

3rd COVID-19

Pulse Survey Results

The latest COVID-19 Pulse Survey from BSI found that while signs of optimism are apparent among business leaders in North America, organizations continue to face challenges with supply chain disruptions and rising concerns about their workers' physical and mental health as the stress of the pandemic wears on.

“ We're grateful to have heard from more than 1,300 clients, and the broader business community, over the course of these three pulse surveys. We've been able to identify and track trends related to organizational resilience and the pandemic's impact on worker health as compared to when the effects of the virus began in North America nearly eight months ago. ”

Tim Wren, Regional Commercial Director, BSI Americas

“ Now more than ever, it is imperative senior leaders consider total worker health amid these uncertain times. As the majority of the US and the world continues to work remotely due to COVID-19, employers need to consider the physical and mental health of employees to help ensure a sense of value and belonging. ”

Danielle Reilly, SVP of Consulting Services, BSI Americas

3rd Pulse Survey key findings include:



Impact

Since our first pulse survey in April of this year, organizations have made significant progress in adjusting to and preparing for the next normal, with **65 per cent reporting that they are in the recovery or resilience phases** of our four phases of the pandemic response, which also include survive and stabilize.



Top Concerns

While **employee safety remains a chief concern for senior leaders**, concerns for the future, such as when a vaccine will be developed and the impacts of a potential third wave of COVID-19, are much more prevalent now than in April.

Additionally, respondents' concerns have shifted from a focus on their employees' physical health; their **concerns now include mental health** as the stress of the pandemic continues.



Supply Chains

More than eight months into the pandemic, more than half of respondents are **still experiencing issues in their supply chain at the manufacturing site**, and almost half of respondents are **looking to make long-term changes to their supply chain**, including how materials are sourced and transported.



Remote Working

Despite a remote workforce, 67 per cent of respondents cite that **productivity has either improved or remained the same amid the pandemic**.

As workers remain remote, **only 18 per cent of business leaders report offering ergonomic support for their remote workforce** through office furniture or laptop stands; 27 per cent report offering external mice or keyboards.