



**COVID-19**  
RESPONSE

# InterTradeIreland Webinar 22-05-2020

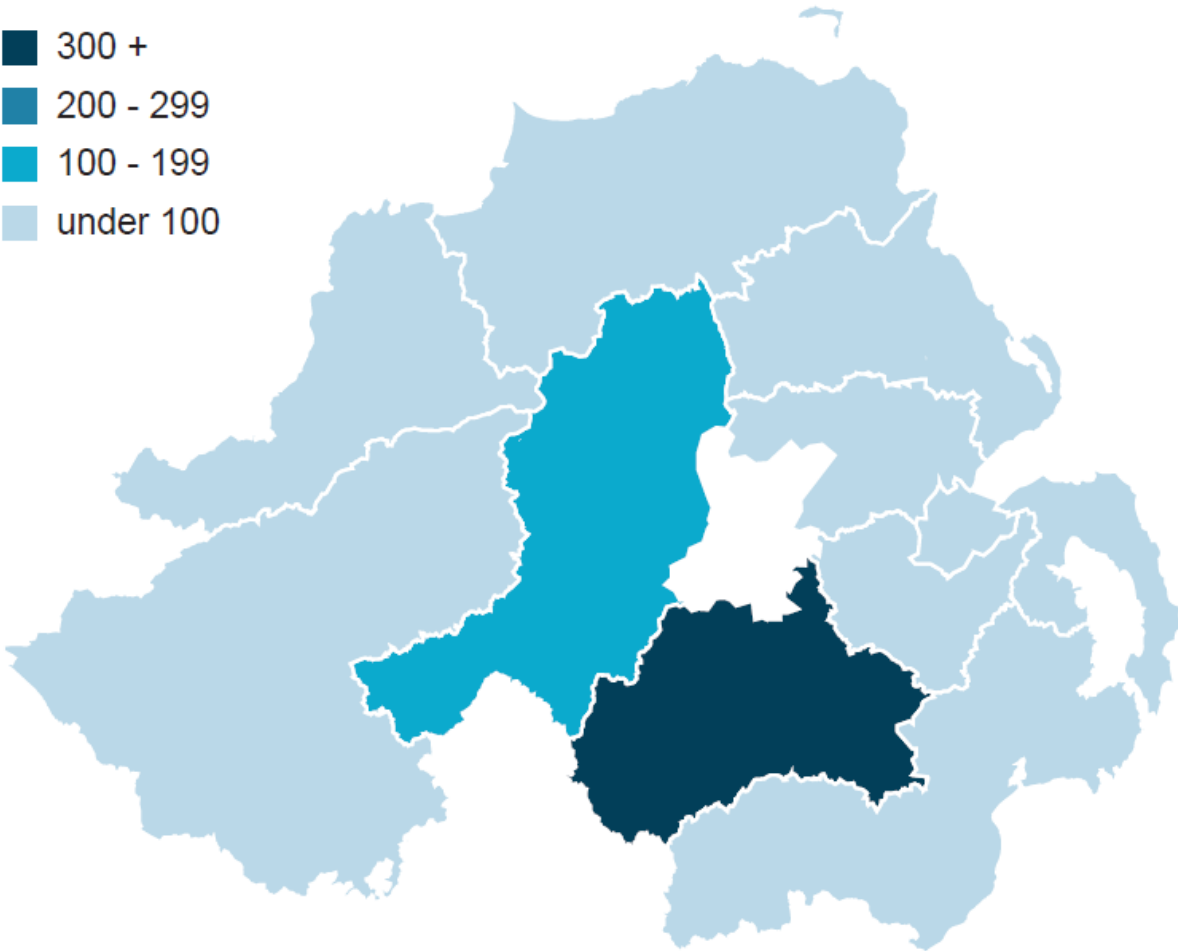
Donal Durkan - Executive Director, Strategy

# Workers Being Made Redundant or Furloughed by Council Area 16th March - 15th May 2020



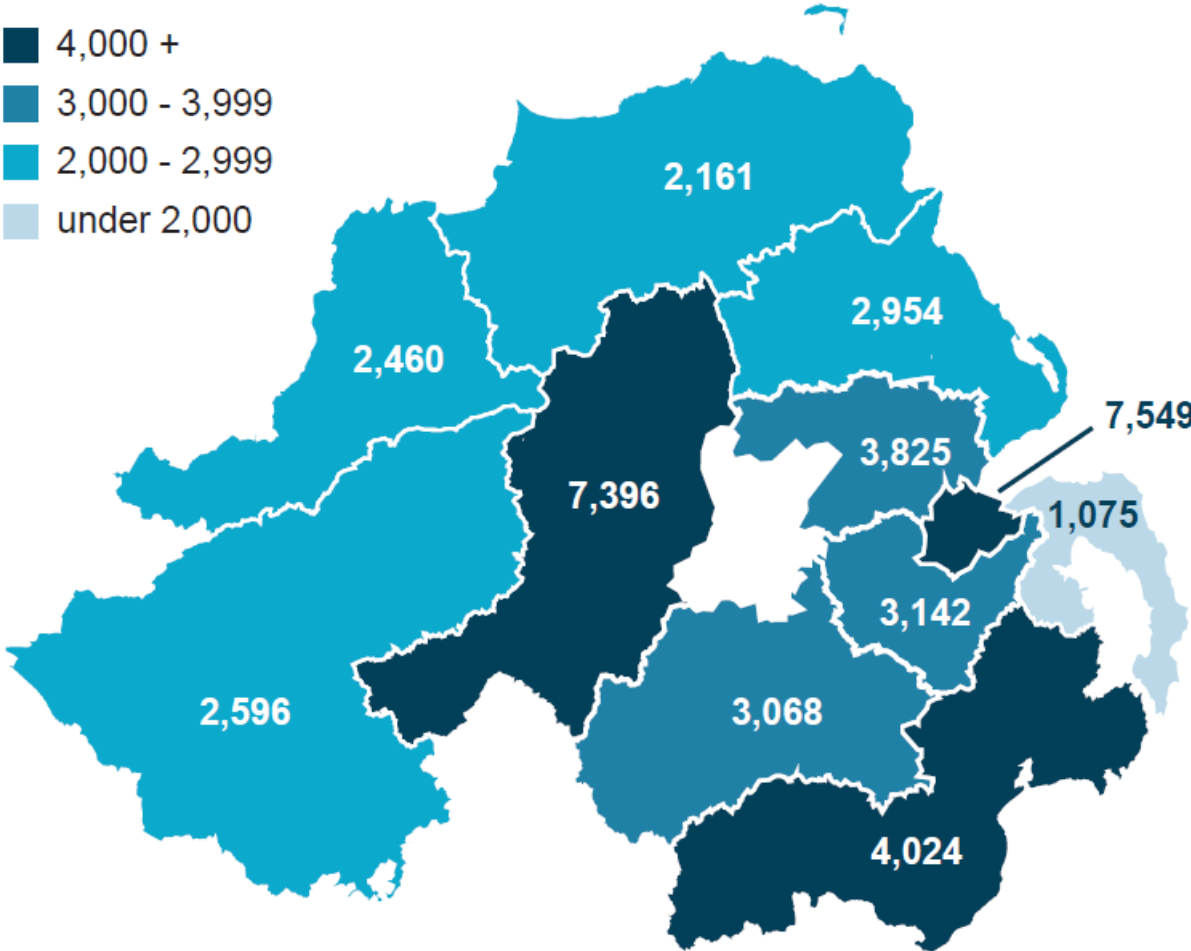
## Redundancies

- 300 +
- 200 - 299
- 100 - 199
- under 100



## Furloughed Workers

- 4,000 +
- 3,000 - 3,999
- 2,000 - 2,999
- under 2,000



# UK Government and NI Executive Emergency

## - Seeking to Limit the immediate Economic Damage



### Fiscal/Financial Supports

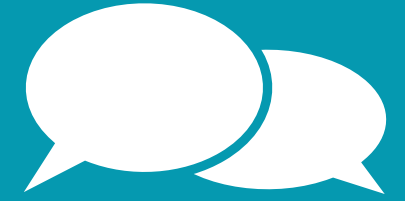
- » Coronavirus Business Interruption Loan Scheme
- » Covid-19 Job Retention Scheme
- » Business Rates relief
- » Small business grant schemes
- » Self-employed income support scheme
- » Bounce Back Loan Scheme
- » Future Fund
- » NI Hardship Fund

### Easements/Flexibilities

- » HMRC Time to Pay
- » VAT Deferral
- » Mortgage holidays & other financial services support
- » Statutory Sick Pay rebates
- » Accelerating supplier payments

**EMERGENCY SUPPORT ONLY!**

# Customer Interaction - Feedback



We have now completed 1,650 structured customer interviews to understand:

- » What factors impacted when lockdown commenced
- » What support packages have been utilised
- » What are major issues that customers envisage as they plan to come out of lockdown
- » Resultant sectoral issues arising



# Customer Interaction

## Respondents - Company Scale



Sector	No. of Co's 1650	Micro 0-10 731	Small 11-50 574	Medium 51-250 264	Large >250 81
Aerospace & Defence	38	16%	53%	18%	13%
Agri - Food	188	40%	26%	22%	12%
Construction	255	27%	45%	24%	3%
Materials Handling	71	23%	42%	28%	7%
General Manufacturing	409	47%	37%	12%	3%
Financial & Bus Services	293	52%	30%	12%	7%
ICT	282	55%	32%	12%	1%
Life & Health Sciences	74	61%	26%	9%	4%
Tourism Accomodation	44	48%	27%	20%	5%
<b>TOTAL</b>	<b>100%</b>	<b>44%</b>	<b>35%</b>	<b>16%</b>	<b>5%</b>

# Customer Interaction

Covid-19 - factors impacting companies beyond lockdown



Sector	No. of Co's	Market Decline	Supply Chain	Staff & Skills	Govt. Policy Social Distancing	Cash Flow	Remote Working Capability	Travel Restrictions
Aerospace & Defence	38	82%	29%	5%	29%	50%	5%	11%
Agri - Food	188	63%	14%	7%	34%	26%	5%	14%
Construction	255	72%	37%	9%	49%	42%	7%	29%
Materials Handling	71	80%	35%	8%	44%	42%	8%	14%
General Manufacturing	407	69%	32%	5%	31%	36%	9%	17%
Financial & Bus Services	291	60%	12%	9%	40%	33%	9%	32%
ICT	282	67%	7%	7%	32%	49%	6%	41%
Life & Health Sciences	74	45%	31%	5%	24%	27%	8%	26%
Tourism Accomodation	44	80%	9%	7%	43%	59%	0%	77%
<b>TOTAL</b>	<b>1650</b>	<b>67%</b>	<b>22%</b>	<b>7%</b>	<b>36%</b>	<b>38%</b>	<b>7%</b>	<b>27%</b>

# Alignment of Customer Feedback to Recovery Plan



## *CUSTOMER FEEDBACK*

*Key Issues & barriers and Suggested Areas of Support*

## *Economic Recovery - Core Priorities*

Implementation of social distancing in workplace

1 Working Safely 

Support with automation/adoption of industry 4.0 technologies e.g. robotics/AI to secure future competitiveness

Support to gear up for anticipated increased demand for on-line selling

Support to adapt to virtual & remote working practices

2 Digital First 

Supply chain bottlenecks

Re-shoring opportunities

3 Build Robust Supply Chains 

Support to ease cashflow in next few months

Large Company Capital support

Increased marketing & trade support

Move to permanent remote working and other sectoral opportunities for FDI

Investment in re-skilling needed for longer term competitiveness

4 Competitiveness & Growth 

Support to encourage R&D activity

Support for innovation to supply NHS products and services

5 Expand NI Grand Challenge 

# Success Stories and Business as usual



VENTILATOR CHALLENGE | **UK**

**Engineering**



**bloccblinds**

**A** Armstrong Medical



**o'neills**



*The* **ECHLINVILLE** DISTILLERY



**DINSMORE**  
— TEXTILE EXPERTS —

**hunter**

Invest Northern Ireland 



# Responding to the COVID-19 Challenge



## Managing Business Offers of Support

- » From early March Invest NI has worked with the buyers from CPD and Department of Health on the offers of support

Type of Support	
PPE	138
Sanitiser	26
Testing	12
Ventilators	79
Other suppliers and support	150

- » Successful supplies of Scrubs, Visors and Sanitiser
- » Focus now on key items
  - Gowns
  - Masks

## Directing and Guiding Companies

- » Working with companies to provide advice and information on:
  - Industrial and manufacturing standards
  - Intellectual property (patents, trademarks, design right and copyright)
- » Ventilator Challenge UK consortium
- » Helping companies ramping up
- » Guiding to National and Regional support
  - National  
<https://www.gov.uk/coronavirus-support-from-business>
  - Regional  
<https://www.nidirect.gov.uk/services/coronavirus-covid-19-how-your-business-can-help>

# Headline indicators for nibusinessinfo.co.uk

Report date: May 11 - May 17, 2020

**Coronavirus visits**  
(Total since: 13 Feb 2020) **487,064**

**Coronavirus page views**  
(Total since: 13 Feb 2020) **1,106,027**

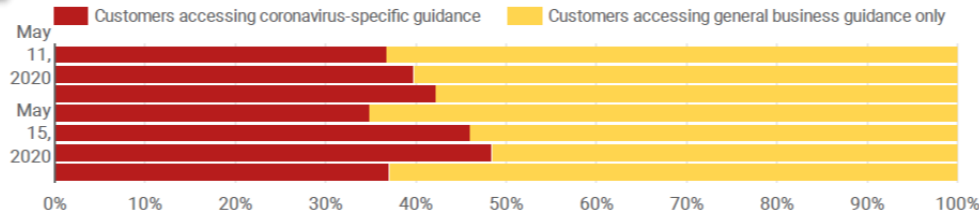
**This week**

	all nibusinessinfo.co.uk	coronavirus content
Customer visits	172,499	58,659
Customer page views	315,258	136,027

**Signposting links**  
(total since 13 Feb 2020)  
**373,119**  
clicks

**Summary PDF**  
(total since 24 Mar 2020)  
**34,834**  
downloads

**Campaign page**  
(total since 18 Mar 2020)  
**225,054**  
page views



Since 13 February 2020 nibusinessinfo.co.uk has been publishing specific guidance for local businesses on the main issues arising from the coronavirus outbreak.

## Top 10 | Coronavirus-specific guidance

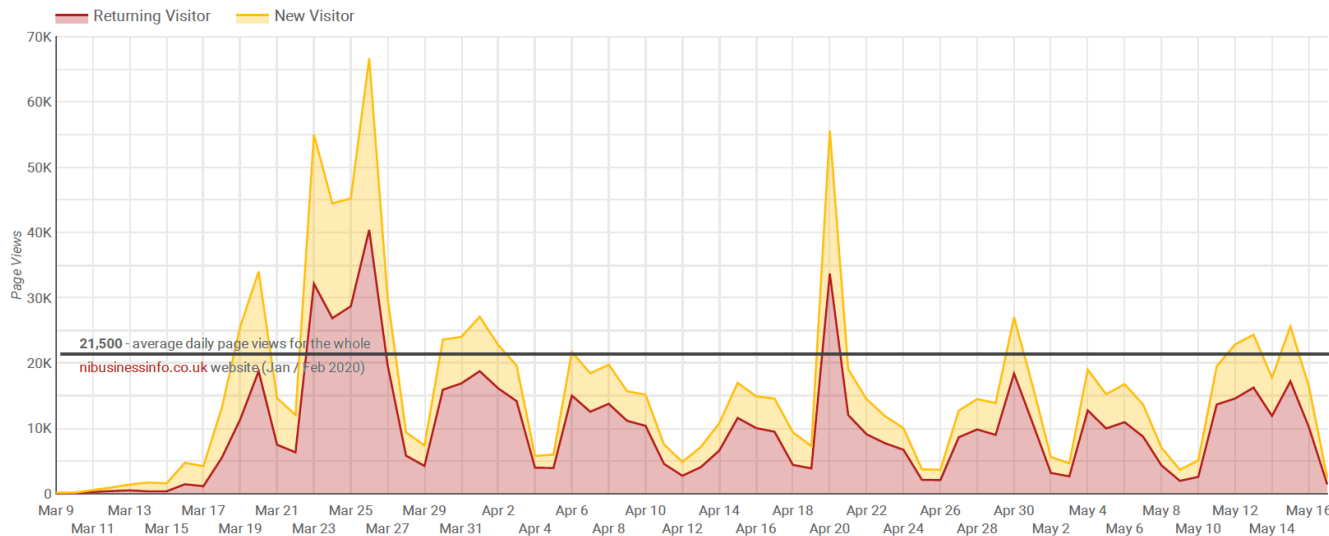
Page Title	Views
1. Coronavirus updates: Support for your business	29,602
2. Coronavirus: £10,000 Small Business Support Grant Scheme	17,188
3. Coronavirus: NI Micro-business Hardship Fund	13,678
4. Coronavirus: New Hardship Fund announced	9,339
5. Coronavirus: 20 May deadline approaching on local grant schemes	6,165
6. Coronavirus: Claim a grant through the Self-Employment Income Supp...	6,088
7. Coronavirus business support	6,063
8. Coronavirus: £25,000 Retail, Hospitality, Tourism and Leisure Grant	5,988
9. Coronavirus: £10,000 Small Business Grant for rental properties and To...	5,487
10. Coronavirus: Get ready to apply for the NI Micro-business Hardship Fund	4,516

With over 8,000 pieces of general business guidance, tracking customer usage across the whole nibusinessinfo.co.uk site gives further insight into issues caused by COVID-19.

## Top 10 | General guidance

Page Title	Views
1. Advantages and disadvantages of employees working at home	2,983
2. News	2,676
3. Small Business Rate Relief	2,543
4. Business benefits of corporate social responsibility	2,357
5. Benefits of computer networks	2,089
6. Payment terms - commonly used invoice payment terms and their m...	1,907
7. Product life cycle strategies	1,712
8. Advantages and disadvantages of digital marketing	1,546
9. Advantages and disadvantages of using social media	1,491
10. Advantages and disadvantages of franchising	1,486

## Timeline - customer page views of coronavirus content





## Resources



This section outlines the range of resources, including recorded webinars and online tutorials, you can access key business areas to help manage and address the current challenges.

Some of the support may be subject to eligibility criteria. To find out more, contact your Invest NI Client Executive or call our Business Support Team on 0800 181 4422.

### Webinar: Business Interruption Loan Scheme

Recording of a webinar developed in partnership with the British Business Bank, Danske Bank UK and Grant Thornton covering key features, eligibility criteria, preparing your application and Q&A.

[Watch now »](#)

### Webinar: Coronavirus Job Retention Scheme

Recording of a webinar developed in partnership with A&L Goodbody on the Coronavirus Job Retention Scheme, covering eligibility criteria, key concerns, alternative options and Q&A.

[Watch now »](#)

### Webinar: Measures to manage a crisis

Recording of a webinar developed in partnership with PwC on the short and medium term impact of COVID-19 including liquidity requirements, cashflow considerations and government support.

[Watch now »](#)


### Tutorial: Managing cash flow during COVID-19

This tutorial outlines key actions to help improve cash flow, including regular forecasting, managing your debtors and creditors and accessing government support to improve liquidity.

[Watch now »](#)

### Tutorial: Using lean to drive competitiveness

This tutorial explains what lean thinking is and how to apply it to your business. You will learn how to identify current 'waste' in your business, how you can fix them and the resulting benefits.

[Watch the tutorial](#) 

### Tutorial: Plan and choose the best plant layout

Organising business processes is critical during the COVID-19 crisis. This tutorial explains the principles that underpin good plant layout and will help you to plan a new layout and choose the best process.

[Watch now](#) 



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RESPONSE

# Thank You

We have made every effort to ensure that the information provided in this seminar is accurate, but we cannot accept responsibility for the consequences of any action you take in reliance on its contents. If following the seminar you have any matters which you would like to discuss, please contact Donal Durkan at [donal.durkan@investni.com](mailto:donal.durkan@investni.com)

[www.investni.com](http://www.investni.com)

**Invest NI Business Support Team**

**0800 181 4422**

[www.nibusinessinfo.co.uk](http://www.nibusinessinfo.co.uk)