



For Immediate Release

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PACAM Initiates 360-degree Program, Improves Job Satisfaction 40%

Oakland, CA—16 December 2003—CEO Linda Hothem announced today that PACAM attained a 40% increase in job satisfaction after completing an innovative 360-degree evaluation program. This satisfaction rating was based on employee responses shortly after all participated in the 360-degree evaluation process.

According to Hothem, “360-degree performance evaluations are typically performed on people in management. The evaluations are completed by the employee, his or her supervisor, three or more direct reports and/or three or more peers. Evaluations are anonymous, except for the managers’ and the employees’ self-ratings. Typically the evaluations are done online with an outside company, which compiles the combined results into a confidential feedback report for the employee. The feedback report combines responses for categories “self,” “boss,” “direct reports” and “peers.” The reports allow people to see themselves as others see them and to overcome “blind-spots” that could be getting in the way of productive work behavior.”

At PACAM, prior to launching the 360-degree evaluations, all employees were given an anonymous, confidential job satisfaction survey, using an instrument from Bowling Green University called the JDI-JIG Job Satisfaction Index. Next, the 360-degree performance evaluations were administered, company-wide. Immediately after the process was finished, and the feedback given to each employee in a confidential session,



the JDI-JIG was re-administered to all employees in the company. The results were tabulated, scored, and compared against the first JDI-JIG survey. The results revealed an astounding 40% increase in job satisfaction.

“We consider this program to be a tremendous success, and have made the commitment to incorporate it into our ongoing operations, to ensure that PACAM is, and remains, a great place to work. We believe that if we have satisfied employees, our customers will be satisfied, too.”

PACAM is a full-service logistics company, with ISO 9001-2000 designation. Its features include an on-premises foreign trade zone, secured warehouse facilities, inventory control, fulfillment, value-added/packaging, and extensive transportation, transloading and consolidation services. PACAM's headquarters, the Oakland Commerce Center, is a full-service 500,000-square-foot complex, served by rail, seven miles from the Port of Oakland. PACAM operates state-of-the-art facilities in Hayward and San Leandro. Under the leadership of CEO Linda Childs Hothem, PACAM has been the recipient of numerous awards and is recognized as an industry leader.

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