

Appendix A

The town surveyed employees on the following categories:

30 Engagement Drivers Measured

- Co-worker Interaction
- Inter-Departmental Cooperation
- Employment Relationships
- Diversity
- Training Satisfaction
- Opportunities for Advancement
- Satisfaction with Supervisor
- Satisfaction with your department Management Team
- Satisfaction with corporate Senior Management Team
- Satisfaction with Physical Work Environment
- Job Control
- Workplace Safety
- Job Clarity
- Workload
- Impact of Job on Personal Life
- Innovation
- Resources and Supplies
- Customer Service
- Communication in Your Work Area
- Employee Involvement
- Organizational Communication
- Pay Satisfaction
- Benefits Satisfaction
- Individual Recognition and Reward
- Team Recognition and Reward
- Organizational Satisfaction
- Job Engagement
- Commitment
- Intentions to Remain
- Continuous Improvement

6 Custom Elements

- Corporate Spotlight Academy Recognition and Reward Program
- Vision, Values, Goals and Objectives
- Employee Survey Follow Up
- Respectful Workplace Behaviours from People in Authority (e.g. Supervisors, Managers, Directors)
- Respectful Workplace Behaviours from Co-workers / Peers
- Respectful Workplace Behaviours from Citizens / Customers