

AUSTRALIAN BUSINESS IN ASEAN

COVID-19 IMPACT UPDATE: JULY 2020



**AustCham
ASEAN**

Australia-ASEAN Chamber of Commerce

FOREWORD

Minister for Trade, Tourism and Investment

The COVID-19 pandemic continues to threaten lives and livelihoods. Hundreds of thousands across our region have contracted the virus and thousands have died. Sadly, both numbers will continue to rise.

The economic fallout of COVID-19 has been devastating. For the first time since the Great Depression, advanced economies and emerging markets are in recession. Australia and ASEAN, as trade-exposed economies, are experiencing lower global demand for our goods and services. Projections for economic activity and trade volumes remain pessimistic and highly uncertain.

For Australian businesses operating in the ASEAN region, this report reveals that three out of four expect the pandemic to have a negative impact on their business. This finding reflects conditions across our region. The health and economic impacts of COVID-19 will create profound social consequences for all countries.

A strong and prosperous ASEAN is very much in Australia's economic and strategic interests. As a longstanding economic, security and development partner, Australia has moved quickly to work with ASEAN and its member states to manage the health and economic impacts of the pandemic and to support regional economic recovery.

We have pivoted our development program, Partnerships for Recovery, to support the region's immediate and critical needs. We have announced new funding for a range of initiatives to bolster the ASEAN region's health security, stability and economic recovery.

It is now more important than ever to support the strong, rules-based architecture for trade and investment that has contributed to regional peace and prosperity over the past twenty years. This will serve our region's interests as we work together to respond and recover from COVID-19.

Australia will be steadfast in this task, putting our shoulder to the wheel alongside our partners in the region. In addition

to our bilateral free trade agreements with Singapore, Thailand and Malaysia, Australia's landmark agreement with Indonesia, committing both countries to greater economic cooperation in a broad range of sectors including advanced manufacturing, food production and education, has just come into force. We are progressing an Enhanced Economic Engagement Strategy with Vietnam that will identify new opportunities for trade and investment.

Australia is also working hard to conclude the Regional Comprehensive Economic Partnership, which would become the largest global trade grouping further integrating Australian businesses into the world's fastest growing region. Australia will also work with ASEAN and New Zealand in negotiations to upgrade the ASEAN-Australia-New-Zealand Free Trade Area.

As the region recovers from the COVID-19 pandemic, these agreements will take on even greater importance, supporting Australian business engagement with ASEAN and Australia's own economic recovery.

As challenging as the last few months have been, the AustCham ASEAN survey shows new opportunities have emerged for more than two-thirds of businesses, often through the greater use of digital tools. This is a welcome reminder of the entrepreneurialism and innovation that is at the heart of Australian-ASEAN engagement, and a long-term trend that bodes well for future opportunities.

I commend the Australia-ASEAN Chamber of Commerce for its leadership in producing this valuable report and for its ongoing support for Australian engagement with ASEAN.

SENATOR THE HON SIMON BIRMINGHAM
Minister for Trade, Tourism and Investment
Deputy Leader of the Government in the Senate
Senator for South Australia

FOREWORD

Australia-ASEAN Council

The Australia-ASEAN Council is proud to support this special edition of the Australian Business in ASEAN survey series.

The survey shows that, despite the challenges posed by COVID-19, Australian businesses remain committed to engaging with Southeast Asia. COVID-19 is an unprecedented challenge, but one we are facing together.

The resilience of the Australian business community—clear in this survey—is matched by that of our ASEAN partners, and bolstered by our shared commitment to the open, inclusive, rules-based trade that has underpinned our mutual prosperity.

With a population of around 650 million people and a growing middle class, ASEAN has become one of Australia's most important economic partners and our second largest trading partner as a bloc. The number of Australian businesses exporting to ASEAN has continued to grow over recent years, demonstrating the importance of Southeast Asia to Australia's small and medium-sized enterprises – which are a key cog in the Australian economy.

Australia's growing business engagement with Southeast Asia parallels our deep people-to-people connections, which are supported by tourism, education and migration. As one of Australia's largest employers, I am proud that Australia Post's workforce mirrors the diversity of Australian society. This is an asset to our organisation, just as the nearly one million Australians of Southeast Asian ancestry enrich Australian life and culture, and strengthen our engagement in the region.

The Australia-ASEAN Council was established by the Australian Government to support engagement between people of Australia and Southeast Asia, and to generate opportunities for Australian business, education, science, innovation and the arts to work with partners in the region.

This mission has never been more critical in the context of travel and social distancing restrictions due to COVID-19. The Australia-ASEAN Council has responded by pivoting its 2020 grants to focus on innovation in online engagement, and by reshaping its flagship programs to continue to foster friendship, understanding and opportunity between the people of Australia and Southeast Asia.

I am confident that the ingenuity and resilience of the people of Australia and Southeast Asia will help us to meet the challenges ahead and to emerge with a renewed commitment to a future of shared peace and prosperity.

I commend the Australia-ASEAN Chamber of Commerce for delivering this important report and for its leadership in supporting Australian engagement with ASEAN.

CHRISTINE HOLGATE
Chair, Australia-ASEAN Council

EXECUTIVE SUMMARY

AustCham ASEAN is pleased to present our Australian Business in ASEAN COVID-19 Impact Update: July 2020. This report presents a guide to how Australian businesses are coping with COVID-19 in ASEAN and follows on from our initial update in April 2020. We hope that the insights in this report enable business to navigate this turbulent period more strategically.

The survey polled businesses operating across all ASEAN markets in a wide range of industries. In terms of industry and primary country of operation, the respondents to this survey are broadly representative of those polled in our April 2020 COVID-19 impact update.

BUSINESS OUTLOOK

We were pleased to note that Australian businesses were markedly less negative about the impact COVID-19 would have on their business in the next six months. There was a 23% decrease in those who believed the pandemic would have a strong negative impact, although 76% of firms still expected a somewhat or strongly negative impact on their business. Interestingly, 13% of firms in July foresaw a somewhat or very positive impact on their business looking forward, with this being split among firms from the healthcare, environment services, and property/construction/infrastructure industries across the ASEAN region.

One possible indicator for this swing in net sentiment is the 71% of respondents who reported

that opportunities had emerged for their business during COVID-19. The most commonly cited opportunity (39%) was the adoption of more efficient working practices through virtual meetings and online tools, followed by 27% who reported greater staff productivity through flexible and/or remote working. While in our April survey, 59% of firms reported a somewhat or strong decline in productivity from work from home arrangements, the July result shows that firms have found ways to successfully incorporate work from home practices in the last few months.

Even with these emerging opportunities, business remained certain that the pandemic would negatively impact 2020 revenue. A majority (70%) expected a decrease in 2020 revenue, with one in five anticipating a more than 50% decrease. Respondents from Thailand were most pessimistic about revenue, as were respondents from the travel/hospitality/entertainment industry across the region. On a more positive note, 40% of firms in transport/logistics expected no impact from the pandemic on their revenue.

Looking ahead, 63% of businesses cited decreased demand for goods/services related to the change in business climate from COVID-19 as the greatest challenge facing their business in the next six months. This was followed by 45% who named logistical challenges and 36% who named cash flow difficulties.

Existing barriers to trade and investment in ASEAN have also been worsened by the pandemic. While respondents to AustCham ASEAN's annual Australian Business in ASEAN survey released in April listed corruption, lack of access to skilled labour and barriers to ownership and investment as their three greatest trade barriers, this has now shifted to restrictions on service offerings, cost of operations and time and cost of import/export procedures.

ASEAN ECONOMIC INTEGRATION

A majority of respondents (73%) expected that the pandemic would slow down economic integration in ASEAN. However, this possible slowdown was not seen as overly important for some businesses, with 44% of respondents saying that a slowdown would not hamper the success of their business or they were unsure about its effects.

TRADE SUPPORT MEASURES

A number of ASEAN countries that Australian business operates in have instituted COVID-19 support measures to aid business. A majority of businesses (65%) accessed market information from government or industry chambers in their host market and 53% sought visa/work permit guidance. The majority of respondents who accessed a COVID-19 support measure in their host market rated it as somewhat helpful or very helpful. Availability and knowledge of business support in market, however, continues to be an issue, with a majority of respondents reporting that they did not use certain COVID-19 support measures or they were not applicable to their business.

Requests for COVID-19 assistance differed considerably across ASEAN markets. General financial support was most desired in Brunei, Indonesia, the Philippines and Thailand, whereas visa/work permit guidance was viewed as most helpful in Cambodia, Laos, Myanmar and Vietnam. Financial support for SMEs was top of mind in Malaysia and Singapore.

Similarly, the Australian government has also put in place policies to support Australian businesses in ASEAN. However, a majority of respondents reported that they had not used Australian trade support measures or they were not available to them. For those that accessed a COVID-19 support measure from the Australian government, the majority believed it was somewhat or very helpful. The most sought after trade measure from the Australian government was additional market information through Austrade, DFAT and other agencies (44%) for their business, followed by visa/work permit guidance (31%) and financial support for SMEs (28%).

CONCLUSION

Despite the significant challenges brought on by the COVID-19 pandemic, Australian business continues to stay the course in ASEAN. Australian business is finding innovative ways to adapt and even take advantage of new opportunities arising from the pandemic. With the support of the Australian government and host governments, businesses in ASEAN will be able to weather the storm and continue the beneficial trading relationship between Australia and ASEAN.

The pandemic has further highlighted the importance and interconnectedness of ASEAN economies and societies. We at AustCham ASEAN are committed to working to ensure that ASEAN remains cohesive and acts together to implement regional responses to the social and economic impact of the COVID-19 pandemic.

CHAUTA
President, AustCham ASEAN

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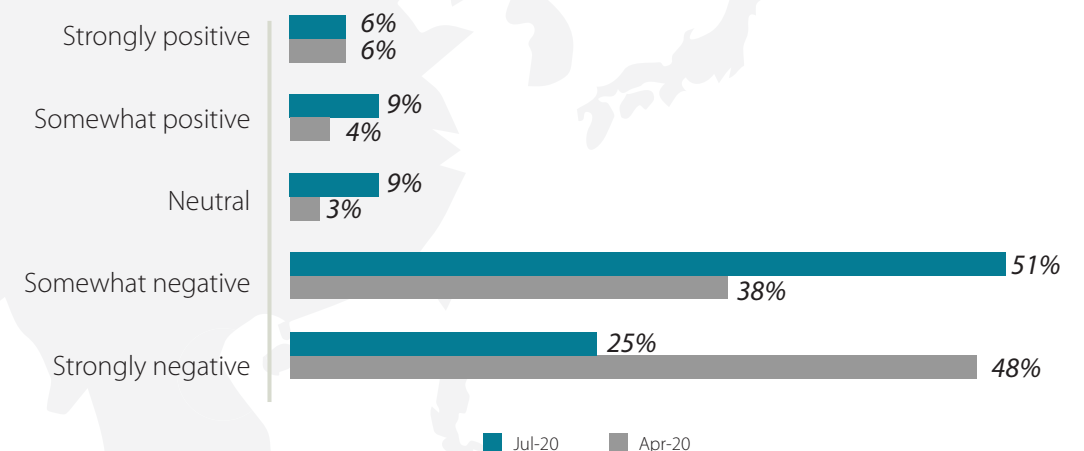
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IMPACT OF COVID-19 ON BUSINESS ACROSS NEXT SIX MONTHS

WHAT IMPACT DO YOU ANTICIPATE THE COVID-19 PANDEMIC WILL HAVE ON YOUR BUSINESS IN THE NEXT SIX MONTHS?

While respondents believed that on the whole the pandemic would have a negative impact on business, they were more positive than when polled in April.



It is expected that COVID-19 will have a somewhat negative or strongly negative impact on the business of 76% of respondents over the next 6 months.

However there was a 23% decrease in respondents who said the pandemic would have a strongly negative impact on their business.

The small number of firms (15%) who anticipated COVID-19 would have a somewhat or strongly positive impact on their business in the next six months came from a variety of industries. Around two-thirds of firms in healthcare and environment services foresaw a somewhat or strongly positive impact in the next six months, as did a third of those in the property/construction/infrastructure/industries across the ASEAN region.

Similarly, those who thought the pandemic would cause a somewhat or strongly positive impact hailed from many countries. One-third of respondents in this category were from Thailand and the Philippines.

The industries that were the most positive about the impacts of COVID-19 on their business in the next six months were environment services and healthcare, who felt neutral about its impact.

The industries that were the most negative were travel/hospitality/entertainment and marketing/media/communications. In the travel/ hospitality/ entertainment industry, those who foresaw the pandemic as having a somewhat negative or strongly negative impact came from Lao PDR (18%), Myanmar (29%), Philippines (18%), Thailand (29%).

In the marketing/ media/ communications industry those who foresaw the pandemic as having a somewhat negative or strongly negative impact came from Thailand (50%), Indonesia (25%) and Cambodia (25%).

Firms operating in Myanmar, Brunei and Laos most strongly anticipated a negative impact from COVID-19 on their business in the next six months. In Brunei and Myanmar, 100% of firms expected a somewhat negative or strongly negative impact on their business, followed by 81% of firms in Laos.

Firms operating in the Philippines were the most optimistic about the impact of COVID-19 on their business in the next six months, with 34% of firms anticipating a strongly positive or somewhat positive impact over that period.

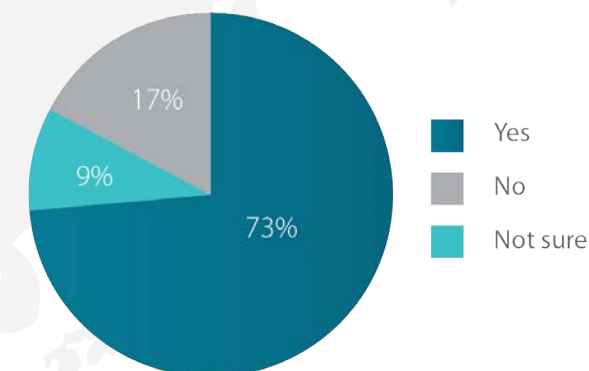
NET SENTIMENT SCORE (2 = MOST NEGATIVE, -2 = MOST POSITIVE)	
Agriculture	1.33
Consumer goods	0.50
Education and Training	0.13
Energy / Resources	1.17
Environment Services	-0.33
Financial Services	0.82
Government	1.00
Healthcare	0.00
ICT	1.00
Industrial / Manufacturing	0.85
Other Services	0.80
Professional Services	0.85
Property / Construction / Infrastructure	0.22
Travel / Hospitality / Entertainment	1.45
Marketing / Media / Communications	1.50
Transport / Logistics	1.00

NET SENTIMENT SCORE (2 = MOST NEGATIVE, -2 = MOST POSITIVE)	
 Brunei	1.33
 Cambodia	0.63
 Indonesia	0.75
 Lao PDR	1.09
 Malaysia	0.85
 Myanmar	1.41
 Philippines	0.24
 Singapore	0.80
 Thailand	0.79
 Vietnam	1.00

ECONOMIC INTEGRATION

WILL THE PANDEMIC SLOW DOWN ECONOMIC INTEGRATION IN ASEAN?

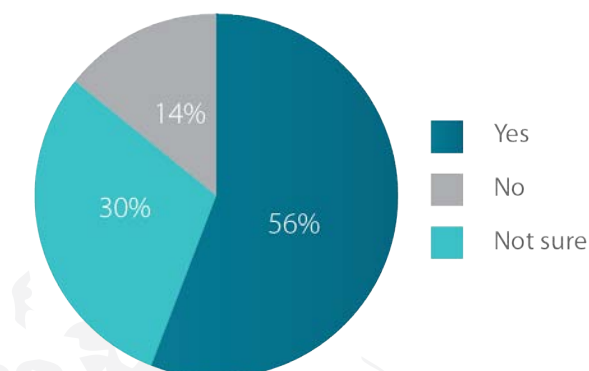
Of the 9% that said that the pandemic would not slow down economic integration in ASEAN, 31% were from the Philippines, followed by 23% from Singapore.



IF THERE IS A SLOWDOWN IN ECONOMIC INTEGRATION IN ASEAN, WOULD THAT BE BAD FOR YOUR BUSINESS?

A majority of respondents (73%) believed that a slowdown in ASEAN economic integration was likely. Of these, 56% responded that a slowdown would be bad for their business.

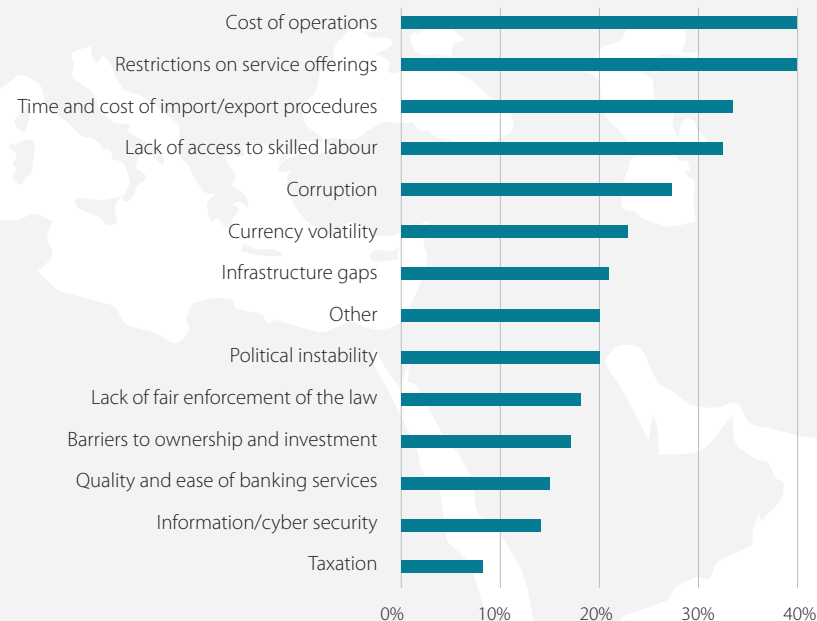
In Myanmar, Laos and Thailand, three quarters of respondents were pessimistic about the effect of a possible slowdown in ASEAN economic integration.



IMPACT ON EXISTING TRADE BARRIERS

WHICH EXISTING BARRIERS TO TRADE AND INVESTMENT HAVE BEEN NEGATIVELY IMPACTED BY COVID-19?
 Respondents were asked to select all that apply

Across ASEAN, restrictions on service offerings (40%) and cost of operations (40%) were cited as the most negatively impacted existing barriers to trade and investment as a result of COVID-19.



Five ASEAN countries selected restrictions on service offerings as one of their top three concerns. It was the top concern for firms operating in Myanmar, Singapore and Indonesia.

Seven countries selected access to skilled labour as one of their top three barriers to trade and investment. Firms operating in Vietnam were most concerned about this trade barrier.

Cost of operations was a concern for seven ASEAN markets. It was the primary concern in three markets - Brunei, Philippines and Thailand.

Time and cost of import/export procedures was ranked as important by firms operating in five ASEAN countries.

It was the primary concern for firms in Malaysia, and the second or third most important concern in Cambodia, Indonesia, Singapore and Vietnam.

Four ASEAN countries selected corruption as one of their top three concerns. It was the most cited concern in Laos with 55% of respondents, and the second most selected concern in the Philippines at 57% of respondents.

The Philippines was the only country that selected information/cyber security as a top three concern. Similarly, Laos was the only country with currency volatility as a top three concern. No firms in any ASEAN country selected lack of fair enforcement of the law, infrastructure gaps or taxation as one of the top three existing barriers to trade and investment that was worsened by COVID-19.

IMPACT ON EXISTING TRADE BARRIERS BY COUNTRY OF RESPONSE

Percentage of respondents who identified each issue as one of their top three major challenges of operating in ASEAN

Barriers to ownership and investment	0%	9%	25%	27%	0%	18%	24%	20%	18%	0%
Corruption	0%	45%	17%	55%	29%	12%	57%	20%	16%	11%
Cost of operations	100%	27%	0%	45%	29%	65%	62%	0%	39%	0%
Currency volatility	0%	9%	17%	45%	0%	24%	24%	40%	18%	11%
Information / cyber security	0%	18%	0%	0%	14%	0%	52%	0%	11%	22%
Infrastructure gaps	33%	0%	8%	18%	14%	29%	43%	0%	26%	0%
Lack of access to skilled labour	67%	18%	25%	36%	29%	41%	14%	50%	29%	56%
Lack of fair enforcement of the law	0%	9%	0%	36%	14%	12%	48%	0%	16%	11%
Political instability	67%	0%	17%	9%	29%	18%	48%	10%	18%	0%
Quality and ease of banking services	0%	0%	0%	18%	0%	24%	19%	20%	24%	0%
Restrictions on service offerings	33%	9%	42%	36%	14%	65%	48%	60%	34%	33%
Taxation	0%	9%	8%	0%	0%	6%	19%	0%	11%	0%
Time and cost of import / export procedures	0%	27%	25%	36%	43%	35%	24%	50%	26%	44%

▲ Table 1: Key challenges of operating in ASEAN. Blue indicates the equal top three most identified challenges.

	Cambodia		Indonesia		Laos		Malaysia		Myanmar
	Philippines		Singapore		Thailand		Vietnam		ASEAN

Across industries the trade barrier that respondents were most concerned about was cost of operations, with 12 out of 16 industries (75%) selecting this in their top three concerns and six industries (38%) selecting it as their primary concern. This was most clear in healthcare and ICT where 80% of respondents expressed concern about this trade barrier.

The second most important concern was restrictions on service offerings, where 11 out of 16 industries (69%) listed it among their top three concerns and it was the primary concern of one third of industries. This was highest in energy/resources, with 86% of respondents concerned.

Worries about restrictions on service offerings were closely followed by those about time and cost of import/export procedures with 56% responding it was in their top three concerns and four industries confirming it was their top concern. Concern was highest among respondents from consumer goods (75%) and ICT (60%).

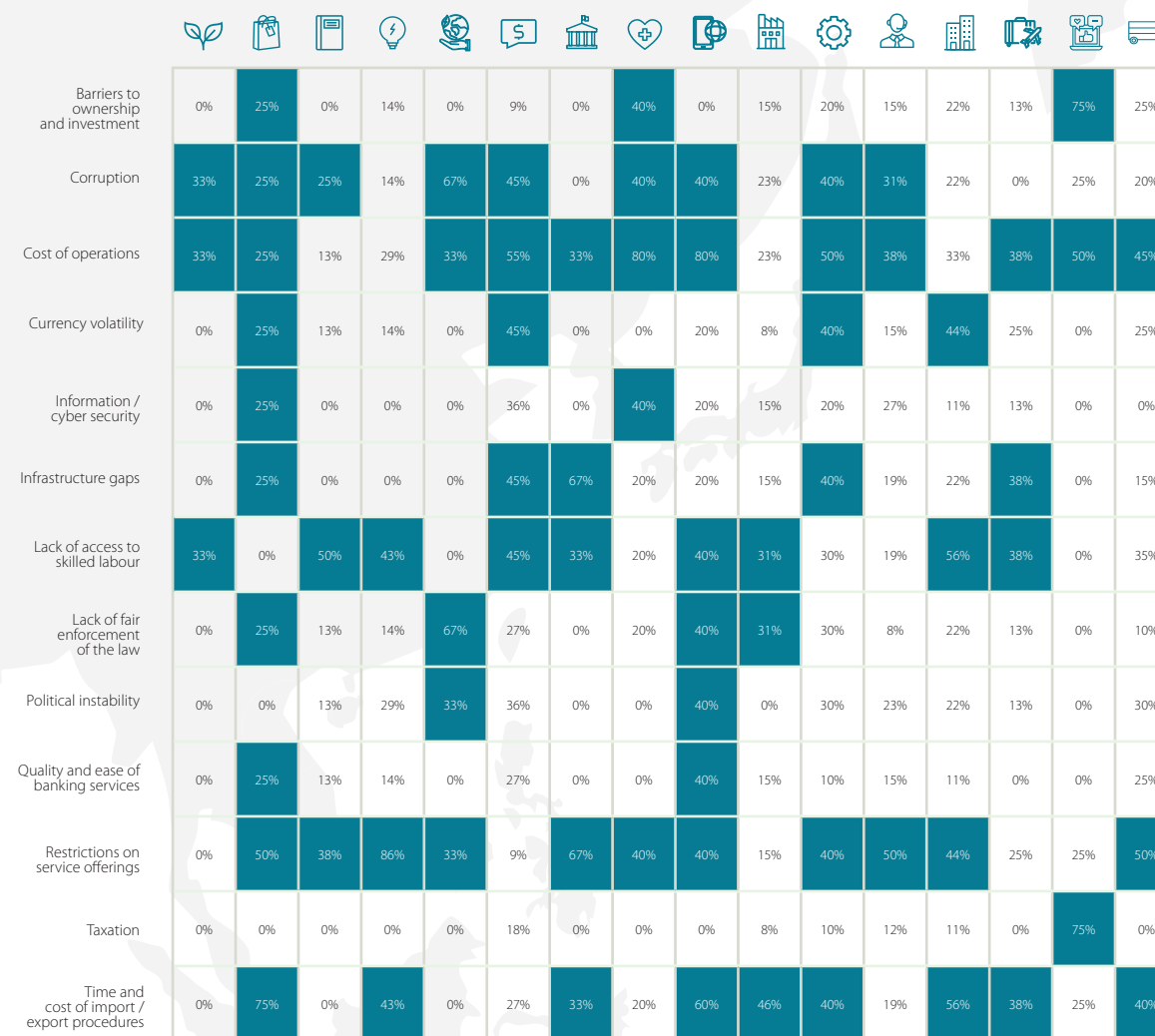
Lack of access to skilled labour ranked among the top three challenges for nine industries. It was highest in property/construction (56%) and education/training (50%).

Across industries the trade barrier that respondents were least concerned about was taxation. Not a single respondent from 10 out of 16 industries noted this as a barrier. The exception was the marketing/media/communications industry where it was seen as a major challenge with 75% of respondents believing this trade barrier would worsen as a result of COVID-19.

One of only two industries that listed information/cyber security in their top three was healthcare where 40% of respondents were concerned that COVID-19 would exacerbate this trade barrier.

KEY CHALLENGES OF OPERATING IN ASEAN BY INDUSTRY OF RESPONSE

Percentage of respondents who identified each issue as one of their top three major challenges of operating in ASEAN



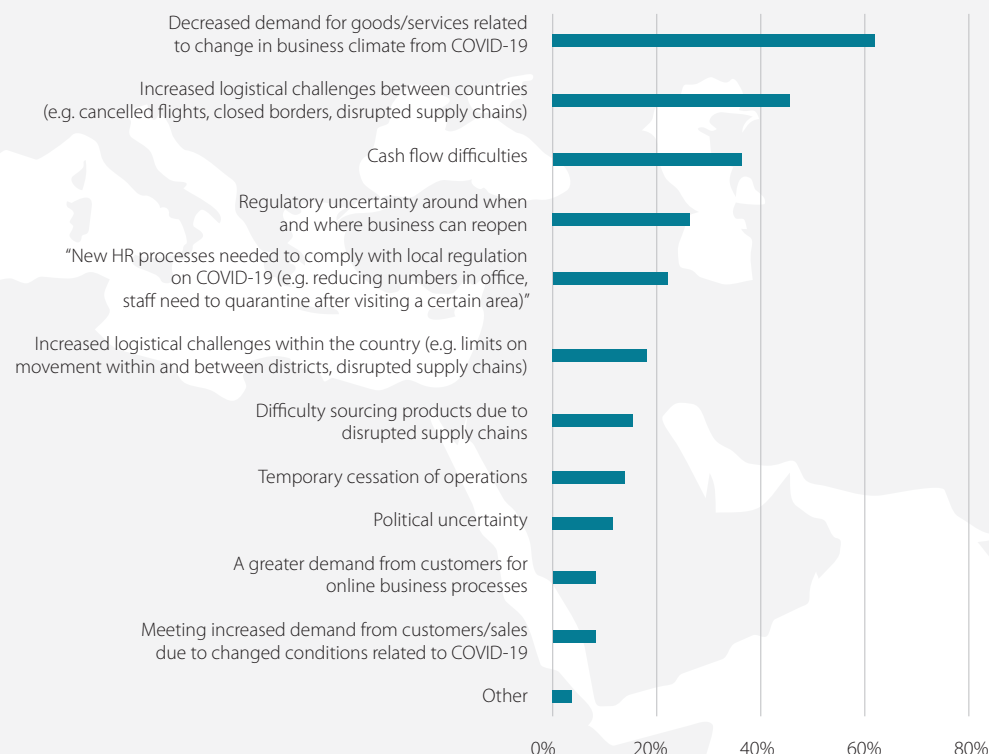
▲ Table 1: Key challenges of operating in ASEAN. Blue indicates the equal top three most identified challenges.

Agriculture
 Consumer Goods
 Education and Training
 Energy / Resources
 Environment Services
 Financial Services
 Government
 Healthcare
 ICT
 Industrial / Manufacturing
 Other Services
 Professional Services
 Property / Construction / Infrastructure
 Travel / Hospitality / Entertainment
 Marketing / Media / Communications CT
 Transport / Logistics

FUTURE CHALLENGES

WHAT ARE THE GREATEST CHALLENGES TO YOUR BUSINESS IN THE NEXT SIX MONTHS?

Across ASEAN, 63% of respondents cited decreased demand for goods/services related to change in business climate from COVID-19 as the greatest challenge facing their business in the next six months. 45% also named increased logistical challenges between countries, while 36% named cash flow difficulties as their greatest challenge in the next six months.



Decreased demand for goods/services related to change in business climate dominated respondents' concerns, with it being ranked among the top three challenges for all ASEAN markets.

The next most important concern was increased logistical challenges between countries, with all markets other than Laos selecting it among their top three concerns. Three countries - Indonesia, Myanmar and the Philippines - also listed increased logistical challenges within the country as one of their top three.

Cash flow was the third most selected option and was ranked among the top three by six countries. In Laos and Vietnam it was seen as the most important future challenge at 64% and 56% respectively.

Three ASEAN countries selected regulatory risk in their top two concerns, with 70% of Singaporean firms selecting this option.

Businesses in the Philippines were the only ones to select compliance with HR regulations as their number one concern, with 52% of firms voting for this choice.

No countries mentioned increased demand for customers/sales, greater demand for online business processes, increased logistical challenges within the country, difficulty sourcing new products because of disrupted supply chains, political uncertainty or temporary cessation of operations as one of their top two challenges in the next six months.

KEY CHALLENGES TO BUSINESS IN NEXT SIX MONTHS

Percentage of respondents who identified each issue as one of their top three major challenges of operating in ASEAN

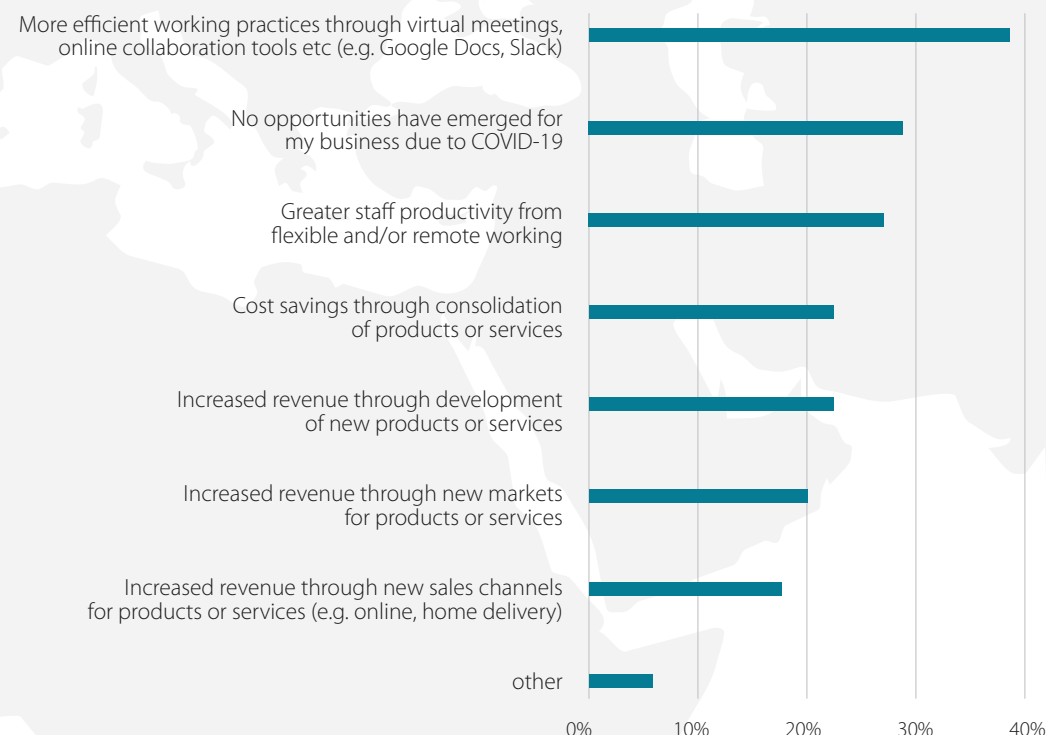
										
Decreased demand for goods/ services related to change in business climate from COVID-19	100%	55%	58%	55%	86%	47%	43%	60%	84%	56%
Meeting increased demand from customers/sales due to changed conditions related to COVID-19	0%	18%	0%	9%	0%	6%	14%	20%	0%	22%
A greater demand from customers for online business processes	0%	9%	8%	9%	0%	12%	14%	10%	3%	11%
Increased logistical challenges within the country (e.g. limits on movement within and between districts, disrupted supply chains)	0%	9%	25%	9%	14%	35%	38%	10%	8%	0%
Increased logistical challenges between countries (e.g. cancelled flights, closed borders, disrupted supply chains)	67%	36%	25%	27%	43%	59%	43%	50%	47%	56%
Difficulty sourcing products due to disrupted supply chains	33%	27%	8%	36%	14%	24%	5%	0%	8%	33%
"New HR processes needed to comply with local regulation on COVID-19 (e.g. reducing numbers in office, staff need to quarantine after visiting a certain area)"	33%	0%	25%	0%	14%	12%	52%	40%	16%	11%
Regulatory uncertainty around when and where business can reopen	0%	18%	42%	36%	14%	24%	24%	70%	21%	0%
Political uncertainty	33%	0%	8%	9%	29%	0%	29%	20%	5%	0%
Cash flow difficulties	33%	45%	17%	64%	29%	29%	10%	0%	55%	56%
Temporary cessation of operations	0%	0%	25%	36%	14%	18%	5%	10%	11%	22%
Others	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

▲ Table 1: Key challenges of operating in ASEAN. Blue indicates the equal top three most identified challenges.

	Cambodia		Indonesia		Laos		Malaysia		Myanmar
	Philippines		Singapore		Thailand		Vietnam		ASEAN

BUSINESS OPPORTUNITIES ARISING FROM COVID-19

WHAT OPPORTUNITIES HAVE EMERGED FOR YOUR BUSINESS FROM COVID-19?



It was agreed that opportunities had emerged from COVID-19 for 71% of businesses

The adoption of more efficient working practices through virtual meetings and online tools was cited by 39% of respondents as an opportunity which has emerged from COVID-19. The second most common was greater staff productivity through flexible/remote working (27%).

The 29% that noted no opportunities had emerged for their business from COVID-19 were comprised of a diverse group of industries and companies. The largest two groups were professional services (15%) and travel/hospitality/entertainment (15%). The largest country group was Thailand, responsible for 25% of the 'no' answers.

WHAT IMPACT DO YOU EXPECT COVID-19 TO HAVE ON YOUR 2020 REVENUE?

The majority of respondents (70%) expect a negative impact on their firms' 2020 revenue. Around a quarter of firms (24%) expect revenue to decrease by 10-25%, while one fifth of firms (21%) expect revenues to decrease by more than 50%.

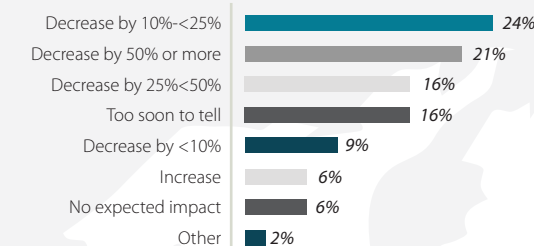
Overall, 12% of firms foresee COVID-19 as having no expected impact or a positive impact on their 2020 revenue. These firms come from a variety of countries and industries.

Travel/hospitality/entertainment was the most pessimistic industry with 70% of firms in this cluster expected 2020 revenue to decrease by 50% or more.

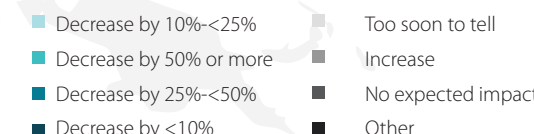
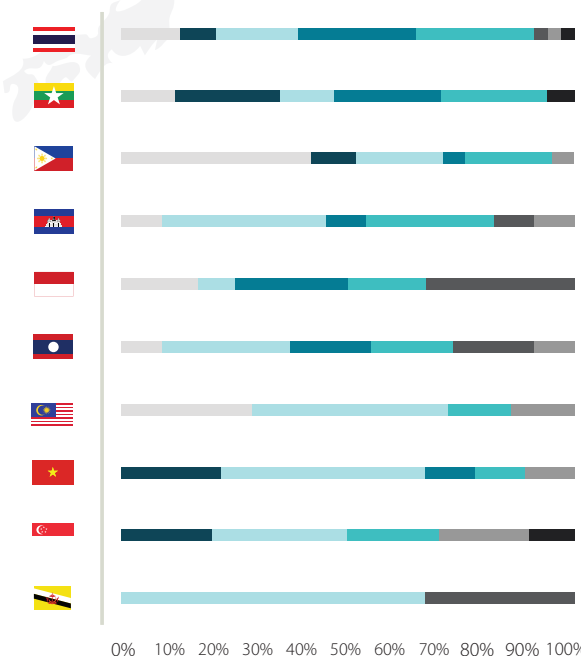
Transport/logistics was the most optimistic sector with 40% of firms expecting no impact on 2020 revenue.

Firms located in Thailand were the most pessimistic about the impact of COVID-19 on 2020 revenue. Firms located in Singapore and Brunei were the most optimistic about the impact of COVID-19 on 2020 revenue, with 20% of Singaporean firms forecasting an increase in revenue. Indonesia had the highest proportion of firms (33%) that said COVID-19 would have no expected impact on their 2020 revenue.

Several industries also expressed difficulty estimating 2020 revenue, underscoring the debate about whether COVID-19 presents a challenge or an opportunity for firms. For example, 60% of firms in ICT answered "too soon to tell" for 2020 revenue, as did around a third of those in other services. Firms in the Philippines in particular also had trouble estimating COVID-19's impact on revenue, with 43% of firms responding "too soon to tell".



NET SENTIMENT SCORE (4 = MOST NEGATIVE, -1 = MOST POSITIVE)			
	1.33		2.57
	2.20		2.33
	1.90		1.55
	1.90		2.69
	1.80		1.78



	Cambodia		Indonesia		Laos		Malaysia		Myanmar
	Philippines		Singapore		Thailand		Vietnam		ASEAN

GOVERNMENT SUPPORT

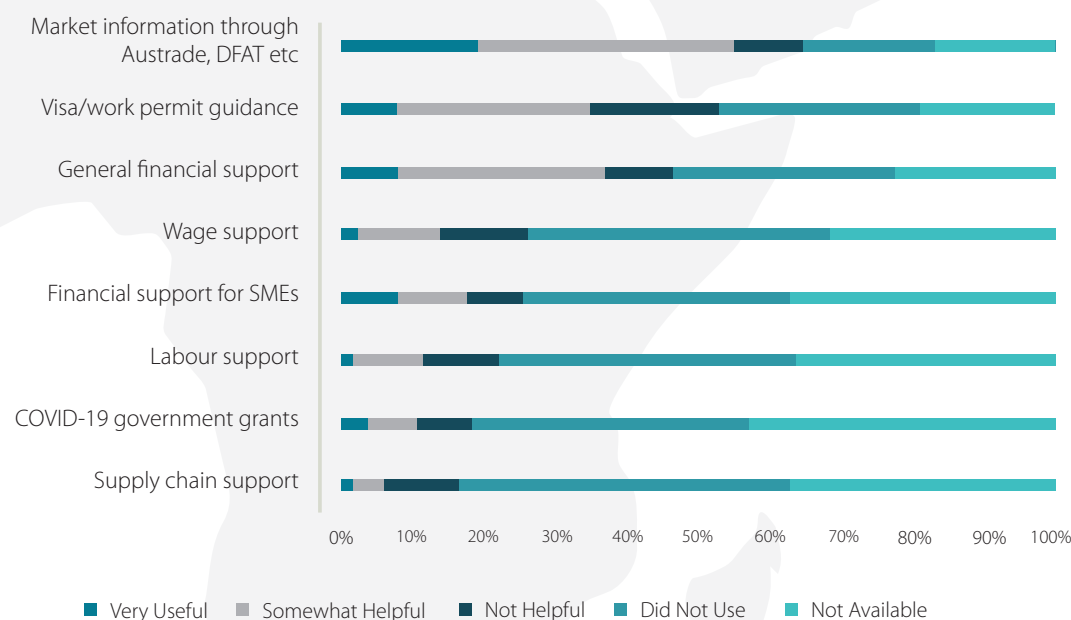
WHICH COVID-19 SUPPORT MEASURES FROM YOUR HOST GOVERNMENT HAS YOUR BUSINESS TAKEN ADVANTAGE OF?

When asked about COVID-19 support measures in their host country, a majority of respondents had accessed the following: market information, visa/work permit advice and general financial support. Similarly, a majority of those who accessed these three support measures reported they were somewhat or very helpful for their business.

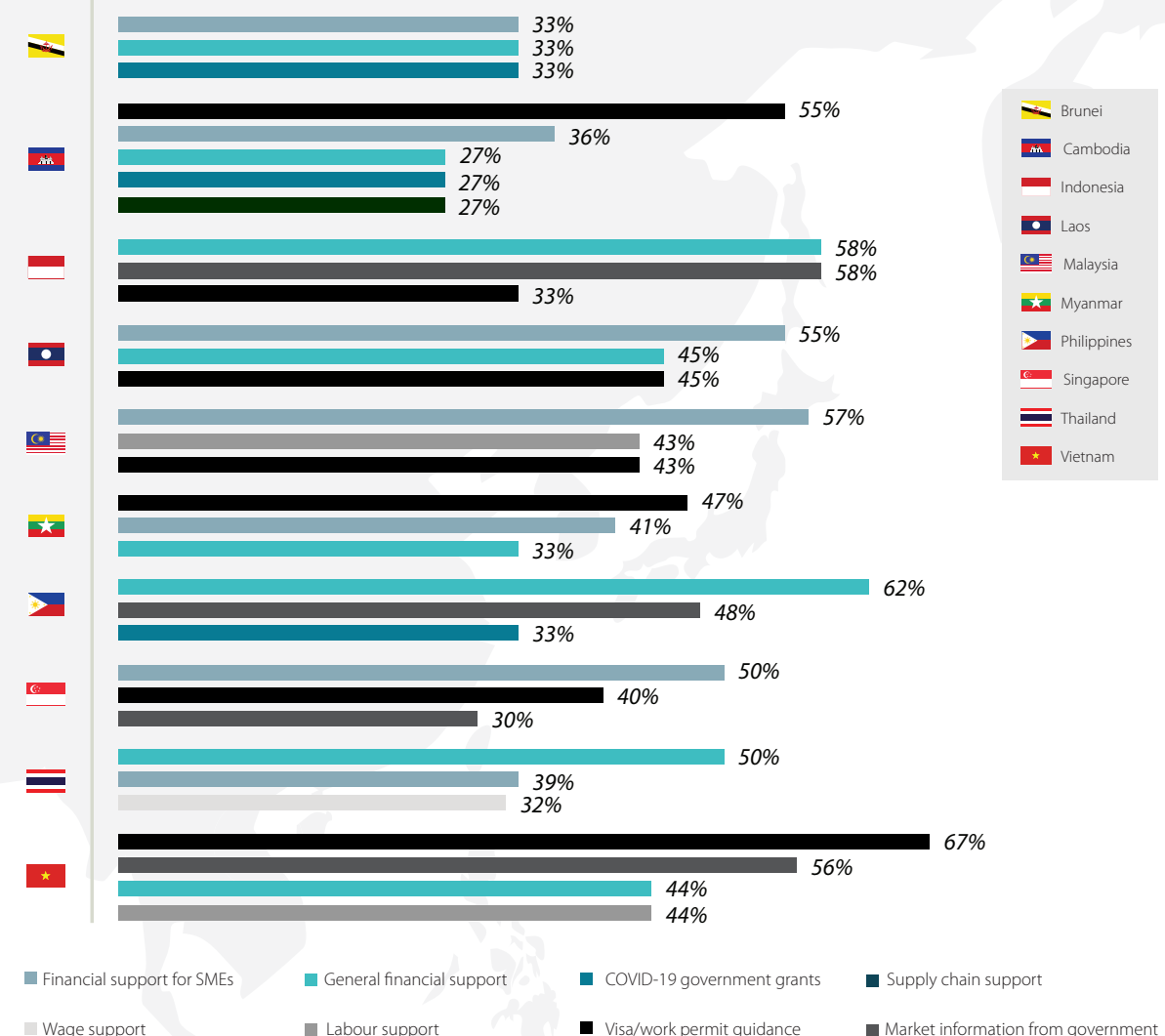
However, for another five trade policy measures - wage support, financial support for SMEs, labour support, COVID-19 government grants and supply chain support - a majority of respondents said that they did not access them or they were not available. This number was highest for supply chain support where 46% said they had not used this support measure. A third of respondents said that financial support for SMEs, COVID-19 government grants, supply chain support, labour support and wage support were not available in their host market.

Most respondents who accessed a COVID-19 support measure in their host market believed it to be somewhat helpful or very helpful. This was led by 86% of those who accessed market information and 80% of those who accessed general financial support rating it as somewhat or very helpful. In contrast, respondents who accessed supply chain support were most negative about its helpfulness with 63% of those who accessed it saying it was not helpful.

Businesses in Cambodia reported the least amount of support measures available among countries surveyed. 73% said financial support, COVID-19 government grants and supply chain support were not available, as well as 64% reporting labour support was unavailable. 55% of firms operating in Cambodia also said that wage support was not available, closely followed by 50% of firms operating in Indonesia.



WHICH COVID-19 SUPPORT MEASURES FROM YOUR HOST GOVERNMENT WOULD BE MOST HELPFUL FOR YOUR BUSINESS IN THE NEXT SIX MONTHS?



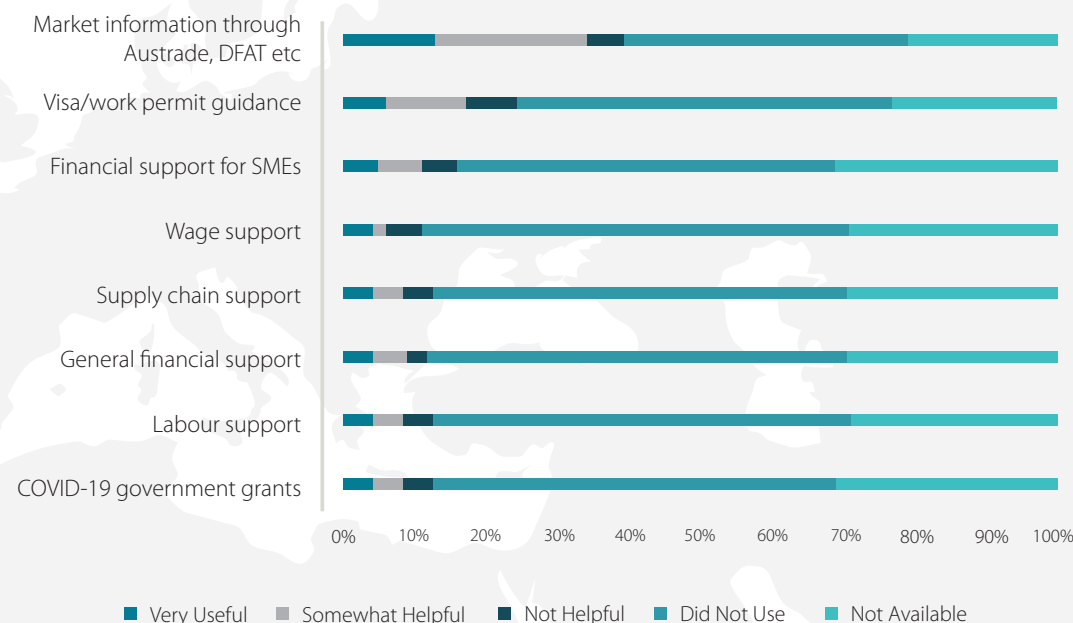
The most desired COVID-19 support measure across ASEAN was general financial support (e.g. moratoriums on loans, personal financing, tax breaks, debt relief, rental assistance) with 80% of respondents selecting this in their top three. It was the top ranked item for four markets - Brunei (33%), Indonesia (55%), Philippines (62%) and Thailand 50%). The next most common response among respondents' top three was visa/work permit guidance at 70%. This was the most desired support measure in Cambodia (55%), Lao PDR (55%), Myanmar (47%) and Vietnam (67%).

70% of respondents also placed financial support for SMEs in their top three, with this being top of mind in Brunei (33%), Malaysia (57%) and Singapore (50%).

Indonesia was the only country which ranked market information from government or industry chambers as its most desired support measure (58% of respondents).

Malaysia had the largest share of respondents valuing labour support (43%), Thailand had the largest share valuing wage support (32%) and over a quarter of respondents in Cambodia valued supply chain support.

WHICH COVID-19 SUPPORT MEASURES FROM THE AUSTRALIAN GOVERNMENT HAS YOUR BUSINESS TAKEN ADVANTAGE OF?



The COVID-19 support measures that business utilised most from the Australian government were market information (40%) and visa/work permit guidance (26%). Support measures that were the least utilised by business were labour support (12%) and general financial support (12%).

For those that accessed a COVID-19 support measure from the Australian government, most believed it was somewhat or very helpful. This was led by 88% of respondents who accessed market information and 76% who accessed financial support for SMEs rating it as somewhat or very helpful. In contrast, respondents who accessed wage support were most negative with around half saying it was unhelpful.

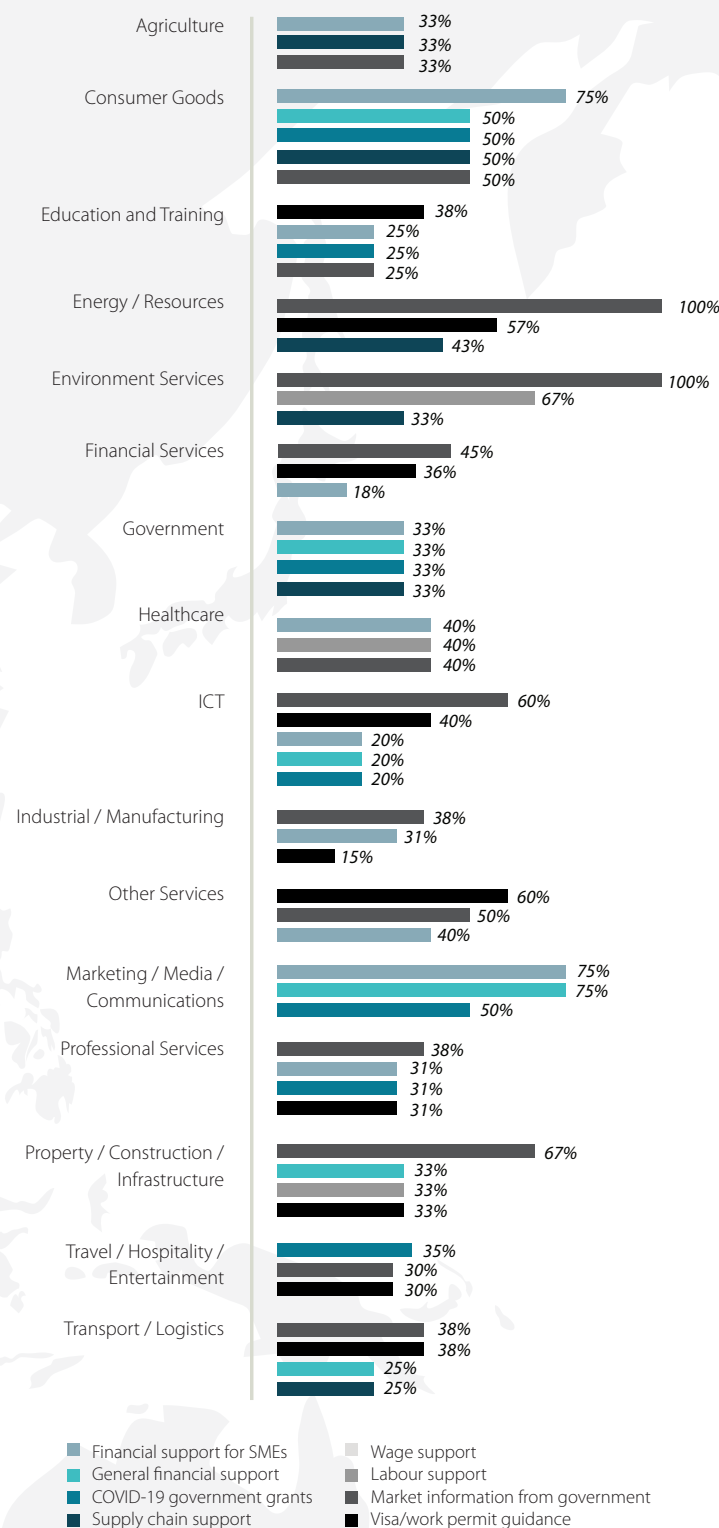
WHICH COVID-19 SUPPORT MEASURES FROM THE AUSTRALIAN GOVERNMENT WOULD BE MOST HELPFUL FOR YOUR BUSINESS IN THE NEXT SIX MONTHS?

There was popular support for the Australian government providing market information, with 44% of respondents saying it would be helpful for their business in the next six months. The next most popular were visa/work permit guidance and financial support for SMEs.

The most desired form of support for ten industries was market information, followed by five industries who most valued financial support for SMEs. The industries that most desired market information were energy and environmental services.

The industry that most desired financial support for SMEs was consumer goods (75%) and marketing/media/communications (75%). Visa/work permit assistance also had a high degree of support among most industries, with 63% of industries ranking it in their top three.

Supply chain support was desired in agriculture and government, although this was tied with other measures. It ranked in the top three for four other industries - consumer goods (50%), energy (43%), environment services (33%) and transport/logistics (25%).





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