NALCO'S COMMUNITY ADVISORY PANEL

NALCO LIAISONS SURVEY (9/93)

Directions: Please answer the following questions as fully as needed for the answers to be unambiguous. Bring the completed survey form to the next CAP meeting or mail it to Peter Bowman, University of Houston-Clear Lake , 2700 Bay Area Blvd., Houston, TX 77058

1. Name up to five ways the NALCO CAP has influenced you or helped you improve your performance as a NALCO employee.

2. Name some things that you particularly like or find useful about the CAP. Would you keep those things the same?

3. Name some things that you particularly dislike or find less than helpful. How would you change those things?

4. Name anything that you find confusing and would like to have clarified.

5. Name anything that keeps you from participating the way you would like.

6. What activities would you like to see the CAP undertake in the next year?

DSW 137198

NALCO'S COMMUNITY ADVISORY PANEL

CAP MEMBERS SURVEY (9/93)

Directions: Please answer the following questions as fully as needed for the answers to be unambiguous. Bring the completed survey form to the next CAP meeting or mail it to Peter Bowman, University of Houston-Clear Lake, 2700 Bay Area Blvd., Houston, TX 77058. Thanks!

1. Name some things that you particularly like or find useful about the CAP. Would you keep those things the same?

2. Name some things that you particularly dislike or find less than helpful. How would you change those things?

3. Name anything that you find confusing and would like to have clarified.

4. Name anything that keeps you from participating the way you would like.

5. What activities would you like to see the CAP undertake in the next year?

6. Name one way in which you believe the CAP has influenced NALCO to be a better corporate neighbor.

DSW 137199

CHARACTERISTICS OF GOOD COMMUNITY INVOLVEMENT PROGRAMS

- the group represents the widest possible diversity of viewpoints.
- there is equality of voice among those involved, not domination by any one interest, be it the company or a segment of the community
- the community is aware of the group and its work
- the purpose, scope and focus are defined by all participants, employing a process which they have agreed to use
- both the group and the company share all information necessary for fruitful exchange of views
- the company is influenced by the community, not just the reverse
- the group is ongoing, not a one-time operation
- the effort is dynamic so that new issues can be introduced
- face to face contact is promoted
- discussion is open and covers all the issues agreed upon, but is free from personal attacks
- all participants make a sincere effort to listen as well as talk
- decisions are made by consensus

12/1/92

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