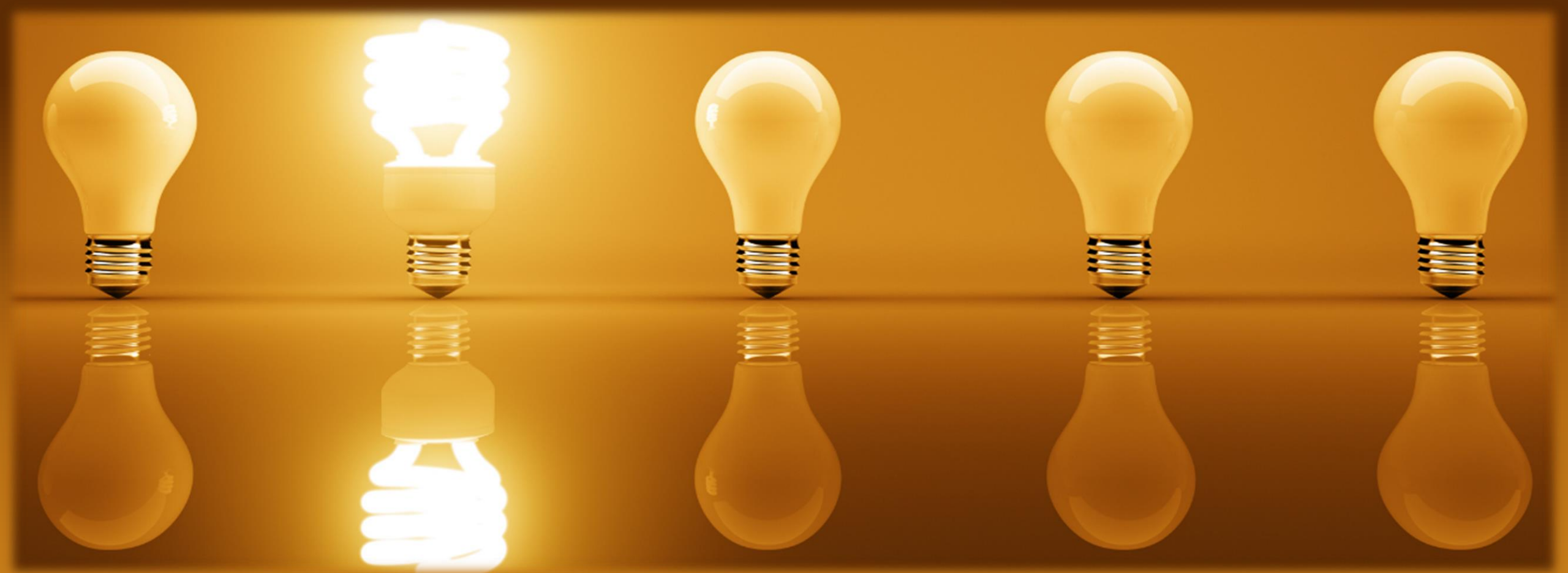


The Spinx Company

Our Journey to Excellence:

Becoming South Carolina's Best Place to Work and a Certified Great Place to Work.





THE POWER OF ASKING OUR TEAMMATES THE QUESTION:
WHAT IS IMPORTANT TO YOU?

Survey Says!



In 2017, based on what we heard from our teammates, we formed 5 Total Reward Committees.

These committees meet regularly to discuss items of interest in their respective areas. Committees are comprised of both field and support center teammates with a member of ELT heading the committee.

The Issues

Teammates expressed dissatisfaction, citing the following concerns:

- Our field teammates' compensation was falling behind industry standards.
- In our support center, we were setting pay based on the salary of the previous person rather than the demands of the role itself.



The Solutions

Support Center Compensation:

- We now evaluate compensation for each position in the support center annually, aligning it with updated job descriptions to account for any additional tasks undertaken.

Field Roles Compensation:

- We now conduct quarterly assessments to adjust compensation for all field roles promptly, ensuring we stay abreast of any industry changes.

The Issue

Teammates wanted more formal recognition.



The Solution

- Establishment of a Prize Patrol for Support and Field Teammates.
- Implementation of Teammate Recognition Gift Cards for all Managers to distribute at their discretion.
- Introduction of Yearly Anniversary Functions to acknowledge and celebrate employees reaching milestone anniversaries.



The Issue

Communication was not making its way to all teammates.



The Solution

- We hired a Communications Manager who initiated
 - Weekly “Things to Know” newsletter
 - Monthly “What’s in Store” newsletter
- Implemented UGK talk, which allows for easy chats between teams and for us to have an ongoing newsfeed.

The Issue

Teammates wanted more opportunities for Career Growth as well as better training in their current job.

The Solution

- Establishment a Training Department that has tripled in size since 2017.
- Started SpinUp, which is a full 2-day hands on orientation program for all new hires.
- Created Spinx LEAD, which is a readiness program for internal teammates who want to be promoted.
- Began a Leadership Academy Program that taught our managers about our core competencies.



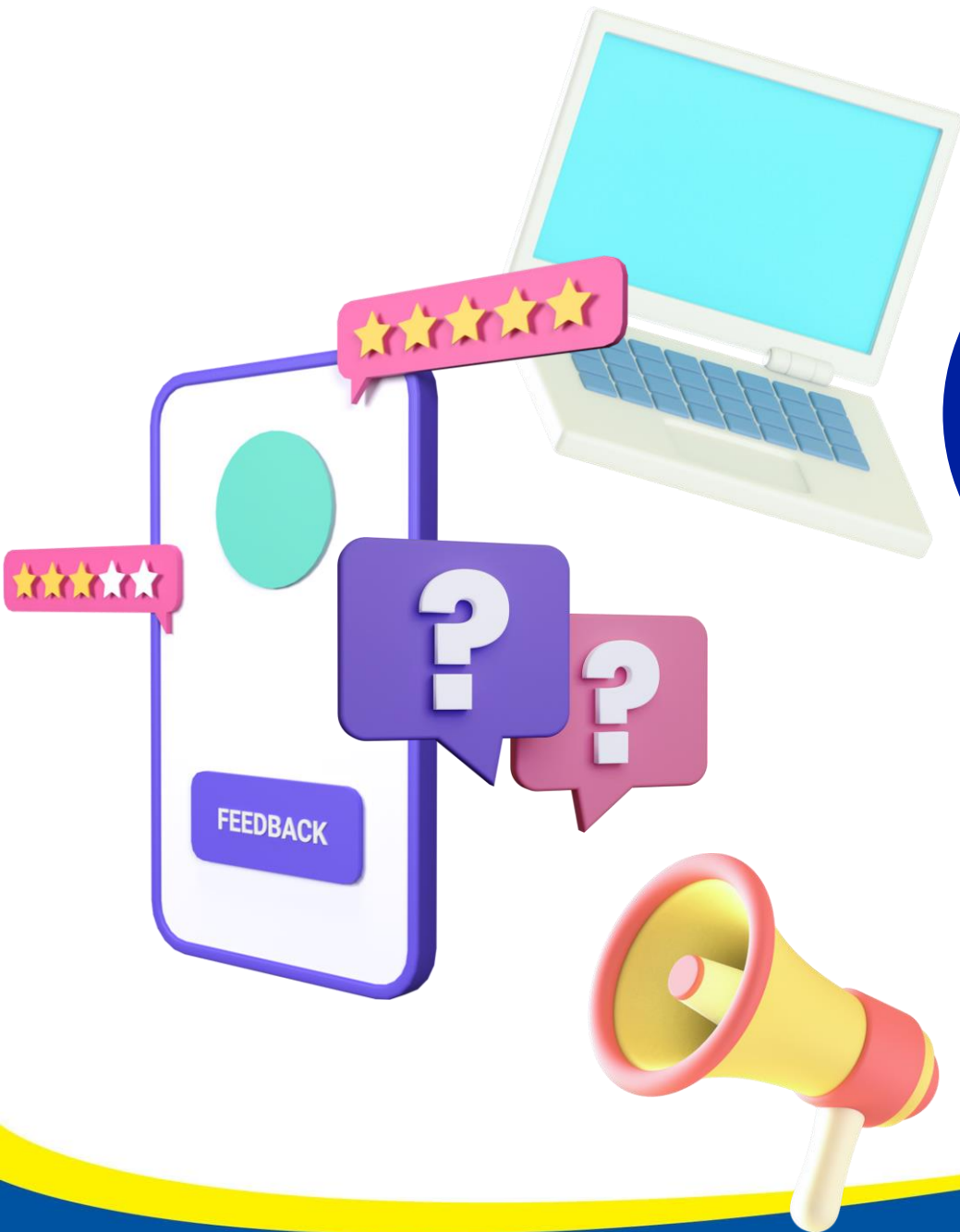


The Issue

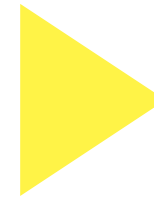
Our insurances premiums were too high.
Teammates also noted that they wanted to be more involved in the community.

The Solution

- We moved to being self insured.
- We implemented paid maternity and paternity leave.
- We organized more events in the community so that our team could be involved.



We were very proud of the work we did with total rewards. But we wanted to make sure that our teammates felt the same way.



So, we surveyed again. We had a 70% response rate and scored a 4.39 out of 5!



12



11



1



Surveys for **Best Place To Work** and **Great places To work** - *the how and why*

Both Best Place To work and Great Place To Work look at:

- The Culture!
 - Evaluates workplace policies, practices, and demographics (approximately 25% of the total evaluation).
- Your Teammates!
 - Surveys your employees to measure the employee experience (75%).

The combined scores determine who is listed and who is ranked at the top of the list.



The way forward

- ✓ Continue with internal surveys
- ✓ Leverage our new employee brand: “Give, Grow, Belong.”
 - (used 3rd party to us develop)
- ✓ Find new ways to invest in teammates
 - Women in Leadership Group

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