



## Workplace Culture

- ★ WorldatWork implemented the WellnesatWork program to support total employee and family wellness. Voluntary health assessments (blood work, fitness testing, etc.) are offered yearly to all employees, tracking wellness goals. Wellness is supported with educational meetings on topics ranging from emergency response training to caring for aging relatives. One employee who has made a life change to become healthier is celebrated as a "Wellness STAR" each quarter.
- ★ The culture of recognition is invaluable to employees. Even personal accomplishments receive public recognition in the office. Employees who go above and beyond receive spot bonuses for their efforts, and a robust employee Intranet keeps everyone informed about special accomplishments, either personal or professional.
- ★ At WorldatWork, flexibility is deeply ingrained in the culture. With flexible work schedules, many WorldatWork employees opt to work four days per week or take every other Friday off. Early dismissal on Friday from May through October, closing the office at 2 p.m. during the hottest months cut energy costs and employees get to start the weekend early.



## Leadership Excellence

- ★ WorldatWork is a thought leader in ways to attract, motivate and retain employees. The WorldatWork Total Rewards Model (published in 2006) is the management system used in thousands of large corporations around the world.
- ★ Anne Ruddy and the WorldatWork management team have the perfect balance of impressive resumes and reputations as experts, while maintaining an approachable, welcoming camaraderie with all employees. An open-door policy truly is the culture for any of the leaders and the success of the organization's culture is due in large part to leadership's top-down commitment.



## Corporate & Social Responsibility

- ★ WorldatWork Scottsdale headquarters becomes a drop-off location for an annual Diaper Drive supporting Homeward Bound, a local nonprofit helping homeless families and those affected by domestic violence transition to economic independence. Departments compete to collect nonperishable food items donated to St. Vincent de Paul food bank. The response was overwhelming in that the size of the donation was typical of an organization of more than 1,000 employees – WorldatWork had about 100 employees participate.
- ★ As an education provider committed to conducting business in a green way, customers are offered the choice of receiving binders and study materials online, greatly reducing the amount of paper WorldatWork uses.



## Customer Opinion

- ★ WorldatWork implements several best-practice standards of customer service: 1) Advisors are assigned to a portfolio of customers. When customers obtain a certification or career milestone, a call is made congratulating them. 2) All customer e-mails get a response within 24 hours or less. 3) The CRS team doesn't have a sales goal; they have a proactive service goal, striving to go above and beyond all the time and not just processing orders. 4) Advisors are regularly monitored and observed during customer interactions and are provided coaching and feedback. 5) Advisors are empowered to make the best win-win decision for their customer and the situation on the spot. 6) When the organization receives positive customer feedback, those successes are recognized and celebrated individually and with the team.



## Awards

- ★ Signature Award for Excellence in 401(k) Plan Communication & Education, 401(k)/Profit Sharing Council, 2010
- ★ National Psychologically Healthy Workplace Award (for a nonprofit), American Psychological Association 2009
- ★ Alfred P. Sloan Award for Business Excellence in Workplace Flexibility 2008, 2009 & 2010
- ★ Psychologically Healthy Workplace Award Arizona, American Psychological Association 2008
- ★ Top 25 Workplaces for Women in Arizona, The Arizona Republic 2008 & 2009
- ★ Silver Health at Work Award, ComPsych 2007