

What our Pulse is telling us.

The Pulse Survey is showing some heartening trends and practical ways we can improve.

About our customers and their families

Over the last few years we have invited different groups of customers to share their thoughts and experiences – here's what we've learned:

✓ **What's going well**
Listening and responding to complaints.

▲ **What we're getting better at**
Exploring with customers what they want.

* **What we need to work on**
Communication:
– Keeping customers up to date on tracking their funding.
– How do you make sure that every customer's communication preference is acknowledged and respected?



88%
said staff talk to them about what they want

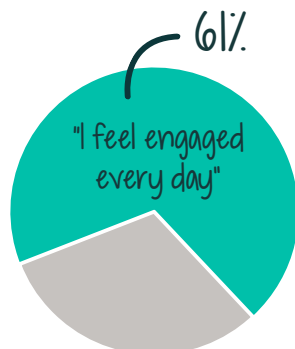
About our colleagues

For the last few years, all Avivo employees have been invited to share their thoughts and experiences. The data helps us learn about what's working well for people and what we need to pay attention to.

✓ **Acknowledgement**
Most of us feel appreciated for our skills and experience.
Many of us feel our opinion matters.

* **We want to work on**
Making sure people receive Avivo information in a way that makes sense for them.

82%
recommend Avivo as an employer



73%
see a future at Avivo

✓ **Autonomy**
Most of us feel we have an opportunity to be involved in decision making.

* **We have heard and will focus on**
More investment in training and resources to do your job.
What could you do to ensure you have what you need to do your job well?

🗨️ We're feeling more connected!