



**May 14, 2020**

The Council's **Human Resources Working Group** met virtually on **Thursday, May 14, 2020**. The meeting was staffed by The Council's Elizabeth McDaid and Julia Ruiz and facilitated by the working group chair John Muller from the Gehring Group. The agenda focused on providing the group an open forum for members to share and engage with each other on topics most pertinent to them. In addition to the peer exchange, The Council's Government Affairs provided a legislative update.

### **WELCOME & INTRODUCTIONS**

The Council's Elizabeth McDaid opened the meeting by welcoming the group and announcing the working group's newly appointed chair John Muller, Director of Talent at Gehring Group.

In his new role as group chair, John Muller facilitated the group's roundtable discussion and sharing of information. Attendees were encouraged to come prepared with their own topics of interest or questions for discussion.

### **EFFECTIVE HIRING & ONBOARDING IN REMOTE ENVIRONMENT**

Firms continue to hire new employees during the current health and economic crisis. Remote onboarding requires new strategies to ensure these individuals have a positive first impression as they begin employment with the company. The group discussed some of the challenges and helpful tools they have encountered.

#### **Helpful Tactics & Tools:**

- Use of onboarding applications and tools available through most of the large payroll administrators (i.e. Paylocity)
- Ongoing new hire pulse surveys to monitor experience over the first few months
- Relying more heavily on existing onboarding checklists
- Providing managers more explicit instructions and schedules
- IT orientation conducted first to ensure remote workers have all the tools they need to succeed
- Virtual lunch dates
- Check-ins need to be done more frequently.

#### **Challenges:**

- Difficult to keep pace with training and development components of onboarding
- How to ensure cultural "indoctrination"

### **TRANSITIONING BACK TO THE OFFICE**

While a few firms have begun a phased transition back to the office based on CDC and OSHA recommendations, most firms remain operating in virtual environment for the near future. The group discussed the need to survey employees on their readiness to return to the office. Many are finding that people are content working remotely and are hoping to move forward with a blended schedule of in-person and remote working indefinitely.

## **MAINTAINING COMPANY CULTURE**

Participating group members underscored the importance of maintaining company culture while working remotely and briefly discussed the need to “get creative” when trying to accomplish this goal. Many of the strategies center on employee engagement activities and simply staying connected. Some firms are using social activities – Spirit week, show and tell, happy hours to help build culture. Some are sending gifts to employee’s homes to create sense of inclusion.

## **LEGISLATIVE UPDATE**

Despite a delayed return to Washington, the House of Representatives continues to legislate from afar. The Council’s Government Affairs team provided an overview of current federal issues relevant to the insurance industry.

- CARES 2.0: On May 12, Speaker Nancy Pelosi (D-CA) released draft text of the next coronavirus aid package. Though it faces an uphill battle in the Senate, the bill is expected to pass the House on May 15, 2020.
- The lasting power of the PPP (particularly given the recent infusion of funds from Congress and the fact that some businesses have opted to return their loan amounts)
- America’s Recovery Fund (i.e., a fund modeled after the 9/11 Victim Compensation Fund to ensure continuity and promote recovery of struggling businesses that would involve—among other things—voluntary participation by insurers, brokers, third-party administrators, loss adjusters, etc.)
- Funding opportunities from the Federal Reserve programs
- Retrospective application of business interruption coverage
- Movement on the Paycheck Guarantee Act (i.e., legislation that would reimburse companies for keeping employees on payroll during the pandemic)
- The path forward for a prospective solution for future pandemics that mirrors the framework of the Terrorism Risk Insurance Program.

As with all things in Congress, the timing surrounding these developments remains entirely uncertain.

## **NEXT MEETING**

The Human Resources Working Group will continue to meet virtually, every other week. The next virtual Human Resources Working Groups is set to take place **May 28, 2020 at 2:00pm ET**. Please register for the event [here](#).

## **QUESTIONS?**

Contact The Council’s Julia Ruiz at [julia.ruiz@ciab.com](mailto:julia.ruiz@ciab.com).