



Employee Engagement

LIPA Board of Trustees Meeting

March 27, 2024

Presented by: Barbara Ann Dillon, Vice President of Human Resources and Administration

The Power is Yours™



LIPA values & behaviors

Service: Our work is service. Everything we do is for the benefit of our customers.

- ❖ Filter all our actions and decisions through the lens of putting our customers first.
- ❖ Demonstrate high ethical standards.

Collaboration: Operate as one LIPA team. Everyone is included.

- ❖ Everyone knows the plan, the status and the areas we need to work on together.
- ❖ Communicate fiercely. Be open, honest, candid, and transparent. No surprises.
- ❖ Assume positive intent. We are all here to perform and grow.
- ❖ Bring a “find-the-way” attitude to the problem.
- ❖ Respect, listen, help, and appreciate each other.
- ❖ Give and seek constructive feedback often. Feedback is our fuel.
- ❖ Have fun — enjoy the journey and each other.

Excellence: One plan, with relentless implementation. Clear performance goals.

- ❖ Be accountable. Deliver on your responsibilities and commitments.
- ❖ Expect the unexpected and expect to deal with it.
- ❖ Facts and data support our conclusions.
- ❖ Make clarity your responsibility. If you aren’t clear, ask questions.
- ❖ Work with purpose. Know why we do what we do.
- ❖ Do great work. Never settle. If there is a better way, find it.

We **value** our employees – **service**, **collaboration**, and **excellence**



It's not just **what** we do; it's **how** we do it.



Woven into our **daily operations**

- Signage
- Job Descriptions
- Monthly Check-ins
- Monthly Value Segment at all Staff Meetings
- Cultural Norms

We are **accountable** for modeling our values

- Behavioral expectations
 - Identified specific behaviors reflective of our core values
- “You Got Caught Awards” recognizing employees who exemplify our values
- Performance Evaluations
 - How effectively and consistently do we model our values is 40% of our evaluation score
 - Consistent failure to model our values has consequences, including offboarding
- Determines the compensation and promotion of our employees

South Fork Wind Farm | February 2024

We wouldn't **ask** if we **didn't** care



Feedback is our fuel



Feedback channels:

- Monthly “What’s On Your Mind” Survey
 - Employee channel for raising ideas, concerns, observations, and questions anonymously. All submissions are discussed at the monthly all-staff meeting.
- Bright Idea Box
 - Online service for providing private, anonymous feedback and suggestions on improving LIPA
- Birthday Lunch Survey
 - Anonymous survey gathering feedback and discussed at small group celebratory events
- Whistleblower or Ethics Violations Reporting
 - Anonymously report ethics complaints online or via hotline available 24 hours a day

We wouldn't ask if we didn't care



Feedback channels (continued):

- Monthly 1:1 Check-ins
 - Regular check-ins between supervisor and direct report. Includes questions like “How can I help? And “What’s getting in the way?”
- Buddy Group
 - For the first 6 months of employment, new employees are invited to attend Buddy Group Meetings with HR and others. Cultural norms are shared, systems and processes reviewed, and new employees are provided the opportunity to ask questions or seek guidance
- New Employee Check-In with the VP of Human Resources and Administration
 - Personal 1:1 with VP of HR after 3 months of employment to discuss how onboarding is progressing, provide support and direction, address any concerns, and answer questions
- Open Door/Continuous Improvement Culture
 - We utilize both formal and informal channels to enhance the overall employee experience
- Exit Interviews



Employee Engagement Survey Results

Long Island Power Authority

December 2023



Suggestion Box

We Want to Hear from You!

Employee Engagement Survey

BRIGHT
IDEA BOX



What's On Your Mind CEO Survey

What's On Your Mind? Ask our CEO at
the March Employee Staff Meeting

Monthly Check-Ins



You Got Caught! Award

Demonstrating LIPA's values

Recipient: **Joel Borell**
Value Modeled: **Collaboration**

Recipient: **Regina Lobosco**
Value Modeled: **Collaboration**

Recipient: **Gaspare Tumminello**
Value Modeled: **Collaboration & Excellence**



Do you have a question you would like to ask Tom Falcone? If the answer is yes, click the button
survey. Your question will be answered at the Employee S
i 13th.

participation!

Begin Survey

"You Got Caught! Awards"

How aligned are your behaviors with LIPA's Values? Where do
you see opportunities for improvement?

WR JH Collaborate here...

WR Add a comment...

Taking action

Appropriate action is taken on all feedback, including:

- Policy and practices review
 - Are there pinch points or processes that need to be updated or revised?
- Trainings and information sessions provided in response to concerns and questions
- Candid and transparent answers are provided to employees at staff meetings

You spoke, we listened

- After each Employee Engagement Survey, Executive Management, in consultation with the 3rd party HR consultants conducting the survey, identifies the employee feedback themes on how to enhance employee engagement
 - LIPA commits to undertaking specific actions and initiatives to address these themes
 - These actions and initiatives are shared with employees

2024 Commitments

LIPA has identified specific actions to address the following 5 themes:

- Recognition and celebration of success
- Work-life balance and prioritization
- Building a collaborative community
- Smartsheets and project management
- Relationship with PSEG Long Island

LIPA's employee engagement benchmarks to the top 10% of companies and significantly exceeds the average company in our industry

Solve is presenting the employee engagement survey results in executive session

Questions?

Barbara Ann Dillon

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and Administration

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