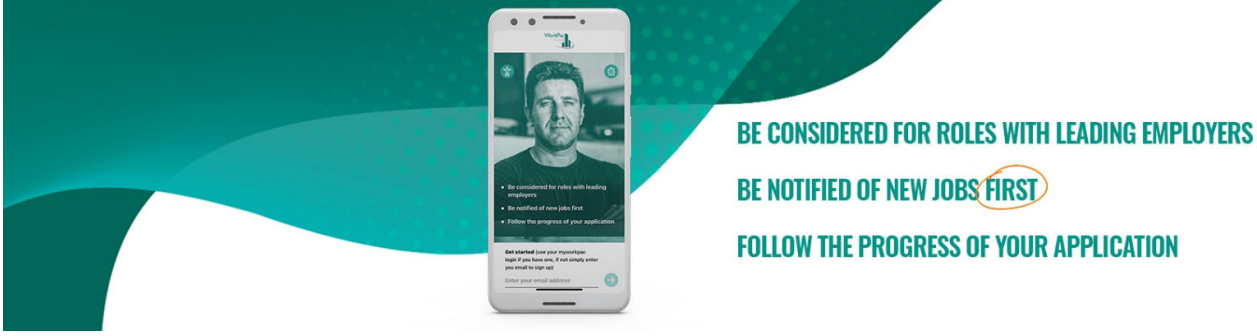
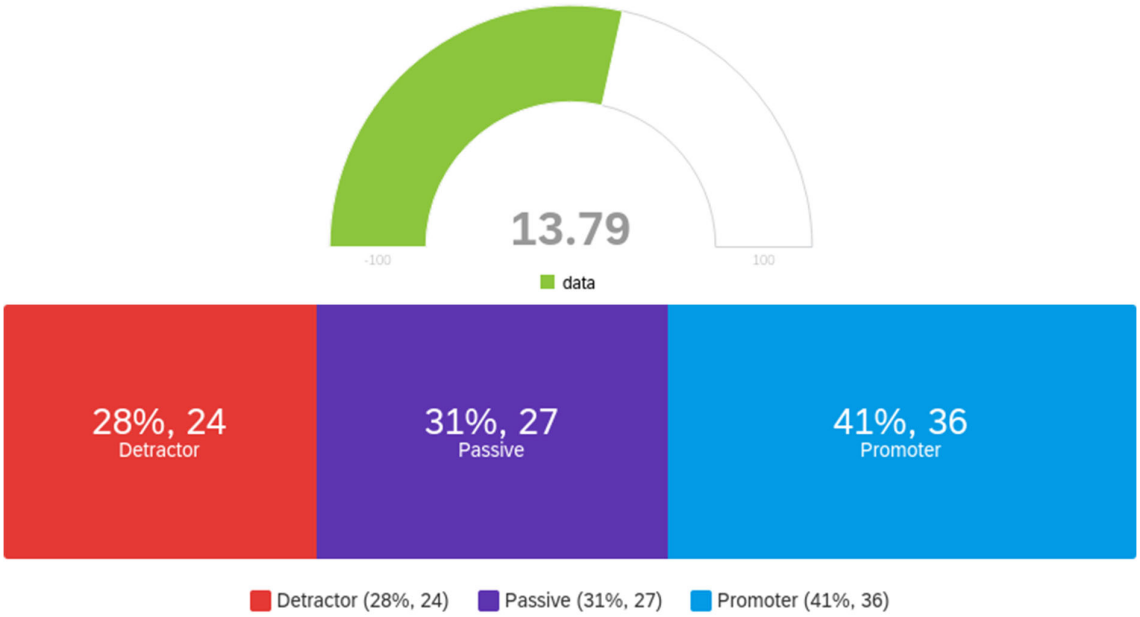


Pre app launch Applicant Survey
Prospect Experience
Purpose: Gather feedback from applicants on their prospect experience before introducing app to establish a base line satisfaction
Sent to: 400 East coast based FTMs who had applied for work in April 2021
Number of respondents: N = 87

NPS = +13.79



NPS commentary very mixed with some people receiving a great responsiveness and others not hearing back

Positive examples
“very helpful and responsive kept in touch and informative regarding expectations and chances”
“I find it very straight forward and clear w hen applying g for workpac positions. The communication is straightforward and punctual. I have also referred two people to WorkPac positions recently. Would be fantastic to join the company.”
“at least you got back to me some companies don’t bother to give you the time of day”

Negative example
“Never heard a word from WorkPac not even an application received”
“I apply for moxy jobs and rigid truck jobs never hear back and if I get a call they are rude and many of my friends don't apply for jobs on you site never hear back or call back”
“I received an initial phone call, however never receive any feedback after that. It is very unprofessional to leave a candidate hanging in limbo. I tried to call and left messages to let

me know. You should at least send an emailed, even if you have 100's of applications an automated email could have been sent. "
"I get phone calls about possible positions and then I never here anything further.
At least have the decency to inform me that my application can't proceed as there is something on my file to not employ.

Were you contacted by a member of WorkPac staff following your application?
94% Yes

How did you find out about the job vacancy with WorkPac?
67% from Seek Ads

Provide your feedback on the following. (strongly disagree to strongly agree)
87% agree or strongly agree that the initial application was simple and straightforward
87% agree or strongly agree that the initial response time was an acceptable time frame
67% agree or strongly agree that they felt well informed on the status of their application throughout the process
80% agree or strongly agree that WorkPac Staff were responsive and respectful of the applicants time
69 % agree or strongly agree that WorkPac Systems and tools made the digital experience simple and straight forward
76% agree or strongly agree that they felt valued and respected throughout the process
76% agree or strongly agree they were given sufficient opportunity to convey their suitability for the role
96% agree or strongly agree that they have all the skills needed to fulfil the role

What was the outcome of your application – 59% haven't heard back or are still waiting to hear

I got the job	30%
I didn't get the job	8%
I don't know, I never heard back	21%
I'm still waiting to hear	38%
I withdrew my application	2%

Rank your experience with WorkPac's application process in comparison to other companies

Ease of engagement ie simple to deal with
44% believe we are better or much better
90% believe we are same, better or much better

overall communication
43% believe we are better or much better
88% believe we are same, better or much better

responsiveness and turn around times
47% believe we are better or much better
84% believe we are same, better or much better

systems and tools
43% believe we are better or much better
92% believe we are same, better or much better