

Member companies shift to mandatory work-from-home policies and interest in government assistance programs increases.**SUMMARY**

Our latest member survey highlights the changes that member companies have made following the April 7 2020 State of Emergency Declaration by Prime Minister Abe. Most member companies now have mandatory work from home policies in place and have established behavior protocols for those in the office. Unfortunately, some member companies are now faced with employees that have tested positive for COVID-19, and they are putting procedures in place to protect and support employees. As the situation continues to impact business, a majority of members also report that they plan to consider assistance programs offered by the Government of Japan.

KEY FINDINGS

- Following the State of Emergency declaration, a majority of members began to mandate work from home, while others either increased or adjusted work from home policies.
- A majority of companies (65%) are implementing mandatory teleworking for a majority of their employees; while an additional (22%) are recommending teleworking for a majority of employees. The biggest challenges posed by teleworking include communication, productivity, employee morale, and finding work-life balance.
- A majority of companies have created standard procedures for office behaviors (such as enforcement of hand washing, providing anti-bacterial sprays, and/or installation of air purification machines). Some have also created standard procedures for disinfecting the workplace or other workplace precautions.
- Companies that have had employees test positive for COVID-19 report that they have taken the following actions; sanitized the office/workspace, provided support to the employee, colleagues or family, and have notified their landlord.
- A majority (63%) have not taken advantage of Government of Japan assistance programs but indicate that they intend to in the future. (This is an increase from 42% who indicated intent to take advantage of assistance programs on the 4th survey conducted two weeks ago.) In addition, one fifth were not aware the programs existed.
- A strong majority report that travel restrictions have had an impact on their business, with a third reporting significant impact.
- Members have asked the ACCJ to continue to provide support and information through the Business Continuity Network events/webinars/experts and member surveys, more detailed information/workshops to demystify government assistance, support for SMEs, and provide networking opportunities to build sense of community.

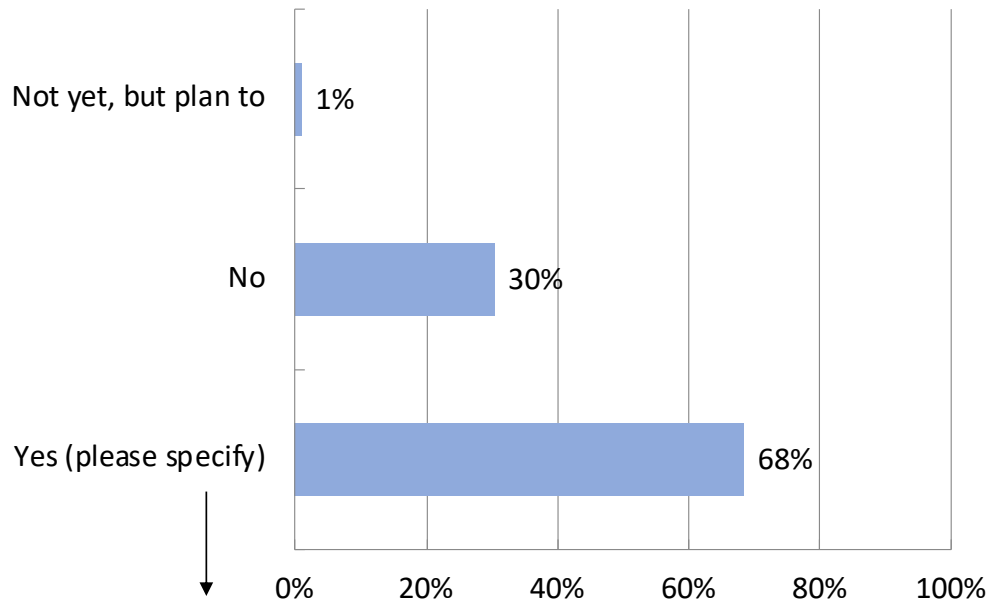
The Impact of COVID-19 on Business in Japan

The 5th survey of ACCJ member companies

- This survey was conducted via email to representative members of commercial member companies between April 9 and April 15, 2020.
- 92 companies participated in this survey; a 17% response rate.

State of Emergency Declaration – April 7

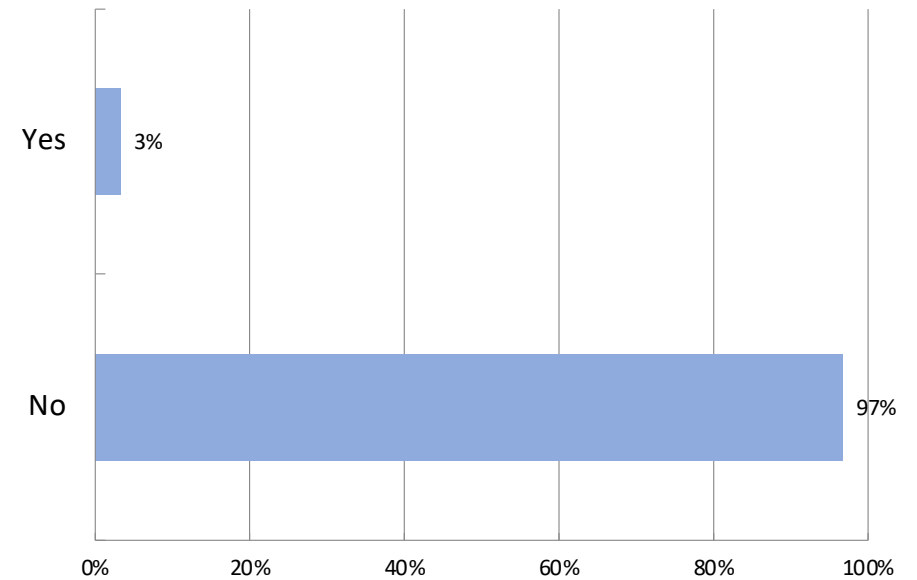
Did your company take new actions or change business operations as a result of the official declaration of a State of Emergency on Tuesday, April 7?



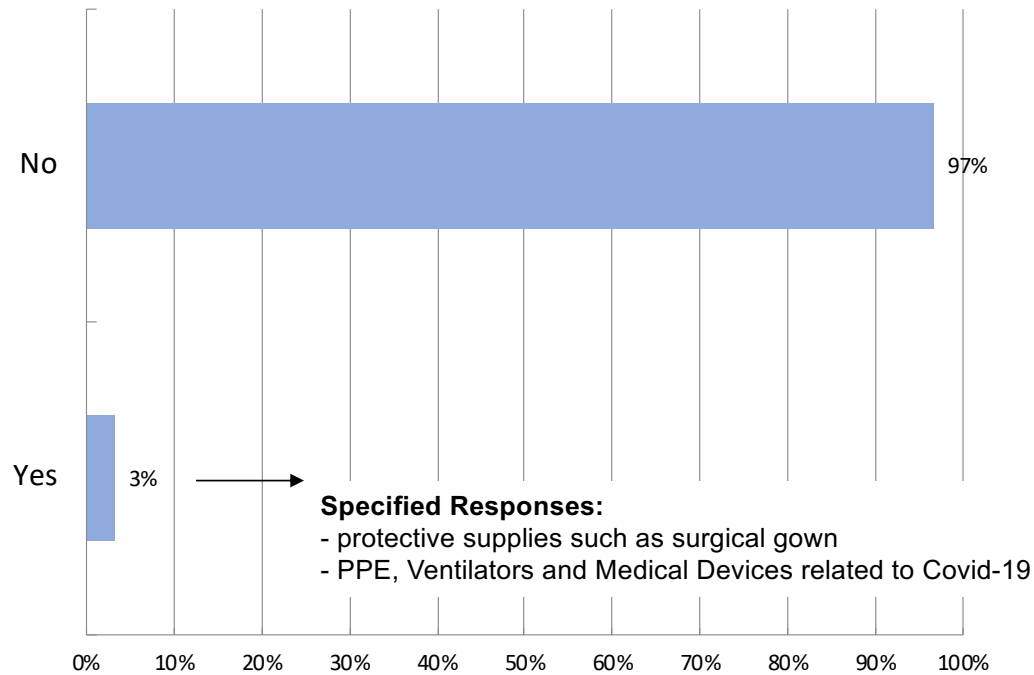
Specified Responses:

- Majority of these written responses indicate that companies began to **mandate** work from home as a result of the announcement.
- Many also increased work from home policies or adjusted them

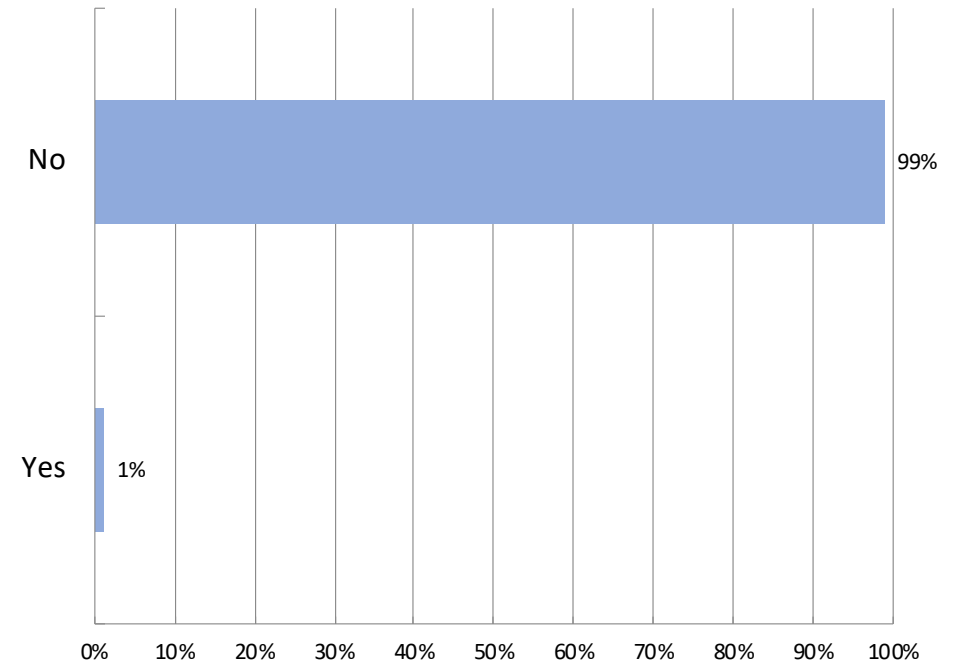
Do you foresee the GOJ using its authority to use your office buildings/land as medical facilities due to low capacity?



Did the Government of Japan contact your company to supply any products, services, or collaborate on any COVID response efforts?

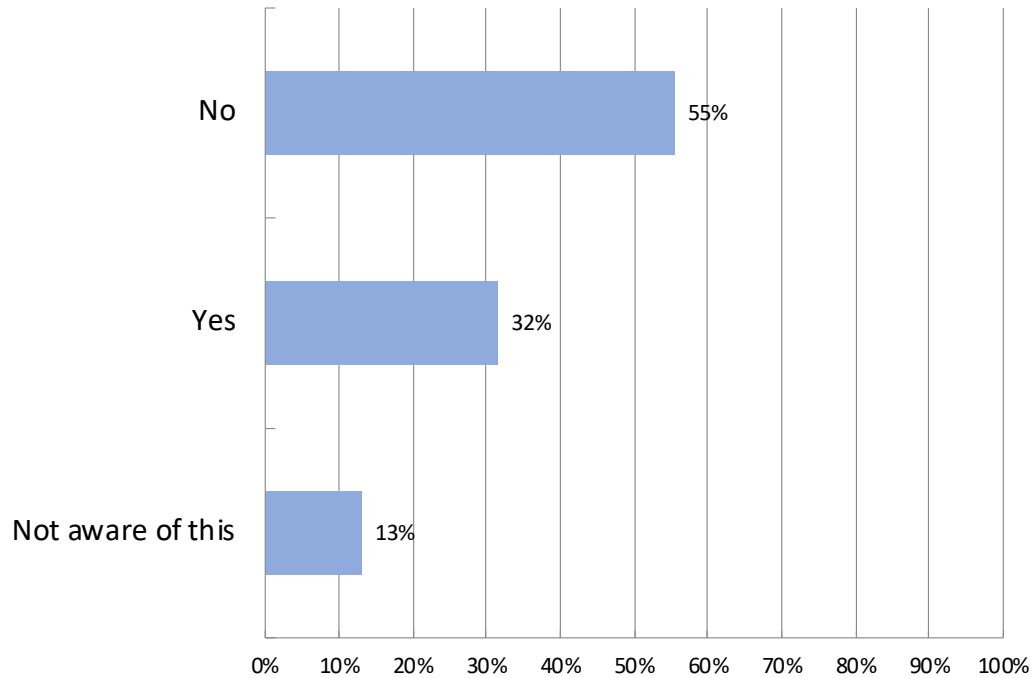


Did your company take advantage of any of the Government of Japan subsidies to ramp up production of specific products such as sterilizing alcohol or masks?

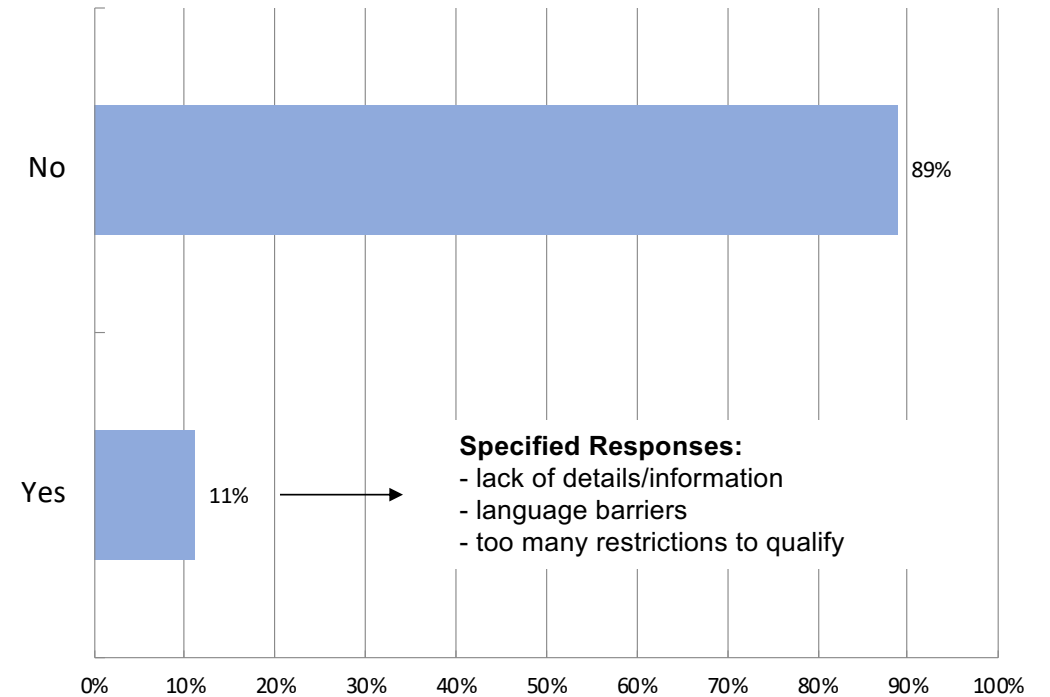


Assistance Programs - Government of Japan

Do you plan to apply for assistance as part of the Government of Japan COVID-19 economic support package?

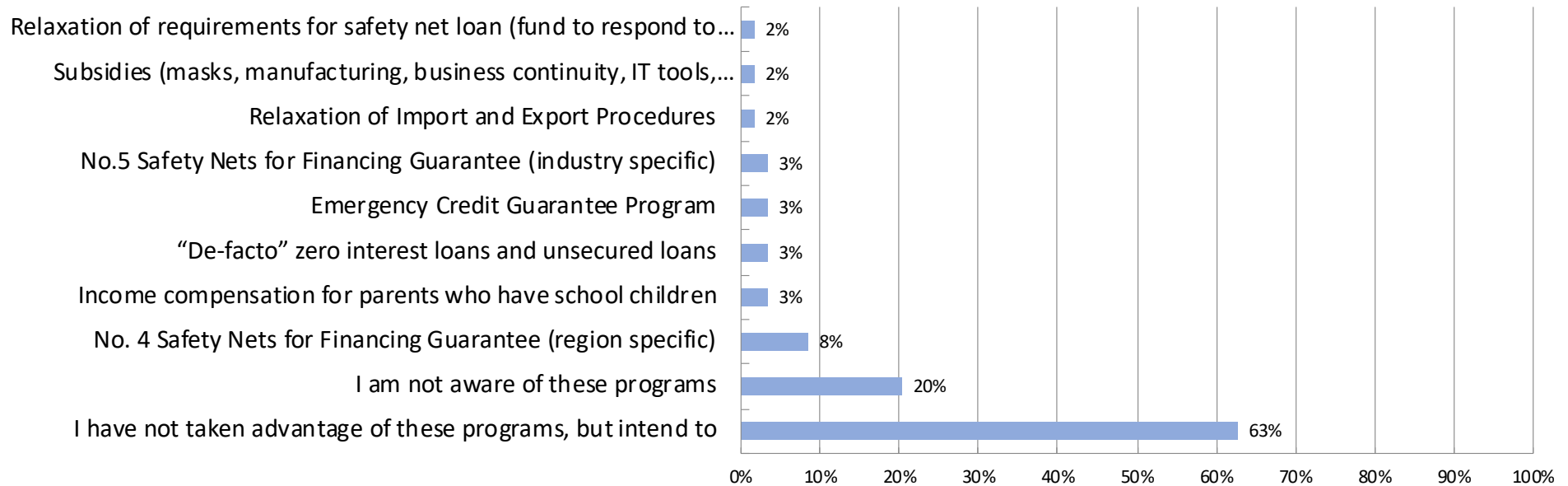


Has your company had any difficulties accessing any of the government assistance programs (such as those for SMEs)?



Assistance Programs - Government of Japan

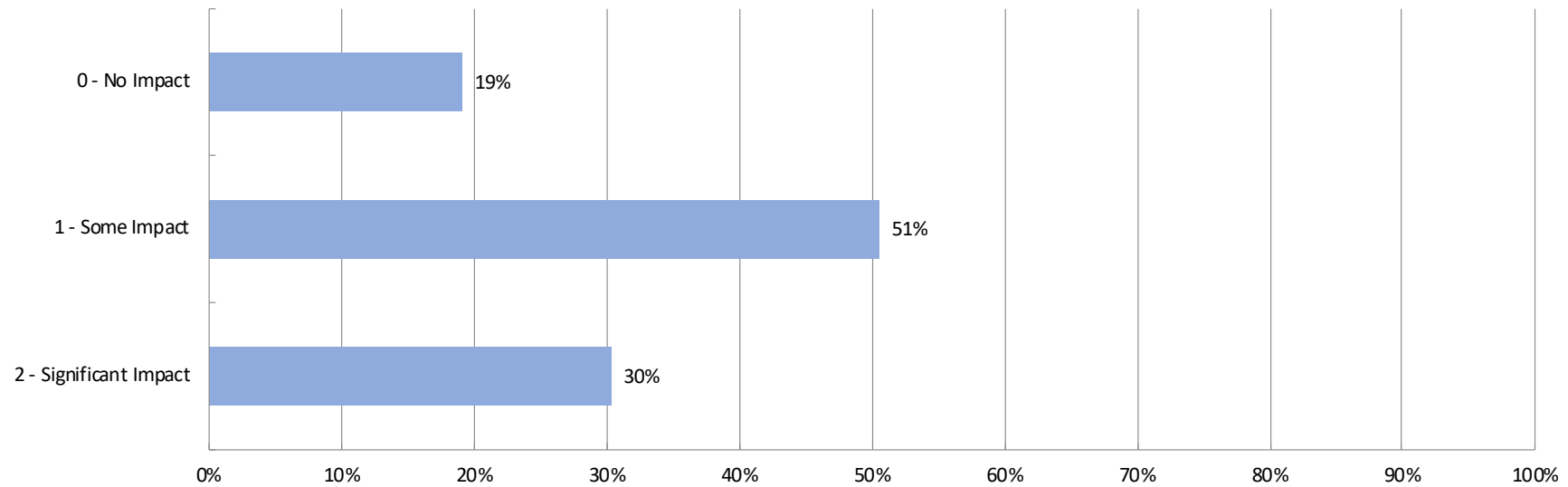
**Has your company taken advantage of any of the following Government of Japan assistance programs?
(select any that apply)**



The following response options were not selected by any respondent (and are not shown in the bar graph):

- Marukei Loans (Small Business Management Improvement Fund)
- Industry-related loans and support (living hygiene, agriculture/forestry, mask producers)
- Industry-specific loans (living hygiene, agriculture/forestry, mask producers)
- Consultation (business operation of SMEs and small enterprises, import/export, procedures)

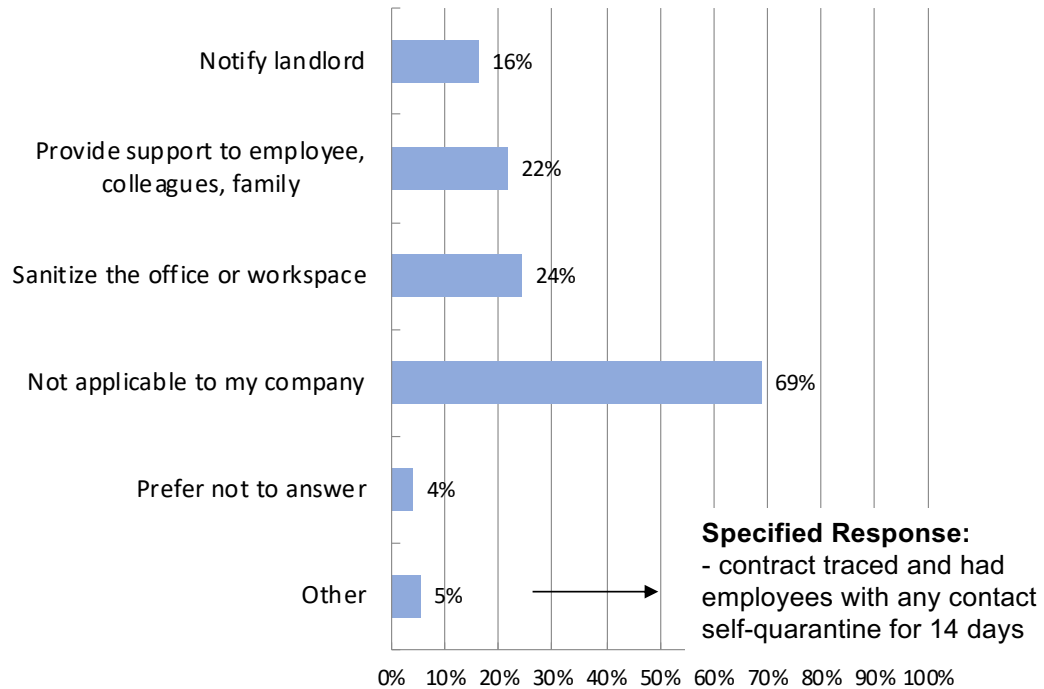
How badly have Japan's entry restrictions impacted your business?



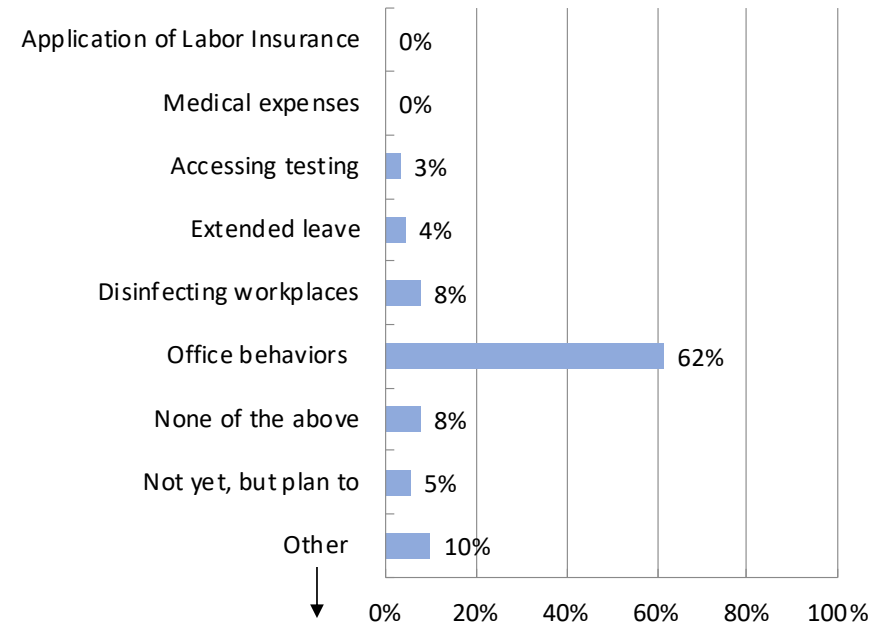


Employees and Office Procedures

If any of your employees have tested positive for COVID-19, did your company do any of the following?
(select any that apply)

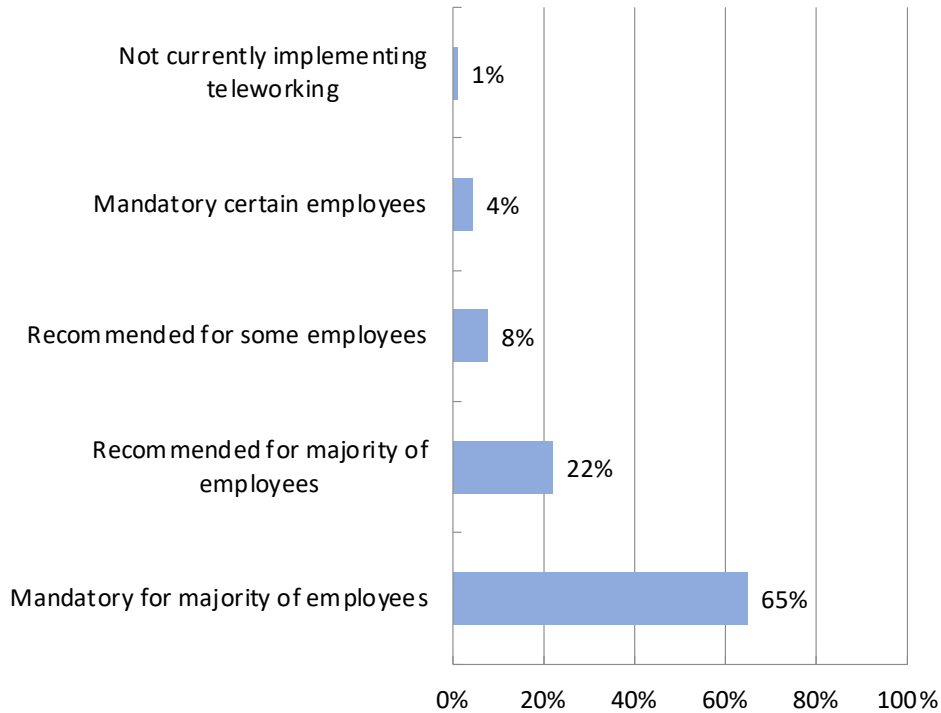


Has your company created standard procedures for any of the following related to COVID-19?



Specified Responses:
- take precautions within workplace (disinfecting, social distancing)
- special approval for business travel

What is your company's teleworking policy?



What are the biggest challenges your company faces with teleworking?

(select any that apply)

