



employ
recruitment

CANDIDATE SURVEY

YOU SAID

WE DID



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Survey Results

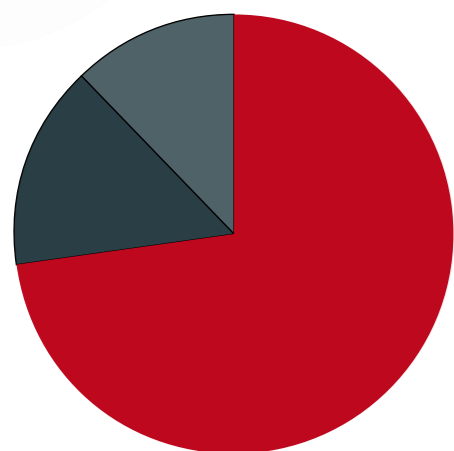




Introduction

On an annual basis Employ Recruitment send out a questionnaire to all drivers, analyse feedback and create an annual strategy using the valuable results and comments. We communicate “you said, we did” in our monthly newsletter. We are extremely proud of our results.

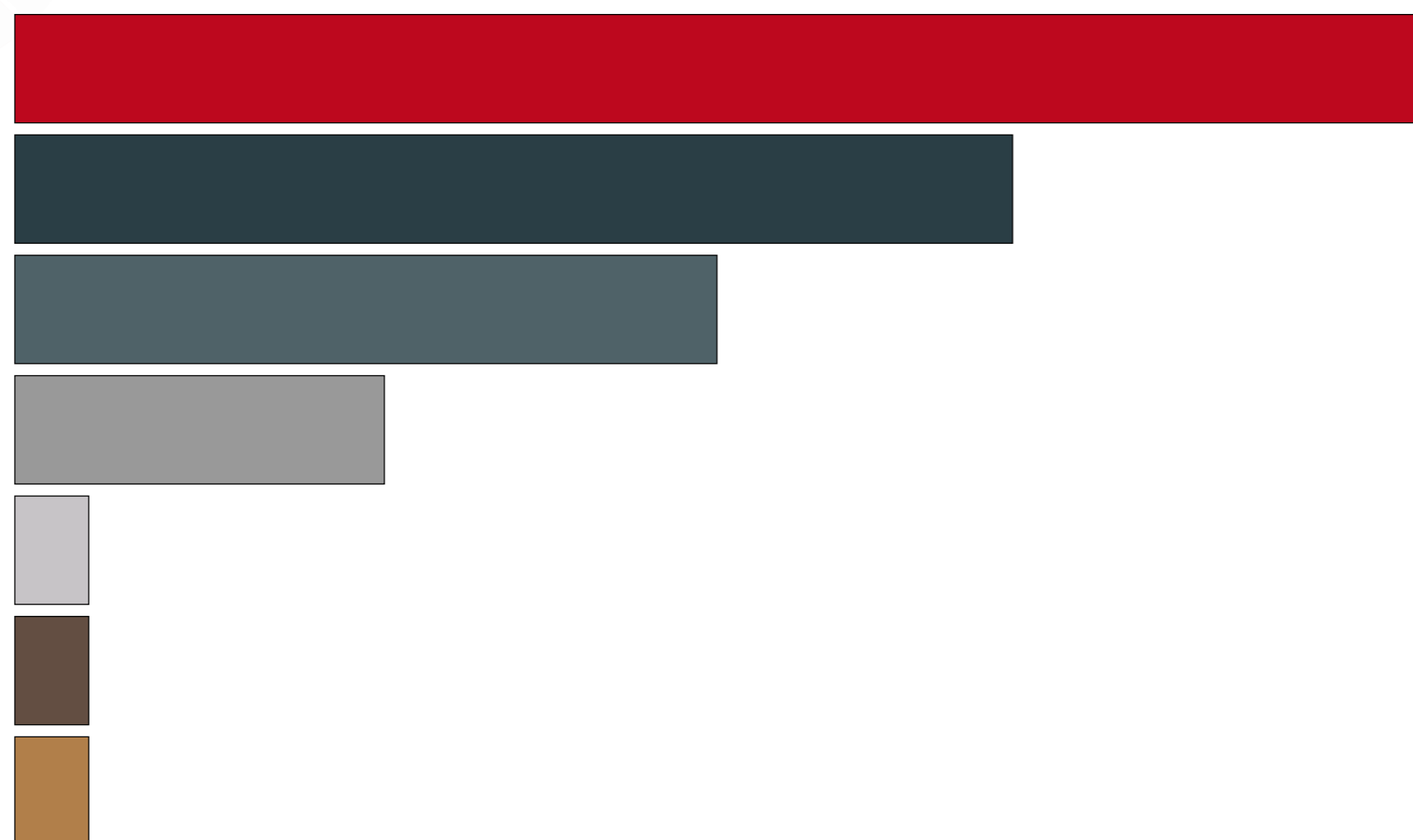




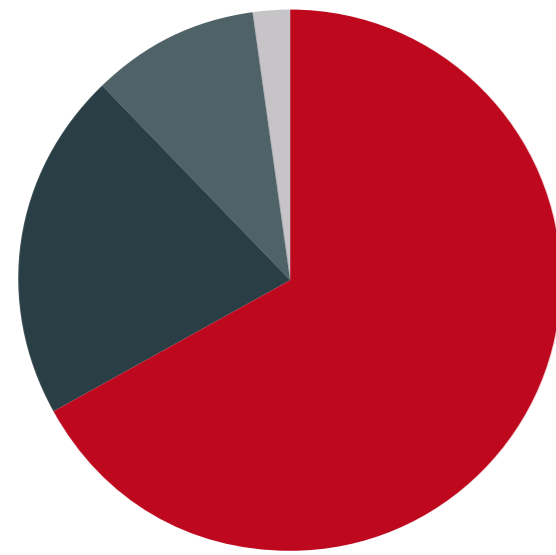
How likely is it that you would recommend Employ to a friend or colleague?

- Recommend - 73%
- Neutral - 15%
- Not recommend - 12%

What are the reasons you choose a shift from EMPLOY?



- Regular on-going work- 38.5%
- Working relationship with the team at EMPLOY - 27%
- Access to reputable clients - 19%
- Pay rates - 10%
- To work with a specific client - 2%
- You contacted me first - 2%
- All the above - 2%



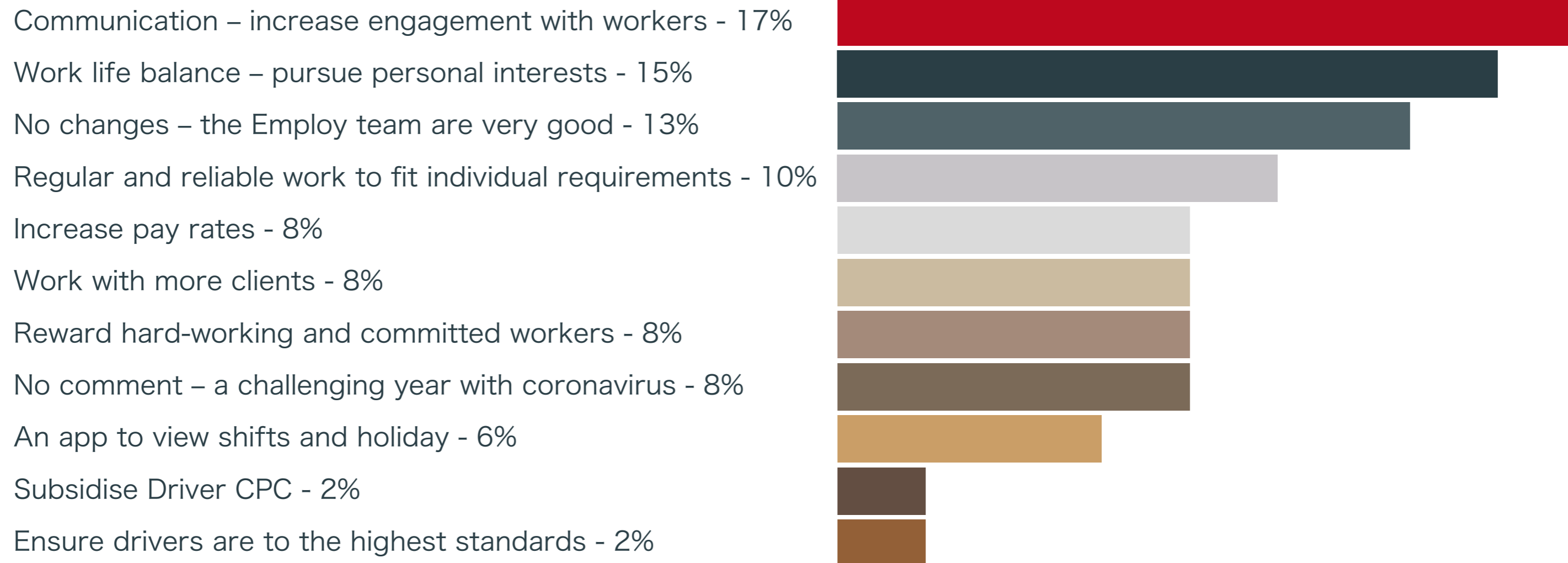
- Only work for Employ - 67%
- Secure alternative work if not offered enough from Employ - 21%
- Regular long-term shifts - 10%
- Change of environment - 2%

Comments:

- Continuity of work.
- Not getting regular shifts.
- Constant work.
- I do not.
- Eggs and basket.
- To keep working when employ inevitably cancels weekend.
- I only work for employ.
- Regular work.
- I do not work for any anyone else.
- Lack of consistent work.
- More consistent work.
- Sole employer.
- If there is no job for me.
- Regular start times on long term basis.
- Change the environment.
- No, I would not, and I hope I will never have to.
- I do not work for another agency.
- Sometimes one agency is quiet & another busy in different.
- I had regular work in another place but because of lockdown I had to go somewhere else. I do not want to come back since.
- Only work part time for employ and do not work for any other agency.



If you were Managing Director of EMPLOY for the day, what would you start doing?



Comments:

- Guarantee 40 hours a week.
- Look for clients around Wolverhampton 15-mile radius and other areas.
- To be more careful with oldest drivers.
- All drivers pay rise.
- Do not really know. I know the strategy of my own business and I know what I will be doing.
- Find more clients.
- Give a more personal service to its staff (drivers)..i.e. phone a speak to personnel as I find text very impersonal.
- Playing Golf.
- Making sure that all drivers driving abilities are to the highest standards as I have personally witnessed on several occasions drivers unable to even reverse onto a bay.
- Get regular drivers a uniform for co image.
- Secure more weekend work.
- No changes staff are very good at their work and very informative.
- I do not know.
- Pay for every hour worked.
- Give myself a pay rise.

Comments:

- Nothing you guys are doing a great job.
- Ensure the workforce is on your side.
- Find more clients.
- My job.
- Appreciate the steady and hard-working employees.
- Free uniforms & safety equipment.
- Would call every single driver for a chat to find out how they find places they work, what their concerns are and what is not right at locations we work and need to be improved.
- I do not think anything needs changing.
- Speak to long time employees about employment.
- Give myself a pay rise.
- Better communication with drivers.
- Communicating with staff.
- Try and find a way to subsidise the driver CPC courses.
- Ensure drivers have visibility of paid holiday entitlement on database.
- Seems a well-oiled company.
- Implementation of an app.
- Get more work.
- Not sure, difficult under corona virus times.
- Meet more of the staff.
- Speak to the clients to get a feel for their requirements in a driver. Look at the driver base and match their skills to a particular client. Look to reward driver on the feedback for the clients.
- Keeping all employees happy.
- A system of showing live shift availability.
- I think I would reposition the Managing Director back in his/her place and just keep doing everything the same as before. I would not be able to do anything better.
- Nothing.
- Keep doing as you are doing now.
- I would play more golf.
- Checking on my staff that they are all safe and well then check emails from clients and respond swiftly.

What do you think is the best thing about EMPLOY?

Professionalism and helpful Employ team - 56%

Clients - 13%

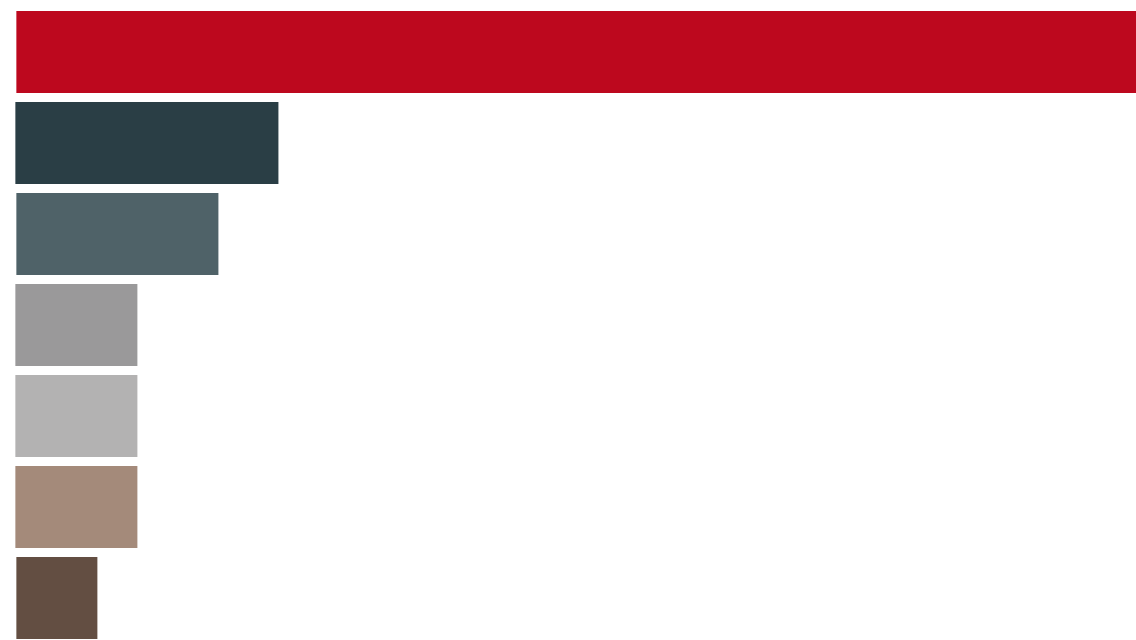
Payroll process and paid on time - 10%

Payrates - 6%

Communication - 6%

No comment - 6%

Shift Notification - 4%



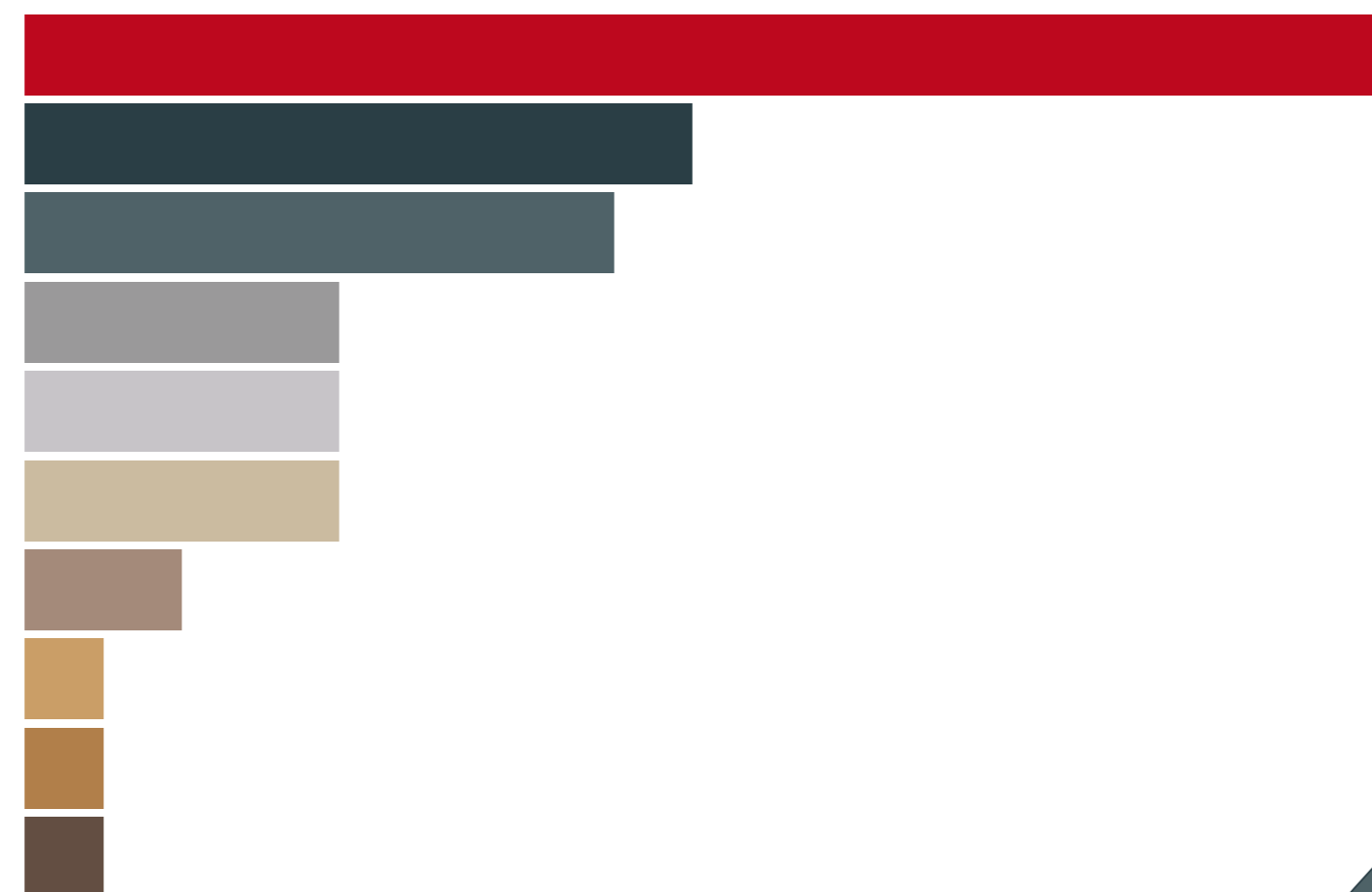
Comments:

- Look after you well.
- I was hoping for a personal service.
- Communication.
- Shift notification and online wages system.
- Friendly staff.
- The way we get our shifts and friendly staff.
- The relationship.
- Jazmina.
- Friendly staff.
- Power of women.
- Understanding helpful staff.
- Very flexible.
- Easy to work with.
- Variety.
- Self-invoicing and no problems with pay.
- Type of work.
- Helpful friendly manor.
- Good customers and a great team.
- Easy going.
- Paid on time.
- Clients.

Comments:

- Your attitudes.
- Always helpful.
- Sunday pay.
- Honesty.
- Professionalism.
- Fast moving, direct, helpful and pays on time.
- Reputable clients.
- Management and clients.
- The staff.
- The staff are lovely friendly and caring and very efficient.
- Flexibility and understanding.
- Trying to get work round driver's needs.
- High standards.
- Good working relationships.
- Look after you well.
- Regular work and good rates of pay and the girls are always very helpful.
- The way the invoices are done and receiving money without problems.
- I am very happy to work for you guys. I cannot say anything wrong with you but everything fantastic.
- Very pleasant & helpful staff.
- As I only work part time for them I would have to say my honest answer is it is good to work for a company that run a fair culture and are very approachable.
- I discovered one fantastic person (Gemma) who have encouraged me to start cooperating with employ again. Very nice person.

- Nothing - 35%
- Pay rates - 17%
- Communication - 15%
- Update when no work and advance notice when cancelled - 8%
- Reliable, regular and guaranteed work to individual needs - 8%
- Engagement to support individual concerns - 8%
- Distribution of shifts - 4%
- More clients - 2%
- Uniform - 2%
- Holiday entitlement on payslip - 2%



Comments:

- Guarantee 40 hours a week.
- Not much as far as agency are concerned, they have it right.
- Share the shifts a little fairer.
- Pay rate, fixed starts.
- I cannot think of anything.
- As far I see not much.
- More clients.
- Verbal communication, text is impersonal.
- Communication.
- Supply safety wear.
- Better access to top management for complaint.
- More reliable weekend work.
- Just keep on doing what they do because they do it very well.
- Everything is fine.
- Always inform me when there is no work only thing that bugs me.
- All drivers should be treated the same this includes assessments training and tests.

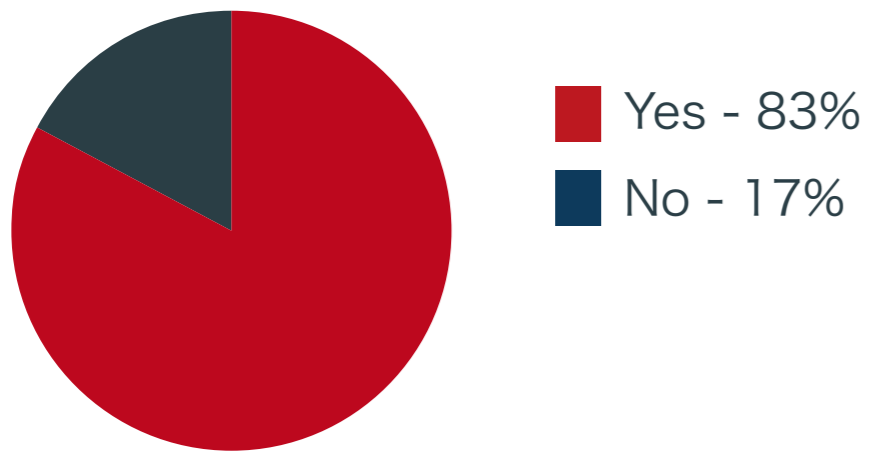


Comments:

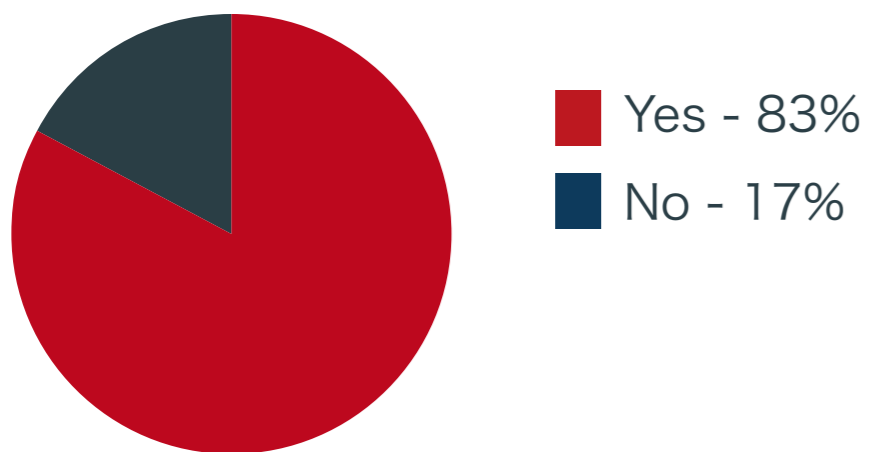
- Nothing I can think off happy how it is.
- Fairness of work distribution.
- Getting what a driver has said or requested across to all the staff if possible.
- Work.
- Let me know my run has been cancelled earlier in the day to give me a chance of getting something else if I wanted to.
- Everything is fine.
- Continue as they started.
- Not always notified when shift not available.
- Regular start times within 2 hours slots, rather than chaotic bookings round the clock.
- It would be good to have holiday entitlement on the pay slip like it was when we first started monthly pay.
- Trying to keep drivers to the times that suit.
- Drivers start times for the drivers they usually do, there is too much mixing.
- I know it is out of your hands, but I do not like shifts being cancelled once they have been allocated.
- Nothing really, all runs well.
- Maybe get back to point system (for “older” driver’s) that worked with employ already.
- Getting more work.
- Many times, I am not informed if I have work or not the next day.
- All good no need to alter things.
- From my limited experience with the team, nothing as it stands.
- Rates of pay!
- Cannot always get through on phone.
- Just keep everything as it is.
- Higher pay rates please.
- The only issue I have ever had is the clocking in machine is very hit and miss when swiping in.
- I cannot think of anything negative to improve.
- Not much as far as agency are concerned, they have it right.



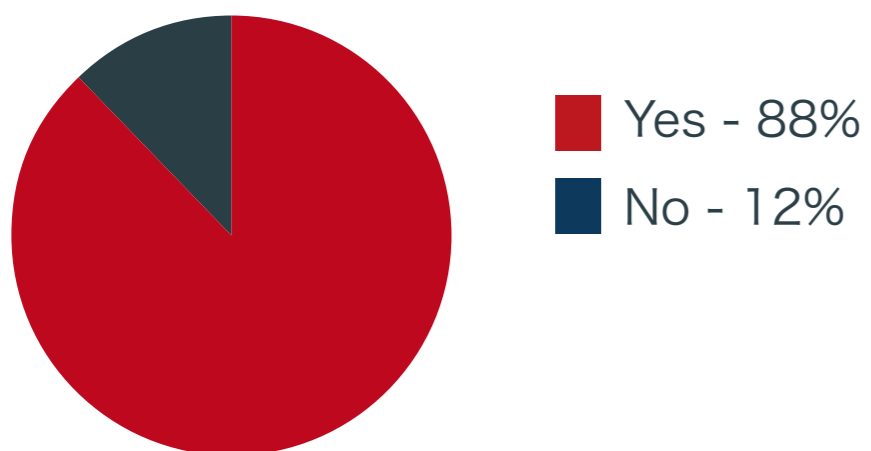
I enjoy reading the newsletter.



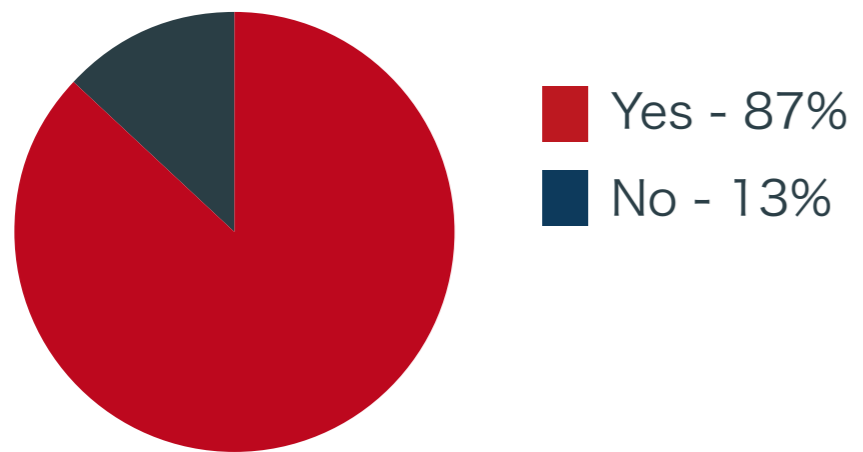
I feel that I am contacted at convenient times.



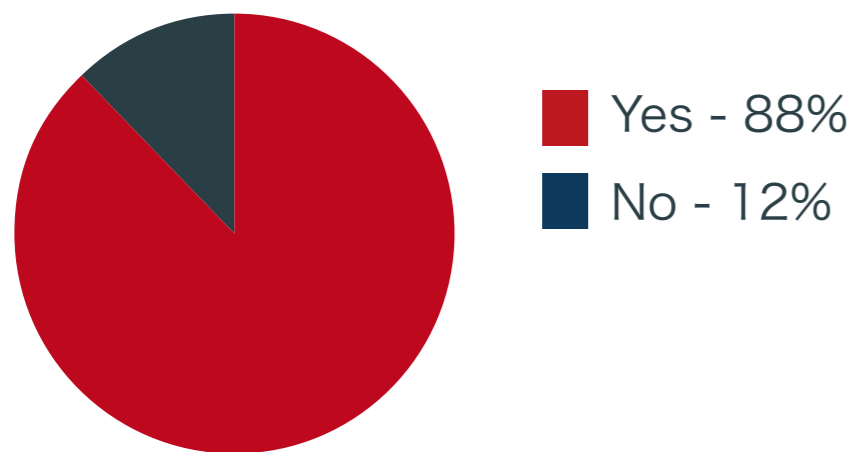
When I ask for information, I receive it within an agreed timeframe.



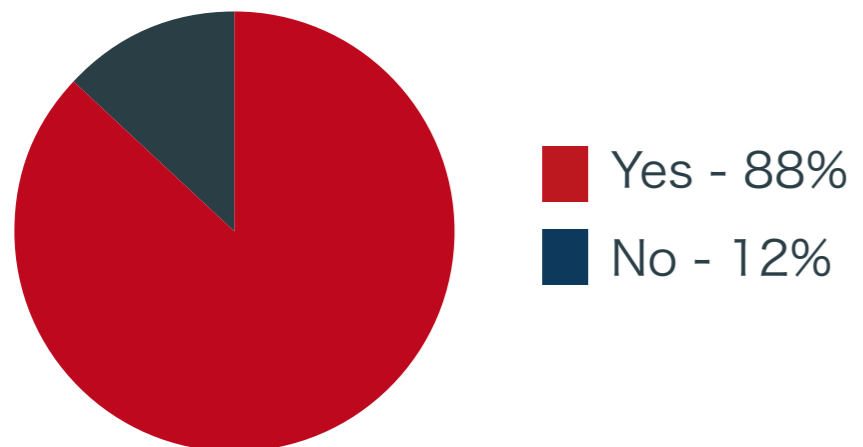
I feel that information I receive from EMPLOY is accurate.



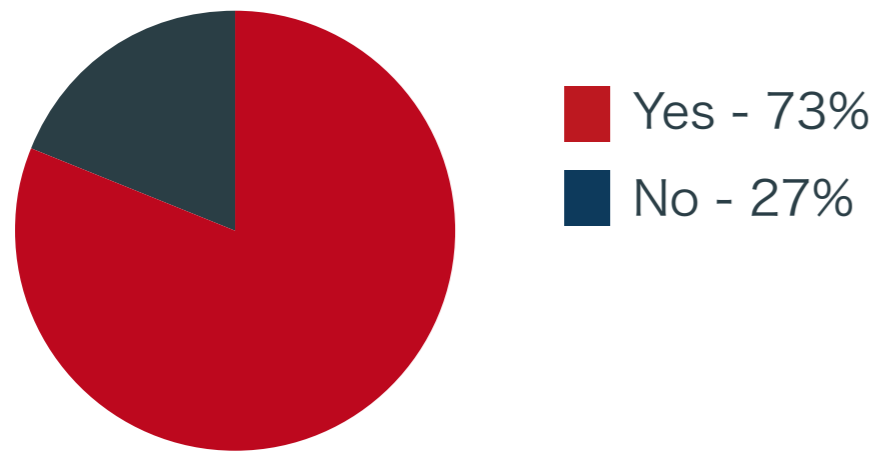
I feel the text system to book shifts is an effective form of communication.



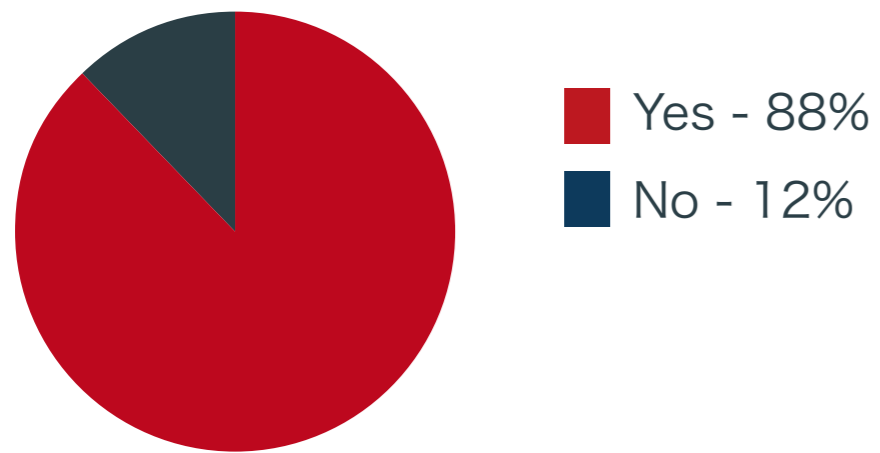
I am aware of the 'out of hours' procedure.



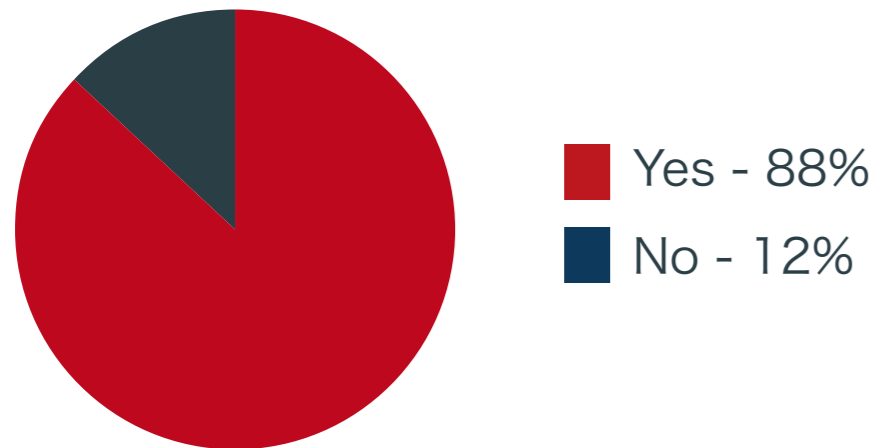
I think the pay rates at EMPLOY are competitive compared to other agencies.



My pay is always accurate.

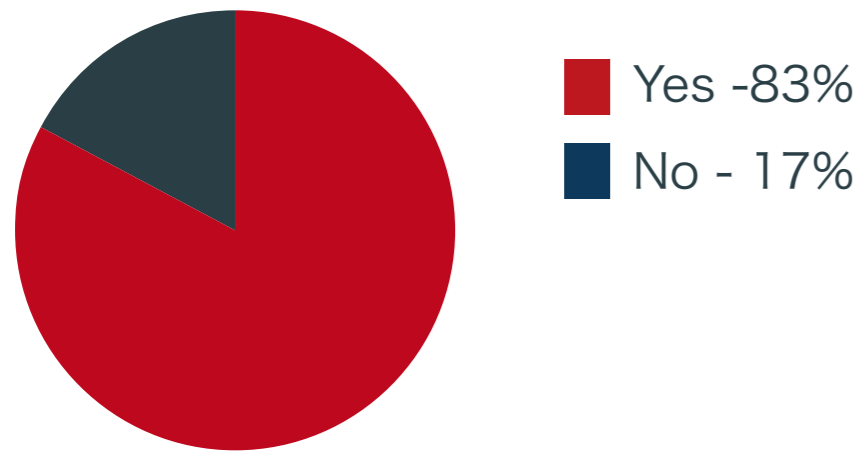


I am always paid on time.

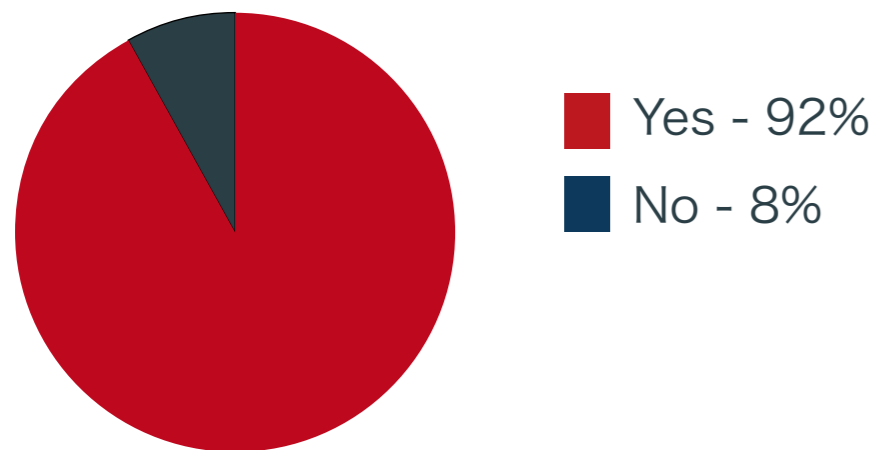


Tell us about your working life at EMPLOY, where 80% of the time we try to adhere to your preferences and 20% of the time you are flexible to our plans:

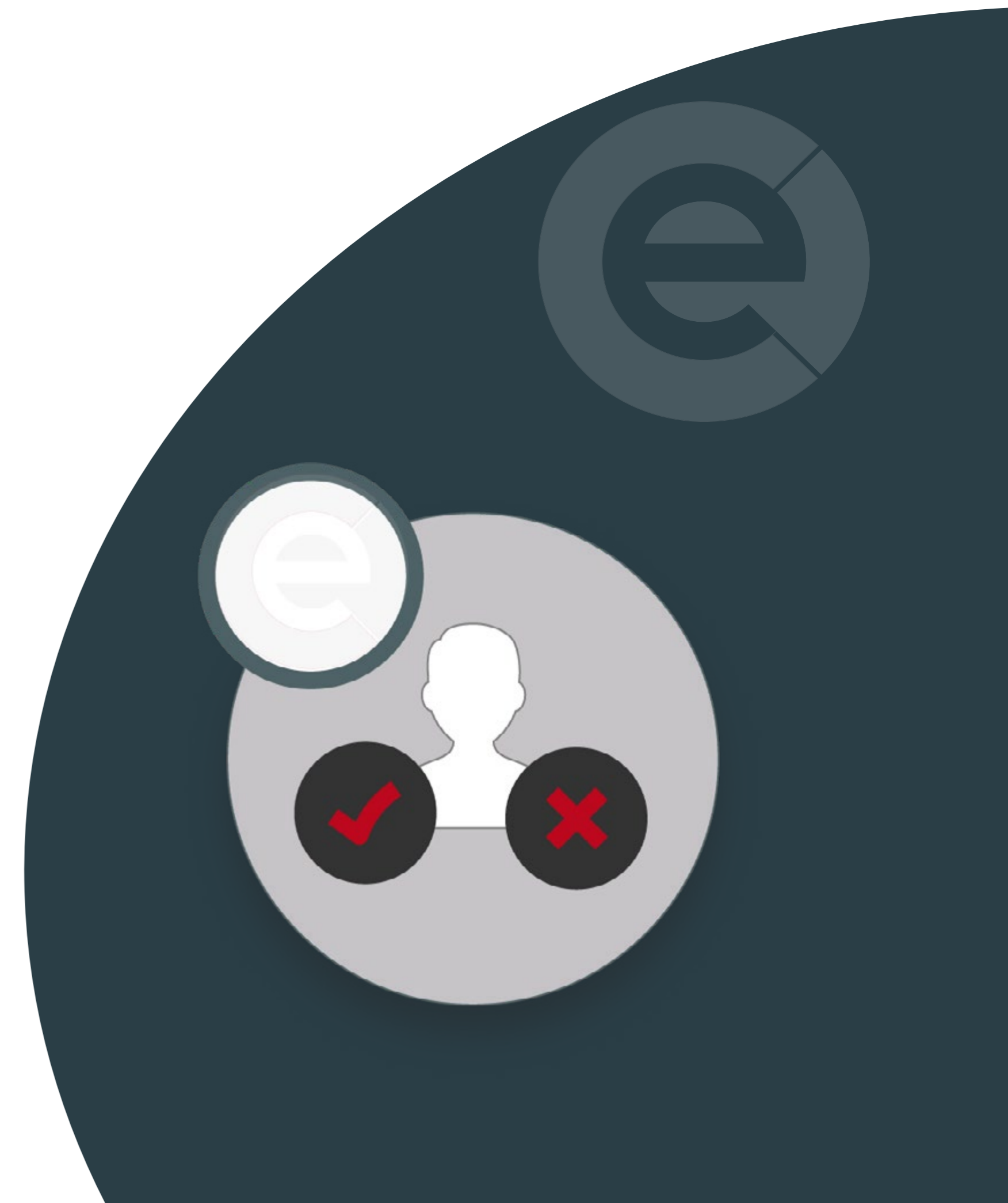
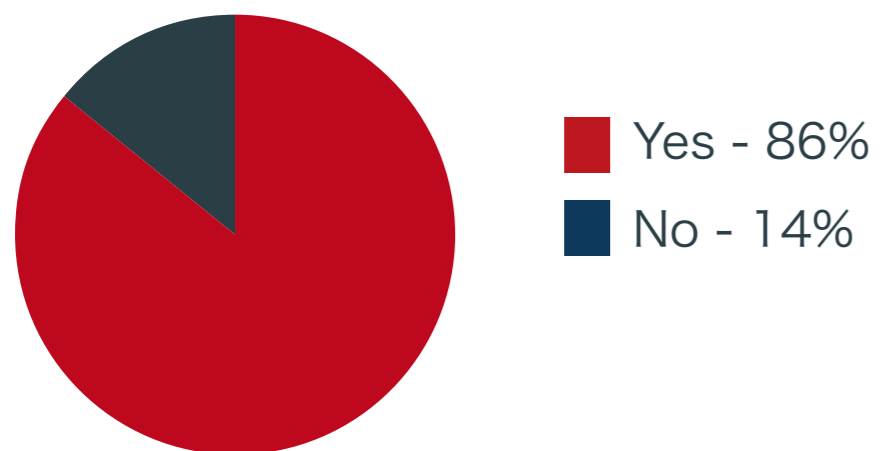
I feel a valued part of the team.



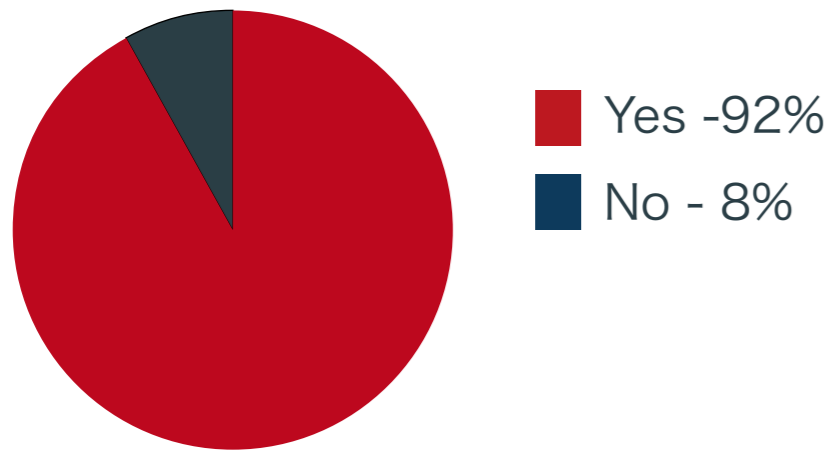
I feel that 80% of the time, EMPLOY provide me with work at my preferred client.



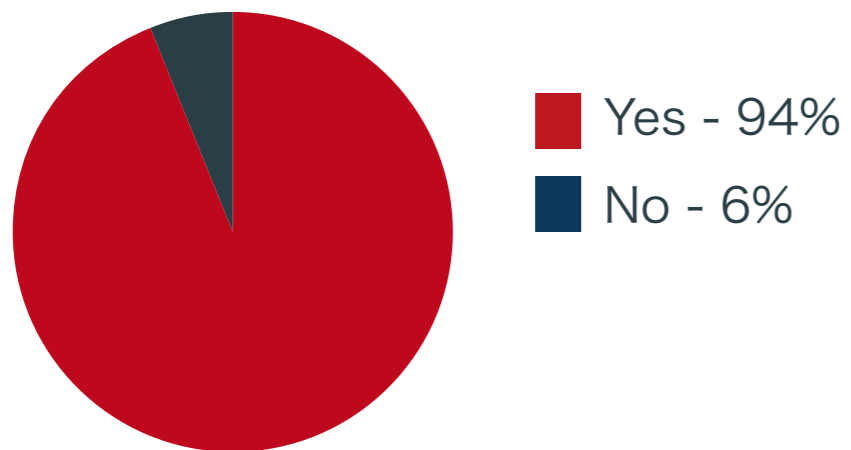
I feel that 80% of the time, EMPLOY provide me with work on my preferred days.



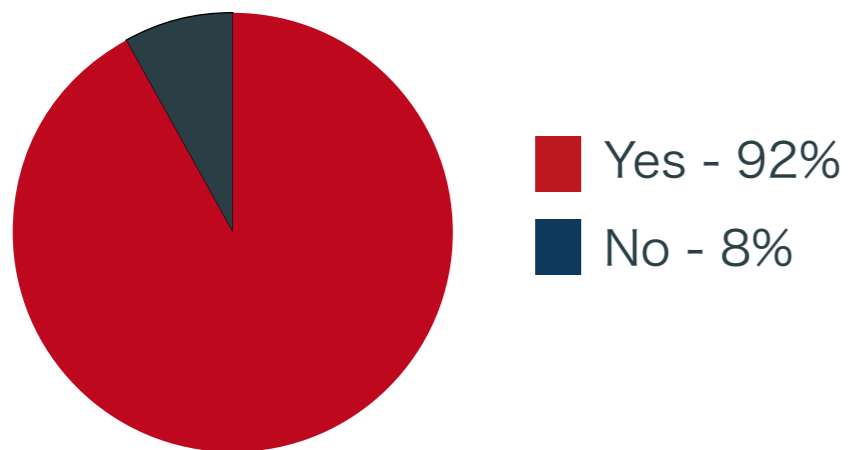
I feel that the EMPLOY team has excellent industry knowledge.



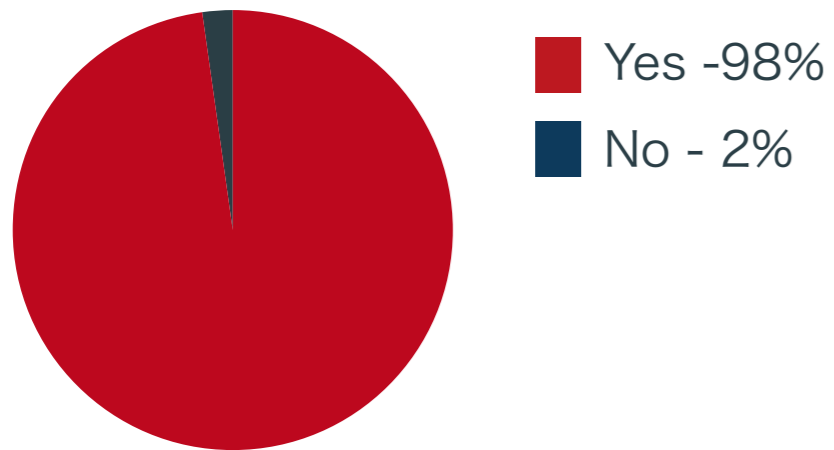
I feel that the EMPLOY team has a good understand of my job role.



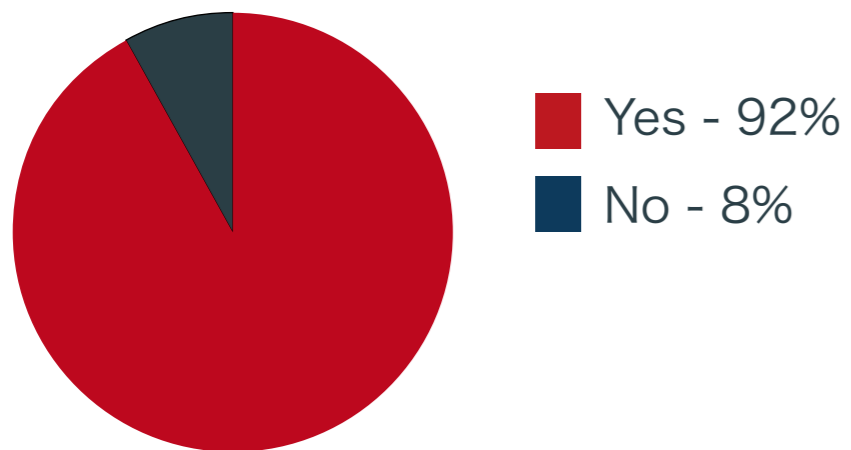
I feel that the EMPLOY team understand and promote EU Drivers Hours and Working Time Directive compliance.



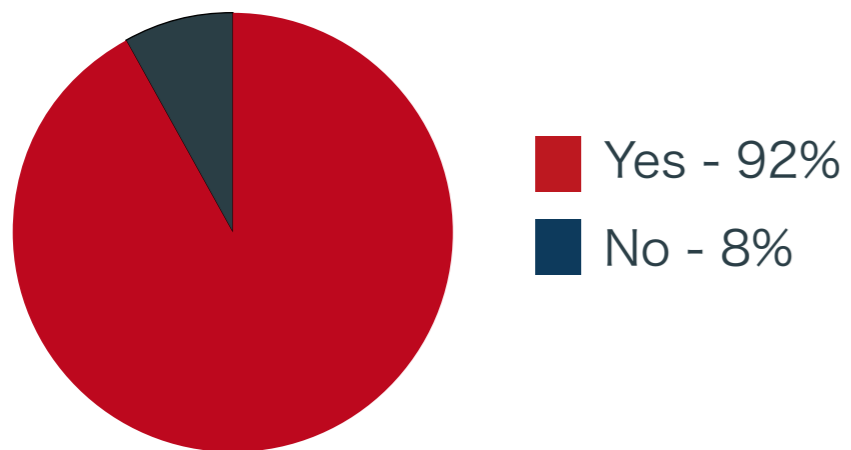
I feel that EMPLOY supplied me with enough information at registration to prepare me for starting work.



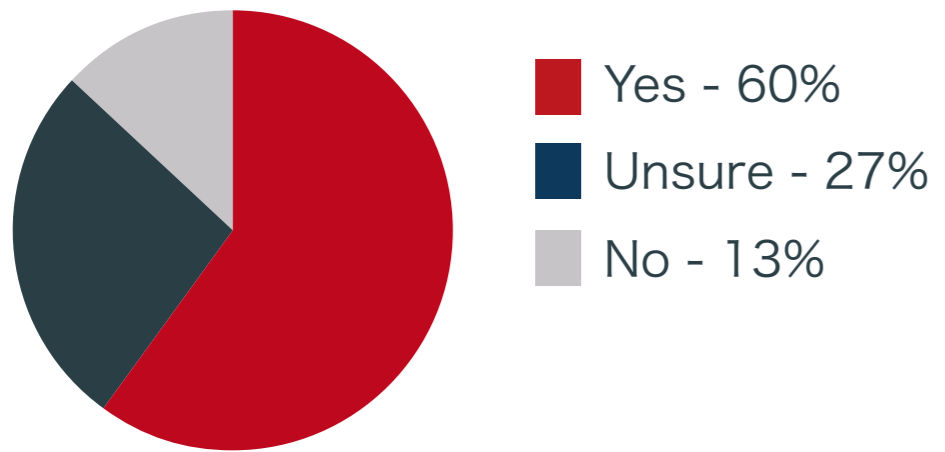
I feel that the service at EMPLOY meets the expectation set at registration.



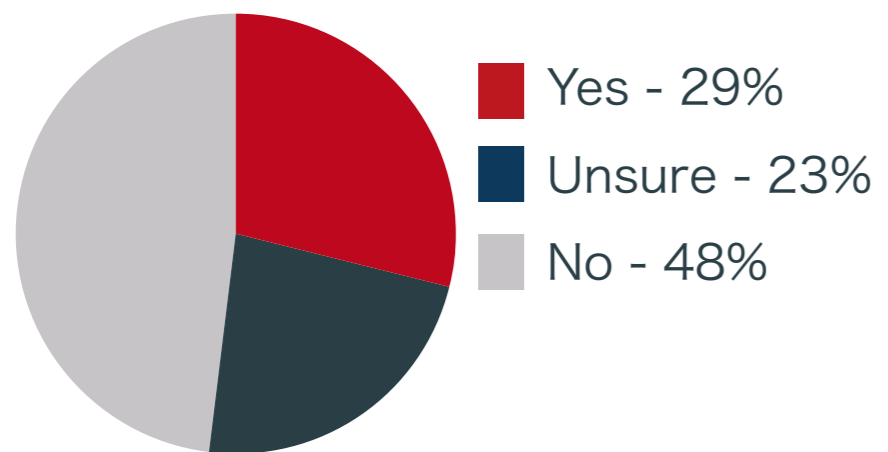
I feel that EMPLOY contacted me in a reasonable timeframe after registration to start work.



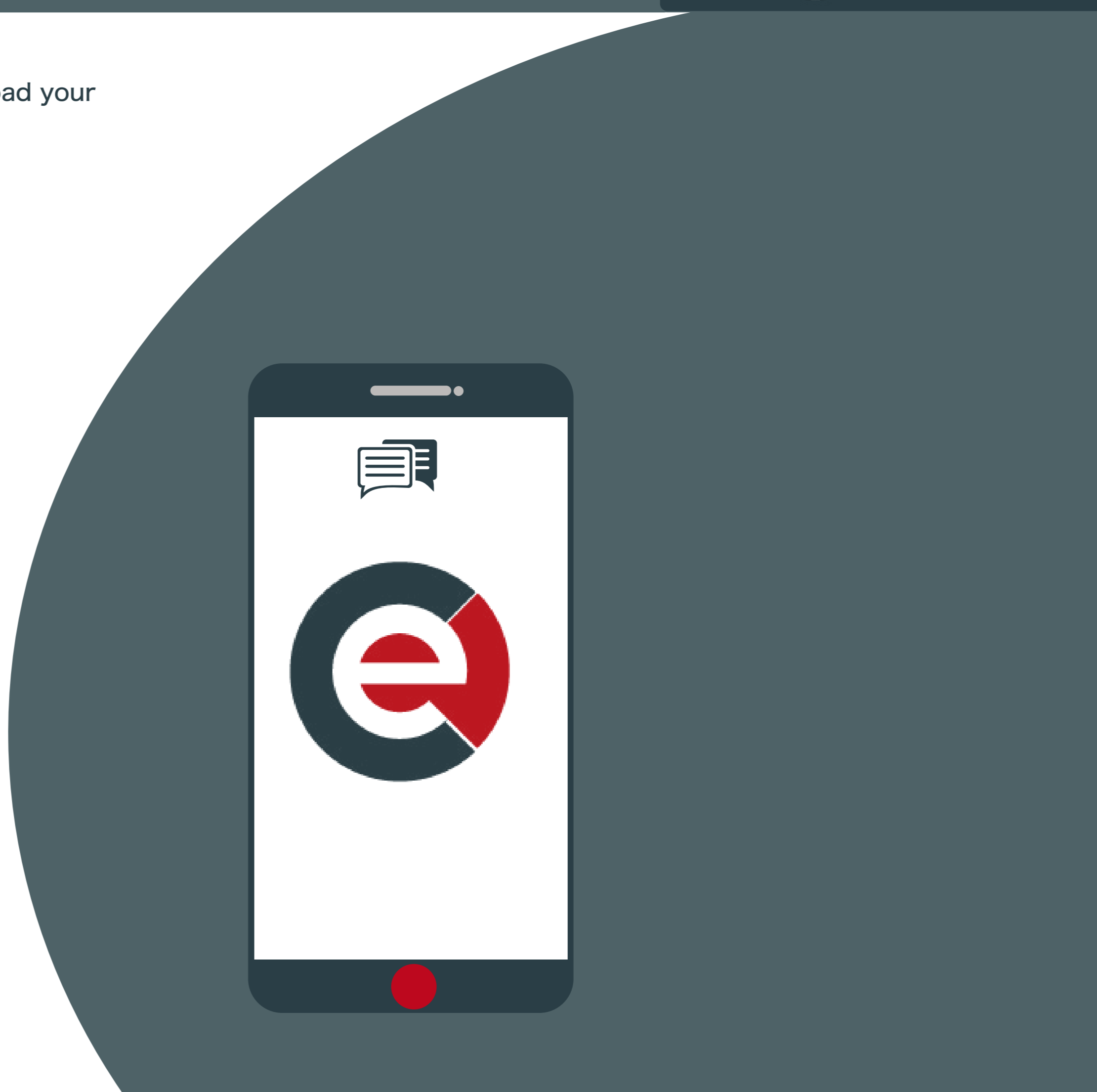
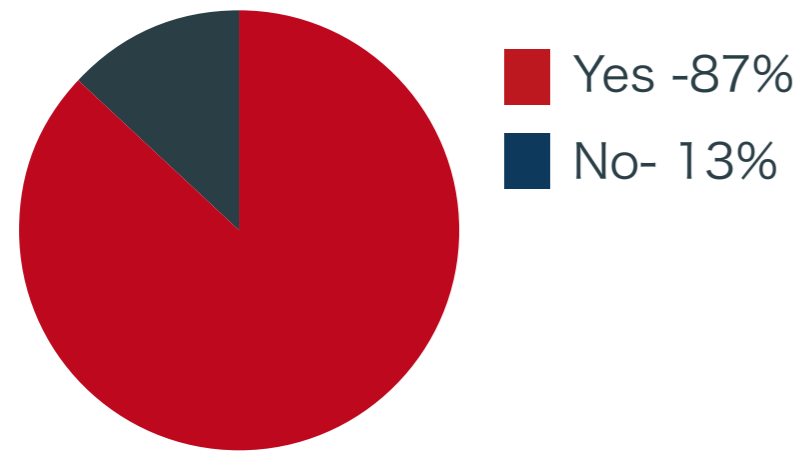
Are you aware of the driver Telematics system at your preferred client?



Have you completed Telematics training on any site you have worked at?



If EMPLOY were to implement a driver app where you could easily upload your hours, how likely are you to use this?





Driving Solutions for UK Logistics

