THECOVID-19

Few would have predicted the catastrophic consequences that the coronavirus has had on business operations, finances, staffing and the wider economy, with the aftershock of the global pandemic felt across nearly every industry. What the last few months have taught businesses, however, is the importance of having robust continuity plans and risk management frameworks in place to help mitigate the impact of any future crises

24%

of businesses surveyed in February were only just developing their first ever business continuity plan in response to the COVID-19 outbreak

Mercer 2020

12%

believed at the start of March that their businesses were highly prepared for the impact of coronavirus

Gartner 2020

70%

of companies said their primary continuity concern is further disruption from a second wave of the virus

International SOS 2020

21%

admitted in June that they still didn't have a pandemic plan and process in place

International SOS 2020

95%

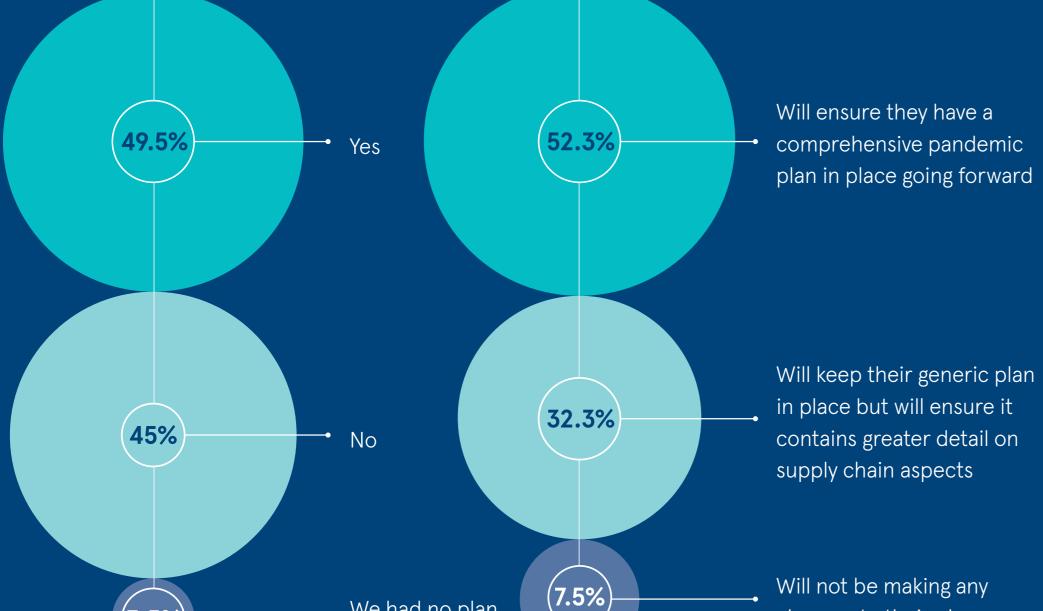
said they will assess whether they need to revisit their enterprise risk management framework and continuity plan as a result of COVID-19

Guidehouse 2020

BEFORE AND AFTER COVID-19



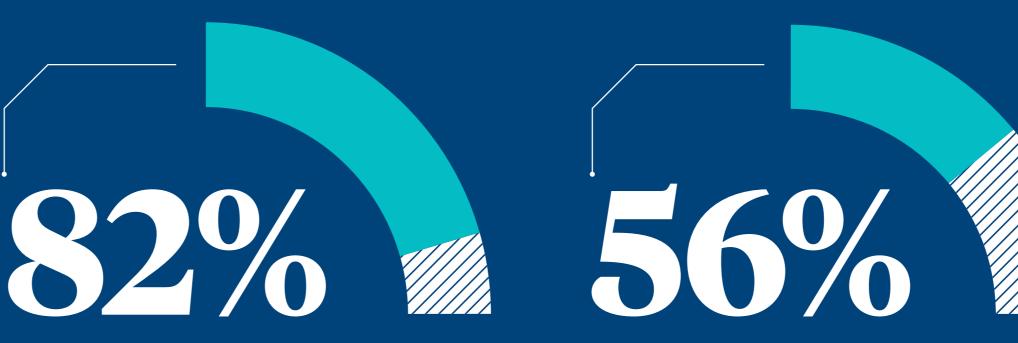
How business were changing the way their plans for future events



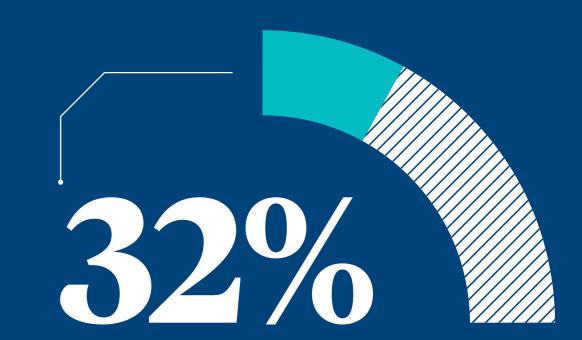
Will not be making any changes to their plans

TOP ISSUES AFFECTING BUSINESS CONTINUITY

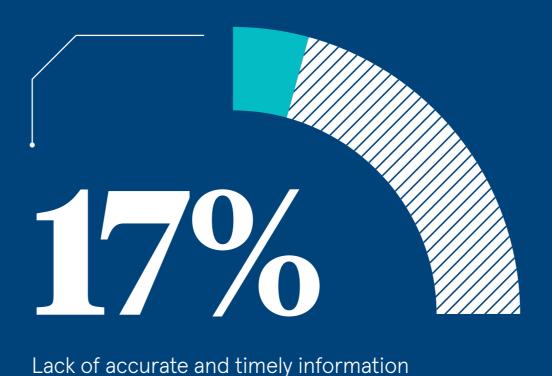
Percentage of companies that said the following issues were affecting continuity of operations



International border controls



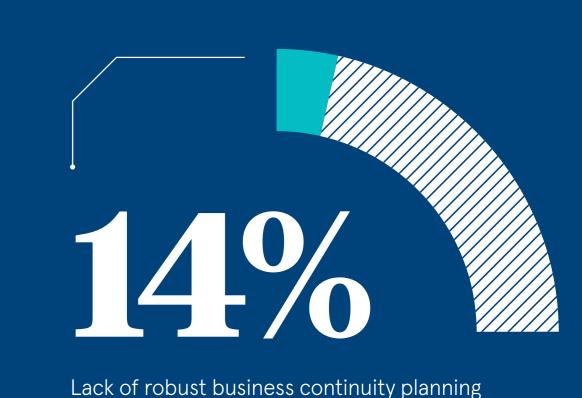
Inadequate home-working infrastructure



Country lockdown measures

International SOS 2020

Mental health issues



TriNet 2020

International SOS 2020

PREPARING FOR THE RETURN TO WORK

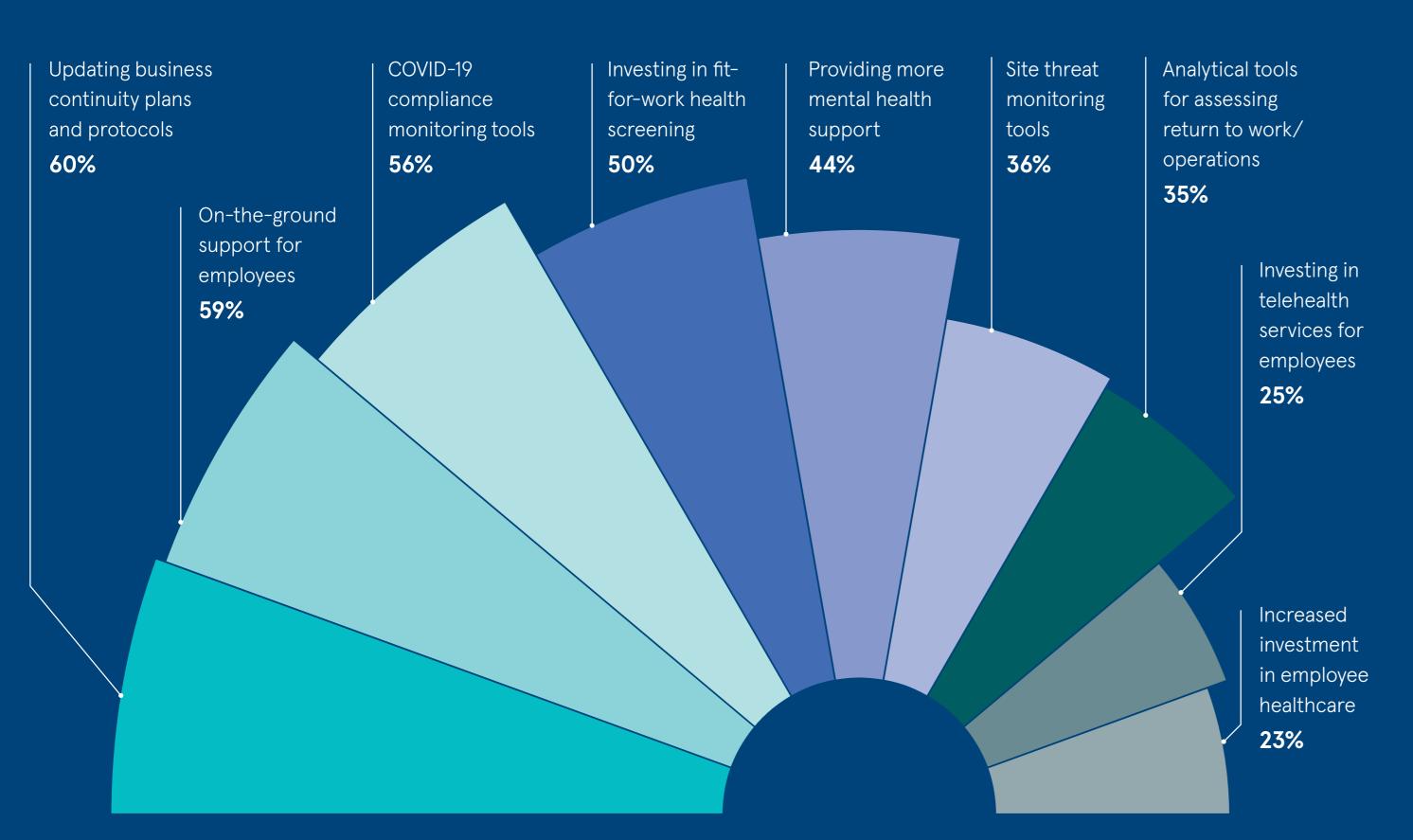
(3.5%)

BCI 2020

Steps that companies are planning to implement as they transition back to on-site work

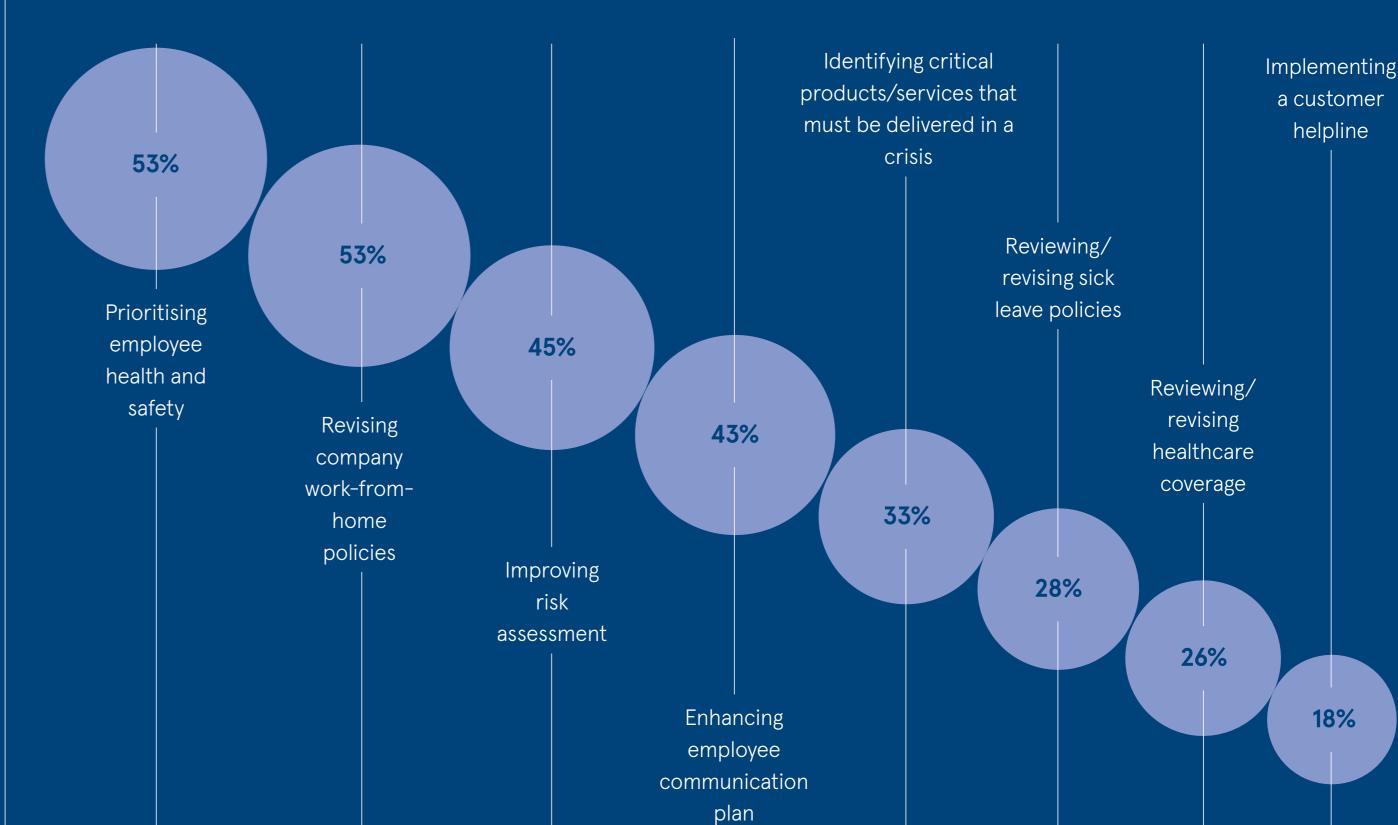
We had no plan

in place



HOW COMPANIES ARE CHANGING CONTINUITY PLANS

Survey of small and medium-sized enterprises which are creating new plans or existing plans as a result of COVID-19



GROWING THE TOP LINE

The following measures are important to rebuilding or enhancing revenue streams as a result of COVID-19, according to a survey of CFOs

Products or services (for example, offering new, enhanced, repurposed or pared-down solutions)

Pricing strategies

Distribution channels (for example, changing from in-person to virtual sales or delivery)

Customer segments (for example, selling direct-to-consumer, targeting new industries)

Supply chain strategies

(for example, develop alternate sourcing options, change contractual terms)

Geographic markets (for example, entering new markets, leaving current markets)

Talent

(for example, recruitment and upskilling)

Mergers, acquisitions, joint ventures or alliances

