



# COVID-19: RETURN TO WORK – EMPLOYEE ENGAGEMENT SURVEYS

Employee engagement and risk perception is key to adopting and maintaining new control measures and practices. Commitment and engagement are building blocks to create a strong COVID-19 prevention culture in an organization. An employee survey is an excellent way to assess workforce engagement, perception and understanding. The results can be used to build upon or to correct existing programs and communication strategies.

## Two Surveys:

1. Pre-return survey – Conducted prior to return to work to assess risk perception
2. Post-return survey – Conducted 2-3 weeks after return to work and repeated as often as necessary

## What to do with the results:

1. Look for trends with respect to employee understanding of risk or other issues
2. Develop additional communication or engagement to address trends and risks
3. For post-return survey, re-administer survey 1-2 weeks after taking corrective actions

## We're Here To Help!

Contact NSF if you'd like to discuss effective ways to deliver this survey. As a global leader in food safety culture and employee engagement, we've seen how employee surveys can be used to drive improvements in culture. We know they can work and we hope these questions help you keep your employees safer and operations running.

For over 75 years, NSF International has facilitated standards development and, separately, provided independent testing and product certification for the water, food and health sciences industries. Over the past few weeks, restaurants, hotels, retail stores, museums and airlines from across the globe have asked us for advice and assistance with their plans to reopen in the face of COVID-19. The reason? NSF is the global leader in protecting and improving human health. We quickly responded by developing an assurance program in response to this need and the trust so many organizations have placed in us as they plan to reopen their businesses during a global pandemic.



# PRE-RETURN SURVEY QUESTIONS

1. I think the controls and restrictions in my community to prevent the spread of COVID-19:

- a) Are appropriate to the level of COVID-19 risk
- b) Are excessive given COVID-19 risk
- c) Don't go far enough given COVID-19 risk
- d) Unsure

2. In my community, the likelihood of me contracting COVID-19 is:

- a) High
- b) Medium
- c) Low

If you said "high" please select all that apply:

- a) I use public transportation
- b) I handle money/shopping carts/etc. or assist people
- c) I live in a neighborhood with many COVID-19 confirmed cases
- d) My spouse or member of my family work for essential services
- e) Other \_\_\_\_\_

3. What are the common mistakes you see most often when you happen to visit stores or other commercial establishments that are open?

- a) Not applicable
- b) Not washing hands
- c) Not wearing gloves properly
- d) Face touching
- e) Not maintaining physical distance (6 ft. or 2 m)
- f) Other: \_\_\_\_\_

4. Please indicate one or two of the most effective or unique COVID-19 controls you have seen used by a commercial establishment in the past two weeks

\_\_\_\_\_

Based on your response above, do you think such a control would be practical in your work setting once re-opened?

- i. Yes
- ii. No
- iii. If no, why not? \_\_\_\_\_

5. Do you have any other concerns in relation to reopening and returning to work?

\_\_\_\_\_

# POST-RETURN SURVEY QUESTIONS

1. I know and understand what is expected of me to minimize risk of COVID-19 for myself and our facility.

Yes  No

2. I think my company's COVID-19 policies and expectations:

- a) Are appropriate to the level of COVID-19 risk
- b) Are excessive given COVID-19 risk
- c) Don't go far enough given COVID-19 risk
- d) Not Applicable at this time

3. I follow my company's COVID-19 policies and expectations for employees:

- a) Almost always
- b) Most of the time
- c) Some of the time
- d) Rarely or never
- e) Not Applicable at this time

4. If "Not Applicable, will you follow implemented company COVID-19 policies and expectations accordingly?"

- a) Almost always
- b) Most of the time
- c) Some of the time
- d) Rarely or never

5. Describe the reasons why you follow or do not follow the COVID-19 workplace policies:

(check all that apply):

- a) I recognize the risk of contaminating others
- b) I feel safer when I keep the recommended distance – social distancing works
- c) I cannot afford to be sick and not work
- d) I don't fully understand the policies
- e) I cannot because we lack equipment
- f) I do not have time to wash my hands as often as I should
- g) I do not believe the safety materials (plexiglass, gloves, mask, antiseptic gel...) work
- h) I do not follow because no one else is
- i) Other: \_\_\_\_\_

6. Outside of work, the likelihood of me contracting COVID-19 is:

- a) High
- b) Medium
- c) Low

If you said "high" please select all that apply:

- a) I use public transportation
- b) I handle money/shopping carts/etc. or assist people
- c) I live in a neighborhood with many COVID-19 confirmed cases
- d) My spouse or member of my family work for essential services
- e) Other \_\_\_\_\_



**7. What are the common mistakes you see most often?**

- a) Forgetting to wash hands
- b) Not wearing gloves properly
- c) Face touching
- d) Not maintaining physical distance (6 ft. or 2 m)
- e) Still coming in to work, even though sick
- f) Other: \_\_\_\_\_

**8. Do you have any other concerns in relation to having returned to work?** \_\_\_\_\_

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For more information contact [nsfcanada@nsf.org](mailto:nsfcanada@nsf.org).

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