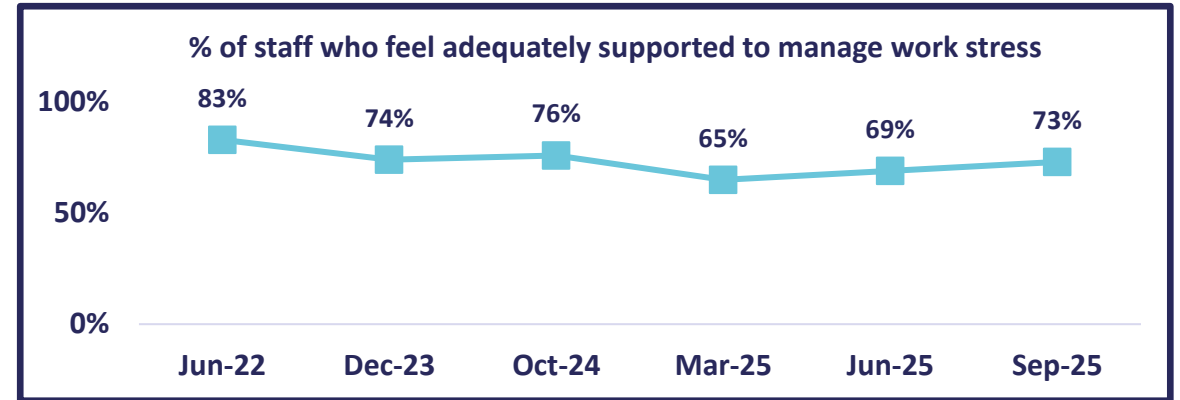
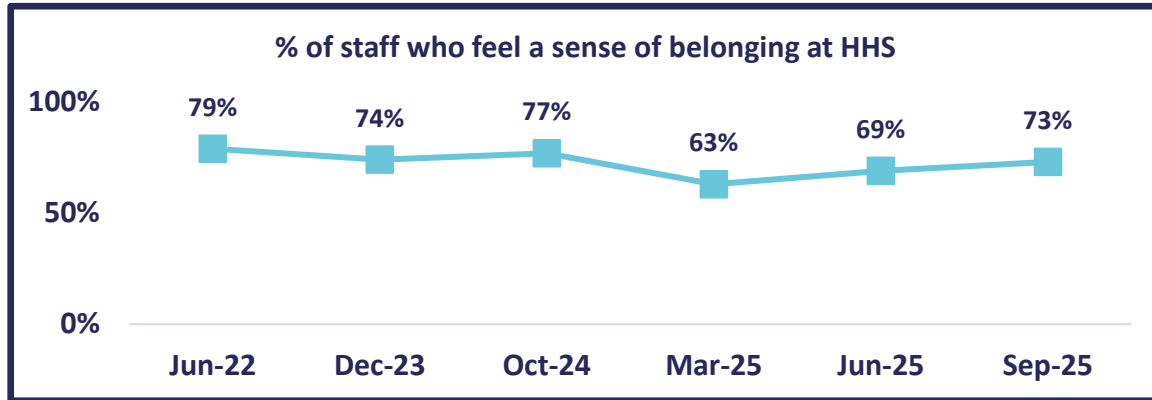
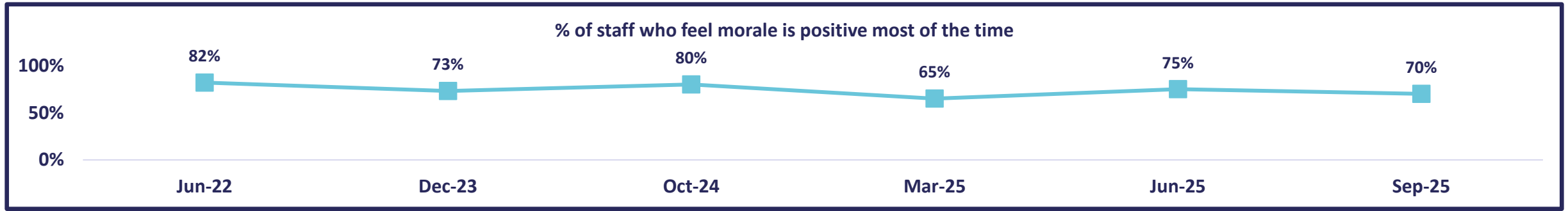


Quarterly Trend Report

Updated: October 2025



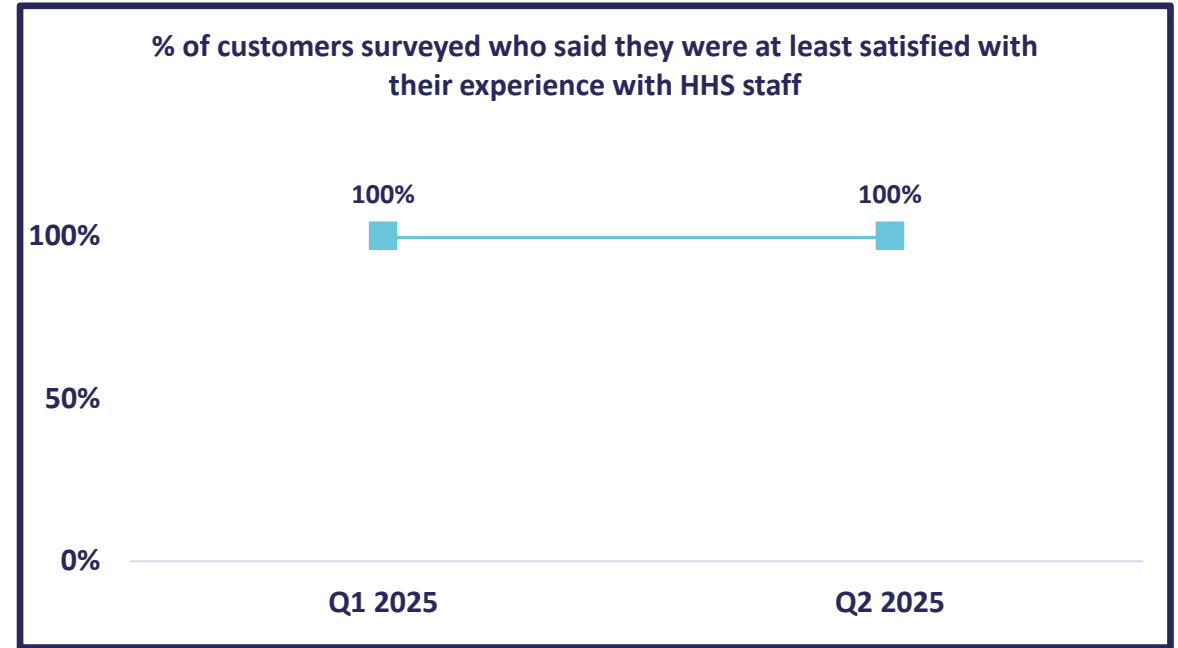
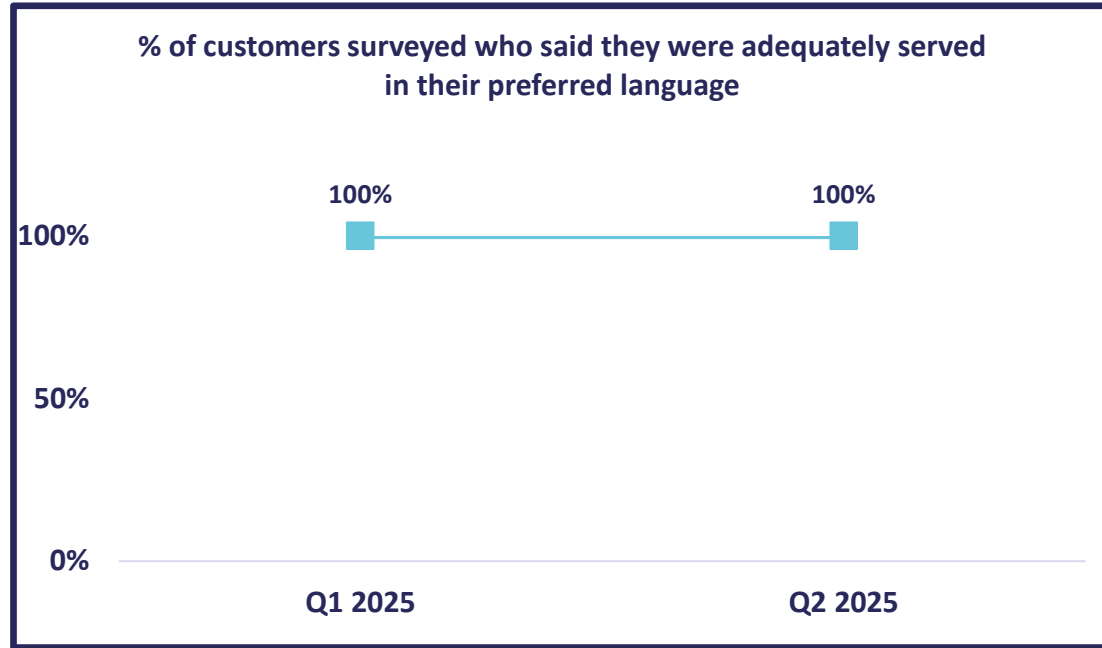
Employee Engagement



What does this tell us?

This quarter's employee engagement measures shows that our three key measures have remained relatively stable compared to last quarter. While we see a slight dip in morale, this is balanced by a small rise in both belonging and work stress. However, a look at the longer-term trend over the past three years reveals a slight downward trajectory across all three measures.

Customer Satisfaction



What does this tell us?

We've completed another quarter of our customer satisfaction survey pilot, and the results continue to be very high. This is certainly encouraging! However, it's important to remember that we're still working with a very small sample size. While these initial findings are positive, it's too early to draw any definitive conclusions about overall customer satisfaction.