

EMPLOYEE LIFE CYCLE

| | Rating (1 to 5; 5 being best) | Rating | Rating |
|---|----------------------------------|--------|--------|
| <p>Recruiting</p> <ul style="list-style-type: none"> - compelling, brand-specific ads are used | | | |
| Specific Initiatives to Amp Up this Area: | | | |
| <p>Interviewing</p> <ul style="list-style-type: none"> - rigorous processes in place - non-negotiable standards (multiple interviews, Interview Guides) used | | | |
| Specific Initiatives to Amp Up this Area: | | | |

Hiring

- balance of all 3C's in most employees
- unique/diverse individuals

Specific Initiatives to Amp Up this Area:

OnBoarding

- facilitated by qualified Training Manager
- using powerful, storytelling collateral

Specific Initiatives to Amp Up this Area:

| | | | |
|---|--|--|--|
| <p>Training</p> <ul style="list-style-type: none"> - visually-rich print materials - use of technology - instructor-led includes solid “edutainment” | | | |
| <p>Specific Initiatives to Amp Up this Area:</p> | | | |
| <p>Communicating</p> <ul style="list-style-type: none"> - organizational-shared mindset (True North); people are crystal clear about the Mission - Communication Forums in place to get feedback - ongoing performance discussions happen | | | |
| <p>Specific Initiatives to Amp Up this Area:</p> | | | |

Developing

- regular deposits into Emotional Bank Accounts occur
- mentorship program
- leaders inspire, motivate the team regularly

Specific Initiatives to Amp Up this Area:

Recognizing

- great reward programs are place & used
- peer-to-peer recognition exists
- “thank you” is used regularly

Specific Initiatives to Amp Up this Area:

Retaining

- known philanthropic programs in place
- team member voluntary turnover is lower than competitors; employees have a desire to stay

Specific Initiatives to Amp Up this Area: