



## ▶ Assessing the needs of enterprises resulting from COVID-19

▶ **Date:** April 2020

This tool aims to support employers and business membership organizations (EBMOs) assess the needs of enterprises resulting from the COVID-19 crisis. It is composed of two parts: (1) a needs assessment survey, and (2) a template to present the key findings and request assistance from authorities, banks, etc.

The needs assessment survey helps EBMOs conduct an initial scan of the impact of COVID-19 on enterprises and its business performance. EBMOs can use the needs assessment survey to better understand the following issues:

- ▶ Which types of enterprises are being most impacted by COVID-19 (small, medium, large)?
- ▶ Which sectors are being most impacted by COVID-19?
- ▶ Which geographical regions are being most affected?
- ▶ What is the current state of business operations (open, teleworking, relocated or closed)?
- ▶ Are enterprises experiencing large drop in demand for key products/services?
- ▶ What are the most pressing challenges faced by enterprises (e.g. cash flow, staffing, supply chain disruptions, lower demand)?

- ▶ Do these challenges create impediments to doing business over the short- and/or long-term?
- ▶ What is the financial impact on enterprises?
- ▶ Can enterprises access loans or grants to support business recovery?
- ▶ Are business owners considering permanently closing their business?
- ▶ What proactive measures have been taken by businesses to support continuity of daily operations while protecting workers?

The template aims to use the key findings from the survey responses to highlight the main challenges that enterprises are experiencing from COVID-19. By assessing the survey responses, EBMOs can identify the main needs and priorities of enterprises that need to be addressed. This will help EBMOs request assistance that responds to the actual needs of enterprises, including government grants, low-interest loans and tax relief measures for the worst-affected sectors.

Both the enterprise needs assessment and template are adaptable and EBMOs are encouraged to modify them depending on their objectives, enterprises' needs and specific post-COVID-19 challenges.

## Needs assessment survey: The impact of COVID-19 on enterprises

[Name of EBMO] is conducting an enterprise survey to understand your situation and challenges due to the on-going crisis of COVID-19. We will use the survey response to channel your concerns to government authorities, banks and other stakeholders and also alter our services to you. The information you provide will be kept confidential. The survey will take 10 minutes to complete. We thank you for your support during these difficult times – we are fully operational during the pandemic and we will continue to provide the services you depend on.

### Respondent Name and position

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### Mobile number and email

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### Enterprise name

### Location (City)

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### 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%
  21-30%
  Over 41%  
 11-20%
  31-40%
- 

**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

- ▶ Business partners have been badly affected and are not operating normally.  Yes  No
  - ▶ Customers / clients have been affected and demand is lower than normal.  Yes  No
  - ▶ Others, please specify.
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**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?**

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

- Less than 7 days  Between 91 and 180 days  
 Between 8 and 30 days  Over 181 days  
 Between 31 and 90 days  I am considering closing temporarily or permanently.
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**14. Do you have additional comments regarding your most pressing needs?**

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**15. Do you have any best practice examples of how your enterprise is responding to COVID-19? Please describe or share a link of your work.**

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## Enterprise needs analysis template to request assistance

[EBMO logo]

[EBMO name]

### A statement from

[Insert EBMO Name]

The COVID-19 crisis has significantly affected enterprises in [insert name of town, city or country].

Considering the important role that businesses play in creating jobs, economic growth, development and prosperity, the [insert EBMO name] conducted a needs assessment survey to identify key challenges faced by businesses resulting from COVID-19.

This survey was conducted with [insert number of enterprises] enterprises in [insert location(s)]. Surveyed enterprises belonged to a range of sectors, including [name all or a few sectors] and employed between [insert minimum number of workers] and [insert maximum number of workers] workers.

Regarding the current state of enterprises, our needs assessment survey identified the following:

- ▶ [insert enterprise share] per cent of surveyed enterprises have stopped operating due to COVID-19. The worst-affected enterprises were primarily [select one: small, medium or large], employing [insert number of workers] from [name sectors] sectors.
- ▶ About [insert enterprise share] per cent of enterprises have had to lay off staff.

Key issues that enterprises are currently facing include [select or delete key issues as appropriate]:

- ▶ [select one: The majority, A significant share] of enterprises, [insert enterprise share] per cent, stated that limited cash flow stopped them from fully restoring operations. Additionally, [insert enterprise share] per cent of enterprises said that they did not have their own funding or access to alternative sources of funding to maintain operations and staffing levels.
- ▶ Of total enterprises, [insert enterprise share] per cent reported that their operations had been negatively affected, with [insert enterprise share] per cent they are operating at [low or reduced] levels of capacity.
- ▶ The disruption of supply chains is another key issue impacting businesses. [insert enterprise share] per cent of enterprises reported that suppliers were unable to fulfill orders; and [insert enterprise share] per cent said that their business partners had been significantly impacted by COVID-19.

We asked our enterprises whether they were partially or fully insured before the COVID-19 crisis. Only [insert enterprise share] per cent of surveyed enterprises had an insurance policy. We also asked our enterprises whether they had a business continuity plan (BCP) before the COVID-19 crisis. Only [insert enterprise share] per cent of surveyed enterprises had a BCP in place. This is worrisome and could significantly delay the recovery process for many enterprises.

Lastly, our survey revealed that, on average, business owners expected the crisis to last [insert number of weeks or months] and that it was unlikely they would be able to fully restore operations/sales to pre-crisis levels, with [insert enterprise share] per cent of enterprises considering closing either temporarily or permanently. The impact on the overall economy could be significant if timely measures for business continuity are not taken.

Consequently, [insert EBMO name] believes that the following measures will be critical to enable enterprises, their workers and families to cope with challenges resulting from COVID-19 [select or delete proposals as appropriate]:

- ▶ **Government grants:** The hardest-hit enterprises need cash grants to pay their employees. Government grants to enterprises should cover [insert amount and currency] per employee for [number] weeks/months.
- ▶ **Low-interest loans:** The [insert appropriate government institution, e.g. Ministry of Finance] should allow business owners from [insert sector or industry] access to low-interest loans.
- ▶ **Public-private trust for COVID-19 recovery:** We believe that the [insert main agency for economic development or business development], should establish a trust to collect donations from public and private actors in order to provide assistance to enterprises for [insert number] months.

**Tax relief measures in worst-hit sectors:** We also believe that enterprises in [insert sectors] should be granted temporary tax relief for [insert number weeks/months]. Enterprises in these sectors require our greatest support for recovery considering the level of damage they experienced.

## Company best practices to promote business continuity and protect workers

[EBMO logo]

[EBMO name]

### A case study on good business practices in response to COVID-19

[Insert Company Name]

The COVID-19 pandemic is having an unprecedented impact on businesses and workers around the world with [insert name of town, city or country] currently at a critical point in the response. At this time, Employers are faced with the difficult challenge of trying to sustain their businesses in the face of an economic downturn while also looking after the welfare of their employees. While supportive policy measures such as [name a few key measures that have been announced] have recently been announced, the pace and scale of the global economic downturn has already seen many businesses proactively implement measures such as working from home, staggered work hours and even social distancing, to ensure their employees' health and prevent an outbreak in their workplaces. Considering the important role that businesses play in creating jobs, economic growth, development and prosperity, the [insert EBMO name] has invited member companies to share some of these best practices with the objective of

[insert company name, a brief description of the business, and provide some background as to some of the first impacts experienced and when they began taking action]. As a response, [insert company name] has since implemented the following measures :

- ▶ [insert company policy measure]
- ▶ [insert company policy measure]
- ▶ [insert company policy measure]

#### ▶ Contact

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