



Human Resources (HR) Operations Report

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Vice President of Human Resources and
Chief Compliance Officer

HR and Governance Committee Meeting

May 16, 2011

HR OPERATIONS REPORT

- **Performance Management:**

- Introduced a new core competency for the 2011 Performance Evaluation.
 - Protocol Management:
 - Performs job responsibilities and/or delivers market services according to the requirements of Protocols, Operating and Market Guides. Assumes accountability for fully understanding, interpreting, and revising owned Protocols, Operating and Market Guides. When in a supporting role of meeting a Protocol or Guide requirement, ensures business processes enable meeting the specified requirement.

People Development:

- Currently preparing and scheduling roll out of UT Management Leadership Program#1 to start June 22, 2011. 25 managers to attend.
- Reviewing the benefits of reinstating the ERCOT “Toast Master Club”. This programs helps build confidence in how to deliver presentations and provide constructive feedback.

HR OPERATIONS REPORT

- **People Development:**

- Developing Mentoring program that address the following:

- Demonstrates ERCOT's commitment to employee career development.
- Protégés receive enhanced targeted training through their partnership with more senior skilled staff.
- Reduce recruitment and selection costs as a result of higher employee retention.
- Create an opportunity to improve the work environment.
- Create a support network for employees in time of change.

- **Benefits:**

- Benefits Committee Meeting held April, 20 2011. Items discussed:

- 401(k) Platform Change Timeline/ 401(k) forfeitures from 2010.
- Disclaimers for participants in Self-Directed Brokerage accounts.
- Proposed Changes to Welfare Plans*
 - Medical/Dental Plan/Vision Plan
 - Short-Term Disability/Long-Term Disability Plans
 - Flexible Spending Plan Administration
 - Cobra Administration
- Urgent Care/Emergency Room Cost review

HR OPERATIONS REPORT

- **Benefits:**
 - Benefits Committee Meeting held May, 4 2011. Items discussed:
 - Q4 401(k) Plan Performance review
 - 401 (k) Platform Changes
 - Open Enrollment Communication Plan
 - Health and Wellness Field Event. Spark-E Fun Walk Competition began on Monday, April 25th with 13 teams, representing 89 employees.
- **Recruiting:**
 - Currently conducting phone screens for CIO position.
 - Phone screens for VP Business Integration have been completed. We have scheduled candidates for interviews with the executive team.
- **Rewards & Recognition:**
 - 3 employees received 5 year service anniversary awards and 12 employees received 10 year service anniversary awards during month of April.