Metro Talent Diagnostics – McKinsey Initial Summary

1. Initial talent diagnostics identified opportunities to improve hiring speed and volume as listed below:

~60-70% **Decrease in average time to hire for non-contract roles**

From a FY24 baseline of 12-31 weeks

<10% **Overall non-contract vacancy rate within 2 years**

Assuming full implementation and steady growth and attrition, compared to >20% rate today

~2-4x **Accelerated timeline for promotions**

With a dedicated path, compared to FY24 baseline

2. Three change levers in categories were also identified:

1. **Process Optimization:** Simplify, accelerate, and reduce the number of handoffs in Metro's standard recruitment and hiring process

2. **Process Innovation:** Build on the potential process improvements by tailoring Metro's recruiting and hiring approach for internal and previously vetted external talent, including a dedicated process for promotions

3. **Organize to deliver:** Support strategic workforce planning and improve collaboration between Metro's Talent Acquisition team and the departments it serves. Improve Metro's ability to adapt its recruitment and hiring strategies to new changes and growth

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