

It is extremely important for us to check the pulse of the organization by surveying our Associates on a regular basis. Since 2005, we have been conducting a voluntary All Associate Engagement Survey about every 2 years. We partner with a third-party vendor who administers the survey and keeps all individual responses confidential. This allows us to focus on the organization as a whole.

Our most recent survey (2015) had 74% of the organization (full-time and part-time) participating. We discovered that 92% of our associates are **engaged** with their jobs and the company. This is an excellent result. Our highest results were in the categories of Engagement, Ethics, Job Satisfaction, Retention and Trust in Senior Leaders.

### **Highlights of the 2015 survey include:**

- 95% believe Newcomer Funeral Service Group will be successful in the future.
- 94% of associates are always thinking about ways to do their jobs better.
- 94% feel loyal to their immediate team and work group.
- 93% would like to be working here 1 year from today.
- 92% are proud to work for our company

We share survey results with everyone in the company through our annual Fireside Chat series, which is a time where the executive leadership sits down with each location to share and listen. We take the results of the survey very seriously. We celebrate our successes and focus intently on any areas of concern and work to find solutions or resolve before we send out the next survey. This is how we continue to be an employer of choice.