Rethinking Total Rewards
The war for talent is back but the rules have changed.
Enhance our Total Rewards model to compete effectively & increase our ability to attract & retain top talent
Impact on Turnover

2015 2016 2017 2018
Increased Length of Service

5 months to 6.3 months
Total Rewards Model

- Total Compensation
- Performance & Recognition
- Learning & Development
- Culture & Work Environment
It’s fun to build the coolest convenience-experience on the planet.

**PURPOSE**

What guides us

**STANDARDS**

TREAT OTHERS BETTER THAN THEY EXPECT TO BE TREATED.
Employee – Manager Relationships

Coaching Tools

- Process map for hiring
- Template for internal candidate feedback
- Soft-skill leadership development training
- Frequent employee touchpoints
individual

WAGE HIKE

team

TEAM CLIMB
LEGENDARY LEADER RECOGNITION

IT'S FUN TO BUILD THE COOLEST CONVENIENCE-EXPERIENCE ON THE PLANET.
2019 Turnover Goal

2015 2016 2017 2018 2019
How have you reduced turnover?
Necessity is the mother of invention
Create staying power through a **UNIQUE** proposition with purpose
- Provide me with meaningful and fulfilling work that matters
- Make me proud to work for a company that makes a positive impact on society through a compelling mission and vision
- Help me feel like I belong here

Create a **DIFFERENTIATED** experience
- Support me with my career journey
- Provide me with flexibility to make work “work” for me
- Help me manage my physical, financial and emotional well-being

Provide a **COMPETITIVE** compensation and benefits offering
- Pay me fairly and competitively
- Reward my contributions
- Provide programs to manage my health and wealth

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<table>
<thead>
<tr>
<th>REWARD ELEMENT</th>
<th>IMPORTANCE</th>
<th>SATISFACTION</th>
<th>COST</th>
<th>PROGRAM UTILIZATION</th>
<th>COMPETITIVENESS</th>
<th>ACTION TO BE COMPLETED IN TODAY’S WORKSHOP</th>
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<tr>
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<tr>
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**Legend:**
- **Above Average / Aligned**
- **Average / Mostly Aligned**
- **Below Average / Misaligned**
Next Steps

• Highlight Career Advancement Opportunities
• Evaluate base pay to variable pay mix
• Create Diversity & Inclusion goals
• Set clear expectations for leader effectiveness
• Help employees connect to Purpose
• Tackle workforce flexibility
• Sr Leadership sponsorship
• Align business & people strategies
• Know who your ideal employee is
• Ask employees what is important
• Provide me with meaningful & fulfilling work
• Support my career journey
• Make work “work” for me
• Pay me fairly
• Reward my contributions
THANK YOU