

Are there any other programs or policies that you haven't already mentioned that you feel would help us better understand your company's unique culture? Please provide us only with information not already provided in response to the questions above.

With nearly ## employees spread out over ## sites in the United States, alone, it is clearly impossible for us to catalog all the many programs, policies, and less formal ways that ABC demonstrates its respect for its employees. This respect spills over even into the lives of those not actively working at ABC.

Take, for example, our new Retiree Relations Office, overseeing an enhanced system of support and communications for the approximately ## ABC retirees around the United States. The office has beefed up retiree communications, updating the longstanding print quarterly, *[Name]*; introducing a new toll-free phone line and launching a resource-rich — and very well-received — website. Retirees use the website to find news and information about ABC, retiree events, benefits and each other, as well as to link to a myriad of other useful tools. Those whose needs aren't met through any of these avenues can reach out to the new retiree relations advisor — a sort of ombudsman whose main job it is to address retirees' unresolved questions or concerns.

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Or take, as another example, the way ABC has treated the hundreds of its employees called to active military duty in recent years. Going beyond what is required by law, ABC provides employees on duty with the reserves a continuation of personal and family benefits, as well as differential pay to ensure no loss of compensation. And in 2002, when the United States Congress declared its readiness to go to war with Iraq, CEO [name] signed a "Statement of Support" for employees who were members of the reserves or National Guard. The Statement of Support pledged that employment opportunities would not be denied to any employee on account of membership in the reserves and that

leave time for training or active duty would be granted without impinging on an employee's vacation time.

The respect reservists feel goes beyond policy. Reservists from around the company have commented on the personal support they have received from their managers and co-workers, as well as from other leadership. "When I was called up after September 11," said one, "My boss was constantly checking on my family to make sure everything was all right." Another reported that when he was called up his manager told him not to worry about anything related to his job and to concentrate on his family. He added, "I have come across many soldiers and airmen who have faced difficulties because their employers have not supported them. I am proud to say that I have had the utmost support from ABC."

Within the halls of ABC, active employees feel a similar support and respect for their needs. For example, ABC boasts a relocation service that is among the most generous in the corporate world, featuring full-service "settling in" assistance for the employee and his or her family or partner and generous home sale and home purchase assistance for all relocating employees—including entry-level new hires. Employees can also save thousands of dollars in childcare and unreimbursed health care costs through pretax set-asides, and take advantage of a generous scholarship program to save thousands in college tuition, as well. They have only to reach for the phone or computer to purchase dozens of items at a discount, from flowers, clothing and books to computers and cars. These are the little extras that make a difference, and ABC employees have come to expect them.

Over the years, ABC has changed a great deal. It has grown from...to...[text omitted] Have there been growing pains? Sure. Our employees will tell you that, and ABC would be the first to admit it.

But through it all, ABC has never forgotten that it is employees who have made all this success possible, and employees who are the key to continued success going forward. In today's business environment, employees vote with their feet. ABC knows that being a great place to work is not just the right thing to do; it is an absolute business necessity. As this application should make clear, it is yet another business area at which ABC shines.