

Employer survey highlights

The CSS Pension Plan surveyed employer members of the Plan between November 28, 2024 to January 31, 2025. A total of 80 employers participated, representing a 25% response rate. The survey was distributed directly via email to 323 primary contact employers. The survey focused on key areas such as the Plan’s reputation, awareness and satisfaction, unique value, services and support.

The survey aimed to collect responses from senior leaders who oversee their organization's membership in the CSS Pension Plan.



80 total responses

from participating CSS employers

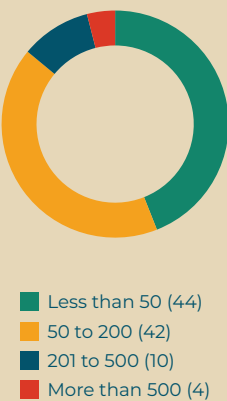
41 retail or other non-financial co-op 29 credit union or other financial co-op 10 other

Location of employers surveyed



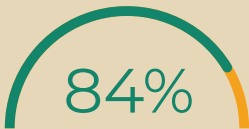
Most of the employers surveyed have head offices located in: Saskatchewan (35), Manitoba (20), Alberta (16), British Columbia (6) and Ontario (2).

Number of employees contributing to CSS



The majority of employers surveyed have less than 200 employees actively contributing to the Plan.

Top 2 reasons why employers offer CSS benefits



"To help our employees achieve financial security in retirement."



"To be competitive in attracting and retaining talent."

Top 3 unique values



86%

said it is "very important" the Plan offers retirement income options.



85%

said it is "very important" the Plan is a low-cost provider.



77%

said it is "very important" their employees have access to complimentary advice through CSS Retirement and Pension Advisors.

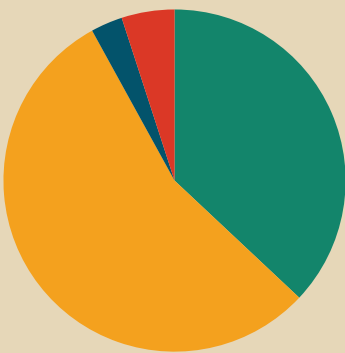
Employer responses show strong levels of familiarity and strength in our reputation.

Reputation rating



92% of employers rated the Plan's reputation as either "very good" (52%) or "good" (40%).

Familiarity with CSS



The majority of employers surveyed are familiar with the CSS Pension Plan.

Approximately 37% said they are "very familiar" with CSS, while 55% said they are "somewhat familiar".

Total rewards value

Overall, 81% of employers said the CSS Pension Plan is a "very important" part of their organization's total rewards package.

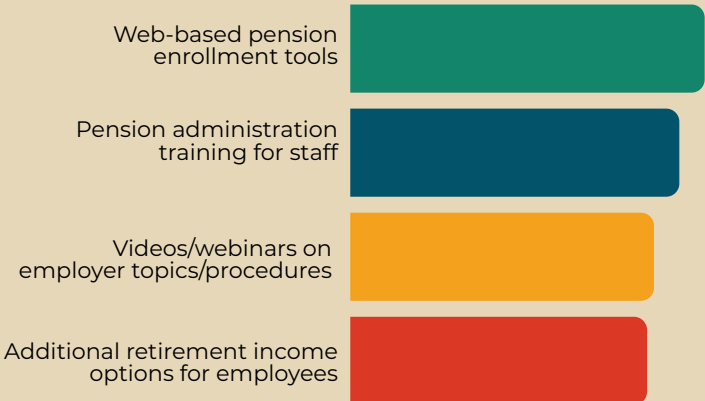
81% Very important

Preferred method of communicating to employees

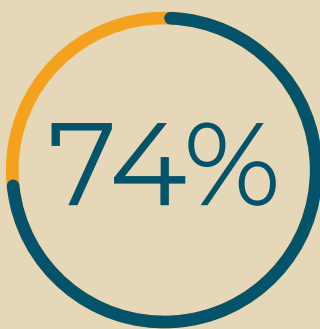
To communicate the benefits of the CSS Pension Plan to their employees, 67% of employers prefer using a combination of their HR department and direct communication from the CSS Pension Plan.



Top 4 valuable self-serve tools



When asked how valuable the self-serve tools listed would be to their organizations, most employers said web-based pension enrollment (66%) and pension training and other online administration tools (61%) would be "very valuable". While videos/webinars on specific employer topics/procedures (57%) and additional retirement income options (55%) were also in the top four.



74% of employers said they are "very engaged" (18%) or "somewhat engaged" (55%) with the CSS Pension Plan.



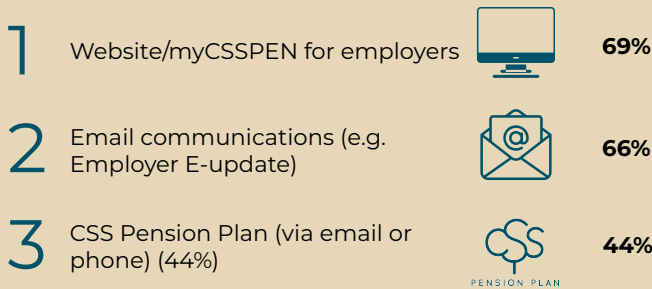
79% of employers think engagement with CSS is "very important" (42%) or "somewhat important" (37%).



86% of employers rated the value of engagement with CSS to their organization as "very valuable" (52%) or "somewhat valuable" (34%).

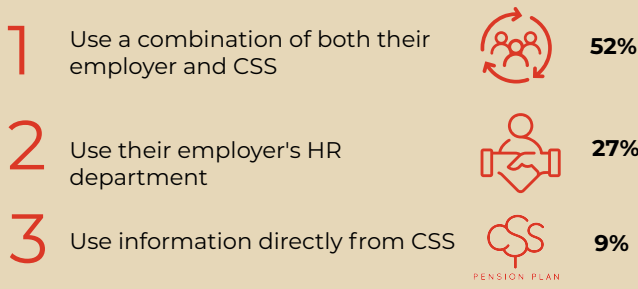
Top 3 preferred methods of receiving information

Sources employers prefer



A close split of employers said they prefer to get information about administering CSS benefits either directly from the Plan’s website/myCSSPEN employer portal (69%) or via email communications such as the Employer E-Update (66%), but they also prefer to receive information via email or phone directly from the CSS Pension Plan.

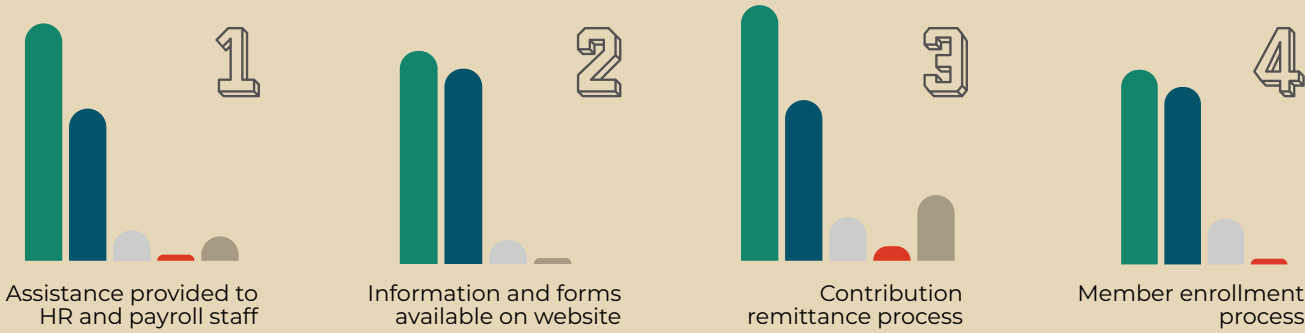
Sources employees use most often



When asked which source their employees use most often to obtain pension-related information, 52% of employers said their staff use a combination of both the employer HR department and information directly from the CSS Pension Plan.

Top 4 rated experiences in the following areas

Very good Good Neither poor nor good Poor Very poor Don't know/ Not sure



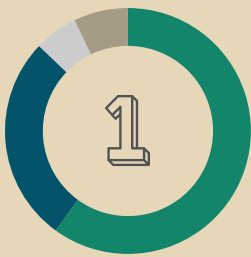
The top four rated experiences with CSS are: the assistance CSS provides to employer’s HR/payroll staff (53% very good), the employer information and forms available on the CSS website (49% "very good"), the CSS’ contribution remittance process (47% "very good") and member enrollment process (47% "very good"). While still favourable overall, ratings were slightly lower for CSS’ employer-hosted information sessions for employees and education sessions for for employers.

Satisfaction of service provided by CSS

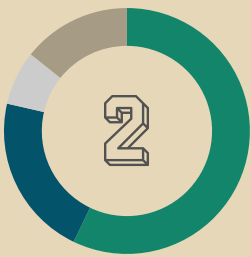
Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied
Somewhat dissatisfied Not at all satisfied Not sure/No opinion

Employers reported high satisfaction levels regarding their ability to reach CSS when they need help (60% “very satisfied”), the time it takes CSS to respond to inquiries (57% “very satisfied”), and the value of the Plan as a recruitment tool to their employees (51% “very satisfied”).

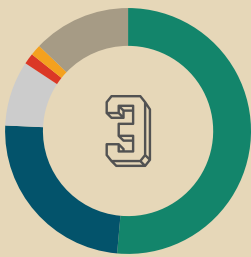
Employers were less satisfied with the information and education programs for their employees, as well as the Plan’s long-term investment performance and the Plan’s investment choices.



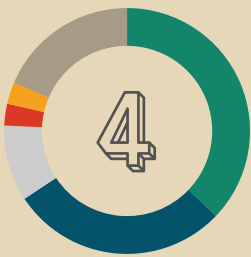
1 Your ability to reach us when help is needed



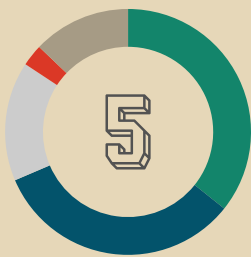
2 Time it takes us to respond when you can't reach us



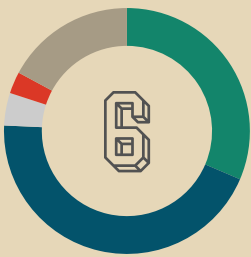
3 Value of CSS as recruitment and retention tool



4 Information and education for your employees

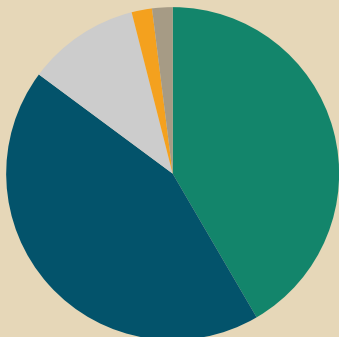


5 The Plan's investment choices



6 The Plan's long-term investment performance

Satisfaction with information



86% of employers are either “very satisfied” (42%) or “somewhat satisfied” (44%) with the quality of information they receive from CSS.

Very satisfied (41.6%)
Somewhat satisfied (43.6%)
Neither satisfied nor dissatisfied (10.9%)
Not at all satisfied (2%)
Not sure/No opinion (2%)

Voice in governance decisions



65% of employers say it is either “very important” (28%) or “somewhat important” (37%) that their organization has a voice in CSS governance decisions.

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):

