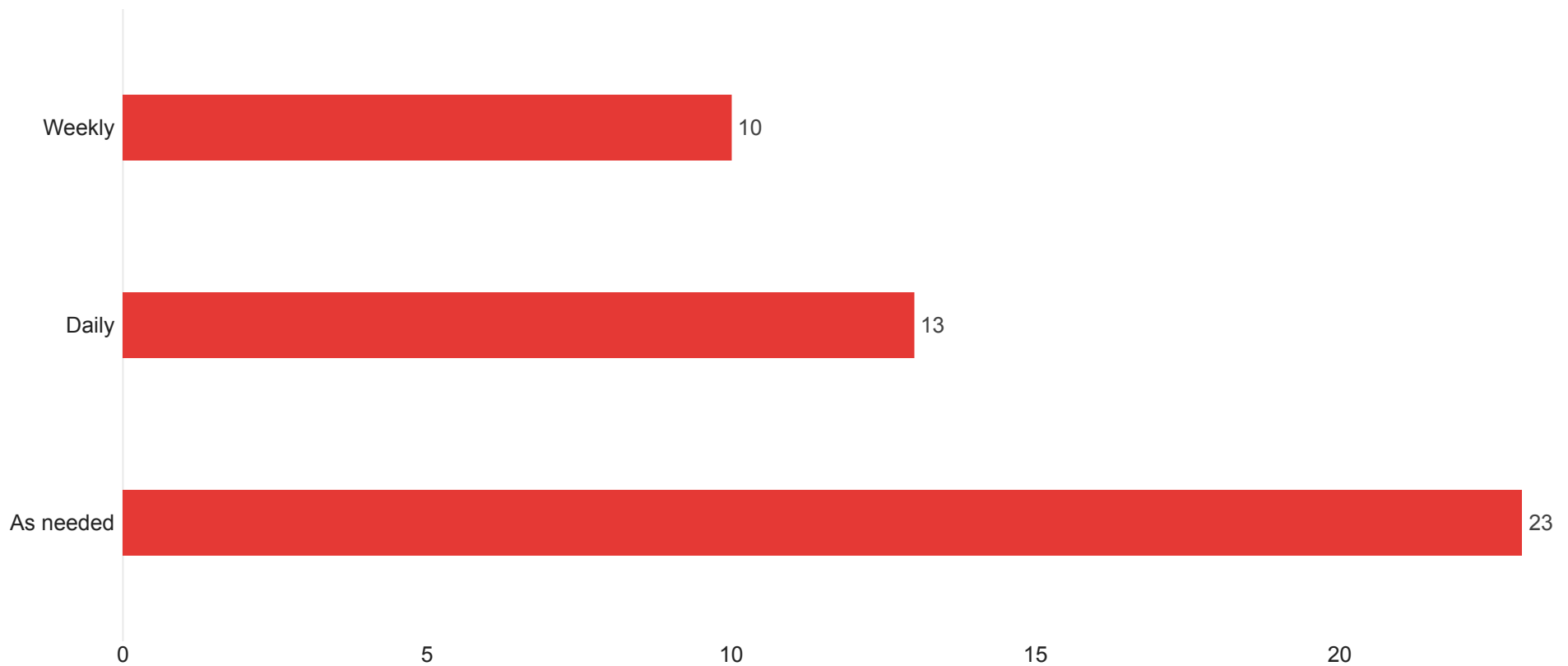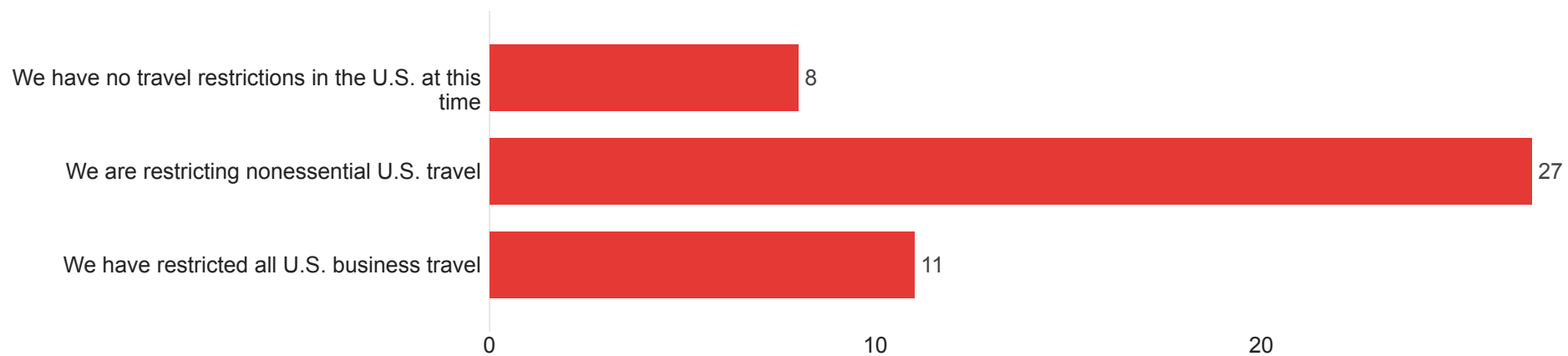# Coronavirus Survey - U.S.

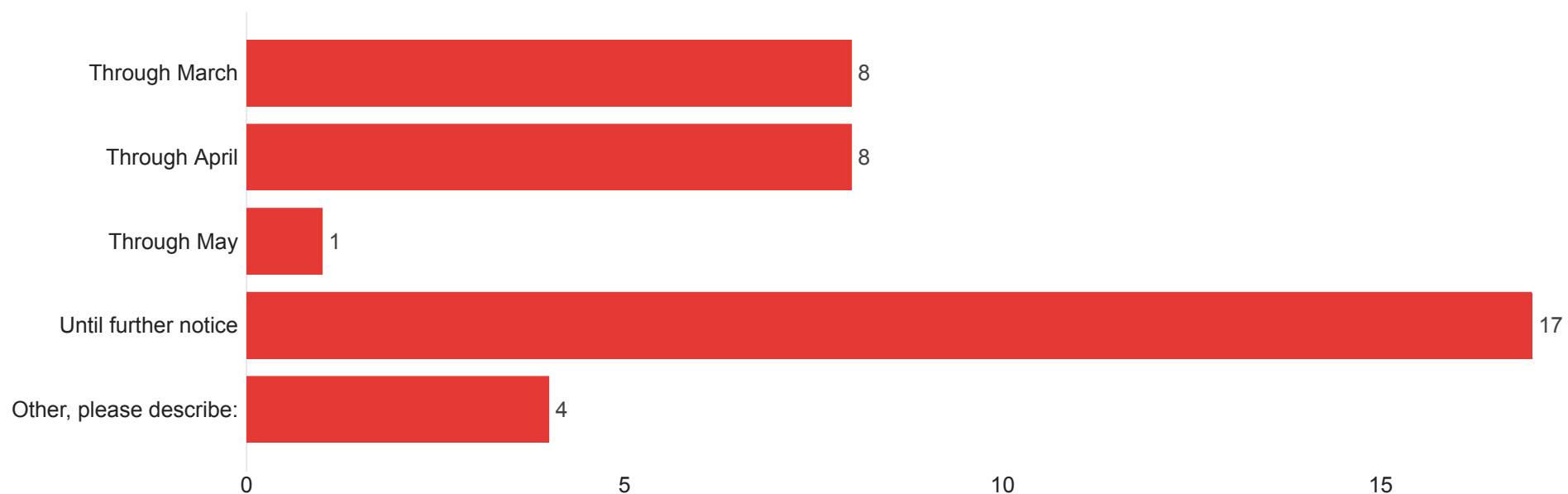Responses: Completes = 43 Partial =3 Total =46

Q1 - What is the current frequency of communication with employees regarding your organization's decisions and actions related to the coronavirus outbreak?

Q2 - Domestic Travel: What is your organization's current view on travel within the U.S. for business purposes?

Q3 - How long is the current travel restriction policy expected to be in place?

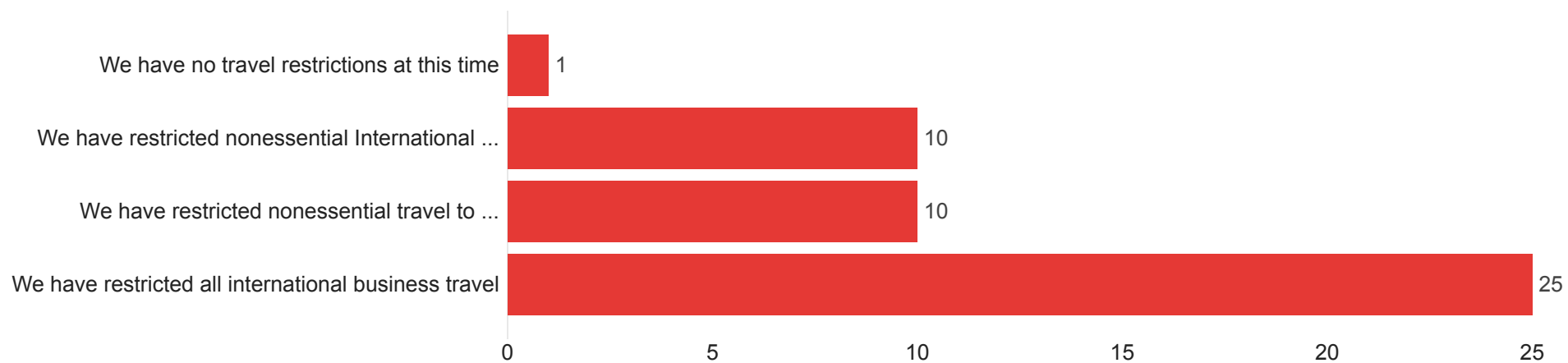| Category	Value
Through March	8
Through April	8
Through May	1
Until further notice	17
Other, please describe:	4

April 15

June 30

two weeks subject to further extension as needed

Assessing every 10 days

Q4 - International Travel: What is your organization's current view on travel outside the U.S. for business purposes?

Category	Value
We have no travel restrictions at this time	1
We have restricted nonessential International ...	10
We have restricted nonessential travel to ...	10
We have restricted all international business travel	25

Q5 - How long is the current travel restriction policy expected to be in place?

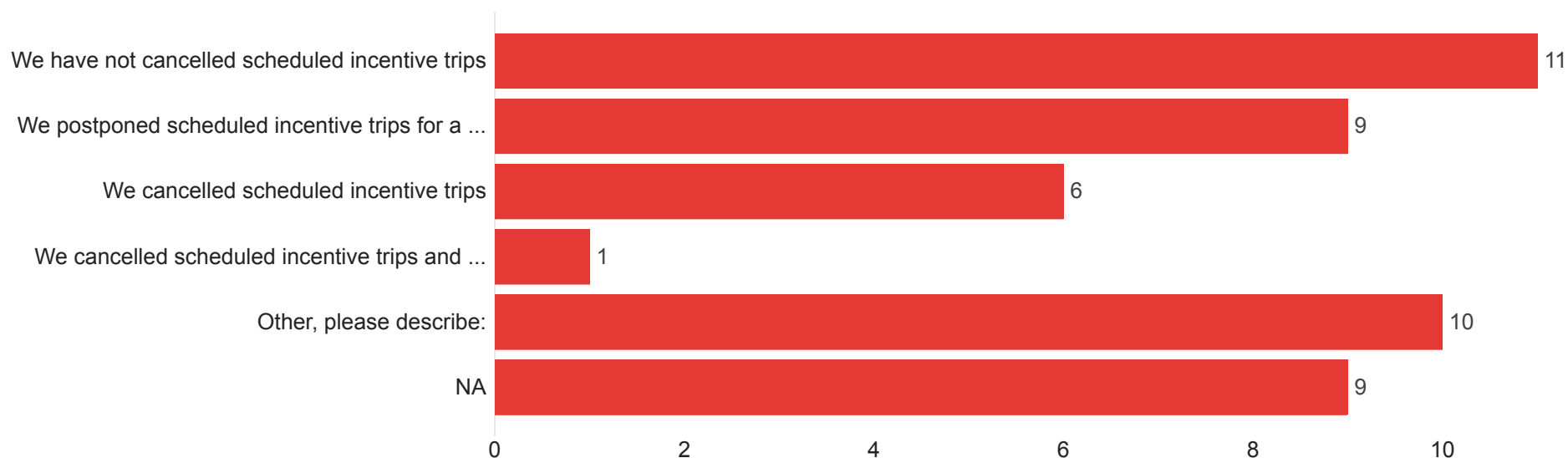| Category	Value
Through March	7
Through April	9
Through May	2
Until further notice	24
Other, please specify:	3
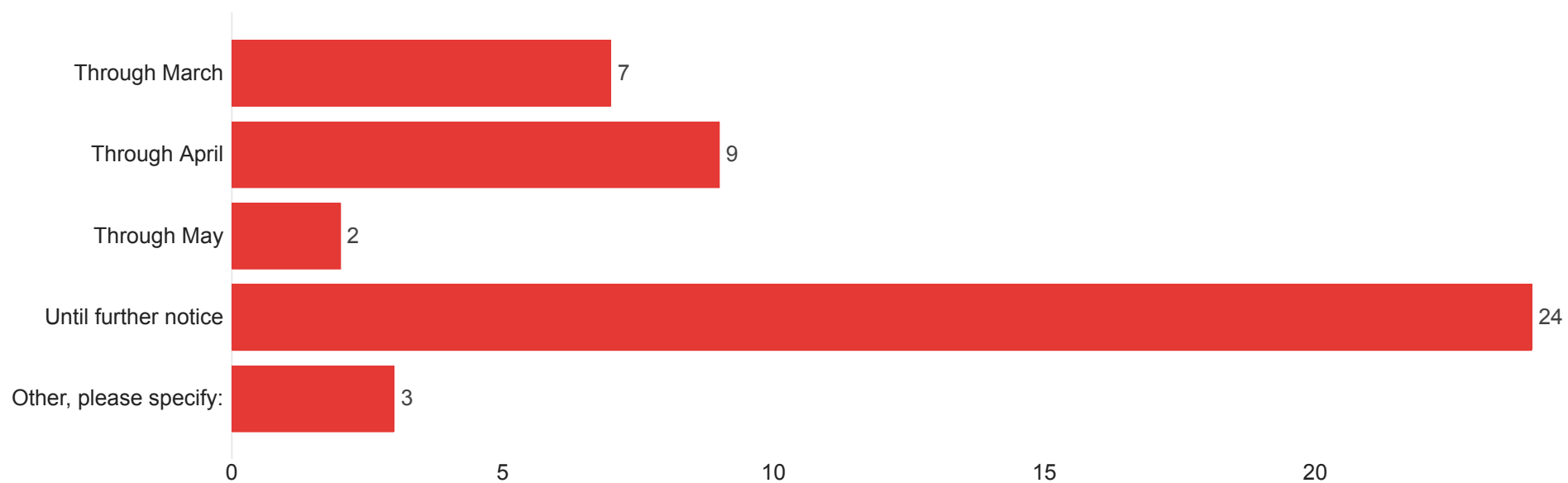
Q5_5_TEXT - Other, please specify: - Text

April 15

June 30

Assessing every 10 days

Q6 - Incentive Trips:How is your company handling planned incentive trips in the current environment?

Response	Count
We have not cancelled scheduled incentive trips	11
We postponed scheduled incentive trips for a ...	9
We cancelled scheduled incentive trips	6
We cancelled scheduled incentive trips and ...	1
Other, please describe:	10
NA	9

NA

We are waiting to make a decision on our May, June, July trips

An international incentive trip was cancelled but at this time, no other incentive trips have been cancelled.

We have cancelled and are evaluating how to proceed (whether we postpone or provide cash equivalent)

We have cancelled on trip and assessing the next one coming up
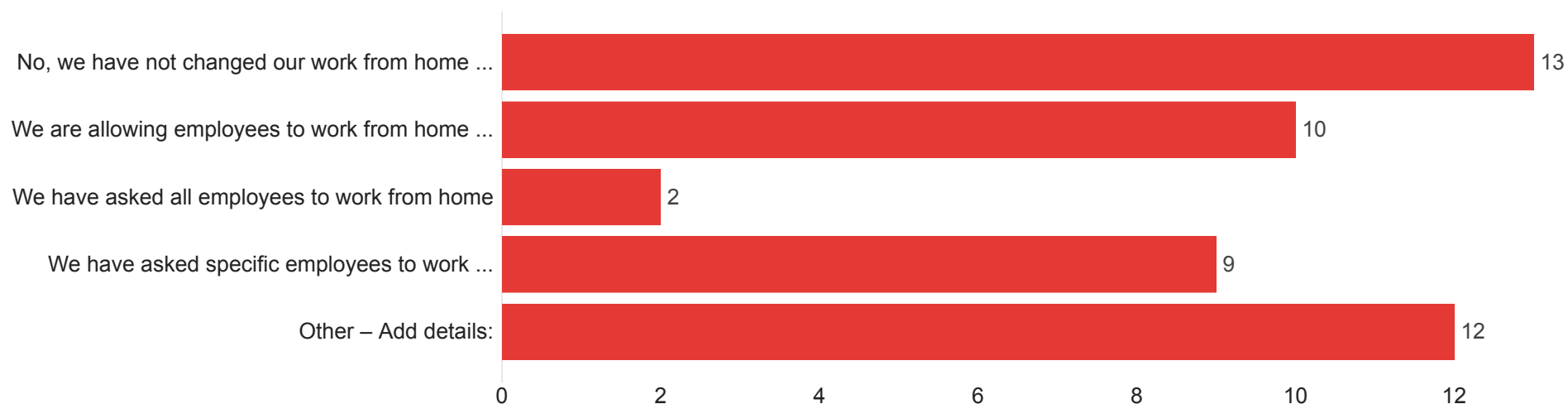
Still determining

We cancelled scheduled incentive trips and working through options for recipients.

We have postponed some but not all. Others are being evaluated

We just canceled a trip. Trying to hold off on these decisions as long as possible

We have cancelled one incentive trip and provided a cash award. Decisions on trips scheduled later in the year are pending.

Q7 - Work From Home Policy: Has your work from home policy changed in response to the current coronavirus situation?

Response	Value
No, we have not changed our work from home ...	13
We are allowing employees to work from home ...	10
We have asked all employees to work from home	2
We have asked specific employees to work ...	9
Other – Add details:	12

Combination of actions

We will be shortly asking specific employees to work from home on a rotating basis

We issued a strong "work from home" recommendation effective 3/12/20 for all offices in the Americas

Planning is in progress

If associates request to work remotely we are allowing them to do so and currently evaluating moving specific groups to work from home.

Staggered WAH arrangement in two week cylces. Half the company WAH for two weeks and the other half in the office for two weeks. After two weeks, the teams reverse - group 1 in the office, group 2 WAH. For individuals where WAH is not an option, we introduced flexible work arrangements.

Areas are splitting staff and having some work from home each day to test bandwidth
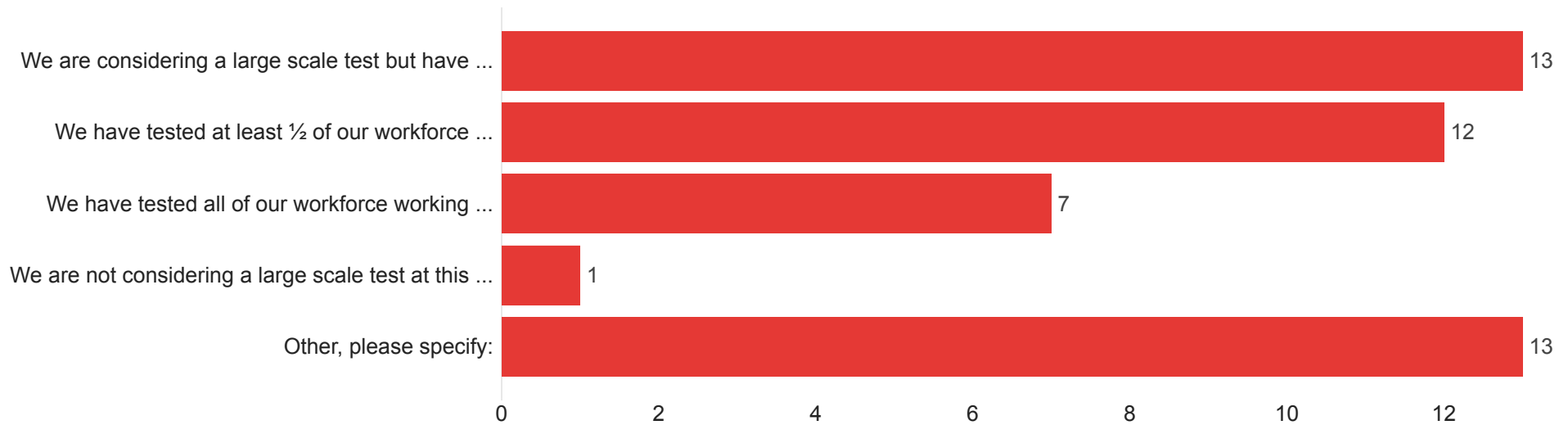
Both 1 and 4.

A combination of the above. We have NOT changed our actual policy, but we have certain critical roles mandated work from home, allowing employees to WFH from home if they prefer in most offices and moved to full WFH in other locations (NYC).

We will be implemented a social distancing policy which allows only 50% of the employees in the office at one time.

We are requiring work from home for employees who may have been exposed. We are also testing our remote capabilities with increased utilization.

We are systematically testing work from home capabilties as part of our business continuity planning

Q8 - Work At Home Scale Testing: Has your organization performed a large scale test for having large numbers of employees working remotely?

Response	Value
We are considering a large scale test but have ...	13
We have tested at least ½ of our workforce ...	12
We have tested all of our workforce working ...	7
We are not considering a large scale test at this ...	1
Other, please specify:	13

(Axis: 0, 2, 4, 6, 8, 10, 12)

Q8_5_TEXT - Other, please specify: - Text

Multiple appoaches taken

I don't have knowledge of this

Testing in progress

We have conducted a large scale test, but less than 1/2 of our workforce.

We test work from home capabilities at least annually. We have completed or plan to complete location specific tests in the coming weeks.

Not needed, have previous stress testing during weather events

We have tested 30% scenarios

Some areas are testing 1/3 each day; working toward full scale test of this
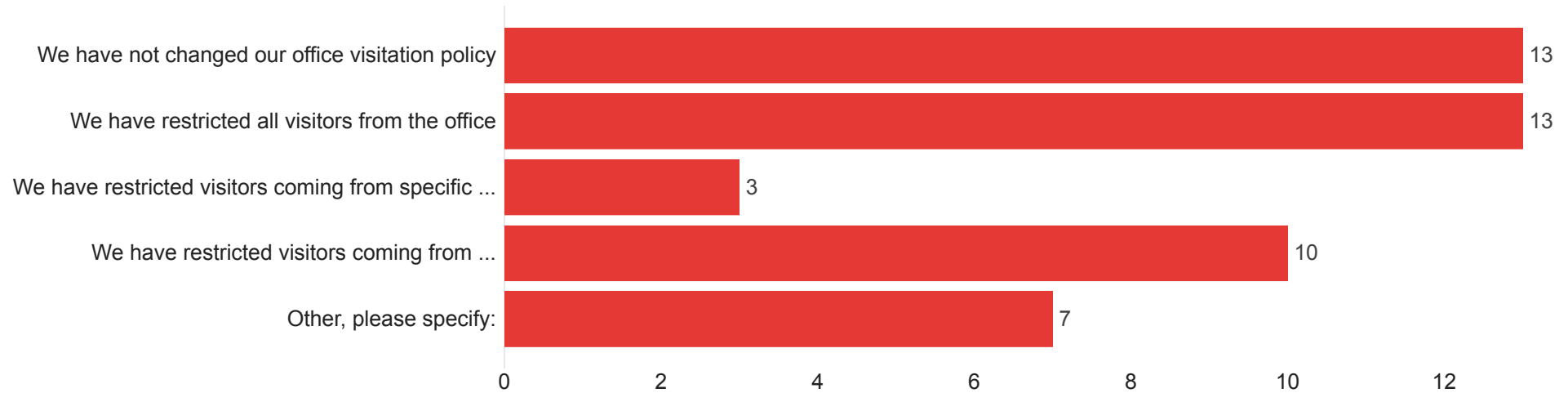
We have tested 1/3

we have managed events or regular activity where up to 40% of our population has worked remotely

successful tests in the past

We are doing one next week.

We already had ability for over 90% of employees working from home

Q10 - Office Visitation: Has your company modified its office visitation policy?

Category	Value
We have not changed our office visitation policy	13
We have restricted all visitors from the office	13
We have restricted visitors coming from specific ...	3
We have restricted visitors coming from ...	10
Other, please specify:	7

Other, please specify: - Text

Site dependent approach

Restricted visitors from CDC watch list countries

We are asking visitor if they have traveled internationally in the past 4 weeks. We are asking visitors if they or a family member has flu like symptoms
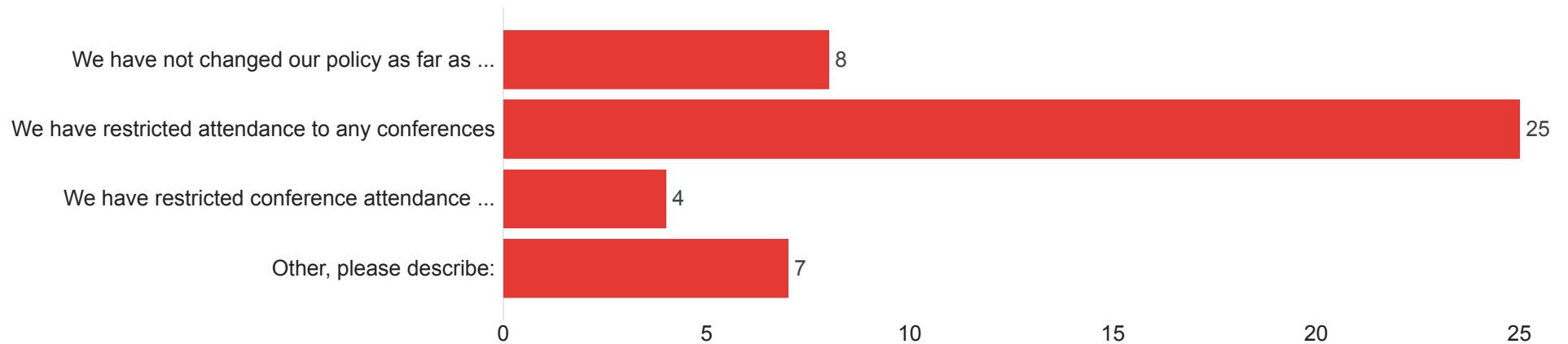
restricted non-essential visitors

We have restricted visitors from specific regions globally

restricted nonessential visitors

We have restrictions based on symptoms and CDC countries. Lots of vendors have required remote working.

Q11 - Conferences: Has your organization placed temporary restrictions on employee conference attendance?

Response	Count
We have not changed our policy as far as ...	8
We have restricted attendance to any conferences	25
We have restricted conference attendance ...	4
Other, please describe:	7

Q11_4_TEXT - Other, please describe: - Text

Other, please describe: - Text

discretion of EE and business unit

We are asking employees to restrict attendance. But have allowed them to exercise business judgment.

We have restricted travel through the end of March which includes conference attendance. This date is being reviewed and may be extended based on circumstances.
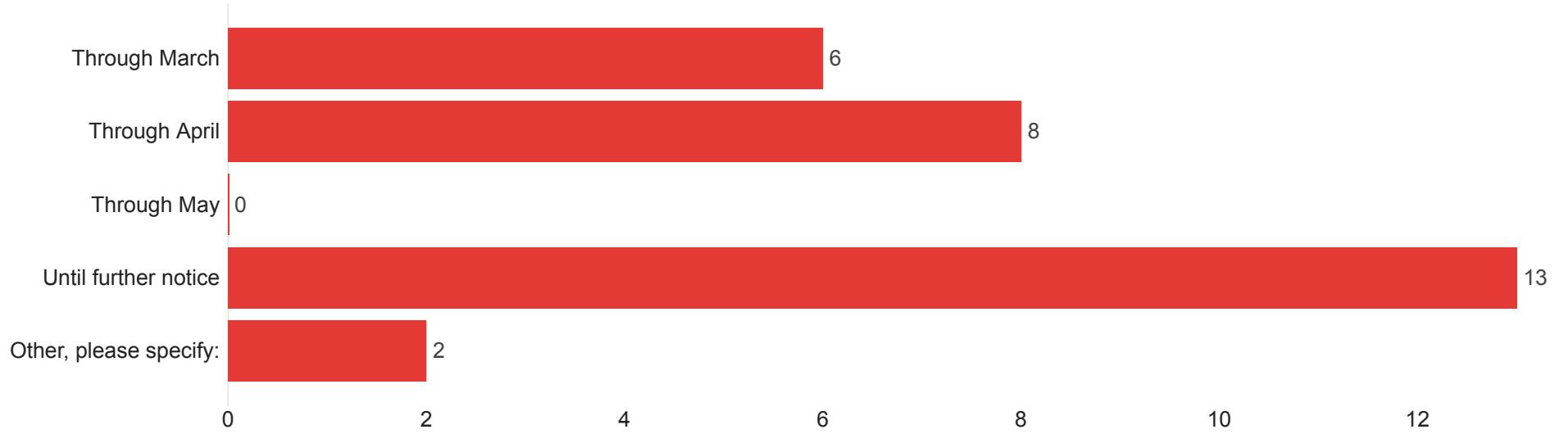
eliminated non-essential attendance

xxx

Up to participants to decide

We have restricted all non-essential conferences and we are limiting attendance to one person
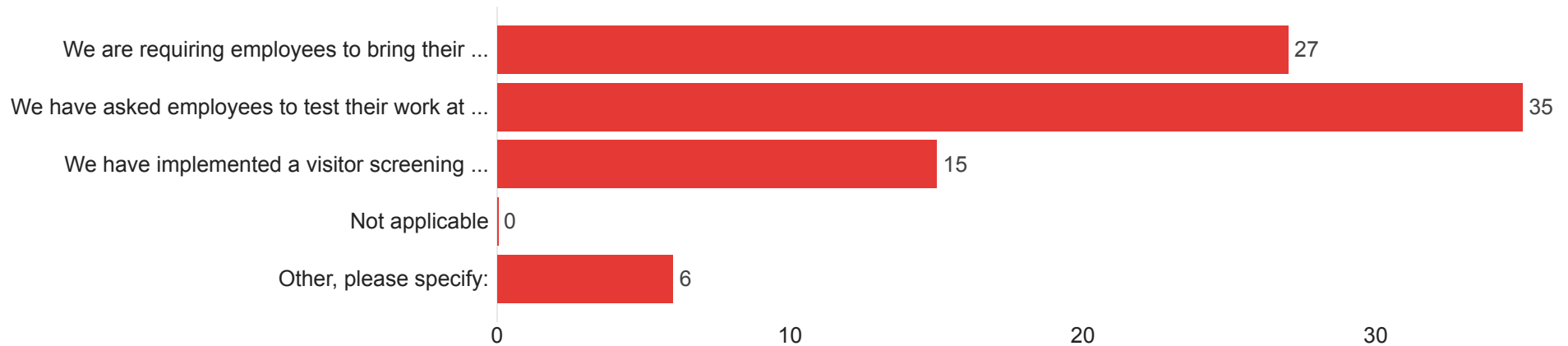
Q12 - How long is this policy expected to be in place?

Response	Count
Through March	6
Through April	8
Through May	0
Until further notice	13
Other, please specify:	2

Q12_5_TEXT - Other, please specify: - Text

Other, please specify: - Text

April 15

June 30

Q13 - Business Continuity and Preparedness Policies: Has your company implemented any new policies around preparedness for business continuity or limiting spread of the virus? (pick all that apply)

Policy	Count
We are requiring employees to bring their ...	27
We have asked employees to test their work at ...	35
We have implemented a visitor screening ...	15
Not applicable	0
Other, please specify:	6

Q13_5_TEXT - Other, please specify: - Text

Limiting spread: Boxed lunches in our cafeteria instead of full meals; closign fitness center; suspending all in-person training

Employing health and safety precautions

We already had a policy where employees are required to take their laptops home every day

Requested associates report planned personal travel. Implemented guidance for personal travel including requiring 14 day self quarantine in certain circumstances. Restricted large meetings and are promoting virtual meetings as an alternative.

We have implemented a new hire screening process/questionnaire

We have asked employees to self quarantine for fevers

Q14 - What other actions has your company taken in response to the current coronavirus situation?

increased sanitization and cleaning of public areas increasing individuals to answer calls in the HR Service Centre

Almost daily market and economic briefings for ourselves and our clients. Work force has been divided into A and B groups. A groups would work from home for 2 weeks; with the B group in the office. Then they would alternate. This is implemented in European locations. US locations have not yet implemented this procedure - thought we have divided our employees into the two groups.

Connecting associates with their assigned nurse to answer questions/concerns about COVID-19 and evaluating all international personal travel plans to maintain an awareness of the potential risk that may be entering our location portfolio

More frequent cleaning of common areas. Provided associates with preparedness reminders for their home. Contacted critical third-parties asking questions about their preparedness.

Quarantine of 14 days for employees returning from defined Level 3 countries, notices posted on the doors to the building. Communication with employees asking them to stay home if they are not feeling well. Provided more hand sanitizers around the building, increased cleaning of common areas by janitorial. Committee of Senior Execs meets every other day to see what/if any approaches need to be modified. On the business side, monthly product repricing has gone to weekly for some products.

We have asked all employees returning from certain countries, as well as cruises, or been in close contact with someone in these locations to self-isolate for 2 weeks before returning to the office. We have cancelled or postponed all external events. We are providing employees with options to work remotely, join meetings and town halls remotely. We have minimized inter-office travel unless essential.

Developed an informational intranet site. Promoting appropriate hygiene measures. Implemented additional cleaning. Created working group to discuss issues/status and implement policies in response to the virus.

Additional facility cleaning, enhanced work from home infrastructure, encouraged associate flexibility, made EAP and other resources front of mind, updated pandemic plan, tightened up mass notification system, created resource center on intranet for associate resources

Set up a dedicated website on the intranet with all related coronavirus communications, tech information, learning pathways on working remotely, etc.

We have created an internal information hub on our intranet to facility responsive communication to employees. We have developed a robust communication approach to our customers and external partners.

Formed a subcommittee that meets weekly.

If an employee or employee family member travels internationally for personal reasons and they go to a level 1,2,or3 country identified by the CDC they must work from home for 14 days up their return to the US or the family members return.

Business Resiliency Planning team meeting regularly. Increased cleaning routines. "Do's & Don'ts" for employees, including addressing their own health situation and those they come in contact with.

Increased cleaning of the campus

Have increased Work from home capabilities in critical areas

Healthy Living Committee has distributed hand sanitizer, disinfecting wipes, kits with masks, flyers on good precautionary practices Prepared guidance documents: "temporary telework arrangement", manager Do's & Don'ts, etc.

We are encouraging people to use video to create more sense of community. We are working on video town halls to create forums for interaction/discussion with leadership.

Re-examining our sick time/PTO policy - we want employees to stay home if they have any signs of illness and not feel they should come in to "protect" PTO.

Q15 - What other considerations are important for companies to examine?

Impact to PTO policies and pay. Impact to variable-compensated employees.

Our concern to date is more employee overreaction to actual threat level than concern about actual impacts of the virus. We have not modified work from home rules and have told employees who without authorization are not in the office that it is a use of PTO. We have told employees who have demonstrably insisted to coworkers that they not fly on spring break to stand down, no authority to make such requests.

Monitoring the impact of other local organizations make (i.e., schools, child care facilities, business partners, etc.). Reviewing this information to help guide corporate decisions. For companies with multiple locations, ensuring consistent messaging and awareness if location specific decisions are made. Continual review of attendance policies.

Stress and anxiety on associate population

How working remotely impacts individuals (could feel isolated), team interactions, corporate culture.

How to handle employees that have been in the area of where a confirmed case exists.

Ability to operate if facilities are required to be closed. Pay policies for anyone that cannot work at home due to job function or lack of equipment.

Impact of policies on small businesses that are dependent on your employees (restaurants, etc) and support organizations (cleaning companies, etc). These businesses and the employees are very vulnerable and can trigger failures. Impacts on your hourly and non-exempt employees if they cannot work from home, are quarantined, etc. Imagine what you are going to do the first time you have an employee with COVID-19 or exposed. It is harder than you think to figure out. Be aware of language that makes people feel they are being targeted (things said about Chinese folks, asking people about age &/or underlying health).

Internal policies on size of gatherings? Allowing employees to move within a building and/or into other buildings? Do our infrastructures have the capacity for large numbers of employees working from home?