

March 5 Company Town Hall Recap



**NATIONAL
SEATING &
MOBILITY**

Virtual Town Hall Agenda

- Review & Celebrate 2024 Accomplishments
- Share 2025 Company Priorities
- Share Employee Satisfaction Results
- Address Employee Questions

In 2024 we committed to four key areas of focus, and we made great strides in these areas throughout the year.



- ✓ **We listened and learned**
- ✓ **We worked smarter, not harder**
- ✓ **We held each other accountable**
- ✓ **We embraced change**

**MOVING FORWARD
TOGETHER**
SAME HEARTS. NEW ERA.

In 2025, we will stay the course and move forward together as one team focused on the same goal: providing our clients with the best experience possible.

This is the pyramid we introduced in 2024 that illustrates our business's focus areas. As the first part – the foundational part – are the two largest pieces of the pyramid on the bottom:

Our **mission, vision and HEARTS** values drives our culture and should be used as guiding pillars of the organization.

When it comes to **Safety and Compliance** – these are 'prerequisites to work'.

When it comes to the upper part of the pyramid, **Growth** is the next important pillar of the pyramid. We are adding 'innovation' as part of growth plan and are excited to introduce our first exclusive exoskeleton partners. Then comes **Refinements** to our organization.

All of this leads to an improved **client experience**! Providing timely service and leading to satisfied clients living an independent and self-reliant life is why we are all here.

These strategies will not change in 2025 and a lot of the work in each area will be a continuation from 2024.



Introducing Exoskeleton

NSM is continuing to look for opportunities to innovate how we deliver client care.

**Meet NSM's Exclusive
Manufacturer Partners for
Exoskeleton Technology!**



Wandercraft- Atalante

- Clinic-Use Model 1 clinic US
- Personal-Use Model Q1 '26
- No walker/hand crutches
- Self-balancing device
- Distribution partner strategy



Ekso Bionics- Indego

- Clinic-Use Model 38+ clinics US
- Personal-Use model market ready
- Requires walker/hand crutches
- Leanest profile, wearable in vehicle
- Distribution partner strategy

Employee Satisfaction Results



Higher Engagement

- Highest overall employee satisfaction since pre-COVID timeframes, improving in all job functions.
- More than **80%** of employees plan to be working at NSM one year from now, would recommend NSM as a place to work, believe we provide quality care to clients.
- Initiatives launched to improve communication, improve recognition, provide more feedback.

To further NSM's Culture of Learning & Development, your Leadership Team is actively investing in your teams to better support you by doing the following:

- Leader development series launched to 400+ leaders across US & CA, with additional sessions scheduled for 2025
- ATP Clinical Development Program launched
- Conducting more hands-on training for techs at Momentum Academies/Regional Events

