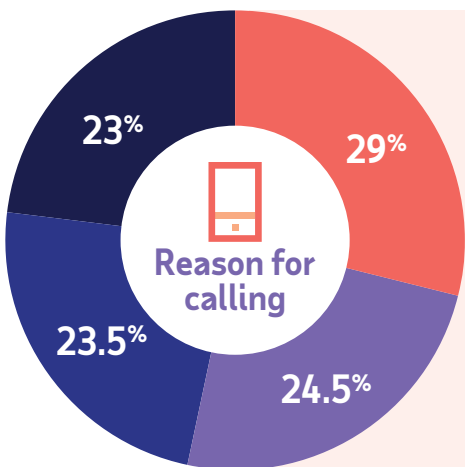


What's on the Minds of Small Business Owners? Here's What You Had to Say...

Running a small business has its fair share of challenges — especially when you throw a global pandemic into the mix. We recently analyzed over 65,000 inquiries¹ to the ADP® HR HelpDesk to learn what's weighing heaviest on the minds of small business owners like you.



HR HelpDesk, how can we help you today?



 **29%**
COVID concerns

 **24.5%**
Wage and hour issues

 **23.5%**
Benefits and leaves

 **23%**
Performance management

Please describe your challenge...

COVID concerns: Navigating the pandemic while staying safe and compliant

- Do I have to pay employees while they're getting tested?
- Can I require vaccinations? Boosters?



Wage and hour: Accurate knowledge pays for itself

- If I need temporary staff quickly, can I hire them as independent contractors?
- Can I withhold an ex-employee's paycheck until their company computer/ phone is returned?
- Do I have to pay remote employees for missed lunches and rest breaks?



Benefits and leaves: Responding to attendance challenges

- If employees miss work due to COVID, am I obligated to offer paid leave?
- Can I keep my current PTO policy when my state requires me to provide paid sick leave?



Performance management: Keeping your people and policies on track

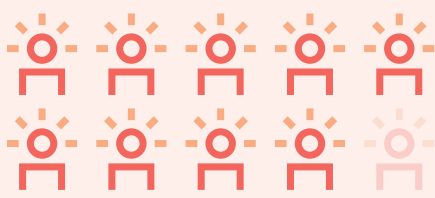
- How should I document frequent callouts or unexcused absences?
- What should I do if an employee is off-duty and engages in inappropriate conduct?
- Am I required to provide sexual harassment prevention training?



We're happy to assist you with that!

You've got challenges, we've got solutions.

Once they started using ADP, **9 out of 10 customers²:**



- ▶ Spent **less time** looking for **answers to HR questions**
- ▶ **Worried less** about **HR issues**
- ▶ Reported that **ADP helps** their company comply with **HR regulations**

With the right HR partner, you can proactively address HR demands and stay focused on what matters.

ADP's got your back with live support from experienced HR professionals; smarter hiring with ZipRecruiter®; customized employee handbooks; proactive federal and state alerts; employee training programs and so much more, all designed with small businesses in mind.



Have a client in need of better HR support? Visit adp.com/accountant and **click 'Partner with Us'** to get started today.

HR TIP: of the week

Access proactive HR tips and stay up-to-date on HR news that affects your business with the [ADP HR Tip of the Week blog](#)

(1) ADP® HR HelpDesk call data, July 2020-January 2022 (2) Internal survey of 378 RUN Powered by ADP® HR packages customers in 2020. ADP, the ADP logo, RUN Powered by ADP and Always Designing for People are trademarks of ADP, Inc. ZipRecruiter is a registered trademark of ZipRecruiter, Inc. Copyright © 2022 ADP, Inc. All rights reserved.

