

2019 IRO Deliverables

Updated 6/7/19

<p>1. Objective: Making it easier to be an Intel retiree</p>	<p>a) Focus on the first 18 months of retirement:</p> <ol style="list-style-type: none"> 1) Enhance our new retiree welcome – Done Q1 2) Work with Intel to improve the retirement checklist that is posted outside of the firewall and have all appropriate items posted, needed for early retirement decisions (five defined items need to be added). Put a process in place to update regularly – Due Q2/Q3 <p>b) Create an age-based matrix of benefits that retirees transition through including key retirement decision points; this matrix would start at age 55, go through 70.5, then end of life – Done Q1</p> <p>c) Work with Intel to present IRMP webinar (pre- and post-Medicare versions) as well as an Annual Enrollment/ Catastrophic RX communication (IRMP September, Annual Enrollment/Catastrophic RX October) – Due Q3/Q4</p>
<p>2. Objective: Building an Intel retiree community that is an asset to Intel and the communities in which we reside</p>	<p>a) Retiree participation level in the Intel Volunteer and Donation matching programs increases more than the IRO membership – Due Q3/Q4</p> <p>b) Working with Intel, develop and collect metrics to measure retiree participation levels in the Intel Volunteer and Donation matching programs – Due Q3/Q4</p>
<p>3. Objective: Create a larger, more active Intel retiree community supporting each other</p>	<p>a) Recruit post 2016 retirees to help us better relate with newer retirees' identified needs. Specifically conduct a focus group with new retirees to get feedback on the first 18 months document and to see if there is interest in volunteering for IRO Communication Team & Strategic Planning Committee (SPC) owns – Due Q3/Q4</p>
<p>4. Objective: Improve IRO's capability and recognize our success</p>	<p>a) Focus on leadership succession planning; look at creating term limits to drive, as well as officer responsibilities. SPC, due – Q3/Q4</p> <p>b) Define for retirees what IRO offers, <u>what we do and what we don't do</u> – DONE Q1</p> <p>c) Create a comprehensive survey of IRO members, compare with results from 2016 and determine new action plans based on what we learn (Create survey 2019, administer survey Q1 2020, create plans end of Q2 2020)</p>

Background:

Q4 2016 we completed our first comprehensive survey of Intel retirees. This data drove our deliverables for 2017, 2018, and 2019. In 2019 we will complete all deliverables, and in 2020 we should do another survey to assess our success and see if there are new retiree needs.

Below is the data/key learnings from the 2016 survey:

- First 18 months – 35% of US retirees were in their first 18 months of retirement when the survey was conducted.
- Jobs: 30% of our retirees are working after retirement.

- Feeling part of the Intel Family, has the lowest performance score – lots of mention about an expectation to be kept in the know re: Intel’s business.
- Are there other ways that we should be using to help retirees?
- We need to talk to retirees about IRO’s charter, who we are (volunteers), what we do provide to retirees and what we don’t provide to retirees.
- Official Retirees/Unofficial Retirees: ultimately it will be an issue to resolve. 5% of the respondents said they were not official Intel retirees.
- Information and help navigating Intel Retirement Benefits (Healthcare, Volunteer matching, everything that official retirees get as a result of their official retiree relationship) is by far the biggest expectation of our group.
- Retirees also mention the expectation of a volunteer group like ours to sponsor social activities.
- We have been working on the things retirees think are important and doing pretty well at it. 11/14 attributes we asked about are items thought to be important (at least 2.5 on a 4-point scale). All performance scores are greater than 2.5 points.
- Younger, new retirees use more varied types of online communication. Facebook usage is much higher amongst 2015/2016 retirees.
- There are high rates of “haven’t heard about that service” in several areas (IRO Facebook page, IRO mailbox and Intel Corporate website).
- Healthcare and information to navigate the first 18 months is more important to the group that retired in 2015/2016. The newest group of IRO members rates IRO’s performance the lowest in Healthcare/information to navigate the first 18 months. Big opportunity.