



# The Impact of COVID-19 to Members

## June 2020 - The Personal Impacts & Getting Back to Business

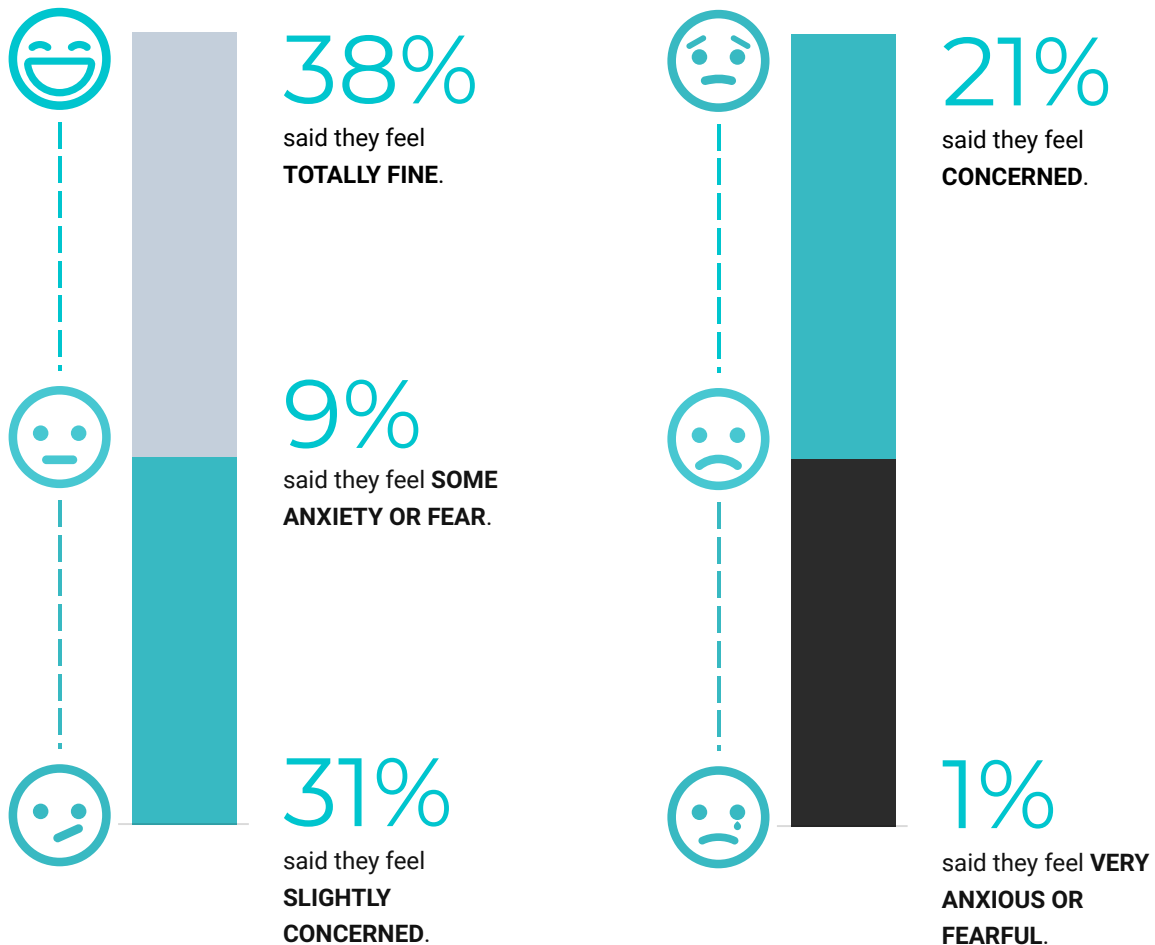
In our latest edition of the monthly member benchmark survey, running from 15-24 June 2020 before the announcement of Phase 2 in Singapore, we asked members about their mental wellbeing, how often they are leaving their home, what would it take for them to re-integrate into public life, and for their travel concerns. In addition, we asked our benchmark questions addressing confidence in Singapore and impacts to business.

For ongoing support and information relating to COVID-19 visit [britcham.org.sg](https://britcham.org.sg).

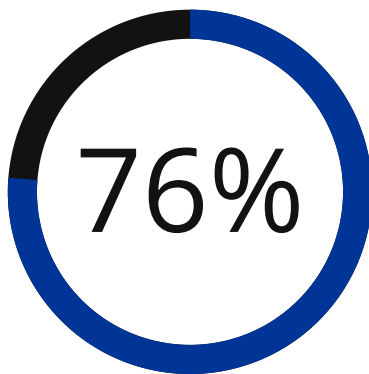
## Addressing the mental wellbeing of our members

We asked all respondents to indicate their current mental state and how often they are leaving their home. Both questions will be benchmarked for future comparisons.

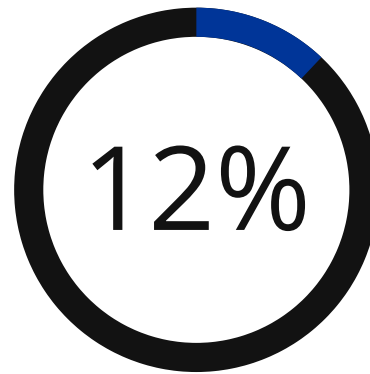
The Chamber is hosting activities and publishing digital content in various formats throughout July to help companies support the mental wellbeing of their employees. Look out for our content and get involved at [www.britcham.org.sg/webinars](http://www.britcham.org.sg/webinars) and [www.britcham.org.sg/podcasts](http://www.britcham.org.sg/podcasts).



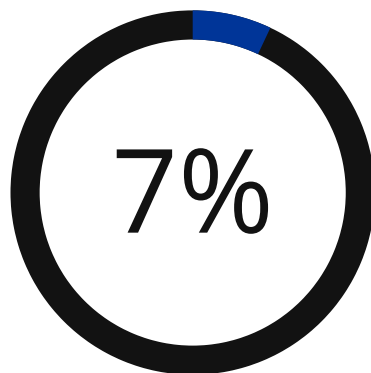
The majority of members are working from home or unable to work at their usual workplace, if this is customer-facing. The limited movement reflects the survey being taken in the final week of the Circuit Breaker period.



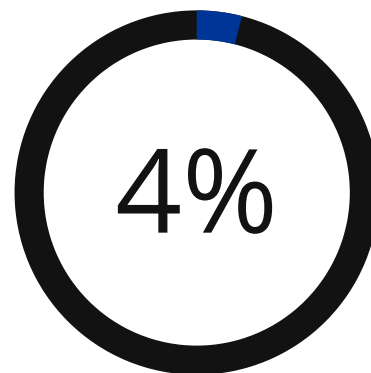
**Only leaving the house for errands and/or exercise**



**Only leaving the house for work**

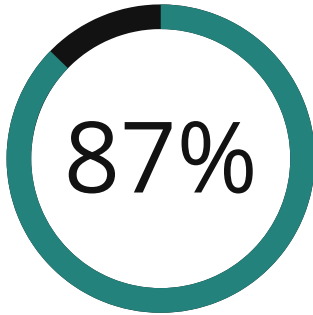


**Only leaving the house for work & to visit family within Government guidelines**

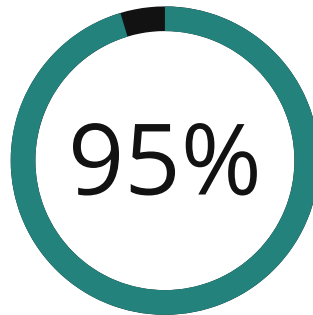


**Not leaving the house at all**

## The outlook for business & leisure travel



**The proportion of members who have been directly impacted by border closures and travel restrictions**



**The proportion of member work permit holders concerned about leaving Singapore for fear they may not be permitted re-entry**

This month we took a closer look at our members' travel plans and concerns. Just under half said their next trip would be to visit family, with 32% for business travel and the remaining 21% for leisure.

### The Top 5 Travel Concerns



Quarantine measures at destination country and/or stay at home notices on return to Singapore, making short trips unfeasible

Risk of being stuck in destination country if cases increase in either country while travelling

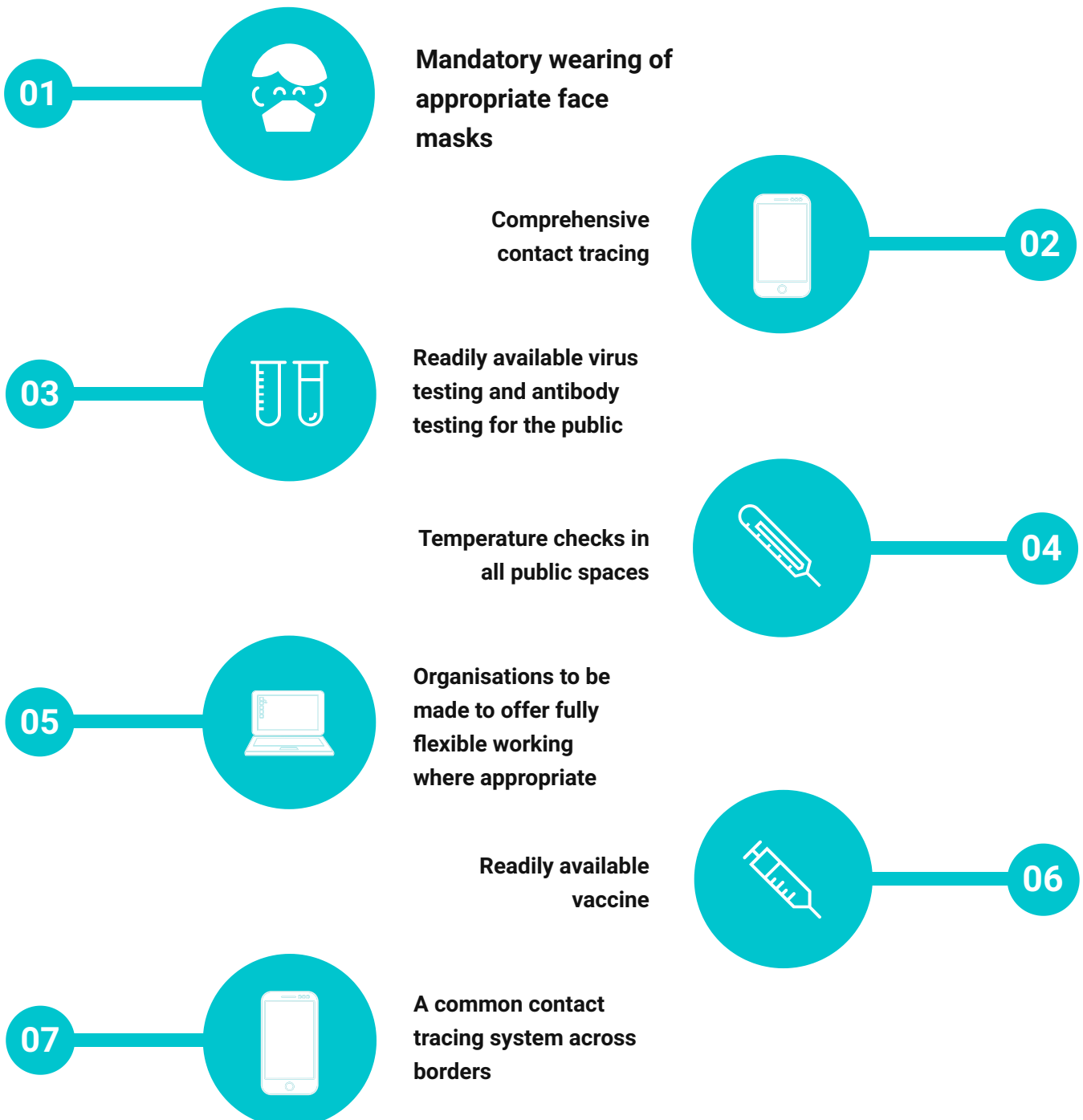
Re-entry restrictions for work pass holders

Confidence in destination country - safety measures, public adherence to hygiene measures, quality of healthcare, quality of contact tracing, accuracy of reporting

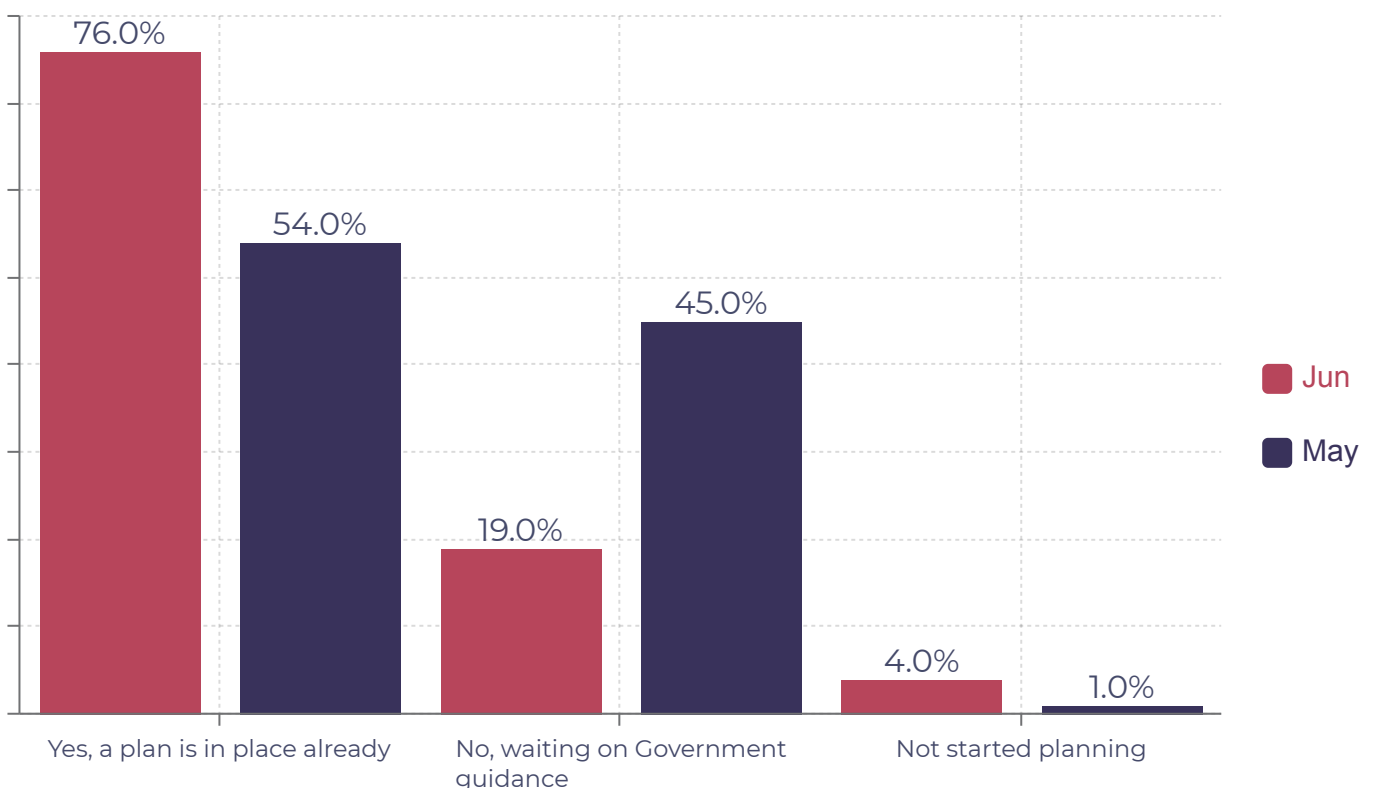
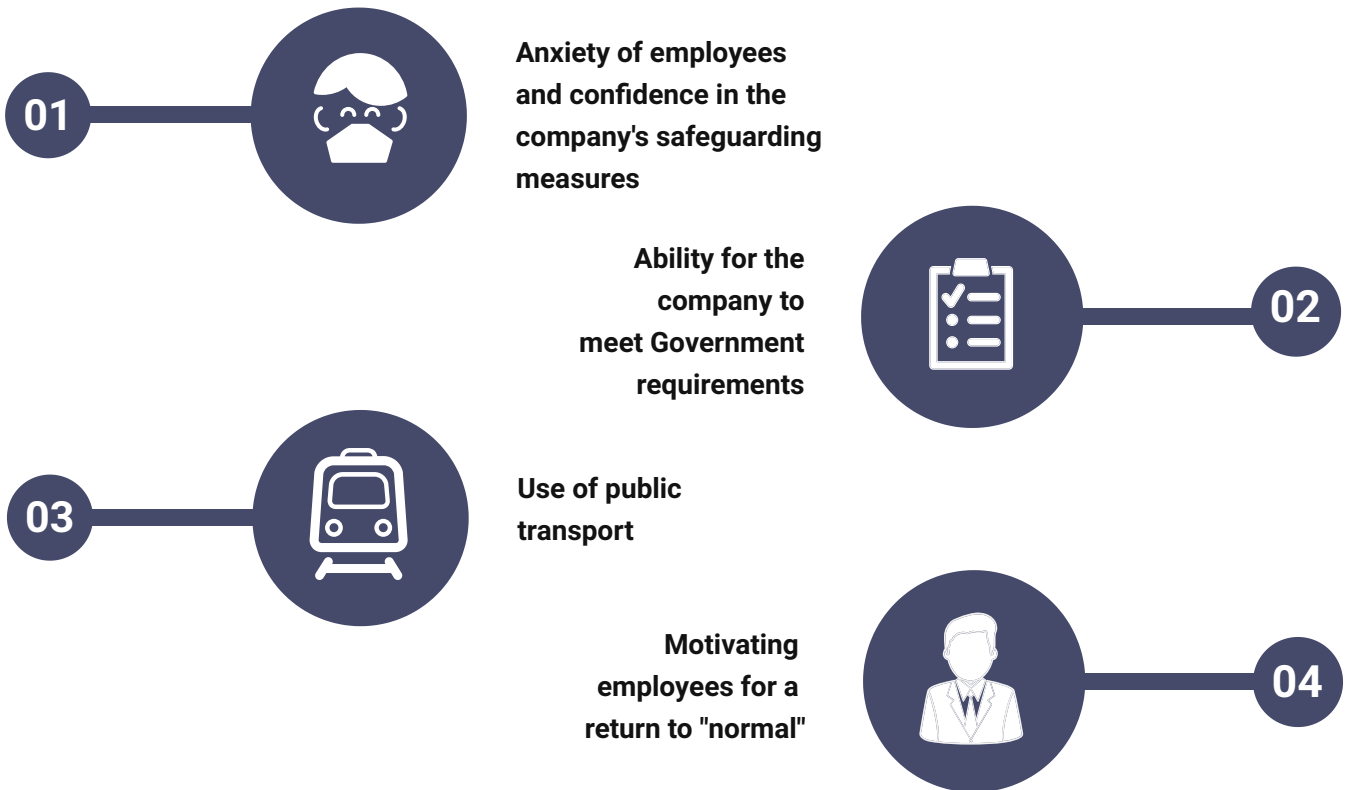
Aircraft air quality, safe distancing measures

## Most companies have a plan for a return to the workplace, but are employees ready?

When asked what measures need to be in place before each respondent would personally feel comfortable fully re-integrating into public life and travel, seven key factors emerged. In order of the volume of mentions:

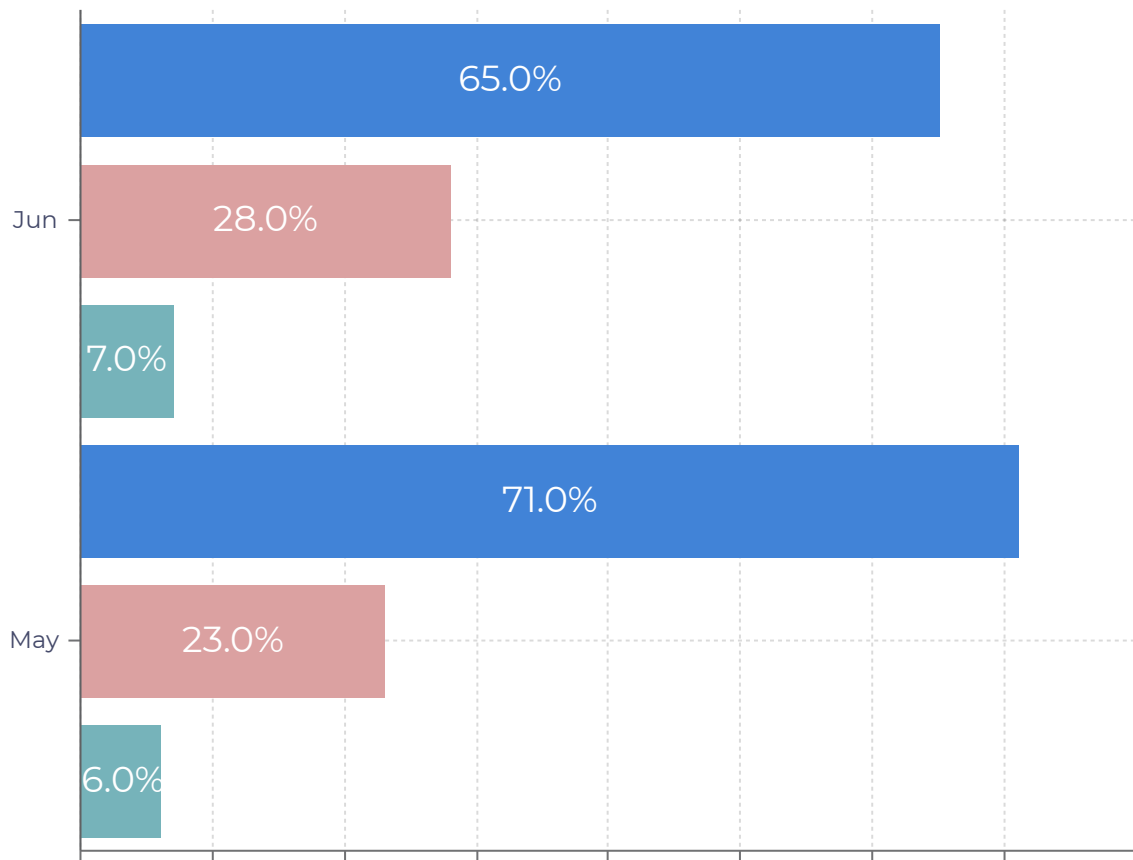


From the company perspective, organisations noted four key challenges for the return of employees to the workplace. Almost all volunteered that flexible working or a work from home scheme would continue beyond COVID-19.



## The increasing costs of COVID-19 to business

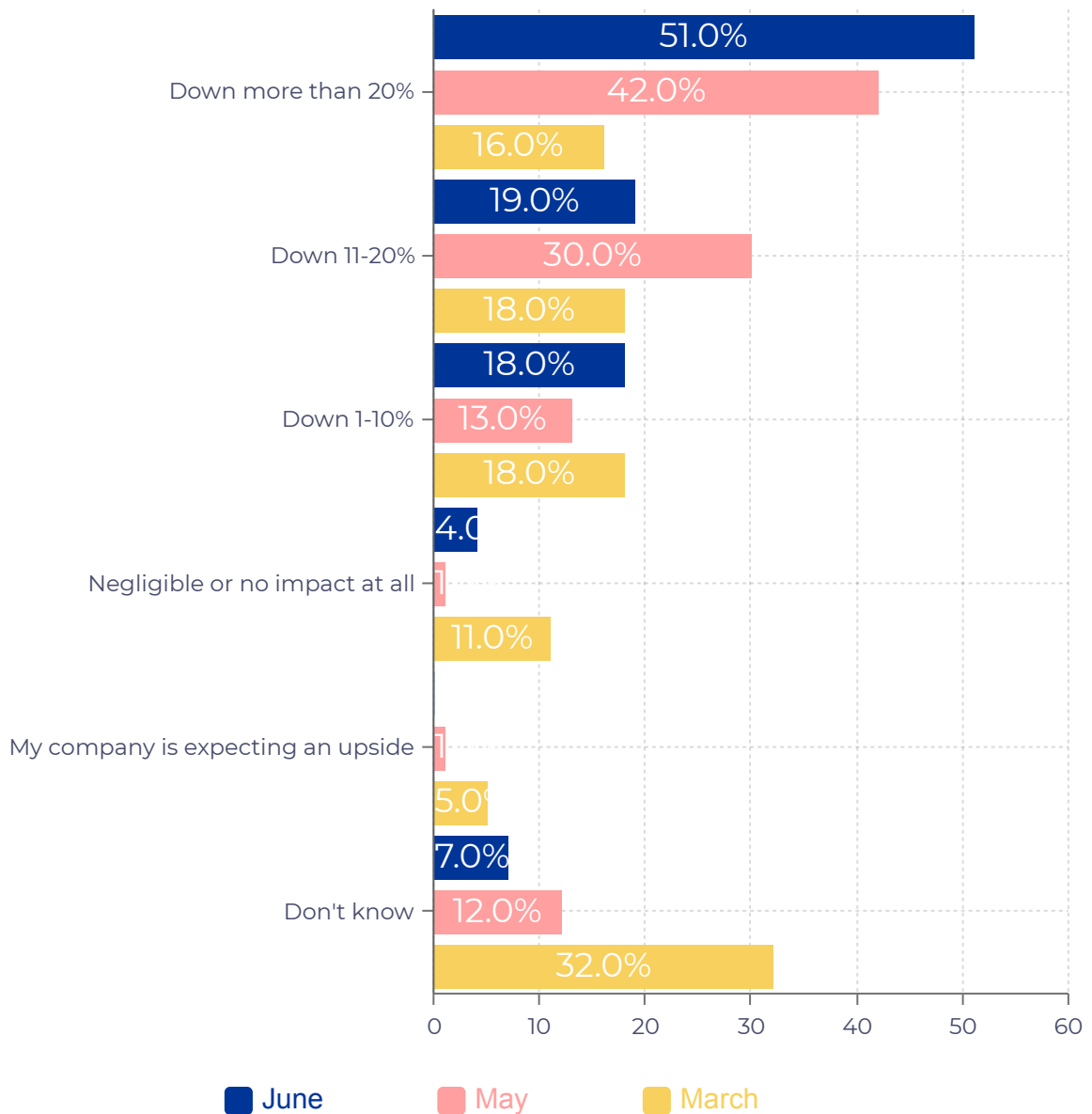
This month saw a 5% increase in the proportion of members anticipating cuts to the workforce, with an equal increase in potential repatriations, up to 14%. Of those making or planning cuts, the majority continue to anticipate this reflecting a small proportion of their total workforce.



- No, my company has not made, or planning, any reductions to our workforce
- Yes, my company has made, or is considering making redundancies
- Don't know

## Continued warnings in revenue forecasts

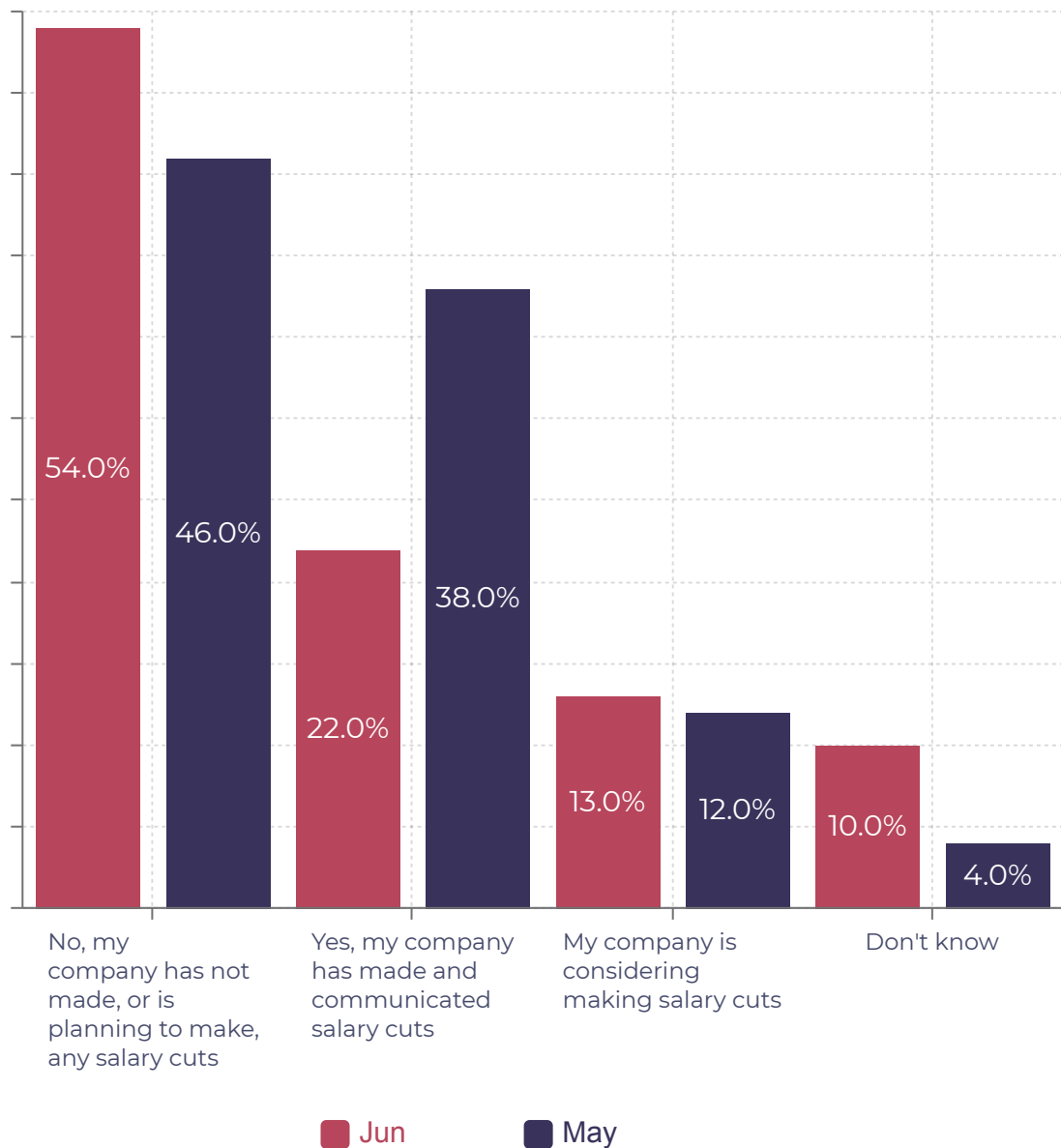
Over half of all respondents are now forecasting to be down more than 20% in expected revenue this year; this is a further increase on May and a jump of 35% since the initial survey in March.



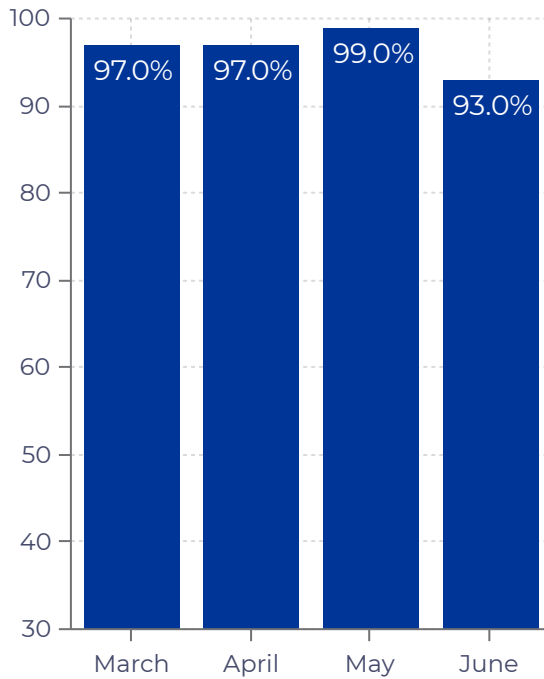


## Over half are maintaining salaries at current levels

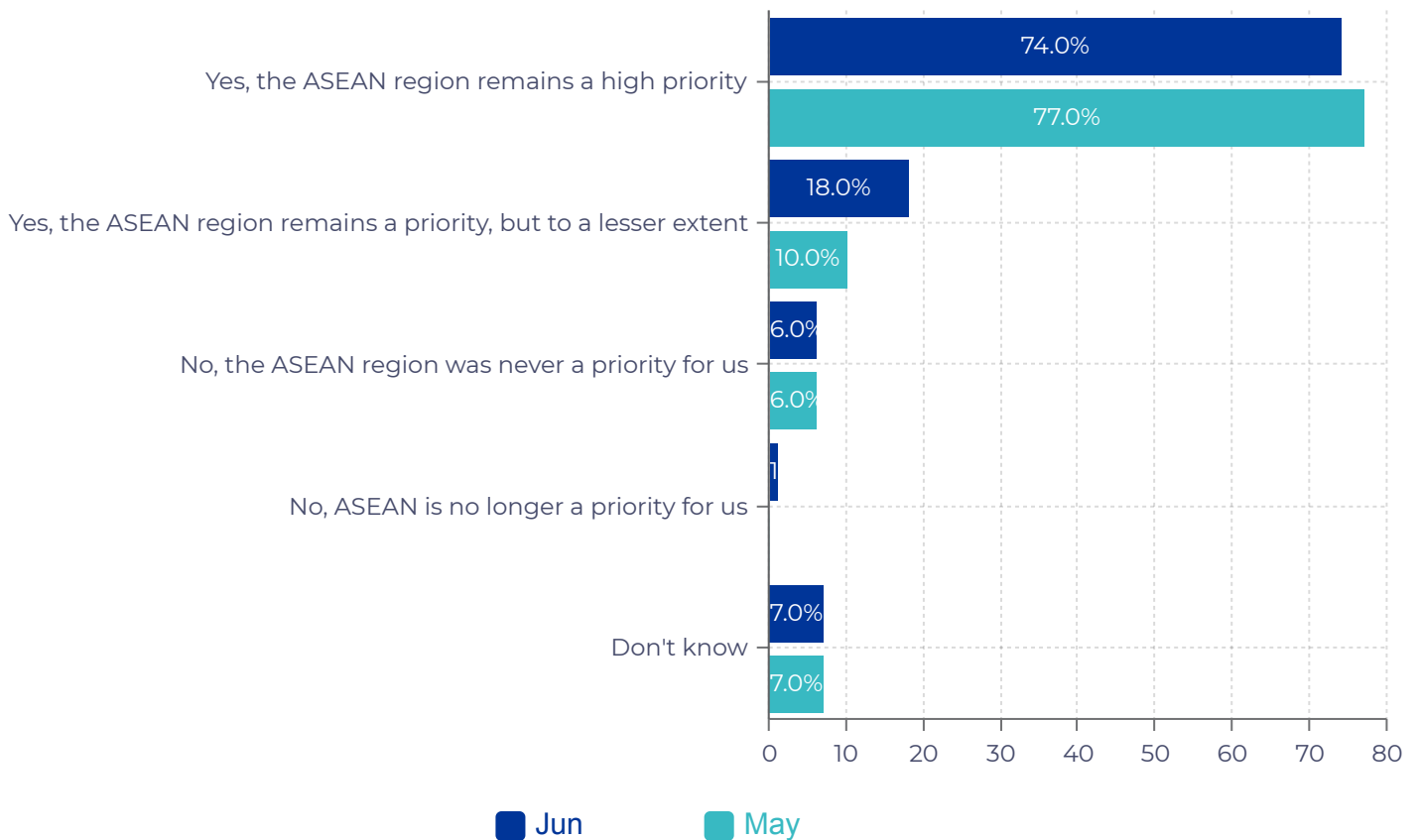
With the Jobs Support Scheme and other financial support measures in place for those eligible, 54% of respondents reported no plans to reduce the salaries of their workforce.



## Confidence in Singapore and ASEAN remains stable

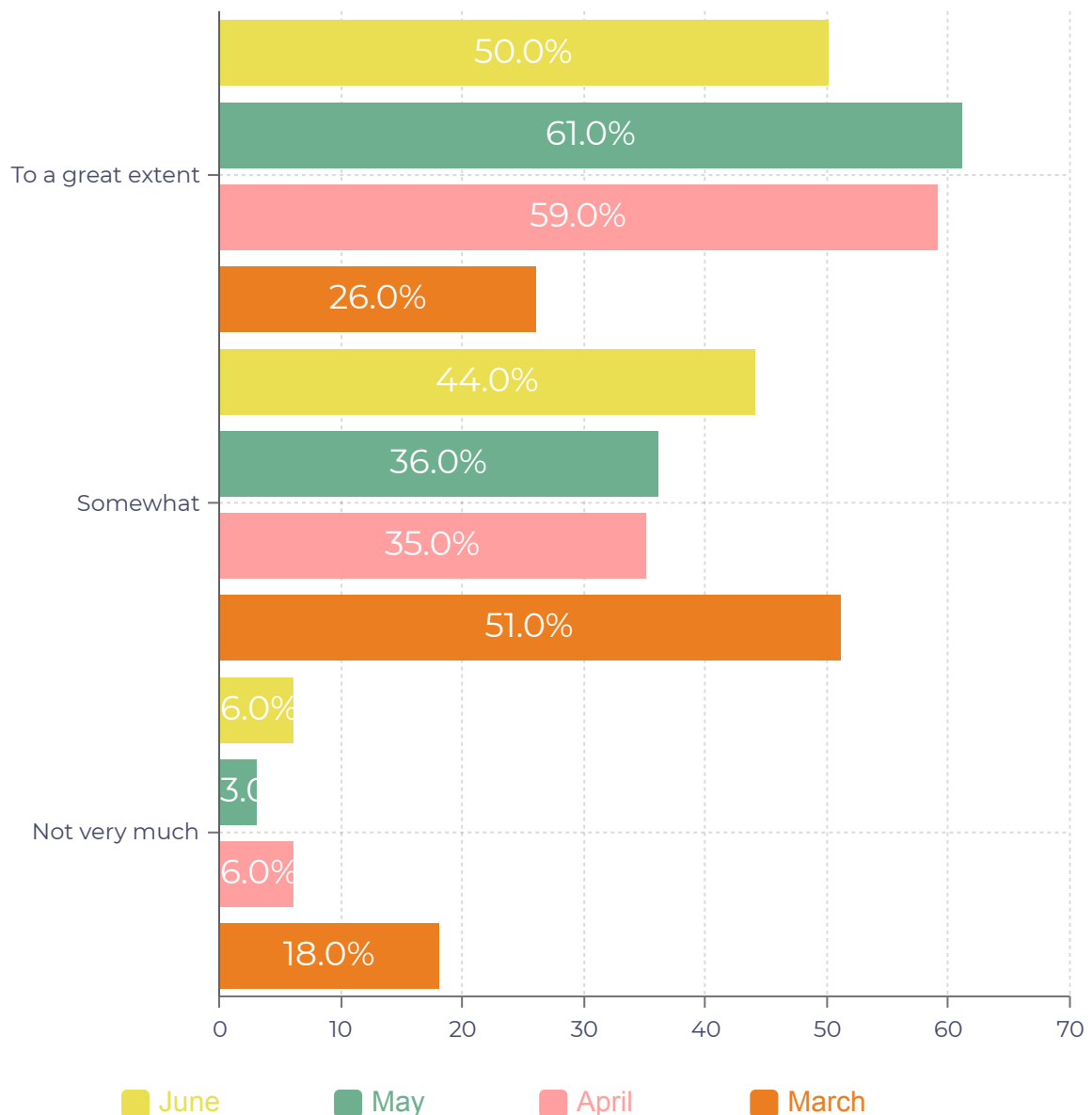


Confidence in Singapore as a long-term business hub among our members remains high, while the ASEAN region has seen a slight shift in priority as businesses navigate the more immediate concerns.

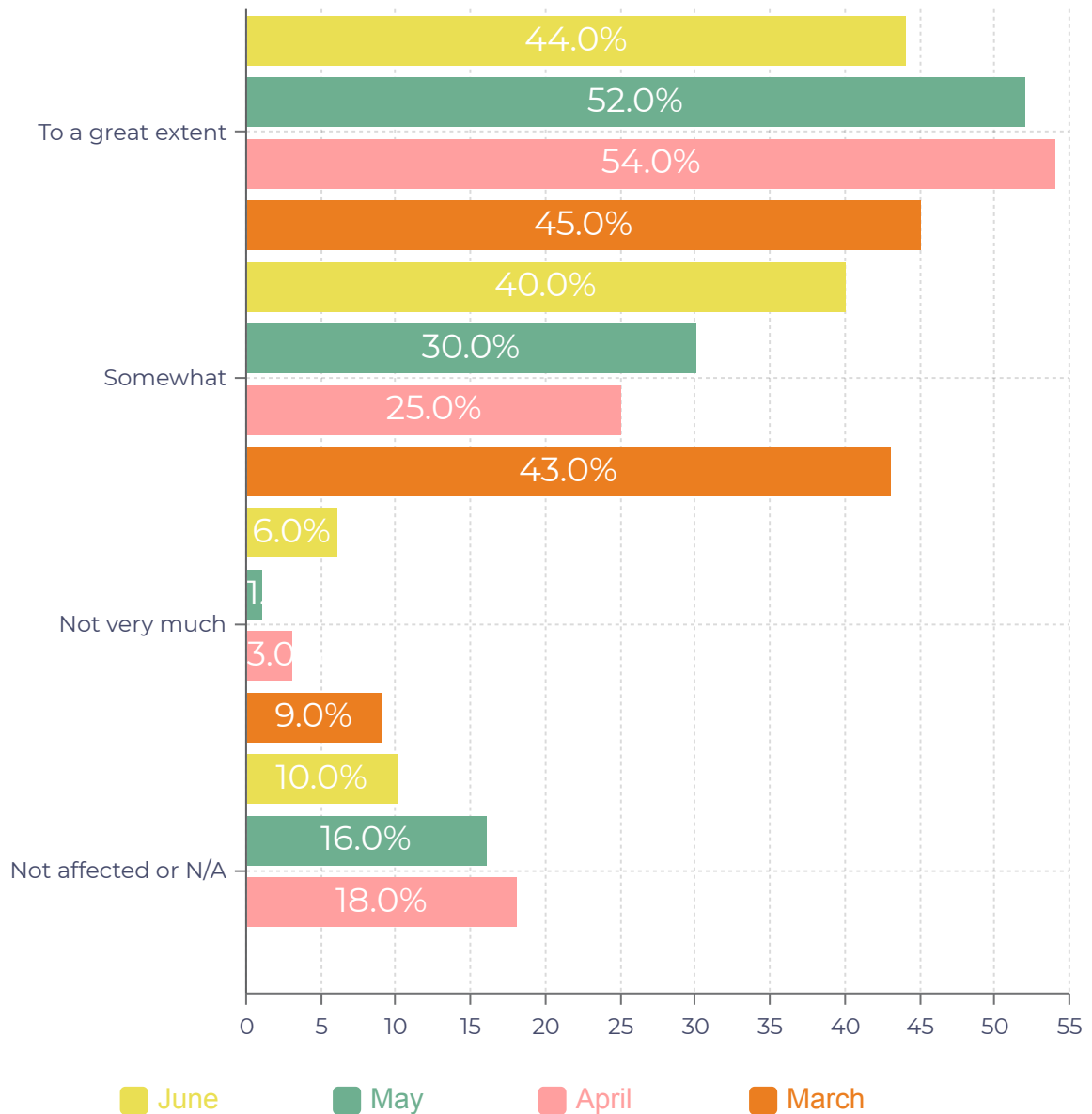


## Stabilising the impacts as Singapore enters Phase 2

The combined figure of those seeing an impact to business operations in Singapore reduced marginally in June to 94%, reverting to April levels. Recruitment remains suspended for 68% of respondents.



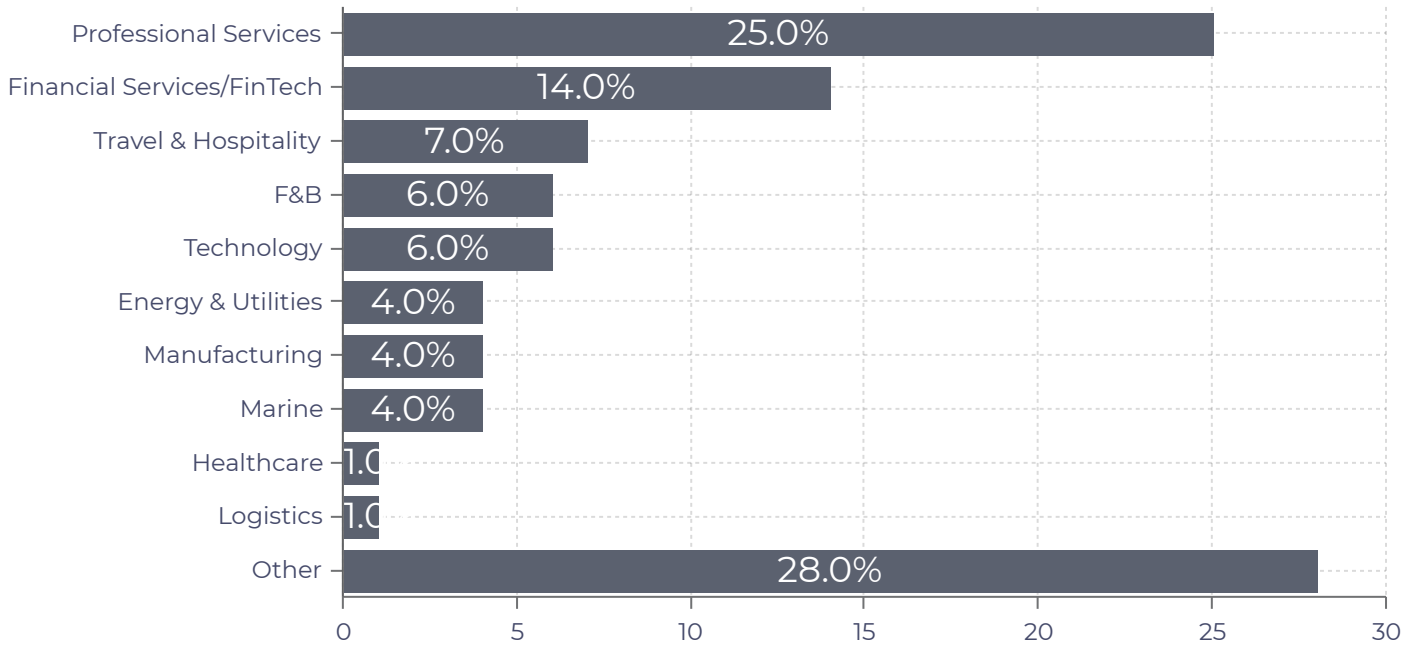
At a regional level, the combined percentage of those with an impact to their Asia Pacific business has reached 84%, up slightly on last month.



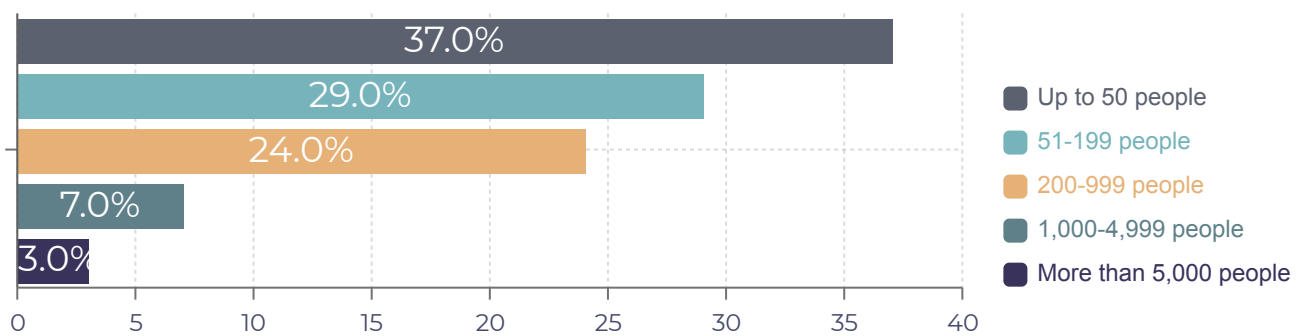
# Demographics

Sample size of 68 member respondents.

Respondents by sector



Respondents by number of employees



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