

IIAC Exploratory Post-Lockdown Survey Results

**Results are as of April 20, 2020*

This is part of a series of surveys the IIAC is conducting to assess the unique needs of specific divisions of the investment industry, in order to better facilitate assistance for those needs.

IIAC is committed to working with members, the CSA, IIROC, TMX Group, MFDA, the Canadian Bankers Association, multiple levels of government, regulators and others to ensure the wellbeing of the economy and the investment industry community at this time.

The results of the survey can be found below. Some responses have been moderated to ensure anonymity.

Disclaimer

The purpose behind this survey is exploratory only, to begin conversations around the next stage in Business Continuity Planning in what is unprecedented circumstances for everyone. The many different sizes, and unique natures of our member organizations means every organization will have a different experience when the time does come to return to the workplace, and we wanted to gather and share what expectations and questions there may be, acknowledging the situation continues to change daily.




Directions from the government and the medical community will be paramount in informing organizations how and when people may return to the workplace.

Executive Summary

The general expectation of most survey respondents is that present safety measures regarding the pandemic will continue into the late summer, and that the return of remote employees to the office will be a gradual and cautious exercise, with many social-distancing measures continuing to be observed. The exact nature of these continuing measures and how they may be implemented and monitored is a high-priority concern, particularly with respect to reporting individuals exposed to or infected by COVID-19 and privacy issues. Survey respondents also repeatedly expressed worry over how best to responsibly and humanely handle employees who may be frightened to return to the workplace, and/or have vulnerable individuals in their lives.

Many organizations have not yet considered their post-lockdown plan and are waiting for guidance from medical authorities before beginning any planning exercises.

Have you started planning the re-opening of your office to employees who have been working off-site/remotely?

-  No - 55.56%
-  Yes - 33.3%
-  Somewhat - 11.11%

When do you expect your office will re-open to staff who have been working off-site or remotely (once public authorities advise it is safe to do so)?

- ✚ May-June - 29.41%
- ✚ July-August - 41.18%
- ✚ September-October - 23.53%
- ✚ November-December - 0%
- ✚ Sometime in 2021 - 5.88%

Are you using external information sources to help plan the “post-lockdown” phase?

- ✚ Yes - 55.56%
 - Government; Provincial Ministry of Health; Public Health Authorities; consulting Federal, Provincial, Municipal websites for information regarding COVID-19; news; attending webinars run by HR firms and logistics firms; communications from governments and medical professionals.
- ✚ No - 44.44%

Does your firm plan to allow some flexibility to employees on when they return to work, or will it be mandatory for all?

- ✚ Yes - 44.44%
- ✚ No - 16.67%
- ✚ It depends - 38.89%
 - Possible issues for kids and transportation;
 - Some employees are enjoying the work from home (WFH) experience: we may broaden our WFH policy;
 - Depends on timeline and government recommendations;
 - Will look to authorities;
 - Will depend on comfort level of employees.

Do you plan to determine what information you can ask employees about their health (COVID-19-related only)?

- ✚ Yes - 62.50 %
 - COVID-19-related only;
 - We will ask questions related to symptoms similar to the ones asked when you visit a hospital (symptoms, contact with person having been infected, etc.);
 - Information related to travel, previous exposure, etc.;
 - Any diagnosis of COVID-19, any fever;
 - We will utilize health questionnaires as recommended by the Provincial Health Services Authority
- ✚ No - 31.25%
 - Employees are open about their health.
 - Management has made it clear the employees’ wellbeing is the most important issue.
- ✚ Other - Don’t know yet

Do you plan to restrict who has access to this information?

- ✚ Yes - 62.5%
 - HR teams will keep information confidential;
 - HR only;
 - Only persons who currently have access to HR files will see this information;
 - Management only.
- ✚ No - 37.5%
 - We will try to share as much information as we can;
 - Our goal is to protect the health of all our employees and their families.

How do you plan to determine what information will be released to which other employees?

- ✚ The name of a person diagnosed with or who is isolating due to contact with another individual who has tested positive for COVID-19 will be released to likely contacts, but not necessarily those operating on different premises - 50%
- ✚ Will only notify employees that someone in the office has been diagnosed - 31.25%

Other Responses:

- ✚ Due to our business size it would be difficult not to do so. They would find out anyway.
- ✚ Will only notify employees who may have reason to be in contact with someone diagnosed. Highest priority on the health and safety of staff while respecting the privacy of the diagnosed person.
- ✚ We have one location. Everyone will be notified.
- ✚ Haven't figured this out yet.
- ✚ We will determine this on a case-by-case basis.


Do you plan to determine how to identify and notify clients who may have come into contact with a person diagnosed with COVID-19?

- ✚ Yes - 66.67%
 - We plan to do so but haven't determine how (phone call, email, etc.);
 - The wellbeing of staff and clients is paramount;
 - If an employee tests positive, clients that came into contact with the employee in the last 14 days will be notified.
- ✚ No or Not Applicable - 20%
- ✚ Other Responses:
 - We don't deal with external clients in-person;
 - This will be handled on a case-by-case basis.

Do you plan to determine how long such personal information will be stored and when it will be destroyed?


- ✚ Yes - 60%

- As a subsidiary of a global financial institution, we will follow our corporate guidelines when established;
- When there is a vaccine;
- Will follow guidelines;
- 7 years.


 No - 40%


- We haven't determined yet if we will store the information;
- This will be determined when we have the appropriate information around immunity, vaccines and recurrence.

Will you ask employees if they have been tested for COVID-19?

 Yes - 13.3%


- We have continuously asked our employees to self-report if they are experiencing symptoms and if they are being tested;
- We follow up on their healthy and safety even while they are working from home.

 No - 20%


 Unsure - 66.67%


- We can't comment until guidance from health organizations is made available.

Will you ask employees if they have been infected and recovered from COVID-19?


 Yes - 40%


- We have issued a notice requiring any employees to notify us in such event.

 No - 13.33%

 Unsure - 46.67%

How do you foresee the return of employees to the workplace?

 Having some employees work from home/remotely for an extended period – 70%

 Staggering working hours for employees to reduce congestion at start/end of the workday - 40%


 Gradual “back to work” (not all employees at once) - 60%

 Other Responses:

- It will be a mix of all these three scenarios;
- Will have the employees that want to work at the office first and gradually add others as new information comes forward;
- We don't look at this as though it will be turning on a switch and back to normal. We look at it like using a dimmer switch: turn it up and down as the environment allows;
- Some employees enjoy the WFH experience. The managers will determine the schedule.

Do you plan to take each employee's temperature before he or she can enter the office?

 Yes - 0%

 No - 60%

 Unsure - 40%

Do you plan to inquire the following of each employee's health before he or she can enter the office?

- ✚ Have you tested positive for COVID-19? - 60%
- ✚ Are you coughing? - 50%
- ✚ Do you have a fever? - 60%
- ✚ Have you lost your sense of smell? - 20%
- ✚ Have you lost your sense of taste? - 20%
- ✚ Do you feel sick? - 40%
- ✚ Have you been in contact with a person diagnosed with COVID-19 in the last 14 days? - 80%
- ✚ None of the above - 20%

Do you plan to implement mandatory hand sanitizing before employees can enter the office?

- ✚ Yes - 60%
 - Along with social distancing
- ✚ No - 10%
- ✚ Unsure - 30%
 - Will ensure that office cleaning/sanitization standards are much higher than before the pandemic;
 - Will have hand sanitization stations throughout our offices.

Do you plan to implement any of the following measures for moving around the office?

- ✚ Limiting the number of employees in common areas such as elevators, bathrooms, kitchen, etc. - 88.89%
- ✚ Having security staff monitor the flow of employees in and around the office - 11.11%
- ✚ Any other measures that could help employees move around the office safely? Please list.
 - We will certainly articulate best practices and guidelines for our employees to follow;
 - We're not sure on how/whether we will put monitoring in place at this time.

Do you plan to implement any of the following preventative measures?

- ✚ Having employees disinfect their workstations before starting their workday - 88.89%
- ✚ Having employees disinfect their workstations at the end of their workday - 55.56%
- ✚ Any other preventative measures that you plan to implement?
 - We will ensure our cleaning staff disinfect all workstations.
 - We will allow employees to do more disinfecting, should they wish.

Do you plan to implement any of the following policies?

- ✚ Having employees wear masks (their own or masks provided by the firm) - 20%
- ✚ Having employees perform social distancing (keeping a minimum of 2 meters between employees) - 90%
- ✚ Having a "no travel" and "no conference" policy for an extended period - 70%

- ✚ Having a “no face-to-face meeting” policy for an extended period (with clients and/or co-workers) - 40%
- ✚ Having increased cleaning of the office (more frequent) - 90%
- ✚ Any other policies that you plan to implement?
 - We will implement any other "best practices" that our healthcare professionals/ government agencies recommend.

Do you plan to implement any of the following measures to ensure the safety of employees?

- ✚ Having sanitizer gel available in the office - 100%
- ✚ Having disinfecting wipes available in the office - 100%
- ✚ Having masks available in the office - 50%
- ✚ Having gloves available in the office - 50%
- ✚ Having reminders in the office regarding social distancing and hand washing - 90%
- ✚ Any other measures that you plan to implement in order to help keep your employees safe?
 - Requiring the use of or making masks available will depend on how the situation evolves and we will adjust measures accordingly.

What are your most serious concerns regarding fully reopening your office?

- ✚ How many employees should be back in the office at any given time and when;
- ✚ Protecting the safety and health of our employees and of their families;
- ✚ Transmission of the virus by asymptomatic people;
- ✚ Concentration of our employees having COVID-19, which may have an impact on our operation;
- ✚ That infected people infect others and non-adherence to common sense;
- ✚ Will our staff actually be willing to return to the office, once able;
- ✚ There are many employees who are comfortable at home and some that will be absolutely scared to come to the office. How we strike a balance will be key.

Do you have any additional comments or concerns you would like to share with the IIAC?

- ✚ We don't see any clarity around the timelines for these issues until a vaccine is actually discovered, approved and mass produced.