

About the Survey

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. This year, we'd also like your opinion on a new name for the employee survey. Your responses are completely confidential, and will be really helpful in informing 2016 and 2017 action planning across the company.

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 reports results for groups of employees with five or more respondents.

Q: Do I have to participate?

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

This year, it's even faster and easier to participate with Single Sign On to ComcastNow. 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 2016 and 2017 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 survey. Whether or not you participated in a Pulse survey, we encourage you to participate in CredoSpeak if you are eligible (see eligibility disclaimer in footnote).

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

A. Yes, if you are in an NPS market, you are encouraged to respond to both CredoSpeak and eNPS surveys. As a reminder, CredoSpeak is a once-a-year national survey that asks for your views on three questions that are also part of the eNPS survey, along with dozens more that are vital to improving the employee experience. Currently, the brief, three-question eNPS survey is used locally as a biweekly pulse check to give real-time feedback in our NPS beta markets.

Q. Why is the survey called “CredoSpeak” if we no longer have the Credo?

A. When the survey was originally introduced, the Credo and the Touchstones were in place as the mission (Credo) and values (Touchstones) that guided our employees. Now that the Credo and Touchstones have been sunsetted, and the Operating Principles have been introduced, it's time for us to consider renaming the survey. So included in this year's survey is a question that asks employees for their input on a new name. Please share your voice - we're listening!

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

A: Our Human Resources team has worked with a variety of 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 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 CredoSpeak Survey?

A: Our people ARE our business. CredoSpeak feedback helps leadership at all levels identify 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 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 16, 2016, 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
- The customer experience
- Our culture
- Integrity in our workplace and behaviors
- Health and wellbeing
- Diversity and inclusion
- Rewards and recognition
- Local and national management
- New name for the survey

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: communications, training, culture, integrity, 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. New this year is a question asking for your opinion on a new name for the survey.

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, this year's 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.

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 2016 survey is faster and easier than last year because we've set up Single Sign On to ComcastNow. Simply log on to the Comcast network, go to the ComcastNow homepage, and click on the CredoSpeak article. You'll see the CredoSpeak 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 CredoSpeak survey results?

A: Once compiled, the survey data will be shared with your local management for integration into our 2016 and 2017 business goals, and, in some cases, team-specific 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 see national CredoSpeak 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 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 as a company, as individuals, and as professionals and guides us in making decisions about how to continually improve our work environment 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.

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 by late May, which will then be followed by the sharing of local results. Rotating teams of local employees will be able to 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 specific will the results be?

A. The survey results are averaged in groups of five or more respondents. If a supervisor has at least five people reporting to him or her, and all five have responded to the survey, then a report will be generated for that group – but only with the averages, never with individual responses. If the supervisor does not have at least five individuals responding from his/her team, those results will be rolled into the team one level above. The company’s overall survey findings will be shared with all management. If a division or entity has chosen to get more specific, they will communicate the results with individual department heads or work group leaders.

Moving Forward

Q: Will there be future CredoSpeak Surveys?

A: We value your feedback. And, while it might not always be named “CredoSpeak,” 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 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. We’ll continue working on prior opportunities while listening closely to your 2016 feedback and will integrate those results into our ongoing action plans.

Disclaimer To Be Used On All CredoSpeak Communications:

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 April 16, 2016, 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.