



2020 MERCER SNAPSHOT SURVEY


# Survey of Business Responses to the COVID-19 Outbreak

March 2020

**Mercer Korea – Total Rewards Solution**

welcome to brighter

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**COVID-19의 지속적인 확산으로 기업들은 이 상황을 가장 잘 해결하고 직원들을 보호하는 방법에 대한 지침을 찾고 있습니다. 본 서베이는 총 265개사에서 참여하였으며, 대한민국의 기업들이 COVID-19에 어떻게 대응하고 있는지를 보여줍니다.**

**With continual widespread outbreak of the COVID-19, companies are seeking guidance on how best to address the situation and safeguard their employees. 265 companies have participated in the survey. This survey shows how Korean companies are responding to COVID-19.**

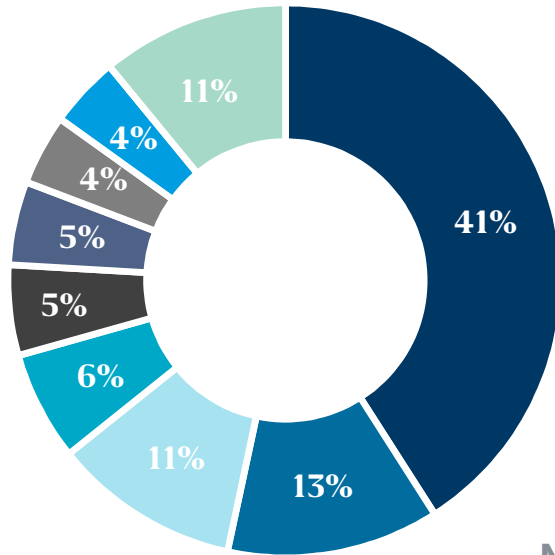


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# Participants Profile

모기업 국가  
HQ Country

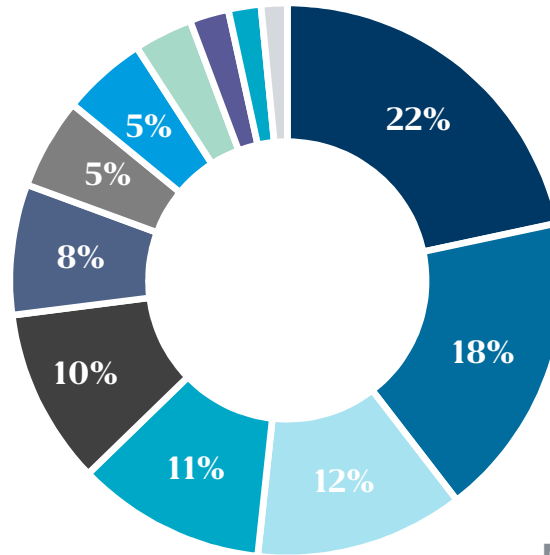


N=265

HQ Country	%
United States	41%
Germany	12%
South Korea	11%
France	6%
Switzerland	5%

HQ Country	%
Japan	5%
Sweden	4%
United Kingdom	4%
Others	11%

산업 구분  
Industry

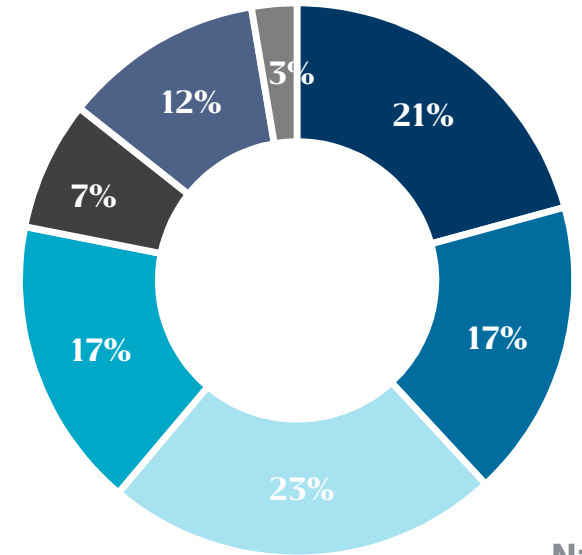


N=265

Industry	%
High Tech	22%
Consumer Goods	18%
Chemicals	12%
Other Manufacturing	11%
Life Sciences	10%
Retail & Wholesale	8%
Transportation Equipment	5%
Health Care Services	5%

Industry	%
Other Non-Manufacturing	3%
Logistics	2%
Services (Non-Financial)	2%
Banking/Financial Services	2%
Energy	0.4%
Mining & Metal	0.4%

직원 수  
Headcount



N=265

Headcount	%
Less than 50	21%
50-99	17%
100-249	23%
250-499	17%
500-999	8%
1000-2999	12%
3000 and more	3%

직원들 중 COVID-19 확진 받은 사람이 있습니까?  
Have any of your employees been infected with the COVID-19?

1%

예, COVID-19에  
감염된 직원이 있음  
Yes

98%

아니오, 없음  
No

1%

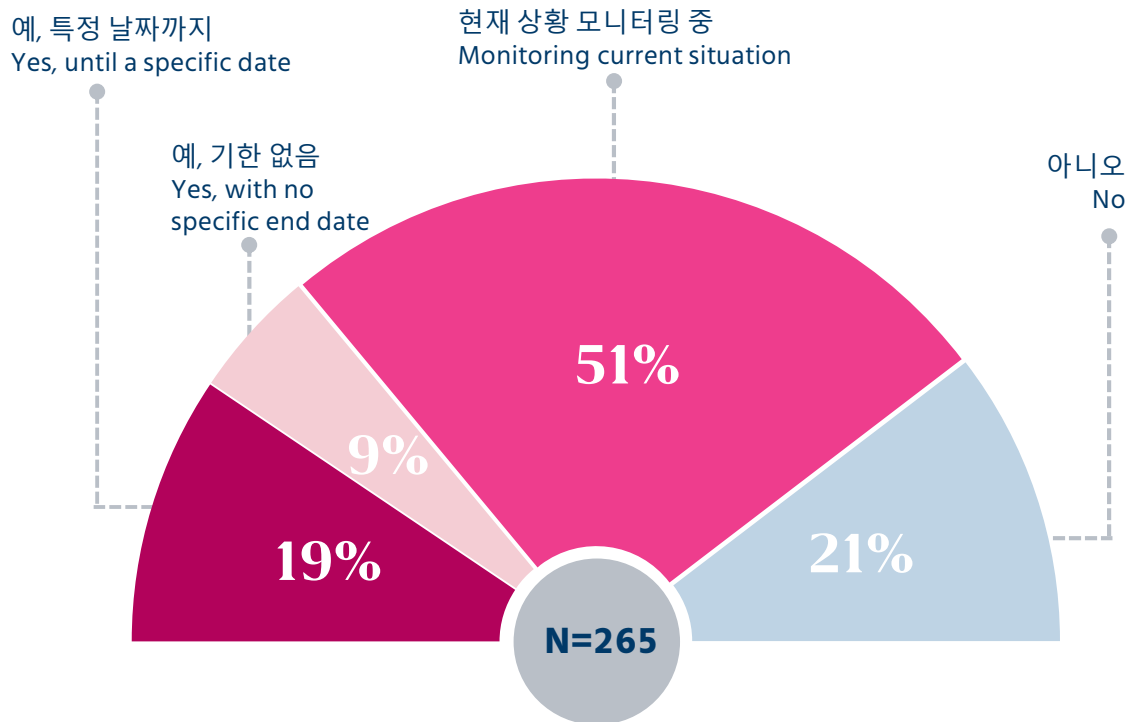
응답 거부  
Prefer not to answer

N=265

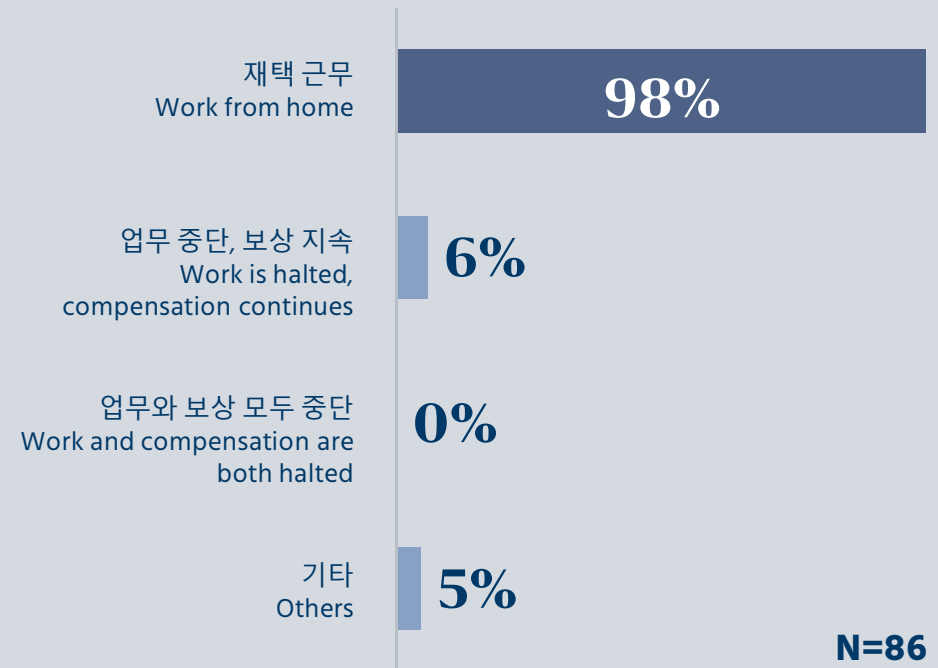


# Status of COVID-19 Planning

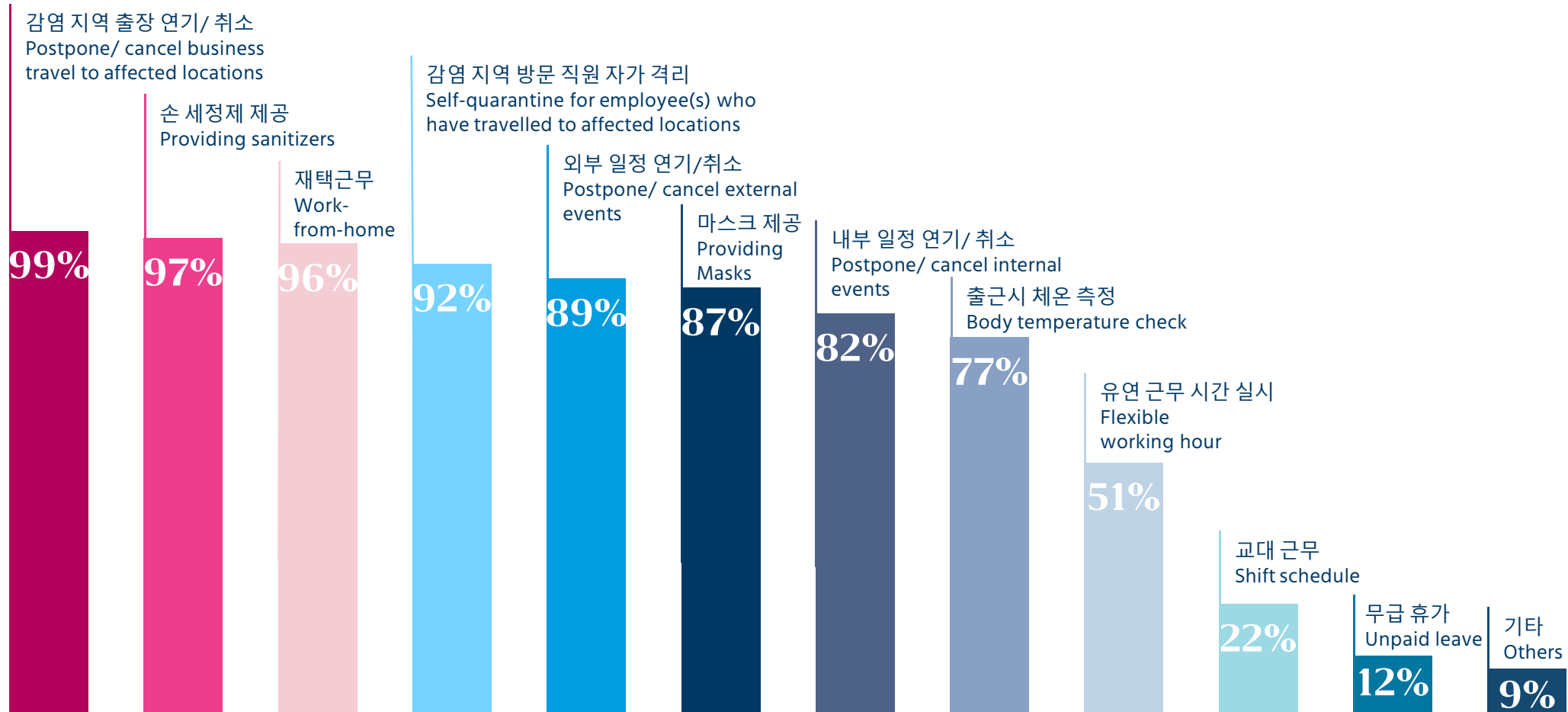
**COVID-19 로 인해 직원들의 출근을 제한합니까?**  
**Have you closed any offices or plants as a result of the COVID-19 outbreak?**



**직원들의 출근을 제한하는 경우, 업무와 보상은 어떻게 이루어집니까? (복수 응답)**  
**In the event of an office closure, how does your company handle local employee working arrangements? (Multiple response)**



## 귀사는 COVID-19 발병 관련하여 어떻게 대응하고 있습니까? (복수 응답) What arrangements have companies made in response to the COVID-19 outbreak? (Multiple response)



N=265

## 재택 근무를 시행하는 경우, 재택 근무 적용 범위는 어떻게 됩니까?

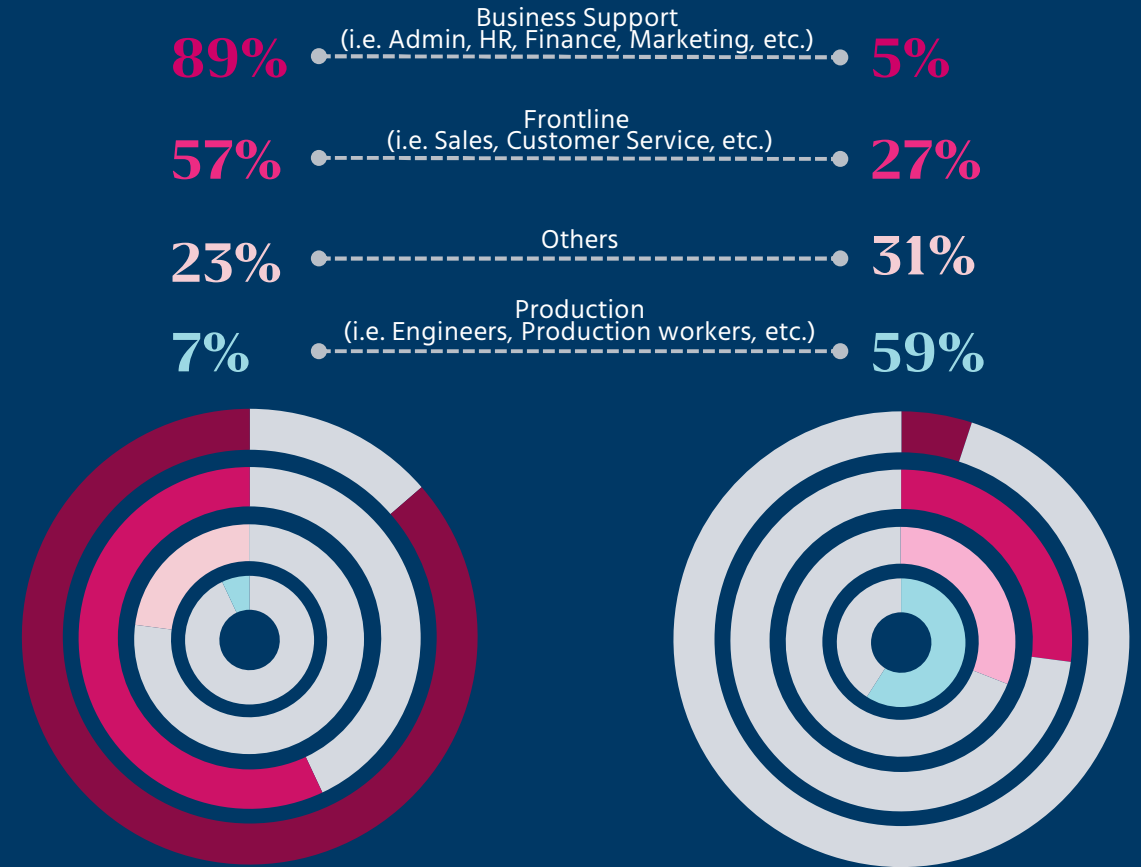
If your company has adopted work-from-home arrangements for your employees, to what extent does it apply to?



N=255

## 재택 근무 허용 부서 The function ALLOWED

## 재택 근무 불허 부서 The function NOT ALLOWED



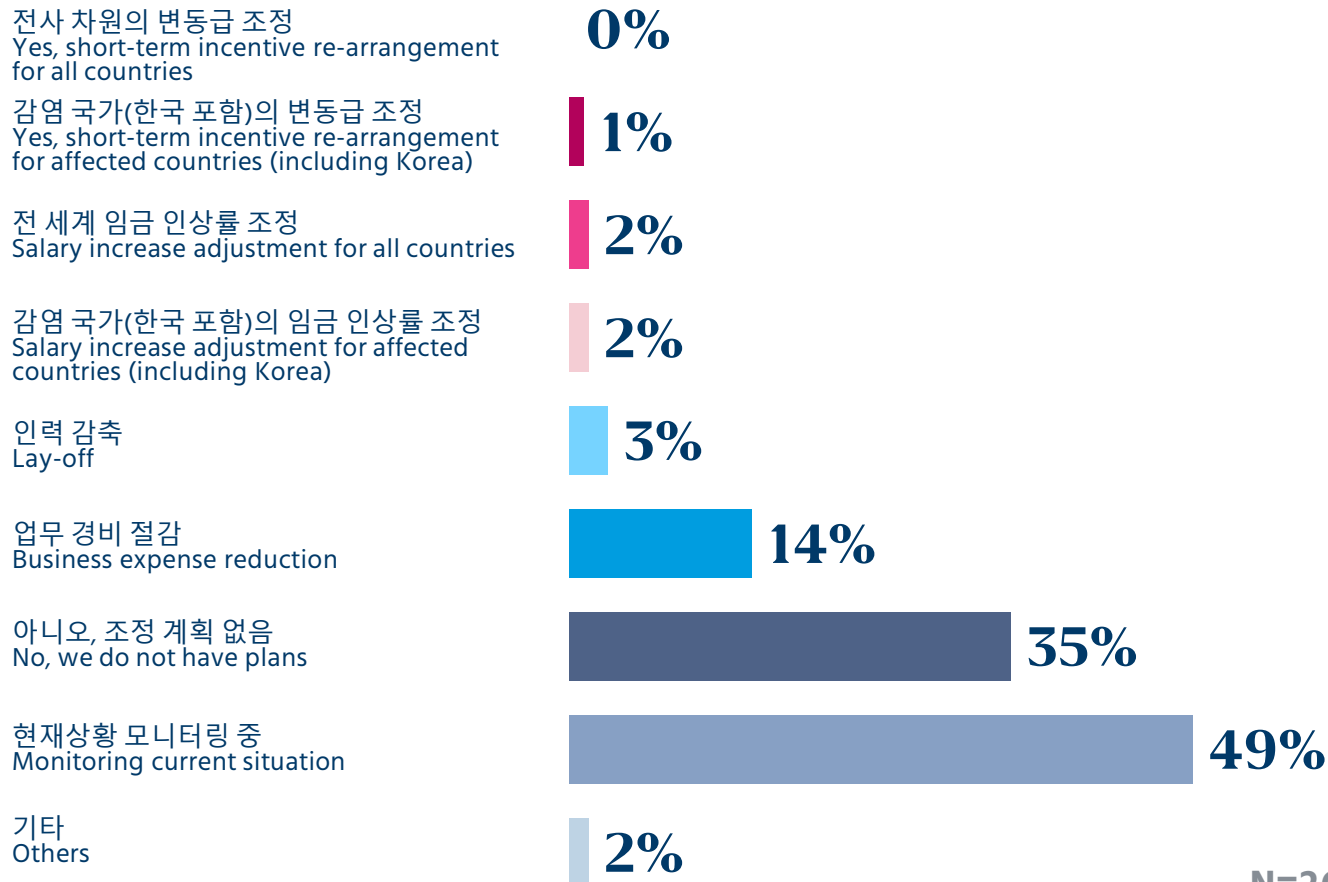
N=107

N=91



## COVID-19에 따른 성과 악화로 비용 절감을 시행 혹은 고려 중입니까? (복수 응답)

Have you implemented or considered cost savings due to deteriorating business performance? (Multiple response)



N=265

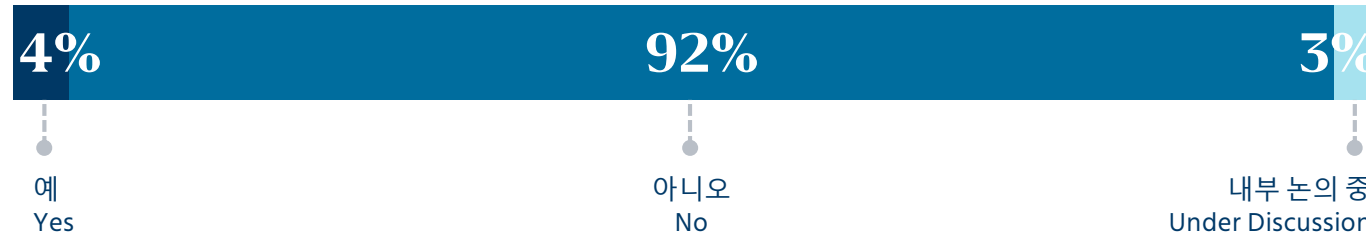
많은 기업들이 성과 악화에 대한 비용절감을 아직 시행하지 않고 있으며, 현재 상황을 주시하고 있는 것으로 응답하였다.

Many companies are monitoring current situation on cost saving due to deteriorating business performance.

COVID-19로 2020년 급여 인상 시행일이 연기되었습니까?

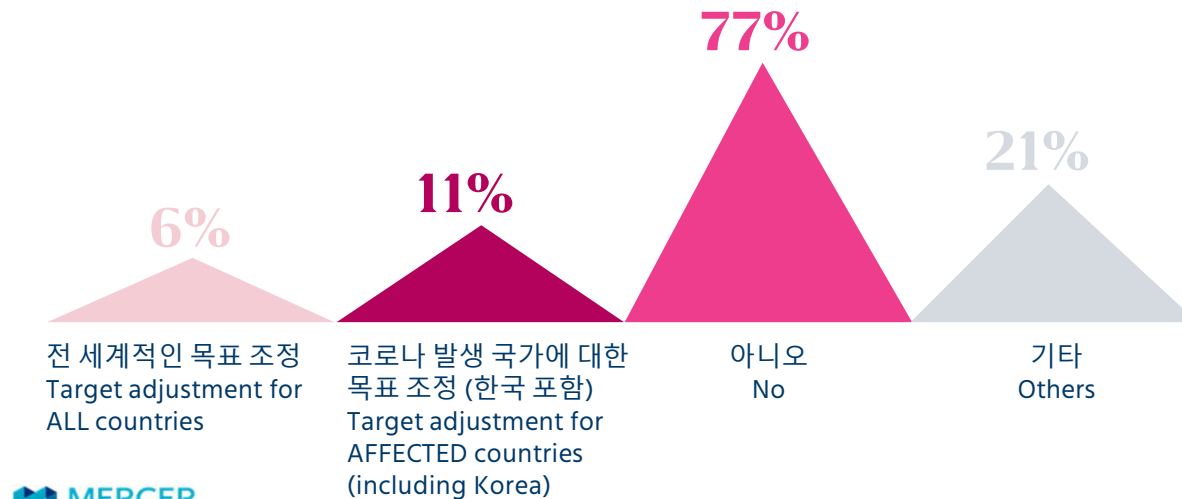
Due to outbreak of COVID-19, has the 2020 salary increase effective date been delayed?

N=265



Covid-19에 따른 Business Impact 가 있는 경우, 성과 목표 조정이 있습니까?  
If you have Business Impact under Covid-19, is there a performance target adjustment?

N=232



77%의 참여사가 성과목표조정이 없다고 응답

77% of participants responded that there is no performance target adjustment

귀사에는 주재원이 있습니까? (복수 응답)

Does your company have Inpatriate/ expatriate employees? (Multiple response)

32%

예, 한국으로 파견된  
주재원이 있습니다.  
Yes, Inpatriate from  
outside of Korea

32%

예, 외국으로 파견한  
주재원이 있습니다.  
Yes, Expatriate to  
outside of Korea

64%

아니오  
No

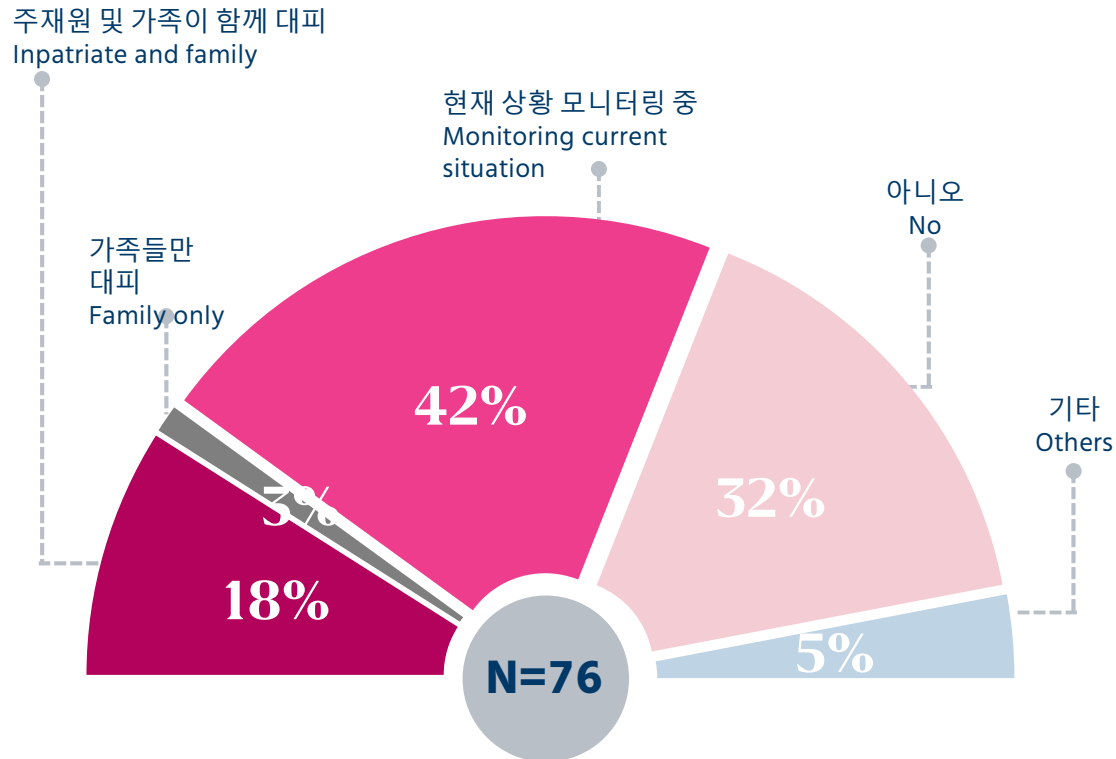
N=265



Inpatriate/  
Expatriate-  
Specific

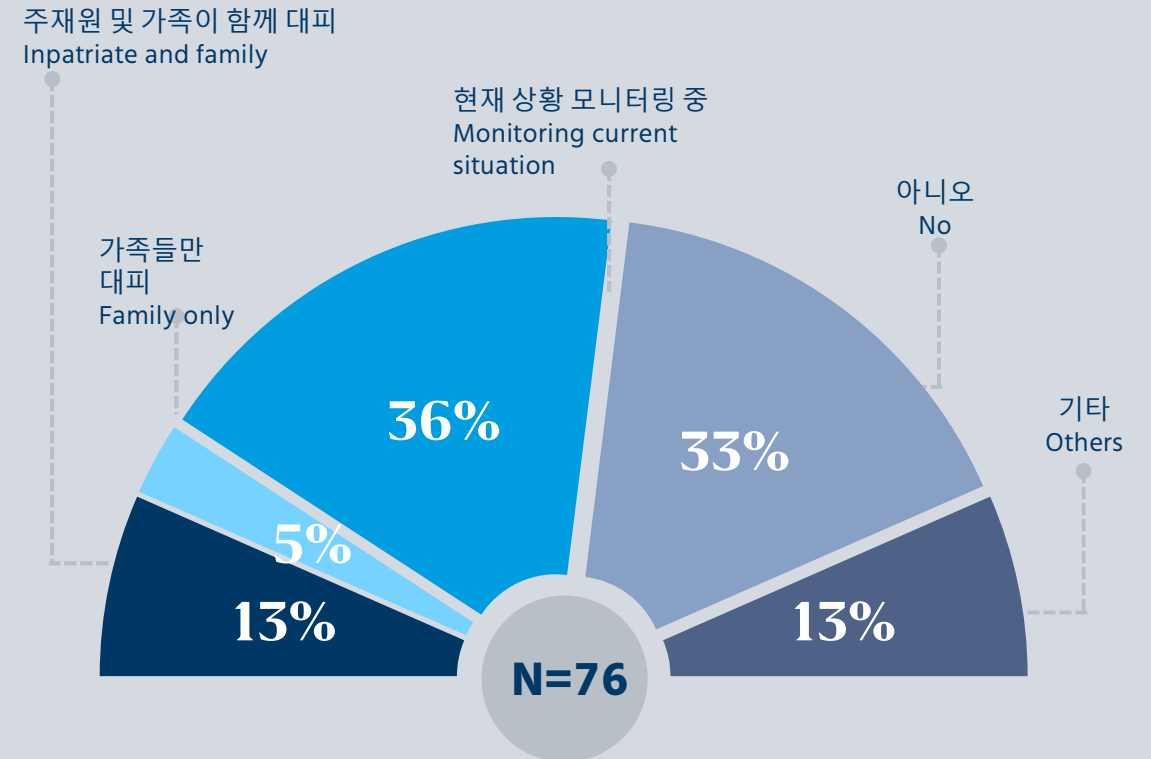
귀사는 주재원 혹은 그들의 가족을 **한국으로부터** 대피시켰습니까?

Has your company evacuated inpatriates and/or their families from South Korea?



귀사는 주재원 혹은 그들의 가족을 **위험국가로부터** 대피시켰습니까(예; 중국 이탈리아 등)?

Has your company evacuated expatriates and/or their families from high-risk country (i.e. China, Italy etc.)?

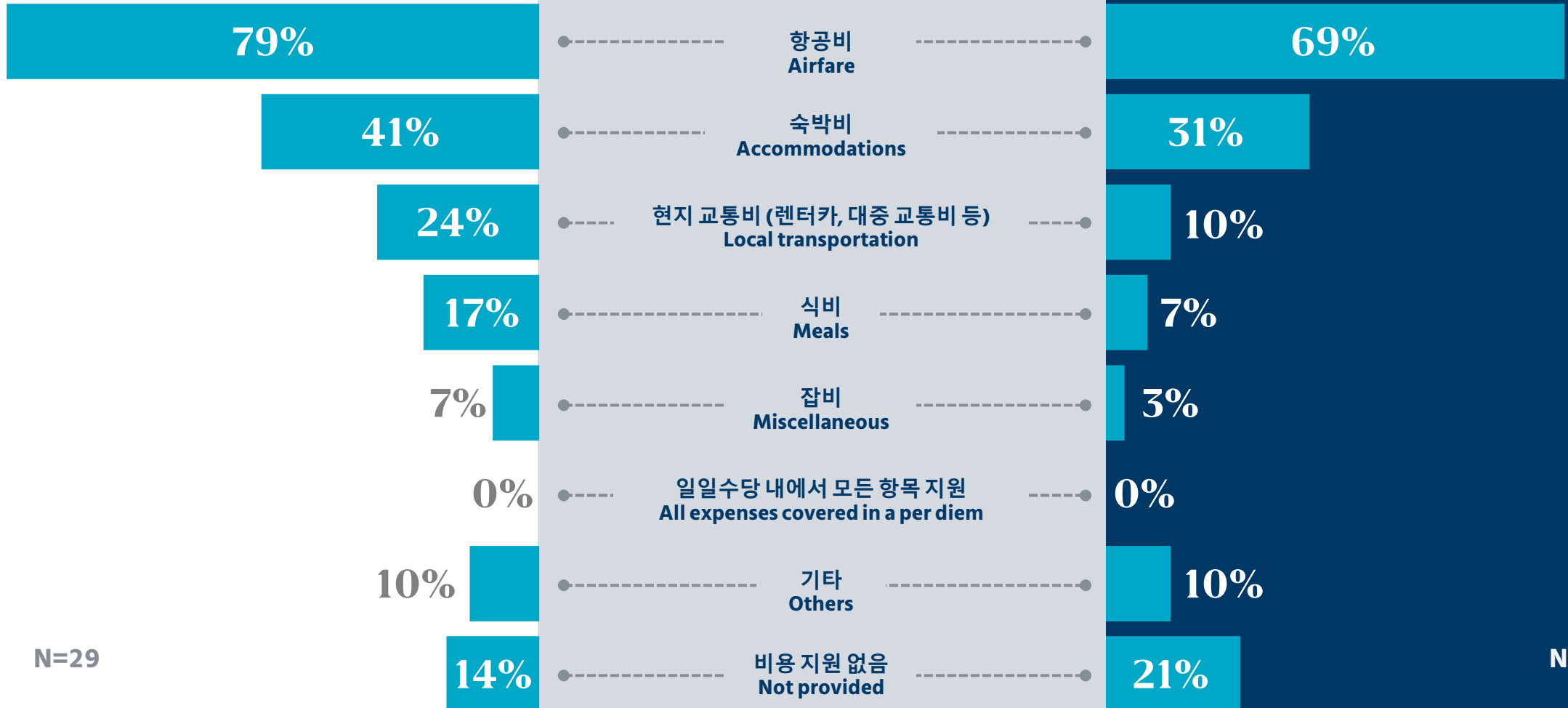


대피 시, 지원 비용은 무엇입니까? (복수 응답)

If an evacuation is implemented, what expenses are typically covered by your company? (Multiple response)

직원 / Employees

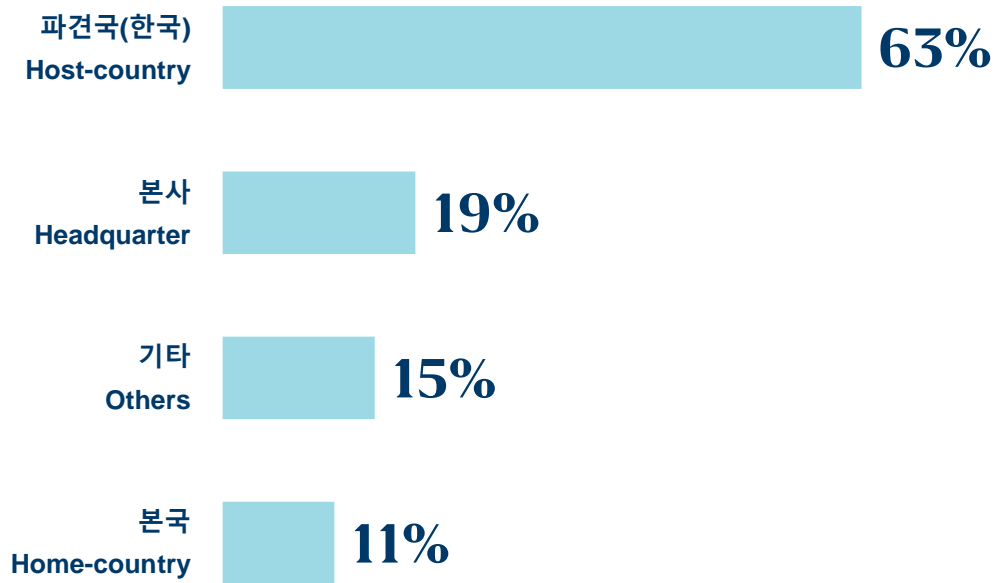
가족 / Family



N=29

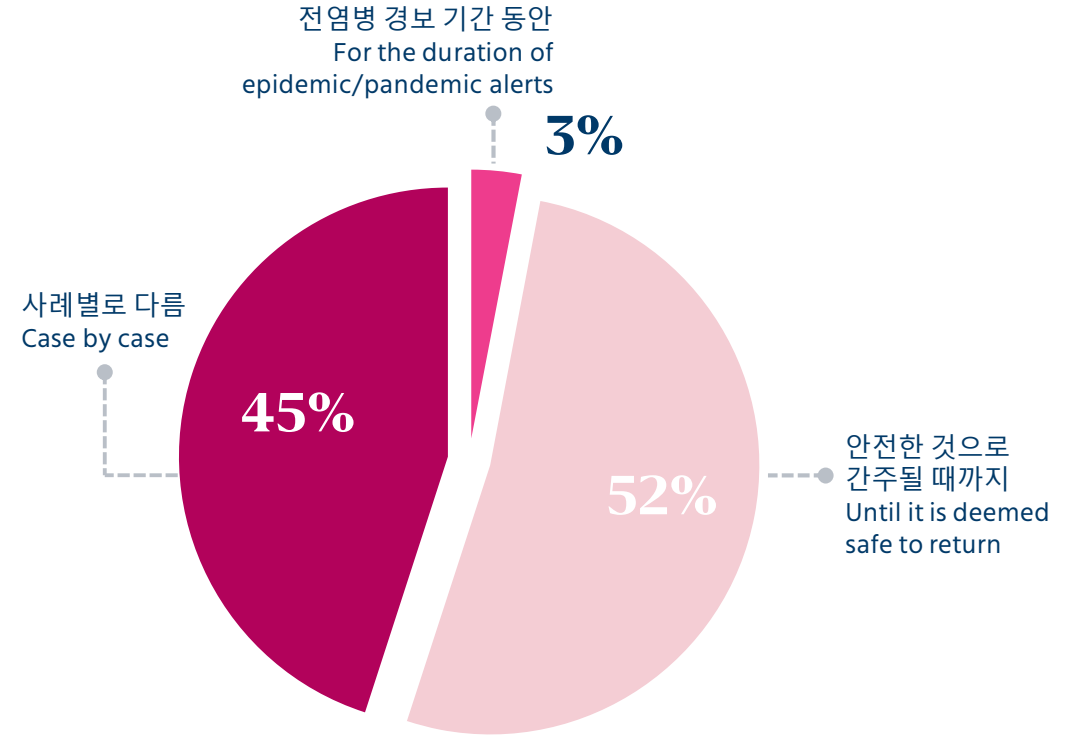
N=27

대피 비용은 어디에서 지원합니까? (복수 응답)  
By which office are those expatriate covered?  
(Multiple response)



N=27

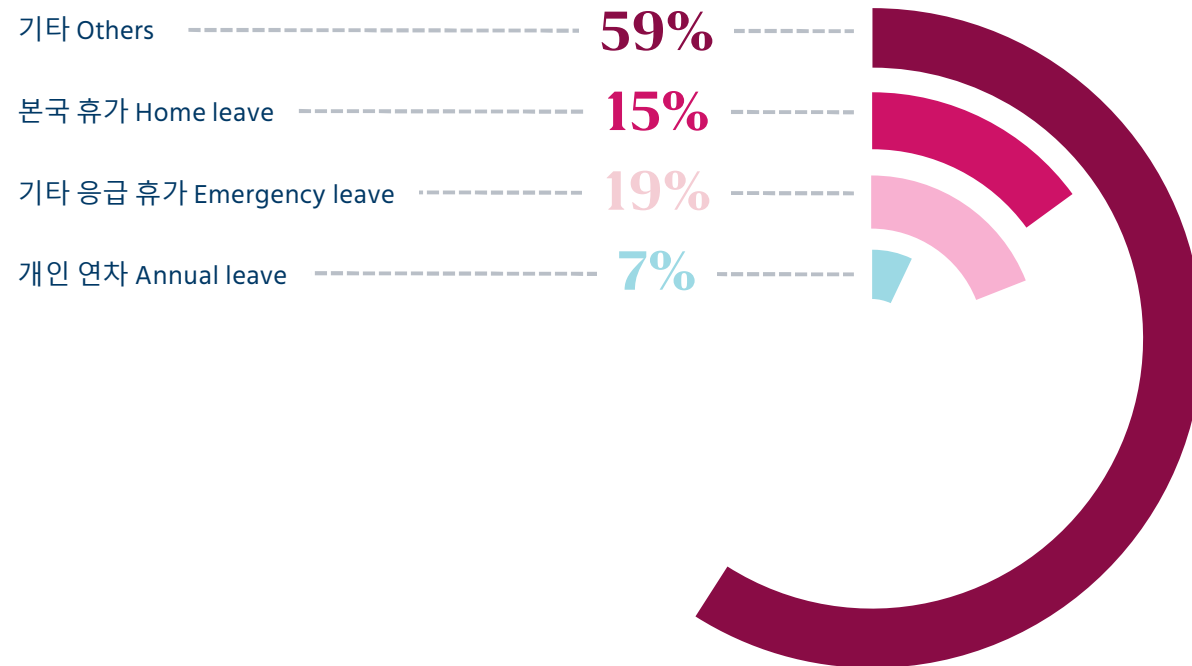
대피가 시행될 경우, 대피 기간은 어느 정도입니까?  
For how long will the expatriate remain evacuated?



N=29

## 대피 기간은 어떤 휴가로 처리되니까?

If an evacuation is implemented, how is evacuation handled in terms of leave?



N=27

### Responses in "Others" include:

- **30%** - Considered as remote working (working-from-home) rather than leave
- **7%** - Working at home country office

귀사는 출장 제한 조치를 취하하셨습니까?

To minimize exposure to the COVID-19, has your company taken action to curtail business travel?

43%

예, 모든 지역  
Yes, ALL locations

54%

예, 감염 발생 지역  
Yes, AFFECTED  
locations

3%

현재상황 모니터링 중  
Monitoring  
current situation

0%

아니오  
No

N=265

귀사는 COVID-19의 영향을 많이 받은 특정 국가/지역의 출장자를 복귀시켰습니까?  
Has your company recalled any business travelers from countries/locations heavily influenced by COVID-19?

49%

예, 모두 복귀  
Yes, ALL

2%

예, 단기 출장자 복귀  
Yes, recalled short-  
term travelers

34%

현재상황 모니터링 중  
Monitoring  
current situation

15%

아니오  
No

N=251

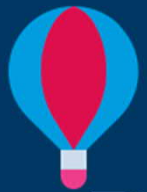
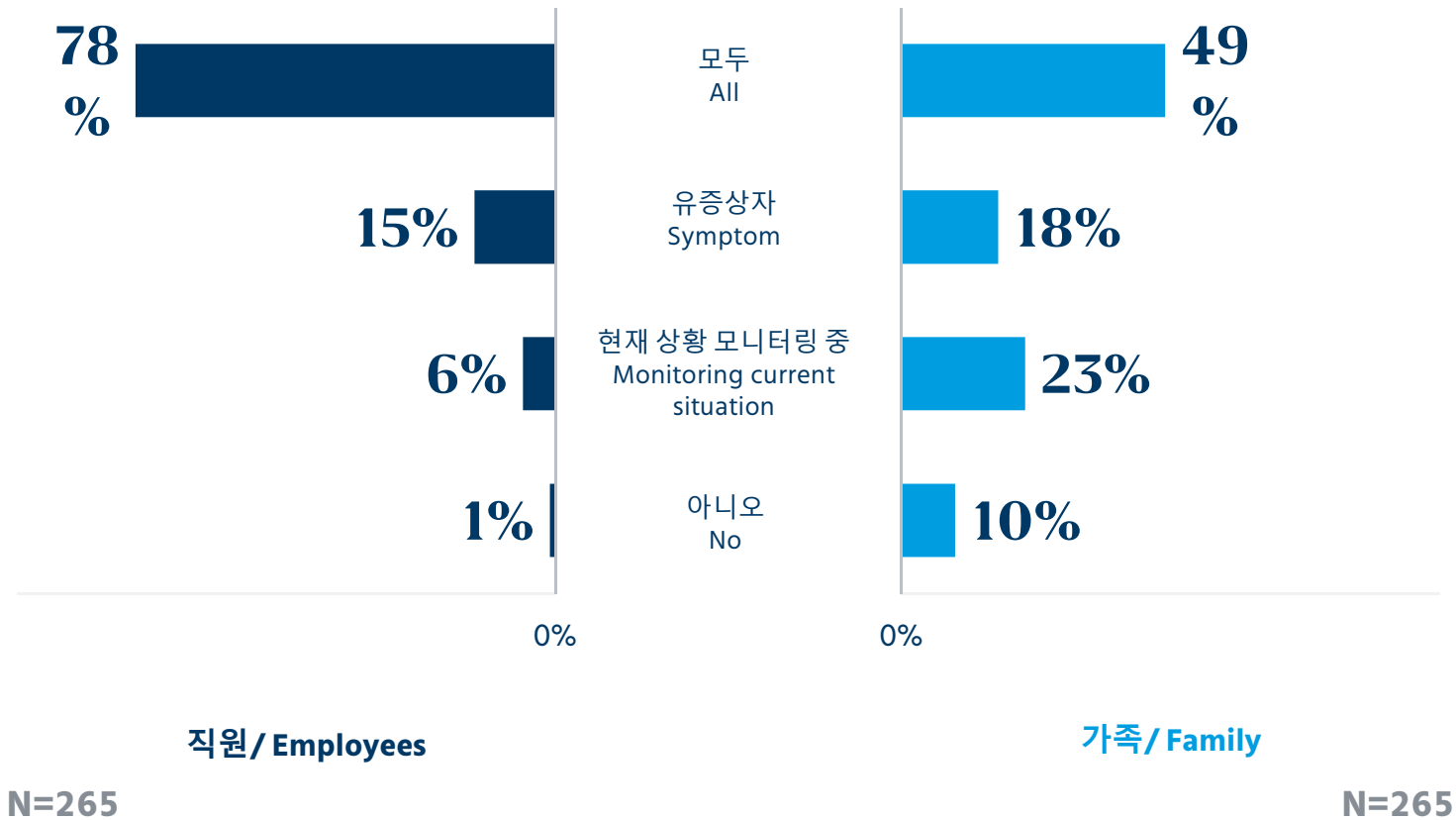


Business-  
Travel



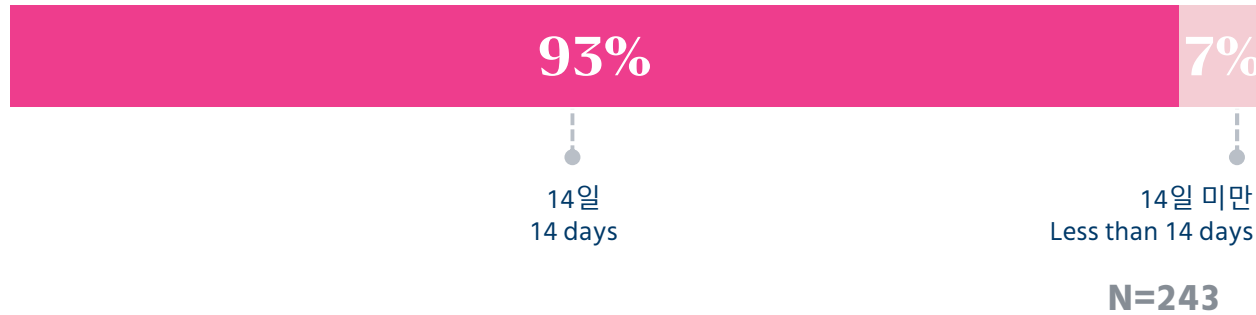
귀사는 COVID-19 확진자가 발생한 지역을 다녀온(여행/출장) 직원 혹은 해당 지역을 다녀온 가족이 있는 직원의 자가 격리를 시행하였습니까?

Does your company quarantine employees/employee's family who have been travel to affected locations of COVID-19?

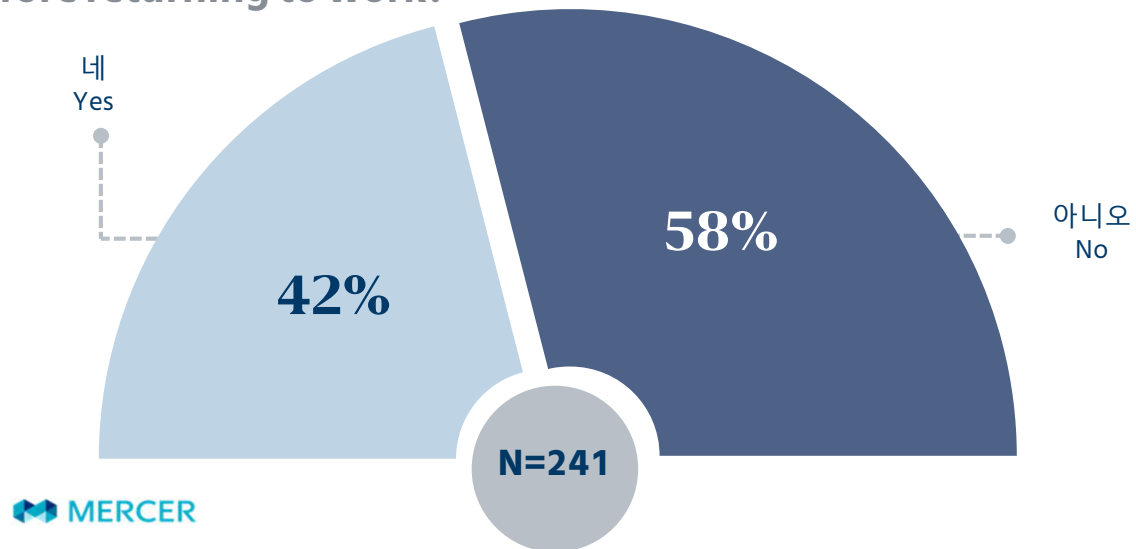


Post-Travel  
Related

## 자가 격리 기간은 어떻게 됩니까? How long is the quarantine period?



## 격리되었던 직원의 회사 복귀 시, COVID-19 진단 결과가 요구됩니까? If an employee is quarantined, do they have to undergo a screening before returning to work?



COVID-19로 직접 고객 대면 응대 부서 (Frontline) 직원들에 대한 인센티브 예산 조정 계획이 있습니까?

Will you consider adjusting incentive budget for frontline employees?

1%

하향 조정  
Lower

47%

조정 없음  
The same

52%

결정되지 않음  
Not decided yet

N=207

Frontline 직원들에게 금전적 지원이 제공됩니까? (복수 응답)

What kind of monetary supports are provided for frontline employees?  
(Multiple response)

3%

추가 수당  
Additional Allowance

5%

조정된 타겟  
기반의 인센티브  
Adjusted target based incentive

3%

100% 성과  
달성 간주  
Considered as target 100% achieved

4%

최소 인센티브  
보장  
Guarantee min. incentive

87%

금전적 지원 없음  
No

N=202

74%의 참여사가 직접  
고객 대면 응대 직원이 있음

74% of participants have  
frontline employees



Frontline  
Employees

# Participants List

No.	Company Name
1	3M Korea
2	A.Menarini Korea
3	AB InBev
4	Abbott Korea
5	AbbVie
6	Accor Ambassador Korea
7	Acushnet Korea
8	Adidas Korea
9	AE Brands Korea
10	Aesop Korea
11	Air Products Korea
12	Alfa Laval Korea
13	Alvogen Korea
14	Amazon Korea
15	Analog Devices Korea
16	Applied Materials
17	Archroma Korea
18	Arrow Electronics Korea
19	Arthrex Korea
20	Ashland Specialty Chemical Korea
21	Asics Korea
22	ASM South Korea
23	AT&T Global Network Services Korea
24	Atlas Copco Korea
25	Audi Volkswagen Korea

No.	Company Name
26	Autodesk Korea
27	AVEVA Korea
28	Axalta Coating Systems Korea
29	Axis
30	B.Braun Korea
31	BAT Korea
32	Bausch+Lomb Korea
33	Beam Suntory Korea
34	Becton Dickinson Korea
35	Beiersdorf Korea
36	Benetton Korea
37	BGF Retail
38	Big Hit Entertainment
39	Birla Carbon Korea
40	BMW Korea
41	Boehringer Ingelheim Korea
42	Boissy Retail Korea Branch
43	Bollore Logistics Korea
44	Bose Corporation South Korea
45	Boston Consulting Group
46	BP Korea
47	Branson Korea
48	Brenntag Korea
49	Bridgestone Tire Sales Korea
50	Bullson

No.	Company Name
51	BVLGARI KOREA
52	Canon Korea Consumer Imaging
53	Cardinal Health
54	Carestream Dental Korea
55	Cargill Agri Purina
56	Carl Zeiss Korea
57	CD Networks
58	Celanese
59	Celltrion Healthcare
60	Celltrion Inc
61	Chanel Korea
62	Chaumet Korea
63	Chemours Korea
64	Clariant Korea
65	Coats Korea
66	Coca-Cola Korea
67	Coloplast Korea
68	COMET Technologies Korea
69	Conmed Korea
70	Covestro Korea
71	Coway
72	Criteo
73	Croda
74	CSA Group
75	Cummins Korea

# Participants List

No.	Company Name
76	Daewoong Pharmaceutical
77	Daiichi Sankyo Korea
78	Daimler Trucks Korea
79	Dassault Systemes Korea
80	Dell International
81	Diageo Korea
82	Donaldson Korea
83	Doosan Corporation
84	DuPont Korea
85	Dürr Korea
86	DXC Korea
87	Eaton Industries
88	eBay Korea
89	Ecolab Korea
90	Elanco Korea
91	Electrolux
92	Electronic Arts Korea
93	Elkem Silicones Korea
94	Emerson Automation Solutions Korea
95	Emerson Process Management Marine Solutions Korea
96	Epson Korea
97	Ericsson LG
98	Estee Lauder Companies
99	EUGENE Corporation
100	EUKOR Car Carriers Inc.

No.	Company Name
101	Evonik Korea
102	EY Hanyoung
103	Faurecia Korea
104	FedEx Korea
105	Ferring Phamaceutical
106	Festo Korea
107	Fonterra North Asia Korea Branch
108	Fresenius Kabi Korea
109	Galderma Korea
110	GE Appliances
111	Gentherm Korea
112	Givenchy Korea
113	Google
114	gumi Primus
115	H&M Hennes & Mauritz
116	Hankook Tire & Technology
117	Hanon Systems
118	Hasbro Korea
119	Have&Be
120	Henkel Korea
121	Herbalife Nutrition
122	Hewlett Packard Enterprise Korea
123	Hill's Pet Nutrition Korea
124	HP Inc. Korea
125	HYDIS Technologies

No.	Company Name
126	Hyundai Elevator
127	Hyundai Glovis
128	IBM Korea
129	IKEA Korea
130	Illumina Korea
131	IMI Critical Engineering Korea
132	INEOS Styrolution Korea
133	Infineon Technologies Korea
134	Ingersoll-Rand Korea
135	Intel Korea
136	Intuitive Surgical Korea
137	Invesco Real Estate Korea
138	IQVIA
139	Jaguar Land Rover Korea
140	JT International Korea
141	Kakao
142	Karcher Korea
143	Kellogg Korea
144	KG Dongbusteel
145	KISWEL
146	KLA
147	Knorr-Bremse Rail Systems Korea
148	KT Engcore
149	Kuehne-Nagel
150	Kyung Nong

# Participants List

No.	Company Name
151	KyungDong Navien
152	La Prairie Korea
153	Lanxess Korea
154	Lear Korea
155	LEGO Korea
156	LEO Pharma
157	Lexmark International
158	Lilly Korea
159	Linde Korea
160	LION KOREA
161	Logitech
162	L'Oreal Korea
163	Lubrizol Korea
164	Lundbeck Korea
165	Maersk
166	Mando Corporation
167	MANN+HUMMEL Korea
168	Mastercard
169	Mataldyne Korea-AAM
170	Medtronic Korea
171	Mercedes-Benz Korea
172	Merck
173	Mettler Toledo Korea
174	MH Champagne & Wines Korea
175	Michelin Korea

No.	Company Name
176	Micron Semiconductor Korea
177	Mirae Asset Daewoo
178	MSD Korea
179	Mundipharma Korea
180	NAOS Korea
181	National Instruments
182	NCR Korea
183	Neles Korea (formerly Metso Corporation South Korea)
184	Nestle Korea
185	Nielsen Korea
186	Nikon Precision Korea
187	Nokia
188	Novelis Korea
189	Nu Skin Korea
190	NVIDIA Korea
191	NXP Semiconductors Korea
192	OCI
193	Olympus Korea
194	Oracle Korea
195	Ortho Clinical Diagnostics
196	OTIS Elevator Korea
197	Oxford University Press
198	Oxy Reckitt Benckiser
199	Panduit Korea
200	Pepsi-Cola Korea

No.	Company Name
201	Perfetti Van Melle
202	Pernod Ricard Korea
203	Pfeiffer Vacuum Semi Korea
204	Philip Morris Korea
205	Philips Korea
206	Porsche Korea
207	Prada Korea
208	PUBG Corporation
209	PUMA Korea
210	PVH Korea
211	Ralph Lauren Korea
212	Richemont Korea
213	Robert Bosch Korea
214	Saint Laurent
215	Samsonite Korea
216	Sandvik
217	Sanofi Korea
218	SAP Korea
219	SAS Korea
220	SC Johnson Korea
221	Schaeffler Korea
222	Sensata Technologies Korea
223	Sensirion Korea
224	Sephora Korea
225	Shiseido Korea

# Participants List

No.	Company Name
226	Shure
227	SI Group Korea
228	SKF Korea
229	Southco Korea
230	Stanley Black & Decker
231	Stryker Korea
232	Sungjoo Group
233	Swagelok Korea
234	Swarovski Korea
235	Swatch Group Korea
236	Synaptics
237	Syngenta Korea
238	Takeda Pharmaceuticals Korea
239	Techtronic Industries Korea
240	Teva-Handok
241	Texas Instruments
242	The Walt Disney Company Korea
243	Toppan Photomasks Korea
244	Trend Micro Korea
245	Turner Korea
246	UCB Korea
247	UL Korea
248	Umicore
249	Under Armour Korea
250	Unid

No.	Company Name
251	United Parcel Service Korea
252	UPM
253	Vector
254	Veoneer Korea
255	Veritas Software Korea
256	Versum Materials Korea
257	VMWare Korea
258	Volvo Group Korea
259	Wabco Korea
260	Wacker Chemicals Korea
261	Waters Korea
262	Western Digital
263	WT Technology Korea
264	Zebra Technologies Korea
265	ZF Automotive Korea



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