

# Aflac WorkForces Report

Retail Industry Trends

## EMPLOYER ATTITUDES AND TRENDS



The vast majority of employers plan to maintain or strengthen their benefits programs.

**74%**

are extremely or very certain they'll maintain their benefits offerings.

*National average: 68% and 23% respectively*

**22%**

are somewhat certain.



A virtual benefits enrollment experience is the future – now.

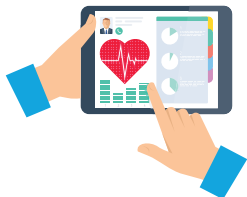
**36%**

of retail industry businesses report moving to a remote or virtual office structure.

*National average: 42% and 26% respectively*

**31%**

plan to do this as a long-term plan.



Telehealth and virtual medicine are on an exponential rise.

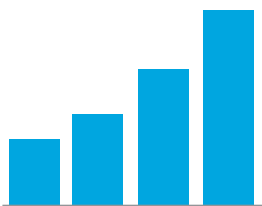
**42%**

offer telemedicine to their employees as part of a wellness program, up from...

*National average: 43% and 29% from the previous year*

**24%**

...the previous year.

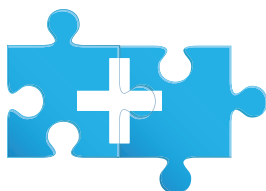


Cost continues to be the greatest barrier for employers to offer benefits.

**50%**

of retail industry employers that offer benefits say rising health insurance costs are preventing their company from increasing wages.

*National average: 52%*



Employers choose supplemental insurance and benefits advisors to meet workforce needs and demands.

**59%**

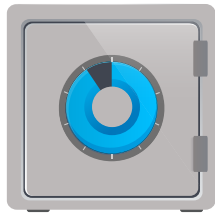
of retail industry employers reported that supplemental insurance improves employee recruitment.

*National average: 50% and 60% respectively*

**67%**

reported that it improves retention.

## EMPLOYEE ATTITUDES AND TRENDS

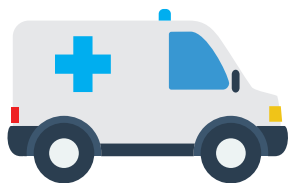


**Financial security is a major concern for Americans and health care costs are a strong contributing factor.**

**55%**

couldn't pay \$1,000 or more for out-of-pocket expenses without relying on debt or credit if an unexpected serious illness or accident occurred today.

*Higher than the national average: 48%*

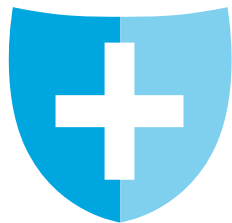


**Surprise out-of-pocket costs have a tangible effect on the U.S. workforce.**

**90%**

said they were surprised by at least one health care cost related to a serious illness or accident in the last year.

*National average: 92%*



**Employees anticipate expanded benefits to help them feel secure at the workplace.**

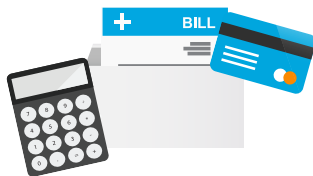
**58%**

expect at least one expanded benefit, including supplemental insurance or telemedicine options.

*National average: 63% and 45% respectively*

**40%**

expressed high interest in pandemic insurance to help protect their income.

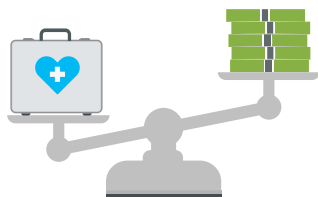


**The COVID-19 pandemic was a wake-up call to invest more time on benefits research to understand options better.**

**37%**

say the pandemic is incentive to spend more time making their benefits selections.

*National average: 49%*



**Health benefits continue to play an important role in workforce well-being and satisfaction.**

**29%**

say improving their benefits package is the one thing their employer could do to keep them in their jobs – second only to increasing their pay.

*National average: 35%*

## ABOUT THE STUDY

The **2020-2021 Aflac WorkForces Report** is the 10th annual Aflac employee study examining benefits trends and attitudes. The employer survey, conducted by Kantar on behalf of Aflac, took place online between June 12 and June 30, 2020. The survey captured responses from 1,200 employers across the United States in various industries. The employee survey, conducted by Kantar on behalf of Aflac, captured responses from 2,000 employees across various industries and business sizes between July 7 and July 21, 2020. For more, visit [aflac.com/awr](https://aflac.com/awr).

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