

A Note From Andrew

# TELL US HOW

## We Are Doing

**We are not perfect, but our hearts are in the right place.** We make decisions and policies that do not turn out as we hoped, but they are always planned and analyzed. This is why we need your help.



**Andrew Carey**  
Chief Executive Officer

It may not seem this way, but the NHG corporate office is designed as a support network for your local teams. We are here to help answer questions, resolve challenges, provide training and generally to make your operations smoother. Unfortunately, we do not always hit the mark.

I do not state this as an apology, but rather as a request. We do not generally know when we have created difficult situations. That is why we send surveys. We need input from you and your teammates on how we can be better. While we understand that your time at NHG or your hotel is work, we also believe that it can be enjoyable.

This past year we have made a hard push at addressing the needs highlighted in our surveys, publishing action plans, following up on issues and communicating our progress. We are trying to make a difference, but we need your continual input to make sure we are on mark.

### ► THIS IS OUR PROMISE TO YOU

If you provide timely responses to our surveys, we will work to improve your work life.

If you are too busy to respond, reply with that message. Don't simply delete the survey. We greatly appreciate your feedback. You have the power to make a difference. Thank you.

*Andrew*