

2019 Employee Engagement Survey Highlights

Board of Governors Meeting
September 25, 2019



2019 Survey Highlights

	2014	2017	2019
Employee Participation (+4%)	89%	82%	86% ↑

Employee Engagement (+14%)	60%	75%	89% ↑
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Intent to Stay

Do you intend to stay with Citizens at least another 2 years?

90%

Corporate Engagement Action Plans

Focus Areas	2014	2017	2019	Survey Questions
<u>Departmental Relationships</u>				
<ul style="list-style-type: none"> • Further build cross-departmental relationships at the manager level and below 	38%	63%	80%↑	<ul style="list-style-type: none"> • It is easy to collaborate with other functions or teams within this company
<u>Learning and Development</u>				
<ul style="list-style-type: none"> • Employees seeking to grow their careers 	41%	50%	60%↑	<ul style="list-style-type: none"> • I have good opportunities for career progression at this company
<ul style="list-style-type: none"> • Provide framework for employee empowerment in their career management 			86%↑	<ul style="list-style-type: none"> • My manager gives me the opportunity to try out things that interest me in my role
<u>Senior Manager Relationships</u>				
<ul style="list-style-type: none"> • Sustain visibility of leadership and transparency in communications 	52%	79%	90%↑	<ul style="list-style-type: none"> • I am confident in this company's Executive Leadership Team
			81%↑	<ul style="list-style-type: none"> • This company is transparent when communicating with employees