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2024

EMPLOYEE SAFETY SURVEY

Workers' Perspectives on Employer Responsibility





Physical threats are possible anytime, anywhere – at corporate headquarters or the home office; during the morning commute or an after-hours event; and on the way to a client meeting or while in the field.

As employers grapple with duty of care, and their legal and moral responsibility to keep workers safe in today's environment, it's important to factor in employee expectations for safety on the job. After all, employee safety can affect morale, productivity, brand reputation, and more.

To get a sense of workers' experiences with physical threats – and their sentiments regarding safety and employer responsibility – OnSolve by Crisis24 commissioned a survey of 1,002 full-time workers in non-executive level management roles within enterprise-sized organizations. The insights gathered from in-office, hybrid, fully-remote, and lone workers will help organizations implement safety initiatives and enhance employee satisfaction.

AN IMPORTANT FOCUS ON EMPLOYEE SAFETY

According to the *2024 OnSolve Global Risk Impact Report*, **Employee/Public Safety** was **the number one top impact** reported by all audiences from physical threat events experienced during the last 24 months.



99%

of executives and

100%

of U.S. government leaders said their organization or agency experienced a physical threat in the last 24 months.

TOP IMPACTS REPORTED FROM
EVENTS EXPERIENCED DURING
THE LAST 24 MONTHS:

Executives

1. Employee safety
2. Supply chain disruption
3. Employee confidence

Federal Leaders

1. Employee safety
2. Compliance
3. Agency reputation

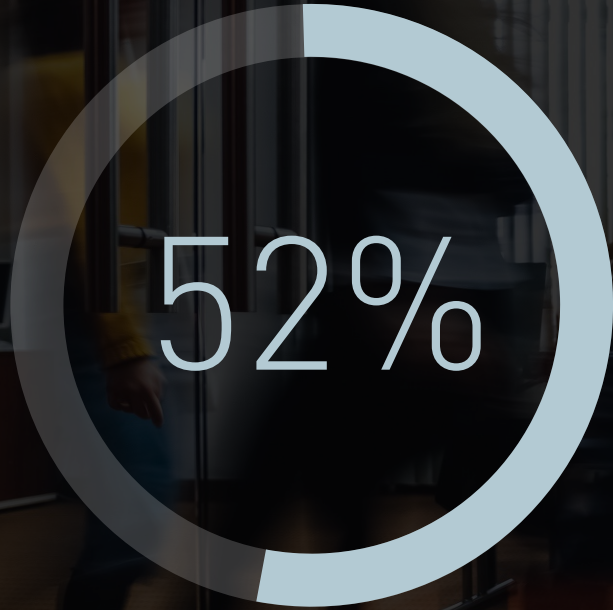
State and Local Leaders

1. Public/Employee safety
2. Staffing
3. Utilities



EMPLOYEE EXPERIENCES AND PREFERENCES

Full-time employees (in-office, fully remote, hybrid, and lone worker) revealed their experiences, preferences, and expectations for the what, when, where, and how when it comes to safety.



of full-time workers have experienced a physical threat **during working hours**



of full-time workers have experienced a physical threat **outside of working hours**

PHYSICAL THREATS TAKE A TOLL ON EMPLOYEES

When asked what impacts physical threats have had on employees, respondents reported **emotional/mental distress** was the biggest impact during working hours (29%) and outside of working hours (34%).

Other top impacts reported during working hours?

25%

CITED LOSS OF PRODUCTIVITY/UNPLANNED OPERATIONAL DOWNTIME

Other top impacts reported outside of working hours?

18%

CITED LOSS OF INCOME

16%

CITED PHYSICAL INJURY

INDUSTRIES IN FOCUS

Biggest Impacts During Working Hours

48%

of hospitality, transportation, travel, and tourism workers cited emotional/mental distress.

50%

of utilities/oil and gas workers cited loss of productivity/unplanned operational downtime.

Biggest Impacts Outside of Working Hours

28%

of manufacturing workers cited loss of income.

40%

of healthcare and pharma workers cited emotional/mental distress.

EMPLOYEES ARE WORRIED ABOUT PHYSICAL AND CYBER THREATS IN THE COMING YEAR

In the next 12 months, full-time employees cited **cyber attacks/ransomware** as their biggest concern, followed by **crime, extreme weather,** and a **public health emergency**. These concerns were further amplified for certain types of workers.



CYBER ATTACKS/RANSOMWARE

WHEN ASKING ONLY:

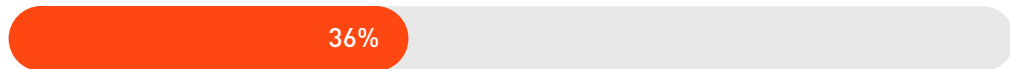
Hybrid workers (48%) and fully remote workers (46%) reported they are worried about cyber attacks/ransomware



EXTREME WEATHER

WHEN ASKING ONLY:

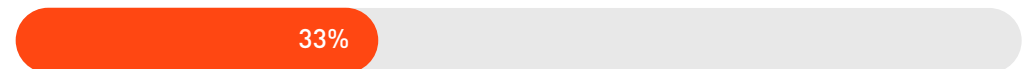
Lone workers (46%) reported they are worried about extreme weather



CRIME

WHEN ASKING ONLY:

Fully remote workers (20%) reported they are worried about crime



PUBLIC HEALTH EMERGENCY

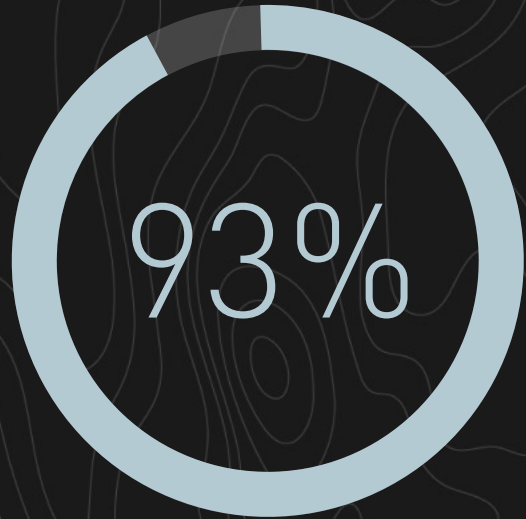


PERCEPTIONS OF EMPLOYER RESPONSIBILITY AND EMPLOYEE CONFIDENCE

Employers' duty of care, or their legal and moral responsibility to keep their employees safe, can be complicated.

But what do employees expect from their employer when it comes to their safety during working hours, outside of working hours, and in different situations?

Meeting employee expectations is critically important, too.



of full-time employees feel their employer is responsible for their safety **during working hours.**



DURING WORKING HOURS:

When they're on-site or at the office:

90% of in-office workers and

89% of hybrid workers

feel their employer is responsible for their safety.

19%

of full-time workers feel their employer is responsible for their safety when **working remotely.**

*However, this percentage increases to **30%** when asking only fully-remote workers.*

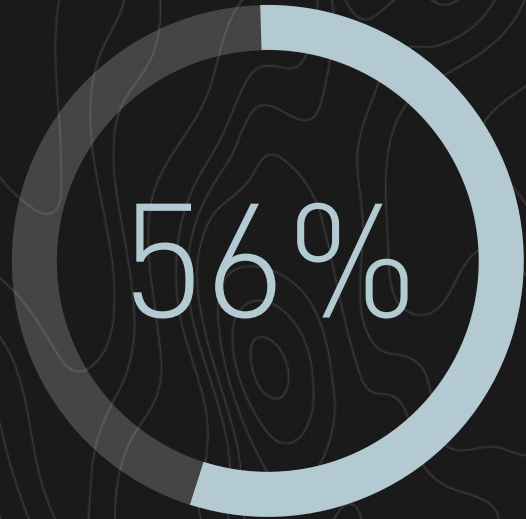
36%

of full-time workers feel their employer is responsible for their safety when **traveling for work.**

*However, this percentage increases to **63%** when asking only lone workers.*

45%

of full-time workers feel their employer is responsible for their safety at work-sponsored functions.



of full-time workers feel there are scenarios **outside of working hours** when their employer is responsible for their safety.

This percentage increases to **64%** when we asked just **hybrid workers**.

OUTSIDE OF WORKING HOURS:



34%

of full-time workers feel their employer is responsible for their safety when on-site or at the office.

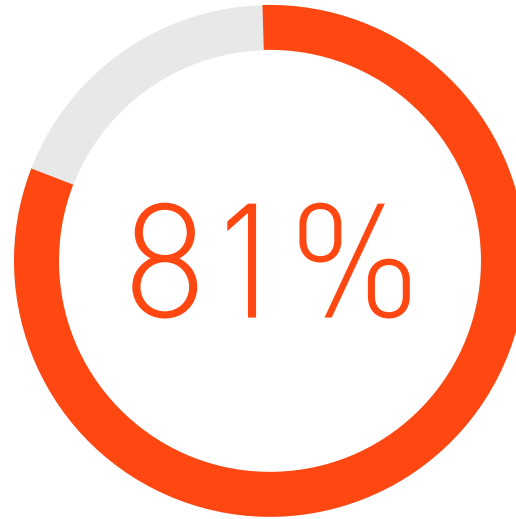


35%

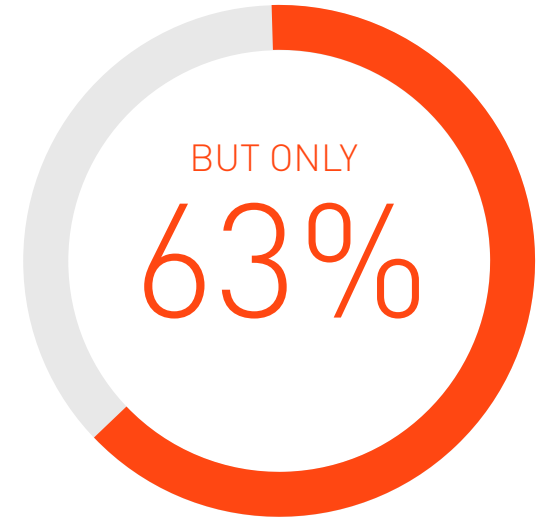
of full-time workers feel their employer is responsible for their safety at **work-sponsored functions**.

For example: holiday parties, happy hours, and team building events.

MOST FULL-TIME WORKERS ARE CONFIDENT IN THEIR EMPLOYER'S ABILITY TO KEEP THEM INFORMED



of **full-time workers** are **mostly** or **very confident** in their employer's ability to keep them informed/communicate with them during a physical threat.



of **lone workers** are **mostly** or **very confident** in their employer's ability to keep them informed/communicate with them during a physical threat.



THE ROLE OF MASS COMMUNICATIONS

When disaster strikes, keeping employees informed is key to keeping them safe.

How are employers currently communicating with workers? Are these methods effective? How do employees prefer to stay informed?

MOST EMPLOYERS CURRENTLY USE WORK-BASED METHODS OF COMMUNICATION DURING A CRISIS. BUT IT ISN'T THE MOST EFFECTIVE OPTION.

74%

of full-time workers said their employer uses **work phone**, **email**, or **messaging apps** to communicate with them during an emergency.

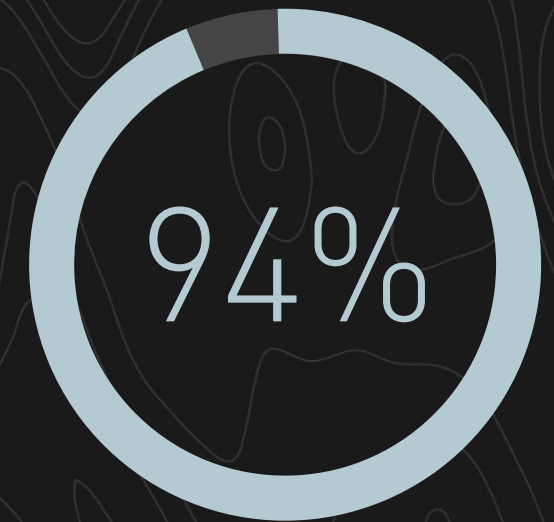
56%

said their employer uses **work email** specifically.

HOWEVER

68%

view **work email** as less effective.



of full-time workers cited a **personal mobile call** or a **personal mobile text message** as being effective communication methods during an emergency.

MORE EMPLOYEES PREFER TO RECEIVE COMMUNICATIONS VIA PERSONAL DEVICES THAN WORK DEVICES

79%

of full-time employees prefer **personal email** or **phone**.

ONLY

52%

prefer **work phone**, email, or messaging app.



MOST EMPLOYEES ARE COMFORTABLE SHARING PERSONALLY IDENTIFIABLE INFORMATION (PII) WITH EMPLOYERS TO ENABLE COMMUNICATION DURING AN EMERGENCY

Most full-time workers are willing to let their employer collect and hold their **phone number**, **home address**, and **personal email address** to be used in the event of an emergency.



PHONE NUMBER



HOME ADDRESS



PERSONAL EMAIL ADDRESS

Workers are not as willing to share other types of information with employers.

ONLY

19%

cited a willingness to let their employer collect and hold their social media messenger/Instant Messenger unconditionally.

WHAT ABOUT REAL-TIME LOCATION?

25%

are willing to let their employer collect and hold their real-time location unconditionally.

30%

are willing if it is to be used in the event of an emergency.

34%

are never willing to let their employer collect and hold their real-time location.



EMPLOYEE SAFETY CHECKLIST

Use this checklist as you evaluate ways to meet duty of care and employee expectations for safety.

- Do you have a plan in place to keep employees informed and safe?
- Do you know what physical threats your workers are most concerned about?
- Do you know your employees' preferred method(s) for receiving information? Do your organization's current communication method(s) align?
- Have you considered the unique concerns of your remote, hybrid, or lone workers?
- How do your employees feel about sharing their PII with the organization?
- What safety measures do you have in place to protect your employees' personal data if provided to you?



SAFEGUARD LIVES, PROTECT ASSETS, AND MAINTAIN BUSINESS CONTINUITY WITH ONSOLVE BY CRISIS24

Ensure your employees are informed and safe by establishing a clear, consistent communication strategy with the right technology. Take the first step toward fostering a safer, more connected workplace by prioritizing open, reliable communication with OnSolve.

[LEARN MORE](#)



METHODOLOGY

OnSolve by Crisis24 commissioned Atomik Research to conduct an online survey of 1,002 workers throughout the United States. The sample consists of full-time workers of enterprise-sized organizations of 3,000 or more employees.

Fieldwork took place between July 30, 2024, and August 5, 2024. The margin of error is +/- 3 percentage points with a confidence level of 95 percent.

Atomik Research, a part of 4media group, is a creative market research agency.