

2023 Charleston Metro Area

# COMPENSATION AND BENEFITS PRACTICES



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# Introduction

Workforce remains in high demand across nearly every sector of the local labor market, and area employers continue to explore ways in which they can provide competitive compensation packages to attract and retain employees. Thus, the key objectives of this study are to provide information on trends in compensation practices of firms operating in the three-county region to:

- Help existing firms evaluate their own organization's compensation practices more effectively
- Assist companies in creating a benchmark analysis to use for strategic planning purposes
- Provide trends and general information on typical local employer practices to prospective companies and site selection consultants looking at the Charleston region as a potential business location

This report is the result of a survey of benefits and compensation practices among employers in the three-county Charleston Metro Area (Berkeley, Charleston and Dorchester Counties). The study was open to business establishments of all sizes and all business sectors. The Charleston Metro Chamber of Commerce and Charleston Regional Development Alliance conducted the survey in collaboration with the Berkeley Chamber and Greater Summerville / Dorchester County Chamber of Commerce.

The Charleston Metro Chamber has been conducting regional compensation and benefits-related surveys **since 1997**. Though study participants differ each time the survey is conducted, significant shifts in reported policies and practices over time can be indicative of real-time trends in local employer practices.

## Key Findings

A total of **78 firms** in the region, employing nearly **25,000 workers**, participated in the online survey. Manufacturers provided the highest response rate (32%) of all industry sectors participating.

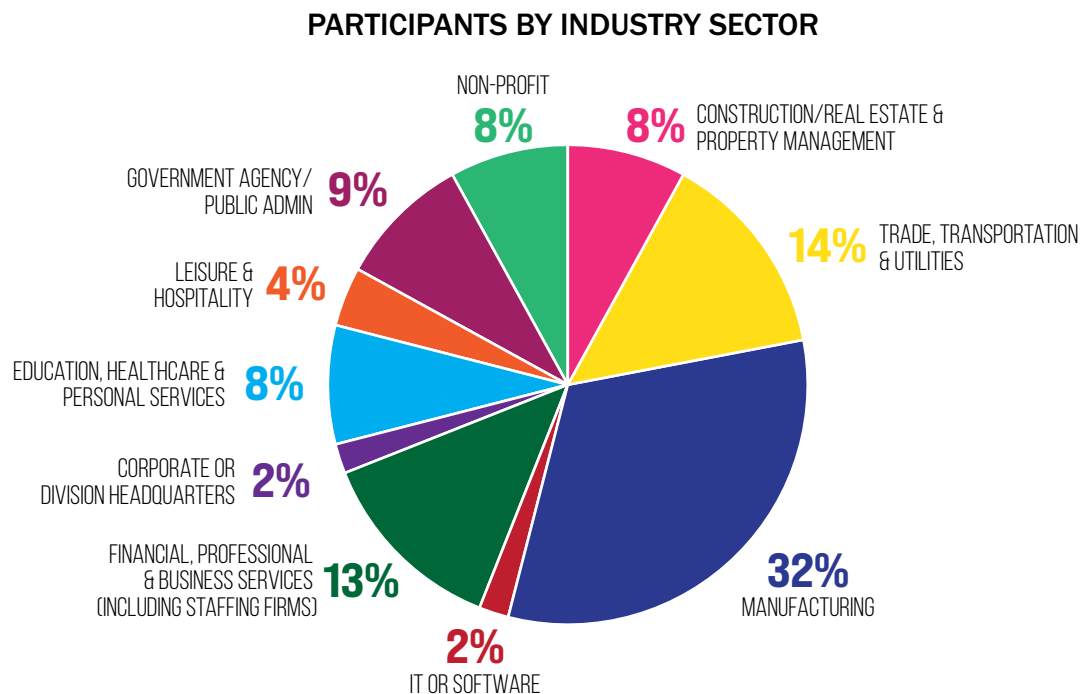
**Pay increases** are reportedly **trending higher** this year than those indicated in a prior study in 2021.

This year's study confirms that it is the combination of wages and benefits, along with increasing the **amenities and flexibility of the workplace**, which determine a company's ability to recruit workers and reduce turnover. Telecommuting and flexibility of workplace and work schedules continue to be reported by employers at levels **vastly elevated** compared to pre-pandemic studies in 2019 and prior.

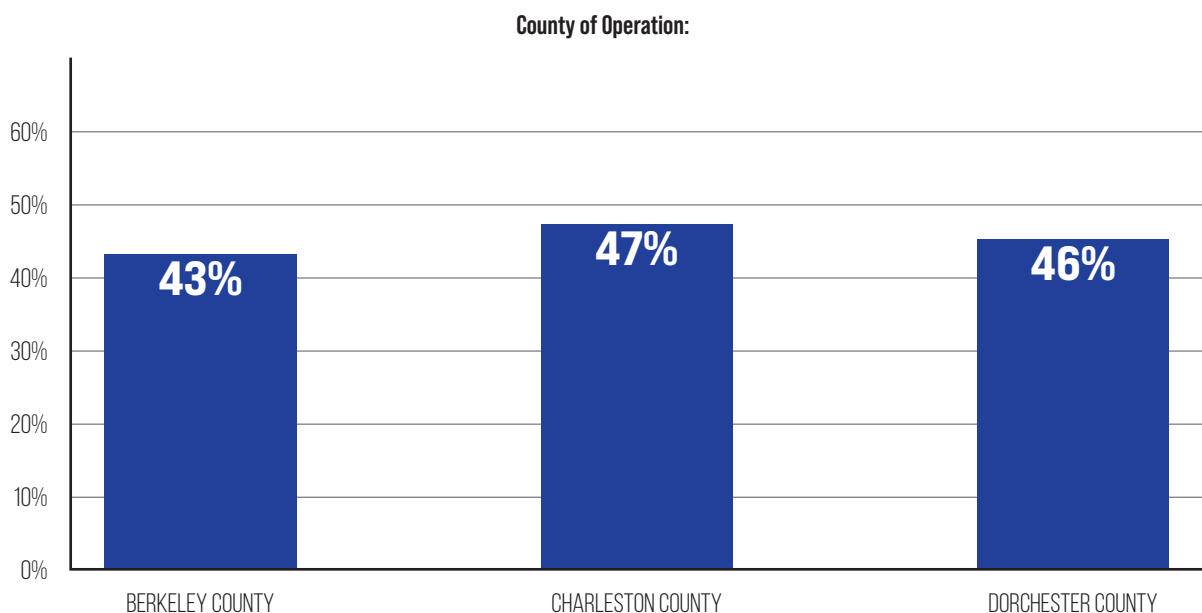
# Participant Profile

A total of **78 employers** in the three-county Charleston Metro Area responded to the survey, **representing 24,443 workers**. The largest single sector represented in the survey was manufacturing (32% of firms and 30.5% of employees).

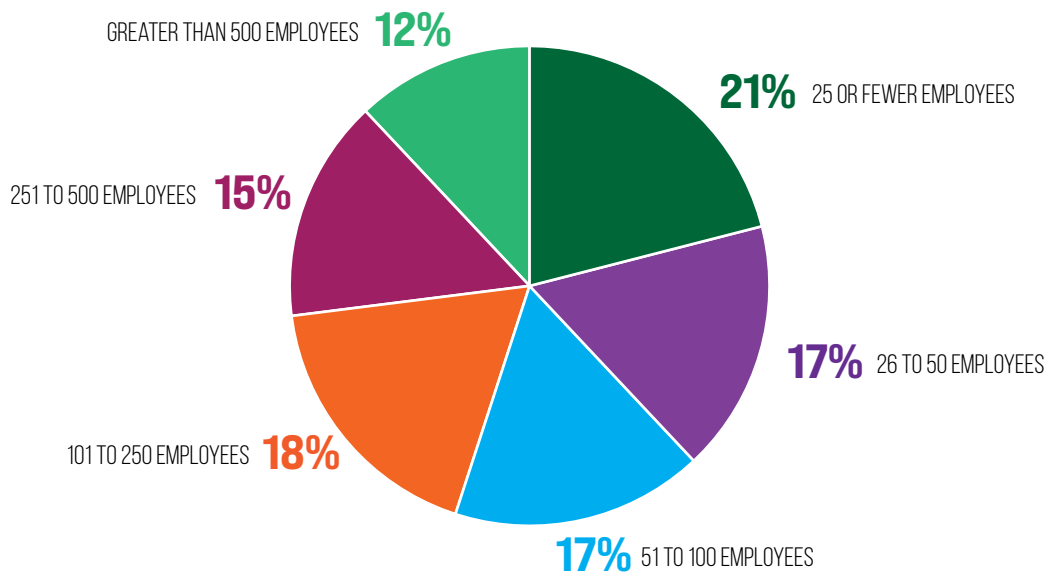
In order to make this study more useful for different types of employers, results are divided, where possible, into manufacturing and non-manufacturing for easier comparison.



Participating firms were located throughout the Charleston Metro Area, with some indicating a facility **in more than one** of the Metro’s counties.



Participating firms were diverse in size:



As of May 1, 2023, for your company's Charleston region location(s), please provide the following regarding current employees:

Answer Options	Response Count	Average Response	Median Response	Sum of all Responses
# of full-time, regular salaried employees	74	133	21	9,845
# of full-time, regular hourly employees	61	191	61	11,670
# of part-time, regular employees	40	25	4	1,002
# of contract or temporary employees	28	42	9	1,179
# of fully remote workers	18	18	4	330
# other employees	10	42	40	417
<b>Total/Overall</b>	<b>77</b>	<b>317</b>	<b>79</b>	<b>24,443</b>

The great majority of participants (95%) reported no union representation among their employees.

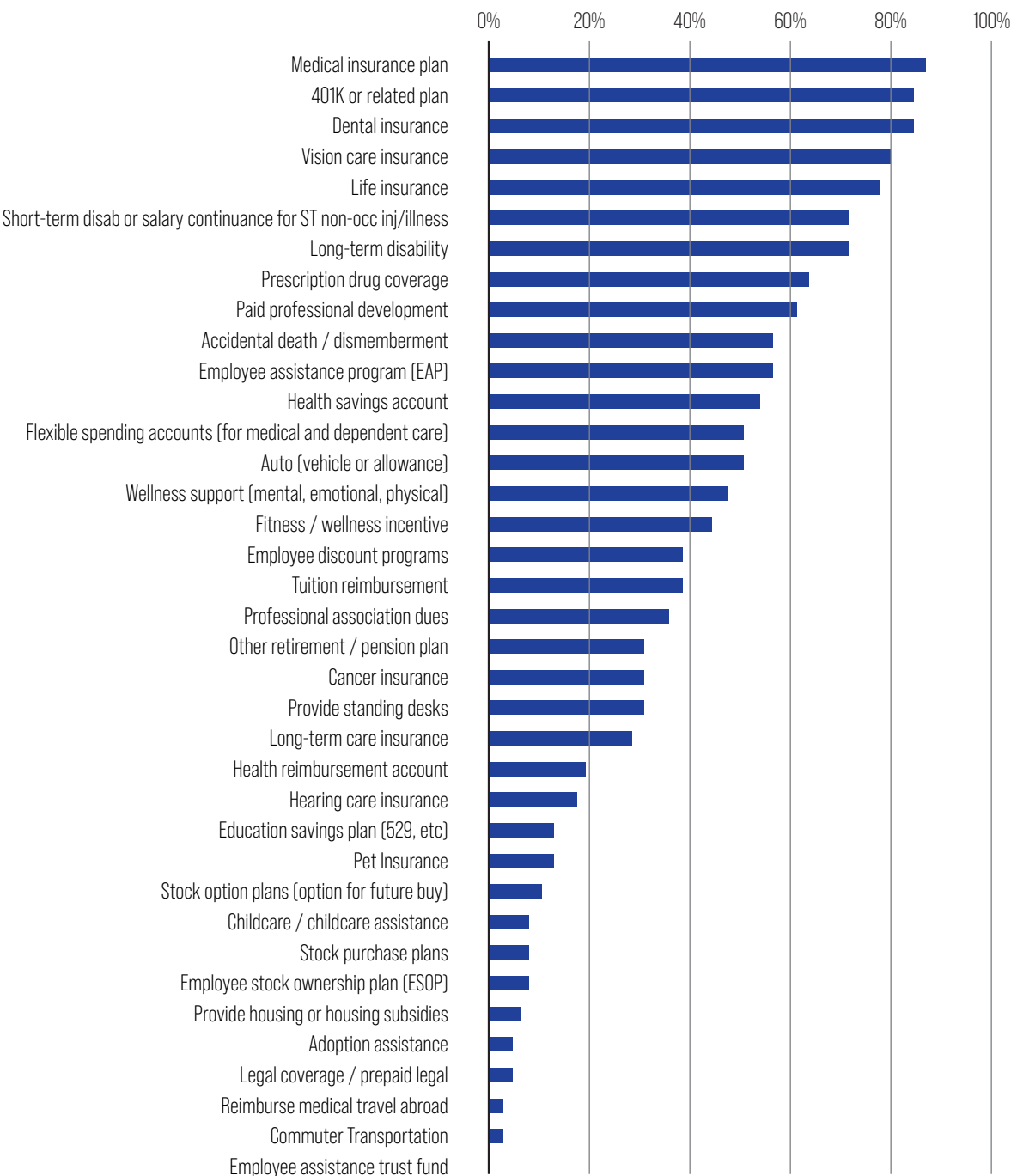
The Charleston region's organized labor rate among all firms – public and private - is 2.0%, compared with a statewide unionization rate of 1.7% (the lowest in the nation) and a U.S. rate of 10.1% in 2022 ([www.unionstats.com](http://www.unionstats.com) and [www.bls.gov/news.release/union2.nr0.htm](http://www.bls.gov/news.release/union2.nr0.htm)).

# Benefits Practices

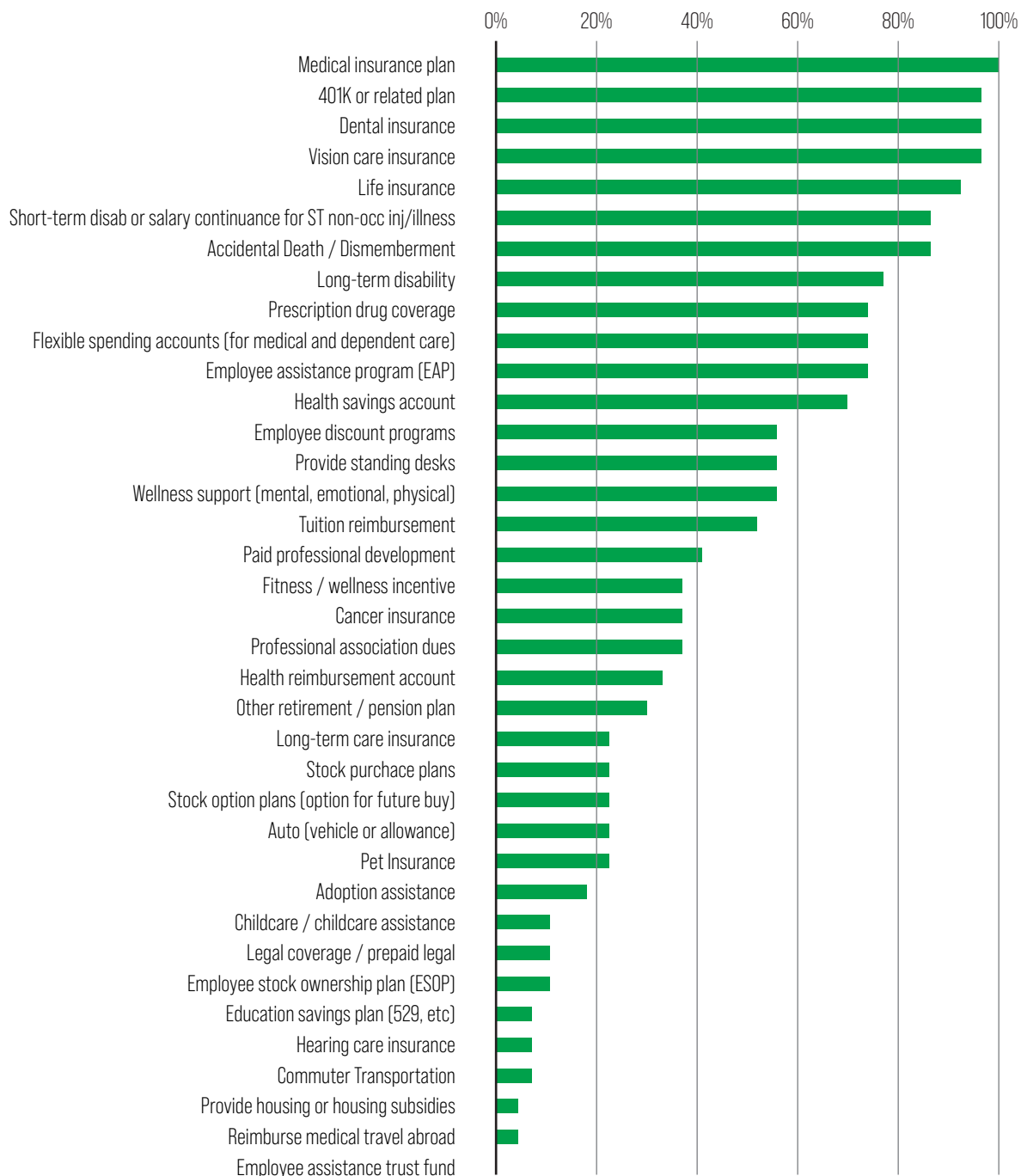
The majority (80%) of responding firms answered that **local compensation and benefits decisions are made by local managers**, while 20% reported that these decisions were made by a corporate or another office outside the Charleston area. In addition, several reported that local compensation and benefits are a joint decision between locals and decision makers outside the region.

Firms were asked about benefits offered to **full-time employees** at their organizations. Aggregate results are presented separately for non-manufacturing and manufacturing respondents as follows:

## NON-MANUFACTURING FIRMS: BENEFITS OFFERED TO FULL-TIME EMPLOYEES



## MANUFACTURERS: BENEFITS OFFERED TO FULL-TIME EMPLOYEES



Study participants were asked about **benefits provided to part-time employees** (working less than 30 hours per week). While several reported that they have no part-time employees, **more than one-third (34%)** of firms reported offering part-time workers a **401k or similar** program. One in four respondents offers part-timers **an employee assistance program (EAP)**, and **11% reported that they offer the same benefits to both part-time and full-time employees**.

## Tuition Assistance

Employers who offered **tuition assistance or reimbursement** were asked about more details of the policy. This benefit is **offered by nearly half (44%)** of all responding firms and most frequently **requires some length of service (typically six months or a year) before the benefit is available** to employees.

The most commonly specified reimbursement or payment amounts were **“up to \$5000”** or **“up to the IRS maximum of \$5,250 per year tax-free to the employee.”** Determination of the amount of assistance was often reported as linked to a final grade or some definition of “successful completion.”

Several specified the education or professional development **must be related to the worker’s job or employment path** within the company and often must be **pre-approved** by the employer.

Most also require **full or scaled pay-back if the employee leaves the firm before one to two years past the successful completion** of the approved class, certificate or degree.

## 401k and Retirement Benefits

The survey asked for details about the structure and vesting schedule of employers’ 401k plans, which the vast majority (89%) of firms reported offering. Results were as follows:

- **60%** do a **dollar-for-dollar employer match** ranging from 1% up to 10% of an employee contribution. Of these:
  - ◇ 28% match dollar-for-dollar up to 3%
  - ◇ 18% match dollar-for-dollar up to 4%
  - ◇ 19% match dollar-for-dollar up to 6%
  - ◇ 13% match dollar-for-dollar up to 5%
  - ◇ 6% match dollar-for-dollar up to 10%
  - ◇ 6% match dollar-for-dollar up to 1 or 2%

Several reported a partial match beyond the dollar-for-dollar contribution or a partial match, such as a 25% or 50% employer match up to a certain percentage of employee contributions. Some also reported differing structures such as 403Bs (tax-sheltered annuity plan), defined benefit plans or pensions.

For **vesting schedules**, 30 firms answered the specific timeline question. Of these:

- **27%** report employees are **immediately vested** upon participation
- **27%** report employees are fully vested at **3 years**
- **26%** report employees are fully vested at **5 years**
- **13%** report employees are fully vested at **2 years or less**
- **6%** report employees are not fully vested until **6 to 10 years**

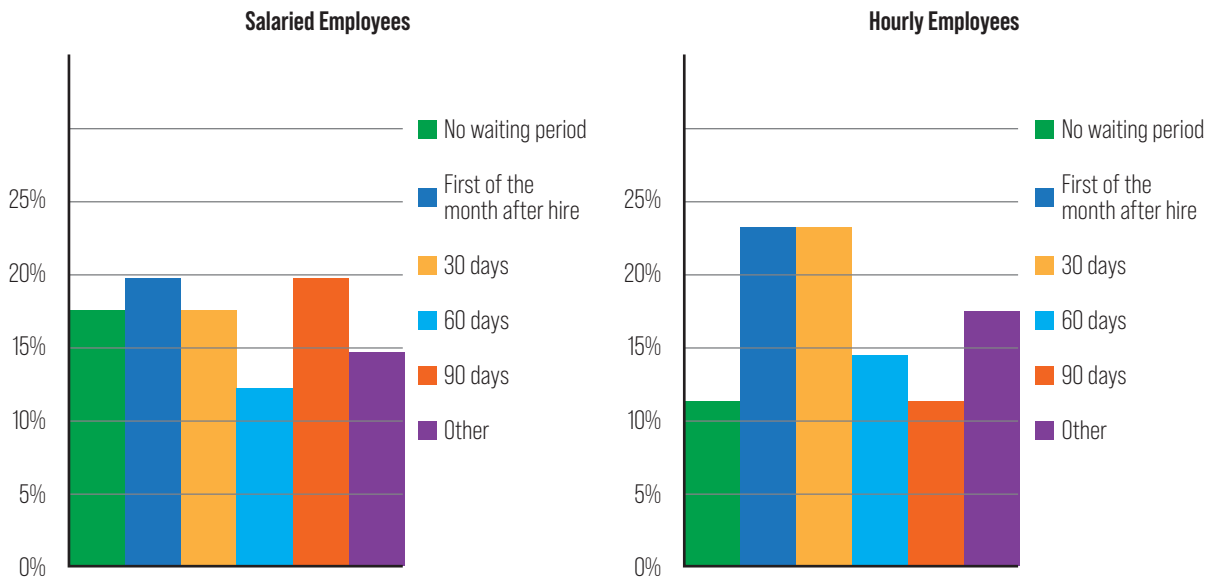
Of the above, a few indicated a cliffed or scaled schedule before being fully vested.



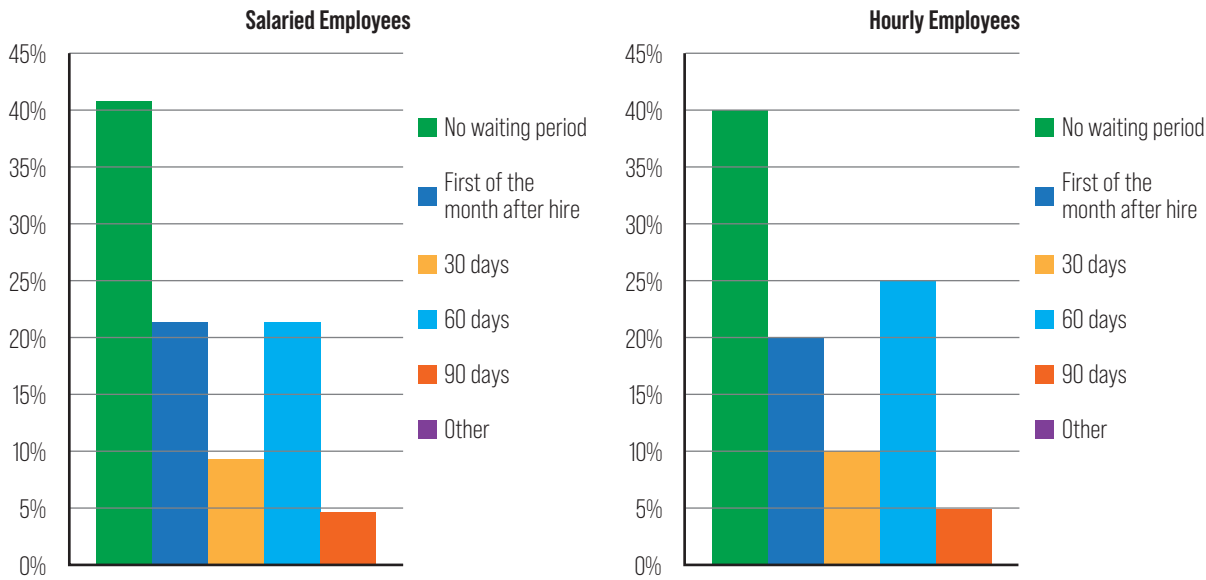
# Benefits Timeline

According to survey responses, **waiting periods for employees to receive benefits** after hire can vary and some firms vary waiting periods by type of employee (i.e., salaried versus hourly).

**Non-manufacturing** respondents' waiting period for insurance coverage benefits:



**Manufacturing** respondents' waiting period for insurance coverage benefits:



## Employer Share of Insurance Premiums

When asked about the **types of medical insurance plans** employers offer, most firms (53%) said they offer more than one type. The most popular among all responding firms are the PPO (preferred provider) indicated by 79%, followed by HDHP (high deductible health plan) indicated by 45%.

Respondents reported the **percentages of medical and disability premiums** that are **company-paid**:

% of premium paid by employer ( <i>median response</i> )	Manufacturing		Non-manufacturing	
	employee only	employee plus dependents	employee only	employee plus dependents
Medical	78%	70%	83%	67%
Dental	75%	60%	85%	45%
Vision	85%	62%	50%	0%
Short-term disability	100%	0%	55%	0%
Long-term disability	100%	0%	100%	0%

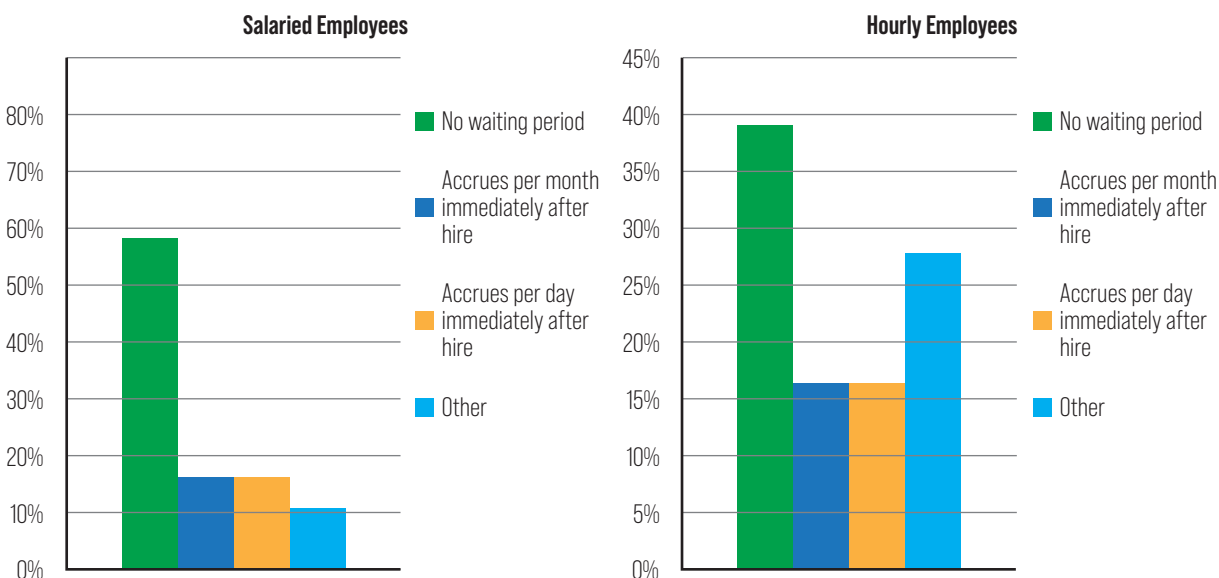
% of premium paid by employer ( <i>average of all responses</i> )	Manufacturing		Non-manufacturing	
	employee only	employee plus dependents	employee only	employee plus dependents
Medical	75%	63%	78%	59%
Dental	69%	59%	67%	39%
Vision	65%	55%	47%	27%
Short-term disability	81%	36%	50%	14%
Long-term disability	84%	36%	78%	32%

In comparison, *nationwide*, the U.S. Bureau of Labor Statistics reports that in 2022, the employer share for employee-only health insurance coverage for civilian workers was an average of 80%, and for family or employee-plus-dependents coverage, an average of 67%. [www.bls.gov/news.release/ebs2.toc.htm](http://www.bls.gov/news.release/ebs2.toc.htm)

## Paid Time Off

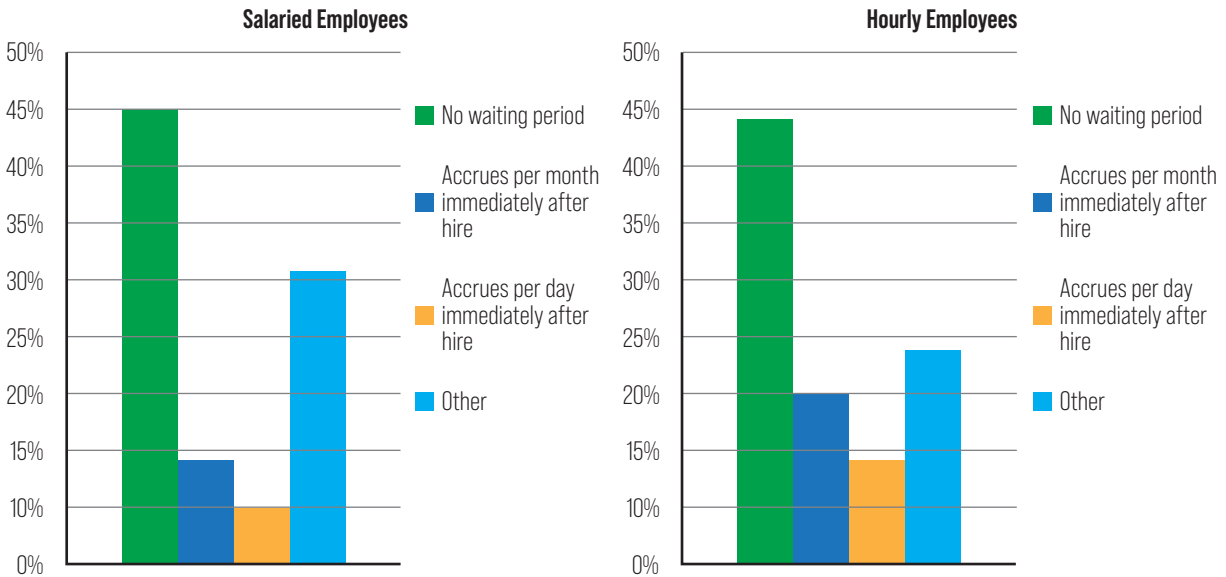
When asked if firms **award paid leave based** on a worker's date of hire or a fiscal / calendar year, 78% indicated "date of hire," 46% indicated "fiscal or calendar year."

### MANUFACTURING RESPONDENTS' WAITING PERIOD FOR PAID TIME OFF:



The most common "other" response for manufacturing respondents was a **90-day waiting period**.

## NON-MANUFACTURING RESPONDENTS' WAITING PERIOD FOR PAID TIME OFF:



The most common “**other**” response for non-manufacturing respondents was a **90-day waiting period**.

The number of **paid days off awarded at various milestones of service** is shown in the chart below.

	Manufacturing		Non-manufacturing	
	Average # of days	Mode (most frequent response)	Average # of days	Mode (most frequent response)
<b>Hourly employees, as of this milestone:</b>				
Day 1 (accrual begins immediately upon start date)	17	0	10	15
6 months of service	17	5	10	15
1 year of service	18	12	12	10
3 years of service	23	15	15	10
5 years of service	25	10	18	15
10 years of service	28	15	23	20
15 years of service	30	20	24	32
20 years of service	31	25	25	25
30 years of service	32	30	25	32
<b>Salaried employees, as of this milestone:</b>				
Day 1 (accrual begins immediately upon start date)	19	0	9	15
6 months of service	20	5	21	15
1 year of service	22	12	13	5
3 years of service	23	15	15	10
5 years of service	29	15	31	15
10 years of service	31	15	37	20
15 years of service	36	20	44	32
20 years of service	37	25	43	25
30 years of service	37	30	45	25

Almost two-thirds (64%) of survey participants allow workers to **carry over** some earned, unused paid leave into the following year (depending on accrual), and nearly a third (29%) reported they pay workers for unused, earned paid leave.

Employers were asked: “What is your firm’s policy regarding **compensation for hourly employees for workhours “lost” due to circumstances beyond their control** such as mandatory evacuations, severe weather events, government shut-downs during COVID-19, etc.?” Results were as follows:

**Non-manufacturers:** 36 responded

- 21% pay hourly employees for all hours lost in these cases
- 8% pay only for hours worked and allow PTO
- 3% pay hourly employees for 50% of lost hours in these cases
- 39% evaluate pay during such events on a case-by-case basis and do not currently have a policy for “lost hours” due to such events

**Manufacturers:** 19 responded

- 14% pay hourly employees for all hours lost in these cases
- 24% pay only for hours worked and allow PTO
- 0% pay hourly employees for 50% of lost hours in these cases
- Nearly two-thirds evaluate pay during such events on a case-by-case basis

Employers were asked about **paid holidays** and float days provided to employees in addition to other paid leave. Both manufacturing and non-manufacturing respondents reported an average of 10 days.

Holiday	% Providing it as a Paid Day Off
New Year's Eve	34%
New Year's Day	98%
Martin Luther King Jr. Day	39%
Presidents' Day	19%
Good Friday	37%
Easter Monday	10%
Memorial Day	92%
Juneteenth	19%
4th of July	95%
Labor Day	90%
Columbus Day	6%
Veterans Day	16%
Thanksgiving Day	98%
Day after Thanksgiving Day	66%
Christmas Eve	63%
Christmas Day	94%
Floating Holiday(s)	32%
Other (most commonly the day(s) after Christmas)	11%

The survey inquired about other paid leave such as **maternity/paternity**.

The majority of **manufacturers** who answered this question (68%) reported 0 days **paid maternity leave beyond existing medical disability or employee-accrued**. For those firms which did report offering additional paid maternity leave, the average was an **additional 50 days**.

The majority of **non-manufacturers** who answered this question (63%) reported 0 days paid **maternity** leave beyond existing medical disability or employee-accrued. For those firms which did report offering additional paid maternity leave, the average was an **additional 47 days**.

As for paternity leave, 68% of **manufacturers** reported 0 days **paid paternity leave beyond existing medical disability or employee-accrued**. For those firms which did report offering additional paid paternity leave, the average was **41 additional days**.

Two-thirds (66%) of *non-manufacturers* reported 0 days paid *paternity* leave beyond existing medical disability or employee-accrued. For those firms which did report offering additional paid paternity leave, the average was **25 additional days**.

When asked about **paid community service/volunteering time**—not including any paid holidays – the most frequent answer among all study participants was 0 days (83%). For those that do offer this benefit, the average was three days per year.

Regarding **paid sick leave**, the majority of respondents noted they offer a total number of days of paid leave based on length of employment and do not distinguish by reason for leave (sick, personal, etc.).

## Compensation Practices and Pay Increases

Most organizations responding to the survey (67%) reported they **update their base pay structure** annually, while 27% do so every two to five years, and the rest report doing so as needed according to market or other factors.

The majority of firms (63%) indicated they do **formal performance reviews** annually for existing employees, and for new employees, there is more likely to be a review at earlier intervals [90 days (or quarterly), 32%; semi-annually, 25%; every 30 days, 21%]. Some respondents (13%) indicated they do not do formal performance reviews and/or they check-in via frequent conversations and continuous feedback between management and staff as needed throughout the year.

The **primary basis for pay increases** was “merit-based/employee performance,” as reported by 70% of firms, with 50% also reporting cost of living and 30% reporting company performance as drivers.

Study participants were asked about the **rate of employee pay increases** in the firm’s previous fiscal year and those budgeted for the next fiscal year.

### **PAY INCREASE, PREVIOUS YEAR**

Employee type	Manufacturers				Non-manufacturers			
	Average increase	Median increase	Mode (most frequent response)	Reporting a 0% increase	Average increase	Median increase	Mode (most frequent response)	Reporting a 0% increase
hourly	5.1%	4%	4%	none	5%	5%	5%	One firm
salaried	4.3%	4%	4%	none	5.2%	5%	5%	One firm

### **PAY INCREASE, BUDGETED FOR NEXT FISCAL YEAR**

Employee type	Manufacturers				Non-manufacturers			
	Average increase	Median increase	Mode (most frequent response)	Reporting a 0% increase	Average increase	Median increase	Mode (most frequent response)	Reporting a 0% increase
hourly	4.1%	4%	4%	One firm	4.1%	3%	3%	none
salaried	4.1%	4%	5%	One firm	3.8%	3%	3%	One firm

How do recent local pay increases **compare to the trend nationwide**? According to the U.S. Bureau of Labor Statistics, wages and salaries increased nationwide an average of 5% overall for all civilian workers in all sectors for the 12-month period ending March 2023 ([www.bls.gov/news.release/eci.t08.htm](http://www.bls.gov/news.release/eci.t08.htm)). Goods-producing workers nationwide received a 5.1% pay increase on average, and service-providing workers averaged 4.9%.

# Pay Formulas, Bonuses and Shift Differentials

The majority of responding firms pay the **regular base rate until an employee reaches 40 hours per week**, beyond which a rate of 1.5 times a worker's regular pay applies. When it comes to holiday work, manufacturers tend to pay a premium, with some paying "time & ½" but more paying double. For called-in or on-call hours, most employers reported paying the employee's regular base rate, while some offer **premium pay** as shown below.

**What is your standard pay formula for hourly employees in the following situations?**

Manufacturers	Percent Reporting...		
Answer Options	Time & 1/2	Double-time	Regular base rate
For hours more than 8 hrs/day	5%	0%	70%
For hours more than 40 hrs/week	100%	0%	0%
Hours worked on holidays	25%	30%	15%
Hours worked on Sundays	15%	20%	35%
Called-in	10%	0%	45%
On call	25%	0%	35%
Non-manufacturers	Percent Reporting...		
Answer Options	Time & 1/2	Double-time	Regular base rate
For hours more than 8 hrs/day	24%	0%	61%
For hours more than 40 hrs/week	88%	0%	0%
Hours worked on holidays	27%	30%	30%
Hours worked on Sundays	18%	3%	61%
Call-in	6%	3%	42%
On call	15%	3%	42%

Firms were asked about their current typical **operating schedules**.

About a third of **manufacturers** reported they typically operate seven days a week (32%) while **53% reported a five-day week** and the rest reported either a six-day week or four 10-hour days. For those that operate more than one shift, half (50%) reported **rotating shifts**. The majority of **non-manufacturers** (63%) indicated they operate **five days a week** and do not operate on a 24-hour basis. Of those that do, 34% reported **rotating shifts**. The "other" write-in responses were mostly made up of reports of 24-hour operations with varying shifts or 16-hour days.

**How many hours does your Charleston region firm typically operate per 24-hour period?**

Answer Options	Manufacturers	Non-manufacturers
8 hours	29%	57%
9 hours	5%	3%
10 hours	19%	19%
12 hours	14%	5%
24 hrs: four 6-hour shifts	0%	0%
24 hrs: three 8-hour shifts	19%	3%
24 hrs: two 12-hour shifts	19%	5%
Other (please specify)	14%	14%
If multi-shift, % operating rotating shifts	50%	34%

Manufacturers most often (65%) reported paying shift differentials for non-traditional work hours, while the majority (78%) of non-manufacturing respondents reported they do not.

Manufacturers that did report paying shift differentials for non-traditional work hours most frequently reported an average premium of \$1 per hour for the second or third shift. Non-manufacturers that have this policy reported an average premium of \$2 per hour for second or third shift.

The majority (62%) of all participating firms reported using some form of **bonuses** as part of their compensation packages for their non-executive employees.

**Does your firm offer any of the following to non-executive employees (check all that apply):**

Answer Options	Manufacturers	Non-manufacturers
Sign-on bonuses at hiring	45%	24%
General bonuses (holiday bonus, etc.)	65%	69%
Incentive bonuses (productivity, etc.)	75%	66%
Employee profit sharing	10%	21%
Company stock or stock options	30%	10%
Retention bonuses	35%	17%
Safety bonuses	20%	24%
Perfect attendance bonuses	20%	7%

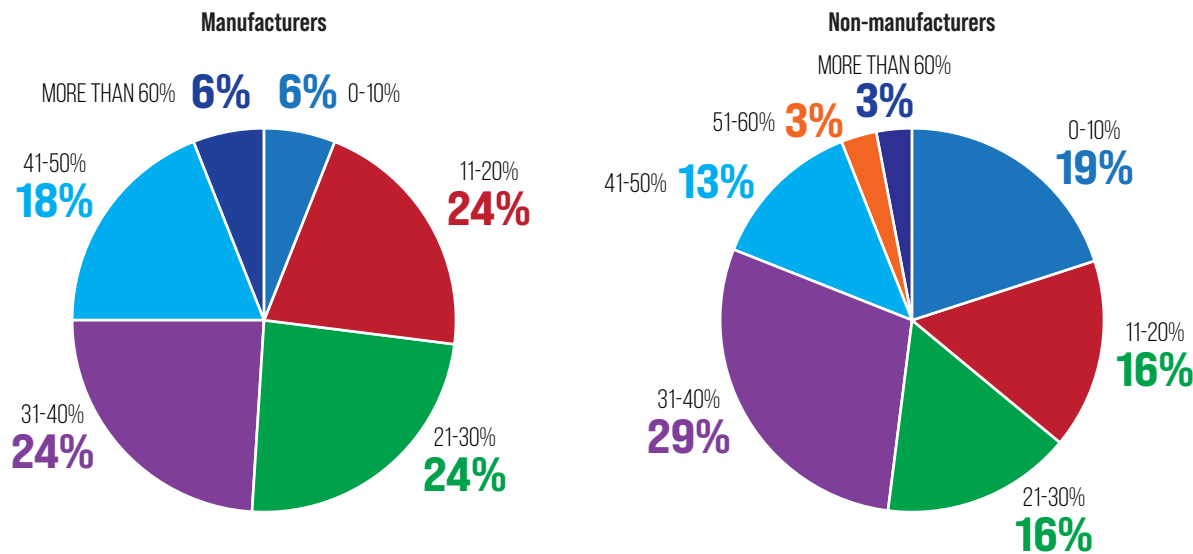
A few ‘write-in’ responses included having a “referral bonus” policy or program in place.

## Additional Charleston Area Employer Practices and Policies

Survey participants were asked about their organizations’ **fringe benefits as a percentage of their total annual compensation costs**. Total compensation was defined as the value of fringe benefits plus payroll. **Fringe benefits were defined** to include health and life insurance, leave and holiday pay, short- and long-term disability, 401K match, tuition reimbursement or assistance, payroll taxes, workers compensation, unemployment insurance and any other employer-paid benefits.

Manufacturers were as likely to report the cost of benefits as 11-20%, 21-30%, or 31-40% of their total compensation costs. Non-manufacturing respondents most frequently (29%) reported the cost of benefits as 31 - 40% of their total compensation.

### FRINGE BENEFITS AS A PERCENTAGE OF TOTAL ANNUAL COMPENSATION COSTS



The **national average** for benefits as a percentage of employers’ total compensation costs is 31% for all civilian workers, according to the U.S. Bureau of Labor Statistics. For private sector employers, the average is 29.5% and for state and local government employers, the average is higher at 38.2%. ([www.bls.gov/news.release/pdf/ecec.pdf](http://www.bls.gov/news.release/pdf/ecec.pdf))

## Top Workforce Challenges

Study participants were asked to report their company's top challenges with regard to attracting and retaining workforce. Following are the top ranked:

<u>Manufacturers</u>	<u>% Reporting</u>
1. Lack of or too few applicants	62%
2. Technical skills or hard skills	48%
3. Retention	38%
4. Wage expectation	38%
5. Industry knowledge	33%
6. Soft skills (punctuality, teamwork, attitude, etc.)	33%
<u>Non-manufacturers</u>	<u>% Reporting</u>
1. Lack of or too few applicants	62%
2. Retention	56%
3. Wage expectation	44%
4. Soft skills (punctuality, teamwork, attitude, etc.)	36%
5. Traffic / Commute	28%
6. Technical skills or hard skills	23%

Refer to the appendix for details on all factors reported by employers.

## Pre-employment and Recruiting Tools

Employers were also asked about **pre-employment evaluation methods** and **recruiting tools**.

**What kind of pre-employment evaluation methods does your firm use, if any? (check all that apply)**

<u>Answer Choices</u>	<u>Manufacturers</u>	<u>Non-manufacturers</u>
Aptitude or specific skills testing (Work Keys, Bennett, Actor Vector, GATB, SATB, etc.)	37%	19%
Background checks (education & experience)	79%	69%
Behavioral or personality testing (DISC, Myers Briggs, etc.)	5%	17%
Credit checks	11%	19%
Criminal checks	63%	72%
Drug-testing	68%	61%
Hire as interns first	16%	3%
Hire as temps first	37%	22%
Interviewing	84%	78%
Physical	42%	39%
Pre-employment training	5%	3%
Reference checks	47%	58%
Web-based pre-screening	5%	22%



**Which of the following recruiting tools does your firm use (check all that apply)?**

Answer Choices	Manufacturers	Non-manufacturers
Active recruiting on college campuses	33%	32%
Adult apprenticeship programs	33%	8%
Advertising via other websites (i.e., Indeed, Monster, etc.)	67%	71%
Community job fairs	57%	29%
Company website	90%	92%
Engagement with area high schools	95%	95%
Employee referrals	29%	32%
Internship programs	52%	37%
Local newspaper ads	10%	5%
Local Workforce Developers (SC Works Centers or Online Tool, SC Dept of Employment & Workforce, ReadySC etc.)	43%	21%
Non-local newspaper ads	0%	3%
Online social media	76%	63%
Other Internet-based recruiting	33%	32%
Staffing or Temp firm/Executive search firm	67%	45%
Third party job fairs	19%	13%
Virtual job fairs	29%	8%
Youth apprenticeship programs	14%	21%

## Other Workplace Policies: Outsourced Functions

**Which of the following functions, if any, does your facility outsource (check all that apply)?**

Answer Choices	Manufacturers	Non-manufacturers
Background check	71%	63%
Benefits Administration	38%	18%
COBRA	67%	40%
Copy services	5%	3%
Employee compensation	10%	8%
Employment verification	38%	28%
Finance/Accounting	0%	8%
Investment/Financial planning	29%	10%
IT (Information Technology)	33%	20%
Janitorial	62%	38%
Legal	38%	45%
Logistics/Shipping	5%	10%
Mailroom	5%	3%
Maintenance	14%	13%
Marketing/Public Relations	10%	18%
No functions are outsourced	5%	13%
Outplacement	14%	0%
Payroll Administration	38%	28%
Purchasing/Procurement	5%	0%
Quality Control	0%	0%
Retirement or 401K Administration	52%	55%
Security	29%	18%
Staffing services	43%	25%
Training/Development	14%	10%
Travel services	24%	8%

## Other Workplace Policies: Current and Under Consideration

Employers were asked about **other workplace policies** which they have in place and/or are considering.

As indicated earlier in this study, participating firms differ from year to year as this regional compensation and benefits practices study has been conducted; however, significant shifts in responses over time can imply realistic trends in workplace policies and practices.

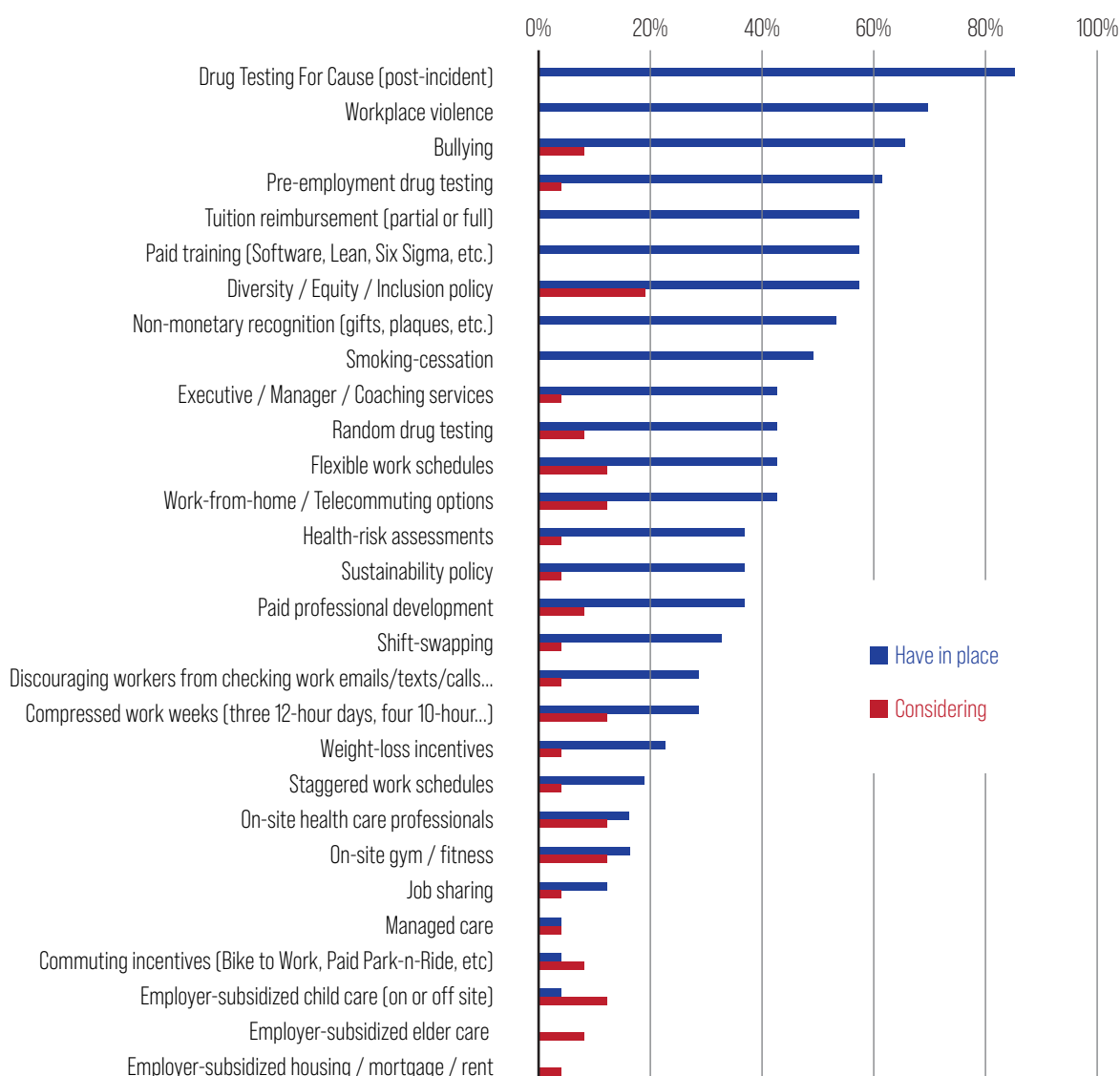
An example is an increased implementation of **remote-work / telecommuting** practices among firms since the COVID-19 pandemic. The majority (62%) of **manufacturing** respondents indicated they offer remote working options to at least some employees and 31% offer hybrid (mix of worksite and off-site) working options. Nearly half (46%) offer flexible working hours for at least some employees.

Among **non-manufacturing** firms responding to the survey, a majority (64%) offer hybrid (mix of worksite and off-site) working options to at least some employees. Nearly half (45%) offer remote or flexible workplace options to at least some employees. In addition, 82% reported offering flexible work hours to at least some workers.

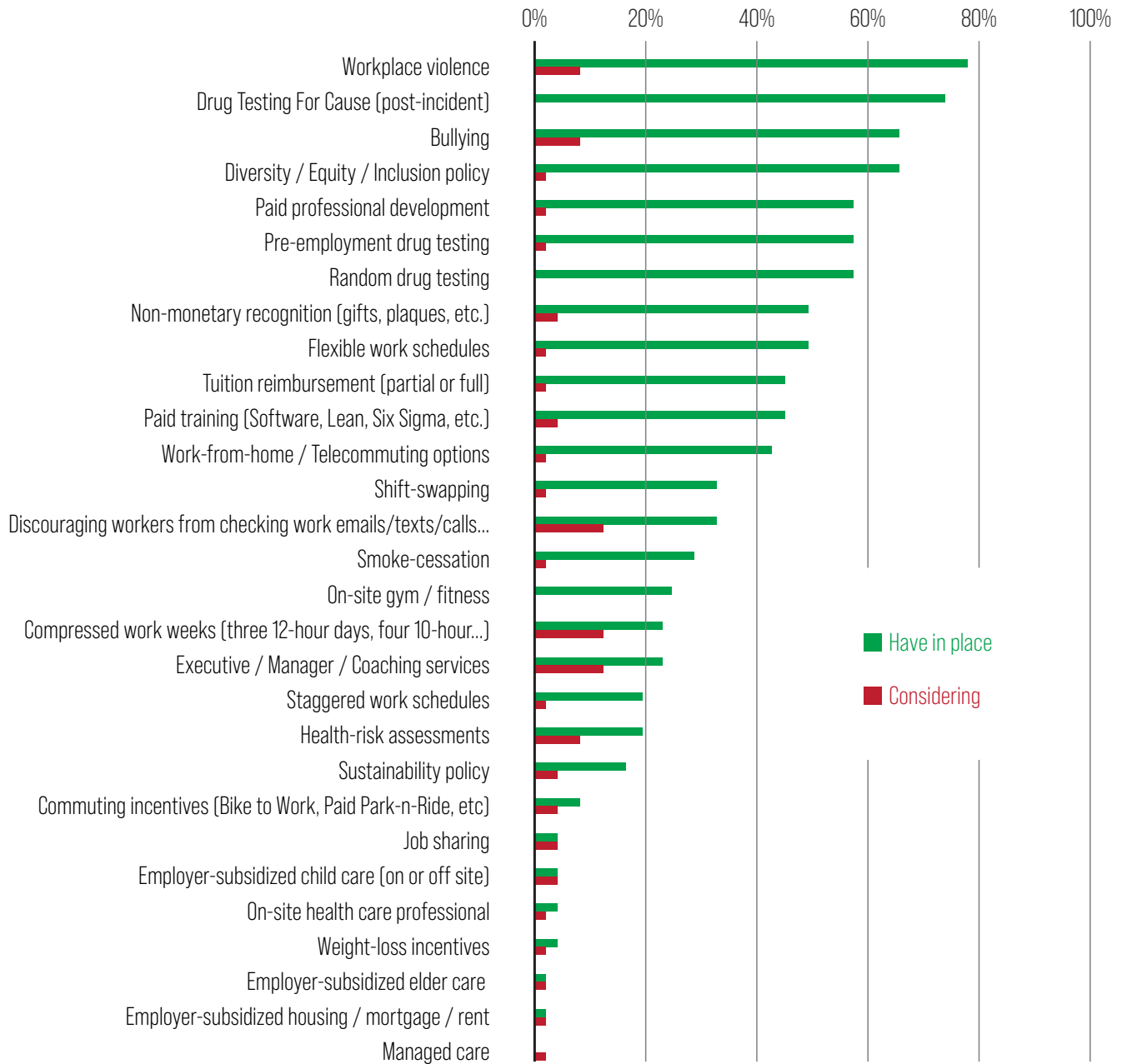
These levels are similar to results in the previous (2021) local compensation/benefits study and remain vastly elevated compared to pre-pandemic studies in 2019 and prior. **Telecommuting and flexibility of workplace and work hours will remain important tools for all employers in attracting and retaining workforce for the foreseeable future.**

See more details on employer policies in place and under consideration **on the following page.**

### MANUFACTURING RESPONDENTS' POLICIES: CURRENT AND UNDER CONSIDERATION:



## NON-MANUFACTURING RESPONDENTS' POLICIES: CURRENT AND UNDER CONSIDERATION



# Appendix: 2023 Survey Questions and Total Results

## 1. What is the primary operation of your Charleston area facility or facilities?

Sector:	Response Percent	Response Count
Manufacturing	32%	25
Trade, Transportation & Utilities	14%	11
Financial, Professional & Business Services (incl. staffing firms)	13%	10
Government Agency / Public Admin	9%	7
Construction / Real Estate & Property Management	8%	6
Education, Healthcare & Personal Services	8%	6
Non-Profit	8%	6
Leisure & Hospitality	4%	3
IT or Software	2%	2
Corporate or Division Headquarters	2%	2
<b>Total</b>		<b>78</b>

## 2. County of Local Operation (check all that apply):

Answer Options	Response Percent	Response Count
Berkeley County	43%	33
Charleston County	47%	36
Dorchester County	46%	35
Multiple counties in the Charleston Metro	22%	17

## 3. As of May 1, 2023, for your company's Charleston region location(s), please fill in the following regarding current employees:

Answer Options	Average	Median	Response Sum
# of full-time, regular salaried employees	133	21	9,845
# of full-time, regular hourly employees	191	61	11,670
# of part-time, regular employees	25	4	1,002
# of contract or temporary employees	42	9	1,179
# of remote workers	18	4	330
# other employees	42	40	417
<b>Total/Overall</b>	<b>317</b>	<b>79</b>	<b>24,443</b>

## 4. Are compensation and benefits decisions regarding your Charleston area location(s) made locally or by another group or corporate entity outside the Charleston Metro Area?

Answer Options	Response Percent	Response Count
Yes, local compensation and benefits decisions are made by local managers or staff	80%	61
No, compensation and benefits decisions for our Charleston area location(s) are made by an external group or corporate office outside the Charleston area	20%	15
Other (please specify or add comments):		
Several also indicated that these are a blend of local and offsite decision-making.		

**5. Please check the boxes next to the following benefits which your firm offers to full-time employees (not necessarily company-paid).**

<b>Answer Options</b>	<b>Manufacturers</b>	<b>Non-manufacturers</b>
401K or related plan	96%	85%
Accidental death / dismemberment	85%	57%
Adoption assistance	19%	4%
Auto (vehicle or allowance)	22%	50%
Cancer insurance	37%	30%
Childcare / childcare assistance	11%	9%
Commuter Transportation	7%	2%
Dental insurance	96%	85%
Education savings plan (529, etc)	7%	13%
Employee assistance program (EAP)	74%	57%
Employee assistance trust fund	0%	0%
Employee discount programs	56%	39%
Employee stock ownership plan (ESOP)	11%	9%
Fitness / wellness incentive	37%	43%
Flexible spending accounts (for medical and dependent care)	74%	50%
Health reimbursement account	33%	20%
Health savings account	70%	54%
Hearing care insurance	7%	17%
Legal coverage / prepaid legal	11%	4%
Life insurance	96%	78%
Long-term care insurance	22%	28%
Long-term disability	78%	72%
Medical insurance plan	100%	87%
Other retirement / pension plan	30%	30%
Paid professional development	41%	61%
Pet Insurance	22%	13%
Prescription drug coverage	74%	63%
Professional association dues	37%	35%
Provide housing or housing subsidies	4%	7%
Provide standing desks	56%	30%
Reimburse medical travel abroad	4%	2%
Short-term disability or salary continuance for ST non-occupational injury / illness	85%	72%
Stock option plans (option for future buy)	22%	11%
Stock purchase plans	22%	9%
Tuition reimbursement	52%	39%
Vision care insurance	93%	80%
Wellness support (mental, emotional, physical)	56%	48%

**6. Please check the boxes next to the following benefits which your firm offers to part-time employees (not necessarily company-paid).**

<b>Answer Options</b>	<b>Manufacturers</b>	<b>Non-manufacturers</b>
Offer same benefits to part-time as full-time workers	14%	13%
401K or related plan	14%	43%
Accidental death / dismemberment	7%	9%
Adoption assistance	0%	0%
Auto (vehicle or allowance)	0%	0%
Cancer insurance	0%	4%
Childcare / childcare assistance	0%	0%
Commuter Transportation	0%	0%
Dental insurance	7%	9%
Education savings plan (529, etc)	0%	0%
Employee assistance program (EAP)	21%	26%
Employee assistance trust fund	0%	0%
Employee discount programs	7%	22%
Employee stock ownership plan (ESOP)	0%	4%
Fitness / wellness incentive	7%	9%
Flexible spending accounts (for medical and dependent care)	0%	4%
Health reimbursement account	0%	4%
Health savings account	7%	4%
Hearing care insurance	0%	0%
Legal coverage / prepaid legal	0%	0%
Life insurance	7%	9%
Long-term care insurance	0%	4%
Long-term disability	7%	4%
Medical insurance plan	7%	13%
Other retirement / pension plan	0%	13%
Paid professional development	14%	13%
Pet Insurance	7%	0%
Prescription drug coverage	7%	4%
Professional association dues	0%	9%
Provide housing or housing subsidies	0%	0%
Provide standing desks	21%	9%
Reimburse medical travel abroad	0%	0%
Short-term disability or salary continuance for ST non-occupational injury / illness	7%	4%
Stock option plans (option for future buy)	0%	0%
Stock purchase plans	0%	0%
Tuition reimbursement	0%	9%
Vision care insurance	7%	4%
Wellness support (mental, emotional, physical)	7%	9%

**7. If your firm offers a 401k or similar shared employer-employee contribution plan, what is the employer match rate and vesting schedule?****Match rate**

60% do a dollar-for-dollar employer match ranging from 1% up to 10% of an employee contribution. **Of these:**

28% match dollar-for-dollar up to 3%

18% match dollar-for-dollar up to 4%

19% match dollar-for-dollar up to 6%

13% match dollar-for-dollar up to 5%

6% match dollar-for-dollar up to 10%

6% match dollar-for-dollar up to 1 or 2%

Other responses included a mix of a 25% to 50% employer match up to a certain % of employee contribution or even an employer match of more than 100% per dollar of employee contribution.

**Vesting schedule**

27% report employees are immediately vested upon participation

27% report employees are fully vested at 3 years

26% report employees are fully vested at 5 years

13% report employees are fully vested at 2 years or less

6% report employees are not fully vested until 6 to 10 years

Of the above, 13% reported a tiered schedule with a % after each year for 3,5, or 6 years until fully vested.

Total number of responses

64

**8. If your firm offers employees some form of tuition assistance, what are the terms of eligibility, amount of annual entitlement or loan, and repayment period, if applicable?**

This benefit is offered by nearly half (44%) of all responding firms and most frequently requires some length of service (typically six months or a year) before the benefit is available to employees.

The most commonly specified reimbursement or payment amounts were “up to \$5000” or “up to the IRS maximum of \$5,250 per year tax-free to the employee.” Determination of the amount of assistance was often reported as linked to a final grade or some definition of “successful completion.”

Several specified the education or professional development must be related to the worker’s job or employment path within the company and often must be pre-approved by the employer.

Most also require full or scaled pay-back if the employee leaves the firm before one to two years past the successful completion of the approved class, certificate or degree.

Answered question

46

**9. How long of a waiting period, if any, is there for your employees before they can receive insurance coverage benefits?**

Hourly Employees	Manufacturers	Non-manufacturers
No waiting period	40%	11%
First of the month after hire	20%	23%
30 days	10%	23%
60 days	25%	14%
90 days	5%	11%
Other	0%	17%
Salaried Employees	Manufacturers	Non-manufacturers
No waiting period	41%	17%
First of the month after hire	23%	20%
30 days	9%	17%
60 days	23%	12%
90 days	5%	20%
Other	0%	14%

**10. What type of medical insurance plan(s) do you offer? Check all that apply.**

Answer Options	Manufacturers	Non-manufacturers
HDHP	57%	38%
PPO	87%	73%
HMO	17%	24%
Indemnity	0%	0%
POS	0%	0%
CDHP	4%	0%
EPO	0%	0%
Other: "state plan"; "health savings accounts"	4%	6%

**11. Please indicate which benefit option(s), if any, that your organization subsidizes or covers the costs of premiums (or claims, if self-insured) for each employee profile presented:**

% of Manufacturers	employee only	employee plus dependent(s)
Medical	73%	68%
Dental	65%	82%
Vision	57%	86%
Life	85%	45%
Short-term Disability	88%	41%
Long-term Disability	88%	50%
% of Non-manufacturers	employee only	employee plus dependent(s)
Medical	63%	83%
Dental	57%	87%
Vision	57%	86%
Life	72%	55%
Short-term Disability	88%	20%
Long-term Disability	90%	23%

**12. & 13. What percentage of the following insurance premiums is company paid, if any, for an "employee-only" option and "employee plus dependents" option (or % of claims company-paid if self-insured)?**

Manufacturers	Avg % company-paid for employee only	Avg % company-paid for employee plus dependents	Mode (most frequent) % company-paid for employee only	Mode (most frequent) % company-paid for employee plus dependents
Medical	75%	63%	80%	80%
Dental	75%	59%	65%	60%
Vision	79%	55%	100%	0%
Short-term Disability	93%	40%	100%	0%
Long-term Disability	97%	40%	100%	0%
Non-manufacturers	Avg % company-paid for employee only	Avg % company-paid for employee plus dependents	Mode (most frequent) % company-paid for employee only	Mode (most frequent) % company-paid for employee plus dependents
Medical	76%	59%	100%	80%
Dental	78%	39%	100%	0%
Vision	47%	27%	0%	0%
Short-term Disability	51%	14%	0%	0%
Long-term Disability	78%	33%	100%	0%



**14. What percentage of your firm's total annual compensation costs are fringe benefits?** (To calculate: Value of Fringe Benefits divided by Total Compensation. Total Compensation = Fringe Benefits + Payroll. Fringe Benefits include health and life insurance, leave & holiday pay, short- & long-term disability, 401K match, tuition reimbursement, payroll taxes, workers comp, unemployment insurance and any other employer paid benefits.)

Answer Options	Response Percent
0-10%	13%
11-20%	19%
21-30%	19%
31-40%	28%
41-50%	15%
51-60%	2%
more than 60%	4%

**15. Which of the following functions, if any, does your facility outsource (check all that apply)?**

Answer Choices	Manufacturers	Non-manufacturers
Background check	71%	63%
Benefits Administration	38%	18%
COBRA	67%	40%
Copy services	5%	3%
Employee compensation	10%	8%
Employment verification	38%	28%
Finance/Accounting	0%	8%
Investment/Financial planning	29%	10%
IT	33%	20%
Janitorial	62%	38%
Legal	38%	45%
Logistics/Shipping	5%	10%
Mailroom	5%	3%
Maintenance	14%	13%
Marketing/Public Relations	10%	18%
No functions are outsourced	5%	13%
Outplacement	14%	0%
Payroll Administration	38%	28%
Purchasing/Procurement	5%	0%
Quality Control	0%	0%
Retirement or 401K Administration	52%	55%
Security	29%	18%
Staffing services	43%	25%
Training/Development	14%	10%
Travel services	24%	8%

**16. What was the average percent pay increase (if any) per full-time employee during your firm's most recent fiscal year?**

Employee type	Manufacturing				Non-manufacturing			
	Average increase	Median increase	Mode (most frequent response)	Reporting a 0% increase	Average increase	Median increase	Mode (most frequent response)	Reporting a 0% increase
hourly	5.1%	4%	4%	none	5%	5%	5%	One firm
salaried	4.3%	4%	4%	none	5.2%	5%	5%	One firm

**17. What is the average percent pay increase (if any) per full-time employee budgeted for your firm's next fiscal year?**

Employee type	Manufacturing				Non-manufacturing			
	Average increase	Median increase	Mode (most frequent response)	Reporting a 0% increase	Average increase	Median increase	Mode (most frequent response)	Reporting a 0% increase
hourly	4.1%	4%	4%	One firm	4.1%	3%	3%	none
salaried	4.1%	4%	5%	One firm	3.8%	3%	3%	One firm

**18. Which of the following paid holidays do you provide employees each year:**

Answer Options	Manufacturing	Non-manufacturing
New Year's Eve	45%	26%
New Year's Day	100%	98%
Martin Luther King Jr.'s Birthday	27%	45%
Presidents' Day	14%	21%
Good Friday	55%	26%
Easter Monday	5%	12%
Memorial Day	95%	90%
Juneteenth	18%	21%
4th of July	95%	95%
Labor Day	95%	88%
Columbus Day	9%	5%
Veterans Day	5%	21%
Thanksgiving Day	100%	98%
Day after Thanksgiving Day	73%	60%
Christmas Eve	68%	60%
Christmas Day	86%	95%
Floating Holiday	36%	29%
Other (please specify)	5%	14%
Answered question	22	42

"Other (please specify)" write-in answers included responses such as "Easter Sunday" and "week between Christmas and New Year's Day."

**19. How many paid holidays, including floating days, do you provide employees each year?**

	Manufacturing	Non-manufacturing
Average # of days	10.3	9.7
Mode (most frequent response)	11	10

**20. Does your firm award paid vacation time based on a worker's date-of-hire or your firm's fiscal/calendar year? (check both if applicable)**

Answer Options	Response Percent	Response Count
Date-of-hire	78%	46
Fiscal/calendar year	46%	27

**21 & 22. How many days of paid leave per year does your company offer to employees ...**

Most Frequent Response (mode)	Manufacturing		Non-manufacturing	
Employee type:	Hourly: # of days	Salaried: # of days	Hourly: # of days	Salaried: # of days
Accrual begins upon start date	0	0	15	15
after 6 months of service	5	5	15	15
after 1 year of service	12	12	10	5
after 3 years of service	15	15	10	10
after 5 years of service	10	15	15	15
after 10 years of service	15	15	20	20
after 15 years of service	20	20	32	32
after 20 years of service	25	25	25	25
after 30 years of service	30	30	32	25

**23. How many days of paid maternity leave (beyond any existing medical disability or employee-accrued leave) does your firm provide? If the answer is "none" please enter a 0.**

Answer Options	Manufacturing	Non-manufacturing
% who answered '0 additional days'	68%	63%
Average # of days at firms who provide additional paid maternity leave	50	47

**24. How many days of paid paternity leave (beyond any existing medical disability or employee-accrued leave) does your firm provide? If the answer is "none" please enter a 0.**

Answer Options	Manufacturing	Non-manufacturing
% who answered '0 additional days'	68%	66%
Average # of days at firms who provide additional paid paternity leave	41	25

**25. Not including any paid holidays, how many paid days of the following does your Charleston region firm offer to employees annually?**

Manufacturing	% of respondents reporting "none"	Response Average
sick leave	72%	1.2
community service/volunteering	83%	0.6
Non-manufacturing	% of respondents reporting "none"	Response Average
sick leave	52%	11
community service/volunteering	95%	0.1

Some respondents noted days of paid leave are offered in total based on length of employment and are not categorized by reason for leave (sick, personal, etc.).

**26. How long of a waiting period, if any, is there before your employees can begin taking PTO (paid time off)?**

Hourly Employees	Manufacturers	Non-manufacturers
No waiting period	39%	43%
Accrues per month immediately upon hire	17%	20%
Accrues per pay period immediately upon hire	17%	13%
Other	28%	23%
Salaried Employees	Manufacturers	Non-manufacturers
No waiting period	58%	45%
Accrues per month immediately upon hire	16%	14%
Accrues per pay period immediately upon hire	16%	10%
Other	11%	31%

Most "other" responses included accrual immediately but a 60-, 90- or 180-day waiting period before use.

**27. If a worker doesn't use all earned paid leave within the required time, what happens (check all that apply)?**

Answer Options	Manufacturing	Non-manufacturing
Some or all carries over to next year	62%	67%
Loses it	43%	19%
Gets paid	43%	22%
Can donate	0%	3%

**28. What is your firm's policy regarding compensation for hourly employees for workhours "lost" due to circumstances beyond their control such as mandatory evacuations, severe weather events, government shut-downs during COVID-19, etc.?**

Answer Options	Manufacturers	Non-manufacturers
pay hourly employees only for hours worked and allow earned or available PTO for the "lost" hours to be taken	24%	8%
pay hourly employees for all hours "lost" in these cases	14%	21%
pay hourly employees for 50% of lost hours in these cases	0%	3%
evaluated on a case-by-case basis	67%	40%
do not currently have a policy for "lost" hours due to severe weather and similar events	10%	32%
answered question	19	36

**29. What is your standard pay formula for non-exempt employees in the following situations?**

Manufacturers	Percent Reporting...		
20 respondents	Time & 1/2	Double-time	Regular base rate
For hours more than 8 hrs/day	5%	0%	70%
For hours more than 40 hrs/week	100%	0%	0%
Hours worked on holidays	25%	30%	15%
Hours worked on Sundays	15%	20%	35%
Called-in	10%	0%	45%
On call	25%	0%	35%
Non-manufacturers	Percent Reporting...		
33 respondents	Time & 1/2	Double-time	Regular base rate
For hours more than 8 hrs/day	24%	0%	61%
For hours more than 40 hrs/week	88%	0%	0%
Hours worked on holidays	27%	30%	30%
Hours worked on Sundays	18%	3%	61%
Called-in	6%	3%	42%
On call	15%	3%	42%

**30. How often is your firm's base pay structure updated?**

Answer Options	Manufacturers	Non-manufacturers
Annually	72%	67%
Every two years	22%	12%
Every five years	6%	12%
Other (please specify)		

"Other (please specify)" responses included "as needed" or "market driven."

**31. How often does your firm conduct formal employee performance reviews (check all that apply)?**

Answer Options	Manufacturers		Non-manufacturers	
	New employees	Existing employees	New employees	Existing employees
Firm does not do formal performance reviews	5%	14%	16%	18%
every 30 days	33%	5%	13%	3%
every 60 days	24%	0%	16%	0%
every 90 days	48%	14%	21%	5%
semi-annually	24%	19%	24%	16%
annually	33%	62%	53%	61%

**32. If your firm does not conduct formal employee performance reviews, what alternative employee performance evaluation process does your firm use?**

A few responses such as constant conversation, regular check-ins and frequent feedback.

**33. What is your firm's primary basis for pay increases (check all that apply)?**

Answer Options	Manufacturers	Non-manufacturers
Company performance	29%	29%
Production	14%	16%
Cost of living	38%	55%
Merit-based/Employee performance	76%	68%
Seniority	5%	5%
Other (defined steps, differs by employee type)	19%	5%

**34. Does your firm offer any of the following to non-executive employees (check all that apply):**

Answer Options	Manufacturers	Non-manufacturers
Sign-on bonuses at hiring	45%	24%
General bonuses (Holiday bonus, etc)	65%	69%
Incentive bonuses (productivity, etc.)	75%	66%
Employee profit sharing	10%	21%
Company stock or stock options	30%	10%
Retention bonuses	35%	17%
Safety bonuses	20%	24%
Perfect attendance bonuses	20%	7%
Other (most often "referral bonus" program)	11%	10%

**35. How many days does your Charleston region firm typically operate per week?**

Answer Options	Manufacturers	Non-manufacturers
5	53%	63%
6	14%	11%
7	32%	26%

A few "Other" responses = four 10-hr days, 6 days/week, etc

**36. How many hours does your Charleston region firm typically operate per 24-hour period?**

Answer Options	Manufacturers	Non-manufacturers
8 hours	29%	57%
9 hours	5%	3%
10 hours	19%	19%
12 hours	14%	5%
24 hrs: four 6-hour shifts	0%	0%
24 hrs: three 8-hour shifts	19%	3%
24 hrs: two 12-hour shifts	19%	5%
Other (16 hours: 2 8-hour shifts; other variations of 24 hrs)	14%	14%

**37. Does your firm have any of the following shift/position options?**

Answer Options	Manufacturers	Non-manufacturers
Remote	62%	45%
Hybrid	31%	64%
Flex hours	46%	82%
Flex workplace	23%	45%

**38. If your firm operates more than one shift, do you have rotating shifts?**

Answer Options	Manufacturers	Non-manufacturers
Yes	50%	35%
No	50%	65%

**39. Does your firm pay shift differentials for non-traditional work hours?**

Answer Options	Manufacturers	Non-manufacturers
Yes	65%	22%
No	35%	78%

**40. If yes, what is the average rate? (Please enter the dollar rate your firm pays in shift differentials for non-traditional work hours.)**

Answer Options	Manufacturers Median	Non-manufacturers Median
second shift (\$)	\$1.00/hour	\$2.00/hour
third shift (\$)	\$1.00/hour	\$2.00/hour
weekend (\$)	Not enough responses	Not enough responses
# responses	7	5

**41. Which of the following plans or policies do you have or are you considering implementing for employees?**

Answer Options	Manufacturers		Non-manufacturers	
	% Have in place	% Considering	% Have in place	% Considering
Bullying	67%	10%	68%	8%
Commuting incentives (Bike to Work, Paid Park-n-Ride, etc)	5%	10%	8%	5%
Compressed work weeks (three 12-hour days, four 10-hour days, etc.)	29%	14%	22%	11%
Discouraging workers from checking work emails/texts/calls when off duty	29%	5%	30%	14%
Diversity / Equity / Inclusion policy	57%	19%	68%	3%
Drug Testing For Cause (post-incident)	86%	0%	73%	0%
Employer-subsidized childcare (on or off-site)	5%	14%	5%	5%
Employer-subsidized elder care	0%	10%	3%	3%
Employer-subsidized housing / mortgage / rent	0%	5%	3%	3%
Executive / Manager / Coaching services	43%	5%	22%	11%
Flexible work schedules	43%	14%	51%	3%
Health-risk assessments	38%	5%	19%	8%
Job sharing	10%	5%	5%	5%
Managed care	5%	5%	0%	3%
Non-monetary recognition (gifts, plaques, etc.)	52%	0%	51%	5%
On-site gym / fitness	14%	10%	24%	0%
On-site health care professionals	14%	10%	5%	3%
Paid professional development	38%	10%	57%	3%
Paid training (Software, Lean, Six Sigma, etc.)	57%	0%	46%	5%
Pre-employment drug testing	62%	5%	57%	3%
Random drug testing	43%	10%	57%	0%
Shift-swapping	33%	5%	30%	3%
Smoking-cessation	48%	0%	27%	3%
Staggered work schedules	19%	5%	19%	3%
Sustainability policy	38%	5%	16%	5%
Tuition reimbursement (partial or full)	57%	0%	46%	3%
Weight-loss incentives	24%	5%	5%	3%
Work-from-home / Telecommuting options	43%	14%	41%	3%
Workplace violence	71%	0%	76%	5%

**42. What kind of pre-employment evaluation methods does your firm use, if any? (check all that apply)**

Answer Choices	Manufacturers	Non-manufacturers
Aptitude or specific skills testing (Work Keys, Bennett, Actor Vector, GATB, SATB, etc.)	37%	19%
Background checks (educ & experience)	79%	69%
Credit checks	5%	17%
Criminal checks	11%	19%
Drug-testing	63%	72%
Hire as interns first	68%	61%
Hire as temps first	16%	3%
Interviewing	37%	22%
Physical	84%	78%
Pre-employment training	42%	39%
Reference checks	5%	3%
Web-based pre-screening	47%	58%
# answered question	19	36

**43. Which of the following recruiting tools does your firm use (check all that apply)?**

Answer Choices	Manufacturers	Non-manufacturers
Active recruiting on college campuses	33%	32%
Adult apprenticeship programs	33%	8%
Advertising via other websites (i.e. Indeed, Monster, etc)	67%	71%
charlestoncommunityguide.com	0%	0%
Community job fairs	57%	29%
Company website	90%	92%
Employee referrals	95%	95%
Engagement with area high schools	29%	32%
Internship programs	52%	37%
Local newspaper ads	10%	5%
Local Workforce Developers (SC Works Centers or Online Tool, SC Dept of Employment & Workforce, ReadySC etc.)	43%	21%
Non-local newspaper ads	0%	3%
Online social media	76%	63%
Other Internet-based recruiting	33%	32%
Staffing or Temp firm/Executive search firm	67%	45%
Third party job fairs	19%	13%
Virtual job fairs	29%	8%
Youth apprenticeship programs	14%	21%
# answered question	21	21



#### 44. What are your company's top workforce challenges in the Charleston region? (check all that apply)

Answer Choices	Manufacturers	Non-manufacturers
Basic skills (math, reading, etc)	5%	5%
COVID-19 infections among workforce	0%	0%
Credentials (degrees, certifications, etc).	0%	5%
Criminal background	10%	10%
Drug test results	10%	10%
Fear of on-site work due to COVID-19	0%	3%
Industry knowledge	33%	15%
Lack of or too few applicants	62%	62%
No current workforce challenges	10%	13%
None of the above	0%	3%
Retention	38%	56%
Soft skills (punctuality, teamwork, attitude, etc)	33%	36%
Technical skills or hard skills	48%	23%
Traffic / Commute	14%	28%
Wage expectation	38%	44%
Work visas for professionals from other countries	0%	3%
Other	19%	5%
# answered question	21	39

#### 45. Is there a labor union represented among your employees?

Answer Options	Manufacturer respondents	Non-manufacturer respondents
No	81%	87%
Yes	19%	12%
# answered question	21	39

## Methodology

The survey was designed by the [Charleston Metro Chamber of Commerce](#) and [Charleston Regional Development Alliance \(CRDA\)](#) with consultation from local human resources experts to ensure the effectiveness of the survey's questions.

Participation in the study was promoted through various avenues including human resources associations and directly to employers through chamber and ally communications. More information on project partners can be found at their respective web sites: Charleston Metro Chamber, CRDA, [Greater Summerville / Dorchester County Chamber](#) and [Berkeley Chamber](#).

All information submitted by individual companies in the online survey is confidential. Aggregated results of **all question-and-answer details** are provided in the **appendix** section of this report.

For more information about the study, contact the Charleston Metro Chamber at 843-577-2510 or CRDA at 843-767-9300, or visit the organizations' web sites at [www.charlestonchamber.org/compandbenefits](http://www.charlestonchamber.org/compandbenefits) and [www.crda.org/talent](http://www.crda.org/talent).

For questions or more information, please contact the Charleston Metro Chamber of Commerce at 843-577-2510 or the Charleston Regional Development Alliance at 843-767-9300.

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