

RETHINKING WELLNESS TO DRIVE BUSINESS RESULTS



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DISCUSSION

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ABOUT OCEAN STATE JOB LOT

02

TWO THINGS YOU SHOULD KNOW

03

THREE CORE DRIVERS OF RESULTS

04

TWO YEARS OF TRANSFORMATION

05

WHAT WE CHANGED

06

DIFFERENT THINKING, DIFFERENT RESULTS



WHAT WE DO

Ocean State Job Lot is
the home of

ADVENTURE
SHOPPING





- 128 stores; \$650MM+ in annual sales
- 5000 employees
- Can open 3–10 new stores per year, expanding into new markets (Albany, Hudson River Valley, Long Island, New Jersey) where customers have not heard of OSJL



I'M NOT
YOUR
TYPICAL

H.R. GUY



THERE IS NO



ONE-SIZE ^{FITS} ALL
SOLUTION

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LOT**



Employees who believe that management is concerned about them as a whole person--not just an employee--are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.

- ANNE MULCAHY, FORMER CEO OF XEROX





CORE DRIVERS

1

REAL
ENGAGEMENT
DRIVES RESULTS

2

PEOPLE ARE
HAPPIEST WHEN
THEY ARE
HEALTHY

3

WE MUST
REDEFINE
WELLNESS

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2 YEAR JOURNEY

THEN

- FREE HEALTH CARE
- REACTIONARY HR THAT DID NOT HAVE TOOLS TO SUPPORT GROWTH
- LOOKED AT BENEFITS INDIVIDUALLY
- “THIS IS HOW WE HAVE ALWAYS DONE IT”
- DIDN’T KNOW WHERE TO START
- BROKER AS A BROKER
- NO DATA

NOW

- EMPOWERED LEADERSHIP
- CAREER DEVELOPMENT
- PROACTIVE HR
- ALIGNING BENEFITS WITH WORKFORCE FEEDBACK
- LEVERAGING STRENGTHS
- A LISTENING CULTURE
- BROKER AS A STRATEGIC ADVISOR
- DATA DRIVEN DECISIONS





When people go to work, they
shouldn't have to leave their hearts
at home.

- BETTY BENDER

WHAT CHANGED?



WE ASKED FOR FEEDBACK AND LISTENED AND RESPONDED



WE FORMED NEW

PARTNERSHIPS

TO ADDRESS SOME OF OUR
GREATEST NEEDS

1 WEIGHT

2 SMOKING

3 BEHAVIORAL
HEALTH

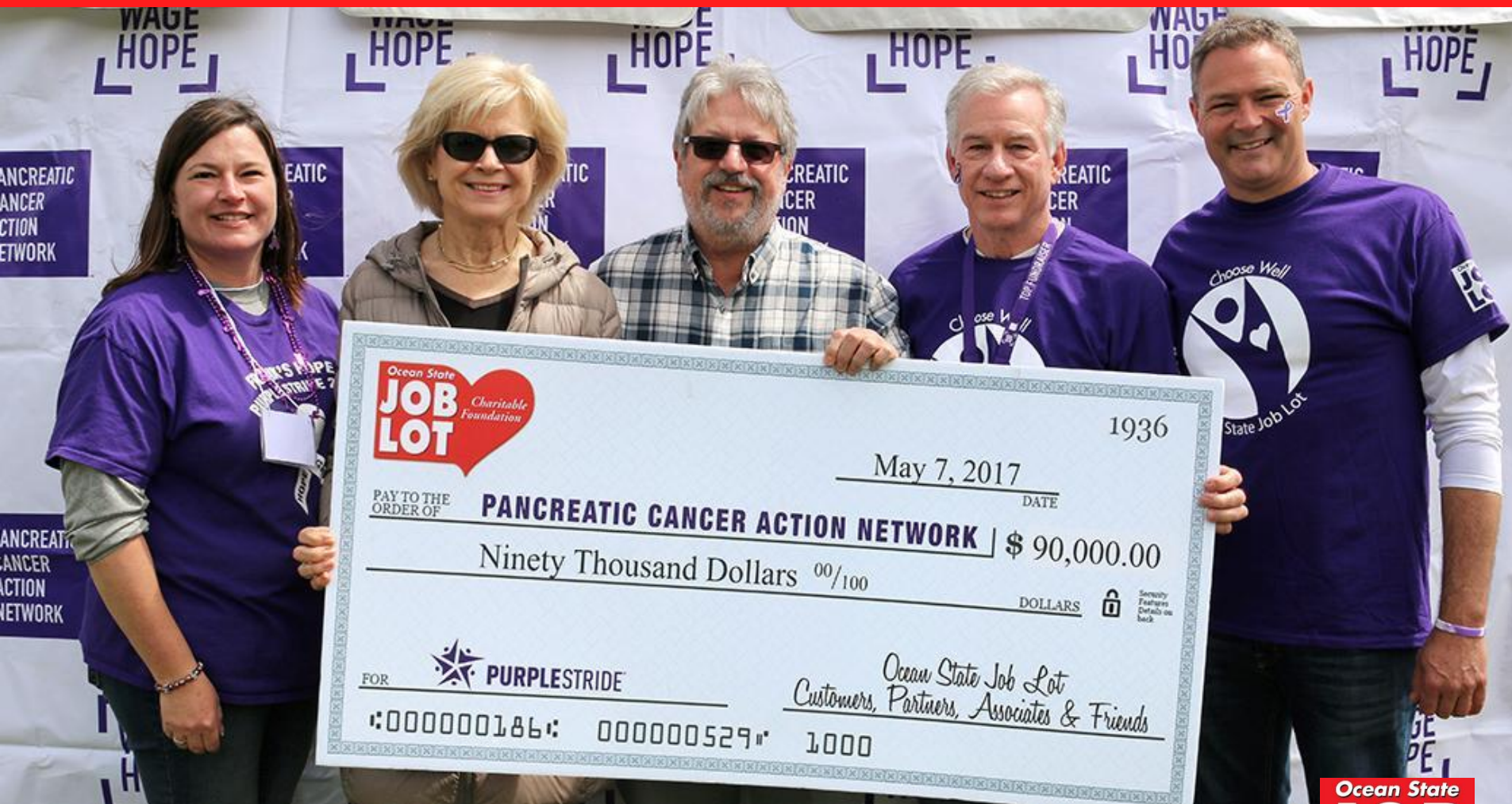
WE MADE
BOLD
CHANGES
WITH
SMOKING
CESSATION



ASSOCIATE LEAD COMMUNITY INVOLVEMENT ^{is} A FOUNDATION TO OUR FOCUS ON WELLBEING



**THREE SQUARE MEALS
CONVOY 2017**









Ocean State Job Lot

7mo



Job Lot's [#Savings911](#) Discount Week is our way of saying THANK YOU to [#FirstResponders](#) that put their lives on the line, run towards danger & save lives everyday. Enjoy 25% off your purchase at our stores starting today thrc ...see more



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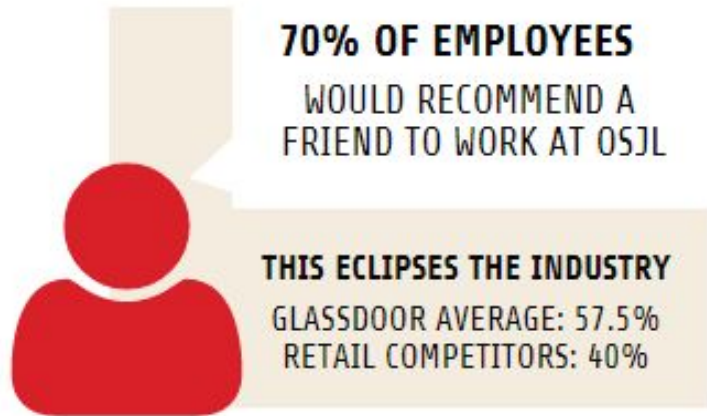




When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.

- SIMON SINEK

DIFFERENT THINKING, DIFFERENT RESULTS



↑38%
IMPROVEMENT IN COMPANY
TURNOVER 2016-2017

↓7%
DECREASE IN PER MEMBER
MEDICAL COSTS





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