

COVID-19 Survey Summary Report

Q1: How has your business been impacted by COVID-19? (122 responses)

1. **Event cancellations:**
53.28% (65 responses)
2. **Travel bans:**
32.79% (40 responses)
3. **Supply chain concerns:**
31.15% (38 responses)
4. **Increased remote work flexibility:**
30.33% (37 responses)
5. **Tourism/visitor declines:**
26.23% (32 responses)

“Other”

56.56% (69 responses)

- Full business closure for indefinite time
- Decline in sales/customers/contracts
- Client cancellations

Quotes:

“Govt-imposed travel bans haven't directly impacted us but we have self-imposed travel bans for domestic travel. COVID-19 has also limited our ability to do certain aspects of our work that have higher people contact. We are a nonprofit industry association.”

“We are a training company. All our booked classroom courses have been suspended until April 30th or later. We expect that even if the curve is flattened, it will be closer to July before organizations are ready to think about booking in-person training. Even then, most of the bookings will probably be for September or later.”

“Limited working hours, split staffing to avoid cross contamination, limited customers due to self isolation. This is all in the beginning of our season. We have high inventory levels in anticipation of the season starting, trained all winter long, carried extra staff so we are prepared for the Spring rush.”

Q2: What is your business' biggest concern regarding COVID-19?
(120 responses)

- 1. Cash flow/unable to pay bills:**
55.83% (67 responses)
- 2. Laying off employees/unable to pay employees:**
27.5% (33 responses)
- 3. Customer retention:**
13.33% (16 responses)
- 4. Health concerns:**
9.17% (11 responses)

Quotes:

“How long it will require an almost total shutdown, then once it has passed, what will be left and what business will there be to try and restart the process of building assignments.”

“Bankruptcy We have cancelled our largest event resulting in a revenue loss of 75% for the year. With the news for the Bluenose Marathon postponing to the fall it sends chills through us as we would have to cancel our next largest event should they go on the same day as we simply cannot compete with them. We would lose everything if they were to compete with us.”

“Keeping in touch with congregation. We are a church. Givings to the church are not happening right now it makes it difficult for us to pay employees and support community”

“Closing my restaurant and go bankrupt as my business is 10-months-old”

“Our main revenue is from customers visiting our space, this is no longer an option but our overhead costs will remain the same. Our biggest concern is how we afford these overhead costs without generating revenue in the weeks and months to come.”

Q3: What type of information or support would you like the Halifax Chamber to be providing to your business concerning COVID-19? (112 responses)

- 1. Where to find financial support:**
28.57% (32 responses)
- 2. Where to find government support:**
26.79% (30 responses)
- 3. Sharing updated and accurate information:**
15.18% (17 responses)
- 4. Bringing the business community together virtually:**
8.93% (10 responses)

Quotes:

“Advocate for small businesses impacted by this. The federal stimulus package does nothing to help small businesses”

“Information: The expected trigger points for new measures on self-isolation. Support: Any financial support on keeping our employees paid.”

“Facilitating sharing of ideas and expertise between similar companies. Helping us find out what small businesses in our industry are doing in other parts of Canada.”

“Not sure how the chamber can directly help, however anything that can support in bridging or otherwise gaining access to capital either through debt or grants. Right now EDC and BDC don’t even understand how they can help.”

“A link to where I can apply for the financial support announced by the PM and Min of Finance this morning and the process involved. I would also like to know how to recover lost revenue.”

“Advocating on behalf of small businesses and the self-employed, providing up to date information on proposed Federal financial support. I am a solo-preneur in the early stages of my business and still learning the day-to-day requirements for taxation, insurance, etc. A whole new layer of information is about to be presented to us and centralizing it (the way you have already started doing) and offering resources is valuable to me.”

Q4: Does your business have a crisis management, business continuity or emergency operations plan to guide your efforts when dealing with emergencies like COVID-19? (121 responses)

- 1. No:**
59.5% (72 responses)
- 2. Yes:**
23.97% (29 responses)

“Other”

16.53% (20 responses)

- Common consensus seems to be they are developing a crisis plan or working on business continuity plans.

Quotes:

“We had made moves to cover a weather type situation, but not a worldwide pandemic.”

“Planning for worse-case scenario now”

“we had contingency planning... but not to this extent”

**Q5: What is the #1 action item government can do to support your business?
(open ended question)**

- 1. Provide payroll assistance:**
52.5% (63 responses)
- 2. Provide access to capital:**
45% (54 responses)
- 3. Waive or reduce corporate taxes:**
34.17 (41 responses)
- 4. Provide paid sick leave assistance:**
15.83% (19 responses)

“Other”

- Freeze debt repayment
- Income assistance
- Rent relief
- Waiving municipal taxes

Quotes:

“It's critical to keep the workforce whole and protected as much as possible. Quick access to EI, etc. can help employees”

“No interest line of credit for at least 12 months if not 24...”

“Relief on government fiscal year end deliverables.”

Q6: Are you experiencing export and/or import challenges due to travel restrictions? (122 responses)

- 1. No:**
37.7% (46 responses)
- 2. Not yet but will be soon:**
23.77% (29 responses)
- 3. Yes:**
18.85% (23 responses)
- 4. Not applicable:**
18.85% (23 responses)

“Other”

- Tradeshows cancelled
- Suppliers not operating

Quotes:

“Renovation goods coming from China. Supply chain has been stalled.”

“We believe that there will be a "new normal" when the pandemic passes. Online learning will be even more important.”

Q7: Which of the following best describes the principal industry of your organization? (122 responses)

1. Retail & Consumer Durables:

14.75% (18 responses)

2. Food & Beverages:

11.48% (14 responses)

3. Telecommunications, Technology, Internet & Electronics:

11.48% (14 responses)

4. Healthcare & Pharmaceuticals:

9.84% (12 responses)

“Other”

- Entertainment
- Real Estate
- Construction
- Transportation
- Finance
- Government