

UTAH

WORK

Life

AWARDS 2003



State of Utah
Department of
Workforce Services

OLENE S. WALKER
Governor
GAYLE F. MCKEACHNIE
Lieutenant Governor
RAYLENE IRELAND
Executive Director
DARIN BRUSH
Deputy Director
JAMES C. WHITAKER
Deputy Director

March 2004

Business Leaders,

Utah's business community is comprised of people who understand that the well-being of the workforce is key to our economic future. Because of that understanding, Utah companies have led the way in creating remarkable business practices that are steadfastly becoming the norm.

We have companies working diligently to develop workplace cultures that support Utah families, in all their forms, to encourage healthy work, community and home lives. Utah businesses are working hard to make smart business decisions while simultaneously employing strategies to support the educated, diverse workforce that allows them to be successful.

The Utah Work/Life Awards honor those companies that rise above the rest, setting the trends and showing us that success in today's marketplace starts by creating exceptional workplaces that support and encourage employees to be their best. The awards also allow us to showcase your success as we help recruit new like-minded companies to Utah.

We congratulate the 2003 Utah Work/Life Award Winners and look forward to seeing newcomers at the 2004 Awards.

Thank you for all of your hard work and contributions to making Utah a great place to work and live.

Raylene G. Ireland
Executive Director

2003 AWARDS

INTRODUCTION



2002
Work / Life Awards
Celebration
4 / 2002

2003
Work / Life Awards
Process
Enhancements
5 / 2003 - 9 / 2003

2003
Work / Life Awards
Kick-Off
9 / 2003

2003
Nominations
Accepted
10 / 2003

2003
Finalists Selected
11 / 2003

2003
On-Site Visits
12 / 2003

2003
Review Committee
Convened
1 / 2004

2003
Awards Prepared
2 / 2004

2003
Work / Life Awards
Celebration
3 / 2003



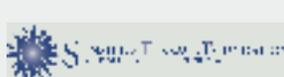
2003 AWARDS

2003 UTAH WORK/LIFE AWARDS

And the 2003 Winners Are...	page	1
Best of the Best: Community Involvement	page	2-3
Return on Investment	page	4
Innovations	page	5
Best Practices		
Flexible Work Arrangements	page	6
Child Care & Elder Care	page	7
Family & Flexible Benefits	page	8
Time Off	page	9
Community Involvement	page	10
Encourage Balanced Life	page	11
Company Culture	page	12-13
Education	page	14
Management		
Walk the Talk	page	15
Going the Extra Mile	page	16
Room to Grow	page	17
Attracting & Keeping the Best	page	18
Companies to Watch		inside back cover
Contacts/2004 Awards		outside back cover

2003 AWARDS

And the 2003 Winners Are...

	Company	Number of Employees	Industry	Location	Year on list
	1-800 CONTACTS	563	Contact Lens Distribution	Draper	First year
	ARUP Laboratories	1,593	National Reference Laboratory	Salt Lake City	Fourth year
	Ernst & Young	124	Professional Services	Salt Lake City	First year
	Futura Industries	194	Aluminum Extrusion Manufacturing	Clearfield	Fifth year
	Mtn. America Credit Union	520	Financial Products and Services	West Jordan	First year
	Nicholas & Company	424	Food Service	Salt Lake City	Third year
	Redmond Minerals	85	Mineral Development	Redmond	Third year
	Regence BlueCross BlueShield of Utah	845	Health Insurance	Salt Lake City	Fifth year
	Stampin' Up!	487	Direct Sales – Decorative Stamps & Scrapbook Supplies	Sandy	Second year
	Sunshine Terrace	302	Assisted Living, Long-Term Care	Logan	Third year

BEST OF THE BEST

COMMUNITY INVOLVEMENT

In 2003, employees expressed their appreciation and excitement about their companies' active involvement in their local communities. Here are some of the highlights.

Company

Best Practice

Employees Speak



1-800 CONTACTS participates in and sponsors Junior Achievement, Race for the Cure, Breast Cancer Awareness, Books are Fun Drive, Red Cross Blood Drive, and many local sports teams and clubs.

"**1-800 CONTACTS** gets you excited to volunteer to do different charity events such as 'The Walk for the Cure'."



Employees have paid time to volunteer to donate blood and do community service. Unpaid volunteer time is less formal and up to the individual supervisor to support. **ARUP** is heavily involved in the University of Utah and Salt Lake Community College education programs.

"I used paid time off from **ARUP** to volunteer for one week at a conference. This afforded me a great opportunity to participate in a program that was important to me personally."



ERNST & YOUNG is a large supporter of the United Way of Salt Lake. Employees have paid time off to participate in the United Way Day of Caring, and participate in 'Education Count's' events where employees donate school supplies to children. There is also a Sub For Santa program and an annual food drive for the local food bank.

"**ERNST & YOUNG** is always proud of the fact that we have almost 100% participation in our Day of Caring. Thousands of dollars are raised to help this volunteer effort."



Employees have 8 paid volunteer hours, bi-annual blood drives, food bank drives and Angel Tree. Employees held bake sales to raise money for holiday presents for another employee's family, and assembled hygiene kits for a local shelter. **FUTURA** buys employee gifts from a local school and provides employees with school supplies for their families.

"**FUTURA** lets us provide service to the community which is a great. This year, I took a day off so that I could help out a local nursing home – what a great benefit."



MTN. AMERICA contributes to large scale efforts for March of Dimes, Primary Children's Hospital, Habitat for Humanity and the Children's Miracle Network, as well as local efforts such as tutoring kids in our communities. There is special financing to help the families of those serving in the military effort. Branch employees handmade quilts for children born while parents were serving in Iraq.

"Each year **MTN. AMERICA** adopts a local school and employees go once a month to read or teach the kids something new. I think it is a very good thing!"

BEST OF THE BEST

COMMUNITY INVOLVEMENT

Company

Best Practice

Employees Speak



NICHOLAS & COMPANY sponsors an annual Angel Tree benefiting children from Community Action Program, and holds a "St. Nicholas Kids Party" for children from Head Start. Employees have the option to donate annual gifts of turkey and pie to the Utah Food Bank. Annual "Get Cozy Day" allows employees to wear sweats to work if they bring in a canned food item for the Food Bank. New this year is 8 hours paid volunteer time at the philanthropy of employee's choice.

"At **NICHOLAS & COMPANY**, I've always been encouraged to volunteer in the community – it means a lot to me that my company cares so much."



In an effort to encourage associates to actively participate in community related service activities during regular working hours, **REDMOND** will allow each associate up to 24 hours per year of paid community service time. Many employees coach local teams, volunteer in local schools, teach courses, etc.

"I am very much involved in the community and do a lot of volunteer work. Most is done on my own time, but when I need to do some of this during the day, I have received full support from **REDMOND**."



Team **REGENCE** is a group of employees formed to lead and participate in company and community events. This year's highlights include: food drive for Utah Food Bank; support of several fund-raising walks with financial donations, booths and walkers; raising money for United Way and the company's Caring Foundation for Children; silent auction to buy Christmas presents for a local school; employee volunteers for the Salt Lake Classic 5k and 10k race and the Caring Foundation Gala.

"My boss at **REGENCE** is very supportive of my desire to be involved in the community and has created and supported several opportunities for me to do this."



STAMPIN' UP! is a new national sponsor of Ronald McDonald House Charity (over \$100,000 donated); has donated large quantities of product to local schools; conducted a "Construction Day Safety" seminar at a local elementary; donated to a local 4th of July parade, food drives, blood drives; sponsored Angel Tree and Festival of Trees; created cards for the Huntsman Cancer Institute; maintained a portion of the highway, and created a float for the Kanab parade.

"**STAMPIN' UP!** has an on-going project of sending hand-stamped cards to the Huntsman Cancer Center. These cards allow the patients to send messages to whomever they wish. It's a great community/workplace project."



Many staff members at **SUNSHINE TERRACE** are involved with volunteer activities that they often perform on company time. One of many volunteer programs that staff devotes time to is helping disabled high school students learn work skills in our dietary department. **SUNSHINE TERRACE** also sponsors a quarterly blood drive with the American Red Cross and works with numerous student groups to support their education and training.

"I love the involvement in schools -there is an elementary school near **SUNSHINE TERRACE** that has students adopt residents as grandparents. Also local high school groups often come here to perform or earn hours for their school projects."



Return on Investment

In 2003, companies realized the benefits of their work/life and employee-centered efforts in many different ways – decreases in turnover, absenteeism and health care costs were just the beginning.

Bottom-Line Results

- ☛ Since implementing many new employee-focused programs, we have seen a dramatic decline in our turnover at **1-800 CONTACTS**, going from 120% in 2000, to 86% in 2001, 55% in 2002 and we reduced that even further in 2003. Our turnover is now dramatically lower than industry standards.
- ☛ Our employees are much happier now that we have paid more attention to work/life issues. Employees often comment about the positive atmosphere at **ARUP**. It is a culture of respect and caring - not just programs. Eighty percent of our employees say that our policies and benefits keep them working at **ARUP**. Our work/life programs are a visible extension of the caring culture and we know that programs alone don't deliver the message.
- ☛ Based on our **FUTURA** performance scorecards, we have had consistently higher productivity than we have EVER seen in year's past – our efforts to support our employees are paying off.
- ☛ Our turnover rate at **MTN. AMERICA** is one of the lowest in the industry; turnover among employees with flexible scheduling options, including 32-hour positions and telecommuting, is less than 3%.
- ☛ With our **1-800 CONTACTS** wellness center, we have noticed an increase in the overall health of employees both physically and mentally. This leads to lower tardiness and absenteeism.
- ☛ It is very clear that **ARUP** employees with more seniority are more productive than new employees. Decreasing turnover has increased the knowledge pool, which increases productivity. Directing efforts toward retaining these employees has resulted in overall turnover going from 21% to 17%.
- ☛ More and more, studies are showing that employees who have a sense of work/life balance are less likely to get burned out and have illnesses. It is difficult to track the exact causes of health care increases or decreases, but in a year when most companies are seeing a 13-30% increase in costs, **MTN. AMERICA** costs remain stable.
- ☛ Implementation of incentive-based pay and flexible scheduling options has decreased turnover at **NICHOLAS & COMPANY** in key departments by more than 50%.
- ☛ **STAMPIN' UP!** has developed a reputation as a good place to work and our talented employees encourage others to apply for open positions, telling others and us that they love what they do. It is not uncommon to receive 60-600 resumes for each new open position.
- ☛ Our flexibility at **MTN. AMERICA**, including flexible scheduling and the enhanced freedom of our PTO plan, which allows employees to manage their own time away from work, decreases tardiness and unscheduled absenteeism. Employees know they can take time when they need it so they schedule it in advance.
- ☛ Turnover is relatively high in long-term care, yet at **SUNSHINE TERRACE**, we seem to be improving each year. In 2000, our turnover was 78.20%. In 2001 our turnover was 69.48%. In 2002 our turnover was 63.46%. For 2003 we are shooting for under 60% turnover.
- ☛ Generous benefits and flexibility with employees has enabled us to keep key employees, reducing turnover at **STAMPIN' UP!**
- ☛ Retention is one of the goals for the **FUTURA** work/life department. We know as we retain the talented individuals we work so hard to find and hire, that as a company we will keep great talent and they in turn will refer their friends and family. In fact we are building our part-time pool, and have had a HUGE response, without doing any advertising - it's all been by word of mouth.

Award-winning companies work hard to continuously listen to their employees and make efforts to address the needs of the evolving workforce and marketplace. Here are their self-described best efforts for 2003.

Company	2003 Innovation	Description
1-800 CONTACTS	Employee Concierge Service	Negotiated with numerous vendors for discounted rates for restaurants, cars, hotels, dry cleaning, sporting events and theater.
ARUP Laboratories	Long-Term Care Insurance	Allows employees to cover spouse, dependents, siblings and parents. Siblings and parents pay directly, but get group discount. Also started discounted, group pet insurance.
Ernst & Young	Additional Paid Parental Leave	New parents can take two weeks paid leave in addition to the paid leave already available to birth mothers. An adoptive child's primary caregiver can take four paid weeks, the secondary caregiver two paid weeks.
Futura Industries	Education Program	Tuition pre-imbursement program, covering fees/books up front; First Aid, nutrition, ergonomics, ESL classes; and a weekly wellness feature to educate employees about current health practices.
Mtn. America Credit Union	Personal Time Off (PTO)	Employees can take time for whatever they need, whenever they need it. Pre-scheduling allows our branches to staff accordingly, alleviating stress from other employees that can result from unscheduled absences.
Nicholas & Company	Employee Peer Group	Peers from every department meet, without managers or supervisors, to discuss ideas and concerns. They bring their suggestions to the VP of HR. HR then helps implement the suggestion or address the concerns.
Stampin' Up!	Paid Short-Term Disability	Stampin' Up!'s Short-Term Disability program pays 100% of the premium cost and is in addition to the PTO program. STD provides the opportunity for employees to contribute to their family's financial security during times of illness and injury.
Sunshine Terrace	Listened and Acted	Our greatest feat, despite the challenging year, was sincerely listening to our employees and taking action. We were prepared to step up to the challenges, and we continue to handle the challenges with a positive "can-do" attitude.
Redmond Minerals	Nutrition & Fitness Seminars	Nutrition affects associates' fitness, appearance, strength, energy, sleep quality, mental acuity, performance, moods, illness, disease, and longevity. Many associates have commented on the dramatic impact these seminars have made on their health and general wellness.
Regence BlueCross BlueShield of Utah	ROLLS (Regence On-Line Learning System)	Gives all employees the ability to: browse catalogs of courses; launch online courses on software and topics such as time/stress management and customer service; view training info; create development plans; attend online training, and much more.

BEST PRACTICES

Flexible Work Arrangements

Many employee and business needs are effectively addressed through flexibility in the workplace. Tools such as job-sharing, telecommuting and flexible shifts enable companies to better support their employees and customers.

CEO QUOTE

"We continue to embrace a variety of work/life options that best fit within a specific operating division. For example, within our accounting department, many employees telecommute while other employees in other areas work reduced workweeks, or flexible schedules. This flexibility allows Mountain America to offer viable solutions to our employees who encounter personal life situations that don't fit into the normal 8 to 5, five-day-a-week, workweek."

Gordon R. Danes
President/CEO
Mtn. America Credit Union

EMPLOYEES SPEAK...

- "REDMOND'S philosophy on flexibility is that employees work whenever they want as long as the customers' needs are being met and the end results of production are also met. You could say it is a win-win for everyone."
- "The fact that I am able to choose when I start and finish my workday is one of my favorite things about working for ERNST & YOUNG. The firm is extremely flexible. It will give me work and allows me the ability to decide how and when it is completed."
- "It behooves any company involved in medical care to consider flexible schedules. There are more scheduling possibilities here at ARUP than anywhere I have worked. One co-worker works the unique schedule of 4 on/6 off then 6 on/4 off."
- "I am still a college student and I also work full time. SUNSHINE TERRACE works very well with me, helping me be able to go to the school while still working full time. They are willing to let me work those hours that I am available."
- "1-800 CONTACTS is very generous as far as the hours each person wishes to work. This is a great benefit since the company does not take a 'one size fits all' approach to scheduling."
- "I appreciate that managers and other leaders at STAMPIN' UP! trust employees to be honest about their time worked. I'm expected to work a certain number of hours each week, but I appreciate that if I have a doctor's appointment or need to come in late or do something during the day, that's acceptable. The trust the company has in me inspires me to be completely honest and make sure I'm always giving my best at work."
- "I was having family issues & needed to take time off from NICHOLAS & COMPANY and had turned in my resignation. The company made me feel real valuable when they offered to let me work part-time and work at the times I could be here to accommodate my family needs and keep my benefits. This is the kind of thing this company will do for its employees!"
- "I can basically set my own work hours. I am expected to work a given amount of hours per week but I am given great flexibility in determining where I need to spend my time. REDMOND trusts their employees to be doing what they should be doing when they should be doing it."
- "I love that I can come in a little late in order to take my daughter to her first day of preschool or that I can go with her to the doctor. Just plain being able to be a part of her life is my favorite thing about STAMPIN' UP! I can have a family!"
- "I have used job-sharing here at REGENCE numerous times in the past. It is a fantastic way for workers to work part-time and still have a career. It has worked very well."
- "I have the opportunity in the spring to coach high school soccer. ERNST & YOUNG allows me to come in early and work through lunch in order to leave work by 2:30. It is a great opportunity, and I don't think there are many other jobs that would allow such flexibility."
- "I have been in the work force for 20 years (believe it or not I started working at age 12) and have never seen anything even remotely approaching the flexibility 1-800 CONTACTS offers."
- "ARUP was wonderfully flexible at a time when I had to drop to part-time for 10 weeks. It meant that I was able to keep my job instead of having to quit for that time."



BEST PRACTICES

Child Care & Elder Care

Companies know that many employees are also caregivers for elders and children. Businesses are employing resources such as child care subsidies, elder care support groups and pre-tax set-aside accounts to ease employee concerns and support them in being their most productive.

EMPLOYEES SPEAK...

- "NICHOLAS & COMPANY has a 'Nicco Kids Room.' Parents can bring their child to work if they do not have a babysitter for the day and work out of the Kids Room. There are games, videos and toys for the child and a workstation for the employee."
- "The SUNSHINE TERRACE Adult Day Center is an option for emergency back-up care if there is a time that you have an elderly loved one that needed somewhere to be overnight."
- "My 2-year daughter loves to go to work with me at REDMOND. She has favorite friends at work, like the company Controller, whom she loves to share her snacks with. He is very gracious and helps her feel very special."
- "ERNST & YOUNG is the only employer in Utah that I know of that gives new fathers (that are not the primary caregiver) two weeks of paid paternal leave. I have taken advantage of this program and it was very nice."
- "Allowing new moms to phase-back in their time at work is a wonderful thing especially since I am a young mom and I want to have another baby. It helps me not worry about my job at STAMPIN' UP! while I am away."
- "At SUNSHINE TERRACE we can send aides into the home on an hourly basis to do in-home personal care (this is provided by our adult day center), and we will give the employee time off to care for his or her elder if needed."
- "MTN. AMERICA has a link posted on the Intranet that gives referrals for child care to parents in need of these services."
- "I had to attend a meeting at FUTURA, and had no one to watch my little one, so without even thinking about it I brought her along. No one batted an eye - they welcomed her and the meeting went on as planned."
- "I have brought my children to the ERNST & YOUNG office on many occasions. In fact, my kids often beg me to take them to the office. My children enjoy meeting my co-workers, playing on the whiteboards and eating lunch with dad. In fact, there have been several occasions when my children have sat in on internal meetings with me. In each case, the partner(s) made my kids feel welcomed and provided them with pens and candy."
- "We recently had a 'lunch and learn' at NICHOLAS & COMPANY that was awesome - I did not know what was out there for elder care and I had no idea what it costs or how to get started until this workshop."
- "I have watched many new mothers return to work at FUTURA and their schedules are flexible up front to provide them an easy return and settling back in."
- "Our day care center at REGENCE has been a tremendous addition to our building. It is very fun and enriching to have children in the workplace. I don't use it (my children are too old) but those who do use it love it."
- "There is the option at SUNSHINE TERRACE to bring your elderly loved one to the Adult Day Center... which is great. Sunshine Terrace is a wonderful place. It gives the caregiver time to do the things they need to and get away, and it gives the elderly a safe, entertaining place to be."

CEO QUOTE

"Our onsite, award-winning day care center has helped us attract and retain the best and most loyal employees. Even other employees who do not have children in the daycare say that seeing the children play in the activity yard or ride through the building in strollers is a morale booster."

John Ruch
President

Regence BlueCross BlueShield of Utah



BEST PRACTICES

Family & Flexible Benefits

The 'one-size-fits-all' tactic is out, as companies take huge strides to meet the needs of the ever-evolving family structures that comprise their workforces. Programs like cafeteria-style benefits, PTO and various types of leave all provide employees with freedom to choose what works best for them.

CEO QUOTE

"ARUP offers low-cost medical, dental, vision, and prescription drug insurance to all employees who work more than 20 hours per week. ARUP also provides life, disability, and accidental death and dismemberment insurance at no cost to employees. We extend our benefits to all employees' families, including domestic partners of either sex. At a time when other employers are cutting benefits and raising employee contributions, ARUP has opted to keep premiums low and continue adding benefits to its already extensive menu of health coverage."

Ronald L. Weiss, M.D., M.B.A.
President/CEO
ARUP Laboratories

EMPLOYEES SPEAK...

- ☛ "Paternity leave is a huge benefit at **ERNST & YOUNG**. Fathers are offered two weeks paid leave after the birth of their child. This was a great opportunity to lighten the load for my wife when we had our children. Most companies do not offer such a plan."
- ☛ "I enjoy the flexibility of knowing that if I'm having an 'off' day, I can call in and use my PTO instead of calling in 'sick' and being afraid of getting 'caught' in a lie – **STAMPIN' UP!** treats us like adults."
- ☛ "**ERNST & YOUNG** paid \$5,000 of my adoption expenses – that's incredible."
- ☛ "We have great benefits that include the whole family – for example, my wife attends **FUTURA'S** ESL classes for free."
- ☛ "Being able to choose which **REGENCE** benefits will work best for me and my family is very important. I can choose what I need instead of having one plan to fit all."
- ☛ "Several new mothers (biological and adoptive) have used the **NICHOLAS & COMPANY** benefit of extending their maternity leave. In all cases that I know of, it's the only way that the new parents could have financially afforded to stay home for an extended amount of time with their newborn."
- ☛ "I have never worked for a company that offers emergency loans to their employees, but **FUTURA** does. We had a co-worker who was very stressed about a personal emergency his family suffered from and when the company heard about it, they were kind enough to offer him a loan."
- ☛ "Recently a co-worker and his wife adopted a newborn baby. Their financial circumstances were good but he commented that without the adoption reimbursement benefit here at **ARUP**, they could not have afforded the adoption."
- ☛ "Adoption cost reimbursement at **STAMPIN' UP!** is awesome - I have adopted children in my family and it is expensive – **STAMPIN' UP!** really helps out with this."
- ☛ "This year **FUTURA** made an emergency loan to me for healthcare expenses. The great thing about it was that they were the ones that recommended it and this helped to keep my pride in tact."
- ☛ "The flex-spending accounts are one of my favorite benefits - I love it. Every month, I love knowing that I have money set aside for prescriptions and doctor visits. What's more, now that the plan covers over-the-counter medications, the **1-800 CONTACTS** plan is even better."
- ☛ "The **STAMPIN' UP!** health flex accounts are great. I have been able to get my glasses that I so badly needed and go to the dentist and get work done and put it on my flex card and not have to worry about how I am going to pay for it or make payment arrangements. This year I increased the amount so I can get my husband and children's teeth done, something I haven't been able to do for years."
- ☛ "**ARUP** was among the leaders in Utah in offering domestic partner coverage. While it is revolutionary for some companies it is the norm here at **ARUP** and it makes a huge difference for many of our families."
- ☛ "I like **FUTURA'S** flexible benefits because I can choose what is best for my family and me. I am not tied down to one option that may not be the best for my family."

Within the context of 'around the clock' service, time off for employees to meet their individual needs is more important and more available than ever.

EMPLOYEES SPEAK...

- ☛ "I lost my father a few years ago and needed a week off. **REDMOND** didn't ask any questions. They let me go and several people donated money for funeral services. The company also sent flowers and expressed their deepest concerns for me."
- ☛ "I have taken two maternity leaves while employed here. Both were three months long - thank you **REGENCE**."
- ☛ "I love that **MTN. AMERICA** gives employees time off for both sick and holiday leave. It helps employees with their work/life balance by allowing them time away from the office when needed!"
- ☛ "**NICHOLAS & COMPANY** supports us in taking care of our families; they understand that ultimately it's our families that are our priority."
- ☛ "**FUTURA**, as a company, is made up of some of the most understanding people I have ever seen. I have not had to use much leave, but have worked with many people who have."
- ☛ "PTO here is great! I feel very fortunate that **STAMPIN' UP!** is so generous with it, and that it can be used for whatever we may need the time off for. I have been in the process of building a first home this year, and have needed to use some PTO during the past few months. I have been grateful for the flexibility."
- ☛ "The company has a great bereavement policy. The nice thing about this is that **1-800 CONTACTS** does not specify how exactly you have to know or be related to the person. So regardless of whether your grandparents raised you or your cousin lived with you, or you just had a close friend that passed away, you are able to take the time off needed to grieve the loss."
- ☛ "Sometimes things happen and it is nice when you can take care of your loved ones and yourself and not worry about risking your employment – **MTN. AMERICA** is great about that."
- ☛ "**REGENCE** has been quite generous when emergencies have required me or my co-workers to take time off without and warning – that could cause havoc at some companies."
- ☛ "Unpaid time off or leave without pay at **FUTURA** is great - I used this during the last calendar year when I went to Taiwan to take care of some family business."
- ☛ "The time-off bank is a HUGE benefit to employees at **REGENCE** that have an unexpected event. It also allows for long-term employees with plenty of leave to offer assistance to friends and co-workers in need."
- ☛ "The time-off bank is great because we have the opportunity to donate vacation hours to other **MTN. AMERICA** employees that need extra time-off, or receive extra time off from the pool."
- ☛ "**NICHOLAS & COMPANY** provides paid bereavement leave and I know people in the company who have had to use the leave and were comforted that they did not lose pay."
- ☛ "The time bank at **FUTURA** is a GREAT benefit!! It's nice to know that I can help someone else out if they need to use my extra vacation or sick leave (or the other way around.)"
- ☛ "I worked for **REGENCE** for four days when my mother passed away. **REGENCE** treated me so well. They gave me the bereavement leave benefit, sent me flowers and a card and never once made me feel guilty or that my job was on the line."

CEO QUOTE

"Our new PTO plan goes a step farther in empowering employees. By eliminating two 'banks' and compiling all leave into one pool, employees can choose how to spend their time. To encourage employees to take time, even when times are busy, we require each employee to take at least five consecutive days off. We've found that this helps employees regroup and return to work feeling recharged."

Gordon R. Danes
President/CEO
Mtn. America Credit Union



BEST PRACTICES

Community Involvement

Whether company-sponsored or simply encouraged, employees truly value opportunities to contribute in their communities. Employees express a sense of loyalty toward companies that enable volunteerism and a spirit of giving back.

CEO QUOTE

"Redmond is a place where you can explore and search for your passions and unique gifts, work toward becoming the person you are capable of becoming, and make a unique contribution that matters, that truly makes a difference."

Rhett M. Roberts
President/CEO
Redmond Minerals



EMPLOYEES SPEAK...

- "At **REDMOND**, we call it 'Community Service' leave. If you are asked to participate or volunteer to help a non-profit group or organization, you have 24 hours of this time."
- "**ERNST & YOUNG** participates every year in a drive for school supplies for needy children. It is nice to be able to help those who need it, and the appreciation of the children makes it worthwhile."
- "Each month, a few **STAMPIN' UP!** employees visit a local care center for the elderly to visit with them and make hand-stamped cards. The residents at the care center love it, it provides a great opportunity for employees to volunteer together, and it helps me feel connected to the community and feel proud of what **STAMPIN' UP!** does for our neighborhood."
- "We have had several company supported projects at **SUNSHINE TERRACE** where donations of food, clothing and/or cash were collected to benefit the needy in the community. We have also taken a key role in events such as the annual Alzheimer's Memory Walk."
- "Last winter our office cooked and served breakfast to homeless people at a local shelter. This was a very good experience for me as an employee of **REDMOND**."
- "At **SUNSHINE TERRACE**, we have handicapped students from our local high school come daily to help in the dish room and dining room. We also have college students studying nutrition spend time here for labs and clinicals."
- "I am a member of a local Sandy club and spend many hours on my own time putting each program together. **MTN. AMERICA** sponsors these programs and allows me time during business hours to attend meetings."
- "**REGENCE** has been very generous in letting me volunteer for the United Way and with the Salt Lake Chamber of Commerce. It is beneficial for me to work with the community and it helps get the company's name out there."
- "**NICHOLAS & COMPANY** encourages employees to be involved in the industry and the community. Some are company sponsored, and employees are invited to participate, some are personal causes that the company also supports with time off and donations."
- "We have employees who volunteer each month, donating time to serve lunch at a local nonprofit – **FUTURA** really encourages community service."
- "This is awesome! I have been a participant in Junior Achievement for three years now. I think it is wonderful of **1-800-CONTACTS** to allow their employees to go and make a difference in schools and get paid for doing it."
- "**ARUP** provides a good opportunity to participate in professional and community activities. **ARUP** has helped me to become more involved in the community and in my professional societies. This involvement has helped me to expand my career and personal life."
- "The Caring Foundation focuses on the children of those trying hard to help themselves, and I really applaud this type of focus. **REGENCE** and myself donate generously and regularly to the Caring Foundation because of that."
- "I volunteer at the Huntsman Cancer Institute every week. This means that my workday here at **ARUP** is split in half. My supervisor works with me every week because she knows how important I feel the research at the cancer institute is."

BEST PRACTICES

Encourage Balanced Life

Companies realize that acknowledgement of employees' outside lives and responsibilities go a long way toward maintaining a healthy workforce. Efforts to support employee wellness are showing up in personal development courses and nutrition, health and fitness programs.

EMPLOYEES SPEAK...

- ☛ "I just went to dinner on the company for my birthday. Every year **REDMOND** gives you a 30 dollar gift certificate at a restaurant of your choice. **REDMOND** was also very thoughtful when they sent flowers to my wife after having a baby."
- ☛ "At the on-site cafeteria at **SUNSHINE TERRACE**, they have the best bread ever! They make a lot of homemade food, and employee meal tickets are very cheap."
- ☛ "I participate in the fitness club program. If I didn't have a discount through **STAMPIN' UP!**, I wouldn't belong to a club, because as a **STAMPIN' UP!** employee I was able to sign up on a monthly basis, rather than having to commit to a yearly contract. That was the difference between my joining and not joining."
- ☛ "Our **1-800 CONTACTS** cafeteria is next to none. We have a professional chef and staff that prepares each day's meal fresh. We can choose from several menu choices for that day. Breakfast is free and a full lunch is \$2.50 per meal. Our choices of main meals range from baby back ribs to salmon, to a side of whole chicken. And, we can place customized orders from our computers."
- ☛ "I have been involved with the **ERNST & YOUNG** basketball city league team. It was a great chance to have fun with co-workers outside of work."
- ☛ "When I adopted my son, the staff made a huge deal about it and I got to make a presentation to the residents about the adoption process - they were very supportive when he arrived. Things like this make me really appreciate **SUNSHINE TERRACE**."
- ☛ "**REGENCE** offers many programs to help employees with their personal and business lives. There is a whole library on self help and other motivational topics for employees to check out, and a masseuse comes two days a week - the company will even reimburse you for the cost!"
- ☛ "For those employees who, like myself, have a hard time getting up to exercise in the morning or evening, having the onsite fitness center is a great benefit. **MTN. AMERICA** was also good to keep the cost minimal so all employees can use it."
- ☛ "There are great workshops and brown-bag events that employees are invited to attend that touch on a variety of subjects including financial health, physical health, time management, **MTN. AMERICA** products, etc. They are a great way to learn to better balance work and life!"
- ☛ "**NICHOLAS & COMPANY** is always trying to provide workshops to help employees, not just on work-related topics, but personal development too."
- ☛ "**FUTURA'S** workshops are a great benefit - we have had some great speakers in to talk about issues ranging from smoking cessation to mortgages. Great benefit."
- ☛ "We have a fantastic onsite fitness center at **1-800 CONTACTS** which provides trainers to help if you'd like. I have NEVER seen a company so keenly focused on promoting that health and fitness are essential and FUN. Employees earn points toward free prizes, gift certificates, etc. simply for working out!! We love it and it increases productivity, wellness, and reduces stress. We also have video games and ping pong tables if you just want to relax."
- ☛ "I have quit smoking since I started working at **REGENCE** and also have begun a regular workout routine in the on-site fitness center, which is awesome. Because of the fitness center and the onsite instructor, I am in the best shape of my life."

CEO QUOTE

"Nicholas and Company is committed to fostering a family-friendly work environment and a good work/life balance. Our corporate culture, hiring practices, benefits, policies and procedures, reflect this philosophy. We strive to create a work environment that promotes mutual loyalty between the Company and the employees."

Peter W. Mouskondis
President
Nicholas & Company



BEST PRACTICES

Company Culture

Employees are verbose about company culture serving as the foundation of the workplace, showcasing the vision of its leaders through decisions, policies, spirit and actions.

CEO QUOTE

"We have a very strong culture and employees recognize that we are an organization that values not only the hard working dedicated employee, but also values, recognizes, and accommodates the personal life issues that continually challenge these same employees. We will continue to cultivate this culture so we continue to retain our exemplary work force."

Gordon R. Danes
President/CEO
Mtn. America Credit Union

EMPLOYEES SPEAK...

- ☛ "All of our leaders at **SUNSHINE TERRACE** are tasked with addressing the work/life issues of their employees – it doesn't come down to one person to promote employees' well-being."
- ☛ "I am very proud to work at **FUTURA**, I feel that my opinion is valued by the company, and I am expected to share it."
- ☛ "**REDMOND'S** statement of purpose is to promote a better life for all involved, and make a contribution that is good. This is above making money. It's hard to believe this until you are associated with this company, but it's really true."
- ☛ "**ERNST & YOUNG** has one of the most family-friendly cultures that I've seen. Many company activities are designed to include spouses and children. I have been told on many occasions to take my wife or my family to dinner on the firm, especially when I've been traveling a lot or have had a big project. Many of the partners that I've worked for over the years have taken the time to personally get to know my wife and children by name."
- ☛ "The special and greatest part of birthdays at **STAMPIN' UP!** is when our President, Shelli, takes time from her busy schedule and handwrites you a birthday card and mails it to you - how many presidents take that kind of time and do this, for every employee?"
- ☛ "At **FUTURA** we are family-friendly. My wife can participate in ESL classes without charge, everyone is friendly and nice who I work with - they know me and my family. They understand me."
- ☛ "There isn't a week that goes by that I don't tell a family or friend how generous, kind, employee focused, flexible, caring, etc. this company is. I love my job and wish all my family could have the same employer experience I've had since starting with **STAMPIN' UP!**"
- ☛ "Sometimes when I come to work it is so wonderful to be at **SUNSHINE TERRACE**, I can't believe I am getting paid to be here!"
- ☛ "I think that **MTN. AMERICA** is one of the best companies to work for when it comes to work/life balance. Having a life outside of work is something that **MTN. AMERICA** takes seriously."
- ☛ "**NICHOLAS & COMPANY** is one of the most family-friendly companies I have ever worked for – they are always including our families in activities and parties."
- ☛ "I love the thrill of change and daily challenges at **FUTURA**. Learning new things and being able to move around in the different departments is great."



EMPLOYEES SPEAK...

- ☛ "Dr. Keldsberg, our CEO at **ARUP**, has a philosophy that PTO is to be used and that work shouldn't be your whole life. Employees are encouraged to have a life outside of work - I really like the culture."
- ☛ "The moral character of **1-800 CONTACTS** and its management is impeccable. I am truly proud to say I work for such an energetic, earnest, young company."
- ☛ "I feel very comfortable at **MTN. AMERICA** and know that I am encouraged to always strengthen myself and move up in the company in the ways that best suit me."
- ☛ "From my personal perspective, while I am expected to perform my job, I am also challenged by my supervisor to "take care" of myself. This is not just a written policy, it is a company attitude at **1-800 CONTACTS**."
- ☛ "I feel **ARUP** is the best place to work - I love my job, I love the atmosphere at **ARUP**, I love the support from management and other employees. It is truly a team environment."
- ☛ "Celebrate is the key word. **ERNST & YOUNG** really celebrates with the employee, never punishing or belittling life's events."
- ☛ "Birthdays are a big deal at **STAMPIN' UP!** Every month, all employees gather in the lunch room for a celebration where we sing a rousing happy birthday song and recognize those who have birthdays that month. We enjoy treats together and visit for a bit before returning to work. It's always fun to watch new employees at their first birthday celebration--it's like they can't believe they work at a place with so much spirit!"
- ☛ "I am proud to be a part of **ARUP** and have promoted it and its values to family and friends. Those friends who have come to work here have thanked me over and over."
- ☛ "**REGENCE** is a very family-friendly environment, they try and make family the focus for our company and try to help employees and their families all they can – doesn't matter if you are single, partnered, parents, etc."
- ☛ "I have found that **ERNST & YOUNG** is a very entrepreneurial environment. It is really up to the individual to decide how far they want to advance. **ERNST & YOUNG** will make the opportunities available; it is up to me to take advantage of them."
- ☛ "Many things have changed since I started, and **REGENCE** is one of the best companies to work for in Utah."

CEO QUOTE

"ARUP makes a constant effort to encourage its employees to perform at their full potential and offers many opportunities for professional and personal growth and continuous learning."

Ronald L. Weiss, M.D., M.B.A.
President/CEO
ARUP Laboratories



Education

In an increasingly competitive, global marketplace, companies that support life-long learning are benefiting from their tuition, scholarship, mentor and training programs.

CEO QUOTE

"At Ernst & Young, we maintain a 'People First' culture. We are firmly committed to the belief that we can only provide the outstanding services our clients expect by giving the highest attention to our people's growth and satisfaction."

David R. Jolley
Office Managing Partner
Ernst & Young



EMPLOYEES SPEAK...

- ☛ "At **SUNSHINE TERRACE**, we offer mentoring experiences. For example, my administrative assistant mentored a housekeeper who wanted to learn how to use the computer! This same housekeeper was supported in the past to participate in the Bridgerland Literary program, and learned to read as a result!"
- ☛ "**FUTURA** has just started a program where we can take courses online - for those who don't have the internet at home, the company has set up a computer."
- ☛ "We have many employee workshops to help us hone our skills and maintain our CPE requirements. I am glad the firm provides these workshops to us because it lets us know **ERNST & YOUNG** is committed to our continued learning and improvement."
- ☛ "**REDMOND** will pay 100% for any educational program that an employee desires."
- ☛ "The tuition program is great – I used it the whole time I went to school and it really took some pressure off of me. **1-800 CONTACTS** reimbursed 75% and that is a lot."
- ☛ "**MTN. AMERICA** is committed to ongoing employee education and development, which shows in the amount of training that is available to all employees. We provide over 450 courses at no cost to employees, many of which are available through Mtn. America University, which can be accessed online 24 hours a day, 7 days a week."
- ☛ "**ARUP'S** tuition program is pretty generous. I love the fact that **ARUP** will reimburse for any class as long as you are working toward a degree in something."
- ☛ "The tuition program at **FUTURA** is very helpful to me. I would not be able to afford school without it."
- ☛ "As a **REDMOND** team leader, every couple of months we read and discuss a book that relates to strategies for achieving personal happiness and success in our lives."
- ☛ "I have used the tuition program on several occasions. I needed to take some additional accounting courses, and **ERNST & YOUNG** was very supportive in paying the expenses and making sure that I could attend the courses."
- ☛ "**ARUP** is very supportive with tuition reimbursement for those who feel education is important. Some laboratory related fields get up to 100% consideration."
- ☛ "Thanks to the generosity of a board member, we are most fortunate to have a **SUNSHINE TERRACE** scholarship program for employees, and we also pay for certified nursing assistant training."
- ☛ "Parents who want their children to have the opportunity for a higher education love **ARUP'S** 75% tuition reimbursement. For many, this is the only way they can afford to send their children to college. "
- ☛ "I always wanted to go back to school and get my diploma. **FUTURA** allowed me to flex my hours and paid for classes, so I was able to do achieve my dream."
- ☛ "While attending school, my schedule would change from one semester to the next. My supervisors were willing to work with my schedule so that I could continue my education as well as work for **ARUP**."

Talking about core values is one thing, but living them demonstrates a whole different level of commitment - employees definitely know the difference.

EMPLOYEES SPEAK...

- "REDMOND understands that there is more to life than work. Redmond knows that if employees are given rest and time with their families, employees are more content and better able to function in an effective manner. Happy employees produce more."
- "I took a course on work/life issues as a supervisor, and found it very helpful. ERNST & YOUNG is very big on encouraging management to ensure they are working within the firm's culture of caring and work/life balance."
- "I think that it is good that MTN. AMERICA educates the managers on all levels when dealing with life outside of work. I think that when managers understand and work with the employees, it equals out to a more productive day for everyone."
- "In the past, before ERNST & YOUNG was so supportive of work/life balance issues, many people left the firm for that reason--there was no balance. I strongly believe that due to the feedback obtained in exit interviews, the firm has taken what it learned and put into practice."
- "The owners of NICHOLAS & COMPANY especially are involved in several organizations that are related to work/life issues."
- "ERNST & YOUNG has an office that looks at gender issues in the company – they are really trying to make sure that any underrepresented minorities in the company have the opportunity to do well."
- "REDMOND trusts its employees and people in general. They trust employees so much that they place the company's future in the employee's hands by allowing the employees to make decisions that steer the company."
- "The sky is the limit at ERNST & YOUNG. And it is important to note that not everyone has to be a partner, the firm has created many alternative career paths to help each person reach their goals and full potential."
- "At NICHOLAS & COMPANY we have employee focus groups comprised of both long-term and newer employees, that source issues that are important to all employees or specific departments and are given the authority to fix the issue as a group."
- "I know of people who have come to REDMOND from other places and can't believe the freedoms and basic philosophy that is offered here. Some have a hard time adjusting to not being told what to do and how to do it. We concentrate on letting the person know what results we want to see. How they get there doesn't matter."
- "I have the opportunity of working for a manager at STAMPIN' UP! that feels the work I do is more important than the minutes I spend at work. Although my contribution at work during certain times of the day are important, the flexibility is demonstrated on a higher level."
- "My previous employer would make you feel like you were letting the team down if you were unable to attend a meeting or wanted to go on vacation. ARUP is the exact opposite. ARUP knows the value of a well-rested employee, so they encourage employees to use their vacation."
- "Our CEO at FUTURA knows everyone personally, and their mates and children by name – they don't just say they care, they really do."

CEO QUOTE

"Early on I created a simple philosophy that is the foundation of our daily effort: First, treat employees exceptionally well. If employees are given the right incentives, environment, training, and work/life balance, then they will treat our customers exceptionally well and in turn, our customers will positively influence our investors and key publics."

Jonathan Coon
President/CEO
1-800-CONTACTS



MANAGEMENT

Going the Extra Mile

Not all situations are covered in policy manuals – at these Work/Life Award-winning companies, leadership often creates an environment or does something that surprises and delights employees – and employees take note.

CEO QUOTE

“We do not believe there is a magic bullet, or a cookie cutter for ‘family-friendly’. It is a way of seeing the world, of seeing the importance of the one, as part of the whole.”

Susan D. Johnson
President
Futura Industries

EMPLOYEES SPEAK...

- “Several years ago the **STAMPIN’ UP!** Kanab facility experienced a work slow down during the holidays. Instead of laying people off our owner allowed them to make quilts on company time and donate to local hospitals and charities. This was unprecedented.”
- “My daughter was in a serious car accident two years ago and I was able to leave work immediately to be with her and her husband. I was also told to take what time was necessary to help. People at **REGENCE** are still asking me how she is doing in her rehabilitation. I felt a lot of support in that time of need.”
- “I have seen employees go through life shattering experiences, and have watched **1-800-CONTACTS** and their employees pull together to help and support those in need. It is a very humbling situation to see this. It makes me proud to work here.”
- “If you have an emergency, the only question asked at **NICHOLAS & COMPANY** is, ‘What can we do to help?’ You are granted the time needed without exception.”
- “Part of **REDMOND’S** vision is to help each person discover their unique gifts and talents to help them find where and how they can be most successful and magnify their unique voice. When associates are so engaged, morale is never a concern.”
- “My supervisor at **STAMPIN’ UP!** is very understanding. She will help me work around things. For example, I had a two week vacation planned all year. Then I got sick and I had to use some of my PTO I had been saving. My supervisor told me I could work extra hours right before I left and right when I came back, so I didn’t have to change any plans – that was so nice!”
- “One of my team members had a parent who passed away – he could not afford to fly across country for the funeral. **FUTURA** gave him a personal loan so he could go to the funeral and they arranged a small monthly payment plan so he could pay them back and still make ends meet at home.”
- “Happy, healthy employees are the key to increased productivity. As we provide many benefits for employees at **1-800 CONTACTS**, they are inclined to ‘go the extra mile’ for us. They want to help us to succeed in every possible way. As a manager, I know that the company goes out its way to think about me, and I never hesitate to do the same for the company.”
- “Although my wife and I are living on a budget, a couple of months ago we had some unforeseen expenses and we needed to pay them before the next pay period. **REDMOND** was gracious to advance me a portion of my next paycheck so we were able to pay the expenses. This took a ton of stress off my wife and me.”
- “**STAMPIN’ UP!** is definitely a company that believes in morals such as honesty, integrity, and being fair to everyone. I’ve never worked for a company that has cared so much about the opinions of their workers. In planning for a new facility the owner of the company ensured us that every single employee was able to give their ideas to the builders. It’s hard to find that in a lot of companies.”
- “**REDMOND** hired me just to clean the office, but when they saw that I could also cook they gave me a chance to start cooking lunch for team leader meetings and other company meetings. People like my cooking and I feel like I’m making a good contribution where I can. I think that part of my company’s culture is looking for people’s potential and then letting them contribute where they can. There’s always a chance to step up.”



All organizations can improve, and part of what makes the Work/Life Award-winning companies great is their willingness to listen to employees and to learn from best practice exchanges. Employees often see opportunities for improvements before they reach formal company channels.

EMPLOYEES SPEAK...

- ☛ "I would like to see more women working here, especially in team leader roles."
- ☛ "I don't think companies understand how important it is to have good internal communication – we need to get some help from someone who can assist management in talking with employees."
- ☛ "I wish we had a more thought-out retirement plan with more options."
- ☛ "The one area in this company I would honestly like to see change – leaders who have been in their jobs for many years, but don't have new skills to address or support today's workforce. It creates a feeling that we cannot succeed or grow in the company."
- ☛ "It would be really helpful if we made an investment in some weights or some kind of physical fitness program on-site – then people wouldn't get sick as much."
- ☛ "I don't see a lot of women in management positions – this is disheartening, even though the industry is predominantly male."
- ☛ "We need to have domestic partner benefits – my co-workers with partners do the same work I do, but they don't get the same benefits."
- ☛ "Sometimes managers are chosen by seniority rather than skill – this often does not provide the best leadership for the team."
- ☛ "I wish our company would learn how to communicate better with employees – managers are not always the best at this, and sometimes they are the worst."
- ☛ "I would really like to get to know more than the people I see on a day to day basis, to have an exchange program where those in upper management could spend more time with production crews. This way, they could learn what it takes to do our jobs and we could learn what it takes to do theirs – then we could appreciate each other more."
- ☛ "This is one thing I really wish the company could offer – part-time work with benefits. I would like to continue working part-time after I have children if I could keep my benefits. I'll be forced to either stay at home full-time, or work full-time."
- ☛ "A company endorsed or recommended daycare provider would be a great benefit because chances are other employees would utilize this service. Referrals from someone you know, who has been there/done that, are the most helpful."
- ☛ "I think we should offer a phased-back schedule for all new parents, not just mothers. We have so many new mothers, and the new fathers need some time too!"
- ☛ "An elder care support group is something that would be easy to put together and could really help those in need. It wouldn't cost any/much more additional money to get a lunch-time meeting group set up."
- ☛ "I would love to have an on-site fitness program! Gym memberships can be expensive, but it's a necessary investment in your health. It would be wonderful to have the company recognize that. I'm sure they'd save money in the long term on insurance and loss of productivity if they encouraged their employees to exercise regularly."

CEO QUOTE

"Stampin' Up!'s commitment to employees reflects our Statement of the Heart, which reads: 'To love what we do, and share what we love, as we help others to enjoy creativity and worthwhile accomplishment- in this we make a difference.' Stampin' Up! makes a difference in the lives of its employees by investigating and implementing their suggestions when possible. For example, we implemented an on-site massage therapy program in response to employee requests."

**Shelli Gardner
Co-founder/CEO
Stampin' Up!**

2003 AWARDS

Attracting and Keeping the Best

Many employees waxed philosophical when describing what drew them to, and what keeps them at, these fabulous companies. Even during hard times, the lure of a bigger paycheck elsewhere is not enough to spur employees to leave their great workplaces.

CEO QUOTE

"Mountain America's greatest strength as an organization lies in our outstanding employees. We recognize that many of our employees want to have a successful and fulfilling career while still having quality time outside of work. Therefore, we continue to cultivate a culture of empowerment so employees can manage their time to fit their unique needs."

Gordon R. Danes
President/CEO
Mtn. America Credit Union

EMPLOYEES SPEAK...

- ☛ "ARUP promotes the ideals that I admire most. I believe in its values and mission and strive to help meet them."
- ☛ "I feel that REGENCE has a strong ethical background and its values fall right in line with my own."
- ☛ "Our STAMPIN' UP! CEO, Shelli, is what keeps me here! She just beams with joy and has that bounce in her step that we all wish we could achieve. She remembers conversations from last time you talked and personal items about people. Try to find another owner of a company this size that strives for such a goal!"
- ☛ "In prior management positions, I was criticized for "catering" to the employees. Here at 1-800 CONTACTS, treating employees as valuable members of the team is welcome."
- ☛ "You don't find too many REDMOND'S out there. I am in a position now, that if I was offered another job, with a considerable amount of increased pay, I would not take it. The environment here is very positive. I look forward to going to work and being around the people I associate with."
- ☛ "I was a customer of ARUP before I was an employee. My experience as a customer is what drew me to ARUP for employment. The quality of work and corporate values, which ARUP promotes, makes them a leader in the industry."
- ☛ "The company culture here is what keeps me working here. NICHOLAS & COMPANY believes its two most important assets are its employees and its customers. Every decision they make is to positively impact one or the other. They truly walk the talk."
- ☛ "We're famous throughout the valley for our AMAZINGLY good, AMAZINGLY affordable cafeteria menu. Imagine having a stuffed rotisserie chicken or sirloin steak for under \$3 dollars!? The food is top-notch, and employees get unlimited drinks, fruit, snacks, and cereal. We are so, so grateful for this incredible consideration from 1-800 CONTACTS. It has helped me be healthy, go to school and work at a great company."
- ☛ "At REDMOND, we are just like a family. I love coming to work. It is like I am performing a good service at a place I can have fun, receive support, understanding and appreciation. I have learned what a truly successful life is and am making great strides in achieving it."
- ☛ "I've had co-workers who have turned down job offers from other companies, even when the pay is better. They said the flexibility at MTN. AMERICA can't be beat."
- ☛ "We are an extremely honest, open and team oriented company at NICHOLAS & COMPANY. The company values mirror my own and it's that way throughout the entire organization."
- ☛ "One of the reasons I have made a career at MTN. AMERICA and why I continue to work here is that the company has values similar to my own, and they live them."
- ☛ "I have recommended this company to NUMEROUS people. I always say that 1-800 CONTACTS is a great company to work for and they really care about their employees. And all of this is true!"

2003 AWARDS

Companies to Watch - Runners Up

Four companies beat out over 40 other competitors and made it to the final round of competition. These companies are doing great things and are poised to capture an Award next year – watch out 2003 winners!



AT&T – Taylorsville, UT
Wireless Voice and Data
Telecommunications

AT&T offers a wide variety of flexible work options, including telecommuting, to allow employees the opportunity to maximize their time both at work and outside of work.

Highlights from AT&T Employees:

- “I cannot say that just one thing is keeping me with AT&T Wireless. It is a combination of the people, an exciting industry, pay and benefits.”
- “Having children always presents challenges and problems that you sometimes can’t plan for. Whenever I have family issues from sickness to carpools, from plays to doctor appointments, AT&T Wireless is super easy in working around those issues.”
- “Every time I achieve my business goals or do something special I receive positive feedback from my manager, his manager and often times the vice president. You really feel like you are a part of one big family at AT&T.”



Buyer’s United – Sandy, UT
Telecommunications Services/Embedded
IP applications

Buyer’s United encourages employees to seek a balance between work and outside interests, and sponsors programs like Work@Home, and onsite, company-subsidized massage.

Highlights from Buyer’s United Employees:

- “Buyer’s United is very flexible in allowing employees to find the schedule that best fits their personal lives. I benefit from the flexible schedule because it allows me to take college classes, and allows me time to be able to have a personal life.”
- “I think that the thing that keeps me working at Buyer’s United is the relaxed environment. It is very supportive and fun to work here. Everyone is so friendly and equal and it is an overall great company - I love where this company is going.”
- “Buyer’s United has a lot of faith in me. They have allowed me to blossom so much, let me find my talents, and utilize them. They recognized my skills, and were not concerned that I was too young, hadn’t finished my degree, etc.”



KenCraft – Alpine, UT
Handcrafted Confectionary
Manufactures

KenCraft has used its creativity to offer employee-friendly options like allowing employees to take time off in bits and pieces throughout the week, then make up the time and still take home a full paycheck.

Highlights from KenCraft Employees:

- “I had a medical condition that required me to have weekly treatments. I was able to take one day off, work 30 hours during the rest of this difficult time, and maintain full benefits. It saved my life and allowed me to continue working. KenCraft was really understanding.”
- “Based on what I’ve seen, KenCraft looks after its people first, profits second. This leads to loyal employees and better profitability.”
- “My mother developed a serious illness several years ago. It was devastating, especially since she lived far away. The day after I found out, my boss called me into his office and asked me if I’d visit a customer and do a store check. He handed me a plane ticket and said this customer happens to be in the same city your mother lives in. KenCraft’s generosity allowed me to be with her during her surgery and will never be forgotten.”



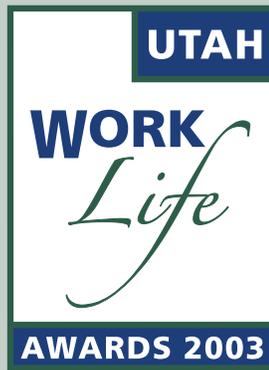
Utah Transit Authority
– Salt Lake City, UT Public Transit

UTA has an extensive wellness program for employees and their partners, including on-site fitness facilities, self-improvement courses and incentive programs, and covering 95% of employee health insurance premiums.

Highlights from UTA Employees:

- “The best things about UTA are the work environment, the benefits and opportunities available for a better quality of life. Working with friendly, knowledgeable, professional people, being treated with kindness and respect, being part of the service UTA provides to the general public.”
- “Shortly before Christmas, a co-worker at UTA had her wallet stolen. She had \$300 in cash in her wallet to pick up layaways after work, which was “Christmas” for the three grandchildren she was raising. Word went around the building and donations were taken. Within two hours, employees had not only come up with the \$300 to help her, but exceeded that amount.”
- “UTA is so focused on helping each other out and the well-being of their employees. If folks are out sick for extended periods of time, use up all their time off and have limited funds coming in, special accounts are set up in their name so that the general employee population can have an automatic deduction put into that account to help out. Unbelievable!”





The Utah Work/Life Awards is a collaboration between the Department of Workforce Services/Office of Child Care and Juxtapose Work/Life Consultants.

If you have any questions regarding this Award, please contact:

Utah Office of Child Care

Project Lead: Lynette Rasmussen
Phone: (801) 526-4340
Email: lrasmussen@utah.gov
Internet: www.jobs.utah.gov/occ



The vision of the Utah Office of Child Care (OCC) is to make quality, affordable child care available to every child in Utah who needs it. OCC works to achieve this goal by providing child care funding to working families, educating the community and child care providers, and assisting parents with locating affordable, quality care.

Juxtapose Work/Life Consultants

Project Lead: Pamela Ballo
Phone: (415) 398-3260
Email: ballo@juxtaposesf.com
Internet: www.juxtaposesf.com



Juxtapose Work/Life Consultants specialize in organizational assessment, strategic plan development and workplace culture. Juxtapose will help your company accurately assess your organizational needs, and develop and integrate your employee strategy with your business goals to create an exceptional workplace.

2004 Awards

Is your company interested in applying for Utah's 2004 Work/Life Awards?

Please send contact information, including Company Name, Phone Number, HR Representative and his/her email address to: worklife@utah.gov. We look forward to your participation!



Department of Workforce Services / Office of Child Care
140 East 300 South, Salt Lake City, Utah 84111
801-526-4340 toll free 800-622-7390 www.jobs.utah.gov

