

PULSE SURVEY Employee Engagement

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

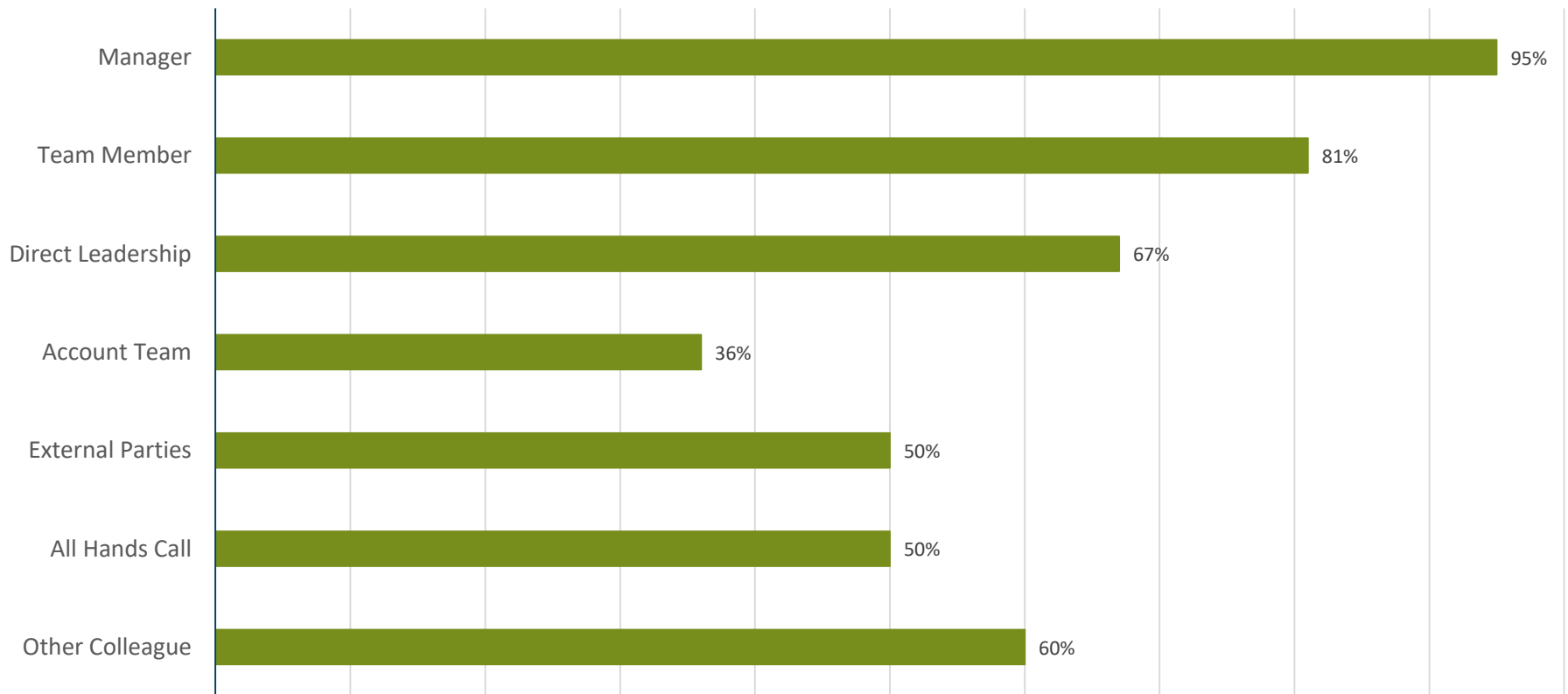
To help gauge observations, experiences and expectations surrounding the Coronavirus pandemic, we executed a Pulse Survey series.

This presentation presents results from the Employee Engagement pulse survey.

SURVEY RESPONSES

In the past seven days, I have had conference calls or video conferences with:

Question Type: Multi-Select • Answered: 57 • Skipped: 0

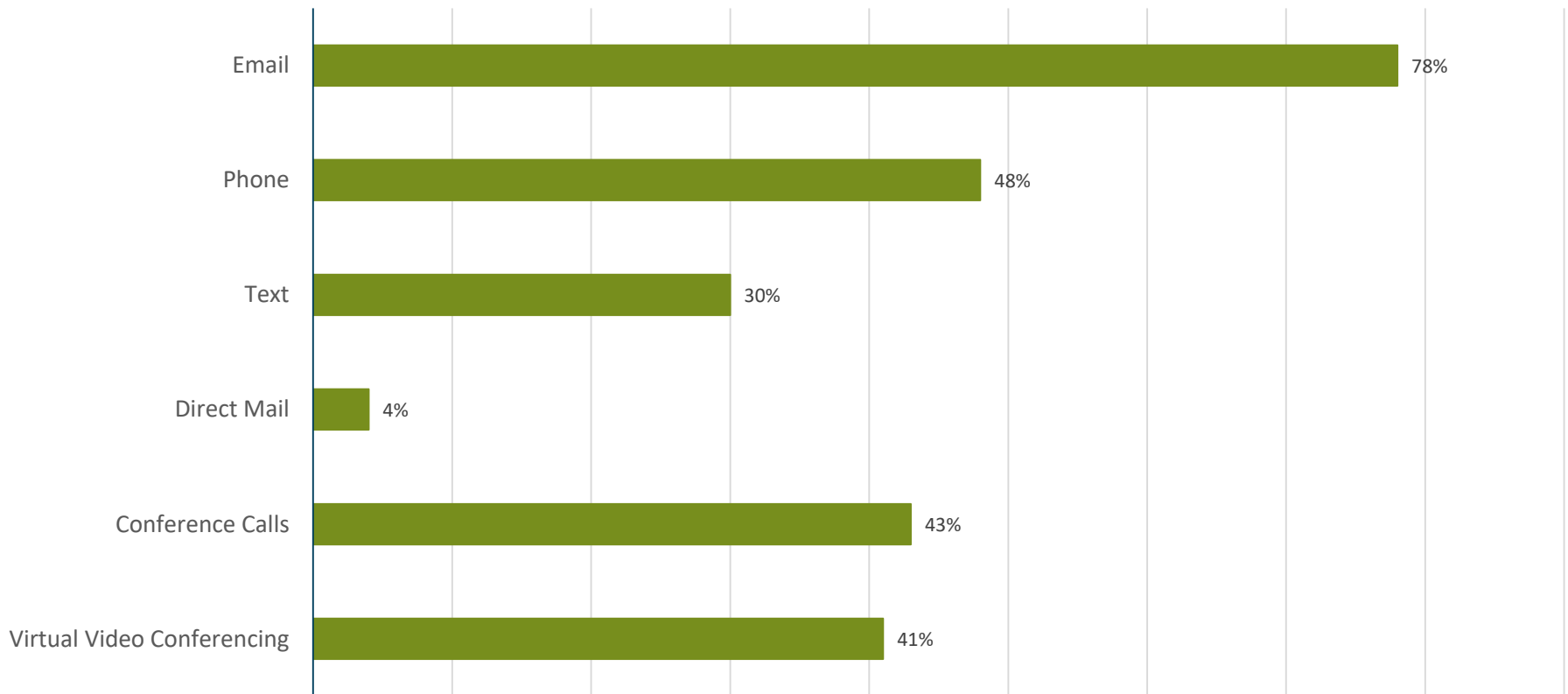


All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

What do you find is the most effective communication channel being utilized during this pandemic?

Question Type: Multi-Select • Answered: 57 • Skipped: 0

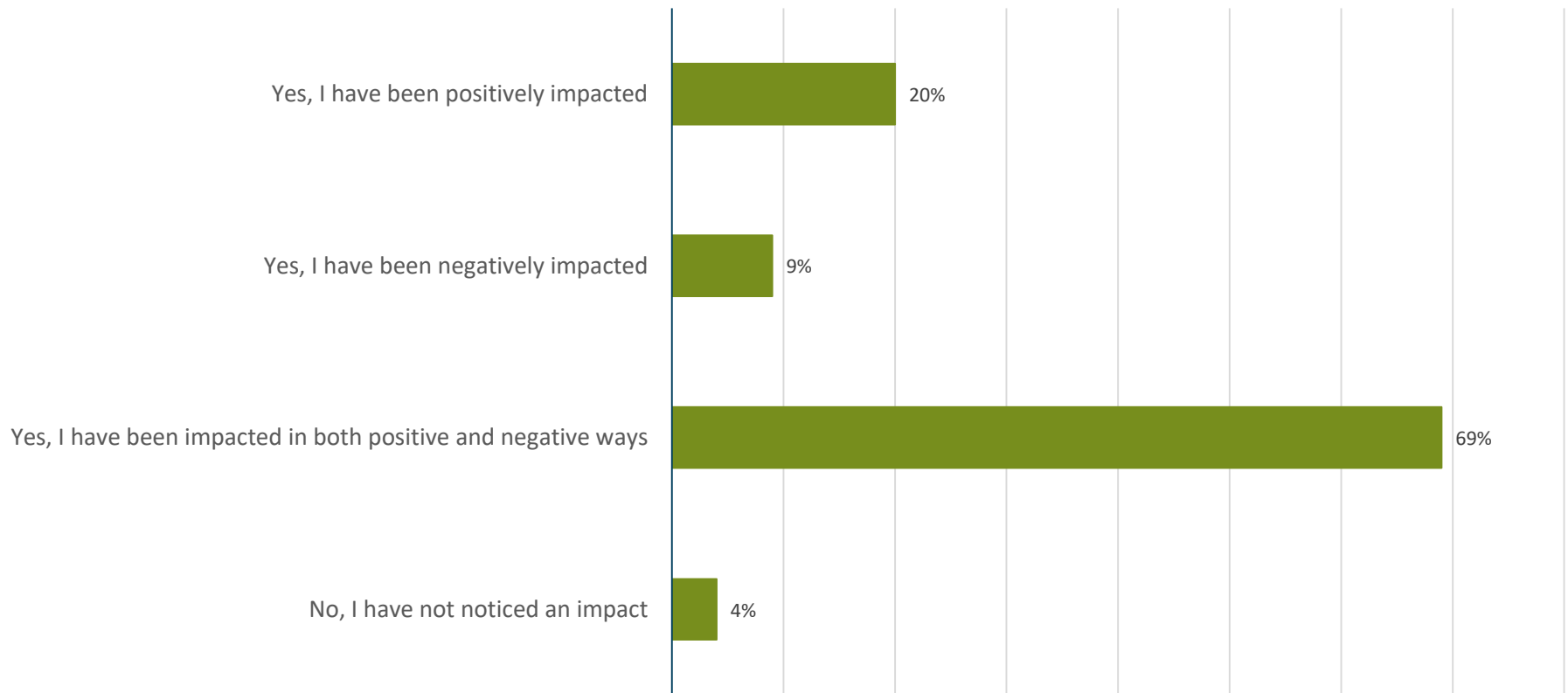


All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Do you feel as though your new working environment has impacted your productivity and connection with your colleagues?

Question Type: Single Select ● Answered: 57 ● Skipped: 0



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

SURVEY RESPONSES

If you wish, please elaborate regarding how you have been impacted.

Question Type: Free Text • Answered: 34 • Skipped: 23

Key Takeaways

17 employees responded that they feel they are more productive

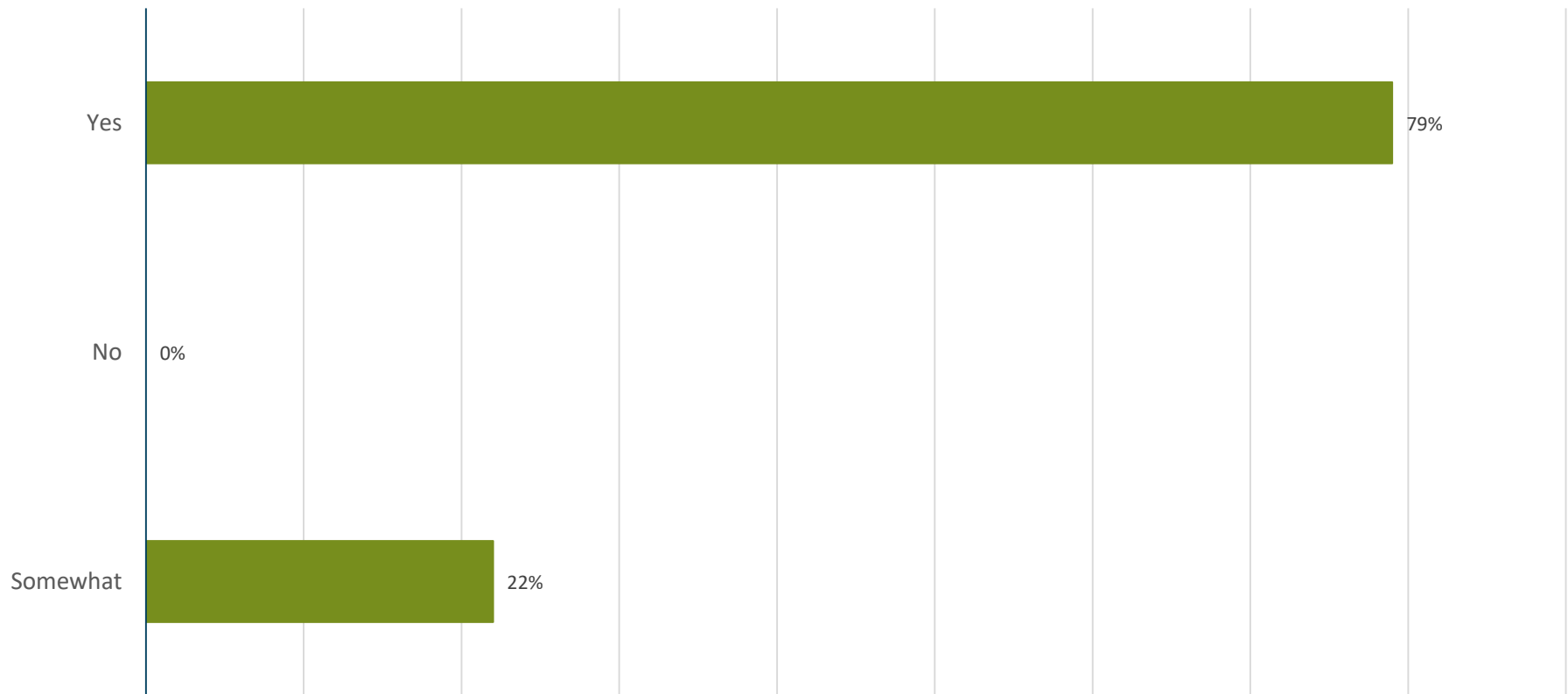
Many respondents feel isolated and miss face-to-face interaction

Frequent virtual or telephonic meetings remain key for team and company engagement

SURVEY RESPONSES

Do you feel that your organization has provided timely and useful updates and information about COVID-19?

Question Type: Single Select • Answered: 57 • Skipped: 0

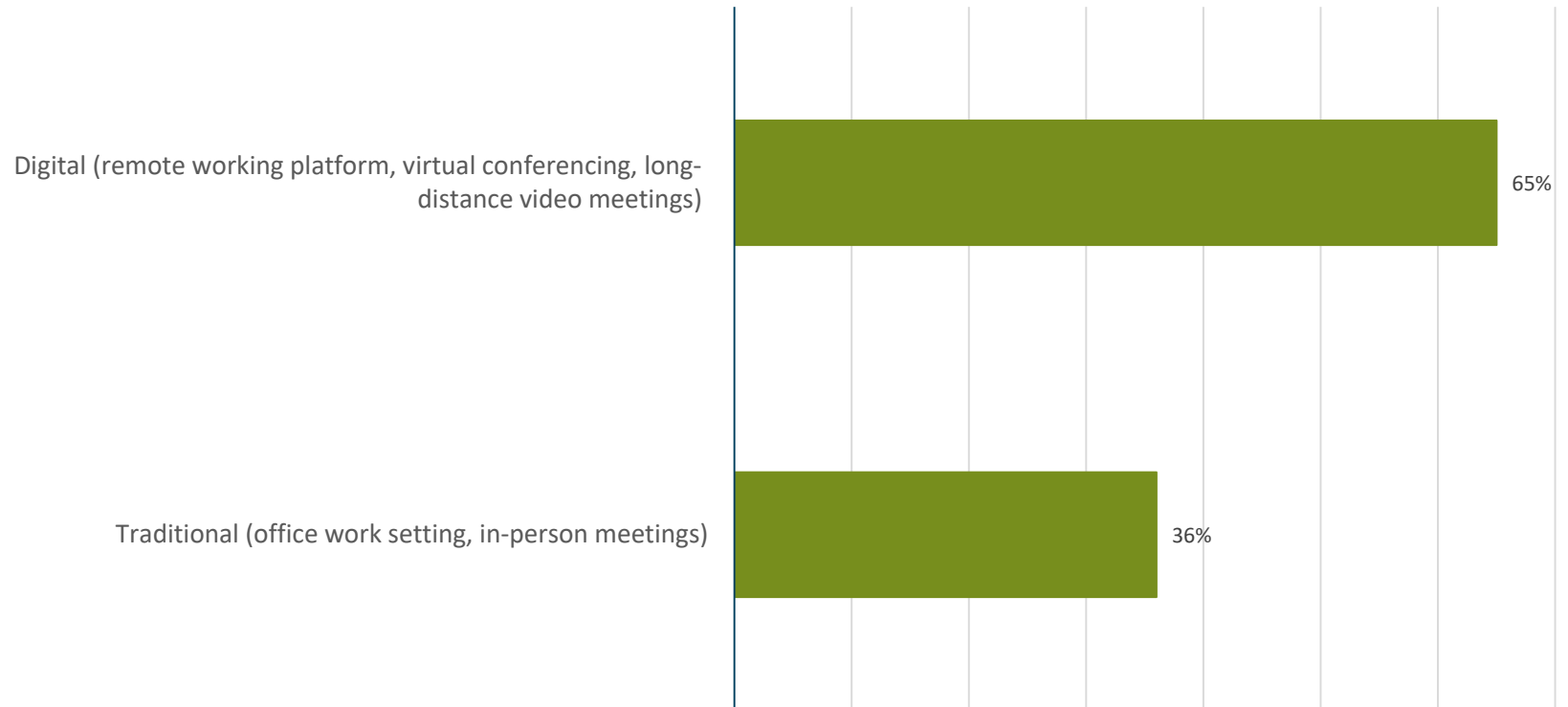


All response percentages have been rounded up to the nearest whole number.

SURVEY RESPONSES

Do you see the company moving to more digital workplace solutions in the future or retaining traditional set ups?

Question Type: Single Select • Answered: 57 • Skipped: 0



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

SURVEY RESPONSES

What have you found to be the most effective form of maintaining a connection with your team? Which of these methods do you plan to continue implementing once the office is open?

Question Type: Free Text • Answered: 45 • Skipped: 12

Heavy emphasis on phone calls, instant messaging, and video conferencing

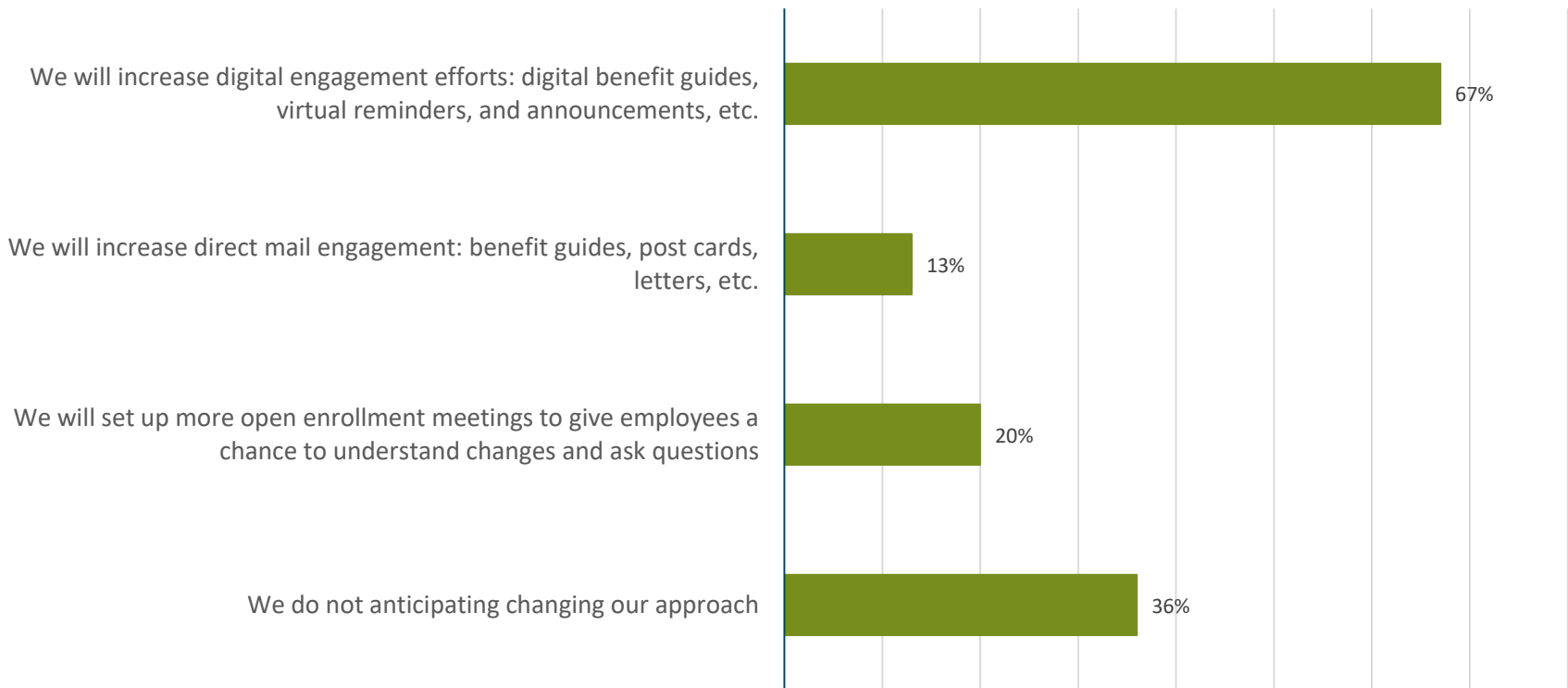
Zoom, MS Teams, and similar platforms may be used regularly once offices open

Some anticipate more flexibility to work from home once offices open

SURVEY RESPONSES

How has COVID-19 changed your approach to engaging employees during open enrollment season?

Question Type: Multi-Select • Answered: 57 • Skipped: 0



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

SURVEY RESPONSES

We are proud to acknowledge the way represented companies have gone above and beyond for their employees and community!

Here are Some Ways You're Helping!

Increased communication and virtual initiatives to stay connected with your employees

Continuing pay, benefits, and incorporating bonus incentives (even in some cases of termination or lower hours)

Distributing PPE packages and food to your communities and senior centers

SURVEY RESPONSES

What is your industry?

Question Type: Single-Select • Answered: 57 • Skipped: 0

24
Industries

Highest Responses:

Construction/Home Improvement (10.53%)
Insurance (10.53%)
Engineering/Architecture (7.02%)
Finance/Banking (7.02%)
Manufacturing (7.02%)

Accounting
Advertising
Aerospace/Aviation/Automotive
Agriculture/Forestry/Fishing
Business/Professional Services
Construction/Home Improvement
Education
Energy
Engineering/Architecture

Finance/Banking
Government/Military
Healthcare/Medical
Insurance
Internet
Legal
Manufacturing
Marketing/Printing/Publishing

Non-Profit
Pharmaceutical/Chemical
Real Estate
Retail
Telecommunications
Transportation/Distribution
Wholesale

SURVEY RESPONSES

Participating Companies

Question Type: Free Text • Answered: 55 • Skipped: 2



53+
Companies
Represented

RESULTS SUMMARY

Important Considerations & Findings

Communication Effectiveness

- Email remains the most effective form of communication
- **27** respondents specified the use of Zoom or MS Teams
- **79%** of respondents feel their organization provided timely and useful COVID-19 updates

Impact of New Work Environment

- **68%** of respondents experienced both positive and negative impacts to their productivity and connection with colleagues
- Respondents emphasized missing face-to-face interaction or feeling isolated

Employee Engagement During Open Enrollment

- Most respondents plan to explore digital communication methods:
 - Digital benefit guides
 - Virtual announcements
 - Reminders