

CBP Operational Readiness Survey Results - March 2021



Cairngorms
Business
Partnership

Your Local
Chamber of Commerce
Working for You

Survey Overview

- The survey was conducted between 25 February and 6th March 2021
- 145 responses received
- The questionnaire was distributed to both CBP members and businesses on our broader database
- 88% of respondents are members of the CBP

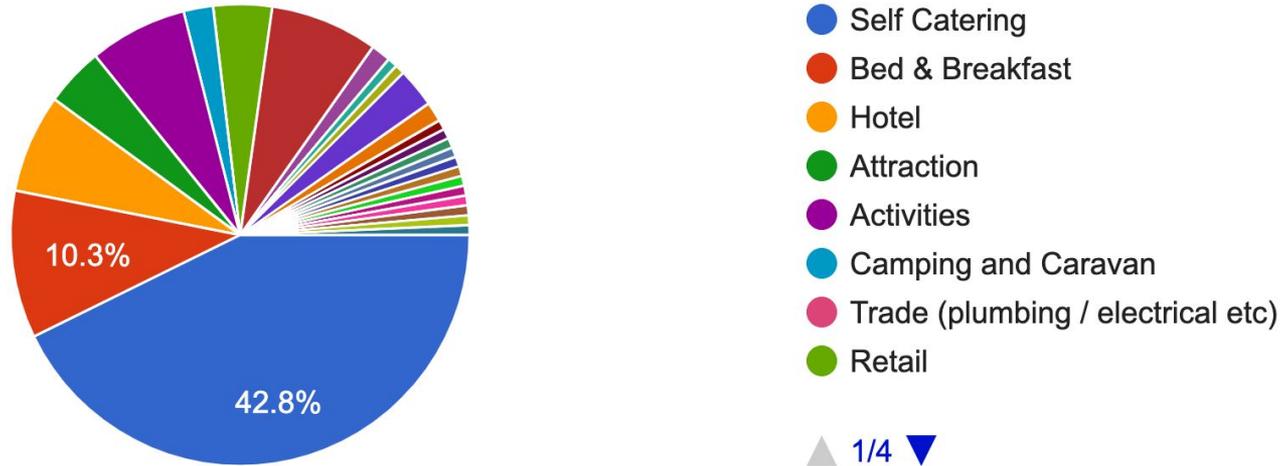
About the Cairngorms Business Partnership (CBP)

- Chamber of Commerce for the Cairngorms National Park with c.400 members
- Membership is representative of the sector and geographic nature of the area
- The CBP operates the Destination Management Organisation, VisitCairngorms

Responses by Sector

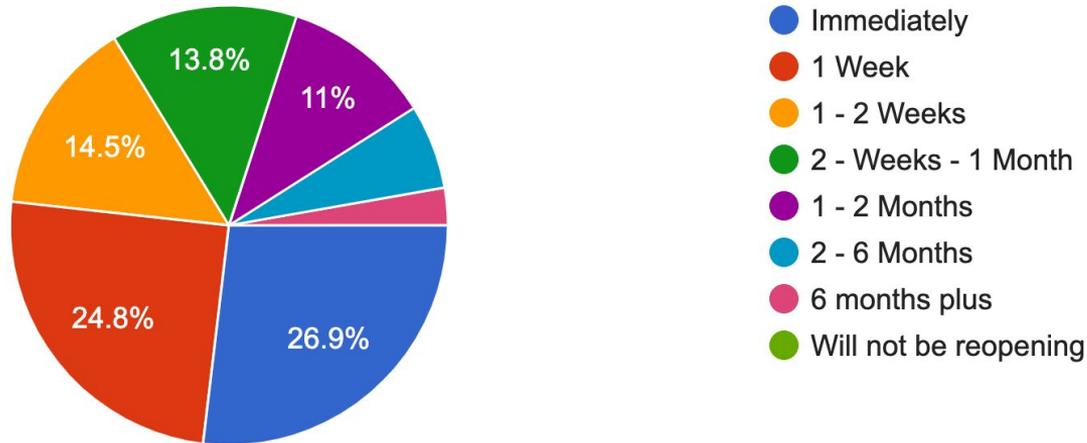
Please tell us the sector which most closely describes your business

145 responses



Time To reach 100% Capacity

Thinking about your supply chain, labour and all other requirements to become fully operational. If restrictions (for your business) were lifted today ...e operational capacity you told us about previously
145 responses



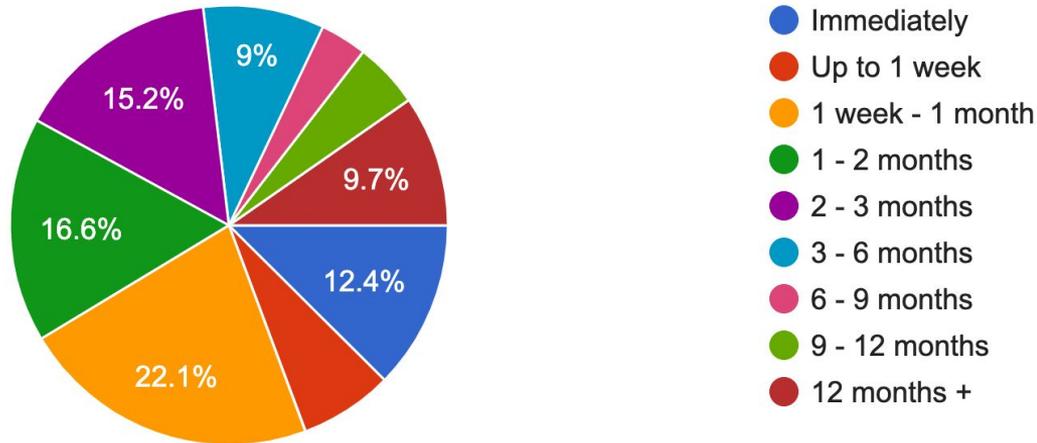
Top Barriers to Reaching 100% Capacity

| | |
|---|-----|
| Covid Adjustments / Covid Restrictions | 53% |
| Supply Chain Constraints | 20% |
| Recruiting Employees | 19% |
| Lack of Working Capital | 19% |
| Time To Train New Employees / Employees Returning From Furlough | 18% |
| Premises Issues | 16% |
| Impact of Brexit on Availability of Employees | 5% |
| Staff Not Returning From Furlough | 3% |
| No Issues | 19% |

Customer Lead Time

Thinking about your customers and the lead time from you offering a product to customers, booking to them paying, how long to you think (d... return to normal customer and turnover volumes?

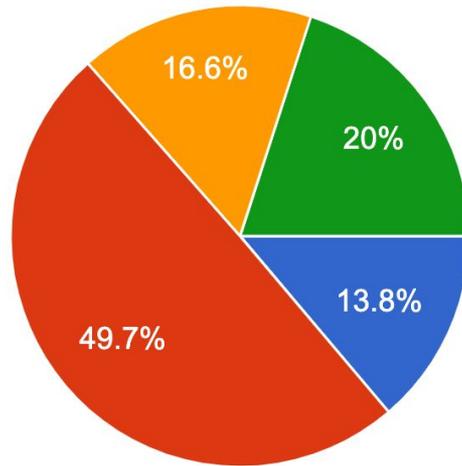
145 responses



Future Employment Trend

Post lockdown do you anticipate employing (including self employed and subcontractors)?

145 responses



- Employing more people than the previous "normal"
- Employ about the same number of people as the previous "normal"
- Employing less people than the previous "normal"
- I don't normally employ people

CBP Commentary - Operational Readiness

- Adjustment to any new Covid regulations seen as key barrier
- Availability of employees and time to train them is critical
- Supply chain constraints will hamper business ability to open quickly
- c.65% of businesses can be operationally capable within 2 weeks, c.79% within one month

Business needs notice to prepare to welcome back customers, this is particularly important in a visitor dominated economy as businesses play a central and critical role in managing for visitors to ensure they have a first class and responsible experience

CBP Commentary - Working Capital

- Many businesses will need continued support to enable them to return to profitable trading
- The recovery loan scheme will help
- Restart support from Government will be required
- How banks respond to distressed lending situations will be critical

Business confidence is strong and employment set to return to at least pre pandemic levels. Businesses will need continued support to get to that point