



CEO **Chuck Jones** has said that keeping employees healthy and safe during the public health emergency is the leadership team’s main objective. And in the recent COVID-19 employee survey, the majority of employees indicated that the company has been fulfilling that commitment.

In fact, out of the nearly 6,000 bargaining and non-bargaining employees who completed the online survey, 85% said that you believe your health and well-being is a top priority for our organization – one of the highest scoring items on the survey.

Overall, the survey results were positive but slightly lower than the benchmark data provided by Perceptyx, the third-party vendor that conducted the survey (see the table below for details). While feeling like you’re part of the team was nine points lower than the benchmark, 81% of employees gave this item a favorable response – which is an overall improvement from results of the Diversity & Inclusion Employee Survey conducted last November.

The item with the lowest favorability score was related to leadership, with 73% responding favorably. In addition, when asked what support employees need from the organization, bargaining employees indicated safe protocols, improved supervisor communication and greater access to personal protective equipment (PPE). Non-bargaining employees expressed growing concerns about returning to the workplace, additional support around work-life balance and the desire for ongoing communication.

These common themes will be addressed at a companywide level through in several ways, including steady communications and policy reviews. In addition, leaders will receive business-unit results at a group level, so they can identify areas that need to be addressed specifically within their groups.

Your response and feedback in surveys is valuable and helps leadership focus on areas that need improvement. It’s also important that you continue to have conversations with your supervisor on a regular basis to make sure your needs are being met.

### Three Words

When asked what three words best describe FirstEnergy's response to the COVID-19 pandemic, employees most often responded with:

- Caring
- Effective
- Proactive

## COVID-19 Survey – Summary of Results

Survey Items	% Unfavorable	% Neutral	% Favorable	PYX benchmark* % Favorable	Diff between FE and PYX benchmark
I believe that my health and well-being is a top priority for our organization.	9.4	6.0	84.6	85.9	-1.3
Senior leadership is effectively leading our organization through the COVID-19 pandemic.	8.3	7.2	84.6	86.1	-1.5
I have a clear understanding of our company's efforts to minimize health risks during the COVID-19 outbreak.	7.6	6.2	86.2	88.9	-2.7
I am satisfied with the communication I am getting from the organization about its response to COVID-19.	8.6	6.9	84.5	87.2	-2.7
The senior leaders in my organization listen to me and care about my concerns.	11.4	15.6	73.0	75.5	-2.5
I feel comfortable expressing my concerns about the COVID-19 outbreak.	9.4	10.2	80.4	82.2	-1.8
I feel supported by my manager in making decisions about my health and well-being.	9.6	8.4	82.1	85.9	-3.8
I am proud to work at this company.	3.7	7.7	88.6	91.4	-2.8
I feel that I am a part of a team.	8.3	10.5	81.1	90.3	-9.2
*Perceptyx benchmark includes 475,779 employees responses from 69 companies.					
Color coding indicates % favorable					
100% - 80%					
79% - 60%					
59% - 40%					
39% - 20%					
19% - 0%					