

2026 Engagement Survey – FAQs

About the Survey

Question	Answer
What is the 2026 Engagement Survey?	Each year we survey our employees to understand the level of engagement at Metcash. The survey is completely confidential and provides an opportunity for our team members to provide feedback. This survey asks questions around important aspects of our work environment that allows us to better understand engagement and areas for us to focus on.
What is Culture Amp?	Culture Amp is an employee engagement platform that helps organisations improve workplace culture through customised surveys and advanced analytics. As of 2025, we have partnered with Culture Amp to conduct and measure employee engagement. We also use the platform for other types of feedback so that we can integrate a whole employee experience. Culture Amp is an Australian start-up success story, a company that has grown significantly over the last 10 years, they have now gone global with offices in San Francisco, New York, and London.
Why is the Engagement Survey important?	Over the last several years we have been asking you to have your say on how we are progressing towards the goal of making Metcash a Favourite Place to Work: what's working and what we can improve to create a great company which supports you to be at your best. Metcash has consistently focused on employee engagement, which measures the level of enthusiasm and connection employees have with their organisation and provides valuable insights on where we need to go the extra mile to achieve great outcomes.
Who will participate in this year's engagement survey?	All eligible team members, including those who are permanent, or casual employees, whether paid weekly or monthly, who have been employed by Metcash for three months or more prior to the survey launch will be invited to participate. Contractors will not be included.
How long will the Engagement Survey take to complete?	The Engagement Survey is estimated to take approximately 10 to 15 minutes to complete.

Completing the Survey

Question	Answer
How do I access the survey?	Monthly paid team members will receive a survey link sent from the Culture Amp email inbox. This link will be delivered directly to their work email address. Any team member both monthly paid and weekly paid with a mobile number stored in the payroll system will also receive a SMS text so they can complete the survey on their phone. Weekly-paid team members will receive a unique access code from their leaders and will be asked to scan a QR code to access the survey. Leaders will be provided with these access codes in advance, ahead of the survey launch date. For locations with a kiosk or computer, team members can access the survey via a link, using their unique access code.
As a site lead, will I be receiving an iPad to enable weekly paid team members complete their survey?	iPads will not be distributed. Instead, we encourage each site to allocate a kiosk or computer for survey completion.
Why are Unique Access Codes used as part of the process to complete the survey?	Unique access codes help us keep individual survey responses confidential. They ensure that responses cannot be linked to specific team members, thereby maintaining the integrity and confidentiality of the survey process.
Can I use any browser to complete the survey?	Culture Amp has been optimised for use with the Chrome browser . Our recommendation is to use Chrome wherever possible.
I didn't receive an invitation to complete the Engagement Survey.	Active employees, who start on or before 3rd December 2025 are invited to participate in the 2026 Engagement Survey. If you meet these criteria, you may want to check your Junk folder. The Email invitation is sent from Culture Amp <notifications@cultureamp.com>. If you can't find the invitation, then please contact isabel1.cox@metcash.com or Nicole.tassone@metcash.com
I've lost my invitation.	If you don't see the survey email, please check your junk or spam folder as it may have ended up there. If you still can't locate the link, you can contact isabel1.cox@metcash.com or Nicole.tassone@metcash.com
Can I pass on my invitation to a colleague or my team?	No. Invitations are generated and sent directly from the Culture Amp platform to the email of the participant. One response per invitation is recorded, please do not forward the invitation onto others. The integrity of survey responses is critical to receiving and acting on employee feedback.
I cannot access the survey, where can I find support?	If you have trouble accessing the survey, please follow Culture Amp's instructions on screen to fix the access issue, or email support@cultureamp.com.

I've changed teams, should I complete the survey based on my old team or my new team?	Please ensure you complete the survey based on your current team.
Can I complete the survey in a different language?	Yes, in addition to English, the survey will be available in a wide range of other languages to accommodate participants.
How can I be sure my feedback is confidential?	All responses are strictly confidential. Leaders will only receive team-level data if at least 5 employees have responded. For comment-based questions, leaders will only receive team-level comments if more than 10 employees have submitted them. Culture Amp's privacy policy complies with Australian legislation, ensuring that all information collected in this survey is securely managed.
Can we remove employees from the survey who are leaving Metcash?	At Metcash we are seeking to create a culture of open and honest communication, where all employees are given the opportunity to provide feedback. For the upcoming engagement survey, all active employees as of 3 rd December 2025 will be invited to participate in the survey. This includes employees that may be on parental leave, extended leave, serving notice periods, be on redeployment, or have given notice to leave Metcash. We want to listen to all our people. Requests to remove individuals during and post the survey period cannot be accommodated.
Why are team members with a tenure of less than 3 months not included in the survey?	At Metcash, team members with a tenure of less than three months are not included in the Engagement Survey because they have not had enough time within the organisation to develop a well-rounded understanding of their work environment. This ensures that the feedback we collect is based on more substantial and meaningful experiences within the organisation.
I have a team, and I didn't receive a notification of results, why?	In adherence to our policy of maintaining employee confidentiality, we only disclose survey results when there are at least five or more responses. For instance, a leader will be notified through the Culture Amp platform to view the results only if five or more team members have completed the survey. Conversely, if the number of completed surveys is fewer than five, the leader will not be granted access to, nor receive a notification about, the team's results.

Getting Support on the Survey

Question	Answer
Where can I find support?	1. Culture Amp Training In the Culture Amp platform, there are many articles which help you navigate the platform and understand the results. Following are some key documents to support you. How do I use the report? Participation Rates Engagement Questions Viewing Comparison in reports Insight Report Overview How is impact determined? 2. Contact Your Business Partner - For any questions or further support regarding the survey, please reach out to your respective People & Culture Business Partner.