



The NorthFace ScoreBoard Voice of Employee (NFSB-VoE) Award is designed to recognize companies human resource efforts to create a work environment where employees are the most valuable asset and their recruitment criteria includes selecting employees who have the desire to consistently provide superior customer experiences.

They do this by:

- Soliciting, listening to and acting upon employee satisfaction survey feedback
• Recognizing employee accomplishments and communicating to their employees
• Utilizing a 360 employee survey instrument that measures the employees' perception of customer satisfaction/loyalty vs actual customer satisfaction/loyalty survey results to drive employee CXDNA awareness
• Measuring the impact their employees have on customer satisfaction/loyalty

The NFSB-VoE Award is based upon your company's performance in achieving the following four (4) criteria:

Criteria One: NFSB Voice of Employee (NFSB-VoE) Satisfaction Survey 50 points
Survey employee satisfaction with company's benefits, compensation, communications, career/employee development, job content, management performances, commitment to delivering superior customer experiences and any other applicable employee satisfaction criteria. NFSB-VoE award criteria, based upon achieving 4.0 out of 5.0 rating system or equivalent rating system, on employee overall satisfaction rating of company performance.

Criteria Two: Employee Engagement and Communications 25 points
Review and create corrective action plans to resolve issues discovered in the NFSB-Voice of Employee Satisfaction Survey (NFSB-VoE) and communicate the survey results to employees.

Criteria Three: Employee Recognition and/or Reward 15 points
Implement employee recognition and/or reward program. This includes the communication of customer survey results to employees.

Criteria Four - Employee Impact on Customer Experiences 10 points
Measure the employee impact via customer satisfaction survey which includes employee professionalism - technical knowledge - communication skills - time to resolve - quality of solutions, resulting in a 4.0 or higher out of 5.0, or an equivalent rating system.

NFSB-VoE Verification Statement

A Human Resources executive of the company will be required to certify the NFSB-VoE award verification statement on the overall results of each of the above criteria.

NFSB-VoE Award Calculation Criteria 80/100 points

There are various points for each criteria for a total of 100 points with a requirement of 80 points or more to be a recipient of the NFSB-VoE Award. Those meeting the criteria will be presented with the NFSB-VoE Award and receive marketing rights that include use of award, logo, tagline and all deliverables in all marketing materials.



Mount Everest -The North Face Just the Facts

Elevation: 29,035'; five miles up; the world's highest summit is at about cruising altitude of a jet

Local Names:

Sagarmatha (Nepal)
Chomolungma (Tibet)

First Ascent:

1953, Sir Edmund Hillary, NZ and Tenzing Norgay, Nepal

Because it's there: in 1924, George Mallory and Andrew Irvine, GBR, were last seen going strong for the top. It is unknown if they reached the summit before disappearing.

First Oxygen less Ascent:

1978, Reinhold Messner & Peter Habeler, AUS

We've chosen Mount Everest to symbolize our award because it justly equates the enormous effort required to conquer the world's most difficult mountain with the courage and commitment needed to "do the right thing" -- to exceed customer expectations and deliver world-class customer service.

