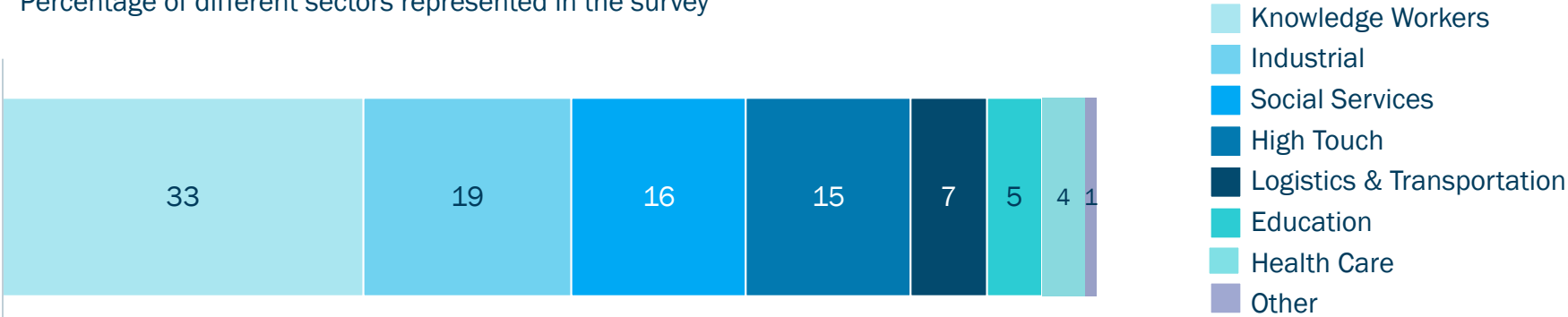


Results from surveys – Demographics



Overview of sectors surveyed

Percentage of different sectors represented in the survey



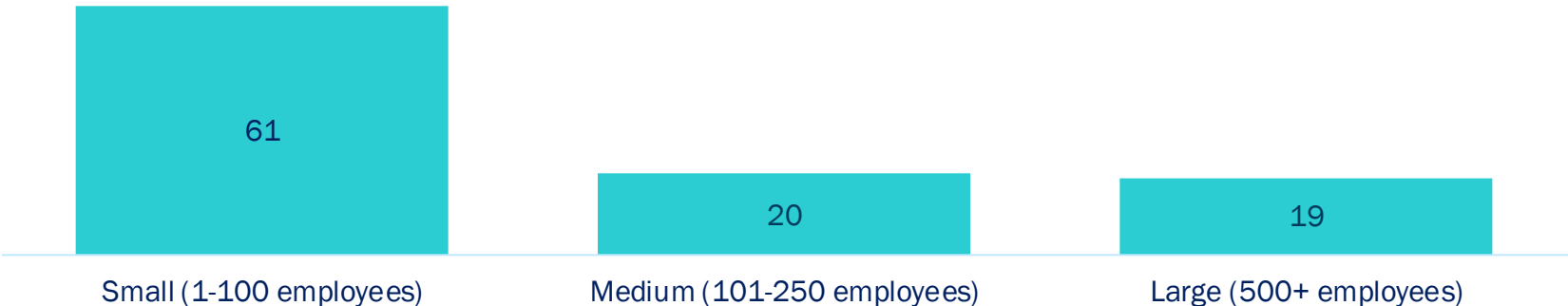
Key takeaways

- 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.



Size of Businesses / organizations surveyed

Size of Workforce by percent represented in the survey



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-site¹



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.

1. Compared to normal conditions

Results from surveys – Reopening the economy

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

Issue	% of respondents who listed as a top 3 issue
1. Testing	43%
2. Social Distancing	40%
3. Formal Guidelines	31%

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]