

## LOB Update

### R&W Communications Add Request, Archive Services

In early April, R&W Business Operations Support launched several enhancements to its communications services, offering a more streamlined request process, better tracking of in-progress communications, improved approval/review governance and a robust archive of past R&W emails.

Through the newly created [SharePoint form](#), associates are now able to request an R&W communication by submitting a request form which provides information on the suggested subject/text, required approvers, target audience and more. Requesters can also upload attachments via the form. Once submitted, the requester will receive email updates when the communication is "In Progress" and "Completed." Step-by-step instructions on requesting an R&W Communication through the SharePoint form can be found [here](#).

A month-by-month [archive of R&W communications](#) is now also available via the SharePoint site. Manager-only and other propriety communications are not included in this archive.

Should you have any questions regarding the new tools and features, please feel free to [contact R&W Communications](#).

### Q2 Town Halls Coming Soon!

John Dixon and the R&W Executive Team are hitting the road once again. Please plan on attending a Town Hall if you have received an invitation. The dates and locations are:

WLV July 18-19, Charlotte July 23, Jacksonville July 24, Chandler July 25, Brea August 1

## Associate Engagement

### Manager Reminders

#### July LAS AE Activity

Dates of the LAS Associate Engagement activity for July have changed to the week of July 22-26. The event will be a centralized luncheon with the theme of "We're Better When We're Connected." Onsite cafeterias will provide the meal where available. Sites without a cafeteria will receive instructions on outside catering. The menu will include hamburgers, hot dogs, veggie burgers, macaroni salad, chips, cookies and lemonade.

Please be prepared to:

- Stagger luncheon attendance if necessary to ensure adequate workplace coverage
- Encourage your associates to make three new connections during the lunch and provide feedback
- Reinforce the activity and message in your regular routines

More information will be provided as it becomes available.

#### Mid-Year Reviews

Managers will receive a communication on July 1, when Mid-year Performance Reviews are available in the Performance & Talent Management tool. Managers and employees will discuss performance and development and complete the Mid-year Performance Review activities by August 9.

### Career Corner!

#### Mid-Year Reviews

Associate mid-year reviews provide a channel for employee recognition, coaching, development, feedback, career aspirations and action plans.

By June 28, you should:

- Work with your manager(s) to determine if goals need to be updated due to changing business conditions, priorities or role change.
- Update Progress Notes on the What (Results) and the How (Behaviors).
- Update your Development Plan with your progress, and make changes as needed.

Managers will then schedule performance conversations from August 1-9.

Visit the [Performance Management: Mid-Year Review](#) page on Flagscape for more information.

#### Submit a question

for John Dixon to answer at an upcoming Town Hall!



We're better when we're connected

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Our values:  
Deliver together  
and trust the team

### Associate Engagement

## R&W Associates Continue Support of My Stuff Bags Foundation



On June 19, Thousand Oaks associates donated an hour of their time to cutting cloth and assembling more than 50 blankets for the local [My Stuff Bags Foundation](#). "Everyone was so excited and happy that we did this," said project coordinator Maciel Casillas. "It gave us a real sense of giving."

T.O. associates will be at the My Stuff Foundation in Westlake Village on July 2 stuffing donation bags with goodies between 2-4 p.m. Those T.O. associates interested in participating should send an email to [DG Associate Engagement-TO](#).

### Associate Recognition

## Team Spotlight: Pipeline Management

It's hard to imagine, but there was a time when Pipeline Management (PLM) didn't exist in R&W.

Now roughly two years old, the Westlake Village-based team provides centralized support for all production segments and prides itself on being a valued partner within R&W.



*From left to right: Bryan Parada, Patrick O'Neill, Deanna Alimi, Ovnán Arabyan, Dave Magruder. Not pictured: Renata Danu.*

"We assist the segments in managing the internal flow of counterparty requests and work to identify and resolve bottlenecks within the segments' respective pipelines," explained manager Patrick O'Neill. "Our PLM associates also regularly engage with the segments to assist in resolving exceptions, vet reporting needs, conduct manual allocations when needed, and manage the capacity planning process for the R&W production functions."

Pipeline Management connects regularly with a variety of R&W groups to provide enhanced reporting and systems support. For example, bi-weekly operations meetings focus on pipeline trending and hot topics relevant to segment management and strategy associates. The operations meetings provide a forum to help disseminate information, escalate issues, and align initiatives. Last October, PLM introduced a new "pod" structure which dedicates associates from PLM and the segments to individual segment working groups. The Pipeline Managers help to direct the activities of the pods for their respective segments where pod participants engage in discussing and implementing tactical solutions to immediate challenges faced by the segments.

One of the big "wins" for the PLM team this year was assisting in the development of the Loan Allocation tool. The tool, which provides a more automated process of assigning loans to reviewers, launched earlier this year. "With the Loan Allocation tool in place, the PLM team is now tasked with monitoring allocation and ensuring the tool is working properly," Patrick says. "The monitoring process continues to be built and tested and we hope to have an official launch in the next couple of weeks."

### Calendar / Reminders:

- [June Service Anniversaries](#)
- **July 4:** Independence Day
- **July 18:** LAS Expo – Plano
- **July 22-26:** LAS AE Event: Centralized Luncheon
- **July 23:** Fair Debt Collection Practices Training Due



**Congratulations to Diane Miles (left) and Maggie Aguero (right) who celebrated 37 and 32 years, respectively, with the bank this month!**



### R&W Resources:

- [AE Site Council Members](#)
- [Communications Archive](#)
- [Laptop Security](#)
- [LAS Flagscape](#)
- [LAS Dress Code](#)
- [Level 1 Support](#)
- [MyFacility](#)