



**EMPLOYEE
OPINION
SURVEY**

2025 Employee Opinion Survey (EOS)

EOS SPOTLIGHT

Matrix Calgary

Future & Strategy
July 20 – July 26, 2025

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2025 SURVEY PERIOD

AUG 27 - SEPT 18

RESULTS AVAILABLE OCT ONWARDS

SURVEY IS
AVAILABLE
ONLINE IN

55

LANGUAGES



Overall

11

KPIs

Overall

37

STATEMENTS

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



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

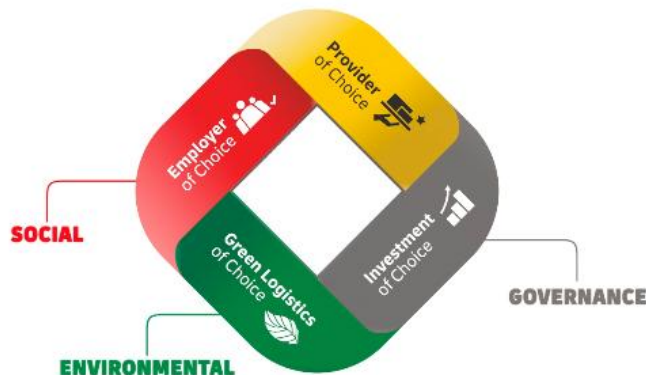


FUTURE & STRATEGY

I trust my company's top management in making the right decisions for the future

I fully support my company's strategy and vision.

4 Bottom Lines:



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WHAT WE'VE DONE

Employer of Choice – Create a safe and healthy workplace

- 6 months no lost time
- Continued focus on Safety through BBS Observations, Near Miss Reports, Hazard Reports, Step up for Safety Nominations
- Monthly Wellness Days and engagement activities

Provider of Choice- deliver a best-in-class customer experience

- Delivering outstanding results to our customer
- Meeting Quality and Accuracy metrics
- Continuous Improvement Mindset

Investment of Choice- plan to accelerate our growth

- Customer continuing to invest in capital projects and upgrades on site
 - SSI Carousel/ Miniloads upgrades, OV Maintenance Platform, Parking lot Fencing, etc.

Green Logistics of Choice – frontrunner in low-carbon logistics operations

- Assisting our customers to become carbon neutral
- On site Go Green Initiatives – Electronics recycling program, Go Green committee conducting review of Waste Management and Recycling practices on site

OUR EOS SPOTLIGHT



Top Management refers to the DHL Supply Chain VP's, CEO, CFO, etc.

- Our VP is Ross Mason
- Our CEO for DHL Supply Chain is Mark Kunar (previously Patrick Kelleher)
- Our CEO for DHL Global is Tobias Meyer

WHAT DOES TOGETHER UNSTOPPABLE MEAN?

This isn't just a strategy; it's our shared commitment to a brighter future. By teaming up in our operations and between our sites, countries, sectors, and people, we'll all benefit from our wide global footprint and range of best practices. Ensuring we'll not only double our business by 2030 but also redefine the very essence of our industry.

We are DHL Supply Chain,
and together, we are unstoppable.

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OUR EOS SPOTLIGHT



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Strategy 2030 framework

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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