

2016 ERC/ Smart Business Workplace Practices Survey

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Where Great Workplaces Start.

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About ERC

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.



Introduction & Methodology

This report summarizes the results of ERC's survey of organizations in Northeast Ohio, conducted in March and April of 2016, 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 March via email invitation and other promotions, and participated in the survey throughout the month. The survey officially closed on April 29, 2016. 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 117 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. In some cases, breakouts are not included due to quantity of data or insufficient sample.

General

1. Biggest challenges companies are facing today (# of organizations)

Challenge	Count
Hiring & retention of talent	43
Generating revenue	14
Managing organizational growth & restructuring	10
Changes in marketplace	7
Competition	7
Generational transitions	7
Employee engagement	6
Compliance with government regulations	3

Other responses:

- Management team working together
- Balancing flexibility & accountability
- Advancing the [company] mission
- Providing a cohesive strategic direction
- Improving company culture
- Leadership development
- Supply chain management
- Keeping everyone informed
- Creating a culture of accountability

2. Most critical positions to organizations' success (# of organizations)

Position	Count
Executive/leadership	16
Sales	16
Several/all positions	14
Skilled labor	12
Management	9
Engineering	7
Attorney/Lawyer	3
Technical	3

Other job positions cited: Dispatch; Tellers and Member Service Representatives; Counselor; Partner; Client Intake; Estimator; Development; Truck Driver; Staff Accountants; Providers; Supply Chain/Purchasing.

Benefits

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	95.5%	96.2%	95.7%	90.9%
No	4.5%	3.8%	4.3%	9.1%
Responses	111	53	47	11

4. If yes, does your company match contributions?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	89.0%	94.2%	87.0%	72.7%
No	11.0%	5.8%	13.0%	27.3%
Responses	109	52	46	11

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

Match & Category	Count
Up to 1%	
100% of first 1%	2
Up to 2%	
100% up to 2%	4
50% of the first 2%	1
Up to 2.5%	
50% up to 2.5%	1
Up to 3%	
100% up to 3%	18
50% up to 3%	2
25% up to 3%	1
Up to 4%	
50% up to 4%	7
25% up to 4%	2
80% up to 4%	1

100% up to 4%	5
Up to 5%	
25% up to 5%	1
50% up to 5%	6
100% up to 5%	2
35% up to 5%	1
Up to 6%	
25% up to 6%	8
50% up to 6%	6
40% / \$1.00 up to 6%	1
75% up to 6%	1
100% on the first 6%	4
Up to 7%	
50% up to 7% of employee contribution	1
Up to 8%	
60% of first 8%	1
Up to 10%	
75% up to 10%	1
Up to 13%	
30% up to 13%	1
Up to 14%	
100% up to 14%	1
Up to 15%	
15% of contribution up to 15% of total salary	1
Up to a specific dollar amount	
100% of 1 st \$500; year end 25% of deferral over \$500	1

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	28.6%	30.0%	29.5%	18.2%
No	71.4%	70.0%	70.5%	81.8%
Responses	105	50	44	11

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

- Used to be 50% up to 2%
- More employees participating
- Used to be .25/ \$1.00 up to 5% of pay
- Used to be 50% up to 6
- Changed from SIMPLE to 401K
- Safe Harbor to traditional 50% match back to Safe Harbor due to structure changes.
- Eligibility has been reduced from 12 months to 6 months
- We had to eliminate the match in 2009 due to the recession and have slowly built it back up to the pre-2008 level
- Previously matched 50% up to 10%
- We removed for two years and then re-implemented. Upon re-implementing we add a Roth option
- Implemented matching
- Increased from 4% to 6%
- Temporarily went to 0% (2008-2009)

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average %	27.0%	25.6%	29.6%	23.1%
Responses	102	49	43	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average %	10.2%	10.1%	10.4%	9.4%
Responses	81	38	36	7

9. Does your company offer Flexible Spending Accounts?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	58.3%	57.7%	56.5%	70.0%
No	41.7%	42.3%	43.5%	30.0%
Responses	108	52	46	10

10. Does your company offer Health Savings Plans?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	50.9%	50.9%	54.2%	36.4%
No	49.1%	49.1%	45.8%	63.6%
Responses	112	53	48	11

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	Non-Profit
Yes	15.5%	18.9%	13.0%	9.1%
No	84.5%	81.1%	87.0%	90.9%
Responses	110	53	46	11

11a. If yes, please specify the changes:

- Our plan has been eliminated by our insurer each of the past 3 years, replaced with a higher premium, lower benefit plan. Recently our insurer announced it was going out of business, resulting in yet another plan change to a far more expensive carrier.
- Had to create a plan equal to a Bronze Level plan
- Dropped spousal coverage
- We did away with the company sponsored plan and gave employees wage increases to help defray the cost they would pay on the exchange.
- Due to rising healthcare costs, we now exclude spouses that have their own coverage.
- There was a large cost incurred to the company as a result of the ACA; our company tried to financially minimize the impact to employees. Therefore, the payment of premium amounts for medical coverage differ based upon your annual wages. There are 4 brackets (up to \$50,000; \$50,000-\$99,999; \$100,000-\$149,999 and \$150,000 or higher). The lower wages you make, the less you pay for medical premiums; salary is based on base pay only (bonuses, overtime, etc. do not factor in).
- The deductible has increased significantly and no longer can a spouse be on if they have their own company sponsored medical plan.
- We implemented a spousal mandate; We added a lower cost plan that still satisfies the ACA requirements

- We have offered an HRA to help us raise the deductible so the plan was affordable for the company but not make an impact on the employee.
- We recently had to pool our resources with our sister companies to gather quotes for health insurance to increase our numbers. As a small business, premium increases were just too much to remain independent.
- We have had increases every year. We have changed health insurance providers every year since the implementation of ACA, after having the same one for years.
- All ACA compliant plans are more expensive, plus extended benefits for dependents.

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Compressed work weeks	14.9%	18.2%	10.4%	18.2%
Flextime	49.1%	38.2%	58.3%	63.6%
Job-sharing	1.8%	N/A	4.2%	N/A
Part-time options	38.6%	34.5%	37.5%	63.6%
Telecommuting	22.8%	14.5%	27.1%	45.5%
Work from home options	41.2%	36.4%	47.9%	36.4%
Other options	2.6%	3.6%	2.1%	N/A

Other flexible work options offered:

- Service Center runs three shifts
- We allow some flexibility with start times and end times but only +/- one hour or so.
- Core Hours

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	Non-Profit
Yes	7.9%	3.6%	10.4%	18.2%
No	92.1%	96.4%	89.6%	81.8%
Responses	114	55	48	11

Elder care

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	7.0%	3.6%	8.3%	18.2%
No	93.0%	96.4%	91.7%	81.8%
Responses	114	55	48	11

14. Does your company offer insurance for retirees?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	4.9%	4.1%	2.2%	22.2%
No	95.1%	95.9%	97.8%	77.8%
Responses	103	49	45	9

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average # of days	9.4	9.5	9.1	9.6
Responses	112	54	47	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	39.3%	24.5%	52.1%	54.5%
No	60.7%	75.5%	47.9%	45.5%
Responses	112	53	48	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	10.7%	11.3%	12.5%	N/A
No	89.3%	88.7%	87.5%	N/A
Responses	112	53	48	N/A

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

- One day
- 1-3 weeks depending on tenure (sell only); no ability to 'buy' vacation
- 5 days
- No set amount
- 1 week or 40 hours can be sold back if employee has over 2 weeks of vacation. Anyone can sell back 2 days or 16 hours from year to year.
- As many as they want twice a year, but must have 80 hours remaining.

Compensation

18. What is the average percent base increase projected for hourly workers in 2016? (i.e. 3.5%)

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average Increase	2.9%	2.9%	2.8%	2.7%
Responses	90	45	36	9

19. What is the average percent base increase projected for salaried workers in 2016? (i.e. 3.5%)

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average Increase	3.0%	3.0%	3.1%	2.8%
Responses	91	43	37	11

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

Management

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Annually	59.6%	63.6%	52.1%	72.0%
Semi-annually	7.0%	1.8%	14.6%	N/A
Quarterly	10.5%	12.7%	10.4%	N/A

Non-management

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Annually	48.2%	45.5%	50.0%	54.5%
Semi-annually	7.0%	5.5%	10.4%	N/A
Quarterly	11.4%	14.5%	10.4%	N/A

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average Bonus	\$1,972	\$1,941	\$1,978	\$2,067
Responses	54	23	25	6

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	6.4%	5.8%	8.5%	N/A
No	93.6%	94.2%	91.5%	N/A
Responses	110	52	47	N/A

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average Rate	\$12.16	\$11.68	\$12.92	\$11.20
Responses	107	53	45	9

Recruiting & Hiring

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	83.6%	79.2%	89.1%	81.8%
No	16.4%	20.8%	10.9%	18.2%
Responses	110	53	46	11

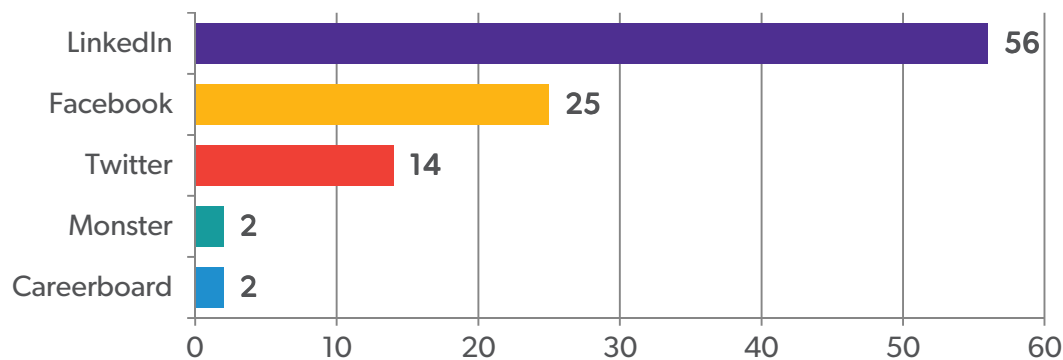
25. Does your company's website have an Online Career Center?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	45.5%	45.3%	43.5%	54.5%
No	54.5%	54.7%	56.5%	45.5%
Responses	110	53	46	11

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	Non-Profit
Yes	69.1%	58.5%	87.0%	45.5%
No	30.9%	41.5%	13.0%	54.5%
Responses	110	53	46	11

26a. If yes, which of the following social networking tools are used? (# of organizations)



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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	73.9%	84.9%	66.0%	54.5%
No	26.1%	15.1%	34.0%	45.5%
Responses	111	53	47	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	89.2%	79.2%	97.9%	100.0%
No	10.8%	20.8%	2.1%	0.0%
Responses	111	53	47	11

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	Non-Profit
Yes	48.6%	41.5%	63.8%	18.2%
No	51.4%	58.5%	36.2%	81.8%
Responses	111	53	47	11

Workforce

30. What percentage of your workforce is temporary?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average %	5.0%	5.9%	4.2%	2.8%
Responses	56	32	19	5

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	31.5%	25.0%	35.6%	45.5%
No	68.5%	75.0%	64.4%	54.5%
Responses	108	52	45	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average %	4.7%	3.4%	4.9%	10.2%
Responses	61	27	28	6

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average %	9.7%	7.7%	11.5%	12.5%
Responses	83	41	32	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	50.0%	56.0%	42.2%	54.5%
No	50.0%	44.0%	57.8%	45.5%
Responses	106	50	45	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	68.5%	68.6%	69.6%	63.6%
No	31.5%	31.4%	30.4%	36.4%
Responses	108	51	46	11

36. What percentage of employees left your company voluntarily in 2015 (i.e. voluntary turnover)?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average %	11.3%	9.3%	12.0%	17.7%
Responses	93	46	37	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Outsourcing jobs overseas	1.8%	N/A	4.2%	N/A
On-shoring jobs to the U.S.	1.0%	1.8%	N/A	N/A

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	13.1%	8.0%	17.4%	18.2%
No	86.9%	92.0%	82.6%	81.8%
Responses	107	50	46	11

39. Does your company anticipate any layoffs for 2016?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	12.0%	13.5%	13.0%	N/A
No	88.0%	86.5%	87.0%	N/A
Responses	108	52	46	N/A

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	7.4%	7.7%	6.7%	9.1%
No	92.6%	92.3%	93.3%	90.9%
Responses	108	52	45	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	20.4%	30.8%	6.7%	27.3%
No	79.6%	69.2%	93.3%	72.7%
Responses	108	52	45	11

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	Non-Profit
At least monthly	17.6%	19.2%	17.8%	9.1%
Quarterly	36.1%	38.5%	33.3%	36.4%
Semi-annually	12.0%	11.5%	13.3%	9.1%
Annually	25.0%	19.2%	31.1%	27.3%
Never	9.3%	11.5%	4.4%	18.2%
Responses	108	52	45	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	82.2%	78.8%	84.1%	90.9%
No	17.8%	21.2%	15.9%	9.1%
Responses	107	52	44	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	93.5%	88.5%	97.8%	100.0%
No	6.5%	11.5%	2.2%	0.0%
Responses	108	52	45	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Bulletin boards	71.9%	85.5%	64.6%	36.4%
E-mail	83.3%	76.4%	89.6%	90.9%
In-house publications (i.e. newsletters, magazines)	31.6%	30.9%	33.3%	27.3%
Organization's website and/or intranet	42.1%	38.2%	45.8%	45.5%
Pay envelope inserts	23.7%	34.5%	12.5%	18.2%
Staff/departmental meetings	80.7%	76.4%	81.3%	100.0%
"Town Hall" meetings	41.2%	47.3%	37.5%	27.3%
Video/DVD/CD-ROM	7.9%	12.7%	4.2%	N/A
Voice mail	10.5%	9.1%	8.3%	27.3%
Social media	4.4%	5.5%	2.1%	9.1%
Other	9.6%	7.3%	10.4%	18.2%
Responses	114	55	48	11

Other methods of communication with employees:

- Monthly safety meetings
- Mail boxes
- Weekly internal mass email news updates
- TV monitors
- Texts
- Webinars
- Lunch-n-Learns

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Email newsletters	59.6%	60.0%	54.2%	81.8%
External company-branded publications	41.2%	40.0%	35.4%	72.7%
Social media	53.5%	41.8%	58.3%	90.9%
Meet 'n Greets (bringing groups of clients in for open houses/informational meetings)	43.9%	41.8%	43.8%	54.5%
Videos – online or DVDs sent to clients	22.8%	29.1%	14.6%	27.3%
Website or client/vendor-dedicated microsite	61.4%	70.9%	47.9%	72.7%
Articles (whitepapers, case studies, thought leadership pieces)	37.7%	32.7%	41.7%	45.5%
Company-related books	4.4%	5.5%	4.2%	N/A
Blogs	24.6%	21.8%	25.0%	36.4%
Apps	8.8%	12.7%	6.3%	N/A
Other	8.8%	7.3%	10.4%	9.1%
Responses	114	55	48	11

Other methods of communication with clients, customers and vendors:

- In-person visits
- Trade Shows
- Annual New Client Dinner
- Sales literature
- Trade Organizations

47. Does your company have a strategic plan?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	83.2%	88.5%	77.3%	81.8%
No	16.8%	11.5%	22.7%	18.2%
Responses	107	52	44	11

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	Non-Profit
Yes	68.2%	62.7%	77.8%	54.5%
No	31.8%	37.3%	22.2%	45.5%
Responses	107	51	45	11

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	Non-Profit
Yes	84.1%	84.3%	82.2%	90.9%
No	15.9%	15.7%	17.8%	9.1%
Responses	107	51	45	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	35.5%	35.3%	40.0%	18.2%
No	64.5%	64.7%	60.0%	81.8%
Responses	107	51	45	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	42.9%	46.0%	38.6%	45.5%
No	57.1%	54.0%	61.4%	54.5%
Responses	105	50	44	11

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average %	11.3%	11.7%	11.8%	8.4%
Responses	30	14	12	4

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Average %	4.2%	4.0%	4.4%	4.0%
Responses	28	11	14	3

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	Non-Profit
Average Hours	77.1	76.3	79.5	69.3
Responses	74	34	33	7

Safety

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	87.1%	95.9%	81.0%	70.0%
No	12.9%	4.1%	19.0%	30.0%
Responses	101	49	42	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	72.7%	98.0%	46.3%	50.0%
No	27.3%	2.0%	53.7%	50.0%
Responses	99	50	41	8

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	87.3%	82.0%	90.5%	100.0%
No	12.7%	18.0%	9.5%	0.0%
Responses	102	50	42	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	78.0%	92.0%	65.0%	60.0%
No	22.0%	8.0%	35.0%	40.0%
Responses	100	50	40	10

59. Does your company have a disaster recovery plan?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	73.7%	77.1%	73.2%	60.0%
No	26.3%	22.9%	26.8%	40.0%
Responses	99	48	41	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes, both firearms & other weapons	77.7%	84.0%	72.1%	70.0%
Yes, firearms only	9.7%	8.0%	11.6%	10.0%
Yes, other weapons only	1.0%	N/A	2.3%	N/A
No	11.7%	8.0%	14.0%	20.0%
Responses	103	50	43	10

Other

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	30.7%	27.1%	30.2%	50.0%
No	69.3%	72.9%	69.8%	50.0%
Responses	101	48	43	10

62. Does your company randomly test for substance abuse?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	21.4%	28.0%	16.3%	10.0%
No	78.6%	72.0%	83.7%	90.0%
Responses	103	50	43	10

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

Challenge	Count
All employees	15
Job specific	3
Non-exempt employees only	2
Exempt employees only	1

63. Does your company utilize a time clock system?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	72.5%	89.8%	60.5%	40.0%
No	27.5%	10.2%	39.5%	60.0%
Responses	102	49	43	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	57.4%	55.1%	61.9%	50.0%
No	42.6%	44.9%	38.1%	50.0%
Responses	101	49	42	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	60.8%	85.7%	37.2%	40.0%
No	39.2%	14.3%	62.8%	60.0%
Responses	102	49	43	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	35.6%	31.3%	39.5%	40.0%
No	64.4%	68.8%	60.5%	60.0%
Responses	101	48	43	10

67. Does your company outsource payroll?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	68.0%	68.0%	67.4%	70.0%
No	32.0%	32.0%	32.6%	30.0%
Responses	103	50	43	10

68. Does your company have Employers Practice Liability Insurance?

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	81.4%	82.6%	82.9%	70.0%
No	18.6%	17.4%	17.1%	30.0%
Responses	97	46	41	10

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

	All Organizations	Manufacturing	Non-Manufacturing	Non-Profit
Yes	26.8%	13.3%	35.7%	50.0%
No	73.2%	86.7%	64.3%	50.0%
Responses	97	45	42	10

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

- We hire almost 100% locally.
- Letters from the President; Photos of lighting installations in the local community. Participation in United Way Day of Caring, Annual Campaign, Board of Directors.
- We try to be visible in the area and in the schools - offering employment opportunities to everyone in Northeast Ohio.
- We are a local and family owned company
- [Organization] 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 relocation services to represent NE Ohio to candidates relocating from another area. We also support the Euclid Hunger Center each year in a food drive, raffle off Cleveland sporting event tickets to our employees, and have a yearly company outing at a local venue or park. We also strive to support small local businesses through events such as our Management Holiday Party and raffle gift cards to local restaurants for our employees to enjoy.
- We are involved in much fundraising and community development in schools, churches and multiple organizations within our own community.
- Applying for NC99 and promoting it if we win to all our customers across the nation.
- If people are moving here we suggest resources for them to find housing and entertainment.
- Extensive involvement in charitable activities with a variety of other organizations.
- Participating in college, OHtec and COSE activities that promote NEO
- We have events around town, post coupons to local restaurants in the newsletter and post 'around town' events in newsletters and on board
- We maintain an events calendar with thousands of arts and culture events/activities that take place in Cuyahoga County. This is for the general public.
- Our recruiting is done from Northeast Ohio for all our properties in Northeast Ohio.

Respondent Demographics

One hundred and seventeen (117) organizations in Northeast Ohio participated in this survey; breakdowns of various demographics are provided below.

All Organizations	
Average company size in NEO	117 employees
Average age of employees in NEO	45 years old
Average annual sales	\$46,080,769

Counties represented

County	Respondents
Cuyahoga	74
Summit	18
Lorain	7
Lake	6
Medina	6
Portage	2
Hancock	1
Geauga	1
Ashtabula	1
Stark	1
Wayne	1
Trumbull	1

*Number of respondents may exceed total of 117 participating organizations due to respondents indicating several locations in differing counties.

Participant List

ABC Management Company
Alloy Bellows & Precision Welding, Inc.
Aluminum Line Products Company
American Endowment Foundation
Apple Growth Partners
ARaymond Tinnerman
BAY CORPORATION
Bober Markey Fedorovich
Brennan Manna Diamond
C&K Industrial Service, Inc.
CAD Audio LLC
CASNET
Century Federal Credit Union
Chapman & Chapman, Inc.
Clark-Reliance Corporation
Cleveland Sight Center
College Now Greater Cleveland
Community Assessment & Treatment Services
Congregation of St. Joseph
Constant Aviation
Cornerstone Capital Advisors
Corporate Screening Services, Inc.
Custom Products Corporation
Custom Rubber Corp.
Cuyahoga Arts & Culture
CWP Technologies
Douglass & Associates
Duramax MarineLLC
Earnest Machine
EBO Group
ECKART America
Elk and Elk Co., LTD
Empaco Equipment Corporation
EYE Lighting International
Ferry Cap and Set Screw
FormFire
Foundation Software
Freeman Mfg. & Supply
GED Integrated Solutions
GLT Companies
Gotta Groove Records
Great Lakes Brewing Company
Greater Cleveland Food Bank
Greater Cleveland Partnership
Hitachi Medical Sytems America
Holden Arboretum
ICI Metals, Inc.
ID Images
IMCD US
Integrated Marketing Technologies, Inc.
InterDesign, Inc.
Interstate-McBee, LLC
Intigral, Inc.
Kaydon Corp.
Kenan Advantage Group
Kerr Lakeside Inc.
KMG (King's Medical Group)
Laszeray Technology
LayerZero Power Systems, Inc.
Lumitex, Inc.
Majestic Steel USA
Maloney + Novotny LLC
Marous Brothers Construction
Mayfran International
MB Dynamics
Medical Service Company
Meister Media Worldwide
Melin Tool Company
Meyer Products
More Than Gourmet
National Association of College Stores
National Interstate Insurance
National Telephone Supply Company
Neighborhood Family Practice

Neundorfer, Inc.
NMG Aerospace
Noble-Davis Consulting, Inc.
NOPEC
NSL Analytical
Orbital Research Inc.
OSG USA, Inc.
Parker Hannifin Corporation - Hydraulic Valve
Pearne & Gordon LLP
PEL LLC
Port of Cleveland
Process Technology
RBB Systems Inc.
Refrigeration Sales Corp
Revenue Group
Robin Industries, Inc.
Rochling Glastic Composites
SIFCO Industries
Software Answers, Inc.
Specrete-lp Incorporated
SSP FITTINGS CORP
State and Federal Communications, Inc.

Struers Inc.
Superior Roll Forming
Talan Products, Inc.
Tap Packaging Solutions
Technical Consumer Products
The Cleveland Foundation
The Cleveland Orchestra/ The Musical Arts Association
The Hygenic Corporation
The Robbins Company
Thompson Hine LLP
Tylok International, Inc.
United Initiators
Universal Development
Valfilm
Vincent Lighting Systems
Wheeler-Rex
Whirlaway Corporation
Wholesale Supplies Plus
Wild Republic
Wire Holdings, dba Radix Wire
Zion Industries, Inc.

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