

## Employee FAQs

### Q: How do I log in to the survey?

**A:** To take the survey, go to TeamComcast's homepage. You will find the survey's URL on the homepage. When you click on that URL, you will be asked to provide your PERNR. You will be asked to provide your PERNR twice to ensure you enter it correctly. Your PERNR is the number that has been provided to you through Employee Self-Service (ESS) on TeamComcast. If you do not know your PERNR number, hover your mouse over the TeamComcast icon in the upper left-hand corner of the TeamComcast homepage. A small box will appear. Your PERNR is identified there. Your PERNR is also located on your Statement of Pay in Employee Self-Service.

### Q: What's different about this year's survey?

**A:** There will be approximately five fewer questions on this year's survey. This is to reduce redundancy and provide a greater focus on employee and customer engagement. Also, this year's survey includes open comment prompts throughout the survey so employees can add their own feedback pertaining to specific topics. In previous years, the open-ended responses were only at the end of the survey, but this year they will be available throughout the survey.

### Q: Since I am putting in a PERNR, won't it make it easy for you to determine whose responses are whose? How is this survey confidential?

**A:** The reason we ask for the PERNR is to make it easier for employees to take the survey by maximizing the technology available to us through Employee Self-Service and to also accurately group responses across the company. We ask for the PERNR twice to ensure accuracy. Personally identifiable information is not attached to the survey responses once the information is pulled from the database. In addition, no survey reports are generated for groups with less than five respondents to ensure confidentiality. The intent of this survey is not to see *who* has provided specific feedback, but to measure *how* we are doing as a company and as a team, and to make changes that our employees as a whole believe are necessary for Comcast to become a better place to work.

### Q: What will happen with the CredoSpeak survey results?

**A:** Once compiled, the survey data will be shared with your local management for integration into our 2014 and 2015 business goals, and, in some cases, team goals. Survey results will be shared with all employees through a cascade during the summer and early fall.

### Q: When I respond, are my responses really confidential?

**A:** Yes. All responses go directly to an outside party, thereby ensuring confidentiality. Our third party administrator of CredoSpeak reports results for groups of employees. No reports are generated for groups with fewer than five respondents and no comment reports are generated for groups smaller than 25 respondents.

### Q: How long will it take to complete the survey and what kinds of questions does it ask?

**A:** The survey should take employees no more than 15-20 minutes to thoughtfully complete and consists of questions covering the following categories, among others:

- Your job
- Your supervisor
- Your work group
- Our ethics
- Local and national management
- Customer experience

The survey questions are specifically focused on key areas of employee engagement where management has the ability to identify issues and make changes or improvements.

*Except as provided herein, the survey is open to all active full-time and part-time employees of Comcast Cable and Comcast Corporate. Consultants, temporary employees, interns, employees who are currently inactive, and independent contractors are not eligible to participate in the survey. Employees of NBCUniversal are not eligible to participate because they have already shared their feedback in the NBCUniversal survey. Employees who were hired on or after April 19 are not eligible to participate due to required pre-survey administration. Employees who are represented by a labor union may, or may not, be eligible to participate in the survey process. The participation of represented employees may be governed by the applicable collective bargaining agreement(s) and/or be subject to collective bargaining.*