

FOR INTERNAL USE

2025 Employee Opinion Survey (EOS)

EOS SPOTLIGHT

Matrix Calgary

Employer of Choice
Values
July 13 – July 19, 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



EMPLOYER OF CHOICE

Where I work, I have access to training and learning opportunities (e.g. Certified)

Where I work, there is open and honest two-way communication

Where I work, I have seen positive changes taking place as a result of my feedback

I am proud of my company's contribution to our communities (e.g. GoHelp, GoTeach)

WHAT WE'VE DONE

- 96 % of our Team Members and Leaders have been certified on CSCS, 80 % on Certified GoGreen
- We have a continued focus on Leadership development this year:
 - This year we have scheduled and completed Monthly TL competency trainings focusing on important topics such as Respect in the Workplace, Accommodations, Hourly/Salary PTO, Process observations (H&S), etc. Held our Leadership Development Day and provided training on topics such as Managing difficult conversations, Performance Reviews and Development Plans
- We held EOS round table meetings in January, identified action plans based on feedback from our last EOS survey, and focused on executing those action plans over the last 8 months – Improve leadership communication (shift handover meetings, tactical review meetings, Quarterly General Meetings, PD meetings, coffee with the GM, etc.)
- Certified Innovator Stamp being awarded for bringing an idea or suggestion that is implemented
- **GoGreen initiatives – continued electronic recycling program, earth day celebrations, review of recycling processes in the DC etc.**
- **Fundraising** –we have raised nearly \$3880 YTD in support of The Canadian Mental Health Association, Alberta Cancer Foundation and completed 21 blood donations so far this year

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EMPLOYER OF CHOICE

Where I work, we are committed to health and safety

Where I work, I am provided with adequate equipment to do my work **(NEW)**

WHAT WE'VE DONE

- Replaced 5 reach trucks , order pickers, 3 jacks
- Replaced two R22 HVAC compressors with more environmentally friendly units
- SSI retrofit projects to start in August
- We took over automation support from SSI
- Employee parking lot fencing project approved
- Upgraded our security system

WHAT WE'VE DONE

2025 Safety Actions:

- H&S provided a complementary safety vest to all Team members to ensure their PPE is still in good condition.
- Implemented Fastenal PPE vending machines to allow for greater control of PPE usage and to ensure that PPE is always available
- Strengthened First Aid coverage to the highest level ever seen in the DC. This year, 13 first aiders have been trained/retrained alone to ensure we are always covered across all shifts
- Improved the safety of the pedestrian walkway along the loading dock
- In the process of updating all work instructions and completing more specific task-based job safety analysis
- Improved MHE recertification process. Recertification classes are run by operations directly, allowing all TM's to be retrained in an adequate time frame and to avoid risking the performance of the operation.
- Implemented bi-annual pizza celebrations for every 6-month period without a lost time injury experienced to celebrate this achievement at regular intervals.
- NOASH BBQ 2025
- Monthly "Wellness Days"- fitness classes scheduled with Goodlife Fitness

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VALUES

My company promotes diversity and an inclusive environment where employees feel accepted (regardless of e.g. gender, race, religion, disability, ethnicity, national origin, sexual orientation, age or any other characteristic protected under law)

WHAT WE'VE DONE

- We celebrate Diversity, Equity, Inclusion & Belonging every year –this year we celebrated in the following ways –
 - Food from around the World
 - Cultural Dress up Day
 - Garden of Belonging
 - Monthly DEIB Topics and Board
- Celebrate & recognize different occasions (Pink shirt day, crazy socks day, Intl' Women's Day, Ramadan, Mental health week, etc.)
- Post a monthly Culture Calendar that highlights different occasions

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VALUES

Where I work, we treat each other with respect

Where I work, we are accountable for our actions and decisions

Where I work, we make fact-based decisions

WHAT WE'VE DONE

Other things we do:

- Treat each other with respect & dignity every day
- Are open & honest in our communications
- Following up on concerns quickly & openly through our Associate Concern Resolution Process
- Train all associates on expectations in our Human Resources orientation and annual HR refresher training
- Conduct fair and thorough investigations on any associate complaints and use facts to determine resolutions
- Team building events to get to know our teams (stampede, golf tournament, family day, holiday parties, etc.)
- Bi-Monthly Coffee with the GM Meetings
- Regular observations, performance reviews, coaching conversations, etc.
- Acting on team member & customer feedback on a regular basis

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We have raised \$2510.00 of our target \$2500.00!





Matrix Logistics

CA\$1,370 Raised

CA\$4,000

DONATE

Matrix Logistics Alberta Cancer Foundation Fundraiser

STORY

UPDATES

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2025 FUNDRAISERS

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EARTH DAY CELEBRATION 2025



ELECTRONIC RECYCLING



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2025 GoGreen

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2025 DEIB

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NAOSH BBQ 2025



Certified Essentials Contest



Stampede 2025





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"!**



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