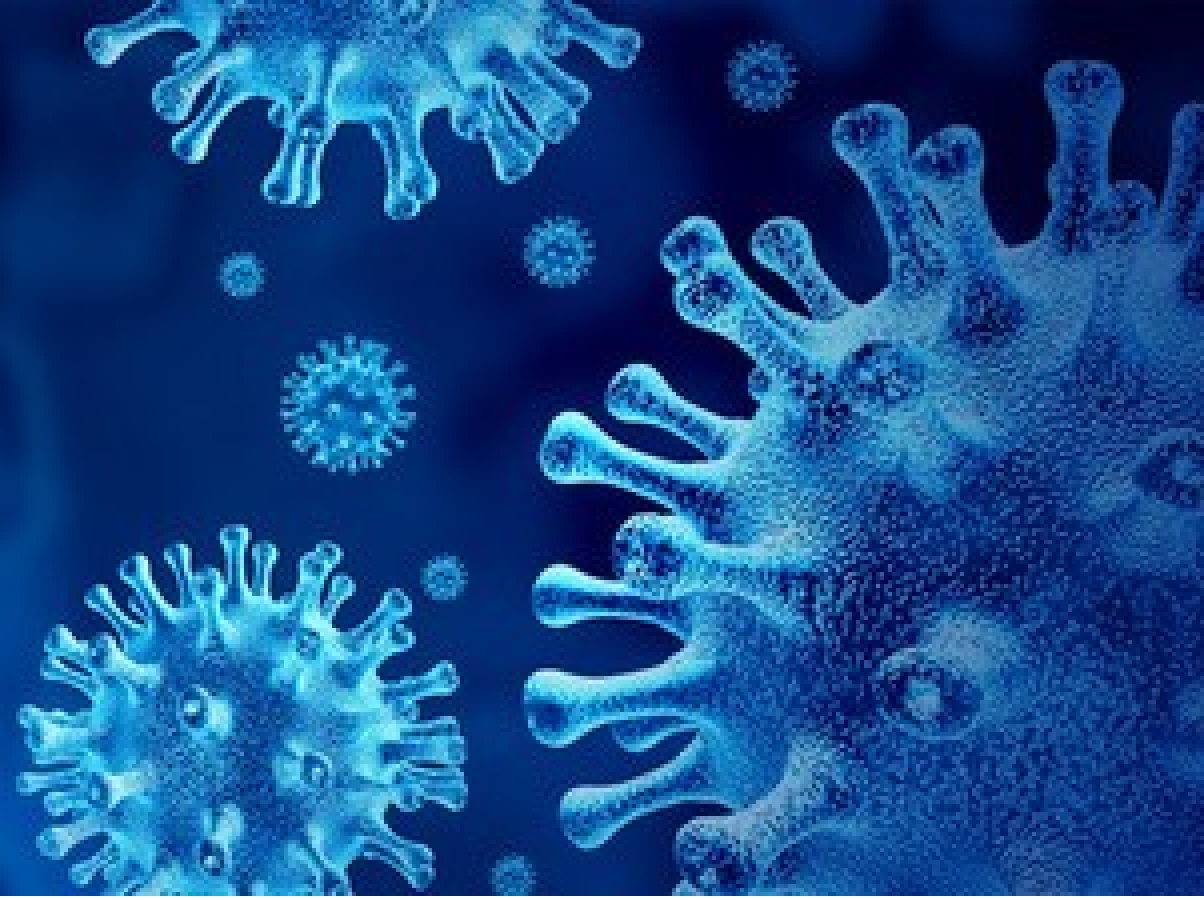


COVID-19

BUSINESS B2B IMPACT TREND

RESEARCH

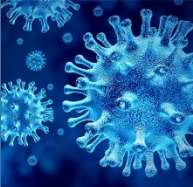


Industry Perspective on the Challenges of Today



**LOGISTICS
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RESEARCH
Making the complex clear



Business Leader Perspectives on Economic, Supply Chain, and Workforce Challenges Presented by COVID-19 Pandemic

In the wake of the COVID-19 pandemic, business leaders in corporate, facility, and general management are expressing a high level of concern regarding business goals in the near future, including concerns about supply chain interruptions.

The following survey details fears surrounding the current economy, business stability for the next 12 months, labor and supply chain concerns, and overall perceptions on how to return to "business as usual" in the future.

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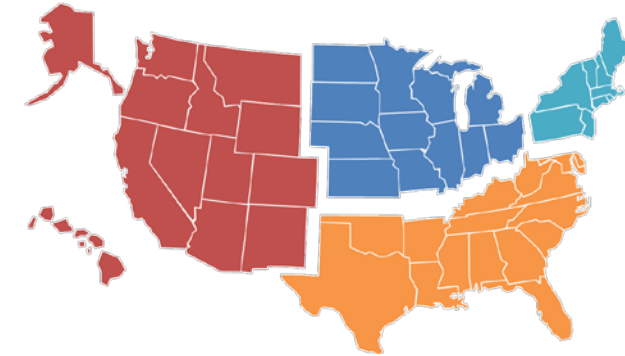
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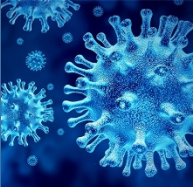
Research Overview

- **Methodology:** 12 Minute Online Survey
- **Fieldwork Dates:** April 30 – May 4, 2020
- **Audience:**
 - Participation from 964 B2B Industry Professionals
 - Deep dive into perspective of 248 Business Leaders*
 - *NOTE: *Business Leaders are defined by involvement in these job functions: Corporate Management, Facility Management, General Management, Government, Manufacturing, Owner/Operators, Production/Operations, Quality, Retailers*
- **Industry Involvement Coverage:** Architecture, Engineering, Construction, Mechanical Systems, Food/Beverage Manufacturing, Manufacturing, Security/Critical Facilities, & Gaming/Hospitality

Regional Representation

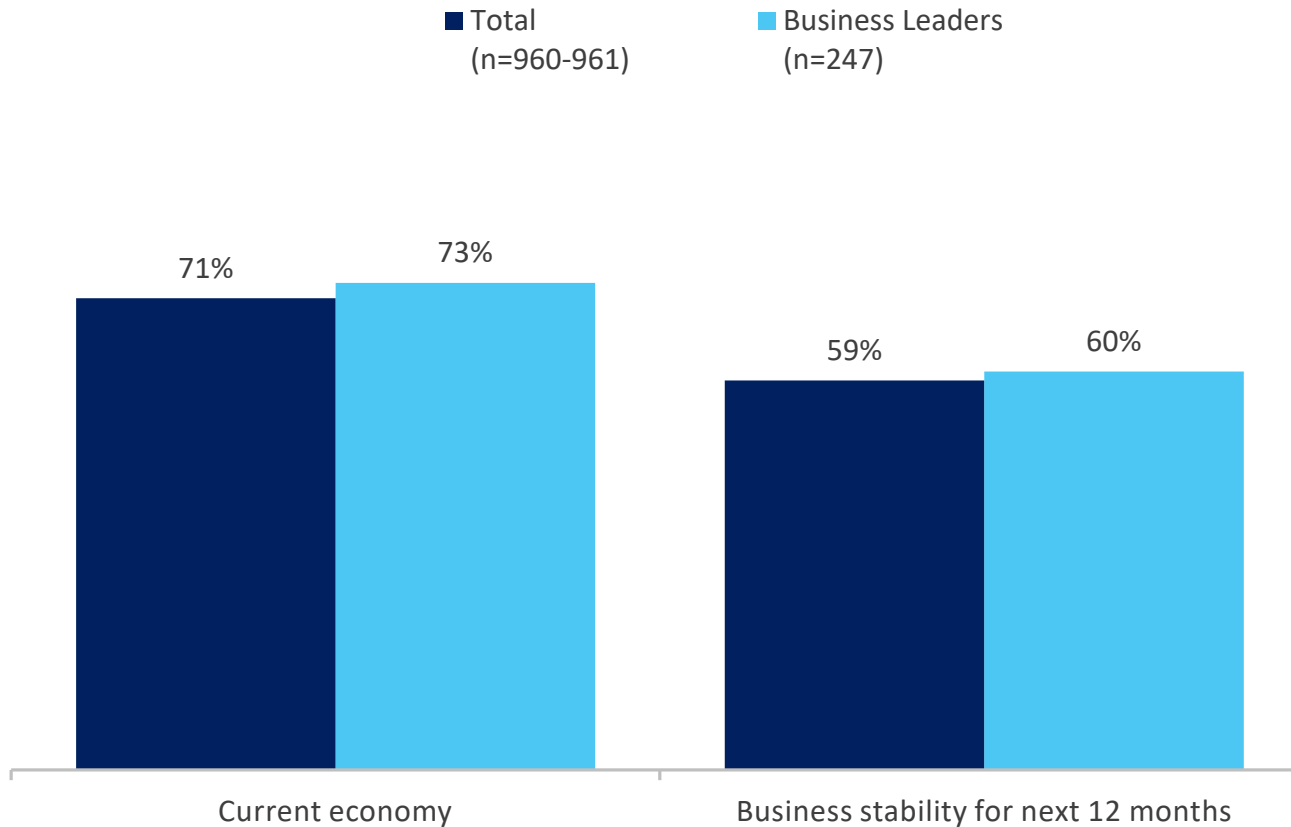


| | Total (n=964) |
|----------------------|------------------|
| Northeast | 21% |
| Midwest | 27% |
| South | 28% |
| West | 23% |
| Other U.S. Territory | <1% |



Concerns are high surrounding the current economy as well as business stability for the next 12 months.

% Highly Concerned (8-10 Rating)



Q100. Please indicate your level of concern with each of the following: (Scale: 1=Not at all concerned; 10=Highly Concerned)

"Don't know/Doesn't apply" responses removed for analysis purposes

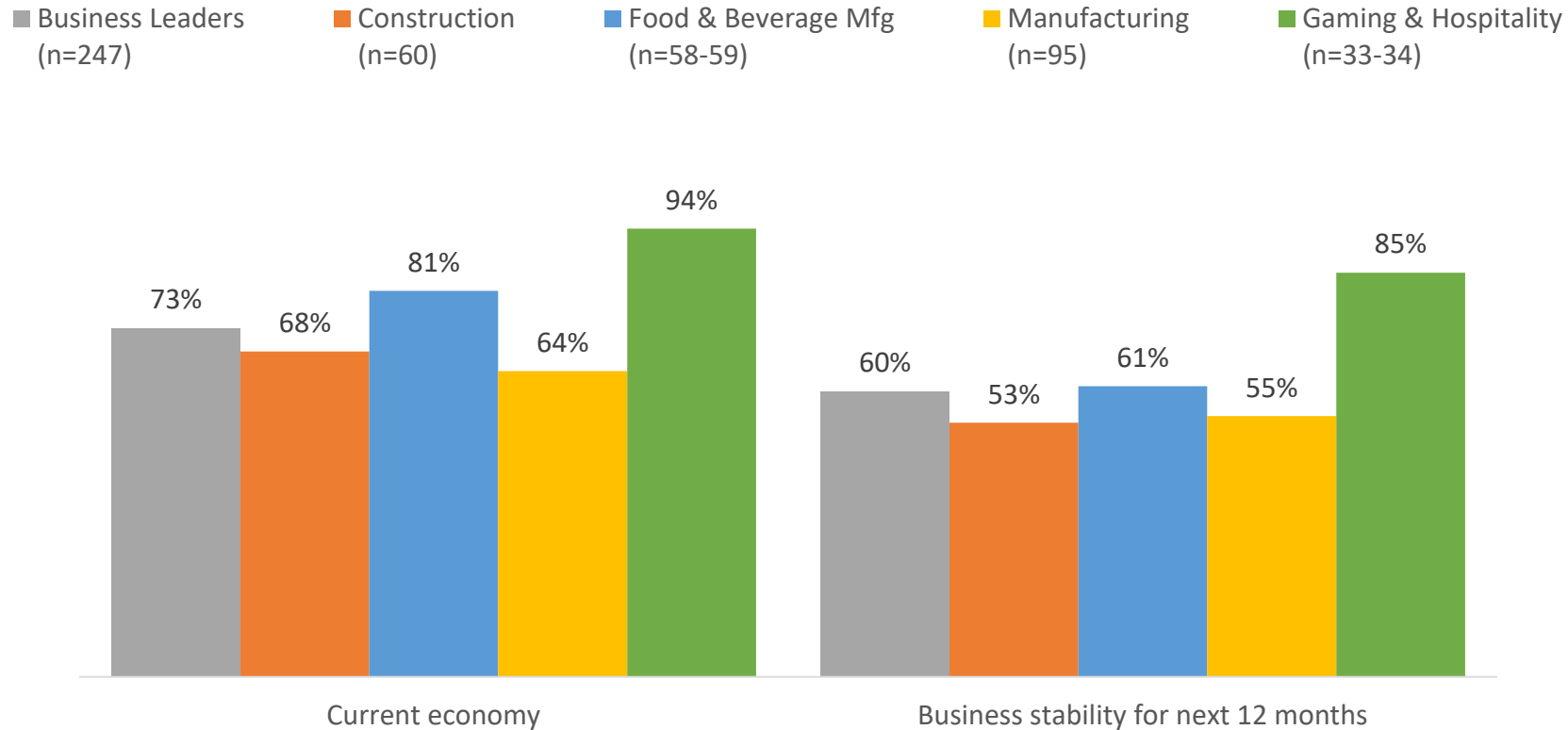
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The level of concern among Business Leaders varies based on industry involvement, with those in Gaming & Hospitality expressing higher levels of concern.

% Highly Concerned (8-10 Rating)



Q100. Please indicate your level of concern with each of the following: (Scale: 1=Not at all concerned; 10=Highly Concerned)

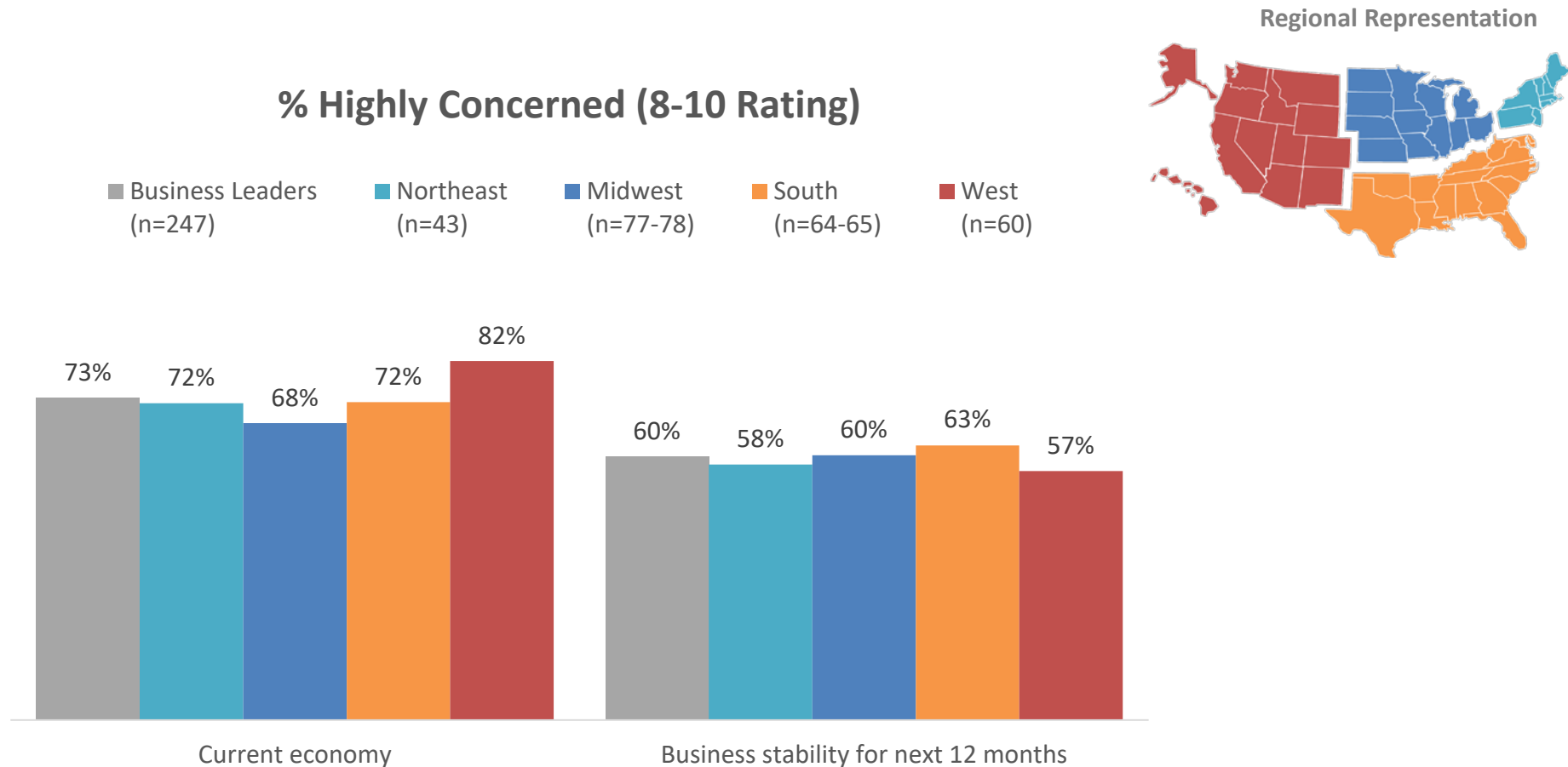
"Don't know/Doesn't apply" responses removed for analysis purposes

Results Published: 5/6/2020

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Regionally, Business Leaders across the US share similar levels of concern, with the exception of those in the West who express greater concern about the current economy than do those in the Midwest.



Q100. Please indicate your level of concern with each of the following: (Scale: 1=Not at all concerned; 10=Highly Concerned)

"Don't know/Doesn't apply" responses removed for analysis purposes

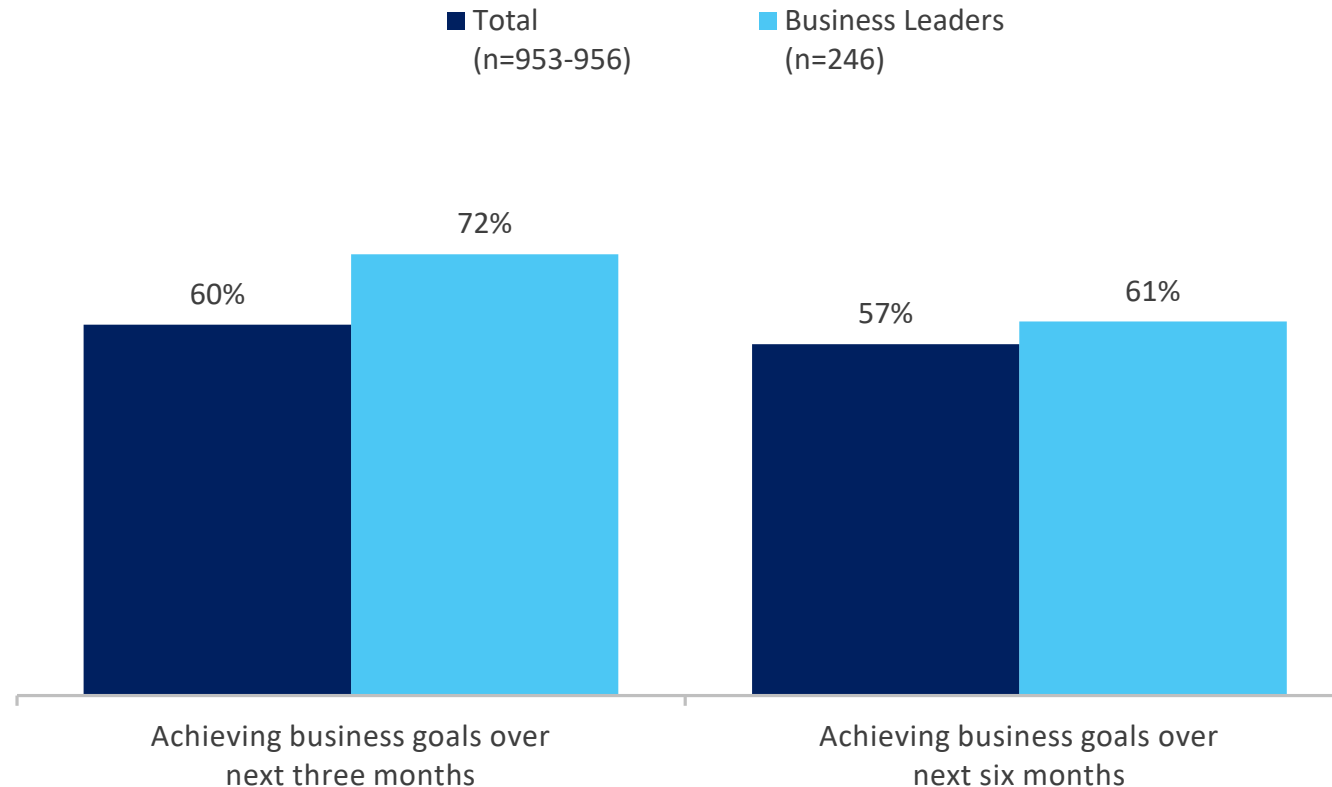
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Business Leaders report being highly concern about achieving business goals within the next three months as well as the next six months; near term goal achievement appears to be causing greater concern at this time.

% Highly Concerned (8-10 Rating)



Q100. Please indicate your level of concern with each of the following: (Scale: 1=Not at all concerned; 10=Highly Concerned)

"Don't know/Doesn't apply" responses removed for analysis purposes

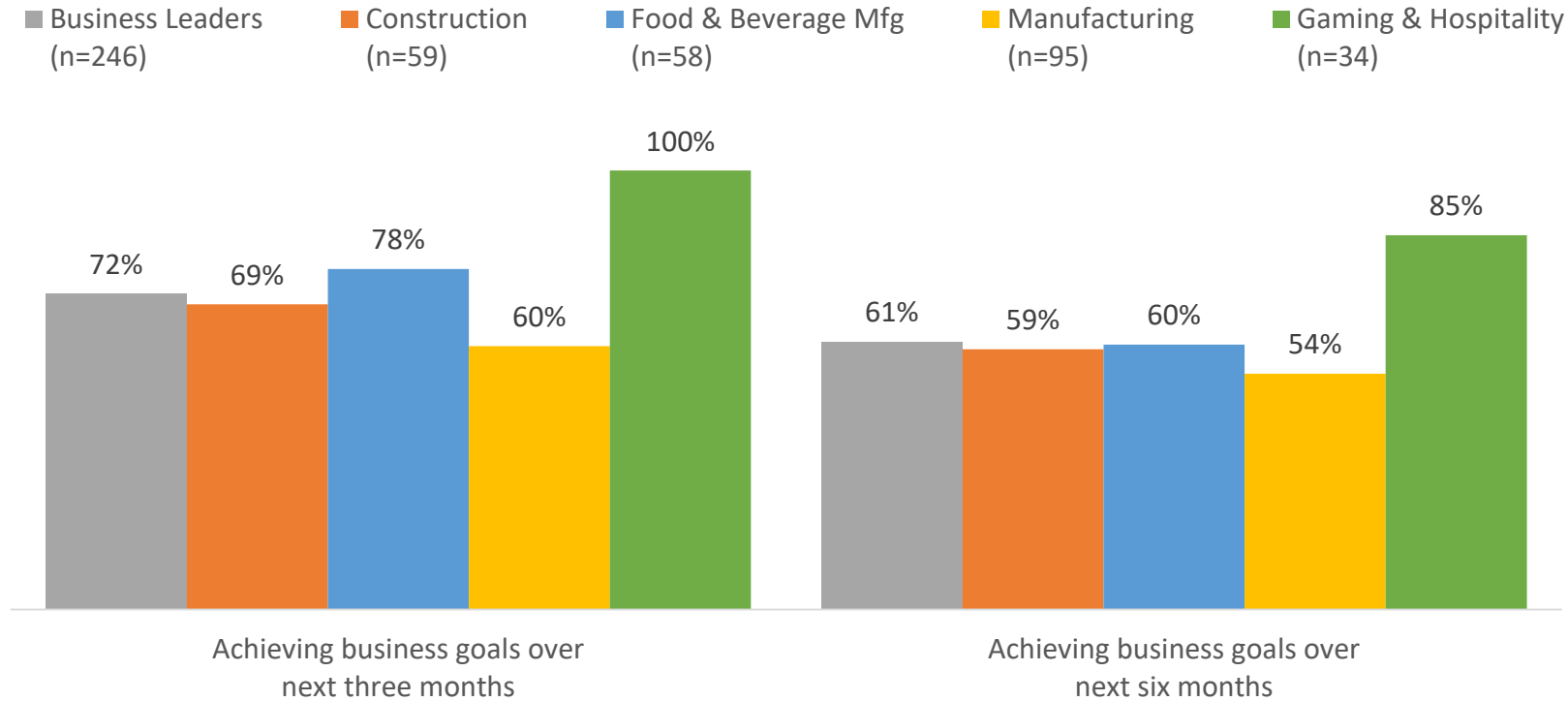
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Regardless of industry involvement, Business Leaders are more highly concerned about achieving business goals over the next three months compared with the next six months.

% Highly Concerned (8-10 Rating)



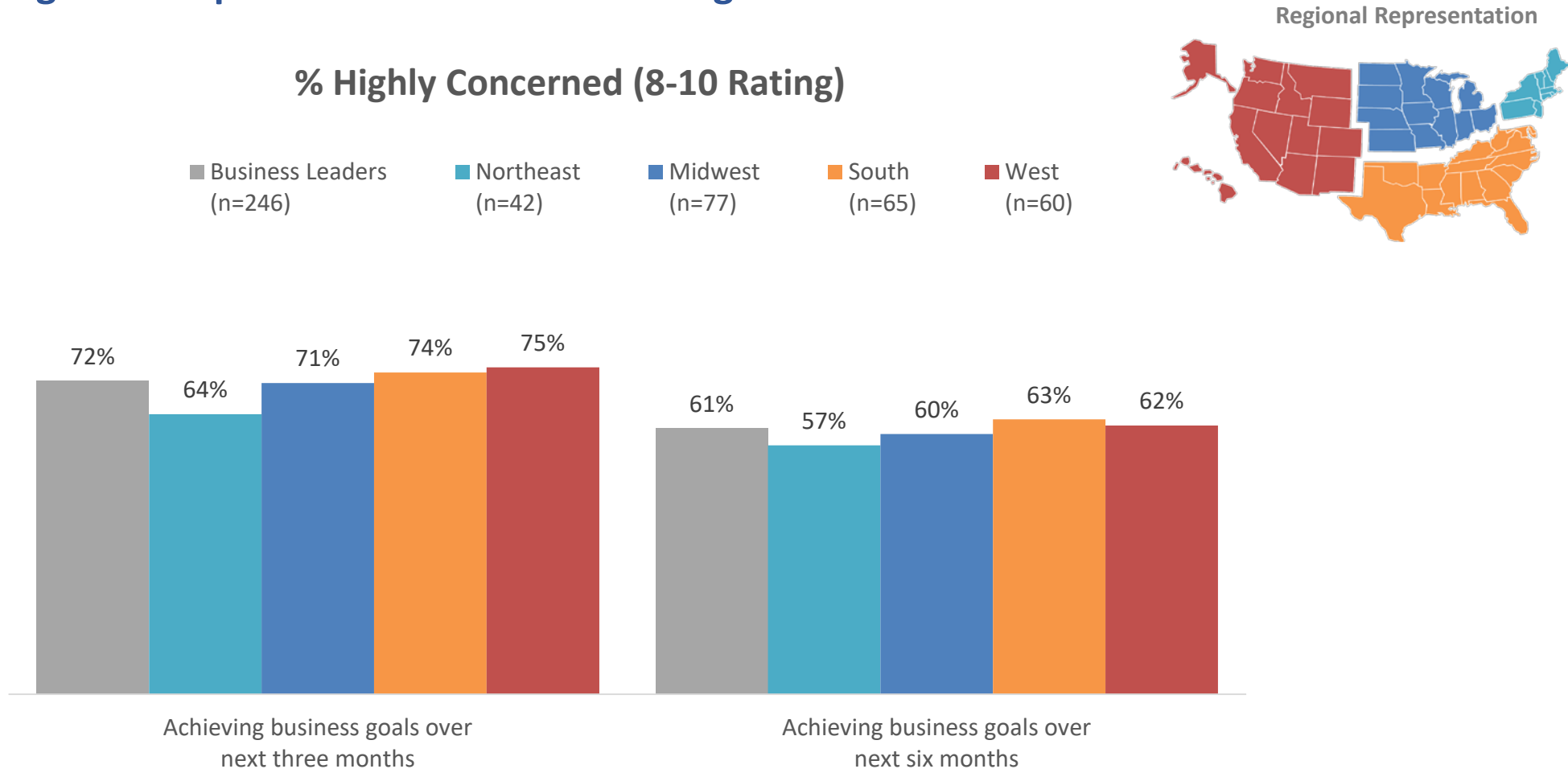
Q100. Please indicate your level of concern with each of the following: (Scale: 1=Not at all concerned; 10=Highly Concerned)

"Don't know/Doesn't apply" responses removed for analysis purposes

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Regionally, the Northeast appears directionally less concerned about achieving three month business goals compared with those in other regions of the US.



Q100. Please indicate your level of concern with each of the following: (Scale: 1=Not at all concerned; 10=Highly Concerned)

"Don't know/Doesn't apply" responses removed for analysis purposes

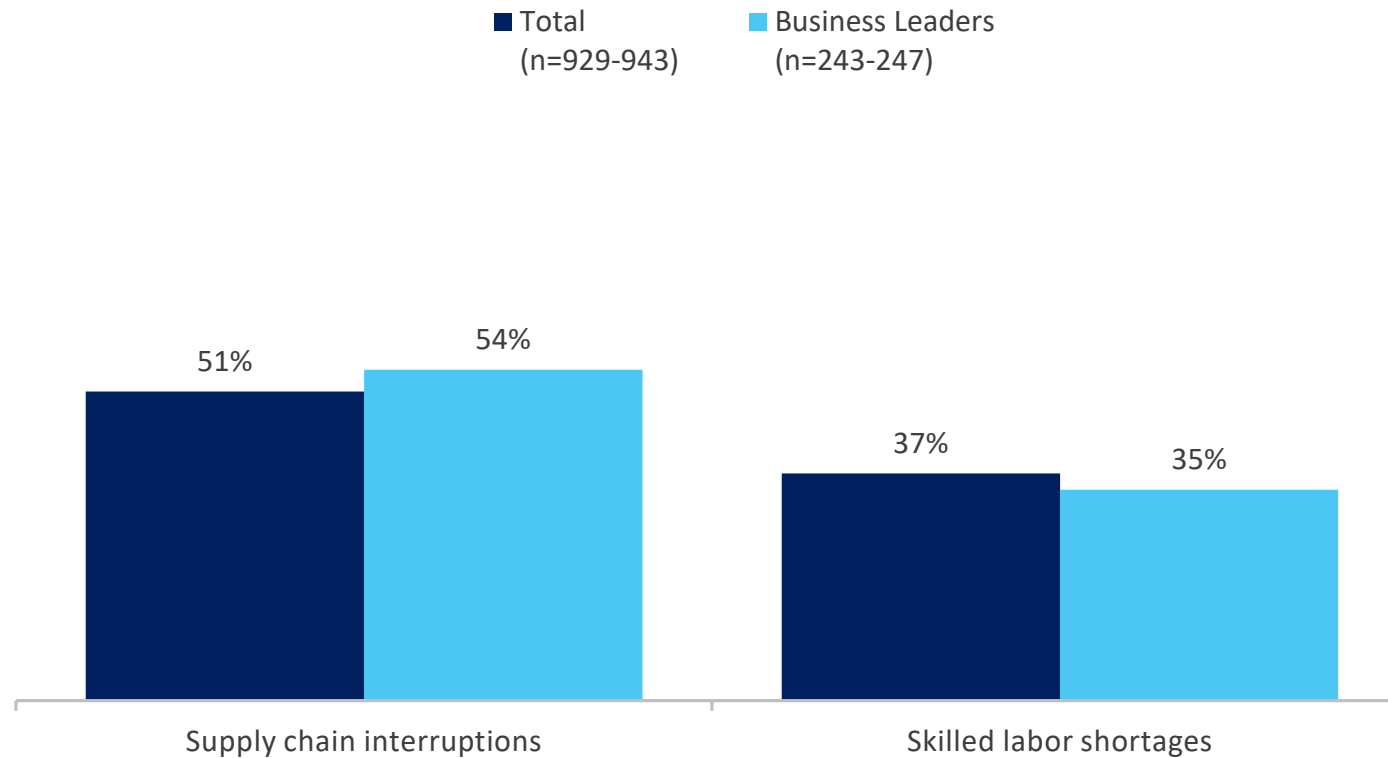
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Concerns related to supply chain interruptions are reportedly greater than concerns surrounding skilled labor shortages.

% Highly Concerned (8-10 Rating)



Q100. Please indicate your level of concern with each of the following: (Scale: 1=Not at all concerned; 10=Highly Concerned)

"Don't know/Doesn't apply" responses removed for analysis purposes

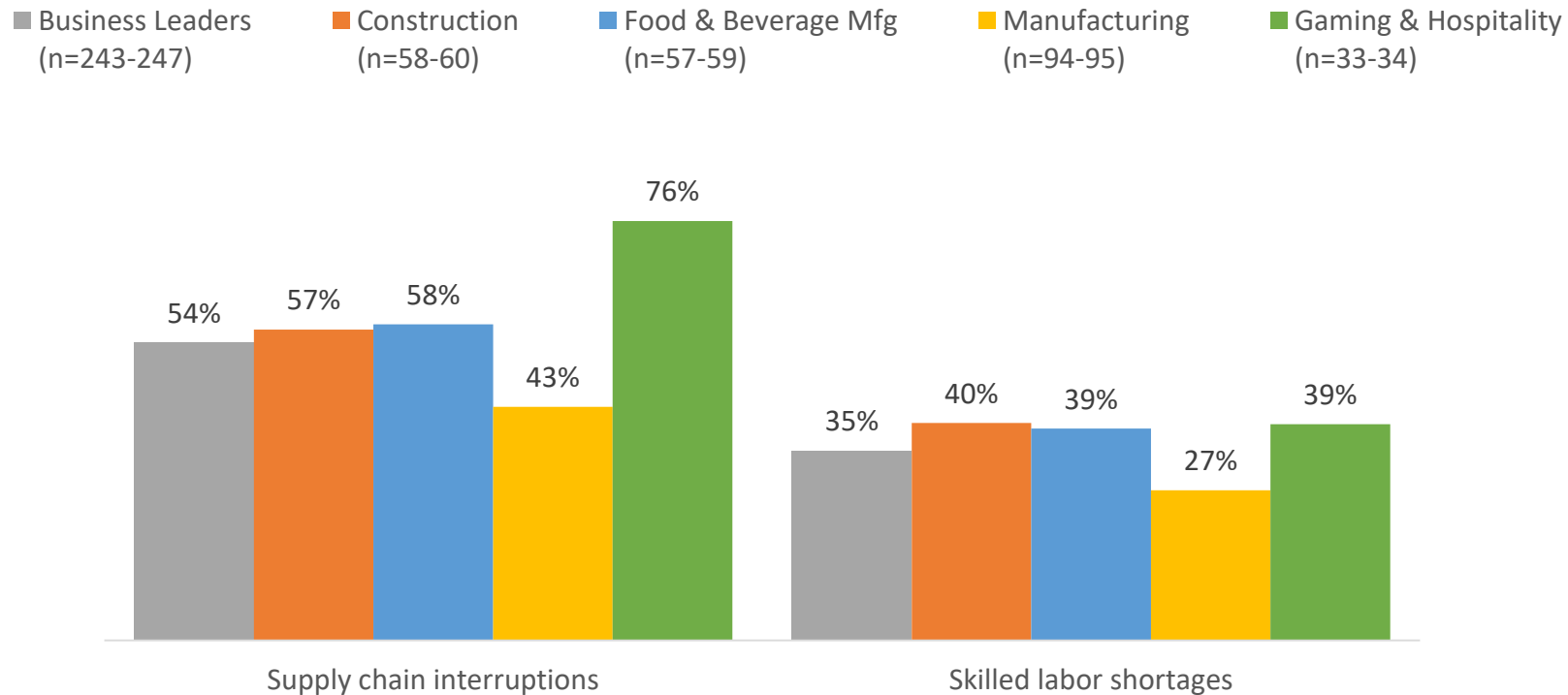
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Supply chain interruptions appear to be causing greater concern for Business Leaders involved with the Gaming & Hospitality industry than those in other industry verticals. Across all industries supply chain interruption concerns are higher than concerns surrounding skilled labor shortages.

% Highly Concerned (8-10 Rating)



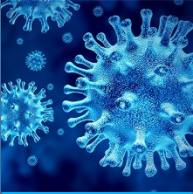
Q100. Please indicate your level of concern with each of the following: (Scale: 1=Not at all concerned; 10=Highly Concerned)

"Don't know/Doesn't apply" responses removed for analysis purposes

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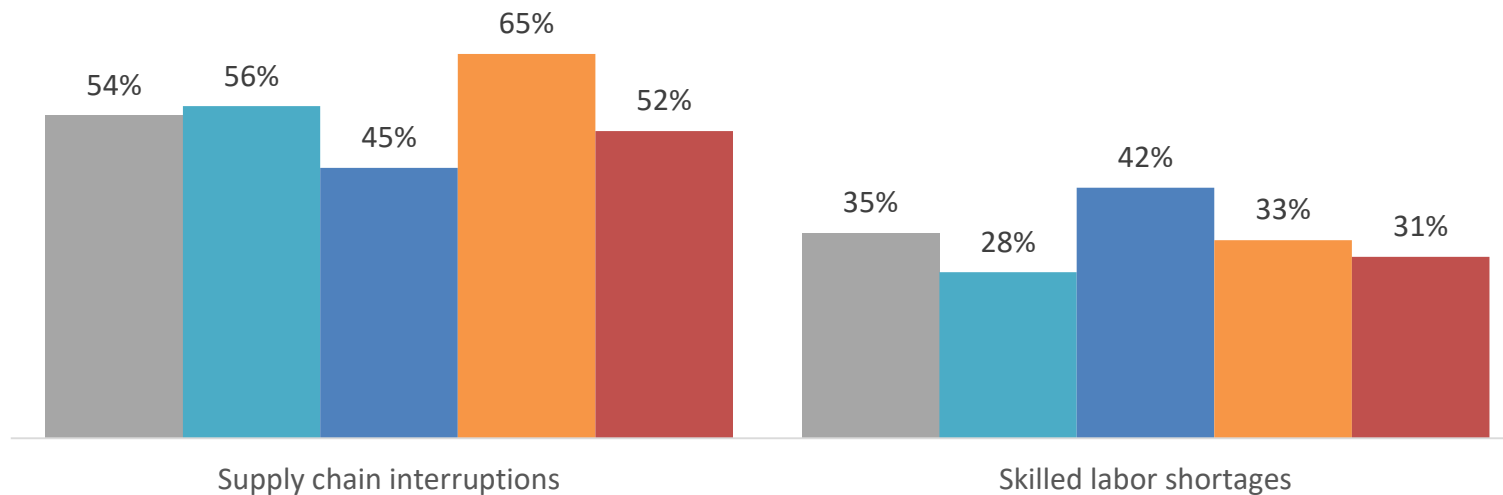
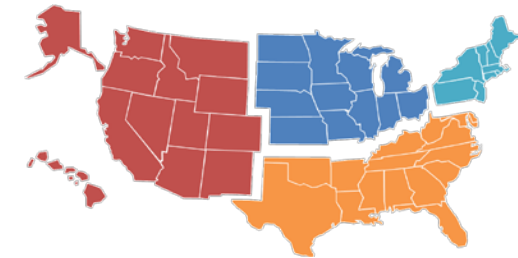


Directionally, Business Leaders in the South express greater concern with supply chain interruptions than those other regions of the US. Labor shortages are of relatively equal concern across the country, although appear to be directionally higher in the Midwest.

% Highly Concerned (8-10 Rating)

■ Business Leaders (n=243-247) ■ Northeast (n=43) ■ Midwest (n=76-77) ■ South (n=63-65) ■ West (n=59-60)

Regional Representation



Q100. Please indicate your level of concern with each of the following: (Scale: 1=Not at all concerned; 10=Highly Concerned)

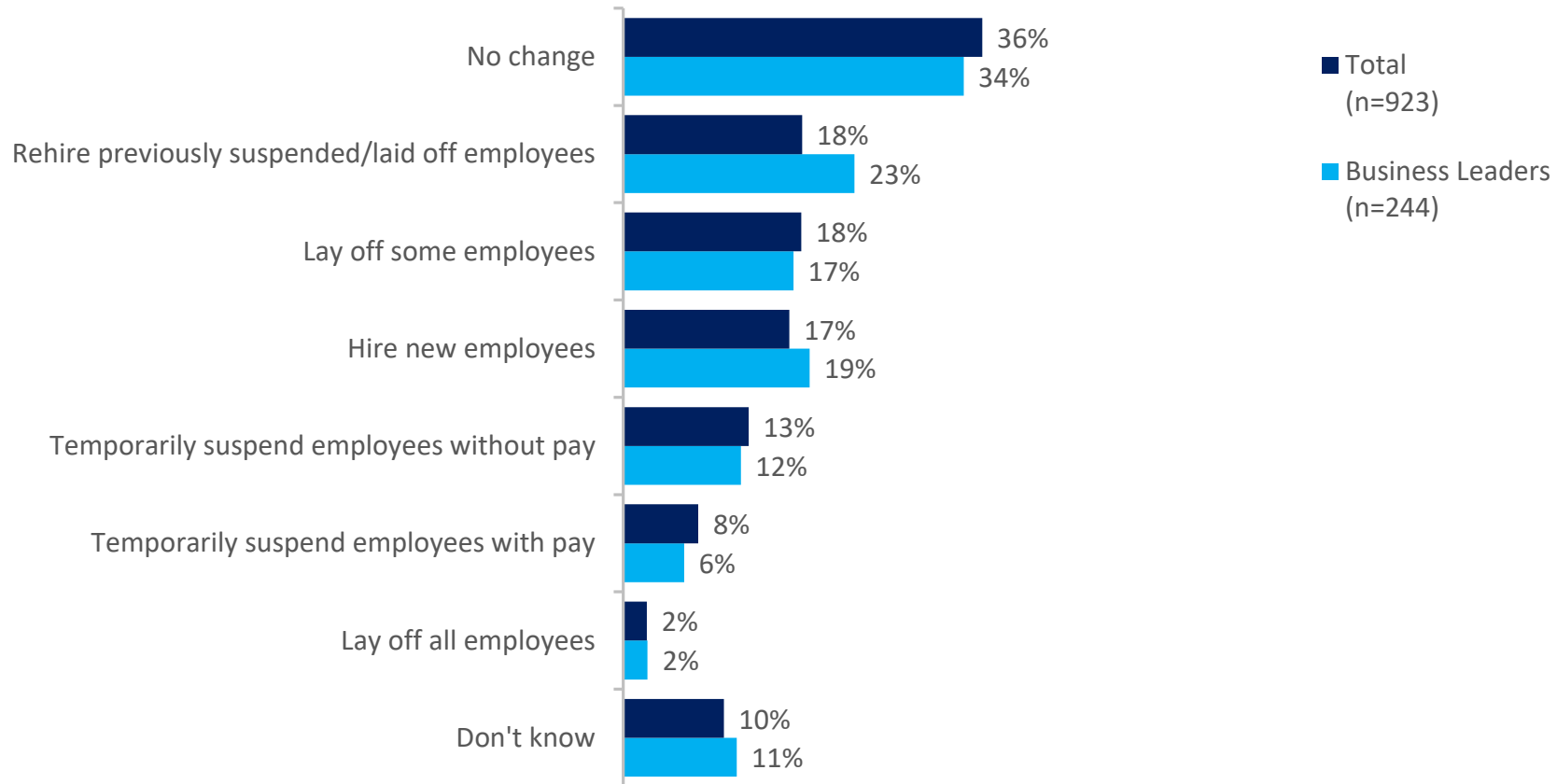
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One-in-three anticipate no workforce changes over the next three months. Business Leaders appear somewhat more optimistic when considering rehiring/hiring compared to the industry overall.

% Anticipating Following Changes in Next 3 Months



Q115. What workforce changes do you anticipate at your company in the next 3 months? (Select all that apply)

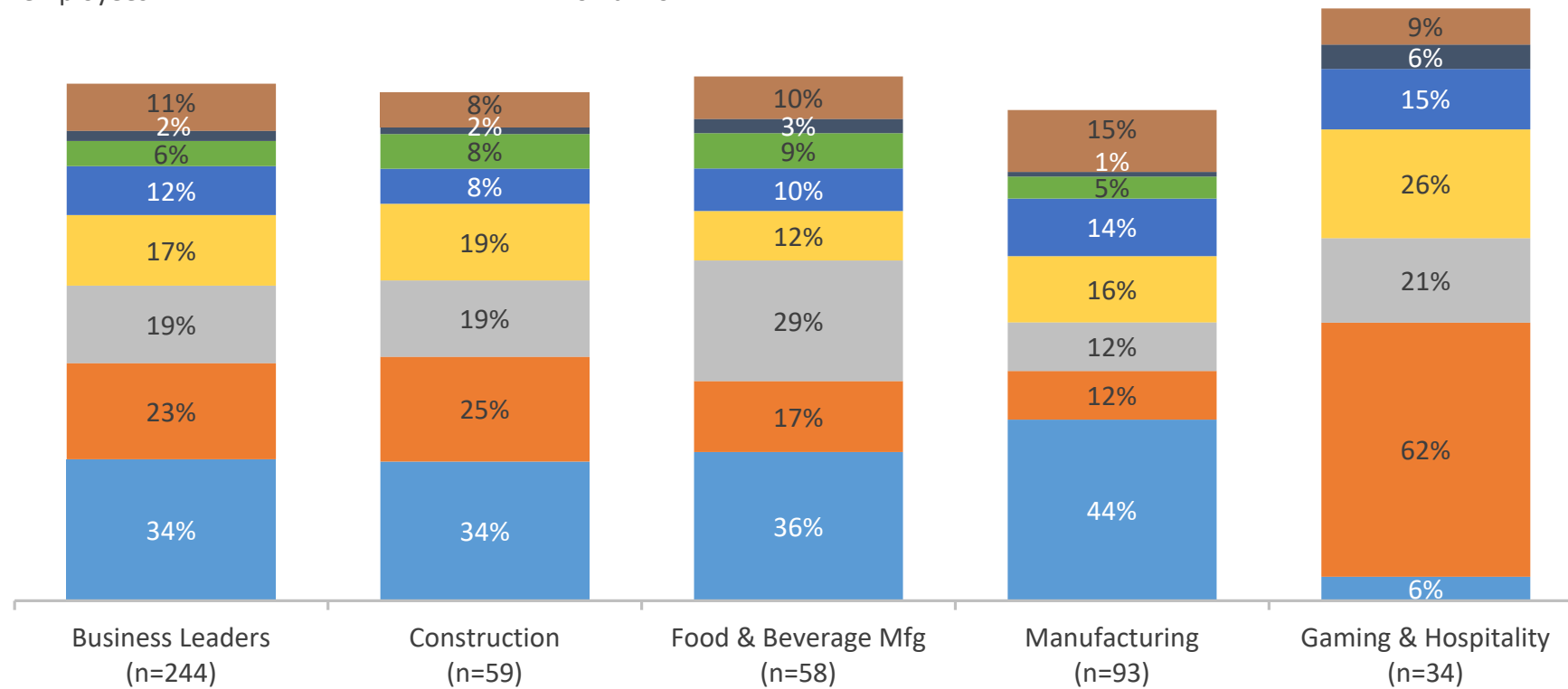
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The Gaming & Hospitality industry is more likely to anticipate change in the next three months specific to rehiring previously suspended or laid off employees.

% Anticipating Following Changes in Next 3 Months

- No change
- Lay off some employees
- Lay off all employees
- Rehire previously suspended/laid off employees
- Temporarily suspend employees without pay
- Don't know
- Hire new employees
- Temporarily suspend employees with pay

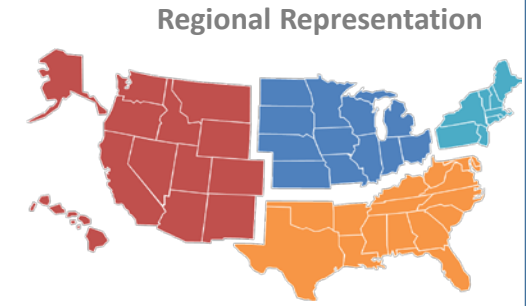


Q115. What workforce changes do you anticipate at your company in the next 3 months? (Select all that apply)

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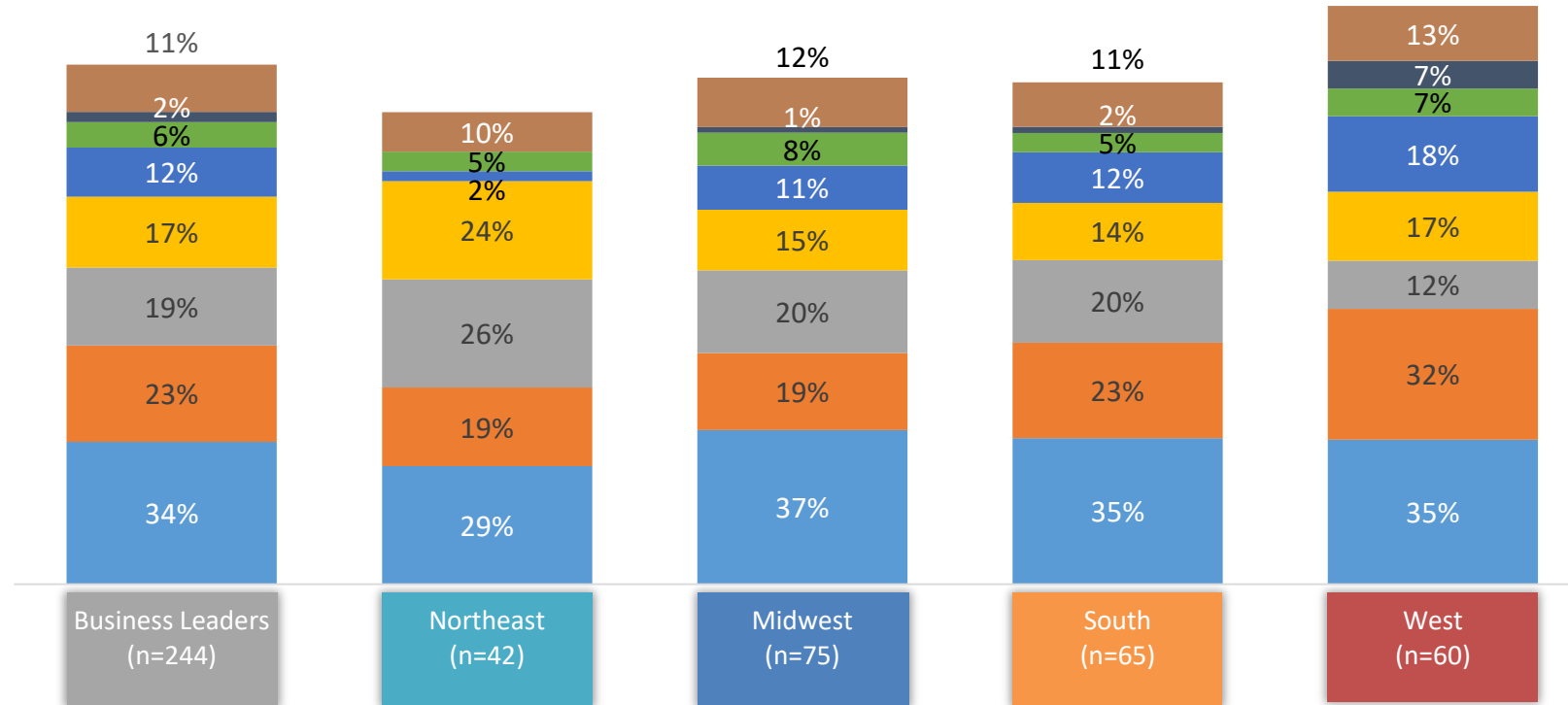
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At a regional level, the West is anticipating an increase in rehiring of previously suspended/laid off employees at a higher rate than the Midwest.



% Anticipating Following Changes in Next 3 Months

- No change
- Lay off some employees
- Lay off all employees
- Rehire previously suspended/laid off employees
- Temporarily suspend employees without pay
- Don't know
- Hire new employees
- Temporarily suspend employees with pay



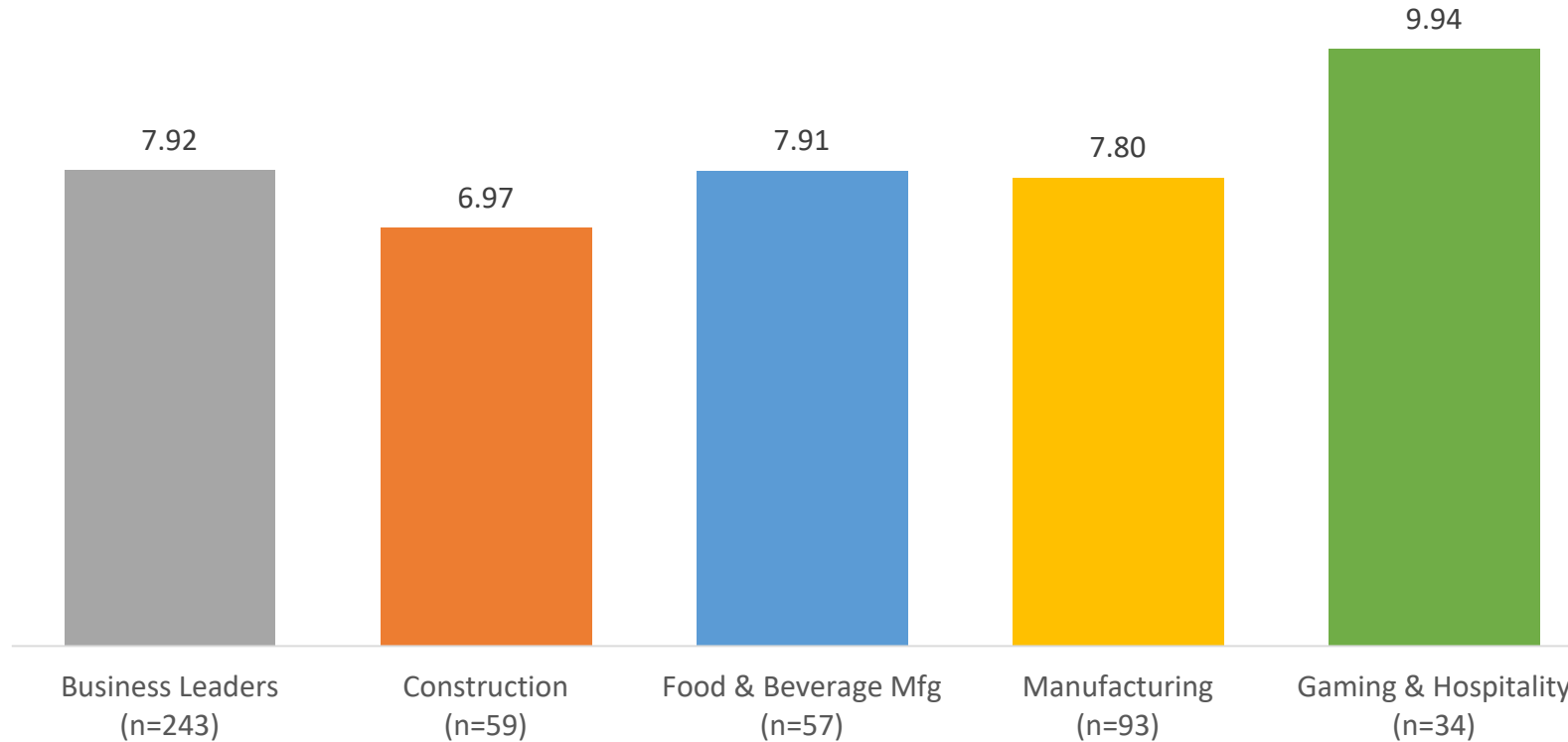
Q115. What workforce changes do you anticipate at your company in the next 3 months? (Select all that apply)

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Not surprisingly the Gaming & Hospitality Industry is expecting it to take longer for their businesses to get back on track than are other industries.

Average Estimated Number of Months to Get Business Back on Track



Q157. Roughly, how long do you think it will take from today, for your business to get back on track?

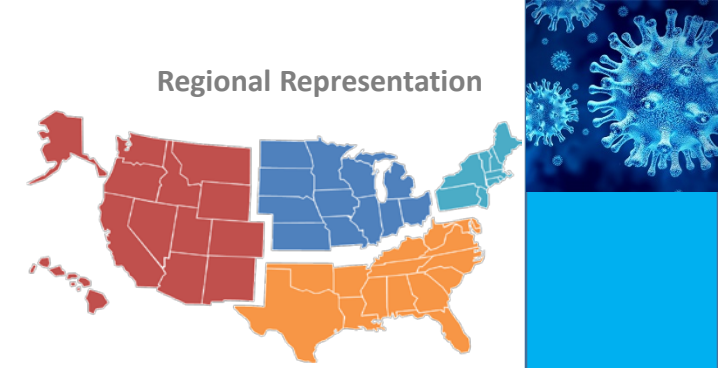
"Don't know/Doesn't apply" responses removed for analysis purposes

Results Published: 5/6/2020

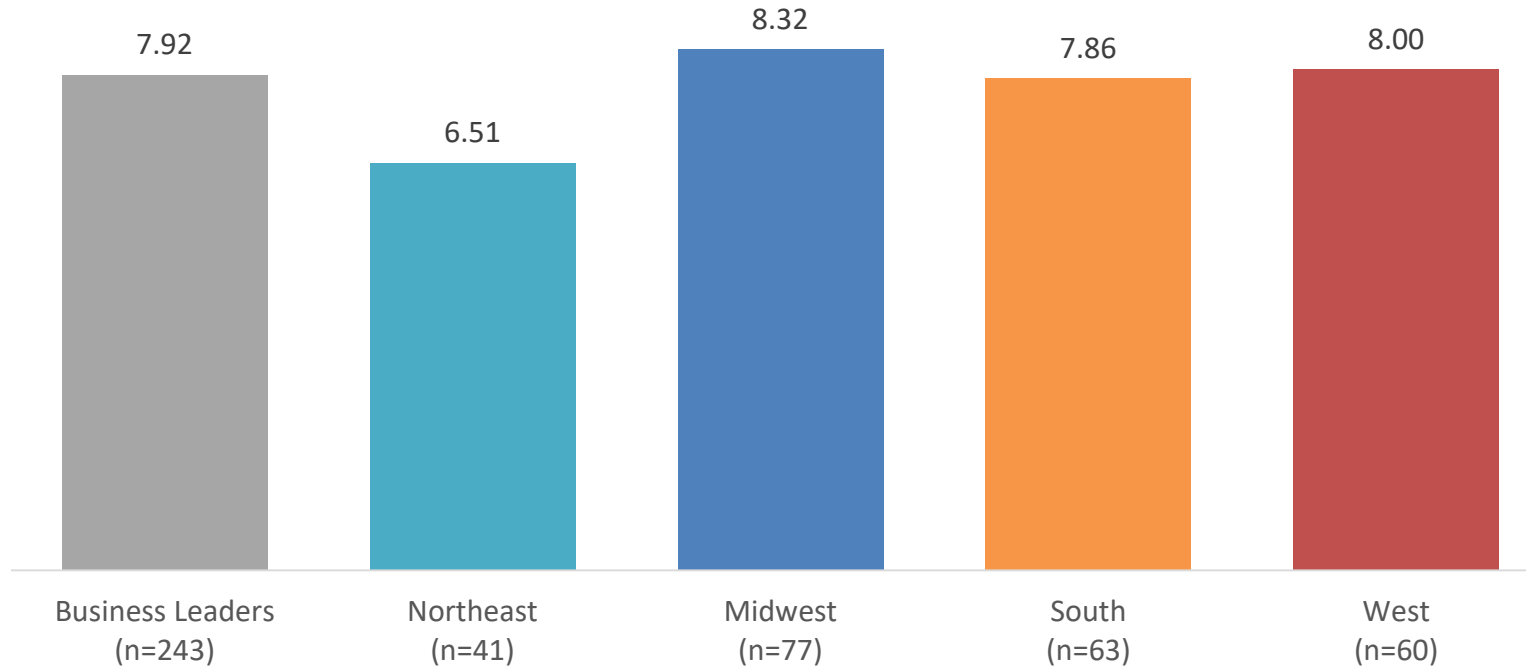
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Nationally, Business Leaders are estimating it will take roughly 8 months for their companies to get back on track. The Northeast Business Leaders appear slightly more optimistic, expecting to be back on track in just under 7 months.



Average Estimated Number of Months to Get Business Back on Track



Q157. Roughly, how long do you think it will take from today, for your business to get back on track?

"Don't know/Doesn't apply" responses removed for analysis purposes

Results Published: 5/6/2020

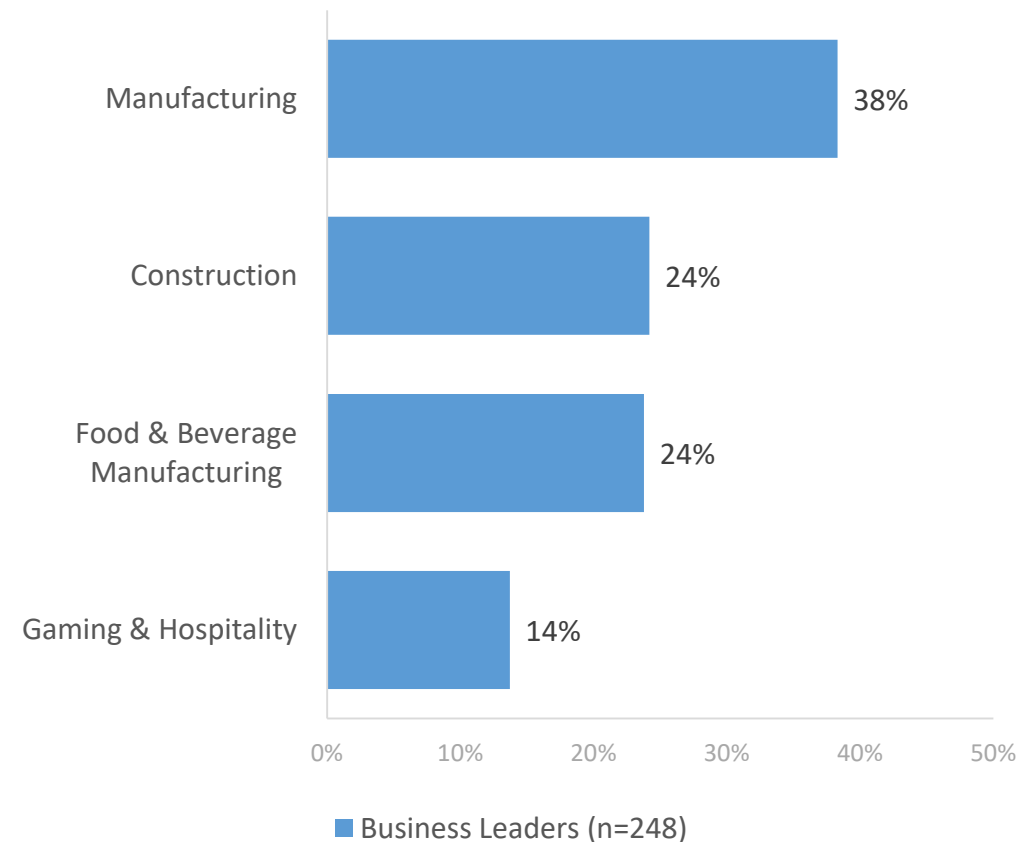
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Business Leader Overview

Job Function



Industry Involvement



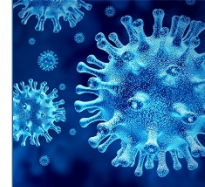
QJob. Which of the following most closely describes your job function?

QIndustry. Which of the following most closely describes your business industry?

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Additional Information:

- Learn more about this research and the data available to industry professionals surrounding the current pandemic at: <https://www.clearseasresearch.com/reports/industries/current-events/>
- Learn more about the upcoming Logistics Development Forum Event at: <https://www.logisticsdevelopmentforum.com/>



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