

A. General

Size of Industry (in USD) in your country/ region	Approximate number of companies in your country/region	Approximate number of workforce employed by the industry
	1513	338 000

B. What are the main challenges for the sector in your country due to C-19? Please name top three challenges in brief.

1. *New operational model based on WFH and its consequences to employee habits (work stations not properly equipped)*
2. *Employee management in the new operational model (dispersed team, lower employee engagement)*
3. *Keeping efficiency high in the future when “the new normal” is established*

C. Employee Safety – WFH – Productivity. Give information, data, quotes wherever possible.

Measures taken for employees’ health, safety and stable work environment?

Quick transfer to WFH

Individual decisions to take office chair or other small equipment home

Regular VC to keep everyone informed

Mailing from MD to “explain” the new normal

Clear regulations when back to office allowed

Temperature measurement when accepted by employees

Disinfectants available “at hand”

How quickly did industry adapt to WFH? The first week – transfer of 90%,

Average transfer to WFH time – 3,2 days

What % of the employees switched to WFH within the first 2 weeks? 98%

Now back to office preferred up to 25% until end of 2020

Only selected companies have up to 40% back in office

Recruitment still taking place (58% of companies continue their growth strategy)

How has WFH influenced the productivity (increased, decreased, almost the same)

Please provide numbers, quotes from clients, and outcomes from customer satisfaction surveys.

Decrease in first week 30% then return to normal in week 5

Now back to same level

Existing examples of productivity higher than before the Covid strike in May and June

D.

Examples of where technology acceleration has already been seen and executed for example in Healthcare, enabling the government strengthen its fight against COVID19, Education tech and any other sectors that you wish to highlight.

Technology applied where it has not been existing before (simple processes digitalized, more VC in PM, temperature screening)

Details and examples of contributions made by your industry for CSR, helping local communities
Our Members and Partners support combating of COVID-19

IBM - IBM has launched a **COVID-19 chatbot** for **Ministry of Health** and **Centre of Health Information Systems**, which answers all virus related questions of the users. In addition, in collaboration with **Cisco**, IBM provides training on remote education for teachers, using **Cisco Webex**.

Other initiatives:

- providing **global educational resources for teachers, students and parents** (also **teacheradvisor**, **OPEN PTech**, **IBM Virtual learning**),
- access to **evoting tools**,
- creation of a **prototype solution for the publication and distribution of reliable research and medical data related to COVID-19**,
- free access to **IBM Clinical Development** for national health agencies, to reduce time and costs of clinical trials on COVID-19,
- free access to **IBM services and technology**, for the next three months.

JLL - join the campaign initiated by our Strategic Partner, JLL - ***Real estate for real-life heroes***. Make a donation and JLL **will purchase personal protective equipment** for medical staff, and **medical equipment for the Central Clinical Hospital of the MSWiA** in Warsaw. **We encourage you to support the campaign.**

Sabre - Sabre supports "**Przyłbica dla medyka**" action, organised by students from Jagiellonian University Collegium Medicum, by **donating office equipment**. Sabre is also engaged in the process of **printing 3D protective masks**, which are later distributed to hospitals in Krakow. The company's other initiative is buying hand-sewn masks, to support Krakow hospitals.

[https://absl.pl/storage/app/media/covid/](https://absl.pl/storage/app/media/covid/ABSL%20guidance%20and%20practice%20sharing%20on%20reopening%20your%20office%20v.%204.0.pdf)

[ABSL%20guidance%20and%20practice%20sharing%20on%20reopening%20your%20office%20v.%204.0.pdf](https://absl.pl/storage/app/media/covid/ABSL%20guidance%20and%20practice%20sharing%20on%20reopening%20your%20office%20v.%204.0.pdf)

E.

Open ended question: Your thoughts on the role of our industry in helping economies bounce back, future road map as the pace and depth of digital transformation accelerates, challenges, vision, any other thought?

Sector in Poland has reacted very resiliently moving quickly to new firms of operation. 58% of the companies continued their growth plans hiring new employees. Polish centres have accumulated processes that were interrupted in other parts of the world due to disability to WFH or other challenges companies faced after lock down. Plans for the next months show that the sector can reactivate regional economy. New investments are already announced. Future growth is related to even faster technological acceleration. Challenge related to new model of WFH (companies have suggested up to 40% in such model) may include need to recalibrate working model based on dispersed teams, lower employee engagement, higher attrition, rise in health complaints and sick leave.