Results from surveys – Demographics

Overview of sectors surveyed

Percentage of different sectors represented in the survey

- Knowledge Workers: 33%
- Industrial: 19%
- Social Services: 16%
- High Touch: 15%
- Logistics & Transportation: 7%
- Education: 5%
- Health Care: 4%
- Other: 1%

Size of Businesses / organizations surveyed

Size of Workforce by percent represented in the survey

- Small (1-100 employees): 61%
- Medium (101-250 employees): 20%
- Large (500+ employees): 19%

Key takeaways

- 928 total responses.
- Conducted April 20-22.
- Polled business owners and leaders around the region to determine the impact of COVID-19 on their operations and needs to reopen safely.
- Respondents’ comments are also highlighting the divide between those wanting to reopen now versus those concerned about moving too quickly without proper safeguarding measures.
Results from surveys – Business today

83%
Average percent of businesses / organizations that are fully or partially open

54% and 49%
Knowledge workers (54%) and Industrial (49%) are the largest fully open business sectors

40%
Of all closed businesses are High-Touch and most are small businesses (less than 100 employees)

16%
Percent of knowledge industry respondents that said all their remote workforce could continue working effectively out of office for extended period

28%
Respondents indicated that they are operating at full capacity

63%
Majority have one-fourth or less of their employees on-site

1 in 4
Small businesses require a large on-site workforce

Key takeaways

• The industrial sector appears the least impacted; 67% indicated operations at 75-100%. High-Touch sector is most-impacted, with 70% indicated operating at 50% or less normal capacity.

• Businesses that are deemed essential or that are more conducive to remote work have fared better.

• Small business have on-site needs. 14% need all staff on-site. 10% need at least 75% on-site.
Results from surveys – Reopening the economy

Top 3 issues businesses and organizations need resolved to fully reopen:

<table>
<thead>
<tr>
<th>Issue</th>
<th>% of respondents who listed as a top 3 issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Testing</td>
<td>43%</td>
</tr>
<tr>
<td>2. Social Distancing</td>
<td>40%</td>
</tr>
<tr>
<td>3. Formal Guidelines</td>
<td>31%</td>
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</tbody>
</table>

What we heard for support needed...

- Concern for testing outweighed concern for PPE.
- Nearly half of High-Touch and Logistics respondents listed access to capital as top need.
- Of those that chose ending social distancing as their top priority, nearly 70% are small businesses.

Key takeaways

- Formal health and safety guidelines were a key need identified by most segments as their fourth major external concern, following closely behind the need for an end to social distancing.
- Testing was the highest concern for knowledge and industrial sectors. Concern for PPE only ranked high for health care workers.
- Across the board, respondents believe only a portion of their employees could continue to work effectively at home after economic reopening.
Survey questions

Demographic questions to establish sector and size will be included as well

Section 1: Business today

• Is your business/organization fully or partially open? (If answer is no, advance to question 6)

• What percent of your operations are active today?
  • 0-25%
  • 26-50%
  • 51-75%
  • 76-100%

• Compared to normal operations, what percent of your workforce is still working on-site?
  • 0-25%
  • 26-50%
  • 51-75%
  • 76-100%

• Which part of your business operations require an on-site workforce, ie: cannot work remotely?
  • 0-25%
  • 26-50%
  • 51-75%
  • 76-100%

• Of your workforce that is now remote (but wasn’t before), what percent could stay effective working remotely even after economic reopening?
  • 0-25%
  • 26-50%
  • 51-75%
  • 76-100%

Section 2: Reopening the Economy [allow for 3 choices]

What are the top 3 issues you need resolved to fully reopen your business/organization?

• Access to personal protective equipment (e.g., masks, gloves)
• Access to cleaning equipment
• Access to financial capital
• Workforce/employee training
• Hiring employees
• Employee access to child care
• Universal testing for COVID-19
• Waiting for supply chains to be re-established
• Issuance of formal health safety guidelines
• Liability protections should employees contract COVID-19 after returning to work
• Ending current social distancing restrictions
• No immediate needs

Out of the conditions you selected, where do you need most external support/help/advice? [Comment Box]

Comments (optional): [Comment box]