

TIA MALLOY

Communication Strategist

Employee Communications Council Executive Summary

To: Senior Leadership
From: Tia Malloy, Communications Manager
RE: Briefing from January Communications Council Meeting

The Communication Council meeting continues to yield valuable insight. Council members are engaged and often, our meeting runs past the allotted 1½ hours. Prior to the January 18 meeting participants asked their Pulse Network (group of five employees) three questions:

1. Over the next few weeks, our CEO, SVP and department directors will meet with employees concerning the results of the employee survey. What do employees want to learn from leadership concerning the survey?
2. What should we be communicating about?
3. What does leadership need to know?

Note: Questions 2 and 3 are asked at every session.

Below is a summary of positive points, opportunities, and short-term recommendations.

Positives

-Employees like the On-the-Spot Award and promotion on the intranet.

Opportunities

- We should be communicating about company EBRs and spread goal
- How is leadership planning for a possible downturn in the staffing industry or economy?
- Employees want to know what is being done to develop future leaders within the company
- Associates want to know about training within Corporate Services
- Status of committees formed from the survey (Are they still meeting?)
- Our CEO should be more visible throughout the year
- Reinforce confidentiality of survey
- Expand on relationship with 401(k) and SARs and profit sharing

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Recommendations

Q1. Employee Survey Meetings

- I've talked with Jane H. about the feedback provided by the council, and she has incorporated necessary information into the presentation. To address confidentiality, have a sample director report available if questions persist
- Discuss training program to be implemented in March
- Discuss what improvements have taken place since conclusion of the survey

Q2. What Should We be Communicating About

- I'm in the process of creating brochures with Joe M. to explain and promote the profit sharing programs of the company. The brochures will be distributed to employees that qualify for each program. I can post an article on the intranet about the programs and relationship to the 401(k). Once company goals have been established I can write and post article on intranet.

Q3. Leadership Needs to Know

Most concerns were captured in responses to prior questions.

Meetings take place on the third Wednesday of every month.