

# CredoSpeak

## Employee FAQ

4.21.15

UPDATED

### About the Survey

#### Q: What are the goals of the survey?

**A:** CredoSpeak measures employees' views on how Comcast rates as a place to work, including what we're doing well and opportunities for improvement. It's an opportunity to confidentially share your thoughts and experiences about working at Comcast. What's working/what's not? Are we well-positioned for the future?

#### Q: What is the survey process?

**A:** There are three critical steps to the survey process: 1) employees *voicing* their experiences through the survey, 2) managers *listening* and sharing what has been learned in a timely manner and 3) managers *acting* on what has been shared - to maintain the positive and focus on areas where we need improvement.

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

**A:** Yes. All responses go directly to an outside party, thereby ensuring confidentiality. The third party administrator for CredoSpeak reports results for groups of employees. Reports are not generated for groups with fewer than five respondents."

#### Q: Do I have to participate?

**A:** No, participation in the CredoSpeak survey is voluntary. However, every employee's experience is important so we encourage you to complete the survey and share your feedback. While our goal is 100% employee participation among eligible employees, it's the employee's choice to participate and it is not mandatory. If you don't have regular online access (through a computer or mobile device), please speak with your supervisor as you should be given dedicated time to take the survey.

#### Q. Do we really look at the feedback?

**A.** Yes. Our partners from Perceptyx, who administer the survey, provide us with insight on what employees are saying and how Comcast's results compare to those of other companies. Then, our leaders review the results and prioritize the areas of opportunity on which we will focus. These focus areas are then integrated into our business plans.

#### Q: Didn't I just take the CredoSpeak survey?

**A:** You may have participated in one of the CredoSpeak Pulse surveys. If so, thank you. CredoSpeak Pulse surveys are short, 10-question Division-led surveys that are sent to a small, randomly selected group of employees throughout the year. The Pulse survey, as its name suggests, gives our leaders a pulse on our work environment during the months between our annual all-employee national surveys. Whether or not you participated in a Pulse survey, you are still able to participate in CredoSpeak if you are eligible (see eligibility disclaimer below).

#### Q. Why is the survey called "CredoSpeak?"

**A.** The survey is called "CredoSpeak" because it speaks to the Comcast Credo and our Touchstones. It gives our employees a voice in making Comcast a better place to work each

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year. There are many examples of how employee feedback has resulted in new initiatives to improve our business and work environment.

Stay tuned to TeamComcast and our next “Comcast Live” employee broadcast in early May as there is work being done to evolve our Credo and Touchstones to reflect who we are today, what we stand for, and where we’re going. For the time being, the name of the survey will remain as is.

### Survey Eligibility

#### Q: Who should take the survey?

**A:** The survey is open to all active full-time and part-time employees of Comcast Cable and Comcast Corporate. Consultants, temporary employees, interns, co-ops, employees who are currently inactive, and contractors are not eligible to participate in the survey. NBCUniversal employees participate in a separate survey and are not eligible to participate in CredoSpeak. 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. *Please note that since employee information needs to be provided to our third party survey administrator in advance of the survey, employees who are hired on or after April 25 will not be able to participate in CredoSpeak.*

#### Q: Contractors are part of my team – can they take the survey, too?

**A:** No, consultants and contractors are not eligible to participate in the survey.

#### Q: Are temporary employees eligible to participate?

**A:** No, temporary employees, including interns and co-ops, are not eligible to participate in the survey.

#### Q. Can employees who are on a Leave of Absence (LOA) take the survey?

**A.** No, an employee must be an active employee on the day they participate in the survey. Employees who are on a leave of absence are considered “inactive.”

### Taking the Survey

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

**A:** The brief 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

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- 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.

### **Q: What types of categories/topics are included?**

**A:** This year's survey categories and content are consistent with last year - focusing on areas including, but not limited to: communications, training, culture, ethics, operations, customer experience and career development. Also, like last year, the survey includes open ended questions with comment boxes throughout the survey so employees can provide their own feedback about specific topics.

### **Q: When I completed the survey, it went to a video at the end that wasn't on a secure site. Is my survey still secure?**

**A:** Yes. The survey is housed on our third-party survey administrator's website. When you click on the "finish" button at the end of the survey, your survey responses go directly to the survey administrator and are compiled with other responses. The survey is then set up to take you to a video, which is housed another server. This will take you from a <https://> site to a <http://> site.

### **Q: Can our techs and sales reps take the survey on their iOS devices? And is the survey accessible through TechNucleus?**

**A:** Yes, this year's survey is available on multiple platforms, including iPads and iPhones. However, employees who prefer to take the survey on a workplace desktop computer should speak with their supervisor for access to arrange to do so. While the survey is not accessible directly through TechNucleus, technicians will receive an alert through TechNucleus notifying them to take the survey.

### **Q: I received the TeamComcast login page after I hit the "finish" button. Why?**

**A:** After you hit the "finish" button, your survey responses are successfully submitted to our third party survey administrator. The survey is then set up to take you to a closing video, which is housed on another server on TeamComcast. Therefore, you may receive the TeamComcast login page due to any of these reasons:

- 1) You are taking the survey while off the Comcast network, and, as a result, are being asked to log in to TeamComcast.
- 2) Your local DNS setting is not recognizing [www.teamcomcast.com](http://www.teamcomcast.com) as an internal website.

In either of these cases, you can simply log on to TeamComcast from the login screen that you received when you hit "finish," and you will be able to enjoy the special closing video message. If you close out of that login screen without logging in to TeamComcast, you will not be able to see the special message when you log back in to TeamComcast.

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### Survey Confidentiality

**Q: You say feedback will be confidential, but if I fill out the survey online, won't the computer be able to track who is responding?**

**A:** The survey is coming from our third-party survey administrator's website. When responses are returned, they go directly to the survey administrator and are compiled with other responses. When results are pulled from the database, no source information, such as personally identifiable information, is included.

**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: 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:** 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 to make Comcast a better place to work.

### Survey Results

**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 2015 and 2016 business goals, and, in some cases, personal goals. Survey results will be shared with all employees through a cascade during the summer and early fall.

**Q: Where will I find the survey results?**

**A:** Your manager will share your team and/or department results with you once results have been shared with senior leaders and key business unit and function leads. In addition, you will be able to see the results on our employee intranet, which is currently being redesigned and will be

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renamed “ComcastNow.” There is much more to come around the new employee intranet, so stay tuned to TeamComcast for more information. As in previous years, sharing the survey results will continue to be a prominent news item on the intranet.

### **Is there any type of accountability around action planning for these results?**

**A:** Yes. CredoSpeak provides business information just as other metrics we use across the business, such as the Customer Experience ScoreCard. Results of what we learn should not be viewed as something separate, but rather integrated into all that we do. Please check with your leaders to learn more about the local expectations regarding action planning and the resources available to assist you in identifying and action planning around results.

### **Q: If my survey feedback is negative, will it be held against my leader, workgroup or me?**

**A:** CredoSpeak is not intended to be punitive. The purpose of the CredoSpeak survey is to help Comcast continuously improve the work environment for our employees.

### **Q: What weight will be given to the comments?**

**A:** Comments will be entered into a database and clustered by themes so that recurring comments around the same theme are grouped together. Comments should be viewed as an aid in helping to support what has been learned from the survey data.

## **Moving Forward**

### **Q: Will there be future CredoSpeak Surveys?**

**A:** Yes. However, our focus right now is on successfully gathering the feedback of Comcasters via CredoSpeak 2015, and responding to their feedback in a way that helps us continue to evolve and make Comcast a great place to work.

### **Q: Will an issue that is clearly apparent at a particular location be addressed? Or, will it be lost in the national or regional results?**

**A:** Survey results will be broken down for groups with five or more respondents and provided to the regional leadership. Regional leadership and local leadership will be responsible for reviewing and addressing local survey results.

### **Q: Will we continue to work on the areas of focus that were identified through last year's survey?**

**A:** Yes. Change is a continuous process. While we continue to work on the areas identified in previous years' surveys, we are asking employees to once again give us feedback so that we can continue to execute on our strengths and address areas that need improvement. Through ongoing dialogue with employees via mediums such as CredoSpeak, pulse surveys, team meetings, TeamComcast, and supervisor interaction, we will continue to integrate this valuable employee feedback in our action plans.

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