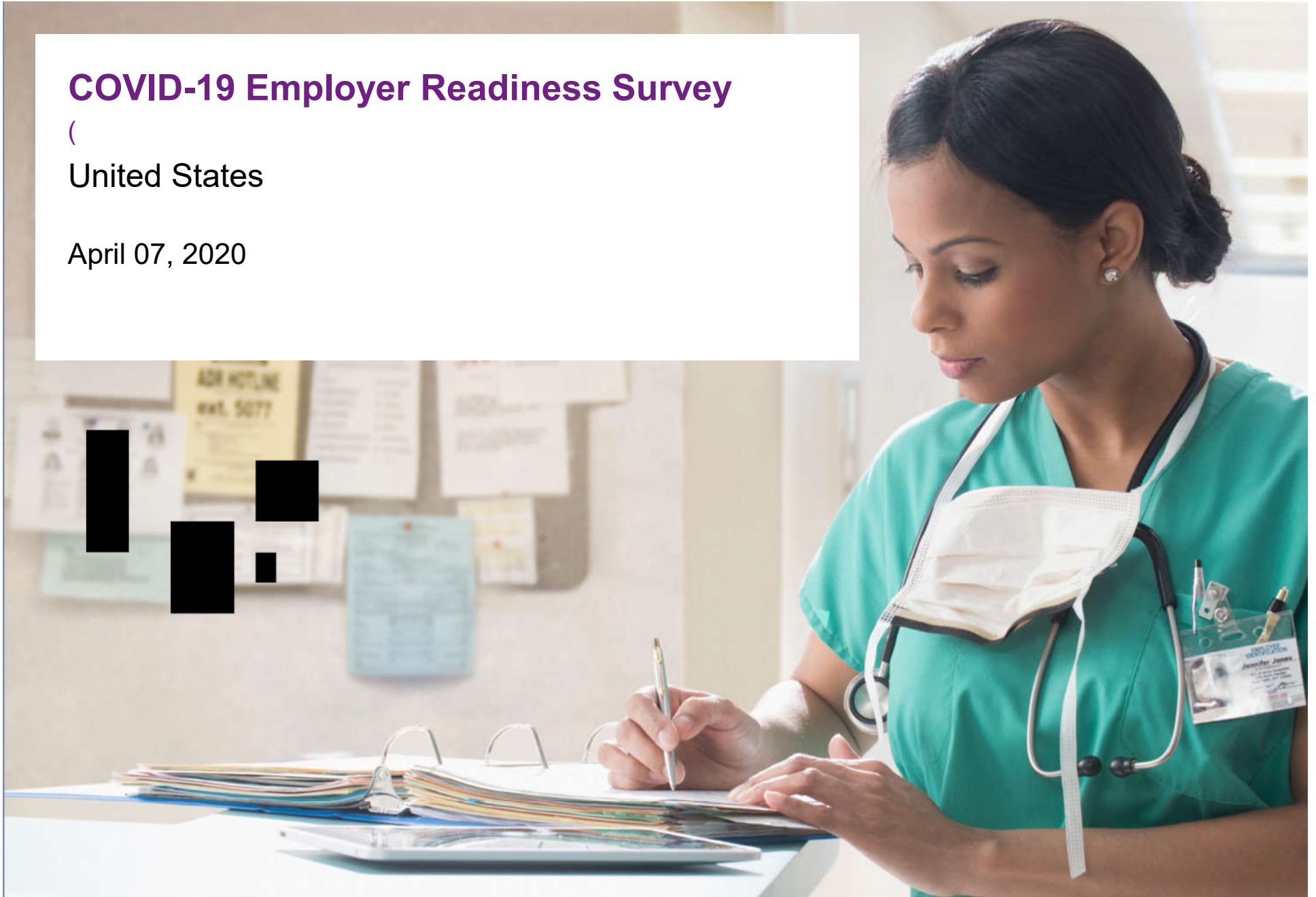


# COVID-19 Employer Readiness Survey

(  
United States

April 07, 2020



## Brief overview

Seven areas the survey focuses on:



## About the survey

654

employers responded to the survey

7.8M

employees at responding organizations globally

### Responsibility of the respondent

Finance (e.g., Treasury, controller, accounting)

■ 3%

Human resources (e.g., benefits, compensation)

■ 88%

Risk management

■ 2%

Other

■ 6%

28%

For profit, publicly traded

52%

For profit, private

15%

Nonprofit/  
Government

### Industry

Energy and Utilities ■ 6%

Financial Services ■ 9%

General Services ■ 13%

Health Care ■ 12%

IT and Telecom ■ 9%

Manufacturing ■ 24%

Public Sector and Education ■ 9%

Wholesale and Retail ■ 9%

Note: Percentages may not add up to 100% due to rounding. 9% of respondents were from other industry segments

Source: COVID-19 Employer Readiness Survey

# Workplace Safety

## Most employers have specific policies to exclude workers or visitors who might have or be at high risk for COVID-19

Does your organization have specific policies to exclude workers or visitors who might have or be at high risk for COVID-19?



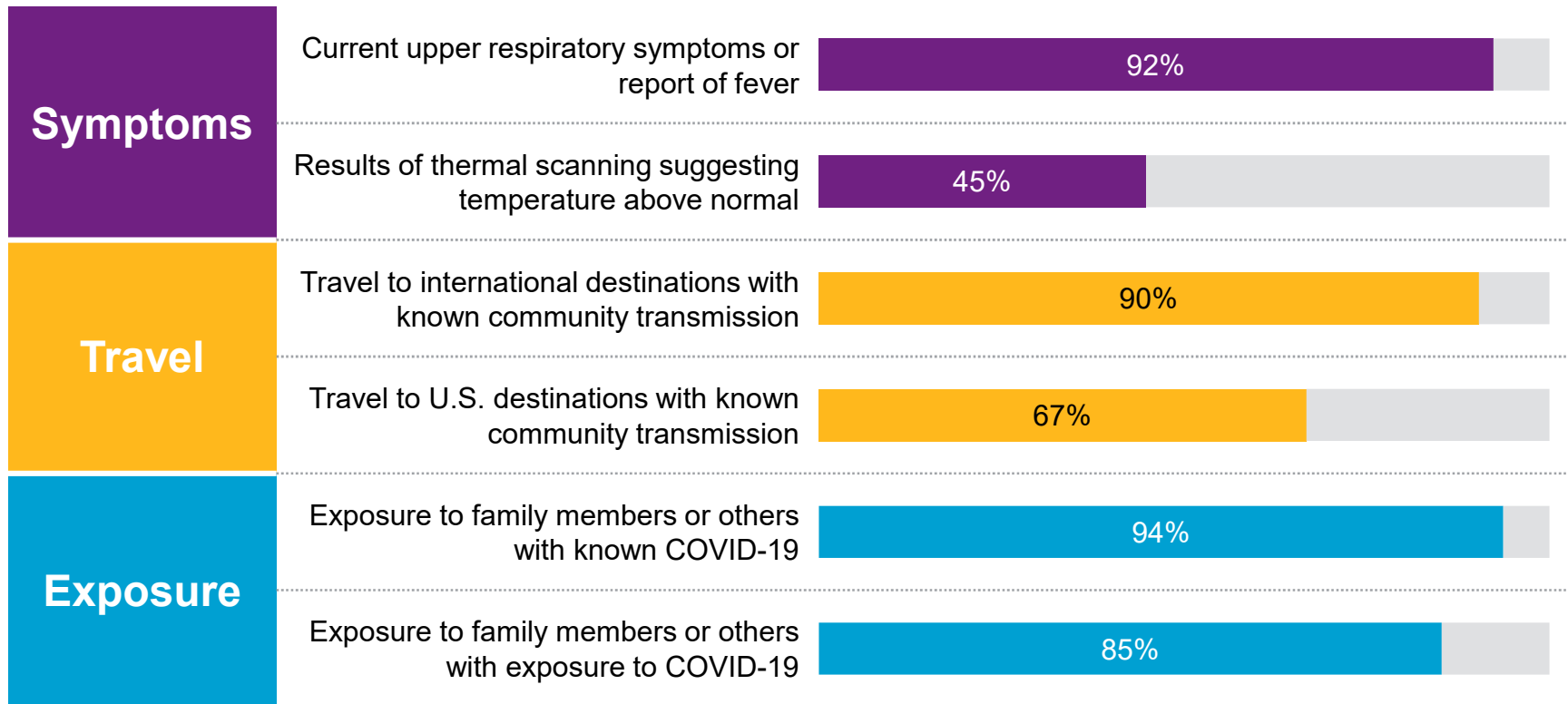
89%

of organizations have specific policies to exclude workers or visitors who might have or be at high risk for COVID-19.

Note: "Not sure" option excluded. Percentages indicate "Yes".  
Source: COVID-19 Employer Readiness Survey

# Most employers exclude workers based on current symptoms, travel destinations and exposure to the infected

Do you exclude workers or visitors based on the following?

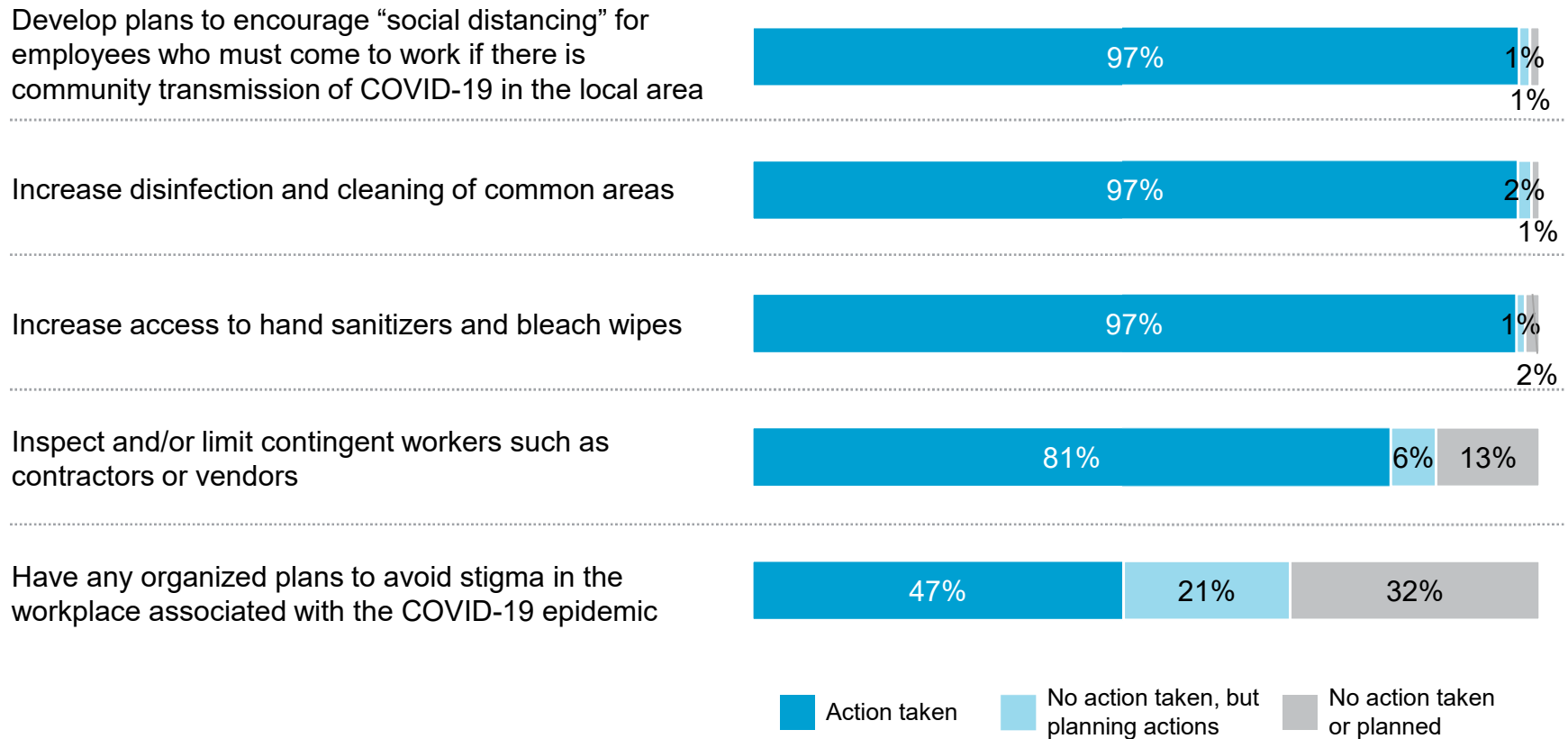


Note: "Not sure" option excluded. Percentages indicate "Yes".

Source: COVID-19 Employer Readiness Survey

# Most have increased workplace sanitization and physical distancing efforts; under half have plans to avoid stigma

Has your organization taken or plan to take any of the following actions?



Note: “Not sure” option excluded. Percentages may not add up to 100% due to rounding.

Source: COVID-19 Employer Readiness Survey

# Employers provide facilities and protective equipment

## HANDWASHING FACILITIES

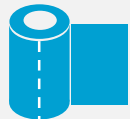
What changes, if any, has your organization made to access to handwashing facilities in light of COVID-19?



Increased signage **68%**



Touchless dispensers **31%**



Increased supply of paper towels **37%**



Turned off jet air dryers **2%**

**13%** made **other** changes, and another **13%** made no changes.

## PROTECTIVE EQUIPMENT

Does your organization provide access to any personal protective equipment for employees?



Gloves **47%**



Masks **35%**

**17%** provide **other** protective equipment, and **35%** do not provide protective equipment.

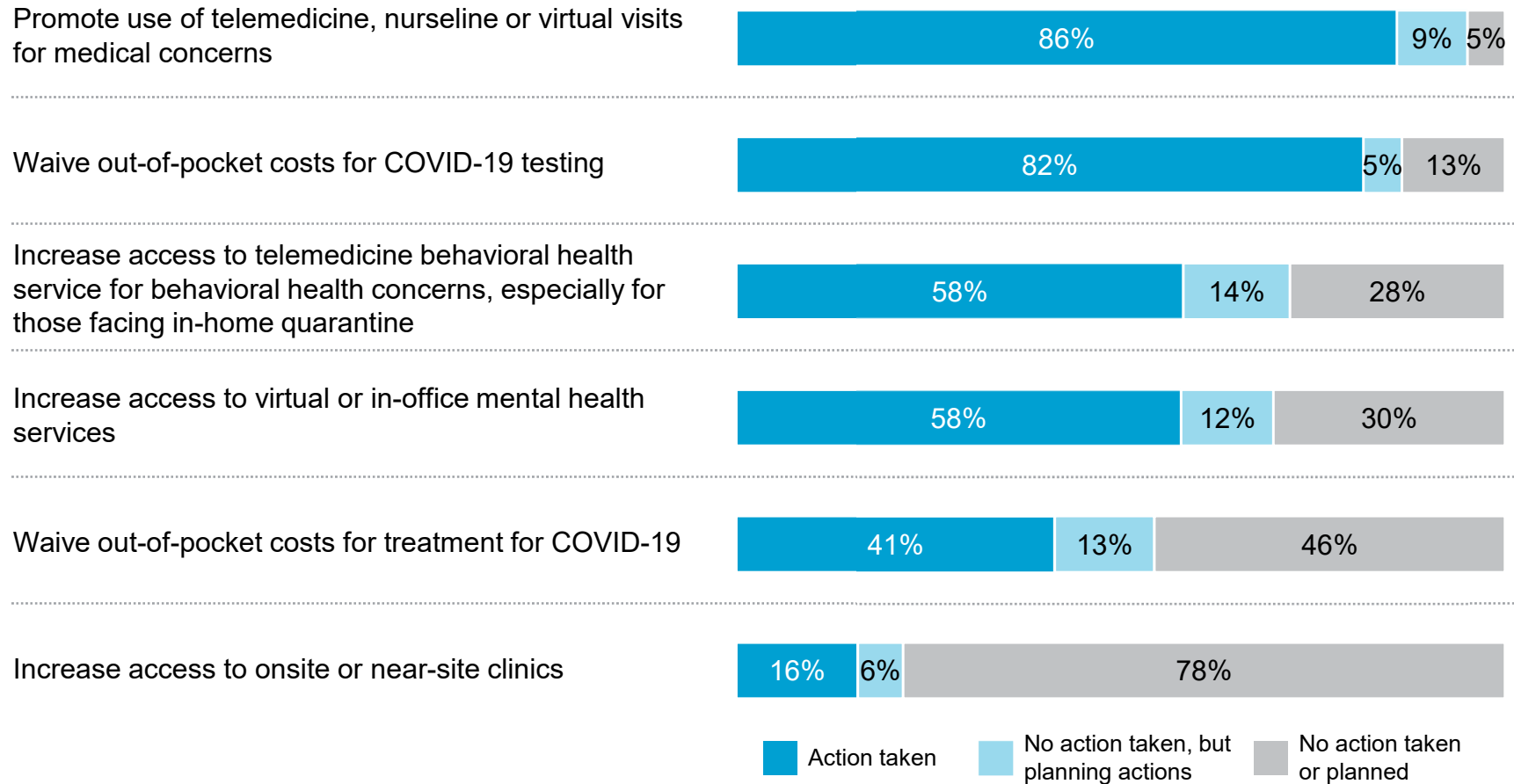
Source: COVID-19 Employer Readiness Survey



## Access to Care

# Actions to encourage access to medical care

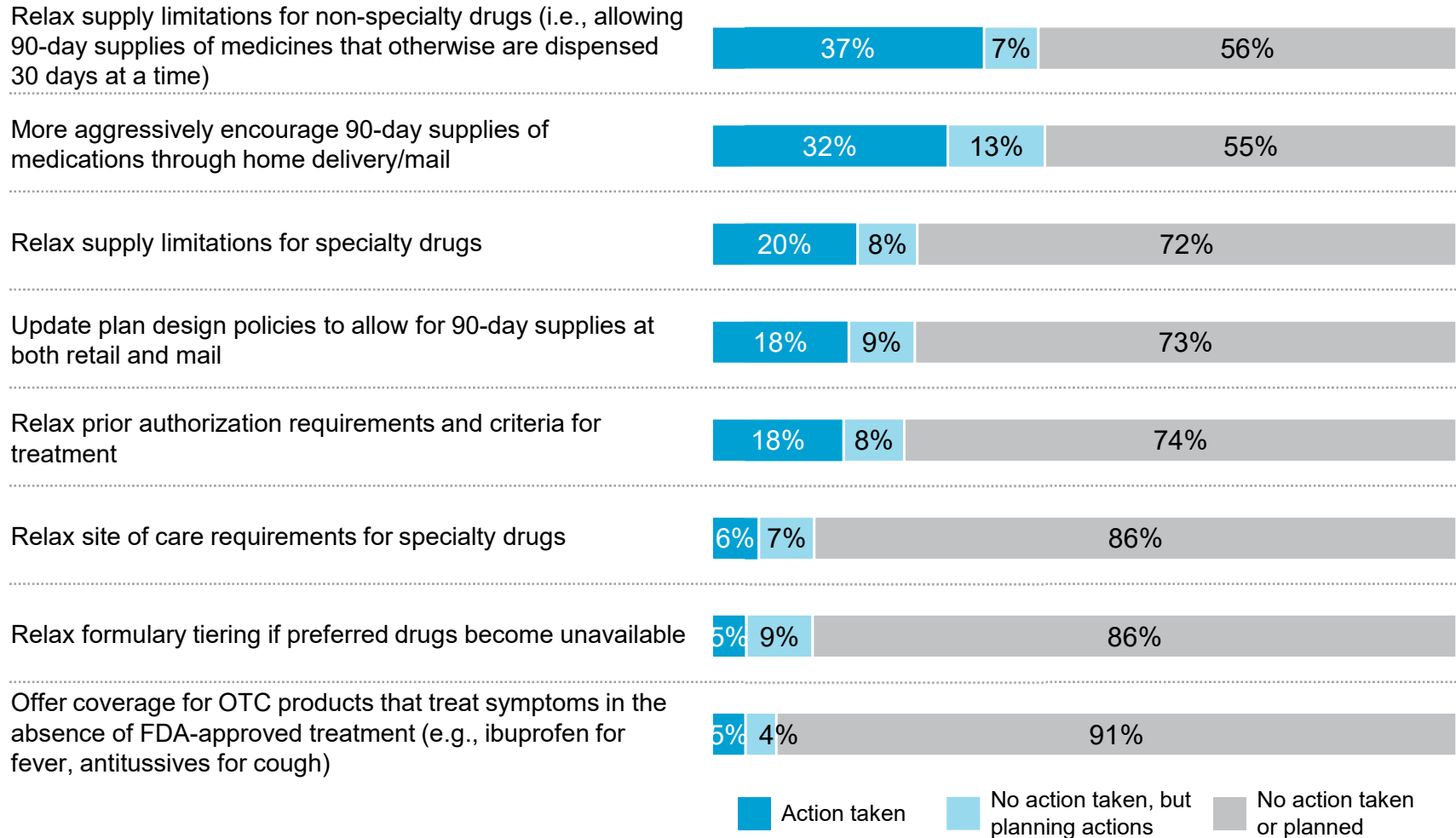
What actions has your organization taken to encourage access to medical care during the COVID-19 pandemic?



Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.  
 Source: COVID-19 Employer Readiness Survey

# Actions to encourage access to pharmaceuticals

What actions has your organization taken to encourage access to pharmaceuticals during the COVID-19 pandemic?



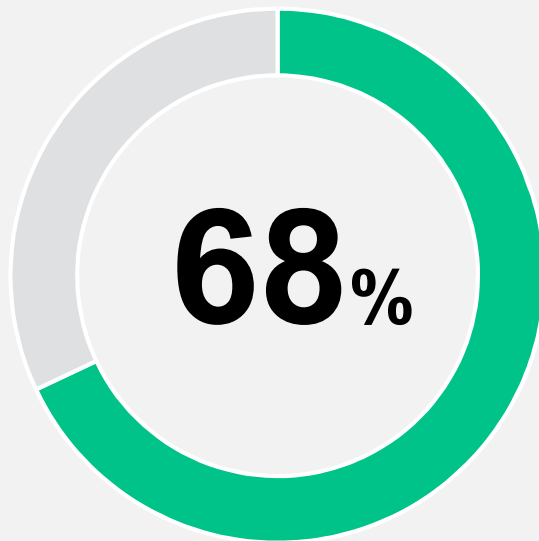
Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.

Source: COVID-19 Employer Readiness Survey

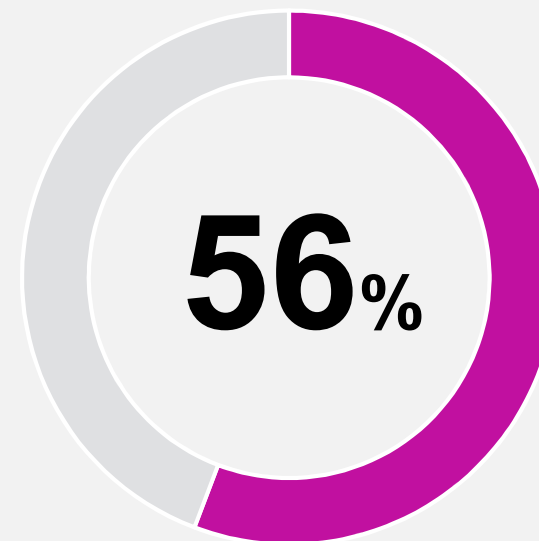
## Employers often continue to require physician notes for returning to work after illness or leave for exposure or illness

Does your organization require physician notes for the following?

### Return to work after illness



### Leave for exposure or illness



**Centers for Disease Control and Prevention (U.S.):** *Employers should not require a positive COVID-19 test result or a health care provider's note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Health care provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.* [Source](#)

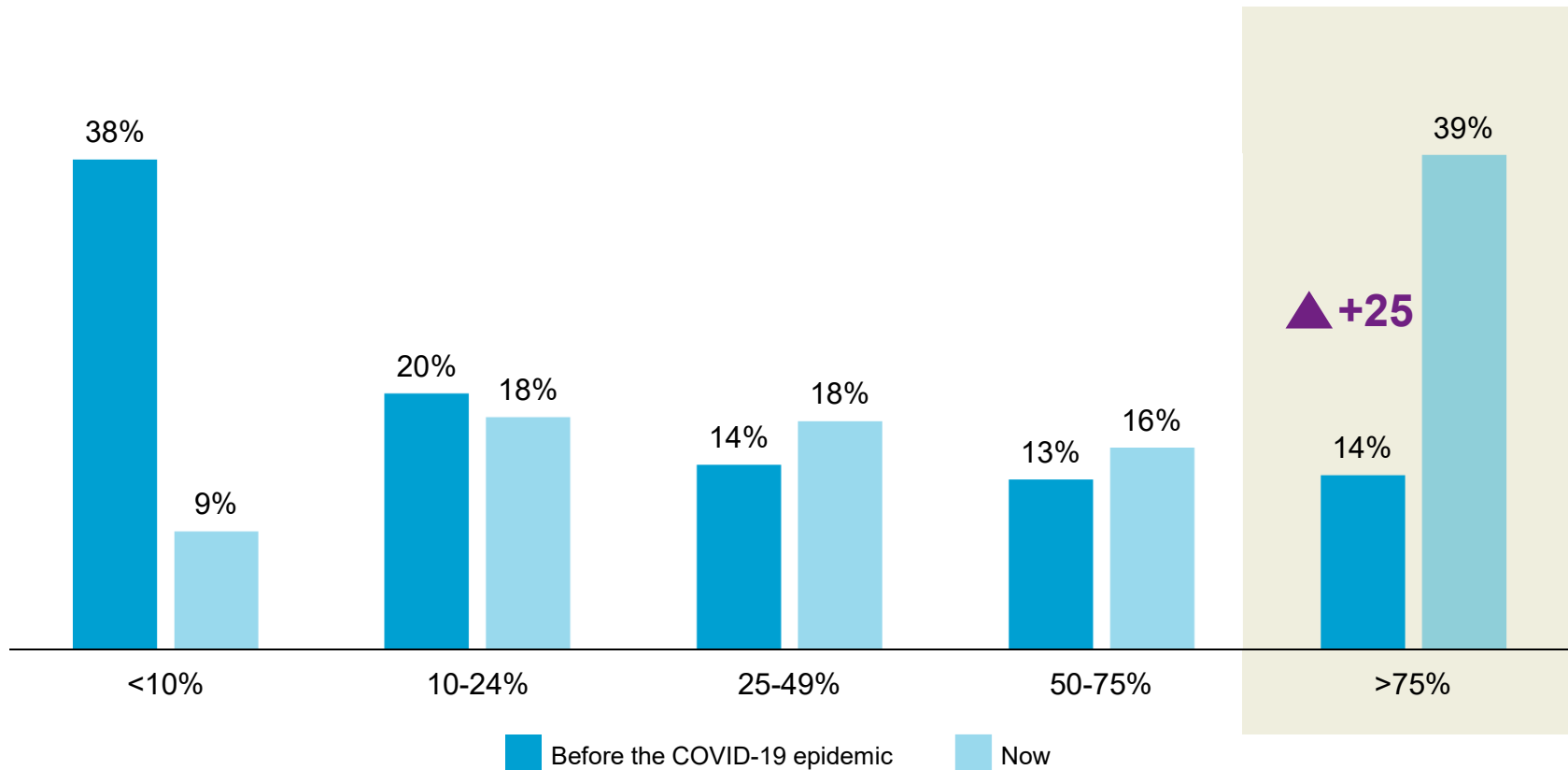
Note: "Not sure" option excluded. Percentages indicate "Yes".

Source: COVID-19 Employer Readiness Survey

## Remote Work and Virtual Meetings

# Nearly three times as many employers report that over 75% of their employees can work remotely

What portion of your workforce could work remotely before the COVID-19 epidemic? What portion of your workforce can work remotely now?

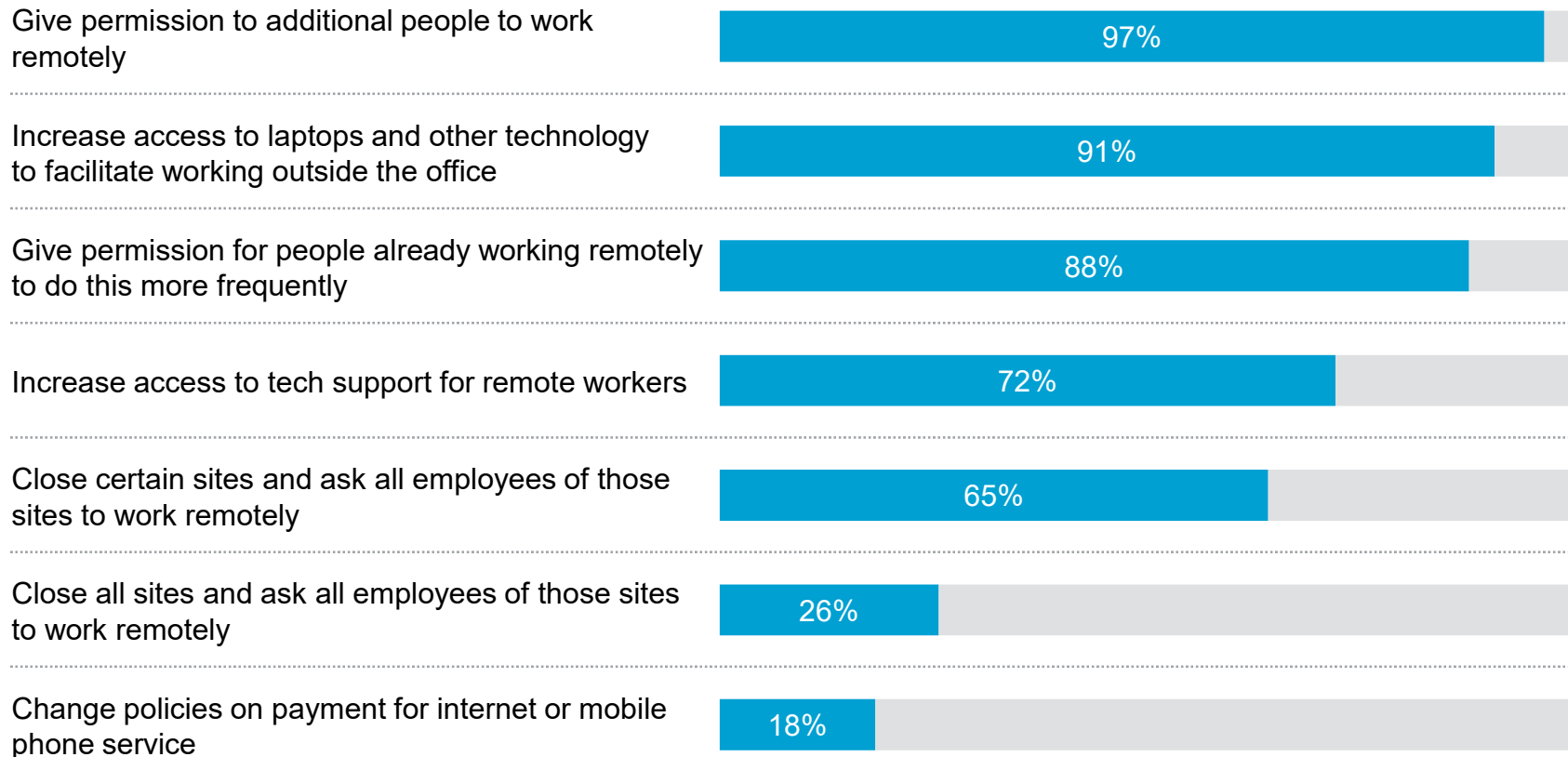


Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.

Source: COVID-19 Employer Readiness Survey

# Most employers give permission to additional people to work remotely to increase the use of remote work

What actions have you taken to increase the use of remote work?



Note: "Not sure" option excluded. Percentages indicate "Yes".

Source: COVID-19 Employer Readiness Survey

# Most companies have increased the use of virtual meetings and videoconferencing

What actions have you taken to increase the use of virtual meetings?

Convert some internal meetings to virtual meetings

97%

Increase access to videoconferencing to allow for virtual meetings

88%

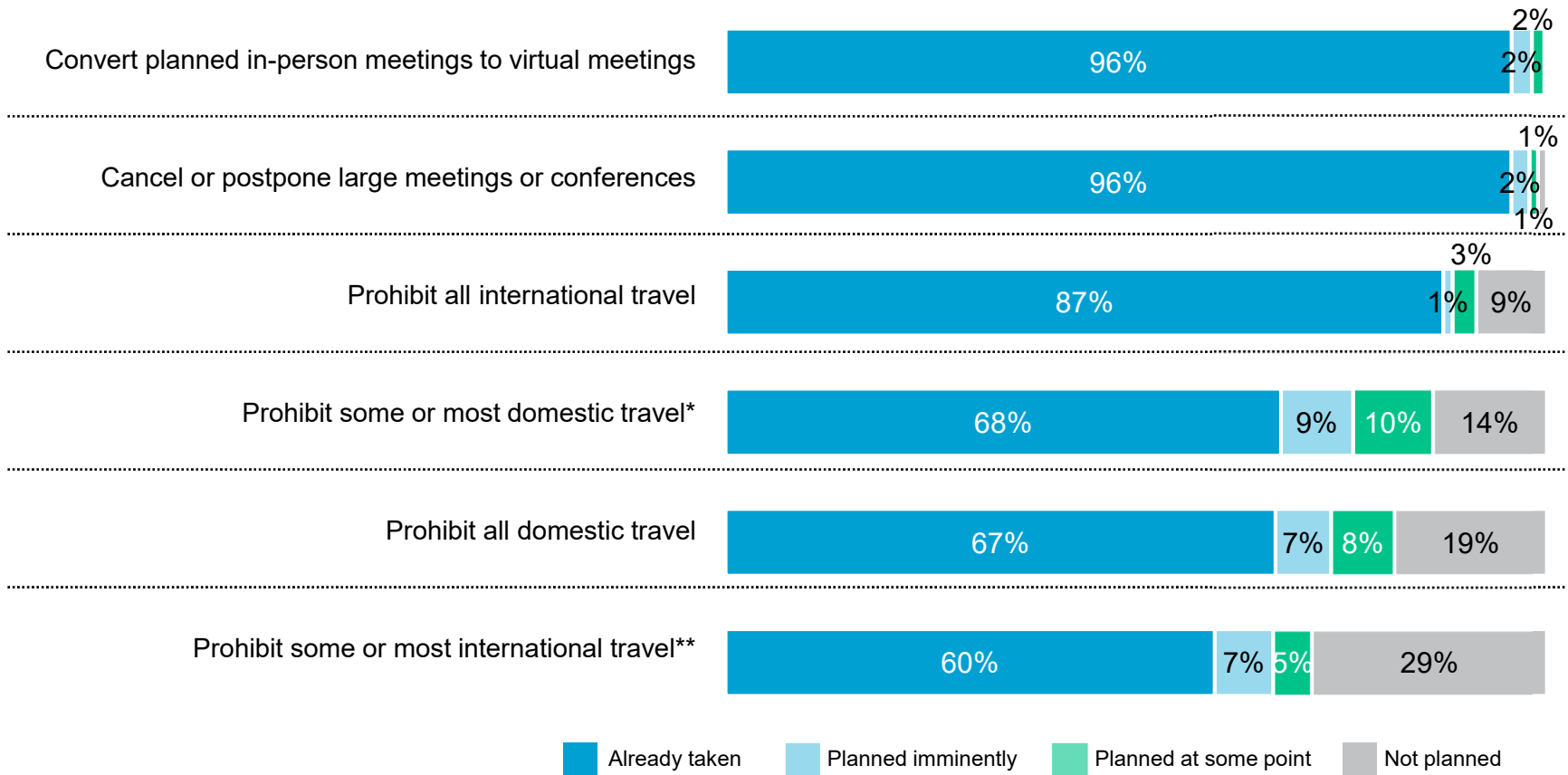
Note: "Not sure" option excluded. Percentages indicate "Yes".  
Source: COVID-19 Employer Readiness Survey



## Domestic and International Business Travel and Meetings/Conferences

# Most companies have converted planned in-person meetings to virtual meetings or canceled or postponed large meetings

What actions have you taken in light of the COVID-19 epidemic regarding business travel?



Note: \*Companies who did not prohibit all domestic travel only; \*\*Companies who did not prohibit all international travel. "Not sure" option excluded.  
 Percentages may not add up to 100% due to rounding.  
 Source: COVID-19 Employer Readiness Survey

# Human Resources Policies and Procedures

## Three fifths plan to close if local authorities asked them to close

What is your company's policy about closing a worksite?

We plan to close if local authorities asked us to close

60%

We plan to close if there was a COVID-19 exposure at the site

37%

We plan to close if there was widespread community transmission of COVID-19 in the area

25%

Other

30%

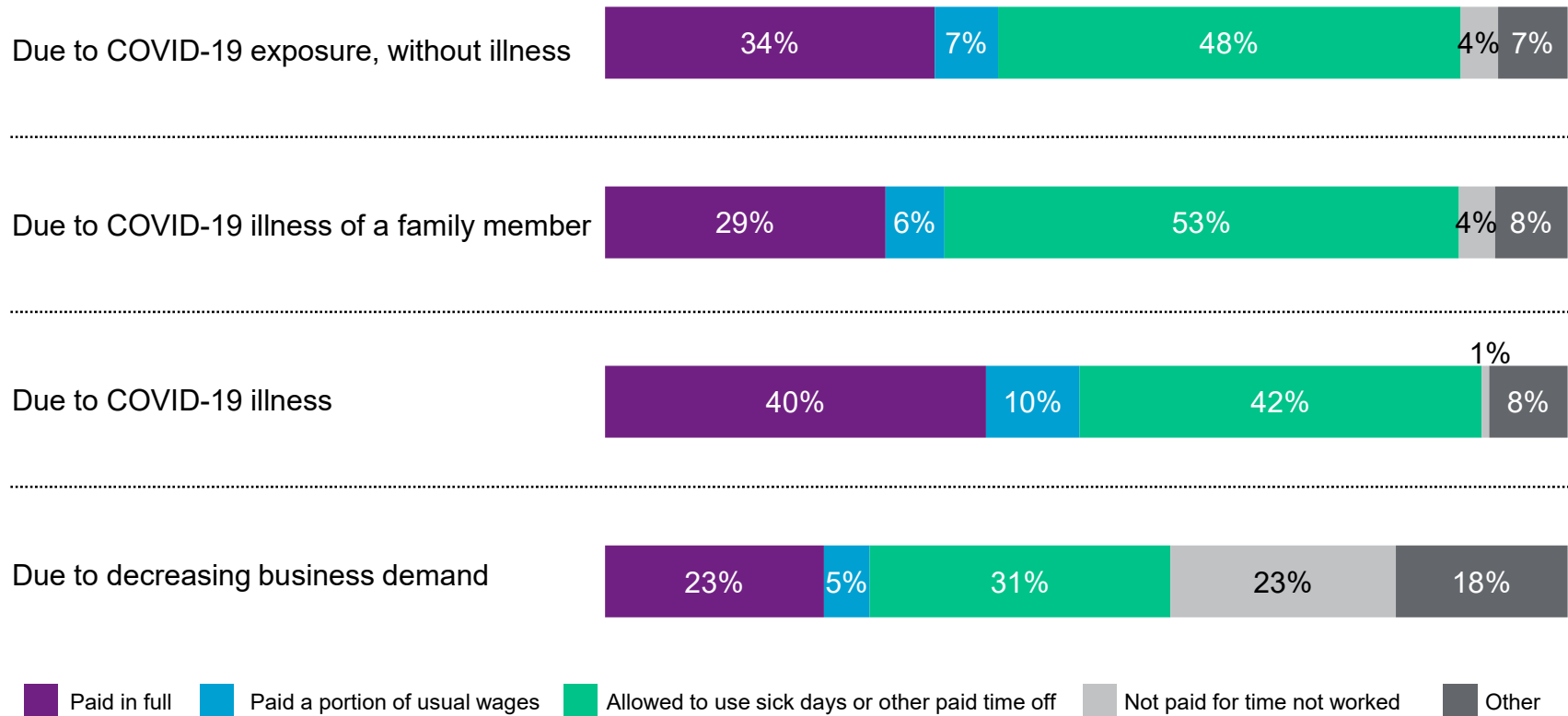
Not sure

12%

Source: COVID-19 Employer Readiness Survey

## Two fifths choose to pay in full for absences due to COVID-19 illness, but allowing use of sick days or paid time off was more common

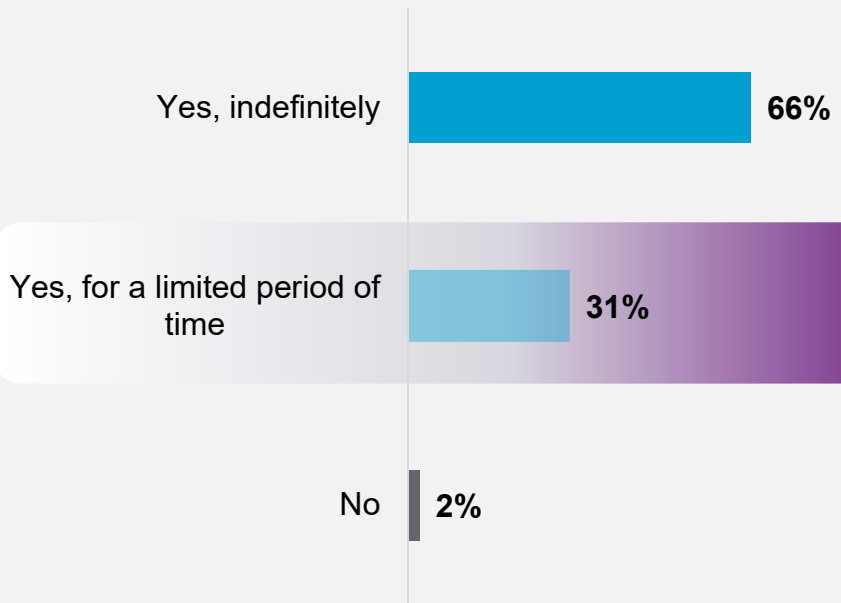
What is your pay policy if a worker is out of work due to this epidemic for the following reasons?



Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.  
 Source: COVID-19 Employer Readiness Survey

# Almost all respondents say they will maintain benefits including health insurance for employees who are out of work due to COVID-19

**97%** of employers said their employees who are out of work due to this epidemic would maintain their benefits including health insurance



How many weeks will your organization maintain their **benefits**?

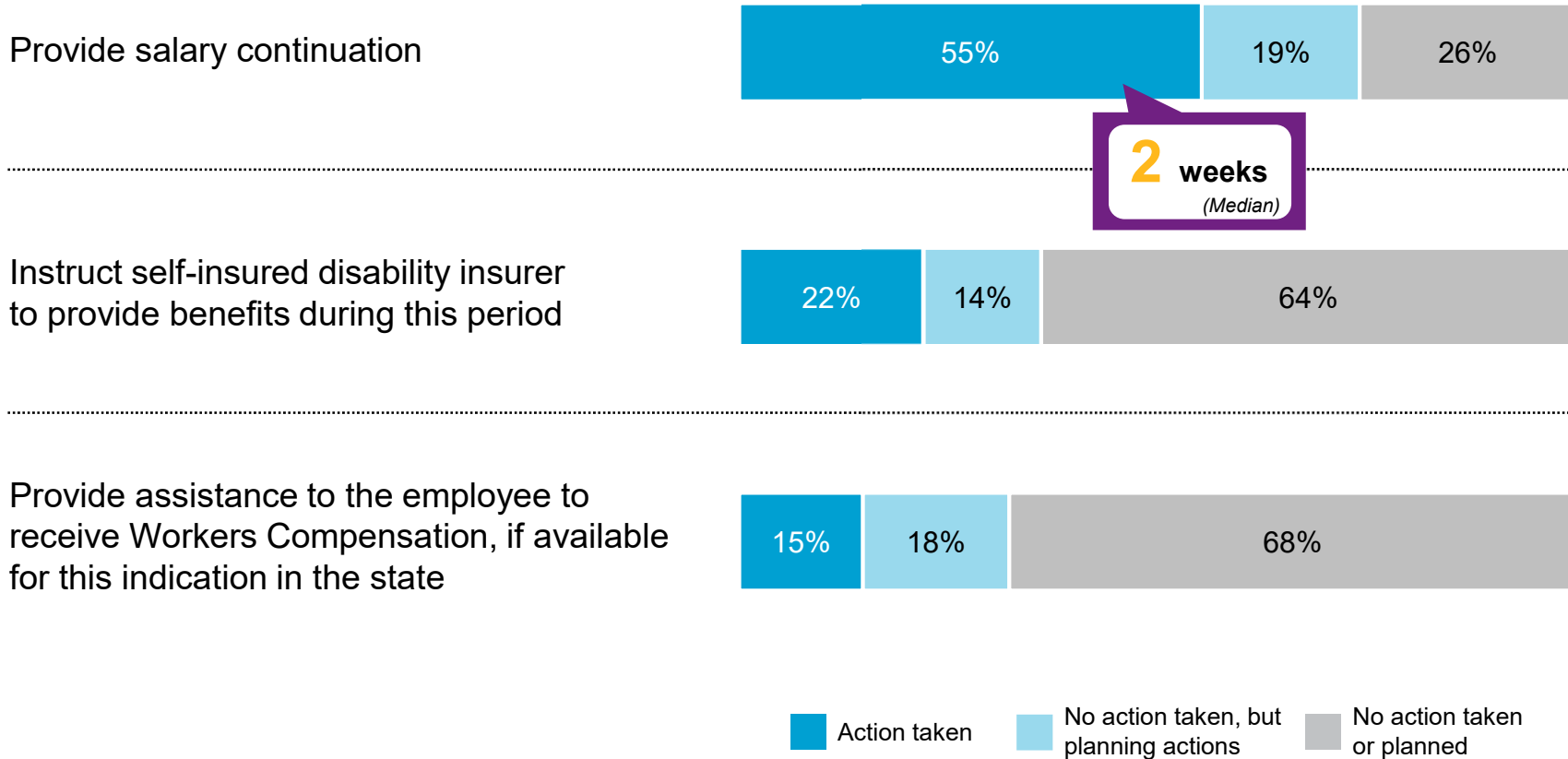
**12 weeks**

(Median)

Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.  
Source: COVID-19 Employer Readiness Survey

# Over half would provide salary continuation if an employee is out of work due to COVID-19 exposure but is on self-quarantine and not ill

If an employee is out of work due to COVID-19 exposure but is on self-quarantine and not ill, does your organization currently or plan to do any of the following?



Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.  
 Source: COVID-19 Employer Readiness Survey

# Over four-fifths have policies that allow flexibility for employees to work from home if they are caring for sick family member

Does your organization have any of the following policies in place or planned?

Have policies that allow flexibility for employees to work from home if they are caring for a sick family member



Have policies that clearly state the chain of reporting and command if there is a suspected exposure to COVID-19 in the workplace



Have policies about reporting to and cooperating with local health departments in the event of a suspected exposure to COVID-19 in the workplace



Provide local managers with the authority to take appropriate actions based on local conditions



Provide employees access to backup childcare



■ Action taken
 ■ No action taken, but planning actions
 ■ No action taken or planned

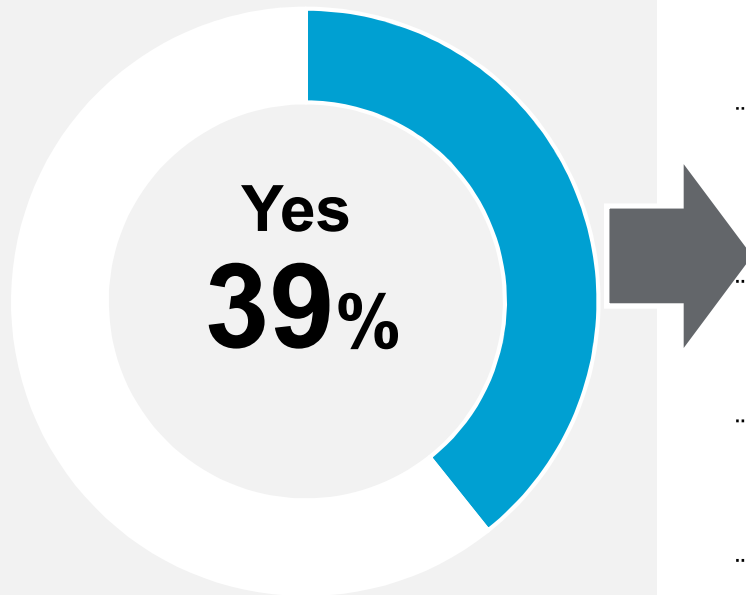
Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.

Source: COVID-19 Employer Readiness Survey

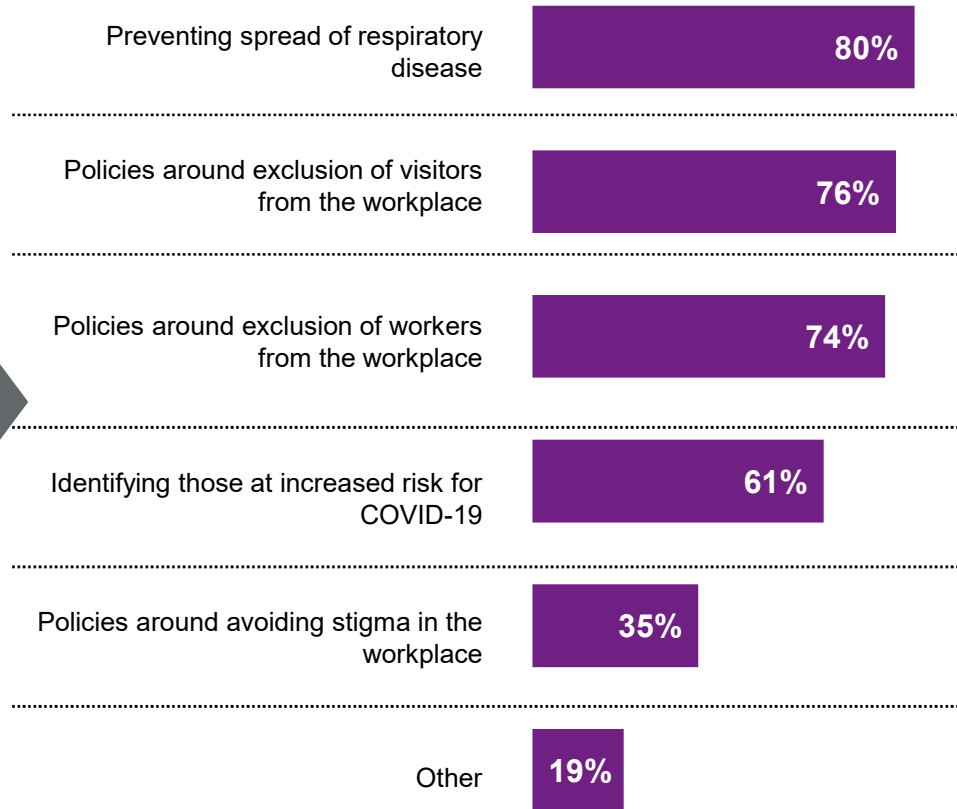


# The majority of respondents have not yet instituted specific training for supervisors

Has your organization instituted any specific training for supervisors around responses to COVID-19?



## Topics of this special training



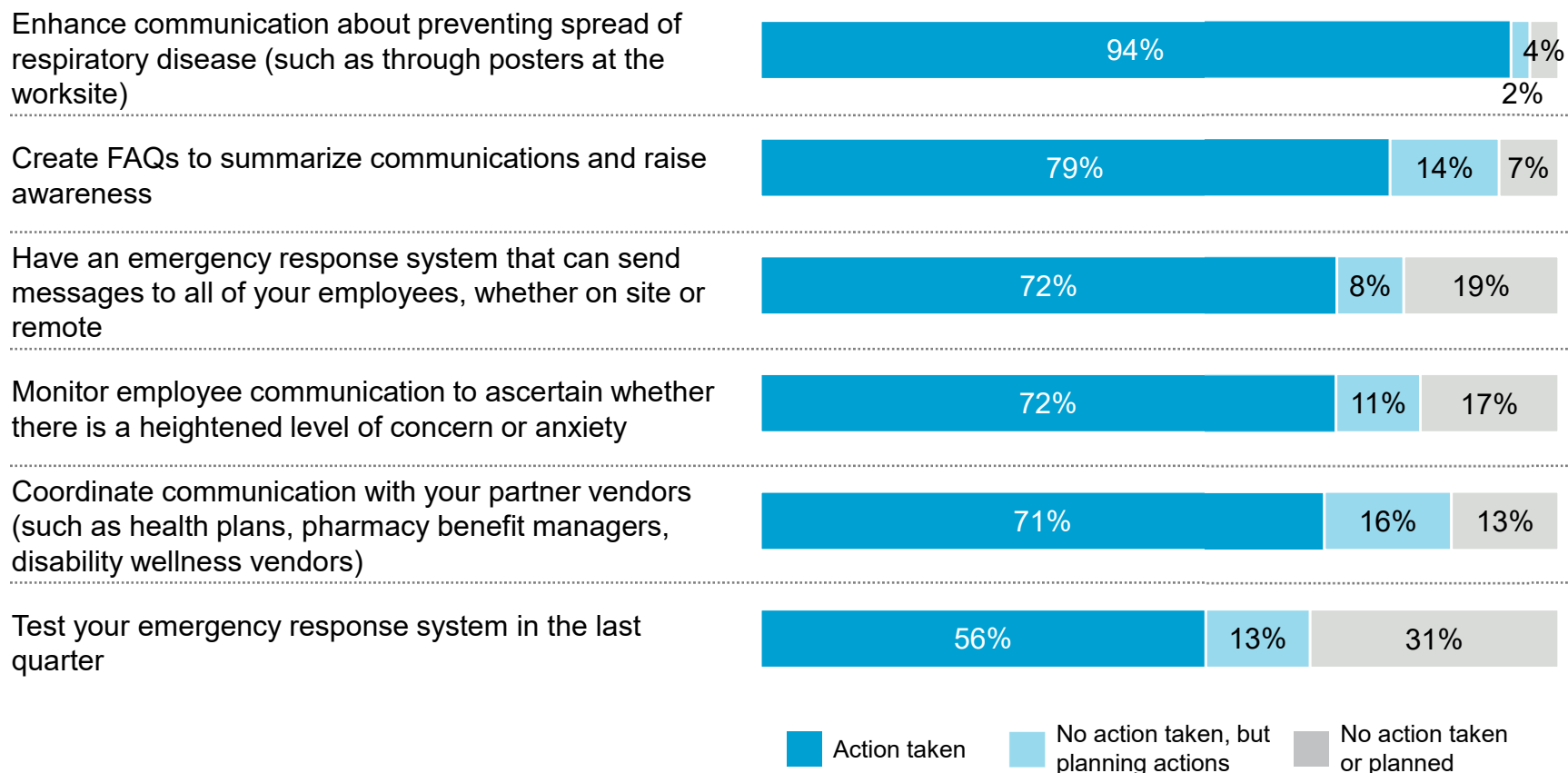
Note: "Not sure" option excluded.

Source: COVID-19 Employer Readiness Survey

# Communication

## Most companies have increased communication

Has your organization taken or plan to take any of the following actions?

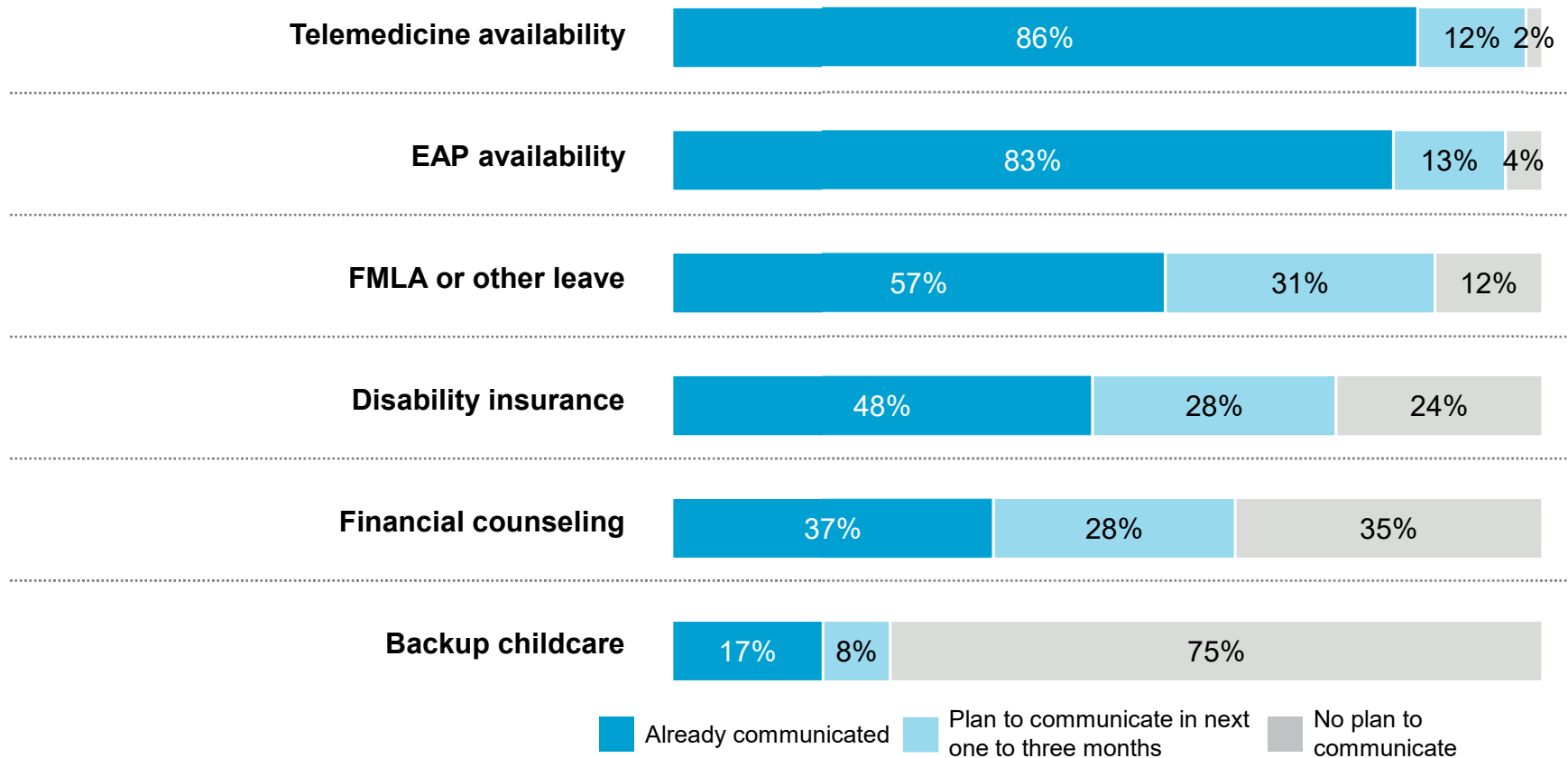


Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.

Source: COVID-19 Employer Readiness Survey

# Most companies have communicated with employees on telemedicine availability and EAP availability

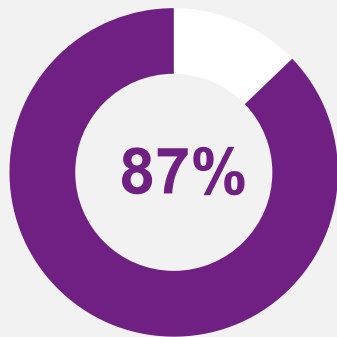
Has your organization communicated or does it plan to communicate on the following benefits with your employees around the COVID-19 pandemic?



Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.

Source: COVID-19 Employer Readiness Survey

## Most employers have a plan in place to tell employees if a fellow employee is diagnosed with COVID-19

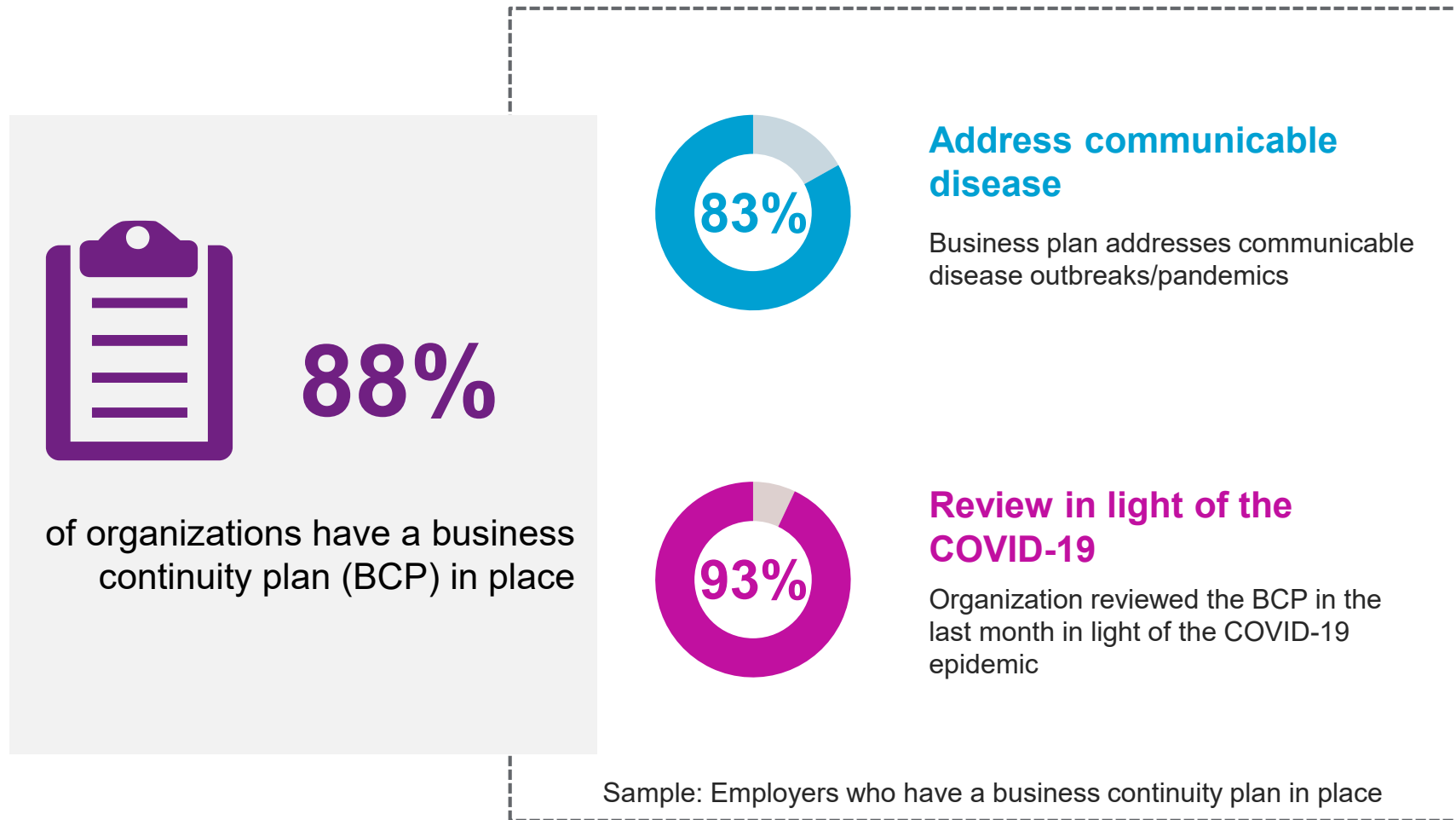


**Employers have a plan in place to tell employees if a fellow employee is diagnosed with COVID-19**  
while respecting that employee's confidentiality and following all relevant privacy regulations

Note: "Not sure" option excluded. Percentages indicate "Yes".  
Source: COVID-19 Employer Readiness Survey

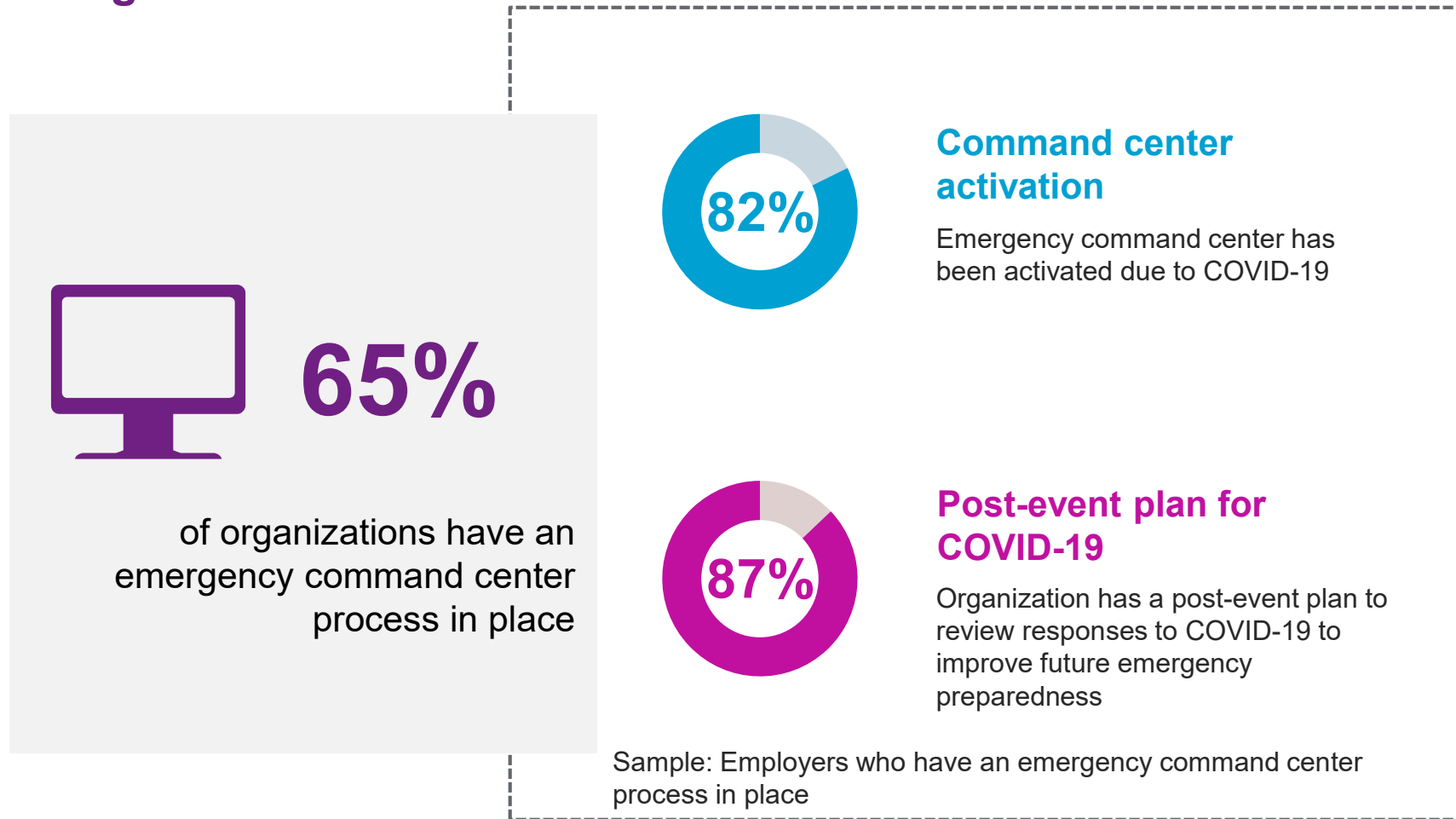
# Business Continuity Planning

# Business continuity plan in light of the COVID-19 epidemic



Note: "Not sure" option excluded. Percentages indicate "Yes".  
"Address communicable disease" and "review" are of those who have a BCP in place  
Source: COVID-19 Employer Readiness Survey

# The emergency command center process is applied in three-fifths of organizations



Note: "Not sure" option excluded. Percentages indicate "Yes".  
"Activation" and "post-event" are of those who have an emergency command center in place  
Source: COVID-19 Employer Readiness Survey



## Around three-quarters of organizations have communicable disease plans that identify essential employees and by function



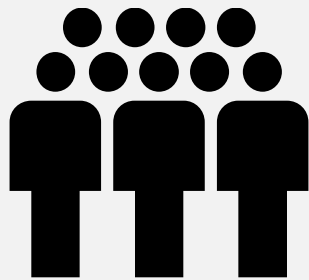
74%

of employers say their communicable disease plan identify essential employees and by function

Note: "Not sure" and "Not applicable" options excluded. Percentages indicate "Yes".

Source: COVID-19 Employer Readiness Survey

## Over four-fifths of organizations include employees in emergency responsiveness planning



82%

of employers say their organizations included employees in their emergency responsiveness planning

Note: "Not sure" and "Not applicable" options excluded. Percentages indicate "Yes".

Source: COVID-19 Employer Readiness Survey

# Most companies have reviewed supply chain vulnerabilities in light of COVID-19

Has your organization taken or plan to take any of the following actions?

Review its supply chain vulnerabilities in light of COVID-19



Review its property and casualty insurance and benefit coverage in light of COVID-19



Model potential financial losses associated with this pandemic outbreak



Complete an exercise/drill prior to the COVID-19 epidemic

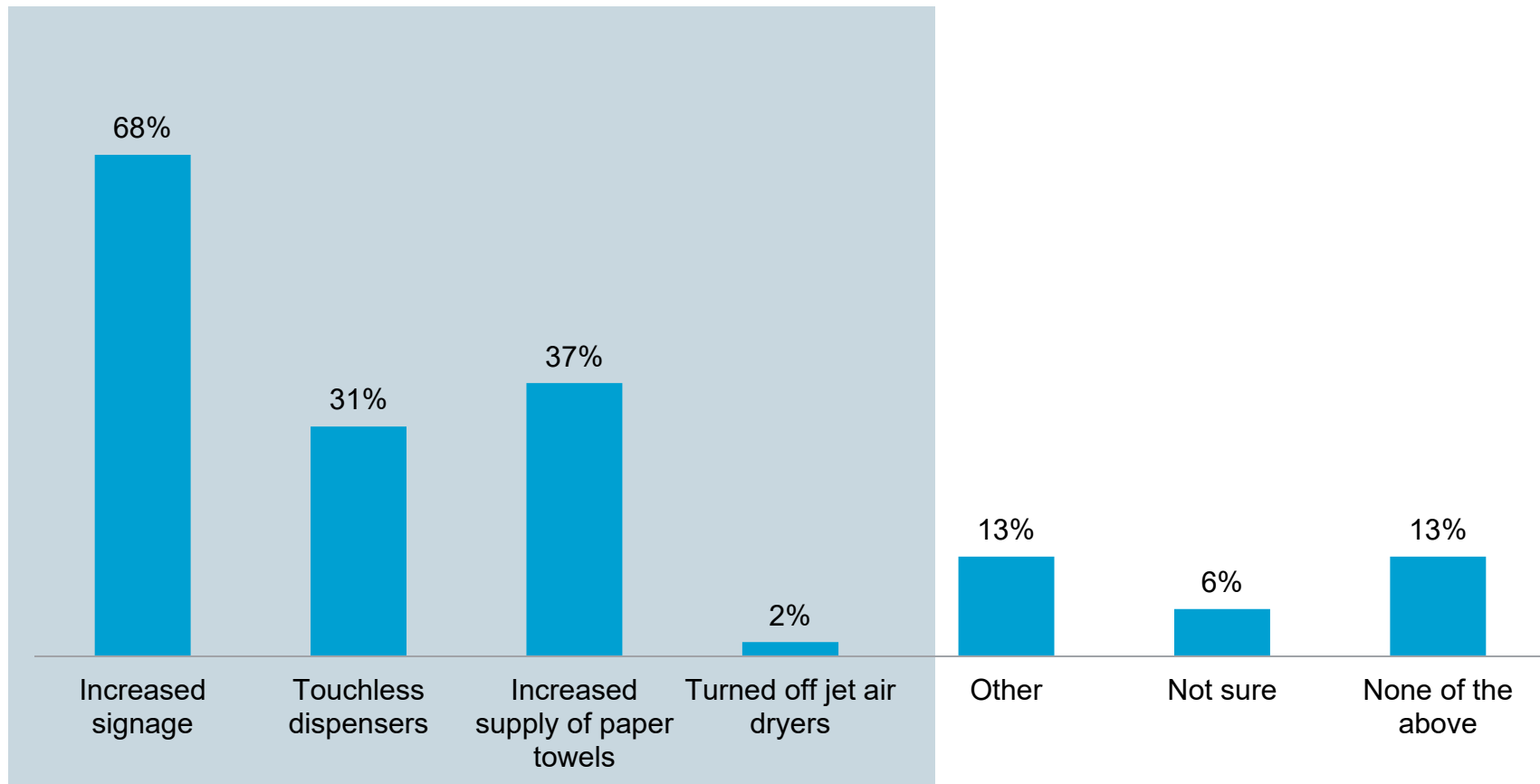


■ Action taken    
 ■ No action taken, but planning actions    
 ■ No action taken or planned

Note: "Not sure" option excluded. Percentages may not add up to 100% due to rounding.  
 Source: COVID-19 Employer Readiness Survey

## Two-thirds of employers increased signage for handwashing facilities in light of COVID-19

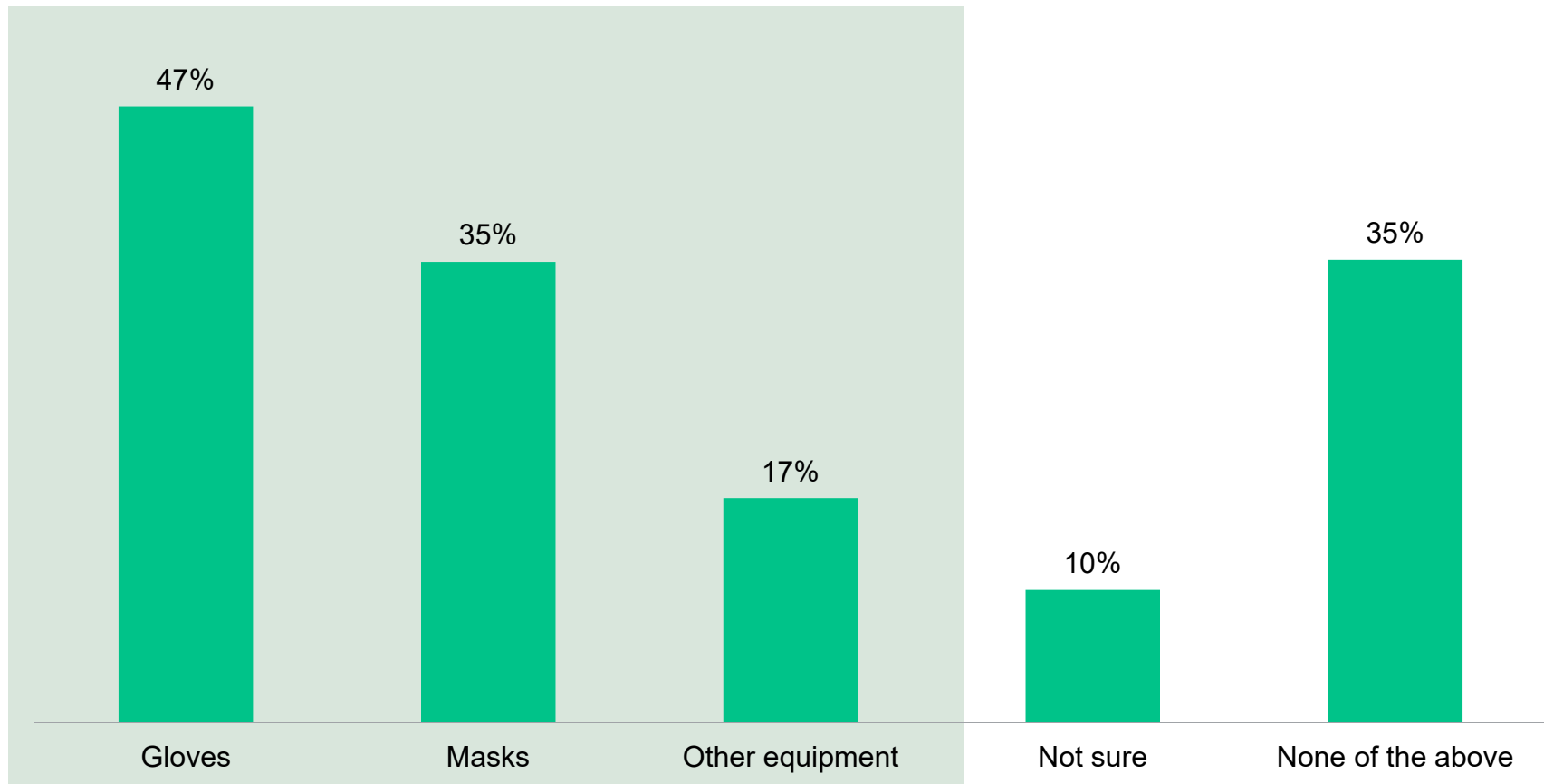
What changes, if any, has your organization made to access to handwashing facilities in light of COVID-19?



Source: COVID-19 Employer Readiness Survey

## Many employers provide gloves, masks and other personal protective equipment for employees

Does your organization provide access to any personal protective equipment for employees?



Source: COVID-19 Employer Readiness Survey