

EMPLOYEE AND MEMBER SURVEYS

I. OBJECTIVE

To better meet the needs and expectations of employees and members by conducting regular opinion surveys and responding to significant findings.

II. POLICY

- A. Separate surveys of employees and members will be conducted at least every three years.
- B. These surveys will be conducted in a confidential manner.
- C. Survey results will be used to identify significant issues.
- D. The results of the survey and an action plan to address issues and concerns identified through the survey will be developed and presented to the Board of Directors within six months of the receipt of survey results.

III. RESPONSIBILITY

- A. The President & CEO is responsible for coordinating employee and member surveys and for ensuring compliance with this policy.
- B. It shall be the responsibility of the President & CEO to present the survey results action plans to the Board of Directors.

ADOPTED: April 27, 1992  
AMENDED: November 20, 2017