

Dear Business & Finance Employee,

Thank you very much for participating in this year's Employee Satisfaction Survey. More than 2,300 surveys were completed, resulting in an overall response rate of 81 percent, which exceeded our goal of 75 percent. The input you provided on the survey is invaluable because it enables us to take a close look at our current work environment, compare this year's results with those from previous surveys, and make adjustments and improvements where necessary.

I'd also like to thank the B&F Employee Satisfaction Survey Committee for its oversight and direction of the survey process. And special thanks are in order to the 90 survey liaisons for their outstanding work in getting the word out about the survey and encouraging their coworkers to provide us with this valuable feedback.

CFI, our consultant for the survey, is currently analyzing the data and preliminary results will be posted on the [survey website](#) later this month. Once CFI has completed its analysis and has prepared trend reports and presentations, we'll begin rolling the information out to everyone in early May and then begin working together on action planning. Thanks again for your support of the survey.

Timothy P. Slottow

Executive Vice President & Chief Financial Officer