

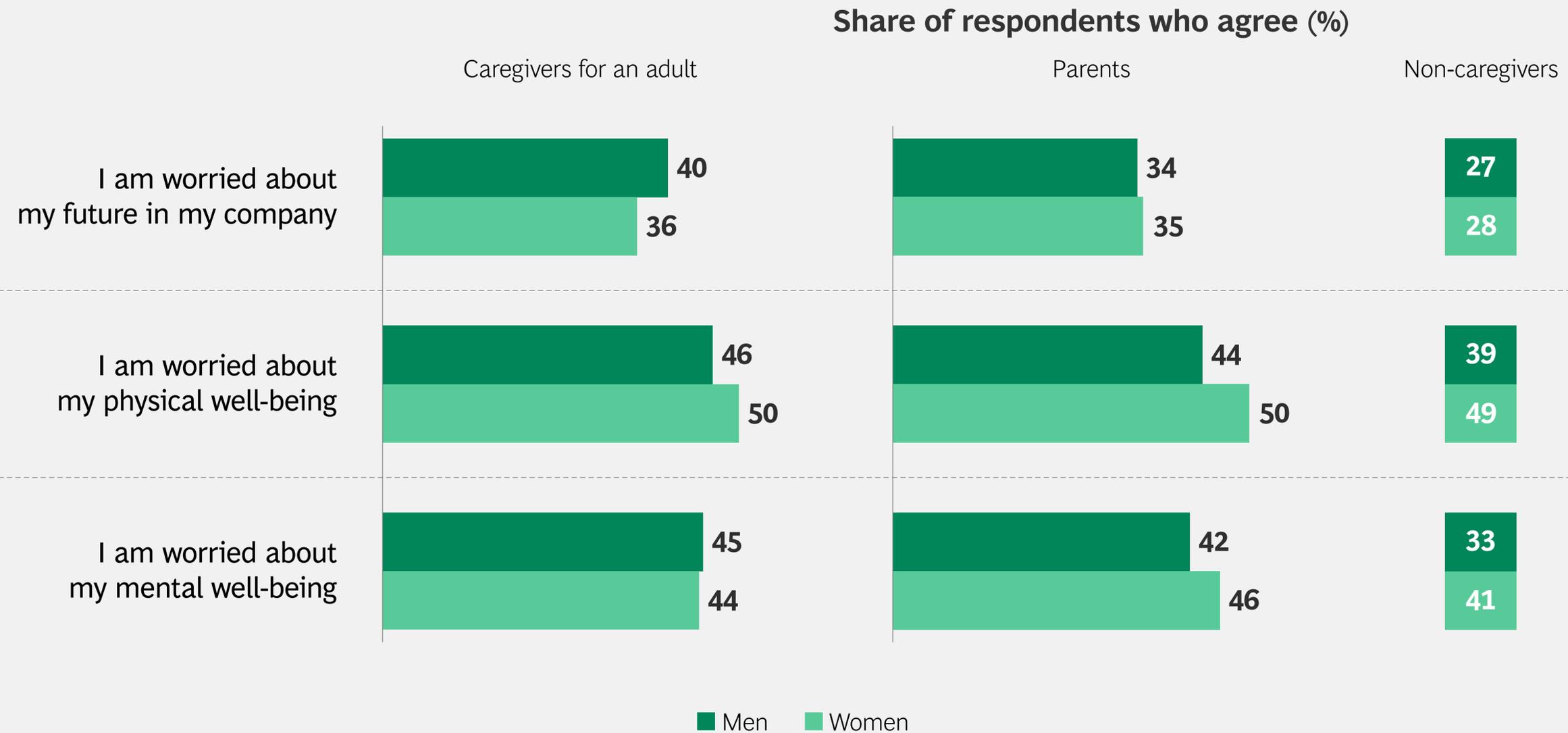


COVID-19 Caregivers Survey

Conducted October 2020

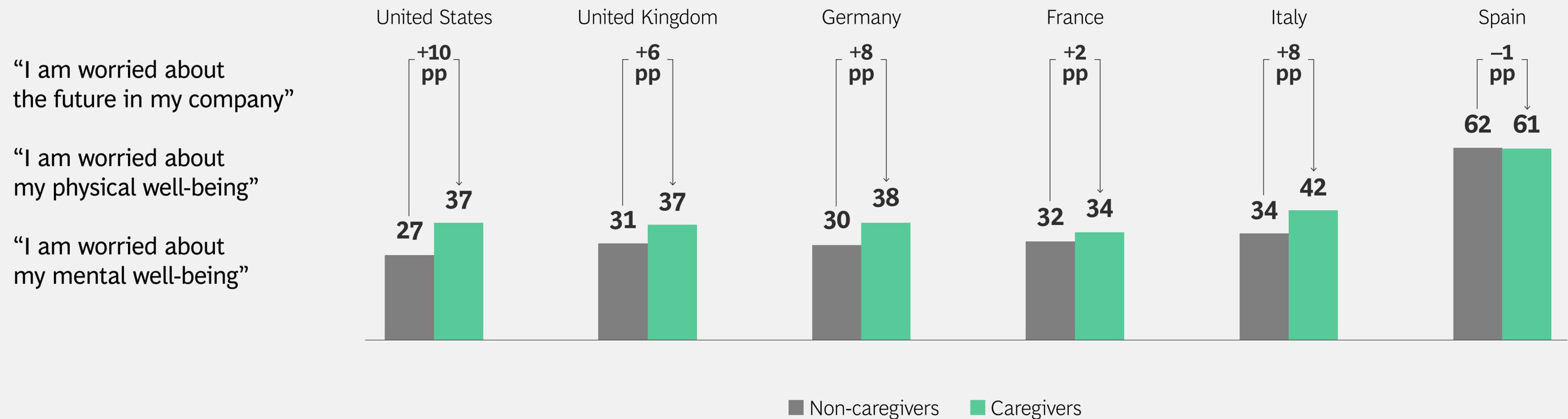
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Employees around the world continue to experience high stress levels—especially caregivers



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

Average share of respondents who agree with the statements below (%)¹

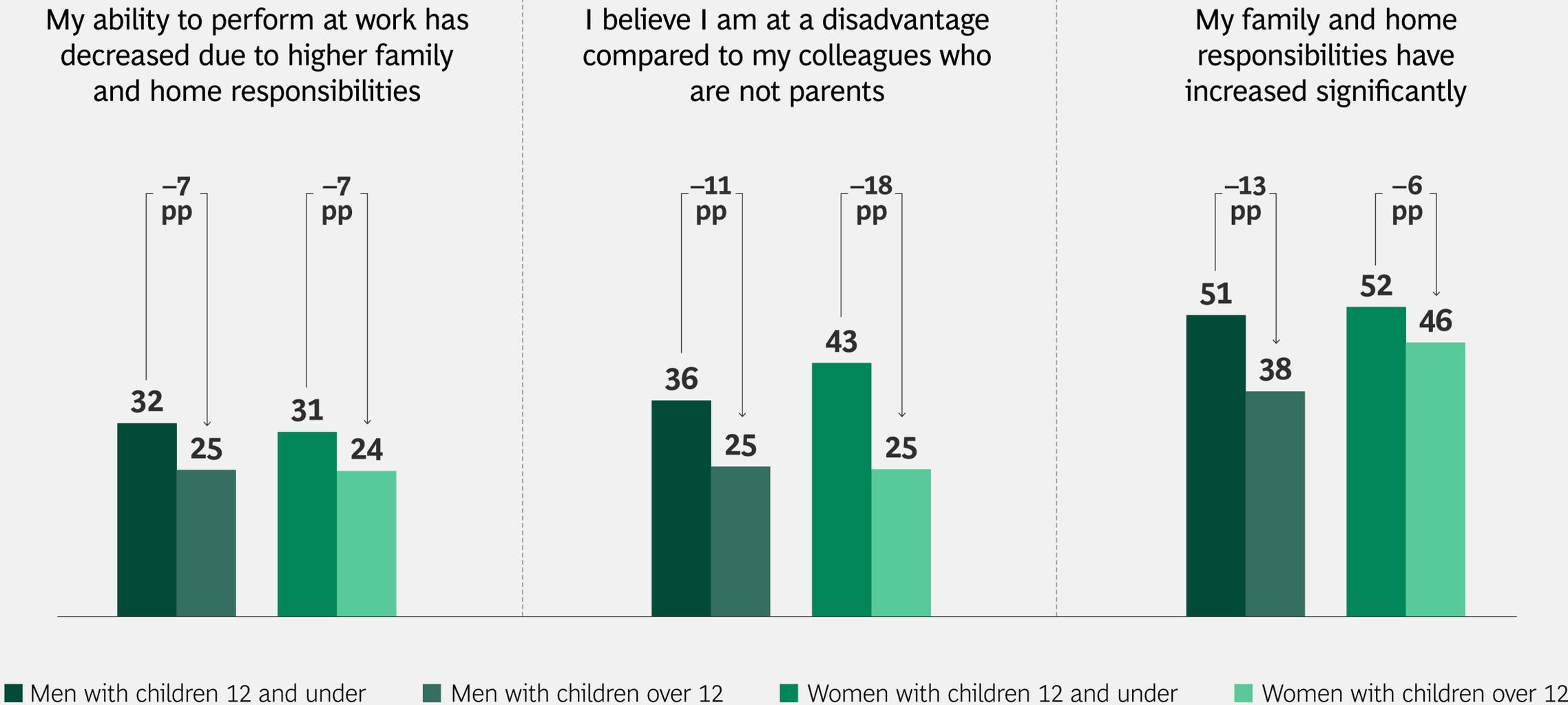


Source: BCG Global Diversity and Inclusion survey, October 2020.

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

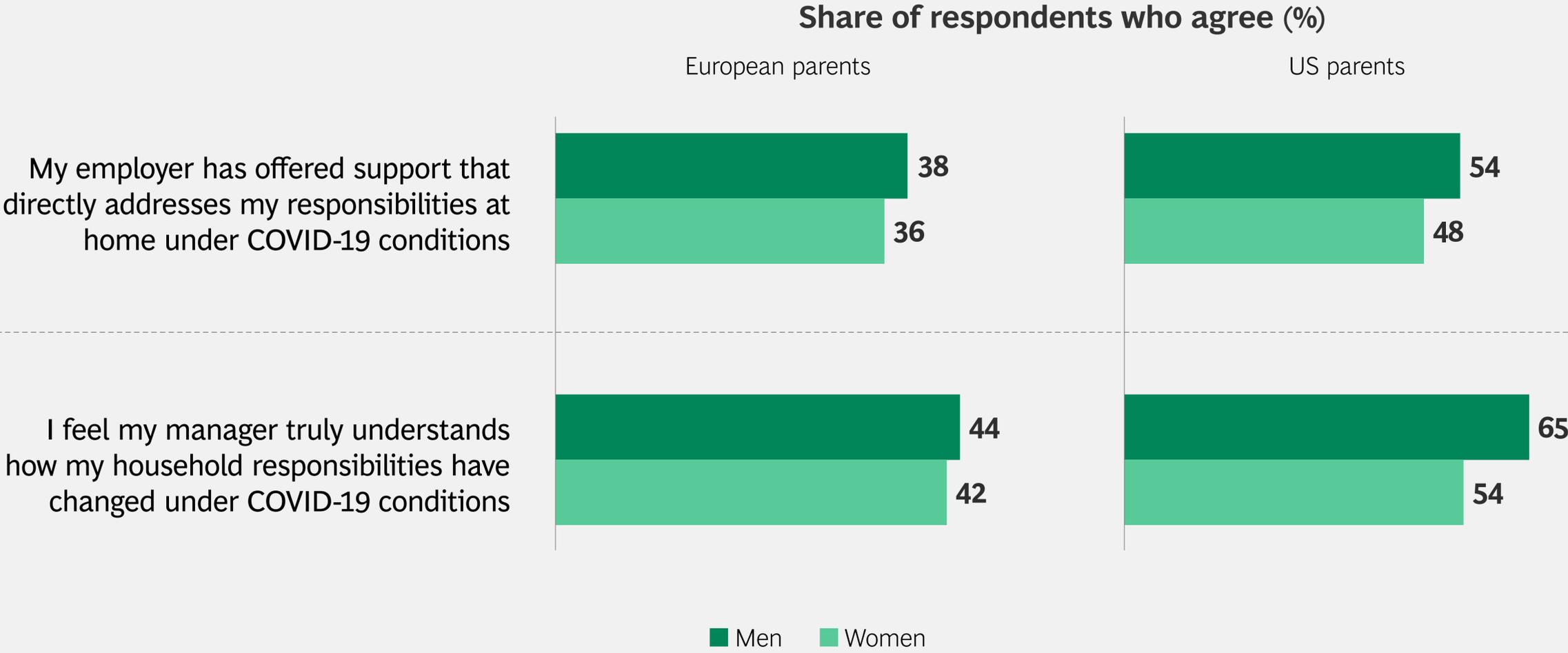
While all working parents have been affected by COVID-19, those with young children have experienced the biggest impact

Share of respondents who agree with each statement below (%)



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

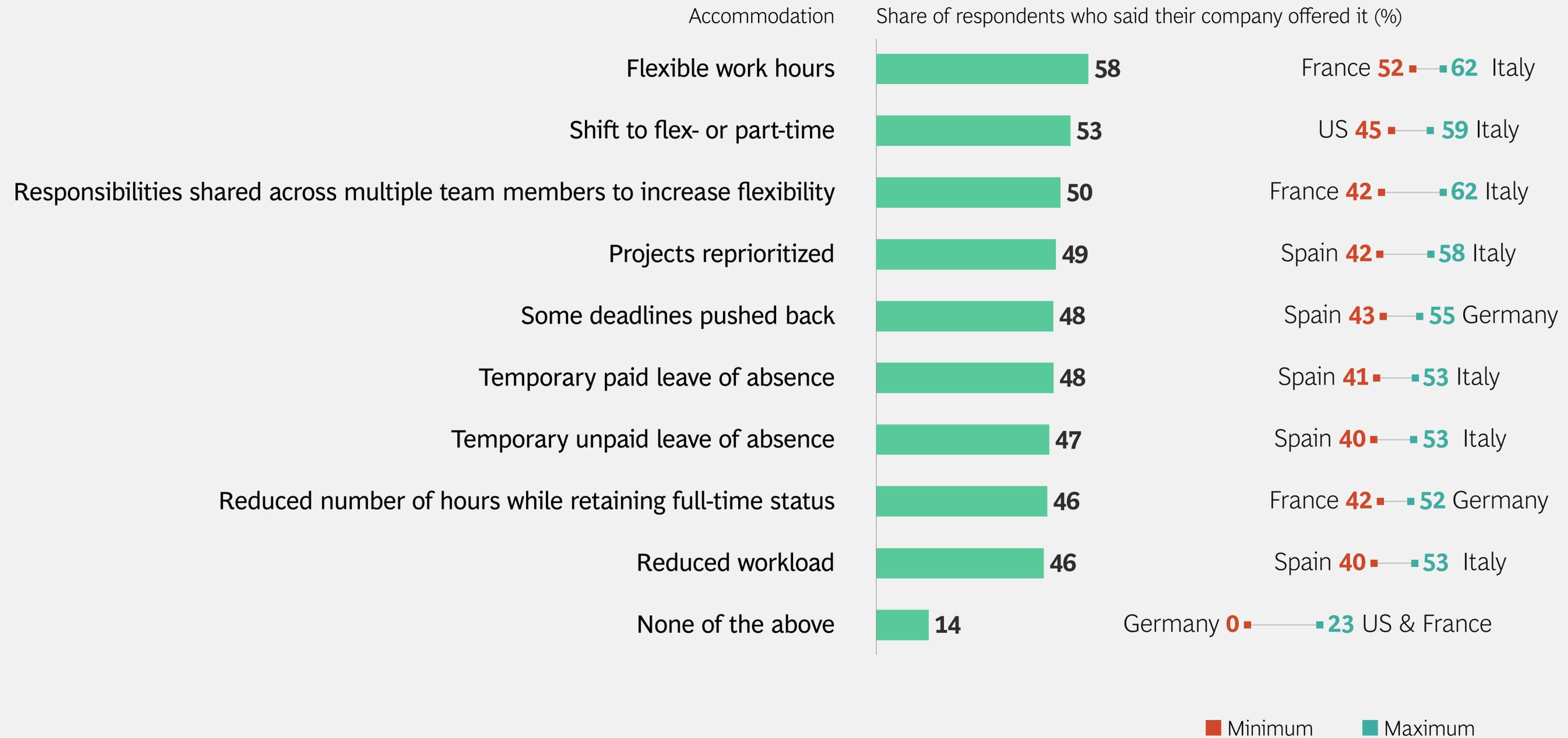
Not enough working parents feel supported by their companies, especially in Europe¹



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

¹While 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.

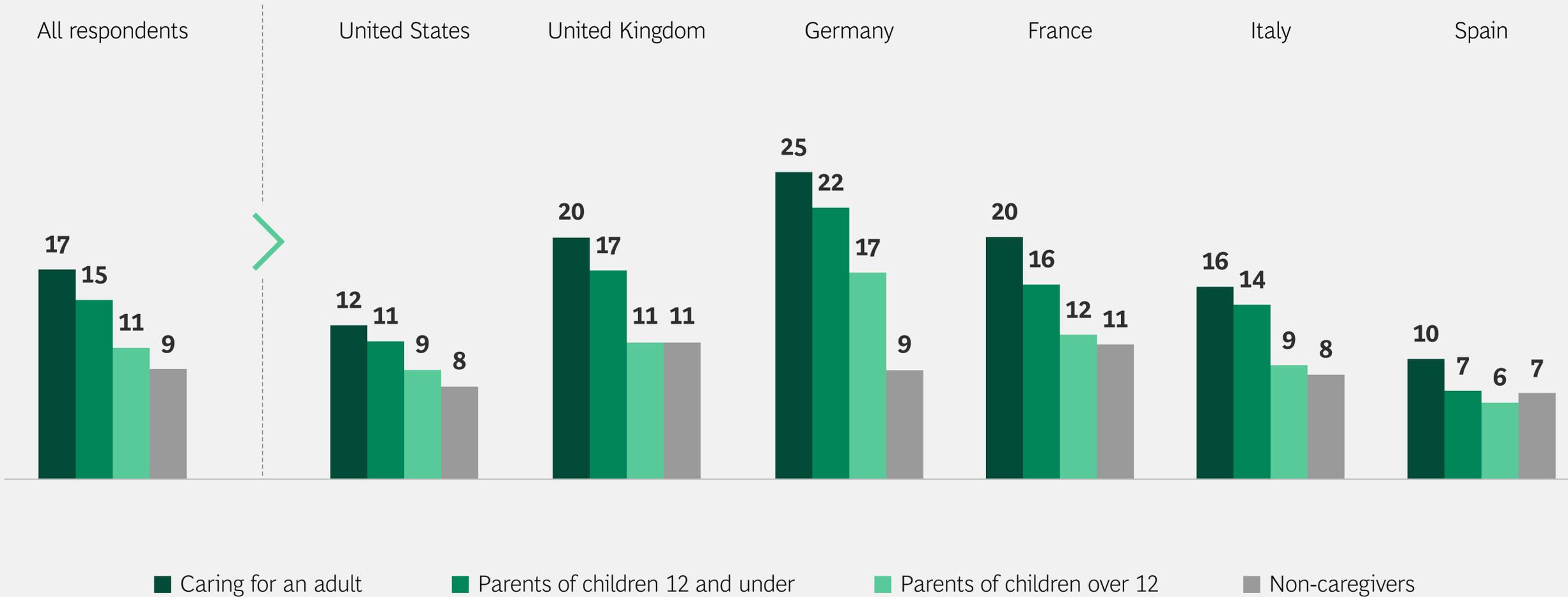
Companies have improved their support of working parents, but there is more to be done



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

Share of respondents who said "no" (%)

"Do you see yourself still working at your current employer six months from today?"



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

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

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

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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