



## COVID-19 Impact on Yukon Businesses March 2020

### Highlights:

- In response to COVID-19, Yukon businesses that responded to the new Canadian Survey of Business Conditions (CSBC) reported that about half (48.5%) of their workforce was teleworking or working remotely to some extent on March 31, 2020.
- About 1 in 10 respondents (9.9%) reported laying off their entire workforce due to COVID-19.
- When asked to compare business revenues from the first quarter of 2020 to the first quarter of 2019, slightly less than a quarter of the respondents (22.8%) reported that their revenues had decreased by more than 40.0%.

### Notes on methodology:

Data in this publication are from Statistics Canada's new Canadian Survey on Business Conditions. This survey will be carried out on an occasional basis to collect information from Canadians more efficiently, more rapidly and at a lower cost compared with traditional survey methods.

The first iteration of this survey collected data on the economic situation and will be used to effectively assess the needs of businesses in Canada for the implementation of support measures both during and after the COVID-19 pandemic. Statistics Canada would like to thank Canadians who took the time to answer questions for this survey at this time of crisis and enable a more robust understanding of COVID-19's impact on businesses in Canada and the economy.

The data were crowdsourced from Yukon businesses and the results represent only the businesses that responded to the survey. The survey was not subjected to a probabilistic sample design, and therefore, the results cannot be applied to the population (businesses) at large. In Yukon, there were 101 respondents to this survey and the data reported in this publication only refer to their responses and cannot be applied to all Yukon businesses.

## EMPLOYEES

### Percentage of workforce teleworking or working remotely, and percentage of workforce still able to carry out a majority of duties during the COVID-19 pandemic

Survey question(s):												
- Prior to February 1st, 2020, what percent of this business's workforce was teleworking or working remotely?												
- On March 31st, 2020, what percent of this business's workforce was teleworking or working remotely?												
- Of this business's workforce on February 1st, 2020, what percent is still able to carry out a majority of their duties?												
0% to less than 1%	1% to less than 10%	10% to less than 20%	20% to less than 30%	30% to less than 40%	40% to less than 50%	50% to less than 60%	60% to less than 70%	70% to less than 80%	80% to less than 90%	90% to less than 100%	100%	Un-known
% of responding businesses												
Percentage of Workforce teleworking or working remotely prior to February 1st, 2020												
68.3	10.9	2.0	2.0	3.0	0.0	3.0	0.0	1.0	1.0	2.0	5.0	2.0
Percentage of Workforce teleworking or working remotely on March 31st, 2020												
50.5	7.9	6.9	4.0	0.0	1.0	2.0	4.0	1.0	5.9	5.0	10.9	1.0
Percentage of workforce still able to carry out a majority of their duties												
9.9	5.9	1.0	5.9	3.0	1.0	6.9	1.0	4.0	4.0	12.9	42.6	2.0

Includes all employees who would receive a T4, and excludes business owners, contract workers and other personnel who would not receive a T4

Prior to February 1, 2020, about 1 in 8, or 12.0% of the responding Yukon businesses reported that their workforce was teleworking or working remotely at least half of the time. On March 31, 2020, the workforce of more than 1 in 4 (28.8%) businesses teleworked or worked remotely at least half of the time.

As of March 31, 2020, less than 1% of the workforce of just over half of the responding businesses (50.5%) was teleworking or working remotely; while the entire workforce of about 1 in 9 responding businesses (10.9%) was teleworking or working remotely.

## EMPLOYEES, cont'd

### Percentage of workforce laid off because of COVID-19

Survey question: What percent of this business's workforce has been laid off due to COVID-19?											
Percentage of workforce laid off due to COVID-19											
0% to less than 1%	1% to less than 10%	10% to less than 20%	20% to less than 30%	30% to less than 40%	40% to less than 50%	50% to less than 60%	60% to less than 70%	70% to less than 80%	80% to less than 90%	90% to less than 100%	100%
% of responding businesses											
62.4	0.0	4.0	6.9	2.0	4.0	4.0	2.0	4.0	0.0	1.0	9.9

Businesses were asked what percent of their workforce had been laid off due to COVID-19. Almost 2 of 3 responding businesses (62.4%) reported no layoffs, or laying off less than 1% of their workforce. On the other hand, about 1 in 10 respondents (9.9%) reported laying off all of their workforce due to COVID-19.

### Staffing actions taken by businesses during the COVID-19 Pandemic

Survey question: Which of the following actions has this business taken with regards to staffing due to COVID-19? [Check all that apply]	
Staffing actions taken	% of responding businesses
Reduced staff hours or shifts	31.7
Increased staff hours or shifts	0.0
Reduced salaries or wages	7.9
Froze salaries or wages	6.9
Increased salaries or wages	3.0
Froze bonus payments	5.9
Delayed compensation	2.0
Hired more staff	0.0
Laid off staff	37.6
Implemented an Employment Insurance (EI) work-sharing program	3.0
Introduced temporary cost-reduction measures e.g., mandatory vacation	13.9
Altered or changed contributions to pension or benefit plans	3.0
Other	5.0
No changes have been implemented with regards to staffing	36.6
Unknown	0.0

Businesses were asked what staffing actions their business had taken due to the COVID-19 situation. The top 3 responses were almost equal in proportion. The most common response was laying off staff (37.6% of responding businesses) followed closely by no changes with regard to staffing (36.6% of responding businesses). About one-third (31.7% of responding businesses) reported reducing staff hours or shifts to adapt to the COVID-19 situation.

\*Multiple responses could be given.

## BUSINESS REVENUE

### Business revenues in the first quarter of 2020, compared with the first quarter of 2019

Survey question: Compared to the period of January 1 <sup>st</sup> , 2019 to March 31 <sup>st</sup> , 2019, to what extent has this business's revenue changed from the same period of January 1 <sup>st</sup> , 2020 to March 31 <sup>st</sup> , 2020?									
Revenue change									
Increased 10% or more	Increased 1% to less than 10%	No change	Decreased 1% to less than 10%	Decreased 10% to less than 20%	Decreased 20% to less than 30%	Decreased 30% to less than 40%	Decreased 40% to less than 50%	Decreased 50% or more	Not applicable e.g., started operating after March 31, 2019
% of responding businesses									
4.0	5.0	23.8	5.9	15.8	9.9	6.9	3.0	19.8	5.9

When asked to compare business revenues from the first quarter of 2020 to the first quarter of 2019, slightly less than a quarter of responding businesses (22.8%) reported that their revenues had decreased by more than 40.0%. Conversely, 9.0% of respondents stated that business revenues had increased over this period.

## BUSINESS REVENUE, cont'd

### Length of time businesses expect to be able to continue to operate without a source of revenue as of February 1, 2020

Survey question: On February 1st, 2020, if this business no longer had any source of revenue, how many days could it have continued to operate?							
Number of days able to continue to operate without a source of revenue							
0 days	1 day to 15 days	16 days to 30 days	31 days to 60 days	61 days to 90 days	91 days to 180 days	More than 180 days	Unknown
% of responding businesses							
10.9	4.0	16.8	8.9	7.9	10.9	2.0	38.6

Almost one-third of the responding businesses (31.7%) stated that they would only be able to continue their operation for 30 days or less without any source of revenue. Only 2.0% of the respondents felt that they could continue to operate their business for more than 6 months without any source of revenue. It should be noted, respondents had difficulty answering this question with 38.6% reporting "unknown" number of days.

### Change in expenditures to various business areas

Survey question: For each of the following, indicate whether this business has increased or decreased expenditures to address the economic impacts of COVID-19?	Change in expenditure			
	Increased	No change	Decreased	Unknown
% of responding businesses				
Subcontracts	4.0	54.5	31.7	9.9
Research and development fees	5.9	71.3	5.9	16.8
Office and computer related expenses e.g., supplies, postage, computer upgrades	29.7	45.5	22.8	2.0
Repair and maintenance	15.8	61.4	20.8	2.0
Insurance	5.9	86.1	5.0	3.0
Advertising, marketing, promotion, meals and entertainment	5.9	51.5	41.6	1.0
Travel	4.0	29.7	62.4	4.0
Education and skills development	10.9	55.4	27.7	5.9
Corporate social responsibility and charity	13.9	54.5	26.7	5.0
Sanitation and cleaning	63.4	28.7	5.0	3.0

To address the economic impacts of COVID-19, responding businesses reported significant increases in expenditures in two specific areas. Almost two-thirds of the respondents (63.4%) reported increased expenditures in sanitation and cleaning; 29.7% reported increased expenditures in office and computer related expenses.

The business expenditure which most respondents reported not changing due to COVID-19, was insurance (86.1% of responding businesses), followed by research and development fees (71.3% of responding businesses).

Respondents reported to have decreased expenditures in travel (62.4% of responding businesses), and in advertising, marketing, promotion, meals and entertainment (41.6% of responding businesses).

## BUSINESS REVENUE, cont'd

### Outcome of credit requests made by businesses to financial institutions due to COVID-19

Survey question: Has this business requested credit from financial institutions to cover operating costs due to revenue shortfalls caused by COVID-19?			
Requested credit from financial institution			
----- Yes -----		No	Unknown
Request was fully or partially approved	Request was rejected	No request made	
% of responding businesses			
13.9	3.0	76.2	6.9

Three-quarters of the responding businesses (76.2%) reported they had not requested credit from a financial institution to cover operating costs due to revenue shortfalls caused by COVID-19. For those respondents who had requested credit, 13.9% had their request fully or partially approved while 3.0% had their request rejected.

## GENERAL

### Impacts experienced by businesses due to COVID-19

Survey question: To what extent has this business experienced the following impacts of COVID-19?	Extent experienced by business				
	Not at all	Low	Medium	High	Unknown
	% of responding businesses				
Decrease in demand for products or services	15.8	9.9	18.8	55.4	0.0
Disruptions experienced by suppliers	25.7	19.8	26.7	23.8	4.0
Unable to move or ship goods due to disrupted supply chains	45.5	23.8	19.8	6.9	4.0
Cancellation of services offered by business	29.7	16.8	9.9	41.6	2.0
Cancellation of contracts	35.6	17.8	15.8	30.7	0.0
Uncertain accounts payable	37.6	18.8	19.8	23.8	0.0
Inability to have staff physically on-site	29.7	13.9	18.8	37.6	0.0
Staff absences due to self-quarantine	40.6	29.7	12.9	15.8	1.0
Staff absences to care for family members	49.5	25.7	14.9	6.9	3.0
Reduction in productivity due to remote work	42.6	20.8	16.8	16.8	3.0
Important meetings, gatherings or events cancelled	25.7	14.9	16.8	42.6	0.0
Travel for staff cancelled	34.7	16.8	14.9	29.7	4.0
Heightened public fear or caution causing customers to avoid business's physical locations or services	20.8	21.8	13.9	42.6	1.0
Other	58.4	4.0	5.9	7.9	23.8

More than half of the responding businesses (55.4%) reported a high decrease in demand for their products or services due to COVID-19. Other high impact factors included cancellation of important meetings, gatherings, or events (42.6% of responding businesses); heightened public fear or caution causing customers to avoid business's physical location or service (42.6% of responding businesses); and cancellation of services offered by business (41.6% of responding businesses).

About half of the responding businesses (49.5%) reported no impact on their businesses due to staff absences to care for family members. Some other factors most respondents reported as having no impact at all included inability to move or ship goods due to disrupted supply chains (45.5% of responding businesses); reduction in productivity due to remote work (42.6% of responding businesses); and staff absences due to self-quarantine (40.6% of responding businesses).

## GENERAL, cont'd

### Changes made by businesses during the COVID-19 pandemic

Survey question: Which of the following changes has this business made to adapt to the current COVID-19 situation?	
Changes made to adapt to COVID-19 situation	% of responding businesses
Altered methods of production	11.9
Altered products or services offered to customers	28.7
Discontinued a product or service	31.7
Added new ways to interact with or sell to customers	43.6
Increased use of virtual connections internally	27.7
Increased use of virtual connections externally or e-commerce	33.7
Voluntarily closed temporarily	23.8
Closed temporarily as mandated by government	18.8
Closed permanently	2.0
Invested in equipment to produce new products or expand existing product lines	2.0
Postponed a merger or acquisition	5.9
Temporarily halted exports	3.0
Cancelled contracts	13.9
Altered research and development	6.9
Increased maintenance costs	20.8
Decreased maintenance costs	11.9
Other	4.0
None	12.9
Unknown	0.0

Responding businesses reported a number of changes made to adapt to the COVID-19 situation.

The most common responses for changes made included adding new ways to interact with or sell to customers (43.6% of responding businesses); increasing the use of virtual connections externally or e-commerce (33.7% of responding businesses); and discontinuing a product or service (31.7% of responding businesses).

Only 12.9% of the respondents reported they did not make any changes to their business to adapt to the COVID-19 situation.

### Impact of social distancing measures on businesses

Survey question: How has this business been impacted by social distancing measures?		
Impact of social distancing measures		
Business has been negatively impacted by social distancing measures	Social distancing measures have had little or no impact on business	Business has benefited from social distancing measures
% of responding businesses		
67.3	30.7	2.0

Two-thirds of the responding businesses (67.3%) reported their business had been negatively impacted by social distancing measures implemented for the COVID-19 pandemic. Conversely, about one-third (30.7%) of the respondents stated social distancing measures had little or no impact on their business. Just 2.0% of respondents felt these measures had benefited their business.

## GENERAL, cont'd

### Business practices tested or used while social distancing measures were in place

Survey question: Since March 15th, 2020, which of the following business practices has this business been able to test or introduce as a result of social distancing?								
Business practices tested or used while social distancing measures were in place								
Working from home	Maintaining business connections virtually	Time sheets	E-commerce	New services or products	Staff reporting structure	Training	Research and development	None
% of responding businesses								
38.6	35.6	8.9	9.9	9.9	9.9	6.9	7.9	43.6

While 43.6% of the responding businesses reported not testing or introducing any new business practices as a result of COVID-19, *working from home* (38.6% of responding businesses) was the most common response for the respondents that did, which was followed closely by *maintaining business connections virtually* (35.6% of responding businesses).

### Length of time businesses expect being able to remain fully or partially operational while social distancing measures are in place

Survey question: How long could this business remain fully or partially operational while social distancing measures are in place?									
Length of time able to remain fully or partially operational while social distancing measures are in place									
Less than 1 week	1 week to less than 1 month	1 month to less than 2 months	2 months to less than 3 months	3 months to less than 4 months	4 months to less than 5 months	5 months to less than 6 months	6 months or more	Business cannot remain fully or partially operational for any period of time while social distancing measures are in place	Unknown
% of responding businesses									
1.0	2.0	8.9	7.9	4.0	0.0	3.0	37.6	19.8	15.8

Businesses were asked how long they could remain fully or partially operational while social distancing was in place. About 1 in 5 respondents (19.8%) stated their *business cannot remain fully or partially operational for any period of time while social distancing measures are in place*. Conversely, more than one-third of the respondents (37.6%) reported their business could remain fully or partially operational for 6 months or more, while 15.8% of the respondents were not able to answer this question.

## INFORMATION

### Extent of various sources businesses relied on for updates on COVID-19

Survey question: To what extent does this business rely on each of the following sources for updates on COVID-19?	Extent source is relied on for updates				
	Not at all	Low	Medium	High	Unknown
	% of responding businesses				
Government of Canada website	9.9	14.9	14.9	58.4	2.0
Other websites	10.9	13.9	19.8	49.5	5.9
Business or industry associations	14.9	9.9	31.7	39.6	4.0
Social media	24.8	27.7	18.8	26.7	2.0
Print media	37.6	29.7	12.9	13.9	5.9
Radio sources	22.8	21.8	23.8	27.7	4.0
Television sources	27.7	14.9	20.8	32.7	4.0
Other sources	62.4	10.9	5.0	6.9	14.9

The Government of Canada website was the most relied upon source for COVID-19 updates with 58.4% of the responding businesses reporting reliance on this source. "Other websites" were also highly relied upon by about half of the respondents (49.5%). *Print media* was the least relied upon source for updates on COVID-19 with two-thirds of respondents reporting they had either not used *print media* at all (37.6% of respondents) or relied on *print media* to a low degree (29.7% of respondents).

### Length of time businesses require before being able to return to normal operations once social distancing measures are removed

Survey question: Once social distancing measures are removed, how long would this business require to be able to re-open or return to normal operations?									
Length of time									
Less than one week	One week to less than 1 month	1 month to less than 2 months	2 months to less than 3 months	3 months to less than 4 months	4 months to less than 5 months	5 months to less than 6 months	6 months or more	Business cannot recover and has closed permanently	Unknown
% of responding businesses									
51.5	17.8	7.9	4.0	1.0	1.0	1.0	6.9	0.0	8.9

Responding businesses were generally optimistic when asked how long their business would require to re-open or return to normal business operations. Seven of 10 respondents felt they could re-open or return to normal operations within one month — more than half of the respondents (51.5%) stated that it would take less than 1 week and a further 17.8% reported that it would take between 1 week and 1 month. However, 6.9% of the respondents stated that they would require 6 months or more to re-open or return to normal operations.



## INFORMATION, cont'd

### Extent to which businesses expect to face various challenges with regards to recruitment and training

Survey question: <i>To what extent will each of the following be a challenge for this business with regards to recruitment and training as the economy returns to a normal state of activity?</i>	Extent to which this will be a challenge				
	Low	Medium	High	Not applicable	Unknown
	% of responding businesses				
Finding qualified workers	23.8	14.9	21.8	31.7	7.9
Recruiting qualified workers	21.8	17.8	21.8	30.7	7.9
Retaining qualified workers	32.7	14.9	15.8	30.7	5.9
Finding time and resources for training current staff	32.7	13.9	9.9	38.6	5.0
Finding time and resources for training new staff	30.7	17.8	11.9	35.6	4.0
Convincing staff that have been working remotely to return to working on-site	25.7	7.9	7.9	51.5	6.9
Hiring temporary foreign workers	10.9	2.0	8.9	68.3	9.9

In general, responding businesses felt retraining and training of staff would not be much of a challenge as the economy returns to a normal state of activity. Roughly one-third of the respondents reported that the extent of challenge would be low in: retaining qualified workers (32.7% of respondents); finding time and resources to train current staff (32.7% of respondents); and finding time and resources to train new staff (30.7% of respondents). However, about 1 in 5 respondents expected that the extent of challenge would be high in finding qualified workers (21.8% of respondents) and recruiting qualified workers (21.8% of respondents).

### Occupational groups most needed in recovery period

Survey question: <i>Which of these occupational groups, according to the needs of your business, will be the most needed during the recovery period?</i>	
Occupation groups most needed during recovery period	% of responding businesses
Management occupations	14.9
Business, finance and administration	16.8
Natural and applied sciences and related	3.0
Health	4.0
Education, law and social, community and government services	3.0
Art, culture, recreation and sport	5.9
Sales and service	12.9
Trades, transport and equipment operators and related	13.9
Natural resources, agriculture and related production	5.9
Manufacturing and utilities	2.0
Other	17.8

Businesses were asked which occupations they felt would be most needed during the recovery period. Occupations in business, finance and administration was the most common response (16.8% of all responses). Management occupations ranked the second-highest at 14.9% of all responses, while trades, transport and equipment operators and related occupations was the third-highest with 13.9% of all responses.

May 2020