



**Belgian Luxembourg
Romanian Moldovan
Chamber of Commerce**



**EMBASSY OF THE KINGDOM
OF BELGIUM IN BUCHAREST**



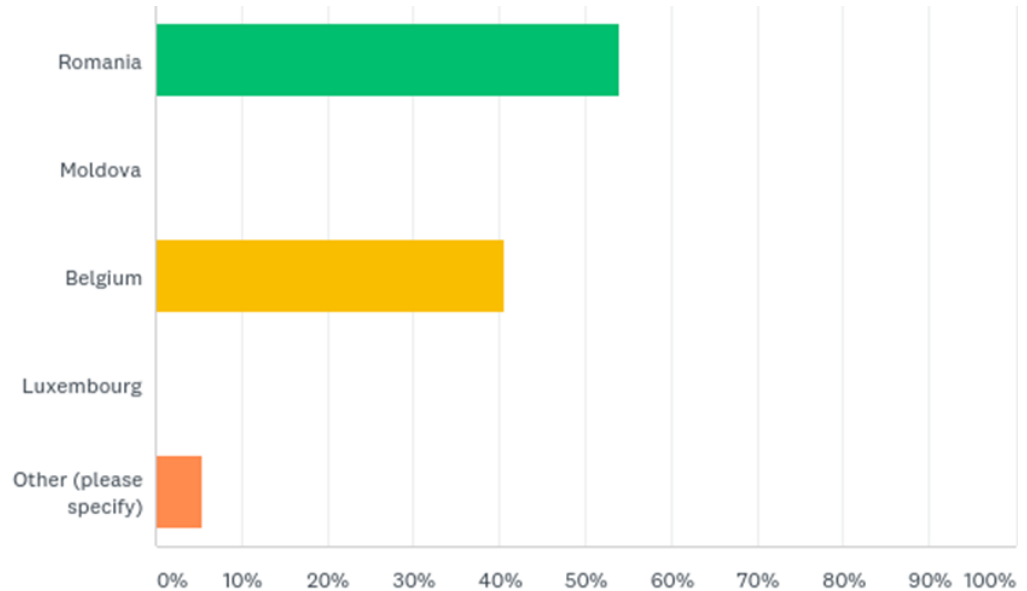
Covid-19 Survey by BEROCC in cooperation with the Embassy of Belgium in Romania

Period of survey: 21/04/2020 - 29/04/2020

Some general information

Number of participating companies: 74 of which 12 anonymous. THANK YOU for your feedback!

Headquarter distribution shows majority of Romanian investors:

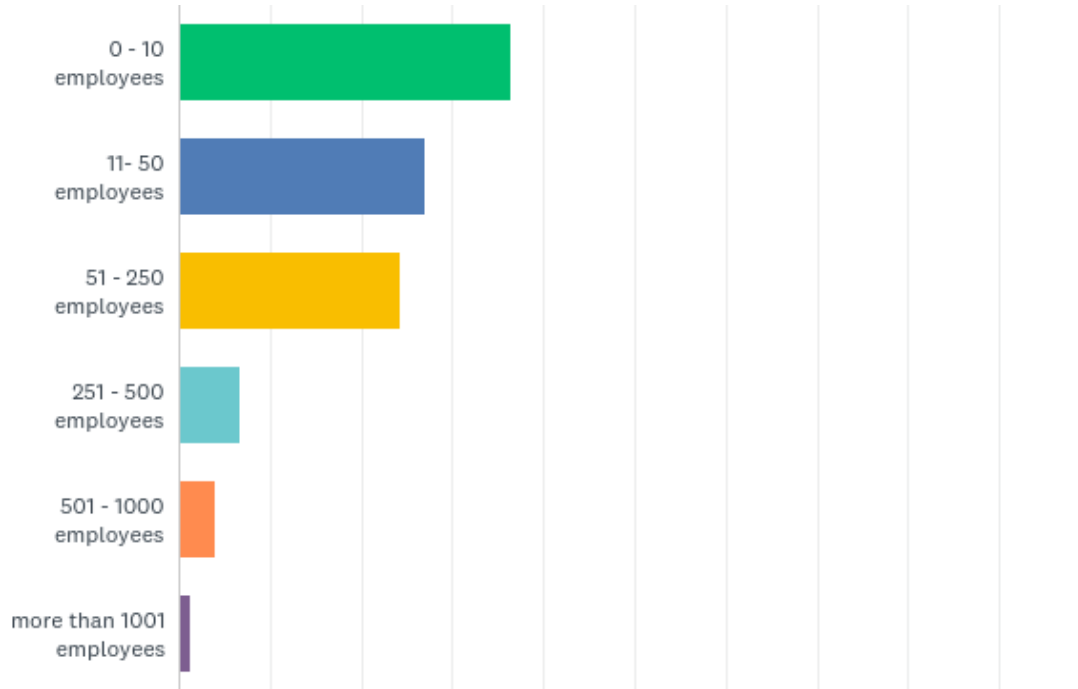


What is the main activity of your operations in Romania or Moldova?

Based on the feedback, the respondents cover most of the economic activities in Romania.

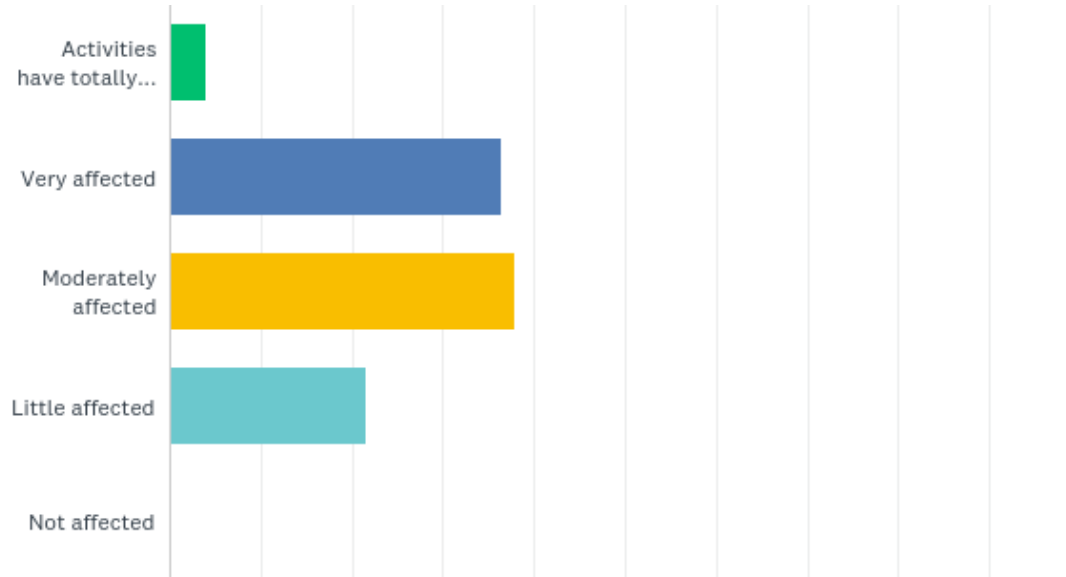
How many employees do you employ in Romania or Moldova?

Answered: 74 Skipped: 0



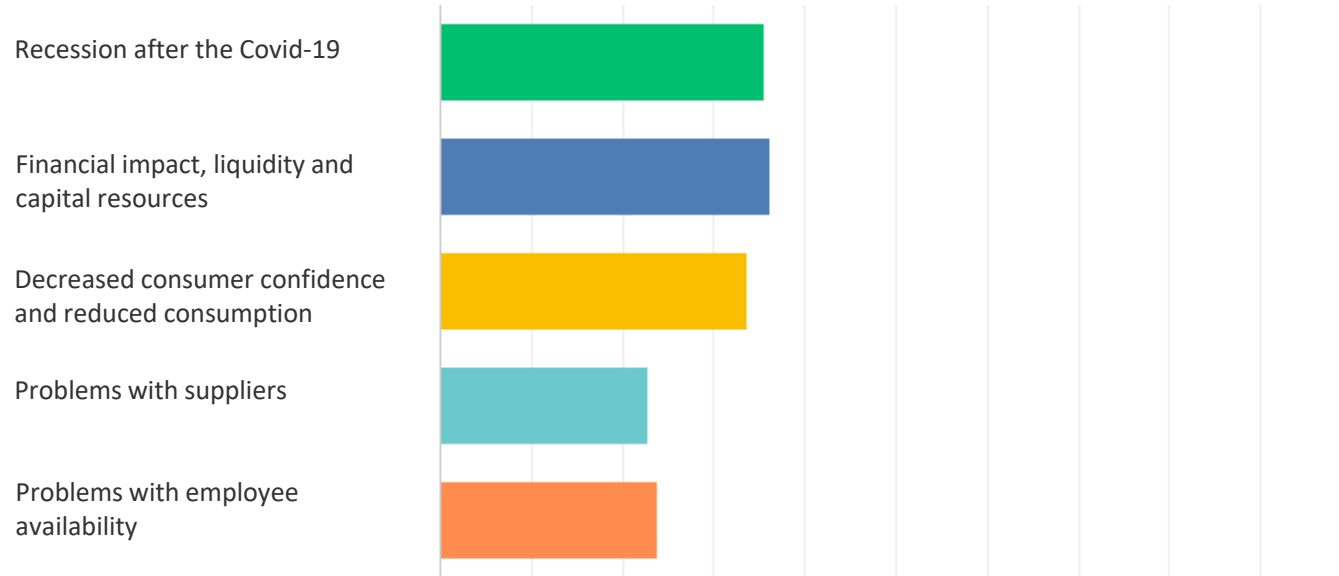
How affected is your company by the measures taken by the authorities so far, to prevent and combat the spread of Covid-19?

Answered: 74 Skipped: 0



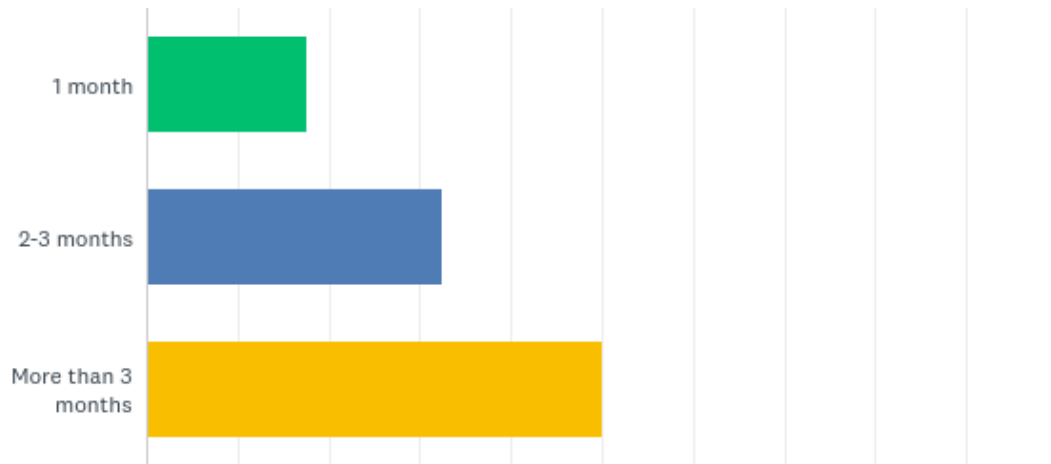
What are your concerns? (Rank in order of importance)

Answered: 74 Skipped: 0



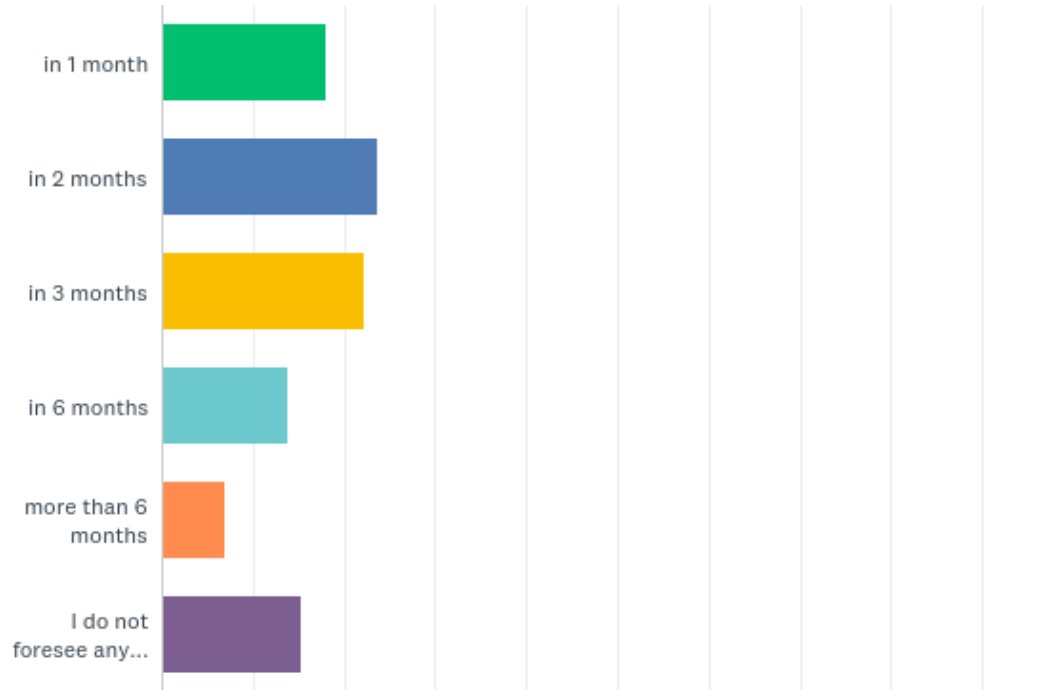
If the Covid-19 crisis would end today, how long does it take to be back to normal?

Answered: 74 Skipped: 0



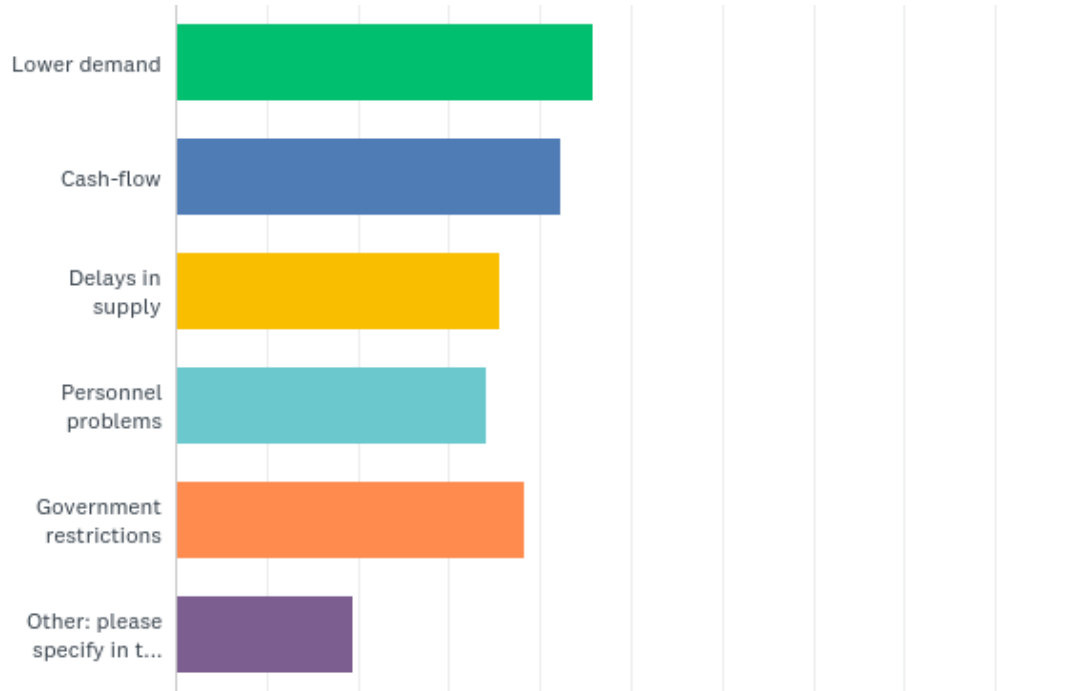
How do you see the future of your business having in mind the government support provided until now? When do you estimate that serious continuity problems will occur?

Answered: 72 Skipped: 2



In which way has your company been affected so far? Please rank.

Answered: 72 Skipped: 2



In which way has your company been affected so far? Other feedback.

Healthcare

- RO government did not put in place home delivery for elderly patients without support. Continuity of treatment in danger
- Restriction of government to work in medical assistance, homecare, etc. due to the lack of needed protection for carers

HR

- Impossibility to send people outside of country for work
- Low motivation of people because of COVID19

Emergency ordonnances

- Consequences of emergency decisions imposed by government
- personal contact with customers

Operations

- Problems with keeping machines running because manufacturers are not able to visit / send pieces

Logistics

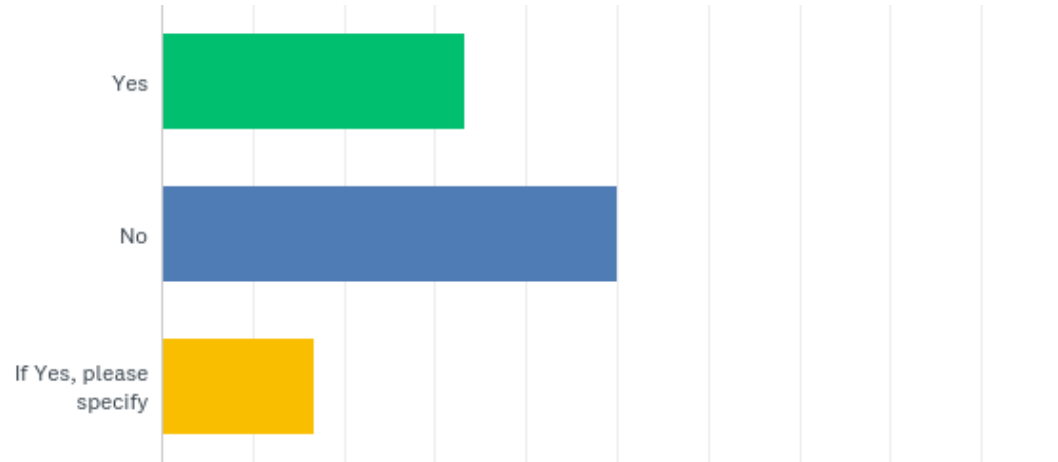
- Shorter delivery times
- More modifications of orders

Legal

- During the emergency period most of the Court cases are suspended, on top of suspension of court cases since January due to protest of magistrates
- Suspension of non-urgent litigation and as a result a reduction in the profit from litigious activities

Do you have the support of the group you belong to (mother company)?

Answered: 72 Skipped: 2



Do you have the support of the group you belong to (mother company)?

Protection of employees

- Instructions and help on distancing
- Delivery of protective equipment

Finance

- Financial support, cash pooling
- Credit control, supply, etc.
- Expertise, funding, risk management

Operations

- Share the workload with other business units of the Group
- develop and share best practices, in order to come out stronger from this pandemic

Communication

- Support in crisis communication

How many employees you estimate that may become temporarily jobless in the coming 30 days?

Answered: 62 Skipped: 12

	0-10	11-50	51-200	201-500	500+
Definitely will be jobless:	13%	8%	15%	23%	13%
Probably will be jobless:	13%	8%	12%	8%	8%
Probably partially jobless:	11%	11%	15%	25%	3%

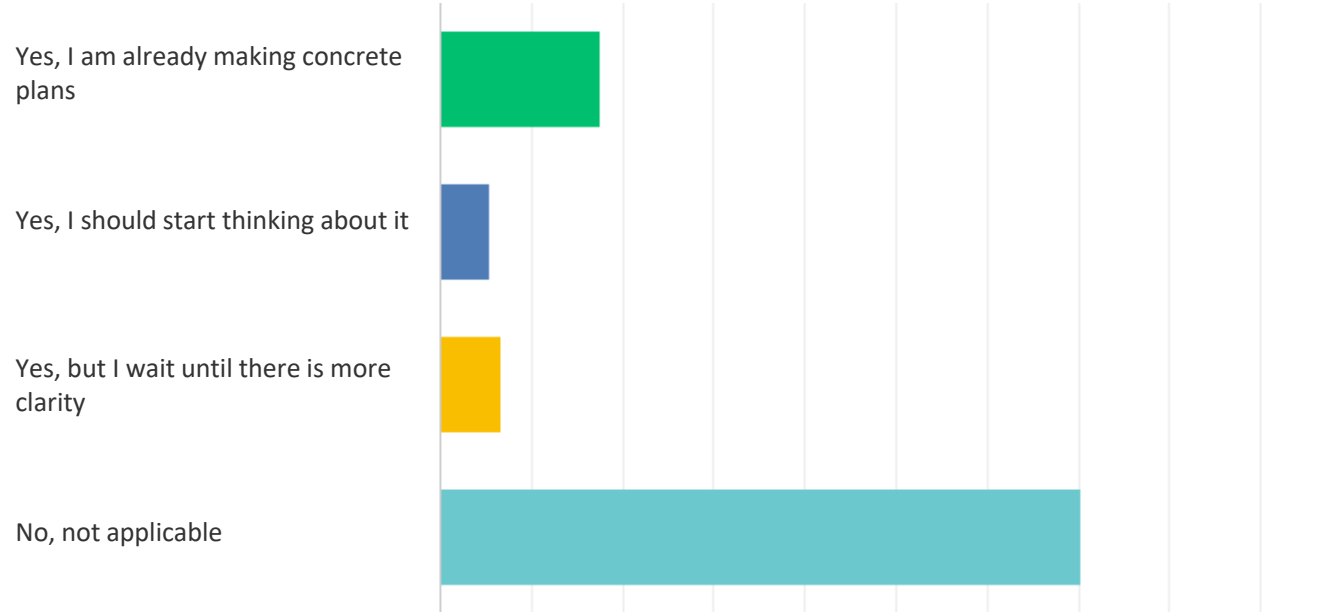
Most impacted: Travel, HR Services, Food and Beverages, Events, Communication, Consultants, Manufacturing

Medium impacted: Transport, Warehousing, Wholesale

Least impacted: Pharma, Accounting, Legal Services, Financial Services

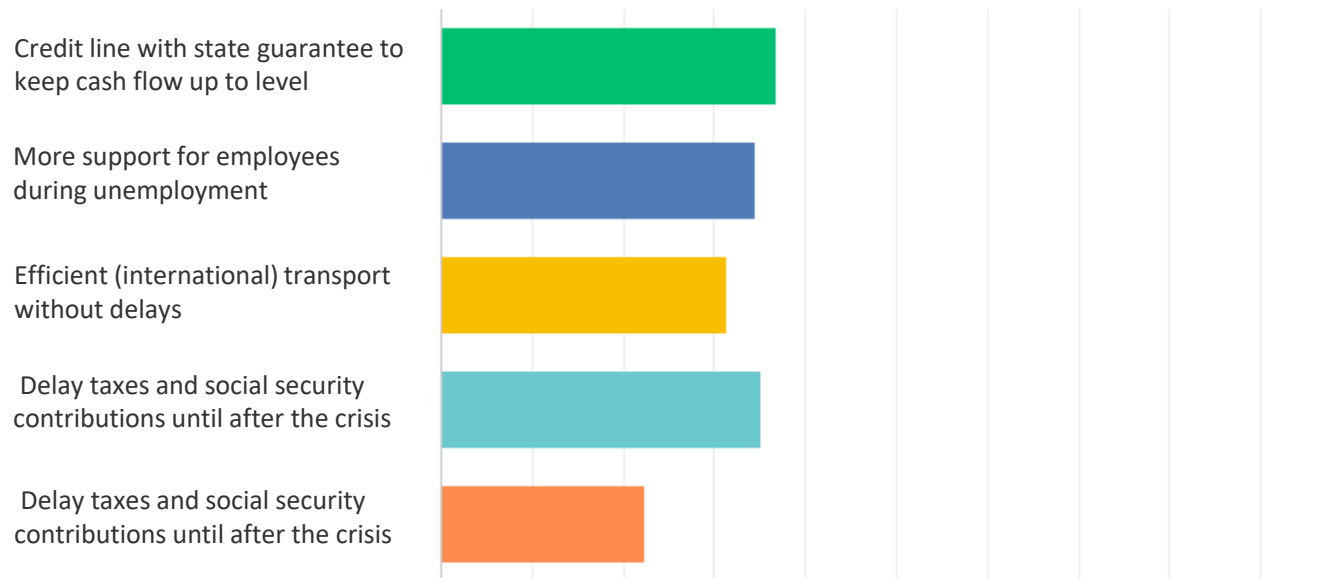
Do you already think about conversion of your production to other markets or products?

Answered: 74 Skipped: 0



What support measures do you expect from the Romanian or Moldovan government? (Please rank)

Answered: 69 Skipped: 5



What support measures do you expect from the Romanian or Moldovan government?

Healthcare

- Support telemedicine and put in place solutions for home delivery of medicines to patients in need.

HR

- Support to get visa for foreign workmen from Ukraine (or other non-EU countries) to Romania
- Introduction of the “Kurzarbeit” system in Romania
- Full Technical Employment compensation

Government actions

- No cuts in budget for investments. Investments means contracts for companies, and jobs for its employees
- platform with government needs where companies can offer their normal services and conversion ideas
- Taxes and Social Security contributions: postpone for companies with financial problems and encourage those that can pay in time by a bonus. It will stimulate the tax income, as in this way we can help each other at the country level.
- Providing consumer finance and company loans by a state guarantee to banks
- Create government investment fund to support the economy

General (and also for post Covid-19 period)

- Clear regulations, support and information.
- Less bureaucracy
- Legislative stability on economic issues (taxation, labour, etc)

What do you think that our Chamber of Commerce can do better to support the Belgian-Luxembourg business environment in Romania and Moldova, during this difficult period? Please give your ideas (1)

Lobby and advice to Romanian Government

- See previous slide on expectations from Romanian government
- Lobby with the government for the support that the companies need.
- a very strong domestic banking system is really mandatory to support the economy by giving loans to families and companies and not to be dependent on decisions of foreign bank HQ.

Play prominent role with other similar organizations

- Keep the member companies informed about the progress
- Support initiatives towards authorities
- exchange of best practices with the Romanian authorities (thru Coaliția)
- Seek agreements between Romanian Belgian governments on economic matters

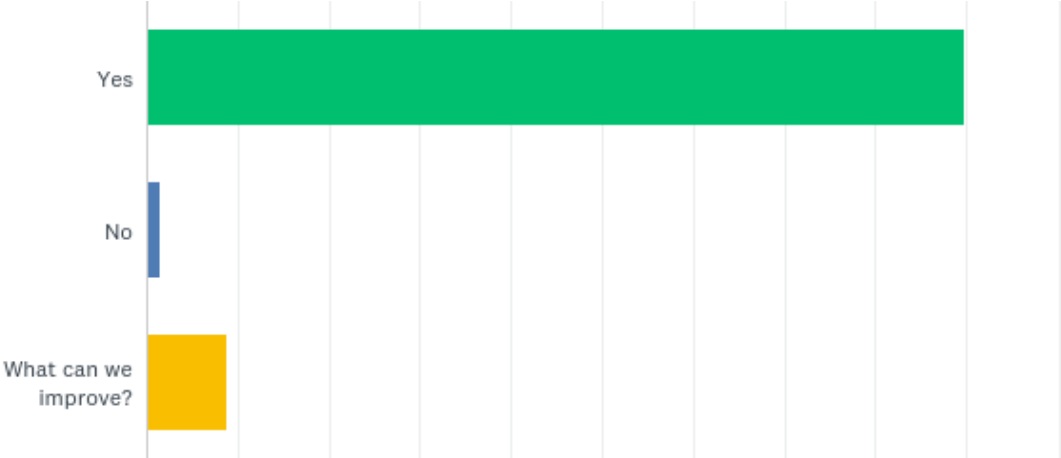
What do you think that our Chamber of Commerce can do better to support the Belgian-Luxembourg business environment in Romania and Moldova, during this difficult period? Please give your ideas (2)

Other roles for our Chamber

- Share knowledge, keep members informed: newsletters, webinars
- Create relations among the members of the Chamber to support each other: dedicated work groups for generating ideas
- Provide more access to specialized advice: legal, economics, finance, business, client / suppliers 'match making' (procurement)
- Discussions regarding to the new business environment after restart: sharing best practices
- Better contact with Chambers in Belgium and promote more the Romanian companies in Belgium
- Ask the members to support the NGO members: who will take care of the cancer patients when these NGO's do not survive the Covid19 crisis?
- Support international B2B matchmaking, see Connects
- Provide information about international and domestic travel conditions to the members (such as quarantine conditions)
- Ongoing promotion of business opportunities within the network of Chamber's members and not only.

BEROCC organizes webinars for its member. Do you find them useful?

Answered: 68 Skipped: 6



**BEROCC organizes webinars for its member. Do you find them useful?
What can we improve?**

- Agenda with future webinars instead of only separate mails/webinar
- Reminding the webinars before it will happen and automatically to be able to add to calendars
- bilateral webinars Belgium-Romania

Which topics we should discuss in the coming webinars? (1)

Finance

- Finance measures : how to get them from the Romanian government
- Credit from banks. How can the bank be forced ? Since all of them have blocked any new loan applications
- European funds for companies
- How to get delay on paying income tax or vat ... or even discounts on income taxes

During the crisis

- What to do in case of a COVID patient among your employees, and the risk on an eventual production lock-down
- Human Resources: appraisals, cost control, retention, cost savings without further personnel cuts
- how is the supply chain affected worldwide
- Continuity during current crisis by implementing hygienic measures and other strategies
- Tips and tricks for conversion
- How to do business in uncertain times
- Online marketing, home delivery products
- Business re-organization
- Digitization : how your company can change to continue to operate in the market

Which topics we should discuss in the coming webinars? (2)

After the crisis

- Impact on the economy after Corona restriction will be behind us/way forward on the crisis period
- government role in restart after crisis
- Companies and new future labour market
- How industry can recover faster, and what are the milestones
- UE / other financing programs for developing companies after COVID-19 pandemic

Legislation

- New laws and all implications, as we have them changing weekly
- new (anti Covid19) rules to be respected in production plants

HR

- Leadership on distance
- Care for employees, Importance of employee values in organisation
- Performance management during the crisis

Other

- Supporting Chamber member NGOs
- communication with Belgian organisations and companies who want to import from Romania
- Maybe more interactive seminars with a wider agenda?
- Panel with C-level executives to discuss ideas / get views about how to get through this crisis successfully

Which initiatives did you plan or take for your employees? (1)

Work from home

- Working from home (telework)
- We are working fully remotely, and we will ensure the right platforms and ways of remote working as we act in an industry that is vital for patients.
- Keep good contact with work force, by daily/weekly calls
- Look for ideas to keep them motivated
- We kept paying full salaries in teleworking period

Support

- Keeping all employees on the payroll and ensuring we can supply enough work
- find a way to guarantee their job and income
- Moral and financial support.
- online trainings, e.g. on tele-working
- Keep everybody onboard, motivated (no cut in salary / bonus)
- Support to our people abroad

Which initiatives did you plan or take for your employees? (2)

Unemployment

- Temporary unemployment scheme
- Tasks planning and renegotiation of employment terms
- Holiday, reducing working hours

Procedures due to Covid 19

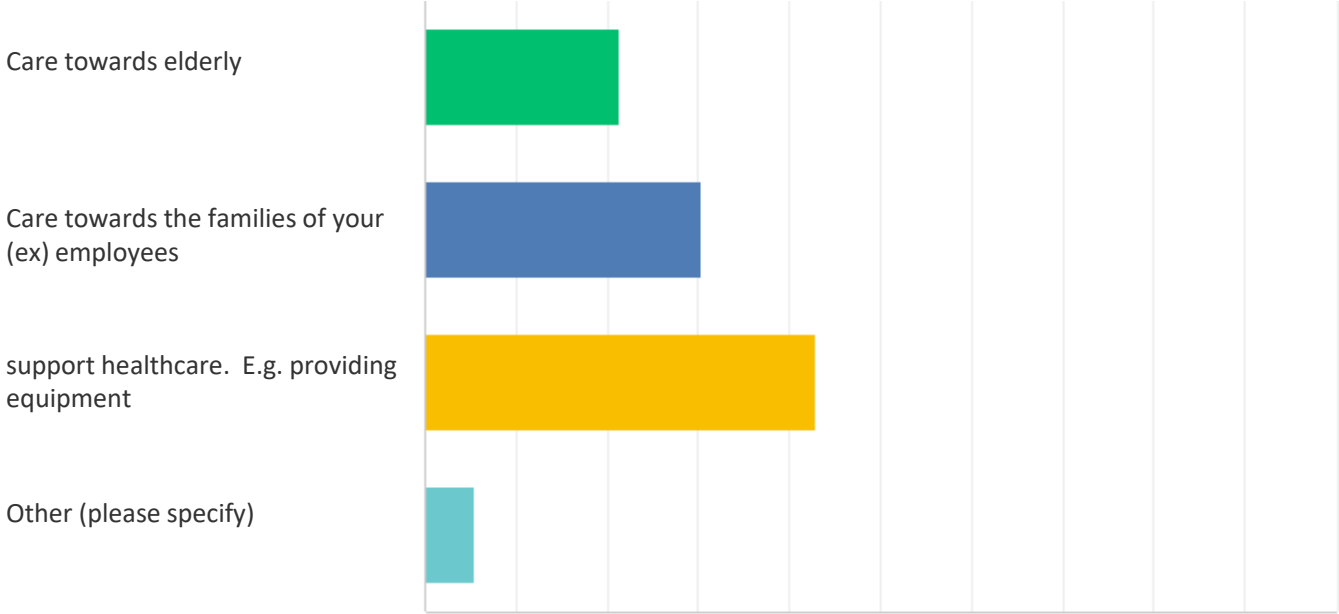
- internal communication
- Implementation of extra safety and protection measures
- Longlist with hygienic measures

Reorganization

- Find together business alternatives to help us to suffer less during the crisis
- Alternative work
- Top three ideas or solutions for the opening after the lock down
- Implement more digital services for our company's internal procedures and customer service.
- We will use the upholstery division to make mouth masks. Use people for maintenance on the building and property around
- Promoting remote contact with customers

Do you plan to activities towards the community, e.g. care for elderly, healthcare, other support.

Answered: 56 Skipped: 18



Do you plan to activities towards the community, e.g. care for elderly, healthcare, other support.

- We donate money to different organizations that support
 - elderly people in need
 - provide sanitary materials to hospitals
 - produce protection materials
- We do all of them
- We have built a fund to distribute to the less fortunate people in our community

How do you think that the members of BEROCC can help each other?

Communication

- Sharing experiences and best practices
- Exchange ideas for business survival
- Use on-line platform for sharing ideas and examples of GMP (Good Manufacturing Practice)
- Participating in interactive webinars
- Replace cancelled events (e.g. in Ploiesti) by webinar platform
- Make the Zoom webinars a communication tool to stay after the crisis. This will benefit members who can not attend in person events.

Operations

- Buying products or services from each other
- Cost reduction by group purchase: e-procurement and e-tendering for the members. (E.g. HSE contracts)
- Sharing best practices for overcoming COVID-19 pandemic. UE / other financing programs for developing companies after COVID-19 pandemic
- Providing services and products in barter system among the members

Other

- Increase the visibility of each member by recommending BEROCC members for business opportunities
- Add the logo of BEROCC to all our websites: sign of solidarity and quality label

Finally, any other ideas or remarks you wish to share.

- Digital platform for all members - specific for RO - to share information
- Continue to organise webinars with different topics
- Provide updated “newsletter” information, on regular basis, about measures and decisions by the government and business organisations.
- It would be useful to create a "forum" on the website, Facebook group, LinkedIn group or any kind of group or page that allows quick and easy access to BEROCC members by posting questions and the possibility of any member to answer to the question asked.

Thank you for the appreciation of this initiative by BEROCC in collaboration with the Belgian Embassy in Romania!

Next steps

Based on the input of all of you we will come back with an action plan.

This plan consist of

- Limited number of initiatives keeping focus
- Feasibility to organize
- In cooperation with our members

The form of collaboration will be through working groups

Proposal will be sent to you latest on May 15

THANK YOU!