

ADMINISTRATION

Engagement Score 80%



Highest Scores

My manager is a great role model for employees **100%**

Seattle Convention Center’s commitment to social responsibility is genuine **100%**

Lowest Scores

When it is clear that someone is not delivering in their role, we do something about it **0%**

We are encouraged to be innovative even though some of our initiatives may not succeed **25%**



Greatest Opportunities

| Question | Score |
|--|-------|
| The leaders at SCC keep people informed about what is happening | 25% |
| The leaders at SCC demonstrate people are important to the company’s success | 25% |
| My manager keeps me informed about what is happening at SCC | 25% |

The Focus Agent suggests that action in these three areas will provide the most impact.

ADMINISTRATION

Engagement Score 80%

FOCUS AREA

The leaders at SCC keep people informed about what is happening.

My manager keeps me informed about what is happening at SCC.

ACTION



Admin leaders will work to support, timely updates via email regarding new board members, SCC in the news, policy changes that impact employees, event info, new employee announcements, takeaways from board meetings or other activities.



- Managers will share information via email ad hoc, including Visit Seattle and Downtown Seattle Association email bulletins.
- Hold monthly team meetings and bi-weekly check-ins.

EVENTS

Engagement Score 66%



Highest Scores

My manager remains calm and productive under pressure **96%**

My manager makes me feel valued **94%**

Lowest Scores

When it is clear that someone is not delivering in their role, we do something about it **30%**

At SCC we act on promising new or innovative ideas **36%**



Greatest Opportunities

| Question | Score |
|--|-------|
| I believe action will take place as a result of this survey | 48% |
| I have confidence in the leaders at SCC | 58% |
| SCC is a great company for me to make a contribution to my development | 60% |

The Focus Agent suggests that action in these three areas will provide the most impact.

EVENTS – AA & TA

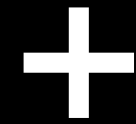
Engagement Score 66%

FOCUS AREA

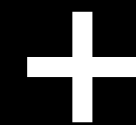
I know what I need to do to be successful in my role.

When it is clear that someone is not delivering in their role we do something about it.

ACTION



Continue to provide event resources and information through daily's and event packets to strengthen communication for each event.



Continue meeting with staff and follow-up with staff. Ensure staff are aware that when someone is not delivering in their role leadership will fully investigate the matter.

EVENT SERVICES

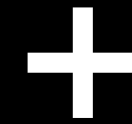
Engagement Score 70%

FOCUS AREA

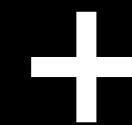
I believe action will take place as a result of this survey.

I have confidence in the leaders at SCC.

ACTION



Event Services will create a cross-departmental "Buddy" system, so our larger teams have better insight on the event planning process.



Event Services will focus on leadership skills & visibility within the organization. This includes monthly engagements with our line staff to foster better working relationships.

FACILITIES

Engagement Score 82%



Highest Scores

I have access to the things I need to do my job well **95%**

I feel I am part of a team **95%**

Lowest Scores

I believe action will take place as a result of this survey **38%**

When it is clear that someone is not delivering in their role we do something about it **48%**



Greatest Opportunities

| Question | Score |
|--|-------|
| SCC effectively directs responses (funding, people and effort) towards company goals | 76% |
| At SCC there is open and honest two-way communication | 76% |
| SCC is a great company for me to make a contribution to my development | 81% |

The Focus Agent suggests that action in these three areas will provide the most impact.

FACILITIES

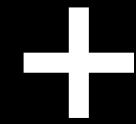
Engagement Score 82%

FOCUS AREA

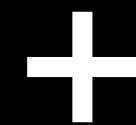
SCC effectively directs responses (funding, people, and effort) towards company goals

At SCC there is open and honest 2-way communication

ACTION



Master/Emergency Contracts, Project contracts/contractors, Staffing and position control fulfilment



Conduct team meetings, department meetings, and one on one's to enhance clarity and confirm and expectations

FINANCE

100% Participation Rate



Highest Scores

My manager remains calm and productive under pressure 100%

We have enough autonomy to perform our jobs effectively 100%

Lowest Scores

We are genuinely supported if we choose to make use of flexible working arrangements 27%

When it is clear that someone is not delivering in their role we do something about it 27%



Engagement Score 64%

Greatest Opportunities

| Question | Score |
|---|-------|
| I have confidence in the leaders at Seattle Convention Center | 55% |
| SCC is in a position to really succeed over the next three years | 45% |
| Day-to-day decisions here demonstrate that quality and improvement are top priorities | 45% |

The Focus Agent suggests that action in these three areas will provide the most impact.

FINANCE

Results of Team meeting to select 2 Focus Areas and Discuss potential Actions:

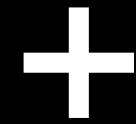
FOCUS AREA

Seattle Convention Center is in a position to really succeed over the next three years.

Day-to-Day decisions have demonstrated that quality and improvement are top priorities.

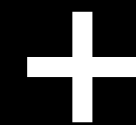
Engagement Score 64%

ACTION



Develop more robust policies and/or procedures surrounding vendors and service partners that drives better accountability and maximize service.

- Finance will review employee total rewards package for potential enhancements within budget.
- Dedicate expertise and support for Momentus to better optimize our system and data capabilities.



- Hold people accountable for choosing to not follow policies and procedures.
- Create a more collaborative environment to ensure direct or indirect impacts of decisions are effectively communicated.
- Create a 'Pro-Active' environment to focus on quality improvement opportunities.

Engagement Score 40%

Highest Scores

I feel I am part of a team

100%

My manager remains calm and productive under pressure

100%

Lowest Scores

Generally, the right people are rewarded and recognized at SCC

0%

At SCC there is open and honest two-way communication

0%

Greatest Opportunities

Question

Score

The leaders at SCC demonstrate that people are important to the company's success

25%

The leaders at Seattle Convention Center keep people informed about what is happening

0%

At SCC there is open and honest two-way communication

0%

The Focus Agent suggests that action in these three areas will provide the most impact.

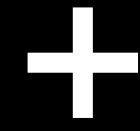
Engagement Score 40%

FOCUS AREA

At SCC there is open and honest two-way communication.

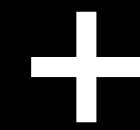
The leaders at SCC demonstrate that people are important to the company's success.

ACTION



Establish HR Community Agreement Principles

- Seek to understand
- Lead with positive intent
- Meet people where they are at
- Vegas Rule
- Step Up, Step Back, Take Space & Make Space
- Have Fun & Collaborate
- Personal Accessibility
- Give and Take Grace



Reintroduce the Team Member Feedback Forum, either through QR Code or paper form, team members submit feedback or suggestions, leadership responds, and responses are shared with organization unless confidential in nature.

OPERATIONS

Engagement Score 72%



Highest Scores

I know what I need to do to be successful in my role **91%**

I know how my work contributes to the goals of Seattle Convention Center **91%**

Lowest Scores

I believe my total compensation is fair, relative to similar roles at other companies **23%**

When it is clear that someone is not delivering in their role we do something about it **41%**



Greatest Opportunities

| Question | Score |
|---|-------|
| The leaders at Seattle Convention Center demonstrate that people are important to the company's success | 68% |
| SCC is in a position to really succeed over the next three years | 63% |
| I believe my total compensation is fair, relative to similar roles at other companies | 23% |

The Focus Agent suggests that action in these three areas will provide the most impact.

OPERATIONS

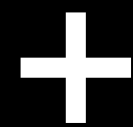
Engagement Score 72%

FOCUS AREA

The leaders at Seattle Convention Center demonstrate that people are important to the company's success

SCC is in a position to really succeed over the next three years

ACTION



Strengthen team recognition & connection to goals:

- Continue celebrating anniversaries & successes in our monthly team meetings
- Recognize weekly wins, sourced through our Ops QR code form & direct peer to peer "shout-outs"
- Invite individual SCC team members from other departments as a special guest to our meeting. Visits will give our team an opportunity to better understand how our work connects across the organization to build relationships with colleagues in other areas



Strengthen team training & development:

- Enhance training with monthly manager-crew chief check-ins, guided by a core skills checklist. Will include customer service refreshers to enhance our skills.
- Improve efficiency with a standardized, safety compliant storage system of equipment, led by crew chiefs & the full team, inviting the team to help name storage areas as a fun and collaborative activity

PARKING

Engagement Score 83%



Highest Scores

| | |
|--|------|
| I have access to the things I need to do my job well | 100% |
| SCC really allows us to make a positive difference | 100% |

Lowest Scores

| | |
|---|-----|
| My manager (or someone in management) has shown a genuine interest in my career aspirations | 43% |
| I rarely think about looking for a job at another company | 43% |



Greatest Opportunities

| Question | Score |
|--|-------|
| I have received appropriate recognition for good work at SCC | 57% |
| SCC effectively directs resources (funding, people and effort) towards company goals | 43% |
| SCC is a great company for me to make a contribution to my development | 57% |

The Focus Agent suggests that action in these three areas will provide the most impact.

PARKING

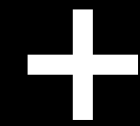
Engagement Score 83%

FOCUS AREA

I have received appropriate recognition for good work at SCC

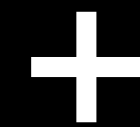
SCC effective directs resources (funding, people and effort) towards company goals

ACTION



Team member to team member verbal recognition:

- "Thank You" cards
- Host a team meeting after the conclusion of a major event
- Impactful team member communications



Improve garage appearance-routine services:

- Sweeping
- Hosing down entry, exit lanes and stairs
- Better directional signages for overflow

SALES

Engagement Score 55%



Highest Scores

I know what I need to do to be successful in my role **100%**

Other departments at SCC collaborate well with us to get the job done **91%**

Lowest Scores

When it is clear that someone is not delivering in their role, we do something about it **9%**

Workloads are divided fairly among the people where I work **18%**



Greatest Opportunities

| Question | Score |
|--|-------|
| I receive appropriate recognition for good work at SCC | 36% |
| I believe there are good career opportunities for me at SCC | 27% |
| SCC is a great company for me to make a contribution to my development | 45% |

The Focus Agent suggests that action in these three areas will provide the most impact.

SALES

Engagement Score 55%

FOCUS AREA

I receive appropriate recognition for good work at SCC

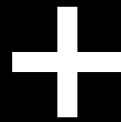
I believe there are good career opportunities for me at SCC
SCC is a great company for me to make a contribution to my development

ACTION



At the beginning of the Book Meeting, Sales Team will share recent wins or challenges.

Leadership to champion the role of Regional/Local & OneStop events by ensuring all staff understand the financial value of these events, which provide additional employment opportunities and help SCC meet financial objectives.



Recommend changes to re-envision SOC role.

Recommend title changes to reflect the increased ongoing responsibilities of the Senior Sales Manager of the respective market.

Support professional education opportunities along with the time and space needed to pursue the opportunities.

SECURITY

Engagement Score 71%



Highest Scores

I know what I need to do to be successful in my role **93%**

I know how my work contributes to the goals of SCC **93%**

Lowest Scores

I believe my total compensation is fair, relative to similar roles at other companies **18%**

The leaders at SCC have communicated a vision that motivates me **29%**



Greatest Opportunities

| Question | Score |
|--|-------|
| The leaders at SCC keep people informed about what is happening | 36% |
| The leaders at SCC demonstrate people are important to the company's success | 39% |
| The leaders at SCC have communicated a vision that motivates me | 29% |

The Focus Agent suggests that action in these three areas will provide the most impact.

SECURITY

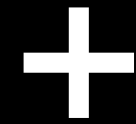
Engagement Score 71%

FOCUS AREA

The leaders at Seattle Convention Center keep people informed about what is happening

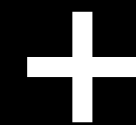
The leaders at SCC have communicated a vision that motivates me

ACTION



Security Management will:

- Provide Security Officers with after action reports with lessons learned from significant events
- Provide email of radios for Security Officers so they stay up-to-date on communications
- Conduct weekly huddles on each shift for face-to-face communications



Security Management will:

- Install cameras in BOH areas in galleria and FOH areas on Level 6
- Provide monthly updates on longer camera projects such as parking garage cameras or exterior cameras

ORGANIZATION

Engagement Score 70%



Highest Scores

I know what I need to do to be successful in my role **94%**

I know how my work contributes to the goals of Seattle Convention Center **91%**

Lowest Scores

When it is clear that someone is not delivering in their role, we do something about it **33%**

I believe my total compensation (base salary+any bonuses+benefits+equity) is fair, relative to similar roles at other companies **39%**



Greatest Opportunities

| Question | Score |
|---|-------|
| I have confidence in the leaders at Seattle Convention Center | 63% |
| The leaders at Seattle Convention Center keep people informed about what is happening | 62% |
| The leaders at Seattle Convention Center have communicated a vision that motivates me | 59% |

The Focus Agent suggests that action in these three areas will provide the most impact.