



Governance Committee Meeting

October 11, 2023



ONE **great** REGION

ARC
EMPLOYEE
PULSE SURVEY
Management Action Plan



October 11, 2023
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Celebrate Success Spots



87%
Avg. overall
**FAVORABLE
SATISFACTION**

**0-12 Months
Teammates**

81%

Avg. overall
**FAVORABLE
SATISFACTION**



**1-3 Years
Teammates**

199
of 224
Employees who
completed survey

SURVEY RESPONSE RATE

86.9%

GOLD STAR AREAS

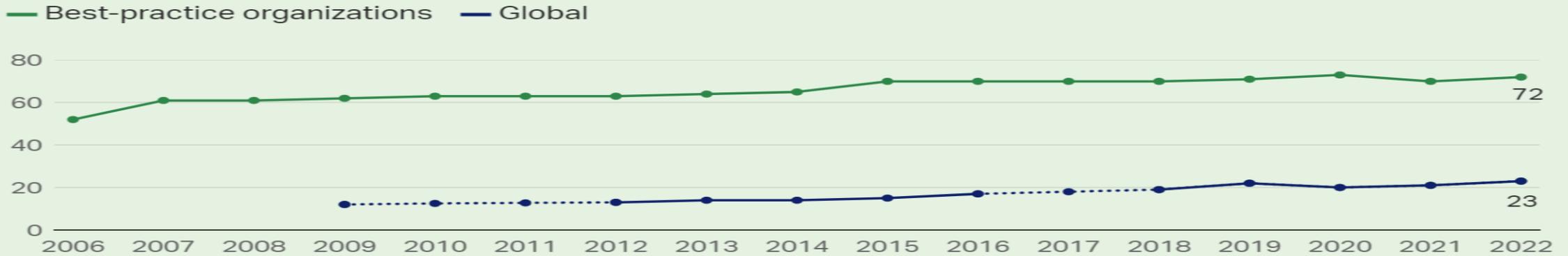


HIGH

**ARC
OVERALL
78.5%**
Avg. **FAVORABLE
SATISFACTION**
by departments

Employee Engagement Trends

% Engaged



Percentages for best-practice organizations are average percentages of engaged employees across annual Gallup Exceptional Workplace Award winners; percentages reflect the year that Gallup collected the winners' engagement — not the year that Gallup named the award winners.

[Get the data](#) • [Download image](#)

GALLUP®

PERSPECTIVE

ONE **great** REGION

ARC'S LEADING ENGAGEMENT INDICATORS

- 95%** Like the kind of work that they do
- 88%** Believe their work supports ARC's mission
- 87%** Feel recognized for doing a good job
- 87%** Feel their job makes good use of their skills
- 87%** Feel they personally contribute to ARC's success
- 85%** Feel welcome in their organization
- 85%** Feel their work is reflected in ARC's goals

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ARC GOAL

Operational Excellence

STRATEGIC OBJECTIVE

Increase employee satisfaction and improve engagement

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COMPENSATION

- Complete compensation and equity studies
- Better communicate/socialized “whole compensation”
- Develop and implement a commuter benefit program
- Explore and price parental leave. Evaluate against other underutilized fringe.

CLIMATE

- Enhance collaborative spaces on site
- Structured collaboration activities on in-office days
- Formalize our hybrid work schedule
- Implement milestone and values recognition program

CONFIDENCE

- Increase visibility/socialization on in-office days
- Continue employee newsletter after Senior Manager meetings
- Return Afternoons With Anna on 15 for employee feedback
- Implement “The Buzz” – Employee Idea-Box
- Implement this action plan

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ACTION PLAN