

## TMCS COMMITTEE YEAR-END SUMMARY


The clocks have fallen back, the night seems to arrive at 5:00 in the afternoon and the first hint of snow has already come and gone. December is upon us! As we come to the end of the year we wanted to take this opportunity to look back at all that the TMCS Committee – Canada has achieved in the last 10 months!

Although it seems like only yesterday, it was actually MARCH when the Team Member Connection Survey Committee – Canada was formed and this Newsletter was created.

Our mission was ‘to build a stronger workplace by inspiring all team members to be personally motivated and empowered to do their best and be their best. To foster a positive and unified work environment, in turn enhancing our business results.’ Further, ‘the fundamental beliefs of the TMCS-Canada group are: highlighting the importance of our people, encouraging self-responsibility and underscoring the necessity of integrity in every action. At all times, we will present our best and confront any challenges that need to be addressed.’

It is our hope that in every event/activity we presented, you have seen an exhibition of these beliefs and in turn that we have been successful in our goals.

From our Newsletter naming contest – won by Patrick Alexander, who then was the focus of the first of many Spotlight Profiles – to the highly successful Kick-off on April 4<sup>th</sup> where both fun and prizes were plentiful, to the setting up of a hot water station behind the 4<sup>th</sup> floor reception area, we hit the ground running in trying to demonstrate that the Team Members were our focus and making work fun, our goal!

In May there was  and as well as Cross Training/Job Shadowing for all who were interested in learning more about the roles of team members in other departments.

In July we teamed up with the Social Committee for the yearly Wells Fargo Financial **BARBEQUE!** Great food, good times and whatever would you have done without your “Survival Kit”?!? It probably already saved your life when you were in desperate need of a tea and a Tootsie Roll didn’t it? You’re very welcome!

July also saw other terrific steps taken not only to improve employee morale, but to assist agents in being their best. With all computer monitors being replaced and Bell Canada coming on-site to carry out Customer Service training, Wells Fargo Financial demonstrated its dedication to making sure that employees had the tools available to them to be successful in their positions.

The fun and games continued into August when we had the ‘Spin the Wheel’ competition where everyone had the opportunity to test their luck and try to win some awesome prizes! For the unfortunate few on whom the wheel did not bestow good fortune, there was still an ice cream with their name on it all to help celebrate the glory days of Summer!

Although we didn’t get the chance to run an event in September we were right back to work in October trying to put a spring in everyone’s step with the Team Member Appreciation Day; coffee, tea and Timbits were available for all who were interested!

That was just the tip of the iceberg, however, because the Pumpkin Carving Contest as well as the Halloween Costume Competition also took place that month! In a wonderful show of holiday spirit the competition was FIERCE and, again partnered with Social Committee, prizes were awarded to those whose ingenuity and enthusiasm proved too amazing to ignore! **CONGRATS AGAIN TO THE WINNERS!!**

November brought cooler temperatures but nothing could cool the excitement that comes with one of the most popular phrases ever sent by email in Wells Fargo: Samosa Day is back! The tasty treats are always a hit and they were again this year. Thanks again to everyone who participated and helped to make that event successful!

In addition to all these things, during the course of the year, the Team Member Connection Survey Committee – Canada continued striving to cultivate a cohesive and upbeat work environment, as well as to emphasize the value of every team member. Using the Q12 questions as a guide, the Committee liaised with Jeff Pilon and Janet Heinila and obtained their feedback, support and input on what steps could be taken to help our group be successful in our goals.

From April of this year the TMCS Committee – Canada added a “Daily Quote” to Netlink; just a few words of affirmation to give a positive boost during the course of the day! We promoted the use of WFF e-cards, a means by which Team Members could show their appreciation for and/or acknowledge the great work of their colleagues. Along with that theme we also introduced “Tell Us Your Team Member Engagement Success Story”. This forum was a place where any Wells Fargo Financial Team Member could share an account of any work or personal success

about which they were proud and in so doing create a sense of unity and community among all employees. Through collaboration with the management team, the Tuition Reimbursement initiative was slightly revamped to allow for more flexibility in the accepted courses. This permitted agents greater freedom to pursue different avenues to better their education or simply increase their knowledge in certain areas, making them more valuable not only to Wells Fargo, but in their future endeavours!

In an effort to open the lines of communication with the staff at large and the TMCS Committee and the management team, we frequently made use of the Quick Poll device on Netlink to see the results of the different events that took place as well as generally to track our progress and see if we were achieving the goals that we set out in the beginning.

Do we have any more juice in the tank? YES WE DO! As I said in the beginning, December is upon us and even more great things are planned! For those who want to donate this Holiday season please make the most of ‘Share the Warmth’ by providing new or gently used winter coats, hats, gloves and scarves to kids and families. If the happiness derived from your generosity isn’t enough we will be providing free coffee as a small thanks for your largesse! If you aren’t in a position to donate any clothing but you would still like to contribute there is also the Food Drive! The donation of a non-perishable food item in order to provide a basket of food for the holidays to families in need will be greatly appreciated and will go a long way and again, as a small thanks, coffee will be provided!

We’re still, not, done! Winter motivational fun for all is on the way and ‘Spin to Win’

makes a return this month for more Wells Fargo Financial prizes, gift cards and GREAT FUN!

On behalf of the Team Member Connection Survey Committee – Canada here's thanking everyone – Committee Members, Management and Team Members – who took part in the events and who approached each new endeavour with an open, positive and supportive attitude! We hope that everyone enjoys the upcoming event for this month, that you have a wonderful Holiday season and that the New Year will be a happy, healthy and joyous one!

**See you in 2012!!!**