

FOR INTERNAL USE

2025 Employee Opinion Survey (EOS)

EOS SPOTLIGHT

Matrix Calgary

Digitalization
July 27 – August 02, 2025

#MyVoiceMatters





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



DIGITALIZATION

Where I work, we take advantage of new technologies and digitalization

I have the support needed to take advantage of digitalization

WHAT WE'VE DONE

Employer of Choice – Create a safe and healthy workplace

- Use of iAuditor, ZenQMS, and other digital platforms
- MTVs, Warehouse Digital Displays, and online communication
- Access to your pay statements and timecards through digital apps (ADP for pay statements and T4's, UKG Pro for timecards)
- Digital forms (Caspio) -
- Online fundraising
- Use of scanners, Order Verifiers, MHE, and other technology
- DC50 Matrix Website
- Order Verifier

- Digitalization assesses how OUR company is leveraging technology to respond to OUR current and future needs to allow YOU to respond in a fast and flexible manner.
- A common question that gets asked about this KPI that we would like to clarify: Digitalization refers to the use of technology to optimize our core business and modernize our IT infrastructure to enhance customer experience, improve employee experience and increase efficiency e.g., online customer channels, on-the-job improvements, automation technologies, iAuditor, etc.

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OUR EOS SPOTLIGHT



Coming soon....

Continuous Improvement Corner:

- Designated space to submit ideas and suggestions
- Located in the lunchroom
- Tablet/ Technology provided
- Submission directly delivered to GM
- Tied to Certified Essentials Recognition

Stay tuned for more information!

MATRIX

CONTINUOUS IMPROVEMENT

Corner

TOGETHER UNSTOPPABLE 2>30

CONNECTED PEOPLE
Continuously Improve Ourselves
Excellence is a journey without end. By embracing a mindset of continuous improvement, we encourage our people to always look for ways to grow, learn, and enhance our processes – ensuring we remain a step ahead of the competition.

EXECUTION EDGE
Innovative Solutions
Innovation is at the heart of how we deliver value to our customers. By constantly developing new solutions, using cutting-edge technology, and thinking creatively about how to solve customer challenges, we provide tailored offerings that meet and exceed their evolving needs.

DELIGHTED CUSTOMERS
Reliable & Resilient Execution
Our culture of “right first time” requires a relentless focus on quality, preparedness, and the ability to adapt to any challenge. This ensures our business is rock-solid and our customers can trust us implicitly.

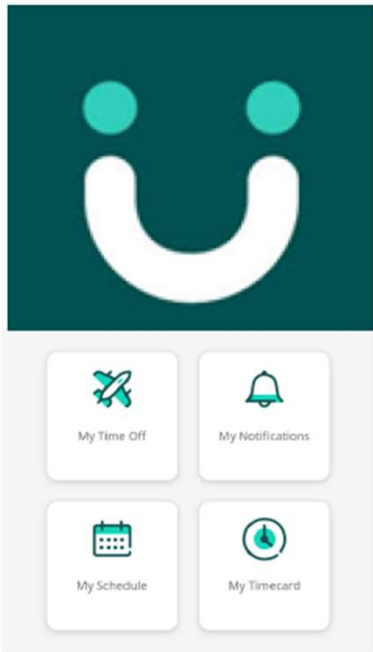
OWN TOMORROW
Digital by Default
We’re weaving digitalization into the fabric of our operations, customer experiences, and innovation processes. This means seamlessly integrating digital tools, harnessing the power of data and AI, and fostering a culture of continuous digital innovation.

We are committed to fostering a culture of ongoing improvement and excellence. Your insights and feedback are valuable in helping us identify opportunities for growth. We welcome and encourage you to share your ideas.

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EVERY DONATION HELPS - NO MATTER THE AMOUNT!!



CREDIT CARD,
PAYPAL, & GOOGLE PAY
ACCEPTED



Login Links

Login for Overtime Signup

After you have registered for an account above, you can now use the link below to signup for overtime.

[OVERTIME SIGN IN](#)

Login for Online Forms

After you have registered for an account above, you can now use the portal to submit online banking hours and vacation requests.

[ONLINE FORMS LOGIN](#)

Password Reset

Use this link to Reset your Password for OT and Online Banking.

[RESET NOW](#)

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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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