#### Employee Engagement and Satisfaction Survey

Fill in each circle completely using a DARK BLUE or BLACK PEN, not a pencil. Do not use "x" or "/" marks. To ensure your anonymity, mail your completed survey in the postage-paid envelope provided. Upon receipt of your survey, your answers and comments will be added to those of your fellow workers and summarized as a group. The number in the right hand corner of this document is for data processing only and cannot be tracked to any individual's survey responses. If you have any questions or comments contact Best Companies Group at support@bestcompaniesgroup.com.

		Disagree Somewhat		Agree Somewhat	Agree Strongly	Not <u>Applicable</u>
1. Overall, I am very satisfied with my dealership	O	O	O	O	O	O
How do you feel about each of the following specific matters?	(Fill in a	single respo	nse for ea	ach stateme	nt below)	
2. This dealership's leadership:		Disagree Somewhat		Agree Somewhat	Agree Strongly	Not Applicable
I understand the long-term strategy of this dealership	O	O	O	O	O	O O
well being Senior leaders live the core values of the dealership	<b>O</b>	O	O	<b>O</b>	<b>O</b>	C
The leaders of this dealership are open to input from employees	O	O	O	O	O	O
3. The dealership's corporate culture and communications:				Agree Somewhat		Not Applicable
This dealership's corporate communications are frequent enough		O	O	<b>O</b>	O	O
This dealership's corporate communications are detailed enough. This dealership effectively communicates its progress towards	<b>O</b>	O	O	O	<b>O</b>	O
meeting departmental goals						
is doing financially	O	<b>9</b>	<b>O</b>	•	<b>O</b>	O
I can trust what this dealership tells me	Q	•	O	<b>)</b>	<b>O</b>	O
This dealership treats me like a person, not a number						
that is well done	Q	<u>`</u>	<u>`</u>	<u>ā</u>	<b>o</b>	<b>o</b>
Staffing levels are adequate to provide quality products/services						
Quality is a top priority with this dealership	Q	ō	<u>O</u>	<u>o</u>	<b>O</b>	<b>o</b>
Safety is a top priority with this dealership	O	<b>9</b>	<b>O</b>	•	<b>O</b>	O
I believe there is a spirit of cooperation within this dealership						
My dealership enables a culture of diversity						
This dealership makes a strong effort to minimize discrimination	O	O	O	O	O	······
I like the people I work with at this dealership	O	O	O	O	O	······
At this dealership, employees have fun at work	C	O	O	O	<b>O</b>	······
I feel I can express my honest opinions without fear of negative consequences.	<b>O</b>	O	<b>C</b>	O	<b>o</b>	C
Changes that may affect me are communicated to me prior						
to implementation	O	O	O	<b>O</b>	O	C

4. Your role within this dealership:	_	_		Agree	_	Not
	<u>Strongly</u>	Somewhat	Neutral Neutral	<b>Somewhat</b>	Strongly	<u>Applicable</u>
I like the type of work that I do	O	O	<b>O</b>	O	<b>O</b>	O
I am given enough authority to make decisions I need to make	O	O	<b>O</b>	O	<b>O</b>	······
I believe my job is secure	O	C	<b>O</b>	O	O	······
Deadlines at this dealership are realistic						
I feel I am valued in this dealership						
I feel part of a team working toward a shared goal						
I am able to maintain a reasonable balance between work and						
my personal life	O	O	<b>O</b>	O	O	······
My job makes good use of my skills and abilities	O	O	<b>O</b>	O	O	······
I have a clear understanding of my job role	O	O	<b>O</b>	O	O	······
I understand the importance of my role to the success of						
the dealership	O	O	<b>O</b>	O	O	······
Most days, I feel I have made progress at work						
5. Your work environment:				Agree		Not
	Strongly	Somewhat	Neutral	Somewhat	Strongly	<b>Applicable</b>
My physical working conditions are good	O	<b>O</b>	Q	O	<b>O</b>	Ο
My general work area is adequately heated/cooled						
There is adequate noise control to allow me to focus on my wo						
My workspace has adequate privacy for me to do my job	O	•	····· •	······································		O
I feel physically safe in my work environment	Q	O	O		0	<b>O</b>
r y y						
6. Your relationship with your immediate supervisor:	Disagree	Disagree		Agree	Agree	Not
				Somewhat		Applicable
My supervisor treats me fairly						
My supervisor treats me with respect						
My supervisor handles my work-related issues satisfactorily						
My supervisor handles my personal issues satisfactorily						
My supervisor acknowledges when I do my work well						
My supervisor tells me when my work needs improvement		······	<b>.</b>		<b>.</b>	
My supervisor is open to hearing my opinion or feedback	······	······	<b>9</b>		<b>9</b>	
My supervisor wants me to develop to my fullest potential	<b>9</b>	······	<b>9</b>		9	
I feel I can trust what my supervisor tells me						
Treet I can trust what my supervisor tens me	J	<b>J</b>	9	9	•	
7. Training, development and resources:	Disagree	Disagree		Agree	Agree	Not
•				Somewhat	Strongly	<b>Applicable</b>
This dealership provided as much initial training as I needed						
This dealership provided as much initial training as I needed  This dealership provides as much ongoing training as I need						
This dealership provides as much ongoing training as I need  This dealership provides the technology, equipment and		·······	•		•	
resources I need to do my job well	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$
The computer or other hardware I use to do my job is dependable to the computer or other hardware I use to do my job is dependable.		······	<b>.</b>		<b>.</b>	
The software and program applications I use to do my job are	ne <b>J</b>	······	•		•	
adequate	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$
Technology issues are resolved in a timely manner		······	<b>.</b>		<b>.</b>	
Technology issues affecting my work are communicated to me		······	<b>J</b>	•	•	
in a timely manner	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$
This dealership helps me pursue a career path that aligns	<b>J</b>	J	<b>J</b>	🥥	•	
with my skills and interests	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
This dealership encourages me to develop professionally and/o		J	🔾	•	•	
		$\circ$	$\circ$	$\circ$	$\circ$	$\circ$
acquire new skills	<b>9</b>	•	•	<b>9</b>	•	
II I do good work, I will be rewarded	🗸	🔰	🔰	😏	🗸	

8.	Pay and Benefits:		Disagree Somewhat		Agree Somewhat		Not Applicable
	pay is fair for the work I perform						
Ove	erall, I'm satisfied with this dealership's benefits package	<b>O</b>	C	<b>C</b>	C	<b>C</b>	C
Spe	ecifically, I'm satisfied with the:						
Am	nount of vacation (or Paid Time Off)	<b>O</b>	<b>O</b>	<b>O</b>	O	<b>o</b>	C
Sic	k leave policy	C	<b>O</b>	<b>O</b>	<b>O</b>	<b>O</b>	C
	ount of healthcare paid for						
Der	ntal benefits	<b>C</b>	<b>O</b>	<b>O</b>	<b>O</b>	<b>C</b>	C
Vis	ion care benefits	<b>C</b>	<b>O</b>	<b>O</b>	<b>O</b>	<b>C</b>	C
Ret	irement plan benefits	<b>O</b>	<b>O</b>	<b>O</b>	<b>O</b>	<b>O</b>	C
Life	e insurance benefits	C	<b>O</b>	<b>O</b>	<b>O</b>	<b>O</b>	C
Dis	ability benefits	<b>C</b>	<b>O</b>	<b>O</b>	<b>O</b>	<b>C</b>	C
Tui	tion reimbursement benefits	C	O	<b>O</b>	O	<b>C</b>	C
9. (	Overall feelings about your employment experience:		Disagree Somewhat		Agree Somewhat		Not Applicable
	st days, I look forward to going to work						
My	job provides me with a sense of meaning and purpose	Q	<u>Q</u>	<u>C</u>	<u>O</u>	<u>C</u>	O
Ian	n proud to work for this dealership	O	O	O	O	O	O
1 ie	el this dealership has created an environment where I can do my best work	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$
I an	n willing to give extra effort to help this dealership succeed	O	O	O	O	O	O
I pl	an to continue my career with this dealership for at least two more years						
T	at least two more yearsould recommend this dealership's products/services to a friend.	O	O	<b>O</b>	O	<b>O</b>	O
Iw	ould recommend working here to a friend	0	0	O		0	
	NOTE: We recommend that you do not include your name open-ended questions listed below. Please					ponses to	the two
10.	What does this dealership do that makes it a place where p	people wo	uld want to	work?			
11.	What can this dealership do to increase your satisfaction a	nd produ	ctivity as a	n employ	ree?		

The following questions are for classification purposes only. They will not be used to identify any individual. Please fill in only one response per question.

12.	How long have you worked for this dealership?		
	Less than one year	17. Which of the following best describes your role?	
	One year to less than two years		0
	Two years to less than five years		0
	Five years to less than ten years	Department Management	0
	Ten years or more	0.1	0
	Prefer not to answer		0
	Tioler not to uniswer	Administrative Support	0
13.	In what year were you born?	Other	<b>O</b>
	Example: 1990		
14.	What is your gender?		
	Female		
	Male	ı	
	Non-Binary	18. In which department do you work?	
	Prefer not to answer	New Vehicle Sales	$\bigcirc$
		Used Vehicle Sales	
15.	What is your ethnic background?	Service Sales	
	Black or African-American		
	Asian		
	White or Caucasian	F&I	
	Hispanic or Latino	Office/HR/Communications	
	Native American (not Pacific Islander)		
	Pacific Islander		
	Bi-Racial or Multi-Racial		
	Prefer not to answer		
16.	Which is your job status?		
	Full-Time		
	Part-Time (		

Thank You for Your Participation!

For questions or comments, please email support@bestcompaniesgroup.com.