Your Business and COVID-19 Survey - Part Two

Preliminary Results as of March 23, 2020
Methodology

• Online survey started March 20.

• So far, it has received 11,283 responses from small business across Canada.

• For comparison purposes, a probability sample with the same number of respondents would have a margin of error of +/-0.9%, 19 times out of 20.

• Note on the next pages: The percentage of responses in charts may not always add up to 100%, due to rounding.
Is your business still open? (Select one answer only)

- **Yes, we are fully open**: 36%
- **Yes, but we were required by government to close partially**: 8%
- **Yes, but we chose to close partially**: 25%
- **No, we were required by government to close entirely**: 8%
- **No, we chose to close entirely**: 14%
- **Other**: 11%

**55% of businesses are partially or entirely shut down**
How has COVID-19 affected your business sales? (Select one answer only)

- Sales have increased: 4%
- Sales have not been affected, and I don’t expect they will be: 2%
- Sales have not been affected, but I expect they will soon: 14%
- Sales have decreased moderately: 17%
- Sales have decreased significantly: 60%
- Don’t know/Unsure: 3%

60% have seen a significant drop in sales
How have your gross sales revenues changed since the start of the COVID-19 outbreak (i.e. early January 2020)? (Select one answer only)

- 6% Declined up to 10%
- 15% Declined 11% to 25%
- 19% Declined 26% to 50%
- 16% Declined 51% to 75%
- 21% Declined more than 75%
- 17% No more sales
- 6% Don’t know/Unsure

More than one third report a reduction in revenues greater than 75%

Note: only respondents who indicated in a previous survey question that their sales had decreased answered that question.
How has COVID-19 affected employment in your business? (Select as many as apply)

- Does not apply (my business had no employees when the COVID-19 outbreak started): 8%
- No impact: 12%
- Reduced hours for employees: 23%
- Temporary lay-offs for some staff: 27%
- Temporary lay-offs for all staff: 25%
- Other (Specify): 12%
- Don’t know/Unsure: 3%

More than half have started laying off staff
A quarter have laid off all staff

Note: Instruction was “select as many as apply”, however certain answer choices could not be combined (“No impact”, etc.).
With your current level of sales, will your business be forced to consider any or more layoffs in the next 2 weeks? (Select one answer only)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>53%</td>
</tr>
<tr>
<td>No</td>
<td>19%</td>
</tr>
<tr>
<td>Don’t know/Unsure</td>
<td>28%</td>
</tr>
</tbody>
</table>
What percent of your total wage bill do you need government to cover in order to allow you to keep your employment at the level it was before the start of the COVID-19 outbreak (i.e. early January 2020)? (Select one answer only)

No support needed at this time: 13%
Up to 10%: 2%
11% to 25%: 9%
26% to 50%: 17%
51% to 75%: 20%
76% to 90%: 13%
More than 90%: 14%
Don’t know/Unsure: 13%

CFIB asks for 75% minimal wage support (like UK, Denmark, etc.), which would address the needs of 61% of businesses
If COVID-19 continues to pose a serious challenge, how long can your business survive in the current context without additional support from government? (Select one answer only)

- Less than two weeks: 8%
- More than two weeks, but less than a month: 22%
- Between one and three months: 41%
- Between four and six months: 12%
- Between seven and twelve months: 3%
- More than a year: 4%
- Don’t know/Unsure: 10%

30% of businesses say they can survive less than a month under the current conditions.
Are you in a position to tell us how much COVID-19 disruptions have cost your business to date (extra costs, lost sales, production slowed or halted, plans cancelled, etc.)?

<table>
<thead>
<tr>
<th></th>
<th>YK</th>
<th>PEI</th>
<th>NB</th>
<th>QC</th>
<th>SK</th>
<th>NS</th>
<th>BC</th>
<th>NAT</th>
<th>MB</th>
<th>ON</th>
<th>NL</th>
<th>AB</th>
<th>NWT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents</td>
<td>4</td>
<td>46</td>
<td>237</td>
<td>1,135</td>
<td>179</td>
<td>203</td>
<td>628</td>
<td>5,767</td>
<td>211</td>
<td>2,485</td>
<td>82</td>
<td>553</td>
<td>4</td>
</tr>
<tr>
<td>Mean</td>
<td>$21,250</td>
<td>$54,617</td>
<td>$56,302</td>
<td>$72,378</td>
<td>$74,820</td>
<td>$76,984</td>
<td>$85,663</td>
<td>$135,750</td>
<td>$143,879</td>
<td>$144,500</td>
<td>$147,814</td>
<td>$353,131</td>
<td>$1,280,250</td>
</tr>
</tbody>
</table>
How helpful do you think the following announced economic measures will be to your business or its employees? (Select one for each line)

- Cancelling new GST/HST or income tax audits for the next four weeks
  - 27% Very helpful
  - 26% Somewhat helpful
  - 29% Not helpful at all
  - 18% Don’t know/Not applicable

- Providing a temporary emergency support benefit for workers who do not have access to EI and lose their jobs or have their hours reduced
  - 47% Very helpful
  - 32% Somewhat helpful
  - 10% Not helpful at all
  - 10% Don’t know/Not applicable

- Providing income support (up to $900 bi-weekly, for up to 15 weeks) for workers, including the self-employed who are quarantined, sick, or taking care of a sick family member
  - 42% Very helpful
  - 37% Somewhat helpful
  - 13% Not helpful at all
  - 8% Don’t know/Not applicable

- Deferring mortgage payments by 6 months (offered by the banks)
  - 50% Very helpful
  - 28% Somewhat helpful
  - 13% Not helpful at all
  - 10% Don’t know/Not applicable

- For businesses, allowing to defer, until after August 31, the payment of any income tax amounts that become owing on or after March 18 and before September 1
  - 29% Very helpful
  - 43% Somewhat helpful
  - 22% Not helpful at all
  - 6% Don’t know/Not applicable

- For individuals, extending the tax filing deadline to June 1, and allowing to defer, until after August 31, the payment of any income tax amounts that become owing on or after March 18 and before September 1
  - 26% Very helpful
  - 45% Somewhat helpful
  - 24% Not helpful at all
  - 6% Don’t know/Not applicable

- Providing eligible small businesses a 10 per cent wage subsidy for the next 90 days, up to a maximum of $1,375 per employee and $25,000 per employer
  - 20% Very helpful
  - 38% Somewhat helpful
  - 34% Not helpful at all
  - 9% Don’t know/Not applicable

- Deferring mortgage payments by 6 months (offered by the banks)
  - 50% Very helpful
  - 28% Somewhat helpful
  - 13% Not helpful at all
  - 10% Don’t know/Not applicable
What else should the federal government do to support your business? (Select all that apply)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delay any planned tax increases (carbon tax, CPP, etc.)</td>
<td>69%</td>
</tr>
<tr>
<td>Provide the self-employed suffering revenue losses with some income support (for example, by expanding the emergency support benefits)</td>
<td>68%</td>
</tr>
<tr>
<td>Remove the one week EI waiting period for temporary lay-offs (currently only in place for quarantined people)</td>
<td>62%</td>
</tr>
<tr>
<td>Pause tax filing and payments (EI, CPP, GST/HST, corporate income, etc.)</td>
<td>61%</td>
</tr>
<tr>
<td>Increase the wage subsidy to 50% or more</td>
<td>59%</td>
</tr>
<tr>
<td>Do not introduce new legislation or regulations, other than those needed to address COVID-19</td>
<td>44%</td>
</tr>
<tr>
<td>Pay money owing to my business quickly (tax credits, contracts with government, etc.)</td>
<td>37%</td>
</tr>
<tr>
<td>Simplify the Work-Sharing program and waive the 30-day waiting period for first-time users (currently waived for regular users)</td>
<td>26%</td>
</tr>
<tr>
<td>Allow business owners to top up EI payments without waiting for government approval</td>
<td>23%</td>
</tr>
<tr>
<td>Other</td>
<td>12%</td>
</tr>
<tr>
<td>Don’t know/Unsure</td>
<td>3%</td>
</tr>
<tr>
<td>No further support needed at this time</td>
<td>1%</td>
</tr>
</tbody>
</table>

Just 1% of businesses feel they need no further support from the federal government.
What should your **provincial government** do to support your business? (Select all that apply)

<table>
<thead>
<tr>
<th>Option</th>
<th>Support Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delay any planned tax increases</td>
<td>71%</td>
</tr>
<tr>
<td>Pause tax filing and payments (PST, payroll, corporate income, etc.)</td>
<td>62%</td>
</tr>
<tr>
<td>Provide direct payroll subsidy to supplement the federal payroll subsidy</td>
<td>58%</td>
</tr>
<tr>
<td>Do not introduce new legislation or regulations, other than those needed to address COVID-19</td>
<td>50%</td>
</tr>
<tr>
<td>Provide relief on workers’ compensation premiums (refund surplus funds to employers, pause payments, etc.)</td>
<td>45%</td>
</tr>
<tr>
<td>Provide a simple unpaid leave option for workers and employers that includes expanded leave timelines to cover the current crisis</td>
<td>43%</td>
</tr>
<tr>
<td>Pay money owing to my business quickly (tax credits, contracts with government, etc.)</td>
<td>41%</td>
</tr>
<tr>
<td>Cease routine audits (workers' compensation boards, etc.)</td>
<td>39%</td>
</tr>
<tr>
<td>Freeze minimum wage</td>
<td>39%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
</tr>
<tr>
<td>Don’t know/Unsure</td>
<td>4%</td>
</tr>
<tr>
<td>No further support needed at this time</td>
<td>2%</td>
</tr>
</tbody>
</table>

**Just 2% of businesses feel they need no further support from their provincial government.**
What should your local government do to support your business? (Select all that apply)

- Defer property tax payments and waive all interest and penalties for unpaid installments: 69%
- Delay any planned tax increases: 68%
- Do not introduce new bylaws or regulations, other than those needed to address COVID-19: 52%
- Accelerate approval for construction projects and home renovations to keep people working: 39%
- Pay money owing to my business quickly (tax credits, contracts with government, etc.): 35%
- Cease routine audits: 32%
- Other: 5%
- Don’t know/Unsure: 7%
- No further support needed at this time: 3%

Just 3% of businesses feel they need no further support from their local government.