



# 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

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**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.

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**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.

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**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 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

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

participation!

Begin Survey

"You Got Caught! Awards"



## 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**



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 3<sup>rd</sup> 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**  
Vice President of Human Resources  
and Administration

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