



SEVERE IMPACT CORONA CRISIS ON DUTCH BUSINESS ABROAD:

FINDINGS 2ND GLOBAL SURVEY IMPACT COVID 19
ON 754 DUTCH BUSINESS IN 15 MAJOR ECONOMIES WORLDWIDE.

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EXECUTIVE SUMMARY

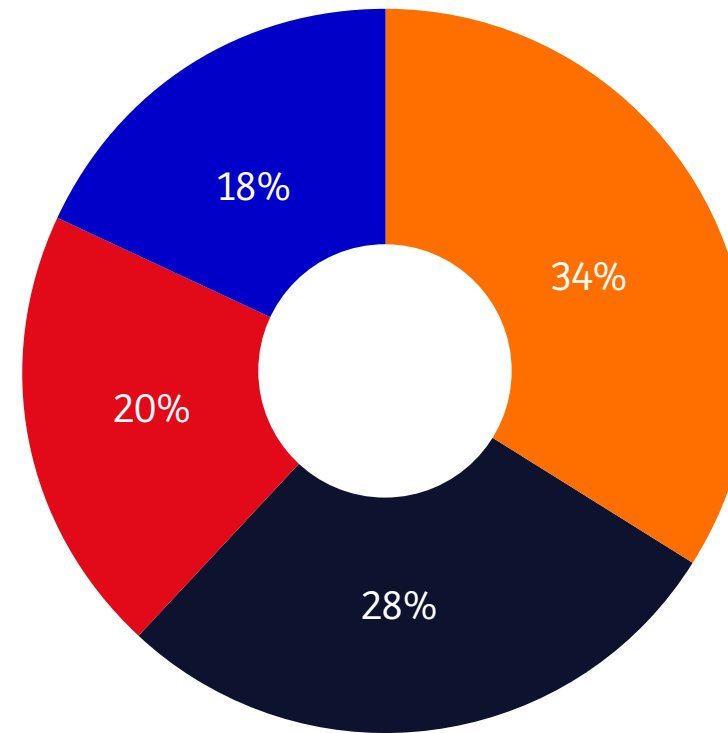
- **Global survey among Dutch Business shows that Covid 19 crisis has severe impact.** Research among 754 Dutch business in major countries around the world indicates that 90% of Dutch business abroad fear a negative impact on turnover. An average decrease of 46% of 2020 turnover is expected. Smaller companies (<10 employees) fear to lose an average of 60% while companies with 250+ employees expect a decrease of 26%.
- **Impact most severe for Dutch business in France and Southern Europe:** 50 to 75% of their 2020 turnover . Business based in the Netherlands expect a decrease of 40%. Dutch business in Belgium, Germany, and South East Asian countries expect to lose up to a third of 2020 turnover.
- **Big impact of lost orders, cash flow problems , and supply chain disruptions.** 73% of Dutch business have already lost clients and 43% experience cash flow problems . 60% of importing and exporting companies face (heavily) increased trade barriers . Nearly one of three Dutch business within the EU are confronted with supply chain disruptions .
- **Dutch business abroad face trade barriers and protectionism.** 35% of importing and exporting Dutch business abroad feel that they face higher trade barriers than local companies. This goes for both inside and outside the EU. Only 18% of Dutch business abroad feels supported by the economic policies of the local authorities . Dutch business in Germany, Belgium, the Netherlands, and France are rather positive , while Dutch business in Portugal, Spain, Russia, and Malaysia receive little support from local or national authorities . 40% feels that these policies are less accessible to them than to local business. **It is crucial that the EU Internal Market functions well and that the rules based trade system is guaranteed**
- **Dutch business look for peer to peer support/information.** 51% of Dutch business abroad want to hear success stories about how other entrepreneurs cope with the Corona Crisis. 45% of the respondents feel supported by their local NL Business Hubs or Bilateral Chambers of Commerce. 195 entrepreneurs (26%) have offered to share their story through NLinBusiness and its NL Business Hub network Dutch government support only of limited help. 26% of Dutch business abroad feel (very) much supported by the Dutch Government , while 74% does not feel supported (at all) or is not aware of any support the Dutch government can offer. **It is crucial that the Dutch embassy network continues to actively address issues faced by Dutch business abroad with the local authorities to support them.**

754 DUTCH ENTREPRENEURS AND BUSINESS FROM ALL SIZES HAVE PARTICIPATED. THE RESPONDENTS ARE BASED IN MAJOR ECONOMIES IN THE WORLD.

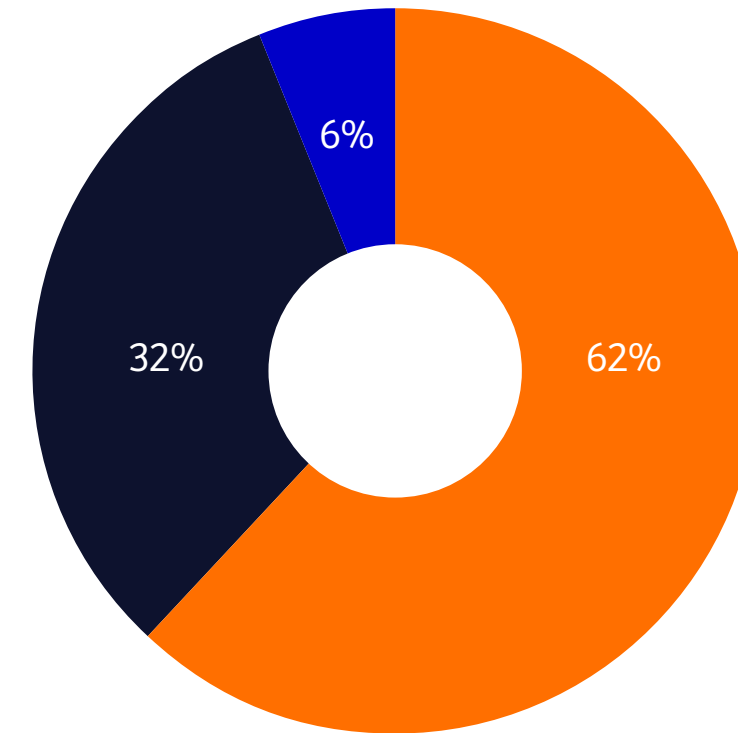
754 DUTCH ENTREPRENEURS AND BUSINESS HAVE PARTICIPATED. THESE ARE BASED IN:

Spain	155	Thailand	24
Netherlands	114	Portugal	24
France	72	Russia	24
Indonesia	42	Philippines	23
Chile	32	Rest of world	29
Germany	31	Rest EU	20
Vietnam	29	Belgium	17
Middle East	27	United States	16
Malaysia	26	Mexico	13
South Africa	25	Italy	12

NUMBER OF EMPLOYEES



BACKGROUND COMPANY



1 employees
 2- 9 employees
 10-250 employees
 250+ employees

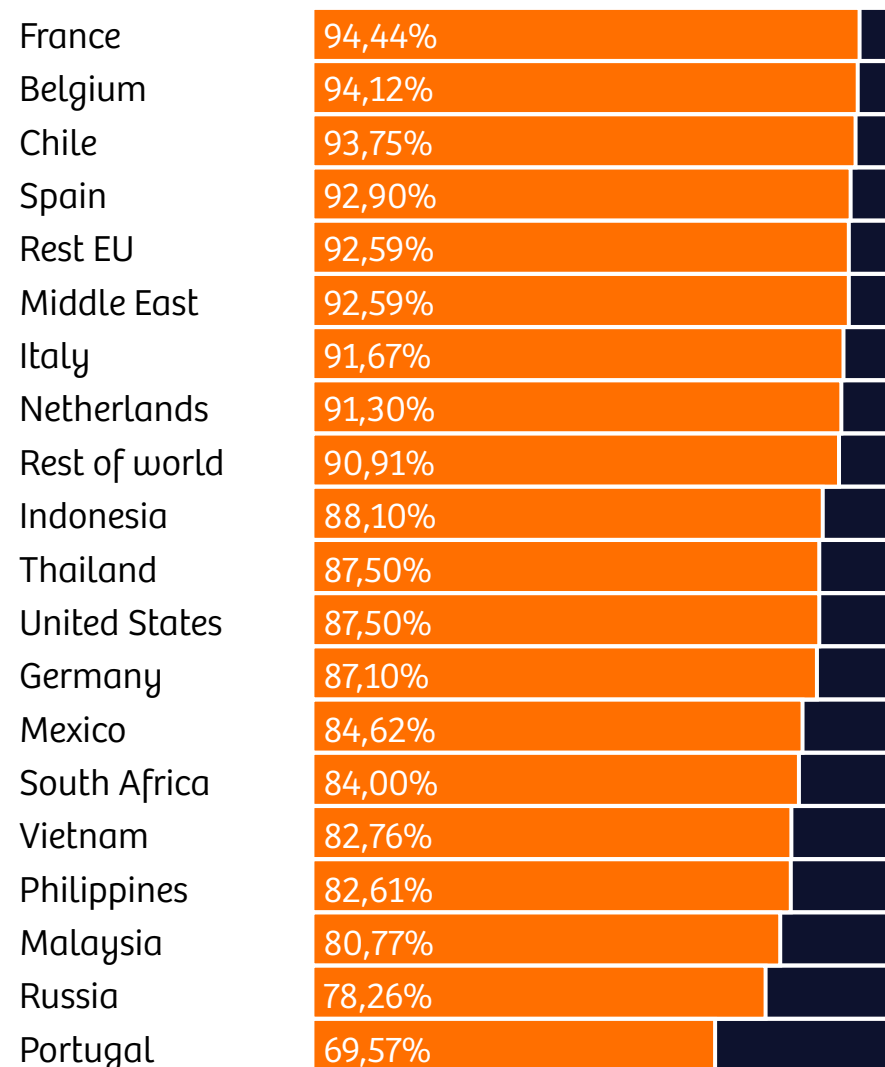
I have my own company / work independently
 I work for a company of a Dutch group
 Other

* Data (N=754) was collected between April 17th and May 4th 2020. The survey was sent by various NL Business Hubs and other partners of NLinBusiness to Dutch entrepreneurs and Dutch businesses around the world.

9 OUT OF TEN DUTCH BUSINESS FEAR NEGATIVE IMPACT OF CORONA. AVERAGE EXPECTED TURNOVER DECREASE IS 46%, UP TO 60% FOR SMALL COMPANIES AND 25% FOR LARGER COMPANIES.

DO YOU THINK THE CORONA VIRUS WILL AFFECT YOUR LOCAL COMPANY'S 2020 TURNOVER NEGATIVELY?
(N=754, AVG 89.3%)

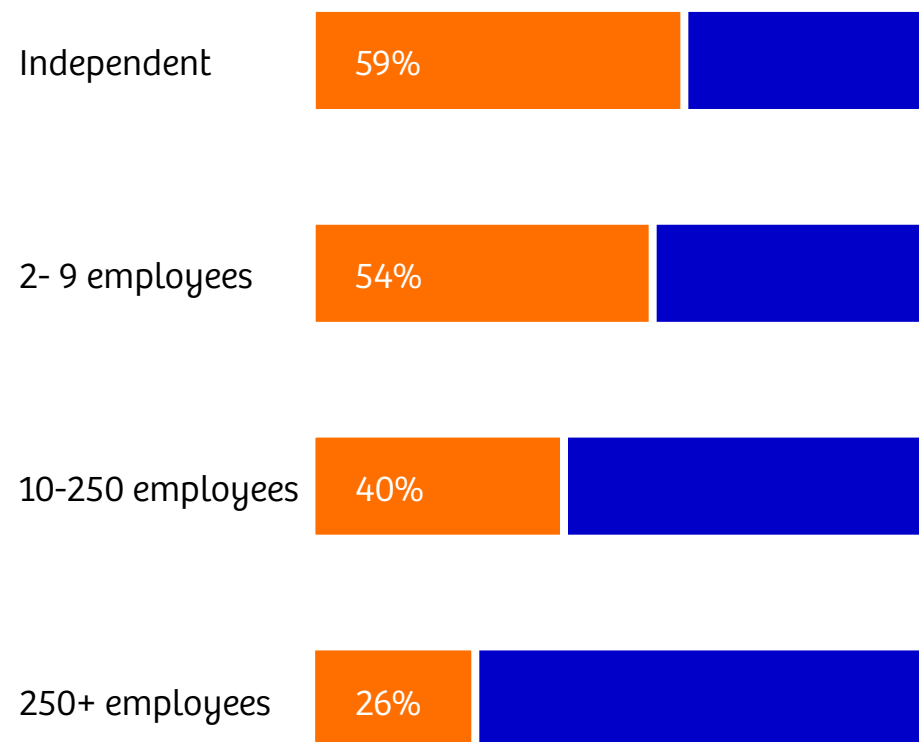
Country of business activities



COULD YOU INDICATE IN % HOW MUCH OF A DECREASE IN 2020 LOCAL TURNOVER YOU EXPECT?

(N=668, AVG 46%)

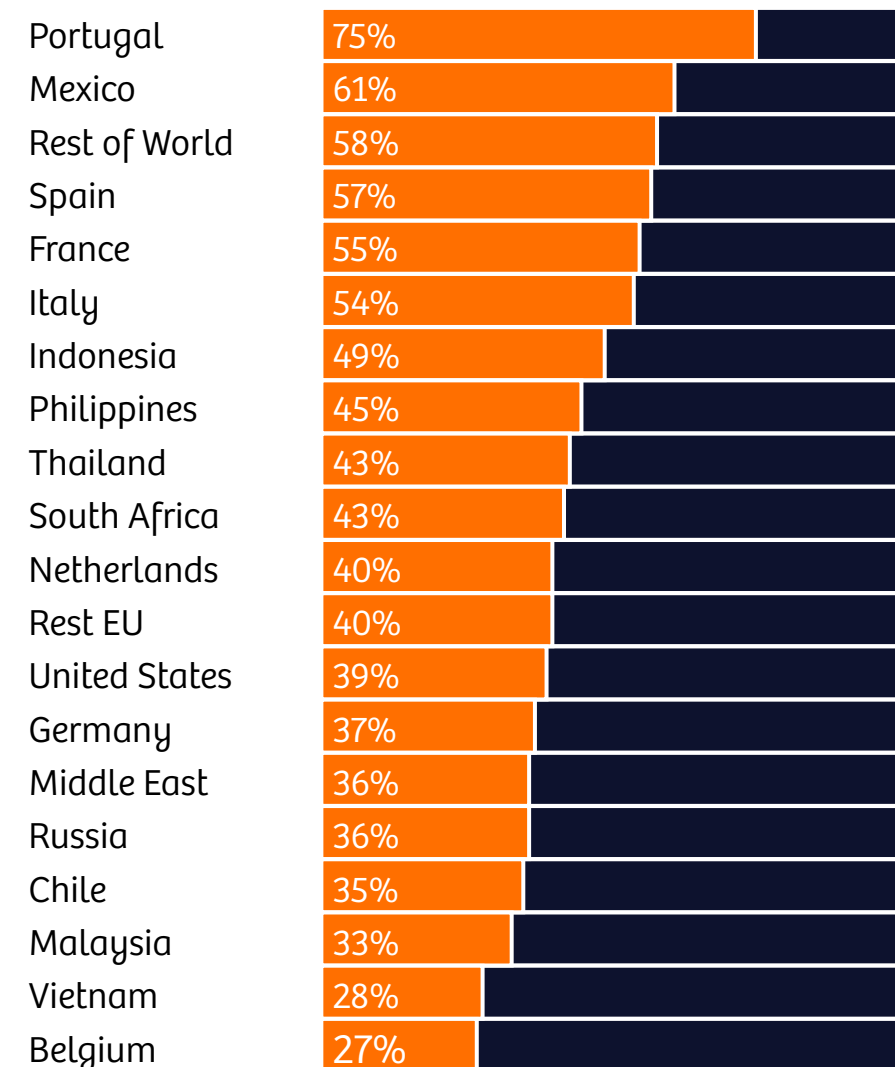
Based on Company size



COULD YOU INDICATE IN % HOW MUCH OF A DECREASE IN 2020 LOCAL TURNOVER YOU EXPECT?

(N=668, AVG 46%)

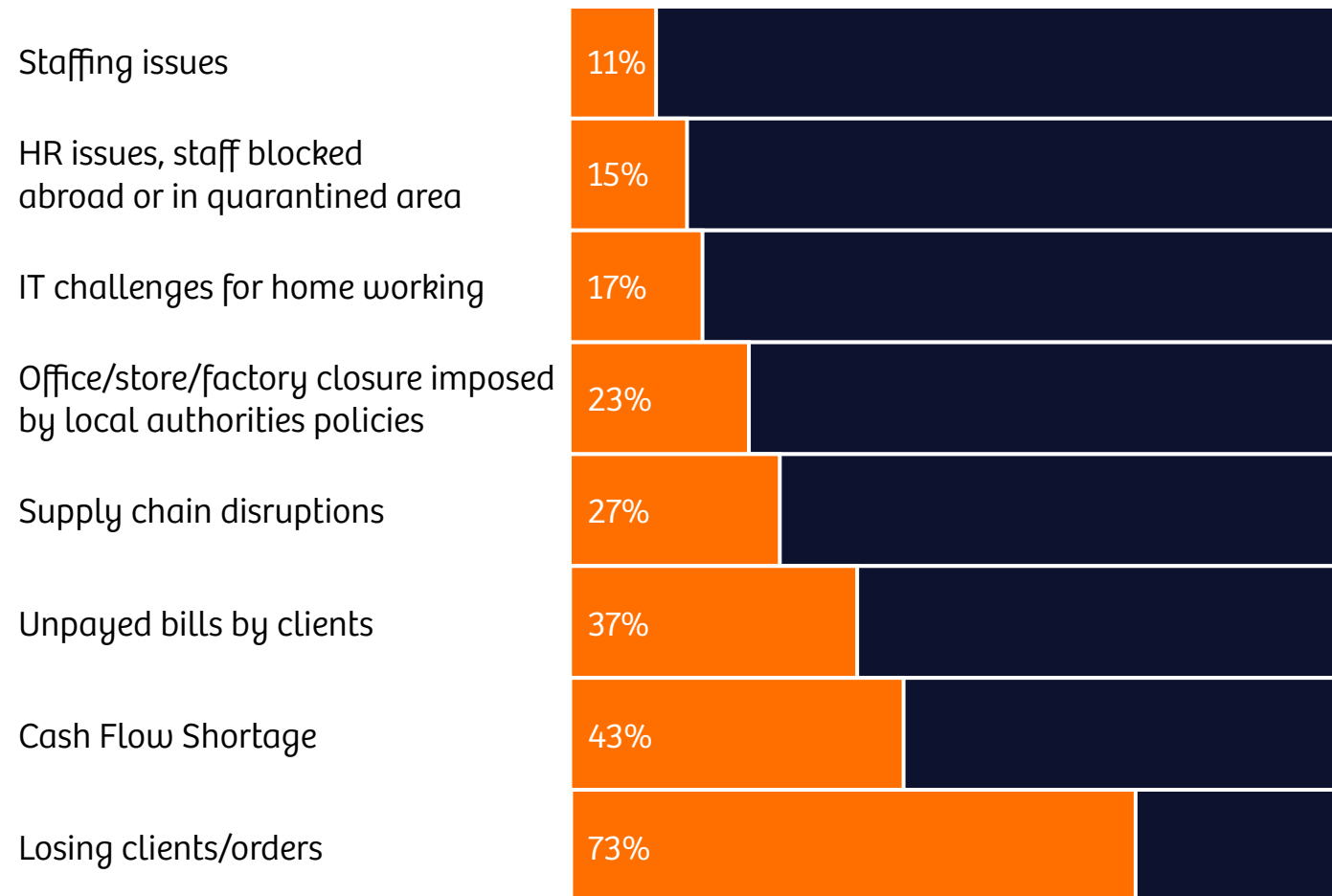
Country of business activities



60% OF DUTCH ENTREPRENEURS EXPERIENCE (MUCH) MORE BARRIERS FOR EXPORTING OR IMPORTING GOODS AND SERVICES. NEARLY 75% HAS LOST CLIENTS AND ORDERS.

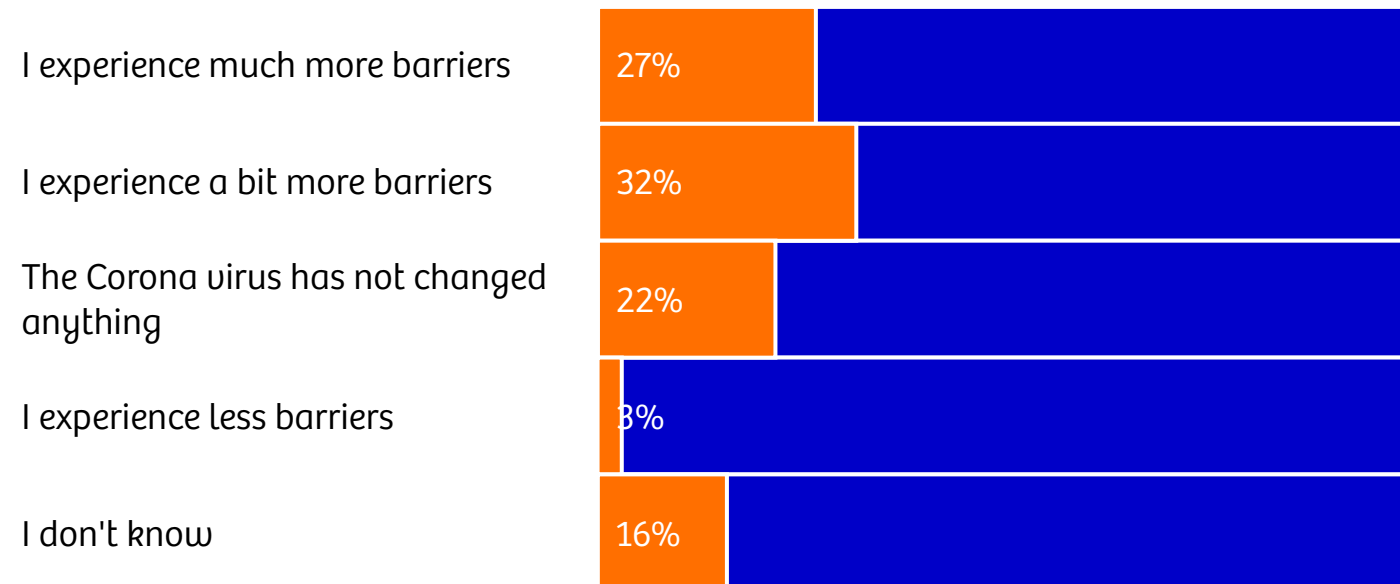
WHICH OF THE FOLLOWING ISSUES HAVE OCCURED (MORE FREQUENTLY) DUE TO THE CORONA VIRUS?

N =747



DO YOU EXPERIENCE MORE TRADE BARRIERS FOR EXPORTING OR IMPORTING GOODS / SERVICES DUE TO THE CORONA VIRUS?

N =394



“Slower delivery from factories in Italy and Spain.”

– Small Dutch business owner in Belgium

“Lack of transport and less trust on safety of product.”

– Dutch business owner in the USA

“Borders being closed, unclear national policies for clients create additional barriers.”

– Large Dutch multinational in Germany

“I cannot get to my business in Russia physically.”

– Mid sized Dutch business owner in Russia

“No return cargo from North to South Europe.”

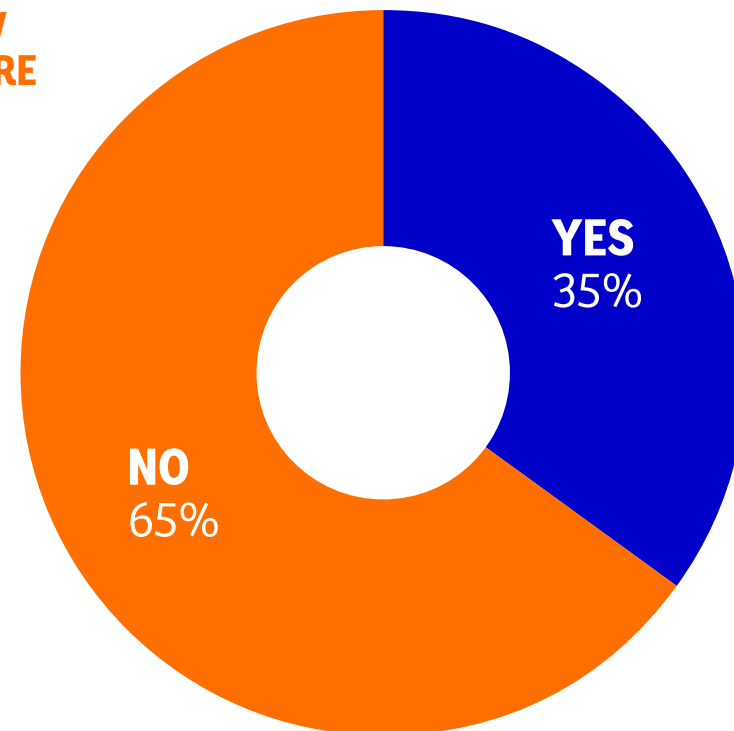
– Mid-sized Dutch business owner in Portugal

“Installation Teams cannot enter client’s countries.”

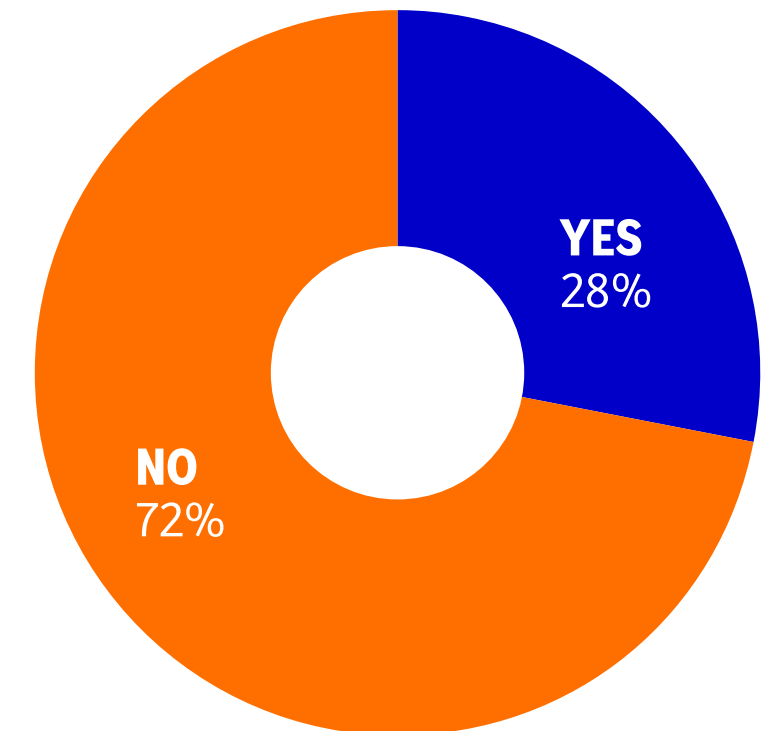
– Large Dutch business in Germany

35% FEELS THAT EXPORT BARRIERS ARE HIGHER FOR FOREIGN LINKED COMPANIES THAN FOR LOCAL COMPANIES. ONE OUT OF FOUR FIND GOVERNMENT POLICIES (VERY) HARD TO COMPLY WITH. 28% OF DUTCH BUSINESS IN THE EU FACE SUPPLY CHAIN DISRUPTIONS

DO YOU FEEL THAT FOREIGN OWNED / LINKED COMPANIES EXPERIENCE MORE EXPORT / IMPORT BARRIERS THAN COMPLETELY LOCALLY OWNED COMPANIES?
N=304



IMPORTING / EXPORTING DUTCH BUSINESS BASED IN EU THAT FACE SUPPLY CHAIN DISRUPTIONS
N= 296



FOR SAFETY REASONS, MANY AUTHORITIES HAVE INTRODUCED RESTRICTIONS TO TEMPER THE IMPACT OF THE CORONA VIRUS. ARE THESE RESTRICTIONS FROM THE AUTHORITIES HARD TO COMPLY WITH?

(1 = NOT AT ALL 5 = VERY HARD AVG = 3/5)

Dutch business find it hard to comply in:

Italy	4.2/5
Spain	3.7/5
Philipines	3.3/5

Dutch business find it easier to comply in:

USA	2.3/5
Germany	2.3/5
Netherlands	2.6/5

“Longer transit times due to border delays and traffic jams, resulting also in higher transport costs for shipments.”

– Dutch business owner of a mid-sized company in Russia

“Make clear that a government has to set the example, in paying salary support in time (doesn't happen), to keep the rules set themselves (they don't), to apply the same measures to civil workers, etc.”

– Mid-sized company of a Dutch group in Romania

“Fewer slots for flights. increased pricing. more administration, implementing precautions, and so on.”

– Mid-sized company in the Netherlands

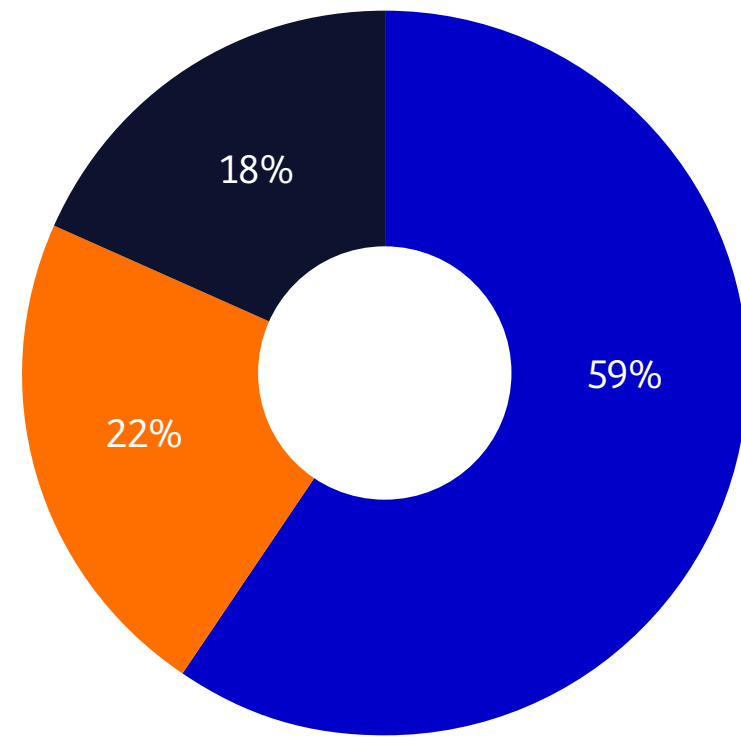
“Less airplanes flying, less vessel sailing, borders closed, new regulations.”

– Dutch business owner of a mid-sized company in Belgium

JUST 18% OF DUTCH BUSINESS ABROAD FEELS SUPPORTED BY THE LOCAL OR NATIONAL AUTHORITIES' SUPPORT MEASURES. TAX DEFERRAL MOST USED MEASURE.

MANY GOVERNMENTS HAVE IMPLEMENTED POLICIES OR MEASURES TO SUPPORT COMPANIES TO DEAL WITH THE CORONA CRISIS. EXAMPLES OF SUCH MEASURES ARE GRANTS, TAX DEFERRAL, REDUCED HOURS COMPENSATION, ETC. TO WHAT EXTENT DO SUCH MEASURES HELP YOUR COMPANY?

N = 754

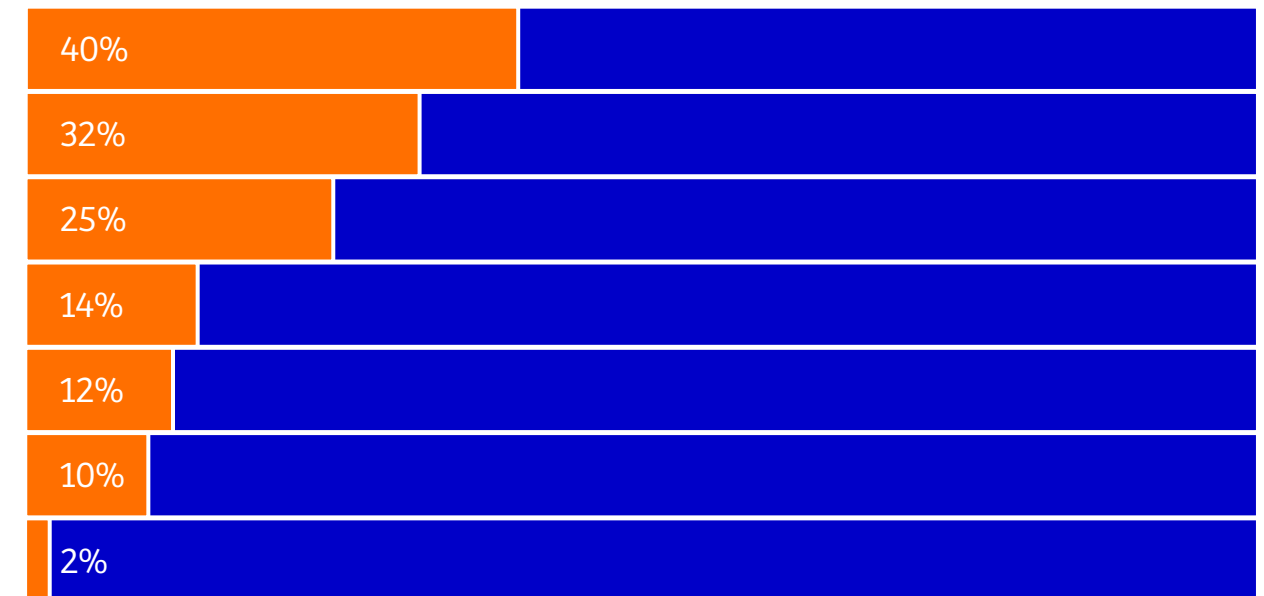


Not helpfull (at all)
Neutral
(Very) helpful

COULD YOU PLEASE INDICATE (MAXIMUM 3) GOVERNMENT STIMULI MEASURES THAT HAVE BEEN HELPFUL FOR YOUR COMPANY?

(N=754)

- Tax deferral / reduction of advance payments
- None
- Compensation of staff wages
- Loans from (government owned) banks
- Emergency aids in the form of grants
- Reduced hours compensation
- Export credit insurance



Best rated support measures

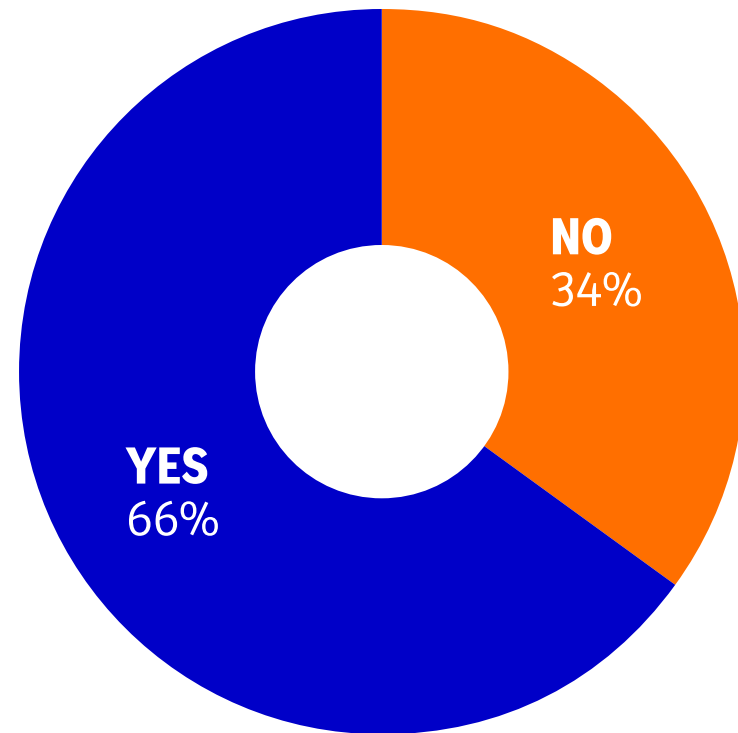
Germany	3.1
Belgium	2.9
Chile	2.7
Netherlands	2.6
France	2.5

Worst rated support measures:

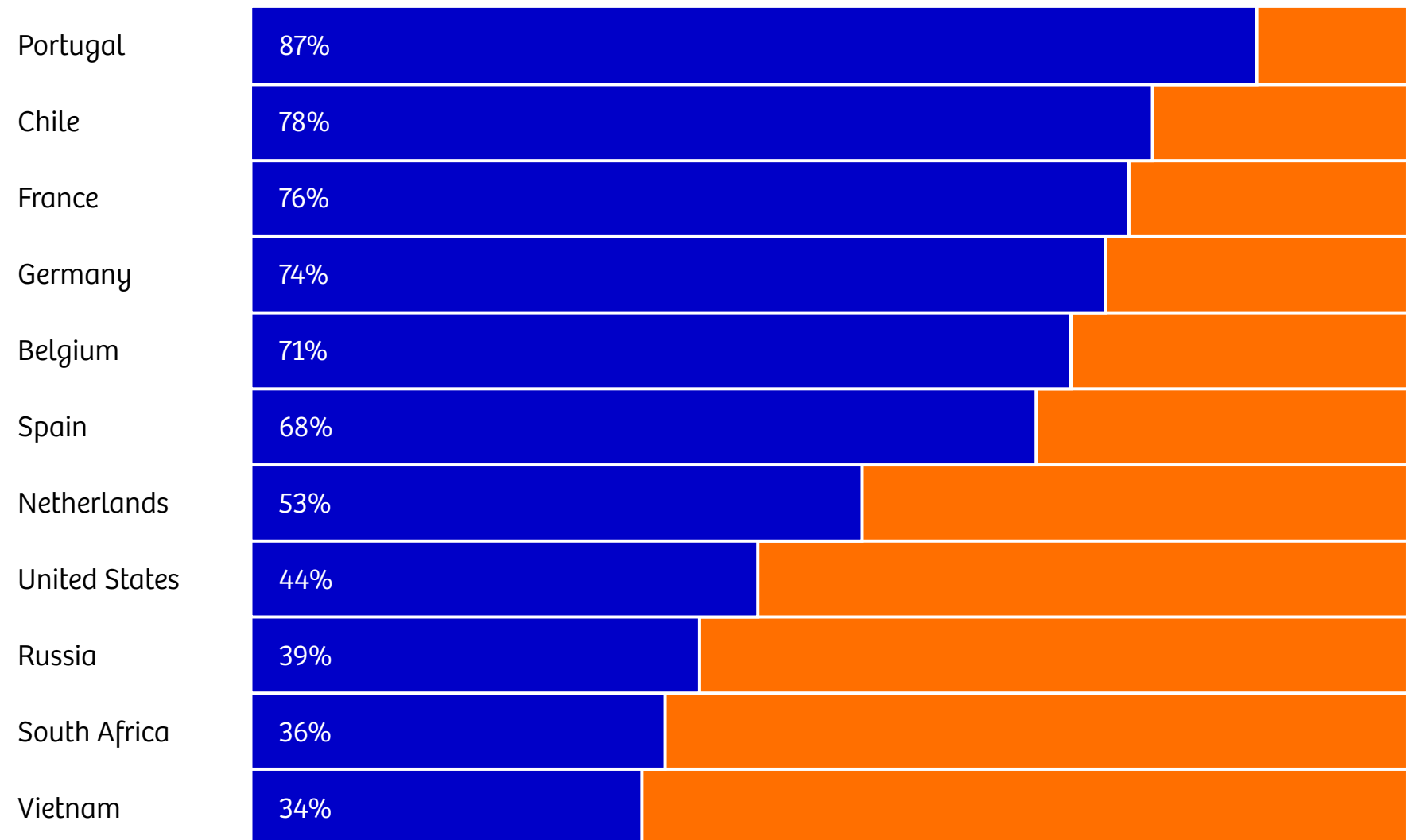
Portugal	2.1
Malaysia	2.0
Spain	2.0
Vietnam	1.8
Indonesia	1.7
Russia	1.5

35% OF DUTCH BUSINESS ABROAD FEEL THAT LOCAL BUSINESS SUPPORT MEASURES FAVOUR LOCAL COMPANIES AND ARE LESS ACCESSIBLE TO BUSINESS WITH A FOREIGN LINK.

DO YOU FEEL THAT THESE STIMULI MEASURES ARE EQUALLY ACCESSIBLE FOR FOREIGN OWNED / LINKED COMPANIES AS THEY ARE FOR LOCAL / NATIONAL COMPANIES?
N= 596, LOCAL AND NL COMPANIES EXCLUDED

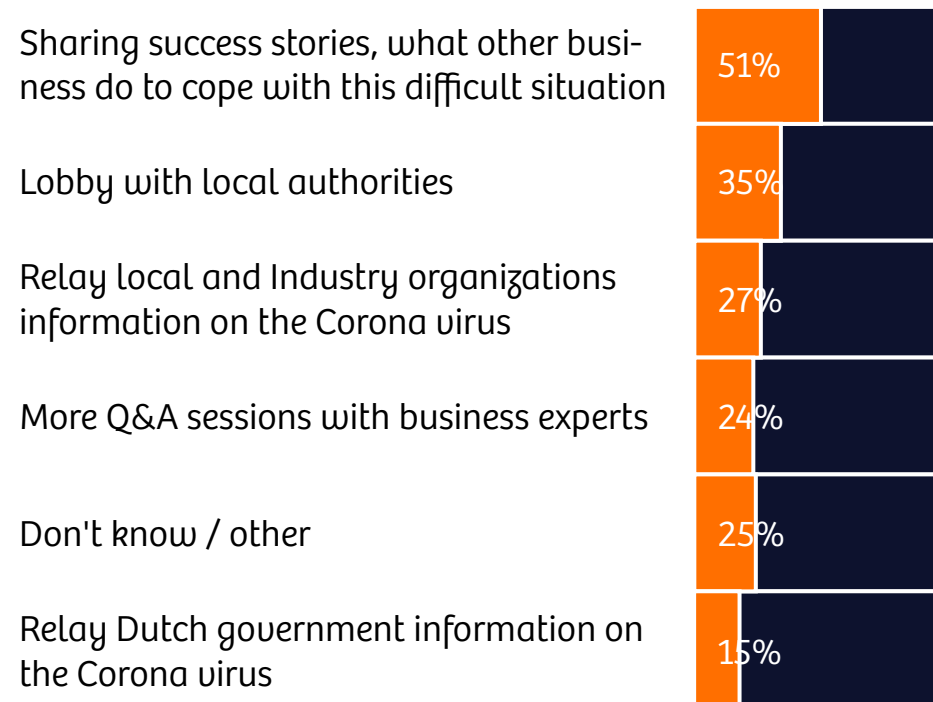


“STIMULI MEASURES ARE EQUALLY ACCESSIBLE”

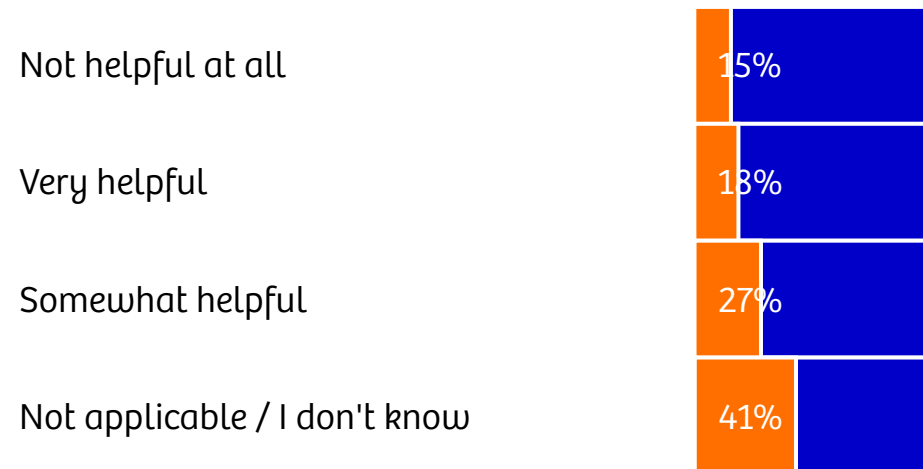


HALF OF DUTCH ENTREPRENEURS ABROAD LOOK FOR INSPIRATIONAL STORIES FROM OTHER ENTREPRENEURS TO DEAL WITH THE CORONA CRISIS. NEARLY HALF FEELS SUPPORTED BY THE ACTIVITIES OF NL BUSINESS HUBS AND BILATERAL CHAMBERS OF COMMERCE.

WHAT KIND OF SUPPORT WOULD YOU LIKE YOUR LOCAL BILATERAL BUSINESS CHAMBER / BUSINESS NETWORK TO OFFER YOU? N= 641



HOW HELPFUL HAVE THE ACTIVITIES OF YOUR LOCAL BILATERAL BUSINESS CHAMBER / BUSINESS NETWORK BEEN FOR YOUR COMPANY SINCE THE OUTBREAK OF THE CORONA VIRUS? N=640



Best scoring business councils: (% that answered helpful or very helpful)

- MDBC, Malaysia
- NTCC, Thailand
- NBC, Dubai
- DCCP Philippines

HOW HELPFUL HAVE THE ACTIVITIES OF THE DUTCH GOVERNMENT BEEN TO YOUR COMPANY DURING THE CORONA CRISIS? N=616

