

COVID-19 SURVEY

Sponsored by the Huntsville Madison County Chamber of
Commerce & Exemplar City, Inc.

With support from GeoHuntsville, Energy Huntsville and Cyber Huntsville

May 2021

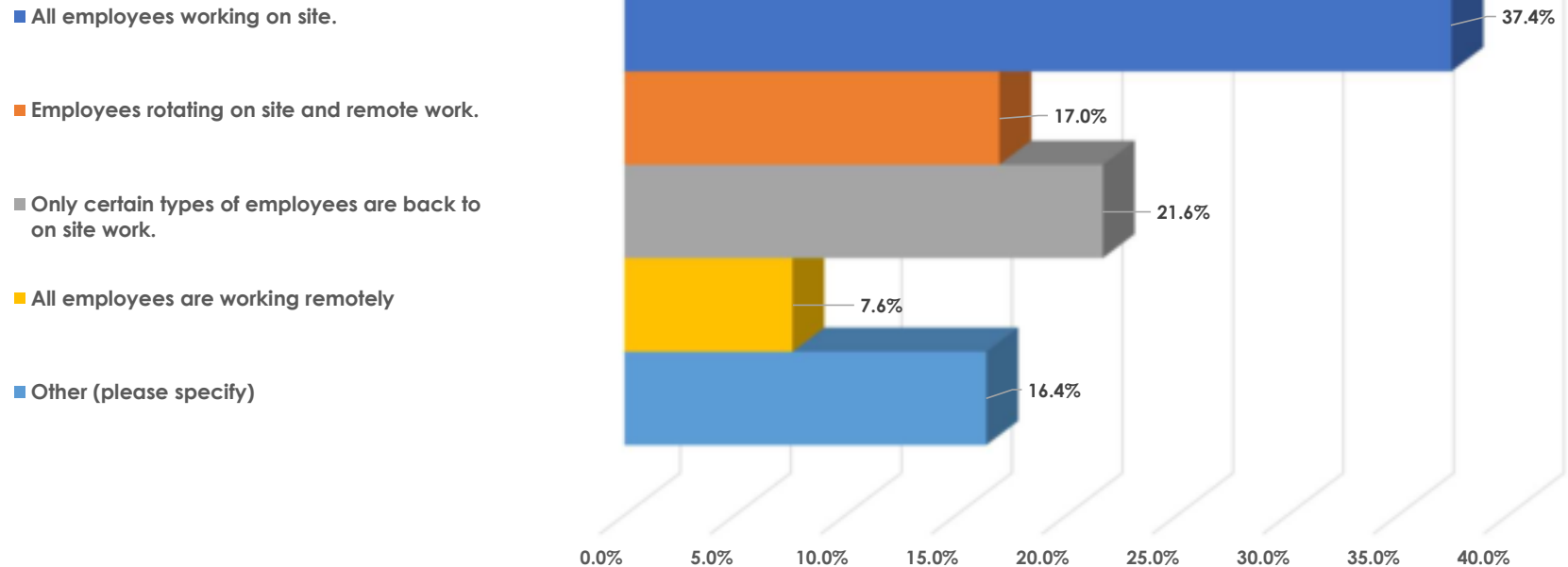


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Q1

What is the current status of your workforce?



Q1 Other Responses

- **All employees let go**
- Lost all volunteers due to covid where unable to hire.
- I am a single employee for North AL and I work remotely 100%
- All employees that are able, are on site. Employees with childcare or health issues that preclude them from on site work, are allowed to work remotely.
- Most all employees are onsite 100% of the time. We have a few departments in the main office who are on rotating schedules still.
- 60% have continued through the whole pandemic on site, 40% continue to work remotely
- Business closed, all employees let go
- Due to our theatre not being reopened yet, we are in several states. We have folks working at home, some rotating in and out of the office and some that have vastly reduced or eliminated hours because there is no technical work for them.
- We have one still out and on O2
- Some primarily own site. Some primarily off site. Some rotate.
- All events still suspended
- Business closed.
- **Manufacturing employees have been working consistently throughout the pandemic. Office teams have been rotating on-site and remote.**
- Liberal telework for most employees. Employees who are assigned to work on customer site follow the guidance of their customers on Redstone Arsenal. A small number of employees work in hands on roles and continue to work in person.
- **We are implementing Flexible Work Option (FWO). Employees submit their preferred work schedule/location and as long as supervisor approves, they work where they want.**
- All customer facing employees are on site - Some support functions are remote
- All employees that support the gov are tele-working. Corporate meme era are mostly back to work.
- I work from home and don't have employees
- I am the only person in my company, we do in person events and consulting online as well
- Rotary Club of Greater Huntsville. Hybrid Meetings with 15-20 in person and 60-80 virtual. In person increasing steadily
- Everyone is back; however, we have allowed much more flexibility with telework arrangements.
- all of our office personnel have been coming to the office. Our technicians travel nationwide to install 12-volt technologies in fleets.
- a hybrid of employees working on-site and others working remotely
- I am the only employee and I work virtually.
- Workforce is partially remote and partially on site, not rotating
- Only 1-2 employees working
- No employees
- We have office staff and field workers. All are full time and have been throughout the Chinese flu

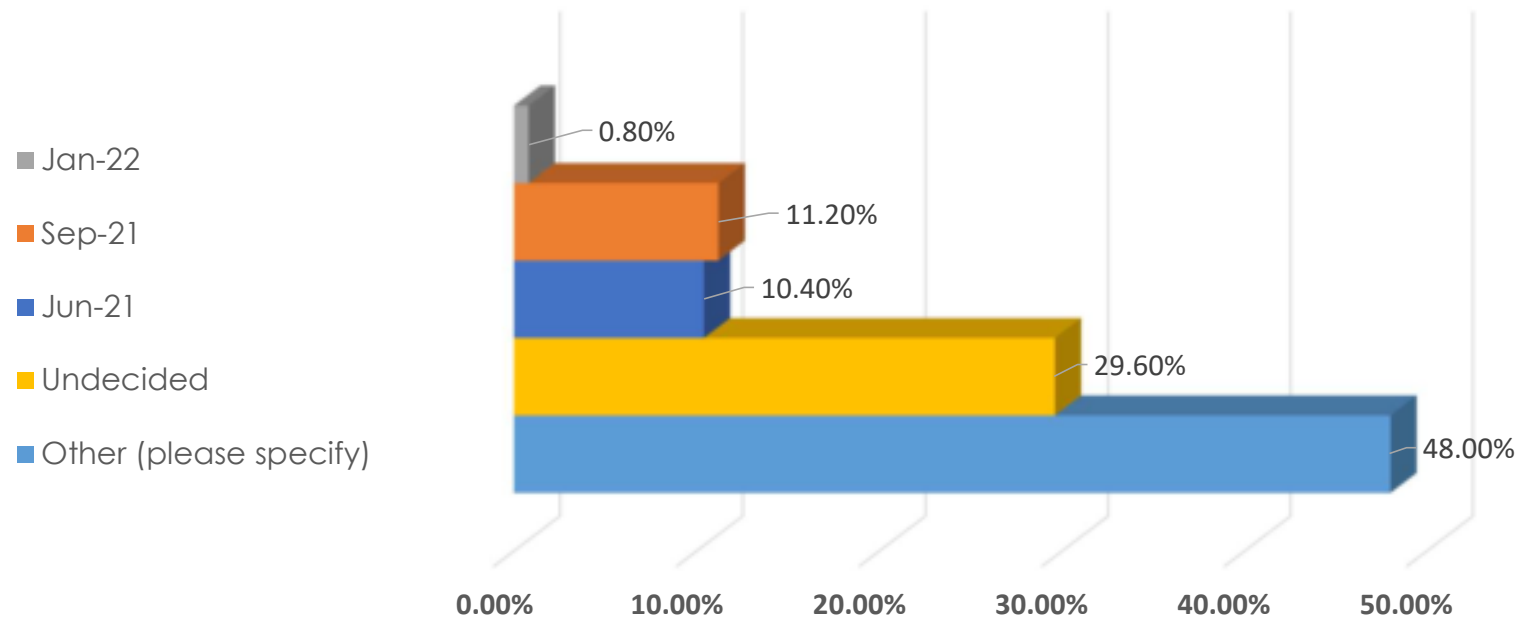


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Q2

If your workforce is partially remote, when do you expect that you will go back to primarily on-site operations?



Q2 Other Responses

- All corporate office-based staff are working at corporate office now. The majority of the rest of employees will not return to their government offices until they are called back in. Some remote workers will remain remote.
- All office team members will be returning effective April 1, 2021.
- **Already back to work**
- **already open**
- **Already working on site**
- April/May 2021
- As a health center, we have to have all employees work on site to provide care.
- As responded in a previous answer, all employees are working normally.
- Begin phasing back no sooner than mid-July.
- Business closed, all employees let go
- By May 1 we expect to have everyone back in the office.
- Do not expect to reopen
- Employees working in corporate spaces - undecided. Other employees follow guidance from their customers with a variety of known dates and undecided dates.
- Everyone has been working onsite since August 2020.
- I am a single employee for North AL and I work remotely 100%
- I am the only person in my company, we do in person events and consulting online as well
- More people will slowly migrate to primarily on site as individual circumstances allow. Some will continue to primarily work remotely for good.
- Most employees are back to work on site full time
- We work remotely on a normal basis, but would have more team members in the office than remote as an average.
- NA - 10 responses
- Next year
- No remote workers.
- None are remote
- Not able to have a remote workforce (culinary/food service)
- Not remote.
- Optimistically hoping for July 15th 2021
- Our employees are government contractors, so it will depend on what our customers decide.
- Our workers normally work from home although periodically must report on-site for various reasons.
- Reduces capacity due to difficulty finding staff.
- Some of fellow workers are already back
- There will continue now to be a remote workforce. Some may return in 2022
- Up to government. Non gov support are back working. (but everybody has separate offices)
- We are not remote.
- We were virtual pre covid and will remain so
- We will probably stay in some kind of hybrid of remote and on-site.
- we will retain a hybrid model
- worked in the office wearing masks and social distancing
- My position is remote as far as office goes but I am often in the field with potential agent candidates recruiting or attending recruiting/agent events. Covid has took the filed part away but some positions within my company do work in an office and some are back doing that. Also some remote/field leaders are starting to partially return to the field for agent support.

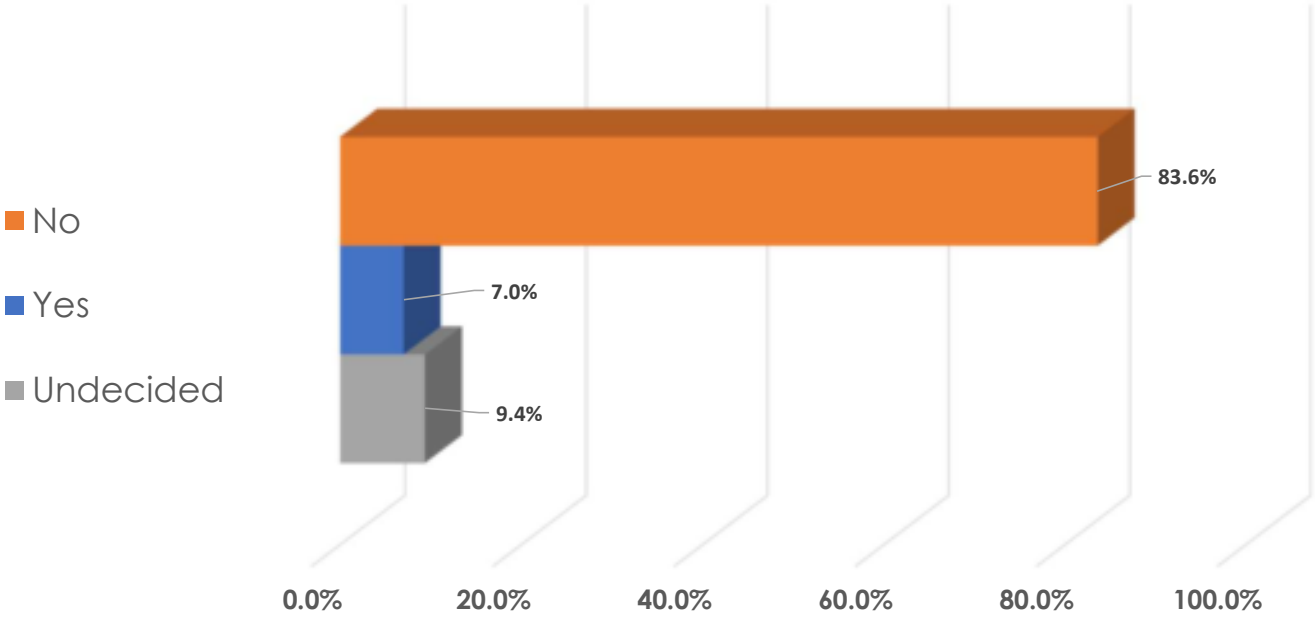


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Q3

Is your company expected to reduce the size of your office space in Huntsville/Madison County as a result of the pandemic?

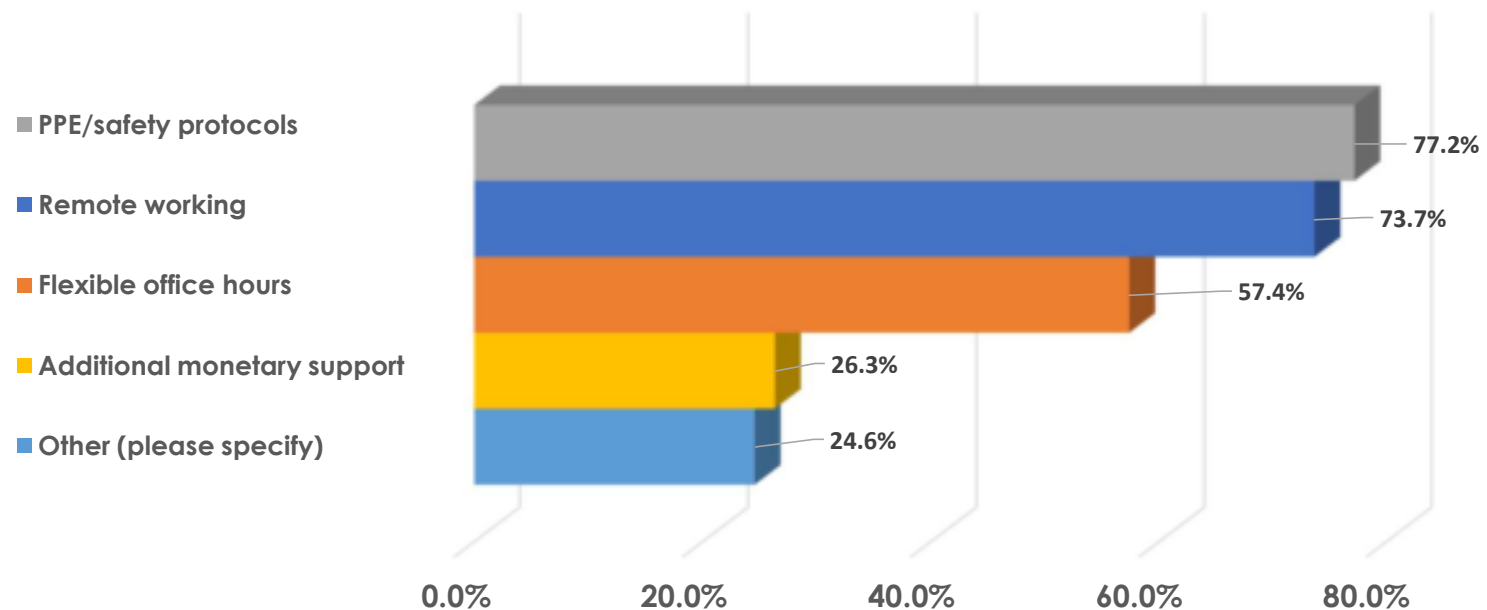


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Q4

What measures did your company take at the beginning of the pandemic (March 2020 and beyond) to sustain business continuity? Check all that apply.



Q4 Other Responses

- Technology investments
- VPN for entire workforce, additional equipment to support home office and work environment. Special contract cleaning.
- **We had to reduce/furlough staff to accommodate the vast decline in business until we started COVID testing, then we had to hire more staff than we have ever had to keep up with demand.**
- Help to pay for equipment to set up home offices
- Reimbursement for PTO if they had to use PTO for COVID-related illness
- Assistance with remote computer setup and security, daily team meetings at first, secure chat apps, daily morning check-ins still, lots of communication and ensuring remote workers had the tools to do their job and that job duties were fully communicated.
- **Office disinfecting**
- We were only partially remote for about two or three weeks in early spring 2020. At that we still had our showroom open with strong limited functions.
- We actually closed offices at the onset of lockdown for 2 full months.
- **Applied for and received PPP.**
- We added a remote classroom for children of employees.
- Provide capabilities to enable remote working (ZOOM accounts, computers & monitors at home, more frequent coordination meetings (held over ZOOM)).
- Some remote working at first
- **Liberal leave as requested**
- Began delivery service in May; expanded menu; drive thru only at the bakery; used mobile snocone trailer more
- **Increased online sales**
- Allowed employees to take home their office equipment (computers, monitors, chairs) as they needed to be productive from home.
- **Minimal monetary support to offset first month of working from home before transitioning small groups back to the office. Now everyone is back unless impacted by quarantines and school closures, and monetary support was only 10% for 2 pay cycles.**
- Increased online services, 24/7 customer service availability.

- We went to WebEx interviews instead of face to face with candidates. My office was already remote, but field work changed. There is no corporate office in Huntsville.
- **SBA/EIDL loan**
- Limited outside visitors to the office.
- **Employees were allowed/encouraged to bring their children to work, if necessary.**
- Nothing really.
- No options for continued operations due to specific factors
- Business closed.
- **Paid time off during quarantine**
- Adjusted product lines LOTS and LOTS of Prayer!
- Added frequent status checks since many are working remotely.
- Addition media advertising to help drive work opportunities
- Moved all university classes online either asynchronous or live synchronous remote (via Zoom).
- Technology to enable our employees to continue their work. Implemented a strict safety protocol to limit the spread of the virus
- closed for 6 weeks, then reopened with reduced capacity.
- pivoted to virtual program offerings to maintain some income revenue
- **Initially we went dark for 6 weeks.**
- Additional IT equipment to facilitate work from home. Additional IT investment to enable heavier demand on networks. Additional processes to improve communication effectiveness during remote operations.
- Conducted a survey of staff to see who had issues of health conditions or childcare concerns that would limit work availability.
- **Bought laptops that could interface with government systems to allow employees to work from home. The alternative was loss of funding for employees**
- reduced staff - furloughed majority of staff
- We continued working as normal.
- Utilizing larger spaces as provided throughout the community.
- If sick work from home, testing as prudent, quarantine with pay as necessary

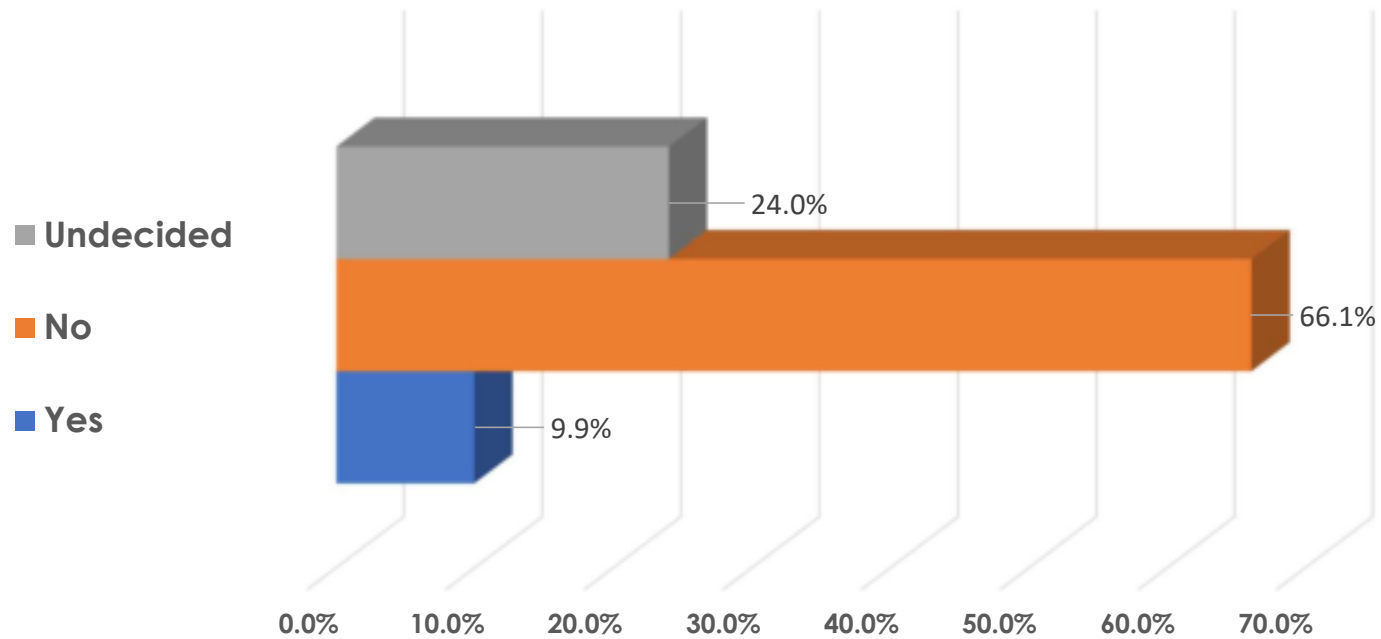


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Q5

Are you planning to require vaccination for your workforce in order to fully staff your office location?



Q6 What would you do differently (lessons learned) that would have prepared your company better?

1. **Continuous business continuity planning; maintain technology initiatives to lower dependence on physical co-location of workforce;**
2. Given the uniqueness of this pandemic, it was not really about planning before but more about the reaction time and things we did that are the real lessons learned
3. **More well-defined processes to reference for remote users**
4. We made a flex schedules during March- April. 3 days on 4 days off. We would have hired more staff while other companies furloughed
5. We already had various contingency plans in place, though not one specifically for pandemic and resultant widespread impacts. That would have been one thing. Most plans are more geographically focused.
6. Be better prepared with processes as it relates to working remotely.
7. **Have a better supply of PPE and disinfectant on hand**
8. More robust capability for workforce to work remote for a long period of time
9. Earlier work on safety protocols.
10. We were considered essential workers - Adapted well with rotating teams. As a result we were able to keep our offices open throughout the pandemic.
11. not much. purchase more inventory to make sure we have supply continuity.
12. Looking back, I don't think I would have done anything differently.
13. **Beefed up laptops / firewalls/ VPNs to Handle large increase in e traffic**
14. **Better communication with employees about the plans.**
15. **A better process so my employees could work from remotely.**
16. Use multiple communications platforms at all times.
17. Introduce strong remote collaboration electronic/IT tools sooner
18. We would have been better prepared to switch our EEs to remote work. There were a few challenges, but we managed better than I thought we would.
19. Invested in enhanced video conferencing equipment.
20. **Not much, we grew a bunch, unrelated to virus**
21. Nothing comes to mind.
22. would do the same as this year. sanitizing the office space, requiring mask for anyone coming into the building, social distancing and ask everyone to wash their hands
25. Have more policies/processes in place ahead of time.
26. communicate with staff more clearly upfront, this got better with the additional of weekly staff meetings to keep everyone informed on constant recommendation changes
27. **Coaching for "how to work at home"**
28. **Faster Technology Ramp Up for beginning meetings virtually sooner.**
29. More effective and frequent communications. With everyone remote there was a sentiment of disconnectedness...
30. **I would have used video chat earlier so that some employees, even though using telecons daily, would not feel so isolated.**
31. Set up for both remote and onsite offices and technology
32. We felt we handled the pandemic in stride as best as could be hoped for. While there were speed bumps along the way, we made the best we could of the situation at hand, and continued to support our customers and employees with excellence.
33. We were fortunate. Non of our employees were exposed to COVID at work.
34. Prepare a list of resources and contacts to streamline product acquisition.
35. IT preparations
36. **We are lucky to be at HudsonAlpha where the labs have positive air flow and high ceilings - that allowed us to keep operations going.**
37. Because the entire county was partially incorrect about the way it handled this virus there was nothing we could have done differently. Conservatives bowed down to the liberal media and liberal medical professionals in a way that was not perfectly lined up with true science.
38. I don't think we could have done anything better, Safety was our #1 priority to our customers and employees.
39. Definitely would have had extra disinfecting materials and PPE.
40. I think we handled everything well adapting as things got better or worse.
41. Improved the remote networking capabilities.
42. Nothing, we reacted quickly and it worked well.
43. Better prepare the sales force to engage virtually with prospects.
44. **We would be much more careful and thoughtful in our communications with our employees.** Especially early on, so much was unknown that best practices kept changing. Stressing early on that we were facing the unknown and that they should expect best practices to keep changing as more was learned about the disease.
45. I don't there is anything we could have done differently.
46. New Hire Training is more important in documentation



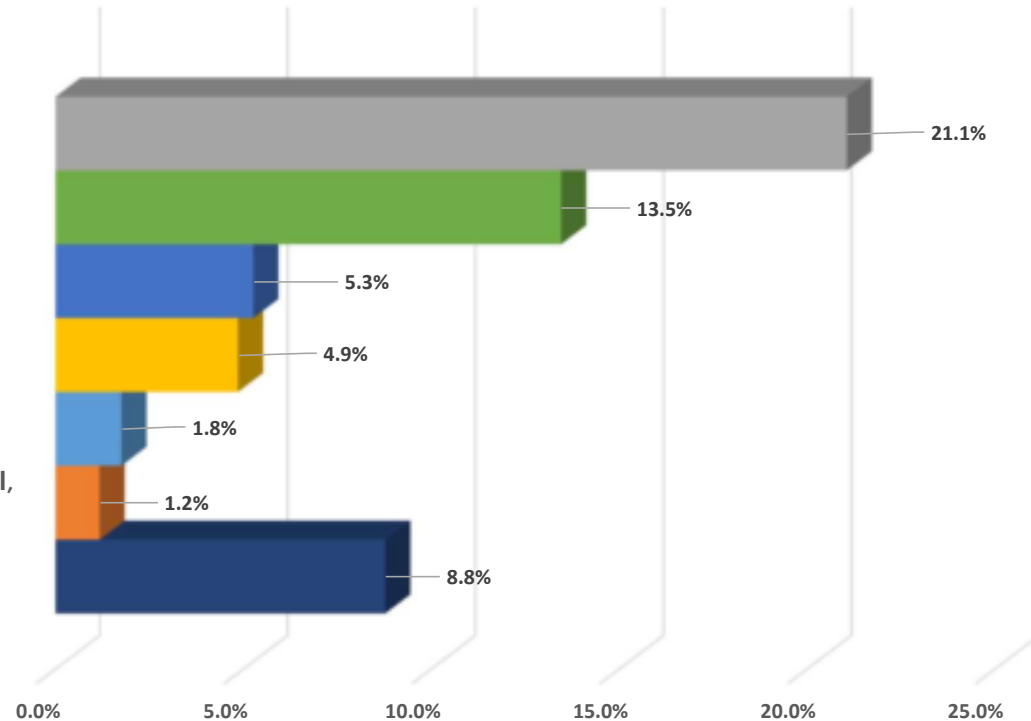
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Q7

Please identify your industry

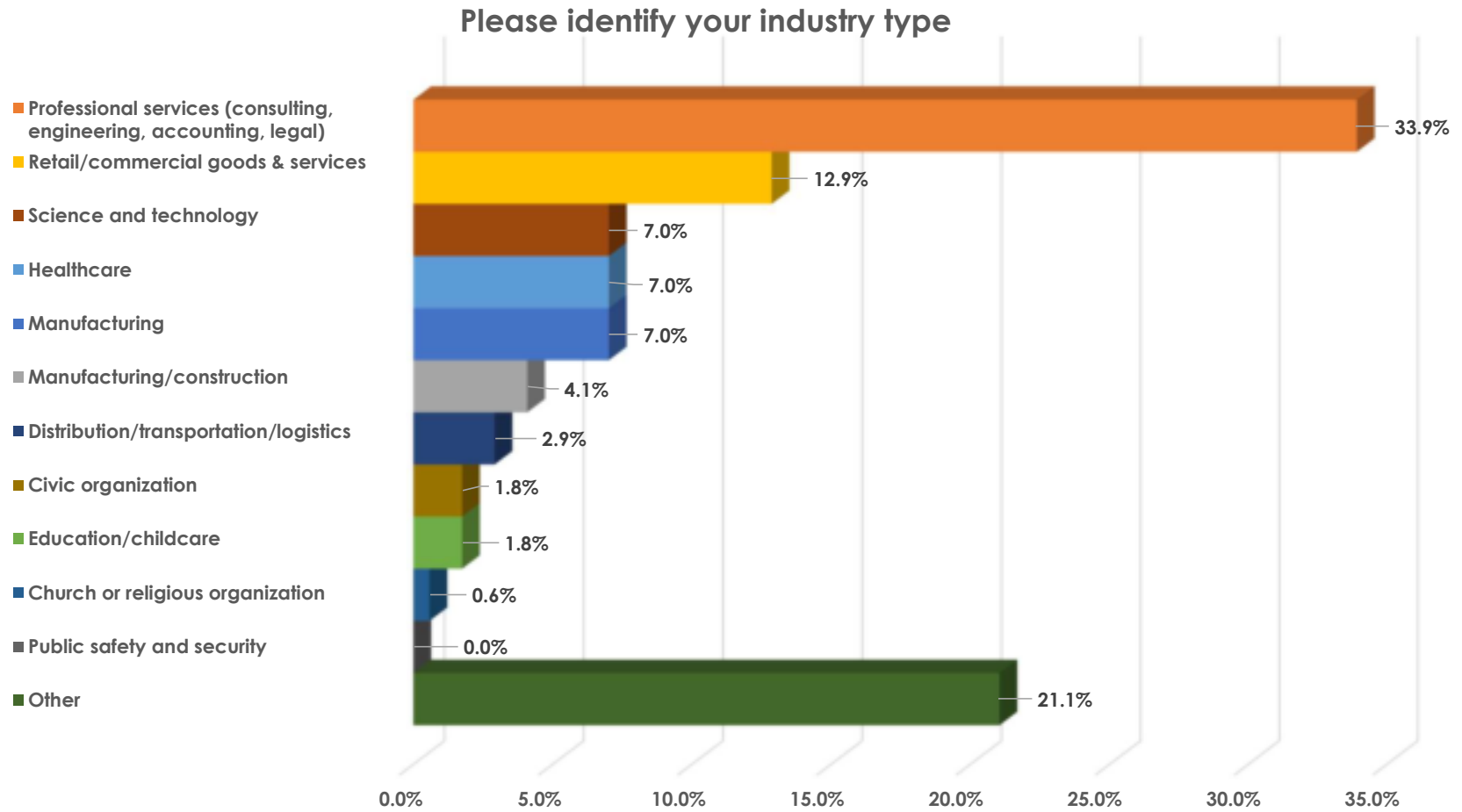
- Private Sector -- Federal Government Contractor
- Non-profit
- Federal Government Defense (DoD, AMC, other)
- Private Sector -- Commercial
- Local or State Government
- Federal Government Other (NASA, FBI, other)
- Other



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Q8



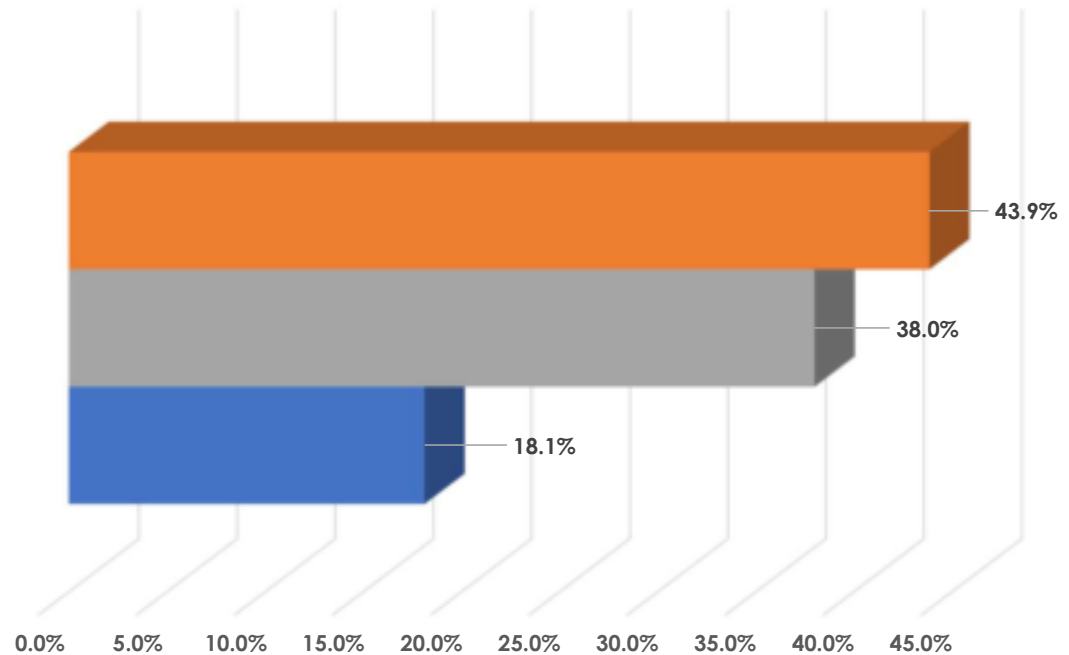
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Q9

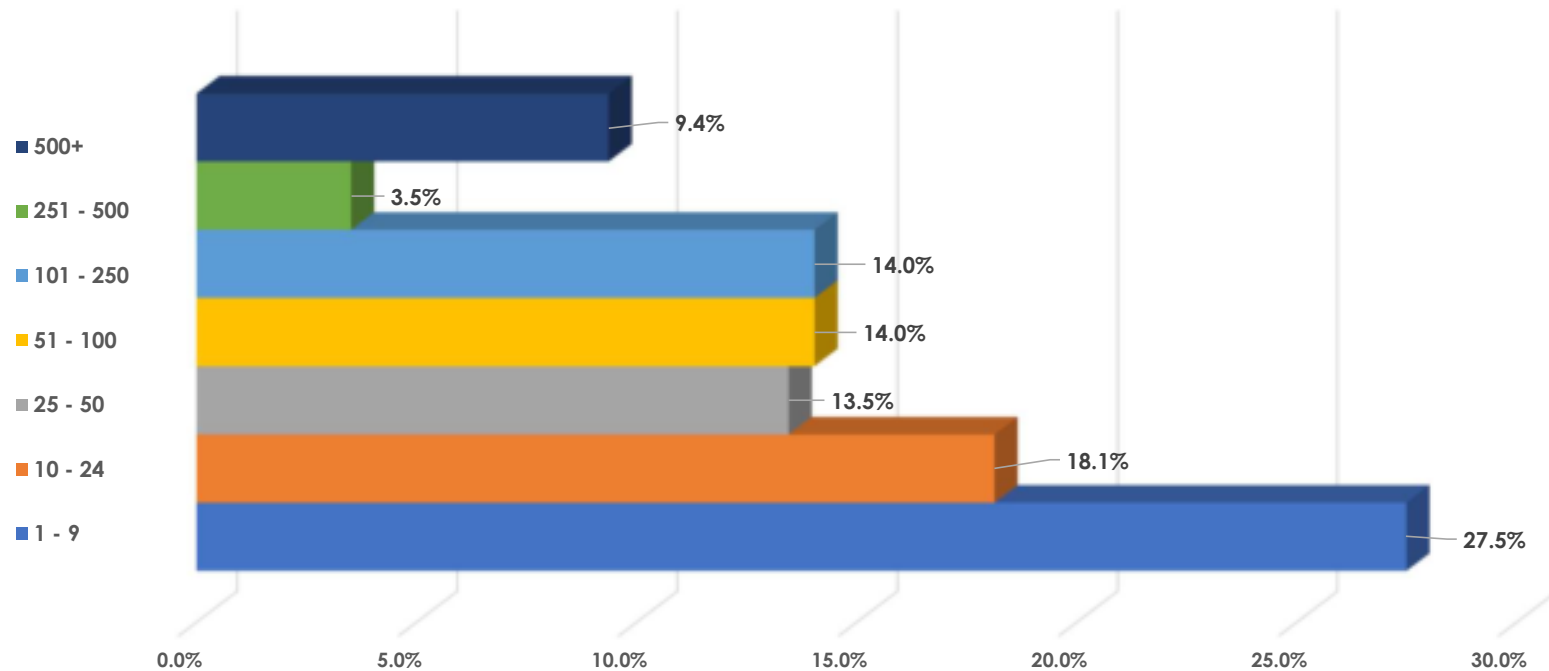
What is the accessibility of your operating facilities?

- **Controlled Facility** – accessible to employees, contracted staff, service providers, and authorized customers, clients or patients.
- **Public Facility** – accessible to employees, staff, and the general public at large.
- **Restricted Facility** – only accessible to employees, contracted staff, and service providers.



Q10

What is the employee size of your organization?

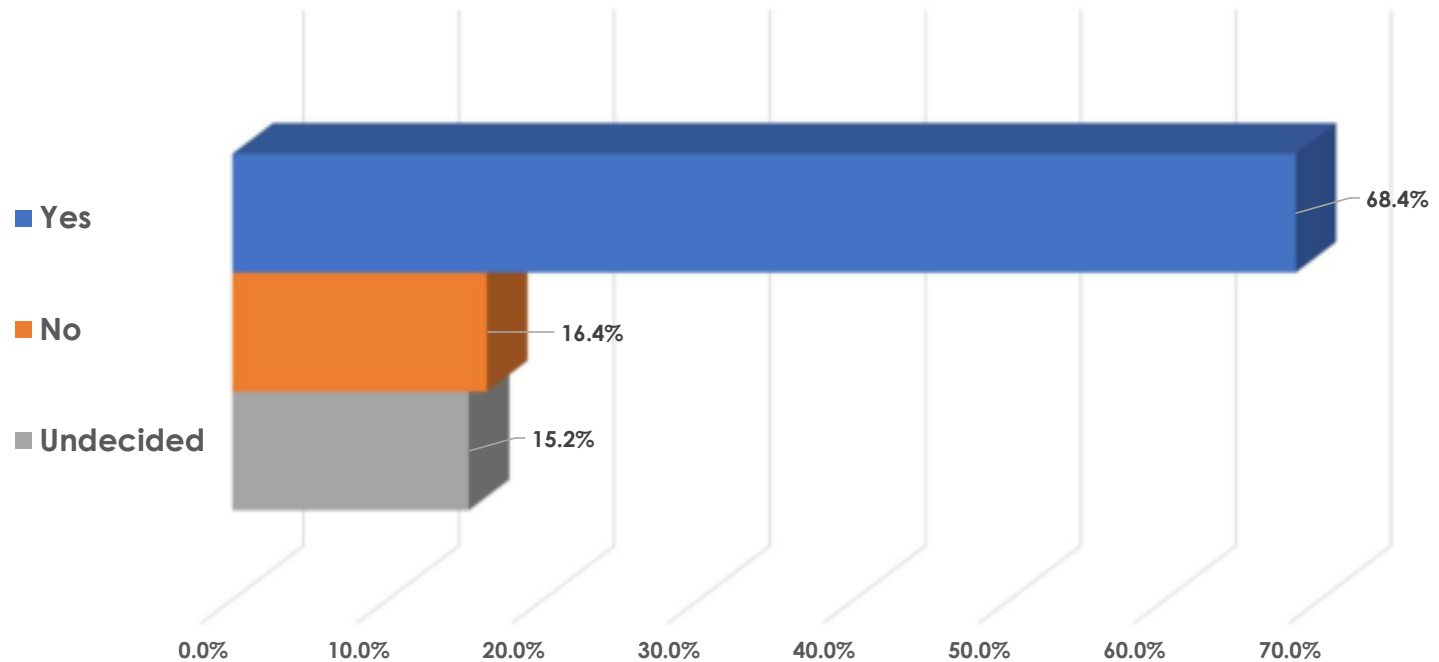


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Q11

Did the area's infrastructure (fiber, telecommunications, transportation, hospitals etc.) contribute to your success during the pandemic?



Q12

Page 1

What did Huntsville's Community and Government organizations (e.g. city government, Chamber, business community, volunteer organizations) do right or wrong to support your business during the pandemic? Please be as specific as possible and name an organization and an example.

- Overall done very well. Most of Huntsville area is well educated so people not taking proper PPE care was limited. However, making it more clear to those less dedicated how important it was to their fellow humans would have been useful by city leadership. You did communicate it but only on local news and city websites. Still - great job Huntsville.
- **Provided updated information as it relates to the virus, impact on population in a timely manner. Provided a panel of guests from local to state officials to provide information regarding the pandemic.**
- Provided up-to-date information on the situation at hand which gave insight on how to move forward.
- Right: Kept the wheel turning. We never had a slow down.
- Should have mandated masks earlier and continued longer and instituted penalties for nonobservance.
- **The Huntsville City COVID Briefings and the Huntsville Chamber COVID Check In zoom calls were really beneficial in helping us form relevant policies and procedures and to keep our decision makers and staff informed.**
- The local Chambers and other organizations like Leadership Huntsville and BNI helped us maintain relationships and bring on new corporate donors during a difficult time for nonprofits.
- the weekly updates and programs for restaurants and small business were very helpful during that time.
- The weekly updates on and TV were very helpful in keeping us informed. Chamber updates were informative as well.
- They were able to keep our business as essential. This enabled us to keep our team members working
- Very little was done that was useful to our operation.
- Weekly updates to community on all and anything relevant to pandemic and help avail
- Chamber and political officials providing constant updates
- Chamber called monthly to offer ideas and support.
- Local government and healthcare officials provided daily briefings and kept businesses well informed at all times.



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Q12

Page 2

What did Huntsville's Community and Government organizations (e.g. city government, Chamber, business community, volunteer organizations) do right or wrong to support your business during the pandemic? Please be as specific as possible and name an organization and an example.

- **Good communication.**
- Good information flow and support.
- Good job
- Greater Community Foundation of Huntsville awarded us a grant which was greatly needed! We had other private grants that enabled us to stay in business.
- **Helpful to have the flu and fever clinic for testing, weekly updates from hospitals were great. wish there was more enforcement of mask wearing**
- Huntsville cooperated with the Governors covid mandate. Huntsville had no obligation to help area business. I am sure Huntsville government did everything possible to help any business asking for support.
- I am happy with how it was handled. I hope that the city mandates masks after April 9. If we need them now or needed them, what has changed? It puts us in a bad spot because now no matter what we do we have to tick off half our client base. It would be much better if it were a mandate. It's science. I don't know why people even debate it or take issue with it.
- **I believe they helped spread the message on how important face masks and distancing were.**
- I feel that the daily press conferences were very helpful
- Information was sent when available, Precautions matched national trends, business of all kinds slowed as expected, but for the most part went on. I am sure there were many examples of great help but COVID has been isolating..if you are not already in an online information circle you are not as likely to come across it when things are closed off. The immediate isolation was an obstacle to new connections for most people I know. I participated in the Leadership Greater Huntsville Program during this period and for me it was a great point of connection and outreach. It was a great example of how to move forward in the face of adversity and change. The key was it moved forward! I hope that others found similar outreach programs during this time and were able to make new connections but I am afraid not everyone found those opportunities.
- The Community did a fabulous job in COMMUNICATION - from periodic briefings from appropriate City/ healthcare leaders to ZOOM calls from the Chamber on relevant topics. They were solutions focused in getting PPE out to healthcare facilities - **The hospital providing remote testing sites. - the Flu and fever clinic. Working to get access to childcare improved so the workforce was able to work. topics. They promoted local businesses offering take out - promoted gift cards to support our local businesses. The Chamber made appropriate signage available.**



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Q12

Page 3

What did Huntsville's Community and Government organizations (e.g. city government, Chamber, business community, volunteer organizations) do right or wrong to support your business during the pandemic? Please be as specific as possible and name an organization and an example.

- Our community was extremely supportive of our physicians and their patients and making sure that people were kept safe. The Chamber assisted us with a PPE collection early on allowing us to get items to our doctors which were donated from all over the community. Priceless. Mayors Battle and Finley and Commission Chair, Dale Strong support of the Board of Health mask mandate was crucial to preventing our healthcare systems from being overloaded. ADPH's Drs. Scott Harris and Karen Landers provided updates and guidance to our area physicians constantly which allowed our healthcare system to implement strategies early and make adjustments as necessary. Everyone who did the live COVID updates to the community should be commended. Huntsville Hospital was vital to helping us get PPE to our physicians in the outpatient setting before they could access it themselves. Huntsville Fighting COVID supplied thousands of face shields to our community. Toyota employees and several area seamstresses made face masks which we were able to donate to physician offices as well as hospital staff and patients. Toyota also granted us funds for PPE and community education early on which allowed us to work around the clock to aid our physicians and educate our community. I'm very proud to call this area home and grateful
- Make vaccinations available
- Mask requirements have been helpful, despite less than full compliance. Disappointed that Mayor Battle has not continued a mask mandate despite low vaccination rate in our State and rising infection rate.
- Mostly all things right in leading. It would have been great to have and still would be great to have data to better understand how businesses desire to be interacted with. In the world of field sales, the population is split. While some wish to be in person, if that is not viable, what are the alternatives? This data would help business' tailor their initial interactions with prospects.
- No observed impact one way or the other. I do support mask mandates for the foreseeable future.
- Nothing specific, but they certainly did not hinder any operations
- Communication was exceptional from city government on down.
- Daily Updates and forthright communication - Battle, Strong, etc. in midday televised sessions



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Q12

Page 4

What did Huntsville's Community and Government organizations (e.g. city government, Chamber, business community, volunteer organizations) do right or wrong to support your business during the pandemic? Please be as specific as possible and name an organization and an example

- The Chamber and Catalyst provided access to Arsenal contacts and information that was valuable
- **The Chamber helped get my business name to potential customers. I just joined this year, so that's all the detail that I have.**
- The Chamber's calls for business leaders on the status of the Pandemic and immunizations available, etc.
- I thought the weekly Wednesday broadcasts on WHNT Channel 19 were very helpful in keeping all abreast of the pandemic situation and how our community was doing during the crisis. The Chamber offered several Zoom classes or meetings focused on how small businesses could cope/adapt/ survive during the shutdown and subsequent reopenings. I know there was reach out to the community on this topic by the Women's Business Council of the Huntsville Madison County Chamber of Commerce.
- Dale Strong and the county commissioner's office kept us informed with updates.
- **Chamber was helpful to get PPP, We are needing Technicians, need more help in finding employees.**
- Clear communication on what is expected
- Clear guidance for local and state government regarding requirements to 'open' safely were very helpful. It allowed me to re-open with minor modifications and keep everyone safe.
- for the small role our organization was able to play in helping Madison County respond to the pandemic!
- The Daily briefings were a good Souter of information and successful at rumor control (which leads to instability)
- **Excellent communication from the Chamber and City officials. Chamber provided guidance for PPP loans and other stimulus programs**
- Excellent communication via the news conferences
- Increase bandwidth
- It is hard to name a specific event, but regular information updates was the thing that helped, and still helps, the most.

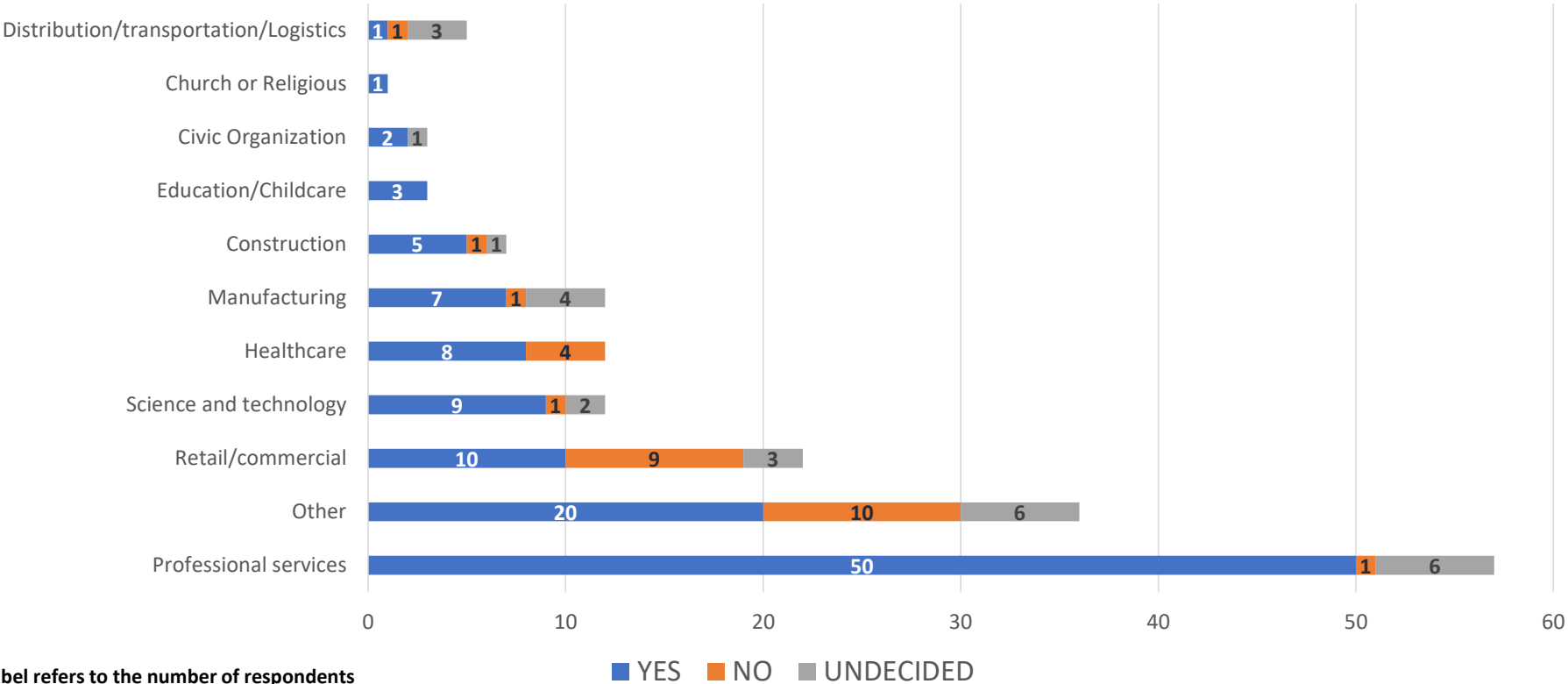


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Q 8 by Q11

Did Huntsville's Infrastructure Support Your Company/Organization



Each data label refers to the number of respondents

■ YES ■ NO ■ UNDECIDED

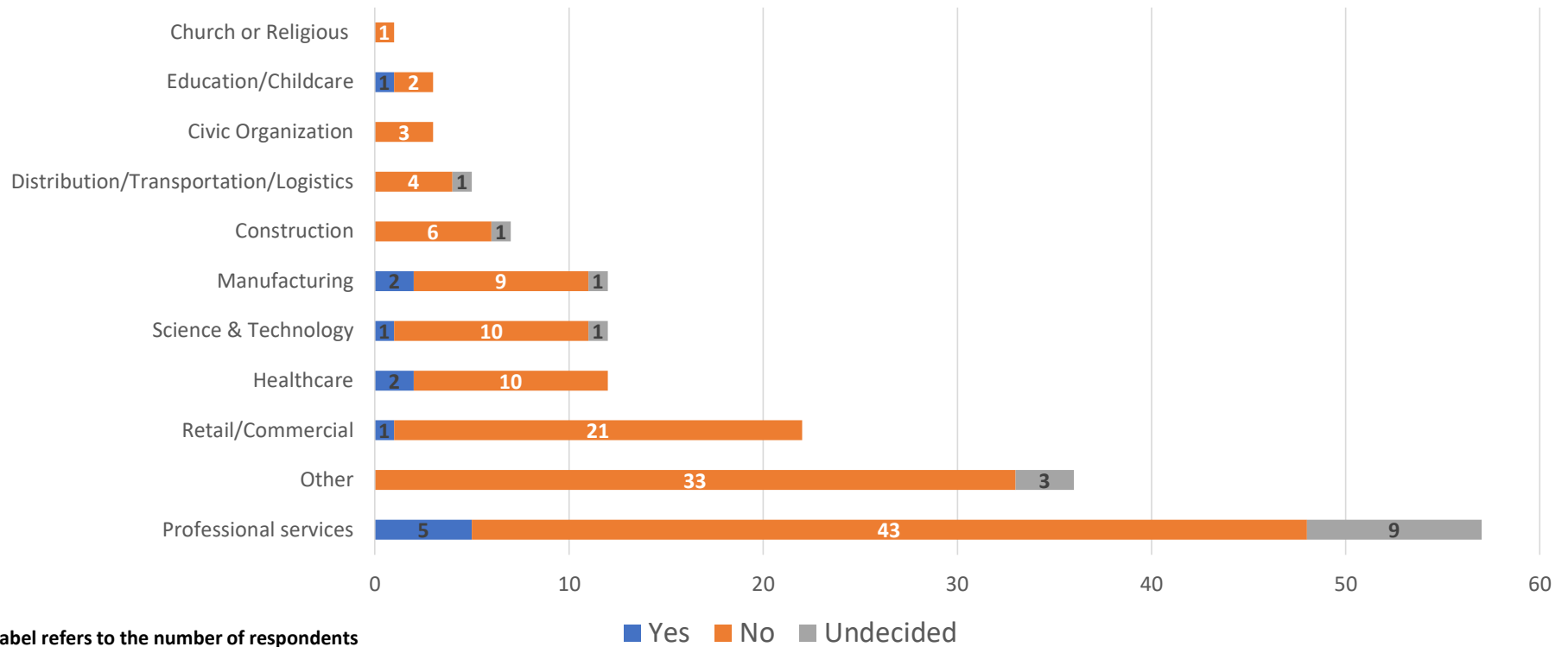


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Q8 by Q3

Is your company expected to reduce the size of your office space in Huntsville/Madison County as a result of the pandemic?

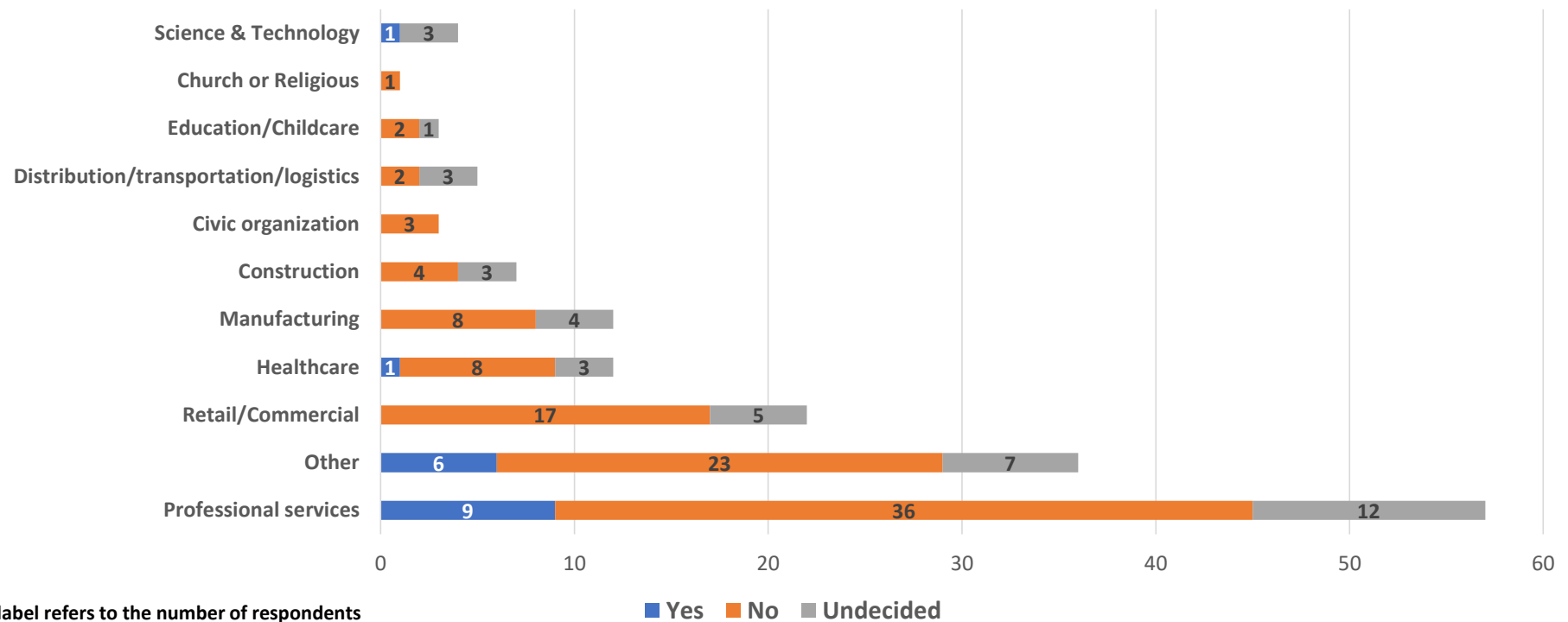


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Q8 by Q5

Are you planning to require vaccination for your workforce in order to fully staff your office location?

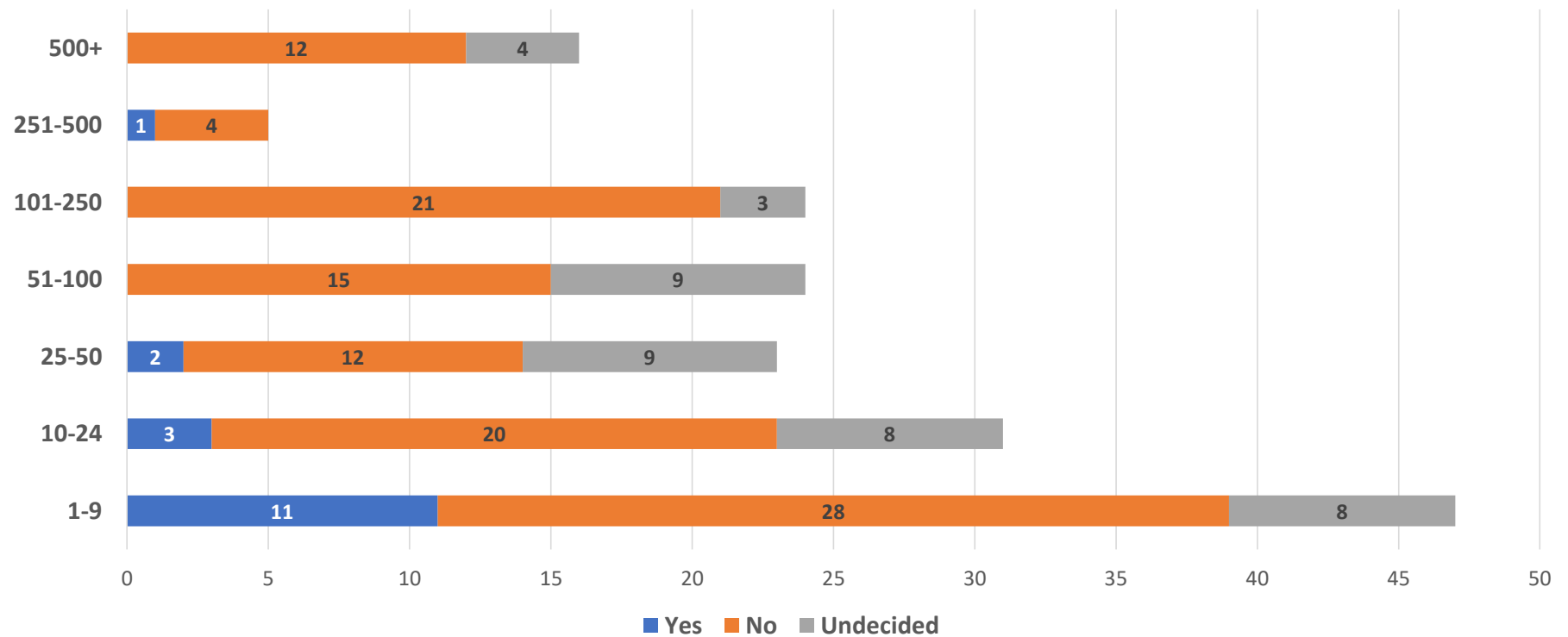


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Q8 by Q5

Organizational Size Requiring Vaccines?



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