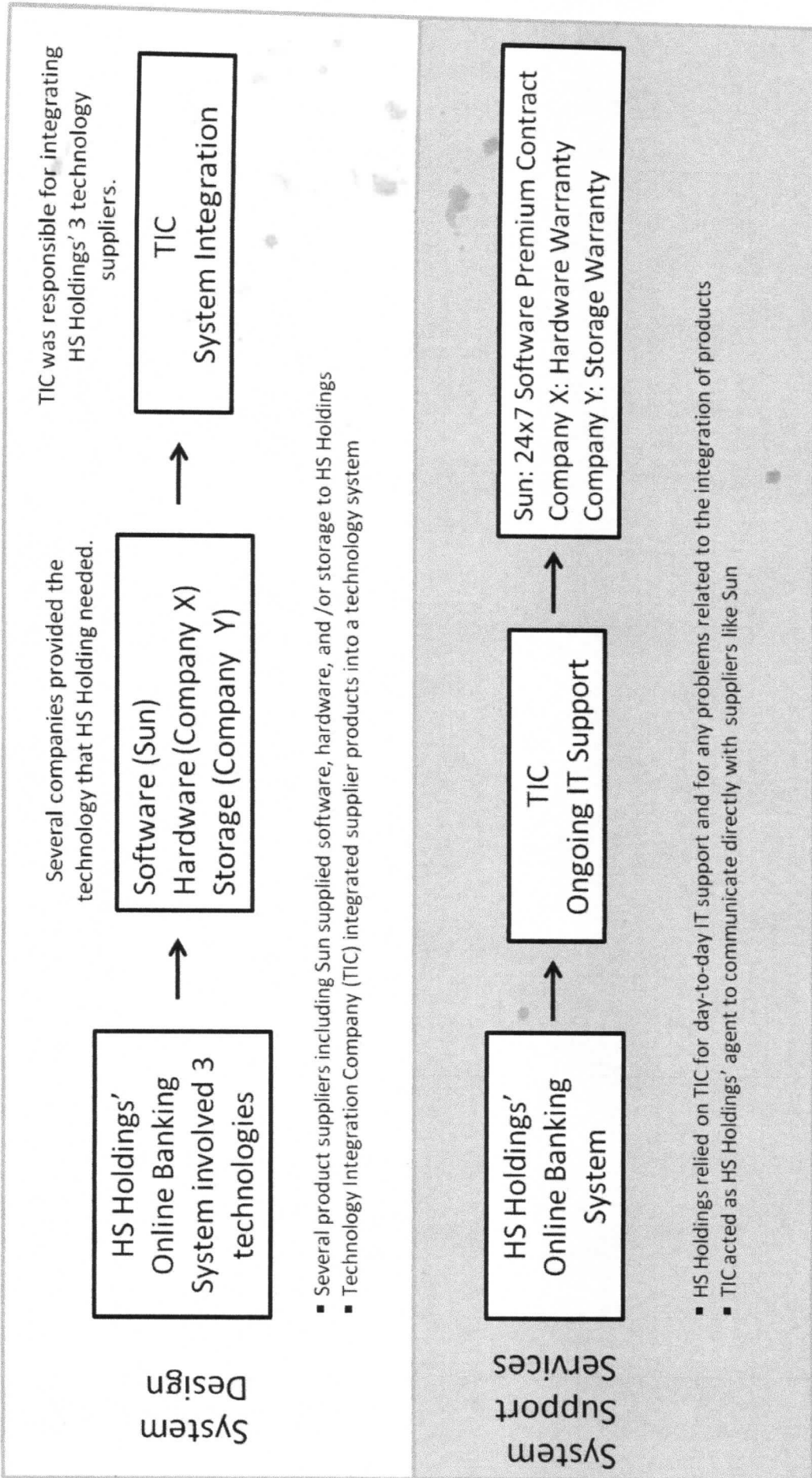


Exhibit 1 HS Holdings' Online Banking Implementation and Support



Source: Case writer.

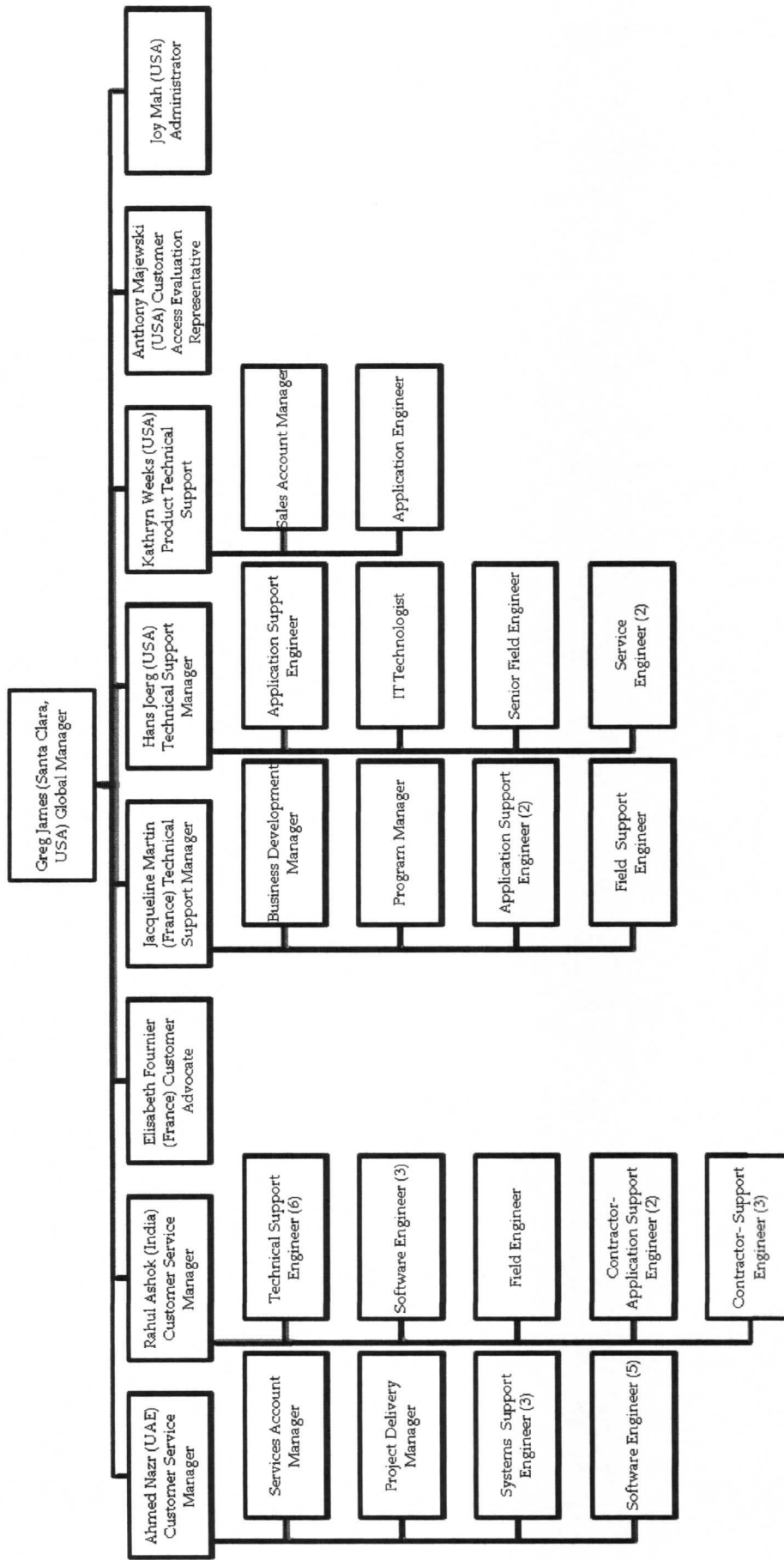
**Exhibit 2** Sample Open Work Suitability Survey Questions

**Work Preferences & Characteristics: Please check (✓) the description that best captures you and your work situation.**

- I am good at planning and organizing my work so that it can be done effectively from any location.
- When I am away from the office environment, I find it difficult to motivate myself to set my own goals and accomplish them.
- I have the self-discipline necessary to work productively in an unstructured work setting like my home.
- The office environment is not an important source of social contact for me.
- I would miss people or feel isolated working by myself at home.
- My coworkers accept and respect those who do not to come into the office every day (i.e., work from home, etc.).
- The ability to work anytime, anywhere is very important to me.
- I need flexibility in my workplace choices as a way of balancing my work/nonwork needs.
- I prefer the stability of using the same office space on a routine basis, rather than choosing where I work each day to suit my work needs.
- I often travel to customer, partner, vendor, or other non-Sun locations as part of my work.
- My work has discrete time lines and milestones that can be quantified, measured, and monitored.
- I always make sure my manager, coworkers, and/or customers know how to quickly find or reach me, no matter where I am working.
- Information sharing and knowledge exchange occur informally, through direct person-to-person contacts on the job.
- Much of my dealings with coworkers and customers involve communicating electronically using phone, e-mail, or other online technologies.
- Most of the in-person interaction I have with others at work is impromptu, informal, and spontaneous.

Source: Company.

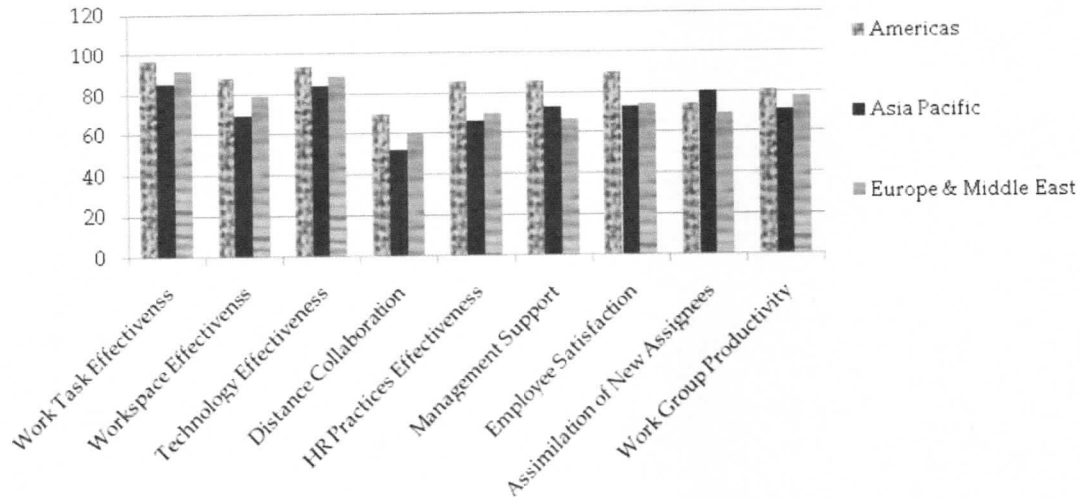
Exhibit 3 Organization Chart for Greg James's Team



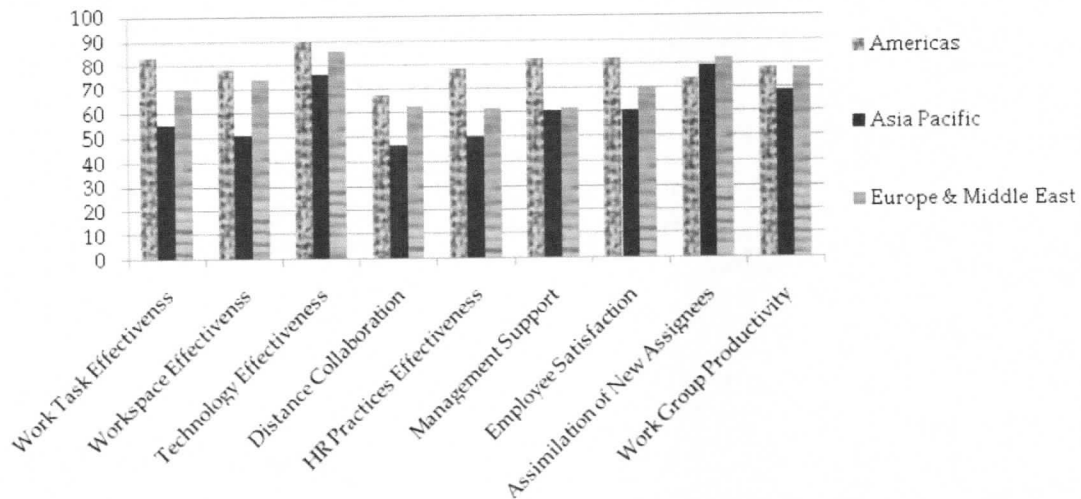
Source: Case writer.

**Exhibit 4** Surveys of Satisfaction with Open Work for Greg James's Team

### Satisfaction with Open Work Environment for Work From Home Employees



### Satisfaction with Open Work Environment for Field Office Employees



Source: Case writer.