

Employee Engagement

Our Approach to Employee Engagement

A hallmark of our work culture is our commitment to active listening. We solicit input from employees and encourage them to contribute ideas and give voice to concerns. Our open door policy exists because we know that welcoming employees' points of view offers the surest path to company wide gains.

We maintain open lines of communication through a mix of channels, including quarterly employee surveys, roundtable discussions, employee engagement committees, a robust online community and town halls. Throughout the year, employees engage within our digital workplace community, and our executive team conducts virtual town halls and regular operating review meetings with business leaders.

Capturing and Addressing Employee Sentiment

Companywide feedback contributes substantially to how XPO tailors workplace opportunities, benefit programs and more to best serve the needs of our employees and their families. Our CEO conducts a quarterly

engagement survey to track employee job satisfaction and gather feedback on what we're doing well and where we can improve. Surveys of our wired workforce have led to a variety of new benefits, including the creation of our tuition reimbursement program, employee stock purchase program, family bonding leave and other programs. In 2021, the quarterly surveys generated a total of nearly 21,000 responses, which were read by the executive leadership team and resulted in the creation of action plans to address employee feedback.

We also conduct surveys of our non-wired frontline employee population to better understand their level of satisfaction at XPO and their perspectives on safety, work environment, customer satisfaction and more. In 2021, our LTL business conducted its second annual hourly employee survey, garnering nearly 6,300 responses. Many of these findings are now driving real decisions. Analysis of the results yielded hundreds of localized action plans to address issues ranging from compensation to work processes to safety improvements.

