



COLORADO CHAMBER OF COMMERCE

For business. For Colorado. For tomorrow.

Colorado Chamber Follow-Up Survey of Business Community and COVID-19 Impact April 3, 2020

About the Survey

The Colorado Chamber of Commerce conducted a survey of its membership on how the Colorado business community is adapting to coronavirus (COVID-19). The survey was conducted online **between March 31 and April 1, 2020**. The Colorado Chamber received responses from 50 businesses across the state.

The following report summarizes the survey results for each question. Several questions requested open-ended responses and excerpts have been included in those results*.

About the Colorado Chamber of Commerce

The Colorado Chamber of Commerce represents hundreds of companies across the state and is the only business association that works to improve the economic climate from a statewide, multi-industry perspective for businesses of all sizes. It was created in 1965 based on the merger with the Colorado Manufacturers' Association. Visit www.COChamber.com for more information.

**Some open-ended excerpts have been edited for grammar and spelling.*

Survey Highlights

Employee Lay-offs and Furloughs

- 32% of businesses surveyed have laid off or furloughed employees, 14% have not but are considering it, and 54% say they do not plan to lay off or furlough employees in the near future.
 - More than half of mid-sized businesses (50 to 249 employees) say they have laid off furloughed employees.
 - 75% of manufacturing companies surveyed say they've laid off or furloughed some employees.
 - 38% of large companies (1000+ employees) haven't laid off or furloughed employees yet but are considering it.
- Of the businesses that have had to lay off or furlough employees:
 - 56% have laid off or furloughed less than 25% of their workforce.
 - 19% have laid off or furloughed 25-50% of their workforce.
 - 12.5% have laid off or furloughed 50-75% of their workforce.
 - 12.5% have laid off or furloughed more than 75% of their workforce.

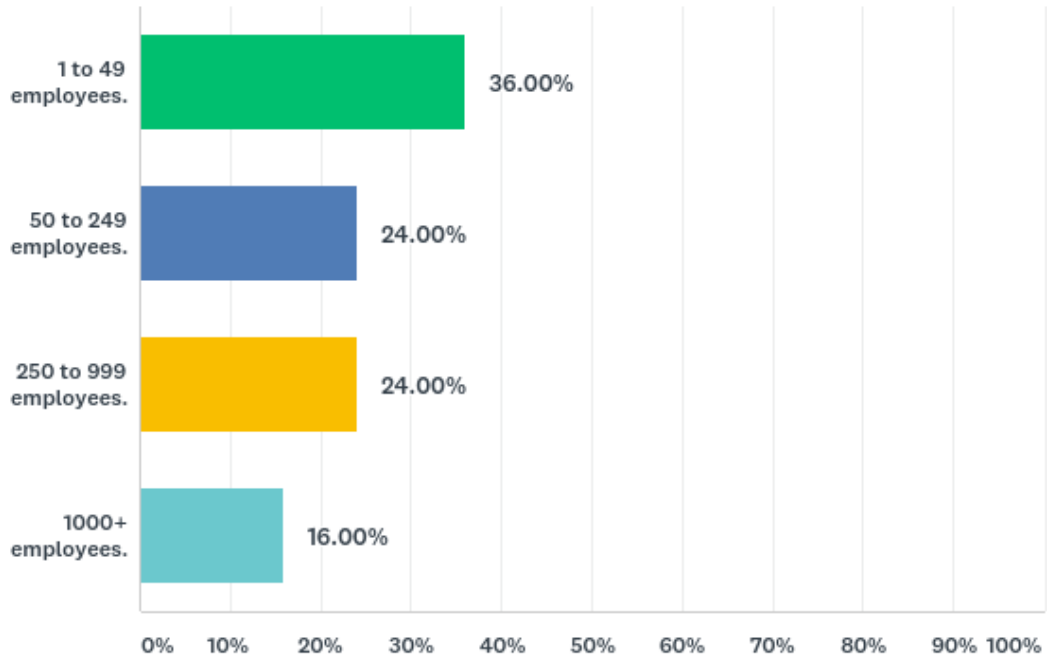
“Stay at Home” Orders and Other COVID-19 Impacts

- The top impacts of state and local “Stay at Home” on all businesses surveyed are:
 - Having all or most of their employees work from home (58%);
 - Changing the way they do business (42%), and;
 - Closing in-person offices (34%).
- 28% of businesses say that they could be at risk of going out of business in less than 18 months if continuing to operate under the current circumstances:
 - 4% said less than 3 months.
 - 10% said less than 6 months.
 - 8% said less than one year.
 - 6% said less than 18 months.
- 78% of businesses surveyed say that they are defined as “critical” or “essential” under “Stay at Home” orders.
- Despite some challenges, the vast majority of businesses (90%) say they are adapting “somewhat well” or “very well” to disruptions.
- 27.3% of businesses have cut employee pay.
- 5% of businesses say they are deferring tax payments, 16% are deferring other payments or bills.
- 39% are restructuring their finances.

Government Response and Assistance

- 34% of businesses surveyed plan to utilize assistance from the federal COVID-19 stimulus bills, 14% do not, and 52% aren't sure.
- 22% of small businesses (less than 50 employees) say they have applied for or plan to apply for loans through the Small Business Administration (SBA).
- 82% of businesses think local, state and federal governments are responding to business concerns about COVID-19 "somewhat well" or "very well". 18% think governments are responding "somewhat poorly" or "very poorly".

Question: Approximate Company Size.



Question: Which of the following best describes the principal industry of your company?



- Advertising, Marketing, Consulting
- Airlines, Aerospace, Defense
- Chamber of Commerce
- Construction
- Entertainment, Leisure, Tourism
- Finance & Financial Services
- Health Care & Pharmaceuticals
- Insurance
- Manufacturing
- Nonprofit
- Retail
- Real Estate
- Technology
- Transportation & Delivery
- Utilities, Energy, and Extraction

Question: How has your organization been impacted by state and local “Stay at Home” orders and other government mandates? (Select all that apply)

All or most of our employees are working from home.	58.00%
We’ve had to close our in-person offices temporarily.	34.00%
We’ve had to change the way we do business.	42.00%
We’ve shut down business entirely for the time being.	0.00%
We've experienced a significant loss of revenue.	18.00%
None of the above.	8.00%

Open-Ended Excerpts:

“We have experienced to date a 15% loss of revenue.”

“We expect to experience a significant revenue loss.”

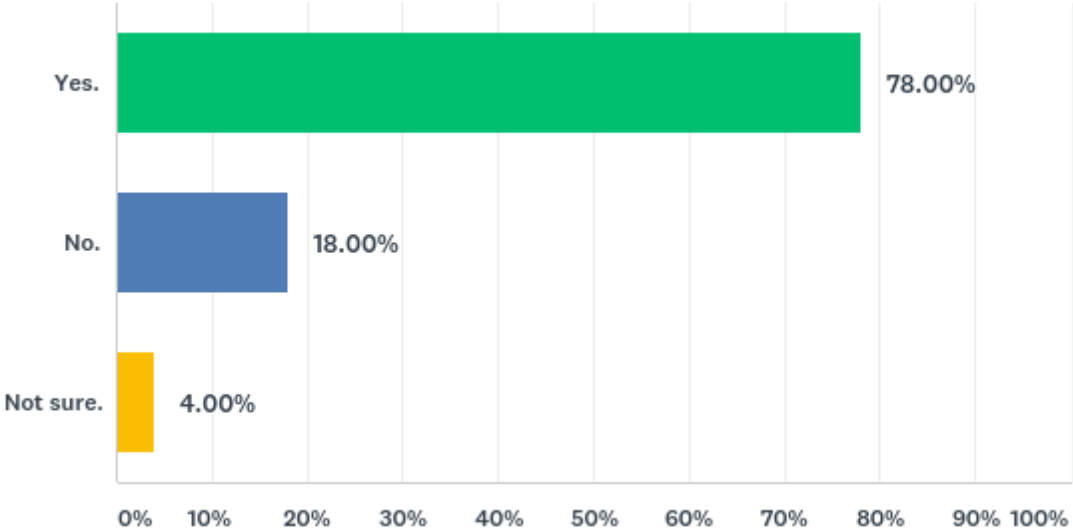
“We are operating at 100% functionality. Very impressed with our employees' dedication and work ethic.”

“We decided before the ‘Stay at Home’ orders were issued to have most of our salaried employees work remotely with minimal employees working in our offices.”

“We've laid off half our staff of 6.”

“Operating with social distancing standards as an essential business.”

Question: Is your business or industry considered “critical” or “essential” under state and/or local “Stay at Home” orders?



Question: Has your company laid off or furloughed employees due to COVID-19?

Yes, we've had to lay off employees.	16.00%
Yes, we've had to furlough employees.	16.00%
We have not had to lay off or furlough any employees, but we are considering it.	14.00%
We do not plan to lay off or furlough any employees in the near future.	54.00%

Open-Ended Excerpts:

"We use contractors and we have had to cut back on their time."

"We are good for 9+ months, but if this extends into 2021, we will likely need to [layoff or furlough]."

"Various internship programs have been postponed"

"We have reduced staff time to 80%"

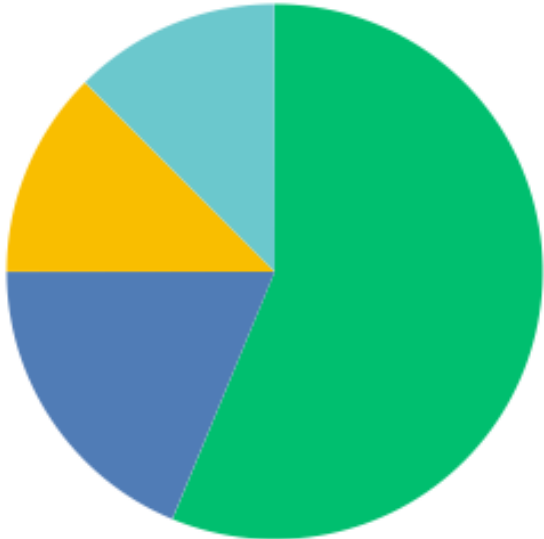
"Furloughed over 1800 employees."

"We are evaluating the impact the economy will have on our business over the next few months."

"If we become non-essential, we will have to move toward laying off or furloughing employees."

Question: Approximately what percentage of your workforce has your company laid off or furloughed?

*These results only include the 32% of participants who said they have laid off or furloughed employees in the previous question.



■ Less than 25% ■ 25% to 50% ■ 50% to 75% ■ More than 75%

Less than 25%	56.25%
25% to 50%	18.75%
50% to 75%	12.50%
More than 75%	12.50%

Question: What financial steps has your company taken in response to COVID-19? (Select all that apply)

We've applied for or plan to apply for loans from the Small Business Administration.	15.91%
We've applied for or plan to apply for loans from private financial institutions.	2.27%
We've cut pay for some or all employees.	27.27%
We're deferring tax payments.	4.55%
We're deferring other payments or bills.	15.91%
We're restructuring our finances.	38.64%

Open-Ended Excerpts:

"We've slowed production and cut expenses."

"We are examining SBA to determine if it is necessary and how it would apply."

"All departments have been asked to look for possible savings in their budgets, and we are exploring ways to trim expenses in the services we are providing."

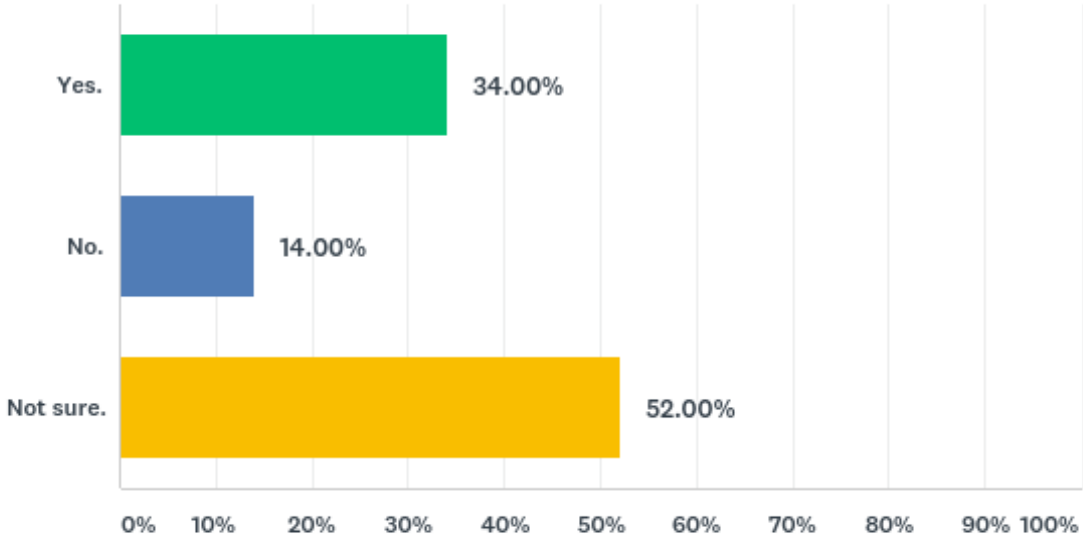
"We will apply for a CARE Act loan."

"We are preserving cash; not spending."

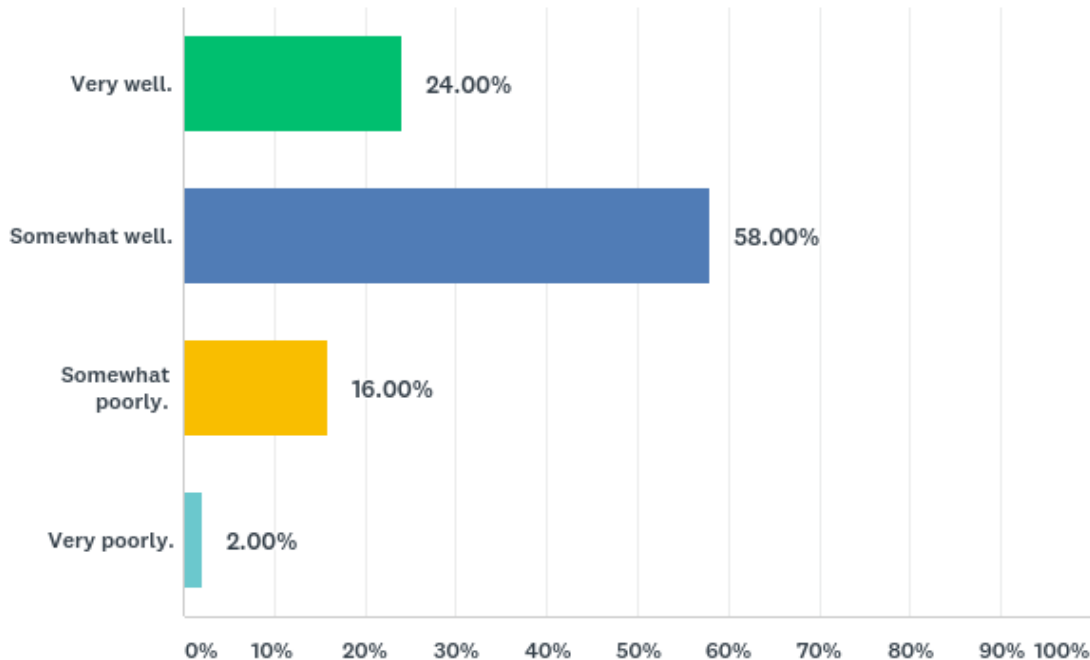
Question: How long do you think your company can operate under the current circumstances before being at risk of going out of business?

Less than 3 months.	4.08%
Less than 6 months.	10.20%
Less than 1 year.	8.16%
Less than 18 months.	6.12%
We are not immediately at risk of going out of business.	67.35%

Question: Does your company plan to utilize any of the assistance provided to businesses from the federal COVID-19 stimulus bills recently passed by the U.S. Congress?



Question: How well do you think your local, state, and federal governments are responding to business concerns about COVID-19?



Open-Ended Excerpts:

“Local and State or responding very well. The Federal government is responding somewhat poorly.”

“State governments well – the federal government is slow to respond and lack of consistency.”

“Polis is doing a phenomenal job.”

“Local=excellent (very well) / State=excellent (very well) / Federal=okay (somewhat well) / Executive branch of federal=embarrassingly bad (very poorly).”

“I feel the federal response via the COVID-19 Task Force to be encouraging.”

“Local and State much better than Federal on many fronts.”

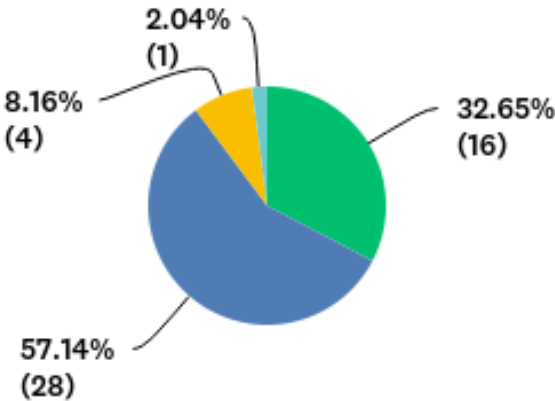
“State response has been very good, local response good, federal response has been disjointed and out of touch.”

“Some of the jurisdictions need to communicate better to avoid confusion among the public.”

“Many employers would like to be able to test their employees to ensure their safety, however testing is not available. Even for those experiencing symptoms who have a doctor's order, a test is very difficult to find unless you are in a hospital, which is a system we are trying not to overload. Employers are frustrated... Colorado's government has not responded to this need appropriately and needs to make significant improvement in improving testing availability.”

“There are still too many questions around how to implement the new tax credits for sick pay. Still no clear-cut guidance on how to get tested for COVID when doctors will not direct you to take a test. It's contradictory. FMLA still requires doctors to take employees out of work. State guidance does not.”

Question: How well would you say your company and employees are adapting to any changes or disruptions in business due to the coronavirus?



- Very well. It's had little to no impact on our operations.
- Somewhat well. We've experienced minor disruptions.
- Somewhat poorly. We've experienced disruptions but are adapting.
- Not well. We've experienced major disruptions to business.