

# Employer survey results

The CSS Pension Plan surveyed employer members of the Plan between Dec. 15, 2022 and Jan. 13, 2023. During that timeframe, we received 86 total responses from participating CSS employers. The survey aimed to collect responses from senior leaders who oversee their organization's membership in the CSS Pension Plan.

Employer responses show strong levels of familiarity with the CSS Pension Plan and strength in our reputation. The main reason why employers offer the CSS Pension Plan as part of their total rewards packages is to help their employees achieve financial security in retirement - this reason shows alignment between employers and the CSS Pension Plan's overall purpose statement.

Employers highly value CSS' in-plan retirement income options, complimentary advisory services for members, and co-operative governance structure. Results also show that employers prefer using digital communication methods when interacting with CSS and administering benefits to their employees.

Some employer comments pointed to a need for enhanced digital tools and education for administrators, and more education and information about the Plan for their employees, particularly new hires.



## Reputation

### Reputation rating



91% of employers rated the Plan's reputation as either "very good" (64%) or "good" (27%).

### Top 2 reasons why employers offer CSS benefits



89%

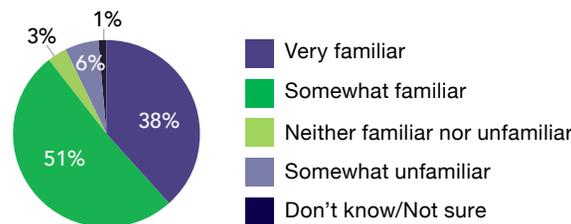
of employers said they offer CSS to help their employees achieve financial security in retirement



56%

of employers said they offer CSS to be competitive in attracting and retaining talent

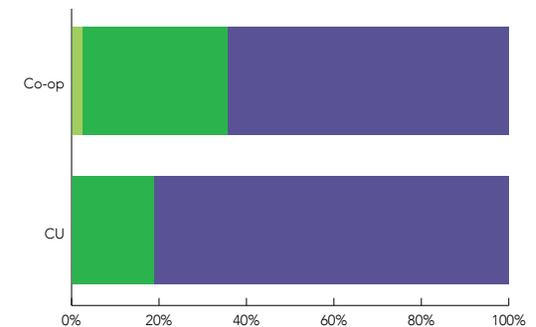
### Familiarity with CSS Pension Plan



The majority of employers surveyed are familiar with the CSS Pension Plan. Approximately 38% said they are "very familiar" with CSS, while 51% said they are "somewhat familiar".

Familiarity with CSS was slightly higher amongst credit union employers (49% "very familiar") vs. retail co-operative employers (33% "very familiar").

### Total rewards value



Very important  
Somewhat important  
Neither important nor unimportant

Overall, 72% of employers said the CSS Pension Plan is a "very important" part of their organization's total rewards package. This rating was slightly higher among credit union employers (81%) than co-op employers (64%).

# Information, programs and services

## Top 3 unique values



**88%** said it is “very important” the Plan offers retirement income options

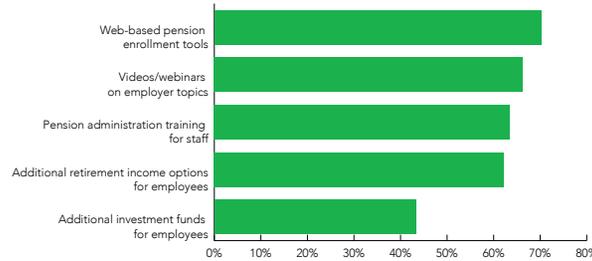


**84%** said it is “very important” their employees have access to complimentary advice through CSS Retirement and Pension Advisors



**78%** said it is “very important” that the Plan is a member-owned and controlled co-operative

## Most valuable self-serve tools



When asked how valuable the self-serve tools above would be to their organizations, most employers (70%) said web-based pension enrollment and other online administration tools would be “very valuable”. CSS is working on adding online enrollment services for employers as part of its website redesign project.

## Preferred method of communicating to employees



To communicate the benefits of the CSS Pension Plan to their employees, 60% of employers prefer using a combination of their HR department and direct communication from the CSS Pension Plan.

## Top 3 preferred methods of receiving information

### Sources employers prefer

Website/  
myCSSPEN for  
employers



▶ 79%

Email  
communications  
(e.g. Employer  
E-Update)



▶ 79%

CSS Pension  
Plan (via email  
or telephone)



▶ 51%

### Sources employees use most often

Use a combination  
of both their  
employer and CSS



▶ 56%

Use their employer  
HR department



▶ 22%

Use information  
directly from the  
CSS Pension Plan

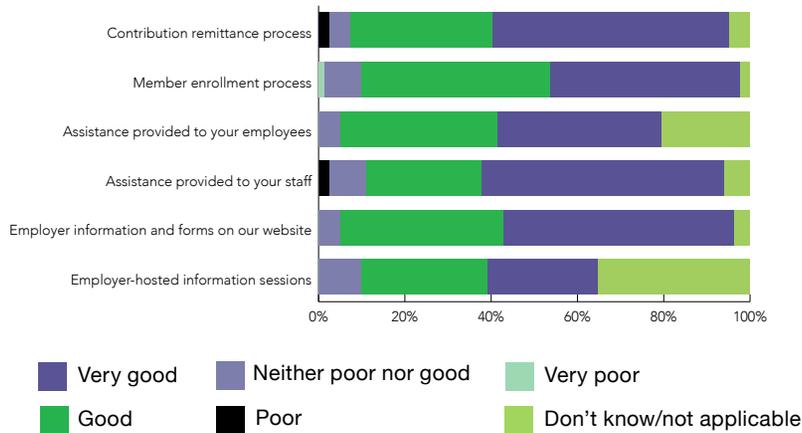


▶ 14%

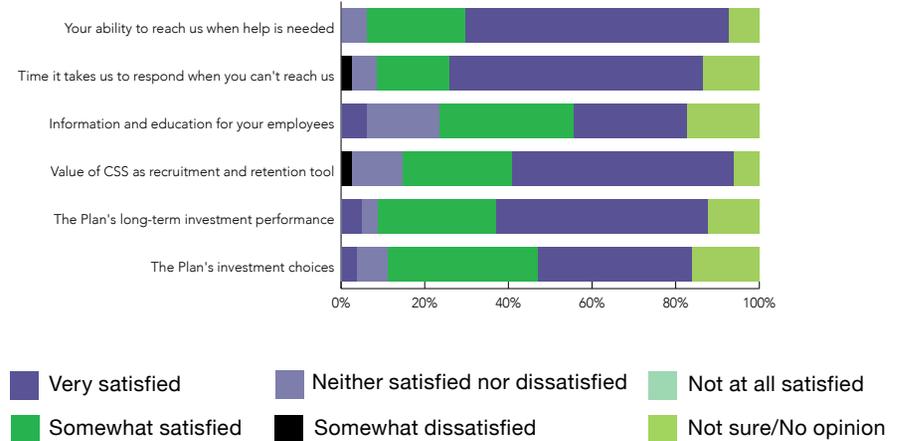
An even split of employers said they prefer to get information about administering CSS benefits either directly from the Plan’s website/myCSSPEN employer portal (79%) or via email communications such as the Employer E-Update (79%).

When asked which source their employees use most often to obtain pension-related information, 56% of employers said their staff use a combination of both the employer HR department and information directly from the CSS Pension Plan. Most employers (60%) prefer CSS communicate to their employees using this combination approach.

## Rating of experience in the following areas



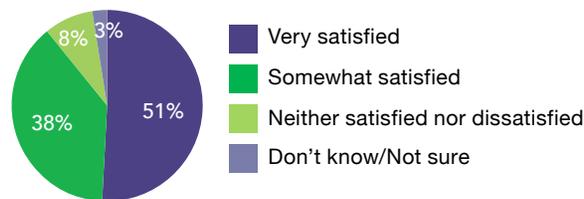
## Satisfaction with service provided by CSS



Most employers rated CSS' contribution remittance process, the assistance CSS provides to employer's HR/payroll staff, and the employer information and forms available on the CSS website as either "very good" or "good". While still favourable overall, ratings were slightly lower for CSS' member enrollment process, the assistance CSS provides to employee members, and CSS' employer-hosted information sessions.

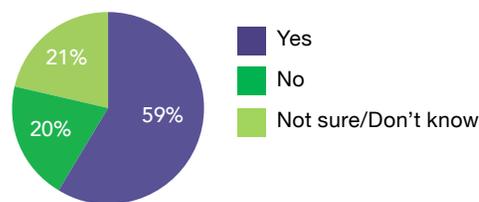
Employers reported high satisfaction levels regarding their ability to reach CSS when they need help (63% "very satisfied"), the time it takes CSS to respond to inquiries (60% "very satisfied"), and the Plan's long-term investment performance (51% "very satisfied"). Employers were less satisfied with the information and education programs for their employees, as well as the Plan's investment choices.

## Satisfaction with information



89% of employers are either "very satisfied" (51%) or "somewhat satisfied" (38%) with the quality of information they receive from CSS. Satisfaction was highest amongst larger employers with 201-500 employees (63% "very satisfied") and 500+ employees (75% "very satisfied").

## Partnership with CSS



When asked if they consider CSS to be an extension of their HR team (e.g. a partner in terms of administering pension benefits to the employer's employees), 59% said "yes", 20% said "no", and 21% said they weren't sure.

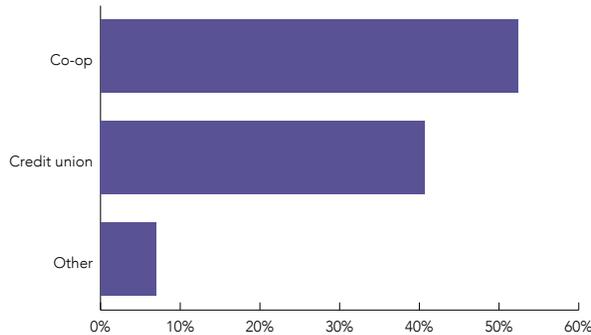
## Voice in governance decisions



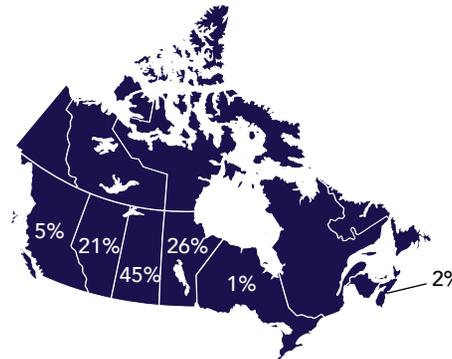
73% of employers say it is either "very important" (29%) or "somewhat important" (44%) that their organization has a voice in CSS governance decisions.

# Demographics of respondents

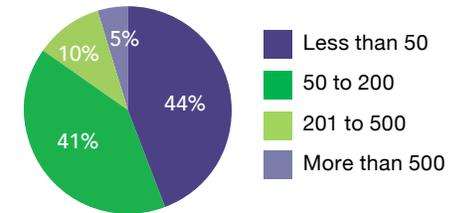
## Employer type



## Location of employer



## Number of employees contributing to CSS



Over half (52%) of the employers surveyed are retail/non-financial co-operatives, while 41% are credit unions or other financial co-operatives. Nearly 7% of respondents represented “other” types of co-operatives, including seed processing, healthcare and non-profit housing co-operatives.

In alignment with the actual demographics of the Plan, most of the employers surveyed are located in the prairie provinces of Saskatchewan (45%), Manitoba (26%) and Alberta (21%). The size of the employer organizations also mirror the actual demographics of CSS, with the majority of employers in the small to medium range (200 or fewer employees actively contributing to the Plan). This alignment with the actual employer distribution of CSS shows accuracy in the results of the survey.

“myCSSPEN for employers has been a real asset in sending forms to CSS.”

“Continue developing digital delivery and streamline administration.”

“We always receive great information and help when needed. That is very much appreciated!”