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.
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*

- **49%** We will be more flexible in allowing people to work from home
- **20%** Regular rotation of on-premises staff
- **11%** Work from home will be a more permanent part of our organization
- **22%** We hope to get our employees back to their jobs right away

*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?

*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

- May 2020: 31%
- June 2020: 22%
- July 2020: 3%
- August 2020: 4%
- September 2020: 2%
- As soon as testing becomes available: 3%
- Unsure: 38%

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*

<table>
<thead>
<tr>
<th>Key Takeaways*</th>
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<tbody>
<tr>
<td>Over <strong>130</strong> respondents emphasized the importance of communication</td>
</tr>
<tr>
<td>56 respondents specified video or virtual conferencing</td>
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<tr>
<td>22 respondents held daily meetings, calls or updates</td>
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*See Appendix B for top free text response trends.*
SURVEY RESPONSES

Participating Industries

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

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

33+ Industries

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)
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