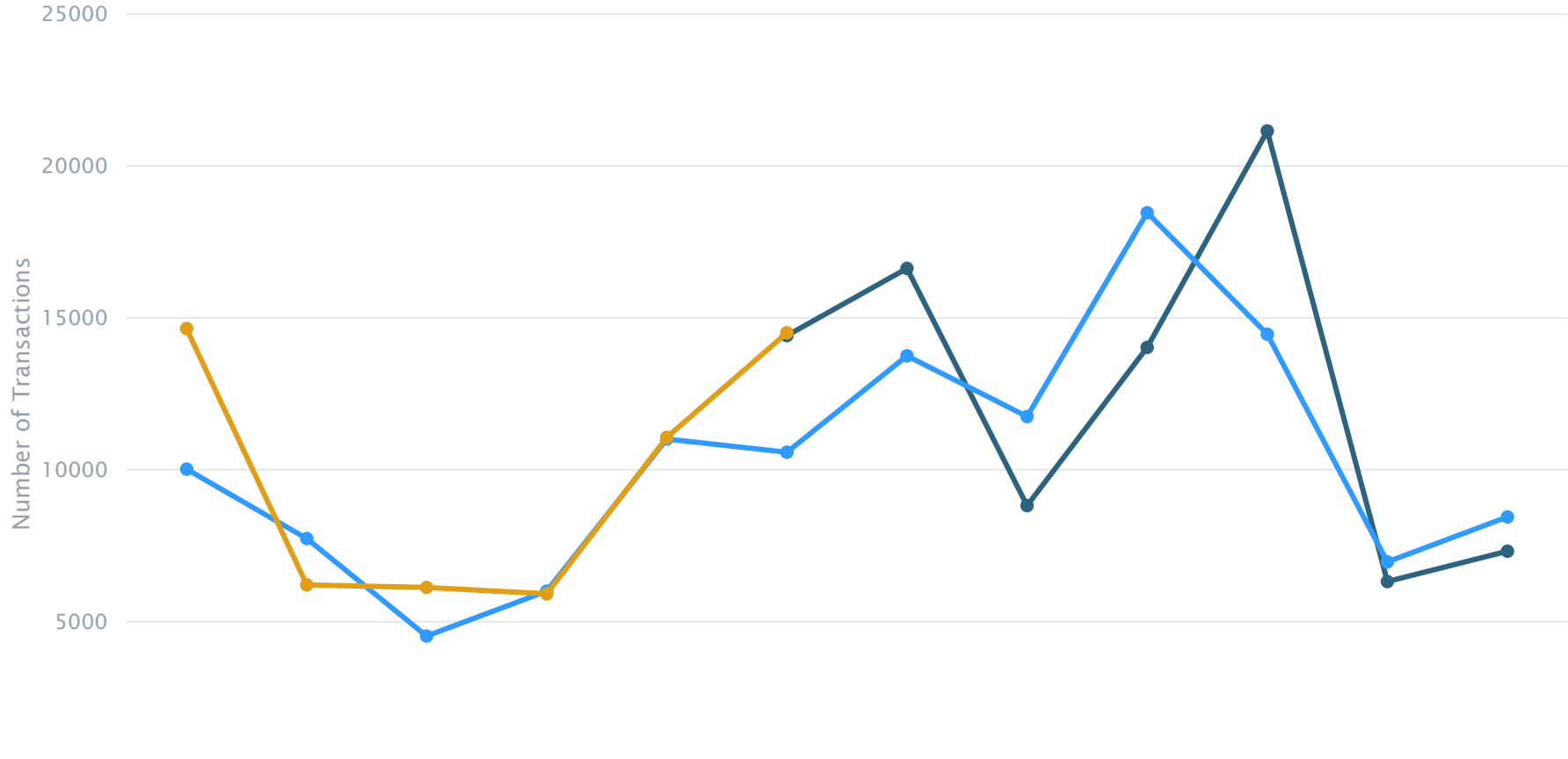


Number of HCM Transactions Entered Trending Year over Year



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|--------|-------|-------|-------|--------|--------|--------|--------|--------|--------|-------|-------|
| 2015 | | | | | | 14,414 | 16,630 | 8,820 | 14,026 | 21,149 | 6,321 | 7,323 |
| 2016 | 10,024 | 7,737 | 4,526 | 6,004 | 11,011 | 10,575 | 13,754 | 11,750 | 18,463 | 14,466 | 6,965 | 8,449 |
| 2017 | 14,645 | 6,208 | 6,128 | 5,917 | 11,067 | 14,506 | | | | | | |

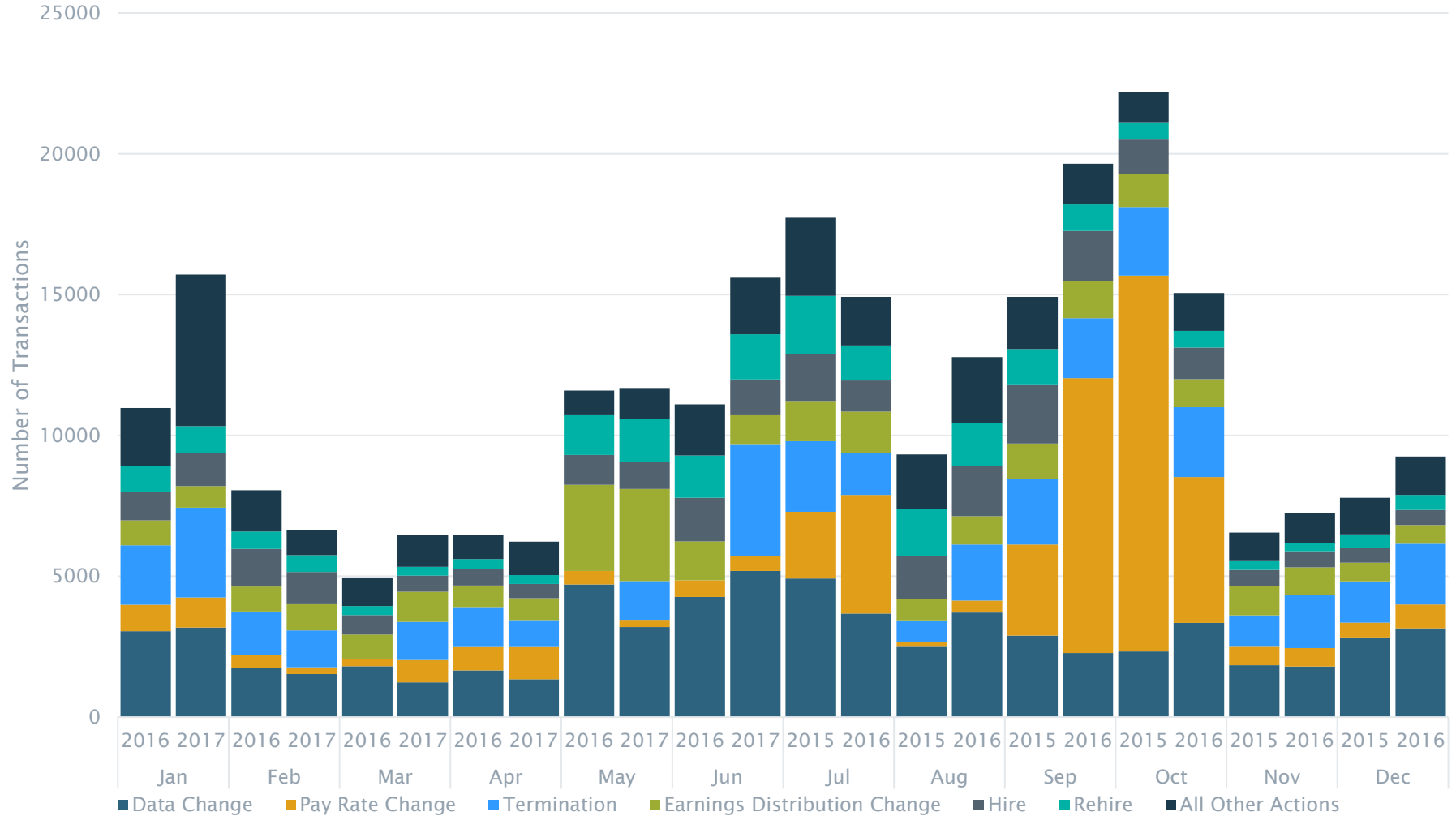
Target: N/A

Analysis: Historically high number of transactions in January 2017 related to a clean up for CalPlanning.

Notes: N/A

Sources: HR BAIRS, Transaction Detail (Global View) report by Entry Date

HCM Transactions by Top Action Types Year over Year



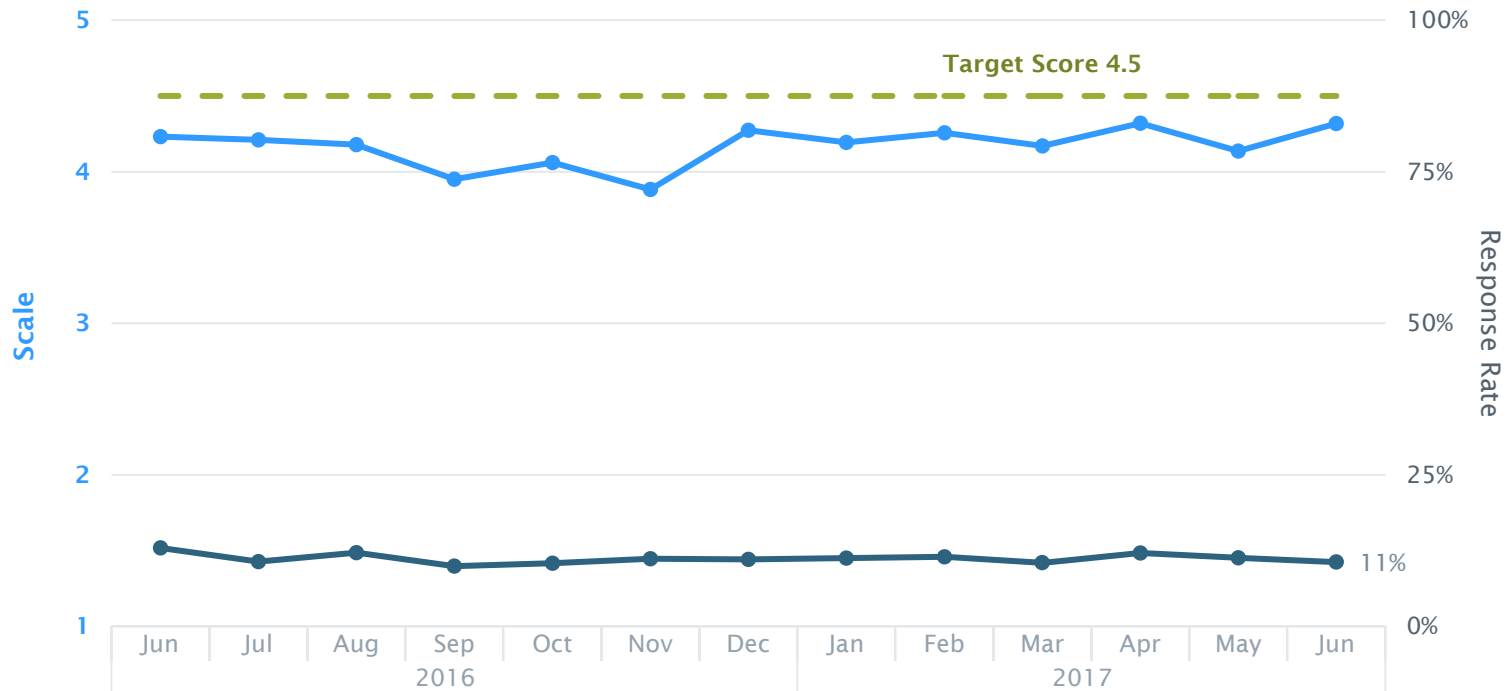
Target: N/A

Analysis: Historically high number of transactions in January 2017 related to a clean up for CalPlanning.

Notes: N/A

Sources: HR BAIRS, Transaction Detail (Global View) report by Entry Date

Average Overall Customer Satisfaction



| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|---------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| | 2016 | | | | | | | 2017 | | | | | |
| Target Score | 4.5 | 4.5 | 4.5 | 4.5 | 4.5 | 4.5 | 4.5 | 4.5 | 4.5 | 4.5 | 4.5 | 4.5 | 4.5 |
| Average Score | 4.2 | 4.2 | 4.2 | 4.0 | 4.1 | 3.9 | 4.3 | 4.2 | 4.3 | 4.2 | 4.3 | 4.1 | 4.3 |
| Response Rate | 13% | 11% | 12% | 10% | 10% | 11% | 11% | 11% | 11% | 10% | 12% | 11% | 11% |
| Number of Surveys | 1741 | 1744 | 1838 | 1815 | 1764 | 1690 | 1356 | 1709 | 1500 | 1509 | 1449 | 1612 | 1748 |
| Number of Responses | 225 | 186 | 223 | 180 | 184 | 188 | 150 | 192 | 172 | 158 | 175 | 182 | 185 |

Target: Average overall customer satisfaction score of 4.5

Analysis: N/A

Other Notes: Score scale is a high of 5 and a low of 1

Source: HDI Customer Satisfaction Index Service UCB CSS HR/APS raw data