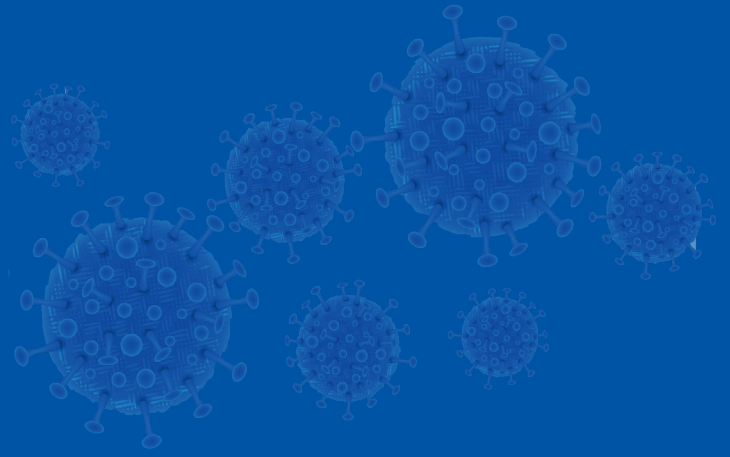




International
Labour
Organization



► A global survey of enterprises: Managing the business disruptions of COVID-19

Second quarter 2020
situational analysis



▶ **A global survey of enterprises: Managing the business disruptions of COVID-19**

Second quarter 2020 situational analysis

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▶ About the survey

The COVID-19 pandemic is not only a health crisis but has also put many enterprises and organizations to a hard test. The sharp decline for many goods and services brought by government imposed restrictions crippled enterprises, forcing the suspension of their in-person operations and further leading to job and income losses.

The International Labour Organization – Bureau for Employers’ Activities (ILO-ACT/EMP) conducted a global survey to spotlight the overall impact of the COVID-19 crisis on enterprise outcomes.^[1] Carried out online between mid-March and June 2020, this survey report provides the views of 4,530 enterprises that completed the survey (out of 5,822 that participated). Administered by employer and business membership organizations (EBMOs) globally, the survey reached enterprises in 45 countries across four regions, namely, Africa, Asia and the Pacific, Europe and Central Asia, and Latin America and the Caribbean.^[2]

The survey measured the outlook of enterprises in relations to their operational continuity, financial health, workforce status as they felt the effects of the crisis. This report analyses the survey results by key questions asked in the survey tool and presents the data by region and enterprise size. Details of the survey demographics can be found in Annex I. An overview of survey findings across five key sectors that accounted for the highest response rate namely retail or sales; construction; hotel or tourism; food and beverage; and metal fabrication and machinery, are provided in Annex II. The survey tool is available in Annex III.

¹ Linda Vega Orozco, an economist and data analyst, undertook the analysis of the survey and led the drafting of this report. Jae-Hee Chang, Senior Programme and Operations Officer of ILO-ACT/EMP managed the survey and supported the drafting. Deep appreciation is expressed all EBMOs who led the dissemination and collection of the survey, and used the results for evidence-based policy advocacy and dialogue with governments and other stakeholders to contribute to the COVID-19 response at national level. Thanks are also due to all ILO-ACT/EMP colleagues who assisted the survey’s administration and those reviewed this report, including Wade Bromley, Julia Drumea and Gary Rynhart.

² This report presents the findings for all 45 countries where the survey was administered. While the survey analysis is not based on a representative sample for the countries covered, it provides a global overview of how enterprises have coped with the various challenges brought by the COVID-19 crisis during the second quarter of 2020. Results from the survey are currently unweighted, with each enterprise assigned the same weight regardless of size or sector. The global analysis is also unweighted, with each region assigned the same weight regardless of the sample size. As respondents opt-in to complete the survey, self-selection bias may be present. Therefore, responses are illustrative and they should be treated with caution as results reflect the characteristics of those who responded and not necessarily the wider business population. In considering the survey results, it should be taken into account that countries and regions were to a varying extent affected by COVID-19 during the survey period and also that the peak periods of the pandemic varied from one region to another.



Overview and key survey findings

The COVID-19 pandemic and the resulting shutdowns of borders, economies and enterprises have had far-reaching consequences throughout the world.^[3] The World Bank forecasts a 5.2 per cent contraction in global gross domestic product (GDP) in 2020, which is known to be the deepest global recession in eight decades.^[4] Flash estimates on the European Union (EU) for the second quarter of 2020 point to a decline in GDP by 11.9 per cent compared to the previous quarter.^[5] For the United States, advanced estimates show that GDP decreased at an annual rate of 32.9 per cent in the second quarter of 2020.^[6]

Most governments introduced stringent movement restrictions, public health and physical distancing to curb the spread of the virus as the first wave took off.^[7] An analysis of 30 countries where the ILO survey was conducted demonstrates that 93 per cent closed their borders to control the entry of potentially infected people; 77 per cent imposed strict lockdowns on affected areas, cities or the entire country; and 60 per cent declared a state of emergency.^[8] These measures were implemented based on the rate of contagion at a given time and delivered extreme distress to the economy.^[9] Social and economic measures were also adopted to support enterprises and working people affected by decisions taken by the government to fight the virus.

For instance, an examination of the aforementioned 30 countries shows that a total of 21 governments deferred or reduced social security or tax payments or made tax exemptions. About 70 per cent of these governments provided enterprises with access to grants through stimulus packages as well as free or low interest loans. More than half of these governments improved the repayment conditions of existing loans by decreasing interest rates, waiving penalties and deferring loan payments, among others. About a third of governments offered financial support to pay for employees' wages.^[10] Fifteen out of 30 governments designed targeted interventions for micro, small and medium enterprises (MSMEs) which play an outsized role in most economies and account for the vast majority of enterprises and employment.

The ILO survey finds that COVID-19 has severely disrupted enterprises worldwide irrespective of size, sector or region of operation. The economic contraction and additional shocks from COVID-19 have put significant pressure to enterprises. The magnitude of disruption includes inadequate cash flow to maintain staff and business operations, lowered demand for products and services, supply chain disruptions, transport restrictions and workers' inability to go to their physical workplaces, among others. The key findings of the survey are available in the following page.

3 The number of COVID-19 infections has increased rapidly following the discovery of the first case of COVID-19 outside China in Thailand in mid-January 2020. At the time of drafting this report in mid-August 2020, COVID-19 infected over 20 million people and contributed to the deaths of over 750,000 people globally.

4 World Bank, *Global economic prospects* (June 2020).

5 Eurostat, *Preliminary flash estimate for the second quarter of 2020* (31 July 2020).

6 United States Bureau of Economic Analysis, *Gross domestic product, 2nd quarter 2020 (advance estimate) and annual update* (30 July 2020).

7 The World Health Organization (WHO) and experts indicate that the first wave of COVID-19 is still on-going. United Nations, *COVID-19 is not just seasonal, cautions WHO, as first wave continues* (28 July 2020).

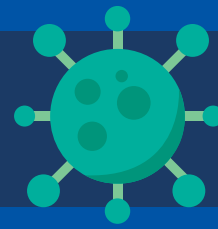
8 The summary analysis of government responses and their support measures to enterprises are provided for 30 out of 45 surveyed countries that accounted for over 1 per cent of responses within their respective regions. Government websites, local and international news outlets were consulted to identify information regarding government-imposed measures including lockdown, state of emergency, and border closures, among others.

9 During the first half of the survey period (between mid-March and late April), Europe and Central Asia was the epicentre of the COVID-19 pandemic. In May, the new epicentre of the pandemic shifted to Latin America and the Caribbean.

10 ILO. 2020. COVID-19 and the World of Work: Country Policy Responses; International Monetary Fund. 2020. Policy Responses to COVID-19.



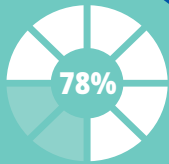
KEY FINDINGS OF THE SURVEY



1



- 78% of enterprises changed business operations or service delivery to protect their enterprises against COVID-19



OPERATIONAL IMPACT

- While COVID-19 has created unprecedented challenges for enterprises, most have been able to operate either partially or fully but from a remote location. The vast majority of enterprises (78 per cent), introduced alterations to their business operations or service delivery to respond to the fast-changing situation and protect their people against the emerging virus.



CRISIS PREVENTION

- A fair share of enterprises did not have crisis prevention, mitigation and response measures in place. Less than half of enterprises had a business continuity plan, potentially compromising the resilience of enterprises' management through the COVID-19 outbreak. The absence of a business continuity plan was particularly acute for smaller organizations, with only 33 per cent of micro and 46 per cent of small enterprises confirming the existence of a continuity plan. Additionally, less than half of enterprises surveyed were either fully or partially insured prior to the outbreak of COVID-19.



33%

- Less than half of enterprises had a business continuity plan
- Only 33% of micro enterprises had a business continuity plan

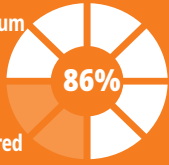
2



3



- 86% of enterprises reported a high or medium level of financial impact
- Micro/small businesses had a higher level of financial impact compared to large enterprises



FINANCIAL IMPACT

- COVID-19 has dramatically compromised the financial health of enterprises. 86 per cent of respondents reported that COVID-19 had a high or medium-level financial impact on their business. A greater share of micro and small enterprises indicate that the pandemic has had a high financial impact compared to medium or large enterprises, signalling that the consequences of the outbreak has been particularly challenging for smaller organizations. Of the sectors analysed, the hotel or tourism sector reported the greatest share of financial impact (88 per cent) from COVID-19, followed by retail or sales (59 per cent).

CASHFLOW AND SUPPLIES

- Over 60 per cent of surveyed enterprises reported that they did not have enough cash flow to pay staff salaries and maintain business operations. About half of enterprises reported that suppliers were unable to provide inputs and that raw materials were not supplied or had become expensive.



60%

- Over 60% of enterprises did not have enough cash flow
- More than half of enterprises said that suppliers were unable to provide inputs

4



5



- 40% of enterprises had no funding to support business recovery
- 67% of enterprises reported funding was insufficient for recovery



BUSINESS RECOVERY MEASURES

- Forty per cent of enterprises did not have access to any type of funding to support business recovery. Of sectors analysed, the hotel and tourism sector reported the greatest share of not having any access to funds (47 per cent) followed by retail or sales (42 per cent). Furthermore, about two thirds of enterprises reported that available funding for business recovery was insufficient. This was particularly the case for micro and small enterprises.

STAFF

- A near 80 per cent of enterprises globally retained or planned to retain their staff despite the financial strains brought by the crisis. Large enterprises were more likely to retain workers compared to MSMEs. Additionally, the survey finds that the majority of enterprises (48 per cent) dismissed a relatively low share of workers (below 20 per cent of the total workforce) while a third reduced a significant proportion of their staff of over 40 per cent. Micro and small enterprises dismissed or planned to dismiss higher shares of workers compared to medium and large enterprises. Of sectors analysed, the hotel or tourism sector reported the highest share of enterprises (64 per cent) undertaking a substantial workforce reduction of over 40 per cent.



80%

- 80% of enterprises globally retained or plan to retain staff

6



7



- Recovery: 1 month - 6 months
- Several factors likely to influence recovery time
- Large enterprises more likely to achieve full recovery compared to MSMEs



RESTORATION

- The estimated time to fully restore operations varied greatly among enterprises, ranging from one month to over six months. Several factors are likely to influence actual recovery time including when the pandemic reaches its peak, relaxation of government-imposed measures and whether a second or third waves of the virus emerges. However, based on enterprises' estimates, large enterprises were more likely to achieve full and speedy recovery more quickly than MSMEs.

▶ I. Impact of COVID-19 on business operations

Snapshot

Only 20 per cent of enterprises were operating fully on-site when the survey was conducted between March-June 2020. However, over half of enterprises continued operating partially or fully but from a remote location following the emergence of COVID-19. In fact, almost 80 per cent of enterprises reported changing their business operations or service delivery to protect their enterprises against COVID-19. Even though the majority of enterprises quickly adapted to the unfolding crisis, less than half of surveyed enterprises had a business continuity plan. This indicates that over half of enterprises did not have a preparedness plan to determine meaningful organizational activation and effectively minimize disruptions resulting from COVID-19.

Positively, only 7 per cent of enterprises considered temporarily or permanently closing their businesses. Most enterprises reported that they would be able to fully restore operations, but the time to achieve full recovery varied greatly. Of total enterprises, 30 per cent anticipated that it would take a month to restore operations to full capacity, 28 per cent said that full recovery would take 3 months, 19 per cent indicated between 3 to 6 months, and 16 per cent projected a longer timeframe of over 6 months for full recovery.

1. *Is your enterprise currently in operation?*

While the COVID-19 crisis severely disrupted enterprises, most were able to “partially” or “fully, either on site or remotely” continue their operations. Of total surveyed enterprises, only 20 per cent were operating fully on-site. However, 40 per cent reported operating partially and 16 per cent were operating fully but from a remote location. A quarter of enterprises globally were not operating at all.

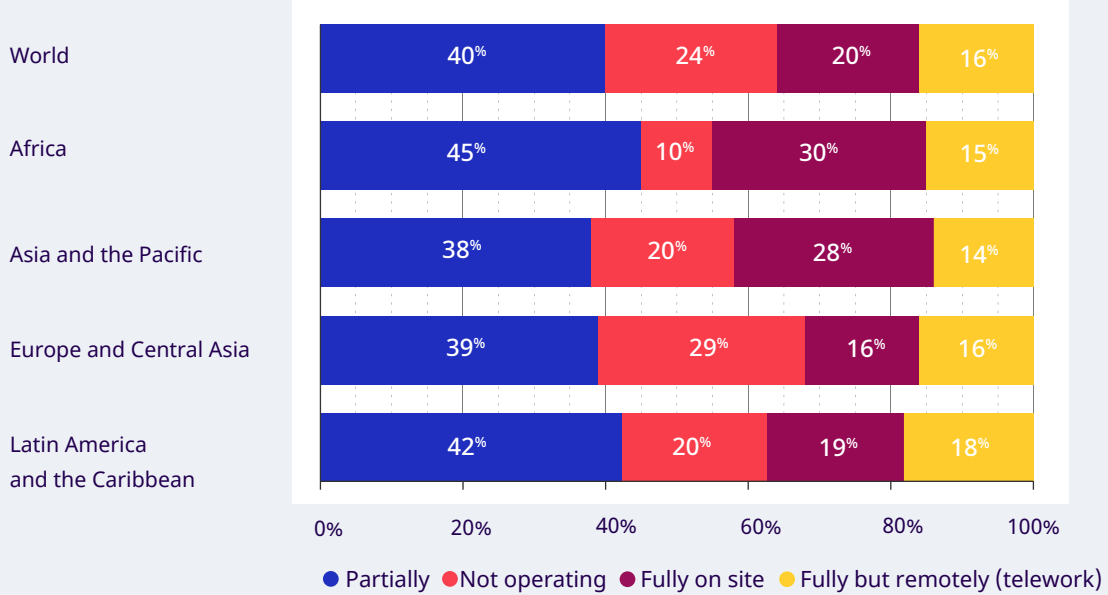
Only about 30 per cent enterprises in Africa and Asia and the Pacific, and less than 20 per cent enterprises in Latin America and the Caribbean and Europe and Central Asia were operating fully on site at the time of the survey. However, over half of enterprises across all regions were either operating partially or teleworking. Europe and Central Asia accounted for the highest share of enterprises not operating at all (29 per cent).

COVID-19 paralyzed micro enterprises. A near 40 per cent of micro enterprises discontinued their operations, compared to 20 per cent of small enterprises and 10 per cent of medium and large enterprises. Additionally, 45 per cent of micro enterprises were operating partially or teleworking compared to some 60 per cent of small, medium and large enterprises.

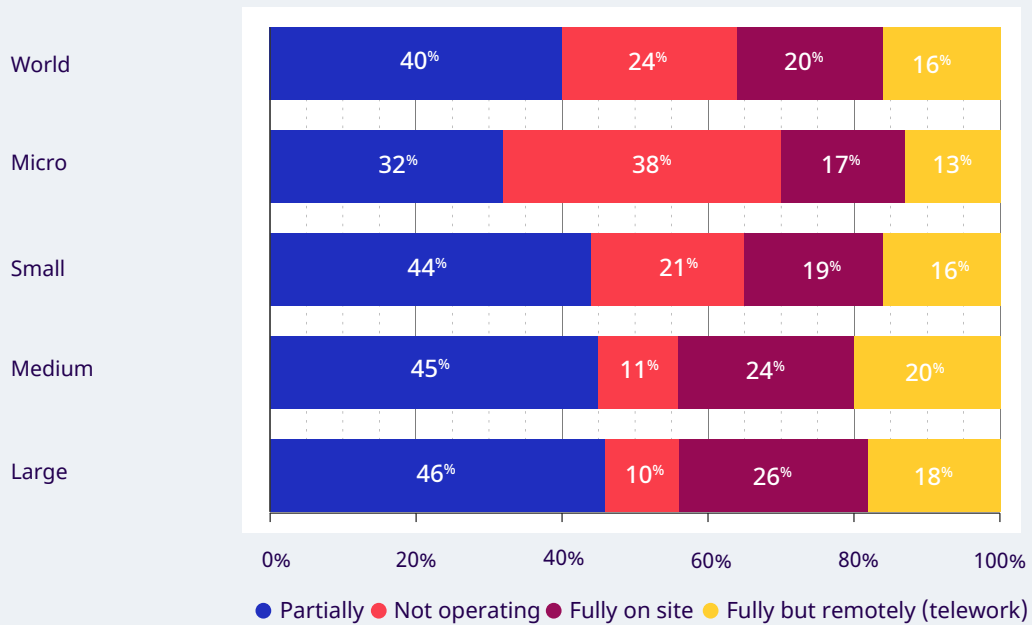
▶ FIGURE 1.

STATUS OF OPERATION

Panel A. Results by region



Panel B. Results by enterprise size



2. Did you change your business operations or service delivery to protect your enterprise against COVID-19?

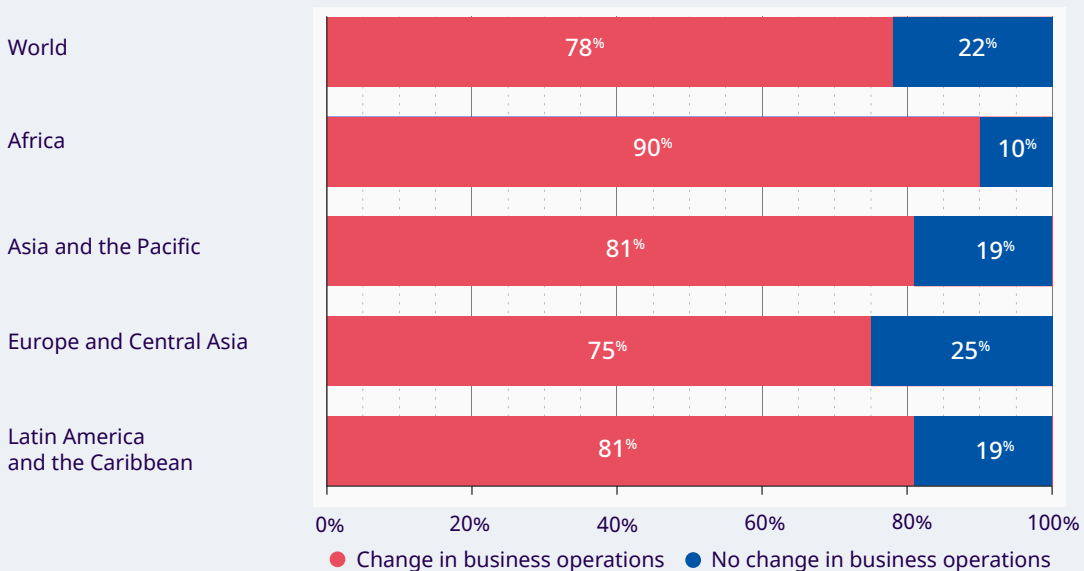
The majority of enterprises globally (78 per cent) changed business operations or service delivery to protect their enterprises against COVID-19. Africa represented the highest share of enterprises that reported such adaptation (90 per cent), followed by Asia and the Pacific and Latin America and the Caribbean (81 per cent) and Europe and Central Asia (75 per cent).

A higher share of large enterprises changed business operations to respond to COVID-19 compared to micro, small and medium enterprises. In fact, the share of enterprises that changed operations increased as enterprises became larger. Ninety per cent of large enterprises reported such changes compared to some 80 per cent small and medium enterprises and 72 per cent of micro enterprises.

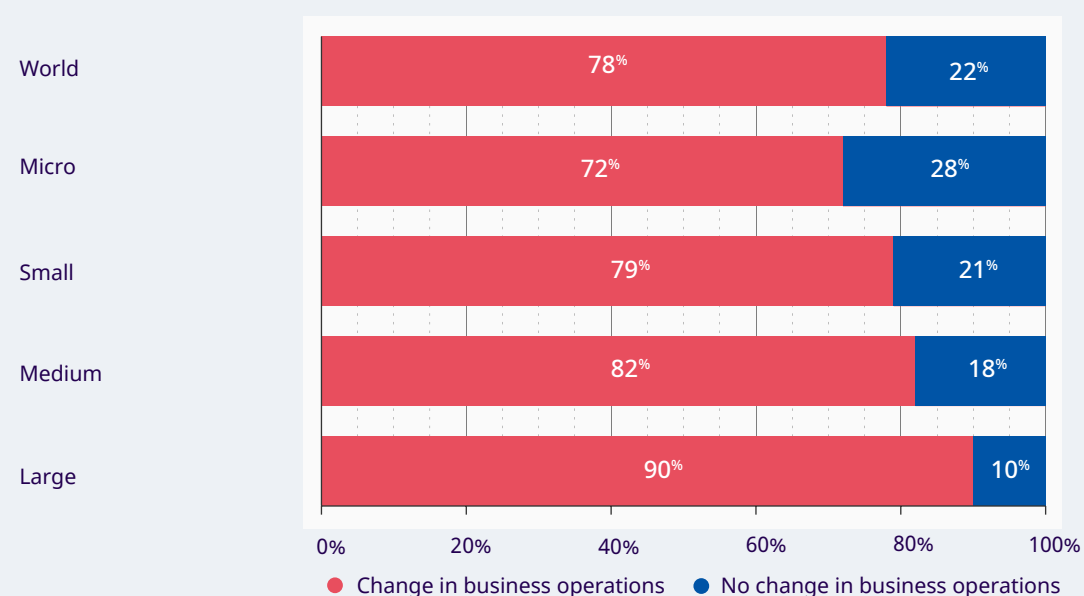
► FIGURE 2.

Enterprises that changed business operations

Panel A. Results by region



Panel B. Results by enterprise size



3. Does your enterprise have a written business continuity plan?

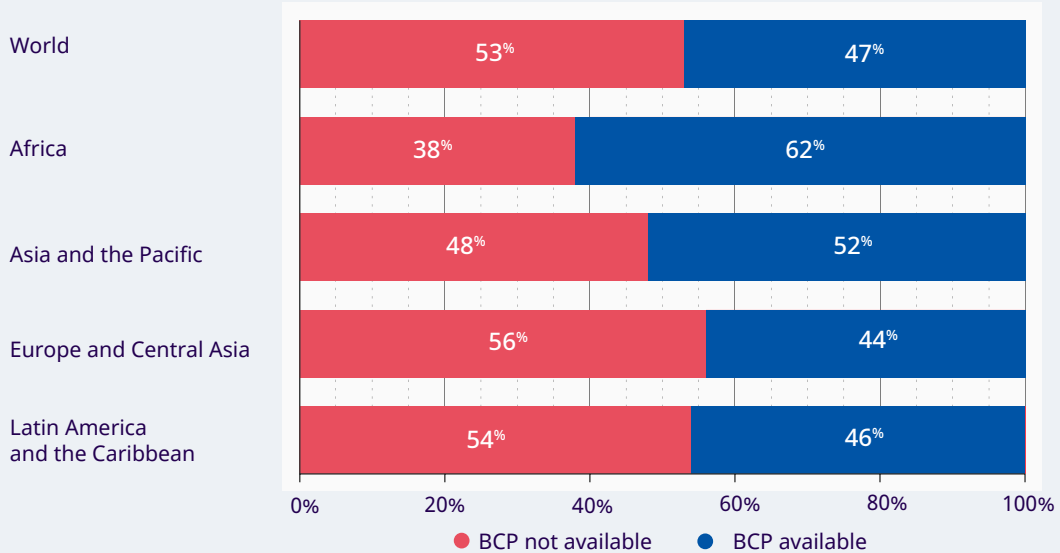
Less than half of enterprises (47 per cent) reported having a business continuity plan (BCP). Africa had the highest share of enterprises with a BCP (62 per cent), followed by Asia and the Pacific (52 per cent), Latin America and the Caribbean (46 per cent) and Europe and Central Asia (44 per cent).

A disproportionate share of micro and small enterprises reported not having a BCP compared to medium and large enterprises. Only 33 per cent of micro enterprises and 46 per cent of small enterprises had a BCP prior to the crisis. By comparison, 60 per cent of medium enterprises and 75 per cent of large enterprises reported having a BCP. These findings indicate that large and medium enterprises were better prepared to mitigate business losses, navigate temporary business disruptions and respond, recover and resume operations following disruptions resulting from COVID-19 compared to micro and small enterprises.

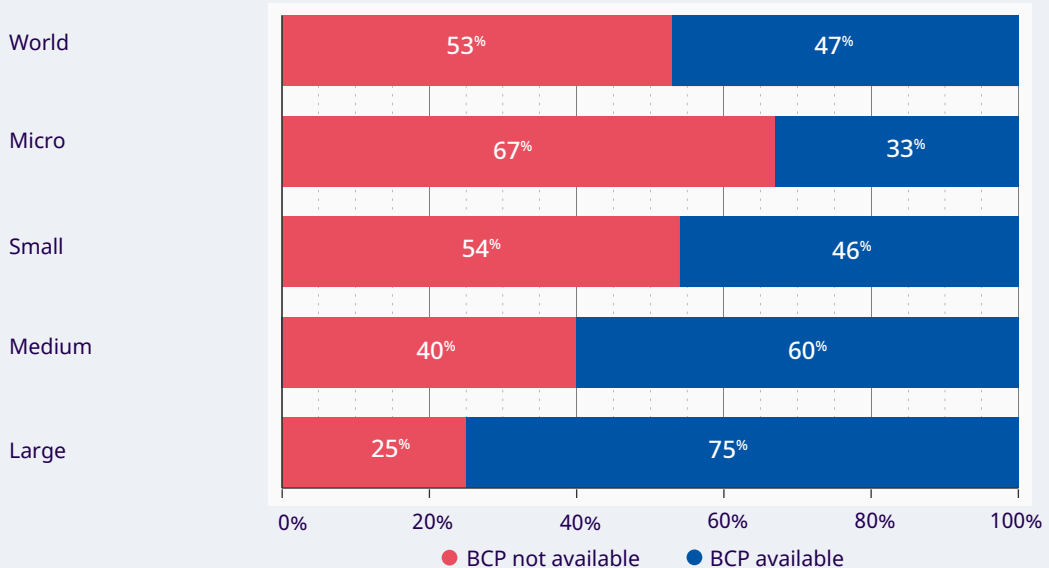
► **FIGURE 3.**

Enterprises that reported having a BCP

Panel A. Results by region



Panel B. Results by enterprise size



4. How long would it take your enterprise to fully restore operations?

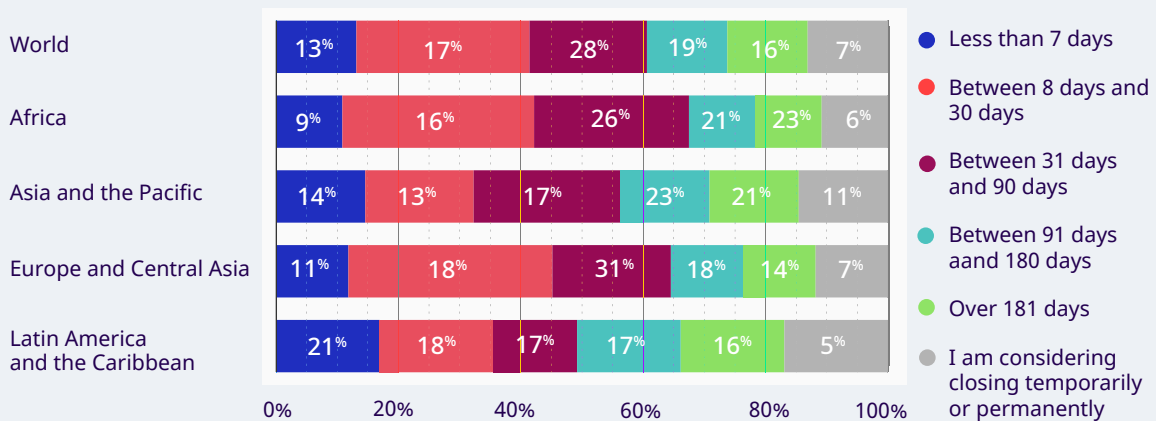
Thirty per cent of enterprises anticipated their operations to be fully restored within a month and only 7 per cent of enterprises considered closing temporarily or permanently. Additionally, of total enterprises surveyed, 28 per cent said that achieving full recovery would take 3 months, 19 per cent anticipated 3-6 months, and 16 per cent expected the longest recovery period of over 6 months.

Latin America and the Caribbean accounted for the highest share of enterprises that expected to achieve full recovery within a month (40 per cent), followed by Europe and Central Asia (29 per cent), Asia and the Pacific (27 per cent) and Africa (24 per cent). It is important to highlight that Europe and Central Asia was the epicentre of the COVID-19 pandemic while the survey was conducted. However, since then cases of COVID-19 have increased rapidly across Latin America and the Caribbean, which would most likely have a direct impact on the time required to achieve full recovery. The share of enterprises considering closing their doors temporarily or permanently accounted for 7 per cent or less across all regions, except in Asia and the Pacific where 11 per cent of enterprises considered closing temporarily or permanently.

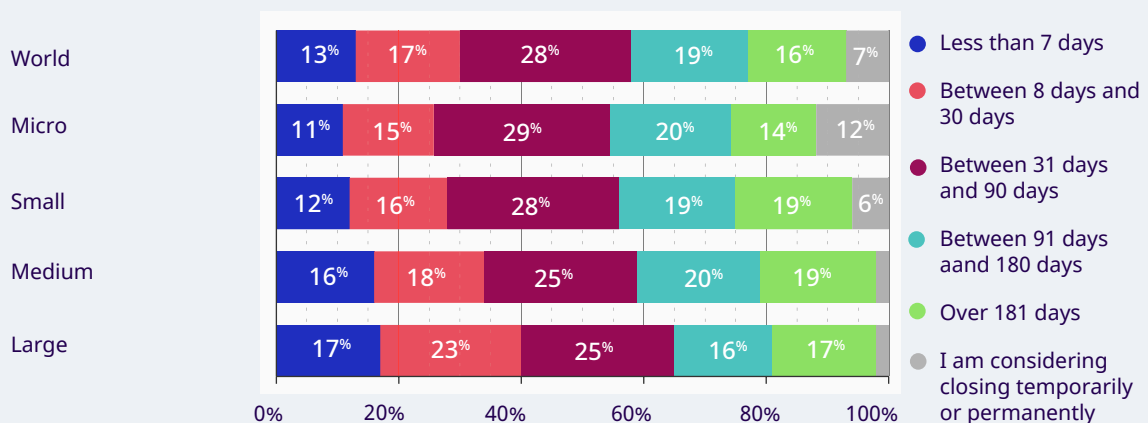
► **FIGURE 4.**

Estimated time to fully restore operations

Panel A. Results by region



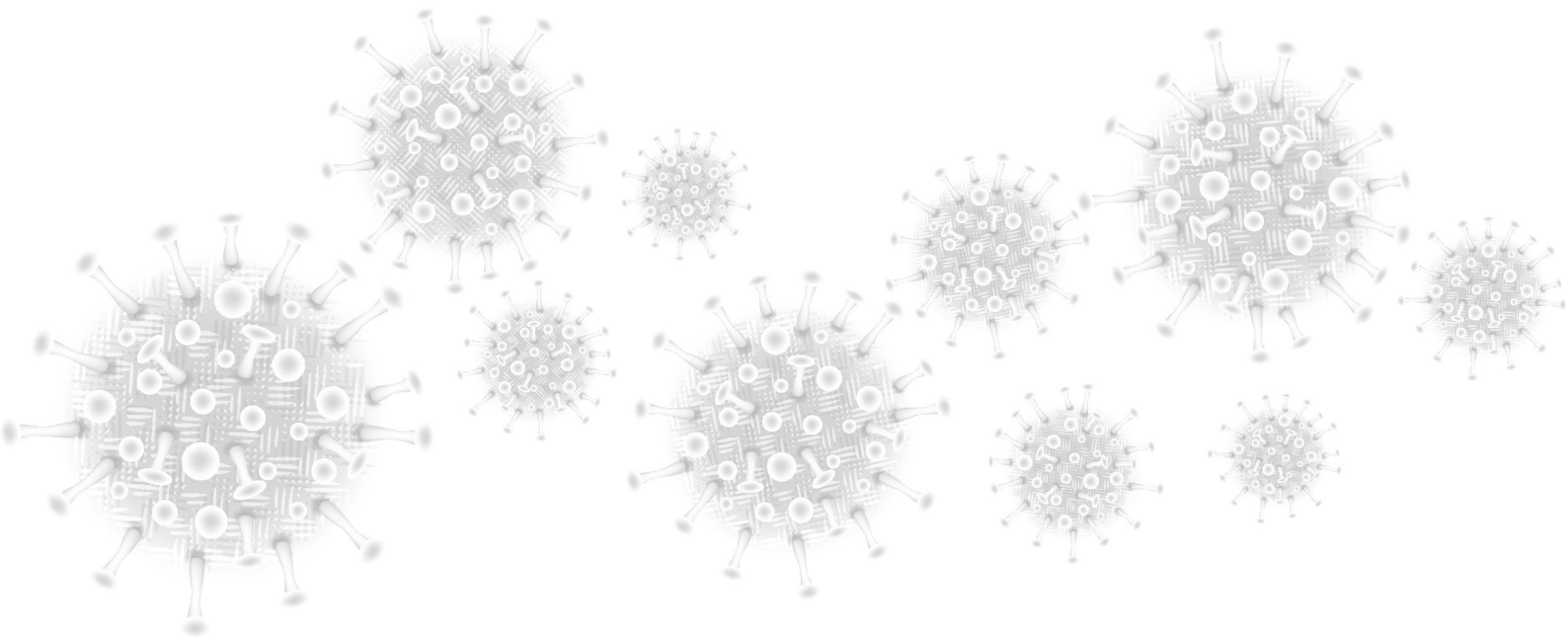
Panel B. Results by enterprise size



Expectations for a speedy full recovery were more pronounced for large enterprises than micro, small and medium enterprises. About 40 per cent of large enterprises expected to achieve full recovery within a month, compared to 34 per cent of medium enterprises, 28 per cent of small enterprises and 26 per cent of micro enterprises.

A higher share of micro and small enterprises anticipated full recovery to between 1-6 months compared to medium and large enterprises. In fact, the share of enterprises that would reportedly recover between 1-6 months decreased as enterprises became larger. Under half of micro and small enterprises said that achieving full recovery would take between 1-6 months, compared to 45 per cent of medium enterprises and 41 per cent of large enterprises.

It is important to note that there are many factors that influence the actual time to fully restore operations. Key factors include the speed at which the pandemic reaches its peak, enforcement of government-imposed measures such as lockdown or border closures and whether there are second or third waves of the virus, among others.



▶ II. Financial impact of COVID-19 on enterprises

Snapshot

Over 85 per cent of surveyed enterprises reported that COVID-19 had a high or medium level of financial impact to business operations. Alarmingly, 40 per cent of enterprises reported not having access to any funding to support their survival and recovery. While over a third of enterprises had cash reserves in the form of savings or were able to access loans or grants to keep their businesses afloat, only one third of those enterprises said that such funding was sufficient. The low rate of insured enterprises further portrayed the gap in business protection to interruptions. Of total enterprises, only 26 per cent were fully insured whereas 54 per cent were uninsured and 20 per cent were partially insured.



5. What has been the level of financial impact (revenue or sales) of COVID-19 on your business operations?

The COVID-19 crisis had a significant financial impact on most enterprises. Fifty-four per cent of surveyed enterprises reported a high level of financial impact, 32 per cent of enterprises noted a medium level of financial impact and only 9 per cent of enterprises said that the level of financial impact was low.

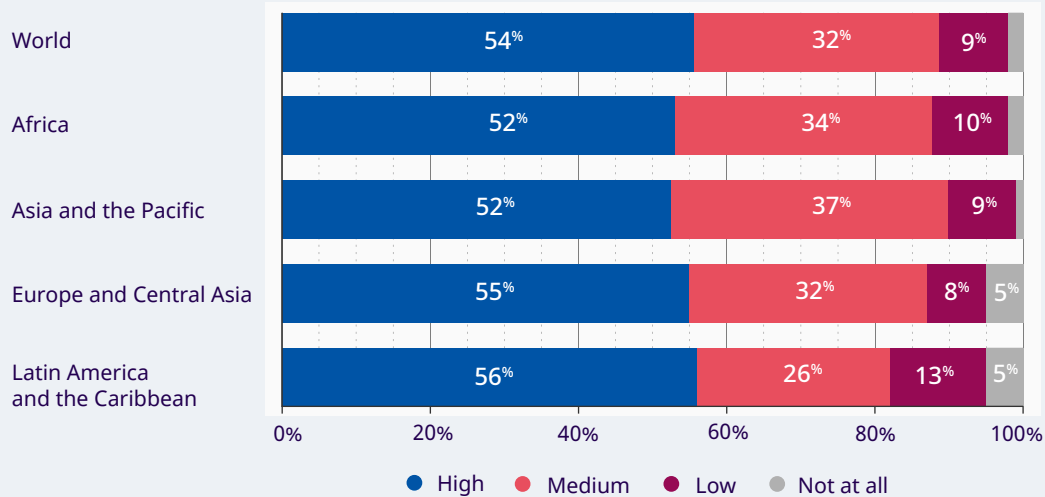
More than half of enterprises across all regions reported a high level of financial impact on their businesses. About a third of enterprises in all regions, except Latin America and the Caribbean (26 per cent), reported a medium level of financial impact.

Micro and small enterprises were more likely to experience a high level of financial impact on their businesses compared to medium and large enterprises. About 61 per cent of micro enterprises and 55 per cent of small enterprises reported a high level of financial impact, compared to 48 per cent of medium enterprises and 44 per cent of large enterprises. On the other hand, a higher share of medium and large enterprises reported that COVID-19 had a medium-level of financial impact compared to micro and small enterprises.

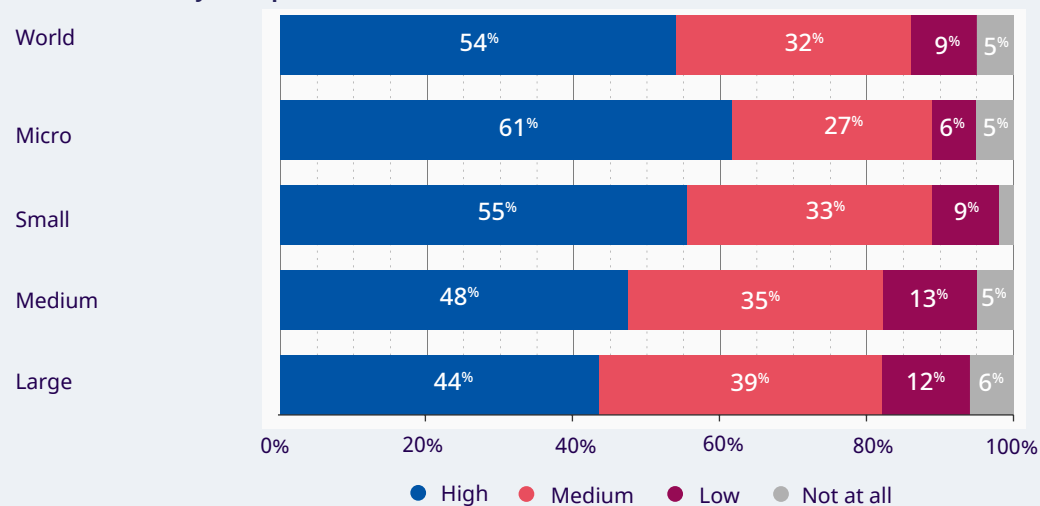
► FIGURE 5.

Financial impact on business operations

Panel A. Results by region



Panel B. Results by enterprise size

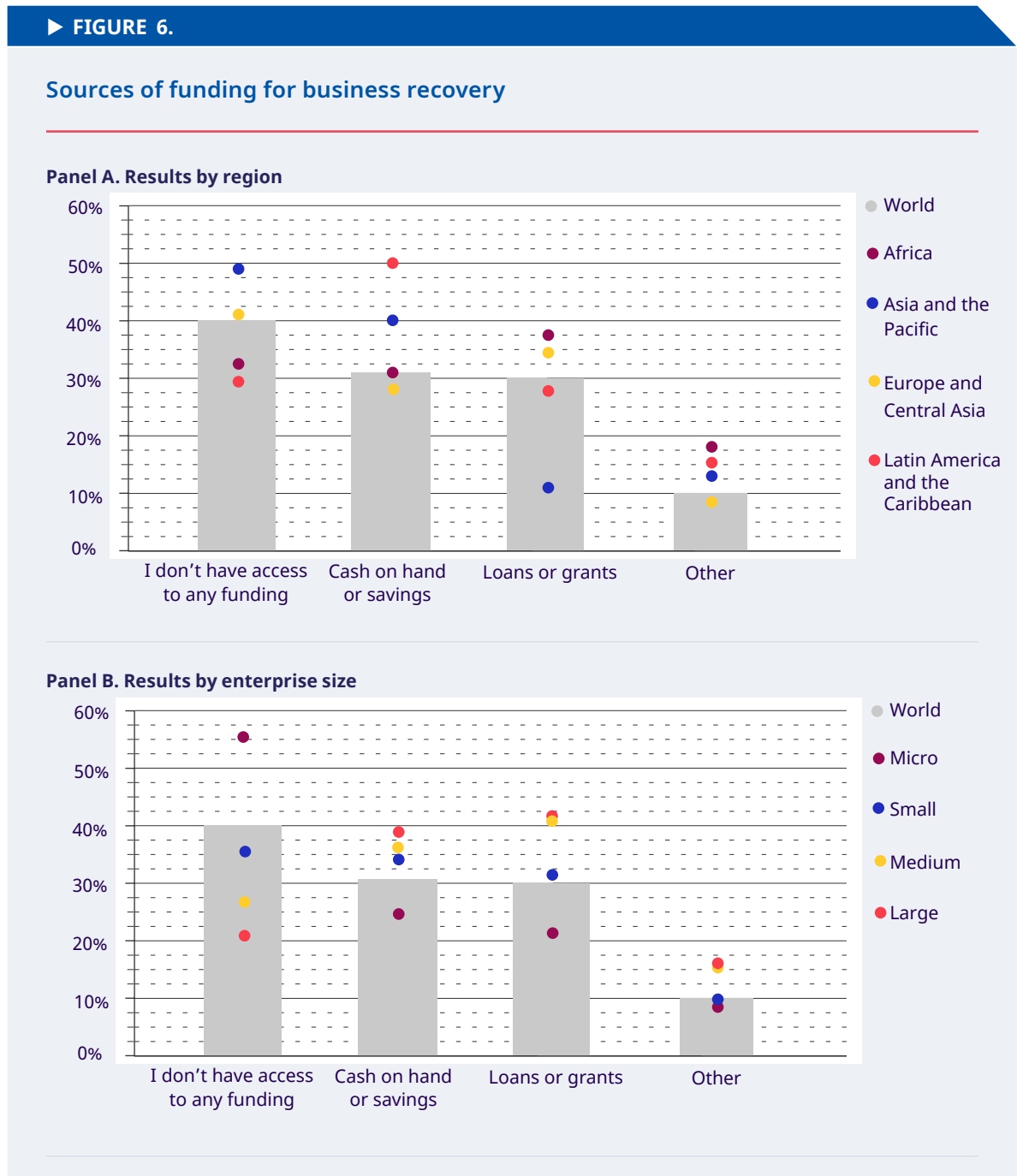


6. Does your enterprise have own funding or access to alternative/external sources of funding to help the business recover?

About 40 per cent of enterprises reported not having access to any funding for business recovery.

By comparison, 30 per cent of enterprises reported accessing savings as well as loans or grants, and 10 per cent of enterprises said that they had access to other types of funding.

The highest share of enterprises that indicated not having access to alternative funding came from Asia and the Pacific (48 per cent), followed by Europe and Central Asia (40 per cent), Africa (34 per cent) and Latin America and the Caribbean (30 per cent). Enterprises in Latin America and the Caribbean and Asia and the Pacific tended to rely more on savings for business recovery compared to enterprises in other regions. Additionally, above average shares of enterprises in Africa and Europe and Central Asia used loans or grants to support business recovery.



Micro and small enterprises faced a relatively high level of financial distress compared to medium and large enterprises. The share of enterprises not having access to any type funding decreased as enterprises grew in size, and the share of enterprises having access to a source of funding increased as enterprises became larger. Key findings by enterprise size are as follows:

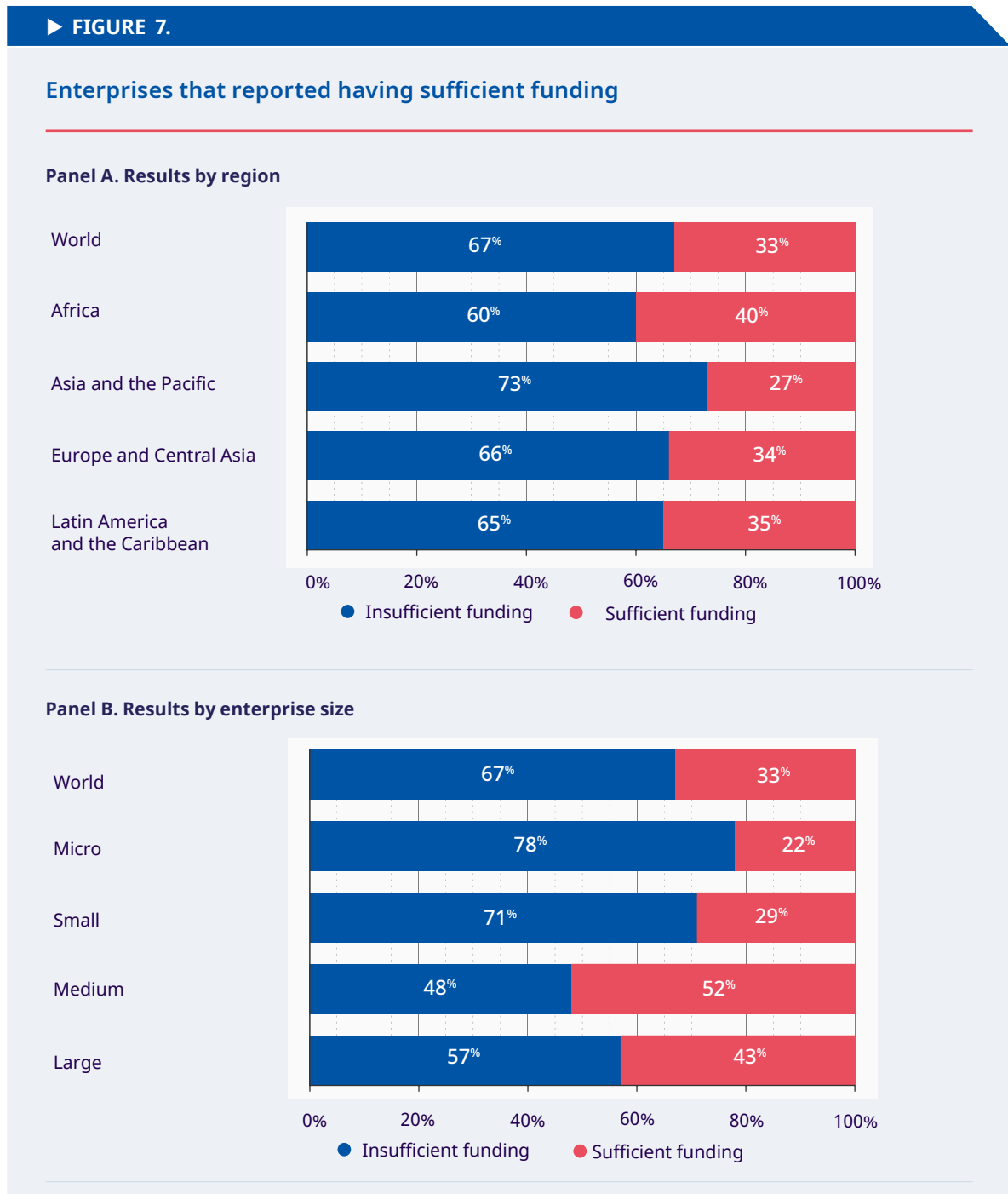
- ▶ About 53 per cent micro enterprises did not have access to any funding, compared to 33 per cent of small enterprises, 25 per cent of medium enterprises and 21 per cent of large enterprises;
- ▶ Only 25 per cent of micro enterprises reported accessing cash or savings, compared to 34 per cent of small enterprises, 36 per cent of medium enterprises and 39 per cent of large enterprises;
- ▶ About 22 per cent of micro enterprises reported accessing loans or grants, compared to 33 per cent of small enterprises, 40 per cent of medium enterprises and 43 per cent of large enterprises;
- ▶ Approximately 8 per cent of micro enterprises accessed other sources of funding, compared to 10 per cent of small enterprises, 14 per cent of medium enterprises and 15 per cent of large enterprises.



7. Is available funding a sufficient amount?

Only one third of enterprises globally reported that available funding at hand was sufficient for business recovery. Africa accounted for the highest share of enterprises reporting sufficient funding (40 per cent), followed by Latin America and the Caribbean (35 per cent), Europe and Central Asia (34 per cent) and Asia and the Pacific (27 per cent).

A disproportionate share of micro and small enterprises indicated that funding for business recovery was insufficient. About 80 per cent of micro enterprises reported that such funding was insufficient, compared to 70 per cent of small enterprises, 57 per cent of large enterprises and 48 per cent of medium enterprises.



8. Was your business fully, partially or not insured before the COVID-19 crisis occurred?

Less than half of enterprises were either fully or partially insured before the COVID-19 crisis.

Of total enterprises, 54 per cent had no coverage and 20 per cent were partially insured. Only 26 per cent of enterprises had full insurance.

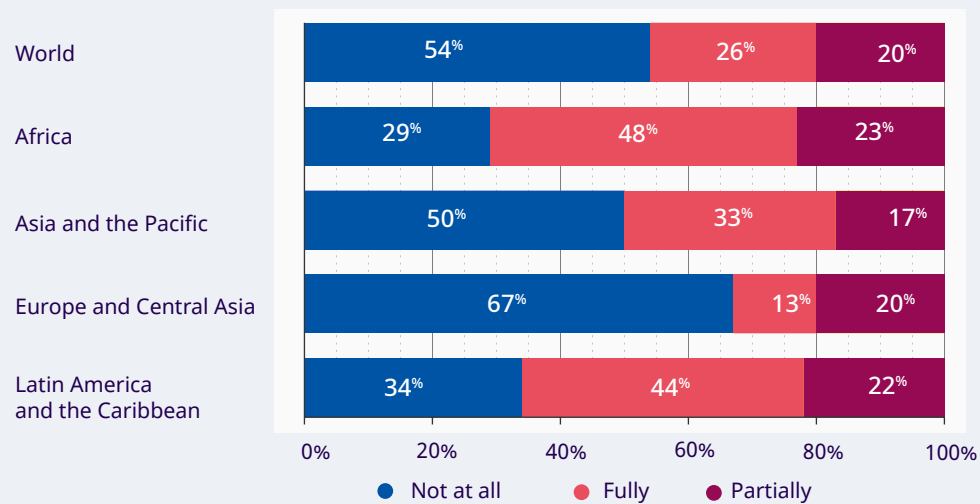
About two thirds of enterprises in Europe in Central Asia and half of enterprises in Asia and the Pacific were not insured at all. By comparison, 71 per cent of enterprises in Africa and 66 per cent of enterprises in Latin America and the Caribbean were either fully or partially insured.

Medium enterprises were more likely to be fully or partially insured, and micro enterprises were more likely to not be insured. Only 25 per cent of micro enterprises were either fully or partially insured, compared to 54 per cent of small enterprises, 61 per cent of large enterprises and 78 per cent of medium enterprises.

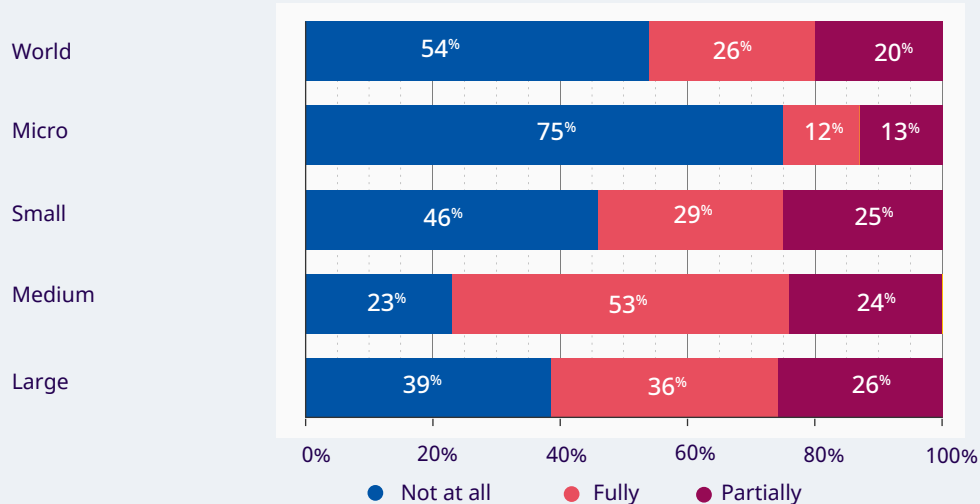
► FIGURE 8.

Enterprises that reported having insurance before the COVID-19 crisis

Panel A. Results by region



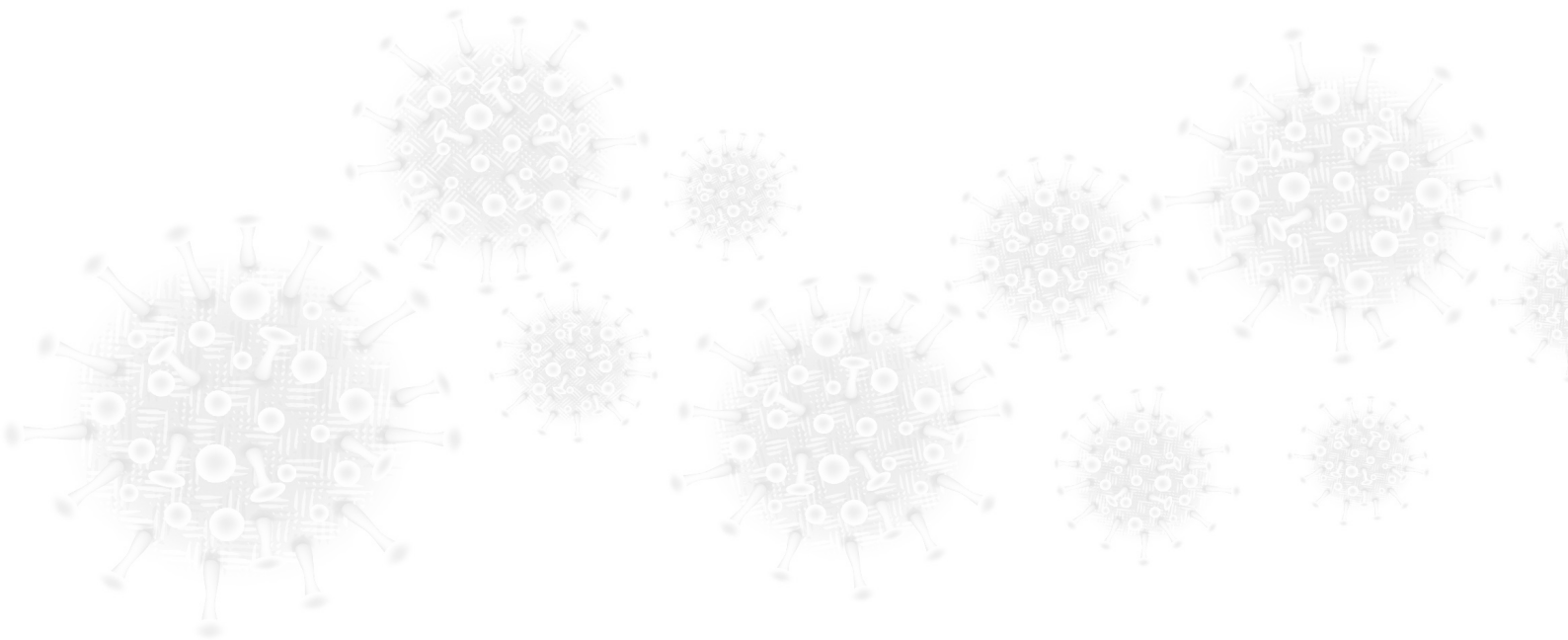
Panel B. Results by enterprise size



9. What type of insurance does your business have?

Enterprises reported having different types of insurance. Of total enterprises that were fully or partially insured:

- ▶ About 27 per cent said that their insurance covered their property and/or vehicles from damage and/or theft.
- ▶ Approximately 24 per cent reported having comprehensive insurance for a range of risks including fire, natural disasters, political unrest and health of staff, among others.
- ▶ Some 18 per cent had medical insurance covering all employees in case of sickness and/or hospitalization.



▶ III. Impact of COVID-19 on the workforce

Snapshot

Despite the grim operational and financial consequences of COVID-19 being a reality for many enterprises, the survey showed that enterprises are taking tactical measures to protect and retain staff. About 80 per cent of enterprises globally retained or planned to retain their staff. The survey findings highlight that a good share of enterprises dismissed relatively low shares of workers; however, some were forced to significantly reduce their workforce. Of total enterprises, one third dismissed or planned to dismiss between 1-10 per cent of staff, another third dismissed or planned to dismiss between 11-40 per cent of staff, and a quarter dismissed or planned to dismiss over 41 per cent of staff. Positively, 85 per cent of enterprises reporting implementing safety measures to protect their staff from COVID-19 such as providing them with access to sanitizers and other personal protective equipment.



10. Has your enterprise dismissed or do you plan to dismiss any workers due to COVID-19?

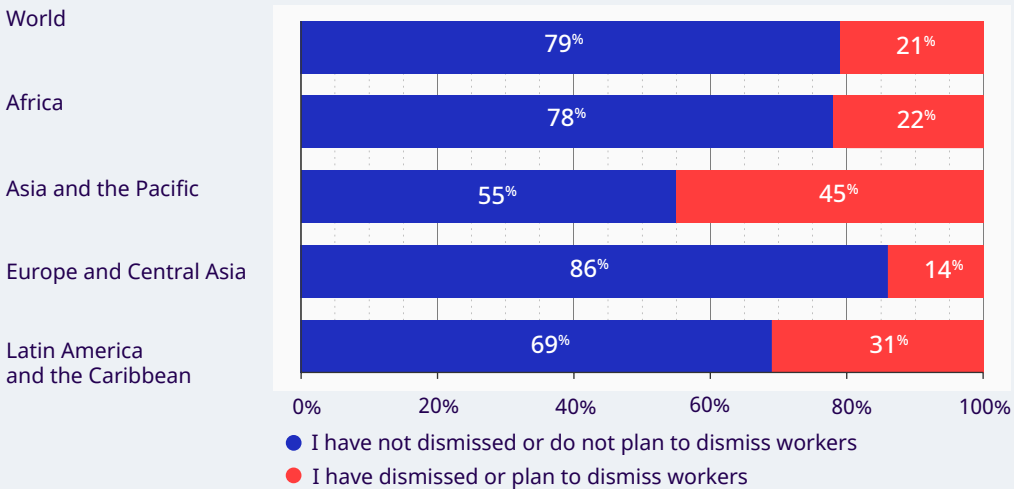
Almost 80 per cent of enterprises globally retained or planned to retain their staff despite the COVID-19 crisis.¹¹⁾ A relatively high share of enterprises in Europe and Central Asia (86 per cent) and Africa (78 per cent) had not dismissed or did not plan to dismiss any workers. By comparison, almost half of enterprises in Asia and the Pacific and about a third of enterprises in Latin America and the Caribbean had dismissed or planned to dismiss workers due to COVID-19.

Large enterprises were more likely to retain workers compared to micro, small and medium enterprises. Only 16 per cent of large enterprises reported dismissing or planning to dismiss workers, compared to 24 per cent of small enterprises, 21 per cent of micro enterprises and 20 per cent of medium enterprises.

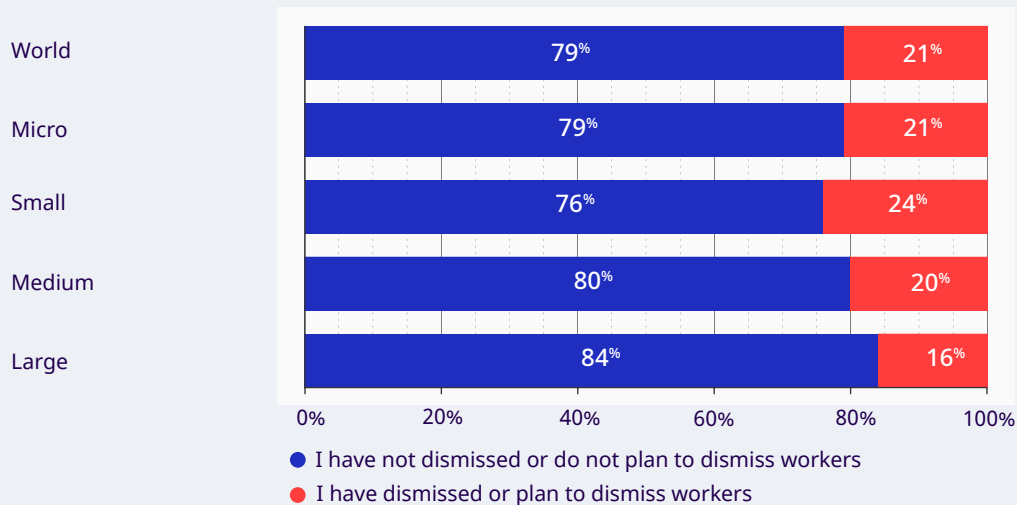
► FIGURE 9.

Enterprises that have dismissed or plan to dismiss workers due to COVID-19

Panel A. Results by region



Panel B. Results by enterprise size



11. In some countries, enterprises were asked to retain workers in order to qualify for government packages. Overall, government measures related to grants, favourable loans and tax exemptions helped enterprises retain staff.

11. What percentage of workers have your enterprise dismissed or plan to dismiss?

Overall, enterprises dismissed relatively low shares of their total workforce; however, some were forced to significantly reduce their staff. Of total enterprises, slight more than one third dismissed or planned to dismiss between 1-10 per cent of staff, about 40 per cent dismissed or planned to dismiss between 11-40 per cent of staff, and about a quarter dismissed or planned to dismiss over 41 per cent of staff.

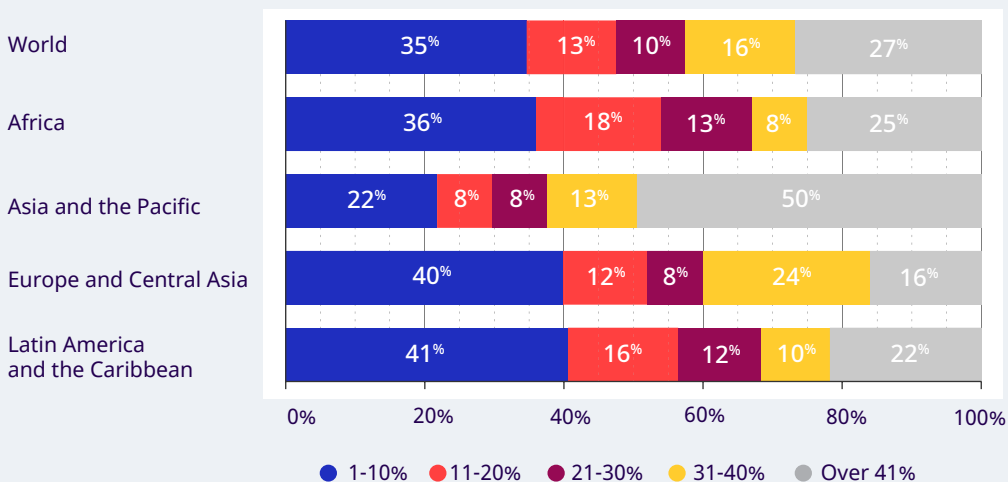
About half of enterprises in Asia and the Pacific said that they had dismissed or planned to dismiss over 41 per cent of staff, making this the region with the highest share of actual or potential dismissals. By comparison, more than half of enterprises in Africa, Europe and Central Asia, and Latin America and the Caribbean reported dismissing or planning to dismiss between 1-20 per cent of workers.

Micro and small enterprises dismissed or planned to dismiss higher shares of workers compared to medium and large enterprises. Five out of 10 micro enterprises and 4 out of 10 small enterprises reported dismissing or planning to dismiss over 31 per cent of workers. By comparison only 2 out of 10 medium and large enterprises said that they had dismissed or planned to dismiss more than 31 per cent of staff.

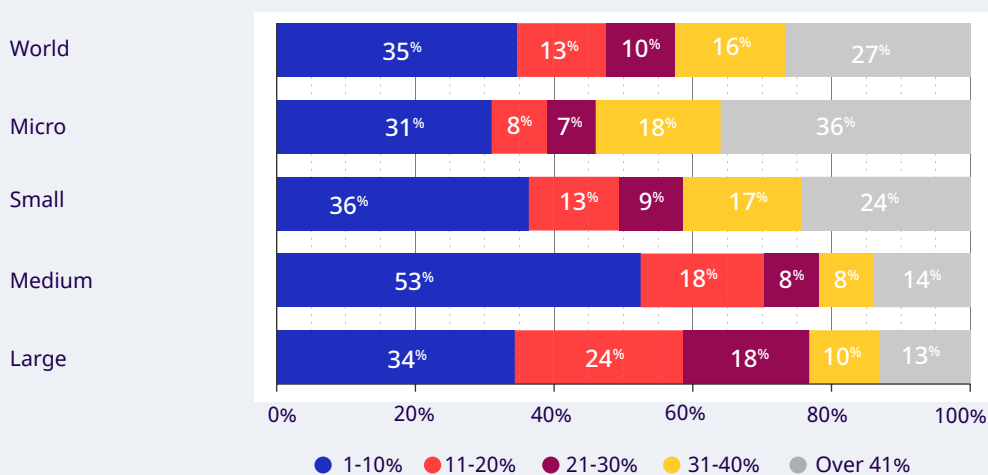
► FIGURE 10.

Percentage of workers that have been dismissed or planned to be dismissed

Panel A. Results by region



Panel B. Results by enterprise size



12. Does your enterprise have adequate access to sanitizers and other personal protective equipment and products?

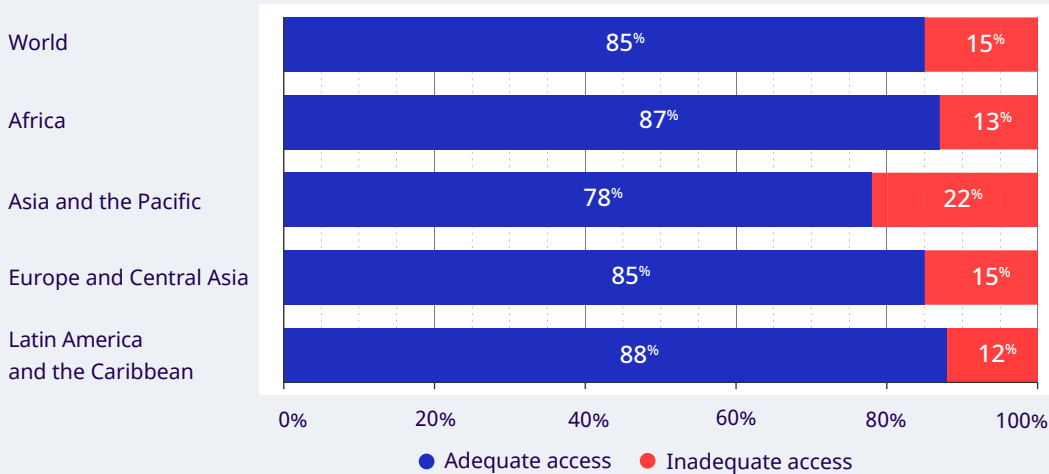
Most enterprises worldwide (85 per cent) had access to sanitizers and other personal protective equipment to manage the COVID-19 crisis. Over 85 per cent of enterprises across all regions, except Asia and the Pacific (78 per cent of enterprises), reported having adequate access to such equipment.

Large and medium enterprises reported slightly higher access to sanitizers and other personal protective equipment compared to small and micro enterprises. About 93 per cent of medium and large enterprises reported having adequate access to such equipment compared to 78 per cent of micro enterprises and 86 per cent of small enterprises.

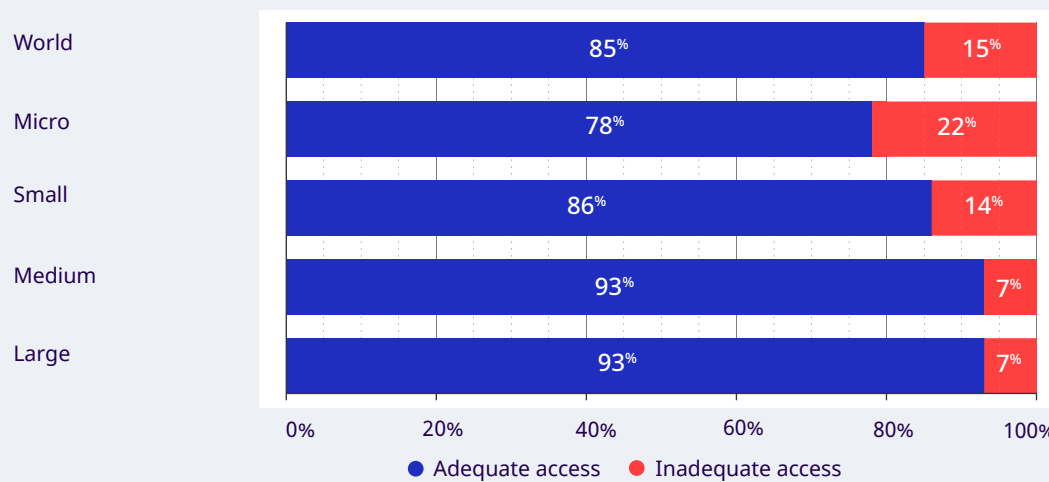
► **FIGURE 11.**

Enterprises that reported adequate access to sanitizers and personal protective equipment

Panel A. Results by region



Panel B. Results by enterprise size



▶ IV. Main enterprise challenges resulting from COVID-19

Snapshot

The most significant challenge resulting from COVID-19 was insufficient cash flow required for staff salaries and business operations, as reported by 60 per cent of enterprises globally. About half of enterprises reported that suppliers were unable to provide inputs and that raw materials were not supplied or had become expensive. A lower share of enterprises said that workers were absent from work due to government-imposed restrictions or illness (40 per cent), business partners were badly affected and not operating normally (23 per cent), and clients had been affected resulting in a lower demand than normal (21 per cent).

13. Which are the main challenges your enterprise currently faces resulting from COVID-19?

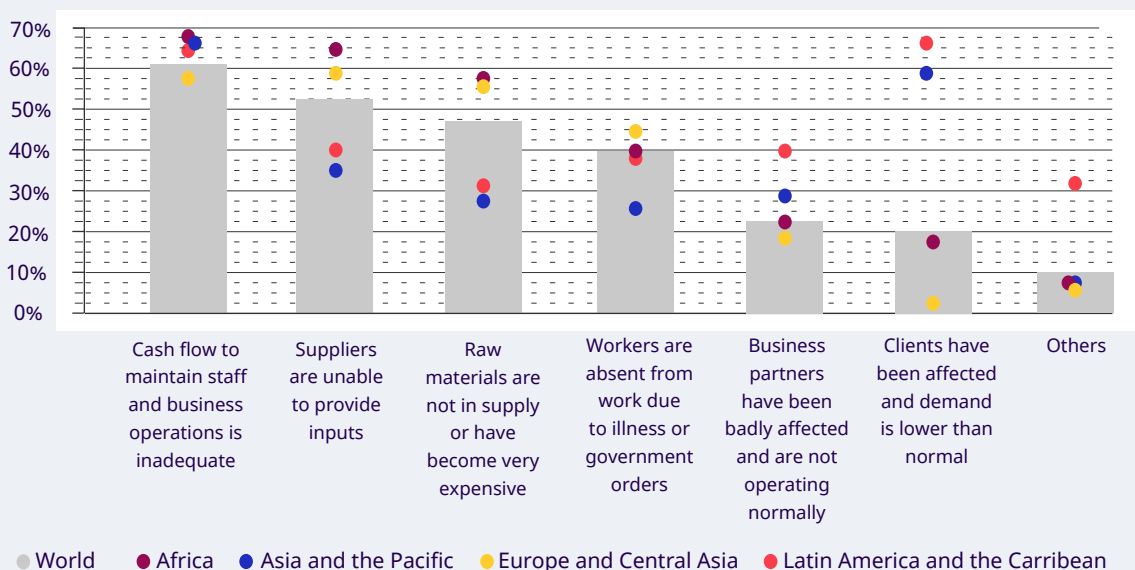
Over 60 per cent of enterprises reported that cash flow needed for staff salaries and business operations was inadequate, representing the most significant global challenge resulting from COVID-19. The second most common challenge was that suppliers were unable to provide inputs (54 per cent), followed by the limited supply or increase in the price of raw materials (48 per cent).

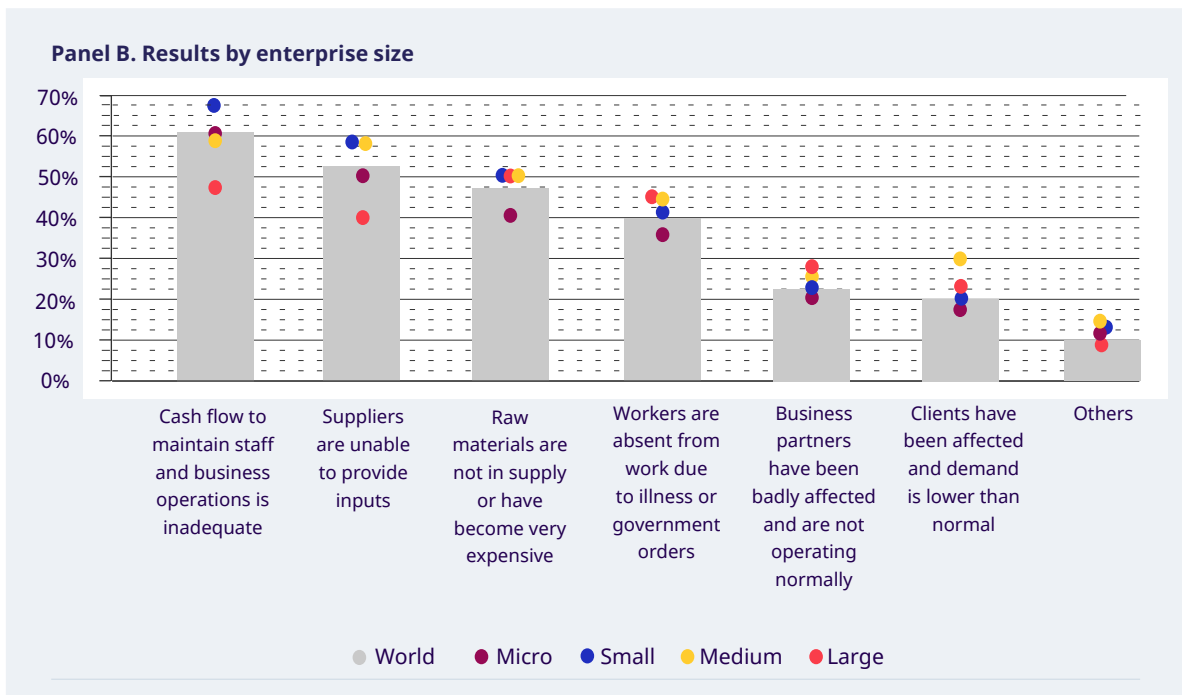
Of total enterprises, 40 per cent said that workers were absent from work due to government-imposed restrictions or illness, 23 per cent reported that business partners were badly affected and not operating normally, and 21 per cent noted a lower demand than normal. An additional 11 per cent of enterprises said that they were affected by other challenges such as travel restrictions, and government-imposed measures including lockdown and border closures.

▶ FIGURE 12.

Main challenges resulting from COVID-19

Panel A. Results by region





Main regional findings are as follows:

- ▶ Seven out of 10 enterprises in all regions except Europe and Central Asia (6 out of 10 enterprises) said that cash flow required for business operations and staff salaries was inadequate.
- ▶ Six out of 10 enterprises in Africa and Europe and Central Asia said that suppliers were unable to provide inputs, compared to 4 out of 10 enterprises in Asia and the Pacific, and Latin America and the Caribbean.
- ▶ Above average shares of enterprises in Africa and Europe and Central Asia reported limited availability or high price of raw materials.
- ▶ A slightly higher share of enterprises in Europe and Central Asia (43 per cent) said that workers were absent from work compared to enterprises in other regions.
- ▶ Enterprises in Latin America and the Caribbean, and Asia and the Pacific were particularly affected by disruption to business partners and a lower demand than normal. The share of enterprises reporting a lower demand than normal was only at 3 per cent in Europe and Central Asia.

Similar shares of micro, small, medium and large enterprises are affected by the aforementioned challenges. Key insights by enterprise size are mentioned below:

- ▶ Above average shares of small enterprises (69 per cent) reported having inadequate cash flow to maintain staff salaries and business operations.
- ▶ Small and medium enterprises were slightly more affected by supply disruptions compared to micro and large enterprises.
- ▶ A slightly lower share of micro enterprises reported limited availability or high price of raw materials, and absent workers due to government restrictions or illness compared to small, medium and large enterprises.
- ▶ One out of 4 medium and large enterprises noted that business partners were not operating normally.
- ▶ One out of 3 medium enterprises said that clients had been affected and demand was lower than normal due to COVID-19.

▶ V. Final remarks

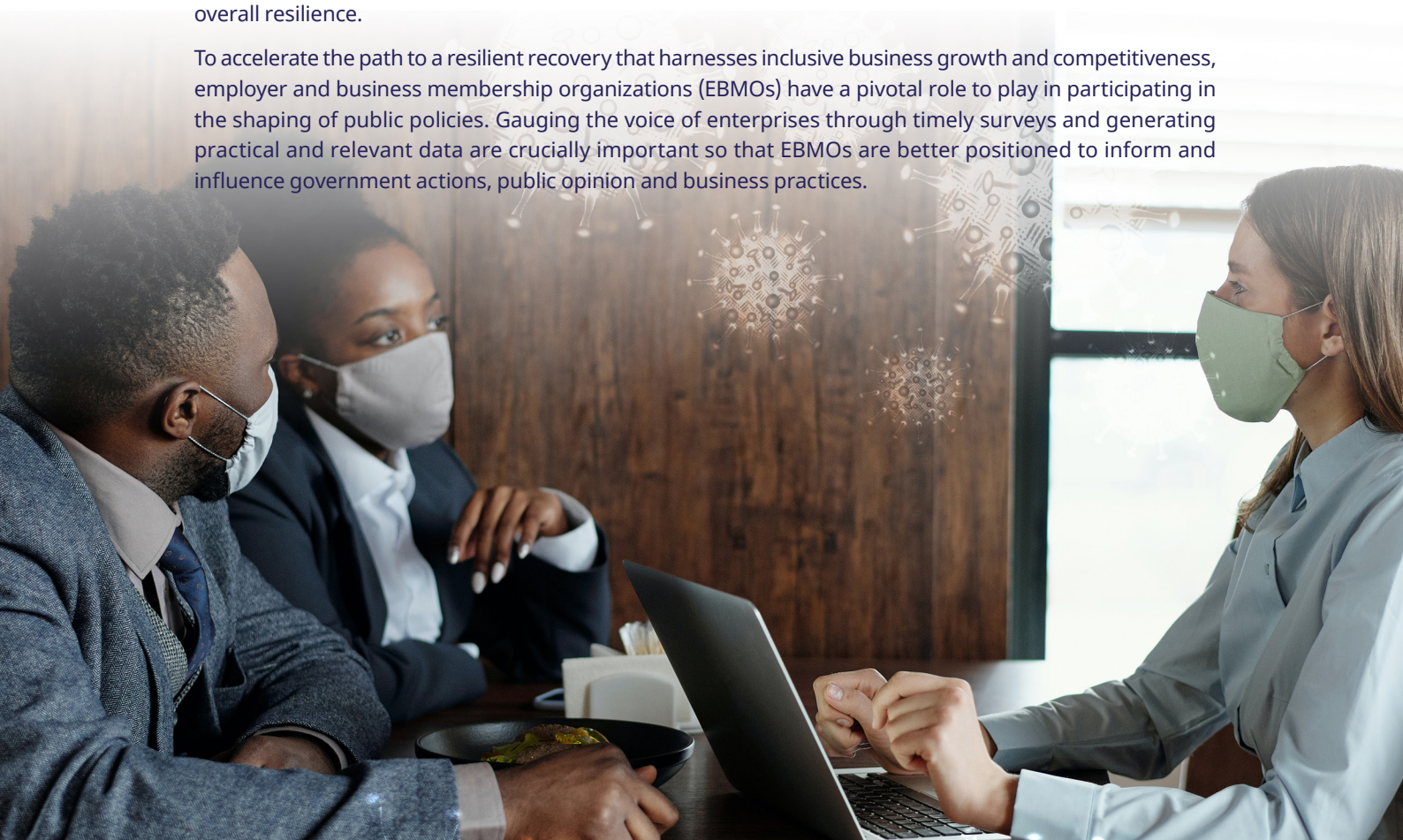
The survey findings show that COVID-19 severely impacted enterprises of all sizes globally – enterprises have experienced significant operational and financial ramifications during the second quarter of 2020. Public health policy measures introduced by governments to contain the virus have destabilized many enterprises and directly challenged their operations and viability. While every enterprise is unique, each are faced with similar concerns: how to sustain operations, how to keep people safe and protected, and what is the right way to move forward. Preparing for a complex and fast-moving crisis like COVID-19 can be extremely challenging and enterprises can be overwhelmed by the sheer scale of information and the escalating risks.

The survey points to the need for enterprises to better prepared to understand the impact and consequences of a crisis like COVID-19 and assessing their risk and vulnerability of crises situations on their employees, assets, business partners, and stakeholders. Building situational awareness and developing a crisis and resilience response plan will help improve business viability and enable well-informed, decisive action.

While the survey findings provide a snapshot on the set of challenges posed by the COVID-19 crisis on enterprises, further research is required to support their recovery and to enhance their resilience for future crises. For example, a deeper examination could be conducted on the low rates of enterprises having a BCP as shown in the survey results, how enterprises have adopted new technologies to meet hygiene and safety requirements, and how enterprises have improved operations and adapted business models during the recovery stage of the crisis to restore demand.

Economic recovery depends on the return of enterprises and their vibrant contributions to consumers, jobs and income. As economies re-open despite the different public health realities and the “new normal” continues to shape out, enterprises will need to remain agile, assess and re-assess their own business and the wider business and regulatory environment while implementing a range of measures to increase their overall resilience.

To accelerate the path to a resilient recovery that harnesses inclusive business growth and competitiveness, employer and business membership organizations (EBMOs) have a pivotal role to play in participating in the shaping of public policies. Gauging the voice of enterprises through timely surveys and generating practical and relevant data are crucially important so that EBMOs are better positioned to inform and influence government actions, public opinion and business practices.

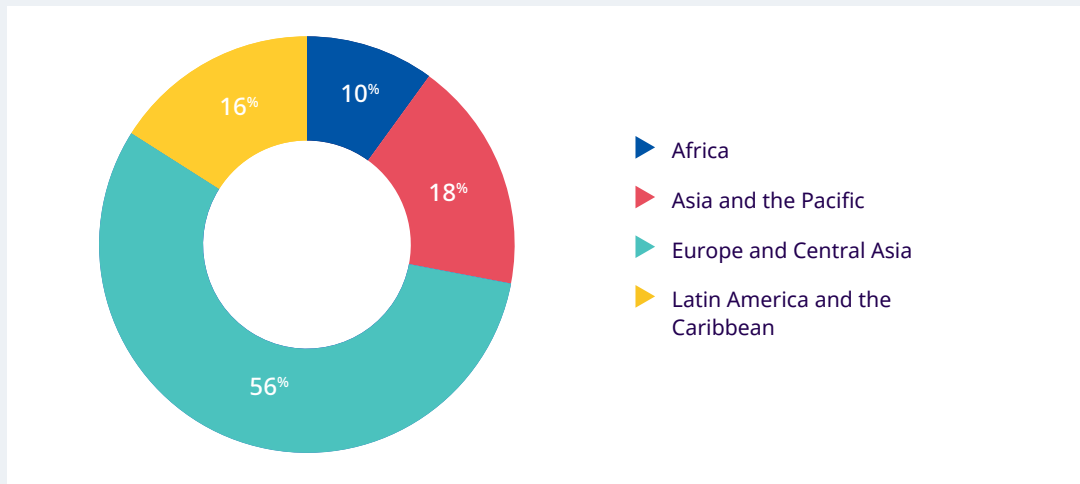


▶ Annex I. Survey demographics

The global survey was conducted with 4,530 enterprises (out of 5,822 that participated) in 45 countries across four regions. The majority of responses came from Europe and Central Asia (56 per cent), followed by Asia and the Pacific (18 per cent), Latin America and the Caribbean (16 per cent) and Africa (10 per cent).

▶ FIGURE 13.

Survey sample by region



The highest share of enterprises per country by region came from Kenya (41 per cent) in Africa, the Philippines (43 per cent) in Asia and the Pacific, the Russian Federation (28 per cent) in Europe and Central Asia, and Nicaragua (29 per cent) in Latin America and the Caribbean.

Table 1 - Survey sample within Africa

Country	Number of enterprises	Share
▶ Kenya	190	40%
▶ United Republic of Tanzania	91	19%
▶ Eswatini	69	15%
▶ Uganda	52	11%
▶ Comoros	40	8%
▶ Others	29	6%
Total	471	100%

Note: other countries include Burundi, Egypt, Ethiopia and Malawi.

Table 2 - Survey sample within Asia and the Pacific

Country	Number of enterprises	Share
▶ The Philippines	352	43%
▶ Tonga	212	26%
▶ Solomon Islands	78	10%
▶ Fiji	67	8%
▶ India	62	8%
▶ Others	46	6%
Total	817	100%

Note: other countries include Australia, Bangladesh, Indonesia, Marshall Islands, New Zealand and Sri Lanka.

Table 3 - Survey sample within Europe and Central Asia

Country	Number of enterprises	Share
▶ Russian Federation	701	28%
▶ Bosnia and Herzegovina	486	19%
▶ Serbia	389	15%
▶ Montenegro	333	13%
▶ Albania	224	9%
▶ Armenia	199	8%
▶ Ukraine	90	4%
▶ Georgia	60	2%
▶ Poland	29	1%
▶ Uzbekistan	22	1%
▶ Others	8	0%
Total	2,541	100%

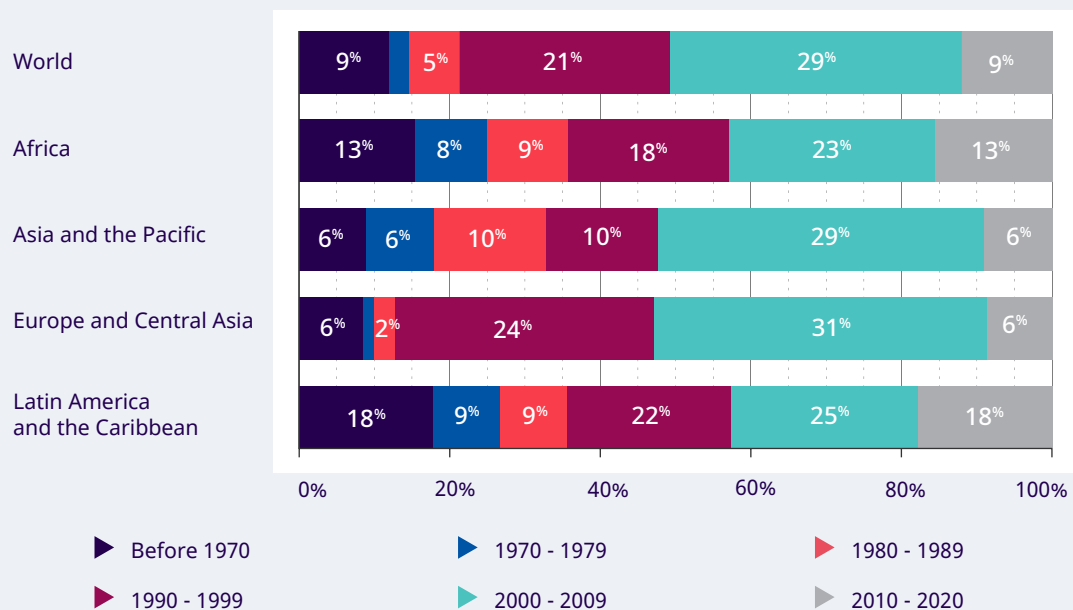
Note: other countries include Austria and Germany.

Table 4 - Survey sample within Latin America and the Caribbean

Country	Number of enterprises	Share
▶ Nicaragua	206	29%
▶ Paraguay	121	17%
▶ Trinidad and Tobago	113	16%
▶ Barbados	94	13%
▶ Argentina	62	9%
▶ Chile	31	4%
▶ Haiti	27	4%
▶ Mexico	20	3%
▶ Others	27	4%
Total	701	100%

Note: other countries include Colombia, Costa Rica, Jamaica, Peru and Uruguay.

A third of surveyed enterprises globally was established in the last 10 years. Additionally, of surveyed enterprises, 29 per cent were established between 2000 and 2009, 21 per cent were established between 1990 and 1999, 5 per cent were established between 1980 and 1989, 4 per cent were established between 1970 and 1979, and 9 per cent were established before 1970.

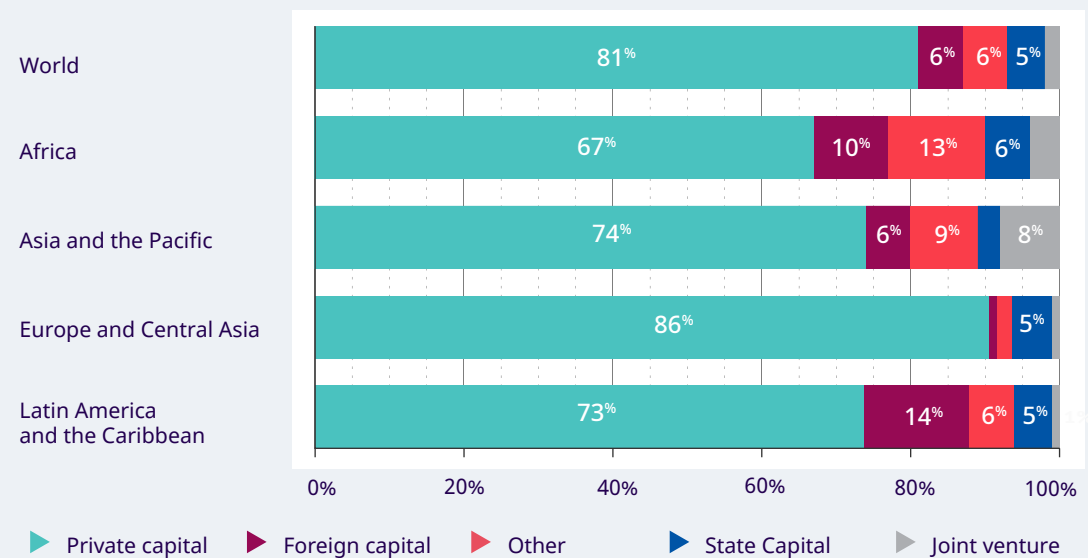
▶ FIGURE 14.**Year of establishment, results by region**

Eight out of ten enterprises globally were private. Other types of ownership in the survey included foreign capital (6 per cent), other capital (6 per cent), state capital (5 per cent) and joint venture (3 per cent).

The highest share of private enterprises in the survey came from Europe and Central Asia (86 per cent), followed by Asia and the Pacific (74 per cent), Latin America and the Caribbean (73 per cent) and Africa (67 per cent).

▶ FIGURE 15.

Type of ownership, results by region



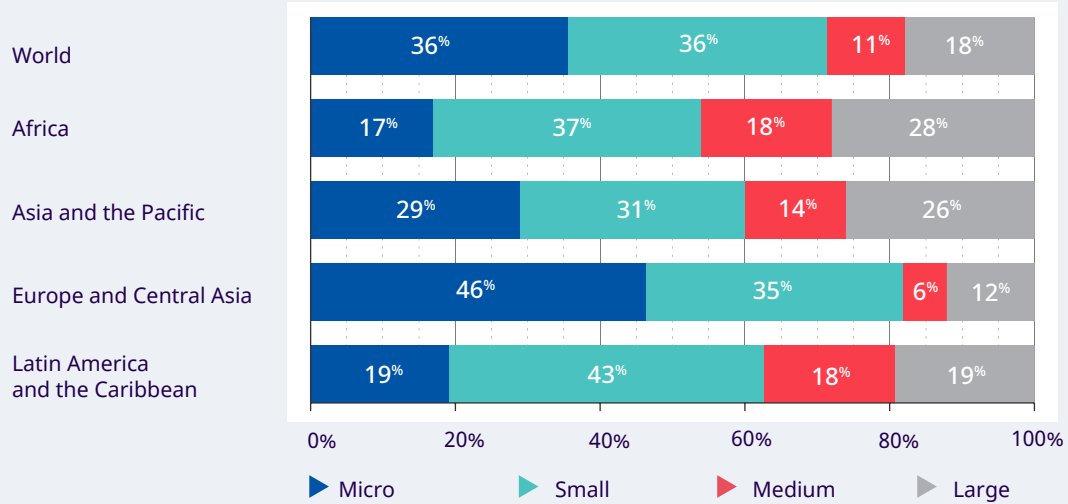
Enterprises in the survey were classified into four types according to the number of workers they employed, namely micro (employing between 1 and 10 workers), small (employing between 11 and 100 workers), medium (employing between 101 and 250 workers) and large (employing over 250 workers).

About 72 per cent of surveyed enterprises globally were micro or small. Equal shares (36 per cent) of micro and small enterprises, 11 per cent of medium enterprises and 18 per cent of large enterprises responded to the survey.

Europe and Central Asia accounted for the highest share of micro enterprises (46 per cent) and Latin America and the Caribbean had the highest share of small enterprises (43 per cent). Africa and Latin America and the Caribbean had the highest share of medium enterprises (18 per cent each), and Africa had the highest share of large enterprises (28 per cent).

▶ FIGURE 16.

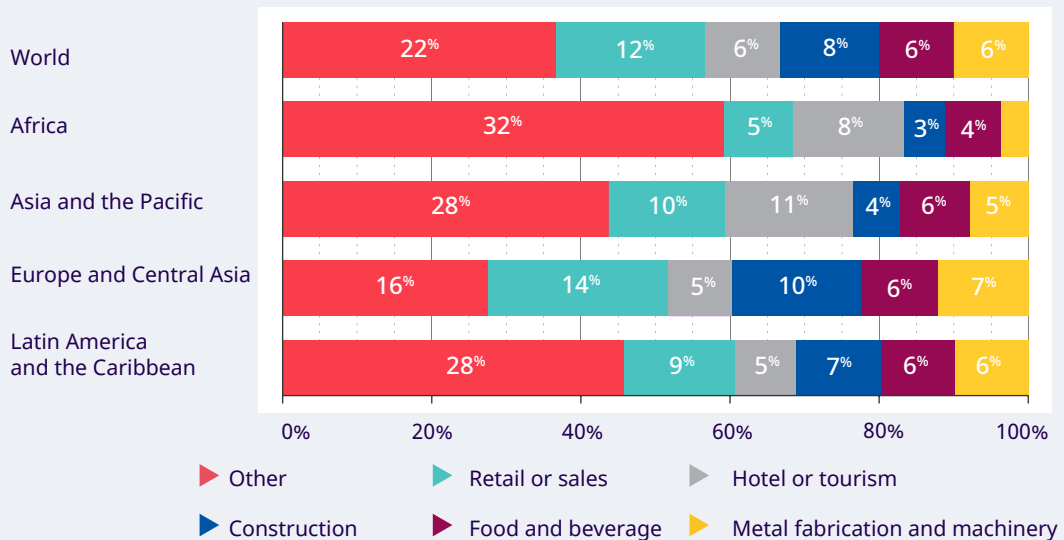
Enterprise size, results by region



The highest share of survey responses came from the retail or sales (12 per cent) and construction (8 per cent) sectors. The hotel or tourism, food and beverage, and metal fabrication and machinery sectors accounted for 6 per cent of responses each. An additional 22 per cent of responses came from “other economic sectors”, and 40 per cent of responses were found in various other 14 economic sectors.

▶ FIGURE 17.

Economic sector, results by region



Note: Economic sectors accounting for less than 6 per cent of the global sample are not displayed in this figure. These sectors include agriculture, farming or fishing; chemicals and plastics; education; electronics and electrical equipment; financial or insurance activities; forestry or wood or paper products; health; information and communication; mining and refining; oil and gas; real estate activities; restaurants; textile, leather and apparel; and transportation and transportation equipment.

▶ Annex II. Sectorial profiles ^[12]

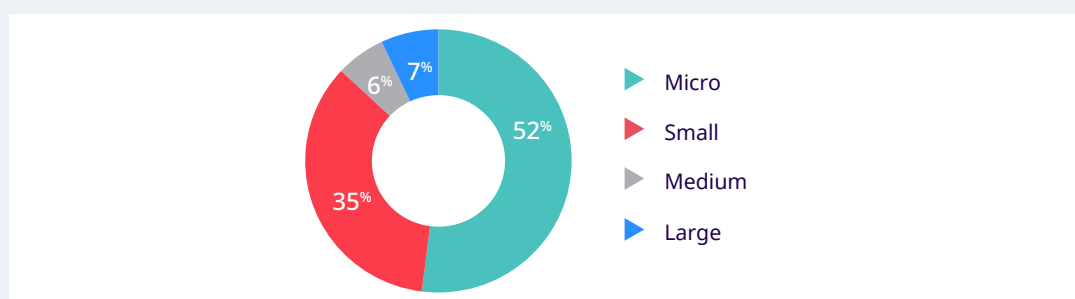
Retail or sales

I. Profile of surveyed enterprises

- ▶ A total of 498 enterprises from the retail or sales sector answered the survey accounting for 12 per cent of responses globally.
- ▶ The majority of responses came from Europe and Central Asia (69 per cent), followed by Asia and the Pacific (15 per cent), Latin America and the Caribbean (11 per cent) and Africa (4 per cent).
- ▶ Nine out of 10 enterprises were private.
- ▶ Of surveyed enterprises, more than half were micro and over a third were small.

▶ FIGURE 18.

Enterprise size of surveyed enterprises



II. Impact of COVID-19 on business operations

- ▶ Of surveyed enterprises, an equal share of 34 per cent were partially operating or not operating, 23 per cent were operating fully on site and 8 per cent were operating fully but teleworking.
- ▶ About 7 out of 10 enterprises changed business operations or service delivery to protect their enterprises against COVID-19.
- ▶ Four out of 10 enterprises reported having a business continuity plan.
- ▶ Of surveyed enterprises, 27 per cent said they would achieve full recovery within a month, 26 per cent thought that this would take 3 months, and 21 per cent said that this would take between 3-6 months.

▶ FIGURE 19.

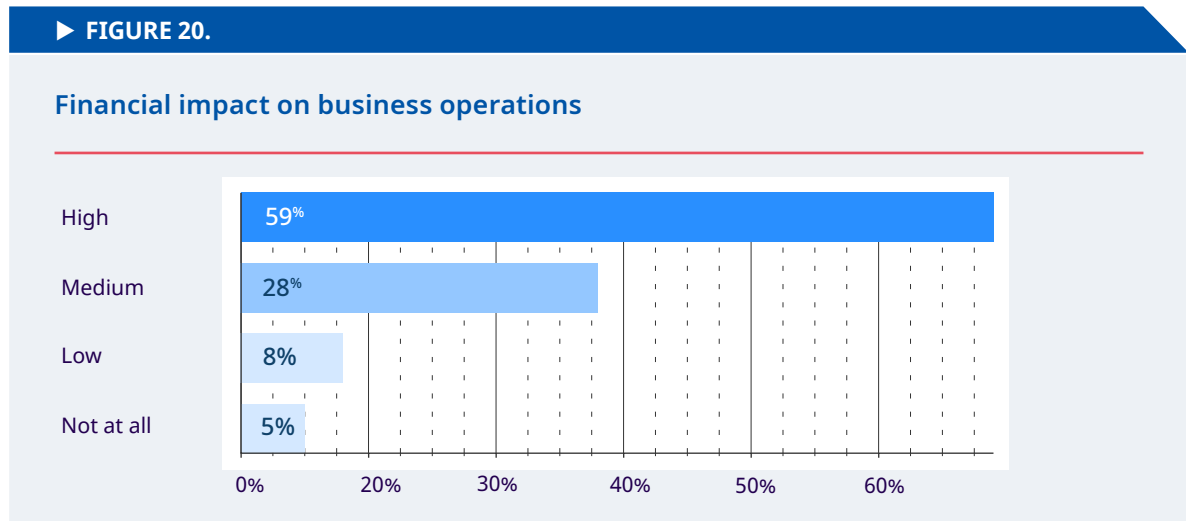
Estimated time to fully restore operations



12. Profiles are available for five key sectors that accounted for the highest survey response rate.

III. Financial impact of COVID-19 on enterprises

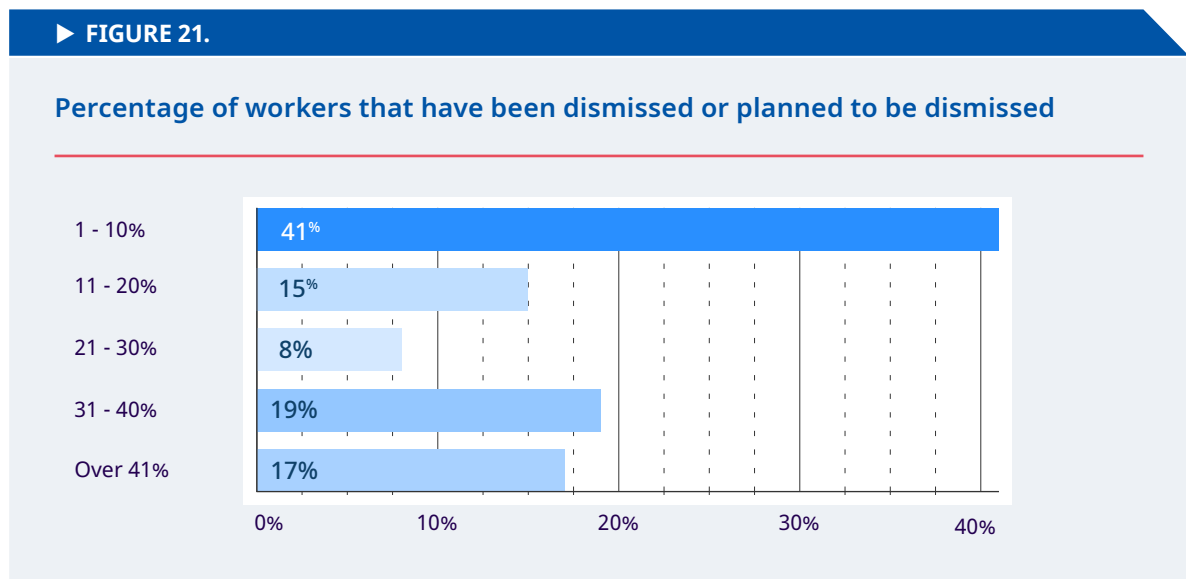
- ▶ Six out of 10 enterprises reported a high level of financial impact and 3 out of 10 enterprises noted a medium level of financial impact.



- ▶ Of surveyed enterprises, 42 per cent reported not having access to any funding for business recovery, 29 per cent said that they had access to savings and 28 per cent reported accessing loans or grants.
- ▶ Of those enterprises that had access to funds, 65 per cent reported that such funding was insufficient.
- ▶ Of surveyed enterprises, 64 per cent were not insured at all, 20 per cent were fully insured and 16 per cent were partially insured.

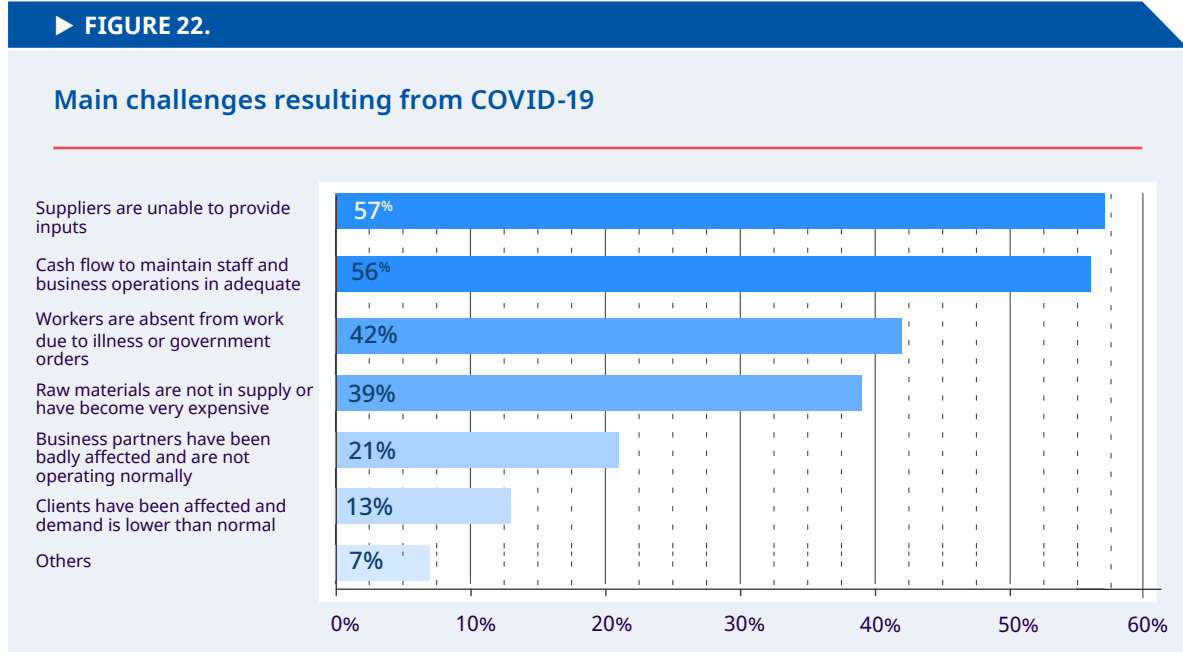
IV. Impact of COVID-19 on workforce

- ▶ Most enterprises (83 per cent) retained or planned to retain their staff despite the COVID-19 crisis.
- ▶ Of surveyed enterprises that dismissed or planned to dismiss workers, 41 per cent reported a dismissal of 1-10 per cent of staff, 42 per cent reported a dismissal of 11-40 per cent of staff, and 17 per cent reported a dismissal of over 41 per cent of staff.



V. Main challenges from COVID-19

- ▶ The most significant challenge from COVID-19 was that suppliers were unable to provide inputs (57 per cent), followed by inadequate cash flow for staff salaries and business operations (56 per cent) and workers absent from work due to government-imposed restrictions or illness (42 per cent).



- ▶ Eight out of 10 enterprises had access to sanitizers and other personal protective equipment to manage the COVID-19 crisis.



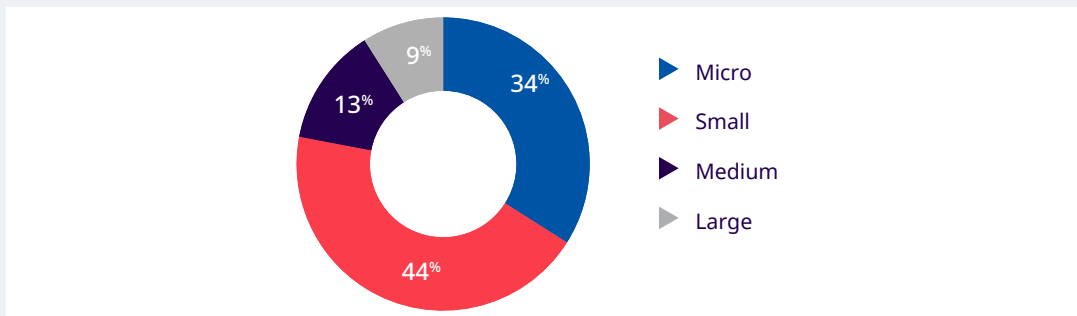
► Construction

I. Profile of surveyed enterprises

- A total of 351 enterprises from the construction sector answered the survey accounting for 8 per cent of responses globally.
- The majority of responses came from Europe and Central Asia (72 per cent), followed by Latin America and the Caribbean (14 per cent), Asia and the Pacific (10 per cent) and Africa (4 per cent).
- Nine out of 10 enterprises were private.
- Of surveyed enterprises, 44 per cent were small and 34 per cent were micro.

► FIGURE 23.

Enterprise size of surveyed enterprises

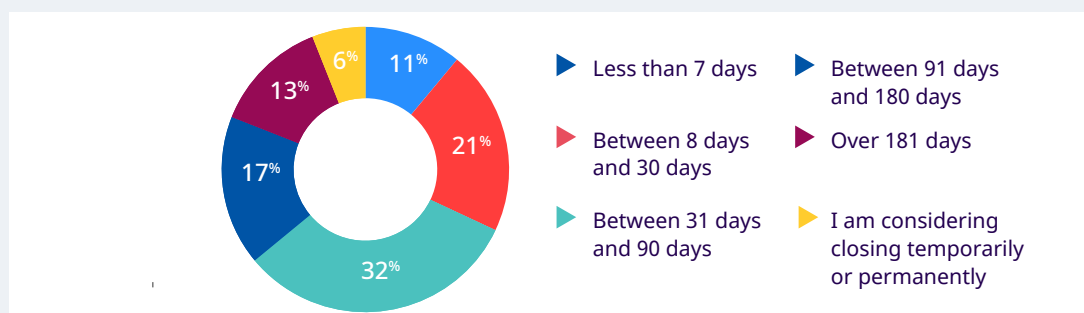


II. Impact of COVID-19 on business operations

- Of surveyed enterprises, 42 per cent were partially operating, 22 per cent were not operating, 20 per cent were operating fully on site and 16 per cent were operating fully but teleworking.
- About 8 out of 10 enterprises changed business operations or service delivery to protect their enterprises against COVID-19.
- Four out of 10 enterprises reported having a business continuity plan
- Of surveyed enterprises, 32 per cent said they would achieve full recovery within a month, 32 per cent thought that this would take 3 months, and 17 per cent said that this would take between 3-6 months.

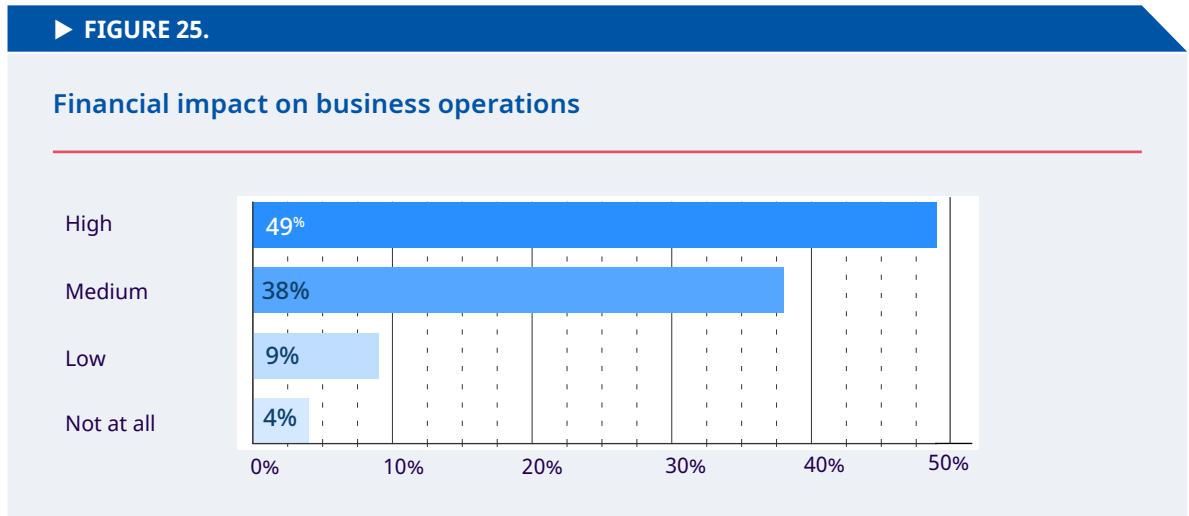
► FIGURE 24.

Estimated time to fully restore operations



III. Financial impact of COVID-19 on enterprises

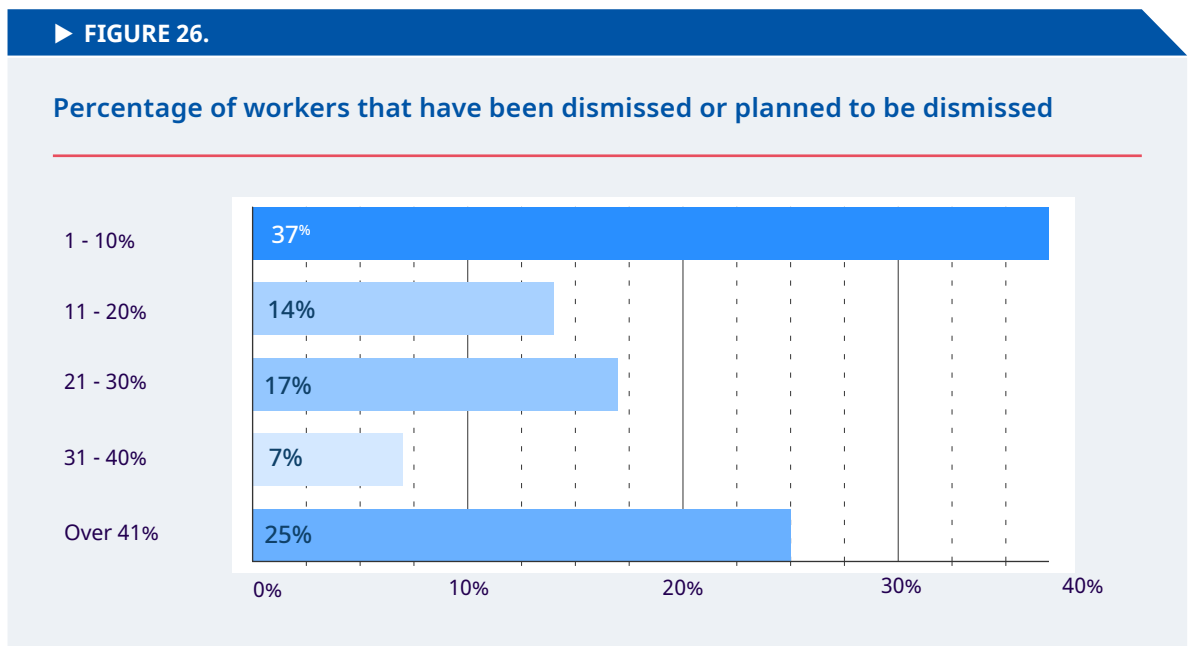
- ▶ Five out of 10 enterprises reported a high level of financial impact and 4 out of 10 enterprises noted a medium level of financial impact.



- ▶ Of surveyed enterprises, 41 per cent reported not having access to any funding for business recovery, and an equal share of 32 per cent said that they had access to savings as well as loans or grants.
- ▶ Of those enterprises that had access to funds, 69 per cent reported that such funding was insufficient.
- ▶ Of surveyed enterprises, 59 per cent were not insured at all, 21 per cent were partially insured and 19 per cent were fully insured.

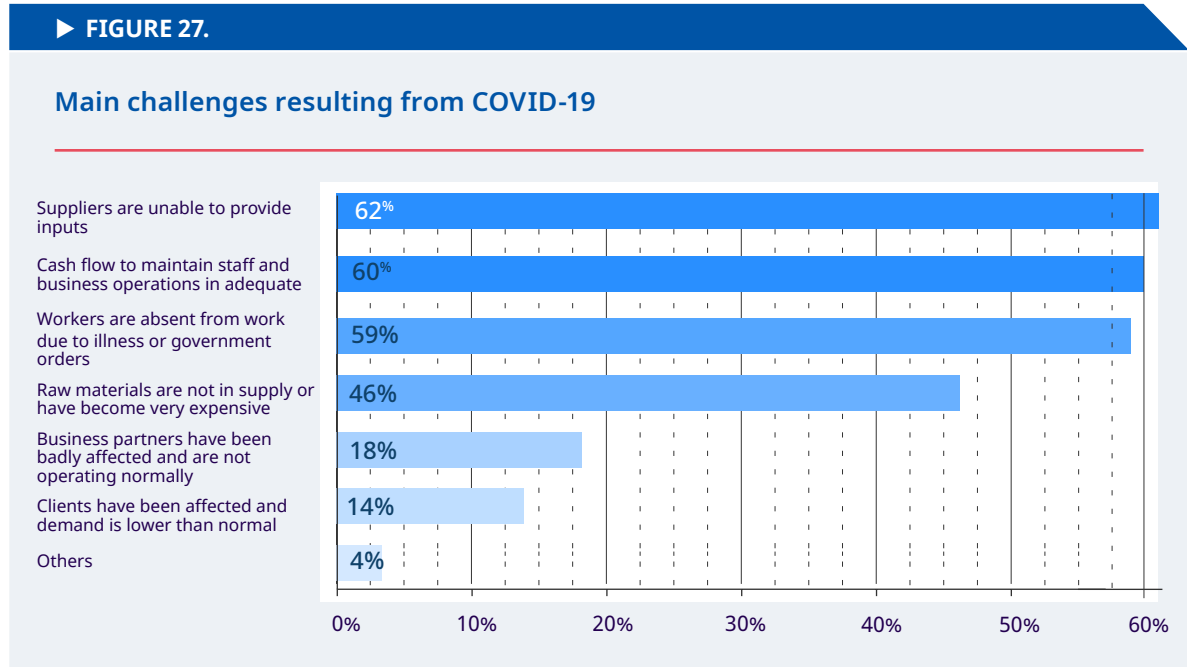
IV. Impact of COVID-19 on workforce

- ▶ Most enterprises (78 per cent) retained or planned to retain their staff despite the COVID-19 crisis.
- ▶ Of surveyed enterprises that dismissed or planned to dismiss workers, 37 per cent reported a dismissal of 1-10 per cent of staff, 38 per cent reported a dismissal of 11-40 per cent of staff, and 25 per reported a dismissal of over 41 per cent of staff.

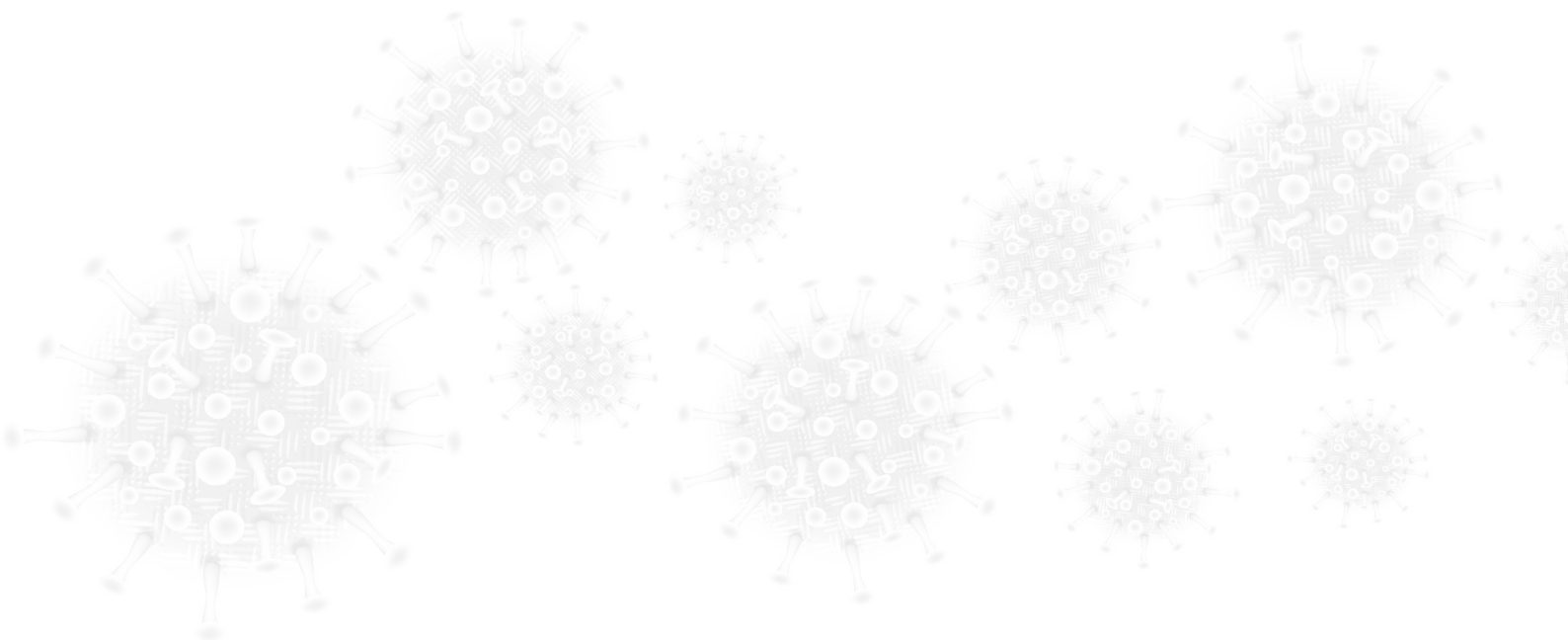


V. Main challenges from COVID-19

- ▶ The most significant challenge from COVID-19 was that cash flow for staff salaries and business operations was inadequate (62 per cent), followed by limited supply or increase in the price of raw materials (60 per cent) and an inability of suppliers to provide inputs (59 per cent).



- ▶ Eight out of 10 enterprises had access to sanitizers and other personal protective equipment to manage the COVID-19 crisis.



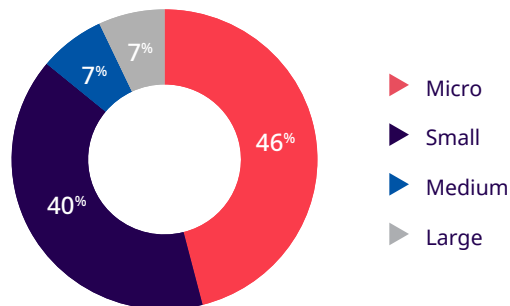
► Hotel or tourism

I. Profile of surveyed enterprises

- A total of 281 enterprises from the hotel or tourism sector answered the survey accounting for 6 per cent of responses globally.
- The majority of responses came from Europe and Central Asia (44 per cent), followed by Asia and the Pacific (31 per cent), Africa (13 per cent) and Latin America and the Caribbean (12 per cent).
- About 9 out of 10 enterprises were private.
- Of surveyed enterprises, 46 per cent were micro and 40 per cent were small.

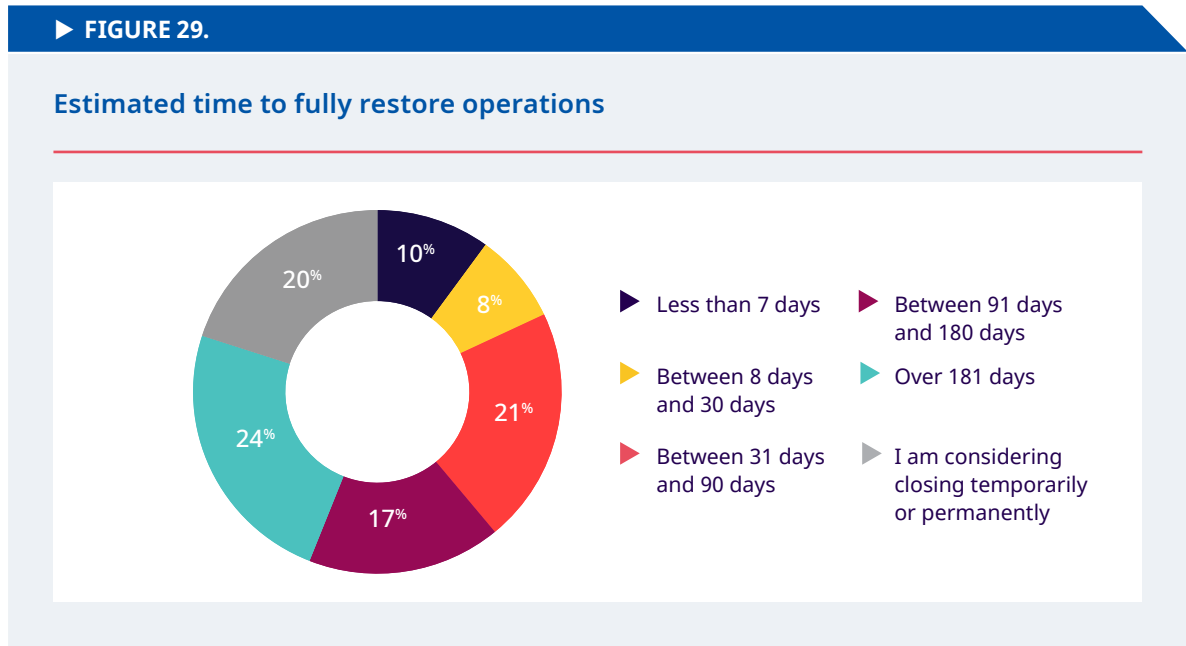
► FIGURE 28.

Enterprise size of surveyed enterprises



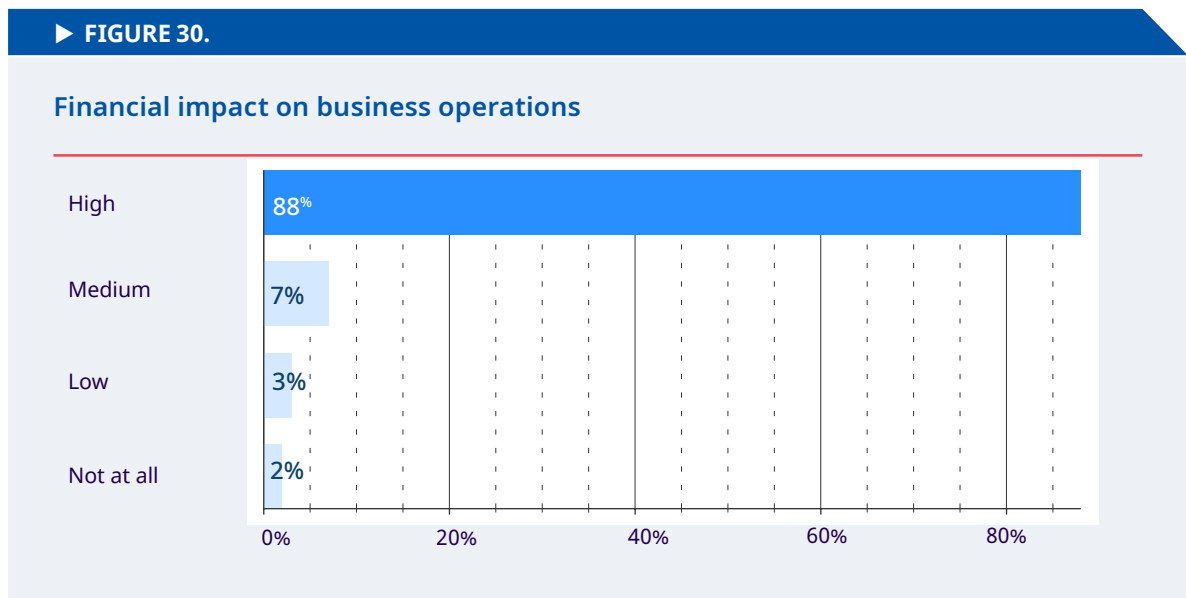
II. Impact of COVID-19 on business operations

- ▶ Of surveyed enterprises, 53 per cent were not operating, 37 per cent were partially operating, 7 per cent were operating fully on site and 3 per cent were operating fully but teleworking.
- ▶ Eight out of 10 enterprises changed business operations or service delivery to protect their enterprises against COVID-19.
- ▶ Four out of 10 enterprises reported having a business continuity plan
- ▶ Of surveyed enterprises, 20 per cent were considering closing temporarily or permanently, 24 per cent planned to fully restore operations in over 6 months, and 21 per cent thought that this would take 3 months.



III. Financial impact of COVID-19 on enterprises

- ▶ Nine out of 10 enterprises reported a high level of financial impact.



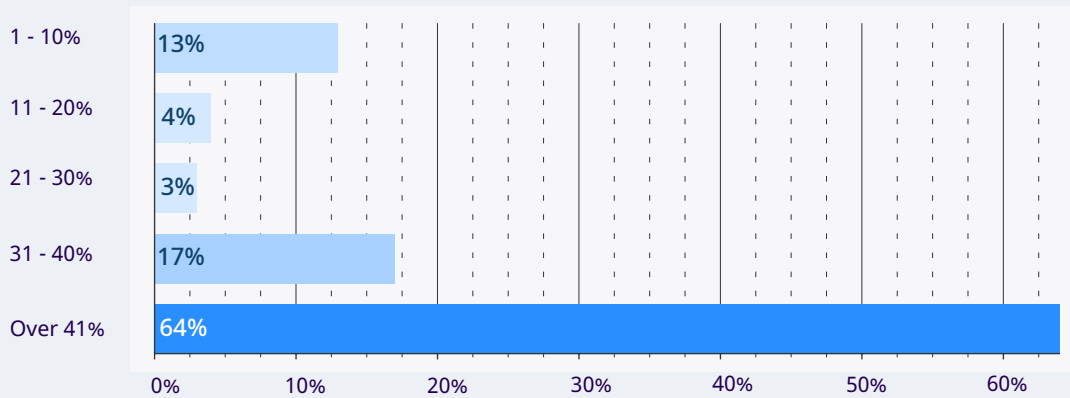
- ▶ Of surveyed enterprises, 47 per cent reported not having access to any funding for business recovery, 29 per cent said that they had access to savings and 28 per cent reported accessing loans or grants.
- ▶ Of those enterprises that had access to funds, 79 per cent reported that such funding was insufficient.
- ▶ Of surveyed enterprises, 58 per cent were not insured at all, 23 per cent were fully insured and 19 per cent were partially insured.

IV. Impact of COVID-19 on workforce

- ▶ Over half of enterprises (53 per cent) dismissed or planned to dismiss their staff due to COVID-19.
- ▶ Of surveyed enterprises that dismissed or planned to dismiss workers, 64 reported a dismissal of over 41 per cent of staff, 17 per cent reported a dismissal of 31-40 per cent of staff, and 20 per reported a dismissal of up to 30 per cent of staff.

▶ **FIGURE 31.**

Percentage of workers that have been dismissed or planned to be dismissed

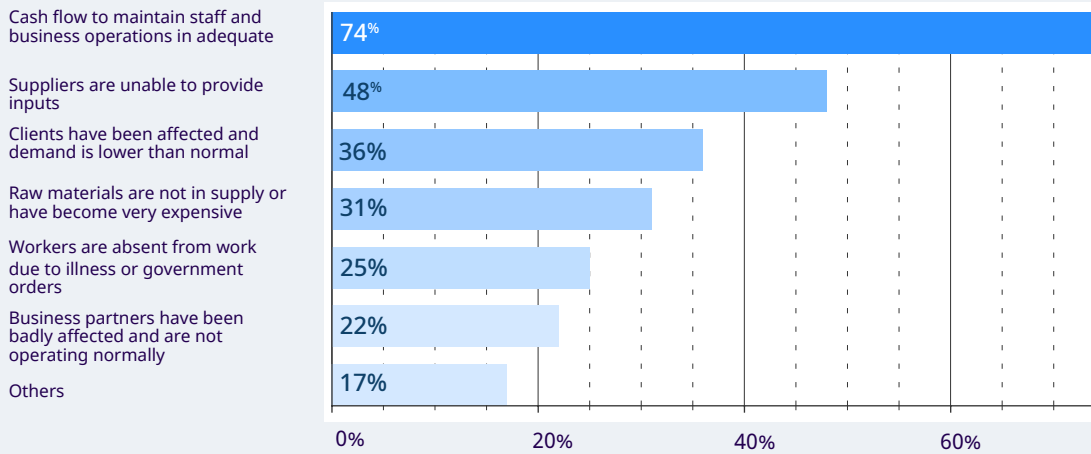


V. Main challenges from COVID-19

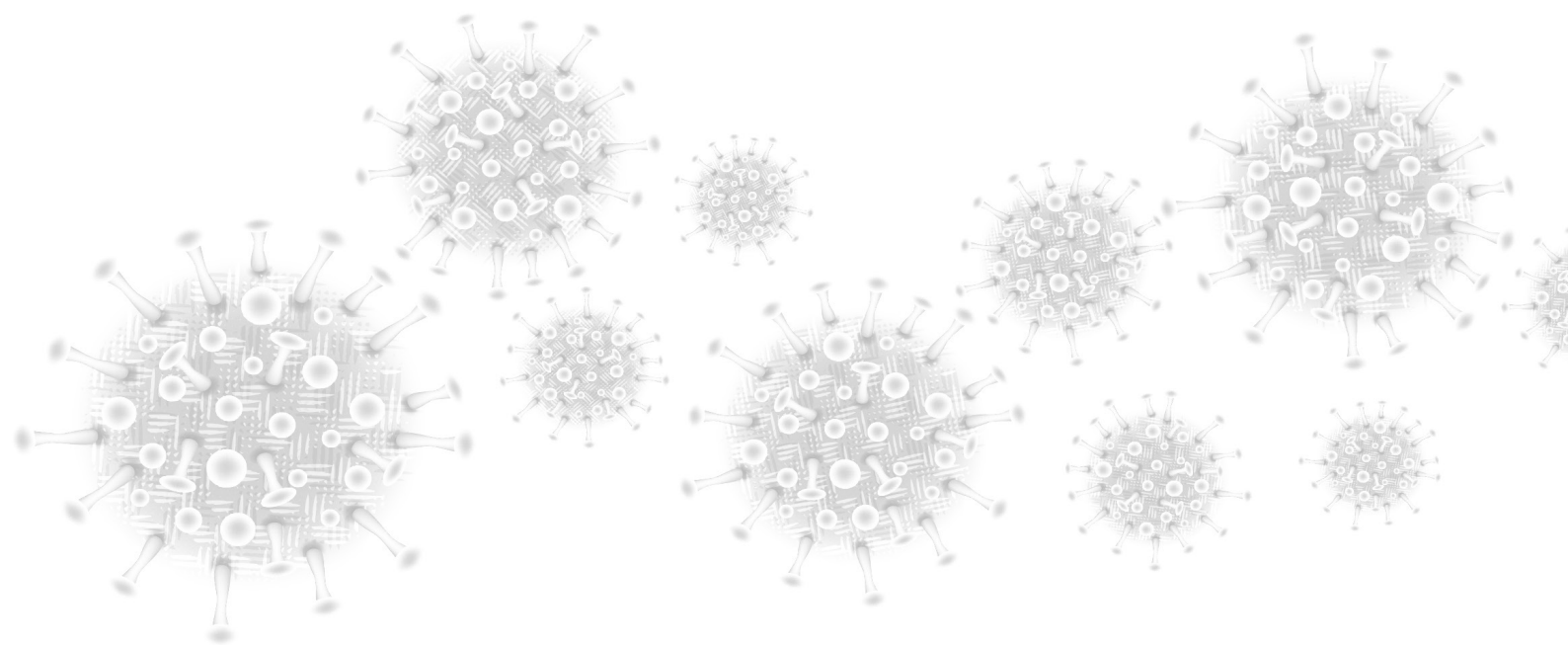
- ▶ The most significant challenge from COVID-19 was that cash flow needed for staff salaries and business operations was inadequate (74 per cent), followed by inability of suppliers to provide inputs (48 per cent) and a lower demand than normal (36 per cent).

▶ **FIGURE 32.**

Main challenges resulting from COVID-19



- ▶ Eight out of 10 enterprises had access to sanitizers and other personal protective equipment to manage the COVID-19 crisis.



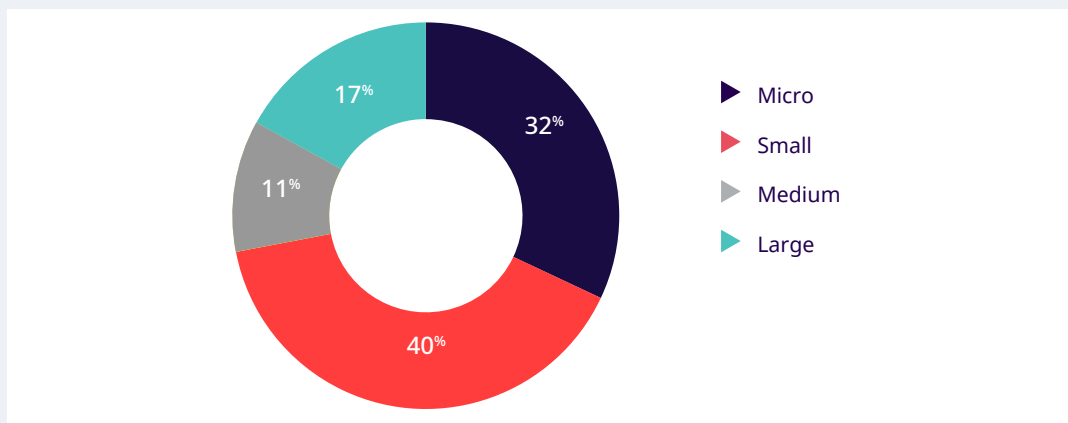
▶ Food and beverage

I. Profile of surveyed enterprises

- ▶ A total of 280 enterprises from the food and beverage sector answered the survey accounting for 6 per cent of responses globally.
- ▶ The majority of responses came from Europe and Central Asia (58 per cent), followed by Asia and the Pacific (19 per cent), Latin America and the Caribbean (15 per cent) and Africa (8 per cent).
- ▶ About 9 out of 10 enterprises were private.
- ▶ Of surveyed enterprises, 40 per cent were small and 32 per cent were micro.

▶ FIGURE 33.

Enterprise size of surveyed enterprises

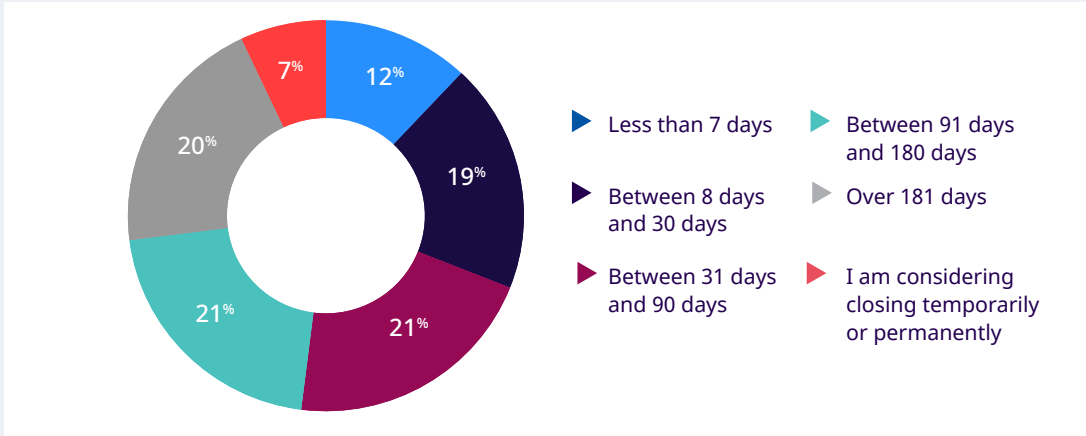


II. Impact of COVID-19 on business operations

- ▶ Of surveyed enterprises, 49 per cent were partially operating, 31 per cent were operating fully on site, 11 per cent were not operating and 9 per cent were operating fully but teleworking.
- ▶ Eight out of 10 enterprises changed business operations or service delivery to protect their enterprises against COVID-19.
- ▶ Over half of enterprises reported having a business continuity plan.
- ▶ Of surveyed enterprises, 31 per cent said they would achieve full recovery within a month, 21 per cent thought that this would take between 1-3 months, and 22 per cent said that this would take between 3-6 months.

► FIGURE 34.

Estimated time to fully restore operations

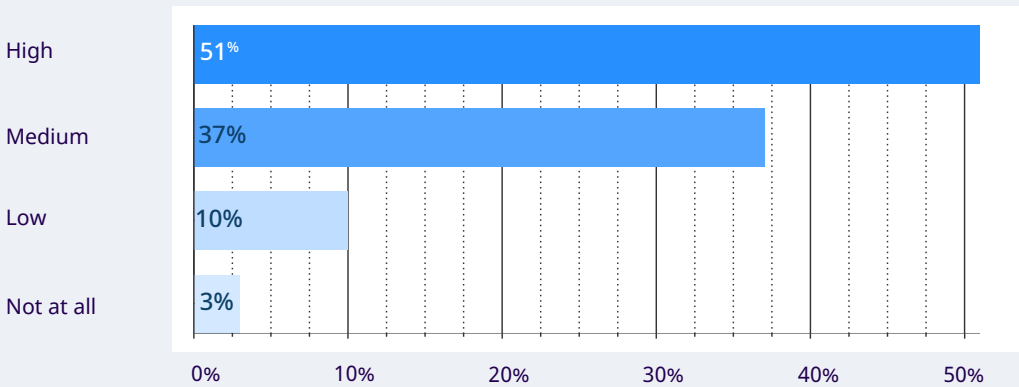


III. Financial impact of COVID-19 on enterprises

- Five out of 10 enterprises reported a high level of financial impact and about 4 out of 10 enterprises noted a medium level of financial impact.

► FIGURE 35.

Financial impact on business operations



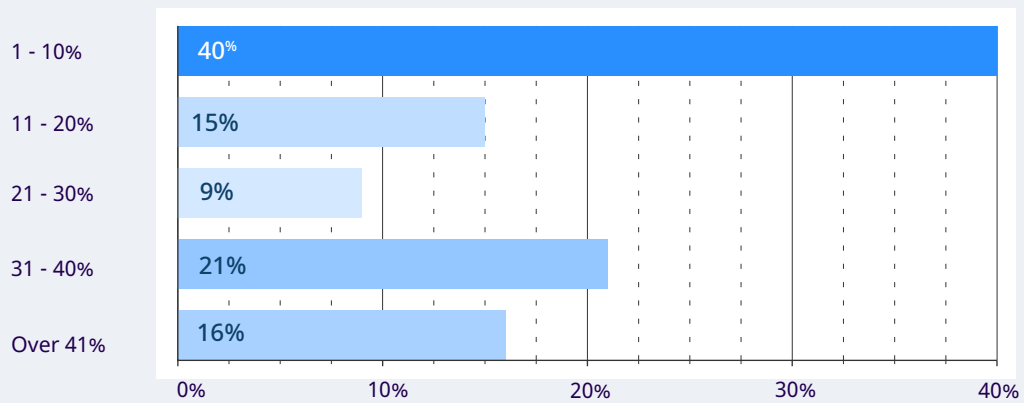
- Of surveyed enterprises, 37 per cent reported not having access to any funding for business recovery, 35 per cent reported accessing loans or grants, and 34 per cent said that they had access to savings.
- Of those enterprises that had access to funds, 70 per cent reported that such funding was insufficient.
- Of surveyed enterprises, 48 per cent were not insured at all, 33 per cent were fully insured and 19 per cent were partially insured.

IV. Impact of COVID-19 on workforce

- ▶ Most enterprises (74 per cent) retained or planned to retain their staff despite the COVID-19 crisis.
- ▶ Of surveyed enterprises that dismissed or planned to dismiss workers, 40 per cent reported a dismissal of 1-10 per cent of staff, 44 per cent reported a dismissal of 11-40 per cent of staff, and 16 per cent reported a dismissal of over 41 per cent of staff.

▶ FIGURE 36.

Percentage of workers that have been dismissed or planned to be dismissed

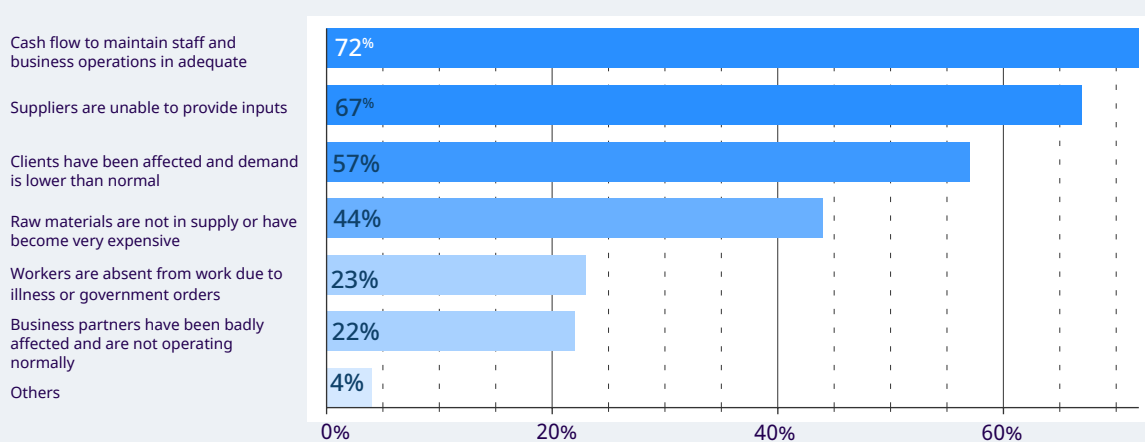


V. Main challenges from COVID-19

- ▶ The most significant challenge from COVID-19 was that cash flow for staff salaries and business operations was inadequate (72 per cent), followed by an inability of suppliers to provide inputs (67 per cent) and limited supply or increase in the price of raw materials (57 per cent).

▶ FIGURE 37.

Main challenges resulting from COVID-19



- ▶ Nine out of 10 enterprises had access to sanitizers and other personal protective equipment to manage the COVID-19 crisis.

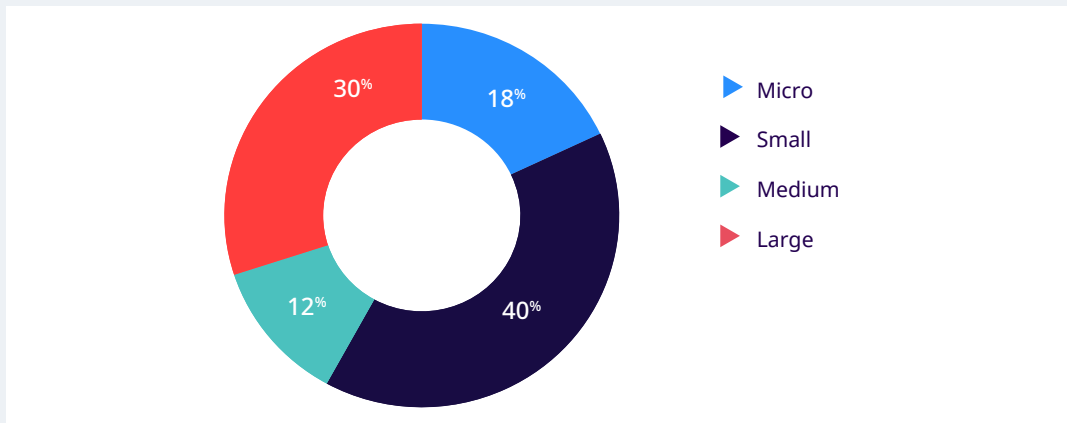
▶ Metal fabrication and machinery

I. Profile of surveyed enterprises

- ▶ A total of 267 enterprises from the metal fabrication and machinery sector answered the survey accounting for 6 per cent of responses globally.
- ▶ The majority of responses came from Europe and Central Asia (70 per cent), followed by Latin America and the Caribbean (15 per cent), Asia and the Pacific (14 per cent) and Africa (1 per cent).
- ▶ Eight out of 10 enterprises were private.
- ▶ Of surveyed enterprises, 40 per cent were small and 30 per cent were large.

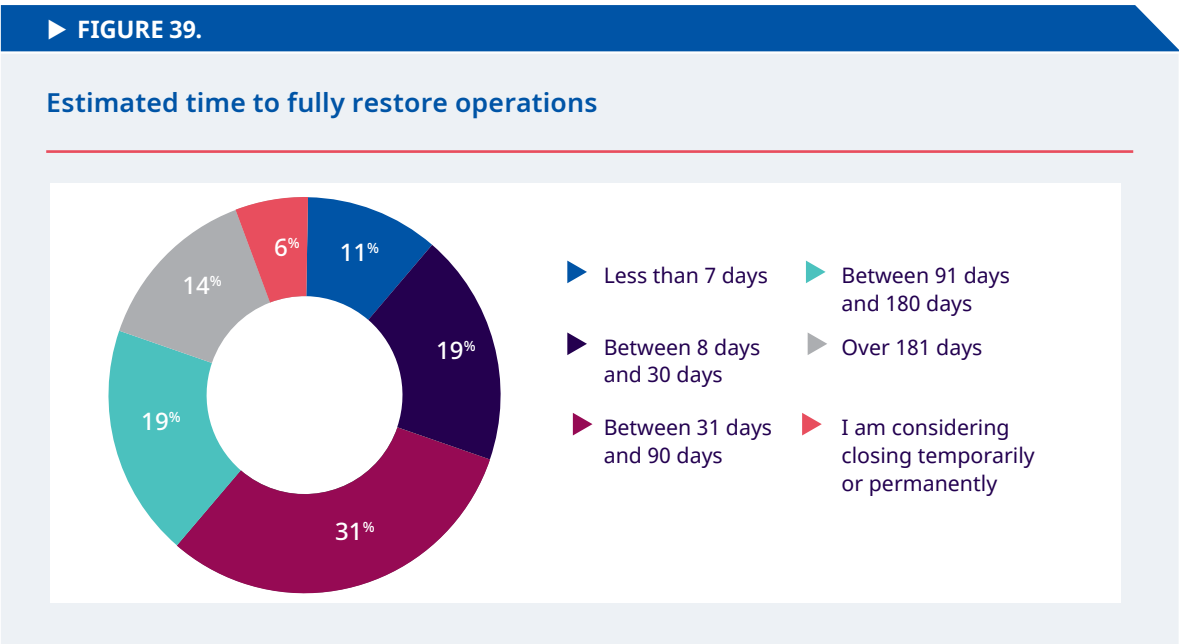
▶ FIGURE 38.

Enterprise size of surveyed enterprises



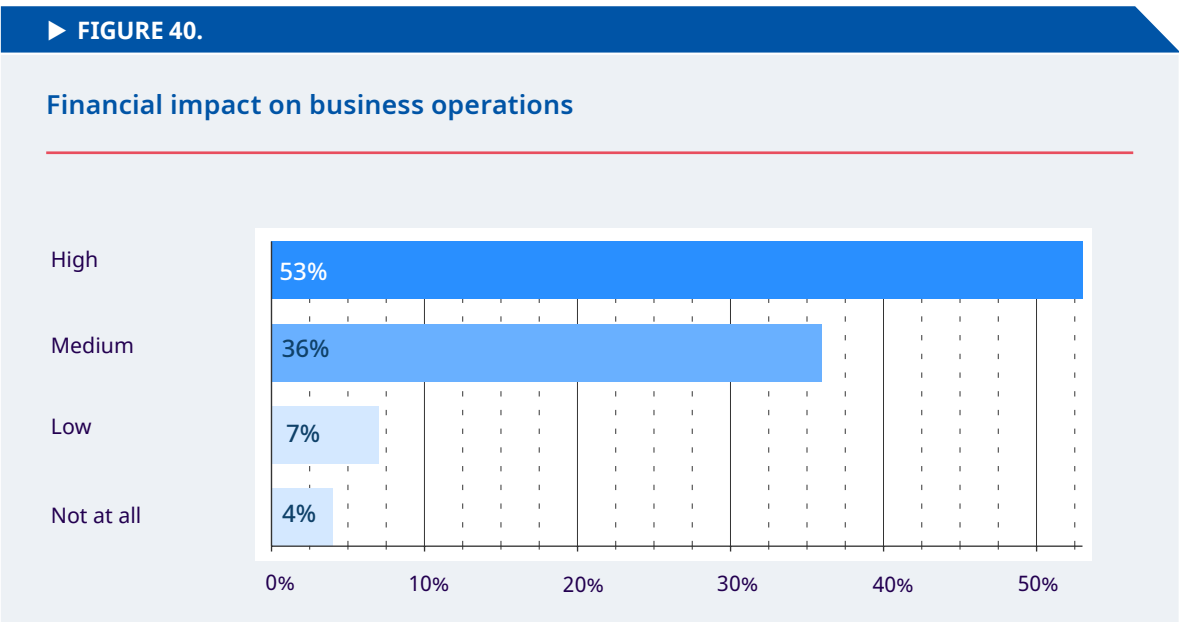
II. Impact of COVID-19 on business operations

- ▶ Of surveyed enterprises, 56 per cent were partially operating, 18 per cent were not operating, 17 per cent were operating fully on site and 9 per cent were operating fully but teleworking.
- ▶ About 8 out of 10 enterprises changed business operations or service delivery to protect their enterprises against COVID-19.
- ▶ Almost half of enterprises reported having a business continuity plan.
- ▶ Of surveyed enterprises, 30 per cent said they would achieve full recovery within a month, 31 per cent thought that this would take 3 months, and 19 per cent said that this would take between 3-6 months.



III. Financial impact of COVID-19 on enterprises

- Five out of 10 enterprises reported a high level of financial impact and 4 out of 10 enterprises noted a medium level of financial impact.



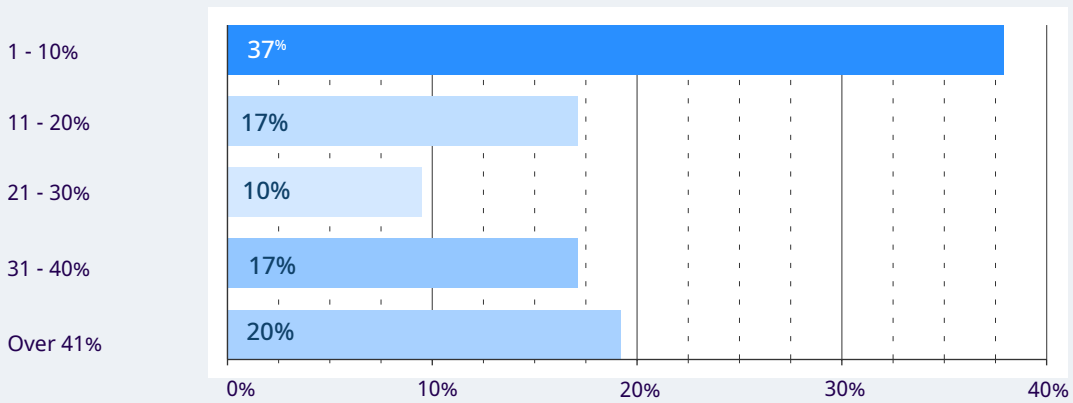
- Of surveyed enterprises, 23 per cent reported not having access to any funding for business recovery, 32 per cent reported accessing loans or grants, and 26 per cent said that they had access to savings.
- Of those enterprises that had access to funds, 81 per cent reported that such funding was insufficient.
- Of surveyed enterprises, 54 per cent were not insured at all, 28 per cent were partially insured and 18 per cent were fully insured.

IV. Impact of COVID-19 on workforce

- ▶ Most enterprises (82 per cent) retained or planned to retain their staff despite the COVID-19 crisis.
- ▶ Of surveyed enterprises that dismissed or planned to dismiss workers, 37 per cent reported a dismissal of 1-10 per cent of staff, 44 per cent reported a dismissal of 11-40 per cent of staff, and 20 per cent reported a dismissal of over 41 per cent of staff.

▶ **FIGURE 41.**

Percentage of workers that have been dismissed or planned to be dismissed

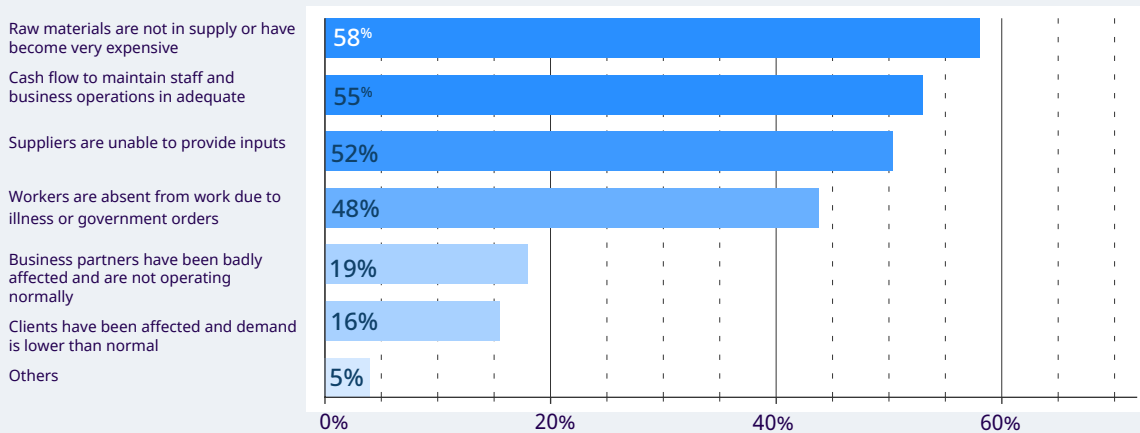


V. Main challenges from COVID-19

- ▶ The most significant challenge from COVID-19 was that raw materials were not in supply or had become very expensive (58 per cent), followed by inadequate cash flow for staff salaries and business operations (55 per cent) and an inability of suppliers to provide inputs (52 per cent).

▶ **FIGURE 42.**

Main challenges resulting from COVID-19



- ▶ Nine out of 10 enterprises had access to sanitizers and other personal protective equipment to manage the COVID-19 crisis

▶ Annex III. Survey tool

Location of your enterprise (City)

Year of establishment

Type of ownership

Private capital State capital Foreign capital Joint venture Other

1. Total number of workers before COVID-19 hit (full-time, part-time, and temporary):

1-10 11-100 101-250 251 or more

2. Sector(s) of operation:

- | | |
|---|--|
| <input type="checkbox"/> agriculture / farming / fishing | <input type="checkbox"/> metal fabrication and machinery |
| <input type="checkbox"/> chemicals and plastics | <input type="checkbox"/> mining and refining |
| <input type="checkbox"/> construction | <input type="checkbox"/> oil and gas |
| <input type="checkbox"/> education | <input type="checkbox"/> real estate activities |
| <input type="checkbox"/> electronics and electrical equipment | <input type="checkbox"/> restaurants |
| <input type="checkbox"/> financial or insurance activities | <input type="checkbox"/> retail / sales |
| <input type="checkbox"/> food and beverage | <input type="checkbox"/> textile, leather and apparel |
| <input type="checkbox"/> forestry / wood / paper products | <input type="checkbox"/> transportation and transportation equipment |
| <input type="checkbox"/> information and communication | <input type="checkbox"/> Other, please specify |
| <input type="checkbox"/> hotel / tourism | |

3. Is your enterprise currently in operation?

- Fully on site Partially
 Fully but remotely (teleworking) Not operating

4. Have you dismissed or do you plan to dismiss any workers due to COVID-19?

Yes No

4.1 If yes, what is the percentage of workers released? Check the percentage of workers laid off compared to your total workforce.

1-10% 11-20% 21-30% 31-40% Over 41%

5. Does your enterprise have a written business continuity plan?

Yes No

6. Are any of your workers or their families infected by COVID-19?

Yes No

7. Does your enterprise have adequate access to sanitizers and other personal protective equipment and products?

Yes No

8. Did you change your business operations or service delivery to protect your enterprise against COVID-19?

Yes No

9. Which are the main challenges your enterprise currently faces resulting from COVID-19?

	Yes	No
Cash flow to maintain staff and business operations is inadequate.	<input type="checkbox"/>	<input type="checkbox"/>
Workers are absent from work due to illness or government orders.	<input type="checkbox"/>	<input type="checkbox"/>
Raw materials are not in supply or have become very expensive disrupting operations.	<input type="checkbox"/>	<input type="checkbox"/>
Suppliers are unable to provide inputs.	<input type="checkbox"/>	<input type="checkbox"/>
Business partners have been badly affected and are not operating normally.	<input type="checkbox"/>	<input type="checkbox"/>
Customers / clients have been affected and demand is lower than normal.	<input type="checkbox"/>	<input type="checkbox"/>
Others, please specify.	<input type="checkbox"/>	<input type="checkbox"/>

10. Was your business fully, partially or not insured before the COVID-19 crisis occurred?

Fully Partially Not at all

10.1 If yes, what type of insurance did your business have?

11. What has been the level of financial impact (revenue or sales) on your business and disruption to business operations (high, medium, low, not applicable)?

High Medium Low NA

12. Do you have own funding (e.g. cash on hand, savings) or access to alternative/external sources (e.g. loans or grants) of funding to help the business recover?

Yes No

12.1 If yes, is this funding a sufficient amount?

Yes No

► **Contact**

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