

Employee Engagement Survey Report



2023

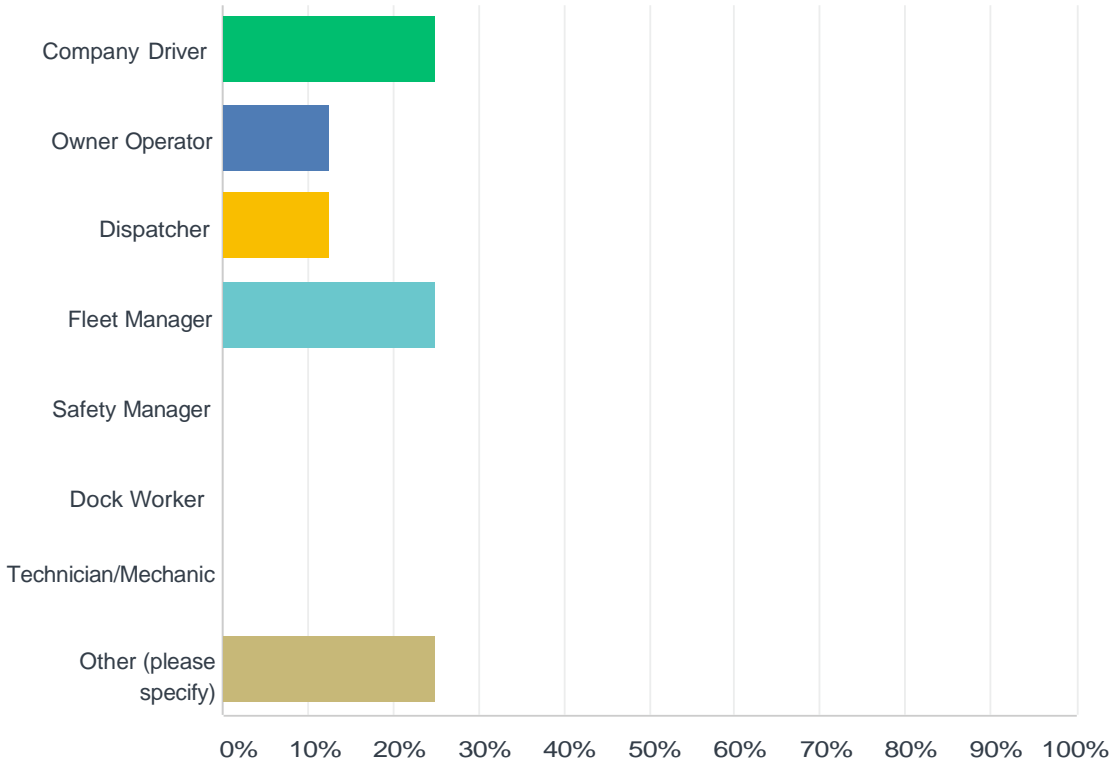
**Top Fleet
Employers**

The **TFE Employee Engagement** survey is an essential tool to help create a positive and productive work environment. These surveys responses identify areas of strength and opportunities for improvement, as well as provide valuable insights into employee satisfaction, motivation, and commitment.

With this feedback collected from your employees, your organization can gain a deeper understanding of the workforce and create strategies to better align with employee needs and expectations.

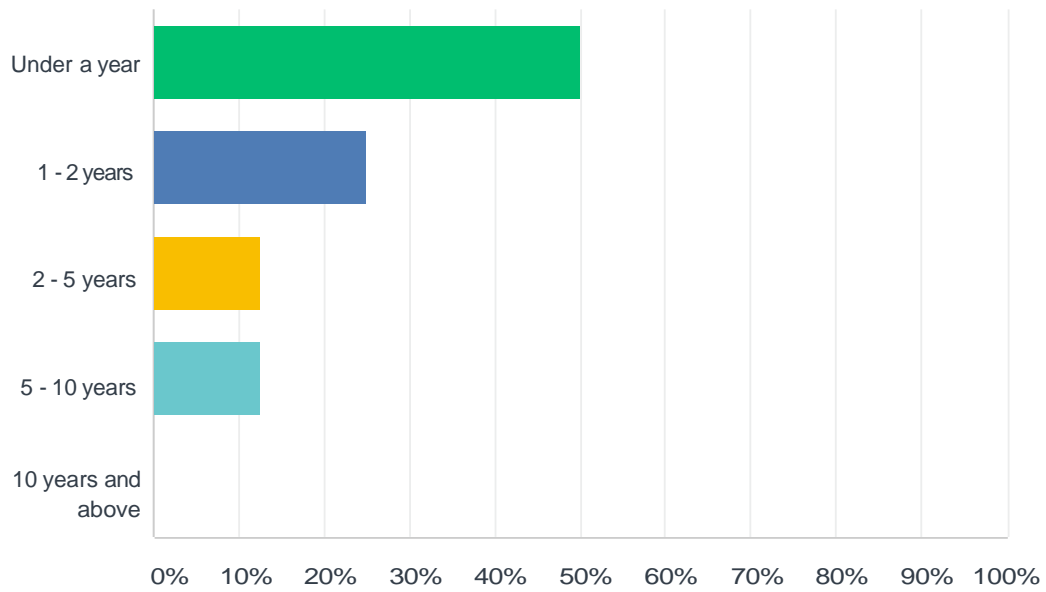
This survey also helps to identify potential retention risks, boost employee morale, and drive overall organizational success. In today's competitive job market, organizations that prioritize employee engagement and actively seek employee feedback are more likely to attract, retain, and develop top talent, ultimately leading to higher levels of productivity, innovation, and profitability.

What is your occupation?



ANSWER CHOICES	RESPONSES	n=8
Company Driver	25.00%	2
Owner Operator	12.50%	1
Dispatcher	12.50%	1
Fleet Manager	25.00%	2
Safety Manager	0.00%	0
Dock Worker	0.00%	0
Technician/Mechanic	0.00%	0
Other (please specify)	25.00%	2
Management (2)		

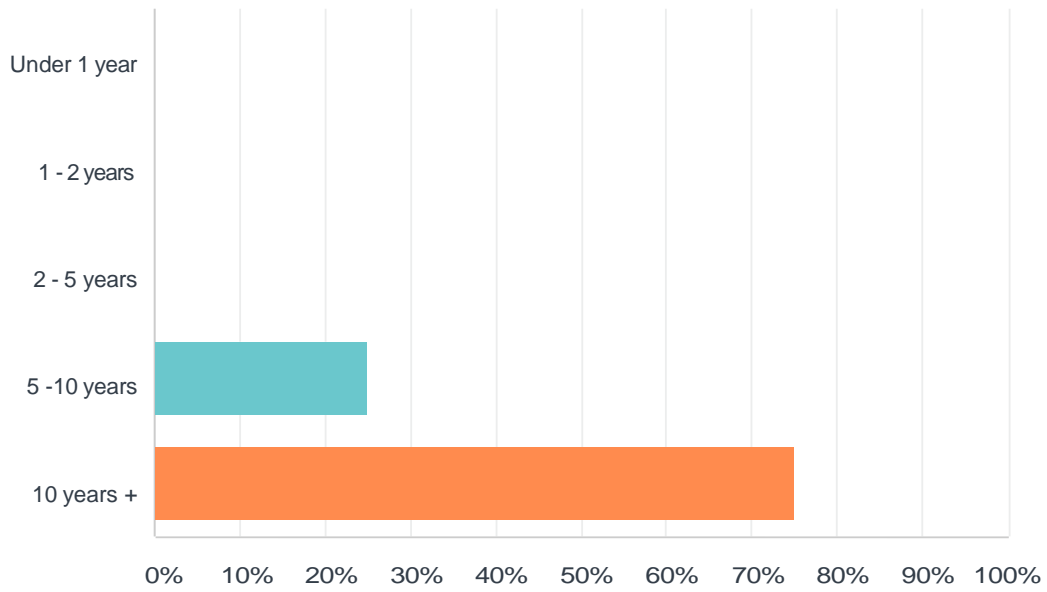
How many years have you worked for your current employer?



ANSWER CHOICES	RESPONSES	
Under a year	50.00%	4
1 - 2 years	25.00%	2
2 - 5 years	12.50%	1
5 - 10 years	12.50%	1
10 years and above	0.00%	1

Total Respondents: 8

How many years have you worked in the trucking industry?



ANSWER CHOICES	RESPONSES	
Under 1 year	0.00%	0
1 - 2 years	0.00%	0
2 - 5 years	0.00%	0
5 -10 years	25.00%	2
10 years +	75.00%	6

Total Respondents: 8

Question Set 1: Employee Engagement Index

The first 5 questions in the TFE23 survey focus on key indicators of employee engagement which include: Pride, Present Commitment and Comfort, Future Commitment and Comfort and Motivation.

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I rarely think about looking for a job at another company	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8
In general, I look forward to going to work and enjoy what I do.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8
I feel physically safe at my place of work and when doing my job.	87.50% 7	12.50% 1	0.00% 0	0.00% 0	0.00% 0	8
I feel psychologically safe at my place of work and when doing my job.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8
I feel appreciated and respected by my direct supervisors and fellow employees.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8

Summary:

Overall, surveyed **Wellington Group of Companies** employees indicated a positive level of employee engagement. However, the small sample size needs to be taken into consideration when assessing these results.

Question Set 2: LEAD Questions (Leadership)

There are 4 main factors that drive employee engagement: Leadership, Enablement, Alignment and Development (LEAD).

The following 4 questions focus on **Leadership**.

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
Company leadership and my manager are good role models for employees.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8
The leaders at my company communicate organizational values and encourage us to demonstrate these values in our work.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8
Company leadership makes an effort to answer any questions, concerns or suggestions that I have.	50.00% 4	50.00% 4	0.00% 0	0.00% 0	0.00% 0	8
Positive relationships across departments and levels (e.g., managers, drivers, dispatch, maintenance, etc.) are encouraged and supported.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8

Summary:

Once again, most surveyed **Wellington Group of Companies** employees responded positively to these questions.

Question Set 3: LEAD Questions (Enablement)

There are 4 main factors that drive employee engagement: Leadership, Enablement, Alignment and Development (LEAD).

The following 4 questions focus on *Enablement*.

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I have access to the equipment and technology that I need to do my job well.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8
I feel that the equipment that I use is safe and well-maintained.	87.50% 7	12.50% 1	0.00% 0	0.00% 0	0.00% 0	8
Most of the systems and processes here support us getting our work done effectively.	50.00% 4	37.50% 3	0.00% 0	12.50% 1	0.00% 0	8
My total rewards package is competitive with what I would receive for a similar role in the market.	37.50% 3	62.50% 5	0.00% 0	0.00% 0	0.00% 0	8

Summary:

When surveying employees regarding Enablement, we hope to see high levels of agreement, particularly relating to:

- Having access to equipment and technology that they need to do their jobs well (we benchmark 75-85% agreement, which has been achieved)
- Having access to safe and well-maintained equipment (we benchmark 85% agreement, which has been achieved)

The benchmark for the question ‘Most of the systems and processes here support us getting our work done effectively.’ is lower (55-65% agreement) due to the relative difficulty of achieving effective systems and processes. It is very hard for every system and process to work perfectly for everyone. However, **Wellington Group of Companies** exceeded the benchmark for this question.

Question Set 4: LEAD Questions (Alignment)

There are 4 main factors that drive employee engagement: Leadership, Enablement, Alignment and Development (LEAD).

The following 4 questions focus on **Alignment**.

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I know what I need to do to be successful in my role.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8
I receive appropriate rewards and/or recognition for a job well done.	75.00% 6	12.50% 1	12.50% 1	0.00% 0	0.00% 0	8
Day-to-day decisions here demonstrate that quality and improvement are top priorities	62.50% 5	37.50% 3	0.00% 0	0.00% 0	0.00% 0	8
I feel that my company supports a philosophy of work/life balance.	62.50% 5	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8

Summary:

Alignment can mean different things to different employees, but in general, employees are most engaged when they feel that their beliefs, values, and motivation are working in tandem (not competing against) those held by the company. When there is alignment, employees and leadership are working toward a common goal, which fosters engagement, dedication and loyalty and often leads to high employee retention.

Wellington Group of Companies leadership may want to focus on rewards and recognition for a job well done. The responses for this statement *could* suggest a lack of alignment may be developing:

Question Set 5: LEAD Questions (Development)

There are 4 main factors that drive employee engagement: Leadership, Enablement, Alignment and Development (LEAD).

The following 4 questions focus on *Development*.

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
My manager (or someone in management) has shown a genuine interest in my career aspirations	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8
I believe there are good career opportunities for me at this company.	62.50% 5	37.50% 3	0.00% 0	0.00% 0	0.00% 0	8
This is a great company for me to make a contribution to my development.	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	8
I feel that I have completed the right training to carry out my job safely and efficiently.	62.50% 5	25.00% 2	0.00% 0	0.00% 0	12.50% 1	8

Summary:

The *Development* question set garnered positive responses overall, but the neutral responses should also be noted here. We encourage all fleets to focus on training and professional development for all employees (driving and non-driving) for both current and future roles (including leadership training).

Of note, **Wellington Group of Companies** leadership may want to explore the training that is provided to employees to ensure that they can perform their jobs safely and efficiently (based on 'strong disagreement').

What are some of the things your company is doing great?

RESPONSES (RANDOMIZED)

Wellington encourages all employees to always give their best efforts on a daily basis. If you are able to bring that attitude every day - the rewards and recognition you will receive will be the worth it.

Sitting with each and every one and listening to them about what their goals are, then helping to achieve them.

Wellington does A LOT of AMAZING things. For more than just employees in the offices, and their drivers. Every year they dedicate an entire month for driver appreciation, as well as an entire month for employee appreciation. They look after their drivers tenfold. Bonuses, driver of the month awards, driver of the year awards, xmas bonus paired to a very generous swag bag of branded gear etc. The hierarchy ALWAYS has time for anyone and everyone, day or night, via text/email/phone call/social media etc. It's not a totem pole environment, it's more of a very tight and large knit family atmosphere from top to bottom. Outside of giveaways they have a community involvement award semiannually in which the winners get to pick a charity of choice for Wellington to donate to. I personally won the first ever and chose a pregnancy care clinic that's 5 hours away from head office in a small town called Bancroft. I grew up there and that center helped my wife and I immensely when we had our first daughter at 19 and 17 years old. To this day 5 years later they chose to maintain that relationship and send a very generous donation annually instead of a one-off occurrence. They donate to multiple food drives in southwestern Ontario multiple times per year, especially around any type of holiday where it is needed most for some. Wellington also pairs with community restaurant partners to have Xmas dinners delivered to families in need, Xmas toy drives every year, charity hockey/golf events. There's so much more to list, it's actually quite incredible. I've NEVER worked for a company as generous and genuine as this in my 15 years behind the wheel as a professional driver. This is the longest standing tenure I've had with one company. They also did some groundbreaking in the capacity of paying a very fair, guaranteed salary to all their drivers. I had never heard of that before I was approached to work for them. Our HR department has an award-winning Director, of which he obtained as a part of Wellington Motor Freight. Again, there's so much more than all of what I've already listed. Very proud to represent them, and I thoroughly enjoy doing such. A very rare thing in this industry anymore.

Showing their appreciation for their drivers and the work they do!

Our company is the fastest growing company in the industry for a reason. We prioritize growth and employee development and making sure we're all successful. Best company I've worked for in 10 years.

Succession planning, all employees are included. At 60 there is a plan in place for me. Lead our industry with our integrity, driver programs and treatment

Our company culture is amazing. I have worked in transportation for 20+ years that has such a wonderful office environment, we all help each other. The teamwork is amazing. Wellington always ensures employees are recognized for their hard work, and they help with the development and succession of each employee.

All the staff are very nice.

What are some of the things your company is not doing so great?

RESPONSES (RANDOMIZED)

The lack of on-the-job training that you receive in your roles can be difficult and frustrating when you are learning how to be successful in your role. I would like to see this become more organized for all new employees that join Wellington in the future.

We are working on challenges. We do not judge, as a team from CEO to our drivers we work to improve

No company is perfect- but we strive to be the best we can. Companies that listen and adapt to suggestions of their office staff and drivers are the ones that continue to raise the bar for everyone else in the industry. Wellington has always been one of those companies

Appointment times for my deliveries could be more efficient.

To be honest, there's not really anything I can say toward this question. I'm very no filtered and straightforward so if there was, I would definitely list some things. Had this been for multiple companies I've worked for in the past there would be an arm's length. Wellington does a VERY good job of keeping everyone in the loop regularly and hearing opinions and issues and then making sure things are righted if wronged etc.

I personally have 0 complaints about my company. We do company outings, team lunches, growth meetings and bonding as much as we can. no complaints.

Is there anything specific (positive or negative) that you would like to share about your work experience with your current organization?

RESPONSES (RANDOMIZED)

I would like to see more of an emphasis on a healthy work/life balance. I acknowledge the importance of dedication by working hard to assist with achieving company/personal goals. However, at times it is tough to be expected to work long hours all the time, often times bringing work home, without compensation or recognition.

I would like to share that in the 5 and a half months I have been here, I feel like I have grown considerably, and I have mentors from my CEO down to my Management team. This is a great organization to be a part of !

Well, five years ago I was unsettled. Bouncing between a few different jobs trying to find somewhere that didn't make me feel like u were a number or just another driver. Wellington has a top-notch driver recruiter who contacted me out of the blue and pitched an amazing job opportunity that I took, and am very glad I did. I feel very lucky as well as grateful that I was one of the original drivers recruited. From top to bottom all the management and staff are amazing. The CEO always has time for you via a text or phone call no matter when, where or what it's about, as well as any other person or persons I've ever had to or chosen to be in contact with. He/they interact on social media with employees and are a magnificent team/family all around. Wellington looks after their staff and drivers, treats them with respect and creates one of the best environments I've ever worked in as a driver. The solid growth and expansion this company has had since I started has been astronomical. They've hired more and more elite level employees in the office as well as drivers to be out on the road. They give back tenfold to whoever and whatever they can. Via charities, fundraisers, social events, food banks Etc. On top of that they are not shy to let everyone that works for them know how much they are appreciated, with retention bonuses, employee Appreciation month of June, driver appreciation month of August, Christmas parties, golf events etc, right down to a simple email from the hierarchy expressing gratitude to all. Their equipment care team is second to none.

The trucks, trailers Etc are always kept up to date and very well maintained. I could go on forever but to sum it up, this really is one of the absolute best places to work and to be a part of. I feel Wellington Motor Freight is over and above deserving of being recognized as a Top Fleet To Drive For, if not THE Top Fleet. I know this is submitted anonymously but I'd like to attach my name. Very proud to be a part of all of this. Thanks for your time and consideration, William J Bertin

They push me to be the best I can be. They support education to develop teams. Train people so everyone else wants them, treat them with respect so they never leave. Good philosophy

I appreciate that our CEO and other C-suite employees are approachable and know what we experience day to day. I also know how much industry knowledge we have combined. Which is why we are able to evolve and grow. Our image and reputation are so important to us, and I'm proud to say that every member of our team works hard...with a strong focus on safety and professionalism, every day.

Best place that I have worked.



**Top Fleet
Employers**



**TruckingHR
Canada**