

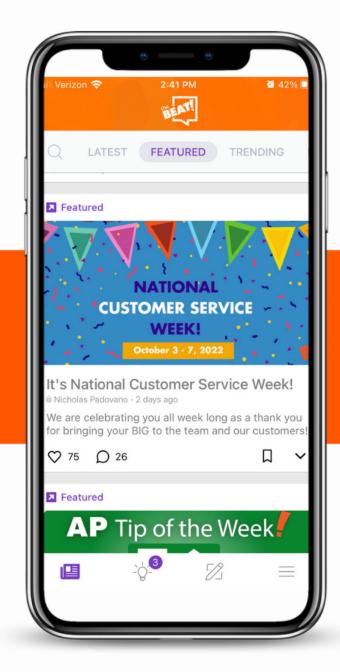




C 10







# Sure, Megaphones are Loud. Doesn't Mean We Hear You.









**Jeremy Ball** 

Internal Communications, **Philanthropy & Events** 

Joey D'Amico

Manager Internal Communications

**Talent Development** 

Julie Holbein Marcos Ramos

**Director Communication and Event Production** 

# The Why

Limited reach

**One-way engagement** 

Targeted, timely communication

Solution to drive strategy, share company news, and build culture

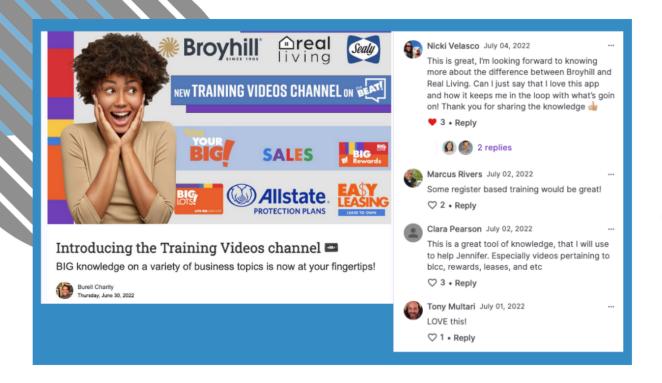




# Filling Needs and unknown needs









Return overrides down 10%

\$2.5M increase in YOY credit card sales for participating stores (over a 5-week period)

#### (7) Featured

#### **Get Ready for BLCC Madness!**

A new kind of Big Lots Credit Card contest where districts compete as a TEAM in a bracket-style tournament.



by Heidi Vollman Published February 28, 2022

♥ 61 Likes ■ 8 Comments



# Celebrate & Recognize

### **OUTCOMES & IMPACT**

Diversity & Inclusion Index = 81% (2pp above industry benchmark)

My direct manager supports D&I = 93%

Recognition Index = 78%
(5 pp above industry benchmark)

 My direct manager recognizes my accomplishments = 86%





# **Engagement**



16,205 Posts

1,702
Publishers

35,055 Comments

11,000

associates with direct communication for the first time





#### **Big Lots Has The Beat!**

Thanks for joining me, Team Big Lots! I can't wait to share more and see the great things taking place across the company. Be sure to watch my first video (this one!) by Feb. 28 to learn...



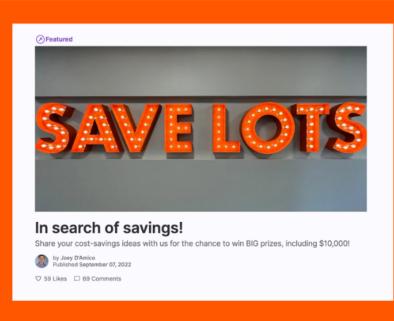
by Bruce Thorn
Published February 10, 2021

♥ 1114 Likes ☐ 1294 Comments



2x the number of associate submissions

\$1.1M in identified savings vs. \$293k prior to posting on The Beat





Check out these incredible closeouts that are sure to surprise and delight! From Adidas and Under Armour apparel to \$9 air fryers and a \$1M deal with Kettle brand chips, these...

by Derek Panfil Published Sentember 23, 2

♥ 101 Likes □ 9 Comments



#### Deck your halls with our holiday décor!

Our customers love using our holiday trend collections to decorate their homes for the holidays. Each one looks great and contains curated products that make a home feel festive for...

by Derek Panfil Published Nove

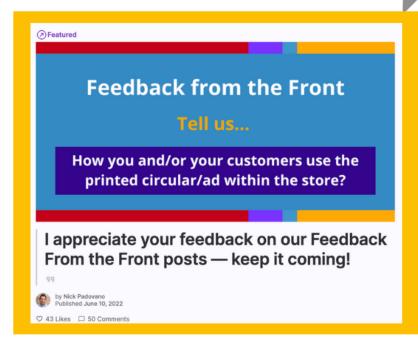
♥ 135 Likes □ 84 Comments

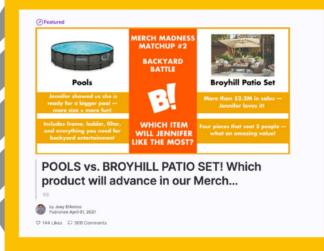
the AT



Learned customers don't use printed circulars

\$10M saved and reinvested in more profitable digital media assets



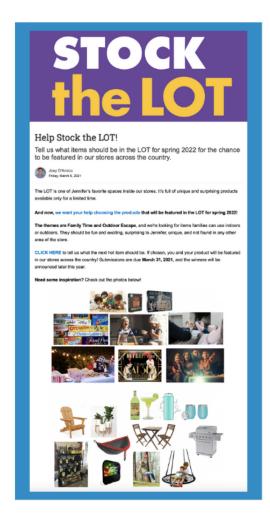


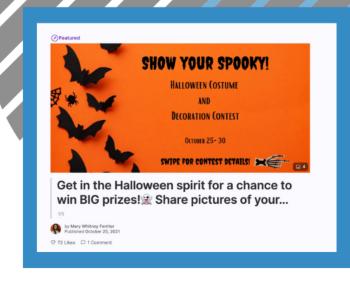






**Associate-submitted ideas** accounted for +\$4M in sales







#### We're granting holiday wishes!

It's the most wonderful time of the year, and in the spirit of the season, we're bringing back one of our favorite traditions - Holiday...



by Mary Whitney Ferriter Published November 05, 2021





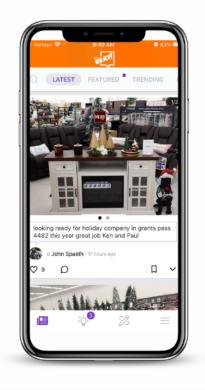


Real-time Needs



Real-time Training

## **REACT IN REAL TIME**

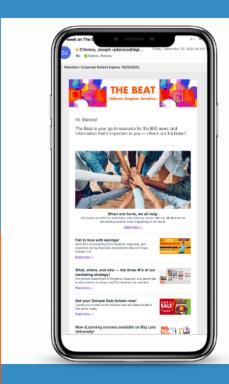


**Products** 



People

## WE'RE PROUD



**Newsletters** 



**Push Notifications** 



**Email** 

## SIMPLE AND CREATIVE



Innovative



Creative

## THE TEAM

# QUESTIONS?

