



Second Wind Ltd.

SMALL AGENCY BACK TO WORK SURVEY

June 25, 2020



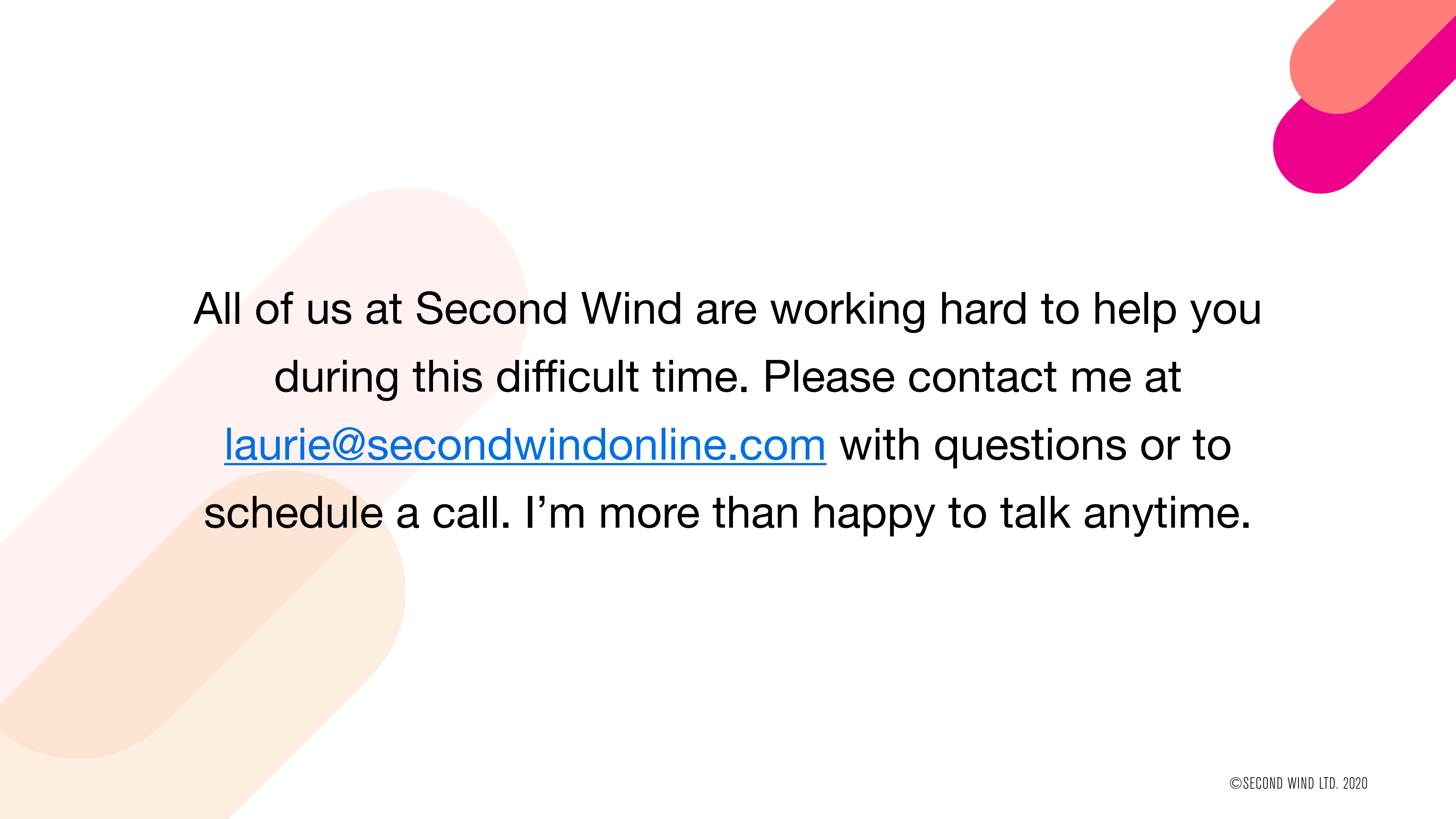
INTRODUCTION

Second Wind would like to thank everyone who participated in this survey. Your responses are important to helping us understand how smaller agencies are handling the return to their physical locations.

As shown by the results, agencies are proceeding with caution when returning to the office. In fact, less than half have returned as of the date of this survey. Some of this may be due to state or local restrictions, but many are electively maintaining work-at-home procedures to protect the health and safety of their staff.

With that said, most agencies are making preparations to return at some point and have already discussed physical and operational changes needed to open their spaces again. Issues like social distancing, client interaction, PPE and protocols when COVID infects a staff member are all top of mind.

There is no doubt a lot to consider before bringing staff back together again. Second Wind will continue to gather data and publish advice and guidance related to these issues in the coming weeks and months. Until then, stay healthy and safe.



All of us at Second Wind are working hard to help you during this difficult time. Please contact me at laurie@secondwindonline.com with questions or to schedule a call. I'm more than happy to talk anytime.



RETURN TO WORK STRATEGY

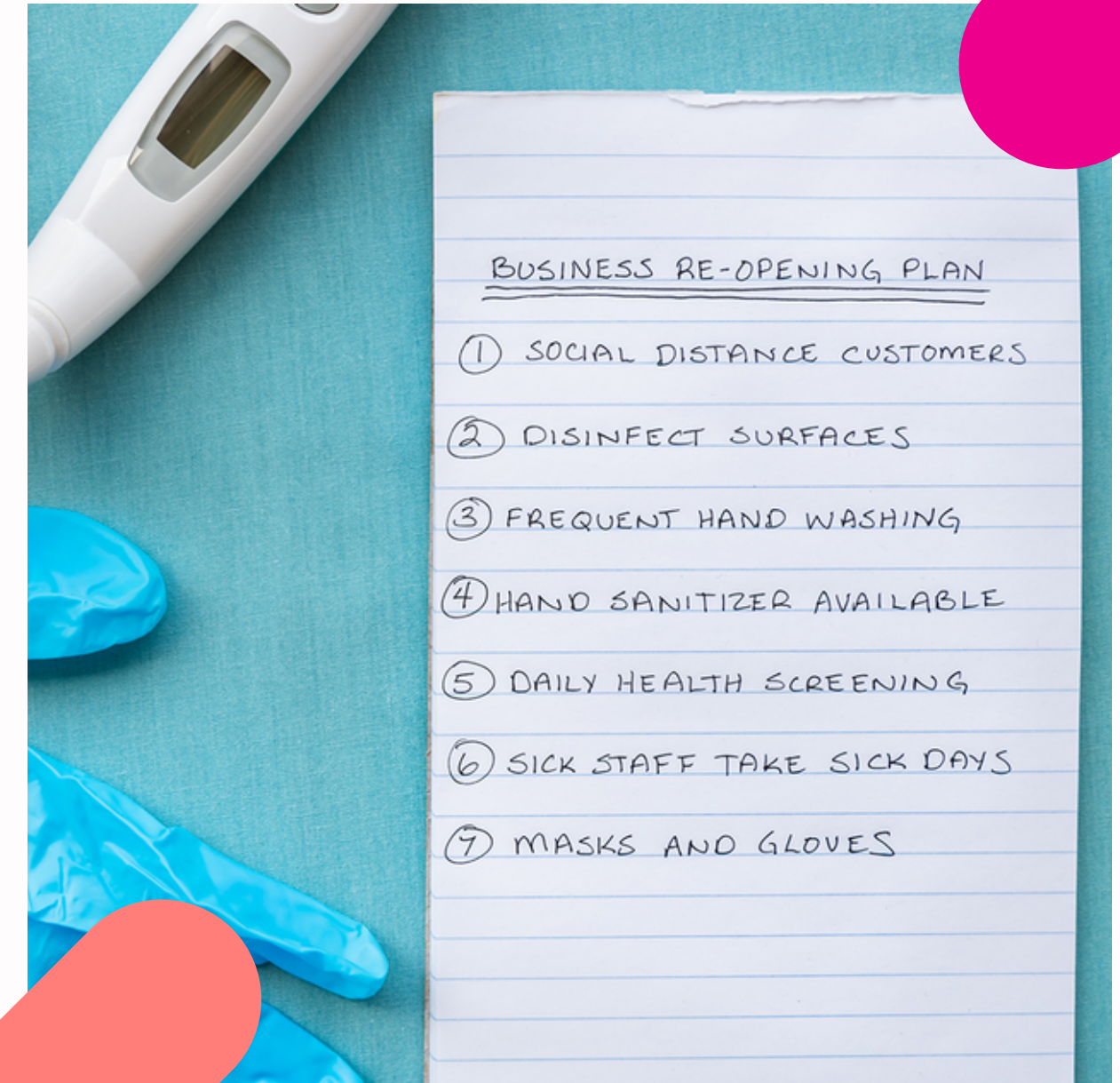
HAVE YOU RETURNED TO THE AGENCY'S PHYSICAL LOCATION IN RESPONSE TO LOOSENING OF STATE/ LOCAL COVID-19 STAY-AT HOME RESTRICTIONS?

Results show that 48% of agencies have returned to their office space as of mid-June.



DO YOU HAVE A RETURN-TO-WORK STRATEGY IN RESPONSE TO LOOSENING OF STATE/LOCAL COVID-19 STAY-AT HOME RESTRICTIONS?

65% of respondents state that they do have a return-to-work strategy in place with 22% stating they are currently working on one.



RESOURCES BEING USED TO CREATE A RETURN-TO WORK STRATEGY

79% are following
state and local
guidelines/resources.

65% are using
information from
the CDC.

28% are using federal
resources like OSHA
and EEOC.

WHEN EMPLOYEES RETURN TO WORK AGENCIES WILL:

Supply disinfecting wipes and supplies	89%
Clean/disinfect more frequently	83%
Mandate social distancing	70%
Stagger shifts/workdays/arrival times	42%
Suspend commons facilities (coffee makers, shared snacks, etc.)	25%
Have HVAC cleaned and update systems	17%
Have all employees return at once	17%
Install protective shields at work stations	13%
Won't make major changes to space or practices	9%

ADDITIONAL COMMENTS:

My team that is over 65 or immune compromised is continuing to work from home.

New floor plan walk-through routes to eliminate cross traffic in same hallway.

Will not use our small conference room; will limit visitors.

Allowing those with higher risk conditions to continue to work from home.

Instituting a "Work Where You Want" program. Employees can choose where they feel safe.

Requiring cell phones to be disinfected by provided UV light disinfecting technology.

WILL COMMUTING BE AN ISSUE FOR RETURNING EMPLOYEES DUE TO REDUCED/ HALTED PUBLIC TRANSPORTATION?

For 88% of respondents, employee commuting issues will not be a problem due to reduced or delayed transit.



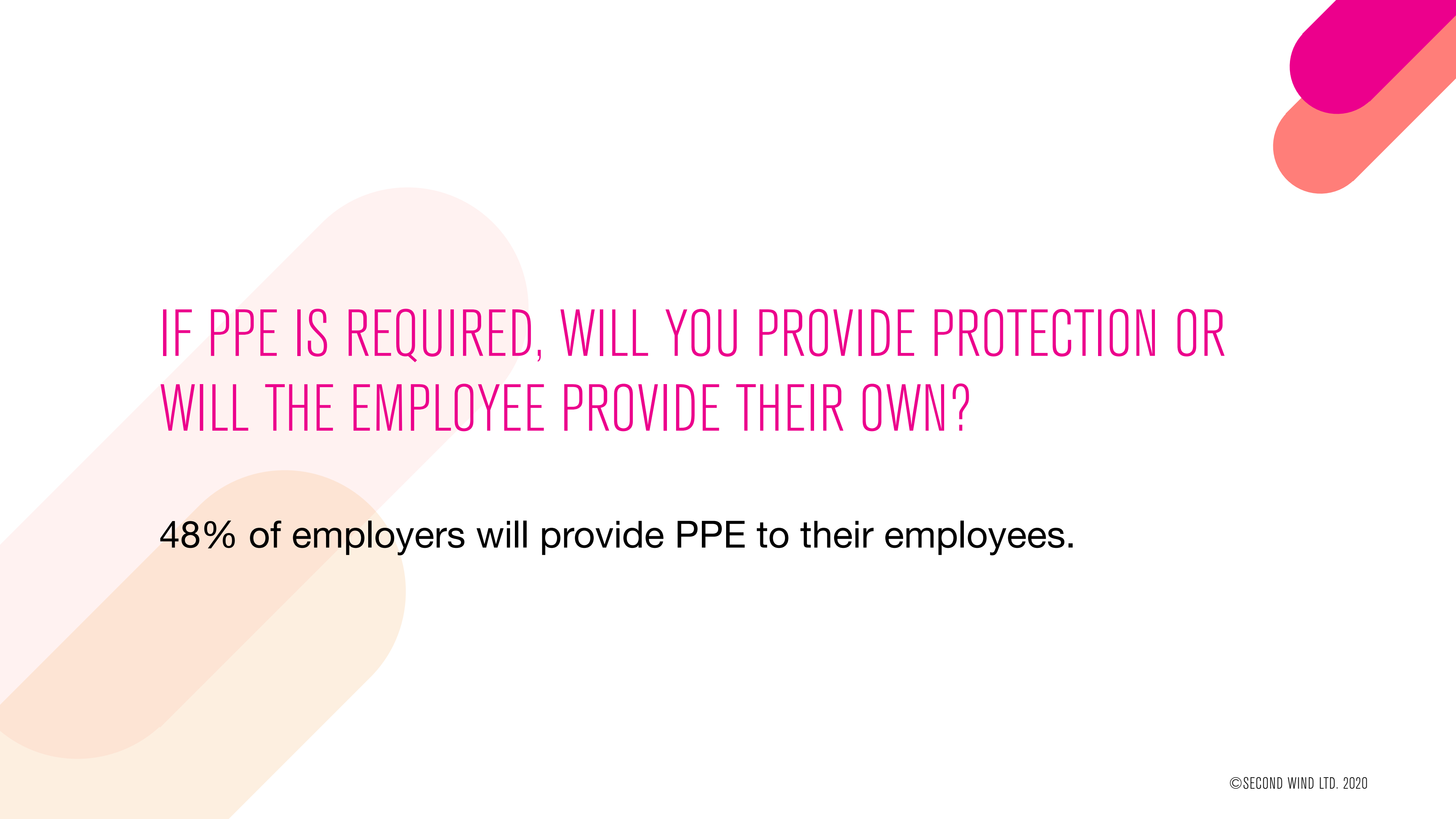


PPE, SOCIAL DISTANCING, AND COVID MONITORING

PPE IN THE WORKPLACE

- 45% of respondents said they will require employees to wear PPE when they return to the office.
- 5% will require the use of gloves
- 41% will not require any form of PPE
- 26% will make PPE optional or only require its use in certain areas of the building.





IF PPE IS REQUIRED, WILL YOU PROVIDE PROTECTION OR
WILL THE EMPLOYEE PROVIDE THEIR OWN?

48% of employers will provide PPE to their employees.

DOES YOUR CURRENT OFFICE SPACE REQUIRE RECONFIGURATION TO ALLOW FOR SOCIAL DISTANCING?

Most respondents (63%) said their office does not require reconfiguring to allow for social distancing.

Of those who need to make changes, 70% said they will have to implement moderate changes.



COVID MONITORING REQUIREMENTS

- 70% will require employees who are symptomatic, or have been exposed, to self-isolate for 14 days.
- 28% will monitor employee temperatures when they come back to work.
- 27% will not require any testing or monitoring.
- 2% will require periodic third-party testing.



ADDITIONAL COMMENTS:

Daily questionnaire must be filled out verifying they do or do not have symptoms.

We are asking employees to self monitor each day.

Daily Sign-In List indicating employee does not show any symptoms (per State guidance).

We will require a doctor's notice for those who have had COVID to allow them to come back to work.

Our city offers immediate testing for employees. If employees show symptoms, we will pay for the test and will receive the results along with employee.

Employees sign an agreement that states policies and then agrees to follow them - in addition to extra practices if traveled out of state and temp. checks in morning at their home.



HAVE YOU UPDATED EMPLOYEE POLICIES TO EXPLAIN SAFETY PROTOCOLS AND TESTING/MONITORING DURING THE PANDEMIC?

48% of respondents have updated their employee policies to explain safety protocols and testing procedures.

86% of respondents will educate employees about the risks associated with COVID in the workplace.

72% have procedures in place for notifying other employees if someone tests positive, and a plan to return to modified operations, if necessary.

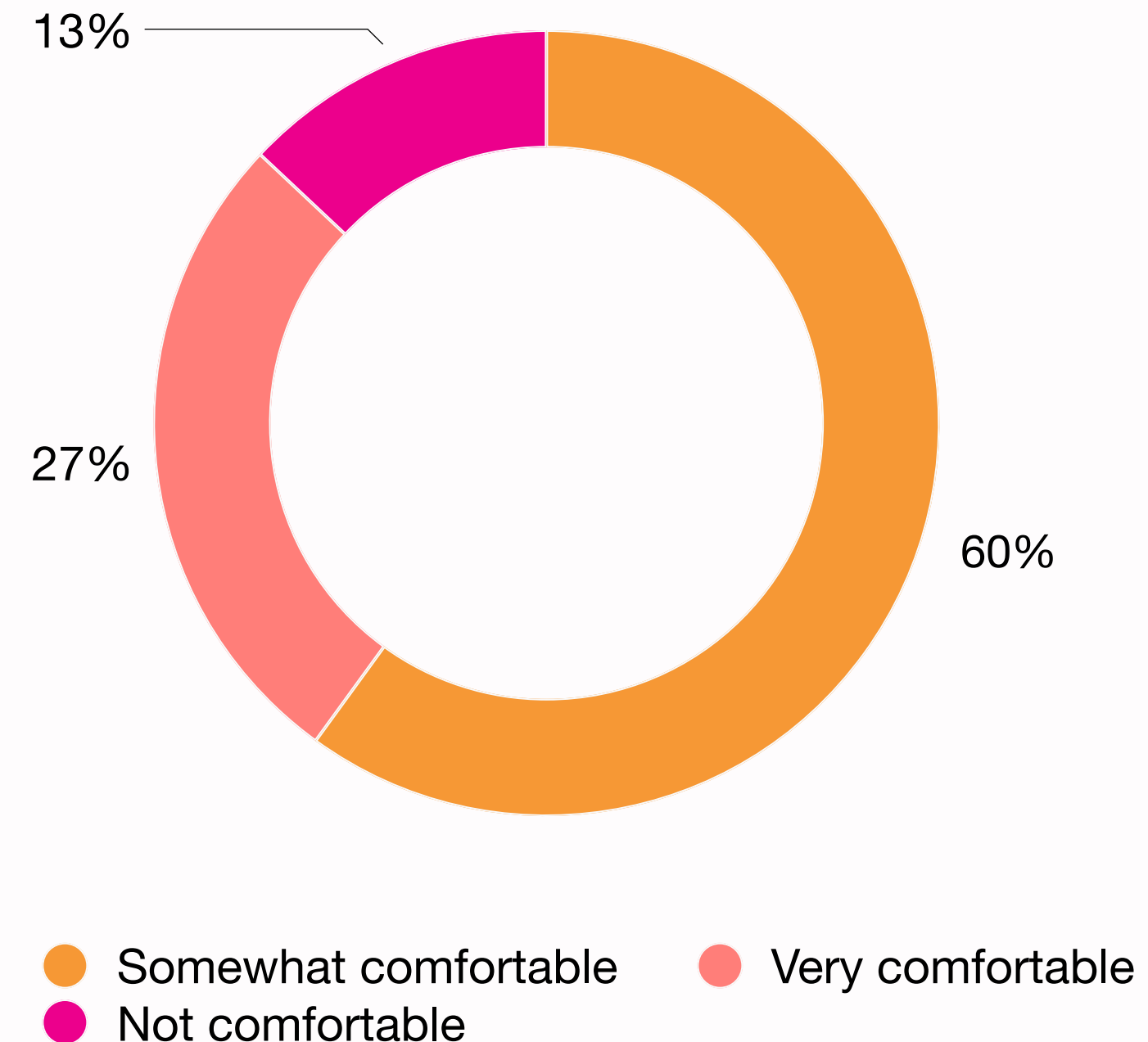


COMFORT LEVEL OF EMPLOYEES RETURNING TO WORK

60% feel their employees are somewhat comfortable with returning to work.

27% feel their employees are very comfortable.

13% stated their employees are not comfortable returning to work.





ONGOING COVID CONCERNS

LEVEL OF CONCERN REGARDING THE FOLLOWING ISSUES:

	NOT CONCERNED	SOMEWHAT CONCERNED	VERY CONCERNED
Financial impact on the business	7%	46%	47%
Potential economic recession	5%	38%	56%
Loss of clients	17%	47%	35%
Renewed shutdown orders if cases spike	10%	47%	14%
Reduced employee productivity	42%	44%	14%
COVID outbreak among employees	33%	56%	11%
Employer responsibility if employees should get sick	29%	58%	13%
Employee retention	62%	34%	4%




AS A RESULT OF COVID-19, THE FOLLOWING MAY BE INCORPORATED AS LASTING CHANGES IN THE AGENCY:

Will be more open to remote working arrangements	93%
Will authorize less travel	34%
May reconsider having a physical location	26%
Will reduce payroll to a core staff	22%
Will move entirely to cloud-based operations/systems	15%




ADDITIONAL COMMENTS



We are looking at a September return to the office, provided that schools/daycares are back in session.


Our business model already operates fully cloud-based. We have eliminated job jackets and approval stamps for example. The transition to remote work was relatively seamless.

Most of my team was telecommuting two+ days a week in 2019. Now, we expect 80 percent to telecommute full time.



Our IT department already had remote working capabilities for all resources and employees in place for years, so when the stay at home orders came, it was a seamless transition, with the exception of some employees having to setup a home office space.

We have one employee whose wife is at risk, so he continues to work remotely. ALL employees were given permission to work from home if they were at all uncomfortable with the office. Everyone is grateful to be back.



We're weighing the pro's and con's of working remote...we find we're all more productive.

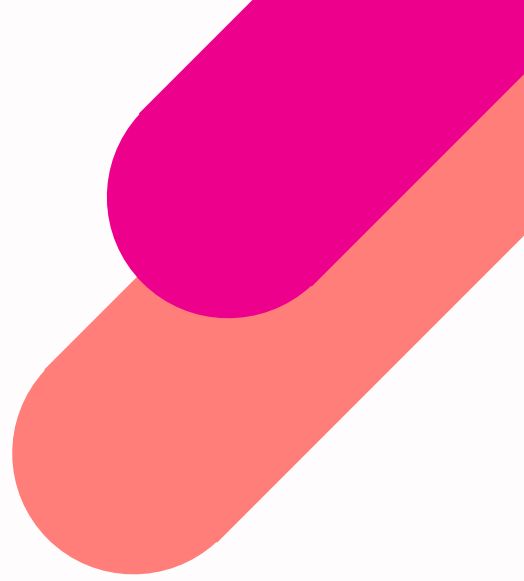
Trying not to make specific decisions too quickly. It's difficult to know the future, and the unknown can make us negative. The double whammy we're experiencing adds further uncertainty.

I think it is still too early to make a major decision on returning our entire staff to the office. A major factor is childcare, camps and school this fall.

Visitors, client and vendors will no longer be allowed in our space without advanced meeting requests. Ultimately, ZOOM and other methods have proven to work. Reducing traffic and locking our main entrance will give employees more of a sense of safety while in work space.

We surveyed our staff and shared the results anonymously. We shaped a very thorough document and spelled out all the measures we are taking, and said it is optional for the foreseeable future to return to work. Most are still working from home but occasionally coming into the office.

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