

#### Survey Homepage

Welcome to **Aon's eighth global HR pulse survey**, designed for senior HR leaders and professionals. In this edition, we focus on how organizations are evolving their business and people strategies in response to a talent market in flux, including talent acquisition and retention philosophies.

For most participants, this survey will take approximately **15-20 minutes** to complete. However, actual completion times will vary based on your responses to certain questions.

As you work on this survey, your answers will automatically save each time you advance to a new page or return to a previous page using the buttons provided in the questionnaire. While you can step away from the survey and complete it later, we recommend finishing the survey in one session, if possible. Also, please ensure your browser cookies are not checked for auto-deletion. For the most effective browser experience, we suggest using Chrome or Firefox.

By completing this survey, you acknowledge your acceptance of Aon's legal and privacy terms. You also acknowledge and agree that Aon may use any information provided by you in connection with this survey to produce summary benchmark reports using anonymized and aggregated results, and then distribute such reports to other organizations.

Please note, the collection of your personal data in this survey is solely for the purposes of facilitating the delivery of survey results back to you and your organization. For further information on Aon's commitment to ensuring the privacy and security of your personal data, please visit our <u>Privacy Statement</u> website.

Thank you for your time. We look forward to your contributions to this important survey.

### Demographics

#### Demographics

Please tell us more about yourself and your organization. We will use this information to provide you with survey results and to support the creation of summary statistics by region, industry and other demographic factors. All questions below are mandatory, and all information provided will be kept confidential.

Please provide the name of your organization:

Please provide your full name (first and last name):

Please provide your job title:

Please provide your corporate email address:

In what country / region are you personally based?

×

In what country is your organization headquartered?

×

Is your role global, regional or local (country)?

×

Using the drop-down menu below, please tell us the ownership status of your organization.

V

Using the options listed below, please select the industry classification that best reflects your overall organization.

0	Building Construction & Real Estate	O Healthcare (including Hospitals)	<ul> <li>Retail &amp; E-Commerce (including Hospitality, Restaurants and Wholesale)</li> </ul>
0	Community Services & Government (including Public Sector and Education)	<ul> <li>Life Sciences (including Biotechnology, Medical Devices and Pharmaceuticals)</li> </ul>	O Technology (including Telecommunications)
0	Energy (including Mining, Oil & Gas, Renewables and Utilities)	O Manufacturing (including Distribution and Consumer Goods)	O Transportation & Mobility
0	Financial Services (including Asset	O Professional Services	O Other Industries (please specify)

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Management, Banks, FinTech, Insurance and Wealth	
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Using the drop-down menu below, please tell us how many employees your organization has globally.

 $\checkmark$ 

 $\checkmark$ 

Using the drop-down menu below, please tell us the global annual revenues for your organization.

Using the options listed below, please tell us the regions and countries your responses are applicable to. (Select all that apply). If your answers vary by region or country, you can submit multiple responses.

Asia Pacific	Middle East and Africa
Europe	North America
Latin America	Other (please specify)
Asia Pacific:	
Australia	Other Asia Pacific locations:
China	Pakistan
Hong Kong	Philippines
🔲 India	Singapore
🔲 Indonesia	South Korea
🗖 Japan	🗖 Taiwan
🗖 Malaysia	Thailand
New Zealand	Uietnam

Europe:

Austria	🔲 Norway
Belgium	Poland
Czech Republic	Portugal
Denmark	🔲 Russia

<ul> <li>Finland</li> <li>France</li> <li>Germany</li> <li>Greece</li> <li>Ireland</li> <li>Italy</li> </ul>	<ul> <li>Spain</li> <li>Sweden</li> <li>Switzerland</li> <li>The Netherlands</li> <li>Turkey</li> <li>United Kingdom</li> </ul>
Luxembourg	Other European locations:
Latin America:	
Argentina	Mexico
Brazil	Peru
Chile	Puerto Rico
Colombia	Other Latin America locations:
Ecuador	
Middle East and Africa	
United Arab Emirates	Lebanon
🔲 Saudi Arabia	Srael
Qatar	🔲 Jordan
Bahrain	Egypt
C Kuwait	Oman
Other Middle East and Africa locations:	]
North America:	
United States	Canada
Other North America locations:	]
Managing Accelerated Workforce Changes Amidst the	Great Resignation

Managing Accelerated Workforce Changes Amidst the Great Resignation

The talent market remains in flux. The following questions were designed to quantify the impact of changes to the workforce over the past few months, and to understand how organizations are responding to a competitive talent market -- both in the short as well as long term.

Aon's COVID-19 Response Framework is divided into the three stages listed below. While we recognize the impact of the pandemic varies by location, and that some parts of your organization may be dealing with different challenges at different times, in your opinion, which of the following stages best reflects your overall organization at this time? (Select a best-fit response)

O Stage 1 - React & Respond (e.g., focusing on crisis management and business continuity)

O Stage 2 - Recover (e.g., focusing on returning to the workplace, updating business goals and adjusting operating plans)

O Stage 3 - Reshape (e.g., focusing on restructuring, creating or pivoting to new product and service offerings, and deploying new talent strategies)

How would you describe the business impact of the Great Resignation at your organization?

	Negative	Slightly negative	Neutral/no impact	Slightly positive	Positive	Not applicable
Asia Pacific	0	0	0	0	0	0
Europe	0	0	0	0	0	0
Latin America	0	0	0	0	0	0
Middle East and Africa	0	0	0	0	0	0
North America	0	0	0	0	0	0
Other	0	0	0	0	0	0

Please describe the turnover at your company for the following time periods:

	Last 90 days		Last 180 days		2020		2019	
Voluntary turnover (%)		%		%		%		%
Total turnover (%) (voluntary + involuntary)		%		%		%		%

With the overall average as a baseline, how does turnover compare for the following demographics?

	Less	Same	More	Not applicable
Women	Ο	0	0	Ο
Men	0	0	0	0
Minority or diverse employees	Ο	0	0	Ο
Baby Boomers - older than 56 years old	Ο	0	Ο	Ο

	Less	Same	More	Not applicable
Generation X - 41-55 years old	0	0	0	0
Millennials - 26-40 years old	0	0	0	0
Gen Z - Under 26 years old	0	0	0	0

With the overall average as a baseline, how does turnover compare for the following groups?

	Less	Same	More	Not applicable
General & administrative (i.e. HR, finance, legal)	0	0	Ο	0
Hourly workers	0	0	0	0
Product development (i.e. R&D, engineering)	0	0	Ο	0
Technology (i.e. IT)	0	0	Ο	0
Financial services - front- office revenue-generating roles (i.e. relationship managers, portfolio managers)	Ο	Ο	Ο	Ο
Financial services - sales	Ο	Ο	Ο	Ο

With the overall average as a baseline, how does turnover compare for the following levels of workers?

	Less	Same	More	Not applicable
Executives	0	Ο	0	Ο
Managers	0	0	0	0
Experienced professional - technical/scientific	Ο	Ο	0	Ο
Experienced professional - all others (non-technical/scientific)	0	Ο	0	Ο
Entry-level	0	0	0	0
Other hot jobs (please specify)	Ο	Ο	0	Ο

If your organization has experienced an increase in turnover, what are the primary causes? (check all that apply)

Employees are disengaged with their jobs, management or both

Employees do not feel safe in the workplace

Lack of career progression

Employees found better career opportunities

Employees found jobs with better pay
Challenges with managers
Personal wellbeing challenges (for employee or dependent)
Employees have to take care of dependent and have insufficient support
Employees are overworked
Other (please specify)
Not applicable
Which critical skillsets is your company in danger of losing as a result of turnover?
Agility and adaptability skills
Key digital/technology skills
Leadership and management
Other (please specify)
Unsure/not applicable
What is your organization's approach to counter offers?

- O Yes, in response to the current talent market
- O No, but we are actively considering it
- O No

Are counter offers becoming more frequent at your company?

- O Yes, for all/most roles
- O Yes, for key roles only
- O About the same
- O No

Does your company collect exit interview data?

- O Yes, for all/most roles
- O Yes, for key roles only
- O No, but we are actively considering it
- O No
- O Unsure

Does exit interview data inform any of the following programs and practices?

	Yes	No	Unsure
Hiring practices	0	0	0
Talent development programs (including manager training)	Ο	0	0
Compensation programs	0	0	0
Benefit programs	0	0	0
Other (please specify)	Ο	Ο	Ο

Enhancing Evolving Talent Acquisition Strategies in a Competitive Market

### Enhancing Evolving Talent Acquisition Strategies in a Competitive Market

The following questions were designed to explore how organizations are adjusting their talent acquisition practices -including adjustments to the hiring process as well as rewards packages -- in response to a challenging talent market that shows no signs of slowing down.

On average, how many days does it take for you to fill an open position in the following categories?

	Today		Pre-COVID-19
Hourly roles			
Entry professional			
Experienced professional - technical/scientific		[	
Experienced professional - all others (non-technical/scientific)			
Manager			
Executive			
Hot jobs (please specify)			

On average, how many applicants do you have for each open position in the following categories?

Today

Pre-COVID-19

Hourly roles

	Today	Pre-COVID-19
Entry professional		
Experienced professional - technical/scientific		
Experienced professional - all others (non-technical/scientific)		
Manager		
Executive		
Hot jobs (please specify)		

Among which of the following groups are you noticing the greatest hiring/talent acquisition challenges? (Select all that apply)

- General & administrative (i.e. HR, finance, legal)
- Hourly workers
- Product development (i.e. R&D, engineering)
- Technology (i.e. IT)
- Financial services front-office revenue-generating roles (i.e. relationship managers, portfolio managers)
- Financial services sales
- Executives
- Managers
- Experienced professional technical/scientific
- Experienced professional all others (non-technical/scientific)
- Entry-level
- Other hot jobs (please specify)

Is your organization adjusting or accelerating normal hiring processes in any of the following ways?

	Yes	No, but we are actively considering	No	Unsure
We are removing candidate/hiring assessments	0	Ο	0	0
We are introducing video interviews (i.e., pre-recorded questions/answers)	0	Ο	0	0
We are improving candidates' understanding of the role (i.e. with realistic job previews)	0	Ο	0	0
We are integrating technology tools to streamline the candidate experience	Ο	0	Ο	0

	Yes	No, but we are actively considering	No	Unsure
We are training hiring managers on best practices	0	Ο	0	0
Other (please specify)	0	Ο	0	0

Has your organization considered any of the following practices to refine the ideal candidate profile of potential hires?

	Yes	No, but we are actively considering	No	Unsure
Assessing for cultural fit	0	Ο	0	0
Assessing for agility and adaptability skills	0	Ο	0	0
Assessing for key digital/technology skills	0	Ο	0	0
Other (please specify)	0	Ο	0	0

Is your organization making adjustments to one or more of the following areas in order to address mounting talent acquisition challenges? (Select all that apply)

- Culture/diversity (i.e. EVP, vaccine requirement, DEI objectives)
- Skills/development (i.e., upksilling, promotions)
- Workforce agility (i.e. gig workers, acquisitions)
- Total rewards (compensation and benefits)
- No actions being taken

Which actions related to culture and diversity have you taken to address talent acquisition challenges? (Select all that apply)

- Articulating the holistic employee value proposition (including culture, recognition, career development, etc.)
- Communicating clear DEI objectives and commitments
- Specifically targeting diverse talent (i.e. women, minorities)
- Creating outside apprentice or mentorship programs
- Using data analytics to measure demographics and talent mobility
- No vaccine requirement
- Other (please specify)

Which	actions	related t	to skills a	nd deve	elopment	have	you take	n to	address	talent	acquisition	challenges?	(Select	all that
apply)														

Removing university/degree requirements
Targeting upskilling or reskilling programs for current employees to move internally

- Assessing current employees to identify strengths and gaps
- Providing development plans to current or new employees
- Increased or accelerated promotions to current employees
- Other (please specify)

Which actions related to workforce strategy have you taken to address talent acquisition challenges? (Select all that apply)



Which actions related to total rewards have you taken to address talent acquisition challenges? (Select all that apply)

Γ	Increasing/adding	referral	bonuses	programs

- Adjusting new hire compensation
- Adjusting benefits for all employees
- Other (please specify)

To better attract new hires, what compensation elements has your organization considered adjusting?

	Yes	No, but we are actively considering it	No	Unsure
Base salary	0	Ο	0	0
Sign-on bonus	0	0	0	0
Sign-on long-term incentives (including equity)	Ο	Ο	0	0
Other (please specify)	0	Ο	0	Ο

How has your organization adjusted starting base salary offers for new hires? Please indicate the % increase.

	Increased up to 5%	Increased 5- 10%	Increased 11- 15%	Increased greater than 15%	Other
All candidates	0	0	0	0	0
Targeted roles only	0	0	0	0	0
Targeted levels only (please specify)	0	0	0	0	0

Other (please specify):

Which candidates are eligible for a **<u>sign-on bonus</u>**?

	Less	Same	More
General & administrative (i.e. HR, finance, legal)	0	Ο	0
Hourly workers	0	0	0
Product development (i.e. R&D, engineering)	0	0	0
Technology (i.e. IT)	0	0	0
Financial services - front-office revenue-generating roles (i.e. relationship managers, portfolio managers)	0	Ο	0
Financial services - sales	0	0	Ο
Executives	0	0	0
Managers	0	0	0
Experienced professional - technical/scientific	0	0	0
Experienced professional - all others (non-technical/scientific)	0	0	0
Entry-level	0	0	0
Other hot jobs (please specify)	Ο	Ο	0

On average, by what percentage is your organization currently increasing sign-on bonuses?

- O Below 5%
- **O** 5-10%
- 0 11-15%
- O Greater than 15%

Which candidates are eligible for sign-on long-term incentives (including equity)?

	Less	Same	More
General & administrative (i.e. HR, finance, legal)	Ο	0	0
Hourly workers	0	0	0
Product development (i.e. R&D, engineering)	0	0	0
Technology (i.e. IT)	0	0	0
Financial services - front-office revenue-generating roles (i.e. relationship managers, portfolio managers)	Ο	Ο	0
Financial services - sales	0	0	0
Executives	0	0	0
Managers	0	0	0
Experienced professional - technical/scientific	0	0	0
Experienced professional - all others (non-technical/scientific)	Ο	0	0
Entry-level	0	0	0
Other hot jobs (please specify)	Ο	0	0

On average, by what percentage is your organization increasing sign-on long-term incentives (including equity)?

- O Below 10%
- 0 10-20%
- 0 20-30%
- Greater than 30%
- O Varied/unsure

Have adjustments to new hire compensation led your organization to consider examining internal equity or compensation for current employees?

- O Yes
- O No, but we are actively considering it
- O No
- O Not applicable

How is your organization managing internal equity, with new hires coming in at a higher rate or creating compression? (Select all that apply)

Wholesale increases across the board
Select increases based on higher performers/those in critical skills
Planned larger increase in upcoming annual cycle
Other (please specify)

Is your organization considering one or more of the following benefits plan adjustments to better attract talent?

Family care
 Women's health
 Benefts to adapt to diverse talent needs (balancing coverage for mulitple colleague situations)
 Mental health benefits
 Other (please specify)

None of the above

Are you evaluating any of the following aspects of your benefits plan in the context of the current talent market?

	Yes, already adjusted	No, but we are considering	No	Unsure
Insured plans	Ο	Ο	0	0
Perks (i.e., onsite food)	0	Ο	0	0
Virtual care plan for uninsured population	Ο	Ο	Ο	Ο
Wellbeing-related benefits (including apps like Headspace)	0	Ο	Ο	Ο
Leave policy (PTO) review	0	Ο	0	0
Financial education	0	0	0	0
Flexible benefits	0	0	0	0
Other (please specify)	0	Ο	0	0

What would help you make better decisions related to benefits program adjustments?

- O Employee survey
- Information from the market or peers
- O Latest insurance policies

O Better health and wellbeing benefits governance

O Other (please specify)

#### **Developing and Enhancing Strategies to Retain Key Talent**

### **Developing and Enhancing Strategies to Retain Key Talent**

The following questions were designed to understand how and where organizations are making adjustments to further support the retention of existing employees, including emphasizing development and compensation programs.

Which of the following talent retention strategies has your organization considered in response to the current competitive talent market?

	Yes, we already have	Yes, we have implemented or improved existing	No, but we are actively considering	No	Unsure
Adjusting and/or communicating career architecture (i.e. clarifying career paths, updating job architecture and including competencies)	Ο	0	0	0	Ο
Offering improved training opportunities (i.e. on-the-job training, stipends, manager training)	Ο	Ο	0	0	0
Incorporating assessments to aid talent development (i.e. assessing for digital skills, providing development plans)	Ο	Ο	0	0	0
Providing technology-enabled tools to facility mobility	Ο	0	0	0	0
Emphasizing integrated learning & development offerings	Ο	0	0	0	0
Implementing or enhancing recognition programs (cash and non cash-based)	Ο	0	Ο	0	0

Has your organization considered, or is it considering, any of the following flexible-working practices designed with employee preference in mind?

	Yes, we already had	Yes, we have implemented or improved existing	No, but we are actively considering	No, we considered and will not do	No	Unsure
Polling employees regularly to understand their preferences	Ο	Ο	0	Ο	0	0
Offering more full-time remote working	0	0	0	0	Ο	0

	Yes, we already had	Yes, we have implemented or improved existing	No, but we are actively considering	No, we considered and will not do	No	Unsure
Offering more hybrid (virtual and office) working	0	Ο	0	0	0	0
Offering flexible hours (i.e. when employees begin or end their day)	0	Ο	0	0	0	0
Offering employee shift selection (with or without manager approval)	0	Ο	0	0	0	Ο
Offering flexibility in days worked (such as 9/80 where employees work 9 hours/day and have one day off every 2 weeks, or 10/4 ten hours/day for four days per week)	0	Ο	Ο	0	0	0
Increasing part-time eligibility	0	0	0	Ο	0	0
Other (please specify)	0	Ο	0	0	0	0

As we move to additional talent retention considerations, does your organization track and/or facilitate internal mobility?

	Yes, we already had	Yes, we have implemented or improved existing	No, but we are actively considering	No, we considered and will not do	No	Unsure
We track internal mobility	0	0	0	0	0	0
We offer rotational opportunities	0	0	0	0	0	0
We provide upskilling opportunities	0	0	0	0	0	0
Other (please specify)	Ο	Ο	Ο	0	0	0

As we shift focus to compensation adjustments to retain current employees, please describe what changes your organization has considered or made to your merit budget and cycle. (Select all that apply)

- Increasing value of the pool
- Increasing frequency of payouts
- Enabling off cycle increases from **<u>budgeted</u>** hold back pool
- Enabling off cycle increases from non-budgeted hold back pool, but through profit
- Other (please specify)

In an effort to better retain current employees, which of the following compensation elements is your company considering making adjustments to?

	Yes	No, but we are actively considering it	No	Unsure
Base salary	0	0	0	0
Annual bonus payout for most recent fiscal year	0	Ο	Ο	0
Annual bonus targets	0	0	0	0
Annual long-term incentives (including equity)	0	Ο	0	0
Special retention bonus or long-term incentives (including equity)	0	Ο	0	0
Other (please specify)	0	Ο	0	0

Because of the extremely competitive talent market, which of the following groups of employees are eligible for an additional base salary adjustment? (Indicate the % increase for the applicable employee group)

	Below 5%	5-10%	11-15%	Greater than 15%	Unsure
High potentials/high performers	0	0	0	0	0
Targeted roles only	0	0	0	0	0
Targeted levels only (please specify)	Ο	0	Ο	Ο	0
Other (please specify)	0	Ο	Ο	0	Ο

What payout level as a percentage of target are you funding your annual bonus pool?

- O Below 80%
- 0 80-89%
- 0 90-99%
- 0 100%
- **O** 101-110%
- 0 110-124%
- 0 125%-149%
- 150% or above

What adjustments has your organization made to its annual equity strategy in response to market conditions created by the current talent market?

	Yes, temporary change	Yes, permanent change	Actively Considering	No
Adjusted the overall equity pool size	0	Ο	Ο	0
Created a separate pool for high performers/high potentials	0	0	Ο	0
Adjusted the grant sizes or ranges	0	0	0	0
Increased the percentage of employees that receive grants	Ο	0	Ο	0
Other (please specify)	Ο	Ο	Ο	0

How much has the overall equity pool size changed?

- O Decreased 30% or more
- O Decreased 15 to 29%
- O Decreased 1 to 14%
- O Increased 1 to 14%
- O Increased 15 to 29%
- Increased 30% or more

How are you delivering the special retention bonus or long-term incentive (including equity) award?

- O Cash
- O Equity
- O Mix of cash and equity

Is there vesting associated with the special retention bonus or long-term incentive (including equity) award?

O No
O Unsure

Which group(s) of employees are eligible for a special retention bonus or long-term incentive (including equity) award?

	Yes	No
General & administrative (i.e. HR, finance, legal)	0	0
Hourly workers	0	0
Product development (i.e. R&D, engineering)	0	0
Technology (i.e. IT)	0	0

	Yes	No
Financial services - front-office revenue- generating roles (i.e. relationship managers, portfolio managers)	Ο	0
Financial services - sales	0	0
Executives	0	0
Managers	0	0
Experienced professional - technical/scientific	0	0
Experienced professional - all others (non- technical/scientific)	Ο	0
Entry-level	0	0
Other hot jobs (please specify)	Ο	0

How are you adjusting or enhancing your retirement programs and practices to accelerate talent retention efforts?

	Yes, we have implemented or improved existing	No, but we are actively considering	No, we considered and will not do	No	Unsure
We are making minor plan design changes (such as modification to vesting schedules)	Ο	0	0	0	0
We are making ongoing plan changes to reward longer service (e.g. a service-based match or other employer contribution)	Ο	0	0	0	0
We are adding special one-time contributions (e.g. providing an additional contribution for employees who stay to a certain date)	Ο	0	0	0	0
We are improving our retirement program for all employees (regardless of service)	0	0	0	0	Ο
We are enhancing our retirement program and/or retirement practices to increase flexibility to allow for a more gradual transition (or phased approach) to retirement	Ο	0	0	0	Ο
Other (please specify)	0	0	0	0	0

# Looking Ahead to Key HR Priorities in 2022

## Looking Ahead to Key HR Priorities in 2022

As we quickly approach year-end, the following questions were designed to identify key areas of focus for HR leaders in 2022 and beyond.

Based on your organization's current plan, when do you anticipate workforce churn will stabilize?

O It has already normalized

- Within a quarter
- O Within six months
- O Within a year
- O Longer than a year
- O Depends on global supply chain
- O Depends on global vaccine rollout

In your estimation, how effective have improvements to the following programs been to attracting and retaining talent?

	Extremely effective	Moderately effective	Slightly effective	Not effective	Not applicable
Annual compensation adjustments (i.e. base salary, target bonus, annual equity)	0	0	0	0	Ο
Special one-time compensation (i.e. sign-on bonus, retention bonus)	0	0	0	Ο	0
Wellbeing benefits	0	0	0	0	0
Perks (i.e. onsite food, etc.)	0	0	0	0	0
Leave policy (including PTO)	0	0	0	0	0
Generous / flexible benefits	0	0	0	0	0
Training (i.e. reskilling, manager training	0	0	0	0	0
Developmental tools (i.e. clarified career path, employee development plan)	0	0	0	Ο	0
Increased flexibility (i.e. remote/hybrid working, scheduling)	0	0	0	0	Ο

Given what you know about what employees value most, which of the following benefits will your organization prioritize in 2022?

	Yes with budget approved	Yes but budget not yet approved	No, but we are actively considering	No
Wellbeing	0	0	0	0
Medical plan design improvements	0	0	0	0
Preventative care	0	0	0	0
DEI focused strategies (i.e. culturally relevant holidays or flexible benefits)	Ο	0	0	0
Benefit strategy redesign	0	0	0	0

	Yes with budget approved	Yes but budget not yet approved	No, but we are actively considering	No
Other (please specify)	Ο	0	0	0

As we head into 2022, which of the following challenges keeps you up at night? (Rank the following)

Talent shortages
Increasing turnover
Increased regulation
Government/policy implications
Supply chain disruption
Vaccine mandates
COVID-19 resurgence
Effectively innovating

## Submit Your Responses

### Almost done! Click SUBMIT to finalize and submit your responses

Thank you for participating in our eighth global COVID-19 pulse survey for senior human resources leaders and professionals.

If you are happy with your responses and are ready to submit the survey, please click on the "Submit" button.

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