

Life After Intel

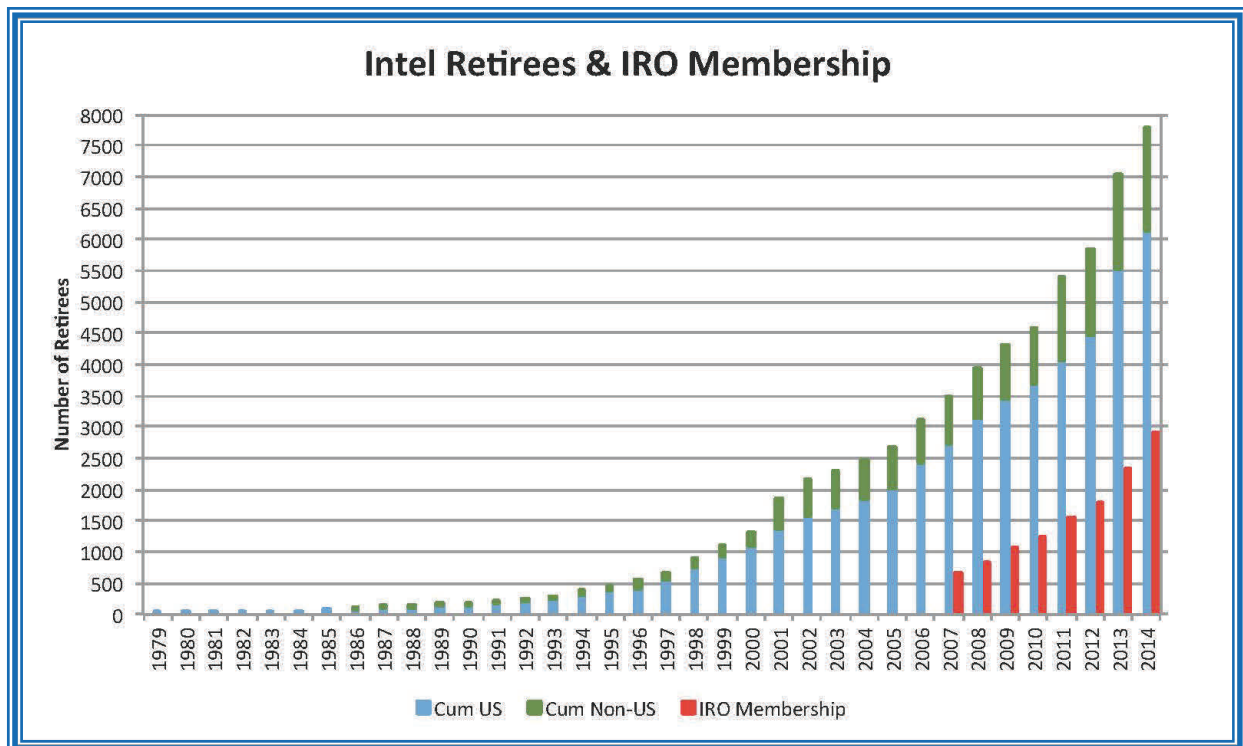
Embracing the Intel Values Legacy

2001 - 2014

Retiring is something most people have no experience with before they take the leap. You've got the financial side to prepare for, health insurance and health issues progress into major concerns, and then you have to determine how you will spend your time. Many Intel retirees are volunteering to help other Intel retirees along the path of retirement through sharing of their experiences and assisting them as they navigate the retirement journey. Why, you ask? The secret lies in a deep set of values that was never limited to work. Those values continue to drive this group of retirees, and the Intel Retiree Organization uses these Intel values and knowledge to improve the retirement experience.

The IRO Story Begins

From its inception in 2001 as an Oregon/Washington-only alumni volunteer group, the Intel Retiree Organization (IRO) has evolved to its current status of 2887 worldwide members in 2014 and crossed the 3000 mark as we entered 2015. IRO has a Board of Directors and committees for Communications, Health and Benefits, Volunteering, Web Site Development and Strategic Planning. The organization is made up of volunteers who have pioneered the retirement experience for a company that was founded in 1968, and had its first retiree in 1979.



Our History - The First Chapter

In 2001, the Volunteers of America (VOA) contacted Intel about partnering with retirees to form an Intel branch of VOA supporting one big volunteer project. Intel contacted retiree Laura Good and together they launched the fledgling organization known as the Intel Alumni Volunteers (IAV) that would eventually become the Intel Retiree Organization. Oregon Intel retirees got involved, developed a mission statement and the IAV evolved. It was to be primarily social in nature with quarterly newsletters printed and mailed, keeping Oregon and Washington retirees connected.

**ORIGINAL IAV
MISSION
STATEMENT**

*To make a
meaningful and
positive difference
in the community
through the diverse
talents of former
Intel employees*

Time to Hit The Road



By 2005, the organization got new life as Intel expressed an interest in fostering similar retiree groups in Santa Clara and Arizona. The Oregon contingent went “on the road” at Intel’s expense, putting forth the concept of one big retiree organization, with “satellites” at major Intel sites.

Momentum gathered as retirees began to see the benefits of banding together, learning from each other and sharing retiree priorities with Intel. Leaving Intel had meant cutting off the flow of information and access to key contacts

who can help retirees navigate their new situation. There was a problem, and Intel retirees were quick to assume responsibility for finding a solution.

Momentum Grows

The organization added many new members after the “road show” for retirees. A Communications Committee developed quickly and decided to discuss the possibility of becoming an official *Employee Group* at Intel. Using Intel’s template for Employee Group chartering, the committee created its mission and vision statements, set up channels of communication and decided how it would get work done within the

organization. Committees were formed, a board elected and initial decisions were made including how we would work with Intel, and that the organization determined no dues would be required. Intel officially recognized the current organization in 2008 with an Intel Vice President level sponsorship and annual funding.

A Passion and Intel Values Emerge

Using a disciplined and results oriented approach, the newly energized Intel Retiree Organization created action plans to begin to improve the retirement experience for Intel retirees. Starting with an analysis of the current situation and a desired future state (for Intel



retirees), gaps were identified. The group then brainstormed a list of programs that could be implemented through their volunteer efforts

and with assistance from Intel. The action plan was presented to Intel management and agreement/approval of the plan occurred.

This small group of Intel retirees, who were passionate about helping other retirees navigate the retirement maze, stepped up to create an organization that eases the transition to retirement with specific projects that they achieved with minimal costs. The group's executive sponsor, Richard Taylor, crystalized the retiree relationship with Intel as being "valued members of the Intel family."

What Problems to Solve?



Retirees enter a whole new world after leaving Intel. Information that was supplied at retirement quickly became out-of-date, and few contacts

remained to find answers from within Intel. If standard Intel retiree processes failed, retirees didn't know where to go for resolution. Retirees either persevered to find solutions on their own, or gave up in frustration.

In addition, retirees had to make important decisions regarding healthcare and would benefit from shared information from other retirees who had made the decisions before them. Also,

retirees had a retirement healthcare fund (SERMA) that could only be used for the Intel Retiree Medical Plan, and many retirees didn't want to purchase that insurance; they wanted other healthcare insurance options.

The Oregon/Washington IRO group learned that retirees liked to get together for luncheons, volunteer their time helping others and share stories with former friends at Intel. These issues formed the core of the projects undertaken by the Intel Retiree Organization.

Committees Formed

Action plans were driven through the committees for Communications, the Website, Health and Benefits, Volunteering, and Strategic Planning with the board meeting monthly to coordinate the work of the volunteer board and committee members. The organization also designated site representatives for the larger sites. These site retiree volunteers coordinate informal retiree luncheons, an annual dinner and other activities.

Communication Efforts Expand



Coming up with communication channels was a definite need. The IRO enlists multiple channels, including a web site, a monthly newsletter and email blasts for time sensitive information such as disaster response volunteer opportunities.



A database of retiree email addresses ensures a channel to all retirees who have joined the Intel Retiree Organization. The

IRO has a dedicated email mailbox for retiree questions and issues, monitored by a Communications Team volunteer and supported by documentation on how to deal with questions quickly and accurately.

Retiree volunteers show other retirees where they can find either the Intel answer in writing, or provide information about whom to call within Intel for further assistance. Issues are held open until the retiree is satisfied that his or her issue has been resolved. The Communications Team meets monthly to stay on top of priorities.

www.intelretiree.com Goes Live

The original IRO web site was accomplished with “creative resourcing” e.g. executed by students taking a web development class, managed by the website committee! It went through major changes in 2011, and through a disciplined, quality-oriented approach, is now an easily maintained site that offers security and flexibility.



The IRO asked for and received the funding necessary from Intel for the software for the website. Volunteers monitor the site and make changes required to keep the information fresh and useful.

Health/Benefits Makes Gains

The Health and Benefits committee took on two issues retirees wanted: (1) to use SERMA funds (an Intel retiree benefit providing a health insurance account based on years of service) to purchase non-Intel plans and (2) more options than just the Intel plan could offer.

In late 2009, the IRO Health and Benefits committee shared its concerns and ideas on these issues with



our Intel sponsors. Due to the relatively small pool of Intel retirees, Intel was unable to provide more plan options. However, in June of 2010, Intel announced a major change on how SERMA could be used. Retirees now may use their SERMA to purchase non-Intel health plans that may be less expensive and more customized to their particular needs and situation. For many, this means that their SERMA funds will last much longer.

Now the work of the committee has shifted to sharing healthcare insurance related information from other retirees, about topics such as buying healthcare insurance on the open market or a retiree’s options when COBRA ends.





International Involvement

IRO has more limited support for international retirees. Benefits on the website are primarily for U.S. retirees, but International retirees are welcome to join the organization, receive the monthly newsletter, get announcements and have access to the Facebook group and the dedicated mailbox for questions.

The organization also encourages local social events and will help international sites to organize that service if requested. To date, there have not been any requests by International sites to do this.

Benefits to Intel and Future Retirees

While retirees certainly benefit from the work of the Intel Retiree Organization, the group also benefits future retirees, Intel and the local communities.

For future retirees, if they join IRO, they are no longer alone in having to navigate the retirement continuum, (where to find the Intel information and whom to call if you have an issue inside or outside of Intel). They will receive email notices of



important Intel retiree information, a monthly email News Flash that discusses how retirees can utilize different retiree benefits (like volunteer matching funds, retiree discounts and healthcare insurance), shared stories from other

retirees and a calendar of social activities at the major sites.

Intel also benefits from an effective retiree organization. Retirees tend to think more positively about



their former employer when the retirement experience works smoothly. In addition, IRO maintains a communications channel (accurate email addresses for all members) that Intel uses on occasion to alert retirees. As retirees find their own answers to their Intel retiree questions (after help from IRO with navigation to where the data can be found), they utilize help resources within Intel to a lesser degree. Finally, retirees fully utilize the retiree benefits that Intel provides, because now they are more educated about them.

Volunteers in the Community



A major benefiter of the IRO is the local community. The organization coordinates and communicates volunteer opportunities locally, and encourages volunteers to use their unique Intel learned skills to help existing non-profits or, in some cases, create a new non-profit for a cause they are passionate about. In addition, retirees are able to take advantage of Intel's matching funds benefit.

In 2014, a total of 167 Intel retirees reported 50,780 Intel Involved volunteer hours for 260 different organizations. That resulted in over a half of a million dollars donated to 501(c)3 organizations due to retirees' volunteering and reporting their time.

The IRO also engages the retiree community to contribute to Intel's annual fall Community Giving Campaign. Retiree donations are matched by Intel donations to a selected group of local United Way agencies. Finally, retirees are notified and encouraged to make donations after major disasters where Intel matches the

retiree's contribution. The community welcomes the Intel retiree with open arms!

Our Story Continues

In conclusion, the Intel Retiree Organization is a great example of what can be accomplished when retirees and the company work together. Employees who have always been proud to work for an exceptional company, remain proud to be a "valued member of the Intel family" in their retirement.



THE INTEL RETIREE ORGANIZATION MISSION STATEMENT

To make a meaningful and positive difference for Intel retirees, the Company, our local communities and current employees planning for retirement.

Contributors to Our Story

Researching the history of the Intel Retiree Organization and writing our story was taken on by Debbie Watson, Chairperson of the IRO Communication Committee and Cheryl Pruss, Chairperson of the IRO Health and Benefits Committee. Without their passion and the help from team members, our story would not have been told.