



DTE

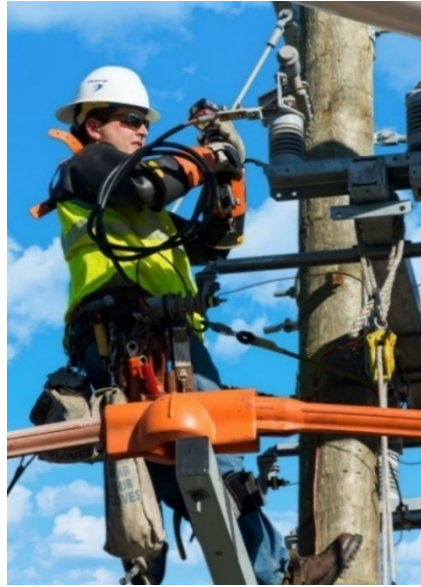
Transforming Health & Well-being at DTE

Our Journey to Becoming the Most Well-being Supportive Organization

Greater Philadelphia Business Coalition on Health
Karen Personett, Manager Health and Well-being

DTE

About Us



Detroit based energy company

Utility and Non-Utility

60+ locations in 27 states

10,000+ employees

7 unions

73% male

46 average age

253 on Fortune 500

Our Why: Well-being is an Enabler

“Developing a culture of health and well-being is ***clearly connected to our overall business goals, and is the right thing to do.***”

THE VISION

To be the **healthiest** and most **well-being supportive** organization

- ✓ Enabler of Aspiration
- ✓ Our Values
- ✓ Business Priorities
- ✓ Key Stakeholders
- ✓ 300% Accountability

“Your health is what I worry about the most, because without you we are nothing.”
Jerry Norcia, DTE CEO

Our Mission

Empowering employees and their families to live with positive energy, good health and passion for life by fostering a lifelong commitment to total well-being.



Total Well-being Framework



Total Well-being Framework





Put the
health and

SAFETY

of people
first



DTE

Put the

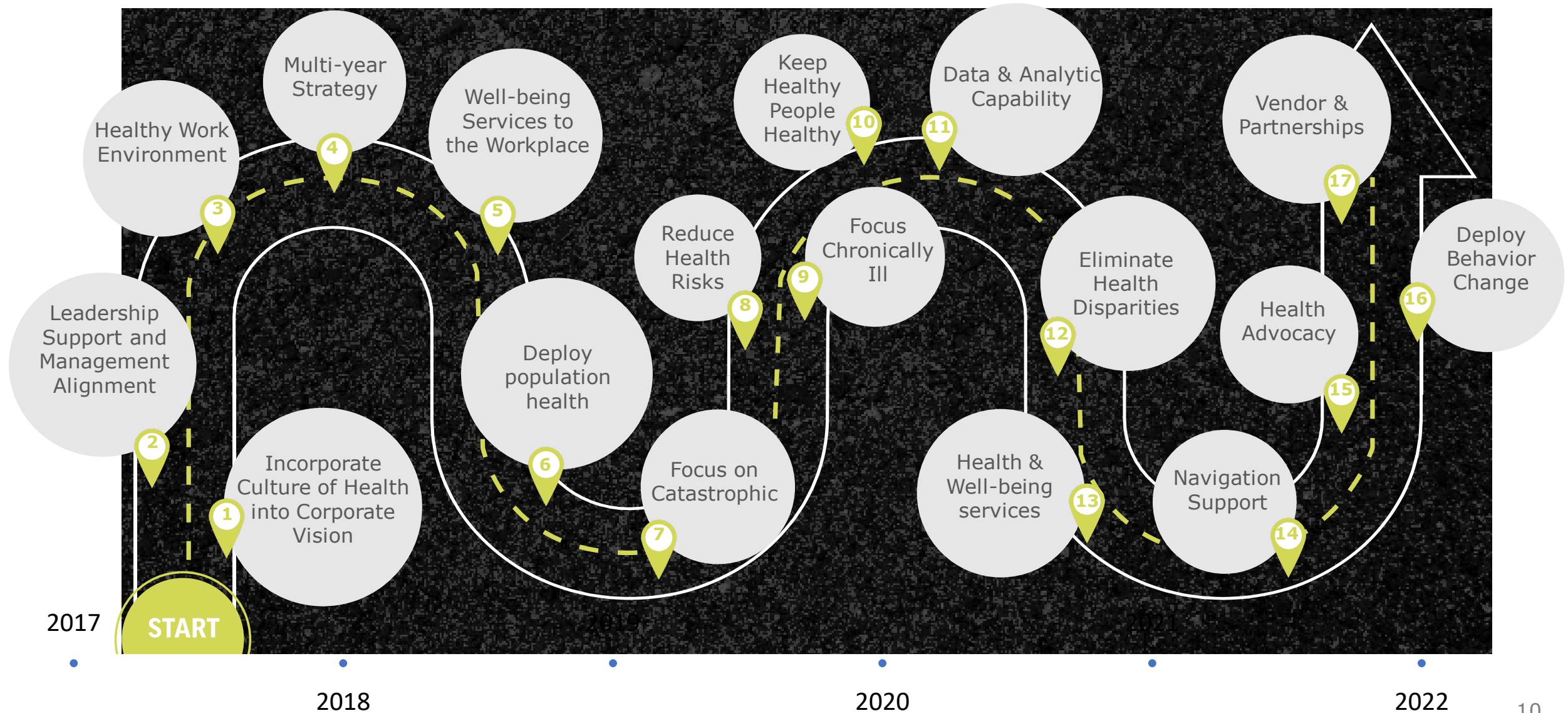
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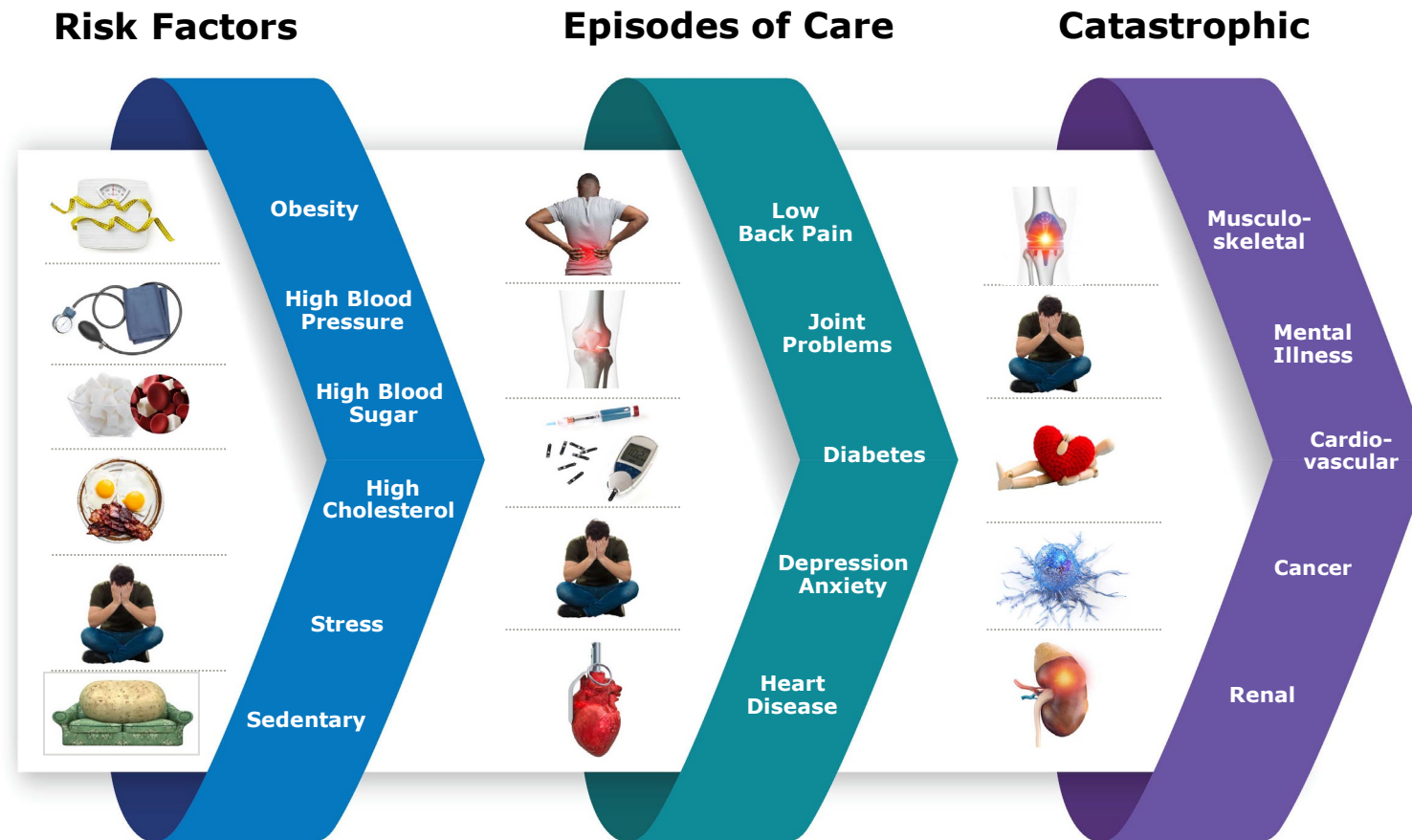
Build on Success – a Cultural Transformation



Sequenced Transformation Roadmap



DTE Family Risks and Illness Burden



Strategic Framework



Power of STRONG LEADERSHIP



Model, encourage and reinforce desired behaviors

Power of SUPPORT



Provide the right support to the right person at the right time

Power of KNOWLEDGE



Educate DTE employees as active leaders in their health

Power of ENGAGEMENT



Create opportunities to inspire engagement

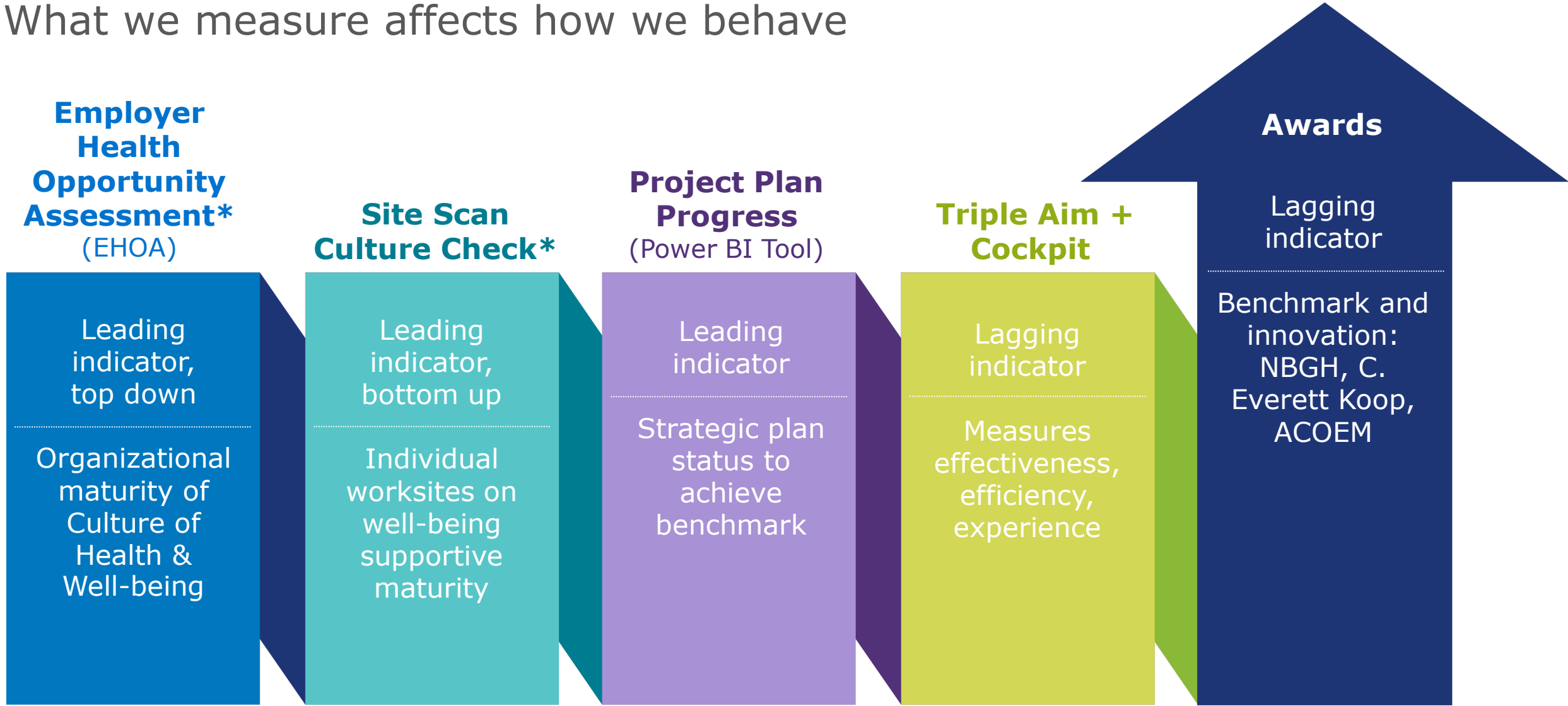
Power of ENVIRONMENT



Make the healthy choice the easy choice

Disciplined Execution Driving Results

What we measure affects how we behave



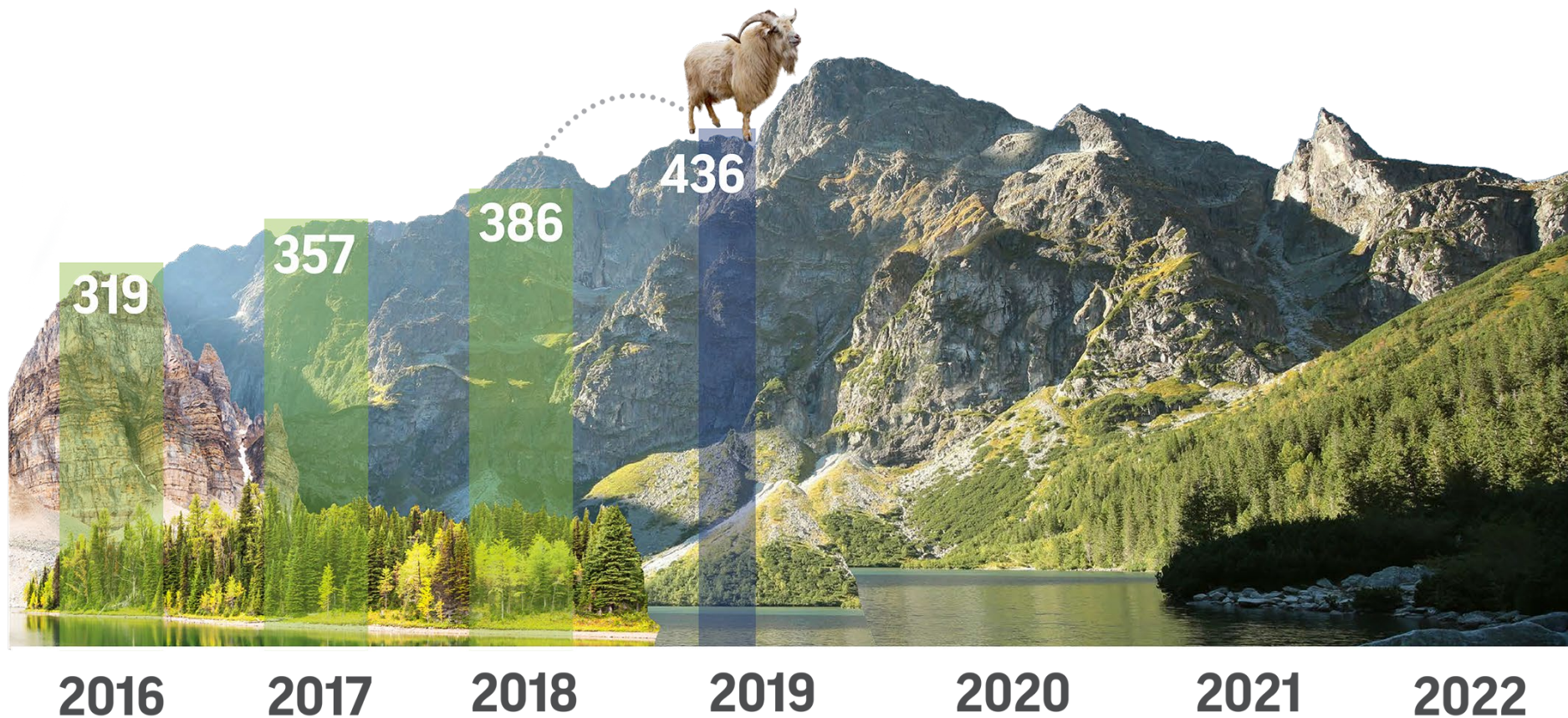
Best Practices Power our Strategy

11 areas of focus to pursue culture of health and well-being

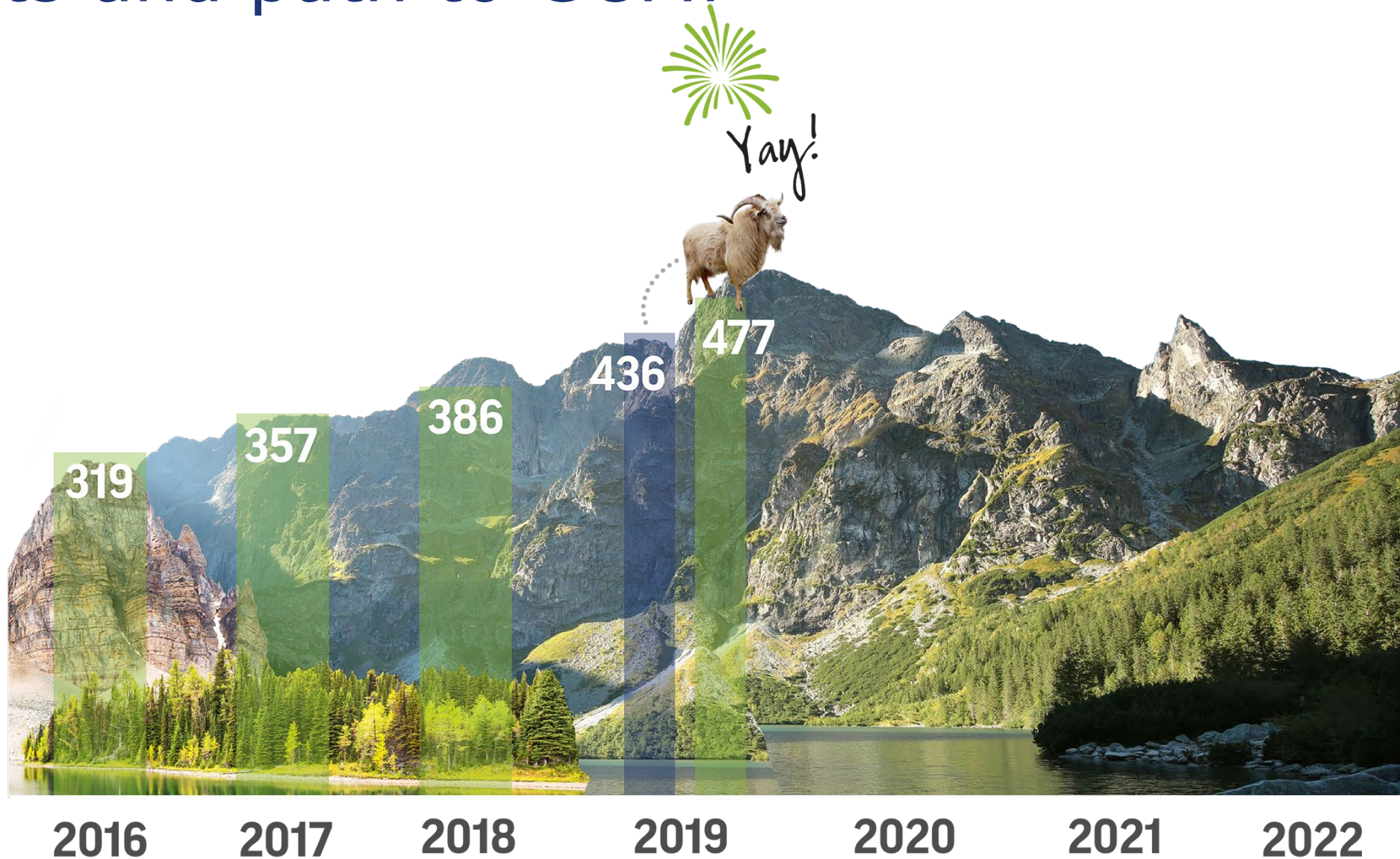


- ★1 Culture of Health into DTE culture
- ★2 Well-being Executive Committee and Executive Champion
- ★3 Enhance environment best-in-class nutrition
- ★4 Population health
- ★5 Market vitality
- ★6 Data integration and analytics
- ★7 Consumer training and advocacy
- 8 Evidence-based benefit design
- 9 Expand on-site services
- ★10 Strategic partnerships and integration
- 11 Direct provider relationship

Results and path to GOAT



Results and path to GOAT



Results and path to GOAT



Roadmap: COVID 19 ALTERED and REINFORCED

Implement
vitality marketing
campaign.

Use a comprehensive data
warehouse and produce
cockpit, dashboards and
scorecards to convey
progress and impact.

Expand injury
prevention
initiatives.

Establish local
well-being committees
to provide support
with employees.

Deliver complex
care management
with employees.

Deploy training
for 10,000 employees
on our "why" for
Culture of Health
& Well-being.

Expand support services
including physical activity,
mental health and
emotional well-being.

Continue to
transform
the company
the vending
transformation
establishing new health
catering guidelines.



Roadmap: COVID 19 **ALTERED** and **REINFORCED**

- ✓ • Emergency health and well-being response to pandemic, including expanded emotional well-being resources, pivot to virtual delivery mechanisms
- ✓ • Implement vitality marketing campaign
- ✓ • Deploy health and well-being annual report
- ✓ • Expand best in class nutrition focus to include Copeley and catering transformation
- ✓ • Utilize comprehensive data warehouse and produce cockpit, dashboards and scorecards
- ✓ • Implement first chronic condition management programs (Livongo)
 - Deliver complex case management
 - Deploy training to the 11,000 employees in our DTE family on the “why”
 - Add culture of health and well-being to management responsibilities
 - Conduct additional vendor summits to promote better reporting and integration

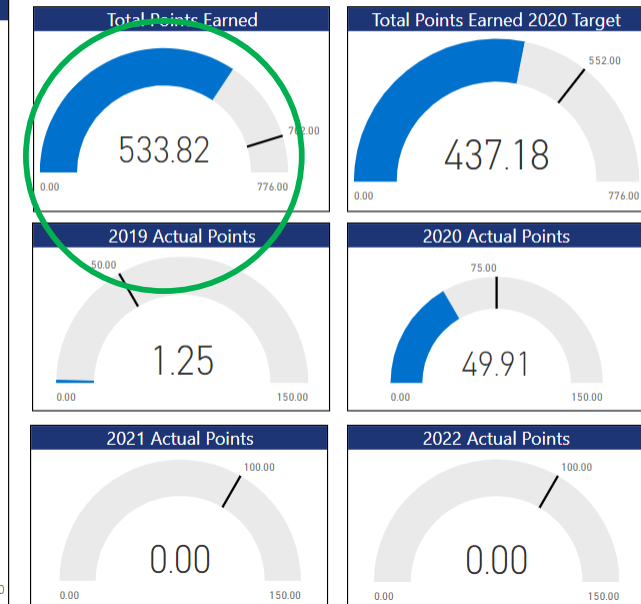
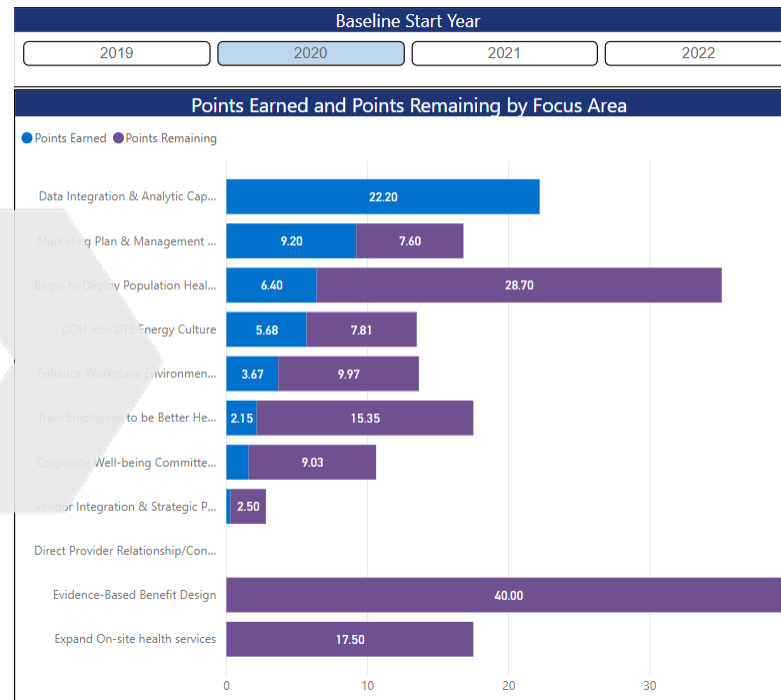
2020 Progress – behind, but tracking to target

Comprehensive Project Plan

Task Name	% Complete
1.1b 2020 Culture of Health & Well-being (CoH&WB) Site Scans	42%
1.2 Integration of Well-Being Champion Network	62%
1.3b Facilitate Greater C-suite Visibility and Support	61%
1.4b Produce 2020 Annual Report of CoH&WB Efforts	100%
1.5 Integration of Culture of Health & Well-being into DTE	31%
1.6 Develop and Deploy Employee Training	18%
2.2ii Local Well-being Committee – Build Out Structure	34%
3.1 Promote Healthy Eating - Pricing and Incentive	66%
3.2i Create Corporate Nutrition & Catering Policy	48%
3.2ii Extend Corporate Nutrition Policy to Monroe	10%
3.2iii Extend Corporate Nutrition Policy to Fermi	22%
3.2iv Corporate Nutrition Policy to Off-site and Outages	9%
3.3 Health and Well-being Transition at Copeley	64%
3.4b 2020 Healthy Eating Education and Awareness	48%
3.5 Expand Nutrition Offering and Catering Policy to Non-reg	69%
4.2ii Chronic Condition Management with Livongo	33%
5.1ii Implementation of Internal Marketing	32%
6.1iii Design & Create Dashboards and Cockpit	56%
10.1ii Conduct Annual Multi-Vendor Summit Series	20%

Progress Towards Target

Schedule Refresh Date	Best Practice Name	Focus Area Name	Baseline Points	Total Points Remaining
8/27/2020 11:18:41 AM	All	All	386	229.65



Power BI Tool = Power Business Intelligence Tool

Architects and Infrastructure

Well-being Executive Committee



- ✓ "WELCOM"
- ✓ Executive Champion: CFO
- ✓ 100% Business Units Represented
- ✓ Director and above
- ✓ Highly engaged – champion projects
- ✓ Meet monthly

Health & Well-being Team



- ✓ Energize Your Life
- ✓ Multi-disciplined
- ✓ Deployed into field
- ✓ Execute population health strategy
- ✓ Defined and tracked targets



- ✓ 200 champions
- ✓ 96% locations have a champion
- ✓ 85% towards target
- ✓ Engagement metrics tracked
- ✓ Annual Summit

COVID-19: Leadership Experience

- ✓ **REINFORCED HEALTH & WELL-BEING ARE ESSENTIAL TO WORKFORCE**
- ✓ **POPULATION HEALTH** — keeping healthy people healthy and focus on critical illness burdens underscored
- ✓ **TRUE APPRECIATION FOR EMPLOYEES**— recognizing tireless and relentless effort
- ✓ Recognition that **PERFORMANCE and PRODUCTIVITY** were **FAVORABLY IMPACTED by WORK FROM HOME**
- ✓ **FUTURE OF WHERE WE WORK** committee formed to reimagine the future with focus on H&WB
- ✓ Launch **PULSE SURVEYS** for feedback loop. Learned **MENTAL HEALTH IS CRITICAL FOCUS**
- ✓ **TRANSPARENT COMMUNICATIONS HIGHLY VALUED**
- ✓ **REIMAGINING the delivery of HEALTH & WELL-BEING SUPPORT**

COVID-19: Employee Experience

COVID-19 Employee Experience of Well-being Support and Sentiments

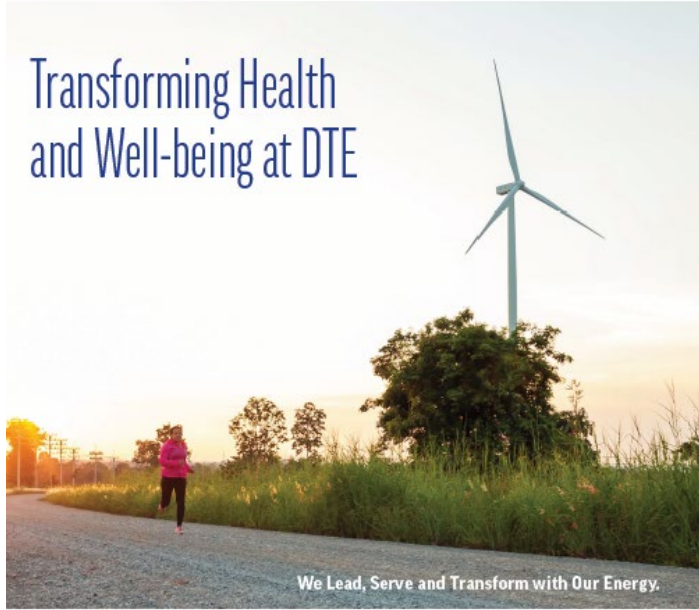
- ✓ **WORK FROM HOME** accommodated
- ✓ Pivot to deliver **BEST-IN-CLASS HEALTH & WELL-BEING SUPPORT VIRTULLY** with out skipping a beat; engagement higher than ever
- ✓ **LEADERS WALKING THE WALK, TALKING THE TALK**— focus on health & safety of workforce
- ✓ **MENTAL HEALTH SUPPORT**— for individuals and leader toolkits
- ✓ COVID19 Communications hub that **DEMONSTRATES COMMITMENT TO WELL-BEING**
- ✓ DTE Family believes more than ever that **DTE CARES FOR HEALTH & WELL-BEING**
- ✓ **EXPERIENCING ACTIVE RESPONSE** to concerns expressed through pulse surveys

For More Information



2019 HEALTH & WELL-BEING REPORT

Transforming Health and Well-being at DTE



We Lead, Serve and Transform with Our Energy.

DTE

Our 2019 Key Accomplishments and Successes

Our Culture of Health & Well-being movement gained momentum this past year as we accomplished some critical foundational activities, including the following:

- ✓ Added well-being as a corporate priority.
 - ✓ Established WELCOM and appointed an executive champion as a guiding force.
 - ✓ Established clinical population health and health informatics expertise.
 - ✓ Aligned and integrated key leadership and strategic partners.
 - ✓ Strengthened our grassroots champion network.
 - ✓ Created a blueprint for the path forward based on a comprehensive review of our current state of well-being and aiming to close the gaps that exist between the current and desired future state.
 - ✓ Identified metrics and goals to measure our impact.
 - ✓ Designed and developed an enterprise health and well-being cockpit to convey progress and impact.
 - ✓ Identified a marketing partner to align messaging and market vitality and to create a multi-modal and multi-media well-being marketing campaign.
 - ✓ Launched an expansive effort to provide best-in-class nutrition support across all DTE locations.
 - ✓ Selected a partner to provide comprehensive support to those struggling with pre-diabetes, diabetes and hypertension.
 - ✓ Introduced EYL Injury Prevention at several Gas, Distribution Operations and Fossil Generation locations, using a comprehensive total well-being approach intended to proactively prevent musculoskeletal injuries by addressing body positioning, conditioning and preparation.
- To gain a deeper understanding of what was accomplished over the past year, we invite you to read through the following pages...

“One of the hallmarks of our culture at DTE has always been a spirit of caring for our customers, co-workers and communities. We believe that, now more than ever, caring means supporting the health and well-being of each person in our DTE family so we can all give our best energy to everyone we serve.”
- Jerry Norcia, president & CEO

“I am very proud of the way our team has come together and worked collaboratively to achieve our goals.”
- Michael S. Cooper, director, Compensation, Benefits & Wellness

