



CFGC recognizes that the most precious resource of our organization is our staff. Research shows that satisfied, motivated employees will create higher consumer satisfaction and, in turn, positively influence organizational performance. Regular pulse checks of employee satisfaction, motivation and engagement are critical to help us understand the current dynamics of the workplace, identify training requirements or learning activities, and spot potential issues early and take action.

In our efforts to become the Employer of Choice, since 2013 CFGC has been outsourcing the annual Employee Satisfaction Survey through the Best Companies Group. The results - the voice of our employees - are analyzed and addressed by the Senior Executive Team.

Several quality improvement initiatives have been implemented as a result of our staff's feedback, in order to create a sustainable systemic change. Examples of such projects are: Administrative Efficiency Initiative, Workflow Committee, Student Loan Forgiveness Program, and Staff Wellness Initiative.

We are pleased to share the results of our staff satisfaction surveys, as a part of our continuous quality improvement efforts.

| Response Rate | | | |
|--|-------------------|-------------------|-------------|
| 2015 | 2016 | 2017 | |
| 230 Participants | 146 Participants | 216 Participants | |
| 348 Surveyed | 362 Surveyed | 378 Surveyed | |
| 66% Response Rate | 40% Response Rate | 57% Response Rate | |
| Overall Average Results (% Agreement) | | | |
| Category | 2015 | 2016 | 2017 |
| Overall Engagement | 85% | 90% | 91% |
| Overall Satisfaction | 82% | 86% | 86% |

Several quality improvement initiatives have been implemented as a result of our staff's feedback, in order to create a sustainable systemic change. Examples of such projects are: Administrative Efficiency Initiative, Workflow Committee, Supervisors Training Committee, Student Loan Forgiveness Program, and Staff Wellness Initiative.

