



Aligning CSR & Engagement Strategies For Better Results

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Thursday, September 28, 2016



What We'll Cover

- Introduction to ADP and our CSR Efforts
- What is Engagement
- Why is it Important
- How can you Impact Engagement
- Connecting the Dots (Illustrative Program that helps People, Profits and the Planet)
- Q & A

My goal is to expose and enable you to some insights and/or tools that you might apply to **improve your stakeholder engagement** and **help you meet your goals**.

ADP is one of the world's largest providers of Human Capital Management (HCM) solutions

- \$11.7 billion in revenue in FY 2016
- 57,000 associates worldwide in 40 countries, founded and headquartered in NJ
- ADP pays 26 million (1 in 6) workers in U.S. and 13 million outside the U.S.
- 650,000 clients in more than 110 countries (470,000 small businesses)
- Over 80% of Fortune® 500 companies
- Moved approximately \$1.7 trillion in U.S. client funds in FY 2016



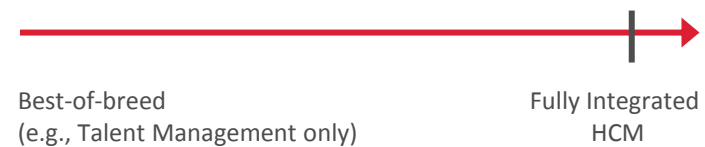
Global Presence



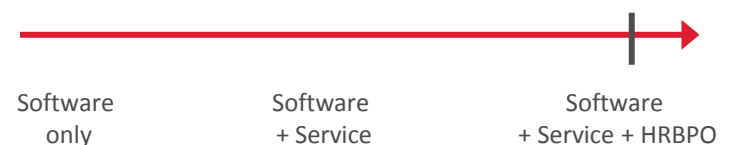
Range of Client Sizes



Product Breadth



Delivery Methods Supported



We are ALL IN on Human Capital Management (HCM)

We focus on our clients' biggest investment, challenge and opportunity – **their people.**



From
Recruitment

Technology



Support



Compliance



Insights

Service

Innovation



To
Retirement

Expanding to serve clients where they do business

ADP's global footprint delivers service in **110+ countries**, covering **99%** of multinational employees



ADP's 7 Core Values Underpin our Culture



Integrity Is Everything: We conduct our business with the highest level of integrity. We are straight forward and honor our commitments. **We do the right thing.**



Insightful Expertise: We thrive on **turning knowledge into insight.** Staying on top of our field and ahead of the curve is how we drive value for our clients.



Service Excellence: We are obsessed with all aspects of the **client experience.** The strength of our client relationships is the key to our growth and success.



Results-Driven: We are driven by a strong work ethic that is results-oriented. We encourage prudent risk taking without the fear of occasional failure. By **being accountable, we deliver measurable results.**



Each Person Counts: We believe that each person counts. Each client and associate counts. Each deed counts and each contact between every client and associate counts. We **respect and embrace the diversity** of our associates, clients and business partners.



Inspiring Innovation: We strive for constant improvement, always **searching for new and better ways** to serve our clients and grow the business. We created an entire industry - innovation is in our DNA.



Social Responsibility: We believe in **giving back to the communities** where we work and live. We encourage and support our associates' commitment to giving back and helping improve their communities.



Our CSR “People First” Mission

Shape a culture that unlocks our **human** and **market potential** by developing a **sustainable, scalable** approach to **attracting, engaging, retaining** and **growing** high performing **diverse** talent that reflects the markets we serve

ADP's CSR Pillars tie to business priorities, values and culture

Employability



- Education
- Economic Growth
- Wellness
- Training & Development

Ethics & Compliance



- Ethical business conduct
- Data Security and Privacy Standards
- Innovative Products that support Employer Compliance

Environmental Sustainability



- Reduced Energy and GHG Emissions
- Reduced Paper Usage
- Use of Products which support Sustainability

Associate & Community Engagement



- Diversity & Inclusion
- Stakeholder Engagement
- Labor Relations & Compliance
- Volunteerism & Philanthropy

As a Data Driven company, we have developed number dashboards to help us develop Better Decisions

Global Sustainability Dashboard



Gas

2015	641,513 MBH
2016 YTD Usage	253,318 MBH
Q1 2015-Q1 2016 % Change	-28%



Electric

2015 Usage	115,768,186 Kwh
2016 YTD Usage	25,898,996 Kwh
Q1 2015-Q1 2016 % Change	-13%



Water

2015 Usage Total	81,045,513 gal
2016 YTD Usage	12,632,943 gal
Q1 2015-Q1 2016 % Change	-14%



Fleet

Avg. # Vehicles	1,046 Cars
GHG Diverted	3,262 Tons



Electric Vehicle Charging

2015 GHG Diverted	7,277 kg
2016 GHG Diverted YTD	16,999 kg



Cellulose

2015 Recycled	3,472 tons
2016 YTD Recycled	991 tons
Q1 2015-Q1 2016 % Change	36%



PAG

2015 Recycled	284 tons
2016 YTD Recycled	83 tons
Q1 2015-Q1 2016 % Change	34%



Construction Debris

Diverted	95%	3,553 Tons
Waste	5%	168 Tons



Donations

2015 Diverted	88 tons
2015 Item Count	1,411 items
2016 Diverted YTD	83 tons
2016 Item Count YTD	904 items



Solid Waste

2015 Total	1,960 tons
2016 YTD Total	475 tons
Q1 2015-Q1 2016 % Change	-2%

Q1 2016 Notes:

- Electric expense decreased by 14% YTD
- Commingled Recycling up 50%
- Paper Shred up 69%
- EV Charge Stations 5 to 19
- Donations over 2,900 pieces to date
- Pursuing LEED Certification in Norfolk Location
- LEED Certified in Augusta, El Paso, Pasadena, and Chelsea Lab

What is Associate Engagement?

*Engagement is the extent to which associates are motivated to contribute to organizational success and are willing to apply **Discretionary Effort** to accomplishing tasks important to the achievement of organizational goals.*



SATISFACTION

PRIDE

RETENTION

ADVOCACY

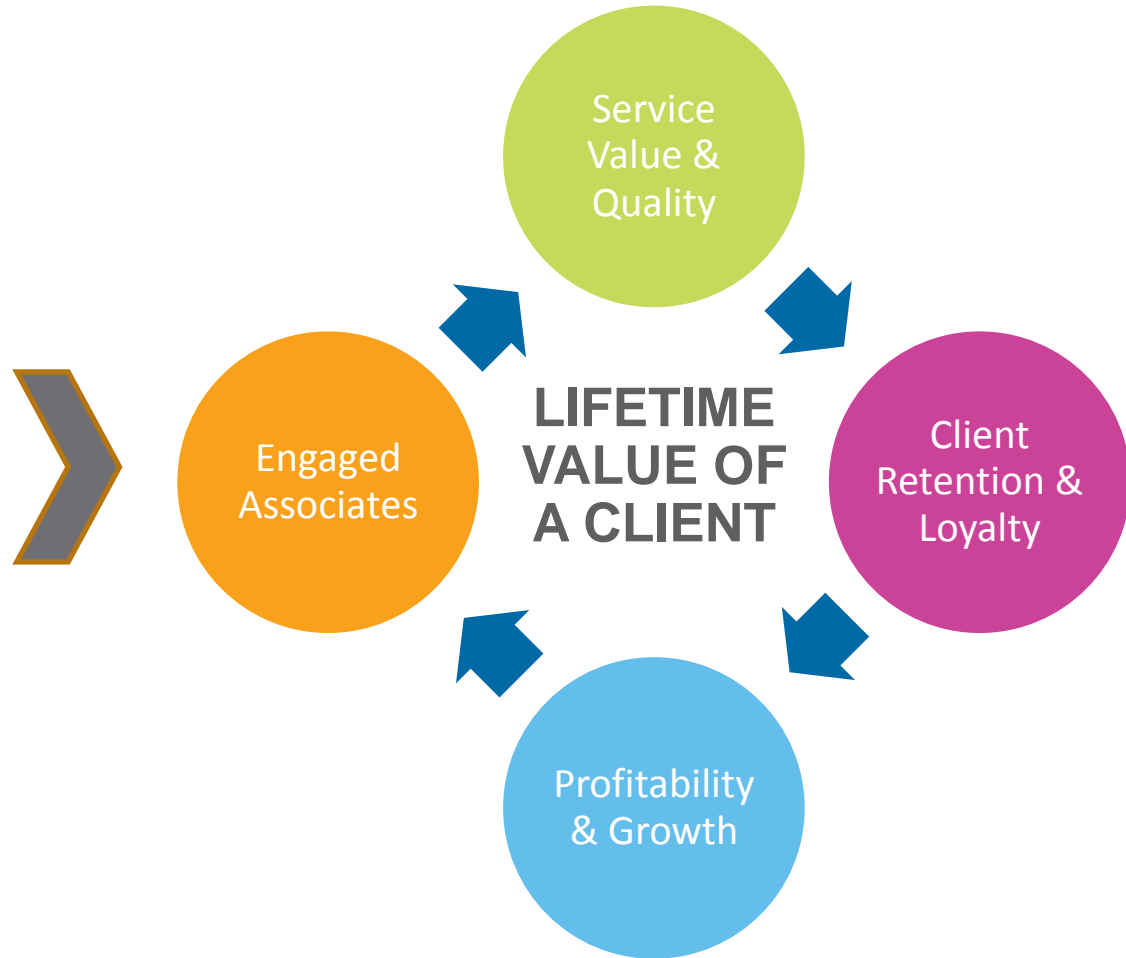
ASSOCIATE ENGAGEMENT INDEX

INDEX IS THE AVERAGE LEVEL OF AGREEMENT FOR:

- *Overall, I am extremely satisfied with ADP as a place to work.*
- *I am proud to say that I work for ADP.*
- *I rarely think about looking for a new job with another company.*
- *I would recommend ADP as a great place to work.*

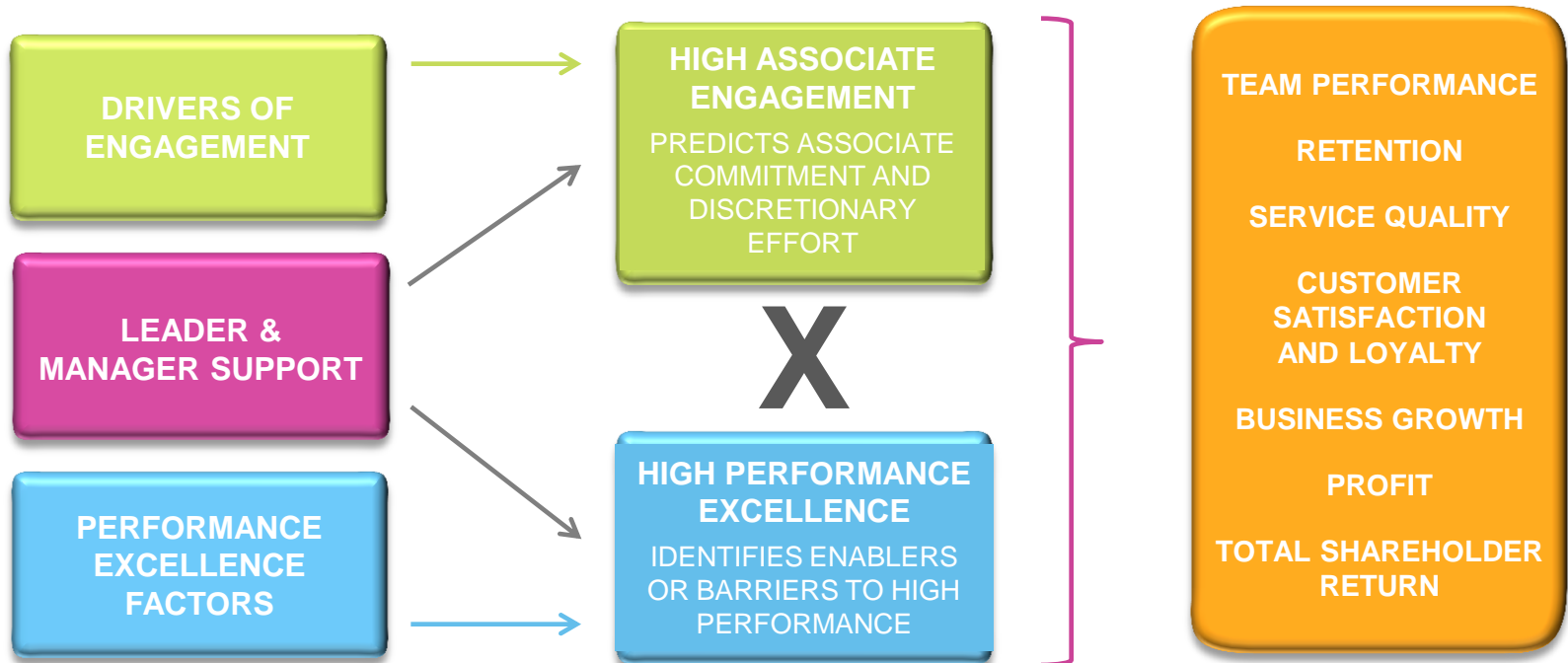
Why does Engagement Matter to Business?

Because Our
People
Make the
Difference!



High Performance Engagement Model

HIGHLY ENGAGED ASSOCIATES x ENABLING WORK ENVIRONMENTS = HIGH ORGANIZATIONAL PERFORMANCE



There's a connection between your manager, employee engagement, performance and CSR. One study concluded companies with engaged employees outperform those with non-engaged employees by up to 2:1 –and those employees that are proud of their companies CSR efforts are also likely to be engaged.

Historical Driver Analysis on Engagement

Item	2016	2015	2014	2013	2012	2011	2010
(Growth & Development) I feel there is a promising future for me at ADP.	(1) 0.79	(1)	(1)	(1)	(1)	(1)	(1)
(Growth & Development) I am satisfied with the career opportunities available at ADP.	(2) 0.73	(2)	(2)	(2)	(2)	(2)	(4)
(Leadership) The leadership of ADP has communicated a vision of the future that motivates me.	(3) 0.70	(3)	(4)	(3)	(5)	(4)	(2)
(Recognition) This company values my contribution.	(4) 0.70	(4)	(3)	(4)	--	--	--
(Leadership) I believe ADP has an outstanding future.	(5) 0.70	(5)	(5)	--	--	--	--

Globally top Engagement Drivers tend to focus on common themes:

- *Growth & Development*
- *Leadership / Vision / Future*
- *Recognition*
- *Inclusion*

Note: (# and 0.XX) represents the rank and strength of the engagement driver correlation for each respective item. (--) represents either the question wasn't asked or didn't make it to the top 5 engagement driver list for that year.

Driving Engagement (CSR) via Social Recognition

In late October 2015 ADP launched myMoment, a global, social and mobile tool, to help promote ADP's core values, recognize good behaviors and improve associate engagement. More than 200,000 "moments" have been created since launch.



Memorable Moments with Habitat for Humanity



79% recognition makes them work harder
78% recognition makes them more productive



THE ROI OF RECOGNITION IN BUILDING A MORE HUMAN WORKPLACE



WORKHUMAN RESEARCH INSTITUTE: 2016 SURVEY REPORT

When recognized in the last month

- **68%** excited or confident about change
(vs. 41% of those never recognized)

When leaders care about a human workplace

- **90%** say they are able to find a solution
for any challenge





SURVEY OF 19,000 WORKERS, 26 COUNTRIES, 1,000S OF COMPANIES, ALL JOB FAMILIES

Employees who receive recognition:

- **3X** more engaged
- **2X** more likely to stay

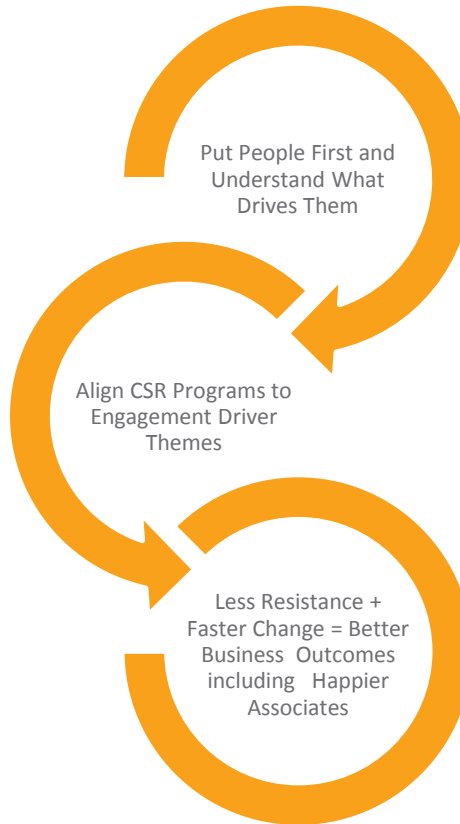
The more ways that employees are recognized (e-mail, social, mobile), the higher the level of engagement

Allows employees to easily save and remember their recognition moments

Greatest **IMPACT** through increased timeliness, frequency, and interactivity



So What's the Takeaway?





I23RF

I23RF

I23RF

I23RF

THANK YOU

MAAKE

JUSPAXAR

KIITOS

KIA ORA

OBRIGADO
MATONDO

MERCI

CHOKRANE

OBRIGADO

ASANTE

UA TSAUG RAU KOJ
MOCHCHAKKERAM

KIITOS

VINAKA

NIRRINGRAZZJAK

MAMANA

MULTUMESC

ARIGATO

KIITOS
DANKON
NIRRINGRAZZJAK
MOCHCHAKKERAM

SPASIBO
MAAKE
OBRIGADO

WELALIN

SPASIBO

SPASIBO

MULTUMESC

GRAZIE
MERCI
MOCHCHAKKERAM

GRAZIE
CHOKRANE
MATUR NUWUN

MATONDO
CHOKRANE
UA TSAUG RAU KOJ

DANK JE

RAIBH MAITH AGAT

SPASIBO
MAAKE
OBRIGADO

TERMA KASIH RAIBH MAITH AGAT

SALAMAT

MOCHCHAKKERAM

MULTUMESC

SALAMAT

CAM ON BAN

MERCI

RAIBH MAITH AGAT

MOCHCHAKKERAM

OBRIGADO

DANK JE