IMPACT OF COVID-19 ON COMPENSATION, BENEFITS & HR POLICIES/PRACTICES

WCBC RESEARCH PROJECT • MAY 8, 2020

BACKGROUND

The COVID-19 pandemic represents a serious health threat to people around the world and has presented most employers with significant financial and human resources challenges. During the last two weeks of April, Western Compensation & Benefits Consultants ("WCBC") surveyed 281 Canadian organizations to shed light on how employers are dealing with these important challenges. Organizations shared their experiences regarding:

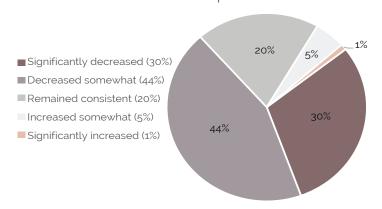
- how business operations have been affected
- what accommodations and support are being provided to employees
- the impact on salaries, incentive plans, group benefit and retirement plans

IMPACT ON BUSINESS

Prior to the COVID-19 outbreak, the Conference Board of Canada forecasted that Canada's real GDP would grow by a modeset 1.8% in 2020 and by 1.9% in 2021. However, as at April 15, 2020 the Conference Board was forecasting that real GDP would contract by 4.3% in 2020 followed by a solid 6.0% rebound in growth in 2021. Every sector of the Canadian economy is affected with some sectors such as construction, manufacturing, wholesale and retail trade, accommodation and food services being particularly hard hit.

As shown below, a majority (74%) of the organizations WCBC surveyed report a decrease in revenues.





MARCH 11

Pandemic Declared

APRIL 11

CANADA EMERGENCY WAGE SUBSIDY PROGRAM PASSED INTO LAW

APRIL 27

Canada Emergency Wage Subsidy Program Opens

MAY8

CANADA EMERGENCY WAGE SUBSIDY PROGRAM EXTENDED 8WKS+ SOCIAL DISTANCING 65K INFECTIONS

WCBC helps employers pay employees appropriately by providing customized solutions, market-based research and professional advice. Contact us to learn how we can help you achieve your compensation goals.

CONTACT

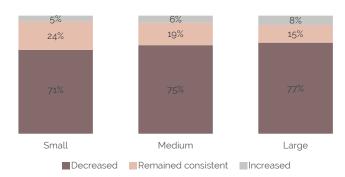
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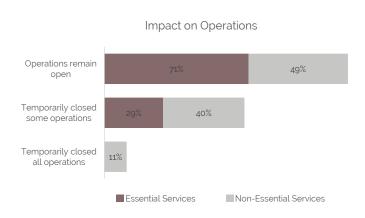
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IMPACT ON BUSINESS

Impact On Revenues Based On Size Of Organization



As shown opposite, the revenues of small, medium and large size organizations are being negatively affected.



Sixty-five percent of businesses remain open, 32% have had to temporarily close some operations, while 3% have temporarily closed all operations. Not surprisingly, full or partial closures are more prevalent in businesses deemed as non-essential.

Each province makes its own declaration as to which businesses qualify as essential services. Typically, these businesses are essential to preserving life, health, public safety and basic societal functioning. The services are those that Canadians rely on in their daily lives. Seventy-three percent of the survey organizations are classified as essential services businesses.

Statistics Canada's latest unemployment numbers show the impact COVID-19 has had on Canadians. As at May 8, 2020 Statistics Canada reported that the total employment decline since the beginning of the COVID-19 economic shutdown is over three million.

Laying Off Employees

Postponing Recruitment

Adding Employees

46%

30%

7%

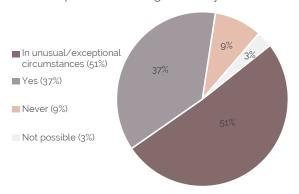
Just under half (46%) the survey organizations have been forced to lay off some of their staff and 30% have postponed recruitments that were in progress. Seven percent are adding employees. These hirings are almost exclusively by essential services businesses. Executive and management positions have not been significantly affected while nearly half of all hourly workers have been laid off.

IMPACT ON WHERE WORK IS DONE



Shortly after the COVID-19 pandemic was declared on March 11, 2020, provincial governments, upon the advice of Provincial Health Officers, recommended that employees who can work from home do so. As shown below, with the exception of workers for which working remotely isn't possible (e.g., cashiers, grocery store workers, construction workers, etc.) most organizations (88%) allowed employees the option of working from home or some other location before the COVID-19 pandemic was declared. However, in most cases, remote work was often only allowed in unusual or exceptional circumstances or only applicable to some positions.

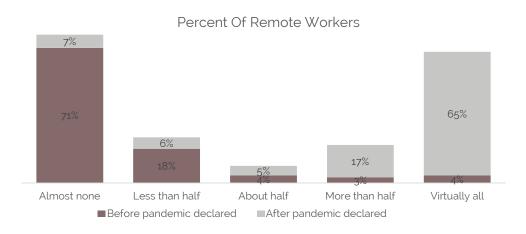
Option Of Working Remotely Before COVID-19



Of the 9% of organizations that never allowed employees to work remotely, virtually all (96%) changed this practice (at least for the time being) after the COVID-19 pandemic was declared.

REMOTE WORK BEFORE & AFTER PANDEMIC DECLARED

The percentage of employees working remotely after the pandemic was declared is dramatically different than the percentage working remotely before the pandemic occurred.



IMPACT ON WHERE WORK IS DONE

For those employees who do not typically work remotely but now do, just over half (52%) of the organizations are supporting their employees by either providing, paying for or subsidizing things such as printers, scanners, cell phone plans and/or internet expenses. As shown below, 71% of the organizations have purchased laptops for use by employees.

In most cases (80%), in addition to those employees working remotely, there are employees who must be present at the work site. Accommodations which have been implemented for on-site employees are shown below.

REMOTE SUPPORT

71% Purchased laptops

43% Pay for peripherals*

22% Subsidize cell phone plans

17% Pay for cell phone plans

15% Subsidize purchase of peripherals*

13% Subsidize internet expenses

4% Pay for internet expenses

14% Other

ON-SITE SUPPORT

97% Enhanced cleaning/sanitization

81% Provided with protective gear

49% Staggered schedules, same hours

37% Reduced operating hours

35% Staggered schedules to meet personal needs

21% Pay for parking during social distancing order

14% Employees able to check their temperature

5% Pay for car share during social distancing order

3% Subsidize parking during social distancing order

1% No accommodations

22% Other

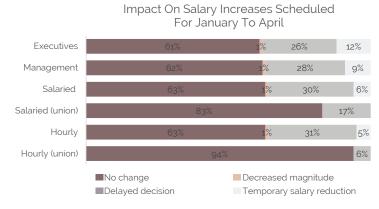


^{*}Peripherals include such things as printers, scanners, etc.

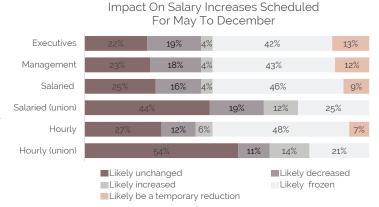
IMPACT ON SALARIES

COVID-19 had little impact on salary adjustments in the first four months of 2020 while organizations making adjustments later anticipate changing their plans.

Fifty-eight percent of organizations review/increase base salaries in January, February, March or April, which was when the COVID-19 pandemic was unfolding. For the most part, the coronavirus outbreak had little impact on the magnitude of employees' base salary adjustments. Just over one-third (35%) of the organizations delayed the salary adjustment decision and a small proportion (12%) of the organizations implemented temporary salary reductions. Generally, the temporary salary reductions affected executive and management level employees in those medium to large size organizations which have experienced a decrease in revenues.



For the remaining 42% of organizations which review/increase salaries sometime between May and December, the impact of COVID-19 on salary increases paints a very different picture. Over half (51%) anticipate a salary freeze for some or all their employees while about one-quarter (23%) will likely decrease the magnitude of the salary increase. The variance by employee group is shown opposite.



On April 11 the Federal Government passed into law the Canada Emergency Wage Subsidy (CEWS) Program. The objective of the Program is to help businesses of all sizes faced with a significant decline in revenues to either keep their employees on the payroll or re-hire them. This Program which provides employers with a 75% wage subsidy (up to a maximum of \$847 per week) was initially to be in place for the 12-week period from March 15 to June 6. An extension beyond the early June endpoint was announced May 8. The Program opened April 27 and as of May 4 Federal officials reported that at least 96,000 businesses had applied for the wage subsidy.

Have or Will Apply

Considering Applying

Not Applying

53%

38%

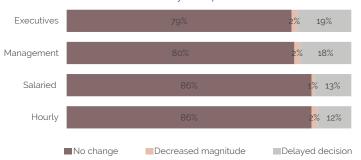
9%

Of the 74% of survey organizations which reported a decrease in revenues due to COVID-19, virtually all (91%) have already applied, plan to or are considering applying.

IMPACT ON INCENTIVE PLANS

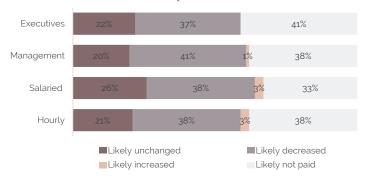
COVID-19 had little impact on the magnitude of bonuses paid in the first four months of 2020, while payments scheduled for later in the year will likely be reduced or not paid.

Impact On Bonuses Normally Paid Out January To April



Employees in over two-thirds (68%) of survey organizations are eligible for an annual bonus. In over half (55%) of these organizations, annual bonuses are paid out in first four months of the calendar year. For these organizations, the coronavirus outbreak had limited impact on the magnitude of the bonus paid, but approximately 20% of organizations are delaying the decision. Understandably, those organizations delaying the decision to pay bonuses are typically organizations facing financial hardship.

Impact On Bonuses Normally Paid Out May To December

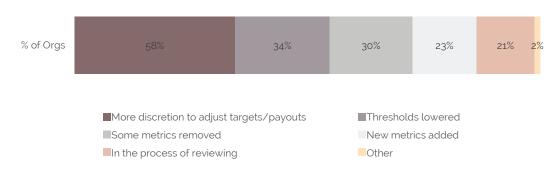


For the remaining 45% of organizations for which annual bonuses would normally be paid out sometime between May and December, bonuses will likely be decreased or not paid out at all.

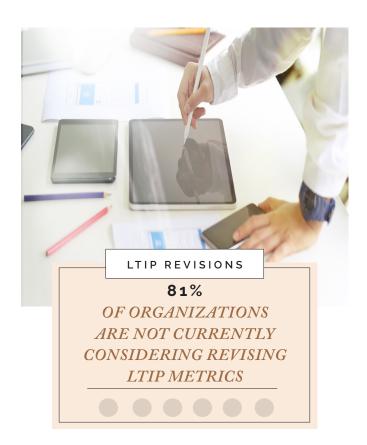
ANNUAL BONUS PERFORMANCE METRICS

In three-quarters (74%) of the organizations, the annual bonus has performance metrics associated with the short-term incentive program(s). In one-third (37%) of these organizations, revisions to the performance metrics have or will likely be implemented in response to the COVID-19 pandemic. As shown below, the majority (58%) of organizations are providing for more discretion to adjust performance targets/award payouts, while removing/adding new performance metrics and/or lowering performance thresholds are also being considered.

Short-Term Incentive Plan Revisions Being Implemented or Considered



IMPACT ON INCENTIVE PLANS



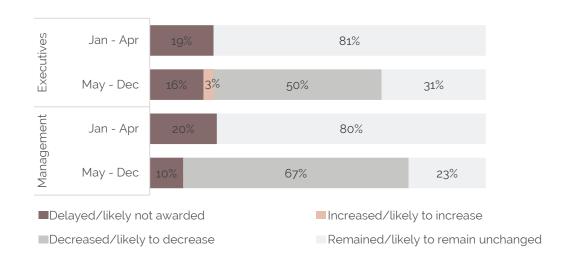
Employees in 19% of the survey organizations are eligible for long-term incentive awards. However, this form of additional compensation is almost exclusively applicable to executive and/or management level employees.

In 40% of the organizations which provide long-term incentives, the awards are normally in the first four months of the calendar year with the remaining 60% being awarded between May and December.

As shown below, the outbreak of COVID-19 had little effect on the magnitude of awards given in the first four calendar months, whereas executives or management employees due to receive awards later this year will likely be awarded a lesser amount.

About one fifth (19%) of these organizations have implemented or are considering revisions to the performance metrics of their long-term incentive plans in light of the COVID-19 pandemic.

IMPACT ON LONG-TERM INCENTIVE AWARDS



IMPACT ON SICK LEAVE POLICIES/PRACTICES

Due to COVID-19, 43% of the survey organizations have made changes to their sick leave policies/practices.

As shown below, medium to large size businesses were more likely to modify their plans.

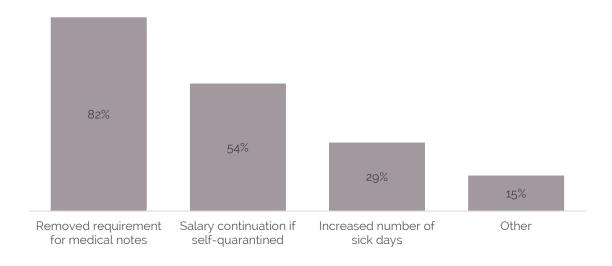


On March 15, 2020 the Canadian Medical Association asked employers to discontinue the practice of requiring medical notes, as it would place an unnecessary burden on an already stressed health care system.



As shown below, most (82%) organizations complied with this request. Many organizations (54%) have also modified their sick leave policies/practices to provide salary continuation if an employee needs to self-quarantine due to COVID-19 illness or exposure even if the employee is not strictly entitled to a sick leave benefit. Over one-quarter (29%) have increased the number of available sick days.

Changes/Modifications To Sick Leave Policies



IMPACT ON OTHER POLICIES/BENEFITS

Two-thirds (65%) of the organizations have made changes/modifications to support employees' well-being during the COVID-19 pandemic. These range from allowing for flexible work hours to accommodate employees who have school age children at home, free lunches for staff at the work site and regular check-ins with staff via phone, video conferencing or email. The most common support strategies are shown below. The majority (83%) have promoted the resources offered through their Employee Assistance Programs (EAP).

Twenty-eight percent of organizations revised their benefits plans to allow coverage to continue if layoffs or work reductions result in the number of hours worked being less than that required for coverage under the plans. As shown below, these organizations have typically reduced the number of hours required for employees to qualify for coverage, or have allowed for a longer extension of benefits during temporary layoffs.

EMPLOYEE WELL-BEING

83% Promoted EAP resources

- **81%** Encouraged social connection while maintaining social distance
- 70% Encouraged physical activity
- 35% Provided tools for virtual workouts from home
- 17% Other

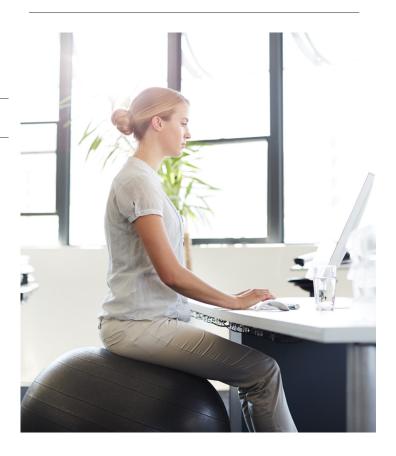
Twenty percent of the organizations made changes to their benefit program other than sick leave. These include the following:

CHANGES TO BENEFITS

- 31% Introduced virtual psychological/counselling services
- 31% Introduced virtual medical care
- 24% Wavied/subsidized premiums
- 16% Increased access to virtual psychological/ counselling services
- 9% Suspended dental benefits
- 4% Increased access to virtual medical care
- 4% Suspended paramedical coverage
- 4% Waived waiting period for benefit coverage
- 4% Suspended all benefits coverage
- 2% Other

CONTINUTITY OF COVERAGE

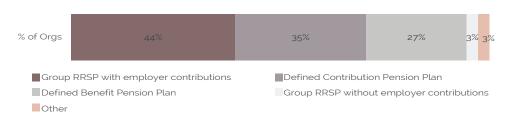
- **56%** Reduced number of hour required to qualify for coverage
- 48% Extended benefits coverage for laid off workers
- 12% Other



IMPACT ON RETIREMENT PLANS

Two-thirds (65%) of the organizations provide employees with a retirement plan(s). The majority (79%) of these plans are Group RRSP or defined contribution pension plans which have employer contributions.

Type of Retirement Plan(s) Provided



GROUP RRSP/DEFINED CONTRIBUTION PENSION PLAN

In the event of temporary layoffs or salary reductions, the 79% of organizations which provide a Group RRSP and/or defined contribution pension plan with employer contributions, are, or will be, treating plan members as follows:

In Event Of Layoffs	% of Orgs.
Employee remains a plan member and:	
All contributions by the organization and employee are suspended	59%
Organization continues to contribute as prior to layoff, provided employee	16%
continues to make required contributions	
Organization continues contributions on behalf of employee but required	3%
employee contributions are suspended	
Unknown – no layoffs anticipated	17%
Other	5%

In 20% of the above organizations, the employees have the option of withdrawing funds during the temporary layoff.

In Event Of Salary Reduction	% of Orgs.
Employee remains a plan member and:	
Organization and required employee contributions are based on reduced salary	66%
Organization's contribution is based on employee's salary prior to the reduction, provided employee continues to make required contributions	6%
Unknown – salary reductions are not anticipated	24%
Other	4%

DEFINED BENEFIT PENSION PLAN

In the event of temporary layoffs or salary reductions, the 27% of organizations which provide a defined benefit pension plan are treating or will treat plan members as follows:

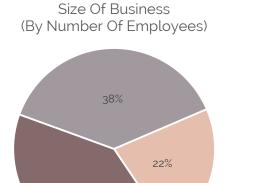
In Event Of Layoffs	% of Orgs.
Employee remains a plan member and:	
Pension contributions are suspended, and employee does not accrue	51%
pensionable service during the layoff	
Employee accrues pensionable service provided they continue to make contributions	10%
Employee accrues pensionable service but does not have to make contributions	6%
Unknown – no layoffs anticipated	24%
Other	8%

In Event Of Salary Reduction	% of Orgs.
Employee remains a plan member and:	
Employee accrues pensionable service but pensionable service and re-	51%
quired employee contributions are based on reduced salary	
Employee accrues pensionable service and makes any required	10%
employee contributions based on salary prior to reduction	
Employee accrues pensionable service based on salary prior to reduction	2%
but does not have to make required employee contributions	
Unknown – salary reductions are not anticipated	31%
Other	6%

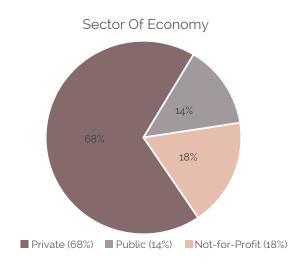
WCBC would like to thank the 281 organizations who participated in this survey. A breakdown of the organizations by business classification, number of employees and sector of economy is below.

BUSINESS CLASSIFICATION

- 23% Professional/Scientific/Technical Services
- 10% Retail/Wholesale
- 9% Transportation & Warehousing
- 8% Association or Regulatory Body
- 7% Manufacturing
- 7% Financial Services/Insurance
- 6% Arts & Entertainment/Recreation/Tourism/Hospitality
- **6%** Educational Services
- 5% Healthcare/Social Assistance
- 4% Agriculture, Forestry, Fishing & Hunting
- 4% Public Administration
- 3% High Tech
- 3% Construction
- 3% Real Estate/Rental/Leasing
- 2% Other







ABA Learning Centre and Fawkes Academy Aboriginal Housing Management Association

Adler University AG Hair Ltd.

Air North, Yukon's Airline

Albert College

Alberta Beverage Container Recycling Corporation

Alberta Medical Association Alberta Newsprint Company Alberta Securities Commission Aldergrove Credit Union

Alexander Holburn Beaudin + Lang LLP

Alkan Air Ltd.

Anthem Properties Group

Associated Engineering Group Ltd. Association of BC Forest Professionals

Assure Foods Ltd.

Axiom Zen

B.A. Robinson Co. Ltd.

Battle River Treaty 6 Health Centre Inc.

BC Automobile Association

BC College of Nursing Professionals

BC Dental Association

BC Financial Services Authority

BC Housing Management Commission

BC Lottery Corporation BC Oil & Gas Commission

BC Public School Employers' Association

BC Securities Commission

Bennett Jones LLP Bernard LLP

Blake, Cassels & Graydon LLP BlueShore Financial Credit Union

Boughton Law Corporation Branch MacMaster LLP Browns Restaurant Group

Bulldog Bag Ltd.

Bunt & Associates Engineering Ltd.

Bylands Nurseries Ltd.

Campus Support

Canada Diagnostic Centres

Canada Lands Company CLC Limited

CanadaOne Auto Group dba Prince George Ford

Canadian North Inc.

Canadian Pacific Railway Limited

Canadian Stewardship Services Alliance

Canfor Forest Products Ltd.
Cansel Survey Equipment Ltd.
Canstar Restorations Inc.

Canterbury Coffee Corp.

Canuck Place Children's Hospice CanWel Building Materials Ltd.

Capilano Audi

Carmanah Technologies Corp. Carrier Sekani Family Services

Cascade Aerospace Inc. Cassady & Company CCEM Strategies Celero Solutions, Inc.

Chartered Professional Accountants of BC

Chemistry Consulting Group

Chewters Chocolates

Christopher's Furniture Services Ltd.

Civic Legal LLP Clark Freightways Clifton Associates Ltd. CMP Group Ltd.

College and Association of Registered Nurses of Alberta

College of Dental Hygienists of BC

College of New Caledonia College of Pharmacists of BC

College of Physicians & Surgeons of Alberta College of Physicians & Surgeons of BC

Columbia Basin Trust Columbia College Concert Properties Ltd.

Concord Pacific Developments Inc.

Concord Sales Ltd.

Connect First Credit Union

Convertus Inc.

Corix Group of Companies Correvio Pharma Corp Cowell Auto Group COWI North America Ltd.

Cowichan Valley Regional District

Craftsman Collision

Credit Counselling Society of BC Credit Union Central of Manitoba

De Beers Canada

Decisive Dividend Corporation
Dehoney Financial Group

Delta Controls Inc.

Dick's Lumber & Building Supplies Ltd.

Diocese of Prince George

District of Mission Dogwood Ltd.

Dolden Wallace Folick LLP

Dumoulin Black LLP Dynamic Attractions

E.B. Horsman & Son

Echelon Home Products Ltd.

EHC Canada Inc.

Electric Motor Service Limited

Encorp Pacific (Canada)
ESTI Consulting Services

Family Services of the North Shore

Fasken Martineau DuMoulin LLP

Federated Co-operatives Ltd.

Fine Choice Foods Ltd.

First Insurance Group of Companies

Flair Airlines Ltd.

Forest Products Association of Canada

Forestry Innovation Investment Ltd.

Fraser Valley Real Estate Board

Fraser Valley Regional Library

FYidoctors

Galvanize

Gateway Casinos & Entertainment Limited

Gateway Property Management Corporation

GBC Law

Genesis Rehabilitation Ltd.

Georgia Main Food Group Limited

GHD Limited

Glenlyon Norfolk School

Greater Victoria Harbour Authority

H.H. Angus & Associates Limited

Halifax Port Authority

Hamilton Duncan Armstrong + Stewart Law Corporation

Hamilton Howell Bain & Gould

Harken Towing Co. Ltd.

Hartshorne & Mehl

Hayden Diamond Bit Industries Ltd.

HeadCheck Health

Heritage Food Service Group of Canada

Hilltop Toyota

Horizon Distributors Ltd.

HSJ Laywers LLP

Hunter Litigation Chambers Law Corporation

Insurance Brokers Association of BC

Insurance Council of British Columbia

Interfor Corp.

International Road Dynamics Inc.

J. Houge & Associates

Jacobson Ford Sales Ltd.

Jamal Law Group

Jazz Aviation LP

JFK Law Corporation

Jouta Performance Group

Kalawsky Chevrolet Buick GMC (1989) Ltd.

Kerr Wood Leidal Associates Limited

Key Rehabilitation Services

KF Aerospace Group

Kuzco Lighting Inc.

Lafarge Canada Inc.

Land Title & Survey Authority of BC

Law Society of BC

Lawson Lundell LLP

Layfield Group of Companies

Legal Services Society of BC

Lidstone & Company Law Corporation

Lindsay Kenney LLP

Live to Play Sports Group Inc.

London Drugs Limited

MEP Business Counsel

Mercer International

Mertin Auto Group

Millar Western Forest Products Ltd.

Miller Titerle Law Corporation

Mitchell Press Limited

MLT Aikins LLP

Mogan Daniels Slager LLP

Monarch Industries Ltd.

Mosaic Avenue Realty Ltd.

Municipal Insurance Association of BC

Murchison Thomson & Clarke LLP

Nanaimo & District Hospital Foundation

Nanaimo Port Authority

Nature's Fare Markets

Neovasc Medical, Inc.

New World Technologies Inc.

Nicola Wealth Management Ltd.

Nilex Inc.

NorLand Limited

North 60 Petro Ltd.

North Cariboo Air

North East School Division No. 200

North Ridge Development Corporation

North Shore Law LLP

Northam Beverages Ltd.

Northern Savings Credit Union

Northwest Hydraulic Consultants Ltd.

Norton Rose Fulbright Canada LLP

Nova Scotia Pension Services Corporation Nova Scotia Utility and Review Board

OK Tire Stores Inc.

Organizational Solutions Inc.
Osler, Hoskin & Harcourt LLP
Oyen Wiggs Green & Mutala LLP

P.R. Hotel Management Pacific Coastal Airlines Ltd. Pacific Yacht Charters Paper Excellence Group

Park Georgia Insurance Agencies Ltd.

Park Insurance Agency Ltd. Park Place Seniors Living

Partnerships British Columbia Inc.

Pedalheads

Perkins+Will Canada Architects Co. Peterson Group Properties (Canada) Inc.

PINTER & Associates Ltd. Play Management Inc. Porter Airlines Inc.

Prime Boiler Services Ltd.

Prince of Whales Whale and Marine Wildlife Adventures

Prince Rupert Port Authority

Progressa

PRT Growing Services Ltd. Purdys Chocolatier Ltd. Pushor Mitchell LLP

Qi Botanical Tea (Canada) Ltd., dba Tealeaves

RBC Convention Centre Winnipeg

Robinson Consultants Inc. Rocky View Schools

Saskatchewan Healthcare Employees' Pension Plan

Saskatchewan Indian Gaming Authority Sawyer Safety Training & Consulting Ltd. Science World at Telus World of Science

Sidney All Care Residence

Silvera for Seniors Sinclair Dental Co. Ltd

Sinclar Group Forest Products Ltd. Skyservice Business Aviation Inc.

Slater Vecchio LLP Small Business BC

Snow Cap Enterprises Ltd.

Societe de transport de Montreal

Southridge School

Splashes Wash Lodge Inc.

SRK Consulting (Canada) Inc. STEMCELL Technologies Inc.

Stephen Johnson Chartered Accountants

Stocksy United

Strathcona Regional District Sunwest Aviation Ltd. SW Event Technology

TAKRAF Canada Inc.

Tatham Engineering Limited

Taylor McCaffrey LLP Technical Safety BC Terra Law Corporation Tetra Tech Canada Inc. The Arbutus Club

The Hive Fitness & Climbing

Thompson-Nicola Regional District

Thunder Bay Port Authority

TMX Group Inc.
Tolko Industries Ltd.

Toronto Transit Commission Pension Fund Society

Tourism Whistler

Travel Medicine & Vaccination Centre

Trotman Auto Group

Unbounce

University of British Columbia

University Of Calgary Urban Systems Ltd.

Vancouver Community College Vancouver Fraser Port Authority Vancouver Island University Vancouver School District Vegpro International Inc.

VersaBank

VGH & UBC Hospital Foundation Victory Square Law Office LLP

Vitalus Nutrition Inc. Voce Enterprises Ltd.

Wasserman + Partners Wesbild Holdings Ltd. West Fraser Timber Co. Ltd.

Western Canada Marine Response Corporation Western Transportation Advisory Council (WESTAC)

Westland Insurance Group Ltd.