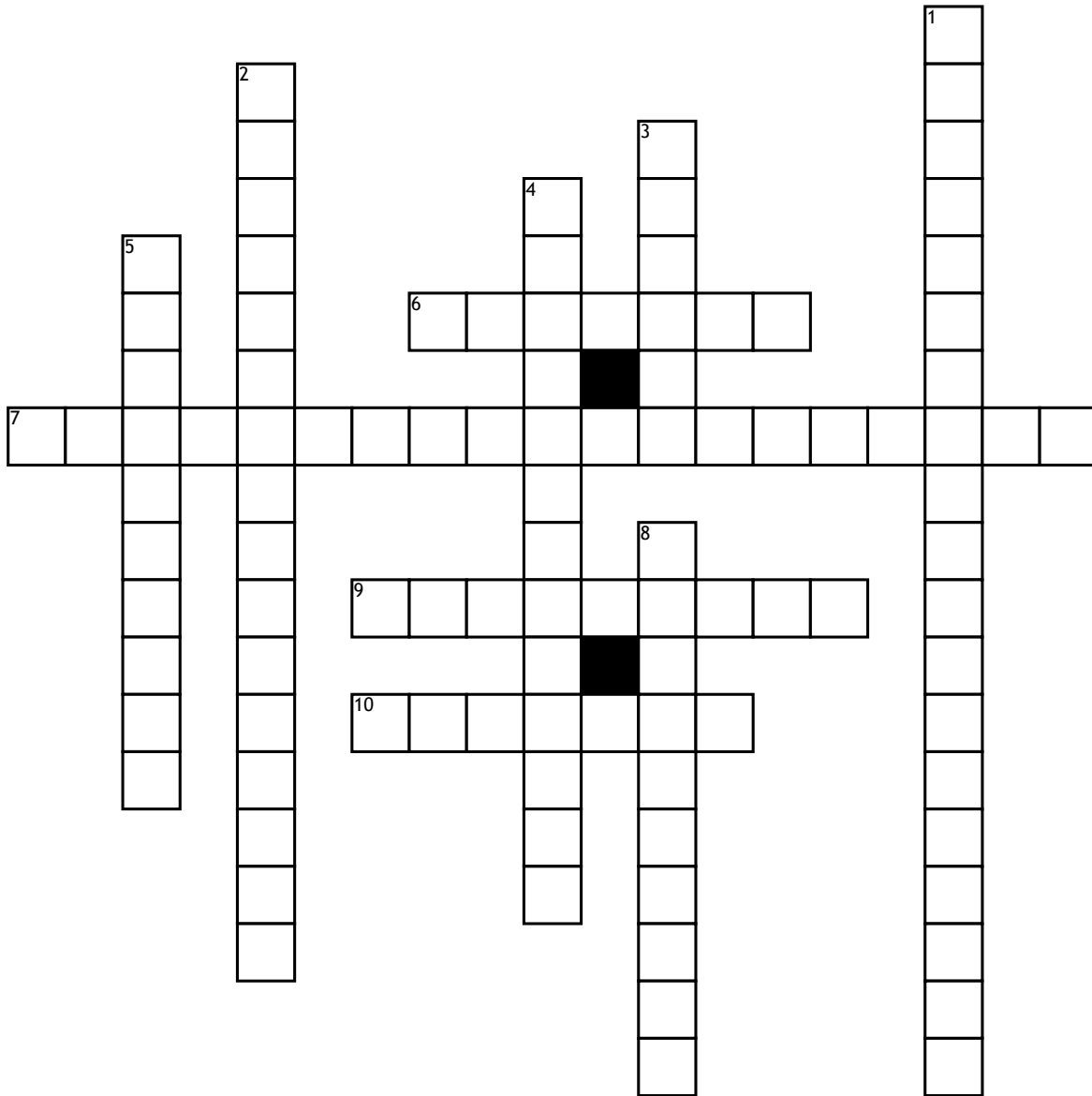


Name: _____

2019 Strategic Business Plan "Our People"



Across

- 6. Validate training effectiveness through quality reviews and identify opportunities to improve
- 7. Build attributes into our Knowledge Library to improve search functionality for employees
- 9. Provide a constant feedback loop and respond to feedback within one week
- 10. Analyze Inspire results and build robust action plans to drive positive culture change

Down

- 1. accelerate our transformation by shifting our culture and empowering employees to take ownership of their future career

- 2. Digitize all claim files to enable features including sharing, merging and annotating documents
- 3. We deliver the most advanced claim experience on the planet through the good hands of our people
- 4. Launch communication campaign that recognizes employees for living into our values
- 5. Outstanding Quality, Effortless Customer Experience, Operational Excellence
- 8. conducting an end-to-end recruiting review and transformation, and we will explore and improve the internal candidate experience.