

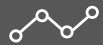


COVID CRISIS RESPONSE SURVEY REPORT 2020

VERITA HR SERVICES

Adapting to the new COVID-19 office protocols has been challenging for small- to medium-sized organizations.

But there is good news. At Verita we have been administering free "Crisis Response Surveys" to SMBs as a way to help out where we can; and the findings are reassuring.



OVERALL RESULTS

% OF EMPLOYEES INDICATING THAT THEIR ORGANIZATION HAS BEEN **SUCCESSFUL** IN DEALING WITH THESE **ISSUES**



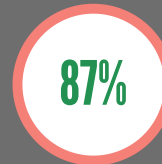
WORKING FROM HOME

(% OF RESP AGREEING WITH STATEMENT)



I FEEL TRUSTED TO WORK AT HOME.

I HAVE A FUNCTIONAL AND ADEQUATE SPACE SETUP TO WORK FROM HOME.



I HAVE THE TECHNOLOGY / TOOLS I NEED TO WORK REMOTELY.

Working at home for these organizations has been a success.

For those few cases where conditions were not optimal we asked employees to comment on how things might be improved, and this input helped organizations identify where they can do more to support their employees working at home.



WORKING ON SITE

(% OF RESP AGREEING WITH STATEMENT)



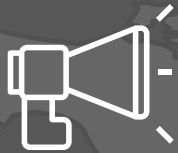
THE SAFETY PLAN AND PROTOCOLS MY ORGANIZATION HAS PUT IN PLACE ARE ADEQUATE.

I HAVE ACCESS TO THE PERSONAL PROTECTIVE EQUIPMENT (PPE) I NEED TO KEEP ME SAFE AT WORK.



Having enough Personal Protective Equipment (PPE) on hand and feeling safe while working on site is critical, and the organizations we have reviewed are clearly on top of it.

Again, where conditions were not optimal, we asked employees to comment on how things might be improved and provided these verbatim to the clients.



COMMUNICATION

(% OF RESP AGREEING WITH STATEMENT)

97%

I UNDERSTAND WHY SOME EMPLOYEES ARE WORKING FROM HOME AND SOME ARE WORKING ONSITE DURING THE PANDEMIC.

I FEEL THAT MY SUPERVISOR/TEAM LEADER KEEPS ME INFORMED ABOUT DECISIONS THAT IMPACT MY WORK DURING THE PANDEMIC.

90%

81%

I AM GETTING THE INFORMATION I NEED TO COMPLETE MY WORK.

I FEEL THAT MANAGEMENT IS DOING WELL IN COMMUNICATION ABOUT THE COVID19 SITUATION AND ITS IMPACT ON MY ORGANIZATION.

95%

During a pandemic, when employees are worried about their jobs and their families, organizational and leader communication are more important than ever - and these organizations are clearly putting in the effort.



COPING & SUPPORT

(% OF RESP AGREEING WITH STATEMENT)

92%

I AM COPING WELL IN THIS NEW ENVIRONMENT.

I KNOW WHERE TO GO FOR SUPPORT AND INFORMATION REGARDING MY HEALTH, SAFETY AND WELLBEING.

86%

All the work done within these organizations to prepare and support employees working in the new environments created by the epidemic seem to have had great results - whether at home or on site.



ABOUT VERITA HR SERVICES

Take advantage of our 25+ years of experience in HR to help you create the **best survey** with the **highest possible response rate** and the **most actionable results**.

Verita HR Services is a boutique-style HR research and consulting firm run by two people who are passionate about helping organizations listen to their employees and create great places to work.

We design and administer customized employee and management surveys and provide other related human resources services to customers ranging from small to medium (50 to 1,000+), profit to not-for-profit, and corporate to municipal.

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