

## **Best Places to Work: Central Valley**

### **Frequently Asked Questions**

#### **How is the list of Best Places to Work: Central Valley determined?**

Companies must complete a two-part process to be considered for inclusion on the list. The first part consists of evaluating each nominated company's workplace policies, practices, and demographics and is worth approximately 25% of the total evaluation. The second part consists of an employee survey to measure the employee experience and is worth approximately 75% of the total evaluation. The combined scores determine the top companies and which companies are included on the list.

#### **What tools can I use to promote being selected as a best place to work?**

You may promote your selection in any of your company materials or on your company website using the official Best Places to Work: Central Valley logo.

#### **Is this one of those programs where people can just pay to be recognized?**

Absolutely not. While all companies must pay to be surveyed and learn about employee satisfaction, payment is no guarantee of being honored hence increasing the value of the designation.

#### **After I register my company to participate, what happens next and when?**

You will receive a confirmation email from The Best Companies Group immediately following registration. A few weeks later you will receive the Employer Questionnaire from The Best Companies Group.

#### **What happens if we don't make the list?**

In the event that you enter the program, but do not make the list, only you will receive notification of that result. We will not release the names of organizations that do not make the list. You will still receive your Employee Feedback Report, and will then have the opportunity to focus on areas to improve your organization and potentially improve your standing the next year.

#### **What qualifies The Best Companies Group to do this sort of work?**

The BCG has spent more than a decade focused solely on survey administration and data-reporting services and conducts annual surveys for thousands of employers all over the United States and internationally, resulting in a robust database of employee response feedback and trends in workplace benefits for benchmarking and comparative analysis.

#### **Our parent company is located outside of the Central Valley. Are we still eligible to participate?**

As long as you employ at least 15 full- and part-time permanent employees working in the Central Valley, you are eligible.

**We have several companies operating in the Central Valley under one parent holding company. Each company has its own Employer Identification Number (EIN) and each has its own set of benefits and working environments. Do I need to register each company?**

Yes. Since each company is its own entity with its own benefits and working environment, we will treat each company as a separate employer and send each location a separate set of surveys, etc. Each subsidiary company must have at least 15 full- and part-time permanent employees to be eligible.

**We have several offices/facilities that operate using the same EIN and same set of employee benefits and procedures. Should I register each company separately?**

No. If you are one company with multiple locations, facilities, factories, stores, etc., you should submit only one registration for all locations. We will then conduct a survey of employees that are randomly selected from the various business units that you operate, up to a total of 400 employees.

**We are a personnel placement company with associates who are technically our employees, but they work for other companies. Are we still eligible to participate?**

Yes. However only those "in-house" employees will be counted and surveyed. The employees who are "placed" with other companies are not counted and will not be surveyed. There must be a minimum of 15 "in-house" employees to be eligible.

**Do surveys go to everyone?**

If you have 199 or fewer employees in your company working in the Central Valley, then the answer is yes, everyone including founders, partners, and executive management to line-level employees.

**We have more than 199 associates to be surveyed. Who decides which employees will receive the surveys and how they are distributed? Do we have to give you a list of who is being surveyed?**

The random selection will be conducted by The Best Companies Group for the online survey process. Companies choosing the online survey process will be asked to upload a list of all employee email addresses into an online portal. The Best Companies Group will then randomly select the appropriate amount of employees (based on company size) to receive the survey. Companies will be asked to upload the employee email addresses via an online upload portal sent shortly after registration has closed. Companies choosing the paper survey process will be required to tell Best Companies Group how they conducted the random selection of their employee population.

**How long will it take to complete the employee survey?**

It should only take about 10 to 15 minutes for each associate to complete the employee survey.

**How long will it take to complete the employer questionnaire (EQ)? Will it require a lot of research?**

The employer questionnaire may take between 8-10 hours to complete, depending upon how easy it is to retrieve your company's information regarding company policies, practices and demographics. Some research may be necessary. The EQ is completed and submitted online.

**How does the paper survey process work?**

The Best Companies Group will mail your company a box of paper surveys and postage-paid return envelopes via UPS that must be distributed to employees. Employees complete the survey, place it in the envelope, seal it and then drop the completed surveys in the US mail. Completed surveys are mailed back to our processing facility by each employee.

**What does the employee do with the paper survey once it's completed? Will the return envelopes be postage-paid?**

The employee will put their completed survey in an envelope (provided), seal it and place the envelope in the US postal mail back to our processing facility. The return envelopes are postage-paid.

**What if not all of the employees complete and return the surveys? Is there a minimum response rate?**

We are looking for a response rate of approximately 65% or greater. Therefore, it is not absolutely necessary that all who receive a survey fill it out. While companies who have not reached 65% may still be considered, response rates are taken into account during the analysis process. The higher the response rate the more representative it will be of your company as a whole and the more valuable your company's data will be at the end of the process. Companies surveying between 15-24 employees must have an 80% or higher response rate from employees filling out the survey.

**How does the online survey process work?**

To conduct the online survey process, companies submit a list of employee email addresses. Employees are then directly sent an email invitation containing unique access information from Best Companies Group. The invitation directs employees to a unique webpage where they can submit their confidential responses. We prefer to only send email invitations to company email accounts but if personal accounts are submitted, they will be accepted. However, we may not be able to offer technical assistance if the surveys are not received to the personal accounts.

**Not all of our employees have email addresses. Can we still utilize the online survey?**

Yes. You can still use the online survey provided that at least 70% of your employees have company email (or personal email: see question above). If you have some employees without email addresses, they will still be included in the survey. We can provide access codes for those employees, if they represent 30% or less of your employee population.

**Can I combine both the online and paper survey options?**

No, we cannot combine both survey methods. Companies must choose to use either the online or the paper survey process.

**I am concerned about the confidentiality of the survey responses.**

We will make every effort to maintain the anonymity of the employees completing the survey as well as protect the summarized data of all participating companies. Please note, that in order to maintain respondent anonymity, we do not report any response data for less than five (5) individuals in any one demographic category on the Employee Demographic Report.

**What information is included in the Employee Feedback Report and when will we receive it?**

The Employee Feedback Report contains large spreadsheets detailing and summarizing your employees' responses to the survey questions (in percentage form). It will also include detailed instructions on how to interpret the results. The reports will be emailed to each company shortly after the companies are notified whether or not they made the list. Companies will also receive the responses from the two open-ended questions on the survey. These comments will be transcribed exactly as submitted by employees.

**A portion of our employees do not speak English. Do you offer employee surveys in alternate languages?**

We do offer employee surveys in a variety of additional languages! There will be an additional fee to cover the cost of translation (flat rate) per language.

