

Q: InfoSafe sends phishing attempts to teach everyone about internet safety and protecting our company, yet each time a phishing attempt is sent, the leadership here sends out a mass email saying "WATCH OUT FOR EMAIL PHISH ATTEMPT!!" How is anyone ever going to learn if they are warned each and every time before the phishing attempt?

A: For these types of concerns, please visit the JAM site (AU: InfoSafe Institute) or email InfoSafe@Amway.com and someone will respond to your concern.

Q: I heard that the prewash spray was outsourced and is now being produced in Indiana. Is this true? If so, will we ever see it again in the repack area of the Employee Store or do they have their own outlet?

A: Prewash Spray, and all of the other Amway core aerosol products, were moved to a contract packaging company last year. The Prewash Spray SKU is available to all employees as a normal SKU (50% normal employee discount) each and every day. With the product now outsourced there will not be many occasions when you see Prewash in the repack area. This would only occur when an order to an ABO was returned to Amway with that product then directed to repack.

Q: Why does the break room in NPP not stay air conditioned for the night shift during the week, especially for our lunch break?

A: For these types of concerns, please call Facilities Operations at ext. 4120 and someone will respond to your concern.

Q: They now close the front of Building 14 lobby at 5 p.m. everyday. This causes a parking issue. No one can park out front of Building 14 either due to construction. This really cuts down on parking for people shopping at the Employees Store and using the Fitness Facility. Employees that are working all day just park there. If you're going to have two hour parking signs then please enforce it or take them down.

A: Your inquiry has been submitted to Protection Services for consideration. Protection Services does monitor the parking. Feel free to follow up directly with specifics for them to investigate further.

Q: In Cosmetics there have been several open positions for which there were no postings. They were Team Leader, Group Leader and Compounding Crew leader positions filled by management with a complete disregard for their people or company policy. Is it no longer company policy to post open positions? Seems like the good ole' boy friends and favorites network. Is it time for hourly employees to start organizing?

A: Regarding the Group Leader, these positions are not typically posted. The Crew Leader position is a temporary promotion and will be held as such until the Crew Leader displacing from the Liquids operation becomes available. As for the Team Leader, in most cases these positions are posted. However, in this case, we tapped an individual that had been successfully performing the role on a Temporary basis. With that said, we will continue to review our posting process and ensure all individuals have similar opportunities. In the meantime, if you are

interested in leadership and/or development opportunities you should speak with your leadership.

Q: Will there be a Memorial Day ceremony on campus this year?

A: This year we are transitioning to recognizing and observing Veteran's Day in November. More details will be shared as the date approaches.

Q: Is there going to be a Kaboom build this year?

A: Yes, there will be a KaBoom! construction build this year in Grand Rapids. Currently the details are being put together (including the date, location, etc.), but right now the tentative date is set for August 17. Please see your upline for information.

Q: With initiatives underway such as Digital Transformation and the Lean and Agile Projects, will the ABOs be impacted in any way by this change? For example, will there be a reduction of ABO investments/incentives or changes to the compensation plan to help Amway provide more competitive online pricing?

A: We have no intentions to reduce investments in ABO Incentives (e.g., the Sales & Marketing Plan) in order to deliver on Amway NEXT. Rather, we are evaluating ways to enhance the attractiveness of our ABO Incentives as part of Amway NEXT. More broadly, our desire is to IMPROVE the experience for our ABOs through all of our Amway NEXT initiatives. So, it is our intention to impact ABOs in a positive way, by providing them a better digital experience, more attractive incentives, and better product experiences. Our efforts through Lean and Agile are aimed at identifying ways in which we can re-prioritize our resources to deliver on these goals.

Q: In the Employee Meeting, Nick shared that the ACIP corporate multiplier is trending at 120%. Can you share what the multiplier would have been if it was still based on 30% Sales/70% OI, instead of 50% Sales/50% OI?

A: Through Q1 results, ACIP is tracking at the same 120% payout whether it's weighted 70/30 or 50/50. This is a result of both Sales and OI currently projected to beat Target at the same magnitude.

Q: Does our company receive any incentives from Fidelity if employees sign up for Financial Engines?

A: No, Amway doesn't receive any "incentives" from Fidelity or Financial Engines as to your participation in their services. Amway is focused on constantly finding ways to support your overall well-being, and helping you plan for retirement is an important part of that. Our goal is to provide you with simple, easy-to-use, personalized tools - and different options - to help you create or hone your retirement plan at each stage of your career. To assist you in achieving your financial potential, Amway partnered with Financial Engines, a secure, online, professional management advisory service integrated within Fidelity to help.

Q: When an employee retires from Amway, does the company send them a catalog to choose a retirement gift?

A: To ensure equity and consistency across the organization, Leadership Guidelines have been posted to ServiceNow for uplines. Please see your upline for details.

Q: Can you please tell us what date the 2018 Employee Recognition dinner is on? When and how will we be notified?

A: The Employee Recognition Banquet for this year will be held at the DeVos Place on October 13th. Invites will be mailed to the home address. More information to follow as the date approaches.

Q: I recently learned of a company called Best Upon Request. It is a concierge service which is offered as an amazing employee benefit by some companies (such as 5/3 Bank). This concierge service offers various ways to help the employee with day to day needs (such as basic errands, research, planning, etc.) so as to enrich their lives, reduce stress, and focus on the things that matter - both at work and at home. I am grateful for all of Amway's wonderful benefits, but think something like this would put us over the top in terms of having GREAT employee benefits. Has Amway ever considered some kind of concierge service benefit that companies like Best Upon Request provide?

A: Each year we evaluate ways to attract and retain employees through our benefits program. We feel confident that our current benefits package is very competitive, and we will continue to evaluate our offering to ensure we remain competitive. Thank you for the suggestion it has been shared with the appropriate team.

Q: I keep receiving emails from Financial Engines Inc. regarding my retirement account at Amway. I did not sign up for this service nor did I provide them any access to my account information, but somehow they have my email address and know my account balances and rates of return, etc. Who provided them this access, and how do I stop it? Is it a form of phishing?

A: As previously announced, Amway has partnered with Financial Engines to provide additional tools to assist you in creating or honing your retirement plan. Use of any of the tools available to you as a plan participant, whether through Financial Engines or otherwise, is optional. Because Financial Engines is integrated within the Fidelity platform, your information remains secure. As the plan sponsor, it is Amway's responsibility to educate participants on how they may save and invest through their retirement plan and to help participants pursue retirement readiness. Amway may retain service providers, like Financial Engines, to assist in this process. If you have additional questions, please contact Human Resources at x8600.

Q: Just curious as to why Amway doesn't cover progressive lens for prescription safety glasses? I was told it was an extra \$40 and opted not to pay it. I settled for tri-focals which I'm finding are too hard to use.

A: Amway's current contract with RX Optical does not include progressive lenses for prescription safety glasses. This contract goes through December 2019. All lenses and frames will be considered as the new contract is negotiated.

Q: Why is Amway not hiring skidloaders? You would think with the bad Manpower shortage all the time the company would address this problem that keeps happening every single week, month, and year.

A: Our current staffing strategy for Ada Manufacturing is focused on creating a more flexible, capable and efficient workforce through the ONE Team initiative we recently introduced. In the meantime, we are working closely with Manpower to identify ways to improve the steady, reliable supply of skidloaders.

Q: PLM is a horrible new system that is not user friendly at all. Why do we keep getting systems that are not user friendly?

A: Thank you for taking time to share your thoughts on Product Lifecycle Management (PLM), Amway's new software solution for authoring and viewing global, product-related content. This includes Operational Specifications such as Raw Materials, Packaging Components, Manufacturing Formulas, Mix Instructions, etc. One of many PLM goals was not to cause user pain, but to replace multiple disparate systems with a single, global user-interface for faster, better decision making. Software tools, like many things, require time, hands-on usage and practice to perfect. Please visit the PLM Communications Site to learn about the many opportunities available for learning and support.

Q: Is there some reason the elevators could not be worked on during the off shifts rather than during the day when there are 75% more people using them?

A: For these types of concerns, please call Facilities Operations at ext. 4120 and someone will respond to your concern.

Q: Where is the Dietician Office located for our counseling appointment for Optimal You?

A: The Dietician's Offices are located just off the lobby of Building 14 by the gymnasium.

Q: How much per ton does Amway pay to have its recyclables hauled away? How satisfied are we that those materials are actually recycled and not sent to the landfills as prices for recycle materials, such as paper, have plummeted in past years?

A: We are proud to say that Amway is very committed to recycling and reducing waste! We have a 2020 goal of being Zero Waste to Landfill. Our current recycle rate on this complex is 89.6% The recycle rate for the Manufacturing Plants is 93% and they have invested a great deal of time and effort into developing very robust sorting and recycling processes. Facilities Management and Environmental, Health and Safety are partnering to continue to develop ways to improve our recycling efforts in the office areas as well. The best way to support these efforts is to use the recycling containers to segregate recyclables. If waste materials are thrown into recycle materials, then the recycle materials in that container are contaminated and cannot be recycled. And, yes, we certainly do ensure that the material that is identified for recycling does indeed get recycled. We have great partnerships with our recycle vendors and do periodically audit them. If you have additional questions, please contact x4120.

Q: Why are there two different standards for Salaried and Administrative Support compared to Plant on attendance? There are hardly any guidelines for Salaried and Administrative Support on attendance.

A: Most importantly, there are laws governing an employers' ability to hold individuals accountable for attendance and there are significant differences as it relates to salaried (exempt) and hourly (nonexempt) employee. Additionally, most hourly operational positions are directly aligned to the number of individuals required to run an operation and tighter controls are needed to ensure adequate staffing to meet customer demands.

Q: When will the MWRSC stop hiring managers and supervisors? We were heavy on management for a long time and finally lost a couple. Now they want to hire more. I thought as a company we were trying to cut back on unneeded positions.

A: As an organization we are continually assessing the right ratio of leadership based on the demands of the business. If you have specific questions or concerns, please discuss with your upline.

Q: There was a recent article in USA Today showcasing Unilever's new workplace of the future. They provide their employees with numerous amenities including free ice cream. Bloomberg provides their employees with free soup, sandwiches and other food items. The companies claim these things have been very helpful in recruiting and retaining employees. Has Amway considered any of these options?

A: Each year we evaluate ways to attract and retain employees through our benefits program. We feel confident that our current benefits package is very competitive, and we will continue to evaluate our offering to ensure we remain competitive. If you have suggestions specific to your department, please share those with your upline.

Q: I recently borrowed money from my 401K to do some home improvements. Near completion of the home improvements my house was damaged in the most recent wind storm. I needed more money. I saw that more funds were available with a 2nd loan and confirmed with Fidelity amounts I could borrow. I went to start the process today, and they began the paperwork but a note popped up stating that the request must meet hardship guidelines. I know at a previous employer I was allowed to take two loans. Fidelity states that it is Amway that dictates the terms. Why does it have to meet hardship requirements? Why is that not clear on the website, to the Fidelity employees, or before steps are made to begin the loan process?

A: Employers have the discretion to allow for a loan/s to be taken from the Plan. Some employers can choose to not allow them all together, while others allow one or more loans. It is not best practice to be allow for more than one loan. Amway does allow for employees to have a maximum of two loans from the Plan; however, the first loan must be a general purpose loan while the second only permitted if you have an immediate and heavy financial need also known as a Hardship. This is covered on page 30 of the Retirement Savings Plan SPD. One of the 6 hardship reasons is expenses for the repair of a casualty due to sudden, unexpected or unusual

incident such as fire, flood, or storm to your principle residence. This may apply to your situation. You can contact Fidelity at 1-800-835-5091 or Human Resources at x8600.

Q: Benchmark anniversaries (for example 5,10 years of service) people were given a ribbon gift book. Now that the ribbon gift books have been discontinued, do people still get rewarded for their anniversaries? Do departments still acknowledge them?

A: To ensure equity and consistency across the organization, Leadership Guidelines have been posted to ServiceNow for uplines. Please see your upline for details.

C: We recommend contacting your Service Desk at ext. 8500 to facilitate a faster resolution to accessing website sites, URLs, personal and business cell phone questions, passwords, PC questions, computer access issues, Microsoft Office issues, Skype issues/questions, etc.

C: For parking questions/concerns and gate entrance (scanning) concerns in Ada, please contact x6354 (Protection Services).

Q: I still would like to know who you compare our pay with. I see a lot of jobs in my classification now that start out only a dollar less than what I make. I have been here over 20-years, and I am still not at the top of my pay scale. Maybe that is one reason why moral is low?

A: We encourage all leaders to understand and be able to communicate the general methodology used to create our pay ranges.

We use highly reputable national survey sources such as Mercer, SIRS and TowersWatson to benchmark our jobs. These surveys have thousands of participating companies. For example, Mercer alone has over 3100 participants, including West Michigan companies such as Steelcase, Herman Miller, Haworth, Spectrum Health, Kellogg and more. For confidentiality reasons, the surveys do not provide which companies provide data on a job-by-job basis.

Survey job descriptions are high level summaries of the general type of work typically performed by a given job. We matched our jobs to survey job descriptions and assigned each job to the appropriate family and subfamily of work. The family/subfamily assignments for our jobs were validated with Amway management.

If you still have questions, please discuss them with your upline leader. Leaders needing assistance in understanding and communicating our methodology are encouraged to reach out to Human Resources to get connected with their Compensation Consultant.

Q: Why is it that when employees within the manufacturing departments apply to positions outside of manufacturing, they are rarely granted interviews even when they fulfill and/or exceed the requirements being asked? It has been noticed on multiple occasions that interns or people with less education and/or experience have ended up in the applied for positions. Please give some insight on this because it gives the appearance of a systemic bias against employees in manufacturing departments moving to positions outside of manufacturing.

A: Amway strives to promote from within. In 2017, nearly 80% of the entry level salaried roles (Global Grade 13 and 14) were filled by internal employees (not including intern conversions). A

number of these roles were filled by employees who moved from hourly to salaried roles. For hourly employees looking to transition into salaried roles, we would encourage them to have a conversation with their Manager, who can support their development and interest in new opportunities.

Q: What initiatives are you implementing to improve moral around the company? Right now it's at an all time low.

A: As shared during the last employee meeting, the approach to the Lean Structure Project is holistic and cross-functional in nature with 100% of funds being reinvested in our strategic initiatives. While we understand these types of announcements create uncertainty with our employees, we remain committed to being transparent and sharing information with you as it becomes available. We would encourage you to check with your upline on actions being taken or changes being made that you may not have heard about.

Q: We've noticed that folks are not putting their trash in the acceptable location(s) but instead are depositing it in any receptacle they can find. For example, like the toner cartridge waste container. Can we please place trash cans at the copy machine or have the cleaning crew check all containers for waste?

A: For these types of concerns, please call Facilities Operations at ext. 4120 and someone will respond to your concern.

Q: I think the IT Expo is an excellent idea, but only a few of those in Customer Service, who are hourly, can actually attend, if scheduling approves it. How can we work together so Customer Service can be more involved in activities that are exclusively in 52? We are all ANA, but we are treated very different.

A: In Customer Service, our primary function is to service IBOs, which can limit our availability to attend events in other buildings. We recognize that our role is different than others on campus, so we make every attempt to accommodate requests to attend events, and many times bring the experience to building 58 whenever possible, such as AWR Snack & Learn, employee picnic, product demos, and even created own Diversity and Inclusion group. As always, we ask that you work with your upline as far in advance as possible to make arrangements to attend events.

Q: I have noticed executives paying for team events using non-company cards. If executives can do this, can I use a personal card and gain points or other perks for big company charges? Is anyone in Finance checking executive expense reports reporting payments as cash so they can leverage this benefit?

A: Our Travel and Expense Policy (under Section 8.1.1 Usage) clearly states:

“Corporate charge cards must be used for all reimbursable business expenses. The only exception is for expenses where credit is not accepted.” We are reviewing audit procedures to help ensure policy compliance. Below please see the link to the Employee Travel & Business Expense Policy.

<http://departmentconnect.intranet.local/sites/travel/Shared%20Documents/US%20Travel%20and%20Business%20Expense%20Policy%20Final.pdf>

Q: Can we have the bicycles not be parked by Building 58C motorcycle parking? They tip over onto the motorcycles. Everyday there have been like five parked there tipped over.

A: Please contact the Fitness Facility with the location and concern at ext. 7710.

Q: Is there going to be a Bring your Child to Work day at BP and in Ada? If so, do you have the dates/times?

A: Amway will not be formally organizing a Bring Your Child to Work Day event. As was the case last year and going forward, employees in collaboration with their upline management, may plan for and schedule to bring in their child to see and experience what great work mom and/or dad do every day at Amway! Employees may do this independently or may work with their management to coordinate a department event. All plans whether individual or as a group/department need to be communicated and approved by upline management.

Q: When should we expect an EOS Progress update? We were told there would be continuous communication. Should we prepare for solutions and/or conclusions soon? This ever present, seemly never-ending evaluation process is not conducive to good employee moral.

A: At a Corporate level the themes and areas of focus from the 2016 survey have led to the implementation of several initiatives including Amway Business Acumen, Work by Design and the diversity and inclusion programs. At the department or division level EOS progress updates should come from the leadership team following action planning that has been done in those areas. We would encourage you to check with your upline on actions being taken or changes that were made, that you may not have heard about, related to the survey results and feedback.

Q: Is it true that the TSO engineers have been asked to work the production lines due to being short employees? Talk about adding some major costs to our product. Whose running this show anyways?

A: We are struggling to get enough Manpower resources to run all of our production lines. Volume surges, as well as component and raw material delays are increasing the impact of these labor challenges. On a short term basis, salaried Operational Leaders were asked to spend four hours a week on the floor, helping out where needed which is consistent with the values of Manufacturing's One Team vision. TSO Engineers were provided the option to reach out to Operational Leaders to offer their help if they were interested. Although we are working as quickly as possible to address the resource constraints, we greatly appreciate how the Manufacturing team is rallying together to support the business and deliver a consistent supply of quality products to our ABOs.

C: We recommend contacting your Service Desk at ext. 8500 to facilitate a faster resolution to accessing website sites, URLs, personal and business cell phone questions, passwords, PC questions, computer access issues, Microsoft Office issues, Skype issues/questions, etc.

Q: Is there a possibility of putting in a motorcycle pad at Spaulding? I have put numerous holes in the asphalt parking lot with my stand since I have started working up here (almost 3 yrs.), and it would be nice to have a concrete motorcycle pad in the parking lot.

A: Please call Facilities Maintenance at X4120 and enter a request, and we will address your concern.

Q: Amway employs a large number of professional contractors whose contracts can last up to three years. Will these contractors be required to take the harassment training as well? I think this is an important topic all should be informed on.

A: We do not provide training to contractors because they are not our employees. We expect their employer to provide training if they work through an agency or consulting firm. We do however work with our agency partners to clarify what information is communicated to those individuals relative to expectations while doing work for Amway including our anti-harassment policy. Campus posters are also being updated to state our policy which will be visible to all in public locations.

Q: Is the workload going to pick up this summer for manufacturing and for how long?

A: Across the company we remain focused on delivering our enterprise priorities associated with AmwayNEXT. Every employee should be working with their upline to align their objectives and the work they do in support of these priorities. If you have questions about the work you are doing or have the ability to take on additional work, talk with your upline or department leadership about what options are available to you.

Q: Why are executives not participating in the recycling program that has been stated as a strategic goal by 2020?

A: All executives are participating in the recycle program. Their personal trash cans are being removed as well. There may have been some that were missed by the custodial teams, but they are working to make sure that everyone participates in the effort to help Amway achieve the sustainability goal of being landfill free by 2020. This sustainability goal and recycling program is shared by many other companies in our area such as Nestlé, Kellogg's, Meijer, and GVSU Meijer Campus. Thank you for your support in this recycle initiative.

Q: I understand that during 2017 Doug has promoted servant leadership to Amway leaders. I'm excited to hear that leaders are being coached to better follow a servant leader framework. As an individual contributor, I am looking forward to help from leaders to eliminate the roadblocks to team and Amway success! Unless this is all good talk with no expected behavioral change by Amway leaders/executives. My question is: Are leadership metrics being put created for 2018 objectives to measure a leaders ability to operate as a servant/serving leader? Will individual contributors have a way to provide feedback to leaders to identify leaders/execs who act with a servant mentality vs. those who do not? At prior job reviews for leaders there were 360s. Without metrics and a tie to objectives, there will be no change.

A: Servant Leadership is enabled by our competencies and each leader is evaluated during the annual performance review to the competencies that directly align to the behavior expected of a Servant Leader, particularly Enhance Organizational Talent & Effective Communication, Collaboration & Teamwork, Diversity & Inclusion, Engage & Influence and Builds Trust. There are no plans to administer 360 to our leaders as part of their annual review process.

Your venue to provide feedback to your leader is in your one on one meeting. Prioritizing and discussing leadership is critical to maintaining a Servant Leadership mindset at Amway. To that end, we will continue to offer tools, resources, and workshops that reinforce the importance of Servant Leadership mindset and behaviors. We would encourage individuals and teams to engage in these learning experiences and bring them back to their organizations to keep Servant Leadership at the forefront of discussions on how your team operates.

In addition, we are looking at our current EOS question set to see which questions may best help us track the outcomes of Servant Leadership. We will communicate these when we have a chance to validate them with research from our EOS vendor, Willis Towers Watson as well as triangulating with research from organizations like the Institute for Corporate Productivity and Bersin by Deloitte.

Q: Where is the California Want Ads located? I cannot find it in the "Campus Life section".

A: On the Amway Intranet, go to Campus Life > Want Ads > and select the tab for "California" within the page Want Ads page.

Q: I see Manpower does not have any opening available for Ada campus work. Are we fully supported for the summer? This is the first time I have seen no openings from Manpower for the Ada campus.

A: Manpower had hit the limit for Summer Student work. However, due to the growth in our business, we have a need to bring in additional temporary employees for the summer. It was previously announced that we would limit the summer student referrals to 25, but that restriction is being lifted to meet the demand.

C: IT Leadership strongly encourages employees to bring forward concerns or suggestions for creating a more positive work environment at any time to their upline or any member of the IT Leadership team.

Q: Is the dress code at Amway going to be reevaluated after the harassment training we have taken? It's amazing what I see on a daily basis in my own department (how much skin is being shown and revealing clothing is being worn). I think both men and women need to be dressing appropriately, if we are going to avoid issues where even a glance can be interpreted as harassment.

A: It is up to each individual to make sure that while they have flexibility to dress however they need for their day, that they are still dressing appropriately for a professional environment. Leaders who observe inappropriate clothing should address the issue privately with the individual.

Q: In the Intranet Campus Life section, Ada Resources has a "Want Ads" section to sell/buy amongst each other. Would it be possible for California to also get a section similar to that?

A: Thank you for the interest. The Want Ad site has been opened for California employees. The Want Ad site provides employees an opportunity to post a Want Ad for free.

Q: It has been announced that employees will no longer be allowed to park in front of the complex. In over 30 years working here, this is something I have never done. But...my wife sometimes does when she comes to the company store or comes for Optimal You blood health screening, or just comes to see me. All my cars have the Amway parking sticker. How will you know it's not me parking out front? I am not going to have her try to park out back in this patchwork of parking lots and try to figure out where to go.

A: For parking questions/concerns and gate entrance (scanning) concerns in Ada, please contact x6354 (Protection Services).

Q: Do none of the cleaning staff on the off-shifts for the Spaulding building have badges to get in the front gate? Every time one pulls into the driveway before me, I have to wait a long time for them to call Protection Services to open the gate. It is extremely inconvenient and seems like something that shouldn't happen.

A: Please contact x6354 (Protection Services) directly.

Q: Can we please have someone look into the on-site catering pricing? I recently ordered coffee for 20 people and the price came to \$72 (with delivery & tax). That's \$3.60 a person. This seems extreme.

A: Regarding competitive pricing, in Q4 2017 an external pricing survey was systematically collected (national/local competitors, restaurants & online ordering services) on the most popular and consistently offered cafeteria menu items. Eurest's food pricing was 43% lower on average. The same survey methodology was used when collecting pricing information on the most popular and consistently offered catering menu items. Eurest's food pricing was 15% lower on average. Amway works closely with Eurest to ensure a strong competitive price position in order to offer employees quality, variety and value, as well as a sustainable business model for Eurest. If you have concerns, questions or recommendations, please feel free to contact ext. 2650.

Q: If there is talk of moving the IT departments from Spaulding back to main campus, will there be talk of moving the QA lab too? I think most of them would rather be on main campus as well.

A: Leadership strongly encourages employees to bring forward concerns or suggestions for creating a more positive work environment at any time to their upline or any member of the Leadership team.

Q: Why is it that the tractor trailer shuttle drivers are not using the tail lights on the trailers? I think this is a very serious safety concern and should be addressed.

A: Your inquiry has been submitted to Protection Services directly for consideration. Feel free to follow up directly.

Q: How can we find out how much we have in the Amway pension? Also, who can we ask about what would be the better option: lump sum verses monthly payments?

A: If you have questions about your benefits, we encourage you to go to the HR ServiceNow by typing HRHelp into your browser or https://amway.servicenow.com/hrportal?id=kb_article&sys_id=to to review your benefit summary, contact information, and other useful information.

Q: Has any thought been given to the low morale with the IT staff located at Spaulding? Many people including contractors have checked out and are hoping for a new position or even finding a new job. We took a list of suggestions to our upline and were told that with the current executive management these would amount to career suicide.

A: IT leadership has been working with Facilities and meeting weekly with leadership from Supply Chain CoE and Finance to assess if there is opportunity to move teams back to the main complex. While there is support by leadership to do this, the teams scope and resources are being reviewed to determine the best way to do so given the space available. Town Hall meetings are held on a regular basis to increase transparency and address any questions, suggestions, and concerns. Additionally, IT Leadership strongly encourages employees to bring forward concerns or suggestions for creating a more positive work environment at any time to their upline or any member of the IT Leadership team.