

2022 Engagement Survey

Women Insights

Facility Management

Participation

Participation rates help us understand how representative the feedback is. While we are not aiming for 100%, a majority of employees is an indicative sample

2022 FM Participation (Women)

74%

52% Waged Employees 83% Salaried Employees

Engagement

Engagement is a measure of people's connection and commitment to the company and its goals. By lifting it, we can impact retention and attraction of talent, performance, and innovation

2022 FM Engagement (Women)

65%

58% Waged Employees 67% Salaried Employees

Engagement Questions we asked:

I would recommend Programmed as a great place to work.

Programmed motivates me to go above and beyond what I would do in a similar role elsewhere.

I am proud to work for Programmed.

I rarely think about looking for a job at another company.

I see myself still working at Programmed in two years' time.

Strengths and Opportunities

We will now take a look at our strengths (higher scores) and Opportunities (lower scores). Strengths are things we can celebrate while Opportunities represent things we can improve on.

Highest 3 scores

These are the key areas we are excelling in:

My manager demonstrates personal safety leadership **85%**

I know what I need to do to be successful in my role **85%**

I am comfortable speaking out to raise concerns or making suggestions about workplace health and safety **83%**

Lowest 3 scores

These are the key areas with opportunities to improve:

I believe action will take place as a result of the survey **45%**

I rarely think about looking for a job at another company **52%**

Most of the systems and processes here support us getting our work done effectively **52%**

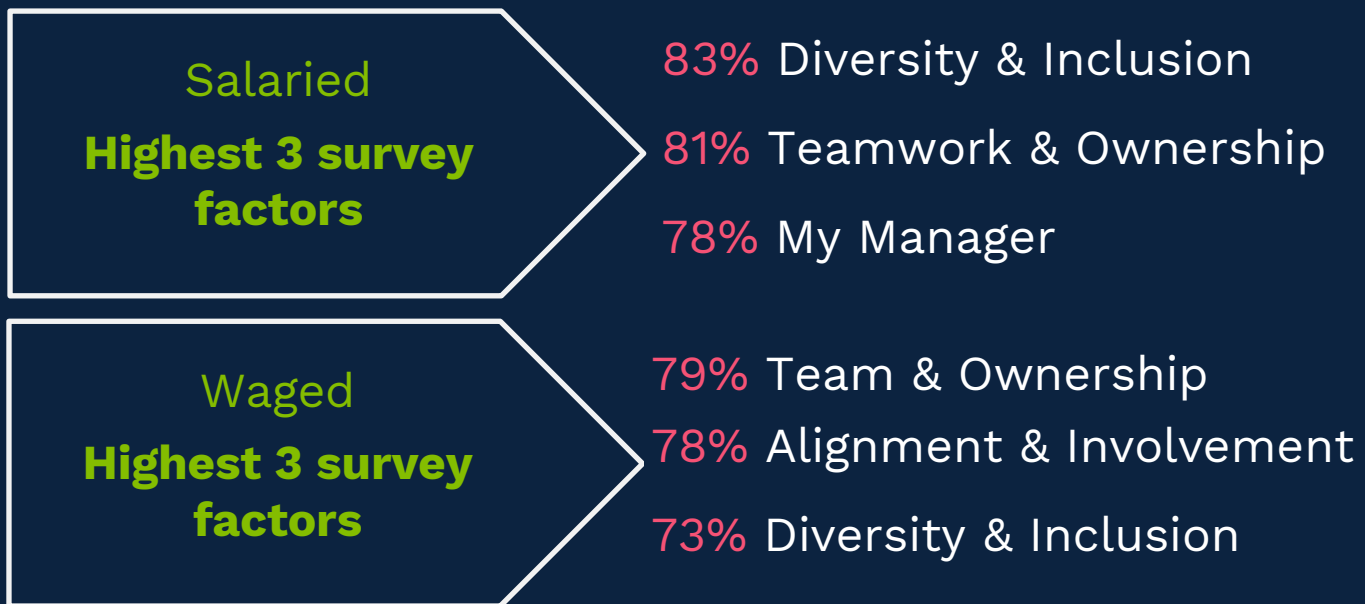
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Survey Factors

In addition to Engagement, we asked questions about other factors regarding our workplace & culture. A factor score is the average score of all questions within that factor.



Our focus areas to improve employee engagement

Based on the feedback we have received Facility Management will focus on three main areas to improve engagement. Regions/teams may also have their own actions.

Communicate, Communicate, Communicate

Establish a regular dialogue with our growing business through:

- Our leaders getting out from behind the desk and speaking with our people
- Establish quarterly communications which celebrate our good news stories, recognise our people, highlight the great work we do and ensure our vision and strategy motivates people

Systems, Systems, Systems

- Invest and deploy business systems and applications that will continually improve the services we provide our customers

Learning and Development

- We want everyone to have a Review and Reflection with their line manager across our entire workforce and have a career conversation
- Invest in our people development programs, increase apprenticeships, continue investment in our graduate programs and improve our employee on boarding experience