

The WorldatWork COVID-19 Employer Response Survey

April 2020



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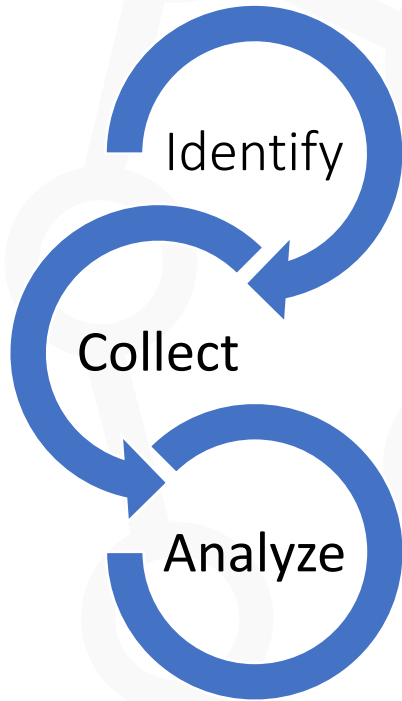
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Methodology



WorldatWork invited its broader membership and customer base to participate in an electronic survey. Email invitations were sent directly to participants on 3/31/2020 and results were collected over a 5-day period.

A total of 1,510 responses were received, representing organizations of different sizes and across multiple industries. Results have not been weighted, but respondent profiles have been included to assist with interpretation of results. Results are skewed to be more representative of mid-large employers, but statistical differences have been highlighted when present.

The survey has a 3% overall margin of error at a confidence level of 95%. The error rate was based on how representative the results are for medium-large organizations.

Sample sizes vary by question. Please note that statistical reliability will fluctuate based on sample sizes.



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Key Findings

- Over a third of participating organizations stated they will provide full pay for employees unable to work due to illness/caregiving needs
- Among organizations making plan changes, waiving co-payments/deductibles was most frequently cited
- Most organizations are not offering additional support to those in caregiver roles or hazard pay
- Over half of the organizations surveyed are already making changes to staff/operational hours
- Organizations that are implementing layoffs/furloughs are optimistic that they will be able to return to normal in less than 3 months
- Most organizations that have open office space are not planning on changes; however, the vast majority of organizations that had plans to transition to an open office format have temporarily/permanently paused plans
- There has been a 415% increase in the percent of employees working remotely part or full-time
- Most organizations are sending frequent (daily or every few days) COVID-19 related communications to associates
- Respondents indicated associates are highly interested in company financial information, but only a third of organizations are providing that information



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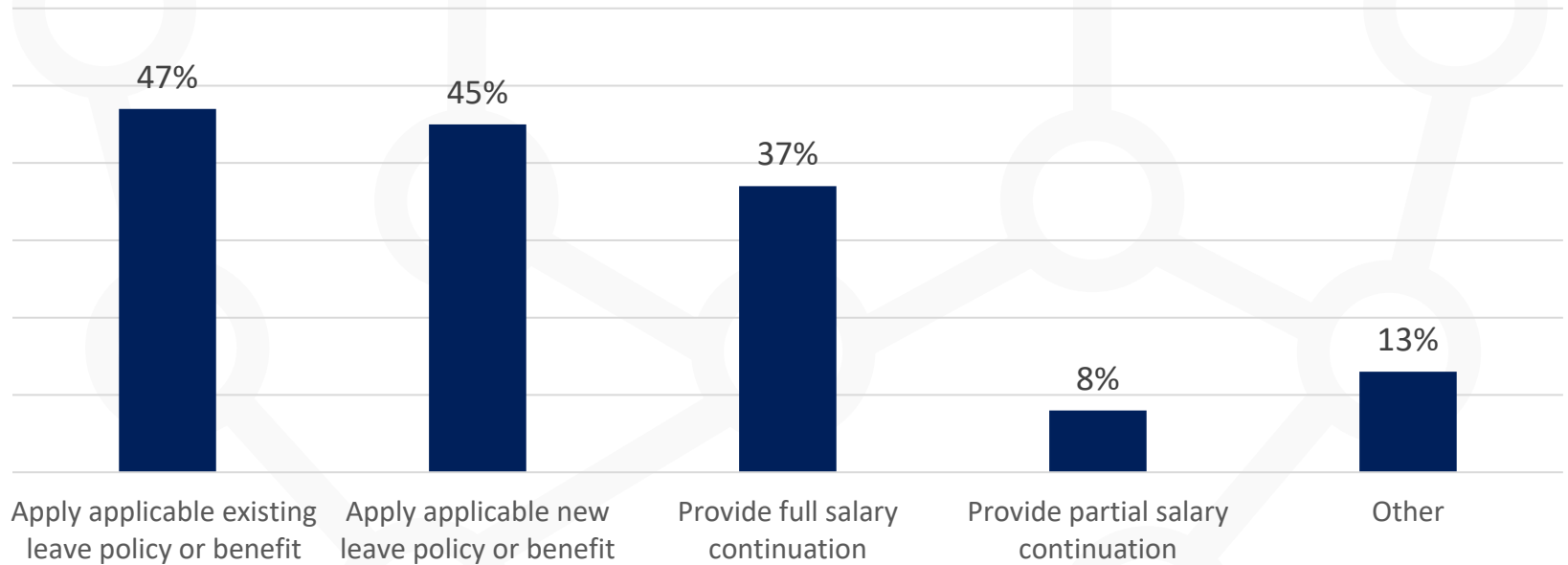
Benefits/Pay



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Over a third of participating organizations stated they will provide full pay for employees unable to work due to illness/caregiving needs

What approach has your organization taken to pay impacted employees who remain employed with the organization but are not able to work or telework due to illness or caregiving needs? Please select all that apply.



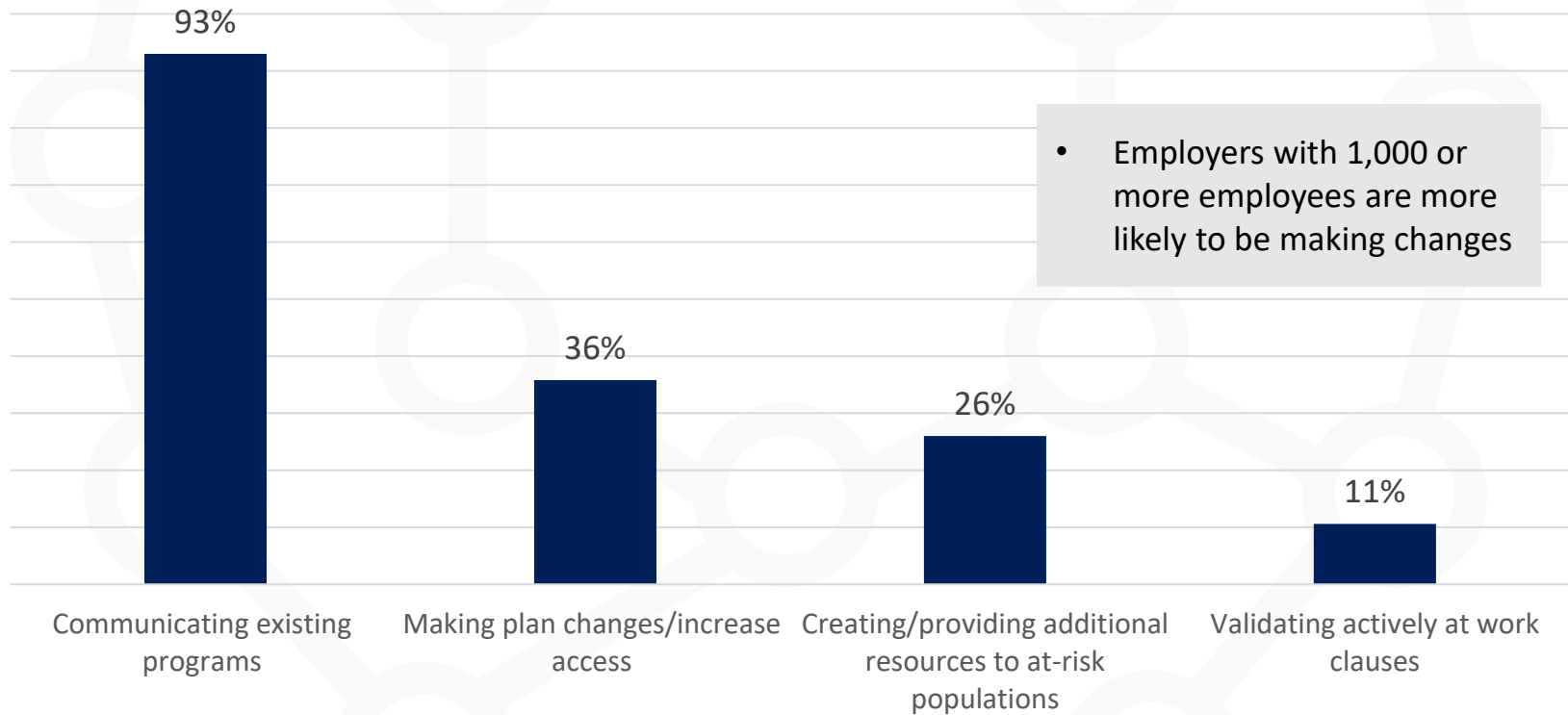
n = 1,279



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Most organizations are focused on communicating existing benefit info, though some are making changes

Currently, which of the following benefit actions is a focus for your organization? Please select all that apply.



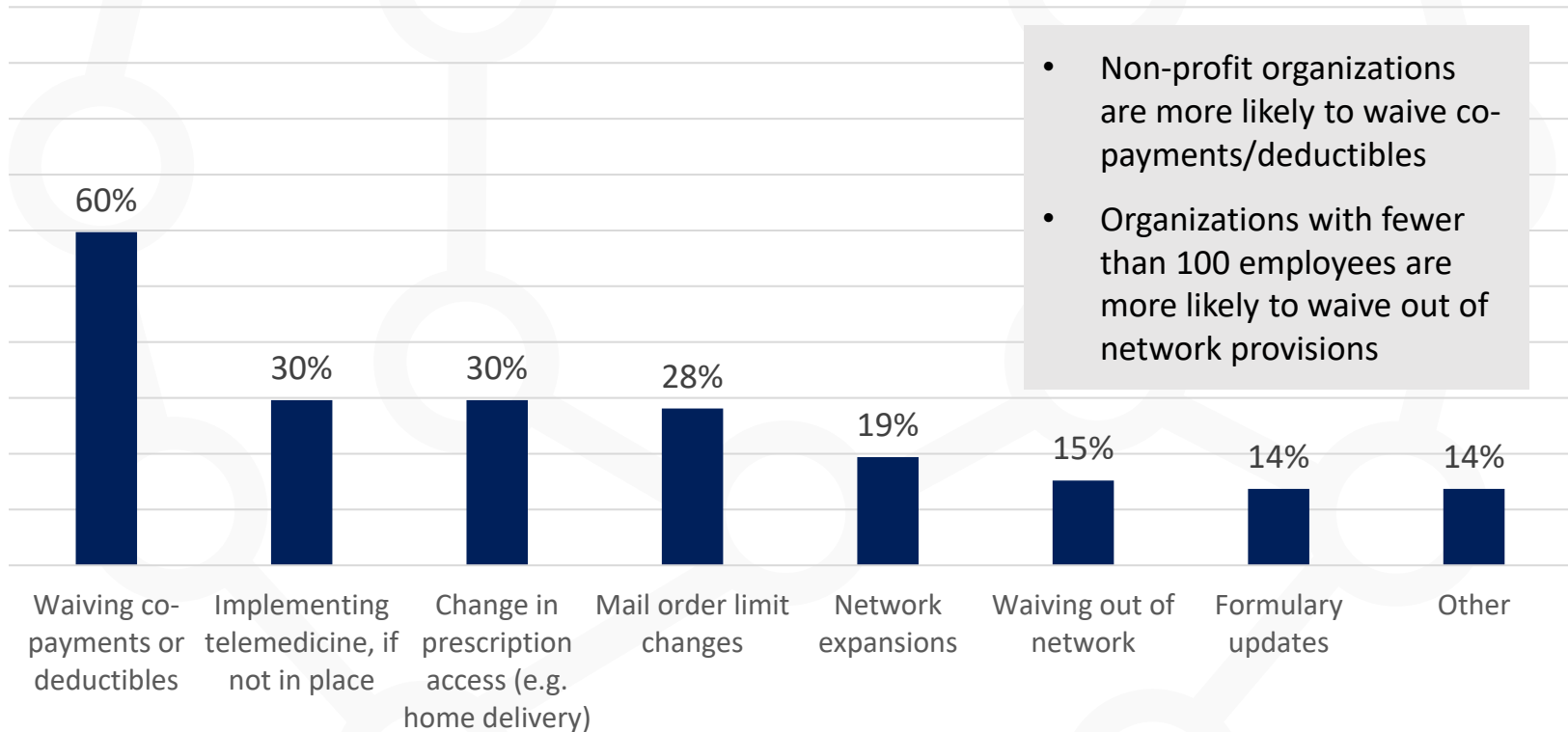
n = 1,150



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Among organizations making plan changes, waiving co-payments/deductibles was most frequently cited

What plan changes/increasing access are being made? Please select all that apply.



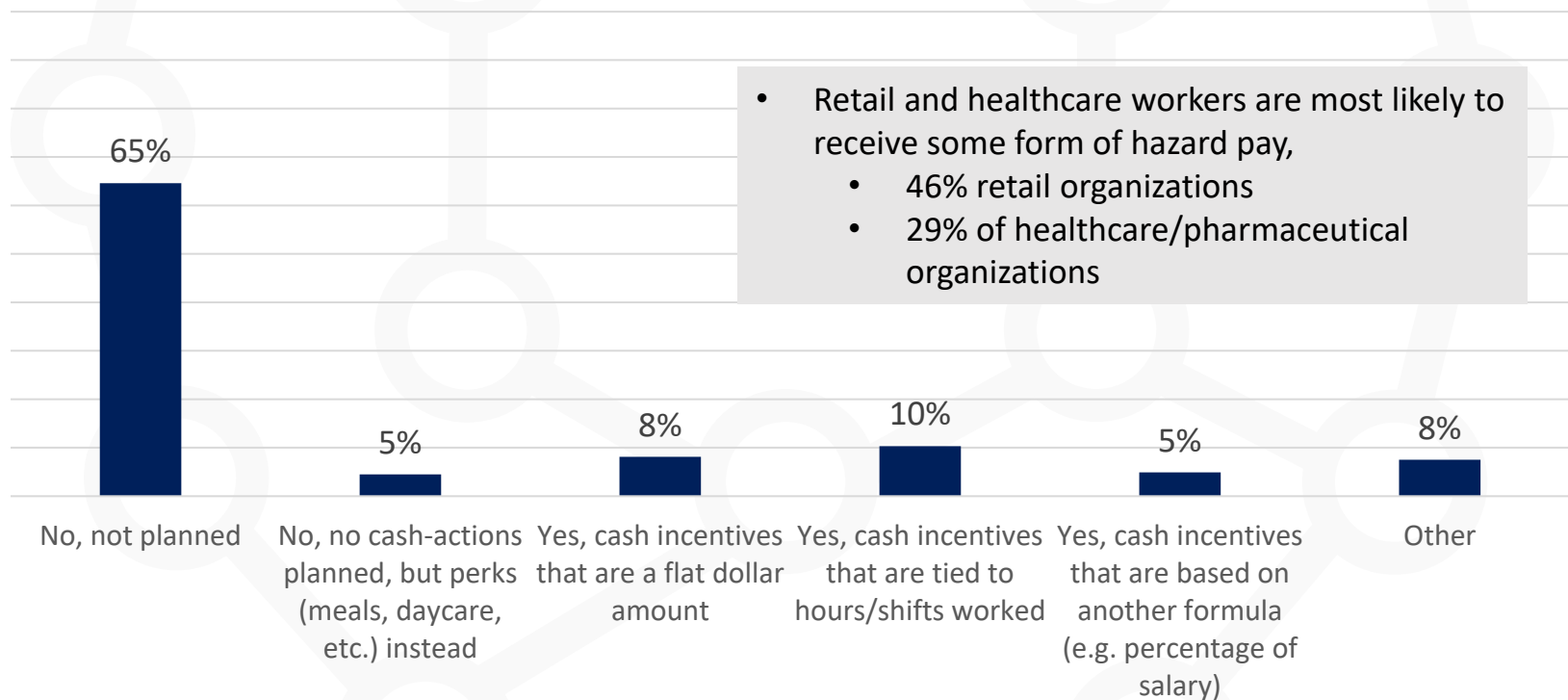
n = 337



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The majority of participating organizations do not have plans for additional hazard/battle pay

Is your organization planning incentives/spot bonuses (battle pay/hazard pay) for employees that are required to work on-site during the pandemic?



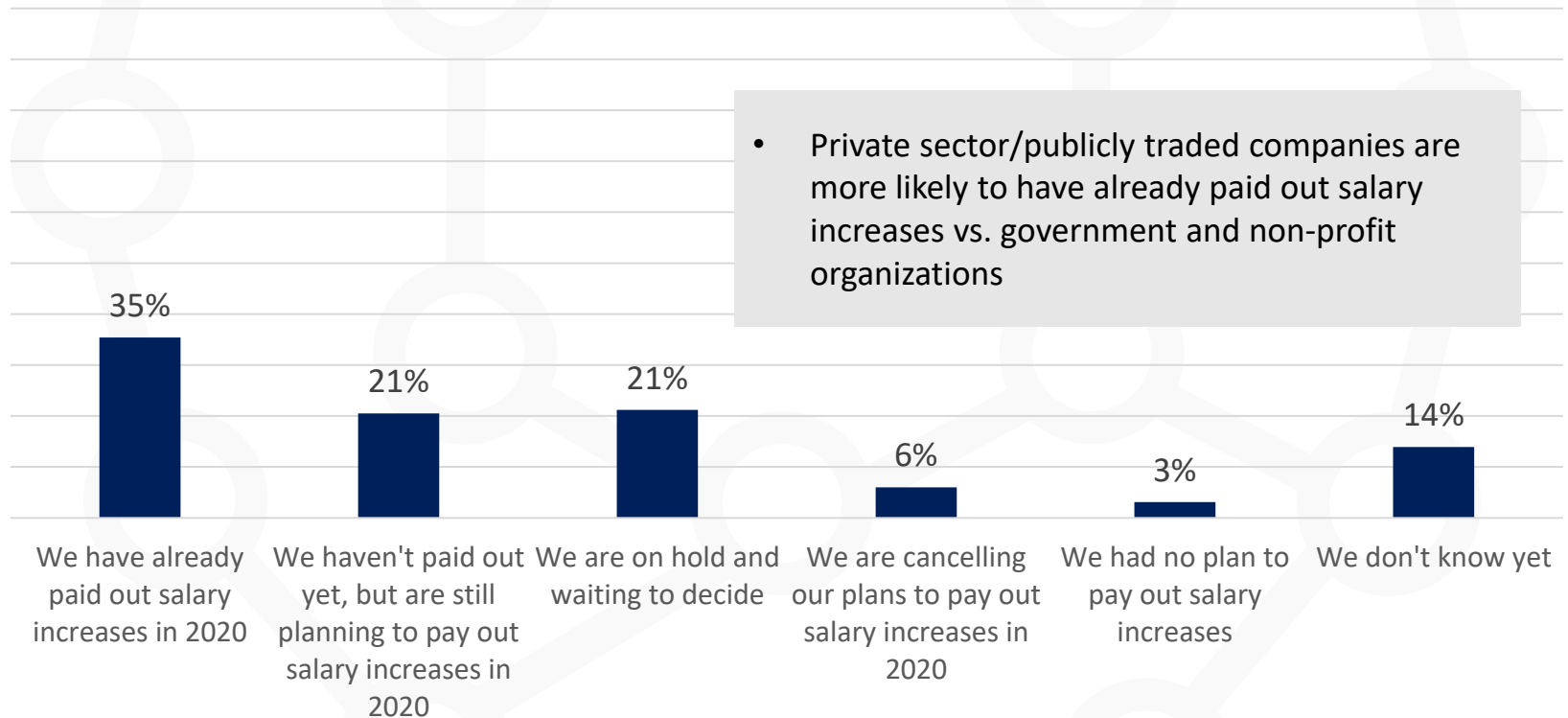
n = 1,168



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The majority of organizations have already paid or are still planning to move forward with salary increases

How is your organization moving forward with planned salary increases in the next three to six months?



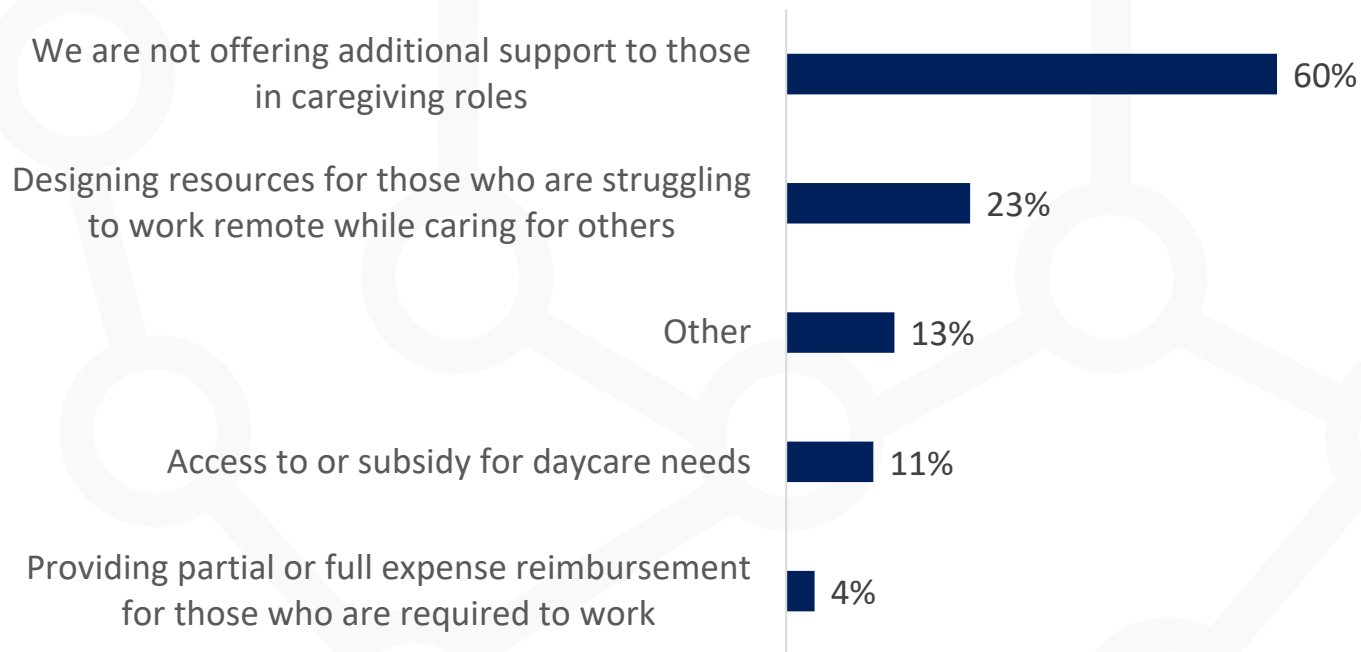
n = 1,176



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Most organizations are not offering additional support to those in caregiver roles

*How is your organization supporting (beyond pay initiatives) those in caregiving roles?
Please select all that apply.*



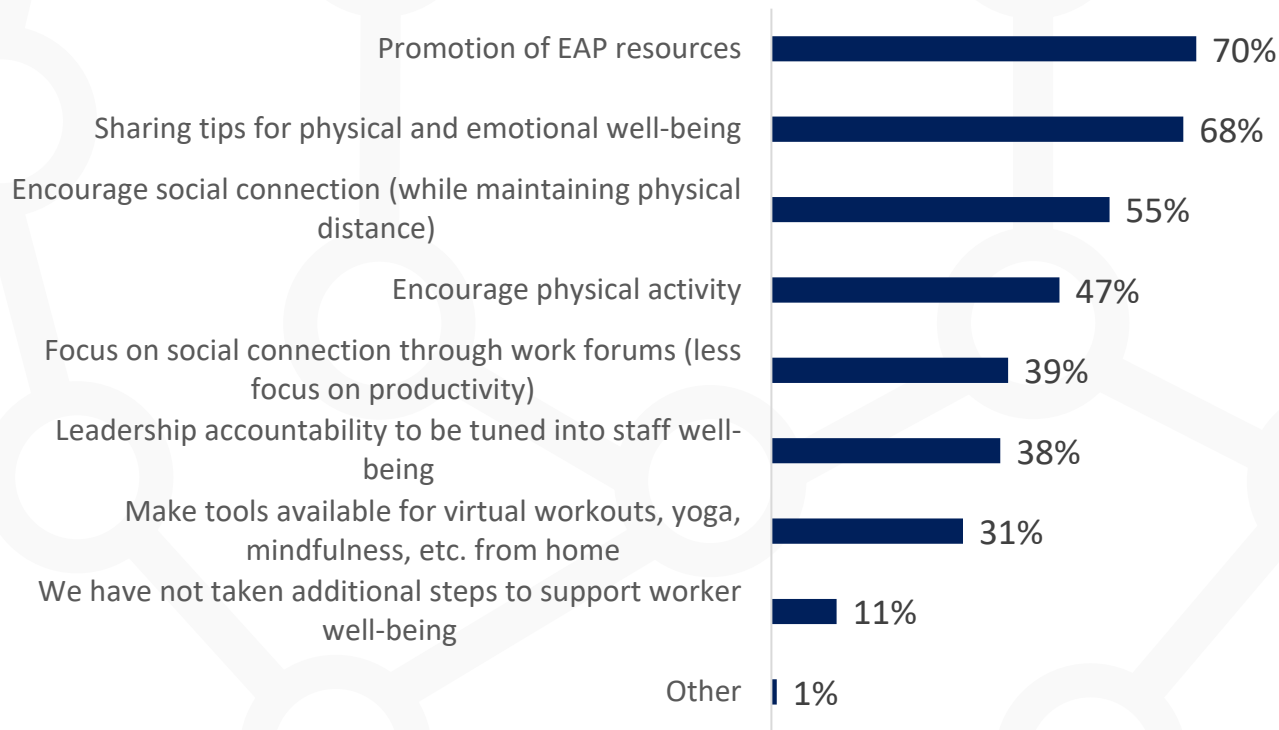
n = 1,104



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Aside from promoting EAP resources, employers are sharing tips on well-being and virtual socialization

What is your organization doing to support worker well-being, whether actively working or not? Please select all that apply.



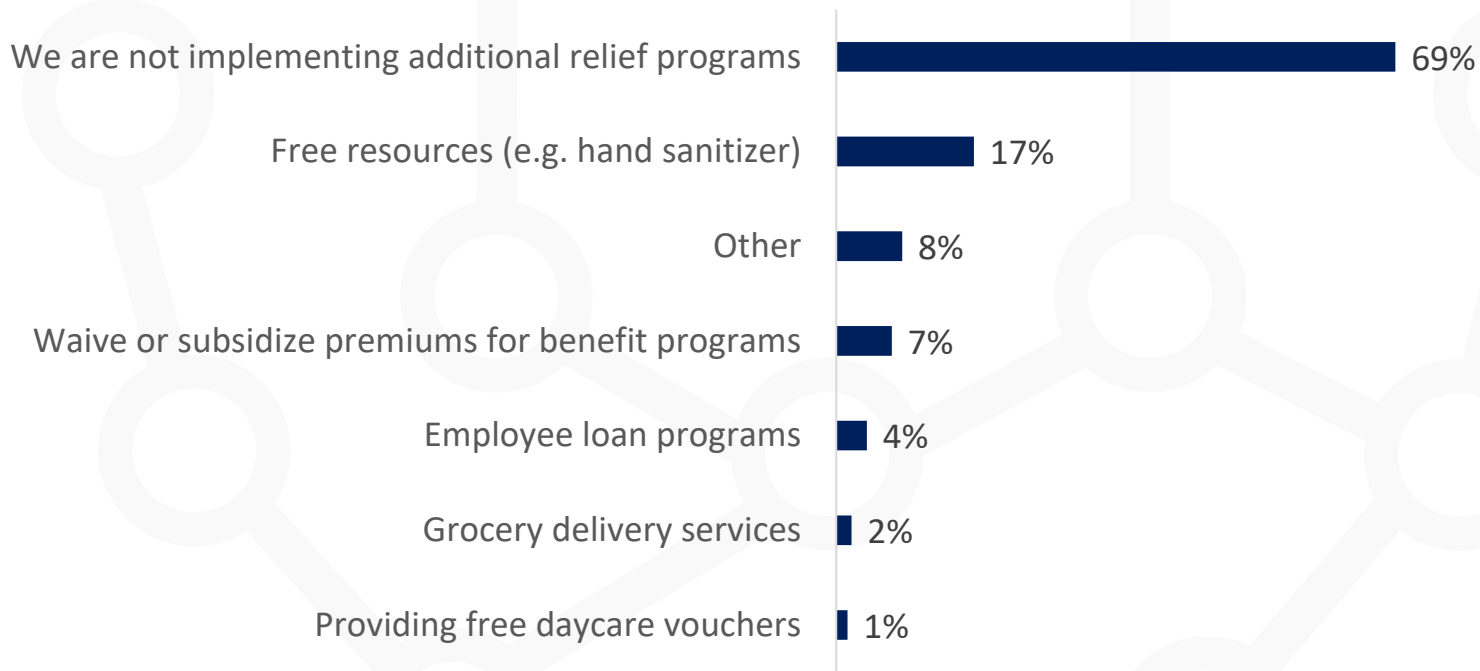
n = 1,146



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Most organizations are not providing financial relief programs beyond mandated leaves/pay policies

*What financial relief programs (beyond mandated leaves or pay policies) is your organization doing to support worker financial well-being, whether actively working or not?
Please select all that apply.*



n = 1,080



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As expected, most travel plans have been suspended, but most have not frozen employee learning and development budgets

How are professional growth and travel plans being impacted by the pandemic? Please select all that apply.



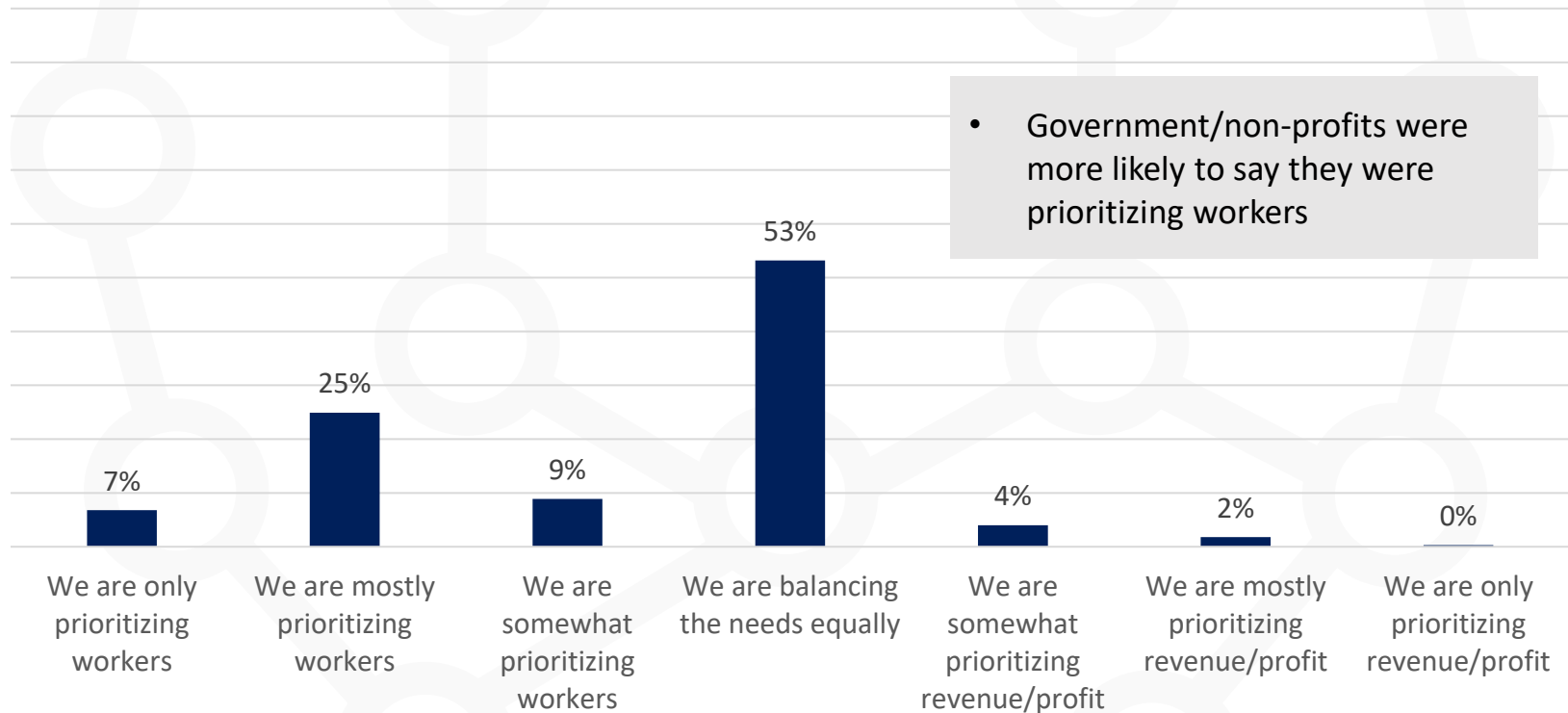
n = 1,125



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In general, respondents felt their organization is prioritizing workers, or balancing needs equally

How do you feel your organization is balancing the needs of employees versus the need to generate revenue/profit?



n = 1,490



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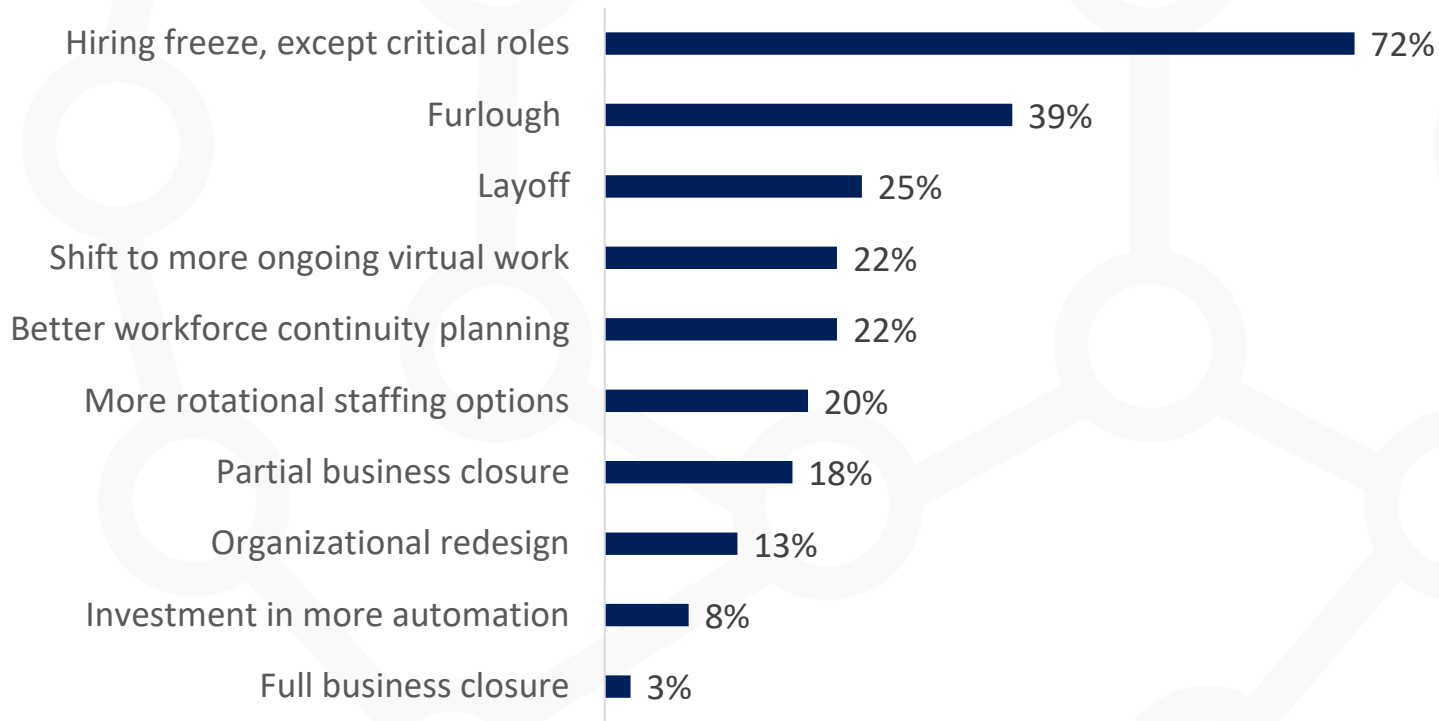
Workforce Planning



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Over half of the organizations surveyed are already making changes to staff/operational hours

If your organization is planning any of the following, please tell us the initiatives you plan to implement. Please select all that apply.



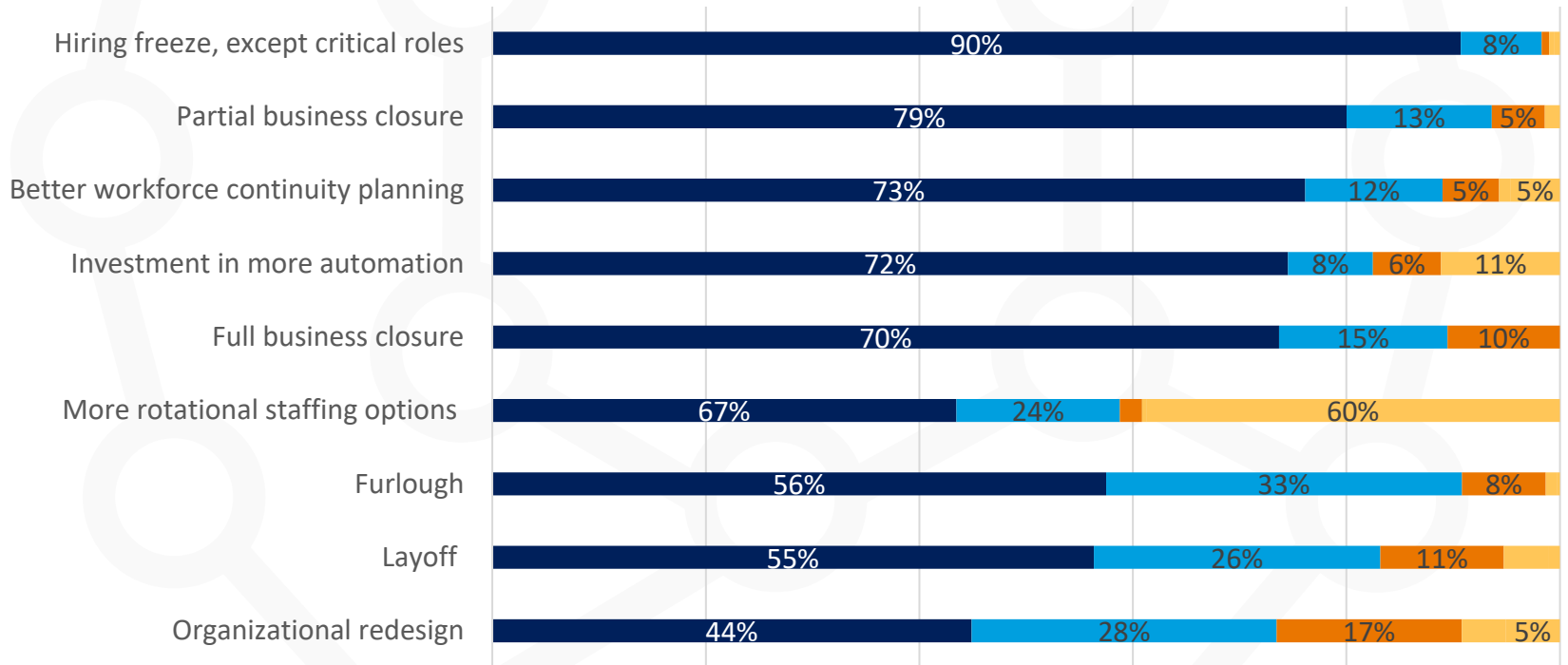
n = 819



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Organizations are already taking action; however, many organizations stated they won't start layoffs/furlough activities for another 30-60 days.

Please tell us when you anticipate implementing the initiatives.



■ Already in progress
 ■ One to two months
 ■ Two to three months
 ■ Three to four months
 ■ Four or more months

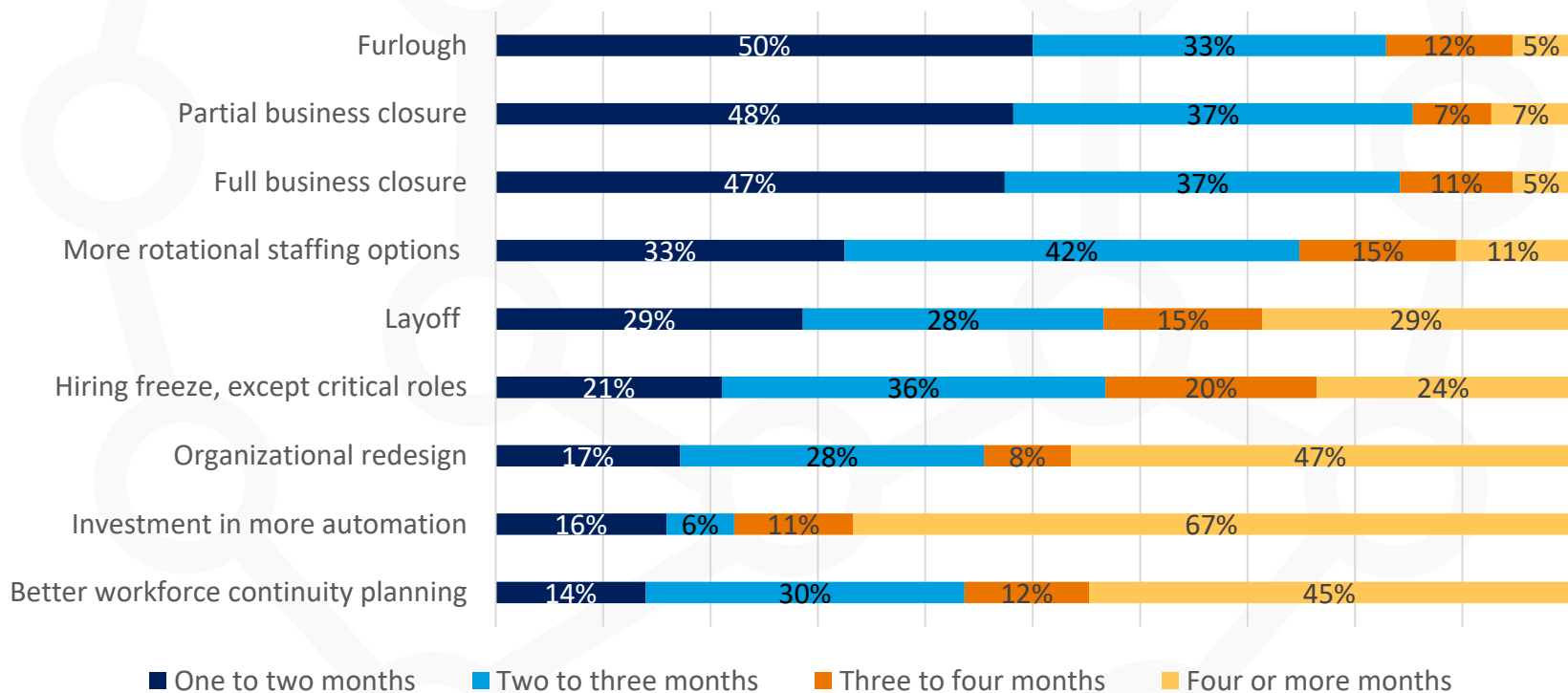


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n = 819

Organizations are optimistic that furloughs and closures will last less than three months

Of the initiatives you have in place or expect to implement, for how long do you expect each will last?



n = 819



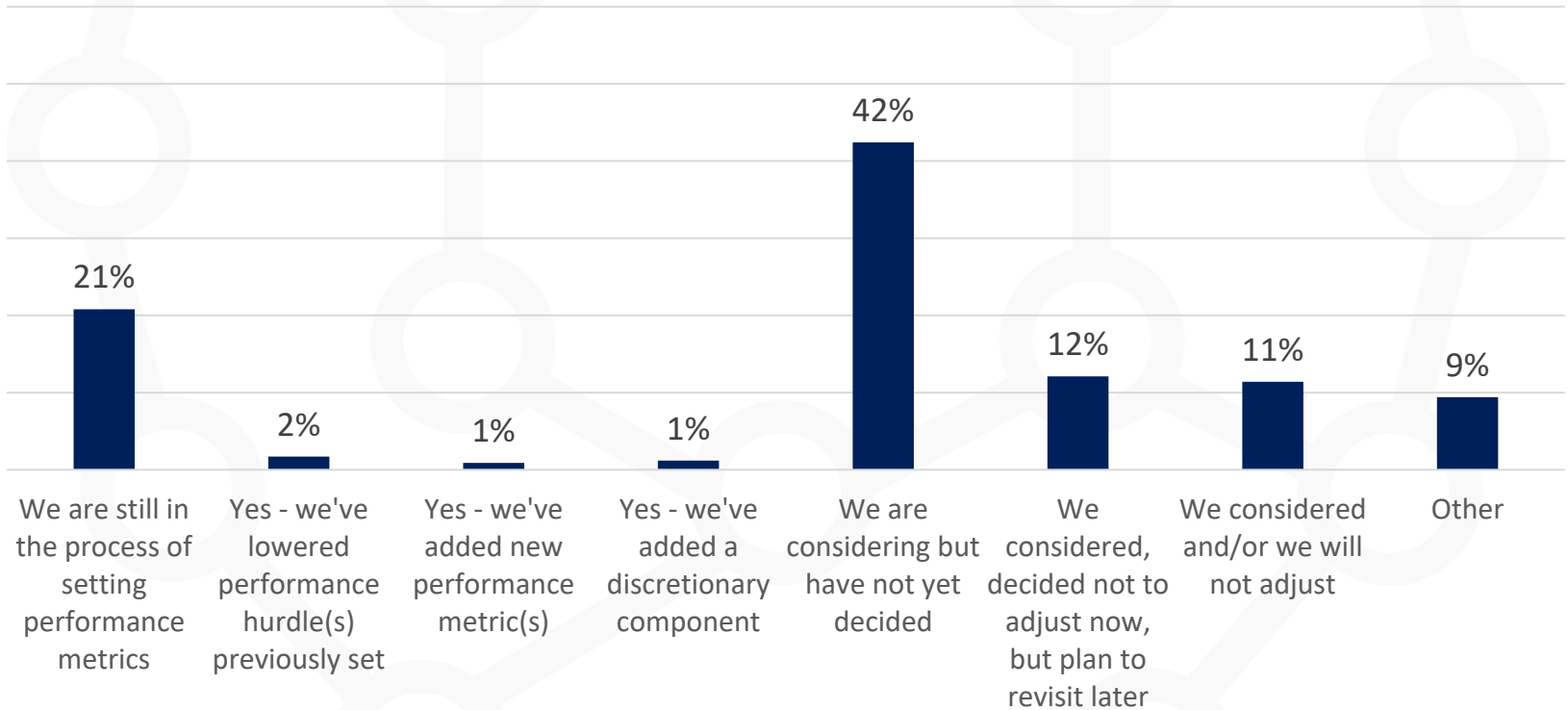
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Performance Metrics



Most organizations are still not sure whether performance metrics will be adjusted due to COVID-19

Are you adjusting performance metrics in your annual incentive compensation plan(s) in response to COVID-19 and economic uncertainty?



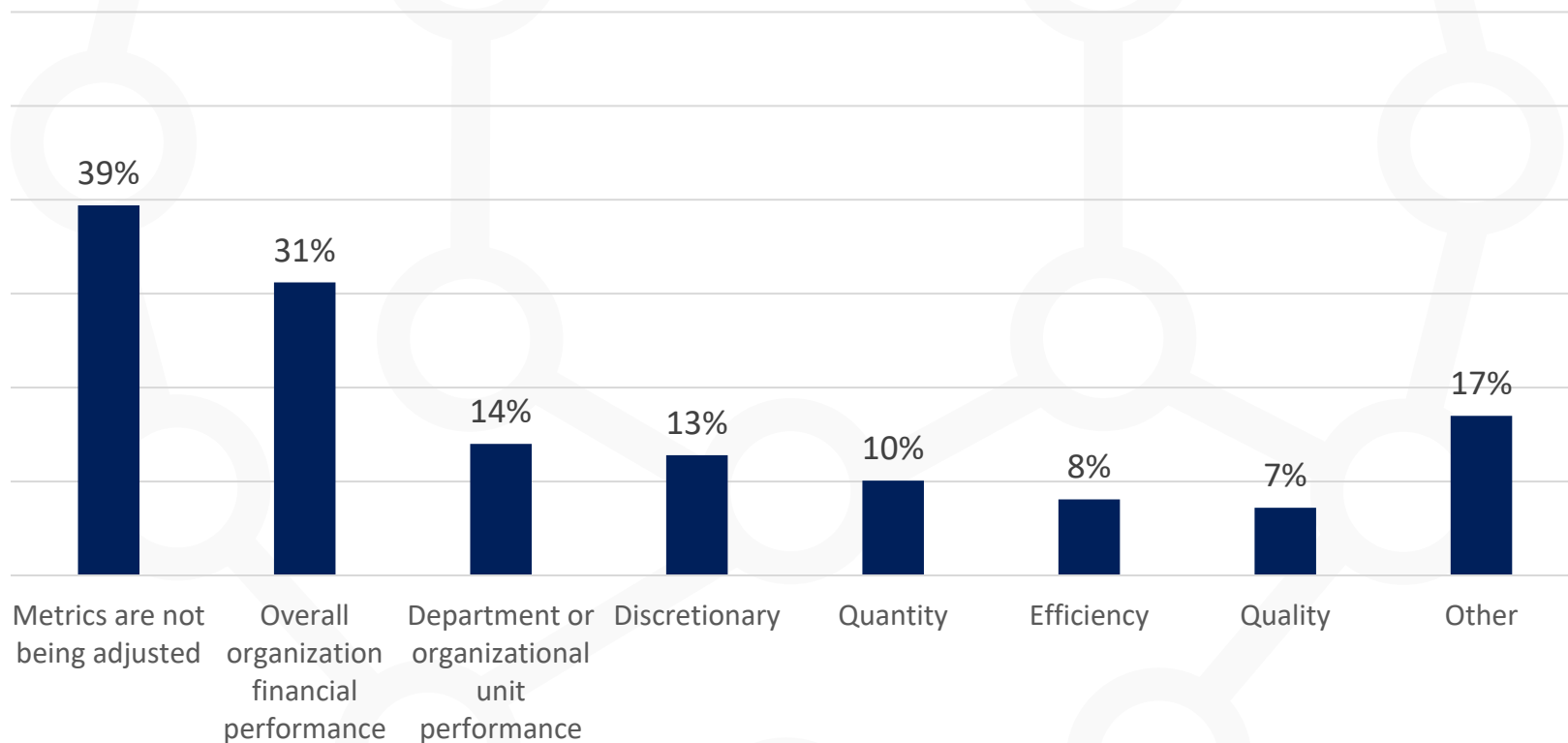
n = 1,137



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Among those adjusting annual incentive plan metrics, company performance was the most cited adjustment

What metrics are being adjusted in your organization's annual incentive compensation plan(s)? Please select all that apply.



n = 957



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Office Planning



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The number of organizations with employees working remotely (part or full-time) has already increased by 415% and could increase further before the COVID-19 pandemic ends

Prior to the COVID-19 pandemic, approximately what percent of employees worked remotely?

13%

n = 1,328

What percent of employees at your organization are currently working remotely?

67%

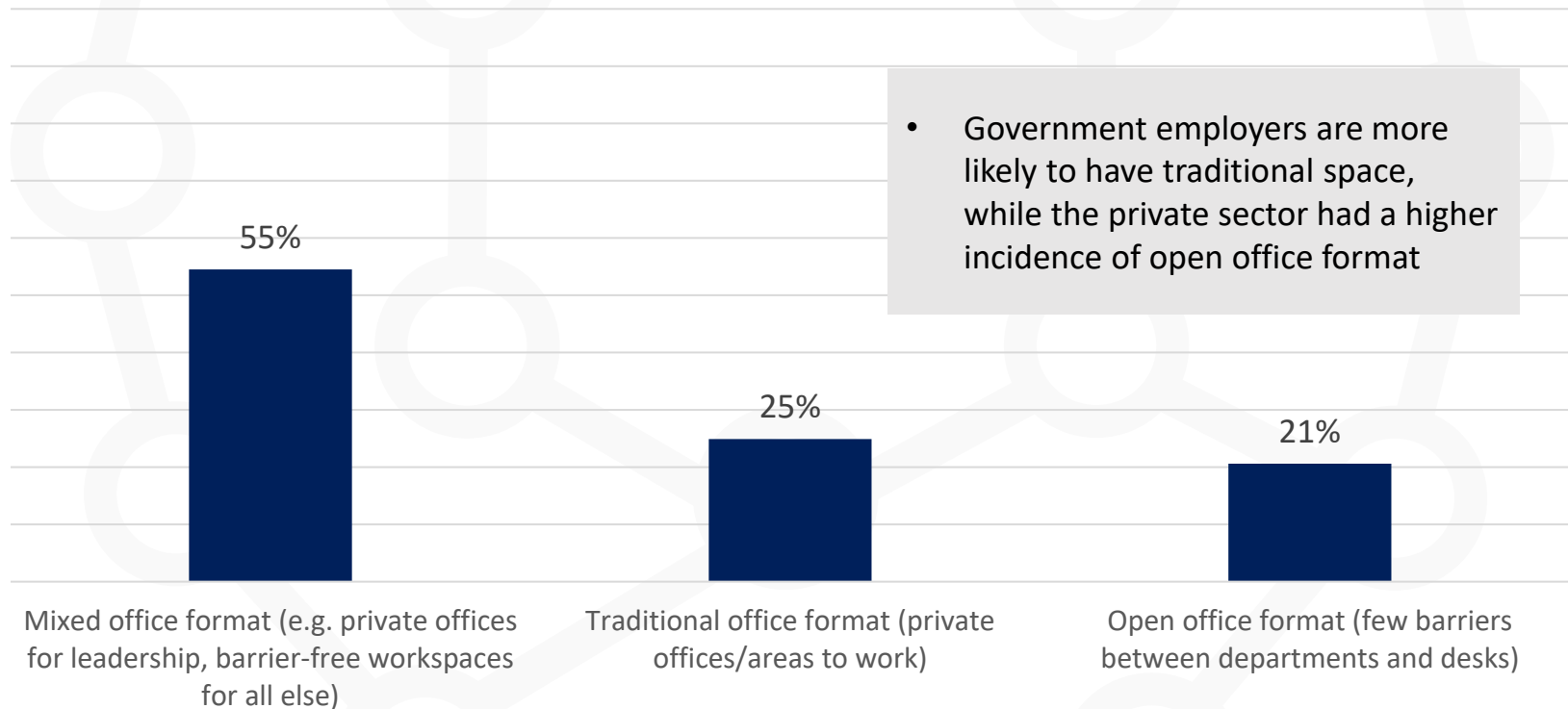
n = 1,325



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Prior to the COVID-19 outbreak most office space was mixed, 25% was traditional format, and 21% open format

Do you have an open office space or traditional cubicle style office space?



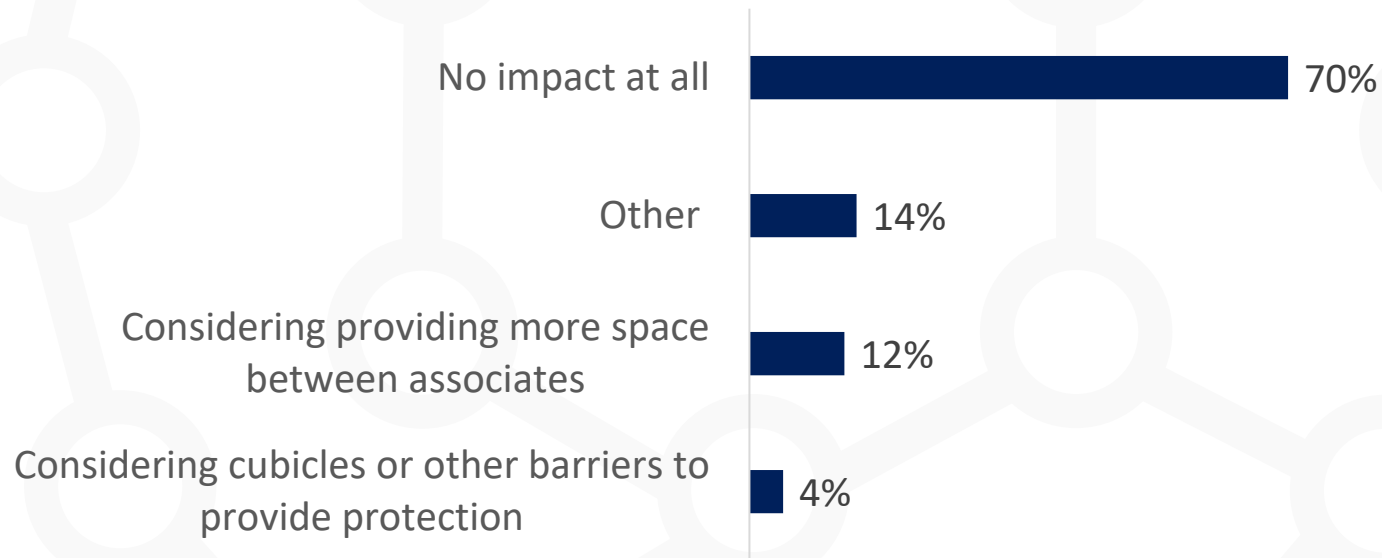
n = 1,237



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Organizations currently operating in an open office format mostly plan on keeping existing office design

How, if at all, has COVID-19 impacted your plans for workspaces?



n = 250

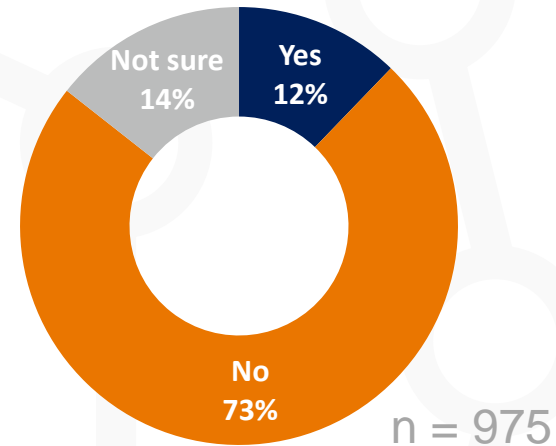


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Organizations planning to transition to an open office format are pausing plans

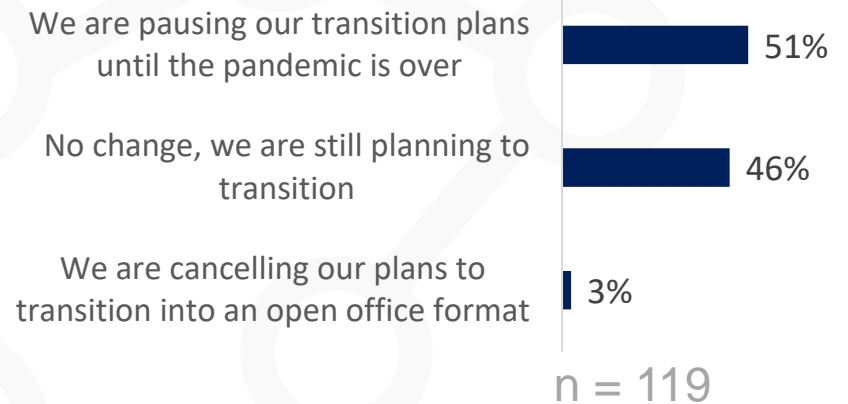
Prior to the COVID-19 pandemic, was your organization planning to transition into an open office format?

- Among the organizations without an open office format, 12% indicated they are planning to transition



How has the pandemic impacted plans transitioning to open office space?

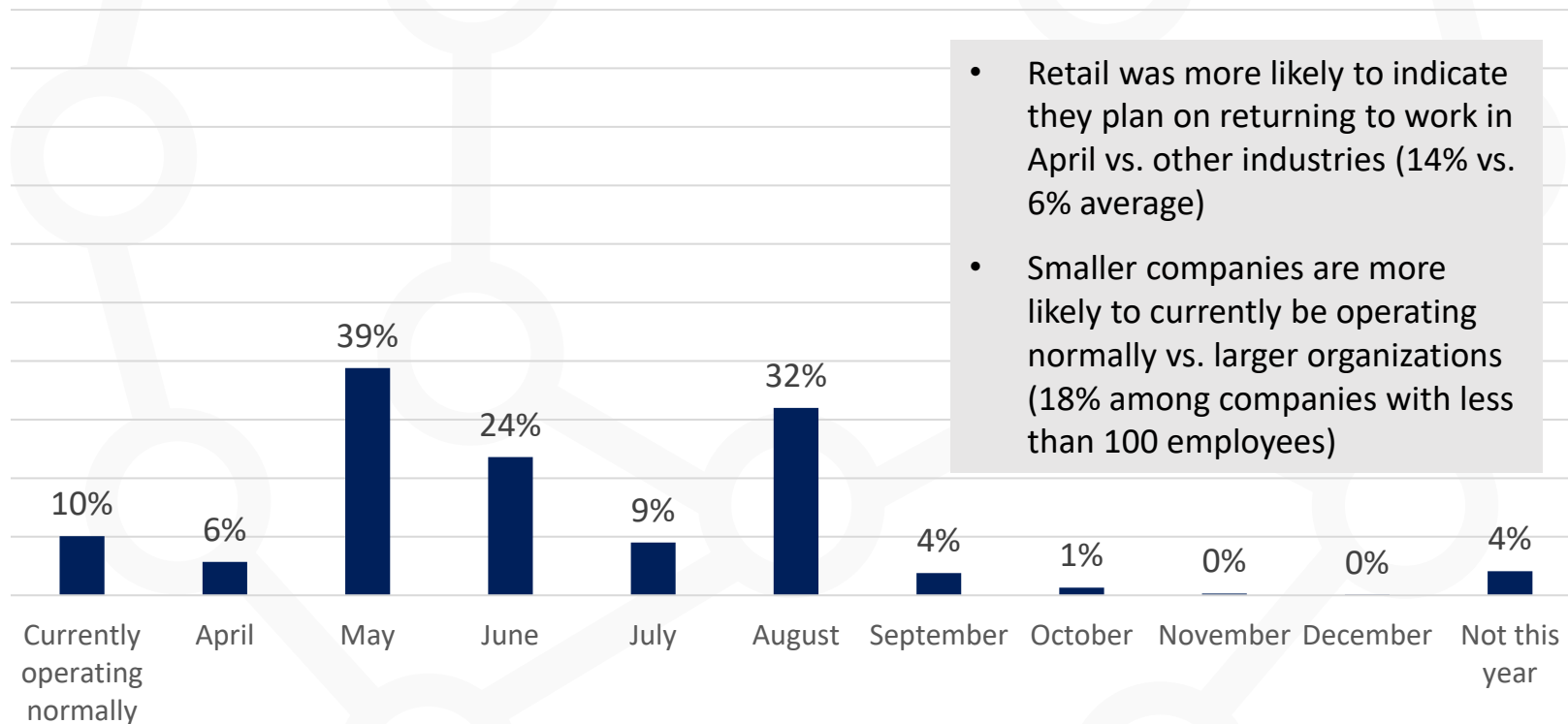
- The majority of organizations that had planned to switch format have decided to pause or cancel plans



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Most organizations are expecting to be back to normal operations by summer

Based on everything we know at this point, when does your organization plan on resuming “normal” operations?



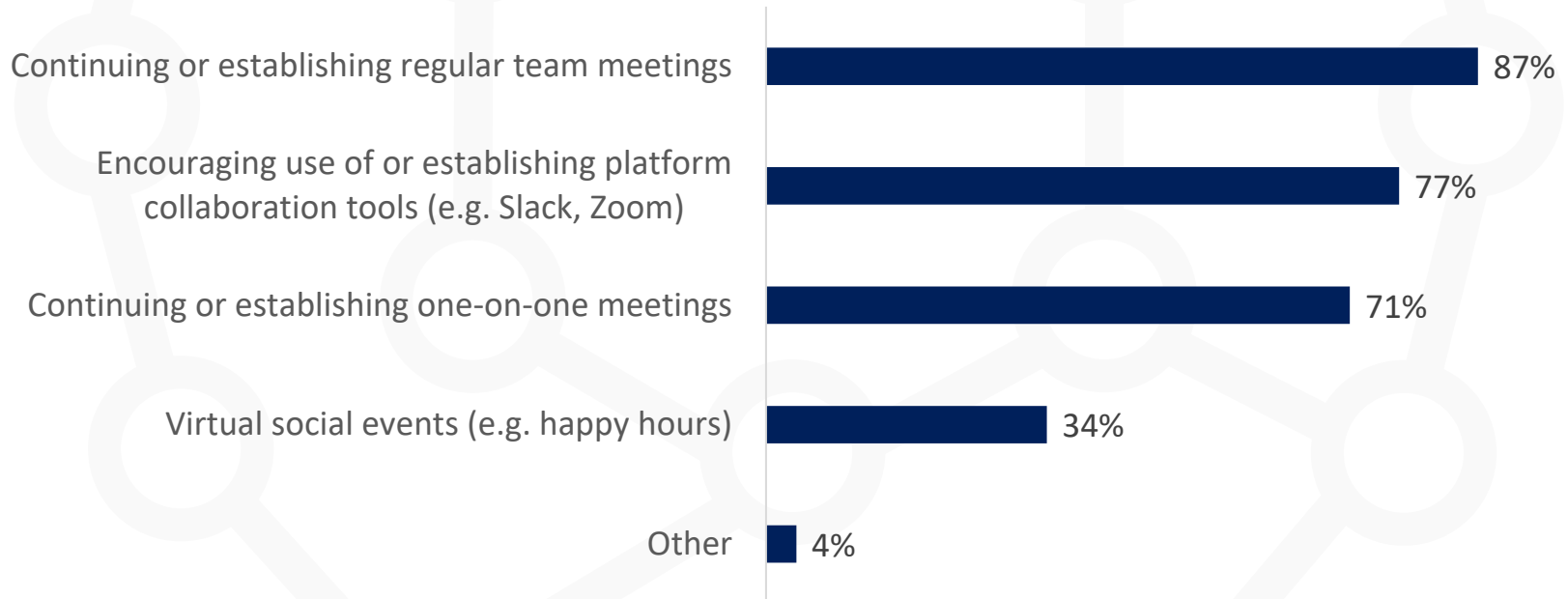
n = 1,478



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Organizations are keeping/introducing regular team meetings and 1:1's, and virtual social events are becoming popular

How is your organization building or keeping up employee culture during this period?



n = 1,083



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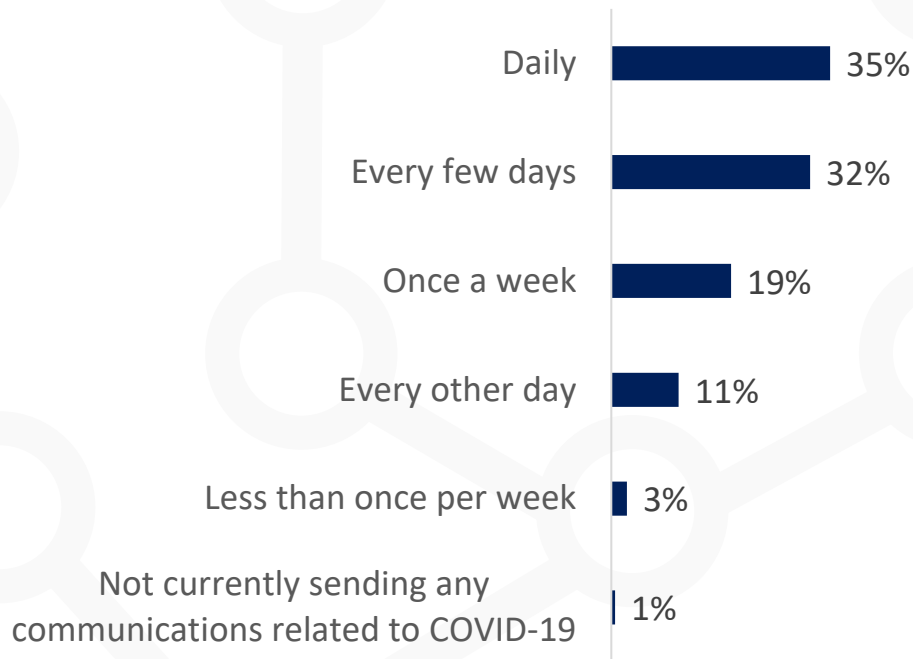
Communication



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The majority of organizations are sending out COVID-19 related communications daily or every few days

How frequently is your organization communicating to employees regarding COVID-19?



- Large organizations are more likely to send daily communications

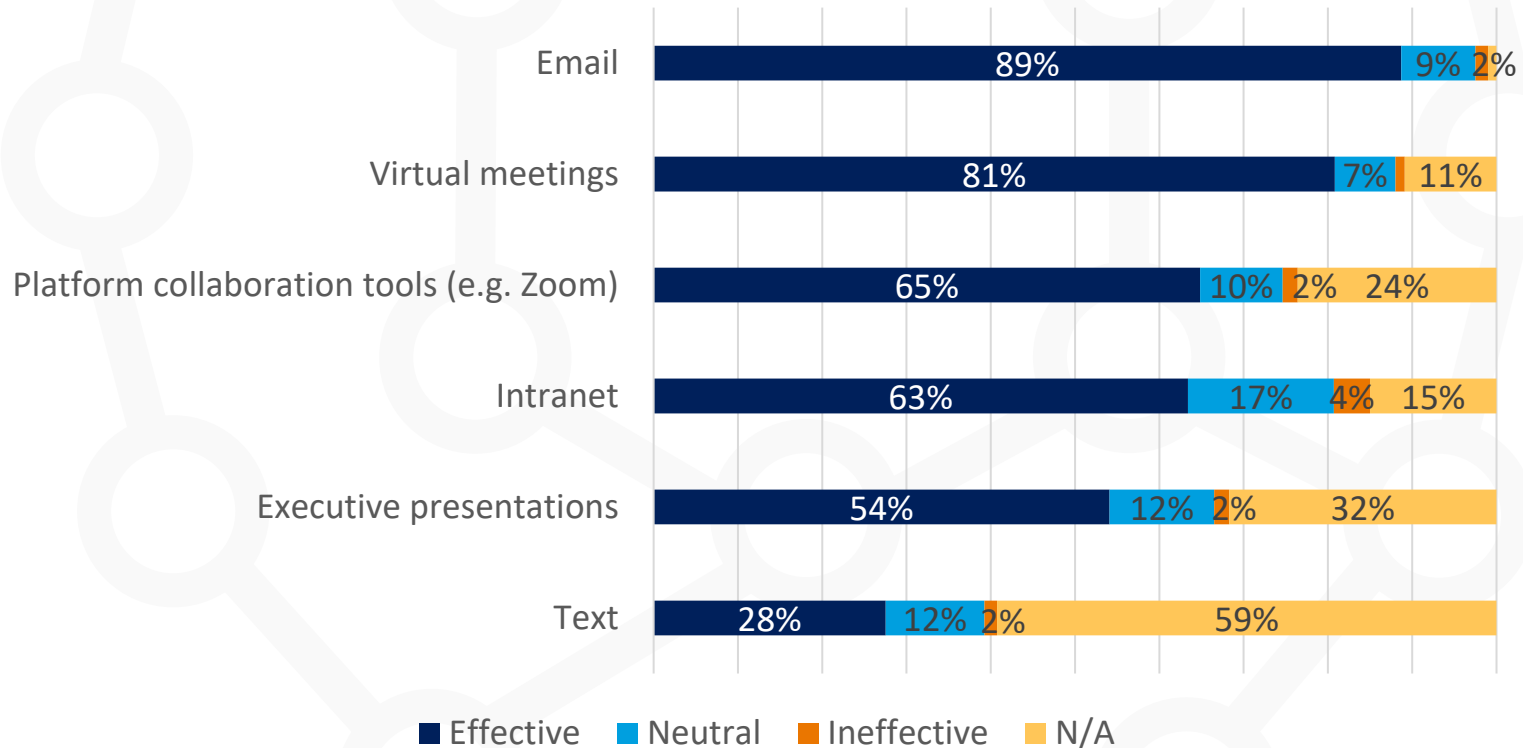
n = 1,271



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Email and virtual meetings are cited as the most effective way of communicating COVID-19 information

How would you rate the effectiveness of the communications method you use?



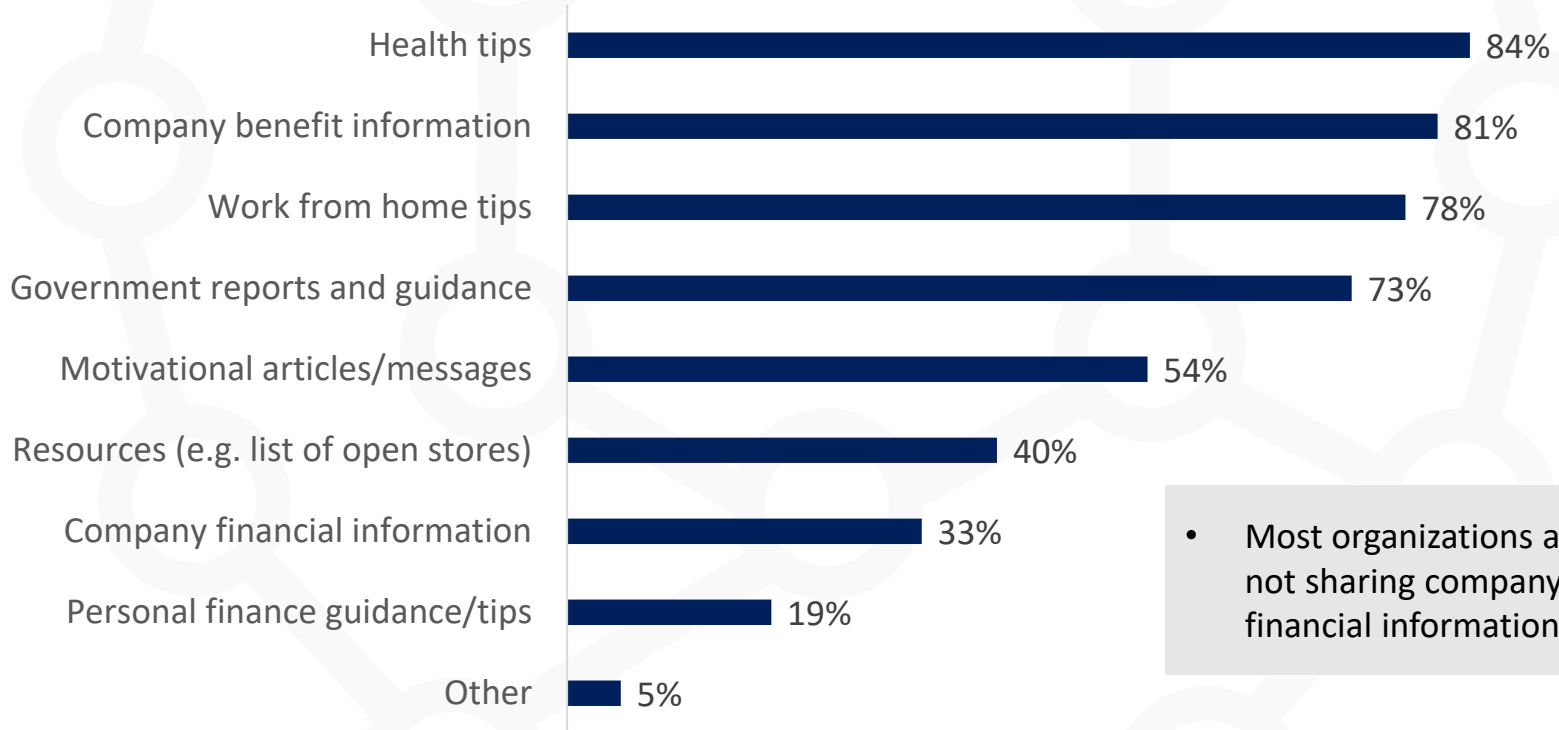
n = 1,257



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Health tips, benefit info, and remote work tips are the types of information shared most frequently

What type(s) of information are you sharing with your employees? Please select all that apply.



• Most organizations are not sharing company financial information

n = 1,267



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Company financial information is of high interest among employees, but is not frequently shared

Of the information your organization communicates, please rank which drives the most interest among your employee population?

1

Company benefit information

2

Government reports and guidance

3

Company financial impact/planning information

4

Work from home tips/adjusting to the change

5

Health tips

6

Motivational articles/encouraging messages

7

Resources (e.g. list of open stores, care options)

8

Personal finance guidance/tips

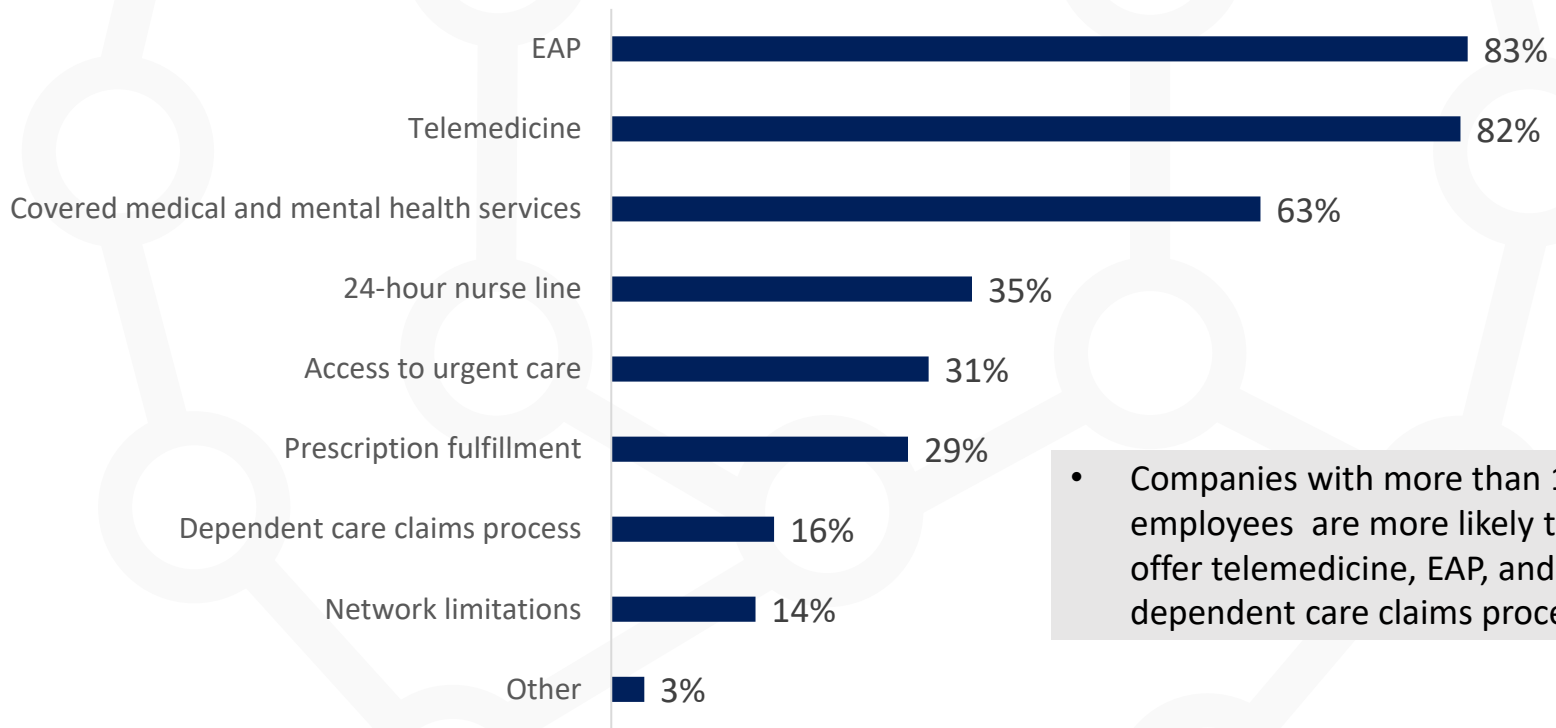
n = 1,140



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EAP, telemedicine, and coverage are the biggest focus areas when communicating benefits to employees

Which existing programs are being communicated? Please select all that apply.



- Companies with more than 100 employees are more likely to offer telemedicine, EAP, and dependent care claims process

n = 1,039



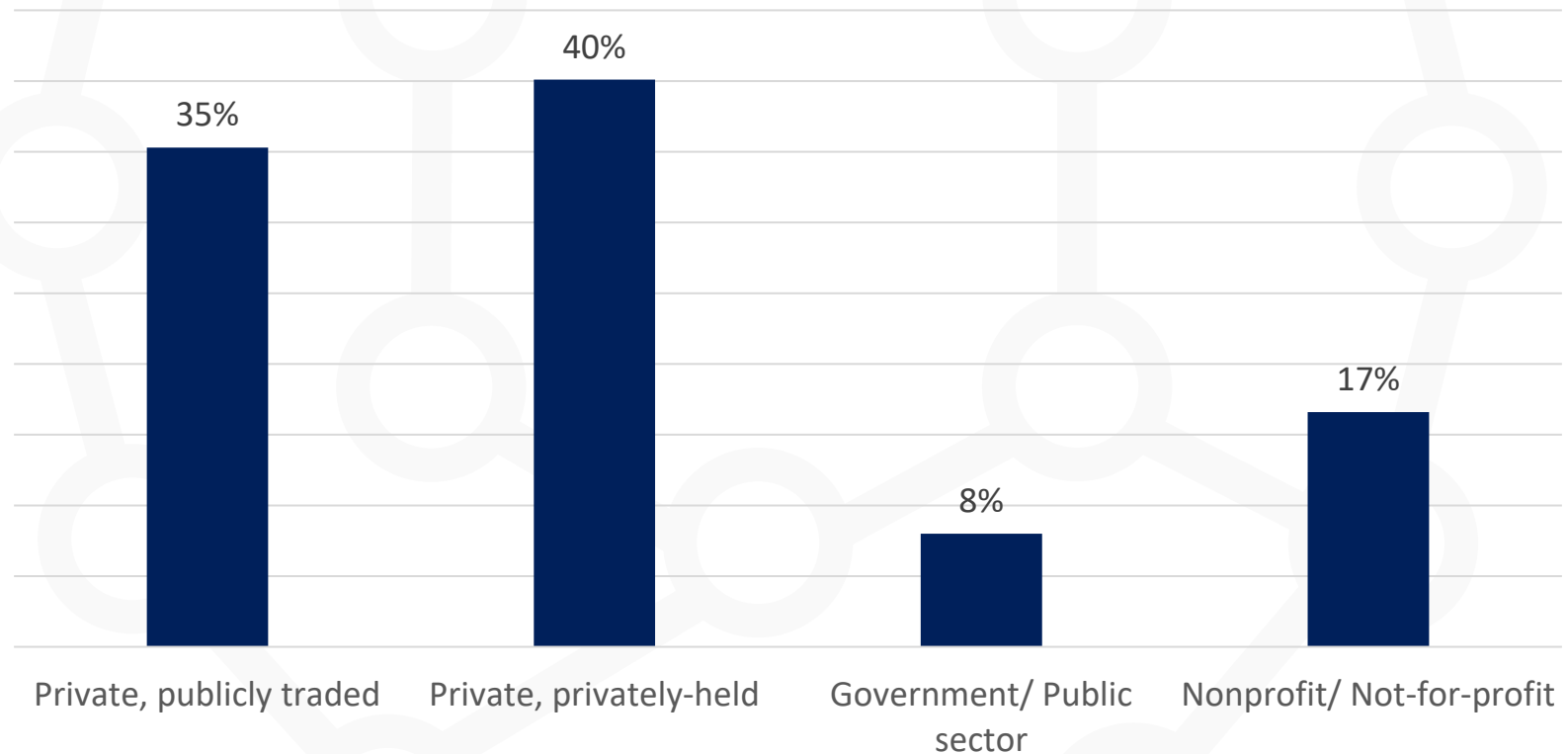
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Respondent Profile



Company Sector

Your organization is:



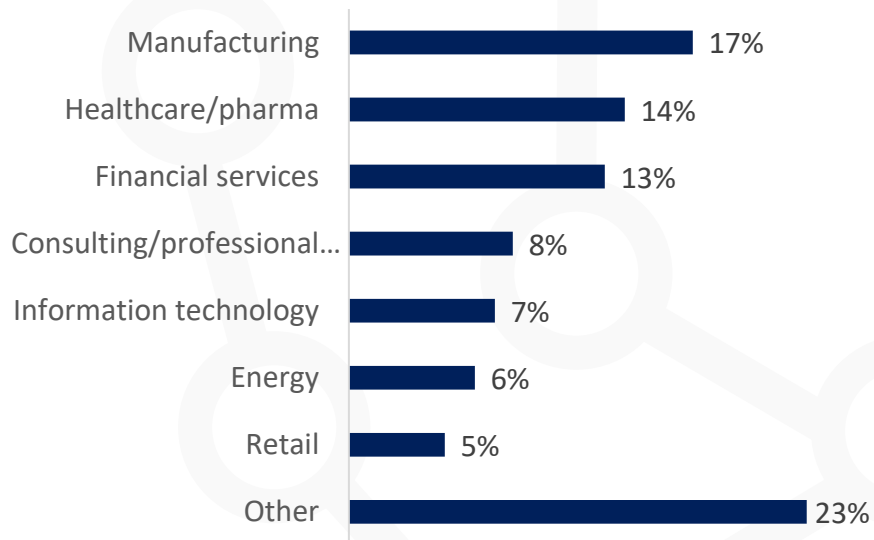
n = 1,510



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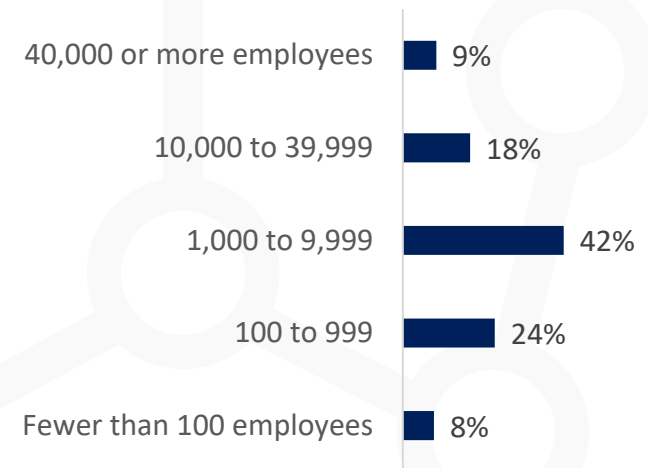
Company Industry and Size

Under which industry does your organization fall?



Only industries with at least 5% of responding organizations are listed here. n = 1,510

How many full-time equivalent (FTE) employees does your organization have?



n = 1,510



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