

How we Use the People Insights Platform Today

At Mohegan, our People Vision is to “Make people our competitive advantage by shaping an inclusive culture thereby driving organizational capability, excellence & innovation.” Being a team member-focused organization is our priority, and our commitment is to provide a workplace culture and environment that is second to none. Mohegan team members are truly at the core of our success.

The **Perceptyx People Insights Platform** offers the enterprise a unique opportunity to deliver on our People Vision.

Every leader throughout our properties has access to the **Perceptyx People Insights Platform** and has received training on how to pull relevant data. We take our engagement surveys very seriously here at Mohegan and truly believe they are necessary to driving continuous improvement, transformation, and successful change throughout the enterprise.

The insights Mohegan has gain from the data provided in the Perceptyx platform are critical to our enterprise EX strategy, helping to ensure that the decisions we are making, and the programs, services, and initiatives we offer resonate with team members and affect the positive change we desire to achieve.

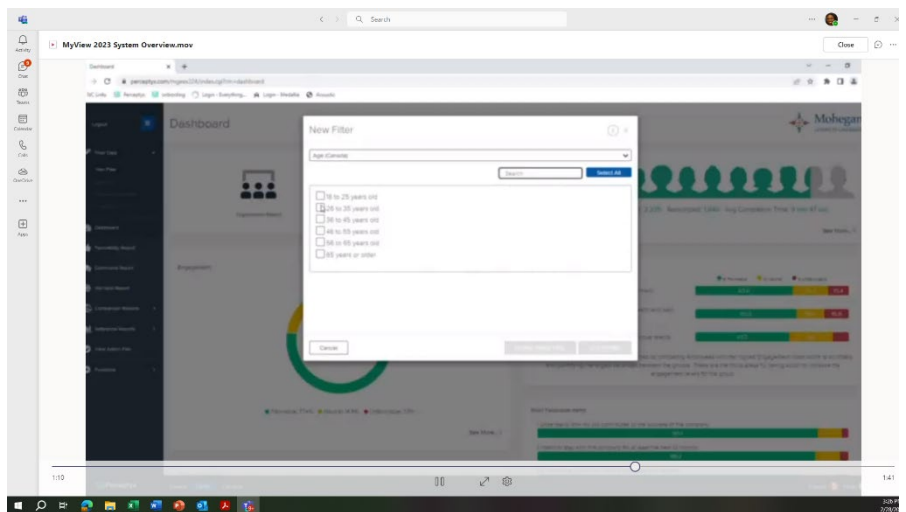
Our EX Impact Story

Our Challenge.

As an organization, Mohegan has struggled for years with team member concerns about taking a survey. The trending sentiment of taking engagement surveys has circled around two areas: 1. *Will my anonymity be protected, and can I be truthful without any repercussions?* 2. *If I am truthful, nothing will come of the results, and nothing will change.* When Mohegan decided to partner with Perceptyx, we knew that we had an opportunity to change this narrative and allow the robust platform to help us educate our team members on the confidentiality of their survey responses and show our team members that we will take their feedback seriously and will take action on their thoughts and ideas.

Our Solutions.

To address the first challenge, Mohegan began an aggressive communication campaign utilizing our enterprise newsletter, branded resources, team rallies, and 1:1 meetings to help team members understand what leaders would and would not have access to from their survey responses. Our Niagara Casino property even made a video showing the administrator view of the **Perceptyx People Insights Platform** so team members could see that their personal data could not be viewed by leaders in the organization.

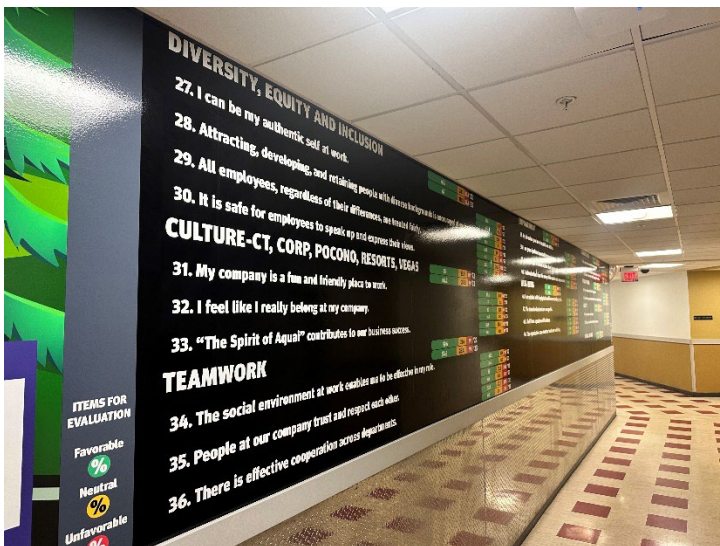


Our Solutions *continued.*

Our Mohegan Casino Las Vegas property has the best in brand response rate (90% in 2023) for two consecutive years. In addition to rallying the team in advance to share all pertinent survey information, they further reinforced, via daily team huddles, the sincere desire to hear from each and every team member. Care was taken to remind team members of how to access the survey, when and where to find the link, and why responses to a survey are important as part of two-way communication between team members and the organization. The General Manager emphasized that the survey always remains confidential for individual responders, while concurrently emphasizing that the information is bundled so that the combined voices of the team can be heard, without singling out any individual. For those who are not keyboard-comfortable, we are always willing to pair-up a mentor to assist, along with a further promise of confidentiality. It's all about the personal touch, and our approach is one of comfortability and reassurance of the genuine purpose of the survey -- to actively listen and to take positive action that is in the best interest of the team member and the business, particularly addressing the topics that are top-of-mind for the team.



Through the power of surveying in the **Perceptyx People Insights Platform**, team members across the enterprise rated their experiences from favorable to least favorable – encompassing strengths and weaknesses of the organization. The results helped the properties develop initiatives circling around the most opportunity areas for improvement. The data insights in **Perceptyx People Insights Platform** following the annual survey, inspired and motivated our leadership to implement opportunities for our team members to engage with the survey results, and allow their voices to be at the forefront of our business. To address the second challenge, Mohegan properties decided to communicate the survey results in a grand way!



Our Solutions *continued.*

You'll see in the image attached an example from Mohegan Pennsylvania, where the concept for a wildly large and vibrant visual display wall was first born, and later adopted by Mohegan properties throughout the enterprise. The display was to not only show how the team rated the organization in all areas (the good, the bad and the ugly), but show priorities to address over the coming year. The display would also compare year over year scoring in each of the areas to hold leaders accountable and make a promise to the team to continually address their concerns. The design also includes a graph that resembles a racetrack, tracking how far our "racecar" (a property) moves toward the finish line of each initiative. The concept is helpful to team members as they can see in real time where their property currently stands in the process of completing their top areas of focus.

In an effort for our team to work as one we must begin with trust, honesty, and transparency. Displaying our initiatives not only allows our team to see our progress but holds Mohegan accountable in our ongoing commitment of breaking the stigma of employee engagement surveys. As leaders continue to work towards their goals, they create new and innovative ways to share their efforts. The Wall displays continue to evolve at all our Mohegan properties, keeping it fresh and engaging for team members.

The Impact.

The efforts made by Mohegan and Perceptyx' partnership is evident by Mohegan's achievement of increased favorability scores in 73% of the annual survey categories from 2022 to 2023. Additionally, periodic Perceptyx OnDemand pulse survey data have conveyed favorable insights that team members have an increased feeling that as an organization, we are committed to taking action on their feedback.

Whether it's Mohegan leaders using Perceptyx resources and data to help drive new initiatives, or teams creating visual display walls to communicate transparency and commitment to taking action, the **Perceptyx People Insights Platform** is continuously helping to improve the Mohegan team member experience across our entire enterprise!

Additional KPIs/Metrics to demonstrate Our Impact on EX

Mohegan follows the Harvard Business Review's Service Profit Chain, and strongly trusts that if we take care of our team members, they will take care of our guests, our guests will be loyal, and we will see bottom line growth. Mohegan Corporate and the property leaders firmly believe that without a motivated staff, it is impossible to have a successful Customer Experience (CX) program. Each month, property leadership teams compile dashboards, and scorecards to give a snapshot of the organizational health from a people perspective. This gives leaders the ability to review trends and compare month-over-month and year-over-year how engaged team members and guests are. Corporate and property leaders regularly review CX results to analyze how we are doing. We have seen that our People have the biggest positive influence on our CX ratings!

Since Mohegan began partnering with Perceptyx, we have seen a 3-point increase in our enterprise CX Net Promotor Scores (45 in 2022 to 48 in 2023). This score ranked 5 points above the Medallia Casino & Gaming benchmark. We have properties that routinely outperform the industry CX benchmarks according to Medallia's recent benchmark data, and have ranked the highest in the Perceptyx EX Engagement category for the Mohegan enterprise. Mohegan Casino Las Vegas saw a 12.2-point increase in NPS from 2022 to 2023, and a 10.2 increase in eNPS. Resorts Casino Hotel Atlantic City saw a 6.3-point increase in NPS from 2022 to 2023, and a 2.1 increase in eNPS. Both properties are in a crowded, competitive market and still manage to be amongst the top performers in EX, which has attributed to their exceptional CX ratings.

Fostering an exceptional EX, so team members develop a passion and desire to extend an exceptional CX, is essential and urgent for Mohegan's success.