

IS SERVICE EXCELLENCE PART OF PSPC'S CULTURE?



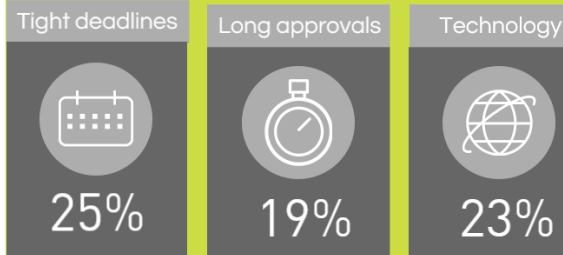
PSPC 2015 PROFILE

WHO ARE WE ENGAGING?



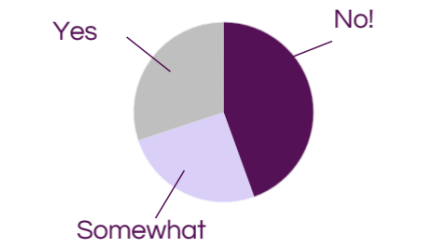
WHAT DO EMPLOYEES THINK OF PSPC?

TOP 3 Barriers to improved client service



* percentage of employees who identified this as one of the top barriers to offering improved client service

Are employees familiar with client feedback?



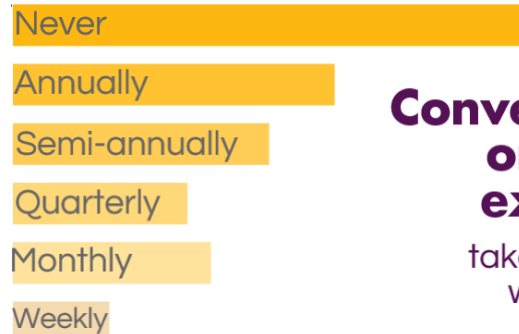
Let's get a better picture of our workforce profile...



- 73% of employees get a sense of satisfaction from their work.
- 78% of employees like their job.
- 88% of employees are proud of the work they do.
- 94% of employees are willing to put the extra effort to get the job done.



- 54% of employees would prefer to stay with PSPC.
- 58% of employees received meaningful recognition for work well done.
- 65% of employees are satisfied with the department.
- 65% of employees are encouraged to be innovative or take initiative at work.



It's Leadership?

- 53% of employees think that senior management are accessible.
- 45% of employees think that senior management makes effective and timely decisions.
- 55% of employees have confidence in PSPC's senior management.

- 63% of employees have the tools they need to deliver.
- 64% of employees get the training they need to do their job.

97% of management are familiar with the Client Service Strategy

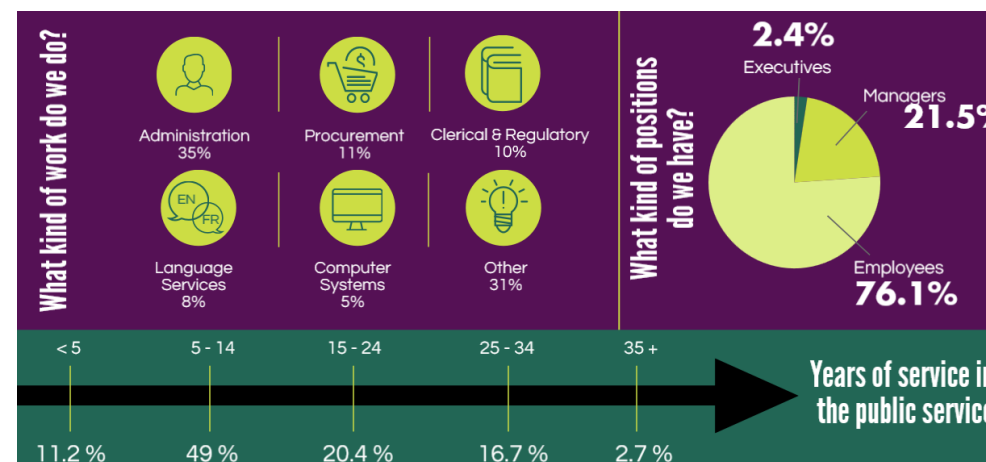
69% of employees are familiar with the Client Service Strategy



The Organization?

- 63% of employees have opportunities to provide input into decisions that affect their work.
- 68% of employees have support at work to provide a high level of service.
- 79% of employees know how their work contributes to PSPC's goals.

To what extent do we invest in our workforce?



SOURCES Bilan Social (from 2010 to 2015)
2014 Public Service Employee Survey
2016 Client Service Survey