COVID – 19
Business Challenges

An Ibec Research Update

March 26th
Ibec Business Survey Overview

- Survey of Ibec members provides early snapshot of major issues facing business in the initial stages of the COVID-19 crisis.
- Responses provided by Human Resource directors from 440 companies on March 23 & 24.
- Findings provide insights into challenges and supports across a wide variety of Irish organisations.
- Business Continuity is a challenge for 86% of HR directors.
- Cost containment (78%) and reduced/lost sales and orders (72%) are also key challenges for organisations at this stage.
- 44% of firms offering range of supports to employees working remotely, with similar level (38%) offering additional supports to employees working onsite.
Introduction

- Sent to the most senior HR contact in member companies.
- A total of 440 responses received by 4pm on March 24.
- Almost two out of five responses were from companies with fewer than 50 employees.
- Just over one in five responses were from organisations with over 250 employees.
Key challenges for organisations are:

- Uncertainty around business continuity (86%)
- Cost containment (78%)
- Reduced/lost orders/sales (72%)
- Supply chain disruption (68%)
- Difficulty in facilitating remote working (64%)
- Difficulty in implementing social distancing measures (63%)
- Freight and logistics disruption (54%)

Supports offered by organisations:

- 44% of respondents are providing additional supports to employees working remotely.
- 38% are providing additional supports to employees working onsite.
- 40% are providing online technology training to employees.
- 35% are offering additional supports to employees with childcare responsibilities.
Key Challenges (Major and Minor Combined)

- Uncertainty in relation to business continuity: 86%
- Cost containment: 78%
- Reduced/lost orders/sales: 72%
- Supply chain disruption: 68%
- Difficulty facilitating remote working: 68%
- Credit and cash flow issues: 64%
- Difficulty implementing social distancing measures in...: 63%
- Difficulty in managing recruitment/onboarding...: 62%
- Freight and logistics disruptions: 54%
- Employee absenteeism: 43%
- Difficulty in facilitating export sales: 36%
- Difficulty accessing information on appropriate health...: 35%
- Difficulty accessing employment permits and visa...: 14%
<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge</th>
<th>Major Challenge</th>
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<tbody>
<tr>
<td>86%</td>
<td>Uncertainty in relation to business continuity</td>
<td>49%</td>
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<tr>
<td>78%</td>
<td>Cost containment</td>
<td>34%</td>
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<tr>
<td>72%</td>
<td>Reduced/lost orders/sales</td>
<td>46%</td>
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<td>68%</td>
<td>Supply chain disruption</td>
<td>28%</td>
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<tr>
<td>68%</td>
<td>Difficulty facilitating remote working</td>
<td>26%</td>
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<tr>
<td>64%</td>
<td>Credit and cash flow issues</td>
<td>26%</td>
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<tr>
<td>64%</td>
<td>Difficulty implementing social distancing measures in...</td>
<td>17%</td>
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<tr>
<td>64%</td>
<td>Difficulty in managing recruitment/onboarding...</td>
<td>24%</td>
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<tr>
<td>54%</td>
<td>Freight and logistics disruptions</td>
<td>14%</td>
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<tr>
<td>43%</td>
<td>Employee absenteeism</td>
<td>9%</td>
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<td>36%</td>
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<td>35%</td>
<td>Difficulty accessing information on appropriate health...</td>
<td>12%</td>
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<tr>
<td>35%</td>
<td>Difficulty accessing employment permits and visa...</td>
<td>14%</td>
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</table>
• Over two out of five respondents provided additional wellbeing supports to employees working remotely.

• Online technology training is offered in two out of five organisations.

• 38% of respondents provided wellbeing supports to employees working onsite.

• Additional supports to employees with childcare responsibilities are offered in over a third (35%).
Examples of support offered to employees working remotely

- Increased communications with employees working remotely including daily conference calls
- Access to Employee Assistance Programmes
- Guidelines on working remotely including the provision of appropriate equipment
- Encouragement around taking appropriate rest breaks
- Wellbeing and activity links
- Managing stress and anxiety, general health advisories, and mindfulness supports
Examples of support offered to employees working onsite

- Increased physical protections for employees onsite
- Access to Employee Assistance Programmes
- Calls and online supports
- Provision of appropriate social interactions for staff onsite
- Provision of mental health supports
- Provision of personal protective equipment, hygiene and social distancing measures
Annual Pay Reviews Due

- Proceed as normal: 34%
- Postpone to later this year: 37%
- Postpone to 2021: 9%
- Not relevant/Don’t know/Not stated: 20%
Bonus Payments Due

- Proceed as normal: 37%
- Postpone to later this year: 12%
- Postpone to 2021: 7%
- Not relevant/Don’t know/Not stated: 44%

Legend:
- Blue: Proceed as normal
- Red: Postpone to later this year
- Green: Postpone to 2021
- Purple: Not relevant/Don’t know/Not stated
Performance Appraisals Due

- Proceed as normal: 41%
- Postpone to later this year: 24%
- Postpone to 2021: 4%
- Not relevant/Don’t know/Not stated: 31%