

A person is silhouetted against a clear blue sky as they climb a dark rock face on the right side of the image. The climber is using ropes and gear. In the background, a range of snow-capped mountains stretches across the horizon under a light blue sky with some wispy clouds.

**Partnering to Achieve a
Sustainable Competitive
Advantage**

Dave Lissy

CEO

BRIGHT HORIZONS

Sustaining Competitive Advantage

*Product/Service
Competitiveness*

Productivity

People/Talent

Customer Service
Improvement
Brand/Image
Social Responsibility

Enhanced
Presenteeism
Reduced Absenteeism

Recruitment
Retention
Sources of Talent

Engagement

Work/Life Strategy

Strengthening Our Partnerships



**Employer
of Choice**



**Solutions
for Key Life
Stages**

**Quality
Leader**

**Community
Champion**

Employee Engagement at Key Life Stages



**Child Care
and Early
Education**



**School-Age
Programs**



**College
Admissions/
Prep**



**Elder
Caregiving
Support**

Strengthening Our Partnerships



**Employer
of Choice**

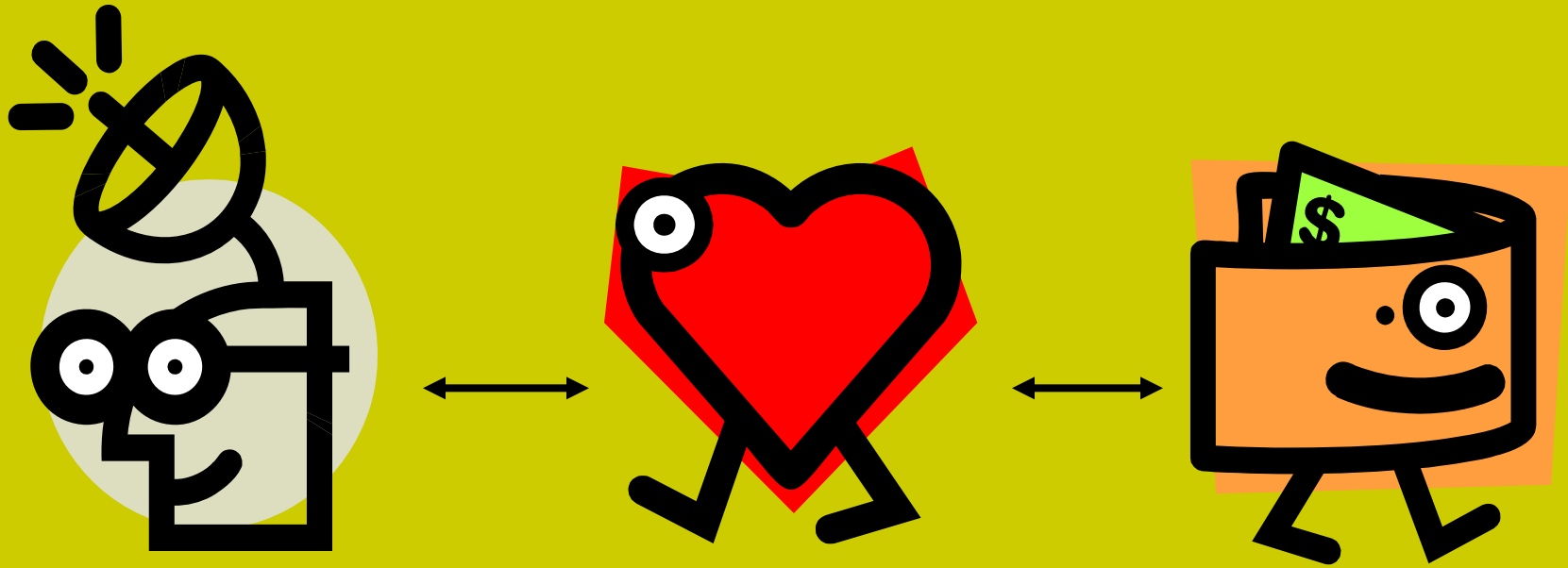


**Solutions
for Key Life
Stages**

**Quality
Leader**

**Community
Champion**

Past, Present and Future ...



“Aligning Heads, Hearts,
and Wallets”