



# BPS

The Bison Performance Score

# BPS Premise

Improve Employee Satisfaction Level (Driver and Non-Driver)



Increase Retention & Become A More Attractive Employer



Build Higher Caliber Team



Improve Our Service To Customers



Reduce Likelihood Of Customers Looking For Alternate Suppliers  
&  
Improve Our Chances Of Increasing Volumes and Rates

# BPS- Details

## Driver Satisfaction (1/3)

Driver Retention

Driver Referrals

Driver Survey

## Non-Driving Employee Satisfaction (1/3)

Non-Driving Retention

Non-Driving Referrals

Non-Driving Survey

## Customer Satisfaction (1/3)

Delivery On-Time Performance (LOS)

Customer Survey

# Satisfaction Survey

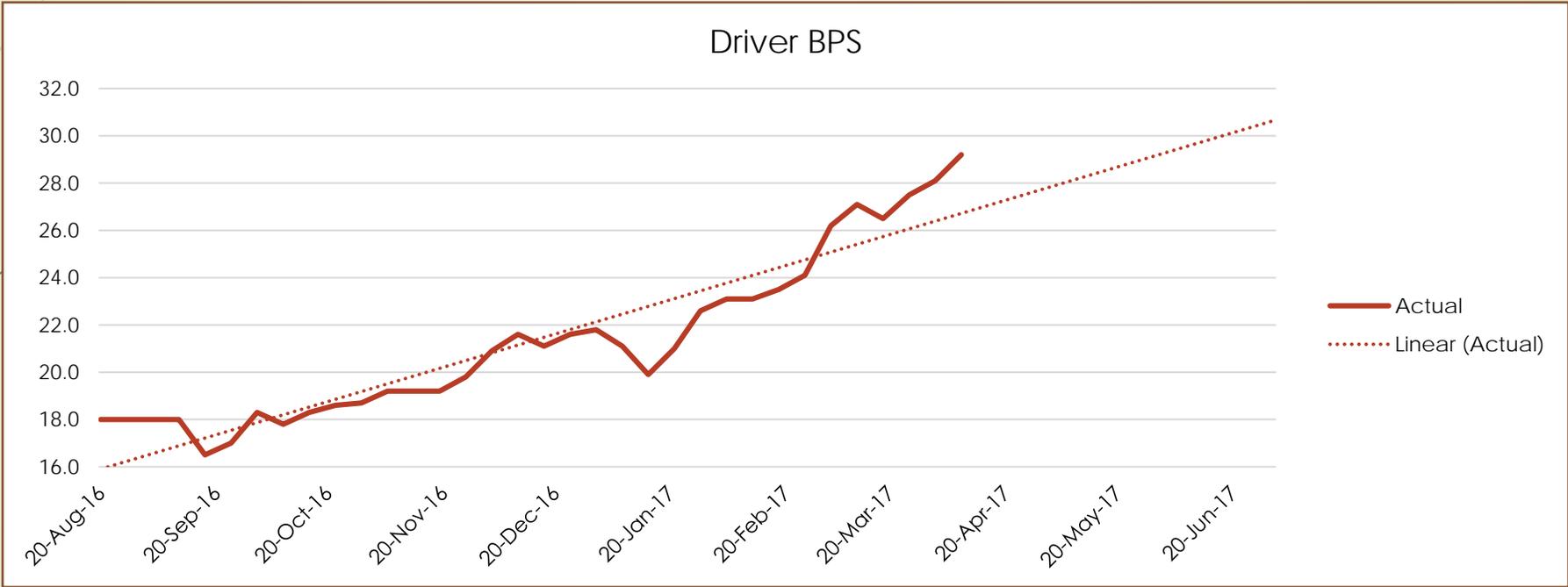
How would you rate your current satisfaction level working at Bison?

Click or tap the rating which best represents your experience.



Your feedback is valuable and will only take 5 seconds.

# Our Results - Driver

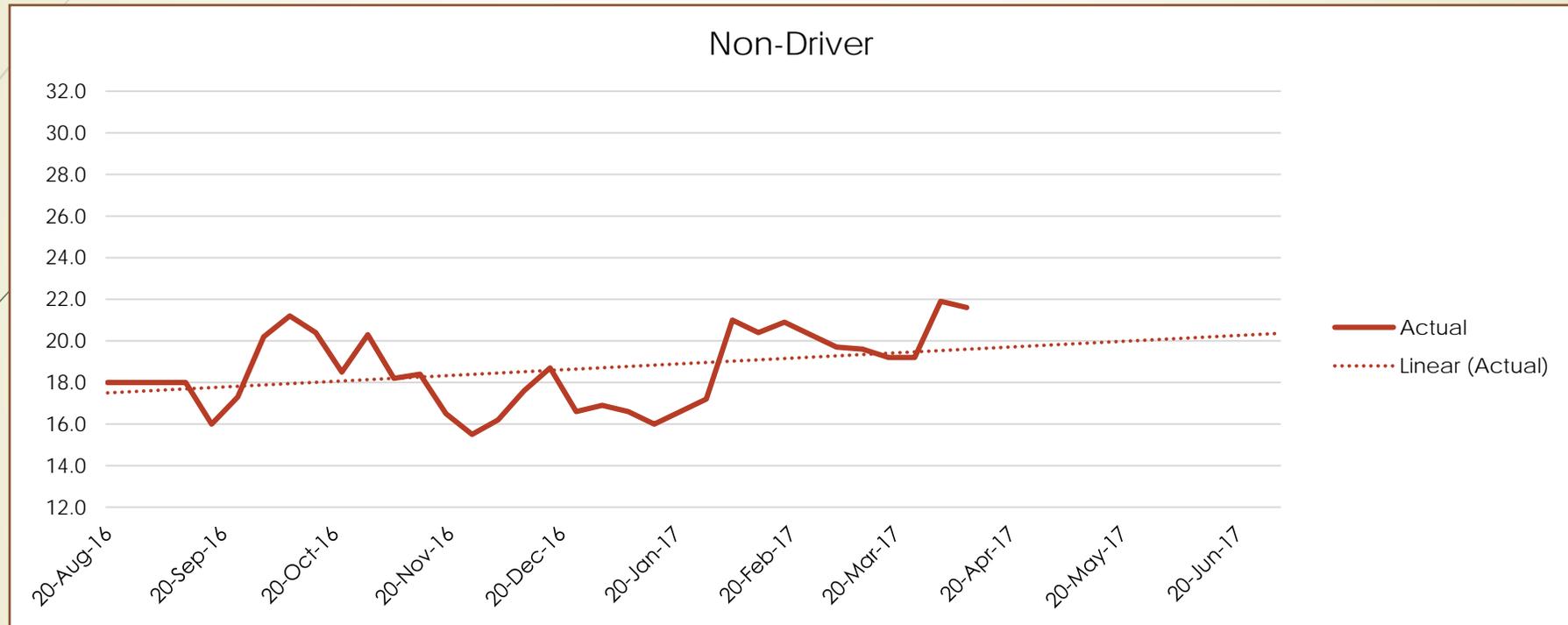


Turnover was 21.62%

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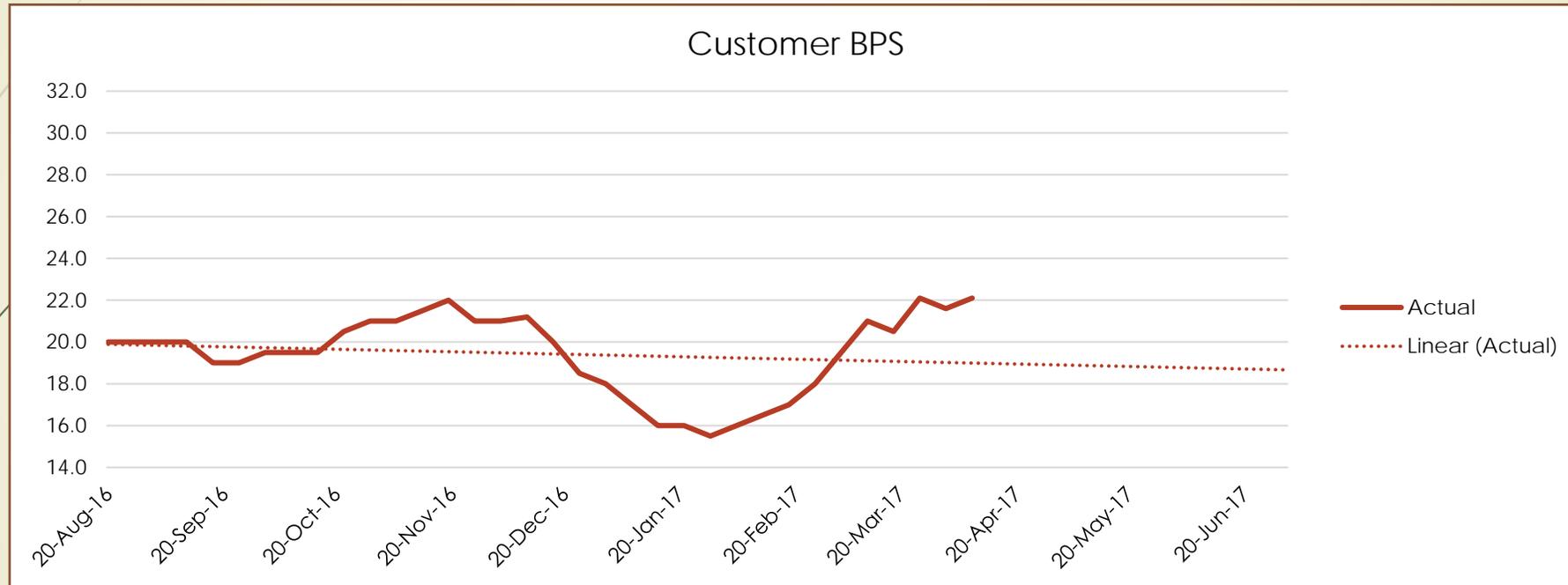
20.02% today

# Our Results – Non-Driver



*Basic opportunities like washroom supplies at night and weekends were previously overlooked.*

# Our Results - Customer



*"Over the past week, roads were closed for 36+ hours. Your recovery was 3 days +. My biggest concern is no one said what day you would be up and running normal service."*

# Closing Comments

We want to elevate our performance to clearly separate ourselves from our peers in the industry.

We have definitely benefited from the introduction of an organized feedback mechanism along with a more global performance KPI platform.

Our plan is for the BPS initiative to live long past our current 4DX campaign.

**Our Bet: Continued focus on our Bison Brand -> A Bigger and Better Business**