

Inova Benefits Survey Frequently Asked Questions

Q1. What is a benefits survey?

A1. A benefits survey is a brief, confidential questionnaire Inova is conducting to learn team members' opinions about its benefits program, which benefits are important to team members, and if there is a benefit gap that needs to be filled.

Q2. Why is Inova conducting a benefits survey?

A2. As a people-centered organization, we are focused on creating an environment where you feel valued and celebrated as team members and where you can thrive as individuals – both personally and professionally. This includes offering a comprehensive benefits program aimed to support the health and wellbeing of you and your families and help meet your health and wellness goals.

Q3. Who is invited to participate in the survey?

A3. Team members who were hired before August 15, 2023 are invited to participate in the survey.

Q4. When is the survey available?

A4. The survey will begin October 10 and end October 30 at 11:59:59 pm ET.

Q5. Is taking the survey mandatory?

A5. We encourage you to complete the survey; however, it is not mandatory. This is your one-time opportunity to provide us with valuable feedback about Inova's benefit program so we can communicate with participants and recruiting candidates more effectively and take your input into consideration for potential enhancements.

Q6. How is the survey conducted?

A6. Inova has partnered with Mercer, an independent consulting company, to administer our survey and ensure confidentiality of responses. Mercer is a leader in the employee attitudinal survey and analytics industry. They partner with hundreds of companies to provide insights on employee benefits preferences to advance the development of benefits and rewards strategy to best attract and retain team members.

Q7. Is the survey confidential? Will anyone at Inova know what I said?

A7. Inova uses Mercer, an independent consulting firm and a nationally recognized third-party survey vendor, to ensure that your responses are strictly confidential:

- Survey responses are confidential.
- All responses (including verbatim comments) will never be attributed to an individual.
- The data will never be used to identify an individual.
- All written comments are deidentified and summarized.

Q8. Who will see the responses?

A8. All individual survey responses are kept completely confidential — your responses are sent directly to Mercer when you click the “Submit” button. When the results are reported to Inova, they are grouped at the system-wide level (not department level), so that individuals and departments cannot be identified. A summary of the results will be presented to Inova leadership, the HR team, and internal stakeholders that are directly leading or advising in key areas of team member wellbeing.

Q9. How will the results be used?

A9. The feedback you give will be used in three key areas: (1) to understand what benefits you value most, (2) refine our benefit communications to resonate internally and to recruiting prospective team members; and (3) allow us to better understand unmet needs and areas of interest when considering potential future benefit programs to attract, retain team members and support your wellbeing.

Q10. How long will it take to complete the survey?

A10. It should take you less than 15 minutes to complete, depending on your participation in the open-ended questions. Your direct and honest feedback will provide us with essential insights.

Q11. How do I access the survey?

A11. Participating is quick and easy. Below are options available for accessing the survey.

- For team members **with** access to Inova email: You will receive an invitation via email from Mercer that invites you to participate in the survey. Each email has a personalized link that identifies you as an eligible participant. Click the link to participate.
- For team members **without** access to Inova email: This includes team members on a leave of absence. Use the URL or QR code at the end of this document to access the Mercer website. You’ll need your Inova numeric ID to identify yourself as an eligible participant and to log into the survey.

Q12. Can I access the survey if I am working remotely?

A12. Yes, the survey can be accessed remotely from your computer or mobile device.

Q13. Is the survey mobile friendly?

A13. Yes, the survey can be accessed on a mobile device (iOS or Android) or computer.

Q14. Will there be open-ended questions?

A14. Yes, there are a few open-ended questions where we encourage you to share your feedback on what we are doing well and what needs some extra attention. Please do not include any personally identifiable information in your responses.

Q15. If I get interrupted while taking the survey, can I return to finish later?

A15. Yes. Each time a team member clicks the Next Page button, responses are saved. You can use the personalized link in the Mercer invitation email to resume.

Q16. Who do I contact if I have additional questions about the survey?

A16. If you experience technical difficulties, please contact Mercer Survey Support at InovaBenefitsSurvey@mercer.com

Q17. I can't find or didn't receive a Mercer invitation email with a personalized link to the Mercer survey website. How can I complete the survey?

A17. Use the URL or QR code below. You'll need your Inova numeric ID to identify yourself as an eligible participant and to log into the survey.

Benefits Survey URL:

<https://sirotaus.mercer.com/Inova2023/Survey/Login.aspx>

Benefits Survey QR Code:

