



**Name of your organization:** ITW

**How do you use the People Insights Platform today?**

ITW is a global, diversified, multi-industrial manufacturing leader. Our creative and entrepreneurial culture continues to fuel the company, and our people continue to lead us forward to reach our full potential to position ITW as one of the best-performing, highest-quality and most-respected companies in the world.

Understanding the workplace experiences of our colleagues across the globe is critical to maintaining our ITW culture. People Insights is one of the tools deployed amongst several of our divisions to better understand the strengths and opportunities. For example, the Automotive Segment launched surveys within eight divisions across four countries to solicit colleagues' direct feedback, gather benchmarking data, and establish action plans to drive continuous improvement in 2022. In 2023 there were 20 ITW divisions across 6 of the segments that launched surveys across multiple countries.

**Please share your EX Impact story. Detail your challenge, solution, and impact.**

ITW has 3 unique divisional examples that showcase the impact of an engagement survey. The first example comes from a division that is part of the Automotive Segment. This Division has made remarkable progress in enhancing team member engagement over the past year. Through strategic initiatives and a concerted team effort, they have successfully improved engagement survey results by an impressive 35 points at one of their plants and overall survey participation. This achievement reflects their commitment to fostering a positive and inclusive work environment where every team member feels valued, supported, and motivated. The approach included targeted actions based on the insights gathered from the initial survey, focusing on key areas identified for improvement. They implemented several initiatives, such as focus groups and listening sessions, and expanded Wellness initiatives to address concerns and enhance overall job satisfaction. Additionally, they prioritized open communication channels, encouraging feedback and suggestions from our team members. This two-way communication has empowered the frontline team and allowed leadership to respond effectively to their needs. The division's success in improving colleagues' experience is a testament to everyone involved hard work, dedication, and collaborative spirit. Moving forward, they will continue to build on this momentum, ensuring that the workplace remains a vital and supportive environment where every team member can thrive. Their commitment to continuous improvement and creating a positive work culture will remain at the forefront of their efforts as they strive for even greater success in the future.

The second example comes from another division, within the Automotive Segment. In November 2021, this division surveyed their U.S. and MX based employees using the Perceptyx engagement survey. For one location, the survey uncovered the following rating result for the question "The organization has a good reputation in the community it serves":

- 15% favorable and 45% neutral (40% unfavorable)

The division put a specific action plan in place to improve this rating including:

- Sponsorship of local youth sports teams



- Factory open house for members of the community and local community based organizations to tour the facility
- Partnership with local community college on technical training
- Participation in the local annual community parade

In November 2023, the division launched the division-wide Perceptyx survey again and saw improvement in the rating for the same question, “The organization has a good reputation in the community it serves”:

- 51% favorable and 37% neutral (12% unfavorable)

The division is proud of this improvement and of its energized involvement in the community.

The third example comes from a division within the global business segment. In May of 2023 they surveyed their global population of 200 employees to gain a better understanding of the employee experience. By being able to survey in a range of local languages, the division was able to gain true first-hand insight into the range of experiences felt within the division. Critically by using this listening tool to measure inclusion, it has provided a baseline to build the D&I agenda for 2023 and beyond.

### **Do you have any additional KPIs/Metrics to demonstrate your impact on EX?**

Many of our divisions seek to better understand the colleague experience within their business, to identify strengths and opportunities. For example, in 2023 there were 20 divisions across 6 of the segments that launched surveys across multiple countries to solicit colleagues’ direct feedback, gather benchmarking data, and establish action plans to drive continuous improvement.