

COVID-19



MANITOBA
CHAMBERS OF
COMMERCE

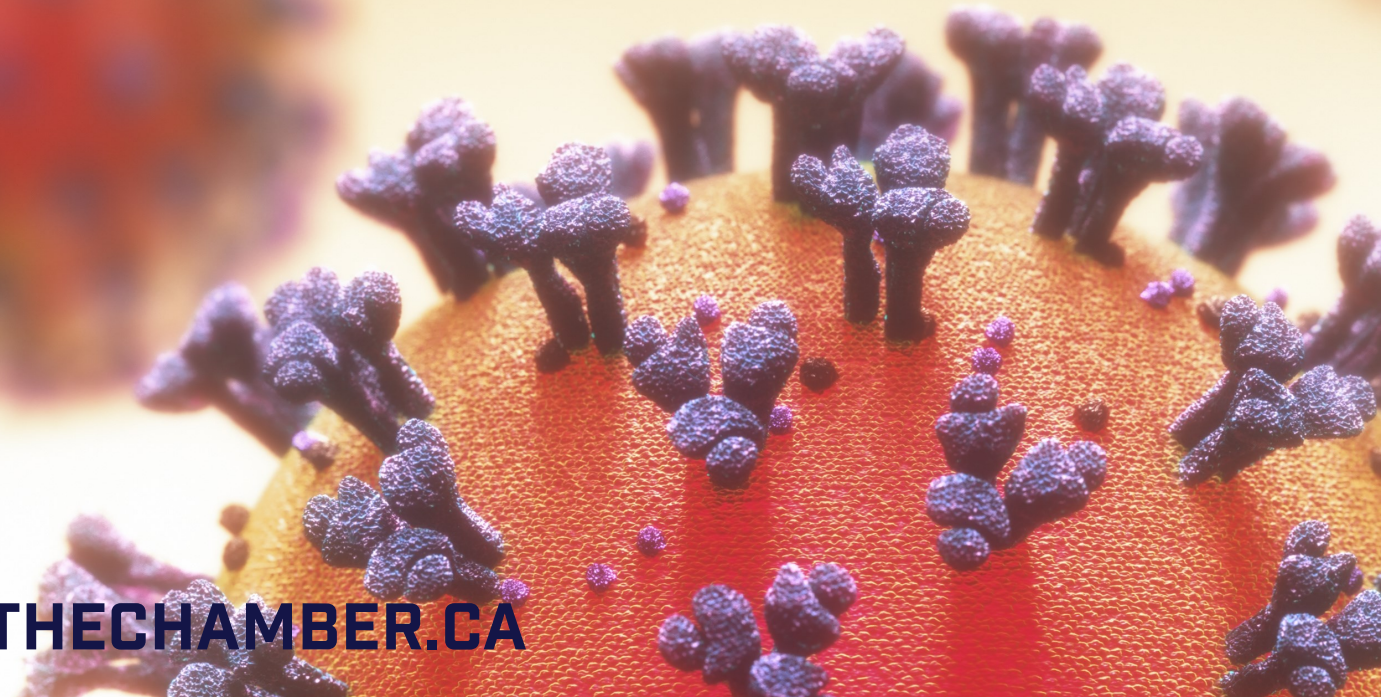
MANITOBA BUSINESS ACTION REPORT

PHASE 1—MARCH 20-25TH, 2020

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MESSAGE FROM THE PRESIDENT



The Manitoba Chambers of Commerce (MCC) is closely monitoring developments around the novel coronavirus (COVID-19) through regular updates from the [World Health Organization](#), [Public Health Agency of Canada](#), [Manitoba Health, Seniors & Active Living](#), and [Shared Health Manitoba](#). Company leaders are understandably concerned about the spread of the virus and its effect on their business and we encourage you stay connected and informed as you conduct your business affairs and planning for the next several months.

In addition to monitoring the situation from the standpoint of a public health crisis, the MCC is working to assess the impact of COVID-19 on Manitoba's economy and local businesses.

During this time, it's critical that we understand the economic impacts and operational complications you are already experiencing or anticipate in the weeks and months ahead, and how government and industry associations can support your business in both the short and long term.

To that end, we partnered with [Leger Marketing](#), in circulating this short survey for businesses of all sizes across all sectors and regions in Manitoba.

Results from the survey will be shared with government to help inform current and future COVID-19 business support measures. MCC is also poised to help identify and implement initiatives that Manitoba needs to weather and swiftly recover from economic impact shock related to COVID-19.

As the Voice of Business in Manitoba, MCC is committed to supporting our network and stakeholder community by establishing our organization as a resource to support businesses in mounting effective infectious disease (pandemic) response, and in planning for impacts that may confront businesses, their employees, and the communities in which businesses operate and employees reside. We have been regularly updating [Jointhechamber.ca](#) to provide trusted information about the pandemic, as well as tools to support you in pandemic planning, workplace preparedness, work effectiveness, safety issues, stress and mental health, employer legal duties, employment standards, and more. Visit our website often to stay up to date.

As the situation continues to evolve, so will we. As we navigate this complex new reality, our mission is to help you weather the storm of damage from global market disruption – and recover. We are here to support you, do not hesitate to contact us if you need us.

Working on Your Behalf,

A handwritten signature in black ink, appearing to read "Chuck Davidson". The signature is fluid and cursive, written over a white background.

Chuck Davidson
President and Chief Executive Officer



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COVID-19 MANITOBA BUSINESS ACTION REPORT

CONTEXT AND OBJECTIVES



CONTEXT

With the rising number of cases around the world, across Canada, and in Manitoba, COVID-19 has had an impact on the global community and disrupted organizations and businesses across all sectors.

Lifestyles have changed as a result of social distancing, and public gatherings have been restricted to prevent community spread. At the same time, purchase frequency of many necessary items has increased stemming from the fear of possible quarantine. Overall, the COVID-19 pandemic has affected businesses dramatically, including radically unexpected changes in demand and supply, supply chain disruptions, the need for remote work, cash flow challenges, concerns about workforce productivity, and more.

OBJECTIVES

The spread of COVID-19 has impacted the economy and businesses in unique ways. Unplanned changes in demand, supply chain disruptions, remote working, cash flow, workforce productivity are some of the many challenges due to the spread of COVID-19 pandemic.

The Manitoba Chambers of Commerce wants to understand the concerns among the Chamber of Commerce members and the steps being taken. This information will allow Manitoba Chambers of Commerce members to keep the broader business community updated and benefit from the collective knowledge. In addition, the feedback from members will strengthen the Chambers ability to advocate on behalf of Manitoba businesses with government decision-makers.

For this purpose, Manitoba Chambers of Commerce has commissioned a survey among its members . The results will provide the Chambers of Commerce with statistically sound information on the business status in the current scenario.

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METHODOLOGY



DATA COLLECTION

- Data collection was done by sending the survey links to Chambers of Commerce members via email.
- The data was collected from March 20th to March 25th, 2020

TARGET RESPONDENTS

- Members of Manitoba Chambers of Commerce were included in the survey.

MARGIN OF ERROR

- A survey of 672 Manitoba Chambers of Commerce theoretically has a confidence interval of +/-3.6 percent 19 times out of 20.
- The confidence interval decreases when examining subsets of the total sample.

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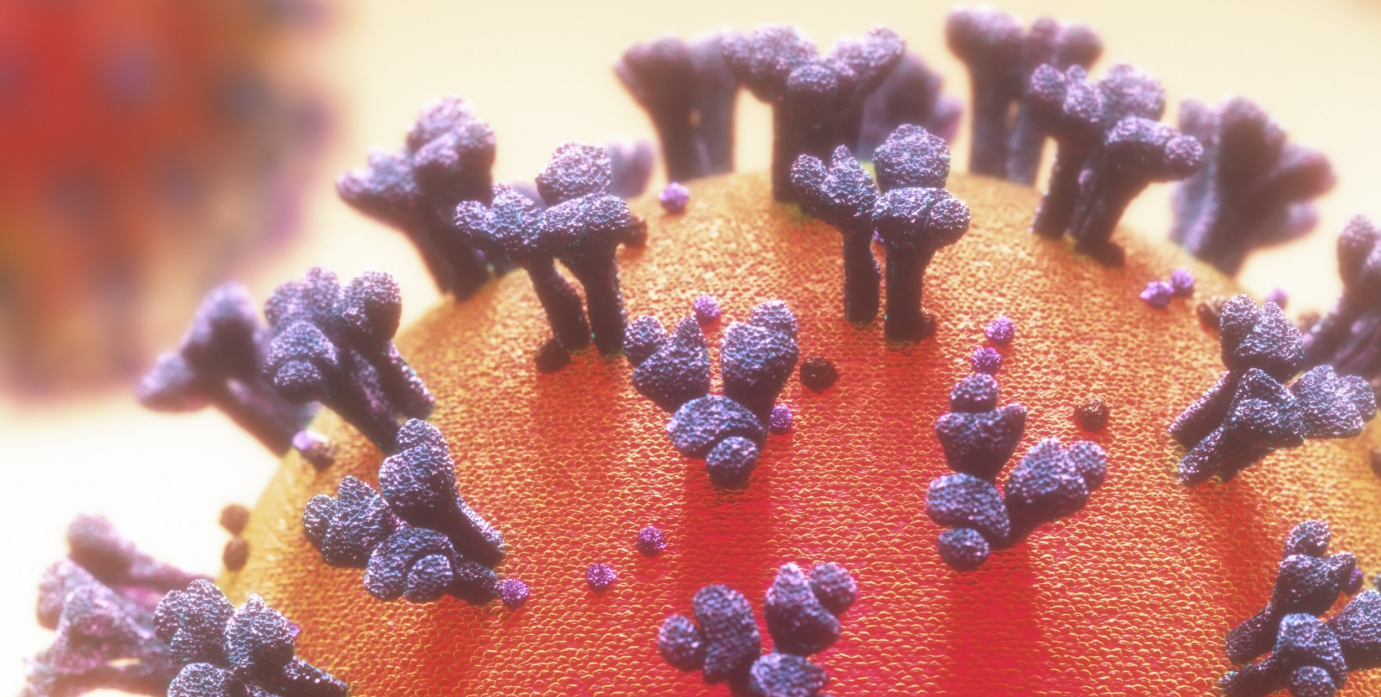


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TOPLINE RESULTS

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COVID-19 MANITOBA BUSINESS ACTION REPORT

TOPLINE RESULTS



LEVEL OF IMPACT ON BUSINESS OF COVID-19

While around 1/2 of the companies are facing significant impact on their financials due to COVID-19 situation, an additional 3 in 10 companies feel that **the impact is so high that it might put them out of business.**

- Around 80% of small to medium sized companies (up to 50 employees) say their financial situation is being impacted significantly due to COVID-19. Medium to large sized companies are in a slightly better position with just less than half of those reporting the impact as low at this point.
- Over 2/3 of companies have restricted their spending due to uncertainty of the situation or have experienced decline in sales.
- 3 in 10 companies have adjusted hours of operations, laid off employees or have faced cancellation of orders.
- While large companies are more focused on maintaining operations well enough to service customers, small and medium size companies (up to 50 employees) report cash flow to be their major concern in terms of internal business operations.

CHALLENGES MOVING FORWARD

Financial management implications will be the **major challenge** for companies if the COVID-19 situation worsens.

- 4 in 10 leaders are worried about the ability to meet customer needs. They are concerned about the disruption in customer demand, both in terms of volume and in terms of what customer requires.
- More than 1/2 of large companies are concerned about the decline in employee productivity and increased employee absenteeism.

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COVID-19 MANITOBA BUSINESS ACTION REPORT

TOPLINE RESULTS



ACTIONS BUSINESS ARE CURRENTLY TAKING

In terms of **HR & Payroll**, over 30% companies are assisting employees in making employment insurance claims and around similar number of companies are allowing employees to use their available paid time off.

Written COVID-19 Management plan: Over half of the companies have shared a written plan among its employees. The existence of a plan is more likely among large companies, 93% of which have shared a written plan. Only 39% of small companies (<10 employees) have a written plan in place.

Over 2/3 of companies have increased health and safety measure and also are sharing the updates routinely with employees. These practices are more prevalent in large companies (over 90% are following) vs. small (just over 50%).

ROLE OF GOVERNMENT

Over 70% of companies find the information provided by governments helpful. 4 in 10 companies believe that they need information on Federal and Provincial government plans for supporting business and individuals.

2/3 of companies feel access to emergency financial supports and provincial and federal tax relief would be beneficial.

Close to 60% respondents expect this to last at least 8 weeks.

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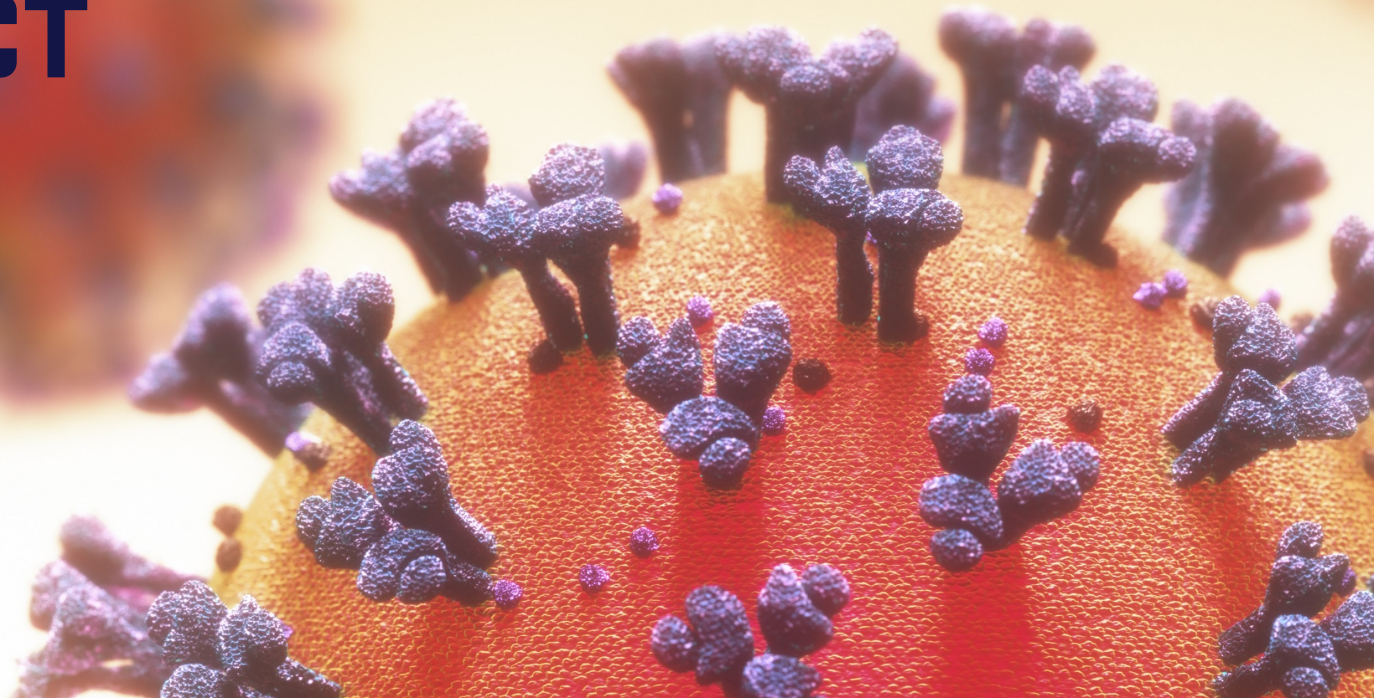
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DETAILED RESULTS

LEVEL OF IMPACT

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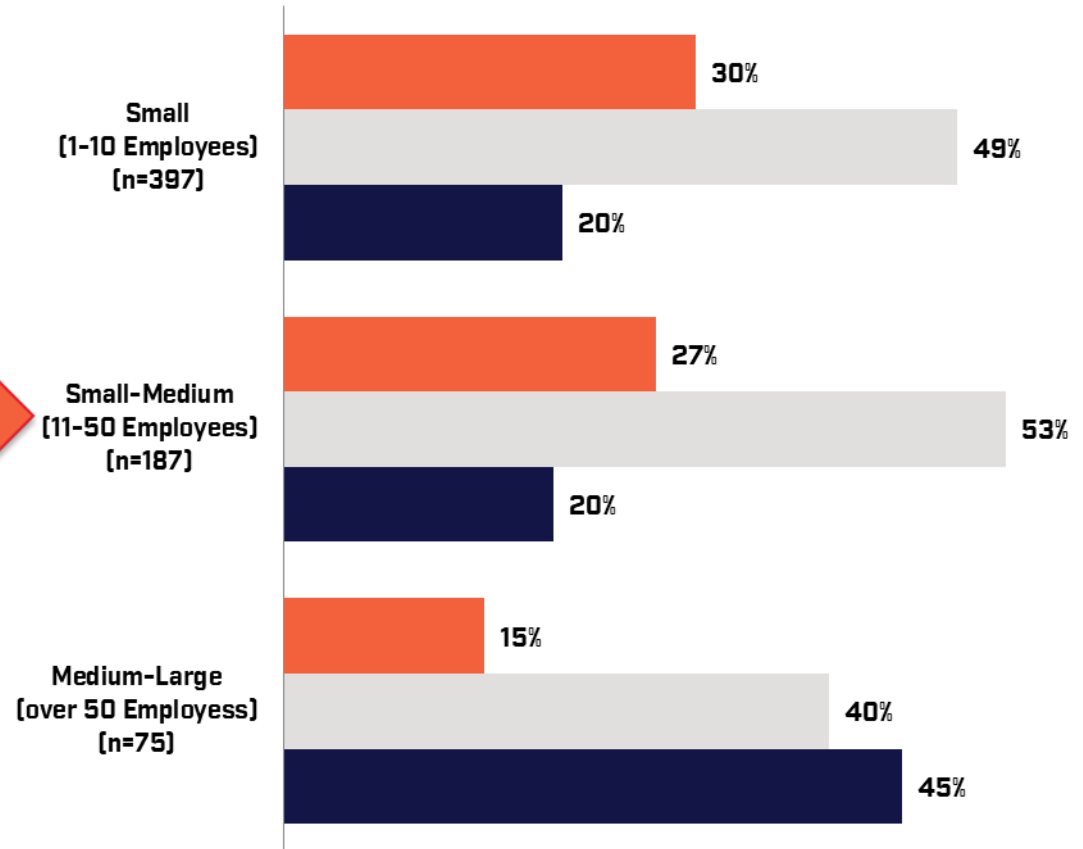
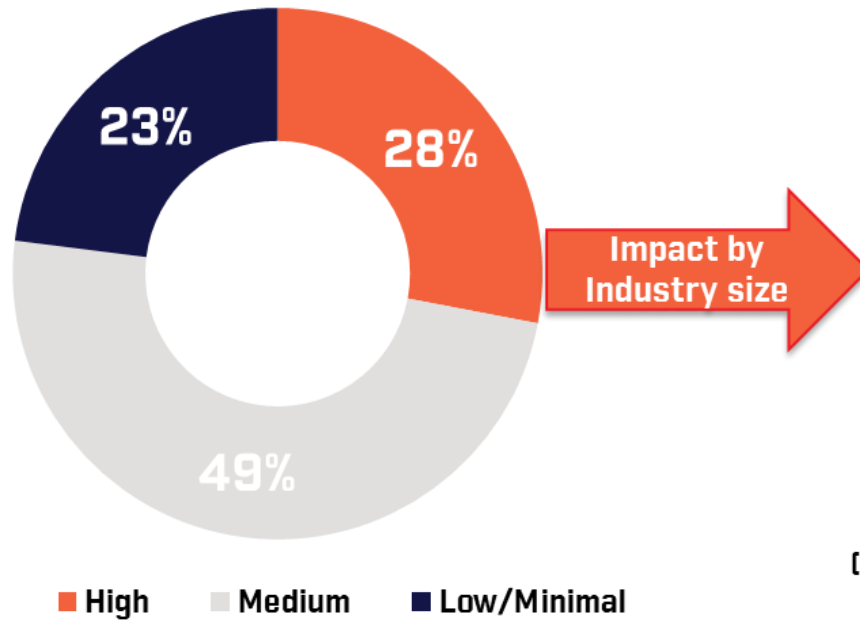
IMPACT ON BUSINESS



Q1. Considering how COVID-19 concerns are affecting the current business environment, what level of impact do you expect this to have on your business?

QEMP What size is your business?

Base : Manitoba Chambers of Commerce Members (n=672)



HIGH: This may put us out of business
MEDIUM: This is going to significantly impact our financials
LOW: This may impact us financially, but confident we can weather the storm
MINIMAL: It is an inconvenience, not a big deal

High Medium Low/Minimal

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IMPACT ON BUSINESS BY REGION

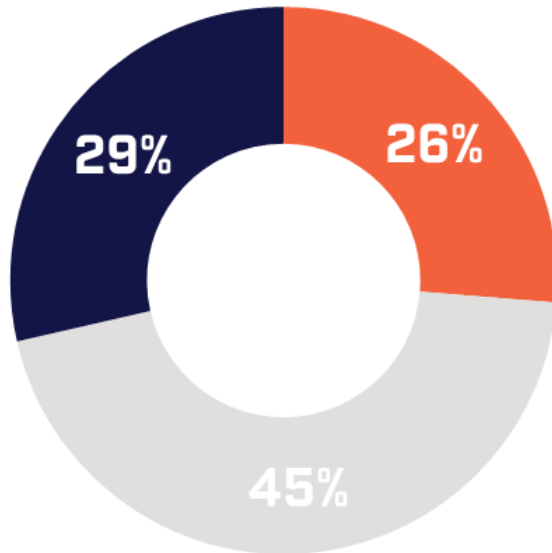


Q1. Considering how COVID-19 concerns are affecting the current business environment, what level of impact do you expect this to have on your business?

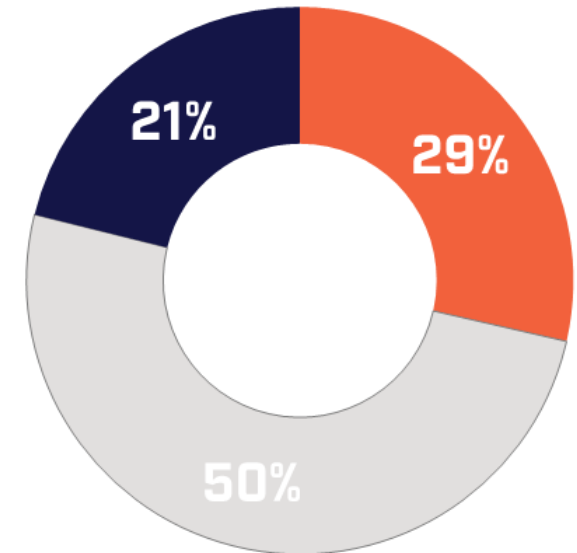
QREG. Please indicate from the list below the primary location of your operations in Manitoba

Base : Manitoba Chambers of Commerce Members (n=672)

**Winnipeg
(n=175)**



**Rest of MB
(n=497)**



■ High ■ Medium ■ Low/Minimal

■ High ■ Medium ■ Low/Minimal

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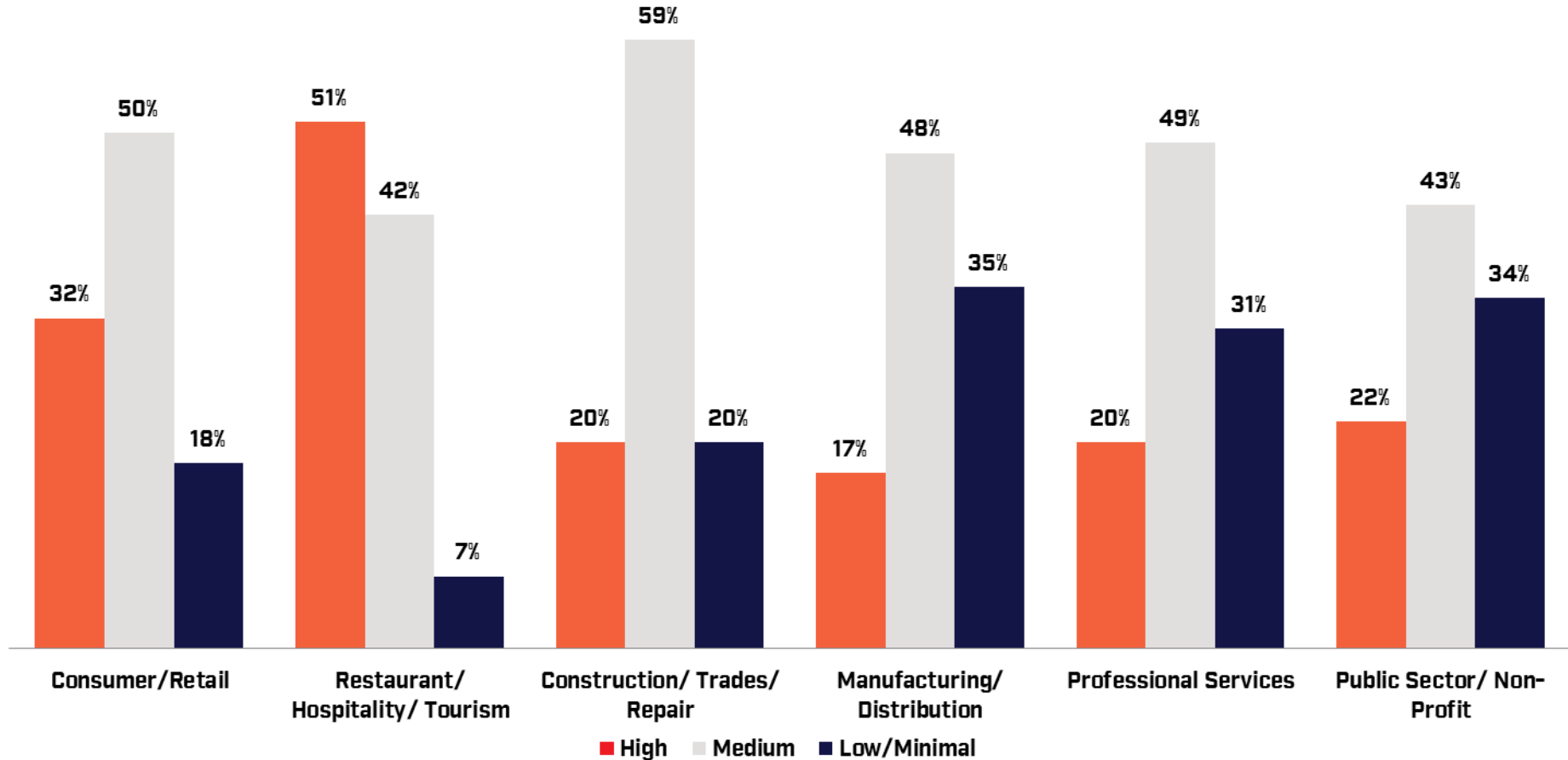
IMPACT ON BUSINESS BY INDUSTRY TYPE



Q1. Considering how COVID-19 concerns are affecting the current business environment, what level of impact do you expect this to have on your business?

Q2. Which of the following best describes the principal industry of your organization?

Base : Manitoba Chambers of Commerce Members (n=672), Total Mentions



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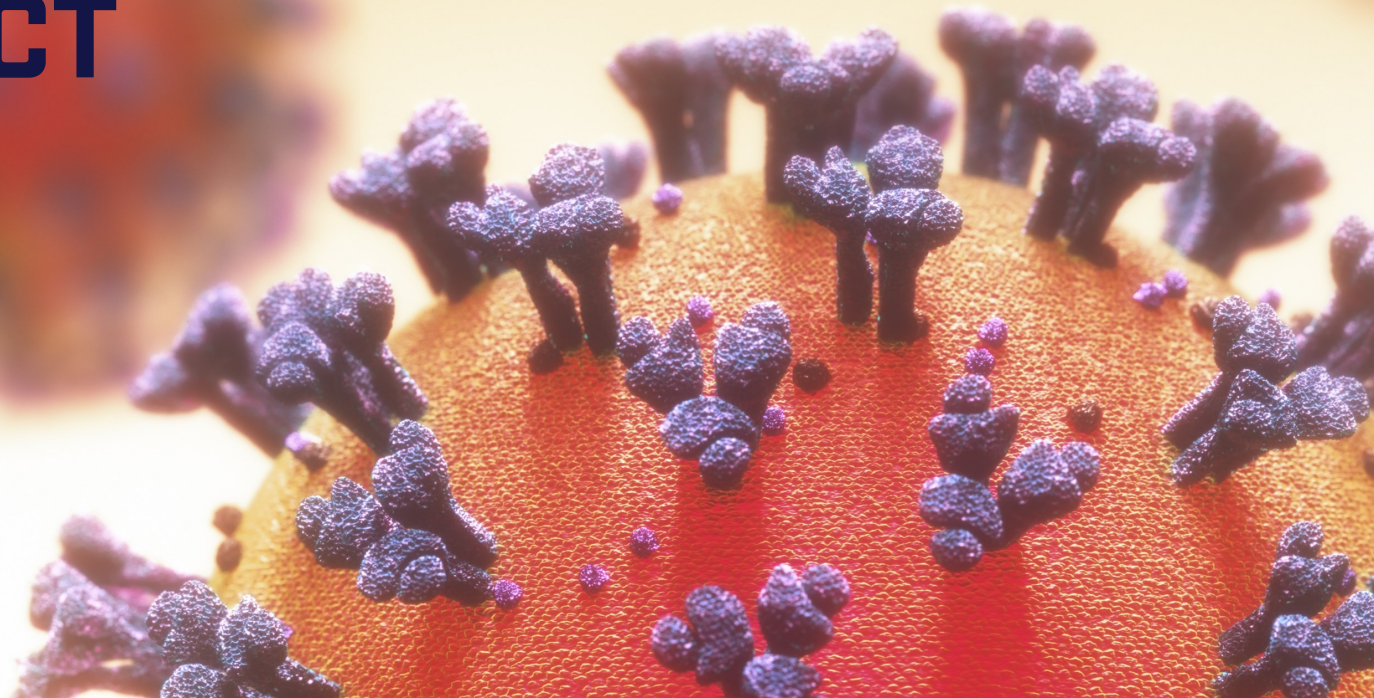
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DETAILED RESULTS

AREAS OF IMPACT

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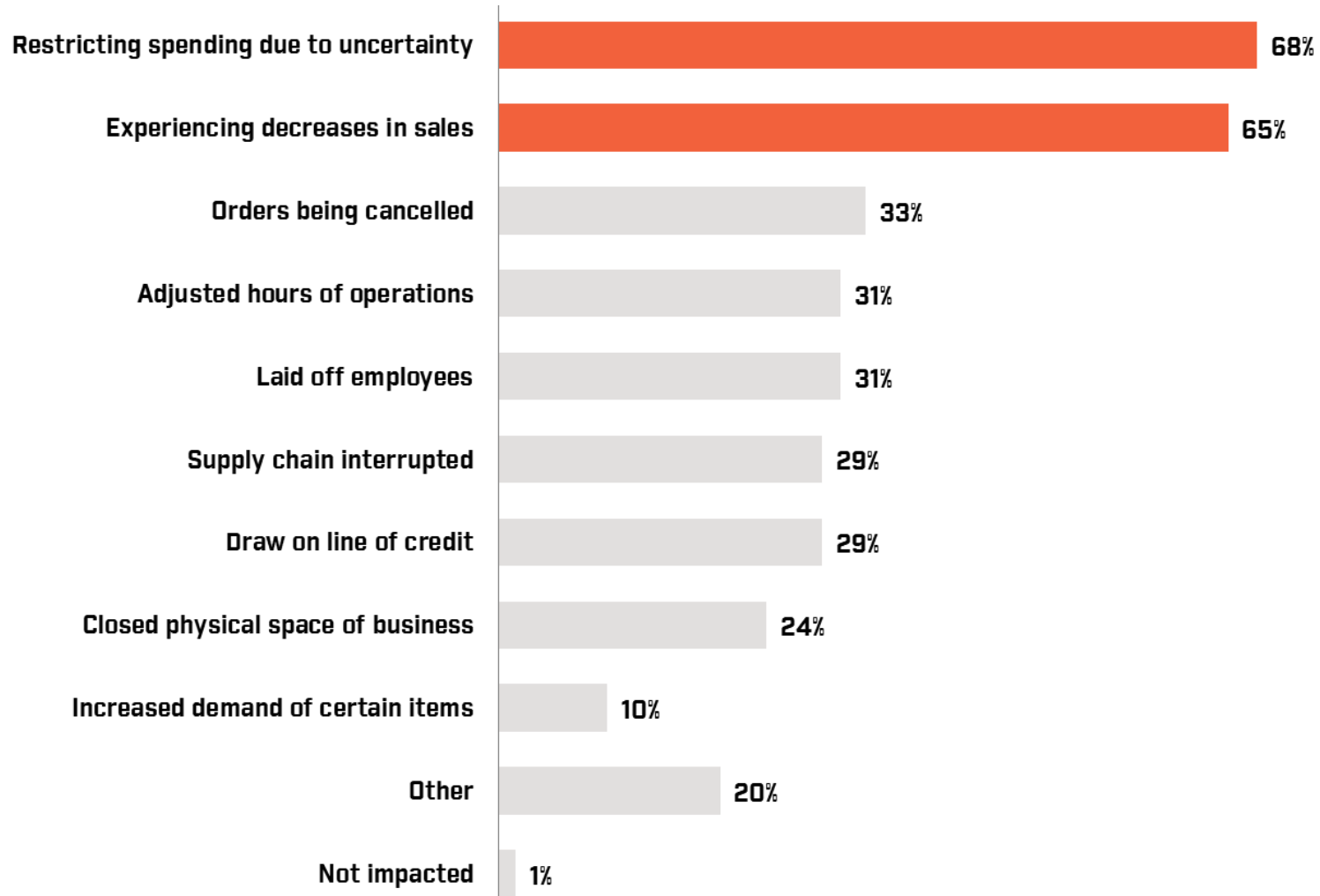
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AREAS OF IMPACT



Q. How are your business's operations being impacted by COVID-19?

Base : Manitoba Chambers of Commerce Members (n=672), Total Mentions



COVID-19 MANITOBA BUSINESS ACTION REPORT

BUSINESS IMPACT BY INDUSTRY SIZE



Q. How are your business's operations being impacted by COVID-19?

Base : Manitoba Chambers of Commerce Members (n=672), Total Mentions

SIZE OF INDUSTRY	IMPACT ON BUSINESS
<p>Medium-Large (over 50 Employees) (n=75)</p>	<ul style="list-style-type: none"> • We are restricting spending because of the uncertainty (61%) • We are experiencing decreases in sales (56%) • We have adjusted our hours of operation (47%) • Orders are being cancelled (44%) • Our supply chain is interrupted (37%)
<p>Small - Medium (11-50 Employees) (n=187)</p>	<ul style="list-style-type: none"> • We are experiencing decreases in sales (70%) • We are restricting spending because of the uncertainty (68%) • I've laid off employees (36%) • We have adjusted our hours of operation (35%) • Orders are being cancelled (33%)
<p>Small (1-10 Employees) (n=397)</p>	<ul style="list-style-type: none"> • We are restricting spending because of the uncertainty (69%) • We are experiencing decreases in sales (65%) • Orders are being cancelled (31%) • The situation is causing us to draw on our line of credit (30%) • Our supply chain is interrupted (29%)

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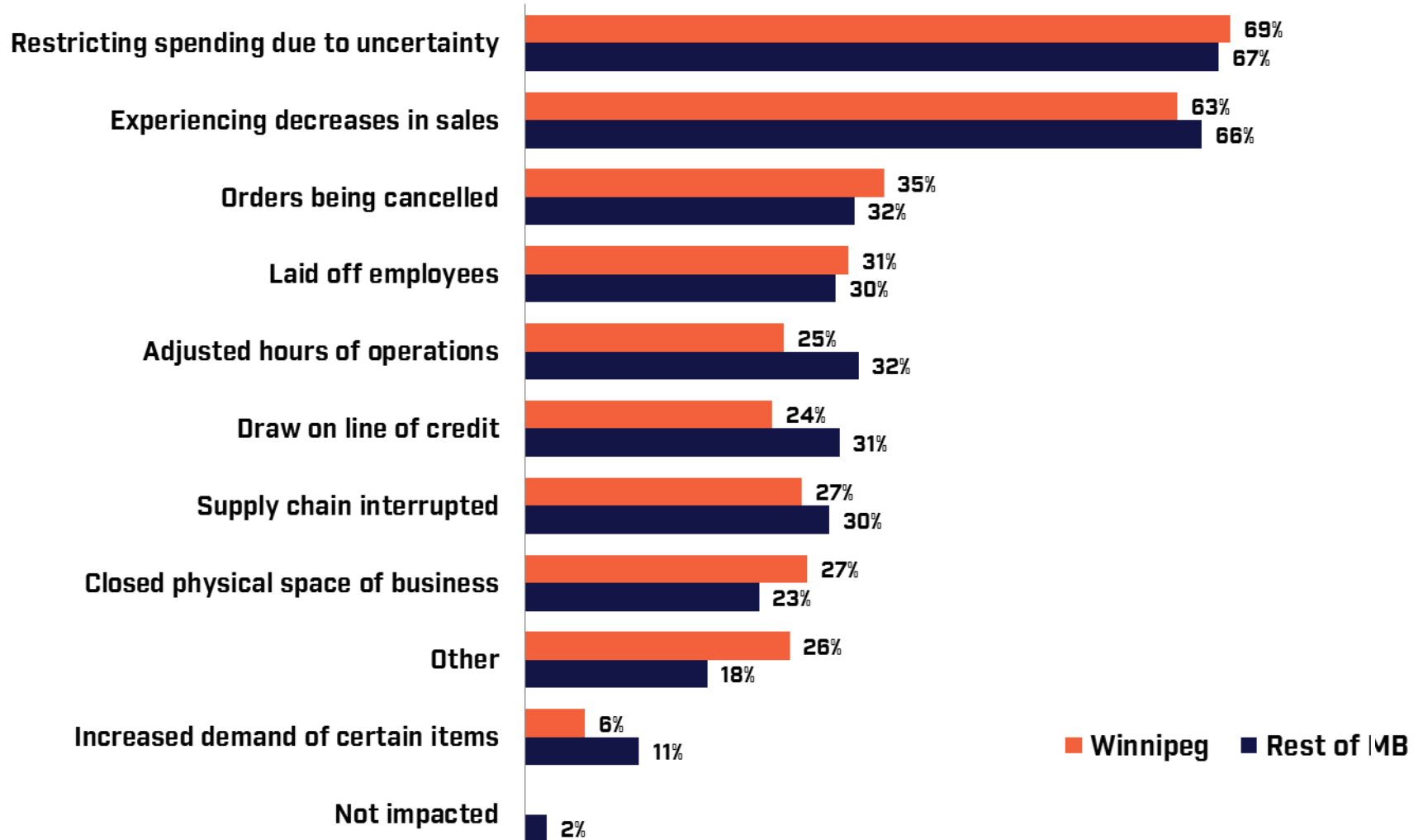
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BUSINESS IMPACT BY REGION



Q. How are your business's operations being impacted by COVID-19?

Base : Manitoba Chambers of Commerce Members (n=672), Total Mentions



COVID-19 MANITOBA BUSINESS ACTION REPORT

BUSINESS IMPACT BY INDUSTRY TYPE



Q. How are your business's operations being impacted by COVID-19?

Base : Manitoba Chambers of Commerce Members (n=672), Total Mentions

Business Impact	Consumer/ Retail	Restaurant/ Hospitality	Construction/ Trades/ Repair	Manufacturing/ Distribution	Professional Services	Public Sector/ Non-Profit
We are experiencing decreases in sales	75%	78%	69%	67%	55%	38%
We are restricting spending because of the uncertainty	72%	74%	75%	72%	64%	43%
Our supply chain is interrupted	45%	18%	33%	50%	11%	17%
The situation is causing us to draw on our line of credit	41%	32%	30%	30%	22%	9%
We have adjusted our hours of operation	40%	33%	27%	24%	28%	29%
Orders are being cancelled	34%	43%	33%	41%	23%	22%
I've laid off employees	33%	47%	37%	30%	17%	22%
We have completely closed our physical place of business	20%	31%	13%	7%	28%	50%
We are experiencing significant increases in consumer demand for certain items	19%	8%	-	15%	11%	2%
Other	9%	21%	11%	20%	22%	41%
Not impacted	-	1%	-	2%	2%	-

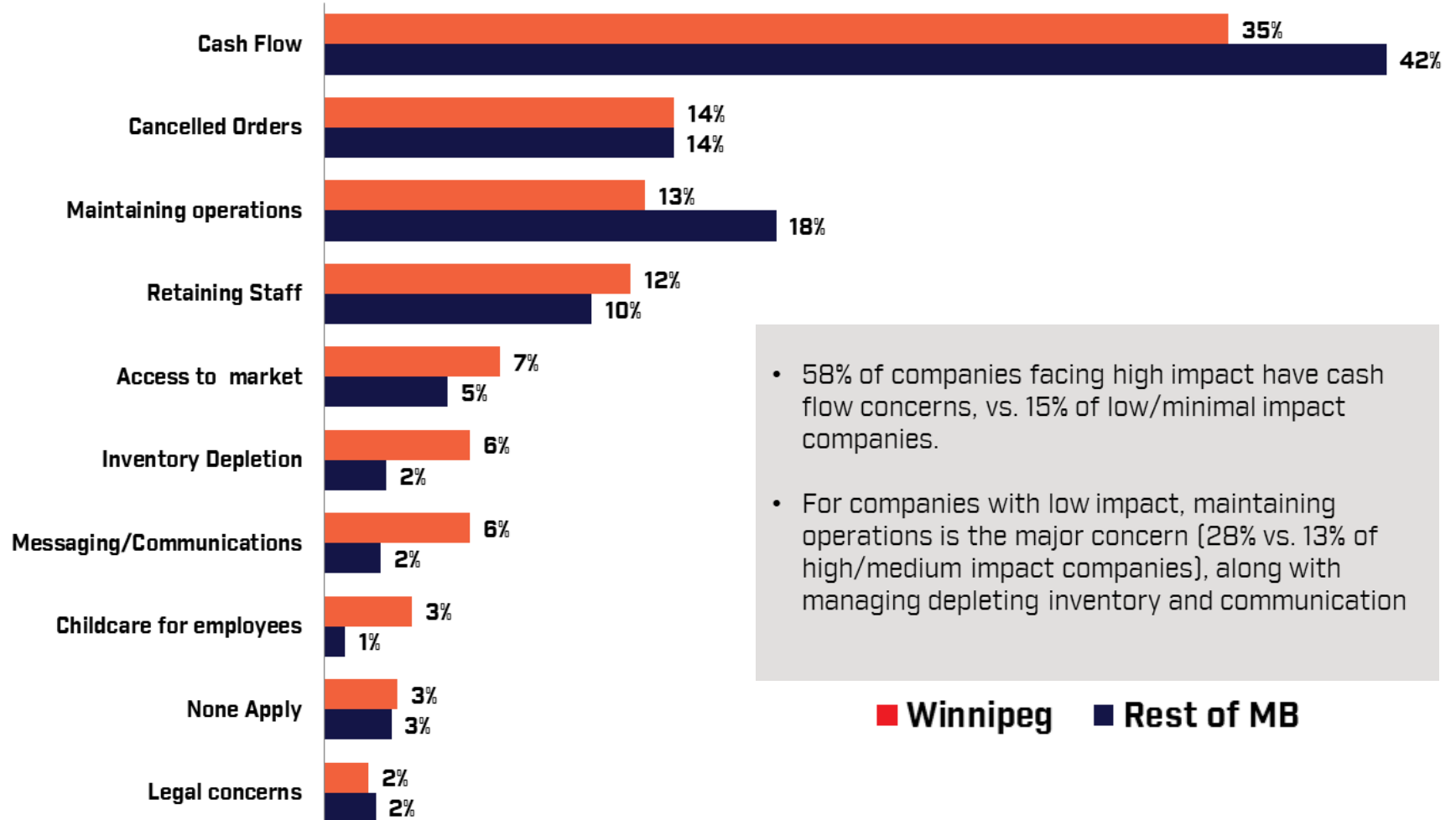
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IMPACT ON INTERNAL OPERATIONS BY REGION



Q. Please rank/sort the items below in terms of what you are most worried about right now as it relates to the internal operations of your business? TOP CONCERN

Base : Manitoba Chambers of Commerce Members (n=672). Top Mention



- 58% of companies facing high impact have cash flow concerns, vs. 15% of low/minimal impact companies.
- For companies with low impact, maintaining operations is the major concern (28% vs. 13% of high/medium impact companies), along with managing depleting inventory and communication

■ Winnipeg ■ Rest of MB

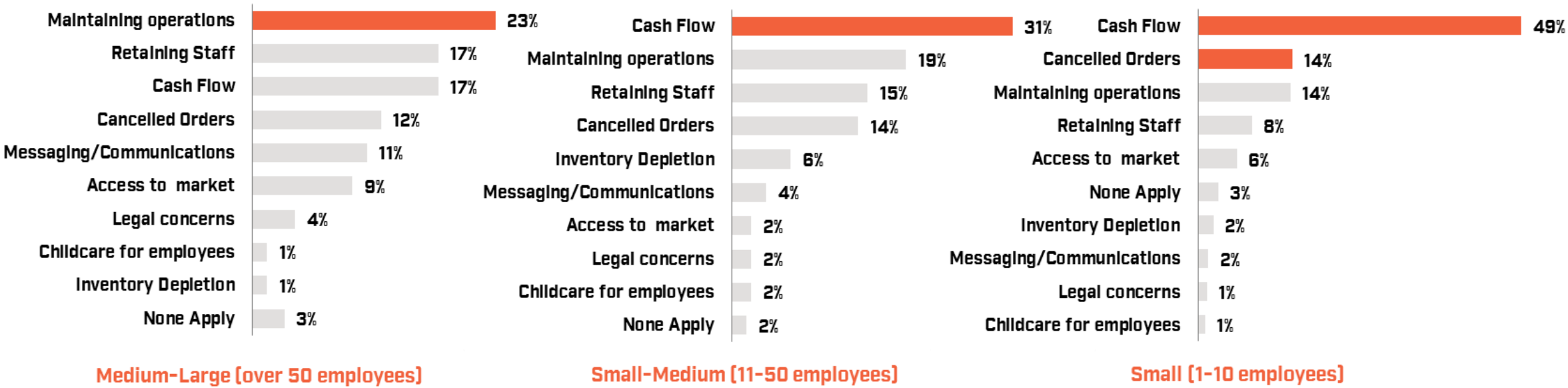
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IMPACT ON INTERNAL OPERATIONS BY INDUSTRY SIZE



Q. Please rank/sort the items below in terms of what you are most worried about right now as it relates to the internal operations of your business? TOP CONCERN

Base : Manitoba Chambers of Commerce Members (n=672). Top Mention



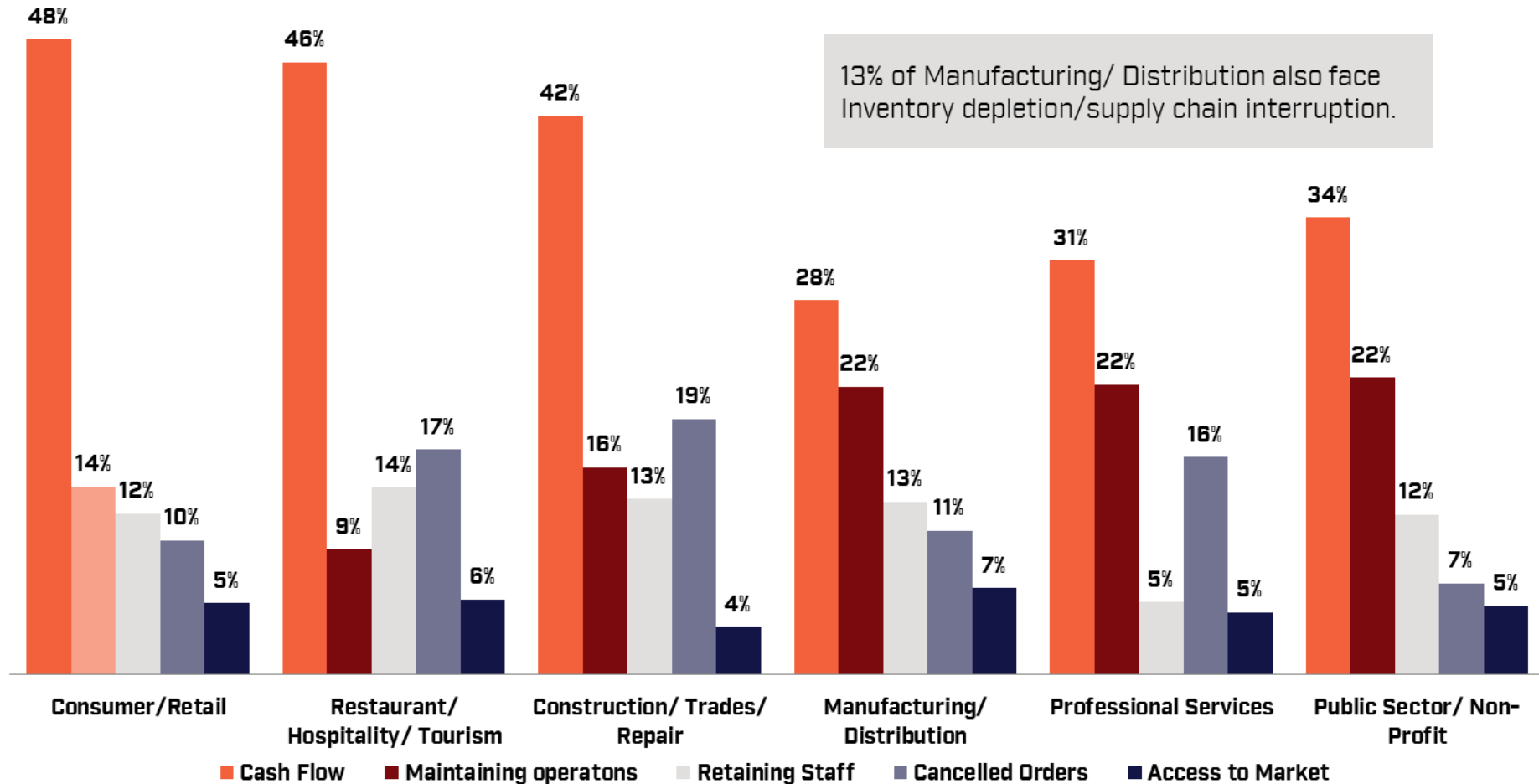
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IMPACT ON INTERNAL OPERATIONS BY INDUSTRY TYPE



Q. Please rank/sort the items below in terms of what you are most worried about right now as it relates to the internal operations of your business? TOP 5 CONCERNS

Base : Manitoba Chambers of Commerce Members (n=672). Top Mention



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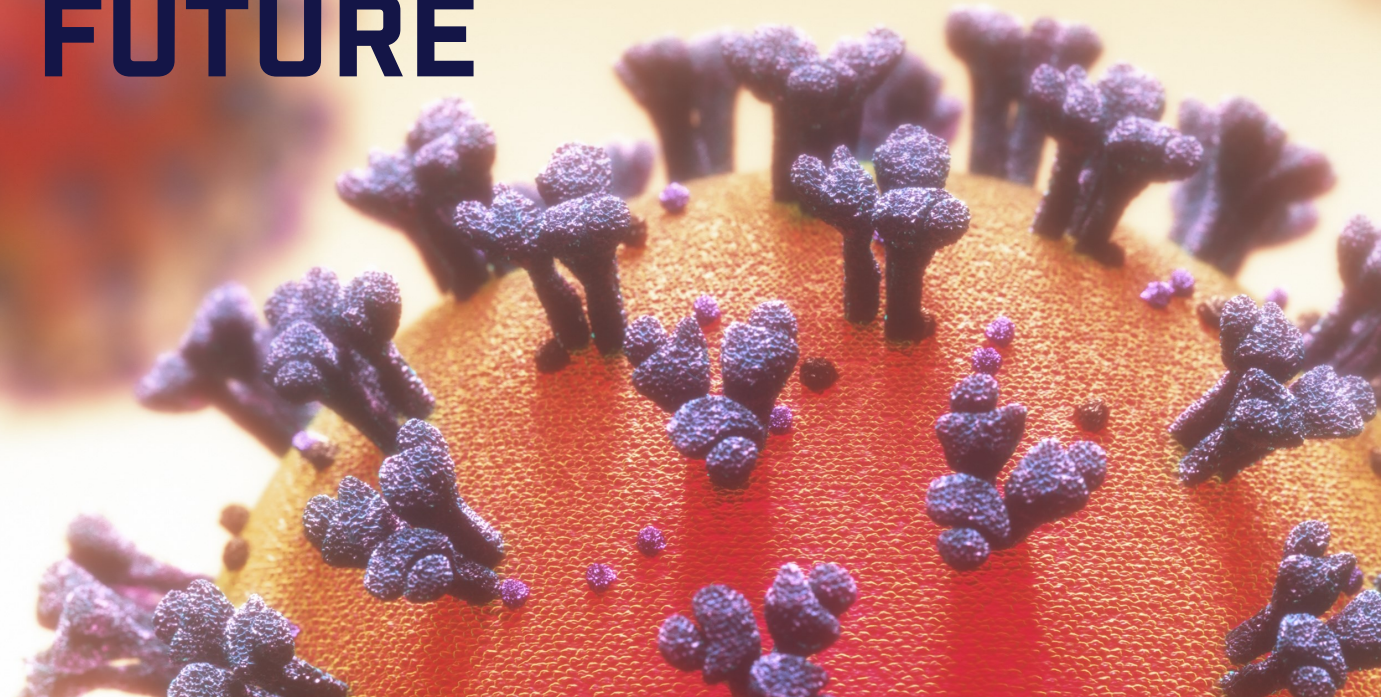
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DETAILED RESULTS

CHALLENGES IN FUTURE

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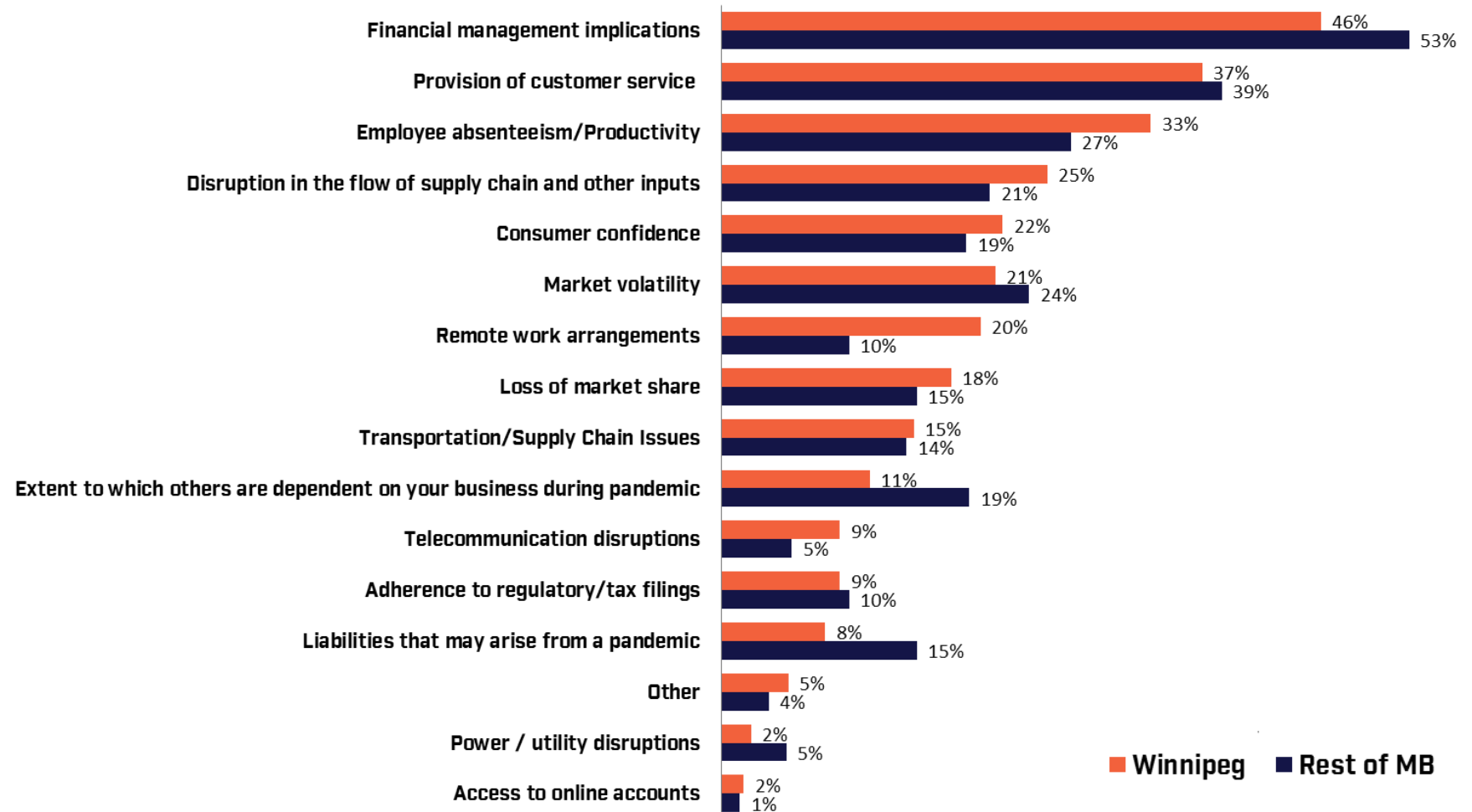


COVID-19 MANITOBA BUSINESS ACTION REPORT

CHALLENGES IF CONDITIONS WORSEN

Q. Thinking from your business perspective, Please select up to 3 items from the list below that will be significant challenges in the event of worsening conditions related to COVID-19.

Base : Manitoba Chambers of Commerce Members (n=672) TOTAL MENTIONS



COVID-19 MANITOBA BUSINESS ACTION REPORT

CHALLENGES IF CONDITIONS WORSEN BY INDUSTRY SIZE



Q. Thinking from your business perspective, Please select up to 3 items from the list below that will be significant challenges in the event of worsening conditions related to COVID-19.

Base : Manitoba Chambers of Commerce Members (n=672) TOTAL MENTIONS

Medium-Large (over 50 employees)

- Employee absenteeism/Productivity (53%)
- Financial management implications (43%)
- Provision of customer service (32%)
- Remote work arrangements (24%)
- Disruption in the flow of supply chain and other inputs (24%)

Small (1-10 employees)

- Financial management implications (51%)
- Provision of customer service (38%)
- Market volatility (24%)
- Employee absenteeism/Productivity (22%)
- Disruption in the flow of supply chain and other inputs (22%)

Small-Medium (11-50 employees)

- Financial management implications (55%)
- Provision of customer service (42%)
- Employee absenteeism/Productivity (34%)
- Disruption in the flow of supply chain and other inputs (22%)
- Market volatility (21%)

- **High & Medium impact companies** see Financial Management implication as major challenge (55% and 66% of high & medium impact companies respectively), followed by provision of customer service (34% among high and 43% among medium impact companies)
- **For low impact companies**, Employee absenteeism (43%), Supply chain disruption (33%), remote work arrangement (21%) are challenges if situation worsens.

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CHALLENGES IF CONDITIONS WORSEN BY INDUSTRY TYPE



Q. Thinking from your business perspective, Please select up to 3 items from the list below that will be significant challenges in the event of worsening conditions related to COVID-19.

Base : Manitoba Chambers of Commerce Members (n=672) TOTAL MENTIONS

Business Impact	Consumer/ Retail	Restaurant/ Hospitality	Construction/ Trades/ Repair	Manufacturing/ Distribution	Professional Services	Public Sector/ Non-Profit
Financial management implications	54%	58%	49%	37%	49%	55%
Provision of customer service	41%	39%	41%	35%	41%	48%
Disruption in the flow of supply chain and other inputs	33%	10%	24%	48%	7%	12%
Employee absenteeism/Productivity	22%	22%	31%	39%	32%	36%
Market volatility	22%	21%	33%	26%	18%	7%
The extent to which others are dependent on your business	22%	13%	16%	7%	18%	19%
Consumer confidence	21%	31%	14%	13%	19%	12%
Liabilities that may arise from a pandemic	18%	19%	13%	2%	12%	10%
Transportation/Supply Chain Issues	17%	7%	20%	35%	2%	10%
Loss of market share	13%	22%	6%	30%	15%	21%
Adherence to regulatory/tax filings	11%	14%	12%	2%	9%	3%
Remote work arrangements	4%	6%	8%	13%	27%	22%
Telecommunication disruptions	1%	1%	7%	2%	12%	10%
Power / utility disruptions	4%	5%	2%	-	5%	5%
Access to online accounts	1%	1%	5%	-	2%	3%
Other	3%	6%	4%	2%	4%	5%
No challenges	-	1%	-	-	-	-



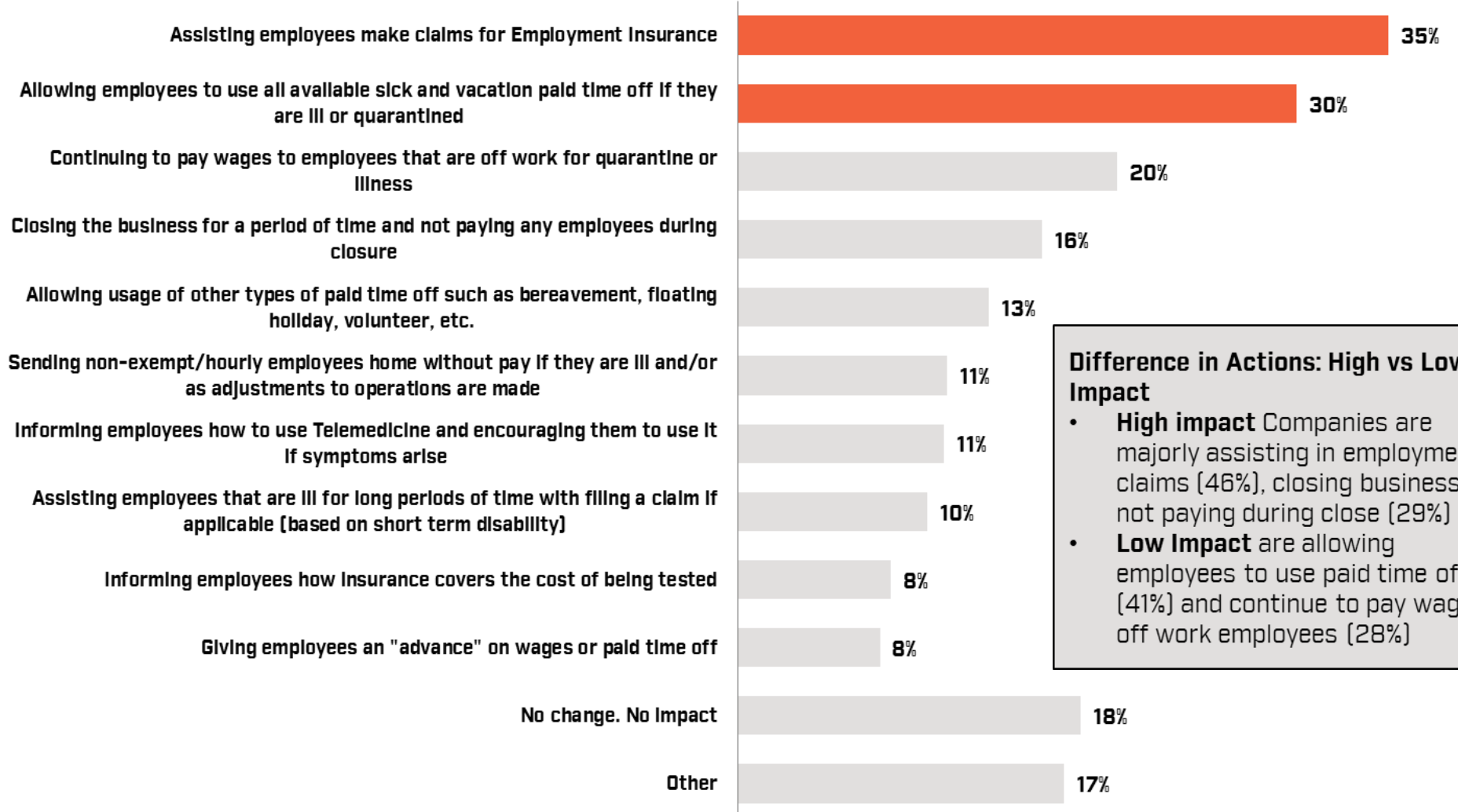
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HR & PAYROLL ISSUES



Q. How are you handling HR & Payroll issues as they relate to COVID-19?

Base : Manitoba Chambers of Commerce Members (n=672)



Difference in Actions: High vs Low Impact

- **High impact** Companies are majorly assisting in employment claims (46%), closing business & not paying during close (29%)
- **Low Impact** are allowing employees to use paid time off (41%) and continue to pay wages to off work employees (28%)

COVID-19 MANITOBA BUSINESS ACTION REPORT

HR & PAYROLL ISSUES BY INDUSTRY SIZE



Q. How are you handling HR & Payroll issues as they relate to COVID-19?

Base : Manitoba Chambers of Commerce Members (n=672) TOTAL MENTIONS

HR & Payroll Issues	Total	Winnipeg	Rest of MB	Medium -Large	Small-Medium	Small
Assisting employees make claims for Employment Insurance	35%	36%	34%	48%	42%	29%
Allowing employees to use all available sick and vacation paid time off if they are ill or quarantined	30%	37%	27%	67%	42%	18%
Continuing to pay wages to employees that are off work for quarantine or illness	20%	32%	16%	35%	27%	14%
Closing the business for a period of time and not paying any employees during closure	16%	13%	17%	3%	14%	20%
Allowing usage of other types of paid time off such as bereavement, floating holiday, volunteer, etc.	13%	22%	10%	39%	19%	7%
Sending non-exempt/hourly employees home without pay if they are ill and/or as adjustments to operations are made	11%	7%	12%	20%	17%	7%
Informing employees how to use Telemedicine and encouraging them to use it if symptoms arise	11%	14%	10%	28%	16%	6%
Assisting employees that are ill for long periods of time with filing a claim if applicable	10%	13%	9%	27%	16%	5%
Informing employees how insurance covers the cost of being tested	8%	12%	7%	24%	13%	3%
Giving employees an "advance" on wages or paid time off	8%	8%	7%	12%	10%	6%
No change. No impact	18%	15%	20%	7%	10%	25%

COVID-19 MANITOBA BUSINESS ACTION REPORT

HR & PAYROLL ISSUES BY INDUSTRY TYPE

Q. How are you handling HR & Payroll issues as they relate to COVID-19? Base : Manitoba Chambers of Commerce Members (n=672) TOTAL MENTIONS

Industry Type	HR & Payroll Issues
Consumer/ Retail (n=148)	<ul style="list-style-type: none"> Assisting employees make claims for Employment Insurance (37%) Allowing employees to use all available sick and vacation paid time off if they are ill or quarantined (27%) No change. No impact (24%) Closing the business for a period of time and not paying any employees during closure (21%) Continuing to pay wages to employees that are off work for quarantine or illness (16%)
Restaurant/ Hospitality (n=106)	<ul style="list-style-type: none"> Assisting employees make claims for Employment Insurance (40%) Closing the business for a period of time and not paying any employees during closure (29%) Allowing employees to use all available sick and vacation paid time off if they are ill or quarantined (20%) Sending non-exempt/hourly employees home without pay if they are ill and/or as adjustments to operations are made (14%) No change. No impact (11%)
Construction/ Repair (n=83)	<ul style="list-style-type: none"> Assisting employees make claims for Employment Insurance (45%) Allowing employees to use all available sick and vacation paid time off if they are ill or quarantined (34%) Continuing to pay wages to employees that are off work for quarantine or illness (28%) Allowing usage of other types of paid time off such as bereavement, floating holiday, volunteer, etc. (17%) Informing employees how insurance covers the cost of being tested (16%)
Manufacturing/ Distribution (n=46)	<ul style="list-style-type: none"> Allowing employees to use all available sick and vacation paid time off if they are ill or quarantined (50%) Assisting employees make claims for Employment Insurance (39%) Continuing to pay wages to employees that are off work for quarantine or illness (20%) Allowing usage of other types of paid time off such as bereavement, floating holiday, volunteer, etc. (20%) Informing employees how to use Telemedicine and encouraging them to use it if symptoms arise (20%)
Professional Services (n=128)	<ul style="list-style-type: none"> Allowing employees to use all available sick and vacation paid time off if they are ill or quarantined (34%) Assisting employees make claims for Employment Insurance (30%) Continuing to pay wages to employees that are off work for quarantine or illness (25%) No change. No impact (19%) Allowing usage of other types of paid time off such as bereavement, floating holiday, volunteer, etc. (16%)
Public Sector/ Non-Profit (n=58)	<ul style="list-style-type: none"> Allowing employees to use all available sick and vacation paid time off if they are ill or quarantined (28%) Continuing to pay wages to employees that are off work for quarantine or illness (28%) Assisting employees make claims for Employment Insurance (24%) Allowing usage of other types of paid time off such as bereavement, floating holiday, volunteer, etc. (17%) Closing the business for a period of time and not paying any employees during closure (17%)

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ADDITIONAL EFFORTS



Q. If your business has already begun implementing an innovative solution(s) to combat the decline in commerce, please share your idea below to help our local companies thrive.

Base : Manitoba Chambers of Commerce Members (n=672) TOTAL MENTIONS

Additional Efforts	Total
We now offer more products and services for our business online	6%
Contacting our customers and keeping them informed with our business	5%
Risk assessment was done for our business / Mitigating the risks	4%
Suspended advertising and special promotions / Cost reduction plan for the business	3%
Implementing new technologies into the business	3%
Expanding delivery service for our products	3%
Reduced business hours / Temporary shutdown of business	2%
Laying-off staff / Reduced hours for staff	2%
Discounts for our customers to drive sales	1%
Collaborating with other businesses / Entering into partnerships with other businesses	1%
Offering different products/services / Diversifying what we do	1%
Focusing on how to recover once this is over / want to hit the ground running once this is over	1%

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71% companies are implementing the earlier mentioned solutions, only 29% companies shared these innovative solutions

COVID-19 MANITOBA BUSINESS ACTION REPORT

ADDITIONAL FEEDBACK



Q. Please provide any additional feedback, suggestions or describe any issues your business is currently facing as a result of the COVID-19 public health issue.

Base : Manitoba Chambers of Commerce Members (n=672) TOTAL MENTIONS

- **Cash flow at my business is a significant issue / Lack of traffic at our business [11%]**
- **The length of time this pandemic could last / Uncertainty in the business environment [8%]**
- **Our business needs immediate financial support from the government [6%]**
- **More government direction and guidelines regarding Covid-19 policy [6%]**
- **Difficulties of planning and staffing the business [5%]**
- **My business might be at risk of closing / Bankruptcy [5%]**
- **Disruption of logistics /distribution / transportation chains [4%]**
- **Keeping staff safe and healthy [4%]**

Based on Feedback from 39% companies, 61% companies didn't have any additional feedback on their mind

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DETAILED RESULTS

COMMUNICATION & PREVENTION

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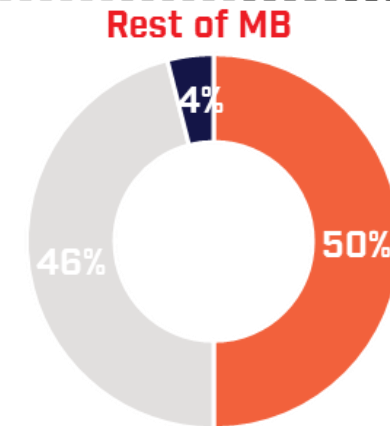
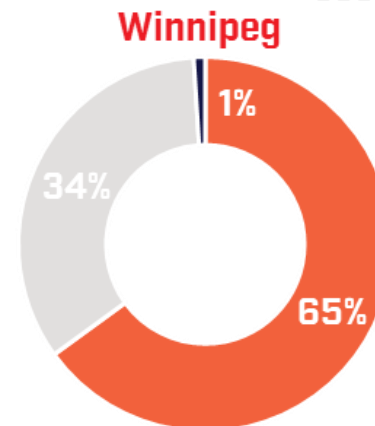
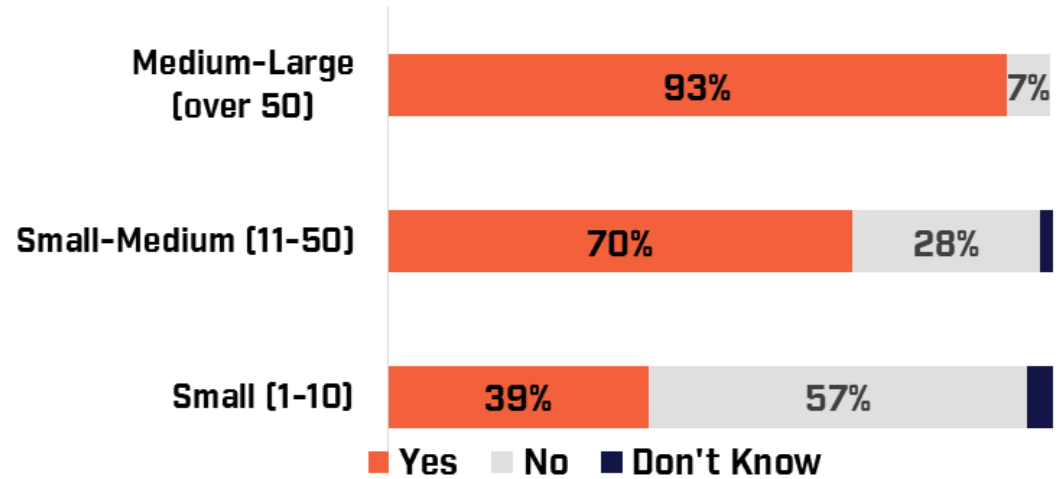
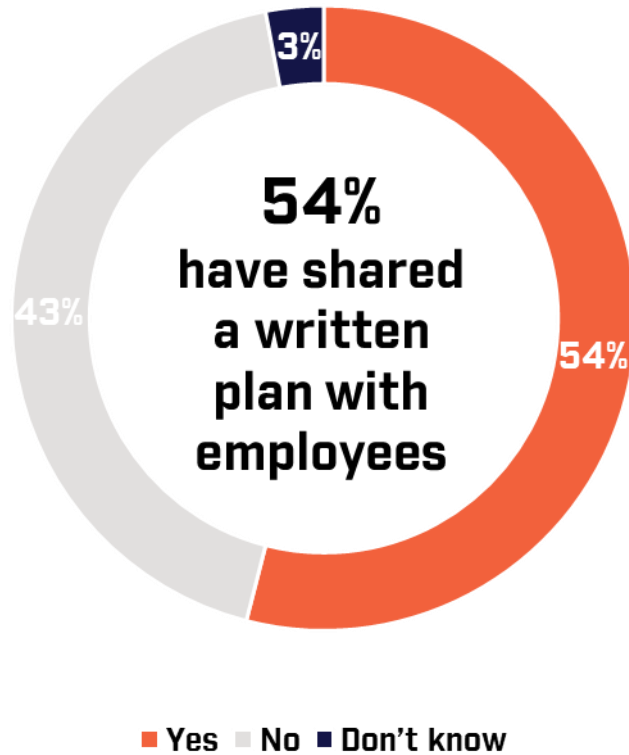
COVID-19 MANITOBA BUSINESS ACTION REPORT

COMMUNICATION



Q. Has your business developed and shared with employees a written plan to manage the COVID-19 situation?

Base : Manitoba Chambers of Commerce Members (n=672)



COVID-19 MANITOBA BUSINESS ACTION REPORT

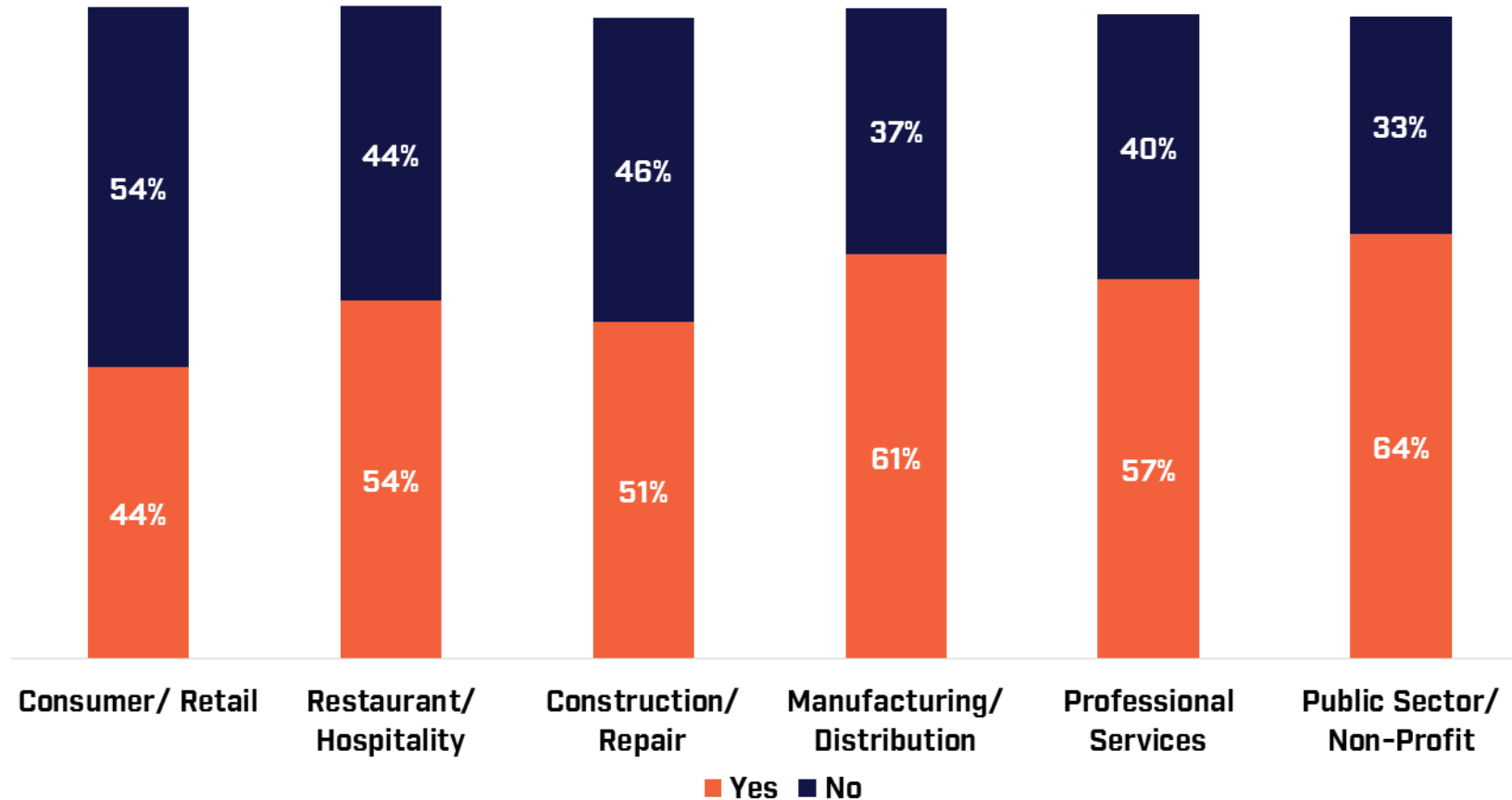
COMMUNICATION



Q. Has your business developed and shared with employees a written plan to manage the COVID-19 situation?

Base : Manitoba Chambers of Commerce Members (n=672)

Only 46% of companies with high impact on business have shared a written communication, vs 66% of companies with low/ minimal impact so far.



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COVID-19 MANITOBA BUSINESS ACTION REPORT

ACTIONS TO MITIGATE RISK



Q. As concerns grow over the spread of COVID-19, what is your business doing to address employee and customer concerns and mitigate risk?

Base : Manitoba Chambers of Commerce Members (n=672), TOTAL MENTIONS

Actions	Total	Winnipeg	Rest of MB	Medium-Large	Small-Medium	Small
Increasing health and safety preventative measures for staff and customers	66%	66%	66%	92%	76%	57%
Routinely sharing updates with employees	58%	65%	56%	93%	75%	45%
Restricting in-person gatherings (meetings, events, etc.) over a certain number	50%	54%	48%	69%	60%	42%
Routinely sharing updates with our customers/the public	48%	47%	48%	75%	55%	40%
Restricting all in-person gatherings regardless of size	47%	55%	44%	63%	47%	45%
Restricting employee international travel	34%	46%	30%	72%	43%	23%
Restricting employee domestic travel	32%	50%	26%	72%	41%	21%
Encouraging employees to work from home depending on their position	24%	38%	19%	45%	36%	14%
Requiring employees to work from home depending on their position	23%	45%	15%	48%	30%	15%
Nothing – trying to keep business as usual right now	5%	3%	6%	3%	3%	6%
Others	16%	15%	17%	9%	16%	17%

COVID-19 MANITOBA BUSINESS ACTION REPORT

ACTIONS TO MITIGATE RISK



Q. As concerns grow over the spread of COVID-19, what is your business doing to address employee and customer concerns and mitigate risk?

Base : Manitoba Chambers of Commerce Members (n=672), TOTAL MENTIONS

Industry Type	Actions to Mitigate Risk
Consumer/ Retail (n=148)	<ul style="list-style-type: none"> Increasing health and safety preventative measures for staff and customers (74%) Routinely sharing updates with employees (57%) Routinely sharing updates with our customers/the public (52%) Restricting all in-person gatherings regardless of size (41%)
Restaurant/ Hospitality (n=106)	<ul style="list-style-type: none"> Increasing health and safety preventative measures for staff and customers (63%) Routinely sharing updates with employees (53%) Routinely sharing updates with our customers/the public (51%) Restricting in-person gatherings (meetings, events, etc.) over a certain number (43%)
Construction/ Repair (n=83)	<ul style="list-style-type: none"> Increasing health and safety preventative measures for staff and customers (72%) Restricting in-person gatherings (meetings, events, etc.) over a certain number (64%) Routinely sharing updates with employees (63%) Restricting all in-person gatherings regardless of size (43%)
Manufacturing/ Distribution (n=46)	<ul style="list-style-type: none"> Increasing health and safety preventative measures for staff and customers (74%) Routinely sharing updates with employees (70%) Restricting in-person gatherings (meetings, events, etc.) over a certain number (61%) Restricting employee international travel (61%)
Professional Services (n=128)	<ul style="list-style-type: none"> Restricting all in-person gatherings regardless of size (66%) Routinely sharing updates with employees (61%) Increasing health and safety preventative measures for staff and customers (60%) Restricting in-person gatherings (meetings, events, etc.) over a certain number (52%)
Public Sector/ Non-Profit (n=58)	<ul style="list-style-type: none"> Restricting all in-person gatherings regardless of size (57%) Routinely sharing updates with our customers/the public (57%) Routinely sharing updates with employees (55%) Restricting in-person gatherings (meetings, events, etc.) over a certain number (53%)



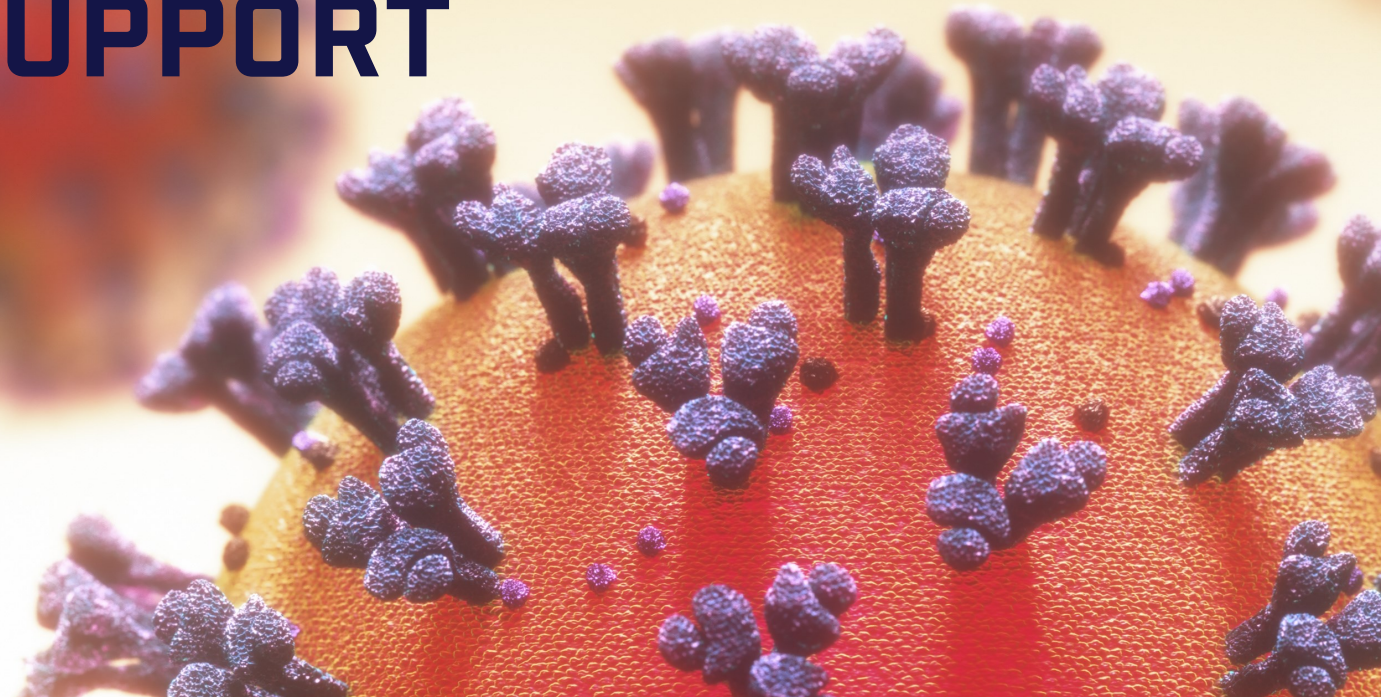
**MANITOBA
CHAMBERS OF
COMMERCE**

DETAILED RESULTS

GOVERNMENT SUPPORT

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COVID-19 MANITOBA BUSINESS ACTION REPORT

GOVERNMENT SUPPORT



Q. When it comes to managing and operating your business, how helpful has the information being provided by the various levels of government been for you in terms of making decisions?

Q. What type of information and/or support do you need the most right now for your business?

Base : Manitoba Chambers of Commerce Members (n=672)

Manufacturing/distribution and Professional services are finding government information most helpful (83% and 85% helpful) while only 65% of Restaurant/Hospitality feels the information is helpful

Information from Government – Managing Businesses



■ Don't Know ■ Not at all helpful ■ Not very helpful ■ Somewhat helpful ■ Very helpful

Information on evolving Federal Government supports

42%

Information on evolving Provincial Government supports for business and individuals

35%

Specific Information on Manitoba Labour Guidelines specific to employer/employee rights

12%

Human Resources advice for Canadian Employers

4%

Nothing

6%

Small industries (40%) are slightly more interested in getting information on evolving provincial government supports. Medium (11-50 employees) and Large (over 50 employees) Industries' interest in Manitoba Labour guidelines is higher than small industries (16% and 17% vs 9%)

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COVID-19 MANITOBA BUSINESS ACTION REPORT

GOVERNMENT SUPPORT

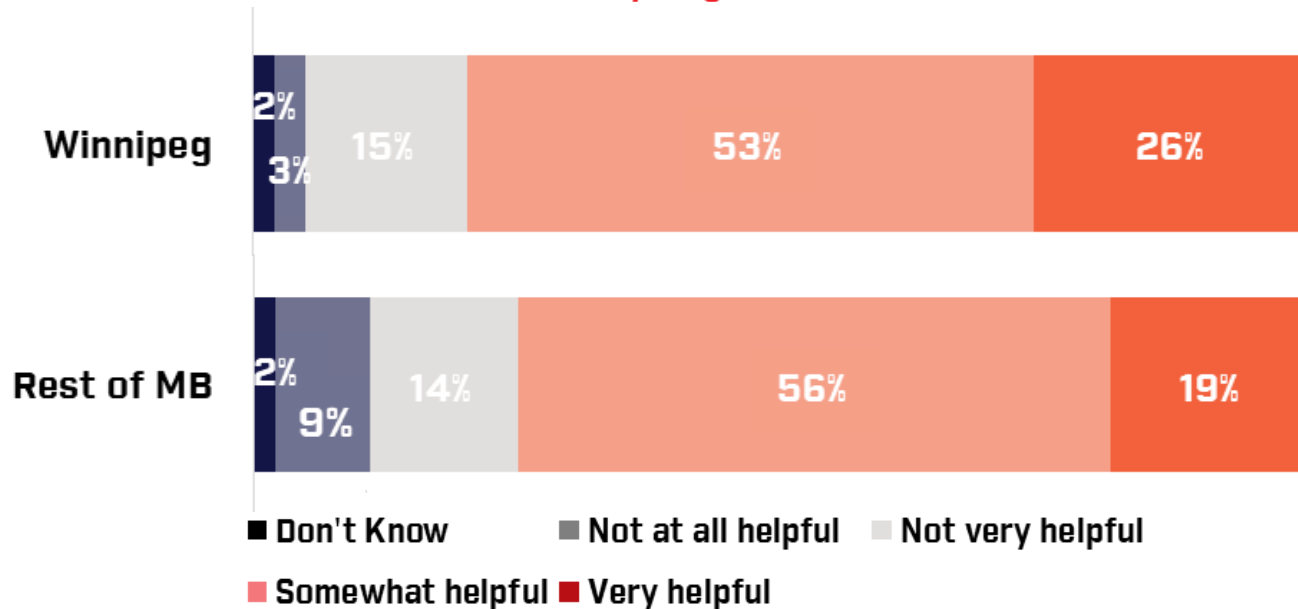


Q. When it comes to managing and operating your business, how helpful has the information being provided by the various levels of government been for you in terms of making decisions?

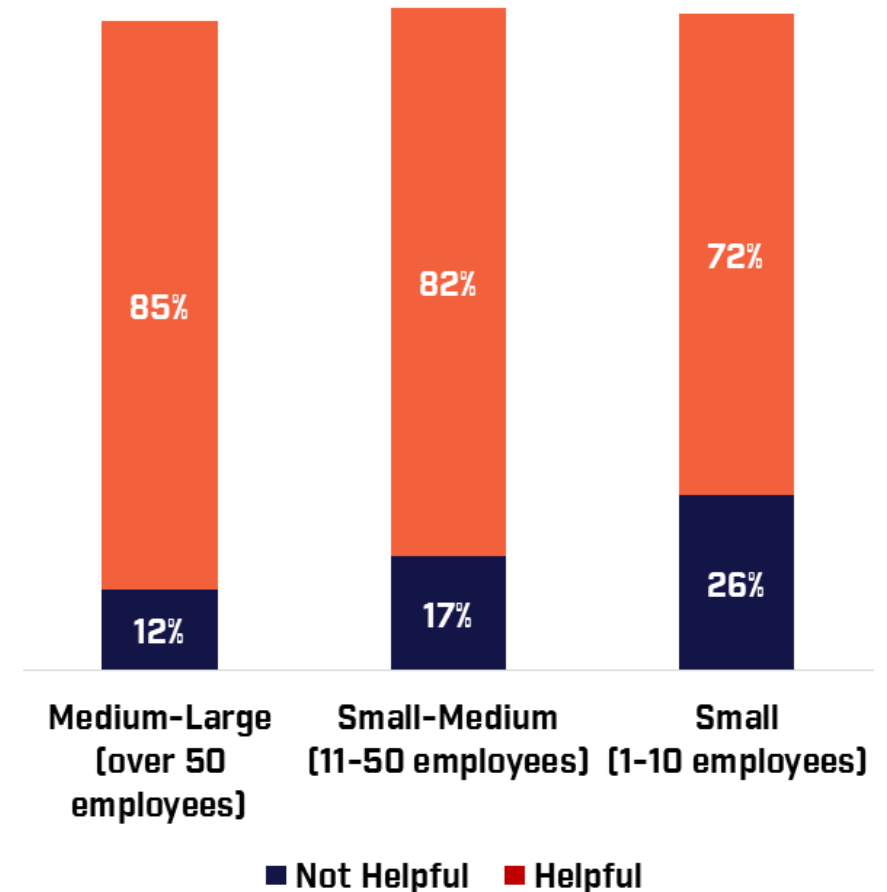
Q. What type of information and/or support do you need the most right now for your business?

Base : Manitoba Chambers of Commerce Members (n=672)

By Region



By Industry Size



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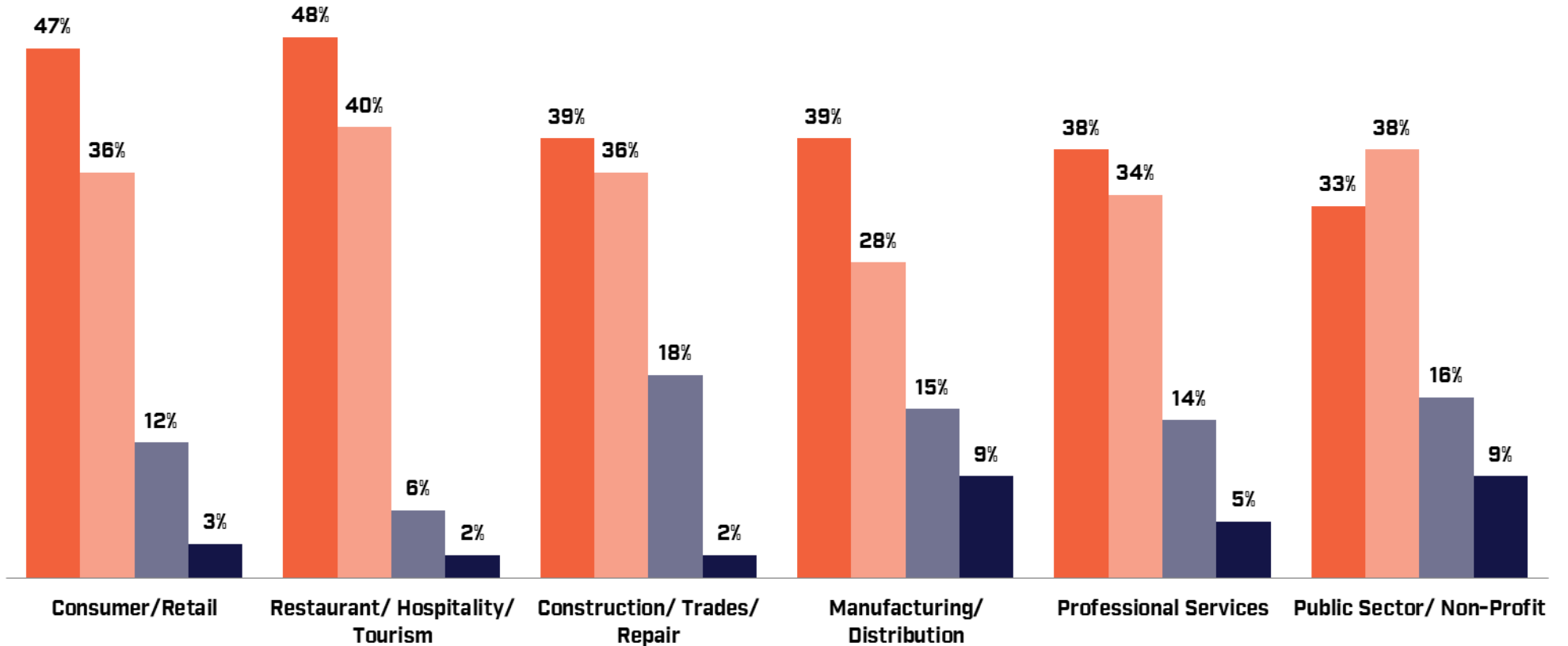
COVID-19 MANITOBA BUSINESS ACTION REPORT

GOVERNMENT SUPPORT



Q. What type of information and/or support do you need the most right now for your business?

Base : Manitoba Chambers of Commerce Members [n=672]



- Information on evolving Federal Government supports for business and individuals
- Information on evolving Provincial Government supports for business and individuals
- Specific Information on Manitoba Labour Guidelines specific to employer/employee rights and obligations
- Human Resources advice for Canadian Employers

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COVID-19 MANITOBA BUSINESS ACTION REPORT

REGULATORY RELIEF EXPECTATIONS BY INDUSTRY SIZE



Q. Please describe any regulatory relief your business believes would be beneficial in the event of a pandemic.

Base : Manitoba Chambers of Commerce Members (n=672)

Relief Expectations	Total	Winnipeg	Rest of MB	Medium-Large	Small-Medium	Small
Access to Emergency Financial Supports	68%	65%	68%	59%	64%	72%
Provincial and Federal Tax Relief	66%	61%	68%	53%	67%	68%
Federal and Provincial Tax Compliance	28%	30%	27%	28%	27%	29%
Adherence to Regulatory Filings	15%	15%	15%	17%	13%	16%
Other	7%	7%	7%	12%	6%	7%
Nothing	6%	8%	6%	12%	5%	6%

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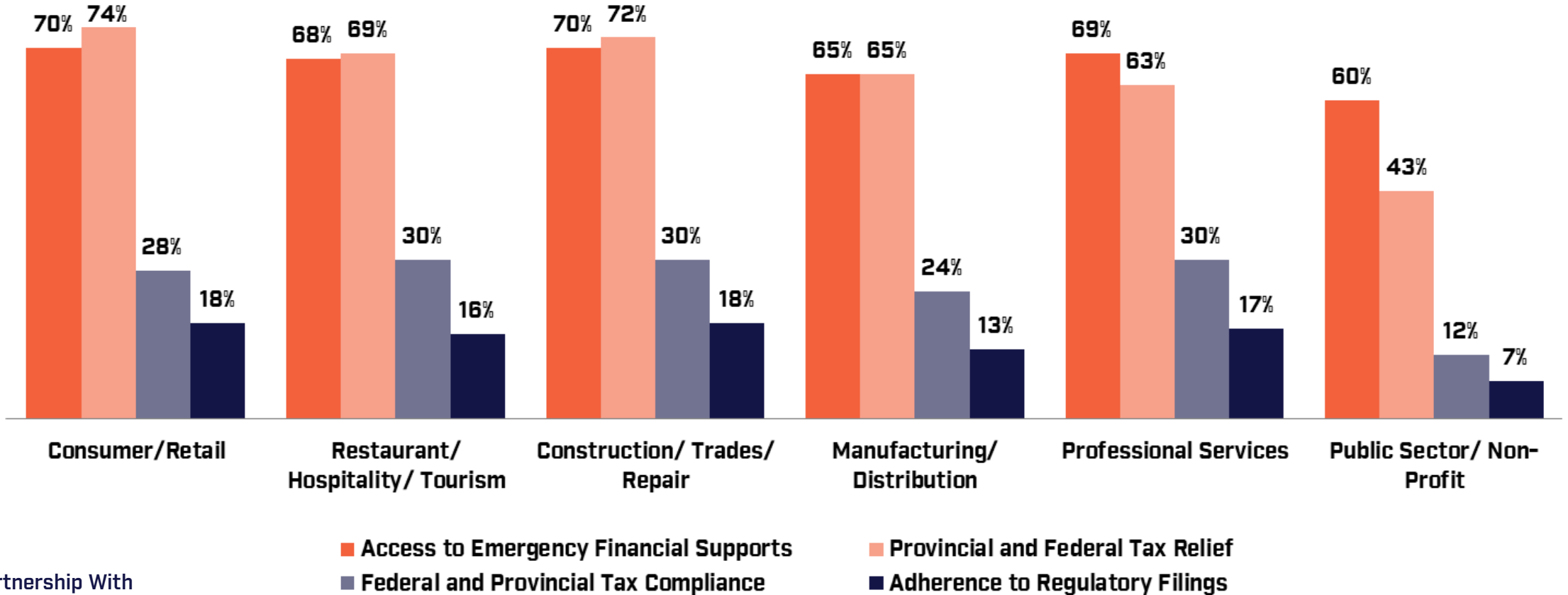
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REGULATORY RELIEF EXPECTATIONS BY INDUSTRY TYPE



Q. Please describe any regulatory relief your business believes would be beneficial in the event of a pandemic.

Base : Manitoba Chambers of Commerce Members (n=672)



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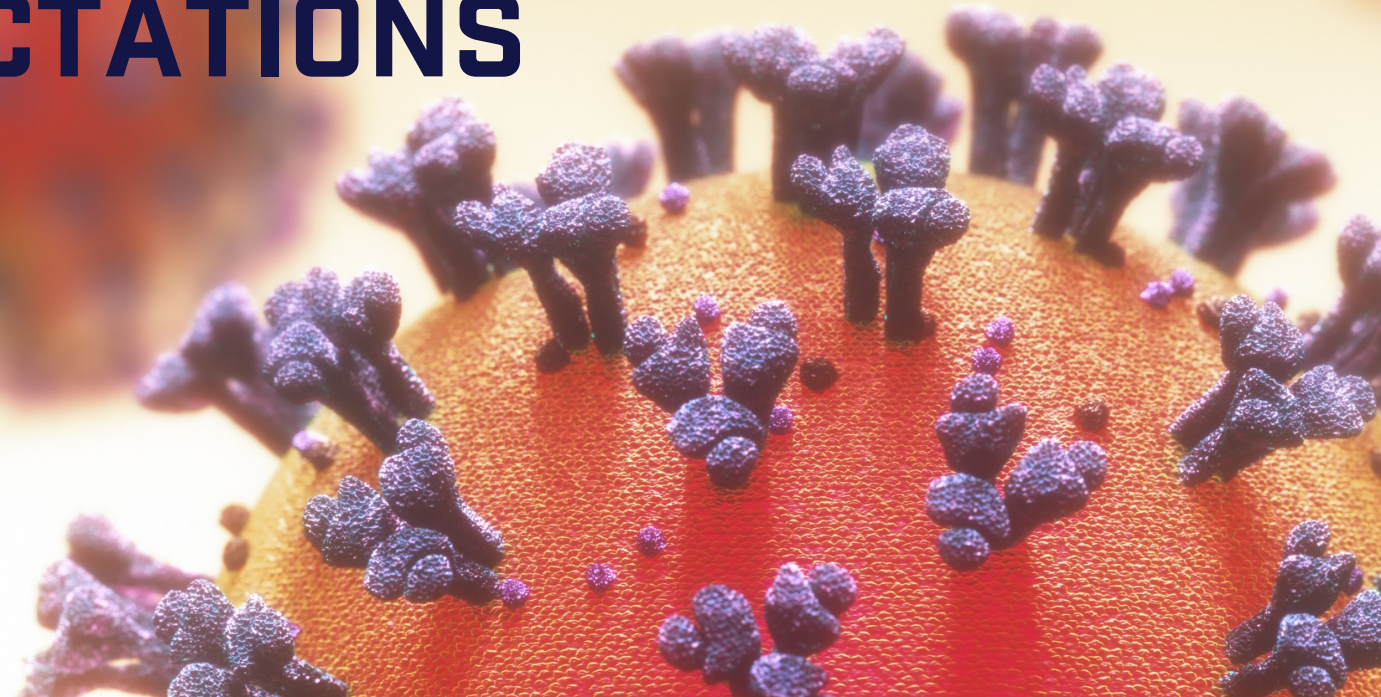
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DETAILED RESULTS

TIMELINE EXPECTATIONS

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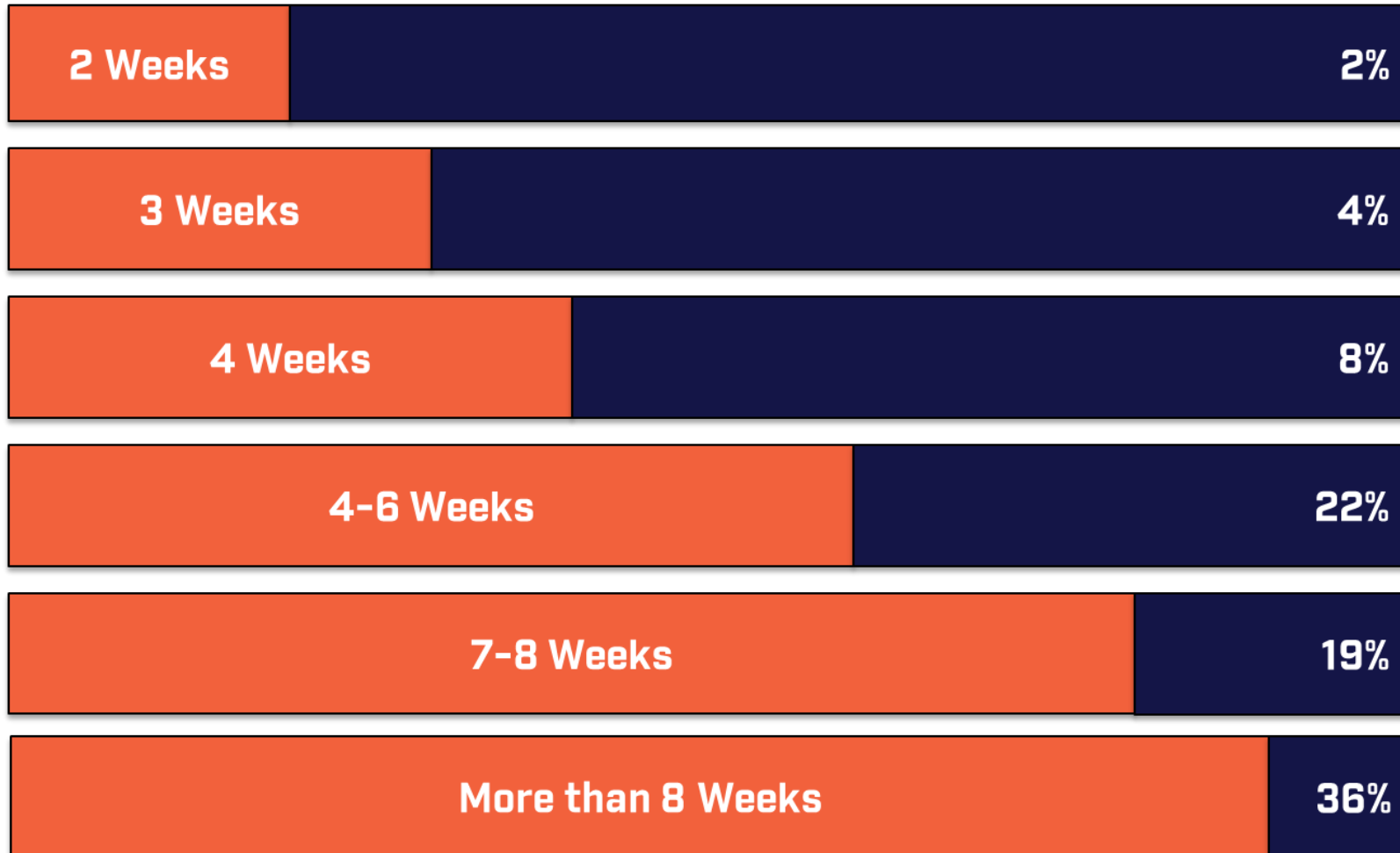
COVID-19 MANITOBA BUSINESS ACTION REPORT

EXPECTED TIMELINES



Q. How long do you feel the current extraordinary situation and social distance measures will remain in effect in Manitoba?

Base : Manitoba Chambers of Commerce Members (n=672)



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COVID-19 MANITOBA BUSINESS ACTION REPORT

EXPECTED TIMELINES



Q. How long do you feel the current extraordinary situation and social distance measures will remain in effect in Manitoba?

Base : Manitoba Chambers of Commerce Members (n=672)

Expected Timeline	Total	Winnipeg	Rest of MB	Medium-Large	Small-Medium	Small
About 2 Weeks	2%	1%	2%	0%	2%	2%
3 Weeks	4%	3%	4%	1%	4%	4%
4 Weeks	8%	5%	10%	4%	6%	10%
4 to 6 Weeks	22%	27%	21%	24%	24%	22%
7 to 8 Weeks	19%	23%	18%	25%	17%	19%
More than 8 Weeks	36%	37%	35%	40%	40%	33%
Don't Know	9%	5%	11%	5%	8%	10%

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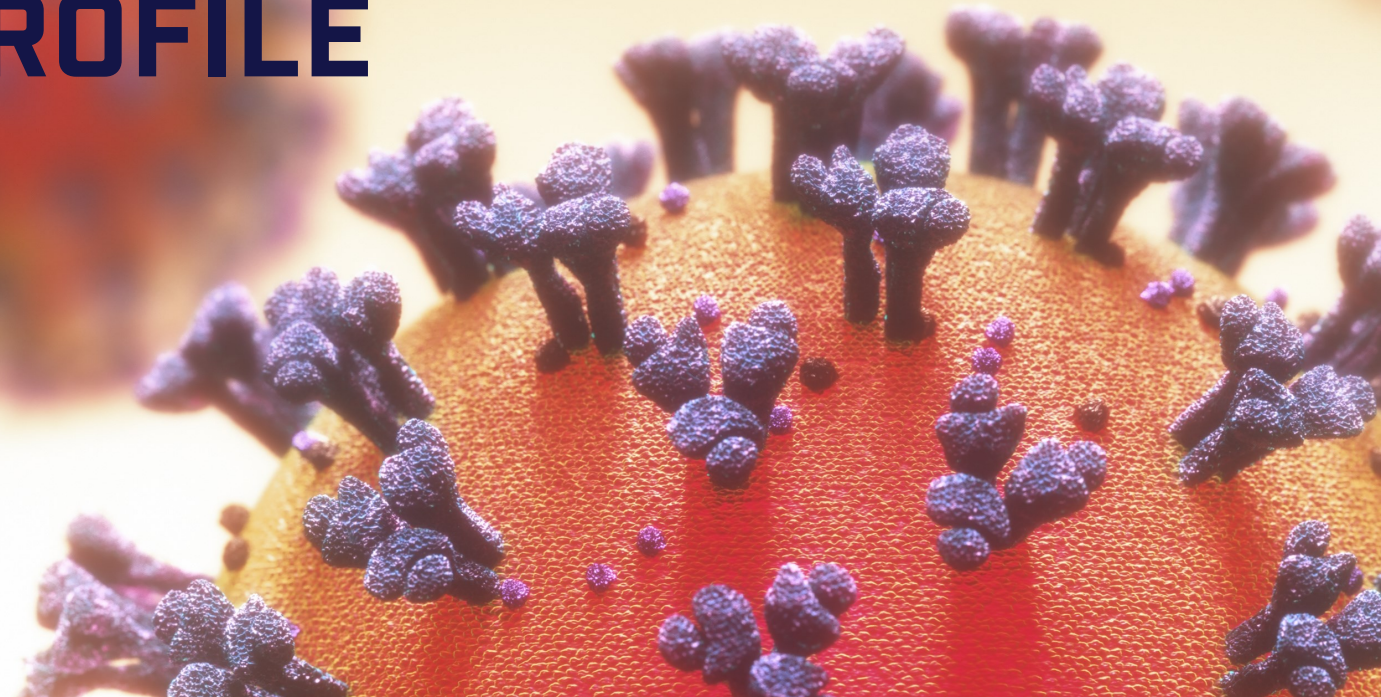
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DETAILED RESULTS

RESPONDENT PROFILE

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COVID-19 MANITOBA BUSINESS ACTION REPORT

RESPONDENT PROFILE



	Unweighted		Unweighted
n=	672		672
ROLE	[%]	TYPE OF INDUSTRY	[%]
Owner, Partner, CEO, President	75	Consumer/ Retail	22
Senior Management	12	Restaurant/ Hospitality/Tourism/Service	16
Management	6	Construction/ Trades/Repair	12
Administration/ Employee	5	Manufacturing/ Distribution	7
Other	2	Professional Services	19
SIZE		Technology/Communication	4
Small (1-10 Employee)	59	Transportation	4
Small-Medium (11-50 Employees)	28	Agriculture/Food Business	3
Medium-Large (over 50 Employees)	11	Public Sector/ Non-Profit (Non-Profit/ Education/ Government)	9
REGION			
Winnipeg	26		
North	13		
Eastman	17		
Westman	24		
Southman	20		

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185
CONSULTANTS



8
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