

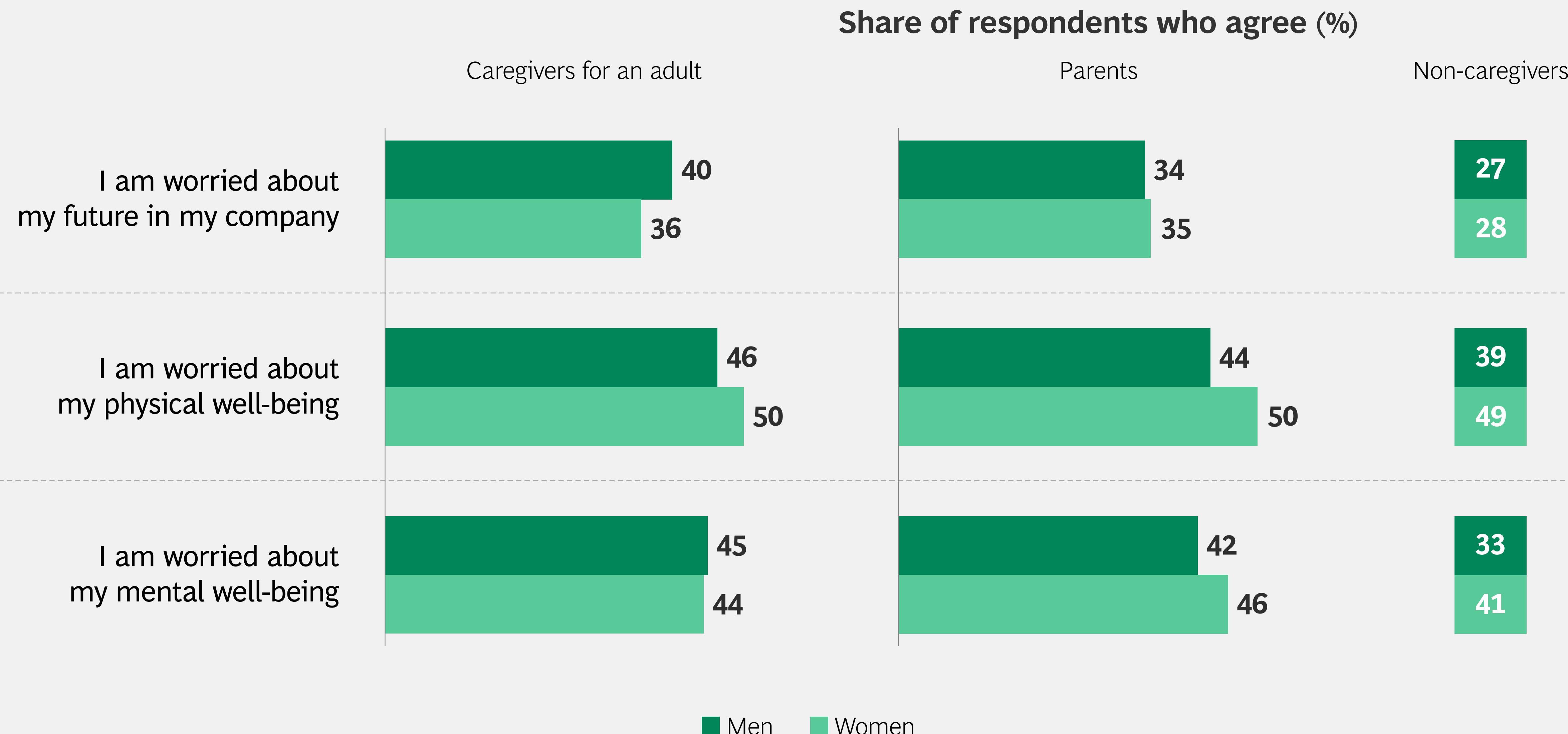


# COVID-19 Caregivers Survey

Conducted October 2020

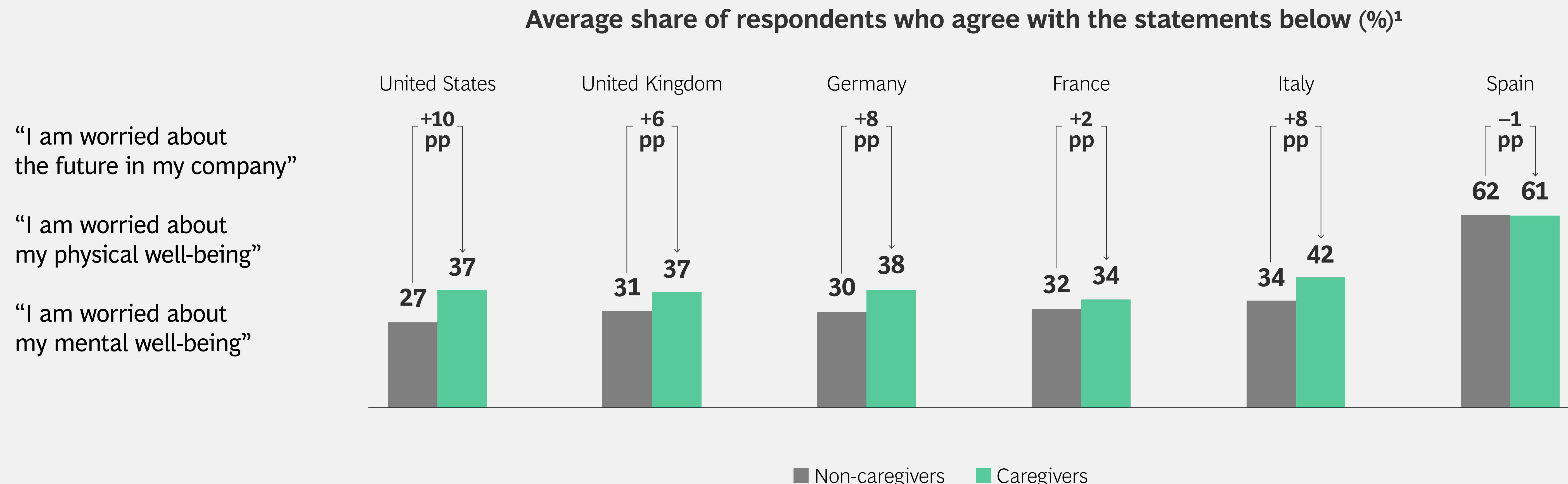
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# Employees around the world continue to experience high stress levels—especially caregivers



Source: BCG Global Diversity and Inclusion survey, October 2020.

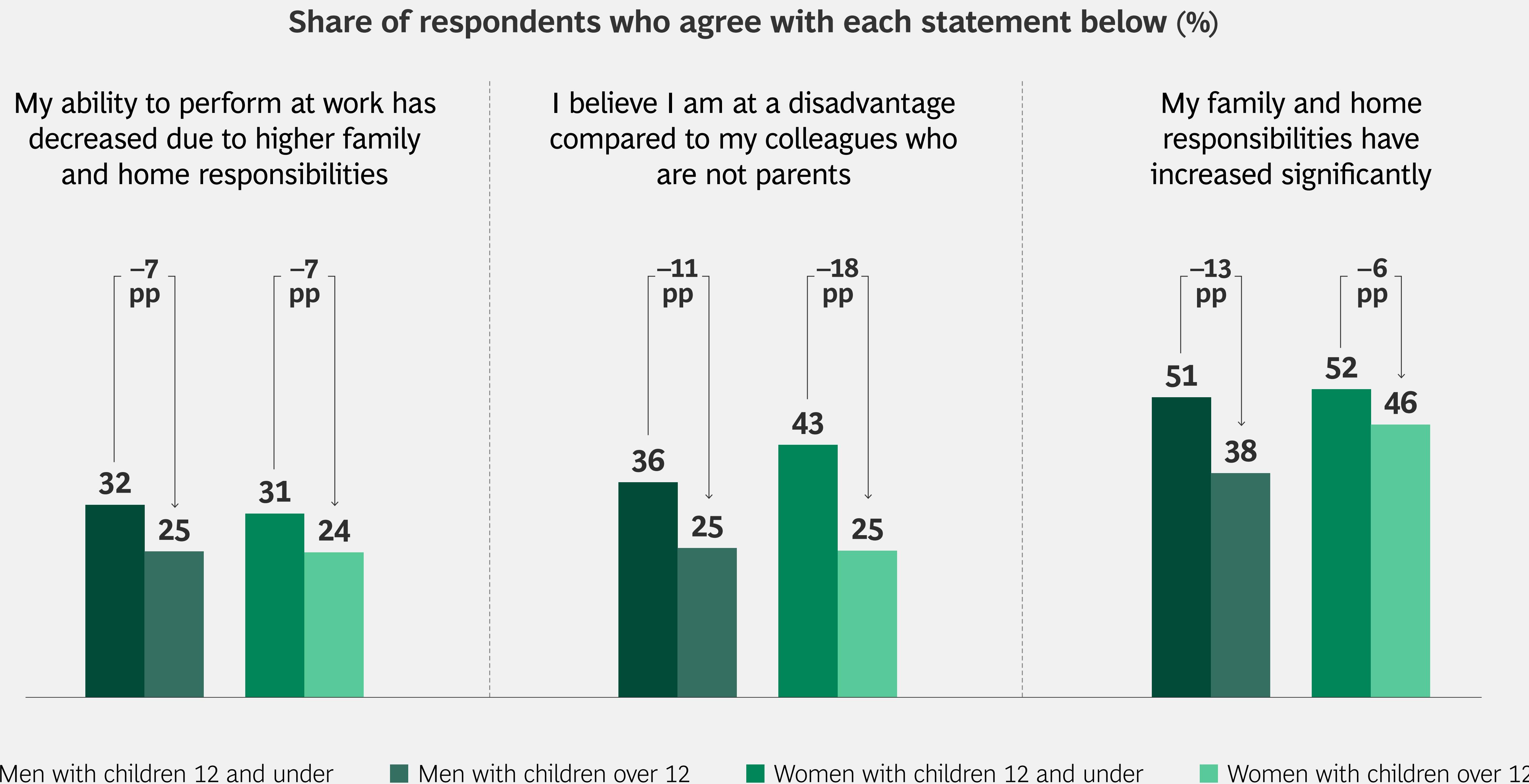
# Caregivers report greater stress than non-caregivers in all countries surveyed except Spain, where the burdens seem equally high



Source: BCG Global Diversity and Inclusion survey, October 2020.

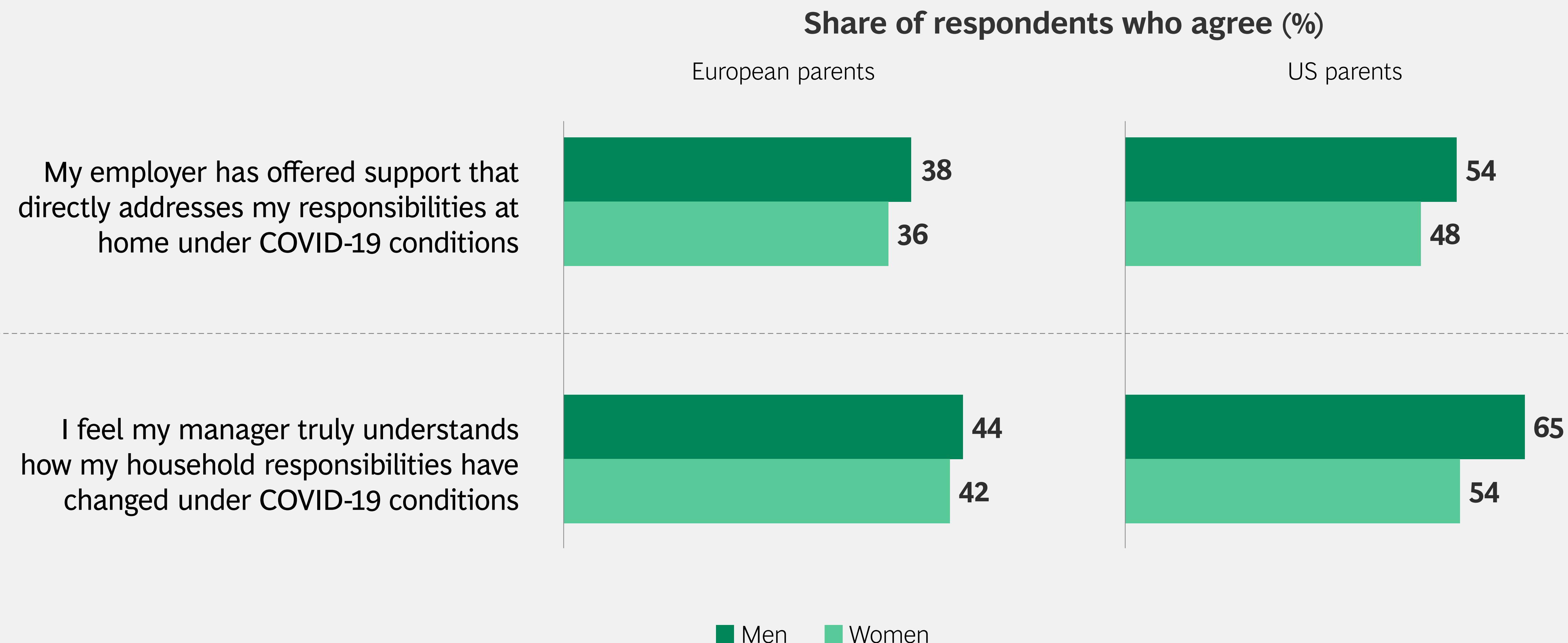
<sup>1</sup>The percentage in each column reflects the average of the total share of respondents who answered yes to each question.

# While all working parents have been affected by COVID-19, those with young children have experienced the biggest impact



Source: BCG Global Diversity and Inclusion survey, October 2020.

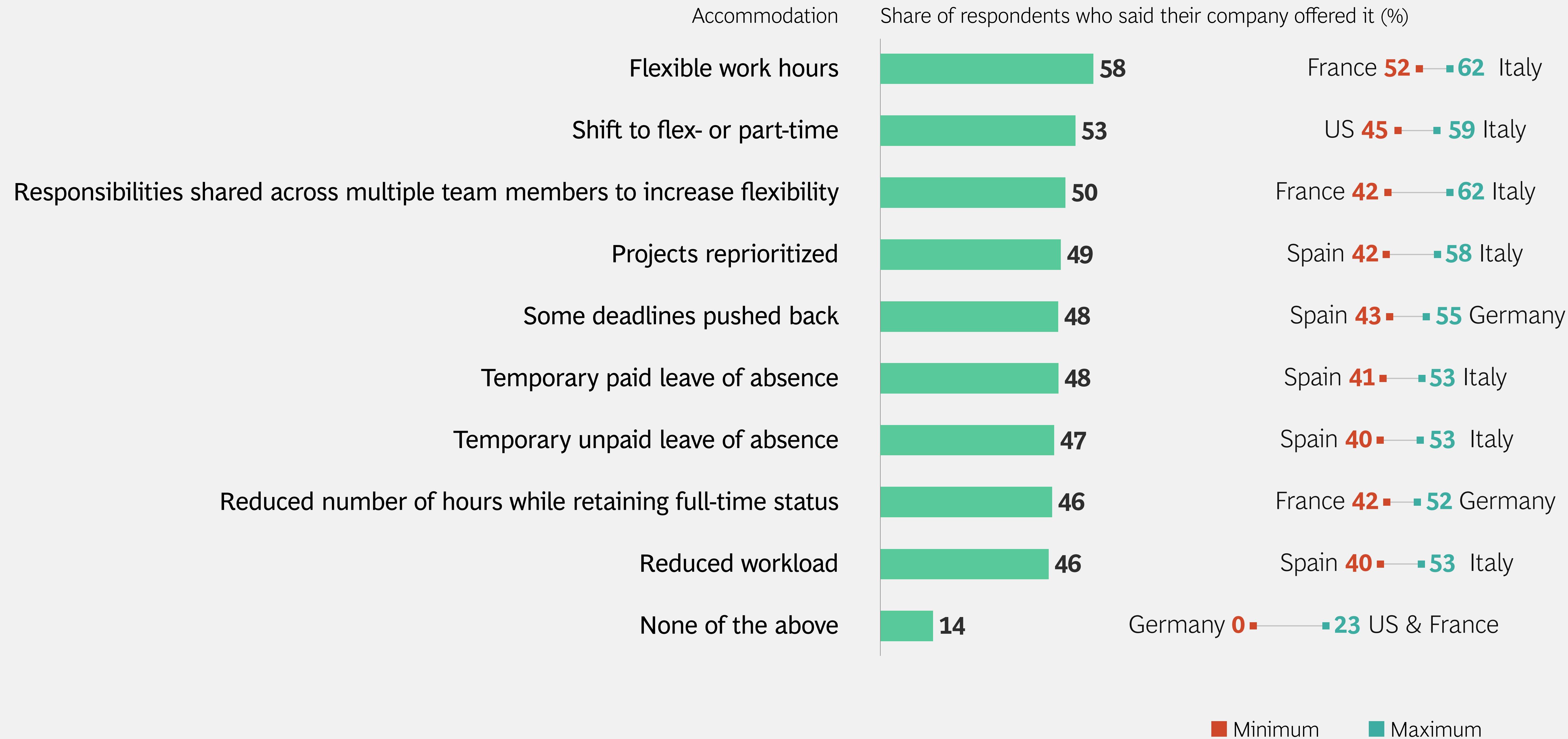
# Not enough working parents feel supported by their companies, especially in Europe<sup>1</sup>



Source: BCG Global Diversity and Inclusion survey, October 2020.

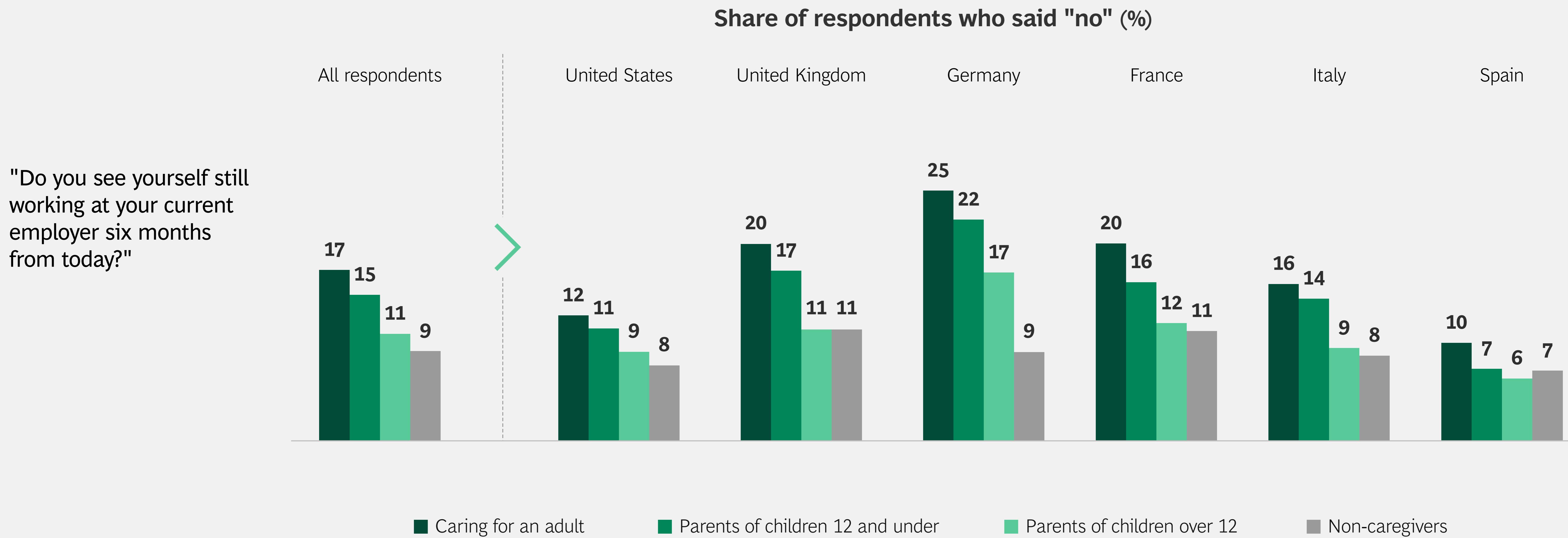
<sup>1</sup>While working parents in Europe might feel less supported by their companies, we note they may feel more supported by their governments; in contrast, working parents in the US have a more limited safety net from a governmental policy perspective.

# Companies have improved their support of working parents, but there is more to be done



Source: BCG Global Diversity and Inclusion survey, October 2020.

# Caregivers are much more likely to leave their current employer in the next six months



Source: BCG Global Diversity and Inclusion survey, October 2020.

# Employers should expand their outreach to avoid losing top employees

## Engage and understand

- Don't assume employees are working at their pre-pandemic capacity or schedule
- Have open conversations about workloads and deadlines

## Lead with empathy

- Be aware of COVID burnout
- Ensure that high-potential talent feels supported
- Even with vaccines on the way, remember that employees may not want a return to prior ways of working

## Give working parents the accommodations they need

- Prioritize mission-critical tasks
- Reallocate resources to provide short-term flexibility and support
- Don't lose flexibility when work shifts to the new reality

## Factor caregiver status into talent evaluations

- Monitor employees through frequent "pulse checks"
- Track the impact of caregiver status on performance

This is a long moment of truth for both companies and employees.

It's time to reinforce the positive aspects of the new work arrangements, create a motivational environment, and meet changing employee needs.

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