

YourVoice FAQs for Employees and Managers

About the Survey

Q: What is the difference between CredoSpeak and YourVoice?

A: In 2016, we asked our employees to vote on what we should rename the annual employee survey since our Credo and Touchstones were no longer in place. Employees voted for YourVoice to be the new name of the survey. We'll refer to instances of the survey from 2016 and before as CredoSpeak and to instances starting with 2017 and going forward as YourVoice.

The survey itself remains essentially the same – just the name has changed.

Q: What are the goals of the survey?

A: The main goal is to capture your open, honest feedback on what it's like to work at Comcast, including what we're doing well and what we can improve. Your responses are completely confidential, and will be helpful in informing 2017 action planning across the company to enhance the employee experience.

Q: What is the survey process?

A: There are three critical steps to the survey process: 1) employees *share* their voices through the survey, 2) managers *listen* and share with employees what has been learned in a timely manner, and 3) managers *act* to maintain the positive experience and focus on top areas where we need improvement.

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

A: Yes. All responses go directly to a professional, external third party administrator, ensuring confidentiality. The third party administrator only reports results for groups of employees with five or more respondents.

Q: Do I have to participate?

A: No, participation in the YourVoice survey is voluntary. But, most employees choose to participate and seem to value the survey as a way to share their voices; in fact, more than 90% of employees took the survey last year.

It's fast and easy to participate since we introduced Single Sign On through ComcastNow last year. We'd love to hear from all of our employees. 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 and online access to take the survey.

Q: Does the company really look at the feedback?

A: Yes. Our partners from Perceptyx, who administer the survey, provide us with anonymous data about 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 2017 business plans. To read more about what leaders did in response to the 2016 survey feedback, visit ComcastNow.

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, we encourage you to participate in YourVoice if you are eligible (see eligibility disclaimer in footnote).

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Q. I am in a market that has launched the Net Promoter System. YourVoice and eNPS (employee Net Promoter Score) have some questions in common. If asked, do I need to respond to both?

A. If you are in an NPS market, you are encouraged to respond to both YourVoice and eNPS surveys. As a reminder, YourVoice is a once-a-year national survey that asks for your views on many questions that are vital to improving the employee experience as well as two questions that are also part of the eNPS survey. Currently, the brief, four-question eNPS survey is used locally as a biweekly or monthly pulse check to give real-time feedback to supervisors and local leaders in our NPS markets.

Q: Why do we need to take both the YourVoice and employee Net Promoter System surveys?

A: While two of questions included in the employee Net Promoter System survey are also asked in YourVoice, the two surveys are different in the length and intent. YourVoice is a more in-depth organization-wide survey, which is why we only conduct it once a year. It provides leadership and executives insights about the organization as a whole. For example, YourVoice provides a statistically relevant measurement of employee engagement, which is compared to external engagement trends and benchmarked over time. In addition to evaluating engagement, YourVoice determines influencing factors that affect employees' perceptions of the organization and employee experience.

eNPS is a quick, short survey designed as a prompt for frequent team discussions. It provides insights into issues that are affecting the team experience through comments and allows managers to take immediate and direct action.

Q: How were this year's survey questions developed?

A: Our Employee Engagement team has worked with leaders throughout the company, along with our external survey vendor, Perceptyx, to develop this year's survey. Comcast consulted with Perceptyx to ensure that questions measure certain key strategic areas of focus for our company, are clearly worded, provide statistically valid data, and take into account feedback from previous years' surveys. Some questions on the survey also help us benchmark against other *Fortune* 50 companies.

Q: Why are we taking time away from the business to have employees participate in the YourVoice Survey?

A: Our people ARE our business. YourVoice feedback is one way in which we demonstrate our commitment to the employee experience. Your feedback is critical to informing leadership at all levels what the company is doing well, and where improvements can be made, continually improving the employee experience, and making Comcast a great place to work. Remember, a great customer experience begins with a great employee experience.

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 employee survey and are not eligible to participate in YourVoice. 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 May 20, 2017, will not be able to participate in YourVoice.*

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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 topics, among others:

- Your job
- Your supervisor
- The customer experience
- Our culture
- Integrity in our workplace and behaviors
- Health and wellbeing
- Diversity and inclusion
- Rewards and recognition
- Local and national management

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—focused on areas including, but not limited to: growth and development, integrity, operations, customer experience, and health and wellbeing. Also, like last year, the survey includes three open ended questions with comment boxes so employees can provide their own feedback about what is great about working at Comcast and what could improve their employee experience.

Q: When I completed the survey, it went to a video at the end that didn't appear to be 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, all of which are completely anonymous. Once you've completed the survey, the survey website is set up to take you to a video that is housed on our internal ComcastNow server.

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

A: Yes, the survey is available on all your desktop and mobile screens — iPhones, iPads, Androids, and Blackberry devices – and should be accessed by logging onto ComcastNow with your unique employee credentials. While the survey is not accessible directly through TechNucleus, technicians will receive an alert through TechNucleus notifying them to go to ComcastNow to take the survey.

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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 hosted by Perceptyx (our third party administrator) on their website, not on a Comcast platform or website. When responses are returned, they go directly to the survey administrator and are compiled with other responses. When results are pulled from the survey database, no source information, such as personally identifiable information, is included.

Q: How do I log in to the survey?

A: Taking the 2017 survey is fast and easy because it is available through Single Sign On via ComcastNow. Simply go to the ComcastNow homepage, and click on the YourVoice article. You'll see the YourVoice survey link in bold type, then simply click that link to begin the survey. You no longer need to enter your PERNR to take the survey.

Q: If I use a shared computer, how can I be sure that my results aren't confused with someone else's?

A: If you're using a shared computer, be sure you're logged on to ComcastNow using your unique credentials (user name and password). Once you complete the survey, be sure to log off the computer before the next person logs on. This will ensure that your results are accounted for accurately.

Survey Results

Q: What will happen with the YourVoice survey results?

A: Once compiled, the survey data will be shared with your local management for integration into our 2017 and 2018 business goals, and, in some cases, team-specific action plans. 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 see national YourVoice results on ComcastNow.

Q: How is action planning handled?

A: Once survey results have been provided to managers, action planning can begin. Action planning gives teams throughout the company an opportunity to discuss the results and develop ways to address any opportunities for improvement. Action planning is generally handled at the department or local level. Please check with your leaders to learn more about the local expectations regarding action planning and how you can help.

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

A: All feedback is valuable – and we want to hear open and honest voices – positive and negative. Constructive feedback helps us grow both as a company as individuals, and as professionals. It guides us in making decisions about how to continually improve our workplace and the employee experience.

Q: What weight will be given to the comments?

A: Comments will be entered into a database and grouped by themes so that recurring comments around the same theme can be viewed and used to support what has been learned from the survey data.

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Q: When will results be shared with management?

A: Results will be shared throughout the summer months. National topline results will be shared with management in July, which will then be followed by the sharing of local results. Traditionally, rotating teams of local employees participate in focus groups and concentrate on issues requiring changes that could be at the departmental level, local level, market-wide, division-wide and nationwide.

Q. How will managers access survey results?

A. If the supervisor has met the minimum threshold of respondents from his or her team (typically at least five or more responses), a report will be generated for that group. The results will be available through the SSO (Single Sign On) on the ComcastNow YourVoice page. If the supervisor does not meet the threshold for number of team members responses, their team's responses will be rolled up into the team one level above to be shared. The company's overall survey findings will be shared with all management.

Q. How specific will the results be?

A. The survey results are averaged in groups of five or more respondents. The report a supervisor receives will have an aggregate response of five or more responding employees, so individual responses will never be revealed to anyone at Comcast.

Moving Forward

Q: Will there be future YourVoice Surveys?

A: We value your feedback and the employee survey will continue to be an important way to gather your input and improve the employee experience.

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 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. We'll continue working on prior opportunities while listening closely to your 2017 feedback and will integrate those results into our ongoing action plans.

A Note about YourVoice

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 employee survey. Employees who were hired on or after May 20, 2017, 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.