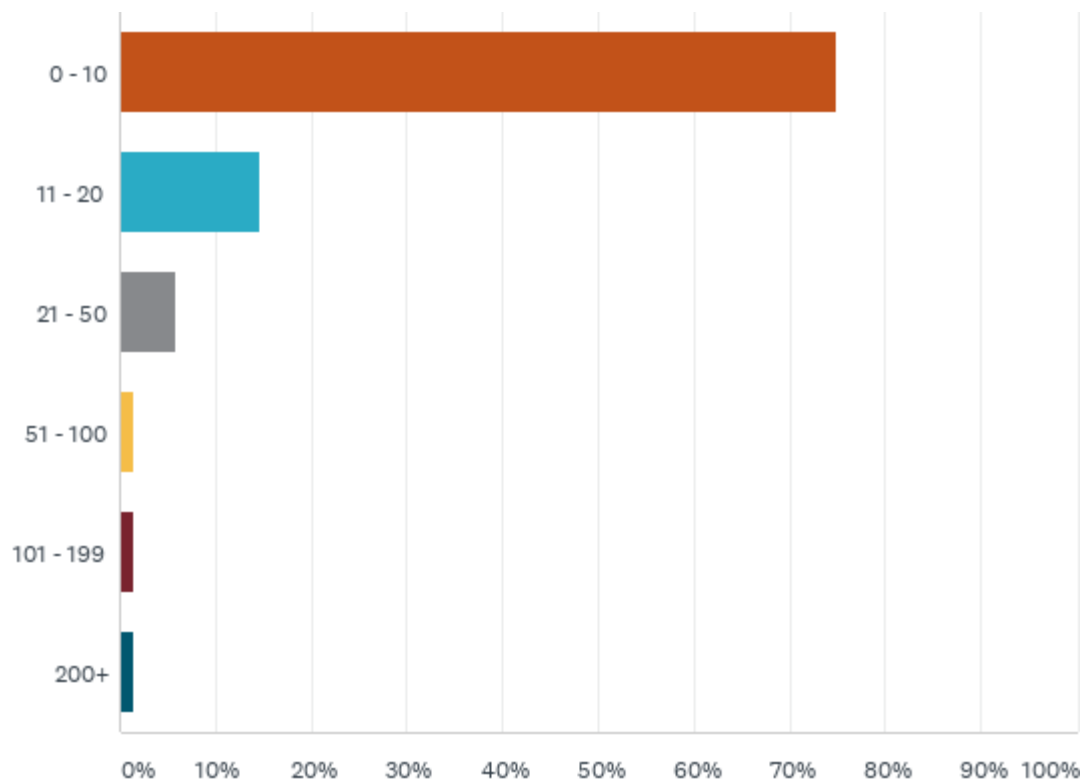


COVID-19 Impact Survey: October 2020 (looking back at September)





Q1: How many branches do you have?

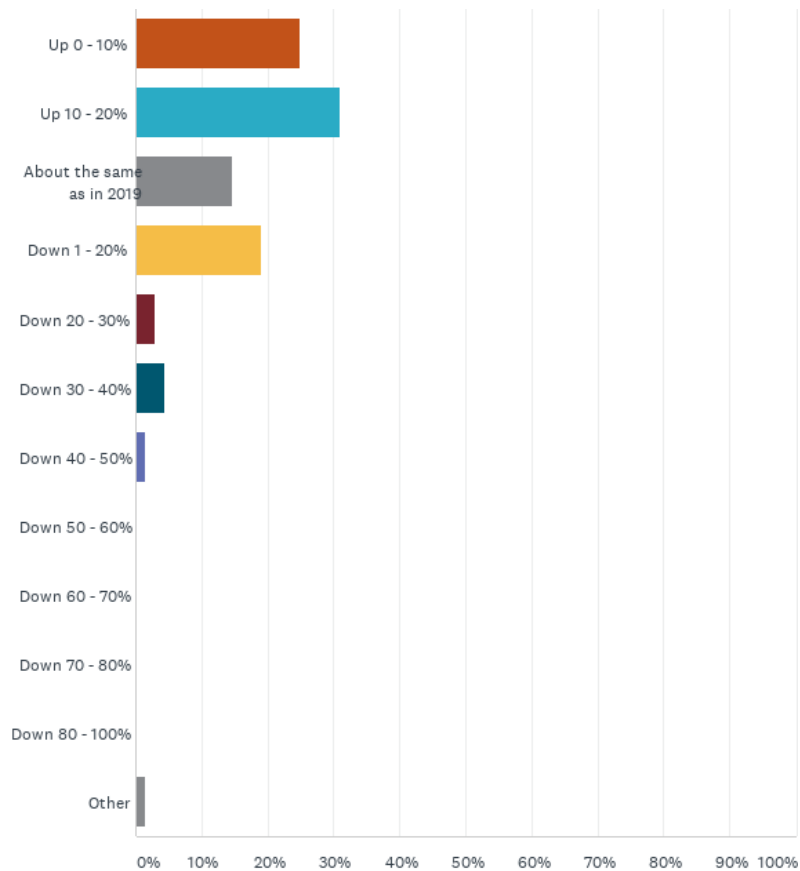


ANSWER CHOICES	RESPONSES
0 - 10	75.0% 51
11 - 20	14.71% 10
21 - 50	5.88% 4
51 - 100	1.47% 1
101 - 199	1.47% 1
200+	1.47% 1
TOTAL	68

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q2: To what extent has your turnover has been affected when comparing September 2020 to September 2019?

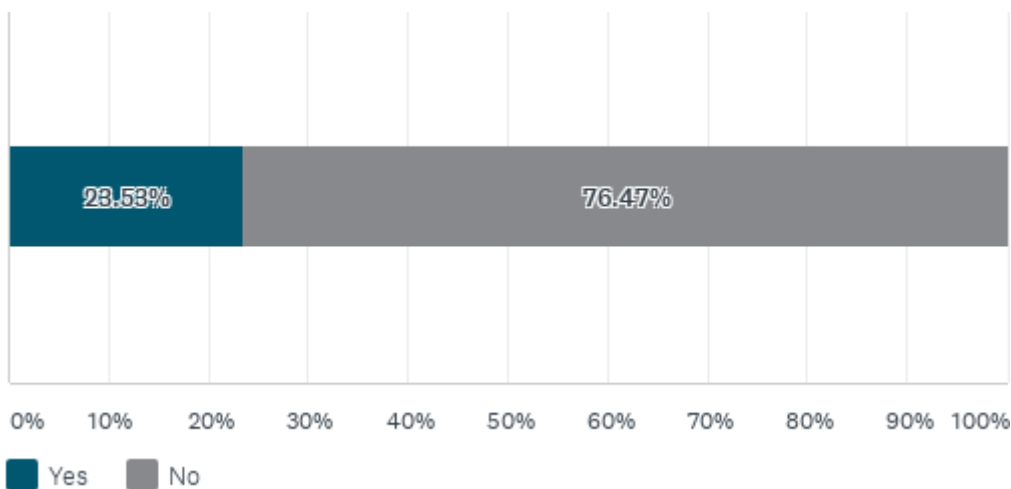


ANSWER CHOICES	RESPONSES
Up 0 - 10%	25.0% 17
Up 10 - 20%	30.88% 21
Around the same as in 2019	14.71% 10
Down 1 - 20%	19.12% 13
Down 20 - 30%	2.94% 2
Down 30 - 40%	4.41% 3
Down 40 - 50%	1.47% 1
Down 50 - 60%	0.0% 0
Down 60 - 70%	0.0% 0
Down 70 - 80%	0.0% 0
Down 80 - 100%	0.0% 0
TOTAL	68

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q3: Has your business been affected by Test and Trace?

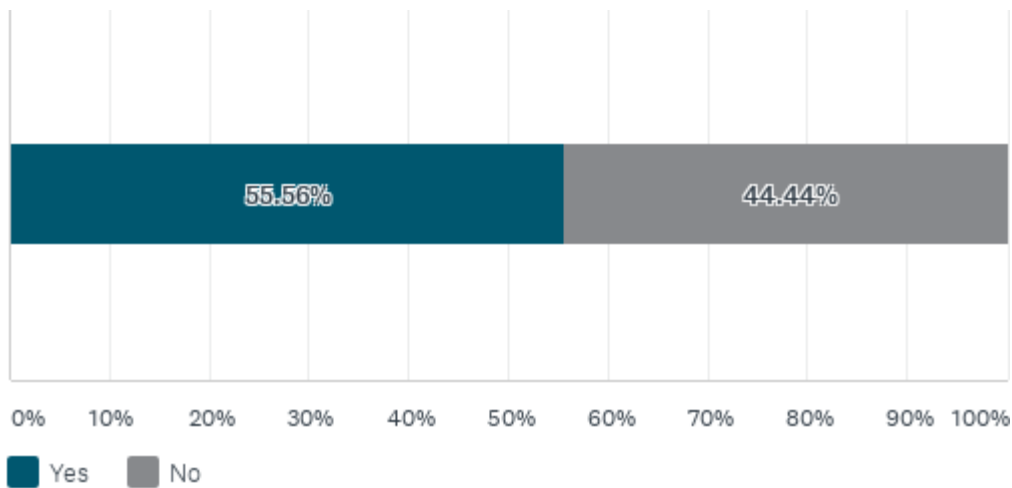


ANSWER CHOICES	RESPONSES	
Yes	23.53%	16
No	76.47%	52
TOTAL		68

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q4: Have you brought furloughed staff back into your business during September 2020?

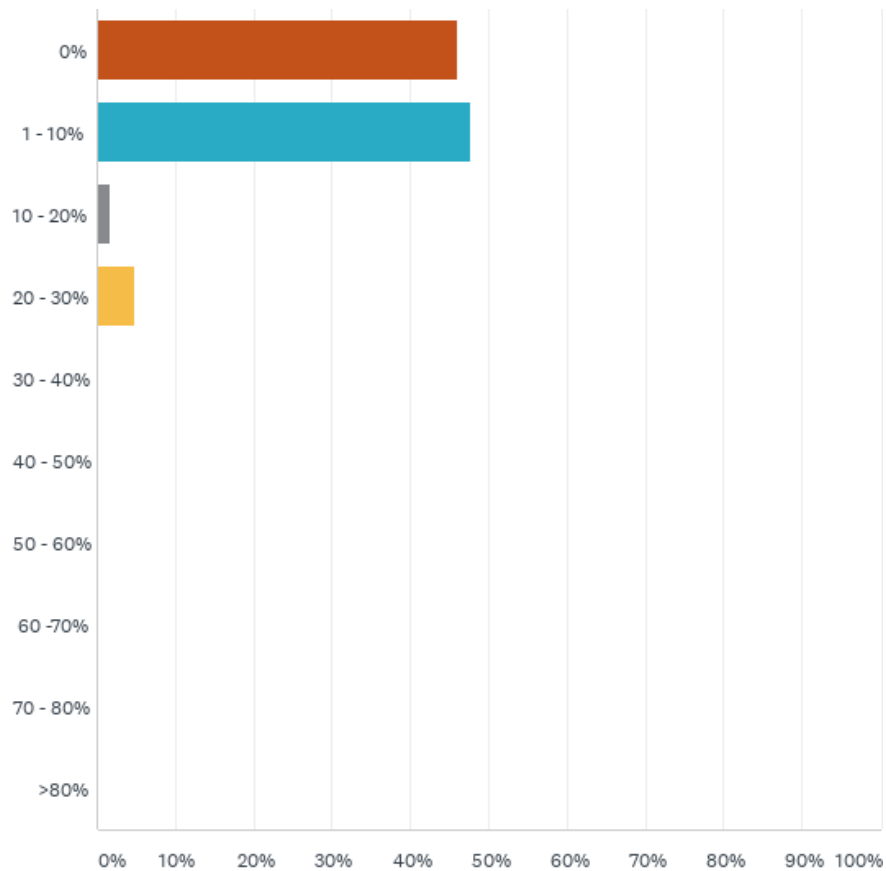


ANSWER CHOICES	RESPONSES	
Yes	55.56%	35
No	44.44%	28
TOTAL		63

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q5: What percentage of your team is still on furlough?

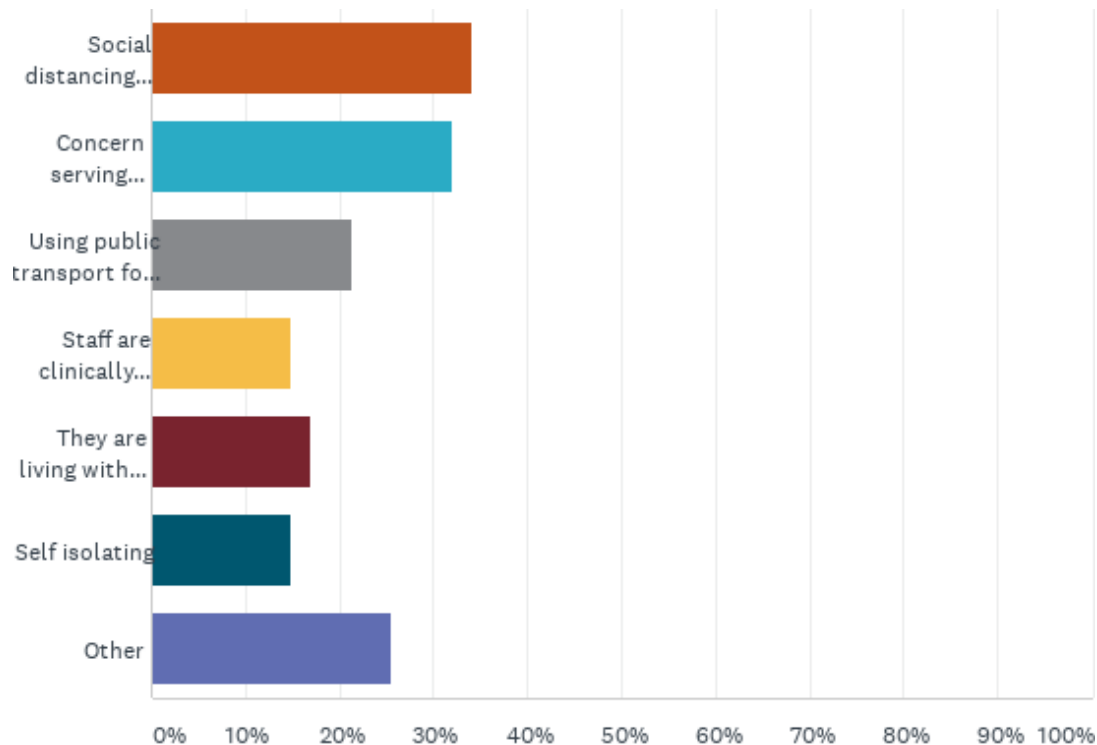


ANSWER CHOICES	RESPONSES	
0%	46.03%	29
1 - 10%	47.62%	30
10 - 20%	1.59%	1
20 - 30%	4.76%	3
30 - 40%	0.0%	0
40 - 50%	0.0%	0
50 - 60%	0.0%	0
60 - 70%	0.0%	0
70 - 80%	0.0%	0
80 - 100%	0.0%	0
TOTAL		63

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q6: If your teams have raised concerns over returning to work, which of the following reasons have your team cited?

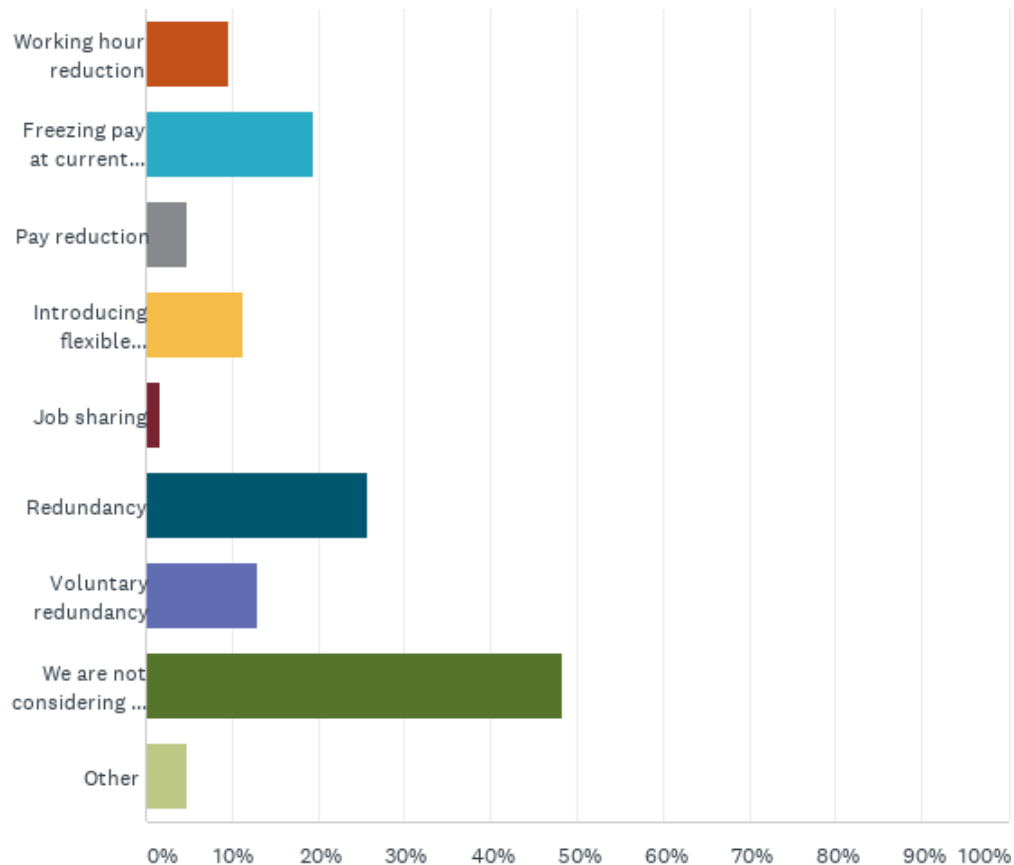


ANSWER CHOICES	RESPONSES
Social distancing concerns between members of staff	34.04% 16
Concern serving customers, in regards to social distancing	31.91% 15
Using public transport for travel to and from place of work	21.28% 10
Staff are clinically vulnerable or extremely clinically vulnerable	14.89% 7
They live with a clinically vulnerable or extremely clinically vulnerable person	17.02% 8
Self isolating	14.89% 7
Other	25.53% 12
TOTAL	47

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q7: Your people are your most important asset but some businesses are facing difficult decisions. Is your business considering any of the following?

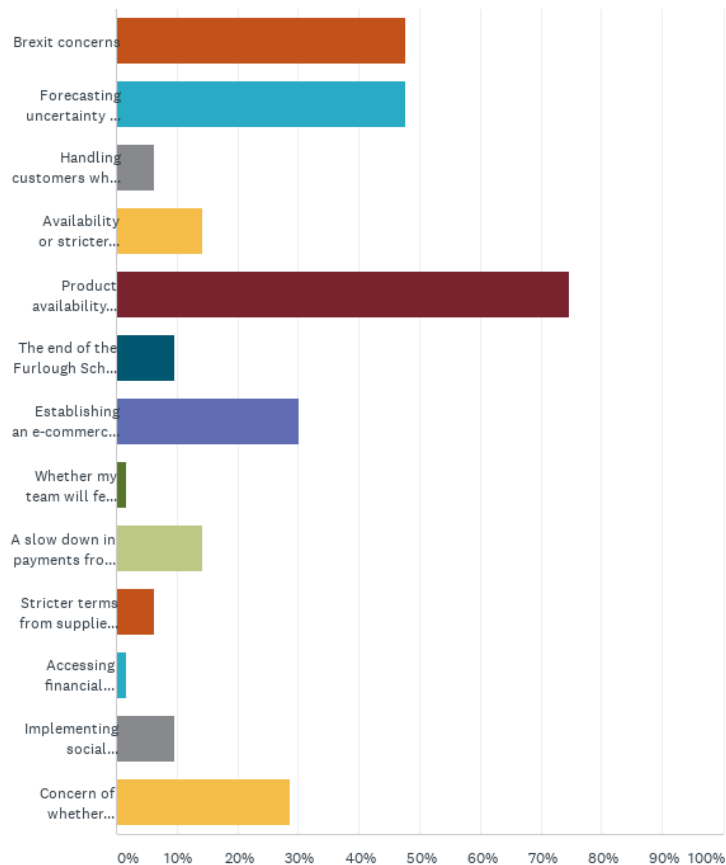


ANSWER CHOICES	RESPONSES
Working hour reduction	9.68% 6
Freezing pay at current levels	19.35% 12
Pay reduction	4.84% 3
Introducing flexible working arrangements	11.29% 7
Job sharing	1.61% 1
Redundancy	25.81% 16
Voluntary redundancy	12.9% 8
We are not considering any of the above	48.39% 30
Other	4.84% 3
TOTAL	62

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q8: Which three business challenges are your most pressing at this time?



Answer Choices	Responses	Count
Brexit concerns	47.62%	30
Forecasting uncertainty and challenges	47.62%	30
Handling customers who don't respect social distancing measures or wear face coverings	6.35%	4
Availability or stricter terms of Trade Credit Insurance concerns	14.29%	9
Product availability from suppliers	74.6%	47
The end of the Furlough Scheme on 31 October 2020 which is being replaced by the less generous Job Support Scheme	9.52%	6
Establishing an e-commerce operation to meet changing customer demands	30.16%	19
Whether my team will feel safe returning to work	1.59%	1
A slow down in payments from customers causing cash flow challenges	14.29%	9
Stricter terms from suppliers causing cash flow challenges	6.35%	4
Accessing financial support through the Government's schemes	1.59%	1
Implementing social distancing changes to enable us to trade	9.52%	6
Concern of whether customers will remain viable and return	28.57%	18
Other challenges not listed above:		2
TOTAL		63

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q9: Which product areas are you experiencing supply problems?

A Sample of the respondent's answers

- Generally not seeing too many issues
- All products affected by price increases have been difficult
- Products from China
- Just general stock availability across many brands.
- No issues experienced
- There are problems with some suppliers at certain times and with other suppliers at all times across different product lines
- A plethora of wiring accessories, most notably weatherproof, were the first indication. More recently, suppliers who import from china seem to struggle across the board.
- Commodity lines, most of which come from the far east
- A good cross section of suppliers.
- All areas

Statistics

38% of respondents reported a shortage in cable supply

16% have found there to be a shortage in lighting supply

25% reported challenges in obtaining wiring accessories, consumer units or components

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q10: In your opinion what are the reasons behind product availability issues?

- Insufficient UK distributor inventory
- It seems as though the virus has been used as a reason to delay supply and force prices up
- Ports and docks delays alongside large increase in demand.
- Supply chain issues because global demand has caused an unexpected increase in demand in UK and abroad
- Furloughed staff at the manufacturers
- LEDs imported from Asia and cable is a minefield
- Poor forecasting by suppliers
- Manufacturers failing to gear up for an increase in trade and probably too slow to un-furlough staff
- Certain products have been hit hard due to Covid-19 such as outdoor products: weatherproof, infra red heating, decking lights etc. This may have also taken suppliers eye off the ball of general stock availability on normal day to day products. Brexit obviously has its own issues we will need to be aware of to!!
- Covid-19 freight shipping costs
- Raw material shortages
- Suppliers reduced orders from China earlier in the year and didn't anticipate market demand in the following months
- So much product is shipped from China and suppliers find it costly to react to a quick upturn in business. They are reluctant to admit it but it seems many of their staff are still on furlough.
- Lower factory productivity due to Covid working restrictions. The upswing in demand in mainland China.
- Manufacturing delays caused by Covid restrictions



SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q10: In your opinion what are the reasons behind product availability issues?

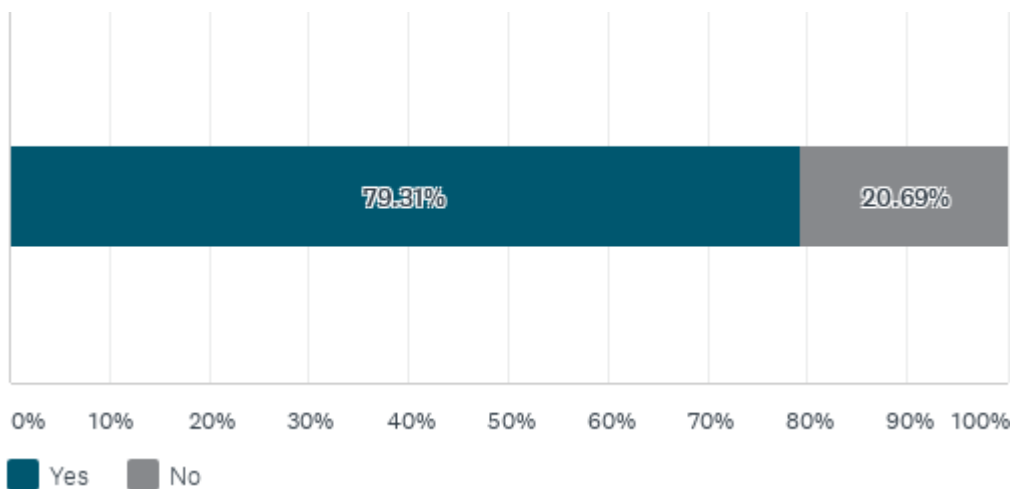
- Manufacturers failing to get all workforce back from furlough
- Manufacturing of these products not returning to normal levels quick enough
- Supply issues from China. Lack of capacity at UK ports to unload ships Brexit
- All sourced in the far east
- Cancelled orders by suppliers of their components or product being imported when initial lockdown hit the suppliers
- Manufacturers slowing production of their products and not keeping stock levels properly
- Imports from China and a reluctance from suppliers to bring staff back to work to meet demand. A lot will claim this was due to distancing, however a quick chat will confirm it is entirely penny pinching.
- Manufacturers working on reduced staff/struggling to catch back up with the back orders from earlier on in the year.
- Manufacturers cutting back on stocks. Shipping restrictions at ports due to Covid .
- Manufactures slowed down orders in April/ May and pick up is better than we could have imagined
- Any supplier that relies on the far east and any that furloughed too many staff.
- Supply onto the manufacturers



SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q11: Are you on allocation or experiencing extended lead times from any suppliers?

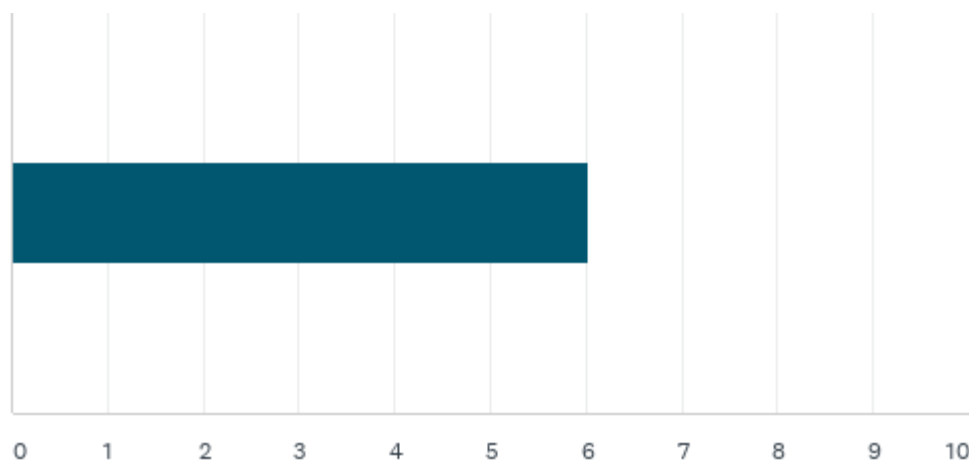


ANSWER CHOICES	RESPONSES	
Yes	79.31%	46
No	20.69%	12
TOTAL		

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q11: On a scale of 1 to 10, where 10 is excellent, how would you rate your experience of supplier service levels during September 2020?



ANSWER CHOICES	
Average	6
TOTAL	61

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q12: If you are on allocation or experiencing extended lead times from suppliers, please explain.

- Cables are all on a 3-4week lead time.
- Just a complete lack of stock on popular, basic lines. Our customers have been very understanding.
- Importing product and delays.
- Either no stock or limited stock with some manufacturers.
- Normally things should be available in 2-3 days but now some suppliers are working on 3-4week lead times.
- Cable is in short supply.
- Some suppliers lead times have extended from 3 to 4 days to 10 working days, if they have the stock. Demand has come back quicker than they can cope with.
- The majority of suppliers are running out of fast moving items.
- Extended lead times from some manufacturers.
- When suppliers have stock outs the lead time is long for all of them.
- Waiting for stock to arrive.
- Some major suppliers have never been good and have become worse? Others have been caught out by demand but are trying really hard pity they do not manufacture in the UK.
- No stock and no lead times.
- Difficulty obtaining products from China & some European countries. Some suppliers out of stock for weeks/months on most products lighting many products on 2-3 month lead time.
- Cable is even worse than usual.
- Items ordered are taking a very long time to be delivered through lack of stock. Everything from the Far East is on a long lead time.
- Many have stopped guaranteeing next day, traditionally longer lead times seem to be stretched from 2-3 days to a week.



SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q12: Are you on allocation or experiencing extended lead times from any suppliers?

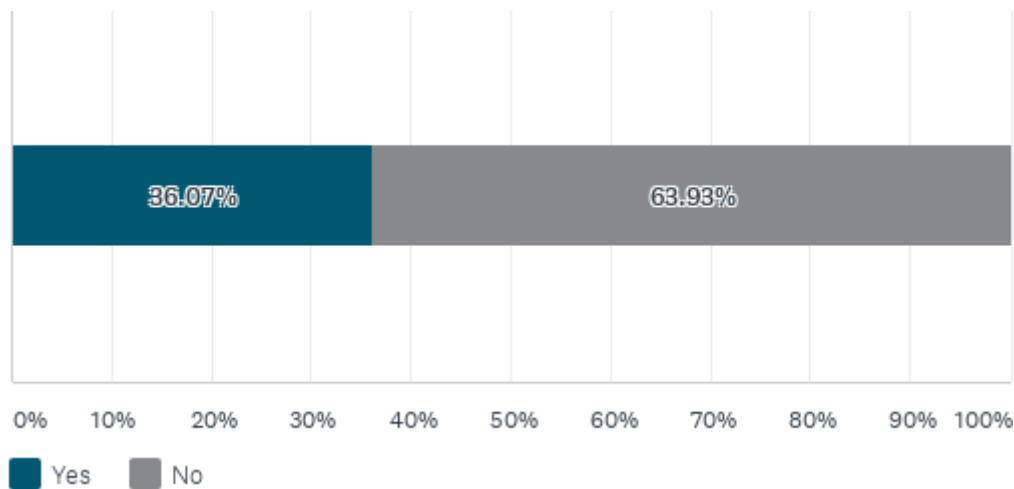
- Normal 2-3 days is now 5-7 days 2 weeks is becoming 4-6 weeks
- Stocks are low and suppliers have supply chain issues.
- Cable suppliers on 2-3 week deliveries, normally these are 2-3 days.
- Manufacturers failing to get all workforce back from furlough.
- Manufacturing of these products not returning to normal levels quick enough
- Supply issues from China. Lack of capacity at UK ports to unload ships Brexit.
- All sourced in the far east.
- Cancelled orders by suppliers of their components or product being imported when initial lockdown hit.
- Manufacturers slowing production of their products and not keeping stock levels properly
- Imports from China and a reluctance from suppliers to bring staff back to work to meet demand. A lot will claim this was due to distancing, however a quick chat will confirm it is entirely penny pinching.
- Manufacturers working on reduced staff/struggling to catch back up with the back orders from earlier on in the year.
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- Manufactures slowed down orders in April/ May and pick up is better than we could have imagined
- Any supplier that relies on the far east and any that furloughed too many staff.
- Supply onto the manufacturers.



SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q12: Do you feel more optimistic now than you did last month?

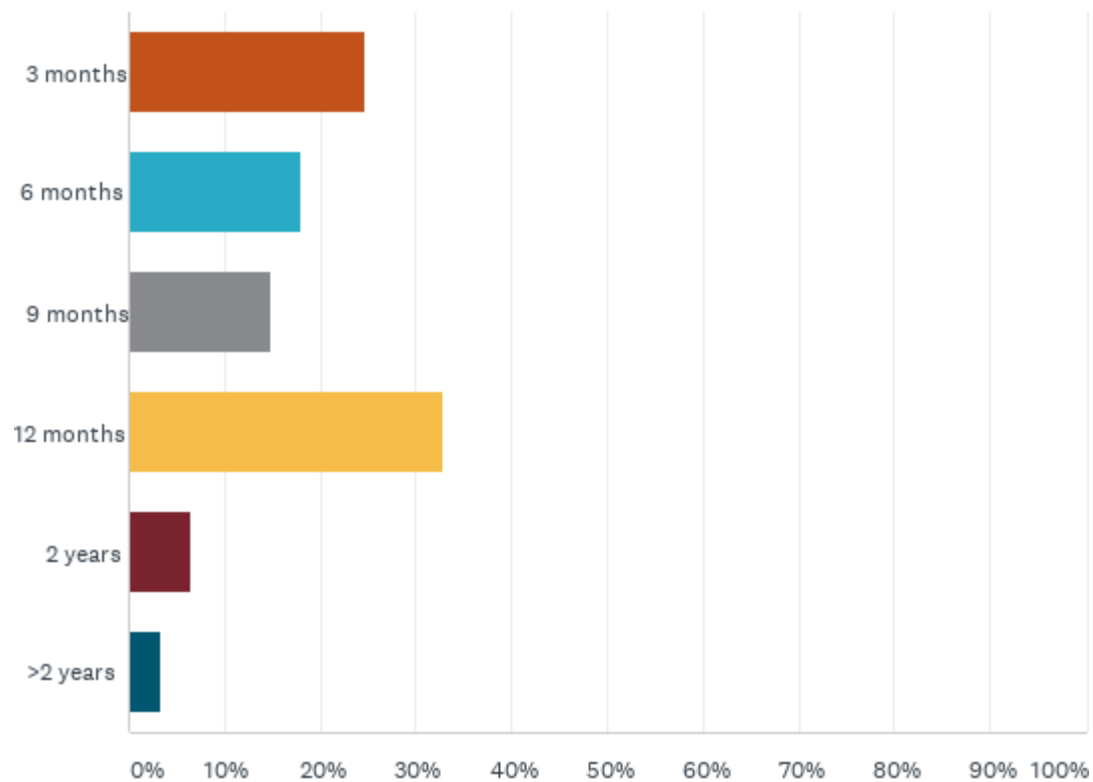


ANSWER CHOICES	RESPONSES	
Yes	36.07%	22
No	63.93%	39
TOTAL		61

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Q14: How long do you think it will be before our sector reaches pre COVID-19 turnover levels?



Answer Choices	Responses	
3 months	24.59%	15
6 months	18.03%	11
9 months	14.75%	9
12 months	32.79%	20
2 years	6.56%	4
> 2 years	3.28%	2
TOTAL		61

SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)



Comments

- Thanks to all the EDA team for helping provide some clarity during this situation.
- The EDA have been fantastic with help and info. More analysis and data direct to members by e-mail would be a bonus.
- Keep it going! The more information we all share the better understanding we will all have of our industry.
- Now trading at higher levels than 2019 with reduced cost so bottom line is looking good especially with government funding
- Keep up the fantastic levels of industry information relevant to our businesses



SURVEY COVID-19 Impact Survey: October 2020 (looking back at September)