



YOU SAID

DRIVER
SURVEY

WE DID



employ
recruitment



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Introduction



Each year, Employ Recruitment conducts a comprehensive survey to gather feedback from our drivers. This feedback is meticulously analysed and used to shape our annual strategy, ensuring that we continuously improve and meet your needs. We also share a “You Said, We Did” update in our monthly newsletter to keep you informed on how your input directly influences our actions.

This year is particularly special as we celebrate our 20th anniversary in business. It’s a significant milestone, and we’re thrilled to share that we’ve received the highest number of responses since starting this survey seven years ago, along with record-high scores from both our drivers and clients. We extend our heartfelt thanks to everyone who took the time to share their thoughts and contribute to these outstanding results.

Leann Lewis
Operations Director
Employ Recruitment

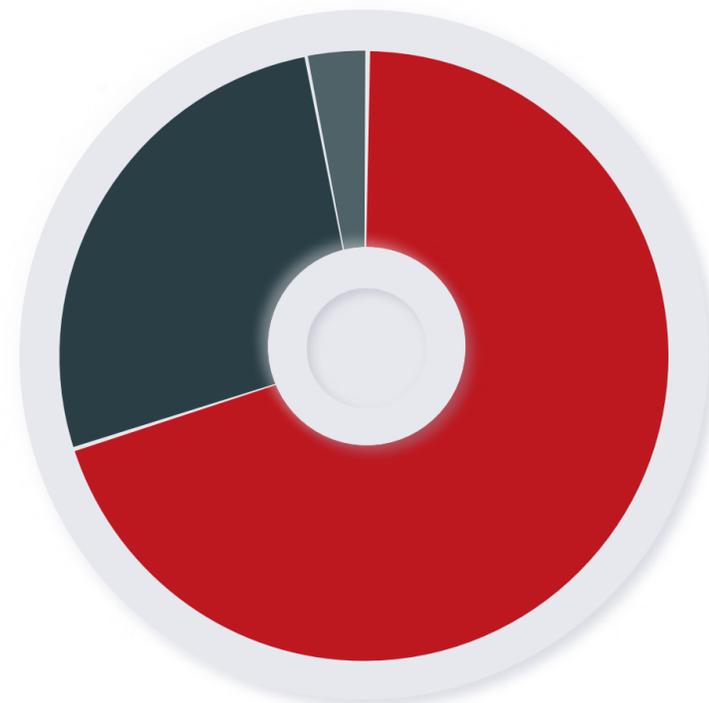
How likely is it that you would recommend Employ to a friend or colleague?

Net Promoter Score (NPS) is a metric used to gauge customer satisfaction and loyalty by asking a simple question: “On a scale of 0 to 10, how likely are you to recommend us to a friend or colleague?” Respondents are then grouped into three categories:

- Promoters (9-10): Loyal drivers who are highly likely to recommend us and continue using our services.
- Passives (7-8): Satisfied but not particularly enthusiastic drivers, who could be swayed by competitors.
- Detractors (0-6): Unhappy drivers who are less likely to recommend us and may have negative experiences to share.

To calculate the NPS, we subtract the percentage of Detractors from the percentage of Promoters.

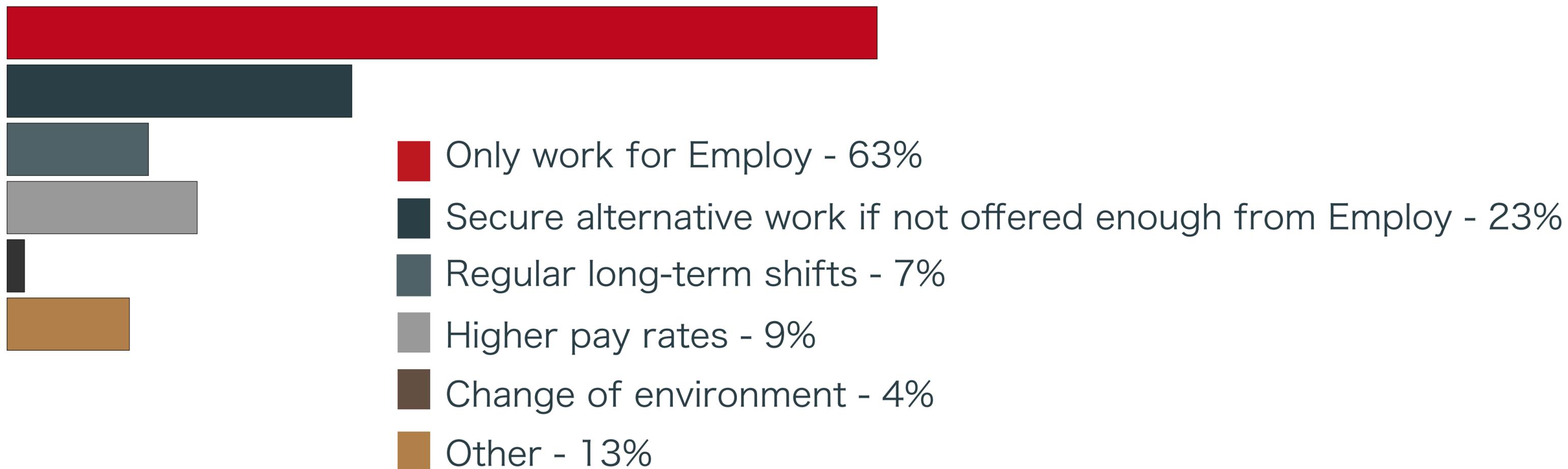
This year, we’re proud to announce that our NPS score is 63—the highest we’ve achieved since we began conducting the survey. This result is a clear reflection of the positive feedback from our drivers and the ongoing efforts we’ve made to improve their experience.



What are the reasons you choose a shift from Employ?



If you do work for another Agency as well as Employ, what are your reasons for doing so?



Other

Get bonuses offered sometimes off other clients.

Employ does not have job all the time last 2 months no job at all.

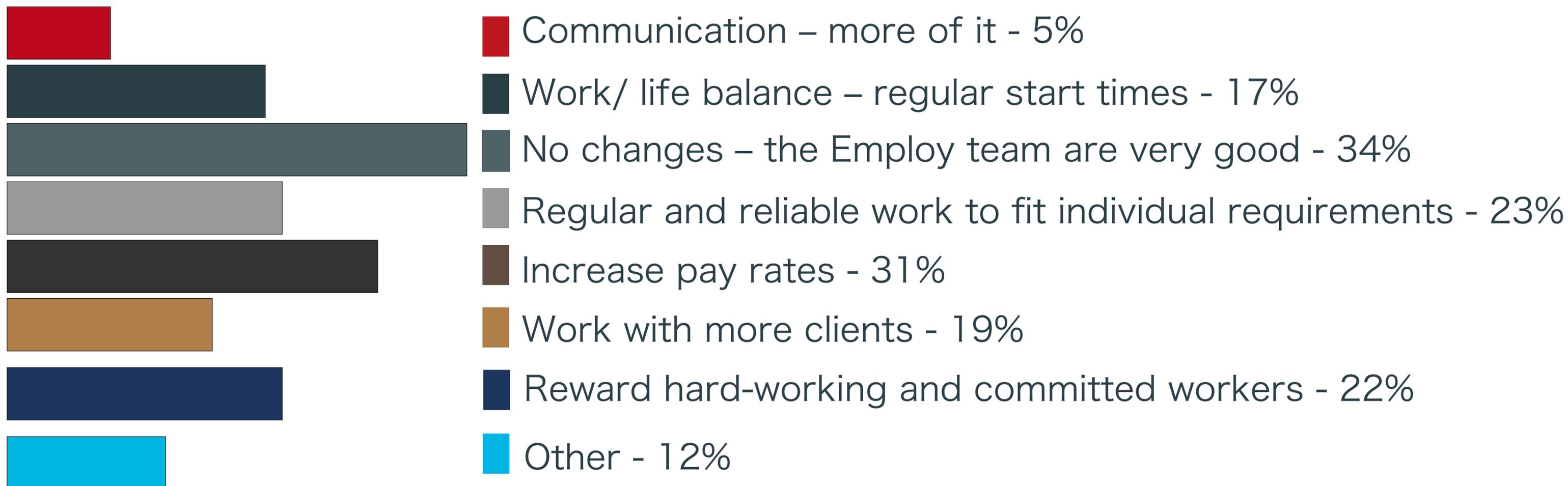
Closer to home.

Regular work.

Not always similar start times.

I am not working with any other agency, but I am considering to do so, due to shift cancellations at last minute.

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



Other

Get bonuses offered.

Supply uniform standardised and advertising on everyone's back.

Working 5 days a week.

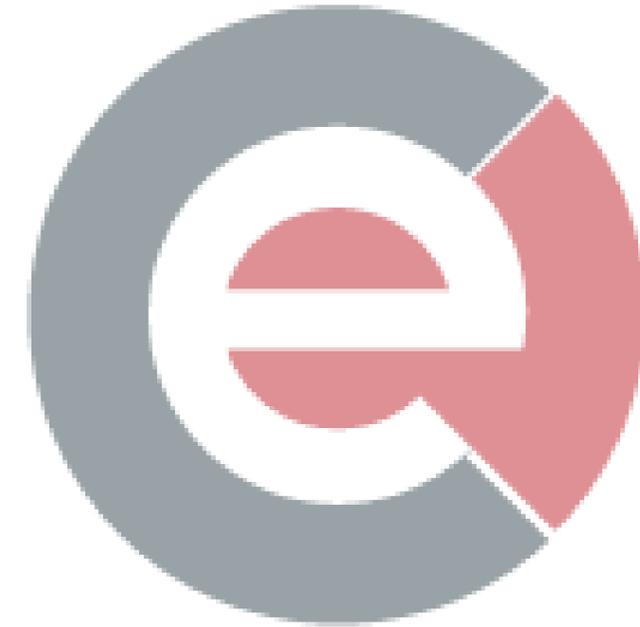
Supply uniforms.

Pay for medicals and CPC.

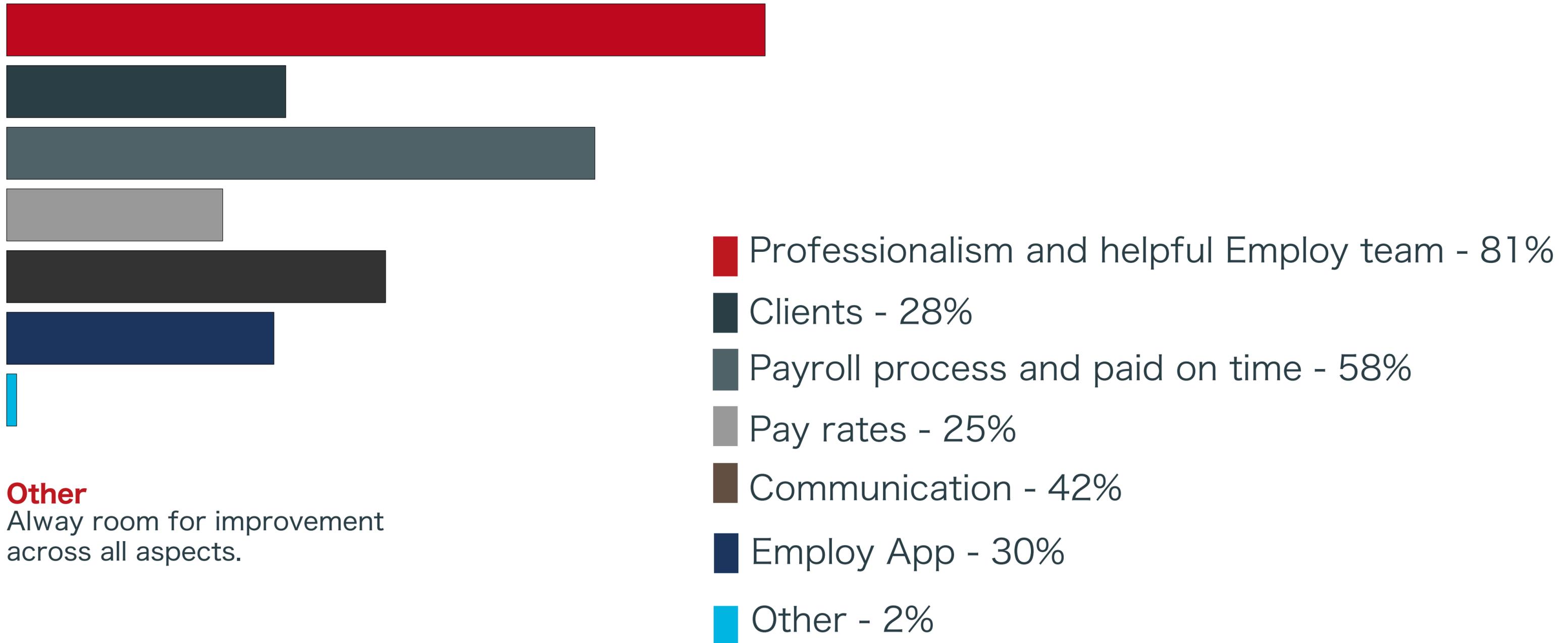
Let your drivers get on with it only prompt if needed.

Smilar start times.

in depth training of the Employ team to reinforce the undestand the difficulties of road haulage and the effect it has on family life.

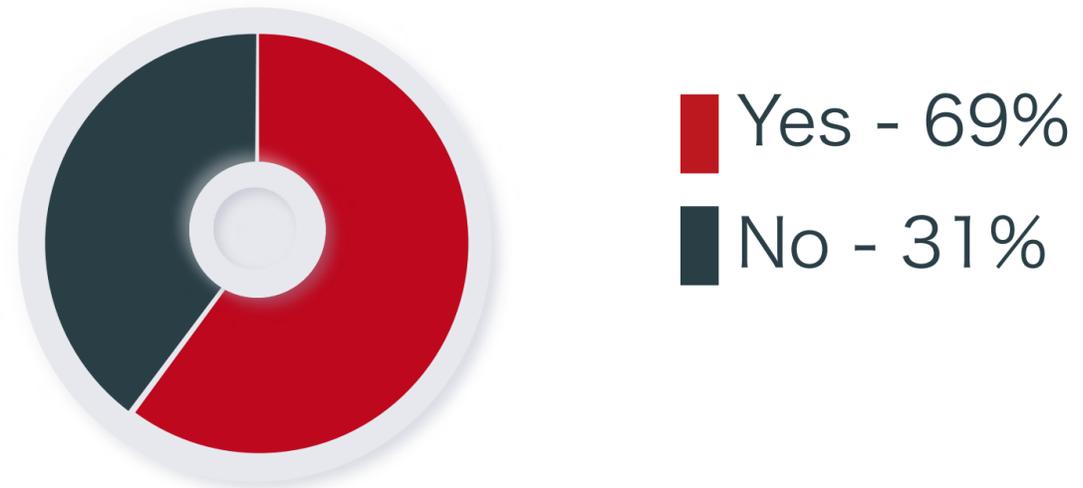


What do you think is the best thing about EMPLOY?



Other
Always room for improvement
across all aspects.

Have you registered within the last 18 months?



Tell us what you think about the registration process at Employ How easy did you find the registration process? 0 to 10 sliding scale.

0 1 2 3 4 5 6 7 8 9 10

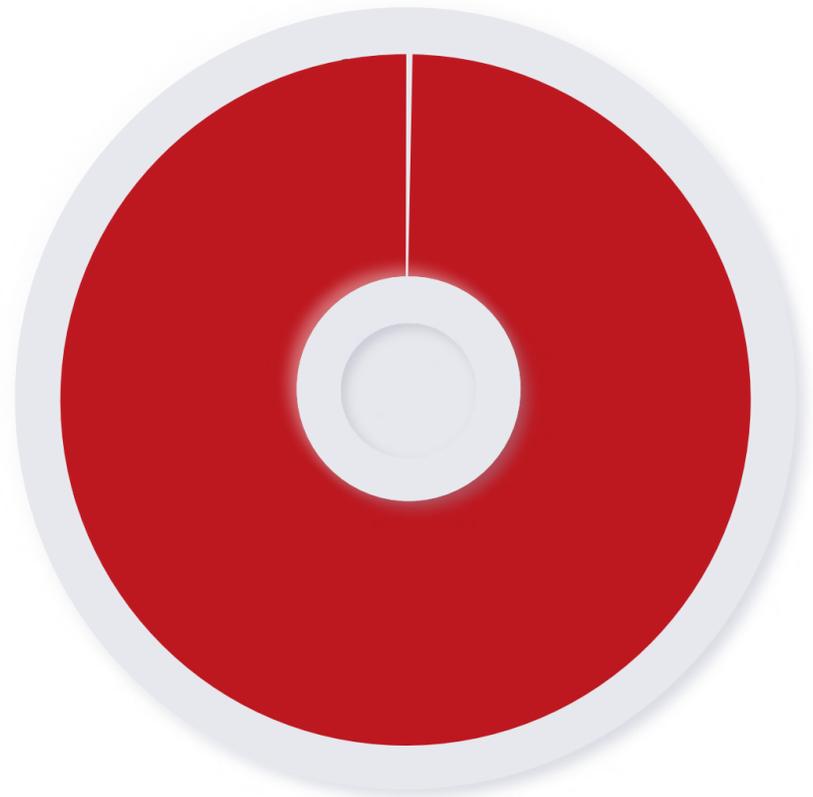
Average score 3

Very Easy

Difficult

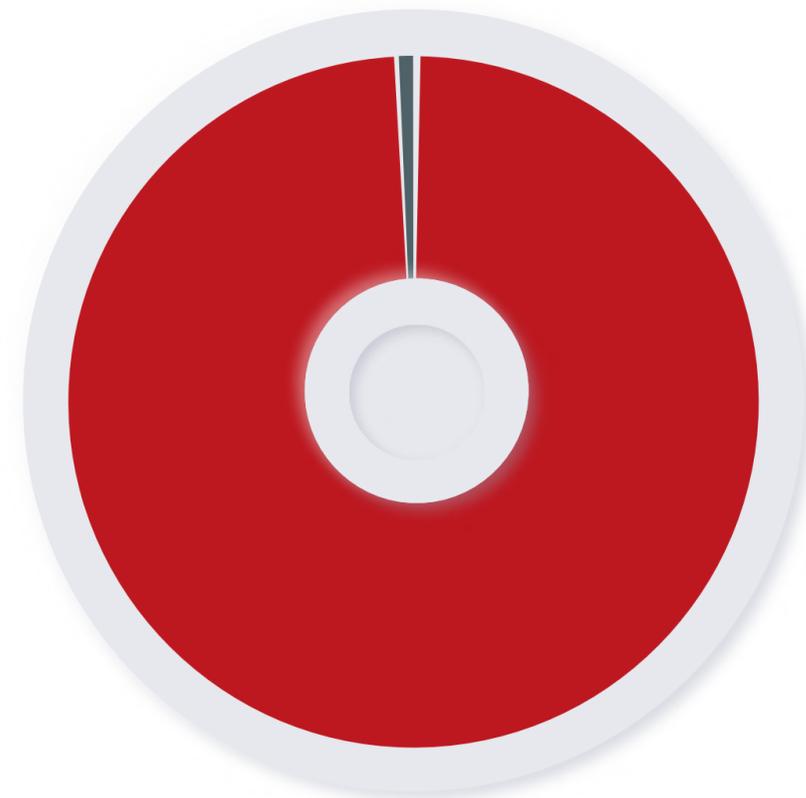
I feel that Employ supplied me with enough information at registration to prepare me for starting work.

- Yes - 100%
- No - 0%

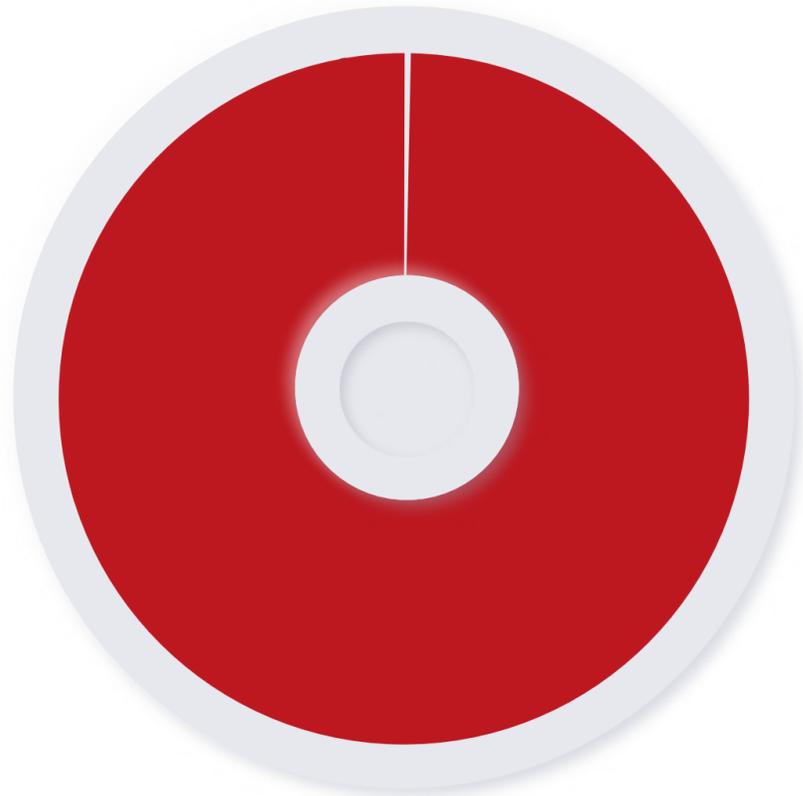


I feel that the service at Employ meets the expectation set at registration.

- Yes - 99%
- No - 1%



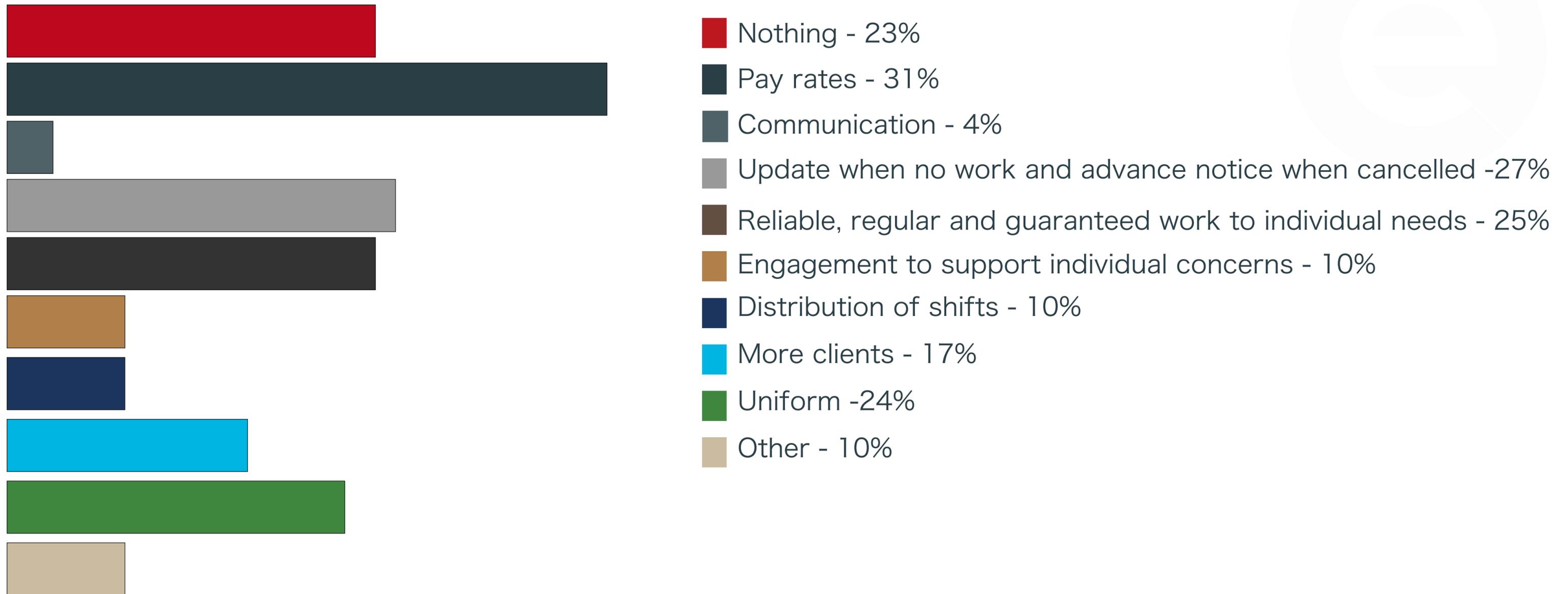
I feel that Employ arranged my first shift following registration within a reasonable time scale.



- Yes - 100%
- No - 0 %



What do you think Employ should improve on?



What do you think Employ should improve on?

Other

Show how many days of holiday's I've got.

Access to weekend cpc would be googled.

Improve the app & add info how many days of holiday left.

More work in Derbyshire.

I'd appreciate regular 5-6 days week, when available here in UK,so they cover my income sufficiently during my stay out of country. I travel frequently for family reasons.

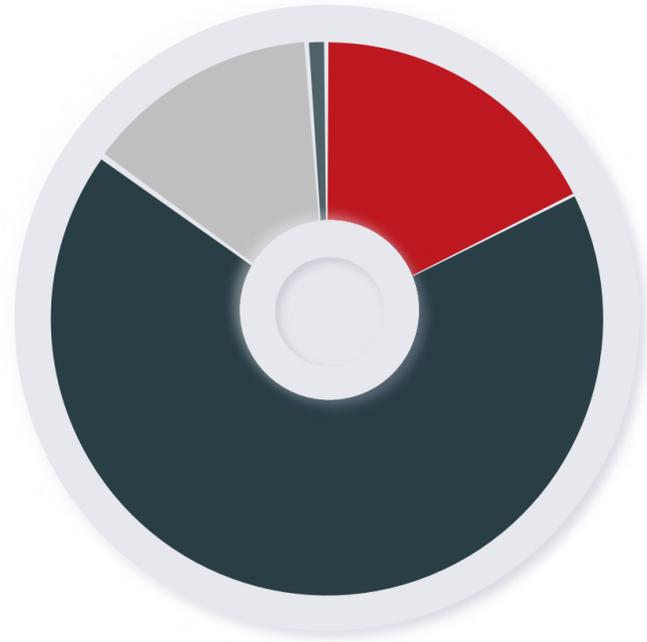
Text service costs to reply because it's a business text service. WhatsApp should be an option for convenience although I do appreciate not everyone may use it.

Tell us how you feel about the communication between Employ and yourself:



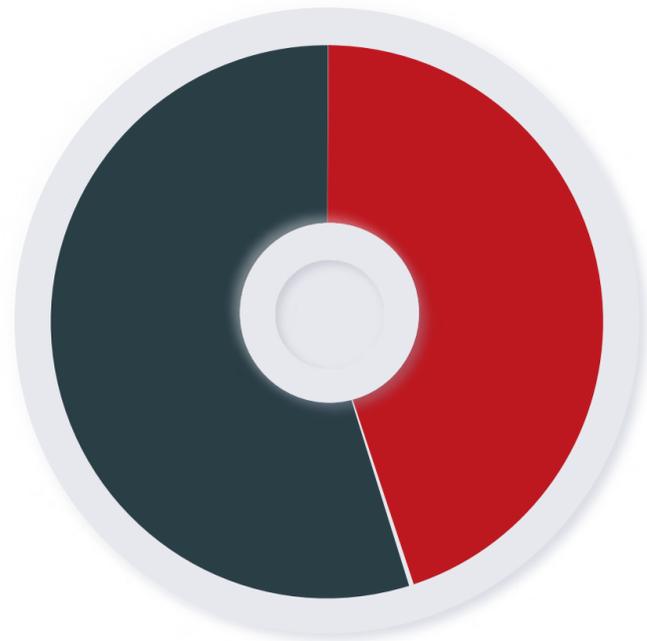
-  I find Employ's newsletter helpful - 78%
-  I feel that I am contacted at convenient times - 92%
-  When I ask for information, I receive it within an agreed timeframe - 95%
-  I feel that information I receive from Employ is accurate. - 98%
-  I feel the text system to book shifts is an effective form of communication - 98%
-  I am aware of the 'out of hours' procedure - 88%

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



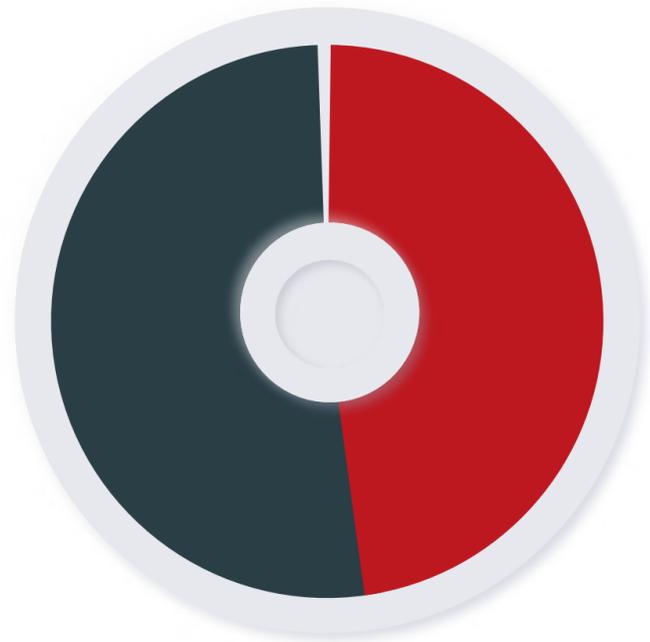
-  Strongly agree - 14%
-  Agree - 74%
-  Neither agree or disagree - 11%
-  Disagree - 1%

I find it helpful to view my payslip.



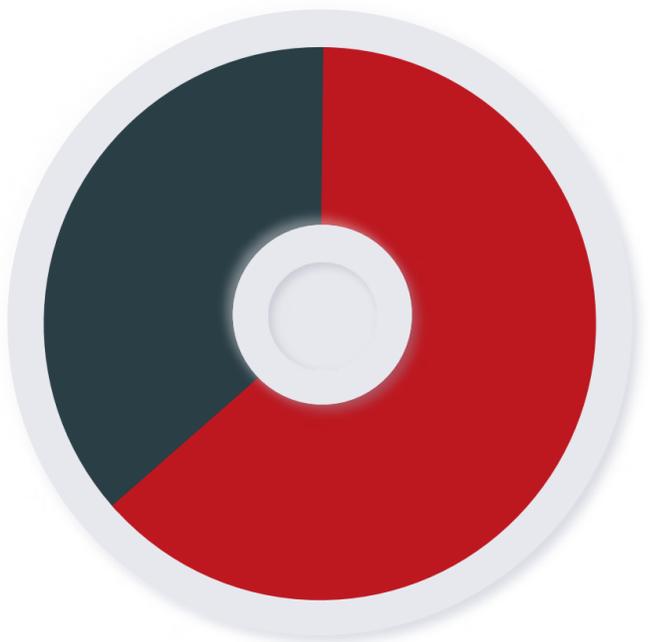
-  Strongly agree - 46%
-  Agree - 54%

My pay is always accurate.



- Strongly agree - 47%
- Agree - 52%
- Disagree - 1%

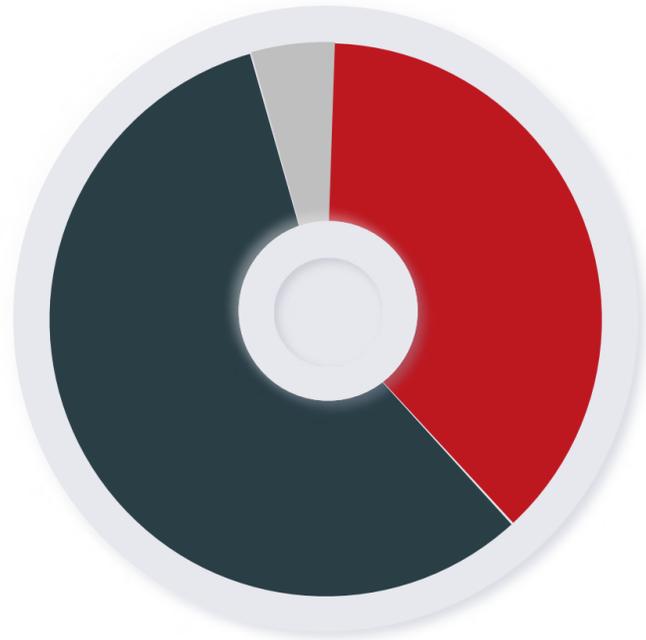
I am always paid on time.



- Strongly agree - 60%
- Agree - 40%

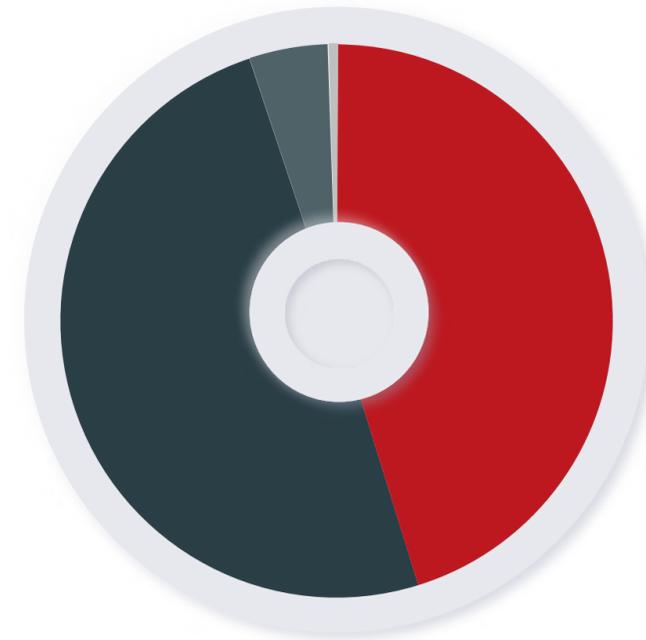
Tell us about your working life at EMPLOY, where 80% of the time we try to adhere to your preferences and 20% of the time you are flexible to our plans:

I feel Employ listens to me and tries to accommodate my preferences.



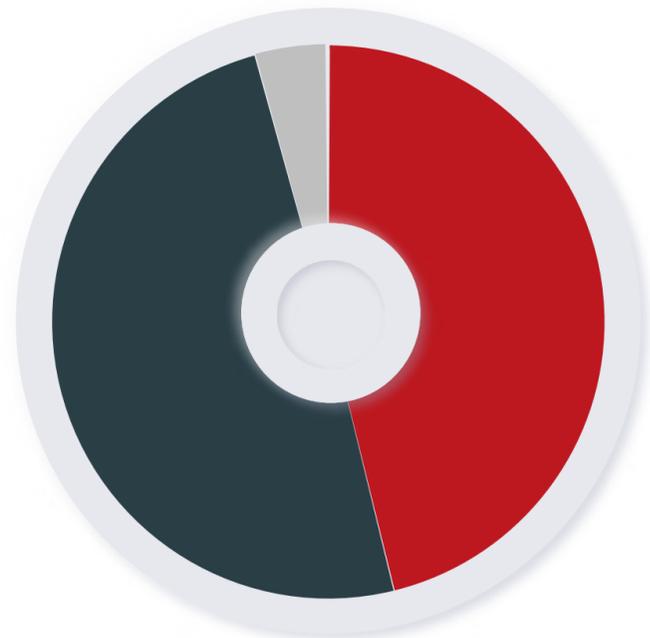
-  Strongly agree - 32%
-  Agree - 62%
-  Disagree - 6%

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



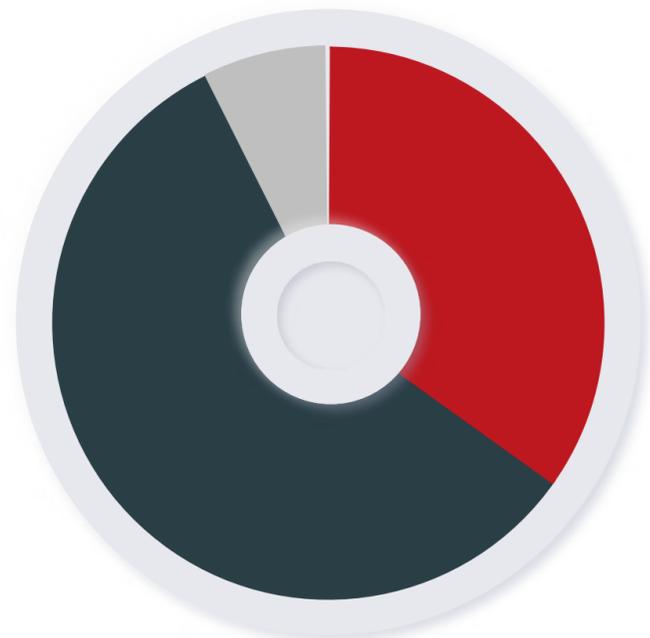
-  Strongly agree - 46%
-  Agree - 47%
-  Disagree - 6%
-  Strongly disagree - 1%

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



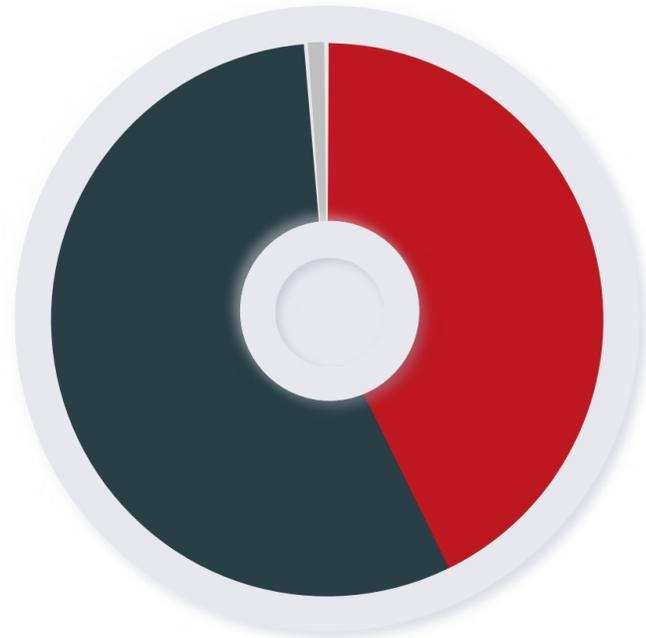
-  Strongly agree - 42%
-  Agree - 49%
-  Disagree - 9%

I feel that 80% of the time, Employ provide me with my preferred start.



-  Strongly agree -32%
-  Agree - 56%
-  Disagree - 12%

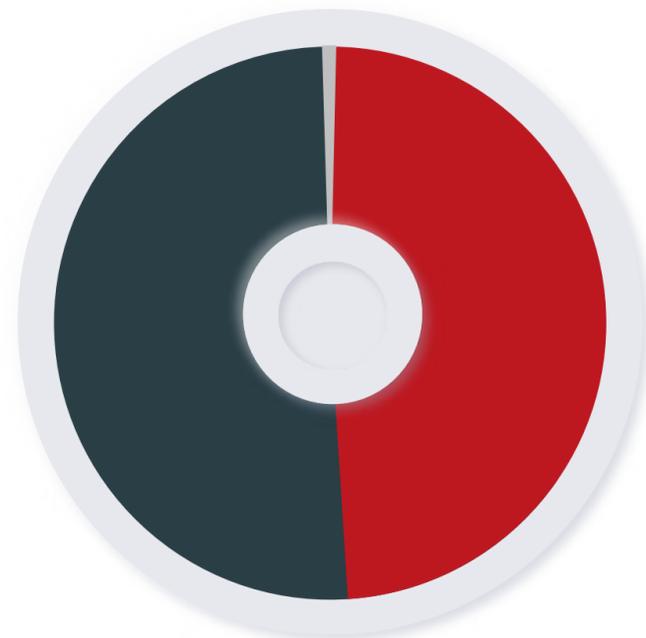
**Tell us what you think about industry knowledge at Employ:
I feel that the Employ team are able to answer my work related question.**



-  Strongly agree - 43 %
-  Agree - 56%
-  Disagree - 1%

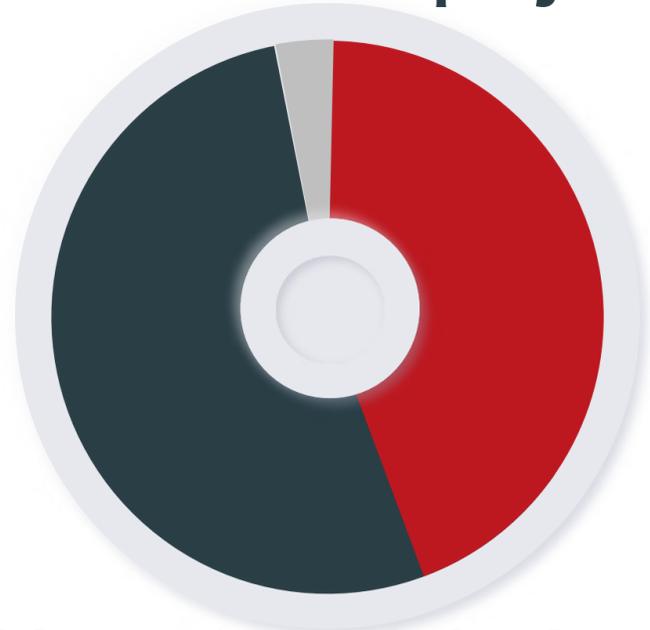


I feel that the Employ team understand and promote EU Drivers Hours and Working Time Directive compliance.



-  Strongly agree - 49%
-  Agree - 50%
-  Disagree - 1%

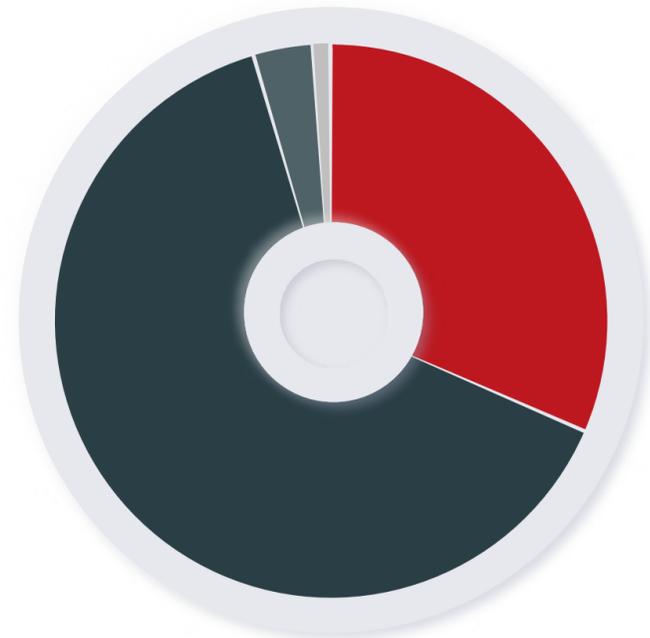
I find that Employ's training briefs regarding industry updates helpful.



- Strongly agree - 40%
- Agree - 56%
- Disagree - 4%

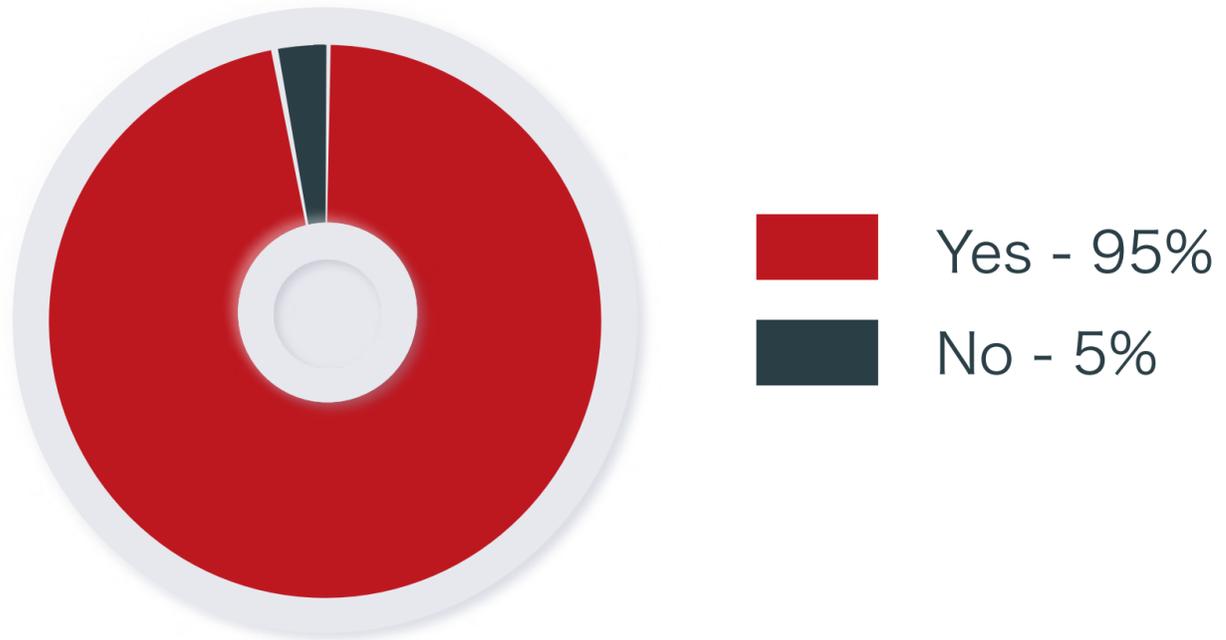


I have found the infringements and incidents guidance process helpful (Applicable to those who have experienced infringements and incidents only).



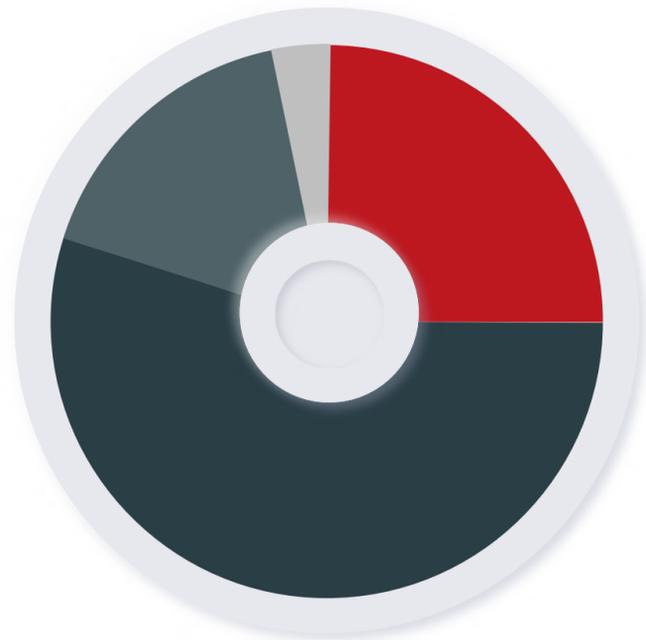
- Strongly agree - 32%
- Agree - 62%
- Disagree - 5%
- Strongly Disagree - 1%

Do you use EMPLOY's new Driver App.



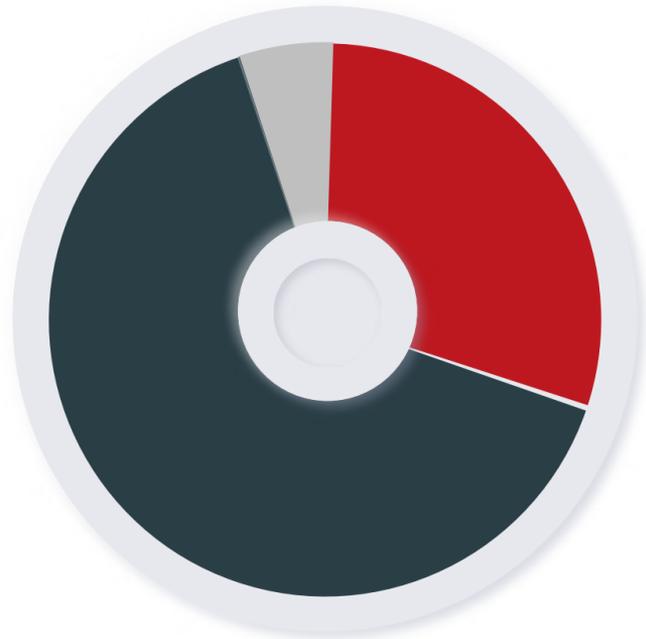
Tell us what you think about the EMPLOY's App:

I feel that the new Employ app is an improvement on the old Employ app.



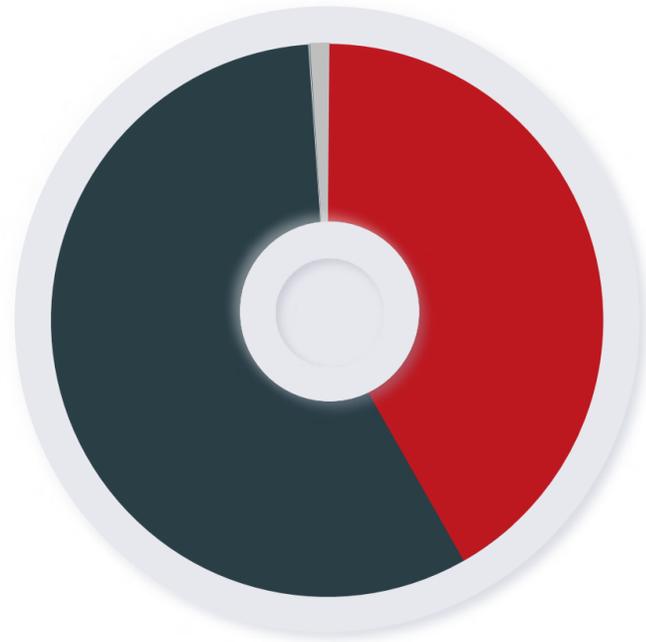
-  Strongly agree - 25%
-  Agree - 57%
-  Disagree - 14%
-  Strongly Disagree - 4%

I feel that the new app is easy to use.



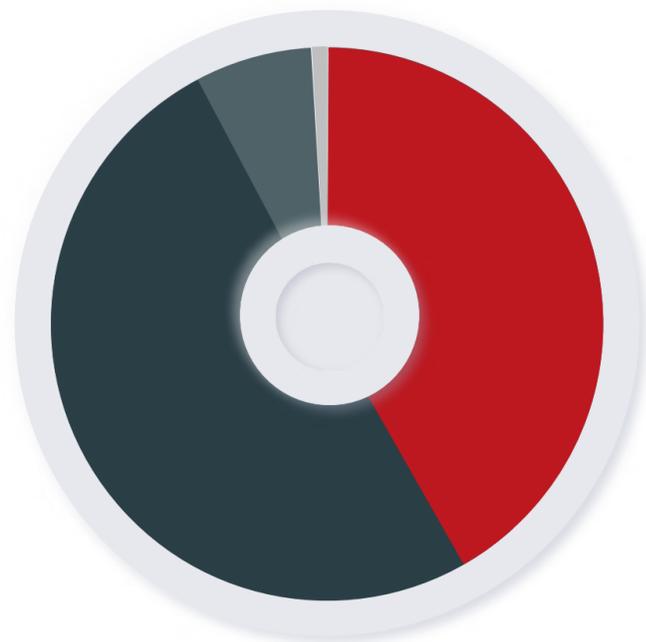
-  Strongly agree - 29%
-  Agree - 67%
-  Disagree - 4%

I feel that the app is an effective way of communicating availability, shifts and hours worked.



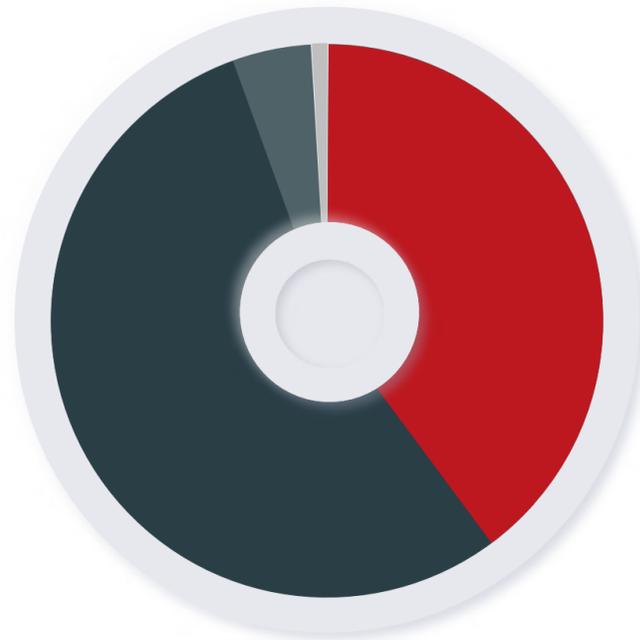
-  Strongly agree - 39%
-  Agree - 60%
-  Strongly Disagree - 1%

I feel that updating my availability on the app is easy and straightforward.



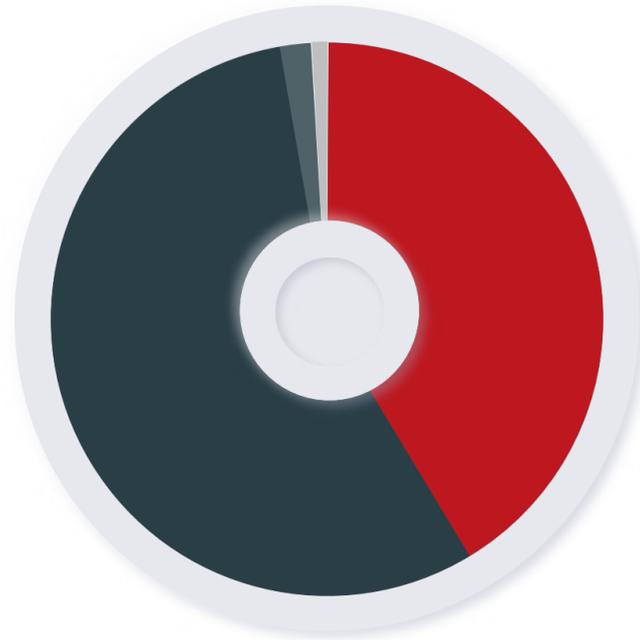
-  Strongly agree - 40%
-  Agree - 51%
-  Disagree - 8%
-  Strongly Disagree - 1%

I feel that accepting shifts is easy and straightforward.



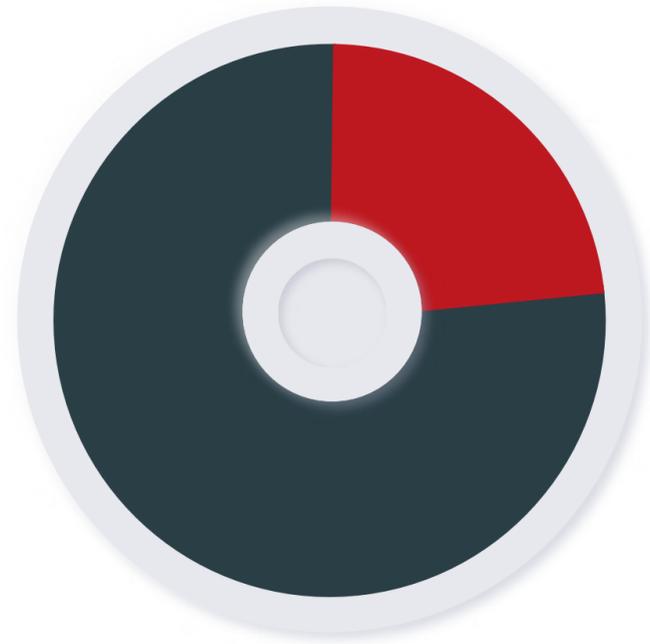
-  Strongly agree - 39%
-  Agree - 55%
-  Disagree - 5%
-  Strongly Disagree - 1%

I feel that uploading my hours is easy and straightforward.



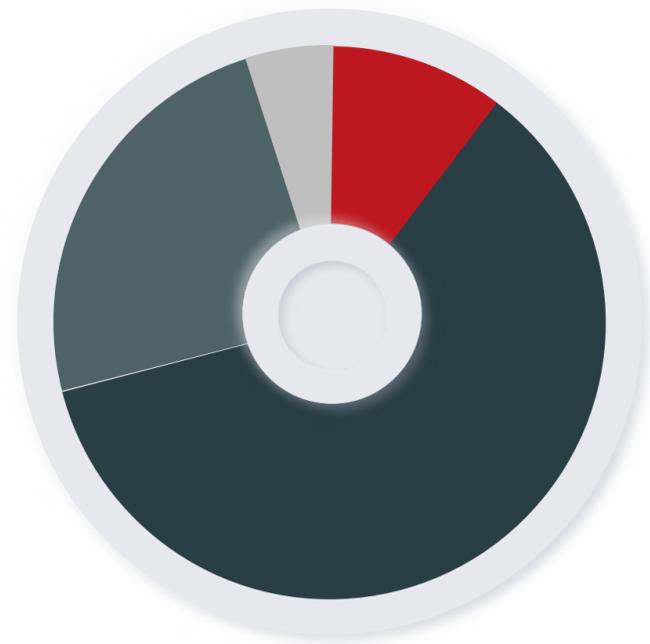
-  Strongly agree - 39%
-  Agree - 59%
-  Disagree - 1%
-  Strongly Disagree - 1%

Tell us what you think about Employ's Driver Benefit Package: Are you a member of Employ's Driver Benefits Package?



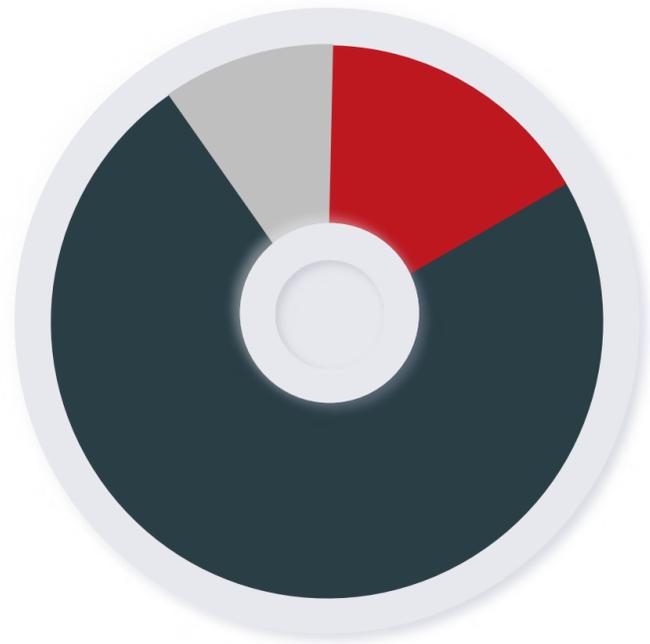
-  Yes - 24%
-  No - 76%

I feel that the benefits package is valuable.



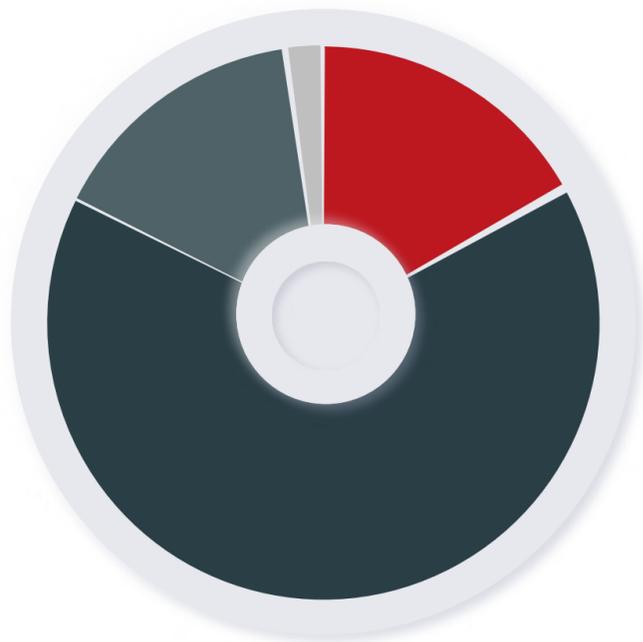
-  Strongly agree - 11%
-  Agree - 62%
-  Disagree - 22%
-  Strongly Disagree - 5%

I keep up to date with my Roadskills Online Toolbox Talks.



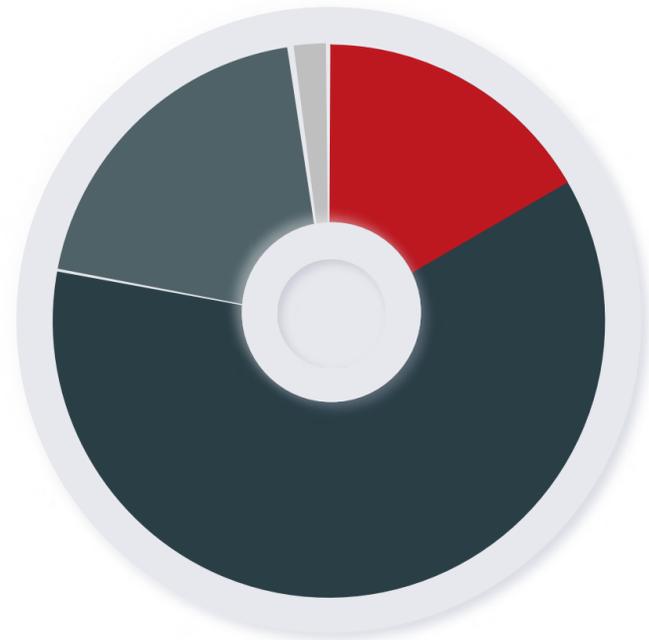
-  Strongly agree - 17%
-  Agree - 73%
-  Disagree - 10%

I find the toolbox talks useful and informative.



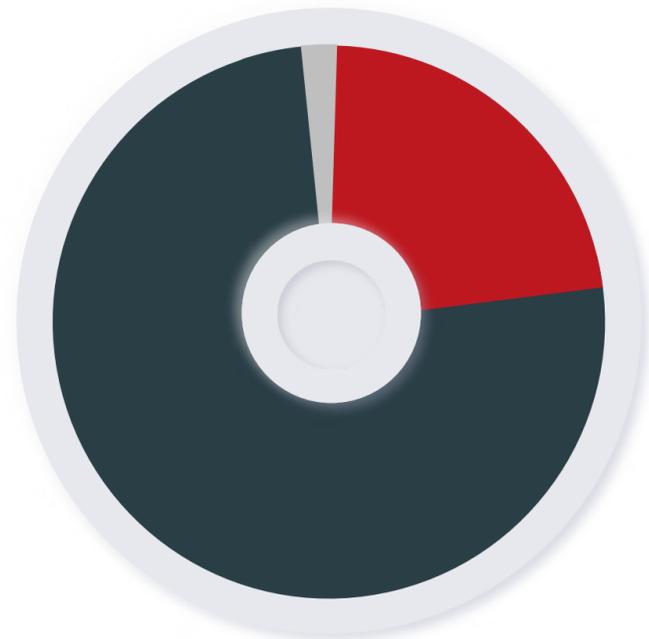
-  Strongly agree - 14%
-  Agree - 67%
-  Disagree - 17%
-  Strongly Disagree - 2%

I am pleased with the savings i can make on my everyday spends when using Driver Rewards.



-  Strongly agree - 8%
-  Agree - 65%
-  Disagree - 22%
-  Strongly Disagree - 5%

I feel that the 24/7 crisis response providing legal protection if i am involved in a major incident is a useful addition to the benefits package.



-  Strongly agree - 23%
-  Agree - 75%
-  Disagree - 2%

Additional comments and feedback for improvements

No, I have nothing but positive things to say about Employ and their team. Issues get resolved in a quick and timely manner and are always a pleasure to deal with. No issues from me whatsoever. Keep up the great work Employ.

Rachel is an excellent communicator and a pleasure to liaise with.

I would like to see my accumulated days for holidays and work Monday to Friday.

I feel that pay rates in 2023 were good, however with minimum wage increasing 10 per cent and the cost of living spiralling (shopping bill up 30 % and rent up 45% amongst others) a pay rise in 2024 is a necessity as not only are workers effectively worse off than last year, the job becomes less attractive to new starters.

It's a first time ever I'm working with a female team and I found myself that working with a lady's is a lot a better experience, atmosphere a lot better communications etc. then with mens There's more Yes and do's then No and don'ts . All the best lovely lady's.

Because this year is "CPC year" I'd suggest to pre-organize available days for, either in person courses or online ones, quite in advance , let's say 2 months ahead, so drivers can conveniently plan and choose their preferred dates. Holiday entitlement to be shown on payslips.

Very happy with Employ all the team are very helpful and good communication through out

Additional comments and feedback for improvements

Try and find more Clients closer to where i live say a 10-15 miles away

Would just like to say the team at employ are a pleasure to work with and very professional.

Il have received help and advice from Gemma and Rachel on multiple occasions. Every time they have been brilliant.

If booked for a shift and then cancelled a few hours before starting the client should be made o paid for the shift

For me all is good, thank you.

I am enjoying working with Employ, Gemma and Rachel are always really nice and professional.



Driving Solutions for UK Logistics

