board meetings, 1 on 1 meetings with TMs, and during times in which the workload needs to be adjusted
- Continuous improvement suggestions mentioned during PD board meetings are either actioned within 48 hours or feedback is provided that may require more time to implement.
- Team and individual performance is discussed during the PD board meetings through the workload section and productivity sections for each shift, and all achievements are acknowledged by the TLs, and OMs.

#MyVoiceMatters

OUR EOS SPOTLIGHT



TEAM

In my team, our work tasks are well organized

In my team, the working atmosphere is good.

In my team, we strive to get better everyday.

WHAT WE'VE DONE

- Team building activities on a regular basis:- CMHA fundraising, Foodbank fundraising, volunteering and donations, social club (ice fishing, hiking), DEIB Activities, NAOSH BBQ, Golf Tournaments, Holiday parties etc.
- We have different teams that work together to support our Employee Engagement Committee, Go Green Committee, Garden Committee, JHSC Committee and Blood Drive Program
- Coffee with the GM and Ask the GM Board also allowing opportunity for employee input for improvements

#MyVoiceMatters



OUR EOS SPOTLIGHT

2025



Strategy 2030

Fully aligned with new Strategy 2030

August 27th - September 18th
EOS starts – Participate!

Provide your open and honest feedback!



We want, and strive to earn, your **"Strongly Agree"!**



#MyVoiceMatters

FOR INTERNAL USE

OUR EOS SPOTLIGHT



#MyVoiceMatters

FOR INTERNAL USE

OUR EOS SPOTLIGHT



#MyVoiceMatters