2025 Employee Opinion Survey (EOS)

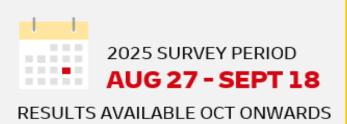
EOS SPOTLIGHT

Matrix Calgary

Provider of Choice Investment of Choice July 6 – July 12, 2025







SURVEY IS AVAILABLE ONLINE IN



Overall

11 KPIs Overall

37STATEMENTS

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.



PROVIDER OF CHOICE

As a customer of my company, I would be extremely satisfied with the quality of the products and services I receive.

Where I work, we regularly use customer feedback to improve our services and processes (e.g. customer satisfaction surveys/ NPA, Performance Dialogs).

Where I work, we constantly apply First Choice tools to drive continuous improvement and quality.

#MyVoiceMatters

WHAT WE'VE DONE

- We continue to meet customer productivity targets from year to date.
- Another successful year of distributing Covid and Flu vaccine on time.
- Excellent 2024 LCL Food Safety and Environmental audit results.
- Excellent Health Canada, GMP and Controlled Substance/Precursor audit results.
- Accuracy against store claims has improved; extra efforts were made this year such as additional auditing and timely follow up with the TM based on audit/accuracy reports.
- First Choice Tools: We were able maintain OMS gate 3 and are now working towards Gate 4 certification in August.
- LMS audit was conducted successfully, changes will be implemented after the findings are received from engineering teams.
- Major improvements with left behinds totes/pallets, there was time this year when nothing was reported on the OLC.
- Pallet integrity issues addressed and communicated consistently with stores through TRIP in a timely manner to avoid reoccurrence and to better serve the client.
- Working on creating a Continuous Improvement Corner where team members will be able to submit ideas and suggestions.



INVESTMENT OF CHOICE

I Am familiar with the DHL Group Code of Conduct

Where I work, we are committed to compliant business practices (based on the DHL Group Code of Conduct)

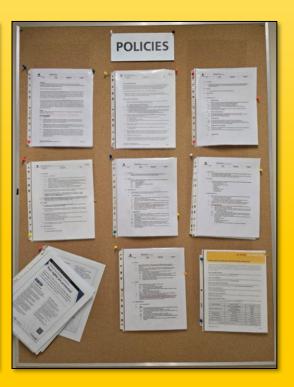
WHAT WE'VE DONE

- All our Management Team, have completed training and signed off on the DPDHL Code of Conduct.
- We complete new hire orientation that covers all our major policies with all New Hires
- We do annual refreshers with our team on Human Resources policies and Health & Safety policies to ensure everyone is up to date on expectations
- Our major policies are posted in communication alley and are available for your review at any time













2025





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

Provide your open and honest feedback!

