

YOU SAID

WE DID

Driver Survey Results 2025

Understanding driver feedback.
Improving how we support our
workforce.

Content

- Net Promoter Score (NPS)
- Why Drivers Choose Employ
- Driver Loyalty & Retention
- Communication & Support
- Pay & Working Conditions
- Registration & Onboarding
- Driver App & Technology
- What Drivers Value Most
- Where We Can Improve





We are pleased to present the results of our 2025 Driver Survey, reflecting the strength of the relationships we have built with our drivers and the consistency of support we provide. With an NPS score of 60, the results highlight strong levels of trust, reliability and satisfaction across our driver network.

Thank you to everyone who took the time to complete this year's survey. Your feedback plays a vital role in how we improve planning, communication and the overall experience of working with Employ.

We review every response carefully, recognising where we perform strongly while identifying areas to improve. The following pages outline your feedback and the actions we are taking.



Leann Lewis
Operations Director



NPS SCORE

Measuring What Matters

Our Net Promoter Score of 60 reflects strong driver advocacy and consistent experience.

We have now been running our client survey for nine years, giving us a clear and consistent benchmark of performance over time.

This long-term approach allows us to track improvements year on year, respond to feedback and continually refine how we support our clients.

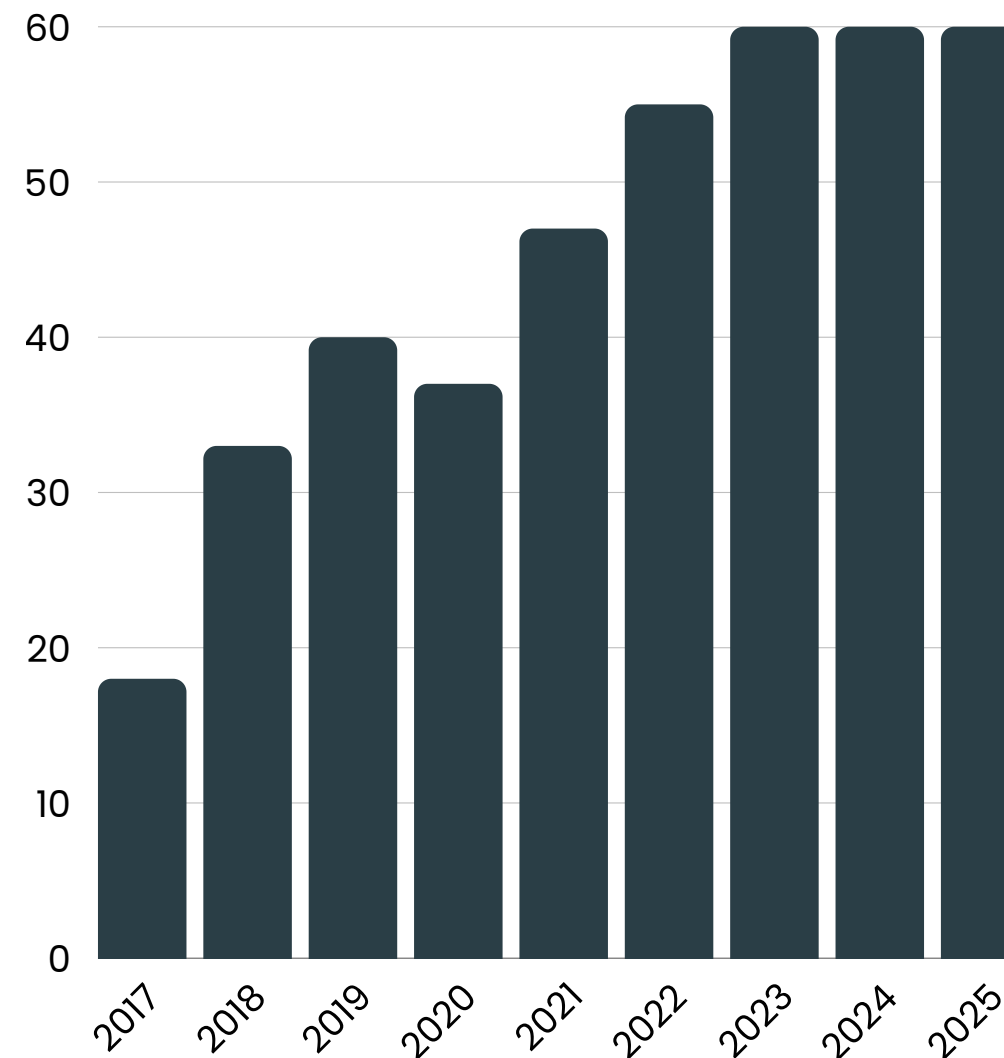
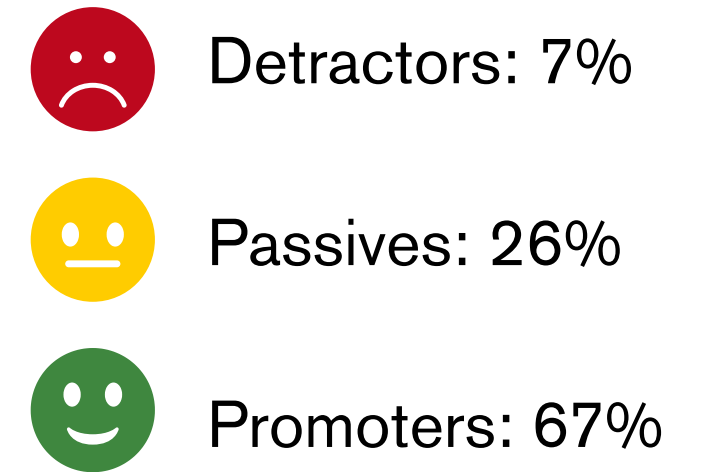
Maintaining a score of 60 reinforces the strength of our service and the trust our clients place in us.

EMPLOY NPS SCORE

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



Breakdown



NPS is measured by asking clients how likely they are to recommend our service.

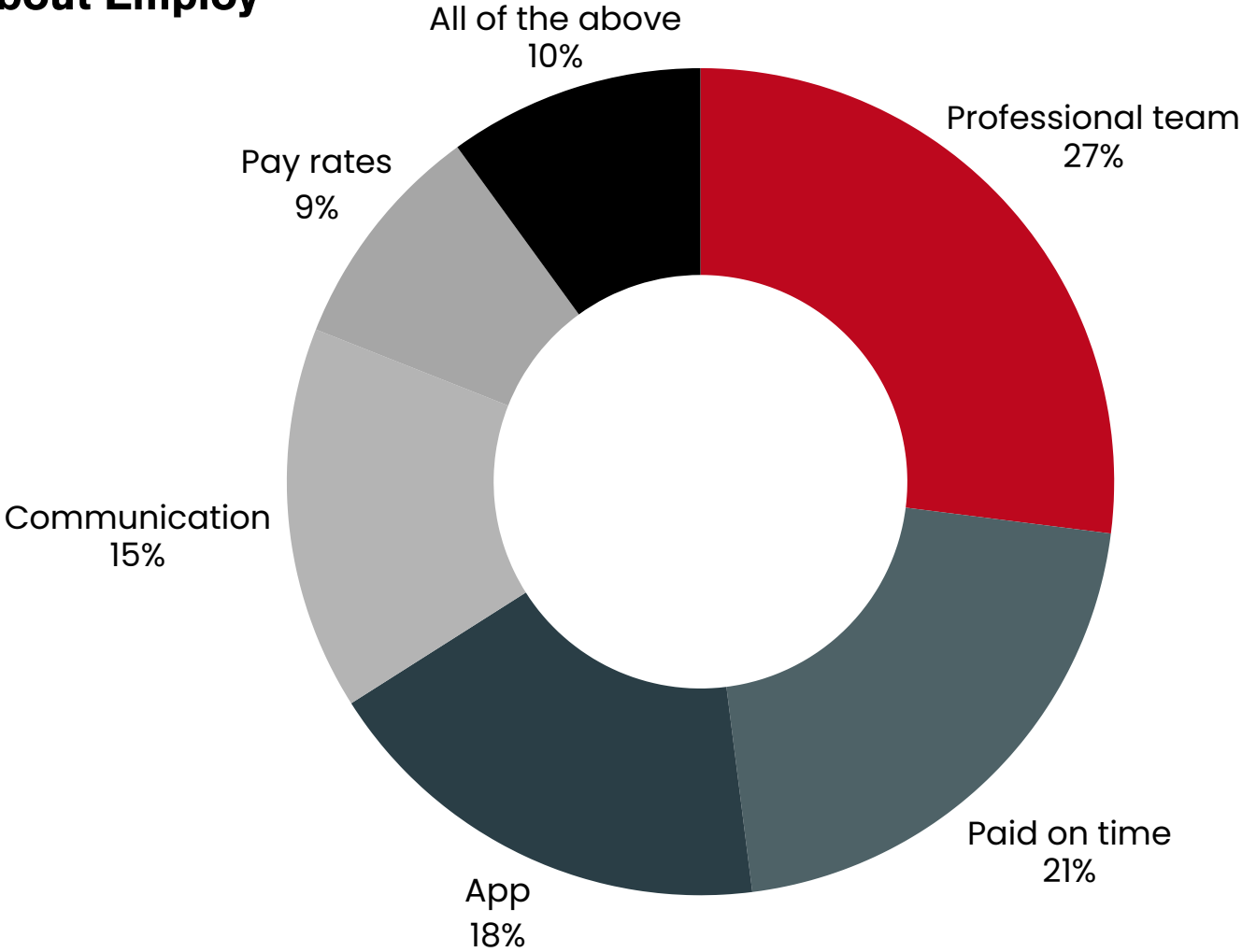
Scores of 9–10 are promoters, 7–8 are passive, and 0–6 are detractors.

The overall score is calculated by subtracting detractors from promoters. A score above 50 is considered outstanding.

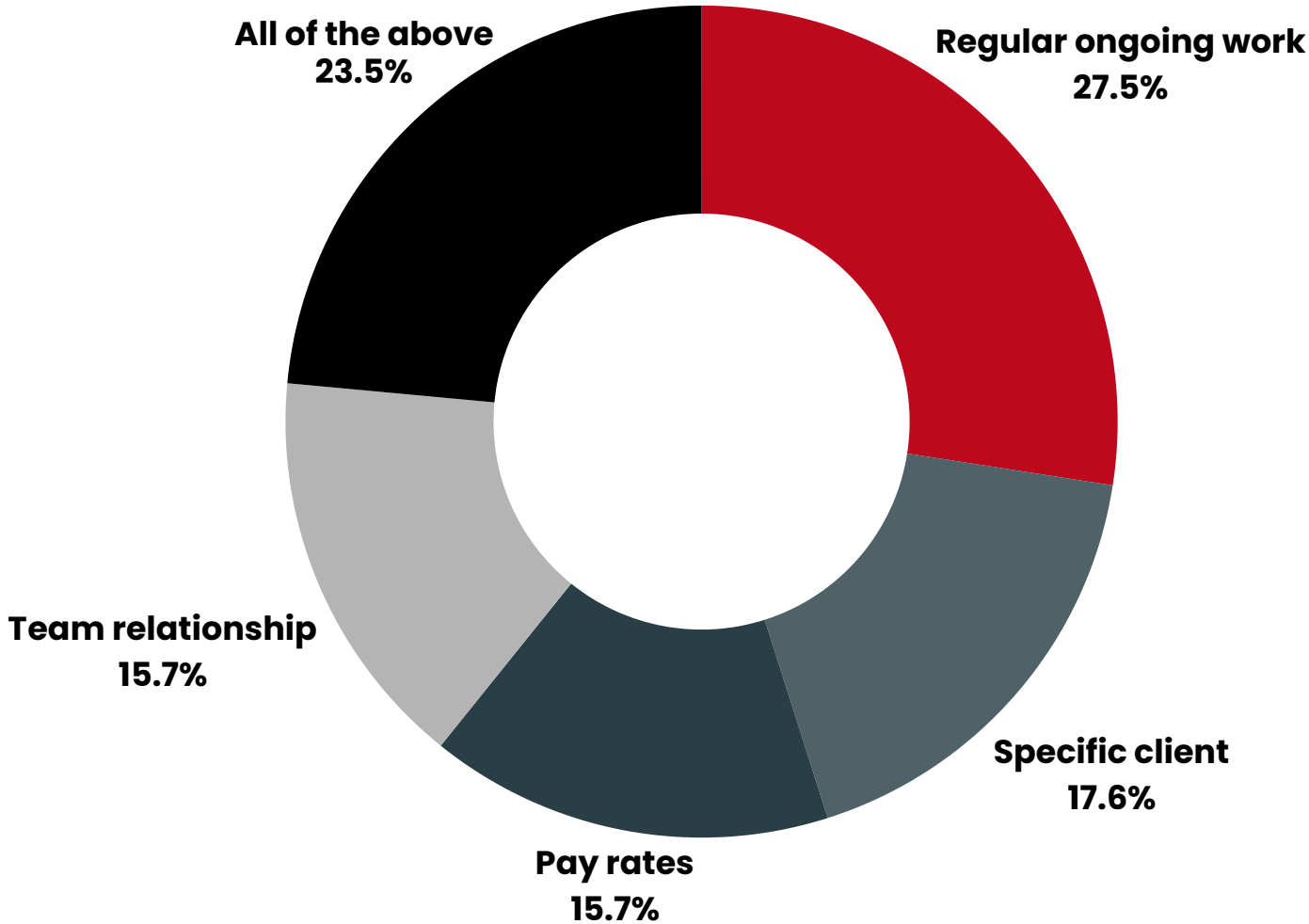
Why Drivers Choose Employ

Strong recommendation scores combined with high loyalty reflect a consistent and reliable driver experience

Best Thing About Employ



Reason for Choosing Shifts



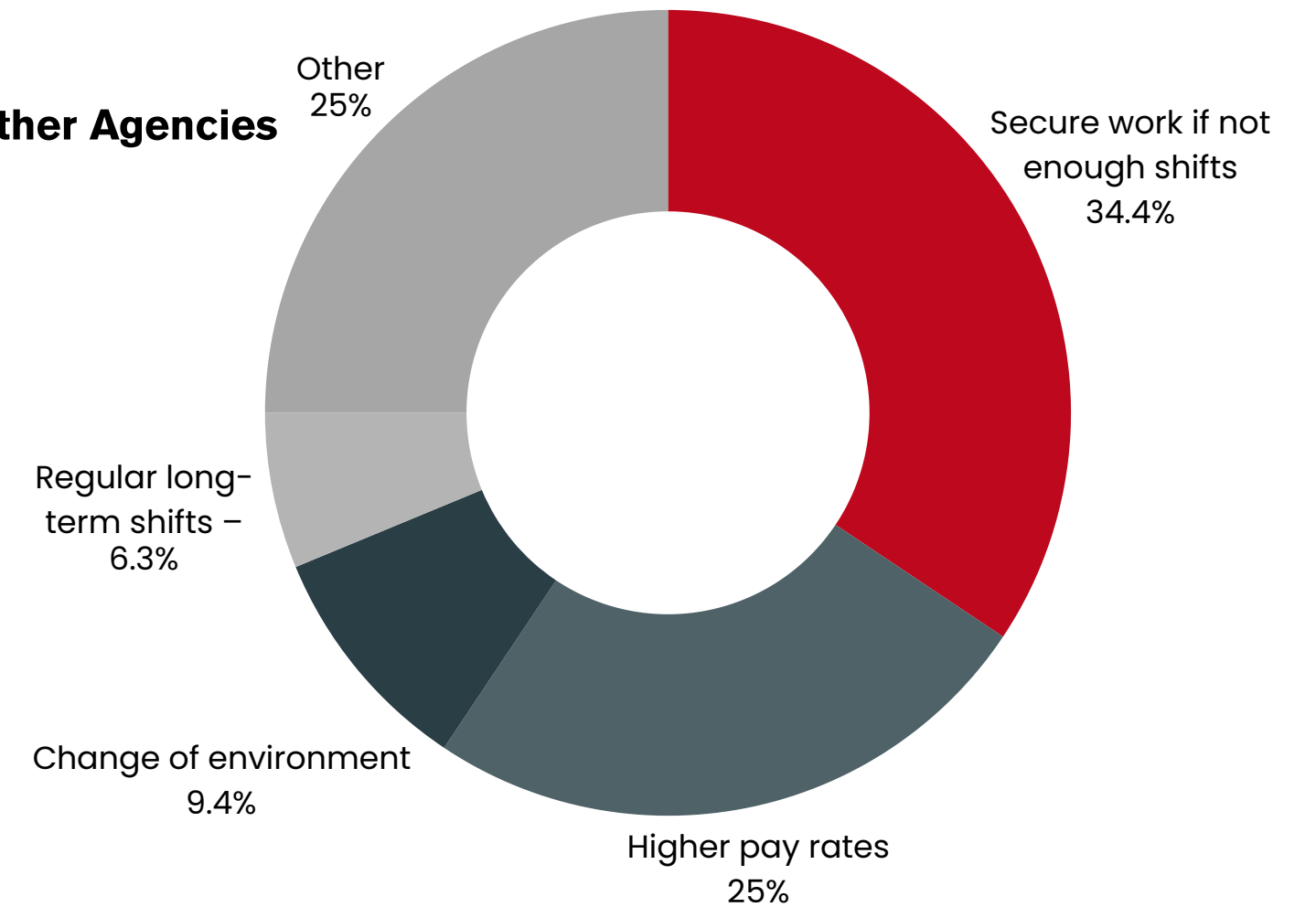
Our Action

The focus is on keeping work consistent, strengthening relationships with drivers, and ensuring access to reliable clients with clear communication.

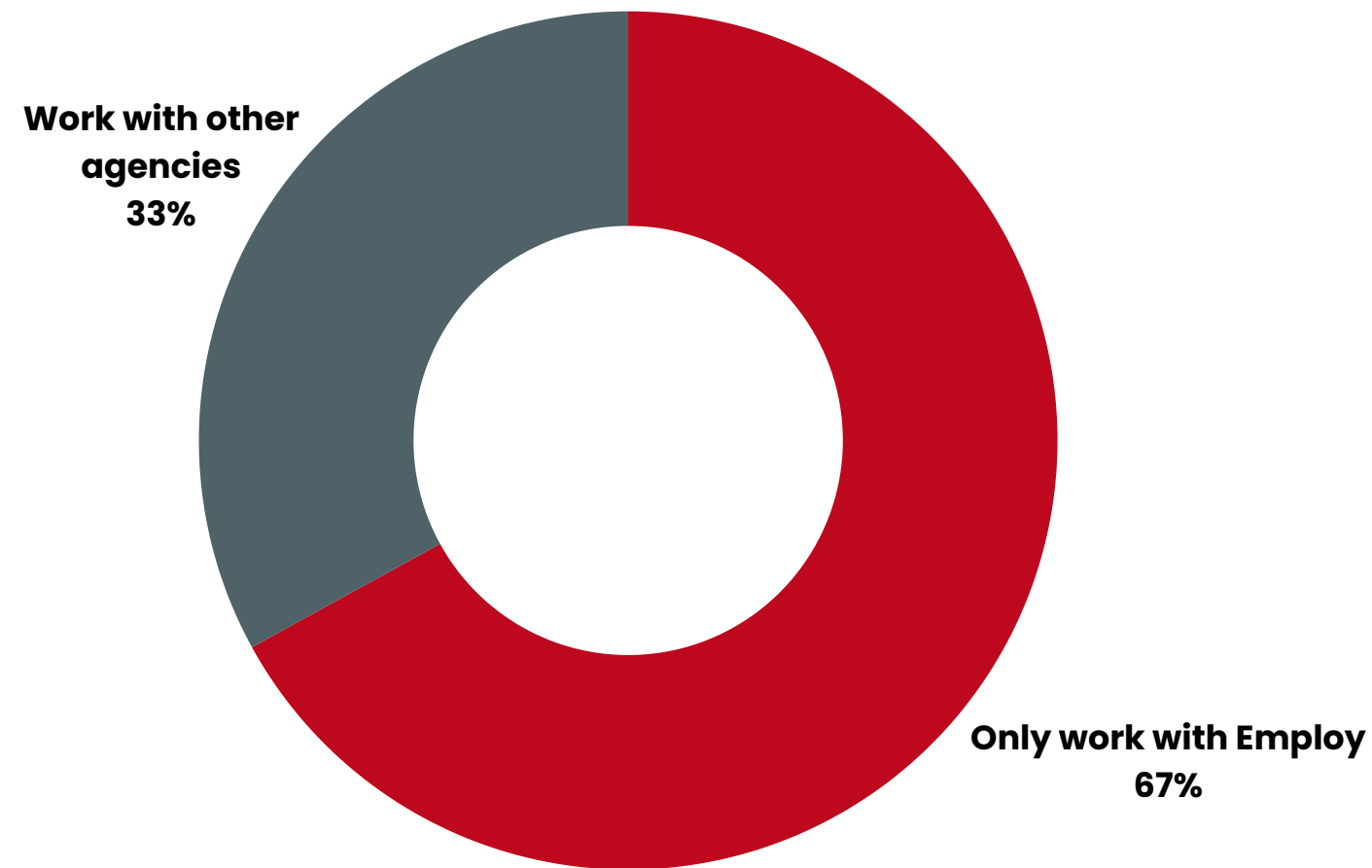
Driver Loyalty & Recommendation

High recommendation scores and strong loyalty highlight a consistent and reliable experience for drivers.

Reasons for Using Other Agencies



Working Pattern with Agencies



Our Action

Improving consistency of work, strengthening forward planning, and reviewing pay competitiveness will help reduce the need for drivers to look elsewhere.

If You Were MD for the Day

Driver feedback highlights where improvements would make the biggest difference to day-to-day experience.



Our Action

Reviewing pay, recognising commitment, and improving how work is planned will help provide greater consistency and support for drivers.

What Drivers Value Most

Driver feedback highlights the areas that matter most in their day-to-day experience with Employ.



Our Action

Continuing to invest in the team, maintaining reliable payroll processes, and strengthening communication and technology will support drivers day to day.

Registration & Onboarding

Feedback from newly registered drivers highlights a clear and well-structured onboarding experience.

Registered in the Last 18 Months



Yes
100%

Enough Information Before Starting Work



Yes

How easy did you find the registration process?
0 to 10 sliding scale.



Difficult

Easy

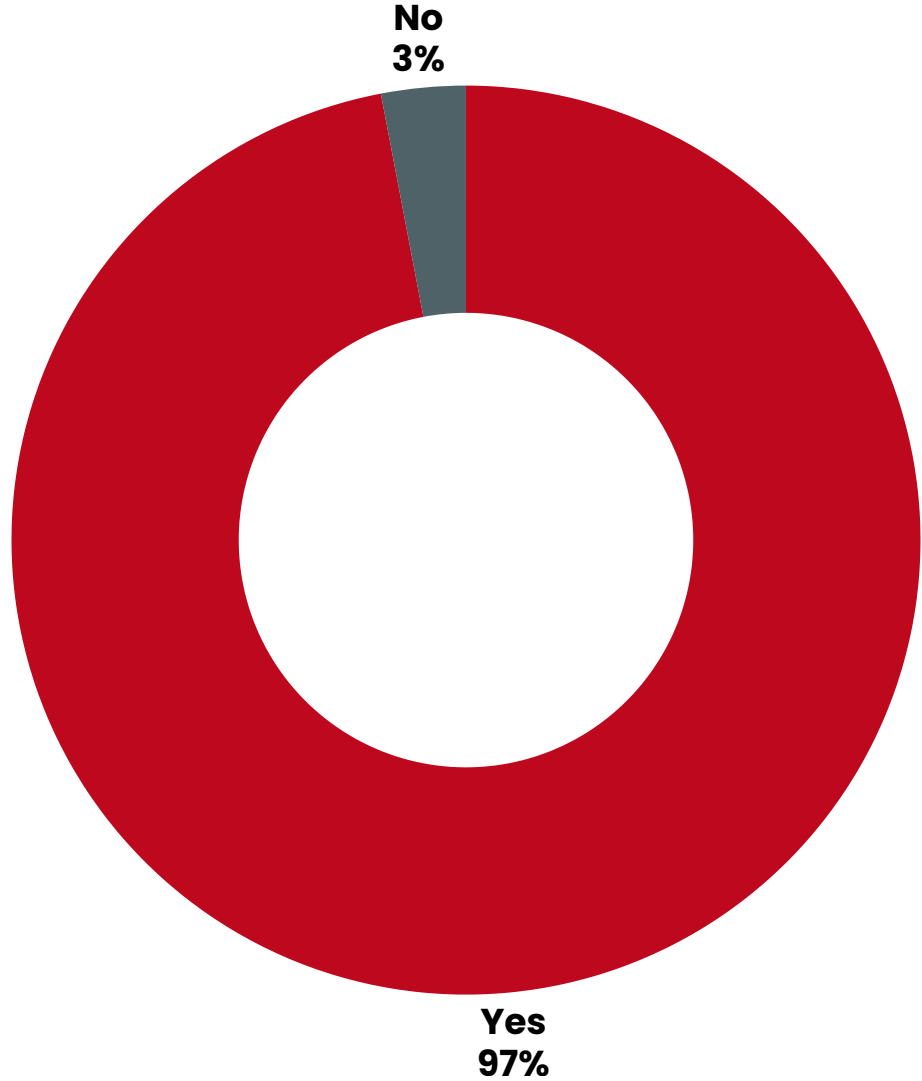
Our Action

Drivers are clearly feeling well informed before starting work, which is an important part of getting onboarding right. The aim is to keep that standard consistent for every new registration.

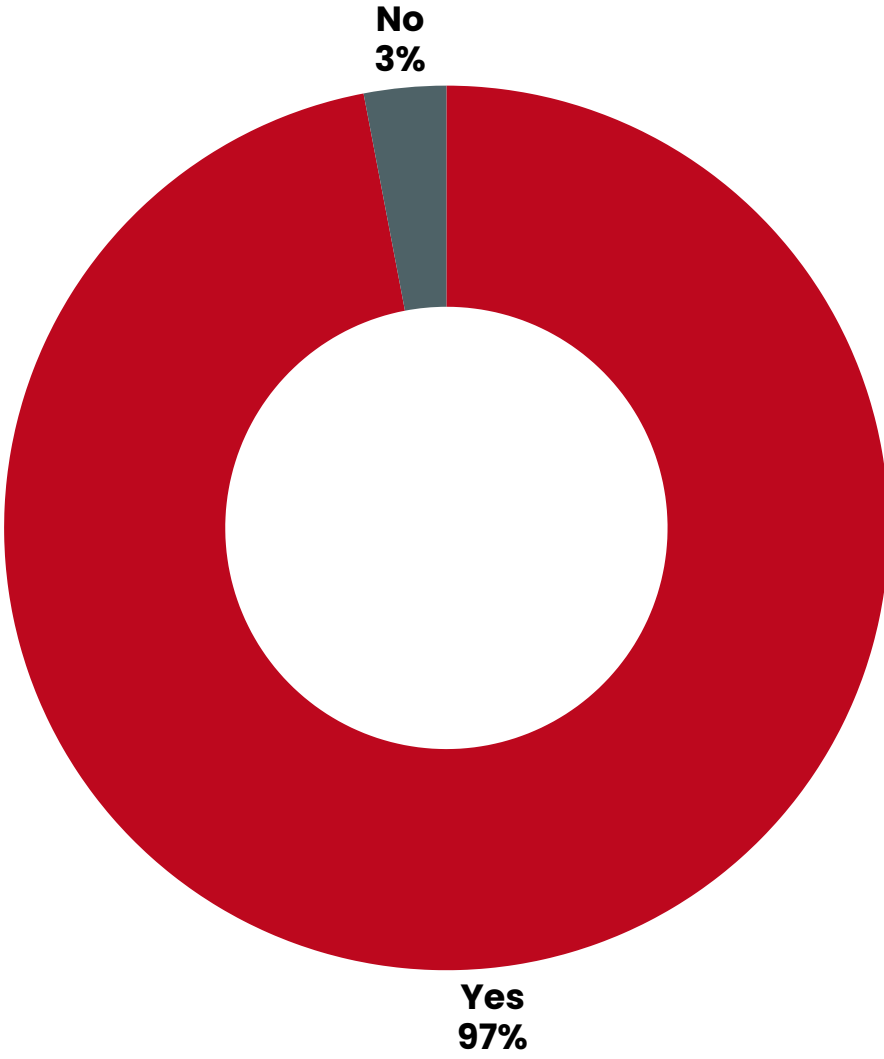
From Registration to First Shift

The move from registration into active work is being experienced as quick and aligned to expectation.

First Shift Arranged Within a Reasonable Timescale



Service Meets Expectations Set at Registration



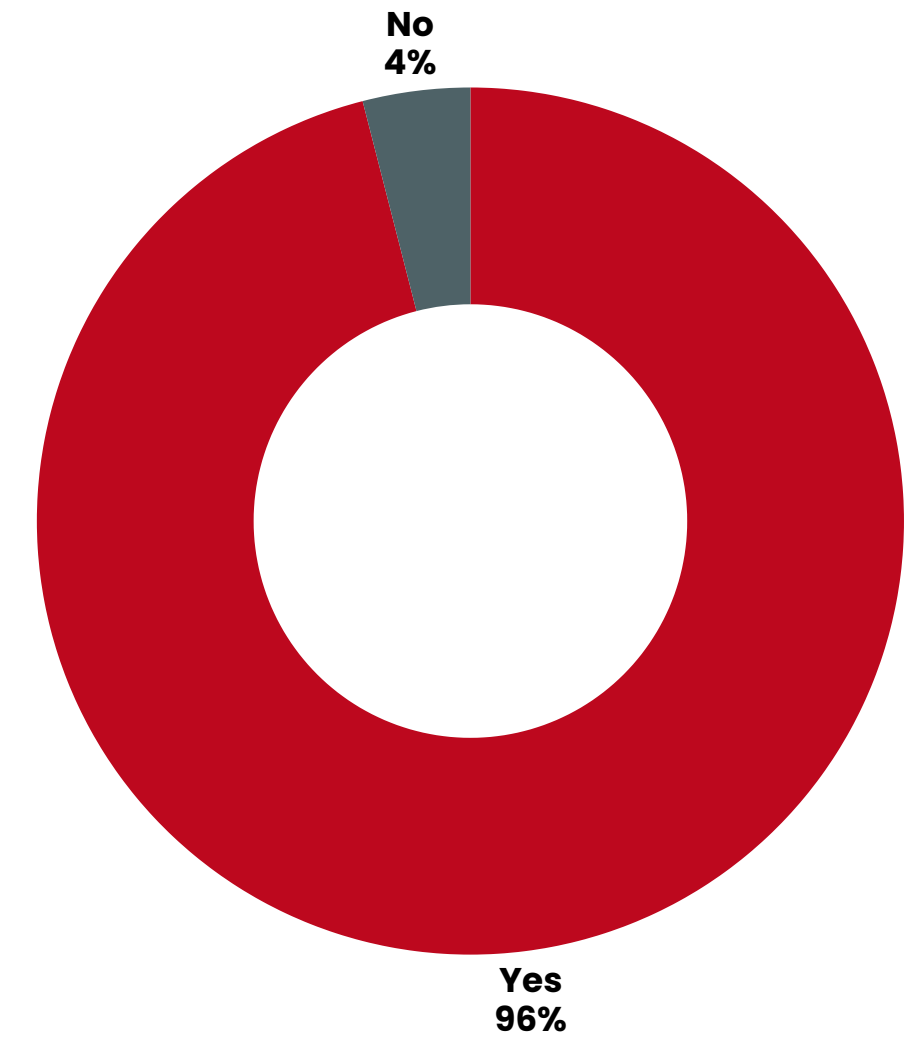
Our Action

The handover from registration into work is landing well, which helps build confidence early. Protecting that speed and clarity matters as volumes rise.

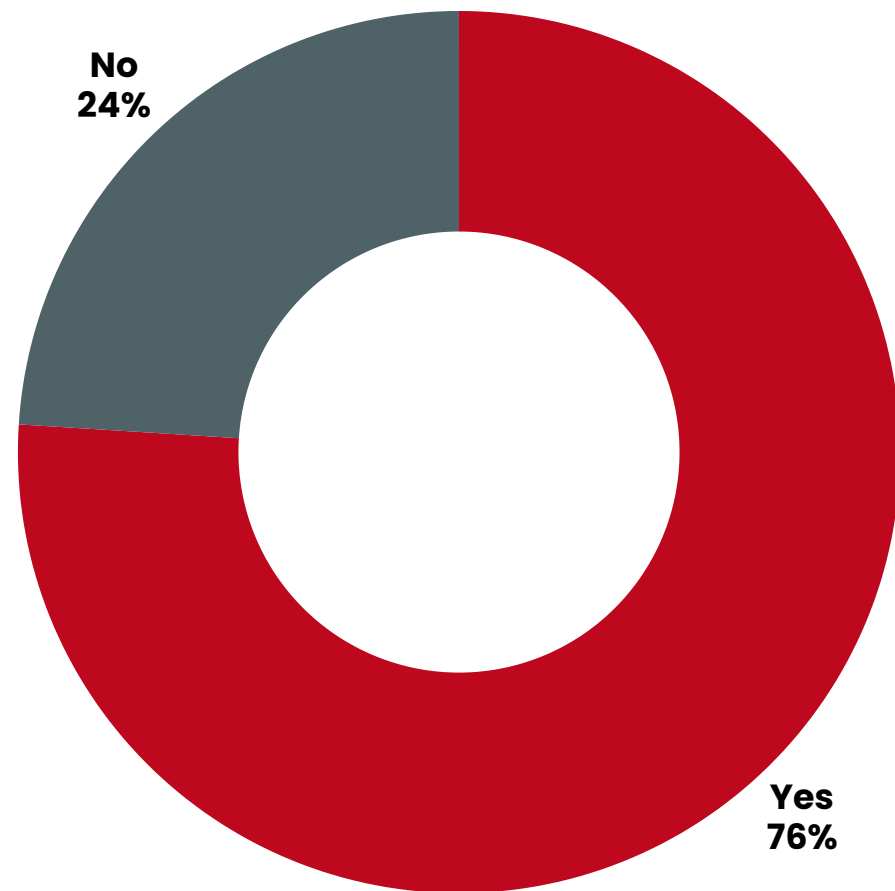
Communication

Drivers report strong communication across timing, clarity and responsiveness.

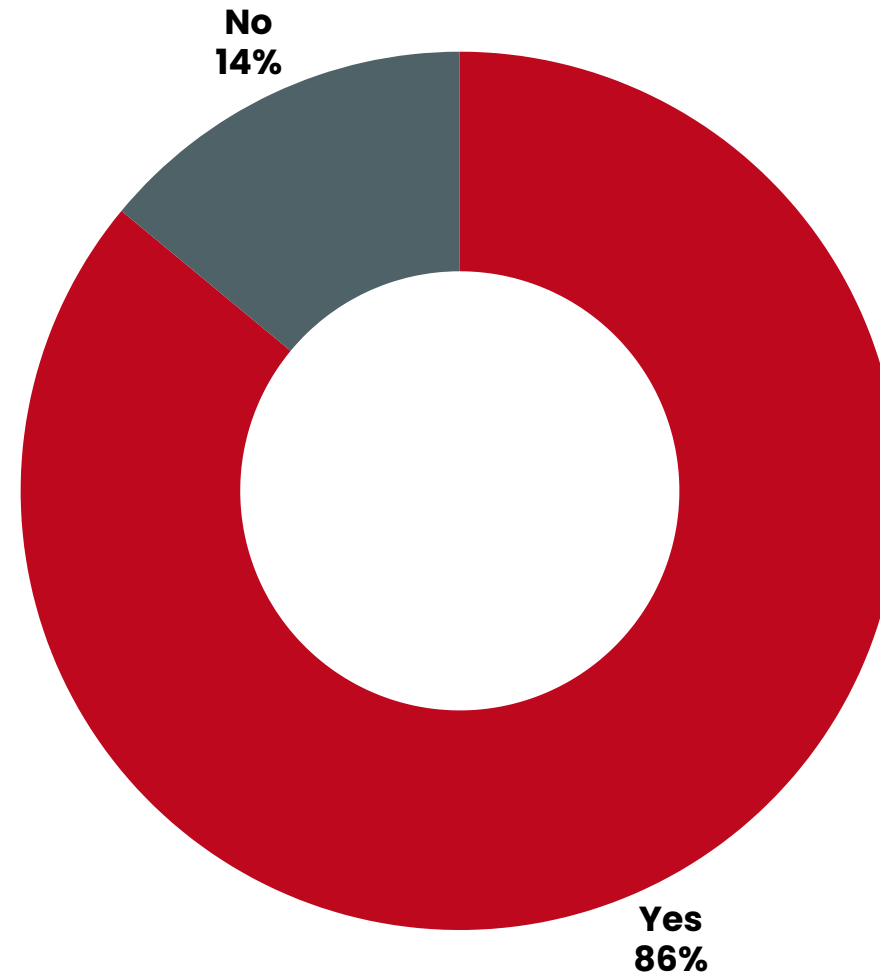
Information Provided Within Agreed Timeframe



Newsletter is Helpful



Contacted at Convenient Times



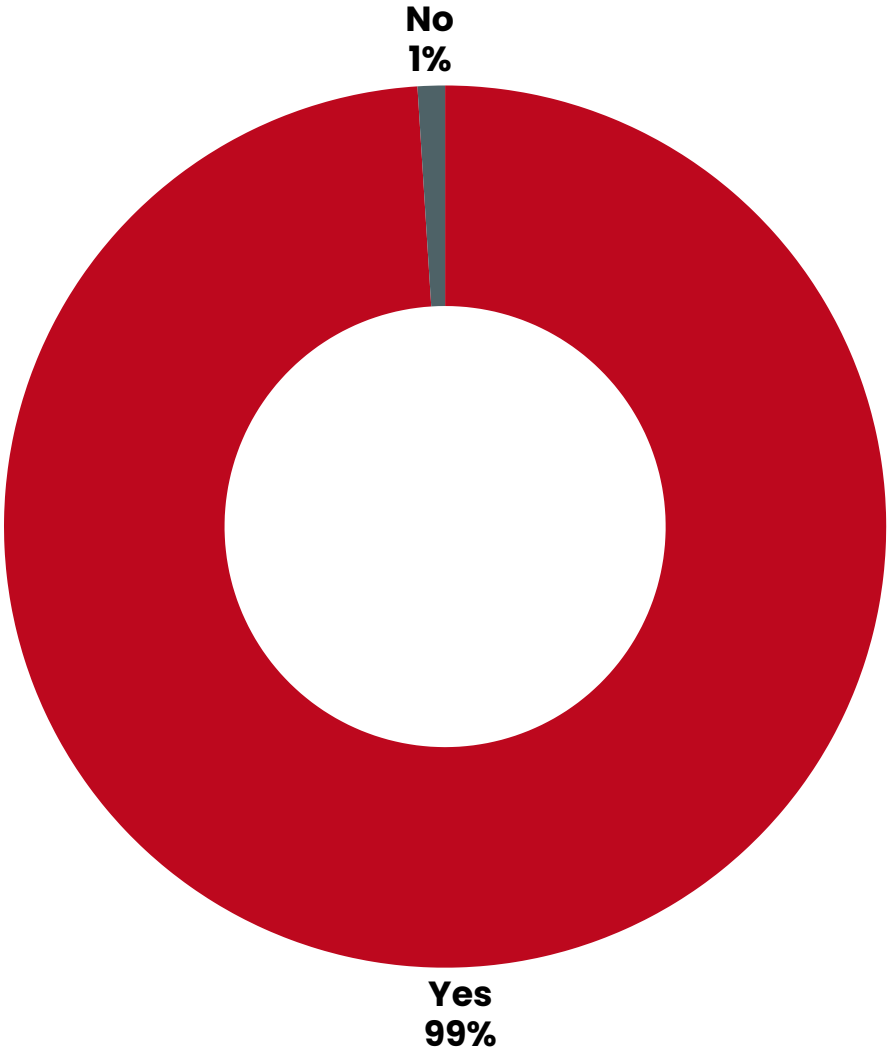
Our Action

Communication is working well across the basics, and the focus is on maintaining this consistency as demand increases.

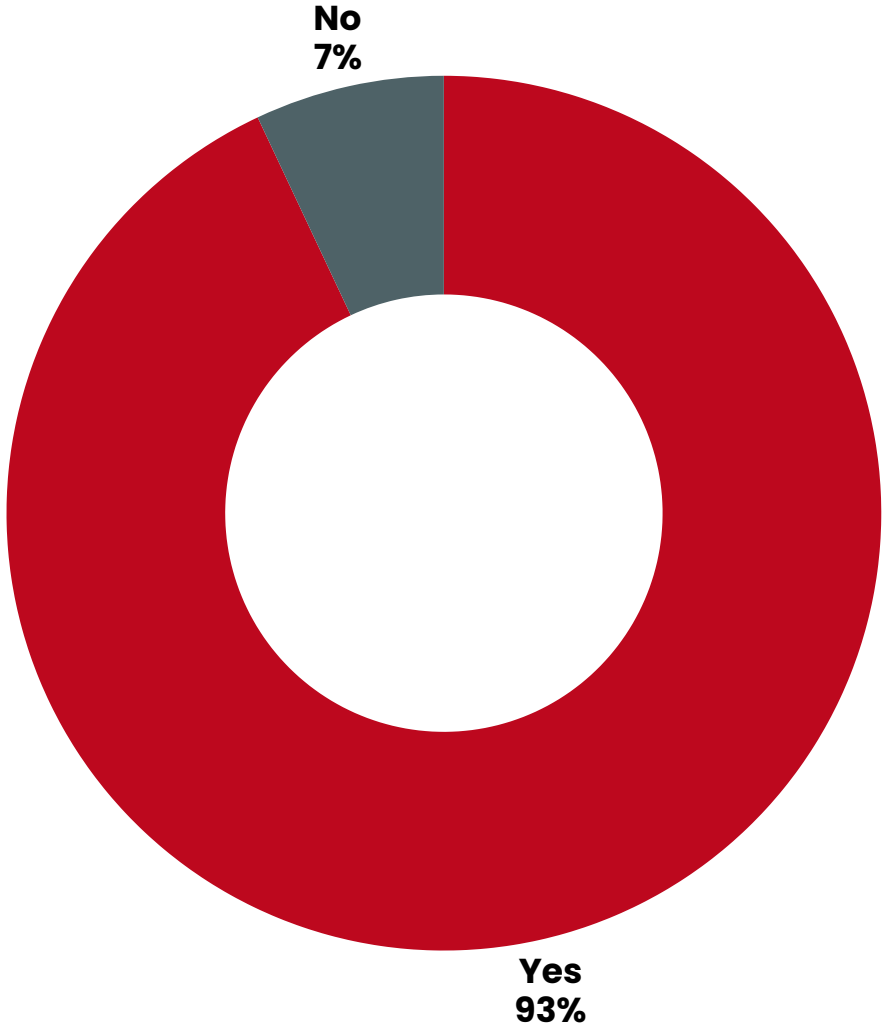
Communication - Accuracy & Awareness

Drivers feel the information they receive is clear and systems are working effectively.

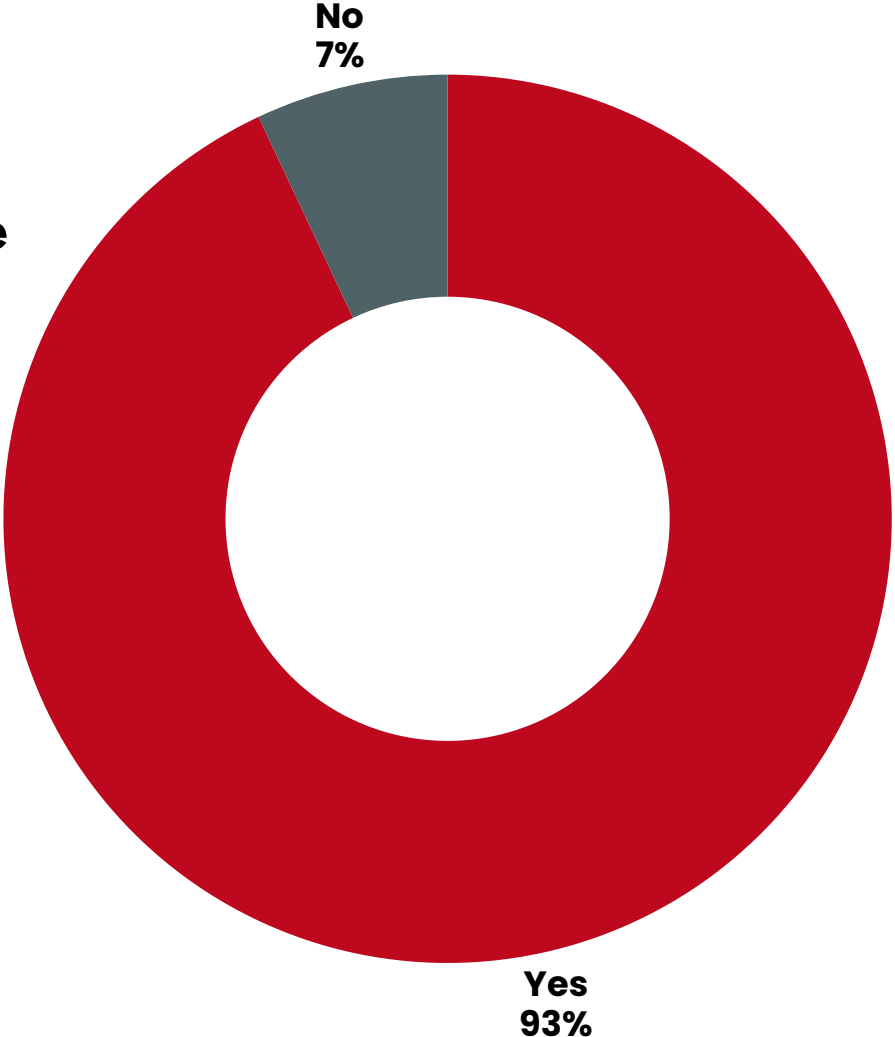
Information is Accurate



Text System is Effective



Aware of Out-of-Hours Procedure



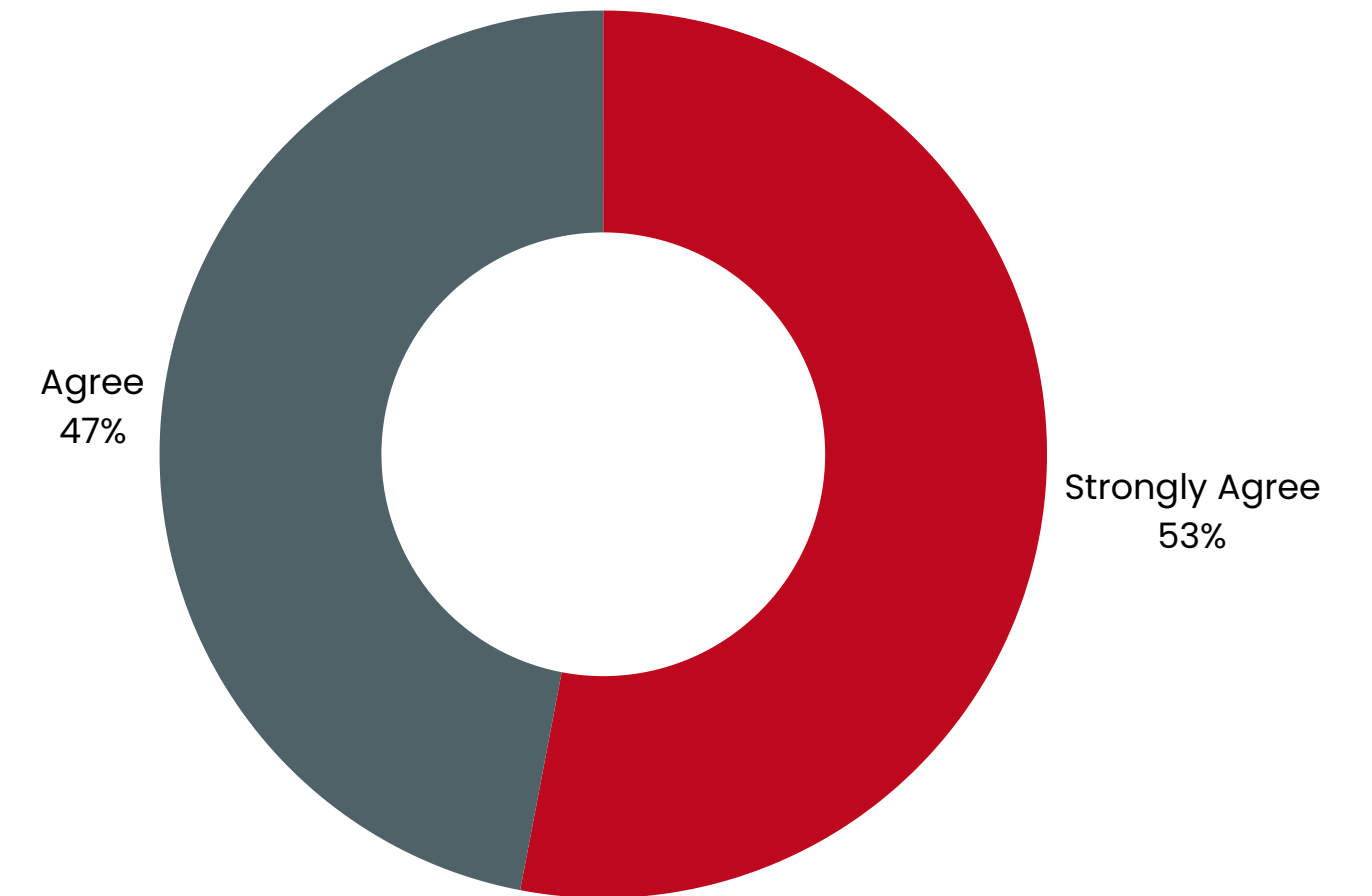
Our Action

The focus now is less about fixing communication and more about maintaining consistency as demand increases and ensuring every driver has the same experience/

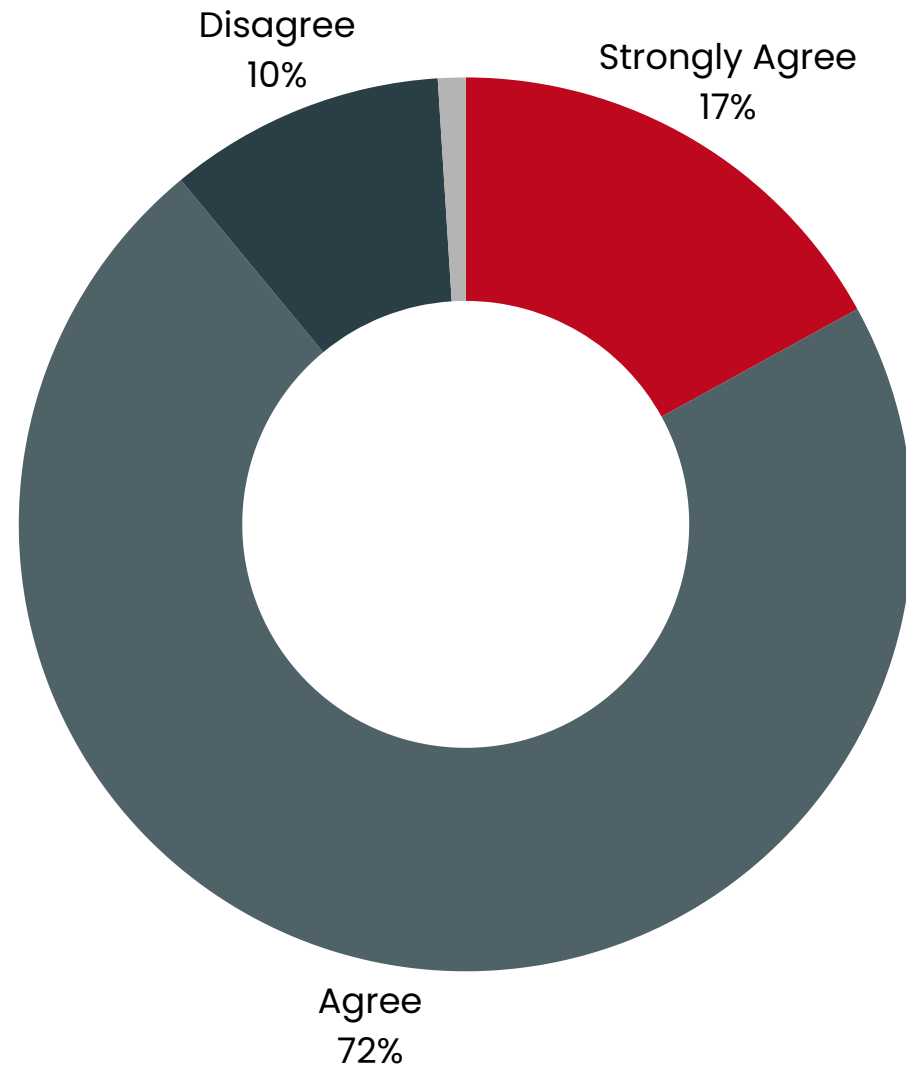
Pay & Conditions

Drivers place high importance on pay reliability, with strong feedback on accuracy and timely payment.

Payslip is Easy to Understand



Pay Rates Competitive



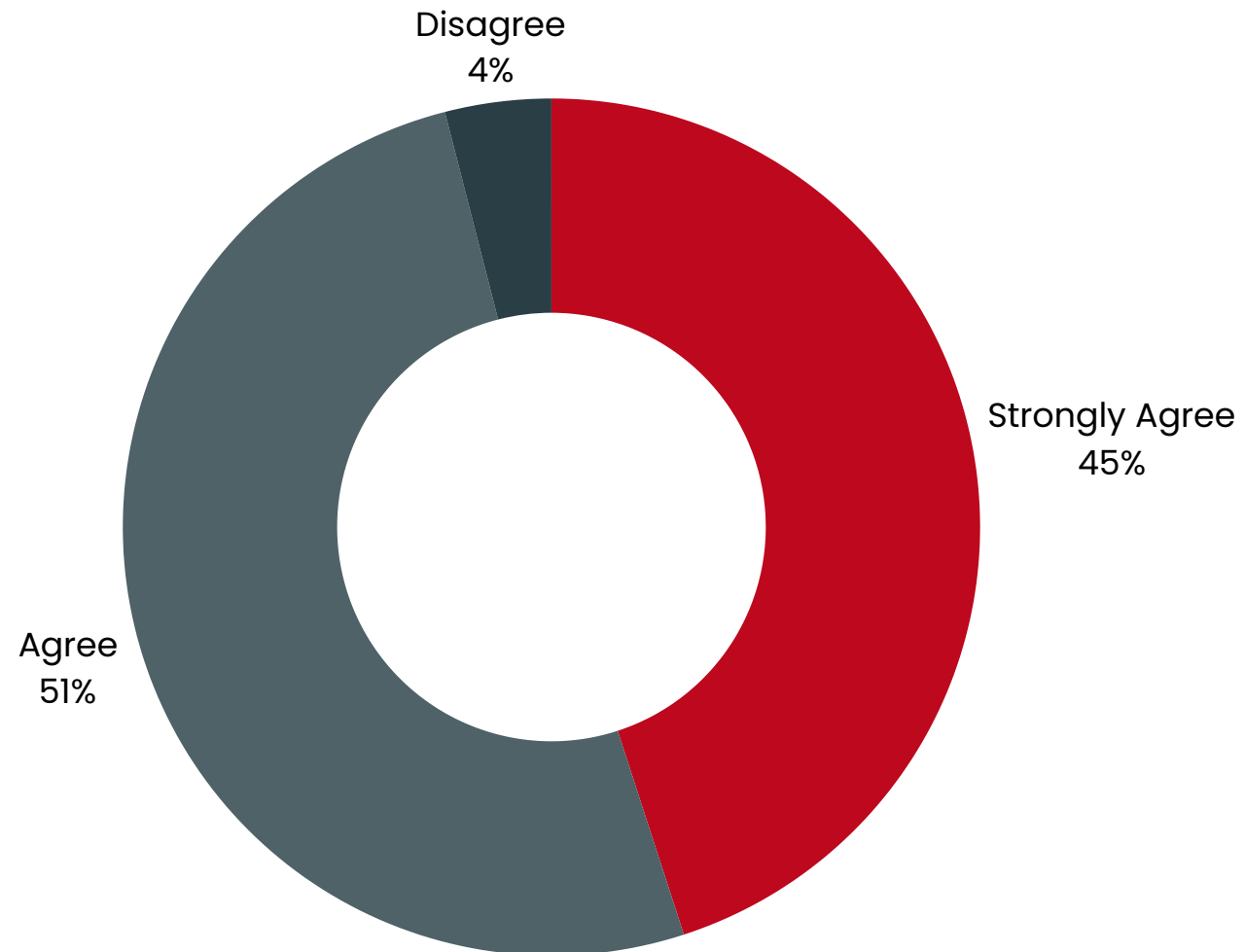
Our Action

Clarity and consistency around pay are clearly working well. Maintaining that reliability while continuing to review competitiveness will remain important

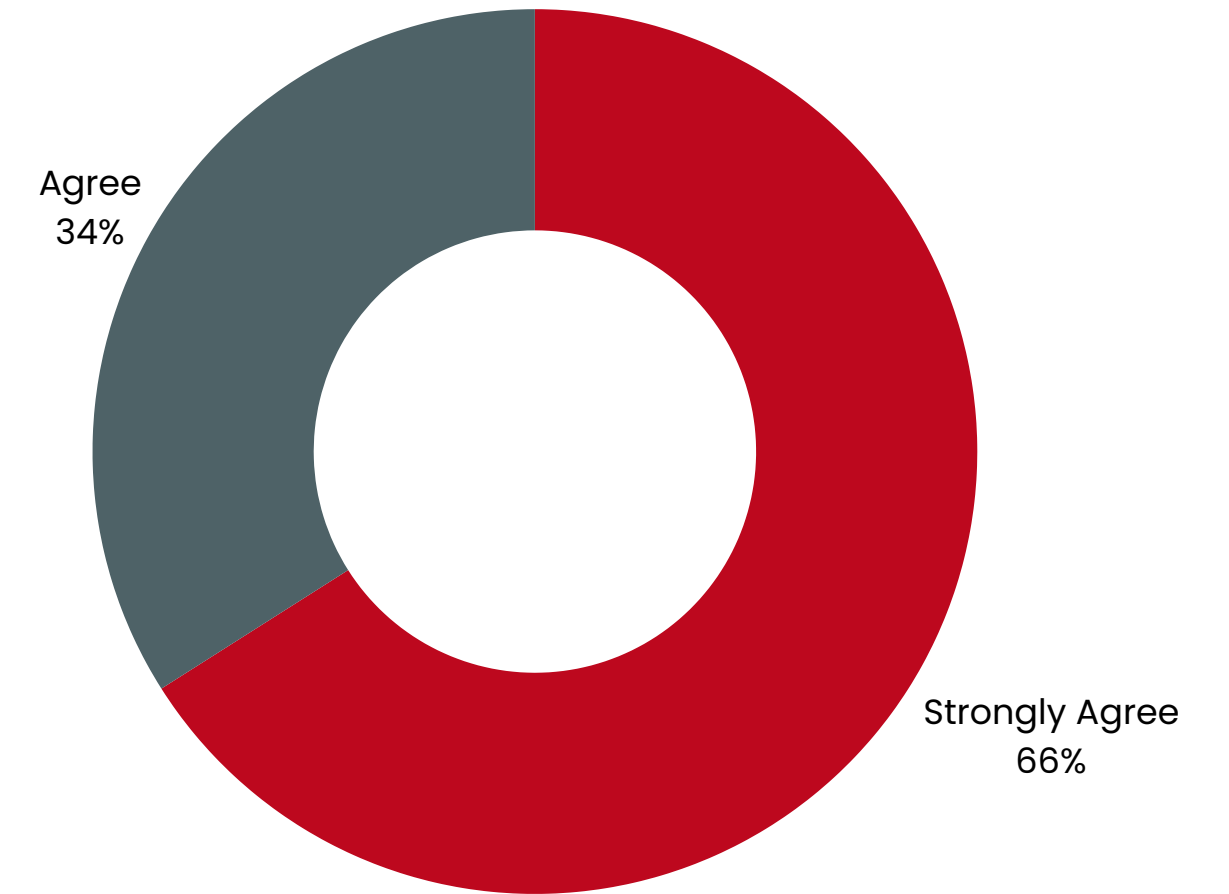
Accuracy & Payment

Drivers place high importance on pay reliability, with strong feedback on accuracy and timely payment.

Feedback shows strong confidence in payroll accuracy and consistency of payment.



Paid on Time



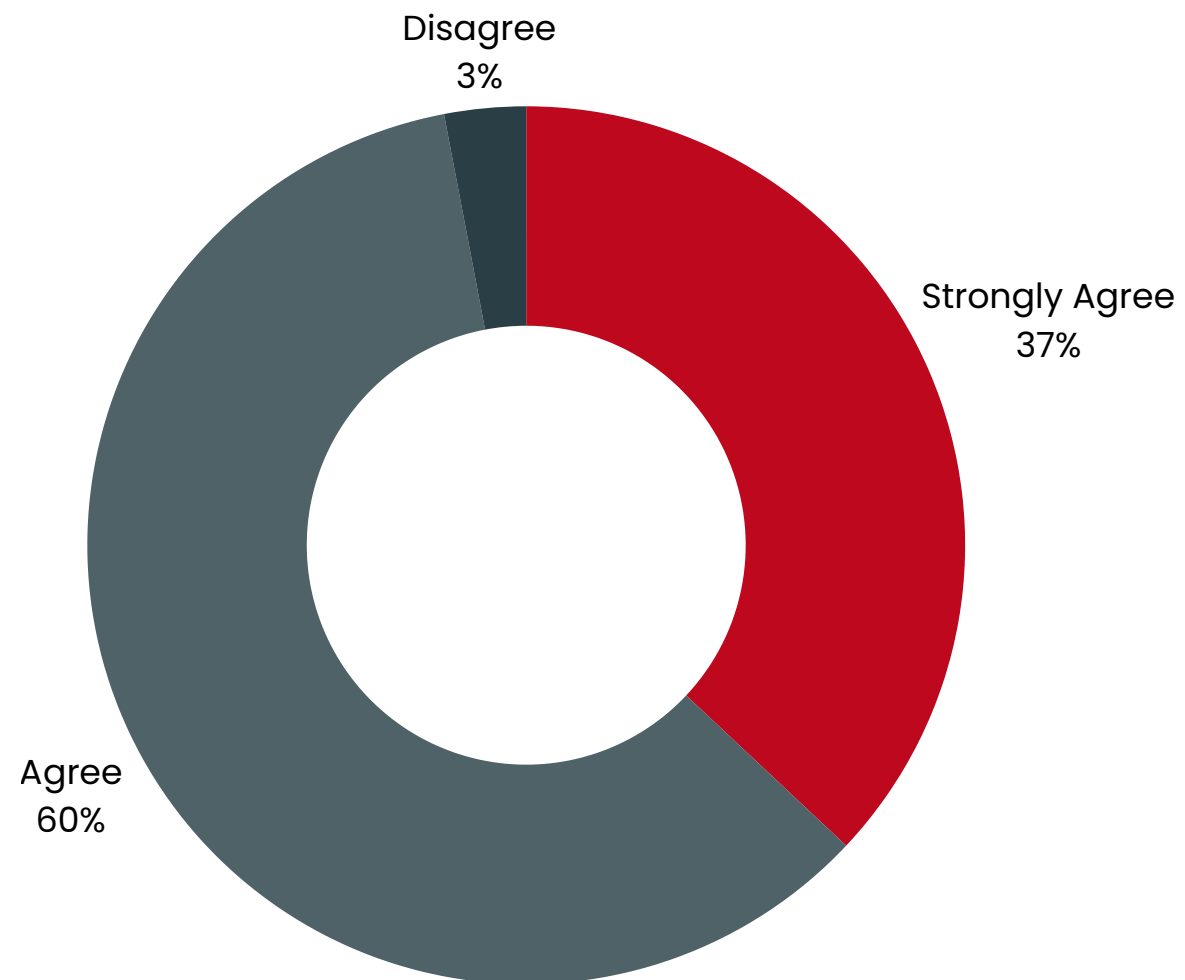
Our Action

Accuracy and on-time payment are critical, and this feedback reflects strong performance. The priority is to keep these standards consistent as volumes fluctuate.

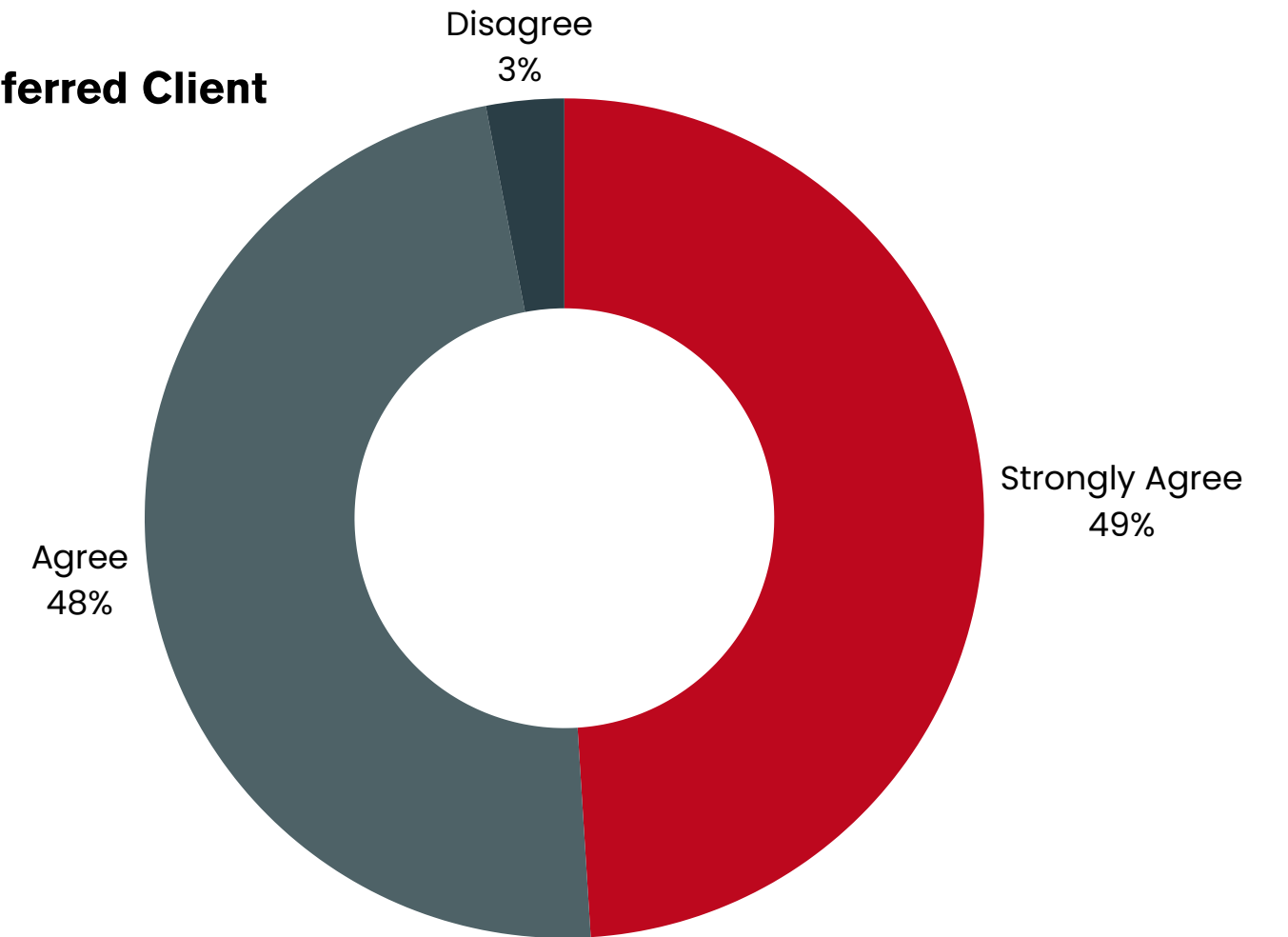
Working Life & Preferences

Drivers feel their preferences are being considered, with strong feedback on communication and overall alignment.

Employ Listens to My Preferences.



Work Provided at Preferred Client (80% of the Time)



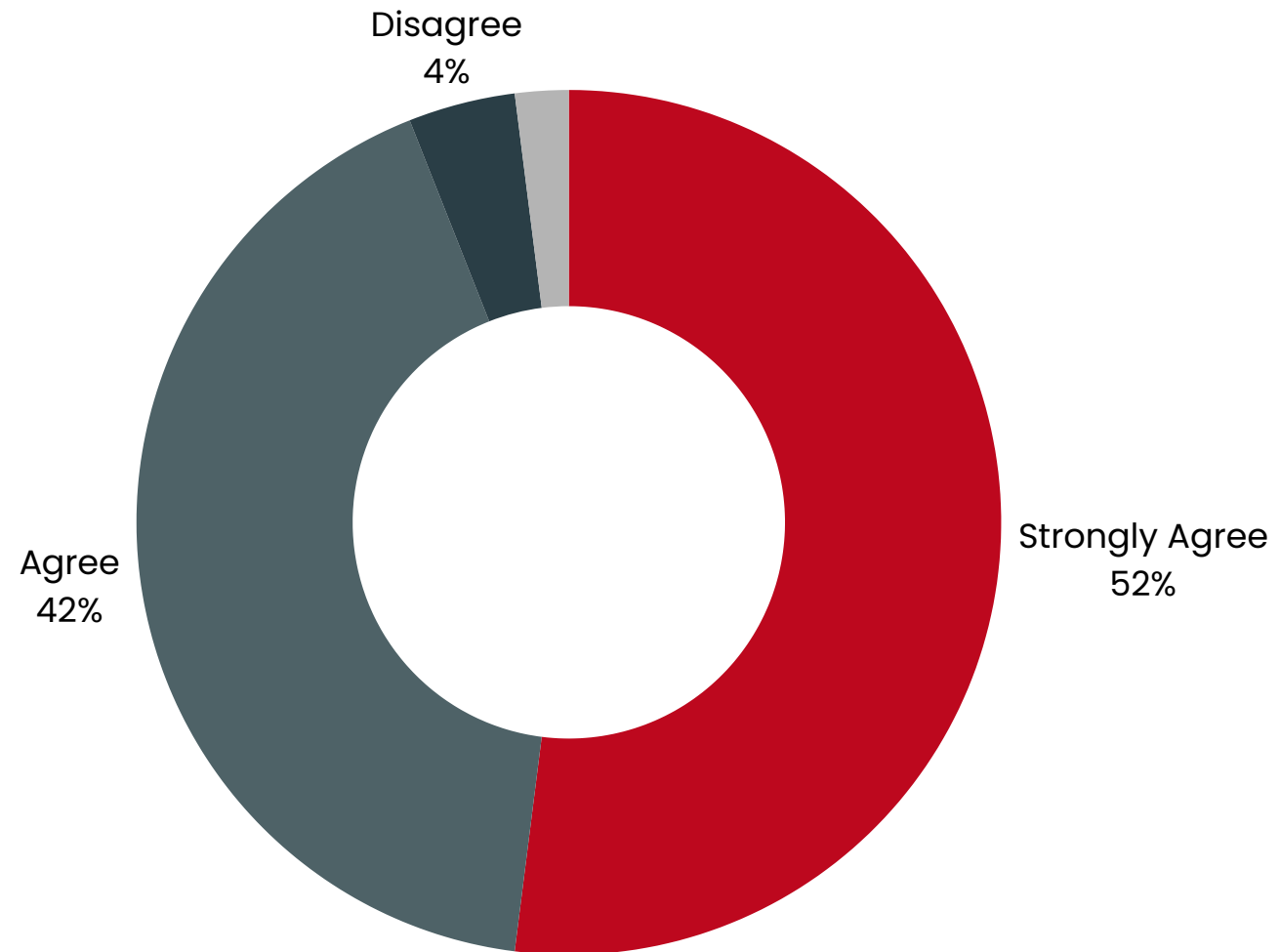
Our Action

Drivers are clearly feeling listened to, which is key. Maintaining that balance between preference and operational demand will continue to be important.

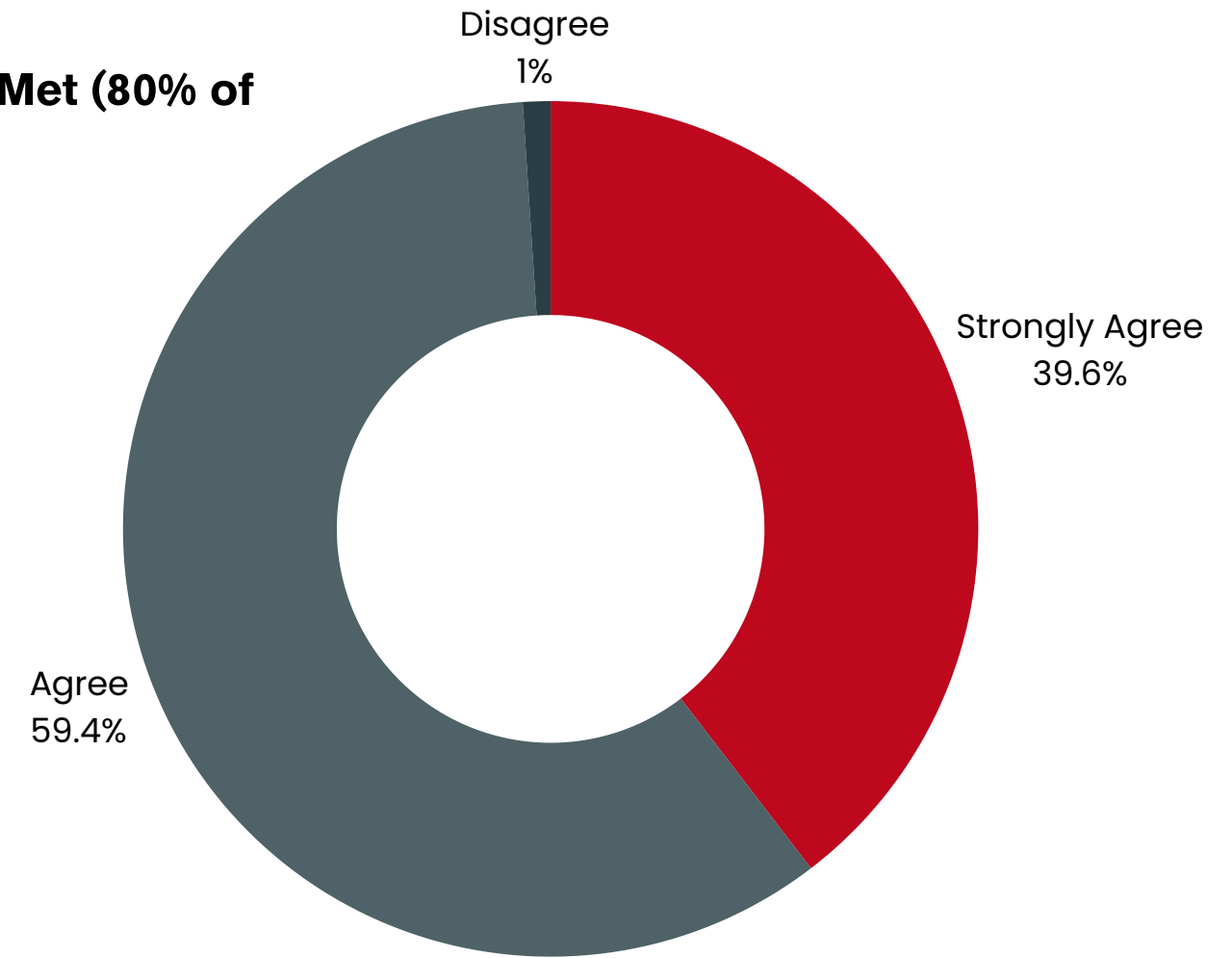
Working Life & Preferences Days & Start Times

Drivers feel their preferences are being considered, with strong feedback on communication and overall alignment.

Work Provided on Preferred Days (80% of the Time)



Preferred Start Times Met (80% of the Time)



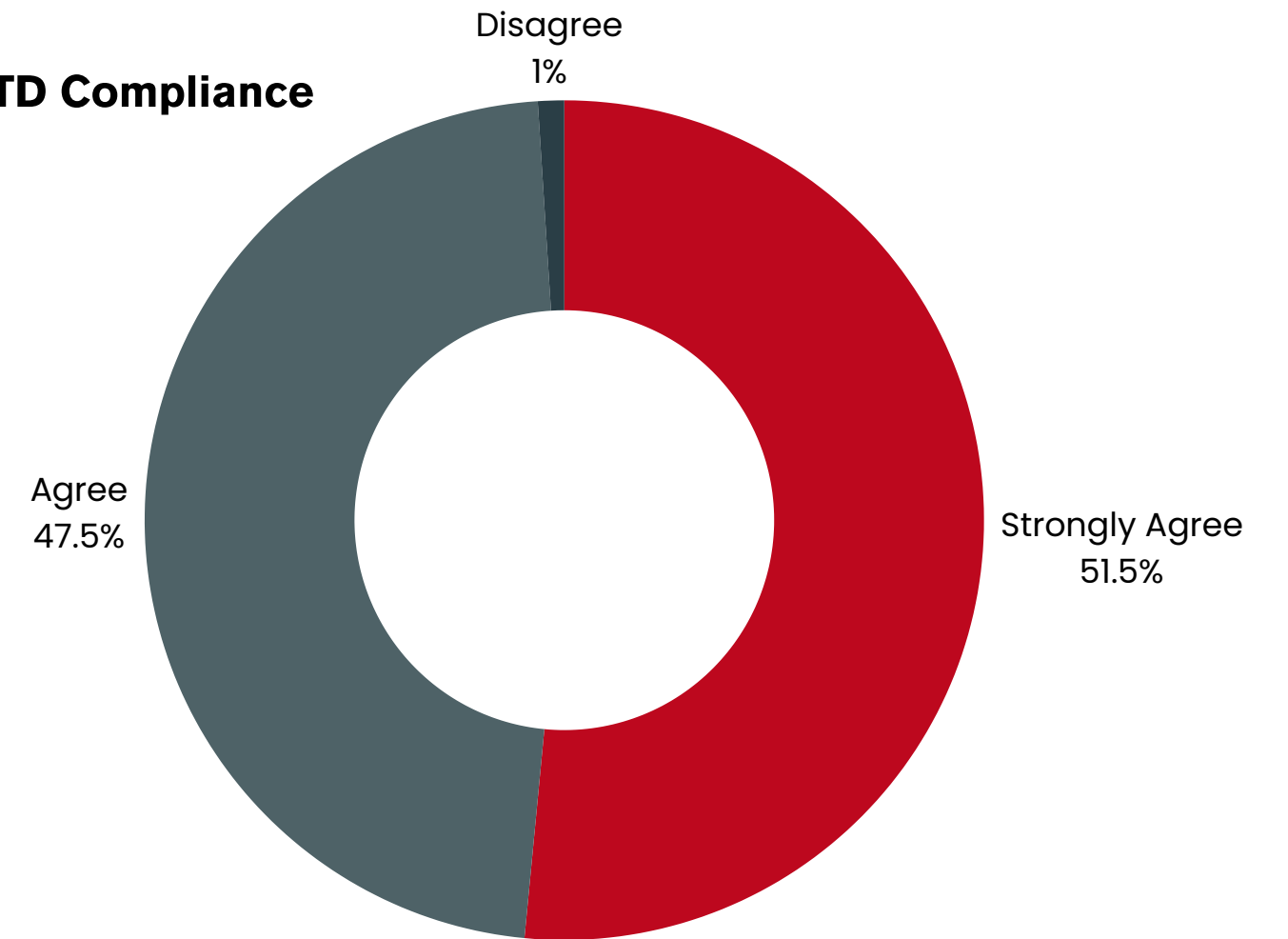
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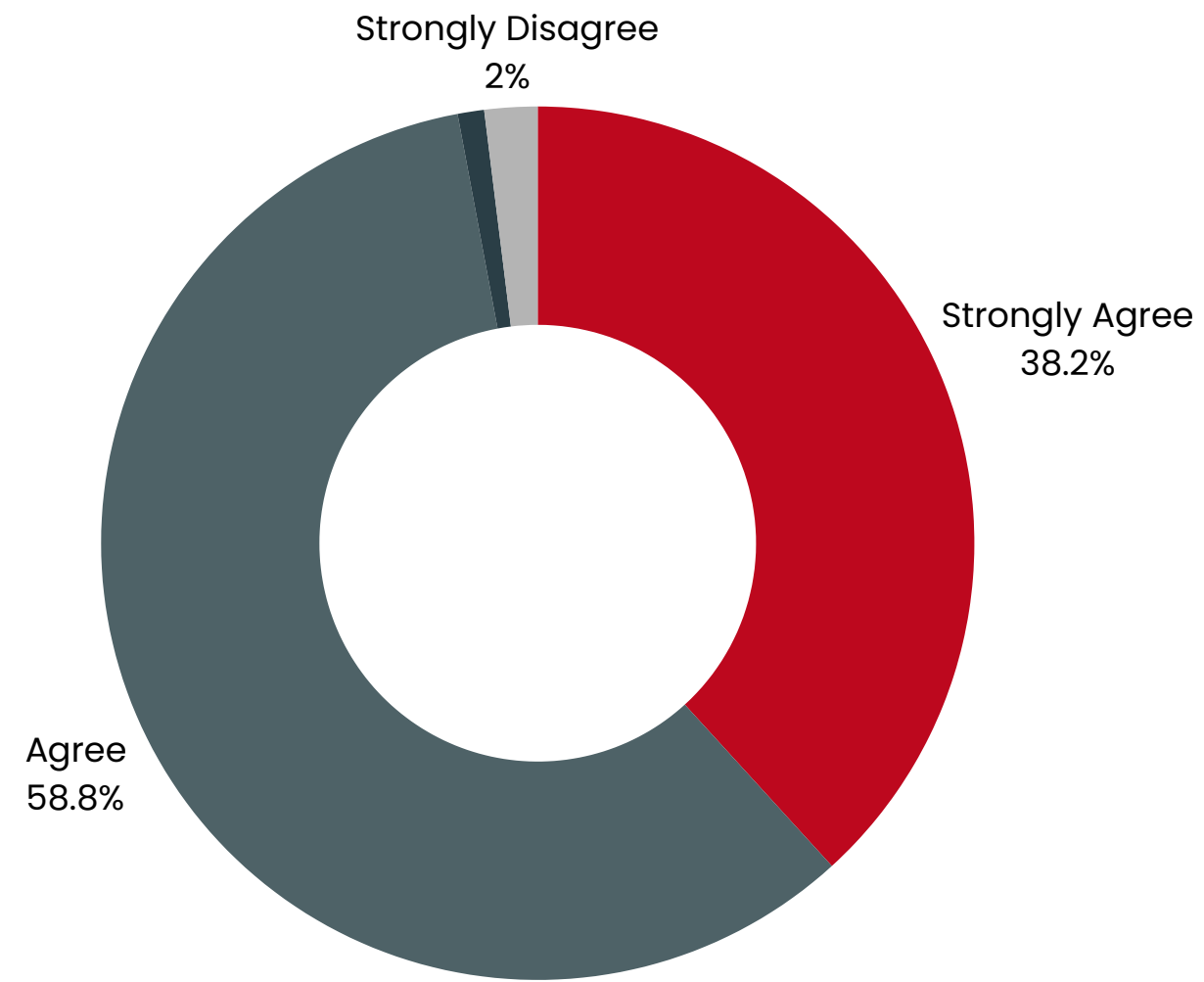
Industry Knowledge

Drivers report strong confidence in the team's knowledge and understanding of industry requirements.

Understands Drivers Hours & WTD Compliance



Team Can Answer Work Questions



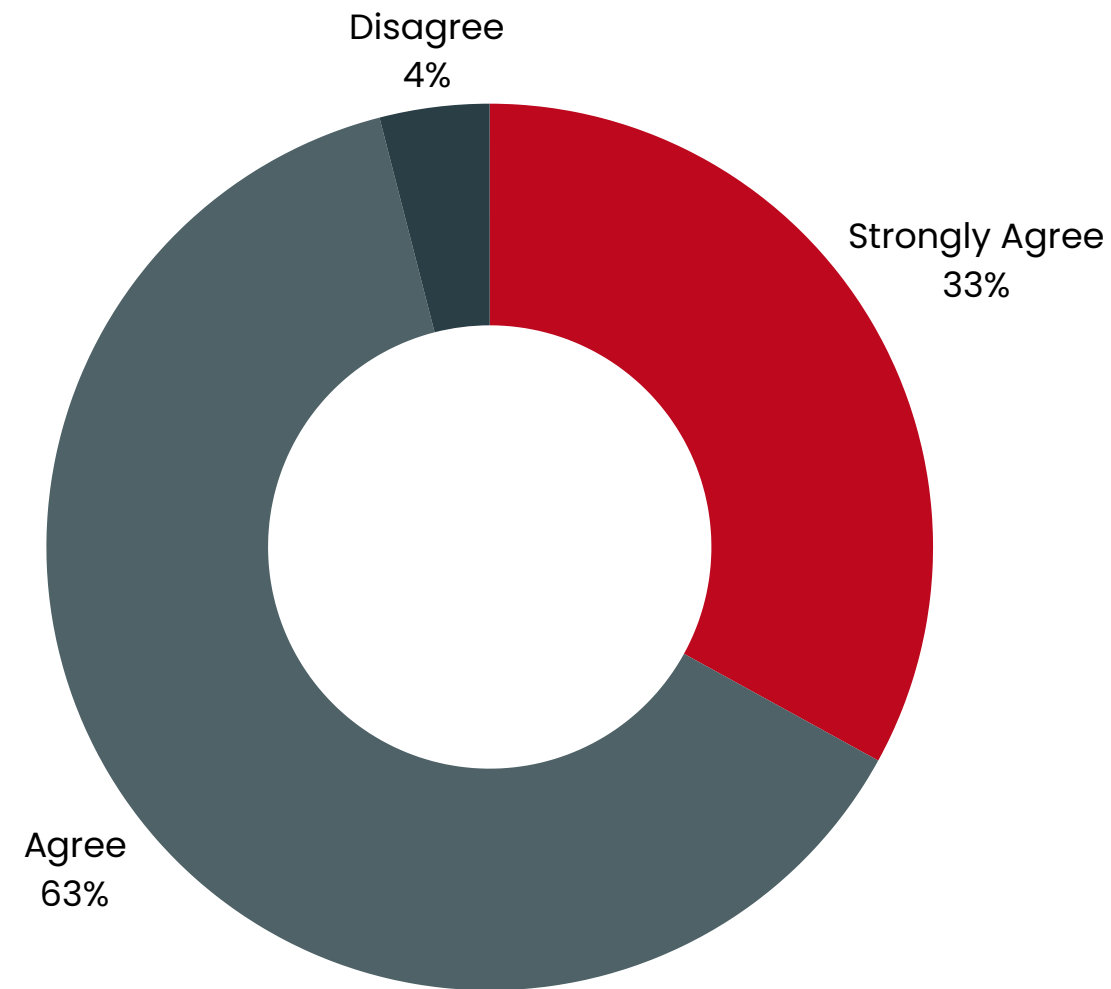
Our Action

Matching work to availability is working well overall. The focus is on continuing to improve planning so this consistency is maintained across all drivers.

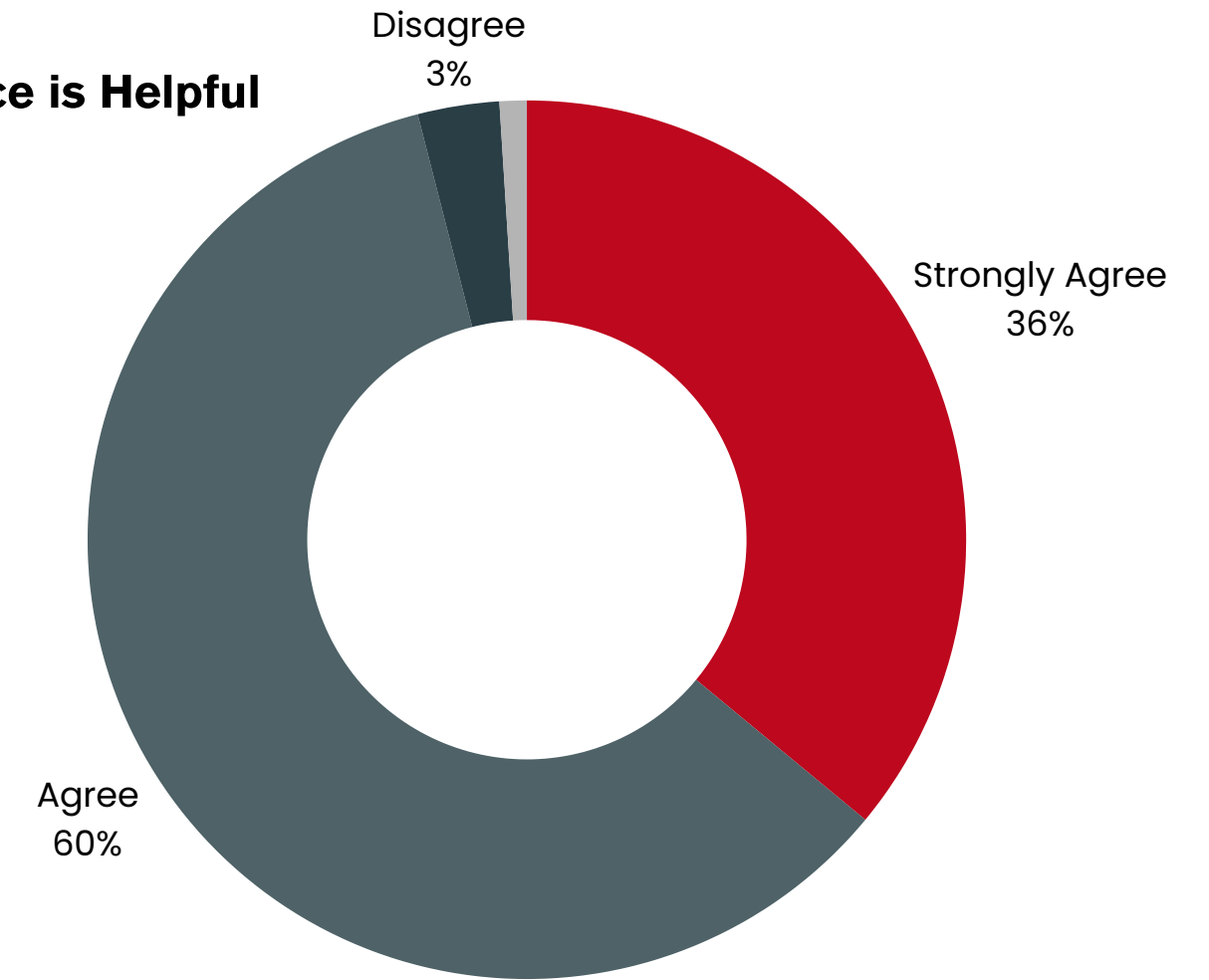
Industry Knowledge

Training and guidance provided to drivers is seen as useful and relevant to the role.

Training Briefs are Helpful



Infringement & Incident Guidance is Helpful



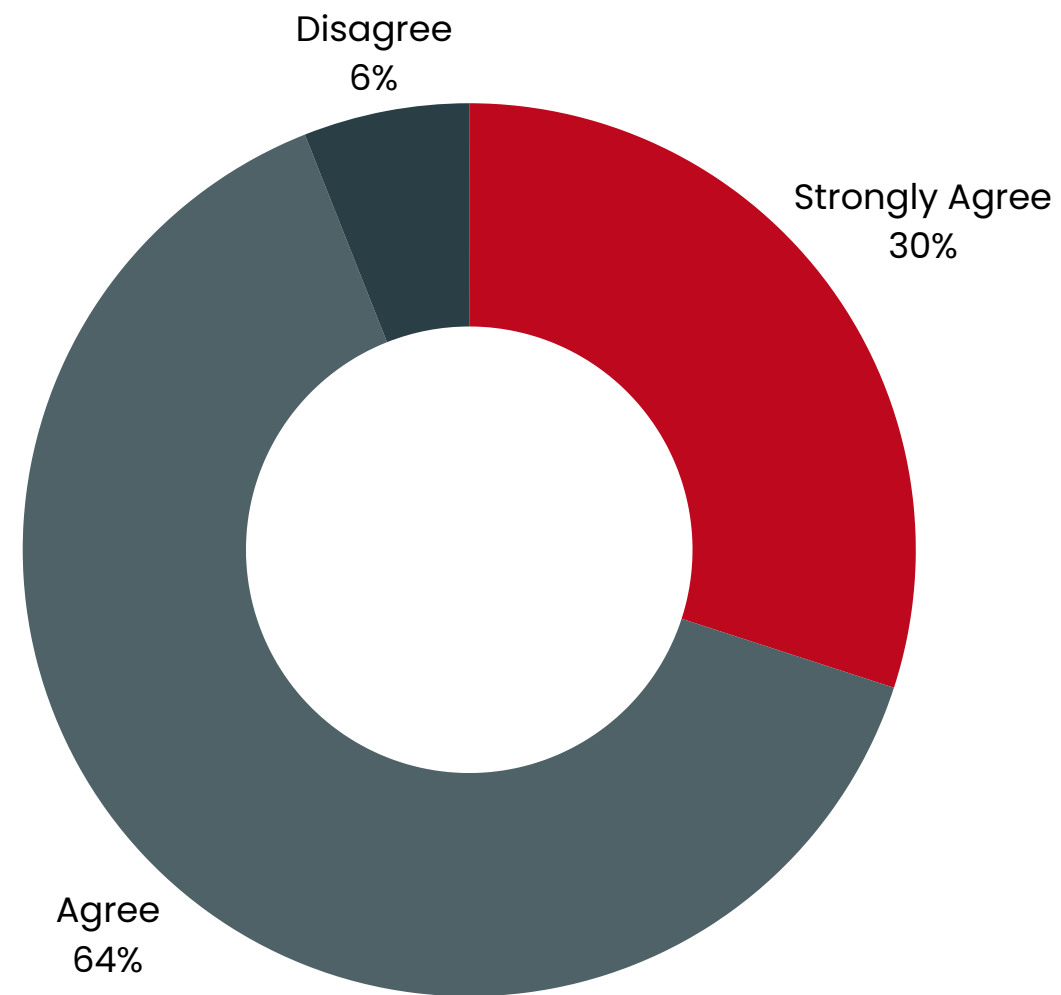
Our Action

Continuing to provide clear, practical guidance will help drivers stay informed and supported across all aspects of their work.

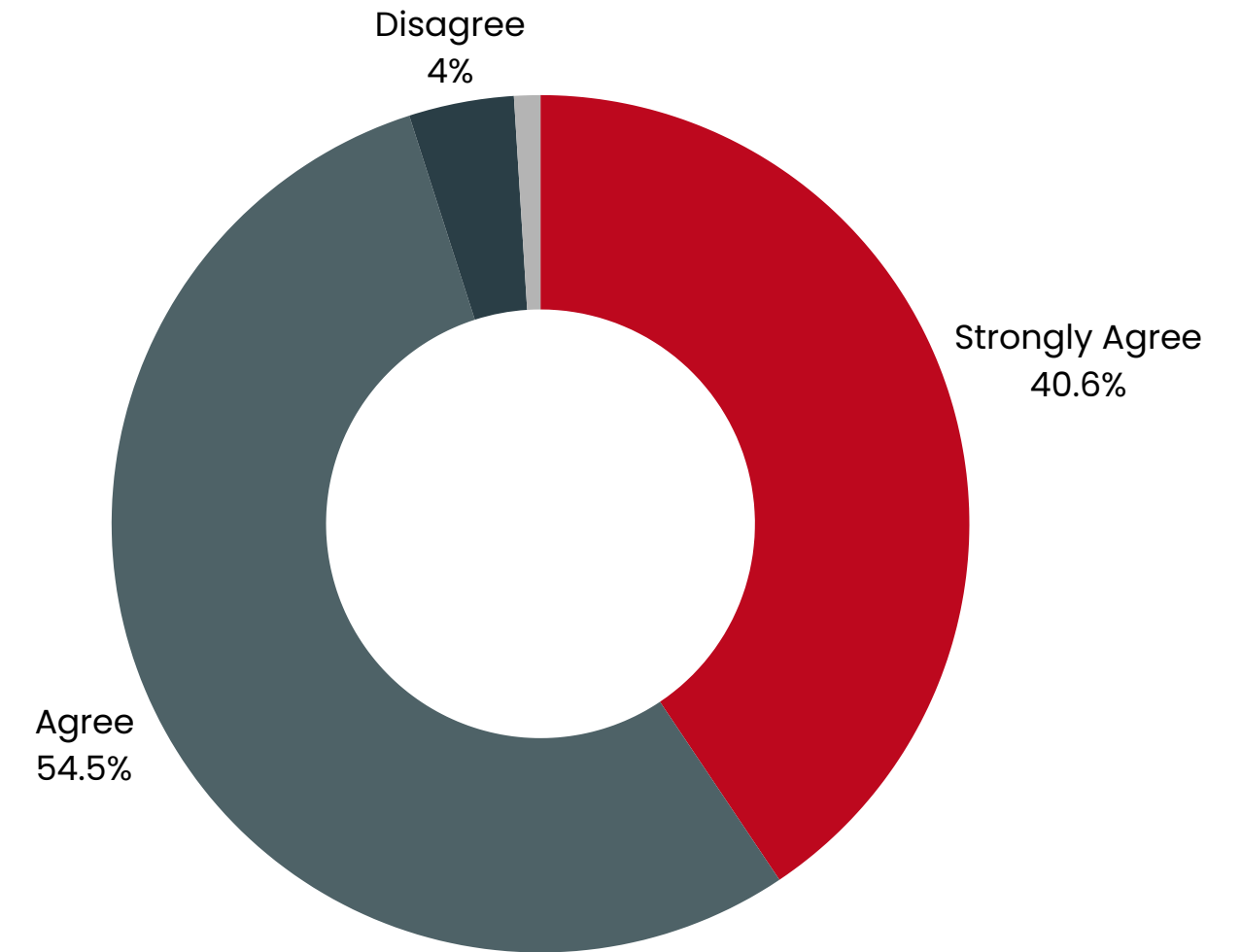
Driver App & Technology

Drivers report positive feedback on overall usability and improvements to the app.

App is an Improvement on Previous Versions



App is Easy to Use



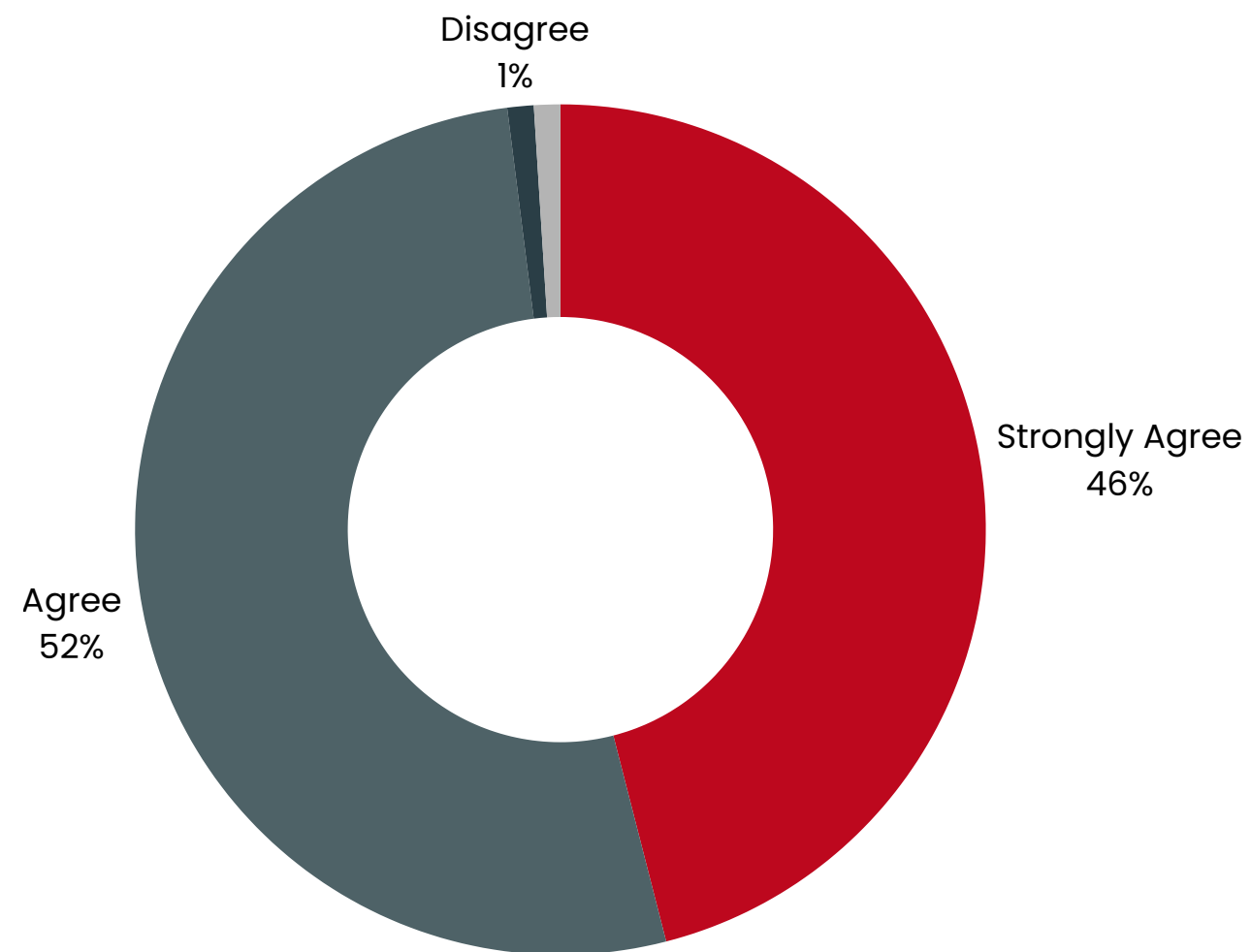
Our Action

We will continue to refine the app to ensure it remains simple, intuitive and effective for everyday use.

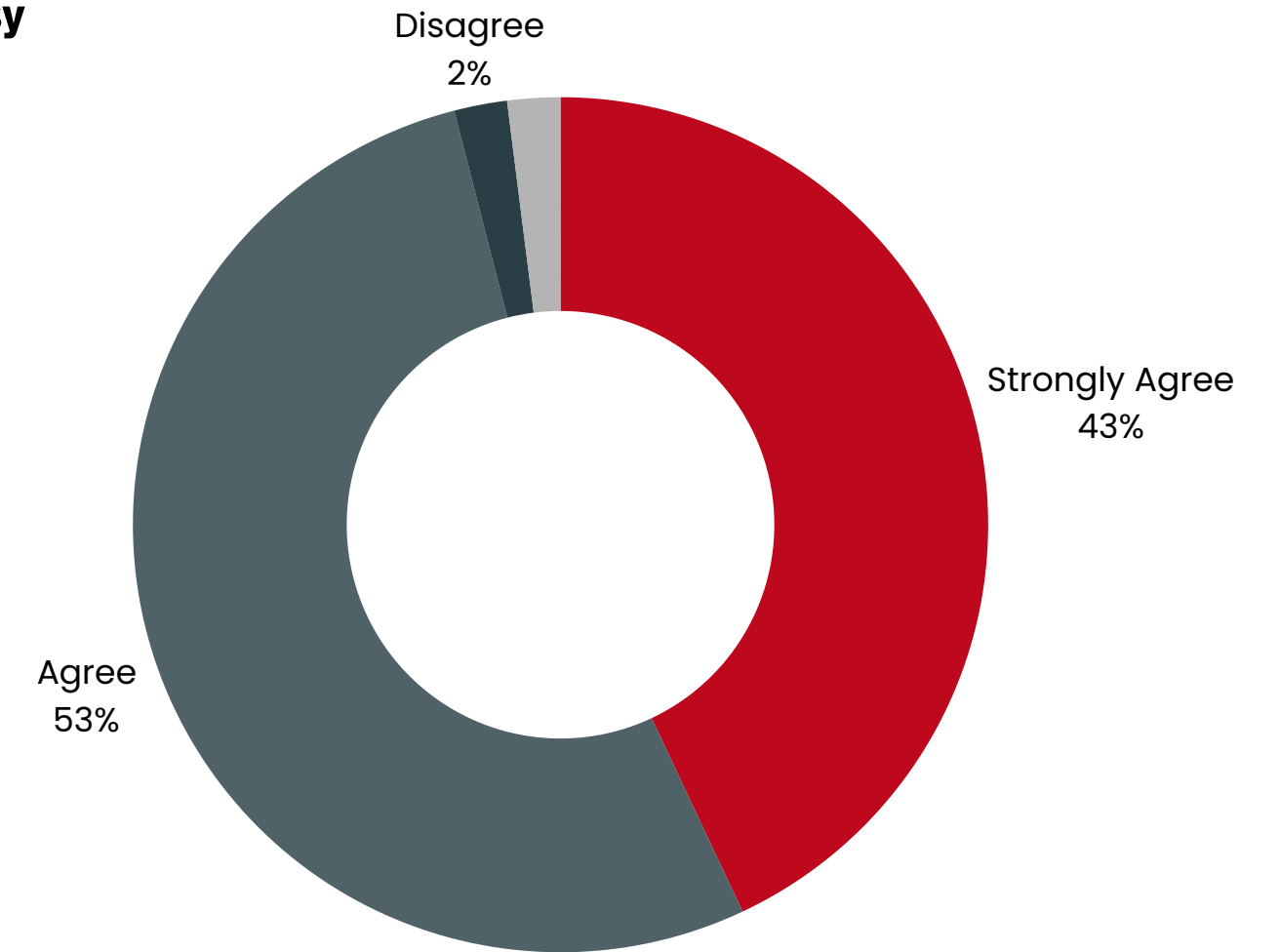
Driver App & Technology Managing Availability & Shifts

The app is widely used to manage availability and communicate shift information effectively.

App Effective for Availability, Shifts & Hours



Updating Availability is Easy



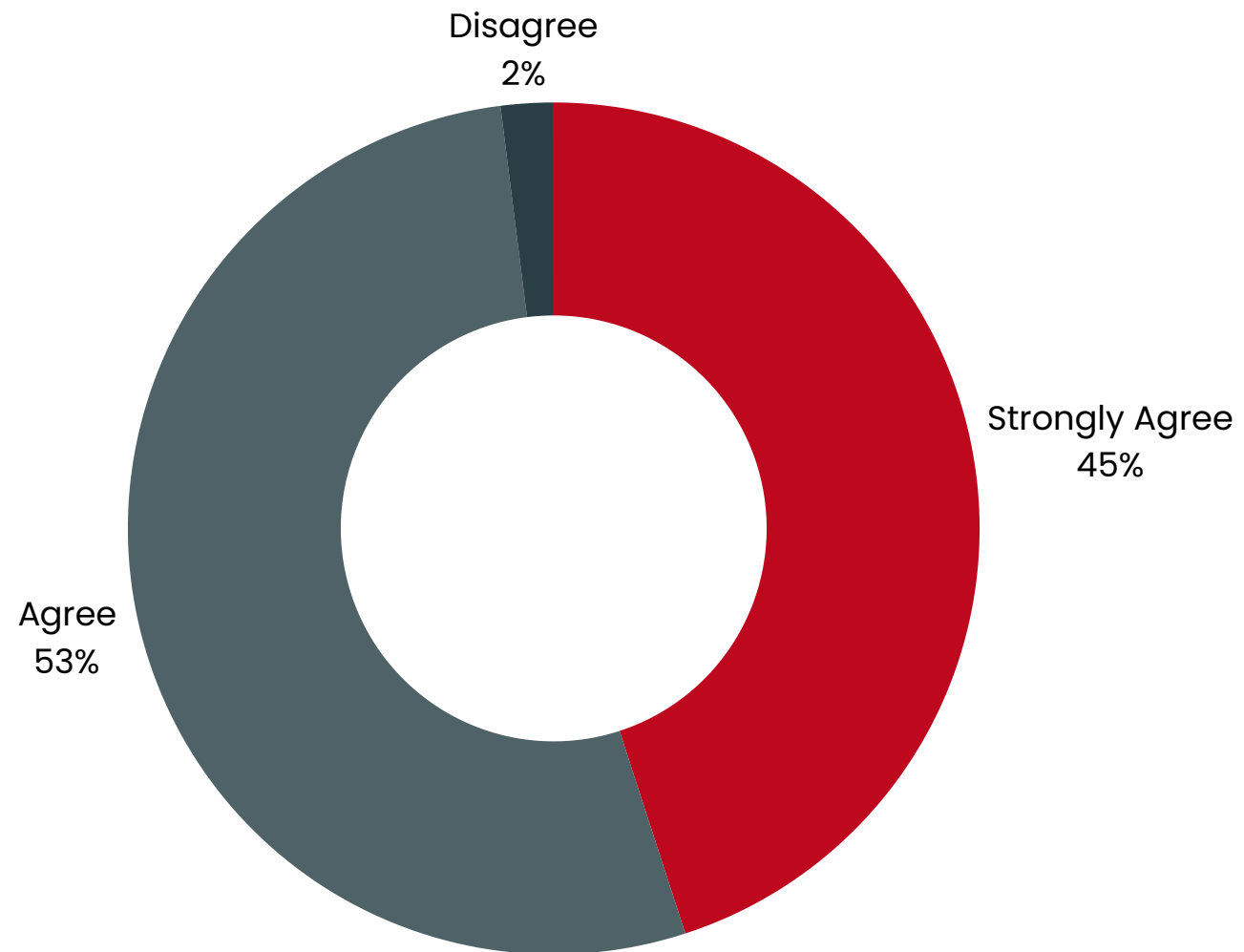
Our Action

We will continue to improve how drivers manage availability and receive shift information through the app.

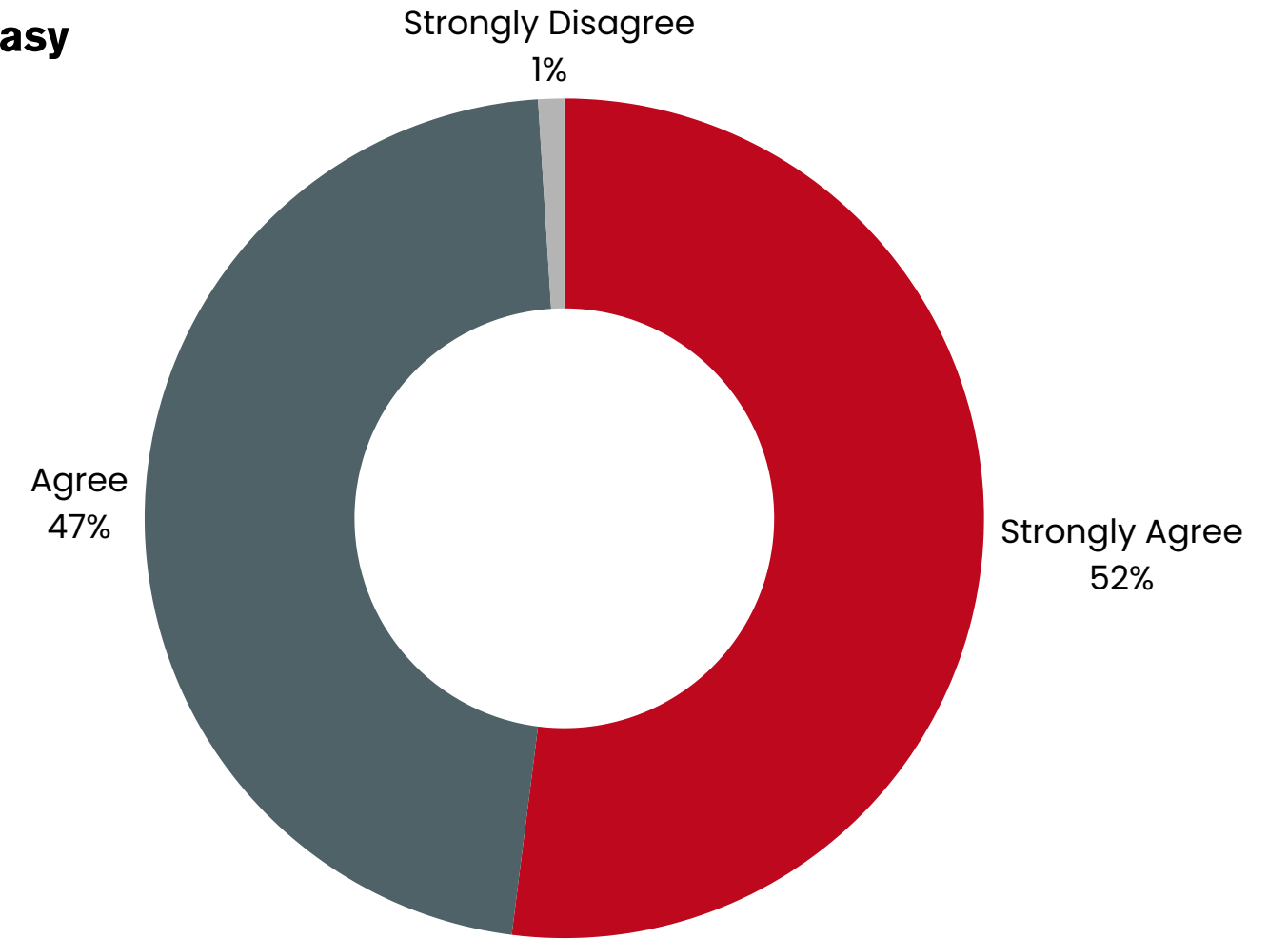
Driver App & Technology Managing Shifts & Hours

Drivers find it straightforward to accept shifts and submit hours using the app.

Accepting Shifts is Easy



Uploading Hours is Easy



Our Action

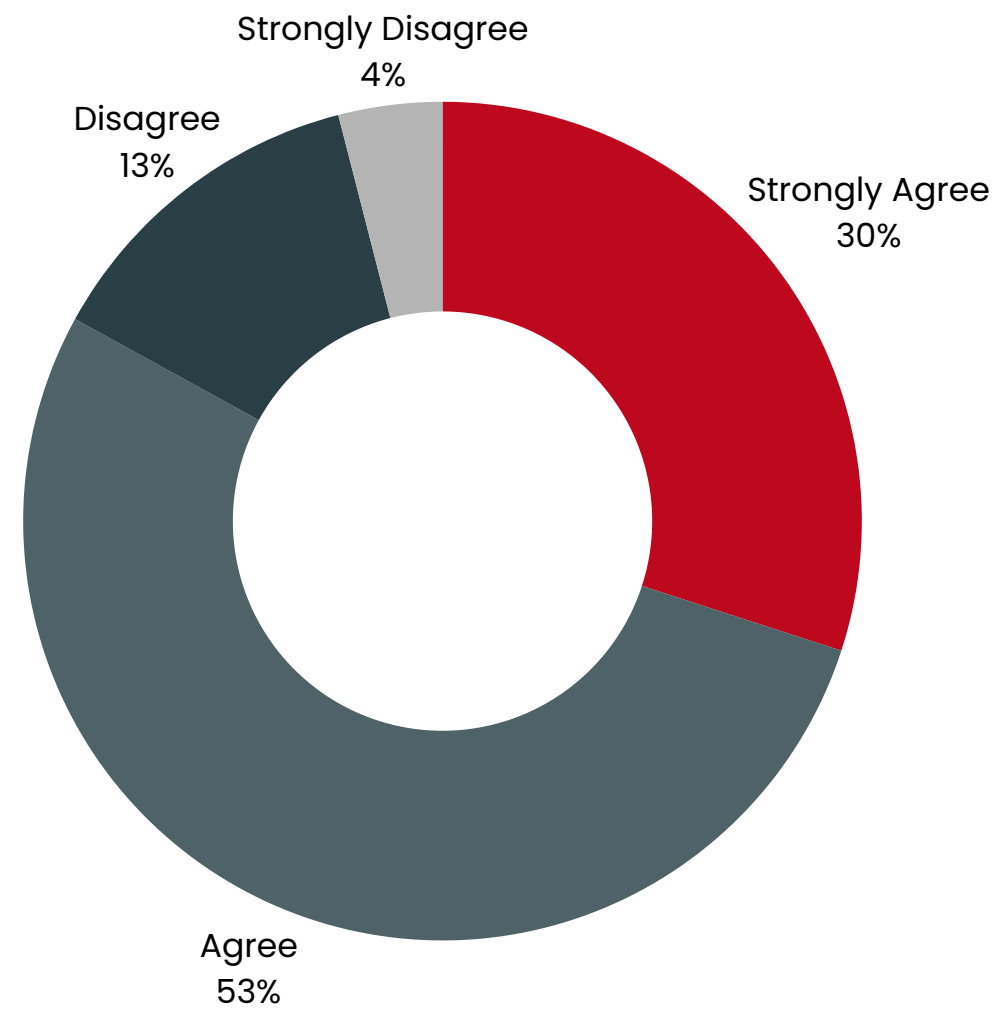
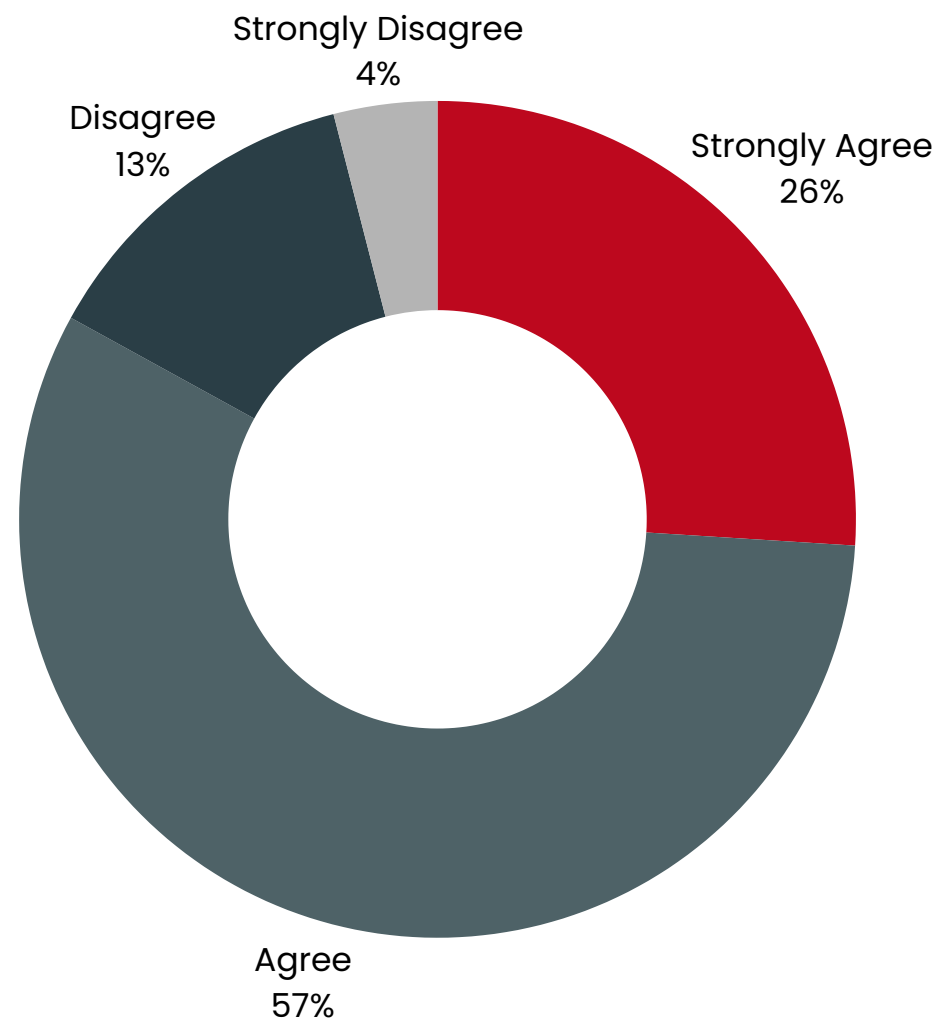
We will continue to enhance app functionality to ensure drivers can manage shifts and submit hours quickly and efficiently.

Driver Benefits

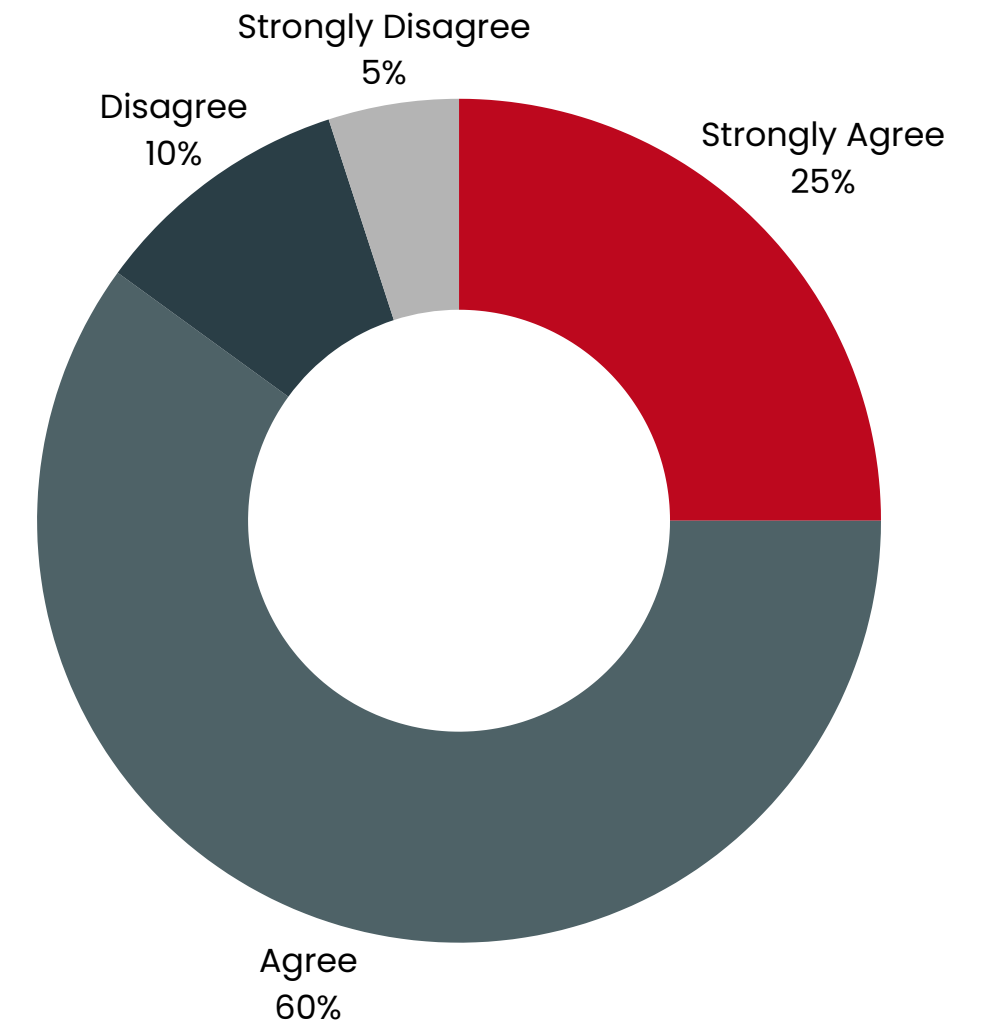
Drivers who use the benefits package report positive feedback across value, savings and support tools.

Keeps Up to Date with Toolbox Talks

Toolbox Talks are Useful and Informative



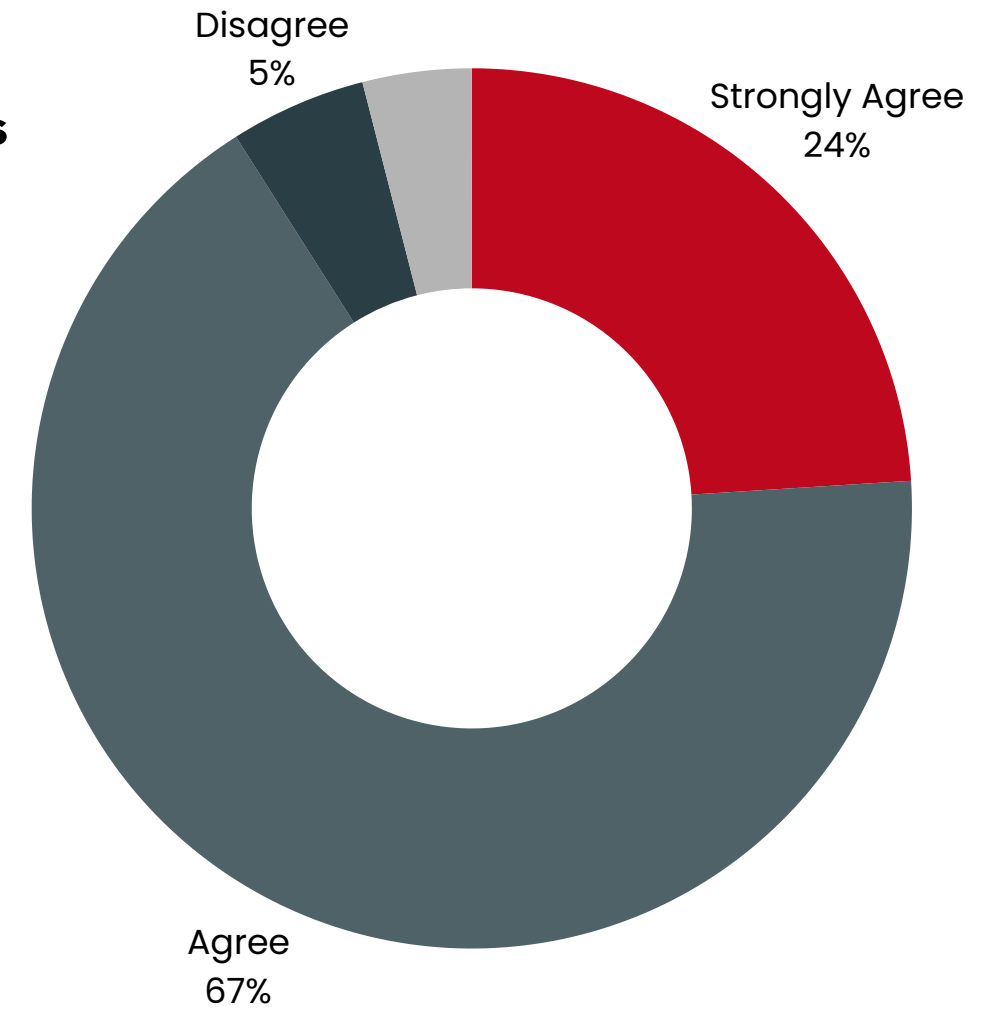
Benefits Package is Valuable



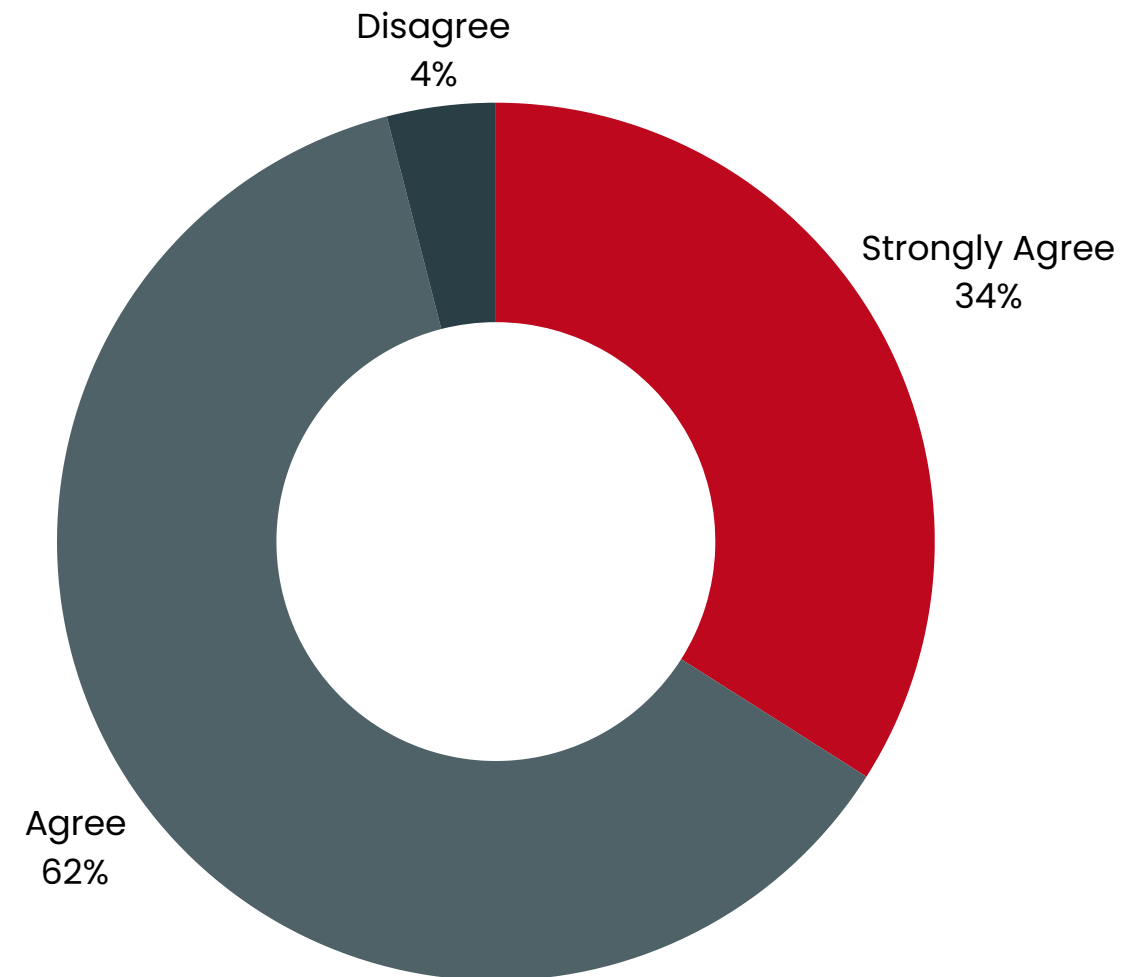
Driver Benefits

Additional elements of the benefits package provide ongoing support, from training to everyday savings.

Savings Through Driver Rewards



Crisis Support is Valuable



Our Action

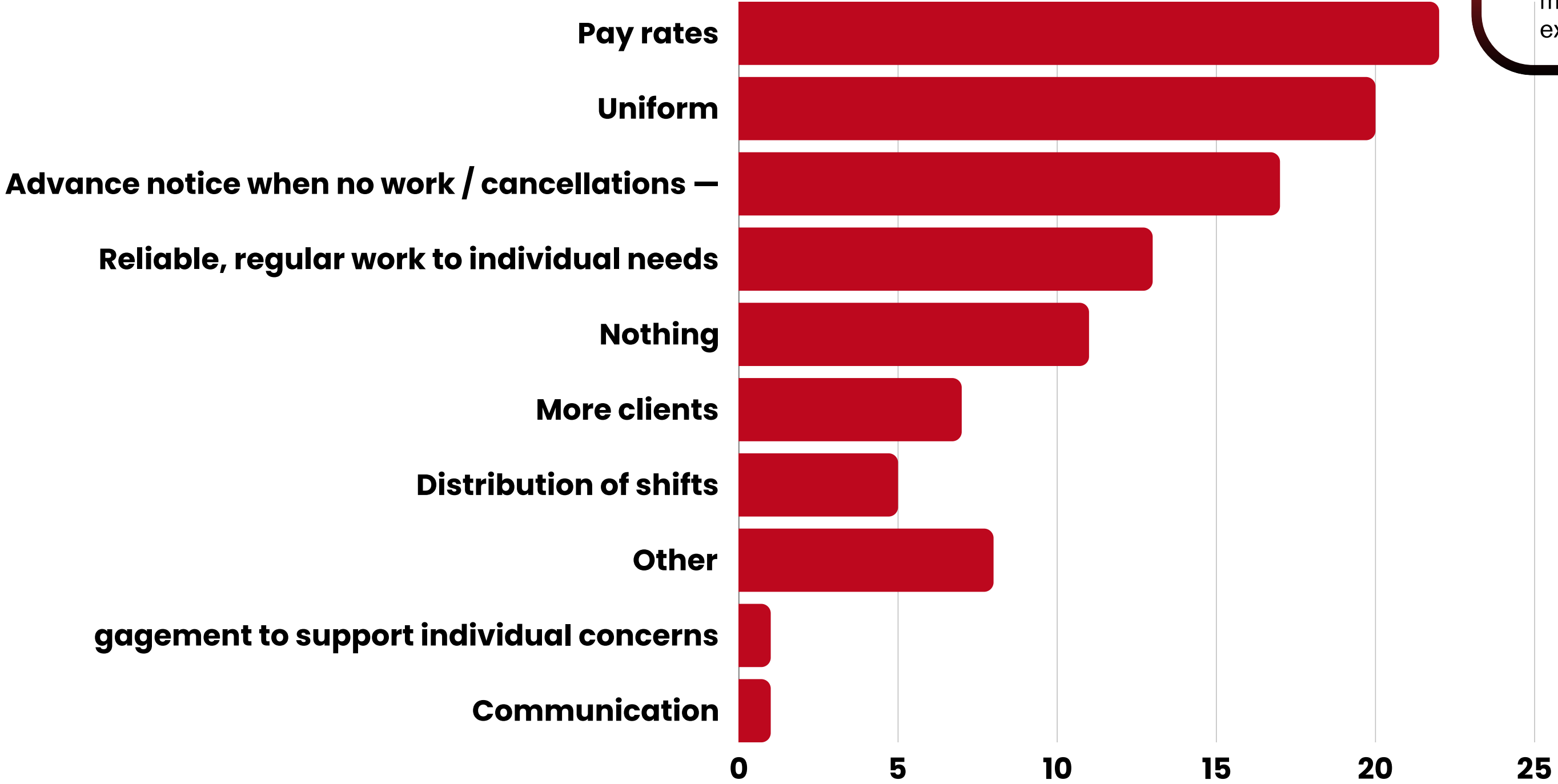
The focus is on strengthening engagement with the benefits package, ensuring more drivers are aware of and making use of the support available.

Where We Can Improve

Driver feedback highlights the areas where improvements would have the greatest impact on day-to-day experience.

Our Action

Pay, consistency of work and visibility of shifts stand out as the areas that matter most to drivers. These are the areas where small improvements can make a noticeable difference to overall experience.





Thank you for taking the time to share your feedback. Your insight plays an important role in how we continue to improve our service, support our clients and strengthen our delivery.

We look forward to continuing to work in partnership with you.

Leann Lewis
Operations Director

