

Key Performance Indicators

Time Period: 2022 Associate Experience Survey

Response Rate (%)



▲ +7.5 YOY

Feel Valued by Capital City Bank (%)



▲ +4.6 YOY

Proud to work (%)



▲ +1.8 YOY

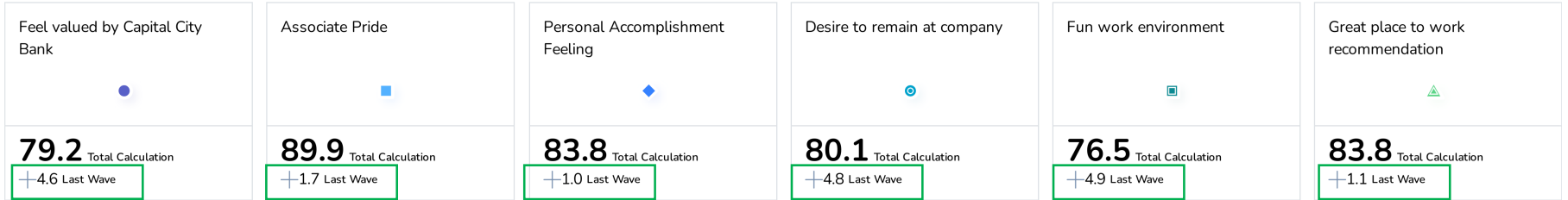
Feel like I belong (%)



▲ +1.6 YOY

Overall Experience

Time Period: 2022 Associate Experience Survey

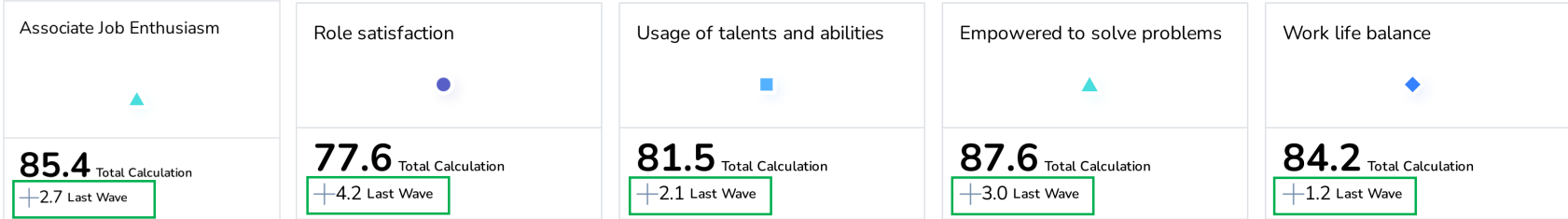


Questions

- I feel valued by Capital City Bank.
- I am proud to work for Capital City Bank.
- My work gives me a feeling of personal accomplishment.
- Capital City Bank creates an associate experience that makes me want to work here for a long time.
- Capital City Bank creates an environment where associates have fun at work.
- I would recommend Capital City Bank as a great place to work.

Role Satisfaction

Time Period: 2022 Associate Experience Survey

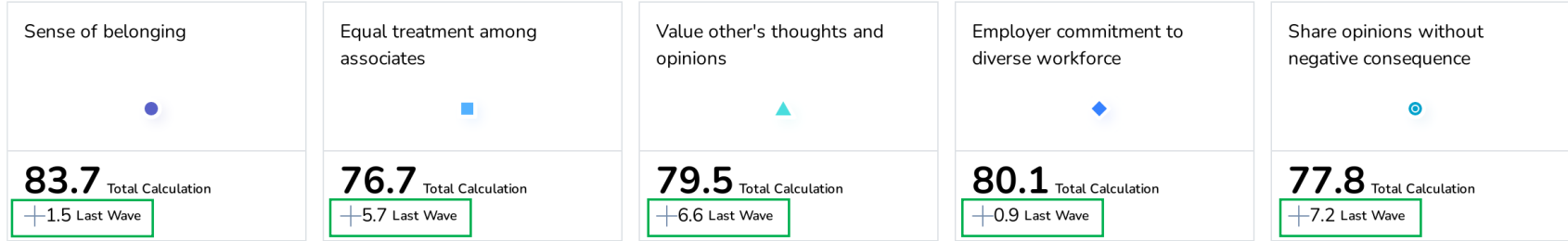


Questions

- I am enthusiastic about my job.
- I am satisfied with my current role.
- My current position makes good use of my talents and abilities.
- I am empowered to use my judgment when solving problems.
- My job allows me to balance work and personal life.

Diversity & Inclusion

Time Period: 2022 Associate Experience Survey

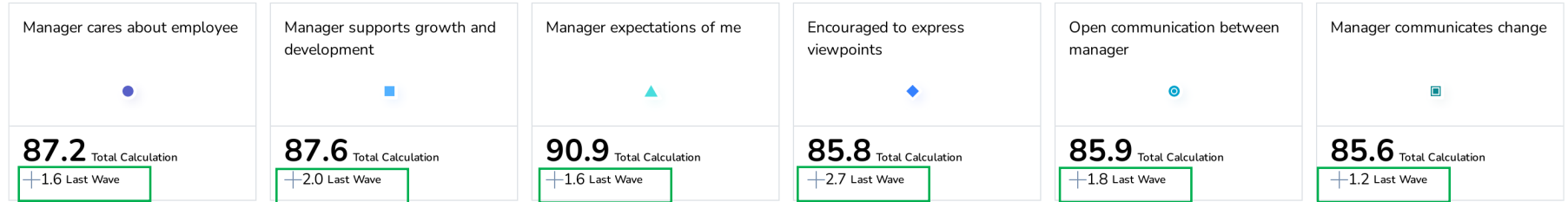


Questions

- I feel like I belong here.
- Associates are treated equally with fairness and respect, regardless of background or position.
- We listen to and value each others' thoughts and opinions.
- Capital City Bank demonstrates a commitment to developing and retaining a diverse workforce.
- I feel I can share ideas and opinions without fear of negative consequences.

Direct Manager

Time Period: 2022 Associate Experience Survey

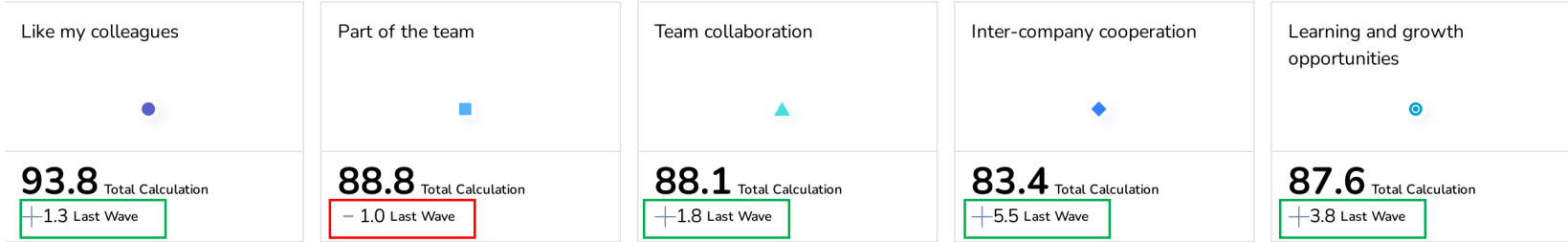


Questions

- My manager cares about me.
- My manager supports my efforts to develop and grow.
- I understand what my manager expects of me.
- My manager encourages me to express my viewpoints.
- There is open and honest communication between me and my manager.
- My manager communicates changes that will affect me.

Teamwork/Collaboration

Time Period: 2022 Associate Experience Survey

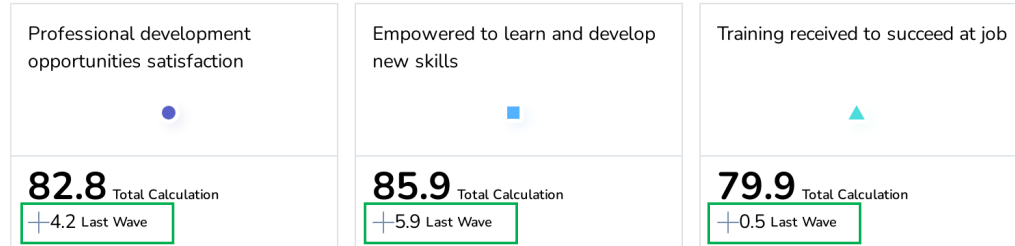


Questions

- I like the people I work with.
- I feel like I am part of a team.
- The people on my team collaborate and help each other.
- There is cooperation between my team and other departments within the Bank.
- We view everything, even mistakes, as opportunities for learning and growth.

Learning & Development

Time Period: 2022 Associate Experience Survey

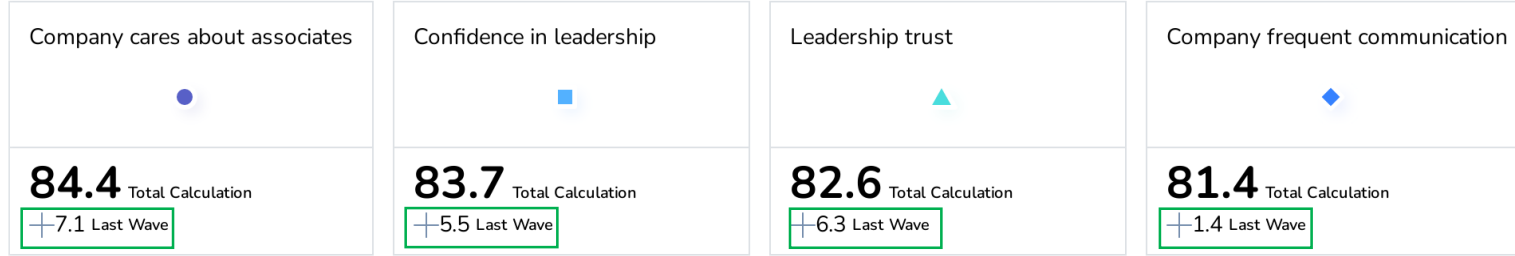


Questions

- I am satisfied with the professional development opportunities available to me at Capital City Bank.
- I feel empowered to take advantage of opportunities to learn and develop new skills.
- I have received the training I need to do my job well.

Leadership & Communication

Time Period: 2022 Associate Experience Survey

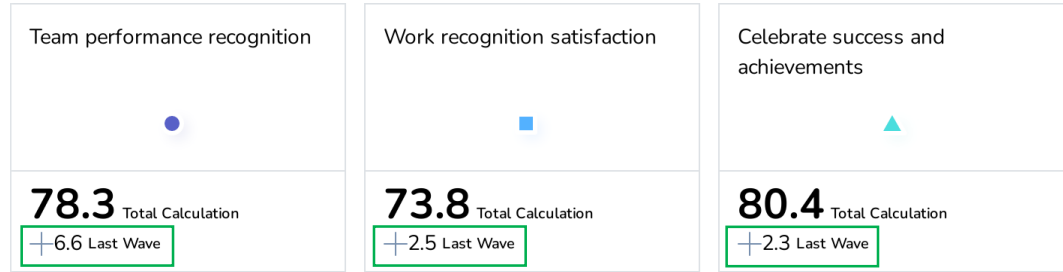


Questions

- Capital City Bank cares about associates.
- I have confidence the direction provided by our senior leaders will bring future success for Capital City Bank.
- I can trust what senior leaders tell me.
- Information that affects the Company is communicated frequently enough.

Rewards & Recognition

Time Period: 2022 Associate Experience Survey

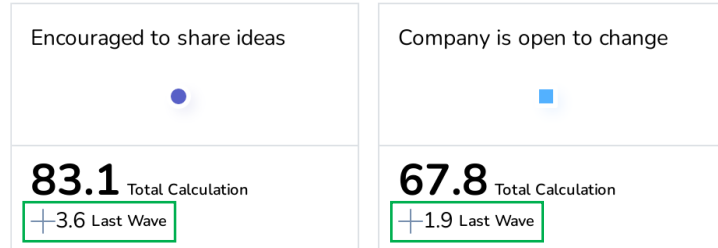


Questions

- Outstanding team performance is recognized at Capital City Bank.
- I am satisfied with the recognition I receive at work.
- We take time to celebrate each other's personal moments and/or professional achievements.

Innovation

Time Period: 2022 Associate Experience Survey

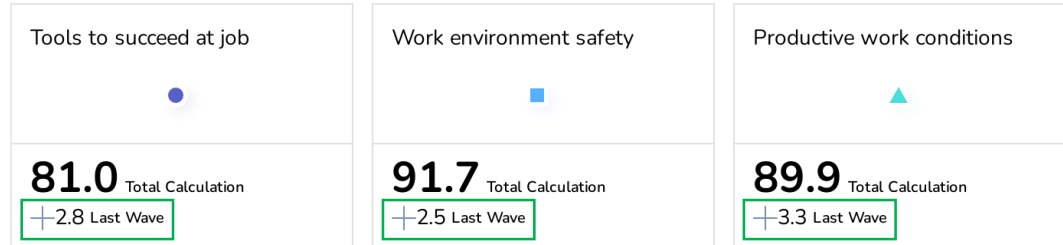


Questions

- I am encouraged to share innovative and creative ideas.
- Capital City Bank creates an atmosphere that's open to change.

Working Conditions & Resources

Time Period: 2022 Associate Experience Survey



Questions

- I have the tools and resources I need to do my job well.
- I feel safe in my work environment.
- The conditions in my physical work environment enable me to work productively.