



Thank you to the nearly 1,200 employees who completed our COVID-19 Employee Communications Survey. Your input helps us better understand your preferences for receiving company-related updates during a time when more than 7,000 employees are working remotely. Your feedback also helps us learn what topics interest you and how frequently you'd like to be updated.

Following is an overview of the results:

- Sources most used to receive company-related updates on COVID-19 are: The *FirstEnergy Today* portal, emails from department leaders, verbally from supervisors and the *Employee Update* Friday email.
- Preferred methods for receiving communication are emails, information from supervisors, articles on the *FirstEnergy Today* portal and information from executive leadership.
- Employees would like to hear from Chuck Jones weekly or as updates are available.
- The majority (77 percent) of respondents said they were receiving the right amount of communication.
- More than 80 percent said the information received is helpful in keeping them informed of company-related updates.
- Leading topics of interest are: policy or process changes related to COVID-19, health-related information, resources available, tips on working from home, features on employees working in the field and employees helping others in the community.

As a result of your input, the following actions have been implemented:

- All FirstEnergy Utility (FEU) supervisors and above receive updates to share with employees who do not have computer access.
- Articles and videos are being sent to mobile data terminals (MDTs) for employees in the field.
- Chuck Jones will continue providing video messages and written updates every week.
- Company-related COVID-19 articles will continue to appear daily on *FirstEnergy Today* with topics tailored to your interest areas.

Thank you for your feedback. We'll continue to ask for your input so we can deliver the news and information that is useful to you.