

2nd COVID-19

Pulse Survey Results

As we move into the summer months, we are well into 2020 and the effects of COVID-19 on our everyday lives. In our efforts to continue to understand how the pandemic is impacting our clients and their organizations, BSI (US) conducted a second Pulse Survey in June/July 2020 that was very similar to the our **first survey** in April.

Respondents shared how well prepared they felt they were ahead of the pandemic, what portions of their operations were affected the most, and where they currently see themselves in their road to recovery and resiliency.

“As with the first pulse survey in April, this second survey shows that businesses seem to have adapted quickly – out of necessity – to the challenges the pandemic has presented. Whether moving to remote work, pivoting to manufacturing other products, or taking the opportunity to do self-assessments aimed at helping to better prepare for future disruptions. BSI’s goal remains to be a trusted partner for our clients to help them as they reopen, rebuild, and strengthen their businesses during this time.”

Tim Wren, Regional Commercial Director, BSI Americas

2nd Pulse Survey key findings include:



Impact

BSI has identified four key phases of the pandemic response: survive, stabilize, rebuild, and resilience. Since the first survey in April 2020, organizations have made significant progress in adjusting to, and preparing for, the next normal, **with 60 percent reporting that they are in the recovery or resilience phase; nearly 8 percent greater than in the first survey.** The number reporting they are in the survival phase dropped by half, from 10 percent to 5 percent.



Top Concerns

While **employee safety and sales recovery remain chief concerns for business leaders,** fears for the future, such as when a vaccine will be developed and the impacts of a potential second wave of COVID-19, as well as the overall health of the economy, are much more prevalent now than in April.



Supply Chains

More than six months into the pandemic, more than **half of all respondents are still experiencing issues in their supply chain at the manufacturing site and nearly 30 percent of respondents are looking to make long-term changes to their supply chain including how materials are sourced and transported,** underscoring the fact that organizations continue to experience ongoing, unresolved supply chain woes.



Remote Working

In addition, organizations reported they've become much more accepting of the fact that remote working does not appear to be going away any time soon; **nearly half (47 percent) expect at least 25 percent or more of their workforce to continue to work remotely after the pandemic subsides – nearly double what the April survey showed.**

However, due to remote working, **40 percent of respondents** also cited they are experiencing increased information security issues from phishing emails and VPN overload.