

Site Visit Issue Worksheet

(Record only one issue per page)

Item Reference: 5.1b(2)

Not originally evaluated at consensus:



Site Visit Issue (Verify/Clarify Question):

Clarify if the applicant provides benefits and services tailored to the needs of its different workforce groups and segments.

Comment(s) affected: (SVIs address one or more comments. Cut and paste the affected comment(s) from Scorebook Navigator below as a reference during your site visit interview.)

It is unclear if the applicant provides benefits and services tailored to the needs of its different workforce groups and segments. The applicant provides examples of policies and benefits tailored to its plant and senior management; however, it does not describe policies, benefits, or services tailored to other identified workforce segments. Providing benefits and services tailored to the needs of different workforce groups may assist the applicant in increasing workforce engagement.

STRATEGY:

What questions will you ask related to the applicant's:

Approach (PROCESS) – OR – Levels (RESULTS):

The application identified benefits and services available to management level employees. What benefits, services, and/or policies are in place specific to the needs of employees in other workforce groups or segments (for example, for temporary employees)? Do employees in different workforce groups have access to different training or education opportunities to meet the needs associated with their jobs? Are bonuses or other incentive programs available relevant to the different workforce groups. Are there other organizational policies in place for different workforce segments based on the requirements of that group(s)?

Deployment (PROCESS) – OR – Trends (RESULTS):

How are employees notified of or educated on the services, benefits, and/or policies available specific to their workforce group? How many (or what percentage of) employees use the benefits and services available specific to their group or segment?

(Walk around questions: What benefits or services does the organization provide for you? Are there any benefits or services available specific to your position or employee classification? How did the organization make you aware of the available benefits and services? Do you use any of the benefits or services provided by the organization?)

Learning (PROCESS) – OR – Comparisons (RESULTS):

How do you know that the specific benefits and services are meeting the requirements of the employees in the different workforce groups? Are employees satisfied with the available benefits and services? Have you made changes or updates to the benefits and services available to the different workforce groups? What was the process for making those changes? How often are employee benefit and service offerings evaluated?

Integration:

How has offering benefits and services specific to the needs of employees in different workforce groups or segments impacted employee engagement and retention?

Print this site visit issue worksheet for use during your site visit interviews. Ask your back-up to take notes during your interview. You will enter your conclusions into the Scorebook Navigator system.