

# 2014 ERC/Smart Business Workplace Practices Survey

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**Conducted by ERC**

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**ERC**  
Where Great Workplaces Start.

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ERC is Northeast Ohio's largest organization dedicated to HR and workplace programs, practices, training and consulting. ERC membership provides employers access to an incredible amount of information, expertise, and cost savings that supports the attraction, retention, and development of great employees. We also host the nationally recognized NorthCoast 99 program and sponsor the ERC Health insurance program. For more information about ERC, please visit [www.yourERC.com](http://www.yourERC.com).

# ERC

Where Great Workplaces Start.

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# Introduction & Methodology

This report summarizes the results of ERC's survey of organizations in Northeast Ohio, conducted during April and May 2014, on a variety of workplace practices. This survey was conducted in partnership with Smart Business Magazine. The survey reports trends in:

- Benefits
- Compensation
- Recruiting and hiring
- Workforce
- Communication
- Training and development
- Safety

All ERC members were invited to participate in the survey in early April via email invitation and other promotions, and participated in the survey throughout the month. The survey officially closed on May 13th. In order to provide the most reliable and accurate information, data was cleaned and duplicate records were removed. Any outliers or invalid data were also eliminated, yielding a final data set of 109 participating organizations, only from Northeast Ohio. Qualitative data was coded where applicable or analyzed according to commonality or major themes, and all quantitative data was analyzed using statistical software to ensure data validity and reliability.

This report shows several frequencies and response distributions. Frequencies of data responses may not total 100% exactly in some cases due to rounding of decimals or the ability for participating organizations to select multiple response options.

# General

## 1. In five words or less, what is the biggest challenge your company faces today?

Response	All Organizations	Manufacturing	Non-Manufacturing
Hiring/retaining employees	45	20	25
Revenue growth	15	5	10
Healthcare costs	11	4	7
Business management	5	1	4
Competition	6	4	2
Change in marketplace	5	3	2
Economic conditions	4	2	2
Client retention/growth	3	1	2
Controlling costs	3	1	2
Funding	2	0	2
New product development	2	1	1
Succession planning	1	0	1
Customer demands	2	2	0
Government	2	2	0
Cash flow	1	1	0
Rising costs	1	1	0
Sustainability	1	1	0
Total	98	47	49

**2. Which position, if any, is the most critical to your organization’s success?**

Response	All Organizations	Manufacturing	Non-Manufacturing
Management/Leadership	25	10	15
Sales	14	4	10
All Positions	11	6	5
Engineers	6	6	0
Front-Line Employees	6	1	5
Direct Care Providers	4	0	4
Machinists	4	4	0
Customer Service	2	2	0
Drivers	2	0	2
Information Technologies	2	0	2
Assemblers	1	1	0
Chemist	1	0	1
First-Line Supervisors	1	0	1
Information Technologies	1	0	1
Marketing	1	0	1
Welders	1	1	0
Total	82	35	47

## Benefits

**3. Does your company have a 401(k) or 403(b) plan for employees?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	94.4%	94.2%	94.3%
No	5.6%	5.8%	5.7%
Responses	108	52	53

**4. If yes, does your company match contributions?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	80.6%	80.8%	79.2%
No	15.7%	13.5%	18.9%
Responses	104	49	52

5. What is the match? (\_\_\_\_ % up to \_\_\_\_%)

Match & Category	Count
<b>Up to 1%</b>	
50% of first 1% and 20% on 2% - 6%	1
100% up to 1% & 50% up to 5%	1
<b>Up to 2%</b>	
50% of the 1st 2%	2
100% of the first 2%	2
50% on the first 2% and then 25% on the next 4%	1
up to 2%	1
100% up to 2%, 50% up to 6%	1
<b>Up to 3%</b>	
2.1% maximum company match	1
100% up to 2.25%	1
50% up to 3%	1
100% up to 3%	14
100% up to 3% and 50% on the next 2%	11
<b>Up to 4%</b>	
2% up to 4%	1
25% up to 4%	1
50% up to 4%	6
60% up to 4%	1
100% up to 4%	5
<b>Up to 5%</b>	
25% up to 5%	3
50% up to 5%	1
100% up to 5%	5
100% up to 5%, 50% up to 9%	1
<b>Up to 6%</b>	
25% up to 6%	5
50% up to 6%	10
100% up to 6%	5
<b>Up to 9%</b>	
75% up to 7%	1
12.5% up to 8%	1
100% up to 9%	1
<b>Up to a specific dollar about</b>	
50% up to \$600	1
100% up to \$500, 25% above \$500	1
50% up to \$900	1
\$1,000 under age 40 - \$2,000 over age 40	1



**6. Has your company's 401(k) contribution changed since 2008 and if so how?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	37.0%	36.7%	37.5%
No	63.0%	63.3%	62.5%
Responses	100	49	48

**6a. If yes, please specify how it has changed:**

- Did not have a 401k in 2008, plan was introduced in 2013 with the 3% match
- Was a simple IRA until 2012
- Moved from an annual discretionary contribution to matching contribution
- Suspended employer match for 2 years during the economic downturn. Reinstated the match in 2012, but at 50% of prior level.
- We had to remove the 401K Match
- Gradually decreased from 6% to current 1% maximum
- increased match from 2% to 3%
- The employer contribution
- Move from a traditional matching plan to a safe harbor plan.
- [Company name] now offers a match and we previously did not.
- Increased. Match added.
- Changed from 25% up to 6%
- company contribution was tied to years of service, now across the board - same % contributed
- It went down to 0
- 5% optional company profit sharing contribution eliminated due to recession
- The maximum company contribution increased by \$100.
- moved to safe harbor match; changed 401k provider
- ours is a safe harbor contribution and we have the option to add additional funds.
- Safe Harbor added; matching % increased (was 25% up to 6%)
- The eligibility requirement
- Company contributions based on profits
- Increased in 2009 from 50% up to first 3%
- It was 100% up to 3%; and 50% from 4-5%
- now a safe harbor plan;
- company used to match \$1 to \$1 up to 10%
- Company match was added in 2013
- Increased the match %
- match suspended in 2009
- reinstated match in 2011
- Increase in participants
- Match increased from 5% to 6% in 2014
- Removed match the gave it back
- Changed 1/1/14. Used to be 30% of first 7%
- Before 2011, was not safe harbor model. Match was 35% of first 4 % deferred.
- 2009 dropped to 25% up to 6% then we increased it back to 50% in 2011
- We suspended match during tough economic times in 2009 and 2010 but reinstated in 2012
- Ended employer contribution in 2009

**7. Average percent of health insurance premium paid by employees:**

	All Organizations	Manufacturing	Non-Manufacturing
Average Percent	25.7%	22.7%	28.2%
Responses	103	52	48

**8. What was the most recent percent increase in health insurance premium for your company?**

	All Organizations	Manufacturing	Non-Manufacturing
Average Percent	12.2%	15.0%	10.0%
Responses	97	46	49

**9. Does your company offer Flexible Spending Accounts?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	50.9%	44.9%	55.8%
No	49.1%	55.1%	44.2%
Responses	104	49	52

**10. Does your company offer Health Savings Plans?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	49.0%	44.2%	52.8%
No	50.9%	55.8%	47.2%
Responses	108	52	53

**11. Has your company made any significant changes to the healthcare benefits plans being offered to your employees as a direct result of the Affordable Care Act (ACA)?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	21.1%	15.4%	25.9%
No	78.9%	84.6%	74.1%
Responses	109	52	54

**12. Does your company offer any of the following flexible work options to your employees?**

	All Organizations	Manufacturing	Non-Manufacturing
Compressed work weeks	10.1%	13.5%	7.4%
Flextime	45.9%	30.8%	63.0%
Job-sharing	1.8%	0.0%	1.9%
Part-time options	45.9%	36.5%	55.6%
Telecommuting	18.3%	7.7%	27.8%
Work-from-home	35.8%	23.1%	48.1%
Responses	75	29	44

**Other flexible work options offered:**

- multiple shifts
- Depending on business needs, some departments offer flex time to start and end times.
- Flexible work options are case by case and limited
- overtime for professionals
- Hourly associates can make up time if they have to leave early for doctors appointments or kids events

**13. Does your company provide any type of childcare assistance (referrals, on-site care, etc.) and/or elder care?**

**Child care**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	7.3%	1.9%	13.0%
No	92.7%	98.1%	87.0%
Responses	109	52	54

**Elder care**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	4.6%	1.9%	7.4%
No	95.4%	98.1%	92.6%
Responses	109	52	54

**14. Does your company offer insurance for retirees?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	9.3%	6.4%	12.8%
No	90.7%	93.6%	87.2%
Responses	97	47	47

**15. How many paid holidays are given to full-time employees each year?**

	All Organizations	Manufacturing	Non-Manufacturing
Average # of Days	9.0	9.2	8.9
Responses	109	52	54

**16. Does your company have a Paid-Time-Off "bank" (instead of separation of vacation days, personal days, etc.)?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	38.7%	32.7%	44.4%
No	61.3%	67.3%	55.6%
Responses	109	52	54

**17. Does your company allow employees to buy and sell additional vacation or PTO days?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	10.3%	7.8%	11.3%
No	89.7%	92.2%	88.7%
Responses	109	52	54

**17a. If yes, please specify up to how many days?**

- Associate may 'sell' the company 40 hours of PTO for payment at 50% of hourly wage rate.
- can be paid for up to 5 vacation days if not used by end of fiscal year
- can purchase up to 40 hours of extra PTO
- 5
- 5
- 5
- 5 days after 2 years service
- Sell back to the company up to 10 days
- 14
- 15 days after 5 years service
- sell twice a year if they take time off and leave a minimum balance of 24 hours
- All

# Compensation

**18. What is the average percent base increase projected for hourly workers in 2014? (i.e. 3.5%)**

**Including organizations projecting no increases**

	All Organizations	Manufacturing	Non-Manufacturing
Average Increase	2.6%	2.8%	2.5%
Responses	101	50	49

**Including only organizations projecting increases**

	All Organizations	Manufacturing	Non-Manufacturing
Average Increase	2.9%	2.9%	3.0%
Responses	91	49	40

**19. What is the average percent base increase projected for salaried workers in 2014? (i.e. 3.5%)**

**Including organizations projecting no increases**

	All Organizations	Manufacturing	Non-Manufacturing
Average Increase	2.7%	2.8%	2.7%
Responses	102	50	50

**Including only organizations projecting increases**

	All Organizations	Manufacturing	Non-Manufacturing
Average Increase	3.0%	2.9%	3.1%
Responses	93	47	43

**20. How often does your company provide cash bonuses to employees in each of the following groups?**

**Management**

	All Organizations	Manufacturing	Non-Manufacturing
Annually	62.4%	76.9%	50.0%
Semi-annually	5.5%	1.9%	9.3%
Quarterly	7.3%	3.8%	11.1%
Responses	109	52	54

**Non-management**

	All Organizations	Manufacturing	Non-Manufacturing
Annually	51.4%	59.6%	44.4%
Semi-annually	7.3%	3.8%	11.1%
Quarterly	7.3%	3.8%	11.1%
Responses	109	52	54

**21. What is the average bonus (in dollars)?**

	All Organizations	Manufacturing	Non-Manufacturing
Average Bonus (\$)	\$3,491	\$4,407	\$2,375
Responses	71	39	32

**22. Does your company provide ownership opportunities for non-management employees (e.g. stock options, phantom stock, etc.)?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	8.5%	9.6%	7.8%
No	91.5%	90.4%	92.2%
Responses	106	52	51

**23. What is the minimum hourly rate paid to employees? (i.e. \$8.75)**

	All Organizations	Manufacturing	Non-Manufacturing
Average Rate	\$11.33	\$11.22	\$11.50
Responses	104	51	51

## Recruiting & Hiring

**24. Does your company routinely use Internet job boards to find candidates for your open positions?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	83.3%	80.8%	84.9%
No	16.7%	19.2%	15.1%
Responses	108	52	53

**25. Does your company's website have an Online Career Center?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	41.1%	35.3%	49.1%
No	58.9%	64.7%	50.9%
Responses	107	51	53

**26. Does your company use social networking tools (i.e. LinkedIn, Facebook, Twitter, etc.) to find candidates for open positions?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	62.4%	53.8%	74.1%
No	37.6%	46.2%	25.9%
Responses	109	52	54

**26a. If yes, which of the following social networking tools are used?**

	All Organizations	Manufacturing	Non-Manufacturing
LinkedIn	98.5%	100%	97.4%
Facebook	30.8%	22.2%	36.8%
Twitter	24.6%	7.4%	36.8%
Responses	65	27	38

**27. Does your company utilize pre-employment drug screening?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	68.2%	92.2%	43.4%
No	31.8%	7.8%	56.6%
Responses	107	51	53

**28. Does your company perform reference checks prior to hiring?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	87.0%	82.7%	90.6%
No	13.0%	17.3%	9.4%
Responses	108	52	53

**29. Does your company utilize any type of psychological assessments (including personality profiles, skills tests, cognitive tests, etc.) during the selection phase of your recruiting process?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	46.3%	51.9%	39.6%
No	53.7%	48.1%	60.4%
Responses	108	52	53

## Workforce

**30. What percentage of your workforce is temporary?**

	All Organizations	Manufacturing	Non-Manufacturing
Average Percent	4.5%	4.4%	4.3%
Responses	106	50	53

**31. Are salaried exempt employees at your company required to keep track of hours they work?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	33.9%	28.8%	40.7%
No	66.1%	71.2%	59.3%
Responses	109	52	54

**32. What percentage of your workforce are contingent workers (Part-Time, Job-Sharing, Telecommuting, Seasonal)?**

	All Organizations	Manufacturing	Non-Manufacturing
Average Percent	7.7%	2.6%	12.3%
Responses	101	48	51

**33. What percentage of employees have been promoted over the past two years?**

	All Organizations	Manufacturing	Non-Manufacturing
Average Percent	6.0%	4.8%	7.3%
Responses	89	44	43



**34. Does your company have any succession plans in place for your top managers?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	35.5%	39.2%	32.1%
No	64.5%	60.8%	67.9%
Responses	107	51	53

**35. Does your company provide long-term service awards to employees?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	63.3%	75.0%	53.7%
No	36.7%	25.0%	46.3%
Responses	109	52	54

**36. What percentage of employees left your company voluntarily in 2013 (i.e. voluntary turnover)?**

	All Organizations	Manufacturing	Non-Manufacturing
Average Percent	9.4%	8.0%	10.7%
Responses	100	49	50

**37. Has your company engaged in either of the following practices in the past two years?**

	All Organizations	Manufacturing	Non-Manufacturing
Outsourcing jobs overseas	0.9%	0%	1.9%
Onshoring jobs to the U.S.	1.8%	1.9%	1.9%
Responses	109	52	54

**38. Has an employee sued your company in the past two years?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	6.7%	2.1%	11.1%
No	93.3%	97.9%	88.9%
Responses	105	48	54

**39. Does your company anticipate any layoffs for 2014?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	7.5%	7.8%	7.5%
No	92.5%	92.2%	92.5%
Responses	107	51	53

**40. Has there been any incident of violence in your workplace in the past two years?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	4.7%	5.9%	3.8%
No	95.3%	94.1%	96.2%
Responses	106	51	52

**41. Has there been any incident of bullying in your workplace in the past year?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	17.6%	21.6%	14.8%
No	82.4%	78.4%	85.2%
Responses	108	51	54

## Communication

**42. How often does your company meet with employees to review financial information, state of the company, or company policies?**

	All Organizations	Manufacturing	Non-Manufacturing
At least monthly	17.4%	9.6%	24.1%
Quarterly	43.1%	53.8%	33.3%
Semi-annually	7.3%	9.6%	5.6%
Annually	21.1%	19.2%	24.1%
Never	11.0%	7.7%	13.0%
Responses	109	52	54

**43. Does your company have and distribute job descriptions to employees for their positions?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	78.9%	69.2%	87.0%
No	21.1%	30.8%	13.0%
Responses	109	52	54

**44. Does each employee in your company receive an employee handbook?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	94.4%	96.2%	92.5%
No	5.6%	3.8%	7.5%
Responses	108	52	53

**45. Which of the following methods does your organization use to communicate with employees?**

	All Organizations	Manufacturing	Non-Manufacturing
Bulletin boards	72.5%	92.3%	53.7%
E-mail	93.6%	90.4%	96.3%
In-house publications (i.e. newsletters, magazines)	39.4%	34.6%	44.4%
Organization's website and/or intranet	50.5%	48.1%	55.6%
Pay envelope inserts	26.6%	36.5%	16.7%
Staff/departmental meetings	84.4%	86.5%	83.3%
"Town Hall" meetings	51.4%	51.9%	51.9%
Video/DVD/CD-ROM	7.3%	7.7%	7.4%
Voice mail	17.4%	21.2%	14.8%
Social media	7.3%	5.8%	9.3%
Responses	109	52	54

**Other methods to communication with employees:**

- Blogs
- gigantic week long all employee event held in January right here in sunny Cleveland. Also, we have a custom app that we use during the meeting to communicate.
- Trainings
- TV Monitor

**46. Which of the following methods does your organization use to communicate with clients, customers, and vendors?**

	All Organizations	Manufacturing	Non-Manufacturing
Email newsletters	55.0%	38.5%	70.4%
External company-branded publications	36.7%	32.7%	40.7%
Social media	52.3%	38.5%	64.8%
Meet 'n Greets (bringing groups of clients in for open houses/informational mtgs)	36.7%	30.8%	44.4%
Videos -- either online or DVDs sent to clients	14.7%	11.5%	18.5%
Website or client/vendor-dedicated microsite	59.6%	57.7%	63.0%
Articles (whitepapers, case studies, thought leadership pieces)	33.0%	28.8%	37.0%
Company-related books	7.3%	7.7%	7.4%
Blogs	22.9%	13.5%	31.5%
Apps	4.6%	5.8%	3.7%
Responses	109	52	54

**Other methods to communication with clients, customers and vendors:**

- Annual client meeting
- Direct Client Services
- Quarterly Magazine
- Telephone, email, face-to-face, customer visits

**47. Does your company have a strategic plan?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	81.5%	86.5%	77.4%
No	18.5%	13.5%	22.6%
Responses	108	52	53

## Training & Development

**48. Does your company utilize web-based training (i.e. webinars, e-learning, etc.) as a part of your overall employee training and education programs?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	72.9%	68.0%	79.6%
No	27.1%	32.0%	20.4%
Responses	107	50	54

**49. Does your company provide financial assistance to employees to upgrade their skills (e.g. tuition assistance, job-related training)?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	80.7%	88.5%	72.2%
No	19.3%	11.5%	27.8%
Responses	109	52	54

**50. Does your company have a mentorship program for new or existing employees?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	26.2%	28.0%	25.9%
No	73.8%	72.0%	74.1%
Responses	107	50	54

**51. Does your company have a career development program or initiative for employees?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	28.4%	28.8%	29.6%
No	71.6%	71.2%	70.4%
Responses	109	52	54

**52. What percentage of your company’s HR budget is defined for tuition assistance, job-related training, etc.?**

	All Organizations	Manufacturing	Non-Manufacturing
Average Percent	4.7%	4.4%	5.0%
Responses	45	20	23

**53. What percentage of payroll is defined for training and development?**

	All Organizations	Manufacturing	Non-Manufacturing
Average Percent	2.7%	2.7%	2.8%
Responses	48	23	24

**54. On average, how many hours of training does a new-hire receive in his/her first 90 days of employment at your company?**

	All Organizations	Manufacturing	Non-Manufacturing
Average Hours	61.0	79.6	43.9
Responses	75	36	39

## Safety

**55. Do you have a written safety program and procedures?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	77.1%	98.1%	57.4%
No	22.9%	1.9%	42.6%
Responses	109	52	54

**56. Does your company pay for Personal Protective Equipment (PPE) (e.g. work boots, safety goggles)?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	73.6%	98.1%	47.1%
No	26.4%	1.9%	52.9%
Responses	106	52	51

**57. Is your company in a group-rated workers' compensation program?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	85.0%	90.2%	79.6%
No	15.0%	9.8%	20.4%
Responses	107	51	54

**58. Does your company require drug testing for employees after an accident?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	68.2%	88.2%	49.1%
No	31.8%	11.8%	50.9%
Responses	107	51	53

**59. Does your company have a disaster recovery plan?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	58.9%	51.9%	65.4%
No	41.1%	48.1%	34.6%
Responses	107	52	52

**60. Does your company have a policy explicitly prohibiting firearms and/or other weapons from the workplace?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes, both firearms & other weapons	78.3%	78.4%	76.9%
Yes, firearms only	10.4%	7.8%	13.5%
Yes, other weapons only	0%	0%	0%
No	11.3%	13.7%	9.6%
Responses	106	51	52

# Other

**61. Does your company have a written diversity plan (i.e. recruiting initiatives, hiring processes, management training)?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	26.4%	20.0%	34.0%
No	73.6%	80.0%	66.0%
Responses	106	50	53

**62. Does your company randomly test for substance abuse?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	28.7%	37.3%	20.4%
No	71.3%	62.7%	79.6%
Responses	108	51	54

**62a. If yes, what types of employees are included (e.g. exempt/non-exempt)?**

	All Organizations	Manufacturing	Non-Manufacturing
All employees	72.4%	84.2%	50.0%
Exempt employees only	n/a	n/a	n/a
Non-exempt employees only	3.4%	n/a	10.0%
Job specific	24.1%	15.8%	40.0%
Responses	29	19	10

**63. Does your company utilize a time clock system?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	75.2%	90.4%	59.3%
No	24.8%	9.6%	40.7%
Responses	109	52	54

**64. Does your company utilize any type of human resources information system (HRIS)?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	58.9%	56.0%	63.0%
No	41.1%	44.0%	37.0%
Responses	107	50	54

**65. Does your organization employ any type of formal quality improvement process?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	54.2%	75.0%	34.6%
No	45.8%	25.0%	65.4%
Responses	107	52	52

**66. Has your company received any awards for community involvement in the past two years?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	40.6%	42.0%	39.6%
No	59.4%	58.0%	60.4%
Responses	106	50	53

**67. Does your company outsource payroll?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	70.4%	71.2%	69.8%
No	29.6%	28.8%	30.2%
Responses	108	52	53

**68. Does your company have Employers Practice Liability Insurance?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	89.4%	91.5%	88.9%
No	10.6%	8.5%	11.1%
Responses	104	47	54

**69. Does your company's website promote living and working in Northeast Ohio?**

	All Organizations	Manufacturing	Non-Manufacturing
Yes	25.0%	14.3%	34.6%
No	75.0%	85.7%	65.4%
Responses	104	49	52

**70. In what other ways does your company promote living and working in Northeast Ohio?**

- Actively support local non-profit institutions, charities and other causes of significance to associates.
- Community Commitment
- Company sponsors a Community Services group that sponsors events and provides financial support to local charitable groups.
- [Company name] does multiple things to promote living and working in Northeast Ohio. We even promote this with our applicants and interns. For instance, if a candidate is in town for multiple



days, we create a list of local events for them to check out including Cleveland Indian's games, local festivals, and our great selection of museums. We do something similar with our summer interns. During our Internship Program, we put events on a calendar for our interns and their mentors to attend and enjoy.

- With our current team, [company name] sponsors CHUG (Cleveland Hadoop Big Data User Group) as well as Cleveland Give Camp; both are local technology events. [Company name] employees themselves also individually promote various events and charities in Northeast Ohio by reaching out via our social forums. Recent promotions include events at the Cleveland Botanical Gardens, races for charity, and even recommendations for local vendors.
- Our employees are offered many service and community engagement opportunities coupled with our outreach programs to local residents and community members.
- Our work is dedicated to improving entrepreneurship in Northeast Ohio, so by default, we promote living and working here.
- Participation in Community Activities: Local Chamber, United Way, Leadership Lake County, etc.
- Philanthropic activities within the community.
- Promoting on job boards
- [Company name] is a strong supporter of United Way. We are a member of Best Benefits and urge our employees to use membership benefits for discounted events in NE Ohio. In addition, we use services of Executive Arrangements to present NE Ohio to candidates relocating from another area.
- Support and build the entrepreneurial ecosystem in Northeast Ohio
- Through our recruitment and support of various community activities, The ChowDown on Tuesday's and local vendors for most of our supplies.
- We are involved in sustainability issues and work with youth groups and other organizations to promote and sustain recreational shooting
- We don't, but we should.
- We have conducted community health assessments and are preparing to publish a Community Health Improvement Plan for Cuyahoga County.
- We are very involved with our partners in the community.
- We resettle over 400 refugees per year in NE Ohio

# Respondent Demographics

One hundred and nine (109) organizations in Northeast Ohio participated in the survey; breakdowns of various demographics are provided below.

	All Organizations	Manufacturing	Non-Manufacturing
Total number of responses	109	52	54
Average company size in NEO	128	106	147
Average age of employees in NEO	45.5	47.3	43.9
Average annual sales	\$32,033,766	\$32,995,349	\$31,638,710

## Counties represented

County	Respondents
Cuyahoga	49
Summit	14
Multiple	9
Lake	8
Medina	6
Ohio	6
Geauga	5
Portage	4
Lorain	2
Stark	2
Erie County	1
Wayne	1

## Type of Business

Count	Response	Count	Response
49	Manufacturing	3	Government
10	Professional Services	3	Not given
8	Non-profit	3	Wholesale
7	Healthcare	2	Environmental Services
7	Technology	1	Aircraft repair
6	Retail	1	Education
4	Distribution	1	Independent Testing Lab
3	Construction	1	Real Estate

# Participant List

1 EDI Source, Inc.  
Accel Group, Inc.  
Aluminum Line Products Company  
Anderson International Corp  
ASM International  
Automation Plastics  
Bainbridge Township  
Bardons & Oliver, Inc.  
Bettcher Industries, Inc.  
Briteskies  
C&K Industrial Services  
C.TRAC, Inc.  
CardPak, Inc.  
CASNET  
Cavaliers Holdings LLC  
Chapman & Chapman, Inc.  
Child Guidance & Family Solutions  
ChromaScape, Inc.  
Community Care Ambulance  
Component Repair Technologies, Inc.  
Cornwell Quality Tools Company  
Cuyahoga County Board of Health  
DRB Systems, Inc.  
Dreison International, Inc.  
Duramax Marine, LLC  
Empaco Equipment Corporation  
Enerco Group, Inc.  
Excelas LLC  
Explorys, Inc.  
EYE Lighting International  
Firefighters Community Credit Union  
FormFire  
FrontLine Service  
Gallovic, Granito & Co.  
GLT Companies  
Goldberg Companies, Inc.  
Great Lakes Petroleum  
Hadrian, Inc.  
Health Journeys  
Holden Arboretum  
HP Manufacturing  
ID Images  
ideastream  
Interdesign, Inc.  
International Institute of Akron  
JumpStart, Inc.  
Kaufman Container Company  
Kaydon Corporation  
Kerr Lakeside. Inc.  
King's Medical Group  
Kobelco Stewart Bolling, Inc.  
Lanly Company  
LayerZero Power Systems, Inc.  
Logan Clutch Corporation  
Majestic Steel USA  
MB Dynamics, Inc.  
MCPc, Inc.  
Medical Service Company  
Meister Media Worldwide  
Meritech  
Midwest Industrial Supply, Inc.  
Multi-Wing America  
National Safety Apparel Inc.  
National Telephone Supply  
Nidec Avtron Automation Corporation  
NOPEC  
Nordson Corporation  
NSL Analytical Services, Inc.  
OhioGuidestone  
One Wish LLC  
Orbital Research, Inc.  
Owens Corning Roofing and Asphalt Plant  
Paladin Protective Systems, Inc.  
Park Place Technologies  
Portage Learning Centers  
PRC Medical, LLC  
Pressco Technology Inc.  
Process Technology  
Pyramyd Air Ltd  
Radix Wire  
RBB Systems  
Refrigeration Sales Corp  
Ritrama, Inc.  
Robin Industries, Inc.  
Saint Ignatius High School  
SES LLC  
Stop'nGo of Medina  
Sunpro  
Superior Roll Forming  
Sutter O'Connell

tda Architecture  
The Ahola Corporation  
The Burton D. Morgan Foundation  
The Cleveland Foundation  
The Master Products Company  
The Tranzonic Companies  
TimeKeeping Systems, Inc.  
Transformer Engineering  
Trelleborg Sealing Profiles  
Truline Industries, Inc.

Tylok International, Inc.  
United Disability Services  
United Initiators  
Viking Forge Corp.  
Vincent Lighting Systems  
Western Enterprises  
Willoughby Supply Company  
Winter Equipment Company, Inc.  
Wrayco LLC

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### Conducted by ERC

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