



Insurance Brokers &
Consultants

PULSE SURVEY RETURN TO WORK

We are committed to understanding and anticipating our network's needs - especially during times of uncertainty.

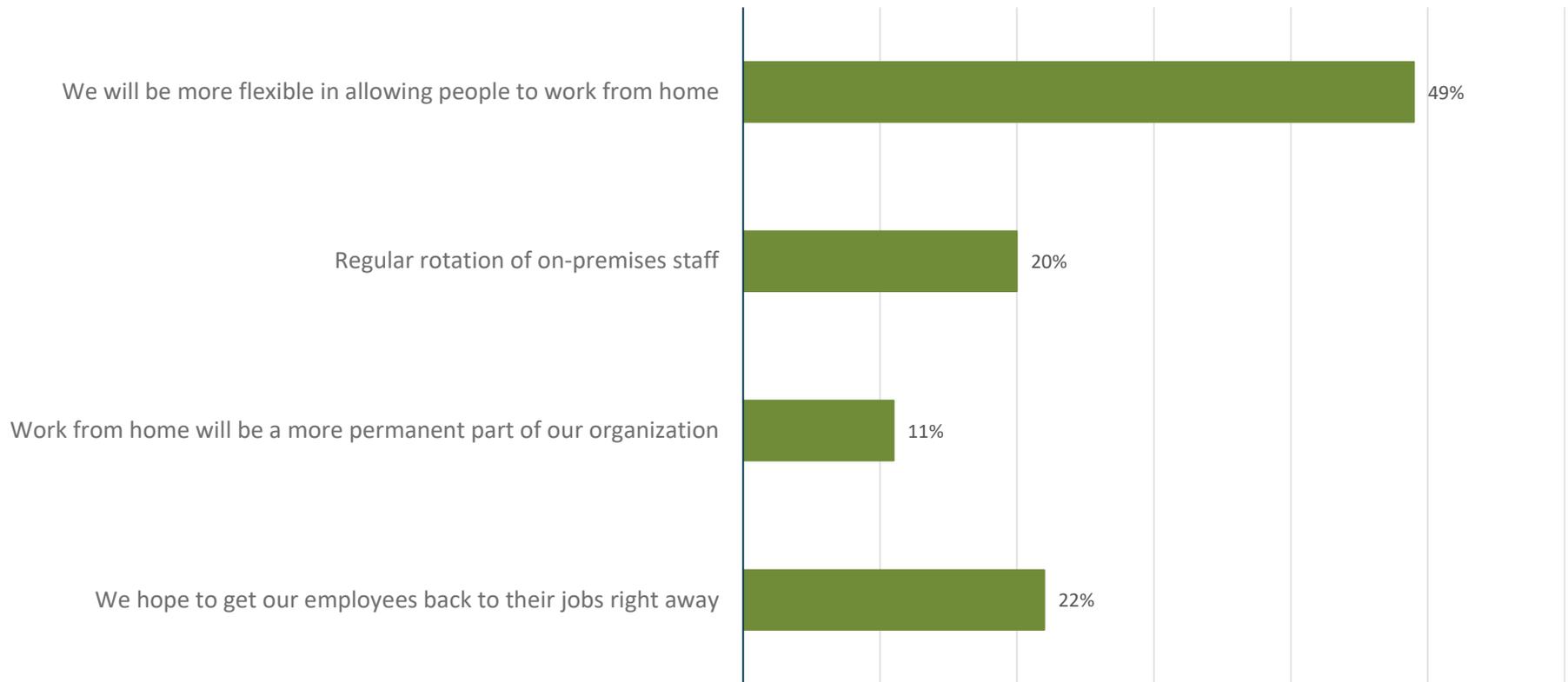
To help gauge observations, experiences and expectations surrounding the Coronavirus pandemic, we executed a Pulse Survey series.

This presentation presents results from the Return to Work pulse survey.

SURVEY RESPONSES

Once shelter-in-place laws have been lifted, how do you plan to reintegrate employees into your workforce?

Question Type: Single Select ● Answered: 164 ● Skipped: 0

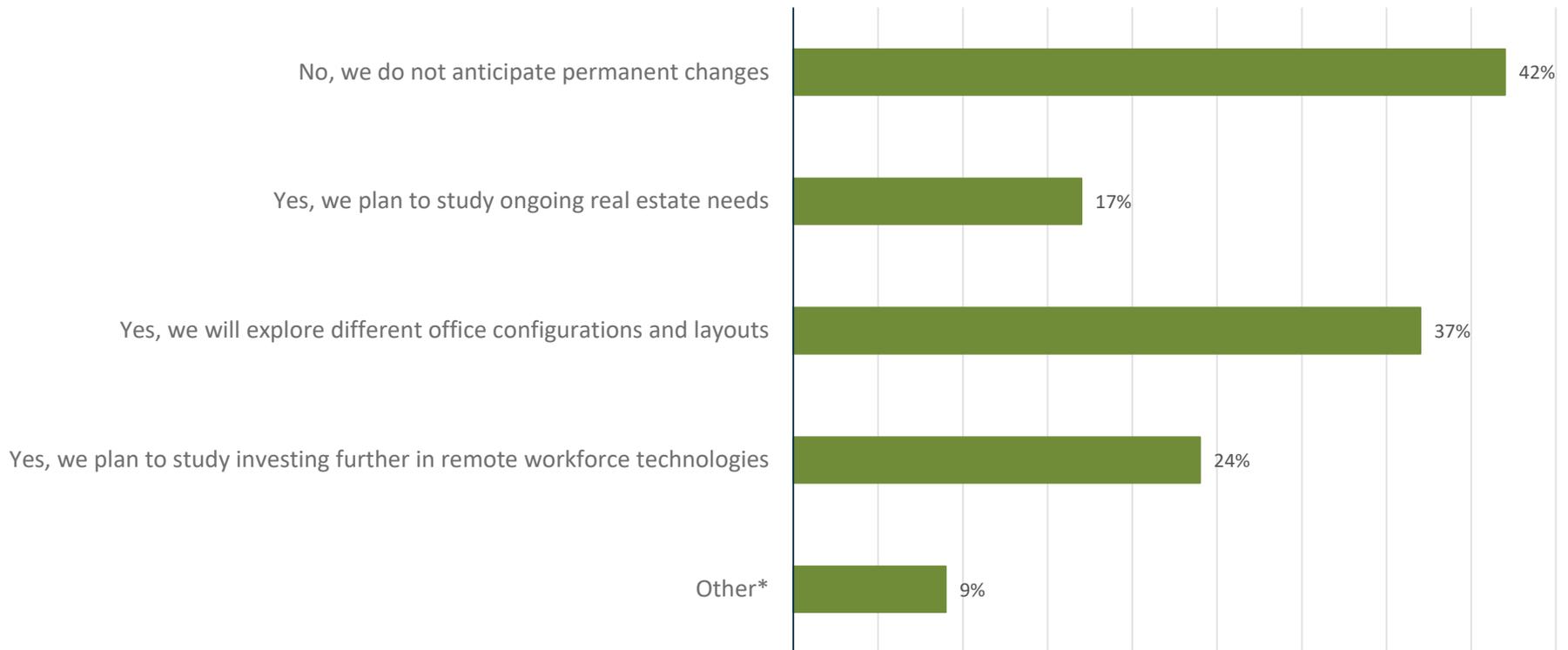


All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Has the shelter-in-place order led to permanent, or consideration of permanent, changes to your workforce?

Question Type: Multi-Select • Answered: 164 • Skipped: 0



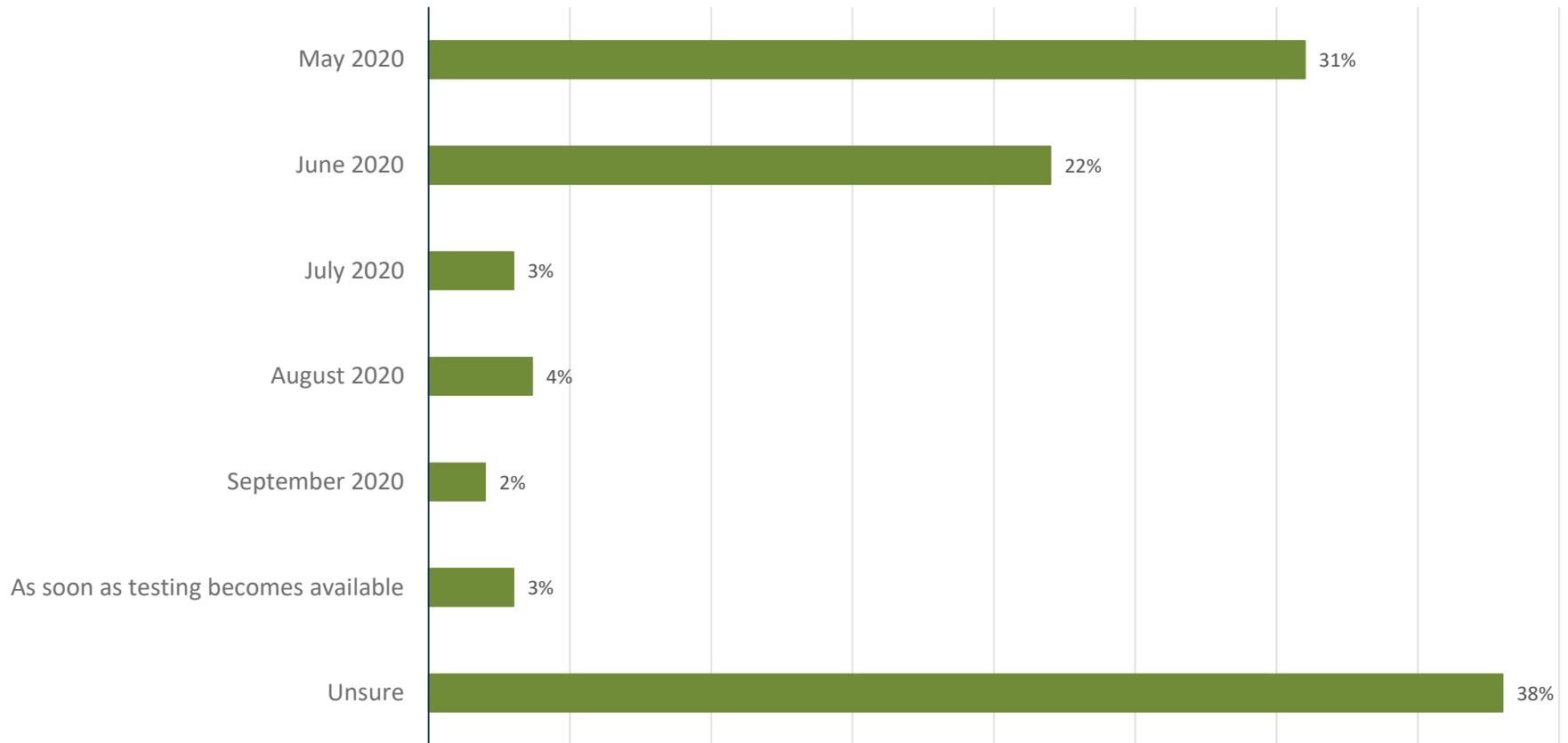
**See Appendix A for full list of responses categorized as 'Other.'*

All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

When do you plan to bring employees back to the office?

Question Type: Single Select • Answered: 164 • Skipped: 0



All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

What has been the most successful way to keep your employees engaged through the shelter-in-place order?

Question Type: Free Text • Answered: 161 • Skipped: 3

Key Takeaways*

Over **130**
respondents
emphasized the
importance of
communication

56
respondents
specified video
or virtual
conferencing

22
respondents
held daily
meetings, calls
or updates

*See Appendix B for top free text response trends.

SURVEY RESPONSES

Participating Industries

Question Type: Drop Down ● Answered: 164 ● Skipped: 0

33+
Industries

Highest Responses:

- Insurance (6.10%)
- Legal (6.10%)
- Manufacturing (6.10%)
- Transportation/Distribution (6.10%)
- Construction/Home Improvement (5.49%)
- Non-Profit (5.49%)

Accounting
Advertising
Aerospace/Aviation/Automotive
Agriculture/Forestry/Fishing
Biotechnology
Business/Professional Services
Business Services (Hotels, Lodging Places)
Computers (Hardware, Desktop Software)
Construction/Home Improvement
Consulting
Education

Energy
Engineering/Architecture
Entertainment/Recreation
Environmental Services
Finance/Banking
Food Service
Government/Military
Healthcare/Medical
Internet
Insurance
Legal
Manufacturing
Media/Printing/Publishing

Mining
Non-Profit
Oil & Gas
Pharmaceutical/Chemical
Real Estate
Rental Equipment
Retail
Telecommunications
Transportation/Distribution
Utilities
Wholesale
Other (please specify)

SURVEY RESPONSES

Participating Companies

Question Type: Free Text • Answered: 161 • Skipped: 3



153+
Companies
Represented

RESULTS SUMMARY

Additional Considerations & Findings

Large Focus on Communication

- Over **130** respondents emphasized the importance of communication within their corporation and/or team.
- **22** respondents reported daily meetings, calls, or updates

Return to Work Plans

- **52%** plan to return to work between May and June
- **37%** are unsure of when they will choose to return

Future Work from Home (WFH) Plans

- **59%** plan to incorporate more flexible or permanent WFH features
- **76%** have experienced or expect to experience permanent changes to their workforce (real estate needs, office configurations, and WFH technologies)



APPENDIX

APPENDIX A

Specific answers for the 'Other' selection: Has the shelter-in-place order led to permanent, or consideration of permanent, changes to your workforce?

- Going to set up a home office to get off the table!
- We may offer work from home as a long term option for employees.
- Skilled nursing facility. We are masking and following the CDC, CDPH and COCOPH guidelines.
- We have no cut staff
- A more defined work remote policy
- We will schedule work from home days strategically to ensure empty desks/cubicles between workers in the office.
- Change in organizational structure
- Under consideration
- Take precautions as CDC suggest
- PPE
- Travel less
- As of now, we are not making any permanent changes, but we are aware that we need to stay open minded and keep a watchful eye on what other employers are offering and what the CDC recommends moving forward in terms of office configuration and work setup.
- Unknown at this time
- In the short term, we will continue to use precautions as used for the past two months, however we still have allot to learn about this virus before instituting long term or permanent measures.
- Unsure what this will mean for us

APPENDIX B

What has been the most successful way to keep your employees engaged through the shelter-in-place order?

Top Free Text Response Trends

Communication:

Frequent calls, meetings, emails

Virtual Meetings:

Zoom, Skype and similar platforms

Interactive Technology:

Greater use of Microsoft Teams and similar platforms

Messaging from Management:

More frequent company-wide updates from leadership

Relaxed Events:

Opportunities for virtual team building (relaxed meetings, sharing family and life updates)

Employee Resources:

Providing additional support for employees and their families

Work from Home:

Tips and tools for working from home

Training:

Spend time on training and career growth