

Enabling and engaging our employees to support the communities we serve



Our employee volunteerism programs help support our purpose to “power the lives of our customers and the vitality of our communities.”

- We have a proud 100-year history of supporting our communities through volunteerism. In 2020, we transitioned to a virtual volunteer program, Illuminating Kindness, to allow employees to log volunteer hours and acts of kindness completed at home. We continued the program through 2021 and in 2022 we began a measured return to in-person volunteering.
- We sponsor and encourage employee participation in companywide volunteer events such as the Illuminating Kindness: Time to Serve, an opportunity for employees to learn and engage in the legacy of Dr. Martin Luther King and volunteerism focused around sustainability and Earth Day.
- Power of Giving is Duke Energy’s annual community involvement celebration. In 2022, the campaign generated \$5.6 million in employee charitable contributions to support more than 4,700 organizations across our jurisdictions.
- We offer a variety of programs such as our **Hours4Good** program, which allows employees to volunteer their time and receive up to \$2,000 for the nonprofit of their choice.
- Our **Teams4Good** program provides a \$500 grant to the nonprofit selected by teams of employees to complete a project to support the nonprofit.
- Employees receive 12 hours of paid time off each calendar year through our **Excellence in Education and Communities*** Policy to support our communities through volunteerism.

“My co-workers and I volunteered at a local food bank during Duke Energy In Action and learned about hunger in our community. I am proud to work for a company that truly cares about the people in our communities.”

Duke Energy Employee

We provide ongoing performance feedback and development as an investment in our employees, which is the key to our success as a company.

- Our success is dependent upon having capable, engaged and enabled employees to meet the challenges of our business.
- Our **Powering Your Performance** process enables employees to maximize their potential, performance and contribution to our overall success as a company.



- Each year, our leaders and employees work together to create annual performance goals and development plans. Throughout the year, they have ongoing conversations to discuss progress and provide and receive feedback to ensure success.
- People managers have access to 360° feedback tools to receive feedback from team members and other employees to gain perspectives and develop themselves.
- The company also promotes continuing education and professional development by reimbursing employees for educational courses, programs and exams.
- In 2022, we renewed a focus for all people leaders to actively support employee skill and career development through development conversations and opportunities for skill building and growth. A **Power Your Career** framework, including support tools and resources, was developed to assist leaders and employees plan and achieve their career goals.



We care about what's important to our employees and we seek feedback on how we can improve.

- We believe when employees are engaged, they are motivated to bring their best every day to contribute to our purpose of powering the lives of our customers and the vitality of our communities.
- Building a culture of transparency by engaging in ongoing dialogue with our employees is important to us, which is why we utilize an employee listening strategy.
- The Voice survey is the primary tool we use to measure employee engagement, motivation and commitment to Duke Energy. It provides insights into employee sentiment on a variety of topics at regular intervals throughout the year.
- In 2022, we had an ongoing survey response rate of 41% and our overall Employee Net Promoter Score (eNPS) was 30% (consistent with 2021 results). eNPS is a scoring system designed to help employers measure employee satisfaction and loyalty. And we use it as our principal engagement indicator.
- Regular listening also allows us to better understand employee trends, to encourage engagement conversations and to guide our actions.
- We leverage **engagement councils** to implement targeted actions within business units. A few examples of changes based on survey feedback include: a leadership spotlight series to share their views on the business, business unit recognition programs, additional mentorship programs and career development workshops.

WorkSmart creates flexibility for today's workforce.

- WorkSmart is our hybrid workforce strategy to align our policies, processes, technology and workspaces to provide a more flexible and collaborative workplace for many of our teammates. Approximately 47% of our employees are hybrid or virtual.





We ensure fairness in our employment decisions and corrective actions.

- Duke Energy values clear and open communications and promotes an environment where employees feel free to raise work-related concerns without fear of retaliation. The company has an Open Door Policy, which provides various channels for employees to ask questions or raise concerns and in 2022 introduced the Retaliation-Free Workforce Policy, which also reinforces the company's values.
- We have a **grievance process** in place for our represented employees and each collective bargaining agreement allows for a review of various employment actions through this formal process.

Our Ethics program ensures we are committed to doing the right thing, exercising appropriate behavior and living our core values.



- Employees are required to take a code of business ethics online training course annually to ensure they are aware of company policy and how to adhere to it.
- If individuals have any ethics concerns, they can provide feedback, express concerns and seek guidance using our [Ethics program](#).
- Through an external service provider, individuals may use our EthicsLine (866.838.4427) anytime, day or night, or can use the external [EthicsLine website](#) or connect from a mobile device by scanning a QR code to raise work-related concerns or seek clarification and guidance, anonymously and securely, and have confidence their issues will be addressed with the utmost care and attention.

*Applies to Duke Energy employees, except as otherwise provided in applicable collective bargaining agreements.