



# The Capital Group Companies

## Giving Back to Employees, Community

By Candace Gwaltney

**W**hen The Capital Group Companies hires someone, it's a long-term commitment to that person. Employees return that dedication, which is evident in the low attrition rate, notes L.G. Edwards, senior vice president and general manager for the organization's American Funds Service Company operations in Indianapolis and Carmel.

The turnover at the Indiana offices (The Capital Group Companies is a privately held investment firm and American Funds is one of the largest mutual fund families in the United States) is among the lowest nationwide for the company, he adds.

"We know that diversity in what people do is a real key in insuring both their satisfaction on the job and the ability for us to keep a long-term associate who is going to be better informed to help our financial advisors and shareholders," Edwards says.

One way the company is keeping employees engaged in their work is through internships within the company. Employees will work in another department for six to 18 months to better understand other parts of the organization. "We have a large number of people at any given time working in another area, but yet knowing they are going to return back to their job," he explains.

The Capital Group Companies' commitment to workers is noticed also in its training program. Many new employees are in training for the greater part of nine months – a huge investment, Edwards says.

Employees say that training continues through formal sessions, mentoring and a culture that encourages them to ask questions.

This environment of open communications and commitment to employees' success has helped Gloria White as vice president and operating director for Capital Bank and Trust in Carmel.

The company encourages employees to build their skills and attributes, which White says allows her and other leaders to help employees succeed. She cites employees who struggled in their work at first, but embraced feedback for improvement and are now a team manager and a trainer.



### Moving Up

Tuition reimbursement helped Brian Engelmann finish a bachelor's degree in marketing, which will give him more opportunity to advance within the company.

### Community service inspires employees

Rosemary Miles loves her job because of the company culture – one she says is defined by teamwork and giving.

"They provide you with so many different opportunities to give back," she asserts.

The Capital Group Companies "adopted" Nora Elementary School in Indianapolis. Employees volunteer in the classroom, donate supplies and the company sponsors a part-time psychologist at the school. Also, 10 fifth-graders receive college scholarships each year, which the students can renew yearly until graduation, explains Lora Branson, vice president of human resources.

Miles served as a teacher assistant for one year with a first-grade class. She spent one lunch

break a week in the class, working with children who needed more individual attention by reading to them or developing their math skills. "When I came in, they lit up," she remembers.

Miles, Branson and other employees also have Nora pen-pals. Interested participants are matched with a student and then exchange a journal back and forth.

"Why would I not be happy to come and give our clients and associates the best when I am getting the best?" Miles concludes.



### Making an Impression

After six months on the job, Carol Butcher says joining the company was the best decision of her professional career. The company ethics put shareholders first, focusing on quality not quantity. "It makes you want to come to work everyday," she shares.