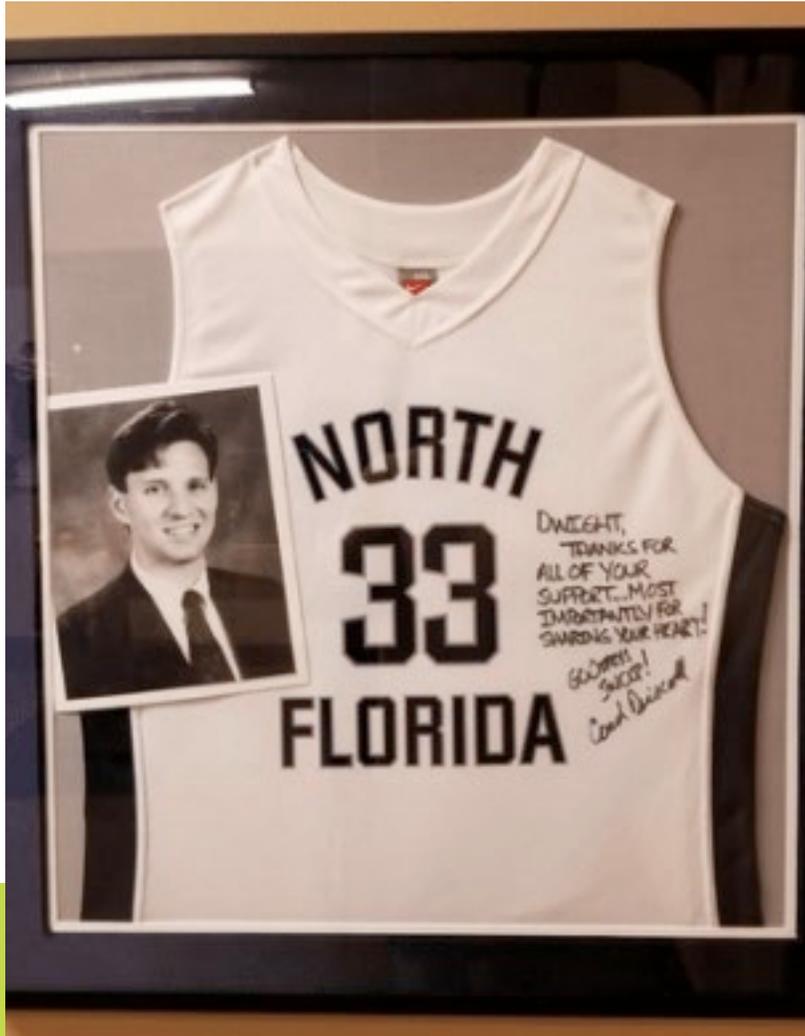




History, Culture, Engagement, and Results

Dwight Cooper
CEO & Founder, Hueman













BUILT TO

LAST

**SUCCESSFUL HABITS OF
VISIONARY COMPANIES**

JIM COLLINS

Best-selling author of **GOOD TO GREAT**

JERRY I. PORRAS

excellence



- We take pride in meeting high standards.
- We cultivate an environment where everyone can excel.
- We support the pursuit of personal and professional goals.
- We encourage life-long learning.

teamwork



- We actively participate in our culture.
- We approach every day with a positive attitude and enthusiasm.
- We willingly share our time, talents and resources.
- We celebrate our successes and recognize each other's efforts in achieving our goals.

WE STAND FOR
people

change



- We believe change is an essential component of our success.
- We embrace new ideas, ask questions and seek solutions.
- We strive to find effective ways to adapt to our environment.
- We seek and welcome feedback to help us improve and grow.

trust



- We display honesty, integrity and ethics in all aspects of business.
- We have the courage to do what is right.
- We honor our commitments.
- We create an atmosphere of open communication.

service

- We provide world-class service.
- We claim ownership of any customer need that comes our way.
- We treat everyone with courtesy and respect.
- We serve our community.



Comparative Cumulative

Stock Market Returns

1998-2015

- Fortune 100 Best
- Russell 3000
- Russell 1000

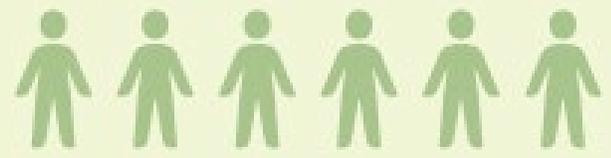
Source: FTSE Russell







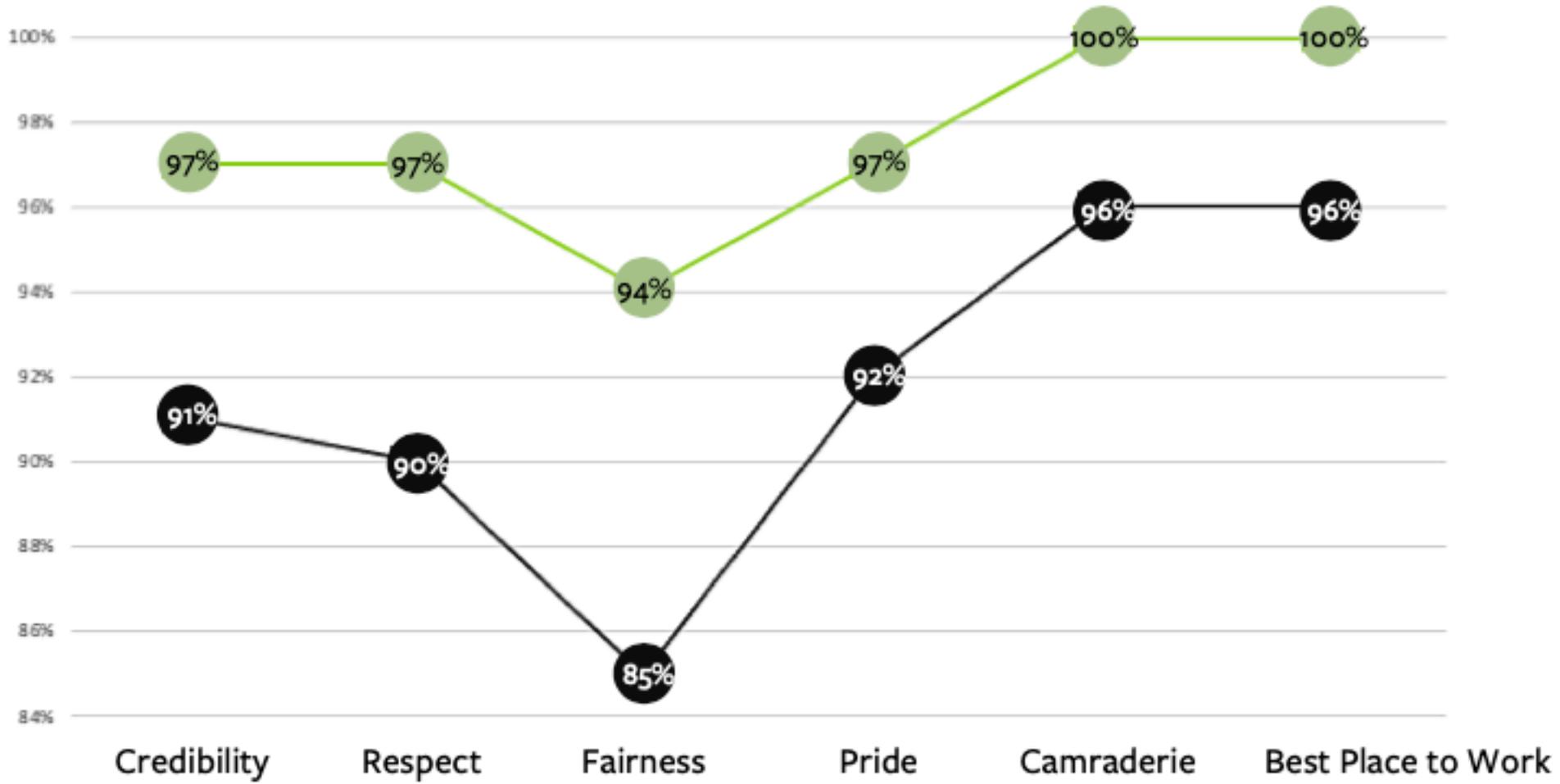
99% of Hueman employees agree that:



Employees at Hueman say it is a great place to work.

- Management is competent at running the business
- They are given the resources and equipment to do their jobs
- They are treated as a full member here regardless of their position.
- People here are willing to give extra to get the job done.
- People here quickly adapt to changes needed for our organization's success.

2011 vs. 2013



2007

2008

2009

2010

2011

2012

2013

2014

2015

5

12

9

18

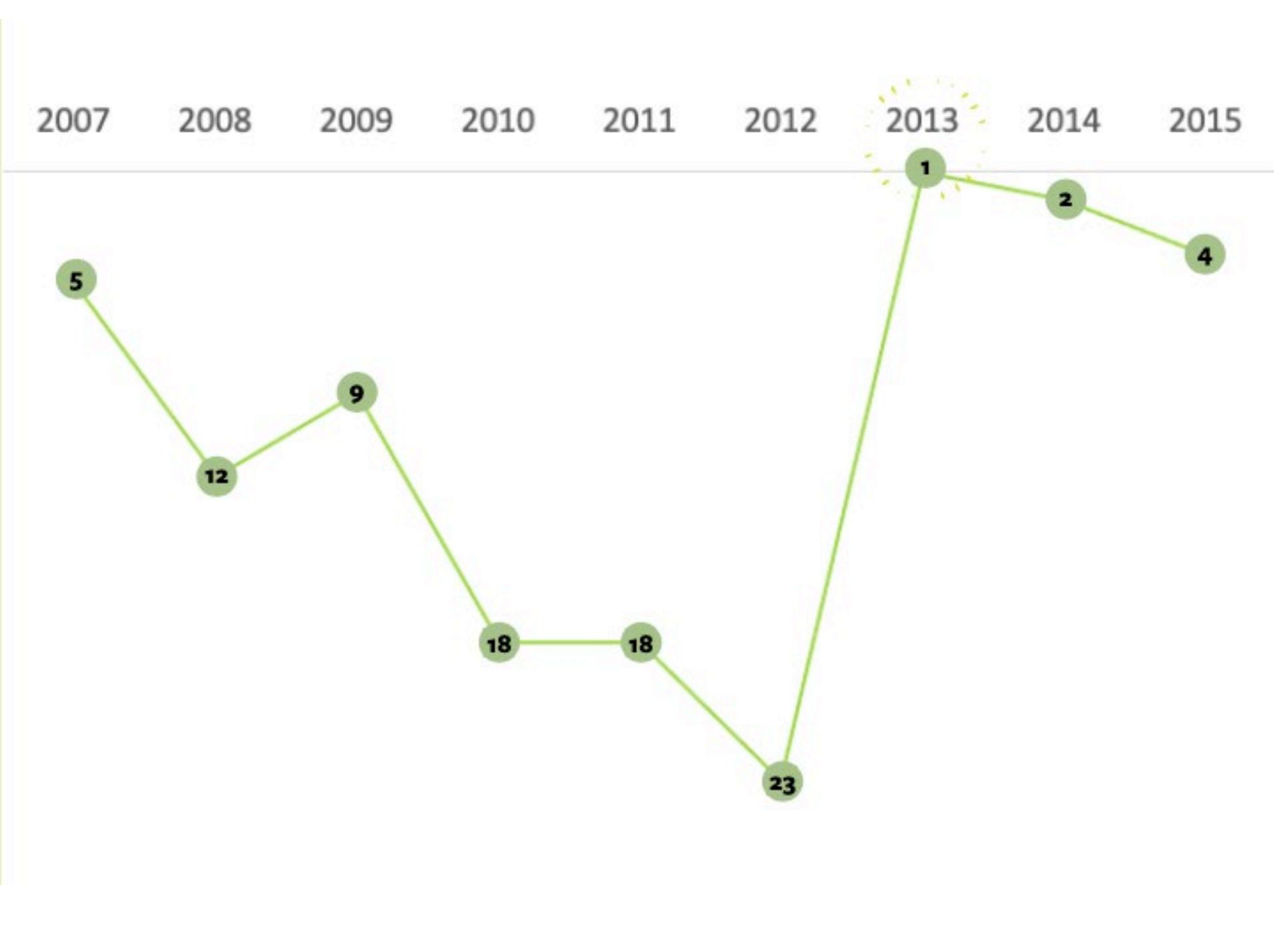
18

23

1

2

4

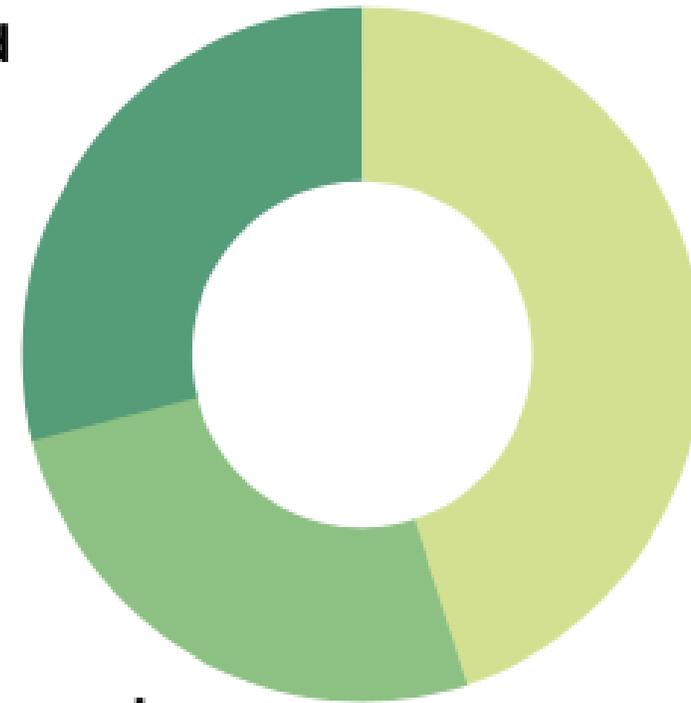


EMPLOYEE ENGAGEMENT

The emotional and functional commitment
an employee has to their organization

Actively Disengaged
26%

Engaged
29%



Not Engaged
45%

\$11 BILLION

Lost annually due to employee
turnover

202 PERCENT

Percentage by which companies
with engaged employees
outperform those without

71 PERCENT

Of all employees are not
fully engaged



Employee Engagement Survey 2019 | Overall

Percentile range in Gallup Database ■ < 33 | ■ 33-66 | ■ > 66
*Item data not shown if sample size is less than 4. Workgroup data not shown to protect confidentiality.

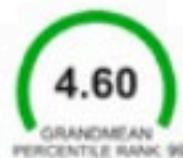
ENGAGEMENT INDEX

■ Engaged ■ Not Engaged ■ Actively Disengaged

Current Engagement Index Ratio: 83.00 : 1



OVERALL



		Score (Respondents)	Gallup Database Percentile Rank
Q00	Overall Satisfaction How satisfied are you with your company as a place to work?	4.55 (107)	98
Q01	Know What's Expected I know what is expected of me at work.	4.83 (106)	99
Q02	Materials and Equipment I have the materials and equipment I need to do my work right.	4.72 (107)	99
Q03	Opportunity to do Best At work, I have the opportunity to do what I do best every day.	4.57 (105)	98
Q04	Recognition In the last seven days, I have received recognition or praise for doing good work.	4.58 (104)	99
Q05	Cares About Me My supervisor, or someone at work, seems to care about me as a person.	4.80 (107)	99
Q06	Development There is someone at work who encourages my development.	4.60 (107)	99
Q07	Opinions Count At work, my opinions seem to count.	4.51 (107)	99
Q08	Mission/Purpose The mission or purpose of my company makes me feel my job is important.	4.66 (105)	98
Q09	Committed to Quality My coworkers are committed to doing quality work.	4.62 (106)	99
Q10	Best Friend I have a best friend at work.	3.95 (102)	88
Q11	Progress In the last six months, someone at work has talked to me about my progress.	4.69 (105)	99
Q12	Learn and Grow This last year, I have had opportunities at work to learn and grow.	4.63 (106)	99

Top 38 Most Engaged Companies in the World





1

I know what's
expected of me
at work.



2

I have the materials
and equipment I
need to do my work
right.



3

At work, I have the opportunity to do what I do best every day.



4

In the last seven days, I've received recognition or praise for doing good work.



5

**My supervisor, or
someone at work,
seems to care about
me as a person.**

6

There is someone at
work who
encourages my
development.



7

**At work, my opinions
seem to count.**



8

The mission or purpose of my company makes me feel my job is important.

9

**My team members
are committed to
doing quality work.**



10

I have a best friend at
work.



11

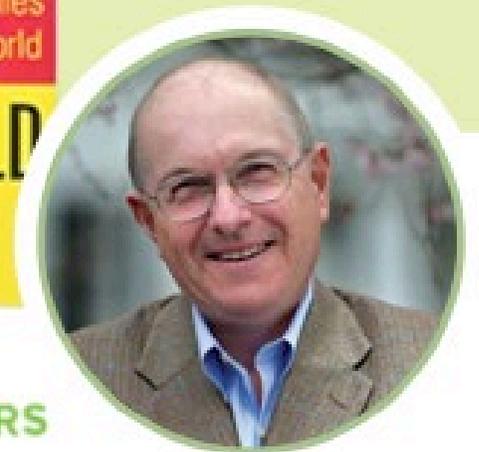
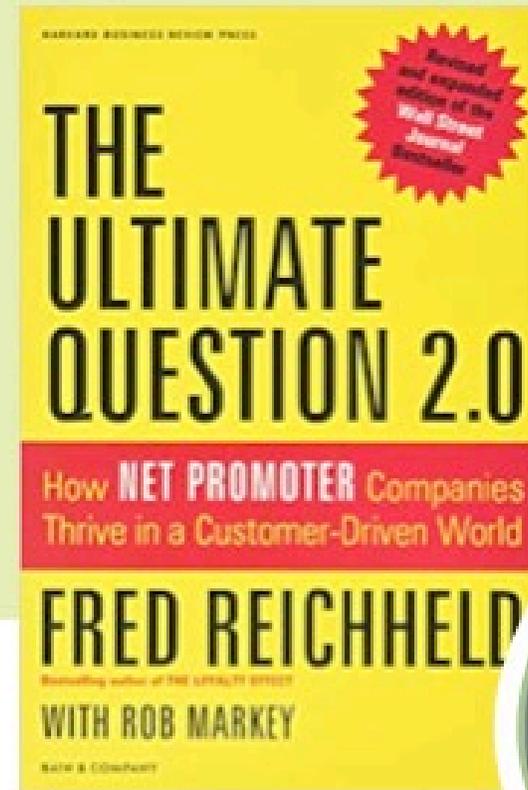
In the last six months,
someone at work has
talked to me about
my progress.



12

This last year, I have had the opportunities to learn and grow.

Net Promoter



DETRACTORS



PASSIVES



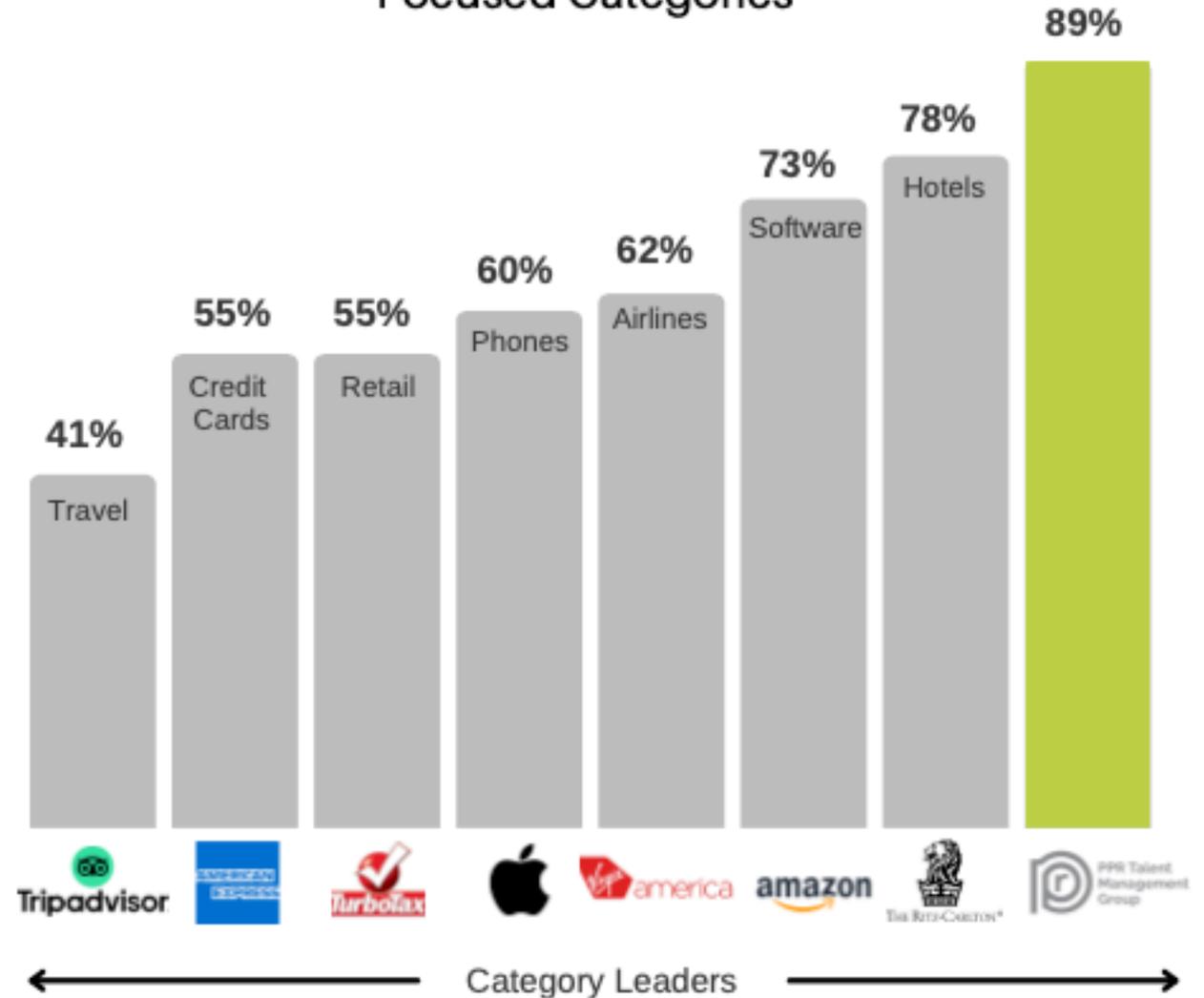
PROMOTERS



PPR

Averaged 89% for the last 5 years.

PPR NPS Surpasses Leaders for Customer Service-Focused Categories



















quality control
& improvement



profitability



lead
generation



sales offering
evaluation

INITIATIVES



employee
development



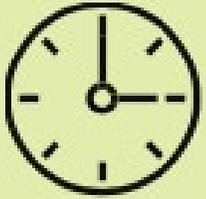
nile



magic



RAS & healthy
schools productivity



Hours Spent on Strategic Planning

	Leaders	Line
Preparation/ Planning	2	0
Quarterly Questions	0	0.5
One-on-One	4	0.5
Team Marketing	1	1
Leadership Offsite	8	0
Town Hall	2	2
	<hr/>	
	17	4



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